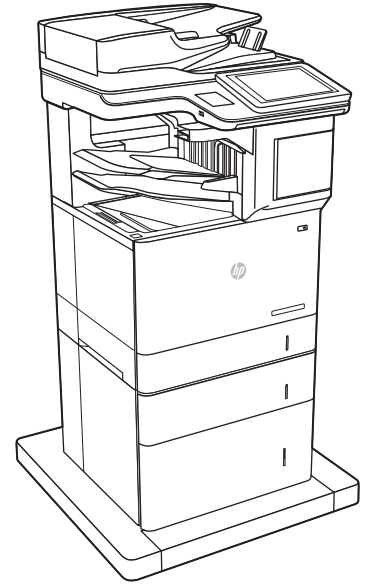
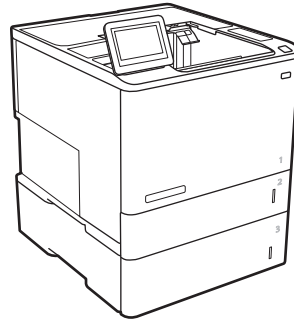
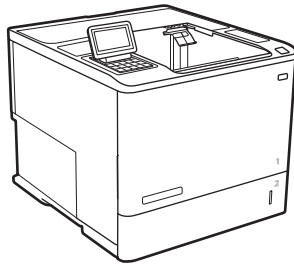




HP LaserJet Enterprise M607, M608, M609
HP LaserJet Enterprise M610, M611, M612
HP LaserJet Managed E60055, E60065, E60075
HP LaserJet Managed E60155, E60165, E60175
HP LaserJet Enterprise MFP M631, M632, M633
HP LaserJet Enterprise MFP M634, M635, M636
HP LaserJet Managed MFP E62555, E62565, E62575
HP LaserJet Managed MFP E62655, E62665, E62675

Service Manual



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HP LaserJet Enterprise M607, M608, M609
HP LaserJet Enterprise M610, M611, M612
HP LaserJet Managed E60055, E60065, E60075
HP LaserJet Managed E60155, E60165, E60175
HP LaserJet Enterprise MFP M631, M632, M633
HP LaserJet Enterprise MFP M634, M635, M636
HP LaserJet Managed MFP E62555, E62565, E62575
HP LaserJet Managed MFP E62655, E62665, E62675
-Service Manual

SUMMARY

Learn about printer theory of operation, how to diagnose and solve printer problems, and how to remove and replace supported printer service parts.

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Edition 11, 04/2021

Revision history

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Table -1 Revision history


Revision number	Revision date	Revision notes
11	04/2021	Updated part number for DC Controller Assembly page 2577
10	12/2020	Repair/Replace and Troubleshooting service manuals migration to SDL Tridion (SRM combined RRP/TTS structure)


Conventions used in this guide

Learn about the conventions used in this publication.

 **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.

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](#) (near the top of the screen).
2. Under [Services Delivery](#), select [Technical Support](#).
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Find information about the following topics

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

- [WISE - English](#)
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Asia Pacific / Japan (APJ)

- [WISE - English](#)
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- [WISE - Korean](#)
- [WISE - Chinese \(simplified\)](#)

- [WISE - Chinese \(traditional\)](#)
- [WISE - Thai](#)

Europe / Middle East / Africa (EMEA)

- [WISE - English](#)

Additional technical support WISE videos

The videos below provide additional ways to access printer information using WISE.

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1 Printer information, configurations, and specifications

Learn about printer configuration and specifications.

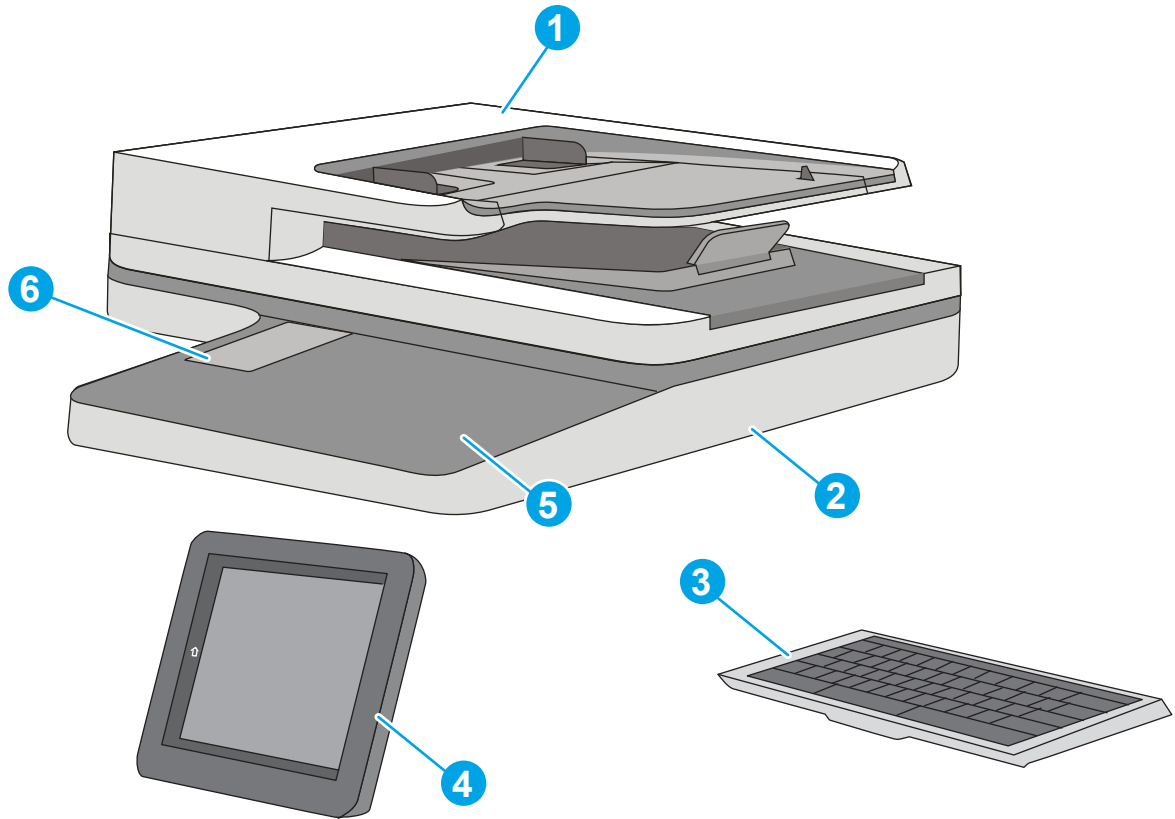
Information (document feeder and scanner)

Learn about the document feeder and scanner.

Document feeder and scanner front view

Learn about the document feeder and scanner components.

Figure 1-1 Document feeder and scanner front view



Item	Description
1	Document feeder
2	Image scanner
3	Keyboard (flow models)
4	Touchscreen control panel
5	Control panel bezel
6	HIP cover

2 Specifications (document feeder and scanner)

Learn about the document feeder and scanner specifications.

Technical specifications

Learn about the document feeder and scanner specifications.

Review the technical specifications for the document feeder and scanner.

See www.hp.com/support/ljM631MFP or www.hp.com/support/ljM632MFP or www.hp.com/support/ljM633MFP or www.hp.com/support/ljM634MFP or www.hp.com/support/ljM635MFP or www.hp.com/support/ljM636MFP or www.hp.com/support/ljE62555MFP or www.hp.com/support/ljE62565MFP or www.hp.com/support/ljE62575MFP or www.hp.com/support/ljE62655MFP or www.hp.com/support/ljE62665MFP or www.hp.com/support/ljE62675MFP for current information.

Table 2-1 Copy and scan specifications (document feeder and scanner)

Copy and scan features	M631	M632	M633	M634	M635	M636
150-page document feeder with electronic duplex copying and scanning	✓	✓	✓	✓	✓	✓
Send documents to email, USB, and shared folders on a network	✓	✓	✓	✓	✓	✓
Send documents to SharePoint®	✓ (M631z)	✓ (M632z)	✓ (M633z)	✓ (M634h)	✓ (M635z)	✓ (M636z)

3 Information (base printer)

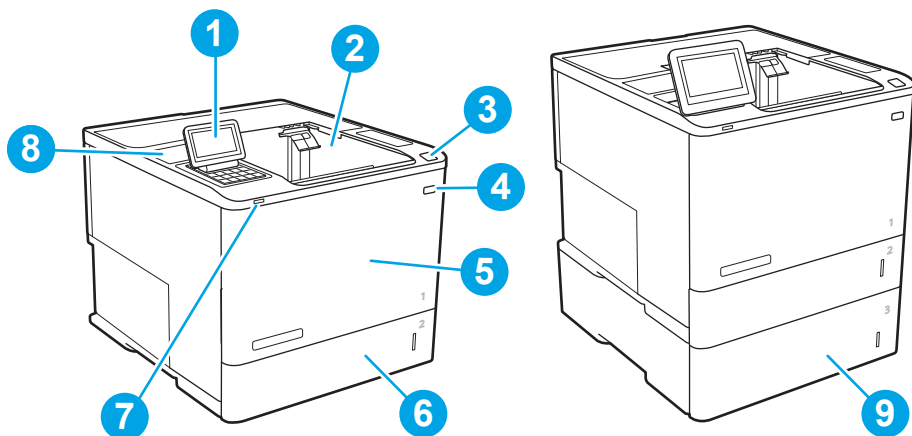
Learn about the base printer.

Printer front view (SFP)

Identify the parts on the front of the printer (SFP).

Printer front view (M607/M608/M609)

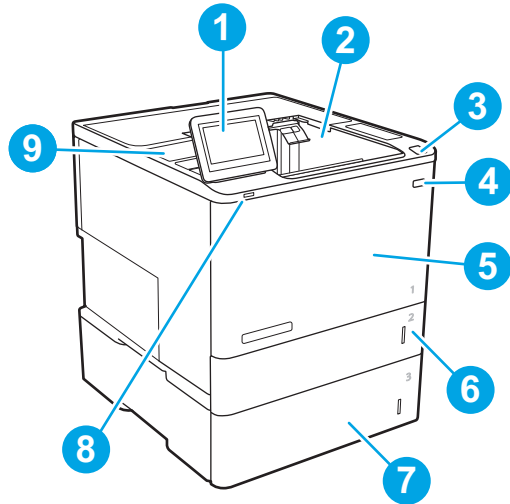
Figure 3-1 Printer front view (M607/M608/M609)



Number	Description
1	M607n, M607dn, M608n, M608dn, M609dn: Keypad control panel M608x, M609x: Color touchscreen display control panel (tilts up for easier viewing)
2	Output bin
3	Latch to release the cartridge door (access to the toner cartridge)
4	On/off button
5	Cartridge door and Tray 1
6	Tray 2
7	Easy-access USB printing port
8	Hardware integration pocket (for connecting accessories and third-party devices)
9	1x550-sheet paper feeder, Tray 3 (included with the M608z and M609z models; optional for the other models)

Printer front view (M610/M611/M612)

Figure 3-2 Printer front view (M610/M611/M612)



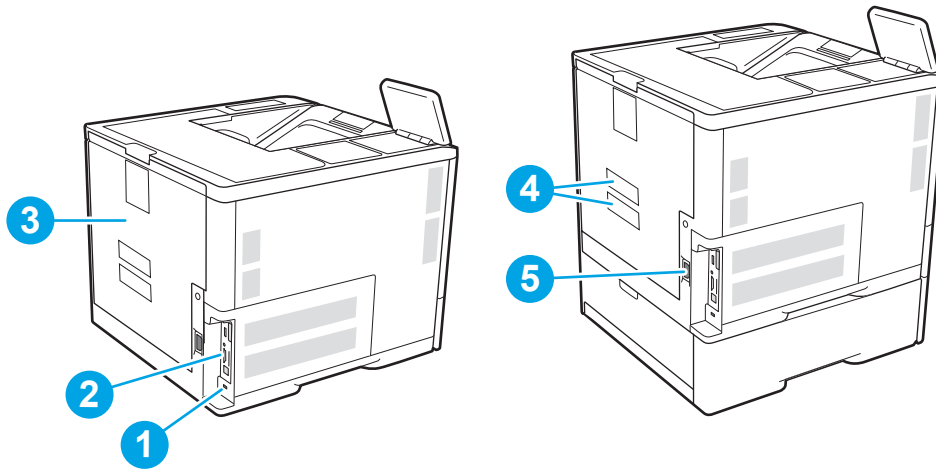
Number	Description
1	Color touchscreen display control panel (tilts up for easier viewing)
2	Output bin
3	Latch to release the cartridge door (access to the toner cartridge)
4	On/off button
5	Cartridge door and Tray 1
6	Tray 2
7	1x550-sheet paper feeder, Tray 3 (included with the M611x and M612x models; optional for the other models)
8	Easy-access USB printing port
9	Hardware integration pocket (for connecting accessories and third-party devices)

Printer back view (SFP)

Identify the parts on the back of the printer (SFP).

Printer rear view (M607/M608/M609)

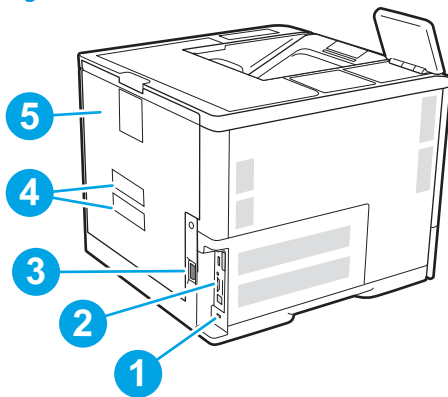
Figure 3-3 Printer rear view (M607/M608/M609)



Number	Description
1	Slot for a cable-type security lock
2	Formatter plate (contains the interface ports)
3	Rear door (for jam access)
4	Serial number and product number label
5	Power connection

Printer rear view (M610/M611/M612)

Figure 3-4 Printer rear view (M610/M611/M612)



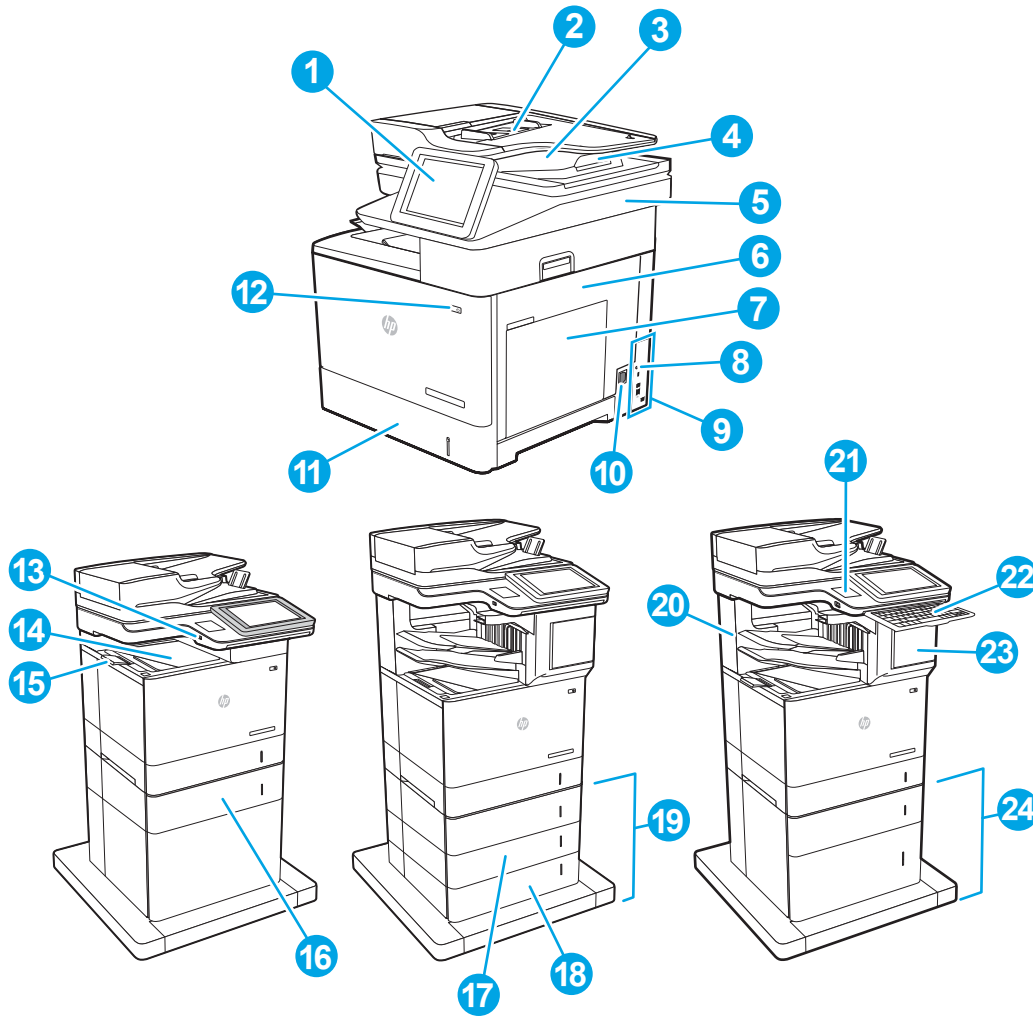
Number	Description
1	Slot for a cable-type security lock
2	Formatter plate (contains the interface ports)
3	Power connection
4	Serial number and product number label
5	Rear door (for jam access)

Printer front view (MFP)

Identify the parts on the front of the printer (MFP).

Printer front view (M631/M632/M634)

Figure 3-5 Printer front view (M631/M632/M634)

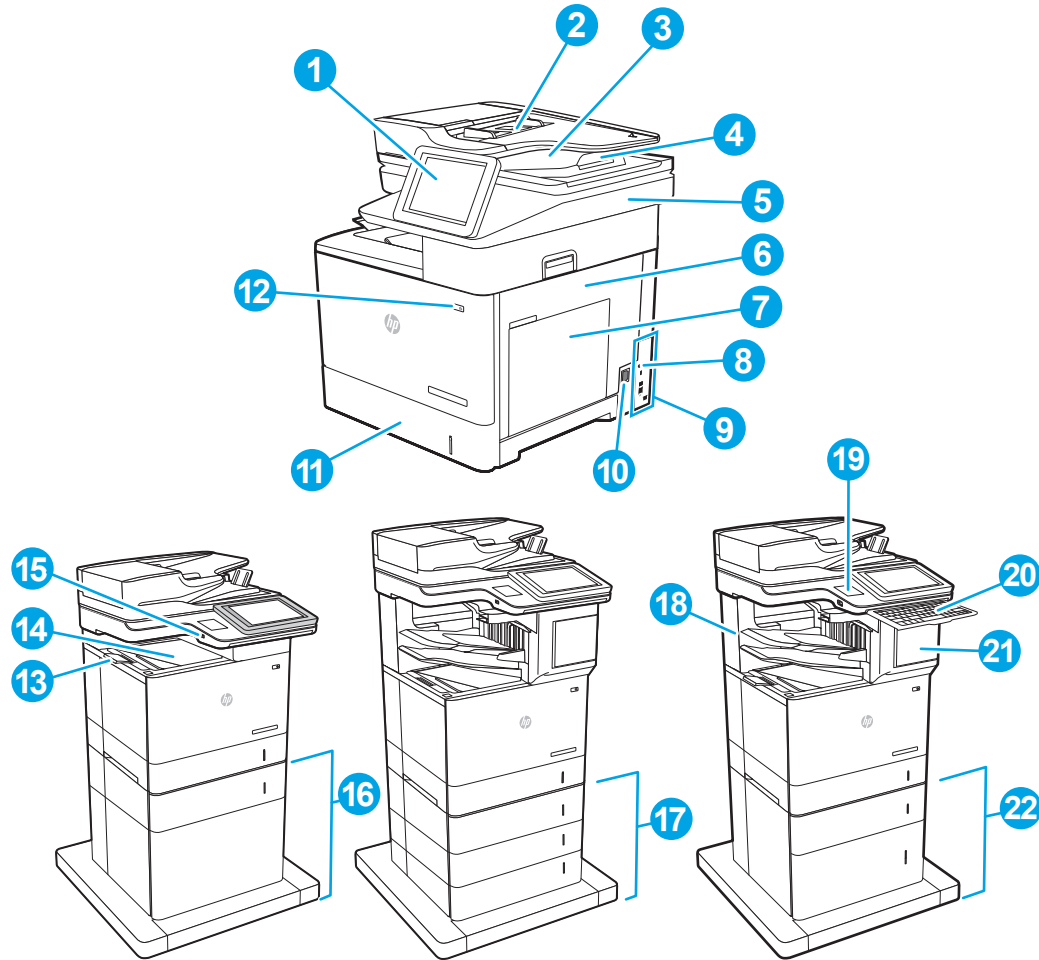


Number	Description	Number	Description
1	Control panel with color touchscreen display (tilts up for easier viewing)	13	Walk-up USB port
2	Document-feeder input tray	14	Output bin
3	Document-feeder output bin	15	Output bin extension
4	Document-feeder output extension (extend this when scanning longer—such as legal—paper)	16	Tray 3
5	Scanner assembly	17	Tray 4
6	Right door (access for clearing jams)	18	Tray 5

Number	Description	Number	Description
7	Tray 1 (multipurpose tray)	19	3x550-sheet tray (included with the M631z; optional for the M631dn, M631h, M632h, and M633fh)
8	Formatter (contains the interface ports)	20	HP Stapling Mailbox (included with the M631z, M632z, and M633z)
9	Slot for a cable-type security lock	21	Hardware integration pocket (for connecting accessories and third-party devices)
10	Power connection	22	Keyboard (M632z and M633z only. Pull the keyboard straight out to use it.)
11	Tray 2	23	Stapler door (included with the M631z, M632z, and M633z)
12	On/off button	24	1x550-sheet tray and 2,100-sheet high-capacity input tray (included with the M632z and M633z; optional for the M631dn, M631h, M632h, and M633fh)

Printer front view (M634/M635/M636)

Figure 3-6 Printer front view (M634/M635/M636)



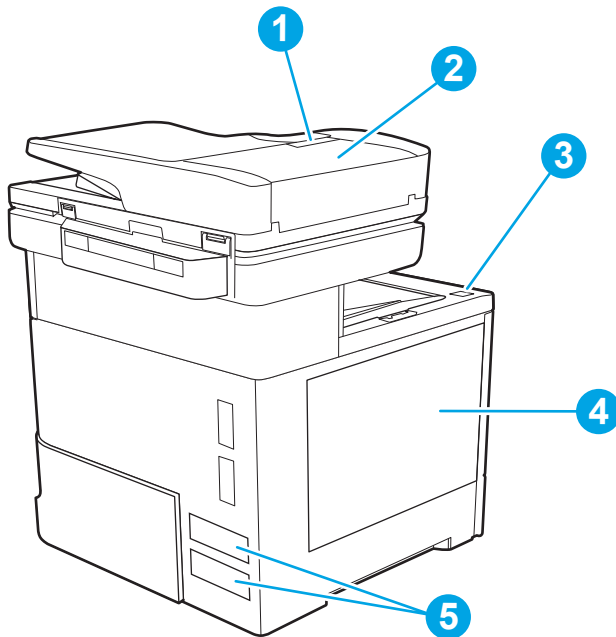
Number	Description	Number	Description
1	Control panel with color touchscreen display (tilts up for easier viewing)	12	On/off button
		13	Walk-up USB port
2	Document-feeder input tray	14	Output bin
3	Document-feeder output bin	15	Output bin extension
4	Document-feeder output extension (extend this when scanning longer—such as legal—paper)	16	1 x 550-sheet paper feeder with stand (included with the M635fht; optional for the M634dn, M634h, M634z, M635h, M635z, M636fh, and M636z)
5	Scanner assembly	17	3 x 550-sheet paper feeder with stand (included with the M634z; optional for the M634dn, M634h, M635fht, M635h, M635z, M636fh, and M636z)
6	Right door (access for clearing jams)	18	HP Stapling Mailbox (included with the M634z, M635z, and M636z)
7	Tray 1 (multipurpose tray)	19	Hardware integration pocket (for connecting accessories and third-party devices)

Number	Description	Number	Description
8	Formatter (contains the interface ports)	20	Keyboard (M634h, M635z, and M636z only. Pull the keyboard straight out to use it.)
9	Slot for a cable-type security lock	21	Stapler door (included with the M634z, M635z, and M636z)
10	Power connection	22	1x550-sheet tray and 2,000-sheet high-capacity input tray (included with the M635z and M636z; optional for the M634dn, M634h, M634z, M635fht, M635h, and M636fh)
11	Tray 2	23	Stapler door (included with the M631z, M632z, and M633z)

Printer back view (MFP)

Identify the parts on the back of the printer (MFP).

Figure 3-7 Printer rear view (MFP)



Number	Description
1	Document feeder cover release latch
2	Document-feeder cover (access for clearing jams)
3	Cartridge door release button
4	Cartridge door (access to the toner cartridge)
5	Serial number and product number label

4 Specifications (base printer)

Learn about the base printer specifications.

Technical specifications (M607/M608/M609)

Review the technical specifications for the M607/M608/M609 printers.

See www.hp.com/support/ljM607 or www.hp.com/support/ljM608 or www.hp.com/support/ljM609 or www.hp.com/support/ljM610 or www.hp.com/support/ljM611 or www.hp.com/support/ljM612 or www.hp.com/support/ljE60055 or www.hp.com/support/ljE60065 or www.hp.com/support/ljE60075 or www.hp.com/support/ljE60155 or www.hp.com/support/ljE60165 or www.hp.com/support/ljE60175 for current information.

Product numbers for each model

- M607n - K0Q14A
- M607dn - K0Q15A
- M608n - K0Q17A
- M608dn - K0Q18A
- M608x - K0Q19A
- M609dn - K0Q21A
- M609x - K0Q22A

Table 4-1 Paper handling specifications

Description	M607n, M608n	M607dn, M608dn, M609dn	M608x, M609x
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (250-sheet capacity)	✓	✓	✓
1x550-sheet paper feeder	Optional	Optional	✓
NOTE: The printer supports as many as six input trays.			
2,100-sheet high-capacity feeder	Optional	Optional	Optional
NOTE: This accessory can be combined with as many as three 1x550-sheet feeders.			
Automatic duplex printing	Not supported	✓	✓

Table 4-1 Paper handling specifications (continued)

Description	M607n, M608n	M607dn, M608dn, M609dn	M608x, M609x
Envelope feeder cassette for printing up to 75 envelopes	Optional	Optional	Optional
Tray 2 extension cover for printing on Legal-size media	✓	✓	✓
HP Stapling Mailbox	Optional	Optional	Optional

NOTE: Printer has 6-bin mailbox capability when standard output bin is included, for a total capacity of six bins and 1,300 sheets.

Table 4-2 Connectivity specifications

Description	M607n, M608n	M607dn, M608dn, M609dn	M608x, M609x
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
Hi-Speed USB 2.0	✓	✓	✓
Easy-access USB port for printing and scanning without a computer and upgrading the firmware	✓	✓	✓
Hardware integration pocket (HIP) for connecting accessory and third-party devices	✓	✓	✓
HP Internal USB Ports	Optional	Optional	Optional
HP Jetdirect 3000w NFC/ Wireless Accessory for printing from mobile devices	Optional	Optional	Optional
HP near field communication (NFC) and Wi-Fi Direct accessory for printing from mobile devices	Optional	Optional	Optional
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional

Table 4-3 Memory specifications

Description	M607n, M608n	M607dn, M608dn, M609dn	M608x, M609x
512 MB (expandable to 1.5 GB)	✓	✓	✓
HP Secure High-Performance Hard Disk	Optional	Optional	Optional

Table 4-4 Security specifications

Description	M607n, M608n	M607dn, M608dn, M609dn	M608x, M609x
HP Trusted Platform Module for encrypting all data that passes through the printer	Optional	Optional	Optional

Table 4-5 Control-panel display and input specifications

Description	M607n, M608n	M607dn, M608dn, M609dn	M608x, M609x
Color keypad control panel	✓	✓	Not supported
Constant-view color touchscreen control panel	Not supported	Not supported	✓

Table 4-6 Print specifications

Description	M607n, M608n	M607dn, M608dn, M609dn	M608x, M609x
Prints 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	M607n	M607dn	
Prints 61 ppm on A4 and 65 ppm on letter-size paper	M608n	M608dn	M608x
Prints 71 ppm on A4 and 75 ppm on letter-size paper		M609dn	M609dx
Easy-access USB printing (no computer required)	✓	✓	✓

Technical specifications (M610/M611/M612)

Review the technical specifications for the M610/M611/M612 printers.

See www.hp.com/support/ljM607 or www.hp.com/support/ljM608 or www.hp.com/support/ljM609 or www.hp.com/support/ljM610 or www.hp.com/support/ljM611 or www.hp.com/support/ljM612 or www.hp.com/support/ljE60055 or www.hp.com/support/ljE60065 or www.hp.com/support/ljE60075 or www.hp.com/support/ljE60155 or www.hp.com/support/ljE60165 or www.hp.com/support/ljE60175 for current information.

Product numbers for each model

- M610dn - 7PS82A
- M611dn - 7PS84A
- M611x - 7PS85A
- M612dn - 7PS86A
- M612x - 7PS87A

Table 4-7 Paper handling specifications

Description	M610dn, M611dn, M612dn	M611x, M612x
Tray 1 (100-sheet capacity)	✓	✓
Tray 2 (250-sheet capacity)	✓	✓
1x550-sheet paper feeder	Optional	✓
NOTE: The printer supports as many as six input trays.		
2,100-sheet high-capacity feeder	Optional	Optional
NOTE: This accessory can be combined with as many as three 1x550-sheet feeders.		
Automatic duplex printing	✓	✓
Envelope feeder cassette for printing up to 75 envelopes	Optional	Optional
Tray 2 extension cover for printing on Legal-size media	✓	✓
HP Stapling Mailbox	Optional	Optional
NOTE: Printer has 6-bin mailbox capability when standard output bin is included, for a total capacity of six bins and 1,300 sheets.		

Table 4-8 Connectivity specifications

Description	M610dn, M611dn, M612dn	M611x, M612x
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
Hi-Speed USB 2.0	✓	✓
Easy-access USB port for printing and scanning without a computer and upgrading the firmware	✓	✓
Hardware integration pocket (HIP) for connecting accessory and third-party devices	✓	✓
HP Internal USB Ports	Optional	Optional
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional
HP Jetdirect 3100w BLE/NFC/Wireless Accessory for printing from mobile devices	Optional	✓
NOTE: Connected via the Hardware Integration Pocket or the rear host USB port. The HP Jetdirect 3100w BLE/NFC/Wireless Accessory requires the HP Internal USB ports accessory.		

Table 4-9 Print specifications

Description	M610dn, M611dn, M612dn	M611x, M612x
Prints 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	M610dn	
Prints 61 ppm on A4 and 65 ppm on letter-size paper	M611dn	M611x
Prints 71 ppm on A4 and 75 ppm on letter-size paper	M612dn	M612x
Easy-access USB printing (no computer required)	✓	✓

Table 4-10 Other specifications

Description	M610dn, M611dn, M612dn	M611x, M612x
512 MB (expandable to 1.5 GB)	✓	✓
HP Secure High-Performance Hard Disk	Optional	Optional
Mass storage: 8 GB embedded Multi-Media Controller (eMMC)	✓	✓
Security: HP Trusted Platform Module for encrypting all data that passes through the printer	✓	✓
Control panel: Constant-view color touchscreen control panel	✓	✓

Technical specifications (M631/M632/M633)

Review the technical specifications for the M631/M632/M633 printers.

See www.hp.com/support/ljM607 or www.hp.com/support/ljM608 or www.hp.com/support/ljM609 or www.hp.com/support/ljM610 or www.hp.com/support/ljM611 or www.hp.com/support/ljM612 or www.hp.com/support/ljE60055 or www.hp.com/support/ljE60065 or www.hp.com/support/ljE60075 or www.hp.com/support/ljE60155 or www.hp.com/support/ljE60165 or www.hp.com/support/ljE60175 for current information.

Product numbers for each model

- M631dn - K0Q14A
- M631h - K0Q15A
- M631z - K0Q19A
- M632h - K0Q17A
- M632fht, - K0Q18A
- M632z - K0Q20A
- M633fh - K0Q21A
- M633z - K0Q22A

Table 4-11 Paper handling specifications

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (250-sheet capacity)	✓	✓	✓
1x550-sheet paper feeder	Optional	Optional	Optional (not available for the M631z)
NOTE: The printer supports as many as six input trays.			
1x550-sheet feeder plus 2,100-sheet high-capacity feeder	Optional	Optional	Included with the M632z and M633z
Automatic duplex printing	✓	✓	✓
Envelope feeder cassette for printing up to 75 envelopes	Optional	Optional	Optional
HP Stapling Mailbox	Optional	Optional	Optional

Table 4-12 Connectivity specifications

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
Hi-Speed USB 2.0	✓	✓	✓
Easy-access USB port for printing and scanning without a computer and upgrading the firmware	✓	✓	✓
Hardware integration pocket (HIP) for connecting accessory and third-party devices	✓	✓	✓
HP Internal USB Ports	Optional	Optional	Optional
HP Jetdirect 3000w NFC/ Wireless Accessory for printing from mobile devices	Optional	Optional	Optional
Integrated HP Wi-Fi Direct accessory for printing from mobile devices	Not supported	Not supported	M631z and M633z
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional

Table 4-13 Memory specifications

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
1.75 GB (expandable to 2.5 GB)	✓	✓	Not supported
2.25 GB (expandable to 3 GB)	Not supported	Not supported	✓

Table 4-13 Memory specifications (continued)

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
16 GB eMMC hard drive	M631dn	Not supported	Not supported
320 GB HP High-Performance Secure Hard Disk	Included with the M632h; optional for the M631dn	✓	✓

Table 4-14 Security specifications

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
HP Trusted Platform Module for encrypting all data that passes through the printer	Optional	Optional	Optional

Table 4-15 Control-panel display and input specifications

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
Touchscreen control panel	✓	✓	✓
Retractable keyboard	Not supported	Not supported	✓

Table 4-16 Print specifications

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
Prints 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	M631dn	M631h	M631z
Prints 61 ppm on A4 and 65 ppm on letter-size paper	M632h	M632fht	M632z
Prints 71 ppm on A4 and 75 ppm on letter-size paper	Not supported	M633fh	M633z
Easy-access USB printing (no computer required)	✓	✓	✓

Table 4-17 Fax specifications

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
Faxing	Optional	Included with M632fht, M633fh; optional for the M631h	✓

Table 4-18 Copy and scan specifications

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
Copies 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	M631dn	M631h	M631z

Table 4-18 Copy and scan specifications (continued)

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
Copies 61 ppm on A4 and 65 ppm on letter-size paper	M632h	M632fht	M632z
Copies 71 ppm on A4 and 75 ppm on letter-size paper		M633fh	M633z
Scans at 75 images per minute (ipm) (monochrome or color)	✓	✓	
Scans at 120 ipm (monochrome and color)			✓
Easy-access USB copying and scanning (no computer required)	✓	✓	✓
150-page document feeder with electronic duplex copying and scanning	✓	✓	✓
HP EveryPage Technologies including ultrasonic multi-feed detection	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	✓
SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	Not supported	✓
Automatic page orientation for pages that have at least 100 characters of text	Not supported	Not supported	✓
Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	Not supported	✓

Table 4-19 Digital send specifications

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
Send to E-mail, Save to USB, and Save to Network Folder	✓	✓	✓
Send documents to SharePoint®	Not supported	Not supported	✓

Technical specifications (M634/M635/M636)

Review the technical specifications for the M634/M635/M636 printers.

See www.hp.com/support/ljM607 or www.hp.com/support/ljM608 or www.hp.com/support/ljM609 or www.hp.com/support/ljM610 or www.hp.com/support/ljM611 or www.hp.com/support/ljM612 or www.hp.com/

support/ljE60055 or www.hp.com/support/ljE60065 or www.hp.com/support/ljE60075 or www.hp.com/support/ljE60155 or www.hp.com/support/ljE60165 or www.hp.com/support/ljE60175 for current information.

Product numbers for each model

- M634dn - 7PS94A
- M634h - 7PS95A
- M634z - 7PS96A
- M635fht - 7PS98A
- M635h, - 7PS97A
- M635z - 7PS99A
- M636fh - 7PT00A
- M636z - 7PT01A

Table 4-20 Paper handling specifications (M634)

Description	M634dn	M634h	M634z
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (250-sheet capacity)	✓	✓	✓
1x550-sheet paper feeder	Optional	Optional	Optional
NOTE: The printer supports as many as six input trays.			
1 x 550-sheet paper feeder with stand	Optional	Optional	Optional
1x550-sheet feeder plus 2,100-sheet high-capacity feeder	Optional	Optional	Optional
3 x 550-sheet paper feeder with stand	Optional	Optional	✓
Automatic duplex printing	✓	✓	✓
Envelope feeder cassette for printing up to 75 envelopes	Optional	Optional	Optional
900-sheet 3-bin Stapling Mailbox	Optional	Optional	✓

Table 4-21 Paper handling specifications (M635)

Description	M635fht	M635h	M635z
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (250-sheet capacity)	✓	✓	✓
1x550-sheet paper feeder	Optional	Optional	Optional
NOTE: The printer supports as many as six input trays.			

Table 4-21 Paper handling specifications (M635) (continued)

Description	M635fht	M635h	M635z
1 x 550-sheet paper feeder with stand	✓	Optional	Optional
1x550-sheet feeder plus 2,100-sheet high-capacity feeder	Optional	Optional	✓
3 x 550-sheet paper feeder with stand	Optional	Optional	Optional
Automatic duplex printing	✓	✓	✓
Envelope feeder cassette for printing up to 75 envelopes	Optional	Optional	Optional
900-sheet 3-bin Stapling Mailbox	Not supported	Not supported	✓

Table 4-22 Paper handling specifications (M636)

Description	M636fh	M636z
Tray 1 (100-sheet capacity)	✓	✓
Tray 2 (250-sheet capacity)	✓	✓
1x550-sheet paper feeder	Optional	Optional
NOTE: The printer supports as many as six input trays.		
1 x 550-sheet paper feeder with stand	Optional	Optional
1x550-sheet feeder plus 2,100-sheet high-capacity feeder	Optional	✓
3 x 550-sheet paper feeder with stand	Optional	Optional
Automatic duplex printing	✓	✓
Envelope feeder cassette for printing up to 75 envelopes	Optional	Optional
900-sheet 3-bin Stapling Mailbox	Not supported	✓

Table 4-23 Connectivity specifications (M634)

Description	M634dn	M634h	M634z
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
Hi-Speed USB 2.0	✓	✓	✓
Easy-access USB port for printing and scanning without a computer and upgrading the firmware	✓	✓	✓

Table 4-23 Connectivity specifications (M634) (continued)

Description	M634dn	M634h	M634z
Hardware integration pocket (HIP) for connecting accessory and third-party devices	✓	✓	✓
HP Internal USB Ports	Optional	Optional	Optional
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional
HP Jetdirect 3100w BLE/NFC/ Wireless Accessory for printing from mobile devices	Optional	Optional	✓

NOTE: Connected via the Hardware Integration Pocket or the rear host USB port. The HP Jetdirect 3100w BLE/NFC/ Wireless Accessory requires the HP Internal USB ports accessory.

Table 4-24 Connectivity specifications (M635)

Description	M635fht	M635h	M635z
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
Hi-Speed USB 2.0	✓	✓	✓
Easy-access USB port for printing and scanning without a computer and upgrading the firmware	✓	✓	✓
Hardware integration pocket (HIP) for connecting accessory and third-party devices	✓	✓	✓
HP Internal USB Ports	Optional	Optional	Optional
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional
HP Jetdirect 3100w BLE/NFC/ Wireless Accessory for printing from mobile devices	Optional	Optional	Optional

NOTE: Connected via the Hardware Integration Pocket or the rear host USB port. The HP Jetdirect 3100w BLE/NFC/ Wireless Accessory requires the HP Internal USB ports accessory.

Table 4-25 Connectivity specifications (M636)

Description	M636fh	M636z
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
Hi-Speed USB 2.0	✓	✓
Easy-access USB port for printing and scanning without a computer and upgrading the firmware	✓	✓
Hardware integration pocket (HIP) for connecting accessory and third-party devices	✓	✓
HP Internal USB Ports	Optional	Optional
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional
HP Jetdirect 3100w BLE/NFC/Wireless Accessory for printing from mobile devices	Optional	✓
<p>NOTE: Connected via the Hardware Integration Pocket or the rear host USB port. The HP Jetdirect 3100w BLE/NFC/Wireless Accessory requires the HP Internal USB ports accessory.</p>		

Table 4-26 Print specifications (M634)

Description	M634dn	M634h	M634z
Prints 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	✓	✓	✓
Prints 61 ppm on A4 and 65 ppm on letter-size paper	Not supported	Not supported	Not supported
Prints 71 ppm on A4 and 75 ppm on letter-size paper	Not supported	Not supported	Not supported
Easy-access USB printing (no computer required)	✓	✓	✓
Store jobs in the printer memory to print later or print privately	✓	✓	✓

Table 4-27 Print specifications (M635)

Description	M635fht	M635h	M635z
Prints 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	Not supported	Not supported	Not supported
Prints 61 ppm on A4 and 65 ppm on letter-size paper	✓	✓	✓

Table 4-27 Print specifications (M635) (continued)

Description	M635ft	M635h	M635z
Prints 71 ppm on A4 and 75 ppm on letter-size paper	Not supported	Not supported	Not supported
Easy-access USB printing (no computer required)	✓	✓	✓
Store jobs in the printer memory to print later or print privately	✓	✓	✓

Table 4-28 Print specifications (M636)

Description	M636fh	M636z
Prints 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	Not supported	Not supported
Prints 61 ppm on A4 and 65 ppm on letter-size paper	Not supported	Not supported
Prints 71 ppm on A4 and 75 ppm on letter-size paper	✓	✓
Easy-access USB printing (no computer required)	✓	✓
Store jobs in the printer memory to print later or print privately	✓	✓

Table 4-29 Copy and scan specifications (M634)

Description	M631dn, M632h	M631h, M632ft, M633fh	M631z, M632z, M633z
Copies 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	✓	✓	✓
Copies 61 ppm on A4 and 65 ppm on letter-size paper	Not supported	Not supported	Not supported
Copies 71 ppm on A4 and 75 ppm on letter-size paper	Not supported	Not supported	Not supported
Scans at 75 images per minute (ipm) (monochrome or color)	✓	Not supported	✓
Scans at 120 ipm (monochrome and color)	Not supported	✓	Not supported
Easy-access USB copying and scanning (no computer required)	✓	✓	✓
150-page document feeder with electronic duplex copying and scanning	✓	✓	✓
HP EveryPage Technologies including ultrasonic multi-feed detection	Not supported	✓	Not supported

Table 4-29 Copy and scan specifications (M634) (continued)

Description	M631dn, M632h	M631h, M632fht, M633fh	M631z, M632z, M633z
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
SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	✓	Not supported
Automatic page orientation for pages that have at least 100 characters of text	Not supported	✓	Not supported
Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	✓	Not supported

Table 4-30 Copy and scan specifications (M635)

Description	M635fht	M635h	M635z
Copies 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	✓	✓	✓
Copies 61 ppm on A4 and 65 ppm on letter-size paper	✓	✓	✓
Copies 71 ppm on A4 and 75 ppm on letter-size paper	Not supported	Not supported	Not supported
Scans at 75 images per minute (ipm) (monochrome or color)	✓	✓	Not supported
Scans at 120 ipm (monochrome and color)	Not supported	Not supported	✓
Easy-access USB copying and scanning (no computer required)	✓	✓	✓
150-page document feeder with electronic duplex copying and scanning	✓	✓	✓
HP EveryPage Technologies including ultrasonic multi-feed detection	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	✓
SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	Not supported	✓

Table 4-30 Copy and scan specifications (M635) (continued)

Description	M635ft	M635h	M635z
Automatic page orientation for pages that have at least 100 characters of text	Not supported	Not supported	✓
Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	Not supported	✓

Table 4-31 Copy and scan specifications (M636)

Description	M636fh	M636z
Copies 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	Not supported	Not supported
Copies 61 ppm on A4 and 65 ppm on letter-size paper	Not supported	Not supported
Copies 71 ppm on A4 and 75 ppm on letter-size paper	✓	✓
Scans at 75 images per minute (ipm) (monochrome or color)	✓	Not supported
Scans at 120 ipm (monochrome and color)	Not supported	✓
Easy-access USB copying and scanning (no computer required)	✓	✓
150-page document feeder with electronic duplex copying and scanning	✓	✓
HP EveryPage Technologies including ultrasonic multi-feed detection	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	✓
SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	✓
Automatic page orientation for pages that have at least 100 characters of text	Not supported	✓
Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	✓

Table 4-32 Digital and send specifications (M634)

Description	M634dn	M634h	M634z
Send documents to email, USB, and shared folders on a network	✓	✓	✓
Send documents to SharePoint®	Not supported	✓	Not supported

Table 4-33 Digital and send specifications (M635)

Description	M635fht	M635h	M635z
Send documents to email, USB, and shared folders on a network	✓	✓	✓
Send documents to SharePoint®	Not supported	Not supported	✓

Table 4-34 Digital and send specifications (M636)

Description	M636fh	M636z
Send documents to email, USB, and shared folders on a network	✓	✓
Send documents to SharePoint®	Not supported	✓

Table 4-35 Memory specifications (M634)

Description	M634dn	M634h	M634z
1.75 GB (expandable to 2.5 GB)	✓	Not supported	✓
2.25 GB (expandable to 3 GB)	Not supported	✓	Not supported

Table 4-36 Memory specifications (M635)

Description	M635fht	M635h	M635z
1.75 GB (expandable to 2.5 GB)	✓	✓	Not supported
2.25 GB (expandable to 3 GB)	Not supported	Not supported	✓

Table 4-37 Memory specifications (M636)

Description	M636fh	M636z
1.75 GB (expandable to 2.5 GB)	✓	Not supported
2.25 GB (expandable to 3 GB)	Not supported	✓

Table 4-38 Other specifications (M634)

Description	M634dn	M634h	M634z
Touchscreen control panel	✓	✓	✓
Retractable keyboard	Not supported	✓	Not supported
Mass storage: 16 GB embedded Multi-Media Controller (eMMC)	✓	Not supported	Not supported
Mass storage: 500 GB HP High-Performance Secure Hard Disk	Optional	✓	✓

Table 4-38 Other specifications (M634) (continued)

Description	M634dn	M634h	M634z
Security: HP Trusted Platform Module for encrypting all data that passes through the printer	✓	✓	✓
Fax	Optional	Optional	✓

Table 4-39 Other specifications (M635)

Description	M635fht	M635h	M635z
Touchscreen control panel	✓	✓	✓
Retractable keyboard	Not supported	Not supported	✓
Mass storage: 16 GB embedded Multi-Media Controller (eMMC)	Not supported	Not supported	Not supported
Mass storage: 500 GB HP High-Performance Secure Hard Disk	✓	✓	✓
Security: HP Trusted Platform Module for encrypting all data that passes through the printer	✓	✓	✓
Fax	✓	Optional	✓

Table 4-40 Other specifications (M635)

Description	M636fh	M636z
Touchscreen control panel	✓	✓
Retractable keyboard	Not supported	✓
Mass storage: 16 GB embedded Multi-Media Controller (eMMC)	Not supported	Not supported
Mass storage: 500 GB HP High-Performance Secure Hard Disk	✓	✓
Security: HP Trusted Platform Module for encrypting all data that passes through the printer	✓	✓
Fax	✓	✓

Printer dimensions (SFP)

Make sure your printer environment is large enough to accommodate the printer.

Table 4-41 Dimensions for M607n, M607dn, M608n, M608dn, M609dn

Measurement	Printer fully closed	Printer fully opened
Height	380 mm (15 in)	453 mm (17.8 in)

Table 4-41 Dimensions for M607n, M607dn, M608n, M608dn, M609dn (continued)

Measurement	Printer fully closed	Printer fully opened
Depth	466 mm (18.3 in)	1,040 mm (40.9 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	20.6 kg (45.4 lb)	

Table 4-42 Dimensions for M6608x, M609x

Measurement	Printer fully closed	Printer fully opened
Height	505 mm (19.9 in)	581 mm (22.9 in)
Depth	466 mm (18.3 in)	1,100 mm (43.3 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	26.3 kg (58 lb)	

Table 4-43 Dimensions for M610dn, M611dn, M612dn

Measurement	Printer fully closed	Printer fully opened
Height	380 mm (15 in)	453 mm (17.8 in)
Depth	466 mm (18.3 in)	1,040 mm (40.9 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	20.6 kg (45.4 lb)	

Table 4-44 Dimensions for M611x, M612x

Measurement	Printer fully closed	Printer fully opened
Height	505 mm (19.9 in)	581 mm (22.9 in)
Depth	466 mm (18.3 in)	1,100 mm (43.3 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	26.3 kg (58 lb)	

Table 4-45 Dimensions for the 1x550-sheet paper feeder

Measurement	Accessory fully closed	Accessory fully opened
Height	148 mm (5.8 in)	148 mm (5.8 in)
Depth	466 mm (18.3 in)	790 mm (31.1 in)

Table 4-45 Dimensions for the 1x550-sheet paper feeder (continued)

Measurement	Accessory fully closed	Accessory fully opened
Width	426 mm (16.7 in)	426 mm (16.7 in)
Weight (with toner cartridge)	5.7 kg (12.6 lb)	

Table 4-46 Dimensions for the printer with a 1x550-sheet paper feeder

Measurement	Printer fully closed	Printer fully opened
Height	505 mm (19.9 in)	581 mm (22.9 in)
Depth	466 mm (18.3 in)	1,100 mm (43.3 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	26.3 kg (58 lb)	

Table 4-47 Dimensions for the 2,100-sheet HCI with stand

Measurement	Accessory fully closed	Accessory fully opened
Height	341 mm (13.4 in)	341 mm (13.4 in)
Depth	466 mm (18.3 in)	864 mm (34 in)
Width	426 mm (16.7 in)	426 mm (16.7 in)
Weight (with toner cartridge)	9.98 kg (22 lb)	

Table 4-48 Dimensions for the printer with a 2,100-sheet HCI with stand

Measurement	Printer fully closed	Printer fully opened
Height	698 mm (27.5 in)	733 mm (30.4 in)
Depth	466 mm (18.3 in)	1,180 mm (34 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	30.6 kg (67.4 lb)	

Table 4-49 Dimensions for the envelope feeder

Measurement	Accessory fully closed	Accessory fully opened
Height	148 mm (5.8 in)	148 mm (5.8 in)
Depth	466 mm (18.3 in)	790 mm (31.1 in)

Table 4-49 Dimensions for the envelope feeder (continued)

Measurement	Accessory fully closed	Accessory fully opened
Width	426 mm (16.7 in)	426 mm (16.7 in)
Weight (with toner cartridge)	5.8 kg (12.8 lb)	

Table 4-50 Dimensions for the printer with an envelope feeder

Measurement	Printer fully closed	Printer fully opened
Height	505 mm (19.9 in)	581 mm (22.9 in)
Depth	466 mm (18.3 in)	1,100 mm (43.3 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	26.4 kg (58.2 lb)	

Table 4-51 Dimensions for the HP Stapling Mailbox

Measurement	Accessory fully closed	Accessory fully opened
Height	429 mm (16.9 in)	429 mm (16.9 in)
Depth	504 mm (19.8 in)	614 mm (24 in)
Width	475 mm (18.7 in)	511 mm (20.1 in)
Weight (with toner cartridge)	11.3 kg (25 lb)	

Table 4-52 Dimensions for the printer with an HP Stapling Mailbox

Measurement	Printer fully closed	Printer fully opened
Height	775 mm (30.5 in)	775 mm (30.5 in)
Depth	466 mm (18.3 in)	1,100 mm (43.3 in)
Width	472 mm (18.6 in)	608 mm (23.9 in)
Weight (with toner cartridge)	31.9 kg (70.4 lb)	

Printer dimensions (MFP)

Make sure your printer environment is large enough to accommodate the printer.

Table 4-53 Dimensions for M631dn, M631h Flow, M632h, M633fh

Measurement	Printer fully closed	Printer fully opened
Height	640 mm (25.2 in)	865 mm (34.1 in)

Table 4-53 Dimensions for M631dn, M631h Flow, M632h, M633fh (continued)

Measurement	Printer fully closed	Printer fully opened
Depth	558 mm (22 in)	805 mm (31.7 in)
Width	512 mm (20.15 in)	1,031 mm (40.5 in)
Weight (with toner cartridge)	33.2 kg (73.2 lb)	

Table 4-54 Dimensions for M631z

Measurement	Printer fully closed	Printer fully opened
Height	1,234 mm (48.6 in)	1,500 mm (51.9 in)
Depth	658 mm (25.9 in)	890 mm (35 in)
Width	661 mm (26 in)	1,030 mm (40.5 in)
Weight (with toner cartridge)	62.5 kg (137.8 lb)	

Table 4-55 Dimensions for M632fht

Measurement	Printer fully closed	Printer fully opened
Height	1,094 mm (43.2 in)	1,365 mm (53.7 in)
Depth	600 mm (26 in)	890 mm (35 in)
Width	665 mm (26.15 in)	1,030 mm (40.5 in)
Weight (with toner cartridge)	52.5 kg (115.8 lb)	

Table 4-56 Dimensions for M632z Flow, M633z Flow

Measurement	Printer fully closed	Printer fully opened
Height	1,234 mm (48.6 in)	1,500 mm (51.9 in)
Depth	658 mm (25.9 in)	890 mm (35 in)
Width	661 mm (26 in)	1,030 mm (40.5 in)
Weight (with toner cartridge)	64.3 kg (141.8 lb)	

Table 4-57 Dimensions for M634dn, M634h, M635h, M636fh

Measurement	Printer fully closed	Printer fully opened
Height	640 mm (25.2 in)	865 mm (34.1 in)
Depth	558 mm (22 in)	805 mm (31.7 in)

Table 4-57 Dimensions for M634dn, M634h, M635h, M636fh (continued)

Measurement	Printer fully closed	Printer fully opened
Width	512 mm (20.15 in)	1,031 mm (40.5 in)
Weight (with toner cartridge)	33.2 kg (73.2 lb)	

Table 4-58 Dimensions for M634z

Measurement	Printer fully closed	Printer fully opened
Height	1,234 mm (48.6 in)	1,500 mm (51.9 in)
Depth	658 mm (25.9 in)	890 mm (35 in)
Width	661 mm (26 in)	1,030 mm (40.5 in)
Weight (with toner cartridge)	62.5 kg (137.8 lb)	

Table 4-59 Dimensions for M635ft

Measurement	Printer fully closed	Printer fully opened
Height	1,094 mm (43.2 in)	1,365 mm (53.7 in)
Depth	600 mm (26 in)	890 mm (35 in)
Width	665 mm (26.15 in)	1,030 mm (40.5 in)
Weight (with toner cartridge)	52.5 kg (115.8 lb)	

Table 4-60 Dimensions for M635z, M636z

Measurement	Printer fully closed	Printer fully opened
Height	1,234 mm (48.6 in)	1,500 mm (51.9 in)
Depth	658 mm (25.9 in)	890 mm (35 in)
Width	661 mm (26 in)	1,030 mm (40.5 in)
Weight (with toner cartridge)	64.3 kg (141.8 lb)	

Table 4-61 Dimensions for the 1x550-sheet paper feeder

Measurement	Accessory fully closed	Accessory fully opened
Height	148 mm (5.8 in)	148 mm (5.8 in)
Depth	558 mm (22 in)	869 mm (34.2 in)

Table 4-61 Dimensions for the 1x550-sheet paper feeder (continued)

Measurement	Accessory fully closed	Accessory fully opened
Width	512 mm (20.15 in)	617 mm (24.3 in)
Weight (with toner cartridge)	6.8 kg (15 lb)	

Table 4-62 Dimensions for the printer with a 1x550-sheet paper feeder

Measurement	Printer fully closed	Printer fully opened
Height	766 mm (30.15 in)	1,010 mm (39.8 in)
Depth	558 mm (22 in)	890 mm (35 in)
Width	512 mm (20.15 in)	1,030 mm (40.5 in)
Weight (with toner cartridge)	40 kg (88.2 lb)	

Table 4-63 Dimensions for the 1x550-sheet paper feeder with stand

Measurement	Accessory fully closed	Accessory fully opened
Height	478 mm (18.8 in)	478 mm (18.8 in)
Depth	658 mm (25.9 in)	1,050 mm (41.3 in)
Width	660 mm (26 in)	980 mm (38.6 in)
Weight (with toner cartridge)	19.28 kg (42.5 lb)	

Table 4-64 Dimensions for the printer with a 1x550-sheet paper feeder with stand

Measurement	Printer fully closed	Printer fully opened
Height	1,094 mm (43.2 in)	1,365 mm (53.7 in)
Depth	600 mm (26 in)	890 mm (35 in)
Width	665 mm (26.15 in)	1,030 mm (40.5 in)
Weight (with toner cartridge)	52.5 kg (115.8 lb)	

Table 4-65 Dimensions for the 1x550-sheet feeder and 2,000-sheet HCI with stand

Measurement	Accessory fully closed	Accessory fully opened
Height	478 mm (18.8 in)	478 mm (18.8 in)
Depth	658 mm (25.9 in)	975 mm (38.4 in)

Table 4-65 Dimensions for the 1x550-sheet feeder and 2,000-sheet HCI with stand (continued)

Measurement	Accessory fully closed	Accessory fully opened
Width	660 mm (26 in)	980 mm (36.6 in)
Weight (with toner cartridge)	24.5 kg (54 lb)	

Table 4-66 Dimensions for the printer with a 1x550-sheet feeder and 2,000-sheet HCI with stand

Measurement	Printer fully closed	Printer fully opened
Height	1.090 mm (42.9 in)	1.360 mm (53.5 in)
Depth	658 mm (25.9 in)	890 mm (35 in)
Width	660 mm (26 in)	1.030 mm (40.5 in)
Weight (with toner cartridge)	57.7 kg (127.2 lb)	

Table 4-67 Dimensions for the envelope feeder

Measurement	Accessory fully closed	Accessory fully opened
Height	148 mm (5.8 in)	148 mm (5.8 in)
Depth	558 mm (22 in)	869 mm (34.2 in)
Width	512 mm (20.15 in)	617 mm (24.3 in)
Weight (with toner cartridge)	6.9 kg (15.3 lb)	

Table 4-68 Dimensions for the printer with an envelope feeder

Measurement	Printer fully closed	Printer fully opened
Height	766 mm (30.15 in)	1.010 mm (39.8 in)
Depth	558 mm (22 in)	890 mm (35 in)
Width	512 mm (20.15 in)	1,030 mm (40.5 in)
Weight (with toner cartridge)	39.6 kg (87.3 lb)	

Table 4-69 Dimensions for the printer with an HP Stapling Mailbox

Measurement	Accessory fully closed	Accessory fully opened
Height	779 mm (30.7 in)	890 mm (35 in)
Depth	558 mm (22 in)	890 mm (35 in)

Table 4-69 Dimensions for the printer with an HP Stapling Mailbox (continued)

Measurement	Accessory fully closed	Accessory fully opened
Width	512 mm (20.15 in)	1,030 mm (40.5 in)
Weight (with toner cartridge)	39.8kg (87.7 lb)	

Printer space requirements

Learn about the printer space requirements

HP recommends that 30 mm (1.81 in) be added to the printer dimensions to make sure there is sufficient space to open doors and covers, and to provide proper ventilation. See [Printer dimensions \(SFP\) on page 29](#) and/or [Printer dimensions \(MFP\) on page 32](#).

Power consumption, electrical specifications, and acoustic emissions

In order to operate properly, the printer must be in an environment that meets certain power specifications.

See www.hp.com/support/ljM607 or www.hp.com/support/ljM608 or www.hp.com/support/ljM609 or www.hp.com/support/ljM610 or www.hp.com/support/ljM611 or www.hp.com/support/ljM612 or www.hp.com/support/ljE60055 or www.hp.com/support/ljE60065 or www.hp.com/support/ljE60075 or www.hp.com/support/ljE60155 or www.hp.com/support/ljE60165 or www.hp.com/support/ljE60175 or www.hp.com/support/ljM631MFP or www.hp.com/support/ljM632MFP or www.hp.com/support/ljM633MFP or www.hp.com/support/ljM634MFP or www.hp.com/support/ljM635MFP or www.hp.com/support/ljM636MFP or www.hp.com/support/ljE62555MFP or www.hp.com/support/ljE62565MFP or www.hp.com/support/ljE62575MFP or www.hp.com/support/ljE62655MFP or www.hp.com/support/ljE62665MFP or www.hp.com/support/ljE62675MFP 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.

Operating-environment range

In order to operate properly, the printer must be in an environment that meets certain specifications.

Table 4-70 Operating-environment specifications

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	15° to 32.5°C (59° to 90.5°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH

5 Printer installation and maintenance

Learn about printer installation and maintenance.


Document feeder / scanner

Learn about the printer document feeder and scanner installation and maintenance.

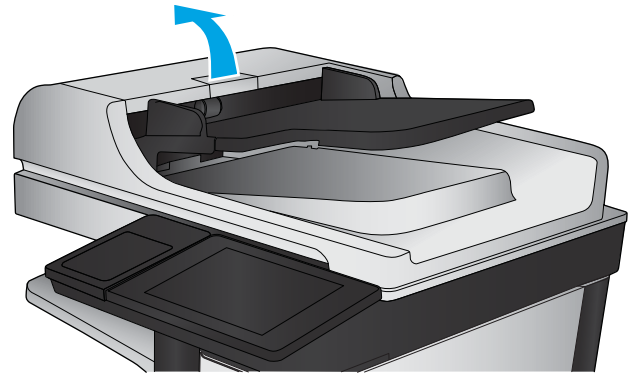
Clean the pickup rollers and separation pad in the document feeder (MFP)

Learn about cleaning the document feeder rollers and pads.

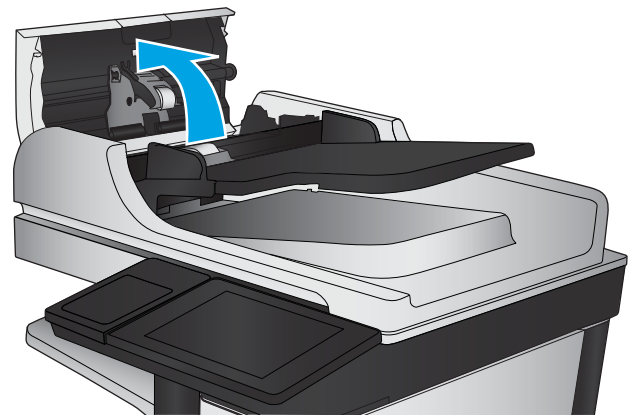
Over time, specks of debris might collect on the document feeder rollers and pads which can affect performance.

 **NOTE:** The figures in this topic show a typical MFP printer. However, the procedure is correct for all MFP printers.

1. Lift the document-feeder latch.

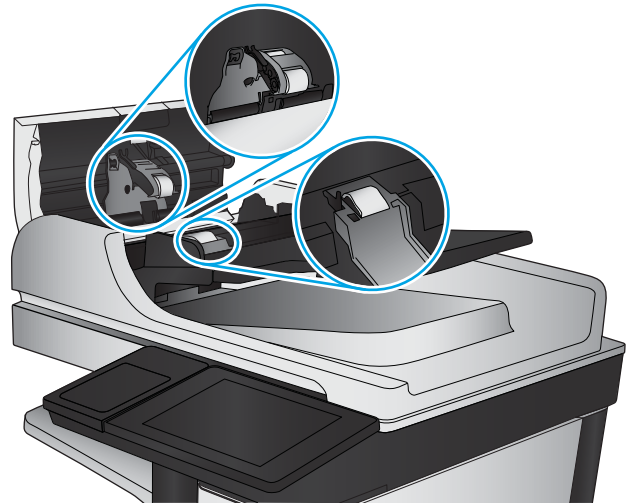


2. Open the document-feeder cover.



3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

NOTE: Lift up the roller assembly to access and clean the second roller.



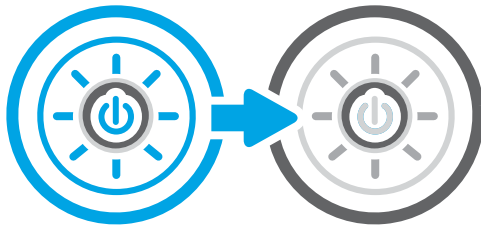
4. Close the document-feeder cover.

Check the scanner glass for dirt and smudges

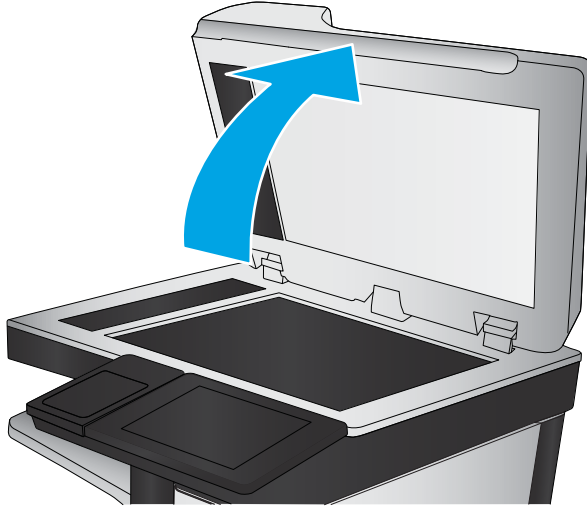
Learn about solving copy-quality debris problems.

Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

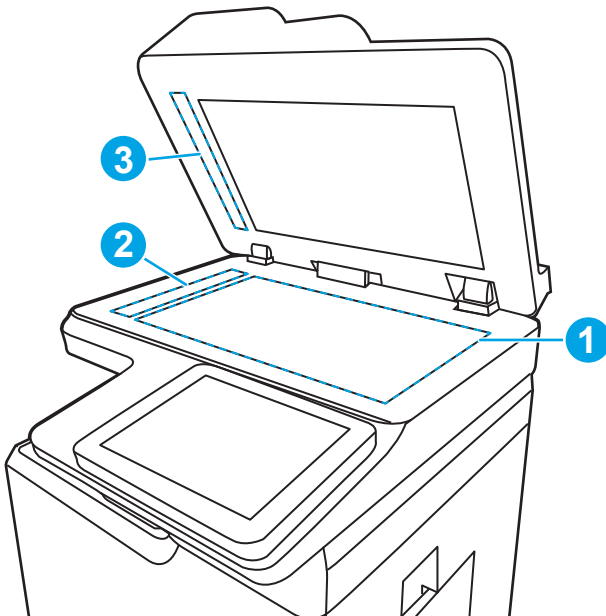
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.



3. Clean the scanner glass (callout 1) and the document feeder strips (callout 2, callout 3) with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

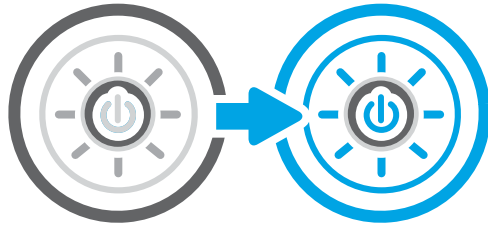


CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the printer on.



Base printer

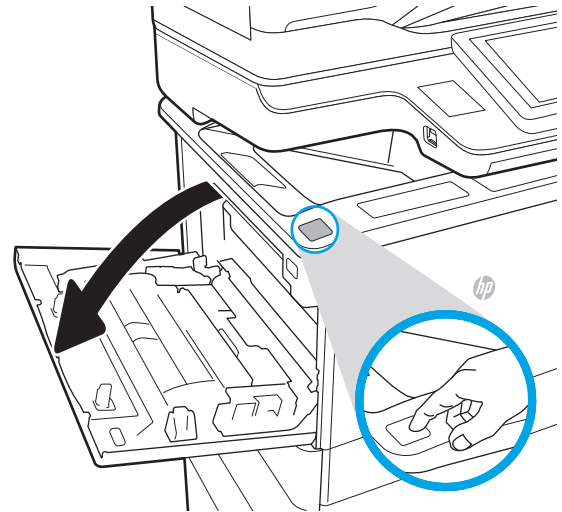
Learn about the base printer installation and maintenance.

Remove and replace the toner cartridge

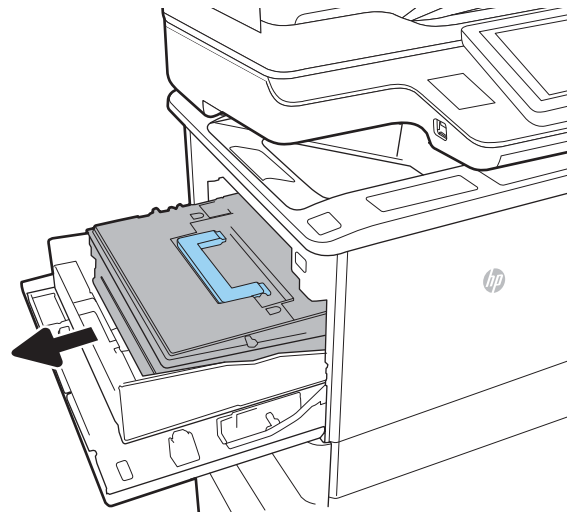
Follow these steps to replace the toner cartridge.

 **NOTE:** An MFP printer is shown in this section. However, the procedure is correct for all printer models.

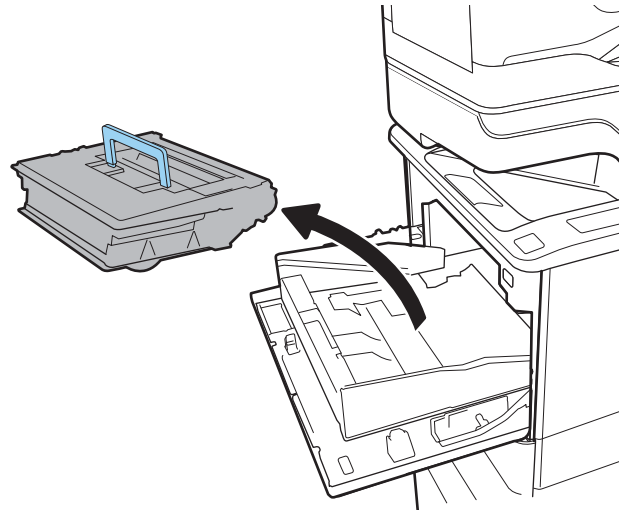
1. Press the cartridge door release button to open the door.



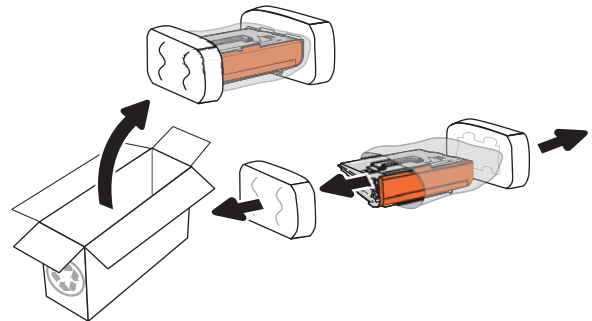
2. Pull out the cartridge drawer



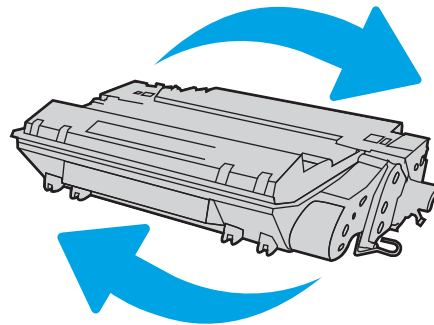
3. Grasp the handle or indentation of the used toner cartridge and pull up to remove it.



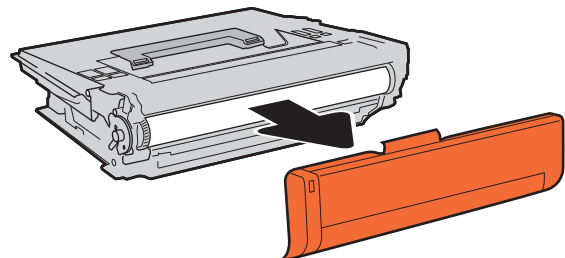
4. Remove the new toner cartridge from its protective bag.



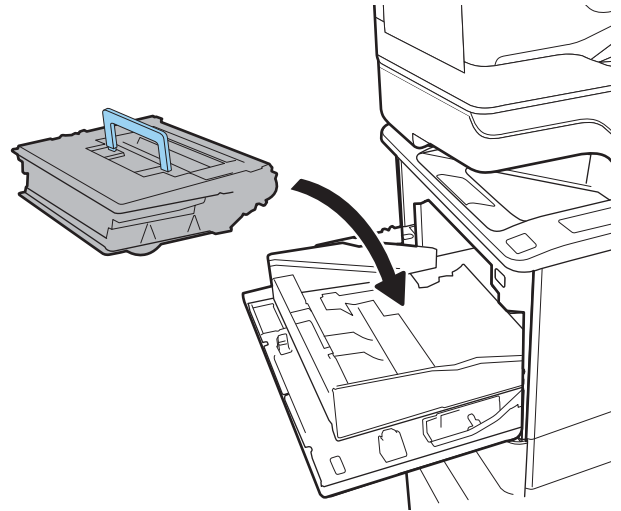
5. Hold both ends of the toner cartridge and rock it side-to-side 5-6 times.



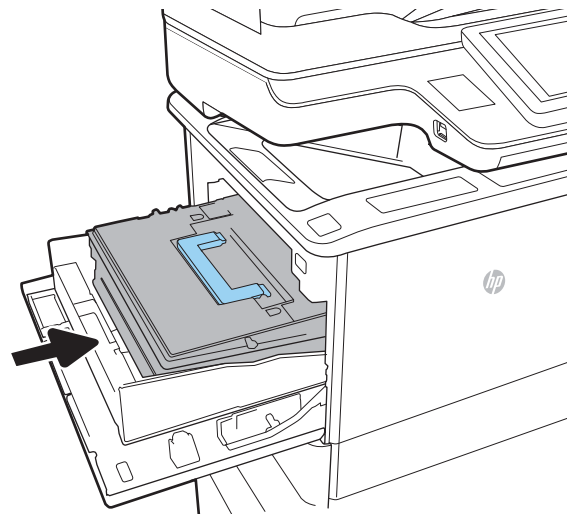
6. Remove the cartridge shipping cover.



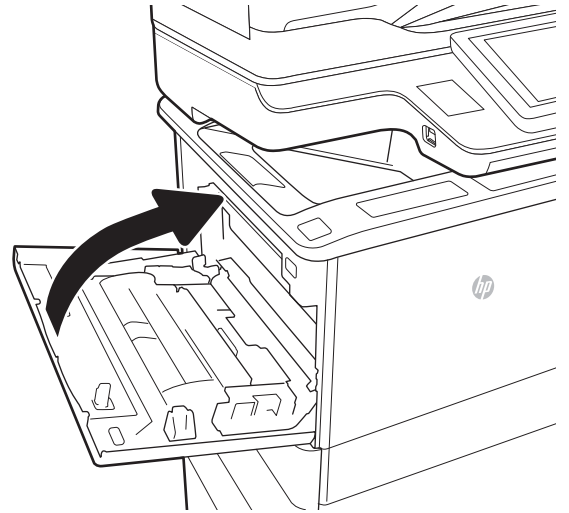
7. Place the toner cartridge in the cartridge drawer.



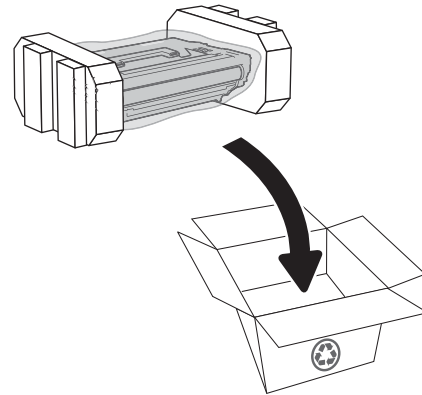
8. Close the toner cartridge drawer.



9. Close the cartridge door.



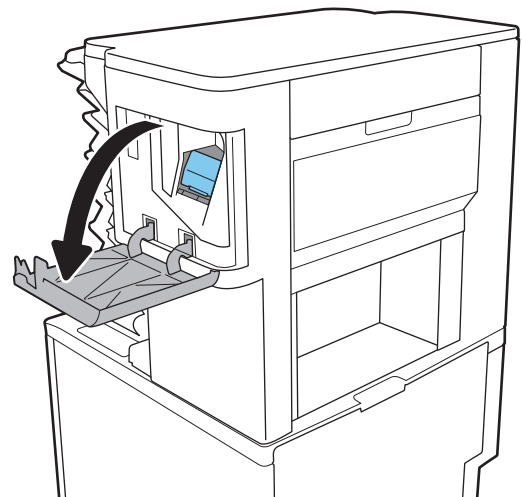
10. Pack the used toner cartridge into the box that the new cartridge came in. Adhere the prepaid shipping label to the box, and return the used cartridge to HP for recycling.



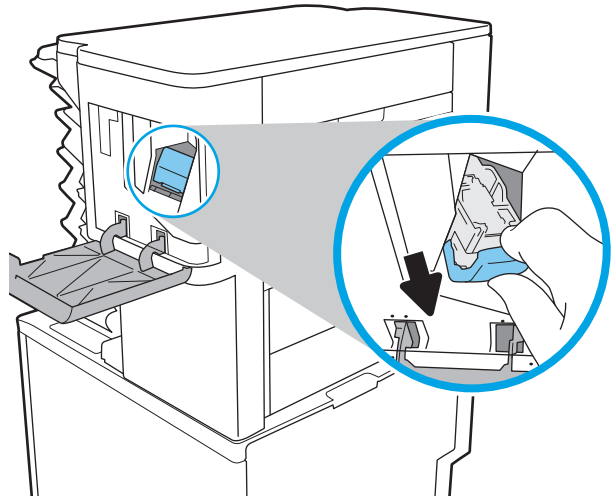
Remove and replace the staple cartridge (SSMBM)

Follow these steps to replace the staple cartridge (SSMBM).

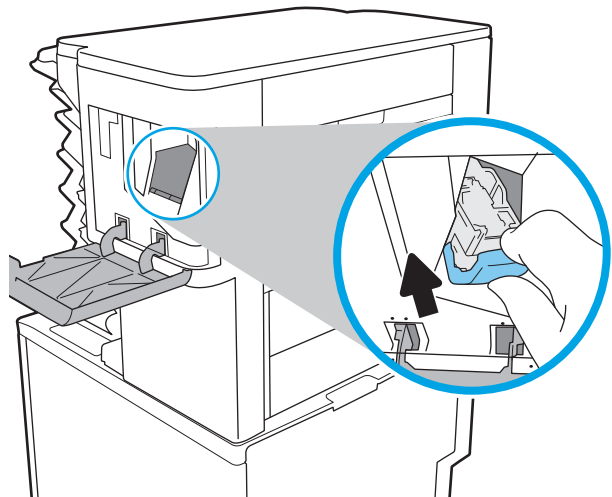
1. Open the stapler door.



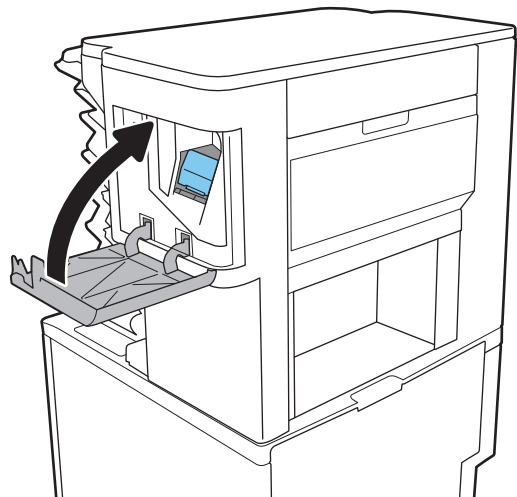
2. Pull the colored handle on the staple cartridge, and then pull the staple cartridge straight out.



3. Insert the replacement staple cartridge into the stapler and push on the colored handle until it snaps into place.



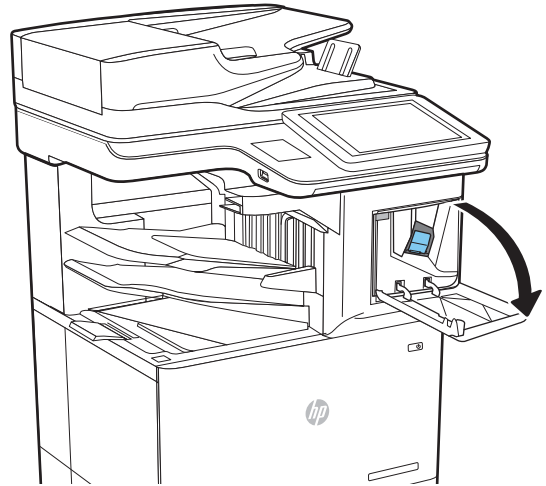
4. Close the stapler door.



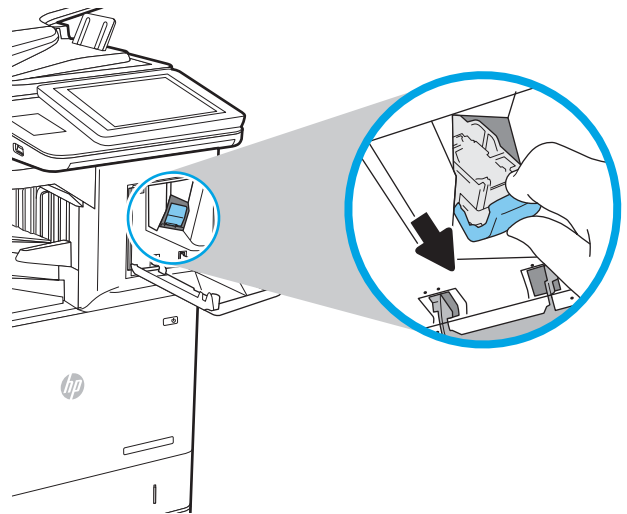
Remove and replace the staple cartridge (MFP)

Follow these steps to replace the staple cartridge (SSMBM).

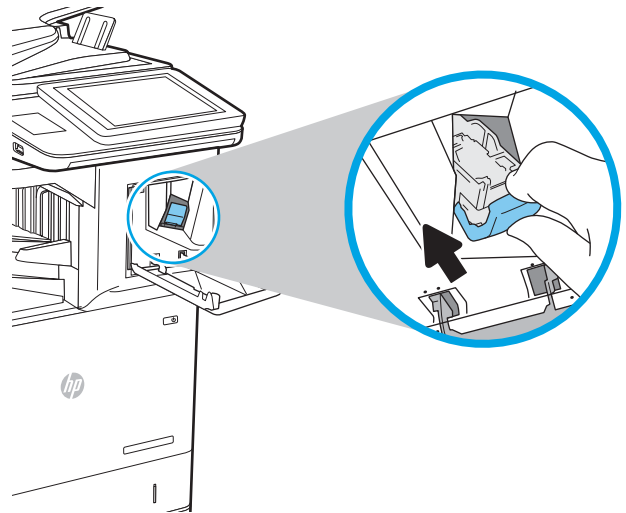
1. Open the stapler door.



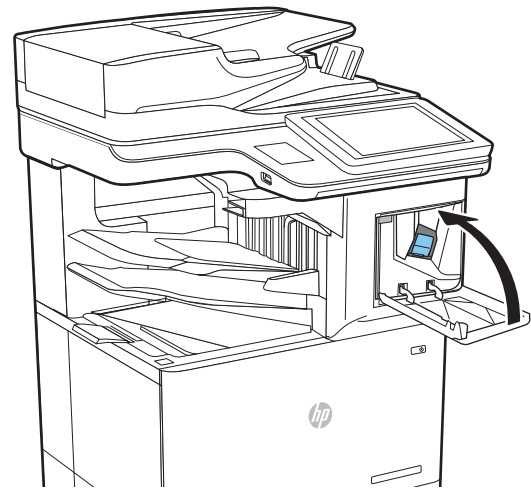
2. Pull the colored handle on the staple cartridge, and then pull the staple cartridge straight out.



3. Insert the replacement staple cartridge into the stapler and push on the colored handle until it snaps into place.



4. Close the stapler door.



Print a cleaning page

Learn how to print a cleaning page.

Print a cleaning page from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow keys to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Maintenance](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Calibration/Cleaning](#), and then press the [OK](#) button.
4. Use the arrow buttons to scroll to [Cleaning page](#), and then press the [OK](#) button.

 **TIP:** Use this screen to set up automatic cleaning page intervals if desired.

5. Use the arrow buttons to scroll to [Print](#) (at the bottom of the control-panel display), and then press the [OK](#) button to print the cleaning page.



NOTE: A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Print a cleaning page 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:
 - [Maintenance](#)
 - [Calibration/Cleaning](#)
3. Touch [Cleaning Page](#), and then touch the [Print](#) button to print the cleaning page.



NOTE: A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.



TIP: Use this screen to set up automatic cleaning page intervals if desired.

Automatic cleaning page

Learn how to set up automatic cleaning page intervals.

Enable and configure auto cleaning from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow keys to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Maintenance](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Calibration/Cleaning](#), and then press the [OK](#) button.
4. Use the arrow buttons to scroll to [Cleaning page](#), and then press the [OK](#) button.
5. Use the arrow buttons to scroll to the desired automatic cleaning page interval, and then press the [OK](#) button to print the cleaning page.
6. Use the arrow buttons to scroll to [Done](#) (at the bottom of the control-panel display), and then press the [OK](#) button.

Enable and configure auto cleaning from an 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:
 - [Maintenance](#)
 - [Calibration/Cleaning](#)
 - [Cleaning Page](#)
3. Touch the desired automatic cleaning page interval, and then touch the [Done](#) button.

Clean the Tray 1 pickup roller

This document provides the procedures to clean the tray 1 pickup roller.

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.

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 5-1 Part information

Part number	Part description
J8J70-67903	Tray 1 Kit (pickup roller and separation roller)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

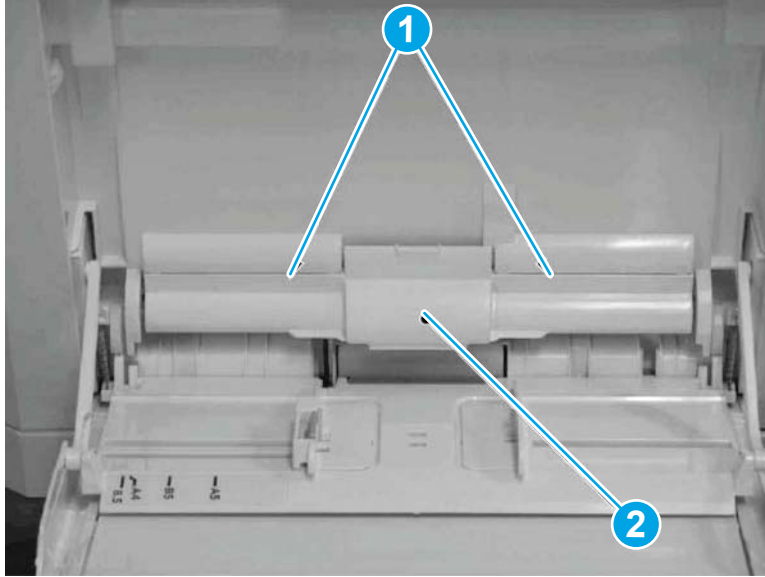
No post service test is available for this assembly.

Remove the tray 1 pickup roller

Follow these steps to remove the tray 1 pickup roller.

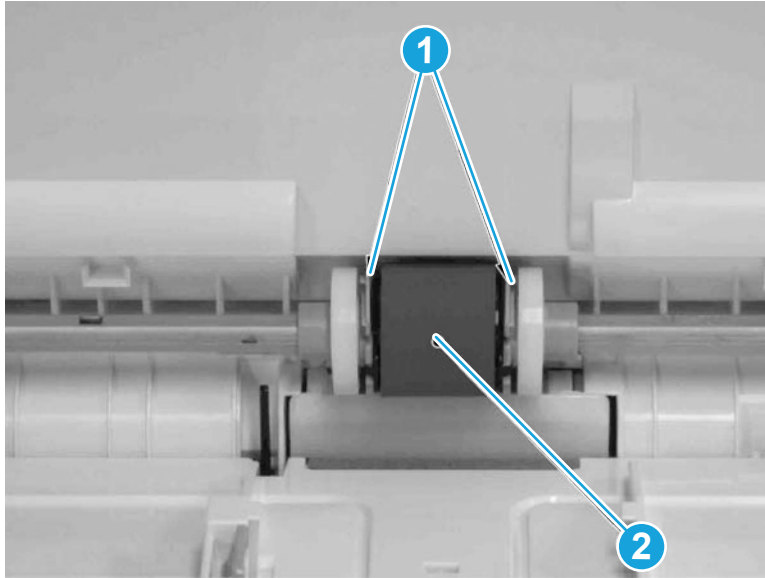
1. Do the following:
 - a. Open the tray 1.
 - b. Release two tabs (callout 1).
 - c. Remove the tray 1 pickup roller cover (callout 2).

Figure 5-1 Release two tabs and remove the pickup roller cover



2. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the tray 1 pickup roller (callout 2).

Figure 5-2 Release two tabs and remove the pickup roller



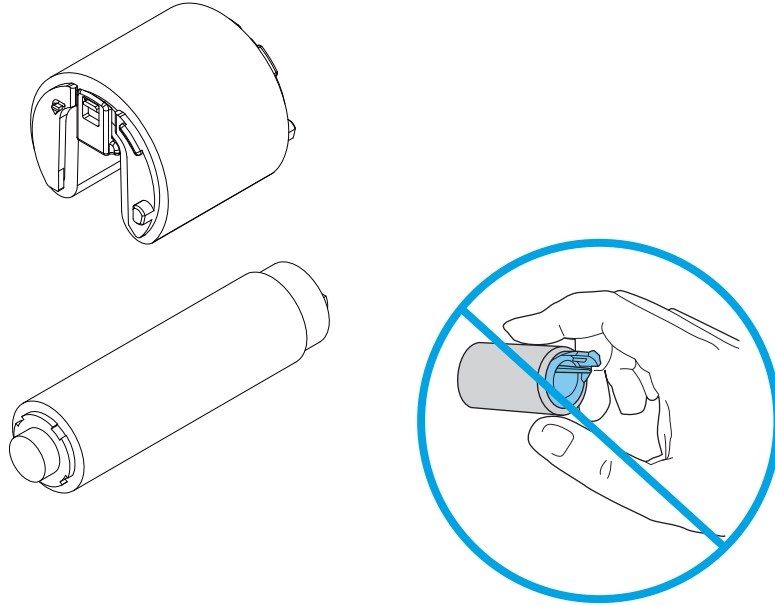
Clean the Tray 1 rollers

Learn about cleaning the Tray 1 rollers.

- ▲ Clean the Tray 1 rollers, and then reverse the removal steps to reinstall them.
- ▲ Use a damp, lint-free cloth to gently clean the roller and pad.

⚠ CAUTION:

Figure 5-3 Clean the rollers

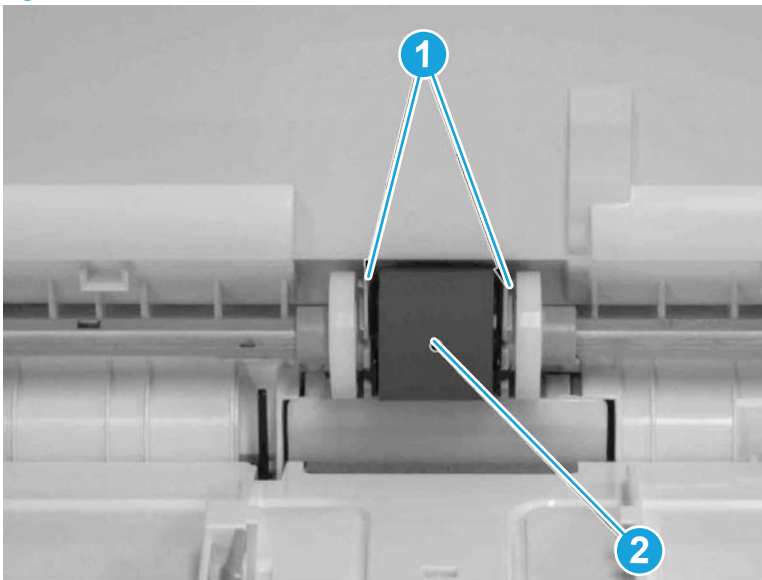


Install the tray 1 pickup roller

Follow these steps to install the tray 1 pickup roller.

1. Do the following:
 - a. Hold open two tabs (callout 1).
 - b. Install the tray 1 pickup roller (callout 2).
 - c. Release two tabs (callout 1).

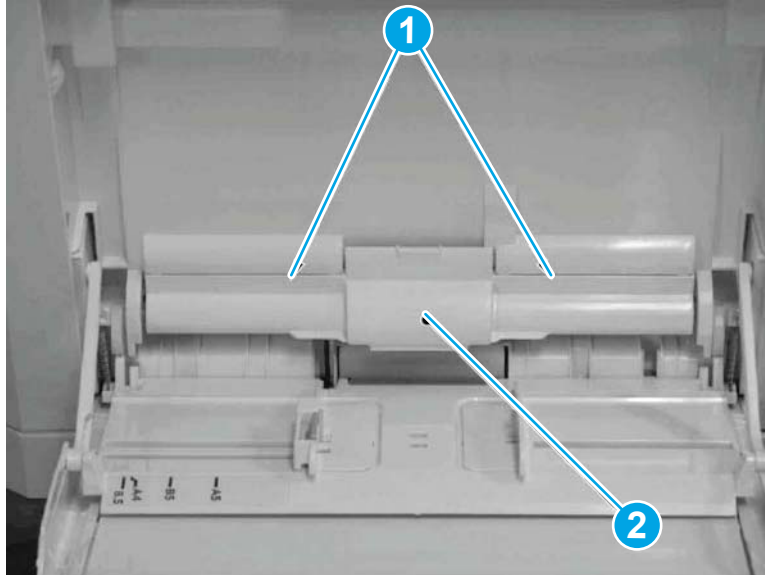
Figure 5-4 Install the pickup roller and release two tabs



2. Do the following:

- a. Install the tray 1 pickup roller cover (callout 2).
- b. Close the two tabs (callout 1).
- c. Close the tray 1.

Figure 5-5 Install the pickup roller cover and close two tabs




Clean the Tray 1 separation roller

This document provides the procedures to clean the tray 1 separation roller.

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.

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 5-2 Part information

Part number	Part description
J8J70-67903	Tray 1 Kit (pickup roller and separation roller)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

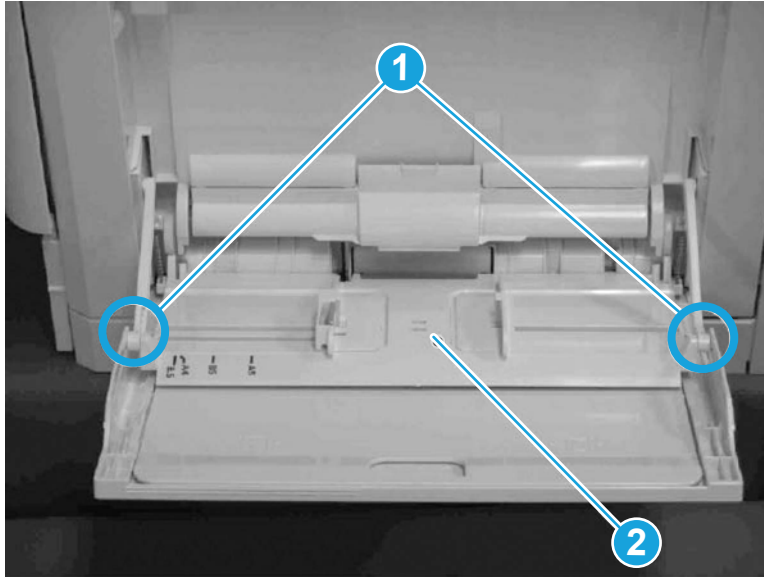
No post service test is available for this assembly.

Remove the tray 1 separation roller

Follow these steps to remove the tray 1 separation roller.

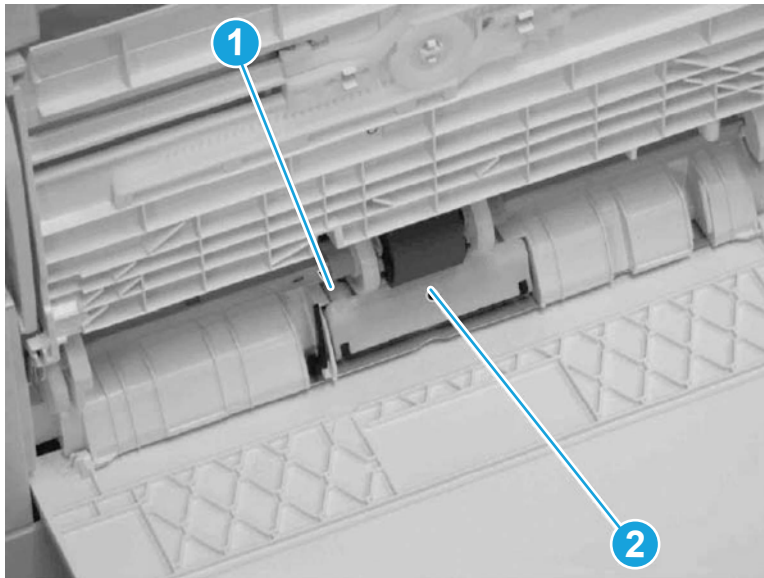
1. Do the following:
 - a. Open the tray 1.
 - b. Release two hinge shafts (callout 1).
 - c. Hold up the lifting plate (callout 2).

Figure 5-6 Release two hinge shafts and hold up the lifting plate



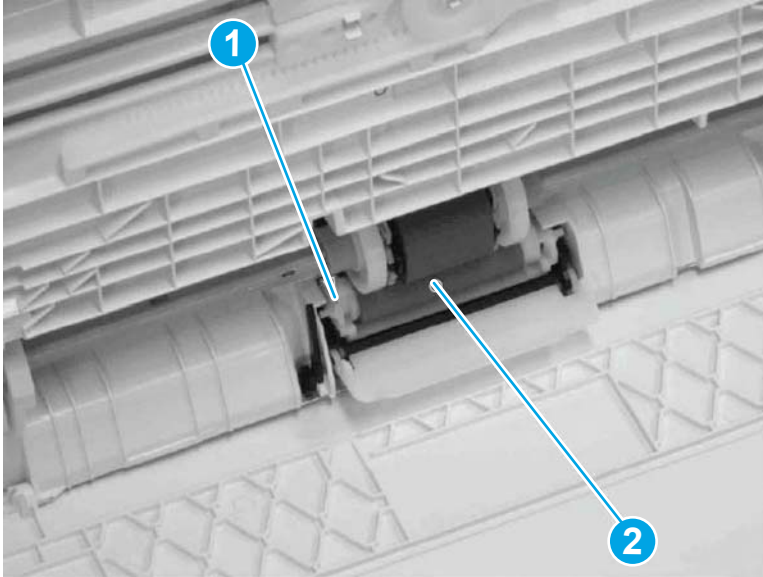
2. Do the following:
 - a. Release one tab (callout 1).
 - b. Open the tray 1 separation roller cover (callout 2).

Figure 5-7 Release one tab and open the cover



3. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the tray 1 separation roller (callout 2).

Figure 5-8 Release one tab and remove the tray 1 separation roller



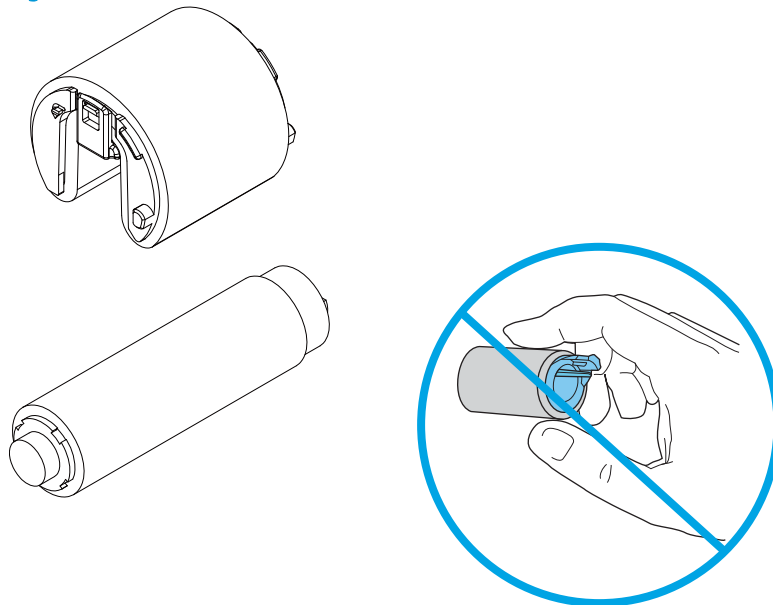
Clean the Tray 1 rollers

Learn about cleaning the Tray 1 rollers.

- ▲ Clean the Tray 1 rollers, and then reverse the removal steps to reinstall them.
- ▲ Use a damp, lint-free cloth to gently clean the roller and pad.

⚠ **CAUTION:**

Figure 5-9 Clean the rollers

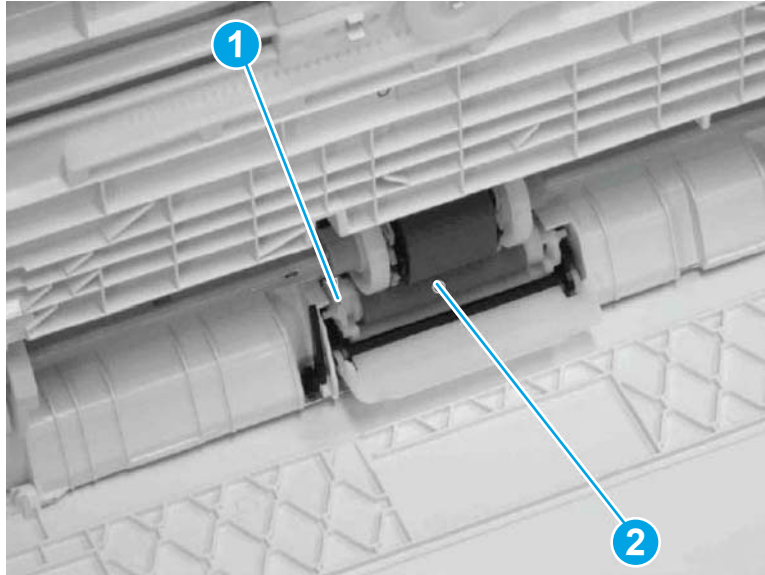


Install the tray 1 separation roller

Follow these steps to install the tray 1 separation roller.

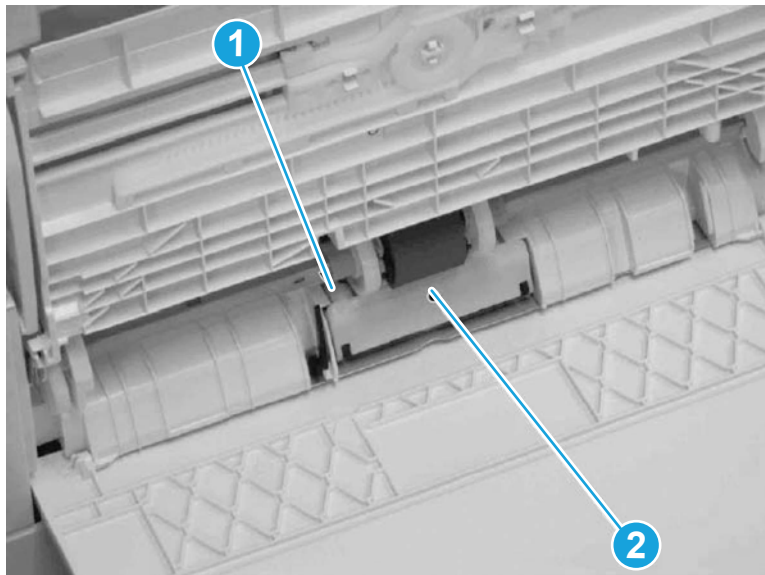
1. Do the following:
 - a. Hold open one tab (callout 1).
 - b. Install the tray 1 separation roller (callout 2).

Figure 5-10 Open one tab and install the tray 1 separation roller



2. Do the following:
 - a. Release one tab (callout 1).
 - b. Close the tray 1 separation roller cover (callout 2).

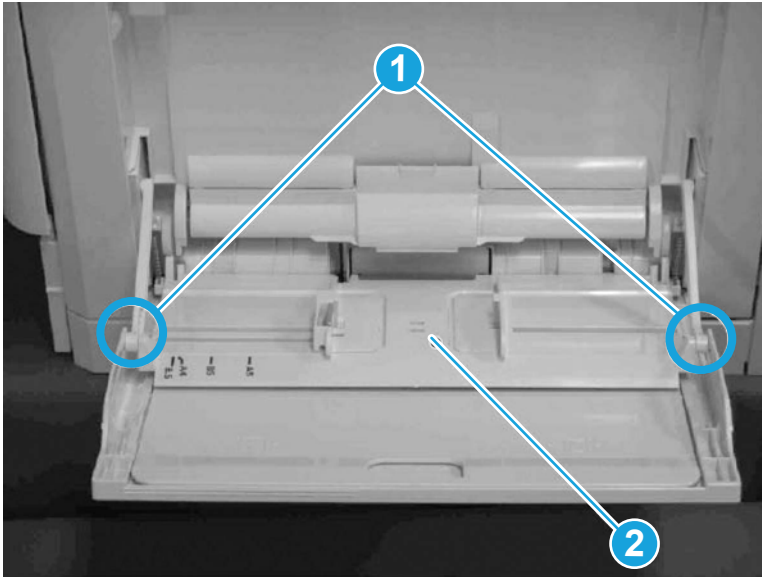
Figure 5-11 Release one tab and close the cover



3. Do the following:

- a. Hold up the lifting plate (callout 2).
- b. Attach two hinge shafts (callout 1).
- c. Close the tray 1.

Figure 5-12 Hold up the lifting plate and attach two hinge shafts



Clean the Tray 2-x rollers (SFP)

This document provides the procedures to clean the Tray 2-x rollers (SFP).

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.

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 5-3 Part information

Part number	Part description
J8J70-67904	Tray roller kit

Required tools

- Separation roller tool (provided in the kit)

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the tray 2 separation and pickup rollers

Follow these steps to remove the tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.

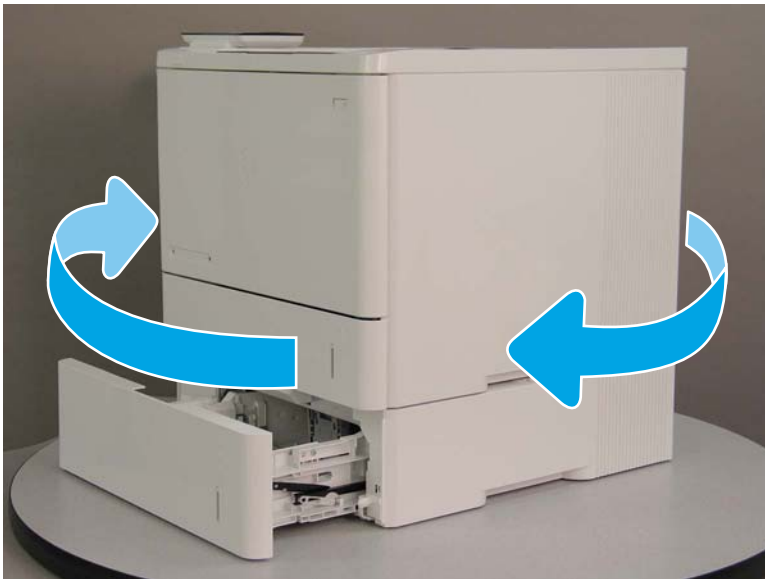
⚠ CAUTION: Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

Figure 5-13 Open the paper tray to locate the rollers



2. Rotate the printer.

Figure 5-14 Rotate the printer



3. **Tray 2 rollers only:** On the back side of the printer, open the rear door.

Figure 5-15 Open the rear door



4. **Tray 2 rollers only:** Raise the transfer assembly.

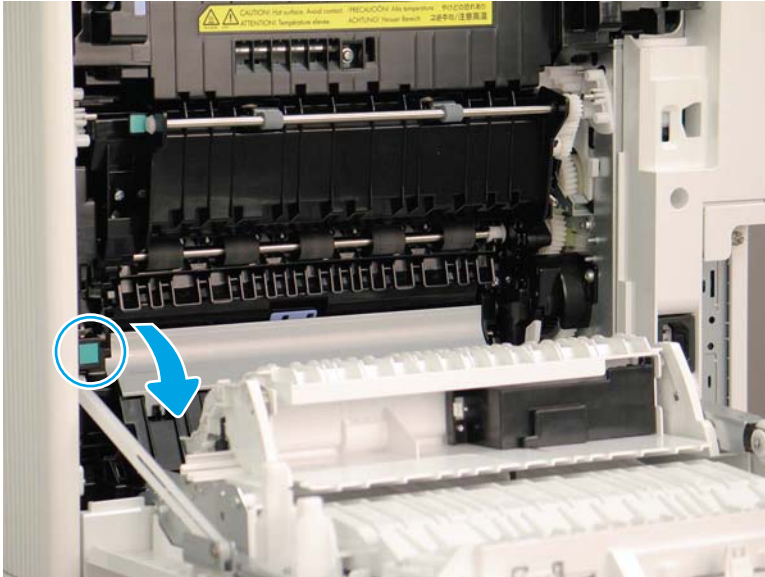
Figure 5-16 Raise the transfer assembly



5. **Tray 2 rollers only:** Do the following:

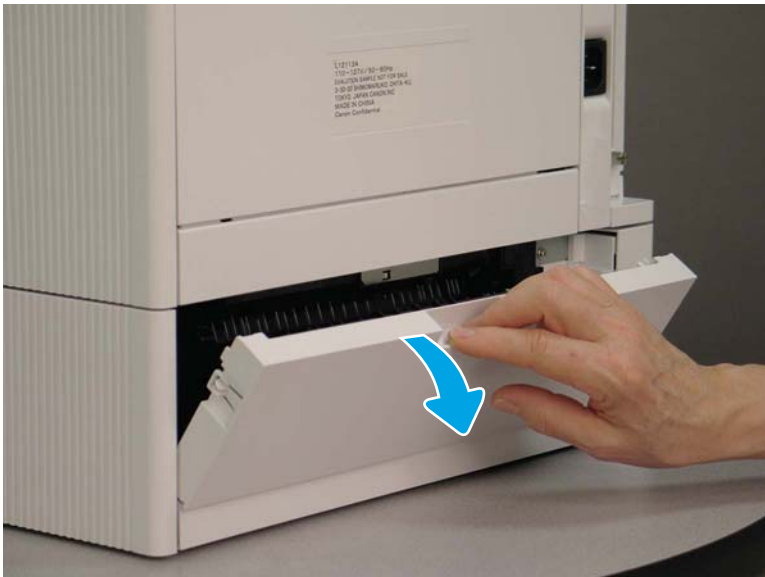
- Lower the access cover.
- Go to step 8.

Figure 5-17 Lower the access cover



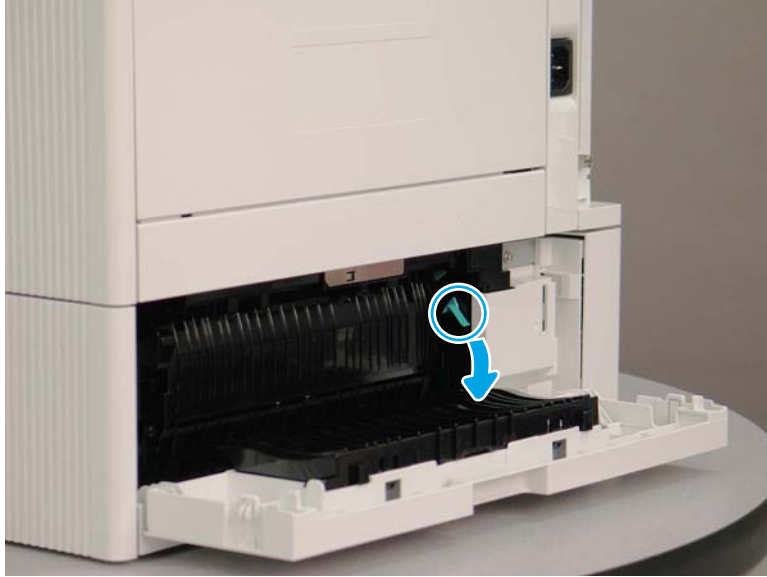
6. **Tray 3 rollers only:** On the back side of the printer, open the rear lower cover.

Figure 5-18 Open the rear lower cover



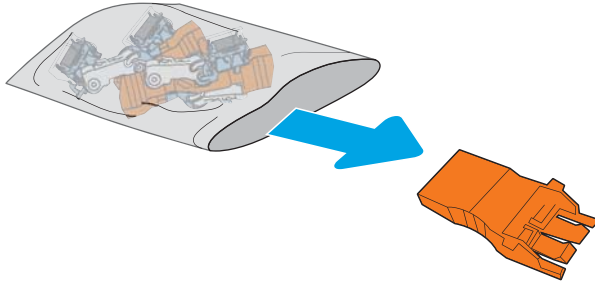
7. **Tray 3 rollers only:** Do the following:
 - a. Lower the access cover.
 - b. Go to step 8.

Figure 5-19 Lower the access cover



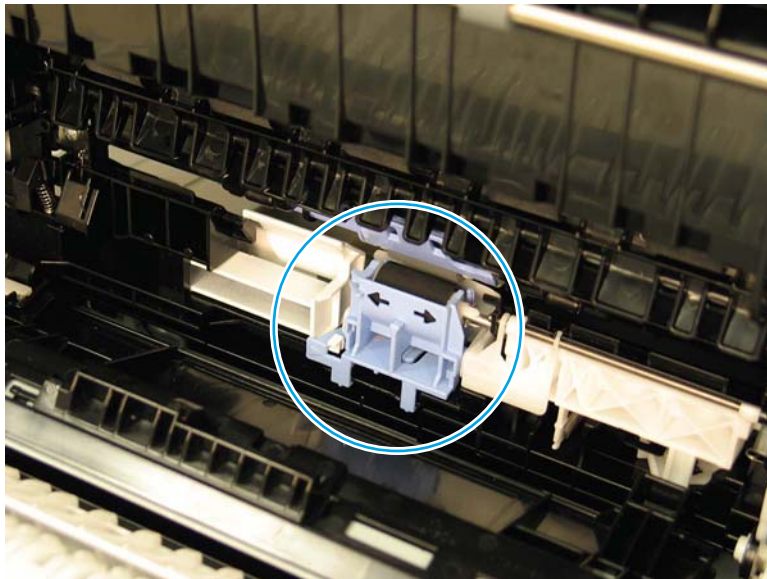
8. Remove the orange separation roller tool from the packaging.

Figure 5-20 Remove the orange separation roller tool



9. Locate the separation roller.

Figure 5-21 Locate the separation roller



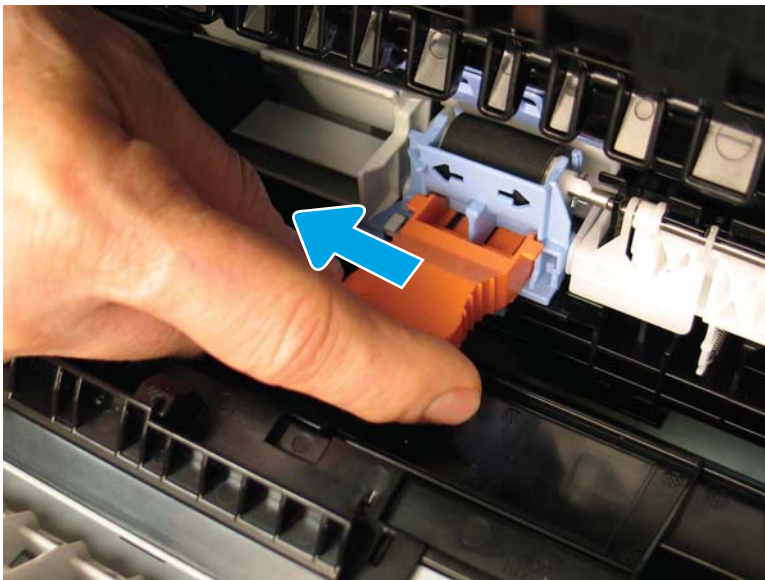
10. Install the orange tool in the separation roller until it snaps into place.

Figure 5-22 Install the orange tool in the separation roller



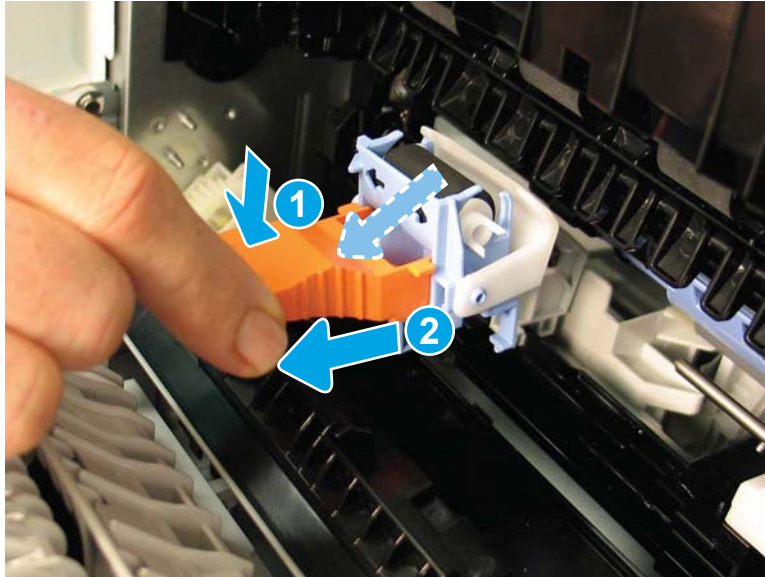
11. Slide the roller to the left.

Figure 5-23 Slide the roller to the left



12. Tilt the end of the tool down (callout 1), and then pull straight out of the printer (callout 2) to remove the separation roller.

Figure 5-24 Tilt the tool down, and then remove the separation roller



13. Remove the orange tool from the separation roller.


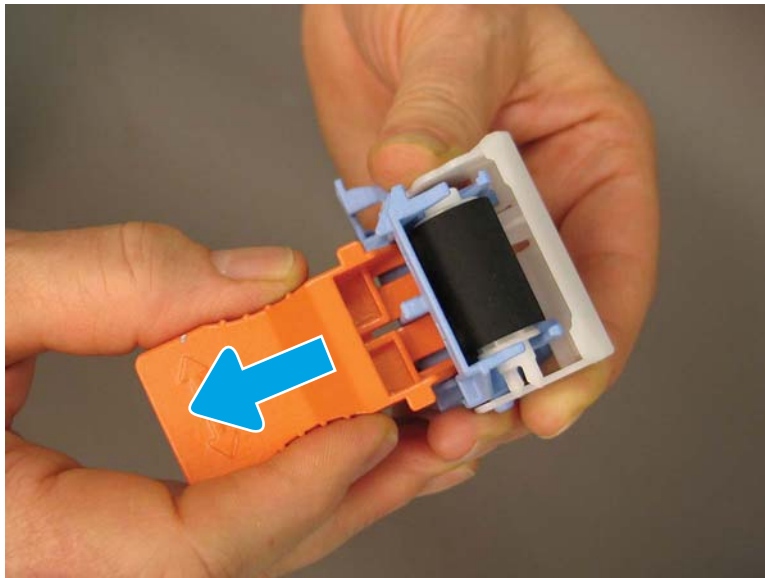
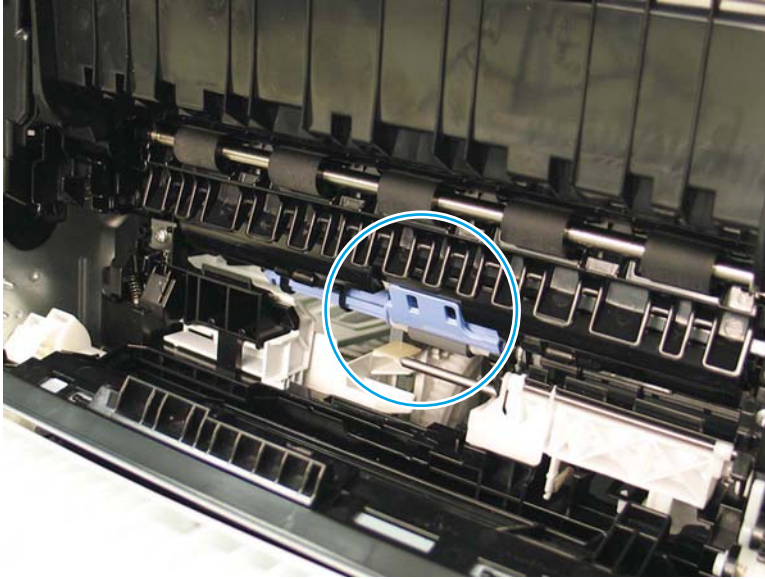
 **NOTE:** The tool will be used to install the new separation roller.

Figure 5-25 Remove the orange tool from the separation roller



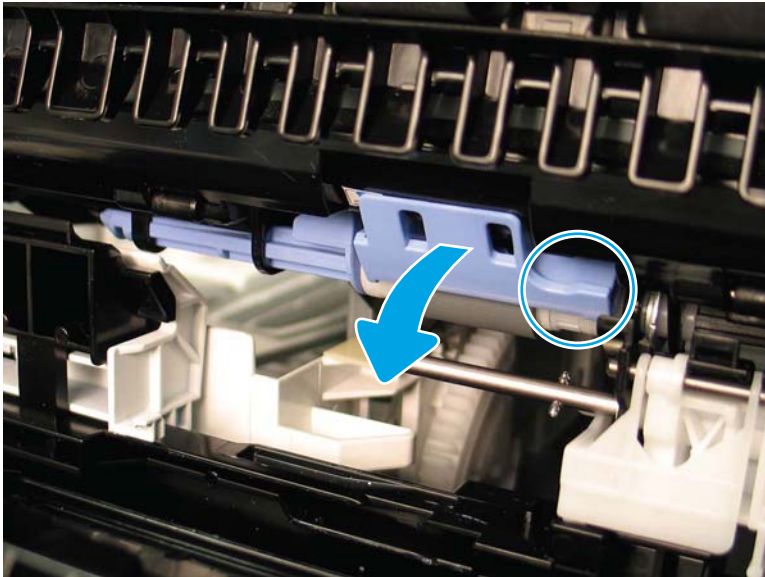
14. Locate the pickup and feed rollers.

Figure 5-26 Locate the pickup and feed rollers



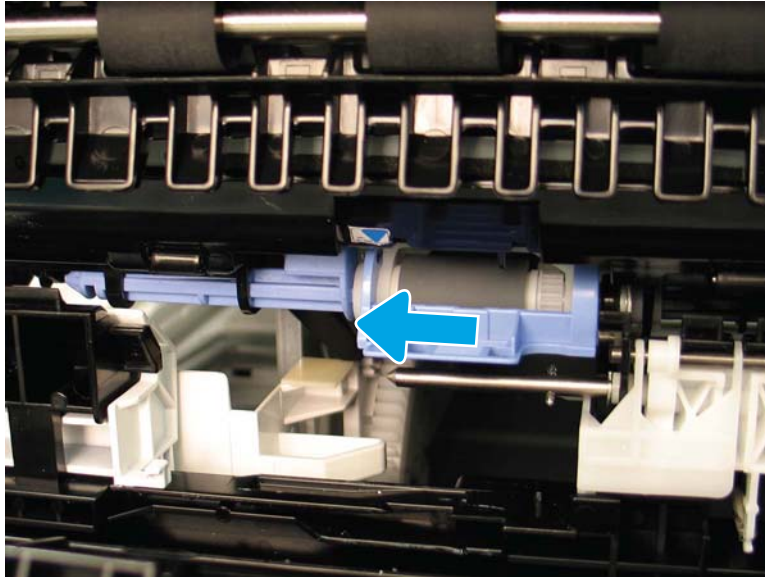
15. Locate and pull down the blue tab to unlock the pickup and feed rollers.

Figure 5-27 Pull down the blue tab to unlock the pickup and feed rollers



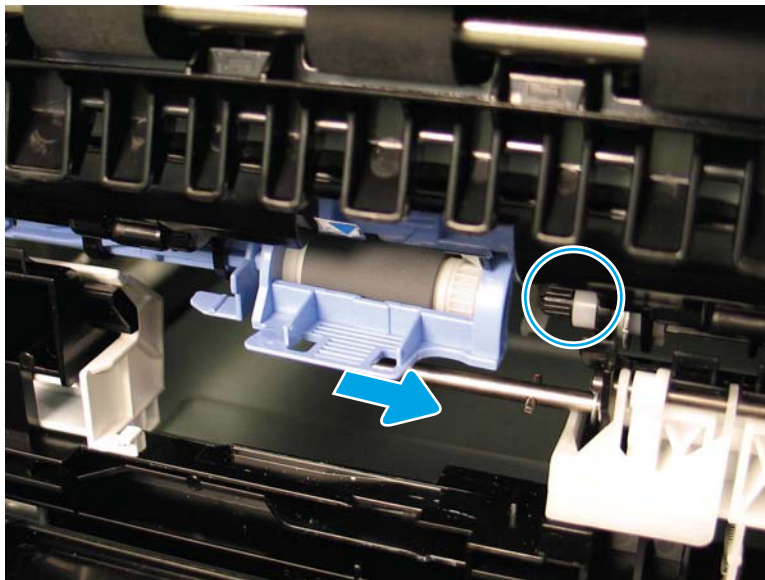
16. Use the blue tab as a handle to slide the rollers to the left to compress the left blue post until it clicks into place.

Figure 5-28 Slide the blue tab left, compressing the left blue post until it clicks



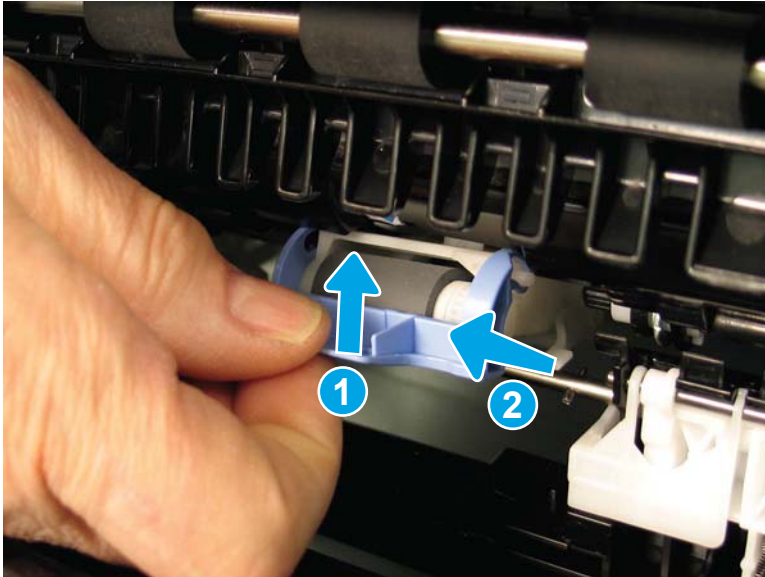
17. Slightly move the rollers to the right to free them from the blue post. Make sure that the roller is clear of the black post on the right.

Figure 5-29 Slightly move the rollers to the right to free them from the blue post



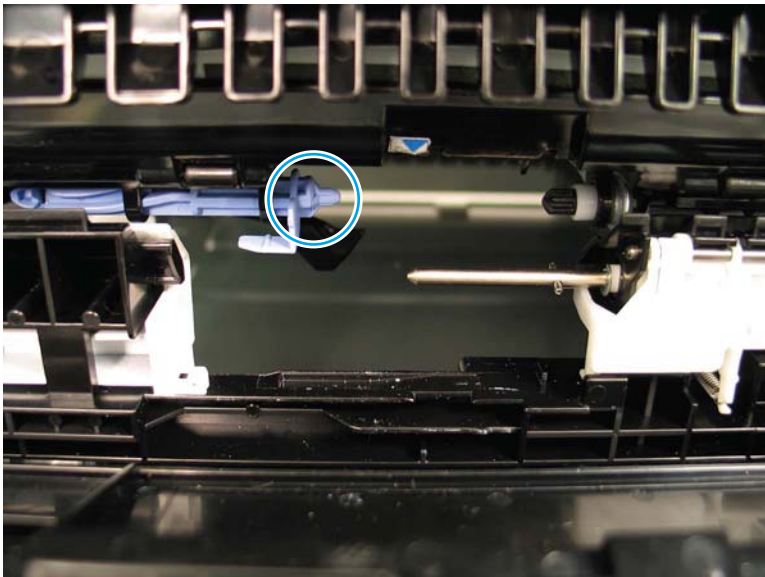
18. Slightly lift up the front of the roller assembly (callout 1), and then pull the assembly away from the printer (callout 2) to remove it.

Figure 5-30 Lift up the front of the roller assembly and pull away to remove it



19. If the left post does not stay in the locked position, press the end of the post left until it clicks into place.

Figure 5-31 Securely lock the left post into position by pressing the end left until it clicks



Clean the Tray 2 rollers

Learn about cleaning the Tray 2 rollers.

- ▲ Clean the Tray 2 rollers.
 - ▲ Use a damp, lint-free cloth to gently clean the rollers.

⚠ **CAUTION:**


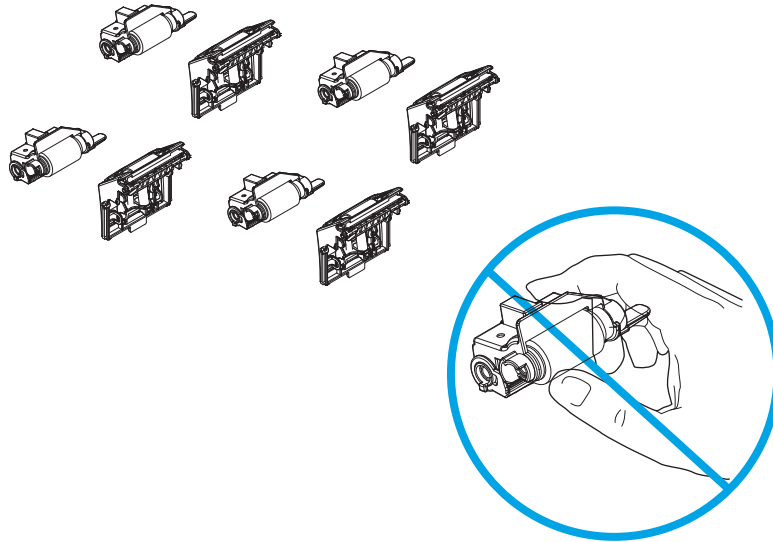
 **NOTE:** The number of rollers depends on the number input accessories installed.

Figure 5-32 Clean the rollers

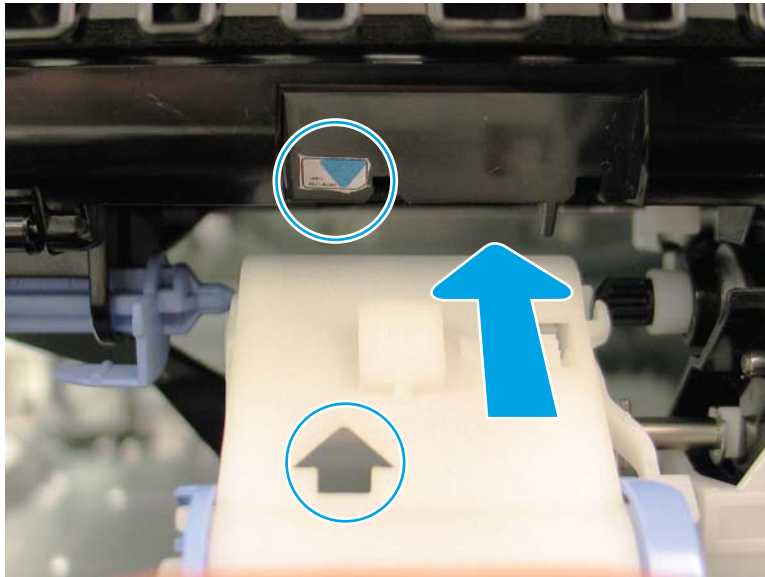


Install the tray 2 separation and pickup rollers

Follow these steps to install the tray 2 separation and pickup rollers.

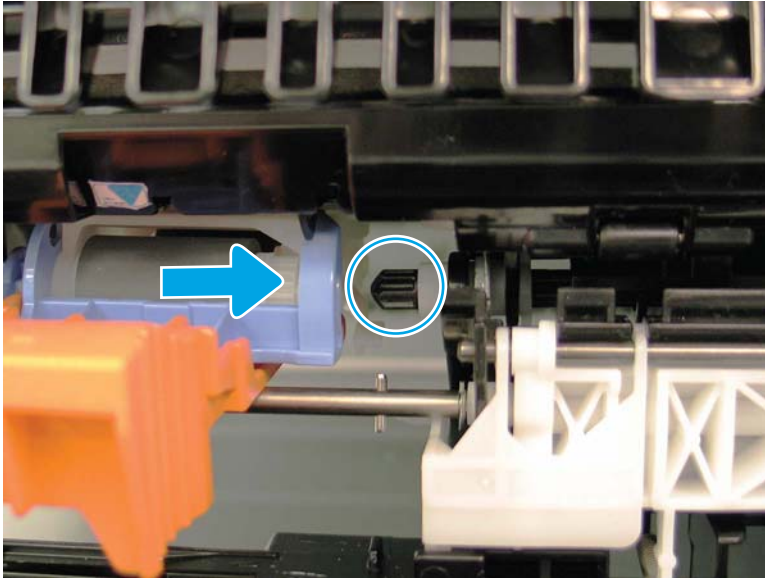
1. Align the arrow on the roller assembly with the arrow in the printer, and then slide the rollers into the printer.

Figure 5-33 Align the roller assembly and slide the rollers into the printer



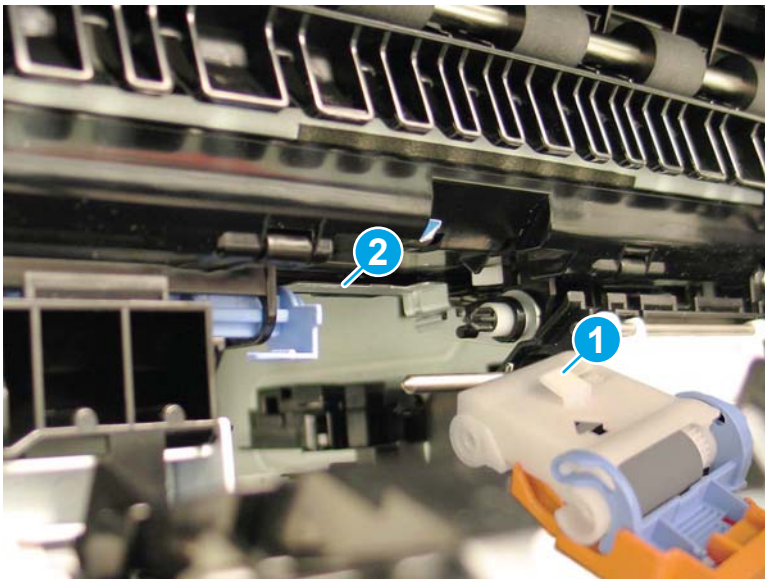
2. Slide the rollers to the right onto the black shaft.

Figure 5-34 Slide the rollers to the right onto the black shaft



3. **Confirm correct installation:** The white hook on the top of the roller assembly (callout 1) will hook onto a sheet metal plate (callout 2) when installed correctly.

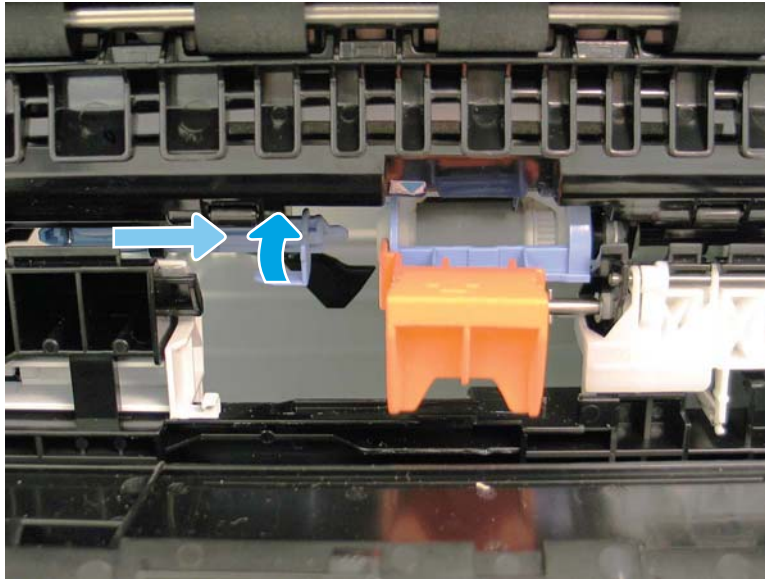
Figure 5-35 Correctly install the white hook onto a sheet metal plate



4. Locate the lever on the blue shaft on the left, and then release the lever by pressing upward.

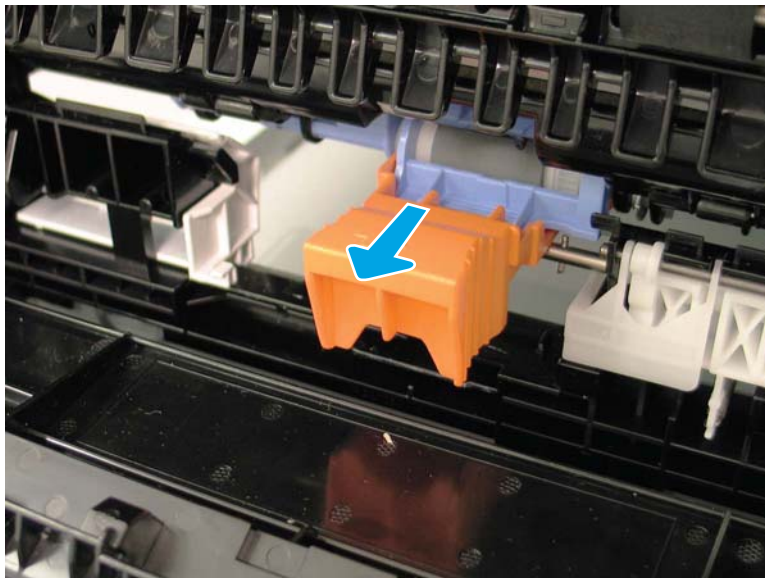
 **NOTE:** The blue shaft should spring to the right to click into position to hold the rollers in place.

Figure 5-36 Release the lever by pressing upward



5. Remove the orange tool from the roller assembly by pulling it away from the printer.

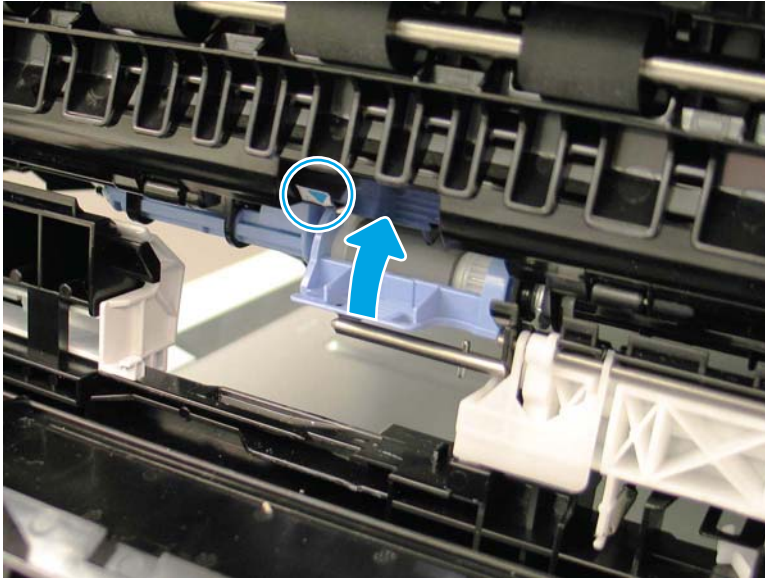
Figure 5-37 Remove the orange tool



- IMPORTANT:** Pivot the tab up and snap it into place against the rollers to correctly lock the rollers in place.

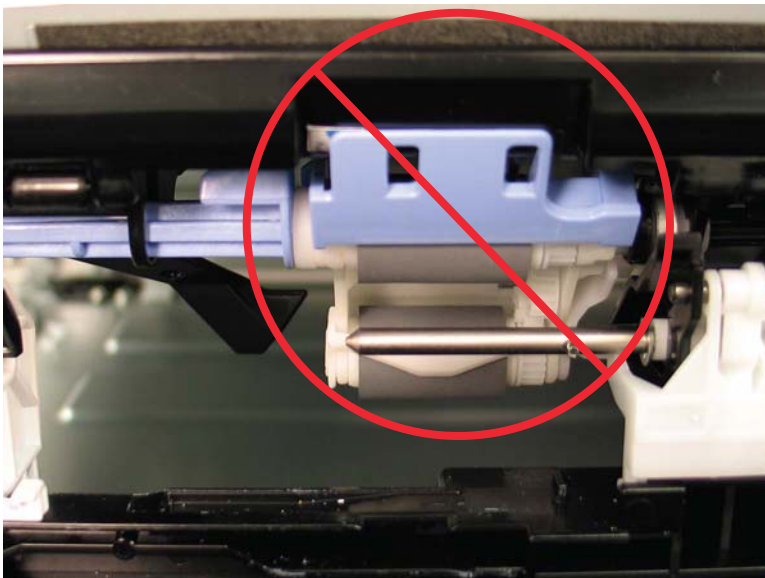
 **NOTE:** The blue arrow on the printer is hidden when the cover is correctly snapped into place.

Figure 5-38 Pivot the tab up and snap it to lock the rollers correctly in place



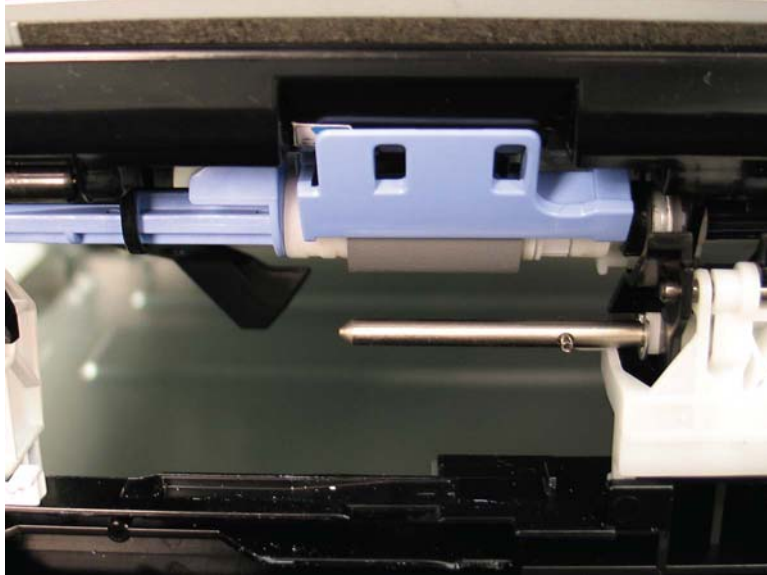
- Incorrect installation:** If the rollers are hanging, or at an angle, they are not installed correctly.

Figure 5-39 Rollers hanging at an angle are not installed correctly



8. **Correct installation:** Make sure that the hook on the top of the rollers is attached to the metal chassis plate inside the printer. If the rollers are not installed correctly, go back to step 2 and reinstall the assembly.

Figure 5-40 Correctly attach the rollers top hook to the metal chassis plate inside the printer



9. Install the orange separation roller tool onto the replacement separation roller.


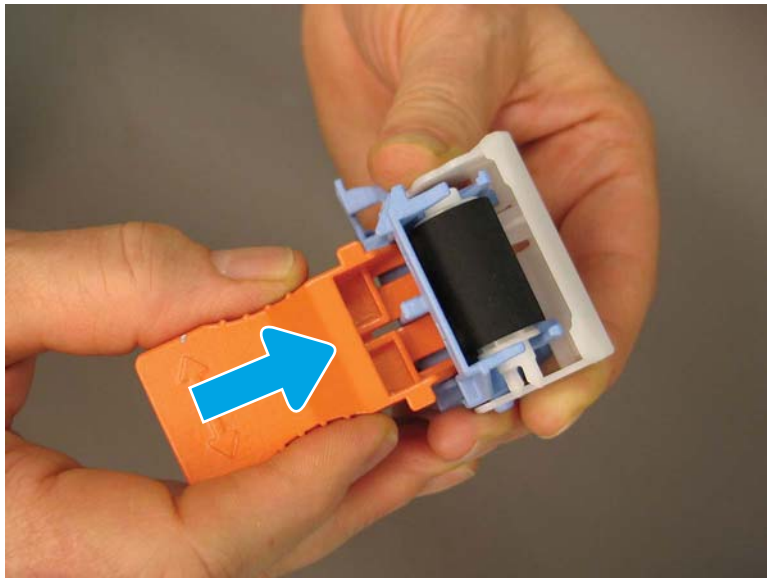
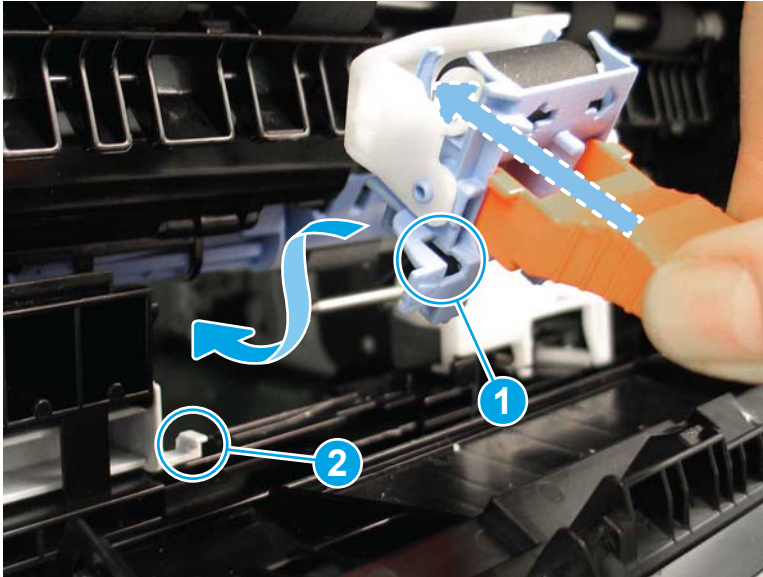
 **NOTE:** The tool will snap into place when it is fully installed.

Figure 5-41 Install the replacement separation roller onto the orange tool



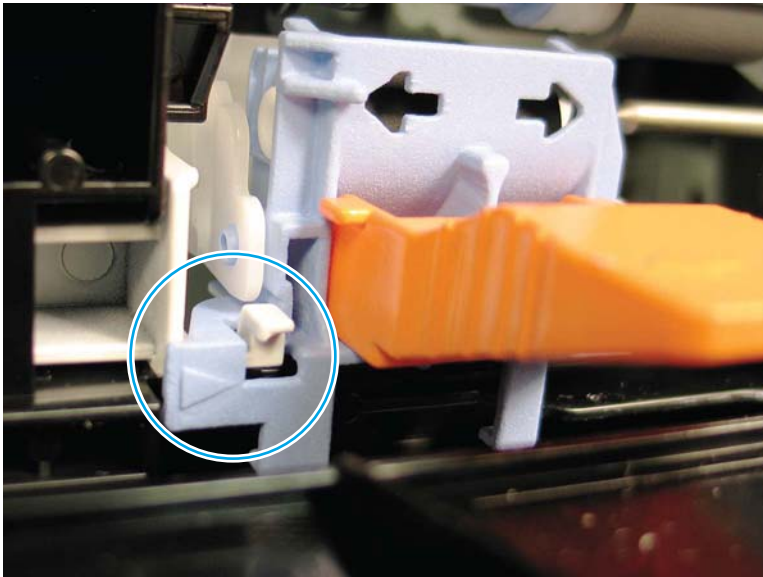
10. Tilt the orange tool slightly away from the printer, and then install the roller into the printer so that the opening in the roller (callout 1) fits over the white tab (callout 2) on the printer rail.

Figure 5-42 Slightly tilt the roller tool



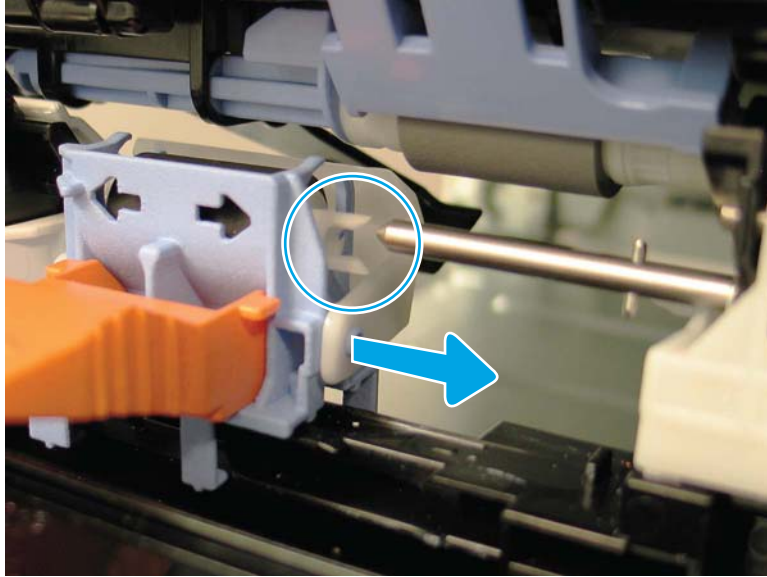
11. When installed correctly, the embossed arrow on the roller case aligns with the white tab on the rail.

Figure 5-43 Install the roller over the white tab with the arrow aligned



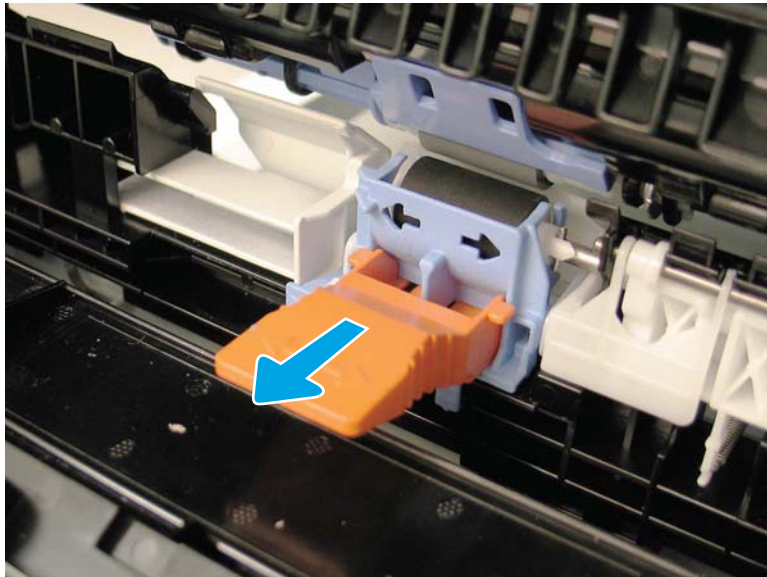
12. Do the following:
 - a. Align the center of the roller with the end of the metal shaft.
 - b. Slide the roller to the right onto the metal shaft until it snaps into place.

Figure 5-44 Align the roller and slide it onto the metal shaft until it snaps into place



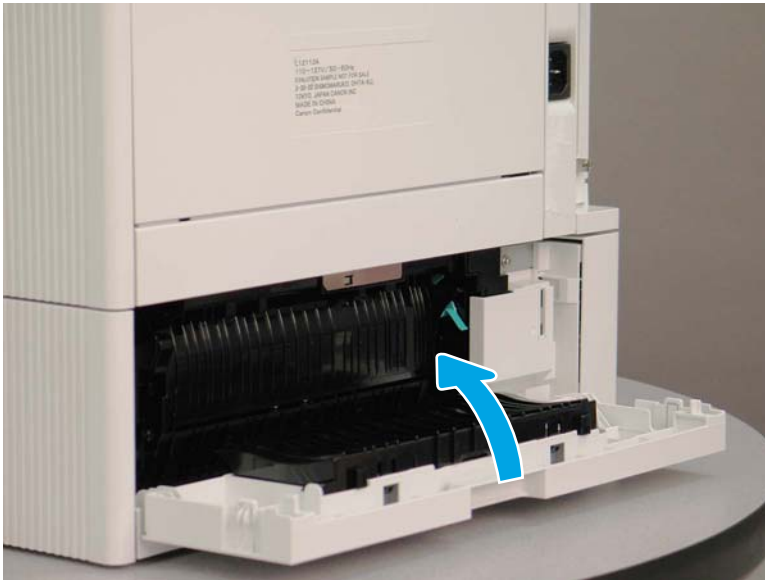
13. Remove the orange tool by pulling it away from the printer.

Figure 5-45 Remove the orange tool



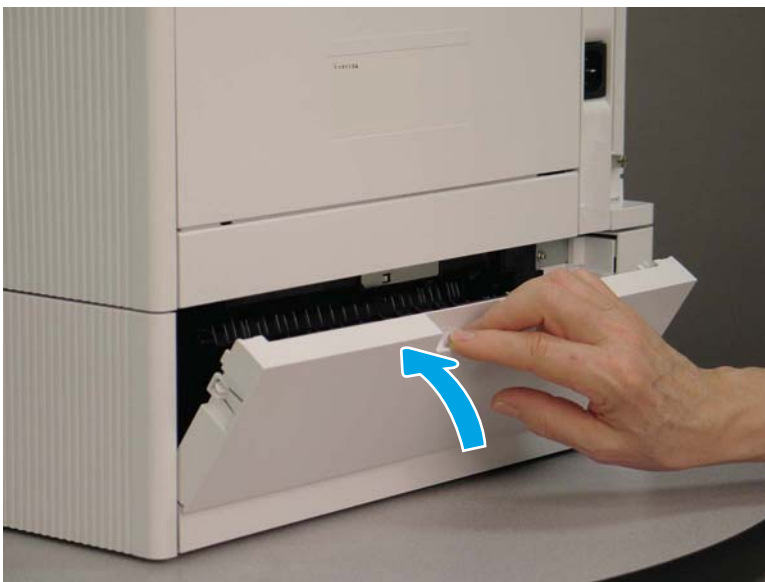
14. **Tray 3 rollers only:** Raise the access cover.

Figure 5-46 Raise the access cover



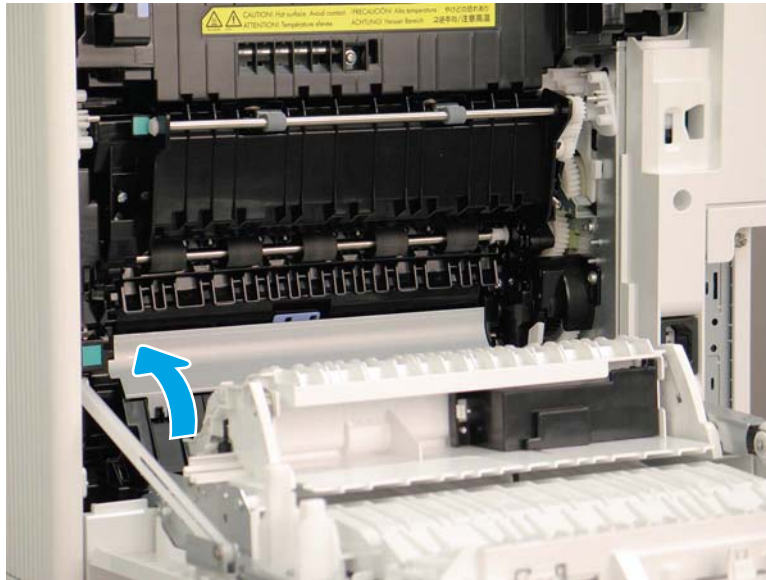
15. **Tray 3 rollers only:** On the back side of the printer, close the rear lower cover.

Figure 5-47 Close the rear lower cover



16. **Tray 2 rollers only:** Close the access cover.

Figure 5-48 Close the access cover



17. **Tray 2 rollers only:** On the back side of the printer, close the rear door.

Figure 5-49 Close the door



18. Close the paper tray for which the rollers were replaced.

Figure 5-50 Close the paper tray



Clean the Tray 2-x rollers (MFP)

This document provides the procedures to clean the Tray 2-x rollers (MFP).

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.

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 5-4 Part information

Part number	Part description
J8J70-67904	Tray roller kit

Required tools

- Separation roller tool (provided in the kit)

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the tray 2 separation and pickup rollers

Follow these steps to remove the tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.

⚠ CAUTION: Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

Figure 5-51 Open the paper tray to locate the rollers



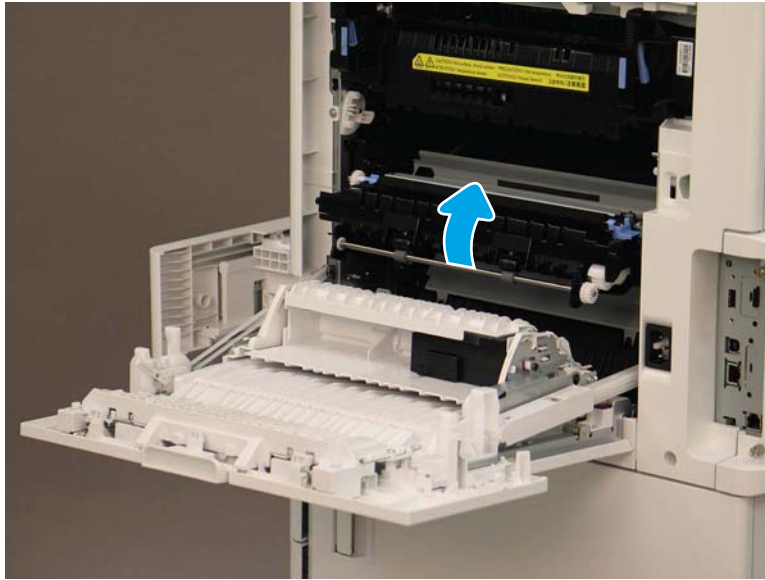
2. **Tray 2 rollers only:** On the right side of the printer, open the right door.

Figure 5-52 Open the right door



3. **Tray 2 rollers only:** Raise the transfer assembly.

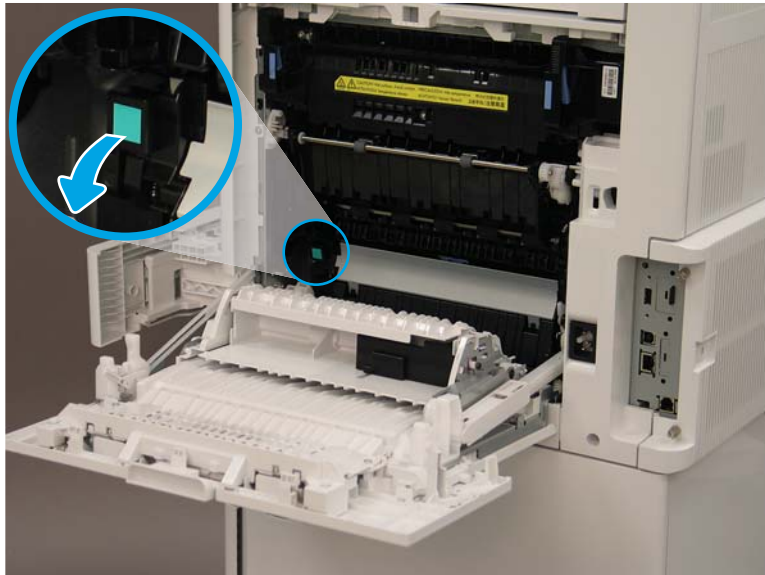
Figure 5-53 Raise the transfer assembly



4. **Tray 2 rollers only:** Do the following:

- Lower the access cover.
- Go to step 9.

Figure 5-54 Lower the access cover



5. **Tray 3 rollers only:** On the right side of the printer, open the right lower cover.

Figure 5-55 Open the right lower cover



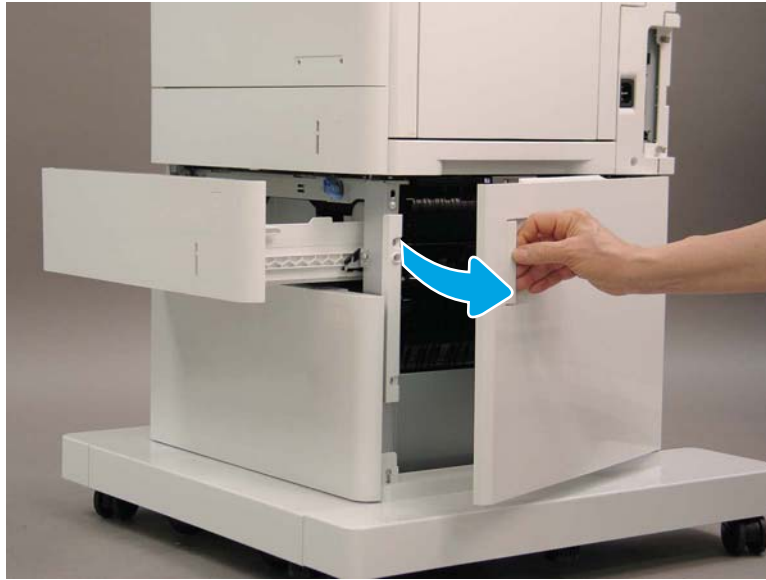
6. **Tray 3 rollers only:** Do the following:
 - a. Lower the access cover.
 - b. Go to step 9.

Figure 5-56 Lower the access cover



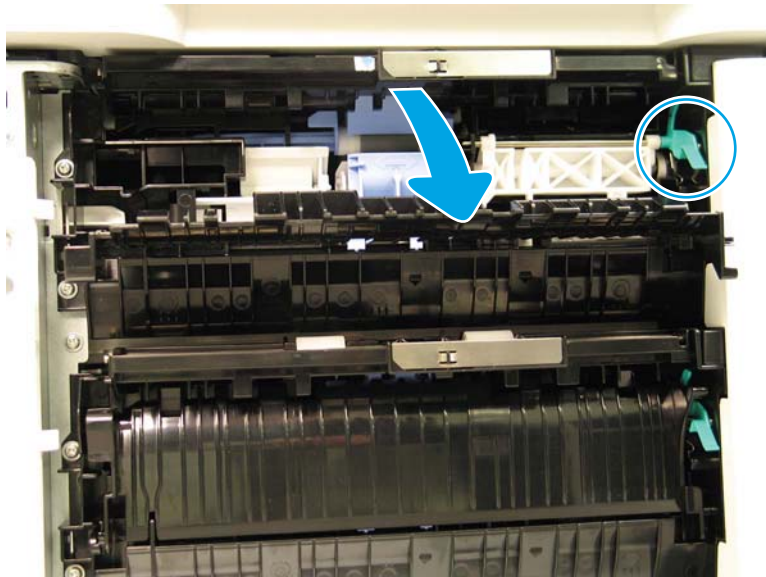
7. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Open the right door of the paper feeder.

Figure 5-57 Open the paper feeder right door



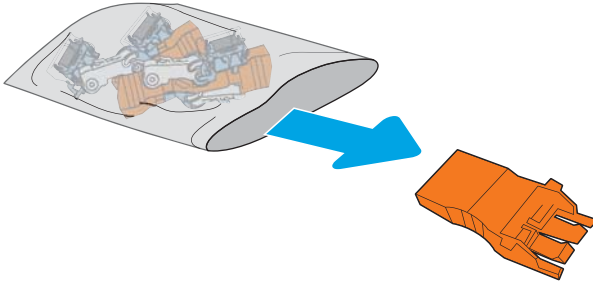
8. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Open the right door of the paper feeder.
 - a. Release the green tab, and then lower the feed assembly cover.
 - b. Go to step 9.

Figure 5-58 Lower the feed assembly cover



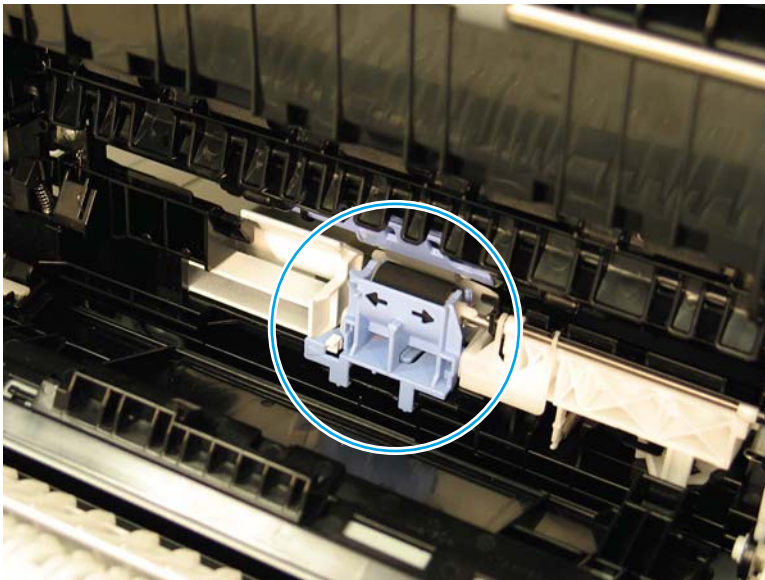
9. Remove the orange separation roller tool from the packaging.

Figure 5-59 Remove the orange separation roller tool



10. Locate the separation roller.

Figure 5-60 Locate the separation roller



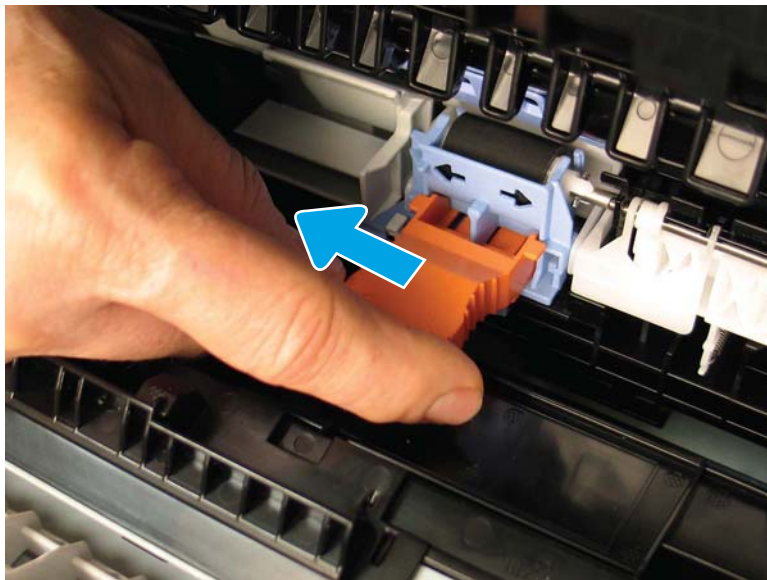
11. Install the orange tool in the separation roller until it snaps into place.

Figure 5-61 Install the orange tool in the separation roller



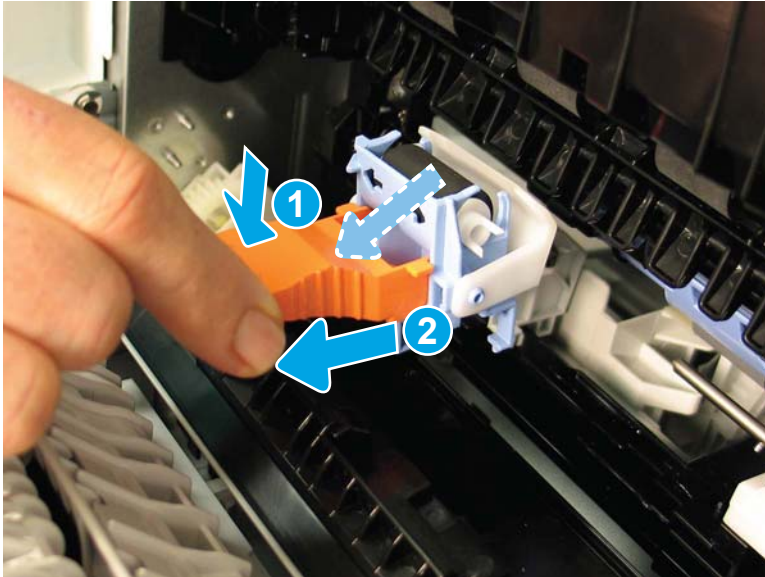
12. Slide the roller to the left.

Figure 5-62 Slide the roller to the left



13. Tilt the end of the tool down (callout 1), and then pull straight out of the printer (callout 2) to remove the separation roller.

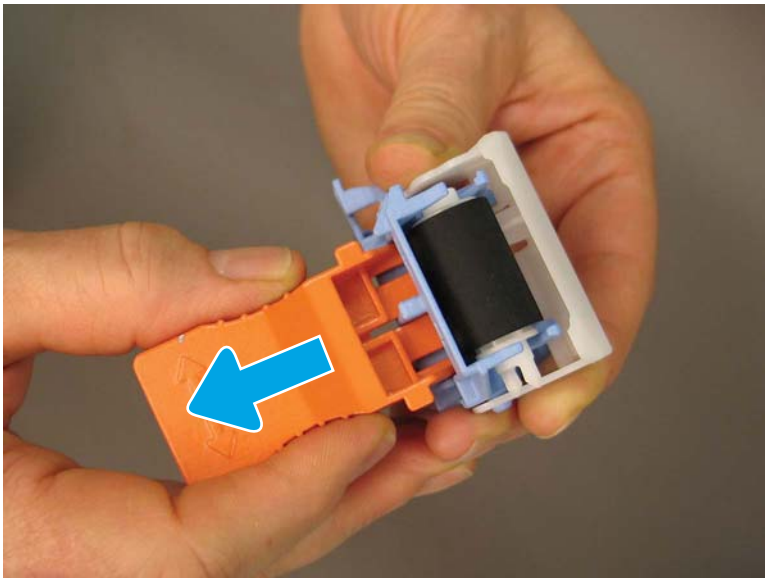
Figure 5-63 Tilt the tool down, and then remove the separation roller



14. Remove the orange tool from the separation roller.

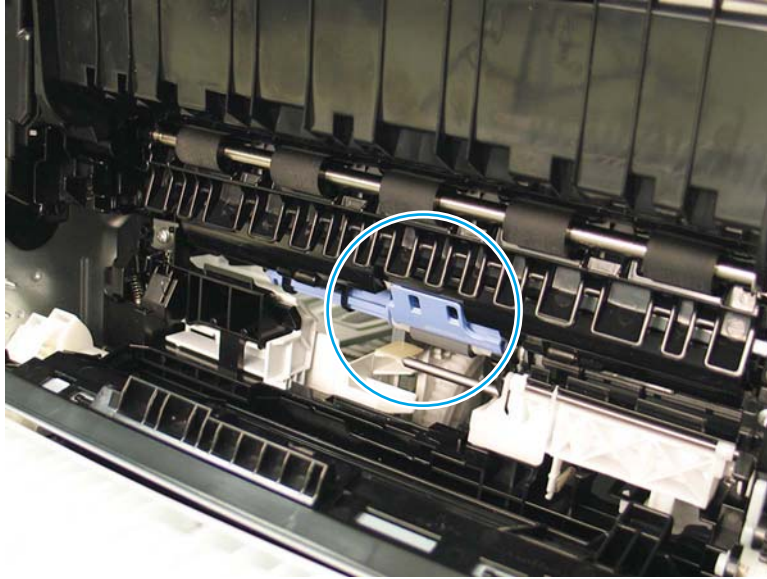
 **NOTE:** The tool will be used to install the new separation roller.

Figure 5-64 Remove the orange tool from the separation roller



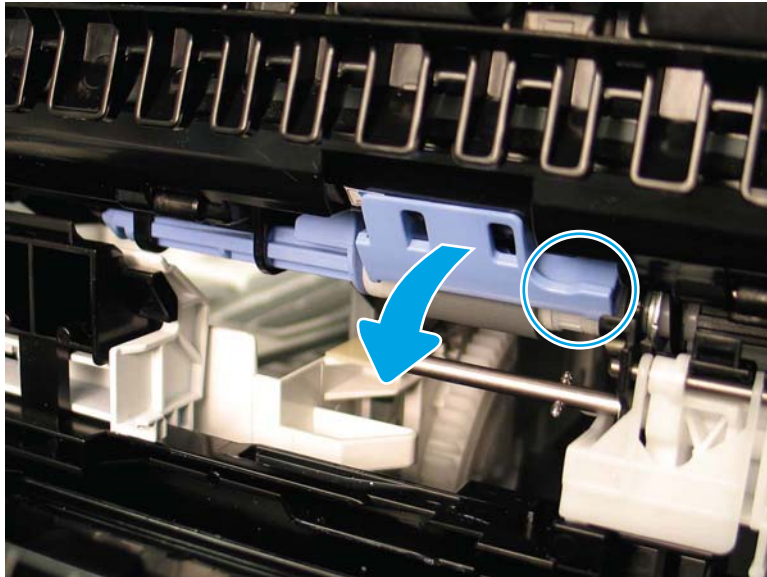
15. Locate the pickup and feed rollers.

Figure 5-65 Locate the pickup and feed rollers



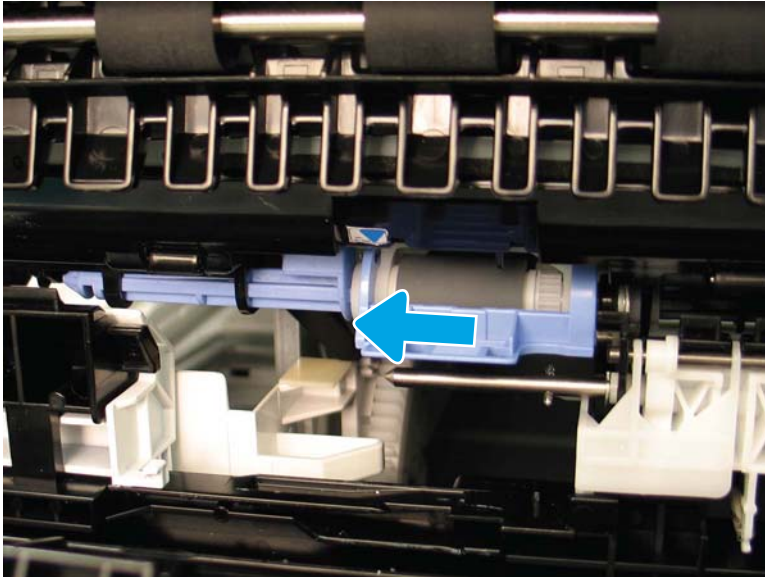
16. Locate and pull down the blue tab to unlock the pickup and feed rollers.

Figure 5-66 Pull down the blue tab to unlock the pickup and feed rollers



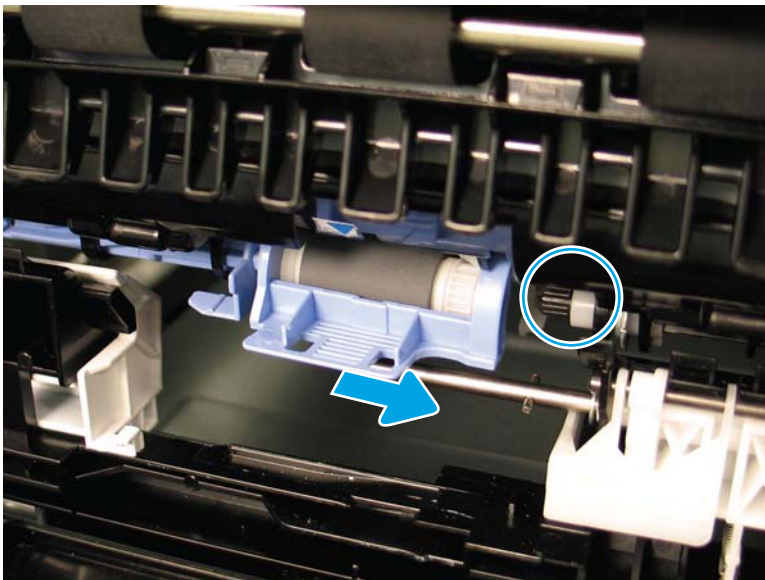
17. Use the blue tab as a handle to slide the rollers to the left to compress the left blue post until it clicks into place.

Figure 5-67 Slide the blue tab left, compressing the left blue post until it clicks



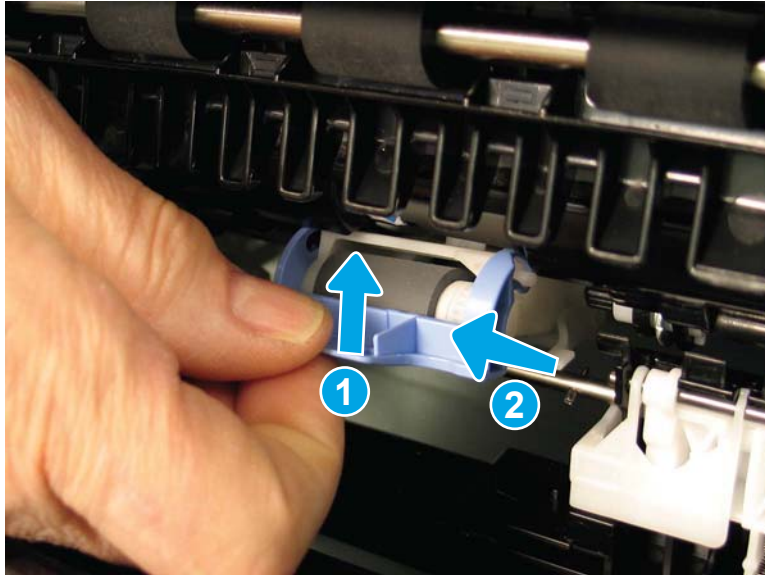
18. Slightly move the rollers to the right to free them from the blue post. Make sure that the roller is clear of the black post on the right.

Figure 5-68 Slightly move the rollers to the right to free them from the blue post



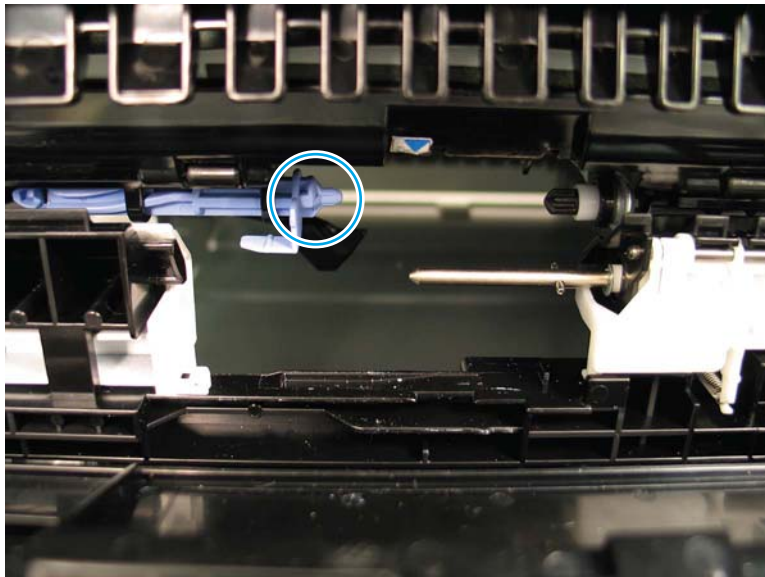
19. Slightly lift up the front of the roller assembly (callout 1), and then pull the assembly away from the printer (callout 2) to remove it.

Figure 5-69 Lift up the front of the roller assembly and pull away to remove it



20. If the left post does not stay in the locked position, press the end of the post left until it clicks into place.

Figure 5-70 Securely lock the left post into position by pressing the end left until it clicks



Clean the Tray 2 rollers

Learn about cleaning the Tray 2 rollers.

- ▲ Clean the Tray 2 rollers.
 - ▲ Use a damp, lint-free cloth to gently clean the rollers.

⚠ CAUTION:


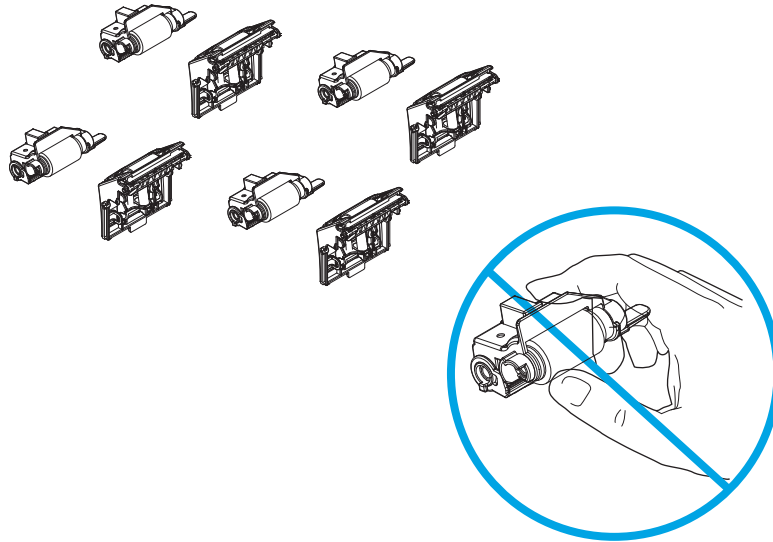
 **NOTE:** The number of rollers depends on the number input accessories installed.

Figure 5-71 Clean the rollers

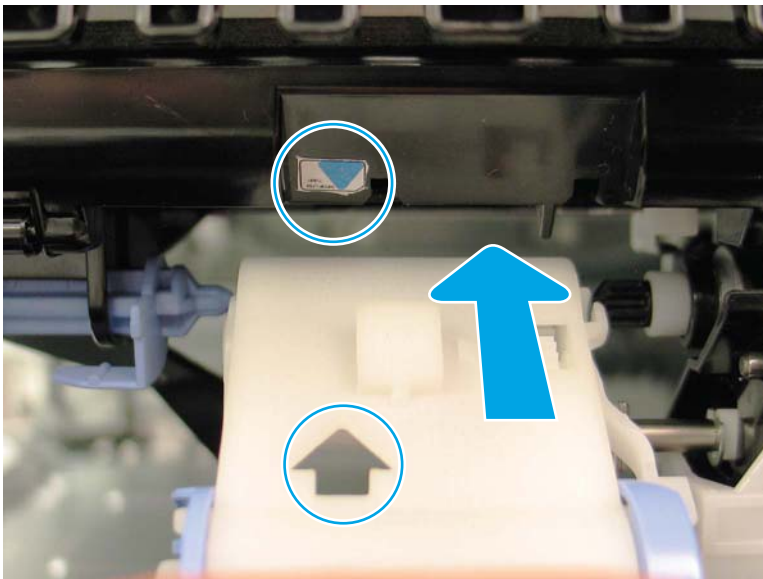


Install the tray 2 separation and pickup rollers

Follow these steps to install the tray 2 separation and pickup rollers.

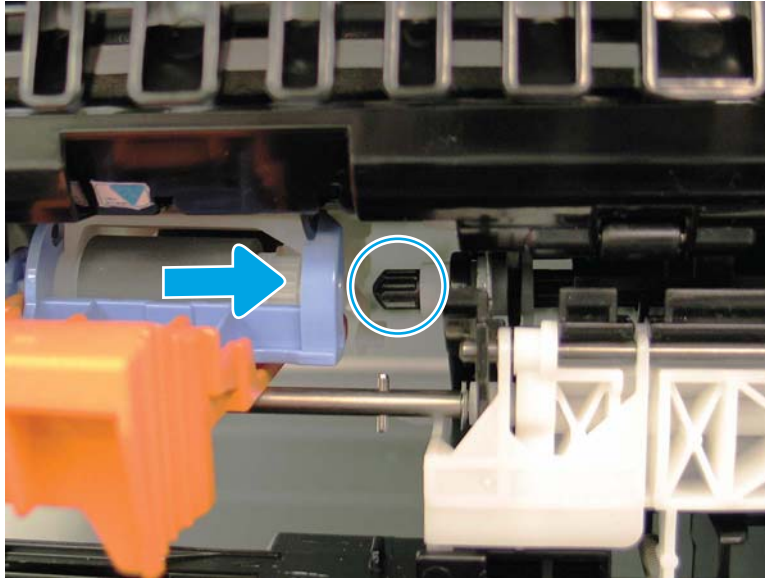
1. Align the arrow on the roller assembly with the arrow in the printer, and then slide the rollers into the printer.

Figure 5-72 Align the roller assembly and slide the rollers into the printer



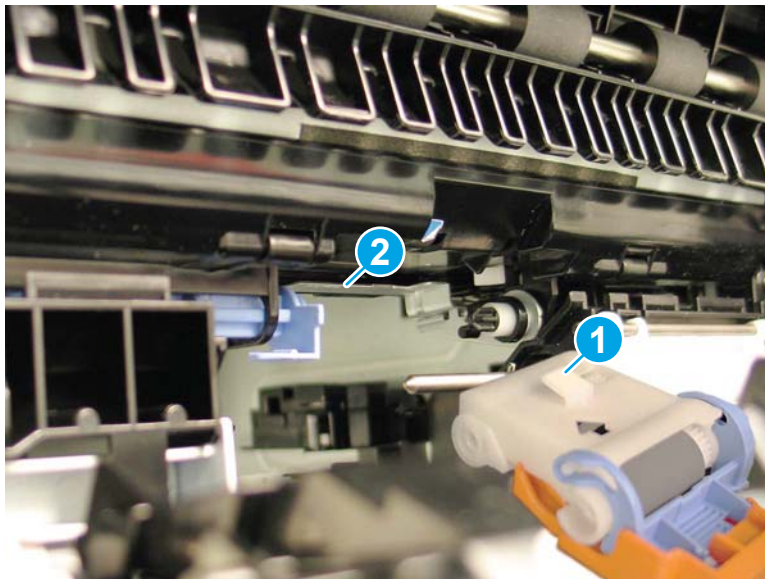
2. Slide the rollers to the right onto the black shaft.

Figure 5-73 Slide the rollers to the right onto the black shaft



3. **Confirm correct installation:** The white hook on the top of the roller assembly (callout 1) will hook onto a sheet metal plate (callout 2) when installed correctly.

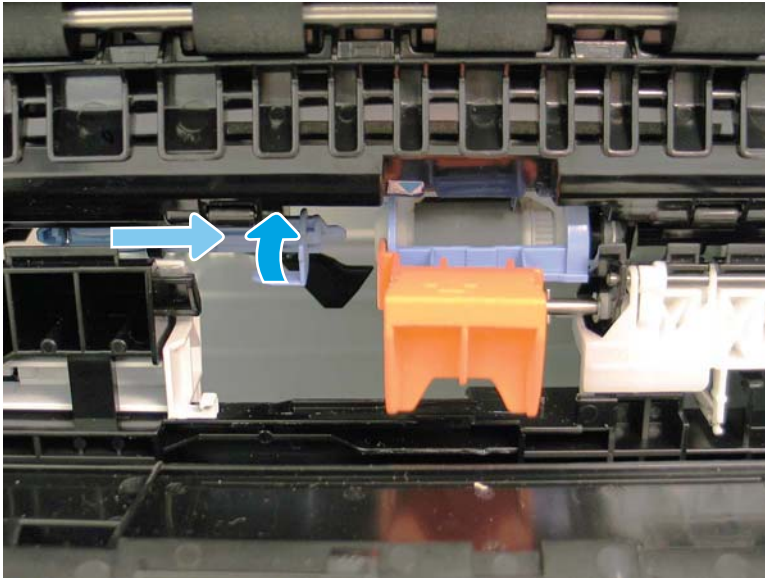
Figure 5-74 Correctly install the white hook onto a sheet metal plate



4. Locate the lever on the blue shaft on the left, and then release the lever by pressing upward.

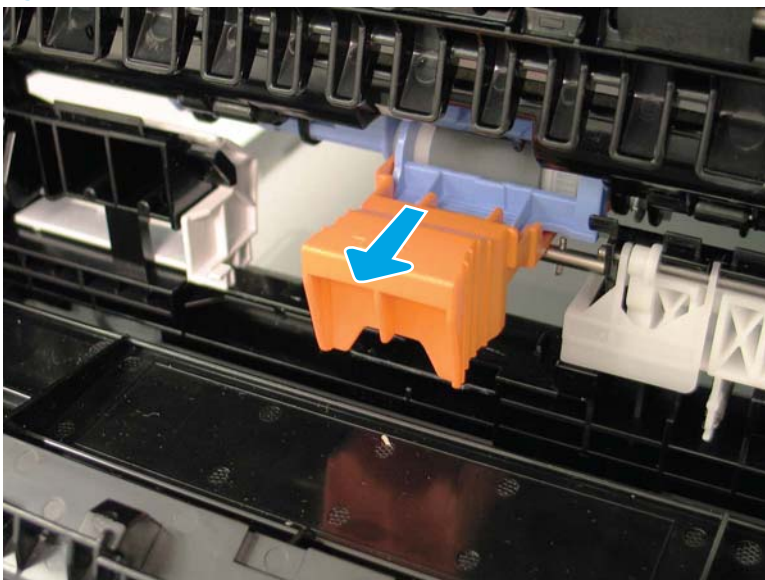
 **NOTE:** The blue shaft should spring to the right to click into position to hold the rollers in place.

Figure 5-75 Release the lever by pressing upward



5. Remove the orange tool from the roller assembly by pulling it away from the printer.

Figure 5-76 Remove the orange tool



- IMPORTANT:** Pivot the tab up and snap it into place against the rollers to correctly lock the rollers in place.


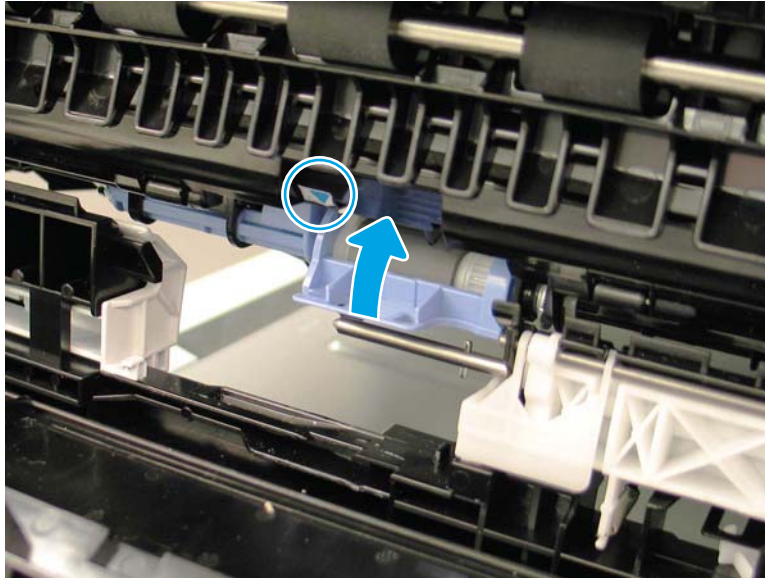
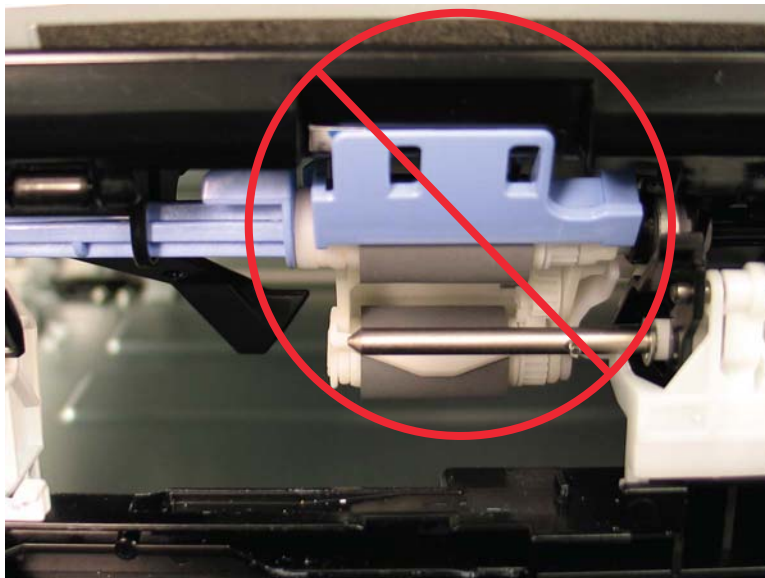
 **NOTE:** The blue arrow on the printer is hidden when the cover is correctly snapped into place.

Figure 5-77 Pivot the tab up and snap it to lock the rollers correctly in place



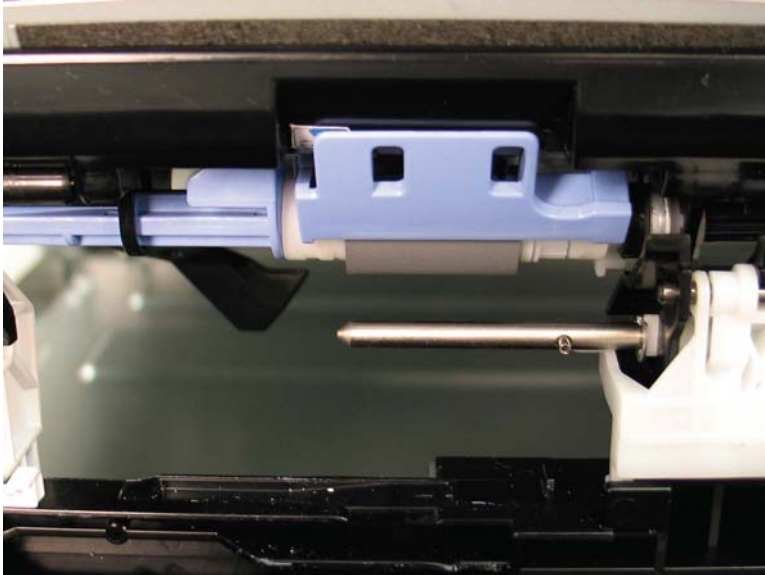
- Incorrect installation:** If the rollers are hanging, or at an angle, they are not installed correctly.

Figure 5-78 Rollers hanging at an angle are not installed correctly



8. **Correct installation:** Make sure that the hook on the top of the rollers is attached to the metal chassis plate inside the printer. If the rollers are not installed correctly, go back to step 2 and reinstall the assembly.

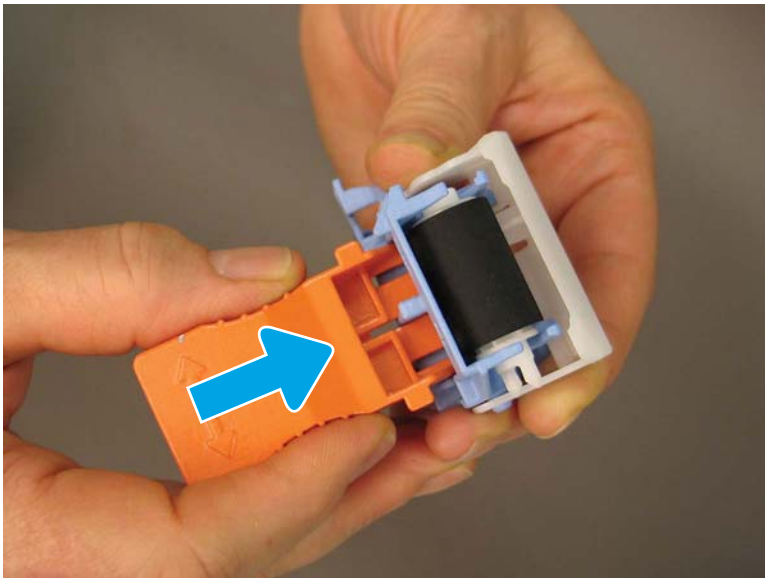
Figure 5-79 Correctly attach the rollers top hook to the metal chassis plate inside the printer



9. Install the orange separation roller tool onto the replacement separation roller.

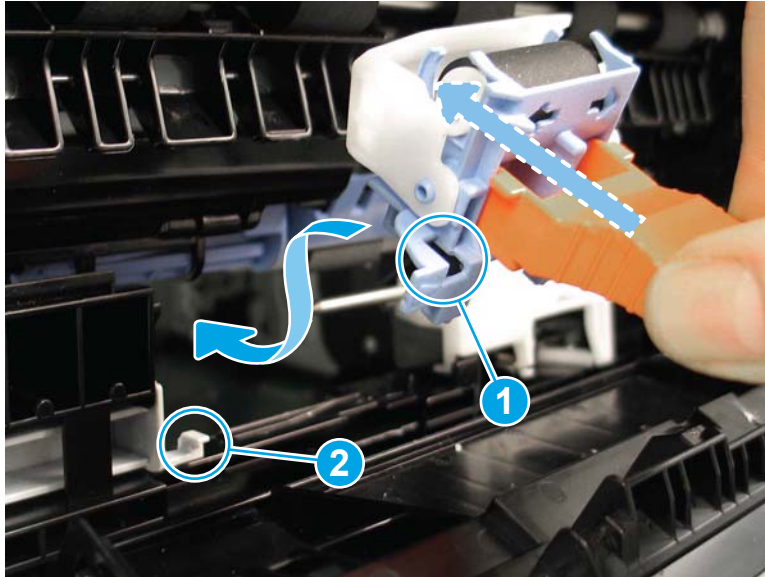
 **NOTE:** The tool will snap into place when it is fully installed.

Figure 5-80 Install the replacement separation roller onto the orange tool



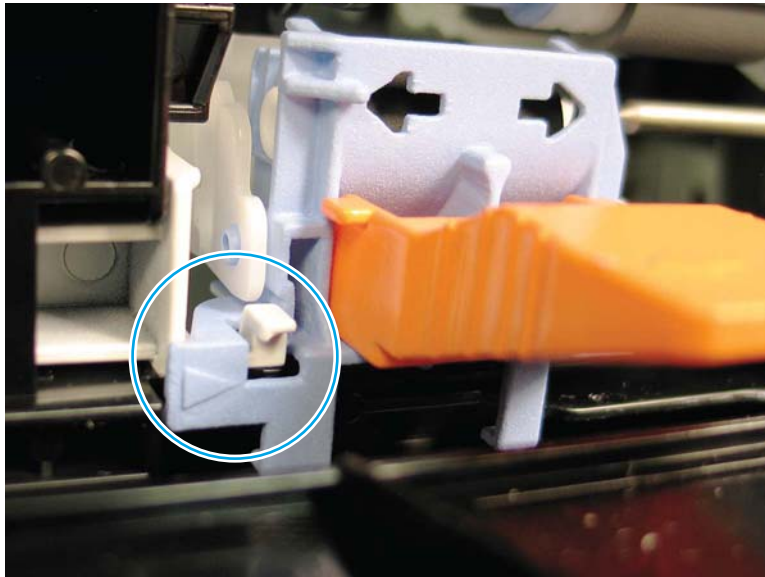
10. Tilt the orange tool slightly away from the printer, and then install the roller into the printer so that the opening in the roller (callout 1) fits over the white tab (callout 2) on the printer rail.

Figure 5-81 Slightly tilt the roller tool



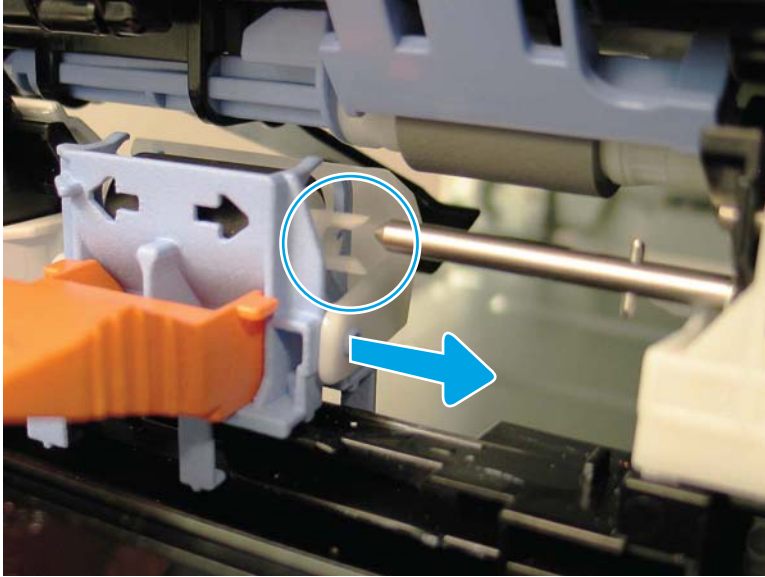
11. When installed correctly, the embossed arrow on the roller case aligns with the white tab on the rail.

Figure 5-82 Install the roller over the white tab with the arrow aligned



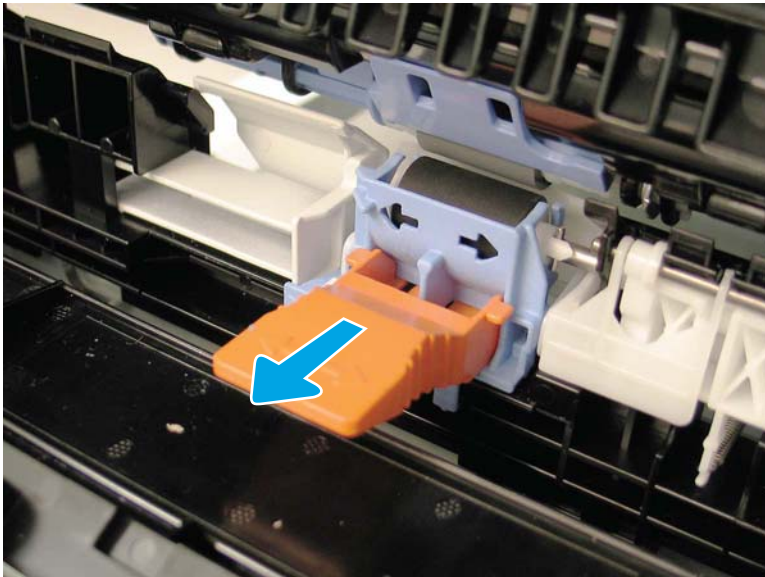
12. Do the following:
 - a. Align the center of the roller with the end of the metal shaft.
 - b. Slide the roller to the right onto the metal shaft until it snaps into place.

Figure 5-83 Align the roller and slide it onto the metal shaft until it snaps into place



13. Remove the orange tool by pulling it away from the printer.

Figure 5-84 Remove the orange tool



14. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Raise the feed assembly cover and securely lock the green tab.

Figure 5-85 Raise the feed assembly



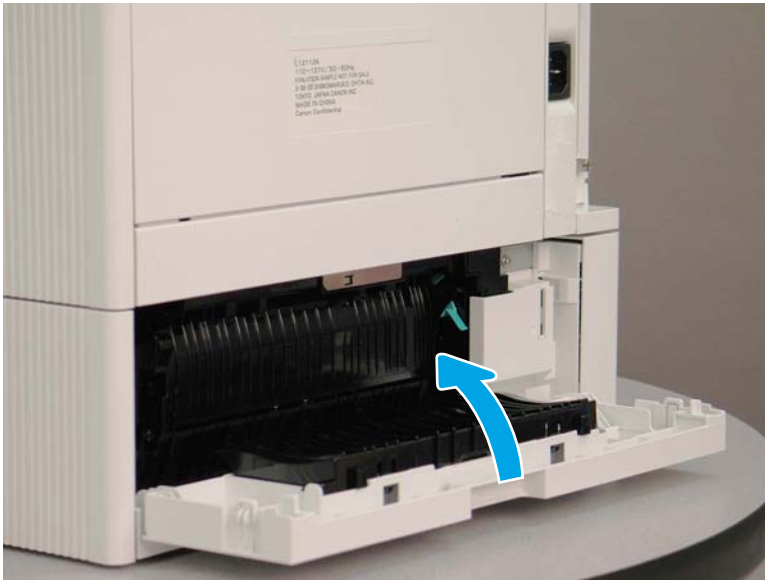
15. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Close the right door of the paper feeder.

Figure 5-86 Close the right door of the paper feeder



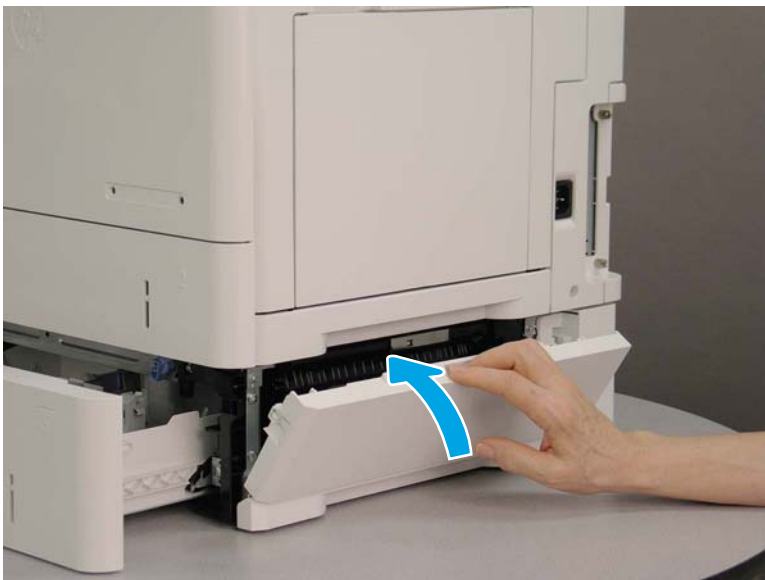
16. **Tray 3 rollers only:** Raise the access cover.

Figure 5-87 Raise the access cover



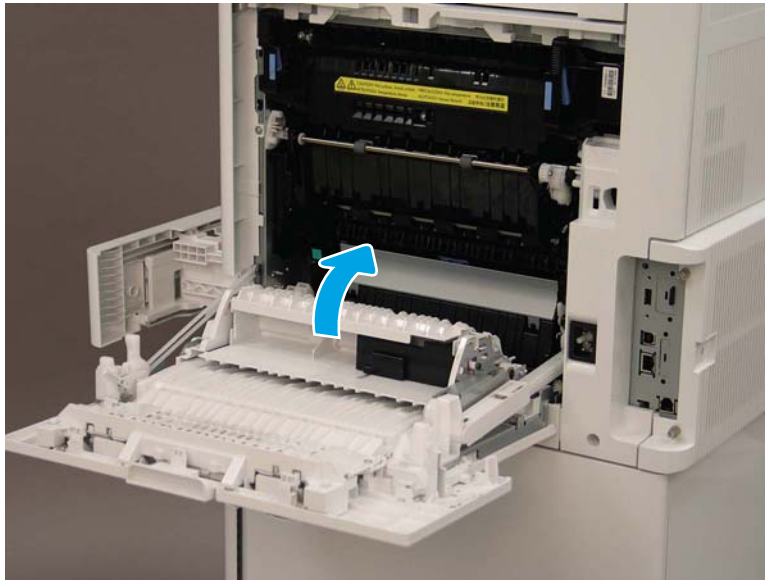
17. **Tray 3 rollers only:** On the right side of the printer, close the right lower cover.

Figure 5-88 Close the right lower cover



18. **Tray 2 rollers only:** Close the access cover.

Figure 5-89 Close the access cover



19. **Tray 2 rollers only:** On the right side of the printer, close the right door.

Figure 5-90 Close the door



20. Close the paper tray for which the rollers were replaced.

Figure 5-91 Close the paper tray



Input devices


Learn about input device installation and maintenance.

Clean the Tray 2-x rollers (SFP)

This document provides the procedures to clean the Tray 2-x rollers (SFP).

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.

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 5-5 Part information

Part number	Part description
J8J70-67904	Tray roller kit

Required tools

- Separation roller tool (provided in the kit)

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the tray 2 separation and pickup rollers

Follow these steps to remove the tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.


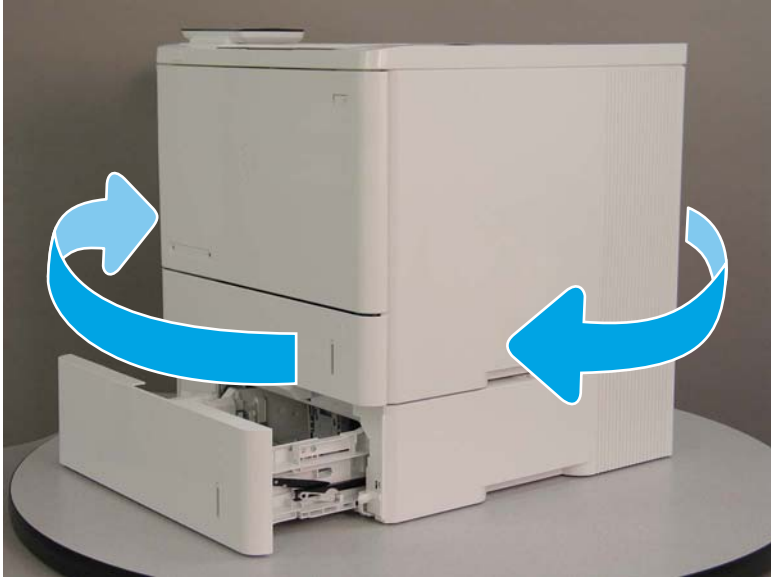
 **CAUTION:** Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

Figure 5-92 Open the paper tray to locate the rollers



- 2. Rotate the printer.

Figure 5-93 Rotate the printer



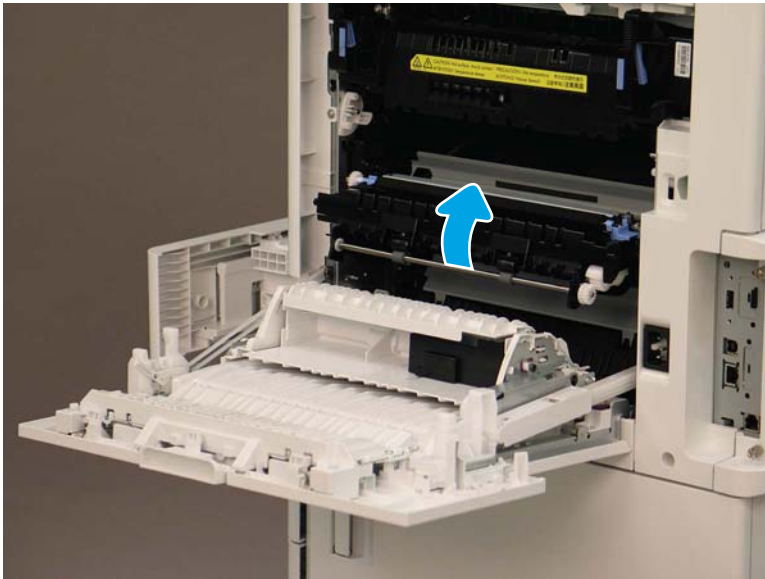
3. **Tray 2 rollers only:** On the back side of the printer, open the rear door.

Figure 5-94 Open the rear door



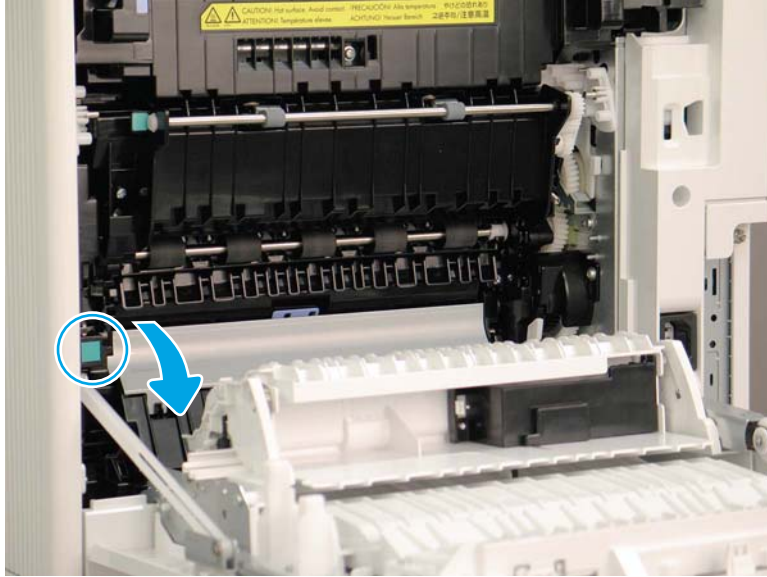
4. **Tray 2 rollers only:** Raise the transfer assembly.

Figure 5-95 Raise the transfer assembly



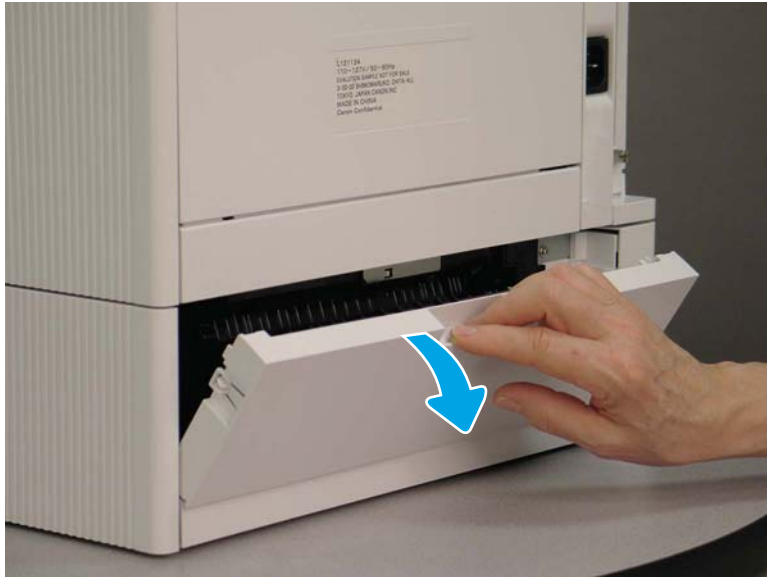
5. **Tray 2 rollers only:** Do the following:
 - Lower the access cover.
 - Go to step 8.

Figure 5-96 Lower the access cover



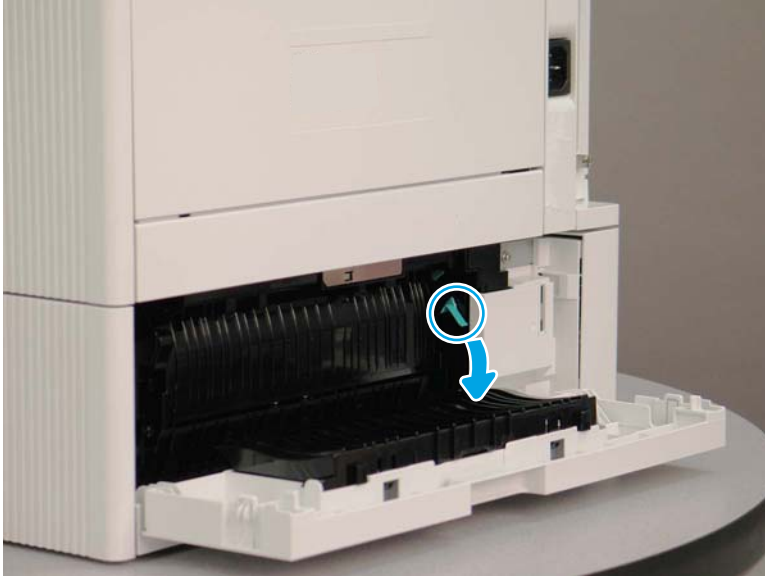
6. **Tray 3 rollers only:** On the back side of the printer, open the rear lower cover.

Figure 5-97 Open the rear lower cover



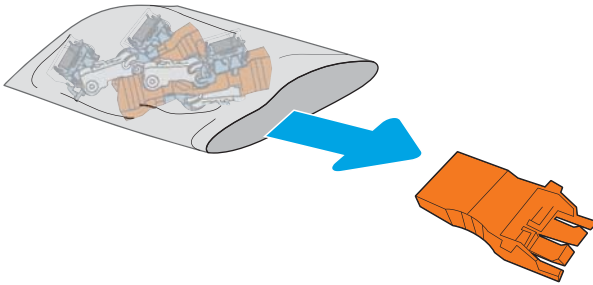
7. **Tray 3 rollers only:** Do the following:
 - a. Lower the access cover.
 - b. Go to step 8.

Figure 5-98 Lower the access cover



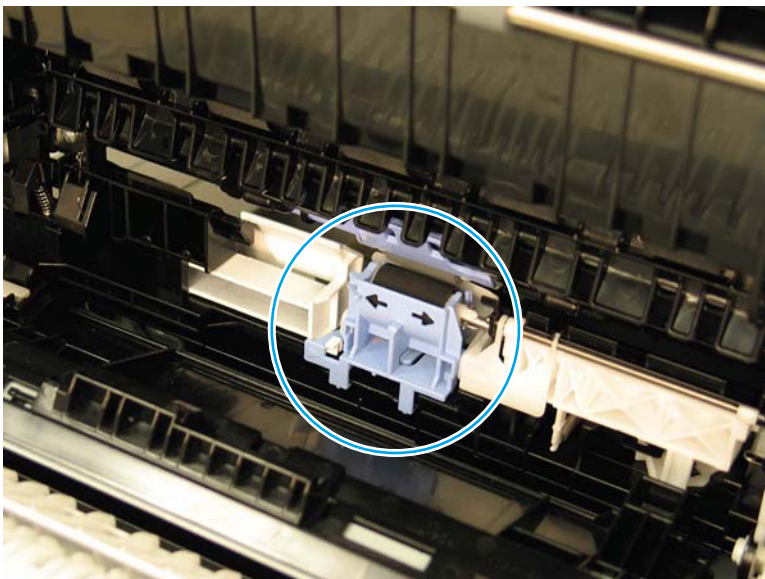
8. Remove the orange separation roller tool from the packaging.

Figure 5-99 Remove the orange separation roller tool



9. Locate the separation roller.

Figure 5-100 Locate the separation roller



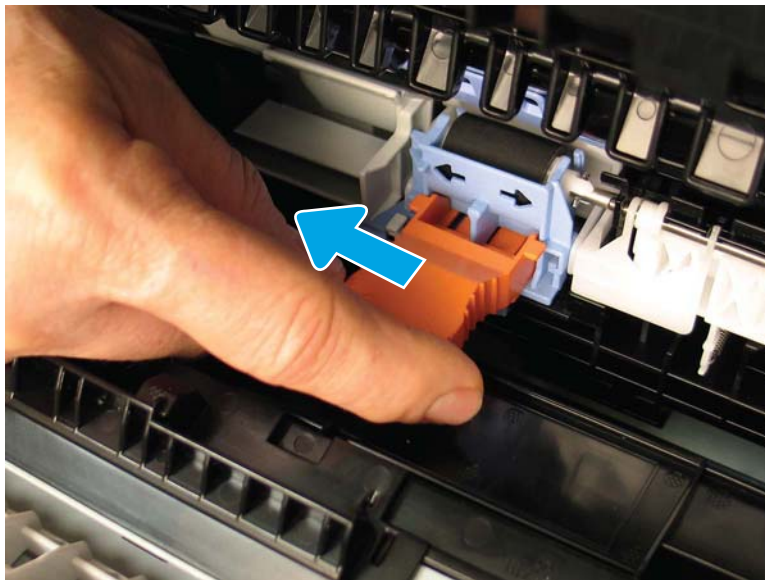
10. Install the orange tool in the separation roller until it snaps into place.

Figure 5-101 Install the orange tool in the separation roller



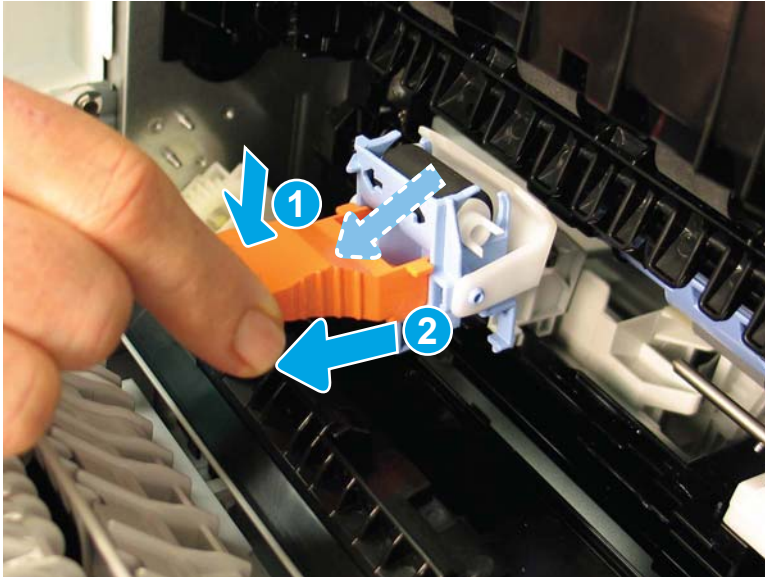
11. Slide the roller to the left.

Figure 5-102 Slide the roller to the left



12. Tilt the end of the tool down (callout 1), and then pull straight out of the printer (callout 2) to remove the separation roller.

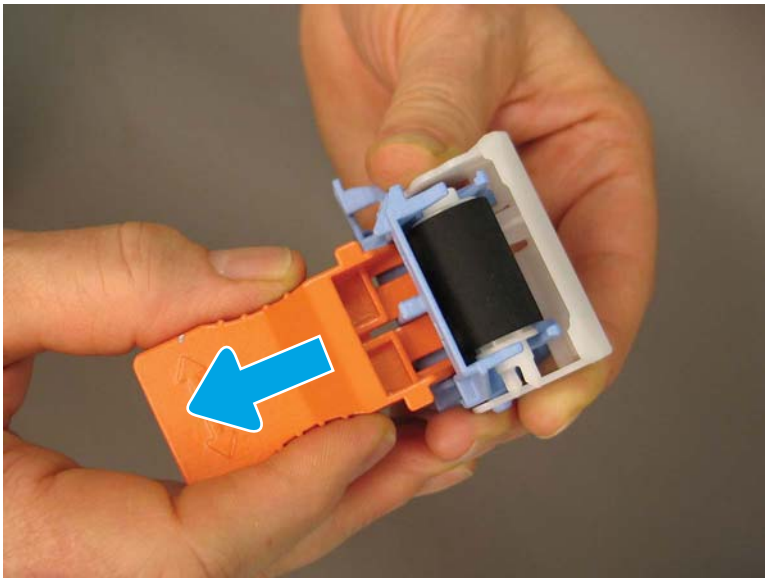
Figure 5-103 Tilt the tool down, and then remove the separation roller



13. Remove the orange tool from the separation roller.

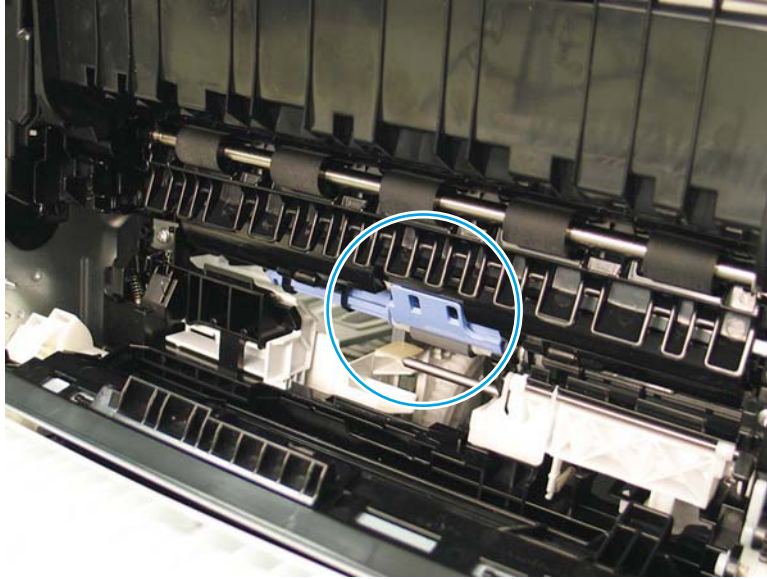
 **NOTE:** The tool will be used to install the new separation roller.

Figure 5-104 Remove the orange tool from the separation roller



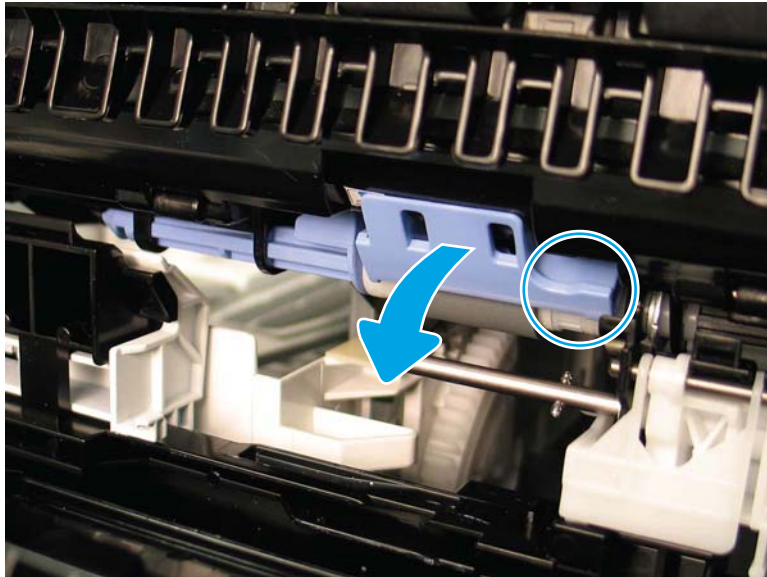
14. Locate the pickup and feed rollers.

Figure 5-105 Locate the pickup and feed rollers



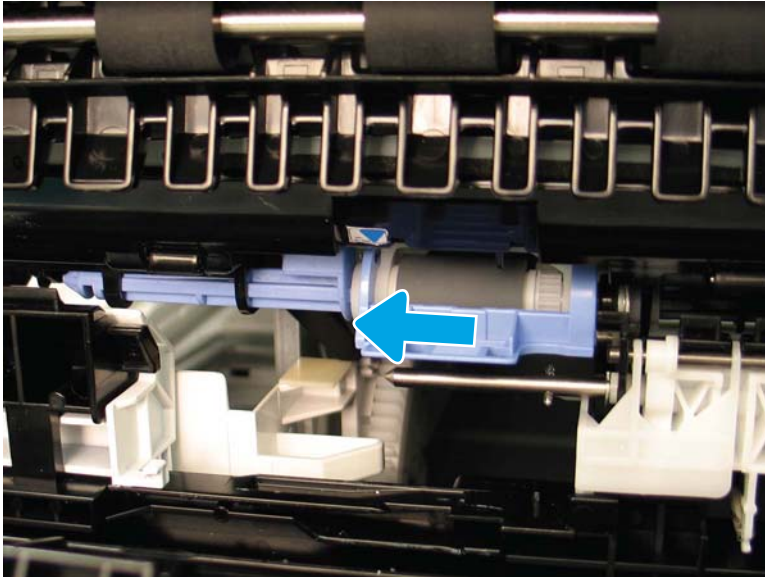
15. Locate and pull down the blue tab to unlock the pickup and feed rollers.

Figure 5-106 Pull down the blue tab to unlock the pickup and feed rollers



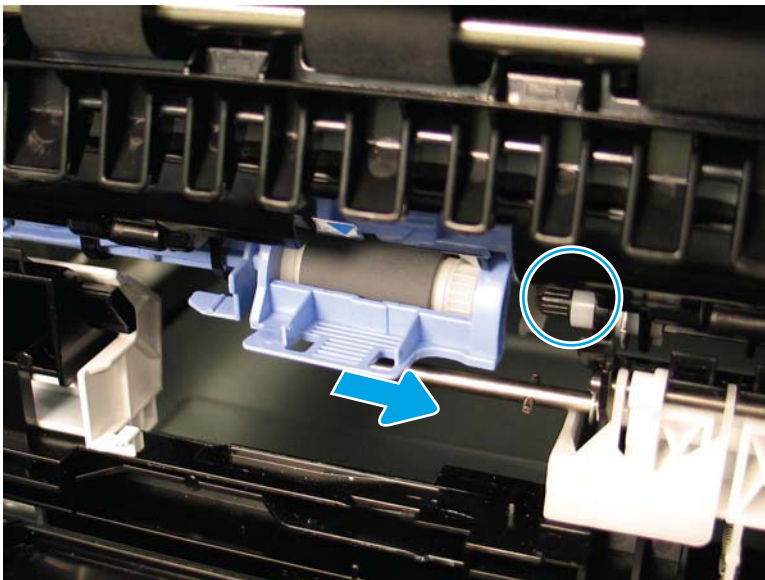
16. Use the blue tab as a handle to slide the rollers to the left to compress the left blue post until it clicks into place.

Figure 5-107 Slide the blue tab left, compressing the left blue post until it clicks



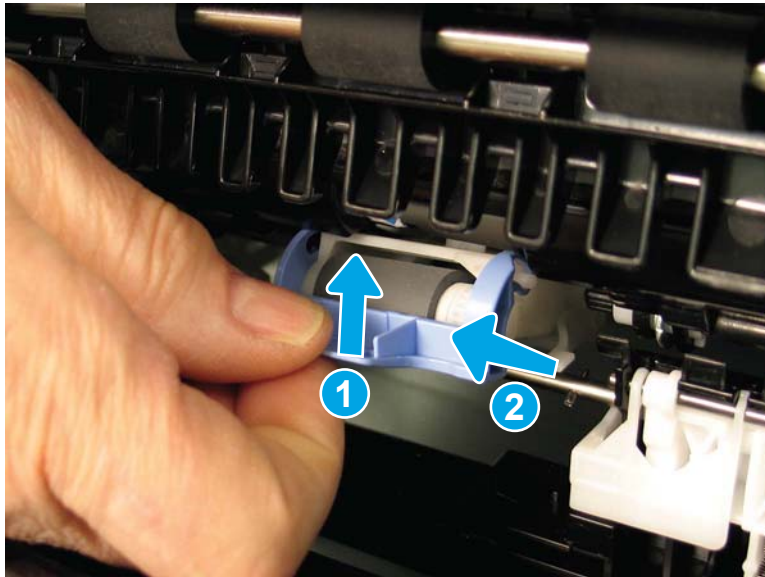
17. Slightly move the rollers to the right to free them from the blue post. Make sure that the roller is clear of the black post on the right.

Figure 5-108 Slightly move the rollers to the right to free them from the blue post



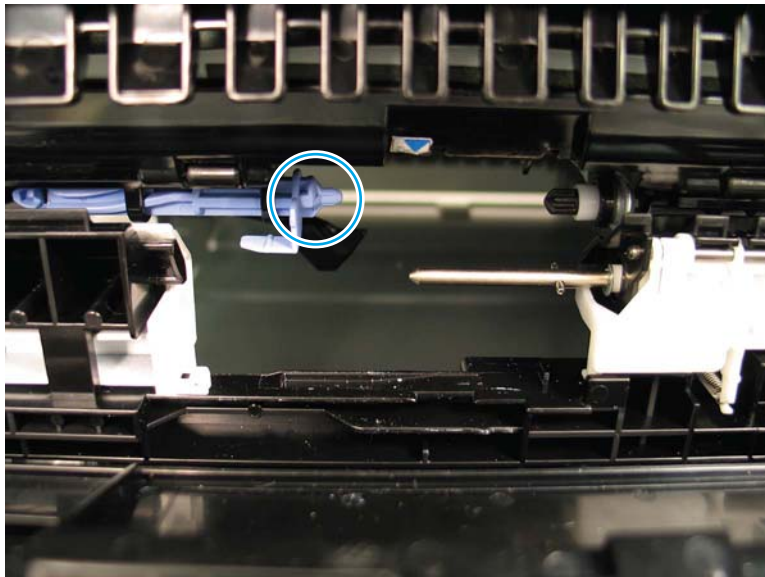
18. Slightly lift up the front of the roller assembly (callout 1), and then pull the assembly away from the printer (callout 2) to remove it.

Figure 5-109 Lift up the front of the roller assembly and pull away to remove it



19. If the left post does not stay in the locked position, press the end of the post left until it clicks into place.

Figure 5-110 Securely lock the left post into position by pressing the end left until it clicks



Clean the Tray 2 rollers

Learn about cleaning the Tray 2 rollers.

- ▲ Clean the Tray 2 rollers.
 - ▲ Use a damp, lint-free cloth to gently clean the rollers.

⚠ CAUTION:


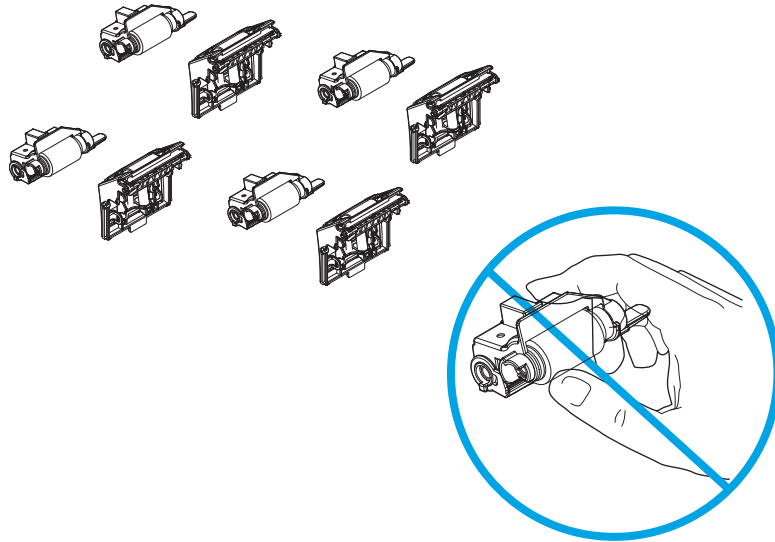
 **NOTE:** The number of rollers depends on the number input accessories installed.

Figure 5-111 Clean the rollers

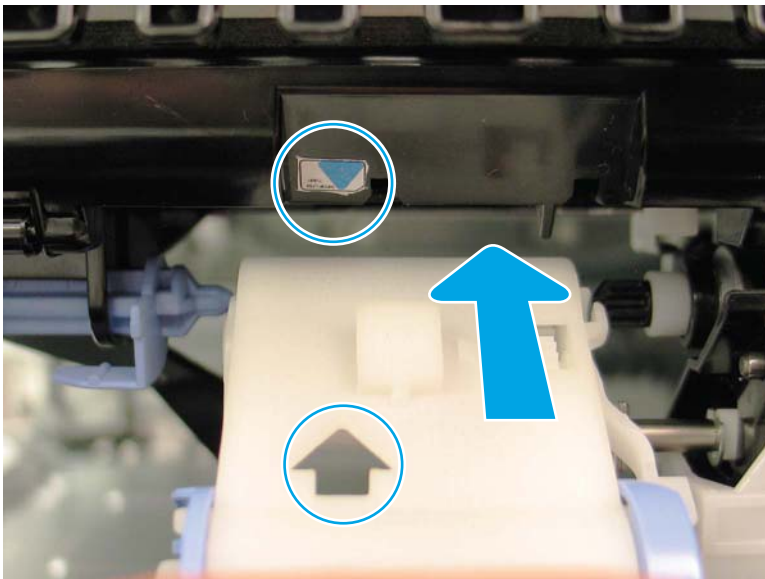


Install the tray 2 separation and pickup rollers

Follow these steps to install the tray 2 separation and pickup rollers.

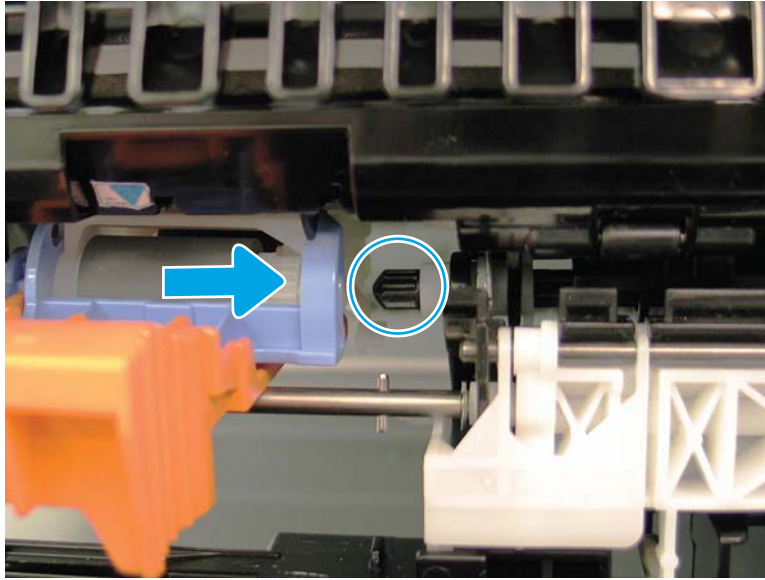
1. Align the arrow on the roller assembly with the arrow in the printer, and then slide the rollers into the printer.

Figure 5-112 Align the roller assembly and slide the rollers into the printer



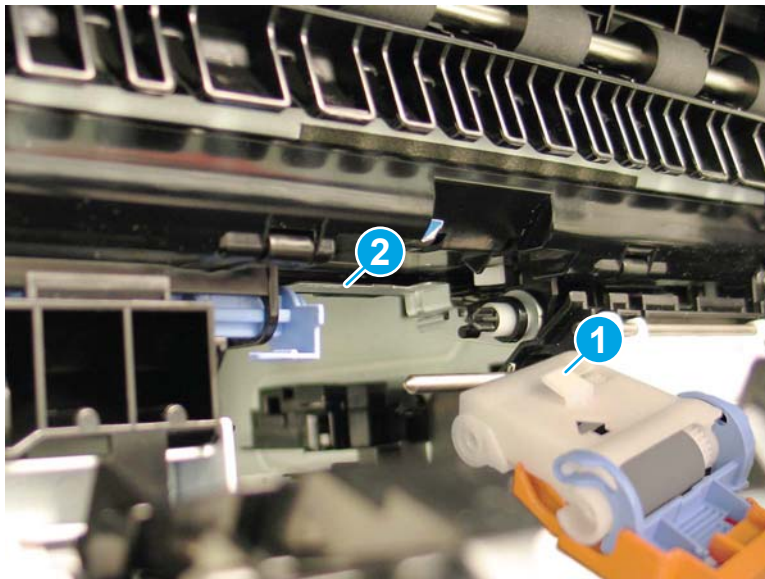
2. Slide the rollers to the right onto the black shaft.

Figure 5-113 Slide the rollers to the right onto the black shaft



3. **Confirm correct installation:** The white hook on the top of the roller assembly (callout 1) will hook onto a sheet metal plate (callout 2) when installed correctly.

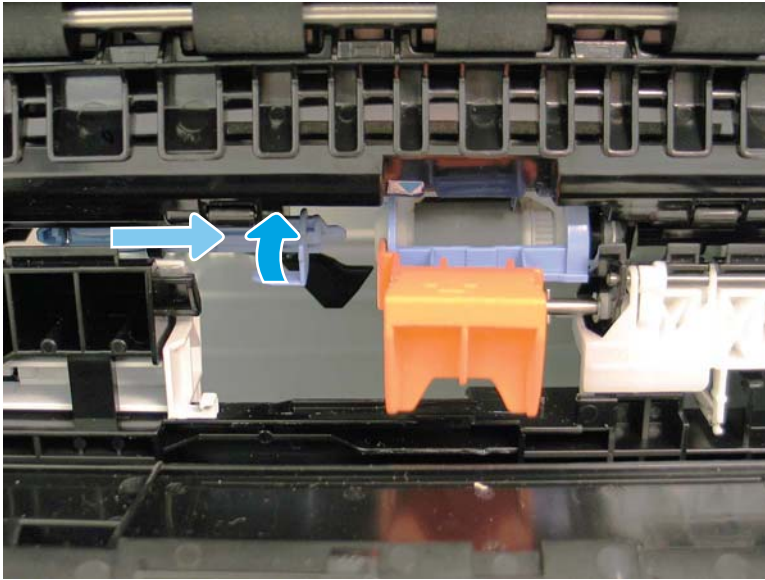
Figure 5-114 Correctly install the white hook onto a sheet metal plate



4. Locate the lever on the blue shaft on the left, and then release the lever by pressing upward.

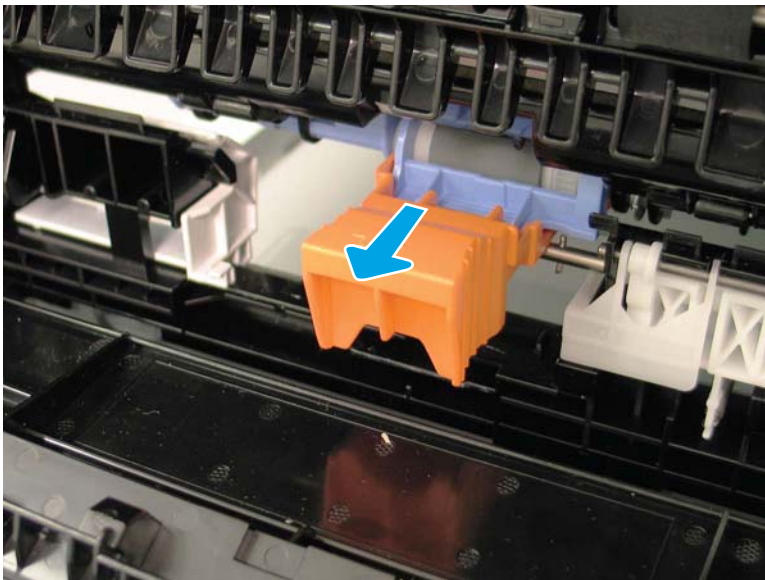
 **NOTE:** The blue shaft should spring to the right to click into position to hold the rollers in place.

Figure 5-115 Release the lever by pressing upward



5. Remove the orange tool from the roller assembly by pulling it away from the printer.

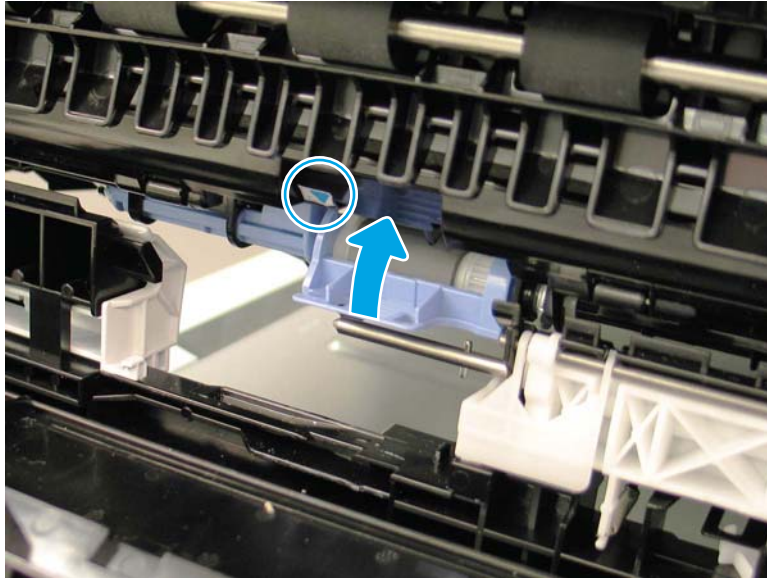
Figure 5-116 Remove the orange tool



- IMPORTANT:** Pivot the tab up and snap it into place against the rollers to correctly lock the rollers in place.

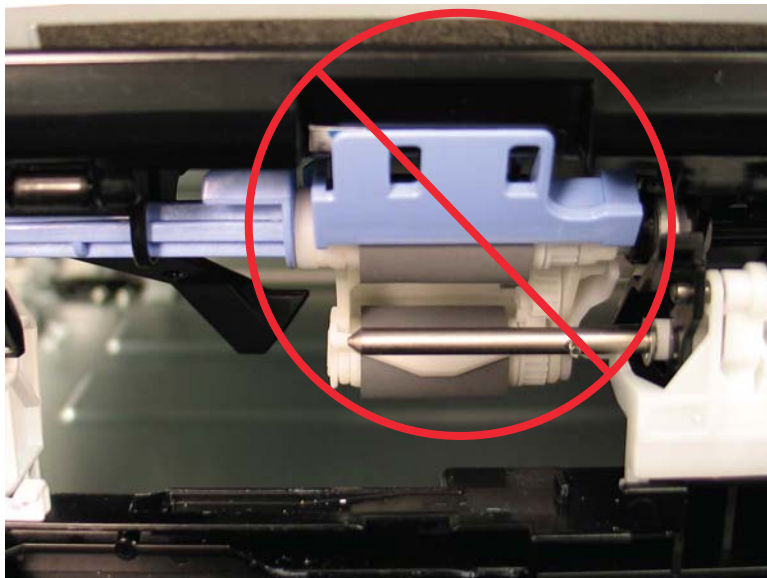
 **NOTE:** The blue arrow on the printer is hidden when the cover is correctly snapped into place.

Figure 5-117 Pivot the tab up and snap it to lock the rollers correctly in place



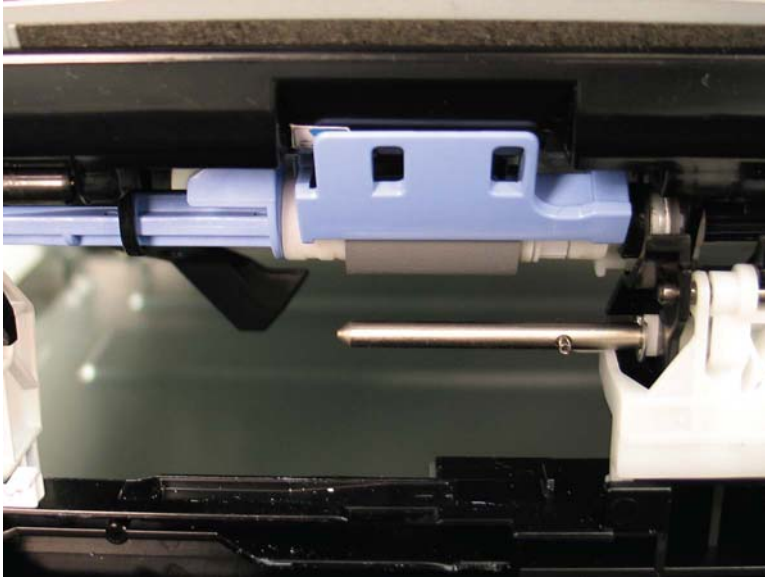
- Incorrect installation:** If the rollers are hanging, or at an angle, they are not installed correctly.

Figure 5-118 Rollers hanging at an angle are not installed correctly



8. **Correct installation:** Make sure that the hook on the top of the rollers is attached to the metal chassis plate inside the printer. If the rollers are not installed correctly, go back to step 2 and reinstall the assembly.

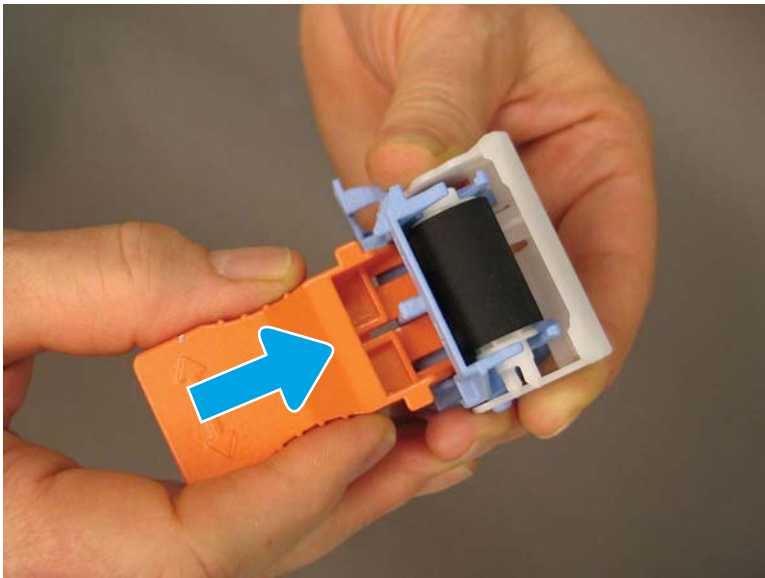
Figure 5-119 Correctly attach the rollers top hook to the metal chassis plate inside the printer



9. Install the orange separation roller tool onto the replacement separation roller.

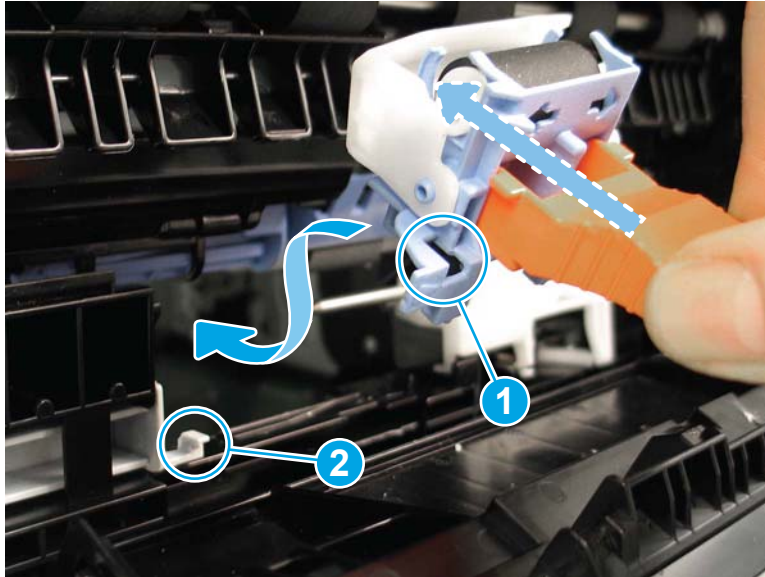
 **NOTE:** The tool will snap into place when it is fully installed.

Figure 5-120 Install the replacement separation roller onto the orange tool



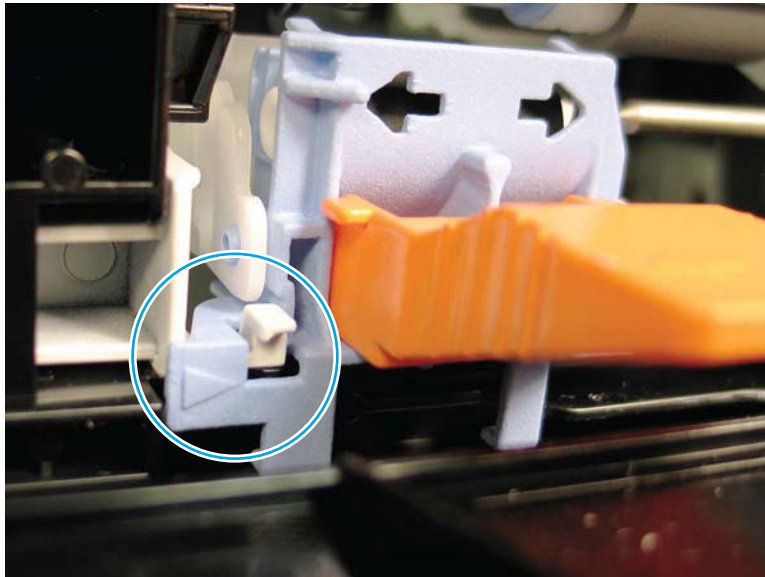
10. Tilt the orange tool slightly away from the printer, and then install the roller into the printer so that the opening in the roller (callout 1) fits over the white tab (callout 2) on the printer rail.

Figure 5-121 Slightly tilt the roller tool



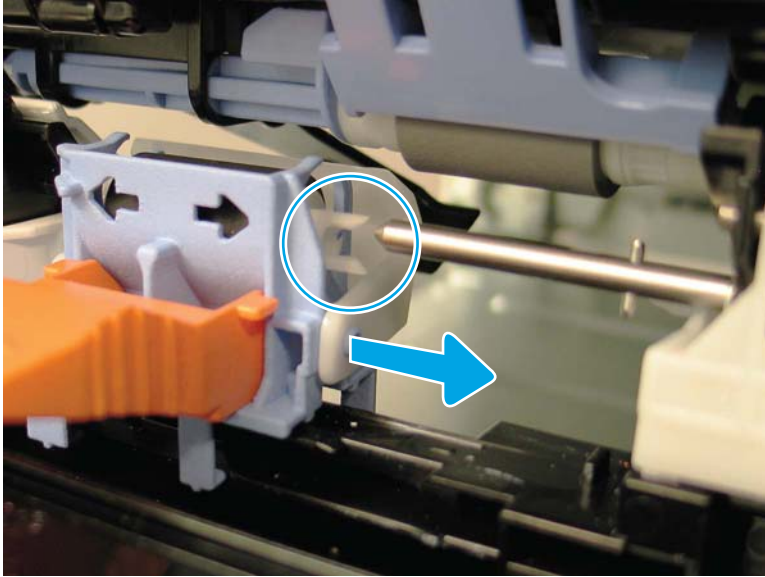
11. When installed correctly, the embossed arrow on the roller case aligns with the white tab on the rail.

Figure 5-122 Install the roller over the white tab with the arrow aligned



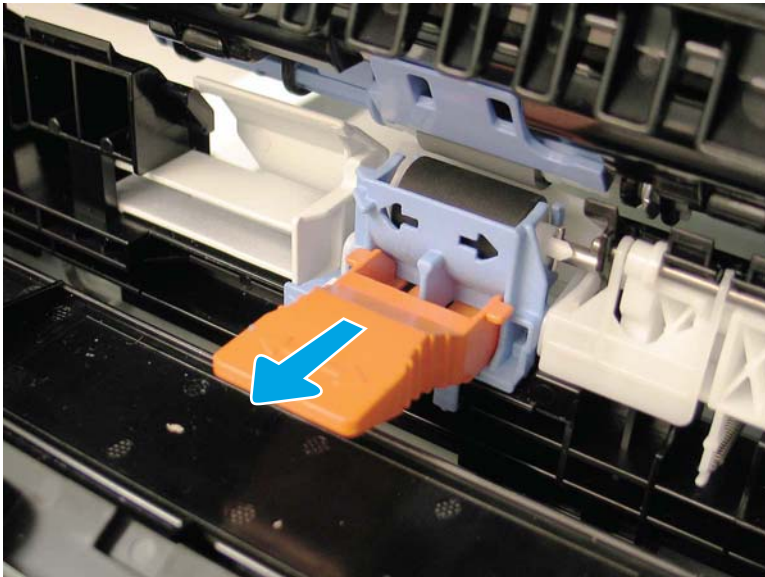
12. Do the following:
 - a. Align the center of the roller with the end of the metal shaft.
 - b. Slide the roller to the right onto the metal shaft until it snaps into place.

Figure 5-123 Align the roller and slide it onto the metal shaft until it snaps into place



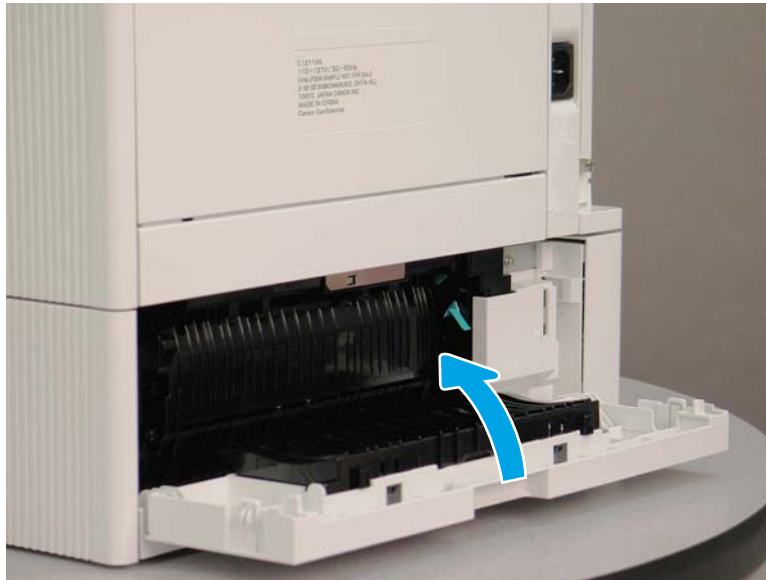
13. Remove the orange tool by pulling it away from the printer.

Figure 5-124 Remove the orange tool



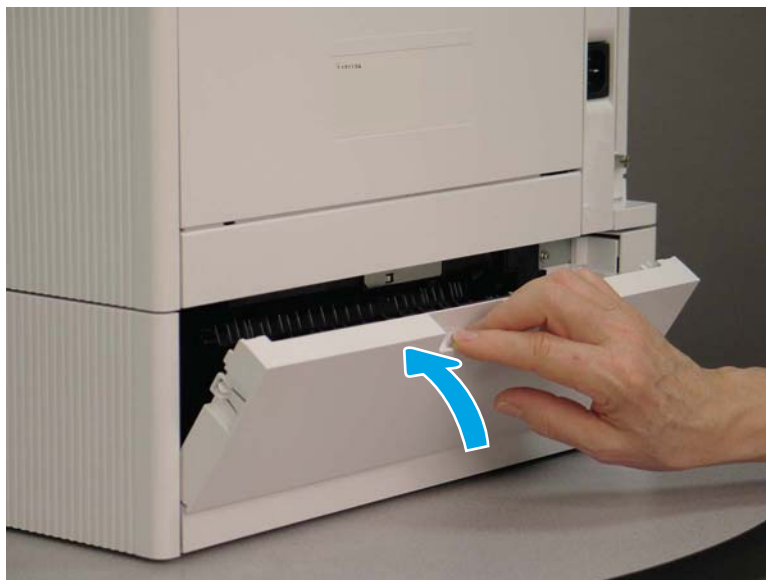
14. **Tray 3 rollers only:** Raise the access cover.

Figure 5-125 Raise the access cover



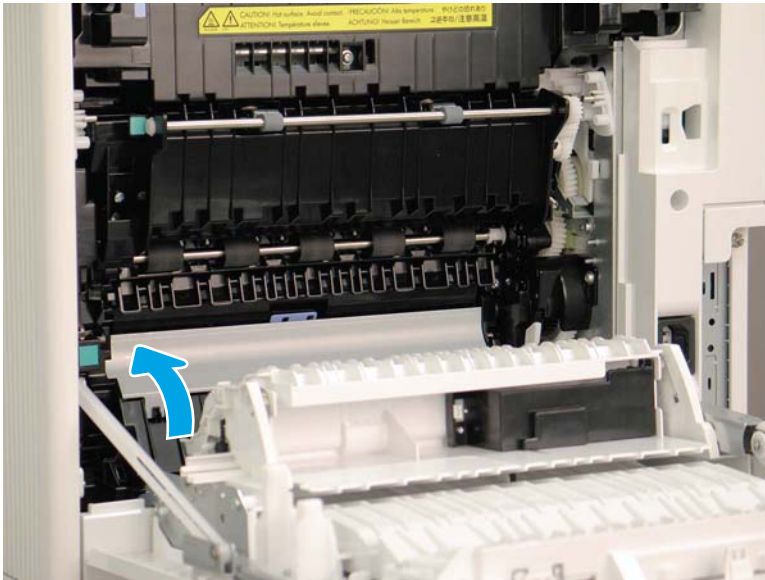
15. **Tray 3 rollers only:** On the back side of the printer, close the rear lower cover.

Figure 5-126 Close the rear lower cover



16. **Tray 2 rollers only:** Close the access cover.

Figure 5-127 Close the access cover



17. **Tray 2 rollers only:** On the back side of the printer, close the rear door.

Figure 5-128 Close the door



18. Close the paper tray for which the rollers were replaced.

Figure 5-129 Close the paper tray




Clean the Tray 2-x rollers (MFP)

This document provides the procedures to clean the Tray 2-x rollers (MFP).

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.

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 5-6 Part information

Part number	Part description
J8J70-67904	Tray roller kit

Required tools

- Separation roller tool (provided in the kit)

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the tray 2 separation and pickup rollers

Follow these steps to remove the tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.


 **CAUTION:** Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

Figure 5-130 Open the paper tray to locate the rollers



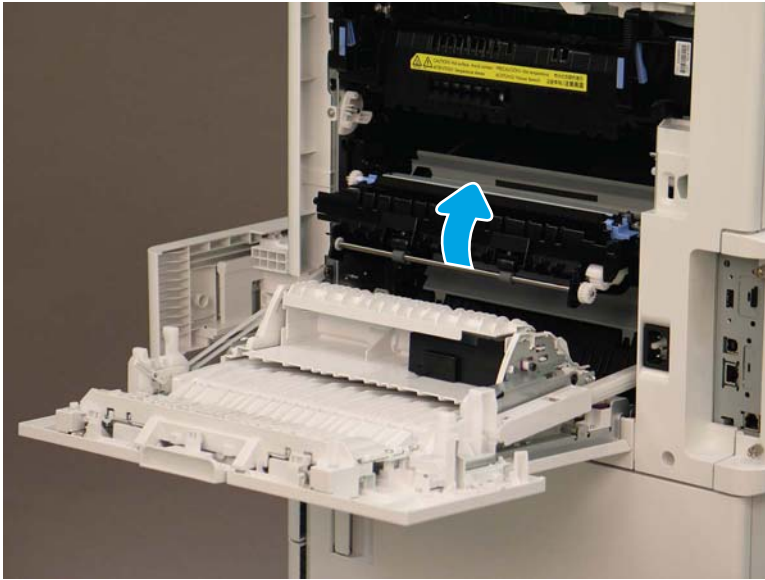
2. **Tray 2 rollers only:** On the right side of the printer, open the right door.

Figure 5-131 Open the right door



3. **Tray 2 rollers only:** Raise the transfer assembly.

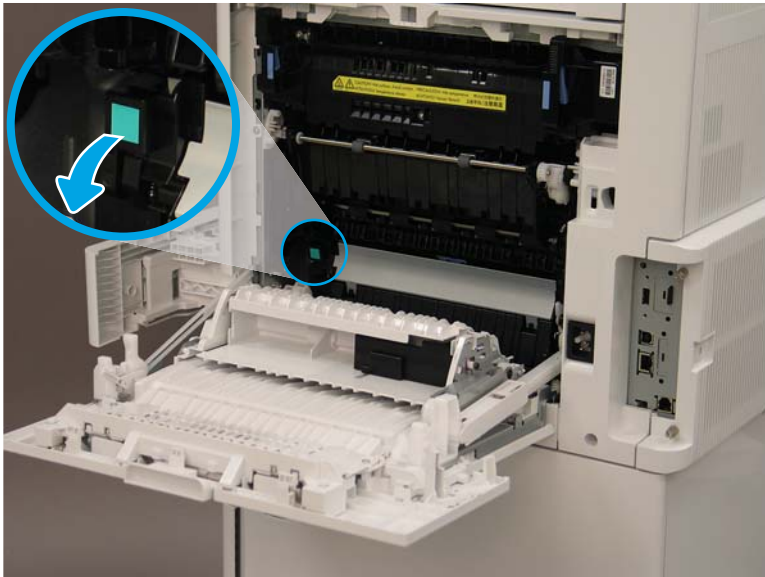
Figure 5-132 Raise the transfer assembly



4. **Tray 2 rollers only:** Do the following:

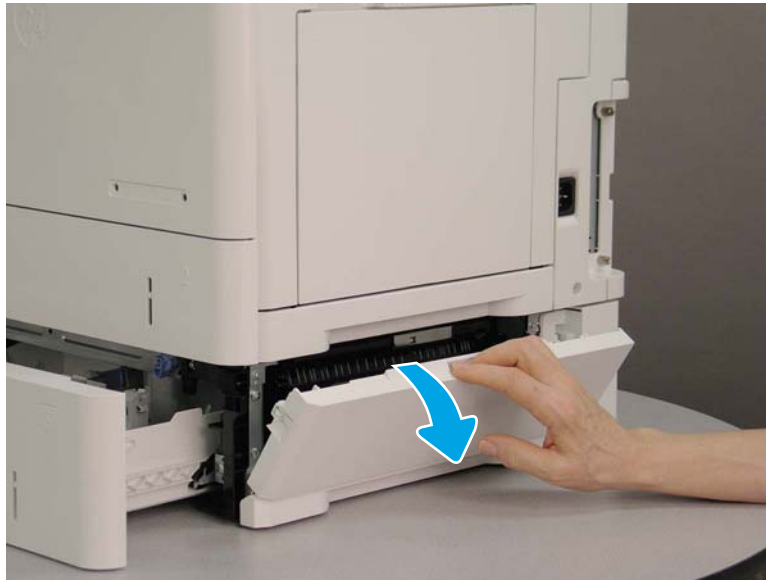
- Lower the access cover.
- Go to step 9.

Figure 5-133 Lower the access cover



5. **Tray 3 rollers only:** On the right side of the printer, open the right lower cover.

Figure 5-134 Open the right lower cover



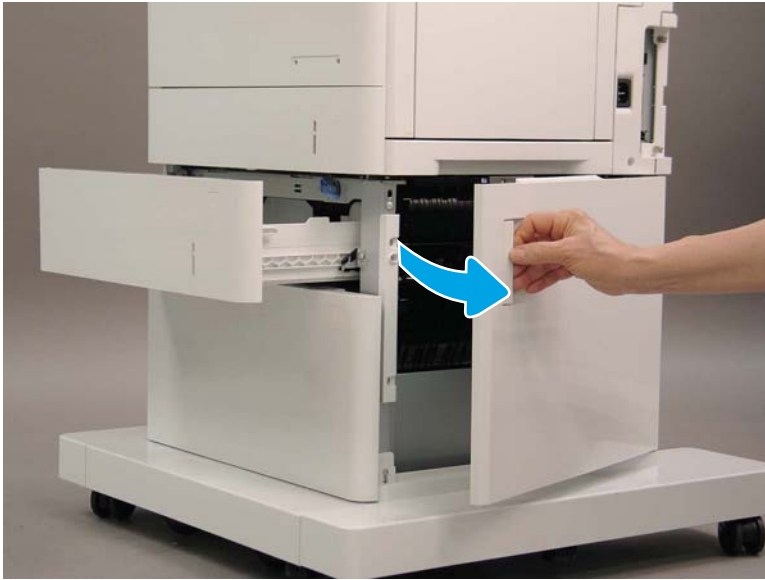
6. **Tray 3 rollers only:** Do the following:
 - a. Lower the access cover.
 - b. Go to step 9.

Figure 5-135 Lower the access cover



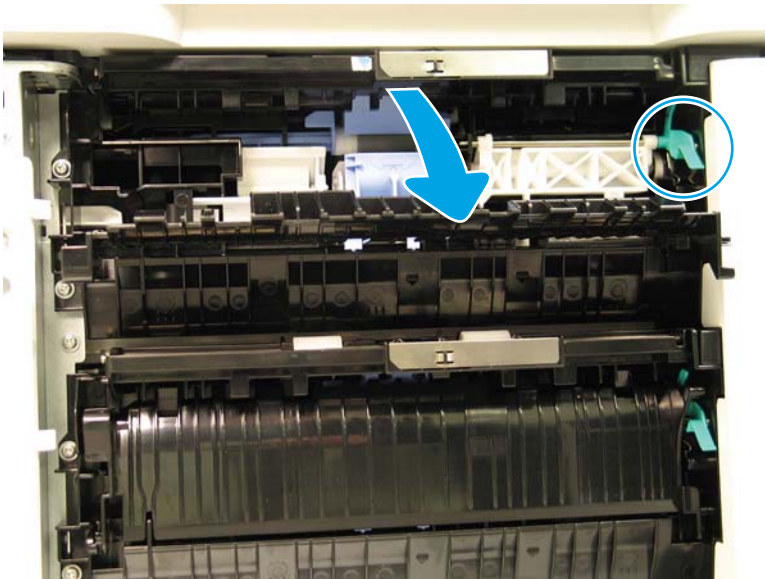
7. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Open the right door of the paper feeder.

Figure 5-136 Open the paper feeder right door



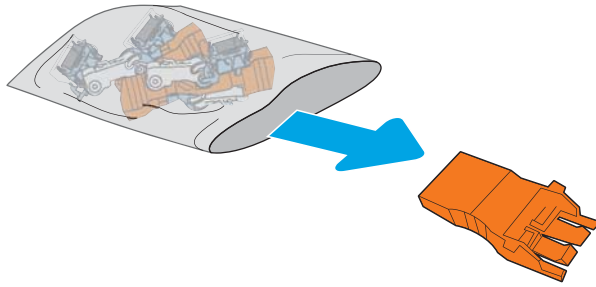
8. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Open the right door of the paper feeder.
 - a. Release the green tab, and then lower the feed assembly cover.
 - b. Go to step 9.

Figure 5-137 Lower the feed assembly cover



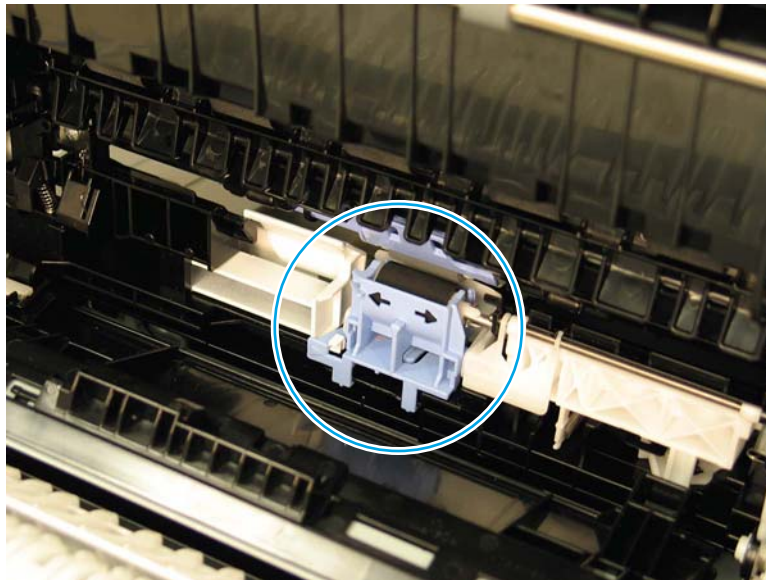
9. Remove the orange separation roller tool from the packaging.

Figure 5-138 Remove the orange separation roller tool



10. Locate the separation roller.

Figure 5-139 Locate the separation roller



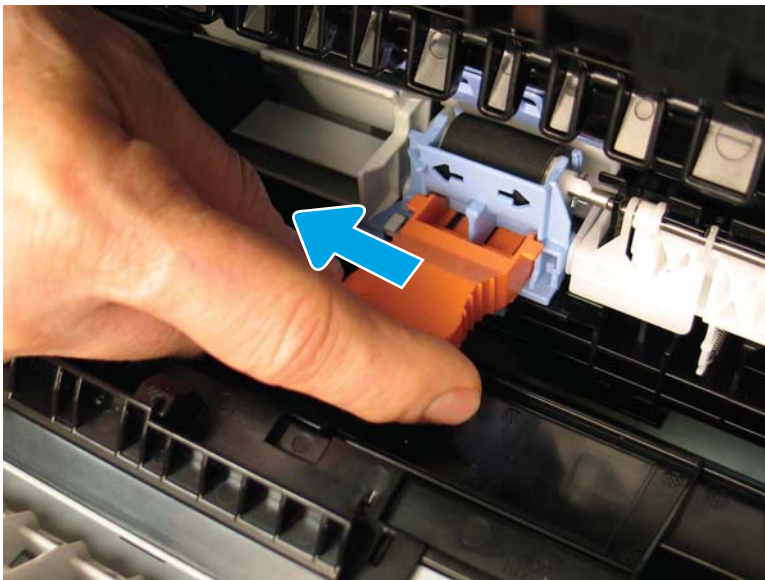
11. Install the orange tool in the separation roller until it snaps into place.

Figure 5-140 Install the orange tool in the separation roller



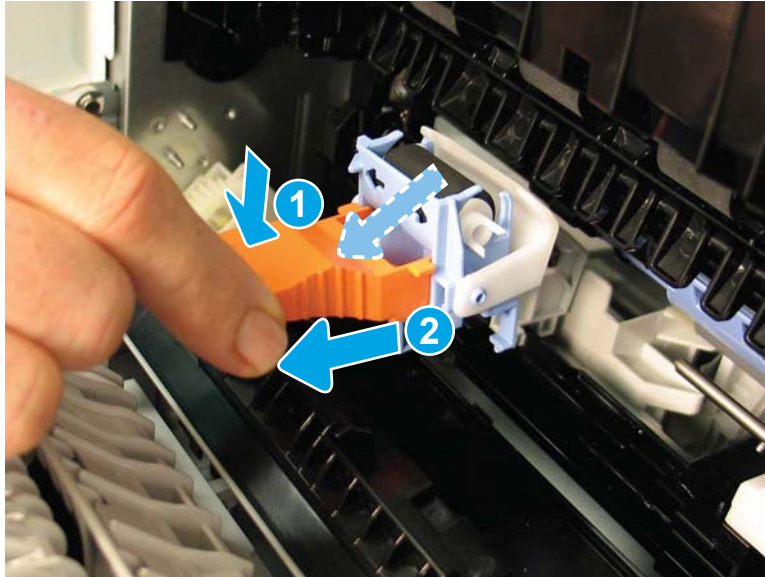
12. Slide the roller to the left.

Figure 5-141 Slide the roller to the left



13. Tilt the end of the tool down (callout 1), and then pull straight out of the printer (callout 2) to remove the separation roller.

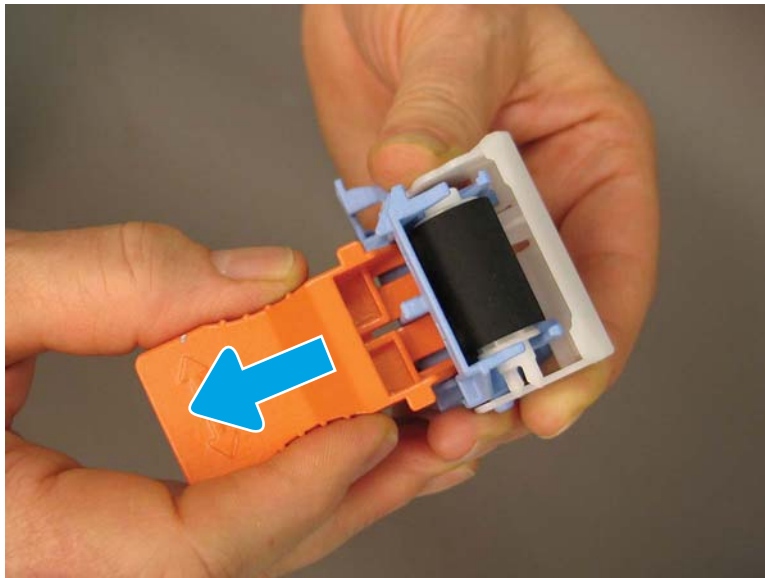
Figure 5-142 Tilt the tool down, and then remove the separation roller



14. Remove the orange tool from the separation roller.

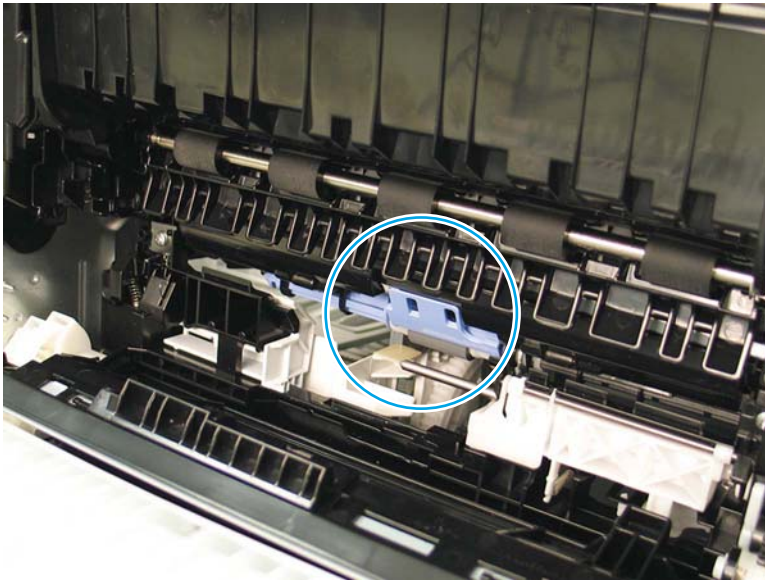
 **NOTE:** The tool will be used to install the new separation roller.

Figure 5-143 Remove the orange tool from the separation roller



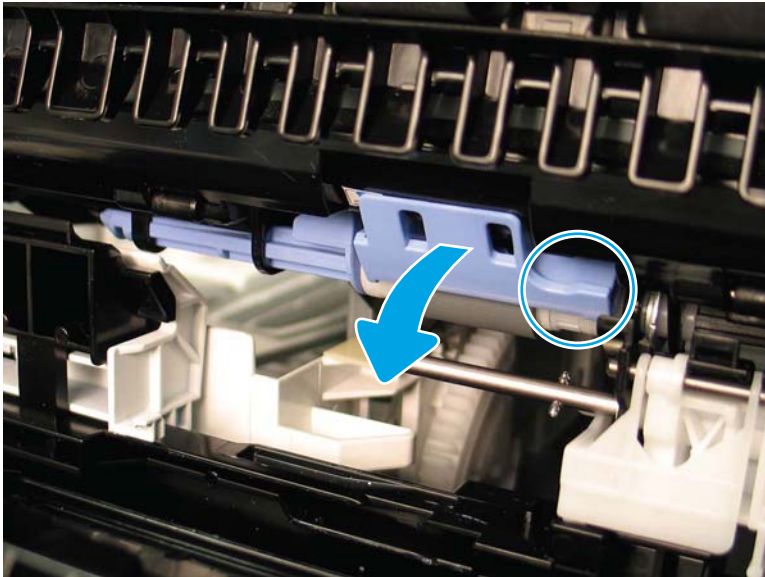
15. Locate the pickup and feed rollers.

Figure 5-144 Locate the pickup and feed rollers



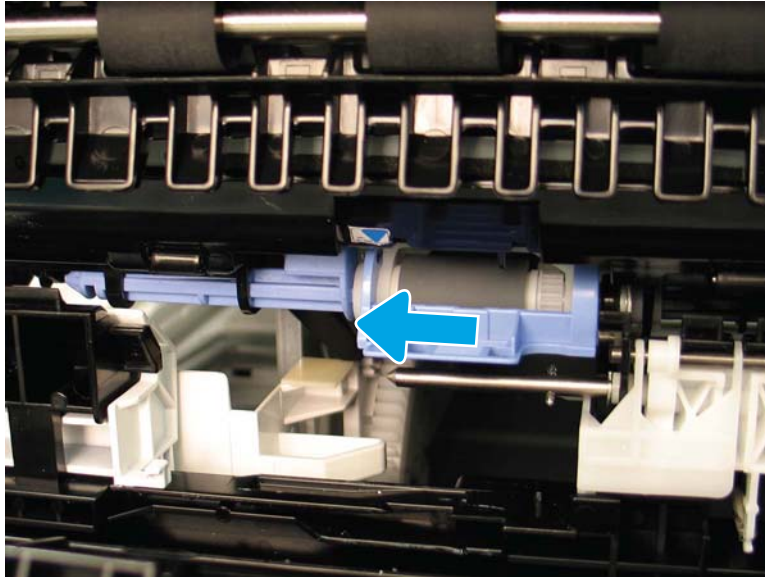
16. Locate and pull down the blue tab to unlock the pickup and feed rollers.

Figure 5-145 Pull down the blue tab to unlock the pickup and feed rollers



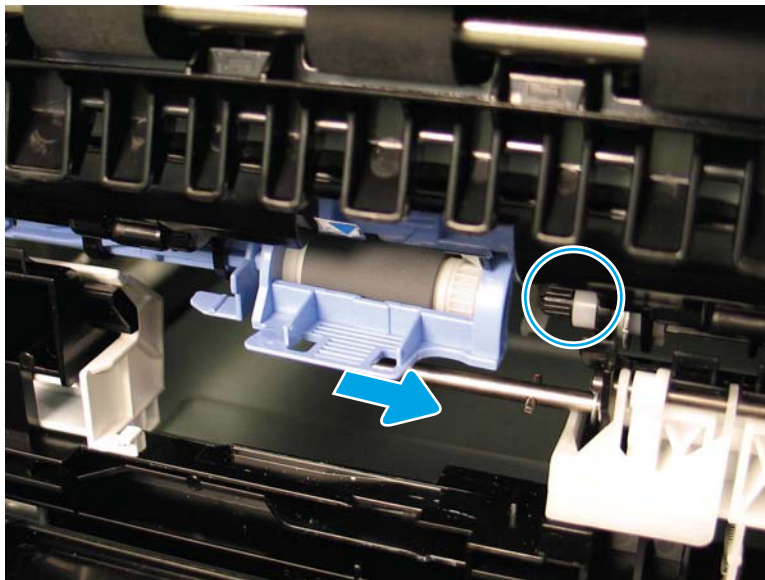
17. Use the blue tab as a handle to slide the rollers to the left to compress the left blue post until it clicks into place.

Figure 5-146 Slide the blue tab left, compressing the left blue post until it clicks



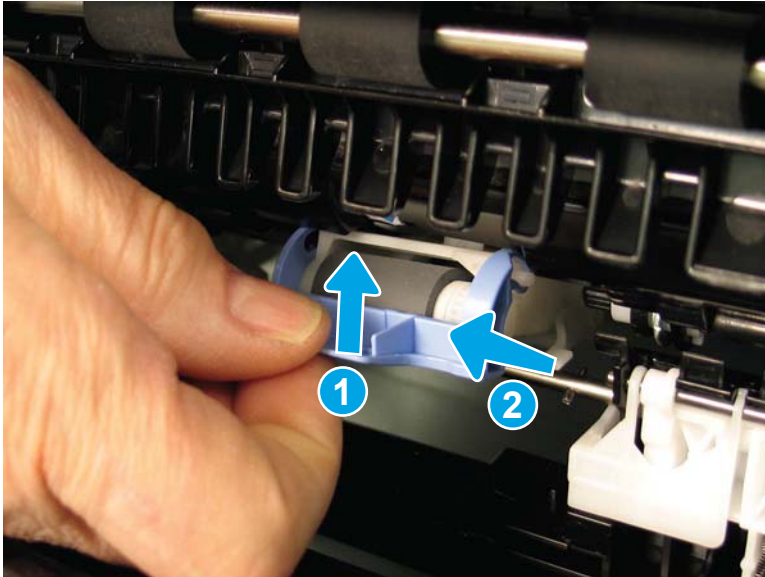
18. Slightly move the rollers to the right to free them from the blue post. Make sure that the roller is clear of the black post on the right.

Figure 5-147 Slightly move the rollers to the right to free them from the blue post



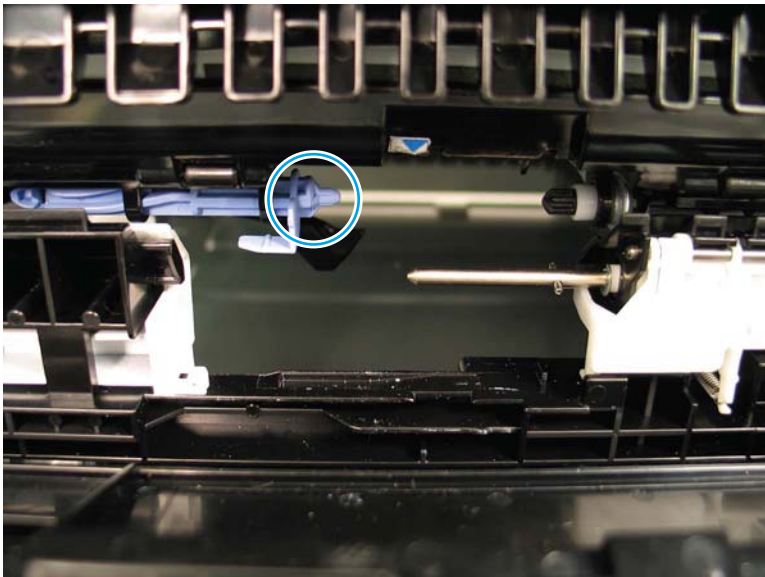
19. Slightly lift up the front of the roller assembly (callout 1), and then pull the assembly away from the printer (callout 2) to remove it.

Figure 5-148 Lift up the front of the roller assembly and pull away to remove it



20. If the left post does not stay in the locked position, press the end of the post left until it clicks into place.

Figure 5-149 Securely lock the left post into position by pressing the end left until it clicks



Clean the Tray 2 rollers

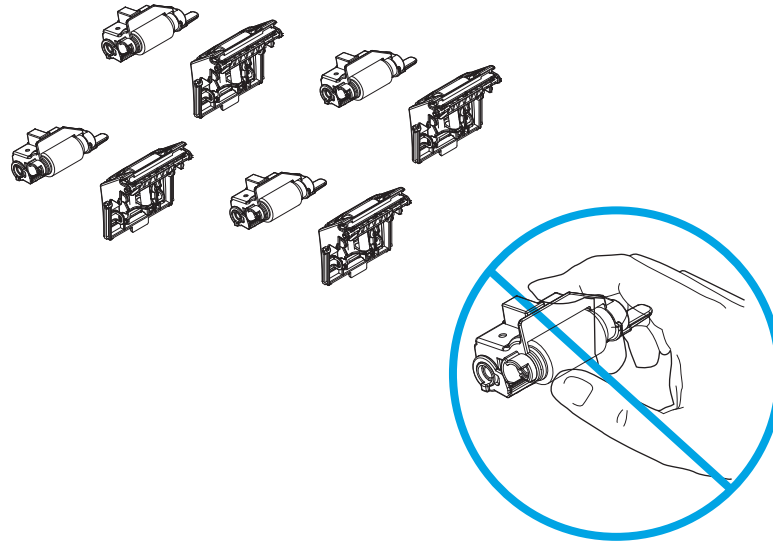
Learn about cleaning the Tray 2 rollers.

- ▲ Clean the Tray 2 rollers.
 - ▲ Use a damp, lint-free cloth to gently clean the rollers.

⚠ **CAUTION:**

 **NOTE:** The number of rollers depends on the number input accessories installed.

Figure 5-150 Clean the rollers

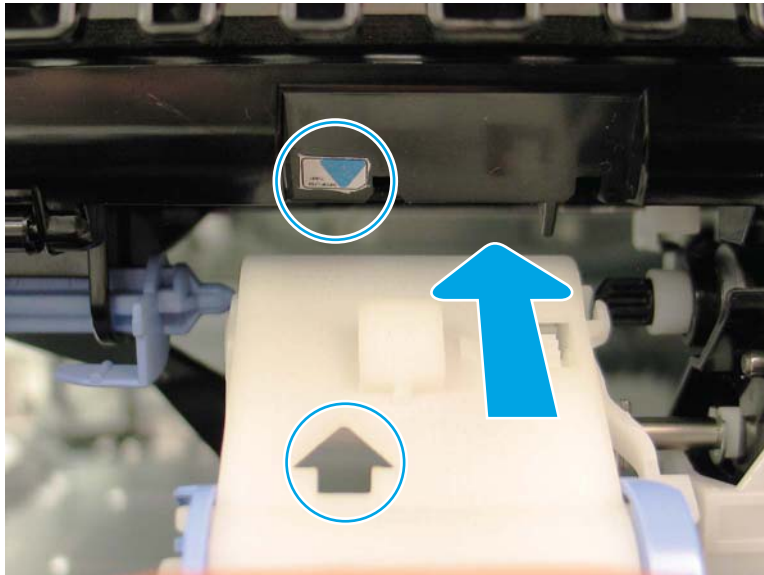


Install the tray 2 separation and pickup rollers

Follow these steps to install the tray 2 separation and pickup rollers.

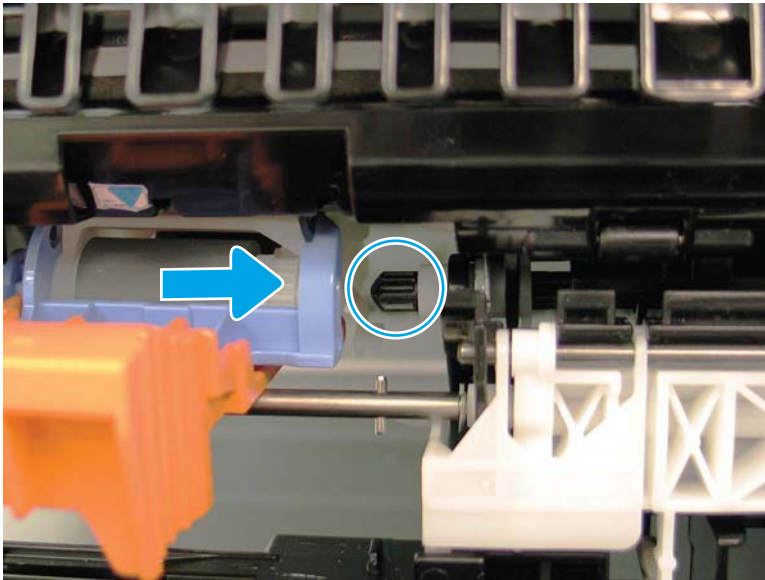
1. Align the arrow on the roller assembly with the arrow in the printer, and then slide the rollers into the printer.

Figure 5-151 Align the roller assembly and slide the rollers into the printer



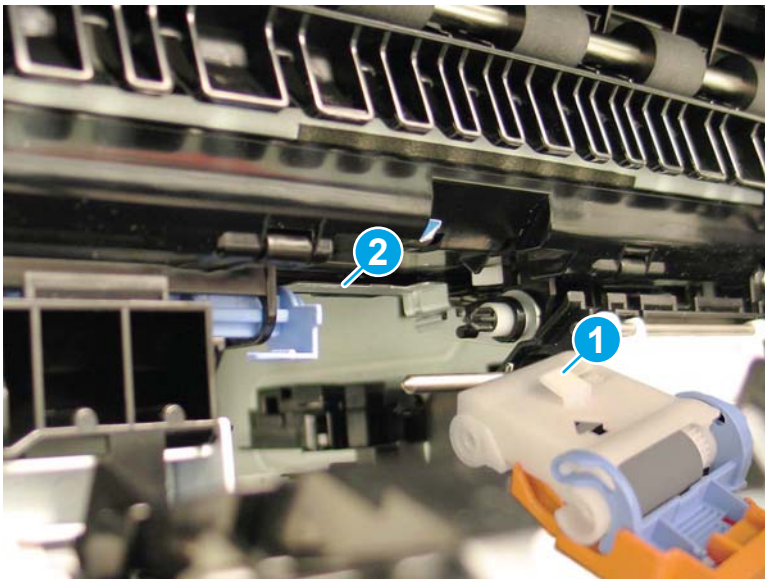
2. Slide the rollers to the right onto the black shaft.

Figure 5-152 Slide the rollers to the right onto the black shaft



3. **Confirm correct installation:** The white hook on the top of the roller assembly (callout 1) will hook onto a sheet metal plate (callout 2) when installed correctly.

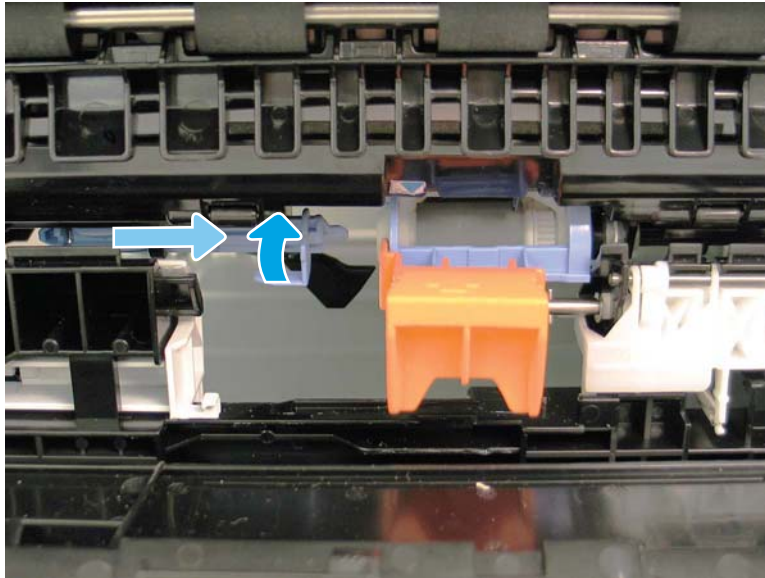
Figure 5-153 Correctly install the white hook onto a sheet metal plate



4. Locate the lever on the blue shaft on the left, and then release the lever by pressing upward.

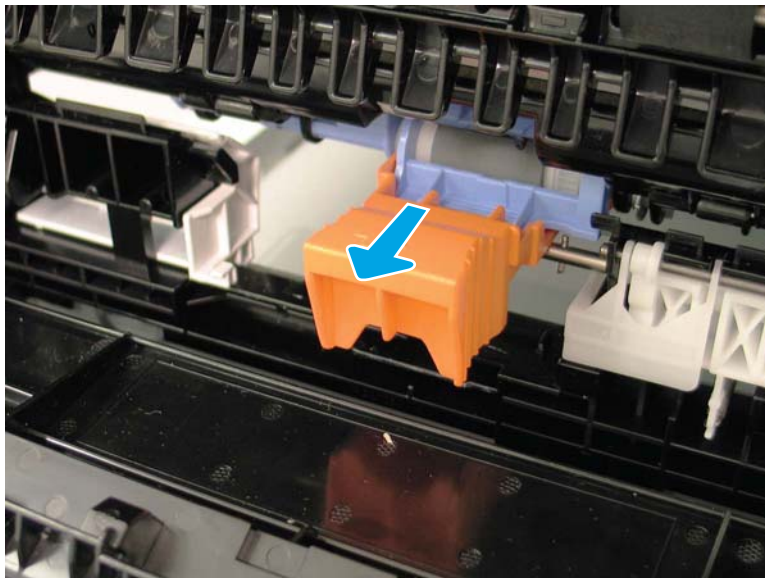
 **NOTE:** The blue shaft should spring to the right to click into position to hold the rollers in place.

Figure 5-154 Release the lever by pressing upward



5. Remove the orange tool from the roller assembly by pulling it away from the printer.

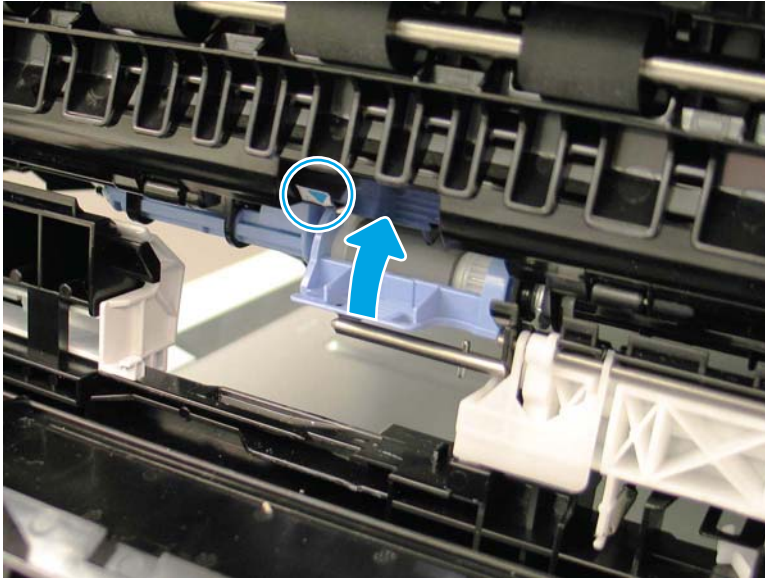
Figure 5-155 Remove the orange tool



- IMPORTANT:** Pivot the tab up and snap it into place against the rollers to correctly lock the rollers in place.

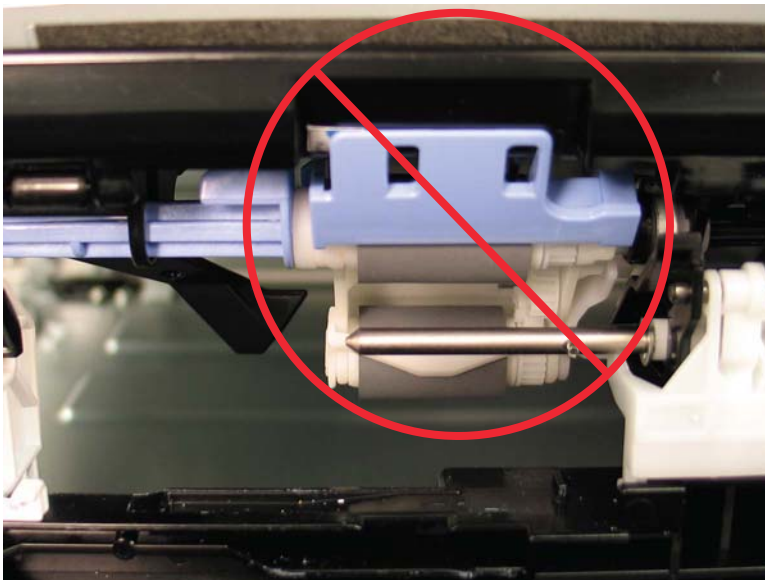
 **NOTE:** The blue arrow on the printer is hidden when the cover is correctly snapped into place.

Figure 5-156 Pivot the tab up and snap it to lock the rollers correctly in place



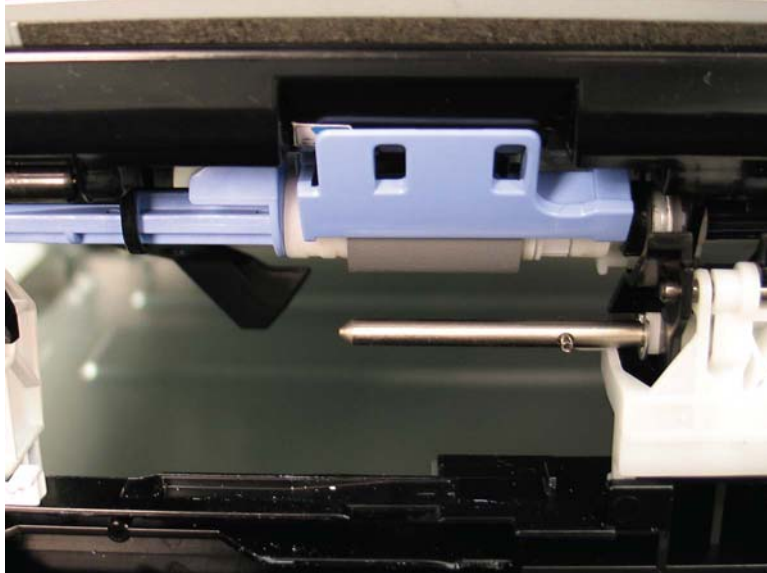
- Incorrect installation:** If the rollers are hanging, or at an angle, they are not installed correctly.

Figure 5-157 Rollers hanging at an angle are not installed correctly



8. **Correct installation:** Make sure that the hook on the top of the rollers is attached to the metal chassis plate inside the printer. If the rollers are not installed correctly, go back to step 2 and reinstall the assembly.

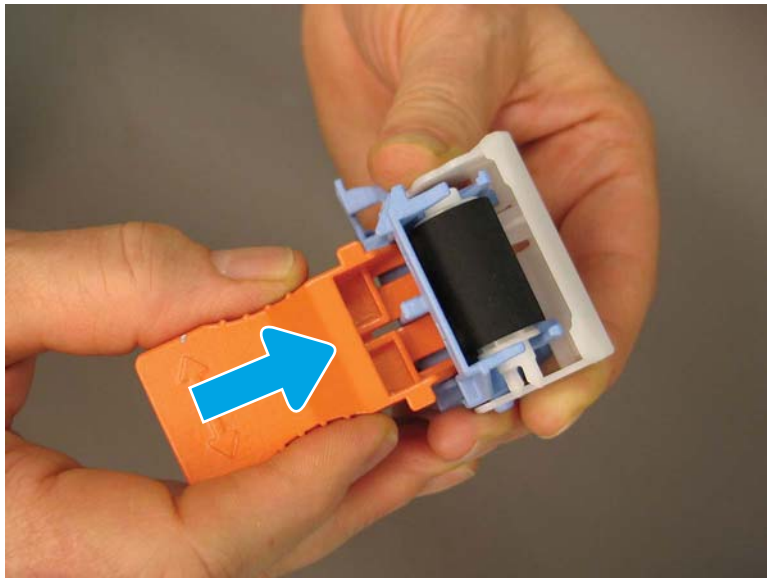
Figure 5-158 Correctly attach the rollers top hook to the metal chassis plate inside the printer



9. Install the orange separation roller tool onto the replacement separation roller.

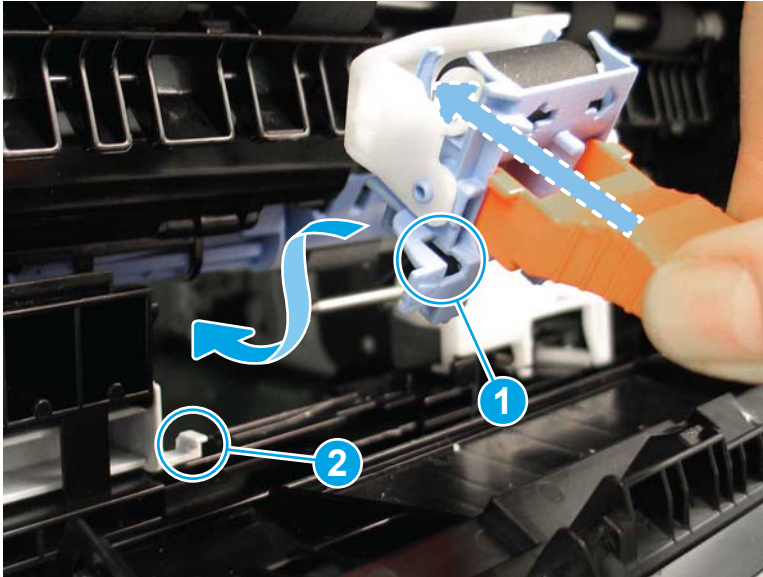
 **NOTE:** The tool will snap into place when it is fully installed.

Figure 5-159 Install the replacement separation roller onto the orange tool



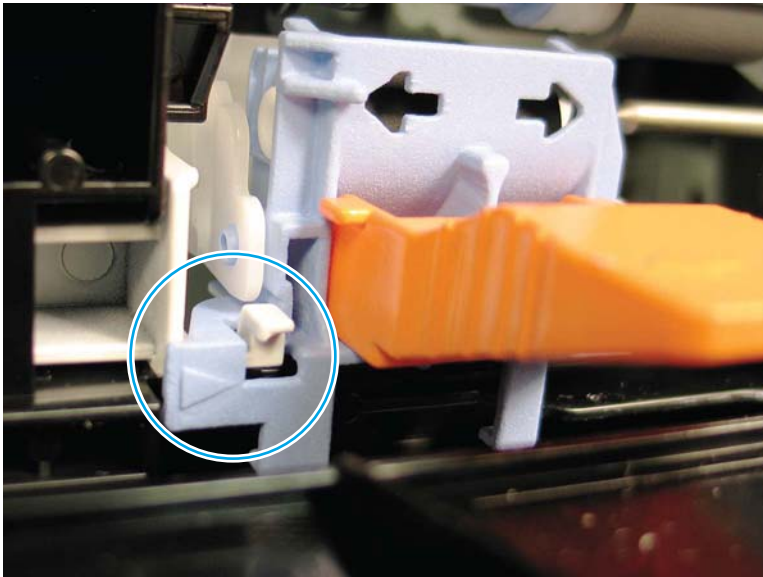
10. Tilt the orange tool slightly away from the printer, and then install the roller into the printer so that the opening in the roller (callout 1) fits over the white tab (callout 2) on the printer rail.

Figure 5-160 Slightly tilt the roller tool



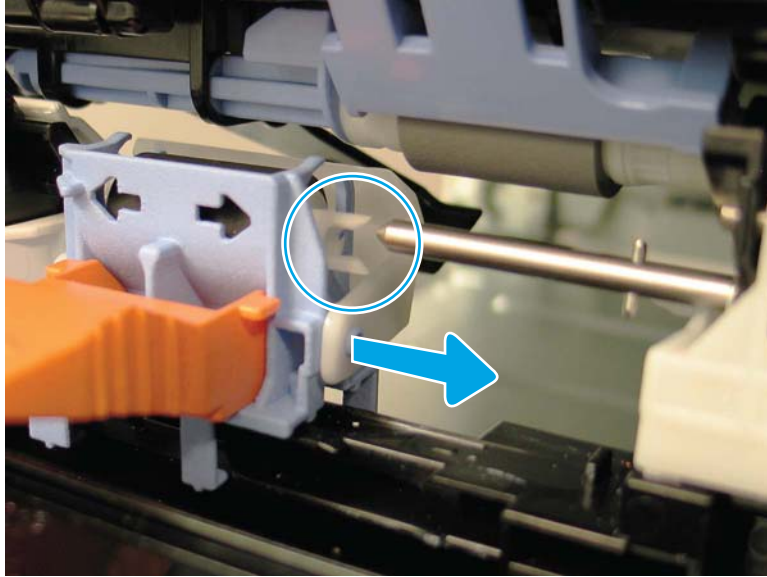
11. When installed correctly, the embossed arrow on the roller case aligns with the white tab on the rail.

Figure 5-161 Install the roller over the white tab with the arrow aligned



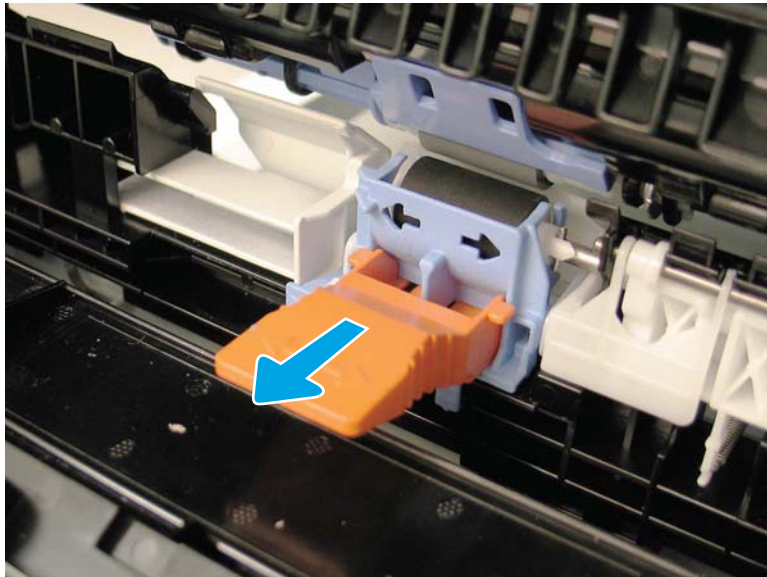
12. Do the following:
 - a. Align the center of the roller with the end of the metal shaft.
 - b. Slide the roller to the right onto the metal shaft until it snaps into place.

Figure 5-162 Align the roller and slide it onto the metal shaft until it snaps into place



13. Remove the orange tool by pulling it away from the printer.

Figure 5-163 Remove the orange tool



14. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Raise the feed assembly cover and securely lock the green tab.

Figure 5-164 Raise the feed assembly



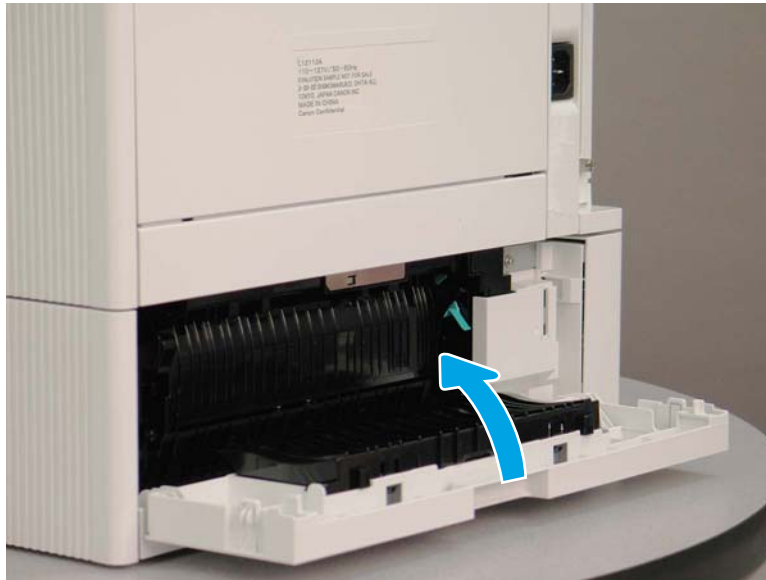
15. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Close the right door of the paper feeder.

Figure 5-165 Close the right door of the paper feeder



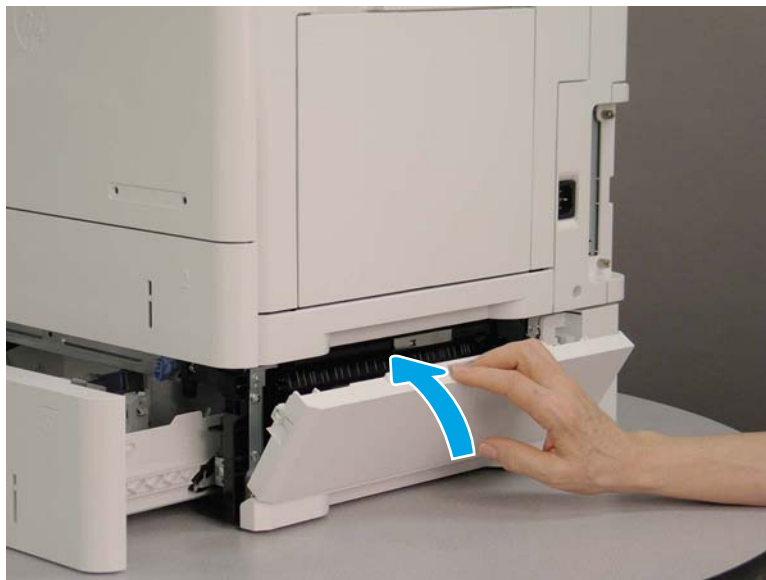
16. **Tray 3 rollers only:** Raise the access cover.

Figure 5-166 Raise the access cover



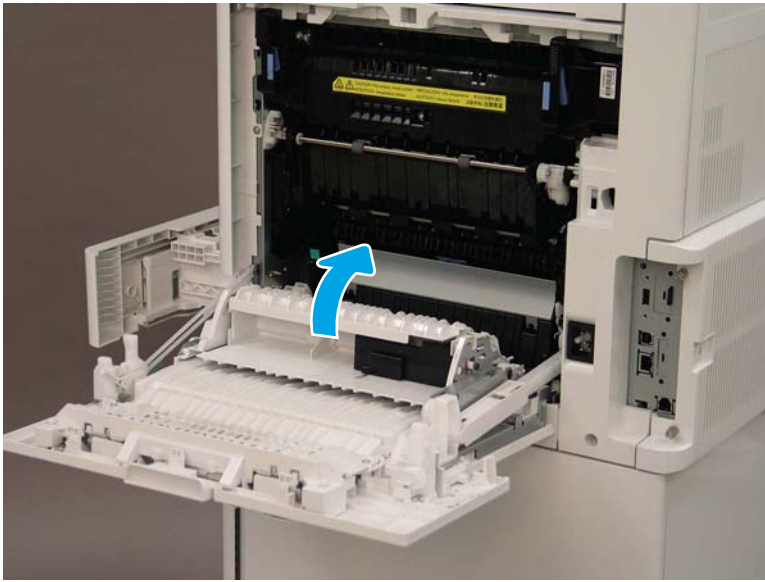
17. **Tray 3 rollers only:** On the right side of the printer, close the right lower cover.

Figure 5-167 Close the right lower cover



18. **Tray 2 rollers only:** Close the access cover.

Figure 5-168 Close the access cover



19. **Tray 2 rollers only:** On the right side of the printer, close the right door.

Figure 5-169 Close the door



20. Close the paper tray for which the rollers were replaced.

Figure 5-170 Close the paper tray



6 Theory of operation

Learn about the printer theory of operation.

Document feeder / scanner

Learn about the printer document feeder and scanner components.



NOTE: This section is for MFP printers only.

Document feed system

Learn about the various components of the document feed system.

This section describes the following:

- Sensors in the document feeder
- Document feeder paper path
- Simplex single-pass scanning
- Electronic duplexing (e-duplex) single-pass scanning
- Deskew operation
- Document feeder hinges

The printer supports single-pass electronic duplexing (e-duplex) copy jobs. Two separate scan modules scan the front-side and back-side of an e-duplex copy job page in a single pass through the document feeder.

For some printer bundles, this ADF supports a smart background feature which auto-crops and adjusts the image extents (see printer specifications for more information).

Sensors in the document feeder

Learn about the document feeder sensor locations and functions.

The document feeder contains the following sensors:

- **ADF paper present sensor:** Detects whether a document is present in the document feeder. If paper is present in the document feeder when copies are made, the printer scans the document using the document feeder. If no paper is present when copies are made, the printer scans the document using the scanner glass.
- **ADF Y (length) sensor:** Detects whether a legal-size original is present in the document feeder.
- **ADF jam cover sensor:** Detects whether the document feeder cover is open or closed.
- **ADF paper path deskew sensor:** Detects the top of the page as it enters the deskew rollers.
- **ADF paper path pick success sensor:** Detects a successful one page feed from the document feeder tray.



NOTE: This sensor uses ultrasonic sound to detect a multi-page paper feed.

- **Paper path sensor 1:** Detects the top of the page as it approaches the front-side scan module (document feeder glass).

Figure 6-1 Document feeder sensors

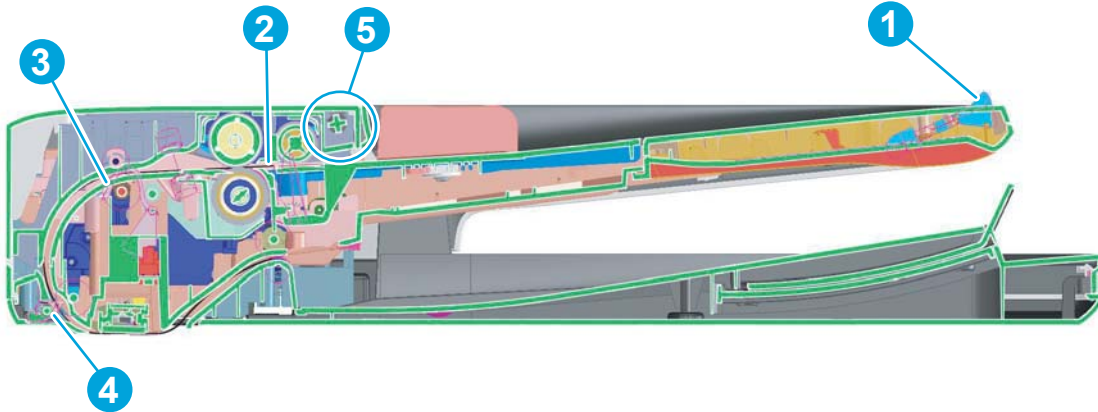


Table 6-1 Document feeder sensors

Item	Description
1	ADF Y (length) sensor
2	ADF paper present sensor
3	ADF deskew sensor
4	Paper path sensor 1 NOTE: For an e-duplex copy job, this sensor is used to activate the front-side scan module (in the scanner base) and the front-side background selector (in the document feeder), if needed.
5	ADF jam cover sensor (open the jam access cover and insert a folded piece of paper to activate the flag)

Document feeder paper path

Review the following information about the document feeder paper path.

Figure 6-2 Document feeder paper path

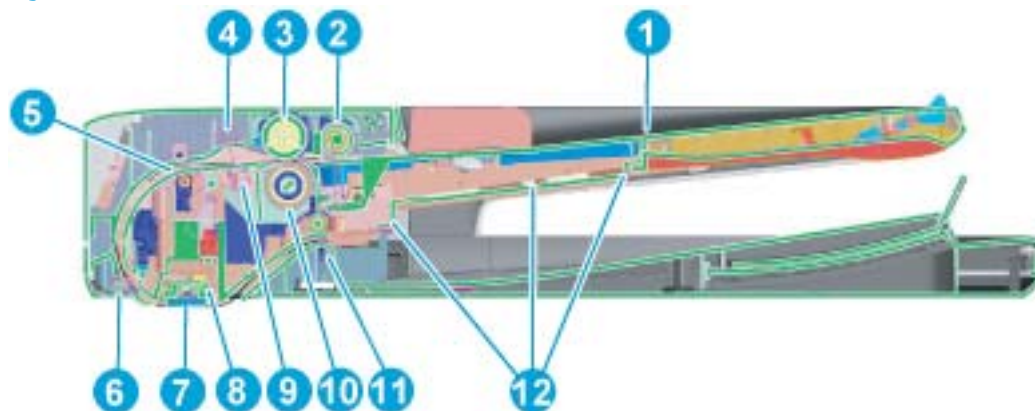


Table 6-2 Document feeder paper path

Item	Description	Item	Description
1	Input tray	7	Front-side scan module location NOTE: This scan module (document feeder glass) is located in the scanner base and is not pictured.
2	Pre-pick roller	8	Back-side scan module
3	Pick roller	9	ADF pick success transmitter
4	ADF pick success receiver	10	Separator roller
5	Deskew drive roller	11	Exit drive roller
6	Prescan drive roller	12	Lift plate

Document feeder simplex operation


Following is the basic sequence of operation for a document feeder simplex job.

1. The ADF jam cover sensor detects when the cover door is in the closed position.
2. The ADF paper present sensor activates when paper is loaded onto the input tray.
3. The feed motor rotates to raise the lift plate and starts to pick the loaded paper.
4. The ADF multi-pick (ultrasonic) sensor activates when the leading edge of the media is driven past the sensor. The printer firmware registers a successful pick operation.
5. The ADF paper path deskew activates when the leading edge of the paper passes it. The printer firmware registers the leading edge of the paper position.
6. The leading edge of the paper drives into the nip point of the deskew drive roller and the deskew pinch rollers. This creates a buckle of paper by the nip point for pick-skew correction.
7. The deskew motor rotates the deskew drive roller to pull the paper into the prescan drive roller.
8. The pick motor stops turning and allows both the pick and feed roller to turn freely while the paper is pulled in by the deskew drive roller.
9. The feed motor rotates to drive the paper into the prescan front-side sensor. The firmware registers the leading edge position of the paper as the multi-pick sensor activates.
10. The feed motor continues to rotate and drive the leading edge of the paper through the preset distance from the multi-pick sensor to the front-side scan zone. The scanner begins the scanning and data retrieval process.
11. The ADF multi-pick (ultrasonic) sensor deactivates when the trailing edge of the paper passes the sensor. The firmware registers the trailing edge of the paper position.
12. The feed motor continues to rotate and drive the trailing edge of the paper through the preset distance from the ADF multi-pick (ultrasonic) sensor to the front-side scan zone. The scanner ends the scanning and data retrieval process.
13. The feed motor continues to rotate and ejects the trailing edge of the paper into the output bin.
14. One of the following occurs:

- If the copy job is complete, the ADF paper present sensor deactivates. The feed motor reverses rotation to raise the pick roller.
- If the copy job is not complete, the ADF paper present sensor is active. The printer firmware detects additional pages in the input tray and the process repeats.

Document feeder e-duplex operation

Following is the basic sequence of operation for a document feeder simplex job.

 **NOTE:** For an e-duplex copy job, the background scan operation begins immediately after the simplex sequence of operation ends.

1. The feed motor continues to drive the paper until the leading edge activates the prescan back-side sensor. The printer firmware registers the position of the leading edge of the paper.
2. The feed motor continues to rotate to drive the leading edge of the paper through the preset distance from prescan back-side sensor to the back-side background selector scan zone. The back-side background scan module begins scanning and retrieval of the data.
3. The prescan back-side sensor deactivates when the trailing edge of the paper passes it. The printer firmware registers the trailing edge of the paper position.
4. The feed motor continues to rotate to drive the trailing edge of the paper edge past the back-side background selector scan zone.
5. The feed motor continues to rotate and ejects the trailing edge of the paper into the output bin.
6. One of the following occurs:
 - If the copy job is complete, the ADF paper present sensor deactivates. The feed motor reverses rotation to raise the pick roller.
 - If the copy job is not complete, the ADF paper present sensor is active. The printer firmware detects additional pages in the input tray and the process repeats.

Deskew operation

Learn about the document feeder deskew features.

 **NOTE:** For printer deskew specifications, go the HP Web-based interactive Search Engine (WISE) and search for [HP LaserJet Enterprise, Managed, HP PageWide Pro, Enterprise, Managed - Skew Guide](#) (C06363769).

Sliding side guides on the input tray make sure that the paper stack is correctly aligned at the center of the input tray when paper is loaded in the tray. The correct position of the loaded paper is parallel with the direction of travel into the document feeder paper path.

The document feeder further reduces paper skew due to improper loading of paper in the input tray by buckling the paper to create a paper buffer.

The document feeder aligns the leading edge of the paper parallel with the deskew drive rollers before the paper is driven further into the document feeder paper path.


 **NOTE:** If the page to be copied is smaller than the minimal sliding guide setting, do not use the document feeder for the copy job. Attempting to copy too small of a page using the document feeder might result in document feeder jams and/or damage to the original page. Instead, use the flatbed glass to copy the page.

Figure 6-3 Document feeder side guides



Document feeder hinges

Review the following information about the document feeder hinges.

The document feeder hinges allow positioning the assembly vertically above the scanner glass to accommodate the placement of books and other objects up to 25 mm (1.0 in) in height on the scanner glass. The document feeder still closes (the bottom of the ADF is kept parallel to the scanner glass) and allows the printer to operate.

The document feeder will withstand a downward force of about 4.5 kg (10 lb) applied at the front edge center of the assembly—when the fulcrum (such as the spine of a book) is located anywhere on the scanner glass and parallel to its long axis—without breaking, deforming, detaching or experiencing performance degradation.

The document feeder hinges support the assembly in the open position and prevent the document feeder from suddenly closing and causing damage or a loud noise.

The hinges can hold the document feeder static in all positions higher than 100 mm (3.93 in); measured at the front of the assembly. Less than 2.3 kg (5 lb) of force is required to open or close the document feeder.

The hinges allow the document feeder to open to an angle of between 60° and 80° from the horizontal position (this angle will not allow the printer to tip over).

Figure 6-4 Document feeder open (book mode)

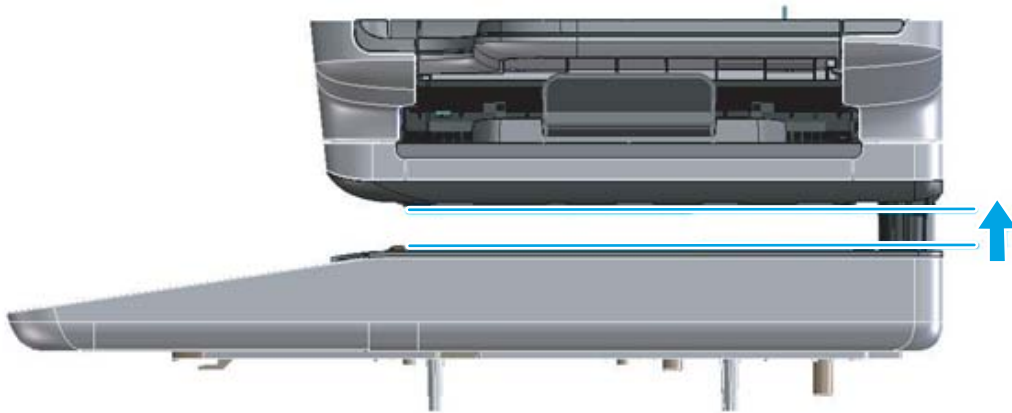


Figure 6-5 Document feeder open (60° to 80°)



Scanning and image capture system

Learn about the scanning and image capture system.

The scanner is a carriage-type platen scanner which includes the frame, glass, scan module, and a scan control board (SCB). The scanner has a sensor to detect legal-sized media and a switch to indicate when the document feeder is opened.

The document feeder and control panel are attached to the scanner. If the scanner fails, it can be replaced as a whole unit. The scanner replacement part does not include the document feeder, control panel, or SCB.

Base printer

Learn about the base printer components.

Basic operation

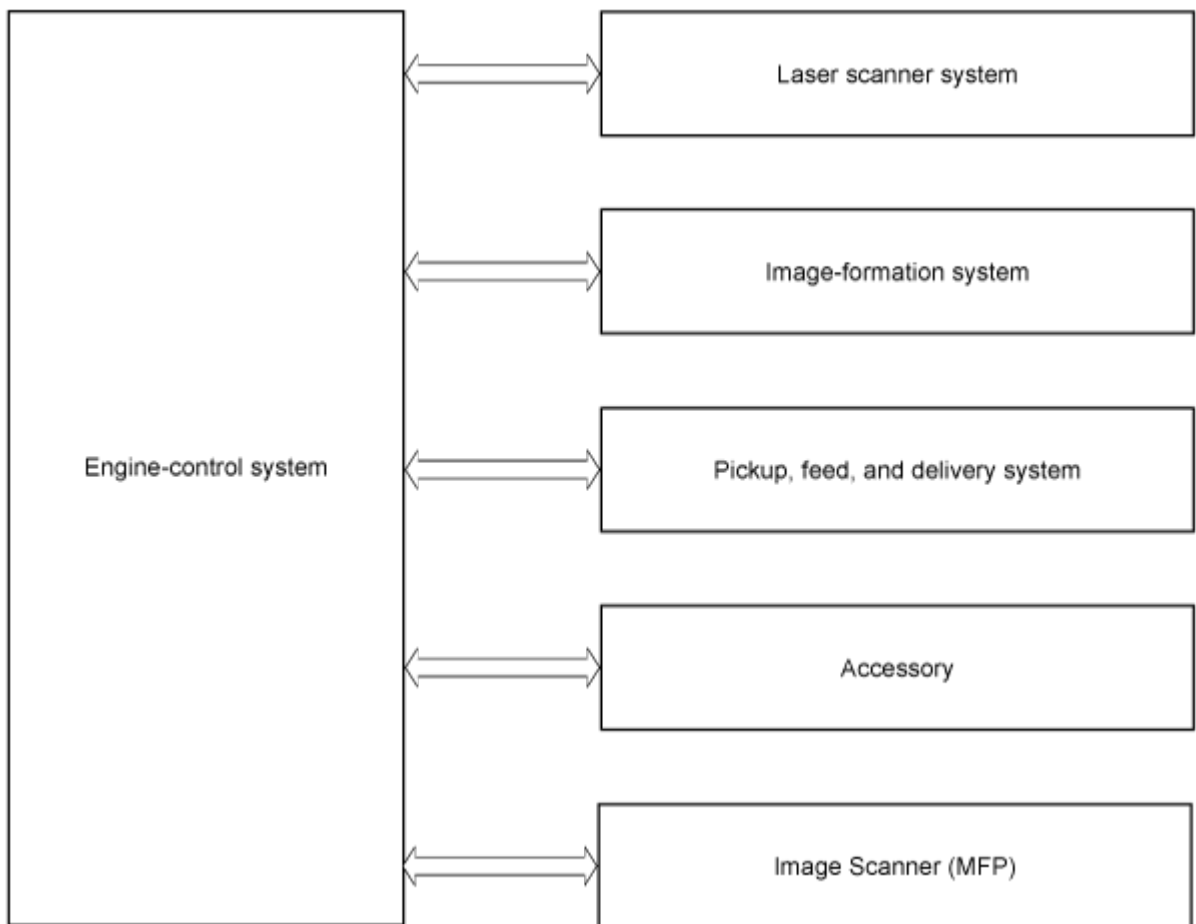
Learn about the basic operation of the printer.

The printer routes all high-level processes through the formatter, which stores font information, processes the print image, and communicates with the host computer.

The basic printer operation comprises the following systems:

- The engine-control system, which includes the high-voltage and low-voltage power supplies (HVPS and LVPS), fuser control circuits, and the DC controller printed circuit assembly (PCA)
- The laser scanner system, which forms the latent image on the photosensitive drum
- The image-formation system, which transfers a toner image onto the paper
- The pickup, feed, and delivery system, which uses a system of rollers and belts to transport the paper through the printer
- Optional accessories (paper feeder, paper decks, staple stacker multi-bin mailbox)
- **MFP only:** Integrated scanner assembly (document feeder and sub-scanner assembly)

Figure 6-6 Relationship between the main printer systems



Sequence of operation

Learn how the DC controller PCA controls the printer operating sequence.

The DC controller PCA controls the operating sequence, as described in the following table.

Table 6-3 Sequence of operation

Period	Duration	Description
Waiting	From the time the power is turned on, the door is closed, or when the printer exits Sleep mode until the printer is ready for printing.	<ul style="list-style-type: none">• Heats the fuser film in the fuser• Detects the toner cartridge• Rotates and stops each motor• Rotates and stops each fan• Cleans the transfer roller
Standby	From the end of the waiting sequence or the last rotation, until the formatter receives a print command, or until the printer is turned off.	<ul style="list-style-type: none">• Is in the Ready state• Enters Sleep mode if the formatter sends the sleep command• Rotates and stops each fan
Initial rotation	From the time the formatter receives a print command until the paper enters the paper path.	<ul style="list-style-type: none">• Rotates each motor• Rotates each fan• Activates the high-voltage power supply (high-voltage bias)• Prepares the laser/scanner unit• Warms the fuser to the correct temperature
Printing	From the time the first sheet of paper enters the paper path until the last sheet has passed through the fuser.	<ul style="list-style-type: none">• Forms the image on the photosensitive drums• Transfers the toner to the paper• Fuses the toner image onto the paper
Last rotation	From the time the last sheet of paper exits the fuser until the motors stop rotating.	<ul style="list-style-type: none">• Stops each motor• Stops each fan• Stops the high-voltage power supply (high-voltage bias)• Stops the laser/scanner unit• Turns the fuser heater off• If another print command is received, the printer enters the initial rotation period when the last rotation is complete.

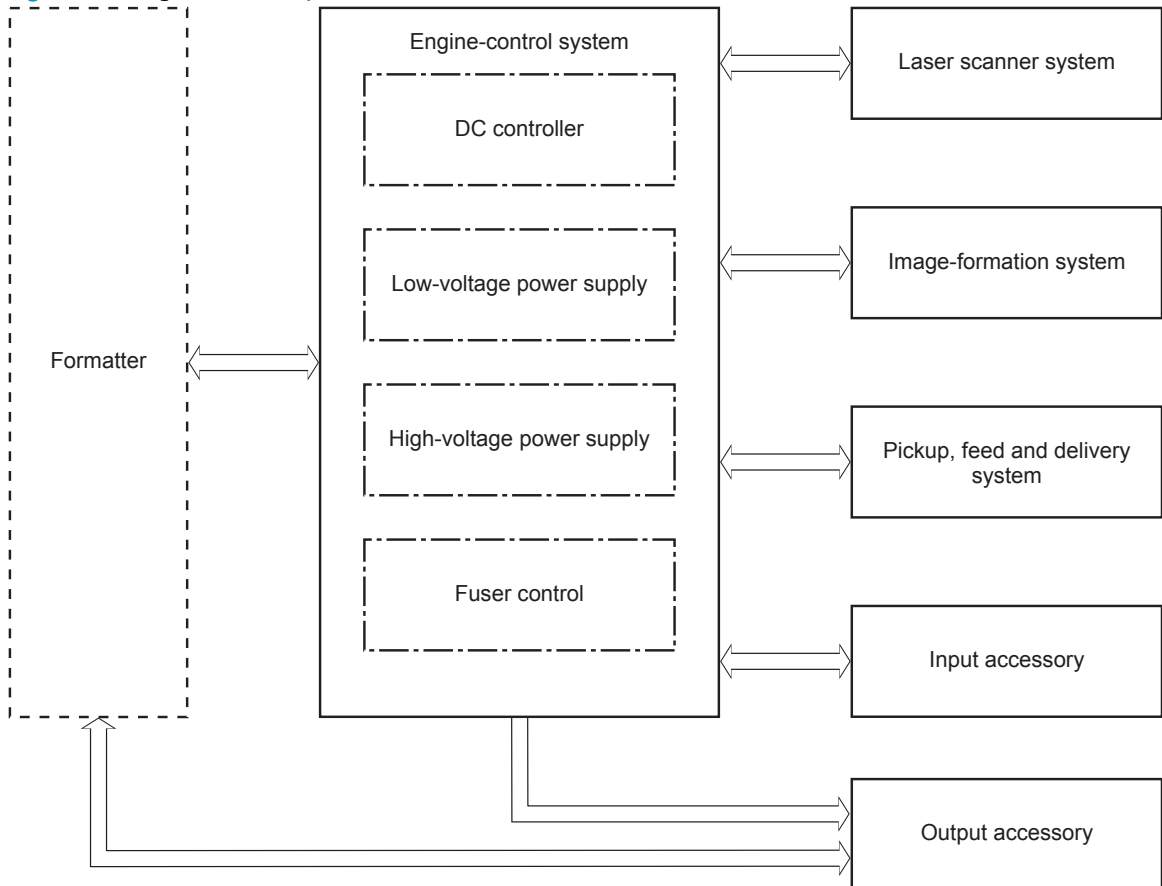
Engine-control system

Learn about the engine control system.

The engine-control system receives commands from the formatter and interacts with the other main systems to coordinate all printer functions. The engine-control system consists of the following components:

- DC controller
- Low-voltage power supply (LVPS)
- High-voltage power supplies (HVPS)
- Fuser power supply (FPS)

Figure 6-7 Engine-control system

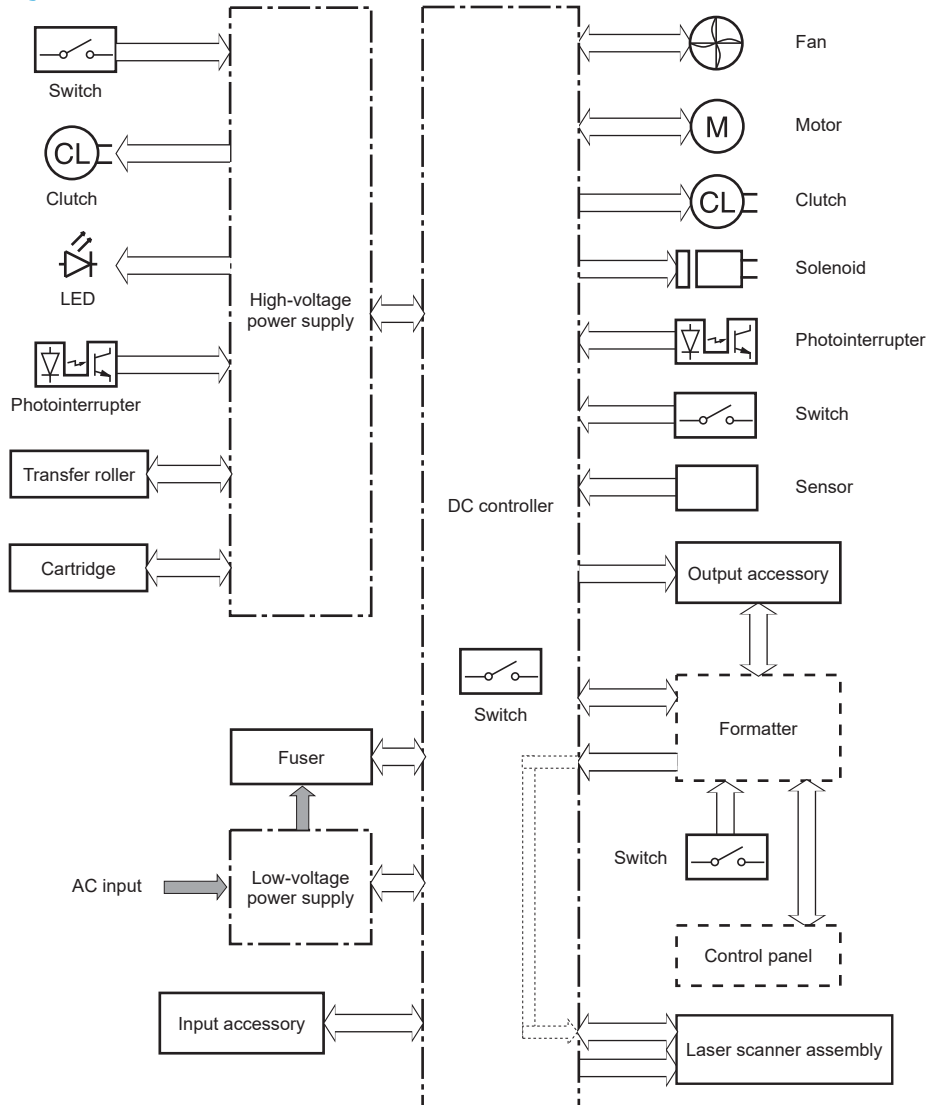


DC controller

Learn about the DC controller.

The DC controller controls the operation of the printer and its components. The DC controller starts the printer operation when the printer power is turned on and the power supply sends DC voltage to the DC controller. After the printer enters the standby period, the DC controller sends out various signals to operate motors, solenoids, and other printer components based on the print command and image data that the host computer sends.

Figure 6-8 DC controller block diagram



Motors

Learn about the printer motors.

The printer has four motors. The motors drive the components in the paper-feed and image-formation systems.

The DC controller monitors the fuser motor and the scanner motor to determine if a motor has failed. It notifies the formatter when it encounters the following conditions:

- **Start up failure:** The motor does not reach a specified speed within a specified time from when the motor starts.
- **Rotational failure:** The rotational speed of the motor is not in the specified range for a specified time after the motor reaches a specified speed.

Table 6-4 Motors

Abbreviation	Name	Purpose	Failure detection
M1	Fuser motor	Drives the pressure roller, fuser output roller, output roller, duplex switchback roller (duplex models).	Yes
M2	Drum motor	Drives the photosensitive drum, primary charging roller, transfer roller, tray 1 pickup roller, tray 1 feed roller (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 models), tray 2 pickup roller, tray 2 feed roller, registration roller, feed roller, duplex feed roller (duplex models), each roller for input accessory.	Yes
M3	Lifter motor	Drives the Tray 2 lifter	No
M4	Scanner motor	Drives the scanner mirror	No

Fans

Learn about the printer fans.

The printer has four fans for preventing the temperature from rising in the printer and for cooling the printed pages.

The DC controller determines if there is a fan failure and notifies the formatter if the fan locks for a specified time from when the fan starts.

Table 6-5 Fans

Abbreviation	Name	Cooling area	Type	Speed
FM1	Scanner fan	Toner cartridge and laser scanner assembly	Intake	Full
FM2	Duplex fan	Duplex feed area	Intake	Full
FM3	Cartridge upper fan	Toner cartridge, laser scanner assembly, and around the low-voltage power supply	Intake	Full/Low
FM4	Cartridge lower fan	Toner cartridge, laser scanner assembly, and around the low-voltage power supply	Intake	Full/Low

Solenoids

Learn about the printer solenoids.

The printer has four solenoids.

Table 6-6 Solenoids

Abbreviation	Component name
SL1	Tray 1 pickup solenoid
SL2	Developer alienation solenoid
SL5	Front door lock solenoid (E60155/E60165/E60175 models)
SL6	Left door lock solenoid (E62655/E62665/E62675 models)

Clutches

Learn about the printer clutches.

The printer has four clutches.

Table 6-7 Clutches

Abbreviation	Component name
CL1	Tray 1 feed clutch (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/ E60175 models)
CL2	Duplex feed clutch
CL3	Tray 2 pickup clutch
CL4	Duplex switchback clutch (duplex models)

Switches

Learn about the printer switches.

The printer has nine switches.

Table 6-8 Switches

Abbreviation	Component name
SW1	24V interlock switch
SW2	Front door switch (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/ E60175 models)

Table 6-8 Switches (continued)

Abbreviation	Component name
SW2	Left door switch (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/ E62675 models)
SW4	Tray 2 media size switch 1
SW5	Tray 2 media size switch 2
SW6	Rear door switch R (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/ E60175 models)
SW7	Rear door switch L (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/ E60175 models)
SW6	Right door switch R (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/ E62675 models)
SW7	Right door switch L (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/ E62675 models)
SW301	Test print switch
SW4100	Power switch

Photointerrupter sensors

Learn about the photointerrupter sensors.

The printer has 12 switches.

Table 6-9 Photointerrupter sensors

Abbreviation	Component name
PS4300	Tray 2 media out sensor
PS4350	Tray 1 media out sensor
PS4400	Tray 2 media surface sensor
PS4450	FD1 media full sensor
PS4500	Fuser loop sensor
PS4550	Registration sensor
PS4600	Separation roller rotation sensor
PS4650	Fuser output sensor
PS4700	Duplex feed sensor duplex models)

Table 6-9 Photointerrupter sensors (continued)

Abbreviation	Component name
PS4750	Tray 1 feed sensor (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/ E60175 models)
PS4800	Fuser pressure release sensor
PS4850	Developer alienation sensor

Sensors

Learn about the printer sensors.

The printer has one sensor (non-photointerrupter)

Table 6-10 Sensors

Abbreviation	Component name
TH4200	Environment sensor

LEDs

Learn about the printer LEDs.

The printer has two LEDs.

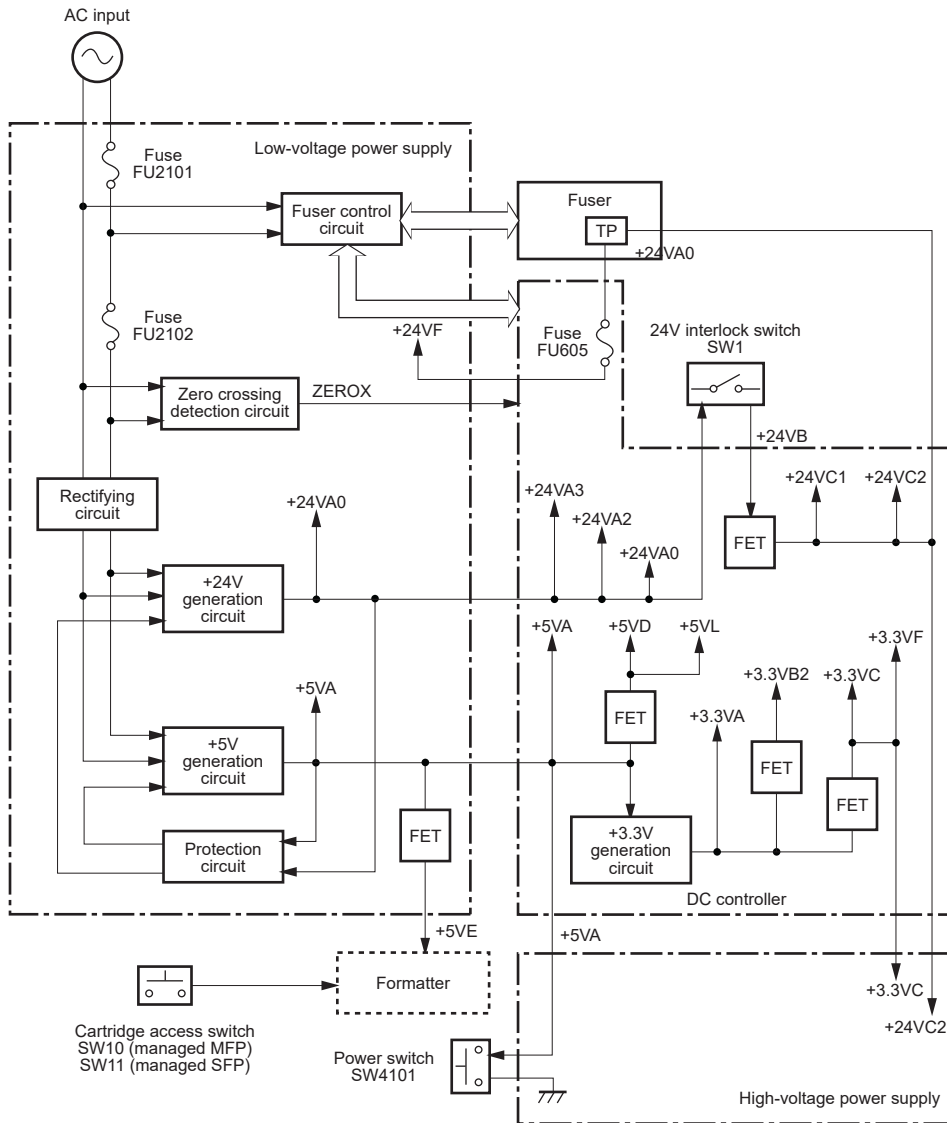
Table 6-11 LEDs

Abbreviation	Component name
LED4100	Power supply LED
LED4950	Pre-exposure LED

Low-voltage power supply

Learn about the low-voltage power supply (LVPS).

The low-voltage power-supply (LVPS) circuit converts the AC power from the wall receptacle into the DC voltages used by the printer components.



Low-voltage power supply voltages description

Learn about LVPS voltages.

The low-voltage power supply converts the AC power into three DC voltages, which it then subdivides, as described in the following table.

Table 6-12 Converted DC voltages

Main DC voltage	Sub-voltage	Behavior
+24 V	+24VA0	Stopped during active OFF or inactive OFF
+24 V	+24VA2	Stopped during active OFF or inactive OFF

Table 6-12 Converted DC voltages (continued)

Main DC voltage	Sub-voltage	Behavior
+24 V	+24VB	Stopped during active OFF or inactive OFF
+24 V	+24VC1	Stopped during active OFF or inactive OFF
+24 V	+24VC2	Stopped during active OFF or inactive OFF
+24 V	+24VF	Stopped during active OFF or inactive OFF
+5V	+5VA	Stopped during inactive OFF
+5V	+5VB	Stopped during active OFF or inactive OFF
+5V	+5VE	Stopped during inactive OFF
+5V	+5LL	Stopped during active OFF or inactive OFF
+3.3V	+3.3VA	Stopped during inactive OFF
+3.3V	+3.3VB2	Stopped during inactive OFF Supplied intermittently during active OFF
+3.3V	+3.3VC	Stopped during active OFF or inactive OFF
+3.3V	+3.3VF	Stopped during active OFF or inactive OFF

Over-current/over-voltage protection

Learn about LVPS protections.

The low-voltage power supply automatically stops supplying the DC voltage to the printer components whenever it detects excessive current or abnormal voltage. The low-voltage power supply has a protective circuit against over-current and over-voltage to prevent failures in the power supply circuit.

⚠ CAUTION: If DC voltage is not being supplied from the low-voltage power supply, the protective function might be running. In this case, turn the power switch off and unplug the power cord.

Do not turn the power switch on until the root cause is found and corrected.

If the protective function is active, the DC controller notifies the formatter of a low-voltage power supply failure. In addition, the low-voltage power supply has two fuses to protect against over-current. If over-current flows into the AC line, the fuse stops the AC power.

Low-voltage power supply Safety

Learn about LVPS safety.

For personal safety, the printer interrupts +24VB and +24VC power when the cartridge door detection switch is turned off. This stops DC power supply to the high-voltage power supply (HVPS).

The printer also stops the +24VB power when the +24V interlock switch is turned off. This stops DC power supply to the following loads:

- High-voltage power supply
- Drum motor

- Fuser motor
- Duplex switchback clutch (duplex models)

The remote switch control circuit turns on or off the printer power so that the AC power flows even when the power switch is turned off. Unplug the printer power cord before disassembling the printer.

Low-voltage power supply functions

Learn about LVPS functions.

The printer has the following low-voltage power supply functions.

Table 6-13 Low-voltage power supply functions

Function	Behavior
Inactive OFF	The power supply is off.
Active OFF (state of sleep)	The low-voltage power supply is output only to the formatter and DC controller.

High-voltage power supply

Learn about the high-voltage power supply (HVPS).

The DC controller controls the high-voltage power supply (HVPS) to generate biases. The high-voltage power supply delivers the high-voltage biases to the following components used to transfer toner during the image-formation process:

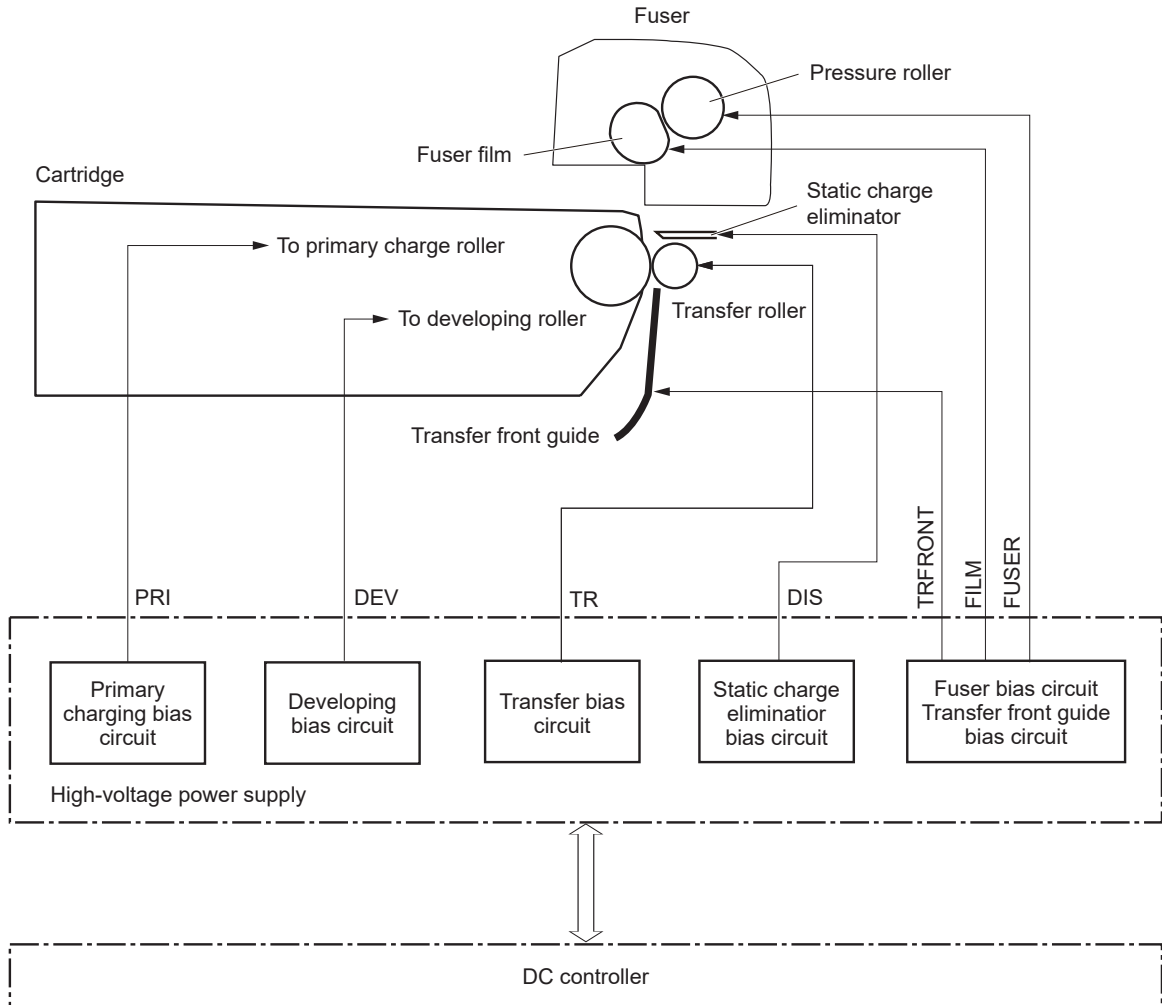
- Primary charging roller (in the toner cartridge)
- Developing roller (in the toner cartridge)
- Transfer front guide
- Transfer roller
- Static charge eliminator
- Fuser film
- Pressure roller

High-voltage power supply circuits

Learn about HVPS circuits.

The high-voltage power supply contains the following separate circuits.

Figure 6-9 HVPS circuits



- **Primary-charging-bias generation**

The primary charging bias negatively charges the surface of the photosensitive drum to prepare for image formation.

- **Developing-bias generation**

The developing bias adheres toner to an electrostatic latent image formed on the photosensitive drum.

- **Transfer-bias generation**

The primary transfer bias transfers the toner from the photosensitive drum onto the paper.

- **Static charge eliminator bias generation**

The static charge eliminator bias eliminates the electric charge on the back side of the paper for stable paper feed and print quality.

- **Fuser bias generation**

The printer uses instant-on fusing. The fuser bias is DC positive for improved print quality. The fuser bias circuit is located in the high-voltage power supply.

Fuser control

Learn about fuser control operation.

The DC controller and components in the fuser perform the following functions related to fuser operation:

- Control fuser temperature
- Detect fuser failures
- Prevent excessive temperature rise
- Detect remaining life in the fuser
- Determine if the correct fuser is installed

Fuser circuits

Learn about fuser circuits.

The fuser heater control circuit and the fuser heater safety circuit control the fuser temperature according to commands from the DC controller. The fuser consists of the following major components:

Figure 6-10 Fuser components

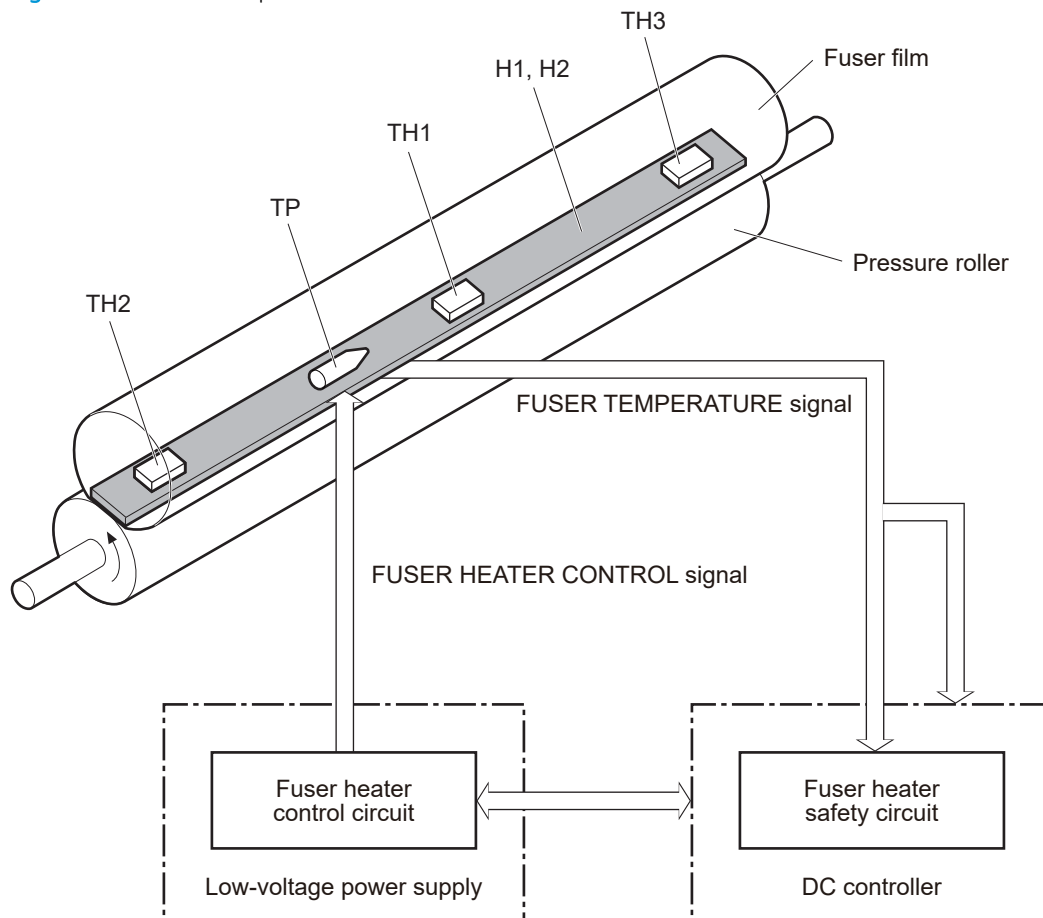


Table 6-14 Fuser components

Component	Abbreviation	Name	Function
Heater	H1 / H2	Fuser heaters	Heats the center of the fuser sleeve
Thermistor (contact type)	TH1	Main thermistor	Detects the center temperature of the fuser heater
Thermistor (contact type)	TH2 / TH3	Sub-thermistors	Detects the edge temperature of the fuser heater
Thermoswitch (contact type)	TP1	Thermal fuse	Prevents an abnormal temperature rise in the fuser heater

Fuser control functions

Learn about fuser control functions.

The printer has the following fuser control functions.

Figure 6-11 Fuser components
AC input

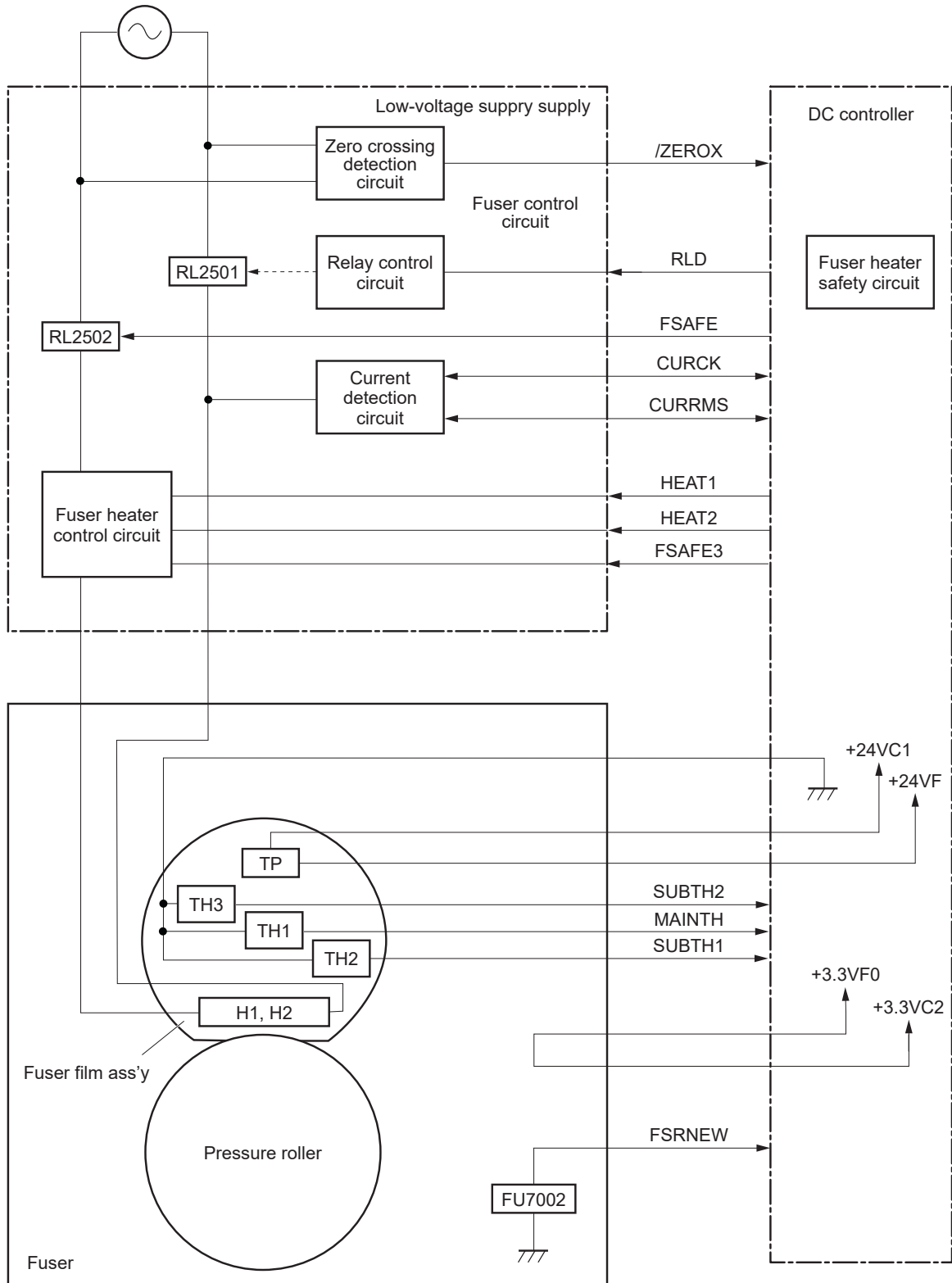


Table 6-15 Fuser control functions

Function	Supported feature
Fuser temperature control	Yes
Heat up error detection	Yes
Low temperature error detection	Yes
High temperature error detection	Yes
Breaking of a heater wire detection	No
Frequency detection circuit failure detection	Yes
Low-voltage power supply failure detection	Yes
Fuser pressure release mechanism failure detection	Yes
Brand new fuser detection	Yes
Fuser type discrepancy detection	Yes
Fuser type identification detection	Yes
Fuser presence detection	Yes
Fuser life detection	Yes
Fuser roller cleaning	Yes

Fuser heater protection

Learn about fuser heater protection.

Fuser heater protection is a feature that detects excessive temperatures in the fuser and interrupts the power supply to the fuser heater.

The following three protective components prevent the fuser heater from excessive rising temperature:

- **DC controller**

When a thermistor or sub-thermistor detects a temperature above a certain threshold, the DC controller interrupts power to the specific heater.

- **Fuser-heater safety circuit**

The fuser heater safety circuit monitors the detected temperature of the sub-thermistors.

- **Thermoswitch**

If the temperature in the heaters is abnormally high, and the temperature in the thermoswitch exceeds a specified value, the contact to the thermoswitch breaks.

Engine laser/scanner system

Learn about the printer laser/scanner system.

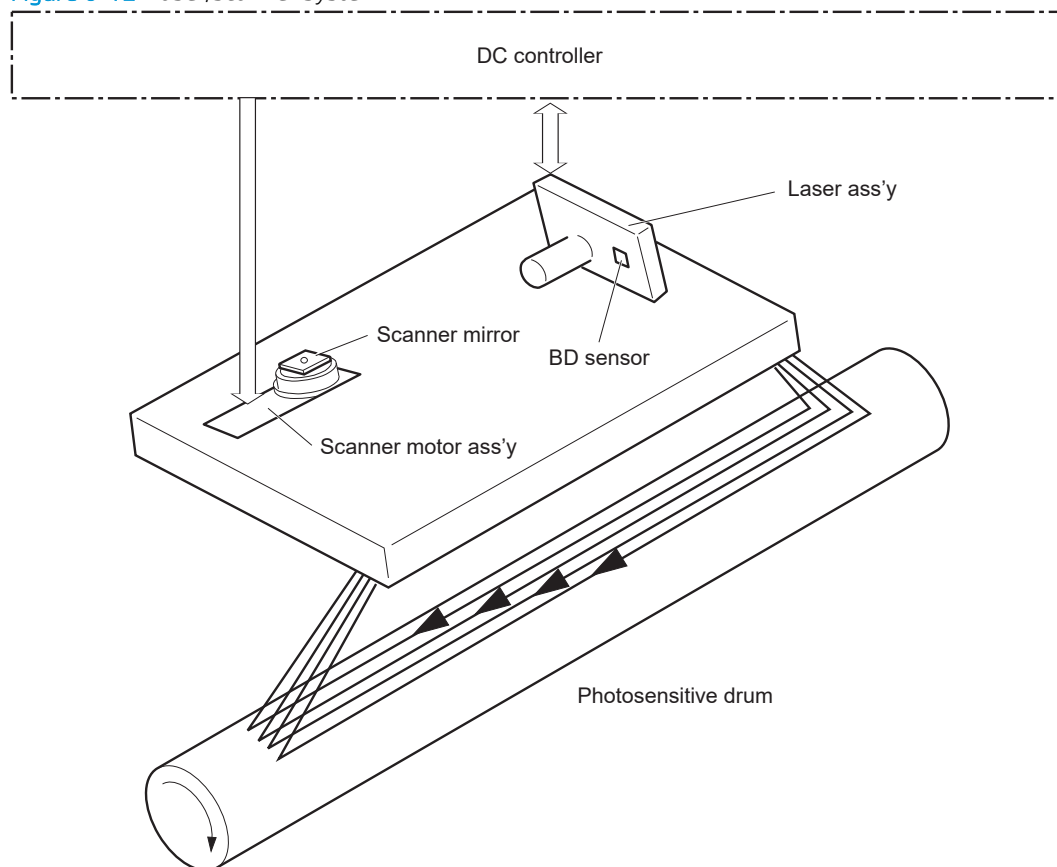
The laser/scanner system forms the latent electrostatic image on the photosensitive drum(s) inside the toner cartridge.

The DC controller receives instructions from the formatter regarding the image of the page to be printed. The DC controller signals the lasers to emit light, and the laser beams pass through lenses and onto the scanner mirror, which rotates at a constant speed. The mirror reflects the beam onto the photosensitive drum in the pattern required for the image, exposing the surface of the drum so it can receive toner.

The main components of the laser/scanner system, which are controlled by signals sent from the DC controller, are:

- Laser assembly
- Scanner motor assembly
- Beam detect (BD) sensor
- Scanner mirror

Figure 6-12 Laser/scanner system



Laser/scanner failure detection

Learn about laser/scanner failure detection.

The DC controller determines an optical unit failure and notifies the formatter of the error status when any of the following occurs:

Laser scanner failure detection

- **Laser/scanner motor startup failure**

The scanner motor does not reach a specified rotation frequency within a specified period of time from when the laser/scanner starts up.

- **Laser/scanner motor abnormal rotation**

The laser/scanner motor does not reach a specified rotational frequency within a specified period of time during a print operation.

Safety

Learn about laser/scanner safety.

The laser/scanner assembly has a mechanical laser shutter. For the safety of users and service technicians, the laser shutter interrupts the optical path of the laser/scanner assembly when the following door is opened:

- Rear door (SW6, SW7) for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)
- Right door (SW6, SW7) for M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

Image-formation process

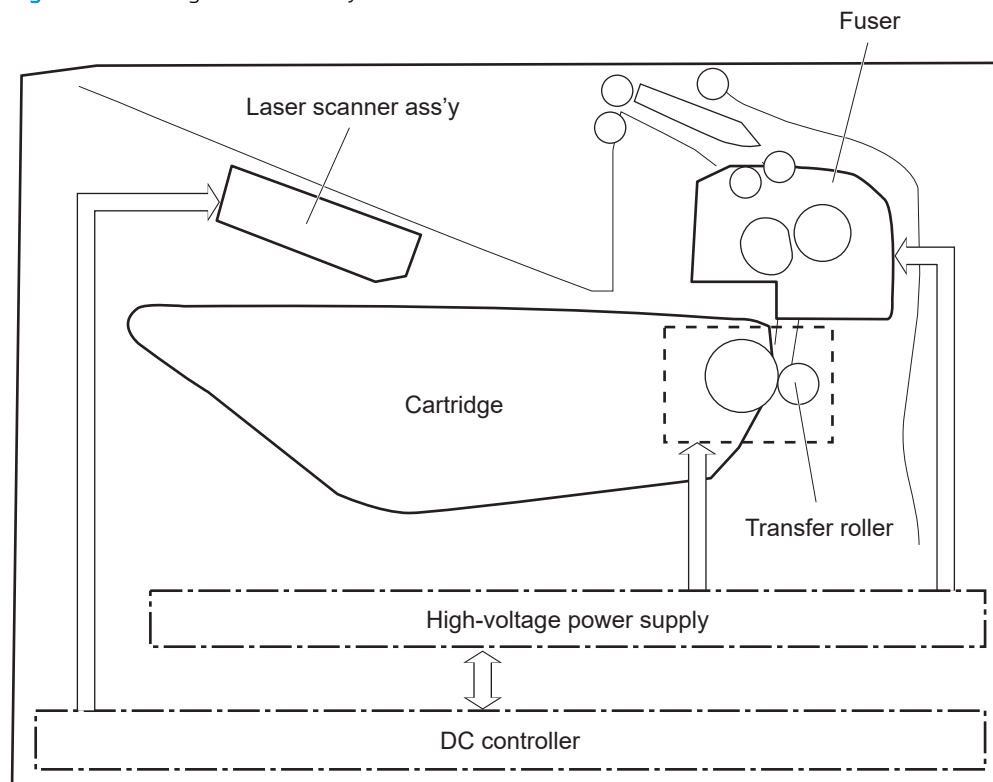
Learn about the image-formation process.

The image-formation system creates the printed image on the paper. The system consists of the following components:

- Toner cartridge
- Transfer roller
- Fuser
- Laser/scanner
- High-voltage power supply

The DC Controller controls the internal components of the image formation system (according to commands received from the formatter) to form the toner image on the photosensitive drum surface. The toner image is then transferred to the print media and fused.

Figure 6-13 Image-formation system



 **NOTE:** The primary charging roller and developer roller are located in the toner cartridge.

Drum motor

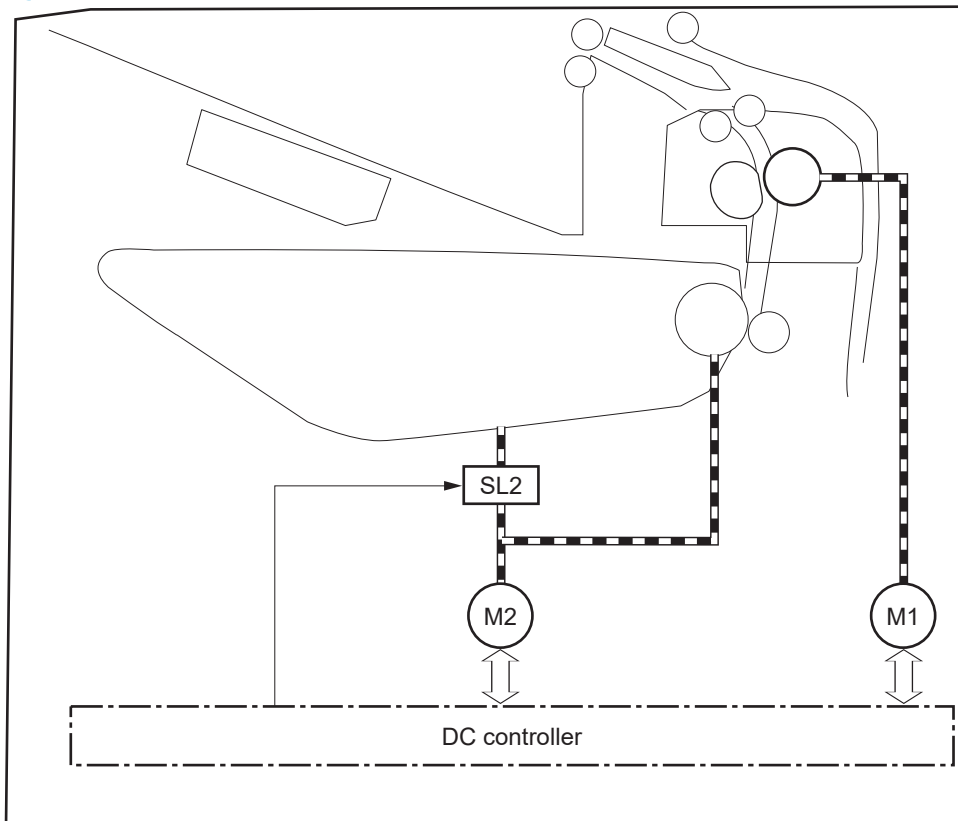
- Photosensitive drum
- Developing roller

- Primary charging roller (follows the photosensitive drum)
- Transfer roller (follows the photosensitive drum)

Fuser motor

- Pressure roller
- Fuser film (follows the pressure roller)

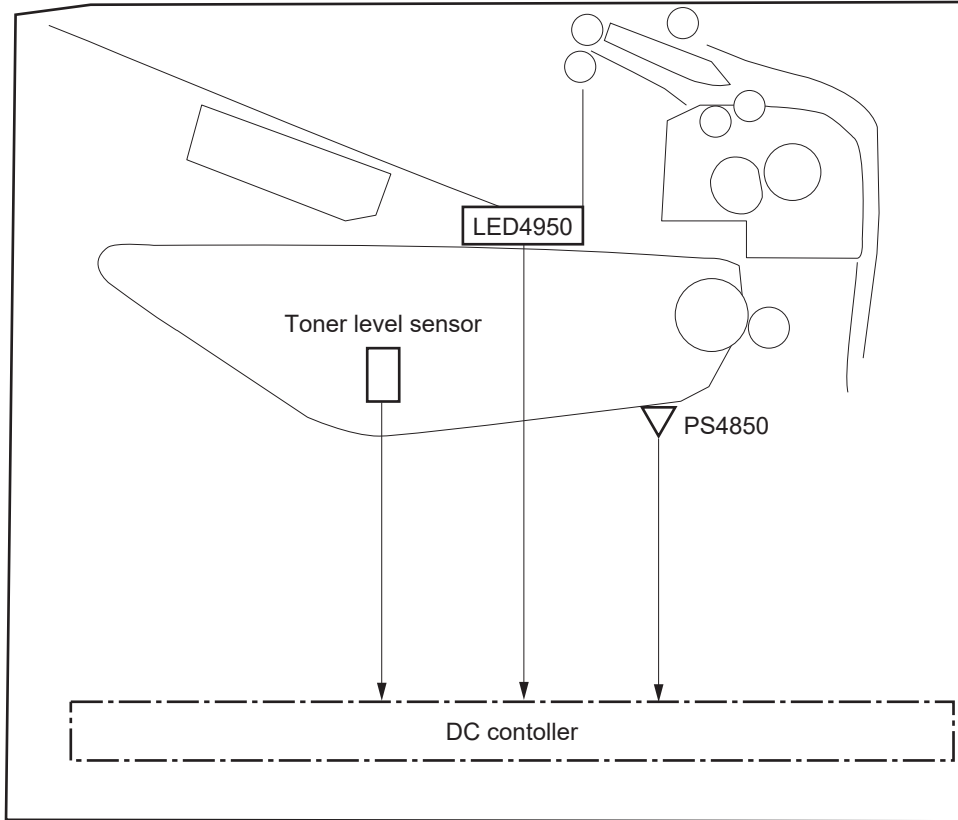
Figure 6-14 Motors (image-formation system)



Abbreviation	Component
M1	Fuser motor
M2	Drum motor
SL2	Developer alienation solenoid

The following figure shows the location of the sensors:

Figure 6-15 Toner-level sensor



Abbreviation	Component
LED4950	Pre-exposure LED
PS4850	Developer alienation sensor
	Toner-level sensor

The image-formation process consists of seven steps divided into five functional blocks.

Figure 6-16 Image-formation process overview

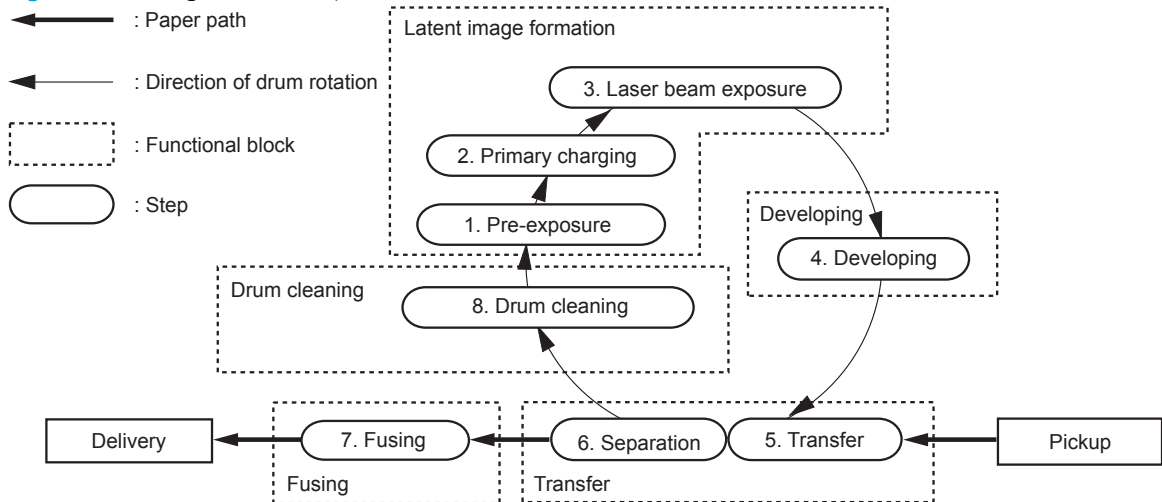


Table 6-16 Image formation process

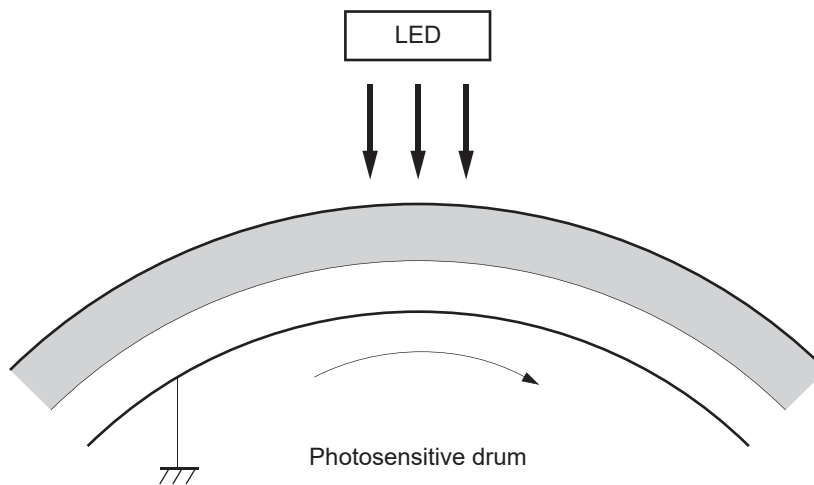
Functional block	Step	Description
Latent image formation	1. Pre-exposure	An invisible latent image forms on the surface of the photosensitive drum.
Latent image formation	2. Primary charging	An invisible latent image forms on the surface of the photosensitive drum.
Latent image formation	3. Laser-beam exposure	An invisible latent image forms on the surface of the photosensitive drum.
Development	4. Development	Toner adheres to the electrostatic latent image on the photosensitive drum.
Transfer	5. Transfer	The toner image transfers to the paper.
Transfer	6. Separation	The toner image transfers to the paper.
Fusing	7. Fusing	The toner fuses to the paper to make a permanent image.
Drum cleaning	8. Drum cleaning	Residual toner is removed from the drum.

Step 1: Pre-exposure

Learn about the image formation pre-exposure step.

Light from the pre-exposure LED strikes the surface of the photosensitive drum to remove any residual electrical charges from the drum surface.

Figure 6-17 Pre-exposure

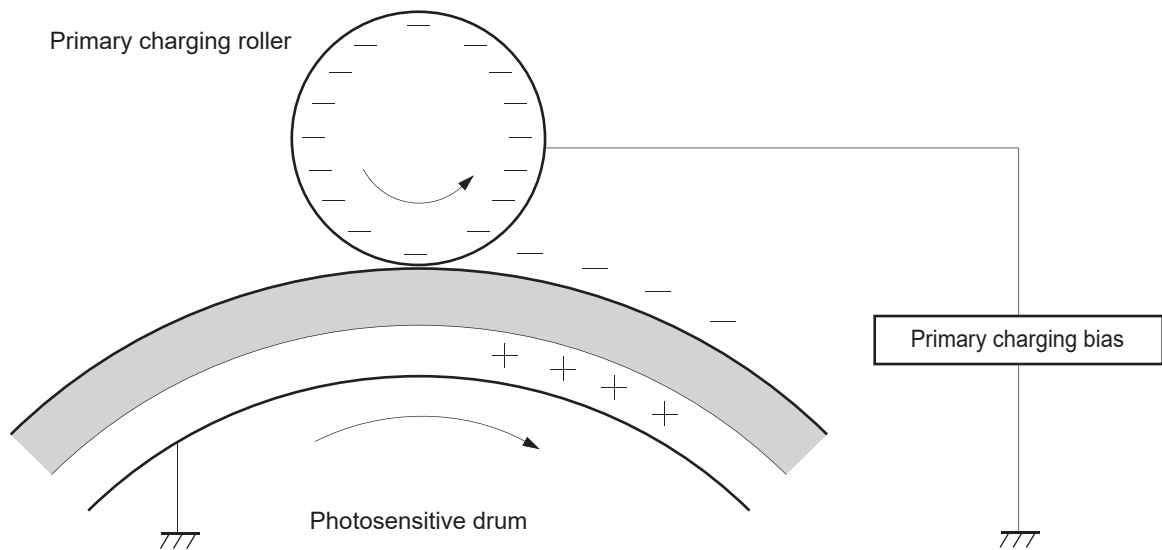


Step 2: Primary charging

Learn about the image formation primary charging step.

To prepare for latent image formation, the surface of the photosensitive drum is charged with a uniform negative charge. The primary charging roller receives the primary charging bias, and then the roller charges the drum by direct contact.

Figure 6-18 Primary charging

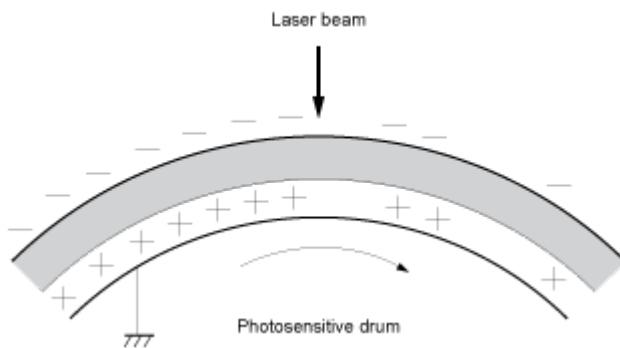


Step 3: Laser-beam exposure

Learn about the image formation laser-beam exposure step.

The laser beam strikes the photosensitive drum to neutralize the negative charge on the portions of the drum surface where the image will form. An electrostatic latent image forms where the negative charge was neutralized. The neutralized areas on the drum are ready to accept toner.

Figure 6-19 Laser-beam exposure

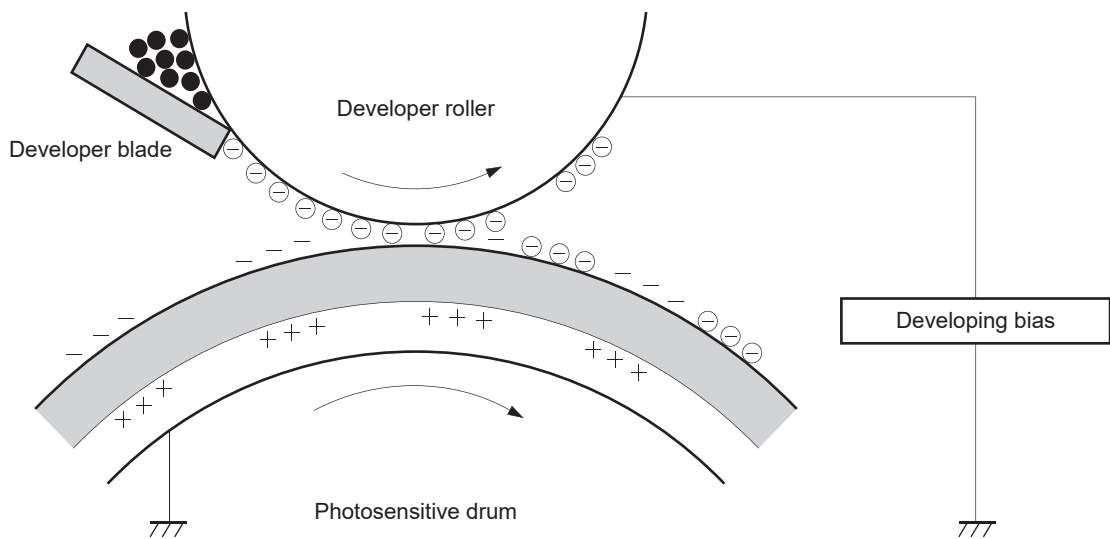


Step 4: Development

Learn about the image formation development step.

A developing bias is applied to the developing roller. The toner acquires a negative charge as a result of the friction from the developing roller rotating against the developing blade. Because the negatively charged surface of the photosensitive drums were neutralized where they have been struck by the laser beam, the toner adheres to those areas on the drums. The latent image becomes visible on the surface of the drum.

Figure 6-20 Development

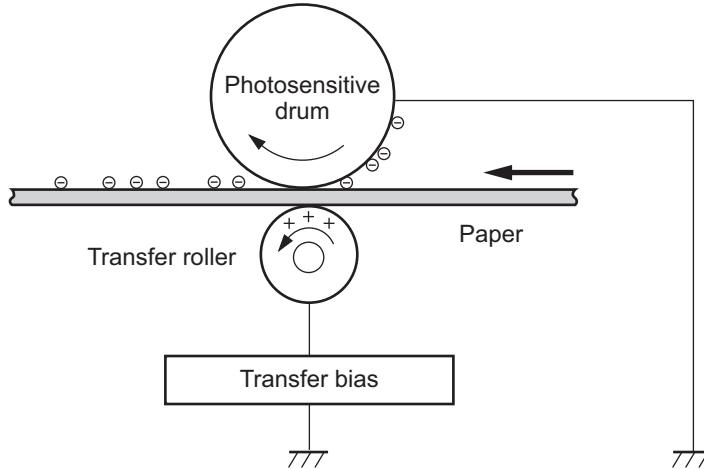


Step 5: Primary transfer

Learn about the image formation transfer step.

The transfer bias is applied to the transfer roller to give the paper a positive charge. The positively charged paper attracts the negatively charged toner from the photosensitive drum surface.

Figure 6-21 Transfer

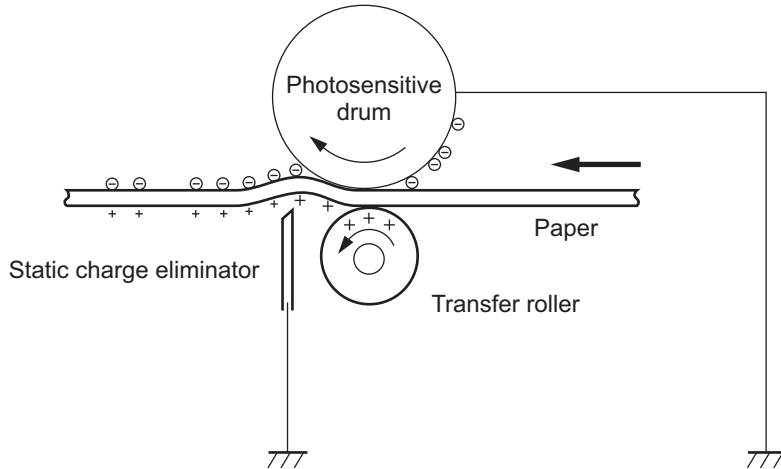


Step 6: Separation

Learn about the image formation separation step.

The elasticity of the paper and the curvature of the photosensitive drum cause the paper to separate from the drum surface. The static charge eliminator reduces back side static discharge of the paper for stable paper feeding and image quality.

Figure 6-22 Separation

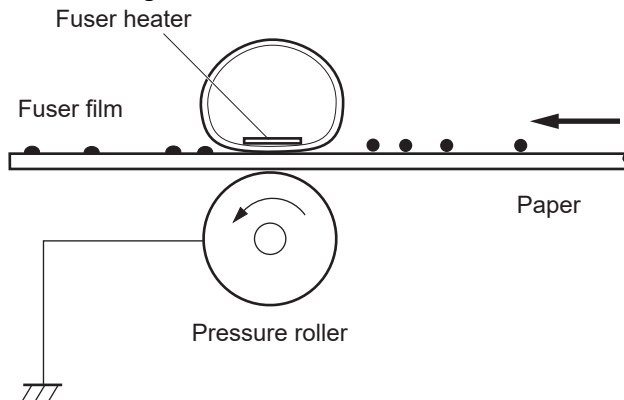


Step 7: Fusing

Learn about the image formation fusing step.

The printer uses an on-demand fusing method to adhere the toner image onto the page. As the page passes through the heated and pressurized rollers in the fuser the toner melts onto the page. The toner image is now permanently fused to the page. A fusing bias applied to the pressure roller improves image quality.

Figure 6-23 Fusing

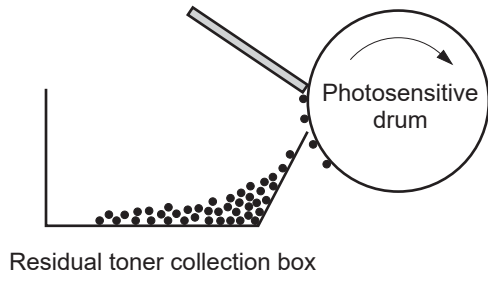


Step 8: Drum cleaning

Learn about the image formation drum cleaning step.

The cleaning blade scrapes the residual toner off the surface of the photosensitive drum and deposits it in the toner collection portion of the cartridge or in an external toner collection unit (TCU). The drum is now clear and ready for the next image-formation process.

Figure 6-24 Drum cleaning
Cleaning blade



Toner cartridge

Learn about the toner cartridge.

The following sections discuss the printer toner cartridge.

Design

Learn about toner cartridge design features.

The toner cartridge is filled with toner and consists of the following components:

- Photosensitive drum
- Developer
- Primary-charging roller
- E-label

The DC controller rotates the drum motor to drive the photosensitive drum, developing roller, and the primary-charging roller.

Figure 6-25 Toner cartridge system

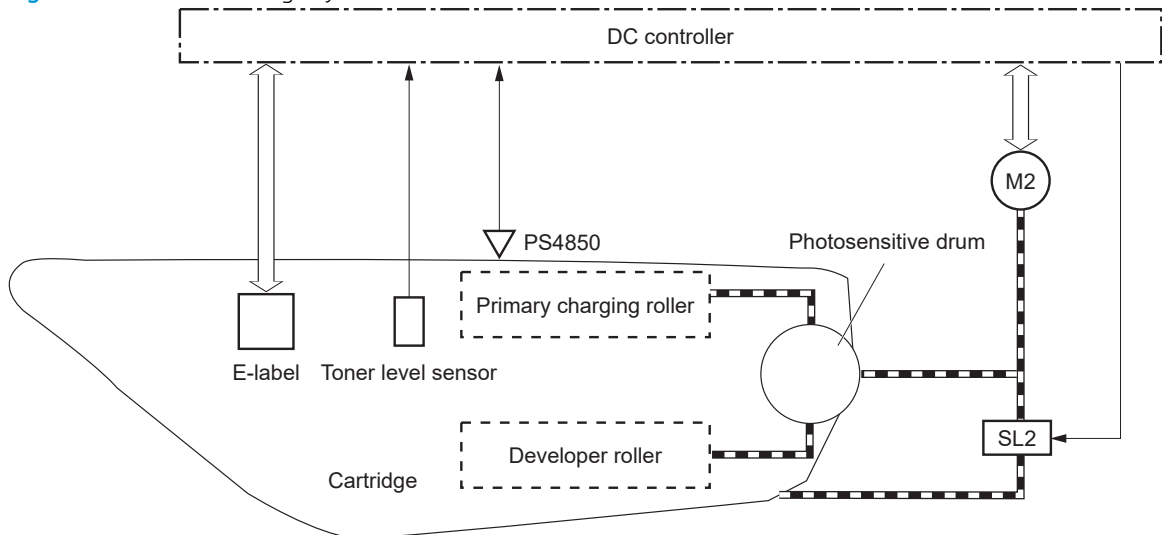


Table 6-17 Toner cartridge functions

Function	Applied
Toner cartridge presence detection	Yes
Toner level detection	Yes
Toner cartridge life detection	Yes
Toner cartridge mis-installation detection	No
Drum discharge	No
Developer alienation control	Yes
Toner level sensor mechanism malfunction	No

Table 6-17 Toner cartridge functions (continued)

Function	Applied
Transfer cleaning	Yes
Primary charging roller cleaning	No


Memory chip

Learn about the toner cartridge memory chip.

The memory chip is non-volatile memory that stores information about the usage of the toner cartridge and helps protect the customer from counterfeit cartridges. This chip is also used to detect the presence of a cartridge within the printer or when a cartridge is installed in the wrong slot. The printer reads and writes the data in the memory chip.

Dynamic security

Learn about dynamic-security-enabled printers.

 **NOTE:** All printer models might not support the Dynamic security feature.

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.

JetIntelligence

Learn about JetIntelligence enabled printers.

JetIntelligence supports two features for managing toner cartridges.

- The authentication feature allows customers to specify the use of only genuine HP toner cartridges in the printer.
- The anti-theft feature enables locking a cartridge to a specific printer or fleet of printers.

Authentication

The genuine HP authentication feature allows a customer to specify that only genuine HP supplies can be used in a printer. If a non-HP or used supply is installed, the printer will not print. This feature is disabled by default, and can be enabled or disabled from the control panel or the Embedded Web Server (EWS).

If a genuine HP toner cartridge from another printer is moved to a printer with this feature enabled, the toner cartridge will authenticate and print, unless the toner cartridge has passed the low state. If the toner cartridge has passed the low state, an **Unauthorized Cartridge** message displays on the control panel.

If a non-HP toner cartridge is used in a printer with this feature enabled, the message **Unauthorized Cartridge** appears on the control-panel display.



NOTE: If a customer suspects they have a counterfeit cartridge, they should report it by going to www.hp.com/go/anticounterfeit and selecting **Report now**.

Anti-theft

The toner cartridge anti-theft feature allows a customer to configure the printer to automatically lock genuine HP toner cartridges to a specific printer or fleet of printers when they are installed. A locked toner cartridge will only work in the specified printer or fleet of printers. This feature prevents toner cartridges from being stolen and used in another printer, or from being moved from an authorized printer to an unauthorized printer. This feature is disabled by default, and can be enabled or disabled from the control panel, the Embedded Web Server (EWS), or Web Jetadmin.

When the anti-theft feature is enabled, the toner cartridge in a printer will only work in the specified printer or fleet of printers. If a locked toner cartridge is moved to another printer, the cartridge will not print and the message **Protected Cartridge** appears on the control-panel display.



NOTE: When a toner cartridge is locked to a specific printer or fleet of printers, it cannot be unlocked. This is a permanent operation.

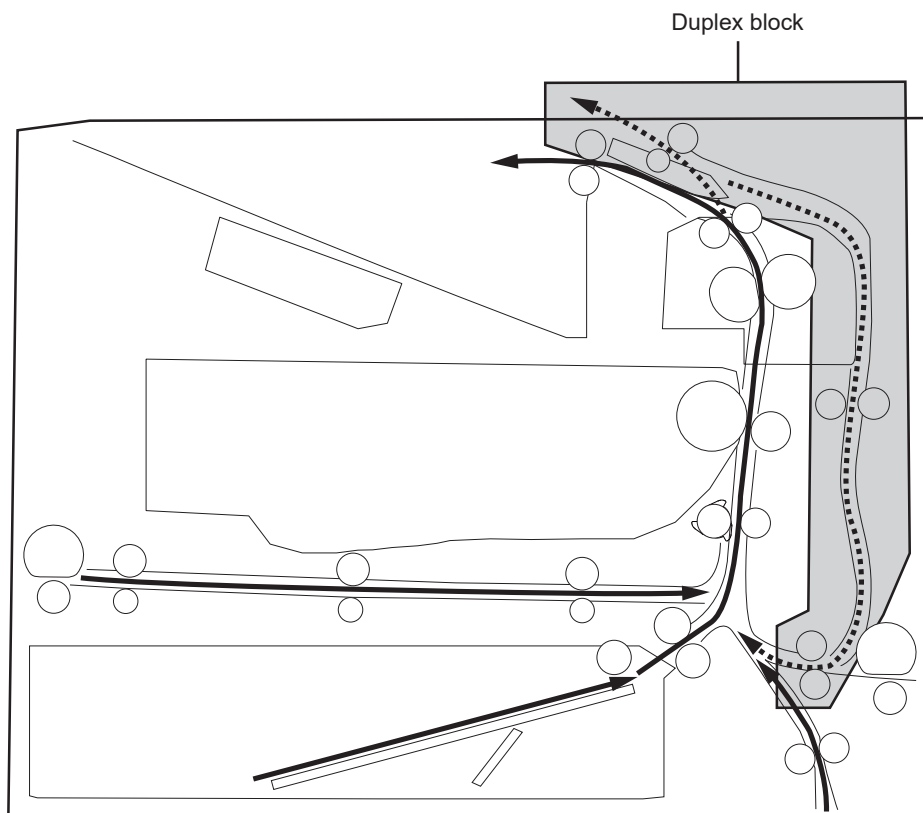
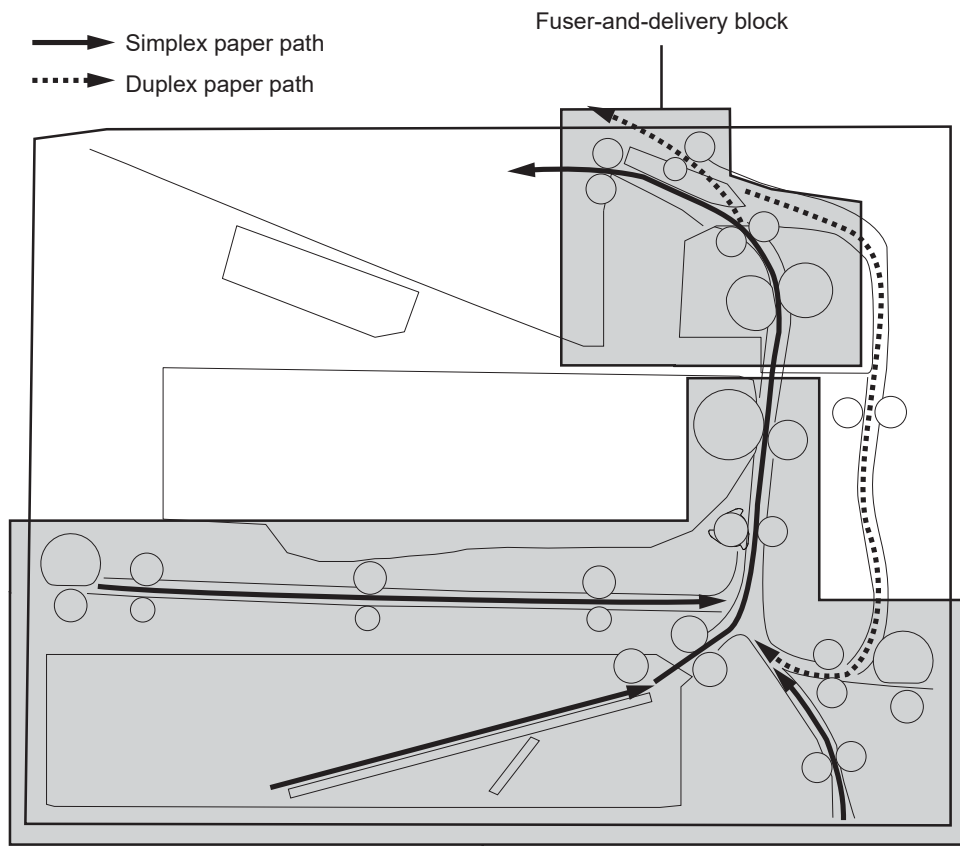
Engine pickup, feed, and delivery system

Learn about the printer pickup, feed and delivery system.

The DC controller controls the pickup, feed, and delivery system according to commands from the formatter. The pickup, feed, and delivery system uses a series of rollers to move the paper through the printer.

The pickup, feed, and delivery system consists of the following three functional blocks.

- **Pickup-and-feed-block:** Controls the movement of the paper from each pickup source to the fuser inlet
- **Fuser-and-delivery-block:** Controls the movement of the paper from the fuser to the delivery destination
- **Duplex block:** Controls the movement of the paper from the duplex switchback unit to the duplex re-pickup unit (duplex models only)



Pickup, feed, and delivery functions

Learn about the engine pickup, feed, and delivery functions.

The following table shows the supported functions for the engine pickup, feed, and delivery system.

Table 6-18 Pickup, feed, and delivery functions

Function	Supported
Tray 2 media size detection	Yes
Tray 2 presence detection	Yes
Tray 2 media surface detection	Yes
Tray 2 media presence detection	Yes
Tray 2 media level detection	No
Tray 2 lift-up control	Yes
Tray 2 lift-down control	No
Tray 2 multiple-feed prevention mechanism	Yes
Tray 1 media presence detection	Yes
Tray 1 media width detection	No
Tray 1 last-media detection	No
Skew-feed prevention mechanism	Yes
Feed speed control (duplex models)	Yes
Loop control	Yes
Media detection	No
OHT detection	No
Image leading edge positioning	Yes
Media length detection	Yes
Media width detection	Yes
Pressure roller pressure release control	Yes
Output bin media-full detection	Yes
Automatic delivery	Yes
Duplex switchback control (duplex models)	Yes
Duplex feed control (duplex models)	Yes
Unit causing the jam notice	Yes
Brand new pickup roller detection	Yes

Photo sensors and switches

Learn about the engine pickup, feed, and delivery sensors and switches.

The following figure shows the sensors and switches for the engine pickup, feed, and delivery system.

Figure 6-26 Photo sensors and switches (engine pickup, feed, and delivery system)

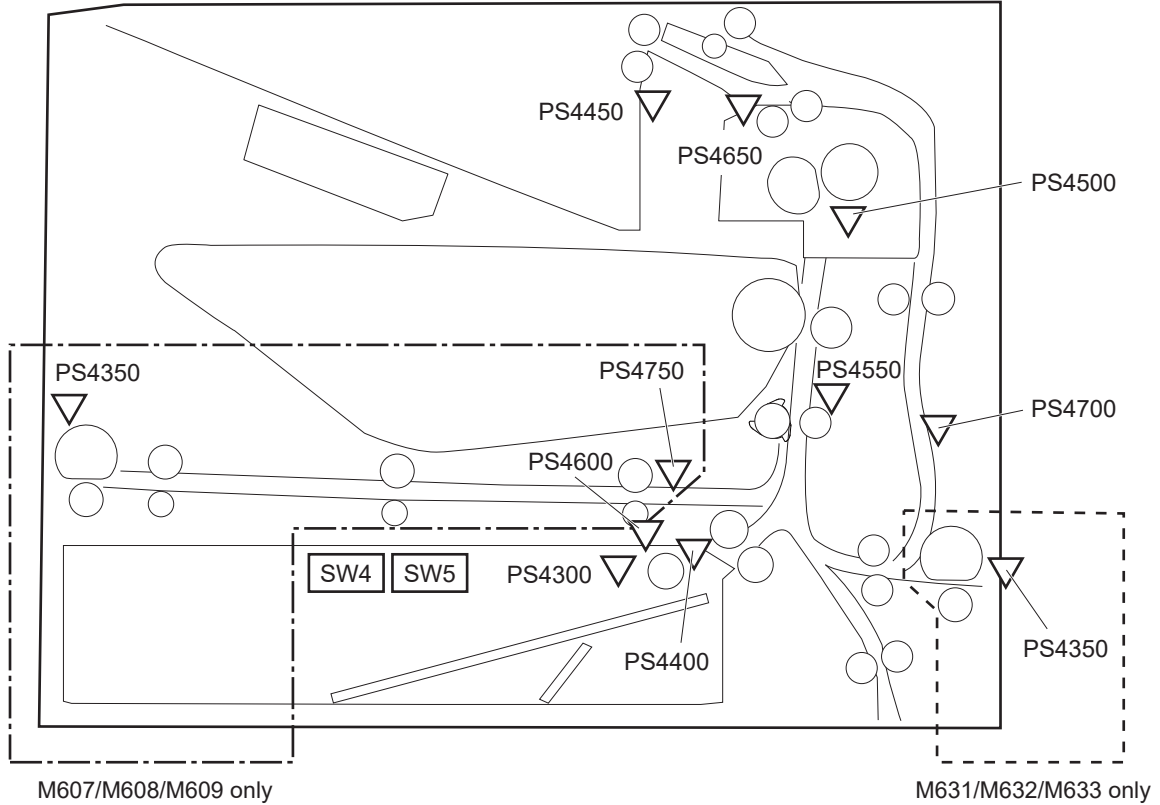


Table 6-19 Photo sensors and switches (engine pickup, feed, and delivery system)

Abbreviation	Component
PS4300	Tray 2 media out sensor
PS4350	Tray 1 media out sensor
PS4400	Tray 2 media surface sensor
PS4450	FD1 media full sensor
PS4500	Fuser loop sensor
PS4550	Registration sensor
PS4600	Separation roller rotation sensor
PS4650	Fuser output sensor
PS4700	Duplex feed sensor (duplex models)
PS4750	Tray 1 feed sensor (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)
SW4	Tray 2 media size switch 1
SW5	Tray 2 media size switch 2

Motors, clutches, and solenoids

Learn about the engine pickup, feed, and delivery motors, clutches, and solenoids.

The following figure shows the motors, clutches, and solenoids for the engine pickup, feed, and delivery system.

Figure 6-27 Motors, clutches, and solenoids (engine pickup, feed, and delivery system)

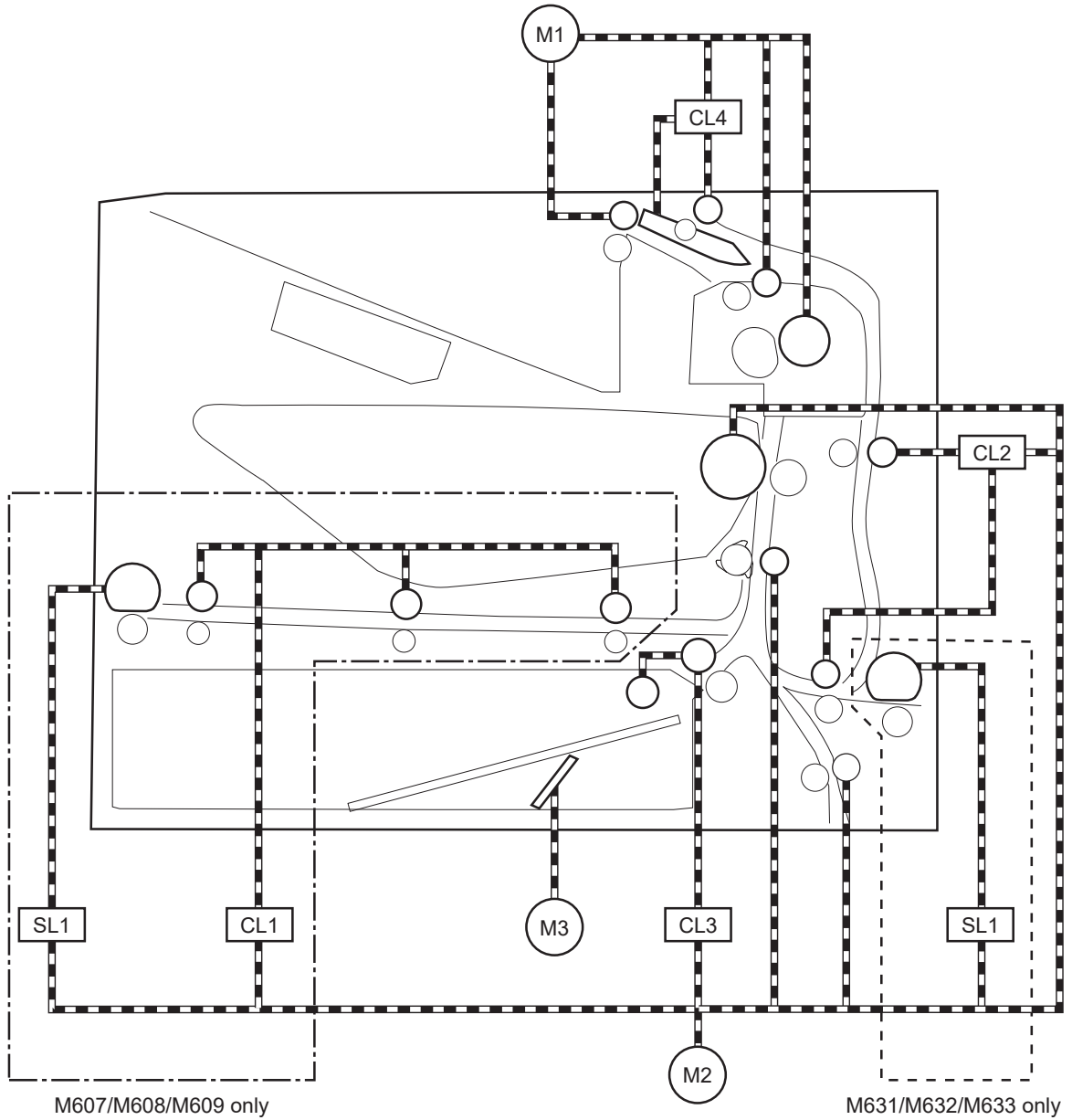


Table 6-20 Motors, clutches, and solenoids (engine pickup, feed, and delivery system)

Abbreviation	Component
M1	Fuser motor
M2	Drum motor
M3	Lifter motor
SL1	Tray 1 pickup solenoid
CL1	Tray 1 feed clutch (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)
CL2	Duplex feed clutch (duplex models)
CL3	Tray 2 pickup clutch
CL4	Duplex switchback clutch (duplex models)

Jam detection/prevention

Learn about the engine pickup, feed, and delivery jam detection/prevention.

The printer uses sensors to detect the paper as it moves through the paper path and to report to the DC controller if the paper has jammed.

The following figure shows the location of the sensors in the paper path:

Figure 6-28 Jam detection sensors

- ▶ Simplex paper path
- ⋯▶ Duplex paper path

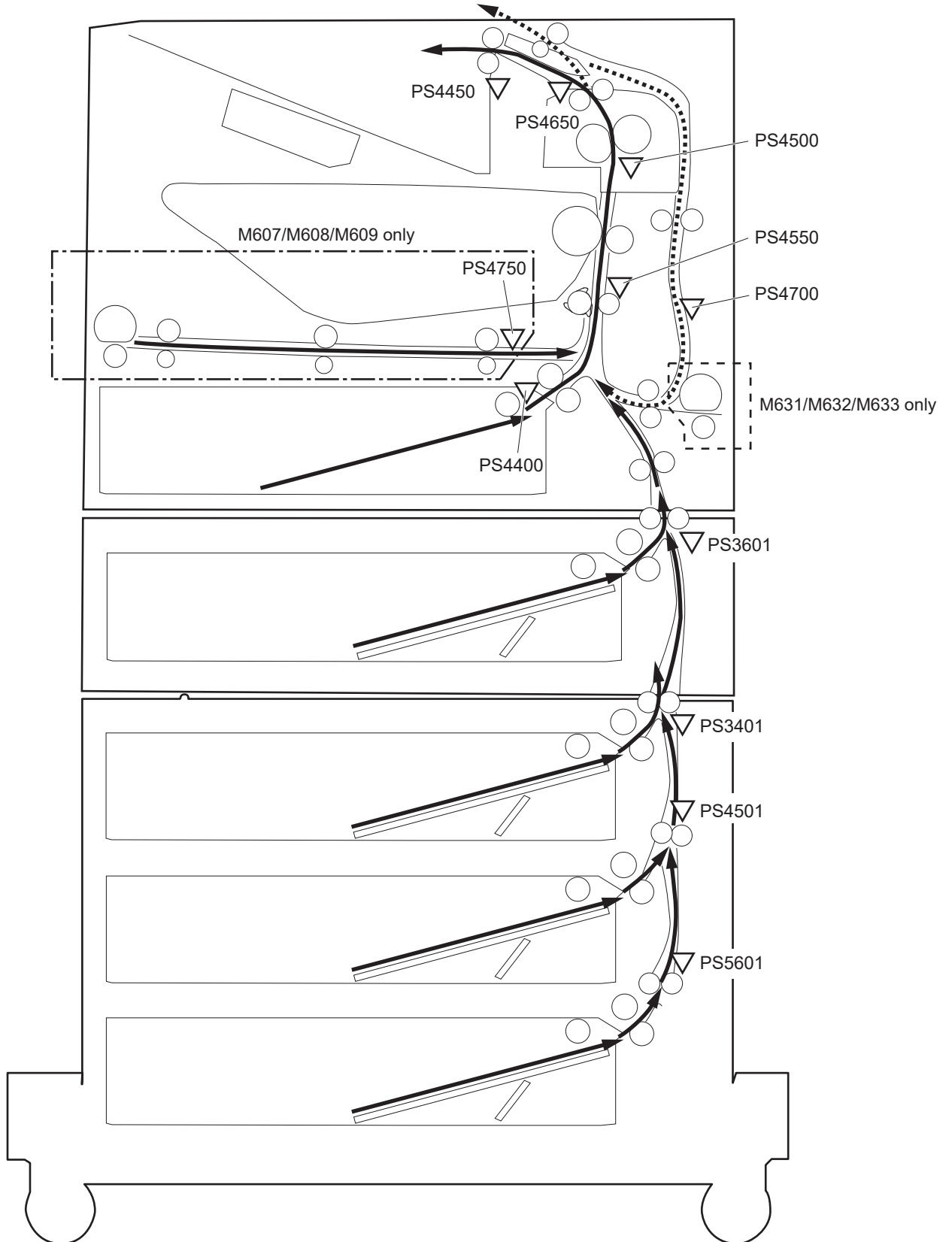


Table 6-21 Paper path sensors

Abbreviation	Component
PS3401	Paper deck tray 1 feed sensor/HCI feed sensor (1x550-sheet paper deck, 3x550-sheet paper deck, 2,550-sheet paper deck, and 2,100-sheet paper deck)
PS3601	PF feed sensor (550-sheet paper feeder and envelope feeder)
PS4400	Tray 2 media surface sensor
PS4450	FD1 media full sensor
PS4500	Fuser loop sensor
PS4501	Paper deck Tray 2 feed sensor (3x550-sheet paper deck and 2,550-sheet paper deck)
PS4550	Registration sensor
PS4650	Fuser output sensor
PS4700	Duplex feed sensor (duplex models)
PS4750	Tray 1 feed sensor (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)
PS5601	Paper deck Tray 3 feed sensor (3x550-sheet paper deck)

The printer determines that a jam has occurred if one of these sensors detects paper at an inappropriate time. The DC controller stops the print operation and notifies the formatter.

- No pick jam 1
- No pick jam 2
- No pick jam 3
- Pickup stay jam 1
- Fuser delivery delay jam 1
- Fuser deliver stay jam 1
- Residual paper jam 1
- Residual paper jam 2
- Door open jam 1
- Fuser wrap jam 1
- Duplex re-pickup jam 1
- Delivery delay jam 1
- Duplex feed delay jam 1
- Inappropriate to the delivery path jam 2

Input devices

Learn about the input devices.

Table 6-22 Optional input accessories

Printer	Accessory
M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675	Envelope feeder
M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675	550-sheet paper feeder
M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675	1x550-sheet paper deck
M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675	3x550-sheet paper deck
M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175	2,100-sheet paper deck (HCI)
M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675	2,550-sheet paper deck

550-sheet paper feeder (PF)

Learn about the optional 550-sheet paper feeder.

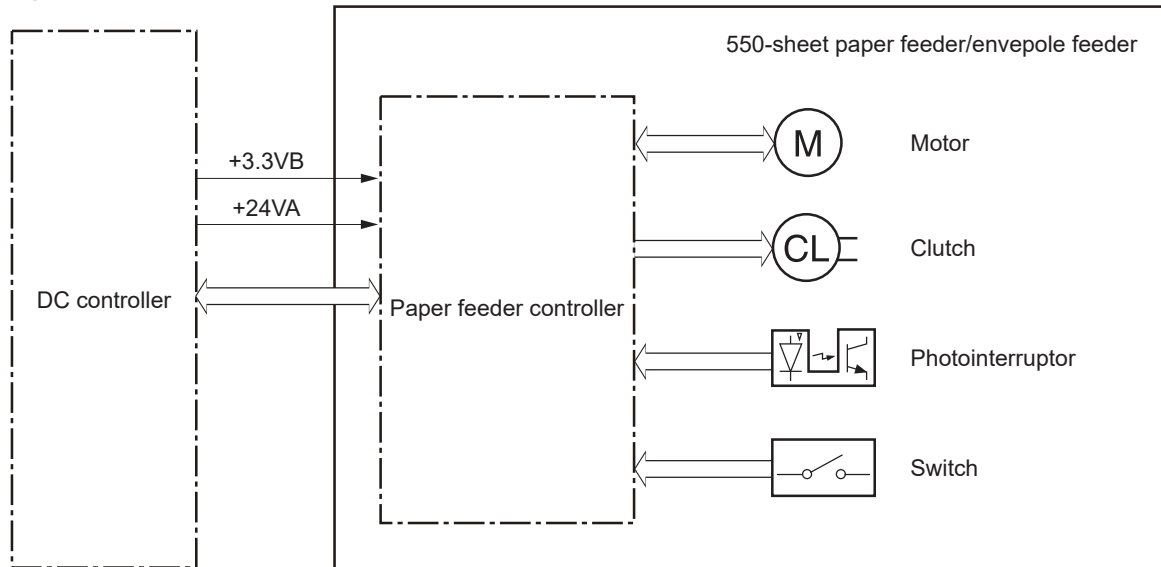
The 550-sheet paper feeder (PF) is installed under the printer. It picks up paper and feeds it into the printer.

Controller (550-sheet paper feeder)

Learn about the controller (550-sheet paper feeder).

The paper feeder controller controls the operational sequence of the paper feeder.

Figure 6-29 Controller for the 550-sheet PF

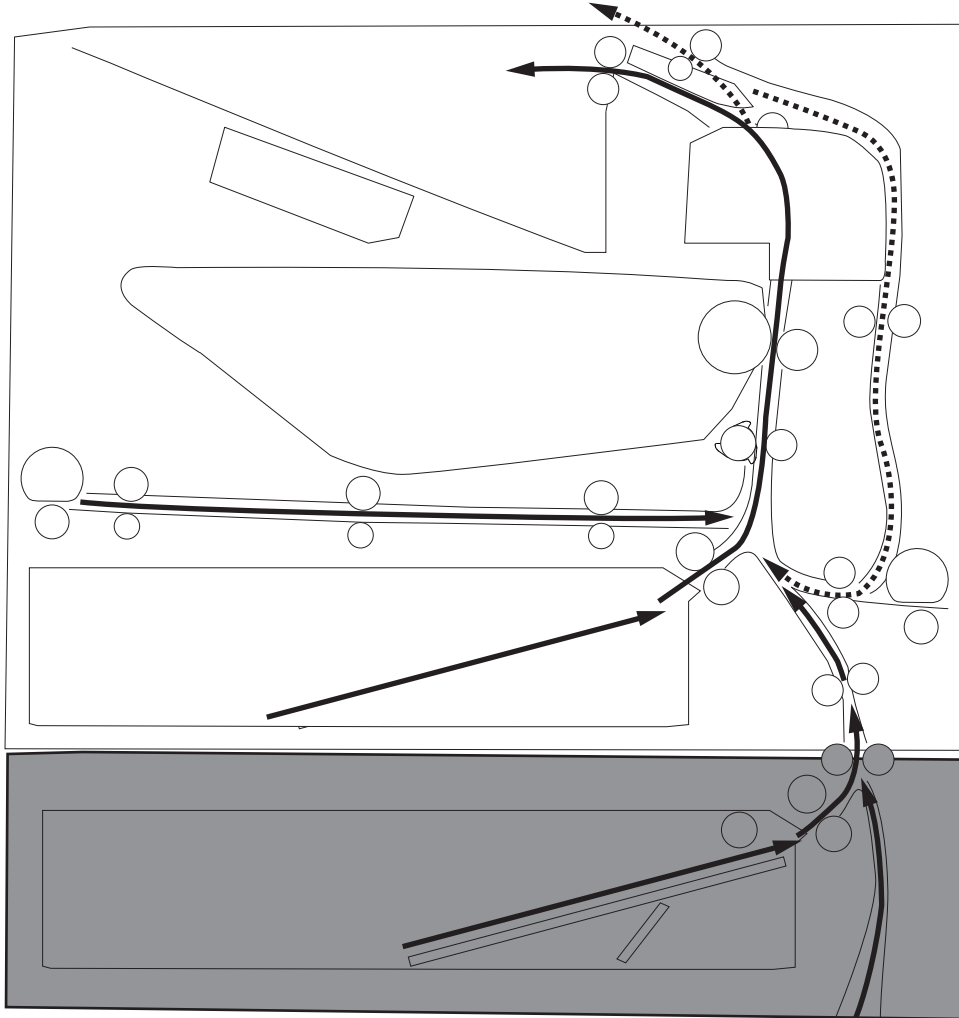


Paper path (550-sheet paper feeder)

Learn about the paper path (550-sheet paper feeder).

The following figure shows the paper path when the 550-sheet paper feeder is installed.

Figure 6-30 Paper path for the 550-sheet PF



Pickup and feed components (550-sheet paper feeder)

Learn about the pickup and feed components (550-sheet paper feeder).

The 550-sheet paper feeder has one motor for lifting the tray and feeding paper.

Figure 6-31 Pickup and feed components for the 550-sheet PF

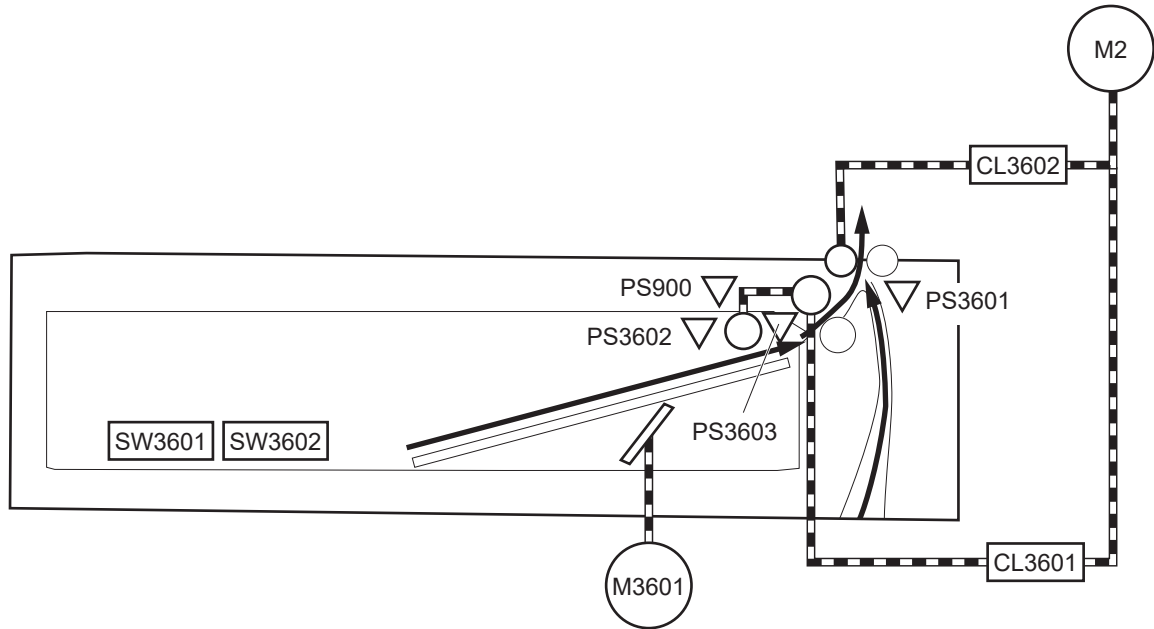


Table 6-23 Pickup and feed components for the 550-sheet PF

Component type	Abbreviation	Component name
Motors	M2	Drum motor (included in the printer)
Motors	M3601	PF lifter motor (lifts the tray) NOTE: The paper feeder does not detect motor failure.
Clutches	CL3601	PF pickup clutch
Clutches	CL3602	PF feed clutch
Switches	SW3601	PF media size switch 1
Switches	SW3602	PF media size switch 2
Switches	SW3603	PF door switch
Sensors	PS3601	PF feed sensor
Sensors	PS3602	PF media out sensor
Sensors	PS3603	PF media surface sensor
Sensors	PS900	PF separation roller rotation sensor

Table 6-24 Pickup and feed functions for the 550-sheet PF

Function	Supported feature
Tray lift-up control	Yes
Tray presence detection	Yes
Tray media size detection	Yes
Tray media stack surface detection	Yes

Table 6-24 Pickup and feed functions for the 550-sheet PF (continued)

Function	Supported feature
Tray media out detection	Yes
Tray media level detection	No
Multiple-feed prevention	Yes
Automatic delivery	Yes

Jam detection (550-sheet paper feeder)

Learn about the jam detection (550-sheet paper feeder).

The printer DC controller detects jams during pickup or feed from the 550-sheet paper feeder.

2,100-sheet paper deck (HCI)

Learn about the optional 2,100-sheet paper deck.

The 2,100-sheet HCI (high capacity input) paper deck is an optional accessory for the M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 models.

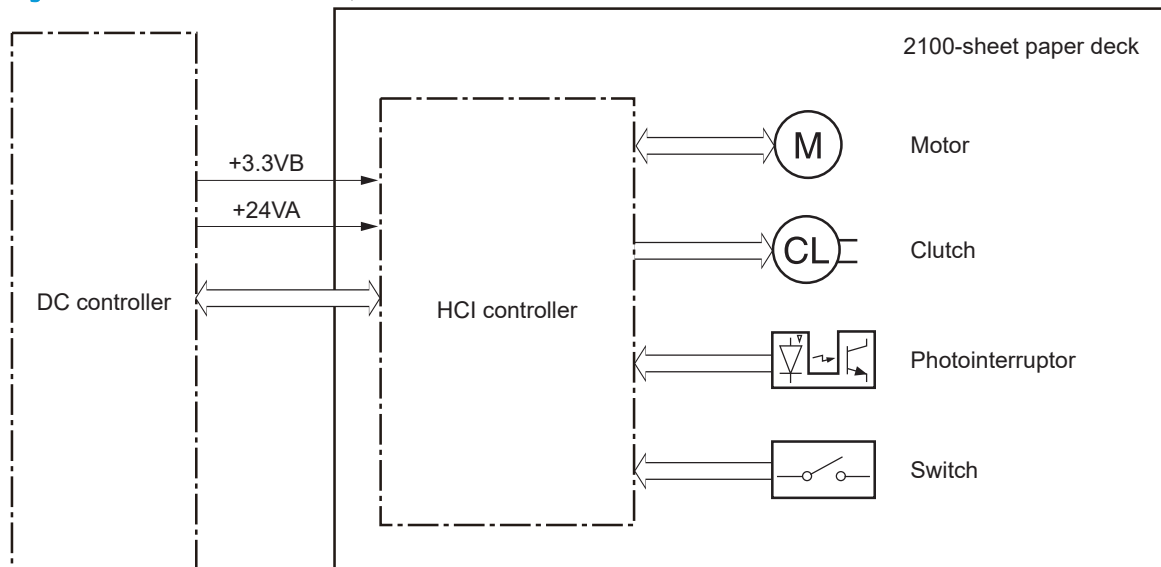
The HCI paper deck is installed under the printer. It picks up paper and feeds it into the printer.

Controller (2,100-sheet paper deck)

Learn about the controller (2,100-sheet paper deck).

The HCI controller controls the operational sequence of the HCI.

Figure 6-32 Controller for the 2,100-sheet HCI

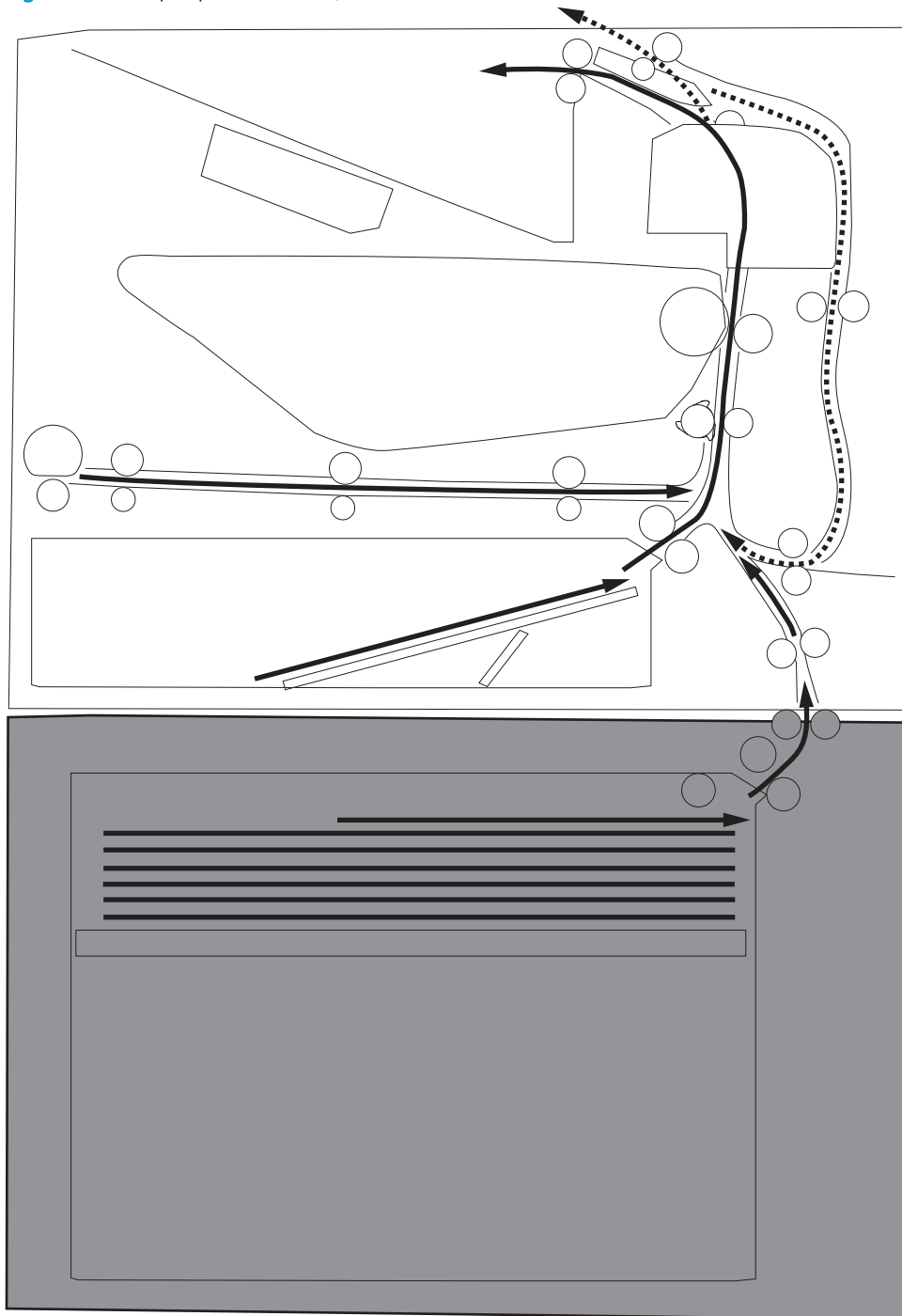


Paper path (2,100-sheet paper deck)

Learn about the paper path (2,100-sheet paper deck).

The following figure shows the paper path when the 2,100-sheet HCI is installed.

Figure 6-33 Paper path for the 2,100-sheet HCI



Pickup and feed components (2,100-sheet paper deck)

Learn about the pickup and feed components (2,100-sheet paper deck).

The HCI paper deck has one motor for lifting the tray and feeding paper.

Figure 6-34 Pickup and feed components for the 2,100-sheet HCI

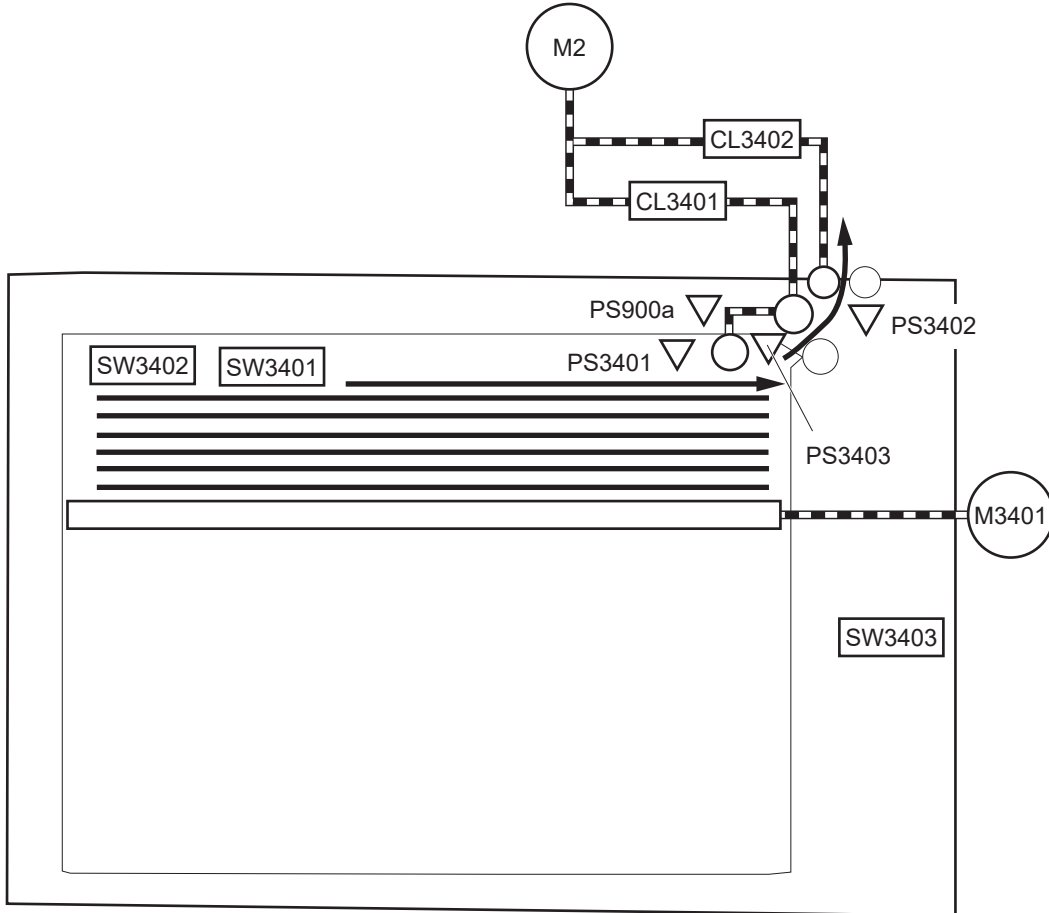


Table 6-25 Pickup and feed components for the 2,100-sheet HCI

Component type	Abbreviation	Component name
Motors	M2	Drum motor (included in the printer)
Motors	M3401	HCI lifter motor (lifts the tray) NOTE: The paper feeder does not detect motor failure.
Clutches	CL3401	HCI pickup clutch
Clutches	CL3402	HCI feed clutch
Switches	SW3401	HCI media size switch 1
Switches	SW3402	HCI front door switch
Switches	SW3403	HCI rear door switch
Sensors	PS3401	HCI feed sensor
Sensors	PS3402	HCI media out sensor
Sensors	PS3403	HCI media surface sensor
Sensors	PS900a	HCI separation roller rotation sensor

Table 6-26 Paper pickup and feed functions for the 2,100-sheet HCI

Function	Supported feature
HCI lift-up control	Yes
HCI presence detection	Yes
HCI media size detection	Yes
HCI media stack surface detection	Yes
HCI media out detection	Yes
HCI media level detection	No
Multiple-feed prevention	Yes
Automatic delivery	Yes

Jam detection (2,100-sheet paper deck)

Learn about the jam detection (2,100-sheet paper deck).

The printer DC controller detects jams during pickup or feed from the HCI paper deck.

1x550, 3x550, 2,550-sheet paper decks (PD)

Learn about the optional 1x550, 3x550, 2,550-sheet paper decks.

The 1x.550, 3x550, and 2,100-sheet paper decks are optional accessories for the M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675 models.

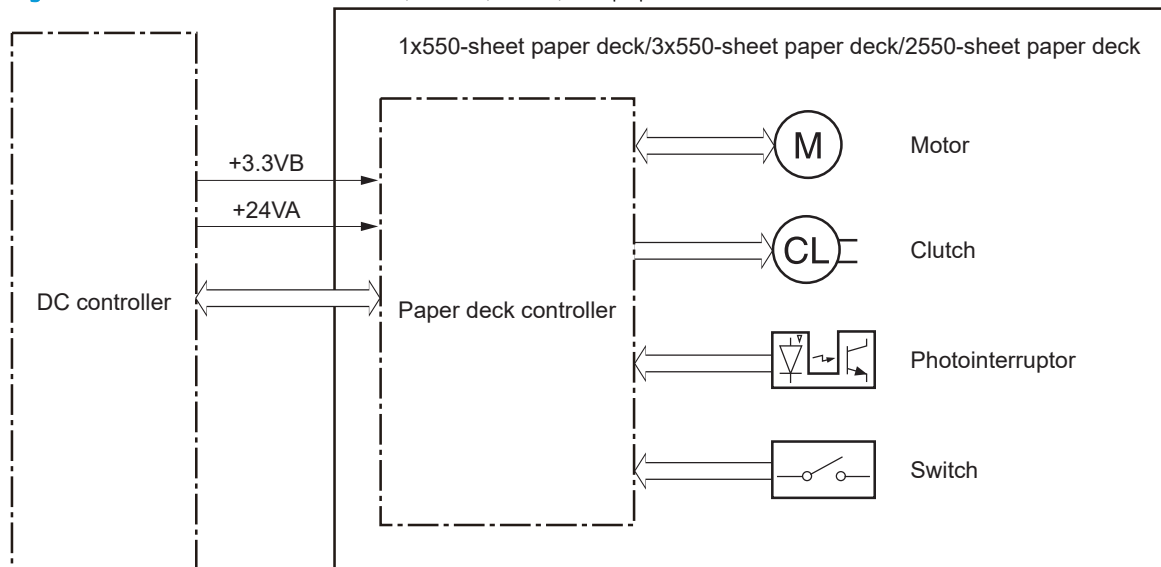
The paper deck is installed under the printer. It picks up paper and feeds it into the printer.

Controller (1x550, 3x550, 2,550-sheet paper decks)

Learn about the controller (1x550, 3x550, 2,550-sheet paper decks).

The paper deck controller controls the operational sequence of the paper deck.

Figure 6-35 Controller for the 1x550, 3x550, and 2,550 paper decks



Paper path (1x550, 3x550, 2,550-sheet paper decks)

Learn about the paper path (1x550, 3x550, 2,550-sheet paper decks).

The following figures show the paper path for the 1x550, 3x550, and 2,550 paper decks.

Figure 6-36 Paper path for the 1x550 PD

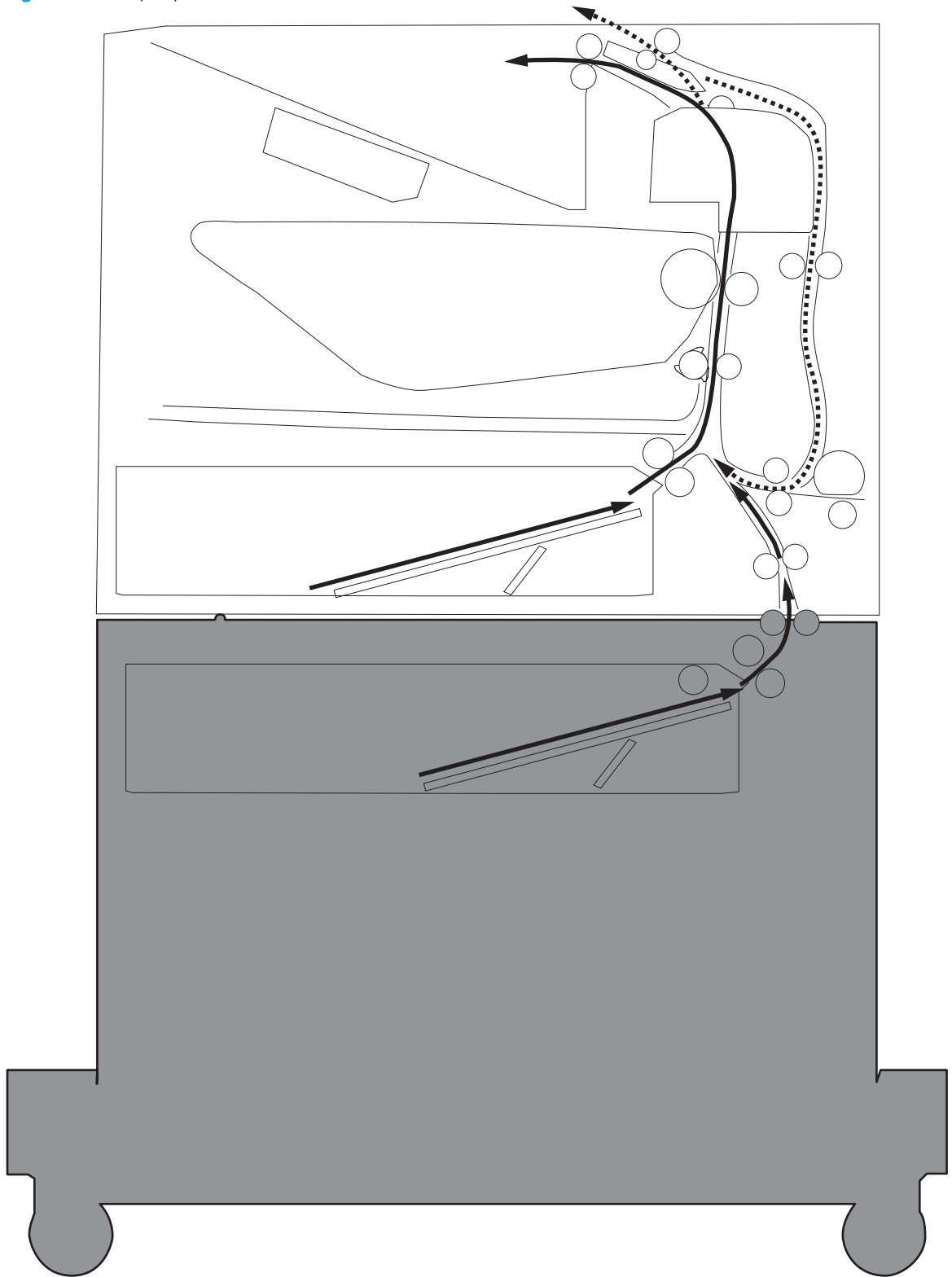


Figure 6-37 Paper path for the 3x550 PD

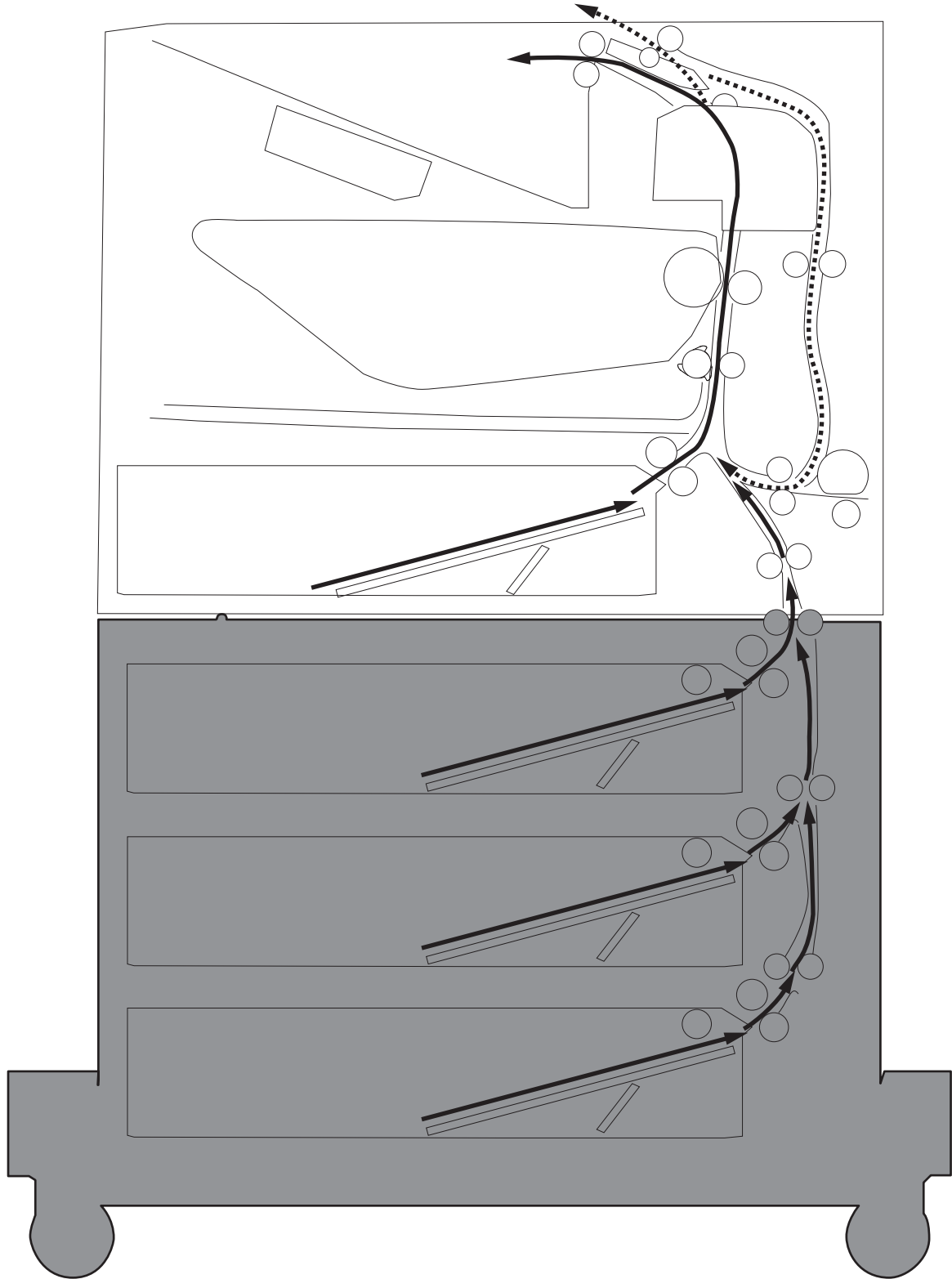
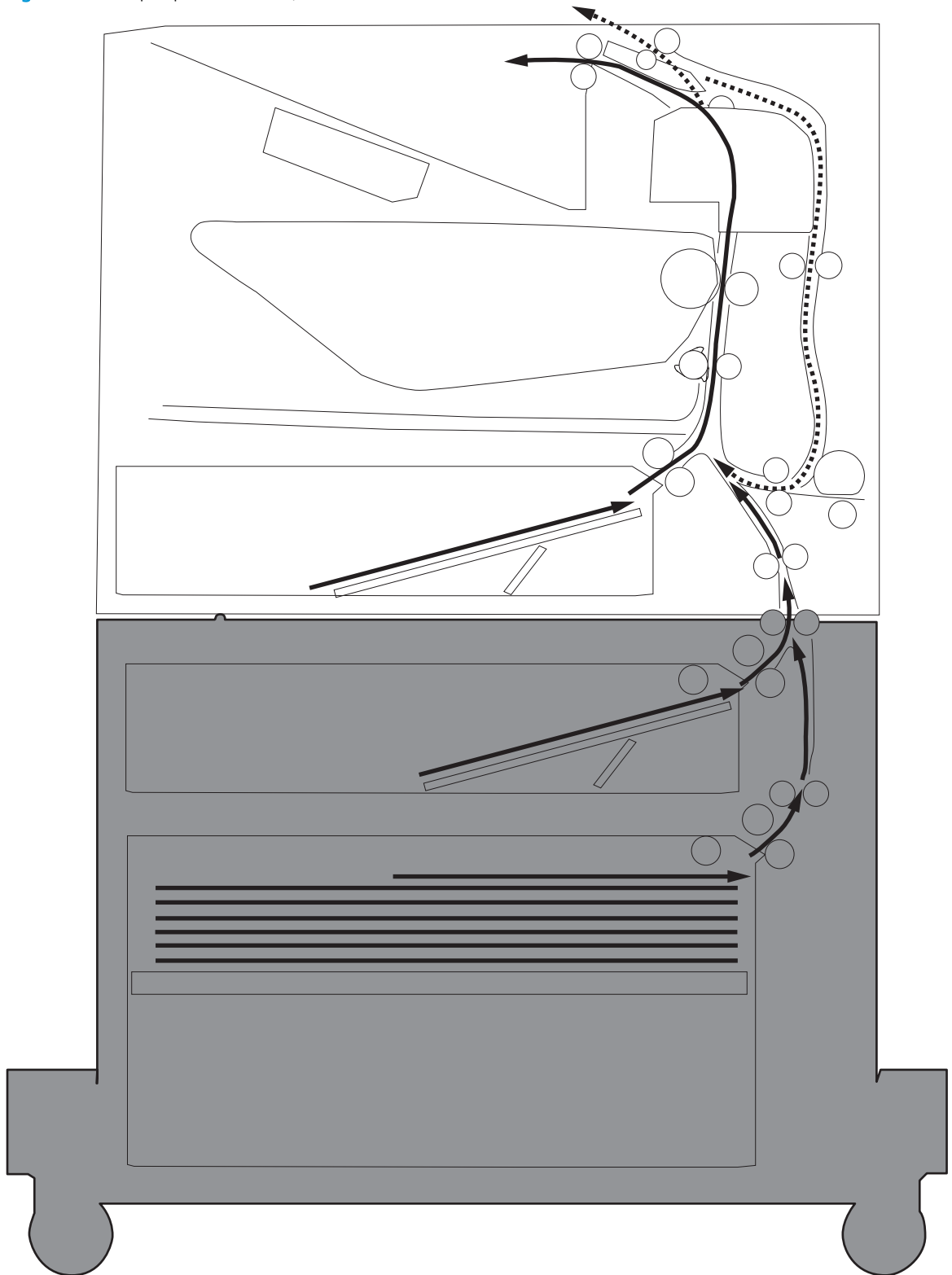


Figure 6-38 Paper path for the 2,550 PD



Pickup and feed components (1x550, 3x550, 2,550-sheet paper decks)

Learn about the pickup and feed components (1x550, 3x550, 2,550-sheet paper decks).

The paper deck picks up the sheet of paper in the HCI tray and feeds it to the printer. Each paper deck has one motor for lifting up the cassette.

Figure 6-39 Pickup and feed components for 1x550 paper deck and 3x550 paper deck

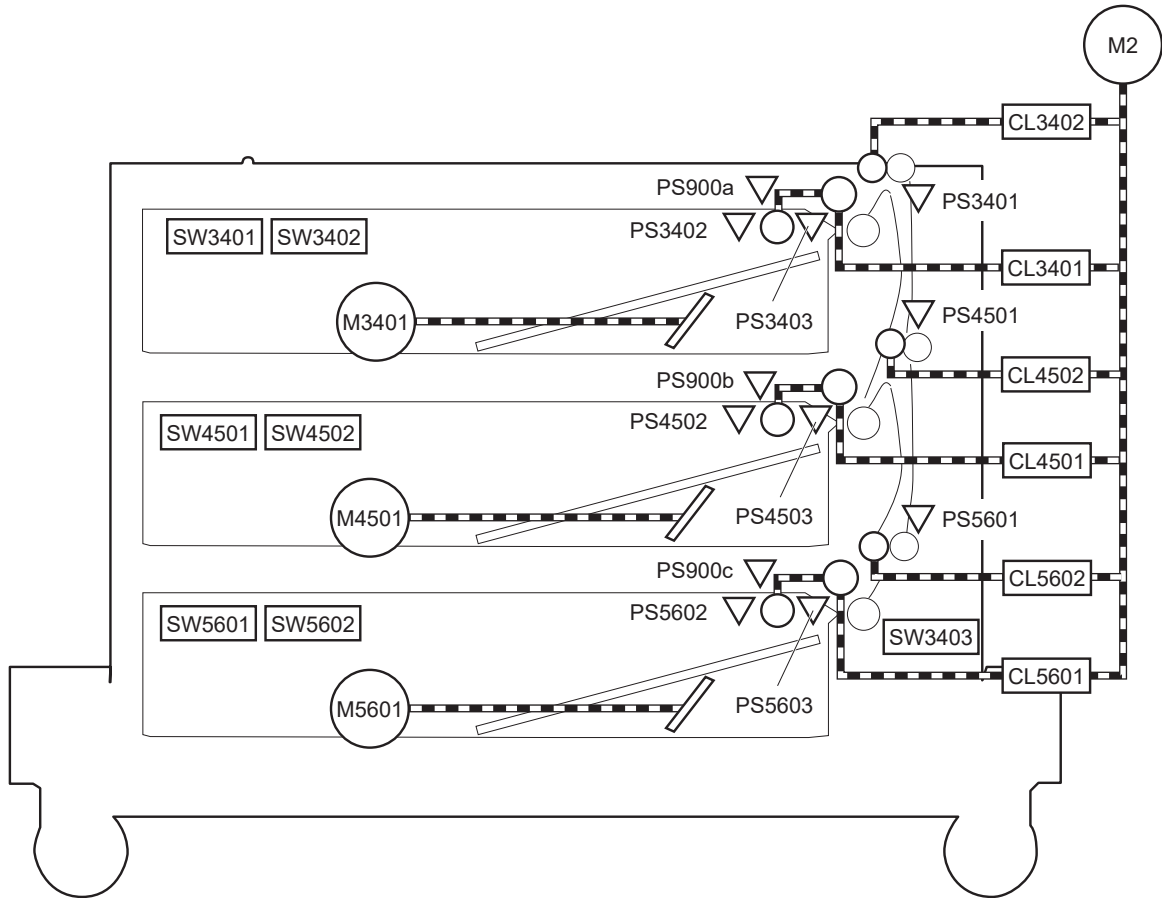


Table 6-27 Pickup and feed components for 1x550 paper deck and 3x550 paper deck

Component type	Abbreviation	Component name	1x550	3x550
Motors	M2	Drum motor (included in the printer)	No	No
Motors	M3401	PD tray 1 lifter motor NOTE: The paper feeder does not detect motor failure.	Yes	Yes
Motors	M4501	PD tray 2 lifter motor NOTE: The paper feeder does not detect motor failure.	No	Yes
Motors	M5601	PD tray 3 lifter motor NOTE: The paper feeder does not detect motor failure.	No	Yes
Clutches	CL3401	PD tray 1 pickup clutch	Yes	Yes
Clutches	CL3402	PD tray 1 feed clutch	Yes	Yes
Clutches	CL4501	PD tray 2 pickup clutch	No	Yes
Clutches	CL4502	PD tray 2 feed clutch	No	Yes
Clutches	CL5601	PD tray 3 pickup clutch	No	Yes

Table 6-27 Pickup and feed components for 1x550 paper deck and 3x550 paper deck (continued)

Component type	Abbreviation	Component name	1x550	3x550
Clutches	CL5602	PD tray 3 feed clutch	No	Yes
Switches	SW3401	PD tray 1 media size switch 1	Yes	Yes
Switches	SW3402	PD tray 1 media size s2	Yes	Yes
Switches	SW4501	PD tray 2 media size switch 1	No	Yes
Switches	SW4502	PD tray 2 media size switch 2	No	Yes
Switches	SW5601	PD tray 3 media size switch 1	No	Yes
Switches	SW5602	PD tray 3 media size switch 2	No	Yes
Switches	SW3403	PD door switch	No	Yes
Sensors	PS3401	PD tray 1 feed sensor	Yes	Yes
Sensors	PS3402	PD tray 1 media out sensor	Yes	Yes
Sensors	PS3403	PD tray 1 media surface sensor	Yes	Yes
Sensors	PS4501	PD tray 2 feed sensor	No	Yes
Sensors	PS4502	PD tray 2 media out sensor	No	Yes
Sensors	PS4503	PD tray 2 media surface sensor	No	Yes
Sensors	PS5601	PD tray 3 feed sensor	No	Yes
Sensors	PS5602	PD tray 3 media out sensor	No	Yes
Sensors	PS5603	PD tray 3 media surface sensor	No	Yes
Sensors	PS900a	PD separation roller rotation sensor 1	Yes	Yes
Sensors	PS900b	PD separation roller rotation sensor 21	No	Yes
Sensors	PS900c	PD separation roller rotation sensor 31	No	Yes

Figure 6-40 Pickup and feed components for 2550-sheet paper deck

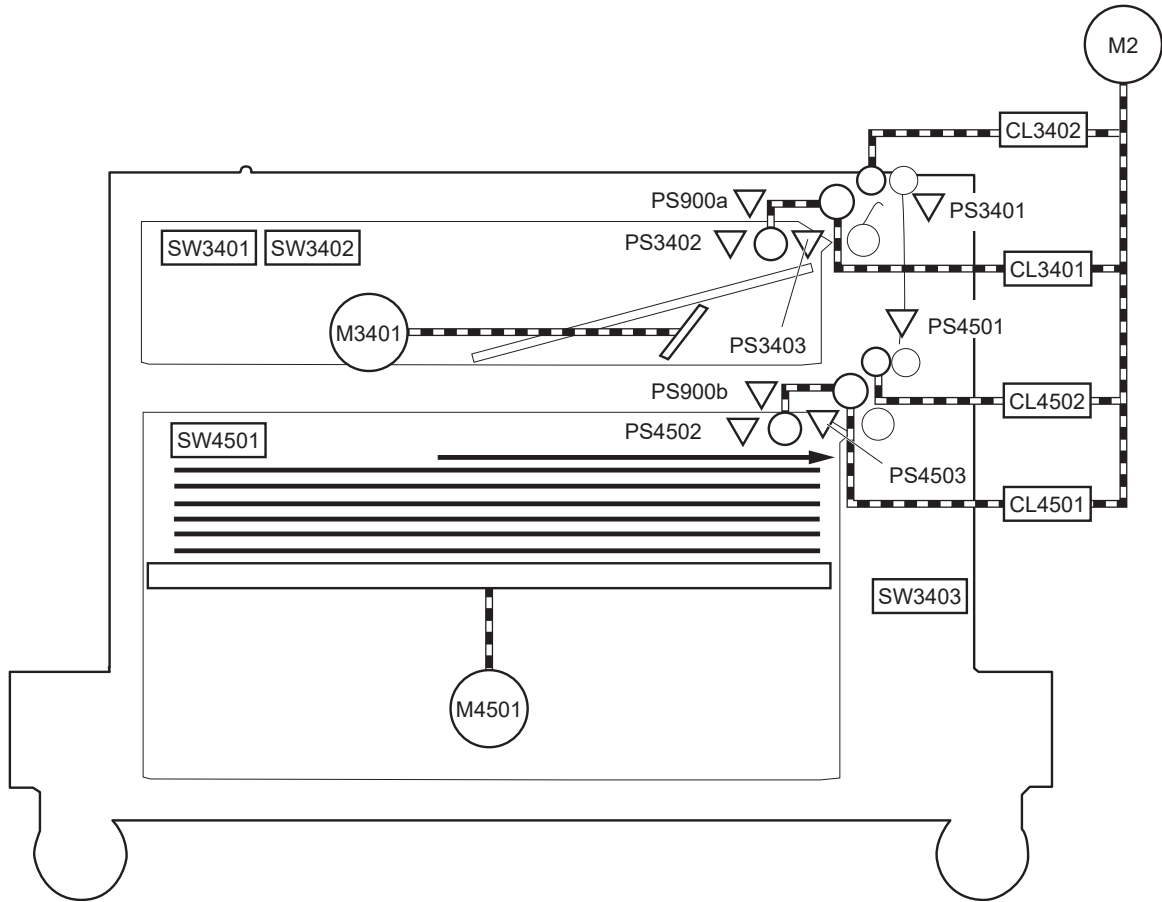


Table 6-28 Pickup and feed components for 1x550 paper deck and 3x550 paper deck

Component type	Abbreviation	Component name
Motors	M2	Drum motor (included in the printer)
Motors	M3401	PD tray 1 lifter motor
Motors	M4501	PD tray 2 lifter motor
Clutches	CL3401	PD tray 1 pickup clutch
Clutches	CL3402	PD tray 1 feed clutch
Clutches	CL4501	PD tray 2 pickup clutch
Clutches	CL4502	PD tray 2 feed clutch
Switches	SW3401	PD tray 1 media size switch 1
Switches	SW3402	PD tray 1 media size s2
Switches	SW4501	PD tray 2 media size switch 1
Switches	SW3403	PD door switch
Sensors	PS3401	PD tray 1 feed sensor
Sensors	PS3402	PD tray 1 media out sensor
Sensors	PS3403	PD tray 1 media surface sensor

Table 6-28 Pickup and feed components for 1x550 paper deck and 3x550 paper deck (continued)

Component type	Abbreviation	Component name
Sensors	PS4501	PD tray 2 feed sensor
Sensors	PS4502	PD tray 2 media out sensor
Sensors	PS4503	PD tray 2 media surface sensor
Sensors	PS900a	PD separation roller rotation sensor 1
Sensors	PS900b	PD separation roller rotation sensor 21

Table 6-29 Pickup and feed functions for the 1x550, 3x550, and 2,550 paper decks

Function	Supported feature
Tray lift-up control	Yes
Tray presence detection	Yes
Tray media size detection	Yes
Tray media stack surface detection	Yes
Tray media out detection	Yes
Tray media level detection	No
Multiple-feed prevention	Yes
Automatic delivery	Yes

Jam detection (1x550, 3x550, 2,550-sheet paper decks)

Learn about the jam detection (1x550, 3x550, 2,550-sheet paper decks).

The printer DC controller detects jams during pickup or feed from the paper deck.

Output devices

Learn about the output devices.

An optional 2-bin or 5-bin staple stacker multi bin mailbox (SSMBM) is available for the printer.

Table 6-30 Optional output accessories

Printer	Accessory
M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675	2-bin SSMBM
M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175	5-bin SSMBM

2-bin staple stacker multi-bin mailbox (SSMBM)

Learn about the optional 2-bin staple stacker multi-bin mailbox.

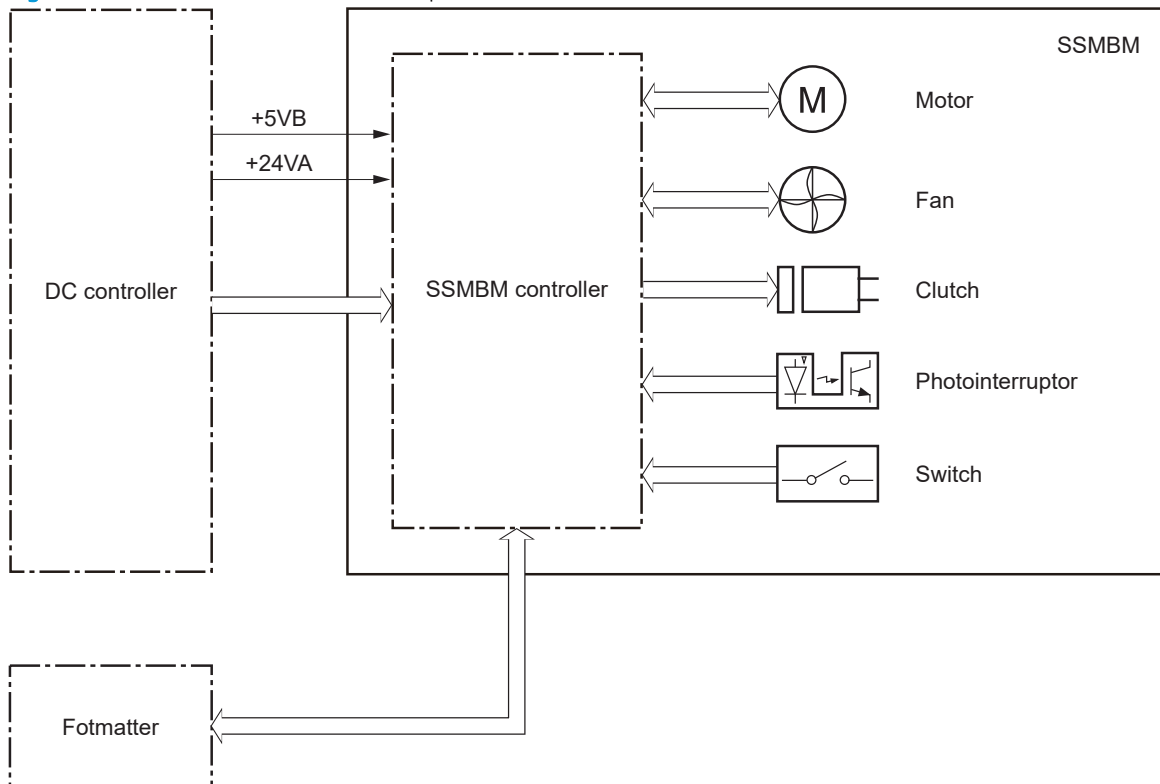
The 2-bin (SSMBM) is available for the M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675 models. It is installed above the output bin and delivers the paper to the output bin after stapling.

Controller (2-bin staple stacker multi-bin mailbox)

Learn about the controller (2-bin staple stacker multi-bin mailbox).

The SSMBM controller controls the operation sequence of the SSMBM.

Figure 6-41 Controller for the 2-bin staple stacker multi-bin mailbox

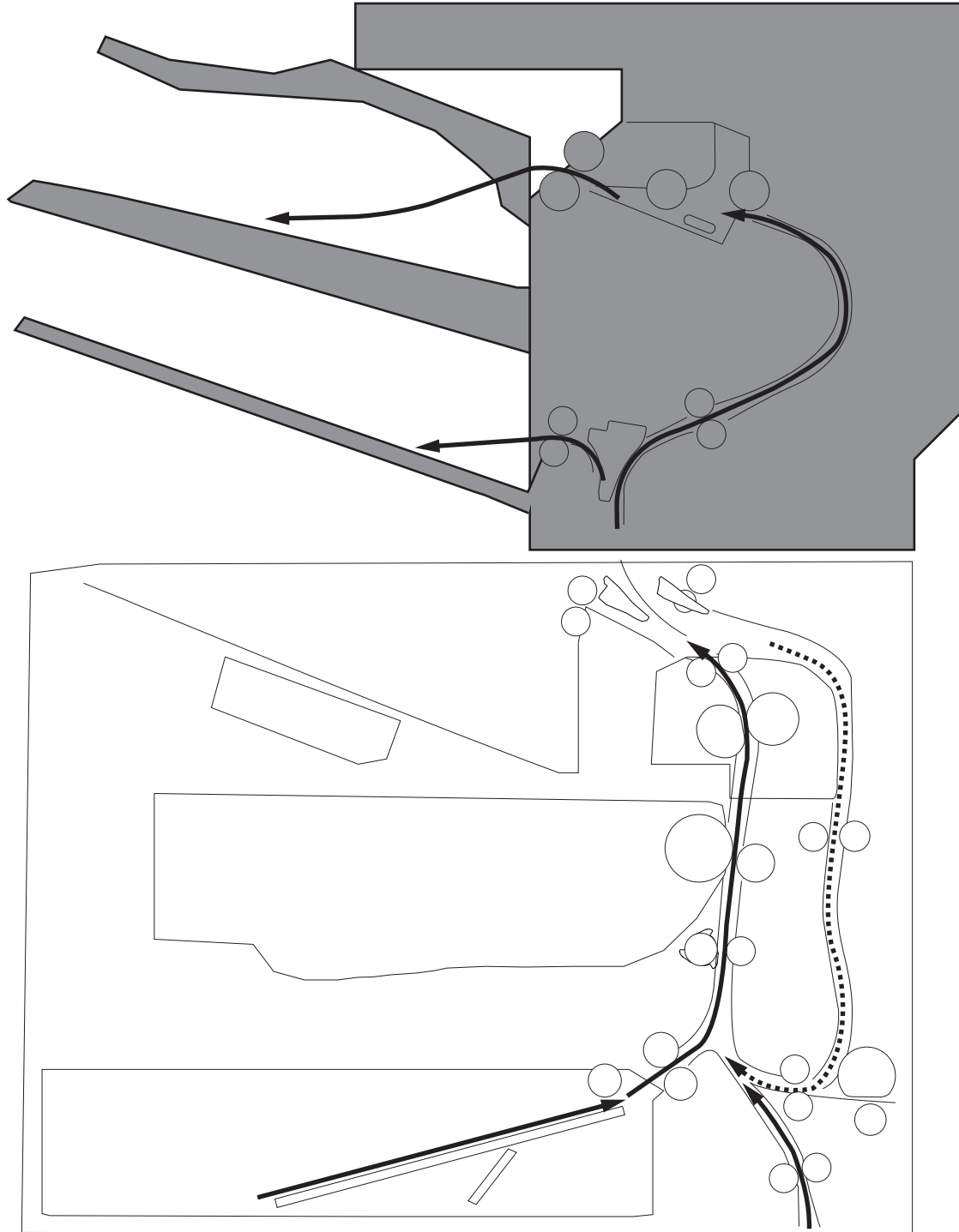


Paper path (2-bin staple stacker multi-bin mailbox)

Learn about the paper path (2-bin staple stacker multi-bin mailbox).

The following figure shows the paper path for the 2-bin SSMBM.

Figure 6-42 Paper path for the 2-bin SSMBM



Motors (2-bin staple stacker multi-bin mailbox)

Learn about the motors (2-bin staple stacker multi-bin mailbox).

The 2-bin SSMBM has six motors for the paper feed, paper alignment, and stapling.

 **NOTE:** The SSMBM does not detect motor failures.

Table 6-31 Motors for the 2-bin SSMBM

Component	Description	Components driven
M11	SS output motor	Output bin 1 delivery roller, exit feed roller
M12	SS feed motor	Output bin 2 delivery roller, inlet feed roller
M14	Jogger motor	Jogger guide
M15	Y alignment motor	Alignment roller Engages/disengages the output in 1 delivery order
M16	Staple motor	Staple
M17	Lifter motor	Lift up the output bin 1

Fan (2-bin staple stacker multi-bin mailbox)

Learn about the fan (2-bin staple stacker multi-bin mailbox).

The SSMBM has a fan that prevents the temperature from rising in the SSMBM. The SSMBM controller detects fan failure.

Table 6-32 Fan for the 2-bin SSMBM

Component	Description	Cooling area	Type	Speed
Fan11	MBM fan	Inside the SSMBM	Intake	Full/Low

Delivery functions (2-bin staple stacker multi-bin mailbox)

Learn about the delivery functions (2-bin staple stacker multi-bin mailbox).

Table 6-33 Delivery functions for the 2-bin SSMBM

Function	Supported
Mailbox mode	Yes
Stacker mode	No
Function separator mode	No
Job separator mode	No
Collator mode	No
Staple control	Yes
Automatic delivery	Yes

Delivery operation (2-bin staple stacker multi-bin mailbox)

Learn about the delivery operation (2-bin staple stacker multi-bin mailbox).

The SSMBM delivers paper from the printer to the specified output bin for each print job (mailbox mode).

Figure 6-43 Motors and solenoids for the 2-bin SSMBM

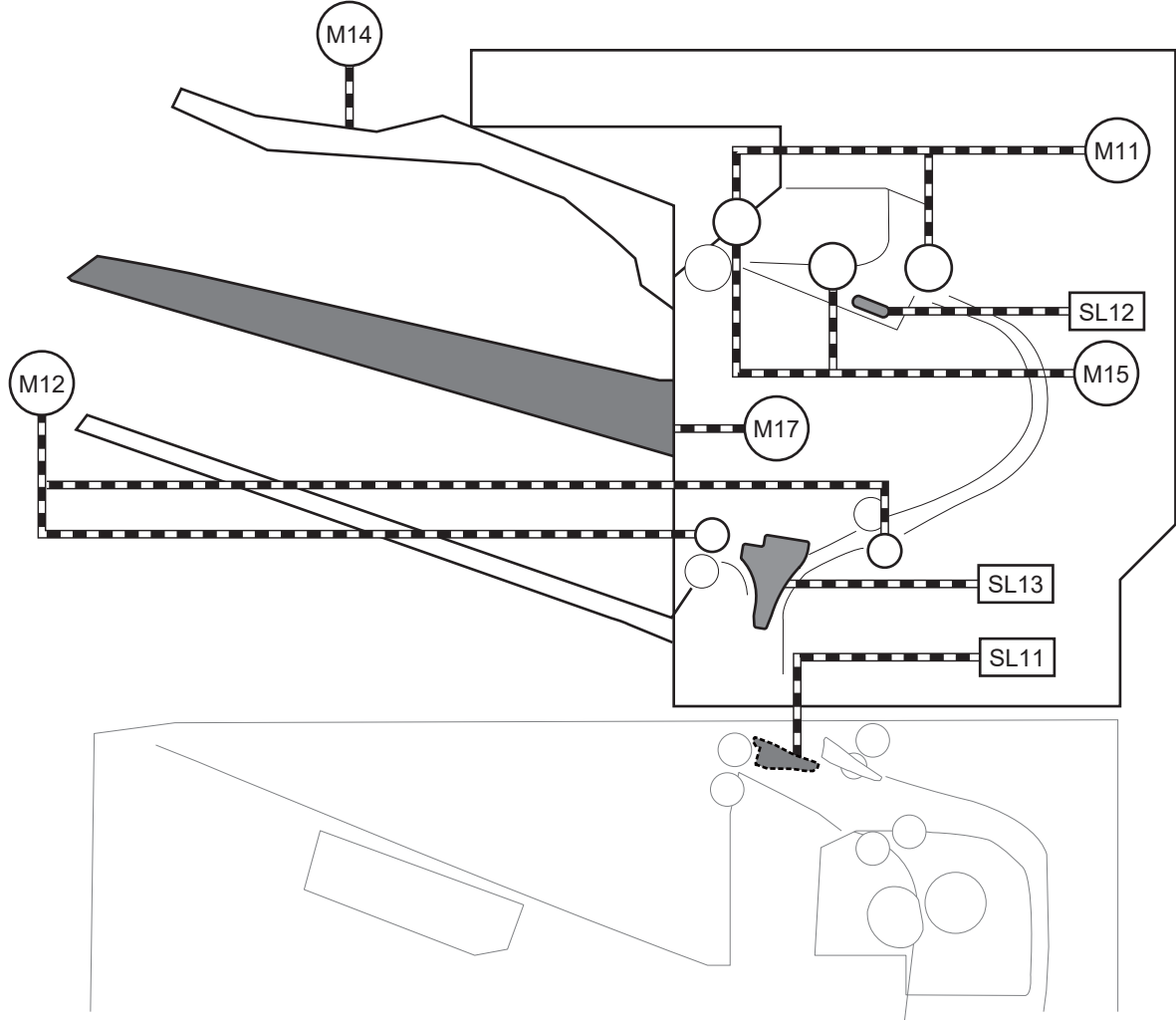


Table 6-34 Motors and solenoids for the 2-bin SSMBM

Abbreviation	Component
M11	SS output motor
M12	SS feed motor
M14	Jogger motor
M15	Y alignment motor
M16	Staple motor
M17	Lifter motor
SL11	Inlet flapper solenoid
SL12	Stamp solenoid
SL13	Output bin 2 flapper solenoid

Figure 6-44 Sensors and switches for the 2-bin SSMBM

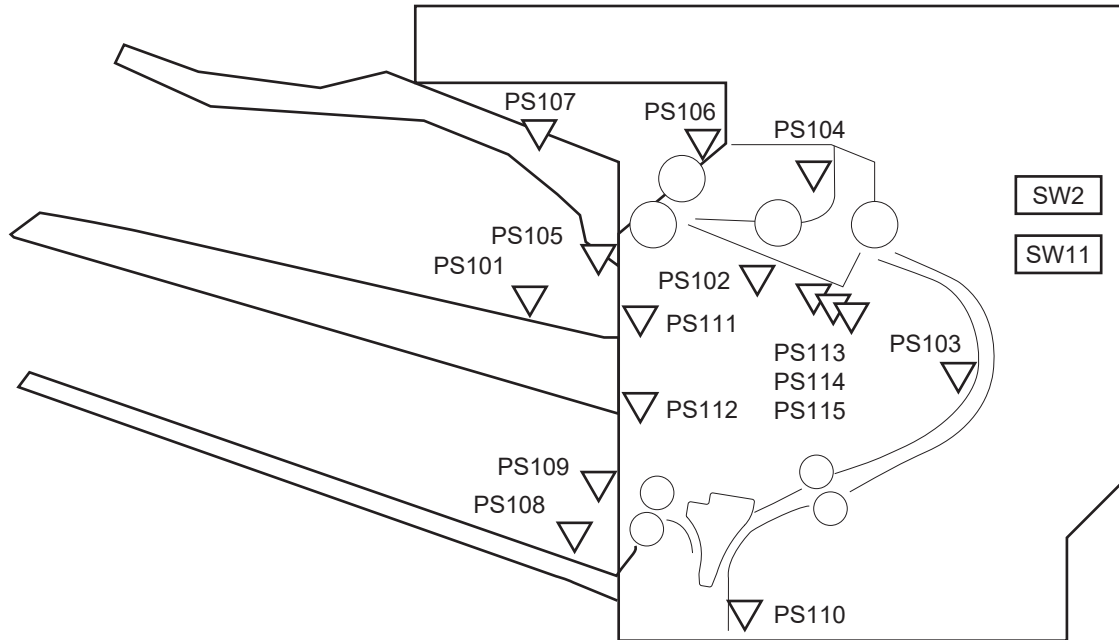


Table 6-35 Sensors and switches for the 2-bin SSMBM

Abbreviation	Component
PS101	Bin 1 media presence sensor
PS102	SS exit sensor
PS103	Staple inlet sensor
PS104	Y alignment home position sensor
PS105	Bin 1 media full sensor
PS106	Alienation home position sensor
PS107	Jogger home position sensor
PS108	Bin 2 media presence sensor
PS109	Bin 2 media full sensor
PS110	SS inlet sensor
PS111	Bin 1 upper limit sensor
PS112	Bin 1 lower limit sensor
PS113	Staple low sensor
PS114	Staple ready sensor
PS115	Staple home position sensor
SW2	SS door switch
SW11	Staple door switch

Jam detection (2-bin staple stacker multi-bin mailbox)

Learn about the jam detection (2-bin staple stacker multi-bin mailbox).

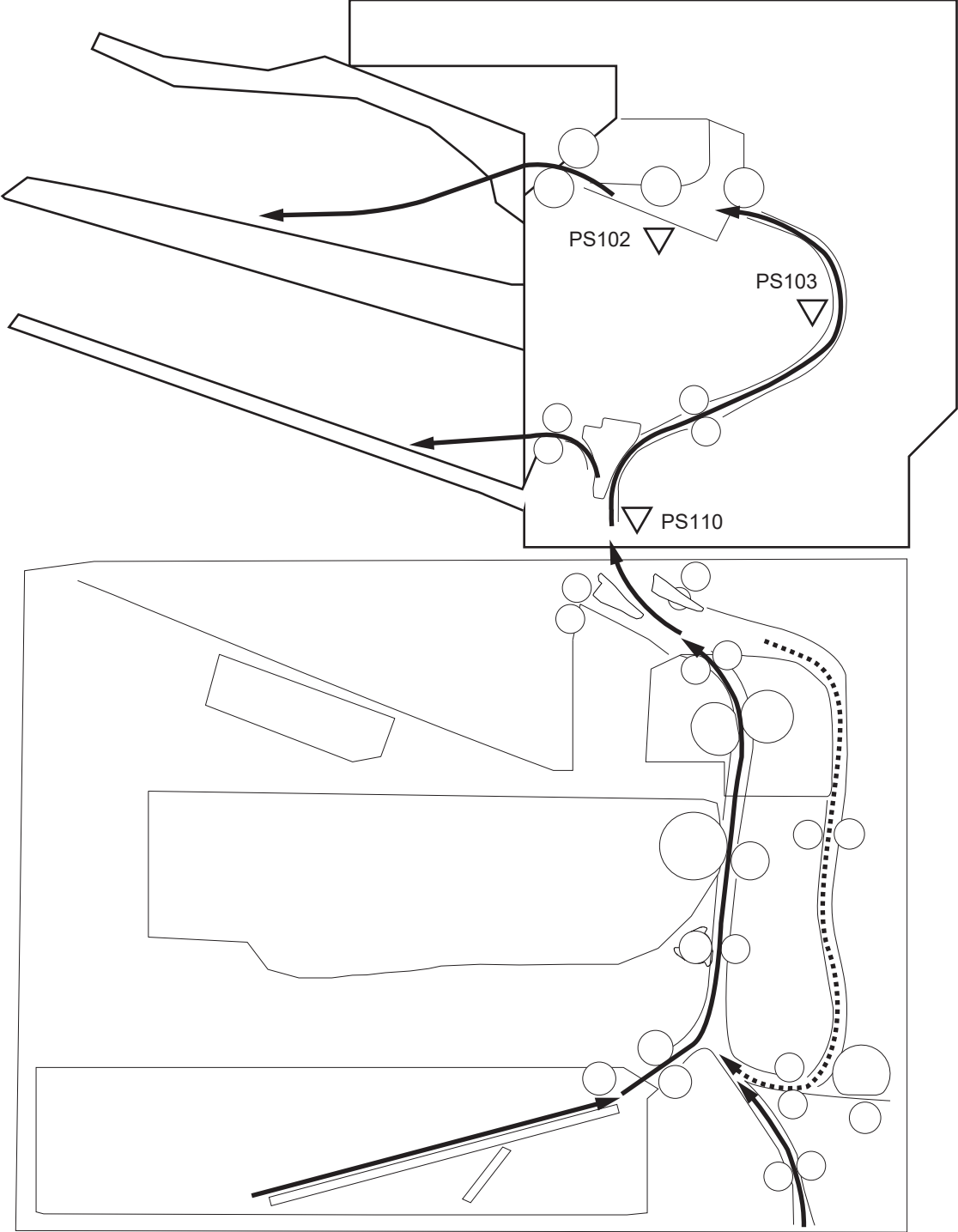
The SSMBM detects the following types of jams.

- Residual paper jam
- Feed delay jam
- Feed stay jam

The 2-bin SSMBM uses the following sensors to detect the presence of the paper and to check whether the paper is being fed correctly.

- SS exit sensor (PS102)
- Staple inlet sensor (PS103)
- SS inlet sensor (PS110)

Figure 6-45 Paper path and location of sensors for the 2-bin SSMBM



5-bin staple stacker multi-bin mailbox (SSMBM)

Learn about the optional 25bin staple stacker multi-bin mailbox.

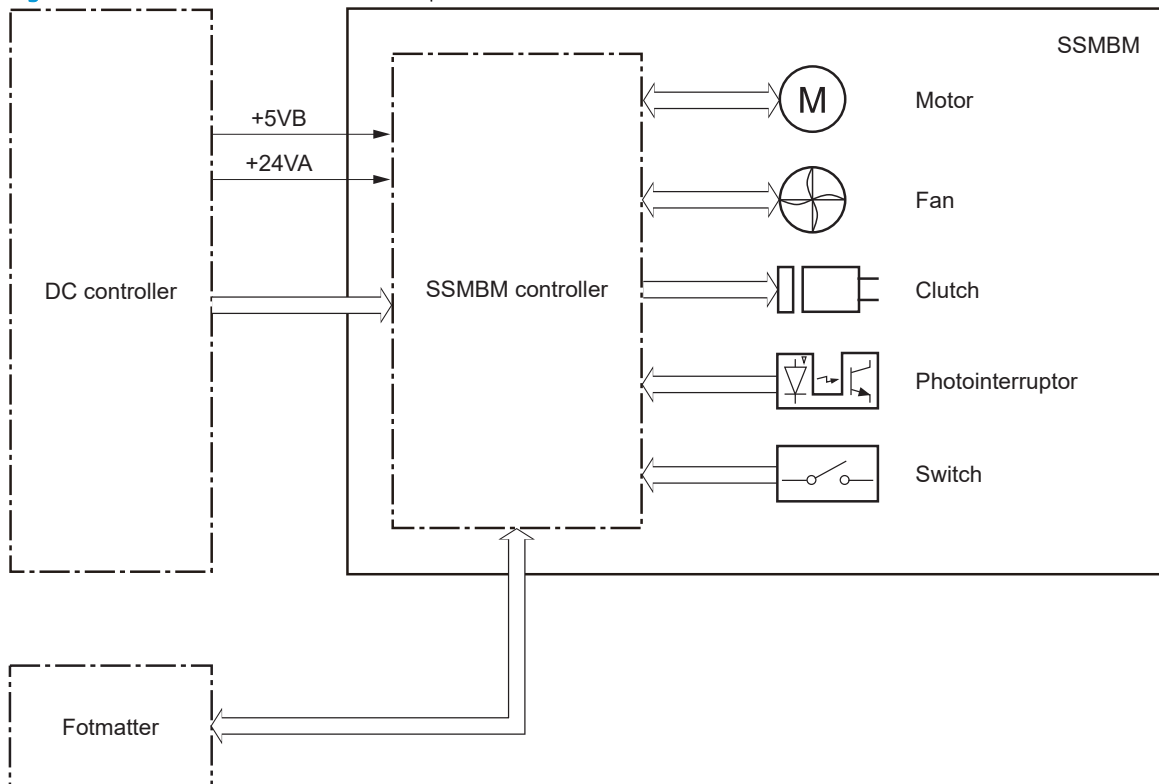
The 5-bin (SSMBM) is available for the M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 models. It is installed above the printer and delivers the paper to the output tray after stapling.

Controller (5-bin staple stacker multi-bin mailbox)

Learn about the controller (5-bin staple stacker multi-bin mailbox).

The SSMBM controller controls the operation sequence of the SSMBM.

Figure 6-46 Controller for the 5-bin staple stacker multi-bin mailbox

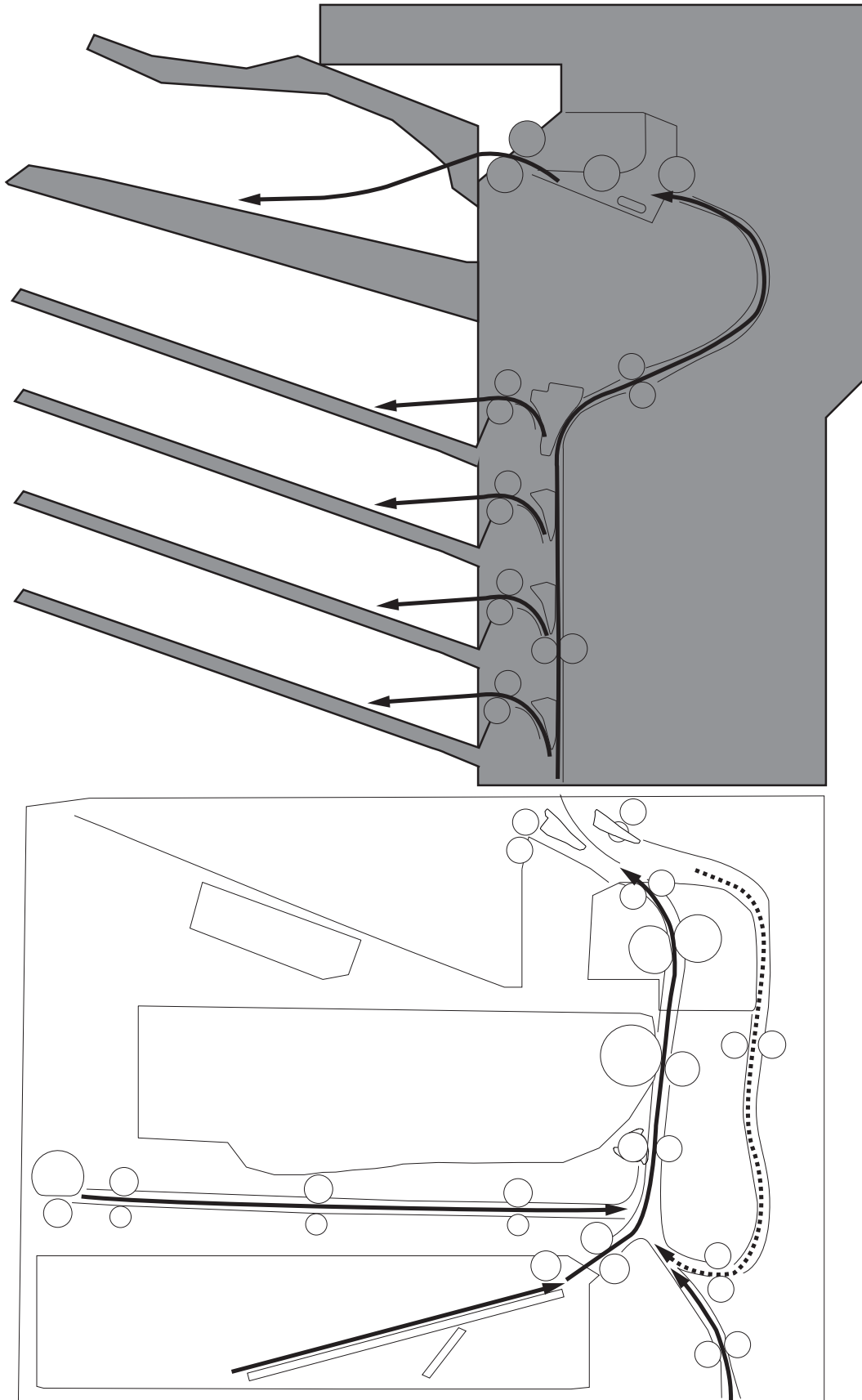


Paper path (5-bin staple stacker multi-bin mailbox)

Learn about the paper path (5-bin staple stacker multi-bin mailbox).

The following figure shows the paper path for the 5-bin SSMBM.

Figure 6-47 Paper path for the 5-bin SSMBM



Motors (5-bin staple stacker multi-bin mailbox)

Learn about the motors (5-bin staple stacker multi-bin mailbox).

The 5-bin SSMBM has six motors for the paper feed, paper alignment, and stapling.

 **NOTE:** The SSMBM does not detect motor failures.

Table 6-36 Motors for the 5-bin SSMBM

Component	Description	Components driven
M11	SS output motor	Output bin 1 delivery roller, exit feed roller
M12	SS feed motor	Output bin 2 delivery roller, inlet feed roller
M14	Jogger motor	Jogger guide
M15	Y alignment motor	Alignment roller Engages/disengages the output in 1 delivery order
M16	Staple motor	Staple
M17	Lifter motor	Lift up the output bin 1

Fan (5-bin staple stacker multi-bin mailbox)

Learn about the fan (5-bin staple stacker multi-bin mailbox).

The SSMBM has a fan that prevents the temperature from rising in the SSMBM. The SSMBM controller detects fan failure.

Table 6-37 Fan for the 5-bin SSMBM

Component	Description	Cooling area	Type	Speed
Fan11	MBM fan	Inside the SSMBM	Intake	Full/Low

Delivery functions (5-bin staple stacker multi-bin mailbox)

Learn about the delivery functions (5-bin staple stacker multi-bin mailbox).

Table 6-38 Delivery functions for the 5-bin SSMBM

Function	Supported
Mailbox mode	Yes
Stacker mode	No
Function separator mode	No
Job separator mode	No
Collator mode	No
Staple control	Yes
Automatic delivery	Yes

Delivery operation (5-bin staple stacker multi-bin mailbox)

Learn about the delivery operation (5-bin staple stacker multi-bin mailbox).

The SSMBM delivers paper from the printer to the specified output bin for each print job (mailbox mode).

Figure 6-48 Motors and solenoids for the 5-bin SSMBM

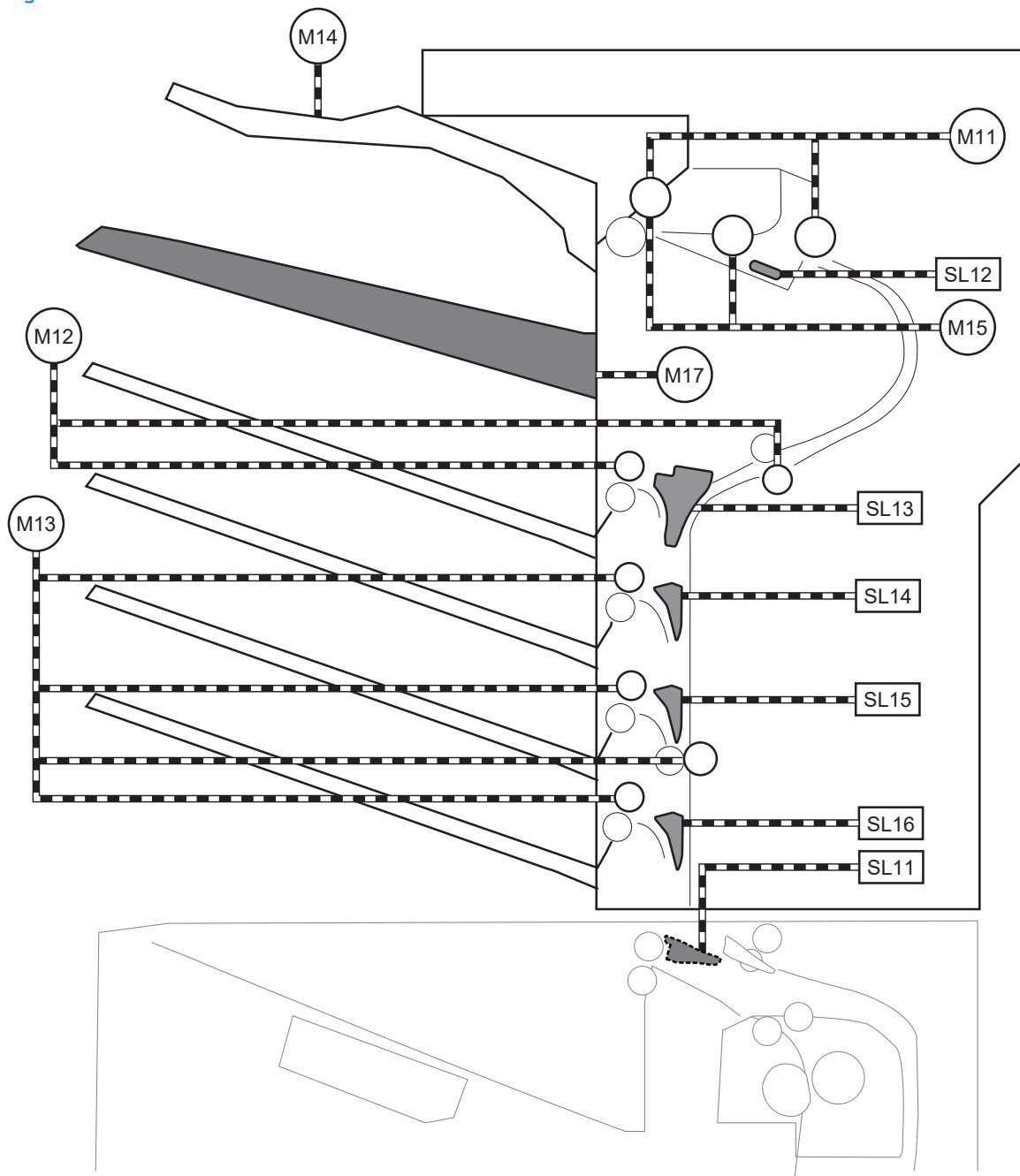


Table 6-39 Motors and solenoids for the 5-bin SSMBM

Abbreviation	Component
M11	SS output motor
M12	SS feed motor

Table 6-39 Motors and solenoids for the 5-bin SSMBM (continued)

Abbreviation	Component
M13	MBM feed motor
M14	Jogger motor
M15	Y alignment motor
M16	Staple motor
M17	Lifter motor
SL11	Inlet flapper solenoid
SL12	Stamp solenoid
SL13	Output bin 2 flapper solenoid
SL14	Output bin 3 flapper solenoid
SL15	Output bin 4 flapper solenoid
SL16	Output bin 5 flapper solenoid

Figure 6-49 Sensors and switches for the 5-bin SSMBM

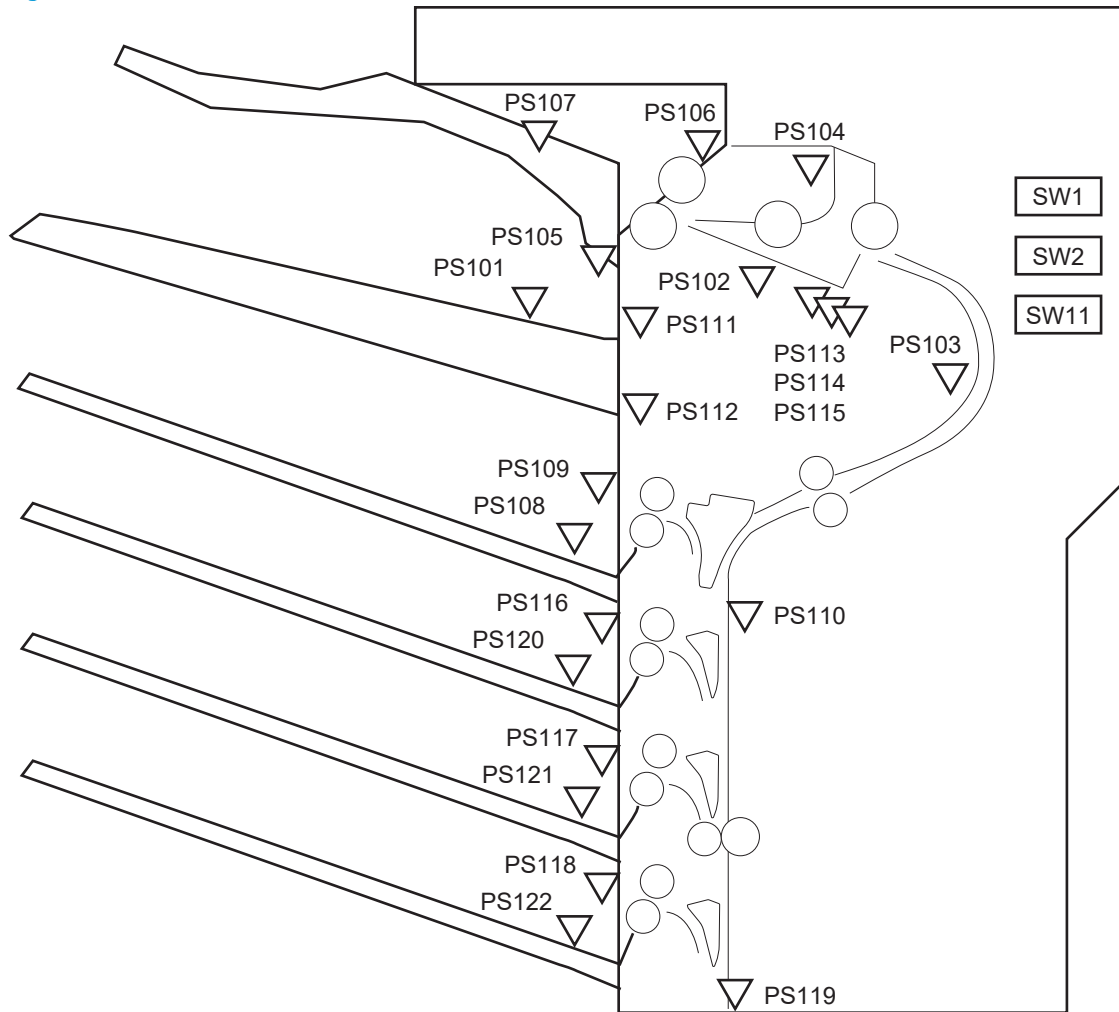


Table 6-40 Sensors and switches for the 5-bin SSMBM

Abbreviation	Component
PS101	Bin 1 media presence sensor
PS102	SS exit sensor
PS103	Staple inlet sensor
PS104	Y alignment home position sensor
PS105	Bin 1 media full sensor
PS106	Alienation home position sensor
PS107	Jogger home position sensor
PS108	Bin 2 media presence sensor
PS109	Bin 2 media full sensor
PS110	SS inlet sensor
PS111	Bin 1 upper limit sensor
PS112	Bin 1 lower limit sensor
PS113	Staple low sensor
PS114	Staple ready sensor
PS115	Staple home position sensor
PS116	Bin 3 media full sensor
PS117	Bin 4 media full sensor
PS118	Bin 5 media full sensor
PS119	MBM inlet sensor
PS120	Bin 3 media presence sensor
PS121	Bin 4 media presence sensor
PS122	Bin 5 media presence sensor
SW1	MBM door switch
SW2	SS door switch
SW11	Staple door switch

Jam detection (5-bin staple stacker multi-bin mailbox)

Learn about the jam detection (5-bin staple stacker multi-bin mailbox).

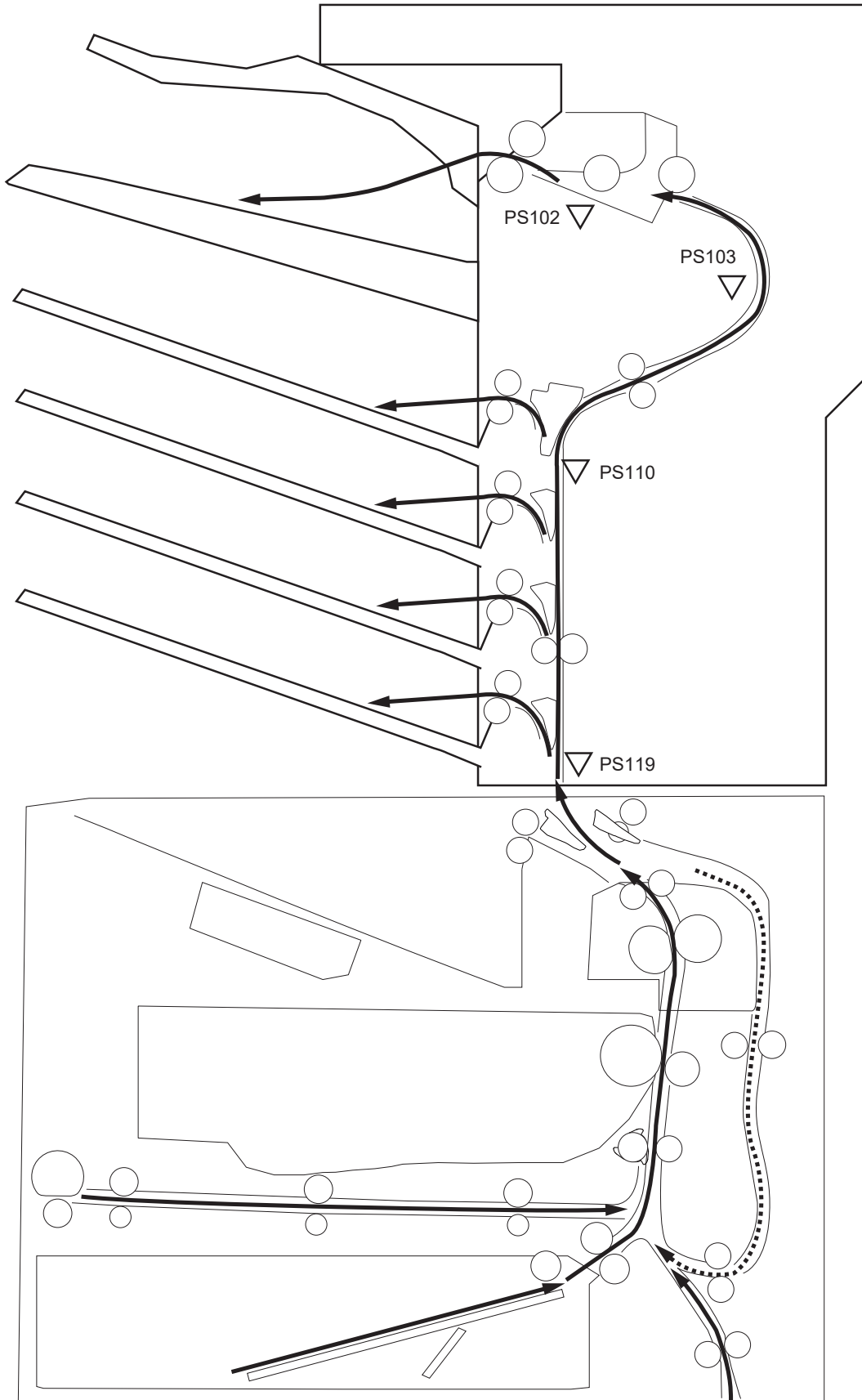
The SSMBM detects the following types of jams.

- Residual paper jam
- Feed delay jam
- Feed stay jam

The 5-bin SSMBM uses the following sensors to detect the presence of the paper and to check whether the paper is being fed correctly.

- SS exit sensor (PS102)
- Staple inlet sensor (PS103)
- SS inlet sensor (PS110)
- MBM inlet sensor (PS109)

Figure 6-50 Paper path and location of sensors for the 5-bin SSMBM



7 Solve problems

Learn about solving printer problems.

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](#) (near the top of the screen).
2. Under [Services Delivery](#), select [Technical Support](#).
3. Select [Technical Documentation](#).

Find information about the following topics

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

- [WISE - English](#)
- [WISE - Spanish](#)
- [WISE - Portuguese](#)
- [WISE - French](#)

Asia Pacific / Japan (APJ)

- [WISE - English](#)
- [WISE - Japanese](#)
- [WISE - Korean](#)
- [WISE - Chinese \(simplified\)](#)
- [WISE - Chinese \(traditional\)](#)
- [WISE - Thai](#)

Europe / Middle East / Africa (EMEA)

- [WISE - English](#)

Additional technical support WISE videos

The videos below provide additional ways to access printer information using WISE.

Manually unlocking the front or left doors (managed printers)

Learn about manually unlocking the front or left door.

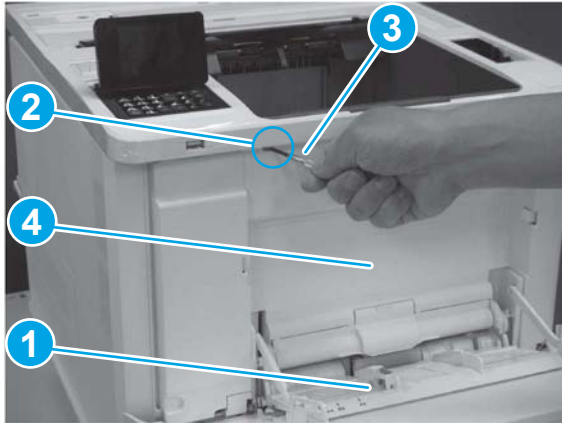
If there is an issue with the front (E60155/E60165/E60175) or left (E62655/E62665/E62675) door lock, use the following procedures to manually disengage it.

Manually unlock the front door (E60155/E60165/E60175)

Open Tray 1 (callout 1), locate the door lock hole (callout 2).

Insert a small flat blade screwdriver (callout 3) into the hole, and then move the screwdriver left or right to release the lock to open the front door (callout 4).

Figure 7-1 Unlock the front door

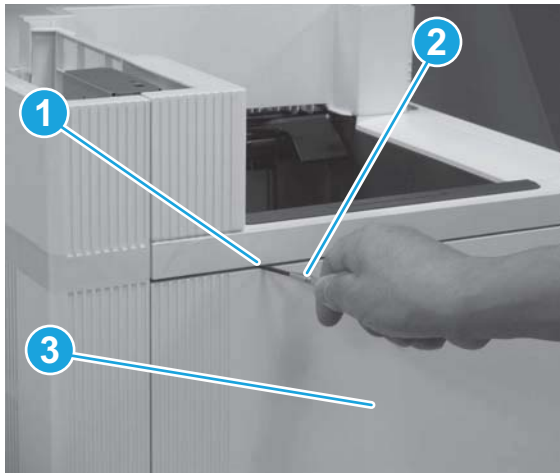


Manually unlock the left door (E62655/E62665/E62675)

Locate the left door lock hole (callout 1).

Insert a small flat blade screwdriver (callout 2) into the hole, and then move the screwdriver left or right to release the lock to open the left door (callout 3).

Figure 7-2 Unlock the left door



Determine the problem source

When the printer malfunctions or encounters an unexpected situation, the printer control panel alerts the user to the situation.

This section contains a pre-troubleshooting checklist and a troubleshooting flow chart to filter out many possible causes of the problem.

- Use the pre-troubleshooting check list to gather information about the problem from the customer.
- 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?
- Does the configuration page reveal any configuration errors?



NOTE: The customer is responsible for checking supplies and for using supplies that are in good condition.

Pre-troubleshooting checklist

The following table includes basic questions to ask the customer to quickly help define the problem(s).

Table 7-1 Pre-troubleshooting checklist

General topic	Questions
Environment	<ul style="list-style-type: none">• Is the printer installed on a solid, level surface (+/- 1°)?• Is the power-supply voltage within ± 10 volts of the specified power source?• Is the power-supply plug inserted in the printer and the wall outlet (not a surge protector)?• Is the operating environment within the specified parameters?• Is the printer exposed to ammonia gas, such as that produced by diazo copiers or office cleaning materials? NOTE: Diazo copiers produce ammonia gas as part of the copying processes. Ammonia gas (from cleaning supplies or a diazo copier) can have an adverse effect on some printer components (for example, the toner cartridge or cartridges OPC).• Is the printer exposed to direct sunlight?• Is the printer exposed to an air conditioning or heating vent that can cause temperature fluctuations?
Media	<ul style="list-style-type: none">• Does the customer use only supported media?• Is the media in good condition (no curls, folds, or distortion)?• Is the media stored correctly and within environmental limits?

Table 7-1 Pre-troubleshooting checklist (continued)

General topic	Questions
Input trays	<ul style="list-style-type: none"> • Is the amount of media in the tray within specifications? • Is the media correctly placed in the tray? • Are the paper guides aligned with the stack (no gaps in the stack or excessive pressure causing the stack to bow)? • Is the tray (or trays) correctly installed in the printer?
Toner cartridge	<ul style="list-style-type: none"> • Is the toner cartridge (or cartridges) installed correctly? <p>NOTE: If country/region specific toner cartridges are available for the printer, make sure the correct cartridge is installed.</p>
Transfer unit and fuser	<ul style="list-style-type: none"> • Are the transfer unit and fuser installed correctly? <p>NOTE: For printers with an intermediate transfer belt (ITB), is the ITB installed correctly and fully seated. If a replacement ITB was installed, was all of the packing materials removed?</p>
Covers	<ul style="list-style-type: none"> • Is the toner cartridge door closed?
Condensation	<ul style="list-style-type: none"> • Does condensation occur following a temperature change (particularly in winter following cold storage)? If so, wipe affected parts dry or leave the printer on for 10 to 20 minutes. • Was a toner cartridge (or cartridges) opened soon after being moved from a cold to a warm room? If so, allow the toner cartridge (or cartridges) to sit at room temperature for 1 to 2 hours.
Miscellaneous	<ul style="list-style-type: none"> • Check for and remove any non-HP components (toner cartridges, memory modules, and EIO cards) from the printer. • Remove the printer from the network and ensure that the failure is associated with the printer before beginning troubleshooting. • For any color print-quality issues (color printers only), calibrate the printer, and then print a diagnostics page to verify print quality.

Troubleshooting flowchart

This flowchart highlights the general processes to follow to quickly isolate and solve printer hardware problems.

Each row depicts a major troubleshooting step. Follow a “yes” answer to a question to proceed to the next major step. A “no” answer indicates that more testing is needed. Go to the appropriate section in this chapter, and follow the instructions there. After completing the instructions, go to the next major step in this troubleshooting flowchart.

Table 7-2 Troubleshooting flowchart

Step	Question	Action
1 Power on	Is the printer on and does a readable message display?	

Table 7-2 Troubleshooting flowchart (continued)

Step	Question	Action
	<p>Yes ↓</p> <p>No →</p>	<p>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.</p> <p>During normal operation cooling fans and/or motors should be operating. Place a hand over fan intake or exhaust vents to determine if the fan or fans are spinning. Lean close to the printer to hear motors rotating.</p> <p>If fans and/or motors are operating, the dc side of the power supply is functioning.</p> <p>Always make sure that the printer is plugged into a known-functioning wall receptacle. Remove power strips and plug the printer directly into a wall receptacle.</p> <p>For more information, see Troubleshooting power-on or blank control panel problems on page 376</p> <p>After the control panel display is functional, see step 2.</p>
2 Control panel messages	Does the message Ready display on the control panel?	
	<p>Yes ↓</p> <p>No →</p>	<p>After the errors have been corrected, go to step 3.</p> <p>Use the control panel message document (CPMD) section in this manual to correct any displayed error messages.</p>
3 Event log	<p>Open the Troubleshooting menu and print an event log to see the history of errors with this printer.</p> <p>Does the event log print?</p>	
	<p>Yes ↓</p> <p>No →</p>	<p>If the event log does not print, check for error messages.</p> <p>If paper jams inside the printer, see the jams section of the printer service manual.</p> <p>If error messages display on the control panel when trying to print an event log, see the control panel message document (CPMD) section of this manual.</p> <p>After successfully printing and evaluating the event log, see step 4.</p>
4 Information pages	<p>Open the Reports menu and print the configuration pages to verify that all the accessories are installed.</p> <p>Are all the accessories installed?</p>	

Table 7-2 Troubleshooting flowchart (continued)


Step	Question	Action
	Yes ↓ No →	<p>If accessories that are installed are not listed on the configuration page, remove the accessory and reinstall it.</p> <p>Make sure that the most recent firmware is installed. See the firmware upgrade section of this manual for more information.</p> <p>After evaluating the configuration pages, see step 5.</p>
5 Print quality	Does the print quality meet the customer's requirements?	<p>Compare the images with the sample defects in the Image-quality troubleshooting section of this manual.</p> <p>Solve print-quality and copy-quality issues as needed.</p> <p>After the print quality is acceptable, see step 6.</p>
	Yes ↓ No →	
6 Interface	Can the customer print successfully from the host computer?	<p>Verify that all I/O cables are connected correctly and that a valid IP address is listed on the HP Jetdirect configuration page.</p> <p>If error messages display on the control panel or appear in the event log, see the control-panel message document (CPMD) section of this manual.</p> <p>For more information on troubleshooting these issues, see Performance and connectivity troubleshooting on page 508.</p> <p>When the customer can print from the host computer, this is the end of the troubleshooting process.</p>
	Yes. This is the end of the troubleshooting process. No →	


Firmware upgrades


Learn about printer firmware upgrades.

To download the most recent firmware upgrade for the printer, go to:

- In the US, go to www.hp.com/support/ljM607 or www.hp.com/support/ljM608 or www.hp.com/support/ljM609 or www.hp.com/support/ljM610 or www.hp.com/support/ljM611 or www.hp.com/support/ljM612 or www.hp.com/support/ljE60055 or www.hp.com/support/ljE60065 or www.hp.com/support/ljE60075 or www.hp.com/support/ljE60155 or www.hp.com/support/ljE60165 or www.hp.com/support/ljE60175 or www.hp.com/support/ljM631MFP or www.hp.com/support/ljM632MFP or www.hp.com/support/ljM633MFP or www.hp.com/support/ljM634MFP or www.hp.com/support/ljM635MFP or www.hp.com/support/ljM636MFP or www.hp.com/support/ljE62555MFP or www.hp.com/support/ljE62565MFP or www.hp.com/support/ljE62575MFP or www.hp.com/support/ljE62655MFP or www.hp.com/support/ljE62665MFP or www.hp.com/support/ljE62675MFP.
 - a. Select **Get drivers, Software, and Firmware**, and then select the appropriate product by name.

 **NOTE:** More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.
 - b. Select the driver language and operating system.
 - c. Locate the firmware download, and then select **Download**.
- Outside the U.S., go to www.hp.com/support.
 - a. Select your country/region.
 - b. Select **Drivers & Downloads**.
 - c. Enter the product name in the **Find my product** dialogue box, and then select **Go**.

 **TIP:** Click on the **How do I find my product name/number?** link to see a short video on identifying the printer name and number.
 - d. Select the appropriate product by name.

 **NOTE:** More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.
 - e. Select the driver language and operating system.
 - f. Locate the firmware download, and then select **Download**.


Determine the installed revision of firmware

Learn about how to determine the version of installed printer firmware.

Print a configuration page to determine the installed revision of firmware.

Print the configuration page from an MFP control panel

1. From the **Home** screen on the printer control panel, scroll to and touch the **Reports** button.
2. Open the following menus:
 - **Configuration/Status pages**

3. Touch [Configuration Page](#) to select it.
4. Touch the print icon  to print the pages.

Print the configuration page from a SFP control panel


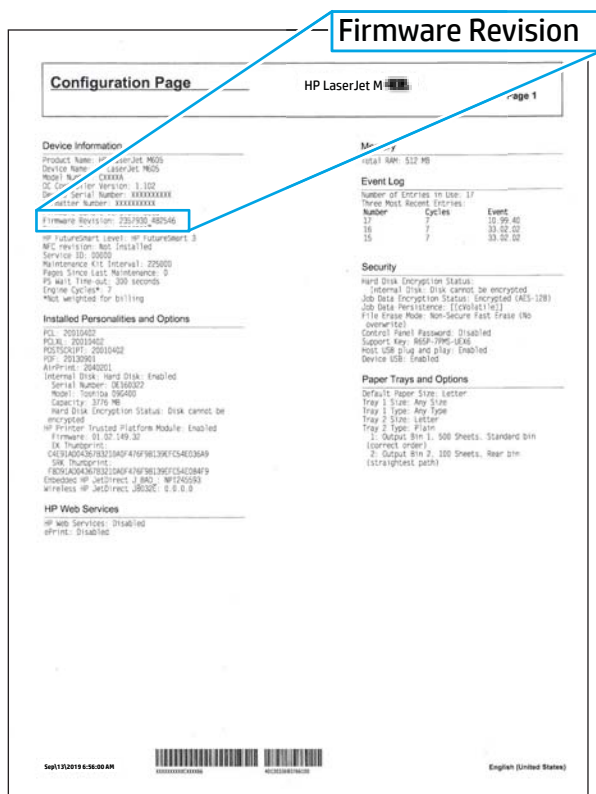

1. From the [Home](#) screen on the printer control panel, use the arrow keys to navigate to [Reports](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Configuration/Status Pages](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Configuration Page](#), and then press the [OK](#) button.
4. Use the arrow buttons to scroll to the print icon . Press the [OK](#) button to print the pages.

Figure 7-3 Configuration page firmware version



HP Embedded Web Server


Learn how to perform a firmware upgrade using the HP Embedded Web Server.

 **NOTE:** The printer should be at the **Ready** state.

The firmware update might take 10 minutes or longer based on the input/output (I/O) transfer rates and the time it takes for the printer to reinitialize.

1. Open an Internet browser window.
2. Enter the printer IP address in the URL line.

3. Select the **Firmware Upgrade** link from the **General** tab or from the **Troubleshooting** tab.
4. Browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file. The file has a .bdl file extension. Select the **Install** button to perform the upgrade.

 **NOTE:** Do not close the browser window OR interrupt communication until the HP Embedded Web Server (EWS) displays the confirmation page.

5. After the printer reinitializes, print a configuration page and verify that the latest firmware version has been installed.


USB flash drive firmware (Pre-boot menu) (SFP)


Learn how to perform a USB flash drive firmware (Pre-boot menu) update using a SFP control panel.

1. Press the **Cancel** button when you see the **1/8** under the logo.
2. Use the arrow buttons to highlight **+3 Administrator**, and then press the **OK** button.
3. Use the arrow buttons to highlight **+1 Download**, and then press the **OK** button.
4. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.

 **NOTE:** If the error message **No USB Thumbdrive Files Found** displays on the control panel display, try using a different portable storage device.

5. Use the arrow buttons to highlight **USB Thumbdrive**, and then press the **OK** button.
6. Use the arrow buttons to highlight the .bdl file, and then press the **OK** button.

 **NOTE:** The upgrade process can take 10 minutes or longer to complete.

 **TIP:** If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

7. When the message **Complete** displays on the control panel display, turn the printer power off, and then on again.
8. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

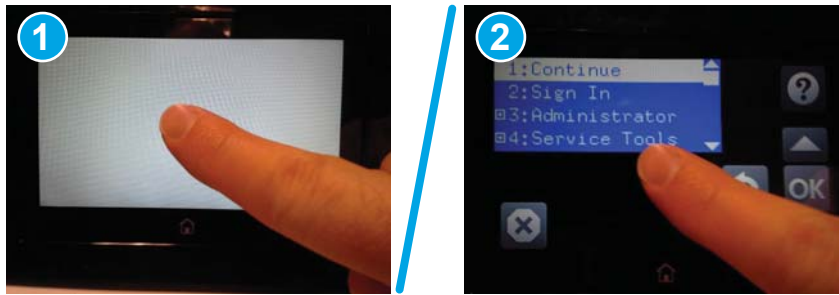
USB flash drive firmware (Pre-boot menu) (MFP)

Learn how to perform a USB flash drive firmware (Pre-boot menu) update from an MFP control panel.

1. Copy the .bdl file to a portable USB flash drive.

2. Touch the middle of the control panel display when you see the 1/8 under the logo.

Figure 7-4 Open the Pre-boot menu




3. Use the arrow buttons to highlight +3 Administrator, and then touch the OK button.
4. Use the arrow buttons to highlight +1 Download, and then touch the OK button.
5. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.

 **NOTE:** If the error message **No USB Thumbdrive Files Found** displays on the control panel display, try using a different portable storage device.

6. Use the arrow buttons to highlight USB Thumbdrive, and then touch the OK button.
7. Use the arrow buttons to highlight the .bdl file, and then touch the OK button.

 **NOTE:** The upgrade process can take 10 minutes or longer to complete.

 **TIP:** If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

8. When the message **Complete** displays on the control panel display, touch the down arrow ▼ button several times until the message **Continue** displays.
9. Touch the **OK** button to begin the upgrade. When the upgrade is complete, the printer will initialize to the **Ready** state.
10. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

USB flash drive firmware (control panel menu) (SFP)

Learn how to perform a USB flash drive firmware (control panel menu) update from a SFP control panel (FutureSmart 4 firmware or later).

1. From the **Home** screen on the printer control panel, use the arrow buttons to scroll to **Support Tools**, and then press the **OK** button.
2. Open the following menus:
 - **Maintenance**
 - **USB Firmware Upgrade**
3. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.

4. Use the arrow buttons to scroll to the appropriate .bdl file, and then press the **OK** button.
5. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

USB flash drive firmware (control panel menu) (MFP)

Learn how to perform a USB flash drive firmware (control panel menu) update from a n MFP control panel.

1. Copy the .bdl file to a portable USB flash drive.
2. Turn the printer on, and then wait until it reaches the **Ready** state.
3. From the **Home** screen on the printer control panel, scroll to and touch the **Support Tools** button.
4. Open the **Maintenance** menu.
5. Touch the **USB Firmware Upgrade** button.
6. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.
7. Touch the .bdl file, and then touch the **Upgrade** button.

 **TIP:** If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

8. Select one of the following options:

- **Upgrade**



NOTE: The upgrade process can take 10 minutes or longer to complete.

- **Re-install**
- **Downgrade**

9. When the upgrade is complete, the printer will initialize to the **Ready** state.
10. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

Comprehensive list of troubleshooting tools

Learn about the printer troubleshooting tools.


Engine test

Learn about troubleshooting the printer using the engine test diagnostic.

When the engine test is performed, a test page with lines prints if the engine is functioning correctly.

Use a small pointed object to depress the engine test button. The test page should have a series of lines that are parallel to the short end of the page.

The test page can use only Tray 2 as the paper source, so make sure that paper is loaded in Tray 2.

 **NOTE:** Depressing, and holding down, the test-page switch causes the printer to continually print test pages. Release the switch to stop continuous test page printing.


 **TIP:** Depending on the printer model, the engine test button is located on the right side or rear side of the printer.

Figure 7-5 Engine test button (1 of 2)



Figure 7-6 Engine test button (2 of 2)



Pre-boot menu options

The **Pre-boot** menus are available prior to the printer initializing.

CAUTION: The **Format Disk** option 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 unless it is specified as a solution in the CPMD.

TIP: The **Pre-boot** menu is also remotely accessible by using a telnet network protocol (Remote Admin) to establish an administration connection to the printer.

Open the Pre-boot menu from a touchscreen control panel

Use the following procedure to open the **Pre-boot** menu from a touchscreen control panel.

1. Turn the printer on.
2. Touch the middle of the control-panel display when you see the 1/8 under the logo.








Figure 7-7 Open the **Pre-boot** menu



- On the **Pre-boot** menu screen, use the following buttons to navigate the tests.

Figure 7-8 Pre-boot menu




Button	Description
	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.

4. Use the arrow buttons on the touchscreen to navigate the [Pre-boot](#) menu.
5. Touch the [OK](#) button to select a menu item.

Open the Pre-Boot menu from a LCD control panel

Use the following procedure to open the [Pre-Boot](#) menu from a LCD control panel.

1. Turn the printer on.
2. Press the [Cancel](#)  button when you see the [1/8](#) under the logo.
3. Use the arrow buttons on the control panel to navigate the [Pre-Boot](#) menu.
4. Press the [OK](#) button to select a menu item.

Cold reset using the Pre-boot menu from a touchscreen control panel




Use the following procedure to perform a 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 7-9 Open the [Pre-boot](#) menu




2. Use the down arrow  button to highlight the [+3:Administrator](#) item, and then touch the [OK](#) button.
3. Use the down arrow  button to highlight the [+8:Startup Options](#) item, and then touch the [OK](#) button.
4. Use the down arrow  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.

Cold reset using the Pre-boot menu from a LCD control panel

Use the following procedure to perform a cold reset using the [Pre-boot](#) menu from a LCD control panel.

⚠ CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Press the **Cancel**  button when you see the 1/8 under the logo.
2. Use the down arrow ▼ button to highlight the +3:Administrator item, and then press the **OK** button.
3. Use the down arrow ▼ button to highlight the +8:Startup Options item, and then press the **OK** button.
4. Use the down arrow ▼ button to highlight the 2 Cold Reset item, and then press 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 7-3 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>
Administrator	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.
Administrator	Format Disk			<p>This item reinitializes the disk and cleans all disk partitions.</p> <p>CAUTION: Selecting the Format Disk item removes all data.</p> <p>A delete confirmation prompt is not provided.</p> <p>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.</p>

Table 7-3 Pre-boot menu options (1 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Partial Clean			<p>This item reinitializes the disk (removing all data except the firmware repository where the master firmware bundle is downloaded and saved).</p> <p>CAUTION: Selecting the Partial Clean item removes all data except the firmware repository. A delete confirmation prompt is not provided.</p> <p>CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).</p> <p>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).</p>
Administrator	Change Password			Select this item to set or change the administrator password.
Administrator	Clear Password			<p>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.</p> <p>When the confirmation prompt displays, press the OK button to clear the password.</p>

Table 7-4 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.
Administrator	Manage Disk	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>
Administrator	Manage Disk	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>

Table 7-4 Pre-boot menu options (2 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	Clear Disk Pwd		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. CAUTION: Data on the missing secure disk will be permanently inaccessible.
Administrator	Manage Disk	Retain Password		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.
Administrator	Manage Disk	Boot 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 is a one-pass overwrite, which erases the entire disk including firmware. The disk remains an encrypted disk.
Administrator	Manage Disk	Boot Device	Erase/Unlock	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. 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.
Administrator	Manage Disk	Boot Device	Get Status	This item provides disk status information if any is available.

Table 7-5 Pre-boot menu options (3 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Manage Disk (continued)	Internal Device		Select the Internal Device item to erase the internal device or get a status about the internal device.
Administrator	Manage Disk	Internal 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.
Administrator	Manage Disk	Internal Device	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.
Administrator	Manage Disk	Internal Device	Get Status	This item provides disk status information if any is available.
Administrator	Manage Disk	External Device		Select the External Device item to erase the external device or get status about the external device.

Table 7-5 Pre-boot menu options (3 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	External 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.</p> <p>The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.</p>
Administrator	Manage Disk	External Device	Erase/Unlock	<p>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.</p> <p>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.</p>
Administrator	Manage Disk	External Device	Get Status	This item provides disk status information if any is available.

Table 7-6 Pre-boot menu options (4 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	<p>Configure LAN</p> <p>NOTE: This configuration is only active when the Pre-boot menu is open.</p>	IP Mode [DHCP]		<p>The network can be configured to obtain the network settings from a DHCP server or as static.</p> <p>Use this item for automatic IP address acquisition from the DHCP server.</p>
Administrator	<p>Configure LAN</p> <p>NOTE: This configuration is only active when the Pre-boot menu is open.</p>	IP Mode [STATIC]		Use this item to manually assign the network addresses.
Administrator	<p>Configure LAN</p> <p>NOTE: This configuration is only active when the Pre-boot menu is open.</p>	IP Mode [STATIC]	IP Address	Use this item to manually enter the IP addresses.
Administrator	<p>Configure LAN</p> <p>NOTE: This configuration is only active when the Pre-boot menu is open.</p>	IP Mode [STATIC]	Subnet Mask	Use this item to manually enter the subnet mask.

Table 7-6 Pre-boot menu options (4 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Configure LAN	IP Mode [STATIC]	Default Gateway	Use this item to manually enter the default gateway. NOTE: This configuration is only active when the Pre-boot menu is open.
Administrator	Configure LAN	IP Mode [STATIC]	Save	Select the Save item to save the manual settings. NOTE: This configuration is only active when the Pre-boot menu is open.

Table 7-7 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.
Administrator	Startup Options	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.
Administrator	Startup Options	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.
Administrator	Startup Options	Skip Disk Load		Select the Skip Disk Load item to disable installed third-party applications.
Administrator	Startup Options	Skip Cal		Select the Skip Cal item to skip the printer calibration for the very next power-initialization cycle only.
Administrator	Startup Options	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.
Administrator	Startup Options	Skip FSCK		Select the Skip FSCK item to disable Chkdisk/ScanVolume during startup.

Table 7-7 Pre-boot menu options (5 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Startup Options	First Power		<p>Not currently functional: This item allows the printer to initialize as if it is the first time it has been turned on.</p> <p>For example, the user is prompted to configure first-time settings like date/time, language, and other settings.</p> <p>Select this item so that it is enabled for the next time the printer power is turned on.</p> <p>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.</p>
Administrator	Startup Options	Embedded Jetdirect Off		<p>Select the Embedded Jetdirect Off item to disable the embedded HP Jetdirect.</p> <p>By default this item is unchecked so that HP Jetdirect is always enabled.</p>
Administrator	Startup Options	WiFi Accessory		<p>Select the WiFi Accessory item to enable the wireless accessory.</p>

Table 7-8 Pre-boot menu options (6 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Diagnostics			<p>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.</p>
Administrator	Diagnostics	Memory	Do Not Run	<p>Use the Do Not Run item to exclude the Memory diagnostic when executing multiple diagnostics.</p>
Administrator	Diagnostics		Short	<p>Use the Short item to select a brief memory test.</p> <p>NOTE: This test requires about four minutes to execute.</p>
Administrator	Diagnostics		Long	<p>Use the Long item to select an extended memory test.</p> <p>NOTE: This test requires about twenty minutes to execute.</p>
Administrator	Diagnostics	Disk	Do Not Run	<p>Use the Do Not Run item to exclude the Disk diagnostic when executing multiple diagnostics.</p>
Administrator	Diagnostics		Short	<p>Use the Short item to select a brief firmware self-test.</p> <p>NOTE: This test requires about two or three minutes to execute.</p>
Administrator	Diagnostics		Long	<p>Use the Long item to select an extended firmware self-test.</p> <p>NOTE: This test requires about sixty minutes to execute.</p>
Administrator	Diagnostics		Optimized	<p>Use the Optimized item to select a test that checks the active sectors on the disk.</p> <p>NOTE: This test requires about thirty minutes to execute.</p>

Table 7-8 Pre-boot menu options (6 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Diagnostics		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.
Administrator	Diagnostics		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).
Administrator	Diagnostics	CPB		Use the CPB item to verify the integrity of the copy processor board (CPB) and the formatter PCA connections.
Administrator	Diagnostics	Interconnect		Use the Interconnect item to verify the integrity of the interconnect PCA (ICB) and its connections.
Administrator	Diagnostics	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 7-9 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 (M506/M507/E50145, M527/M528/E52645)" in the Troubleshooting Manual.
Administrator	Remote Admin	Stop Telnet		
Administrator	Remote Admin	Refresh IP		
Administrator	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.
Administrator	Change Svc PWD			Use this item to change the Service menu personal identification number (PIN).
Administrator	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.
Service Tools	Subsystems			For manufacturing use only. Do not change these values.
Developer Tools	Netexec			

Remote Admin

Learn about the printer Remote Admin function.

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.

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.

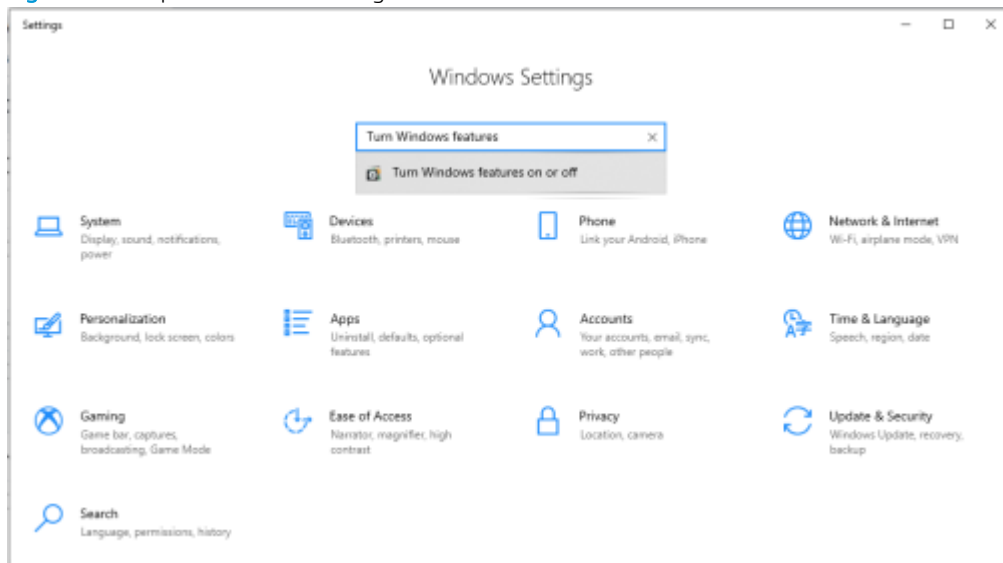
Enable the Windows telnet client

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 10® operating system. Screens and menu selections might vary slightly for other operating systems.

1. Use the **Start** menu to open the **Windows Settings** dialog box, and then search for **Turn Windows features on or off**. Click the **Turn Windows features on or off** item.

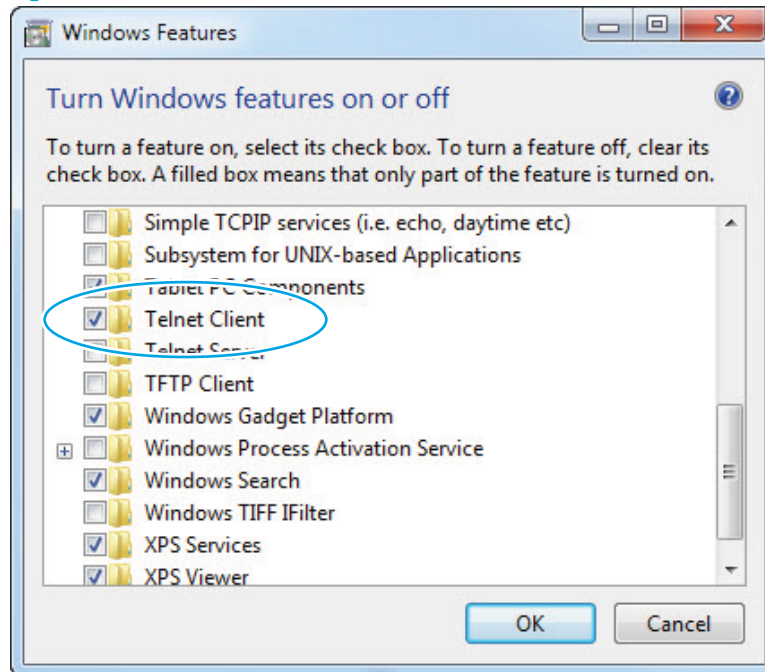
Figure 7-10 Open Windows Settings



2. 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 7-11 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

Use the following procedures to connect a remote connection.

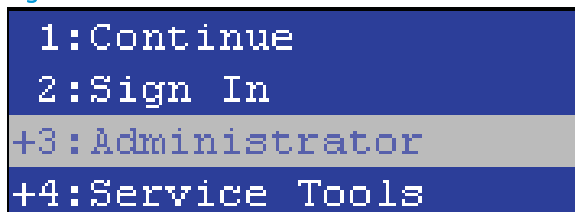
Start the telnet server function at the printer

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.

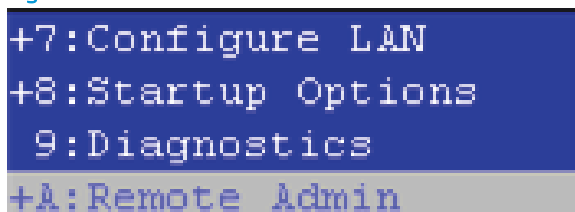
1. Turn the printer on.
2. The HP logo displays on the printer control panel. When a `1/8` with an underscore displays, touch the middle of the screen to open the **Pre-boot** menu.
3. Use the arrow buttons on the touchscreen to scroll down and highlight the `+3:Administrator` item, and then touch the **OK** button to select it.

Figure 7-12 Select the `+3:Administrator` item



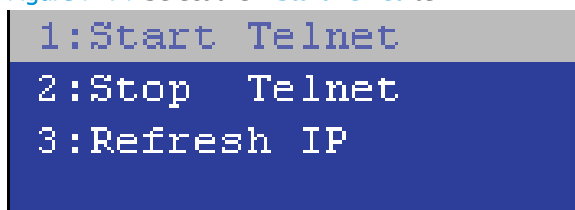
4. Use the arrow buttons on the touchscreen to scroll down and highlight the `+A:Remote Admin` item, and then touch the **OK** button to select it.

Figure 7-13 Select the `+A:Remote Admin` item



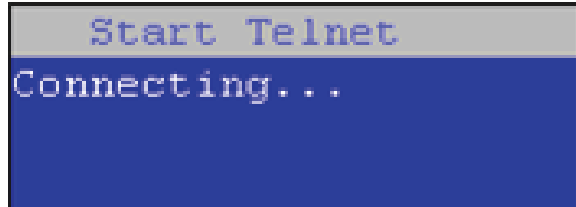
5. Use the arrow buttons on the touchscreen to scroll down and highlight the `1:Start Telnet` item, and then touch the **OK** button to select it.

Figure 7-14 Select the `1:Start Telnet` item



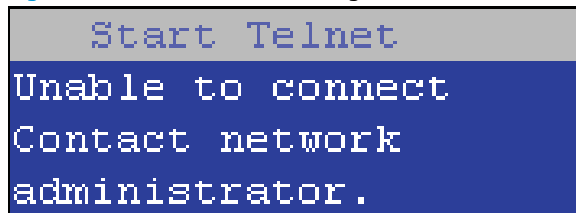
6. Do one of the following
 - If a connecting message displays briefly, go to [7](#).

Figure 7-15 Telnet connecting message




- If an error message displays, use the steps below to identify the problem.

Figure 7-16 Telnet error message

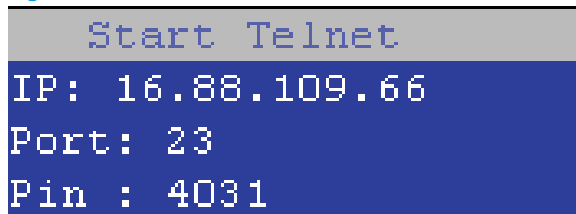


1. The printer network cable is not correctly connected.
 2. The BIOS LAN settings are incorrect.
 - The printer should be configured to use a static IP address, but is configured to use DHCP instead.
 - The printer is configured to use a static IP address, but the IP address is incorrect.
 3. The printer 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 7-17 Telnet server function initialized



Start the telnet client function at the remote computer

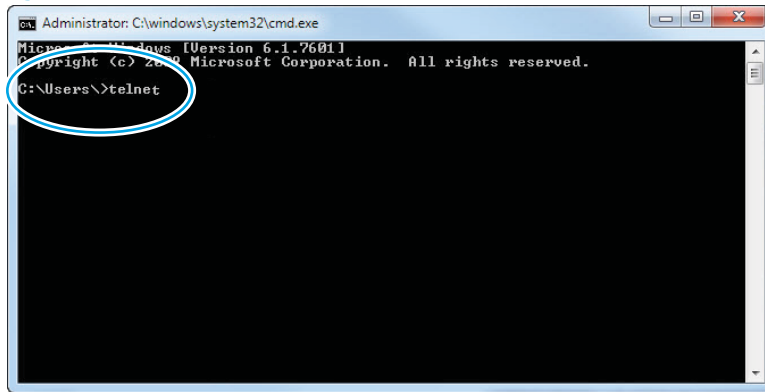
The following steps establish a Remote Admin connection from a remote computer to the printer.

1. From the **Start** menu open the **Command Prompt** desktop application.

 **TIP:** Type `cmd` in the application search dialogue box to find the application.

- From any displayed directory, type `telnet` at the prompt, and then press the **Enter** key.

Figure 7-18 Start a telnet session

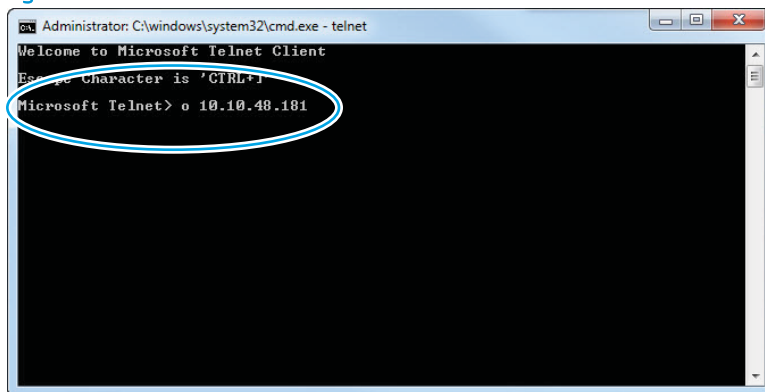


- Type `<IP ADDRESS>` at the telnet prompt, and then press the **Enter** key.

NOTE: For `<IP ADDRESS>`, substitute the IP address that was displayed in step 7 of the "Start the telnet server function at the printer" topic.

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.

Figure 7-19 Establish a telnet connection



4. Type the PIN that was displayed in step 7 of then "Start the telnet server function at the printer" topic at the prompt, and then press the **Enter** key.


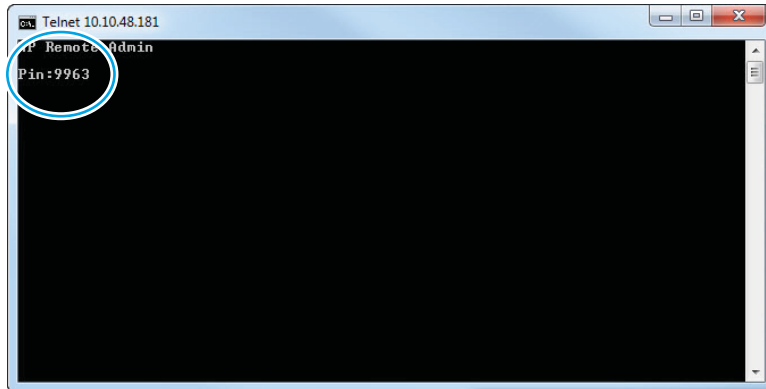

 **IMPORTANT:** Make sure to type the PIN correctly. After five incorrect PIN entries, the printer terminates the Remote Admin connection. The Remote Admin feature must be re-initiated at the printer. See the "Start the telnet server function at the printer" topic.

Figure 7-20 Enter the PIN

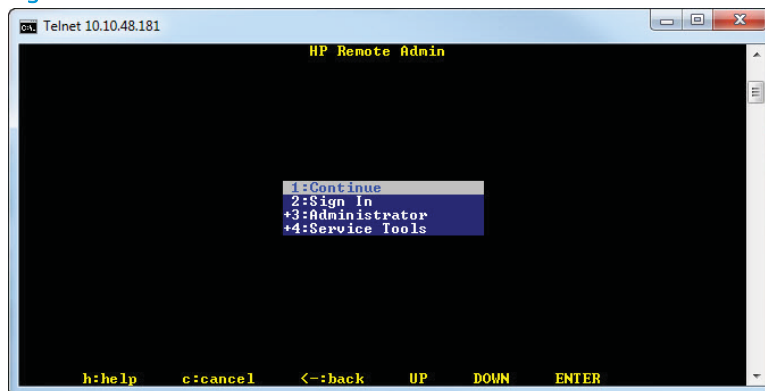


5. The following screen displays when the correct PIN is entered and the Remote Admin connection is successful. For information about the Pre-boot menu and options, see "Pre-boot menu options" in the printer *Service Manual*.

 **NOTE:** Because a Remote Admin connection is an unsecured 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 7-21 Remote Admin window



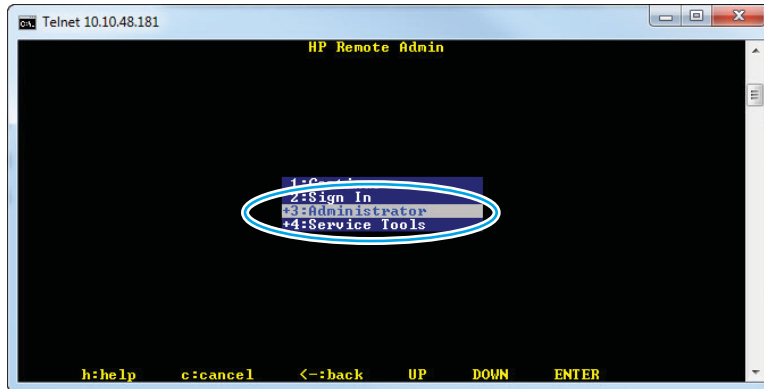
Disconnect a remote connection

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.

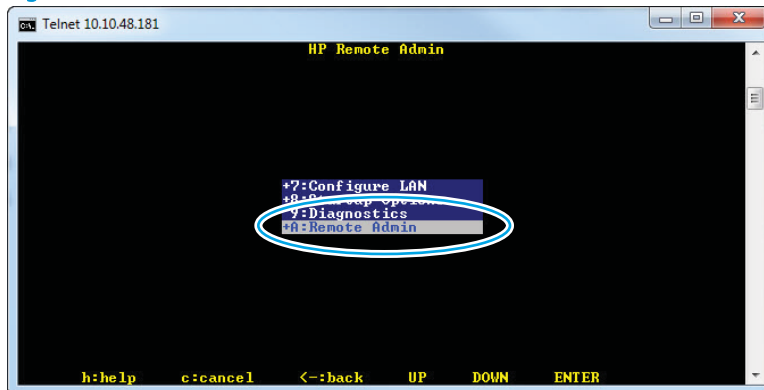
1. From the Pre-boot main menu, use the arrow buttons on the keyboard to scroll down to the **+3:Administrator** item, and then press the **Enter** key.

Figure 7-22 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 7-23 Access the remote admin menu

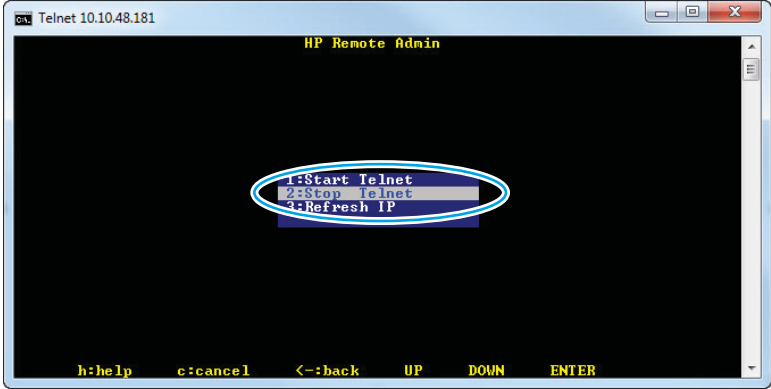


3. Use the arrow buttons on the keyboard to scroll down to the **2:Stop Telnet** item, and then press the **Enter** key. The Remote Admin connection between the printer and the remote telnet client computer terminates.

 **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 7-24 Terminate the telnet connection



Advanced configuration with the HP Embedded Web Server (EWS)

Use the HP Embedded Web Server to manage advanced printing functions.

Introduction

Use the HP Embedded Web Server to manage printing functions from a computer instead of the printer control panel.

- View printer status information
- Determine the remaining life for all supplies and order new ones
- View and change tray configurations
- View and change the printer control-panel menu configuration
- View and print internal pages
- Receive notification of printer and supplies events
- View and change network configuration

The HP Embedded Web Server works when the printer is connected to an IP-based network. The HP Embedded Web Server does not support IPX-based printer connections. Internet access is not needed to open and use the HP Embedded Web Server.



When the printer is connected to the network, the HP Embedded Web Server is automatically available.

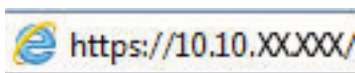


NOTE: The HP Embedded Web Server is not accessible beyond the network firewall.

How to access the HP Embedded Web Server (EWS)

Use the following steps to open the EWS.

1. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

To use the HP Embedded Web Server, the browser must meet the following requirements:

Windows® 7

- Internet Explorer (version 8.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

Windows® 8 or greater

- Internet Explorer (version 9.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

macOS

- Safari (version 5.x or greater)
- Google Chrome (version 34.x or greater)

Linux

- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

HP Embedded Web Server features

Learn about the HP Embedded Web Server (EWS) features available on each tab.

Figure 7-25 EWS Tabs

Input/Output	Status	Capacity	Size	Type
Tray 1	Depleted	100 sheets	Legal (8.5x14)	Plain
Tray 2	30 - 70%	520 sheets	Letter (8.5x11)	Plain
Tray 3	30 - 70%	520 sheets	Letter (8.5x11)	Plain
Tray 4	30 - 70%	520 sheets	Letter (8.5x11)	Plain

NOTE: Copy/Print, Scan/Digital Send, and Fax tabs only appear for multi-function printers (MFPs). A Print tab appears for single-function printers (SFPs).

Information tab

Refer to the table for settings in the **Information** tab.

Table 7-10 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the printer status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the Change Settings link.
Job Log	Provides a list of the jobs that have been processed.
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows the status of the supplies for the printer.
Event Log Page	Shows a list of all printer events and errors. Use the HP Instant Support link (in the Other Links area on all HP Embedded Web Server pages) to connect to a set of dynamic web pages that help solve problems. These pages also show additional services available for the printer.
Usage Page	Shows a summary of the number of pages the printer has printed, grouped by size, type, and paper print path.
Device Information	Shows the printer network name, address, and model information. To customize these entries, click the Device Information menu on the General tab.
Control Panel Snapshot	Shows an image of the current screen on the control panel display.
Remote Control-Panel	Provides a way to troubleshoot or manage the printer from a browser window on a desktop or laptop.

Table 7-10 HP Embedded Web Server Information tab (continued)

Menu	Description
Print	Allows the user to send a print-ready file to the printer to be printed.
Printable Reports and Pages	Lists the internal reports and pages for the printer. Select one or more items to print.
Open Source Licenses	Shows a summary of the licenses for open source software programs that can be used with the printer.

General tab

Refer to the table for settings in the **General** tab.

Table 7-11 HP Embedded Web Server General tab

Menu	Description
Control Panel Customization	Reorder, show, or hide features on the control-panel display. Change the default display language and keyboard layouts.
Quick Sets	Configure jobs that are available in the Quick Sets area of the Home screen on the printer control panel.
Alerts	Set up email alerts for various printer and supplies events.
Control Panel Settings App	Shows the Settings app options that are available on the printer control panel.
General Settings	Configure how the printer recovers from jams and other general printer settings.
AutoSend	Configure the printer to send automated emails regarding printer configuration and supplies to specific email addresses.
Edit Other Links	Add or customize a link to another website. This link displays in the footer area on all HP Embedded Web Server pages.
Ordering Information	Enter information about ordering replacement toner cartridges. This information displays on the supplies status page.
Device Information	Name the printer and assign an asset number to it. Enter the name of the primary contact who will receive information about the printer.
Language	Set the language in which to display the HP Embedded Web Server information.
Firmware Upgrade	Download and install printer firmware upgrade files.
Date/Time Settings	Set the date and time or synchronize with a network time server.
Energy Settings	Set or edit a wake time, sleep time, and sleep delay for the printer. Set a different schedule for each day of the week and for holidays. Set which interactions with the printer cause it to wake from sleep mode.
Back up and Restore	Create a backup file that contains printer and user data. If necessary, use this file to restore data to the printer.
Reset Factory Settings	Restore printer settings to the factory defaults.
Solution Installer	Install or remove third-party software packages that extend or modify the functionality of the printer.

Table 7-11 HP Embedded Web Server General tab (continued)

Menu	Description
Job Statistics Settings	Provides connection information about third-party job-statistics services, or enables local serverless device job accounting.
Quota Settings	Provides connection information about third-party job-quota services, or enables local device quota service.

Other Links list

Configure which links display in the footer of the HP Embedded Web Server by using the **Edit Other Links** menu on the **General** tab.



NOTE: The following are the default links.

Table 7-12 HP Embedded Web Server Other Links list

Menu	Description
HP Instant Support	Connect to the HP website to find solutions to printer problems.
Shop for Supplies	Connect to the HP website for information on purchasing original HP supplies, such as cartridges and paper.
Product Support	Connect to the support site for the printer to search for help on various topics.

Copy/Print tab

Refer to the table for settings in the **Copy/Print** tab.

Table 7-13 HP Embedded Web Server Copy/Print tab

Menu	Description
Print from USB Drive Settings	Enable or disable the Print from USB Drive menu on the control panel.
Manage Stored Jobs	Enable or disable the ability to store jobs in the printer memory. Configure job-storage options.
Default Print Options	Configure the default options for print jobs.
Restrict Color (Color printers only)	Permit or restrict color printing and copying. Specify permissions for individual users or for jobs that are sent from specific software programs.
PCL and PostScript Settings	Adjust the PCL and PostScript settings for all print jobs, including copy jobs and received faxes.
Print Quality	Configure the print quality settings, including color adjustment, image registration, and allowed paper types.
Copy Settings	Configure the default options and Quick Sets for copy jobs. NOTE: If job-specific copy setting options are not set from the control panel at the start of a job, the default settings will be used for the job.

Table 7-13 HP Embedded Web Server Copy/Print tab (continued)

Menu	Description
Expert Copy	Enable or disable Expert Copy and set the initial copy view. The Expert Copy feature is available only on some HP MFPs with larger control panels, and is available in FutureSmart 4 firmware 24.7.3 release or later.
Manage Trays	Configure settings for paper trays.
Manage Stapler/Stacker	Configure settings for the stapler/stacker for printers that have this feature.

Scan/Digital Send tab

Refer to the table for settings in the **Scan/Digital Send** tab.

Table 7-14 HP Embedded Web Server Scan/Digital Send tab

Menu	Description
Email Setup	Configure the default email settings for digital sending, including the following: <ul style="list-style-type: none"> • Settings for the outgoing mail (SMTP) server • Settings for Email Quick Sets jobs • Default message settings, such as the "From" address and the subject line • Settings for digital signatures and encryption • Settings for email notifications • Default scan settings for email jobs • Default file settings for email jobs
Scan to Network Folder	Configure the network folder settings for digital sending, including the following: <ul style="list-style-type: none"> • Settings for Quick Sets jobs saved in a network folder • Settings for notifications • Default scan settings for jobs saved in a network folder • Default file settings for jobs saved in a network folder
Scan to SharePoint®	Configure the SharePoint settings for digital sending, including the following: <ul style="list-style-type: none"> • Settings for Quick Sets jobs saved in a document library on the SharePoint site • Default settings for jobs saved in a document library on the SharePoint site
Scan to USB Drive	Configure the USB settings for digital sending, including the following: <ul style="list-style-type: none"> • Settings for Quick Sets jobs saved on a USB flash drive • Settings for notifications • Default scan settings for jobs saved on a USB flash drive • Default file settings for jobs saved on a USB flash drive

Table 7-14 HP Embedded Web Server Scan/Digital Send tab (continued)

Menu	Description
Contacts	<p>Manage contacts, including the following:</p> <ul style="list-style-type: none"> • Add email addresses into the printer one at a time. • Import a large list of frequently-used email addresses on to the printer all at once, rather than adding them one at a time. • Export contacts from the printer into a .CSV file on the computer to use as a data backup, or import the records onto another HP printer. • Edit email addresses that have already been saved in the printer.
Preferences	Manage general scanning settings.
Email and Scan to Network Folder Quick Setup Wizards	<p>Configure the printer to send scanned images as email attachments.</p> <p>Configure the printer to save scanned images to network-folder Quick Sets. Quick Sets provide easy access to files saved on the network.</p>
Digital Sending Software Setup	Configure settings related to using optional Digital Sending software.

Fax tab

Refer to the table for settings in the **Fax** tab.

Table 7-15 HP Embedded Web Server Fax tab

Menu	Description
Fax Send Setup	<p>Configure settings for sending faxes, including the following:</p> <ul style="list-style-type: none"> • Default settings for outgoing faxes • Settings for fax Quick Sets jobs • Settings for notifications • Default setting for sending faxes using the internal fax modem • Settings for using a LAN fax service • Settings for using an Internet fax service
Fax Speed Dials	<p>Manage speed dials, including the following:</p> <ul style="list-style-type: none"> • Import .CSV files containing email addresses, fax numbers, or user records, so that they can be accessed on this printer. • Export email, fax, or user records from the printer into a file on the computer to use as a data backup, or import the records onto another HP printer.
Fax Receive Setup	Configure default print options for incoming faxes, and set up a fax printing schedule.
Fax Archive and Forwarding	<p>Enable or disable fax archiving and fax forwarding, and configure basic settings for each:</p> <ul style="list-style-type: none"> • Fax archiving is a method to send a copy of all incoming and outgoing faxes to an email address, a network folder, or an FTP server. • Fax forwarding is a method to forward incoming faxes to a different fax device.
Fax Activity Log	Contains a list of the faxes that have been sent from or received by this printer.

Supplies tab

Refer to the table for settings in the **Supplies** tab.

Table 7-16 HP Embedded Web Server Supplies tab

Menu	Description
Manage Supplies	Configure how the printer reacts when supplies reach a Very Low state.

Troubleshooting tab

Refer to the table for settings in the **Troubleshooting** tab.

Table 7-17 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Use the following options as appropriate: <ul style="list-style-type: none">• Reports and Tests area: Select and print several types of reports and tests. Some reports can be viewed in the EWS by clicking the View button.• Fax Tools area: Configure settings for fax troubleshooting. (MFP and Digital Sender products with HP analog fax accessory only)• XPd Troubleshooting area: Enable or disable the Allow a Non-Secure Connection for Web Services option• Auto Recovery area: Enable or disable the Enable Auto Recovery option, which allows the printer to auto recover from errors that might require the power to be turned off and on (for example, a 49 error).
Online Help	Link to HP cloud-based online help to assist in troubleshooting printing issues.
Diagnostic Data	Export printer information to a file that can be useful for HP technical support to use for detailed problem analysis. NOTE: This item is available only if an administrator password is set from the Security tab.
Calibration/Cleaning (Color LaserJet printers only)	Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the printer immediately.
Reset Factory Settings	Restore printer settings to factory defaults.
Firmware Upgrade	Download and install printer firmware upgrade files.

Security tab

Refer to the table for settings in the **Security** tab.

Table 7-18 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following: <ul style="list-style-type: none"> • Configure an administrator password to restrict access to certain features on the printer. • Set a custom device Service Access Code. • Set PJI password for processing PJI commands. • Set file system access and firmware upgrade security. • Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer. • View the status of all security settings.
Account Policy	Enable administrator account settings.
Access Control	Configure access to printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.
Protect Stored Data	Configure and manage the internal storage for the printer. Configure settings for jobs that are stored on the printer internal storage.
Manage Remote Apps	Manage or whitelist remote apps by importing or deleting certificates that allow devices to use this product.
Certificate Management	Install and manage security certificates for access to the printer and the network.
Email Domain Restriction	If email functionality is enabled, administrators can limit the email addresses to which the printer can send messages.
Web Service Security	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
Self Test	Verify that the security functions are running according to expected system parameters.

HP Web Services tab

Use the **HP Web Services** tab to configure and enable HP Web Services for this printer. It is necessary to Enable HP Web Services to use the HP ePrint feature.

Table 7-19 HP Embedded Web Server HP Web Services tab

Menu	Description
Web Services Setup	Connect this printer to HP Connected on the web by enabling HP Web Services.
Web Proxy	Configure a proxy server if there are issues enabling HP Web Services or connecting the printer to the Internet.
HP JetAdvantage	Access solutions that extend the capabilities of the printer
Smart Cloud Print	Enable Smart Cloud Print, which allows access to web-based apps that extend the capabilities of the printer.

Networking tab

Use the **Networking** tab to configure and secure network settings for the printer when it is connected to an IP-based network. This tab does not display if the printer is connected to other types of networks.

Table 7-20 HP Embedded Web Server Networking tab > Configuration settings

Menu	Description
Wireless Station	Configure the initial wireless settings. NOTE: The configuration options available depend on the print server model.
Wi-Fi Direct	Configure Wi-Fi Direct settings for printers that include embedded Wi-Fi Direct Print and NFC printing or that have a wireless accessory installed. NOTE: The configuration options available depend on the print server model.
TCP/IP Settings	Configure TCP/IP settings for IPv4 and IPv6 networks. NOTE: The configuration options available depend on the print server model.
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.
Other Settings	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
AirPrint	Enable, set up, or disable network printing from Apple-supported printers.
Select Language	Change the language displayed by the HP Embedded Web Server. This page displays if the web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
Select Location	Select a country/region for the printer.

Table 7-21 HP Embedded Web Server Networking tab > Google Cloud Print settings

Menu	Description
Setup	Set up Google Cloud Print options.
Web Proxy	Configure proxy settings.

Table 7-22 HP Embedded Web Server Networking tab > Security settings

Menu	Description
Settings	View and restore current security settings to factory-default values. Configure security settings using the Security Configuration Wizard. NOTE: Do not use the Security Configuration Wizard to configure security settings if using network-management applications, such as HP Web Jetadmin.
Authorization	Control configuration management and use of this printer, including limiting host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Secure Communication	Configure Transport Layer Security (TLS) protocol and encryption options.

Table 7-22 HP Embedded Web Server Networking tab > Security settings (continued)

Menu	Description
Mgmt. Protocols	<p>Configure and manage security protocols for this printer, including the following:</p> <ul style="list-style-type: none"> • Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS. • Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server. • Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.
802.1X Authentication	<p>Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values.</p> <p>CAUTION: When changing the 802.1X authentication settings; the printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.</p>
IPsec/Firewall	View or configure a Firewall policy or an IPsec/Firewall policy.
Announcement Agent	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.

Table 7-23 HP Embedded Web Server Networking tab > Diagnostics settings

Menu	Description
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.

Print menu and Copy menu (MFP)

Learn about the control-panel [Print](#) menu and the [Copy](#) menu (MFP).

Touchscreen printers: At the printer control panel, touch the [Print](#) button.

Non-touchscreen printers: Use the arrow buttons to scroll to the [Print](#) button, and then press the [OK](#) button.

Table 7-24 Print menu

First level	Second level	Third level	Fourth level	Description
Print from Job Storage	Choose			Use this item to view and select jobs stored in the printer memory.
Print from Job Storage	Print List			Use this item to print the list of jobs stored in the printer memory
Print from Job Storage	Print			Use this item to print the selected job.

Table 7-24 Print menu (continued)

First level	Second level	Third level	Fourth level	Description
Print from USB Drive	Choose	Original Sides 1-sided 2-sided		Use this item to view and select jobs stored on a USB drive.
Print from USB Drive	Print	Original Sides 1-sided 2-sided		Use this item to print the selected job.

Table 7-25 Copy menu (MFP)

First level	Second level	Third level	Fourth level	Description
Sides	Original Sides 1-sided 2-sided			Use this item 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. NOTE: For 2-sided, the Pages flip up option is available.
Sides	Original Sides 1-sided 2-sided			Use this item to select the source tray for the copy job. NOTE: The A3 Tray 2 or the A3 Tray 3 is the default tray.
Quick Sets and Defaults	Load Save			Use this item to determine create or load copy quick sets.
Options	Sides	Original Sides 1-sided 2-sided		NOTE: For 22-sided, the Pages flip up option is available.
Options	Sides	Original Sides 1-sided 2-sided		Use this item 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. NOTE: For 2-sided, the Pages flip up option is available.
Options	Staple	None Top left angled Top right angled		Use to enable/disable stapling and position the staple on the page.
Options	Scan Mode	Standard Document Book Mode 2-sided ID		Use to describe the type of original. NOTE: Use the 2-sided ID option to automatically place the images from a two sided identification card (like a drivers license for example) on a single page.

Table 7-25 Copy menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Description
Options	Reduce/Enlarge	Automatic Manual		Use this to automatically or manually scale the original to fit on the output page. NOTE: When Automatic is selected, the Include Margins option is available. NOTE: When Manual is selected, use the % dialog box to enter the percentage for document scaling (25 to 400 percent).
Options	Original Size	Choose from a list of sizes.		Use this to describe the size or sizes of the originals.
Options	Paper Selection	Paper Size Paper Type Paper Tray		Select from a list of paper sizes, types, and available trays for the copy job. NOTE: The list of trays depends on the printer configuration.
Options	Booklet	Booklet Format (check box)		Use this item to set the copy job to a booklet format. NOTE: When Booklet Format is selected, the Borders on each page option is available.
Options	Content Orientation	Automatically detect Portrait Landscape		Use this to automatically detect, or manually describe the original content orientation.
Options	Pages per Sheet	One Two Four (right, then down) Four (down, then right) Add page borders		Use this to print the original to a single page or to print multiple originals to a single page. NOTE: Add page borders is only available when printing multiple originals on a single page.
Options	Image Adjustment	Sharpness Darkness Contrast Background Cleanup		Use the sliders to adjust the values for these items.
Options	Optimize Text/Picture	Text Mixed Printed picture Photograph		Use this to improve print quality.

Table 7-25 Copy menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Description
Options	Edge-to-Edge	Normal (recommended) Edge-to-Edge		Use to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges. Combine with the Reduce/Enlarge feature to ensure that the entire page is printed on the copies. When the Edge-to-Edge feature is turned on, the product minimizes margins and prints as close to the edge of the paper as possible.
Options	Erase Edges	Apply same width to all edges (check box) Top Edge Bottom Edge Left Edge Right Edge		Use this 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 inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
Options	Collate	Collate on Collate of		If you are making more than one copy, select the Collate on option to assemble the pages in the correct order in each set of copies.
Options	Multi-feed Detection	On Off		When enabled, scanning stops if HP EveryPage technology detects multiple pages being fed at one time. When disabled, this feature will not stop scanning when multi-feeds are detected

Defeating interlocks

Learn about defeating printer 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 rear 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 the covers removed. Never touch any of the power supplies when the printer is turned on.

💡 TIP: Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the door logic switches.

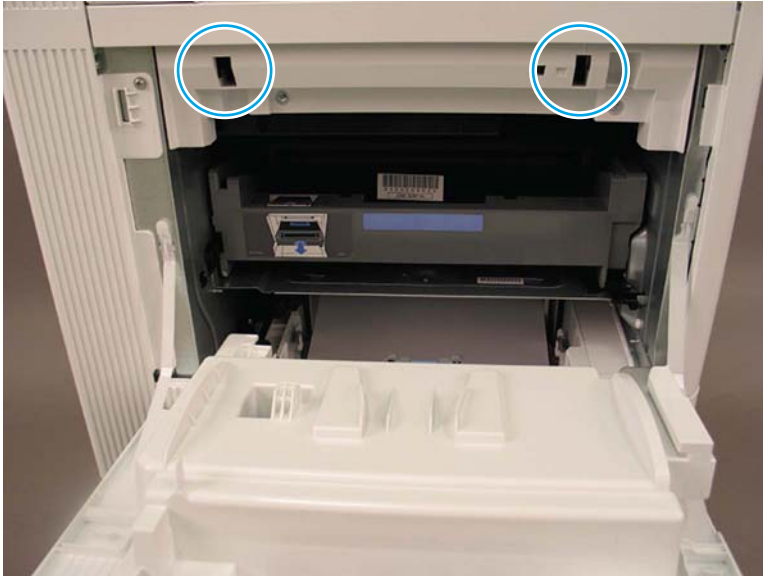
Defeat the toner cartridge door interlocks

1. Open the toner cartridge door.


2. Insert a folded piece of paper into the slots.

 **TIP:** Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the front door and right door logic switches.

Figure 7-26 Defeat the toner cartridge door interlocks



Defeat the right or rear door interlock

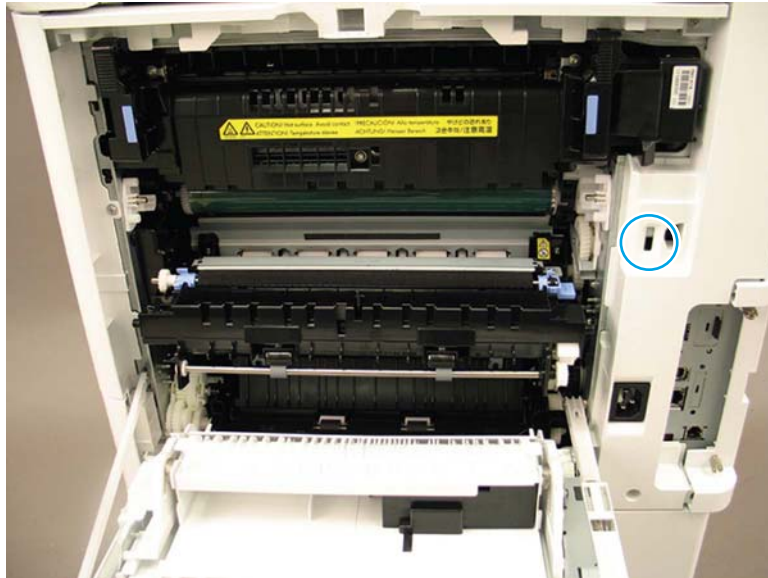
 **NOTE:** For the M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675 printers, this is the rear door.

1. Open the right or rear 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 a 10 mm (.375 in) strip, and insert the strip into the slots for the front door and right door logic switches.

Figure 7-27 Defeat the right or rear door interlock



LED Diagnostics (formatter)

Learn about troubleshooting the printer using formatter LEDs.

Understand lights on the formatter

Three LEDs on the formatter indicate that the printer is functioning correctly.

Figure 7-28 LEDs (formatter)

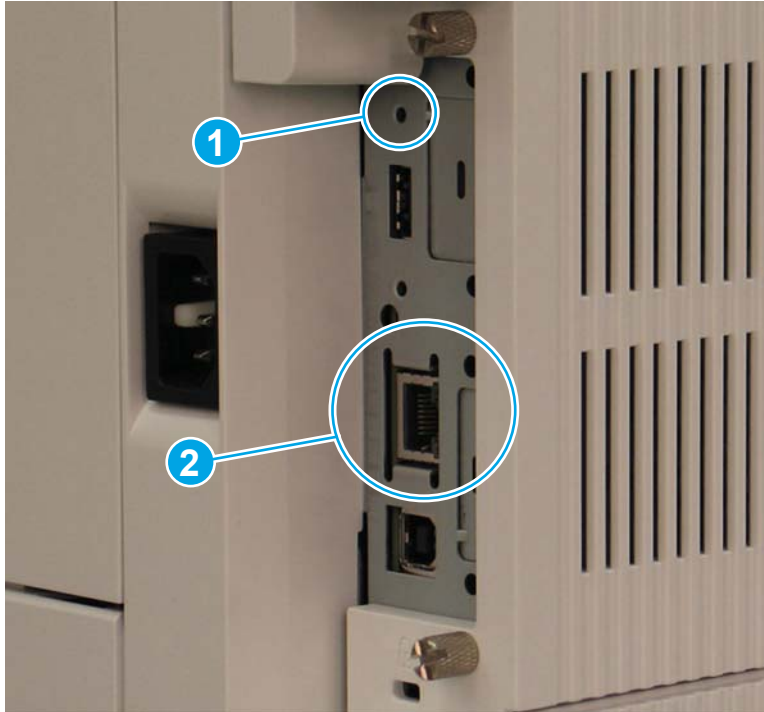


Table 7-26 LEDs (formatter)

Item	Description
Heartbeat LED	Indicates that the formatter is functioning.
HP Jetdirect LEDs (2 LEDs)	Indicates network activity and link status.


CAUTION: Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the model of printer it is installed in and is not designed to be swapped or repurposed in any way. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:

- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable
- 33.02.01 Used board/Disk installed errors

If a used formatter is installed and causes this issue, the **partner** must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed.**

For more information, see [HP LaserJet Enterprise, HP LaserJet Managed, HP PageWide Enterprise, HP PageWide Managed - 33.02.01 error or printer name and/or product number changes after replacing the formatter](#).

 This part contains components that are electrostatic discharge (ESD) sensitive. To reduce the possibility of ESD damage, always touch the sheet-metal chassis to ground yourself before touching an ESD sensitive part.

Heartbeat LED

The heartbeat LED indicates that the formatter is functioning correctly. While the printer is initializing after it is turned on, the LED blinks rapidly, and then turns off. When the printer has finished the initialization sequence, the heartbeat LED pulses on and off.

The following list describes the heartbeat LED operation while the printer is executing the firmware boot process.



NOTE: If after initialization, the heartbeat LED is not solid green, see [Table 7-27 Heartbeat LED, printer operational on page 279](#).

Heartbeat LED, printer firmware boot

- Green
 - Blinking: The printer is correctly functioning.
 - Solid: The FW has not yet booted.
- Amber
 - Blinking: The control panel is not detected.
 - Solid: The FFC between the formatter and DC controller is not connected or is damaged.
- Red
 - Solid: Valid SPI code; there is a problem releasing ASIC and running the BIOS.
Solid: BIOS initiates PROSAC to change the LED from red to green.
Solid: PROSAC is not running (No ROM or SPI code).
 - Blinking: Valid SPI code not found.
- Off: No 5V or 3.3V PROSAC power.

The following table describes the heartbeat LED operation when the printer completes the firmware boot process and is in the **Ready** state.

Table 7-27 Heartbeat LED, printer operational

Green	<ul style="list-style-type: none">● Normal operation<ul style="list-style-type: none">– Formatter is operating normally– Firmware is operating normally– Control panel is connected
Yellow	<ul style="list-style-type: none">● Formatter cannot connect to the control panel<ul style="list-style-type: none">– Check control panel connections– Verify control panel functionality
Red	<ul style="list-style-type: none">● Formatter error or failure

Table 7-27 Heartbeat LED, printer operational (continued)

	<ul style="list-style-type: none"> – Serial peripheral interface (SPI) flash memory boot error – Power on self test (formatter) failed – Diagnostic (formatter) failed
Off	<p>TIP: The heartbeat LED is off if the power cable is disconnected, the product power switch is in the off position, or the product is in Sleep Mode.</p> <ul style="list-style-type: none"> • Firmware or system freeze <ul style="list-style-type: none"> – Check control panel for an error message – Control panel failure <p>NOTE: This condition is not usually caused by a formatter failure. Turn the power off, and then on again. If the error persists, perform a firmware upgrade.</p>

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, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Network Settings](#)
 - [Embedded Jetdirect Menu](#)
 - [Link Speed](#)
3. Select the appropriate link speed, and then touch the [OK](#) button.

Disable cartridge check

Learn about the disable cartridge check troubleshooting diagnostic.

Use this diagnostic test to print internal pages or send an external job to the printer when the toner cartridge is removed or exchanged. Supply errors are ignored while the printer is in this mode.

When the printer is in this mode, access the troubleshooting menus and print internal pages (the print quality pages will be the most useful). This test can be used to isolate problems, such as noise, and to isolate print-quality problems that are related to the toner cartridge.



NOTE: Do not remove or exchange the toner cartridge until after beginning the disable cartridge check diagnostic.

Disable cartridge check from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Troubleshooting](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Diagnostic Tests](#), and then press the [OK](#) button.
4. Select [Continue](#) to enter *Maintenance Mode*.
5. Use the arrow buttons to scroll to [Disable Cartridge Check](#), and then press the [OK](#) button.

Disable cartridge check 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](#)
 - [Diagnostic Tests](#)
 - [Disable Cartridge Check](#)

Print/stop test

Learn about the print/stop test troubleshooting diagnostic.

Use this diagnostic test to isolate the cause of problems such as image-formation defects and jams within the engine.

During this test, stop the paper anywhere along the printer paper path. The test can be programmed to stop printing internal pages or an external print job when the paper reaches a certain position. The test can also be programmed to stop from 0 to 60,000 ms. If the timer is set to a value that is greater than the job-print time, the printer can recover in one of two ways.

Printer recovery (print/stop test)

- After the print job is completed press the [OK](#) button to return to the [Troubleshooting](#) menu before the timer times out.
- After the timer times out, touch the [Stop](#) button. Activate the door switch to restart the engine and return it to a normal state.

Common print/stop test timing millisecond (ms) stops

- **600 ms:** The page has passed the registration area and the leading edge is just short of entering the fuser. The image can be seen on the paper but has not fused. If the defect is visible then the cause might be the drum, transfer roller, or a roller prior to, or in, the registration area.
- **1200 ms:** The leading edge is about 18mm (0.71 in) into the top output bin. The image has gone through the fuser. If the defect was not visible prior to the fuser, and is visible after the fuser, then the fuser is the likely cause of the print quality defect. Inspect the fuser for damage, debris, or labels stuck to the fuser. Replace the fuser. Discuss media specifications and proper care of the fuser with the customer.

Print/stop test from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Troubleshooting](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Diagnostic Tests](#), and then press the [OK](#) button.
4. Select [Continue](#) to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to [Print/Stop Test](#), and then press the [OK](#) button.

Print/stop test 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](#)
 - [Diagnostic Tests](#)
 - [Print/Stop Test](#)
3. Enter a range, and then touch the [OK](#) button.

Individual component diagnostics

Learn about printer individual component diagnostics.

Paper path test

Learn about the paper path test troubleshooting diagnostic.

This diagnostic test generates one or more test pages. Use these pages to isolate the cause of jams.

To isolate a problem, specify which input tray to use, and specify the number of copies to print. Print multiple copies to help isolate intermittent problems. The following options become available after beginning the diagnostic feature:

- **Print Test Page:** Run the paper-path test from the default settings: Tray 2, no duplex, and one copy. To specify other settings, scroll down the menu, and select the setting, and then scroll back up and select **Print Test Page** to start the test.
- **Source Tray:** Select Tray 1, Tray 2, or the optional tray.
- **Number of Copies:** Set the numbers of copies to be printed; the choices are 1, 10, 50, 100, or 500.

Paper path test from a SFP control panel

1. From the **Home** screen on the printer control panel, use the arrow buttons to navigate to **Support Tools**, and then press the **OK** button.
2. Use the arrow buttons to scroll to **Troubleshooting**, and then press the **OK** button.
3. Use the arrow buttons to scroll to **Diagnostic Tests**, and then press the **OK** button.
4. Select **Continue** to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to **Paper Path Test**, and then press the **OK** button.

Paper path test from an MFP 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**
 - **Diagnostic Tests**
 - **Paper Path Test**
3. Select the paper path test options for the test.

Print/stop test

Learn about the print/stop test troubleshooting diagnostic.

Use this diagnostic test to isolate the cause of problems such as image-formation defects and jams within the engine.

During this test, stop the paper anywhere along the printer paper path. The test can be programmed to stop printing internal pages or an external print job when the paper reaches a certain position. The test can also be

programmed to stop from 0 to 60,000 ms. If the timer is set to a value that is greater than the job-print time, the printer can recover in one of two ways.

Printer recovery (print/stop test)

- After the print job is completed press the **OK** button to return to the [Troubleshooting](#) menu before the timer times out.
- After the timer times out, touch the **Stop** button. Activate the door switch to restart the engine and return it to a normal state.

Common print/stop test timing millisecond (ms) stops

- **600 ms:** The page has passed the registration area and the leading edge is just short of entering the fuser. The image can be seen on the paper but has not fused. If the defect is visible then the cause might be the drum, transfer roller, or a roller prior to, or in, the registration area.
- **1200 ms:** The leading edge is about 18mm (0.71 in) into the top output bin. The image has gone through the fuser. If the defect was not visible prior to the fuser, and is visible after the fuser, then the fuser is the likely cause of the print quality defect. Inspect the fuser for damage, debris, or labels stuck to the fuser. Replace the fuser. Discuss media specifications and proper care of the fuser with the customer.

Print/stop test from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Support Tools](#), and then press the **OK** button.
2. Use the arrow buttons to scroll to [Troubleshooting](#), and then press the **OK** button.
3. Use the arrow buttons to scroll to [Diagnostic Tests](#), and then press the **OK** button.
4. Select [Continue](#) to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to [Print/Stop Test](#), and then press the **OK** button.

Print/stop test 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](#)
 - [Diagnostic Tests](#)
 - [Print/Stop Test](#)
3. Enter a range, and then touch the **OK** button.


Paper path sensors test

Learn about the paper path sensor test troubleshooting diagnostic.

Paper path sensor test from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Support Tools](#), and then press the **OK** button.
2. Use the arrow buttons to scroll to [Troubleshooting](#), and then press the **OK** button.

3. Use the arrow buttons to scroll to [Diagnostic Tests](#), and then press the **OK** button.
4. Select [Continue](#) to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to [Paper Path Sensors](#), and then press the **OK** button.
6. Use the arrow buttons to select from the following:

 **NOTE:** Depending on the printer model, not all options are available.

- [Options](#)
 - [Number of copies](#)
 - [Paper tray](#) (source to print from)
 - [Output Sides](#) (simplex or duplex testing)
 - [Staple](#) (model dependent)
 - [Output bin](#) (model dependent)
- [Done](#) (return to the [Troubleshooting](#) menu)
- [Start](#) (begins the test)

Paper path sensor test 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](#)
 - [Diagnostic Tests](#)
 - [Paper Path Sensors](#)
3. Touch [Start](#) to run the test.

 **NOTE:** Depending on the printer model, not all options are available.

- [Options](#)
 - [Number of copies](#)
 - [Paper tray](#) (source to print from)
 - [Output Sides](#) (simplex or duplex testing)
 - [Staple](#) (model dependent)
 - [Output bin](#) (model dependent)
- [Done](#) (return to the [Troubleshooting](#) menu)
- [Start](#) (begins the test)

Manual sensors test

Learn about the manual sensor test troubleshooting diagnostic.

The [Manual Sensor Test](#) screen shows the sensor number, sensor name, sensor state (active or inactive), and the number of times the sensor has been toggled (activated).

Manual sensor test from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Troubleshooting](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Diagnostic Tests](#), and then press the [OK](#) button.
4. Select [Continue](#) to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to [Manual Sensor Test](#), and then press the [OK](#) button.
6. Use the arrow buttons to scroll to select from the following:
 - [Options](#)
 - [All sensors](#) (choose the group of sensors to test)
 - [Input tray sensors](#)
 - [Output bin sensors](#)
 - [Engine sensors](#)
 - [Done](#) (return to the [Troubleshooting](#) menu)
 - [Start](#) (begins the test)

Manual test 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](#)
 - [Diagnostic Tests](#)
 - [Manual Sensor Test](#)
3. Select from the following:
 - [Options](#)
 - [All sensors](#) (choose the group of sensors to test)
 - [Input tray sensors](#)
 - [Output bin sensors](#)
 - [Engine sensors](#)
 - [Done](#) (return to the [Troubleshooting](#) menu)
 - [Start](#) (begins the test)

Component test

Learn about the component test troubleshooting diagnostic.

This test activates individual parts independently to isolate problems.

Each component test can be performed once or repeatedly. If the [Repeat](#) option is enabled, the test cycles the component on and off. This process continues until the test automatically terminates.



NOTE: The cartridge door interlocks must be defeated to run the component tests. A control-panel display prompt appears to indicate removing the toner cartridge, during certain tests.

Component test from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Troubleshooting](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Diagnostic Tests](#), and then press the [OK](#) button.
4. Select [Continue](#) to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to [Component Test](#), and then press the [OK](#) button.
6. Use the arrow buttons to select from the following:
 - [Drum Motor >](#) (displays the components list)



NOTE: The list of components depending on the printer model.

- [Repeat](#) (select this item to continuously run the test)




NOTE: The test continues until the it stops automatically.

- [Done](#) (return to the [Troubleshooting](#) menu)
- [Start](#) (starts the component test)

Component test 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](#)
 - [Diagnostic Tests](#)
 - [Component Test](#)
3. Select from the following:
 - [Drum Motor >](#) (displays the components list)

 **NOTE:** The list of components depending on the printer model.

- [Repeat](#) (select this item to continuously run the test)

 **NOTE:** The test continues until the it stops automatically.

- [Done](#) (return to the [Troubleshooting](#) menu)
- [Start](#) (starts the component test)

Diagrams: Block diagrams

View block diagrams for the printer.

Cross section diagrams (electrical)

View printer and accessories cross section diagrams.

Cross-sectional view of the printer

Figure 7-29 Printer base, image formation system block diagram (1 of 2)

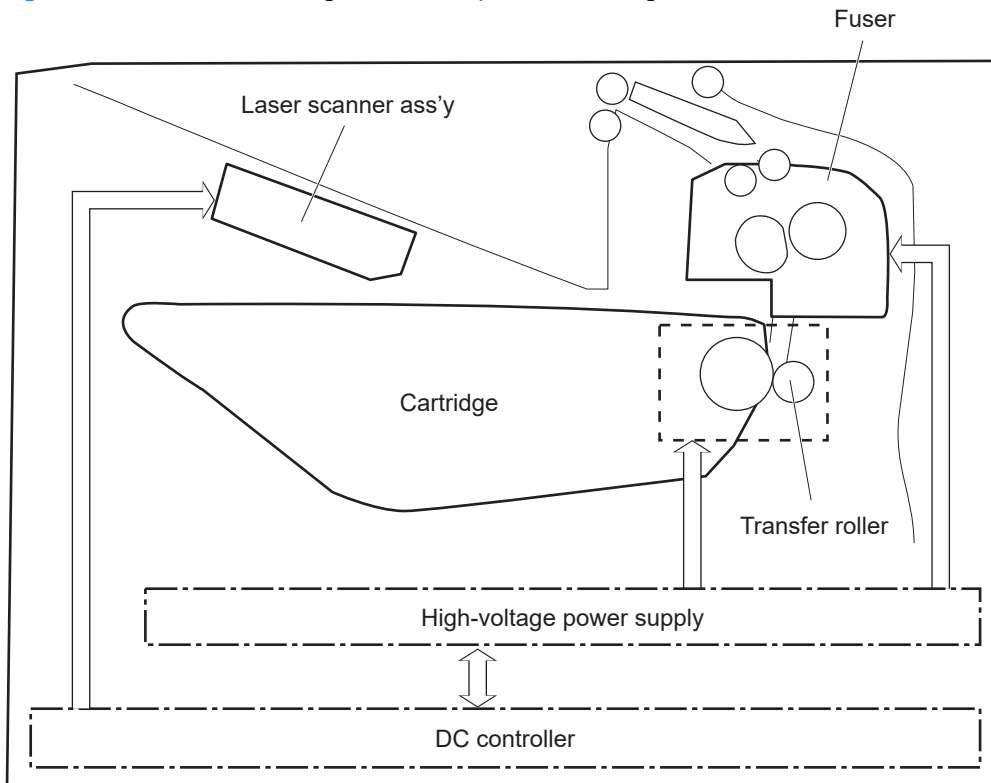
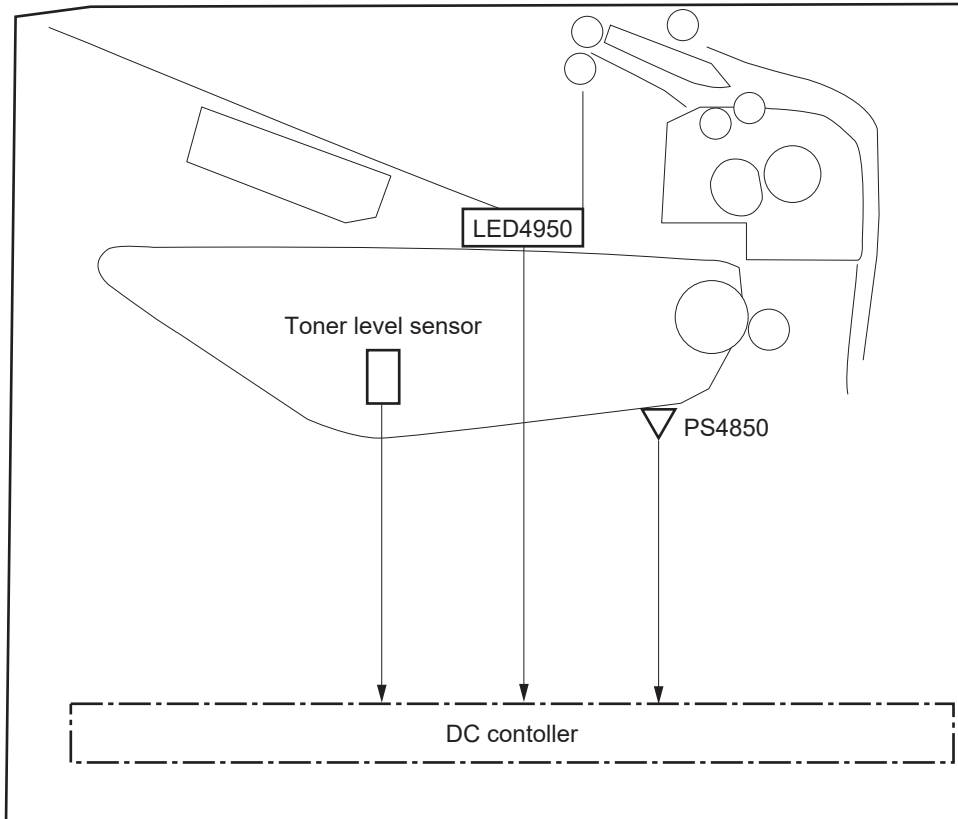
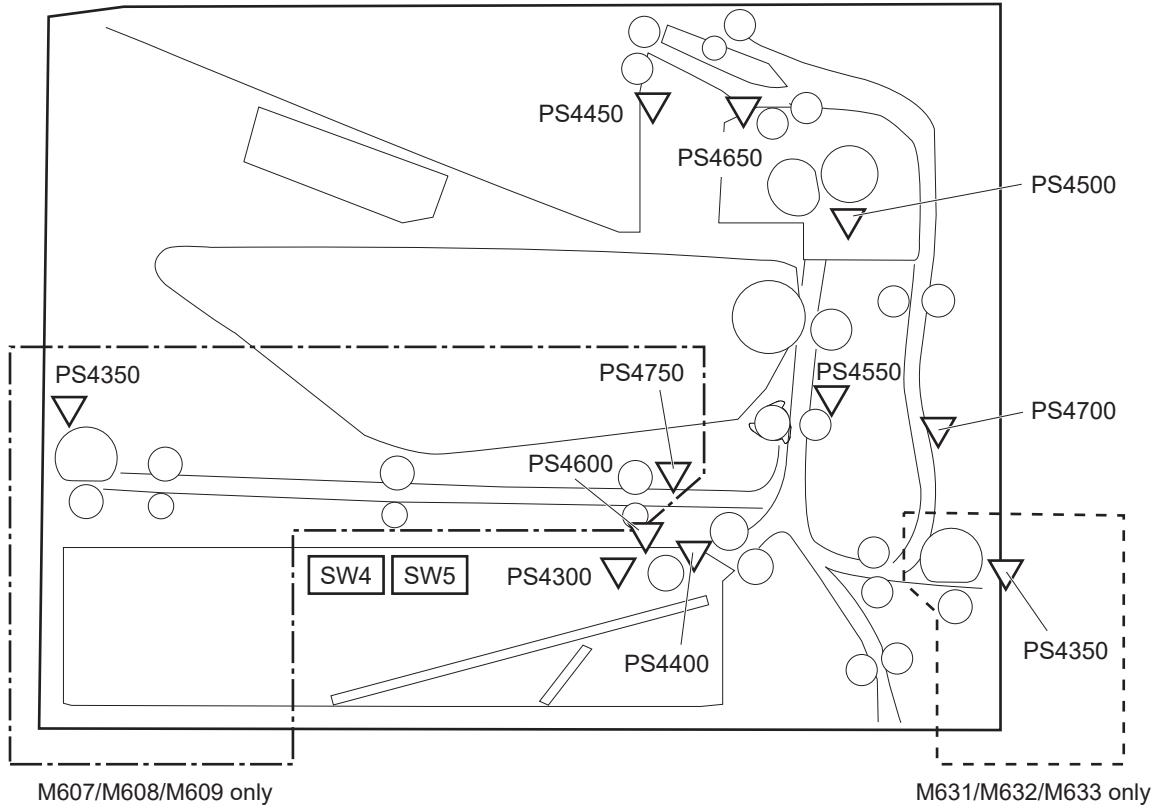


Figure 7-30 Printer base, image formation system block diagram (2 of 2)



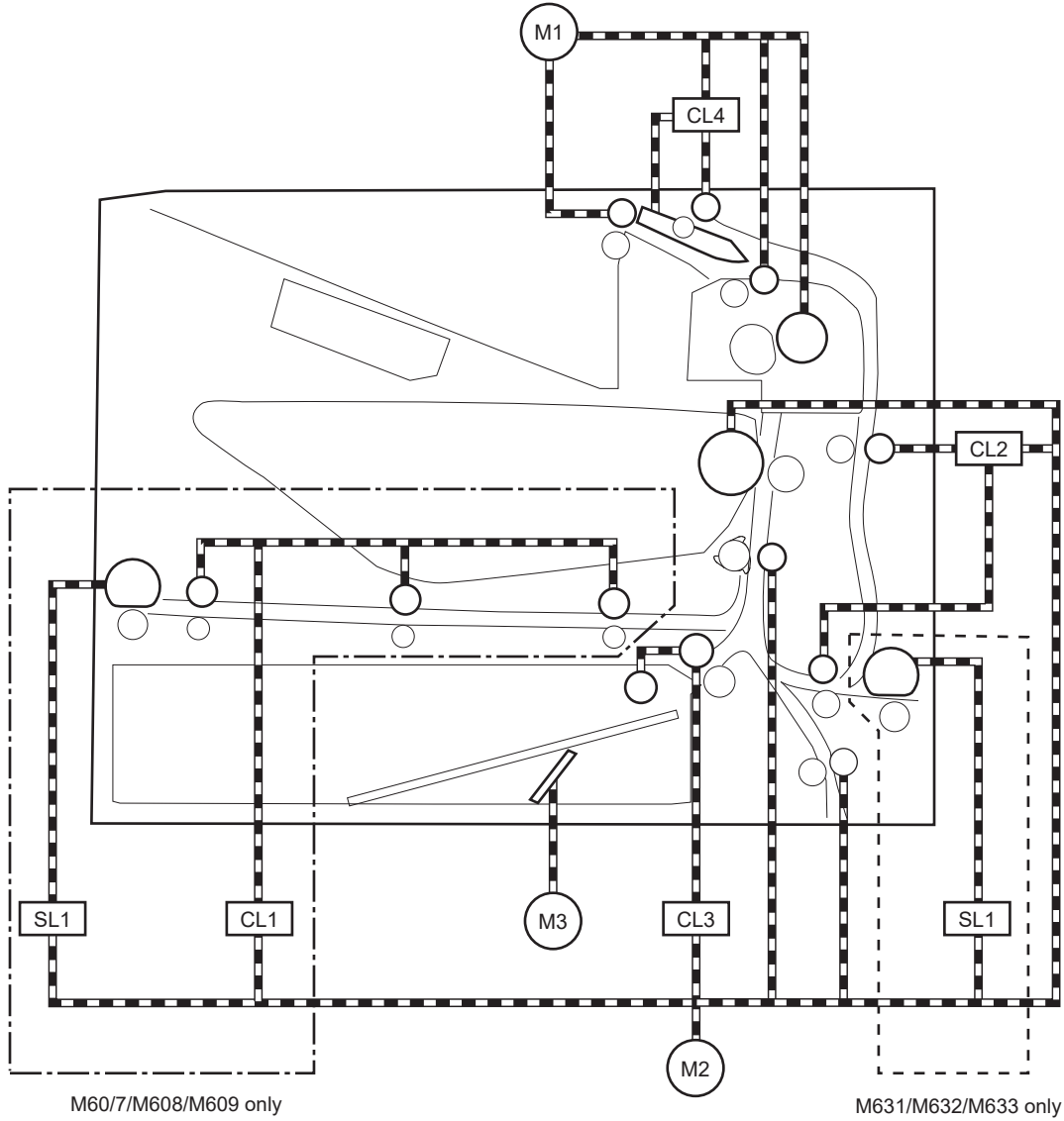
Item	Description
LED4950	Pre-exposure LED
PS4850	Developer alienation sensor
NA	Toner level sensor

Figure 7-31 Printer base, sensors (pickup, feed, and delivery) block diagram



Item	Description	Item	Description
PS4300	Tray 2 media out sensor	PS4600	Retard roller rotation sensor
PS4350	Tray 1 media out sensor	PS4650	Fuser output sensor
PS4400	Tray 2 media surface sensor	PS4700	Duplex feed sensor ¹
PS4450	FD1 media full sensor	PS4750	Tray 1 feed sensor
PS4500	Fuser loop sensor	SW4	Tray 2 media size switch 1
PS4550	Registration sensor	SW5	Tray 2 media size switch 2

Figure 7-32 Printer base, motors, solenoids, and clutches block diagram

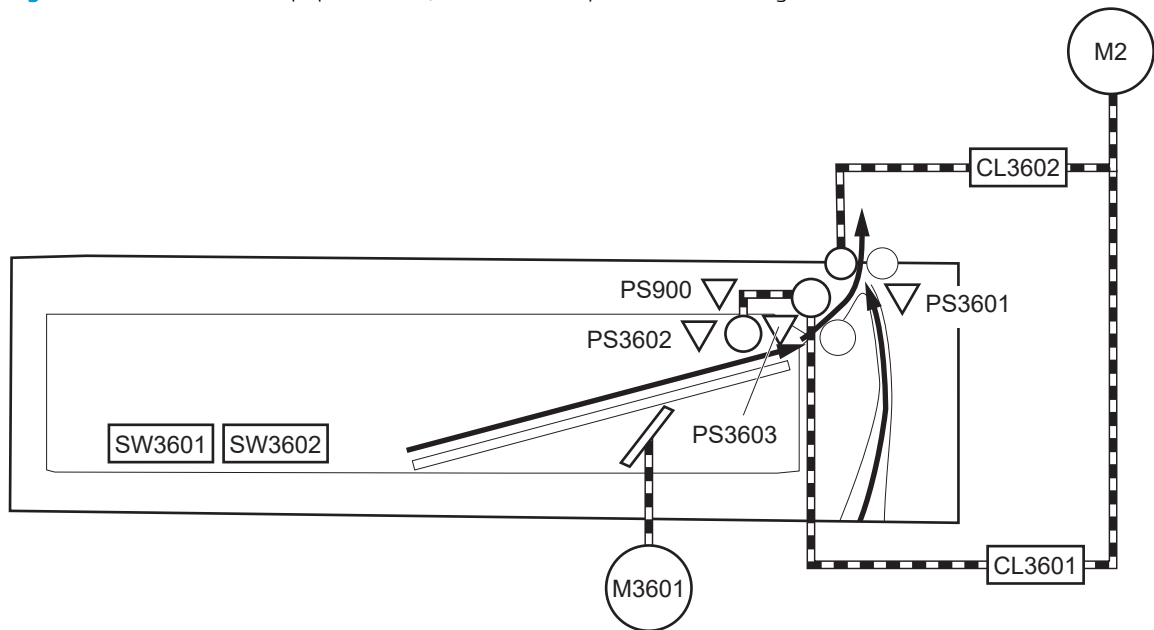


Item	Description	Item	Description
M1	Fuser motor	CL1	Tray 1 feed clutch
M2	Drum motor	CL2	Duplex feed clutch ¹
M3	Lifter motor	CL3	Tray 2 pickup clutch
SL1	Tray 1 pickup solenoid	CL4	Duplex switchback clutch

¹Duplex models only.

Cross-sectional view of the 1x550-sheet paper feeder

Figure 7-33 1x550-sheet paper feeder, electrical components block diagram

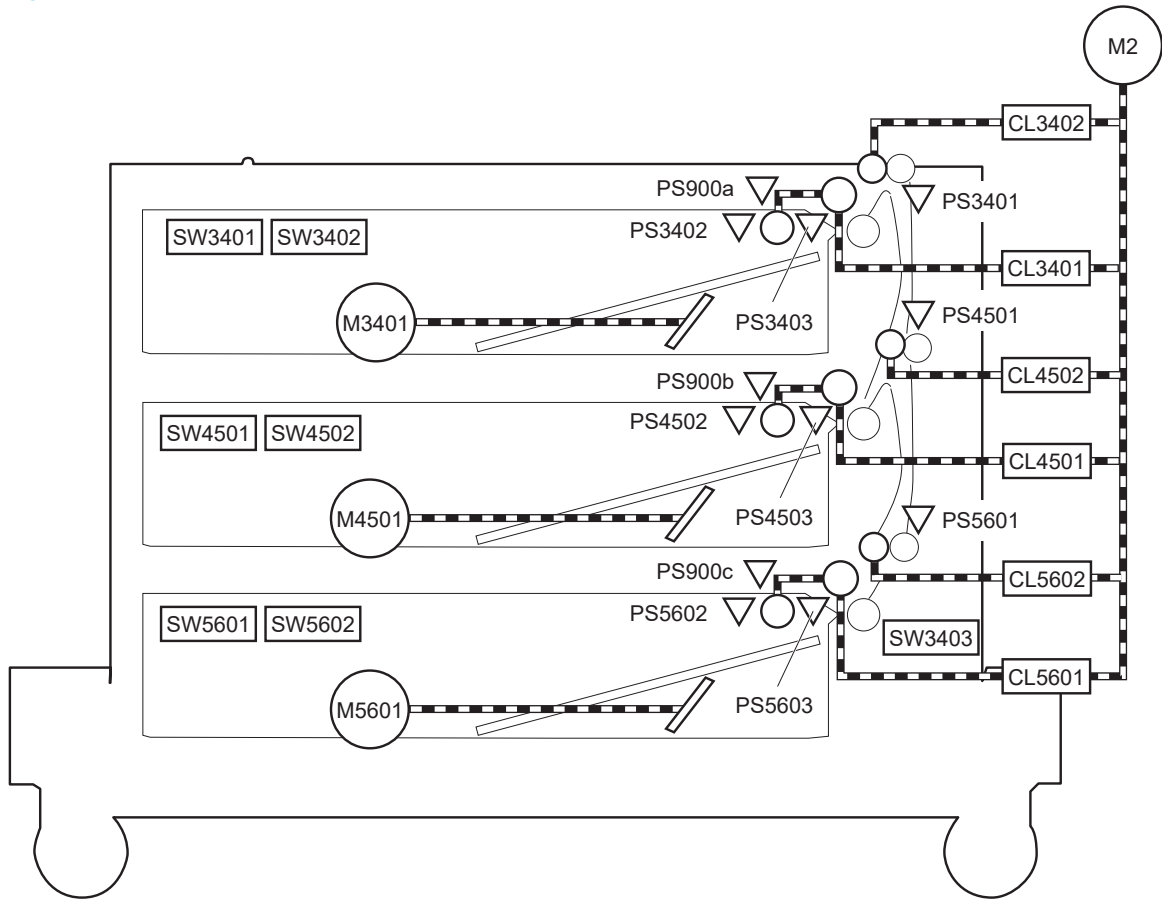


Item	Description	Item	Description
M2	Drum motor ¹	SW3603	PF Door switch
M3601	PF Lifter motor	PS3601	PF Feed sensor
CL3601	PF pickup clutch	PS3602	PF Media out sensor
CL3602	PF Feed clutch	PS3603	PF Media surface sensor
SW3601	PF Media size switch 1	PS900	PF Retard roller rotation sensor
SW3602	PF Media size switch 2		

¹Located in the printer.

Cross-sectional view of the 1x550-sheet and 3x550-sheet paper decks

Figure 7-34 1x550-sheet and 3x550-sheet paper decks, electrical components block diagram



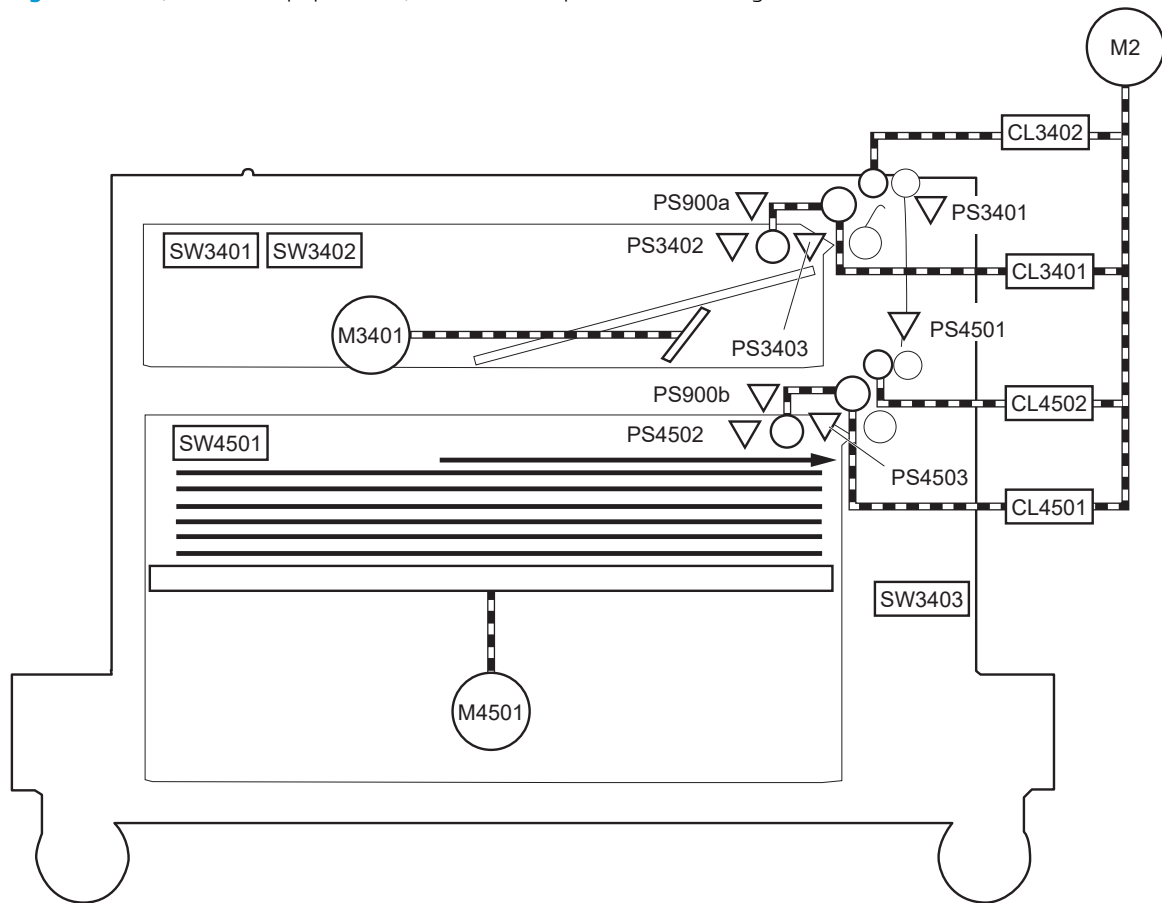
Item	Description	1x550	3x550
M2	Drum motor ¹	No	No
M3401	PD cassette 1 lifter motor	Yes	Yes
M4501	PD cassette 2 lifter motor	No	Yes
M5601	PD cassette 3 lifter motor	No	Yes
CL3401	PD cassette 1 pickup clutch	Yes	Yes
CL3402	PD cassette 1 feed clutch	Yes	Yes
CL4501	PD cassette 2 pickup clutch	No	Yes
CL4502	PD cassette 2 feed clutch	No	Yes
CL5601	PD cassette 3 pickup clutch	No	Yes
CL5602	PD cassette 3 feed clutch	No	Yes
SW3401	PD Cassette 1 media size switch 1	Yes	Yes
SW3402	PD Cassette 1 media size switch 2	Yes	Yes
SW4501	PD Cassette 2 media size switch 1	No	Yes
SW4502	PD Cassette 2 media size switch 2	No	Yes

Item	Description	1x550	3x550
SW5601	PD Cassette 3 media size switch 1	No	Yes
SW5602	PD Cassette 3 media size switch 2	No	Yes
SW3403	PD door switch	Yes	Yes
PS3401	PD cassette 1 feed sensor	Yes	Yes
PS3402	PD cassette 1 media out sensor	Yes	Yes
PS3403	PD cassette 1 media surface sensor	Yes	Yes
PS4501	PD cassette 2 feed sensor	No	Yes
PS4502	PD cassette 2 media out sensor	No	Yes
PS4503	PD cassette 2 media surface sensor	No	Yes
PS5601	PD cassette 3 feed sensor	No	Yes
PS5602	PD cassette 3 media out sensor	No	Yes
PS5603	PD cassette 3 media surface sensor	No	Yes
PS900a	PD retard roller rotation sensor 1	Yes	Yes
PS900b	PD retard roller rotation sensor 2	No	Yes
PS900c	PD retard roller rotation sensor 3	No	Yes

¹Located in the printer.

Cross-sectional view of the 2,550-sheet paper deck

Figure 7-35 2,550-sheet paper deck, electrical components block diagram

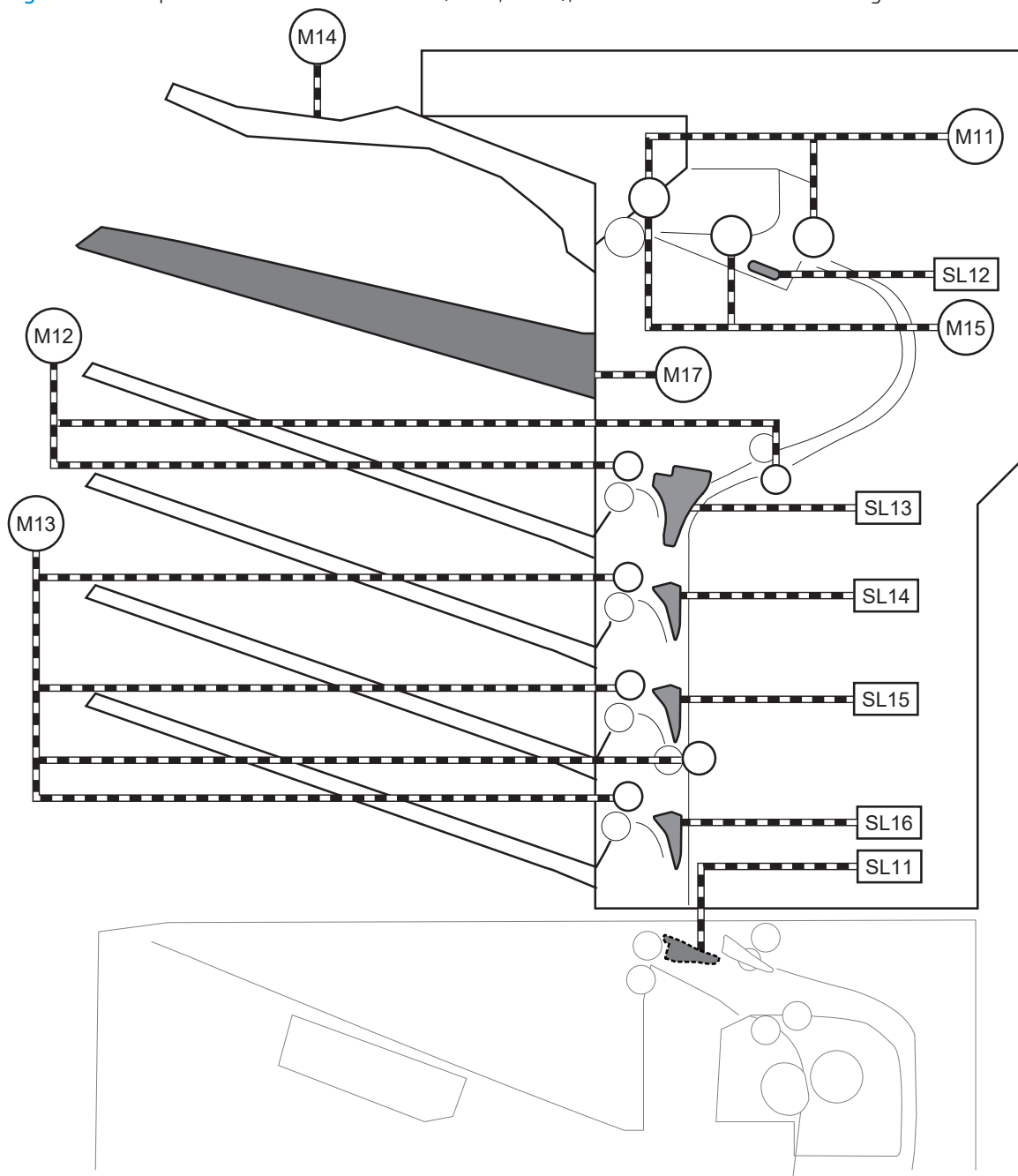


Item	Description	Item	Description
M2	Drum motor ¹	SW3403	PD door switch
M3401	PD cassette 1 lifter motor	PS3401	PD cassette 1 feed sensor
M4501	PD cassette 2 lifter motor	PS3402	PD cassette 1 media out sensor
CL3401	PD cassette 1 pickup clutch	PS3403	PD cassette 1 media surface sensor
CL3402	PD cassette 1 feed clutch	PS900	Retard roller rotation sensor
CL4501	PD cassette 2 pickup clutch	PS4501	PD cassette 2 feed sensor
CL4502	PD cassette 2 feed clutch	PS4502	PD cassette 2 media out sensor
SW3401	PD Cassette 1 media size switch 1	PS4503	PD cassette 2 media surface sensor
SW3402	PD Cassette 1 media size switch 2	PS900a	PD retard roller rotation sensor 1
SW4501	PD Cassette 2 media size switch 1	PS900b	PD retard roller rotation sensor 2

¹Located in the printer.

Cross-sectional view of the 5-bin stapler stacker multi bin mailbox (SSMBM)

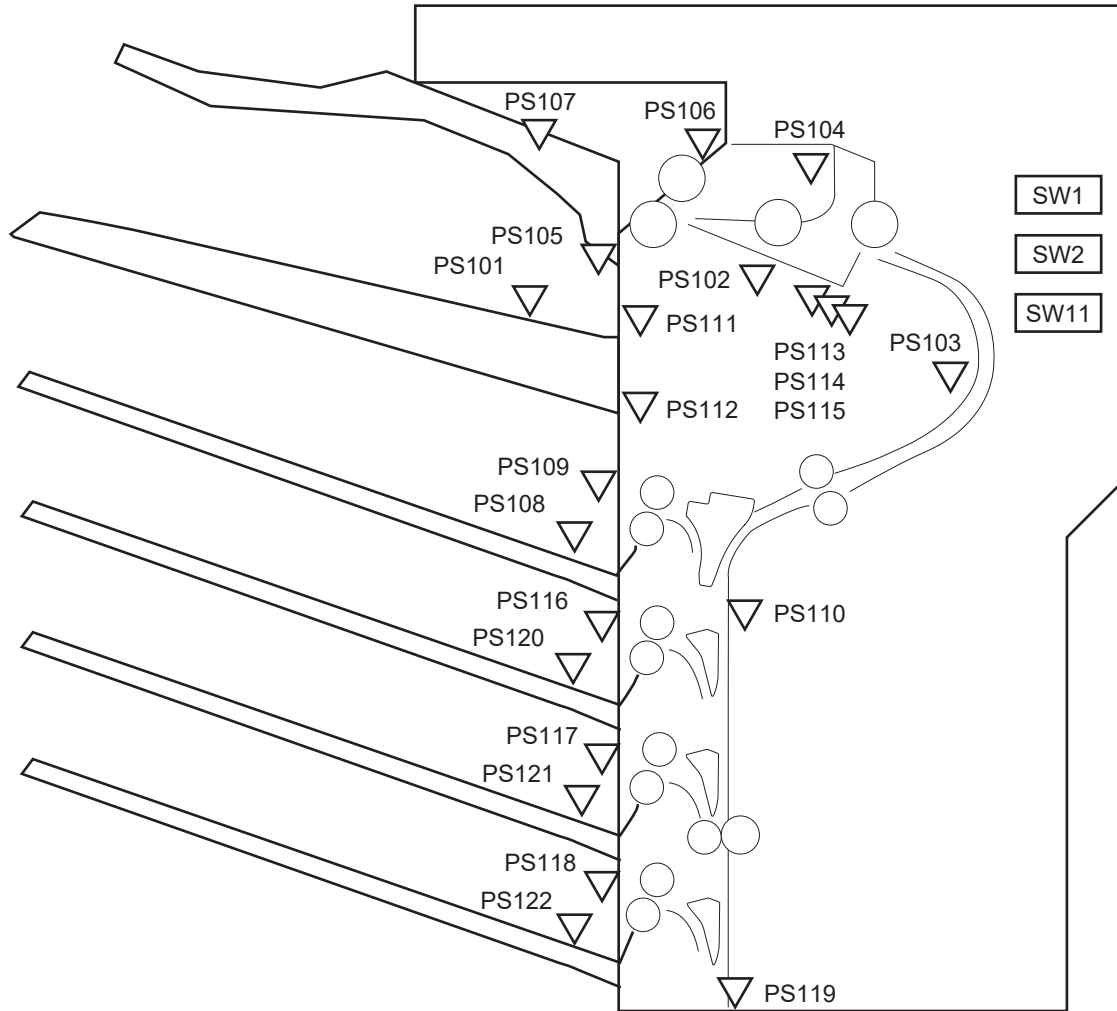
Figure 7-36 Stapler stacker multi bin mailbox (5-bin; SSBM), motors and solenoids block diagram



Item	Description	Item	Description
M11	SS output motor	SL11	Inlet flapper solenoid
M12	SS feed motor	SL12	Stamp solenoid
M13	MBM feed motor	SL13	Output bin 2 flapper solenoid
M14	Jogger motor	SL14	Output bin 3 flapper solenoid
M15	Y alignment motor	SL15	Output bin 4 flapper solenoid

Item	Description	Item	Description
M16	Staple motor	SL16	Output bin 5 flapper solenoid
M17	Lifter motor		

Figure 7-37 Stapler stacker multi bin mailbox (5-bin; SSBM), sensors and switches block diagram

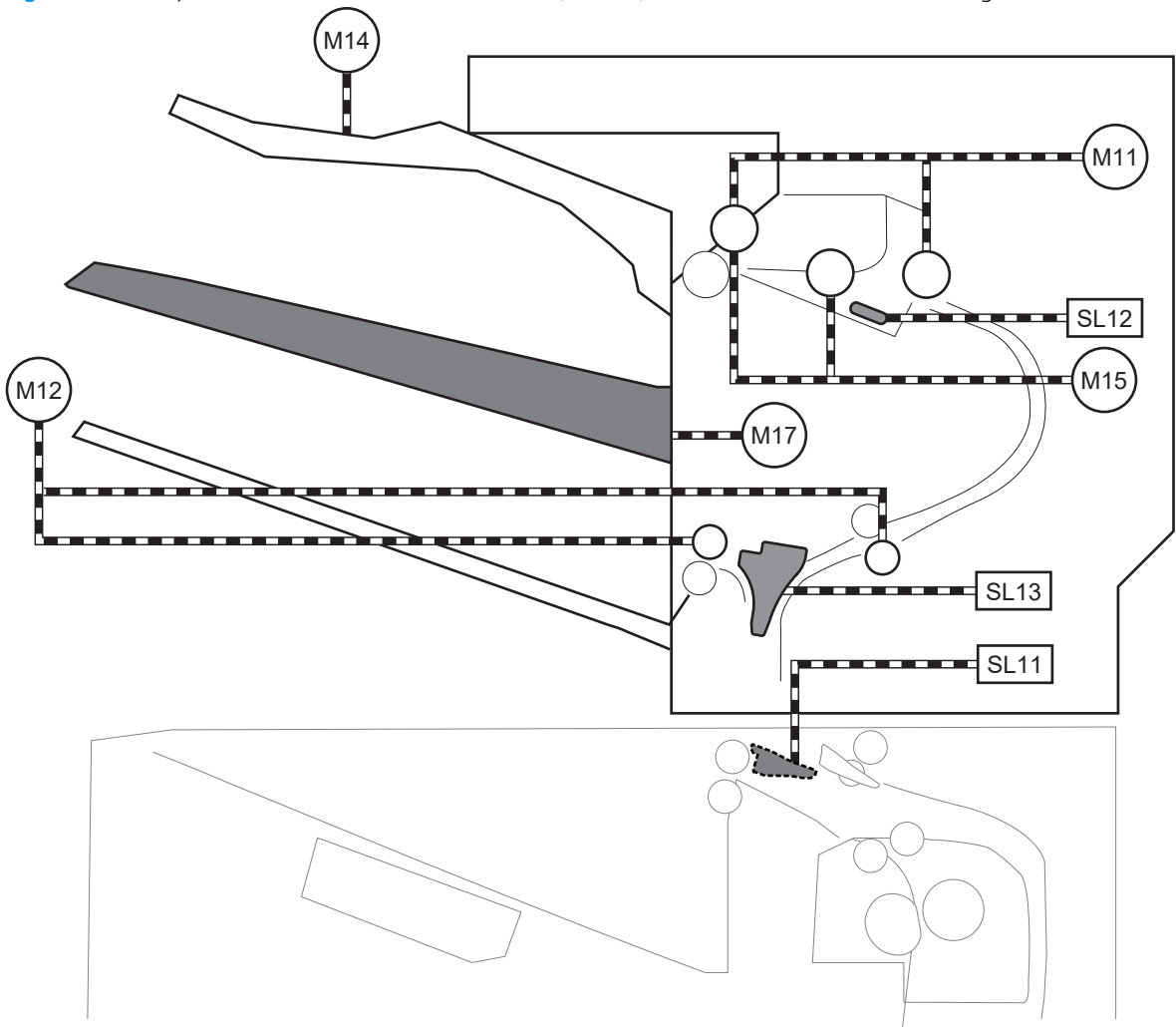


Item	Description	Item	Description
PS101	Bin 1 media presence sensor	PS114	Staple ready sensor
PS102	SS exit sensor	PS115	Staple home position sensor
PS103	Staple inlet sensor	PS116	Bin 3 media full sensor
PS104	Y alignment home position sensor	PS117	Bin 4 media full sensor
PS105	Bin 1 media full sensor	PS118	Bin 5 media full sensor
PS106	Alienation home position sensor	PS119	MBM inlet sensor
PS107	Jogger home position sensor	PS120	Bin 3 media presence sensor
PS108	Bin 2 media presence sensor	PS121	Bin 4 media presence sensor

Item	Description	Item	Description
PS109	Bin 2 media full sensor	PS122	Bin 5 media presence sensor
PS110	SS inlet sensor	SW1	MBM door switch
PS111	Bin 1 upper limit sensor	SW2	SS door switch
PS112	Bin 1 lower limit sensor	SW11	Staple door switch
PS113	Staple low sensor		

Cross-sectional view of the 2-bin stapler stacker multi bin mailbox (SSMBM)

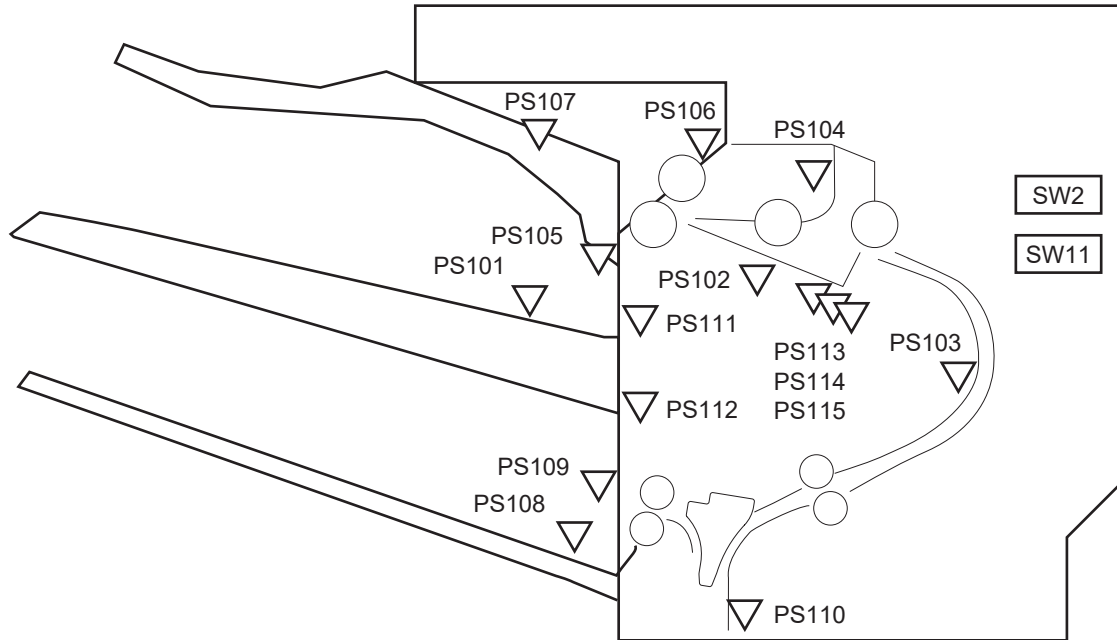
Figure 7-38 Stapler stacker multi bin mailbox (2-bin; SSBM), motors and solenoids block diagram



Item	Description	Item	Description
M11	SS output motor	M17	Lifter motor
M12	SS feed motor	SL11	Inlet flapper solenoid
M14	Jogger motor	SL12	Stamp solenoid

Item	Description	Item	Description
M15	Y alignment motor	SL13	Output bin 2 flapper solenoid
M16	Staple motor		

Figure 7-39 Stapler stacker multi bin mailbox (5 bin; SSBM), sensors and switches block diagram



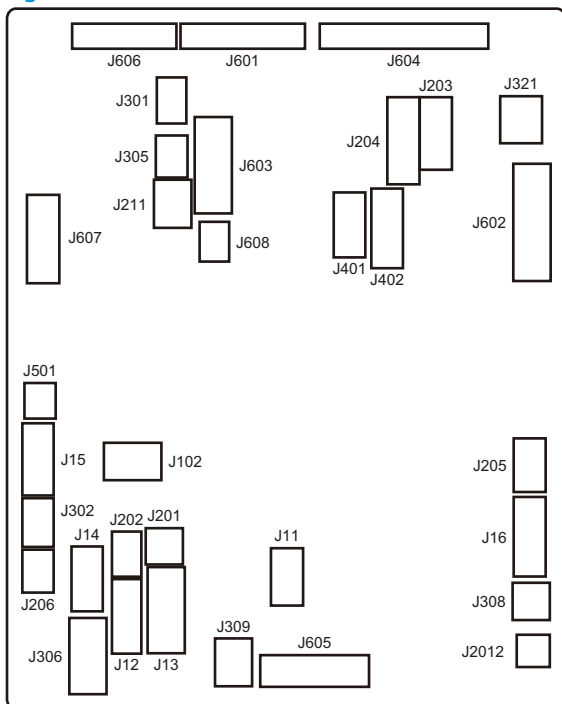
Item	Description	Item	Description
PS101	Bin 1 media presence sensor	PS110	SS inlet sensor
PS102	SS exit sensor	PS111	Bin 1 upper limit sensor
PS103	Staple inlet sensor	PS112	Bin 1 lower limit sensor
PS104	Y alignment home position sensor	PS113	Staple low sensor
PS105	Bin 1 media full sensor	PS114	Staple ready sensor
PS106	Alienation home position sensor	PS115	Staple home position sensor
PS107	Jogger home position sensor	SW2	SS door switch
PS108	Bin 2 media presence sensor	SW11	Staple door switch
PS109	Bin 2 media full sensor		

Printed circuit assembly (PCA) connector locations

View printed circuit assembly (PCA) diagrams.

DC controller PCA connections

Figure 7-40 DC controller PCA connections



Item	Description	Item	Description
J11	Tray 1 media out sensor Tray 1 pickup solenoid	J306	Tray 2 media size switch 1 Tray 2 media size switch 2
J12	Duplex feed clutch Tray 2 pickup clutch Retard roller rotation sensor	J308	Left door switch Front door switch
J13	Duplex fan Right door switch R Rear door switch R Right door switch L Rear door switch L	J309	Duplex feed sensor
J14	Tray 2 media out sensor Tray 2 media surface sensor	J321	24V interlock switch
J15	Fuser loop sensor Registration sensor	J401	Fuser
J16	Cartridge upper fan Cartridge lower fan Environment sensor	J402	Fuser
J102	Not used	J501	E-label

Item	Description	Item	Description
J201	Developer alienation solenoid	J601	Low-voltage power supply
J202	Tray 1 feed clutch	J602	Low-voltage power supply
J203	Drum motor	J603	Output accessory
J204	Fuser motor	J604	High-voltage power supply
J205	Laser scanner assembly	J605	Input accessory
J206	Lifter motor	J606	Laser scanner assembly
J211	Scanner fan	J607	Formatter
J301	Developer alienation sensor	J608	Not used
J302	Tray 1 feed sensor	J2012	Front door lock solenoid ¹ Left door lock solenoid ²
J305	Output bin media full sensor		

¹E60155/E60165/E60175 models only

²E62655/E62665/E62675 models only

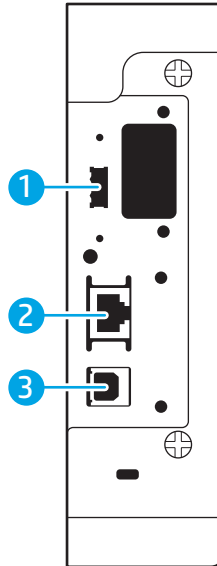
Diagrams: External plug and port locations

View printer external plugs and ports diagrams.

External plug and port locations (SFP)

External plug and port locations (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

Figure 7-41

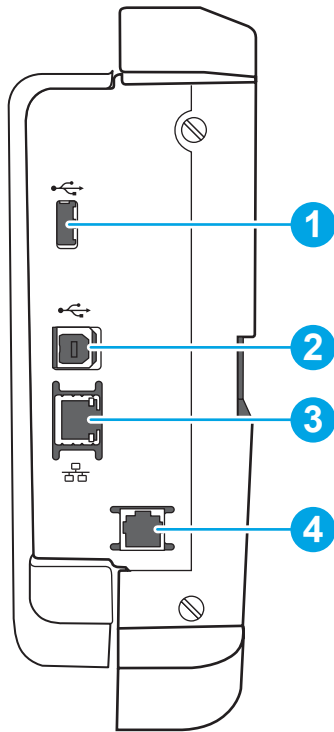


Item	Description
1	Host USB port for connecting external USB devices (this port might be covered)
2	Local area network (LAN) Ethernet (RJ-45) network port
3	Hi-Speed USB 2.0 printing port

NOTE: For easy-access USB printing, use the USB port near the control panel.

External plug and port locations (MFP)

Figure 7-42 External plug and port locations (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)



Item	Description
1	Host USB port for connecting external USB devices (this port might be covered)
2	Hi-Speed USB 2.0 printing port NOTE: For easy-access USB printing, use the USB port near the control panel.
3	Local area network (LAN) Ethernet (RJ-45) network port
4	Fax port (fax models only)

Diagrams: Major component locations

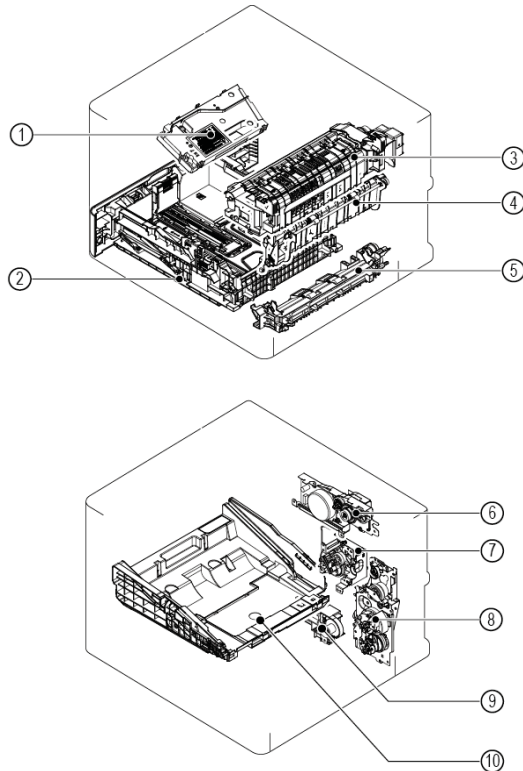
View printer major component locations diagrams.

Main assemblies (base printer)

View printer base main assemblies diagrams.

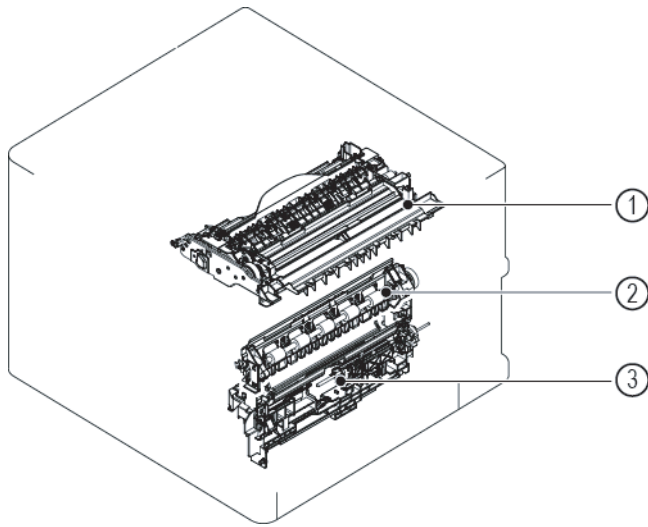
Major components (base printer)

Figure 7-43 Printer base (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175), main assemblies (1 of 2)



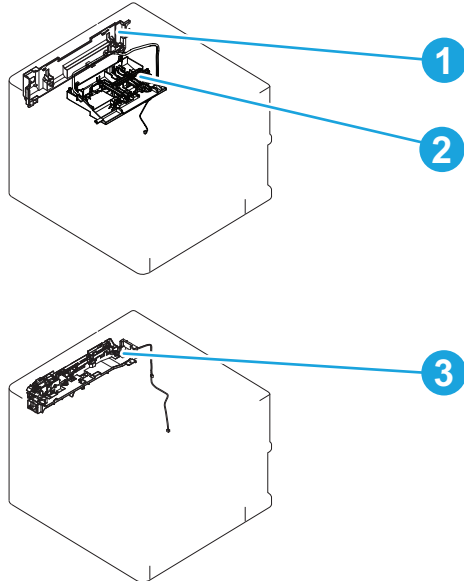
Item	Description	Item	Description
1	Laser scanner assembly	6	Fuser drive assembly
2	Tray 2	7	Developer drive assembly
3	Fuser	8	Main drive assembly
4	Transfer assembly	9	Lifter drive assembly
5	Feed frame assembly	10	Cartridge (toner) tray assembly

Figure 7-44 Printer base (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175), main assemblies (2 of 2)



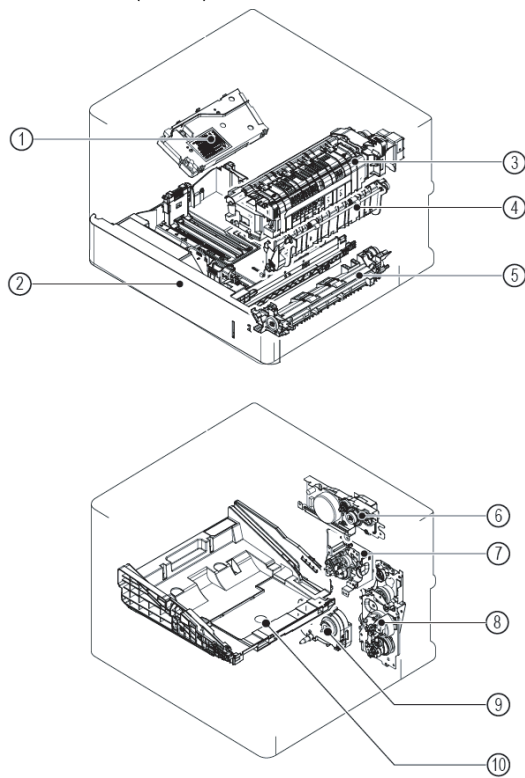
Item	Description
1	Delivery assembly
2	Registration assembly
3	Pickup assembly

Figure 7-45 Printer base (E60075/E60155/E60165/E60175), main assemblies



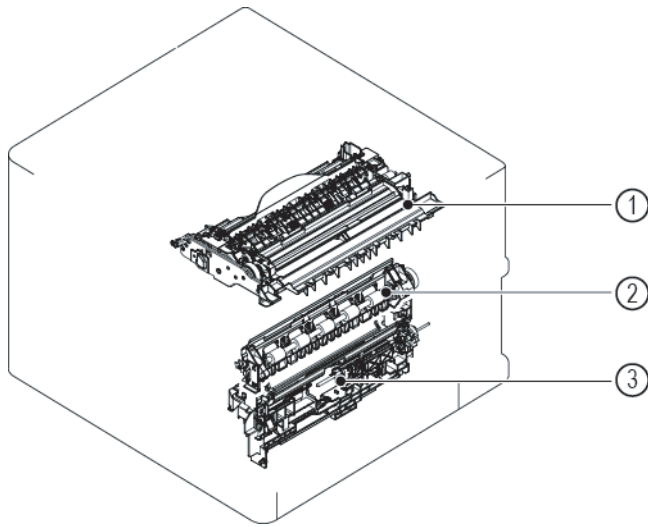
Item	Description
1	Inner cover
2	Laser shutter holder assembly
3	Front door link assembly

Figure 7-46 Printer base (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675), main assemblies (1 of 2)



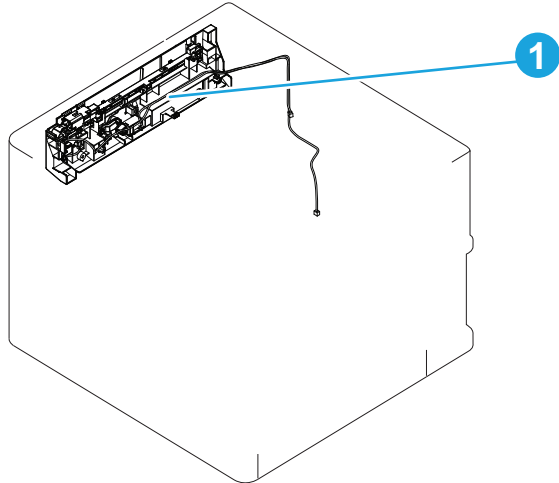
Item	Description	Item	Description
1	Laser scanner assembly	6	Fuser drive assembly
2	Tray 2	7	Developer drive assembly
3	Fuser	8	Main drive assembly
4	Transfer assembly	9	Lifter drive assembly
5	Feed frame assembly	10	Cartridge (toner) tray assembly

Figure 7-47 Printer base (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675), main assemblies (2 of 2)



Item	Description
1	Delivery assembly
2	Registration assembly
3	Pickup assembly

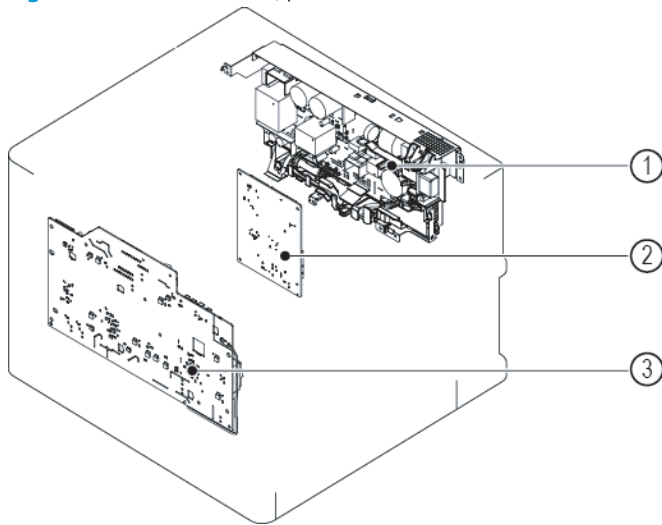
Figure 7-48 Printer base (E62565/E62575/E62655/E62665/E62675), main assemblies



Item	Description
1	Left door link assembly

PCAs (base printer)

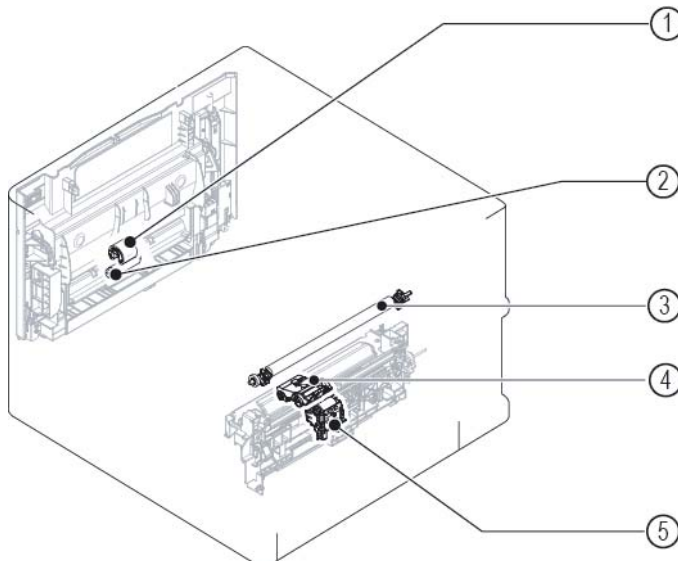
Figure 7-49 Printer base, printed circuit assemblies (PCAs)



Item	Description
1	Low-voltage power supply (LVPS) PCA
2	DC controller PCA
3	High-voltage power supply (HVPS) PCA

Rollers and pads (base printer)

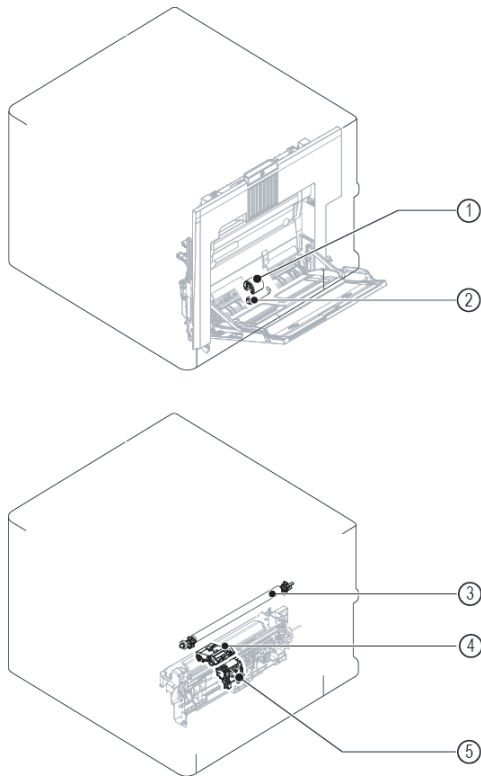
Figure 7-50 Printer base (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175), roller assemblies



Item	Description	Item	Description
1	Tray 1 pickup roller	4	Tray 2 pickup roller assembly

Item	Description	Item	Description
2	Tray 1 separation roller	5	Tray 2 retard roller assembly
3	Transfer roller assembly		

Figure 7-51 Printer base (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675), roller assemblies



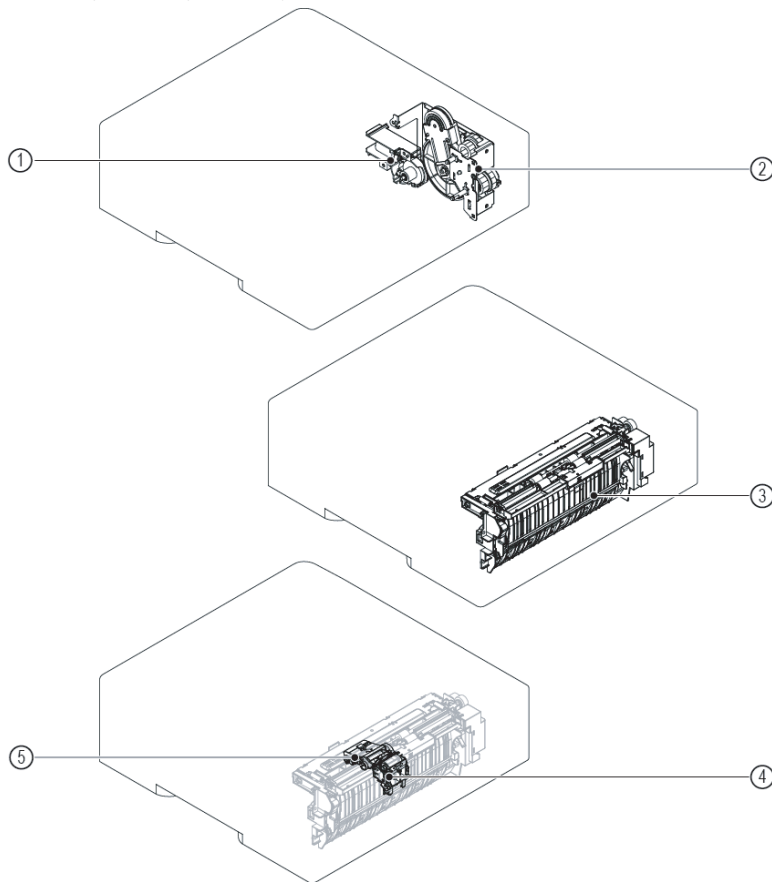
Item	Description	Item	Description
1	Tray 1 pickup roller	4	Tray 2 pickup roller assembly
2	Tray 1 separation roller	5	Tray 2 retard roller assembly
3	Transfer roller assembly		

Main assemblies (1x550-sheet paper feeder)

View 1x550-sheet paper feeder main assemblies diagrams.

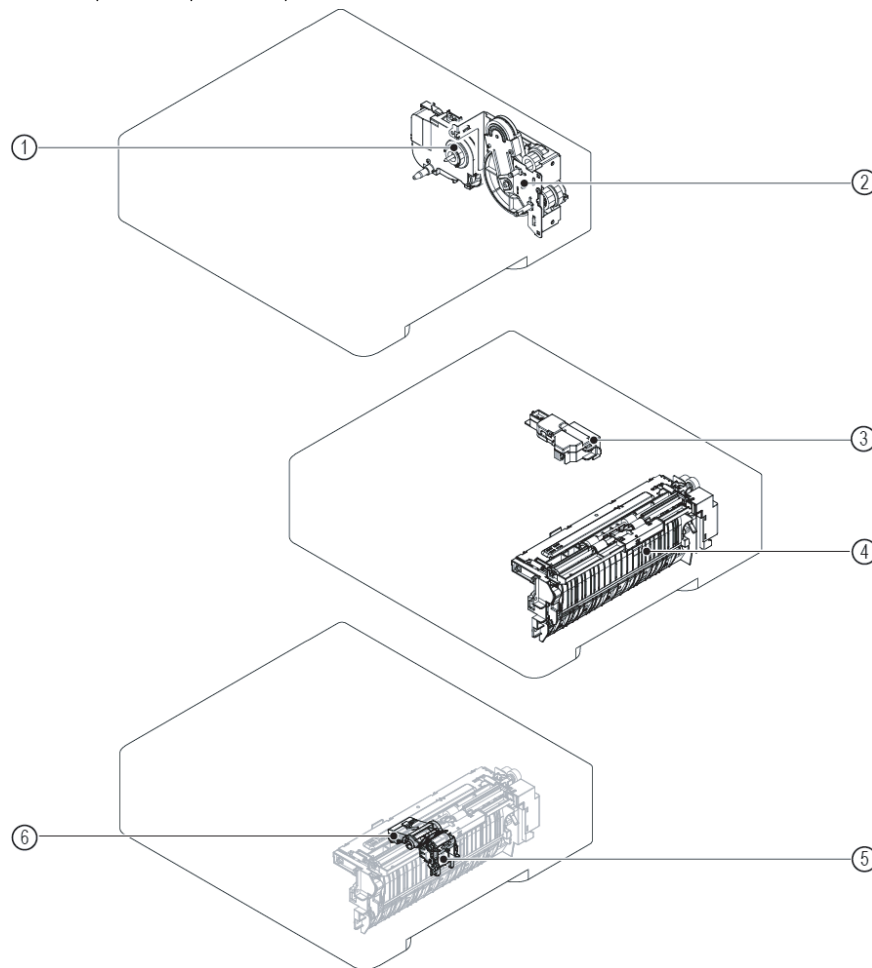
Major components (1x550-sheet paper feeder)

Figure 7-52 1x550-sheet paper feeder, main assemblies (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)



Item	Description	Item	Description
1	Lifter drive assembly	4	PF retard roller assembly
2	Drive assembly	5	PF pickup roller assembly
3	Pickup assembly		

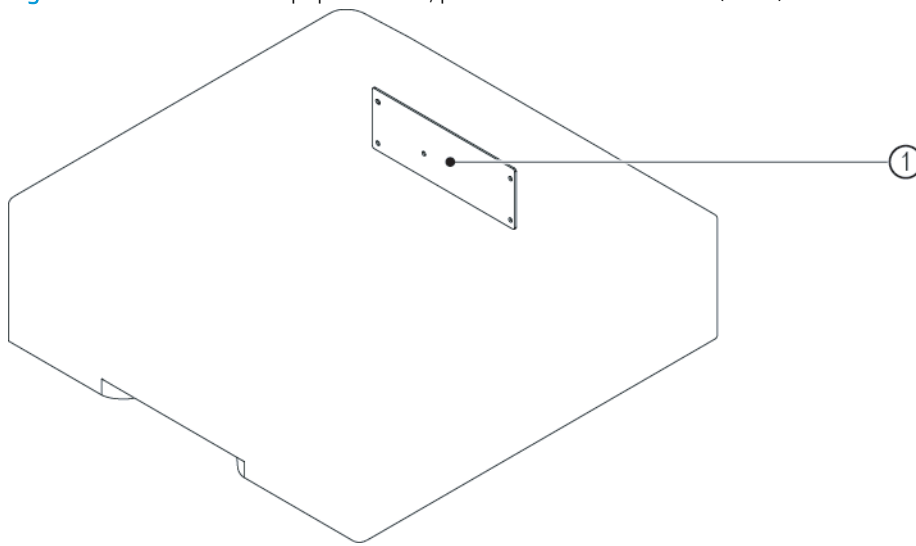
Figure 7-53 1x550-sheet paper feeder, main assemblies (M631/M632/M633/E62555/E62565/E62575/
E62655/E62665/E62675)



Item	Description	Item	Description
1	Lifter drive assembly	4	Pickup assembly
2	Drive assembly	5	PF retard roller assembly
3	Auto close assembly	6	PF pickup roller assembly

PCAs (1x550-sheet paper feeder)

Figure 7-54 1x550-sheet paper feeder, printed circuit assemblies (PCAs)



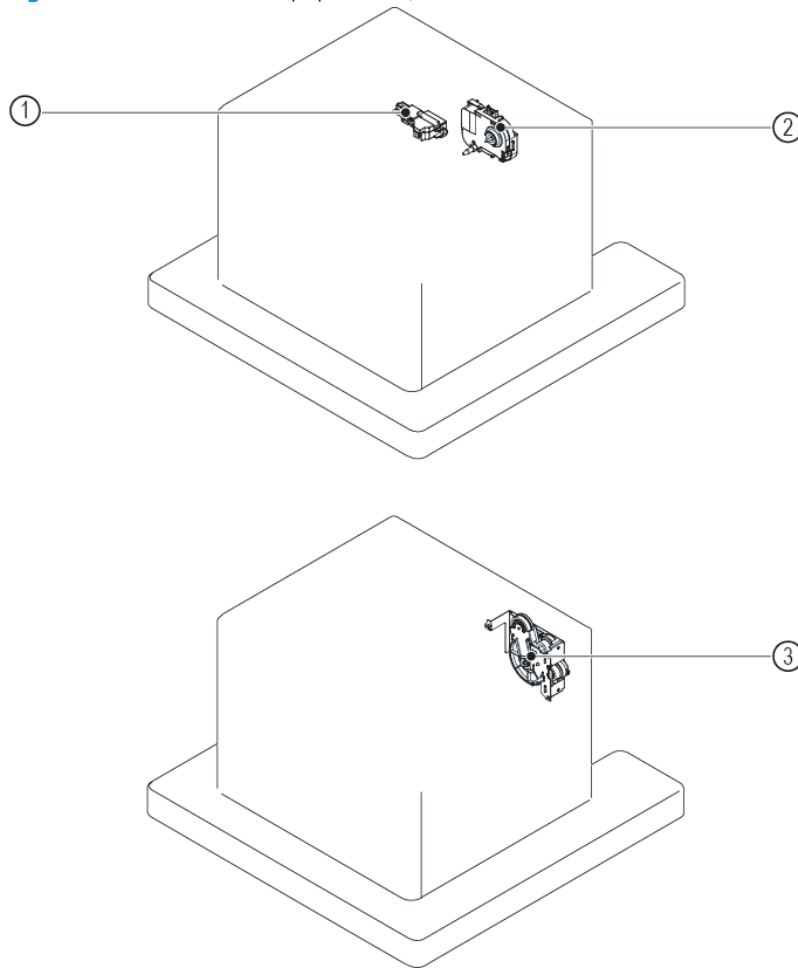
Item	Description
1	Paper feeder controller PCA

Main assemblies (1x550-sheet paper deck)

View 1x550-sheet paper deck main assemblies diagrams.

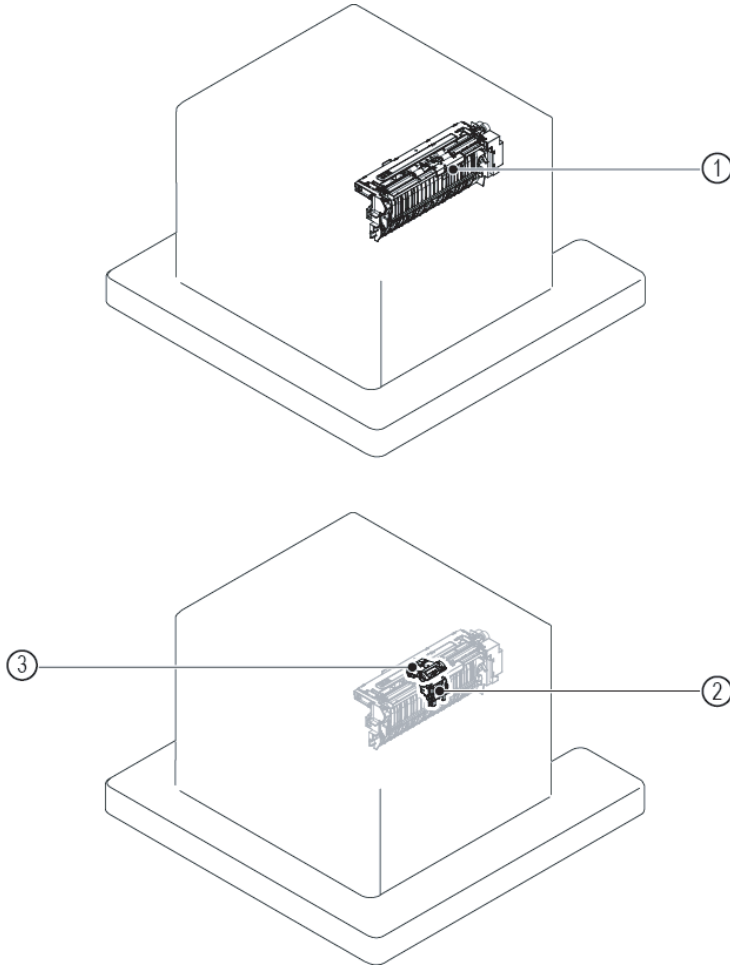
Major components (1x550-sheet paper deck)

Figure 7-55 1x550-sheet paper deck, main assemblies (1 of 2)



Item	Description	Item	Description
1	Cassette auto close assembly	3	Cassette drive assembly
2	Cassette lifter drive assembly		

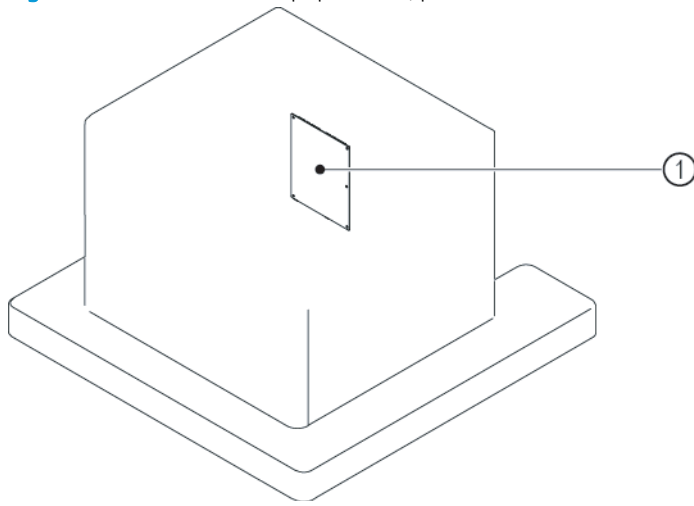
Figure 7-56 1x550-sheet paper deck, main assemblies (2 of 2)



Item	Description	Item	Description
1	Cassette pickup assembly	3	PD pickup roller assembly
2	PD retard roller assembly		

PCAs (1x550-sheet paper deck)

Figure 7-57 1x550-sheet paper deck, printed circuit assemblies (PCAs)



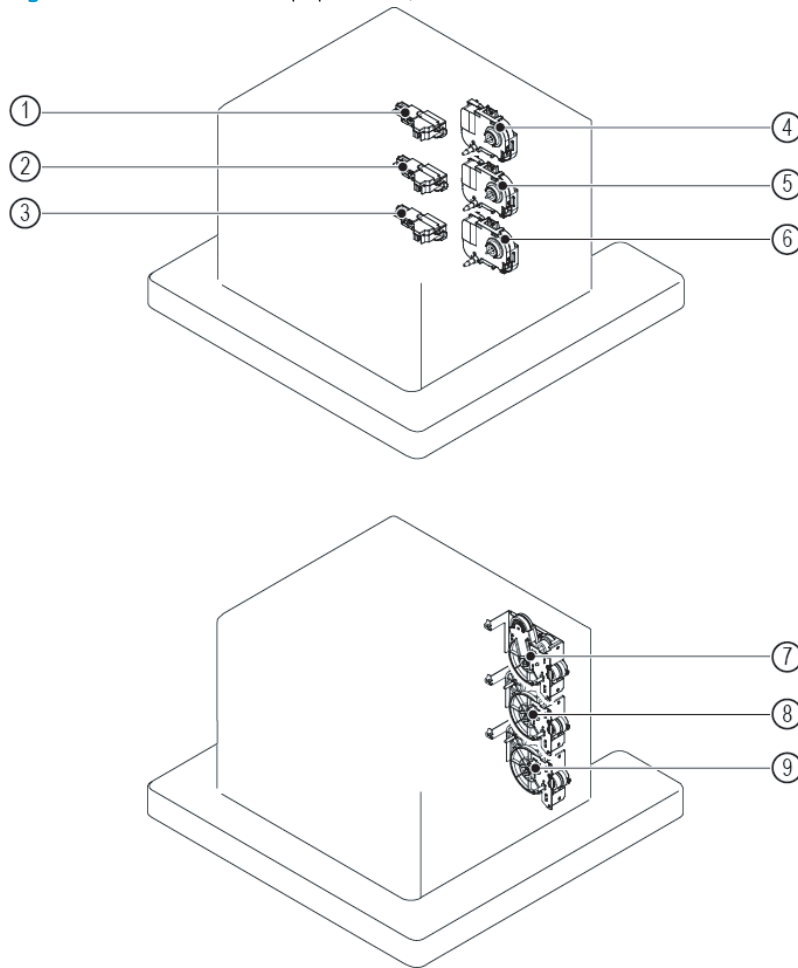
Item	Description
1	Paper feeder controller PCA

Main assemblies (3x550-sheet paper deck)

View 3x550-sheet paper deck main assemblies diagrams.

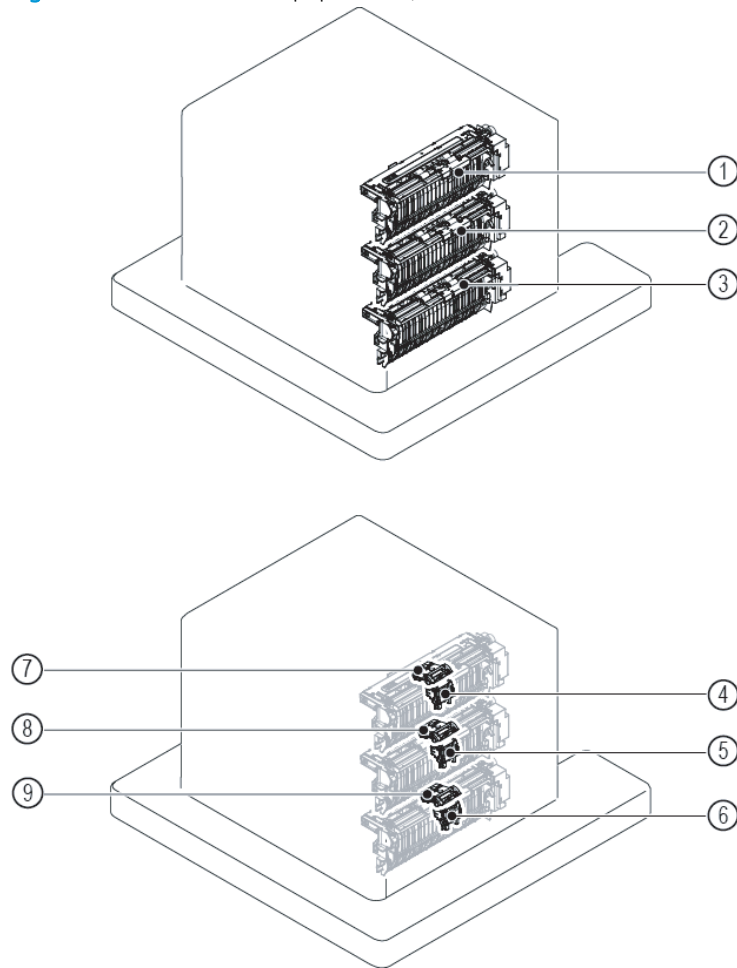
Major components (3x550-sheet paper deck)

Figure 7-58 3x550-sheet paper deck, main assemblies (1 of 2)



Item	Description	Item	Description
1	Cassette 1 auto close assembly	6	Cassette 2 lifter drive assembly
2	Cassette 2 auto close assembly	7	Cassette 1 drive assembly
3	Cassette 3 auto close assembly	8	Cassette 2 drive assembly
4	Cassette 1 lifter drive assembly	9	Cassette 3 drive assembly
6	Cassette 2 lifter drive assembly		

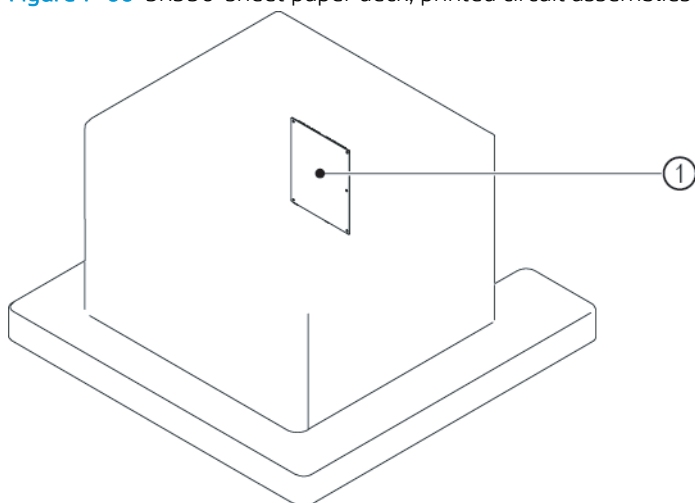
Figure 7-59 3x550-sheet paper deck, main assemblies (2 of 2)



Item	Description	Item	Description
1	Cassette 1 pickup assembly	6	PD 3 retard roller assembly
2	Cassette 2 pickup assembly	7	PD 1 pickup roller assembly
3	Cassette 3 pickup assembly	8	PD 2 pickup roller assembly
4	PD 1 retard roller assembly	9	PD 3 pickup roller assembly
6	PD 2 retard roller assembly		

PCAs (3x550-sheet paper deck)


Figure 7-60 3x550-sheet paper deck, printed circuit assemblies (PCAs)



Item	Description
1	Paper deck controller PCA

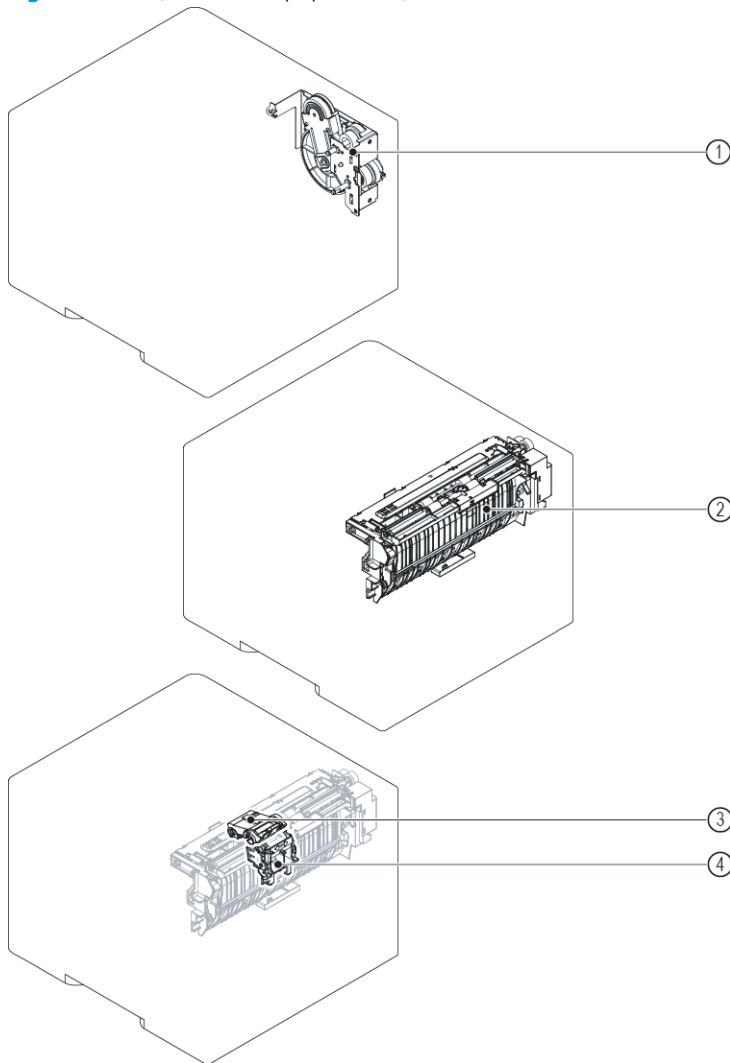
Main assemblies (2,100-sheet paper deck)

View 2,100-sheet paper deck main assemblies diagrams.

 **NOTE:** The 2,100-sheet paper deck is for the M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers.

Major components (2,100-sheet paper deck)

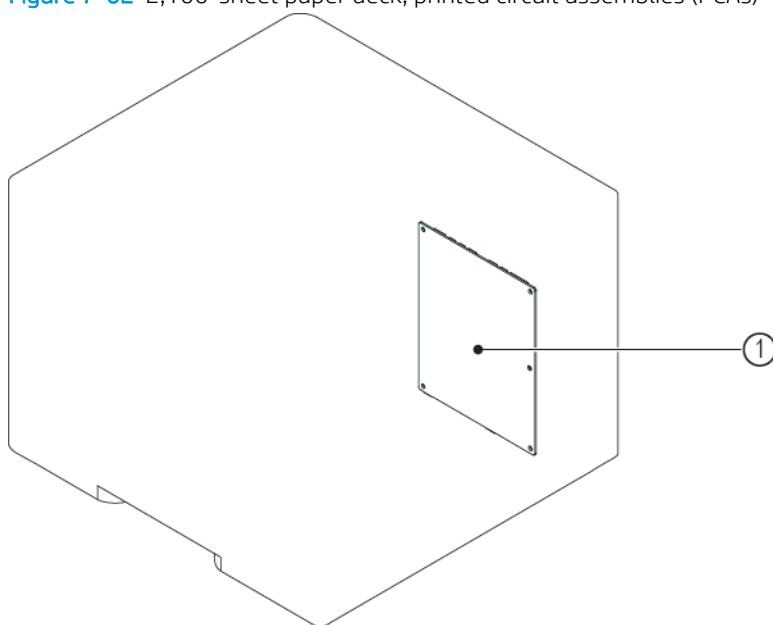
Figure 7-61 2,100-sheet paper deck, main assemblies



Item	Description	Item	Description
1	Drive assembly	3	HCl retard roller assembly
2	Pickup assembly	4	HCl pickup roller assembly

PCAs (2,100-sheet paper deck)


Figure 7-62 2,100-sheet paper deck, printed circuit assemblies (PCAs)



Item	Description
1	HCI controller PCA

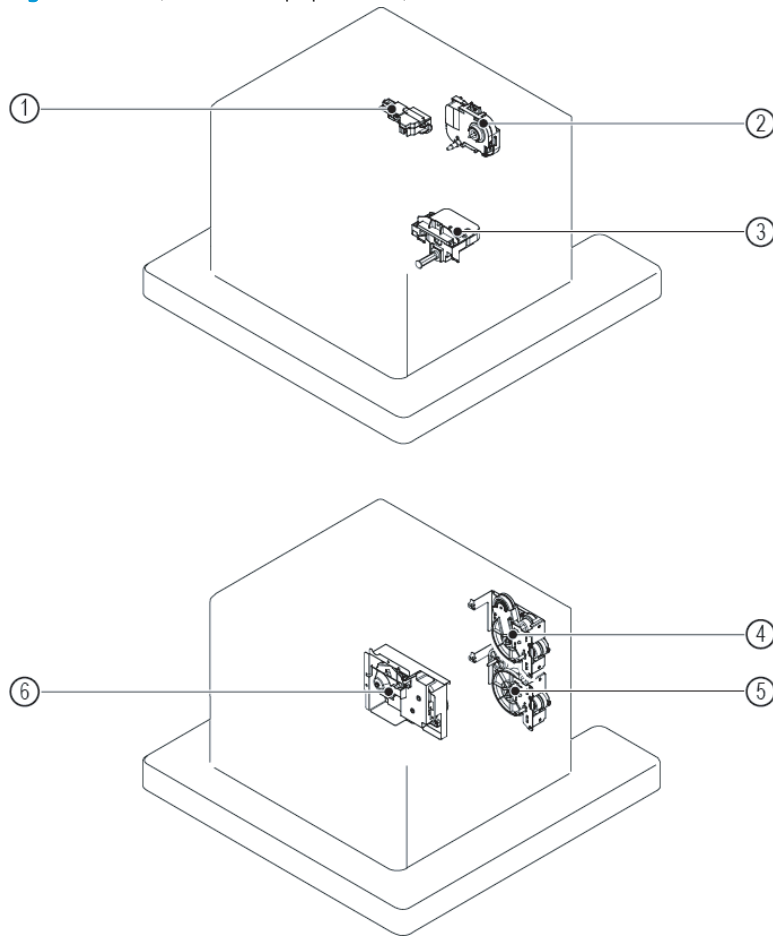
Main assemblies (2,550-sheet paper deck)

View 2,550-sheet paper deck main assemblies diagrams.

 **NOTE:** The 2,100-sheet paper deck is for the M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675 printers.

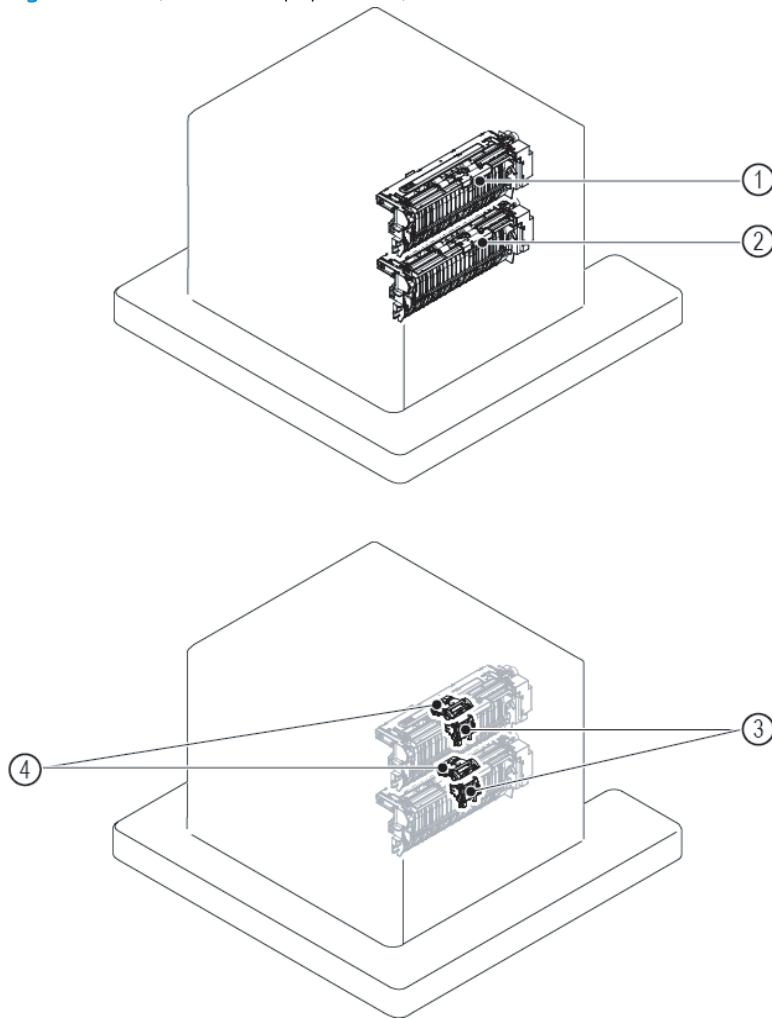
Major components (2,550-sheet paper deck)

Figure 7-63 2,550-sheet paper deck, main assemblies (1 of 2)



Item	Description	Item	Description
1	Cassette auto close assembly	4	Cassette drive assembly
2	Cassette lifter drive assembly	5	Tray drive assembly
3	Tray auto close assembly	6	Tray lifter drive assembly

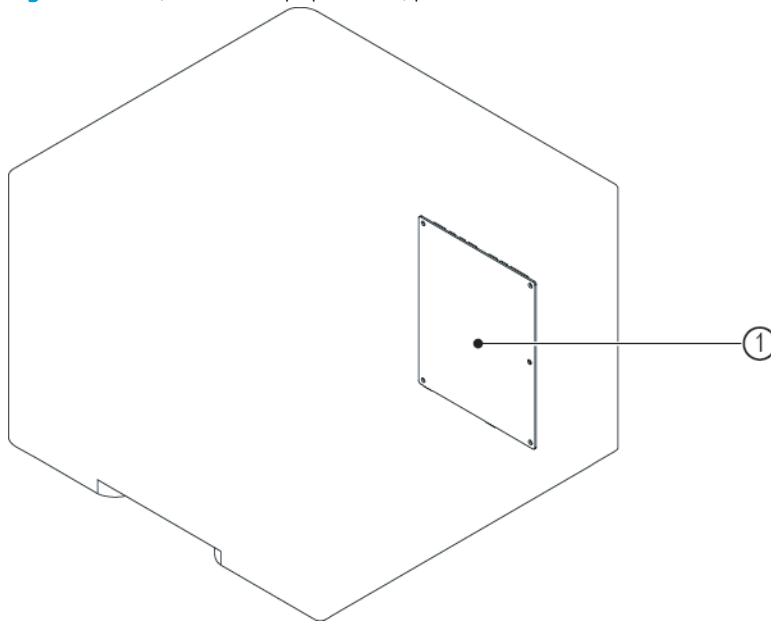
Figure 7-64 2,550-sheet paper deck, main assemblies (2 of 2)



Item	Description	Item	Description
1	Cassette pickup assembly	3	PD retard roller assembly
2	Tray pickup assembly	4	PD pickup roller assembly

PCAs (2,550-sheet paper deck)

Figure 7-65 2,550-sheet paper deck, printed circuit assemblies (PCAs)

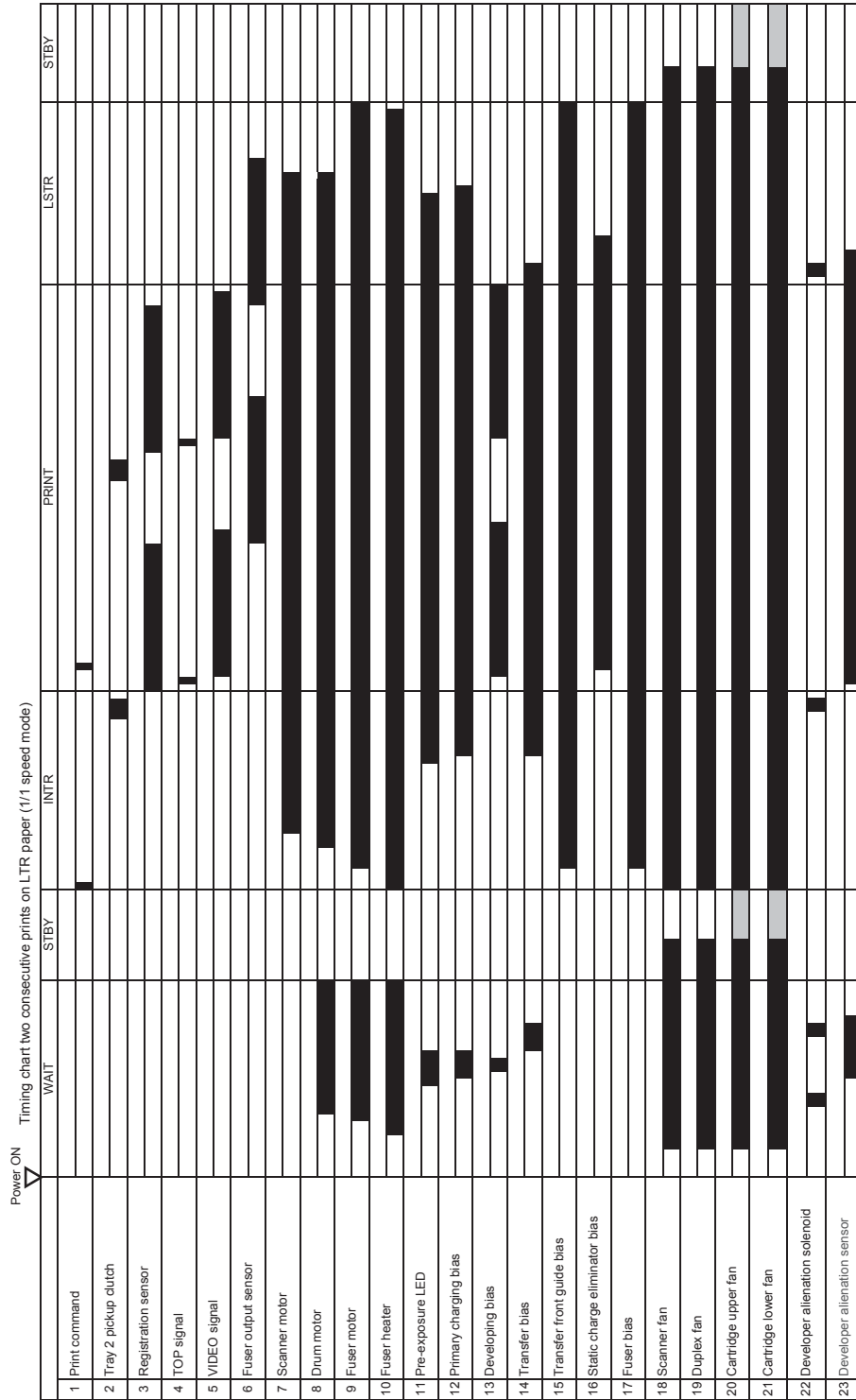


Item	Description
1	HCI controller PCA

Diagrams: General timing chart

View the printer timing chart diagram.

Figure 7-66 Timing chart



Diagrams: General circuit diagrams

View the printer circuit diagram.

General circuit diagram (base printer)

Figure 7-67 General circuit diagram (M607/M608/M609)

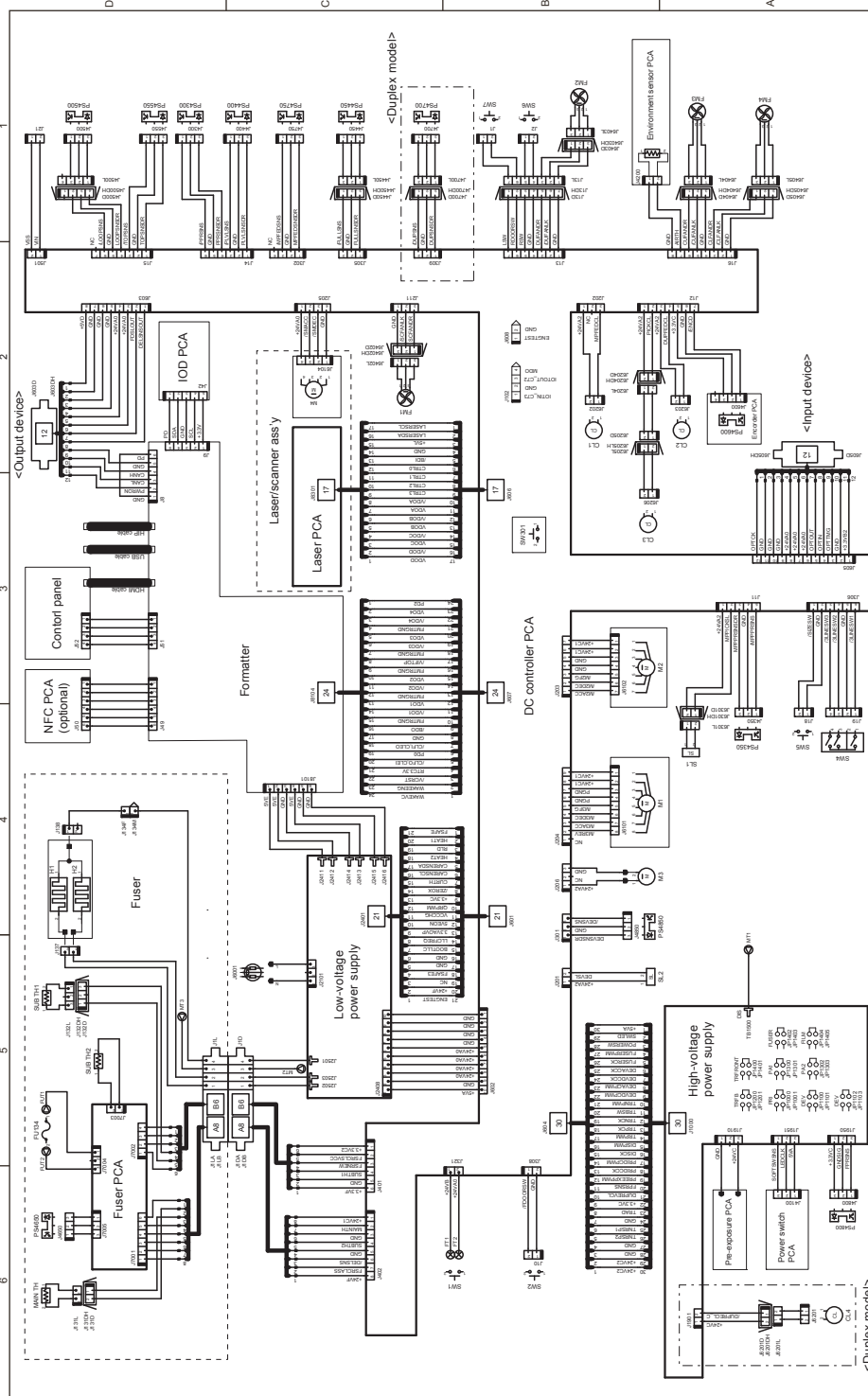


Figure 7-68 General circuit diagram (E60155/E60165/E60175) (1 of 2)

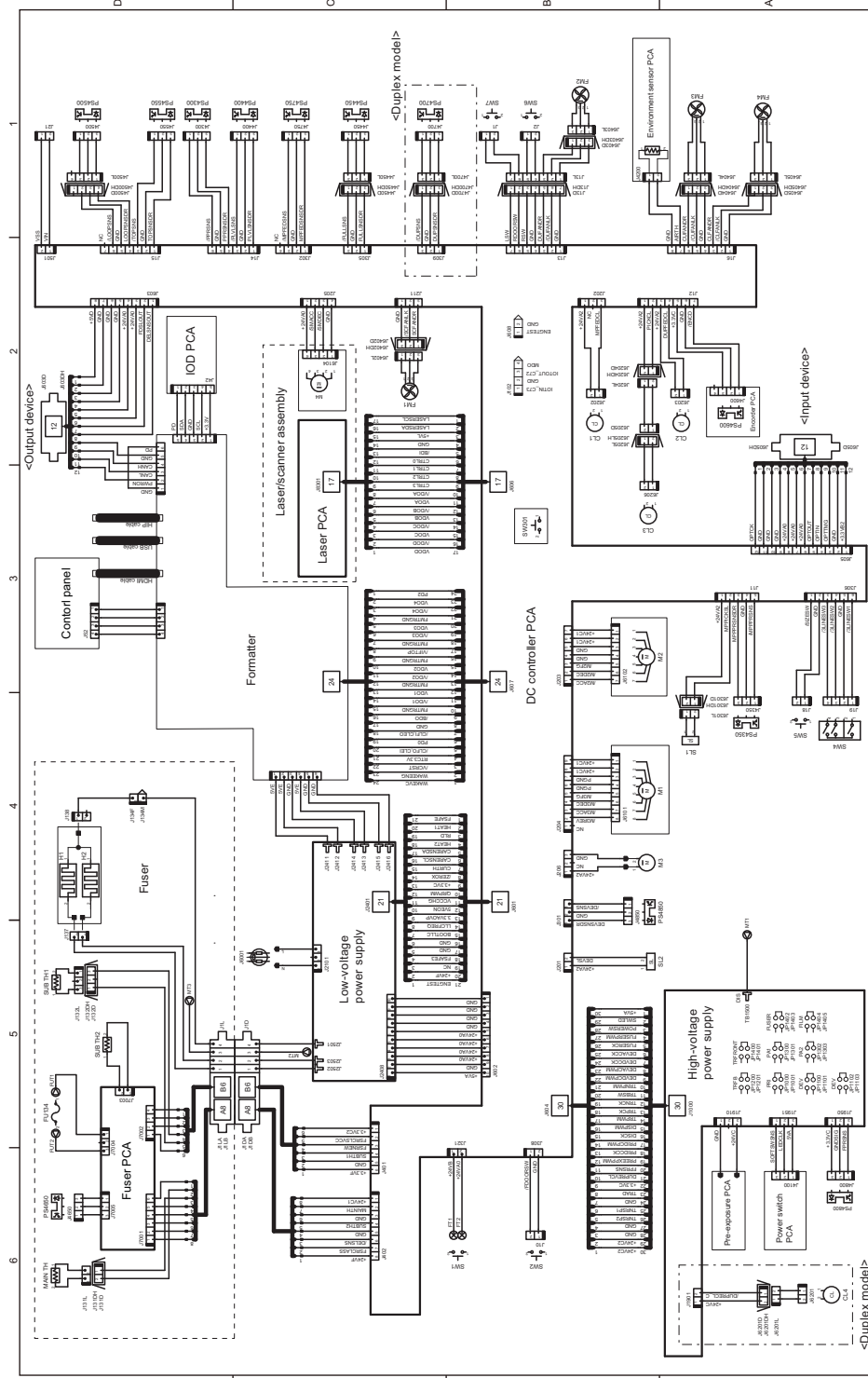


Figure 7-69 General circuit diagram (E60155/E60165/E60175) (2 of 2)

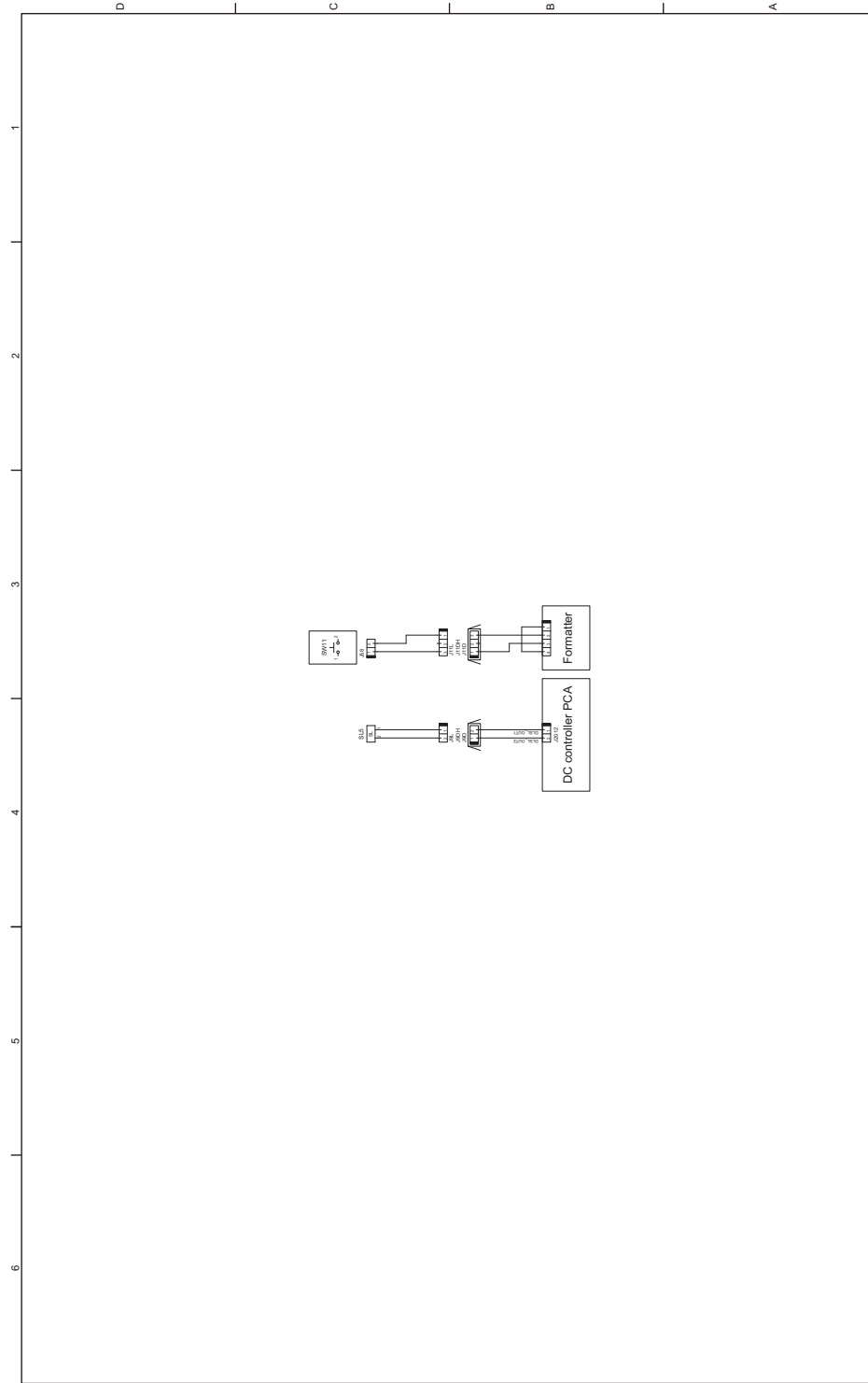


Figure 7-70 General circuit diagram (M631/M623/M633)

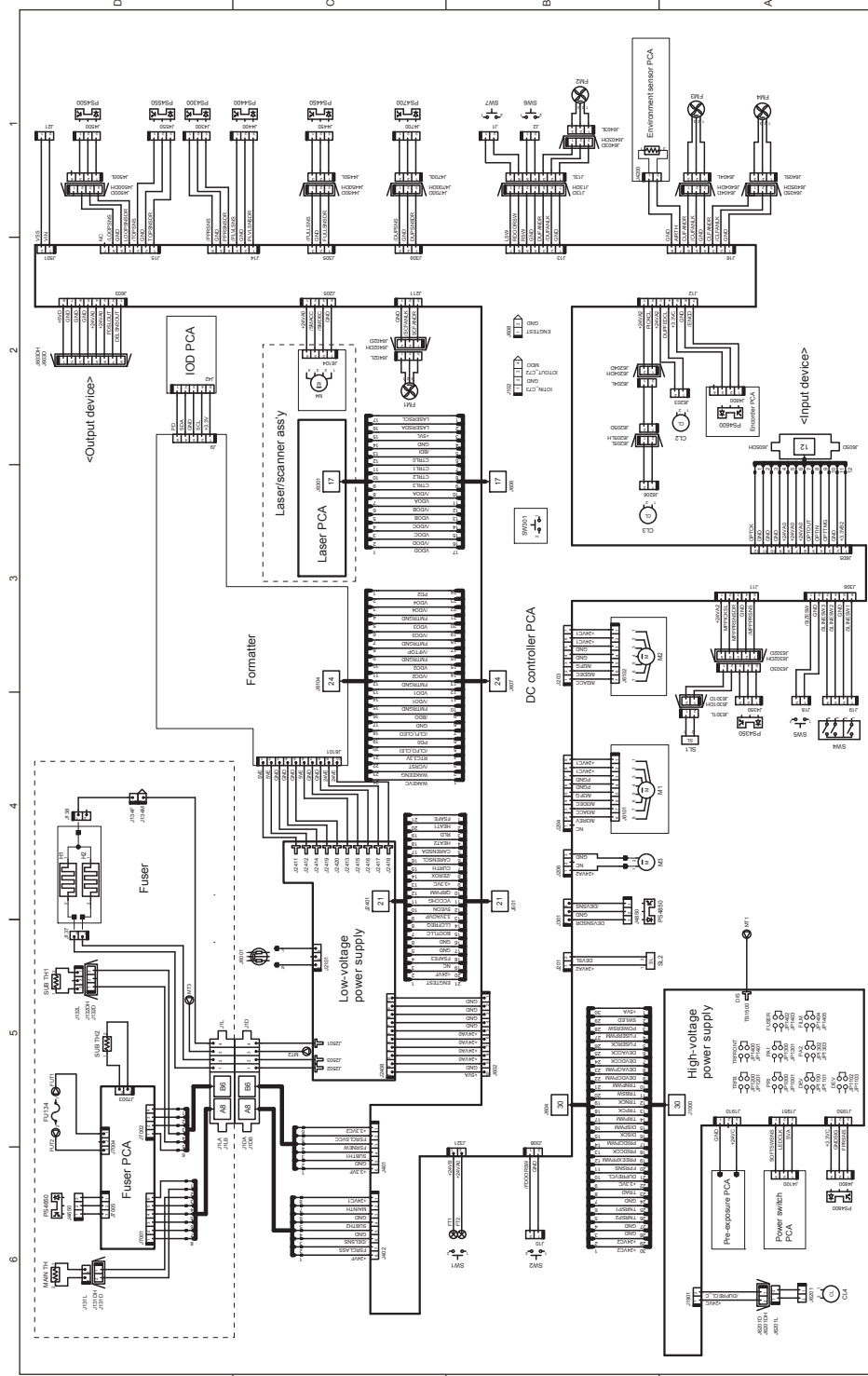


Figure 7-71 General circuit diagram (E62655/E62665/E62675) (1 of 2)

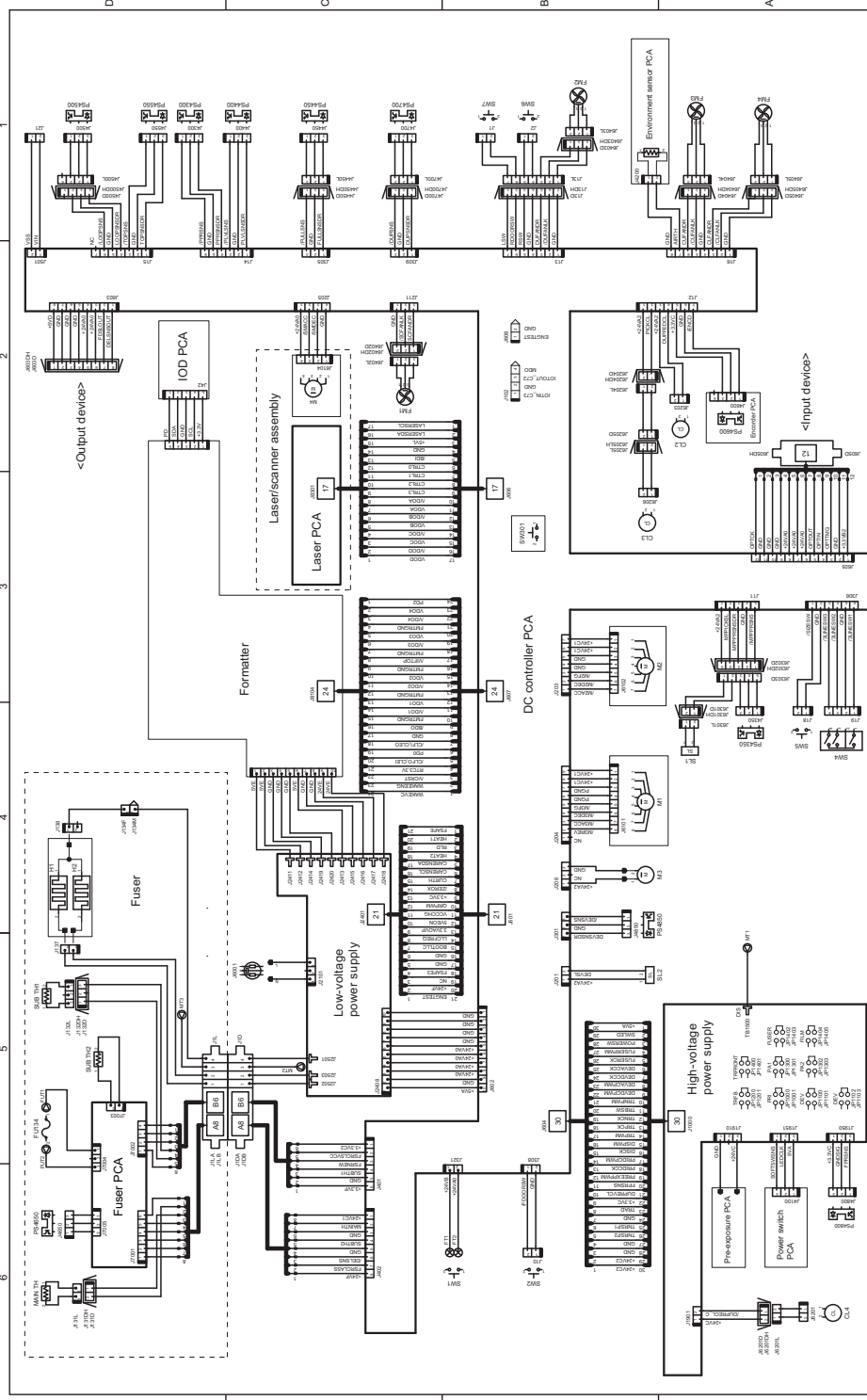
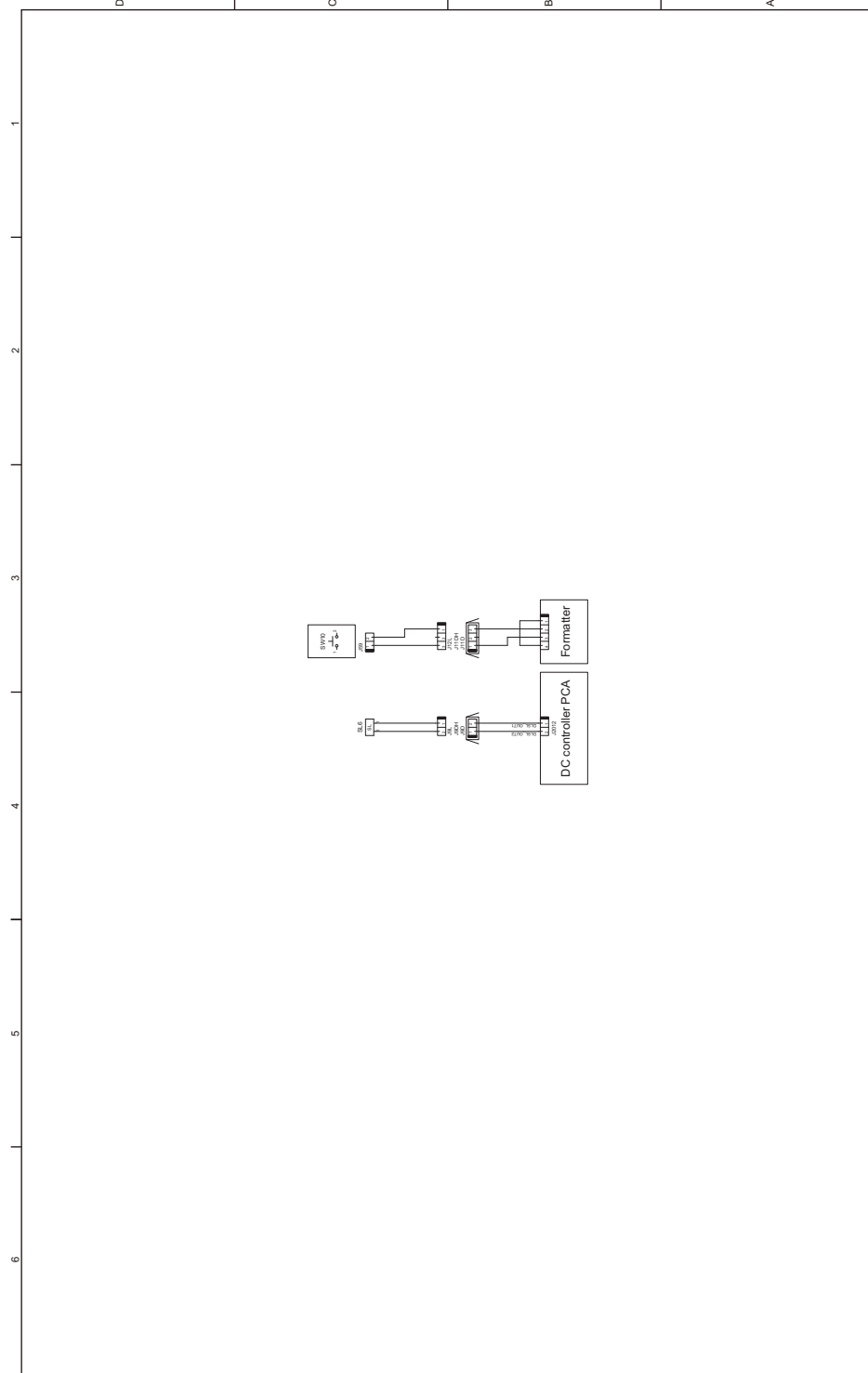
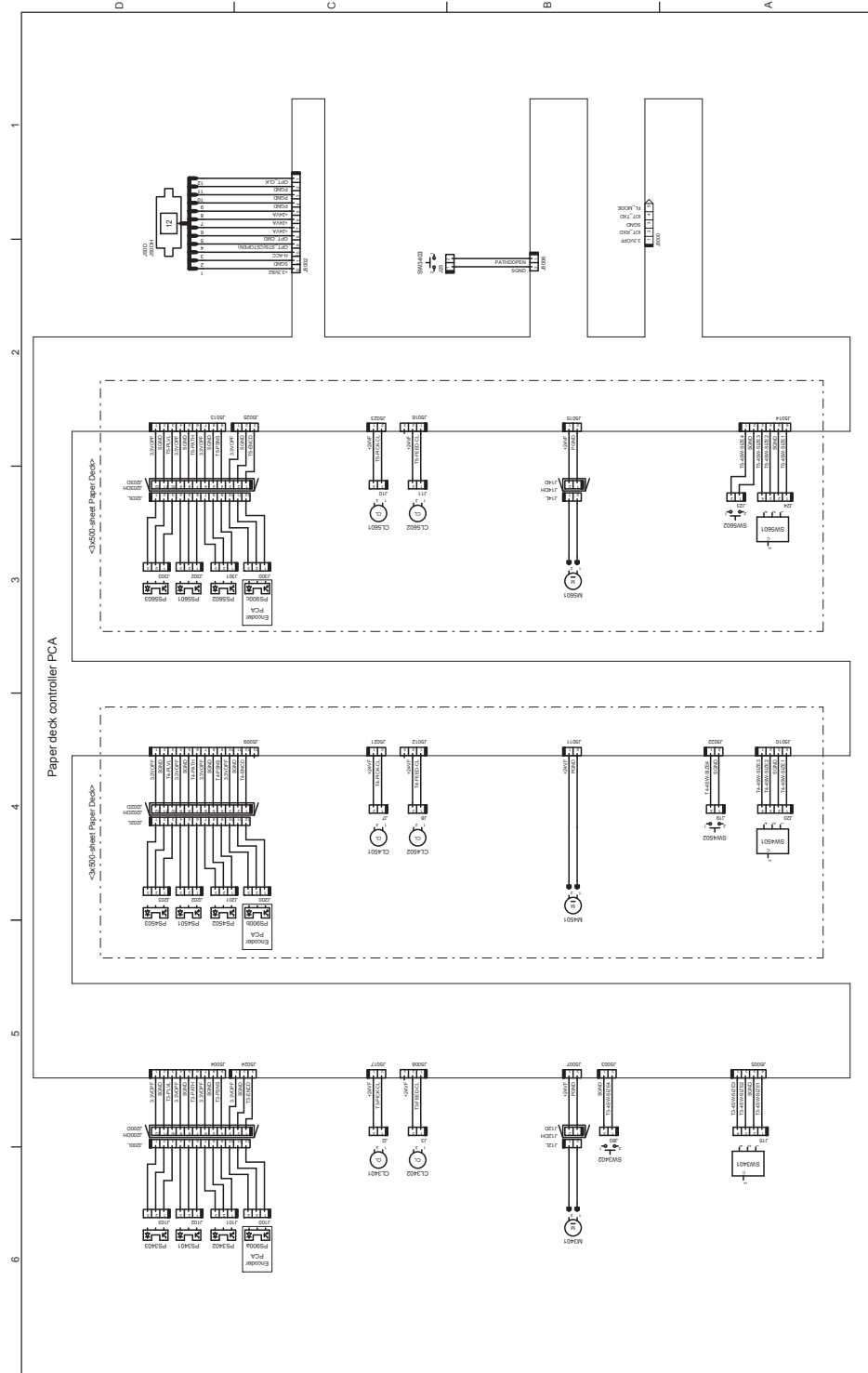


Figure 7-72 General circuit diagram (E62655/E62665/E62675) (2 of 2)



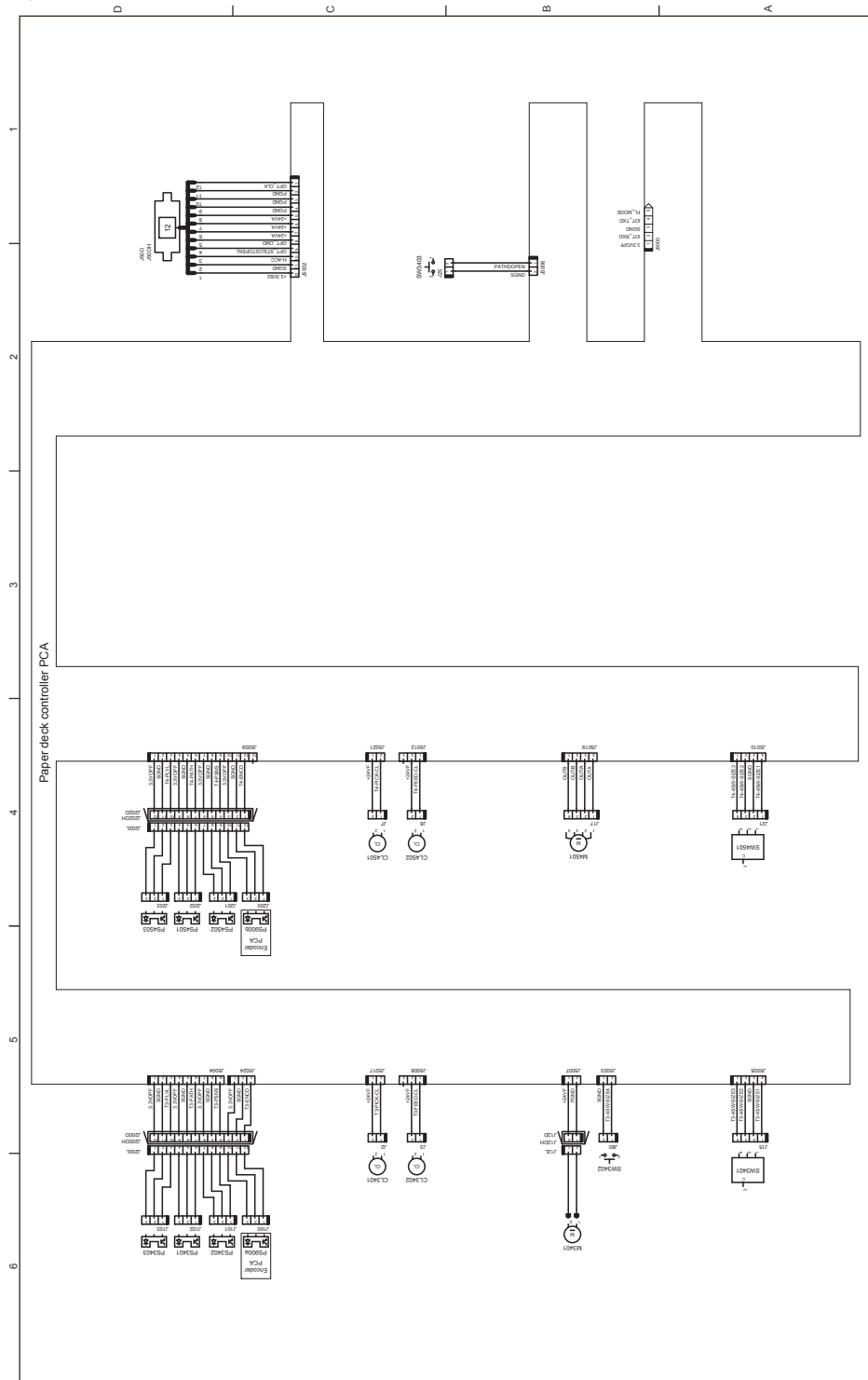
General circuit diagram (1x550-sheet paper deck and 3x550-sheet paper deck)

Figure 7-74 General circuit diagram (1x550-sheet paper deck and 3x550-sheet paper deck)



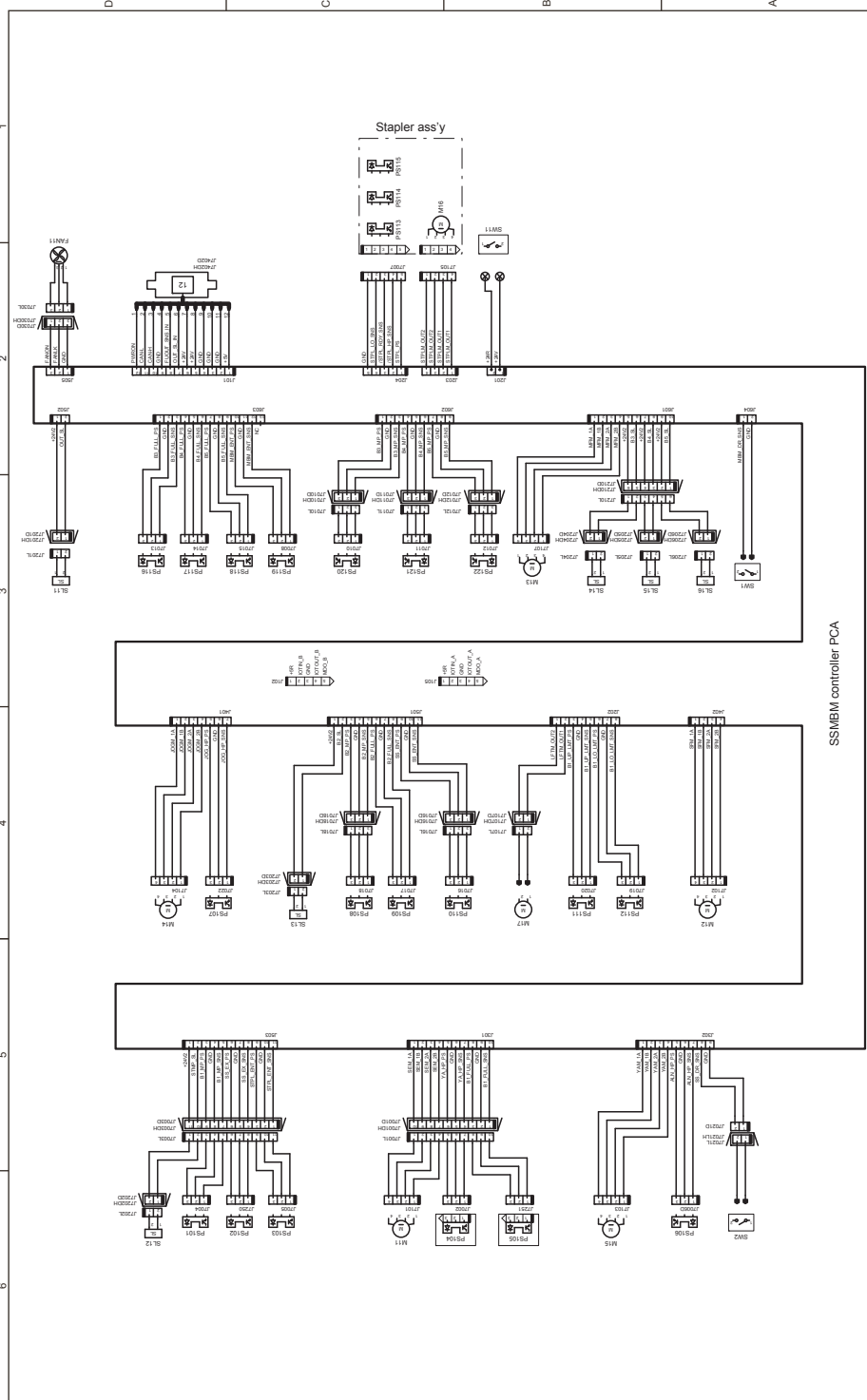
General circuit diagram (2,550-sheet paper deck)

Figure 7-76 General circuit diagram (2,550-sheet paper deck)



General circuit diagram (5-bin stapler stacker multi-bin mail box)

Figure 7-77 General circuit diagram (5-bin stapler stacker multi-bin mail box)




Configuration page

Print and find printer information on configuration and HP embedded Jetdirect information pages.

 **NOTE:** Depending on the model, up to six pages print when printing a configuration page.

- Configuration Page
- Wireless HP Jetdirect (2 pages)
- Embedded HP Jetdirect
- Fax Accessory Page (2 pages)

Print the configuration page from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Reports](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Configuration/Status Pages](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Configuration Page](#), and then press the [OK](#) button.
4. Use the arrow buttons to scroll to the print icon . Press the [OK](#) button to print the pages.

Print the configuration 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 following menus:
 - [Configuration/Status pages](#)
3. Touch [Configuration Page](#) to select it.
4. Touch the print icon  to print the pages.

Figure 7-79 Configuration page

Configuration Page
HP LaserJet M406
Page 1

1 Device Information

Product Name: HP LaserJet M605
 Device Name: HP LaserJet M605
 Model Number: CXXXXA
 DC Controller Version: 1.102
 Device Serial Number: XXXXXXXXXXXX
 Formatter Number: XXXXXXXXXX
 Firmware Bundle Version: Beta
 Firmware Revision: 2357930_482546
 Firmware Datecode: 20140617
 HP FutureSmart Level: HP FutureSmart 3
 NFC revision: Not Installed
 Service ID: 00000
 Maintenance Kit Interval: 225000
 Pages Since Last Maintenance: 0
 PS Wait Time-out: 300 seconds
 Engine Cycles*: 7
 *Not weighted for billing

2 Installed Personalities and Options

PCL: 20010402
 PCLXL: 20010402
 POSTSCRIPT: 20010402
 PDF: 20130901
 AirPrint: 2040201
 Internal Disk: Hard Disk: Enabled
 Serial Number: DE160322
 Model: Toshiba 09G400
 Capacity: 3776 MB
 Hard Disk Encryption Status: Disk cannot be encrypted
 HP Printer Trusted Platform Module: Enabled
 Firmware: 01.02.149.3C
 EK Thumbprint:
 CAE91A0D436783210ADF476F98139EFC54E036A9
 SRK Thumbprint:
 F8D91A0D436783210ADF476F98139EFC54E08AF9
 Embedded HP JetDirect J.BAQ.: NP1245593
 Wireless HP JetDirect J8032E: 0.0.0.0

3 HP Web Services

HP Web Services: Disabled
 ePrint: Disabled

4 Memory

Total RAM: 512 MB

5 Event Log

Number of Entries in Use: 17
 Three Most Recent Entries:


Number	Cycles	Event
17	7	10:59:40
16	7	33:02:02
15	7	33:02:02

6 Security

Hard Disk Encryption Status:
 Internal Disk: Disk cannot be encrypted
 Job Data Encryption Status: Encrypted (AES-128)
 Job Data Persistence: [[[colable]]]
 File Erase Mode: Non-Secure Fast Erase (No overwrite)
 Control Panel Password: Disabled
 Support Key: R65P-7PMS-UEX6
 Host USB plug and play: Enabled
 Device USB: Enabled

7 Paper Trays and Options

Default Paper Size: Letter
 Tray 1 Size: Any Size
 Tray 1 Type: Any Type
 Tray 2 Size: Letter
 Tray 2 Type: Plain
 1: Output Bin 1, 500 Sheets, Standard bin (correct order)
 2: Output Bin 2, 100 Sheets, Rear bin (straightest path)



Sep/13/2019 6:56:00 AM XXXXXXXXXXXX 4013003693764000 English (United States)

Item	Description	Item	Description
1	Device information	5	Event log
2	Installed personalities and options	6	Security
3	HP Web services	7	Paper trays and options
4	Memory		

Wireless page

The wireless page contains the following information:

 **NOTE:** Wireless models only.

Always make sure the status line under the general information line indicates *I/O Card Ready*.

Figure 7-80 Wireless page (1 of 2)

Wireless HP Jetdirect
HP LaserJet Flow MFP M633
Page 1

----- General Information -----

Status: I/O Card Ready

Model Number: J8032W
 Hardware Address: 441CAB3E18E6
 Firmware Version: JS124500257
 Data Rate Detected: 54 Mb/s
 Link Config: 802.11
 Manufacturing ID: 5107510700****w
 Date Manufactured: 02/2011
 MS Registration: Not Registered
 MS Status: Opted-Out
 ePrint: Not Applicable
 Google Cloud Print: Not Registered
 GCP Name: HP LaserJet Flow MFP M633 [ASSE]

----- 802.11 Wireless -----

Status: Disabled

----- Security Settings -----

IPsec: Disabled
 Secure Web: HTTPS Required
 Cert Expires: 2022-01-12 12:14 UTC
 SNMP Versions: 1:2
 SNMP Set Cnly Name: Not Specified
 SNMP Get Cnly Name: Not Specified/Default
 Access List: Not Specified
 Admin Password: Not Specified
 Announcement Agent: Failed
 FIPS: Disabled

----- Network Statistics -----

Total Packets Received: 0
 Unicast Packets Received: 0
 Bad Packets Received: 0
 Total Packets Transmitted: 0
 Framing Errors Received: 0
 Unsendable Packets: 0
 Transmit Collisions: 0
 Transmit Late Collisions: 0

----- TCP/IP -----

IPv4: Enabled
 IPv6: Enabled
 Host Name: NP13818E6
 IPv4 Domain Name: Not Specified
 IPv6 Domain Name: Not Specified
 Primary DNS Server: Not Specified
 Secondary DNS Server: Not Specified
 DNS (IPv6): Not Specified
 Not Specified
 WINS Server: Not Specified
 TCP Idle Timeout: 270 sec

----- IPv4 -----

Status: Initializing

IP Address: 0.0.0.0
 Subnet Mask: 0.0.0.0
 Default Gateway: 0.0.0.0
 Config By: Not Configured
 BOOTP/DHCP Server: 0.0.0.0
 TFTP Server: 0.0.0.0
 Bonjour Service Name: HP LaserJet Flow MFP M633 [3818E6]

----- IPv6 -----

Status: Ready

Link-Local: Not Configured
 Stateless: Not Configured

DHCPv6: Not Configured
 Manual: Not Configured

01/15/2017 19:54:08
English (United States)

Item	Description
1	General Information indicates the printer status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date.
2	Security Settings information.
3	Network Statistics indicates the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions.
4	TCP/IP information, including the IP address.
5	IPv4 information.
6	IPv6 information.

Figure 7-81 Wireless page (2 of 2)

Wireless HP Jetdirect
HP LaserJet Flow MFP M633
Page 1

----- General Information -----
1 Status: I/O Card Ready
 Model Number: J8032w
 Hardware Address: 441CA83818E7
 Firmware Version: J5124-00357
 Network Connection Type: Wireless Direct
 Link Config: 802.11
 Manufacturing ID: S107510700****-w
 Date Manufactured: 02/2011
 Google Cloud Print: Not Registered
 GOP Name: HP LaserJet Flow MFP M633 [A30E]

----- Wireless Direct -----
2 Status: Disabled

----- Connected Clients -----
3 MAC Address: IP Address

----- Security Settings -----
4 IPsec: Not Applicable
 Secure Web: HTTPS Required
 Cert Expires: 2022-01-12 12:14 UTC
 SNMP Versions: 1,2
 SNMP Set Only Name: Not Specified
 SNMP Set Only Name: Not Specified/Default
 Access List: Not Specified
 Admin Password: Not Specified
 Announcement Agent: Not Applicable
 FIPS: Disabled

----- Network Statistics -----
5 Total Packets Received: 0
 Unicast Packets Received: 0
 Bad Packets Received: 0
 Total Packets Transmitted: 0

----- TCP/IP -----
6 IPv4: Enabled
 IPv6: Enabled
 Host Name: NP13818E7
 TCP Idle Timeout: 270 sec

----- IPv4 -----
7 Status: Initializing
 Bonjour Service Name:
 HP LaserJet Flow MFP M633 [3818E7]

----- IPv6 -----
8 Status: Ready

Link-Local:
 Not Configured

01/19/2017 19:54:08
English (United States)

Item	Description
1	General Information indicates the printer status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date.
2	Wireless Direct indicates the wireless function status.
3	Connected Clients indicates the MAC or IP address of connected clients.
4	Security Settings information.
5	Network Statistics indicates the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions.
6	TCP/IP information, including the IP address.
7	IPv4 information.
8	IPv6 information.

HP embedded Jetdirect page

The HP embedded Jetdirect page contains the following information:

Figure 7-82 HP embedded Jetdirect page

Embedded Jetdirect Page
HP LaserJet M404
Page 1

1 ----- General Information -----
Status: I/O Card Initializing

Model Number: J8032E
Hardware Address: 6CC217245593
Firmware Version: J0174500215
Port Config: Unknown
Auto Negotiation: On
Manufacturing ID: 5107510700****-M
Build Date: 06/16/2014 06:00:50
MS Registration: Not Registered

ePrint: Not Applicable
Email: Not Applicable

2 ----- Security Settings -----
IPsec: Disabled
Secure Web: HTTPS Required
Cert Expires: 2005-01-17 02:14 UTC
SNMP Versions: 1,2
SNMP Set Only Name: Not Specified
SNMP Get Only Name: Not Specified/Default
Access List: Not Specified
Admin Password: Not Specified
Announcement Agent: Success
FIPS: Disabled

3 ----- Network Statistics -----
Total Packets Received: 0
Unicast Packets Received: 0
Bad Packets Received: 0
Framing Errors Received: 0
Total Packets Transmitted: 0
Unsendable Packets: 0
Transmit Collisions: 0
Transmit Late Collisions: 0
Last Wake:
000005F0000000000000000000000000
00000000000000000000000000000000
00000000000000000000000000000002

4 ----- TCP/IP -----
IPv4: Enabled
IPv6: Enabled
Host Name: NP1245593
IPv4 Domain Name: Not Specified
IPv6 Domain Name: Not Specified
Primary DNS Server: Not Specified
Secondary DNS Server: Not Specified
DNS(IPv6): Not Specified
Not Specified
WINS Server: Not Specified
TCP Idle Timeout: 90 sec

5 ----- IPv4 -----
Status: Initializing
IP Address: 0.0.0.0
Subnet Mask: 0.0.0.0
Default Gateway: 0.0.0.0
Config By: Not Configured
BOOTP/DHCP Server: 0.0.0.0
TFTP Server: 0.0.0.0
Bonjour Service Name: Not Specified

6 ----- IPv6 -----
Status: Ready
Link-Local: Not Configured
Stateless: Not Configured
DHCPv6: Not Configured
Manual: Not Configured

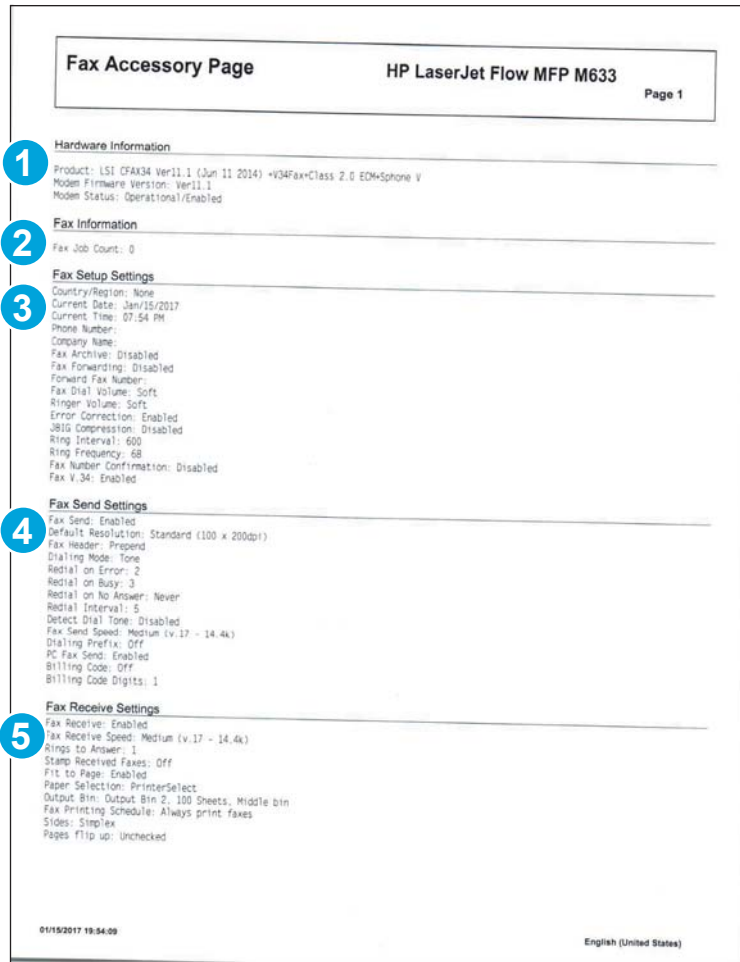
Sep/13/2019 6:56:00 AM
English (United States)

Item	Description
1	General Information indicates the printer status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date.
2	Security Settings information
3	Network Statistics indicates the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions.
4	TCP/IP information, including the IP address
5	IPv4 information
6	IPv6 information

Fax accessory page

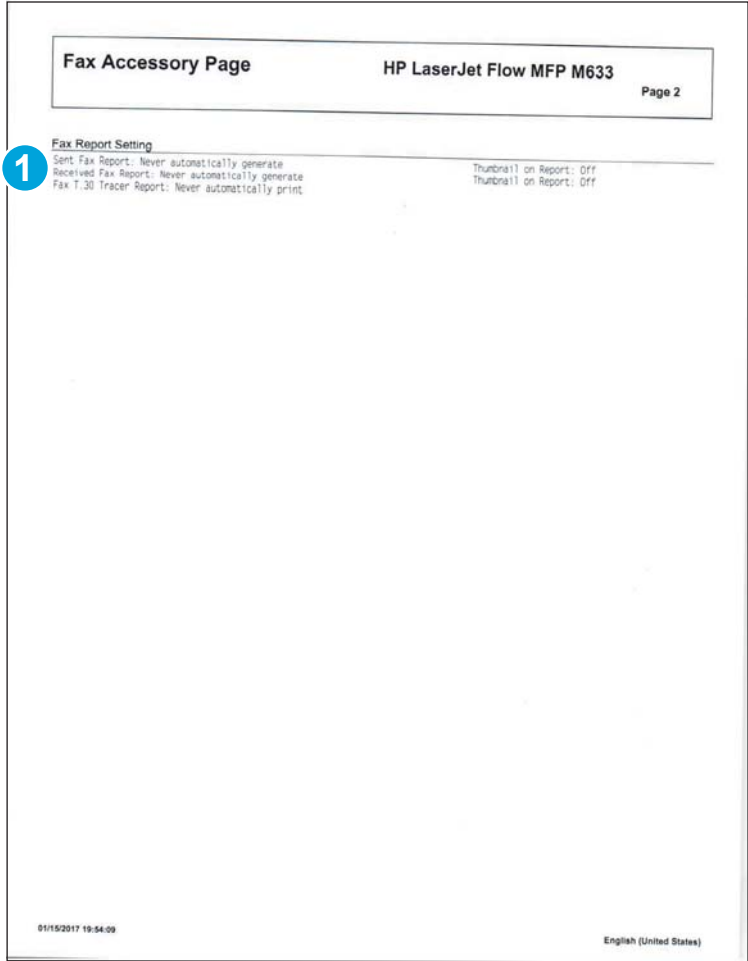
The fax accessory page contains the following information:

Figure 7-83 Fax accessory page (1 of 2)



Item	Description
1	Hardware Information shows the product information, modem firmware version, and modem status.
2	Fax Information shows a fax job count.
3	Fax Setup Settings shows the fax setup settings (for example, the fax phone number, company name, and error correction settings).
4	Fax Send Settings shows the fax send settings (for example, the default resolution, fax send speed, and billing code settings).
5	Fax Receive Settings shows the fax receive settings (for example, the fax receive speed, rings to answer, and output bin settings).

Figure 7-84 Fax accessory page (2 of 2)



Item	Description
1	Fax Report Setting shows the sent fax report, received fax report, and fax T.30 tracer report settings.

Finding important information on the configuration pages

Certain information, such as the firmware date codes, the IP address, and the email gateways, is especially helpful while servicing the printer. This information is on the various configuration pages.

Table 7-28 Important information on the configuration pages

Type of information	Specific information	Configuration page
Firmware date codes A firmware upgrade updates this item.	DC controller	Look on the configuration page, under "Device Information."
Firmware date codes A firmware upgrade updates this item.	Firmware date code	Look on the configuration page, under "Device Information."
Firmware date codes A firmware upgrade updates this item.	HP embedded Jetdirect firmware version	Look on the Embedded HP Jetdirect page, under "General Information."

Table 7-28 Important information on the configuration pages (continued)

Type of information	Specific information	Configuration page
<p>Accessories and internal storage</p> <p>All optional devices that are installed on the printer should be listed on the main configuration page.</p> <p>In addition, separate pages print for the optional paper handling devices and the fax accessory. These pages list more-detailed information for those devices.</p>	Embedded HP Jetdirect	Look on the configuration page, under "Installed Personalities and Options." Shows model and ID.
<p>Accessories and internal storage</p> <p>All optional devices that are installed on the printer should be listed on the main configuration page.</p> <p>In addition, separate pages print for the optional paper handling devices and the fax accessory. These pages list more-detailed information for those devices.</p>	Total RAM	Look on the configuration page, under "Memory."
Additional sheet feeder and paper deck accessories.	Additional 550-sheet feeders	Look on the main configuration page, under "Paper Trays and Options."
<p>Engine cycles and event logs</p> <p>Total page counts and maintenance kit counts are important for ongoing printer maintenance.</p> <p>The configuration page lists only the three most recent errors. To see a list of the 50 most recent errors, print an event log from the Diagnostics menu.</p>	Engine cycles	Look on the configuration page, under "Device Information."
Event-log information	Event-log information	Look on the configuration page, under "Event Log."
IP address	Wireless connectivity information	Look on the wireless page, under "IPv4".

Print a fuser test page

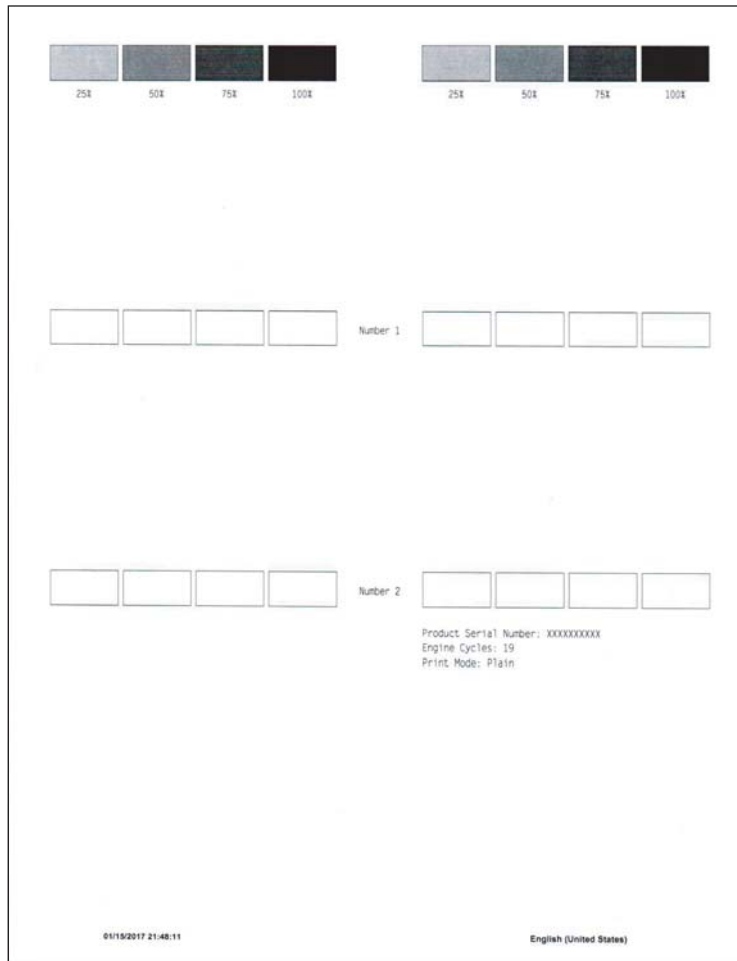
Print a fuser test page from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Troubleshooting](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Print Quality Pages](#), and then press the [OK](#) button.
4. Select [Continue](#) to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to [Fuser Test Page](#), and then press the [OK](#) button.
6. Use the arrow buttons to scroll to [Print](#), and then press the [OK](#) button.

Print a fuser test page 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](#)
 - [Print Quality Pages](#)
3. Touch the [Fuser Test Page](#) checkbox, and then touch the [Print](#) button.

Figure 7-85 Fuser test page



Copy menu (MFP)

Learn about the control-panel [Copy](#) menu (MFP).

Touchscreen printers: At the printer control panel, touch the [Print](#) button.

Table 7-29 Copy menu (MFP)

First level	Second level	Third level	Fourth level	Description
Sides	Original Sides 1-sided 2-sided			Use this item 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. NOTE: For 2-sided, the Pages flip up option is available.
Sides	Original Sides 1-sided 2-sided			Use this item to select the source tray for the copy job. NOTE: The A3 Tray 2 or the A3 Tray 3 is the default tray.
Quick Sets and Defaults	Load Save			Use this item to determine create or load copy quick sets.
Options	Sides	Original Sides 1-sided 2-sided		NOTE: For 22-sided, the Pages flip up option is available.
Options	Sides	Original Sides 1-sided 2-sided		Use this item 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. NOTE: For 2-sided, the Pages flip up option is available.
Options	Staple	None Top left angled Top right angled		Use to enable/disable stapling and position the staple on the page.
Options	Scan Mode	Standard Document Book Mode 2-sided ID		Use to describe the type of original. NOTE: Use the 2-sided ID option to automatically place the images from a two sided identification card (like a drivers license for example) on a single page.
Options	Reduce/Enlarge	Automatic Manual		Use this to automatically or manually scale the original to fit on the output page. NOTE: When Automatic is selected, the Include Margins option is available. NOTE: When Manual is selected, use the % dialog box to enter the percentage for document scaling (25 to 400 percent).
Options	Original Size	Choose from a list of sizes.		Use this to describe the size or sizes of the originals.
Options	Paper Selection	Paper Size Paper Type Paper Tray		Select from a list of paper sizes, types, and available trays for the copy job. NOTE: The list of trays depends on the printer configuration.

Table 7-29 Copy menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Description
Options	Booklet	Booklet Format (check box)		Use this item to set the copy job to a booklet format. NOTE: When Booklet Format is selected, the Borders on each page option is available.
Options	Content Orientation	Automatically detect Portrait Landscape		Use this to automatically detect, or manually describe the original content orientation.
Options	Pages per Sheet	One Two Four (right, then down) Four (down, then right) Add page borders		Use this to print the original to a single page or to print multiple originals to a single page. NOTE: Add page borders is only available when printing multiple originals on a single page.
Options	Image Adjustment	Sharpness Darkness Contrast Background Cleanup		Use the sliders to adjust the values for these items.
Options	Optimize Text/ Picture	Text Mixed Printed picture Photograph		Use this to improve print quality.
Options	Edge-to-Edge	Normal (recommended) Edge-to-Edge		Use to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges. Combine with the Reduce/Enlarge feature to ensure that the entire page is printed on the copies. When the Edge-to-Edge feature is turned on, the product minimizes margins and prints as close to the edge of the paper as possible.

Table 7-29 Copy menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Description
Options	Erase Edges	Apply same width to all edges (check box) Top Edge Bottom Edge Left Edge Right Edge		Use this 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 inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
Options	Collate	Collate on Collate of		If you are making more than one copy, select the Collate on option to assemble the pages in the correct order in each set of copies.
Options	Multi-feed Detection	On Off		When enabled, scanning stops if HP EveryPage technology detects multiple pages being fed at one time. When disabled, this feature will not stop scanning when multi-feeds are detected

Scan menu (MFP models only)

Learn about the control-panel **Scan** menu (MFP).

To display: At the printer control panel, touch the **Scan** button.

Table 7-30 Scan menu (MFP models only)

First level	Description
Scan to Email	Use this to scan the original and attach it to an email.
Scan to Fax	Use this to scan the original and send it as a fax.
Scan to Network Folder	Use this to scan the original and save it to a network folder.
Scan to USB Drive	Use this to scan the original and save it to a USB drive.
Scan to Job Storage	Use this to scan the original and save it to the printer memory.
Scan to SharePoint	Use this to scan the original and save it to a SharePoint site.

Print menu

Learn about the control-panel **Print** menu.

Touchscreen printers: At the printer control panel, touch the **Print** button.

Non-touchscreen printers: Use the arrow buttons to scroll to the **Print** button, and then press the **OK** button.

Table 7-31 Print menu

First level	Second level	Third level	Fourth level	Description
Print from Job Storage	Choose			Use this item to view and select jobs stored in the printer memory.
Print from Job Storage	Print List			Use this item to print the list of jobs stored in the printer memory
Print from Job Storage	Print			Use this item to print the selected job.
Print from USB Drive	Choose	Original Sides 1-sided 2-sided		Use this item to view and select jobs stored on a USB drive.
Print from USB Drive	Print	Original Sides 1-sided 2-sided		Use this item to print the selected job.

HP JetAdvantage menu (MFP models only)

Learn about the control-panel [HP JetAdvantage](#) menu (MFP).

To display: At the printer control panel, touch the [HP JetAdvantage](#) button.



NOTE: To use this feature, the printer must be connected to a network. Go to www8.hp.com/us/en/solutions/business-solutions/printingsolutions/privateprint.html for more information.

Table 7-32 HP JetAdvantage menu (MFP models only)

First level	Description
E-mail	Enter the email address associated with a HP JetAdvantage account.
Password	Enter the password associated with a HP JetAdvantage account.
Log in	Use this to access a HP JetAdvantage account.

Quick Sets menu (MFP models only)

Learn about the control-panel [Quick Sets](#) menu (MFP).

Use the HP Embedded Web Server (EWS) to configure [Quick Sets](#) for the printer.

To display: At the printer control panel, touch the [Quick Sets](#) button.

Contacts menu (fax models only)

Learn about the control-panel [Contacts](#) menu (MFP).

To display: At the printer control panel, touch the [Contacts](#) button.



NOTE: [Contacts](#) is an application that can create contacts.

 **TIP:** Use the symbols located at the lower left corner of the screen to add contacts and groups to the [Contacts](#) menu.

Table 7-33 Contacts menu (fax models only)

First level	Second level	Description
Local	Local	Choose from a list of contacts.
Local	Fax Speed Dials	Choose from a list of speed dial phone numbers.

Supplies menu

Learn about the control-panel [Print](#) menu.

Touchscreen printers: At the printer control panel, touch the [Supplies](#) button.

Non-touchscreen printers: Use the arrow buttons to scroll to the [Supplies](#) button, and then press the [OK](#) button.

 **NOTE:** The supplies listed in the [Supplies](#) menu depend on the printer configuration.

Table 7-34 Print menu

First level	Second level	Third level	Fourth level	Description
Black Cartridge				This displays the following information about the supply: <ul style="list-style-type: none"> • Status • HP part number • Pages printed • Approximate pages remaining
Maintenance Kit				This displays the following information about the supply: <ul style="list-style-type: none"> • Status • HP part number
Document Feeder Kit (MFP)				This displays the following information about the supply: <ul style="list-style-type: none"> • Status • HP part number
Staple Cartridge (SSMBM)				This displays the following information about the supply: <ul style="list-style-type: none"> • Status • HP part number

Table 7-34 Print menu (continued)










First level	Second level	Third level	Fourth level	Description
	Low Warning Thresholds	Black Cartridge Maintenance Kit (MFP) Document Feeder Kit (MFP) NOTE: The supplies listed depend on the printer configuration.		Set the level at which the supply is considered low.
	Low Warning Thresholds Message	On Off		When this feature is enabled, a low supply message appears on the control-panel display when a supply is low.
	Low Behavior	Stop Continue		Specifies how the product reacts when a supply is low. Stop: The printer stops until the supply is replaced. Continue: A supply very low message appears on the control panel display, but printing continues.
	Very Low Behavior	Black Cartridge Maintenance Kit (MFP) Document Feeder Kit (MFP) NOTE: The supplies listed depend on the printer configuration.	Stop Continue Prompt to continue	Specifies how the product reacts when a supply is low. Stop: The printer stops until the supply is replaced. Continue: A supply very low message appears on the control panel display, but printing continues. Prompt to continue: A supply very low message appears on the control panel display, printing continues after acknowledging the low condition.
	Store Usage Data	On Supplies Not on Supplies		Use this to determine where data about supply usage is stored.
	Cartridge Protection	Off Protect cartridges		Select Protect cartridges to permanently protect cartridges so that they can be used only in this printer or fleet of printers.
	Cartridge Protection	Off Authorized HP		Select Authorized HP to allow only genuine HP cartridges to be used in this printer.

Table 7-34 Print menu (continued)

First level	Second level	Third level	Fourth level	Description
	Reset Supplies	Black Cartridge Maintenance Kit (MFP) Document Feeder Kit (MFP) NOTE: The supplies listed depend on the printer configuration.	Cancel Reset	After replacing a supply kit, select it from the list and then select Reset .
				Select this to print a supplies status page.

Trays menu

Learn about the control-panel [Trays](#) menu.

Touchscreen printers: At the printer control panel, touch the [Trays](#) button.

Non-touchscreen printers: Use the arrow buttons to scroll to the [Trays](#) button, and then press the [OK](#) button.

 **NOTE:** The trays listed in the this menu depend on the printer configuration.

Table 7-35 Print menu


First level	Second level	Third level	Fourth level	Description
Tray <X>	Size			Choose from a list of paper sizes.
Tray <X>	Type			Choose from a list of paper types.
Tray <X>	Status			This shows the tray status (for example, "Empty" might display).
Tray <X>	Capacity			This shows the tray capacity.
	Use Requested Tray	Exclusively When available		Controls how the printer handles jobs that have specified a specific input tray. Two options are available: <ul style="list-style-type: none"> • 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. • When available: The printer uses the selected tray unless it is empty or unavailable.

Table 7-35 Print menu (continued)







First level	Second level	Third level	Fourth level	Description
	Manual Feed Prompt	Always prompt Prompt on mismatch		<p>Indicate whether a prompt should appear when the type or size for a job does not match the specified tray and the product pulls from the multipurpose tray instead. Two options are available:</p> <ul style="list-style-type: none"> • Always prompt: A prompt always displays before using the multipurpose tray. • Prompt on mismatch: A prompt only displays if the job size/type does not match the tray configuration.
	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	Allow Do not allow		<p>Use this item 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>Allow: 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>Do not allow: When this option is selected, the user is not given the option of selecting a different tray. The product prompts the user to add paper to the tray that was initially selected.</p>
	Alternative Letterhead Mode	Off On		<p>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.</p> <p>When this option is selected, load the paper as you would for printing on both sides. See the user documentation that came with the product for instructions about loading letterhead for printing on both sides.</p> <p>When this option is selected, the product speed slows to the speed required for printing on both sides.</p>


Table 7-35 Print menu (continued)

First level	Second level	Third level	Fourth level	Description
	Duplex Blank Pages	Automatic Always NOTE: Automatic is not available for the M607n and M608n printers.		Control how the product handles two-sided jobs (duplexing). Automatic: Enables Smart Duplexing, which instructs the printer not to process blank pages. Always: 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.
	Override A4/Letter	No Yes		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 also overrides A3 with ledger-size paper and ledger with A3-size paper.

Reports menu

Learn about the control-panel [Reports](#) menu.

To display: At the printer control panel, select the [Reports](#) menu.

To print: At the printer control panel, touch (MFP) or use the arrow buttons (SFP) to select the printer icon . For the SFP, press the **OK** button to print the pages.

In the following table, asterisks (*) indicate the factory default setting.

 **NOTE:** The [View](#) option is control-panel type dependent (might not be available).

Table 7-36 Reports menu

First level	Second level	Values	Description
Configuration/Status Pages	Settings Menu Map	Cancel View Print	Shows a map of the entire control panel system and the selected values for each setting.
Configuration/Status Pages	Current Settings Page	Cancel View 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.
Configuration/Status Pages	Configuration Page	Cancel View Print	Shows the printer settings and installed accessories.

Table 7-36 Reports menu (continued)

First level	Second level	Values	Description
Configuration/Status Pages	How to Connect Page	Cancel View Print	Shows the network information typically needed to connect the printer to a network.
Configuration/Status Pages	Supplies Status Page	Cancel View Print	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 than the approximations provided.
Configuration/Status Pages	Usage Page	Cancel View Print	Shows a count of all paper sizes that have passed through the printer; lists whether they were simplex or duplex, and reports the page count.
Configuration/Status Pages	File Directory Page	Cancel View Print	Shows the file name and folder name for files that are stored in the printer memory.
Configuration/Status Pages	Web Services Status Page	Cancel View Print	Shows the detected Web Services for the printer.
Fax Reports Fax models only	Fax Activity Log	Cancel View Print	Contains a list of the faxes that have been sent from or received by this printer.
Fax Reports Fax models only	Billing Codes Report	Cancel View Print	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.
Fax Reports Fax models only	Blocked Fax List	Cancel View Print	A list of phone numbers that are blocked from sending faxes to this printer.
Fax Reports Fax models only	Speed Dial List	Cancel View Print	Shows the speed dials that have been set up for this printer.

Table 7-36 Reports menu (continued)

First level	Second level	Values	Description
Fax Reports	Fax Call Report	Cancel	A detailed report of the last fax operation, either sent or received.
Fax models only		View	
		Print	
Other Pages	PCL Font List	Cancel	Prints the available PCL fonts.
		Print	
Other Pages	PS Font List	Cancel	Prints the available PS fonts.
		Print	

Settings menu

Learn about the control-panel [Settings](#) menu.

Touchscreen: At the printer control panel, touch the [Settings](#) button.

Non-touchscreen: Use the arrow buttons to scroll to the [Settings](#) button, and then press the [OK](#) button.

Table 7-37 Settings menu

First level	Second level	Third level	Fourth level	Description
General	Date/Time Settings	Date/Time Format	Date Format Date Format	Use these items to specify the date and time and to configure date/time settings.
General	Date/Time Settings	Date/Time		Set the following: <ul style="list-style-type: none"> • Date • Time • Time Zone
General	Energy Settings	Sleep Schedule	New event Done	Create a printer Wake Event and/or Sleep Event schedule.
General	Energy Settings	Sleep Settings	Done	Set the following: <ul style="list-style-type: none"> • Sleep after inactivity • Auto off after sleep
General	Display Settings	Display Brightness		Use the slider to adjust the display brightness.
General	Display Settings	System Sound	On Off	Turn the printer sound on or off.

Table 7-37 Settings menu (continued)

First level	Second level	Third level	Fourth level	Description
General	Display Settings	Language Settings	Language Keyboard Layout	Select from a list of languages.
General	Display Settings	Information Screen	Show connection information Hide connection information	Determine whether the printer connection information appears on the control-panel display.
General	Display Settings	Display Date and Time	No Yes	Determine whether the date and time appears on the control-panel display.
General	Display Settings	Inactivity Timeout	Seconds (10 to 300)	Specifies the amount of time that elapses between any activity on the control panel and when the product 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.
Fax Reports (fax models)	Fax Activity Log			Contains a list of the faxes that have been sent from or received by this printer.
Fax Reports (fax models)	Billing Codes Report	Automatically detect		Provides a list of billing codes used for outgoing faxes. This report shows how many sent faxes were billed to each code.
Fax Reports (fax models)	Blocked Fax List			A list of phone numbers that are blocked from sending faxes to this printer.
Fax Reports (fax models)	Fax Call Report			A detailed report of the last fax operation, either sent or received.
Manage Supplies	Low Warning Thresholds	Black Cartridge Maintenance Kit (MFP) Document Feeder Kit (MFP) NOTE: The supplies listed depend on the printer configuration.		Set the level at which the supply is considered low.
Manage Supplies	Low Warning Threshold Message	On Off		When this feature is enabled, a low supply message appears on the control-panel display when a supply is low.
Manage Supplies	Low Behavior	Stop Continue NOTE: Select the setting that is currently display to display all options.		Specifies how the product reacts when a supply is low. Stop: The printer stops until the supply is replaced. Continue: A supply very low message appears on the control panel display, but printing continues.

Table 7-37 Settings menu (continued)

First level	Second level	Third level	Fourth level	Description
Manage Supplies	Very Low Behavior	Black Cartridge Maintenance Kit (MFP) Document Feeder Kit (MFP) NOTE: The supplies listed depend on the printer configuration.	Stop Continue Prompt to continue	Specifies how the product reacts when a supply is low. Stop: The printer stops until the supply is replaced. Continue: A supply very low message appears on the control panel display, but printing continues. Prompt to continue: A supply very low message appears on the control panel display, printing continues after acknowledging the low condition.
Manage Supplies	Store Usage Data	On Supplies Not on Supplies		Use this to determine where data about supply usage is stored.
Manage Supplies	Cartridge Protection	Off Protect cartridges		Select Protect cartridges to permanently protect cartridges so that they can be used only in this printer or fleet of printers.
Manage Supplies	Cartridge Policy	Off Authorized HP		Select Authorized HP to allow only genuine HP cartridges to be used in this printer.
Manage Supplies	Reset Supplies	Black Cartridge Maintenance Kit (MFP) Document Feeder Kit (MFP) NOTE: The supplies listed depend on the printer configuration.	Cancel Reset	After replacing a supply kit, select it from the list and then select Reset .
Manage Stapler/Stacker	Operation Mode	Mailbox Stacker Function Separator		Use this to configure the stapler/stacker multi bin mailbox.
Manage Stapler/Stacker	Job Offset	On Off		Use this to configure the stapler/stacker multi bin mailbox.
Networking	Ethernet	INFORMATION	Print Security Report Yes No	Print a network security report page.

Table 7-37 Settings menu (continued)

First level	Second level	Third level	Fourth level	Description
Networking	Ethernet	TCP/IP	HOST NAME IPV4 SETTINGS IPV6 SETTINGS PROXY SERVER PROXY PORT IDLE TIME OUT	
Networking	Ethernet	SECURITY	SECURE WEB ISPEC 802.1X ANNOUNCEMENT AGENT RESET SECURITY	
Networking	Ethernet	LINK SPEED	AUTO 10T HALF 10T FULL 10T AUTO 100TX HALF 100TX FULL 100TX AUTO 1000T FULL Done	<p>The link speed and communication mode of the print server must match the network. The available settings depend on the printer and installed print server.</p> <p>CAUTION: If you change the link setting, network communications with the print server and network printer might be lost.</p> <p>The print server uses auto-negotiation to configure itself with the highest link speed and communication mode allowed. If auto-negotiation fails, either the 100TX Half feature or the 10T Half feature is set depending on the detected link speed of the hub/switch port (a 1000T half-duplex selection is not supported).</p>
Networking	Wireless	INFORMATION	Print Security Report Yes No	Print a network security report page.
Networking	Wireless	WIRELESS STATION	Status WI-FI PROTECTED SETUP	
Networking	Wireless	TCP/IP	HOST NAME IPV4 SETTINGS IPV6 SETTINGS PROXY SERVER PROXY PORT IDLE TIME OUT	

Table 7-37 Settings menu (continued)

First level	Second level	Third level	Fourth level	Description
Networking	Wireless	SECURITY	SECURE WEB ISPEC 802.1X ANNOUNCEMENT AGENT RESET SECURITY	
Networking	Wireless Direct	Status	On Off Done	Use this to configure the wireless direct settings.
Networking	Wireless Direct	Channel	Range 1 to 11 Done	Use this to configure the wireless direct settings.
Networking	I/O Timeout	Seconds Range 5 to 300	Done	Set the amount of time before the printer times out from inactivity.

Support Tools menu

Learn about the control-panel [Support Tools](#) menu.

Touchscreen: At the printer control panel, touch the [Support Tools](#) button.

Non-touchscreen: Use the arrow buttons to scroll to the [Support Tools](#) button, and then press the [OK](#) button.

Table 7-38 Support Tools menu

First level	Second level	Third level	Fourth level	Fifth level	Description
Maintenance	Backup/Restore IMPORTANT: backup data might contain personable identifiable information such as user names or IP addresses. HP uses this data to understand the issue that the printer is having and to improve future versions of the printer software.	Backup Data	Password Confirm Password		Create a password to encrypt the file, and then select the Next button. Insert a USB drive into the USB port, and then select the BackUp button.
Maintenance	Backup/Restore	Restore Data			Insert a USB drive into the USB port, and then select the Restore button.

Table 7-38 Support Tools menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Description
Maintenance	Calibration/Cleaning	Cleaning Page	Off 1000 pages 2000 pages 5000 pages 10000 pages 20000 pages		Use this to set up automatic cleaning.
Maintenance	Calibration/Cleaning	Clean Document Feeder Rollers (MFP)	Set cleaning reminder interval (1–100) %		Set the interval for a reminder to clean the rollers. NOTE: A lower percentage results in more frequent reminders.
Maintenance	Calibration/Cleaning	Clean Document Feeder Rollers (MFP)	Reminder Behavior		Choose from the following the reminder behaviors: <ul style="list-style-type: none"> • Prompt to continue • Continue • Stop
Maintenance	Calibration/Cleaning	Calibrate Scanner (MFP)	Done Calibrate Scanner		Touch Calibrate Scanner to calibrate the scanner. Follow the prompts on the control-panel display to complete the process.
Maintenance	USB Firmware Upgrade	Cancel Details Install			Insert a USB drive with an upgrade firmware bundle file on it into the USB port. Select Install to upgrade the firmware.
Troubleshooting	Reports	Configuration/Status Pages	Settings Menu Map	Cancel Print	Shows a map of the entire control panel system and the selected values for each setting
Troubleshooting	Reports	Configuration/Status Pages	Current Setting Page	Cancel 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.
Troubleshooting	Reports	Configuration/Status Pages	Configuration Page	Cancel Print	Shows the printer settings and installed accessories
Troubleshooting	Reports	Configuration/Status Pages	How to Connect Page	Cancel Print	Shows the network information typically needed to connect the printer to a network.

Table 7-38 Support Tools menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Description
Troubleshooting	Reports	Configuration/ Status Pages	Supplies Status Page	Cancel Print	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 than the approximations provided.
Troubleshooting	Reports	Configuration/ Status Pages	Usage Page	Cancel Print	Shows a count of all paper sizes that have passed through the printer; lists whether they were simplex or duplex, and reports the page count.
Troubleshooting	Reports	Configuration/ Status Pages	File Directory Page	Cancel Print	Shows the file name and folder name for files that are stored in the printer memory.
Troubleshooting	Reports	Configuration/ Status Pages	Web Services Status Page	Cancel Print	Shows the detected Web Services for the printer.
Troubleshooting	Reports	Fax Reports	Fax Activity Log	Cancel Print	Contains a list of the faxes that have been sent from or received by this printer.
Troubleshooting	Reports	Fax Reports	Billing Codes Report	Cancel Print	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.
Troubleshooting	Reports	Fax Reports	Blocked Fax List	Cancel Print	A list of phone numbers that are blocked from sending faxes to this printer.
Troubleshooting	Reports	Fax Reports	Fax Call Report	Cancel Print	A detailed report of the last fax operation, either sent or received.
Troubleshooting	Reports	Other Pages	Demonstratio n Page	Cancel Print	Print a demonstration page.
Troubleshooting	Reports	Other Pages	PCL Font List	Cancel Print	Print the available PCL fonts.
Troubleshooting	Reports	Other Pages	PS Font List	Cancel Print	Print the available PS fonts.

Table 7-38 Support Tools menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Description
Troubleshooting	Fax Tools	Fax T.30 Trace Report	Never automatically print Print after every fax Print only after fax send jobs Print only after received faxes Print only after fax send errors Print only after fax receive errors Print after any fax error	Done Print Now	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.
Troubleshooting	Fax Tools	Fax V.34	Enable Disable		Use to disable V.34 modulations if several fax failures have occurred or if phone line conditions require it.
Troubleshooting	Fax Tools	JBIG Compression	On Off		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.
Troubleshooting	Fax Tools	Fax Speaker Mode	Normal Diagnostic		Used by a technician to evaluate and diagnose fax issues by listening to the sounds of fax modulations.
Troubleshooting	Fax Tools	Fax Service Log	Cancel Print		Select Print to print a detailed fax service log.
Troubleshooting	Event Log	Done Print			View and print the 50 most recent events in the Event Log. For each event, the log shows the error date and time, error code, and description or personality.
Troubleshooting	Paper Path Page	Cancel Print			Shows how many pages were printed by paper size, source tray, paper type, and print mode.

Table 7-38 Support Tools menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Description
Troubleshooting	Diagnostic Tests	Disable Cartridge Check	Cancel Continue		<p>Use this diagnostic test to print internal pages or send an external job to the printer when the toner cartridge is removed or exchanged.</p> <p>Supply errors are ignored while the printer is in this mode. When the printer is in this mode, access the troubleshooting menus and print internal pages (the print quality pages will be the most useful).</p> <p>This test can be used to isolate problems, such as noise, and to isolate print-quality problems that are related to the toner cartridge.</p>
Troubleshooting	Diagnostic Tests	Paper Path Test	Number of Copies Paper Tray Output Sides Staple (SSMBM) Output Bin (model dependent)		<p>This diagnostic test generates one or more test pages. Use these pages to isolate the cause of jams.</p> <p>Multiple copies can be printed to help isolate intermittent problems</p>
Troubleshooting	Diagnostic Tests	Print Stop Test			<p>Use this diagnostic test to isolate the cause of problems such as image-formation defects and jams within the engine.</p> <p>During this test, stop the paper anywhere along the printer paper path.</p> <p>Configure the test to stop from 0 to 60,000 ms during a print job.</p>
Troubleshooting	Diagnostic Tests	Paper Path Sensor Tests	Options Done Start	Number of Copies Paper Tray Output Sides Staple (SSMBM) Output Bin (model dependent)	<p>Generates a test page for testing paper path sensors. Configure the paper path used for the test to test specific paper path sensors.</p> <p>A list of sensors appears on the control-panel display. As the test page prints, sensors in the list toggle from an inactive to active state.</p>


Table 7-38 Support Tools menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Description
Troubleshooting	Diagnostic Tests	Manual Sensor Test	All sensors Input tray sensors Output bin sensors Engine sensors	Done Reset	A list of sensors appears on the control-panel display. When the sensor is manually toggled, its state changes from inactive to active on the control-panel display.
Troubleshooting	Diagnostic Tests	Component Repeat Status Done Start	Choose from a list of components depending on printer configuration.		Use this to test various mechanical and electromechanical components.
Troubleshooting	Diagnostic Tests	Continuous Scan (MFP)	2-sided Done Start		Use this to test the sub scanner assembly (SSA) optical scan assembly.
Troubleshooting	Diagnostic Tests	Run Fax Test	Done Start		Use this to test the fax module functionality.
Troubleshooting	Generate Debug Data	Cancel Start			Create files that contain information about the printer that can help identify the cause of problems.
Troubleshooting	Retrieve Diagnostic Data	Cancel			Insert a USB drive into the USB port. IMPORTANT: The data might contain personable identifiable information.
Troubleshooting	Retrieve Fax Diagnostic Data	Cancel			Insert a USB drive into the USB port. IMPORTANT: The data might contain personable identifiable information.
Service					The Service menu is for authorized service personal only and is protected by a personal identification number (PIN). NOTE: See the Service mode functions topic section in this service manual.

Service menu

Learn about the printer [Service](#) menu.

[Service](#) menu access is restricted by using a personal identification number (PIN). Only authorized service people should access the [Service](#) menu. When selecting [Service](#) from the list of menus, the printer prompts the user to enter an eight-digit PIN.

 **NOTE:** The printer automatically exits the [Service](#) menu after about one minute if no items are selected or changed.

Open the Service menu from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Support Tools](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [Service](#) menu, and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Service](#), and then press the [OK](#) button.
4. Use the 10-key keypad to enter the following service access code for the printer:
 - 05060717 (M607/M608/M609//M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Open 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 following menus:
 - [Service](#)
3. Enter the following service access PIN for the printer:

 **NOTE:** Make sure that [Service Access Code](#) is selected for the [Access Type](#) item.

 **TIP:** For a small touchscreen printer, touch the [Access Code](#) dialog box to display a virtual 10-key keypad.

- 05060717 (M607/M608/M609//M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)
 - 05063117 (M631/M632/M633/M634/M635/M636/E62555/E62565/E62575/E62655/E62665/E62675)
4. Touch the [Sign in](#) button.

Service menu table

The following menu items appear in the [Service](#) menu.

Table 7-39 Service menu

First level	Second level	Third level	Value	Description
Event Log	Print			Print or view the event log
Event Log	Clear			Use this item to clear the printer event log.
Cycle Counts	Total Engine Cycles			Set the page count that was stored in NVRAM prior to installing a new formatter.
Cycle Counts	Mono Cycle Counts			Use this item to record the number of mono print jobs.
Cycle Counts	Refurbish Cycle Counts			Use this item to record the page count when the printer was refurbished.

Table 7-39 Service menu (continued)

First level	Second level	Third level	Value	Description
Cycle Counts	Document Feeder Kit Count MFP			Total number of pages since the document feeder kit was replaced.
Cycle Counts	Document Feeder Kit Interval MFP			Use this item to set the interval that causes the printer to prompt the customer to replace document feeder maintenance kit.
Cycle Counts	Clean Rollers Count MFP			Total number of pages since the document feeder rollers were cleaned.
Cycle Counts	Clean Rollers Interval MFP			Use this item to set the interval that causes the printer to prompt the customer to clean the document feeder rollers and separation pad.
Cycle Counts	ADF Count MFP			Set the total pages fed through the document feeder.
Cycle Counts	Flatbed Count MFP			Set the total pages scanned from the flatbed.
Cycle Counts	ADF Simplex Count MFP			Set the total single-sided pages fed through the document feeder.
Cycle Counts	ADF Duplex Count MFP			Set the total two-sided pages fed through the document feeder.
Cycle Counts	Copy Scan Count MFP			Set the total copy pages that have been scanned.
Cycle Counts	Send Scan Count MFP			Set the number of scanned pages sent to email.
Cycle Counts	Fax Scan Count Fax models			Set the number of scanned pages that have been faxed.
Cycle Counts	Copy Pages Count MFP			Set the number of scanned pages that have been printed.

Table 7-39 Service menu (continued)

First level	Second level	Third level	Value	Description
Scanner Settings MFP	Edge to Adjust	Glass: Rear Edge Glass: Left Edge ADF: Leading Front edge ADF: Leading Back edge ADF: Trailing Front edge ADF:Left Side Front ADF:Left Side Back	Adjustment	Set the calibration values. NOTE: Adjustments are in millimeters (-20 to 20).
Scanner Settings MFP		Clear All		Clear all adjustment values (set to zero).
Scanner Settings MFP		Done		Done exits the menu
Serial Number		Done		Set the serial number Done exits the menu
Service ID		Done		Use this item to show the date that the printer was first used on the control panel. This eliminates the need for users to keep paper receipts for proof of warranty. Done exits the menu
Locked tray sizes Managed printers	Locked tray size Check box			Select the Locked tray size check box to enable the lock feature. Select a paper size from the drop-down menu, and then select Save .
Cold Reset Paper	Letter A4			When you perform a cold reset, the paper size that is stored in NVRAM is reset to the default factory setting. If you replace a formatter board in a country/region that uses A4 as the standard paper size, use this menu to reset the default paper size to A4. LETTER and A4 are the only available values.
MPS Settings Managed printers	Low Alerts ON	On Off		Use this to configure managed services specific settings.

Table 7-39 Service menu (continued)

First level	Second level	Third level	Value	Description
MPS Settings Managed printers	Reset Supplies Level	<ul style="list-style-type: none"> • Reset to level 1 • Reset to level 2 • Reset to level 3 • Set to non-HP managed mode 	Cancel	
MPS Settings Managed printers	Consumables Access Control	Enable consumables access control		<p>Select the Enable consumables access control check box to enable the lock feature.</p> <p>Under Replacement Threshold, select one of the following options.</p> <ul style="list-style-type: none"> • Normal • Delayed <p>Use this feature to lock the printer front door to help prevent premature toner cartridge replacement.</p>
PTT Test Mode Fax models	Hook Operations	Go Off Hook Go On Hook		Test the internal modem for the analog fax accessory.
PTT Test Mode Fax models	Generate Random Data		Done Start	Select a value from the list.
PTT Test Mode Fax models	Generate Dialing Tones/Pulses	Pulse Burst Tone Burst Continuous Tone	Stop Done	Enter a value.
PTT Test Mode Fax models	Generate Pulse Dial Number Generate/Dial Number	Pulse Tone	Phone Number	Enter dial number.
PTT Test Mode Fax models	Generate Single Modem Tone	1100 Hz 2100 Hz 1300 Hz 1800 Hz	Done Start	Enter a value.
PTT Test Mode Fax models	Fax Transmit Signal Loss		Enter a value (0 to 30).	

Table 7-39 Service menu (continued)

First level	Second level	Third level	Value	Description
PTT Test Mode Fax models	Ring Settings	Ring Interval Ring Frequency High Limit PBX Ring Detect	ms (0 to 600) Hz (0 to 100) On or Off	
Test Support	Continuous Scan MFP	2-sided Save to Disk	Done Start	
Test Support	Continuous Copy MFP	2-sided Save to Disk	Done Start	
Test Support	Raw Scan MFP	2-sided Mechanical Calibration	Done Start	
Test Support	Continuous Print from USB		Done Start	Insert a USB flash drive into the USB port on the printer.
Test Support	Runtime Configuration			Choose from a list of available configurations (product specific).
Fax V.29 Speed Fax models	V.29 9600 V.29 7200			Set the fax module rate (for example the V.29 9600 setting means that the fax module is capable of transferring a maximum of 9600 bits per second).
Reset Supplies				Use this item after replacing a supply item (for example, the tray rollers) to reset the firmware counter (resets to zero) for that supply item. NOTE: The list of supply items is printer specific and also depends on the printer configuration.

Printer resets

Learn about the printer resets.

Restore factory-set defaults from a non-touchscreen control panel

1. From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Settings](#), and then press the [OK](#) button.
2. Use the arrow buttons to scroll to [General](#), and then press the [OK](#) button.
3. Use the arrow buttons to scroll to [Restore Factory Settings](#), and then press the [OK](#) button.
4. A verification message advises that completing the reset function might result in loss of data. Select the [Reset](#) button to complete the process.

Restore factory-set defaults from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Settings](#) button.
2. Open the following menus:
 - [General Settings](#)
 - [Reset Factory Settings](#)
3. A verification message advises that completing the reset function might result in loss of data. Touch the [Reset](#) button to complete the process.

Restore the Service ID

When replacing the formatter, the Service ID date is lost. Use this menu item to reset the date to the original date that the printer was first used. The date format is YYDDD. Use the following formula to calculate the Service ID.

Calculate the service ID

For the calculation below, the placed-in-service date is 17OCT2002.

1. To calculate YY, subtract 1990 from the calendar year. If the printer was first used in 2002, calculate YY as follows: $2002 - 1990 = 12$. YY = 12.
2. Subtract 1 from 10 (October is the tenth month of the year): $10 - 1 = 9$.
 - Multiply 9 by 30: $9 \times 30 = 270$ and add 17 to 270: $270 + 17 = 287$. Thus, DDD = 287.
3. In this example the Service ID is 12287.

Convert the Service ID to an actual date

Use the printer Service ID number to determine whether the printer is still under warranty. Use the following formula to convert the Service ID into the actual date the printer was placed-in-service. For the example below, use the Service ID previously calculated (12287).

1. Add 1990 to YY to get the actual year that the printer was installed.
2. Divide DDD by 30. If there is a remainder, add 1 to the result. This is the month.
3. The remainder from the calculation in step 2 is the date.
 1. $12 + 1990 = 2002$, so the year is 2002.
 2. 287 divided by $30 = 9$ with a remainder of 17. Because there is a remainder, add 1 to 9 to get 10, which represents October.
 3. The remainder in step 2 is 17, so that is the date. The complete date is 17-October-2002.




NOTE: A six-day grace period is built into the date system.

Cold reset using the Pre-boot menu from a non-touchscreen control panel




CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Press the **Cancel** button when you see the 1/8 under the logo
2. Use the arrow buttons to highlight **+3:Administrator** item, and then press the **OK** button.
3. Use the arrow buttons to highlight **+8:Startup Options** item, and then press the **OK** button.
4. Use the arrow buttons to highlight **2 Cold Reset** item, and then press the **OK** button.
5. Press the Home button to return to the main Pre-boot menu and highlight the **1:Continue** item, and then press the **OK** button.

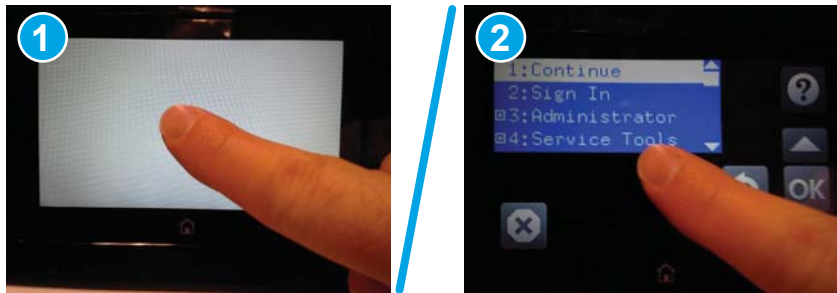
 **NOTE:** The printer initializes.

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 7-86 Open the Pre-boot menu (MFP)



2. Use the arrow buttons to highlight **+3:Administrator** item, and then press the **OK** button.
3. Use the arrow buttons to highlight **+8:Startup Options** item, and then press the **OK** button.
4. Use the arrow buttons to highlight **2 Cold Reset** item, and then press the **OK** button.
5. Touch the Home button to return to the main Pre-boot menu and highlight the **1:Continue** item, and then press the **OK** button.

 **NOTE:** The printer initializes.

Format Disk and Partial Clean functions

Learn about the printer **Format Disk** and **Partial Clean** functions.

Active and repository firmware locations


The firmware bundle consists of multiple parts. The main components are the Windows CE Operating System and the printer/peripheral firmware files.

There are two locations/partitions on the hard drive where the firmware components are stored:

- The Active, where the operating system and firmware currently are executing.
- The Repository, the recovery location.

If the Active location is damaged, or a [Partial Clean](#) was performed, the printer automatically copies over the OS and firmware files from the Repository location and the printer recovers.

If both the Active and Repository locations are damaged, or a [Format Disk](#) was performed, then both locations are gone and the error message **99.09.67** displays on the control-panel display. The user must upload the firmware to the printer in order for it to function again.

 **CAUTION:** The [Format Disk](#) option performs a disk initialization for the entire disk. The operating system, firmware files, and third party files (among other files) are completely lost. HP does not recommend this action.

Partial Clean

The [Partial Clean](#) option erases all partitions and data on the disk drive, except for the firmware repository where a backup copy of the firmware file is stored. This allows the disk drive to be reformatted without having to download a firmware upgrade file to return the printer to a bootable state.

Characteristics of a Partial Clean

- Customer-defined settings, third-party solutions, firmware files, and the operating system are deleted.
- Rebooting the printer restores the firmware files from the Repository location, but does not restore any customer-defined settings.
- For previous HP printers, a Hard Disk Initialization is similar to executing the [Partial Clean](#) function for this printer.

 **CAUTION:** HP recommends backing-up printer configuration data before executing a [Partial Clean](#) to retain customer-defined settings (if needed). See the [Backup/Restore](#) item in the [Device Maintenance](#) menu.

Reasons for performing Partial Clean

- The printer continually boots up in an error state.




NOTE: Try clearing the error prior to executing a [Partial Clean](#).

- The printer will not respond to commands from the control panel.
- Executing the [Partial Clean](#) function is helpful for troubleshooting hard disk problems.
- To reset the printer by deleting all solutions and customer-defined settings.
- The printer default settings are not properly working.

Execute a Partial Clean from a non-touchscreen control panel

This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Press the [Cancel](#) button when you see the [1/8](#) under the logo
2. Use the arrow buttons to highlight [+3:Administrator](#) item, and then press the [OK](#) button.
3. Use the arrow buttons to highlight [Partial Clean](#) item, and then press the [OK](#) button.
4. Press the [OK](#) button again.
5. Press the Home button to return to the main Pre-boot menu and highlight the [Continue](#) item, and then press the [OK](#) button.

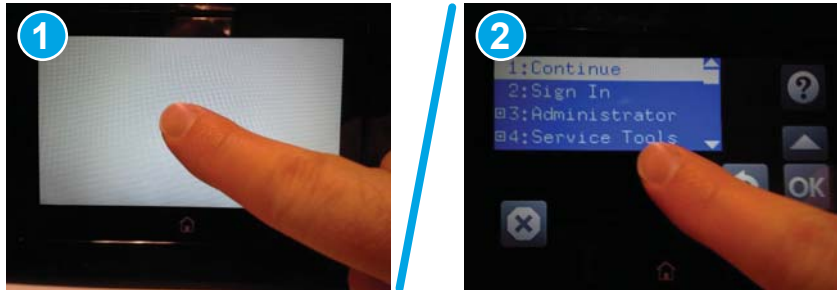
 **NOTE:** The printer initializes.

Execute a Partial Clean from a touchscreen control panel


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 7-87 Open the Pre-boot menu (MFP)



2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight Partial Clean item, and then press the OK button.
4. Press the OK button again.
5. Touch the Home button to return to the main Pre-boot menu and highlight the Continue item, and then press the OK button.

 **NOTE:** The printer initializes.

Format Disk

The [Format Disk](#) option erases the entire disk drive.


 **CAUTION:** After executing a [Format Disk](#) option, the printer is not bootable.

Characteristics of a Format Disk

- Customer-defined settings, third-party solutions, firmware files, and the operating system are deleted.

 **NOTE:** Rebooting the printer *does not* restore the firmware files


- Rebooting the printer restores the firmware files from the Repository location, but does not restore any customer-defined settings.
- After executing the [Format Disk](#) function, the message **99.09.67** displays on the control panel.
- After executing the [Format Disk](#) function, the printer firmware must be reloaded.

 **CAUTION:** HP recommends not using the [Format Disk](#) option unless an error occurs and the solution in the printer service manual recommends this solution. After executing the [Format Disk](#) function, the printer is unusable.

HP recommends backing-up printer configuration data before executing a [Format Disk](#) to retain customer-defined settings (if needed). See the [Backup/Restore](#) item in the [Device Maintenance](#) menu.

Reasons for performing Format Disk

- The printer continually boots up in an error state.

 **NOTE:** Try clearing the error prior to executing a [Format Disk](#).

- The printer will not respond to commands from the control panel.
- Executing the [Format Disk](#) function is helpful for troubleshooting hard disk problems.
- To reset the printer by deleting all solutions and customer-defined settings.

Execute a Format Disk from a non-touchscreen control panel

This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Press the [Cancel](#) button when you see the [1/8](#) under the logo
2. Use the arrow buttons to highlight [+3:Administrator](#) item, and then press the [OK](#) button.
3. Use the arrow buttons to highlight [Format Disk](#) item, and then press the [OK](#) button.
4. Press the [OK](#) button again.

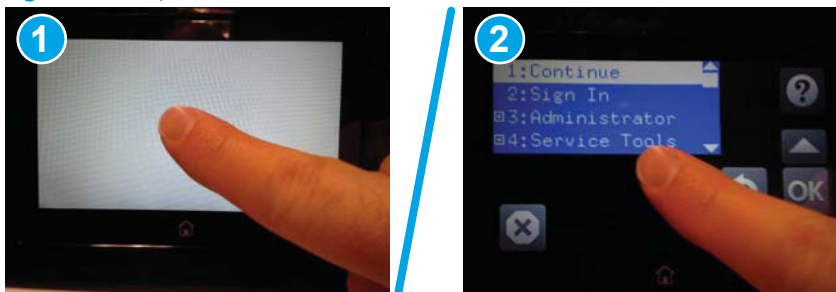
 **NOTE:** When the [Format Disk](#) operation is complete, reload the printer firmware.

Execute a Format Disk from a touchscreen control panel

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 7-88 Open the Pre-boot menu (MFP)



2. Use the arrow buttons to highlight [+3:Administrator](#) item, and then press the [OK](#) button.
3. Use the arrow buttons to highlight [Format Disk](#) item, and then press the [OK](#) button.
4. Press the [OK](#) button again.

 **NOTE:** When the [Format Disk](#) operation is complete, reload the printer firmware.

Troubleshooting power-on or blank control panel problems

If the printer is not powering on correctly, use the following steps to begin troubleshooting the problem.

1. Verify that power is available to the printer. If the printer is plugged into a surge protector or uninterruptible power supply (UPS), remove it. Plug the printer directly into a known operating wall receptacle (make sure that the wall receptacle provides the correct voltage and current for the printer).



NOTE: Unplug any other devices on the same circuit that the printer is using.

2. Try another known operating wall receptacle and a different power cord.
3. To eliminate a thermal switch issue, unplug the power cord and leave it unplugged for over 20 minutes. Re-attach the power cord, and then turn the power on again.
4. During normal operation, a cooling fan or fans begin to spin briefly after the printer power is turned on. Place a hand over the cover vent or vents to feel air passing out of the printer. Lean close to the printer to hear the fan or fans operating. Look for illuminated lights on the control panel and formatter LEDs.



NOTE: Operational fans, motors, and control-panel lights indicate the following:

- AC power is present at the printer.
 - The power supply is providing either or both 24 Vdc and 5 Vdc voltages.
 - The DC controller microprocessor is functioning.
-
5. If the printer powers on, but the control panel is blank, make sure that the control-panel display wire harness or harnesses and flat flexible cable or cables (FFCs) are connected.



NOTE: The following conditions indicate that the printer has frozen while in Sleep mode or Sleep delay. Opening a door or pressing a control-panel button should cause the printer to wake up from Sleep mode or Sleep delay.


- The control panel home button LED is illuminated
 - The power-switch LED flashes once every three to five seconds
-

If the control panel is not responding, or if it appears black or blank, try the following:

- a. Turn the printer power off, and then on again.
 - b. Verify that the system is correctly functioning by printing a test page. Does the test page print correctly?

Is the printer HP Embedded Web Server (EWS) accessible?
 - c. Verify that the control panel is correctly functioning. If it is not, turn the printer off and reseal the control-panel assembly cable connections at the control-panel assembly and the formatter.
 - d. Try upgrading the firmware. If the firmware upgrade fails to resolve the problem, and the printer still freezes while in Sleep mode or Sleep delay, elevate the case.
 - e. If the error persists and the EWS functions correctly, replace the control-panel assembly.
6. If normal start-up noises are not heard, turn the printer off, and then remove any installed accessories (for example, envelope feeders, paper feeders, or output accessories).
 7. Turn the printer on, and then listen for start-up noises. If normal start-up noises are heard, the problem might be with an accessory.
 8. Perform an engine test. The engine test procedure varies by printer, so refer to the printer Service Manual to get instructions.

9. If the engine test page prints, the print engine is operating normally. Replace the formatter.

 **CAUTION:** Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the model of printer it is installed in and is not designed to be swapped or repurposed in any way. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:


- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable
- 33.02.01 Used board/Disk installed errors

If a used formatter is installed and causes this issue, the **partner** must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed.**

For more information, see the following topic (c06360930):

- HP internal link: [33.02.01 error or printer name and/or product number changes after replacing the formatter](#)
- HP external partner link: [33.02.01 error or printer name and/or product number changes after replacing the formatter](#)

To access the HP partner link, you must first log in to the HP Partner First Portal and then connect to WISE.

 **NOTE:** If the engine test page does not print, turn the printer off, reconnect the formatter power connector, remove the embedded MultiMedia Card (eMMC), and then try the engine test again. If the page prints, the problem might be the eMMC.

-
10. If after replacing the formatter or eMMC normal start-up noises are still not heard, replace the DC controller.
 11. If the print engine appears to be correctly operating (the engine test page successfully printed) and the control panel is still blank, replace the power supply.

Troubleshooting an unresponsive printer

If the printer powers up normally and the control panel displays correctly, but the printer appears unresponsive to print jobs, use the following steps to troubleshoot the issue.

1. The control panel should indicate a **Ready**, **Paused**, **Sleep mode on** or **Sleep delay on** status. If an error message displays, resolve the error. Resolve any supply issues.
2. For network connection errors, verify that the network port is active and that the cables are securely seated.
 - a. Check the network cable connections between the printer and the computer or network port. Make sure that the connections are secure.
 - b. Make sure that the cables are not faulty by trying different cables, if possible.
3. Check the network LEDs (callout 1) to see if they indicate any issues.

 **NOTE:** The figure below is representational only. Network LED location varies by printer.

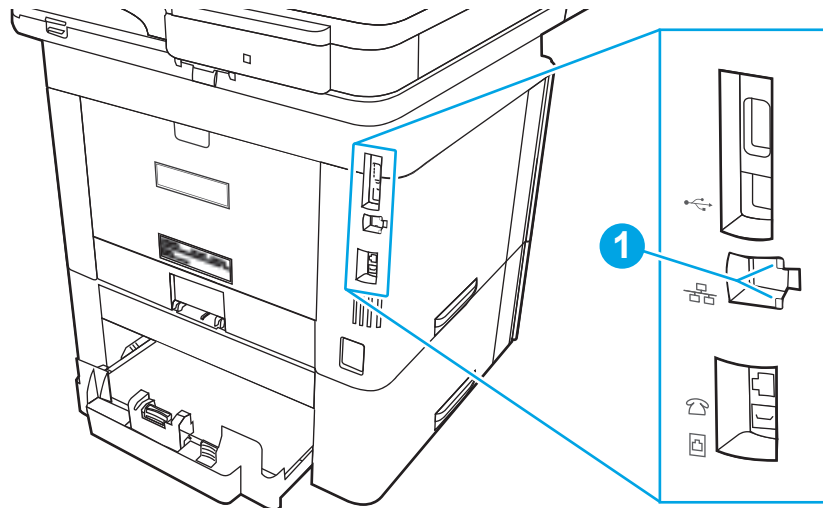





Table 7-40 Network LEDs


LED light pattern	Description
	Solid green light and flashing yellow light indicates a successful network connection.
	No lights on indicates a faulty network connection. Disconnect and reconnect the cable to the port. In the Network Settings Menu, verify the link settings and make sure that the port is enabled.

- Use one of the following options to print a configuration page. If the printer is connected to a network, an HP Jetdirect page also prints.

Print the configuration page from a SFP control panel

- From the [Home](#) screen on the printer control panel, use the arrow buttons to navigate to [Reports](#), and then press the [OK](#) button.
- Use the arrow buttons to scroll to [Configuration/Status Pages](#), and then press the [OK](#) button.
- Use the arrow buttons to scroll to [Configuration Page](#), and then press the [OK](#) button.
- Use the arrow buttons to scroll to the print icon . Press the [OK](#) button to print the pages.

Print the configuration page from an MFP control panel

- From the [Home](#) screen on the printer control panel, scroll to and touch the [Reports](#) button.
 - Open the following menus:
 - [Configuration/Status pages](#)
 - Touch [Configuration Page](#) to select it.
 - Touch the print icon  to print the pages.
- Check to see if there is a newer version of the firmware available. If there is, update the firmware.

6. Verify that the correct print driver for this printer is installed. Check the program to make sure that the print driver for this printer is used. The print driver can be downloaded from support.hp.com.
7. Print a short document from a different program that has worked in the past. If this solution works, the problem is with the program. If this solution does not work (the document does not print), complete these steps:
 - a. Try printing the job from another computer that has the printer software installed.
 - b. If the printer is connected to the network, connect the printer directly to a host computer with a USB cable. Redirect the printer to the correct port, or reinstall the software (make sure to select the new connection type).



NOTE: The host USB port may be disabled from the factory. If so, this port needs to be activated first before connecting the printer to the USB port.

For more information about troubleshooting an unresponsive printer and about troubleshooting connectivity issues, see the "Performance and connectivity troubleshooting" section of the Service manual.

Engine diagnostics

Learn about internal engine diagnostics that help in troubleshooting print quality, paper path, noise, assembly, and timing issues.


Engine test

Learn about troubleshooting the printer using the engine test diagnostic.

When the engine test is performed, a test page with lines prints if the engine is functioning correctly.

Use a small pointed object to depress the engine test button. The test page should have a series of lines that are parallel to the short end of the page.

The test page can use only Tray 2 as the paper source, so make sure that paper is loaded in Tray 2.

 **NOTE:** Depressing, and holding down, the test-page switch causes the printer to continually print test pages. Release the switch to stop continuous test page printing.


 **TIP:** Depending on the printer model, the engine test button is located on the right side or rear side of the printer.

Figure 7-89 Engine test button (1 of 2)



Figure 7-90 Engine test button (2 of 2)



Defeating interlocks

Learn about defeating printer 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 rear 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 the covers removed. Never touch any of the power supplies when the printer is turned on.

💡 TIP: Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the door logic switches.

Defeat the toner cartridge door interlocks

1. Open the toner cartridge door.

2. Insert a folded piece of paper into the slots.


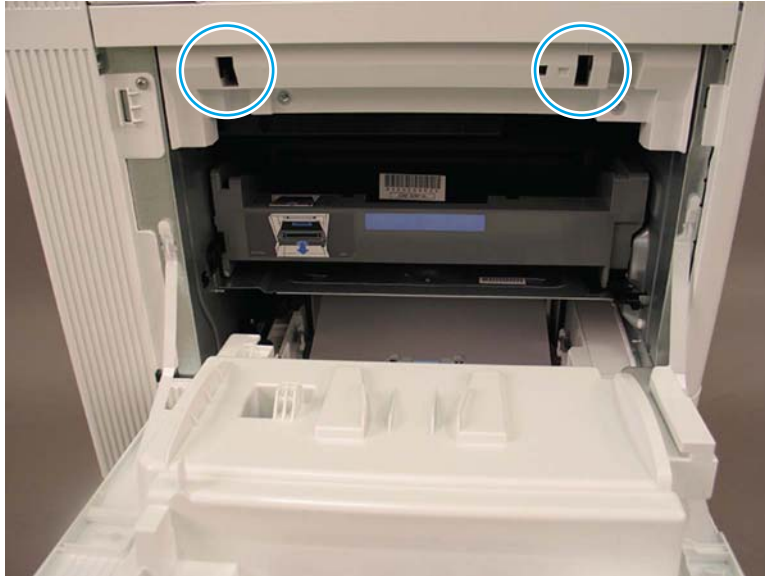

 **TIP:** Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the front door and right door logic switches.

Figure 7-91 Defeat the toner cartridge door interlocks



Defeat the right or rear door interlock

 **NOTE:** For the M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675 printers, this is the rear door.

1. Open the right or rear door.

2. Insert a folded piece of paper into the slot.


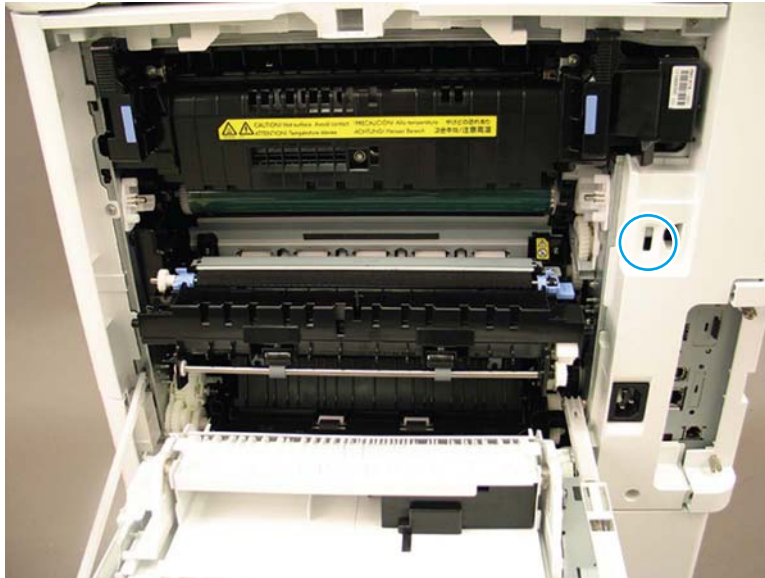
 **TIP:** Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the front door and right door logic switches.

Figure 7-92 Defeat the right or rear door interlock



Control panel troubleshooting

If the control panel is not responding normally or has display issues, use the following procedures to troubleshoot the issues.

Control panel system diagnostics (MFP)

Learn about MFP printer firmware control panel troubleshooting.

Use the diagnostics in this section to test the control panel hardware and display using the printer firmware system diagnostics.

Touchscreen diagnostic mode (M553x, M555, M577, M578, and E57540)

Learn about touchscreen diagnostic mode.

Use the diagnostics in this section to test the control-panel hardware and embedded firmware. These tests are useful for checking control-panel functionality independent of the printer control-panel system diagnostics. To test the control panel using the system diagnostics, see [Open the control panel system diagnostic tests on page 390](#).

1. **Small touchscreen only:** Locate the diagnostic-tests access button on the back of the control panel.

Figure 7-93 Diagnostic-tests access button (small touchscreen only)



2. **Small touchscreen only:** Press the diagnostics-access button. Repeatedly pressing the button cycles through the available diagnostics.

 **NOTE:** A pen, pencil, or other small blunt object is needed to press the button.


 **TIP:** When pressed, the button illuminates green.

Figure 7-94 Press the diagnostics-access button (small touchscreen only)



3. **Large touchscreen only:** Locate the diagnostic-tests access button on the back of the control panel.

Figure 7-95 Diagnostic-tests access button (large touchscreen only)




4. **Large touchscreen7 only:** Press the diagnostics-access button. Repeatedly pressing the button cycles through the available diagnostics.

Figure 7-96 Press the diagnostics-access button (large touchscreen only)



5. A yellow screen appears (after the first press of the button) indicating that the control-panel firmware is version A (a magenta screen indicates version B firmware).

 **NOTE:** If a different color appears on the screen, escalate the problem using the HP support process.


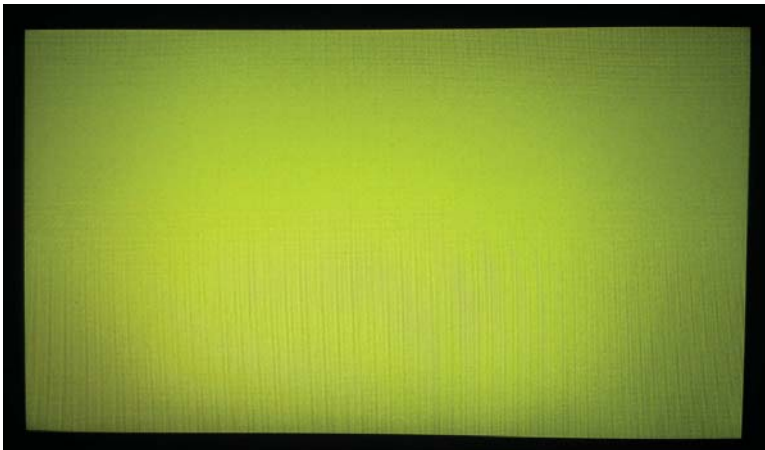

 **TIP:** After 4 seconds of inactivity, the diagnostic mode times out and is exited.

Figure 7-97 Control-panel version A yellow screen



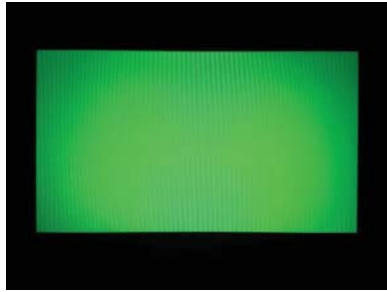
6. Touch the screen to cycle the screen through the following:

 **NOTE:** Depending on where the control panel was manufactured, a magenta, a green, and a blue screen might appear before the white screen. Touch the screen to cycle past these screens.

- A red screen.



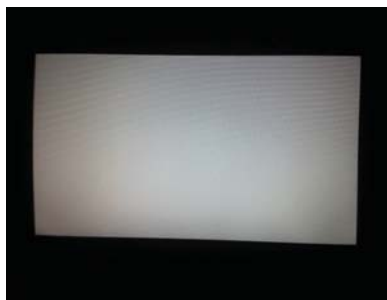
- A green screen.



- A blue screen.



- Five brightness levels of a white screen.



- A final black screen.

💡 **TIP:** When the final black screen displays, press the Home button to cycle through the diagnostic screens again.



7. Pressing the diagnostic-tests button with the black screen displayed, exits the diagnostic mode.

Open the control panel system diagnostic tests

Learn about accessing the control panel system diagnostics tests from a touchscreen control panel.

Use the following procedure to open the control panel system diagnostics tests (MFP).

1. Turn the printer power off, and then on again.
2. Touch the middle of the control panel display when you see the 1/8 under the logo.

Figure 7-98 Open the Pre-boot menu



3. On the Pre-boot menu screen, use the following buttons to navigate the tests.

Figure 7-99 Pre-boot menu

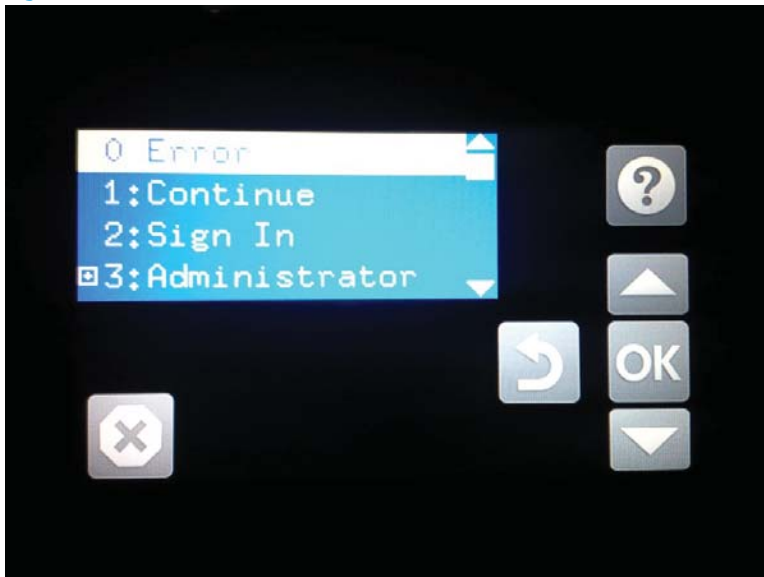







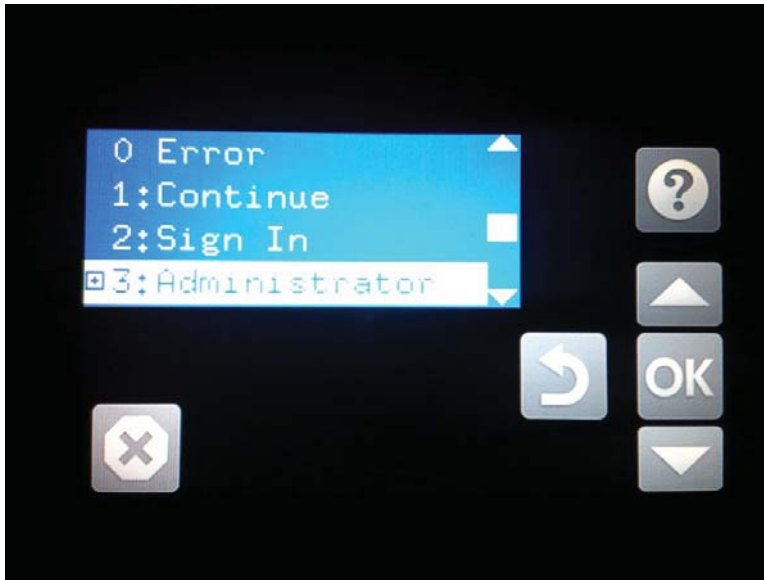


Table 7-41 Pre-boot menu button descriptions

Button	Description
	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.

4. Use the [down arrow ▼](#) button to scroll to [+3 Administration](#), and then press the [OK](#) button to select it.

Figure 7-100 Access the administration menu



5. Use the [down arrow ▼](#) button to scroll to [+E CP Diagnostics](#), and then press the [OK](#) button to select it.

 **NOTE:** An administrator password might be required to continue.

Figure 7-101 Access the diagnostics menu



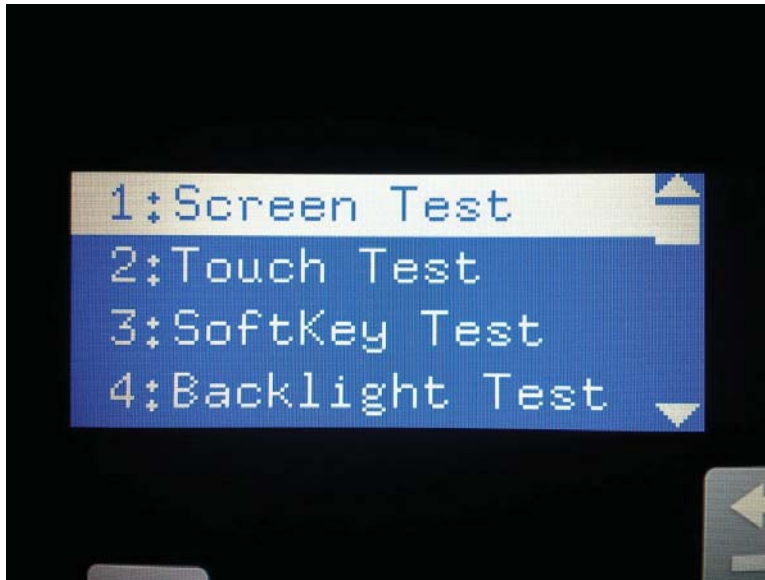
Screen test

Learn about the control panel system diagnostic screen test.

1. Open the control panel system diagnostic tests. See [Open the control panel system diagnostic tests on page 390](#).

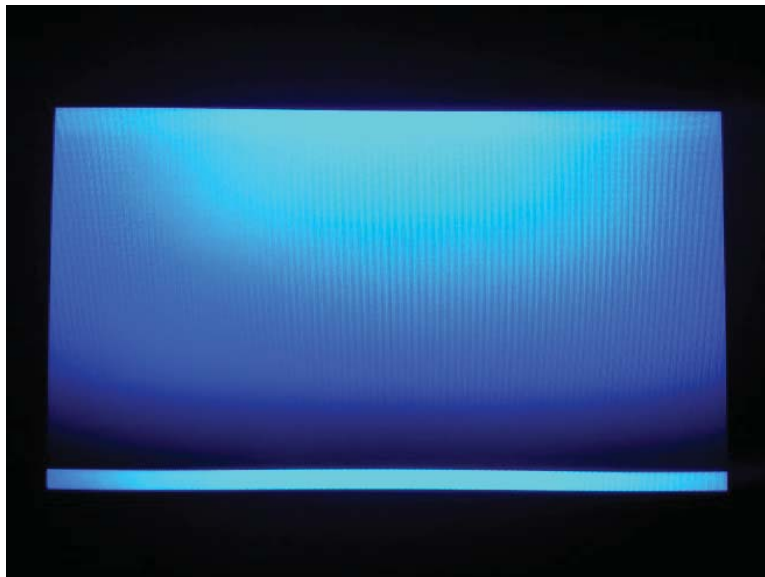
2. With **1 Screen Test** highlighted, press the **OK** button to select it.

Figure 7-102 Open the screen test



The blue vertical gradient screen appears.

Figure 7-103 Blue vertical gradient screen



3. Touch the touchscreen to scroll through the remaining touchscreen test screens.

 **NOTE:** Touch the **Home** button to exit the test.

Table 7-42 Touchscreen test screens



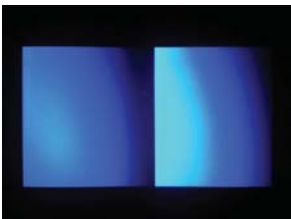
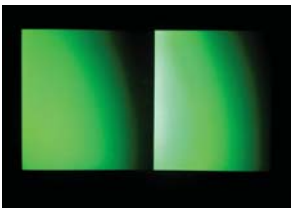
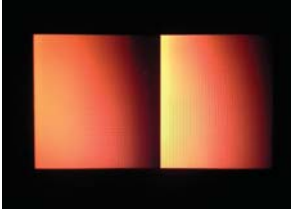



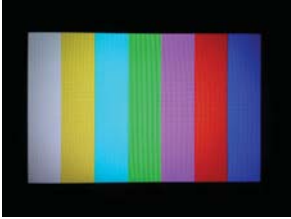
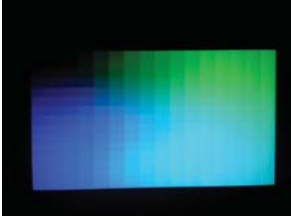
Screen	Description
	Green vertical gradient
	Red vertical gradient
	Blue horizontal gradient
	Green horizontal gradient
	Red horizontal gradient
	Blue with black horizontal interlaced

Table 7-42 Touchscreen test screens (continued)

Screen	Description
	Green with black horizontal interlaced
	Red with black horizontal interlaced
	Blue with black vertical interlaced
	Green with black vertical interlaced
	Red with black vertical interlaced
	Black with white center

Table 7-42 Touchscreen test screens (continued)

Screen	Description
	White with black center
	Checkerboard
	Multicolor stripes
	Blue green grid meshing

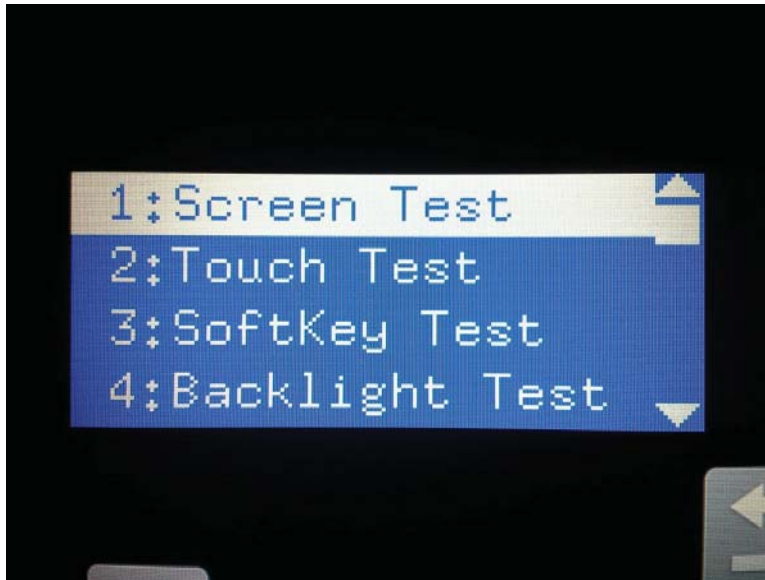
Screen test

Learn about the control panel system diagnostic screen test.

1. Open the control panel system diagnostic tests. See [Open the control panel system diagnostic tests on page 390](#).

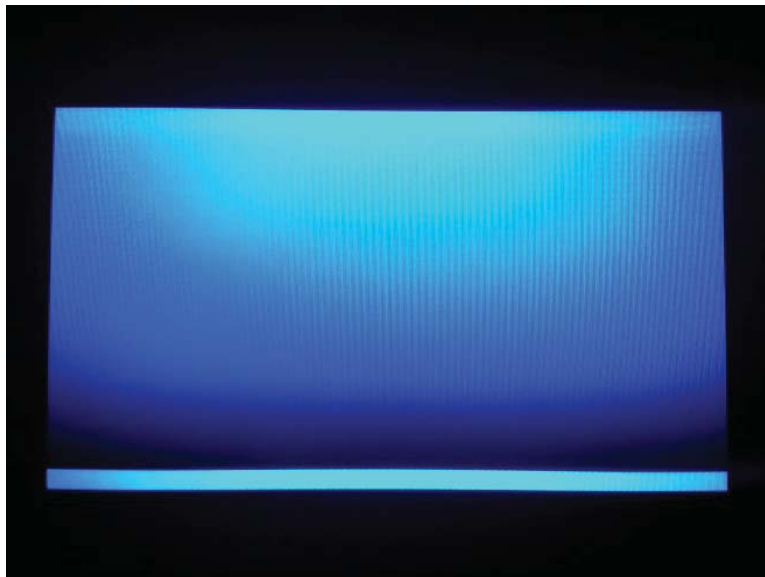
2. With **1 Screen Test** highlighted, press the **OK** button to select it.

Figure 7-104 Open the screen test



The blue vertical gradient screen appears.

Figure 7-105 Blue vertical gradient screen



3. Touch the touchscreen to scroll through the remaining touchscreen test screens.

 **NOTE:** Touch the **Home** button to exit the test.

Table 7-43 Touchscreen test screens

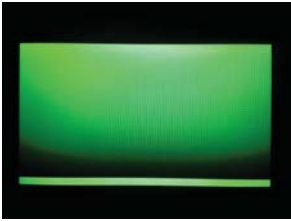

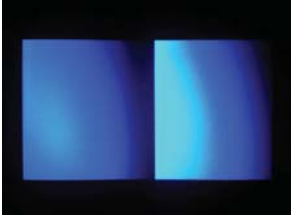
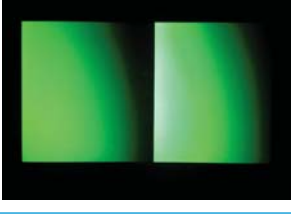
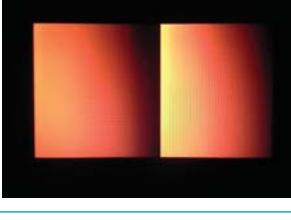



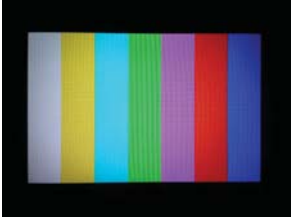
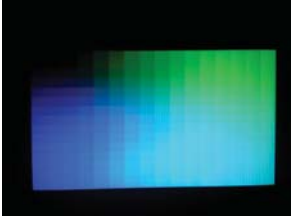
Screen	Description
	Green vertical gradient
	Red vertical gradient
	Blue horizontal gradient
	Green horizontal gradient
	Red horizontal gradient
	Blue with black horizontal interlaced

Table 7-43 Touchscreen test screens (continued)

Screen	Description
	Green with black horizontal interlaced
	Red with black horizontal interlaced
	Blue with black vertical interlaced
	Green with black vertical interlaced
	Red with black vertical interlaced
	Black with white center

Table 7-43 Touchscreen test screens (continued)

Screen	Description
	White with black center
	Checkerboard
	Multicolor stripes
	Blue green grid meshing

SoftKey test

Learn about the control panel system diagnostic SoftKey test.

1. Open the control panel system diagnostic tests. See [Open the control panel system diagnostic tests on page 390](#).

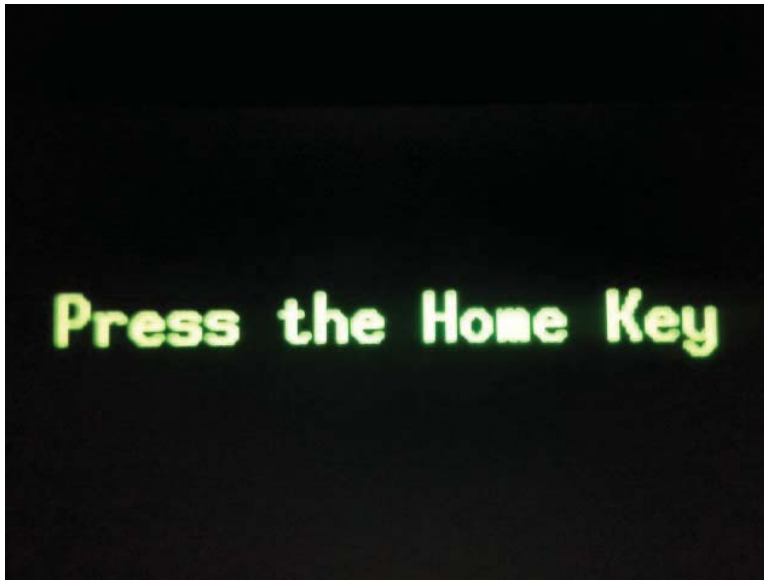
2. Use the [down arrow ▼](#) button to scroll to [3 SoftKey Test](#), and then press the [OK](#) button to select it.

[Figure 7-106](#) Open the softkey test



3. When prompted, touch the [Home](#) button.

Figure 7-107 Touch the [Home](#) button



If the test is successful, the following screen appears on the display.

 **NOTE:** Touch the screen to exit the test.

Figure 7-108 Successful test



Backlight test

Learn about the control panel system diagnostic backlight test.

1. Open the control panel system diagnostic tests. See [Open the control panel system diagnostic tests on page 390](#).

2. Use the [down arrow ▼](#) button to scroll to [4 Backlight Test](#), and then press the [OK](#) button to select it.
After selecting the [4 Backlight Test](#), the screen automatically dims, and then returns to full brightness.

 **NOTE:** Touch any key to exit the test.

Figure 7-109 Open the backlight test



Sound test

Learn about the control panel system diagnostic sound test.

1. Open the control panel system diagnostic tests. See [Open the control panel system diagnostic tests on page 390](#).

2. Use the [down arrow ▼](#) button to scroll to [5 Sound Test](#), and then press the [OK](#) button to select it.

After selecting the [5 Sound Test](#), the printer emits a series of audible tones.



 **NOTE:** Touch any key to exit the test.

Figure 7-110 Open the sound test



Keyboard test (flow models only)

Learn about the control panel system diagnostic keyboard test.

 **IMPORTANT:** The control-panel system diagnostic tests include a [6 Keyboard Test](#) item. This test is not valid for printers that do **not** have a pull out keyboard installed, even though this option is present in the control-panel system diagnostic tests menu.

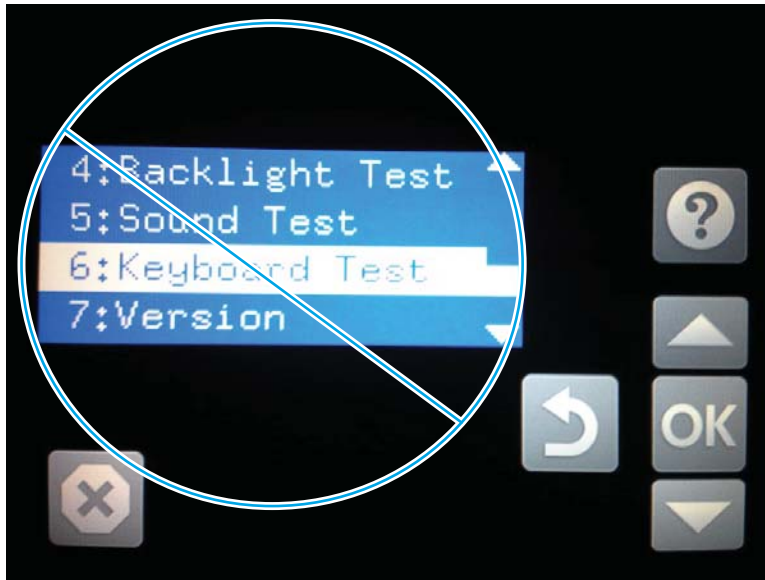
If the [6 Keyboard Test](#) is opened on a non-flow printer, the printer power must be turned off to exit the test.

HP **does not recommend** turning the printer power off during the control-panel system diagnostic tests.

1. Open the control panel system diagnostic tests. See [Open the control panel system diagnostic tests on page 390](#).

2. Use the **down arrow ▼** button to scroll to **6 Keyboard Test**, and then press the **OK** button to select it.

Figure 7-111 Open the keyboard test




3. When prompted, touch the H key on the keyboard or the Home button to exit the test.

Version

Learn about the control panel system diagnostic version information.

1. Open the control panel system diagnostic tests. See [Open the control panel system diagnostic tests on page 390](#).
2. Use the **down arrow ▼** button to scroll to **7 Version**, and then press the **OK** button to select it.

 **NOTE:** Touch any key to exit the test.

 **NOTE:** The following types of information are for the control panel only, not the printer.

- Panel ID
- Hardware (version)
- Firmware (version)
- KB Hw (version)
- KB Firm (version)
- LCD Vendor
- Touch Controller Version

Figure 7-112 Open the version information



Control panel diagnostic flowcharts (M553x, M555, M577, M578, and E57540)

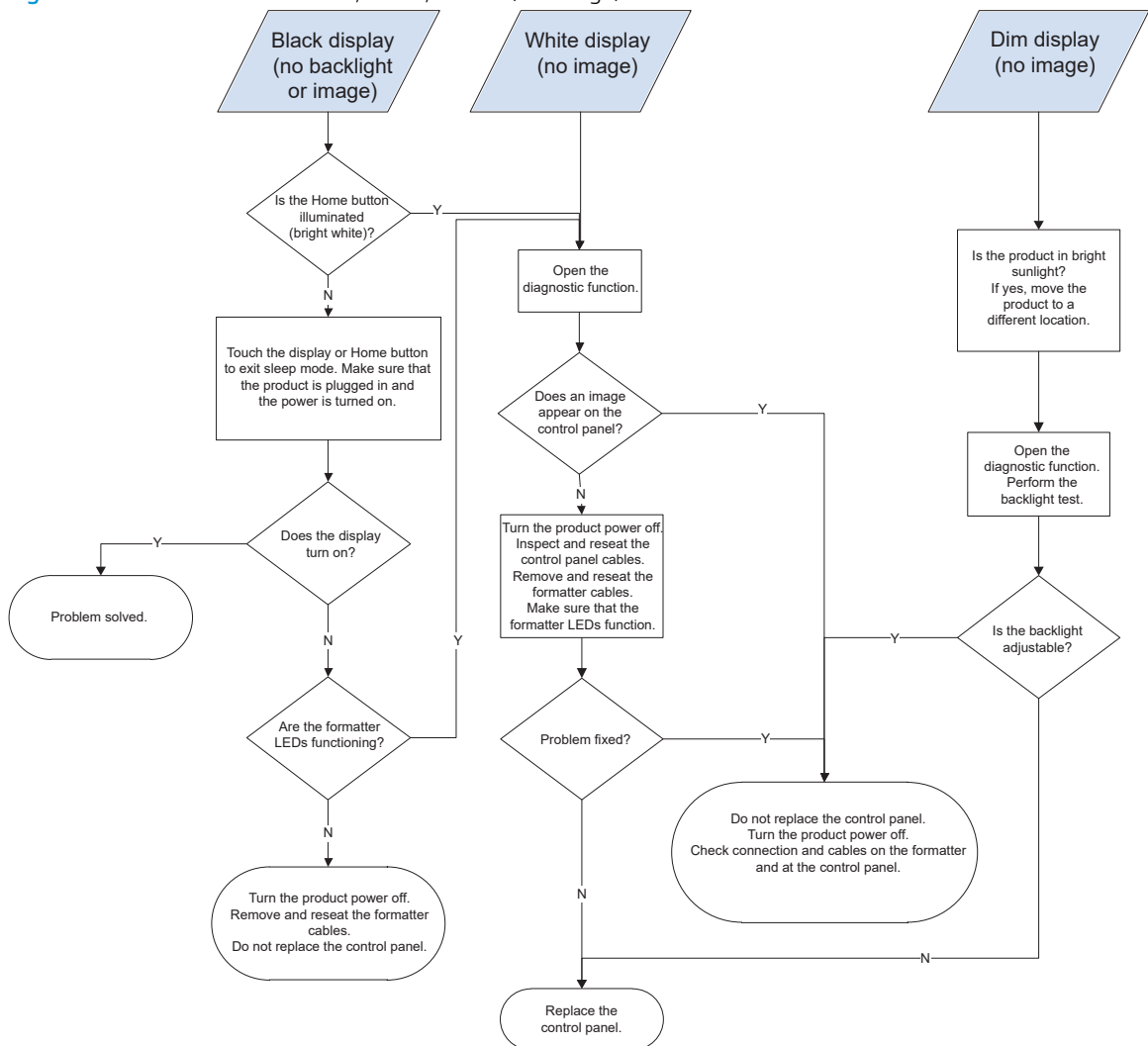
Use the flowcharts in this section to troubleshoot the following control panel problems.

- 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)

To open the diagnostic function, press the button on the back of the control panel.

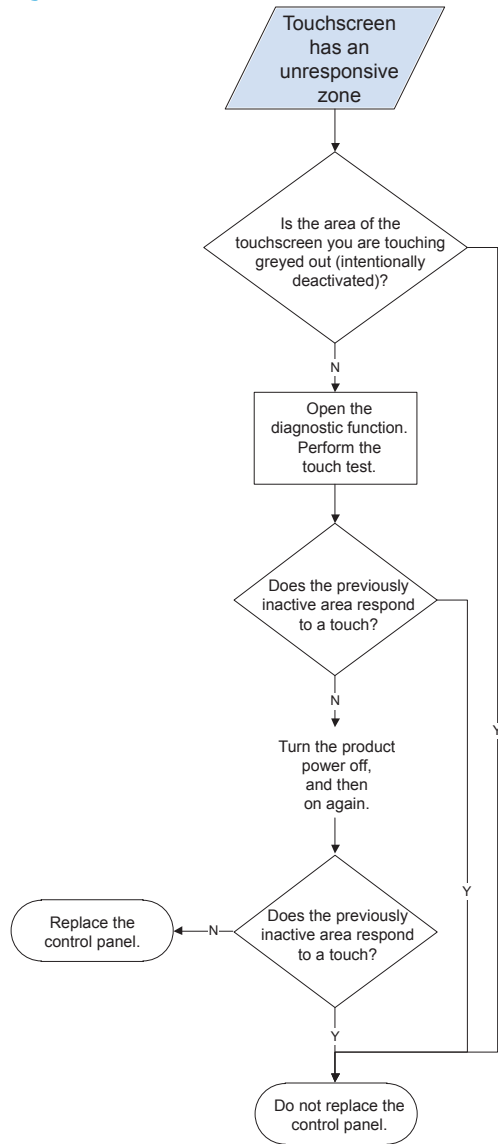
Figure 7-113 Touchscreen blank, white, or dim (no image)



Touchscreen has an unresponsive zone

To open the diagnostic function, press the button on the back of the control panel.

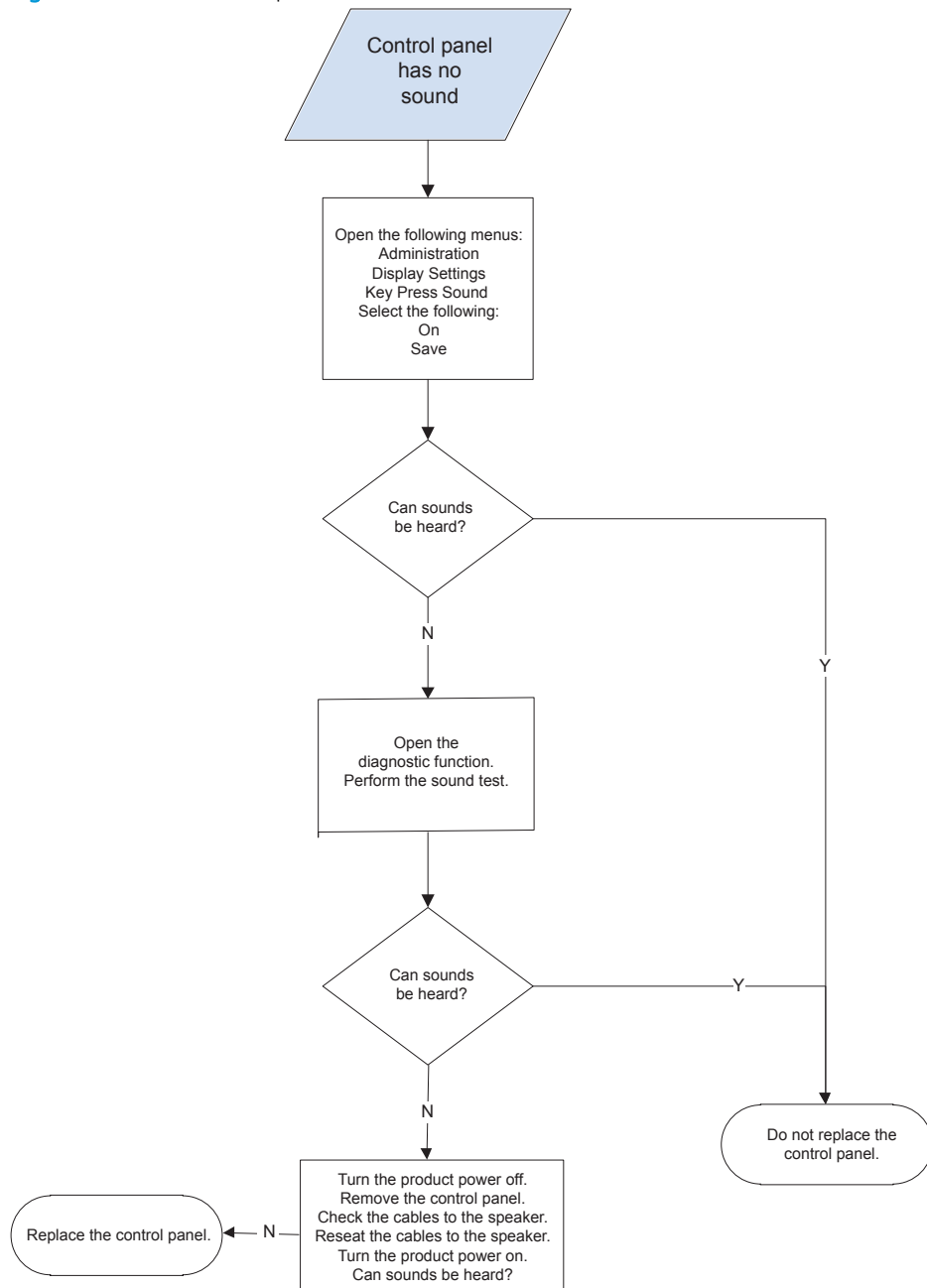
Figure 7-114 Touchscreen has an unresponsive zone



No control panel sound

To open the diagnostic function, press the button on the back of the control panel.

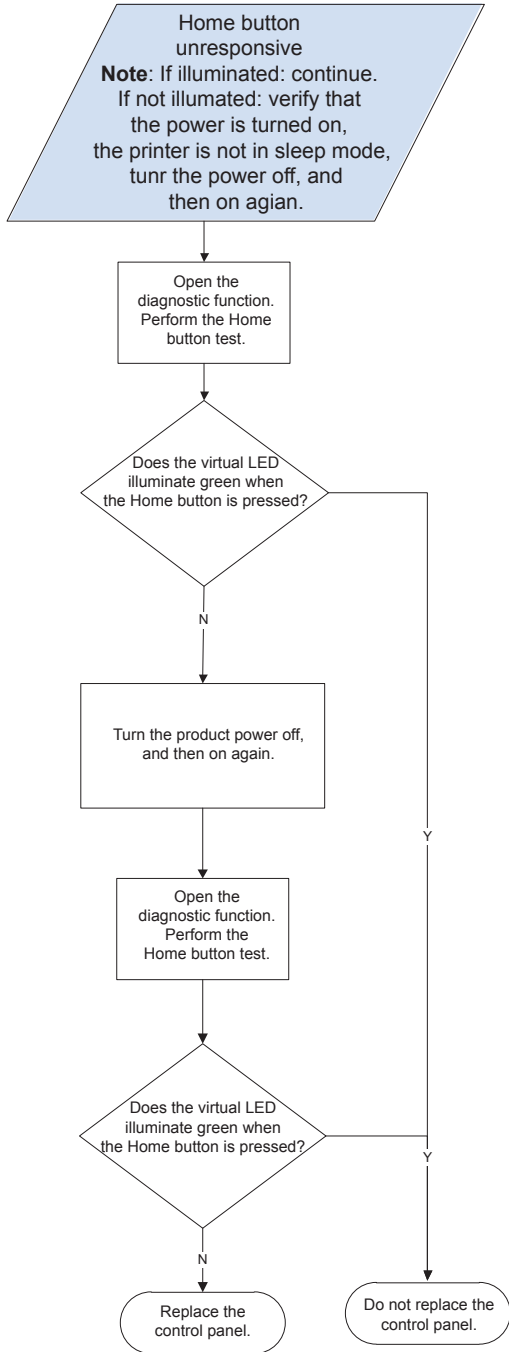
Figure 7-115 No control panel sound



Home button is unresponsive

To open the diagnostic function, press the button on the back of the control panel.

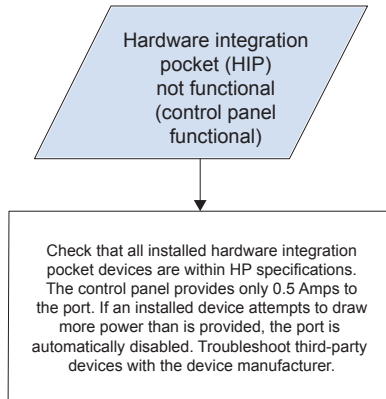
Figure 7-116 Home button is unresponsive



Hardware integration pocket (HIP) is not functioning (control panel functional)

Review the following information when the HIP is not functioning, but the control panel is functional.

Figure 7-117 Hardware integration pocket (HIP) is not functioning (control panel functional)



Control panel messages document (CPMD)

Learn about the printer control panel messages document (CPMD).



NOTE: A complete CPMD is not included in this service manual.

[Click here to access the complete CPMD for this printer \(SFP\).](#)


[Click here to access the complete CPMD for this printer \(MFP\).](#)

Solve paper handling problems

Review the following information to solve paper handling problems.

Clear paper jams

Use the procedures in this section to clear jammed paper from the printer paper path.

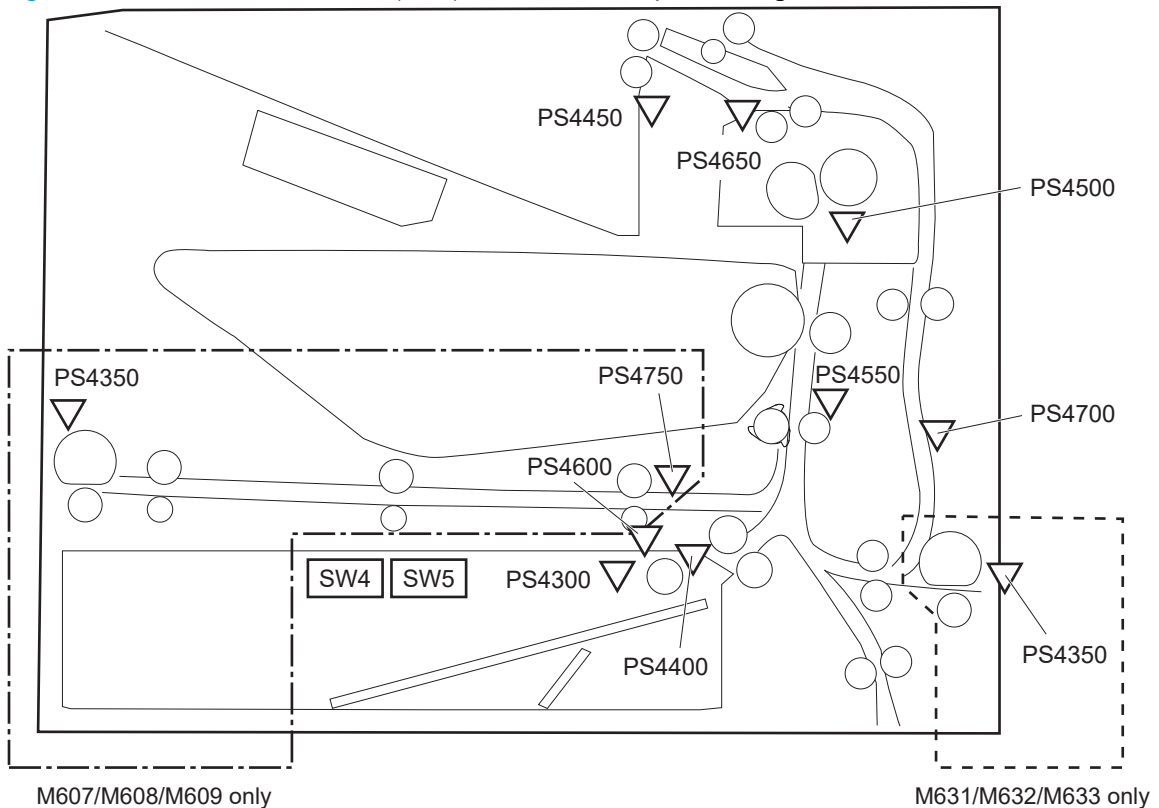
 **NOTE:** To avoid tearing the paper, pull the jammed paper out slowly and gently.

Figures in this section are representational only. The actual printer being serviced might look slightly different depending on the model and installed accessories.

Paper path jam sensor locations

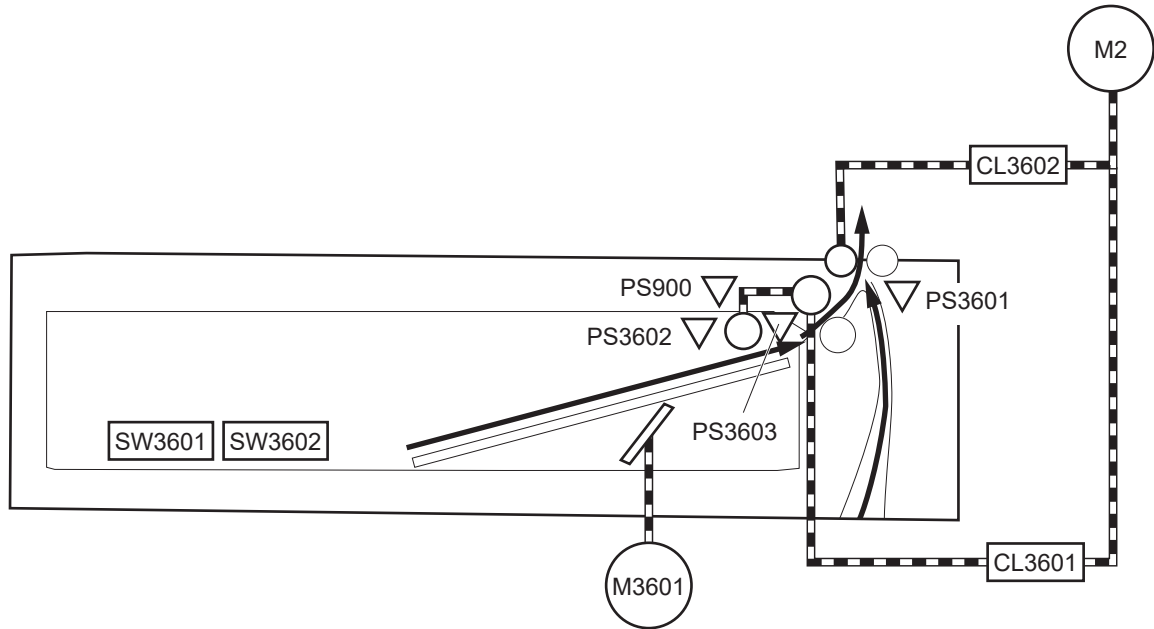
View printer path jam sensor locations.

Figure 7-118 Printer base, sensors (pickup, feed, and delivery) block diagram



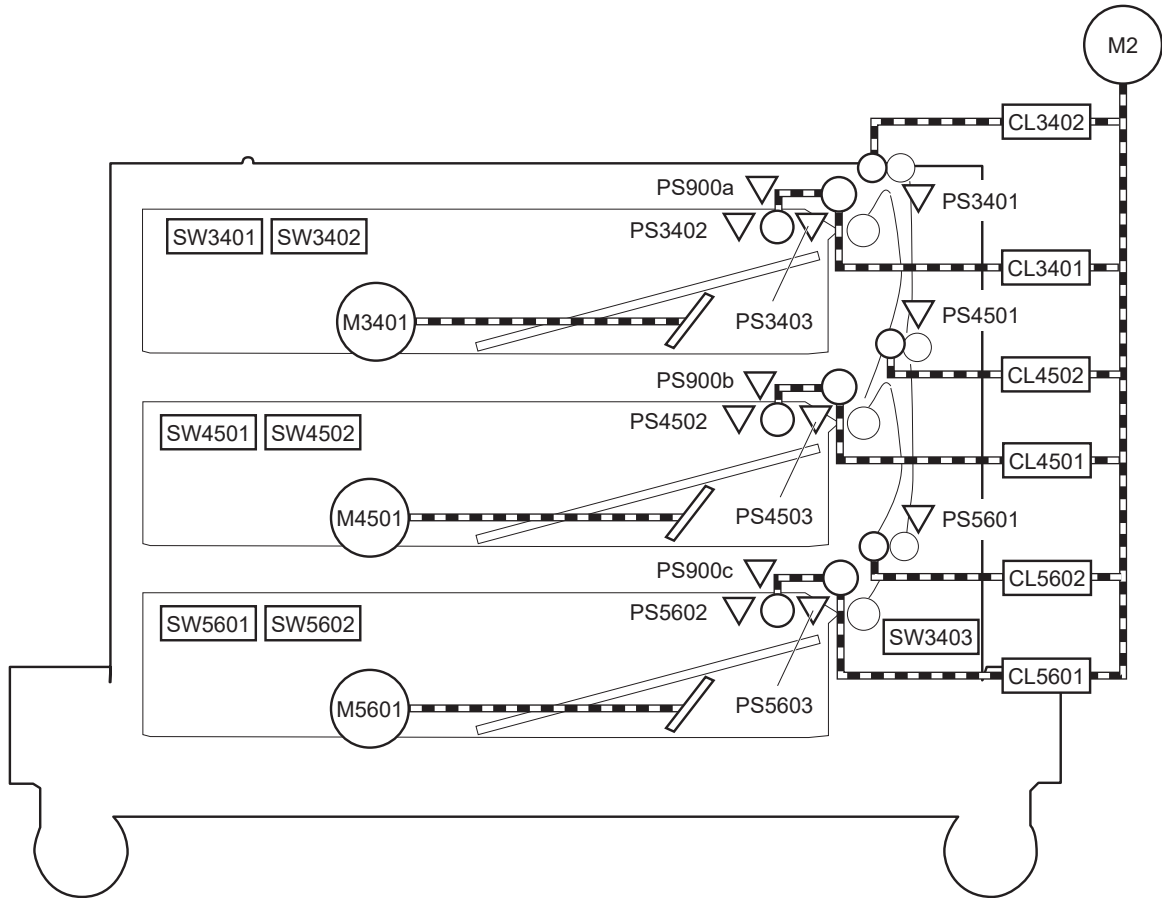
Item	Description	Item	Description
PS4300	Tray 2 media out sensor	PS4600	Retard roller rotation sensor
PS4350	Tray 1 media out sensor	PS4650	Fuser output sensor
PS4400	Tray 2 media surface sensor	PS4700	Duplex feed sensor ¹
PS4450	FD1 media full sensor	PS4750	Tray 1 feed sensor
PS4500	Fuser loop sensor	SW4	Tray 2 media size switch 1
PS4550	Registration sensor	SW5	Tray 2 media size switch 2

Figure 7-119 1x550-sheet paper feeder, electrical components block diagram



Item	Description	Item	Description
M2	Drum motor ¹	SW3603	PF Door switch
M3601	PF Lifter motor	PS3601	PF Feed sensor
CL3601	PF pickup clutch	PS3602	PF Media out sensor
CL3602	PF Feed clutch	PS3603	PF Media surface sensor
SW3601	PF Media size switch 1	PS900	PF Retard roller rotation sensor
SW3602	PF Media size switch 2		

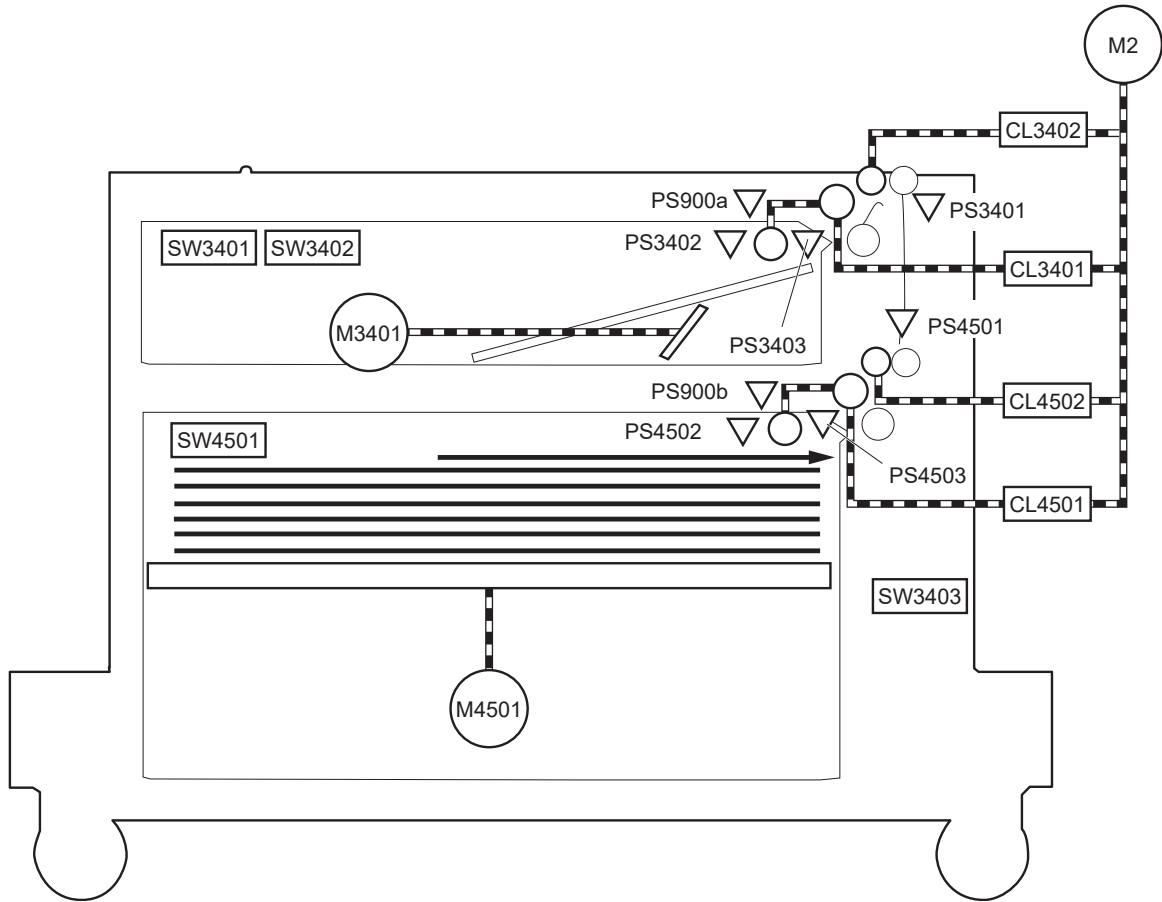
Figure 7-120 1x550-sheet and 3x550-sheet paper decks, electrical components block diagram



Item	Description	1x550	3x550
M2	Drum motor ¹	No	No
M3401	PD cassette 1 lifter motor	Yes	Yes
M4501	PD cassette 2 lifter motor	No	Yes
M5601	PD cassette 3 lifter motor	No	Yes
CL3401	PD cassette 1 pickup clutch	Yes	Yes
CL3402	PD cassette 1 feed clutch	Yes	Yes
CL4501	PD cassette 2 pickup clutch	No	Yes
CL4502	PD cassette 2 feed clutch	No	Yes
CL5601	PD cassette 3 pickup clutch	No	Yes
CL5602	PD cassette 3 feed clutch	No	Yes
SW3401	PD Cassette 1 media size switch 1	Yes	Yes
SW3402	PD Cassette 1 media size switch 2	Yes	Yes
SW4501	PD Cassette 2 media size switch 1	No	Yes
SW4502	PD Cassette 2 media size switch 2	No	Yes
SW5601	PD Cassette 3 media size switch 1	No	Yes

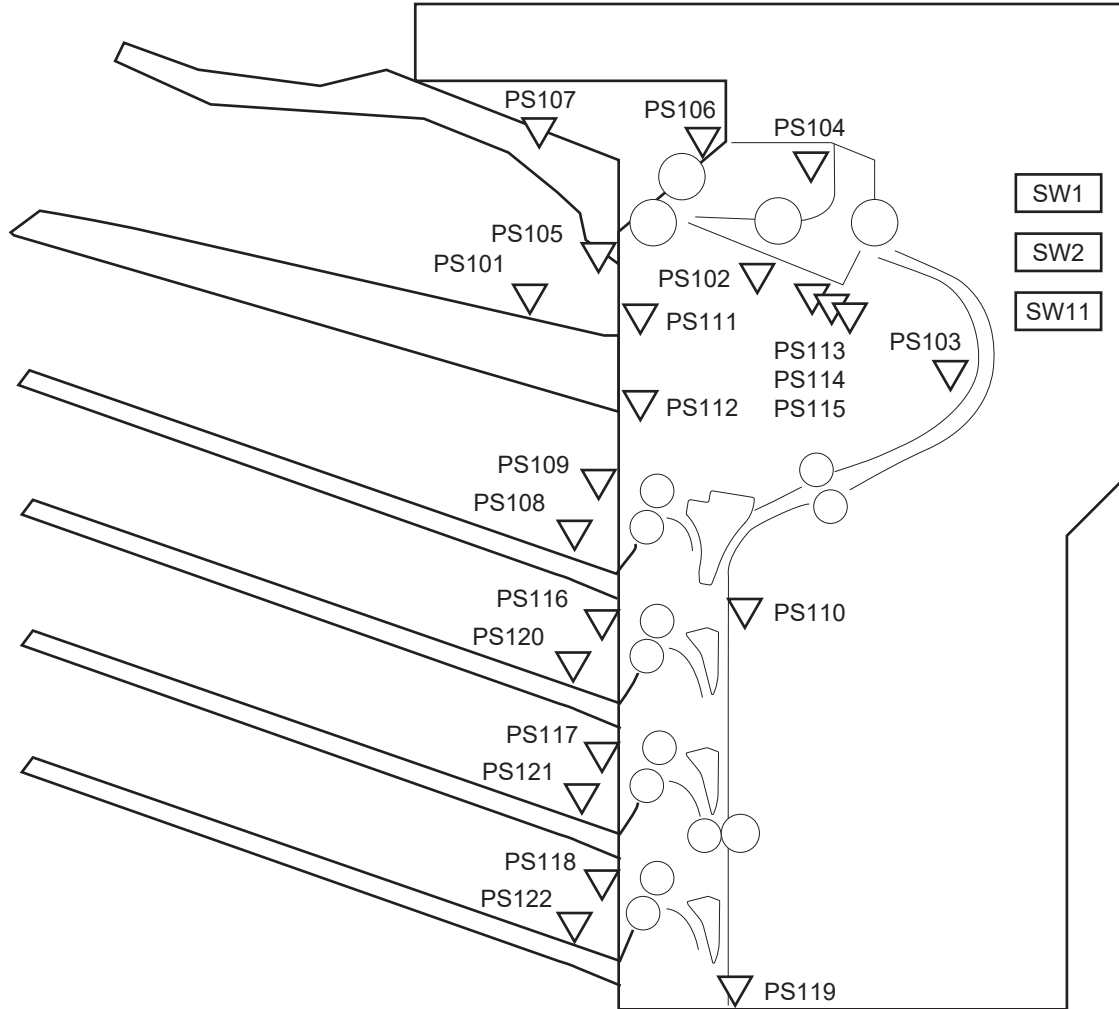
Item	Description	1x550	3x550
SW5602	PD Cassette 3 media size switch 2	No	Yes
SW3403	PD door switch	Yes	Yes
PS3401	PD cassette 1 feed sensor	Yes	Yes
PS3402	PD cassette 1 media out sensor	Yes	Yes
PS3403	PD cassette 1 media surface sensor	Yes	Yes
PS4501	PD cassette 2 feed sensor	No	Yes
PS4502	PD cassette 2 media out sensor	No	Yes
PS4503	PD cassette 2 media surface sensor	No	Yes
PS5601	PD cassette 3 feed sensor	No	Yes
PS5602	PD cassette 3 media out sensor	No	Yes
PS5603	PD cassette 3 media surface sensor	No	Yes
PS900a	PD retard roller rotation sensor 1	Yes	Yes
PS900b	PD retard roller rotation sensor 2	No	Yes
PS900c	PD retard roller rotation sensor 3	No	Yes

Figure 7-121 2,550-sheet paper deck, electrical components block diagram



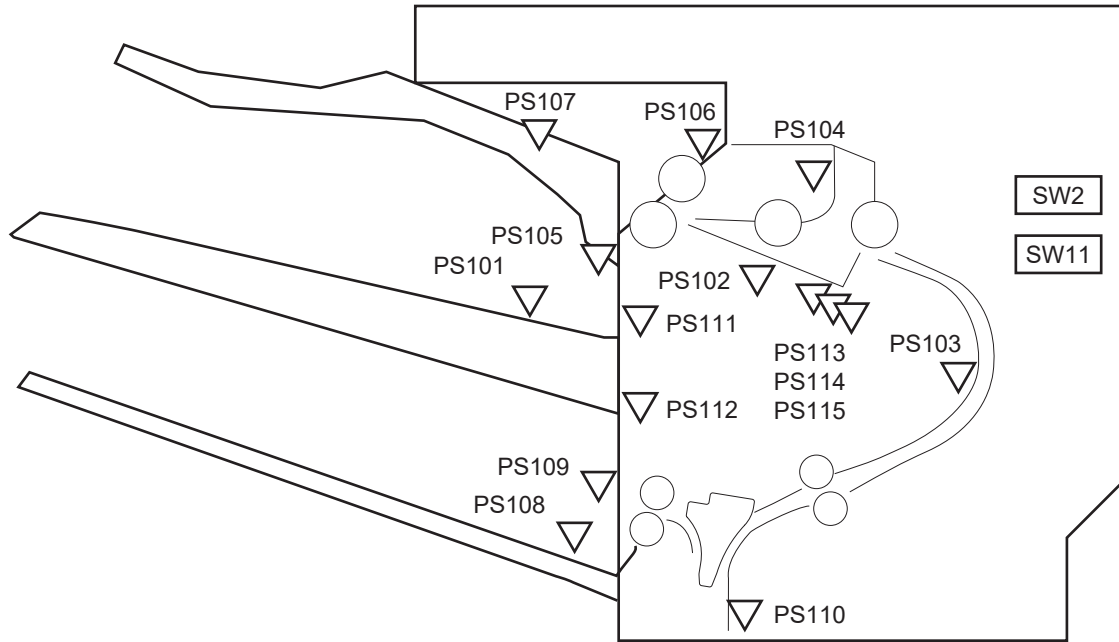
Item	Description	Item	Description
M2	Drum motor ¹	SW3403	PD door switch
M3401	PD cassette 1 lifter motor	PS3401	PD cassette 1 feed sensor
M4501	PD cassette 2 lifter motor	PS3402	PD cassette 1 media out sensor
CL3401	PD cassette 1 pickup clutch	PS3403	PD cassette 1 media surface sensor
CL3402	PD cassette 1 feed clutch	PS900	Retard roller rotation sensor
CL4501	PD cassette 2 pickup clutch	PS4501	PD cassette 2 feed sensor
CL4502	PD cassette 2 feed clutch	PS4502	PD cassette 2 media out sensor
SW3401	PD Cassette 1 media size switch 1	PS4503	PD cassette 2 media surface sensor
SW3402	PD Cassette 1 media size switch 2	PS900a	PD retard roller rotation sensor 1
SW4501	PD Cassette 2 media size switch 1	PS900b	PD retard roller rotation sensor 2

Figure 7-122 Stapler stacker multi bin mailbox (5-bin; SSBM), sensors and switches block diagram



Item	Description	Item	Description
PS101	Bin 1 media presence sensor	PS114	Staple ready sensor
PS102	SS exit sensor	PS115	Staple home position sensor
PS103	Staple inlet sensor	PS116	Bin 3 media full sensor
PS104	Y alignment home position sensor	PS117	Bin 4 media full sensor
PS105	Bin 1 media full sensor	PS118	Bin 5 media full sensor
PS106	Alienation home position sensor	PS119	MBM inlet sensor
PS107	Jogger home position sensor	PS120	Bin 3 media presence sensor
PS108	Bin 2 media presence sensor	PS121	Bin 4 media presence sensor
PS109	Bin 2 media full sensor	PS122	Bin 5 media presence sensor
PS110	SS inlet sensor	SW1	MBM door switch
PS111	Bin 1 upper limit sensor	SW2	SS door switch
PS112	Bin 1 lower limit sensor	SW11	Staple door switch
PS113	Staple low sensor		

Figure 7-123 Stapler stacker multi bin mailbox (5 bin; SSBM), sensors and switches block diagram



Item	Description	Item	Description
PS101	Bin 1 media presence sensor	PS110	SS inlet sensor
PS102	SS exit sensor	PS111	Bin 1 upper limit sensor
PS103	Staple inlet sensor	PS112	Bin 1 lower limit sensor
PS104	Y alignment home position sensor	PS113	Staple low sensor
PS105	Bin 1 media full sensor	PS114	Staple ready sensor
PS106	Alienation home position sensor	PS115	Staple home position sensor
PS107	Jogger home position sensor	SW2	SS door switch
PS108	Bin 2 media presence sensor	SW11	Staple door switch
PS109	Bin 2 media full sensor		

Auto-navigation for clearing paper jams

Learn about printer jam clearing auto-navigation.

The auto-navigation feature assists in clearing jams by providing step-by-step instructions on the control panel.

When you complete a step, the printer displays instructions for the next step until you have completed all steps in the procedure.

Experiencing frequent or recurring paper jams?

To reduce the number of paper jams, try these solutions.

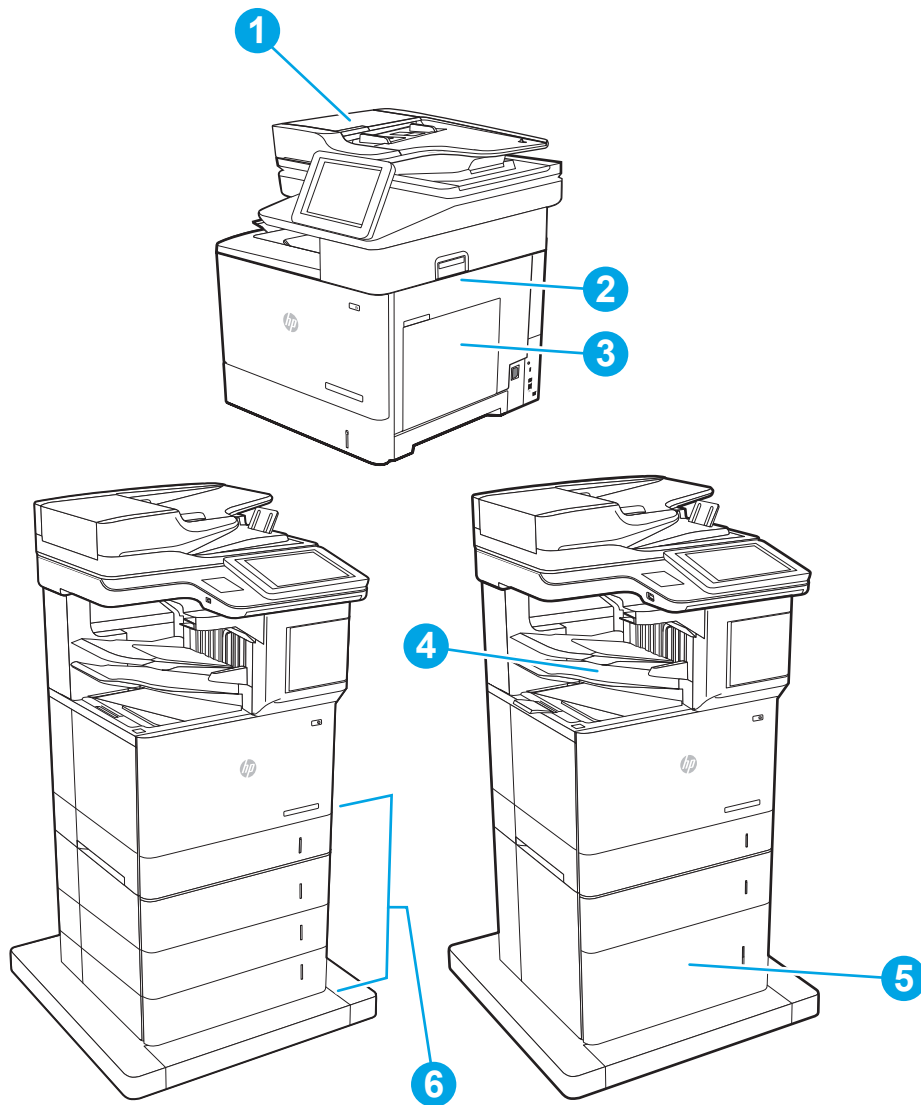
1. Use only paper that meets HP specifications for this printer.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. Make sure that the tray is fully inserted in the printer.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. Open the [Trays](#) menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

Jam locations

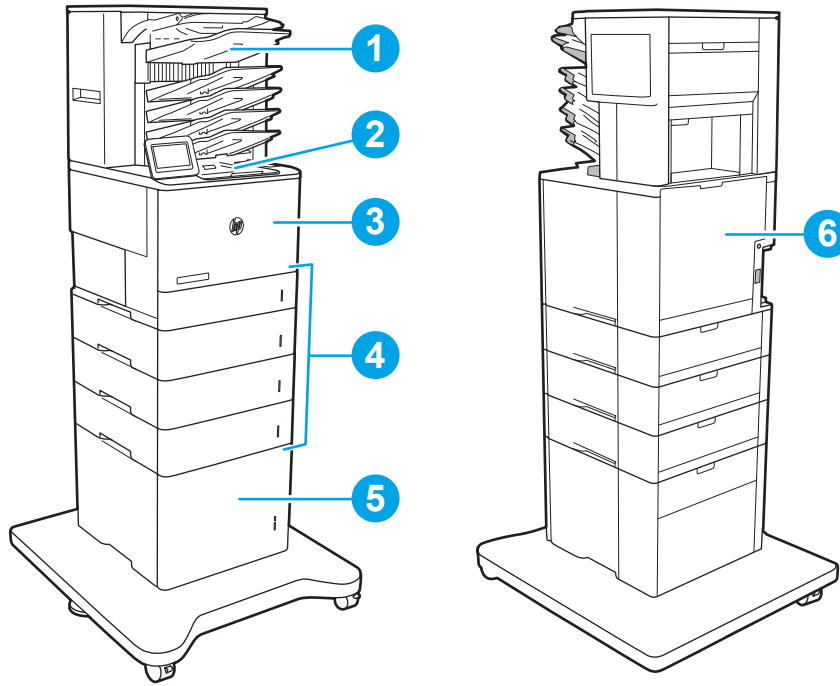
Jams can occur in these locations (SFP).

Figure 7-124 Paper jam locations (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)



Item	Location
1	Document feeder
2	Duplexer and fuser
3	Tray 1
4	Output bin, HP Stapling Mailbox
5	2,100-sheet HCL feeder
6	Trays 2-5
Not shown	Envelope feeder

Figure 7-125 Paper jam locations (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)



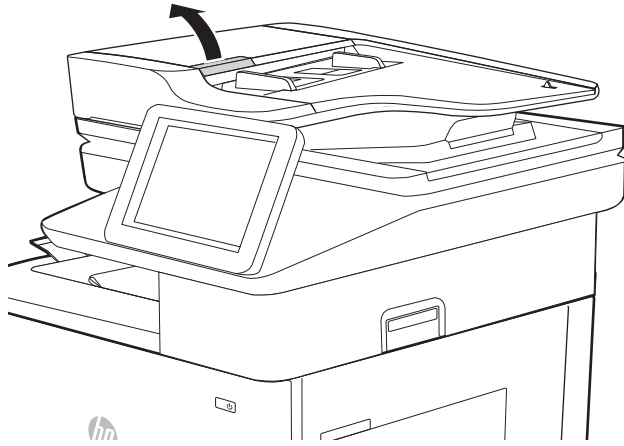
Item	Location
1	HP Stapling Mailbox
2	Output bin
3	Tray 1
4	Trays 2–5
5	2,550-sheet HCI feeder
6	Duplexer and fuser
Not shown	Envelope feeder

Clear paper jams in the document feeder

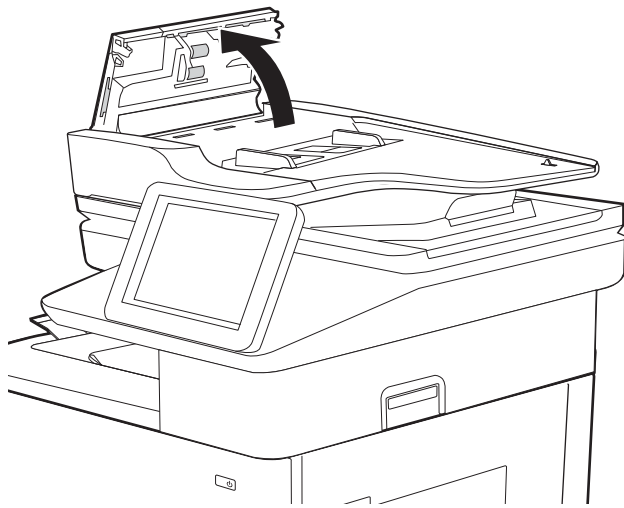
Learn about clearing jams in the document feeder.

The following information describes how to clear paper jams in the document feeder. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

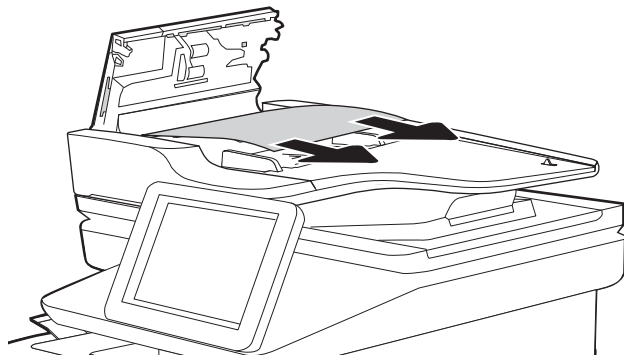
- **31.13.XX Jam in Document Feeder**
- 1. Lift the latch to release the document-feeder cover.



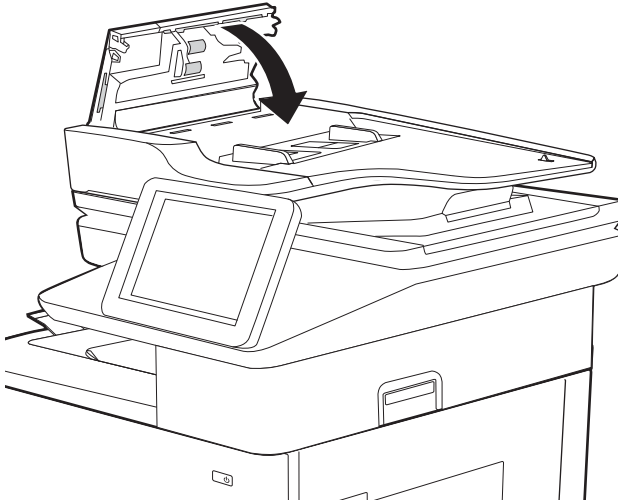
2. Open the document feeder cover.





3. Remove any jammed paper.



4. Close the document feeder cover.



-
-  **NOTE:** To avoid jams, make sure the guides in the document feeder input tray are adjusted tightly against the document. Remove all staples and paper clips from original documents.
-  **NOTE:** Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.
-

Clear paper jams in Tray 1 (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

Learn about clearing jams in Tray 1 (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675).

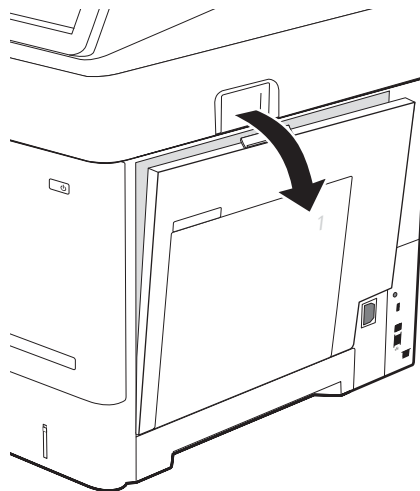
The following information describes how to clear paper jams in Tray 1. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- **13.A1.XX Jam in Tray 1**

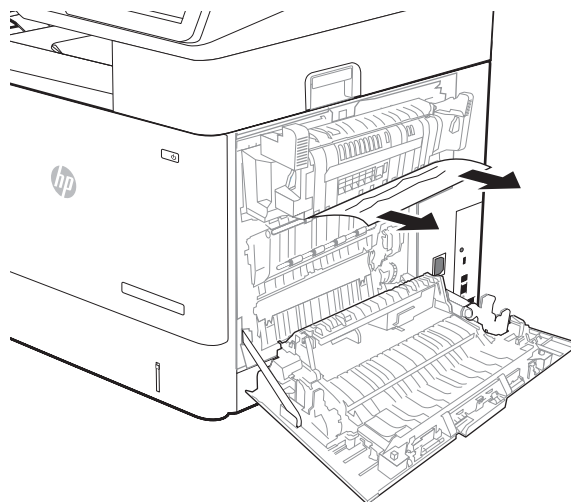
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out.



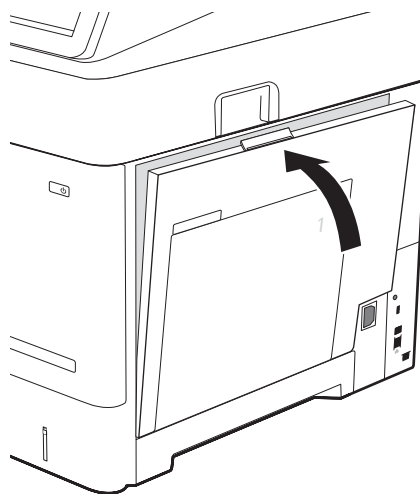
2. If the paper remains stuck, or if no jammed paper is visible in Tray 1, remove any remaining paper in the tray, and then close Tray 1 and open the right door.



3. If jammed paper is present, gently pull it out.



4. Close the right door.



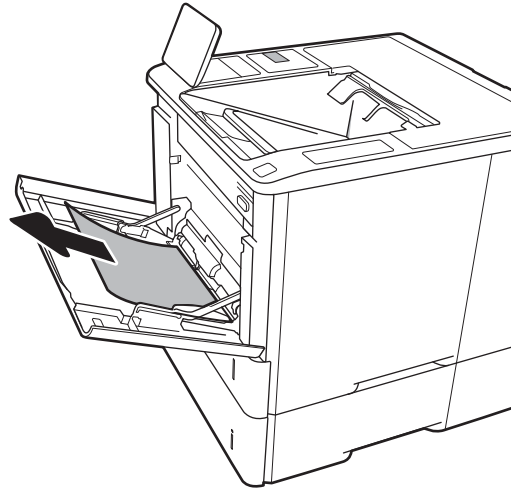
Clear paper jams in Tray 1 (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

Learn about clearing jams in Tray 1 (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

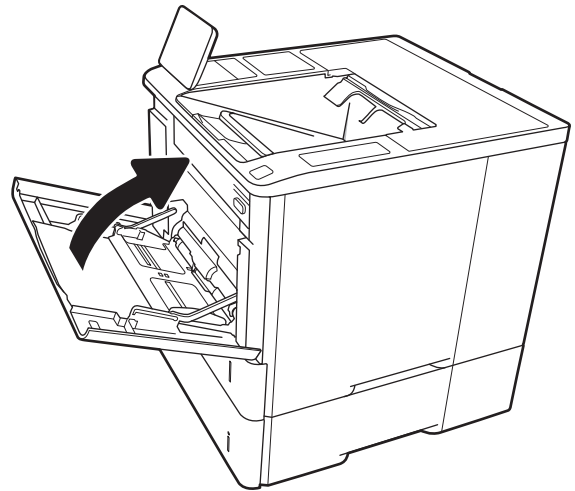
The following information describes how to clear paper jams in Tray 1. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.A1.XX Jam in Tray 1

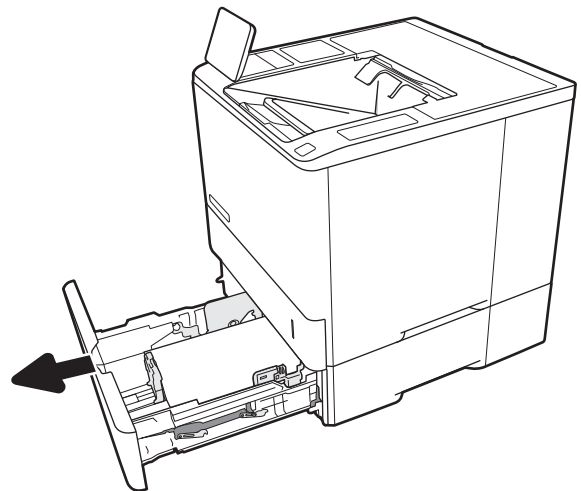
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out.



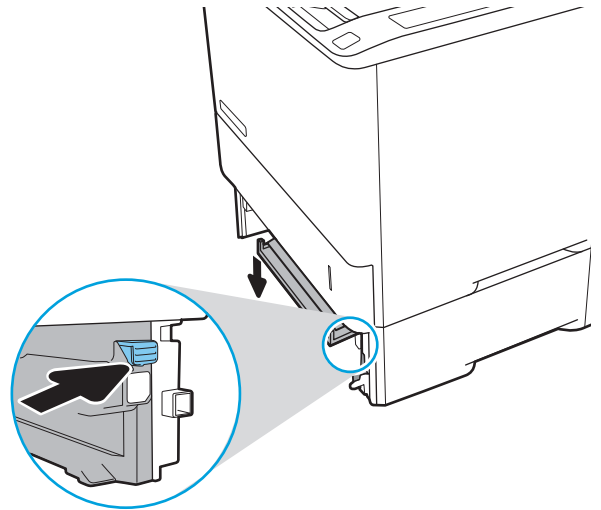
2. Close Tray 1.



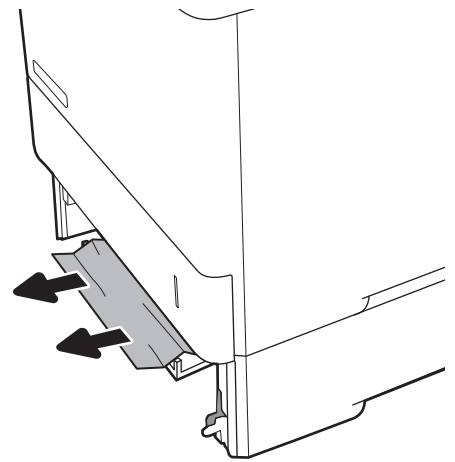
3. Pull Tray 2 out of the printer.



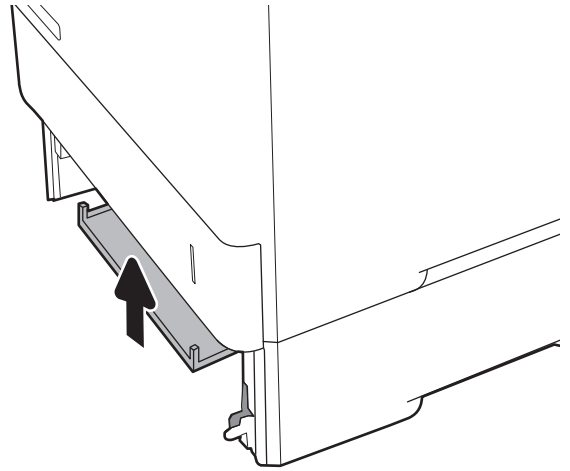
4. Lower the jam plate in the Tray 2 opening.



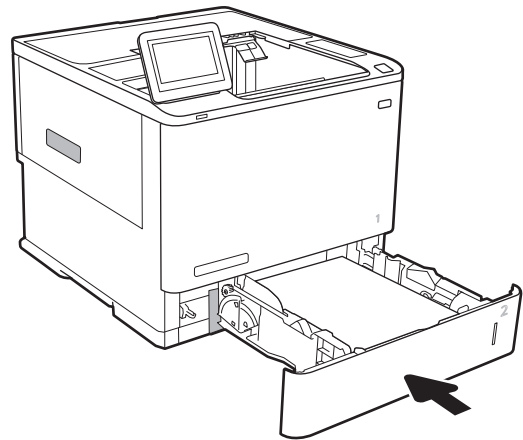
5. Pull any jammed paper straight out.



6. Raise the jam plate back into position.



7. Install Tray 2 in the printer.



Clear paper jams in Trays 2, 3, 4, or 5 (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

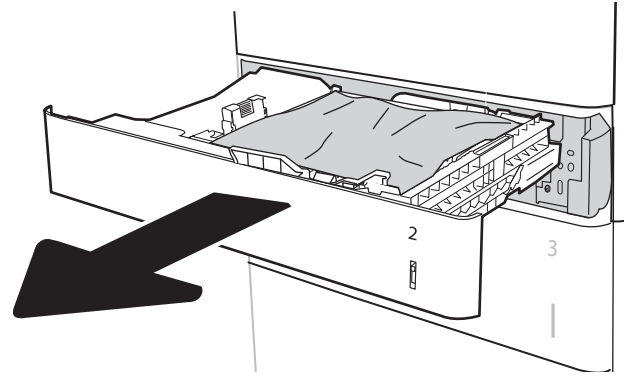
Learn about clearing jams in Trays 2, 3, 4, or 5 (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

The following information describes how to clear paper jams in Trays 2, 3, 4, or 5. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

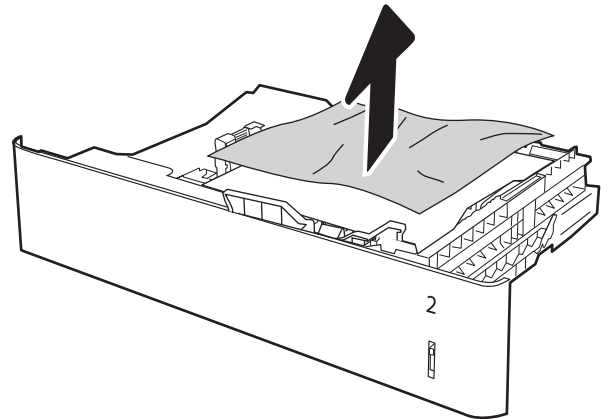
- 13.A2.XX Jam in Tray 2
- 13.A3.XX Jam in Tray 3
- 13.A4.XX Jam in Tray 4
- 13.A5.XX Jam in Tray 5

 **NOTE:** The following procedure shows Tray 2. The method to clear jams in Trays 3, 4, and 5 is the same.

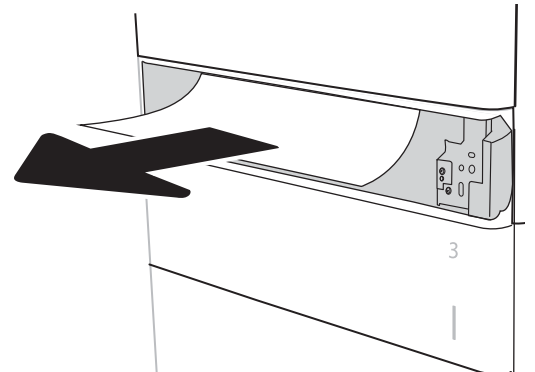
1. Pull the tray completely out of the printer by pulling and lifting it up slightly.



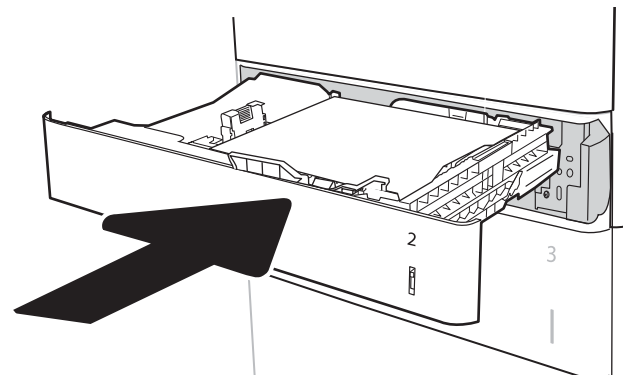
2. Remove any jammed or damaged sheets of paper from the tray.



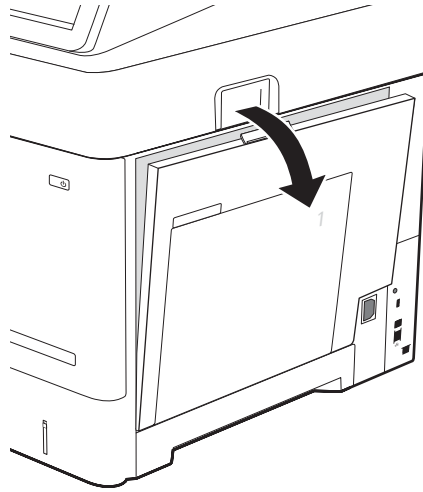
3. Remove any paper from the feed rollers inside the printer.



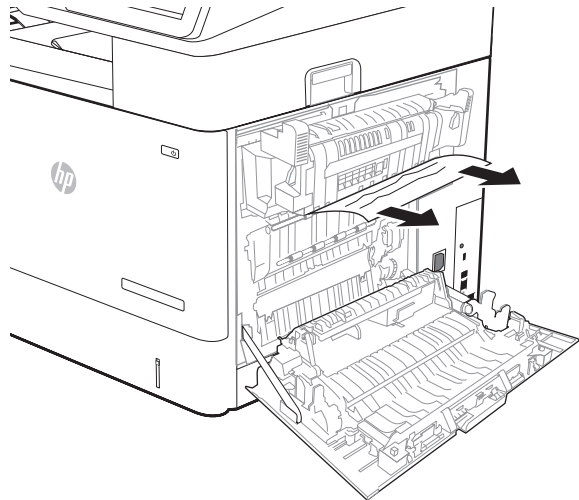
4. Reinsert and close the tray.



5. Open the right door.

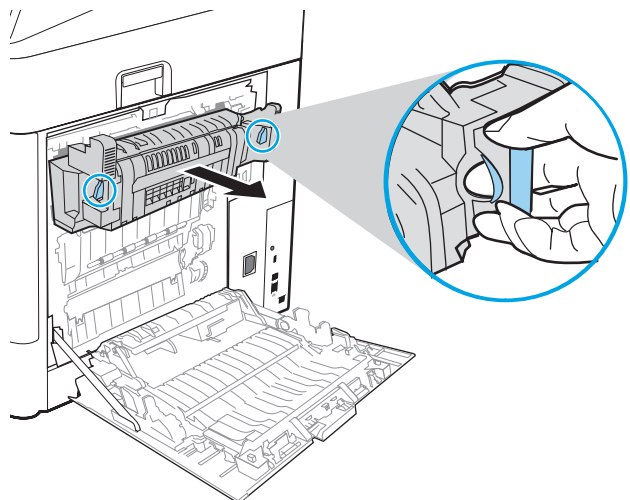


6. If jammed paper is present, gently pull it out.

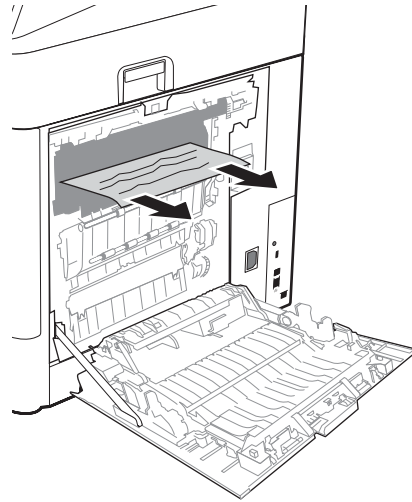


7. Remove the fuser by grabbing the two side latches and pulling the fuser straight out of the printer.

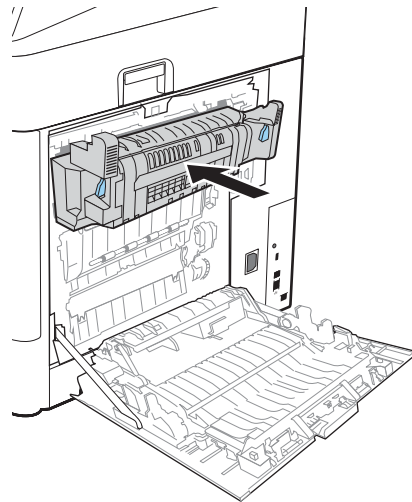
CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.



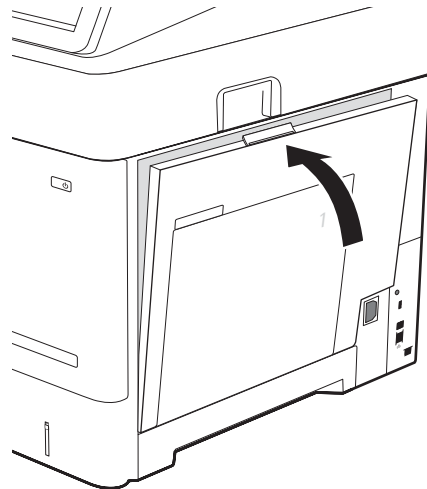
8. Remove any jammed paper from the fuser area.



9. Install the fuser.



10. Close the right door.



Clear paper jams in Trays 2, 3, 4, or 5 (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

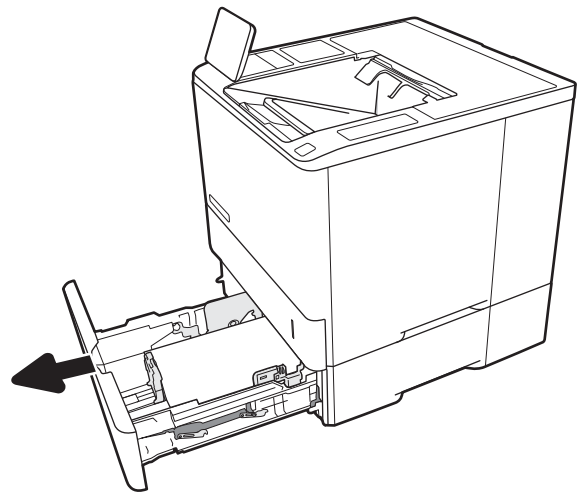
Learn about clearing jams in Trays 2, 3, 4, or 5 (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

The following information describes how to clear paper jams in Trays 2, 3, 4, or 5. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

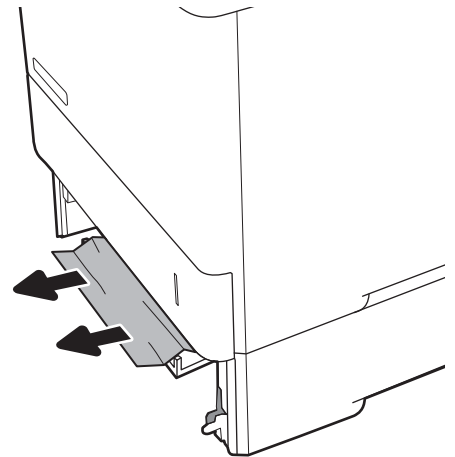
- 13.A2.XX Jam in Tray 2
- 13.A3.XX Jam in Tray 3
- 13.A4.XX Jam in Tray 4
- 13.A5.XX Jam in Tray 5

 **NOTE:** The following procedure shows Tray 2. The method to clear jams in Trays 3, 4, and 5 is the same.

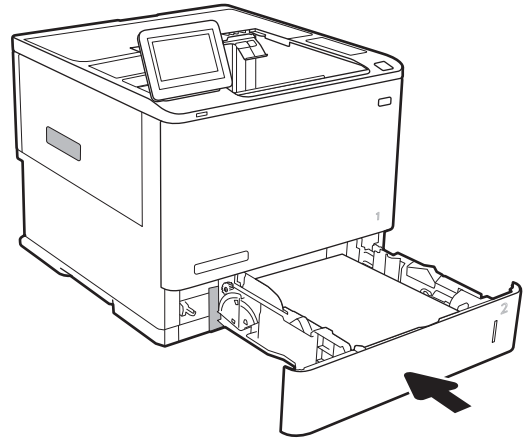
1. Pull the tray completely out of the printer by pulling and lifting it up slightly.



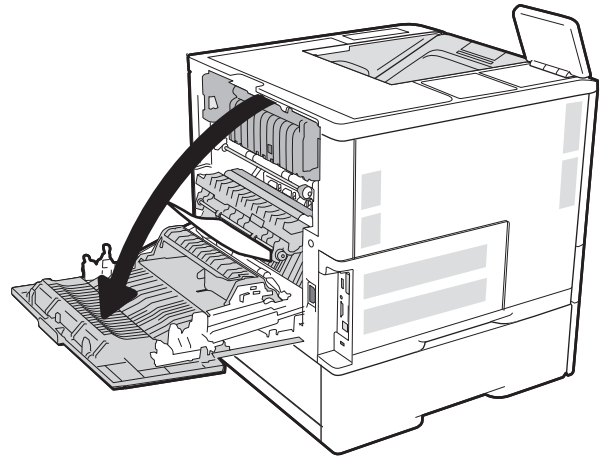
2. Pull any jammed paper straight out.



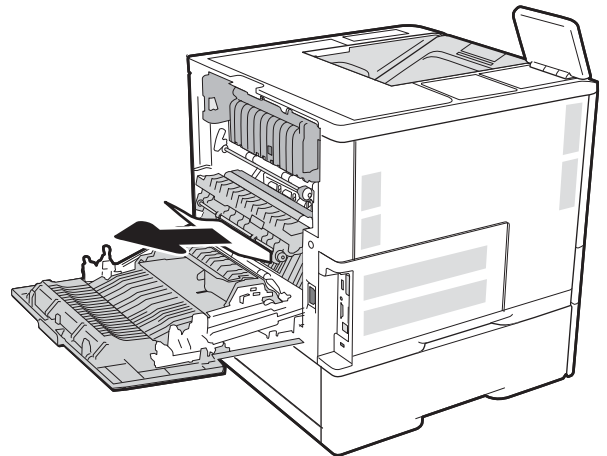
3. Install Tray 2 in the printer.



4. Open the rear door.

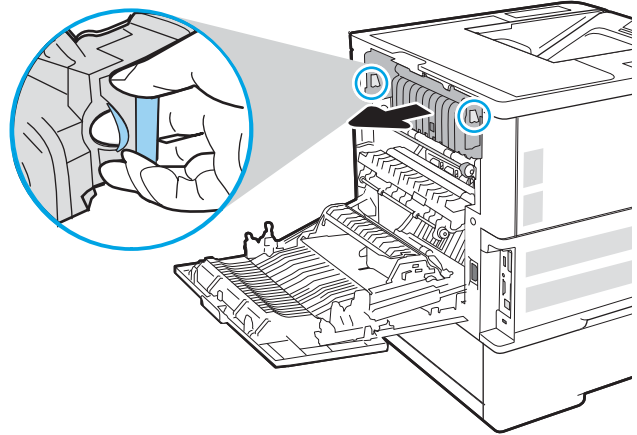


5. Remove any jammed paper.

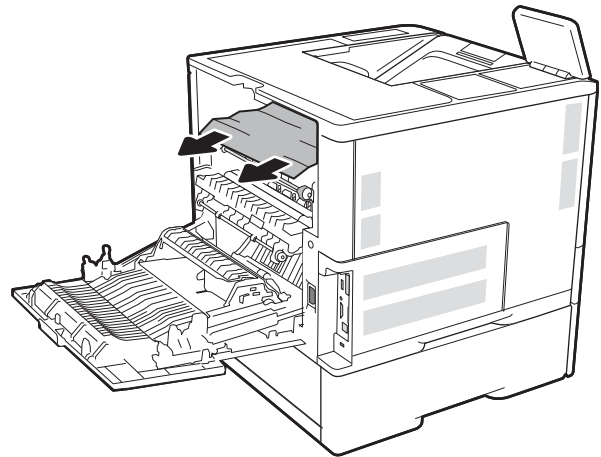


6. Remove the fuser by grabbing the two side latches and pulling the fuser straight out of the printer.

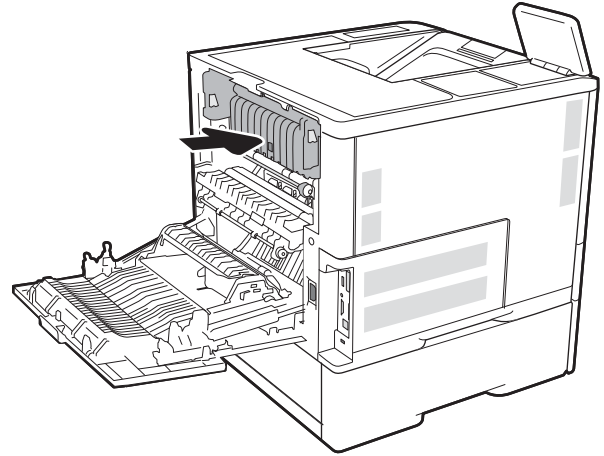
CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.



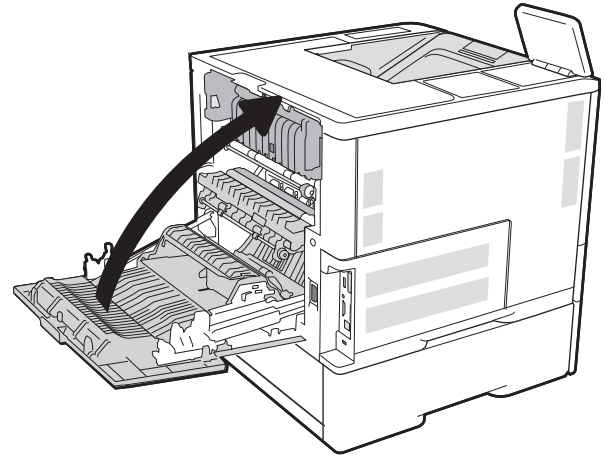
7. Remove any jammed paper from the fuser area.



8. Install the fuser.



9. Close the rear door.



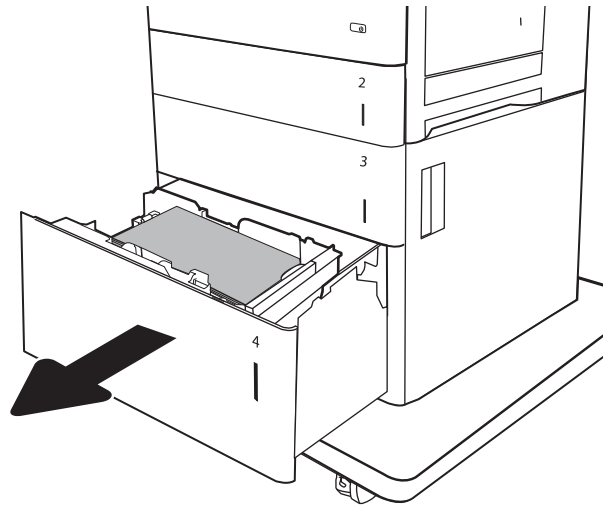
Clear paper jams in the 2,550-sheet high-capacity input tray (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

Learn about clearing jams in 2,550-sheet high-capacity input tray (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

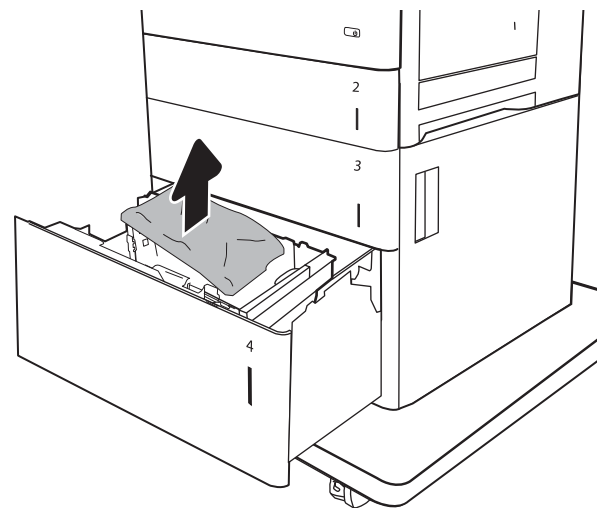
The following information describes how to clear paper jams in 2,550-sheet high-capacity input tray. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- **13.AY.XX Jam in Tray Y**
Y equals the tray number assigned to the HCI
- **13.FF.EE Door Open Jam**

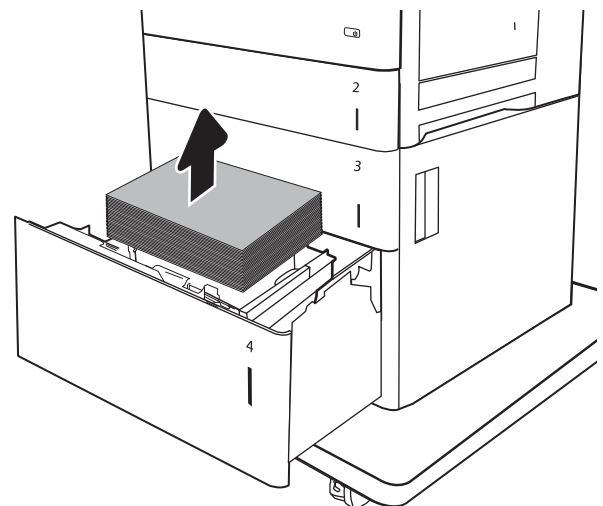
1. Open the 2,550-sheet high-capacity input tray.



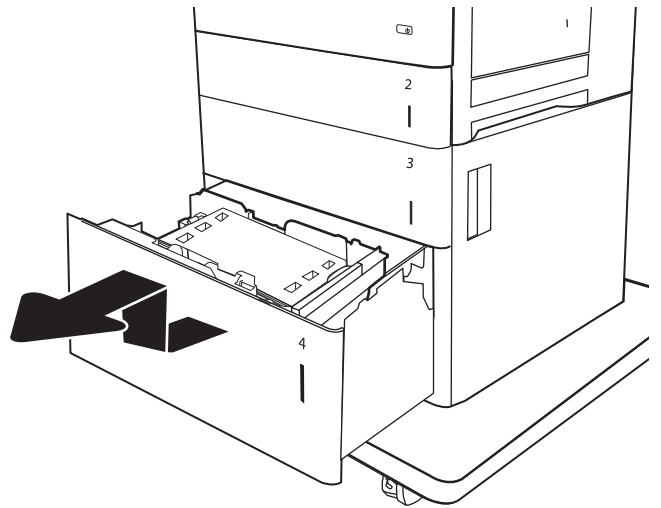
2. Remove and discard any damaged sheets.



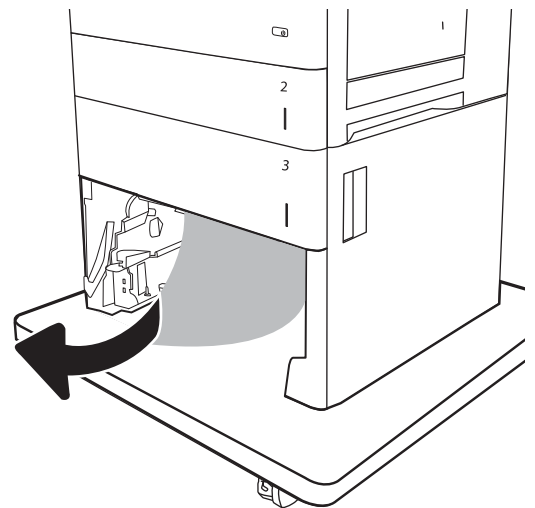
3. Remove the paper from the tray.



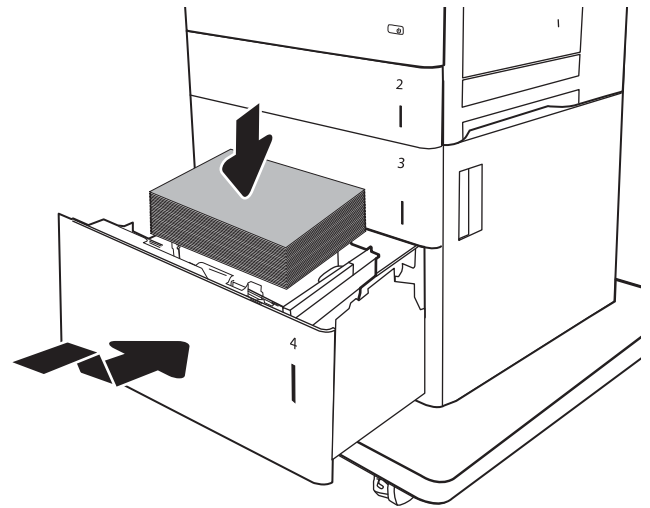
4. Lift the tray up and then pull it straight out to remove it.



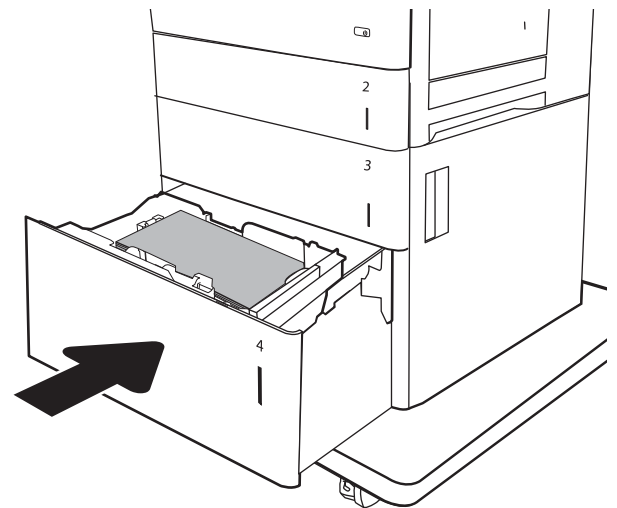
5. If jammed paper is in the feed area, pull it down to remove it.



6. Reinstall the tray, and then load full reams of paper into the tray. The tray holds 2,550 sheets of paper.



7. Close the tray



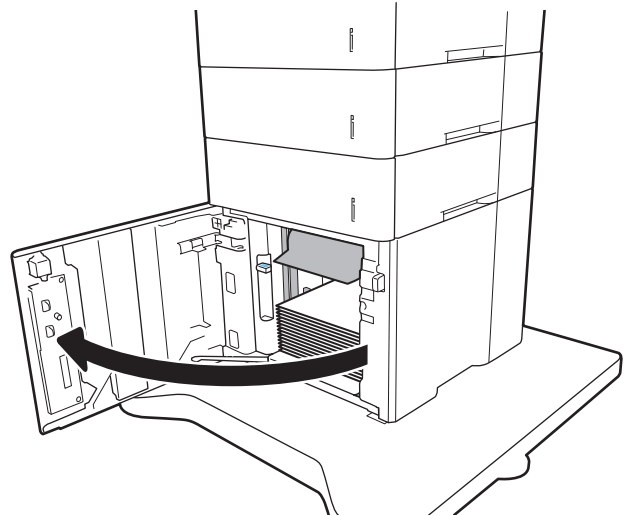
Clear paper jams in the 2,100-sheet high-capacity input tray (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

Learn about clearing jams in 2,100-sheet high-capacity input tray (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

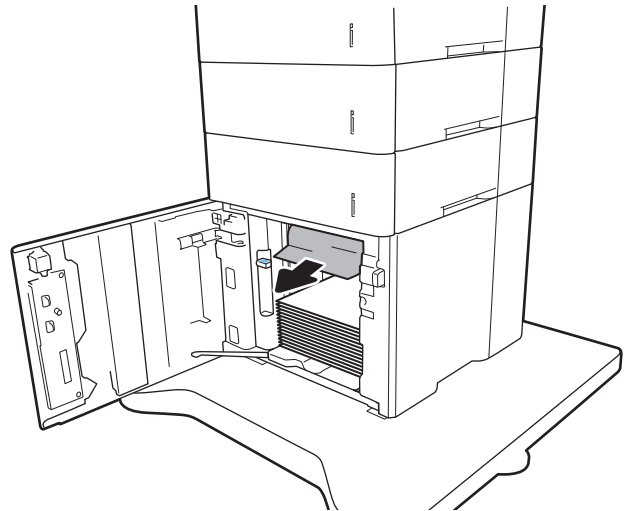
The following information describes how to clear paper jams in 2,100-sheet high-capacity input tray. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- **13.AY.XX Jam in Tray Y**
Y equals the tray number assigned to the HCI
- **13.FF.EE Door Open Jam**

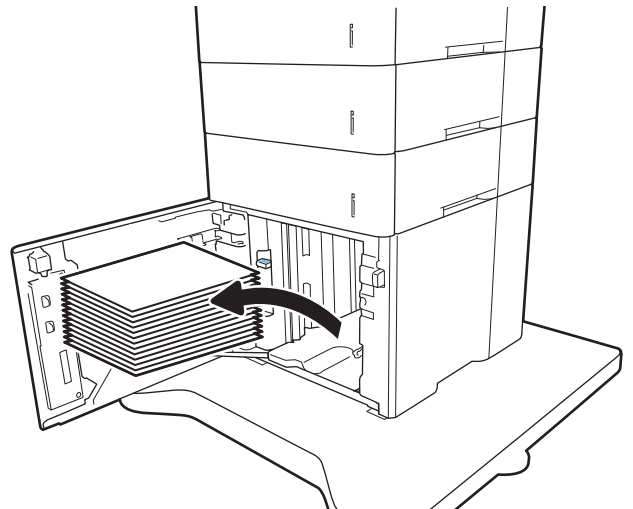
1. Open the 2,100-sheet high-capacity input tray door.



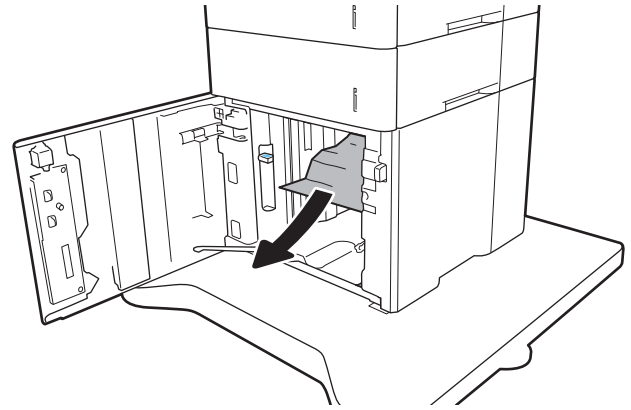
2. Remove and discard any damaged sheets.



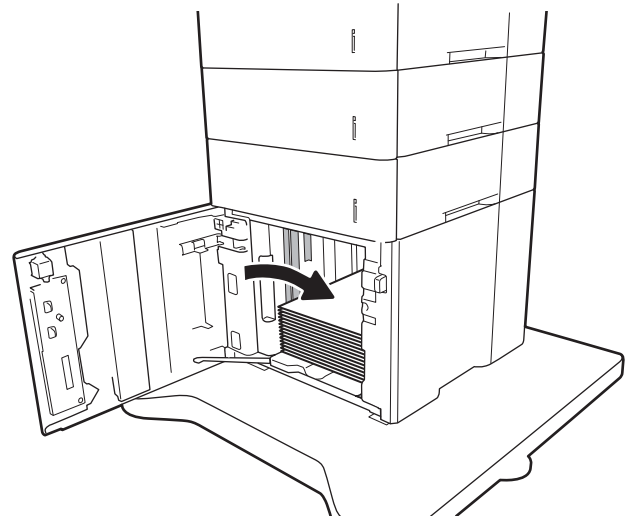
3. Remove the paper from the tray.



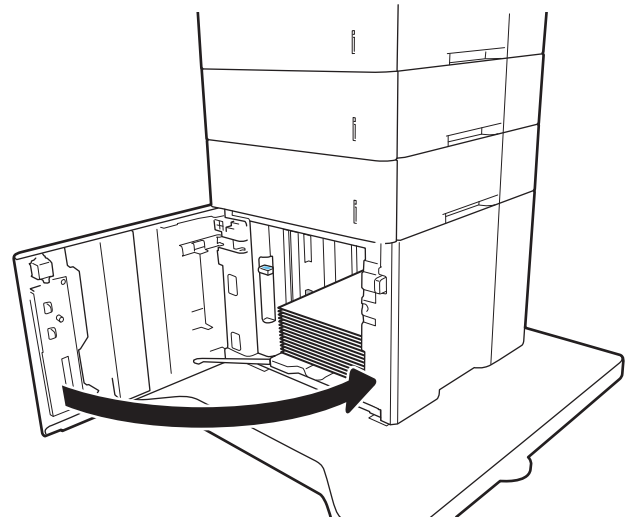
4. If jammed paper is in the feed area, pull it down to remove it.



5. Load full reams of paper into the tray. The tray holds 2,100 sheets of paper.



6. Close the door



Clear paper jams in the right door and fuser area (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

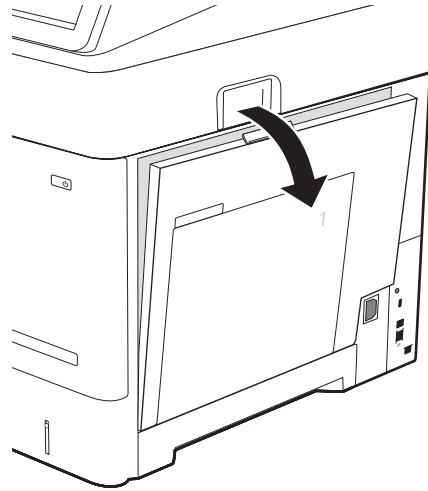
Learn about clearing jams in the right door and fuser area (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

⚠ CAUTION: The fuser is hot while the printer is in use. Wait for the fuser to cool before clearing jams.

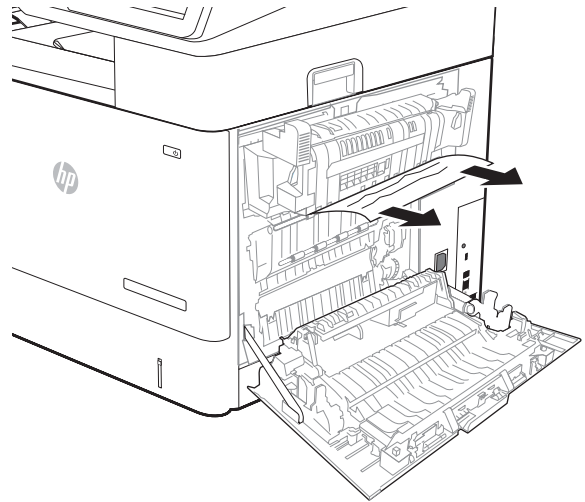
The following information describes how to clear paper jams in the right door and fuser area. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.B2.XX Jam in <cover or door>
- 13.B9.XX Jam in Fuser
- 13.FFEE Door Open Jam

1. Open the right door.

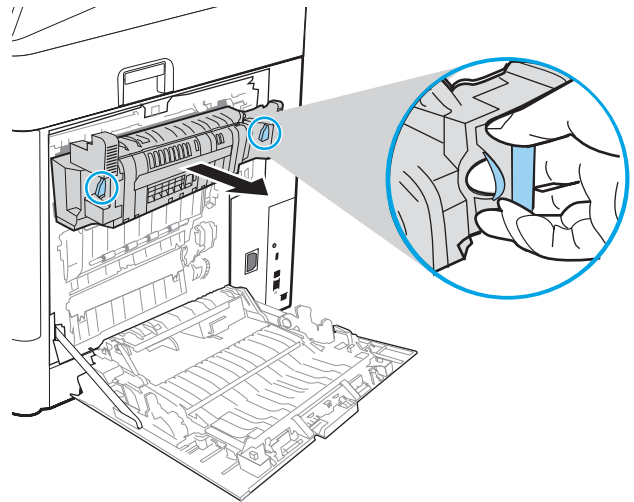


2. If jammed paper is present, gently pull it out.

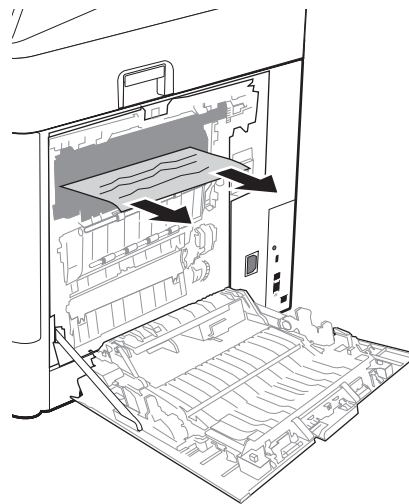


3. Remove the fuser by grabbing the two side latches and pulling the fuser straight out of the printer.

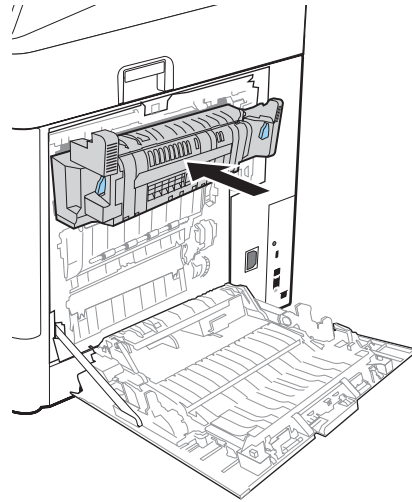
CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.



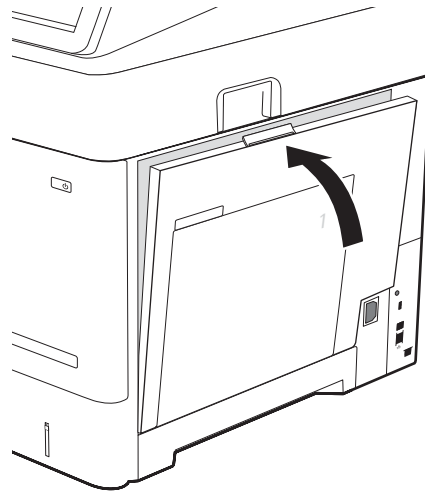
4. Remove any jammed paper from the fuser area.



5. Install the fuser.



6. Close the right door.



Clear paper jams in the rear door and fuser area (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

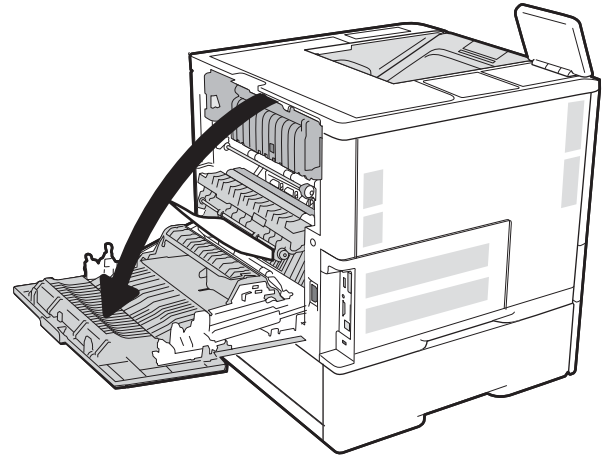
Learn about clearing jams in the rear door and fuser area (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

CAUTION: The fuser is hot while the printer is in use. Wait for the fuser to cool before clearing jams.

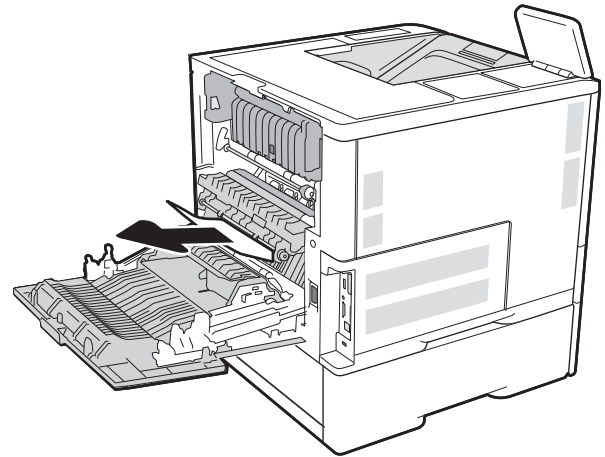
The following information describes how to clear paper jams in the rear door and fuser area. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.B2.XX Jam in <cover or door>
- 13.B9.XX Jam in Fuser

1. Open the rear door.

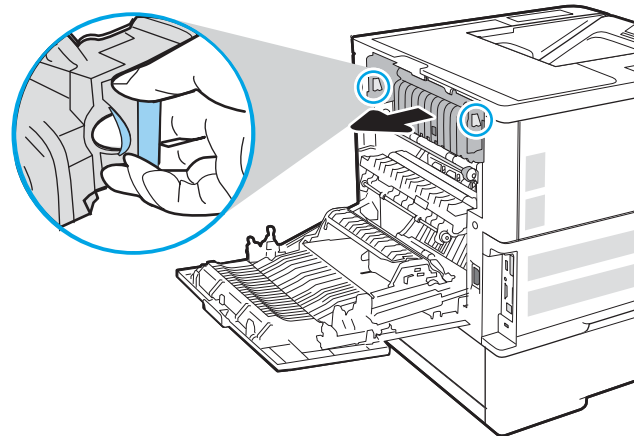


2. Remove any jammed paper.

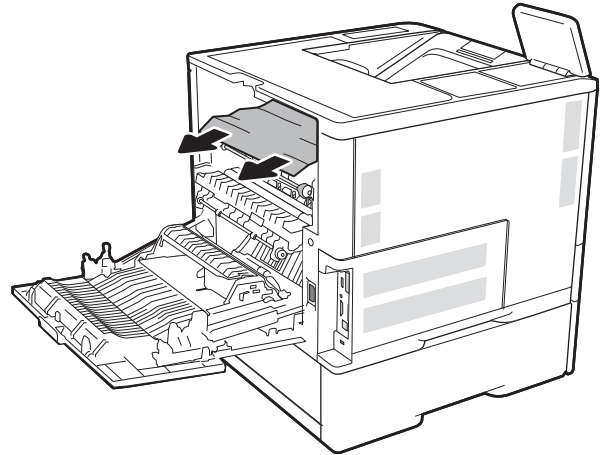


3. Remove the fuser by grabbing the two side latches and pulling the fuser straight out of the printer.

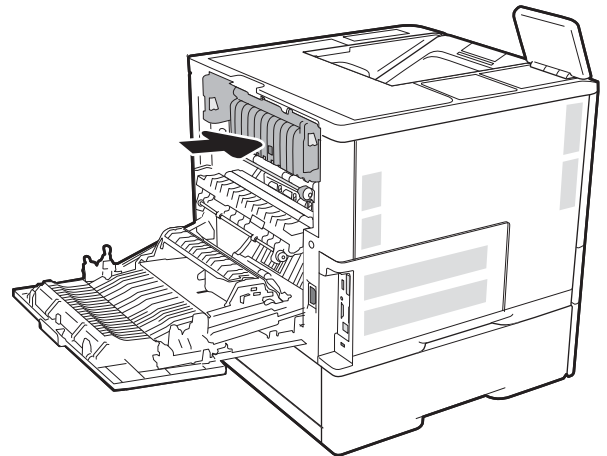
CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.



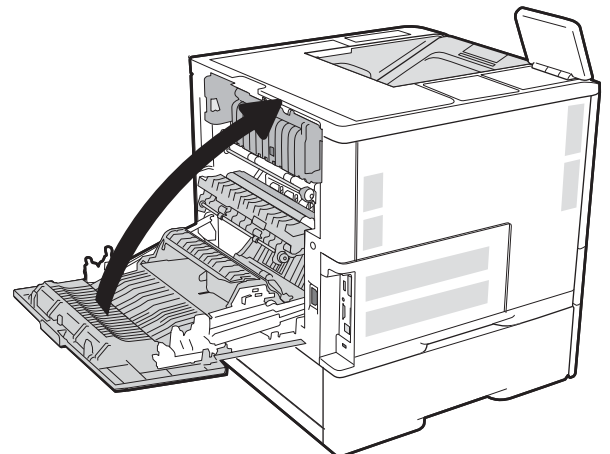
4. Remove any jammed paper from the fuser area.



5. Install the fuser.



6. Close the rear door.



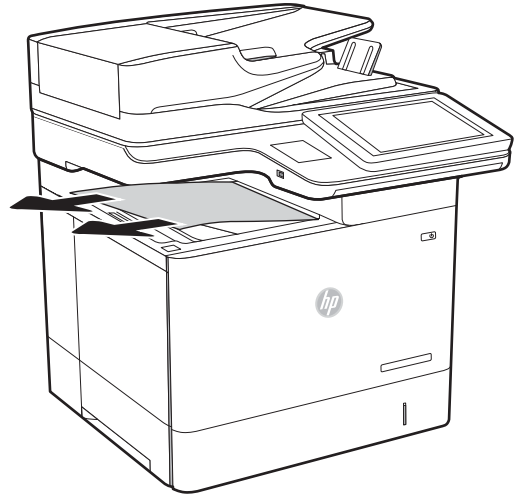
Clear paper jams in the output bin (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

Learn about clearing jams in the output bin (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675).

The following information describes how to clear paper jams in the output bin. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- **13.E1.XX Jam at Standard Output Bin**

1. If paper is visible in the output bin, grasp the leading edge and remove it.



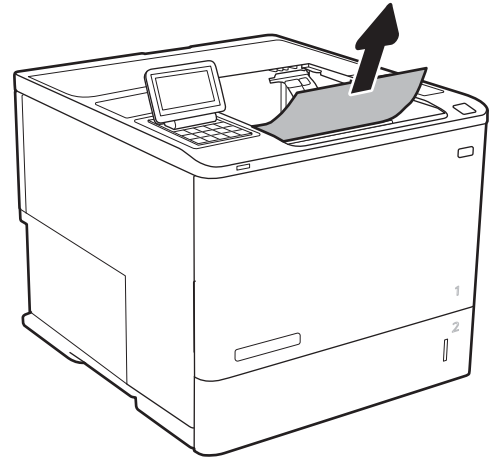
Clear paper jams in the output bin (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

Learn about clearing jams in the output bin (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

The following information describes how to clear paper jams in the output bin. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- **13.E1.XX Jam at Standard Output Bin**

1. If paper is visible in the output bin, grasp the leading edge and remove it.



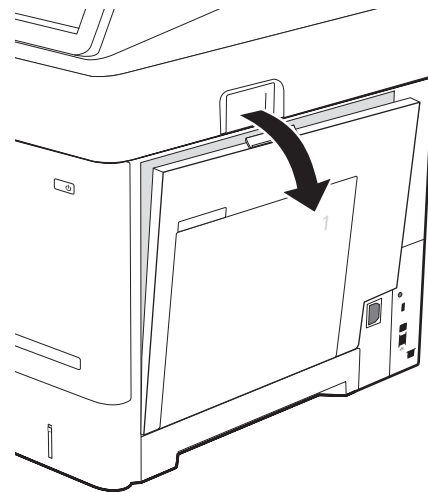
Clear paper jams in the duplexer (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

Learn about clearing jams in the duplexer (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

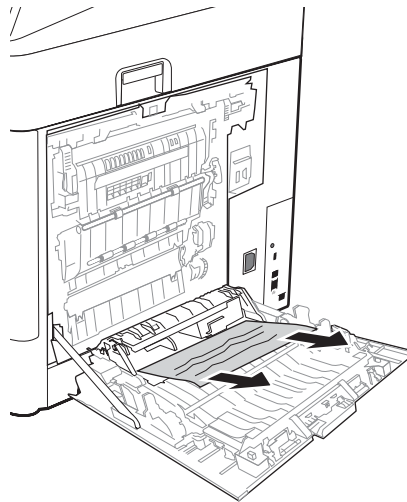
The following information describes how to clear paper jams in the duplexer. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.B2.XX Jam in <cover or door>
- 13.CX.XX Jam in Duplexer
- 13.DX.XX Jam in Duplexer

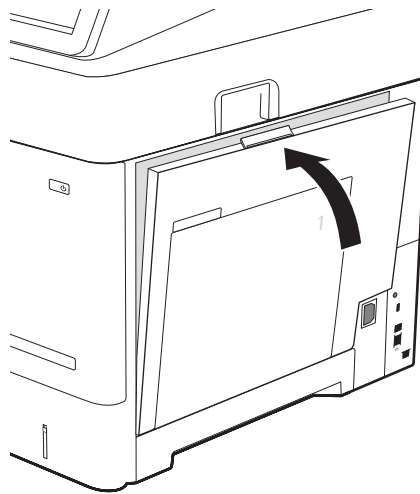
1. Open the right door.



2. If jammed paper is present, gently pull it out.



3. Close the right door.



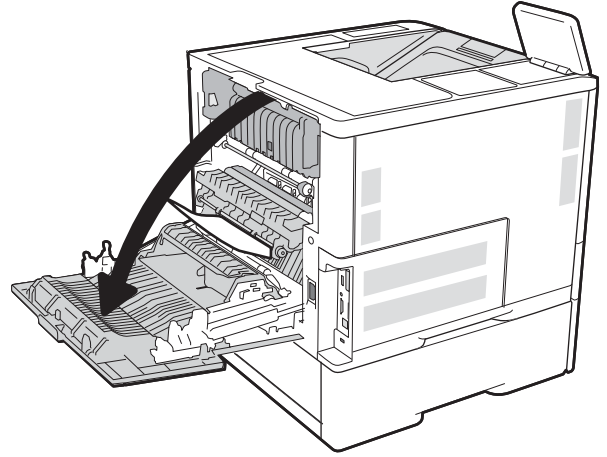
Clear paper jams in the duplexer (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

Learn about clearing jams in the duplexer (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

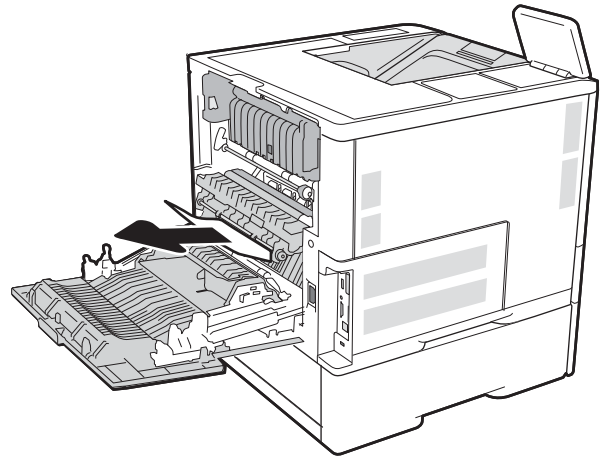
The following information describes how to clear paper jams in the duplexer. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.B2.XX Jam in <cover or door>
- 13.CX.XX Jam in Duplexer
- 13.DX.XX Jam in Duplexer

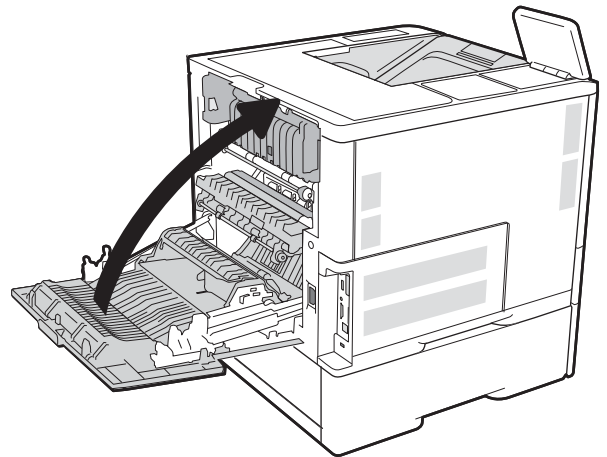
1. Open the rear door.



2. If jammed paper is present, gently pull it out.



3. Close the rear door.



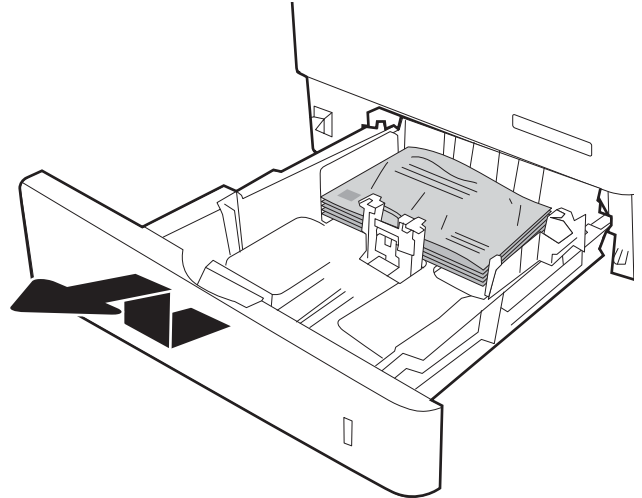
Clear paper jams in the envelope feeder (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

Learn about clearing jams in the envelope feeder (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675).

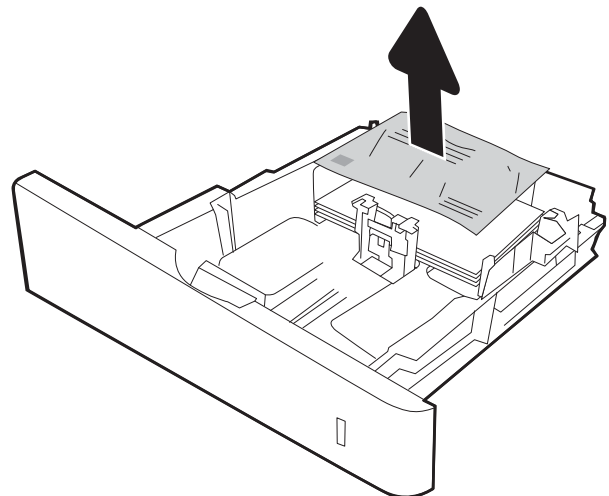
The following information describes how to clear paper jams in the envelope feeder. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.A3.XX Jam in Tray 3
- 13.A4.XX Jam in Tray 4

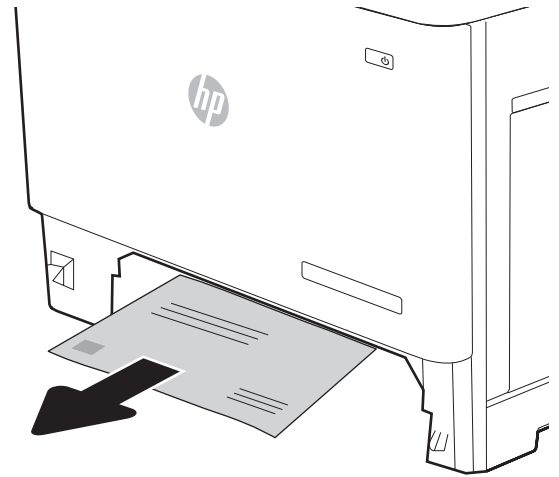
1. Pull the tray completely out of the printer by pulling and lifting it up slightly.



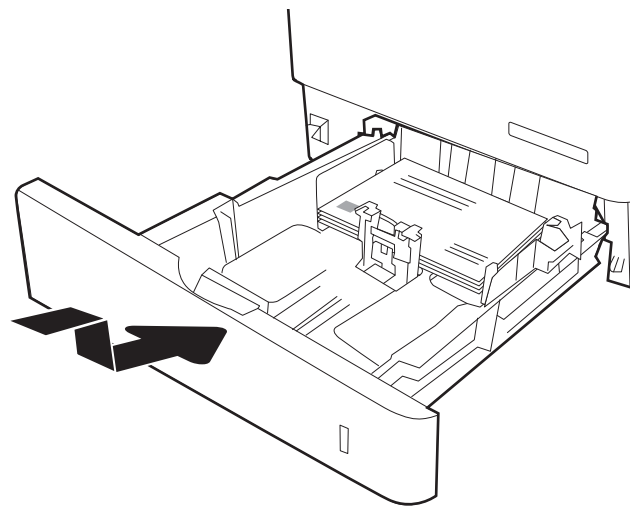
2. Remove any jammed or damaged envelopes from the tray.



3. Remove any envelopes from the feed rollers inside the printer.



4. Reinsert and close the tray.



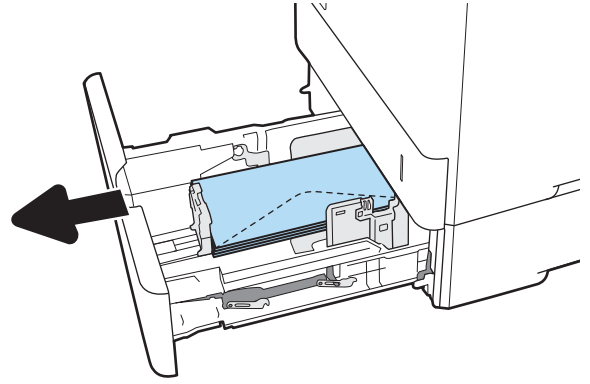
Clear paper jams in the envelope feeder (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

Learn about clearing jams in the envelope feeder (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

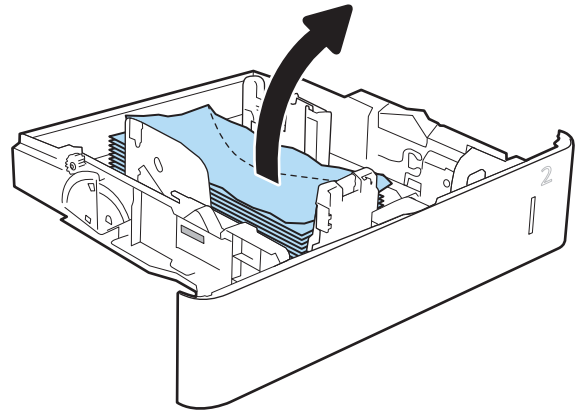
The following information describes how to clear paper jams in the envelope feeder. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.A3.XX Jam in Tray 3
- 13.A4.XX Jam in Tray 4

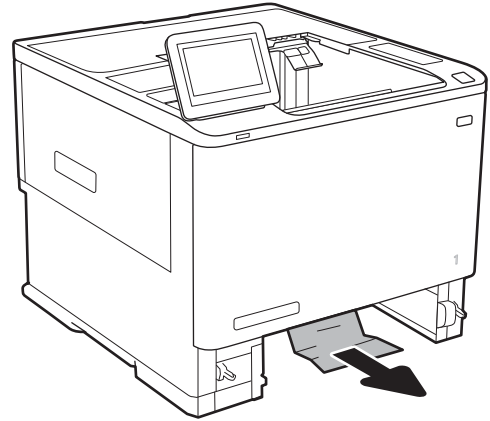
1. Pull the tray completely out of the printer by pulling and lifting it up slightly.



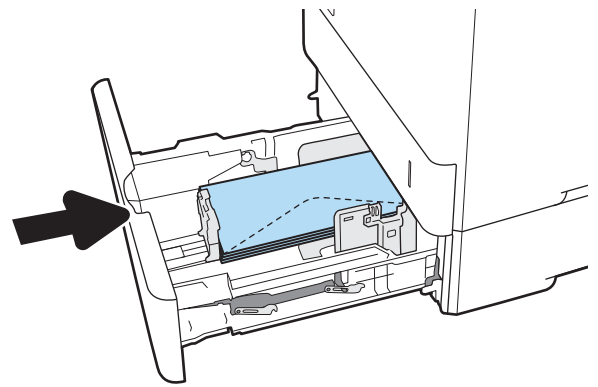
2. Remove any jammed or damaged envelopes from the tray.



3. Remove any envelopes from the feed rollers inside the printer.



4. Reinsert and close the tray.



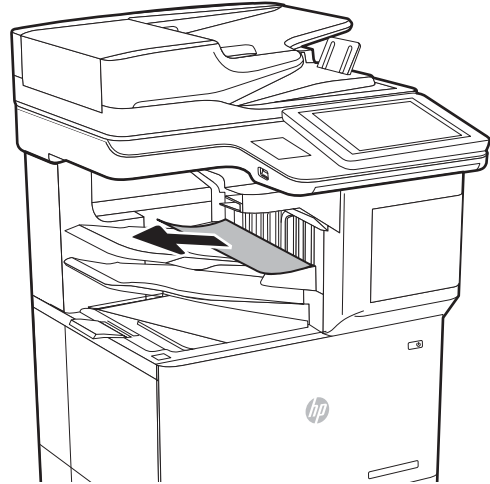
Clear paper jams in the HP stapling mailbox (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

Learn about clearing jams in the stapling mailbox (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675).

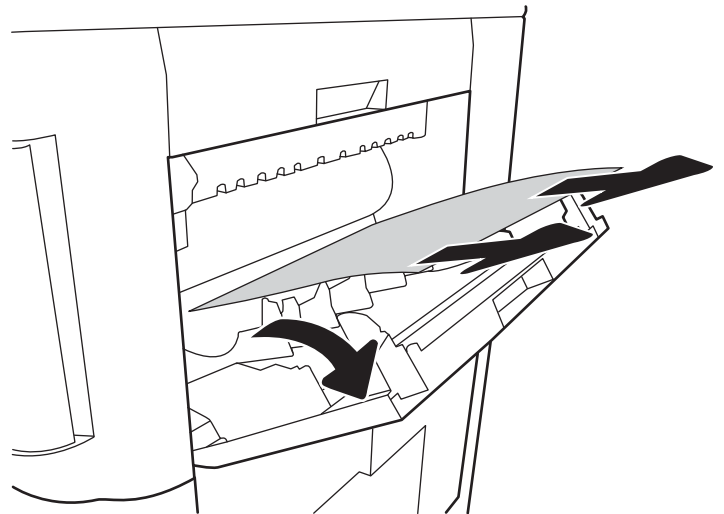
The following information describes how to clear paper jams in the stapling mailbox. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.E1.XX Jam at Standard Output Bin
- 13.70.XX MBM Jam
- 13.8X Stapler/Stacker Jam

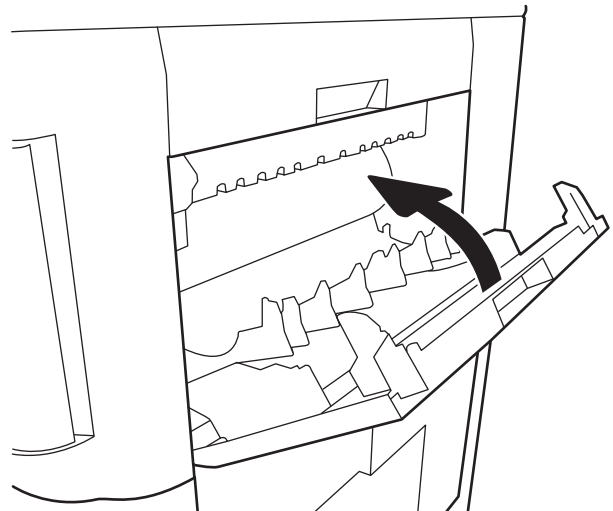
1. Remove any jammed paper from the stapling mailbox bins.



2. Open the jam-access door on the back side of the stapling mailbox. If jammed paper is visible inside the jam-access door, pull it straight out to remove it.



3. Close the stapling mailbox jam access door.



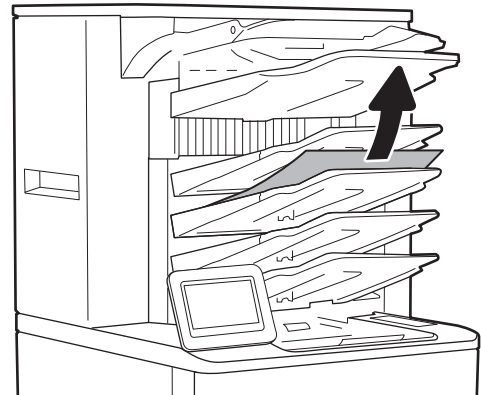
Clear paper jams in the HP stapling mailbox (607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

Learn about clearing jams in the stapling mailbox (607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

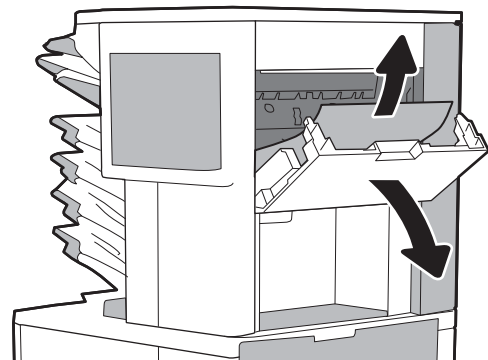
The following information describes how to clear paper jams in the stapling mailbox. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.E1.XX Jam at Standard Output Bin
- 13.70.XX MBM Jam

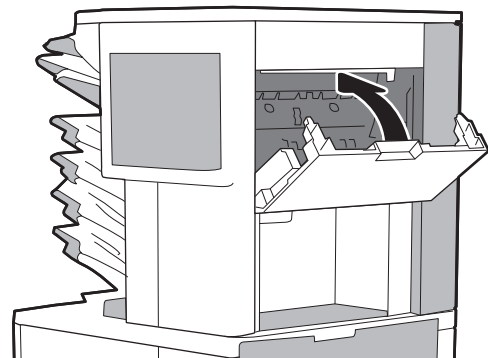
1. Remove any jammed paper from the stapling mailbox bins.



2. Open the jam-access door on the back side of the stapling mailbox. If jammed paper is visible inside the jam-access door, pull it straight out to remove it.



3. Close the stapling mailbox jam access door.



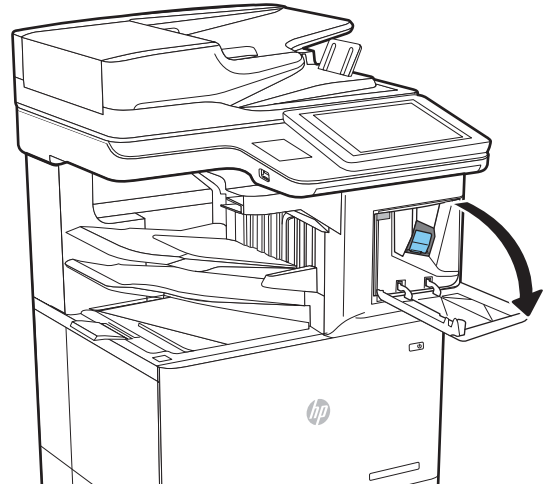
Clear staple jams (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

Learn about clearing staple jams (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675).

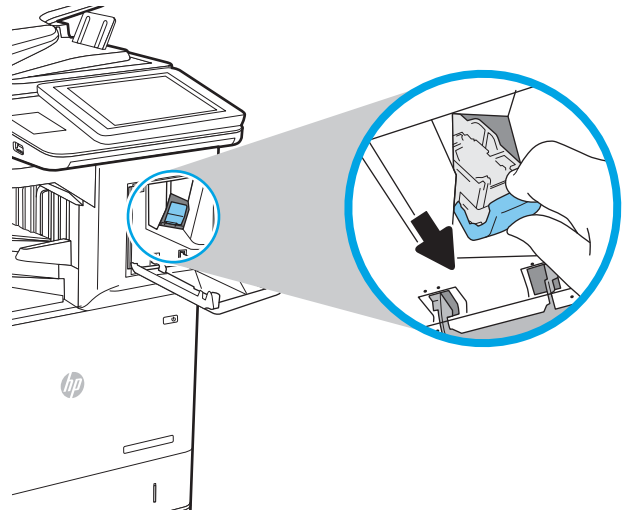
The following information describes how to clear staple jams. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- **13.8X Stapler/Stacker Jam**

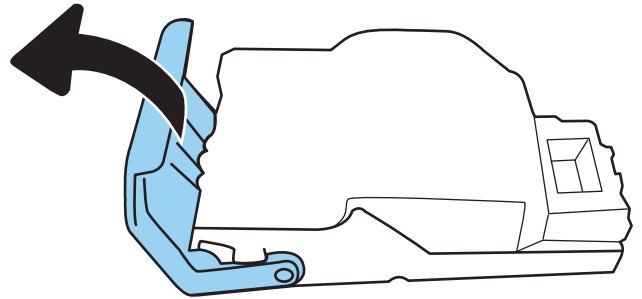
1. Open the stapler door.



2. Pull the colored handle on the staple cartridge, and then pull the staple cartridge straight out.

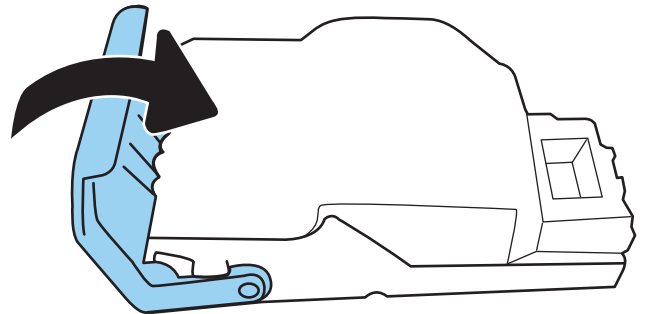


3. Lift up on the small lever at the back of the staple cartridge.

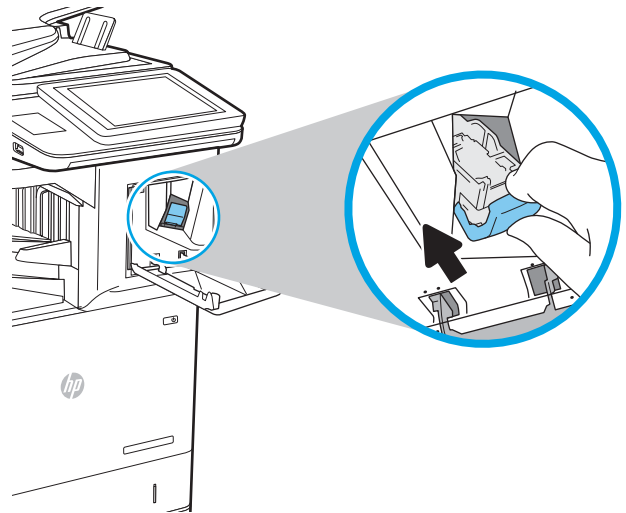


4. Remove the jammed staples, and then close the lever at the back of the staple cartridge.

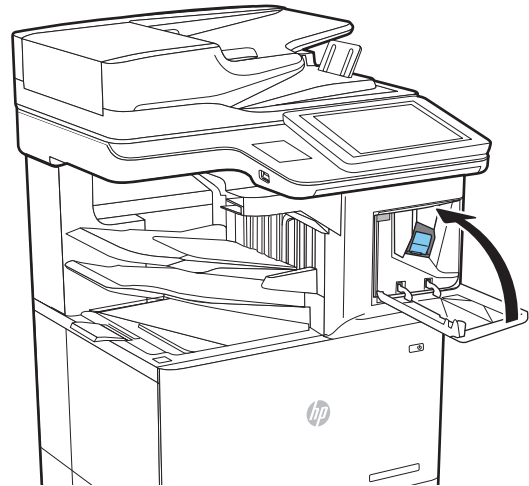
NOTE: Be sure that it snaps into place.



5. Insert the staple cartridge into the stapler and push on the colored handle until it snaps into place.



6. Close the stapler door.



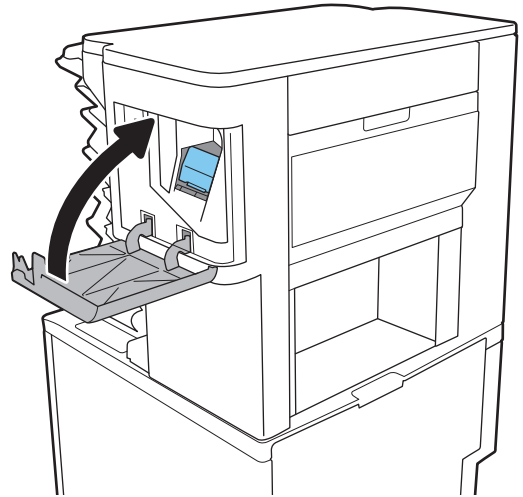
Clear staple jams (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

Learn about clearing staple jams (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175).

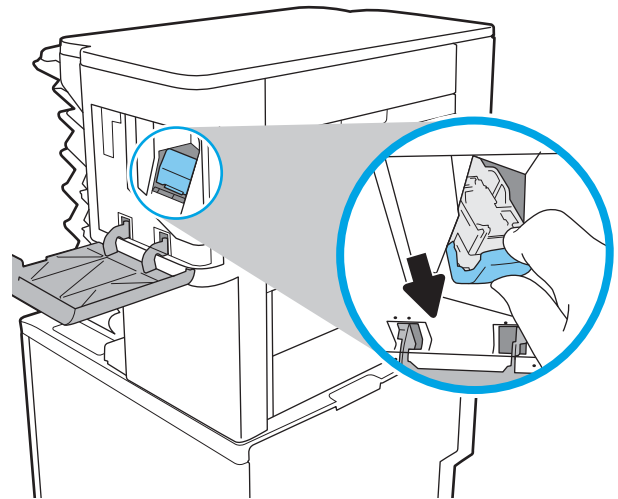
The following information describes how to clear staple jams. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- **13.8X Stapler/Stacker Jam**

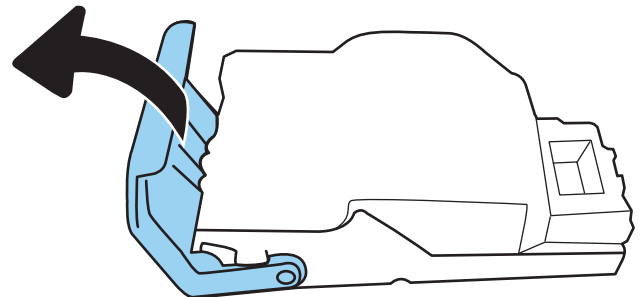
1. Open the stapler door.



2. Pull the colored handle on the staple cartridge, and then pull the staple cartridge straight out.

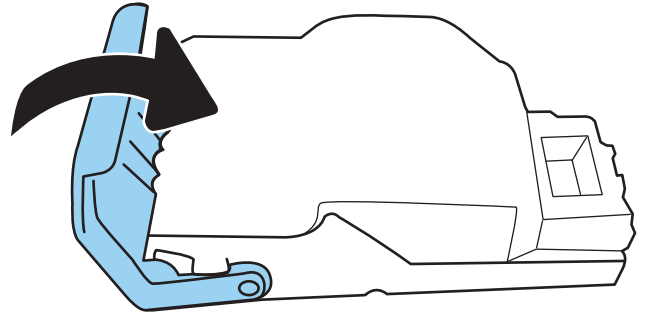


3. Lift up on the small lever at the back of the staple cartridge.

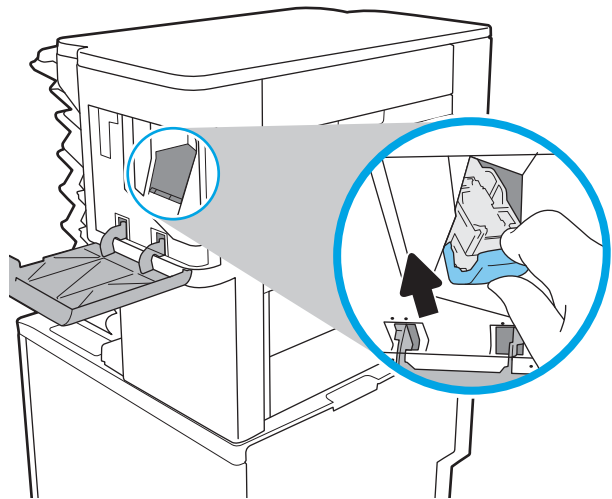


4. Remove the jammed staples, and then close the lever at the back of the staple cartridge.

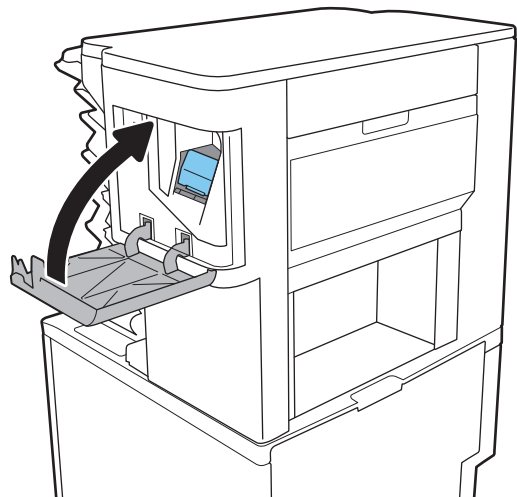
NOTE: Be sure that it snaps into place.



5. Insert the staple cartridge into the stapler and push on the colored handle until it snaps into place.




6. Close the stapler door.



Change jam recovery (non-touchscreen)

Use the following procedure to change jam recovery from a non-touchscreen control panel (FutureSmart 4 firmware or later).

1. From the **Home** screen on the printer control panel, use the arrow buttons to navigate to **Settings**, and then press the **OK** button.
 2. Use the buttons to scroll to **General**, and then press the **OK** button.
 3. Use the arrow buttons to scroll to **Jam Recovery**, and then press the **OK** button.
 4. Use the arrow buttons to scroll to an option, and then press the **OK** button to select it.
 - **Auto** — The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.
 - **Off** — The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.
-
-  **NOTE:** Some pages can be lost if the printer runs out of paper while printing a duplex job with **Jam Recovery** set to **Off**.
-
- **On** — The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed.

Printer feeds incorrect page size

Review the following information when the printer feeds an incorrect page size.

Table 7-44 Printer feeds incorrect page size

Cause	Solution
The correct size paper is not loaded in the tray.	Load the correct size paper in the tray.
The correct size paper is not selected in the software program or printer driver.	Confirm that the settings in the software program and printer driver are correct, because the software program settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings.
The correct size paper for the tray is not selected in the printer control panel.	From the control panel, select the correct size paper for the tray.
The paper size is not configured correctly for the tray.	Print a configuration page to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the paper guides are touching the paper.

Printer pulls from incorrect tray

Review the following information when the printer pulls from an incorrect tray.

Table 7-45 Printer pulls from incorrect tray

Cause	Solution
A driver for a different printer is in use.	Use a driver for this printer.
The specified tray is empty.	Load paper in the specified tray.

Table 7-45 Printer pulls from incorrect tray (continued)

Cause	Solution
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Printer will not duplex or duplexes incorrectly (duplex models)

Review the following information when the printer will not duplex or duplexes incorrectly.

Table 7-46 Printer will not duplex (print 2-sided jobs) or duplexes incorrectly

Cause	Solution
The duplex job is trying to use unsupported paper.	Verify that the paper is supported for duplex printing.
The printer driver is not set up for duplex printing.	Set up the printer driver to enable duplex printing.
The first page is printing on the back of preprinted forms or letterhead.	Load preprinted forms and letterhead in Tray 1 with the letterhead or printed side down, with the top of the page leading into the printer. For Tray 2-X, load the paper printed side up with the top of the page toward the right of the printer.
The printer model does not support automatic 2-sided printing.	The printer model does not support automatic 2-sided printing.

Paper does not feed from Tray 2-X

Review the following information when the paper does not feed from Tray 2-X.

Table 7-47 Paper does not feed from Tray 2-X

Cause	Solution
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper in the input tray.
The correct paper type for the input tray is not selected in the printer control panel.	From the printer control panel, select the correct paper type for the input tray. Trays configured for a paper type with a specific weight range will not match a print job that specifies an exact weight, even if the specified weight is within the weight range.
Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path. Closely inspect the fuser area for jams.
None of the optional trays appear as input tray options.	The optional trays only display as available if they are installed. Verify that any optional trays are correctly installed. Verify that the printer driver has been configured to recognize the optional trays.
An optional tray is incorrectly installed.	Print a configuration page to confirm that the optional tray is installed. If not, verify that the tray is correctly attached to the printer.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Output is curled or wrinkled


Review the following information when the output is curled or wrinkled.

Table 7-48 Output is curled or wrinkled

Cause	Solution
Paper does not meet the specifications for this printer.	Use only paper that meets the HP paper specifications for this printer. Non-recycled, 75 g/m ² (20 lb) paper is optimal for office use.
The correct paper type for the input tray is not selected in the printer control panel.	From the printer control panel, select the correct paper type for the input tray. Trays configured for a paper type with a specific weight range will not match a print job that specifies an exact weight, even if the specified weight is within the weight range.
Paper is damaged or in poor condition.	Remove paper from the input tray and load paper that is in good condition.
The printer is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications.
The print job consist of large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
Paper used was not stored correctly and might have absorbed moisture.	Remove paper and replace it with paper from a fresh, unopened package. Store paper in a plastic bag to protect it from humidity.
Paper has poorly cut edges.	Remove paper, flex it, rotate it 180 degrees or turn it over, and then reload it into the input tray. Do not fan paper. If the problem persists, replace the paper.
The specific paper type was not configured for the tray or selected in the software.	Configure the software for the paper (see the software documentation). Configure the tray for the paper.
The paper has previously been used for a print job.	Do not re-use paper.

The printer does not pick up paper

If the printer does not pick up paper from the tray, try these solutions.

 **NOTE:** Tray 1 and Tray 2 are optimal for paper pickup when using special paper or media other than 20lb plain paper. For Tray 1 and Tray 2 the printer increases the number of attempts to pick up a page, which increases the reliability of successfully picking the page from the tray and decreases the possibility of a mispick jam.

HP recommends using Tray 1 or Tray 2 if the printer is experiencing excessive or reoccurring jams from trays other than Tray 1 and Tray 2, or for print jobs that require media other than 20lb plain paper.

1. Open the printer and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.
4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.

5. Check the printer control panel to see if the printer is waiting for an acknowledgment to the feed the paper manually prompt. Load paper, and continue.
6. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

The printer picks up multiple sheets of paper

If the printer picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this printer.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
6. Make sure the printing environment is within recommended specifications.

The document feeder jams, skews, or picks up multiple sheets of paper (MFP)

Learn about MFP document feeder paper handling problems.

Review the following information when the document feeder jams, skews, or picks up multiple sheets of paper.

- Check to see if there are areas on the page that might have had staples removed. This can cause jams and/or mispicks.
- The original might have something on it, such as staples or self-adhesive notes that must be removed.
- Check that all rollers are in place and correctly installed.
- Make sure that the top document-feeder cover is closed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight and the guides are against the paper stack.
- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray, and remove pages from the output bin.
- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.
- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.

Paper does not feed automatically

Review the following information when the paper does not feed automatically.

Table 7-49 Paper does not feed automatically

Cause	Solution
Manual feed is selected in the software program.	Load Tray 1 with paper, or, if the paper is loaded, press the OK button.
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper into the input tray.
Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the rear and width paper guides are touching the paper.

Image-quality troubleshooting

Learn about image-quality troubleshooting.

Use the information in this topic to troubleshoot and resolve image-quality (what you see on the final printed page) problems including copy-quality, print-quality, and color problems (color printers only).

Various printer hardware problems can cause image-quality defects. This topic is a guide to the steps used to isolate the specific areas of the printer that are causing image-quality defects on the printed page, and to provide solutions to resolve those image-quality defects.

Image-quality problems are defined as:

- **Print-quality (PQ) problems:** PQ problems are associated with the print engine (printer base) of an MFP printer (single function non MFP image-quality problems are always PQ defects). PQ defects appear on pages that are **printed** by the print engine and not fed through an integrated scanner assembly (ISA).
- **Copy-quality (CQ) problems:** CQ problems are associated with the integrated-scanner assembly (ISA) portion of an MFP printer. CQ defects appear on pages that are **copied** using the document feeder or flatbed glass.

If the print defect is already known to be a PQ or CQ problem, skip to the appropriate troubleshooting topic listed below. Otherwise, follow the steps in the next section below to get started troubleshooting image-quality problems.

- **Print-quality (PQ) problems:** See [Print-quality troubleshooting on page 467](#).
- **Copy-quality (CQ) problems:** See [Copy-quality troubleshooting on page 483](#).

Get started troubleshooting image-quality problems

Print a demonstration page to identify the defect as a PQ (print engine) or CQ (ISA) problem.

 **NOTE:** If the image defect appears on the printed demonstration page, the issue is a print-quality (PQ) problem (associated with the print engine and not the document feeder or flatbed glass) and not a CQ problem.

Make sure that the demonstration page is printed on **plain paper**.

Enterprise printers

1. Select **Reports > Other pages**.
2. Select [Demonstration Page](#).

Pro printers


1. At the printer, scroll to or select [Setup](#).
2. Go to [Reports](#), and then select [Demonstration Page](#).

Does the demonstration page show any image-quality defects?

- **Yes:** If defects appear on the printed demonstration page the issue is PQ related. See [Print-quality troubleshooting on page 467](#).
- **No:** If defects does not appear on the printed demonstration page the issue is CQ related. See [Copy-quality troubleshooting on page 483](#).

Print-quality troubleshooting

Learn about the print-quality troubleshooting.

 **NOTE:** Print-quality (PQ) problems are associated with the print engine (printer base) of an MFP printer (single function non MFP image-quality problems are always PQ defects). PQ defects appear on pages that are **printed** by the print engine and not feed through an integrated scanner assembly (ISA).


Repetitive image defect ruler

Review the following information about a repetitive image defect ruler.

When troubleshooting the source of some print image defects, one solution is to identify if it is a repetitive defect (does the print quality defect appear multiple times on the printed page?). If this is the case, use a ruler to measure occurrences of repetitive image defects to help solve image-quality problems. For more information, see Using a ruler to measure between repetitive defects.

Use a ruler to measure occurrences of repetitive image defects to help solve image-quality problems. Place the ruler next to the first occurrence of the defect on the page. Find the distance between identical defects and use the table below to identify the component that is causing the defect.

 **CAUTION:** Do not use solvents or oils to clean rollers. Instead, rub the roller with a lint-free cloth. If dirt is difficult to remove, rub the roller with a lint-free cloth that has been dampened with water.

 **NOTE:** The primary charging roller, photosensitive drum, and developer roller cannot be cleaned because they are internal assemblies in the toner cartridge or imaging drum. If one of these assemblies is causing the defect, replace the toner cartridge.

The primary fuser sleeve unit or pressure roller cannot be cleaned because they are internal assemblies in the fuser. If one of these assemblies is causing the defect, replace the fuse


 **TIP:** To make a printer specific repetitive defect ruler, use a metric ruler to transfer the measurements in the table below to a transparency or the edge of a piece of paper—clearly label each ruler mark with the associated defective assembly.

Table 7-50 Repetitive defects

Assembly	Distance between defects
Primary charging roller	26.7 mm (1.1 in)
Face down roller	28.3 mm (1.1 in)
Fuser output roller	34.6 mm (1.4 in)
Developer roller	44.1 mm (1.7 in)
Transfer roller	44.6 mm (1.8 in)
Registration roller	48 mm (1.9 in)
Tray 2 pickup roller	50 mm (2.0 in)
Tray 2 retard roller	
Tray 2 feed roller	
Fuser sleeve	75.4 mm (3.0 in)

Table 7-50 Repetitive defects (continued)

Assembly	Distance between defects
Pressure roller	78.5 mm (3.1 in)
Photosensitive drum	92.4 mm (3.6 in)

Print from a different software program

Try printing from a different software program.

If the page prints correctly, the problem is with the software program from which you were printing.


Check the paper-type setting for the print job

Check the paper type setting when printing from a software program and the printed pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or small areas of missing toner.

Check the paper type setting on the control panel


Check the paper type setting on the printer control panel, and change the setting as needed.

1. Open and close the paper tray.
2. Follow the control panel prompts to confirm or modify the paper type and size settings for the tray.
3. Make sure the paper loaded meets specifications.
4. Adjust the humidity and resistance setting on the control panel to match the environment.
 - a. Open the following menus:
 1. [Settings](#)
 2. [Copy/Print](#)
 3. [Print quality](#)
 4. [Adjust paper type](#)
 - b. Select the paper type that matches the type loaded in the tray.
 - c. Use the arrows to increase or decrease the humidity and resistance setting.
5. Make sure the driver settings match the control panel settings.

 **NOTE:** The print driver settings will override any control panel settings.

Check the paper type setting (Windows)

Check the paper type setting for Windows, and change the setting as needed.

 **NOTE:** The print driver settings will override any control panel settings.

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper Type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper.
7. Select the option for the type of paper you are using, and click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Check the paper type setting (macOS)

Check the paper type setting for macOS, and change the setting as needed.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. Click **Show Details** or **Copies & Pages**.
4. Open the menus drop-down list, and then click the **Paper/Quality** menu.
5. Select a type from the **Media Type** drop-down list.
6. Click the **Print** button.

Check toner-cartridge status

Follow these steps to check the estimated life remaining in the toner cartridges and if applicable, the status of other replaceable maintenance parts.

Step one: Print the Supplies Status Page

The supplies status page indicates the cartridge status.

1. From the Home screen on the printer control panel, select the **Reports** menu.
2. Select the **Configuration/Status Pages** menu.
3. Select **Supplies Status Page**, and then select **Print** to print the page.

Step two: Check supplies status

Check the supplies status report as follows.

1. Look at the supplies status report to check the percent of life remaining for the toner cartridges and, if applicable, the status of other replaceable maintenance parts.

Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The supplies status page indicates when a supply level is very low. After an HP supply has reached the very low threshold, HP's premium protection warranty on that supply has ended.

The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement available to install when print quality is no longer acceptable.

If you determine that you need to replace a toner cartridge or other replaceable maintenance parts, the supplies status page lists the genuine HP part numbers.

2. Check to see if you are using a genuine HP cartridge.

A genuine HP toner cartridge has the word "HP" on it, or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/learnaboutesupplies.

Print a cleaning page


Learn how to print a cleaning page.

Print a cleaning page from a non-touchscreen control panel

1. From the **Home** screen on the printer control panel, use the arrow keys to navigate to **Support Tools**, and then press the **OK** button.
2. Use the arrow buttons to scroll to **Maintenance**, and then press the **OK** button.
3. Use the arrow buttons to scroll to **Calibration/Cleaning**, and then press the **OK** button.
4. Use the arrow buttons to scroll to **Cleaning page**, and then press the **OK** button.

 **TIP:** Use this screen to set up automatic cleaning page intervals if desired.

5. Use the arrow buttons to scroll to **Print** (at the bottom of the control-panel display), and then press the **OK** button to print the cleaning page.

 **NOTE:** A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Print a cleaning page 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:
 - [Maintenance](#)
 - [Calibration/Cleaning](#)
3. Touch [Cleaning Page](#), and then touch the [Print](#) button to print the cleaning page.



NOTE: A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.



TIP: Use this screen to set up automatic cleaning page intervals if desired.

Check paper and the printing environment

Use the following information to check the paper selection and the printing environment.

Step one: Use paper that meets HP specifications

Some print-quality problems arise from using paper that does not meet HP specifications.

- Always use a paper type and weight that this printer supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

The environment can directly affect print quality and is a common cause of print-quality or paper-feeding issues. Try the following solutions:

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.
- Do not place the printer in a confined space, such as a cabinet.
- Place the printer on a sturdy, level surface.
- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.
- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Step three: Set the individual tray alignment

Follow these steps when text or images are not centered or aligned correctly on the printed page when printing from specific trays.

1. From the Home screen on the printer control panel, select the [Settings](#) menu.
2. Select the following menus:
 - a. [Copy/Print](#) or [Print](#)
 - b. [Print Quality](#)
 - c. [Image Registration](#)
3. Select [Tray](#), and then select the tray to adjust.
4. Select [Print Test Page](#), and then follow the instructions on the printed pages.

5. Select [Print Test Page](#) again to verify the results, and then make further adjustments if necessary.
6. Select [Done](#) to save the new settings.

Try a different print driver

Try a different print driver when printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

Download any of the following drivers from the HP Web site: www.hp.com/support/ljM607 or www.hp.com/support/ljM608 or www.hp.com/support/ljM609 or www.hp.com/support/ljM610 or www.hp.com/support/ljM611 or www.hp.com/support/ljM612 or www.hp.com/support/ljE60055 or www.hp.com/support/ljE60065 or www.hp.com/support/ljE60075 or www.hp.com/support/ljE60155 or www.hp.com/support/ljE60165 or www.hp.com/support/ljE60175 or www.hp.com/support/ljM631MFP or www.hp.com/support/ljM632MFP or www.hp.com/support/ljM633MFP or www.hp.com/support/ljM634MFP or www.hp.com/support/ljM635MFP or www.hp.com/support/ljM636MFP or www.hp.com/support/ljE62555MFP or www.hp.com/support/ljE62565MFP or www.hp.com/support/ljE62575MFP or www.hp.com/support/ljE62655MFP or www.hp.com/support/ljE62675MFP.

Table 7-51 Print drivers

Driver	Description
HP PCL.6 driver	If available, this printer-specific print driver supports older operating systems like Windows XP and Windows Vista. For a list of supported operating systems, go to www.hp.com/go/support .
HP PCL 6 driver	This printer-specific print driver supports Windows 7 and newer operating systems that support version 3 drivers. For a list of supported operating systems, go to www.hp.com/go/support .
HP PCL-6 driver	This product-specific print driver supports Windows 8 and newer operating systems that support version 4 drivers. For a list of supported operating systems, go to www.hp.com/go/support .
HP UPD PS driver	<ul style="list-style-type: none"> • Recommended for printing with Adobe software programs or with other highly graphics-intensive software programs • Provides support for printing from Postscript emulation needs, or for Postscript flash font support
HP UPD PCL 6	<ul style="list-style-type: none"> • Recommended for printing in all Windows environments • Provides the overall best speed, print quality, and printer feature support for most users • Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments • Might not be fully compatible with third-party and custom software programs that are based on PCL 5

Troubleshoot image defects

Review examples of image defects and steps to resolve these defects.

Table 7-52 Image defects table quick reference






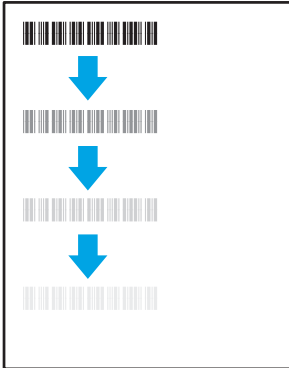

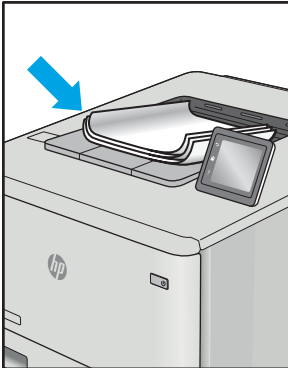
Sample	Description	Possible solutions
Table 7-59 Light print on page 480 	Table 7-57 Gray background or dark print on page 479 	Table 7-55 Blank page — No print on page 477 
Table 7-54 Black page on page 477 	Table 7-53 Banding defects on page 476 	Table 7-61 Streak defects on page 482 
Table 7-56 Fixing/fuser defects on page 478 	Table 7-58 Image placement defects on page 479 	Table 7-60 Output defects on page 481 

Image defects, no matter the cause, can often be resolved using the same steps. Use the following steps as a starting point for solving image defect issues.

1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.
2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.
3. Make sure that the driver and tray print mode settings match the media that is loaded in the tray. Try using a different ream of media or a different tray. Try using a different print mode.
4. Make sure that the printer is within the supported operating temperature/humidity range.
5. Make sure that the paper type, size, and weight are supported by the printer. See support.hp.com for a list of the supported paper sizes and types for the printer.



NOTE: The term “fusing” refers to the part of the printing process where toner is affixed to paper.

The following examples depict letter-size paper that has passed through the printer short edge first.

Table 7-53 Banding defects

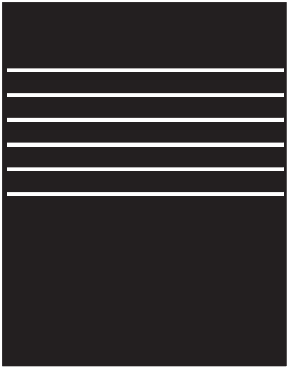
Sample	Description	Possible solutions
	<p>Dark or light lines which repeat down the length of the page, and are wide-pitch and/or impulse bands. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content.</p>	<ol style="list-style-type: none"> 1. Reprint the document. 2. Try printing from another tray. 3. Replace the cartridge. 4. Use a different paper type. 5. Enterprise models only: From the Home screen on the printer control panel, go to the Adjust Paper Types menu, and then choose a print mode that is designed for a slightly heavier media than what you are using. This slows the print speed and might improve the print quality. 6. If the issue persists, go to support.hp.com.

Table 7-54 Black page


Sample	Description	Possible solutions
	The entire printed page is black.	<ol style="list-style-type: none">1. Visually inspect the cartridge to check for damage.2. Make sure that the cartridge is installed correctly.3. Replace the cartridge.4. If the issue persists, go to support.hp.com.

Table 7-55 Blank page — No print

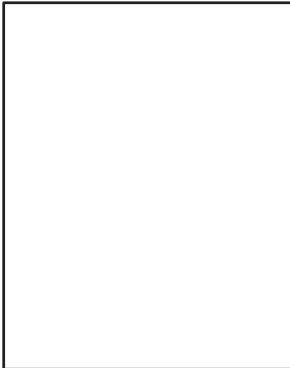
Sample	Description	Possible solutions
	The page is completely blank and contains no printed content.	<ol style="list-style-type: none">1. Make sure that the cartridges are genuine HP cartridges.2. Make sure that the cartridge is installed correctly.3. Print with a different cartridge.4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type.5. If the issue persists, go to support.hp.com.

Table 7-56 Fixing/fuser defects

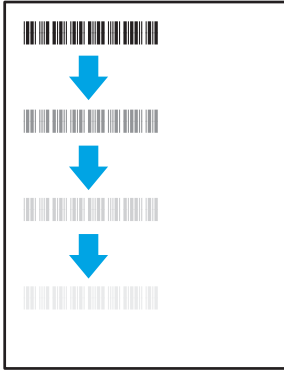
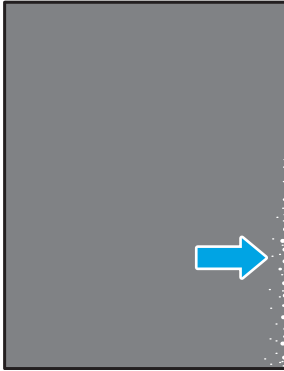
Sample	Description	Possible solutions
 <p>The image shows a vertical sequence of four identical barcodes. Each subsequent barcode is shifted slightly to the right and appears fainter than the one above it. Three blue downward-pointing arrows are placed between the barcodes to indicate the progression of the defect down the page.</p>	<p>Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.</p>	<ol style="list-style-type: none"> 1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 3. If the issue persists, go to support.hp.com.
 <p>The image shows a solid dark grey rectangular area. On the right edge, there is a vertical strip of white speckles and noise. A blue arrow points from the left towards this speckled edge.</p>	<p>Toner rubs off along either edge of the page. This defect is more common at the edges of high-coverage jobs, and on light media types, but can occur anywhere on the page.</p>	<ol style="list-style-type: none"> 1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type. 3. Enterprise models only: From the printer control panel, go to the Edge-to-Edge menu and then select Normal. Reprint the document. 4. Enterprise models only: From the printer control panel, select Auto Include Margins and then reprint the document. 5. If the issue persists, go to support.hp.com.

Table 7-57 Gray background or dark print


Sample	Description	Possible solutions
	<p>The image or text is darker than expected and/or the background is gray.</p>	<ol style="list-style-type: none"> 1. Make sure that the paper in the trays has not already been run through the printer. 2. Use a different paper type. 3. Reprint the document. 4. Mono models only: From the Home screen on the printer control panel, go to the Adjust Toner Density menu, and then adjust the toner density to a lower level. 5. Make sure that the printer is within the supported operating temperature and humidity range. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 7-58 Image placement defects


Sample	Description	Possible solutions
	<p>The image is not centered, or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path.</p>	<ol style="list-style-type: none"> 1. Reprint the document. 2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides. 3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray. 4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray. 5. If the issue persists, go to support.hp.com.

Table 7-59 Light print


Sample	Description	Possible solutions
	The printed content is light or faded on the entire page.	<ol style="list-style-type: none"><li data-bbox="1059 289 1299 317">1. Reprint the document.<li data-bbox="1059 342 1437 499">2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see <i>Replace the toner cartridges</i>.<li data-bbox="1059 525 1437 632">3. Mono models only: Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver.<li data-bbox="1059 657 1366 705">4. Make sure that the cartridge is installed correctly.<li data-bbox="1059 730 1437 779">5. Print a Supplies Status Page and check the life and usage of the cartridge.<li data-bbox="1059 804 1294 831">6. Replace the cartridge.<li data-bbox="1059 856 1326 905">7. If the issue persists, go to support.hp.com.

Table 7-60 Output defects


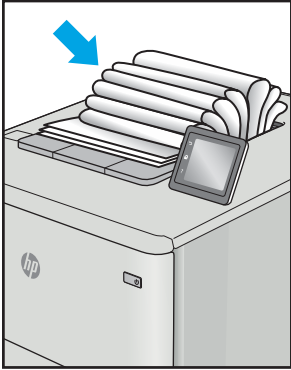

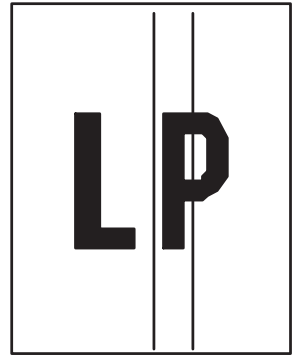
Sample	Description	Possible solutions
	<p>Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible:</p> <ul style="list-style-type: none"> • Positive curl: The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages. • Negative curl: The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages. 	<ol style="list-style-type: none"> 1. Reprint the document. 2. Positive curl: From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing. Negative curl: From the printer control panel, select a lighter paper type. The lighter paper type creates a lower temperature for printing. Try storing the paper in a dry environment prior to use, or use freshly opened paper. 3. Print in duplex mode. 4. If the issue persists, go to support.hp.com.
	<p>The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect:</p> <ul style="list-style-type: none"> • Extreme paper curl • The paper in the tray is wrinkled or deformed • The paper is a non-standard paper type, such as envelopes • The output tray is too full 	<ol style="list-style-type: none"> 1. Reprint the document. 2. Extend the output bin extension. 3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl." 4. Use a different paper type. 5. Use freshly opened paper. 6. Remove the paper from the output tray before the tray gets too full. 7. If the issue persists, go to support.hp.com.

Table 7-61 Streak defects

Sample	Description	Possible solutions
	<p>Light vertical streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content.</p>	<ol style="list-style-type: none"> 1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see <i>Replace the toner cartridges</i>. 3. If the issue persists, go to support.hp.com. <p>NOTE: Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels.</p>
	<p>Dark vertical lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content.</p>	<ol style="list-style-type: none"> 1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see <i>Replace the toner cartridges</i>. 3. Print a cleaning page. 4. Check the toner level in the cartridge. 5. If the issue persists, go to support.hp.com.


Copy-quality troubleshooting

Learn about copy-quality troubleshooting.

 **NOTE:** Copy-quality (CQ) problems are associated with the integrated-scanner assembly (ISA) portion of an MFP printer. CQ defects appear on pages that are **copied** using the document feeder or flatbed glass.

Identify the location and type of the CQ problem

Resolving CQ problems involves isolating the defect to the document feeder or flatbed glass. Comparing printed output between the document feeder and the flatbed glass might determine the ISA location that is causing the CQ defect.

 **NOTE:** If a CQ defect appears on printed output from both the document feeder **and** the flatbed glass, carefully inspect the original source for a print-quality (PQ) problem.

Document feeder isolation test

1. Mark a printed page in a way that clearly identifies it as the source document used in this isolation procedure.
2. Place the source page in the document feeder, and then make a copy.
3. Mark the copied output page to clearly identify it as output from the document feeder.
4. Compare the original and copied pages. Defects appearing on the copied page are caused by a problem in the document feeder.

Flatbed isolation test

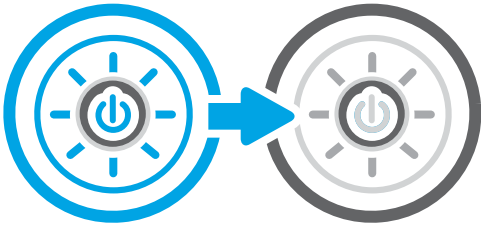
1. Mark a printed page in a way that clearly identifies it as the source document used in this isolation procedure.
2. Place the source page on the flatbed glass, and then make a copy.
3. Mark the copied output page to clearly identify it as output from the flatbed.
4. Compare the original and copied pages. Defects appearing on the copied page are caused by a problem in the flatbed.

Check the scanner glass for dirt and smudges

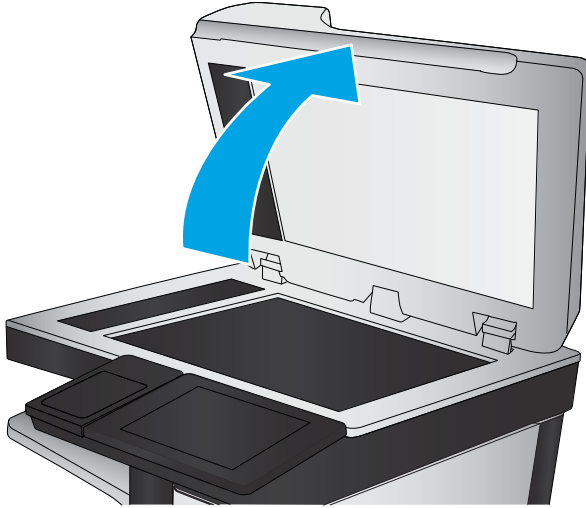
Learn about solving copy-quality debris problems.

Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

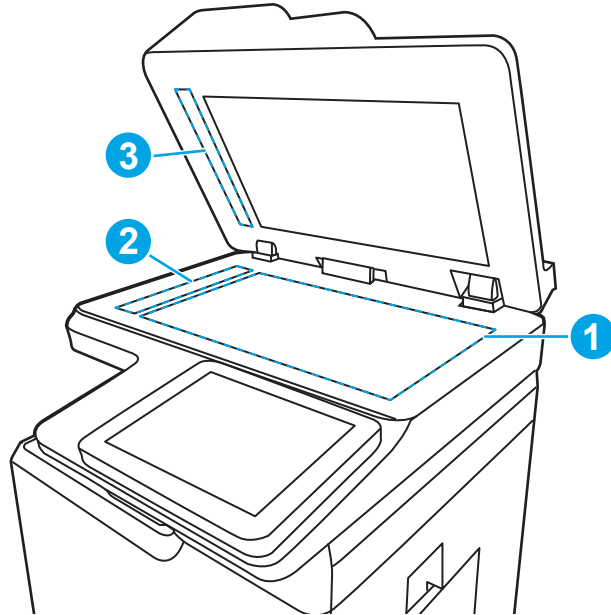
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.



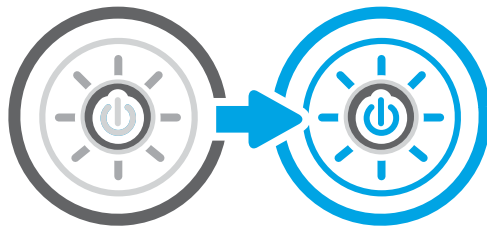
3. Clean the scanner glass (callout 1) and the document feeder strips (callout 2, callout 3) with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.



⚠ CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

📝 NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the power button to turn the printer on.



Vertical lines, bands, or streaks

Learn about vertical lines, bands, or streaks copy-quality problems.

Vertical lines or streaks appear on copies and/or scans in the same direction that the paper feeds when copying and/or scanning from the document feeder. Lines or streaks might be visible on the front and/or the back side of the page. Copies and/or scans from the flatbed glass look normal. Printouts also look normal.

The line or streak might be black or in color, and can also be present on fax or digital send output (for example, when using [Scan to folder](#) or [Scan to email](#) features).



NOTE: HP has determined that **99%** of all lines and streaks on copies made by feeding the original documents through the document feeder are caused by **debris on the document feeder glass strip**. Even small specks can cause the light reflected off the original to be distorted, resulting in a line, streak, or smudge on copies or scans made from the document feeder.

Even if the document feeder glass strip and/or flatbed glass has been wiped clean, the defect might persist. Persistent vertical lines, bands, or streaks when copying from the document feeder might mean that the debris causing the print quality are not readily visible and cannot be removed with a quick cleaning.

Use the procedures below to resolve persistent lines, bands, or streak copy-quality (CQ) problems.

Locate debris and thoroughly clean the document feeder glass

1. Place a blank sheet of paper in the document feeder and mark an **X** in the lower right corner as shown.

Figure 7-126 Load the document feeder



2. Press the **Start** button to make a copy of the blank page.
3. Place the copied paper face-up on the flatbed glass with the **X** located as shown.



NOTE: Make sure the upper left corner of the copy is aligned with the upper left corner of the flatbed glass.

Figure 7-127 Place the copy on the flatbed



4. Follow the line or streak on the paper to the area on the document feeder glass that is causing the CQ problem.

Figure 7-128 Identify the CQ defect location



5. Use a fingernail to loosen any stubborn debris.

⚠ WARNING! Use only a fingernail. Other objects can scratch the document feeder glass.

Clean this specific area again (with a lint-free cloth dampened with water), and then dry the glass with a soft, lint-free cloth.

Figure 7-129 Clean the glass



6. Make another copy or scan to determine if the defect is gone.

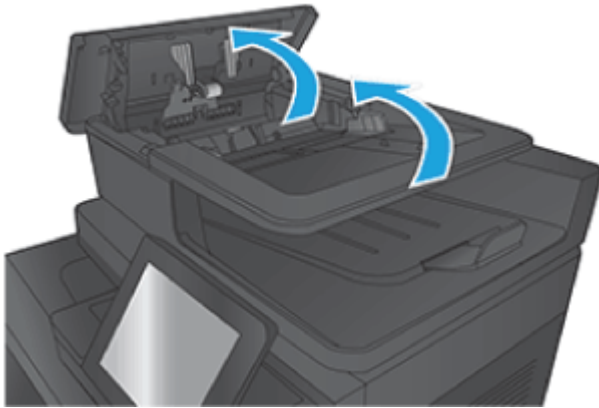
Clean the duplex scanner glass (model specific)

📝 NOTE: Not all MFP printers use a background selector for duplex printing.

If a *Side 2 Background Selector* cannot be located for the printer (it might not include one) skip this procedure.

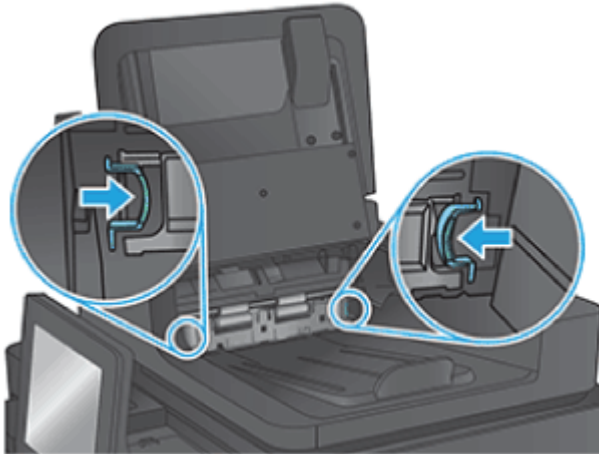
1. Release the latch and open the document feeder jam-access door.

Figure 7-130 Open the jam-access door



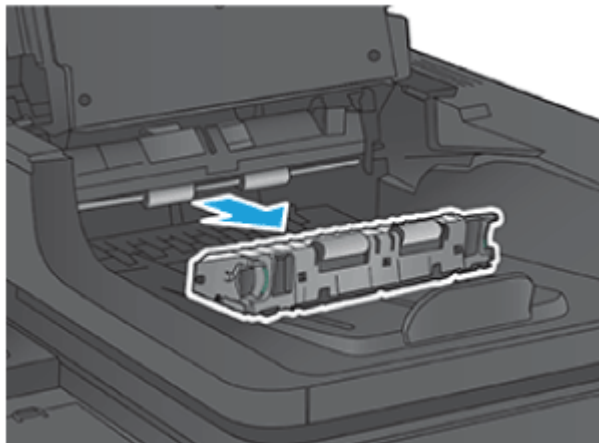
2. Unlock the Side 2 Background Selector by pressing and holding both green tabs inward towards each other.

Figure 7-131 Release the Side 2 Background Selector



3. While holding the green tabs, pull out and remove the Side 2 Background Selector.

Figure 7-132 Remove the Side 2 Background Selector



4. Rotate the top to reveal the white and black backside reflector (circled in blue).


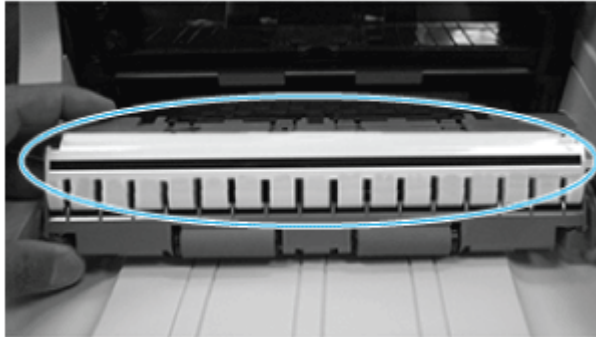
 **NOTE:** If the white and black areas do not come clean, try again using isopropyl alcohol, and then wipe the surface thoroughly with a damp cloth to remove any residual alcohol. Dry the area with a soft, dry cloth to prevent spotting.


Figure 7-133 Locate the backside reflector



5. With the background selector removed from the document feeder, clean the inside of the scan module.
6. In the back area from where the background selector was removed, locate the Side 2 Scan Module glass found under the top area.

 **NOTE:** The glass surface of the Side 2 Scan module sits horizontally flat and might not be easily viewable.

7. Use a soft, lint-free cloth moistened with water and apply pressure upwards behind the rollers to clean the Side 2 Scan Module Glass, making sure to that the entire width of the glass is cleaned from left to right.

 **NOTE:** If needed, lens cleaner or non-abrasive glass cleaner can be applied to the cloth before cleaning the glass. Spray only onto the cloth and not directly onto the glass or device. Do not spray water or glass cleaner on the glass as it can seep under it and possibly damage the printer. Do not use abrasives, acetone, benzene, ethyl alcohol, or carbon tetrachloride on the glass; these can damage it and/or leave residue on the glass resulting in degraded copy/scan quality.

8. Reverse the removal steps to reinstall the Side 2 Background Selector.
9. Make another copy or scan to determine if the defect is gone.

Modify printer settings to improve scan or copy quality

Learn about printer settings to improve scan or copy quality.

Optimize printer settings to potentially improve scan or copy quality.

 **IMPORTANT:** The printer settings described in this section are firmware dependent and might not be available for a specific printer (for example, color adjustment settings do not apply to mono printers).

Image Adjustment settings

 **NOTE:** [Settings](#) > [Print \(SFP\)](#) or [Copy/Print \(MFP\)](#) > [Image Adjustment](#) > [Background Cleanup](#).

Use the sliders to perform a [Background Cleanup](#), adjust the image [Darkness](#) as well as changing the [Sharpness](#) and [Contrast](#).

Use this feature to improve the overall quality of the copy (for example, adjusting the [Darkness](#) and [Sharpness](#)). Use the [Background Cleanup](#) setting to remove faint images from the background or to remove a light background color.

- [Darkness](#): Adjust this setting to increase or decrease the amount of white and black in the colors.
- [Contrast](#): Adjust this setting to increase or decrease the difference between the lightest and darkest color on the page.
- [Background Cleanup](#): Adjust this setting if copying a faint image is a problem.
- [Sharpness](#): Adjust this setting to clarify or soften the image. Increasing the sharpness might make text appear crisper, but decreasing it would make photographs appear smoother.

Optimize Text/Picture settings



NOTE: [Settings](#) > [Scan/Digital Send Settings](#) > [Optimize Text/Picture](#).

Use to optimize the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture.

Use this setting to optimize the output for a particular type of content.

- [Mixed](#): Use to optimize the setting for text and for pictures.
- [Text](#): Use to optimize the text portion of the copy when text and/or pictures are on the original.
- [Printed picture](#): Use to optimize line drawing and preprinted images such as magazine clippings or pages from a book. If you see bands of irregular intensity on copies, try selecting [Printed picture](#) to improve quality.
- [Photographs](#): Use to optimize photographic prints.

Color/Black settings



NOTE: [Settings](#) > [Scan/Digital Send Settings](#) > [Color/Black](#).

Use to enable or disable color scanning.(some highlighters will not auto detect as color).

- [Automatically detect color or black](#): When pages without color are detected, the printer creates an image of the page in 1-bit black if other settings allow. If the other settings don't allow (File Type, for example), the image is in grayscale.
- [Automatically detect color or gray](#): When pages without color are detected, the printer creates an image of the page in grayscale. Select this option for the best image quality for non-color pages.
- [Color](#): Scans the documents in color.
- [Black](#): Scans documents in black and white with a compressed file size.
- [Black/Gray](#): Scans or prints documents in grayscale.

Light or faint copies (color models)

Learn how to resolve light or faint copy-quality problems.

Are you attempting to copy or scan highlighted text?



NOTE: When digitally sending or copying highlighted images or text objects, the image might appear lighter than expected or does not show up at all with certain brands/types of highlighter pens.

Highlighters come in bright, often fluorescent colors. Fluorescent highlighter inks tend to reflect more light than that which is absorbed by the paper source. This reflection might cause the image to not show up as well as non-fluorescent colors depending upon the scanner/MFP being used.

The most common color for highlighters is yellow, but many other colors are also found such as pink, blue, green, orange, and purples. Yellow is often the preferred color to use when making a photocopy as it tends to not produce as much of a shadow on copies or scans.

There are different color and ink properties depending upon the brand of highlighters used. Due to these differences, scanning of the images might vary greatly from not being seen at all to changing colors (for example, orange highlighter might appear brown in the copy or scan or yellow highlighter might appear green).

Automatic color detect

HP has a feature in all FutureSmart (LaserJet Enterprise Series only) printers which automatically detects color on each page. Depending upon the amount of color information on a page, the scanner might determine the page to be black and white due to a very, very small amount of color which might be considered background artifacts. This helps to reduce the file size of sent files as well as toner usage on a copied page. You might see small highlighted marks on pages print out in black and white or even disappear.

The black and white effect is due to the printer not seeing enough color on the page, in which case the whole image is rendered as a black and white page. The highlighted mark disappearing might be due to the marker characteristics not being detected by the scanner.

Does the printer have the latest firmware version installed?

A Firmware enhancement has been introduced for certain LaserJets to help with the reproduction of highlighted images.



NOTE: Some Multifunction Printers (MFPs) using FutureSmart firmware v3.5.3 or later have improved color reproduction of fluorescent highlighters when scanning or copying.

No or I don't know

Use the following steps to identify the installed firmware version, and then upgrade the firmware if needed.

1. Print a configuration page (from the printer control panel).
2. On the printed configuration page look in the section marked **Device Information**, and then identify the **Firmware Datecode** and **Firmware Revision**.

This is the current version of firmware installed on this printer.

3. In the US, go to www.hp.com/support/ljM607 or www.hp.com/support/ljM608 or www.hp.com/support/ljM609 or www.hp.com/support/ljM610 or www.hp.com/support/ljM611 or www.hp.com/support/ljM612 or www.hp.com/support/ljE60055 or www.hp.com/support/ljE60065 or www.hp.com/support/ljE60075 or www.hp.com/support/ljE60155 or www.hp.com/support/ljE60165 or www.hp.com/support/ljE60175 or www.hp.com/support/ljM631MFP or www.hp.com/support/ljM632MFP or www.hp.com/support/ljM633MFP or www.hp.com/support/ljM634MFP or www.hp.com/support/ljM635MFP or www.hp.com/support/ljM636MFP or www.hp.com/support/ljE62555MFP or www.hp.com/support/ljE62565MFP or www.hp.com/support/ljE62575MFP or www.hp.com/support/ljE62655MFP or www.hp.com/support/ljE62665MFP or www.hp.com/support/ljE62675MFP.

- a. Select **Get drivers, Software, and Firmware**, and then select the appropriate product by name.



NOTE: More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.

- b. Select the driver language and operating system.
- c. Locate the firmware download. If the firmware version is more recent than the one shown on the printed configuration page, select **Download**.

4. Outside the U.S., go to www.hp.com/support.

- a. Select your country/region.
- b. Select **Drivers & Downloads**.
- c. Enter the product name in the **Find my product** dialogue box, and then select **Go**.



TIP: Click on the **How do I find my product name/number?** link to see a short video on identifying the printer name and number.

- d. Select the appropriate product by name.



NOTE: More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.

- e. Select the driver language and operating system.
 - f. Locate the firmware download. If the firmware version is more recent than the one shown on the printed configuration page, select **Download**.
5. Perform a firmware upgrade. See the *Firmware upgrades* topic in the product service manual.
6. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

Yes

These procedures help provide settings which affect the way highlighters are scanned or copied. A firmware enhancement is available for certain printers that helps with the reproduction of highlighted images.

- **Enable Firmware Enhancement**

1. From the Home screen, select the desired scanning application (for example, [Copy](#), [E-Mail](#), [Save to Network Folder](#)).
2. Select [More Options](#) > [Optimize Text/Picture](#) > [Text](#) button (not slider). This enables the improved color reproduction of fluorescent highlighters.



TIP: Administrators can set Text as the default setting on the device.

- **Alternative Settings**

See [Modify printer settings to improve scan or copy quality on page 489](#) for more information.

Printer specific image defects

Learn about image-quality printer specific troubleshooting.

 **NOTE:** The image defects described in this topic are defects that occurred during development and that could not be fully eliminated. Customers might observe these defects.

18 mm leading edge blur

Learn about the leading edge blur image-quality defect.

Figure 7-134 18 mm leading edge blur



Description of the defect

A dark and usually sharp band occurring 18 mm from the leading edge. This impulse band is caused by the leading edge of the media impacting the OPC and causing a disturbance on the developer.

Conditions that can cause the defect

This defect occurs in fill areas where the leading edge of the media does not follow the correct path into the transfer nip. This does not occur in text regions.

Solutions for the defect

- Resend the job.
- If the defect is persistent, try printing in Quiet Mode (1/2 speed) which, because of the slower process speed, allows the media to enter the transfer nip more reliably and with less impact force.

At the printer control panel open the following menus: **Settings** ► **General** ► **Quiet Mode** ► **On**.

Parts related to the defect

 **NOTE:** The following item(s) might need to be repaired or replaced to prevent this defect from occurring.

- Media
- Paper path

25 mm leading edge blur

Learn about the leading edge blur image-quality defect.

Figure 7-135 25 mm leading edge blur



Description of the defect

A dark and usually sharp band occurring 25 mm from the leading edge. This impulse band is a developer blur caused by the trailing edge of the media exiting the registration rollers.

Conditions that can cause the defect

This defect occurs in fill areas. This does not occur in text regions.

Solutions for the defect

- Resend the job.
- If the defect is persistent, try printing in Quiet Mode (1/2 speed) which, because of the slower process speed, allows the media to enter the transfer nip more reliably and with less impact force.

At the printer control panel open the following menus: **Settings** ► **General** ► **Quiet Mode** ► **On**.

Parts related to the defect

 **NOTE:** The following item(s) might need to be repaired or replaced to prevent this defect from occurring.

- Media
- Paper path

44 mm (44.1 mm) wide pitch banding

Learn about the wide pitch banding image-quality defect.

Figure 7-136 44 mm (44.1 mm) wide pitch banding



Description of the defect

Soft, gradual bands can be seen over a constant density area. It appears as slight gradients which repeat at approximately 44.1 mm pitch. This phenomenon is a density variation which appears on the PQ due to the gap variation between OPC and developer sleeve. This gap varies due to the part's accuracy of the OPC, developersleeve, and the spacer placed between the OPC and the developer sleeve.

Conditions that can cause the defect

This defect occurs in fill areas. This does not occur in text regions.

Solutions for the defect

- Resend the job.
- If the defect is persistent and more severe than acceptable limit sample, then replace the cartridge.

Parts related to the defect

 **NOTE:** The following item(s) might need to be repaired or replaced to prevent this defect from occurring.

- Toner cartridge

46 mm leading edge blur

Learn about the leading edge blur image-quality defect.

Figure 7-137 46 mm leading edge blur



Description of the defect

A dark and usually sharp band occurring 46 mm from the leading edge. This impulse band is a latent image caused by the leading edge of the media entering the transfer nip.

Conditions that can cause the defect

This defect occurs in fill areas. This does not occur in text regions.

Solutions for the defect

- Resend the job.
- If the defect is persistent, try printing in Quiet Mode (1/2 speed) which, because of the slower process speed, allows the media to enter the transfer nip more reliably and with less impact force.

At the printer control panel open the following menus: **Settings** ► **General** ► **Quiet Mode** ► **On**.

Parts related to the defect

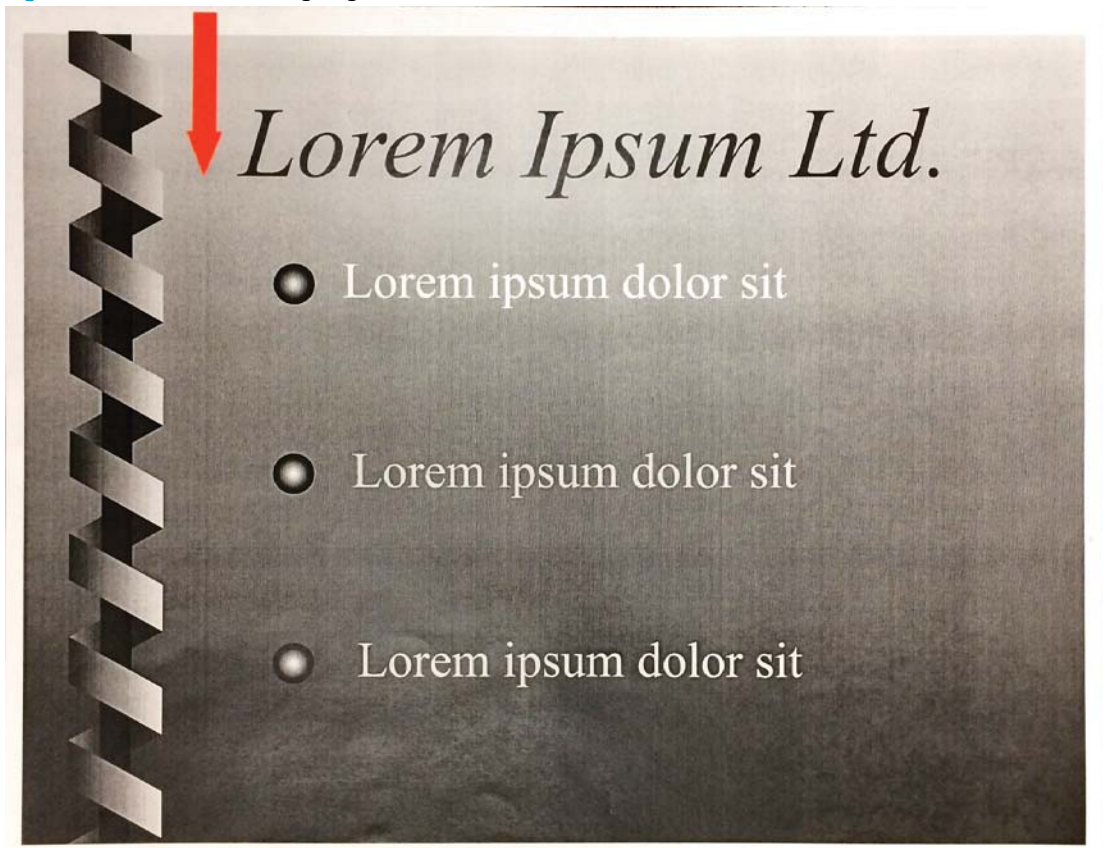
 **NOTE:** The following item(s) might need to be repaired or replaced to prevent this defect from occurring.

- Media
- Paper path

50 mm trailing edge blur

Learn about the trailing edge blur image-quality defect.

Figure 7-138 50 mm trailing edge blur



Description of the defect

A dark and usually sharp band occurring 50 mm from the trailing edge. This impulse band is a transfer blur caused by the trailing edge of the media exiting the registration rollers.

Conditions that can cause the defect

This defect occurs in fill areas. This does not occur in text regions.

Solutions for the defect

- Resend the job.
- If the defect is persistent, try printing in Quiet Mode (1/2 speed) which, because of the slower process speed, allows the media to enter the transfer nip more reliably and with less impact force.

At the printer control panel open the following menus: **Settings ► General ► Quiet Mode ► On**.

Parts related to the defect



NOTE: The following item(s) might need to be repaired or replaced to prevent this defect from occurring.

- Media
- Paper path

75 mm trailing edge blur

Learn about the trailing edge blur image-quality defect.

Figure 7-139 75 mm trailing edge blur



Description of the defect

A dark and usually sharp band occurring 75 mm from the trailing edge. This impulse band is a latent image blur caused by the trailing edge of the media exiting the feed/re-feed roller nip.

Conditions that can cause the defect

This defect occurs in fill areas. This does not occur in text regions.

Solutions for the defect

- Resend the job.
- If the defect is persistent, try printing in Quiet Mode (1/2 speed) which, because of the slower process speed, allows the media to enter the transfer nip more reliably and with less impact force.

At the printer control panel open the following menus: **Settings** ► **General** ► **Quiet Mode** ► **On**.

Parts related to the defect

 **NOTE:** The following item(s) might need to be repaired or replaced to prevent this defect from occurring.

- Media
- Paper path

104 mm trailing edge blur

Learn about the trailing edge blur image-quality defect.

Figure 7-140 104 mm trailing edge blur



Description of the defect

A dark and usually sharp band occurring 104 mm from the trailing edge. This impulse band is a developer blur caused by the input clutch (pick motor clutch) being turned off.

Conditions that can cause the defect

This defect occurs in fill areas. This does not occur in text regions.

Solutions for the defect

- Resend the job.
- If the defect is persistent, try printing in Quiet Mode (1/2 speed) which, because of the slower process speed, allows the media to enter the transfer nip more reliably and with less impact force.

At the printer control panel open the following menus: **Settings** ► **General** ► **Quiet Mode** ► **On**.

Parts related to the defect

 **NOTE:** The following item(s) might need to be repaired or replaced to prevent this defect from occurring.

- Media
- Paper path

111 mm trailing edge blur

Learn about the trailing edge blur image-quality defect.

Figure 7-141 111 mm trailing edge blur



Description of the defect

A dark and usually sharp band occurring 111 mm from the leading edge. This impulse band is a latent image blur caused by the leading edge of the media entering the fuser nip.

Conditions that can cause the defect

This defect occurs in fill areas. This does not occur in text regions.

Solutions for the defect

- Resend the job.
- If the defect is persistent, try printing in Quiet Mode (1/2 speed) which, because of the slower process speed, allows the media to enter the transfer nip more reliably and with less impact force.

At the printer control panel open the following menus: **Settings**►**General**►**Quiet Mode**►**On**.

Parts related to the defect

 **NOTE:** The following item(s) might need to be repaired or replaced to prevent this defect from occurring.

- Media
- Paper path

120 mm trailing edge blue duplex side

Learn about the trailing edge duplex image-quality defect.

Figure 7-142 120 mm trailing edge blue duplex side



Description of the defect

A dark and usually sharp band occurring 120 mm from the trailing leading edge of a duplex page. This impulse band is a developer blur caused by the trailing edge of the media exiting the re-feed roller nip.

Conditions that can cause the defect

This defect occurs in fill areas. This does not occur in text regions.

Solutions for the defect

- Resend the job.
- If the defect is persistent, try printing in Quiet Mode (1/2 speed) which, because of the slower process speed, allows the media to enter the transfer nip more reliably and with less impact force.

At the printer control panel open the following menus: **Settings** ► **General** ► **Quiet Mode** ► **On**.

Parts related to the defect



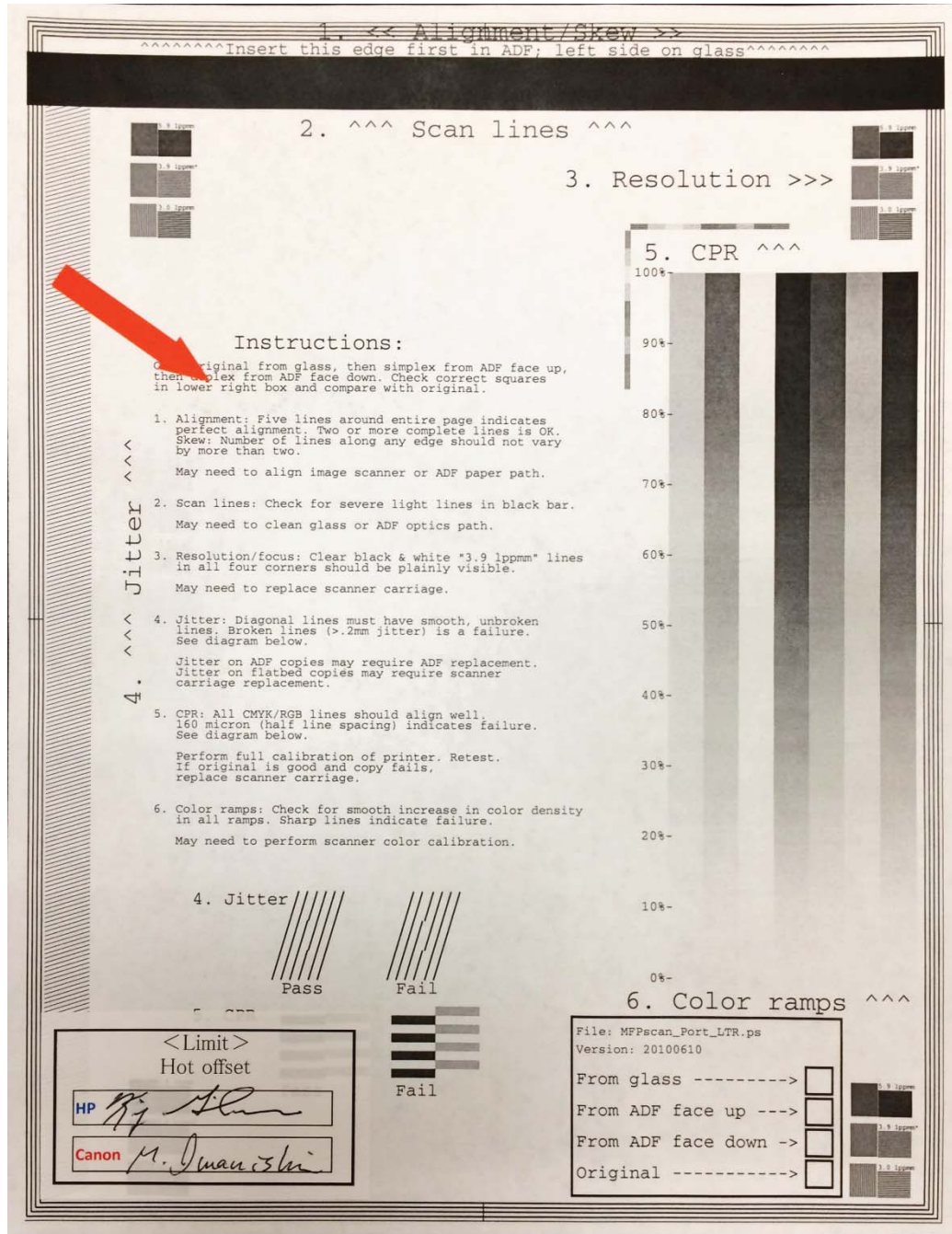
NOTE: The following item(s) might need to be repaired or replaced to prevent this defect from occurring.

- Media
- Paper path

Hot offset

Learn about the hot offset image-quality defect.

Figure 7-143 Hot offset



Description of the defect

Slight offset of the image repeated approximately 75 mm down the page. The fuser is too hot. This issue occurs when the fuser thermistor detection temperature did not follow the target temperature. This issue also occurs when printing large duplex jobs (> 500 duplex pages) where the internal printer and fuser build up excessive heat.

Conditions that can cause the defect

Hot offset might occur if the wrong media type is selected and might occur more commonly if the fuser is late in life.

Solutions for the defect

- Resend the job after letting the fuser cool.
- Resend the job using a lighter fuser mode.
- Update the printer firmware to the latest FutureSmart version.
- If the error persists, replace the fuser.

Parts related to the defect



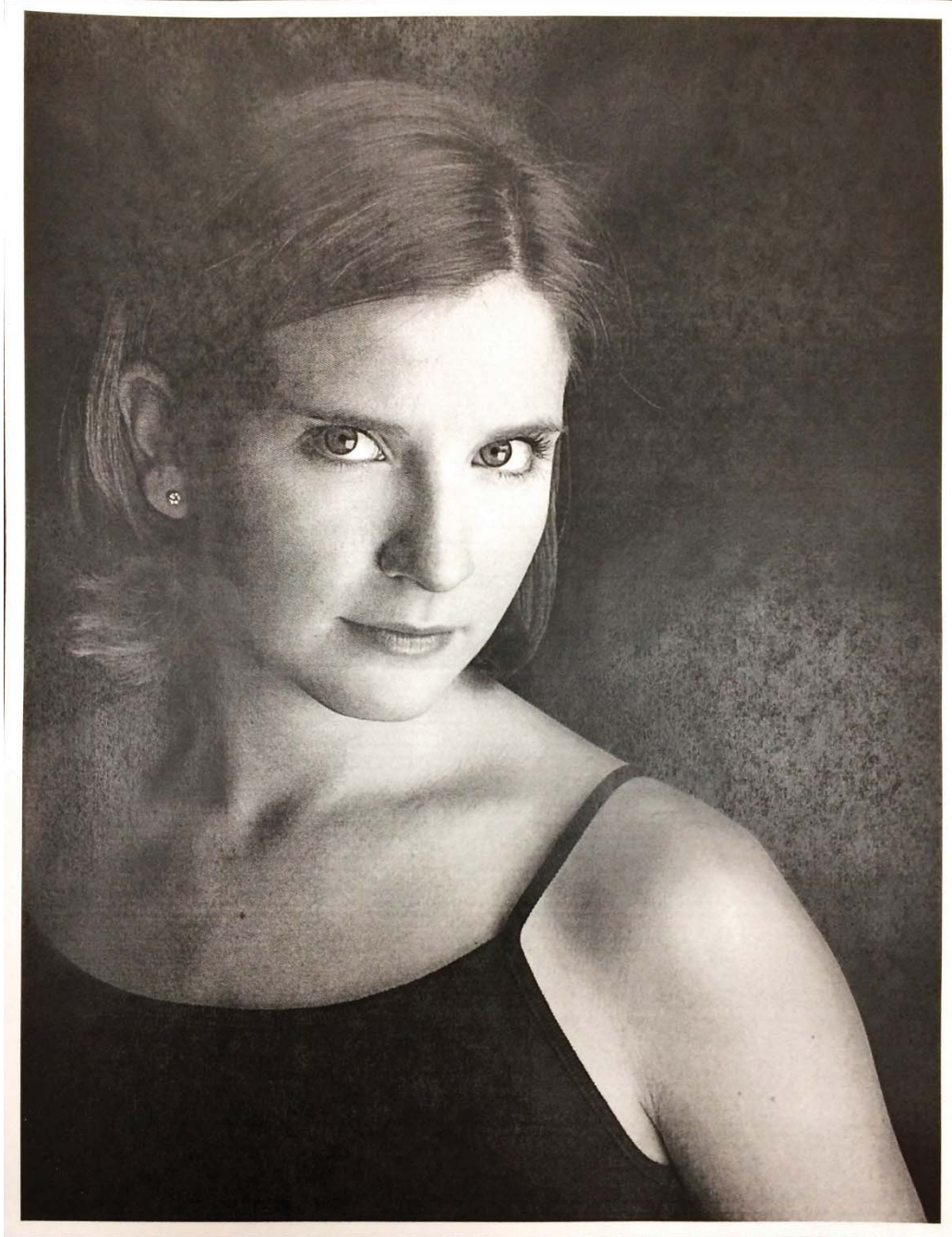
NOTE: The following item(s) might need to be repaired or replaced to prevent this defect from occurring.

- Fuser

Mottle/graininess

Learn about the hot mottle/graininess image-quality defect.

Figure 7-144 Mottle/graininess



Description of the defect

Large areas of fill look blotchy, grainy, non-uniform, or mottled. Graininess/fixing mottle is a phenomenon that occurs by how the toner (dot) is pressed or melted depending on the media roughness. This leads to the density variance or uneven gloss. This defect is caused by inconsistently melted toner. This defect tends to become worse as the printer becomes hot.

Conditions that can cause the defect

- The defect appears in large areas of fill and is more severe in low temperature and humidity environments.
- The defect appears in large areas of fill and becomes worse as the printer temperature become hot.

Solutions for the defect

- Resend the job after letting the printer cool.
- Change the print mode from Full Speed to Quiet Mode (1/2 speed) to improve the issue.
At the printer control panel open the following menus: **Settings ► General ► Quiet Mode ► On.**
- If the error persists, replace the fuser.

Parts related to the defect

 **NOTE:** The following item(s) might need to be repaired or replaced to prevent this defect form occurring.

- Media
- Toner
- Fuser

Performance and connectivity troubleshooting

Learn about performance and connectivity troubleshooting.

Solve fax or email problems

Learn about solving fax and email problems.

Fax or email troubleshooting information is not provided in this service manual. The most current information is available in WISE or HP Channel Services Network (CSN). Search using model number then use "fax troubleshooting" as the search term.

Channel partners, go to HP Channel Services Network (CSN) at <http://www.hp.com/partners/csn>.

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

Americas (AMS)

- [WISE - English](#)
- [WISE - Spanish](#)
- [WISE - Portuguese](#)
- [WISE - French](#)

Asia Pacific / Japan (APJ)


- [WISE - English](#)
- [WISE - Japanese](#)
- [WISE - Korean](#)
- [WISE - Chinese \(simplified\)](#)
- [WISE - Chinese \(traditional\)](#)
- [WISE - Thai](#)

Europe / Middle East / Africa (EMEA)

- [WISE - English](#)

Solve performance problems

Review the following information and procedures to solve performance problems.

 **NOTE:** Tray 1 and Tray 2 are optimal for paper pickup when using special paper or media other than 75-80gsm (20lb) plain paper. For Tray 1 and Tray 2 the printer increases the number of attempts to pick up a page, which increases the reliability of successfully picking the page from the tray and decreases the possibility of a mis-pick jam.

HP recommends using Tray 1 or Tray 2 if the printer is experiencing excessive or reoccurring jams from trays other than Tray 1 and Tray 2, or for print jobs that require media other than 75-80gsm (20lb) plain paper.

Factors affecting print performance

Review the following information about factors affecting print performance.

Table 7-62 Solve performance problems

Problem	Cause	Solution
Pages print but are totally blank.	The document might contain blank pages.	Check the original document to see if content is present on all of the pages.
Pages print but are totally blank.	The printer might be malfunctioning.	To check the printer, print a Configuration page.
Pages print but are totally blank.	Make sure that the printer is not feeding multiple pages (especially if very thin paper is used).	Make sure that the paper meets HP specifications for this printer. For a complete list of specific HP-brand paper that this printer supports, go to www.hp.com/support/ljM607 or www.hp.com/support/ljM608 or www.hp.com/support/ljM609 or www.hp.com/support/ljM610 or www.hp.com/support/ljM611 or www.hp.com/support/ljM612 or www.hp.com/support/ljE60055 or www.hp.com/support/ljE60065 or www.hp.com/support/ljE60075 or www.hp.com/support/ljE60155 or www.hp.com/support/ljE60165 or www.hp.com/support/ljE60175 or www.hp.com/support/ljM631MFP or www.hp.com/support/ljM632MFP or www.hp.com/support/ljM633MFP or www.hp.com/support/ljM634MFP or www.hp.com/support/ljM635MFP or www.hp.com/support/ljM636MFP or www.hp.com/support/ljE62555MFP or www.hp.com/support/ljE62565MFP or www.hp.com/support/ljE62575MFP or www.hp.com/support/ljE62655MFP or www.hp.com/support/ljE62665MFP or www.hp.com/support/ljE62675MFP .
Pages print very slowly.	Heavier paper types can slow the print job.	Print on a different type of paper.

NOTE: Some software programs process print jobs slowly.

Table 7-62 Solve performance problems (continued)

Problem	Cause	Solution
Pages print very slowly. NOTE: Some software programs process print jobs slowly.	Complex pages can print slowly.	Proper fusing might require a slower print speed to ensure the best print quality.
Pages print very slowly. NOTE: Some software programs process print jobs slowly.	Large batches, narrow paper, and special paper such as gloss, transparency, cardstock, and HP Tough Paper can slow the print job.	Print in smaller batches, on a different type of paper, or on a different size of paper.
Pages did not print.	The printer might not be pulling paper correctly.	Make sure paper is loaded in the tray correctly.
Pages did not print.	The paper is jamming in the printer.	Clear the jam.
Pages did not print.	The USB cable might be defective or incorrectly connected.	<ul style="list-style-type: none"> • Disconnect the USB cable at both ends and reconnect it. • Try printing a job that has printed in the past. • Try using a different USB cable.
Pages did not print.	Other devices are running on the host computer.	The printer might not share a USB port. If an external hard drive or network switchbox is connected to the same port as the printer, the other device might be interfering with the printer. To connect and use the printer, disconnect the other device or use two USB ports on the host computer.
Pages did not print.	The print job might not have arrived at the printer.	Check the printer status queue. Also, the Printing message should appear on the control panel display.

Print speeds

Print speed is the number of pages that print in one minute. Print speed depends on different engine-process speeds or operational pauses between printed pages during normal printer operation. Factors that determine the print speed of the printer include the following:

- Page formatting time

The printer must pause for each page to be formatted before it prints. Complex pages take more time to format, resulting in reduced print speed. However, most jobs print at full engine speed.

- Media size

Legal-size media reduces print speed because it is longer than the standard Letter- or A4-size media. A reduce print speed is used when printing on narrow media to prevent the edges of the fuser from overheating.

- Media mode

Some media types require a reduced print speed to achieve maximum print quality on that media. For example, glossy, heavy, and specialty media (for example, envelopes or photos) require a reduced print speed. To maximize the print speed for special media types, make sure that the correct media type in the print driver is selected.

- Printer temperature

To prevent printer damage, print speed is reduced if the printer reaches a specific internal temperature (thermal slow down). The starting temperature of the printer, ambient environment temperature, and the print job size effect the number of pages that can be printed before the printer reduces the print speed. Thermal slow down reduces print speed by printing four pages and then pausing for an amount of time before printing continues.

- Other print speed reduction factors

Other factors (especially during large print jobs) that can cause reduced print speeds include:

- Density control sequence; occurs every 150 pages and takes about 120 seconds

The printer does not print

If the printer does not print at all, try the following solutions.

1. Make sure the printer is turned on and that the control panel indicates it is ready.
 - If the control panel does not indicate the printer is ready, turn the printer off and then on again.
 - If the control panel indicates the printer is ready, try sending the job again.
2. If the control panel indicates the printer has an error, resolve the error and then try sending the job again.
3. Make sure the cables are all connected correctly. If the printer is connected to a network, check the following items:
 - Check the bottom LED next to the network connection on the printer. If the network is active, the light is green.
 - Make sure that a network cable and not a phone cord is used to connect to the network.
 - Make sure the network router, hub, or switch is turned on and that it is working correctly.
4. Install the HP software for the printer. Using generic printer drivers can cause delays clearing jobs from the print queue.
5. From the list of printers on your computer, right-click the name of this product, click **Properties**, and open the **Ports** tab.
 - If a network cable is used to connect to the network, make sure the printer name listed on the **Ports** tab matches the one on the printer configuration page.
 - If a USB cable is used, and the printer is connected to a wireless network, make sure the box is checked next to **Virtual printer port for USB**.
6. If a personal firewall system on the computer is used, it might be blocking communication with the printer. Try temporarily disabling the firewall to see if it is the source of the problem.
7. If the host computer or the printer is connected to a wireless network, low signal quality or interference might be delaying print jobs.

The printer prints slowly

If the printer prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this printer. For a list of specifications, go to this Web site: www.hp.com/support/ljM607 or www.hp.com/support/ljM608 or www.hp.com/support/ljM609 or www.hp.com/support/ljM610 or www.hp.com/support/ljM611 or www.hp.com/support/ljM612 or www.hp.com/support/ljE60055 or www.hp.com/support/ljE60065 or www.hp.com/support/ljE60075 or www.hp.com/support/ljE60155 or www.hp.com/support/ljE60165 or www.hp.com/support/ljE60175 or www.hp.com/support/ljM631MFP or www.hp.com/support/ljM632MFP or www.hp.com/support/ljM633MFP or www.hp.com/support/ljM634MFP or www.hp.com/support/ljM635MFP or www.hp.com/support/ljM636MFP or www.hp.com/support/ljE62555MFP or www.hp.com/support/ljE62565MFP or www.hp.com/support/ljE62575MFP or www.hp.com/support/ljE62655MFP or www.hp.com/support/ljE62665MFP or www.hp.com/support/ljE62675MFP.
2. When the printer is configured to print on some paper types, such as heavy paper, the printer prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.
3. If the host computer or the printer is connected to a wireless network, low signal quality or interference might be delaying print jobs.

Solve connectivity problems

Review the following information and procedures to solve connectivity problems.

Solve USB connection problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 m (6.65 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve wired network problems

Review the following information and procedures to solve wired network problems.

Introduction

Check the following items to verify that the printer is communicating with the network. Before beginning, print a configuration page from the printer control panel and locate the printer IP address that is listed on this page.

Poor physical connection

Use the following procedure when the printer has a poor physical connection.

1. Verify that the printer is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the printer, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the printer

Use the following procedure when the computer is using the incorrect IP address for the printer.

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
2. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
3. If you installed the printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the printer and then add it again.

The computer is unable to communicate with the printer

Use the following procedure when the computer is unable to communicate with the printer.

1. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer.
 - For Windows, click **Start**, click **Run**, type `cmd`, and then press **Enter**.
 - For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
 - b. Type `ping` followed by the IP address for your printer.
 - c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network.

The printer is using incorrect link and duplex settings for the network

HP recommends leaving these settings in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct print driver.

The computer or workstation might be set up incorrectly

Use the following procedure when the computer or workstation might be set up incorrectly.

1. Check the network drivers, print drivers, and the network redirection settings.
2. Verify that the operating system is configured correctly.

The printer is disabled, or other network settings are incorrect

Use the following procedure when the printer is disabled, or other network settings are incorrect.

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.
2. Reconfigure the network settings if necessary.

Solve fax or email problems

Fax or email troubleshooting information is not provided in this service manual. The most current information is available in WISE or HP Channel Services Network (CSN). Search using model number then use "fax troubleshooting" as the search term.

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)

- [WISE - English](#)
- [WISE - Spanish](#)
- [WISE - Portuguese](#)
- [WISE - French](#)

Asia Pacific / Japan (APJ)

- [WISE - English](#)
- [WISE - Japanese](#)
- [WISE - Korean](#)
- [WISE - Chinese \(simplified\)](#)
- [WISE - Chinese \(traditional\)](#)
- [WISE - Thai](#)

Europe / Middle East / Africa (EMEA)

- [WISE - English](#)

8 Removal and replacement

When servicing the printer, several items must be taken into account to ensure a successful repair and to avoid damage to the printer or injury. Learn about these considerations and find detailed instructions for removing and replacing printer parts.

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](#) (near the top of the screen).
2. Under [Services Delivery](#), select [Technical Support](#).
3. Select [Technical Documentation](#).

Find information about the following topics

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

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- [WISE - Korean](#)
- [WISE - Chinese \(simplified\)](#)
- [WISE - Chinese \(traditional\)](#)
- [WISE - Thai](#)

Europe / Middle East / Africa (EMEA)

- [WISE - English](#)

Additional technical support WISE videos

The videos below provide additional ways to access printer information using WISE.

Order parts, accessories, and supplies

Find information about ordering parts and supplies for the printer.

Ordering

Order parts by authorized service providers.

Table 8-1 Ordering

Item or provider	Description
Order supplies and paper	www.hp.com/go/suresupply
Order parts from authorized service providers	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 exploded assembly diagrams are orderable parts.

Refer to the tables following the diagrams or the alphabetical/numerical parts lists to determine if a part is orderable.

Supplies and accessories

Learn about the supplies and accessories that are available for the printer.

To order cartridges, visit <http://www.hp.com> (some portions of the HP Web site are available in English only). Ordering cartridges online is not supported in all countries/regions. However, many countries/regions have information about ordering by telephone, locating a local store, and printing a shopping list. In addition, go to hp.com/supplies to obtain information about purchasing HP products in your country/region.

Use only the replacement cartridges that have the same cartridge number as the cartridge that is being replaced. Find the cartridge number in the following places:

- On the label of the cartridge that is being replaced.
- On a sticker inside the printer. Open the cartridge door to locate the sticker.
- Open the printer software (**HP Printer Assistant**), and then click **Shop ► Shop For Supplies Online**.
- Open the HP Embedded Web Server (EWS), and then click **Tools ► Supply Status** (under the **Product Information** item).

Table 8-2 Supplies part numbers

Item	Description	Part number (service)	Product number (new)
Toner cartridge	HP 37A Black Original LaserJet Toner Cartridge (Standard-capacity)	CF327-67901	CF327A

Table 8-2 Supplies part numbers (continued)

Item	Description	Part number (service)	Product number (new)
Toner cartridge	HP 70A Black LaserJet Toner Cartridge (Standard-capacity)	W1470-67901	W1470A
Toner cartridge	HP 37X High Yield Black Original LaserJet Toner Cartridge (High-capacity)	CF237-67902	CF237X
Toner cartridge	HP 70X High Yield Black Original LaserJet Toner Cartridge (High-capacity)	W1470-67902	W1470X
Toner cartridge	HP 37Y Extra High Yield Black Original LaserJet Toner Cartridge (Extra high-capacity)	CF237-67904	CF237Y
Toner cartridge	HP 70Y Extra High Yield Black Original LaserJet Toner Cartridge (Extra high-capacity)	W1470-67903	W1470Y
Toner cartridge	HP CF237YC Extra High Yield Black Original LaserJet Toner Cartridge (Extra high-capacity)	CF237-67905	CF237YC
Toner cartridge	HP W9004MC Black Managed Original LaserJet Toner Cartridge (Standard-capacity)	W9004-67901	W9004MC
Toner cartridge	HP CF237G Black US Federal Government Original LaserJet Toner Cartridge	CF237-67903	CF237G
Staple cartridge	HP Staple Cartridge Refill (The cartridge sled is not a service part)	J7Z09-67933	J8J96A
ADF rollers	HP LaserJet 300 ADF Roller Replacement Kit (MFP)	5851-7202	J8J95A
Maintenance kit	110V Maintenance kit (MFP)	J8J87-67901	J8J87A
Maintenance kit	220V Maintenance Kit (MFP)	J8J88-67901	J8J88A
Maintenance kit	110V Maintenance kit (SFP)	L0H24-67901	L0H24A
Maintenance kit	220V Maintenance Kit (SFP)	L0H25-67901	L0H25A

Table 8-3 Accessories (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)

Description	Part number (service)	Product number (new)
550-sheet paper feeder (optional; included with the x model) (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 only)	L0H17-67901	L0H17A
2,100 sheet paper feeder (optional) (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 only)	L0H18-67901	L0H18A
1x550 sheet paper feeder (optional)	J8J91-67901	J8J91A
Stand with storage cabinet to support the printer (optional)	L0H19-67901	L0H19A
2,550 high-capacity input feeder and stand (HCI)	J8J92-67901	J8J92A
3x550 paper sheet feeder with stand	J8J93-67901	J8J93A
Envelope feeder (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 only)	L0H21-67901	L0H21A
Stapler stacker with multi bin mailbox (optional) (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 only)	L0H20-67901	L0H20A
HP 1 GB DIMM Kit (Optional additional 1 GB memory)	G8W84-67902	G6W84A
HP internal USB ports (Two optional USB ports for connecting third-party devices)	B5L28-67902	B5L28A
HP Trusted Platform Module (TPM) (Automatically encrypts all data that passes through the printer)	F5S62-61001	F5S62A
Extension feeder cover (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 only)	No service part	L0H22A
HP Secure High Performance Hard Disk Drive (FIPS)	B5L29-67903	B5L29A
HP Jetdirect 2900nw Print Server (USB wireless print server accessory)	J8031-61001	J8031A
HP JetDirect 3000w NFC/Wireless Accessory (USB wireless print server with NCF)	J8030-61004	J8030A

Table 8-4 Accessories (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675)

Description	Part number (service)	Product number (new)
550-sheet paper feeder (optional; included with the x model) (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675 only)	J8J89-67901	J8J89A
Envelope feeder (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675 only)	J8J90-67901	J8J90A

Table 8-4 Accessories (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675) (continued)

Description	Part number (service)	Product number (new)
2550 high-capacity input feeder and stand (HCI) (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675 only)	J8J92-67901	J8J92A
3x550 paper sheet feeder with stand	J8J93-67901	J8J93A
1x550 sheet paper feeder (optional)	J8J91-67901	J8J91A
HP LaserJet Keyboard Overlay Kit (Simplified Chinese & Traditional Chinese) Language-specific, adhesive overlay for the physical keyboard	A7W12-67901	A7W12A
HP LaserJet Keyboard Overlay Kit (Swedish) Language-specific, adhesive overlay for the physical keyboard	A7W14-67901	A7W14A
HP secure high-performance hard disk drive (FIPS)	B5L29-67903	B5L29A
1 GB DDR3 x32 144-Pin 800MHz SODIMM (Optional DIMM for expanding the memory)	E5K48-67902	E5K48A
2 GB DDR3 x32 144-Pin 800MHz SODIMM (Optional DIMM for expanding the memory)	E5K49-67902	E5K49A
HP internal USB ports (Two optional USB ports for connecting third-party devices)	B5L28-67902	B5L28A
HP Trusted Platform Module (TPM) (Automatically encrypts all data that passes through the printer)	F5S62-61001	F5S62A
HP Foreign Interface Harness (Optional port for connecting third-party devices)	B5L31-67902	B5L31A
HP LaserJet MFP Analog Fax Accessory 500 (optional) (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675 only)	B5L53-67901	CC487A
HP Jetdirect 2900nw Print Server (USB wireless print server accessory)	J8031-61001	J8031A
HP JetDirect 3000w NFC/Wireless Accessory (USB wireless print server with NCF)	J8030-61004	J8030A

Customer self-repair parts

Learn about printer customer self-repair parts.

Customer self-repair (CSR) parts are available for many HP LaserJet printers to reduce repair time.



NOTE: More information about the CSR program and benefits can be found at www.hp.com/go/csr-support and www.hp.com/go/csr-faq.

Genuine HP replacement parts can be ordered at www.hp.com/buy/parts or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), product number, or printer name.

- Parts listed as **A**: Easy
- Parts listed as **B**: Difficult and/or requires tools

Table 8-5 Customer self-repair (CSR) parts

Kit name	Description	CSR level	Part number
Control Panel Kit (M631/M632/M633/E62555/E62565/E62575/E62655/ E62665/E62675)	Control panel	A	5851-72103
Control Panel Kit (M607/M608/M609 n / dn models)	Control panel	A	5851-7253
Control Panel Kit (M607/M608/M609 x models and E60155/E60165/E60175)	Control panel	A	5851-7252
4 GB eMMC Kit (M607/M608/M609/E60055/E60065/E60075/E60155/ E60165/E60175)	Optional memory disk hosting HP Firmware	A	5851-6436
White Backing A4 Kit (MFP)	ADF white backing	A	5851-7206
White Backing Retention Clips Kit (MFP)	Retention clips to hold white backing in place	A	5851-7207
Transfer Roller Kit	Transfer roller	A	RM2-6800-000CN
220V Fuser Kit	Fuser	A	RM2-1257-000CN
110V Fuser Kit	Fuser	A	RM2-1256-000CN
Tray 1 Roller Kit	Pick, feed and separation roller kit	A	J8J70-67903
Tray roller Kit	Pick, feed and separation roller kit	A	J8J70-67904
ADF Roller Replacement Kit (MFP)	Document feeder feed rollers	A	5851-7202
500GB Encrypted Hard Disk Drive Kit	Replacement hard disk drive	A	5851-6712
Keyboard kit (Flow models only)	Physical keyboard	A	B5L47-67019 (US) B5L47-67020 (UK)
Keyboard overlay kit (Flow models only) (FR, IT, RU, DE, ES: UK Kybd)	Keyboard overlay	A	5851-6019
Keyboard overlay kit (FR-CN, ES-LA, ES: US Kybd)	Keyboard overlay	A	5851-6020

Table 8-5 Customer self-repair (CSR) parts (continued)

Kit name	Description	CSR level	Part number
Keyboard overlay kit (Flow models only) (FR-SW, DE-SW, DA: UK Kybd)	Keyboard overlay	A	5851-6021
Keyboard overlay kit (Flow models only) (ZHTW, ZHCN)	Keyboard overlay	A	5851-6022
Keyboard overlay kit (Flow models only) (ES, PT)	Keyboard overlay	A	5851-6023
Keyboard overlay kit (Flow models only) (JA-KG, JA-KT)	Keyboard overlay	A	5851-6024

HP service and support

Learn about HP access to additional service and support information.

Additional service and support for channel partners

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2. Under [Services Delivery](#), select [Technical Support](#).
3. Select [Technical Documentation](#).

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- Remove and replace part instructions and videos
- Install and configure
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- Warranty and regulatory information

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- [WISE - English](#)
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- [WISE - Korean](#)
- [WISE - Chinese \(simplified\)](#)
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- [WISE - Thai](#)

Europe / Middle East / Africa (EMEA)

- [WISE - English](#)

Additional technical support WISE videos

The videos below provide additional ways to access printer information using WISE.

Assembly locations

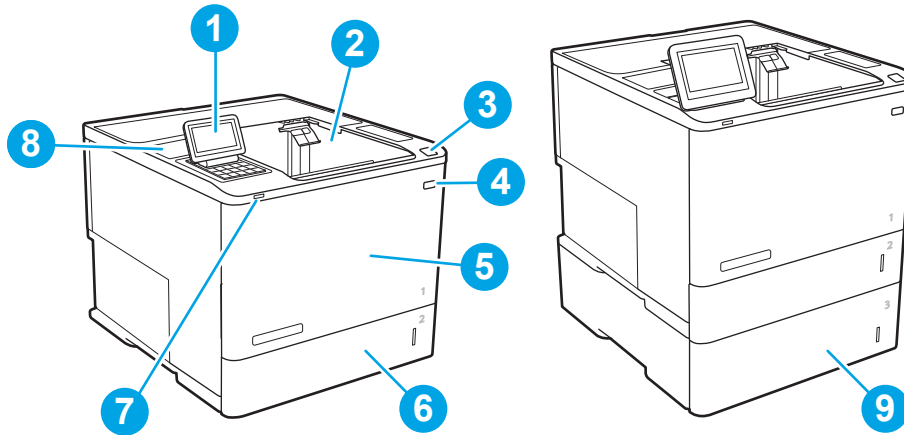
Learn about major printer assembly locations.

Printer front view (SFP)

Identify the parts on the front of the printer (SFP).

Printer front view (M607/M608/M609)

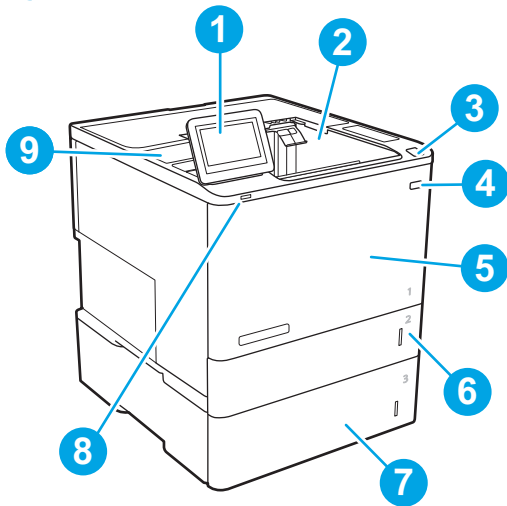
Figure 8-1 Printer front view (M607/M608/M609)



Number	Description
1	M607n, M607dn, M608n, M608dn, M609dn: Keypad control panel M608x, M609x: Color touchscreen display control panel (tilts up for easier viewing)
2	Output bin
3	Latch to release the cartridge door (access to the toner cartridge)
4	On/off button
5	Cartridge door and Tray 1
6	Tray 2
7	Easy-access USB printing port
8	Hardware integration pocket (for connecting accessories and third-party devices)
9	1x550-sheet paper feeder, Tray 3 (included with the M608z and M609z models; optional for the other models)

Printer front view (M610/M611/M612)

Figure 8-2 Printer front view (M610/M611/M612)



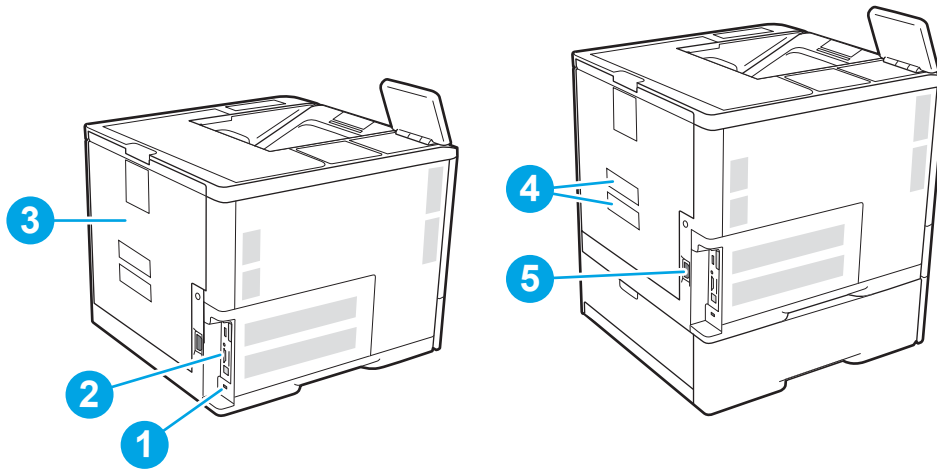
Number	Description
1	Color touchscreen display control panel (tilts up for easier viewing)
2	Output bin
3	Latch to release the cartridge door (access to the toner cartridge)
4	On/off button
5	Cartridge door and Tray 1
6	Tray 2
7	1x550-sheet paper feeder, Tray 3 (included with the M611x and M612x models; optional for the other models)
8	Easy-access USB printing port
9	Hardware integration pocket (for connecting accessories and third-party devices)

Printer back view (SFP)

Identify the parts on the back of the printer (SFP).

Printer rear view (M607/M608/M609)

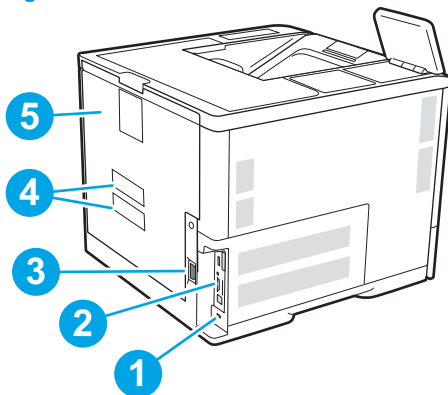
Figure 8-3 Printer rear view (M607/M608/M609)



Number	Description
1	Slot for a cable-type security lock
2	Formatter plate (contains the interface ports)
3	Rear door (for jam access)
4	Serial number and product number label
5	Power connection

Printer rear view (M610/M611/M612)

Figure 8-4 Printer rear view (M610/M611/M612)



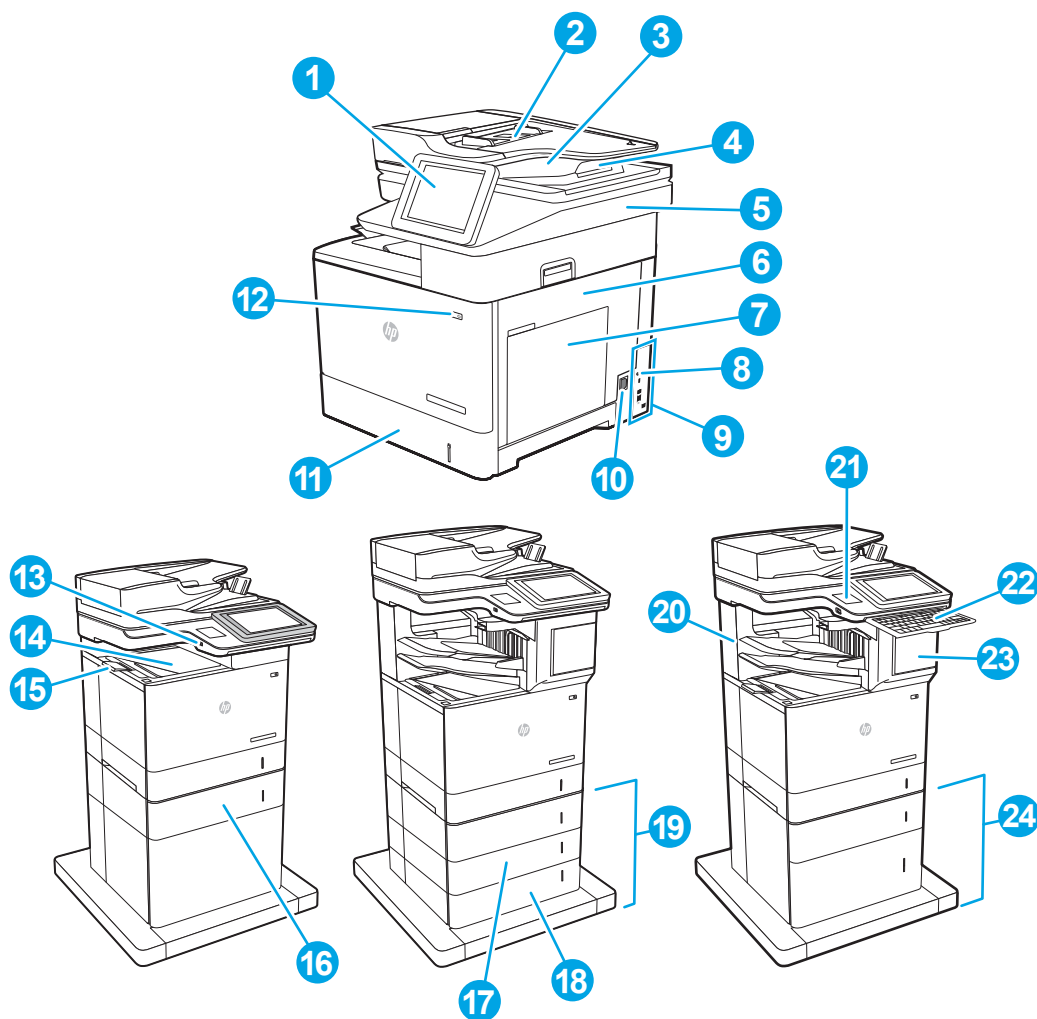
Number	Description
1	Slot for a cable-type security lock
2	Formatter plate (contains the interface ports)
3	Power connection
4	Serial number and product number label
5	Rear door (for jam access)

Printer front view (MFP)

Identify the parts on the front of the printer (MFP).

Printer front view (M631/M632/M634)

Figure 8-5 Printer front view (M631/M632/M634)

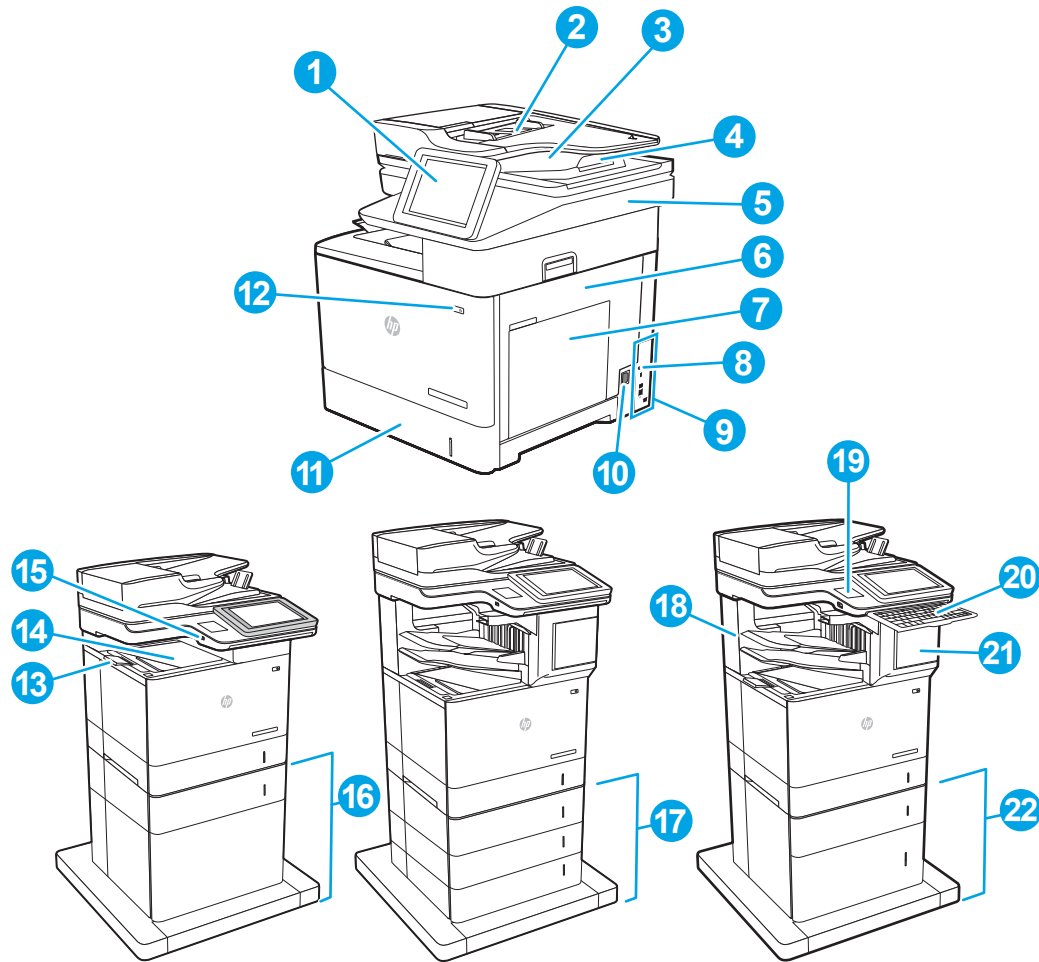


Number	Description	Number	Description
1	Control panel with color touchscreen display (tilts up for easier viewing)	13	Walk-up USB port
2	Document-feeder input tray	14	Output bin
3	Document-feeder output bin	15	Output bin extension
4	Document-feeder output extension (extend this when scanning longer—such as legal—paper)	16	Tray 3
5	Scanner assembly	17	Tray 4
6	Right door (access for clearing jams)	18	Tray 5

Number	Description	Number	Description
7	Tray 1 (multipurpose tray)	19	3x550-sheet tray (included with the M631z; optional for the M631dn, M631h, M632h, and M633fh)
8	Formatter (contains the interface ports)	20	HP Stapling Mailbox (included with the M631z, M632z, and M633z)
9	Slot for a cable-type security lock	21	Hardware integration pocket (for connecting accessories and third-party devices)
10	Power connection	22	Keyboard (M632z and M633z only. Pull the keyboard straight out to use it.)
11	Tray 2	23	Stapler door (included with the M631z, M632z, and M633z)
12	On/off button	24	1x550-sheet tray and 2,100-sheet high-capacity input tray (included with the M632z and M633z; optional for the M631dn, M631h, M632h, and M633fh)

Printer front view (M634/M635/M636)

Figure 8-6 Printer front view (M634/M635/M636)



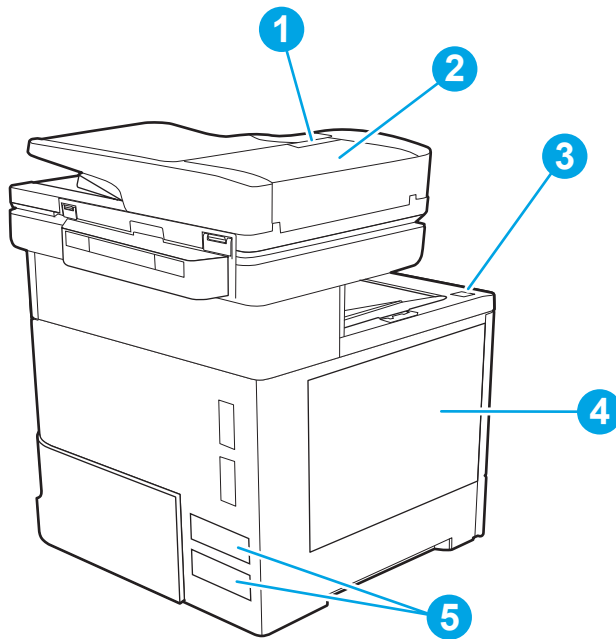
Number	Description	Number	Description
1	Control panel with color touchscreen display (tilts up for easier viewing)	12	On/off button
		13	Walk-up USB port
2	Document-feeder input tray	14	Output bin
3	Document-feeder output bin	15	Output bin extension
4	Document-feeder output extension (extend this when scanning longer—such as legal—paper)	16	1 x 550-sheet paper feeder with stand (included with the M635fht; optional for the M634dn, M634h, M634z, M635h, M635z, M636fh, and M636z)
5	Scanner assembly	17	3 x 550-sheet paper feeder with stand (included with the M634z; optional for the M634dn, M634h, M635fht, M635h, M635z, M636fh, and M636z)
6	Right door (access for clearing jams)	18	HP Stapling Mailbox (included with the M634z, M635z, and M636z)
7	Tray 1 (multipurpose tray)	19	Hardware integration pocket (for connecting accessories and third-party devices)

Number	Description	Number	Description
8	Formatter (contains the interface ports)	20	Keyboard (M634h, M635z, and M636z only. Pull the keyboard straight out to use it.)
9	Slot for a cable-type security lock	21	Stapler door (included with the M634z, M635z, and M636z)
10	Power connection	22	1x550-sheet tray and 2,000-sheet high-capacity input tray (included with the M635z and M636z; optional for the M634dn, M634h, M634z, M635ft, M635h, and M636fh)
11	Tray 2	23	Stapler door (included with the M631z, M632z, and M633z)

Printer back view (MFP)

Identify the parts on the back of the printer (MFP).

Figure 8-7 Printer rear view (MFP)



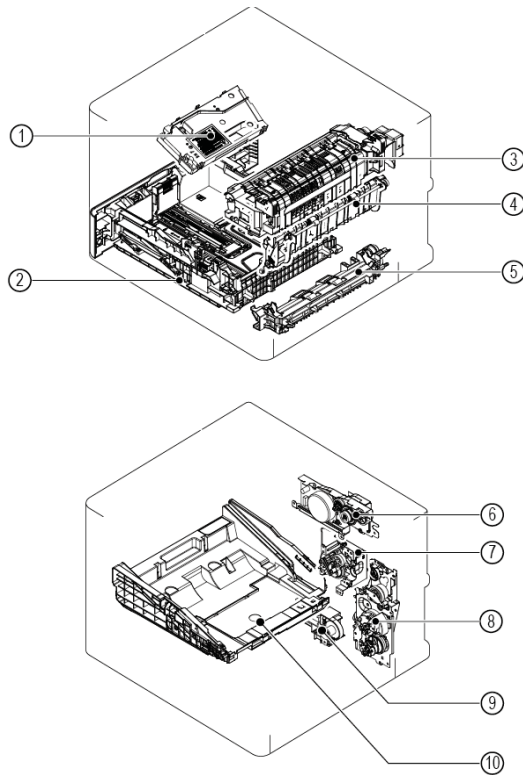
Number	Description
1	Document feeder cover release latch
2	Document-feeder cover (access for clearing jams)
3	Cartridge door release button
4	Cartridge door (access to the toner cartridge)
5	Serial number and product number label

Main assemblies (base printer)

View printer base main assemblies diagrams.

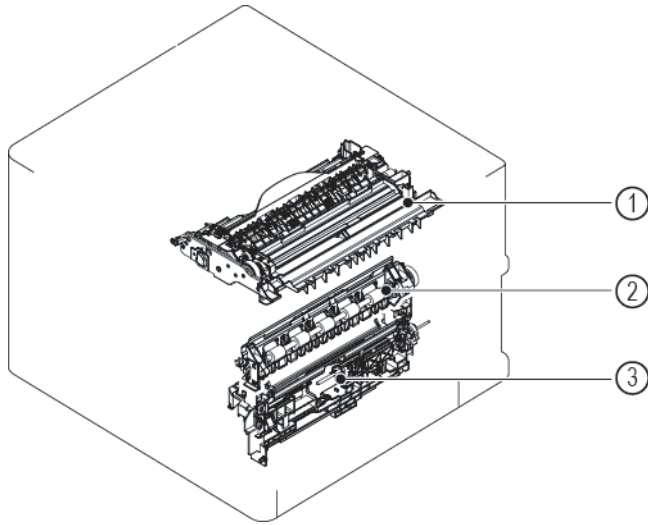
Major components (base printer)

Figure 8-8 Printer base (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175), main assemblies (1 of 2)



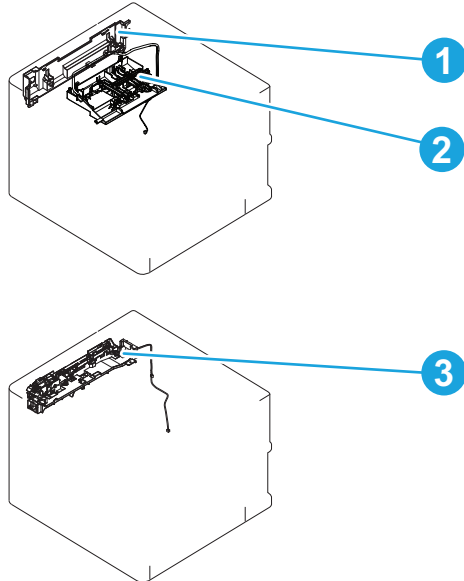
Item	Description	Item	Description
1	Laser scanner assembly	6	Fuser drive assembly
2	Tray 2	7	Developer drive assembly
3	Fuser	8	Main drive assembly
4	Transfer assembly	9	Lifter drive assembly
5	Feed frame assembly	10	Cartridge (toner) tray assembly

Figure 8-9 Printer base (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175), main assemblies (2 of 2)



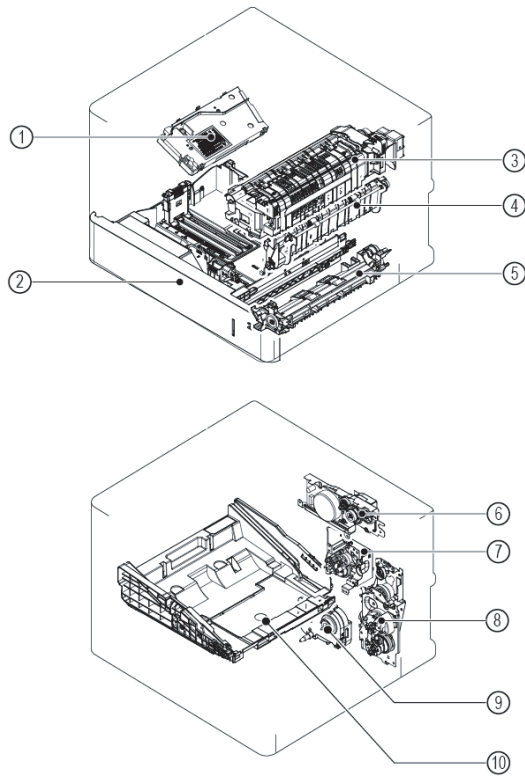
Item	Description
1	Delivery assembly
2	Registration assembly
3	Pickup assembly

Figure 8-10 Printer base (E60075/E60155/E60165/E60175), main assemblies



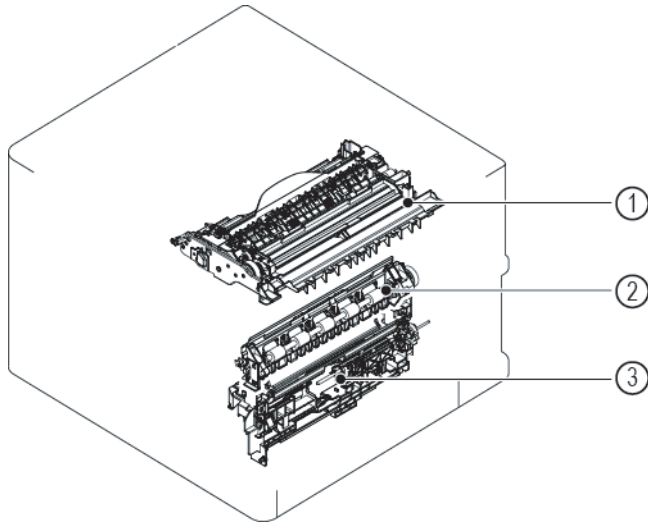
Item	Description
1	Inner cover
2	Laser shutter holder assembly
3	Front door link assembly

Figure 8-11 Printer base (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675), main assemblies (1 of 2)



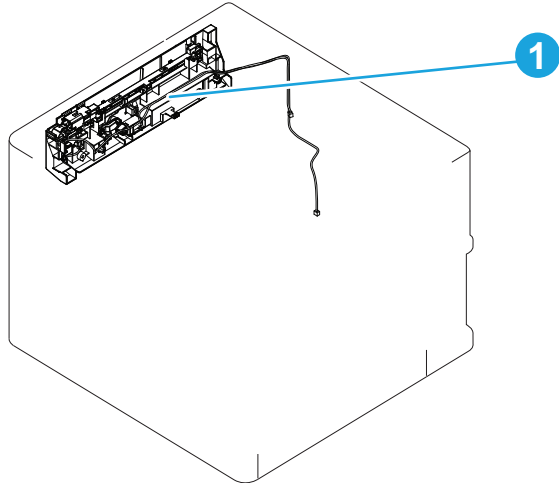
Item	Description	Item	Description
1	Laser scanner assembly	6	Fuser drive assembly
2	Tray 2	7	Developer drive assembly
3	Fuser	8	Main drive assembly
4	Transfer assembly	9	Lifter drive assembly
5	Feed frame assembly	10	Cartridge (toner) tray assembly

Figure 8-12 Printer base (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675), main assemblies (2 of 2)



Item	Description
1	Delivery assembly
2	Registration assembly
3	Pickup assembly

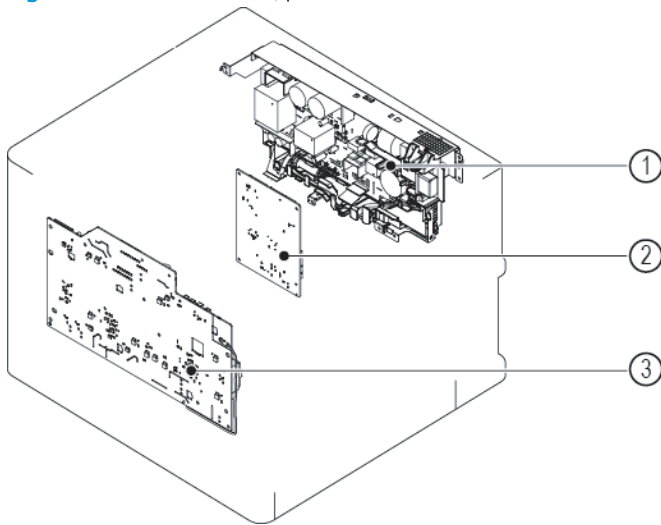
Figure 8-13 Printer base (E62565/E62575/E62655/E62665/E62675), main assemblies



Item	Description
1	Left door link assembly

PCAs (base printer)

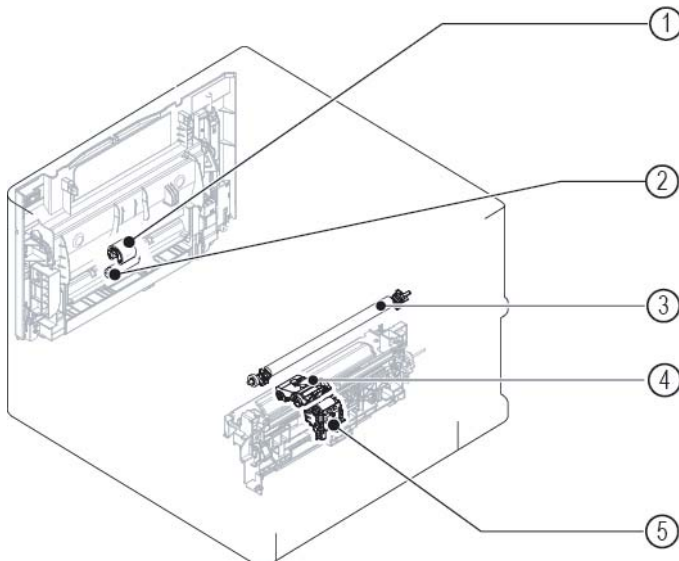
Figure 8-14 Printer base, printed circuit assemblies (PCAs)



Item	Description
1	Low-voltage power supply (LVPS) PCA
2	DC controller PCA
3	High-voltage power supply (HVPS) PCA

Rollers and pads (base printer)

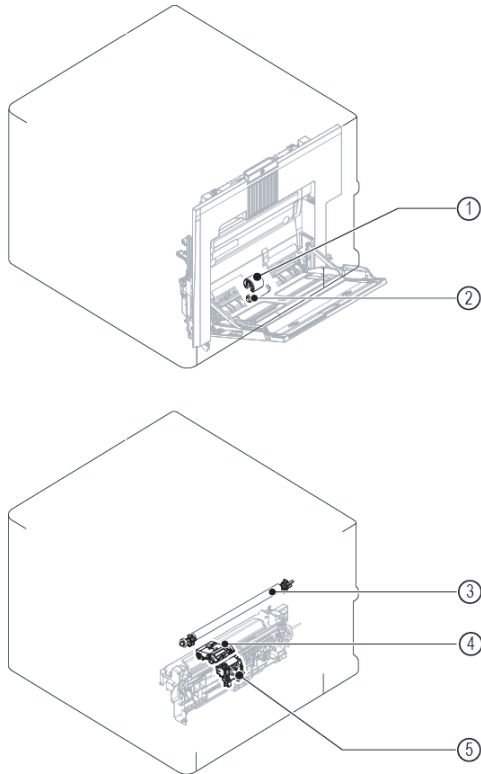
Figure 8-15 Printer base (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175), roller assemblies



Item	Description	Item	Description
1	Tray 1 pickup roller	4	Tray 2 pickup roller assembly

Item	Description	Item	Description
2	Tray 1 separation roller	5	Tray 2 retard roller assembly
3	Transfer roller assembly		

Figure 8-16 Printer base (M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675), roller assemblies



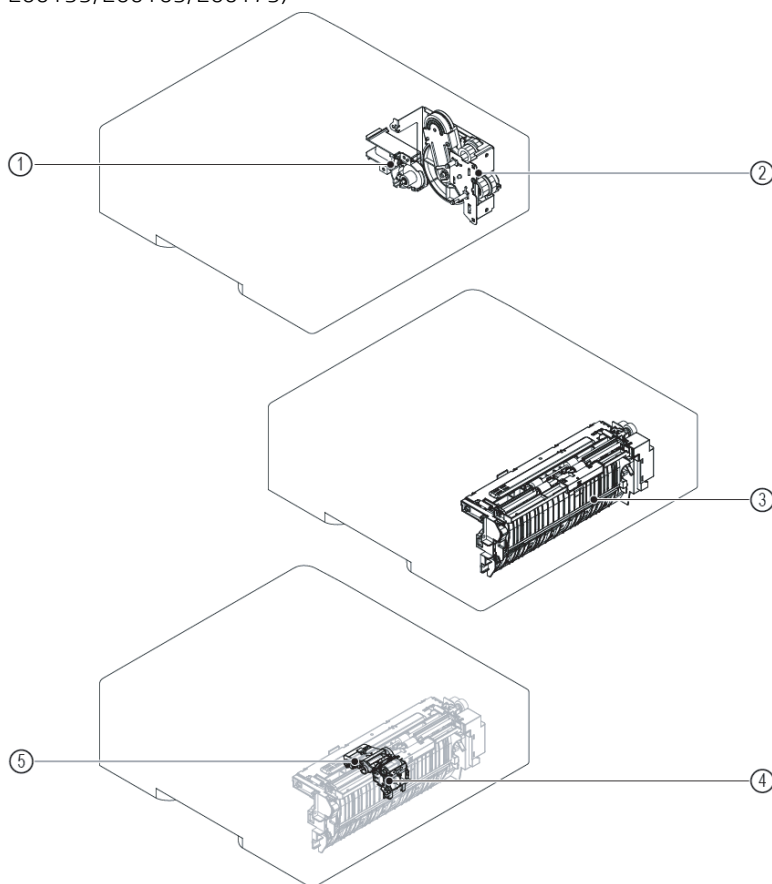
Item	Description	Item	Description
1	Tray 1 pickup roller	4	Tray 2 pickup roller assembly
2	Tray 1 separation roller	5	Tray 2 retard roller assembly
3	Transfer roller assembly		

Main assemblies (1x550-sheet paper feeder)

View 1x550-sheet paper feeder main assemblies diagrams.

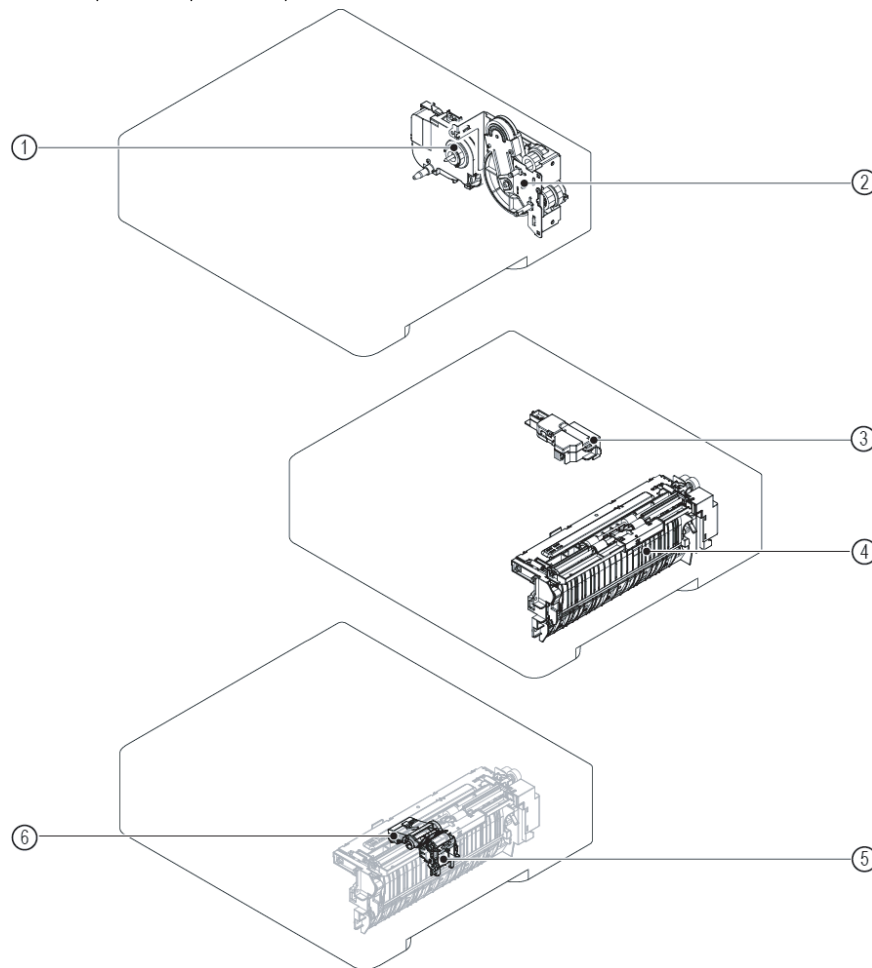
Major components (1x550-sheet paper feeder)

Figure 8-17 1x550-sheet paper feeder, main assemblies (M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175)



Item	Description	Item	Description
1	Lifter drive assembly	4	PF retard roller assembly
2	Drive assembly	5	PF pickup roller assembly
3	Pickup assembly		

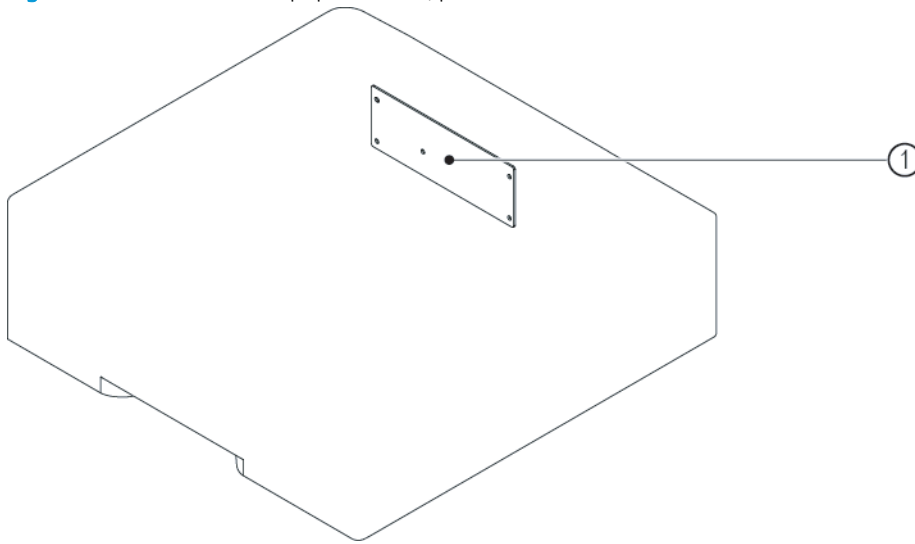
Figure 8-18 1x550-sheet paper feeder, main assemblies (M631/M632/M633/E62555/E62565/E62575/
E62655/E62665/E62675)



Item	Description	Item	Description
1	Lifter drive assembly	4	Pickup assembly
2	Drive assembly	5	PF retard roller assembly
3	Auto close assembly	6	PF pickup roller assembly

PCAs (1x550-sheet paper feeder)

Figure 8-19 1x550-sheet paper feeder, printed circuit assemblies (PCAs)



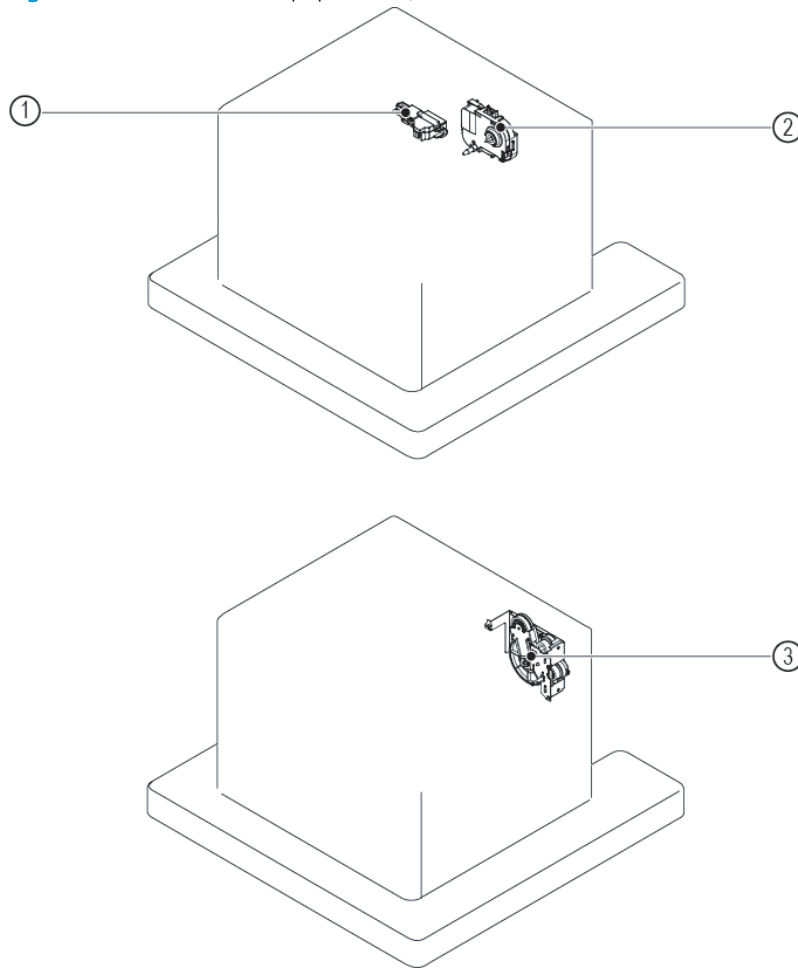
Item	Description
1	Paper feeder controller PCA

Main assemblies (1x550-sheet paper deck)

View 1x550-sheet paper deck main assemblies diagrams.

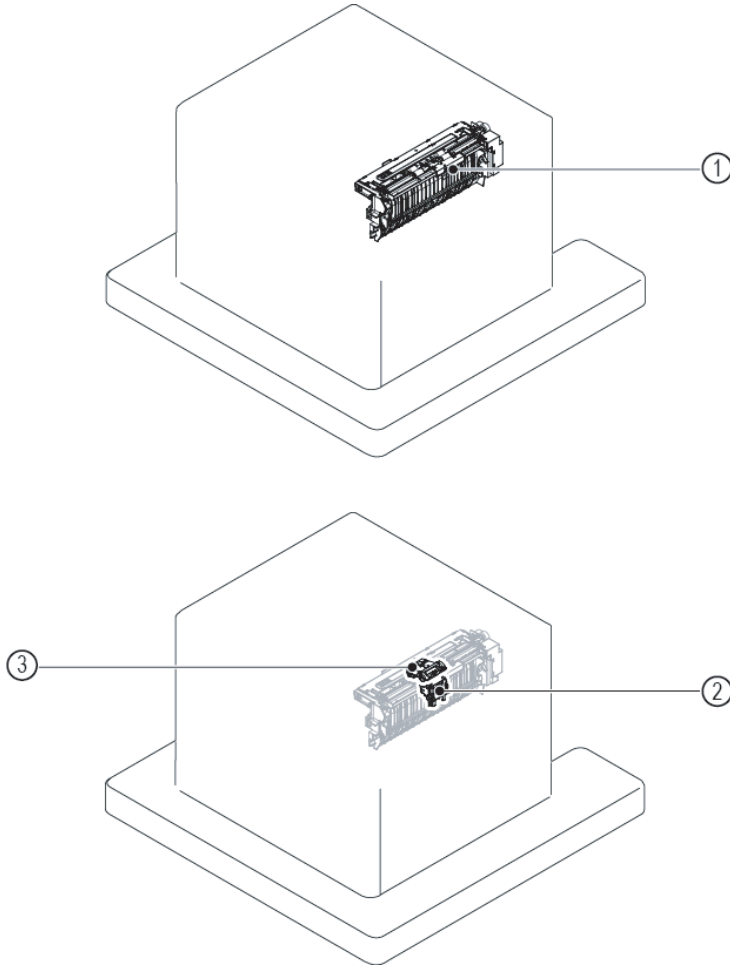
Major components (1x550-sheet paper deck)

Figure 8-20 1x550-sheet paper deck, main assemblies (1 of 2)



Item	Description	Item	Description
1	Cassette auto close assembly	3	Cassette drive assembly
2	Cassette lifter drive assembly		

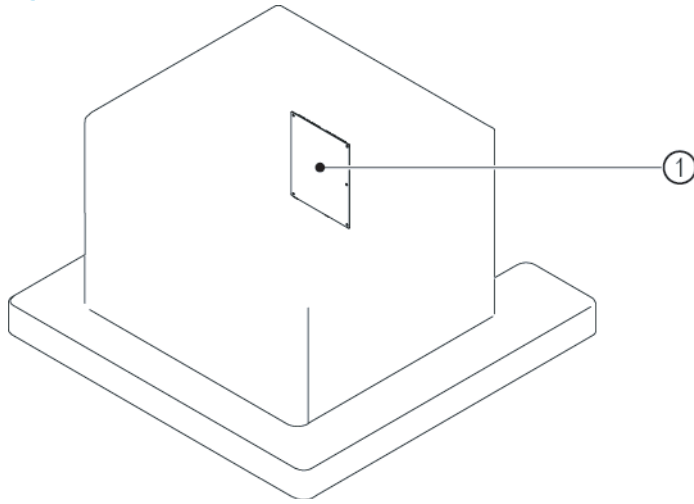
Figure 8-21 1x550-sheet paper deck, main assemblies (2 of 2)



Item	Description	Item	Description
1	Cassette pickup assembly	3	PD pickup roller assembly
2	PD retard roller assembly		

PCAs (1x550-sheet paper deck)

Figure 8-22 1x550-sheet paper deck, printed circuit assemblies (PCAs)



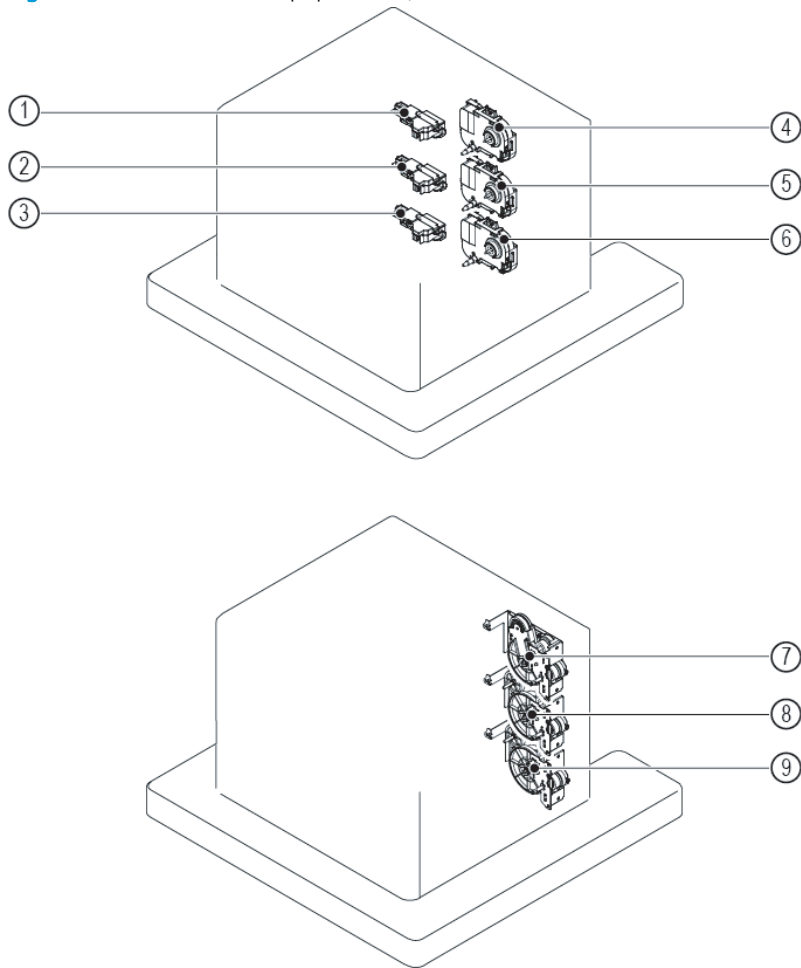
Item	Description
1	Paper feeder controller PCA

Main assemblies (3x550-sheet paper deck)

View 3x550-sheet paper deck main assemblies diagrams.

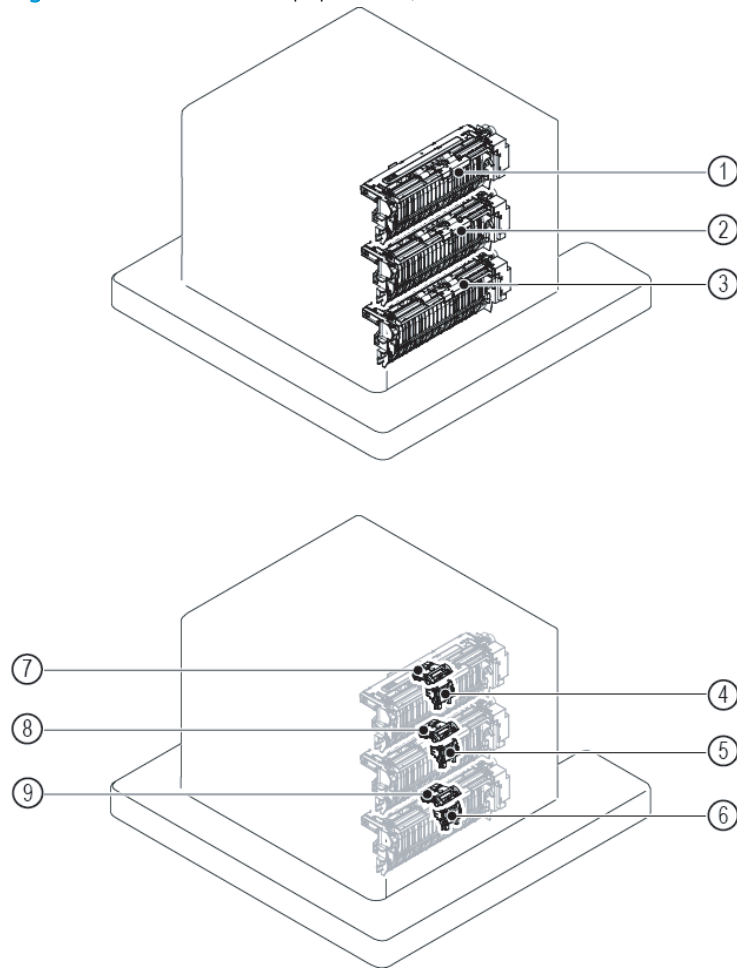
Major components (3x550-sheet paper deck)

Figure 8-23 3x550-sheet paper deck, main assemblies (1 of 2)



Item	Description	Item	Description
1	Cassette 1 auto close assembly	6	Cassette 2 lifter drive assembly
2	Cassette 2 auto close assembly	7	Cassette 1 drive assembly
3	Cassette 3 auto close assembly	8	Cassette 2 drive assembly
4	Cassette 1 lifter drive assembly	9	Cassette 3 drive assembly
6	Cassette 2 lifter drive assembly		

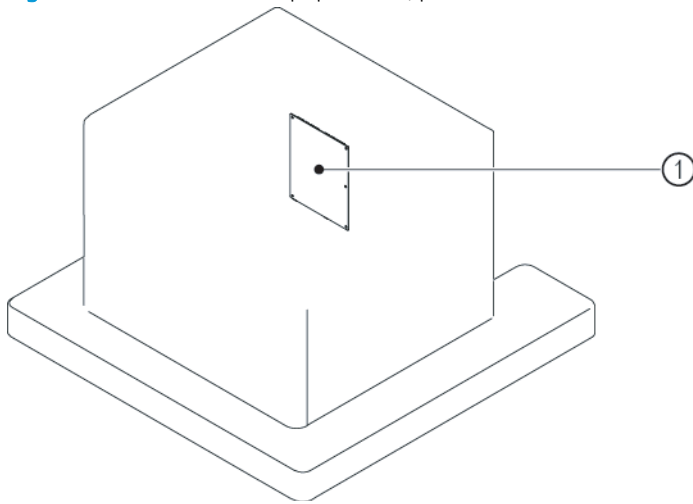
Figure 8-24 3x550-sheet paper deck, main assemblies (2 of 2)



Item	Description	Item	Description
1	Cassette 1 pickup assembly	6	PD 3 retard roller assembly
2	Cassette 2 pickup assembly	7	PD 1 pickup roller assembly
3	Cassette 3 pickup assembly	8	PD 2 pickup roller assembly
4	PD 1 retard roller assembly	9	PD 3 pickup roller assembly
6	PD 2 retard roller assembly		

PCAs (3x550-sheet paper deck)


Figure 8-25 3x550-sheet paper deck, printed circuit assemblies (PCAs)



Item	Description
1	Paper deck controller PCA

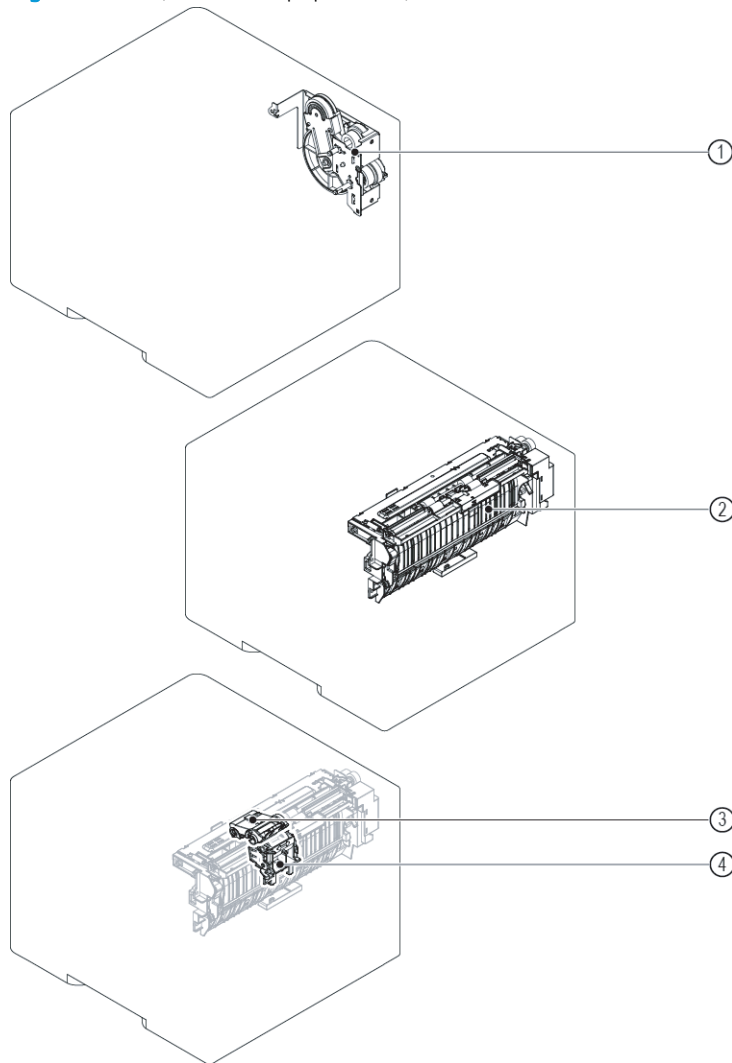
Main assemblies (2,100-sheet paper deck)

View 2,100-sheet paper deck main assemblies diagrams.

 **NOTE:** The 2,100-sheet paper deck is for the M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers.

Major components (2,100-sheet paper deck)

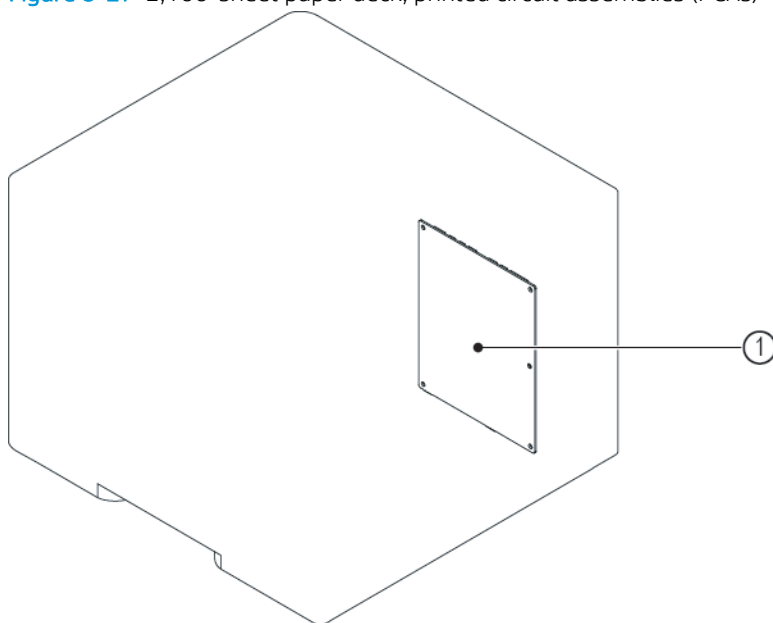
Figure 8-26 2,100-sheet paper deck, main assemblies



Item	Description	Item	Description
1	Drive assembly	3	HCI retard roller assembly
2	Pickup assembly	4	HCI pickup roller assembly

PCAs (2,100-sheet paper deck)


Figure 8-27 2,100-sheet paper deck, printed circuit assemblies (PCAs)



Item	Description
1	HCI controller PCA

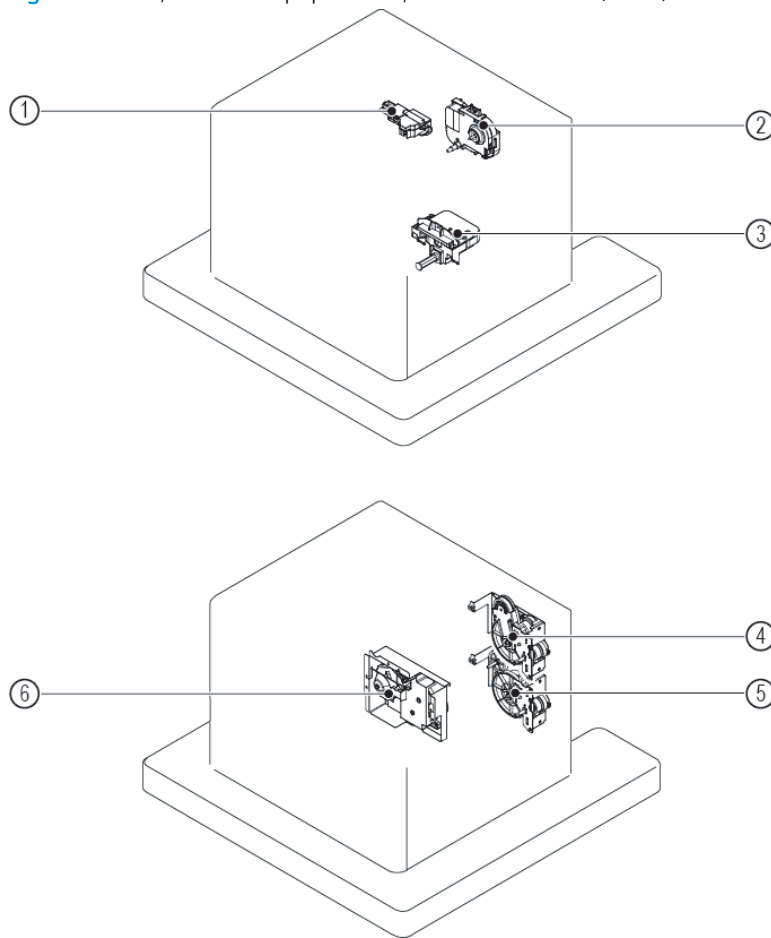
Main assemblies (2,550-sheet paper deck)

View 2,550-sheet paper deck main assemblies diagrams.

 **NOTE:** The 2,100-sheet paper deck is for the M631/M632/M633/E62555/E62565/E62575/E62655/E62665/E62675 printers.

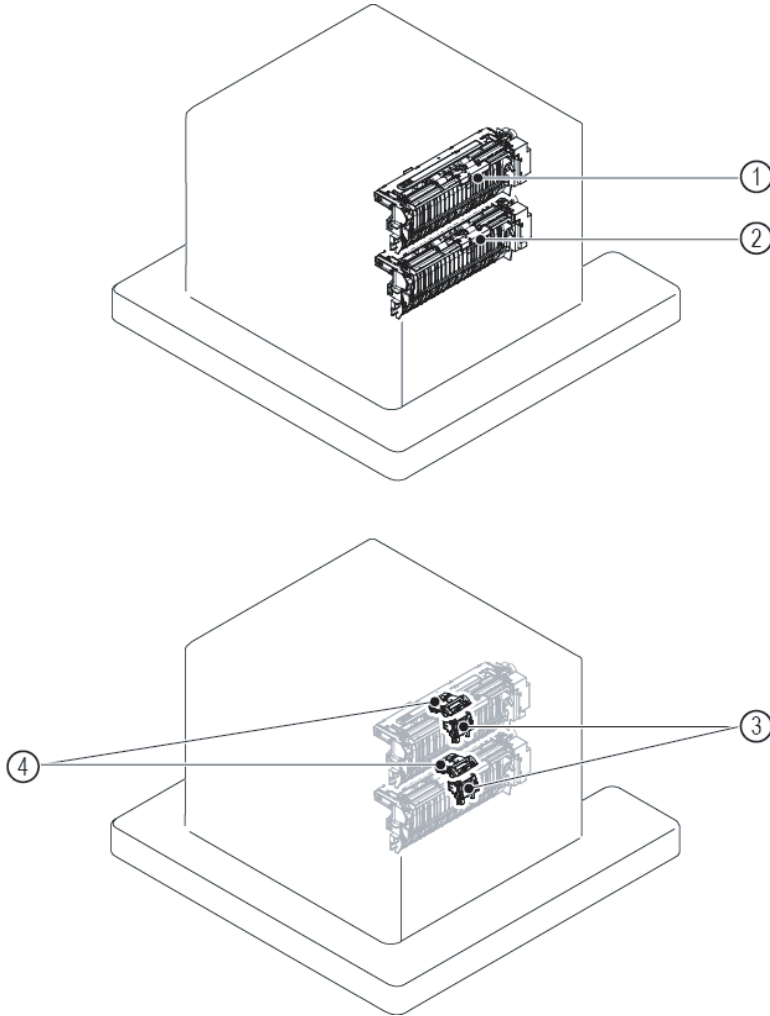
Major components (2,550-sheet paper deck)

Figure 8-28 2,550-sheet paper deck, main assemblies (1 of 2)



Item	Description	Item	Description
1	Cassette auto close assembly	4	Cassette drive assembly
2	Cassette lifter drive assembly	5	Tray drive assembly
3	Tray auto close assembly	6	Tray lifter drive assembly

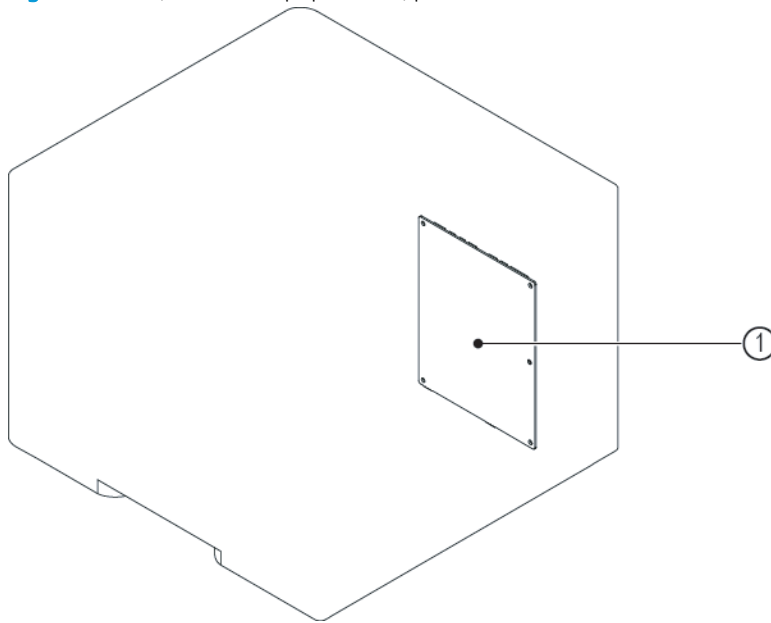
Figure 8-29 2,550-sheet paper deck, main assemblies (2 of 2)



Item	Description	Item	Description
1	Cassette pickup assembly	3	PD retard roller assembly
2	Tray pickup assembly	4	PD pickup roller assembly

PCAs (2,550-sheet paper deck)

Figure 8-30 2,550-sheet paper deck, printed circuit assemblies (PCAs)



Item	Description
1	HCI controller PCA

Removal and replacement (MFP M631/M632/M633/M634/M635/ M636/E62555/E62565/E62575/E62655/E62665/E62675)

Learn about repair and replacement procedures for the MFP M631/M632/M633/M634/M635/M636/E62555/
E62565/E62575/E62655/E62665/E62675 printers.

Customer self-repair (CSR) A parts and accessories

Customer self-repair (CSR) A parts are parts that a customer replaces without assistance from a field technician. These parts can be replaced without the use of any tools.

Removal and replacement: Fuser

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

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-6 Part information

Part number	Part description
RM2-1256-020cn	Fuser Kit 110v
RM2-1257-020cn	Fuser Kit 220v

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the fuser

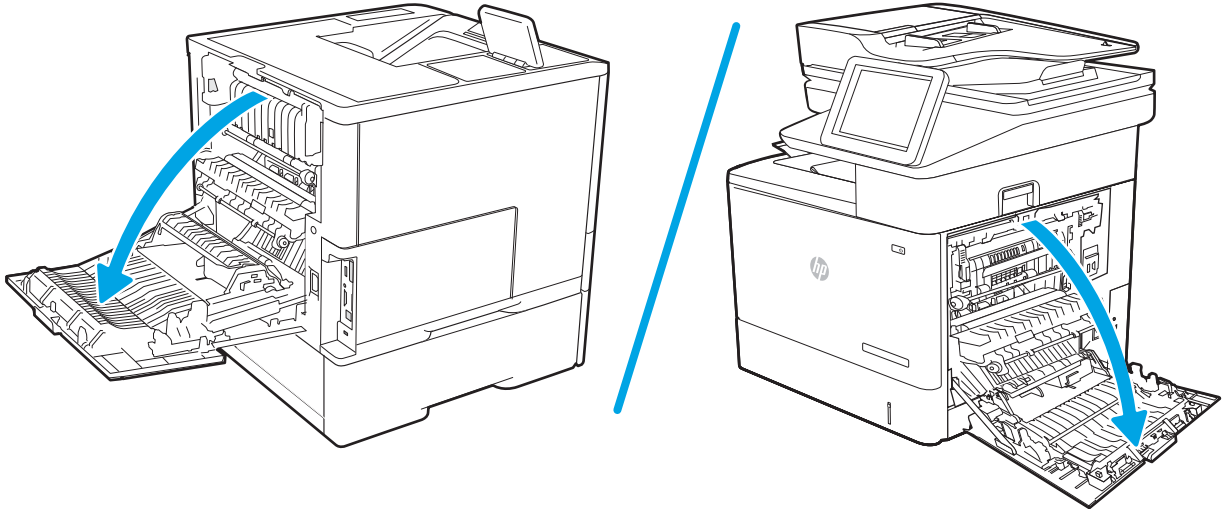
Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.



WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

Figure 8-31 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.


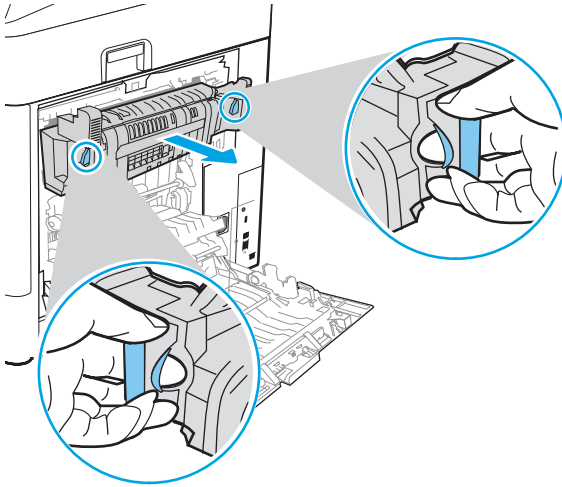
 **NOTE:** The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-32 Remove the fuser



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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 the fuser

Follow these steps to install the fuser.

1. Hold the handles of the fuser and install it into the printer in the direction indicated by the arrow.


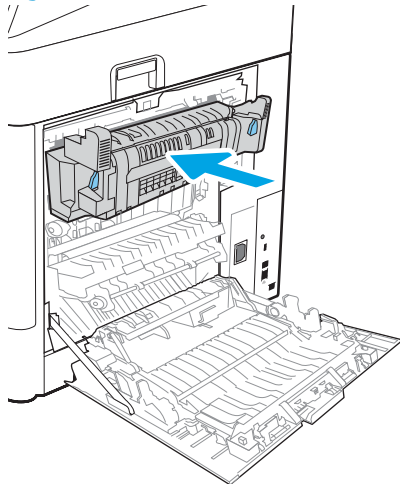
 **NOTE:** The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the install process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser install location.

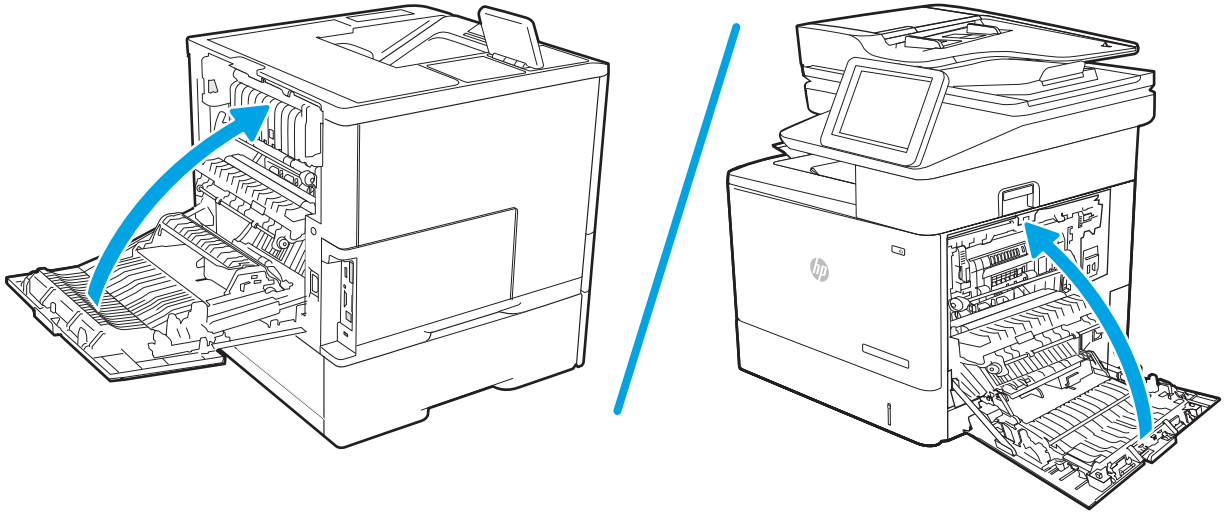
Figure 8-33 Install the fuser



2. Do one of the following:

- a. M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers: Close the rear door.
- b. M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers: Close the right door.

Figure 8-34 Close the rear door or close the right door




Removal and replacement: Tray 1 pickup roller

This document provides the procedures to remove and replace the tray 1 pickup roller.




Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-7 Part information

Part number	Part description
J8J70-67903	Tray 1 Kit (pickup roller and separation roller)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

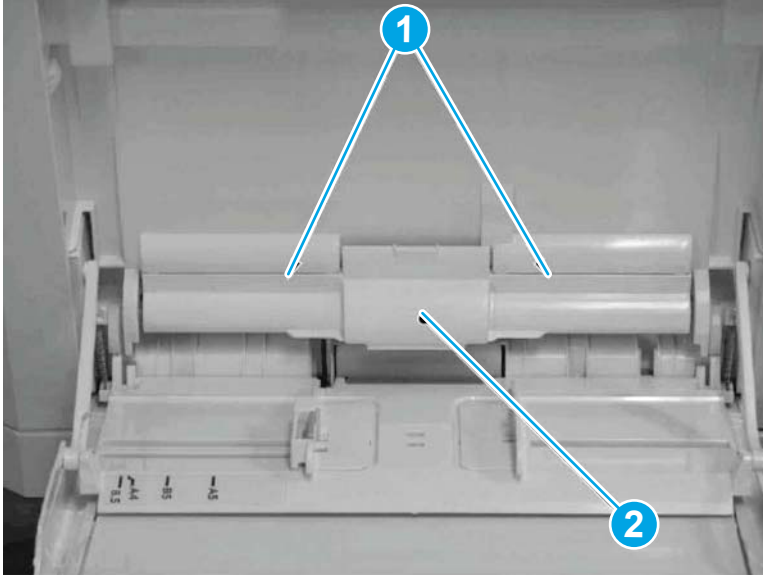
No post service test is available for this assembly.

Remove the tray 1 pickup roller

Follow these steps to remove the tray 1 pickup roller.

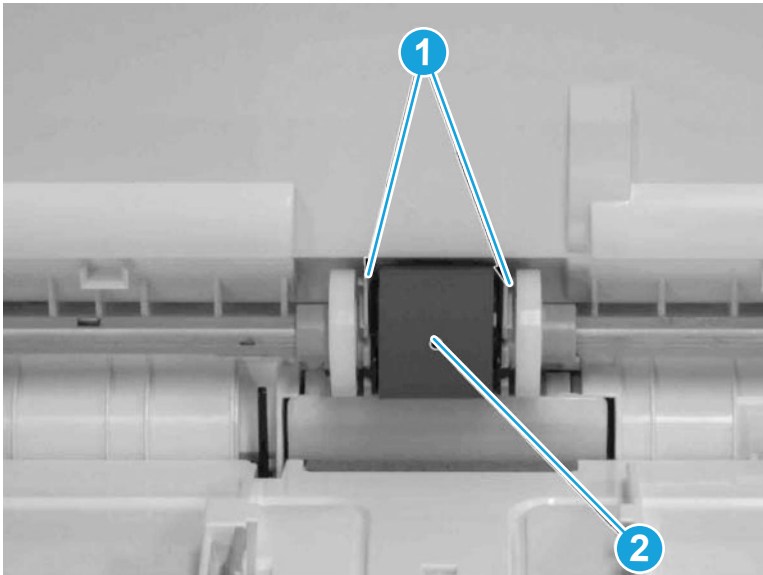
1. Do the following:
 - a. Open the tray 1.
 - b. Release two tabs (callout 1).
 - c. Remove the tray 1 pickup roller cover (callout 2).

Figure 8-35 Release two tabs and remove the pickup roller cover



2. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the tray 1 pickup roller (callout 2).

Figure 8-36 Release two tabs and remove the pickup roller



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

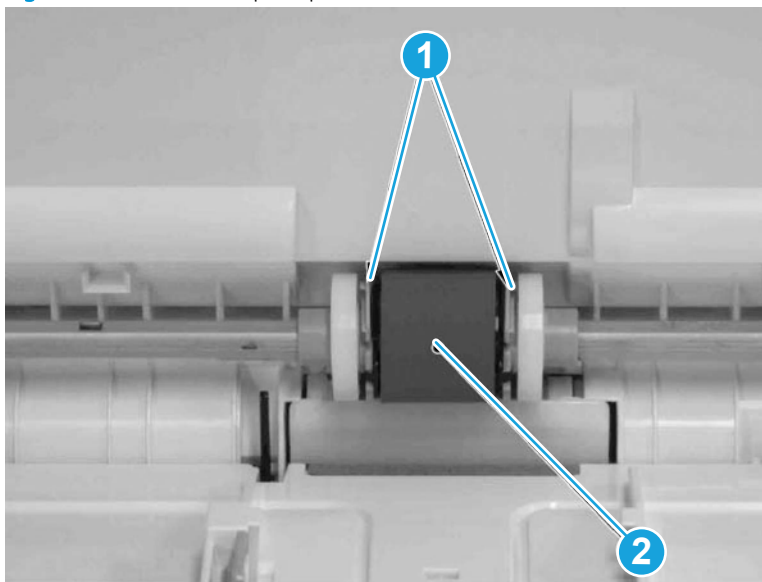
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the tray 1 pickup roller

Follow these steps to install the tray 1 pickup roller.

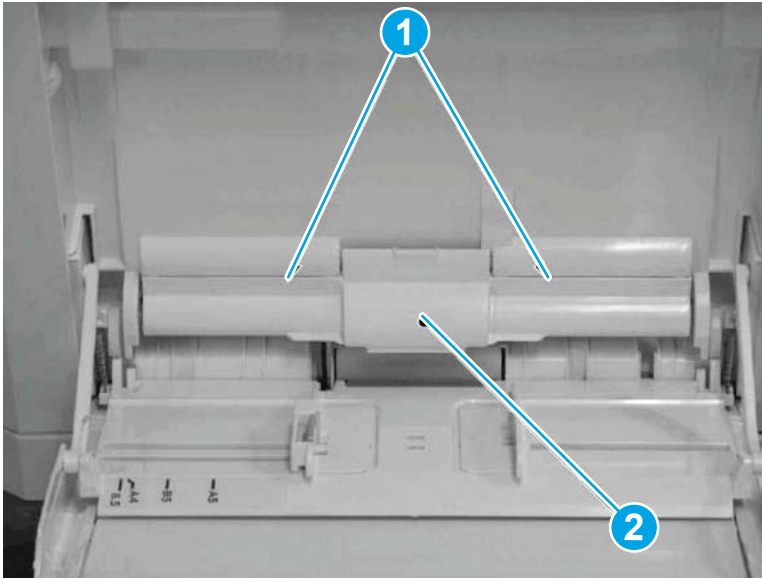
1. Do the following:
 - a. Hold open two tabs (callout 1).
 - b. Install the tray 1 pickup roller (callout 2).
 - c. Release two tabs (callout 1).

Figure 8-37 Install the pickup roller and release two tabs



2. Do the following:
 - a. Install the tray 1 pickup roller cover (callout 2).
 - b. Close the two tabs (callout 1).
 - c. Close the tray 1.

Figure 8-38 Install the pickup roller cover and close two tabs



Removal and replacement: Tray 1 separation roller

This document provides the procedures to remove and replace the tray 1 separation roller.



[View a video of how to remove and replace the tray 1 separation roller.](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-8 Part information

Part number	Part description
J8J70-67903	Tray 1 Kit (pickup roller and separation roller)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

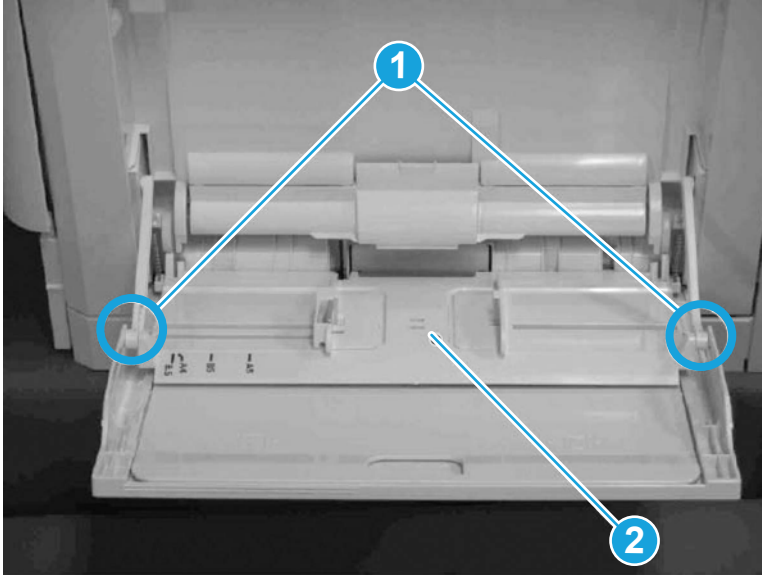
No post service test is available for this assembly.

Remove the tray 1 separation roller

Follow these steps to remove the tray 1 separation roller.

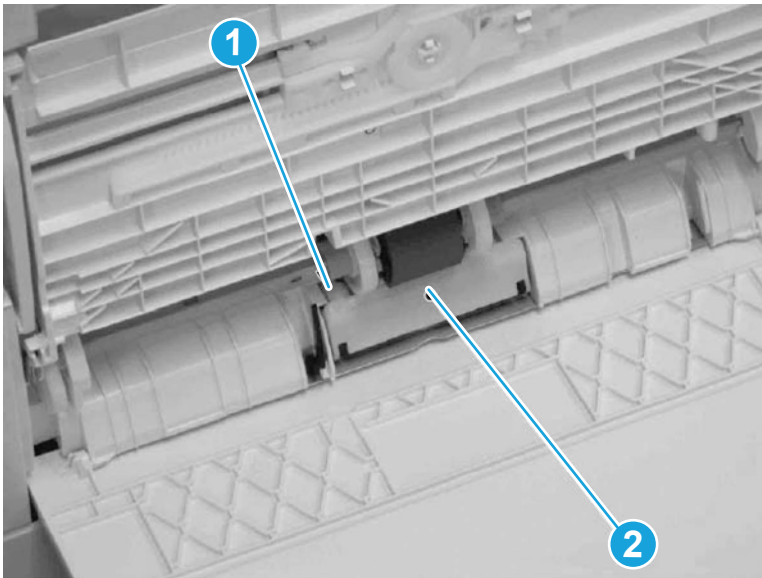
1. Do the following:
 - a. Open the tray 1.
 - b. Release two hinge shafts (callout 1).
 - c. Hold up the lifting plate (callout 2).

Figure 8-39 Release two hinge shafts and hold up the lifting plate



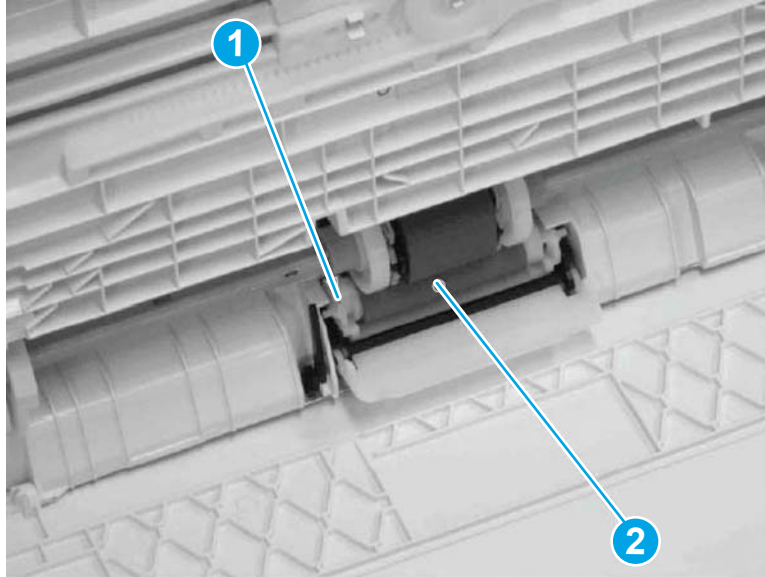
2. Do the following:
 - a. Release one tab (callout 1).
 - b. Open the tray 1 separation roller cover (callout 2).

Figure 8-40 Release one tab and open the cover



3. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the tray 1 separation roller (callout 2).

Figure 8-41 Release one tab and remove the tray 1 separation roller



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

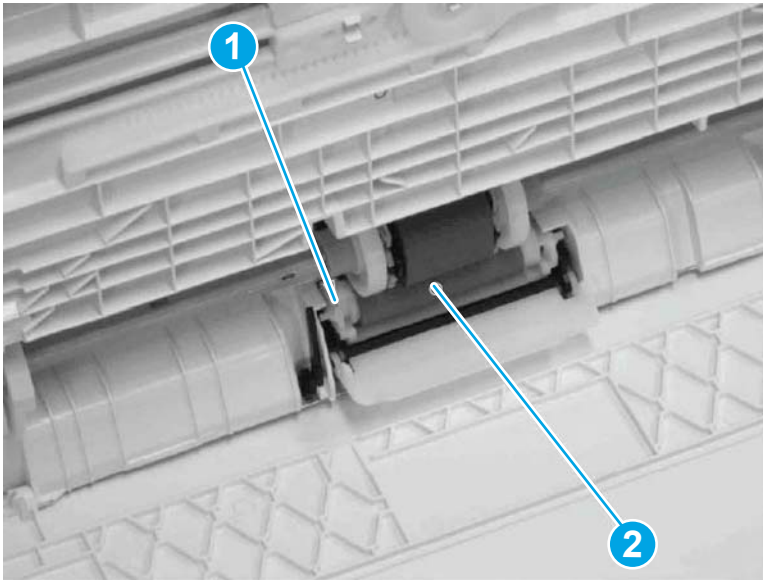
Install the tray 1 separation roller

Follow these steps to install the tray 1 separation roller.

1. Do the following:

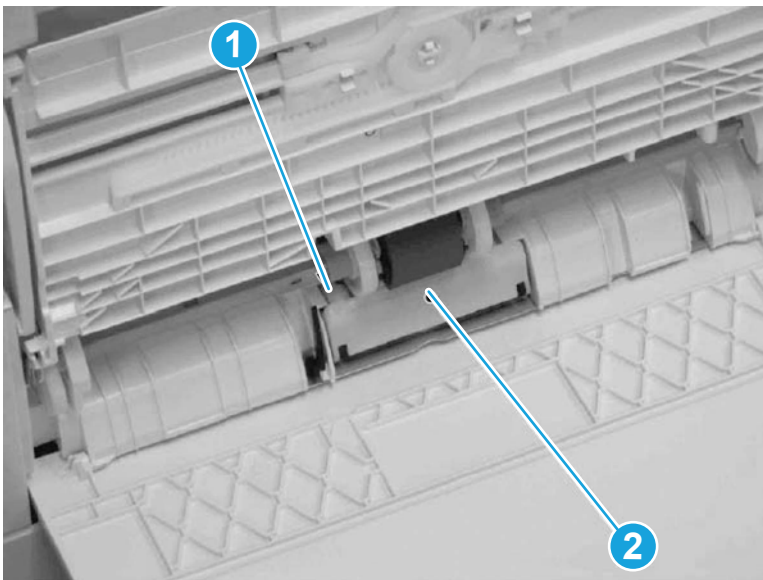
- a. Hold open one tab (callout 1).
- b. Install the tray 1 separation roller (callout 2).

Figure 8-42 Open one tab and install the tray 1 separation roller



2. Do the following:
 - a. Release one tab (callout 1).
 - b. Close the tray 1 separation roller cover (callout 2).

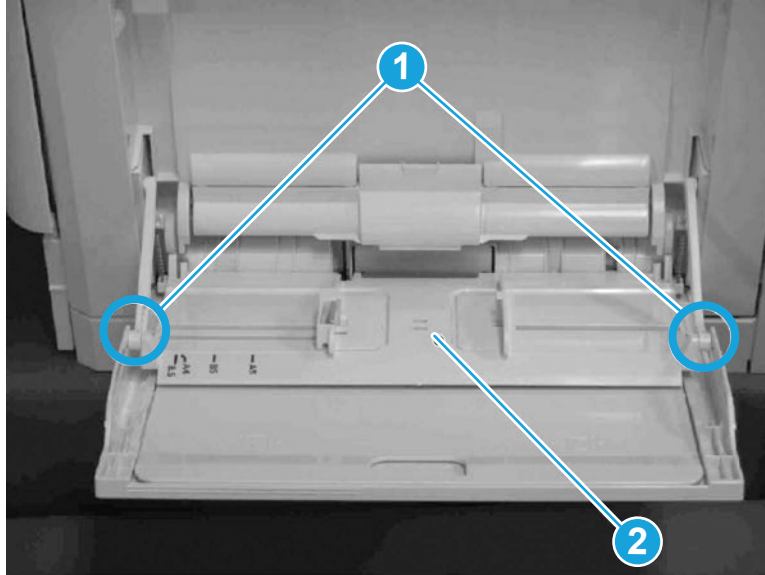
Figure 8-43 Release one tab and close the cover



3. Do the following:

- a. Hold up the lifting plate (callout 2).
- b. Attach two hinge shafts (callout 1).
- c. Close the tray 1.

Figure 8-44 Hold up the lifting plate and attach two hinge shafts




Removal and replacement: Secondary transfer roller

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


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-9 Part information

Part number	Part description
RM2-6800-000cn	Secondary transfer roller kit

Required tools

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

After performing service

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

Post service test

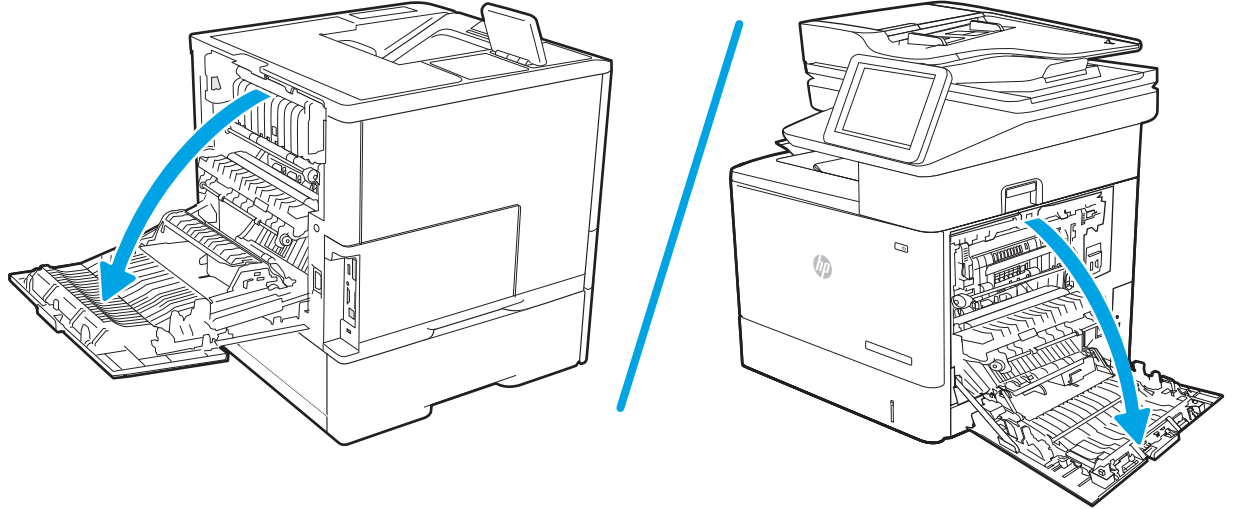
No post service test is available for this assembly.

Remove the secondary transfer roller:

Follow these steps to remove the secondary transfer roller:

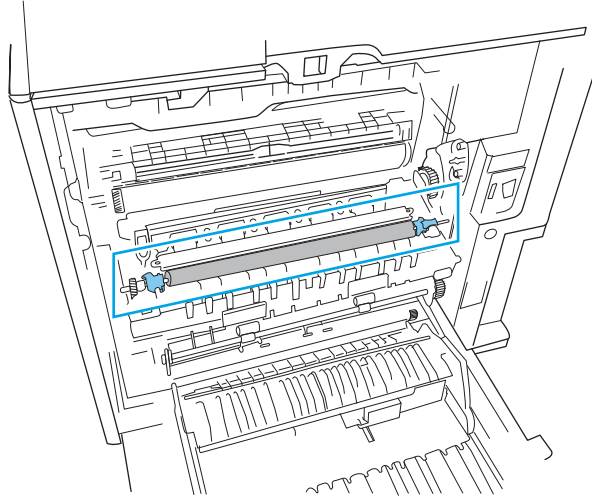
1. Do the following:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

Figure 8-45 Open the rear door or the right door



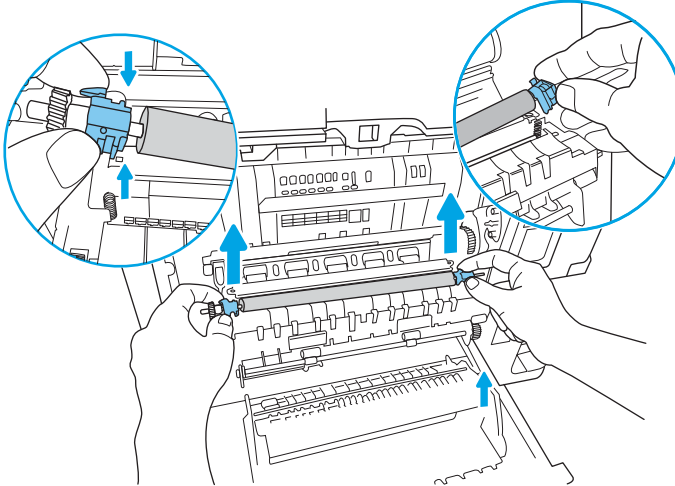
2. Locate the secondary transfer roller within the transfer assembly.

Figure 8-46 Locate the secondary transfer roller



3. Do the following:
 - a. At each end of the secondary transfer roller, release two tabs.
 - b. Lift up and remove the secondary transfer roller assembly in the direction indicated by the arrows.

Figure 8-47 Release four tabs and remove the secondary transfer roller



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

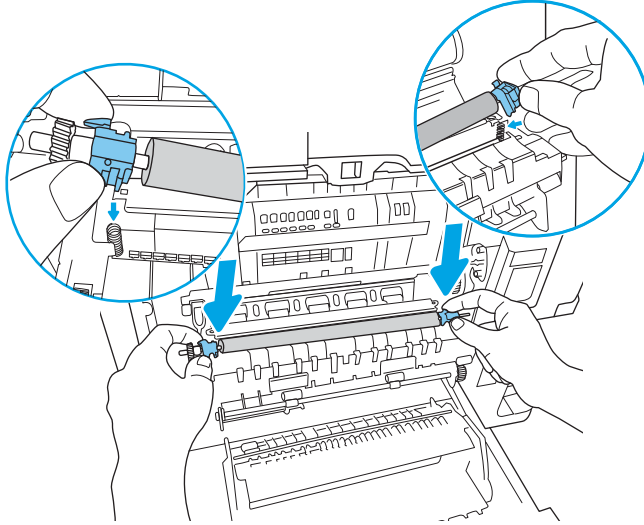
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the secondary transfer roller:

Follow these steps to install the secondary transfer roller:

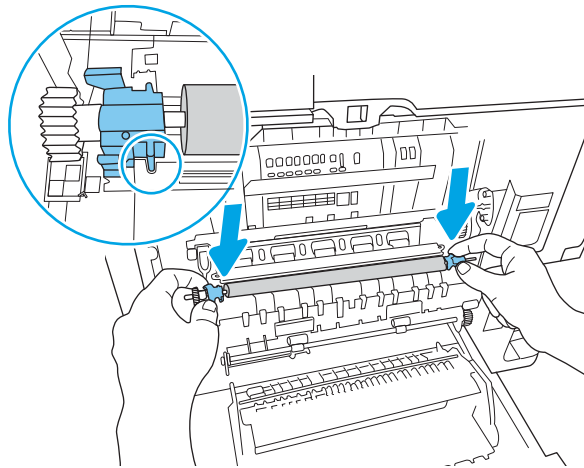
1. At each end of the secondary transfer roller, pinch two tabs together to install it.

Figure 8-48 Pinch together the four tabs and install the secondary transfer roller



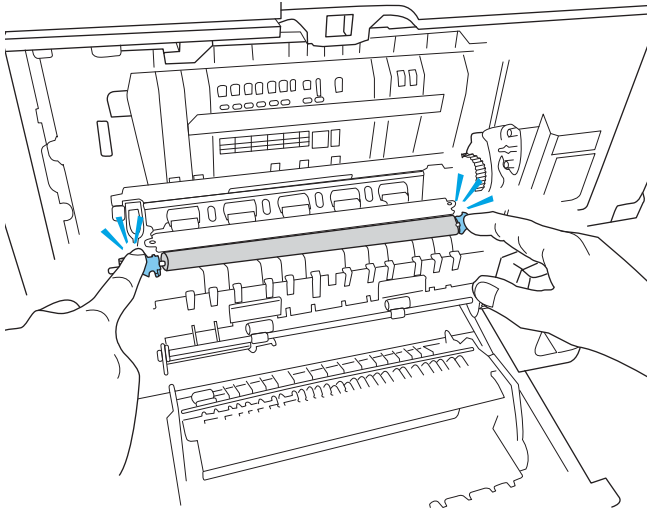
2. To correctly seat the secondary transfer roller, make sure that the pin on each end is aligned in the grooves of the transfer assembly.

Figure 8-49 Align the end pins of the secondary transfer roller in the grooves



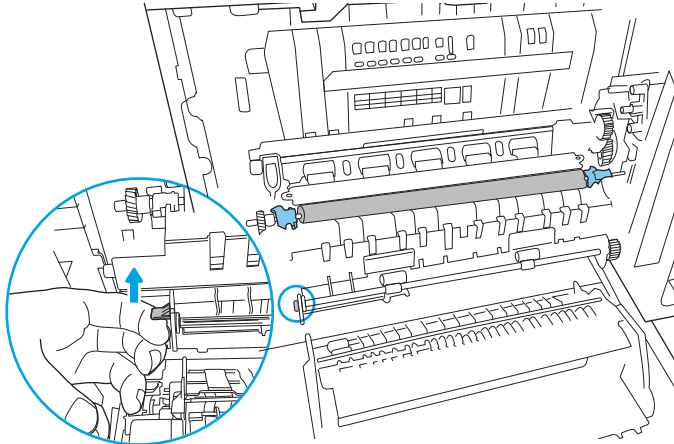
3. Press down on each end of the secondary transfer roller and make sure it snaps into place.

Figure 8-50 Press down and snap the ends into place



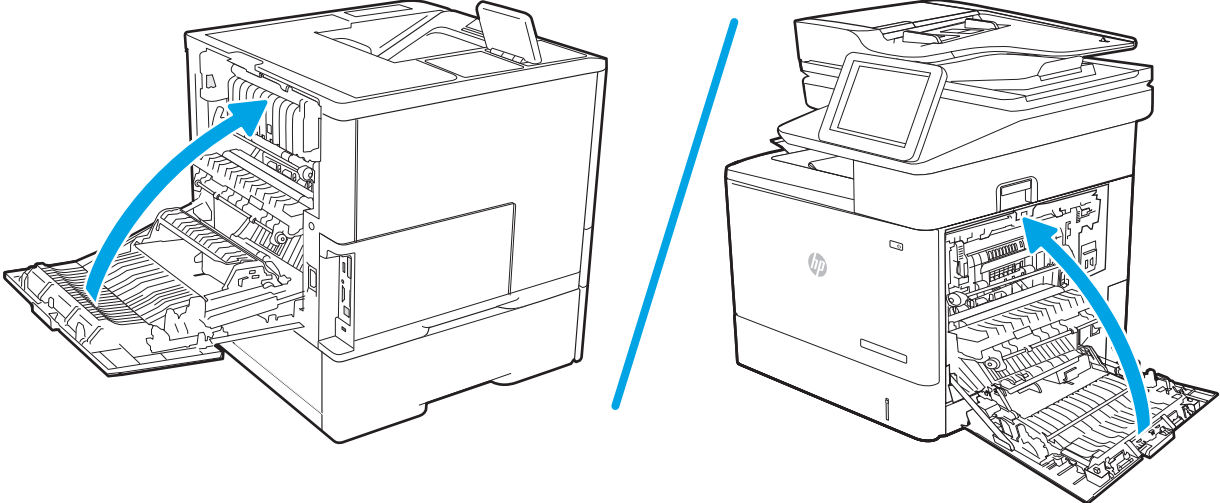
4. On the transfer assembly, lift up the left end tab.

Figure 8-51 Lift up the transfer assembly left end tab



5. Do the following:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Close the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Close the right door.

Figure 8-52 Close the rear door or close the right door



Removal and replacement: Document feeder rollers

This document provides the procedures to remove and replace the document feeder rollers.



[View a video on how to remove and replace the document feeder rollers.](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-10 Part information

Part number	Part description
5851-7202	Document feeder rollers replacement kit

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the document feeder rollers

Follow these steps to remove the document feeder rollers.

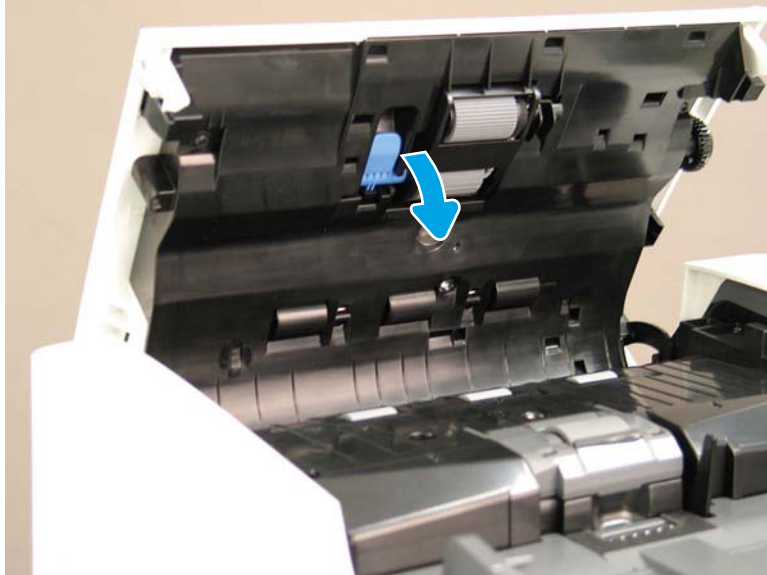
1. Open the document feeder cover.

Figure 8-53 Open the document feeder cover



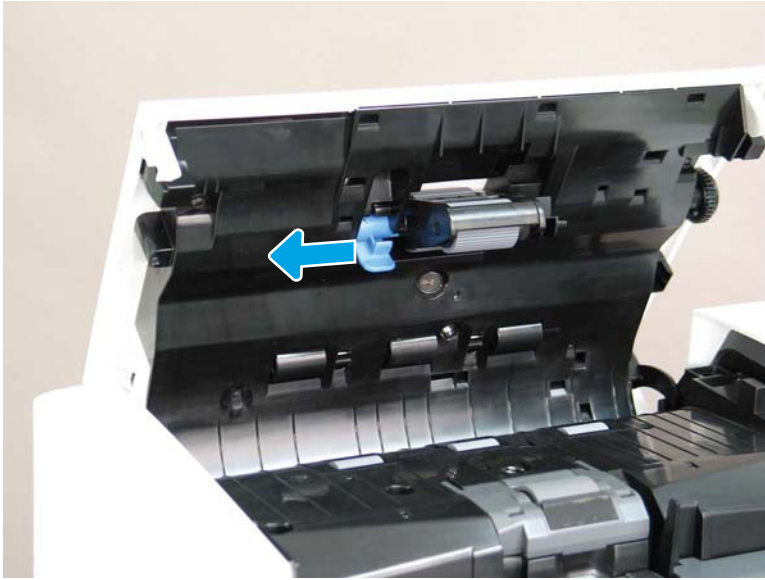
2. Rotate the blue locking lever down.

Figure 8-54 Rotate the blue locking lever down



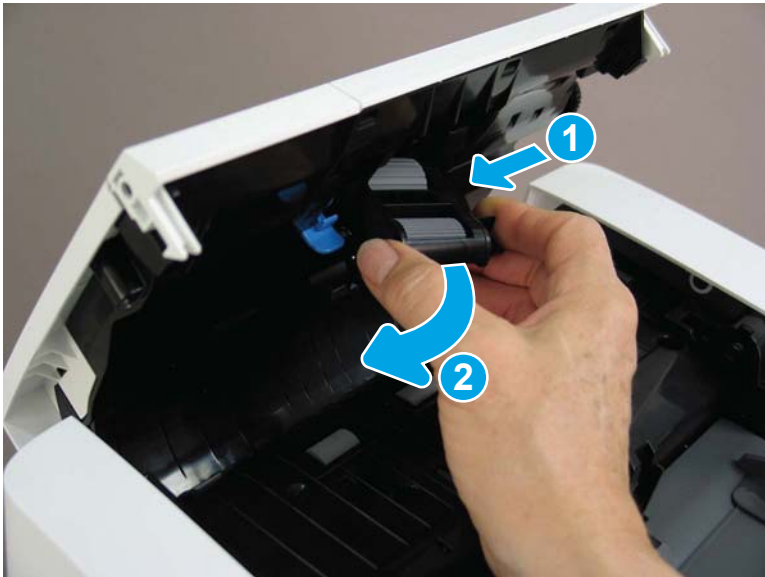
3. Slide the locking lever toward the front of the printer, in the direction indicated by the arrow.

Figure 8-55 Slide the locking lever toward the front



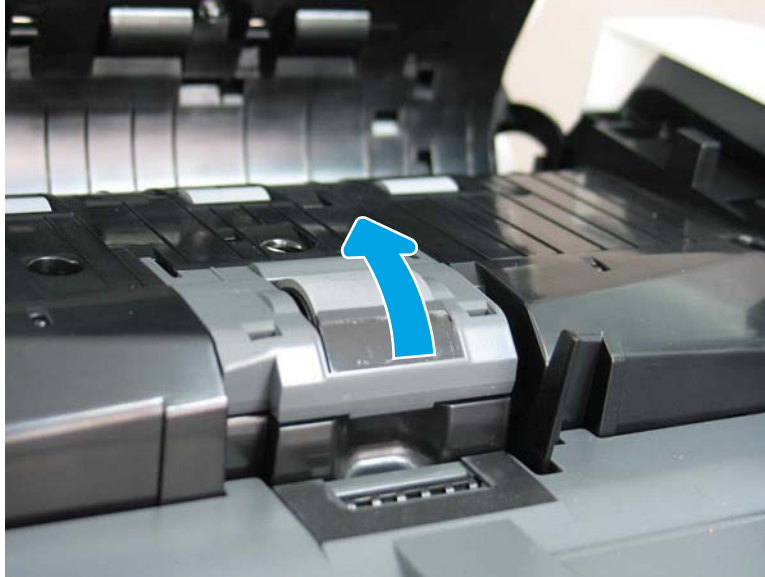
4. Grasp both sides of the document feeder pick roller (callout 1), and then remove the roller assembly in the direction indicated by the arrow (callout 2).

Figure 8-56 Remove the pick roller



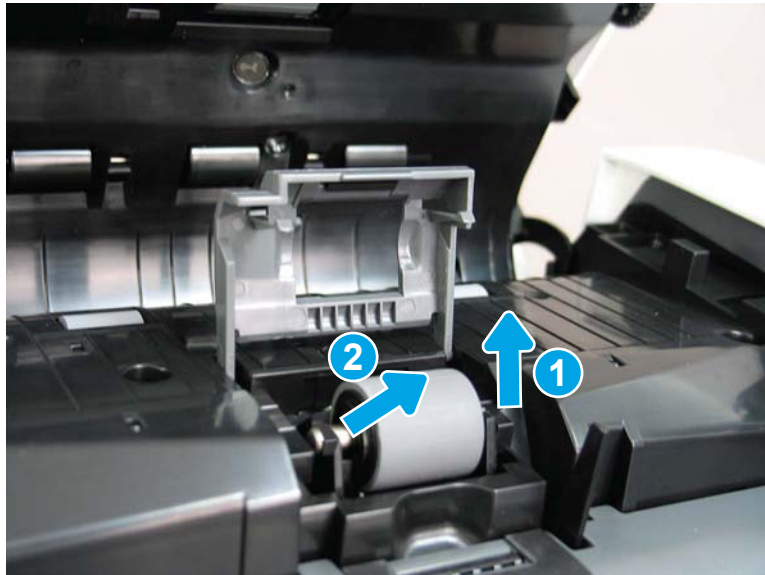
5. Open the document feeder separation roller cover in the direction indicated by the arrow.

Figure 8-57 Open the separation roller cover



6. Lift the document feeder separation roller (callout 1), and then remove the roller assembly in the direction indicated by the arrow (callout 2).

Figure 8-58 Remove the separation roller



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

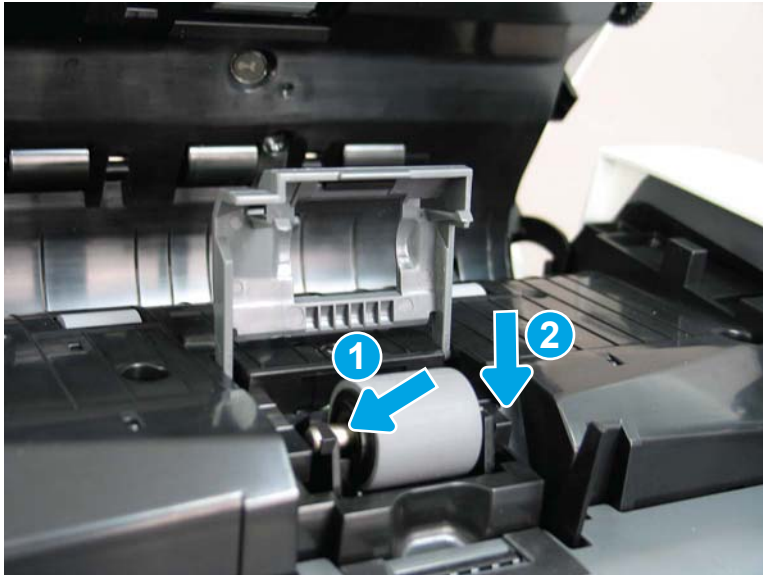
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the document feeder rollers

Follow these steps to install the document feeder rollers.

1. Insert the left end of the replacement separation roller into the document feeder location (callout 1), and then press the roller assembly down as indicated by the arrow (callout 2).

Figure 8-59 Install the separation roller



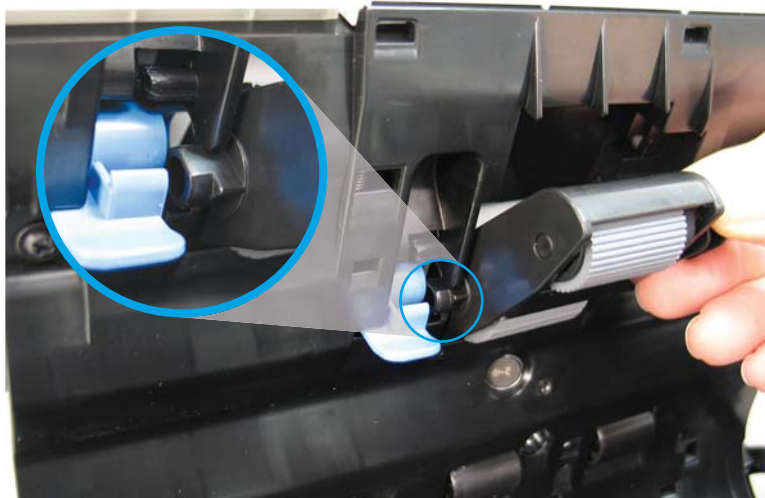
2. Close the document feeder separation roller cover in the direction indicated by the arrow.

Figure 8-60 Close the separation roller cover



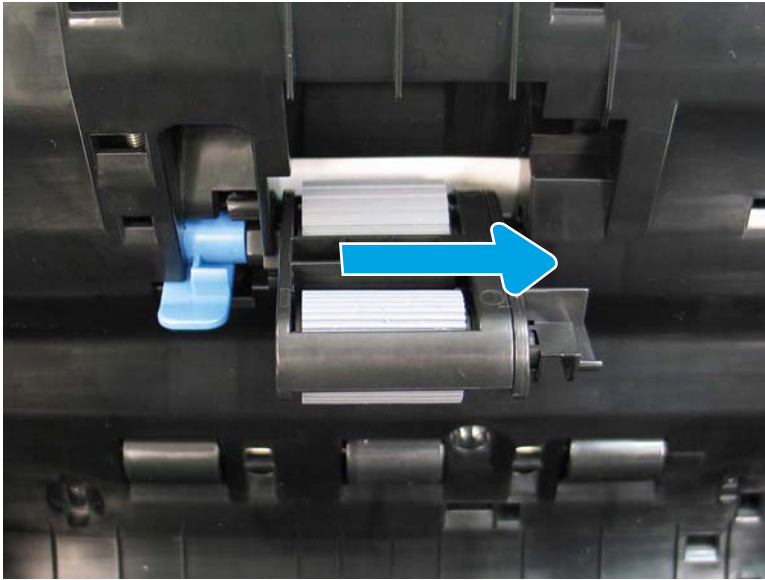
3. Insert the left end of the replacement pick roller assembly into the document feeder location as indicated.

Figure 8-61 Install the pick roller



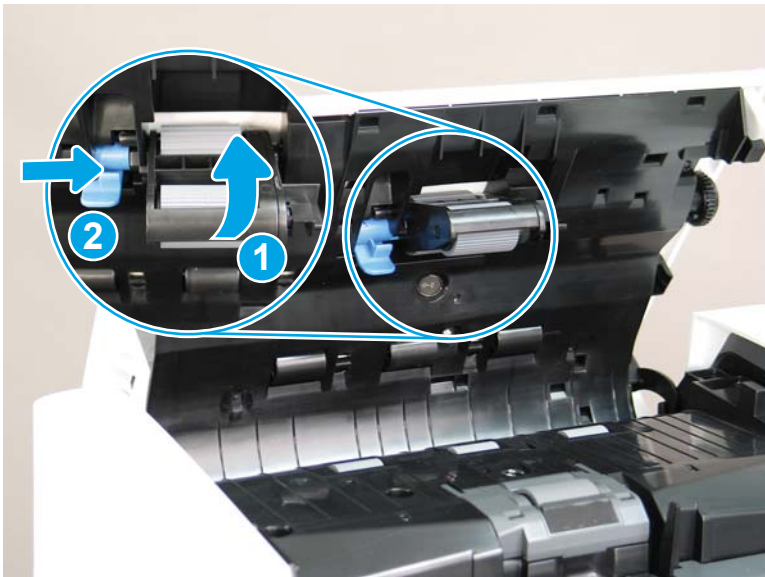
4. Slide the locking lever toward the back of the printer to secure the document feeder pick roller.

Figure 8-62 Slide the locking lever toward the back



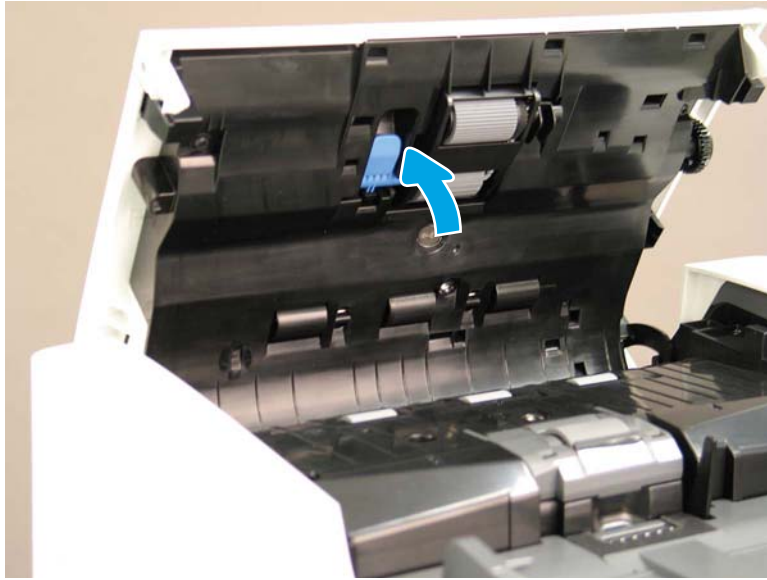
5. Rotate the pick roller assembly up into the holder (callout 1), and then slide the blue locking lever toward the back of the printer (callout 2).

Figure 8-63 Rotate the pick roller up and slide the blue locking lever towards the back



6. Rotate the blue locking lever up.

Figure 8-64 Rotate the blue locking lever up



7. Close the document feeder cover.

Figure 8-65 Close the document feeder cover




Removal and replacement: White backing and retention clips

This document provides the procedures to remove and replace the white backing and retention clips.


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-11 Part information

Part numbers	Part description
5851-7206	White backing and retention clips A4 kit
5851-7207	White backing retention clips (only) kit

Required tools

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

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 a page and make sure that the toner is fused to the page properly.

Remove the white backing and retention clips

Follow these steps to remove the white backing and retention clips.

1. Open the document feeder.

Figure 8-66 Open the document feeder



2. Grasp the edge of the white backing, and then firmly pull it away from the document feeder to remove the white backing and the retention clips.


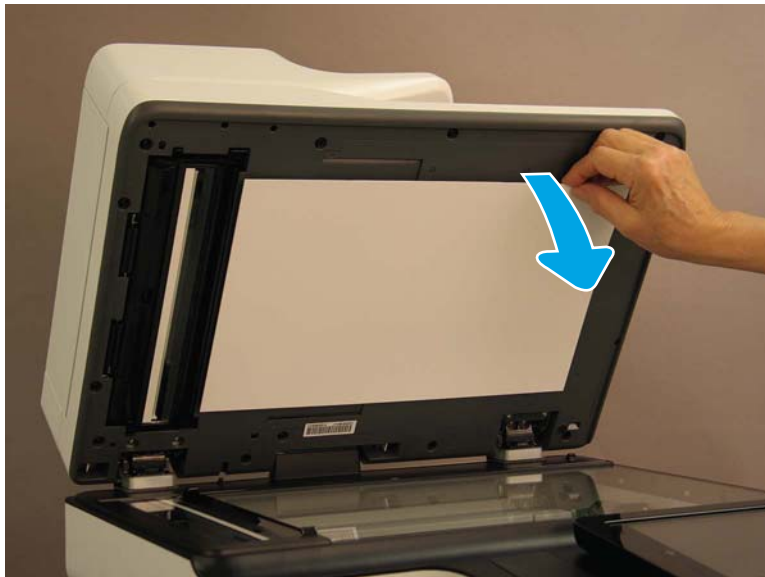
 **NOTE:** The clips are still attached to the white backing when it is removed.

Figure 8-67 Remove the white backing



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

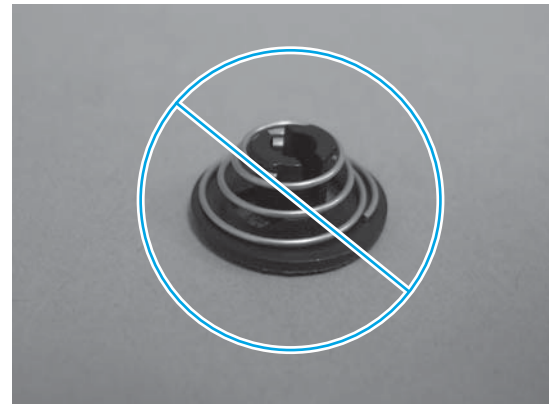
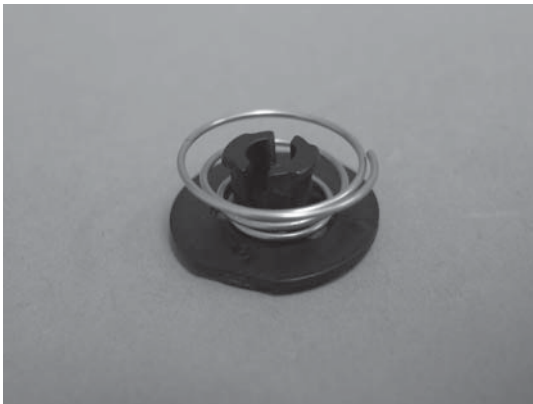
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the white backing and retention clips

Follow these steps to install the white backing and retention clips.

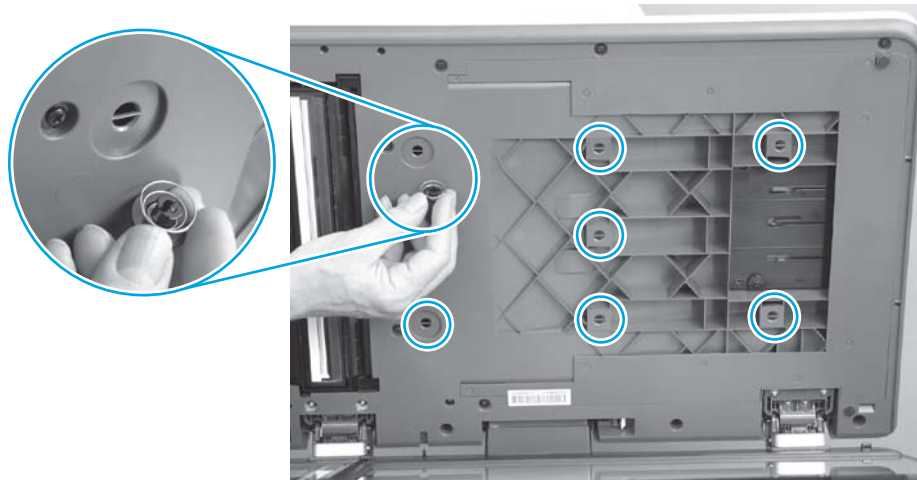
1. Verify that the springs are positioned correctly on each of the retention clips provided in the replacement kit.

Figure 8-68 Verify spring positions



2. In the location where the white backing was removed, install seven retention clips in the document feeder. Align the tabs on the clip with the slots in the document feeder.

Figure 8-69 Install seven retention clips



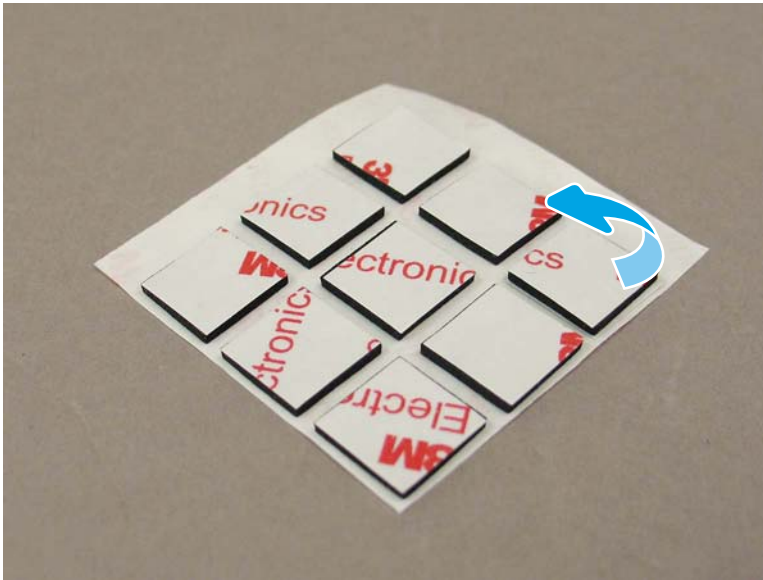
3. Press on each retention clip to make sure that they are fully installed. You will hear an audible click when the clip is correctly installed.

Figure 8-70 Press on each clip



4. Peel an adhesive square off of the backing sheet.

Figure 8-71 Remove an adhesive square



5. Attach an adhesive square to each retention clip on the document feeder.


 **NOTE:** Do not remove the protective film off of the top of the adhesive square yet.

Figure 8-72 Attach the adhesive squares on each retention clip



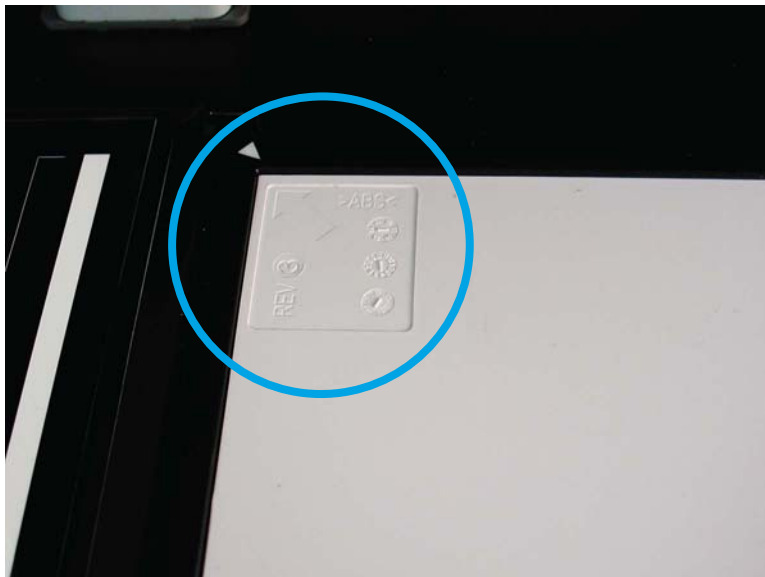
6. Remove the protective film off of each adhesive square.

Figure 8-73 Remove the protective film



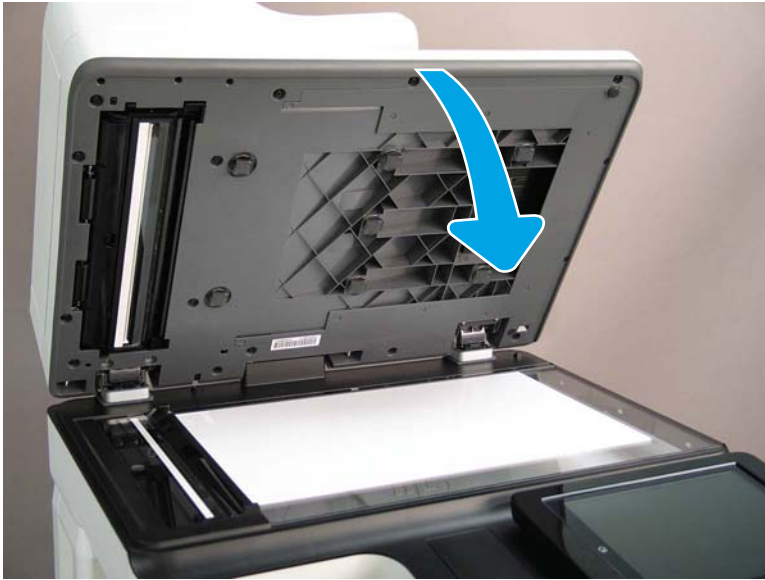
7. Position the white backing on the image scanner glass. Make sure that the corner with the embossed arrow on the backing is positioned against the corner with the white arrow on the scanner.

Figure 8-74 Position the white backing



8. Close the document feeder.

Figure 8-75 Close the document feeder



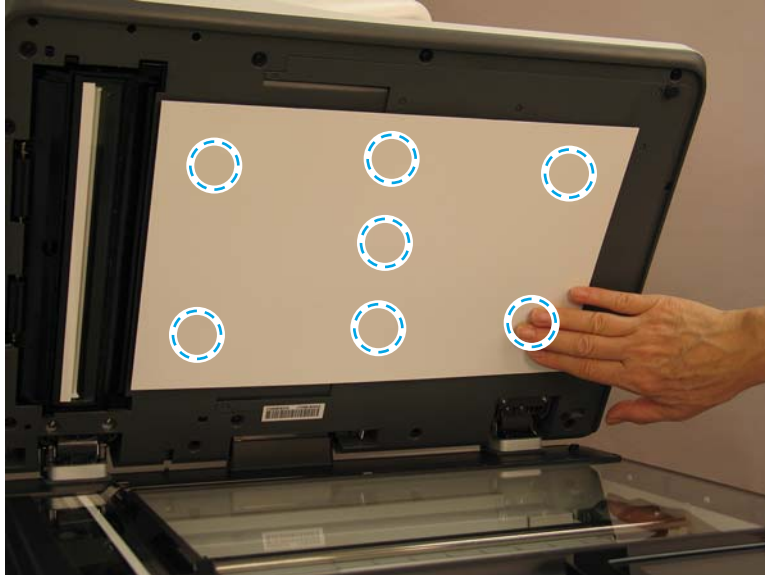
9. Open the document feeder.

Figure 8-76 Open the document feeder



10. Press on the white backing at the location of each retention clip to ensure that the backing is securely attached to the adhesive on the clips.

Figure 8-77 Press on the white backing



11. Close the document feeder.

Figure 8-78 Close the document feeder




Removal and replacement: Hard-disk drive (HDD)

This document provides the procedures to remove and replace the hard-disk drive (HDD).


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-12 Part information

Part number	Part description
5851-6712	500 GB hard disk drive kit
B5L29-67903	Kit-secure HDD, 500 GB FIPS

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the formatter cover

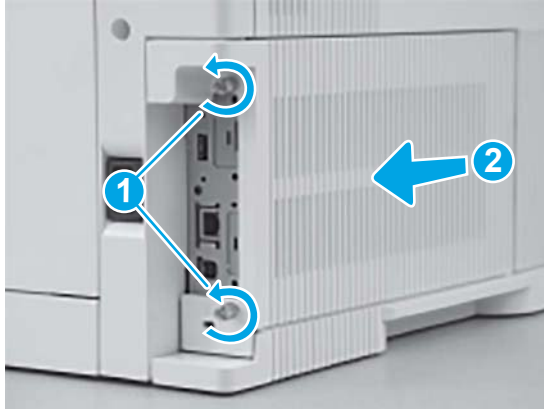
Follow these steps to remove the formatter cover.

▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-79 Release two thumb screws and remove the formatter cover



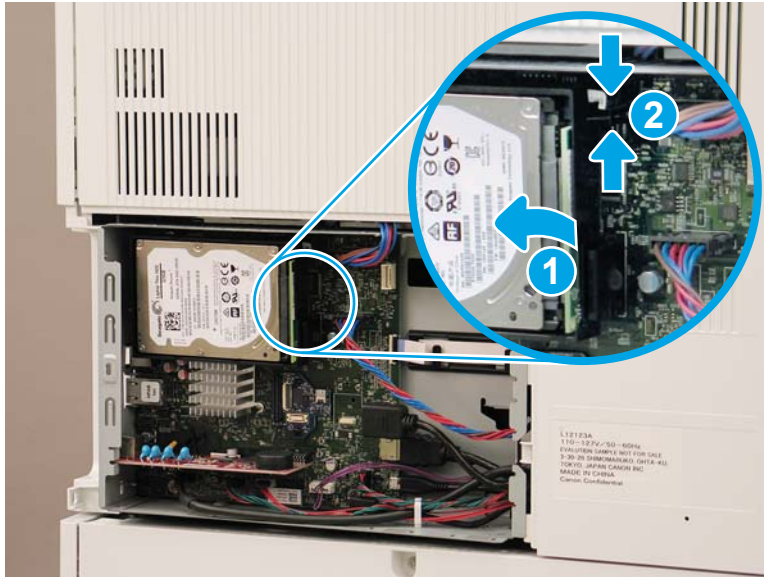
Remove the hard-disk drive (HDD)

Follow these steps to remove the hard-disk drive (HDD).

1. Do the following:
 - a. Release the hard-disk drive (HDD) locking connector (callout 1).
 - b. Pinch the retainer (callout 2) to release it.

⚠ CAUTION: Electrostatic sensitive (ESD) parts. Always touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive part.

Figure 8-80 Release the HDD locking connector and pinch the retainer to release it



2. Do the following:
 - a. Rotate the connector end of the HDD out and away from the formatter (callout 1).
 - b. Slide the HDD away from the formatter cage, in the direction indicated by the arrow (callout 2), and remove it.

Figure 8-81 Rotate the HDD away from the formatter and remove the HDD



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

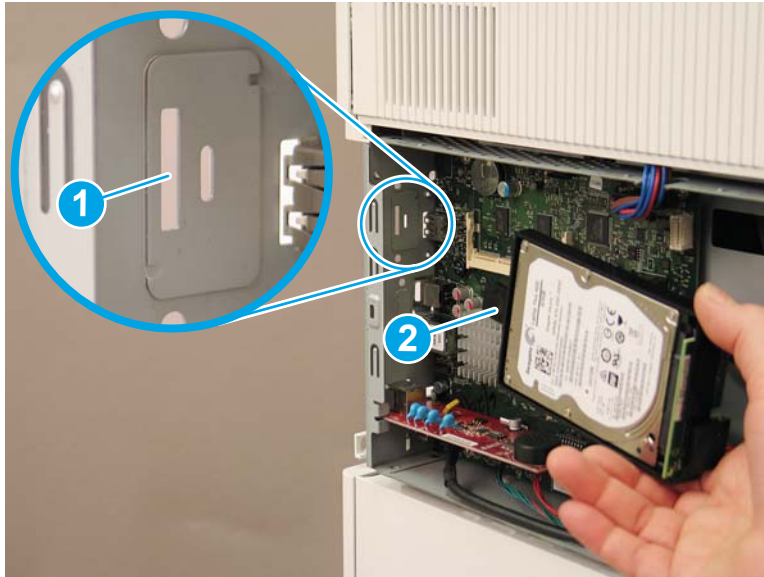
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the hard-disk drive (HDD)

Follow these steps to install the hard-disk drive (HDD).

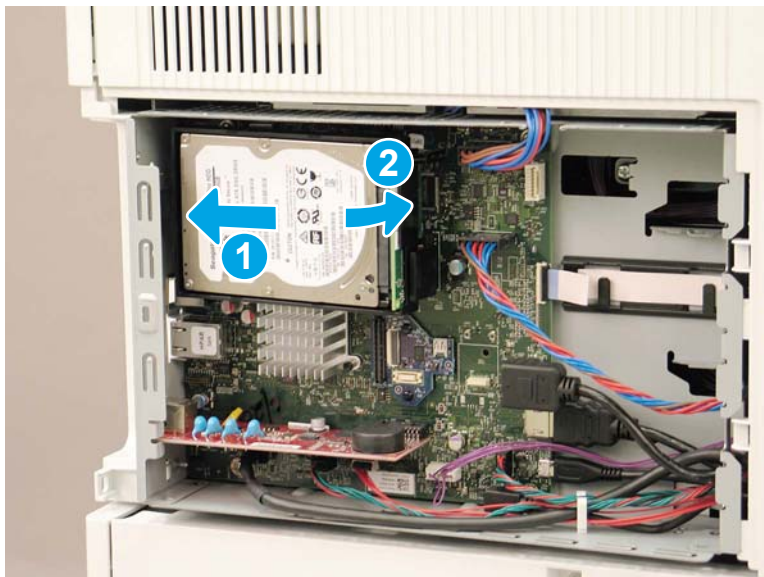
1. Before proceeding, take note of the location of the slot (callout 1) in the sheet metal where the HDD cradle mounting tab (callout 2) must be installed.

Figure 8-82 Locate the slot where the HDD mounting tab is installed



2. Do the following:
 - a. Insert the HDD cradle mounting tab into the slot in the sheet metal.
 - b. Slide the HDD toward the formatter cage (callout 1) to fully install the tab in the sheet metal.
 - c. Rotate the connector end (callout 2) of the HDD toward the formatter.

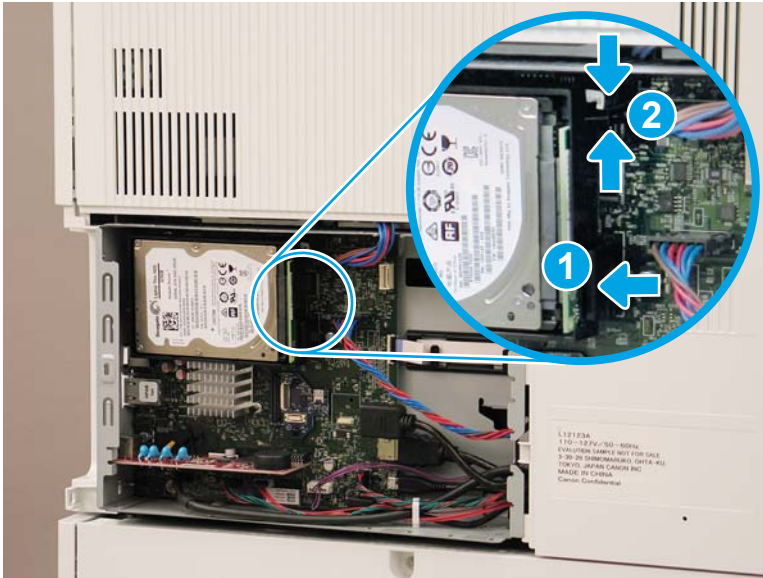
Figure 8-83 Install the tab into the slot and rotate the connector end



3. Make sure that the locking connector (callout 1) latches and that the standoff (callout 2) engages with the slot in the formatter.

 **NOTE:** It might be necessary to pinch the retainer to engage it with the slot.

Figure 8-84 The locking connector is latched and the standoff is engaged with the slot



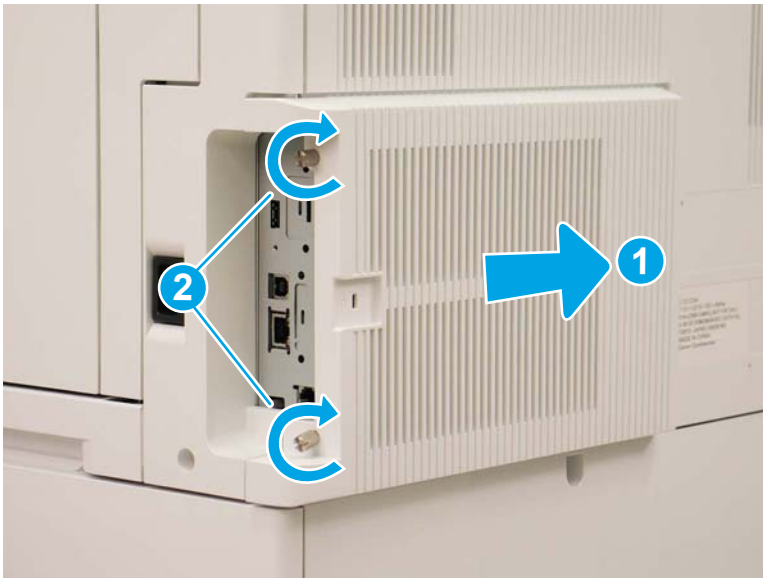
Install the formatter cover

Follow these steps to install the formatter cover.

- ▲ Slide the formatter cover onto the printer in the direction indicated by the arrow (callout 1), and then tighten two thumb screws (callout 2).

 **NOTE:**

Figure 8-85 Slide on the formatter cover and tighten two thumb screws




Removal and replacement: Dual in-line memory module (DIMM)

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




Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-13 Part information

Part number	Part description
E5K48-67902	DIMM kit (1 GB DDR3 x32 144 Pin 800 MHz)
5851-6581	DIMM kit (2 GB DDR3 x32 144 Pin 800 MHz)

Required tools

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

After performing service

Turn the printer power on

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


Post service test

No post service test is available for this assembly.

Remove the formatter cover

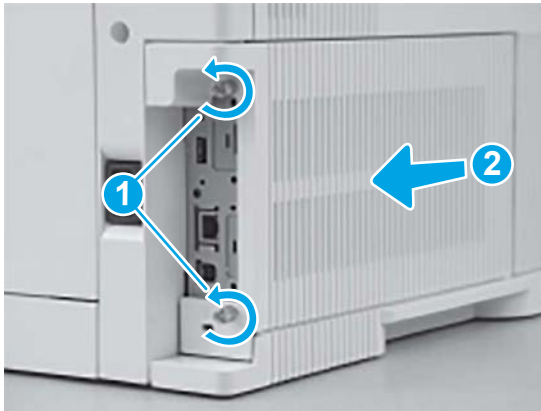
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-86 Release two thumb screws and remove the formatter cover



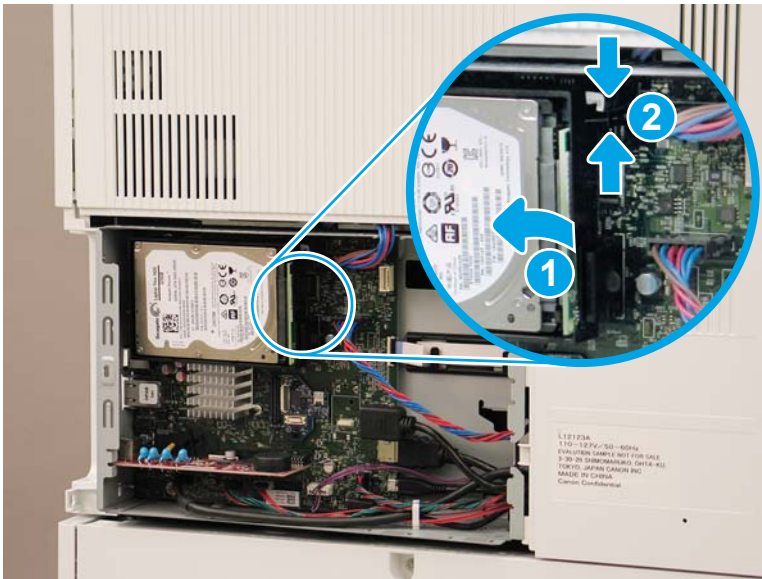
Remove the DIMM

Follow these steps to remove the DIMM.

1. Do the following:
 - a. If a hard disk drive (HDD) is not installed, skip the next two steps and go to step 3.
 - b. On the HDD, release the locking connector (callout 1), and then pinch the retainer (callout 2) to release it.

CAUTION: Electrostatic sensitive (ESD) parts. Always touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive part.

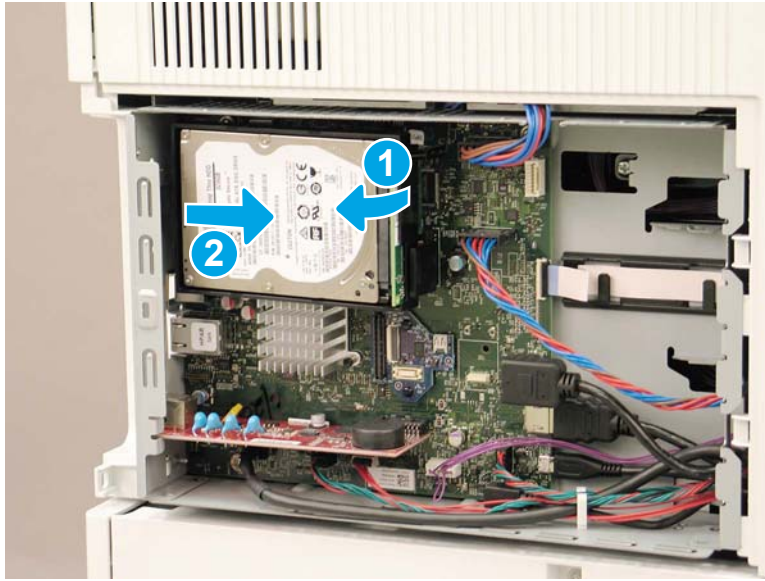
Figure 8-87 Release the HDD locking connector and pinch the retainer to release it



2. Do the following:

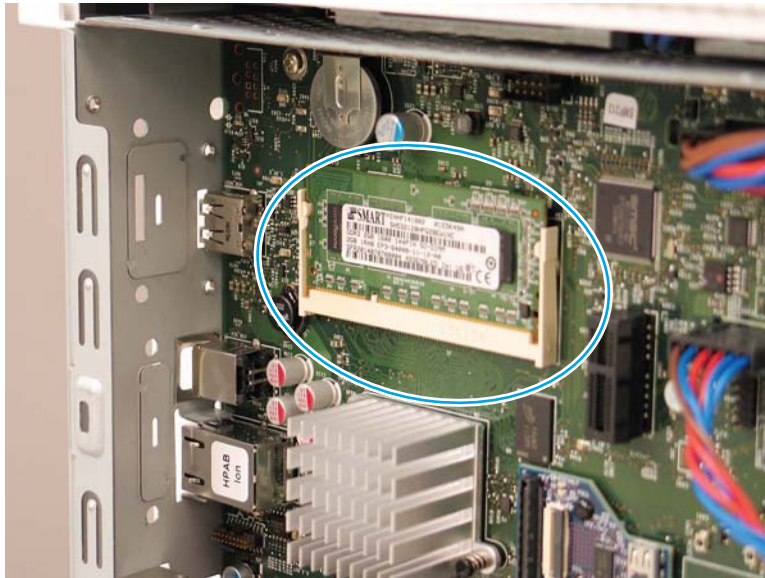
- a. Rotate the connector end of the HDD out and away from the formatter (callout 1).
- b. Slide the HDD away from the formatter cage (callout 2) and remove it.

Figure 8-88 Rotate the HDD away from the formatter and remove the HDD



3. Locate the DIMM component on the formatter.

Figure 8-89 Locate the DIMM on the formatter



4. Release two locking arms (callout 1), and then allow the top edge of the DIMM to pivot away from the holder (callout 2).

Figure 8-90 Release two locking arms and pivot the DIMM away from the holder



5. Lift up and remove the DIMM in the direction indicated by the arrow.

Figure 8-91 Lift up and remove the DIMM



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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 the DIMM

Follow these steps to install the DIMM.

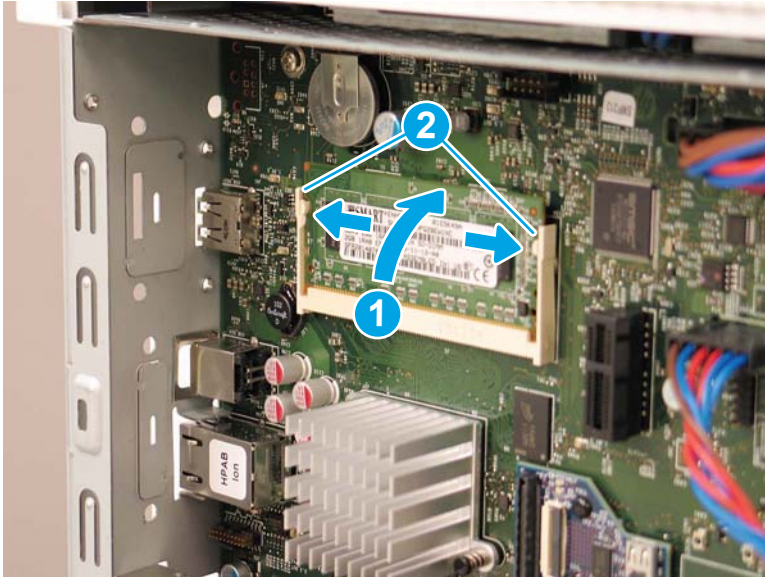
1. Insert the replacement DIMM down into the DIMM holder on the formatter in the direction indicated by the arrow.

Figure 8-92 Insert the DIMM into the holder



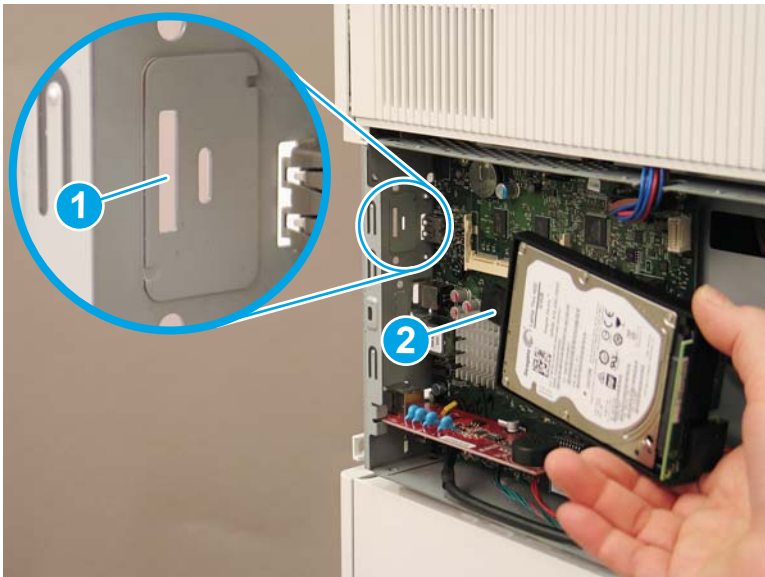
2. Pivot the edge of the DIMM toward the holder (callout 1) and then make sure that the two locking arms snap into place (callout 2).

Figure 8-93 Pivot the DIMM into the holder and secure the two locking arms



3. Do the following:
 - a. If a hard disk drive (HDD) is not installed, steps 8, 9 and 10 are not necessary.
 - b. Before proceeding, take note of the location of the slot in the sheet metal (callout 1) where the HDD cradle mounting tab (callout 2) must be installed.

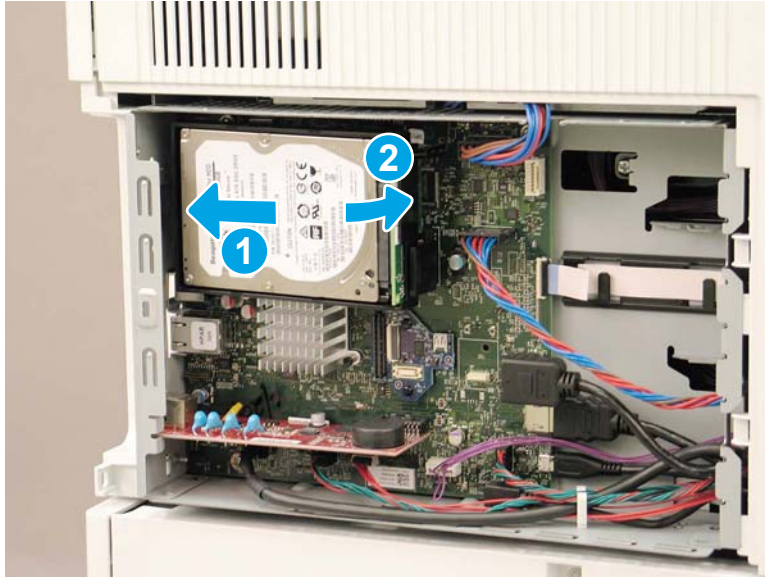
Figure 8-94 Locate the slot where the HDD mounting tab is installed



4. Do the following:

- a. Insert the HDD cradle mounting tab into the slot in the sheet metal.
- b. Slide the HDD toward the formatter cage (callout 1) to fully install the tab in the sheet metal.
- c. Rotate the connector end (callout 2) of the HDD toward the formatter.

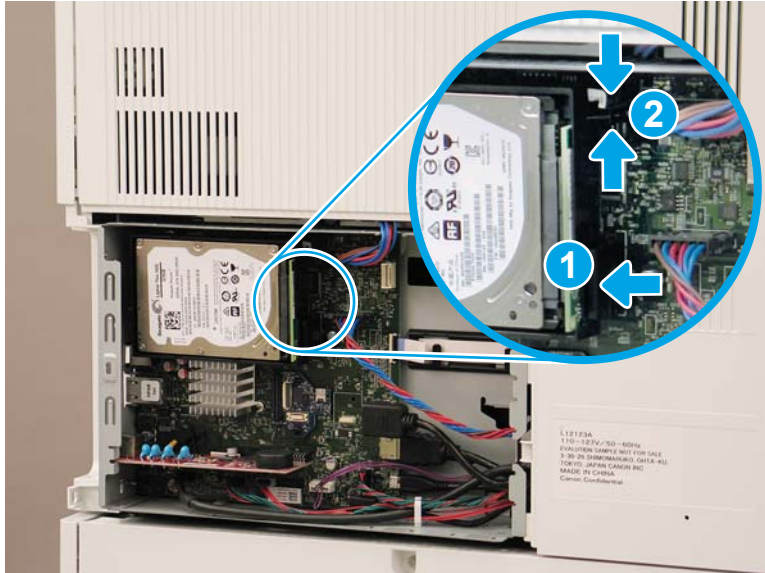
Figure 8-95 Install the tab into the slot and rotate the connector end



5. Make sure that the locking connector (callout 1) latches and that the standoff (callout 2) engages with the slot in the formatter.

 **NOTE:** It might be necessary to pinch the retainer to engage it with the slot.

Figure 8-96 The locking connector is latched and the standoff is engaged with the slot



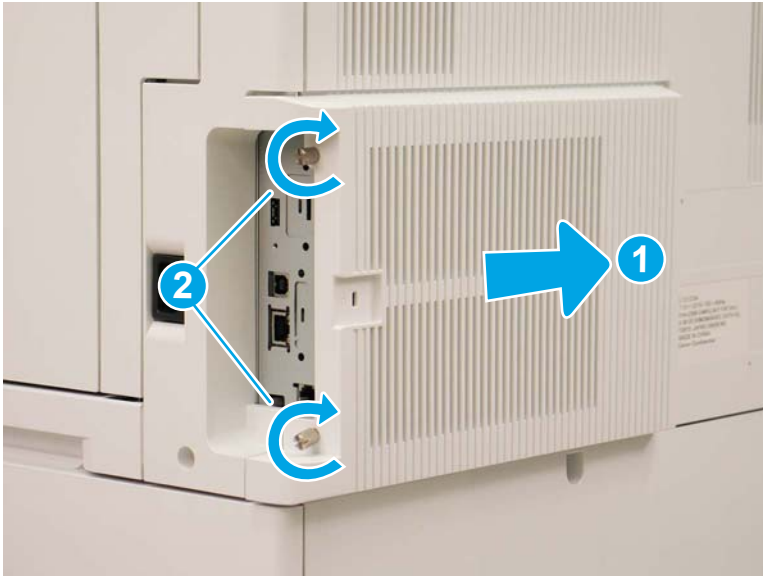
Install the formatter cover

Follow these steps to install the formatter cover.

- ▲ Slide the formatter cover onto the printer in the direction indicated by the arrow (callout 1), and then tighten two thumb screws (callout 2).

 **NOTE:**

Figure 8-97 Slide on the formatter cover and tighten two thumb screws




Removal and replacement: Fax PCA

This document provides the procedures to remove and replace the fax PCA.

 [View a video of how to remove and replace the fax PCA.](#)


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-14 Part information

Part number	Part description
A2W77-67910	Analog fax kit

Required tools

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

After performing service

Turn the printer power on

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


Post service test

No post service test is available for this assembly.

Remove the formatter cover

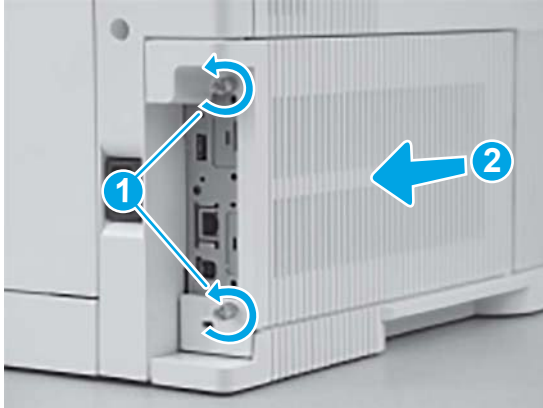
Follow these steps to remove the formatter cover.

 To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-98 Release two thumb screws and remove the formatter cover



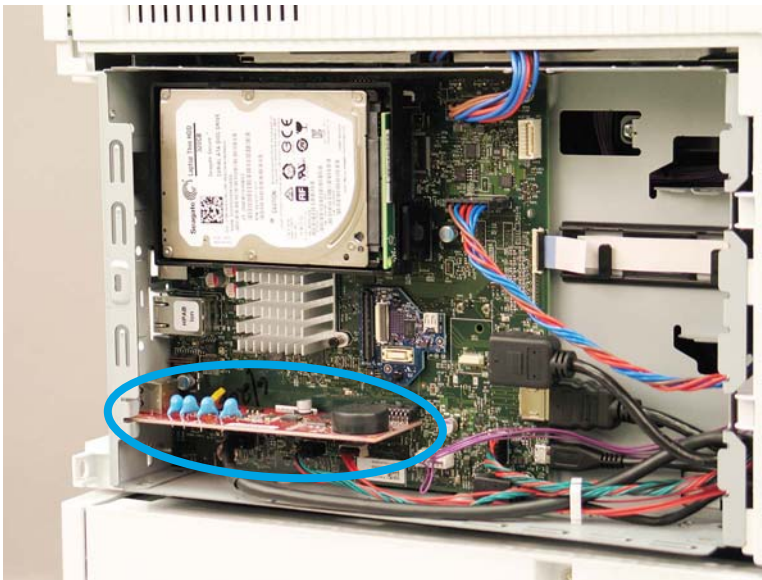
Remove the fax PCA

Follow these steps to remove the fax PCA.

1. Locate the fax PCA on the formatter.

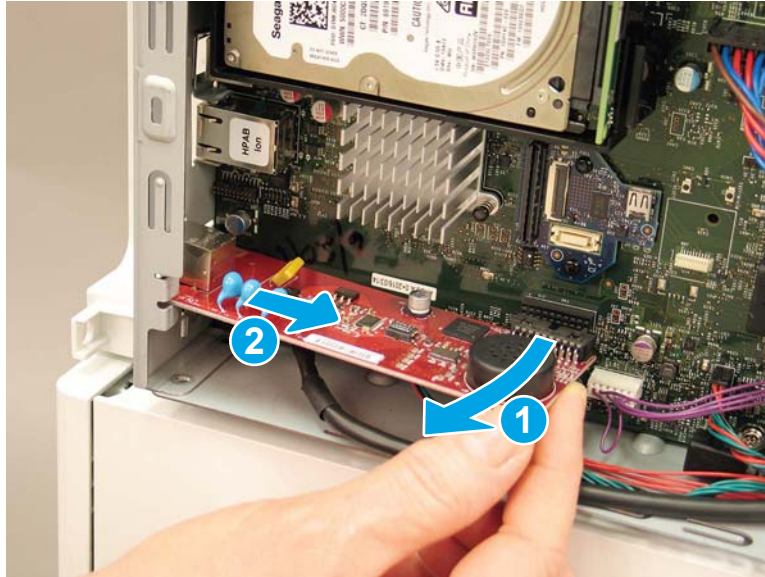
⚠ CAUTION: Electrostatic sensitive (ESD) parts. Always touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive part.

Figure 8-99 Locate the fax PCA



2. Rotate the end of the fax PCA away from the formatter (callout 1) to disconnect the connector, and then slide the PCA away from the formatter (callout 2) to remove it.


Figure 8-100 Remove the fax PCA



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

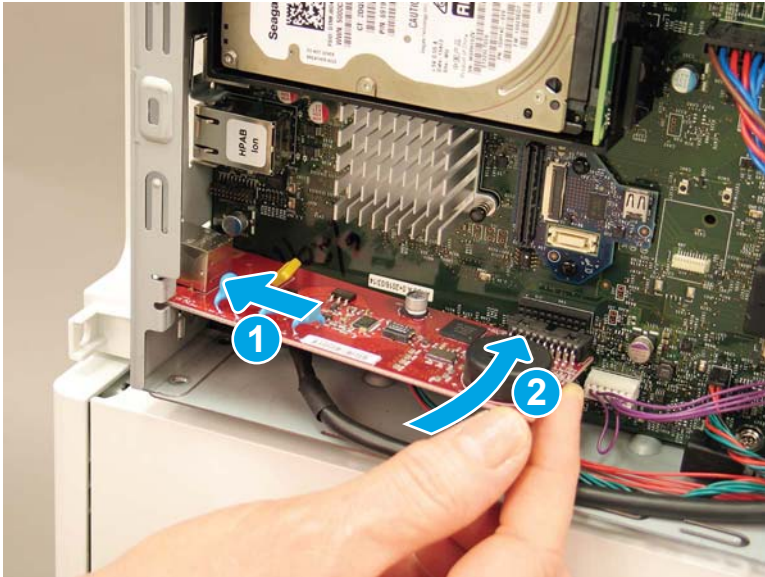
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the fax PCA

Follow these steps to install the fax PCA.

- ▲ To install the replacement fax PCA, do the following:
 - a. Position the telephone port on the end of the fax PCA through the opening in the formatter case (callout 1).
 - b. Rotate the connector end toward the formatter (callout 2), and then install the connector on the fax PCA into the connector on the formatter.

Figure 8-101 Install the fax PCA



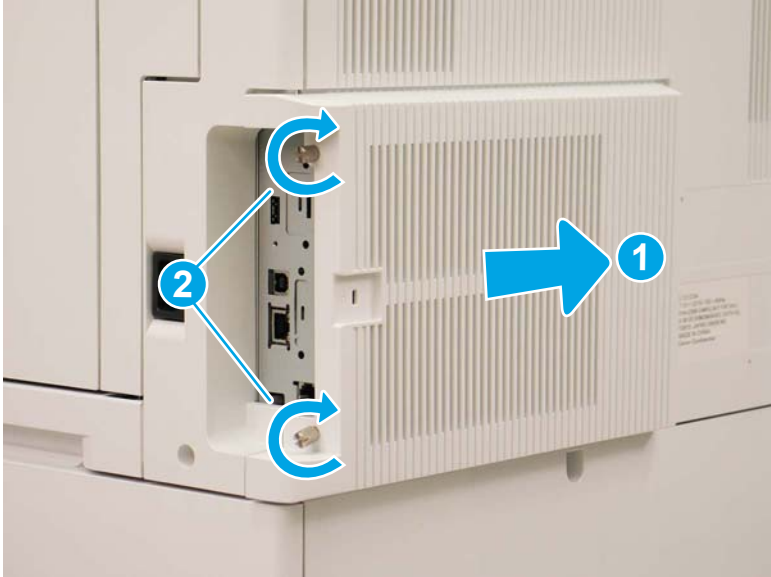
Install the formatter cover

Follow these steps to install the formatter cover.

- ▲ Slide the formatter cover onto the printer in the direction indicated by the arrow (callout 1), and then tighten two thumb screws (callout 2).

 **NOTE:**

Figure 8-102 Slide on the formatter cover and tighten two thumb screws




Removal and replacement: Internal USB ports/AA module

This document provides the procedures to install the internal USB ports/AA module.


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-15 Part information

Part number	Part description
B5L28-67902	Two internal USB ports kit

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the formatter cover

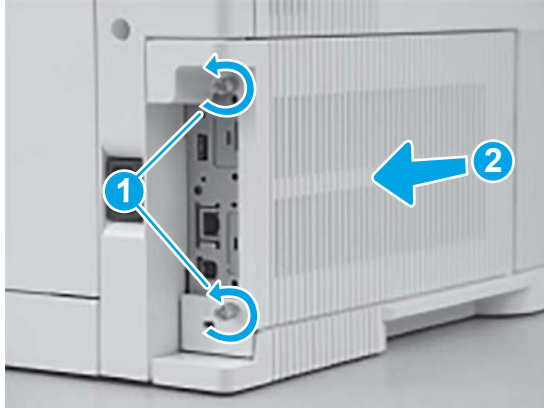
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-103 Release two thumb screws and remove the formatter cover

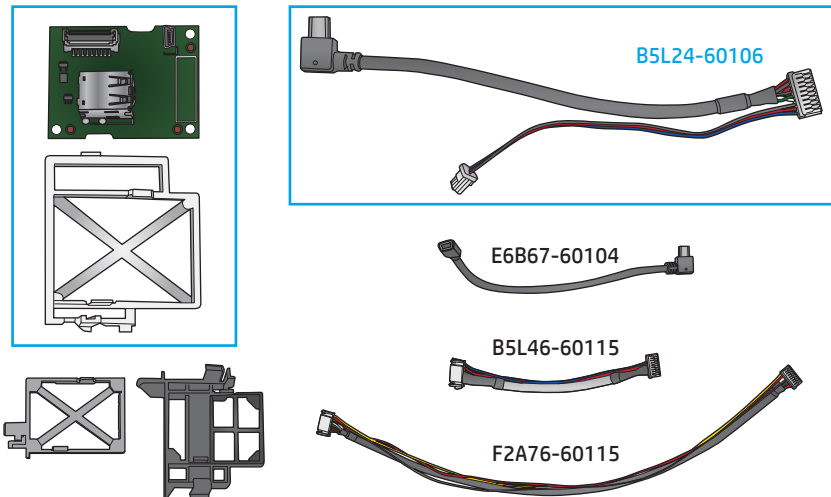


Install the USB ports/AA module

Follow these steps to install the USB ports/AA module.

1. From the internal USB ports/AA module accessory kit, obtain the following items:
 - a. The small PCA board.
 - b. The PCA mounting cradle.
 - c. The double-cable (B5L24-60106).

Figure 8-104 Accessory kit items that are required



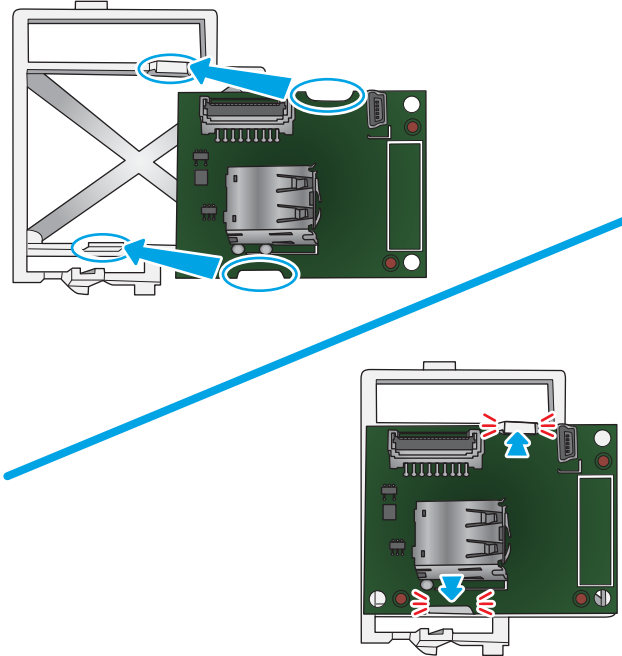
2. Locate the empty space in the upper right corner where the internal USB ports/AA module will be installed.

Figure 8-105 Locate the space for installing the internal USB ports/AA module



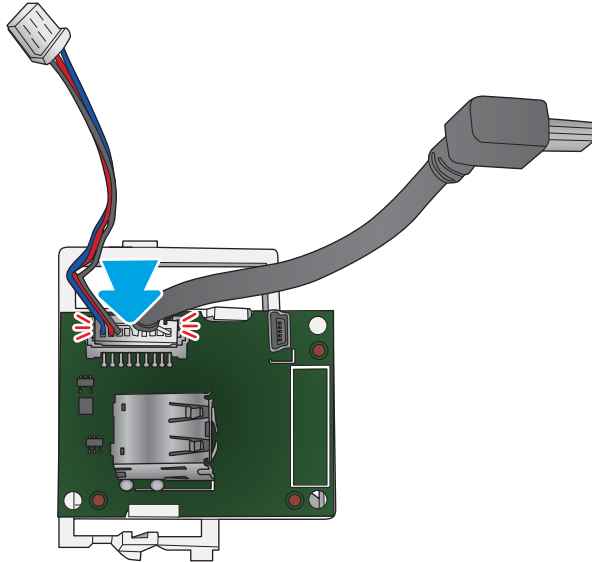
3. Do the following:
 - a. Hold the small PCA and the PCA mounting cradle in the correct orientation.
 - b. Align the top and bottom cutouts of the PCA on the tabs of the PCA mounting cradle.
 - c. Secure the small PCA on the PCA mounting cradle until it snaps in place.

Figure 8-106 Mount the PCA on the PCA mounting cradle and snap it in place



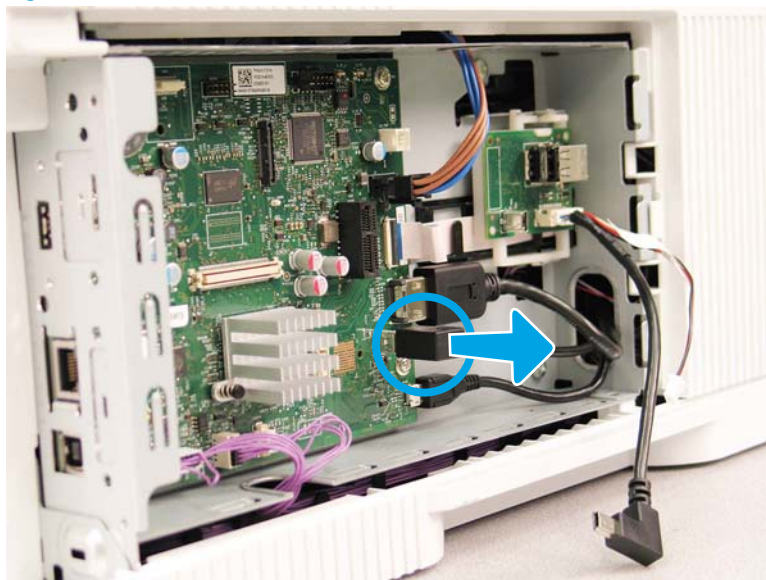
4. Attach the large white connector end of the double cable to the large connector receptacle on the small PCA board.

Figure 8-107 Attach the large white connector to the PCA



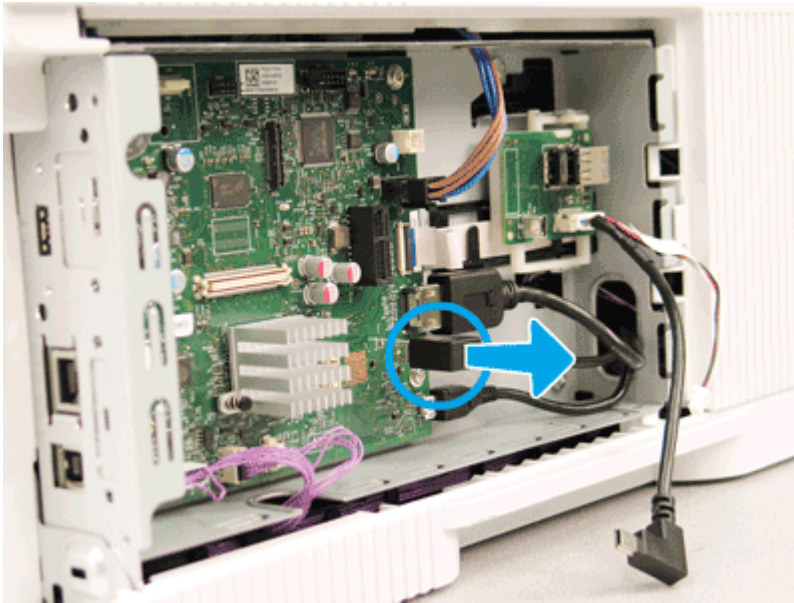
5. Do the following:
 - a. Hold the small PCA attached to the PCA mounting cradle in the correct orientation, with the attached cable at the bottom.
 - b. In the upper right corner of the formatter cage area, locate the upper and lower sheet metal hooks.
 - c. Slide the assembly and mount it so that the upper and lower tabs of the PCA mounting cradle slide into the sheet metal hooks.

Figure 8-108 Mount the assembly on the sheet metal hooks



6. On the formatter, disconnect the USB cable indicated by the arrow.

Figure 8-109 Disconnect one formatter USB cable



7. Connect the USB cable (disconnected from the formatter) to the USB connector on the small PCA as indicated by the arrows.


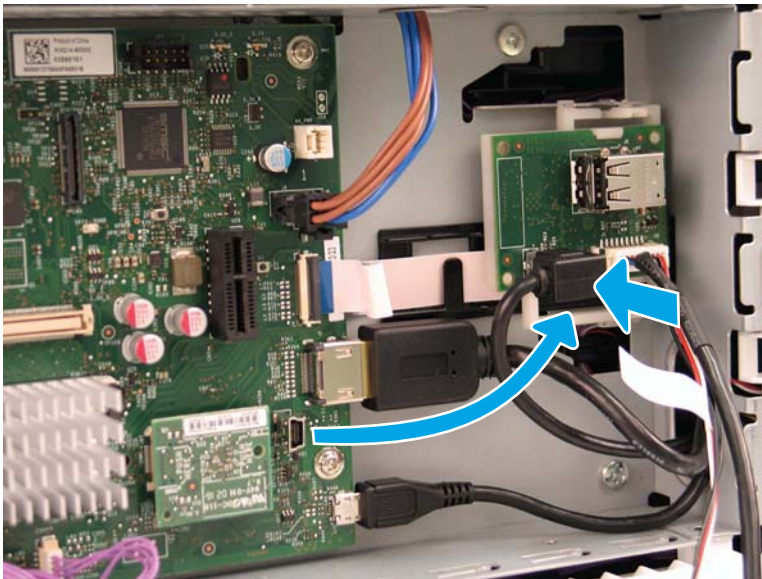
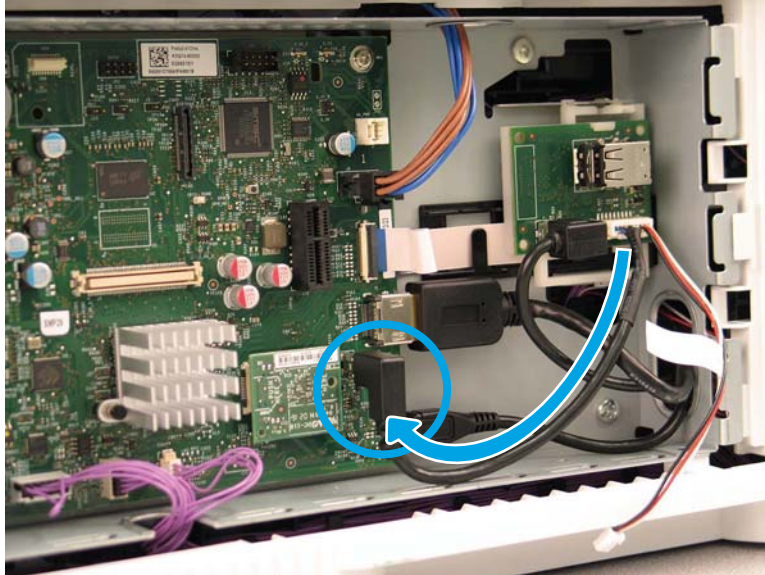
 **NOTE:** The USB connector on the small PCA is to the left of where the white connector of the double-cable is installed.

Figure 8-110 Connect the formatter USB cable to the small PCA



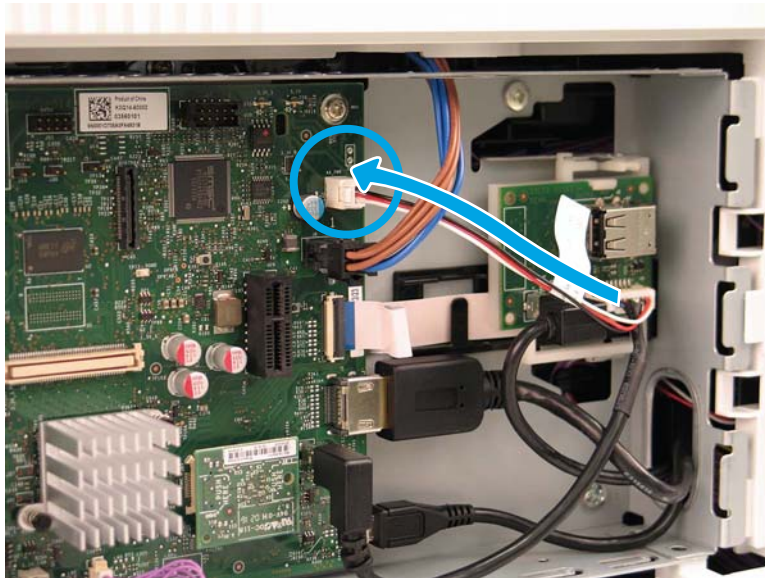
8. Connect the USB cable of the double-cable attached to the small PCA, to the USB connector on the formatter as indicated by the arrow.

Figure 8-111 Connect the small PCA USB cable to the formatter USB connector



9. Connect the small white connector of the double-cable attached to the small PCA, to the matching connector near the upper right edge of the formatter as indicated by the arrow.

Figure 8-112 Connect the small white connector from the small PCA to the formatter



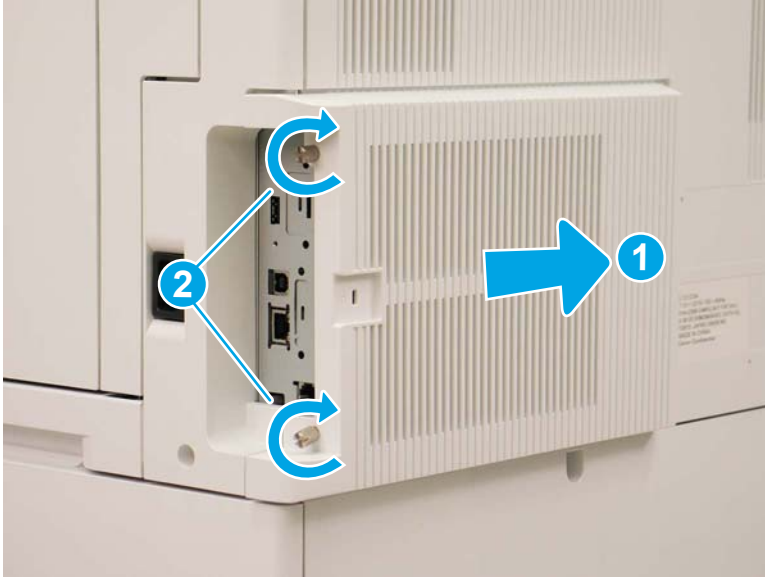
Install the formatter cover

Follow these steps to install the formatter cover.

- ▲ Slide the formatter cover onto the printer in the direction indicated by the arrow (callout 1), and then tighten two thumb screws (callout 2).

 **NOTE:**

Figure 8-113 Slide on the formatter cover and tighten two thumb screws




Removal and replacement: Foreign interface harness (FIH)

This document provides the procedures to install the foreign interface harness (FIH).




Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-16 Part information

Foreign interface harness (FIH) part number	
B5L31-67902	Foreign interface harness (FIH) kit

Required tools

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

After performing service

Turn the printer power on

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

Post service test

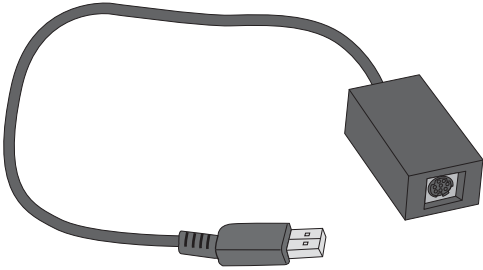
No post service test is available for this assembly.

Install the foreign interface harness (FIH)

Follow these steps to install the foreign interface harness (FIH).

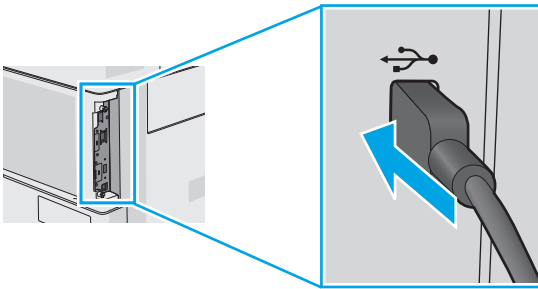
1. From the foreign interface harness (FIH) accessory kit, locate the FIH cable.

Figure 8-114 Locate the FIH cable



2. Do the following:
 - a. Locate the USB port on the printer.
 - b. Plug the USB end of the FIH cable into the printer USB port.

Figure 8-115 Plug the FIH cable into the printer USB port



Removal and replacement: Keyboard (Flow models)

This document provides the procedures to remove and replace the keyboard (Flow M631z/Flow M632z/Flow M633z).



[View a video of how to remove and replace the keyboard.](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-17 Part information

Part number	Part description
B5L47-67019	US English keyboard kit (AME)
B5L47-67020	UK English keyboard kit (EMEA)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Make sure that the printer initializes to a **Ready** state.

Access the menus by using the printer control panel, and then print a configuration page to make sure that the printer is functioning correctly.

Remove the keyboard (Flow M631z/Flow M632z/Flow M633z)

Follow these steps to remove the keyboard (Flow M631z/Flow M632z/Flow M633z).

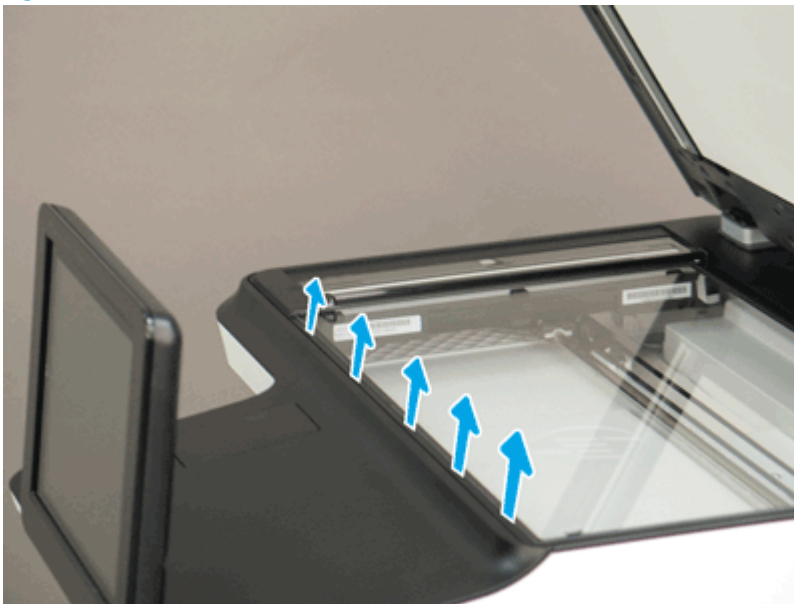
1. If the control panel is not fully tilted forward, tilt it forward now (callout 1) until it stops. Open the document feeder (callout 2).

Figure 8-116 Tilt the control panel and open the document feeder



2. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

Figure 8-117 Release five tabs



3. Continue to rotate the top edge of the cover away from the printer, and then remove the cover.

Figure 8-118 Remove the cover



4. Open the connector latch to release the keyboard flat cable.

Figure 8-119 Disconnect the keyboard flat cable



5. Slide the keyboard tray out until it stops.

Figure 8-120 Slide the keyboard tray out



6. Push up on the keyboard tray to release two tabs on the bottom of the tray, and then slide the tray toward you to disengage the tabs.

Figure 8-121 Release two tabs



7. Slide the keyboard tray all the way out of the printer to remove it.

Figure 8-122 Remove the keyboard



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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 the keyboard (Flow M631z/Flow M632z/Flow M633z)

Follow these steps to install the keyboard (Flow M631z/Flow M632z/Flow M633z).

1. Position the flat cable on the keyboard into the keyboard slot.

Figure 8-123 Position the flat cable in the slot



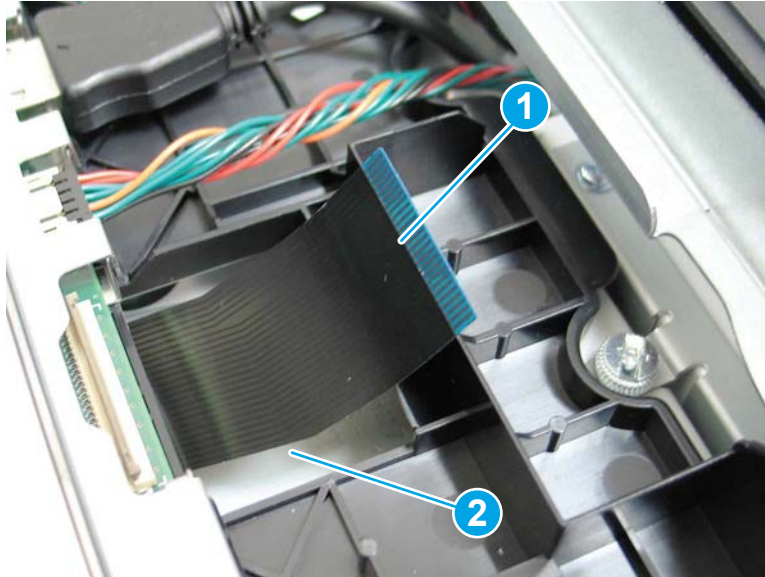
2. Slide the keyboard tray into the slot.

Figure 8-124 Slide the keyboard tray into the slot




3. Make sure to feed the keyboard flat cable (callout 1) through the opening (callout 2) in the control-panel base when installing the keyboard.

Figure 8-125 Check the keyboard flat cable



4. Close the connector latch to secure the keyboard flat cable.

 **IMPORTANT:** Slightly tug on the cable to make sure that it is fully captured in the connector.


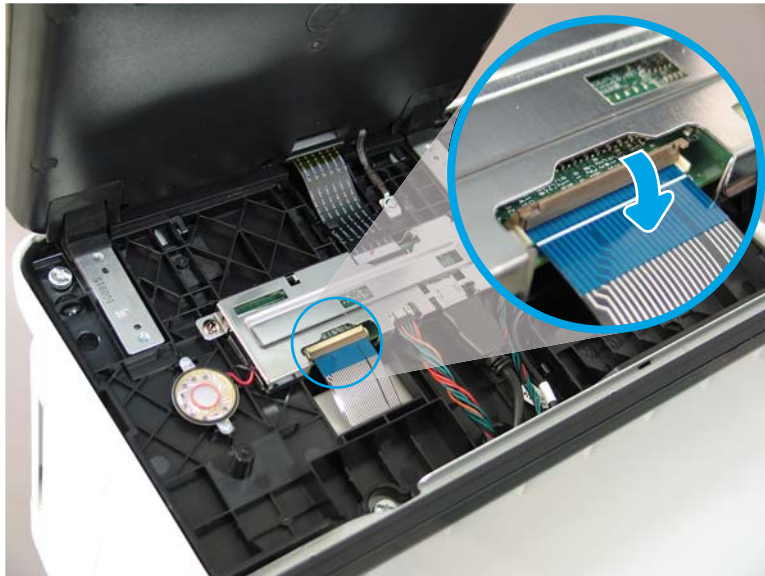
 **NOTE:** When the connector latch is closed and the cable is correctly installed, the white line on the cable is parallel to the connector latch.

Figure 8-126 Connect the keyboard flat cable



5. Position the control-panel cover on the printer.

Figure 8-127 Install the cover



6. Beginning at the right side of the control-panel cover, install five tabs along the top edge of the cover.

Figure 8-128 Install five tabs



7. Close the document feeder.

 **NOTE:** Adjust the control panel to the desired angle.


 **TIP:** If the keyboard is unresponsive after turning the printer on, check the flat cable installed in step 4. Reinstall the cable if necessary.

Figure 8-129 Close the document feeder



Customer self-repair (CSR) B parts and accessories

Customer self-repair (CSR) B parts are parts that a customer replaces without assistance from a field technician. These parts might require the use of tools.

Removal and replacement: Control panel (M631/M632/M633/E62555/E62565/E62575)

This document provides the procedures to remove and replace the control panel.

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-18 Part information

Part number	Part description
5851-7210	Control panel kit (203 mm 8 in display)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Make sure that the printer initializes to a **Ready** state.

Access the menus by using the printer control panel, and then print a configuration page to make sure that the printer is functioning correctly.

Remove the control panel

Follow these steps to remove the control panel.

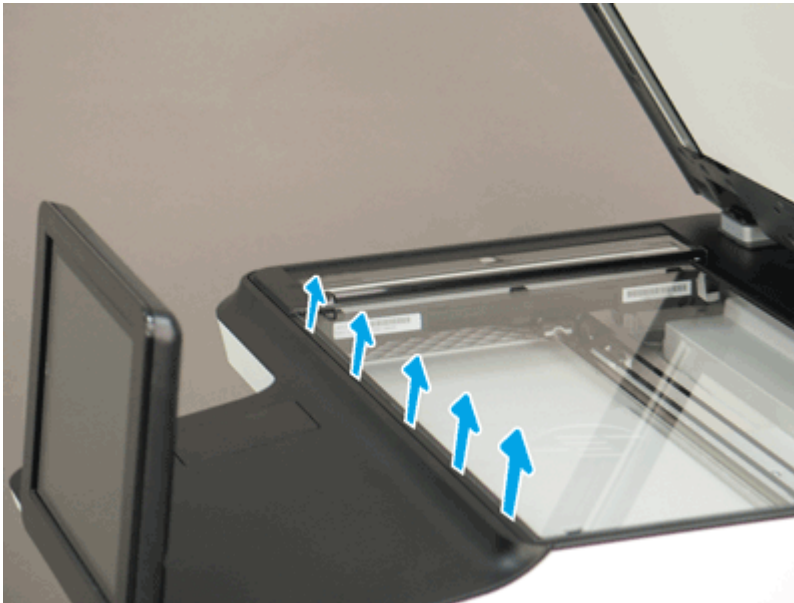
1. Tilt the control panel forward (callout 1), and then open the document feeder (callout 2).

Figure 8-130 Tilt the control panel forward and open the document feeder



2. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

Figure 8-131 Release five tabs



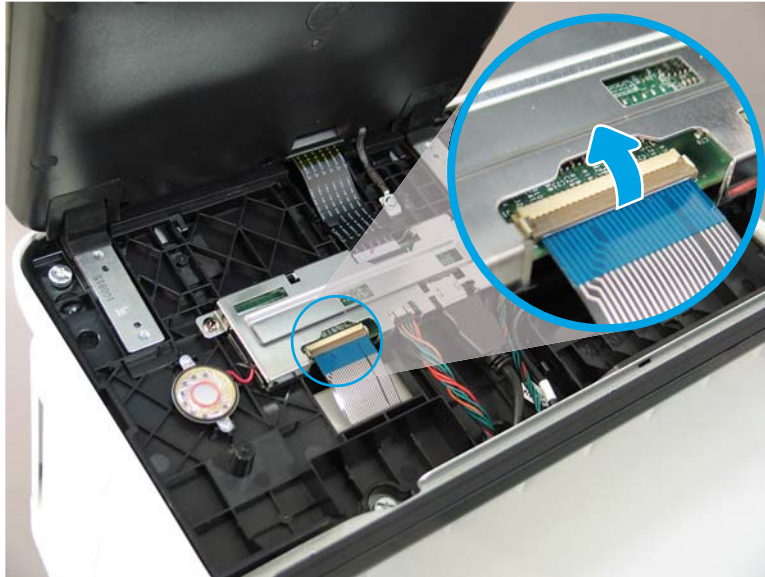
3. Continue to rotate the top edge of the cover away from the printer, and then remove the cover.

Figure 8-132 Remove the cover



4. **Keyboard models only:** Lift up on the small, gray gate to release the keyboard flat cable.

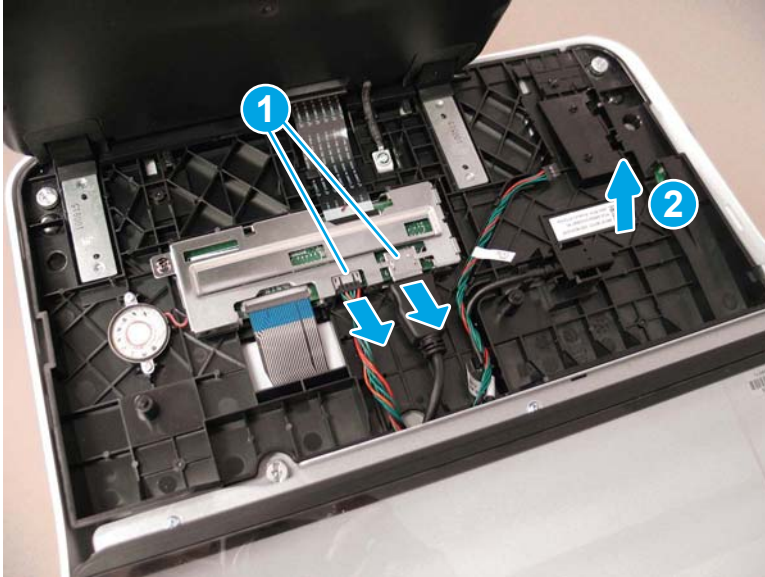
Figure 8-133 Disconnect the keyboard flat cable (keyboard models only)



5. Disconnect two connectors (callout 1), and then release the USB cable (callout 2) from the holder.

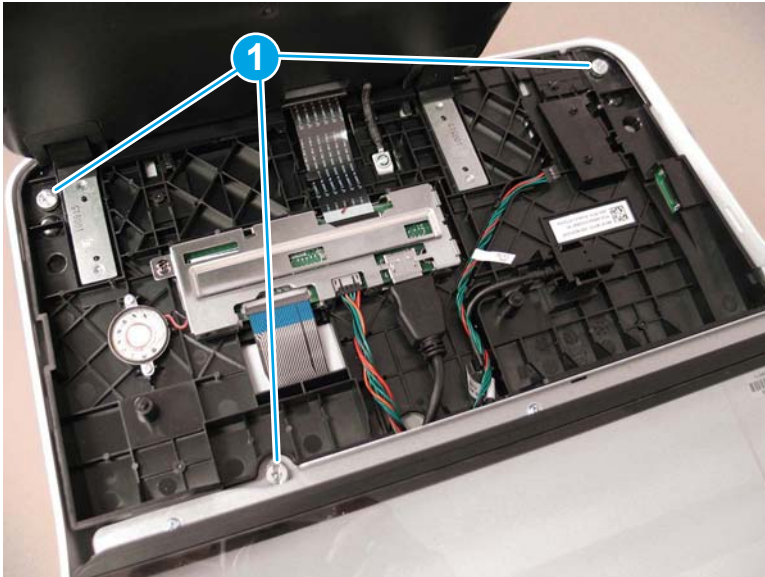
 **NOTE:** Flow M632z only: Disconnect one connector (callout 3), release four tabs (callout 4), and then remove the near-field communication (NFC) printed circuit board. Set this part aside to install on the replacement control panel..

Figure 8-134 Disconnect connectors



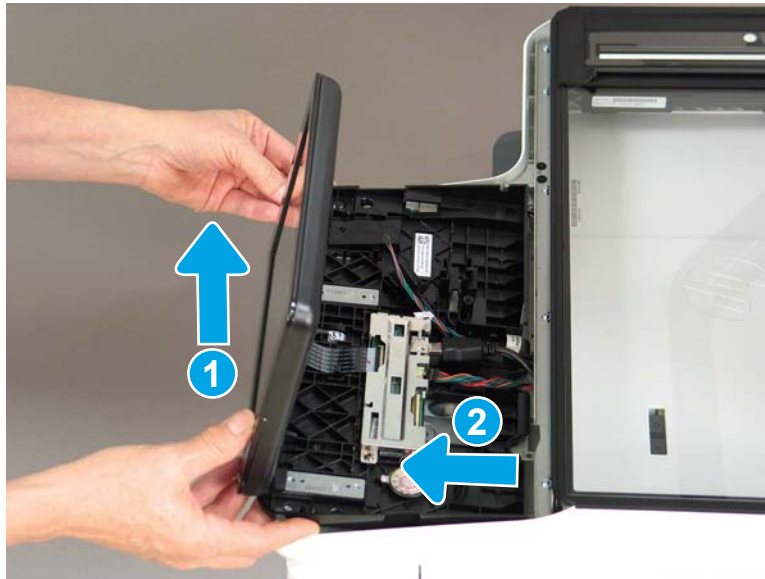
6. Remove three thumbscrews (callout 1).

Figure 8-135 Remove three thumbscrews



7. Lift the front of the control panel off of the printer (callout 1), and then slide it toward the front of the printer (callout 2) to remove it.


Figure 8-136 Remove the control panel



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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 the control panel

Follow these steps to install the control panel.

1. Tilt the replacement control panel away from the base plate.

Figure 8-137 Tilt the control panel

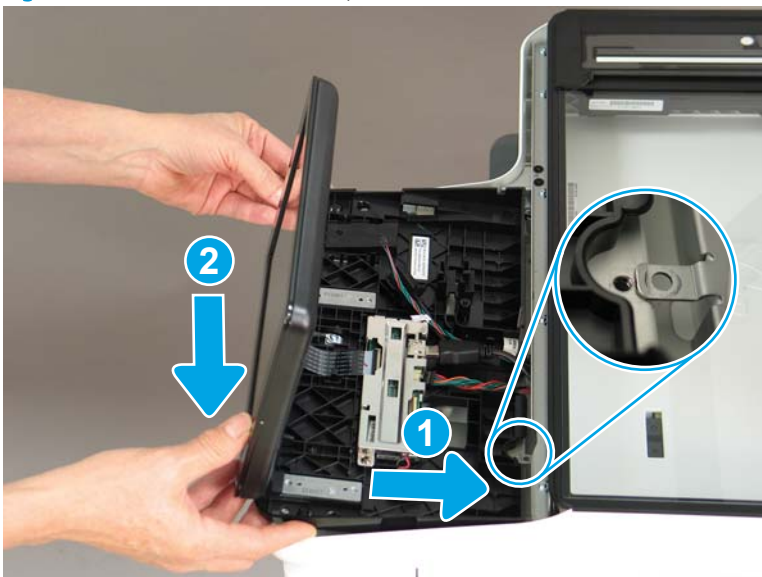


2. Position the rear edge of the control panel in the printer (callout 1), and then lower the front edge down (callout 2) to install it.

 **NOTE:** Make sure that the control panel frame fits under the sheet metal tab on the right rear.

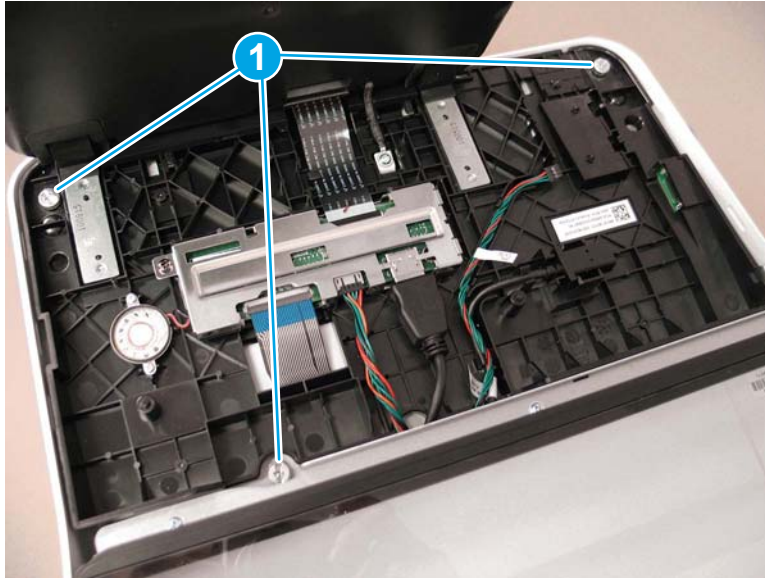
Keyboard models only: Make sure that the keyboard flat cable is accessible through the opening in the control panel base before installing the screws in the next step.

Figure 8-138 Install the control panel



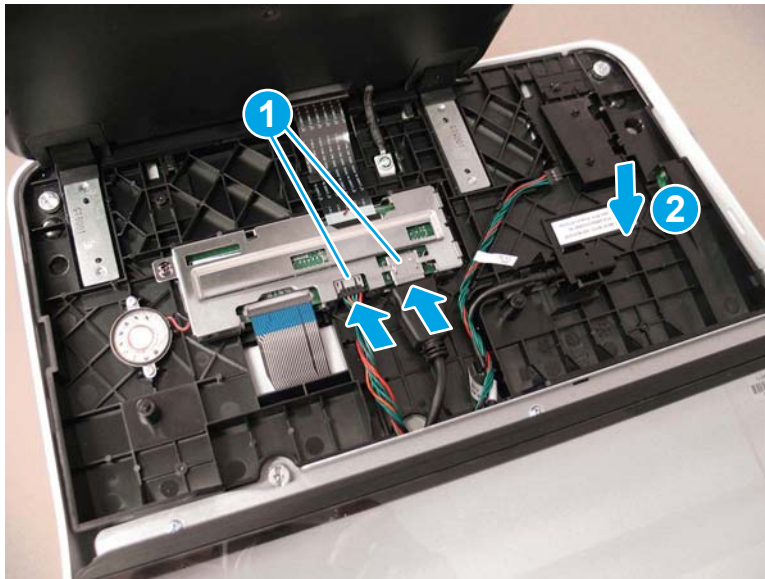
3. Install three thumbscrews (callout 1).

Figure 8-139 Install three thumbscrews



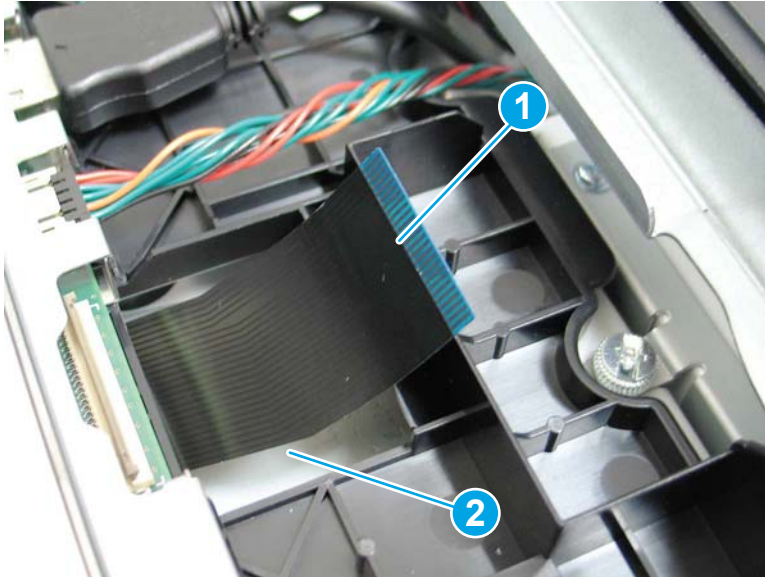
4. Connect two connectors (callout 1) and install the USB cable (callout 2) in the holder.

Figure 8-140 Connect connectors



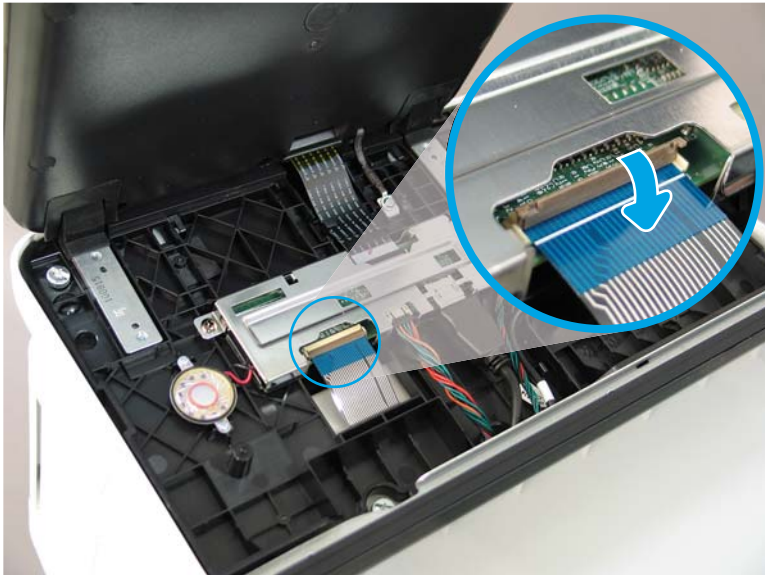
5. **Keyboard models only:** Make sure that the keyboard flat cable (callout 1) is fed through the opening (callout 2) in the control panel base.

Figure 8-141 Check the keyboard flat cable (keyboard models only)



6. **Keyboard models only:** Close the connector latch to secure the keyboard flat cable.

Figure 8-142 Connect the keyboard flat cable (keyboard models only)



7. Position the control panel cover on the printer.

Figure 8-143 Position the cover on the printer



8. Beginning at the right side of the control panel cover, install five tabs along the top edge of the cover.

Figure 8-144 Install five tabs



9. Close the document feeder.

 **NOTE:** Adjust the control panel to the desired angle.

Keyboard models only: If the keyboard is unresponsive after turning the printer on, check the flat cable installed in step 6. Reinstall the cable if necessary.

Figure 8-145 Close the document feeder



Removal and replacement: Trays 2-x rollers

Learn how to remove and replace the tray 2 separation and pickup rollers.

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-19 Part information

Part number	Part description
J8J70-67904	Tray roller kit

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the tray 2 separation and pickup rollers

Follow these steps to remove the tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.



CAUTION: Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

Figure 8-146 Open the paper tray to locate the rollers



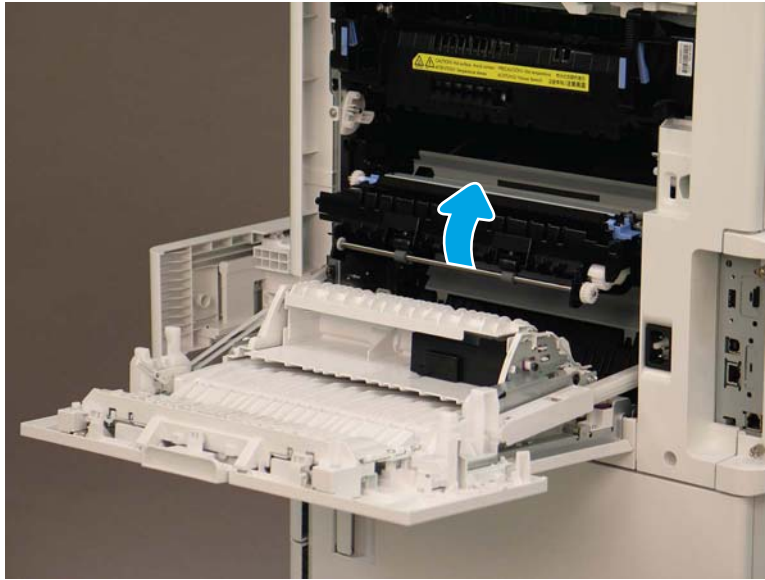
2. **Tray 2 rollers only:** On the right side of the printer, open the right door.

Figure 8-147 Open the right door



3. **Tray 2 rollers only:** Raise the transfer assembly.

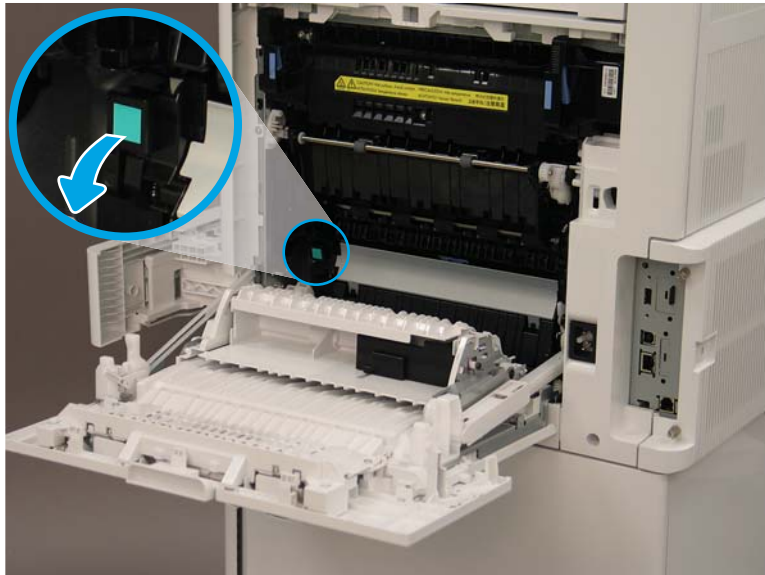
Figure 8-148 Raise the transfer assembly



4. **Tray 2 rollers only:** Do the following:

- Lower the access cover.
- Go to step 9.

Figure 8-149 Lower the access cover



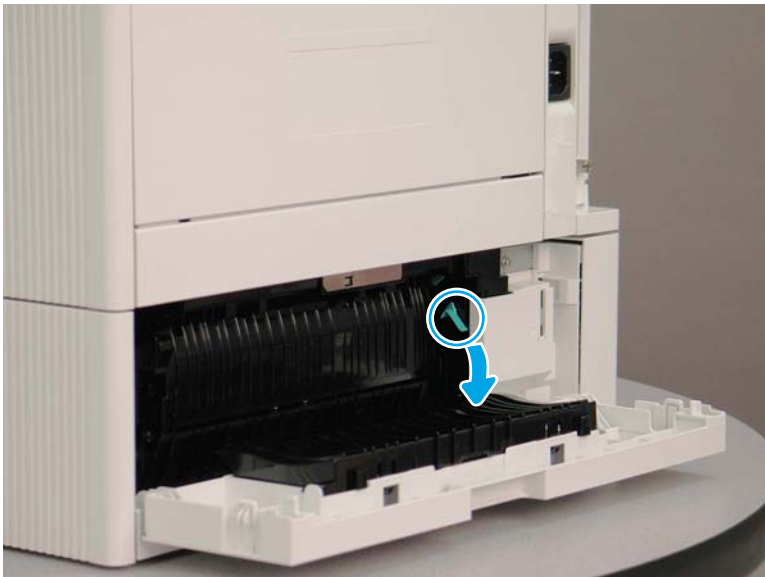
5. **Tray 3 rollers only:** On the right side of the printer, open the right lower cover.

Figure 8-150 Open the right lower cover



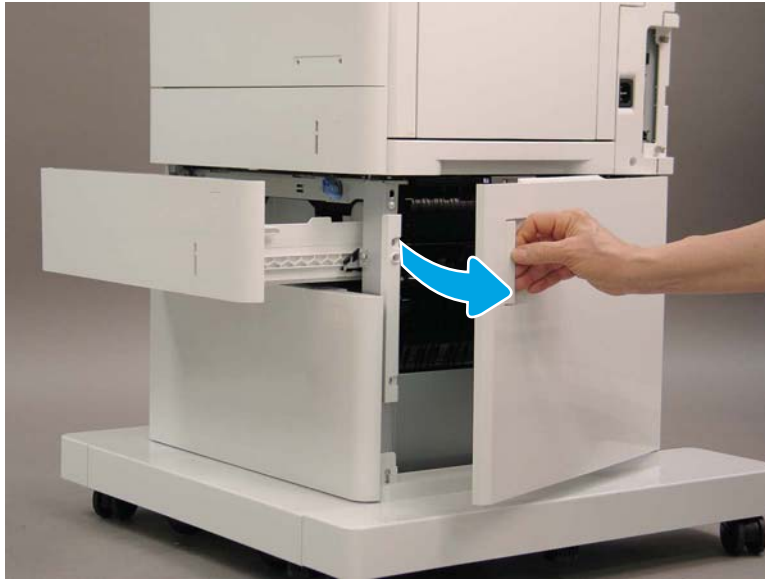
6. **Tray 3 rollers only:** Do the following:
 - a. Lower the access cover.
 - b. Go to step 9.

Figure 8-151 Lower the access cover



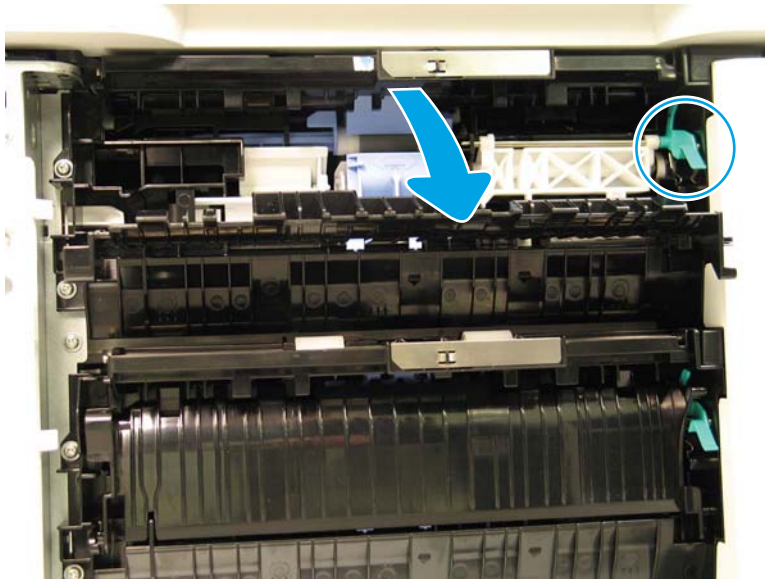
7. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Open the right door of the paper feeder.

Figure 8-152 Open the paper feeder right door



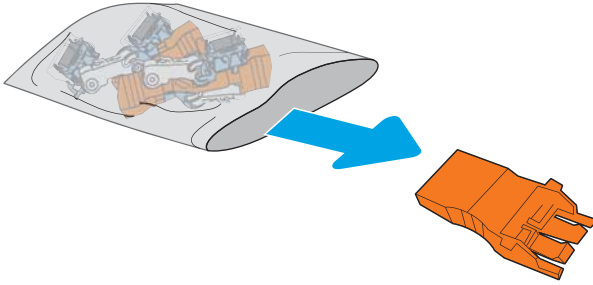
8. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Open the right door of the paper feeder.
 - a. Release the green tab, and then lower the feed assembly cover.
 - b. Go to step 9.

Figure 8-153 Lower the feed assembly cover



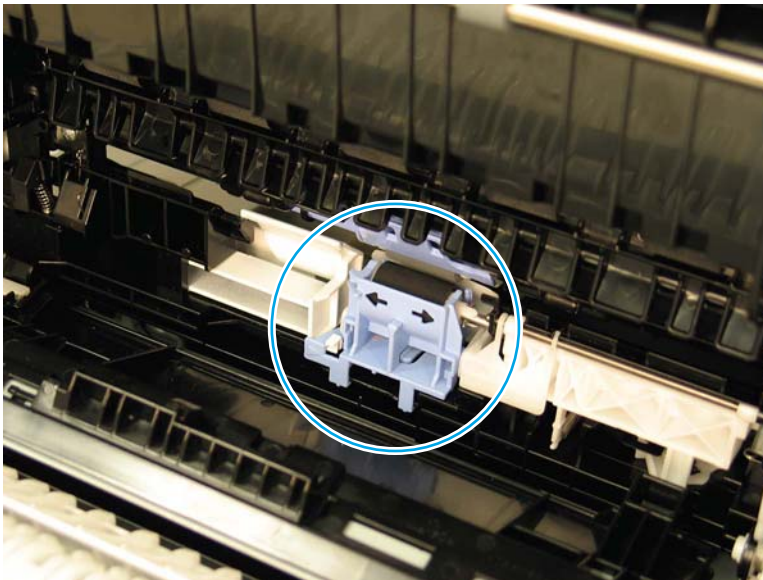
9. Remove the orange separation roller tool from the packaging.

Figure 8-154 Remove the orange separation roller tool



10. Locate the separation roller.

Figure 8-155 Locate the separation roller



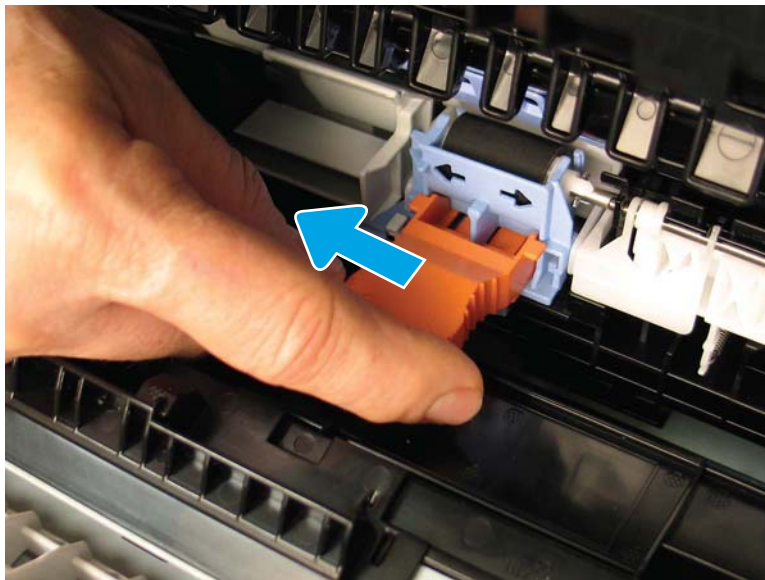
11. Install the orange tool in the separation roller until it snaps into place.

Figure 8-156 Install the orange tool in the separation roller



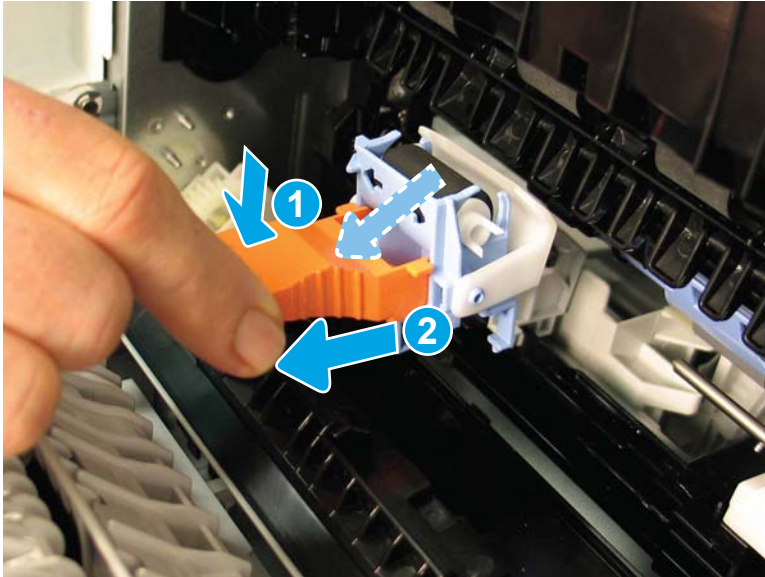
12. Slide the roller to the left.

Figure 8-157 Slide the roller to the left



13. Tilt the end of the tool down (callout 1), and then pull straight out of the printer (callout 2) to remove the separation roller.

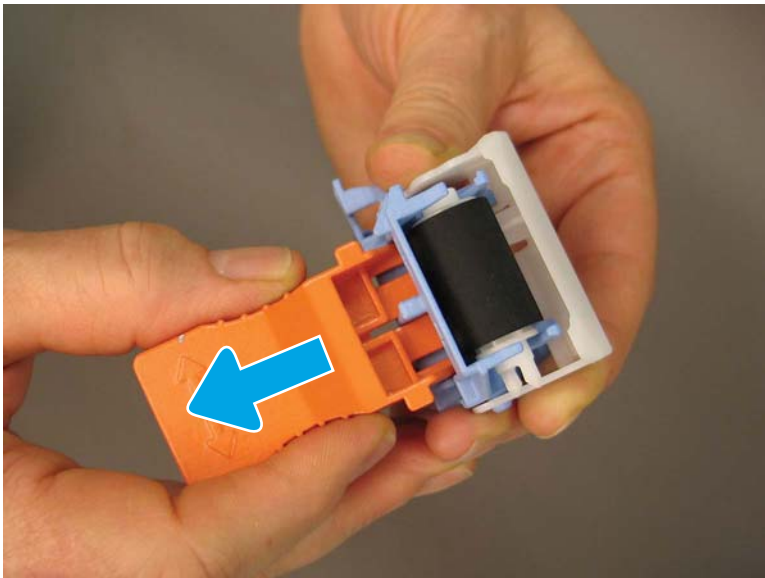
Figure 8-158 Tilt the tool down, and then remove the separation roller



14. Remove the orange tool from the separation roller.

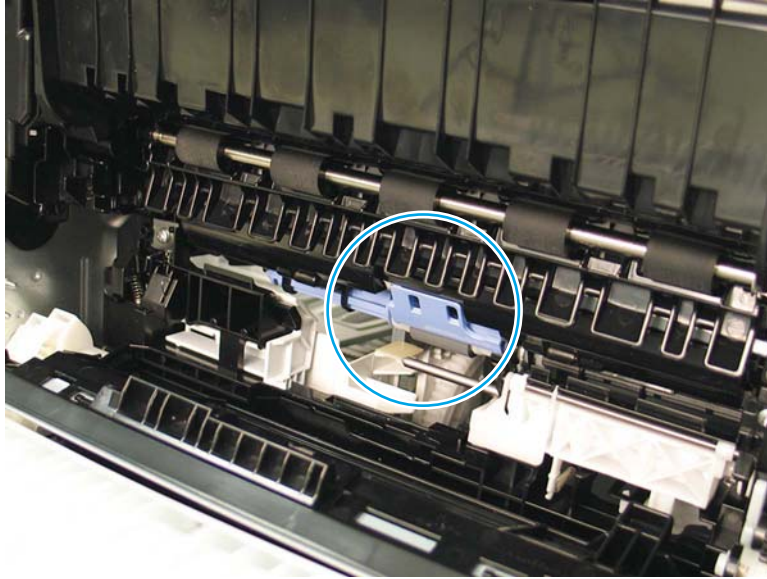
 **NOTE:** The tool will be used to install the new separation roller.

Figure 8-159 Remove the orange tool from the separation roller



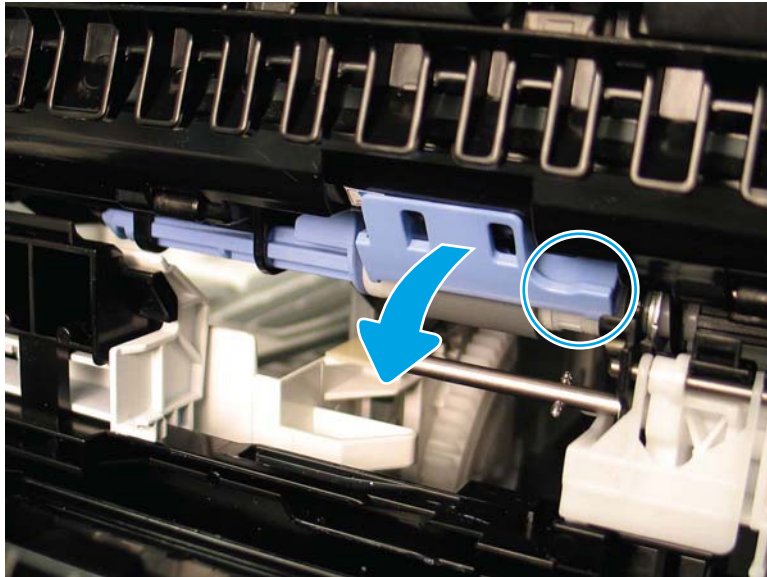
15. Locate the pickup and feed rollers.

Figure 8-160 Locate the pickup and feed rollers



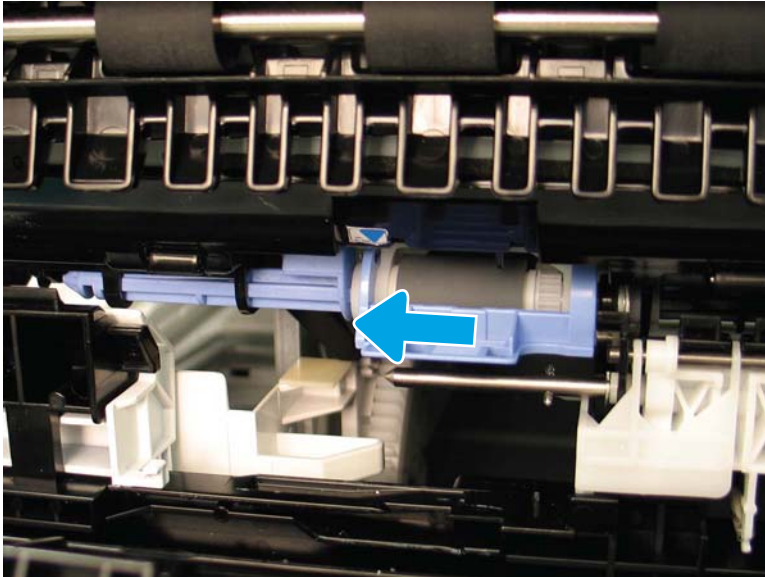
16. Locate and pull down the blue tab to unlock the pickup and feed rollers.

Figure 8-161 Pull down the blue tab to unlock the pickup and feed rollers



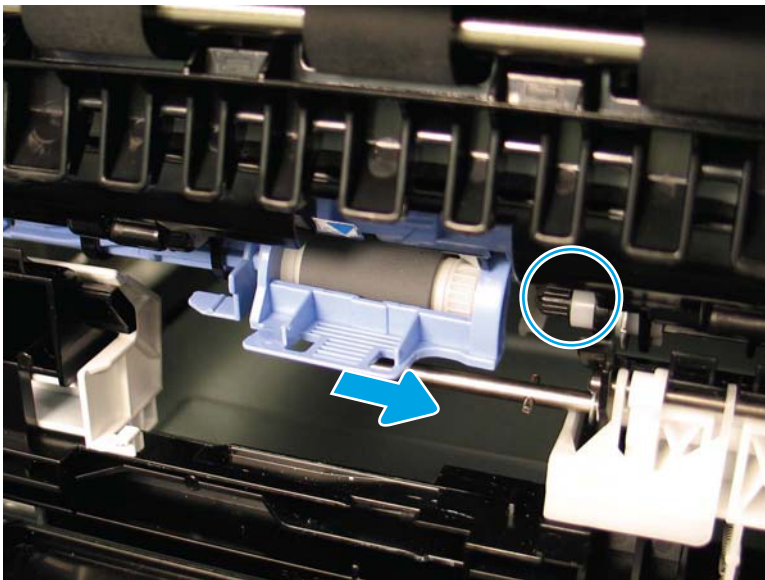
17. Use the blue tab as a handle to slide the rollers to the left to compress the left blue post until it clicks into place.

Figure 8-162 Slide the blue tab left, compressing the left blue post until it clicks



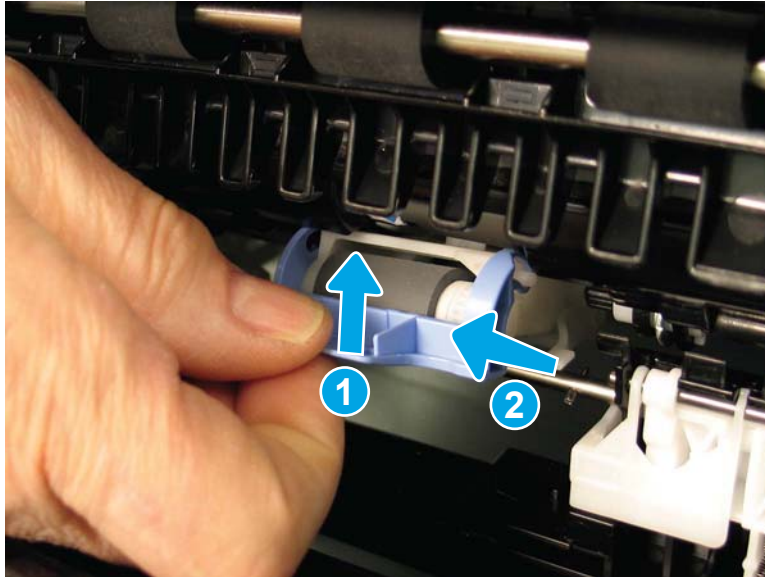
18. Slightly move the rollers to the right to free them from the blue post. Make sure that the roller is clear of the black post on the right.

Figure 8-163 Slightly move the rollers to the right to free them from the blue post



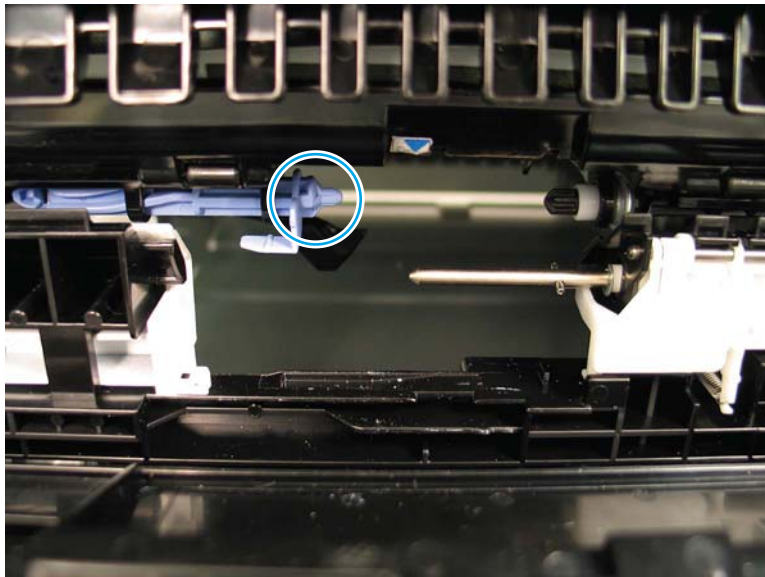
19. Slightly lift up the front of the roller assembly (callout 1), and then pull the assembly away from the printer (callout 2) to remove it.

Figure 8-164 Lift up the front of the roller assembly and pull away to remove it



20. If the left post does not stay in the locked position, press the end of the post left until it clicks into place.

Figure 8-165 Securely lock the left post into position by pressing the end left until it clicks



Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

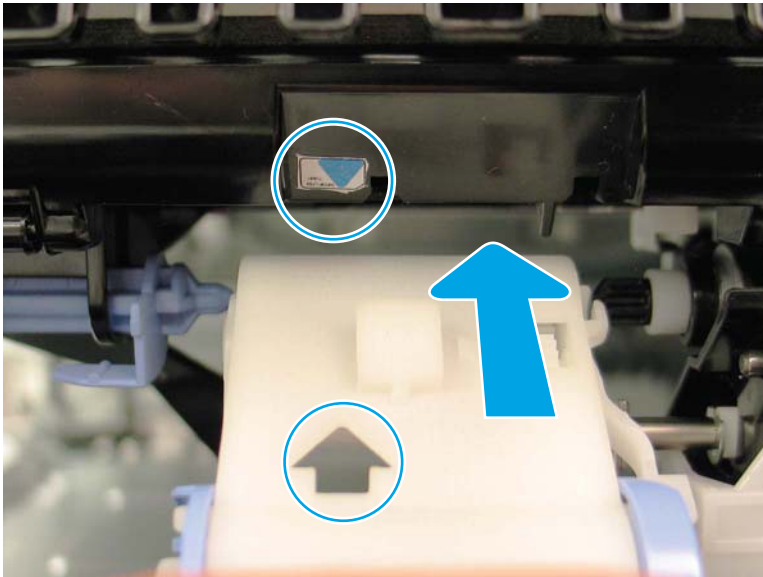
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the tray 2 separation and pickup rollers

Follow these steps to install the tray 2 separation and pickup rollers.

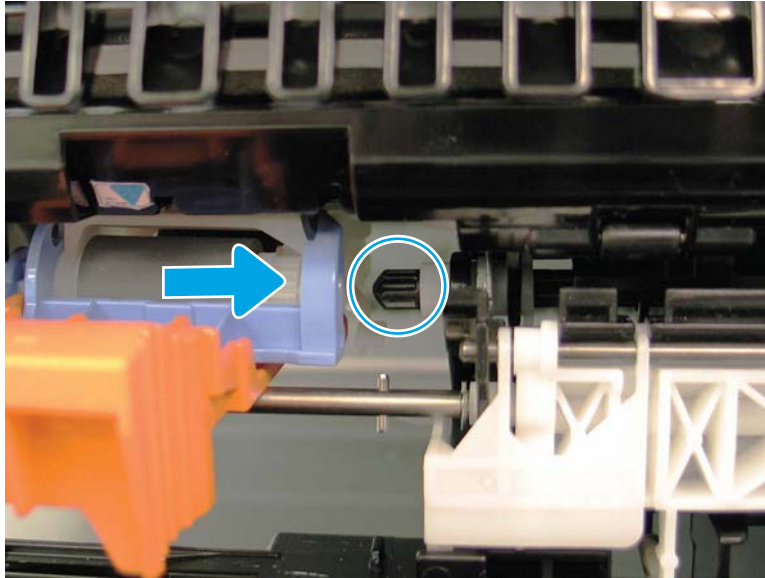
1. Align the arrow on the roller assembly with the arrow in the printer, and then slide the rollers into the printer.

Figure 8-166 Align the roller assembly and slide the rollers into the printer



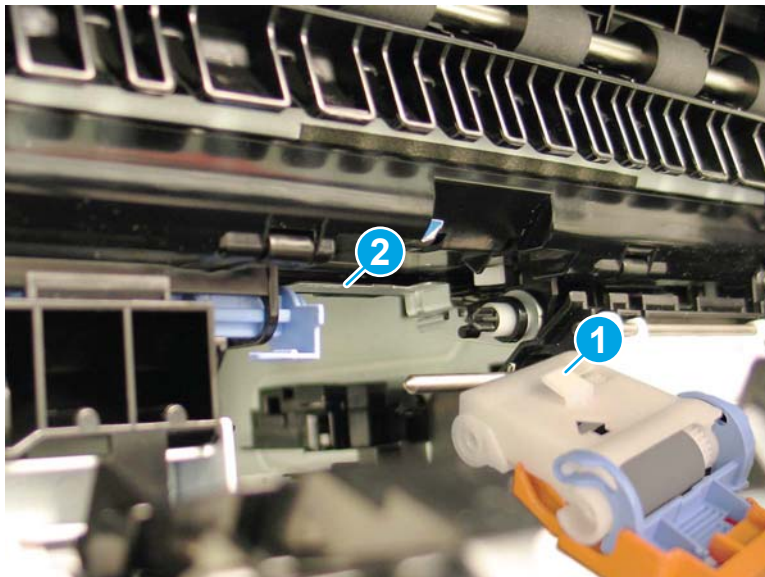
2. Slide the rollers to the right onto the black shaft.

Figure 8-167 Slide the rollers to the right onto the black shaft



3. **Confirm correct installation:** The white hook on the top of the roller assembly (callout 1) will hook onto a sheet metal plate (callout 2) when installed correctly.

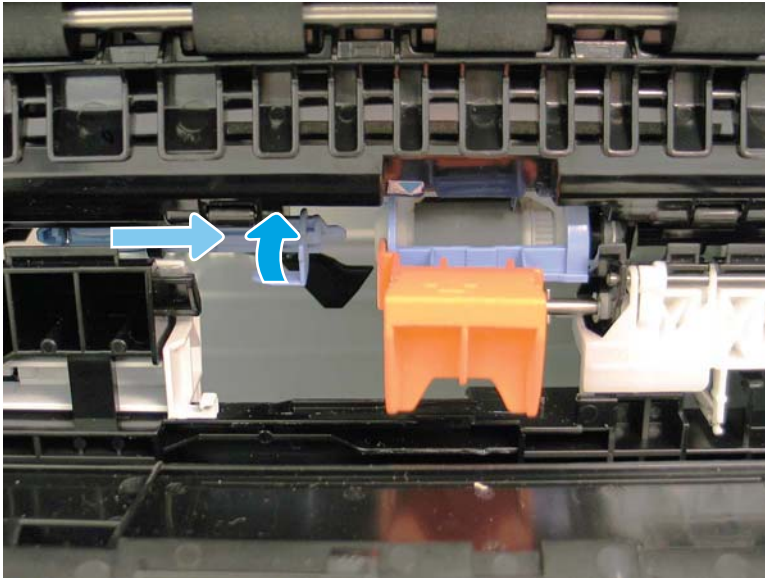
Figure 8-168 Correctly install the white hook onto a sheet metal plate



4. Locate the lever on the blue shaft on the left, and then release the lever by pressing upward.

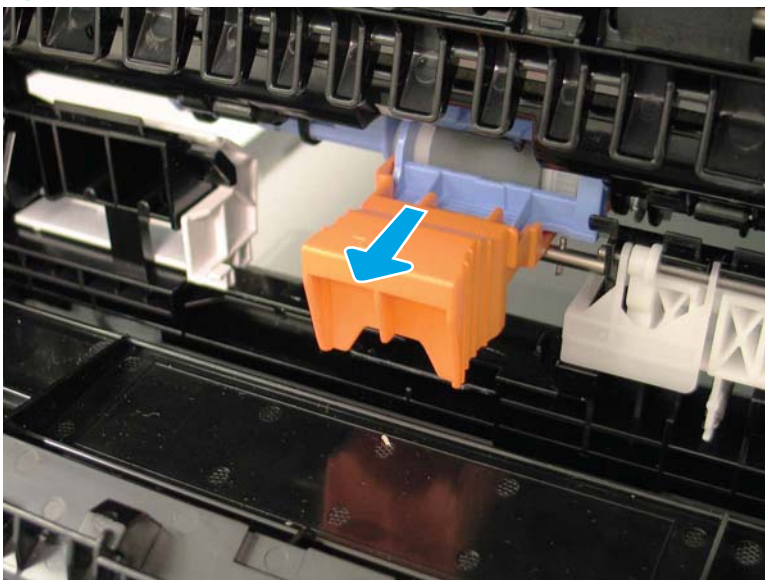
 **NOTE:** The blue shaft should spring to the right to click into position to hold the rollers in place.

Figure 8-169 Release the lever by pressing upward



5. Remove the orange tool from the roller assembly by pulling it away from the printer.

Figure 8-170 Remove the orange tool



- IMPORTANT:** Pivot the tab up and snap it into place against the rollers to correctly lock the rollers in place.


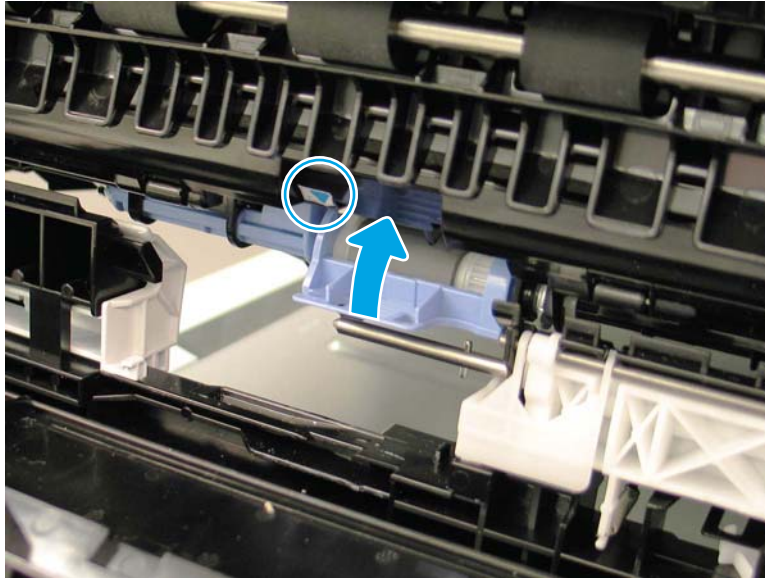
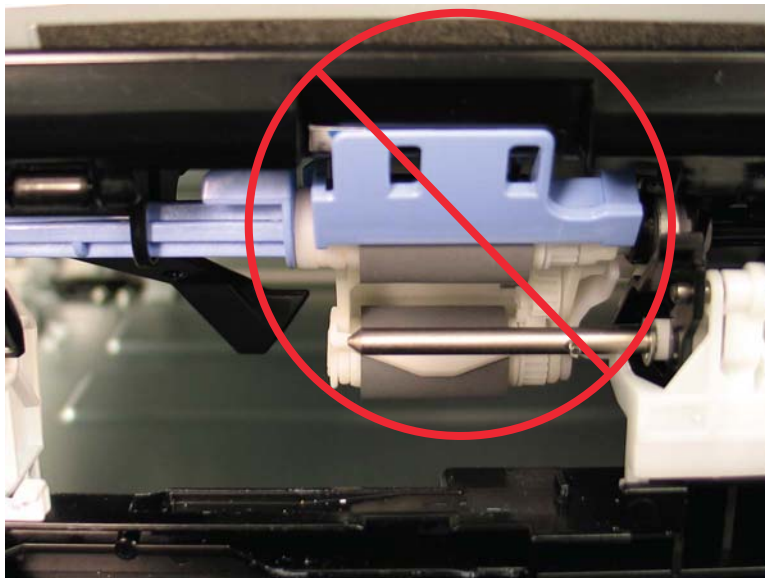
 **NOTE:** The blue arrow on the printer is hidden when the cover is correctly snapped into place.

Figure 8-171 Pivot the tab up and snap it to lock the rollers correctly in place



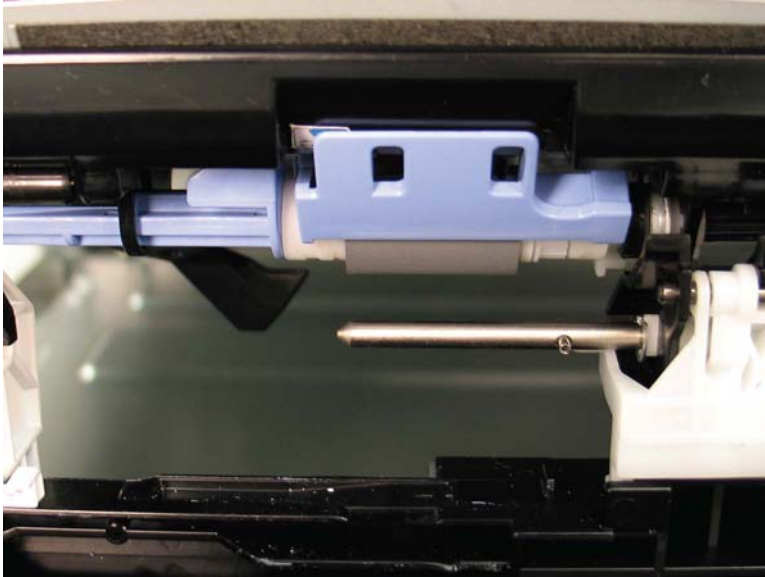
- Incorrect installation:** If the rollers are hanging, or at an angle, they are not installed correctly.

Figure 8-172 Rollers hanging at an angle are not installed correctly



8. **Correct installation:** Make sure that the hook on the top of the rollers is attached to the metal chassis plate inside the printer. If the rollers are not installed correctly, go back to step 2 and reinstall the assembly.

Figure 8-173 Correctly attach the rollers top hook to the metal chassis plate inside the printer



9. Install the orange separation roller tool onto the replacement separation roller.


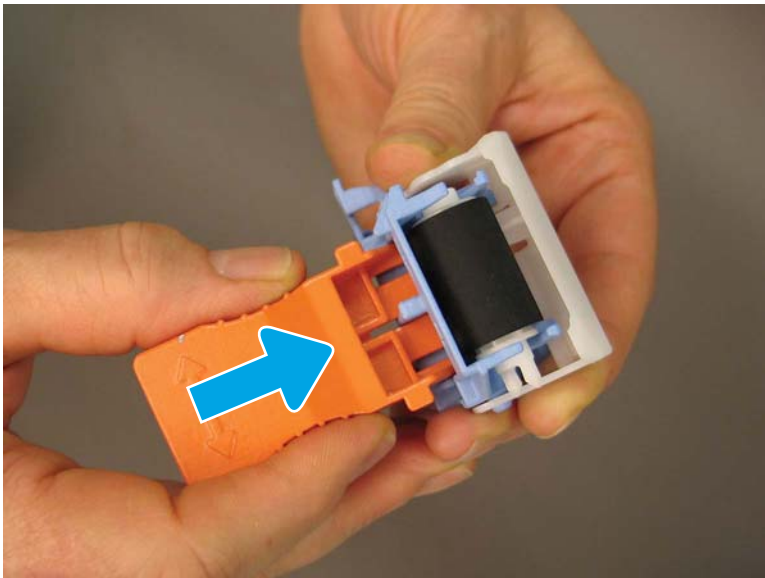
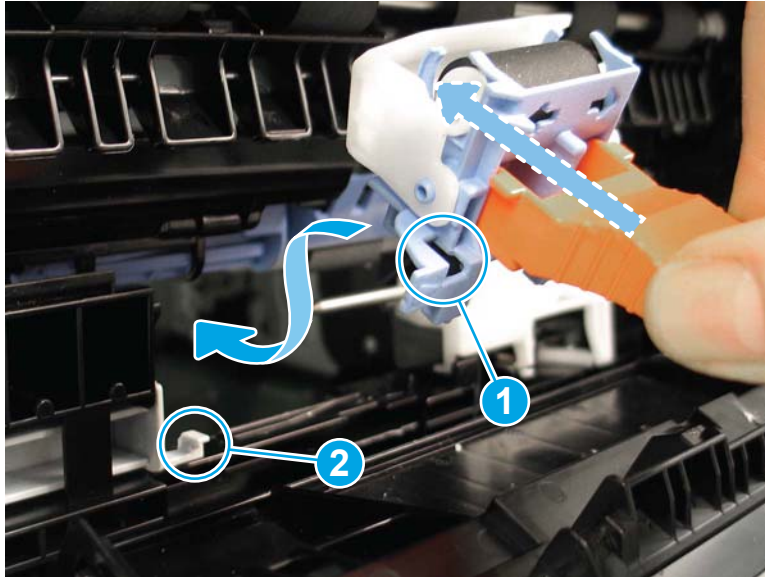
 **NOTE:** The tool will snap into place when it is fully installed.

Figure 8-174 Install the replacement separation roller onto the orange tool



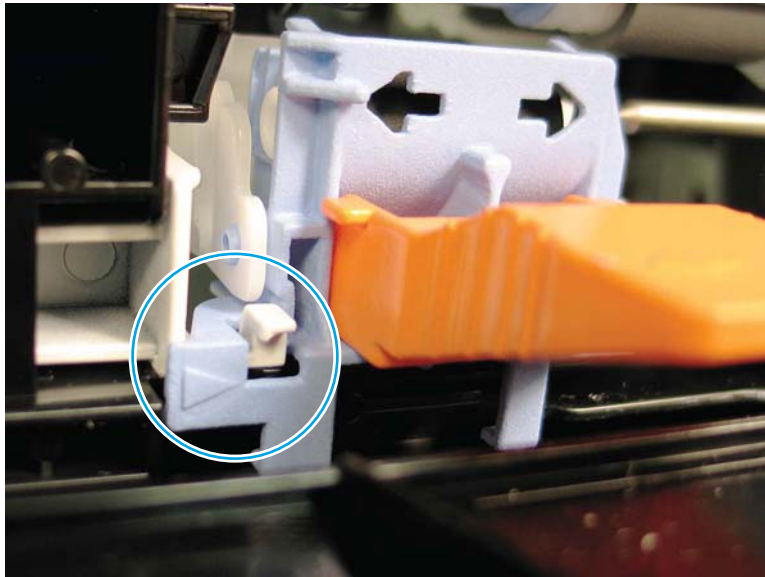
10. Tilt the orange tool slightly away from the printer, and then install the roller into the printer so that the opening in the roller (callout 1) fits over the white tab (callout 2) on the printer rail.

Figure 8-175 Slightly tilt the roller tool



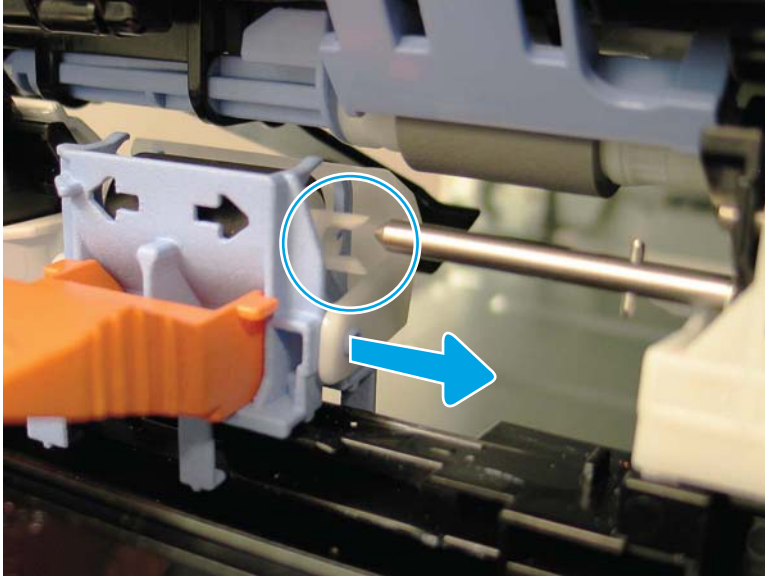
11. When installed correctly, the embossed arrow on the roller case aligns with the white tab on the rail.

Figure 8-176 Install the roller over the white tab with the arrow aligned



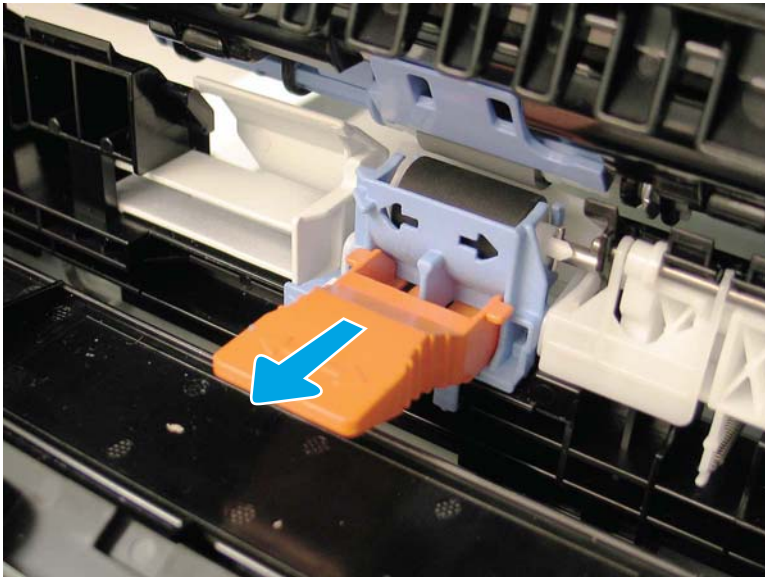
12. Do the following:
 - a. Align the center of the roller with the end of the metal shaft.
 - b. Slide the roller to the right onto the metal shaft until it snaps into place.

Figure 8-177 Align the roller and slide it onto the metal shaft until it snaps into place



13. Remove the orange tool by pulling it away from the printer.

Figure 8-178 Remove the orange tool



14. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Raise the feed assembly cover and securely lock the green tab.

Figure 8-179 Raise the feed assembly



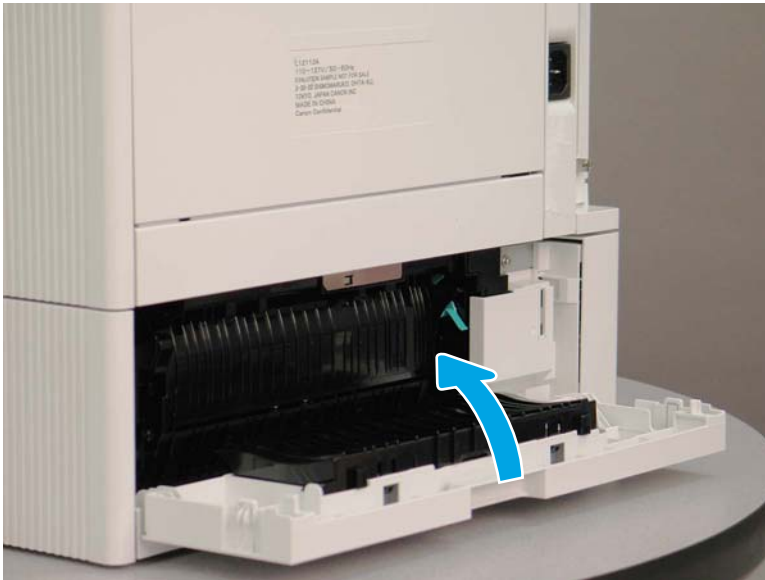
15. **M631z/M632fht/Flow M632z/FlowM633z printers only:** Close the right door of the paper feeder.

Figure 8-180 Close the right door of the paper feeder



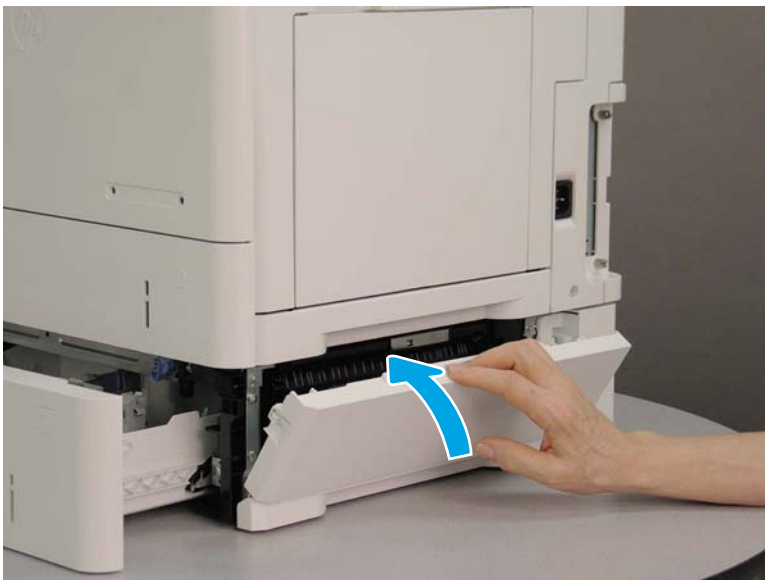
16. **Tray 3 rollers only:** Raise the access cover.

Figure 8-181 Raise the access cover



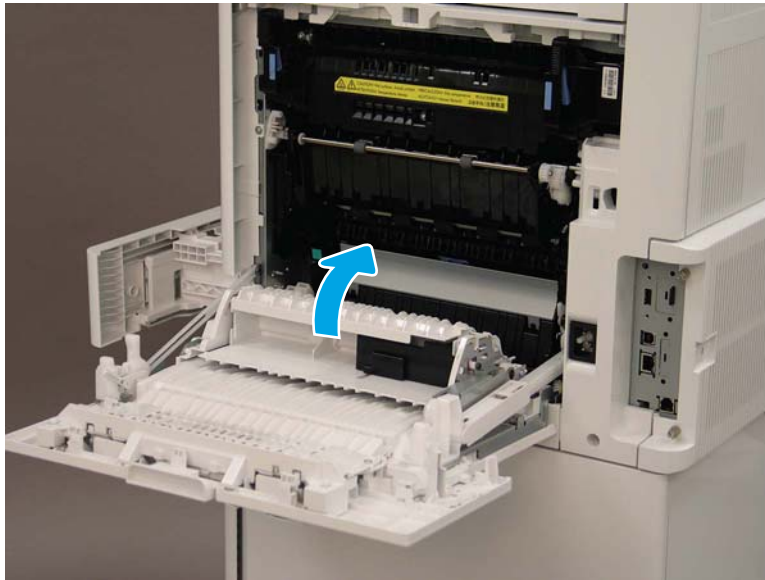
17. **Tray 3 rollers only:** On the right side of the printer, close the right lower cover.

Figure 8-182 Close the right lower cover



18. **Tray 2 rollers only:** Close the access cover.

Figure 8-183 Close the access cover



19. **Tray 2 rollers only:** On the right side of the printer, close the right door.

Figure 8-184 Close the door



20. Close the paper tray for which the rollers were replaced.

Figure 8-185 Close the paper tray



Removal and replacement: External panels, covers, and doors (base printer)


Learn how to remove and replace the printer external panels, covers, and doors.

Removal and replacement: Formatter cover

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


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-20 Part information

Part number	Part description
RM2-1317-000CN	Formatter cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the formatter cover

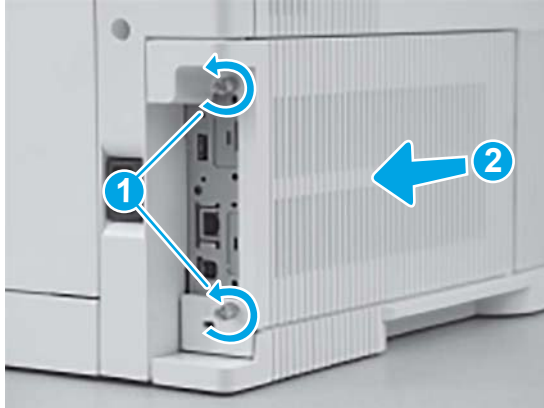
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-186 Release two thumb screws and remove the formatter cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

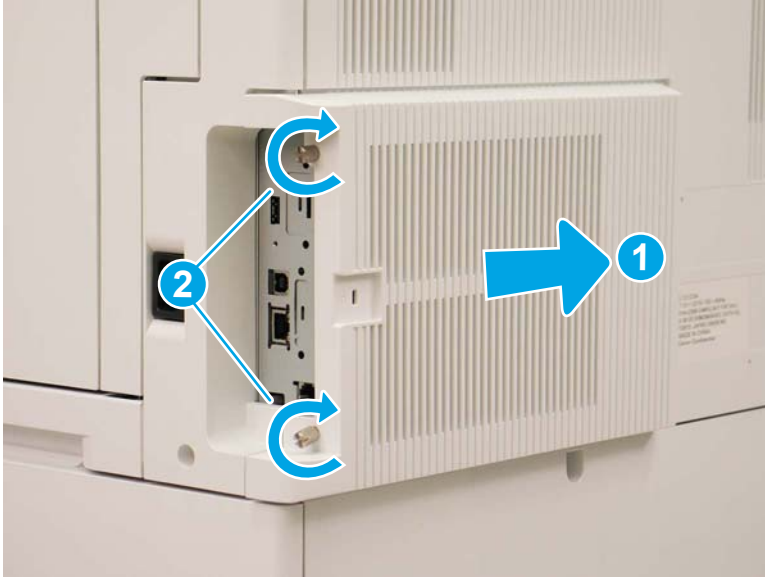
Install the formatter cover

Follow these steps to install the formatter cover.

- ▲ Slide the formatter cover onto the printer in the direction indicated by the arrow (callout 1), and then tighten two thumb screws (callout 2).

 **NOTE:**

Figure 8-187 Slide on the formatter cover and tighten two thumb screws



Removal and replacement: Scanner control board (SCB) cover

This document provides the procedures to remove and replace the scanner control board (SCB)



[View a video of how to remove and replace the scanner control board.](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-21 Part information

Part number	Part description
J8J64-67901	Image scanner whole unit kit (SCB cover included in kit)

Required tools

- #2 Phillips 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

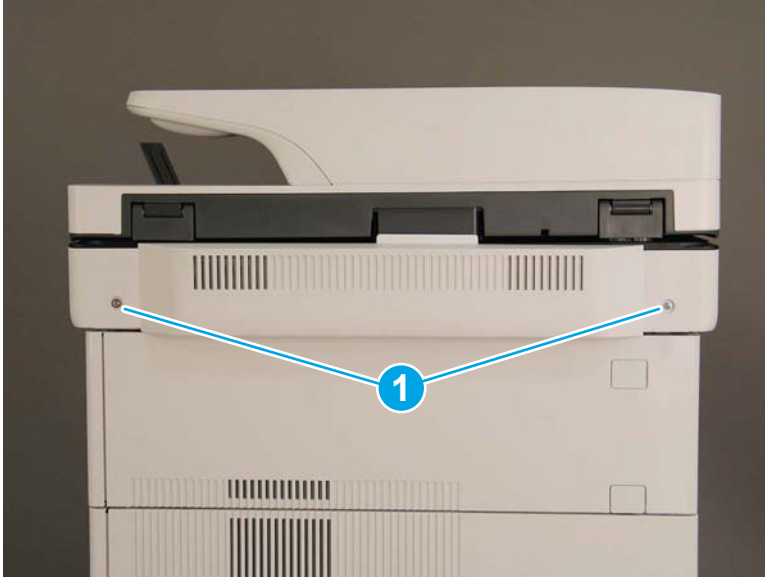
No post service test is available for this assembly.

Remove the scanner control board (SCB) cover


Follow these steps to remove the scanner control board (SCB) cover.

1. Remove two screws (callout 1).

Figure 8-188 Remove two screws



2. Rotate the SCB cover in the direction that the arrow indicates, and remove it.

 **NOTE:** The SCB cover is included in the **Scanner Whole Unit Kit** for replacement part number ordering purposes.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-189 Remove the SCB cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Rear cover

This document provides the procedures to remove and replace the rear cover.

 [View a video of how to remove and replace the rear cover.](#)


Mean time to repair: 15 minutes

Service level: Intermediate

 **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.

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 8-22 Part information

Part number	Part description
RL2-1682-000CN	Rear cover

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

Post service test

No post service test is available for this assembly.

Remove the formatter cover

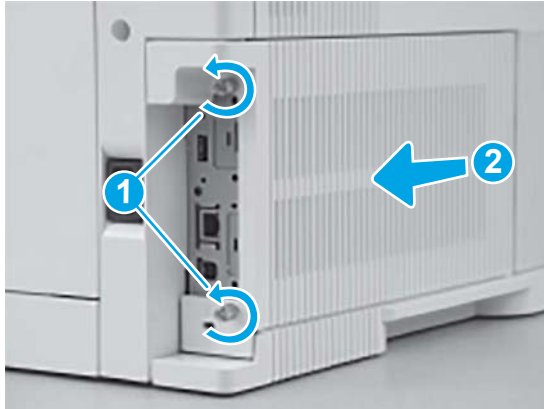
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-190 Release two thumb screws and remove the formatter cover

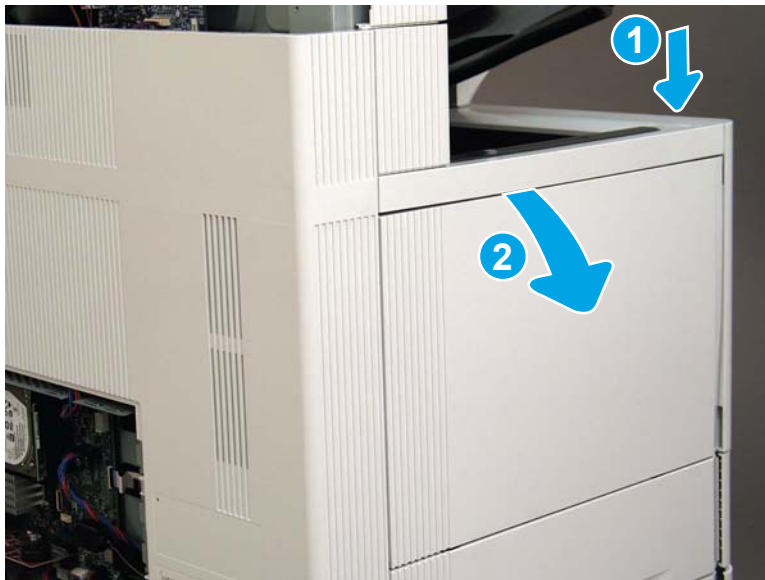


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-191 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-192 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-193 Slide the rear cover



4. Remove the rear cover.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-194 Remove the rear cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Left lower cover

This document provides the procedures to remove and replace the left lower cover.



[View a video of how to remove and replace the left lower cover.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-23 Part information

Part number	Part description
RC4-8406-000CN	Left lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

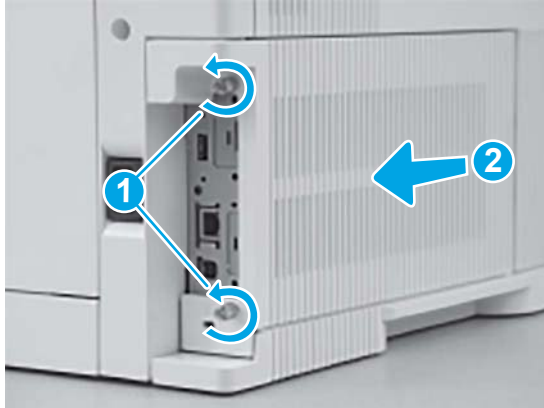
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-195 Release two thumb screws and remove the formatter cover

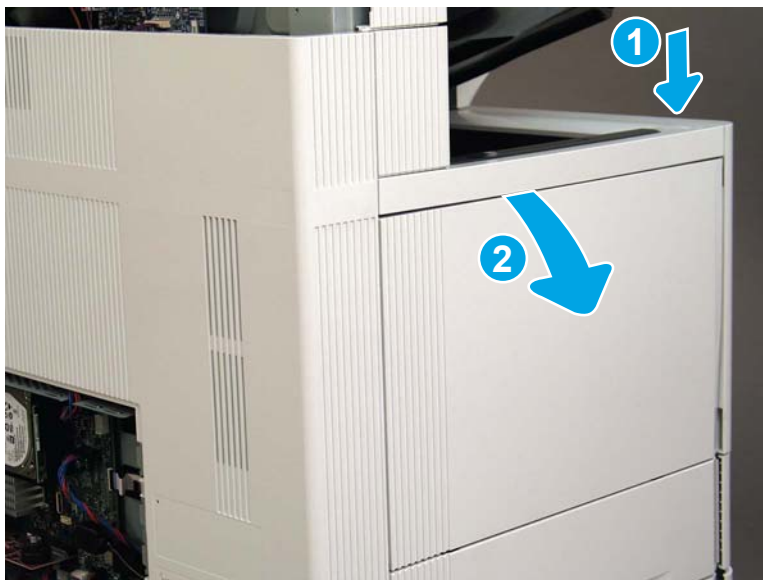


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-196 Open the cartridge door



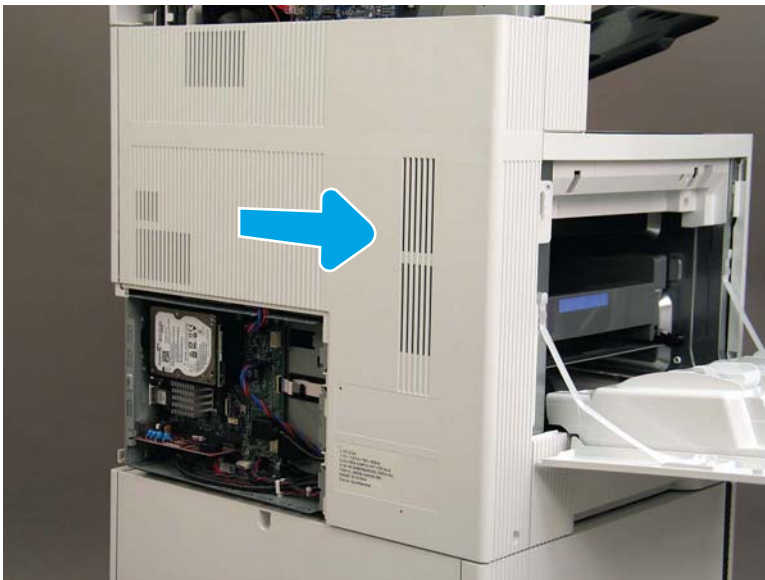
2. Remove two screws (callout 1).

Figure 8-197 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-198 Slide the rear cover



4. Remove the rear cover.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-199 Remove the rear cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

- ▲ Release one tab (callout 1), and then slide the cover (callout 2) in the direction of the arrow in the figure below to remove it.


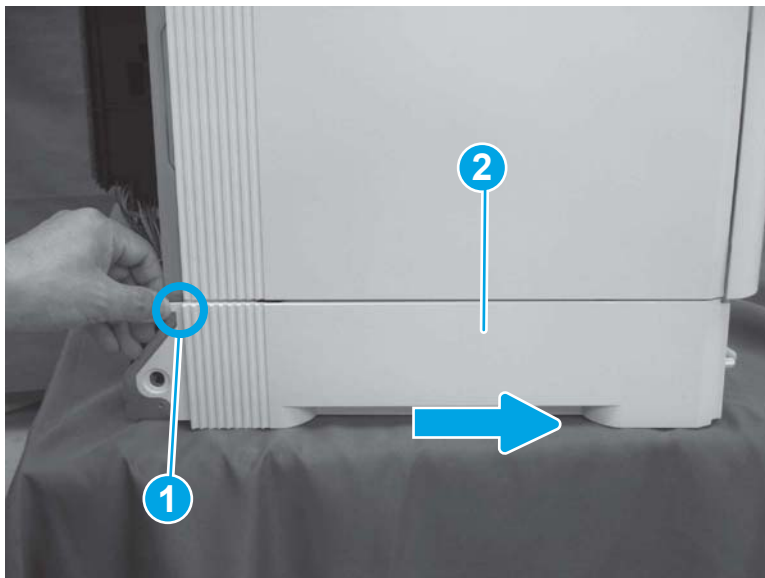
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-200 Remove the left lower cover



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.


Removal and replacement: Left door assembly

This document provides the procedures to remove and replace the left door assembly.

 [View a video of how to remove and replace the left door assembly.](#)


Mean time to repair: 15 minutes

Service level: Intermediate

 **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.

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 8-24 Part information

Part number	Part description
RM2-0850-000CN	Left door assembly

Required tools

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

After performing service

Turn the printer power on

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


Post service test

No post service test is available for this assembly.

Remove the formatter cover

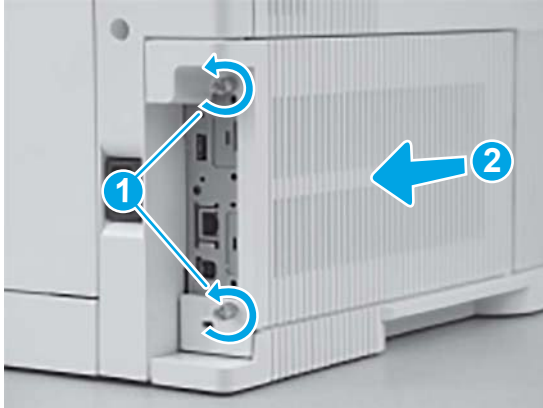
Follow these steps to remove the formatter cover.

 To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-201 Release two thumb screws and remove the formatter cover

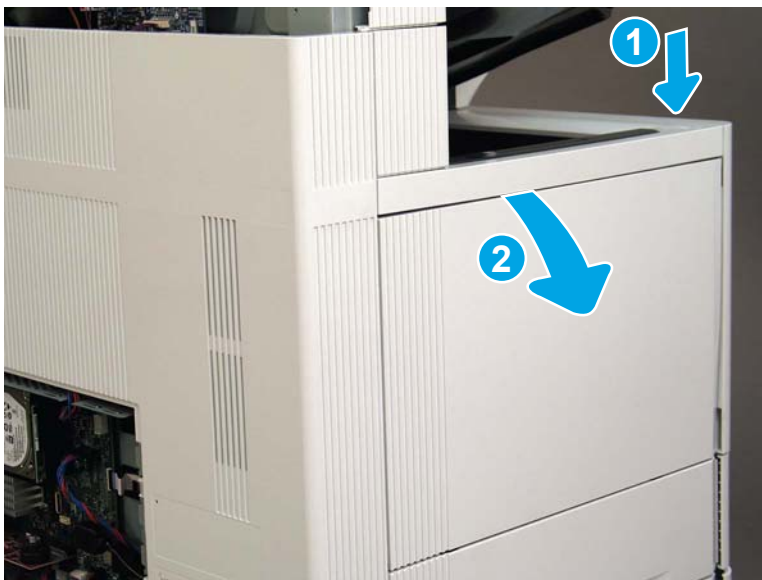


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-202 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-203 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

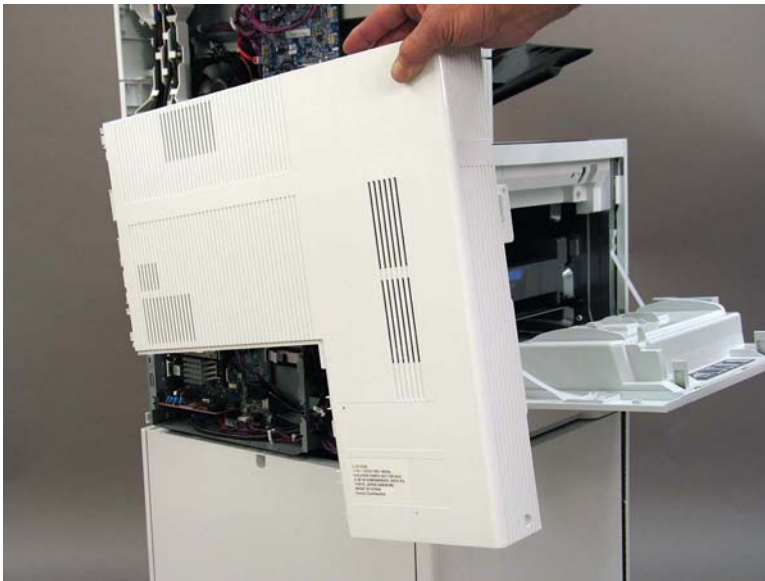
Figure 8-204 Slide the rear cover



4. Remove the rear cover.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-205 Remove the rear cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

- ▲ Release one tab (callout 1), and then slide the cover (callout 2) in the direction of the arrow in the figure below to remove it.


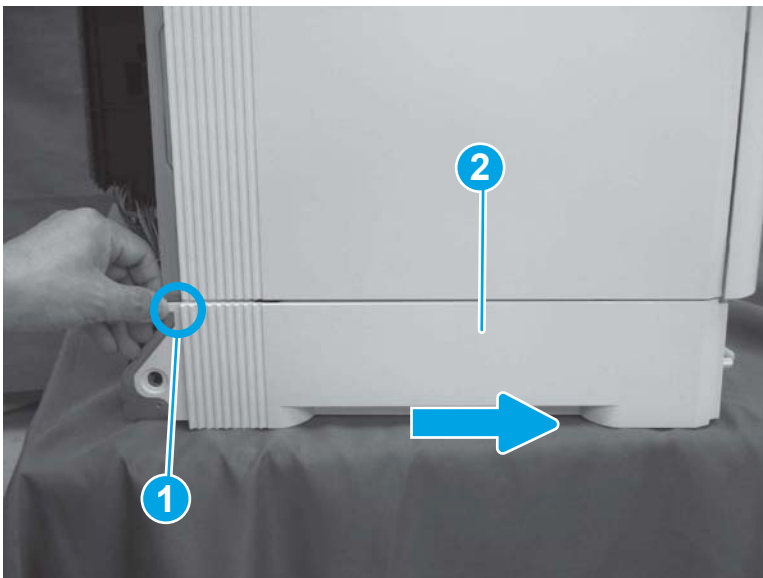
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-206 Remove the left lower cover

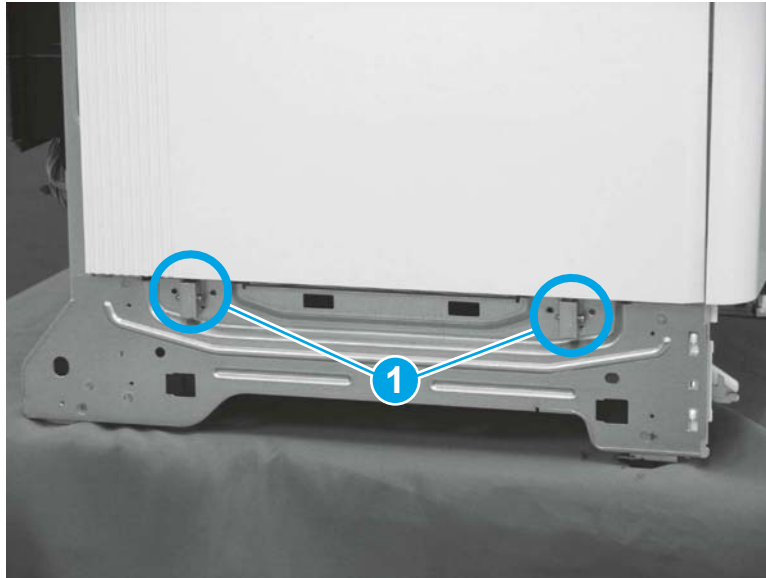


Remove the left door assembly

Follow these steps to remove the left door assembly.

1. Release two pins (callout 1).

Figure 8-207 Release two pins



2. Do the following:
 - a. Open the left door assembly.
 - b. Release two tabs (callout 1).
 - c. Release two hinges (callout 2) on both sides.
 - d. Remove the left door assembly (callout 3).


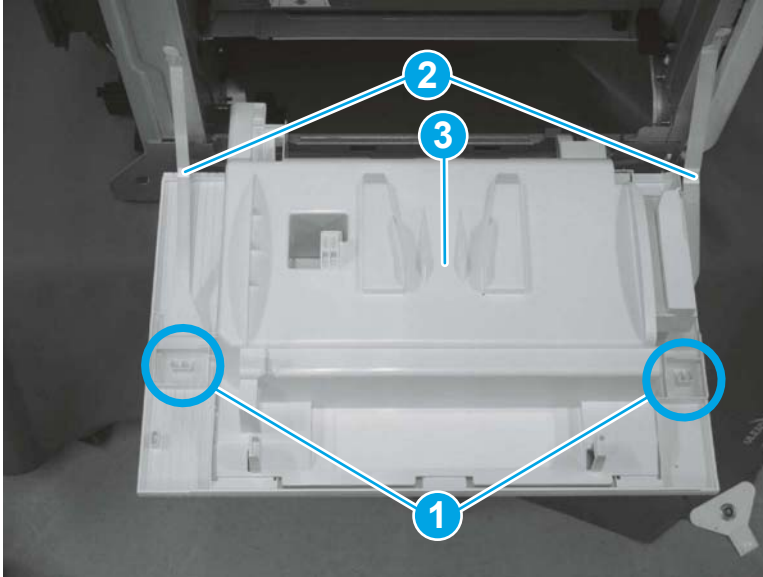
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-208 Remove the left door assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Image scanner front cover

This document provides the procedures to remove and replace the image scanner front cover.



[View a video of how to remove and replace the image scanner front cover.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-25 Part information

Part number	Part description
RC4-8399-000CN	Image scanner front cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

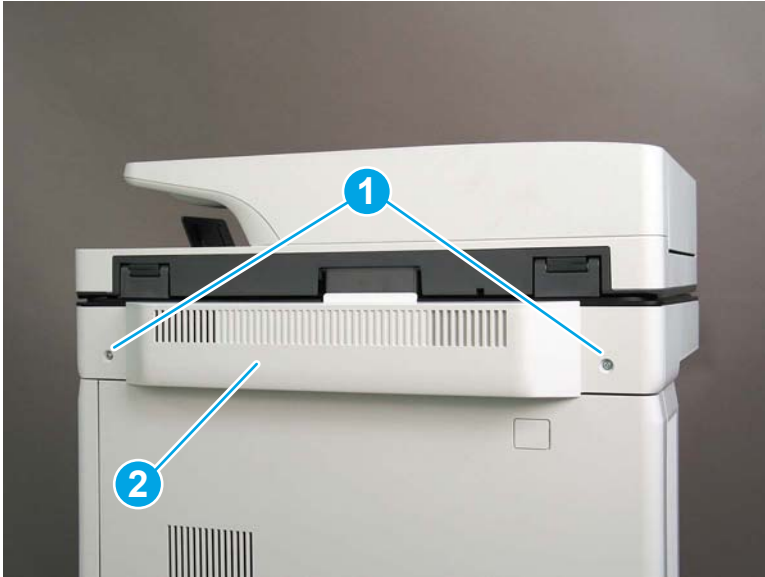
No post service test is available for this assembly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

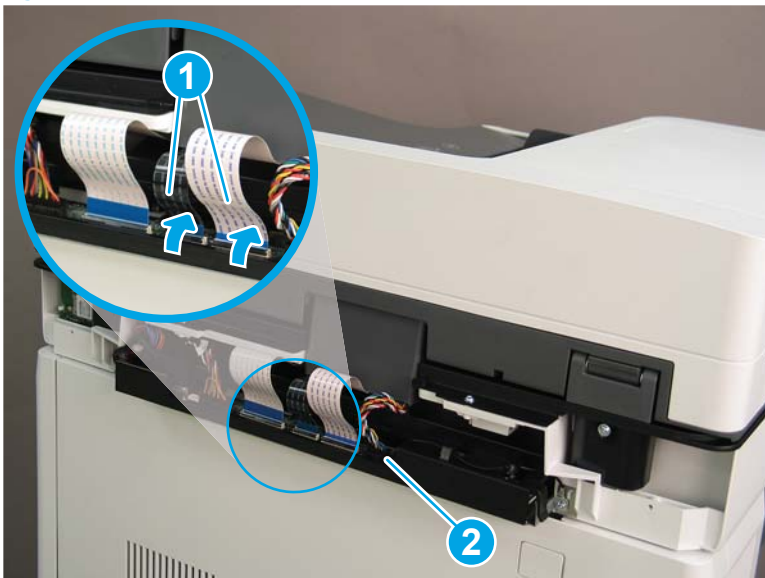
Figure 8-209 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

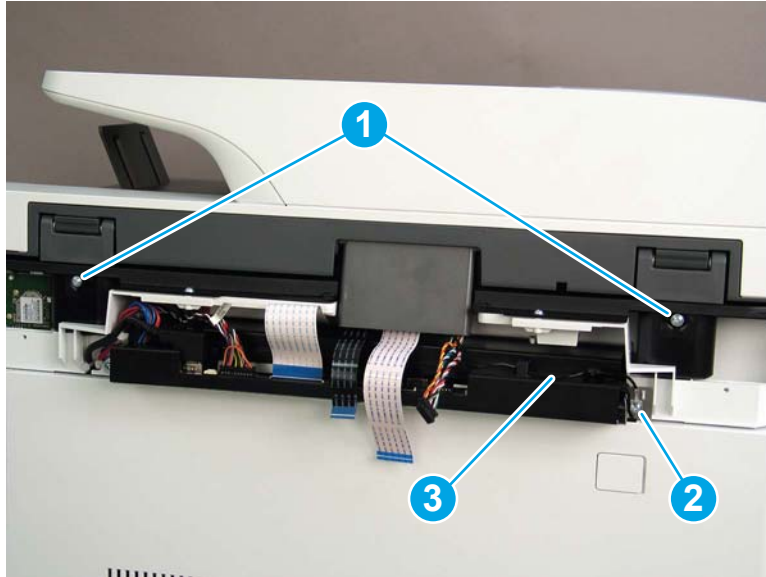
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-210 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-211 Remove three screws and the ground wire



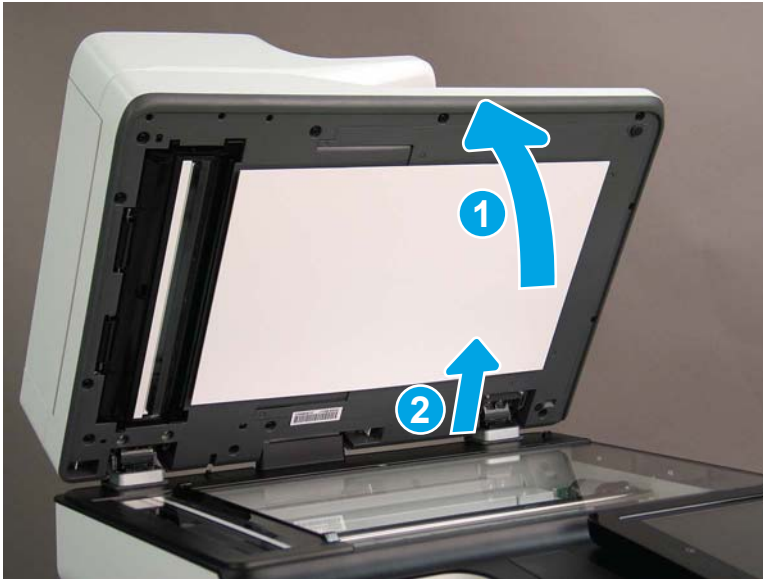
4. Open the automatic document feeder (ADF).

Figure 8-212 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-213 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-214 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-215 Lift and remove the ADF



Remove the formatter cover

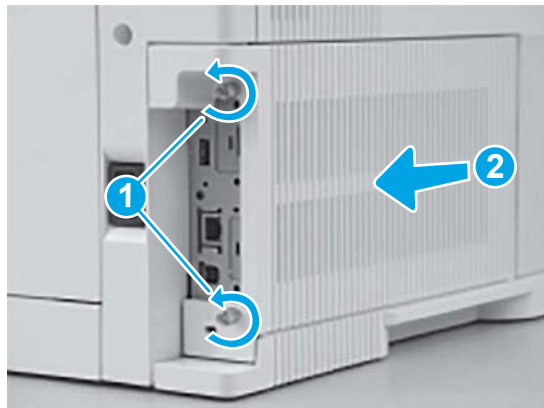
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-216 Release two thumb screws and remove the formatter cover

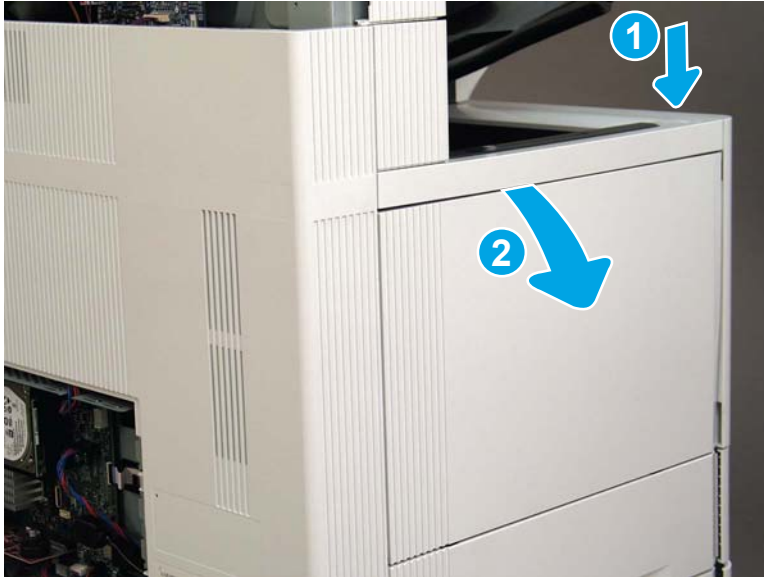


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-217 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-218 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-219 Slide the rear cover



4. Remove the rear cover.


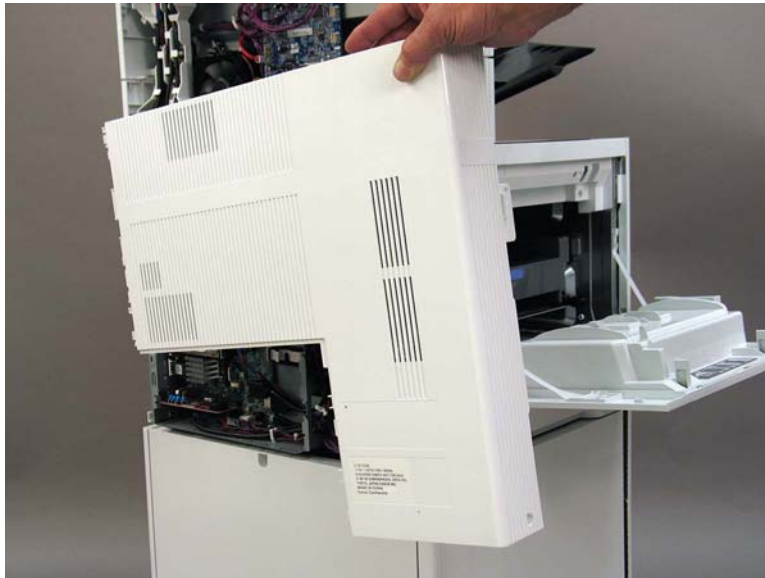
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-220 Remove the rear cover



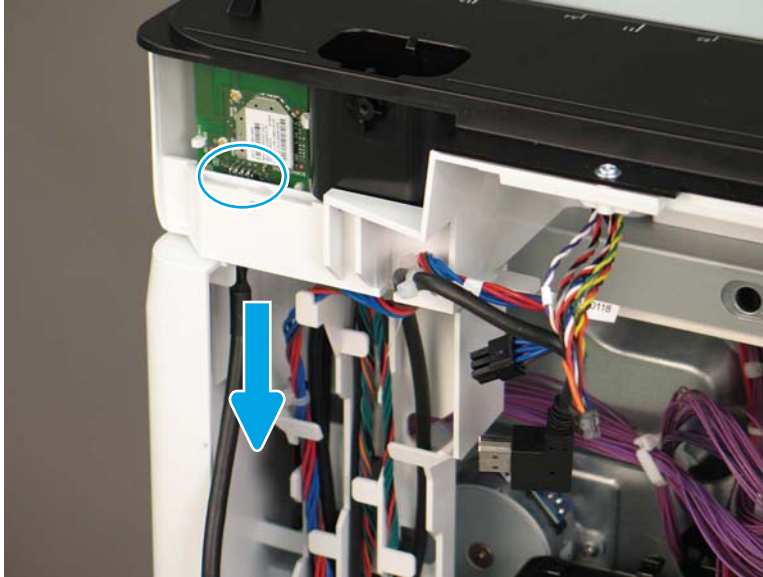
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

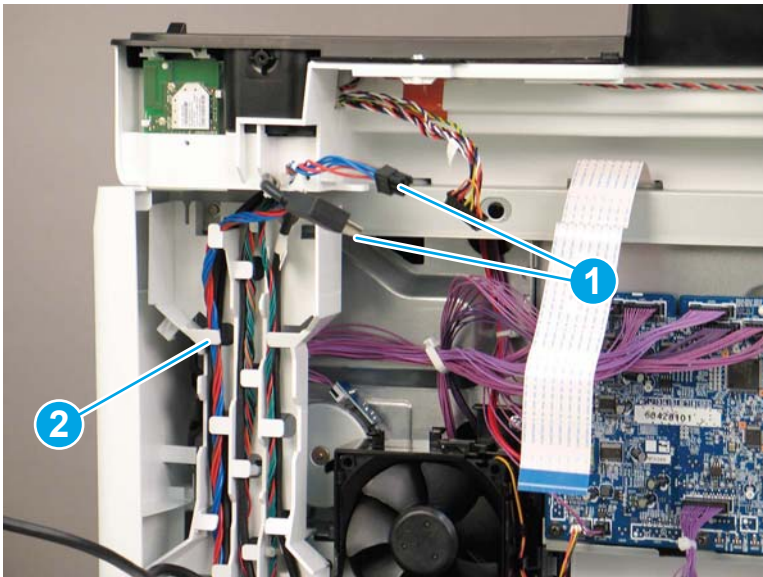
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-221 Disconnect the connector



2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-222 Release the SCB cables



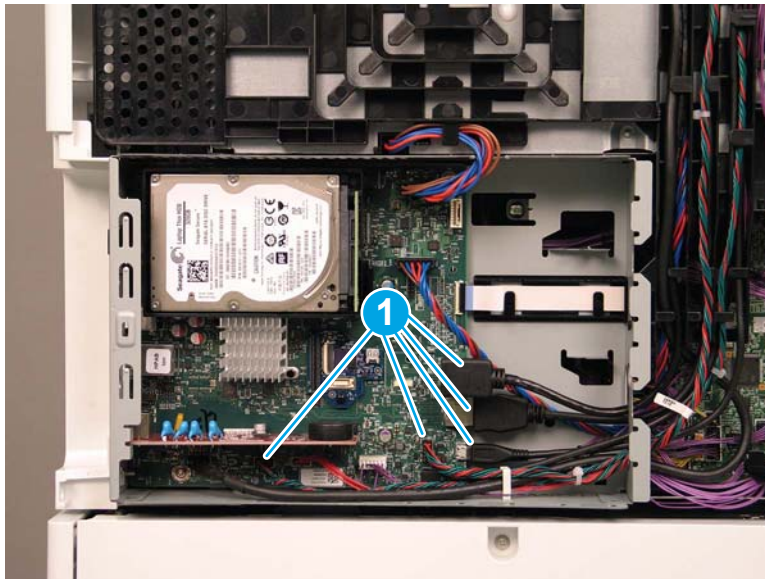
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-223 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

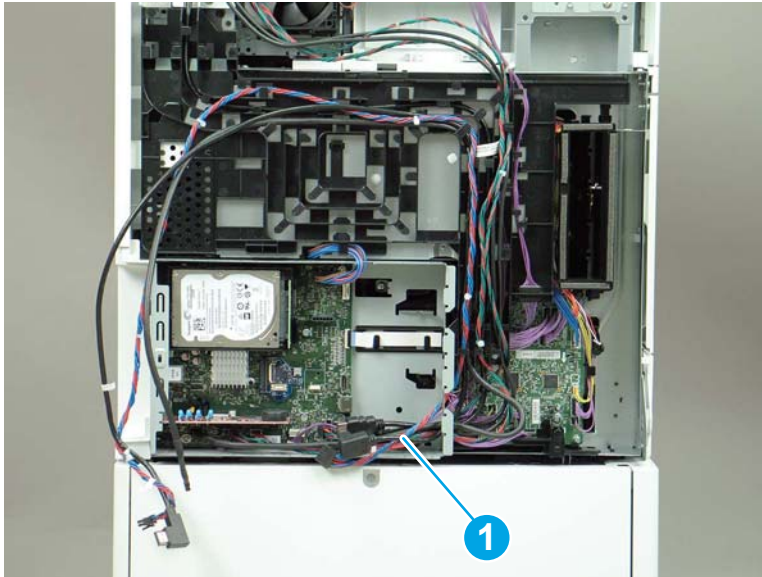
Figure 8-224 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

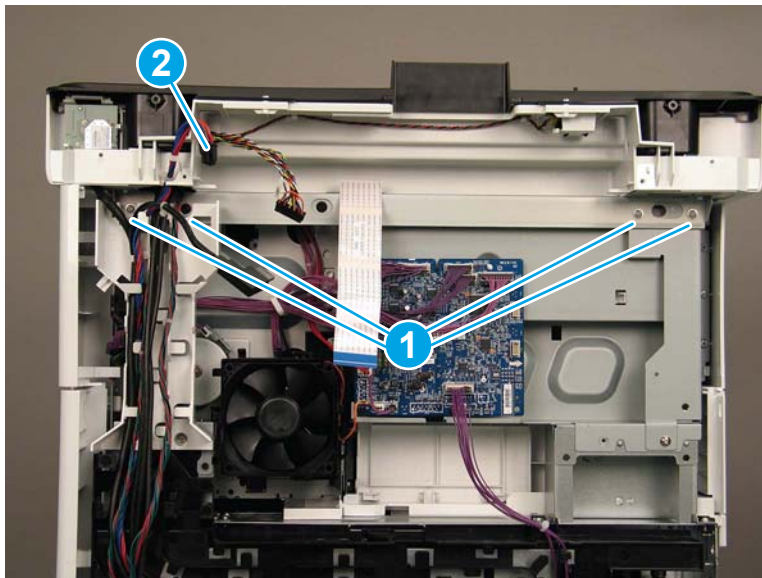
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-225 Thread the formatter cables through the formatter case



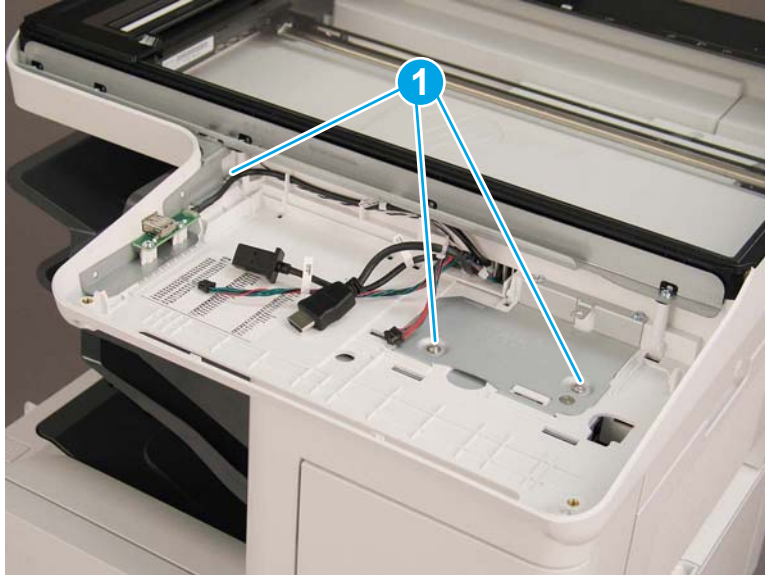
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-226 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-227 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


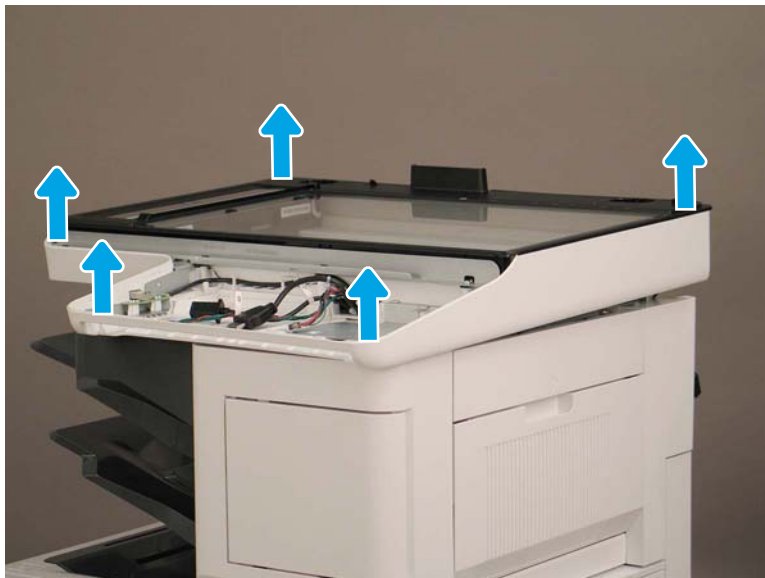
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-228 Remove the image scanner assembly



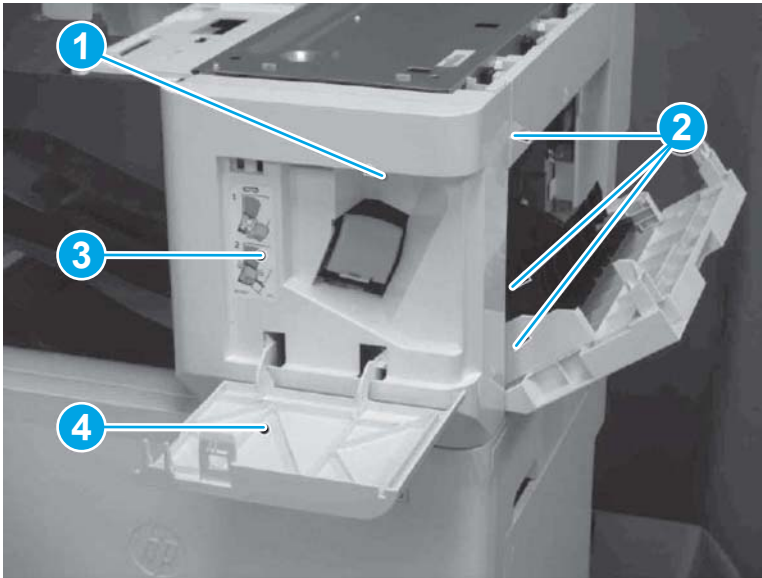
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

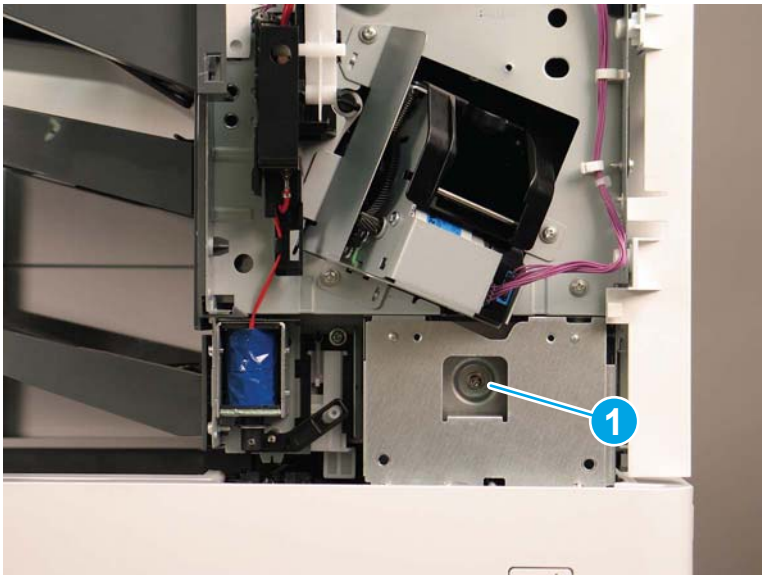
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-229 Remove staple cover and staple door



5. Remove one screw (callout 1).

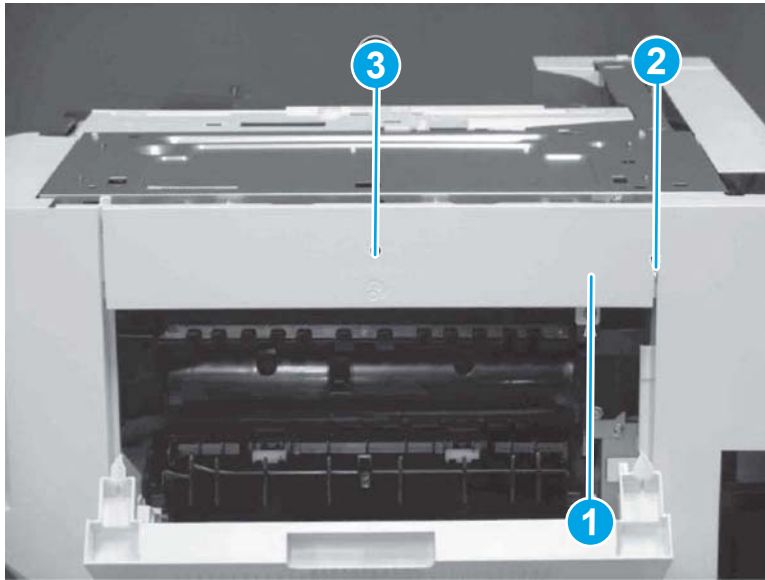
Figure 8-230 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

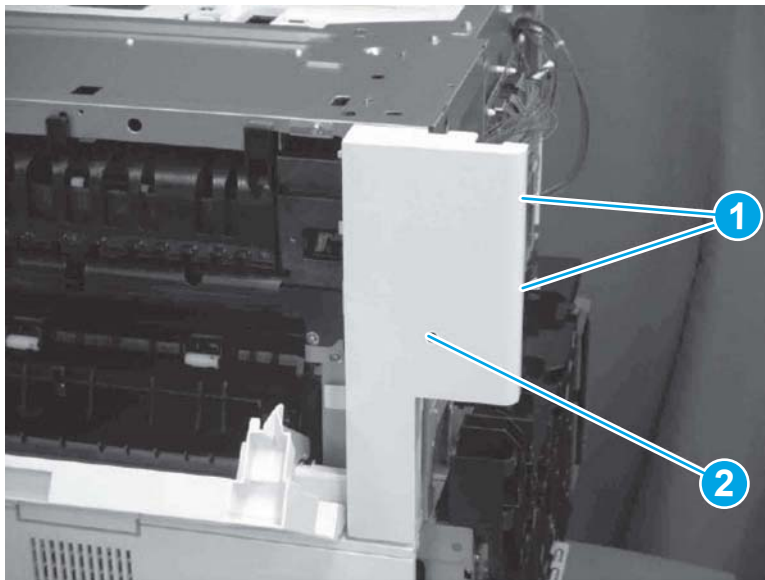
9. Remove the right upper cover (callout 3).

Figure 8-231 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

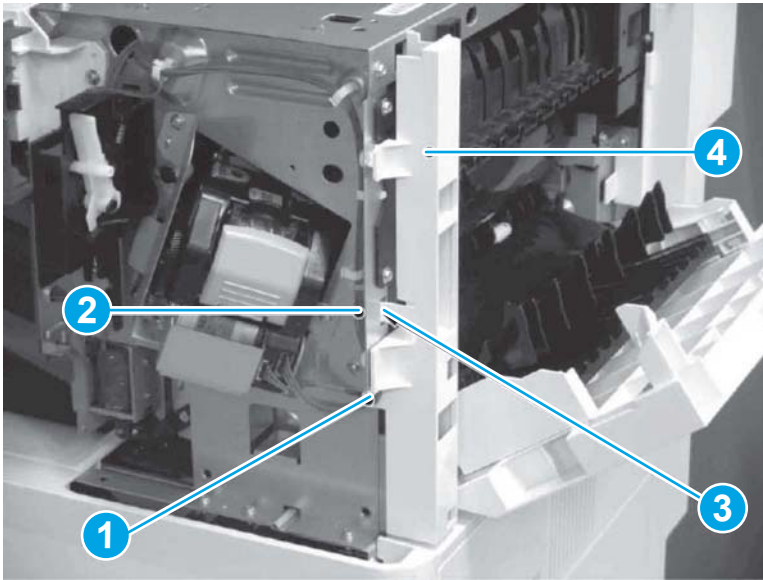
Figure 8-232 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

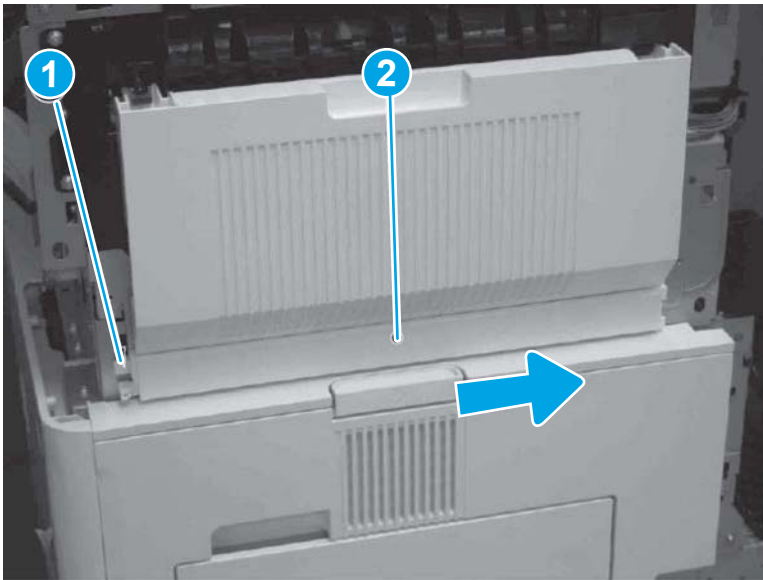
14. Remove the inner cover (callout 4).

Figure 8-233 Remove the inner cover



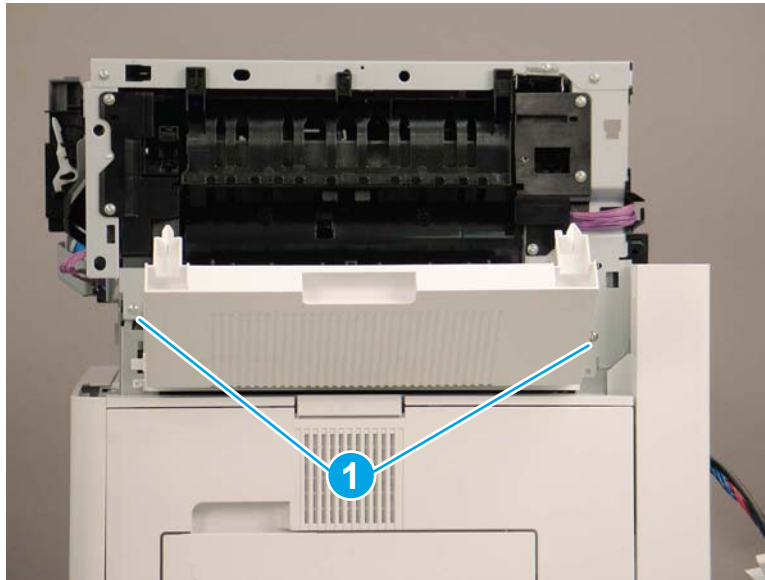
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-234 Remove the right lower cover



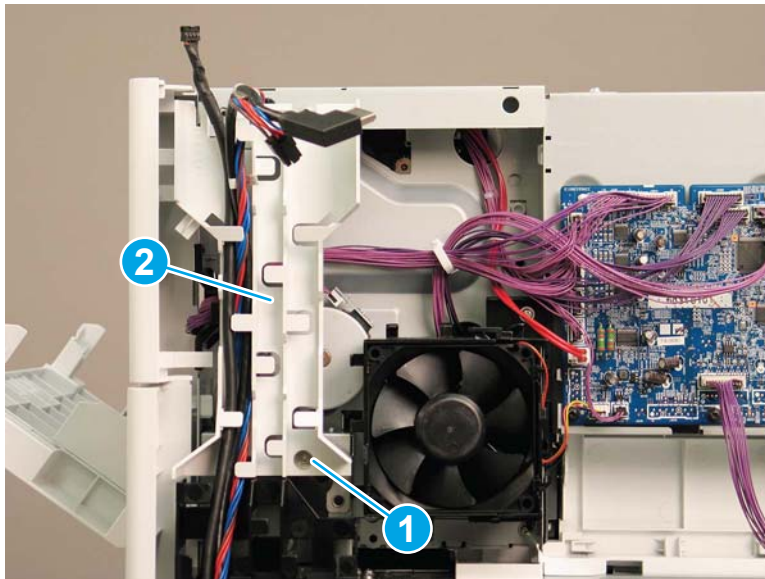
17. Remove two screws (callout 1).

Figure 8-235 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-236 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


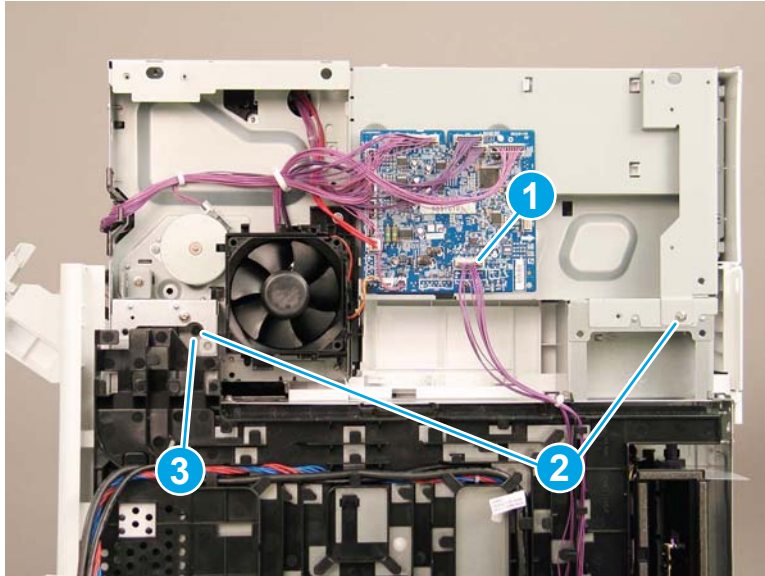
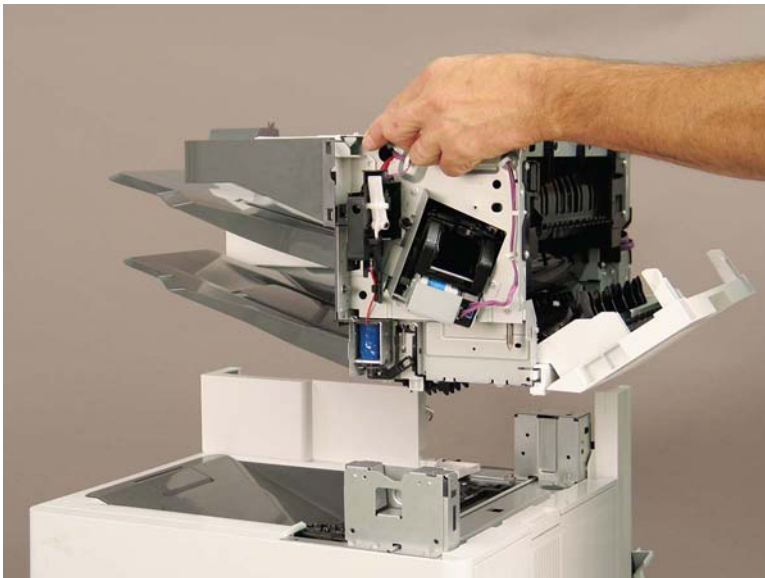
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-237 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-238 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


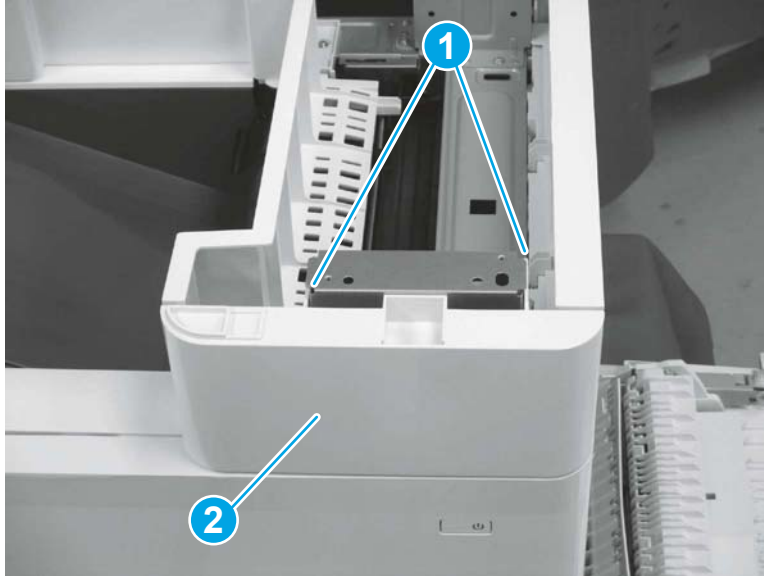
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-239 Remove the image scanner front cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Image scanner right cover

This document provides the procedures to remove and replace the image scanner right cover.



[View a video of how to remove and replace the image scanner right cover.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-26 Part information

Part number	Part description
RC4-8411-000CN	Image scanner right cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

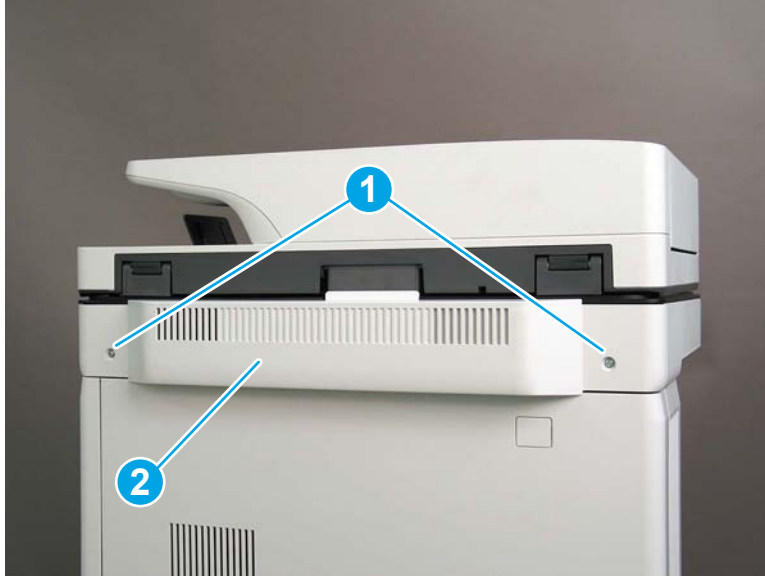
No post service test is available for this assembly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

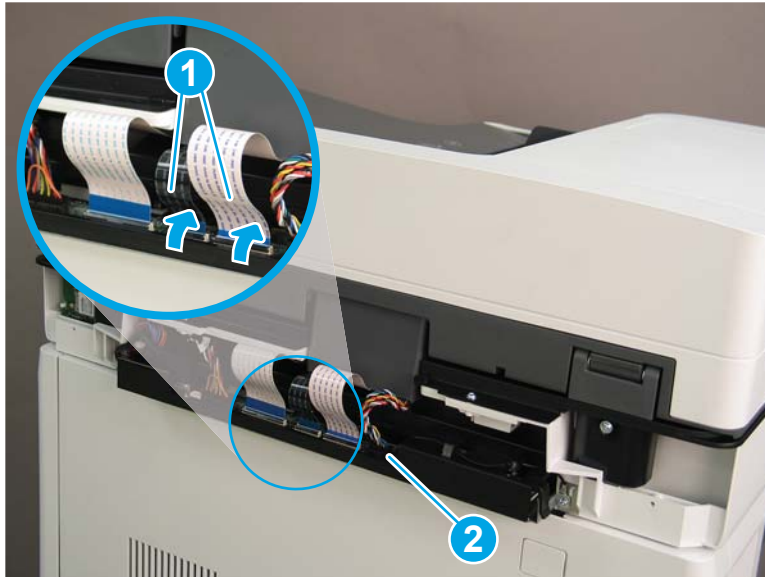
Figure 8-240 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

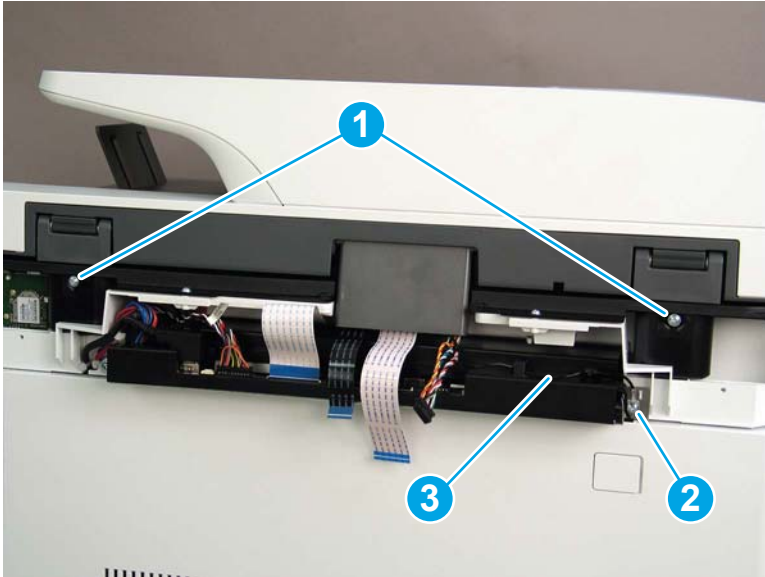
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-241 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-242 Remove three screws and the ground wire



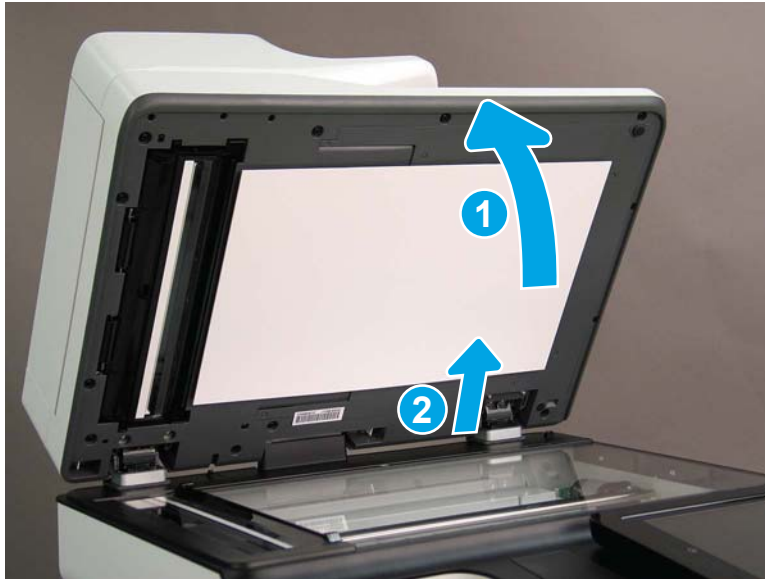
4. Open the automatic document feeder (ADF).

Figure 8-243 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-244 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-245 Release two tabs on the ADF



7. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-246 Lift and remove the ADF



Remove the formatter cover

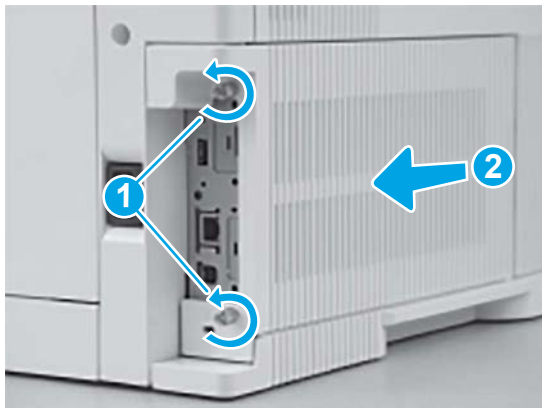
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-247 Release two thumb screws and remove the formatter cover

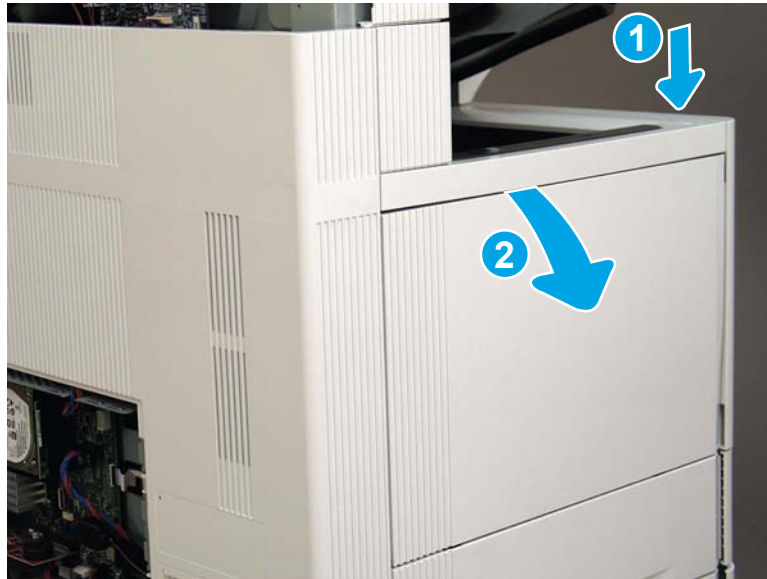


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-248 Open the cartridge door



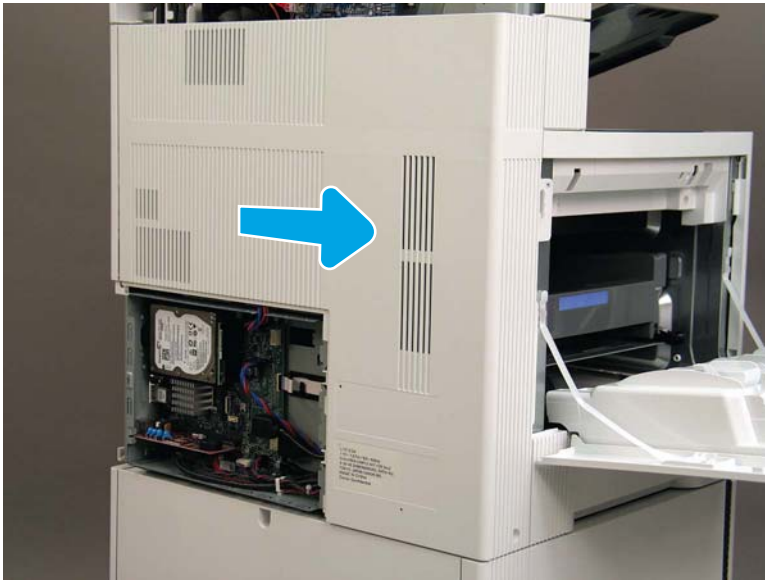
2. Remove two screws (callout 1).

Figure 8-249 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

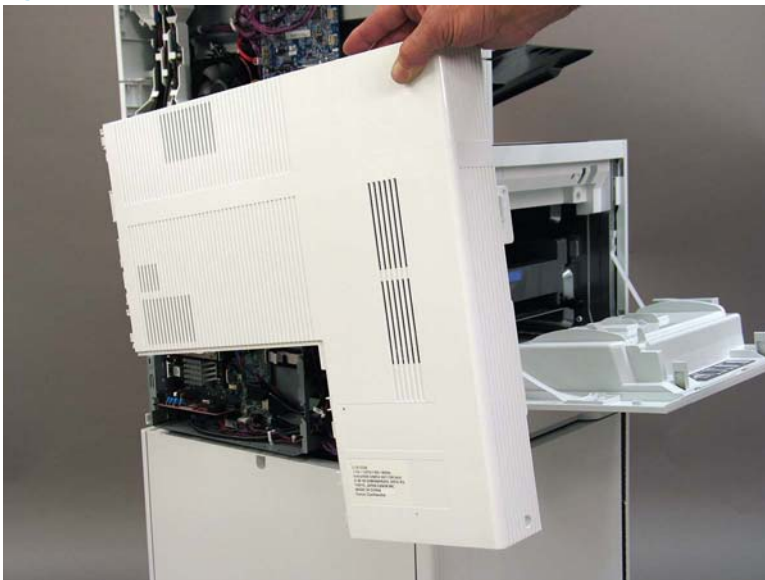
Figure 8-250 Slide the rear cover



4. Remove the rear cover.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-251 Remove the rear cover



Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

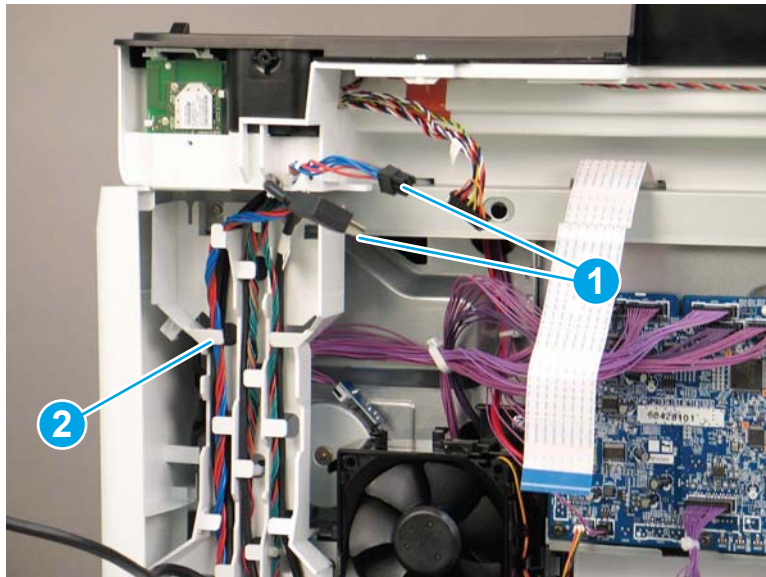
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-252 Disconnect the connector



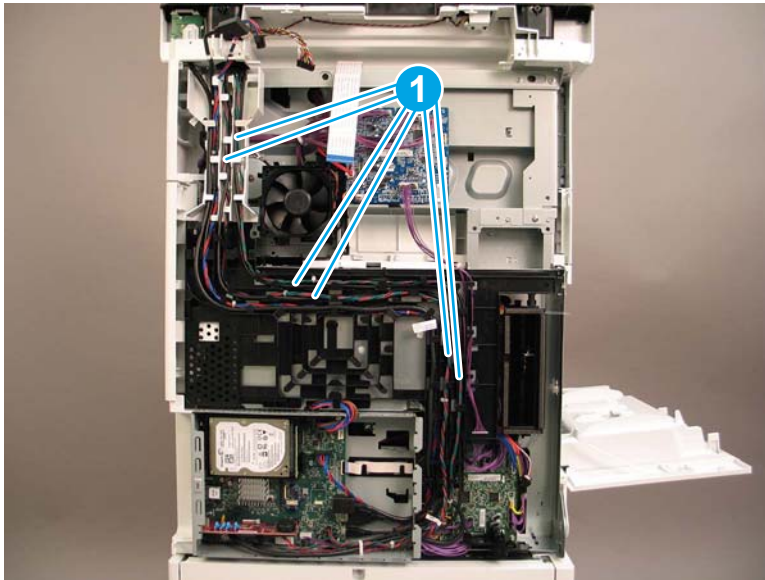
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-253 Release the SCB cables



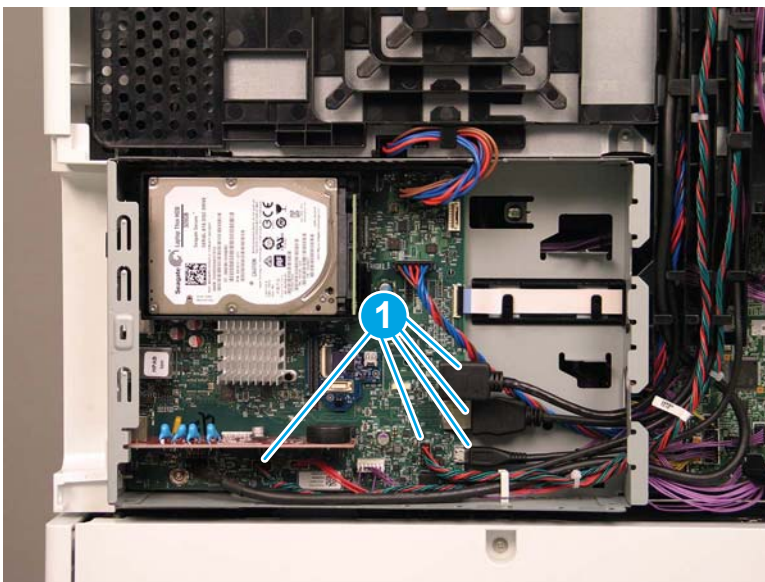
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-254 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

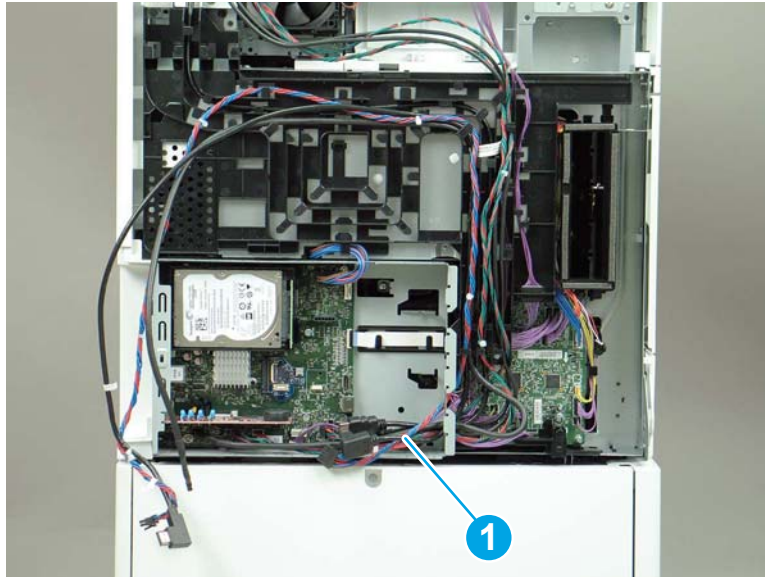
Figure 8-255 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

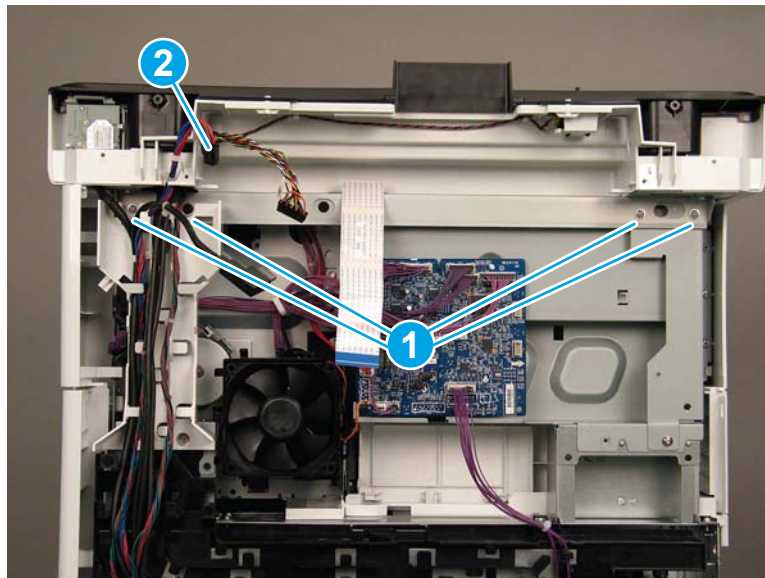
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-256 Thread the formatter cables through the formatter case



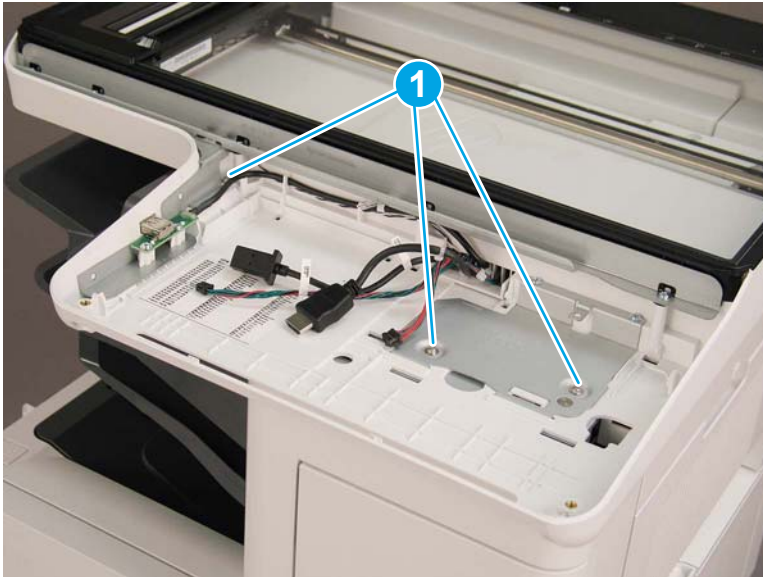
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-257 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-258 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


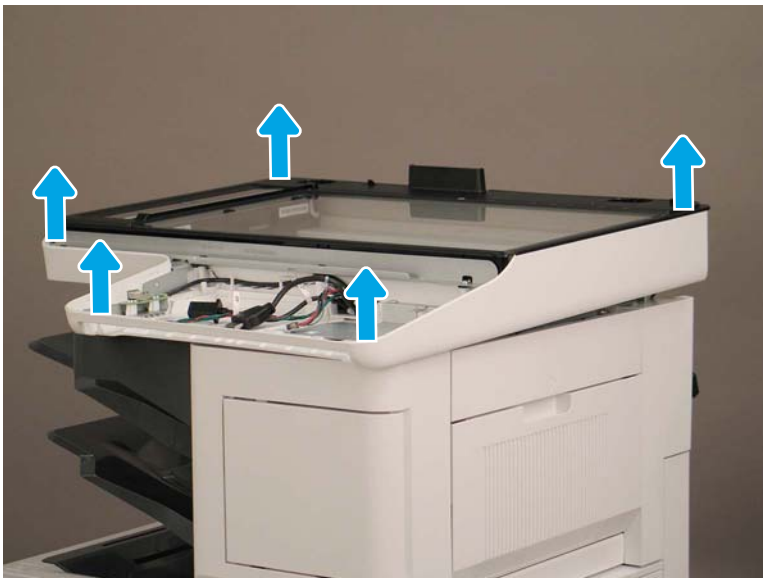
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-259 Remove the image scanner assembly



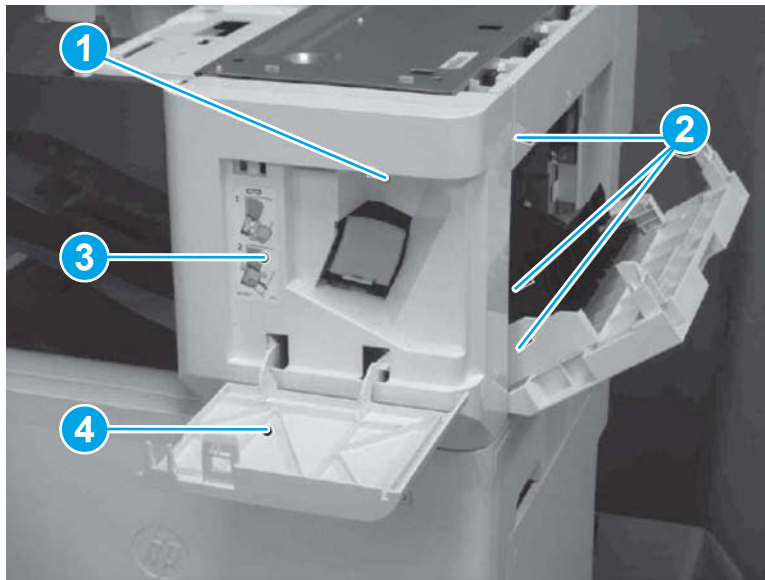
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

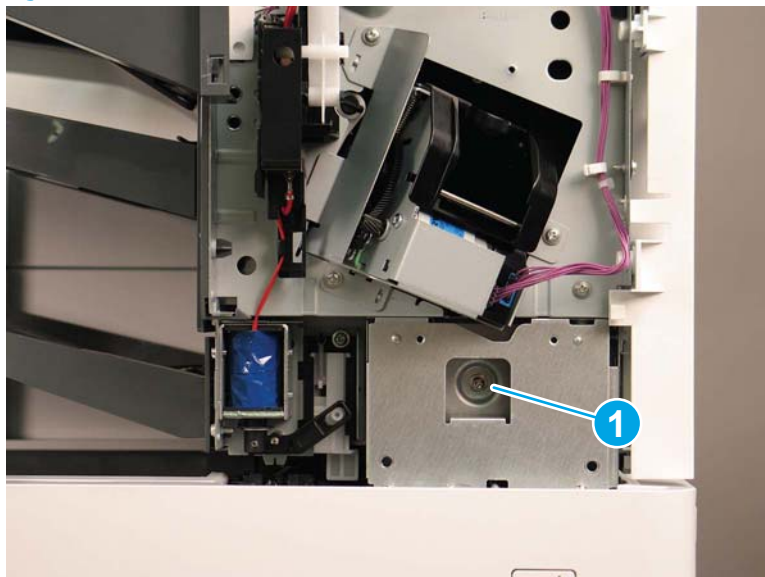
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-260 Remove staple cover and staple door



5. Remove one screw (callout 1).

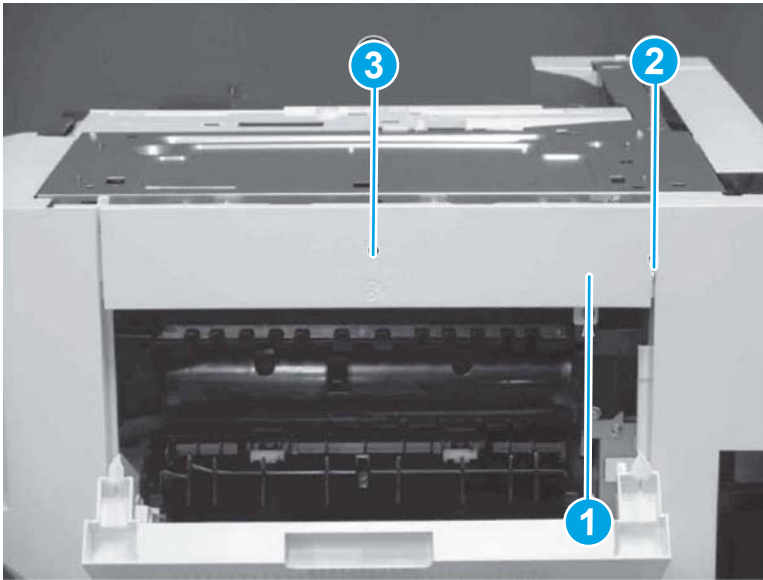
Figure 8-261 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

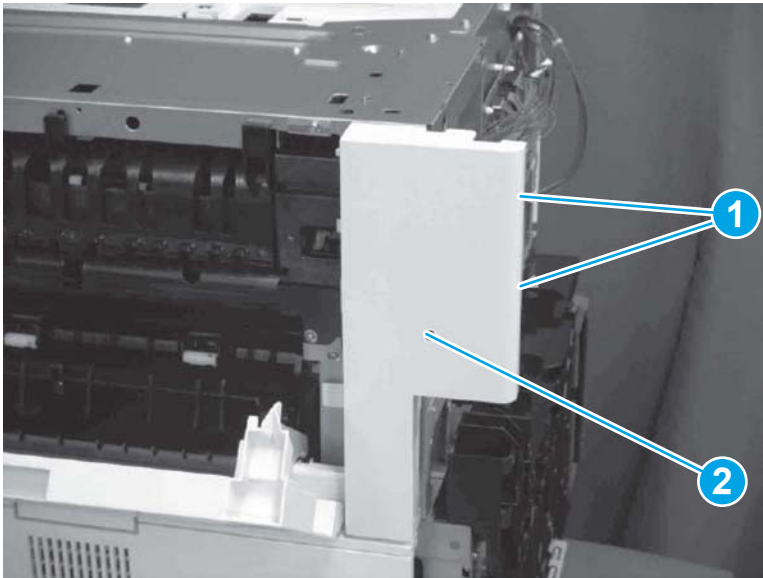
9. Remove the right upper cover (callout 3).

Figure 8-262 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

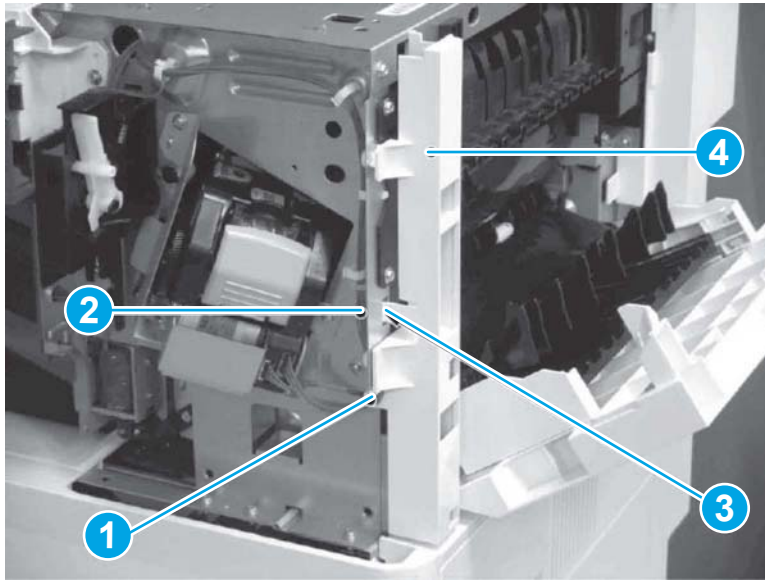
Figure 8-263 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

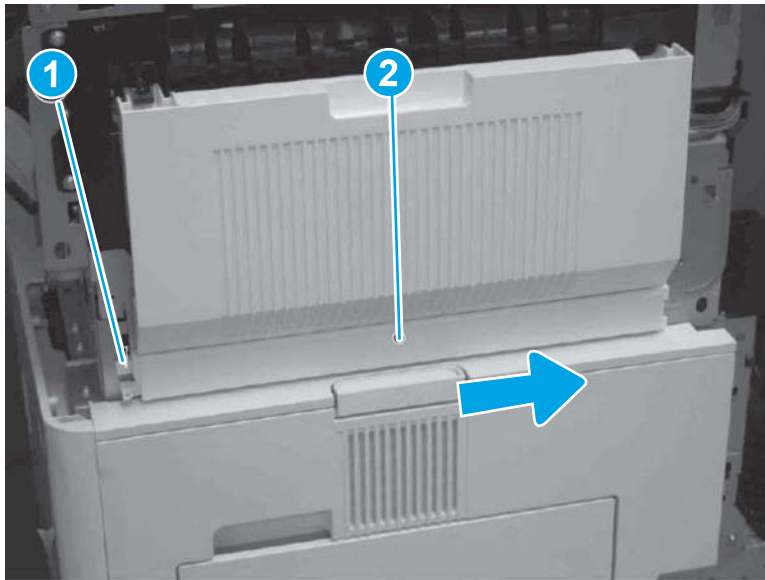
14. Remove the inner cover (callout 4).

Figure 8-264 Remove the inner cover



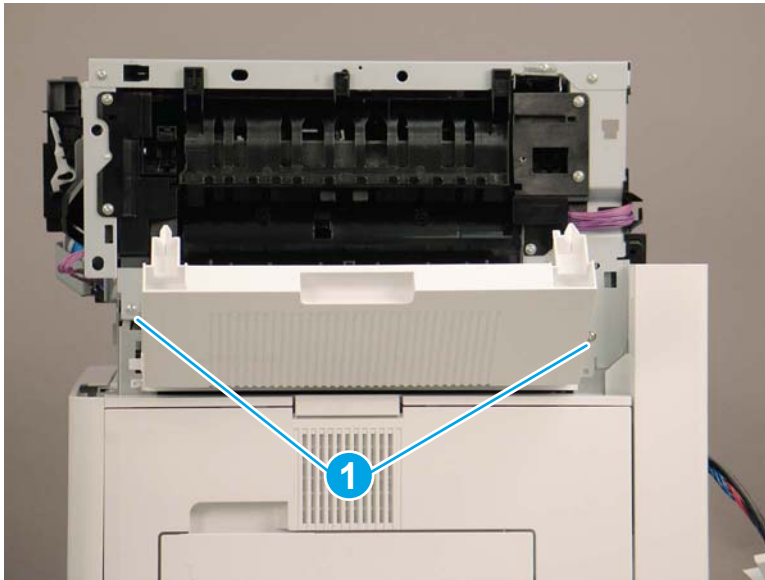
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-265 Remove the right lower cover



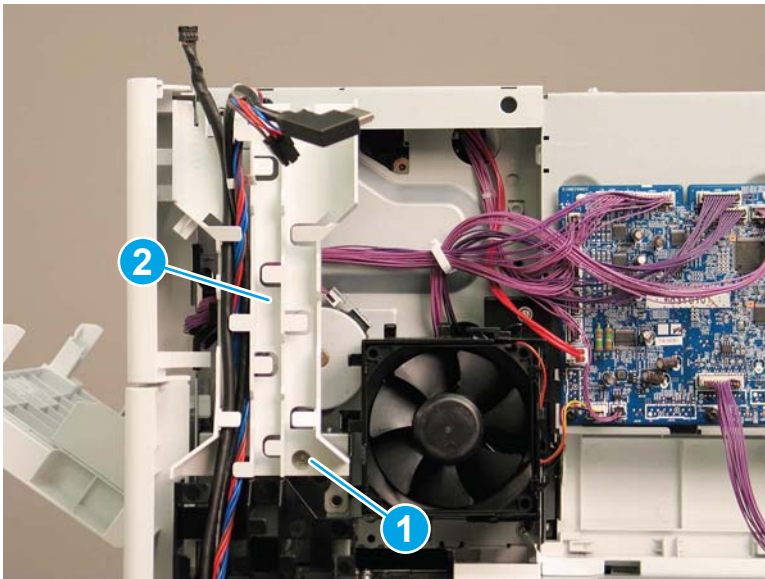
17. Remove two screws (callout 1).

Figure 8-266 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-267 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


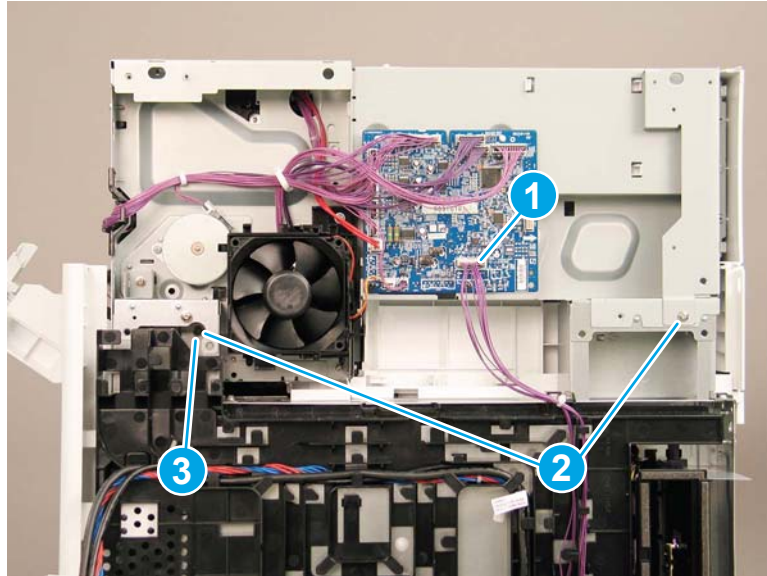
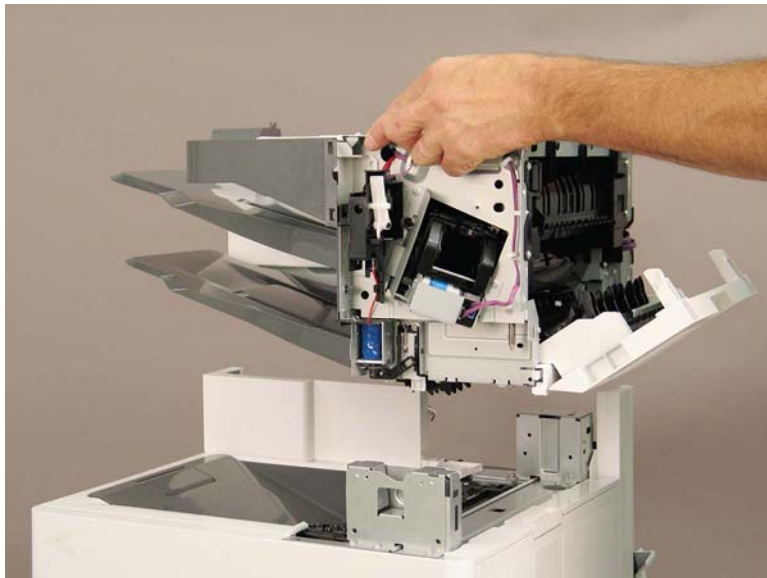
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-268 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-269 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


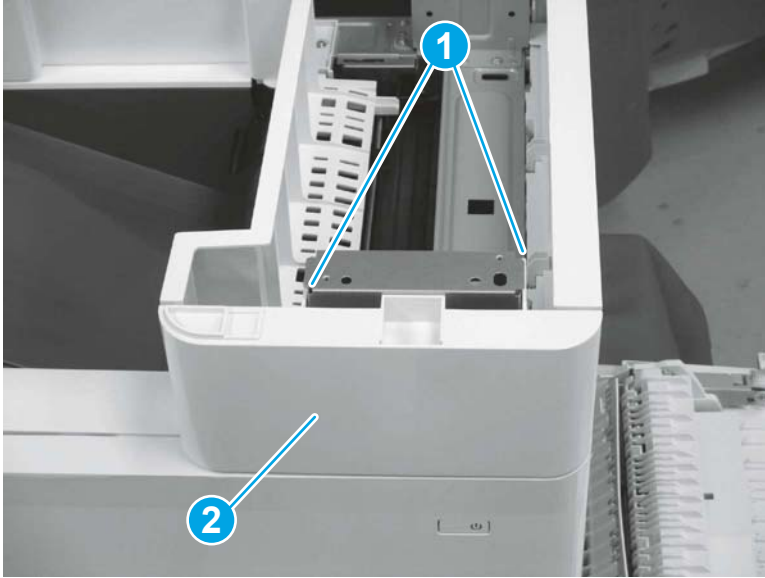
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-270 Remove the image scanner front cover



Remove the image scanner right cover

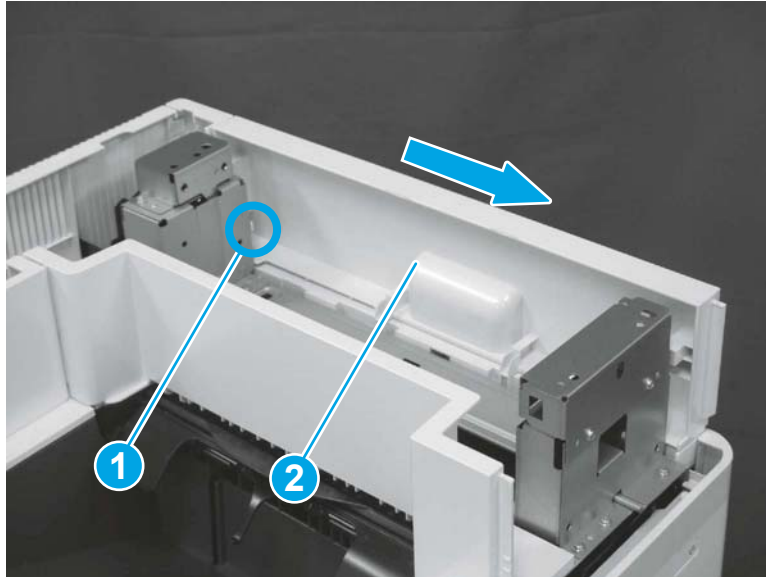
Follow these steps to remove the image scanner right cover.

▲ Do the following:

- a. Release one tab (callout 1).
- b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-271 Remove the image scanner right cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Inlet cover

This document provides the procedures to remove and replace the inlet cover.

 [View a video of how to remove and replace the inlet cover.](#)


Mean time to repair: 15 minutes

Service level: Intermediate

 **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.

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 8-27 Part information

Part number	Part description
RL2-1686-000CN	Inlet cover

Required tools

- #2 Phillips 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

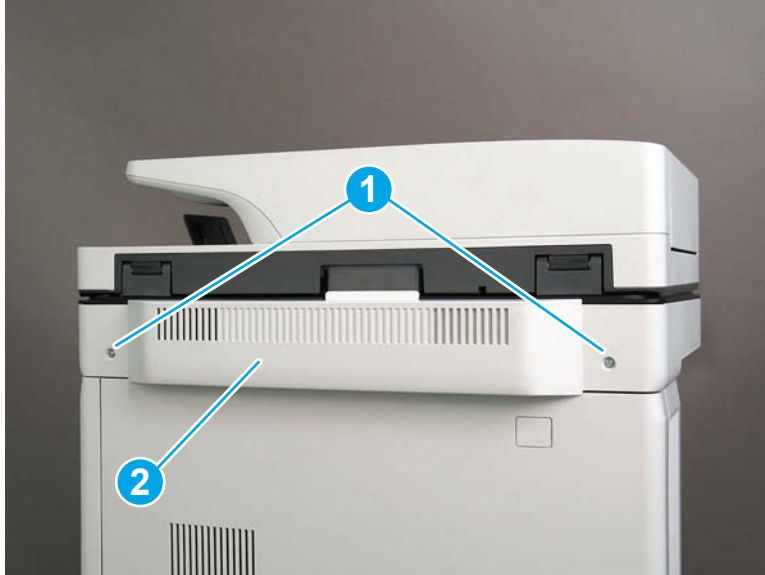
No post service test is available for this assembly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

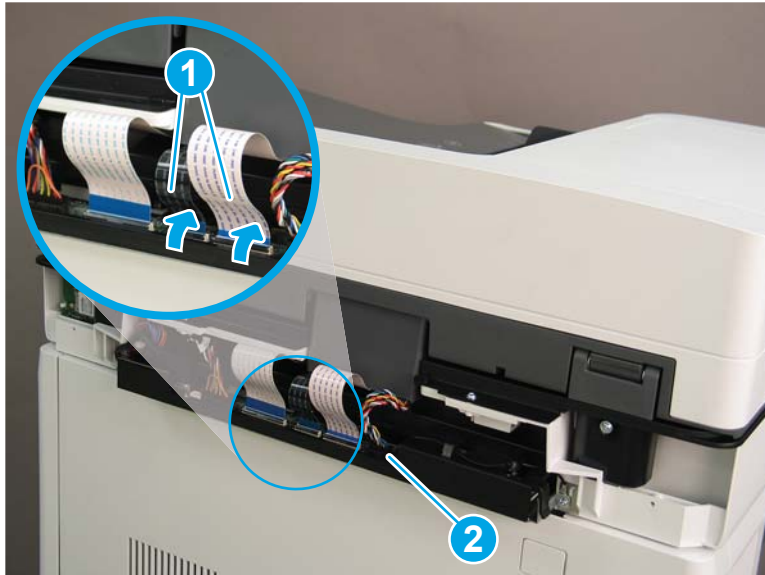
Figure 8-272 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

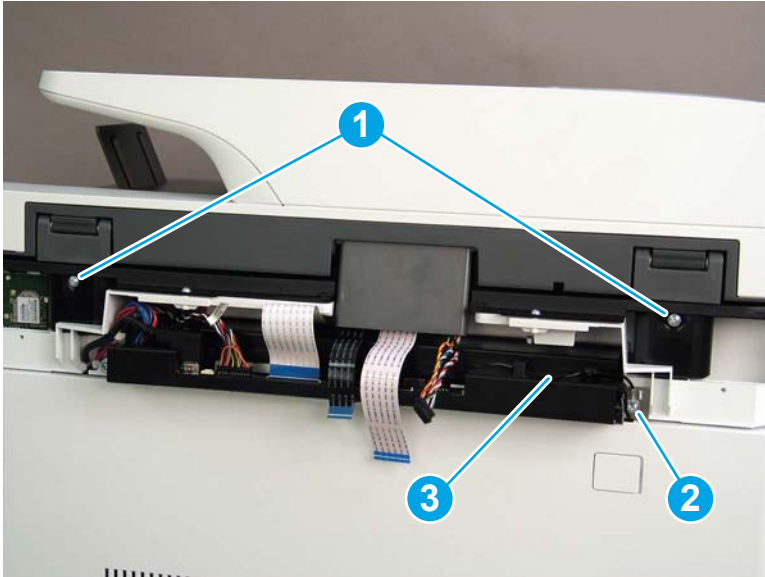
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-273 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-274 Remove three screws and the ground wire



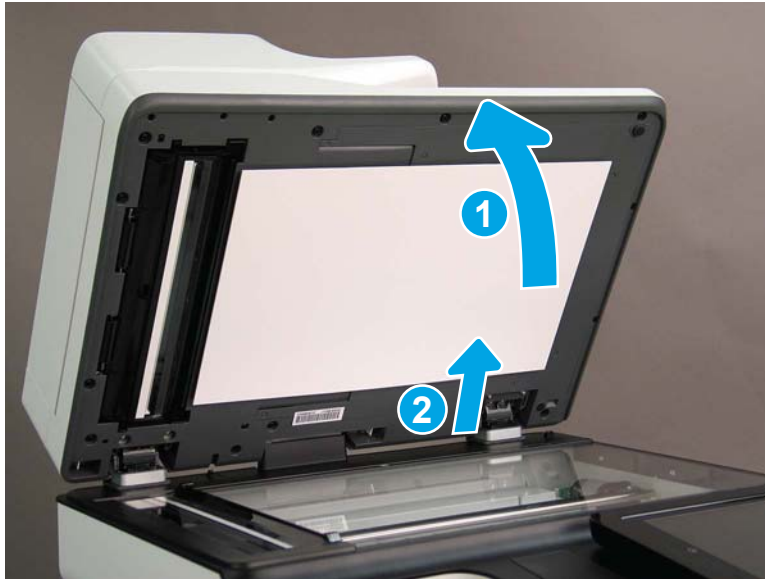
4. Open the automatic document feeder (ADF).

Figure 8-275 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-276 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-277 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-278 Lift and remove the ADF



Remove the formatter cover

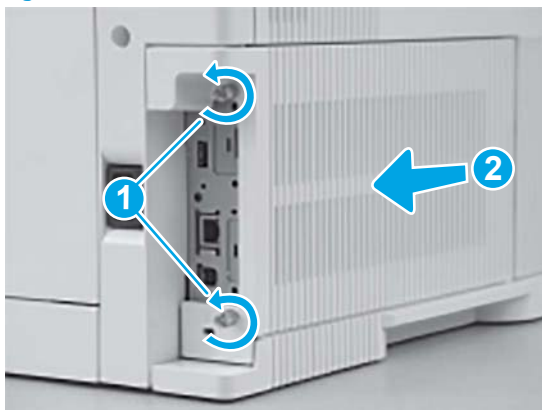
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-279 Release two thumb screws and remove the formatter cover

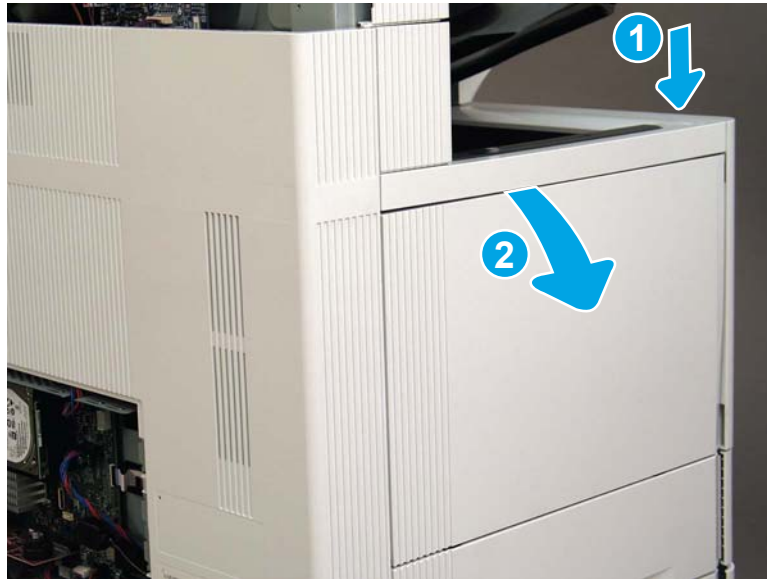


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-280 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-281 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-282 Slide the rear cover



4. Remove the rear cover.


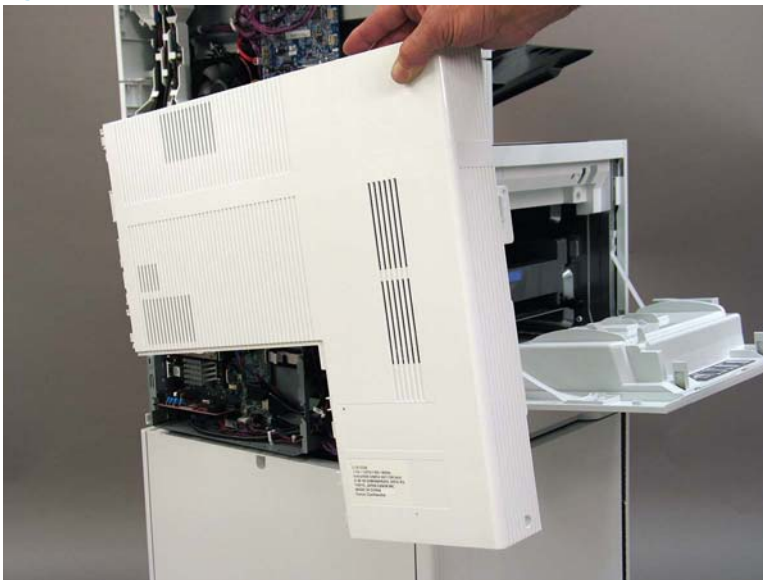
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-283 Remove the rear cover



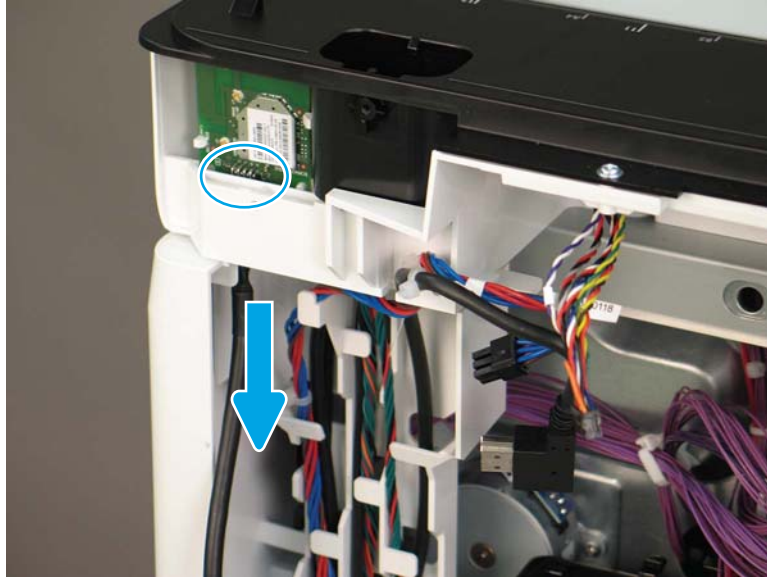
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

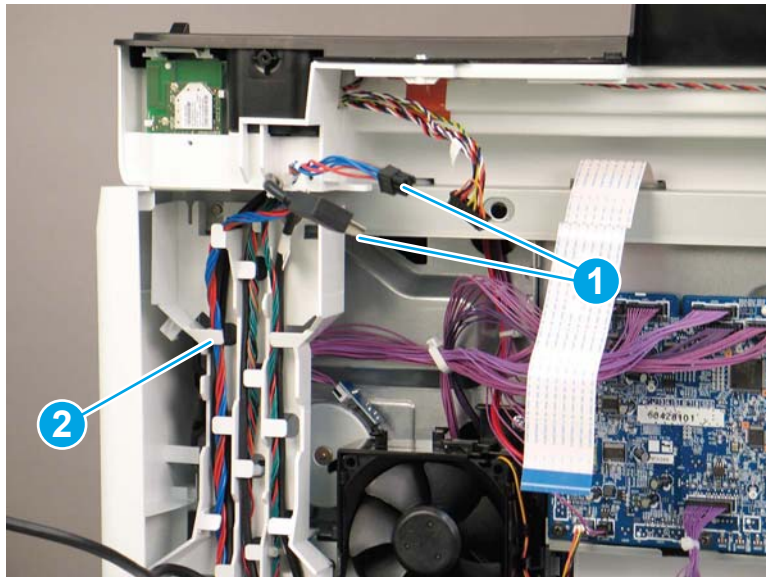
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-284 Disconnect the connector



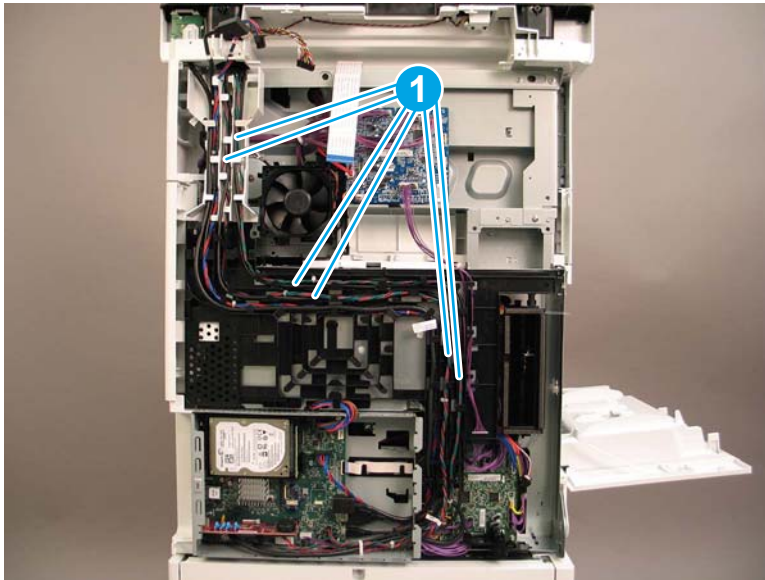
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-285 Release the SCB cables



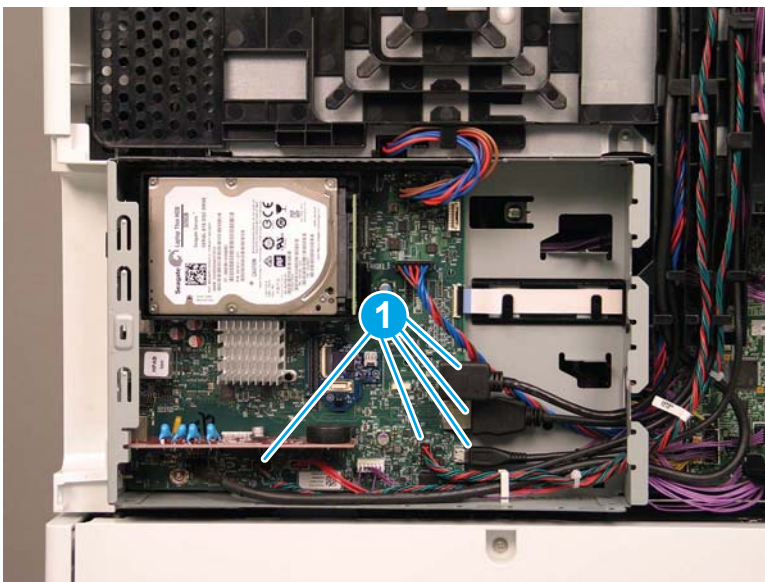
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-286 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

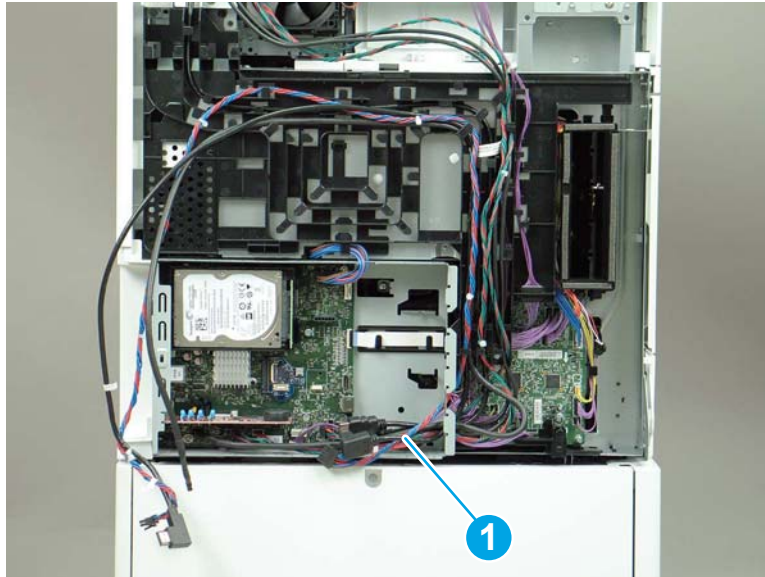
Figure 8-287 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

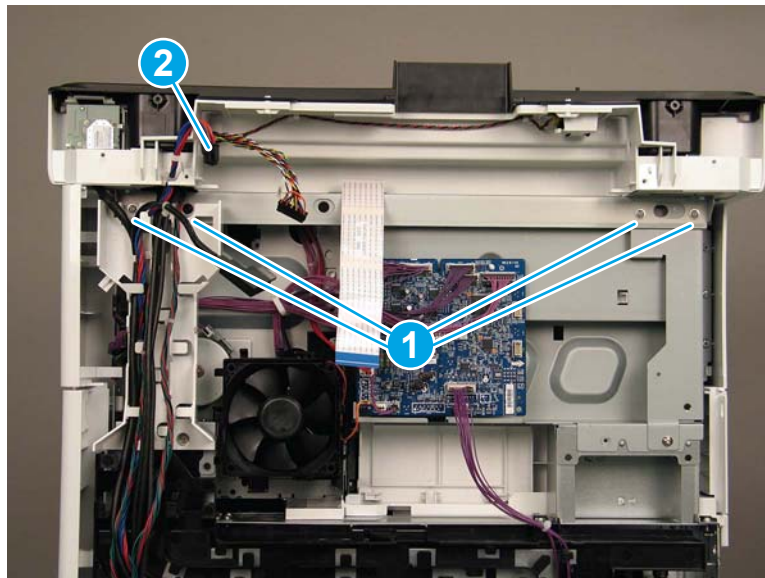
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-288 Thread the formatter cables through the formatter case



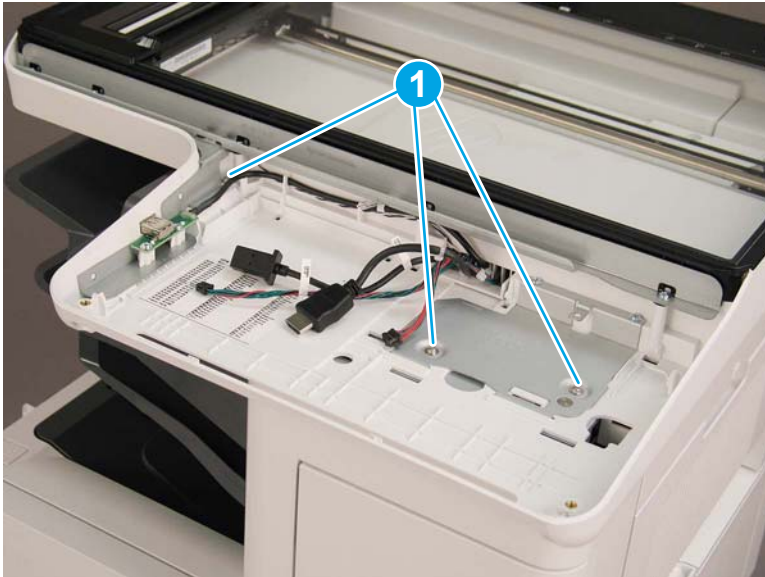
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-289 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-290 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


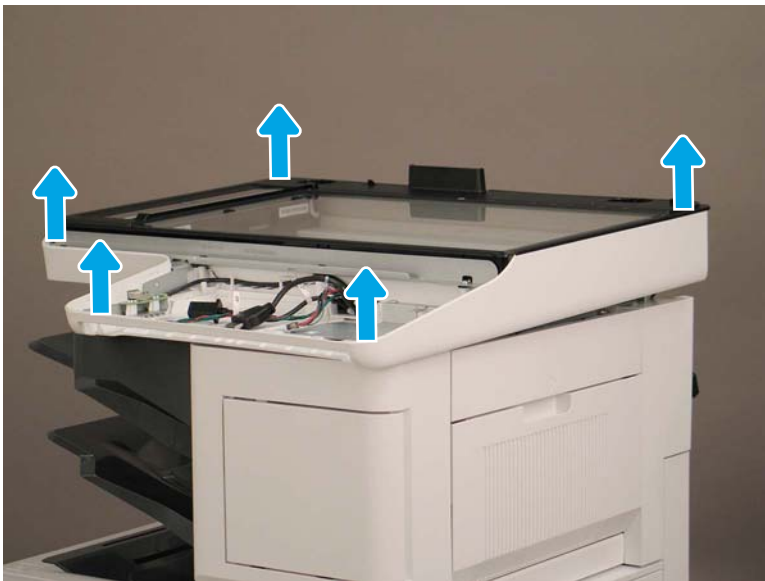
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-291 Remove the image scanner assembly



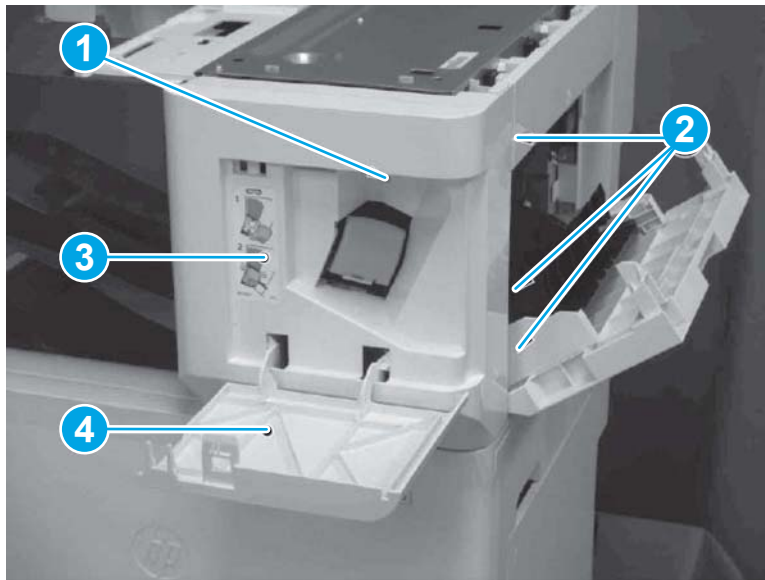
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

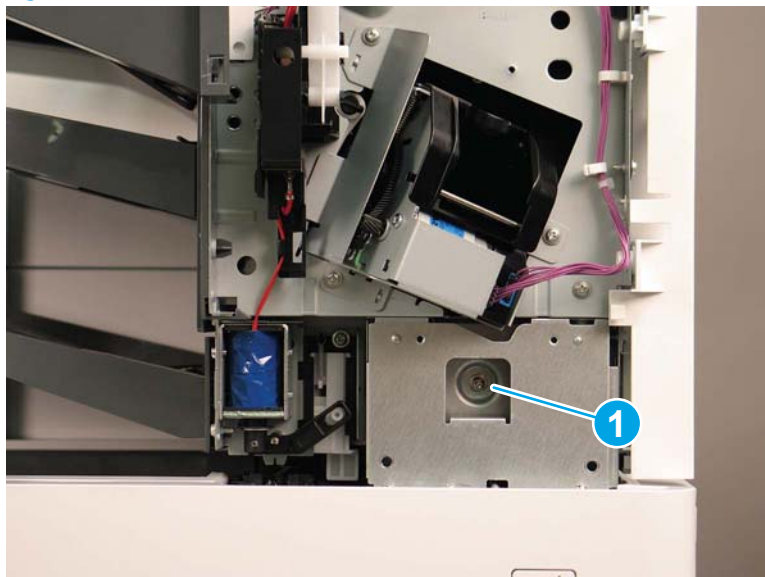
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-292 Remove staple cover and staple door



5. Remove one screw (callout 1).

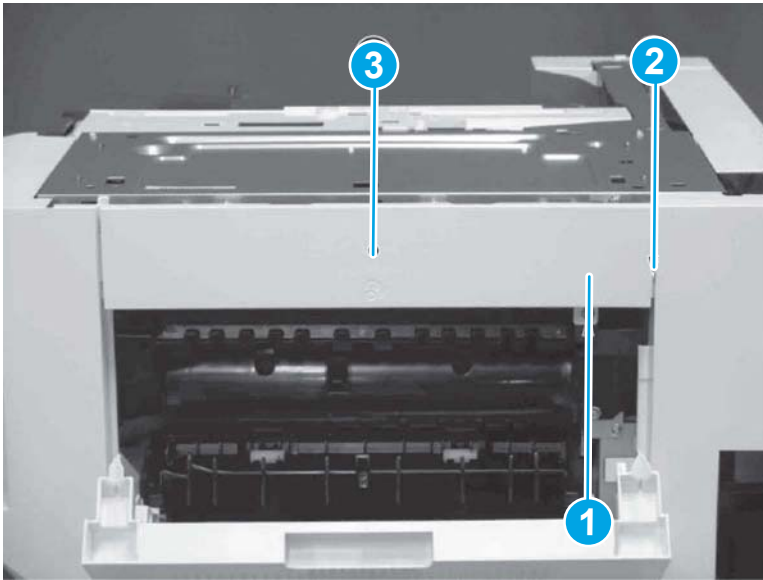
Figure 8-293 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

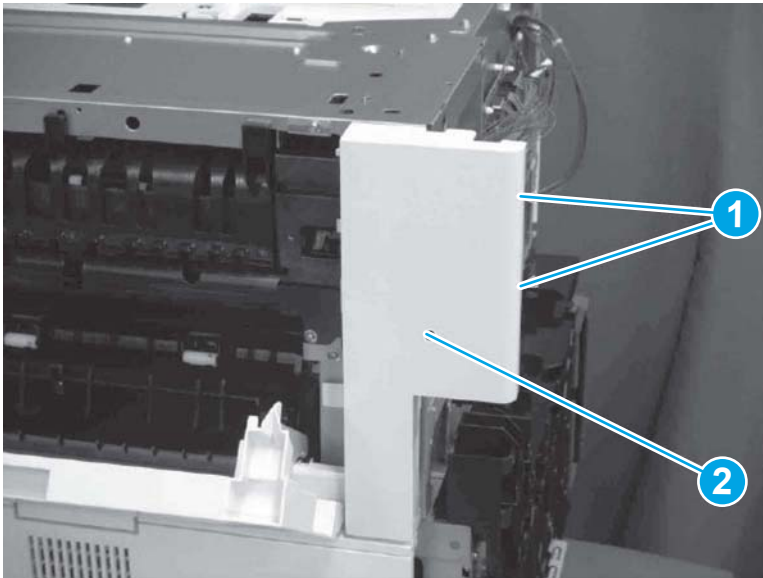
9. Remove the right upper cover (callout 3).

Figure 8-294 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

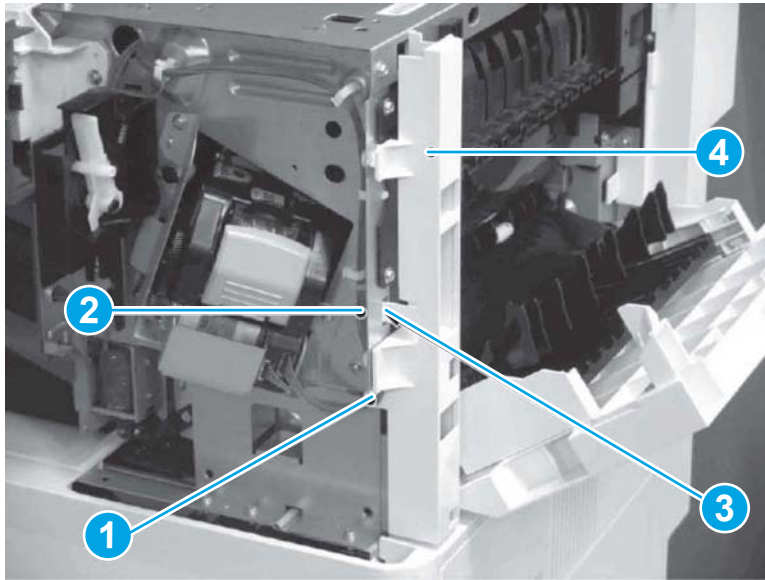
Figure 8-295 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

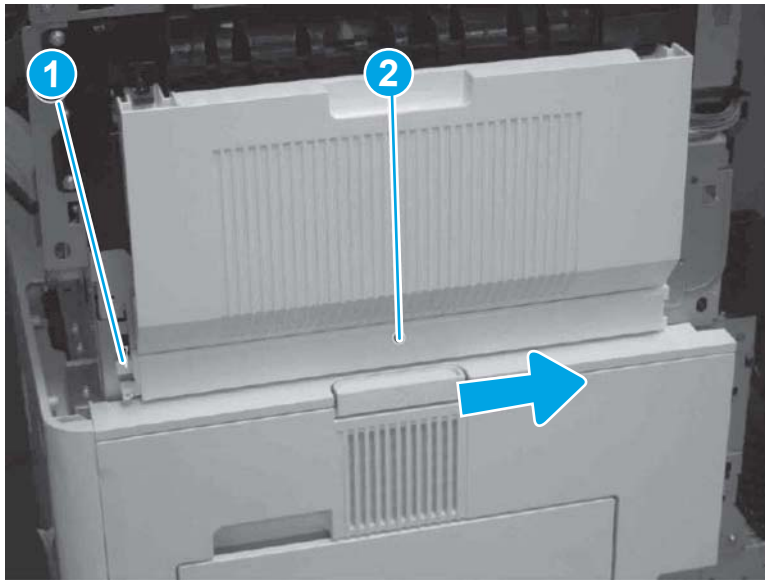
14. Remove the inner cover (callout 4).

Figure 8-296 Remove the inner cover



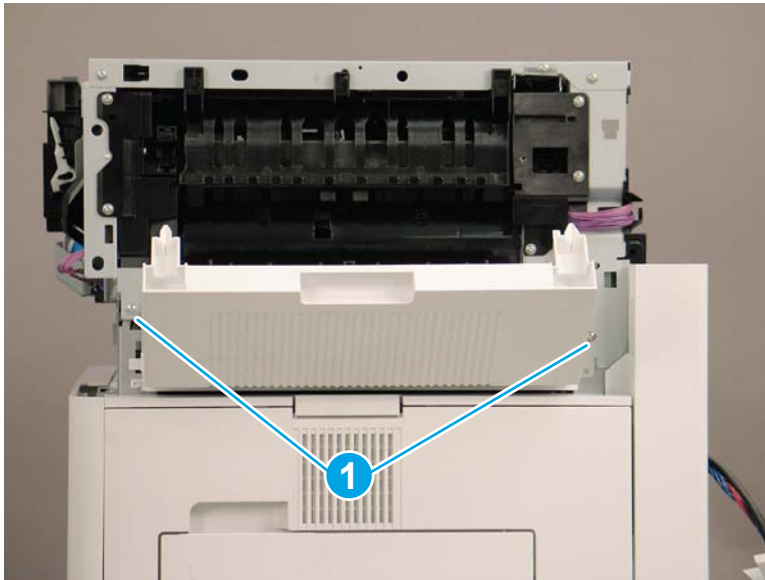
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-297 Remove the right lower cover



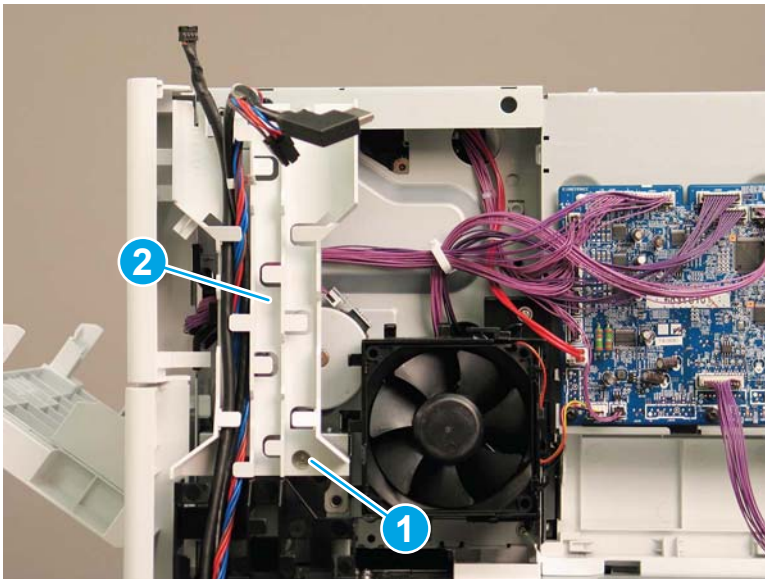
17. Remove two screws (callout 1).

Figure 8-298 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-299 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


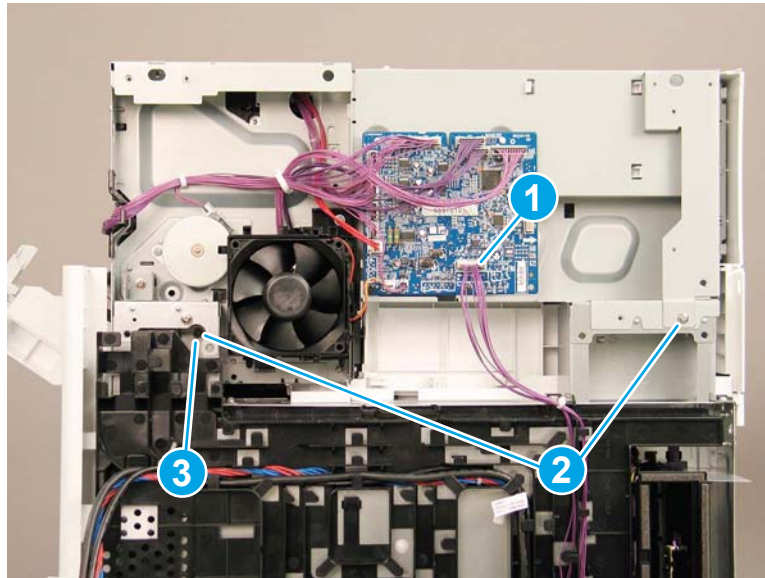
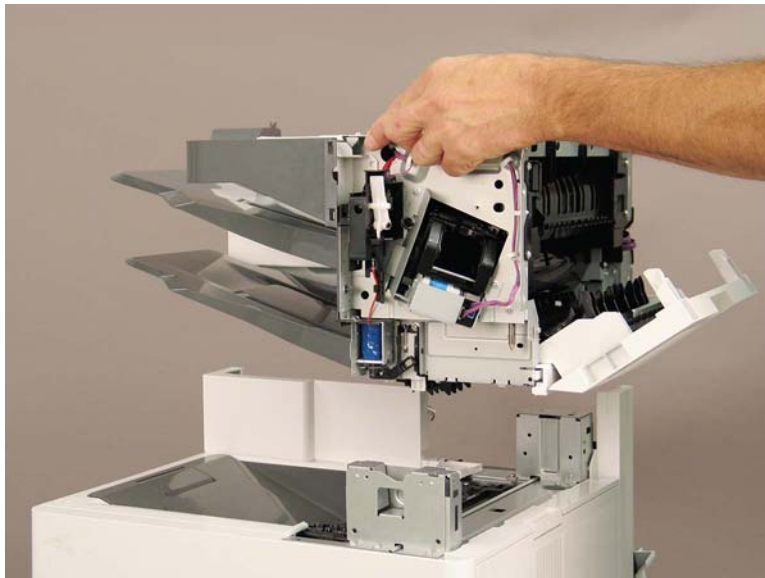
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-300 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-301 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


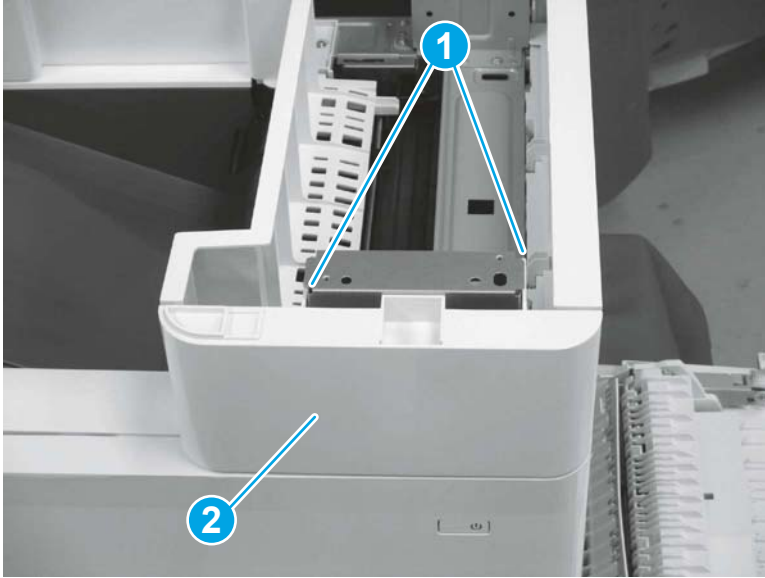
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-302 Remove the image scanner front cover



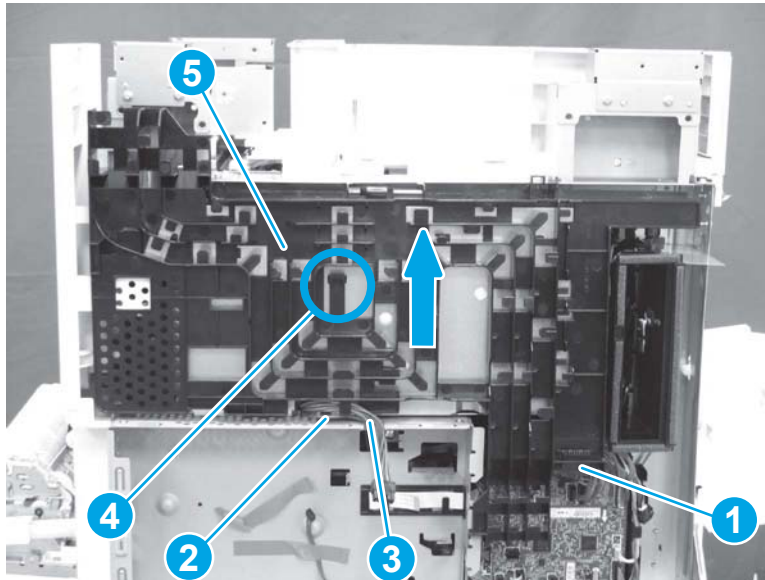
Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).

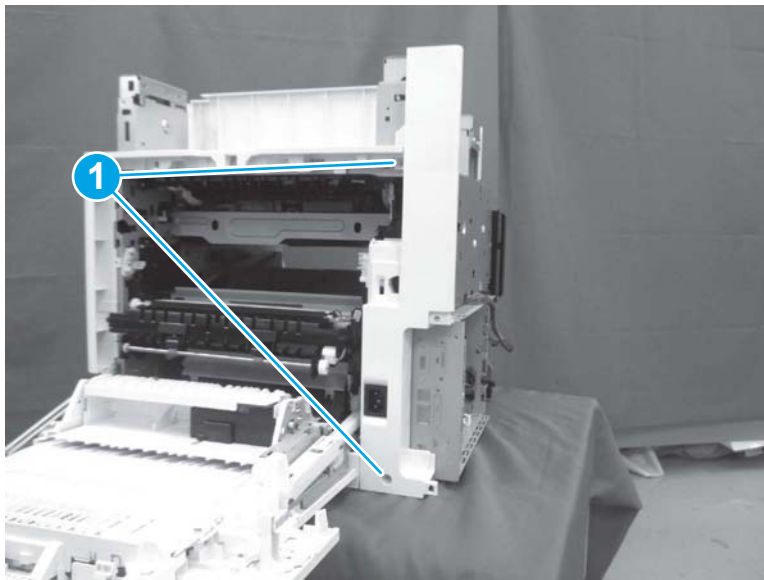
- d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

Figure 8-303 Disconnect one connector and release one tab



- 2. Do the following:
 - a. Open the right door assembly.
 - b. Remove two screws (callout 1).

Figure 8-304 Remove two screws



- 3. Do the following:
 - a. Release two tabs (callout 1).

- b. Remove the inlet cover (callout 2).


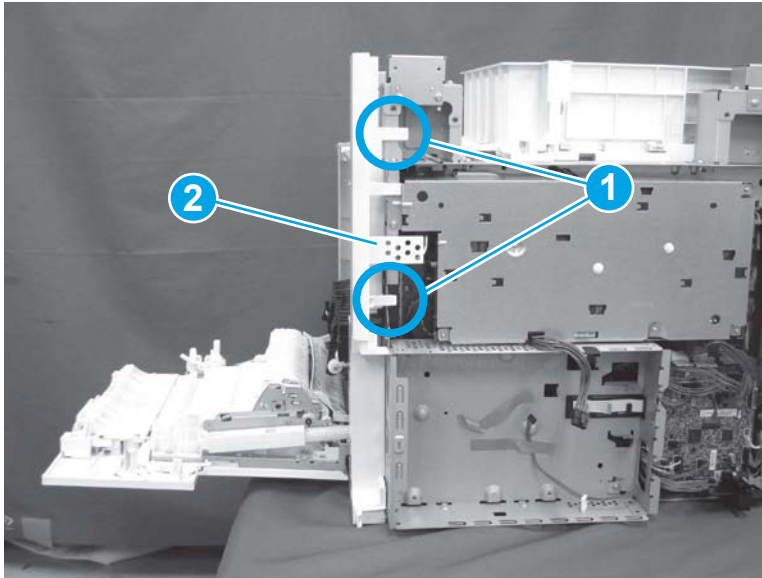
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-305 Remove the inlet cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Right upper cover

This document provides the procedures to remove and replace the right upper cover.



[View a video of how to remove and replace the right upper cover.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-28 Part information

Part number	Part description
RC4-8412-000CN	Right upper cover

Required tools

- #2 Phillips 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

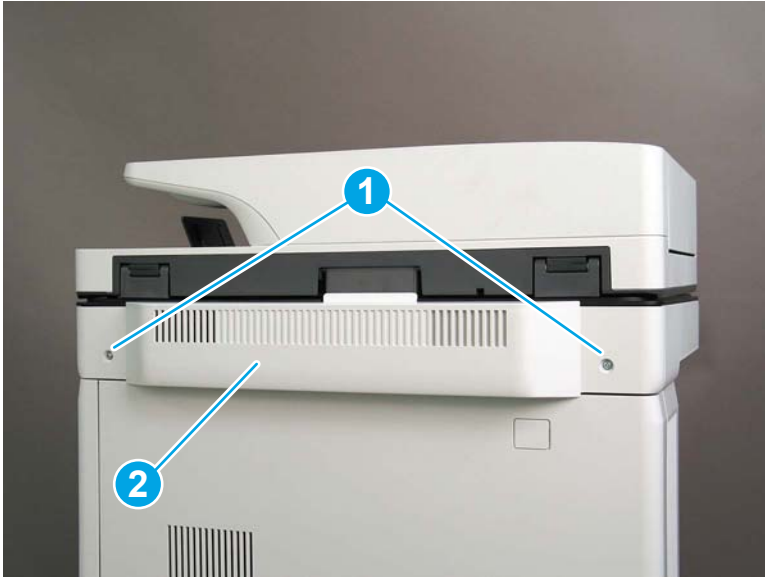
No post service test is available for this assembly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

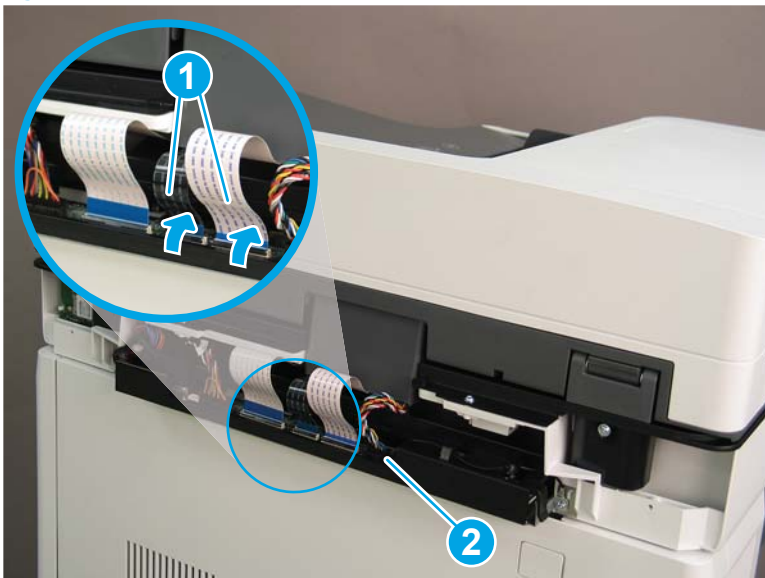
Figure 8-306 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

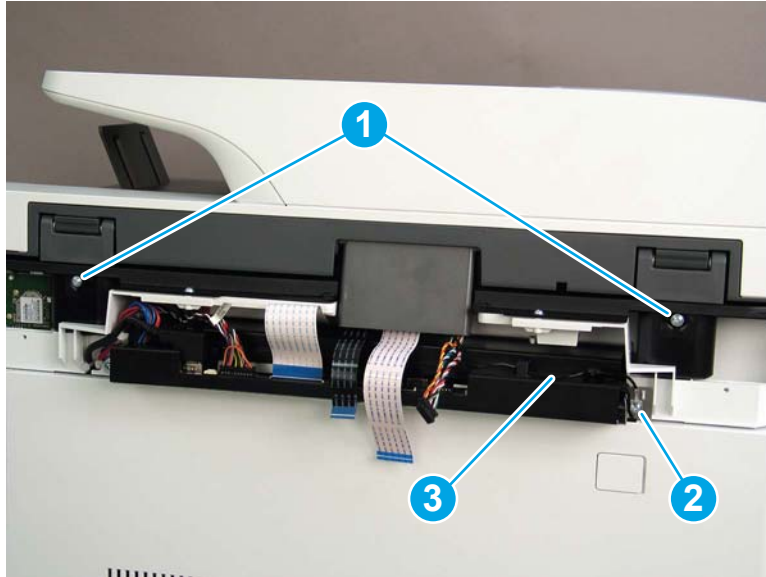
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-307 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-308 Remove three screws and the ground wire



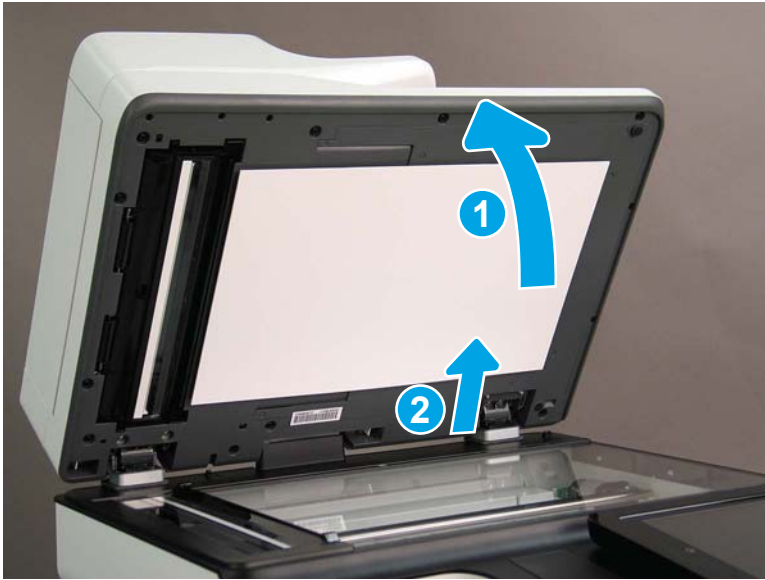
4. Open the automatic document feeder (ADF).

Figure 8-309 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-310 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-311 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-312 Lift and remove the ADF



Remove the formatter cover

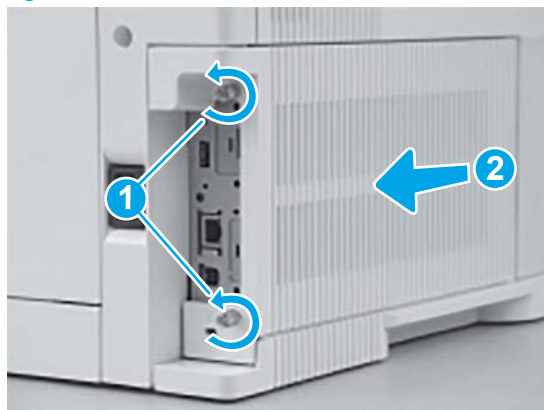
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-313 Release two thumb screws and remove the formatter cover

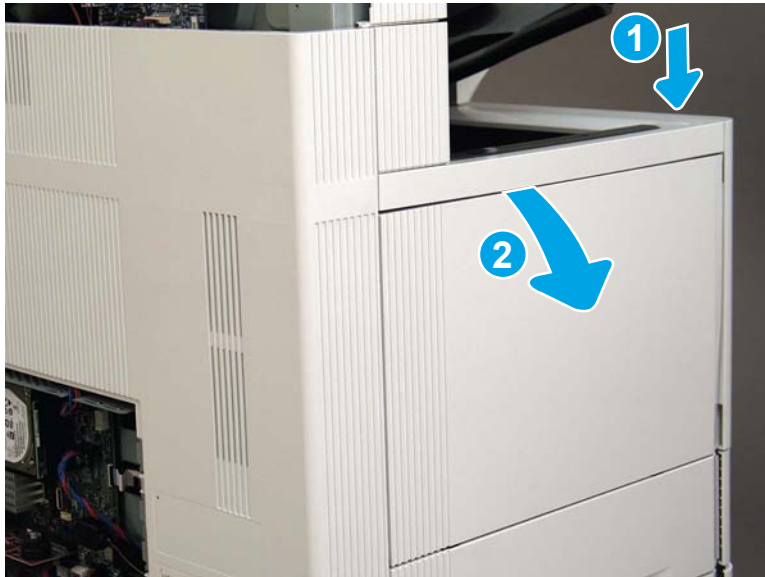


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-314 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-315 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

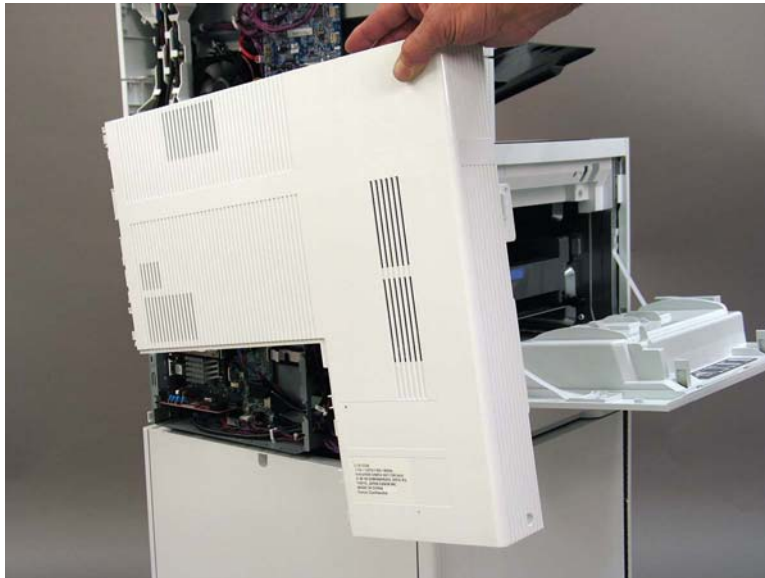
Figure 8-316 Slide the rear cover



4. Remove the rear cover.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-317 Remove the rear cover



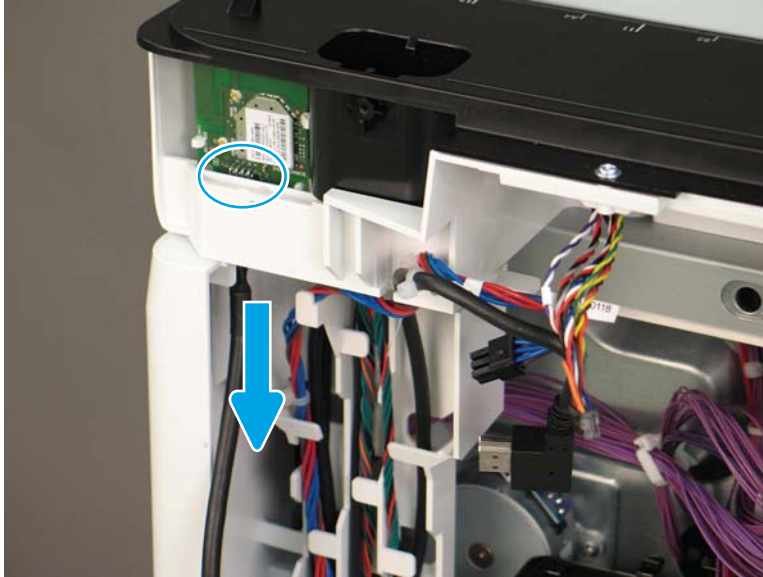
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

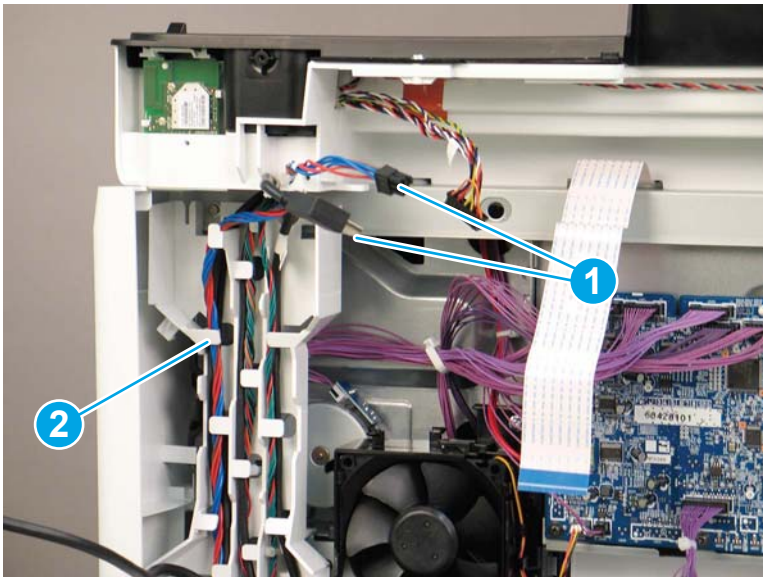
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-318 Disconnect the connector



2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-319 Release the SCB cables



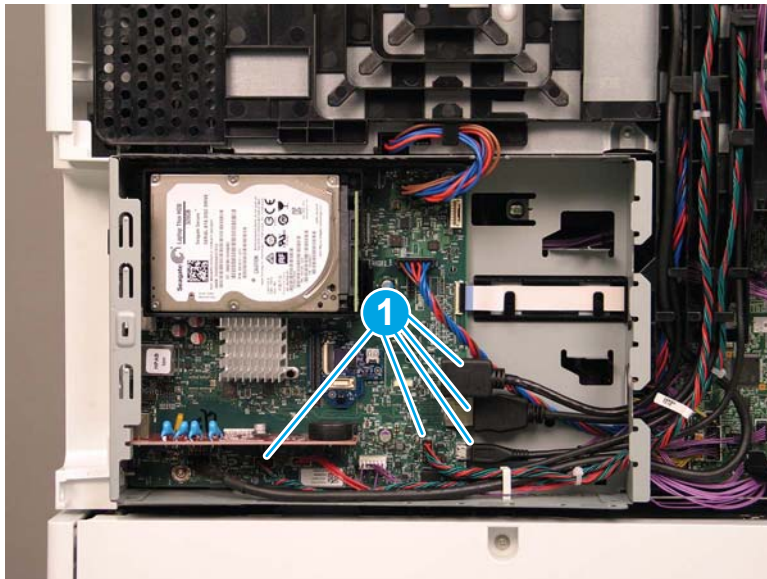
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-320 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

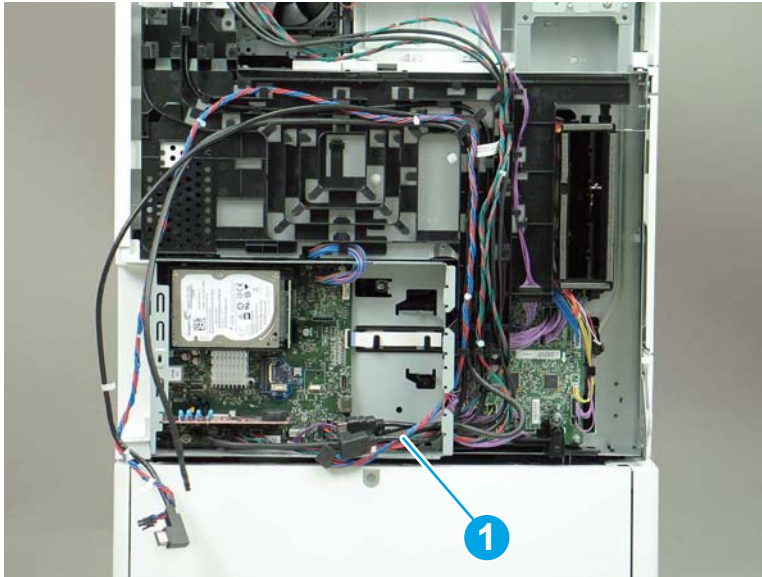
Figure 8-321 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

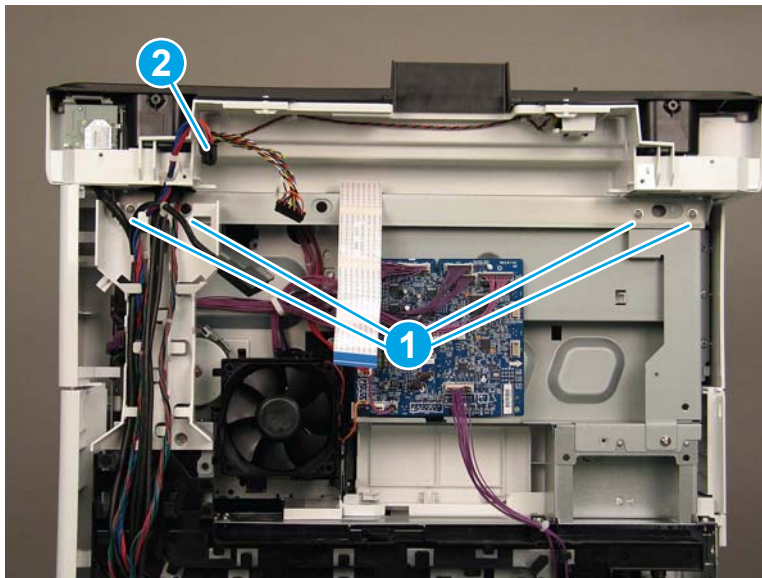
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-322 Thread the formatter cables through the formatter case



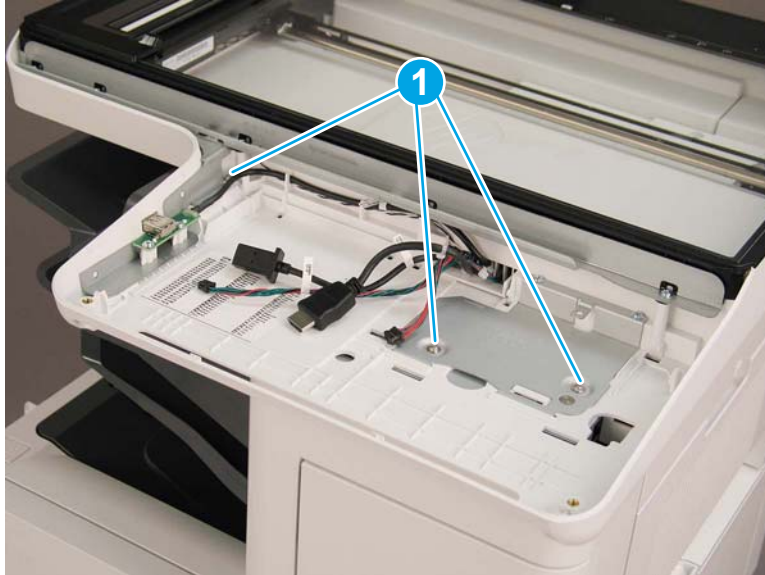
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-323 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-324 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


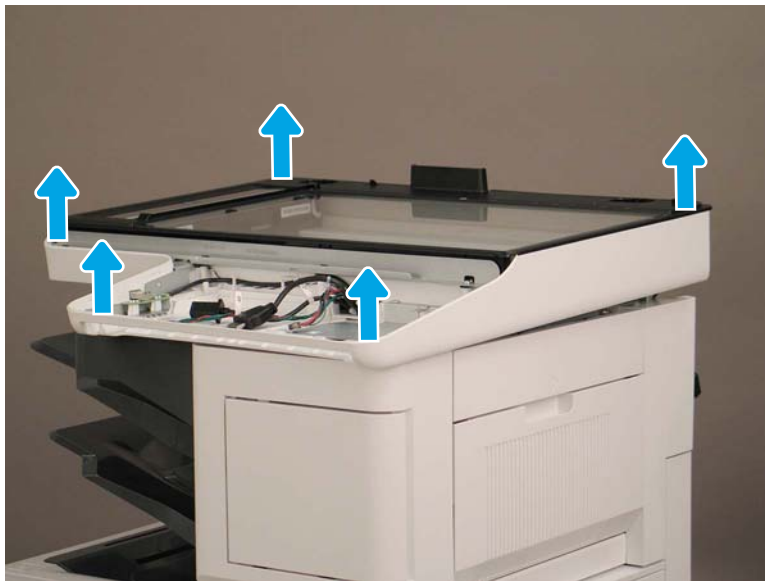
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-325 Remove the image scanner assembly



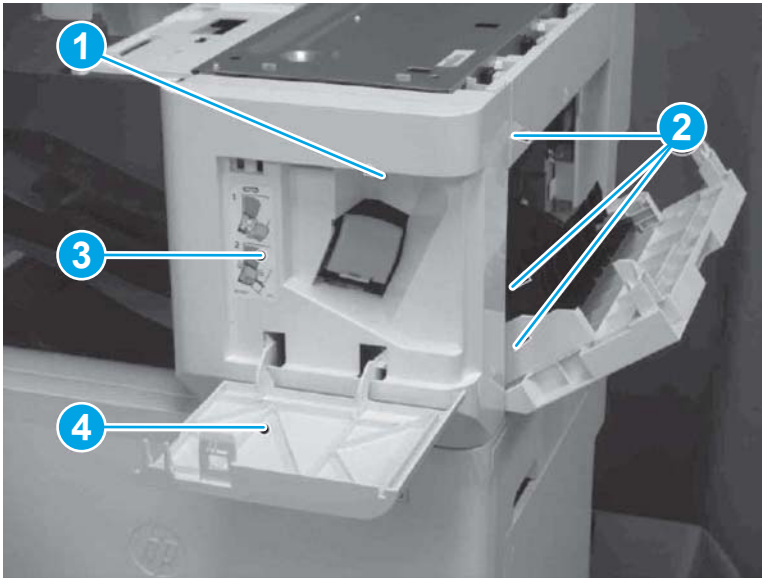
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

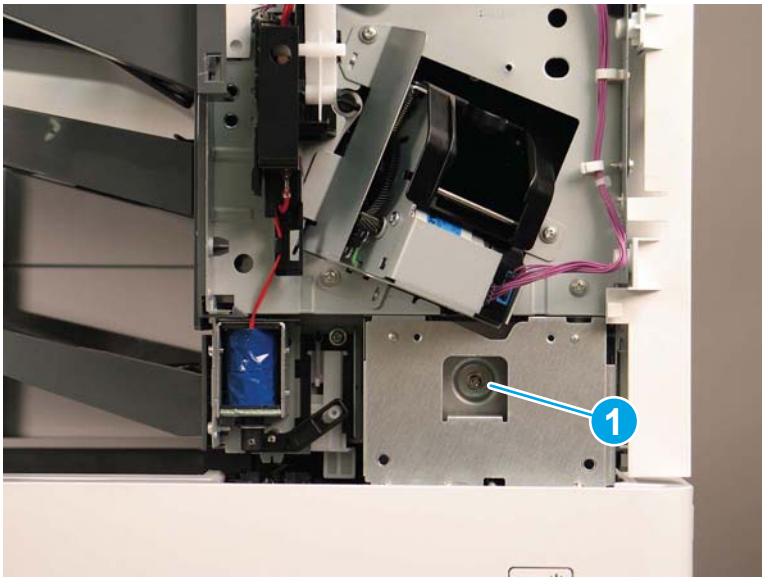
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-326 Remove staple cover and staple door



5. Remove one screw (callout 1).

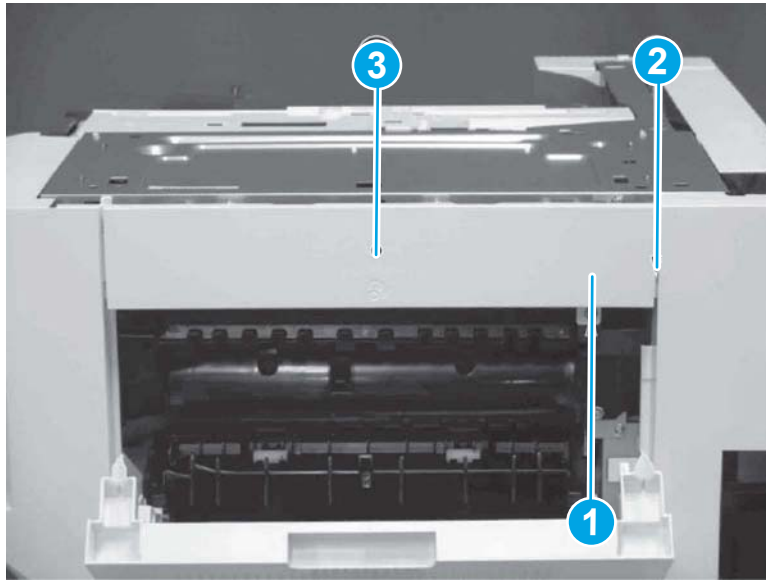
Figure 8-327 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

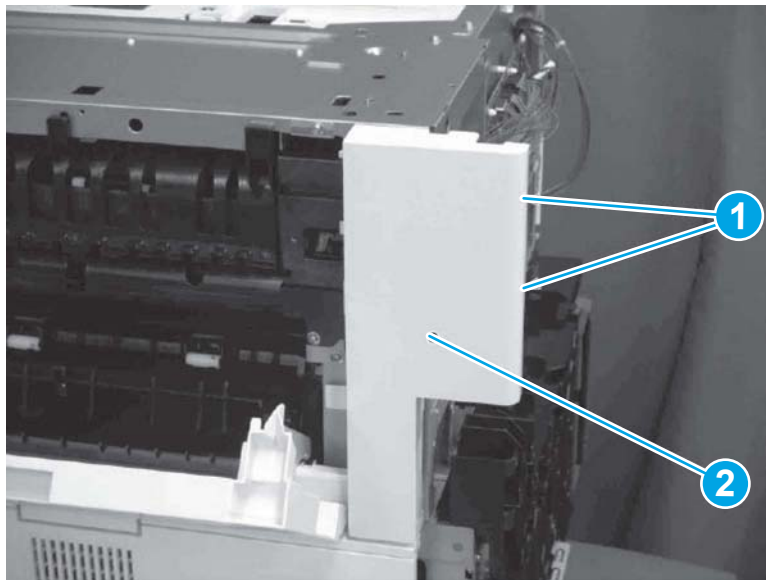
9. Remove the right upper cover (callout 3).

Figure 8-328 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

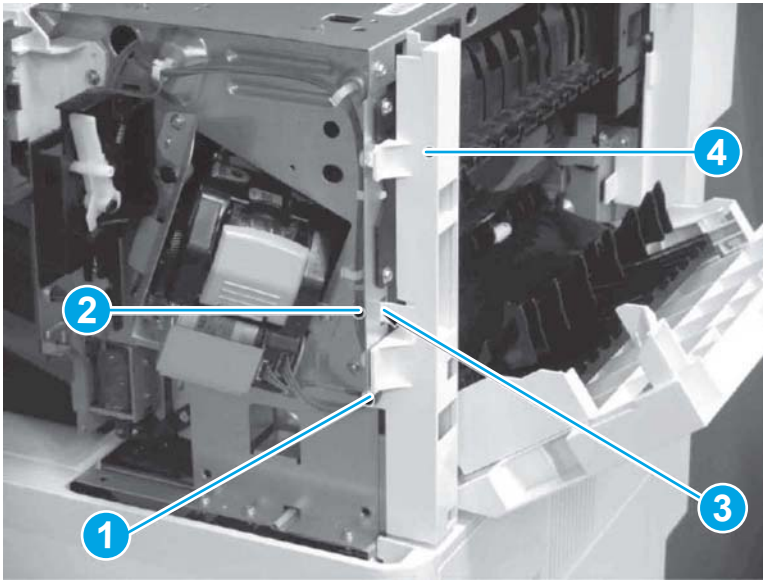
Figure 8-329 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

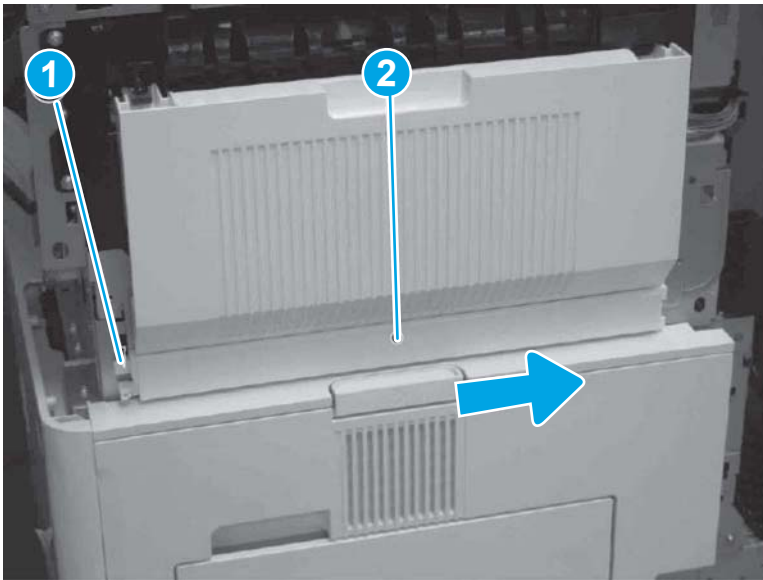
14. Remove the inner cover (callout 4).

Figure 8-330 Remove the inner cover



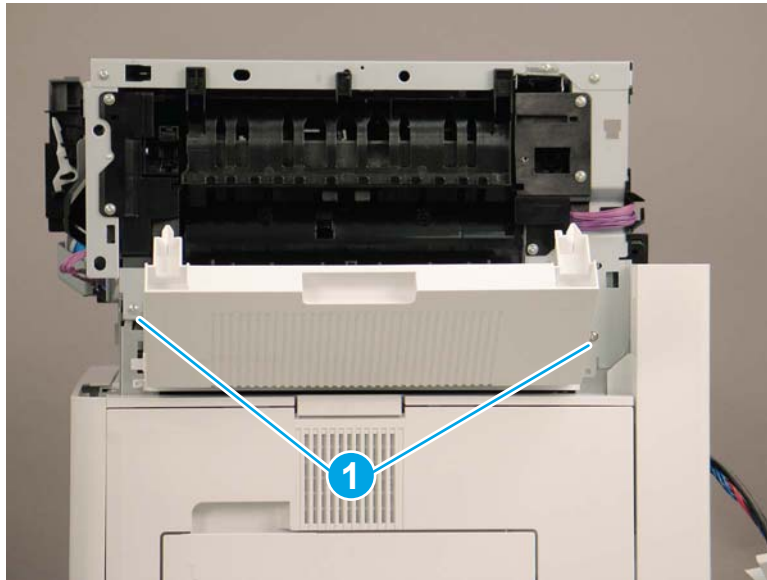
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-331 Remove the right lower cover



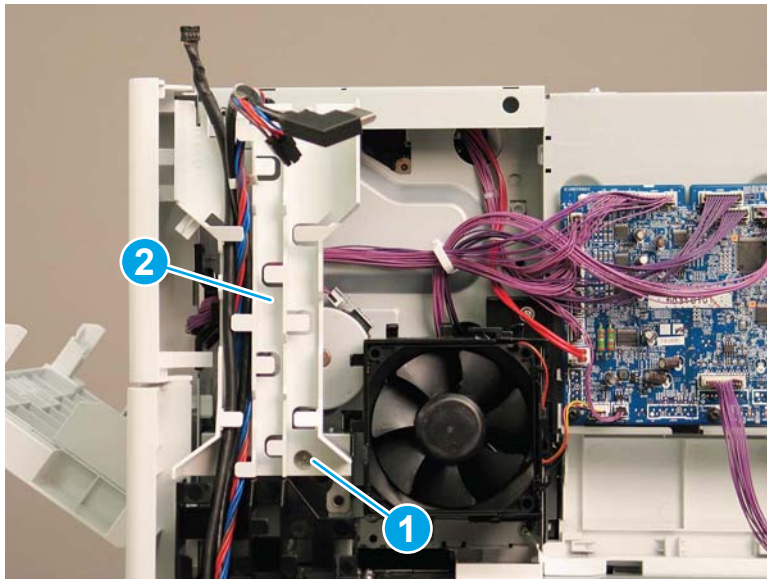
17. Remove two screws (callout 1).

Figure 8-332 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-333 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


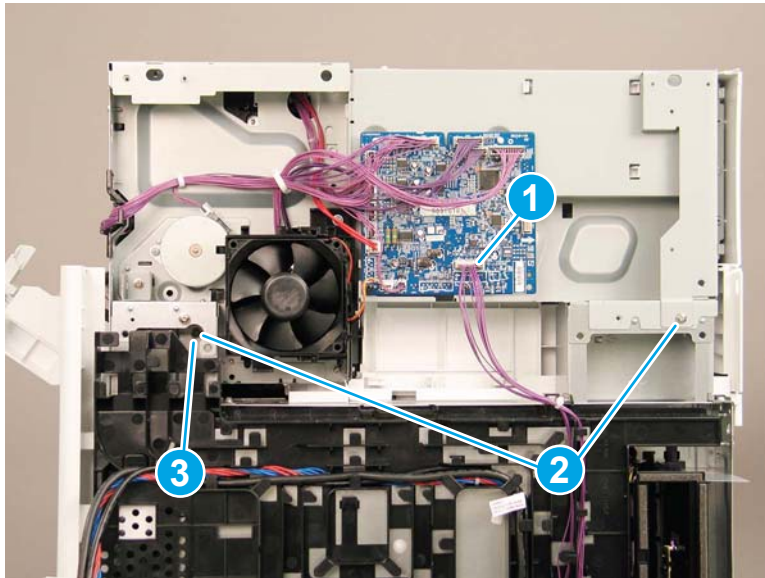
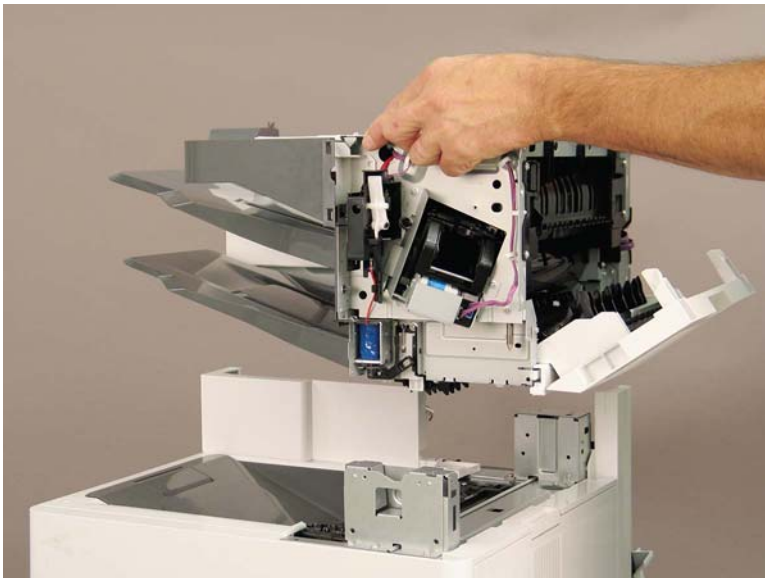
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-334 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-335 Remove the inner finisher



Remove the left lower cover

Follow these steps to remove the left lower cover.

- ▲ Release one tab (callout 1), and then slide the cover (callout 2) in the direction of the arrow in the figure below to remove it.


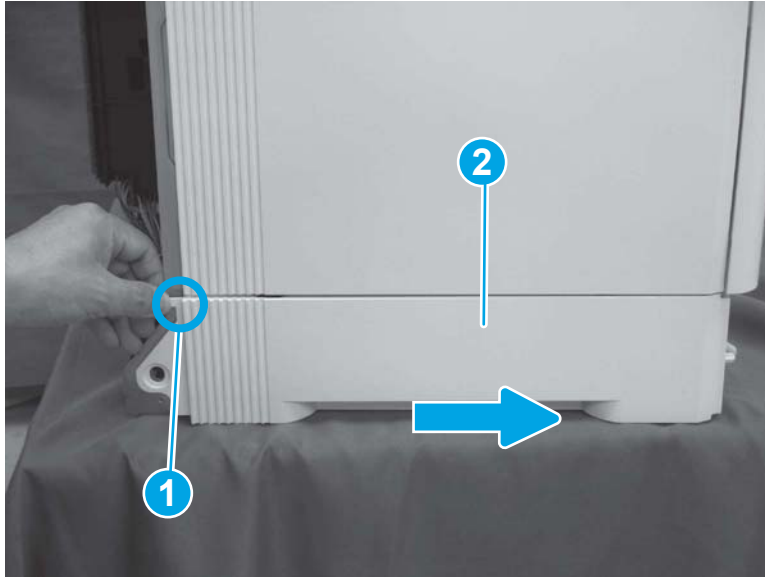
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-336 Remove the left lower cover



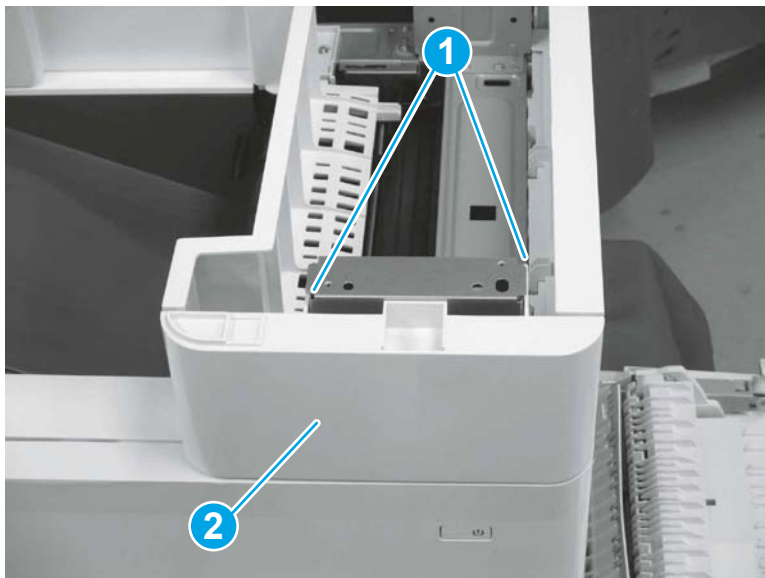
Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the image scanner front cover (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-337 Remove the image scanner front cover



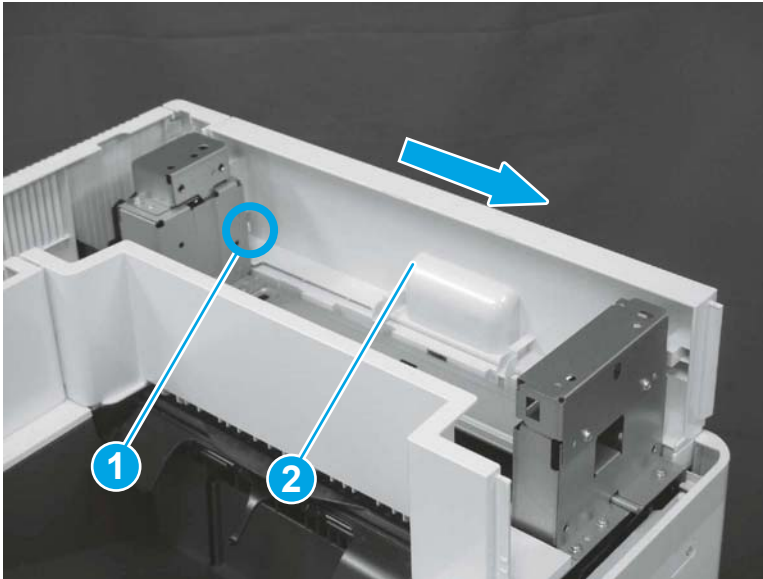
Remove the image scanner right cover

Follow these steps to remove the image scanner right cover.

- ▲ Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.

💡 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-338 Remove the image scanner right cover



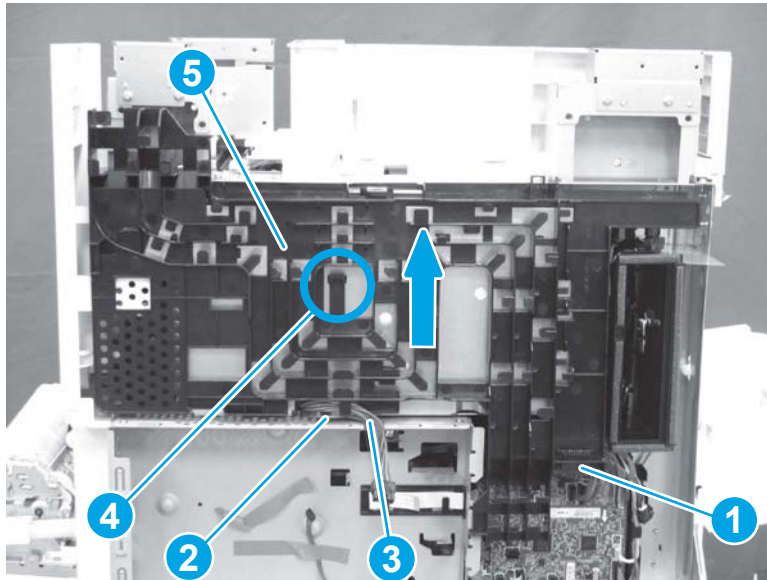
Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).

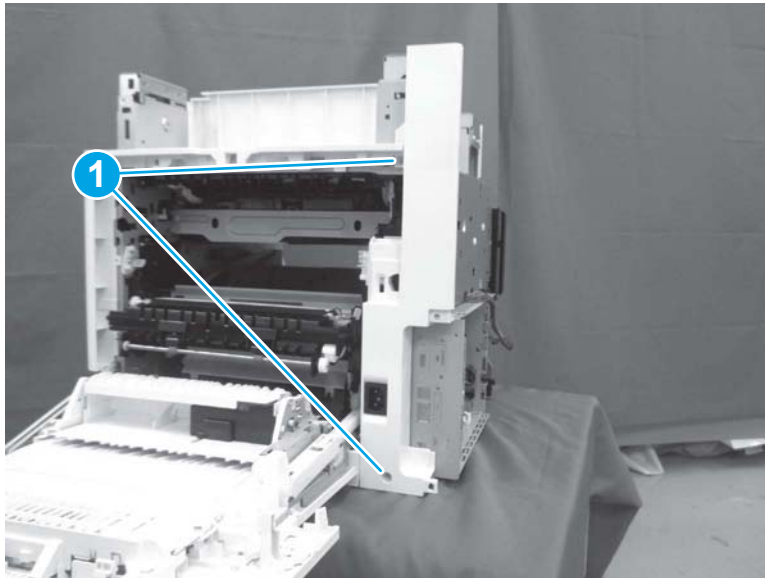
- d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

Figure 8-339 Disconnect one connector and release one tab



2. Do the following:
 - a. Open the right door assembly.
 - b. Remove two screws (callout 1).

Figure 8-340 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).

- b. Remove the inlet cover (callout 2).


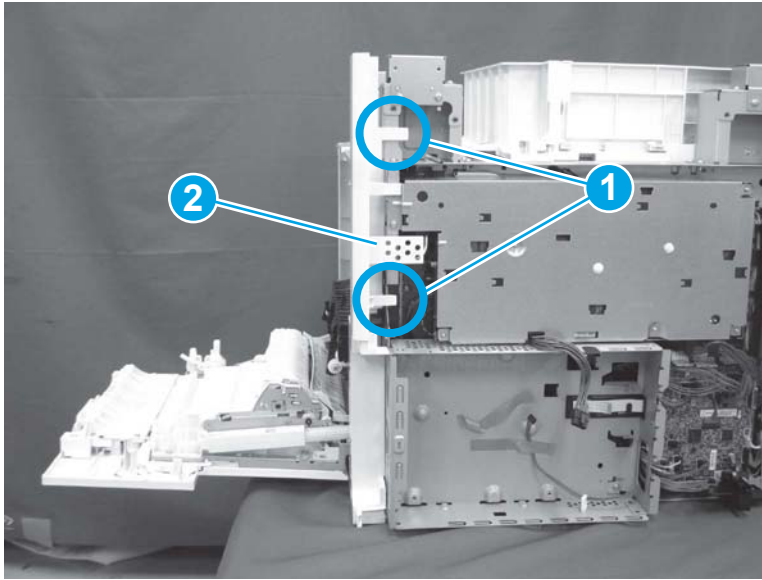
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-341 Remove the inlet cover



Remove the right upper cover

Follow these steps to remove the right upper cover.

- ▲ Do the following:

- a. Release one tab (callout 1).
- b. Slide the right upper cover (callout 2) in the direction the arrow indicates and remove it.


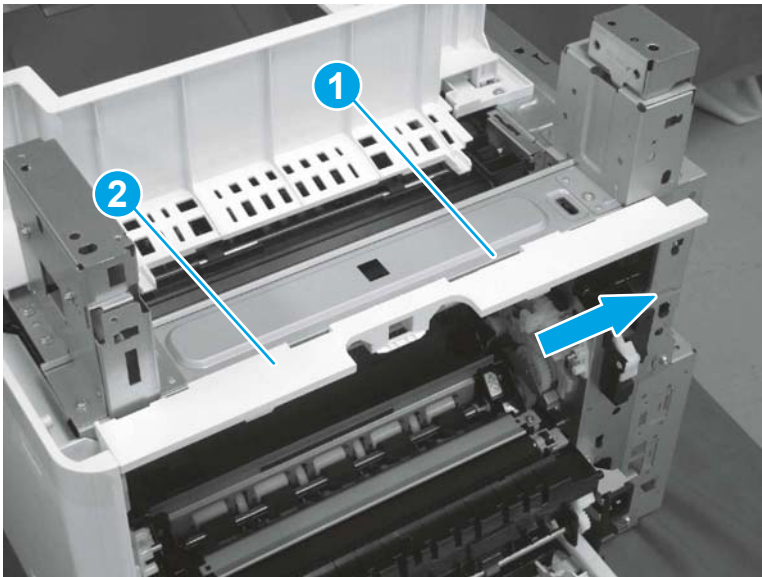
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-342 Release one tab and slide right upper cover



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: Image scanner upper cover

This document provides the procedures to remove and replace the image scanner upper cover.



[View a video of how to remove and replace the image scanner upper cover.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-29 Part information

Part number	Part description
RC4-8400-000CN	Image scanner upper cover

Required tools

- #2 Phillips 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

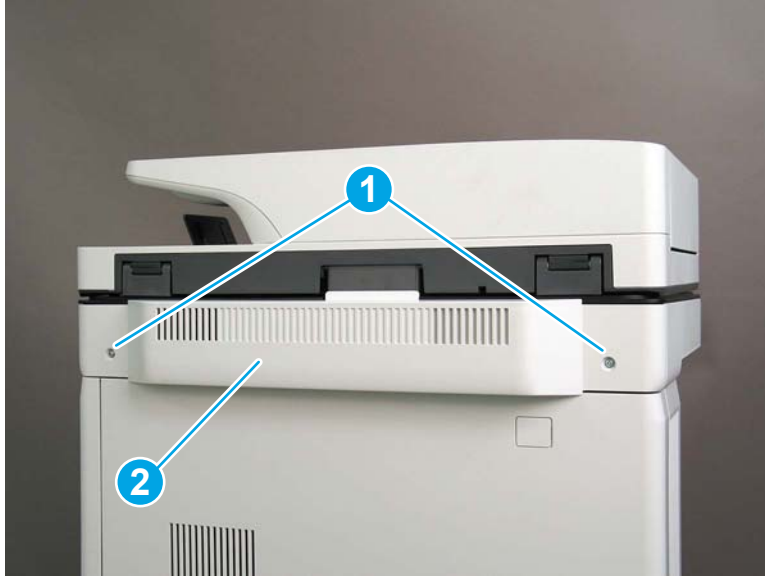
No post service test is available for this assembly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

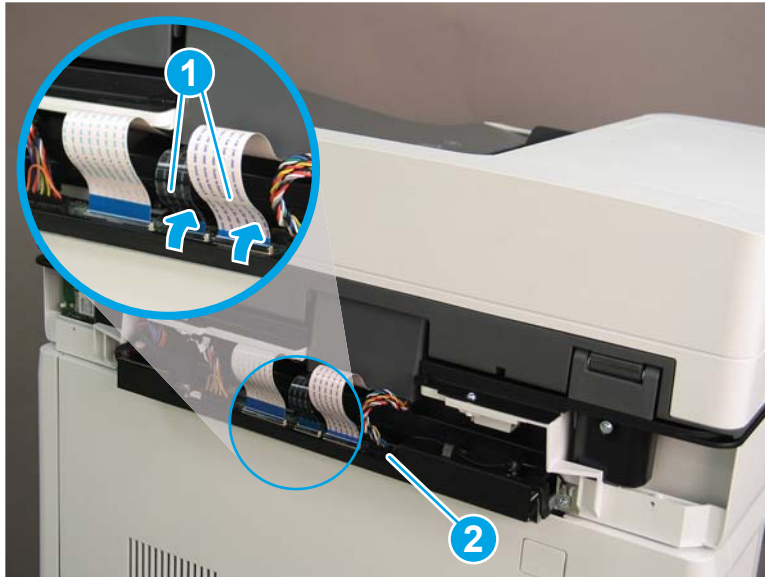
Figure 8-343 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

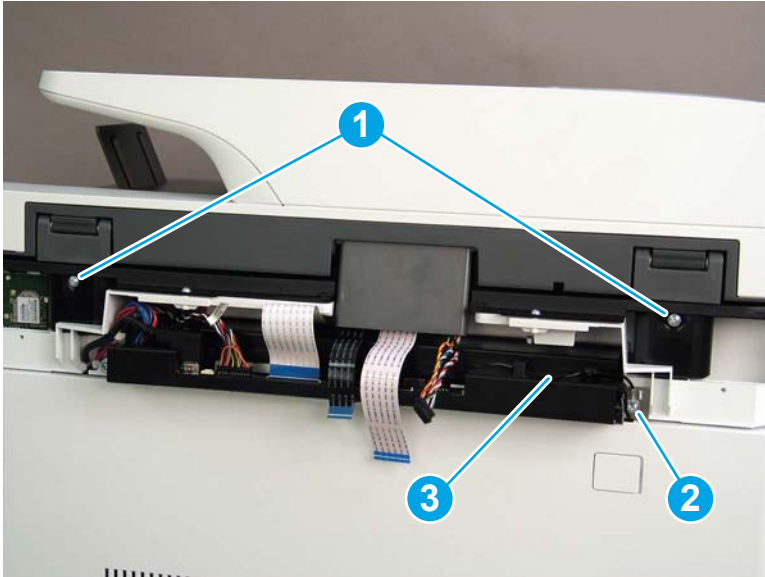
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-344 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-345 Remove three screws and the ground wire



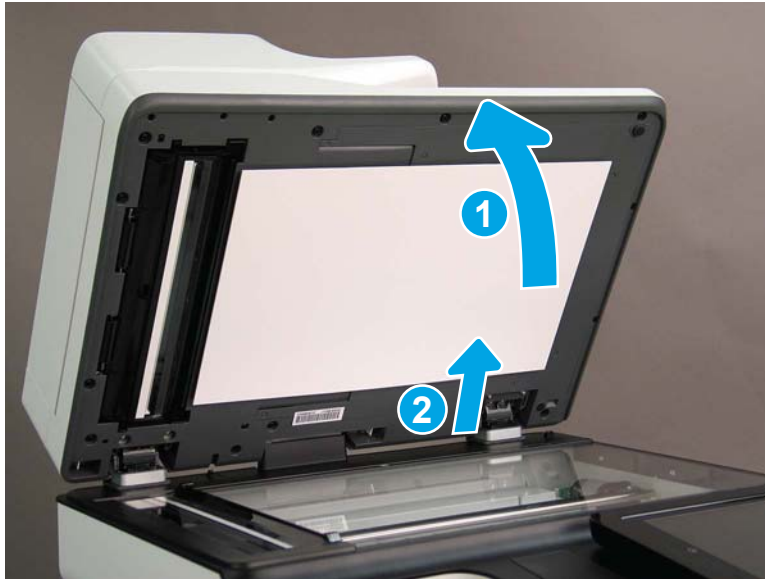
4. Open the automatic document feeder (ADF).

Figure 8-346 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-347 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-348 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-349 Lift and remove the ADF



Remove the formatter cover

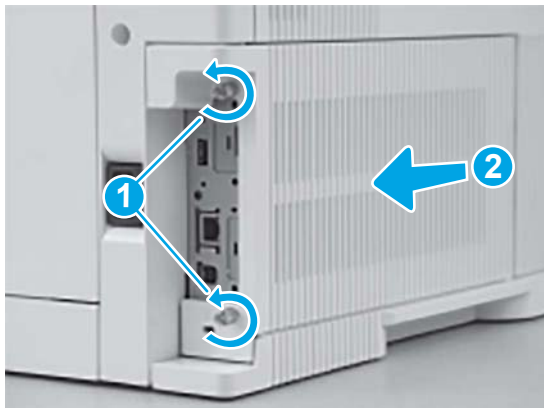
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-350 Release two thumb screws and remove the formatter cover

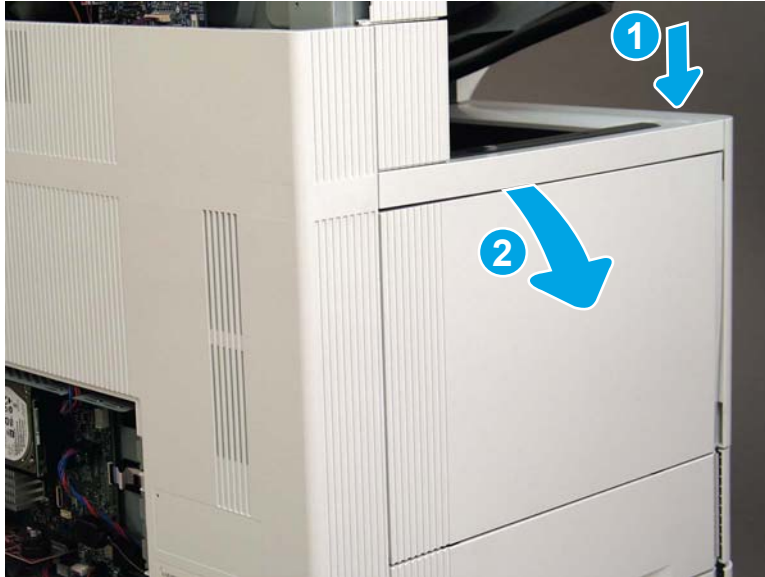


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-351 Open the cartridge door



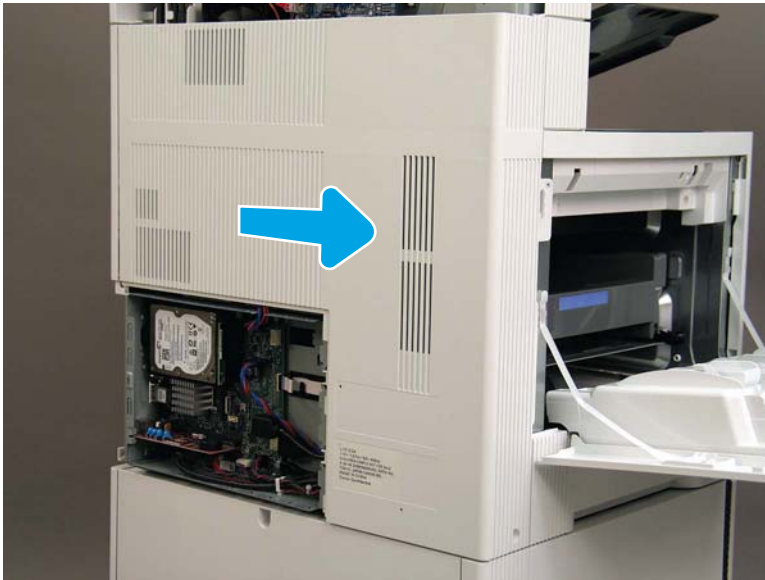
2. Remove two screws (callout 1).

Figure 8-352 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-353 Slide the rear cover



4. Remove the rear cover.


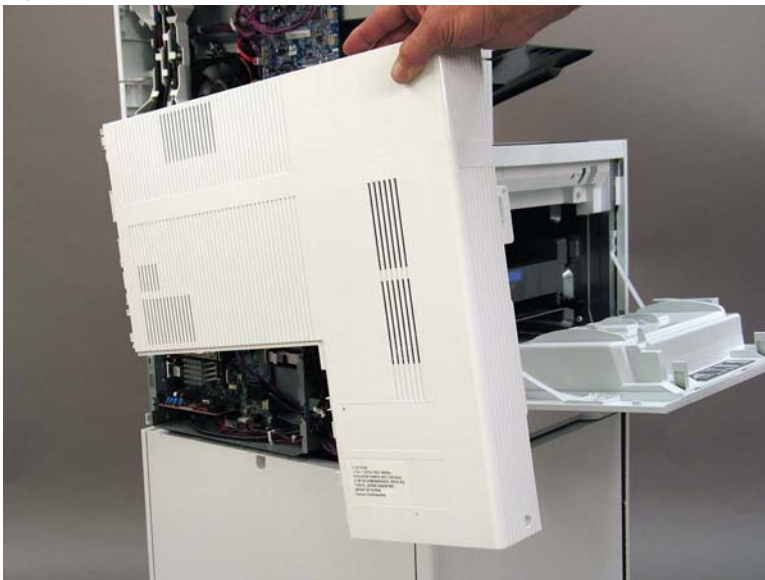
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-354 Remove the rear cover



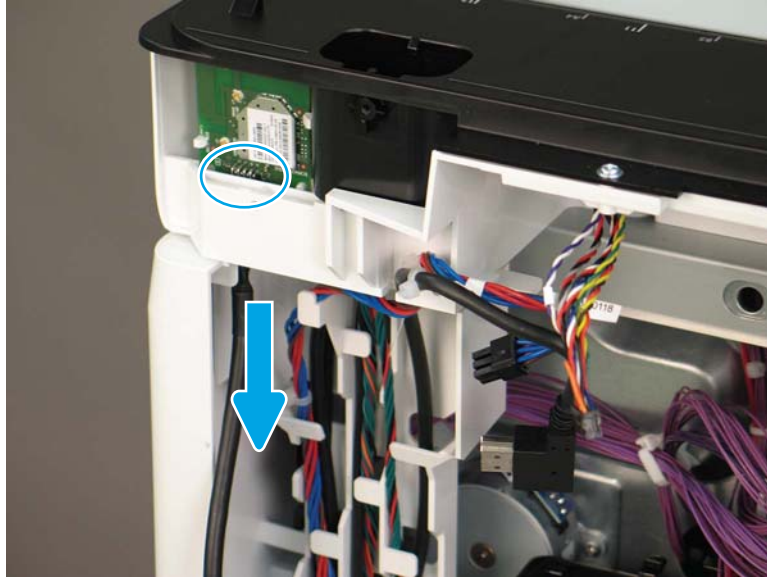
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

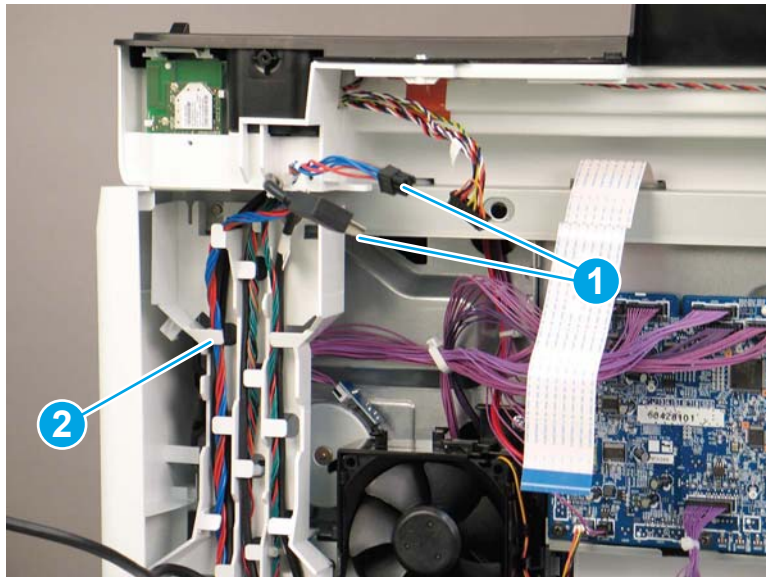
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-355 Disconnect the connector



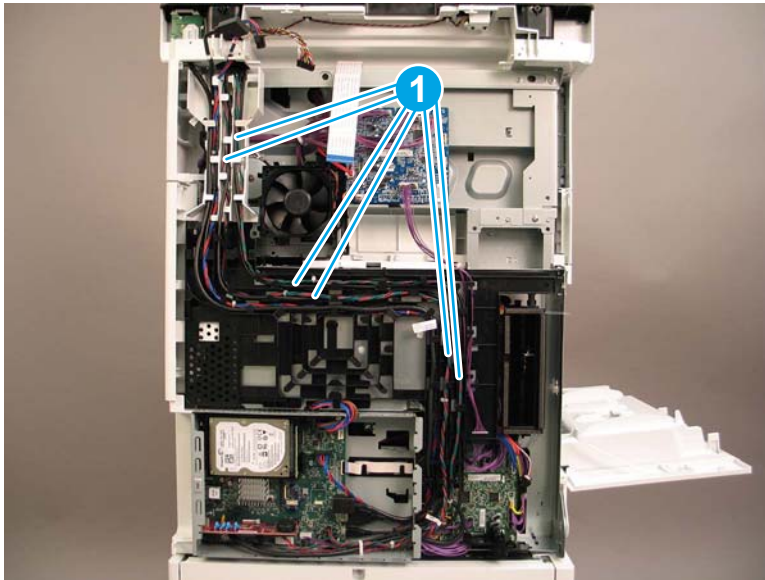
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-356 Release the SCB cables



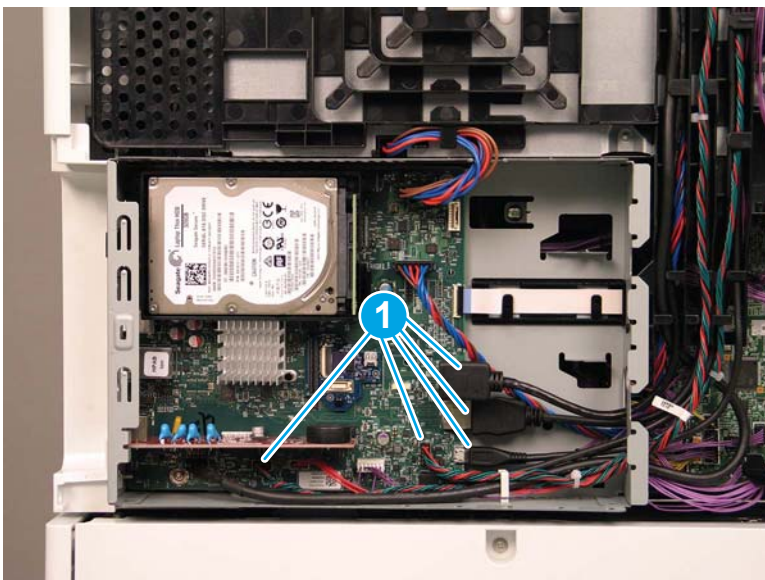
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-357 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

Figure 8-358 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

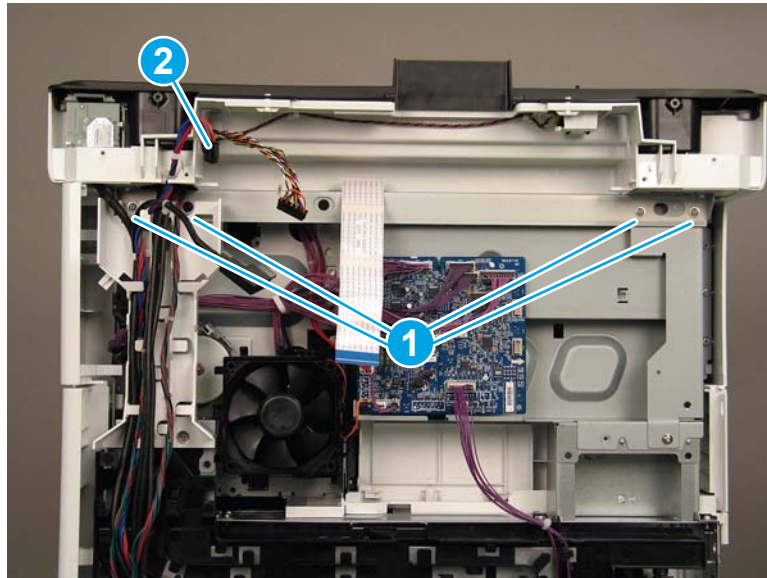
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-359 Thread the formatter cables through the formatter case



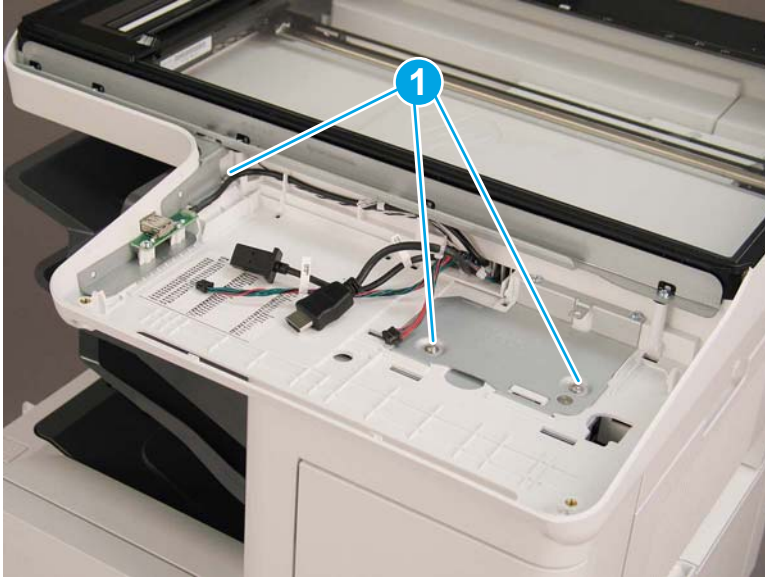
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-360 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-361 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


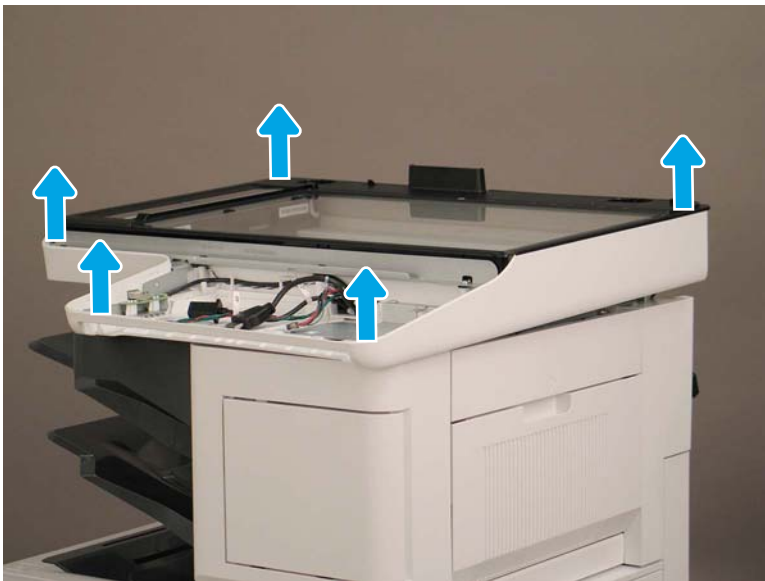
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-362 Remove the image scanner assembly



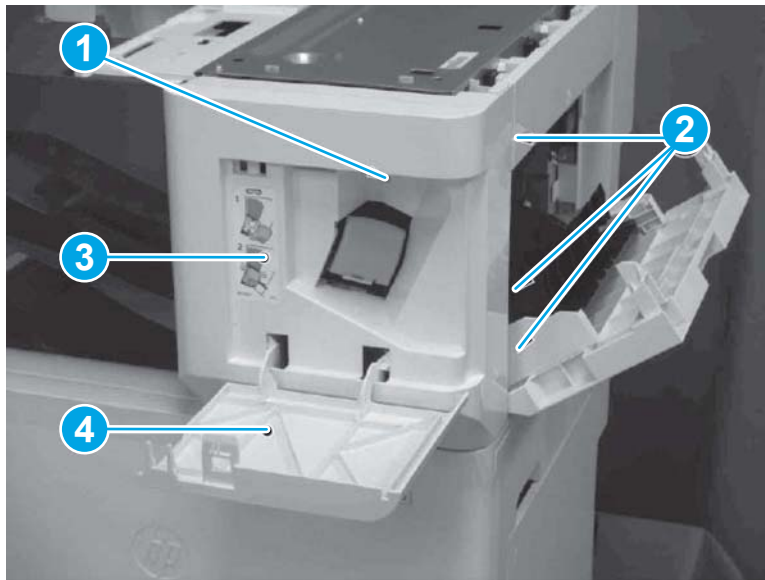
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

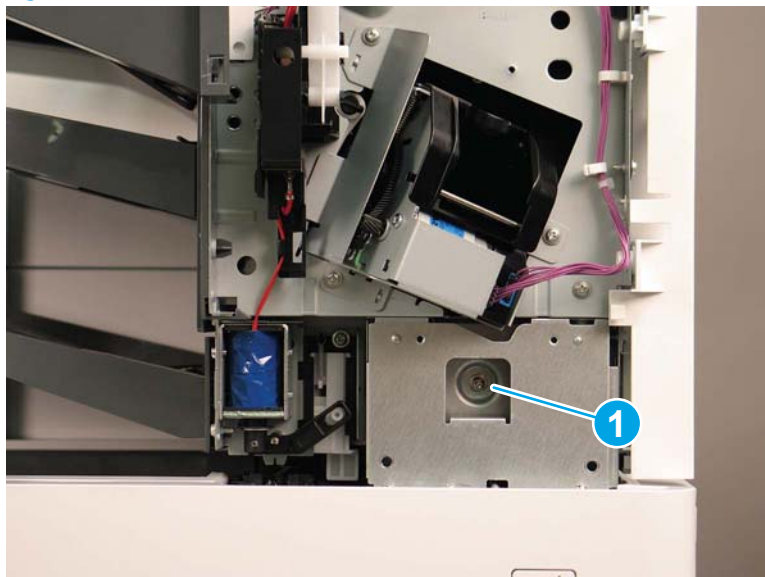
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-363 Remove staple cover and staple door



5. Remove one screw (callout 1).

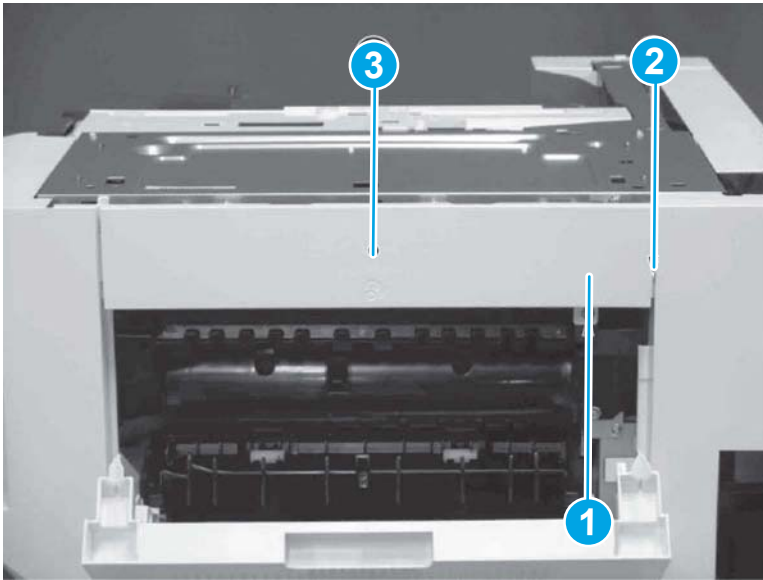
Figure 8-364 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

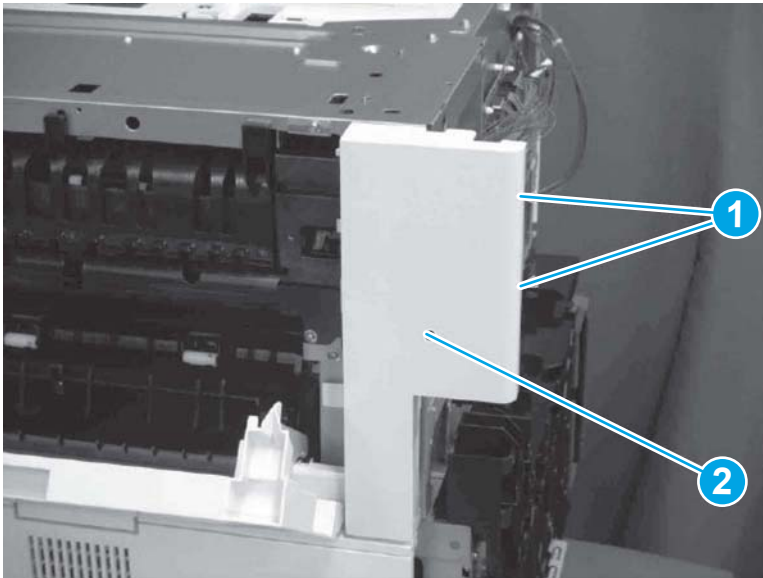
9. Remove the right upper cover (callout 3).

Figure 8-365 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

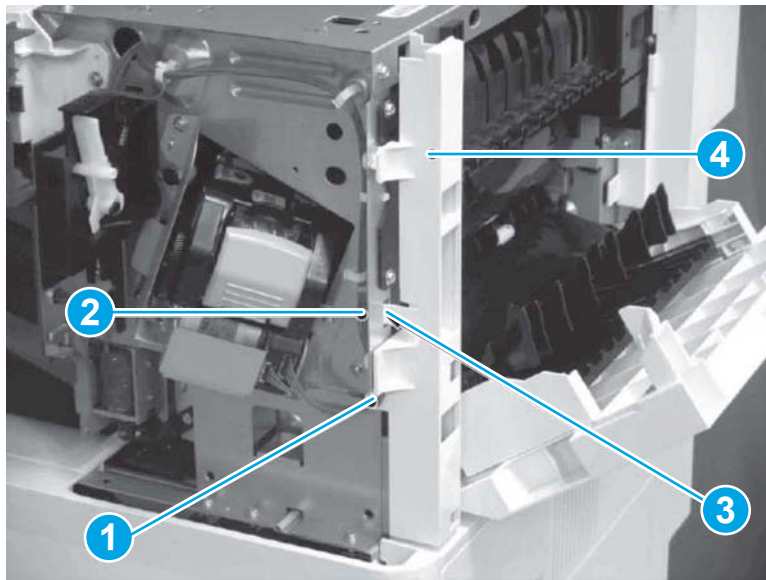
Figure 8-366 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

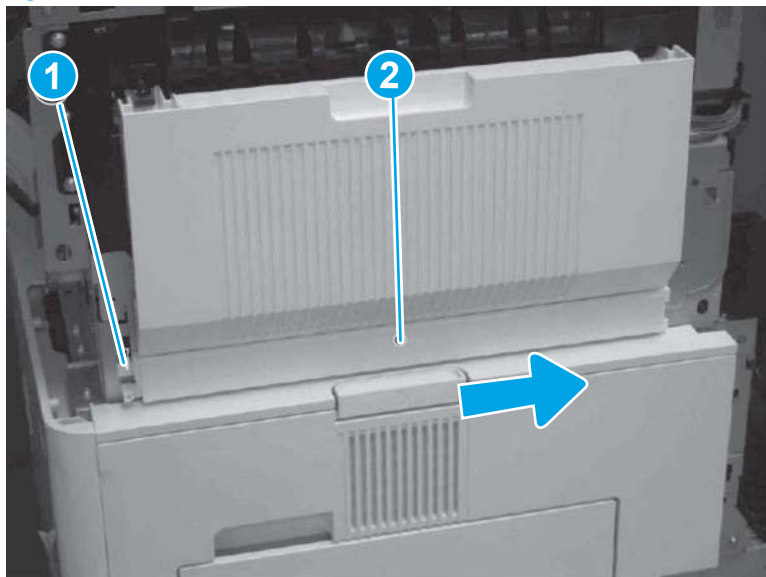
14. Remove the inner cover (callout 4).

Figure 8-367 Remove the inner cover



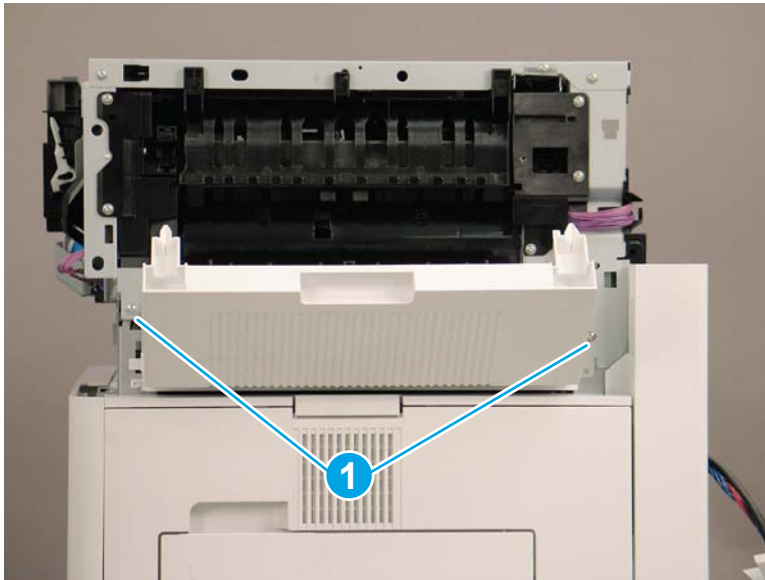
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-368 Remove the right lower cover



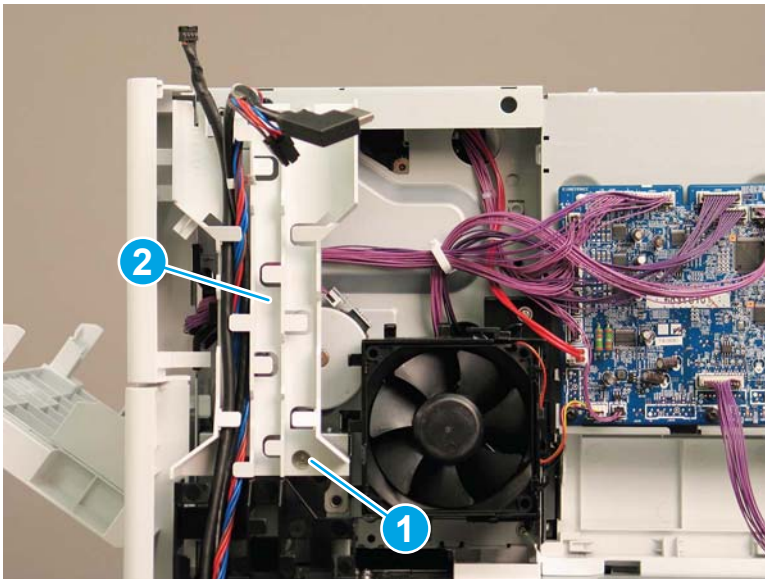
17. Remove two screws (callout 1).

Figure 8-369 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-370 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


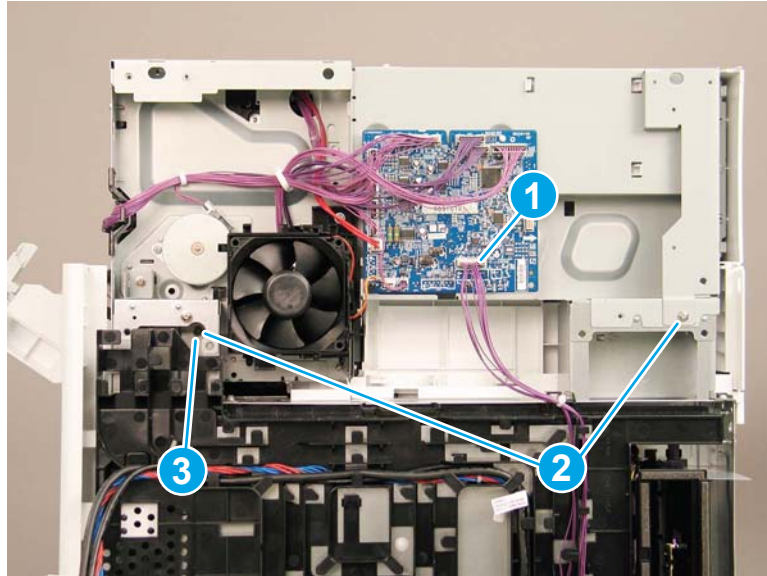
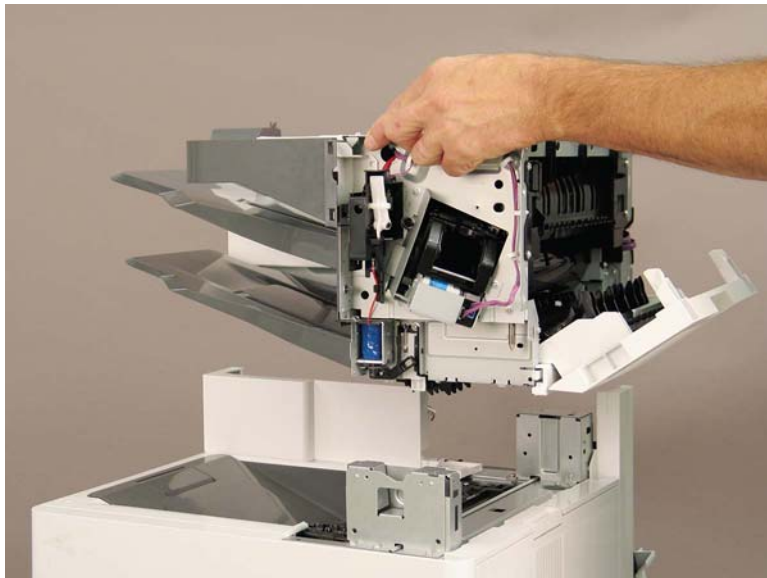
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-371 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-372 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


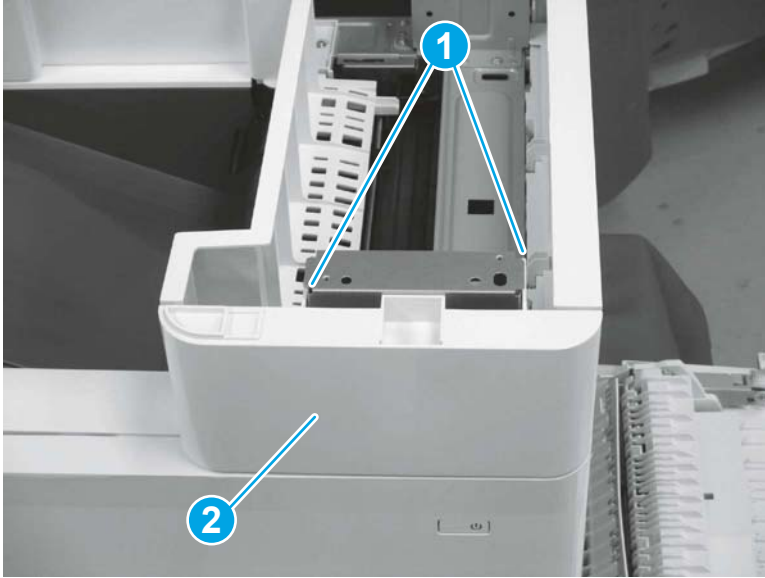
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-373 Remove the image scanner front cover



Remove the image scanner upper cover

Follow these steps to remove the image scanner upper cover.

- ▲ Lift up the image scanner upper cover (callout 1) and remove it.


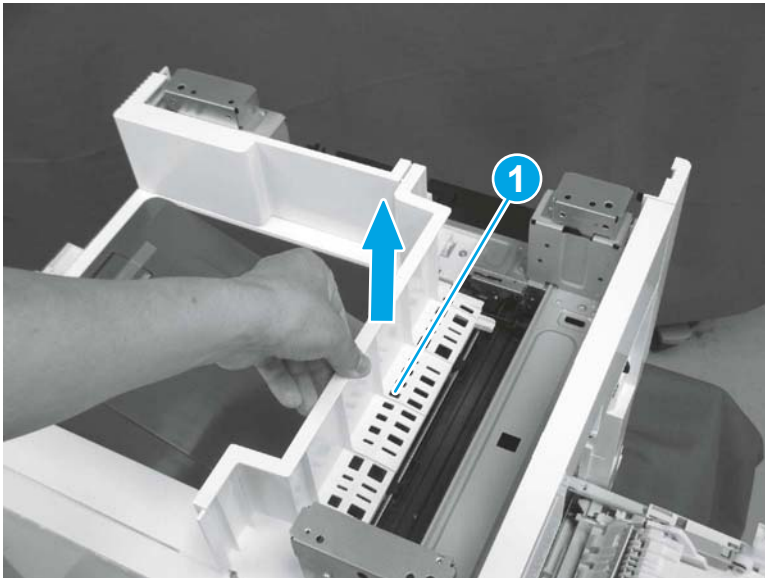
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-374 Lift and remove the image scanner upper cover



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: Image scanner rear cover

This document provides the procedures to remove and replace the image scanner rear cover.



[View a video of how to remove and replace the image scanner rear cover.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-30 Part information

Part number	Part description
RC4-8401-000CN	Image scanner rear cover

Required tools

- #2 Phillips 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

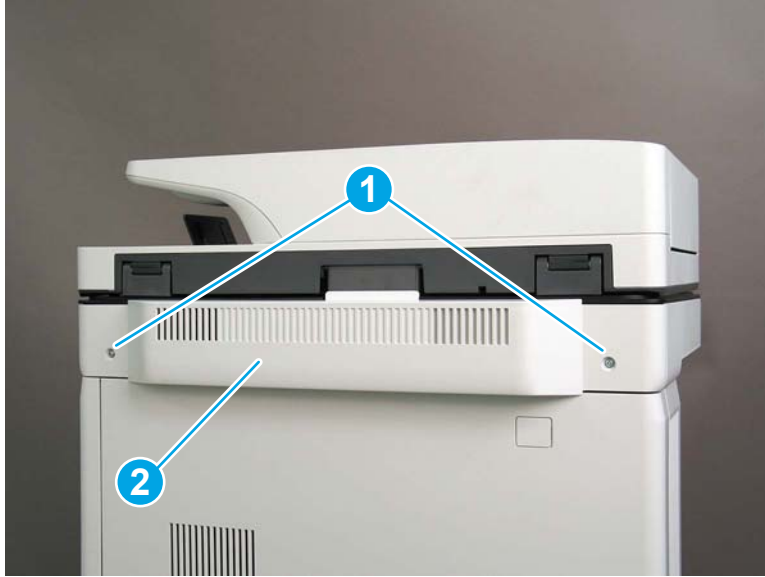
No post service test is available for this assembly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

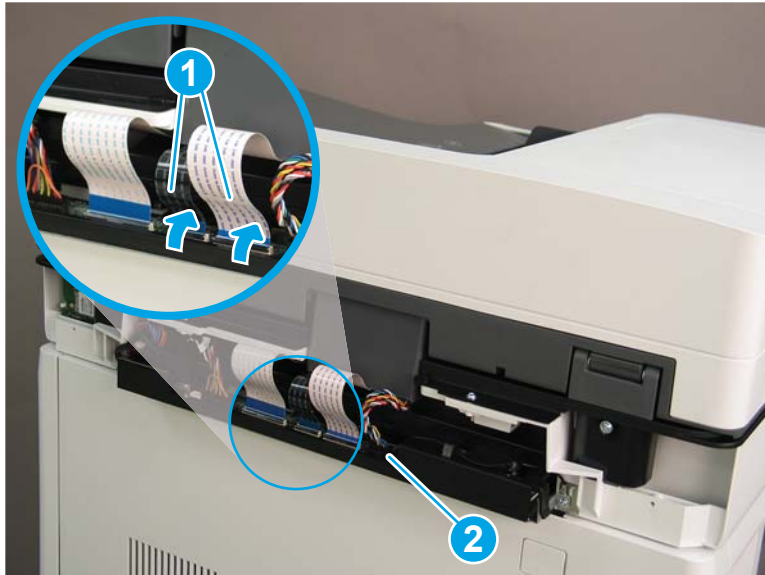
Figure 8-375 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

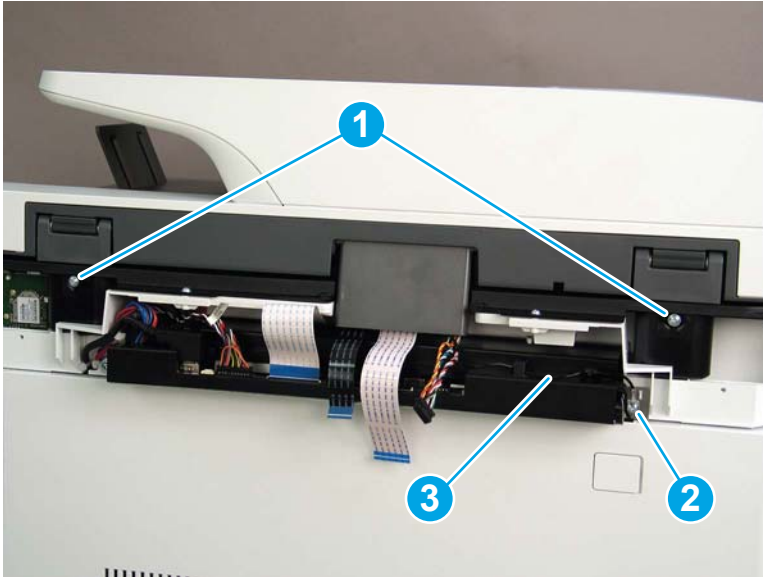
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-376 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-377 Remove three screws and the ground wire



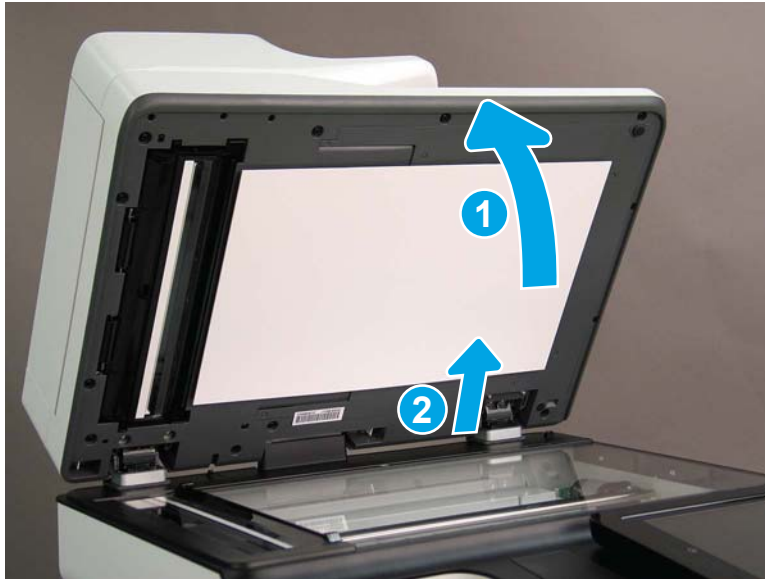
4. Open the automatic document feeder (ADF).

Figure 8-378 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-379 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-380 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-381 Lift and remove the ADF



Remove the formatter cover

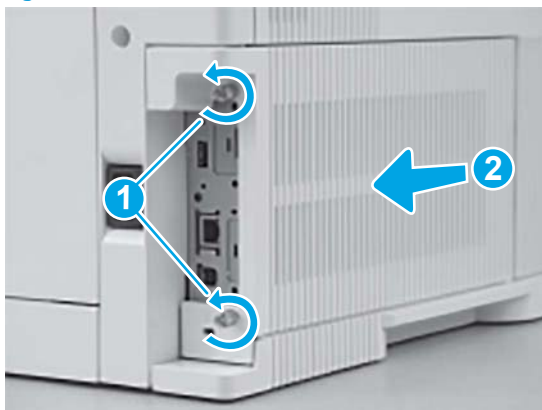
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-382 Release two thumb screws and remove the formatter cover

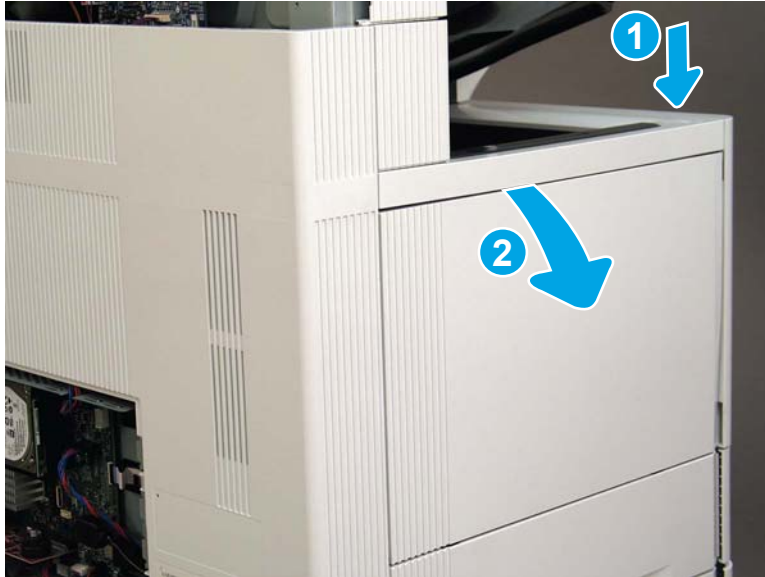


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-383 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-384 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-385 Slide the rear cover



4. Remove the rear cover.


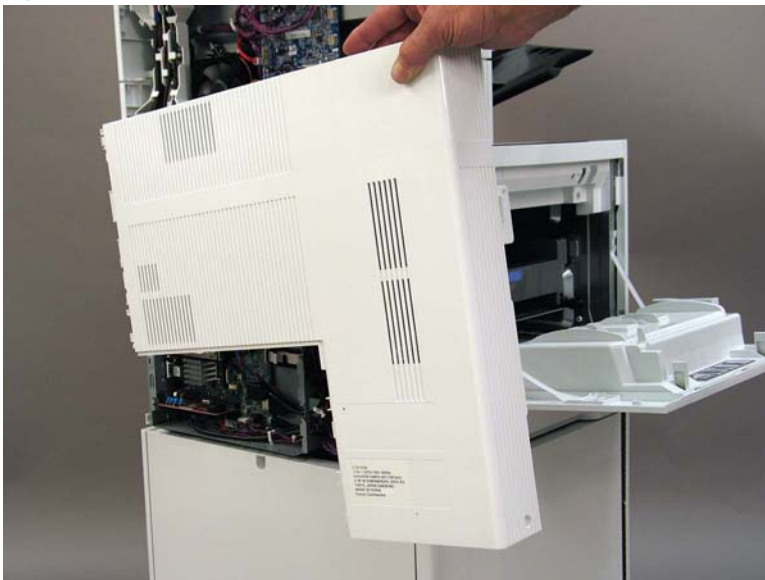
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-386 Remove the rear cover



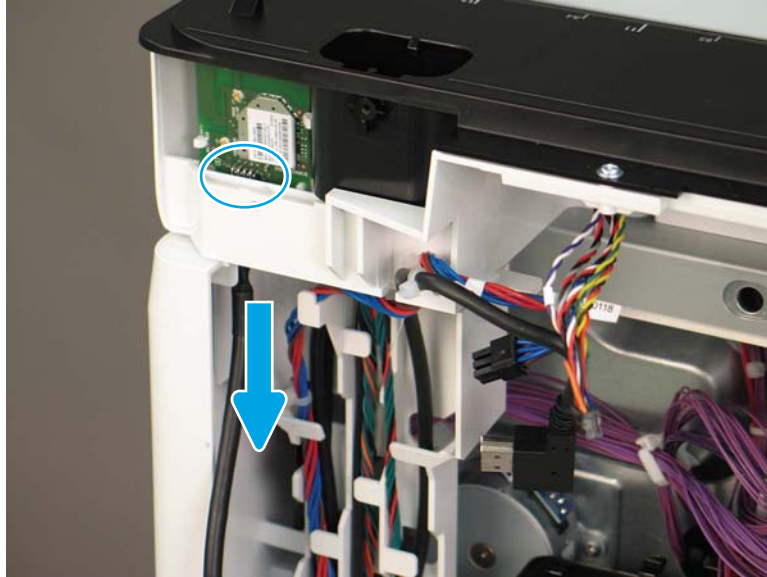
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

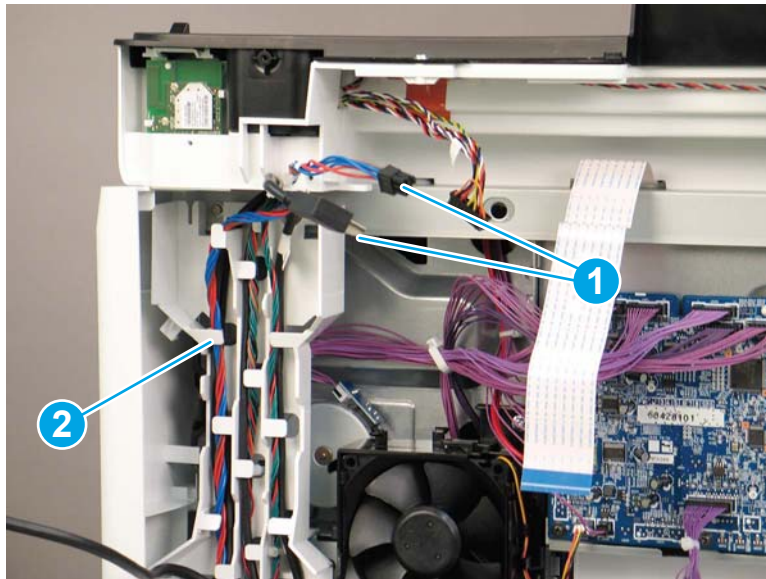
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-387 Disconnect the connector



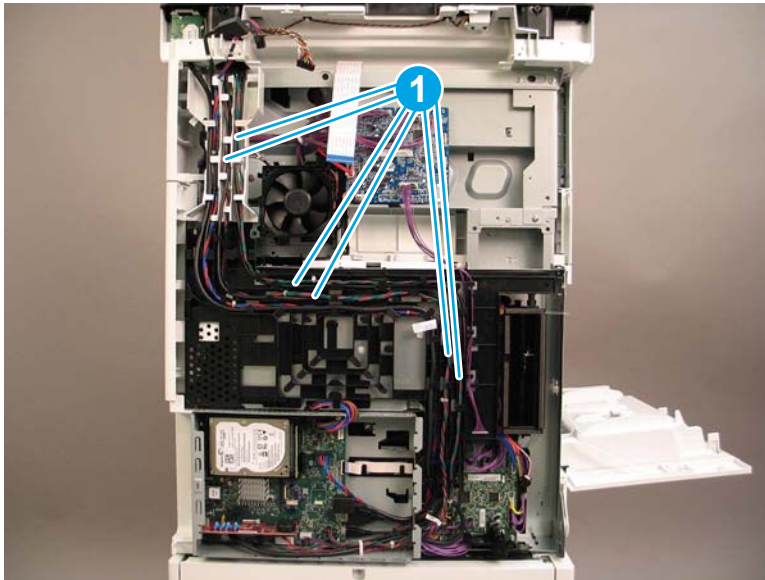
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-388 Release the SCB cables



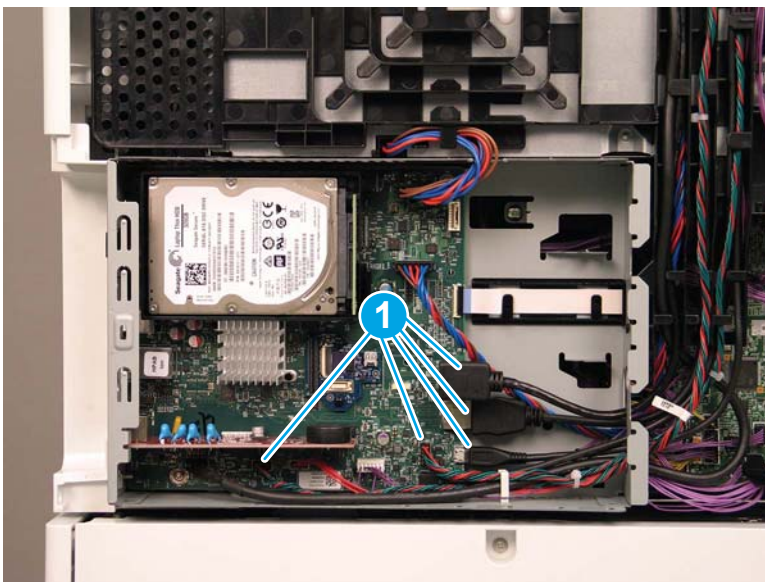
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-389 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

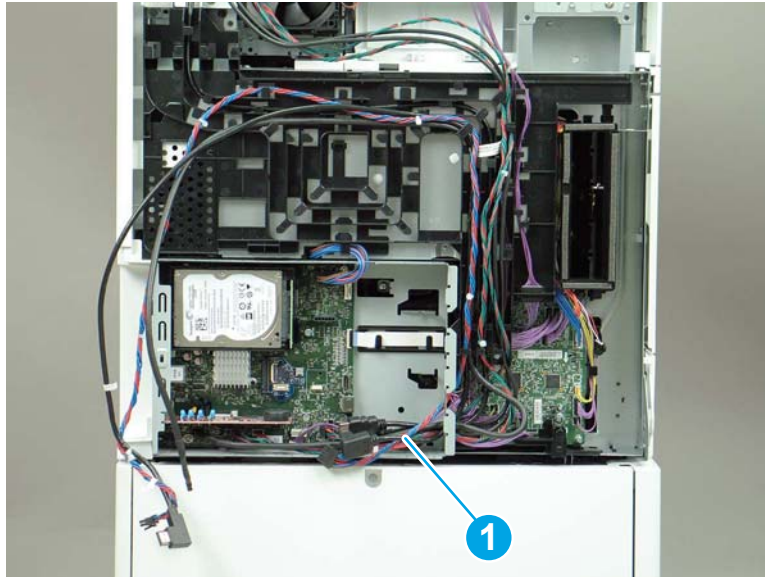
Figure 8-390 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

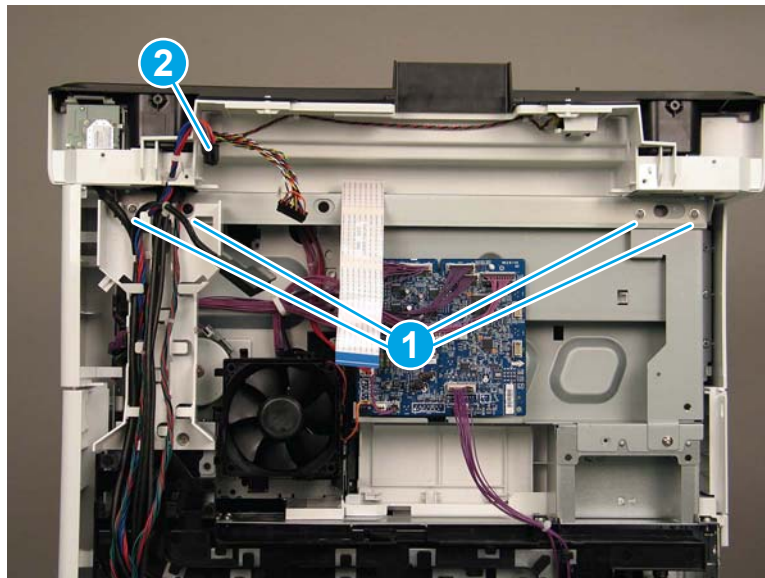
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-391 Thread the formatter cables through the formatter case



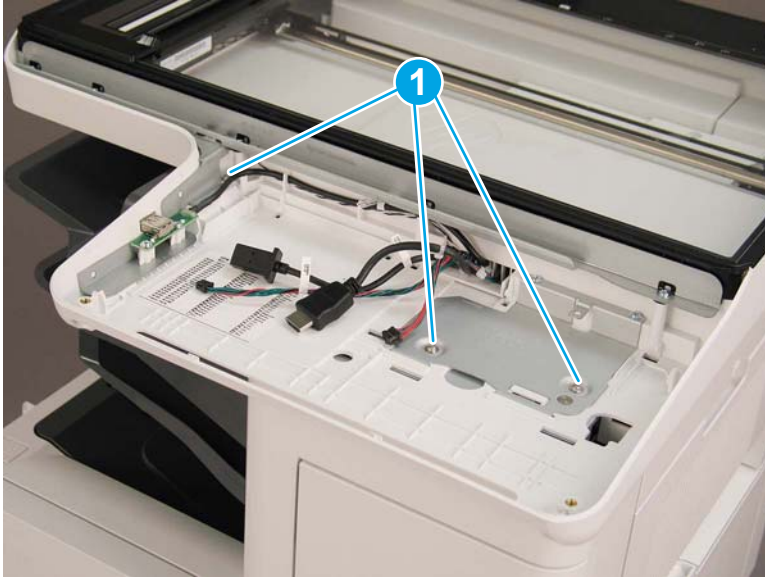
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-392 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-393 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


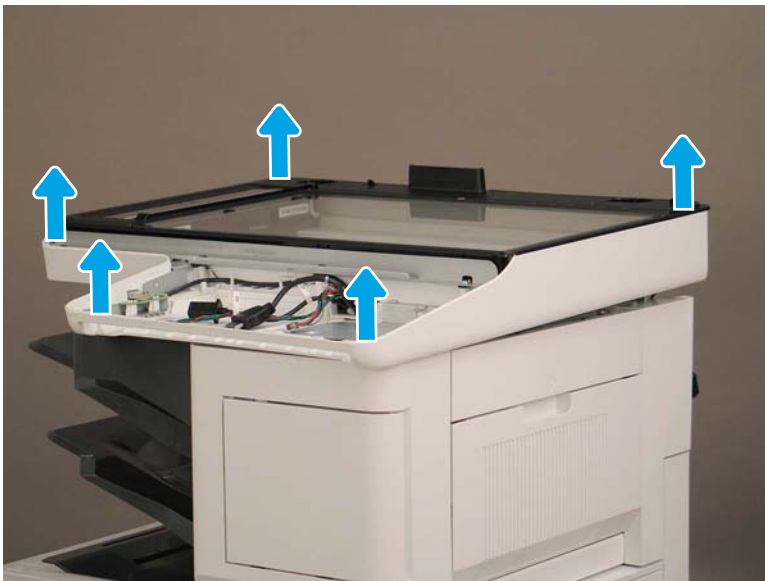
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-394 Remove the image scanner assembly



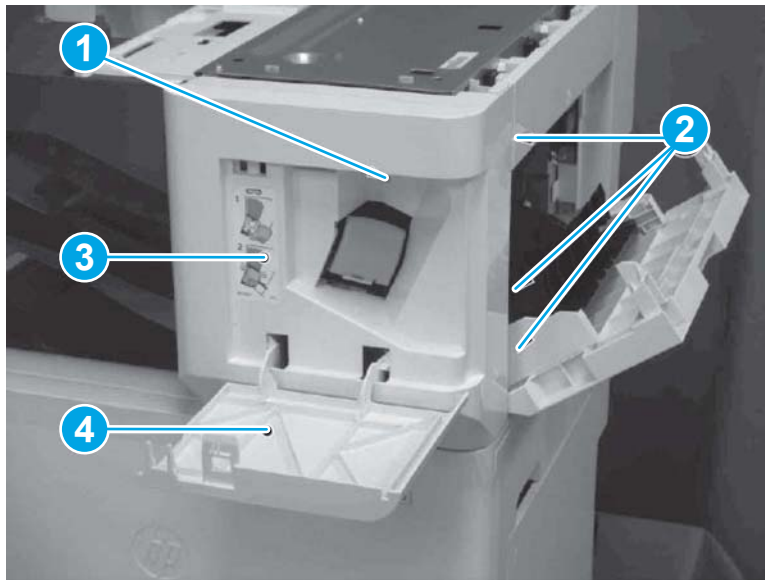
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

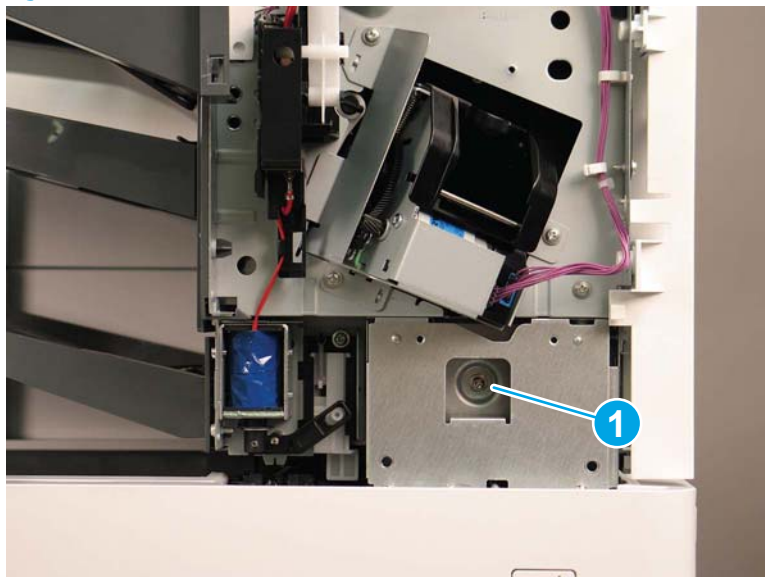
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-395 Remove staple cover and staple door



5. Remove one screw (callout 1).

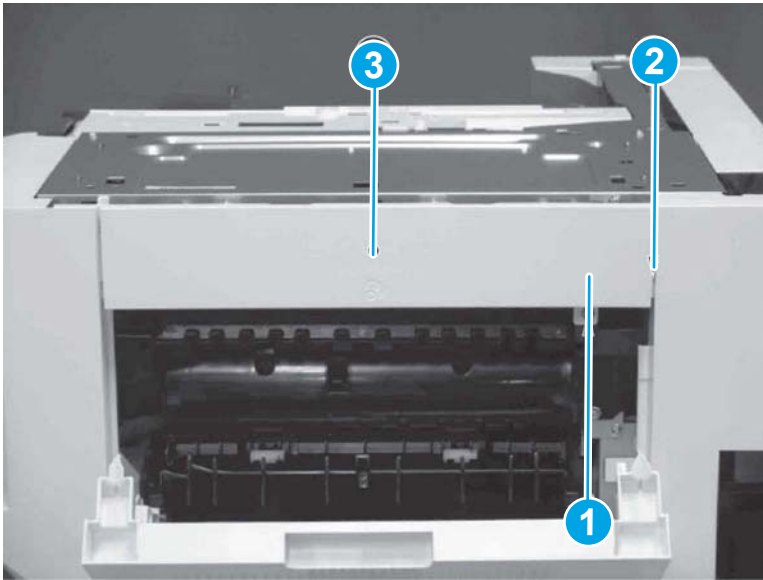
Figure 8-396 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

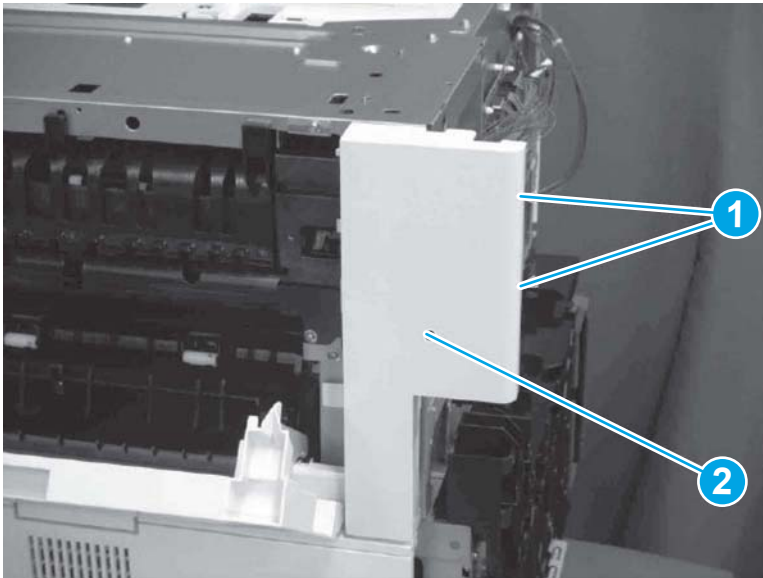
9. Remove the right upper cover (callout 3).

Figure 8-397 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

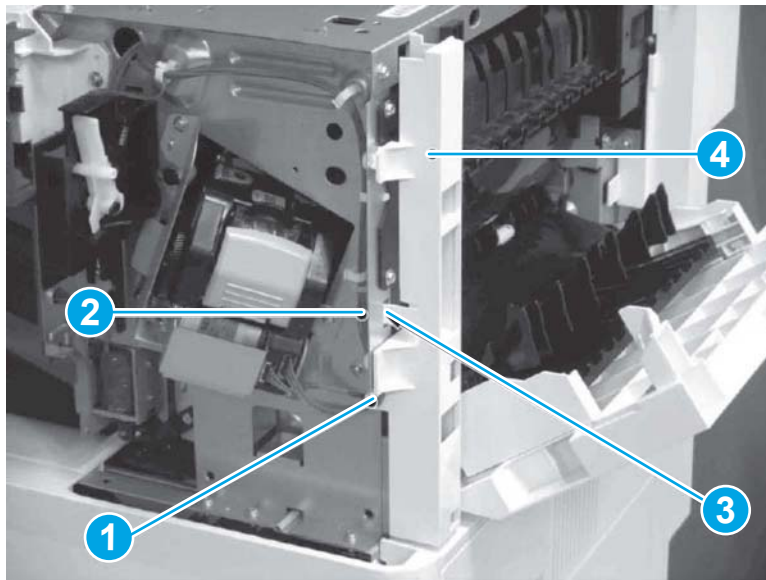
Figure 8-398 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

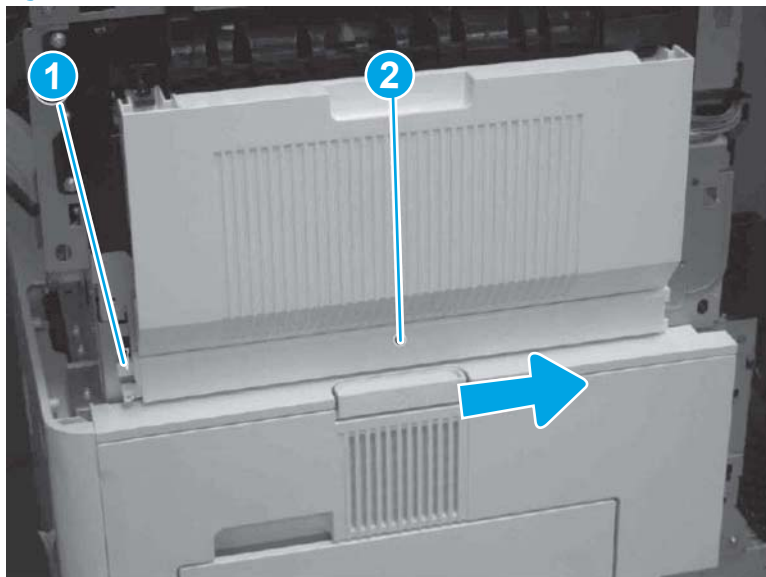
14. Remove the inner cover (callout 4).

Figure 8-399 Remove the inner cover



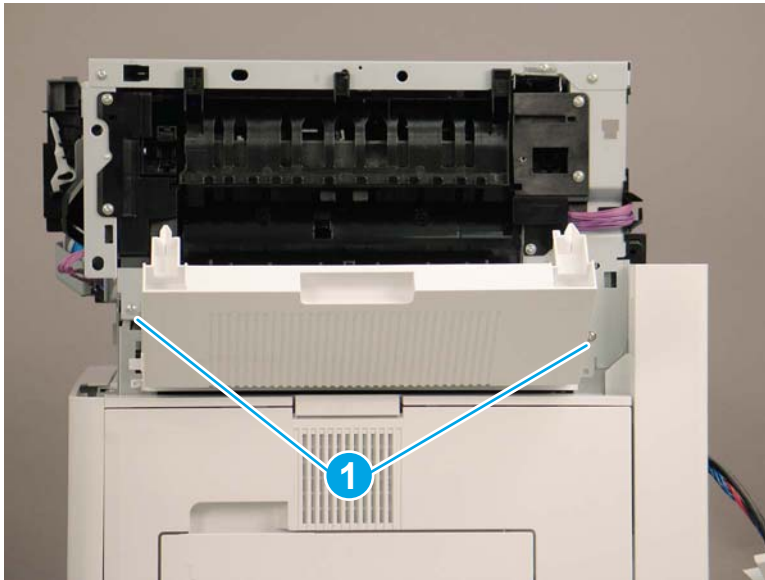
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-400 Remove the right lower cover



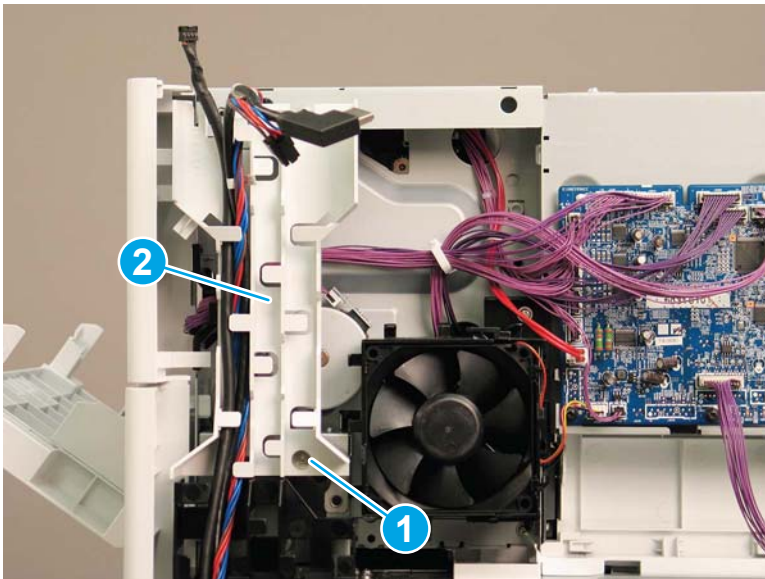
17. Remove two screws (callout 1).

Figure 8-401 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-402 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


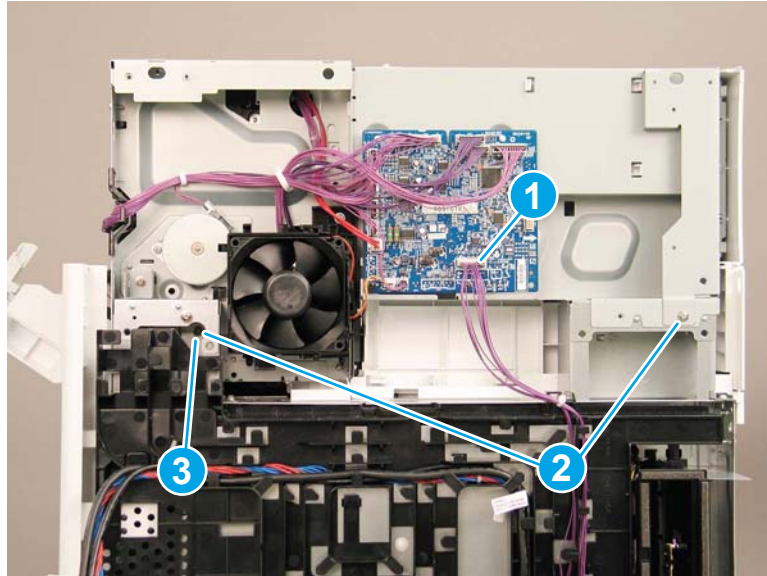
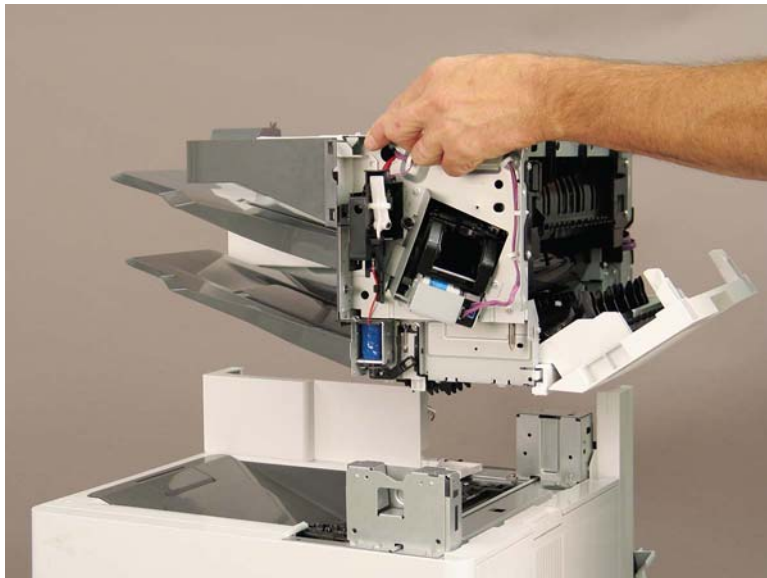
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-403 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-404 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


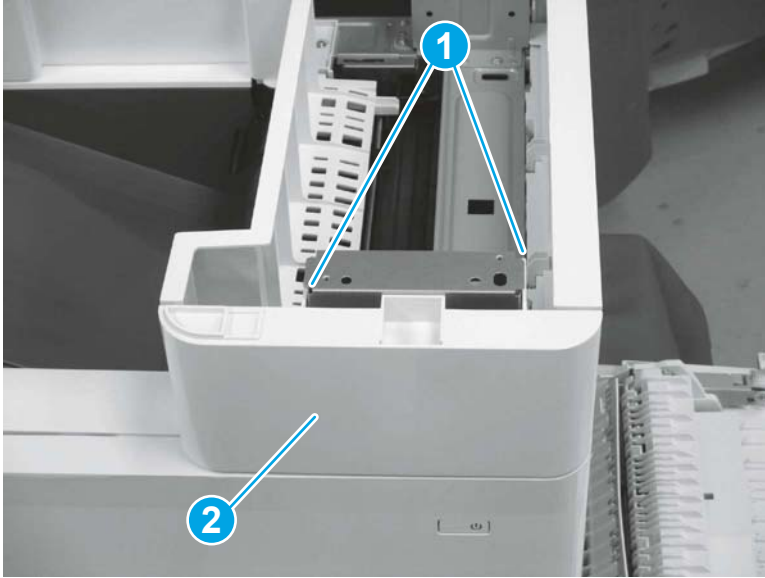
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-405 Remove the image scanner front cover



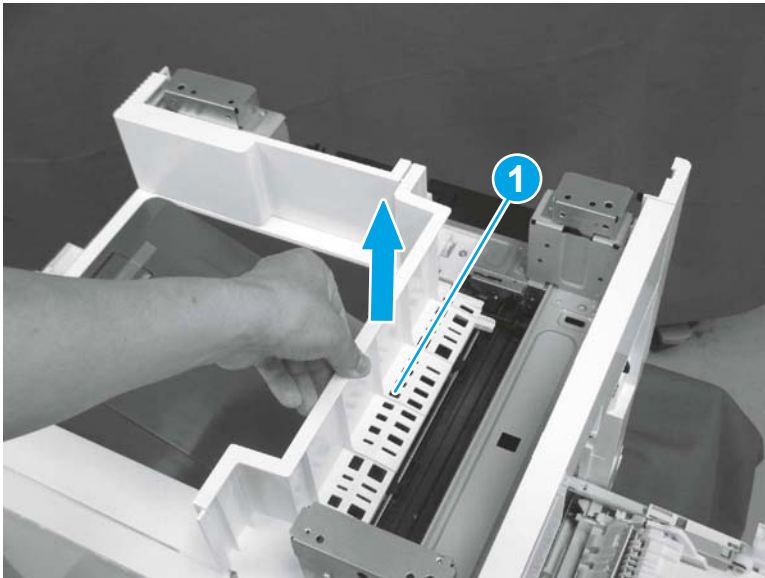
Remove the image scanner upper cover

Follow these steps to remove the image scanner upper cover.

- ▲ Lift up the image scanner upper cover (callout 1) and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-406 Lift and remove the image scanner upper cover



Remove the image scanner rear cover

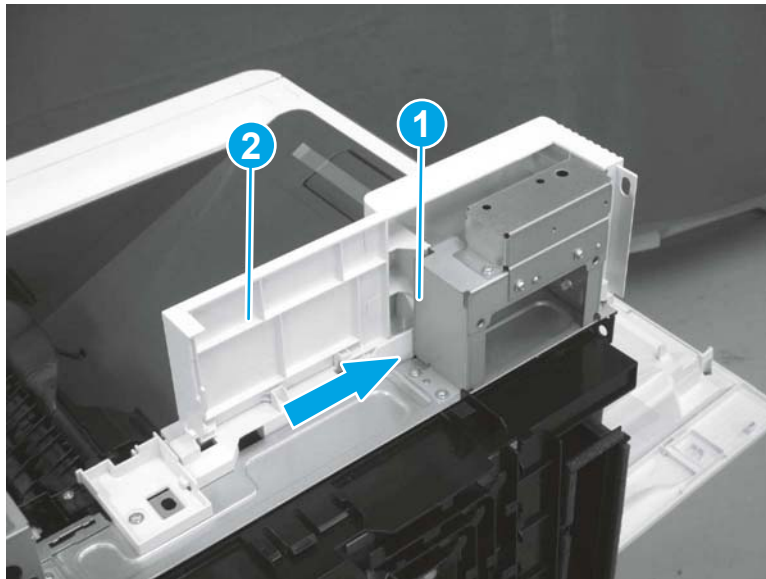
Follow these steps to remove the image scanner rear cover.

▲ Do the following:

- a. Release one tab (callout 1).
- b. Slide the image scanner rear cover (callout 2) in the direction the arrow indicates and remove it.

💡 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-407 Slide and remove the image scanner rear cover



Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Front cover

This document provides the procedures to remove and replace the front cover assembly.



[View a video of how to remove and replace the front cover assembly.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-31 Part information

Part number	Part description
RM2-1321-000CN	Front cover assembly

Required tools

- #2 Phillips 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

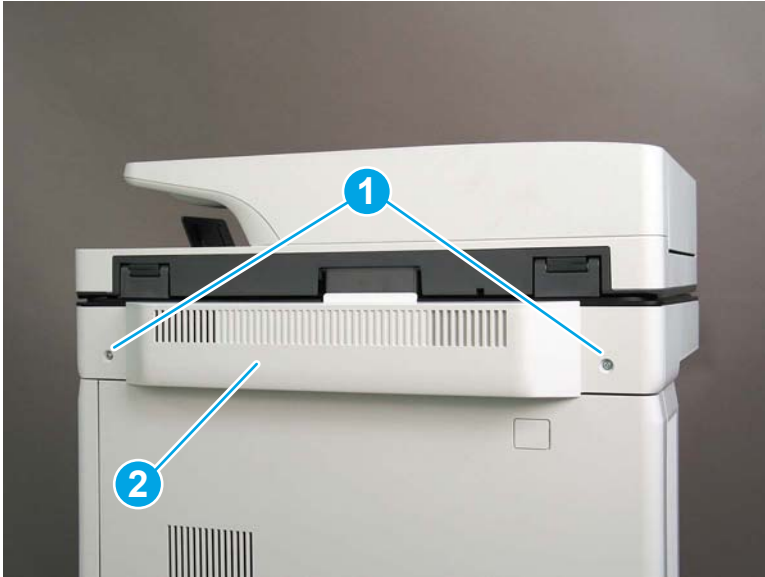
No post service test is available for this assembly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

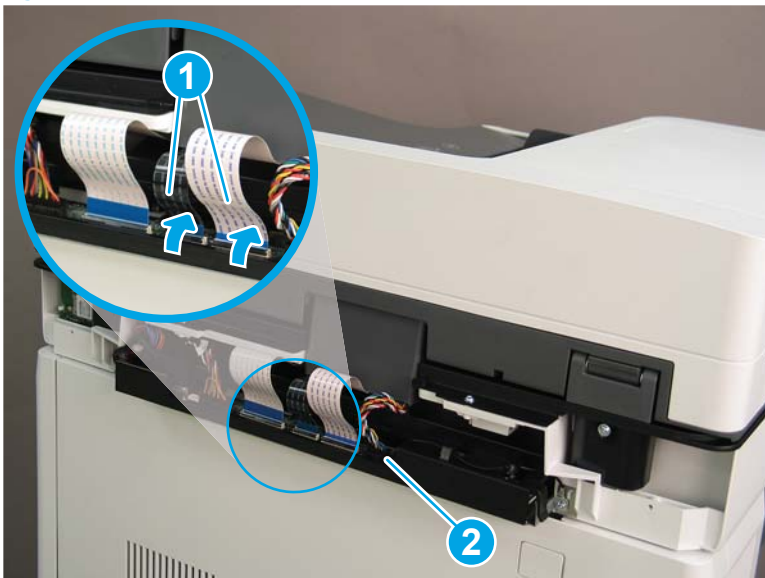
Figure 8-408 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

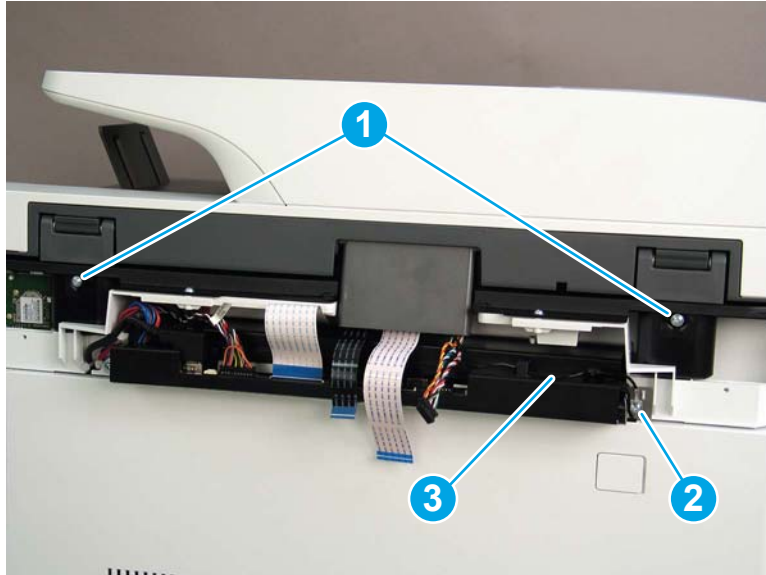
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-409 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-410 Remove three screws and the ground wire



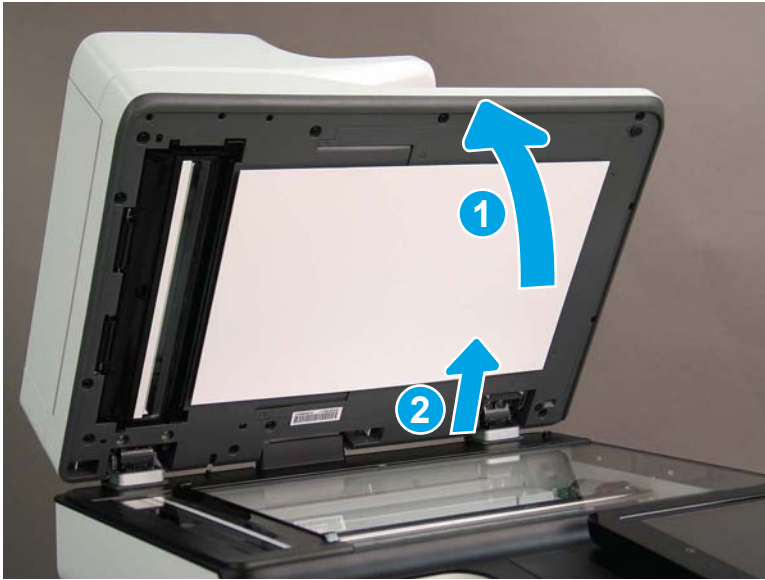
4. Open the automatic document feeder (ADF).

Figure 8-411 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-412 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-413 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-414 Lift and remove the ADF



Remove the formatter cover

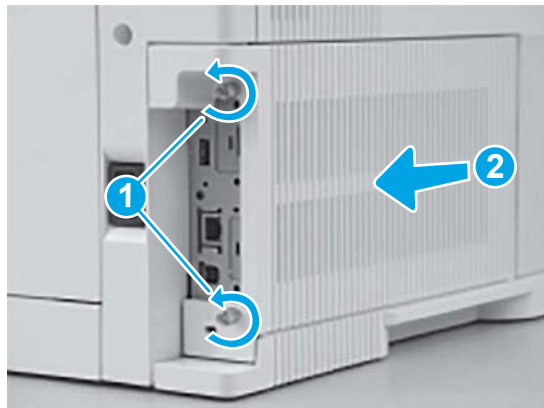
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-415 Release two thumb screws and remove the formatter cover

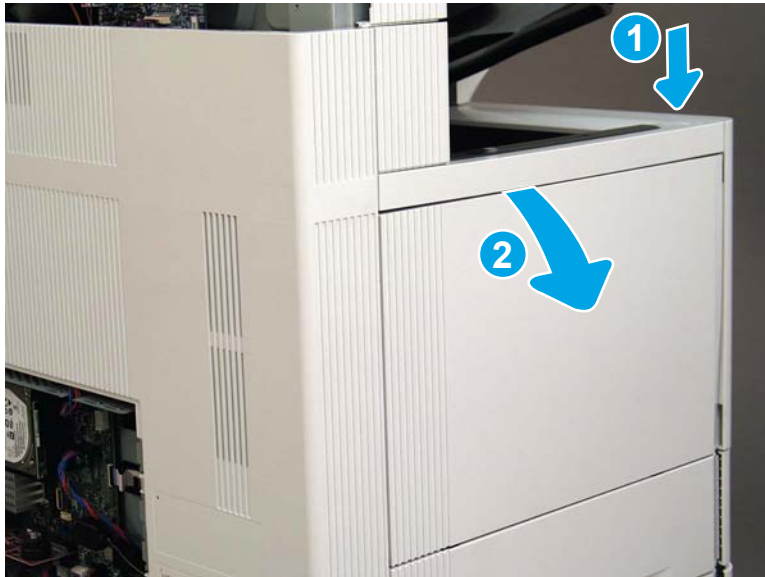


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-416 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-417 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-418 Slide the rear cover



4. Remove the rear cover.


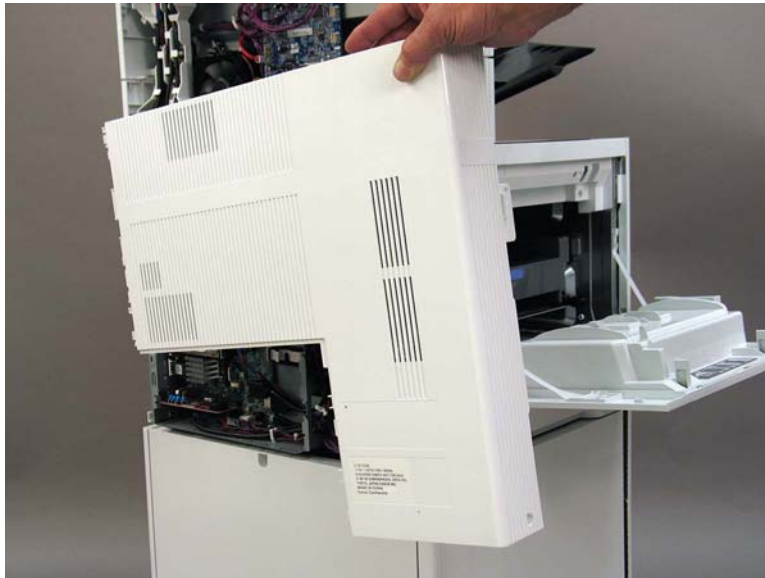
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-419 Remove the rear cover



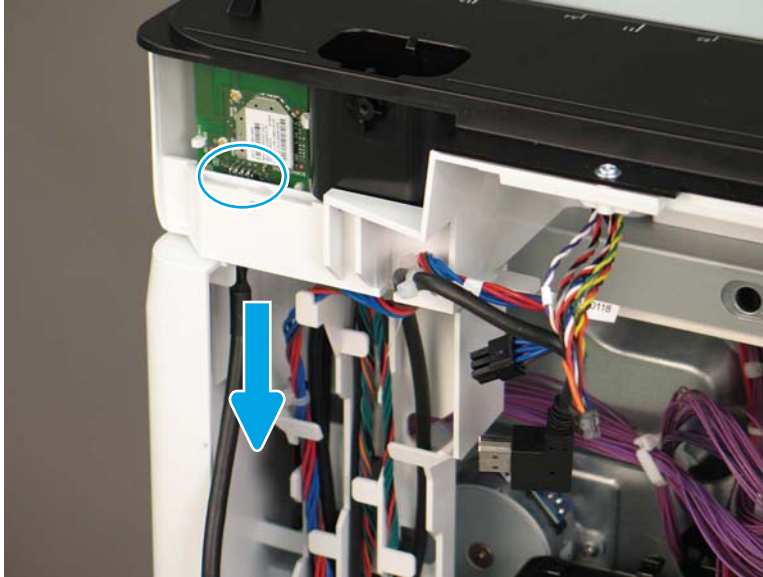
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

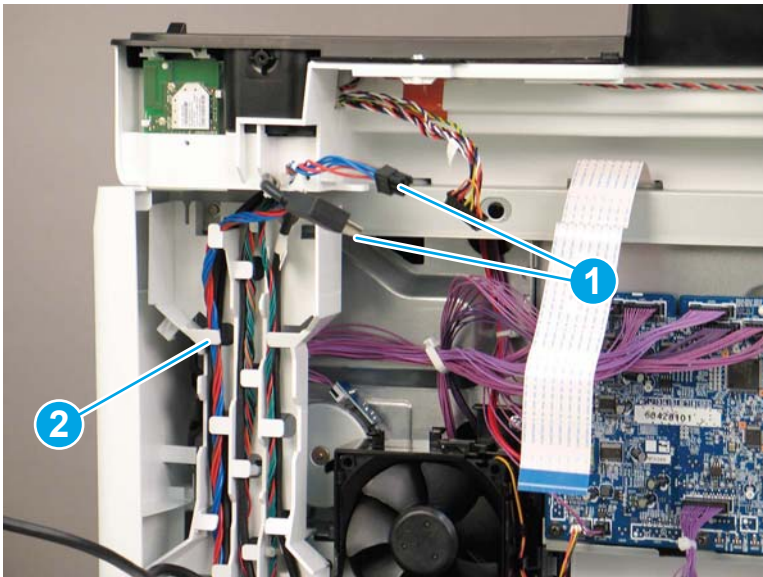
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-420 Disconnect the connector



2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-421 Release the SCB cables



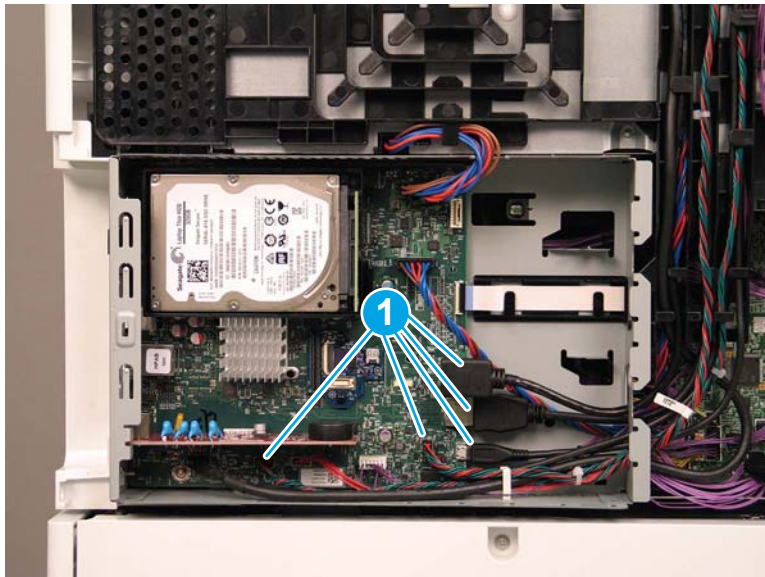
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-422 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

Figure 8-423 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

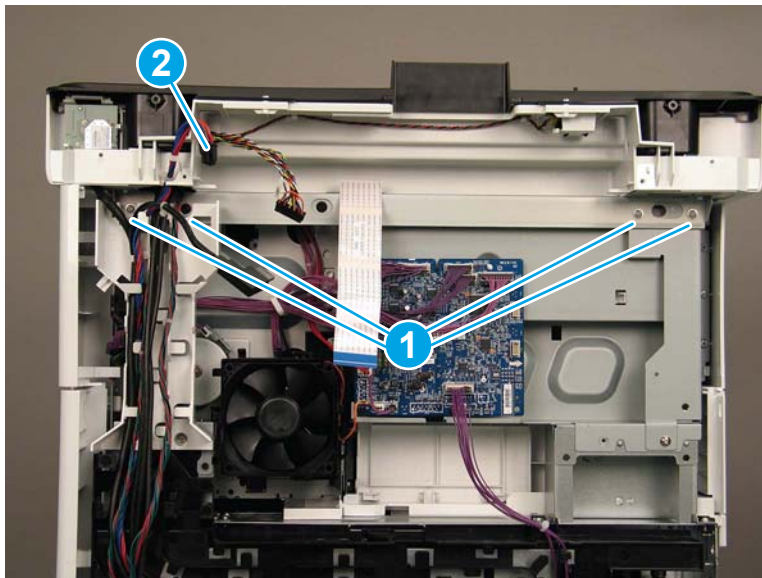
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-424 Thread the formatter cables through the formatter case



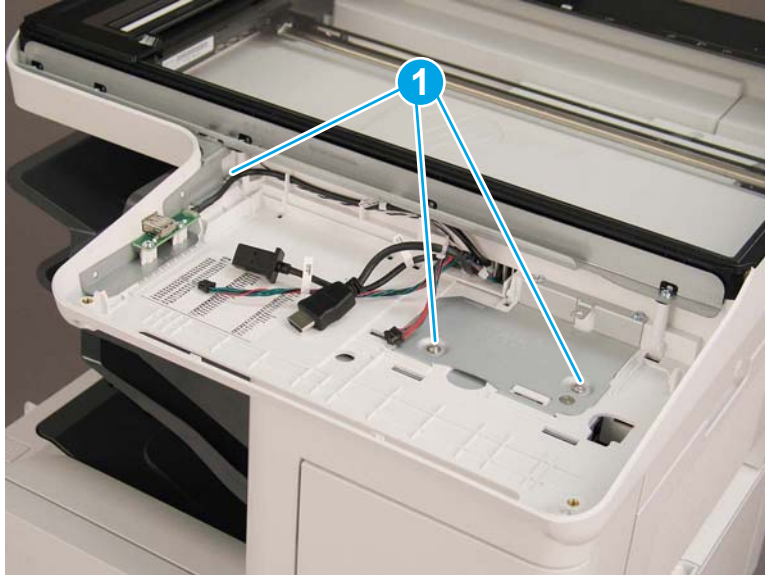
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-425 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-426 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


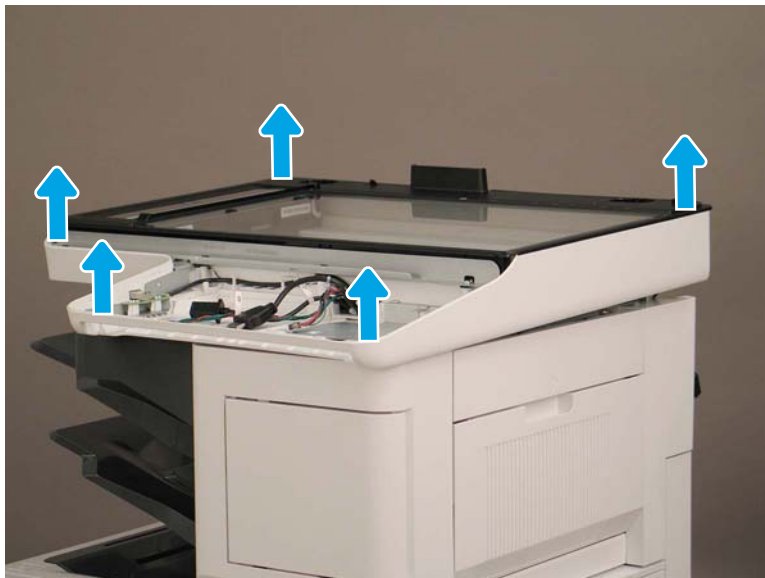
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-427 Remove the image scanner assembly



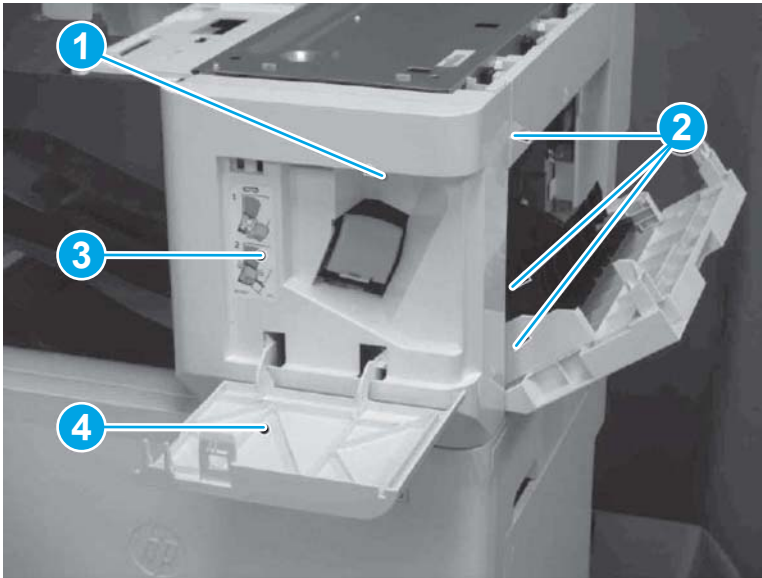
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

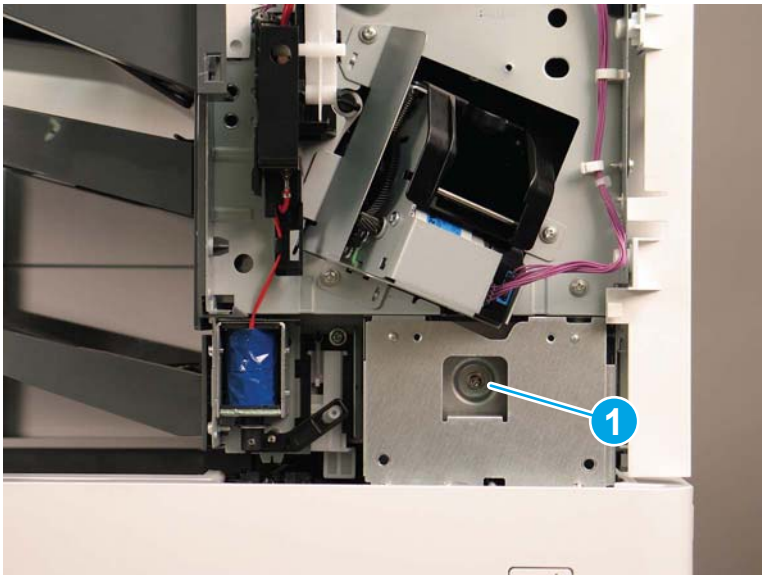
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-428 Remove staple cover and staple door



5. Remove one screw (callout 1).

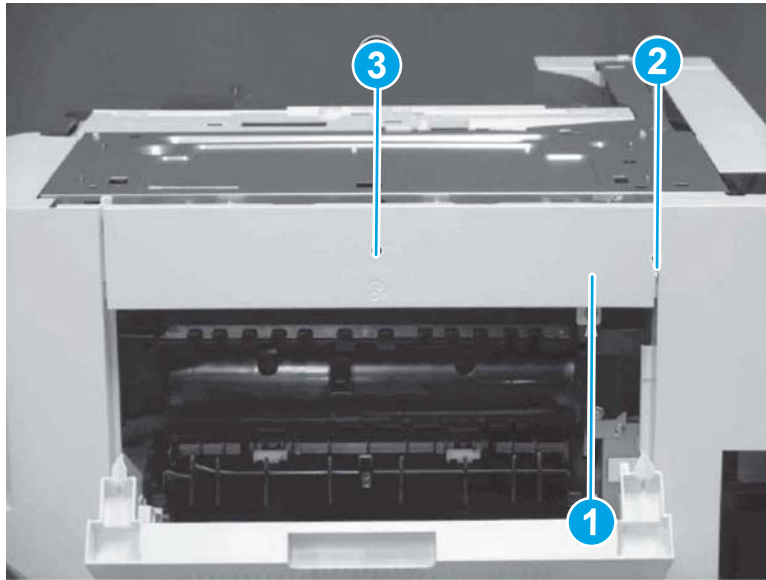
Figure 8-429 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

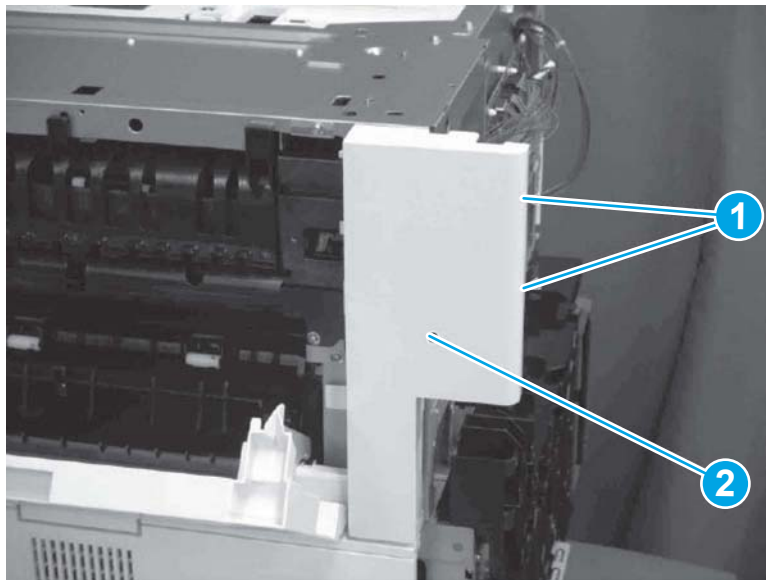
9. Remove the right upper cover (callout 3).

Figure 8-430 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

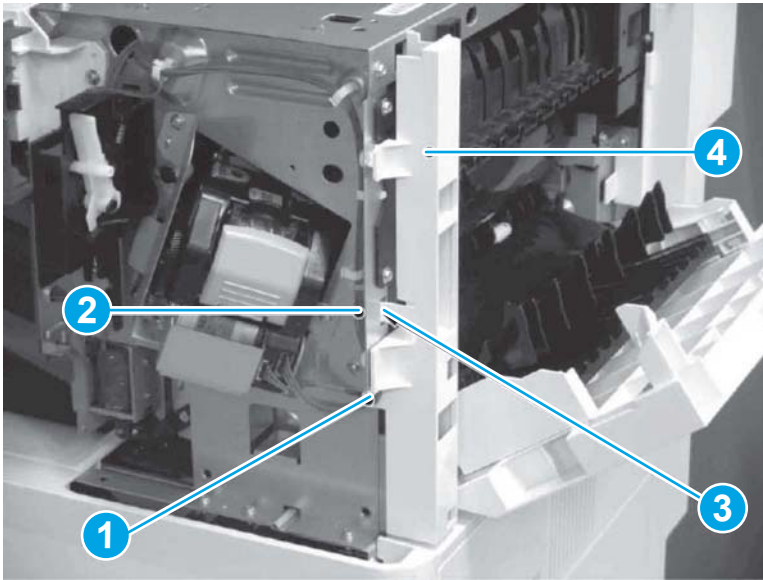
Figure 8-431 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

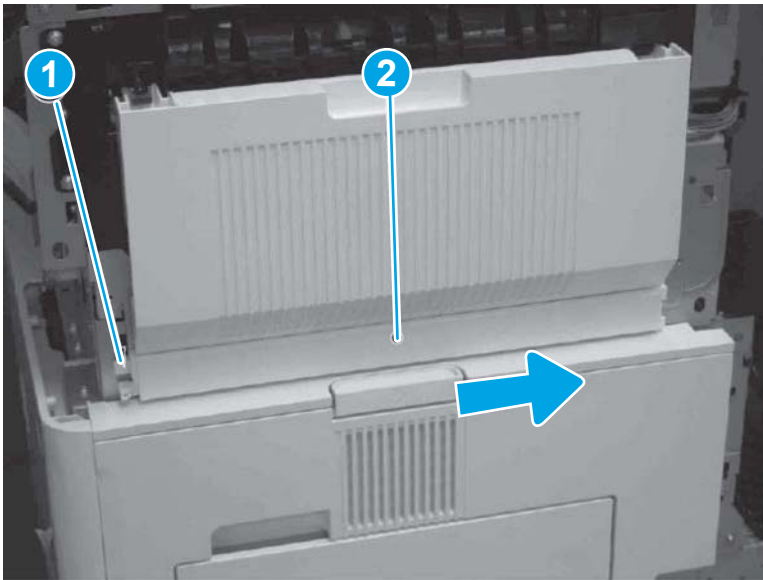
14. Remove the inner cover (callout 4).

Figure 8-432 Remove the inner cover



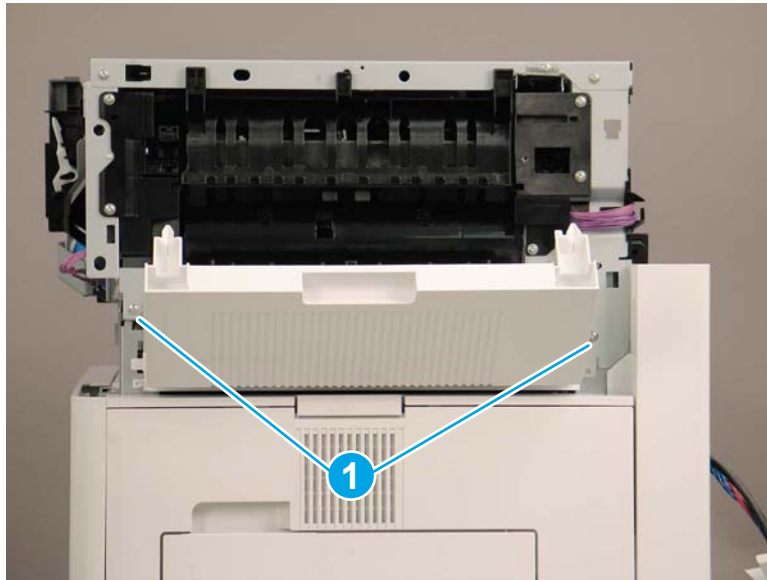
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-433 Remove the right lower cover



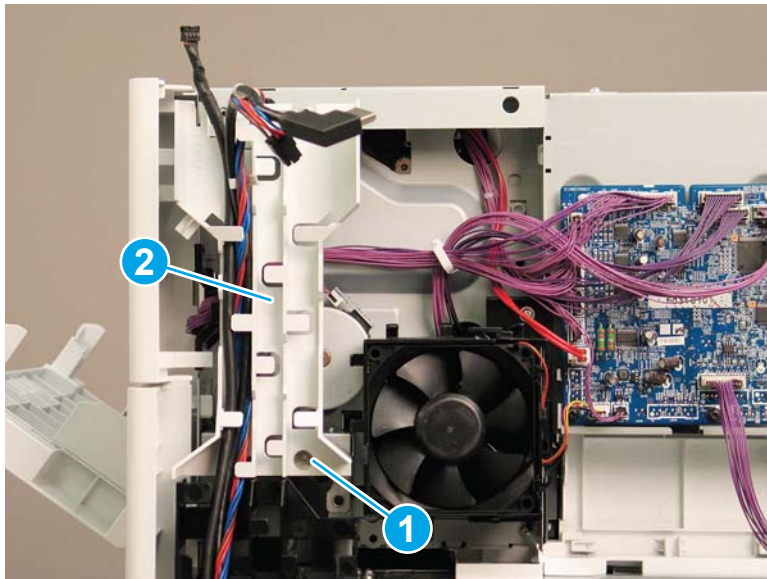
17. Remove two screws (callout 1).

Figure 8-434 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-435 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


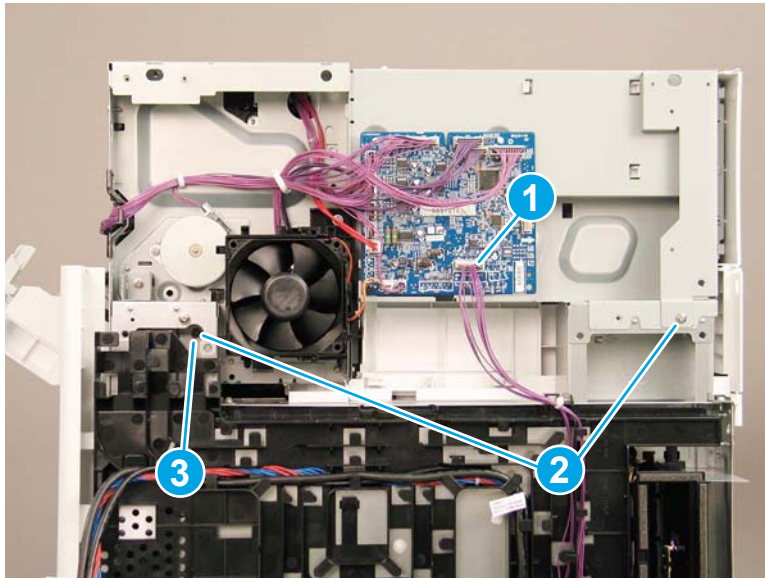
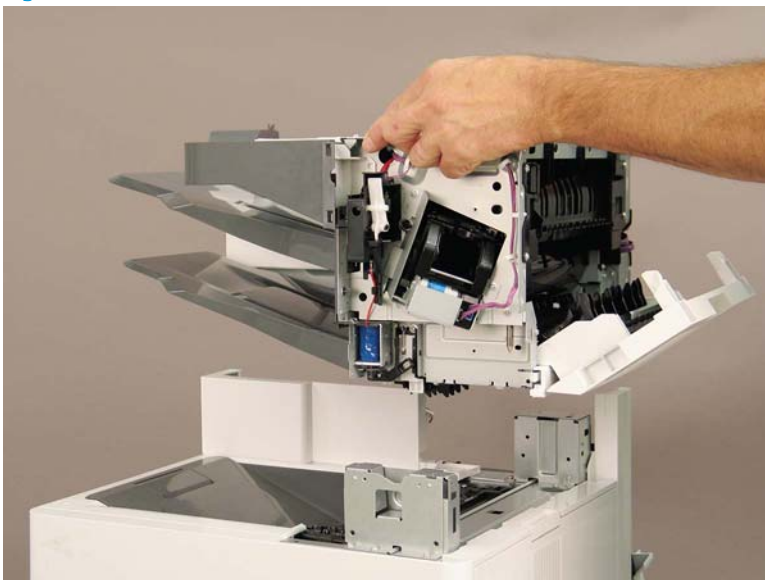
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-436 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-437 Remove the inner finisher



Remove the image scanner front cover

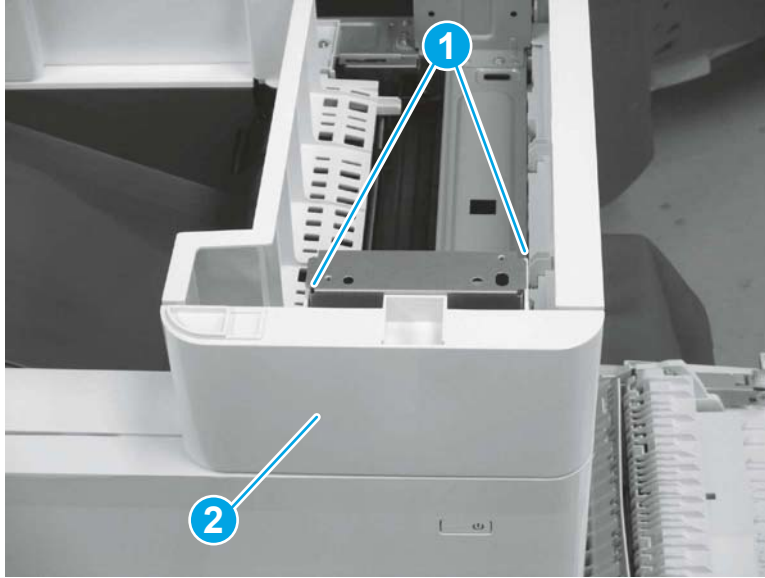
Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-438 Remove the image scanner front cover

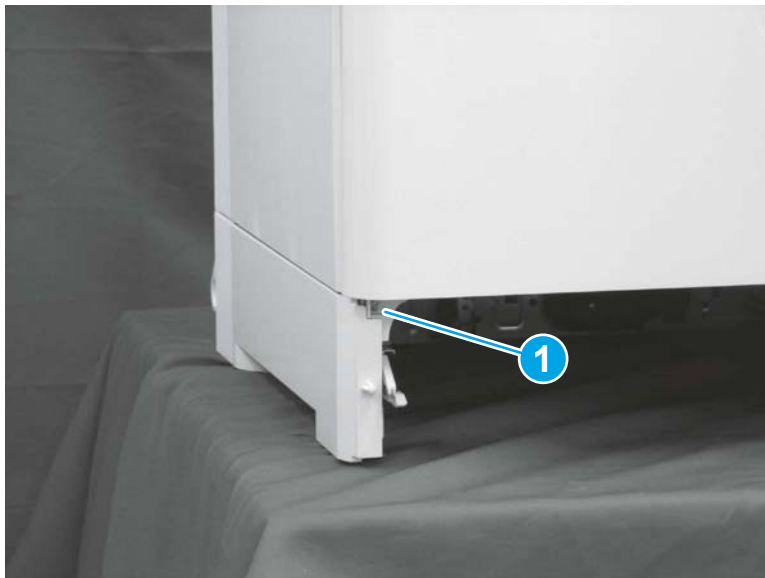


Remove the front cover assembly

Follow these steps to remove the front cover assembly.

1. Remove one screw (callout 1).

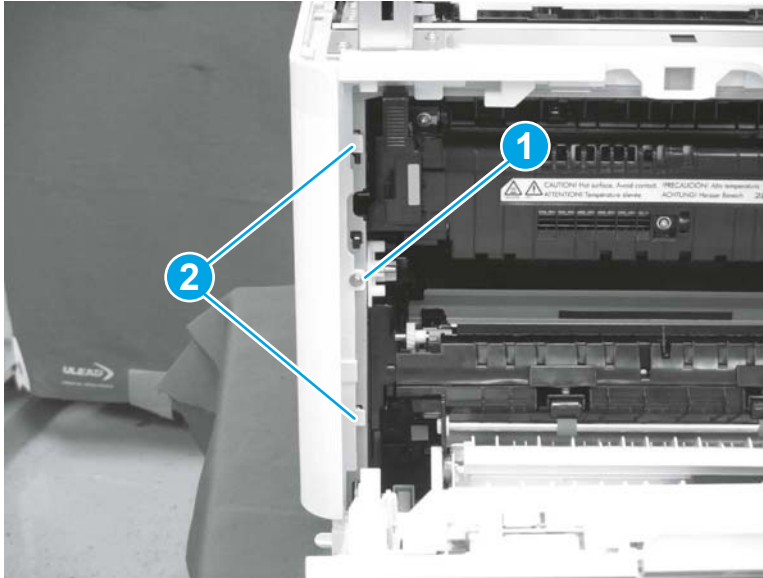
Figure 8-439 Remove one screw



2. Do the following:
 - a. Remove one screw (callout 1).

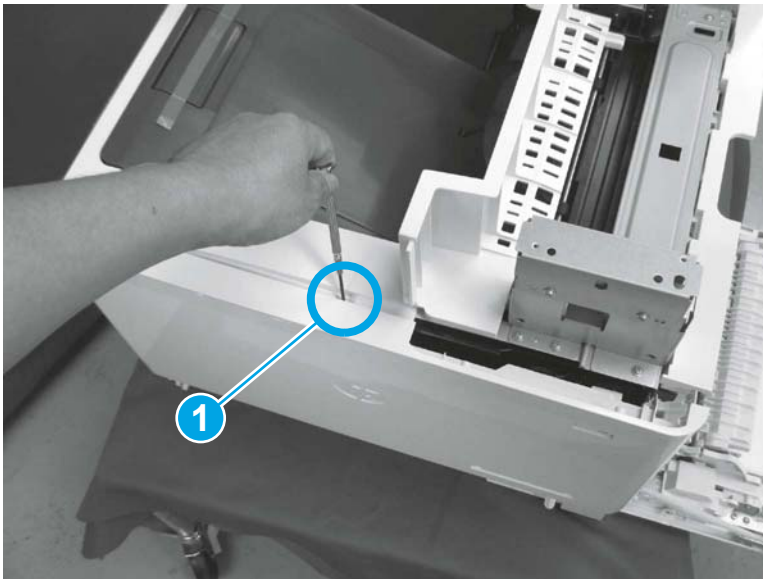
- b. Release two tabs (callout 2).

Figure 8-440 Remove one screw and release two tabs



- 3. Release one tab (callout 1).

Figure 8-441 Release one tab



- 4. Do the following:
 - a. Release two tabs (callout 1).

- b. Remove the front cover assembly (callout 2).


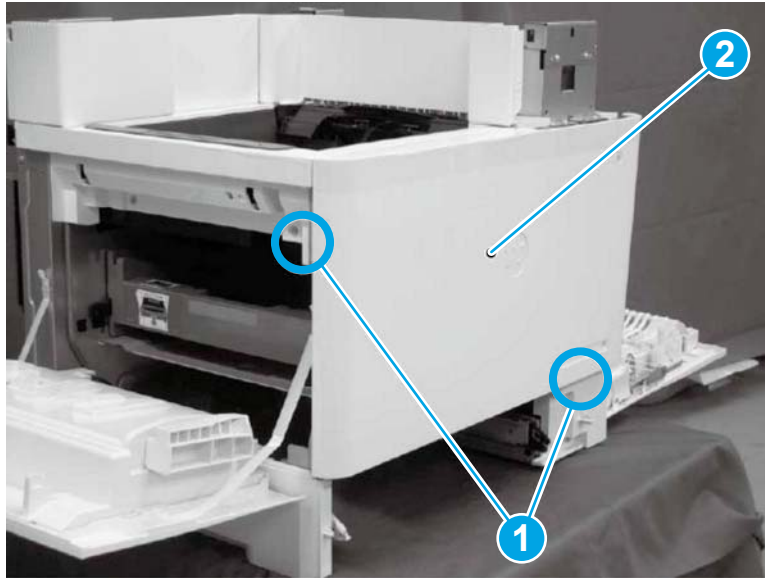
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-442 Release two tabs and remove the front cover assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Top cover assembly/face-down tray assembly

This document provides the procedures to remove and replace the top cover assembly/face-down tray assembly.



[View a video of how to remove and replace the top cover assembly/face-down tray assembly.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-32 Part information

Part number	Part description
RM2-0865-000CN	Top cover assembly
RM2-0855-000CN	Face-down tray assembly

Required tools

- #2 Phillips 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

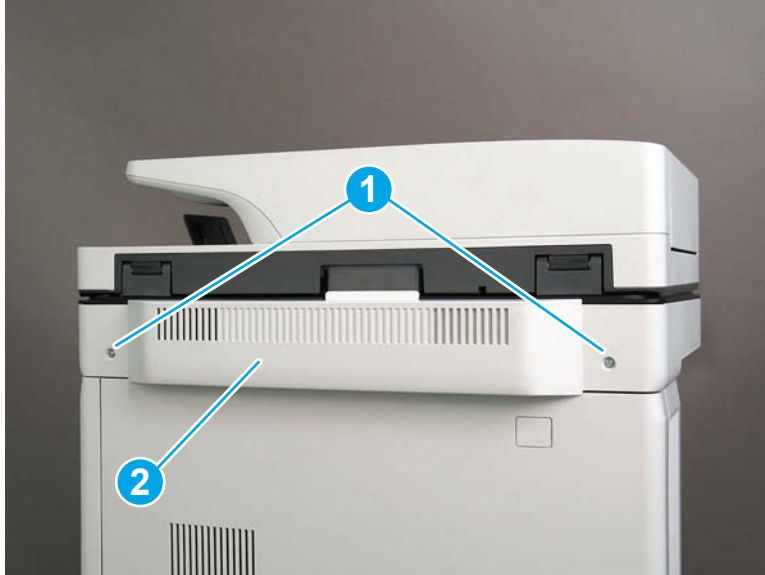
No post service test is available for this assembly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

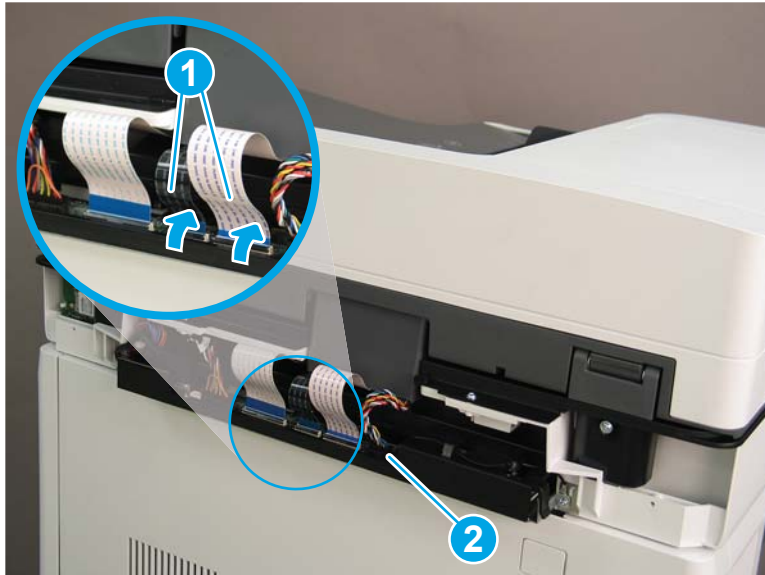
Figure 8-443 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

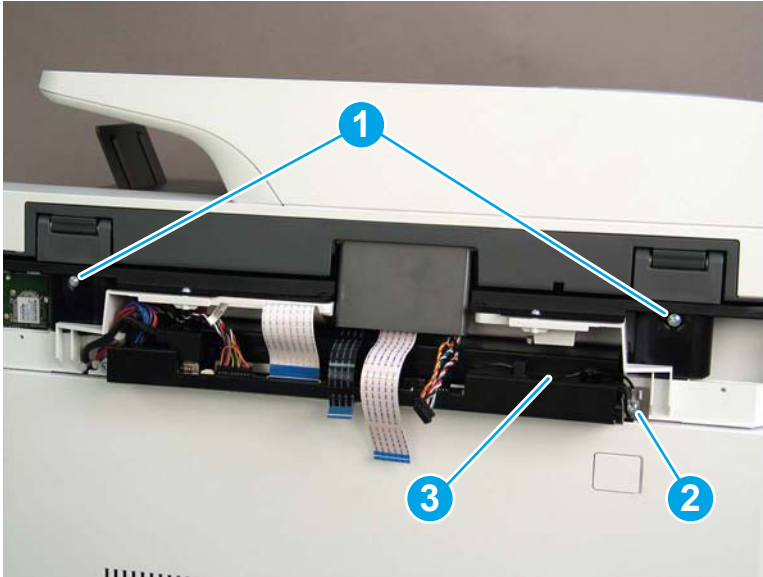
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-444 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-445 Remove three screws and the ground wire



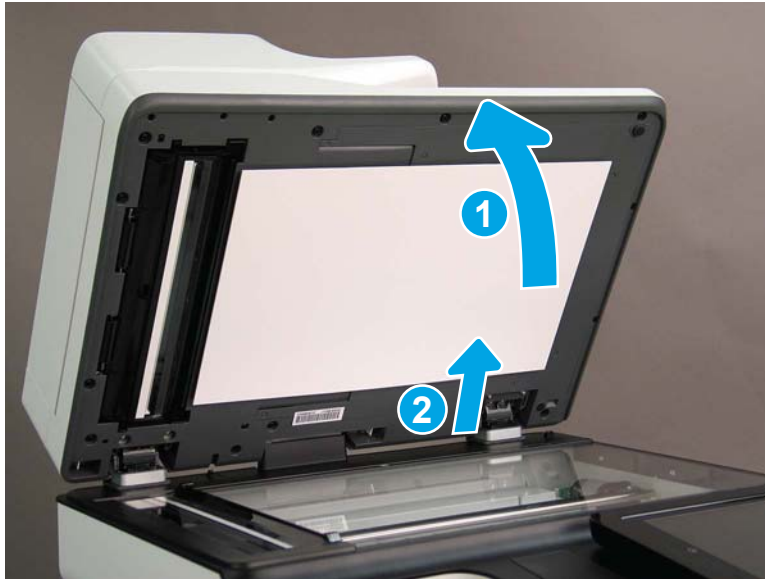
4. Open the automatic document feeder (ADF).

Figure 8-446 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-447 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-448 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-449 Lift and remove the ADF



Remove the formatter cover

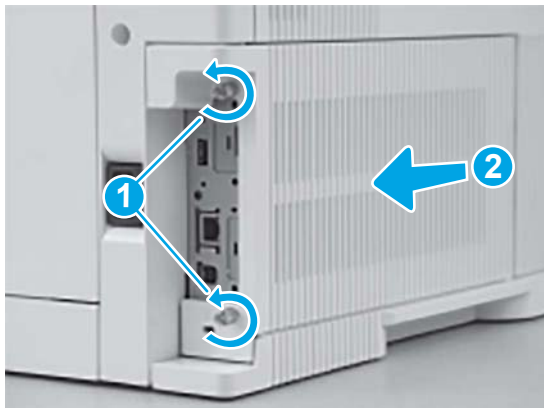
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-450 Release two thumb screws and remove the formatter cover

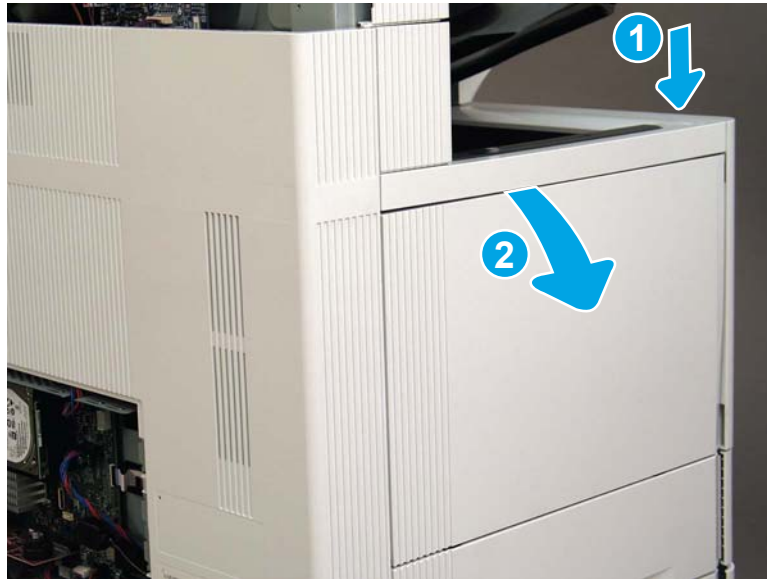


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-451 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-452 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-453 Slide the rear cover



4. Remove the rear cover.


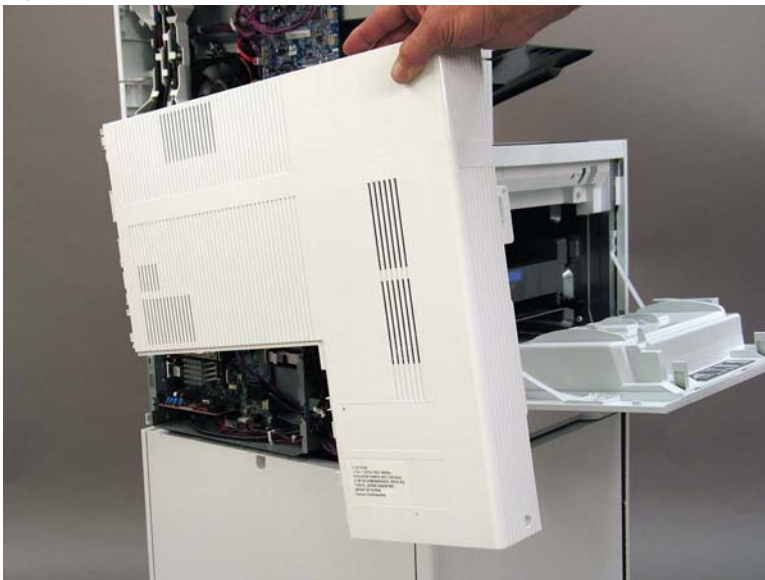
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-454 Remove the rear cover



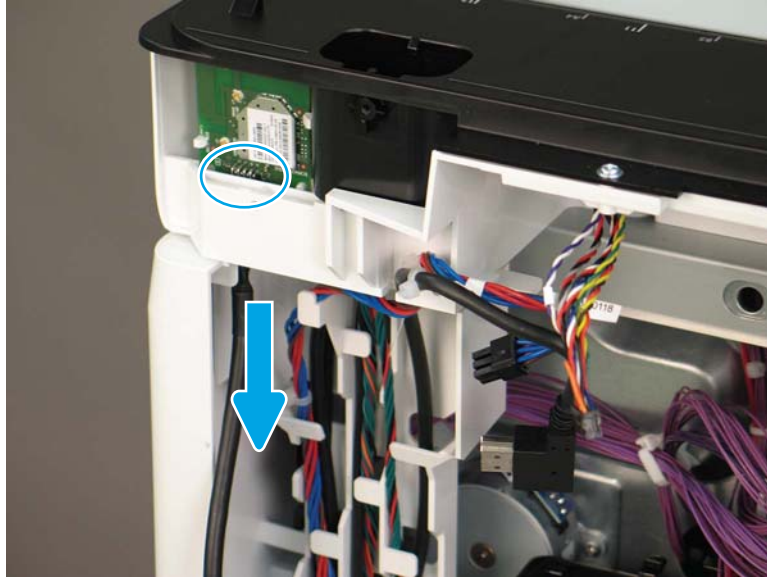
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

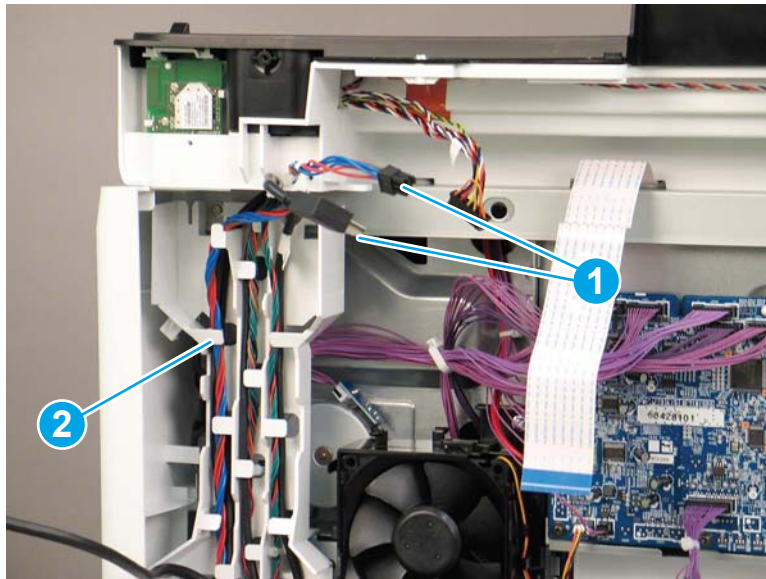
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-455 Disconnect the connector



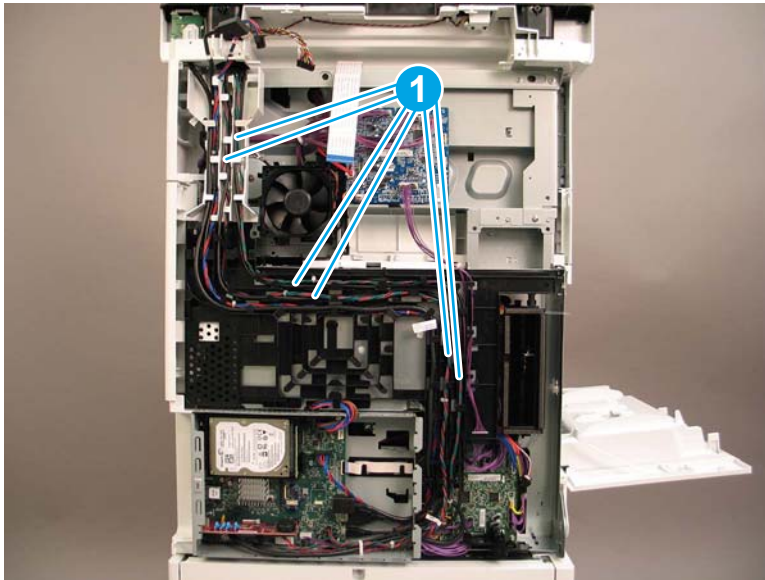
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-456 Release the SCB cables



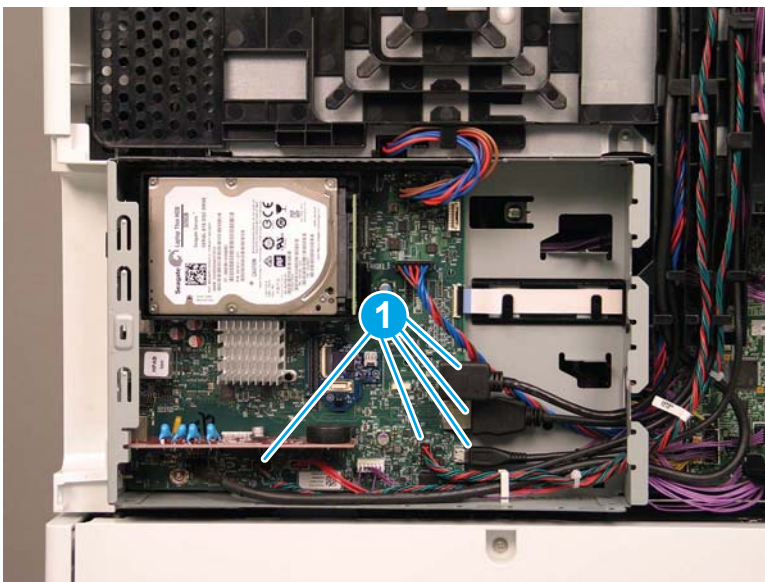
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-457 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

Figure 8-458 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

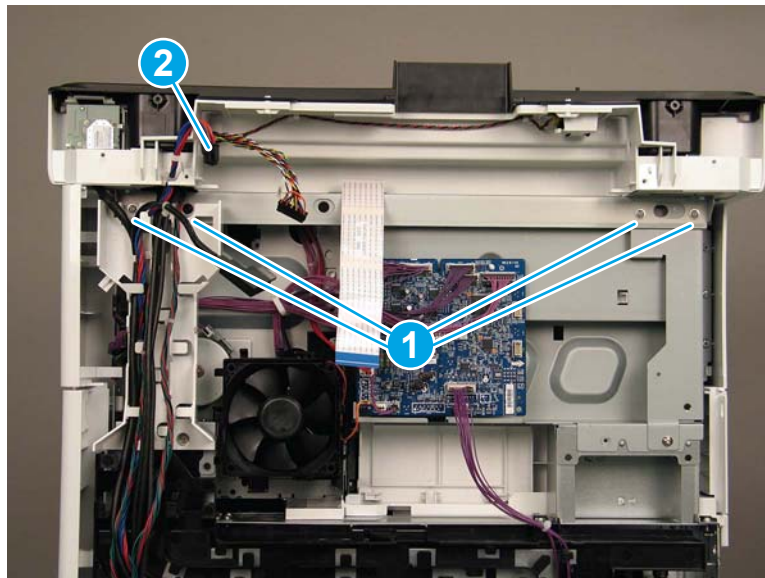
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-459 Thread the formatter cables through the formatter case



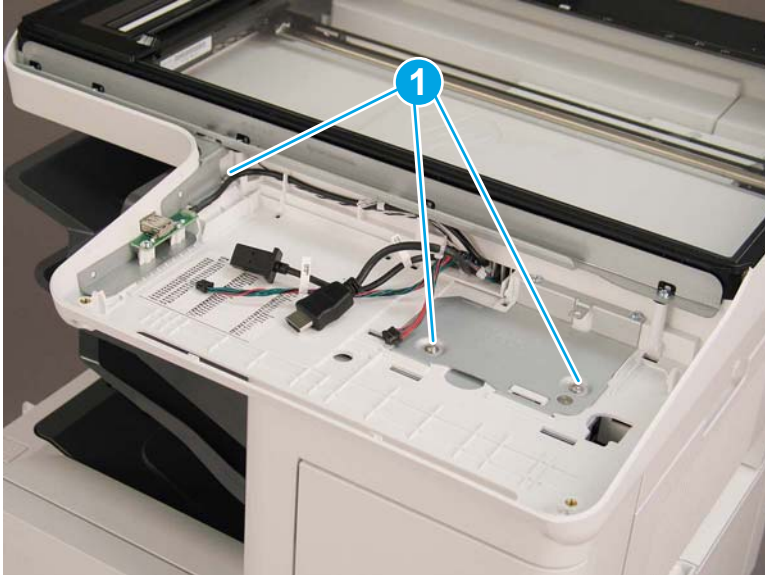
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-460 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-461 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


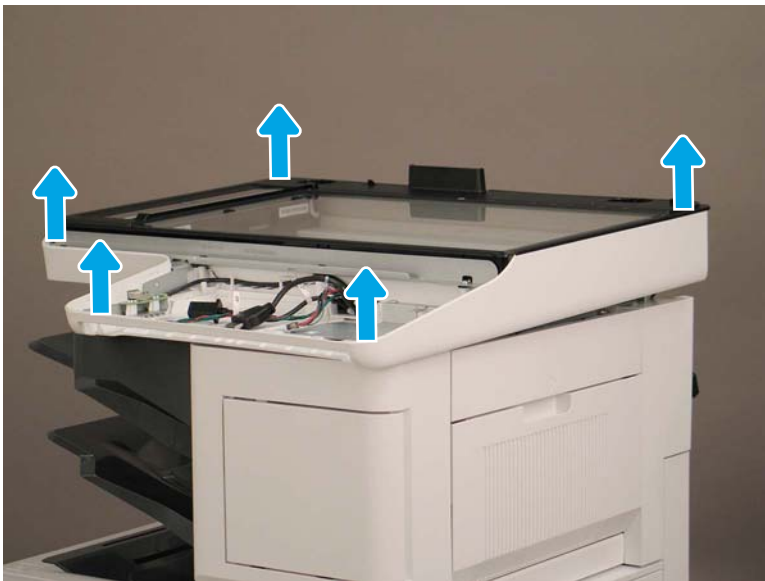
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-462 Remove the image scanner assembly



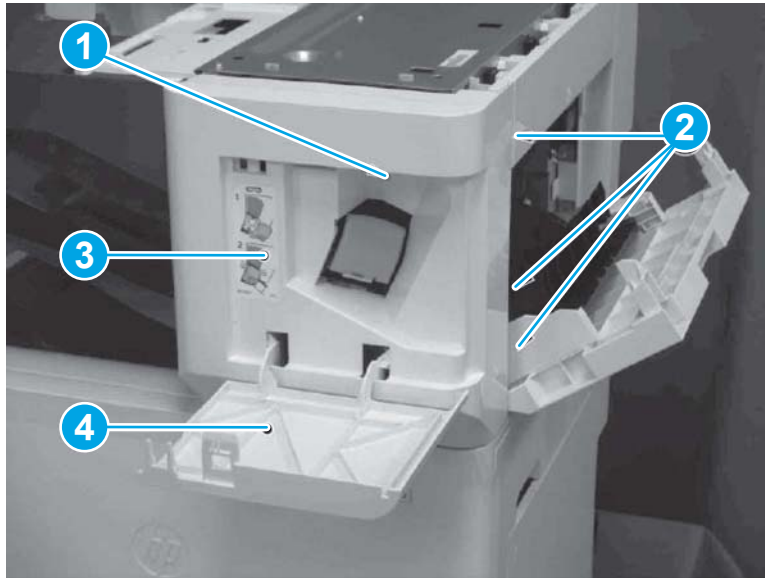
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

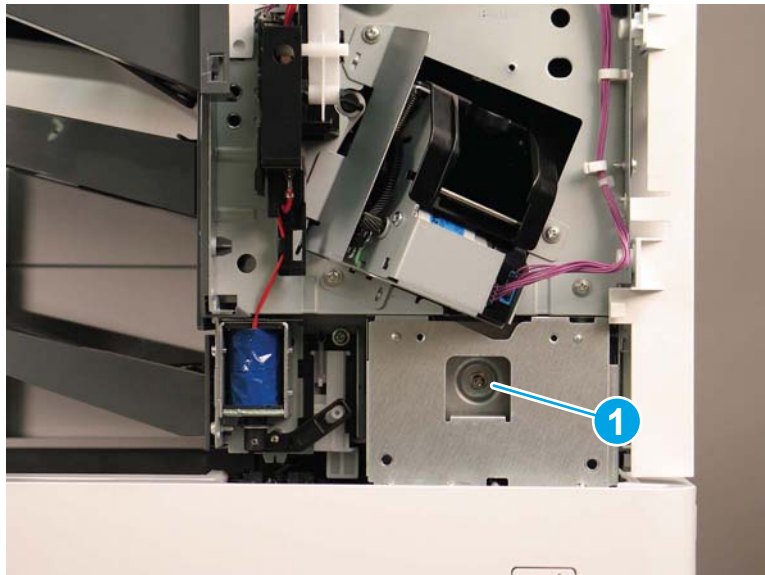
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-463 Remove staple cover and staple door



5. Remove one screw (callout 1).

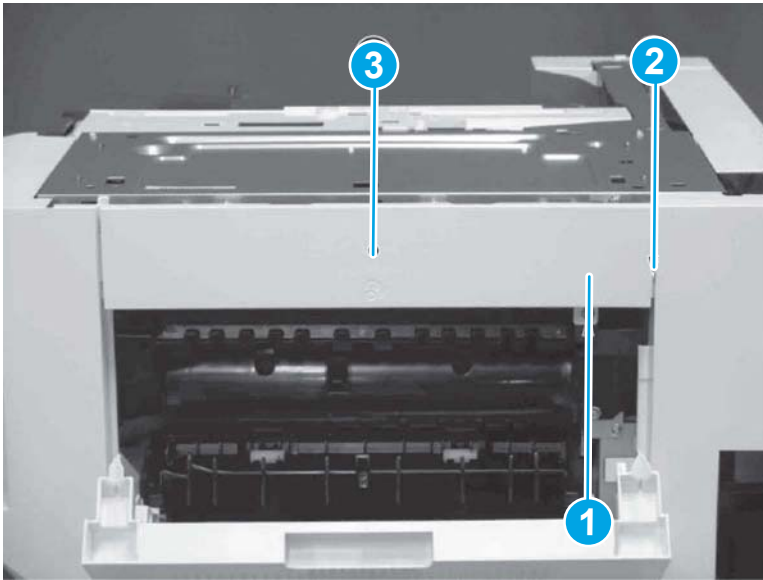
Figure 8-464 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

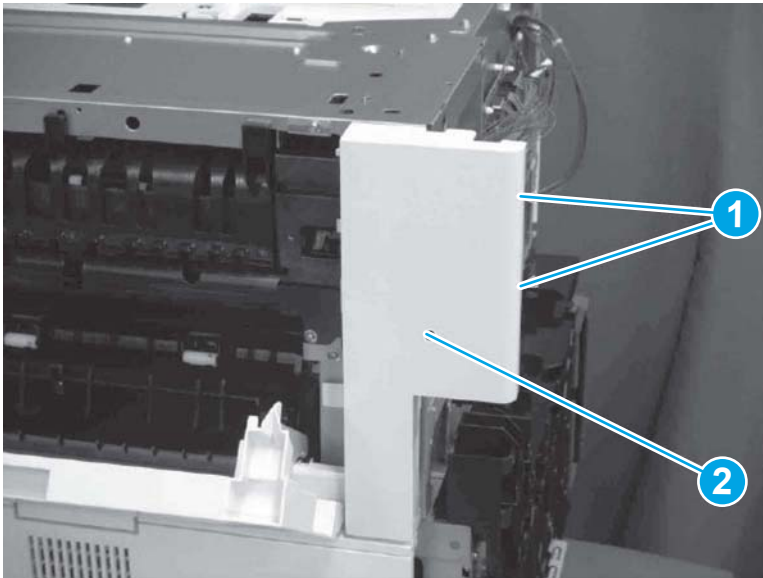
9. Remove the right upper cover (callout 3).

Figure 8-465 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

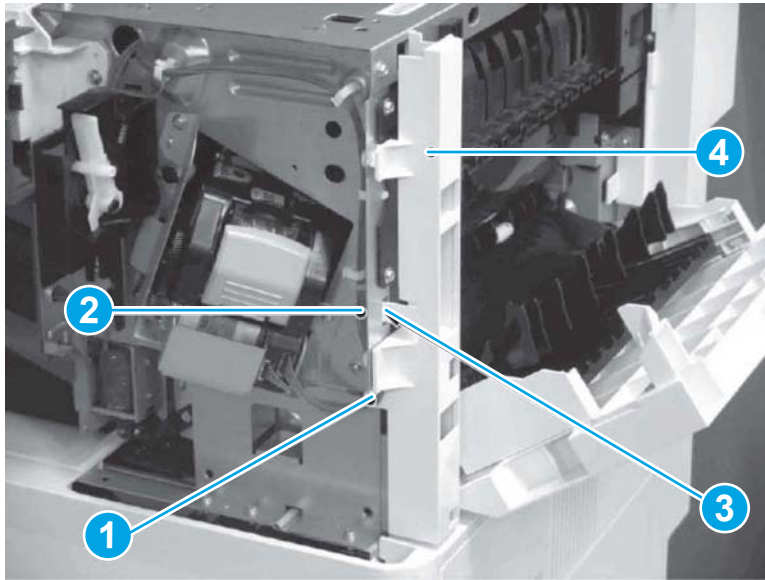
Figure 8-466 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

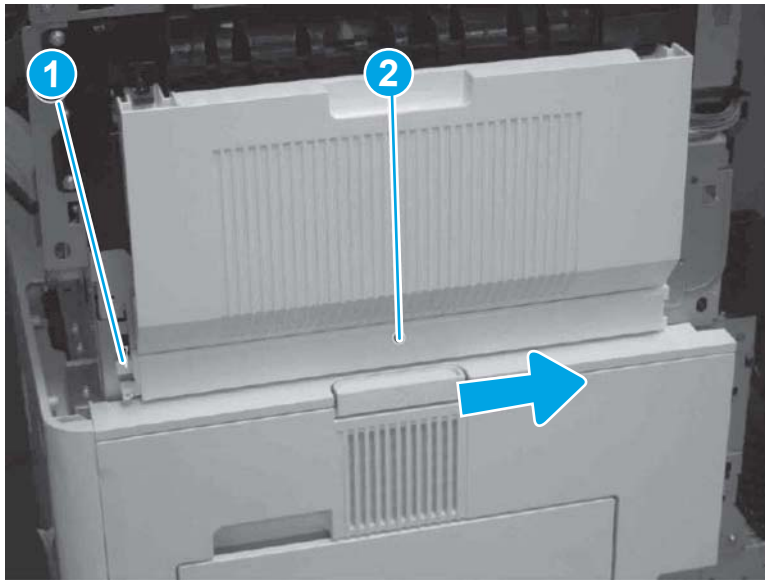
14. Remove the inner cover (callout 4).

Figure 8-467 Remove the inner cover



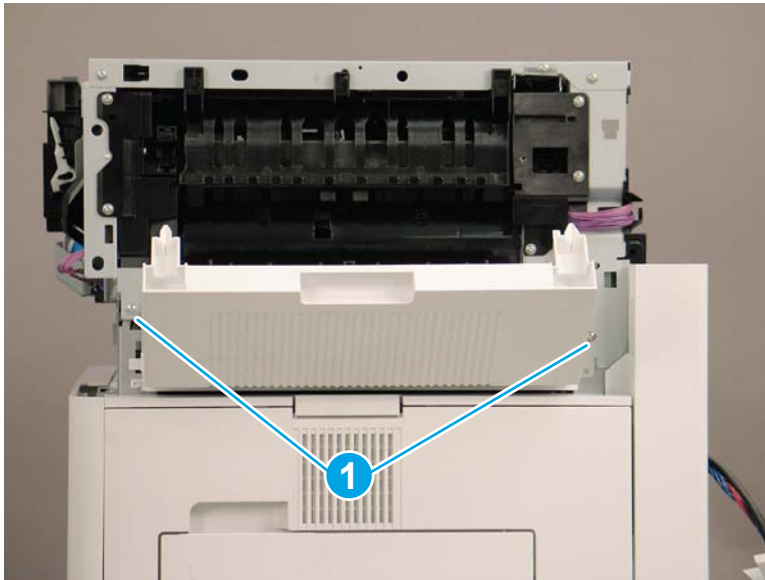
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-468 Remove the right lower cover



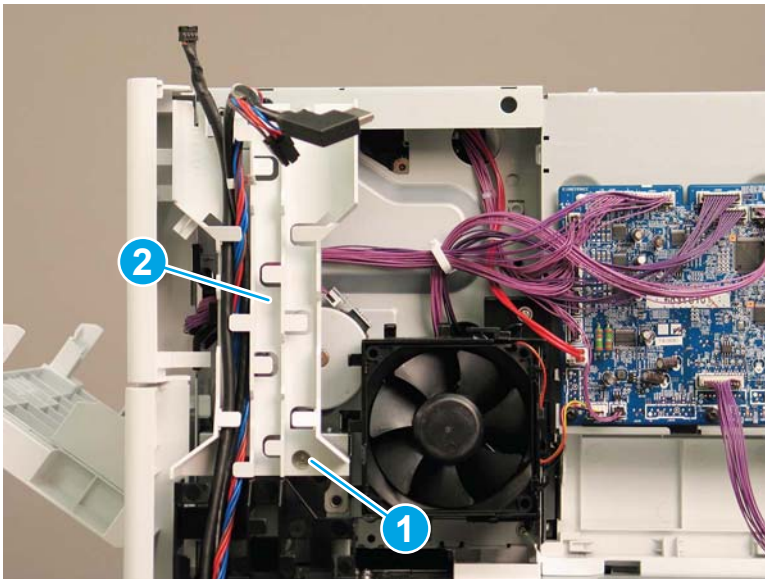
17. Remove two screws (callout 1).

Figure 8-469 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-470 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


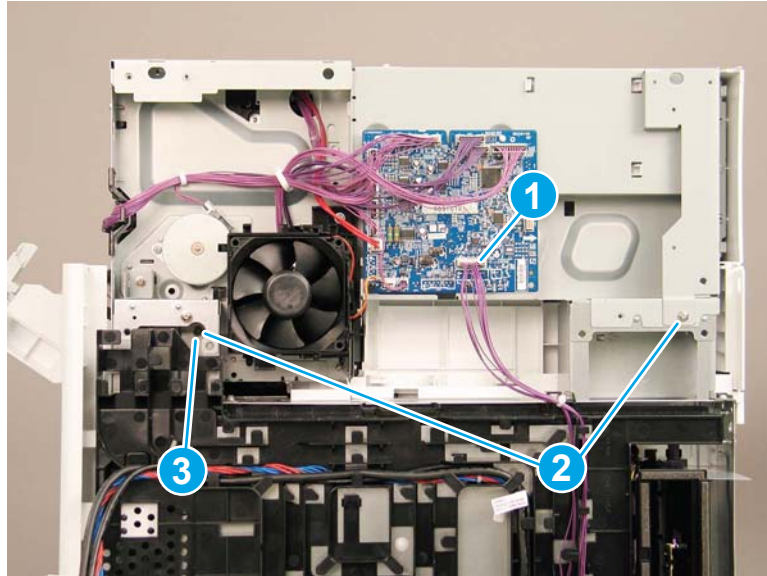
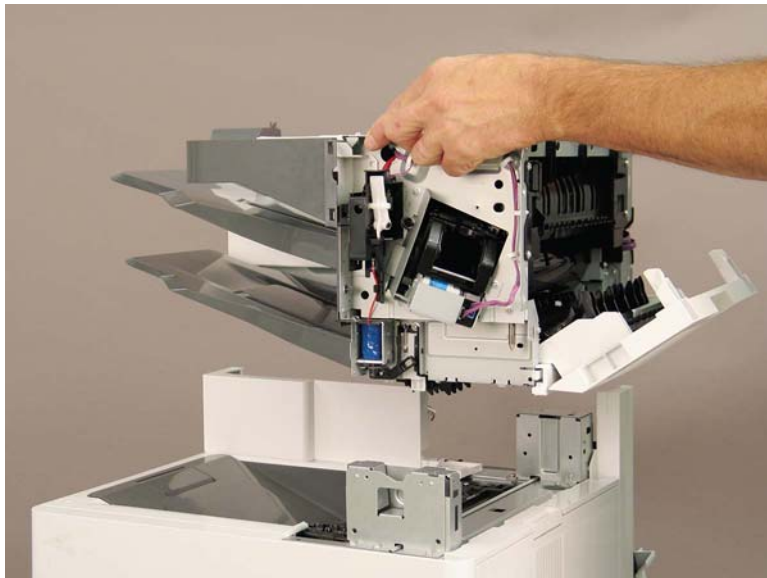
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-471 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-472 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


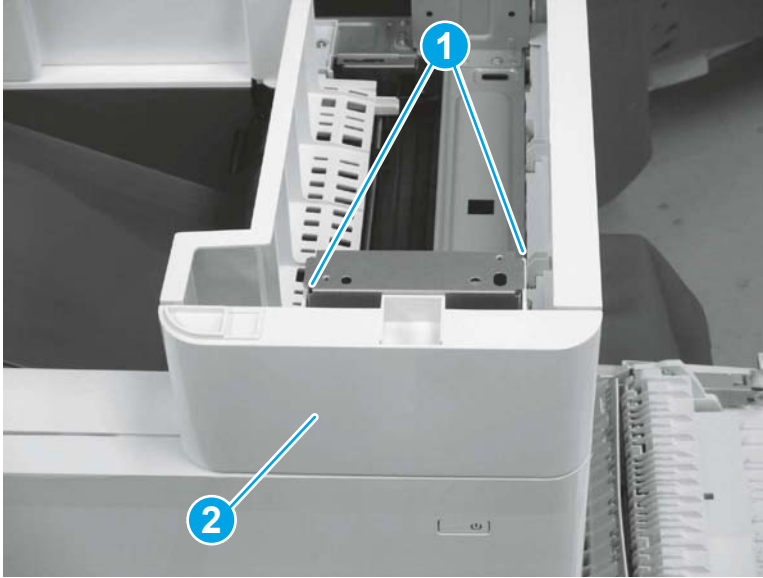
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-473 Remove the image scanner front cover



Remove the image scanner upper cover

Follow these steps to remove the image scanner upper cover.

- ▲ Lift up the image scanner upper cover (callout 1) and remove it.


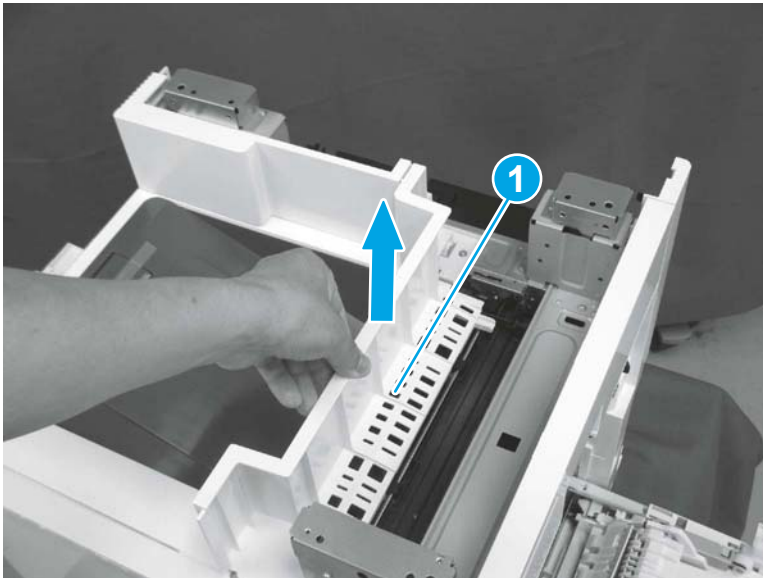
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-474 Lift and remove the image scanner upper cover



Remove the image scanner rear cover

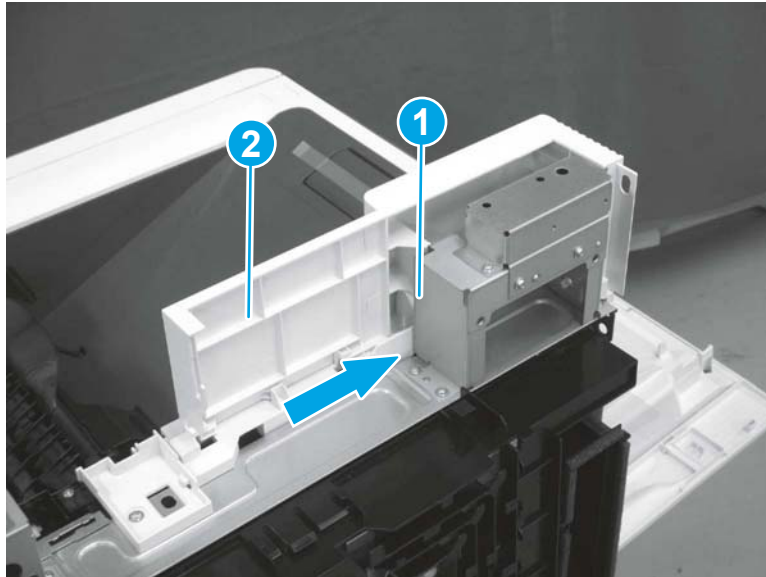
Follow these steps to remove the image scanner rear cover.

▲ Do the following:

- a. Release one tab (callout 1).
- b. Slide the image scanner rear cover (callout 2) in the direction the arrow indicates and remove it.

💡 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-475 Slide and remove the image scanner rear cover

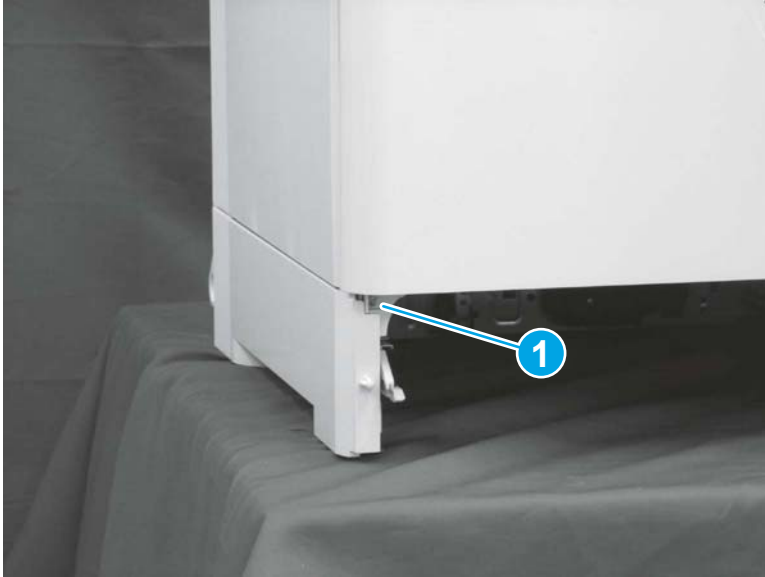


Remove the front cover assembly

Follow these steps to remove the front cover assembly.

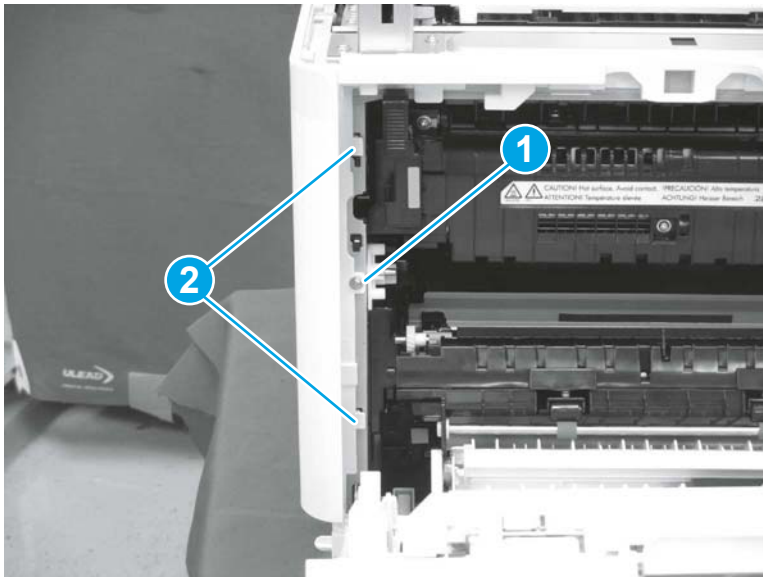
1. Remove one screw (callout 1).

Figure 8-476 Remove one screw



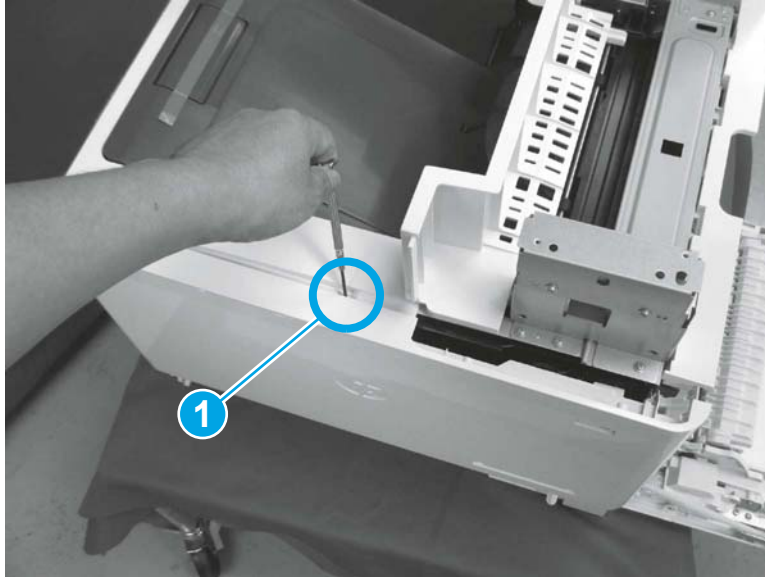
2. Do the following:
 - a. Remove one screw (callout 1).
 - b. Release two tabs (callout 2).

Figure 8-477 Remove one screw and release two tabs



3. Release one tab (callout 1).

Figure 8-478 Release one tab



4. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the front cover assembly (callout 2).


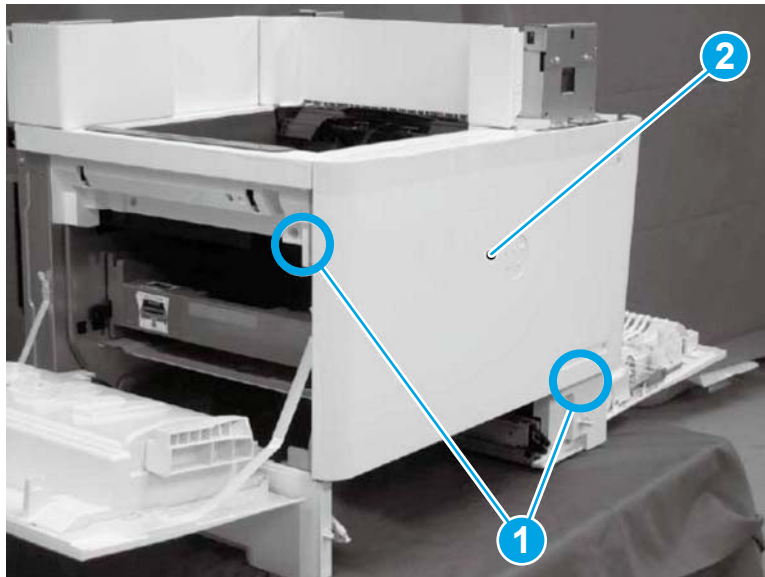
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-479 Release two tabs and remove the front cover assembly



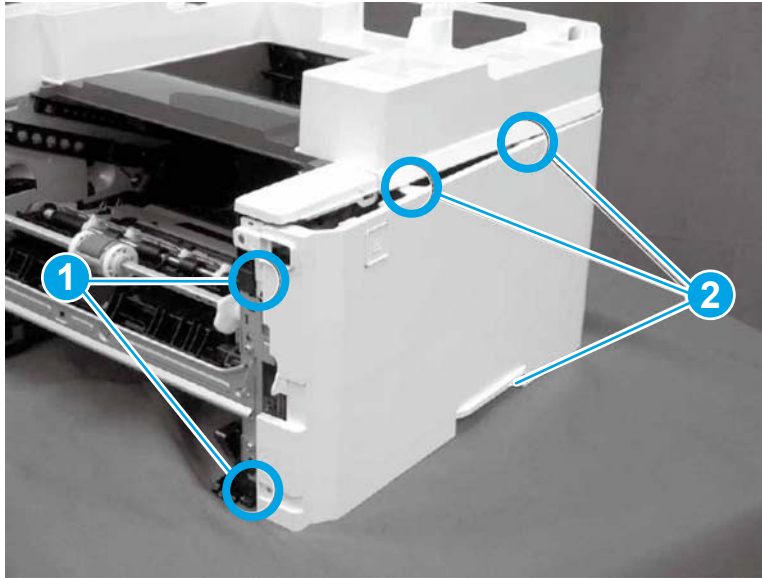
Remove the top cover assembly/face-down tray assembly

Follow these steps to remove the top cover assembly/face-down tray assembly.

1. Do the following:

- a. Release one tab (callout 1).
- b. Slide the top cover assembly (callout 2) and the face-down tray assembly, and then remove them both at the same time.

Figure 8-480 Release one tab and then remove the top cover and face-down tray assemblies



2. Do the following:
 - a. Remove two screws (callout 1).
 - b. Release two tabs (callout 2).
 - c. Remove the face-down tray assembly (callout 3) from the top cover assembly (callout 4).


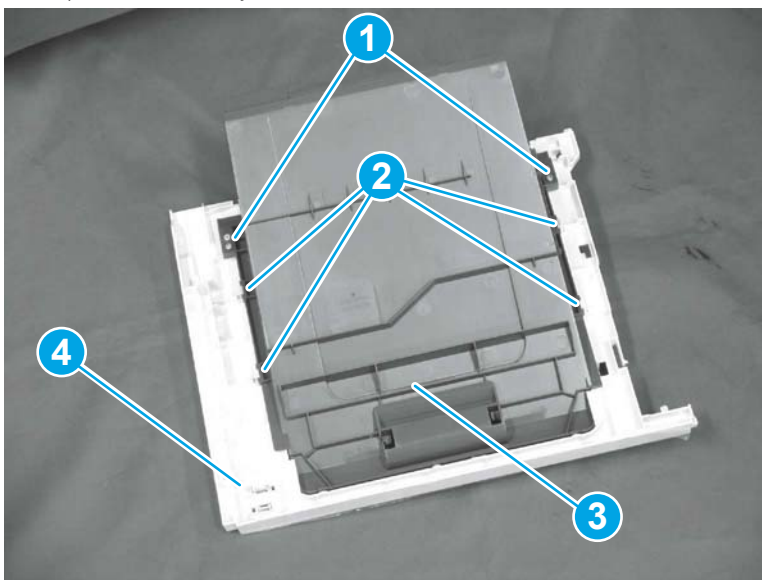
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-481 Remove two screws and release two tabs and then remove the face-down tray from the top cover assembly



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.


Removal and replacement: Right lower cover

This document provides the procedures to remove and replace the right lower cover.




Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-33 Part information

Part number	Part description
RC4-8405-000CN	Right lower cover

Required tools

- #2 Phillips 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

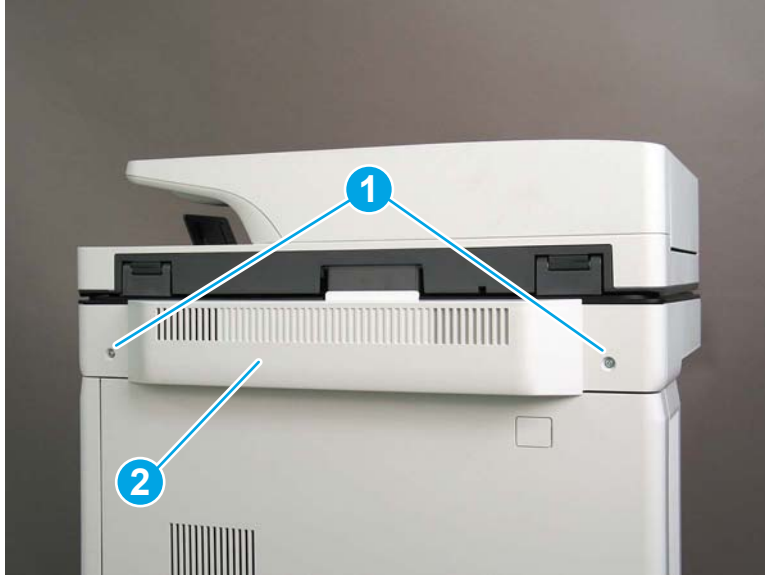
No post service test is available for this assembly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

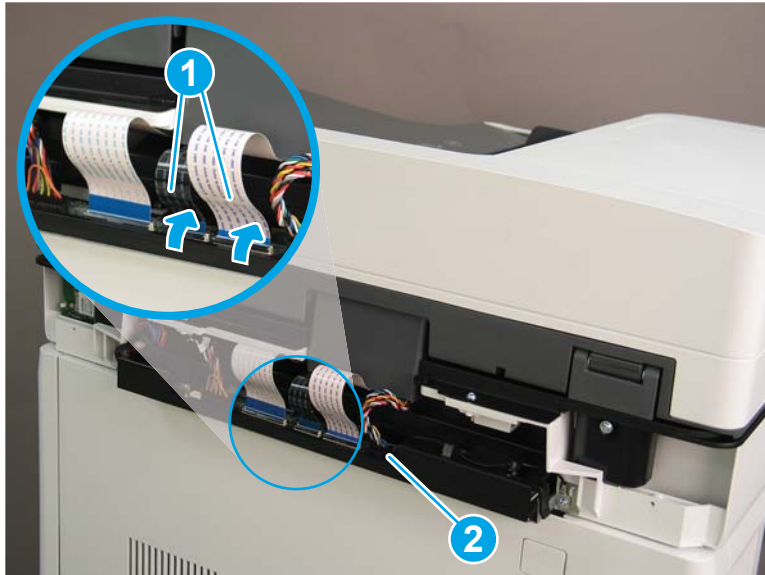
Figure 8-482 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

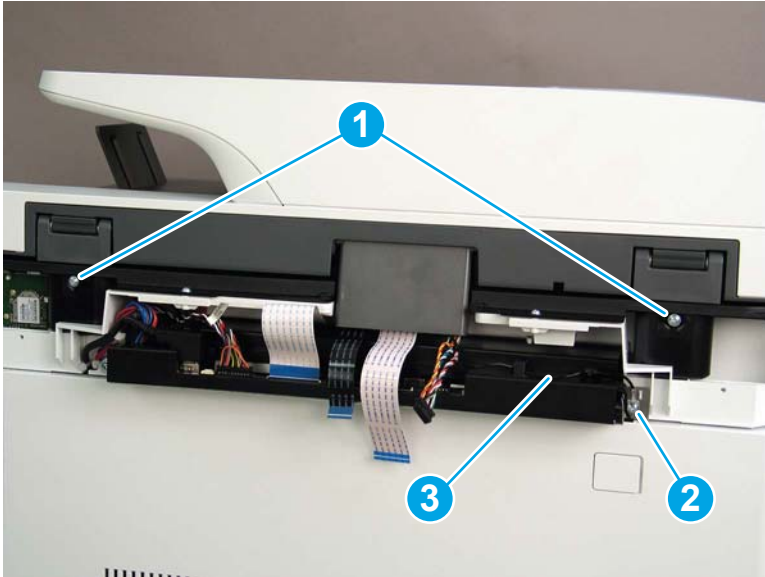
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-483 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-484 Remove three screws and the ground wire



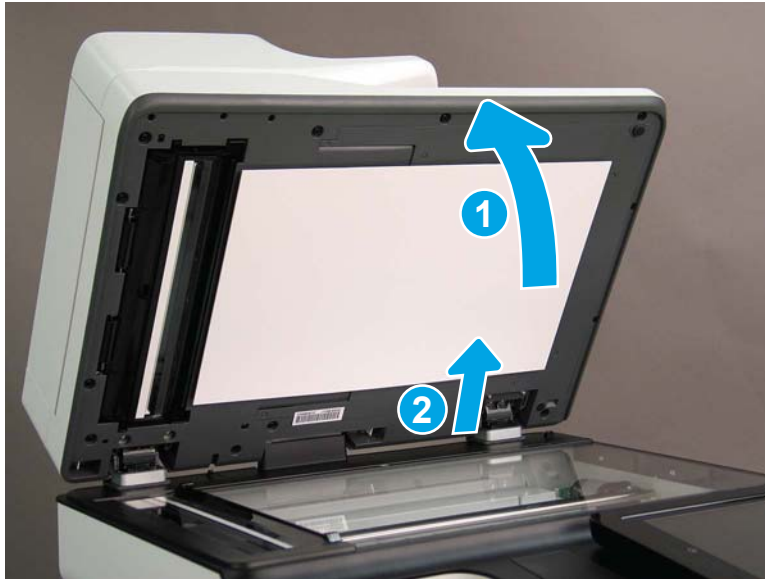
4. Open the automatic document feeder (ADF).

Figure 8-485 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-486 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-487 Release two tabs on the ADF



7. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-488 Lift and remove the ADF



Remove the formatter cover

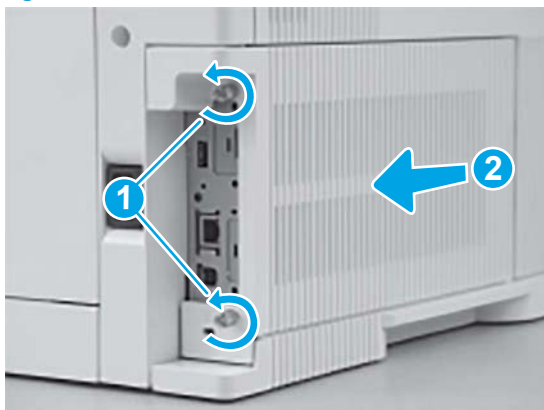
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-489 Release two thumb screws and remove the formatter cover

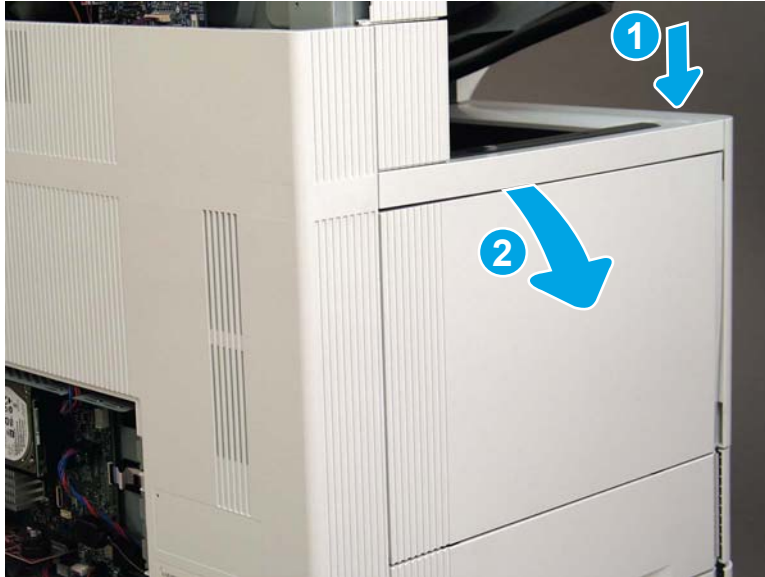


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-490 Open the cartridge door



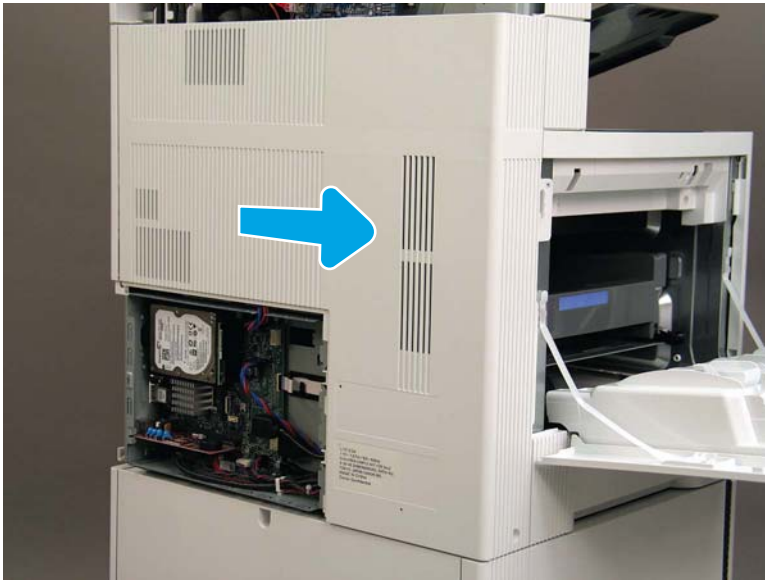
2. Remove two screws (callout 1).

Figure 8-491 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-492 Slide the rear cover



4. Remove the rear cover.


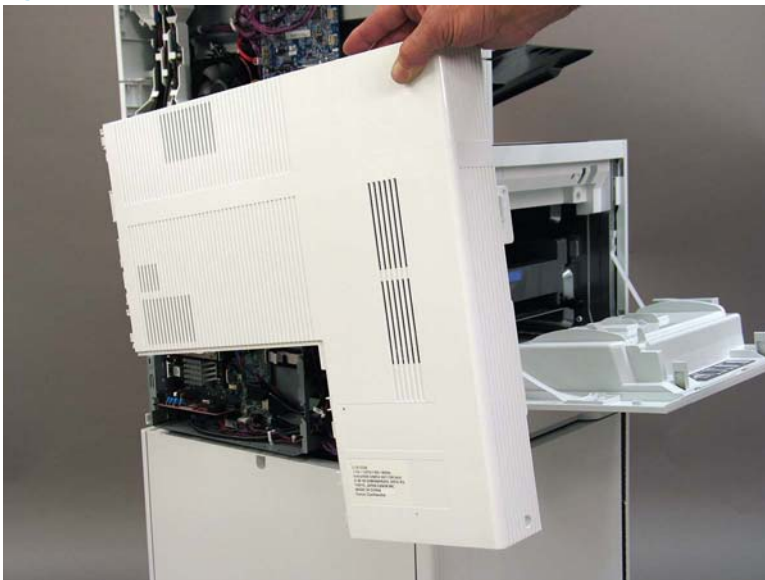
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-493 Remove the rear cover



Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

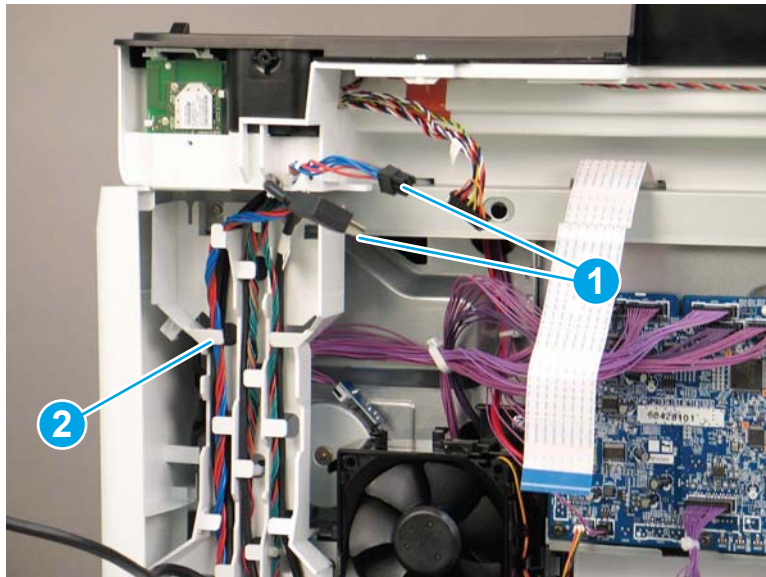
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-494 Disconnect the connector



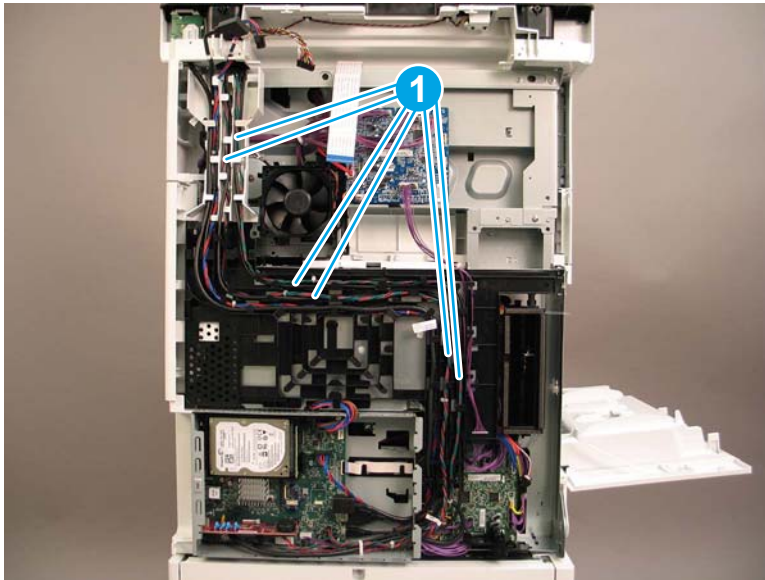
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-495 Release the SCB cables



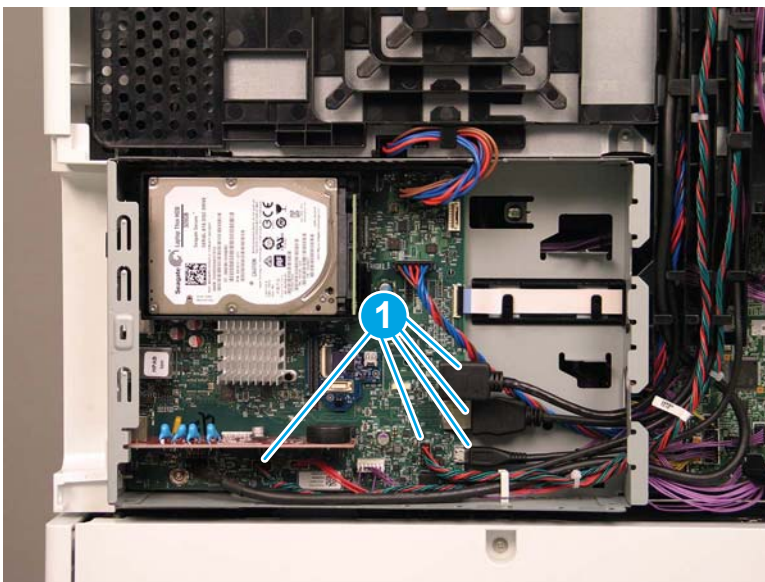
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-496 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

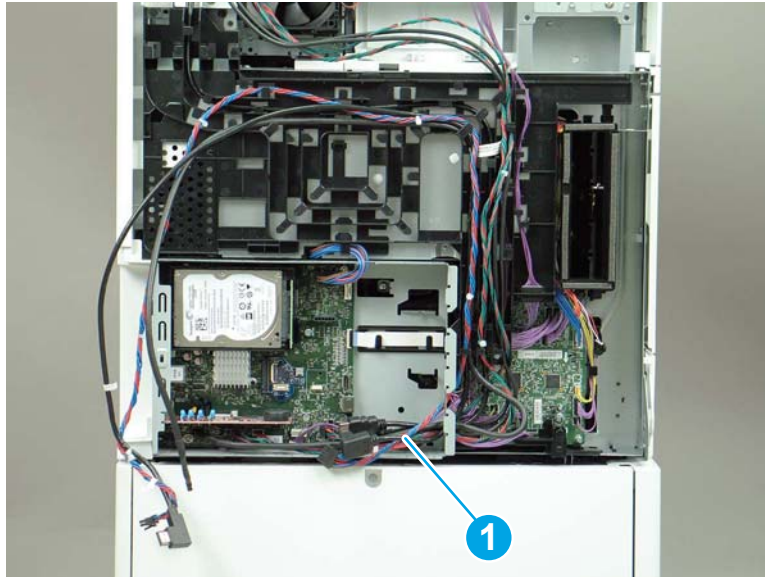
Figure 8-497 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

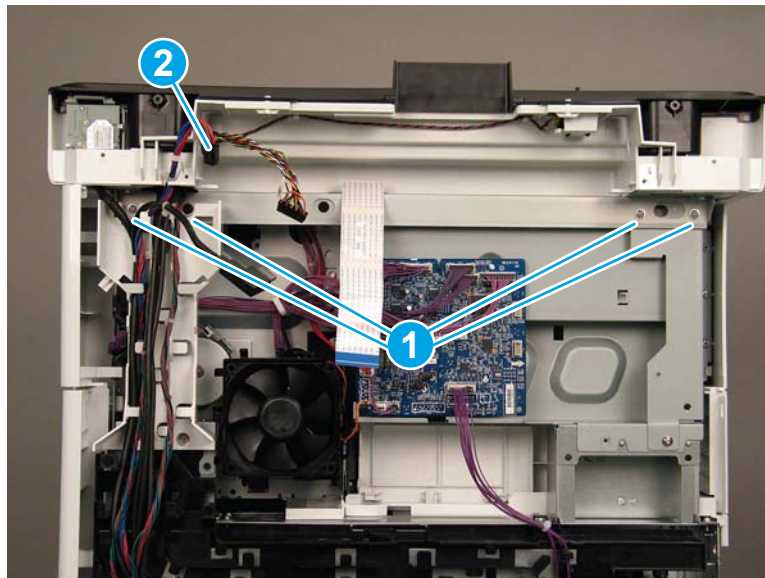
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-498 Thread the formatter cables through the formatter case



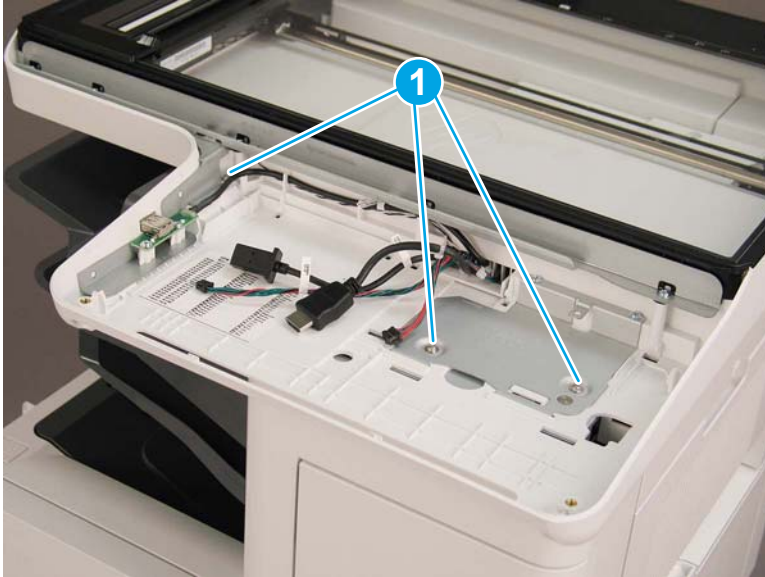
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-499 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-500 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


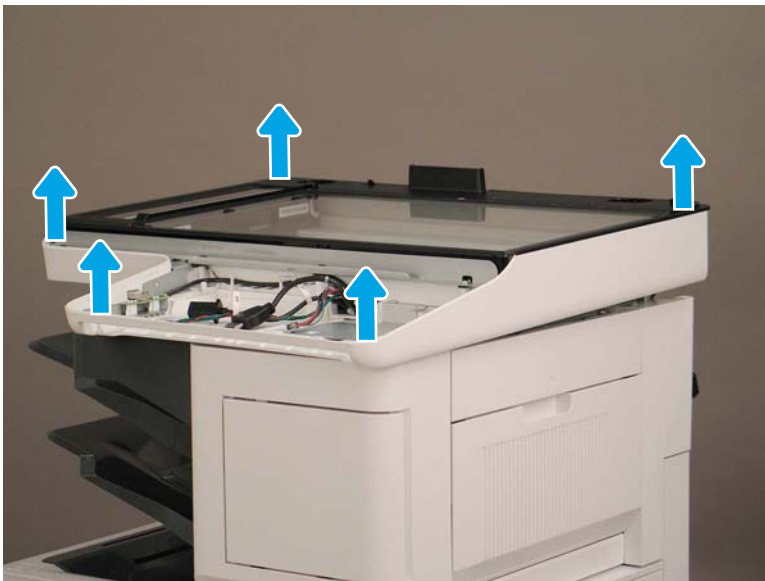
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-501 Remove the image scanner assembly



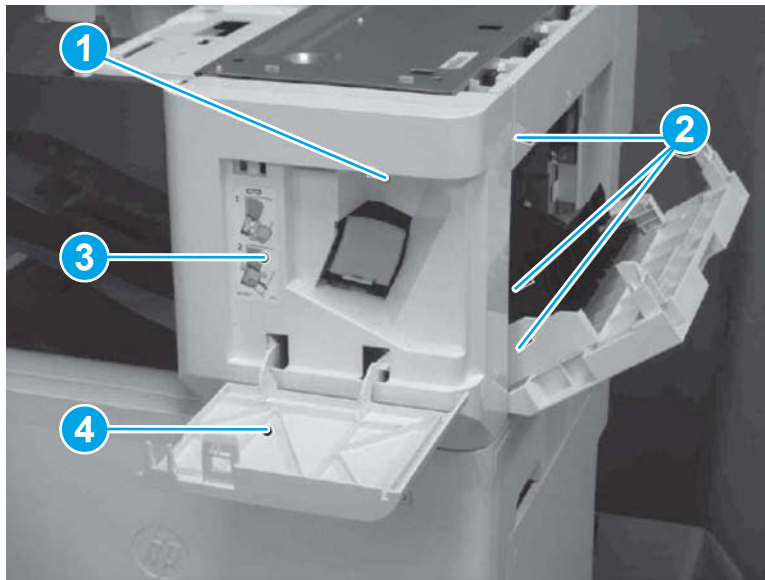
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

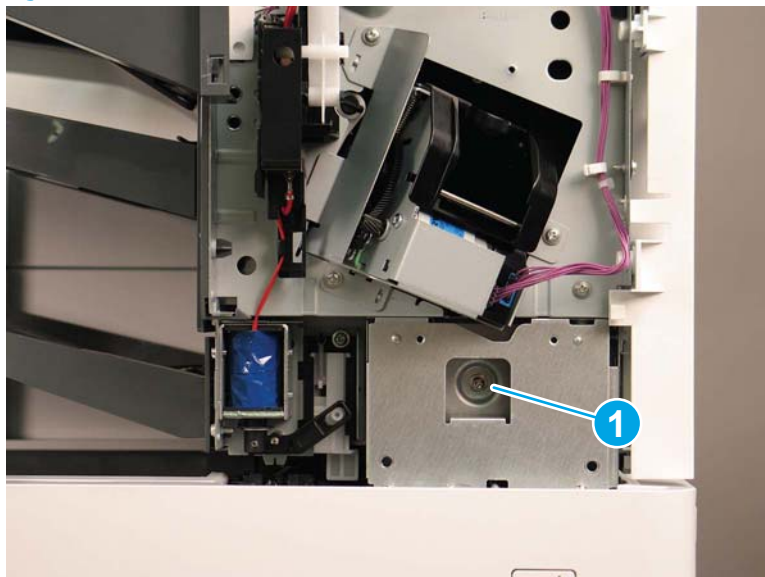
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-502 Remove staple cover and staple door



5. Remove one screw (callout 1).

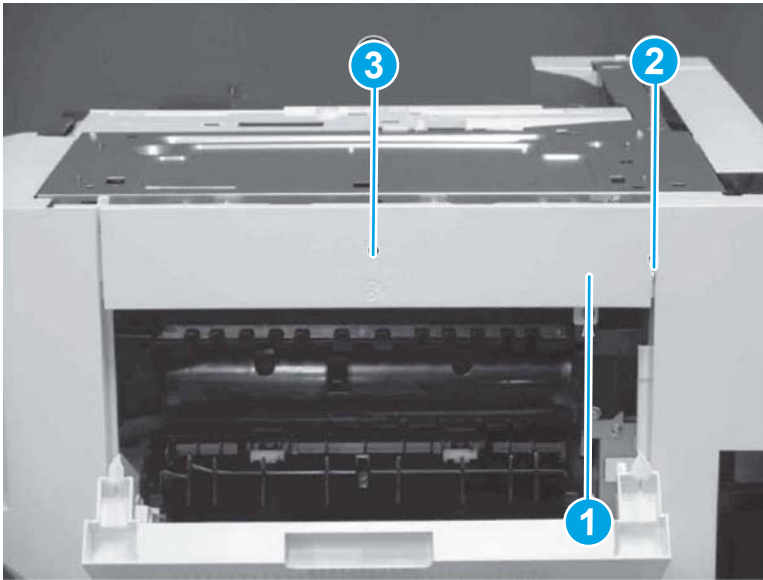
Figure 8-503 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

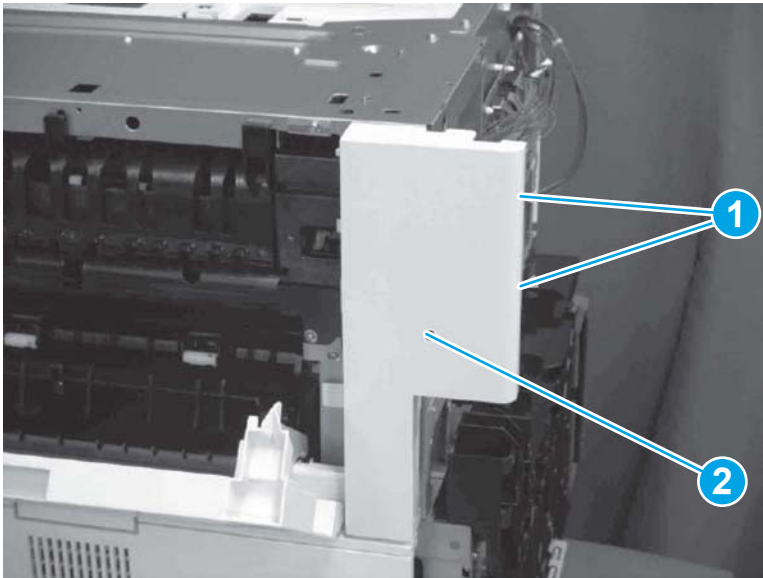
9. Remove the right upper cover (callout 3).

Figure 8-504 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

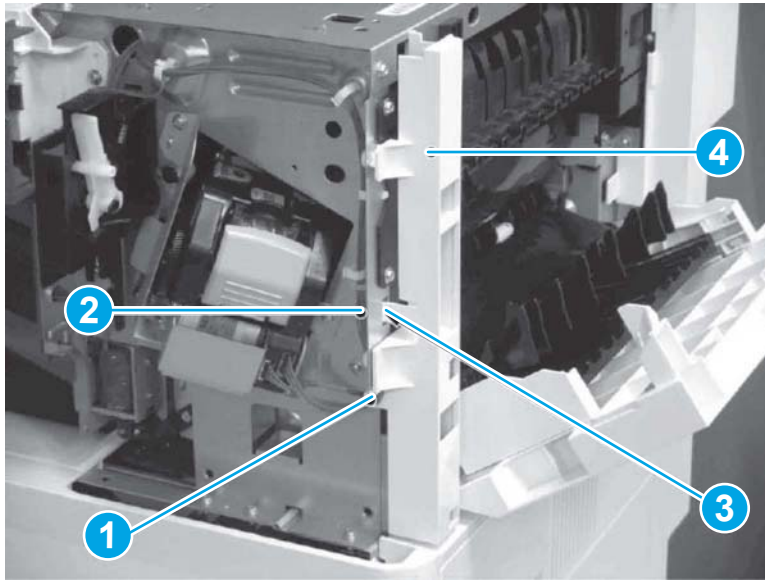
Figure 8-505 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

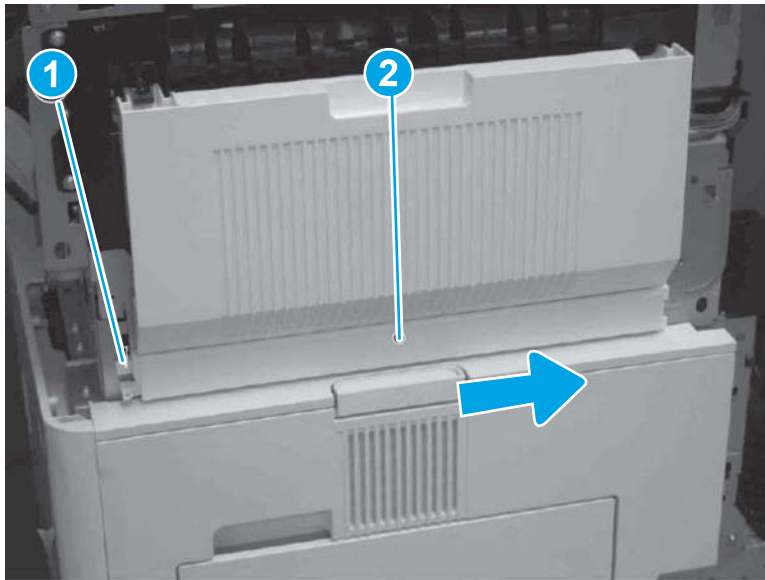
14. Remove the inner cover (callout 4).

Figure 8-506 Remove the inner cover



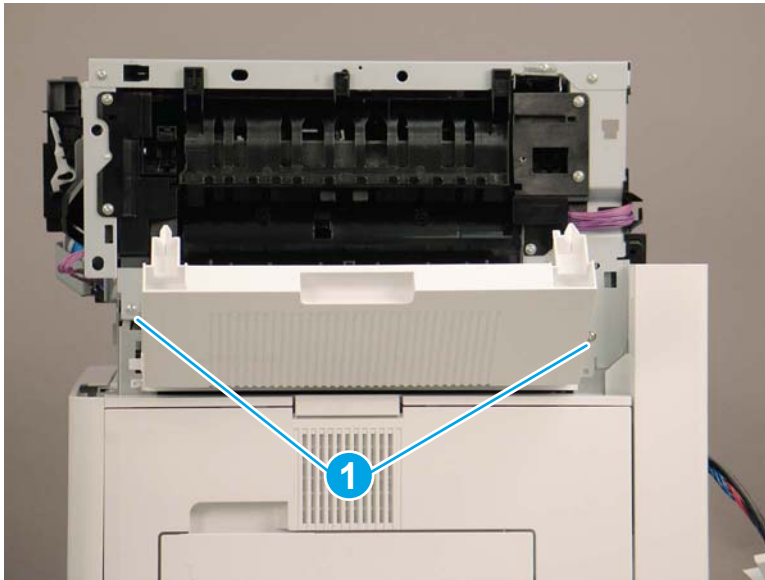
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-507 Remove the right lower cover



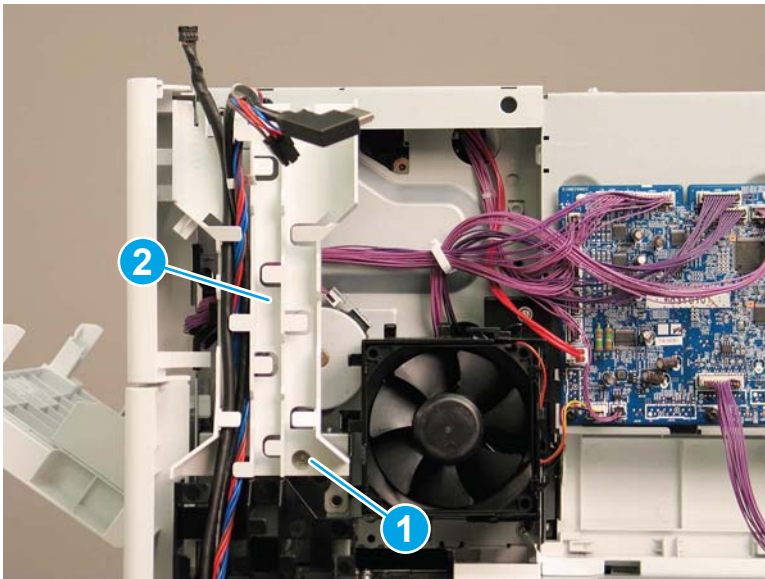
17. Remove two screws (callout 1).

Figure 8-508 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-509 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


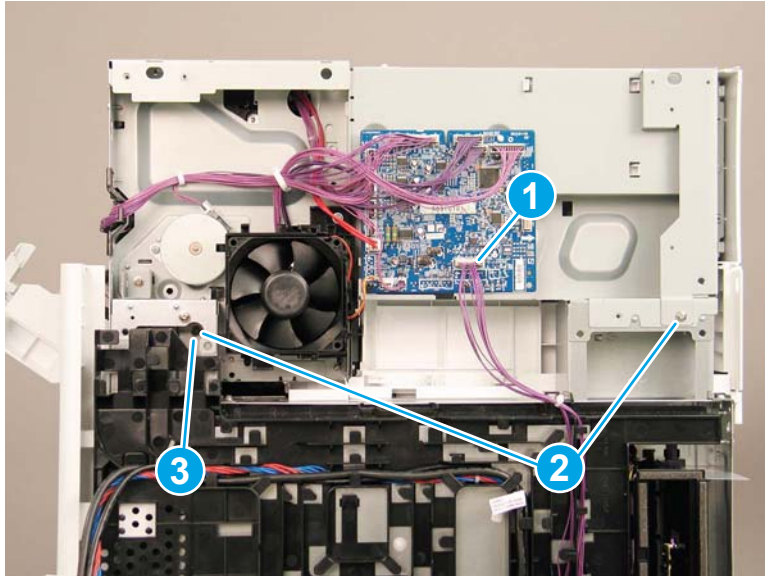
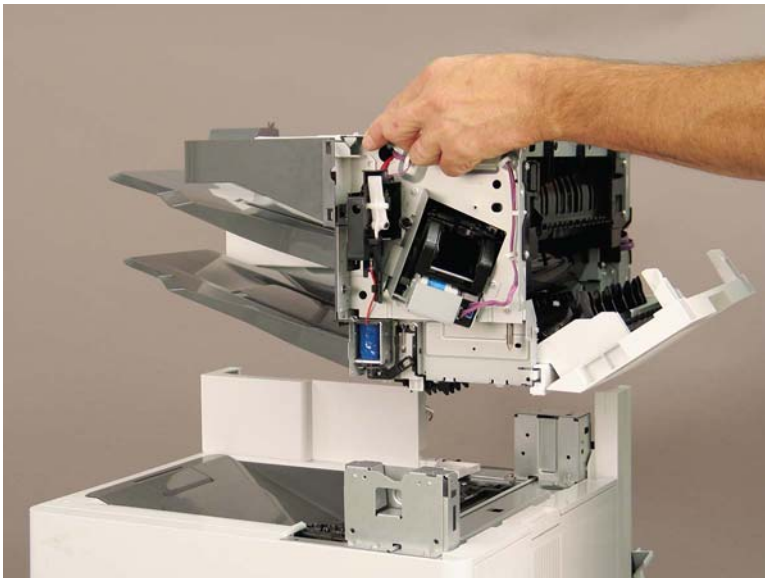
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-510 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-511 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


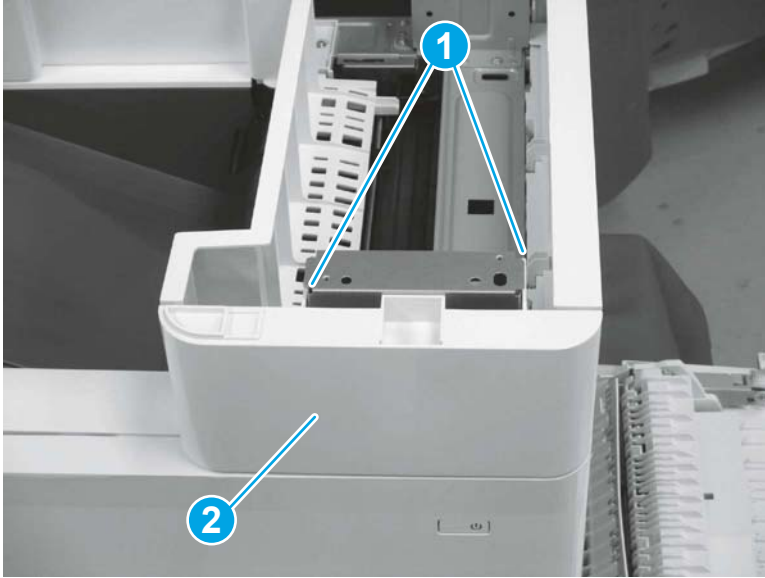
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-512 Remove the image scanner front cover



Remove the image scanner right cover

Follow these steps to remove the image scanner right cover.

- ▲ Do the following:
- a. Release one tab (callout 1).
 - b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.


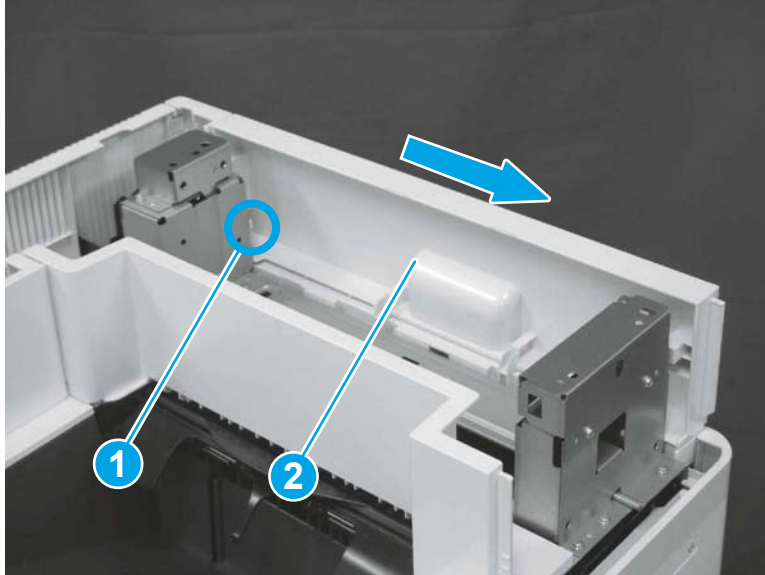
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-513 Remove the image scanner right cover

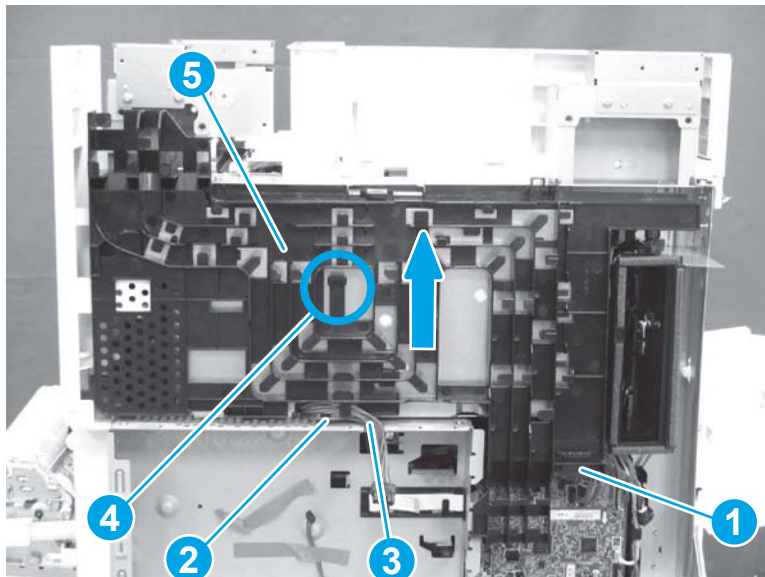


Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

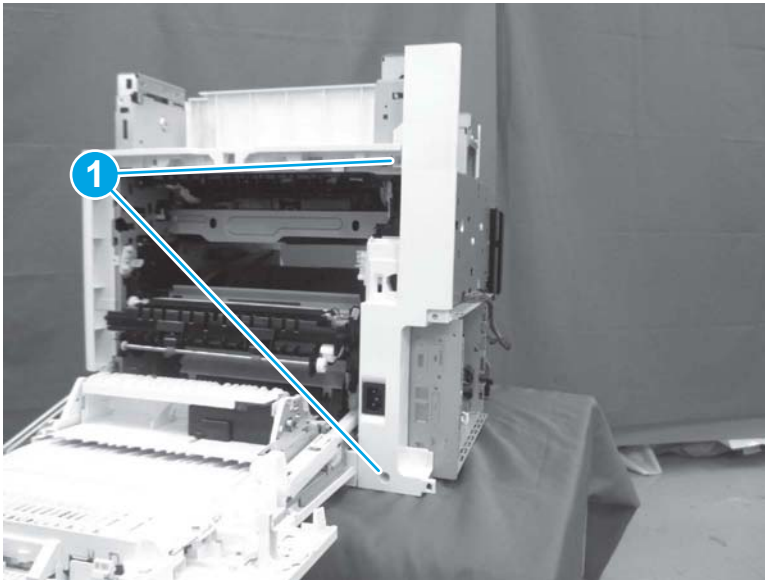
Figure 8-514 Disconnect one connector and release one tab



2. Do the following:

- a. Open the right door assembly.
- b. Remove two screws (callout 1).

Figure 8-515 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the inlet cover (callout 2).


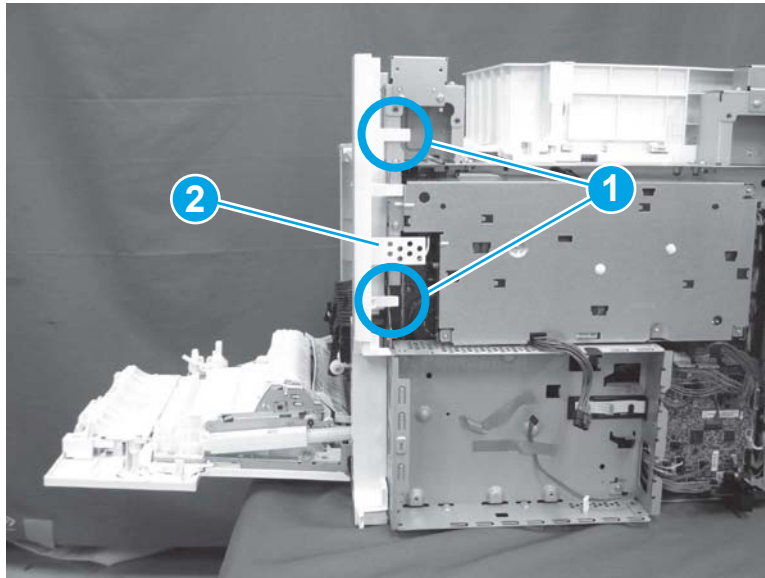
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-516 Remove the inlet cover

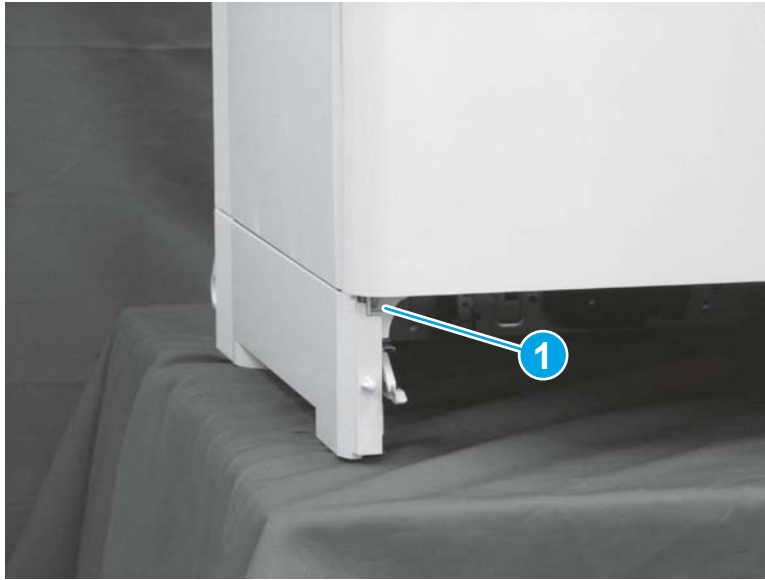


Remove the front cover assembly

Follow these steps to remove the front cover assembly.

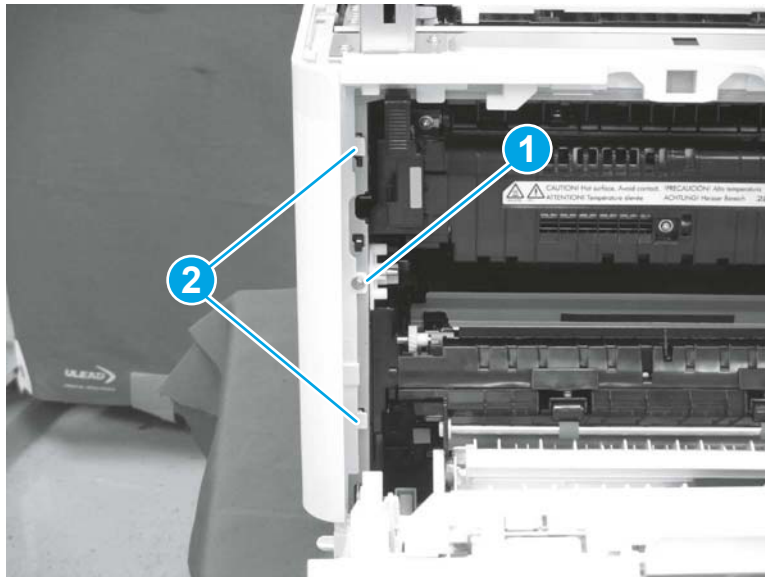
1. Remove one screw (callout 1).

Figure 8-517 Remove one screw



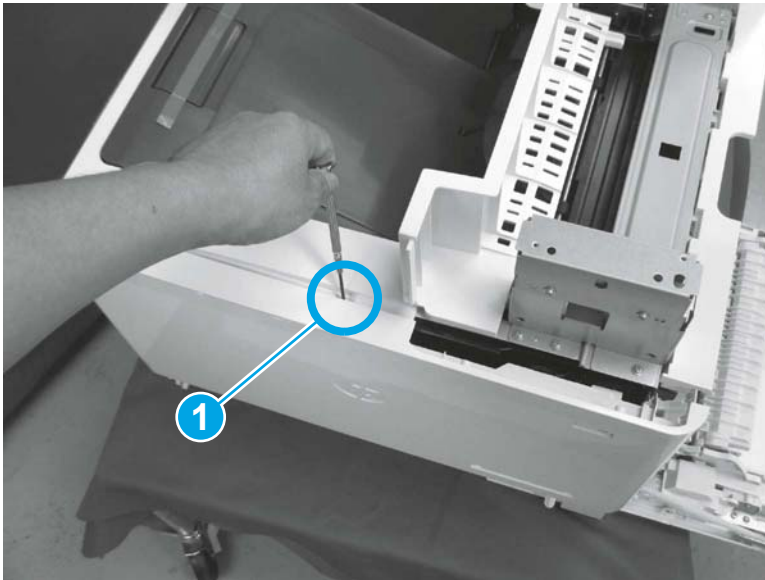
2. Do the following:
 - a. Remove one screw (callout 1).
 - b. Release two tabs (callout 2).

Figure 8-518 Remove one screw and release two tabs



3. Release one tab (callout 1).

Figure 8-519 Release one tab



4. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the front cover assembly (callout 2).


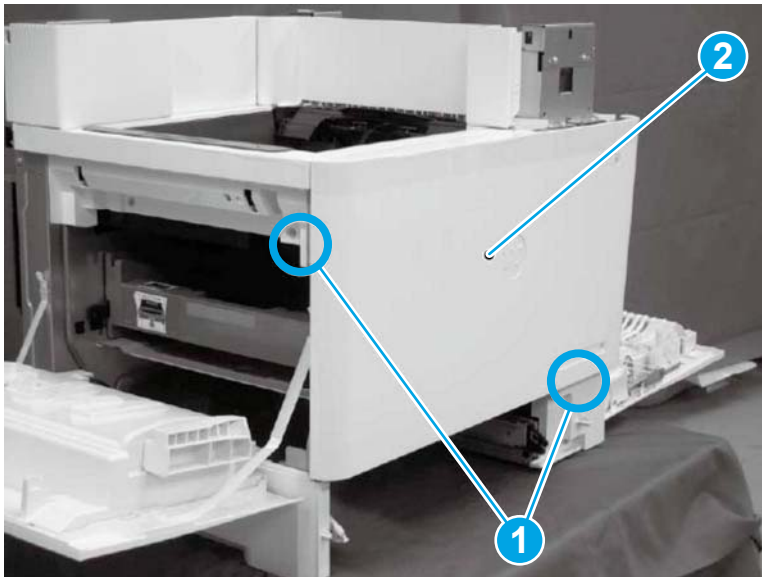
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-520 Release two tabs and remove the front cover assembly



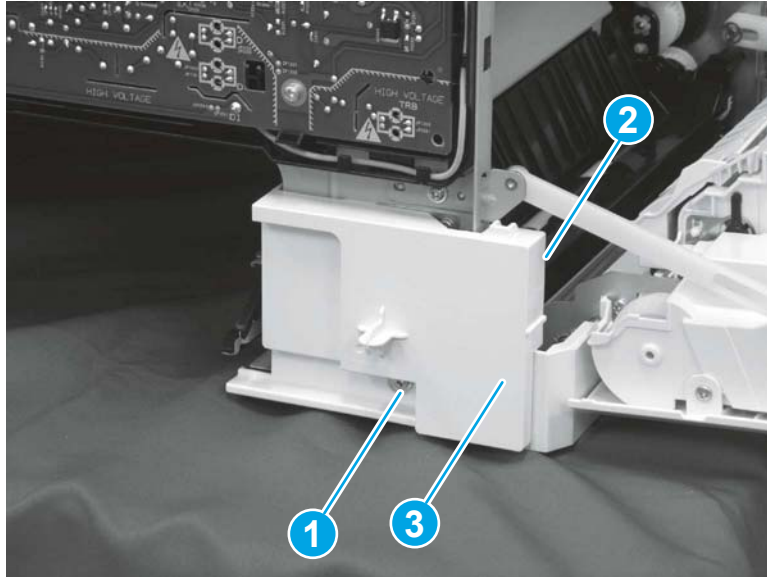
Remove the right lower cover

Follow these steps to remove the right lower cover.

1. Do the following:

- a. Remove one screw (callout 1).
- b. Release one tab (callout 2).
- c. Remove the inner left cover (callout 3).

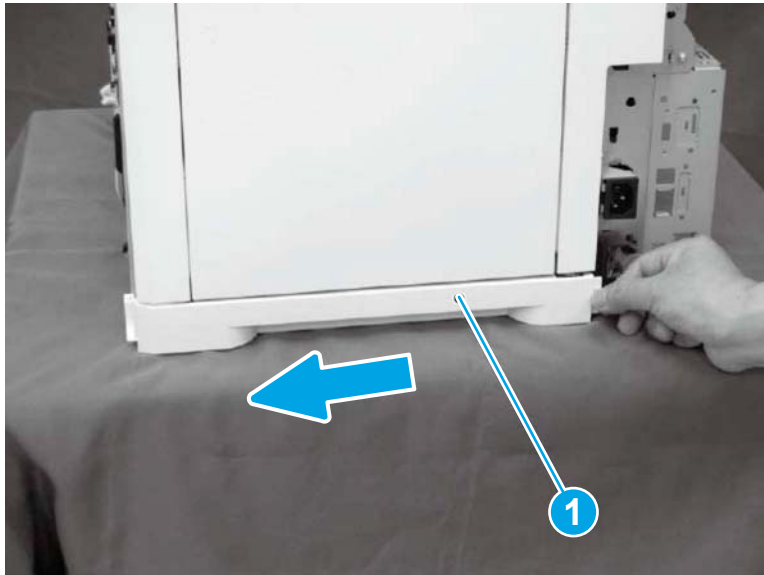
Figure 8-521 Remove one screw and release one tab and remove the inner left cover



2. Slide the right lower cover (callout 1) in the direction that arrow indicates, and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-522 Remove the right lower cover



Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Right door assembly

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



[View a video of how to remove and replace the right door assembly.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-34 Part information

Part number	Part description
RM2-0849-000CN	Right door assembly

Required tools

- #2 Phillips 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

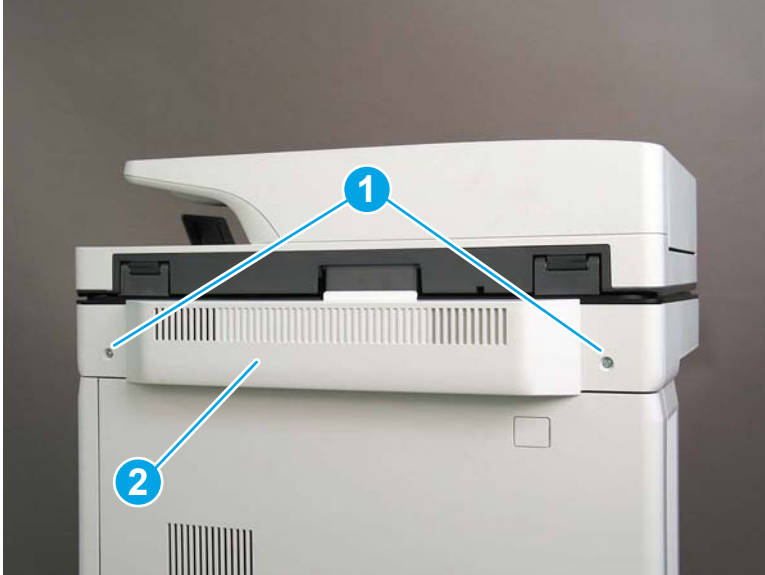
No post service test is available for this assembly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

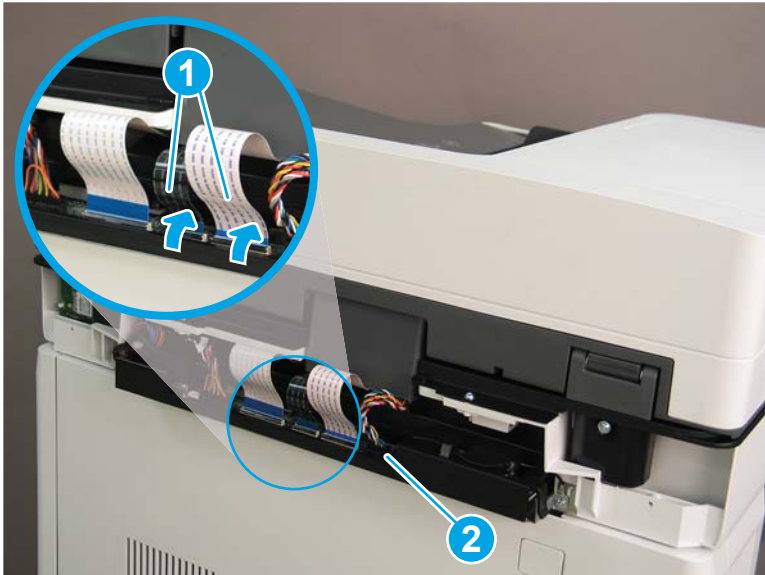
Figure 8-523 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

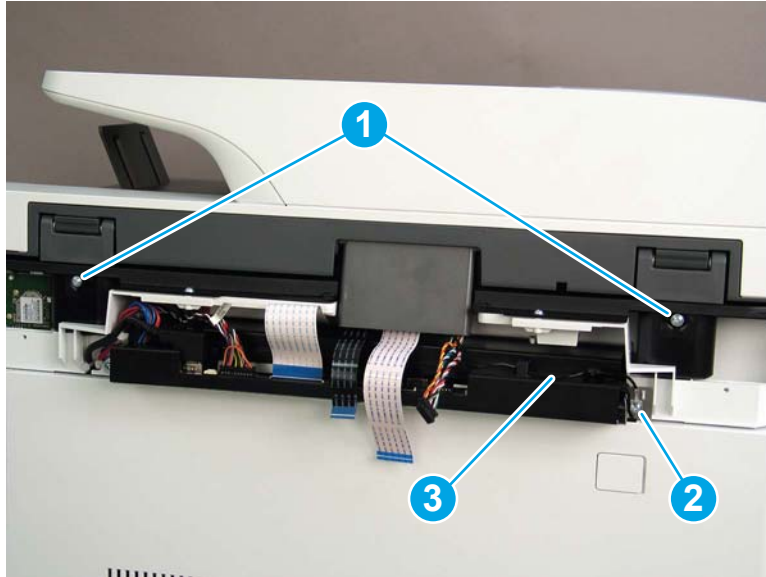
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-524 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-525 Remove three screws and the ground wire



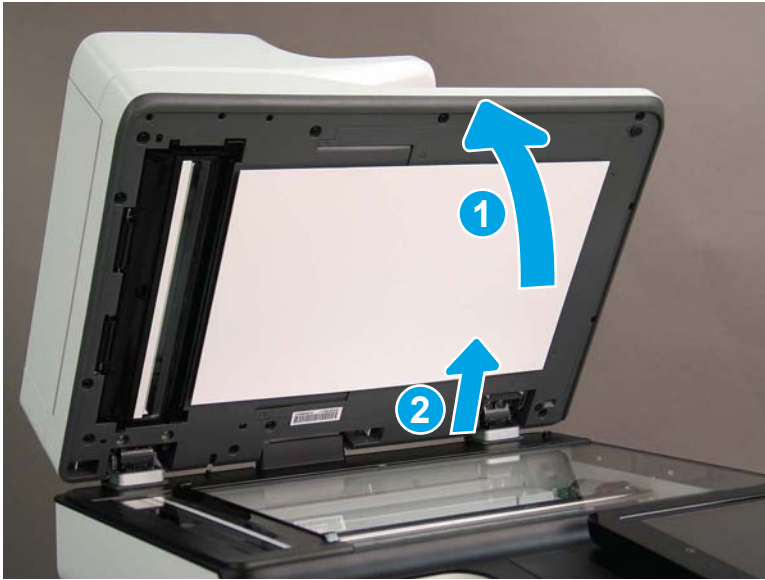
4. Open the automatic document feeder (ADF).

Figure 8-526 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-527 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-528 Release two tabs on the ADF



7. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-529 Lift and remove the ADF



Remove the formatter cover

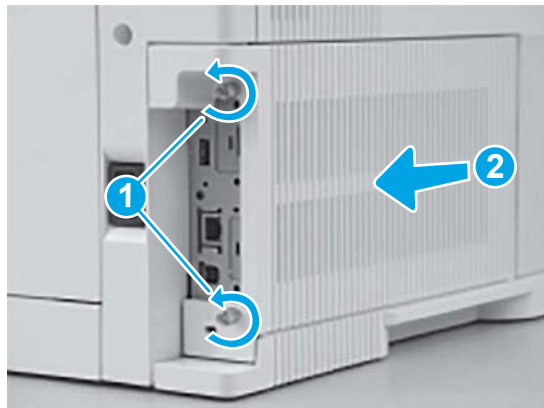
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-530 Release two thumb screws and remove the formatter cover

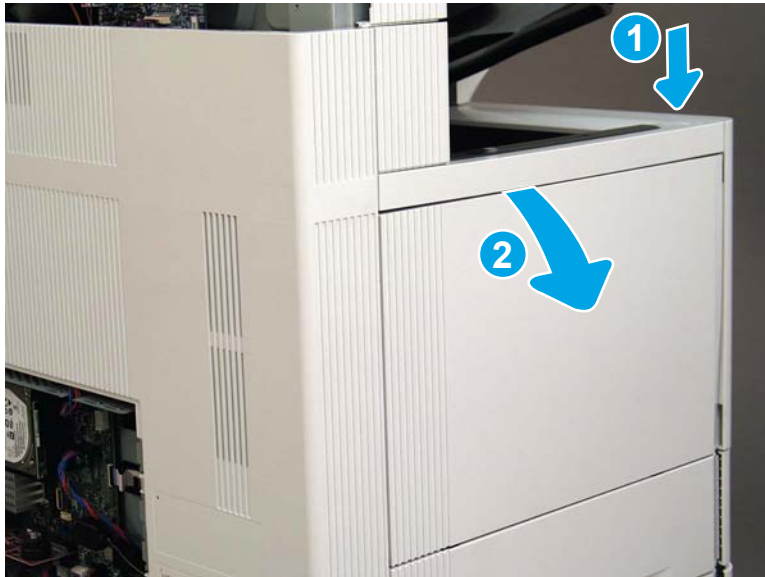


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-531 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-532 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-533 Slide the rear cover



4. Remove the rear cover.


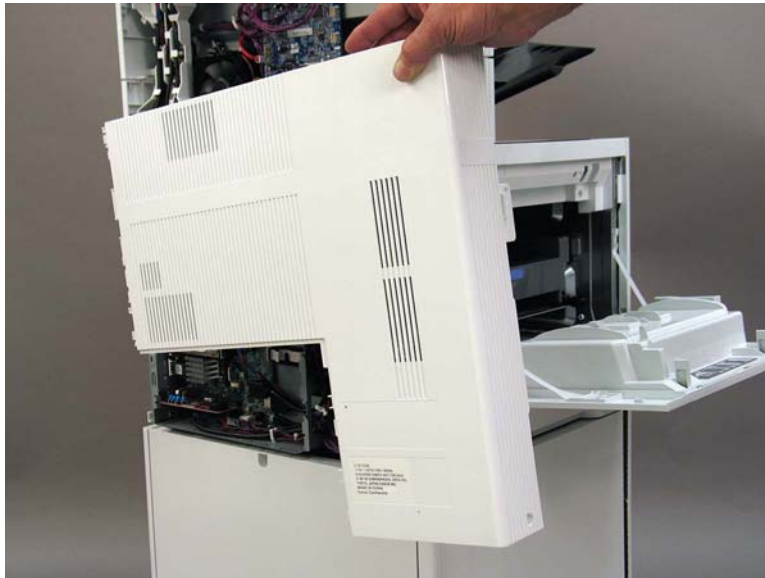
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-534 Remove the rear cover



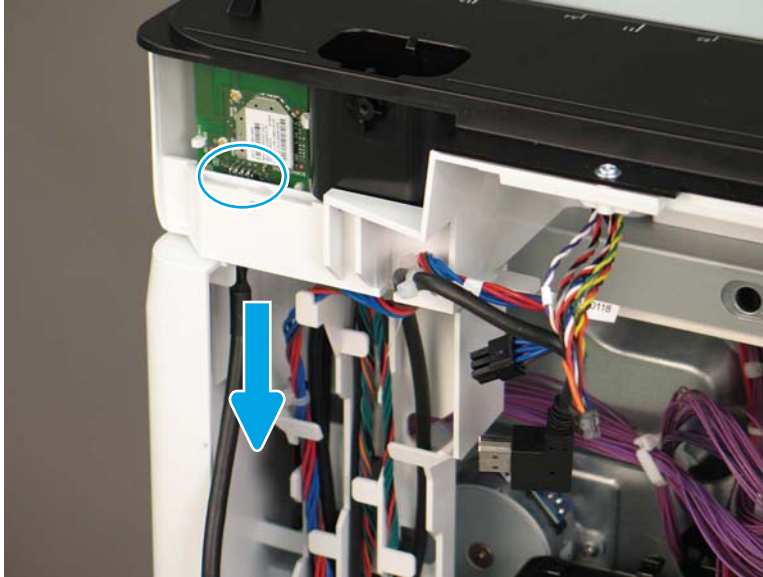
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

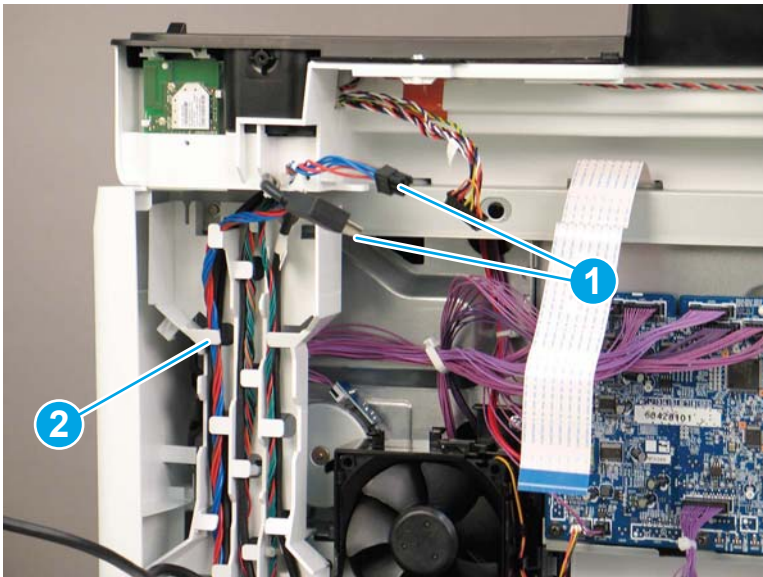
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-535 Disconnect the connector



2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-536 Release the SCB cables



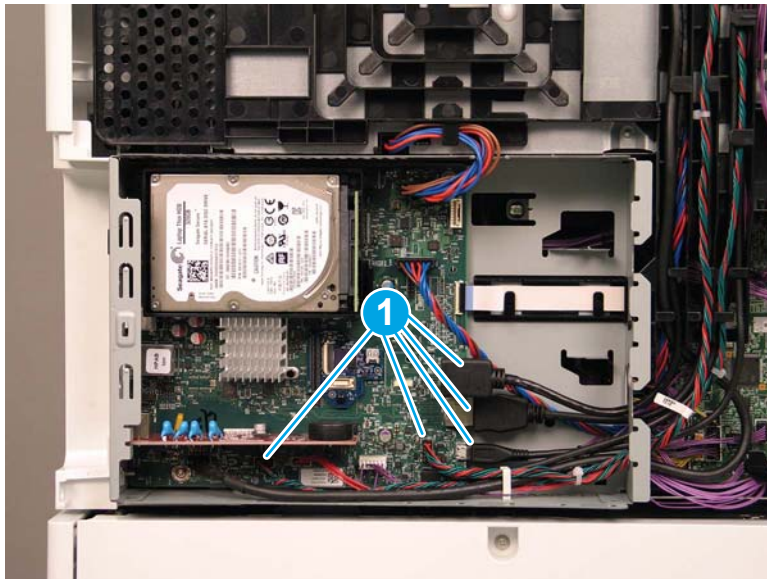
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-537 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

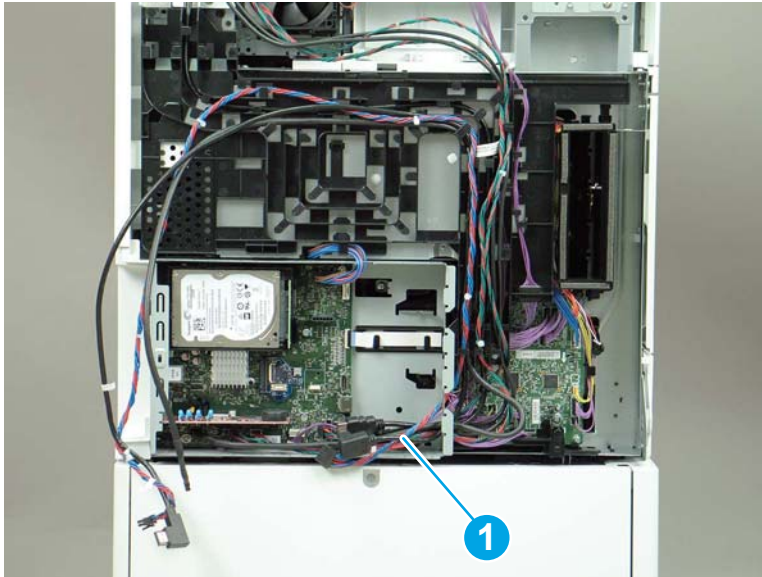
Figure 8-538 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

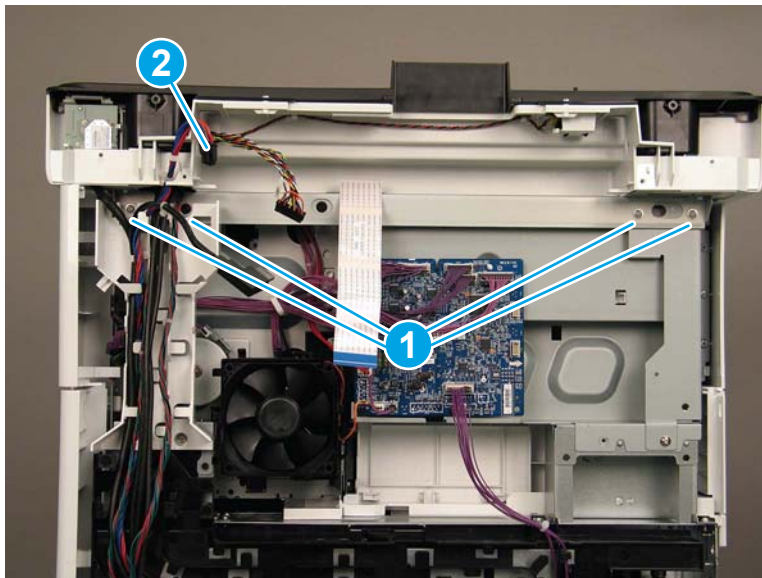
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-539 Thread the formatter cables through the formatter case



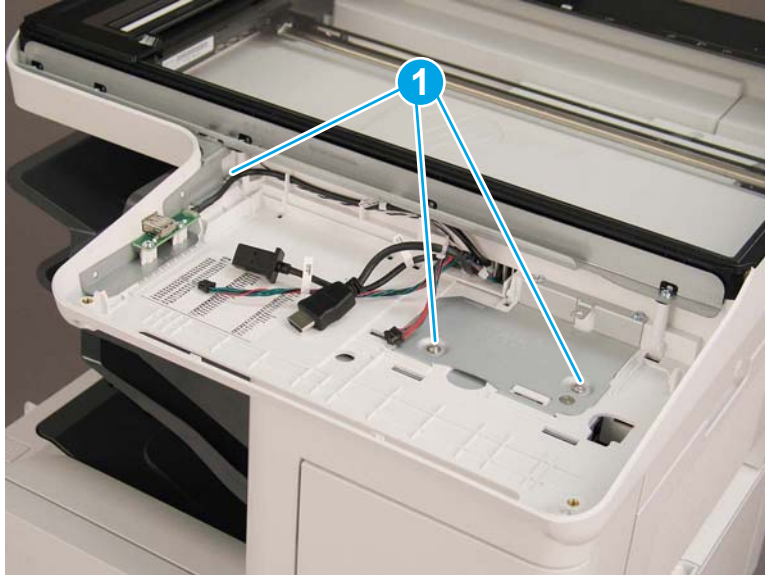
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-540 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-541 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


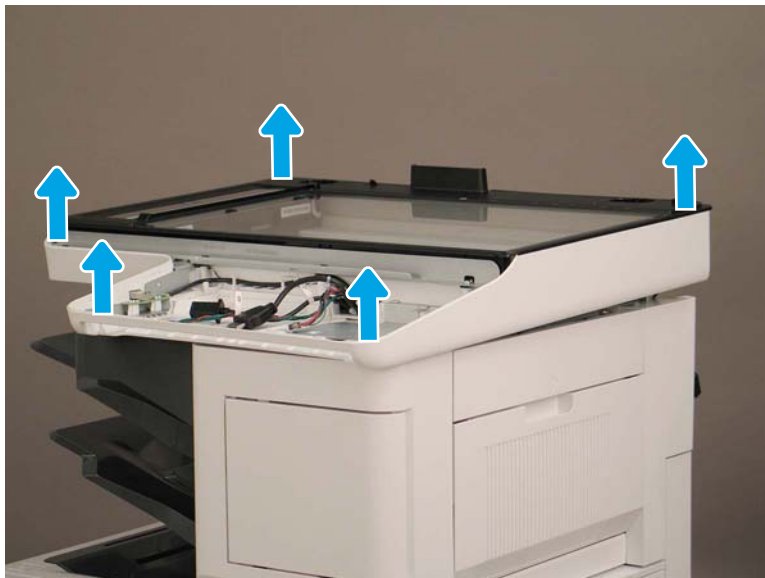
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-542 Remove the image scanner assembly



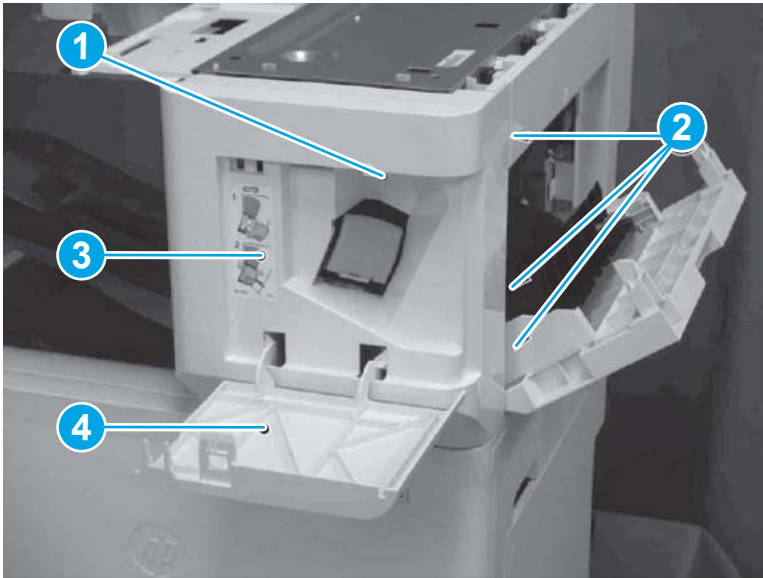
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

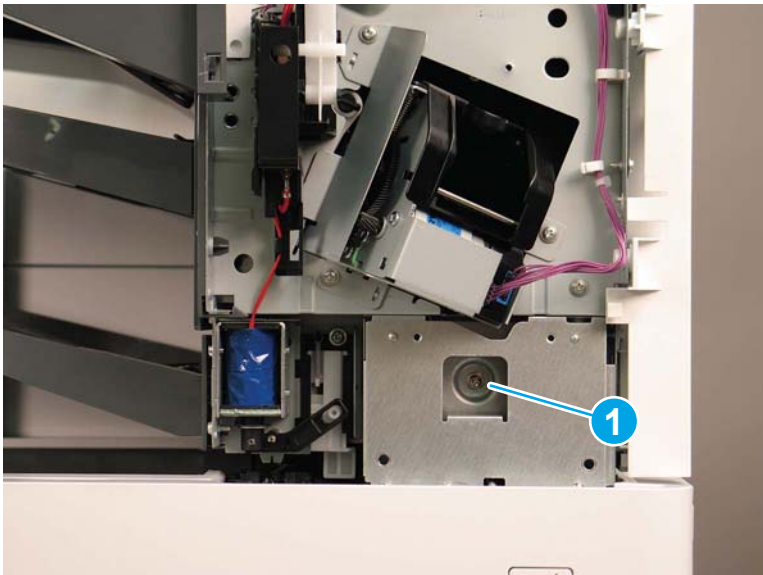
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-543 Remove staple cover and staple door



5. Remove one screw (callout 1).

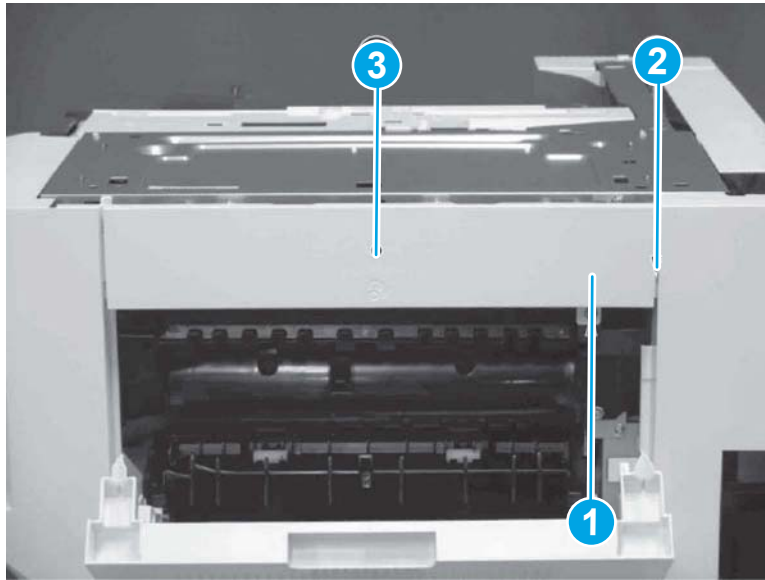
Figure 8-544 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

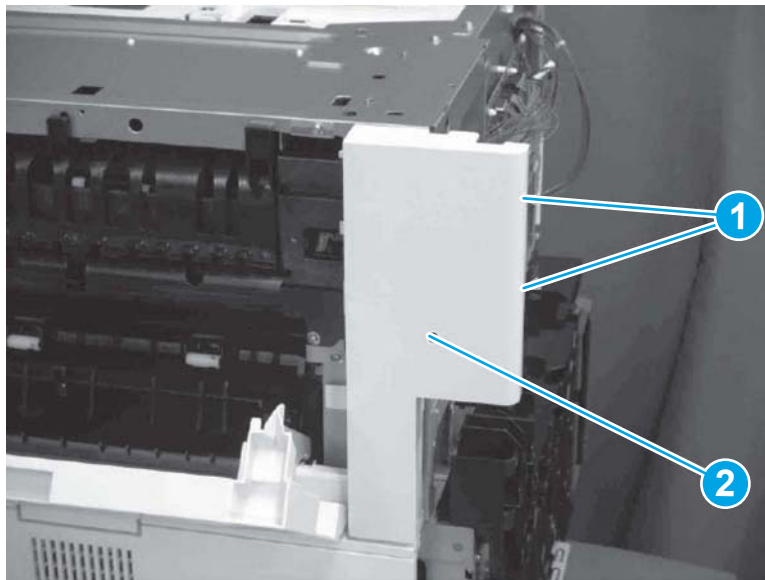
9. Remove the right upper cover (callout 3).

Figure 8-545 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

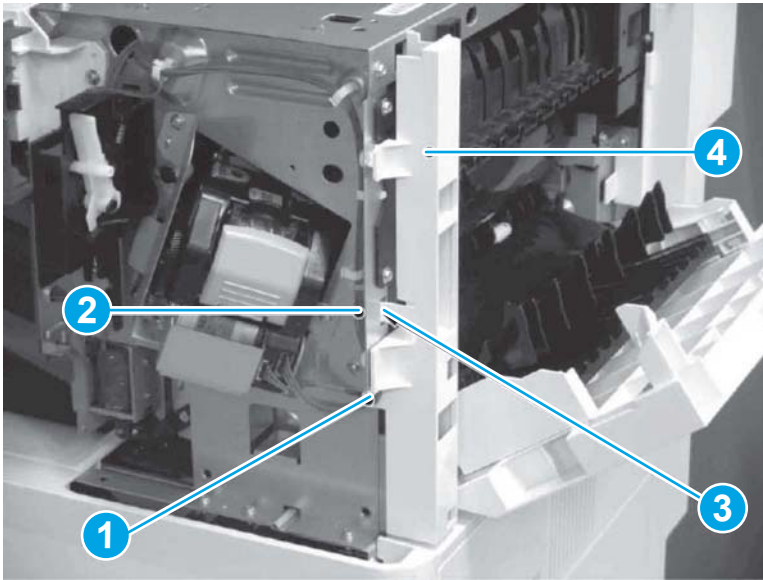
Figure 8-546 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

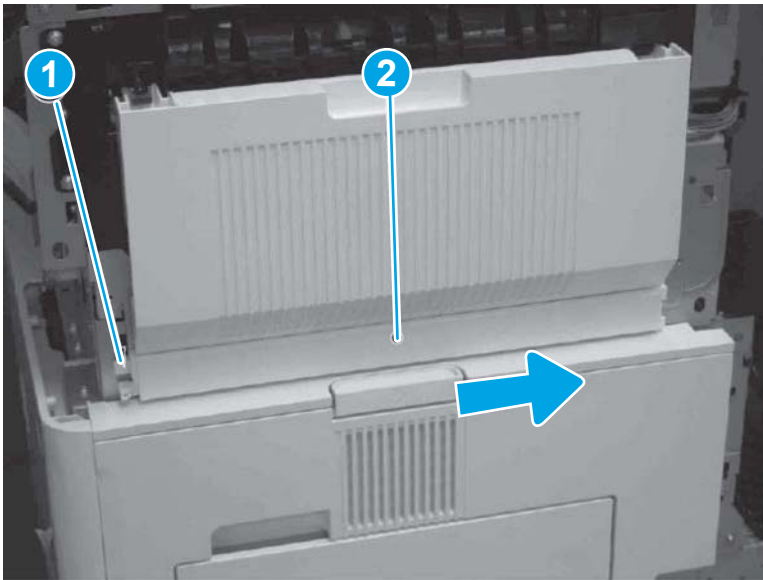
14. Remove the inner cover (callout 4).

Figure 8-547 Remove the inner cover



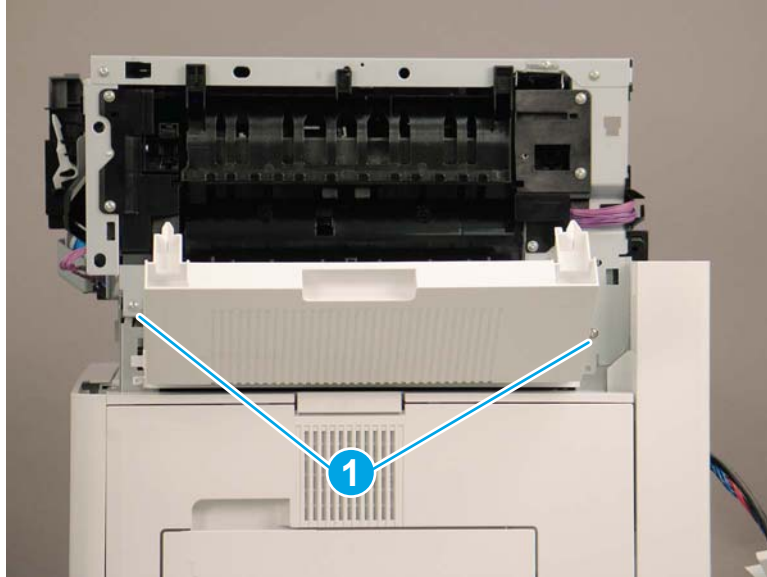
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-548 Remove the right lower cover



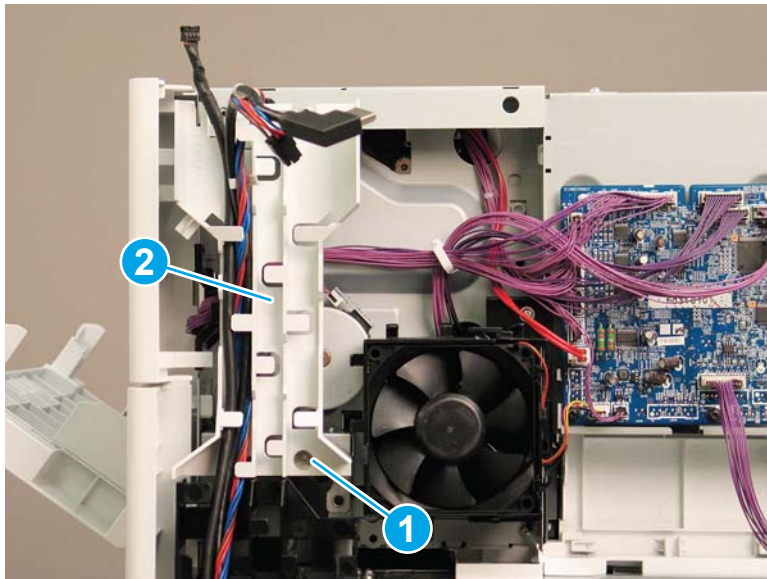
17. Remove two screws (callout 1).

Figure 8-549 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-550 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


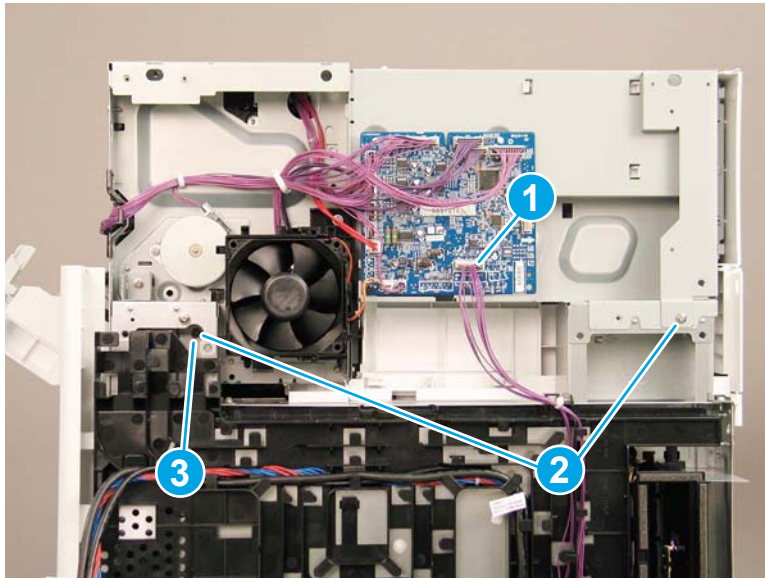
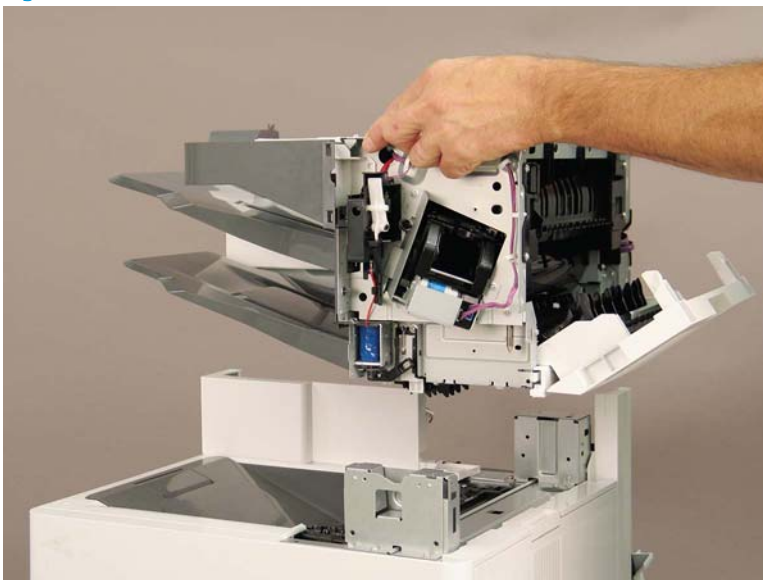
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-551 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-552 Remove the inner finisher



Remove the image scanner front cover

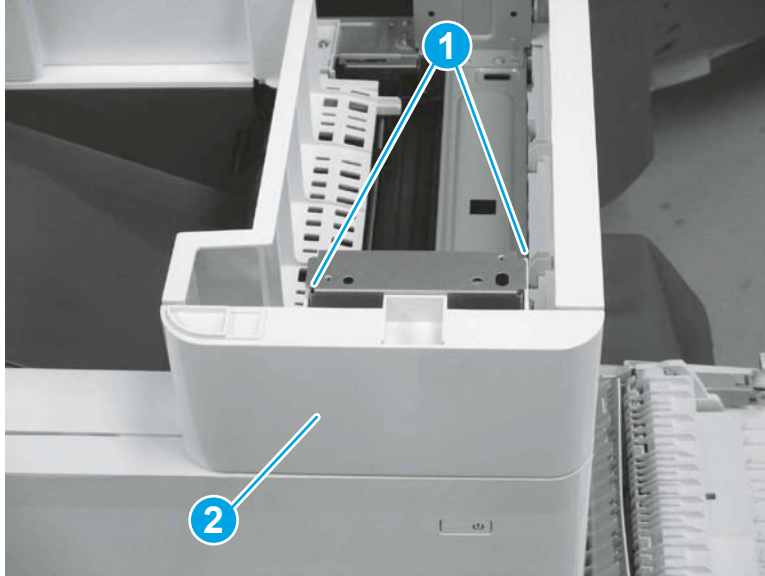
Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-553 Remove the image scanner front cover



Remove the image scanner right cover

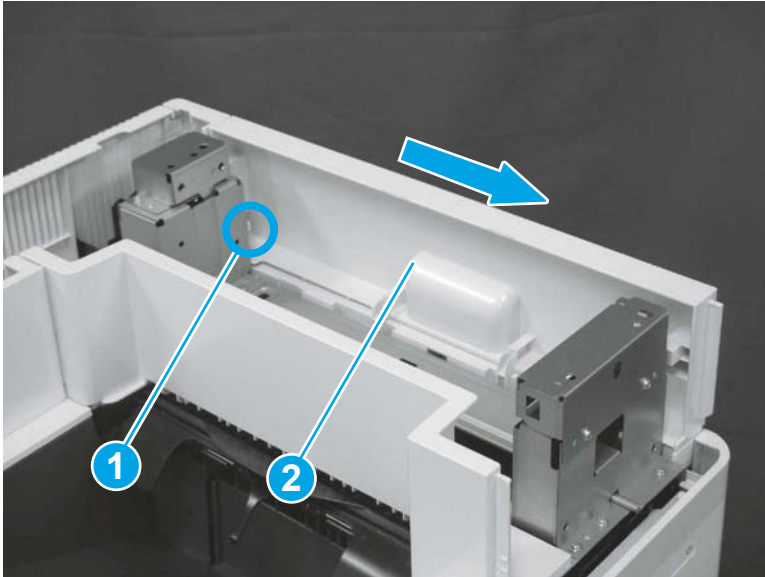
Follow these steps to remove the image scanner right cover.

▲ Do the following:

- a. Release one tab (callout 1).
- b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-554 Remove the image scanner right cover

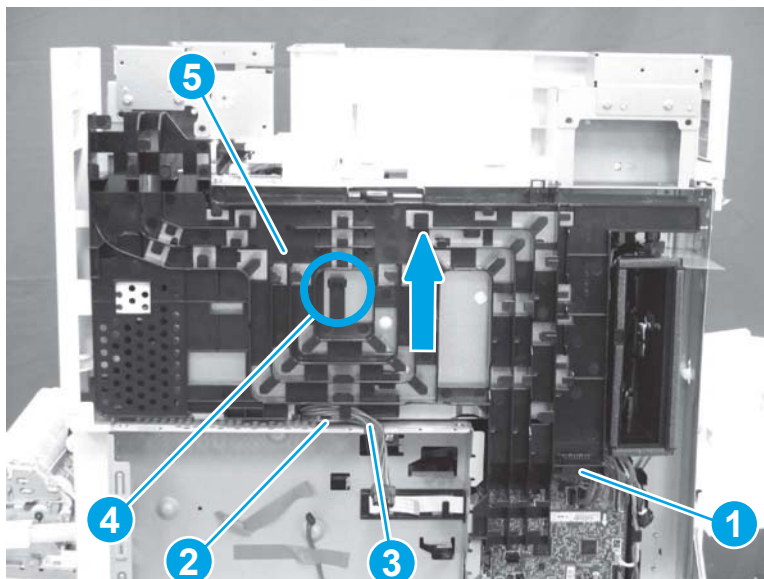


Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

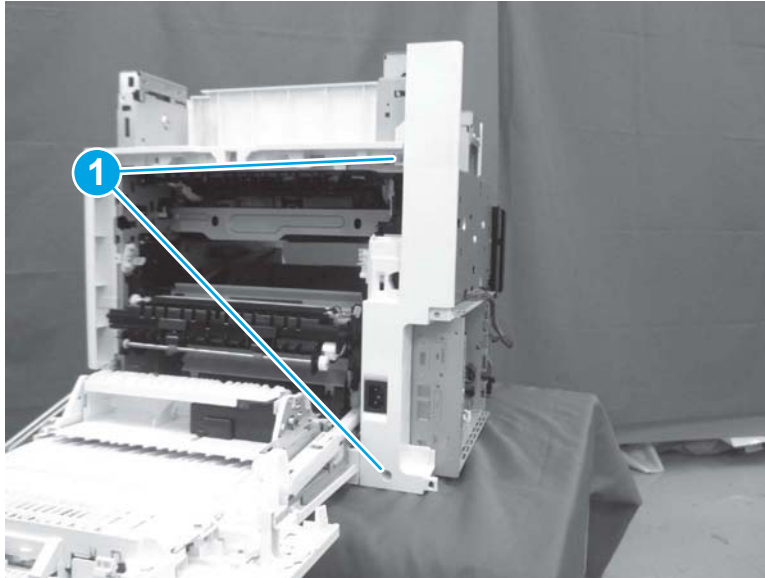
Figure 8-555 Disconnect one connector and release one tab



2. Do the following:

- a. Open the right door assembly.
- b. Remove two screws (callout 1).

Figure 8-556 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the inlet cover (callout 2).


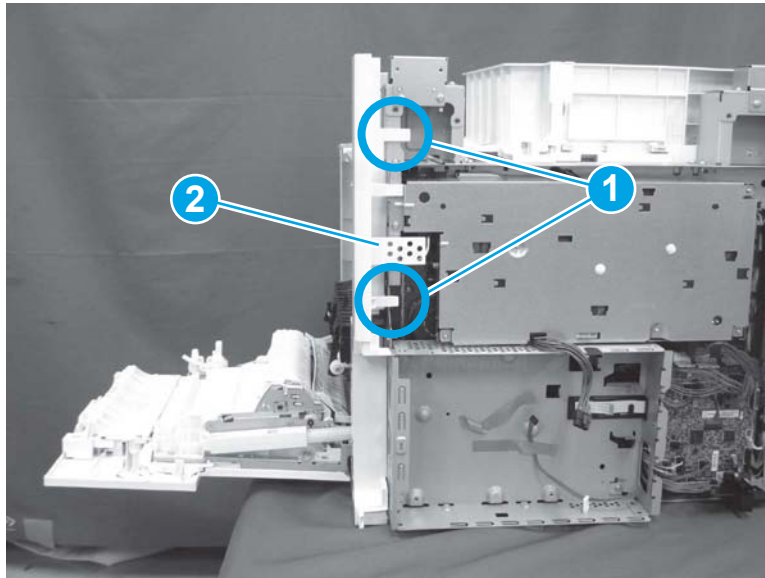
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-557 Remove the inlet cover

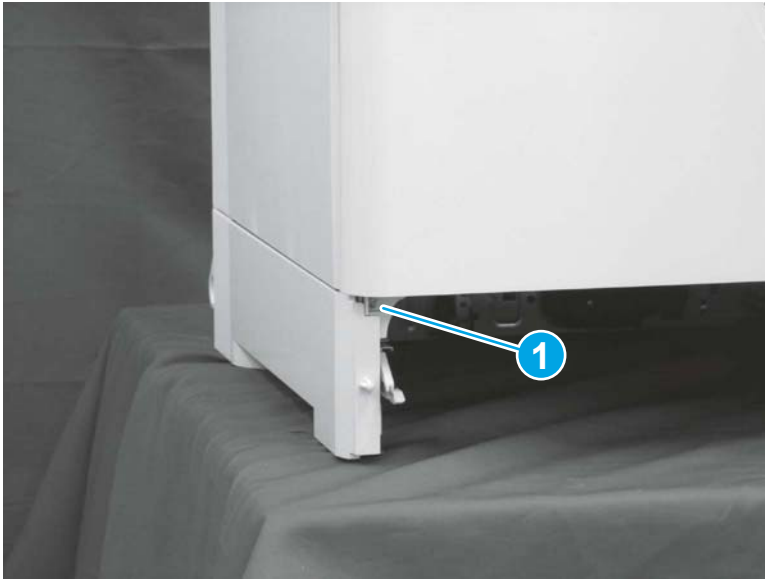


Remove the front cover assembly

Follow these steps to remove the front cover assembly.

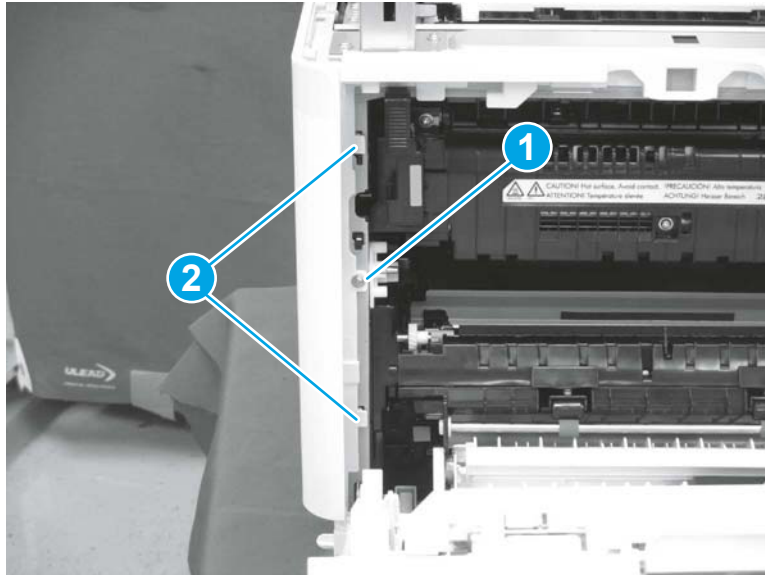
1. Remove one screw (callout 1).

Figure 8-558 Remove one screw



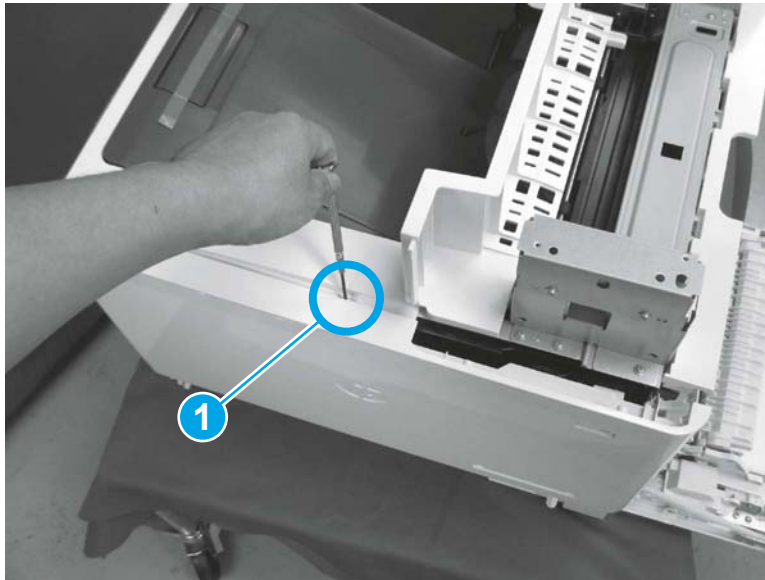
2. Do the following:
 - a. Remove one screw (callout 1).
 - b. Release two tabs (callout 2).

Figure 8-559 Remove one screw and release two tabs



3. Release one tab (callout 1).

Figure 8-560 Release one tab



4. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the front cover assembly (callout 2).


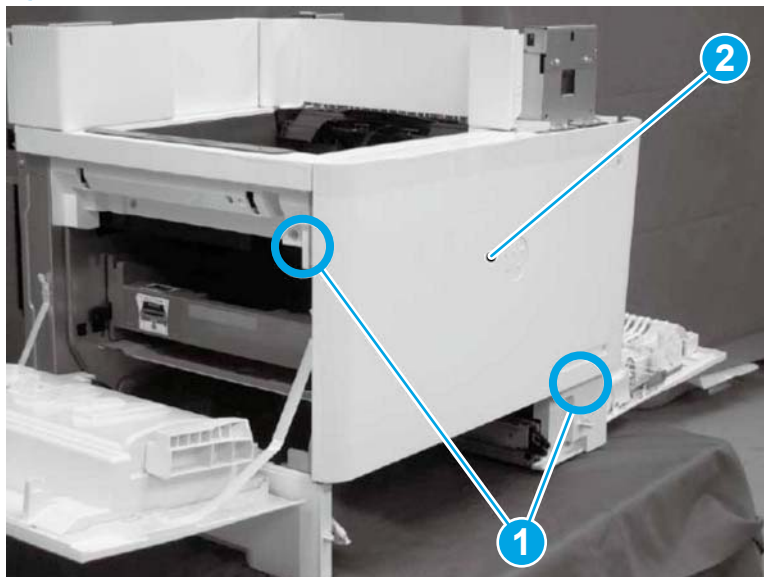
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-561 Release two tabs and remove the front cover assembly



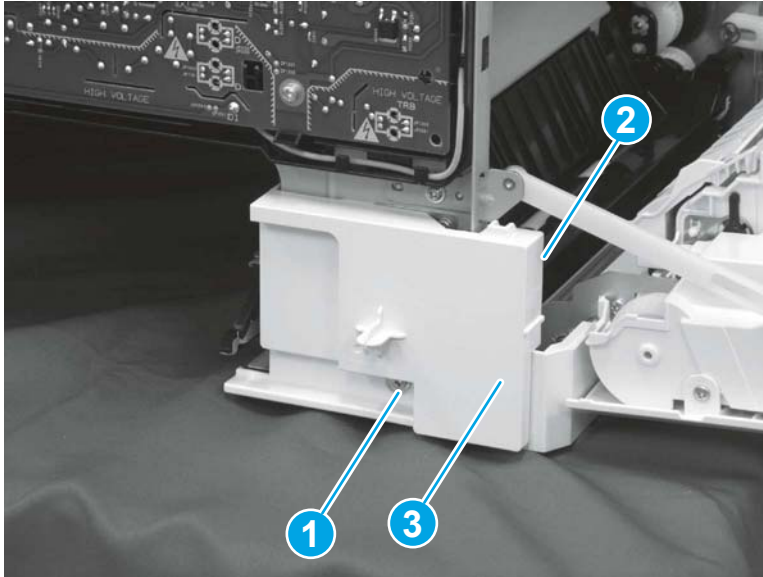
Remove the right lower cover

Follow these steps to remove the right lower cover.

1. Do the following:

- a. Remove one screw (callout 1).
- b. Release one tab (callout 2).
- c. Remove the inner left cover (callout 3).

Figure 8-562 Remove one screw and release one tab and remove the inner left cover



2. Slide the right lower cover (callout 1) in the direction that arrow indicates, and remove it.


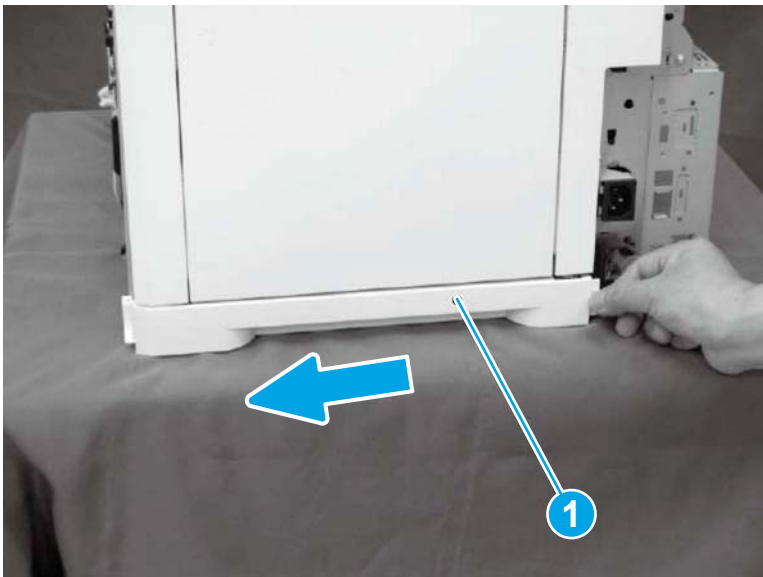
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-563 Remove the right lower cover



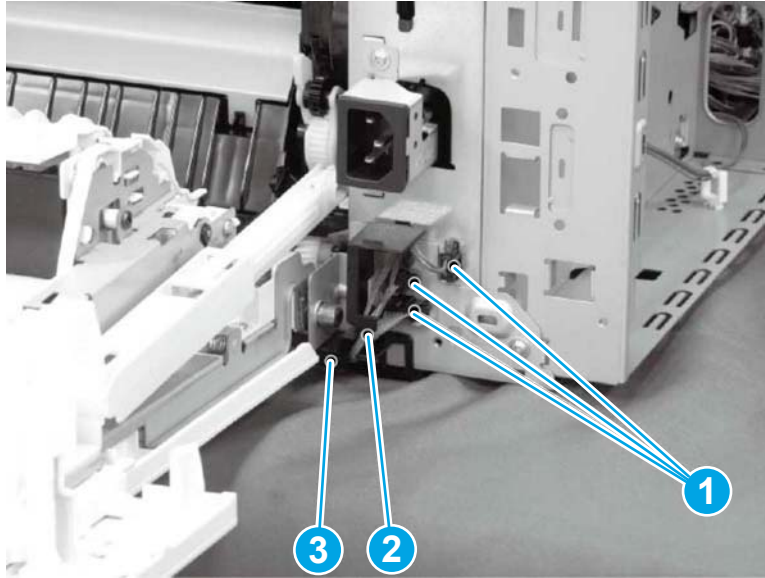
Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Do the following:

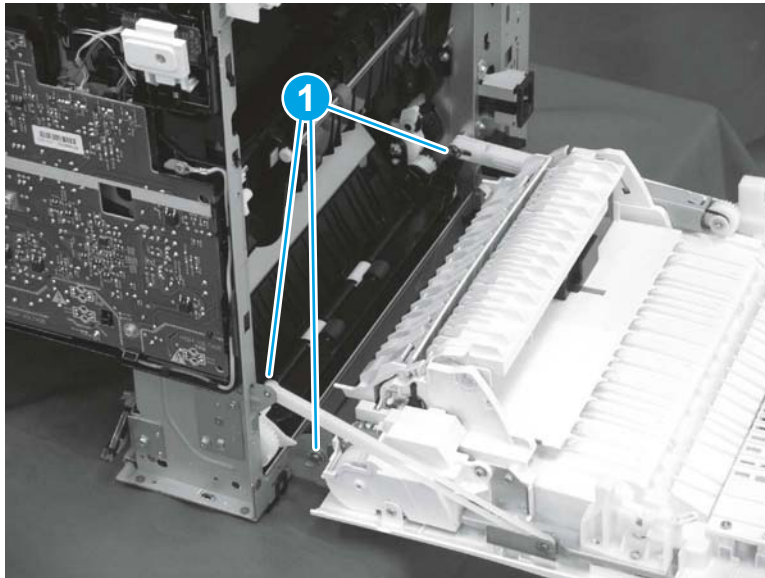
- a. Disconnect three connectors (callout 1).
- b. Release the cable (callout 2) from the cable guide (callout 3).

Figure 8-564 Disconnect three connectors and release the cable



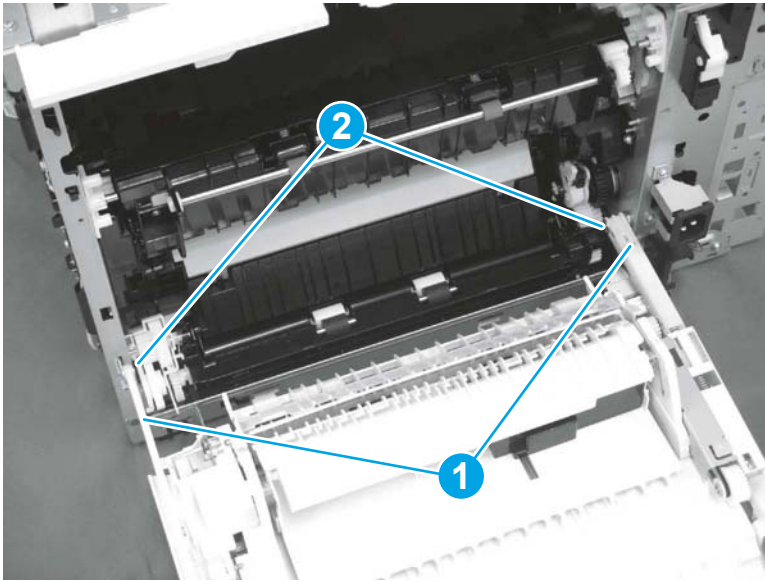
- 2. Remove three e-rings (callout 1).

Figure 8-565 Remove three e-rings



3. Release two hinges (callout 1) from the right and left shafts (callout 2).

Figure 8-566 Release two hinges from the right and left shafts



4. Slide the right door assembly (callout 1) in the direction that arrow indicates and remove it.


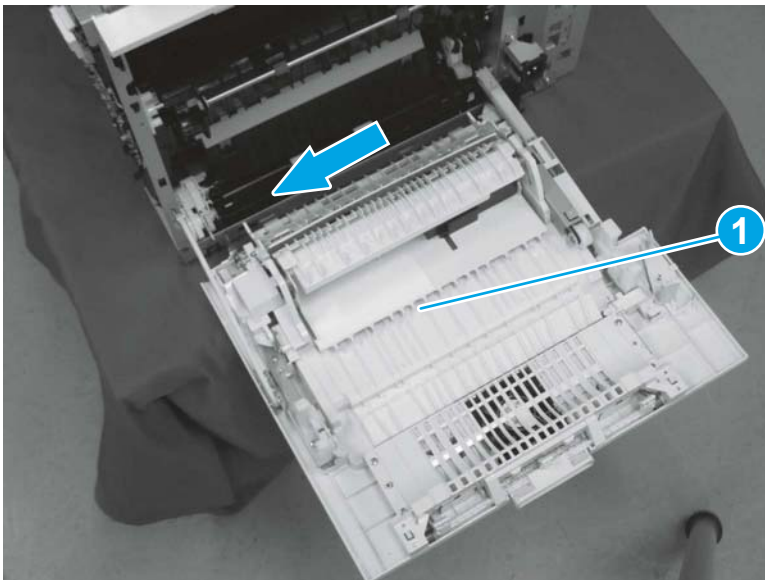
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-567 Remove the right door assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Document feeder / scanner

Learn about document feeder and scanner parts removal and replacement.

Removal and replacement: Document feeder

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



[View a video of how to remove and replace the document feeder.](#)

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-35 Part information

Part numbers	Part description
5851-7203	ADF whole unit kit (ENT)
5851-7204	ADF whole unit kit (WorkFlow)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

Post service test

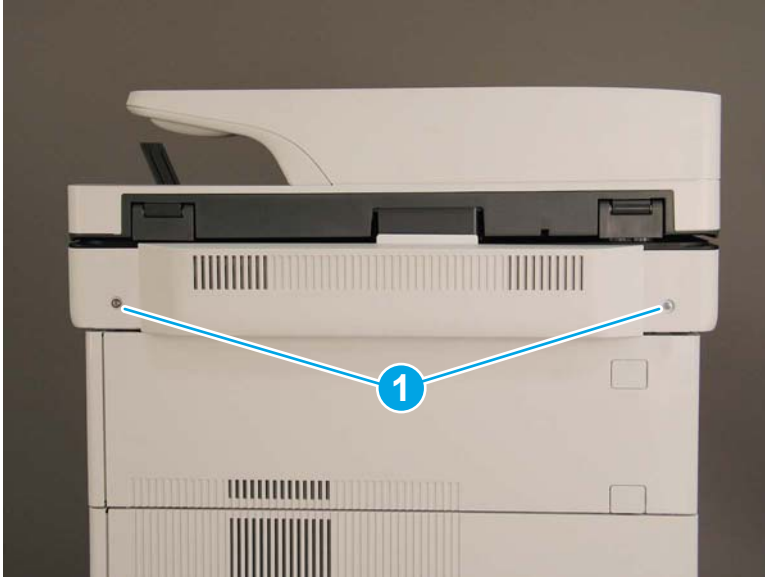
Place a document on the scanner glass and scan it. Verify the document scanned correctly.

Remove the scanner control board (SCB) cover


Follow these steps to remove the scanner control board (SCB) cover.

1. Remove two screws (callout 1).

Figure 8-568 Remove two screws



2. Rotate the SCB cover in the direction that the arrow indicates, and remove it.

 **NOTE:** The SCB cover is included in the **Scanner Whole Unit Kit** for replacement part number ordering purposes.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-569 Remove the SCB cover

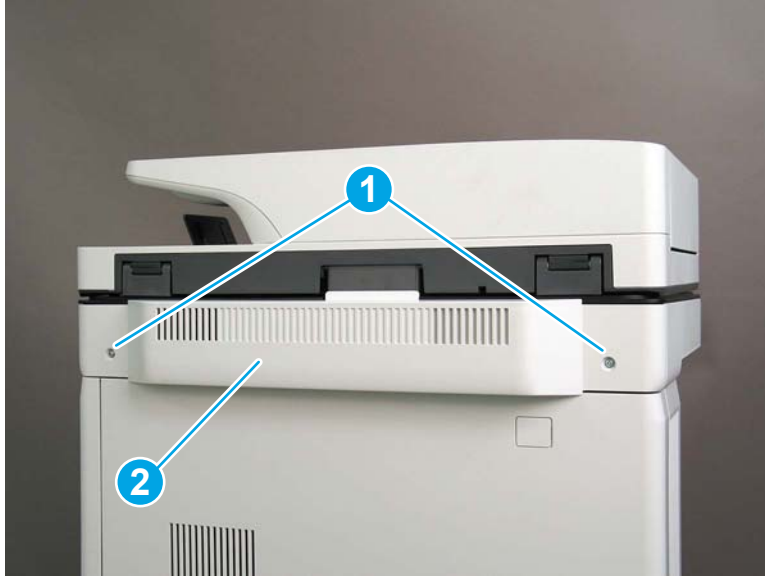


Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

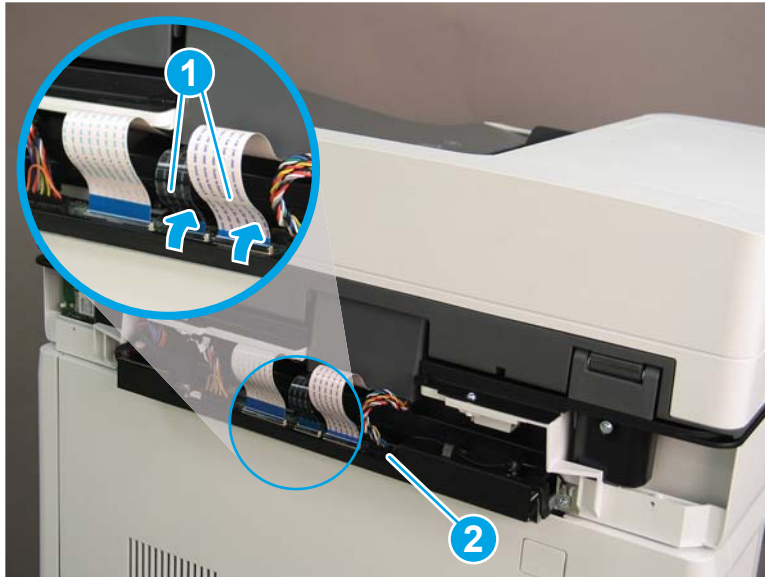
Figure 8-570 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

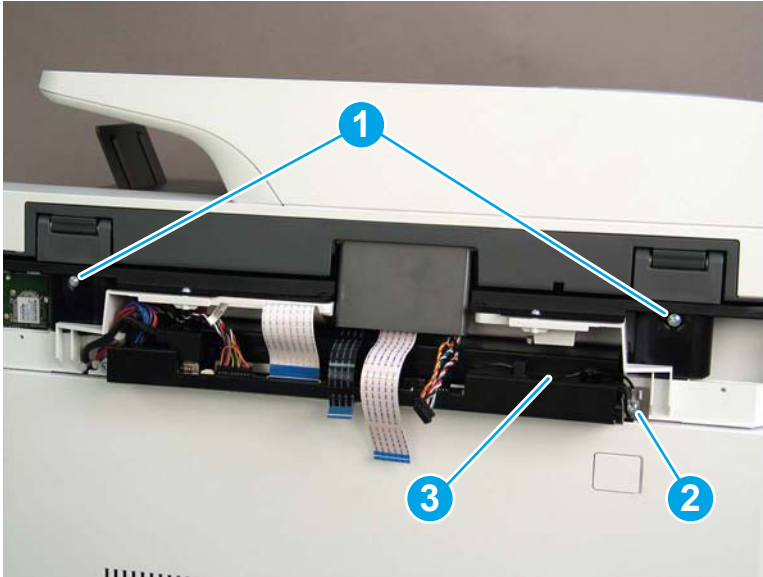
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-571 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-572 Remove three screws and the ground wire



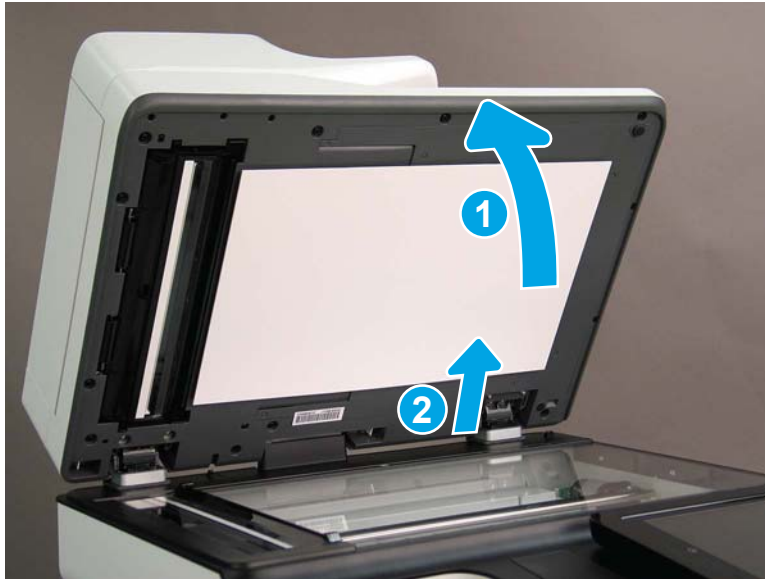
4. Open the automatic document feeder (ADF).

Figure 8-573 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-574 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-575 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-576 Lift and remove the ADF



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Document feeder hinges

This document provides the procedures to remove and replace the automatic document feeder (ADF) hinges.

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-36 Part information

Part number	
5851-7205	Automatic document feeder (ADF) hinges kit

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

Post service test

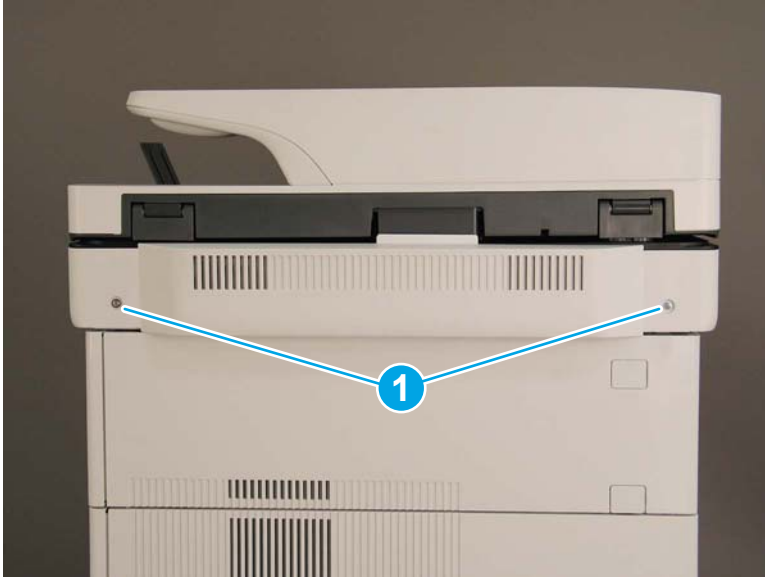
Place a document on the scanner glass and scan it. Verify the document scanned correctly.

Remove the scanner control board (SCB) cover


Follow these steps to remove the scanner control board (SCB) cover.

1. Remove two screws (callout 1).

Figure 8-577 Remove two screws



2. Rotate the SCB cover in the direction that the arrow indicates, and remove it.

 **NOTE:** The SCB cover is included in the **Scanner Whole Unit Kit** for replacement part number ordering purposes.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-578 Remove the SCB cover

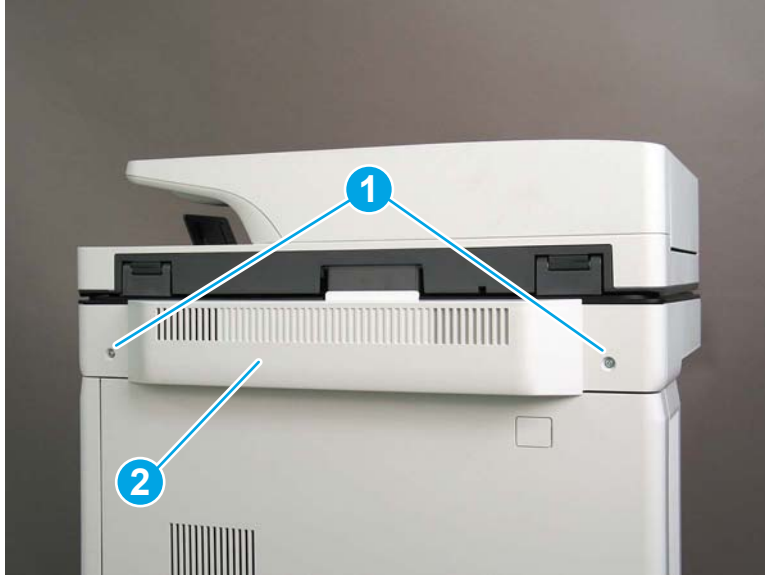


Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

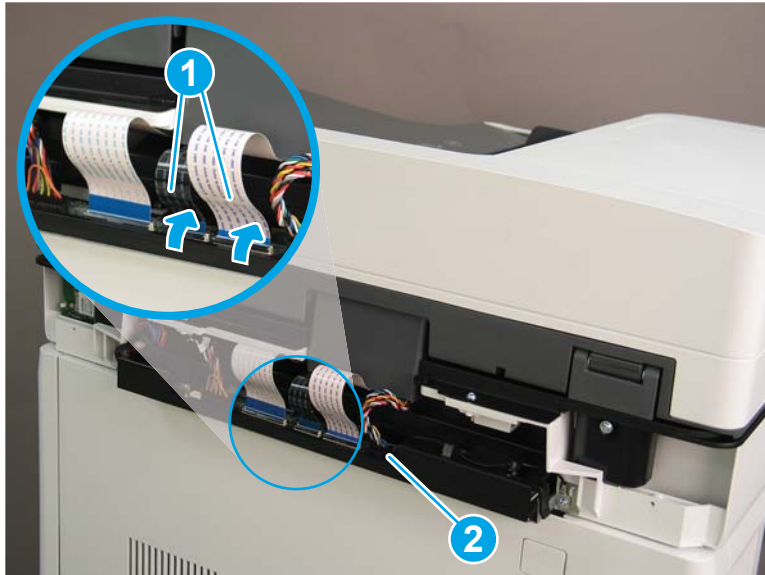
Figure 8-579 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

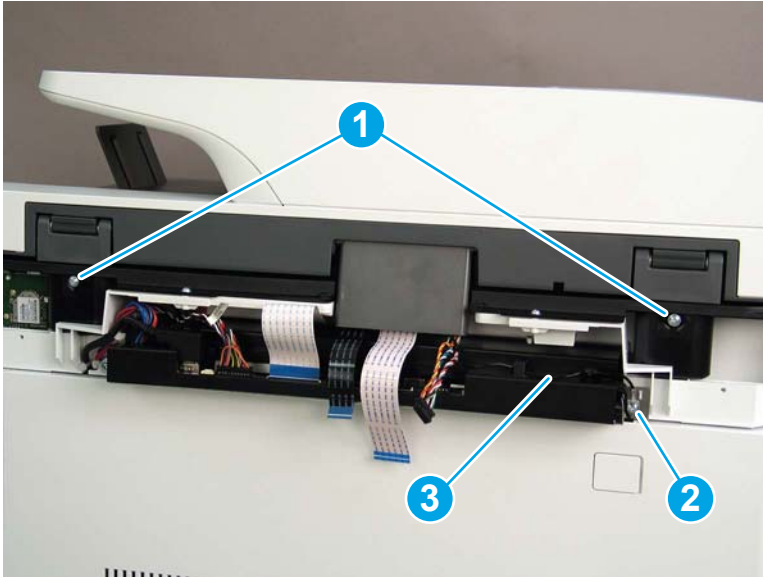
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-580 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-581 Remove three screws and the ground wire



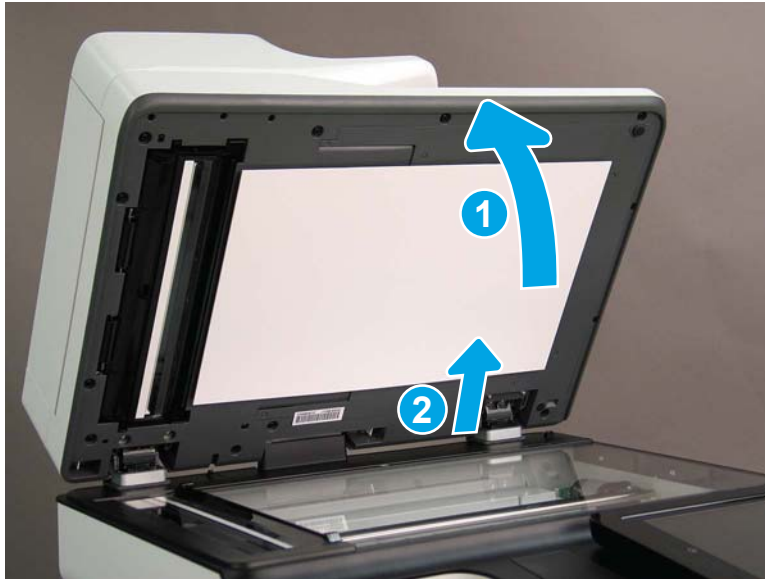
4. Open the automatic document feeder (ADF).

Figure 8-582 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-583 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-584 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-585 Lift and remove the ADF

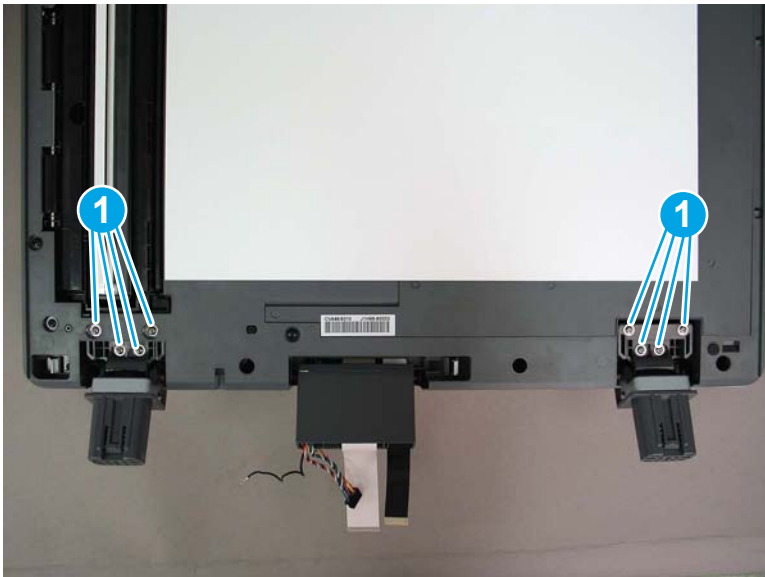


Remove the document feeder hinges

Follow these steps to remove the document feeder hinges.

- ▲ Lay the automatic document feeder (ADF) on a flat surface so that the white backing is facing up. Remove four screws on each hinge (callout 1), and then remove the hinges.

Figure 8-586 Remove eight screws



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Reverse the removal steps to install the assembly


Also use the following special installation instructions.

Removal and replacement: Scanner control board (SCB)

This document provides the procedures to remove and replace the scanner control board (SCB).


Mean time to repair: 10 minutes

Service level: Intermediate

 **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.

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 8-37 Part information

Scanner control board (SCB) part numbers	Part description
5851-7764	Scanner control board (SCB) kit (ENT)
5851-7347	Scanner control board (SCB) kit (WorkFlow)

Required tools

- #2 Phillips 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

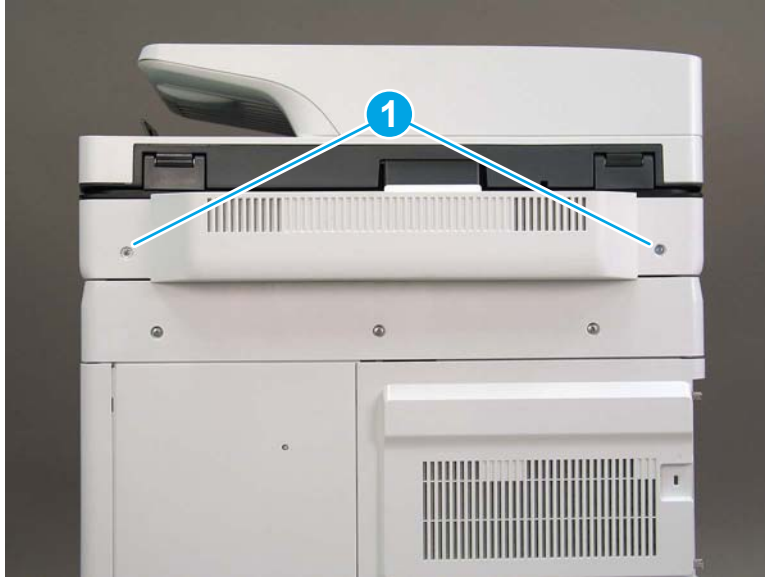
Place a document on the scanner glass and scan it. Verify the document scanned correctly.

Remove the scanner control board (SCB)

Follow these steps to remove the scanner control board (SCB).

1. At the back of the printer, remove two screws (callout 1).

Figure 8-587 Remove two screws



2. Rotate the image scanner back cover up and remove it.

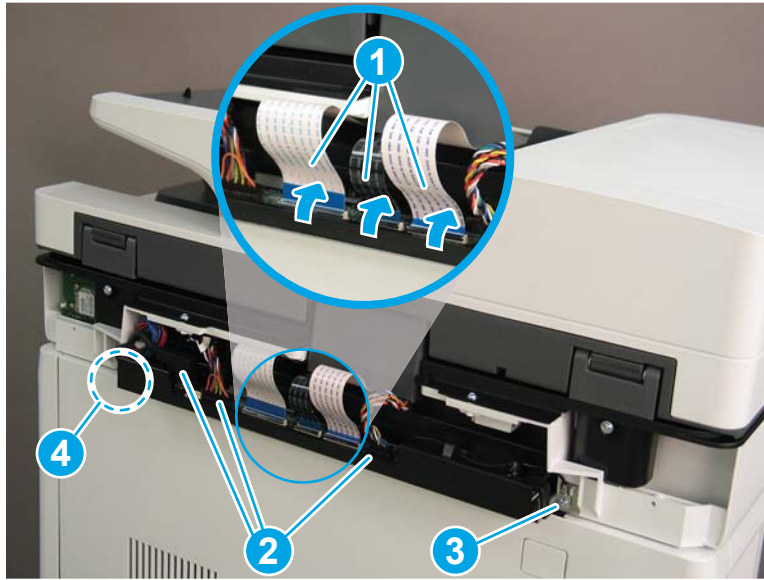
Figure 8-588 Remove the image scanner back cover



3. Do the following:
 - a. Lift the latches to release three flat cables (callout 1), and then disconnect them.
 - b. Disconnect three connectors (callout 2).
 - c. Remove one screw to release a grounding wire (callout 3).

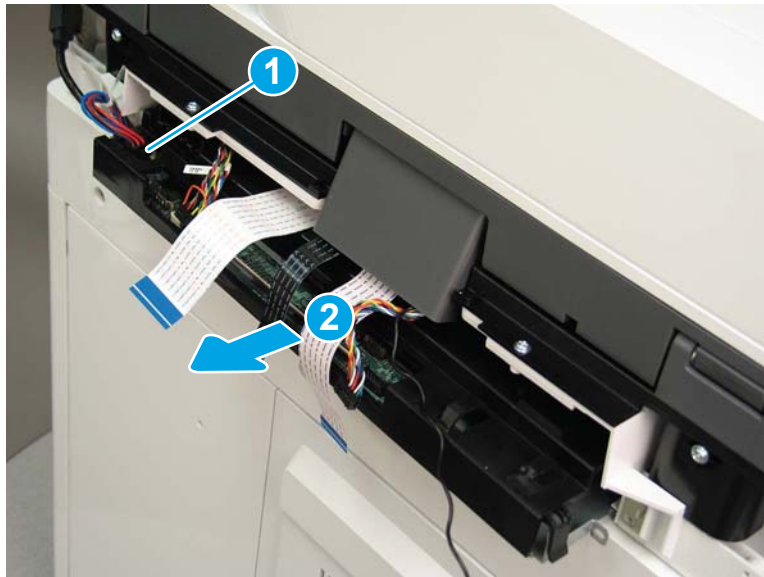
- d. Remove one screw on the left side of the SCB (callout 4).

Figure 8-589 Disconnect connectors and remove two screws and release the grounding wire



4. Do the following:
 - a. Partially slide the SCB out of the printer, and then release the locking tab to disconnect one connector (callout 1).
 - b. Slide the SCB out of the printer and remove it (callout 2).

Figure 8-590 Remove the SCB



5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.
 - ▲ When reinstalling the SCB, make sure all of the cables are positioned on top of the SCB before sliding it into the printer.

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

Figure 8-591 Check the cables when installing the SCB



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Image scanner assembly

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


Mean time to repair: 15 minutes

Service level: Intermediate

 **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.

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 8-38 Part information

Part number	Part description
J8J64-67901	Image scanner assembly whole unit kit

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

Post service test

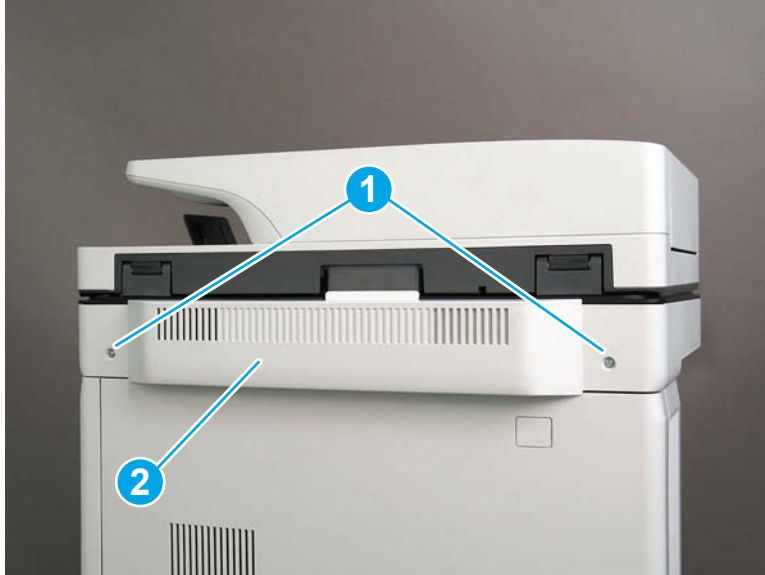
Place a document on the scanner glass and scan it. Verify the document scanned correctly.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

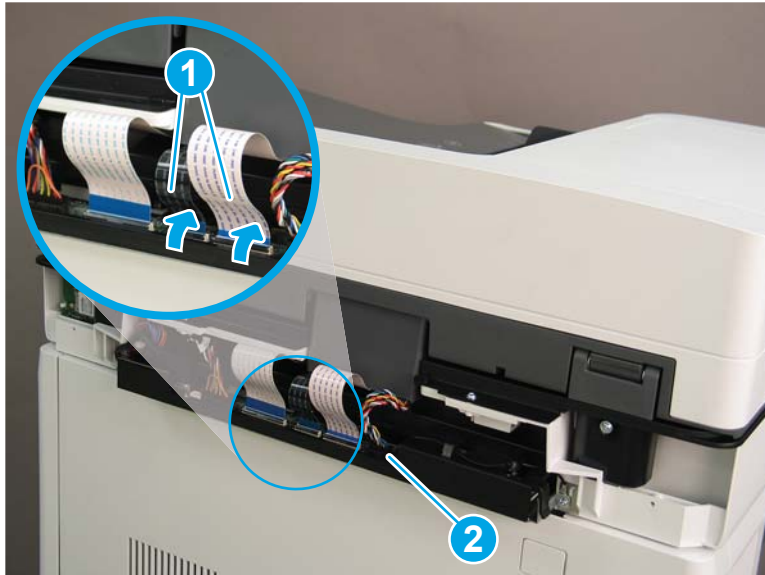
Figure 8-592 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

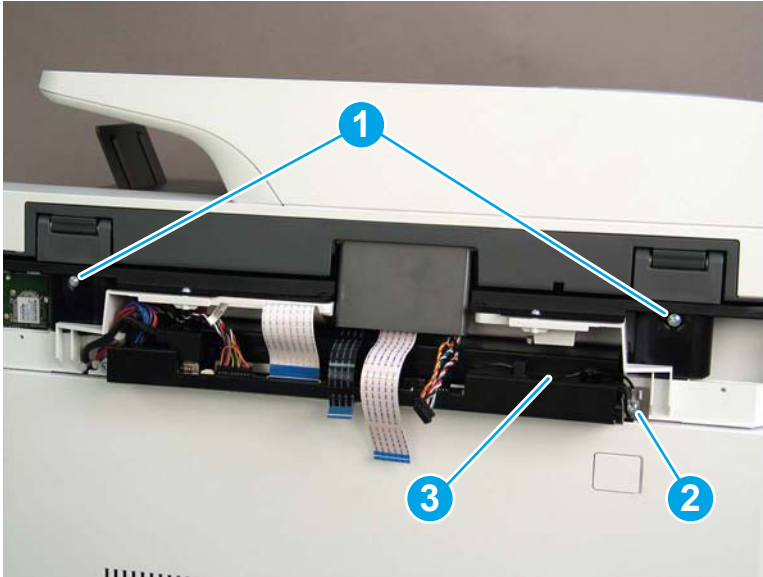
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-593 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-594 Remove three screws and the ground wire



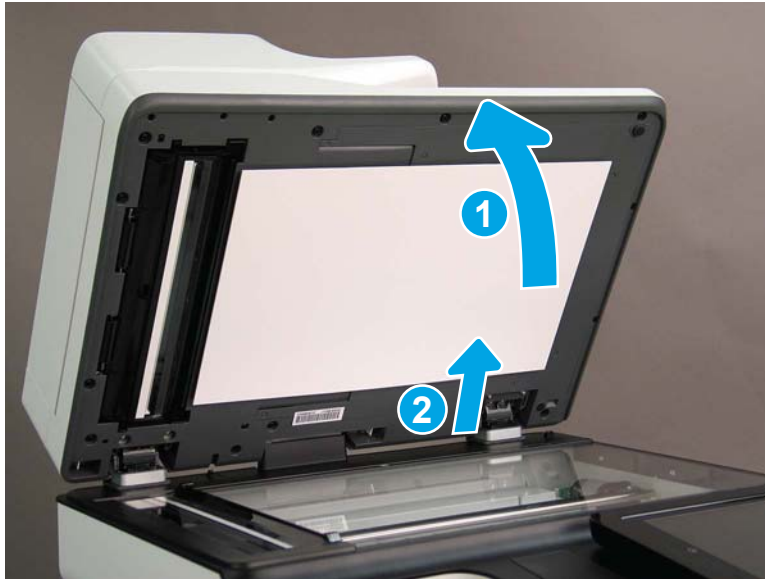
4. Open the automatic document feeder (ADF).

Figure 8-595 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-596 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-597 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-598 Lift and remove the ADF



Remove the formatter cover

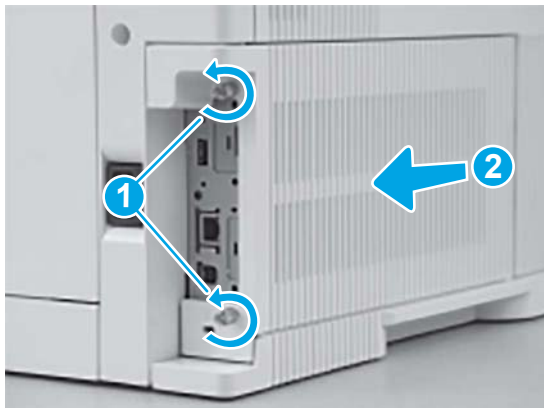
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-599 Release two thumb screws and remove the formatter cover

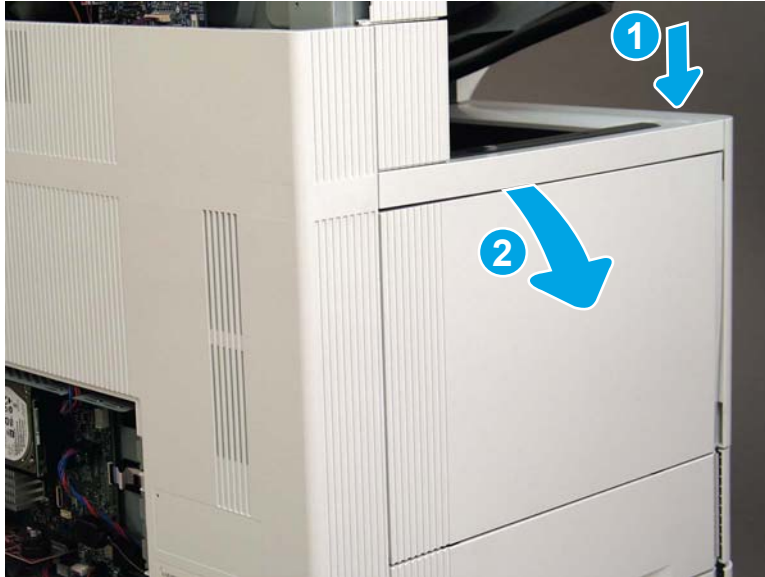


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-600 Open the cartridge door



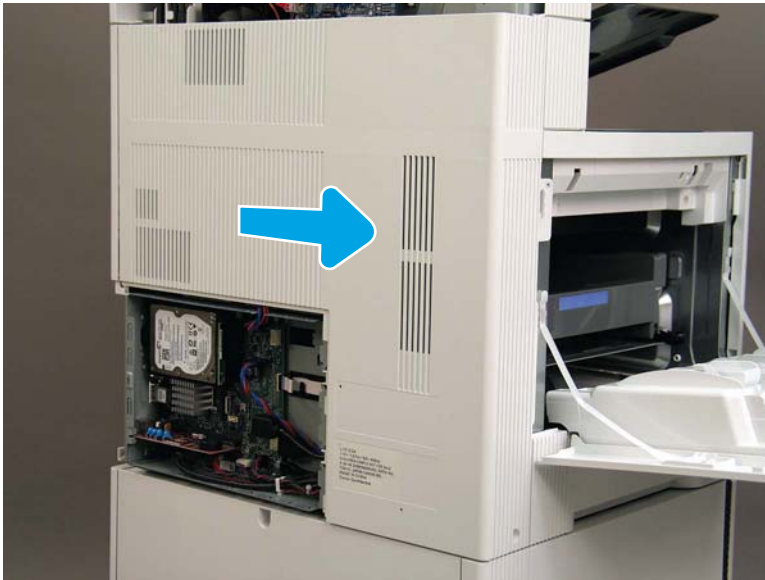
2. Remove two screws (callout 1).

Figure 8-601 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-602 Slide the rear cover



4. Remove the rear cover.


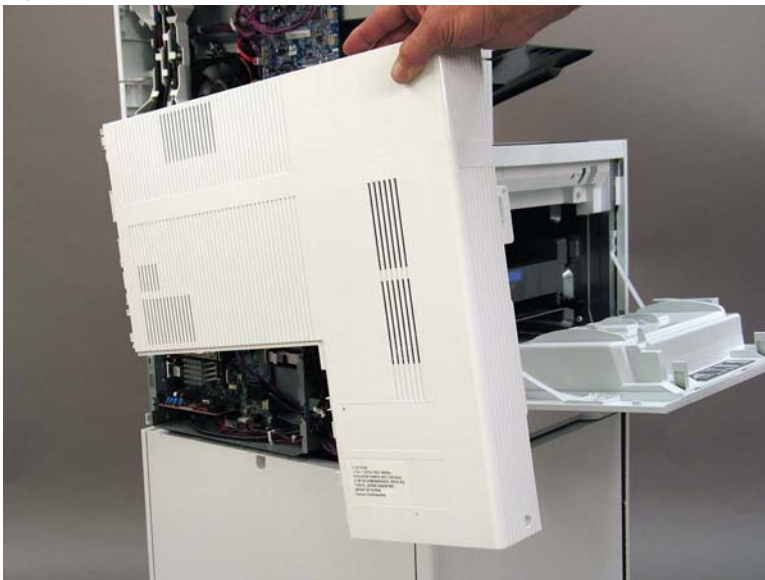
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-603 Remove the rear cover



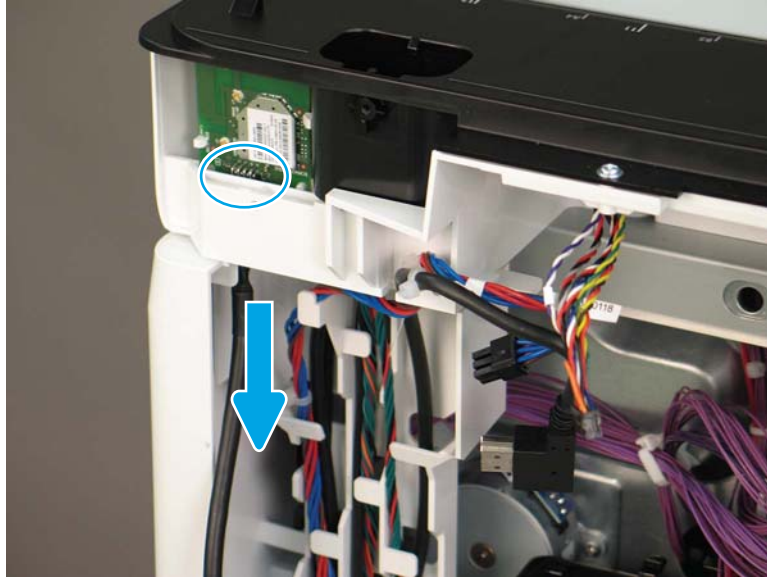
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

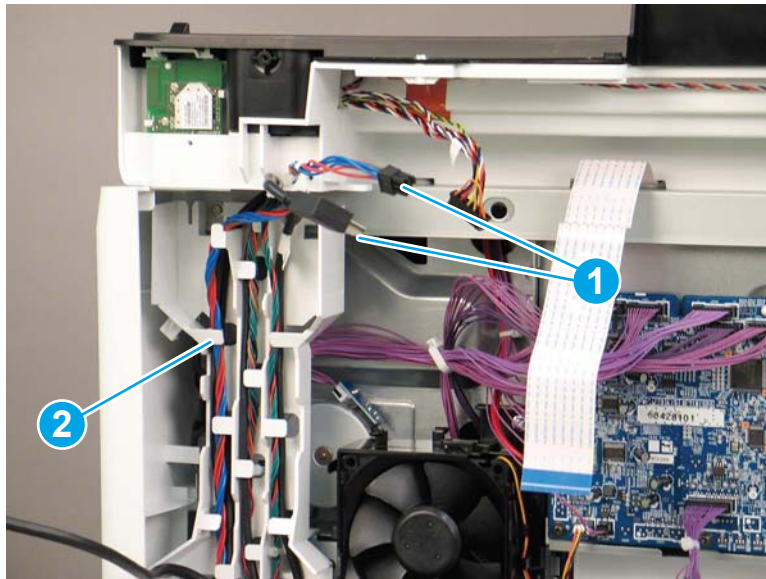
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-604 Disconnect the connector



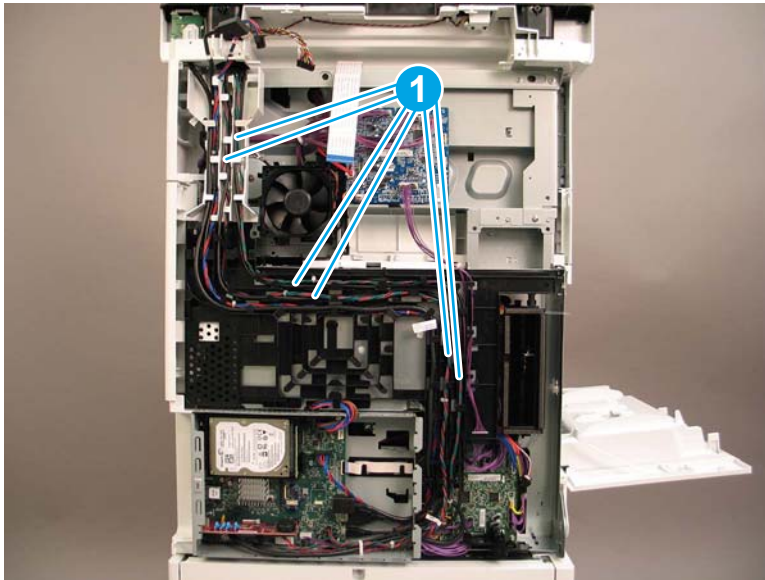
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-605 Release the SCB cables



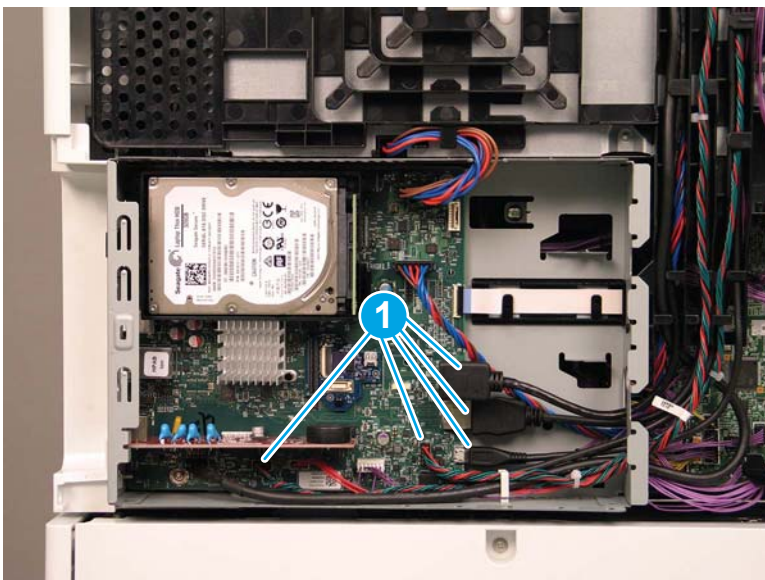
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-606 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

Figure 8-607 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

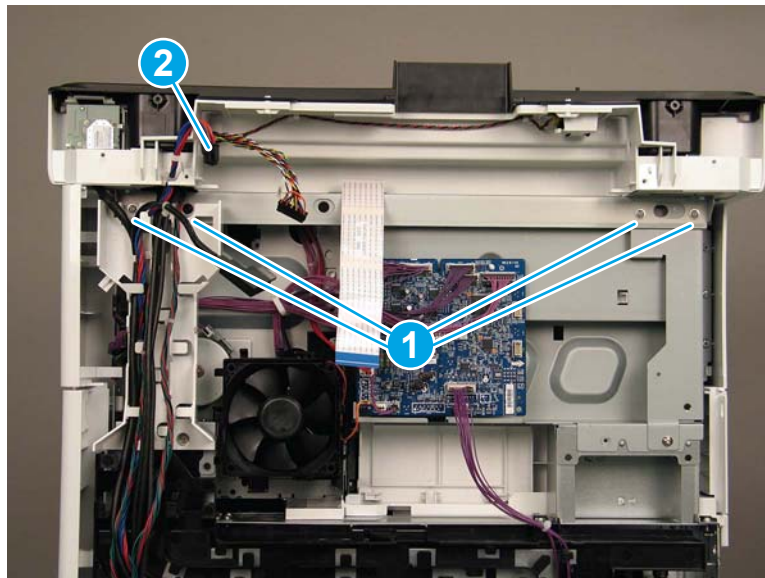
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-608 Thread the formatter cables through the formatter case



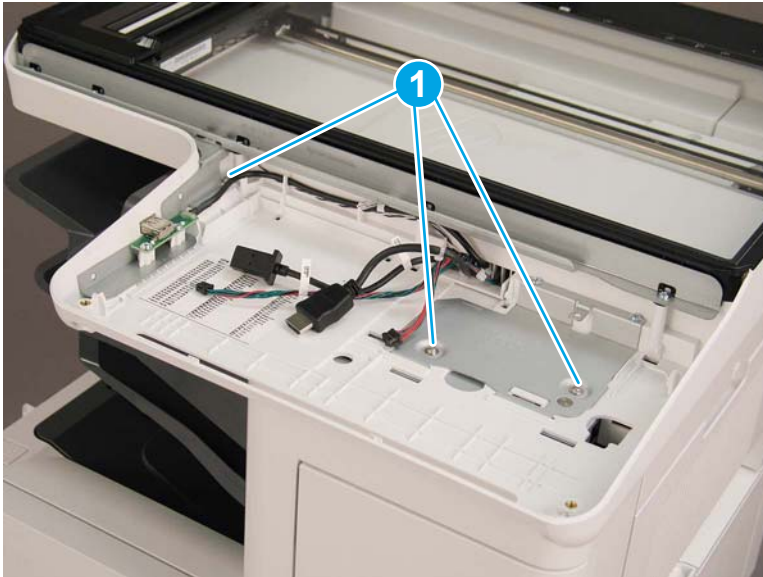
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-609 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-610 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


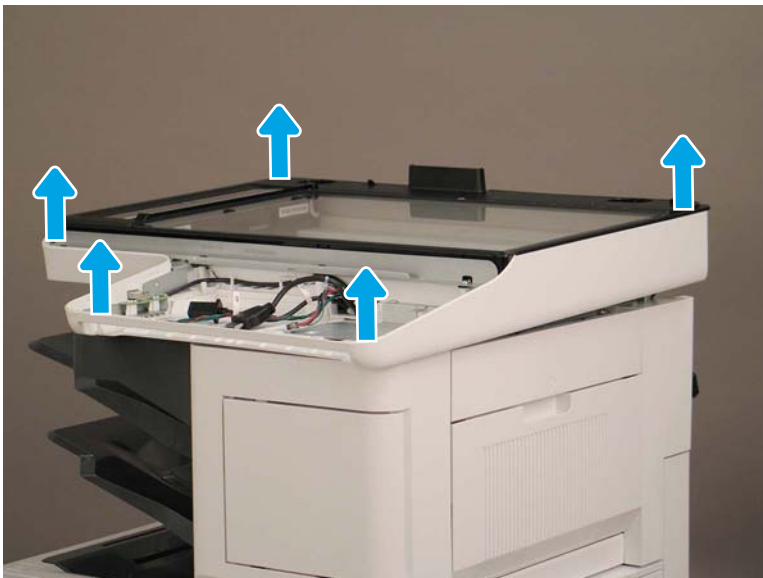
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-611 Remove the image scanner assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Internal parts and assemblies (base printer)

Learn how to remove and replace the base printer internal parts and assemblies.

Removal and replacement: Formatter PCA

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



[View a video of how to remove and replace the formatter PCA.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-39 Part information

Part number	Part description
J8J61-60001	Formatter PCA (M631, M632, M633, E62555, E62565, E62575)
3GY14-67901	Formatter PCA (E62655/E62665/E62675)
3GY14-67902	Formatter PCA (E62655/E62665/E62675; India, China)
K0Q14-60001	Formatter PCA (M631/M632/M633 x models only)
K0Q14-60002	Formatter PCA (M631/M632/M633 n, dn models only)
7PS94-67901	Formatter PCA (M634, M635, M636; India, China)
7PS94-67902	Formatter PCA (M634, M635, M636)

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

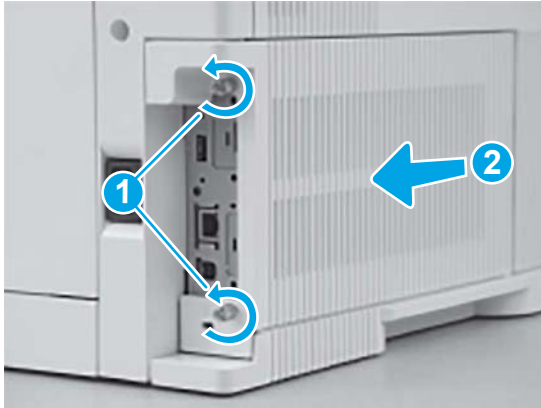
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- On the formatter cover, release two thumb screws (callout 1).
- Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-612 Release two thumb screws and remove the formatter cover



Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove one zero insertion force (ZIF) FFC (callout 1) and seven connectors (callout 2) from formatter PCA.


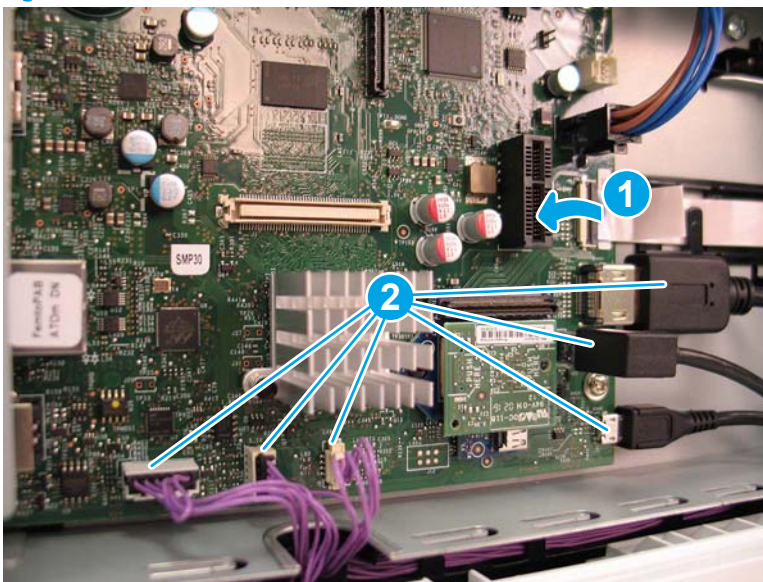
 **NOTE:** One connector at the upper left corner of the formatter PCA is hidden behind the sheet metal and is not indicated by callout 2.

Figure 8-613 Remove one ZIF FFC and seven connectors



2. Remove four screws (callout 1), and then remove the formatter PCA.


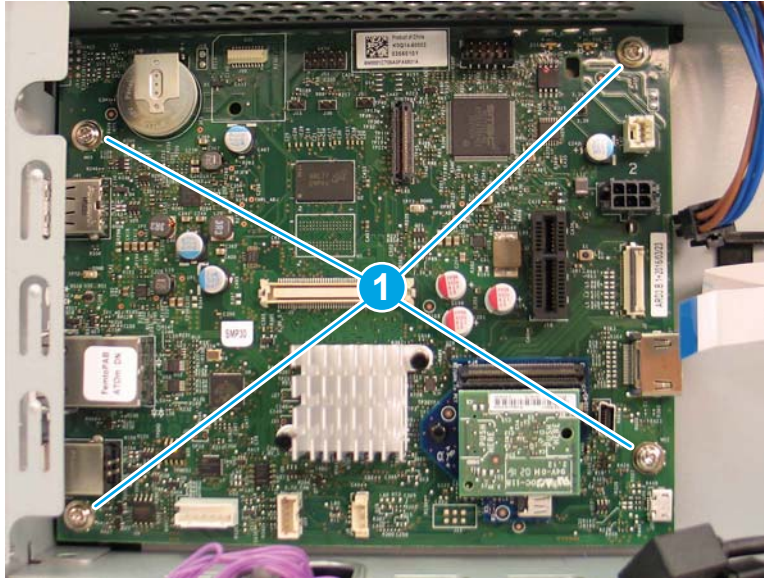
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-614 Remove four screws and the formatter PCA



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Laser scanner assembly

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



[View a video of how to remove and replace the document feeder.](#)

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-40 Part information

Part number	Part description
RM2-0906-000CN	Laser scanner assembly

Required tools

- #2 Phillips 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

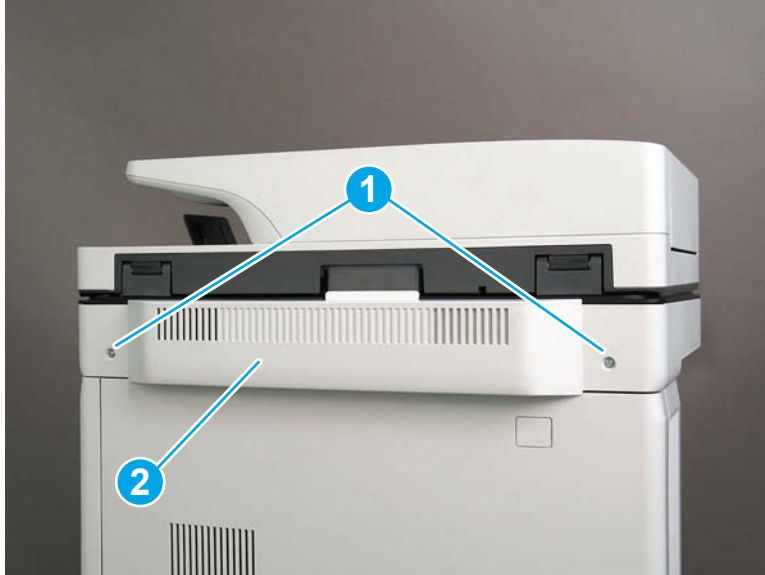
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

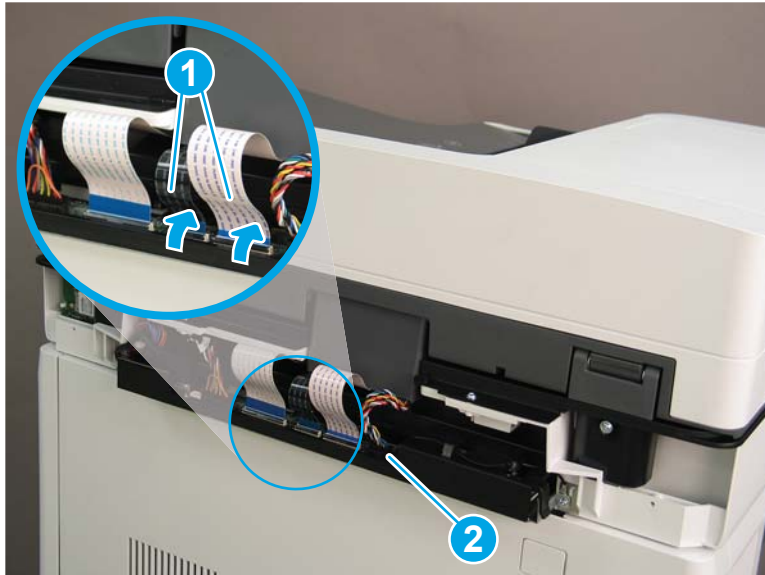
Figure 8-615 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

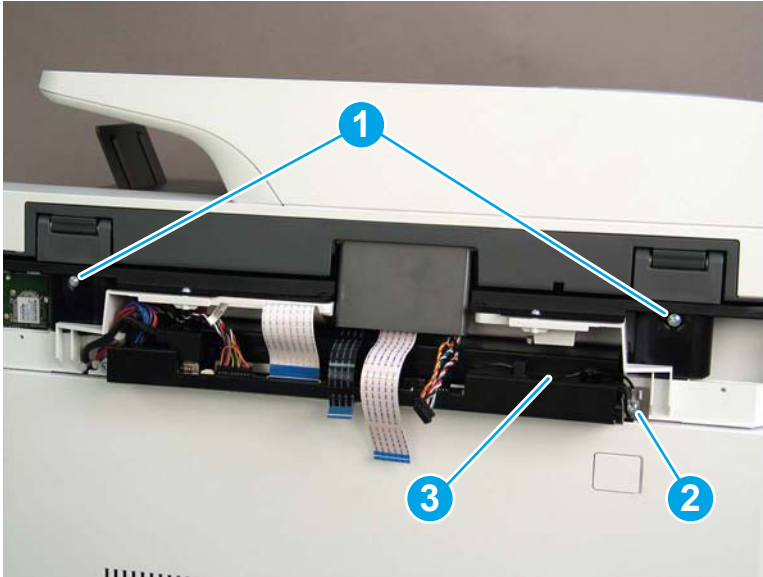
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-616 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-617 Remove three screws and the ground wire



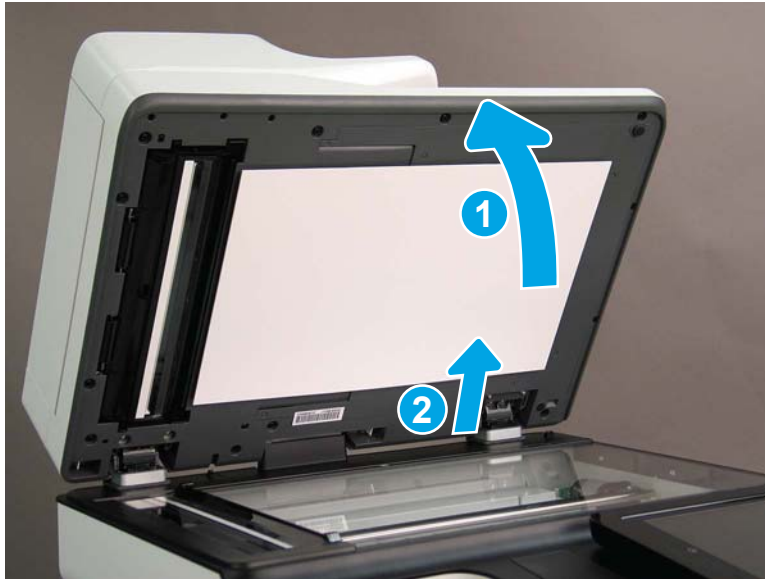
4. Open the automatic document feeder (ADF).

Figure 8-618 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-619 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-620 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-621 Lift and remove the ADF



Remove the formatter cover

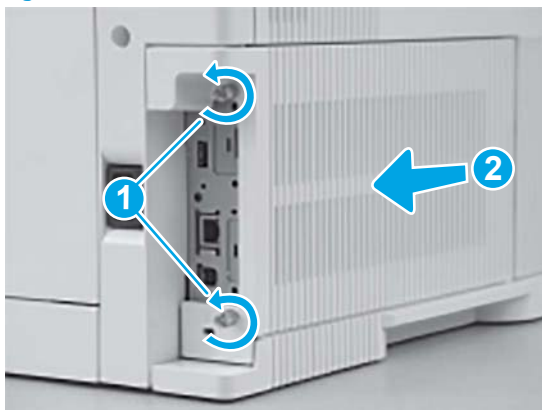
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-622 Release two thumb screws and remove the formatter cover

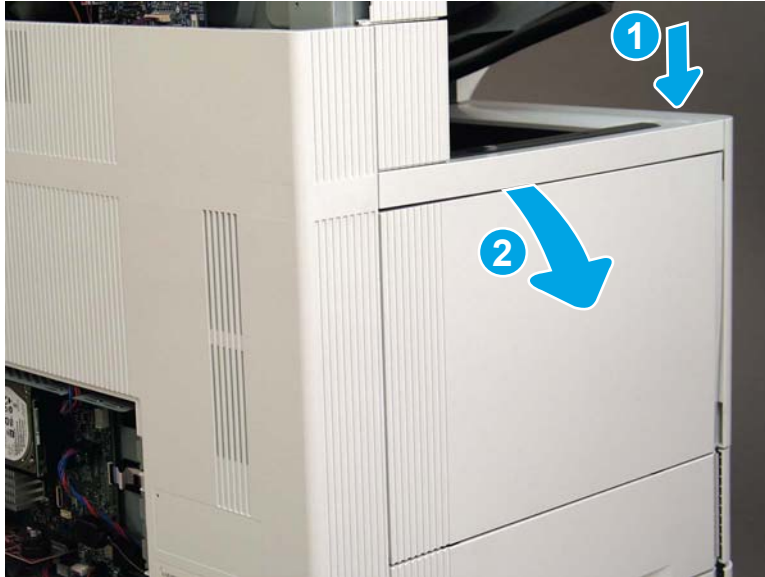


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-623 Open the cartridge door



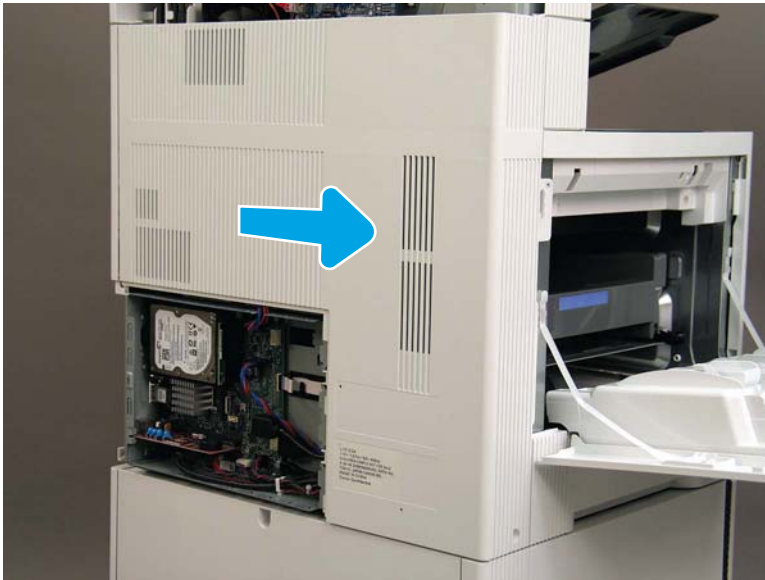
2. Remove two screws (callout 1).

Figure 8-624 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-625 Slide the rear cover



4. Remove the rear cover.


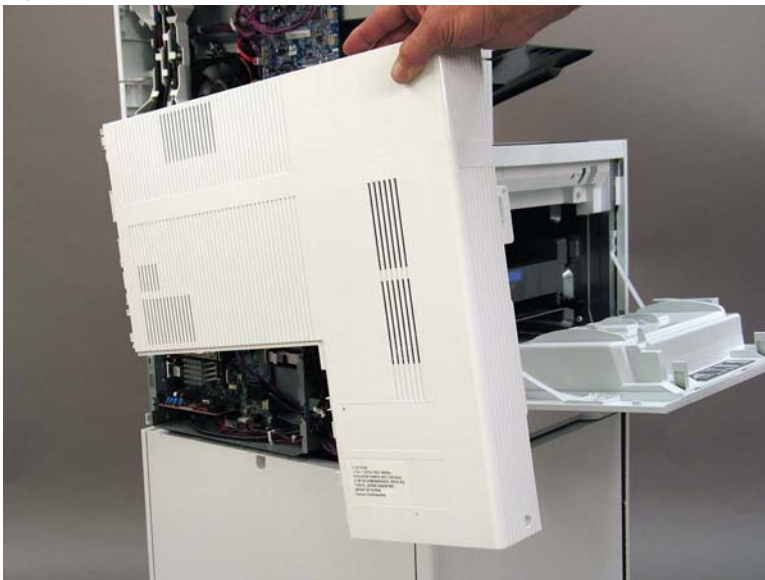
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-626 Remove the rear cover



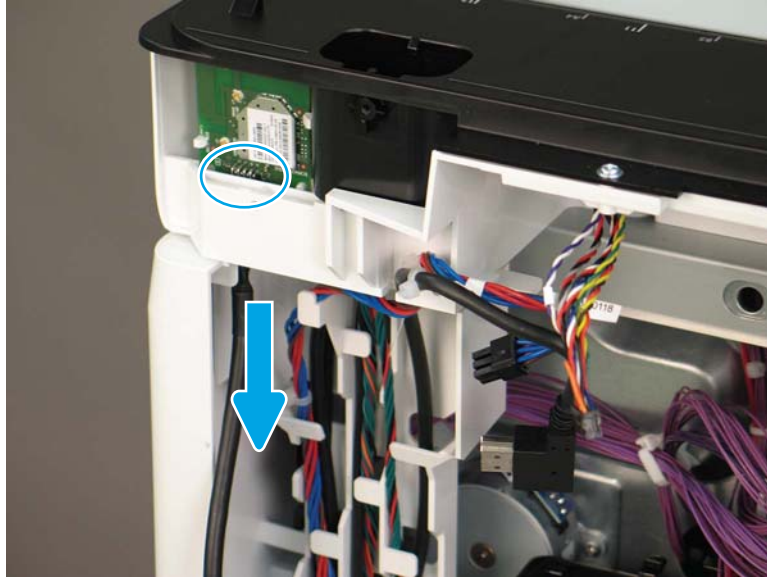
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

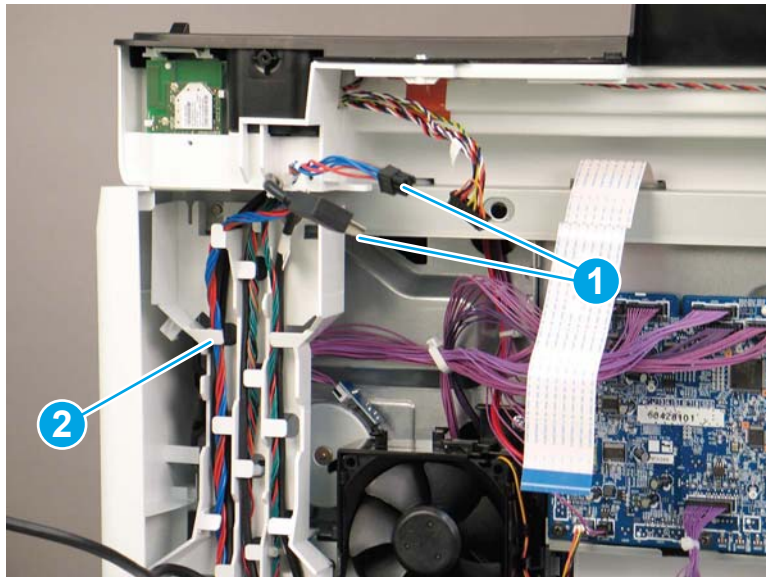
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-627 Disconnect the connector



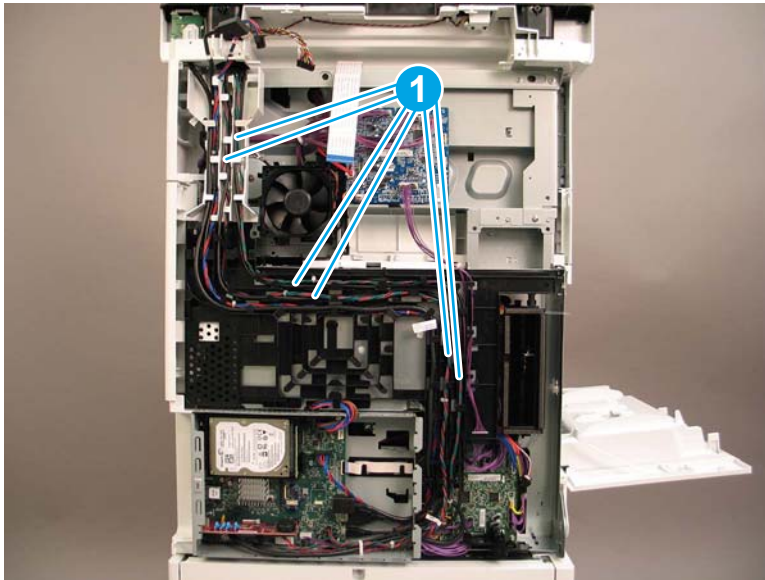
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-628 Release the SCB cables



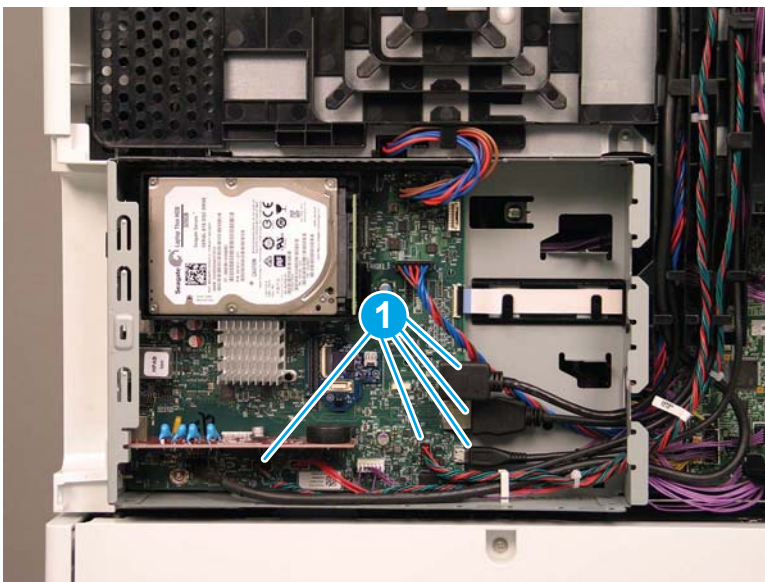
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-629 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

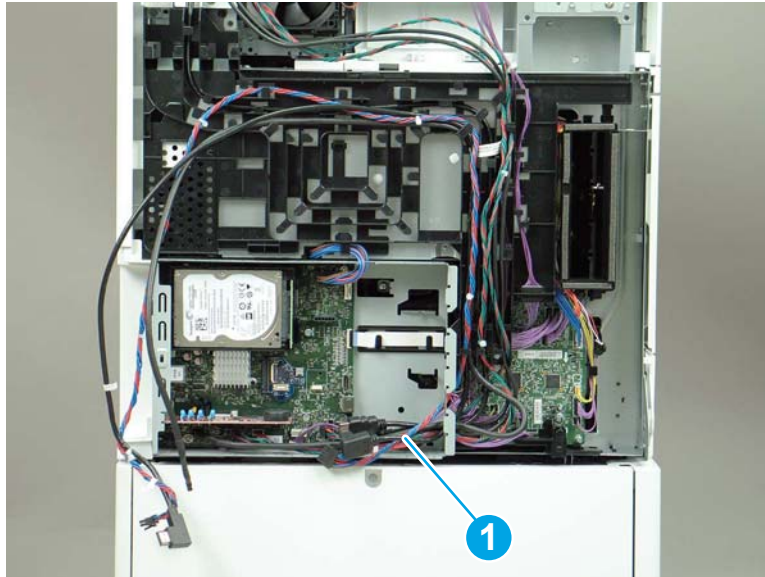
Figure 8-630 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

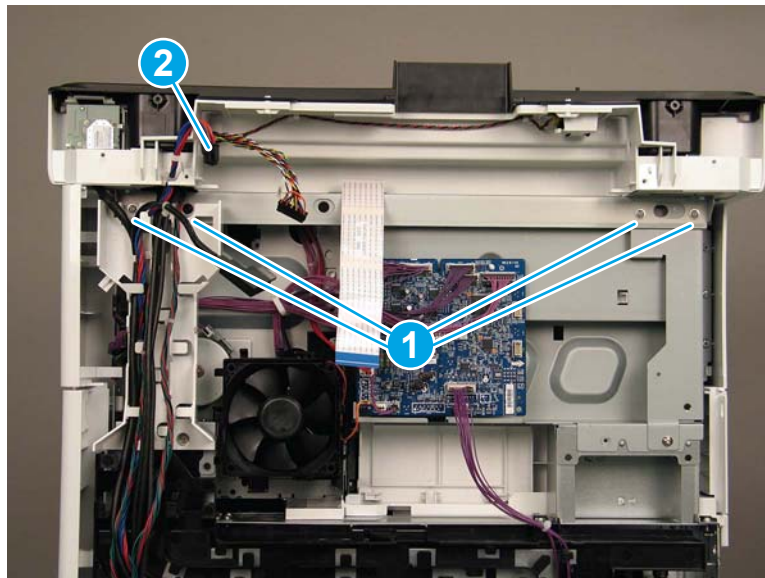
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-631 Thread the formatter cables through the formatter case



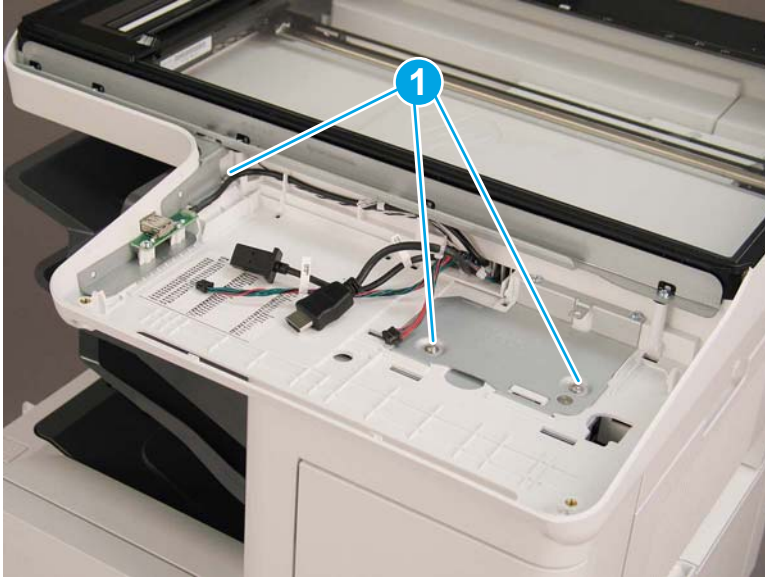
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-632 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-633 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


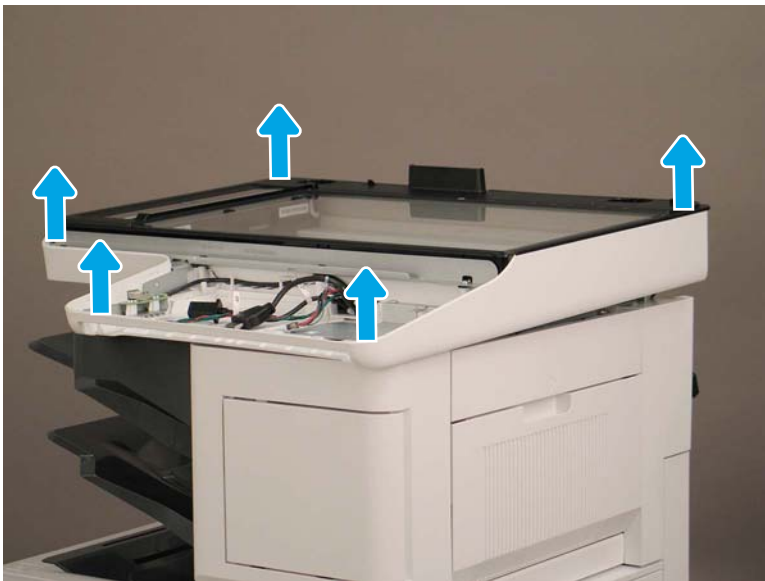
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-634 Remove the image scanner assembly



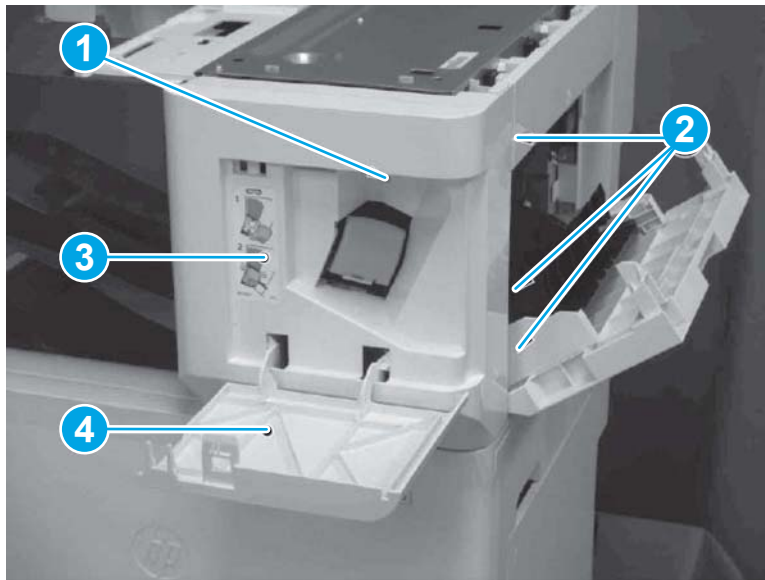
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

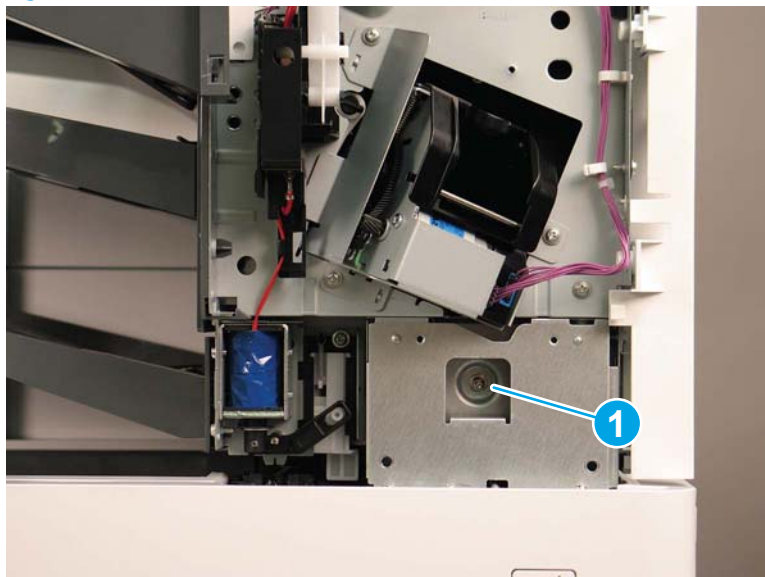
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-635 Remove staple cover and staple door



5. Remove one screw (callout 1).

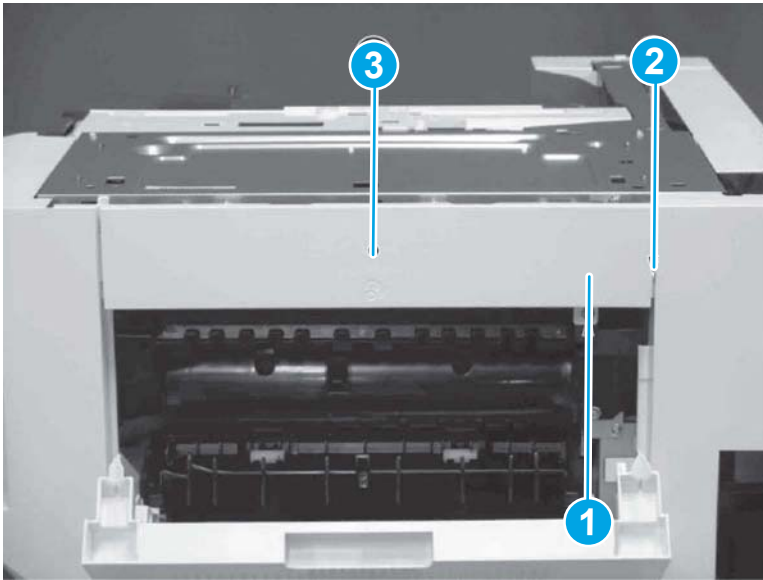
Figure 8-636 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

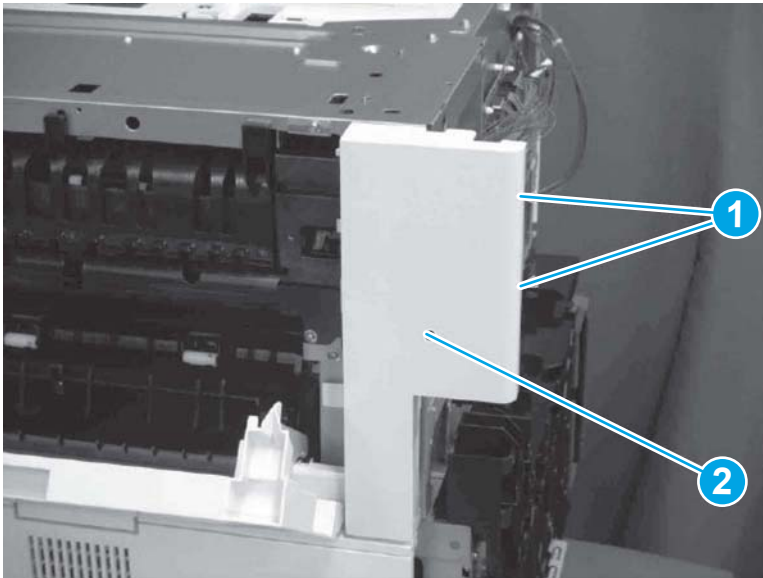
9. Remove the right upper cover (callout 3).

Figure 8-637 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

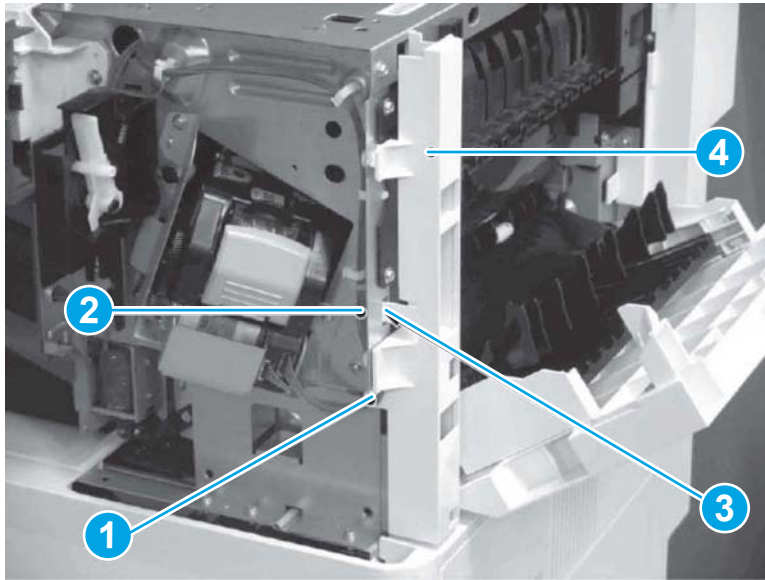
Figure 8-638 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

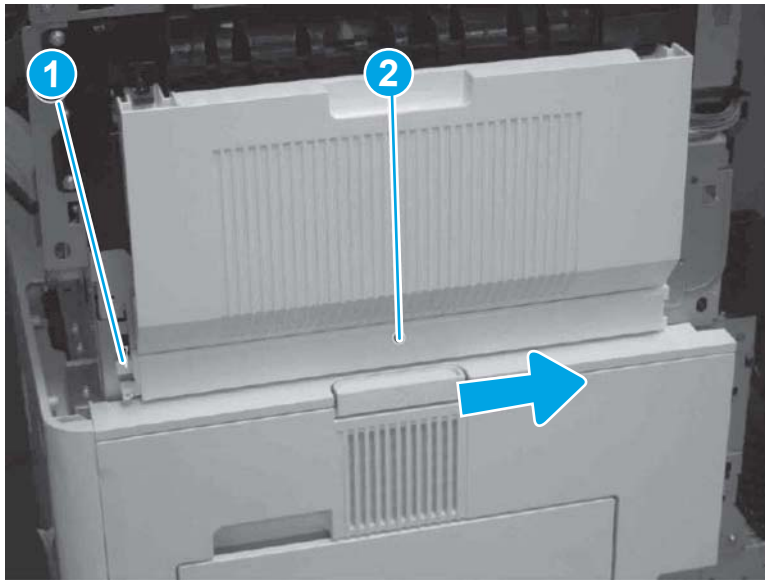
14. Remove the inner cover (callout 4).

Figure 8-639 Remove the inner cover



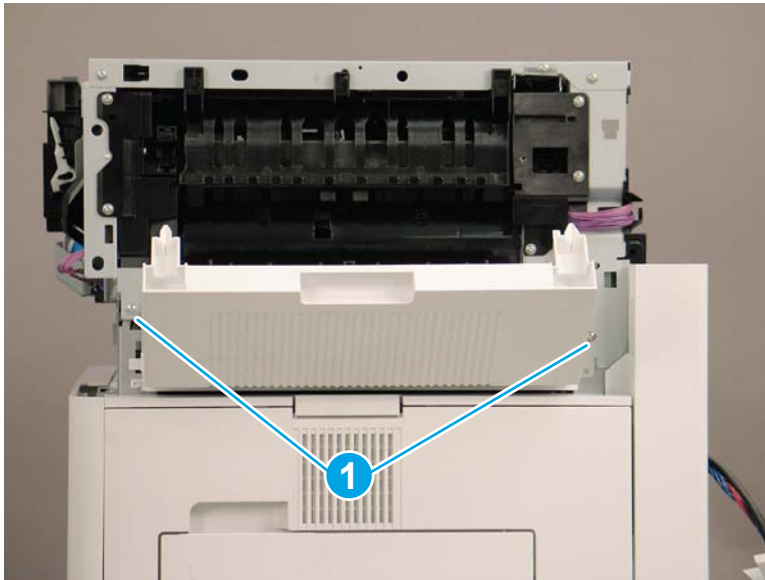
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-640 Remove the right lower cover



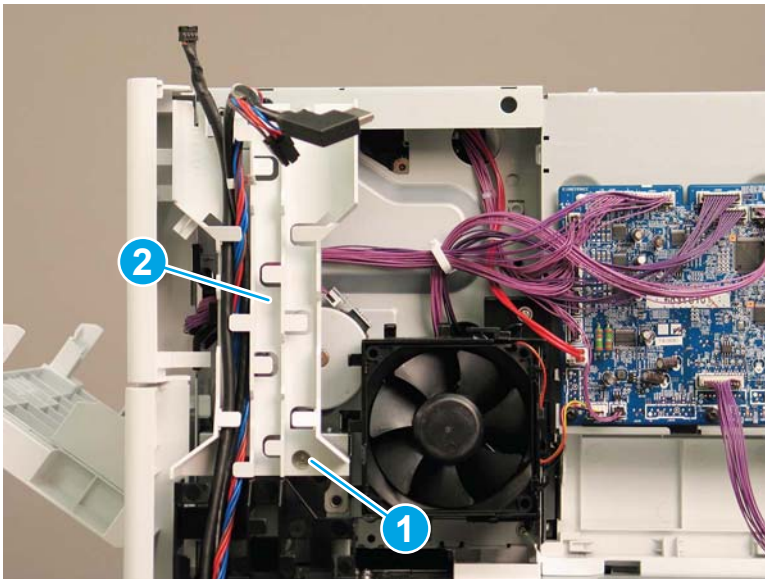
17. Remove two screws (callout 1).

Figure 8-641 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-642 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


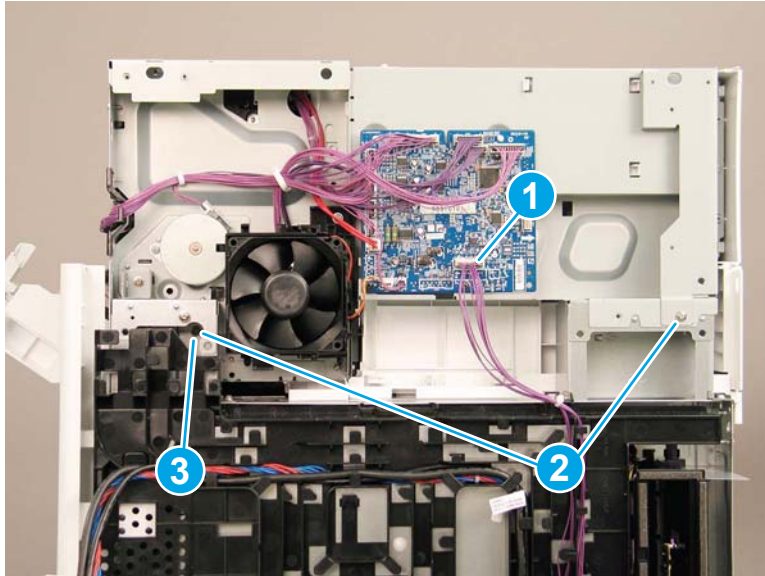
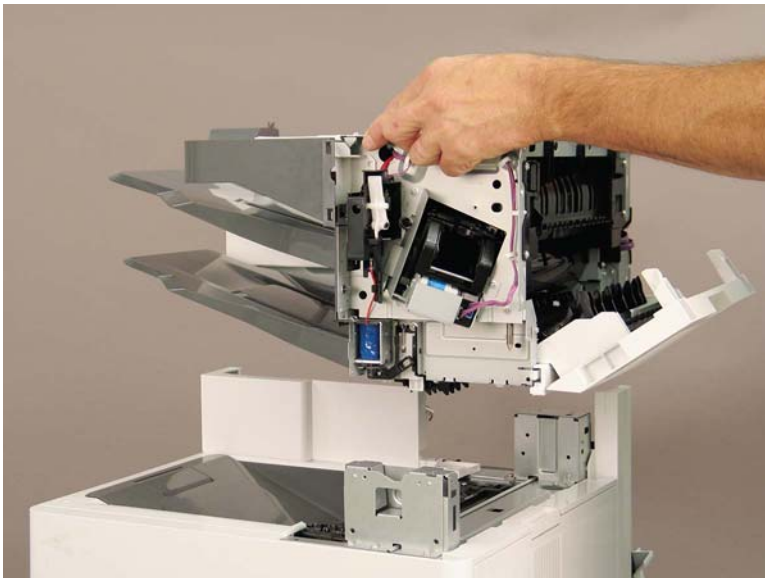
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-643 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-644 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


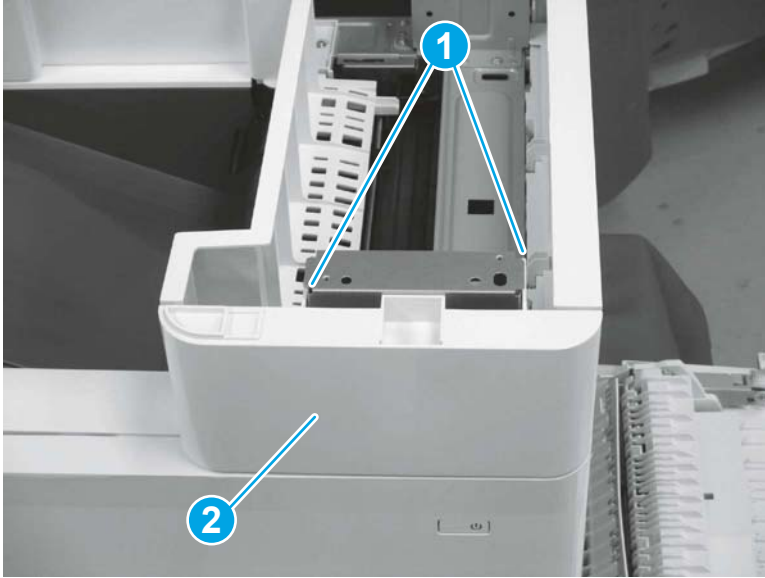
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-645 Remove the image scanner front cover



Remove the image scanner upper cover

Follow these steps to remove the image scanner upper cover.

- ▲ Lift up the image scanner upper cover (callout 1) and remove it.


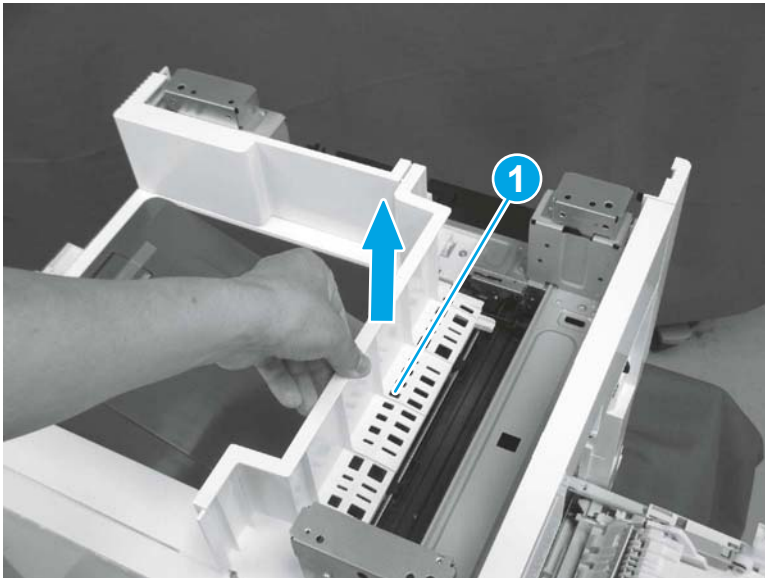
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-646 Lift and remove the image scanner upper cover



Remove the image scanner rear cover

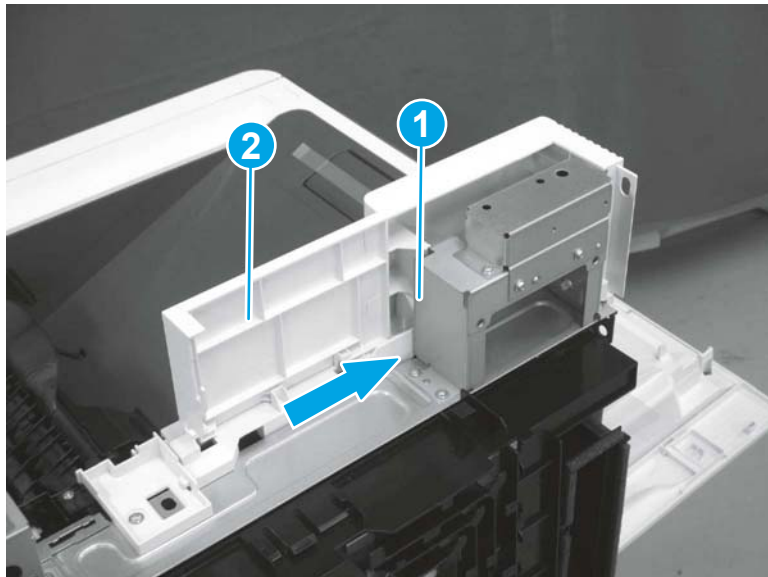
Follow these steps to remove the image scanner rear cover.

▲ Do the following:

- a. Release one tab (callout 1).
- b. Slide the image scanner rear cover (callout 2) in the direction the arrow indicates and remove it.

💡 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-647 Slide and remove the image scanner rear cover

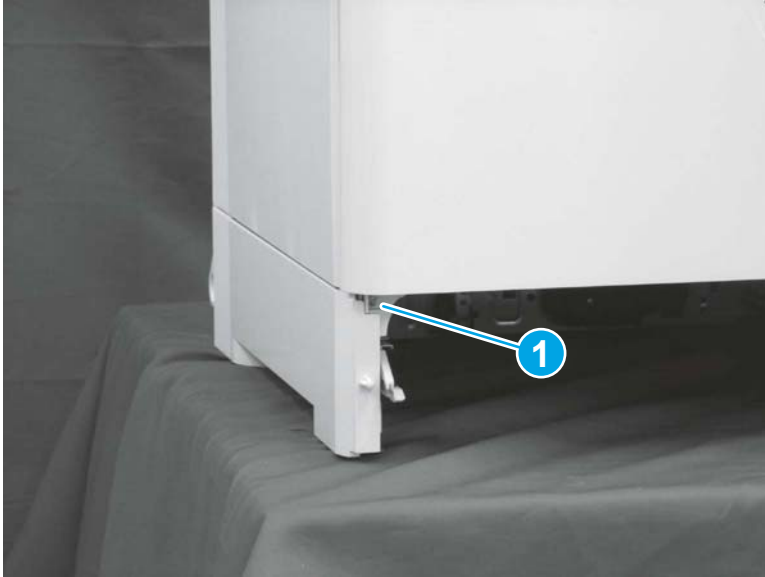


Remove the front cover assembly

Follow these steps to remove the front cover assembly.

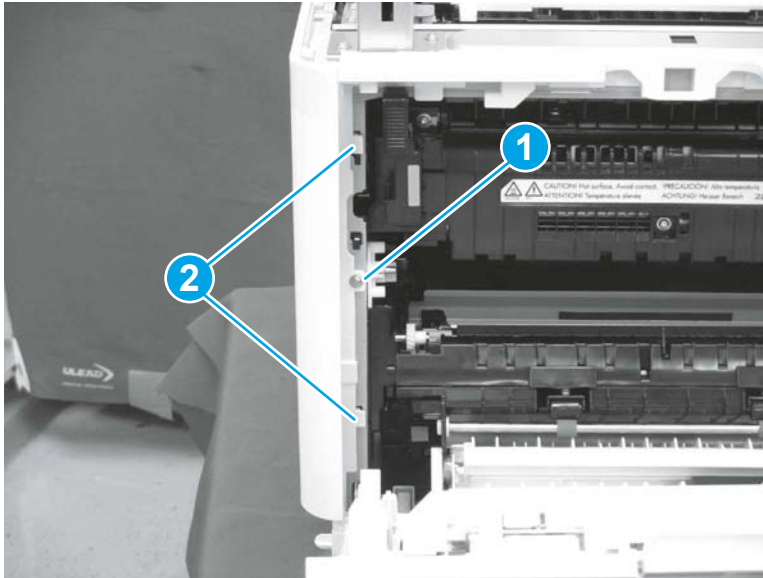
1. Remove one screw (callout 1).

Figure 8-648 Remove one screw



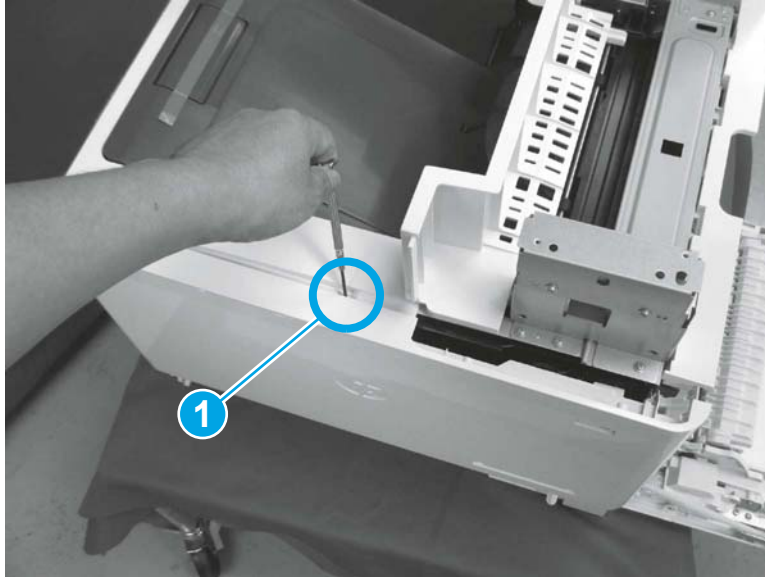
2. Do the following:
 - a. Remove one screw (callout 1).
 - b. Release two tabs (callout 2).

Figure 8-649 Remove one screw and release two tabs



3. Release one tab (callout 1).

Figure 8-650 Release one tab



4. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the front cover assembly (callout 2).


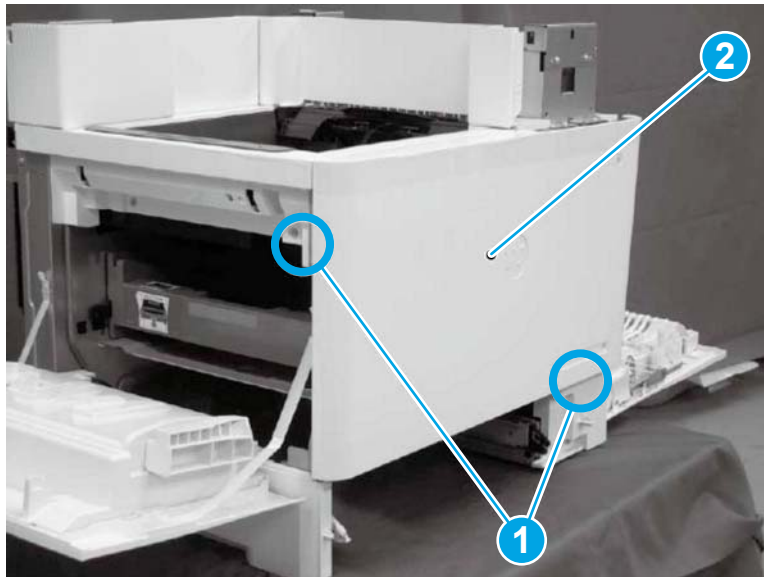
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-651 Release two tabs and remove the front cover assembly



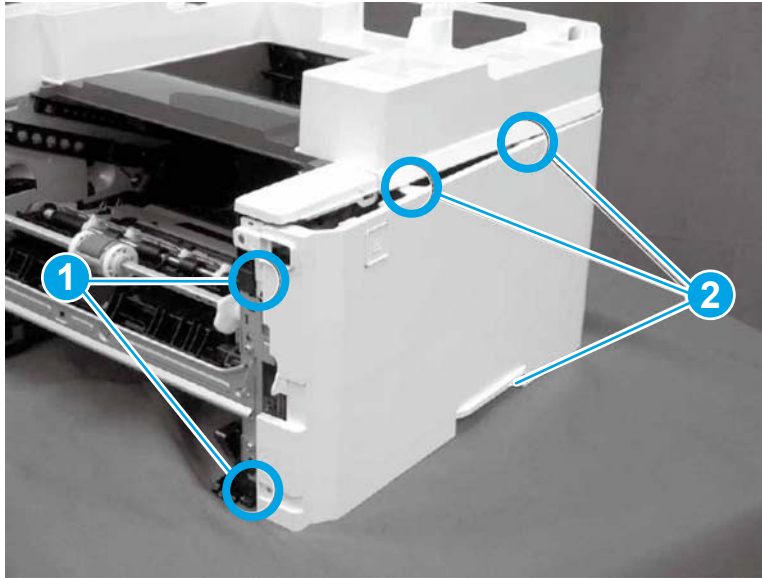
Remove the top cover assembly/face-down tray assembly

Follow these steps to remove the top cover assembly/face-down tray assembly.

1. Do the following:

- a. Release one tab (callout 1).
- b. Slide the top cover assembly (callout 2) and the face-down tray assembly, and then remove them both at the same time.

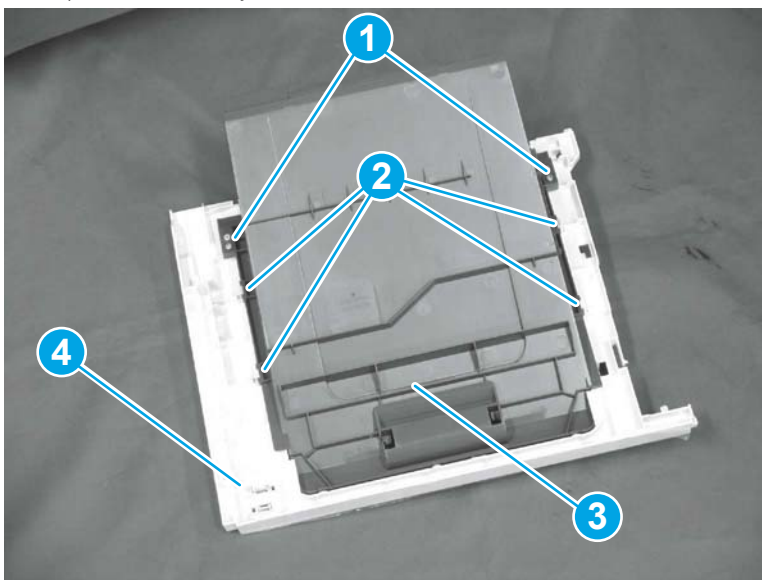
Figure 8-652 Release one tab and then remove the top cover and face-down tray assemblies



2. Do the following:
 - a. Remove two screws (callout 1).
 - b. Release two tabs (callout 2).
 - c. Remove the face-down tray assembly (callout 3) from the top cover assembly (callout 4).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-653 Remove two screws and release two tabs and then remove the face-down tray from the top cover assembly

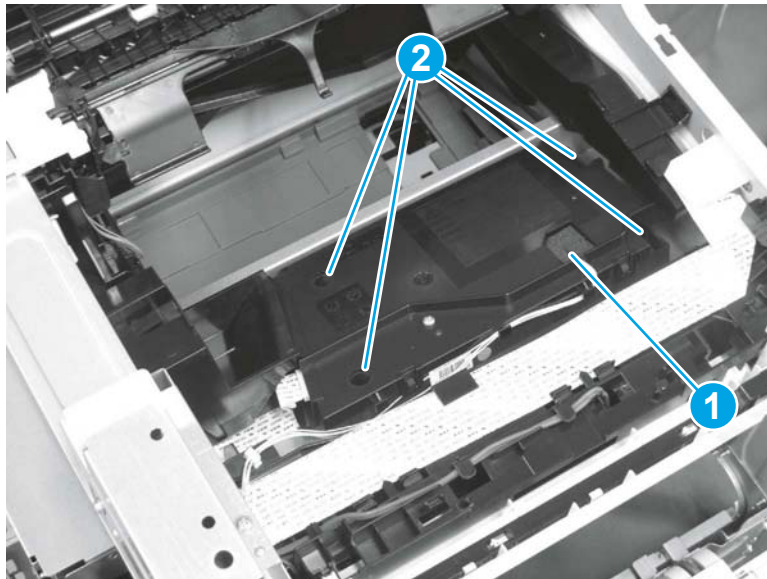


Remove the laser scanner assembly

Follow these steps to remove the laser scanner assembly.

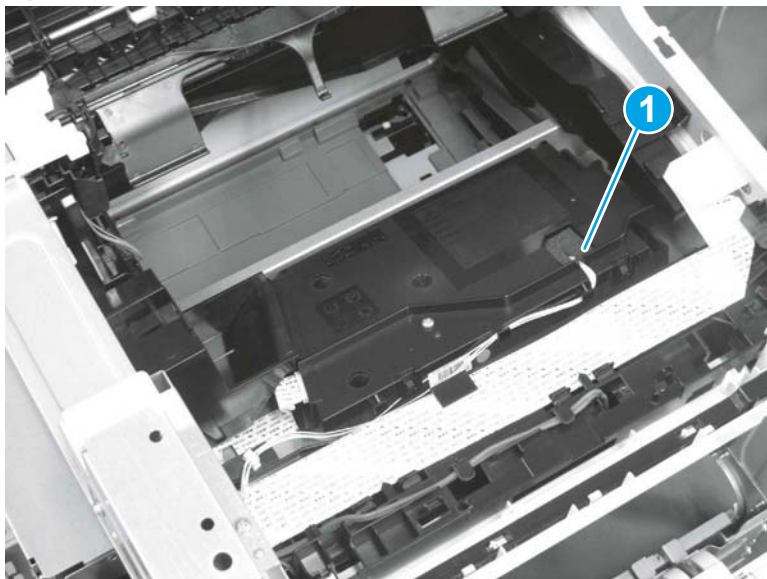
1. Do the following:
 - a. Remove the square connector foam cover (callout 1).
 - b. Remove four screws (callout 2).

Figure 8-654 Remove the connector foam cover and four screws




2. Disconnect one connector (callout 1).

Figure 8-655 Disconnect one connector



3. Do the following:

- a. Remove the FFC (callout 1).
- b. Remove the laser scanner assembly (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.


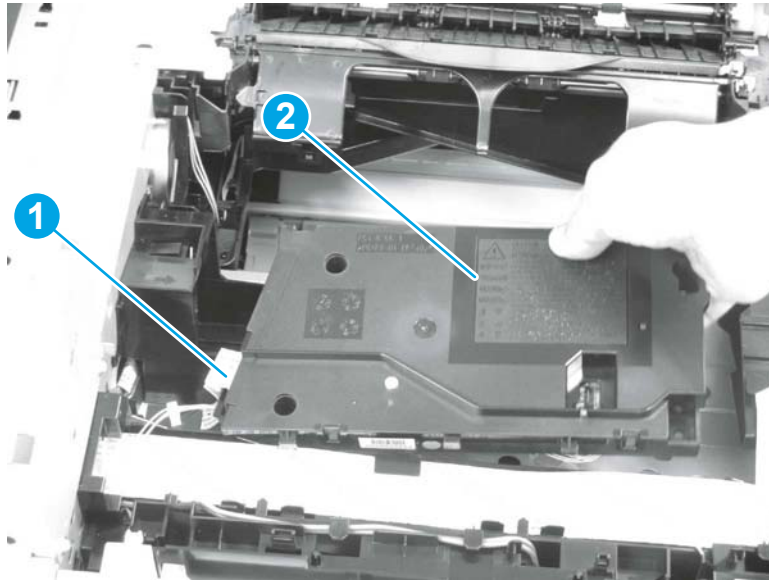
 **NOTE:** Do not forget to replace the connector cover when installing the laser scanner assembly.

Figure 8-656 Remove the FFC and the laser scanner assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Transfer assembly

This document provides the procedures to remove and replace the transfer assembly.

 [View a video of how to remove and replace the transfer assembly.](#)


Mean time to repair: 10 minutes

Service level: Intermediate

 **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.

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 8-41 Part information

Part number	Part description
RM2-6776-000CN	Transfer assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

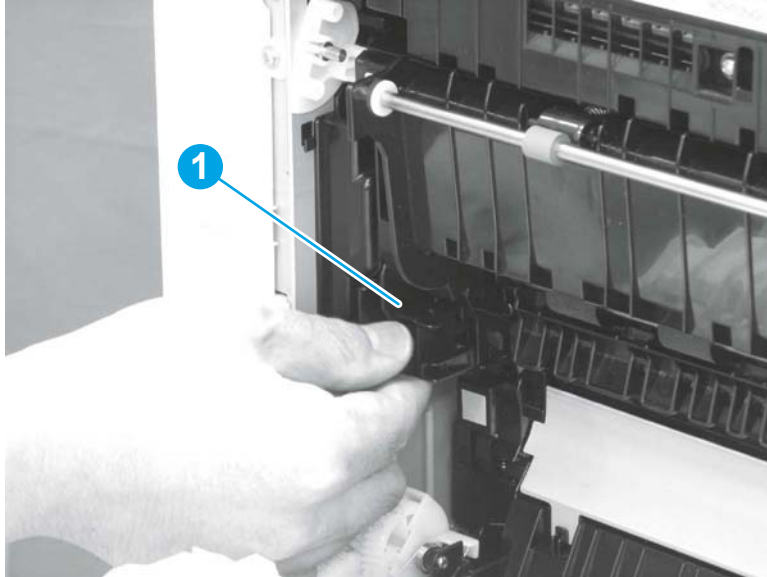
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the transfer assembly

Follow these steps to remove the transfer assembly.

1. Do the following:
 - a. Open the right door assembly.
 - b. Pull out the cover (callout 1).

Figure 8-657 Open the right door and pull out the cover



2. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Slide the transfer assembly (callout 2) in the direction the arrow indicates, and remove it.


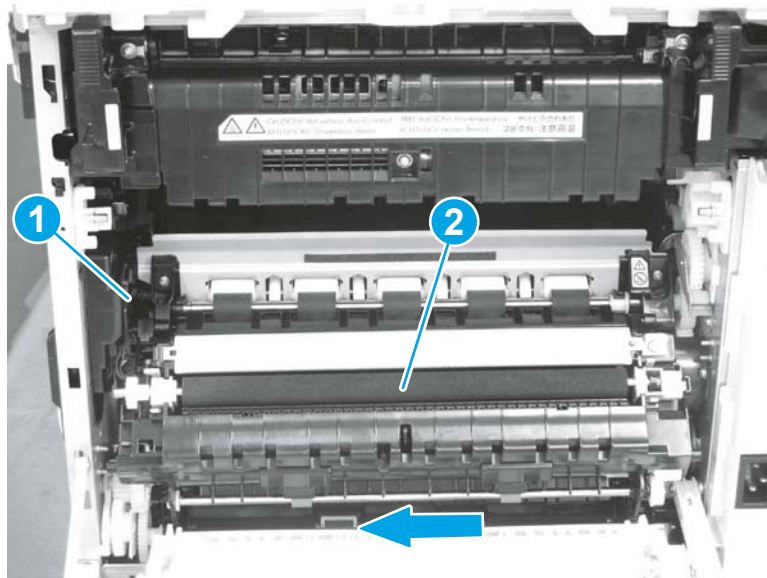
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-658 Disconnect one connector and remove the transfer assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Registration assembly

This document provides the procedures to remove and replace the registration assembly.



[View a video of how to remove and replace the registration assembly.](#)

Mean time to repair: 30 minutes

Service level: Advanced



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.

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 8-42 Part information

Part number	Part description
RM2-6774-000CN	Registration assembly

Required tools

- #2 Phillips 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

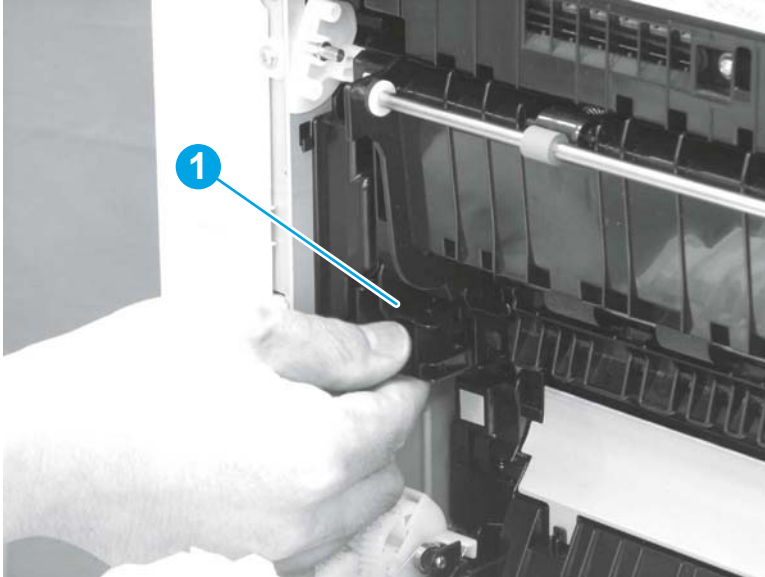
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the transfer assembly

Follow these steps to remove the transfer assembly.

1. Do the following:
 - a. Open the right door assembly.
 - b. Pull out the cover (callout 1).

Figure 8-659 Open the right door and pull out the cover



2. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Slide the transfer assembly (callout 2) in the direction the arrow indicates, and remove it.


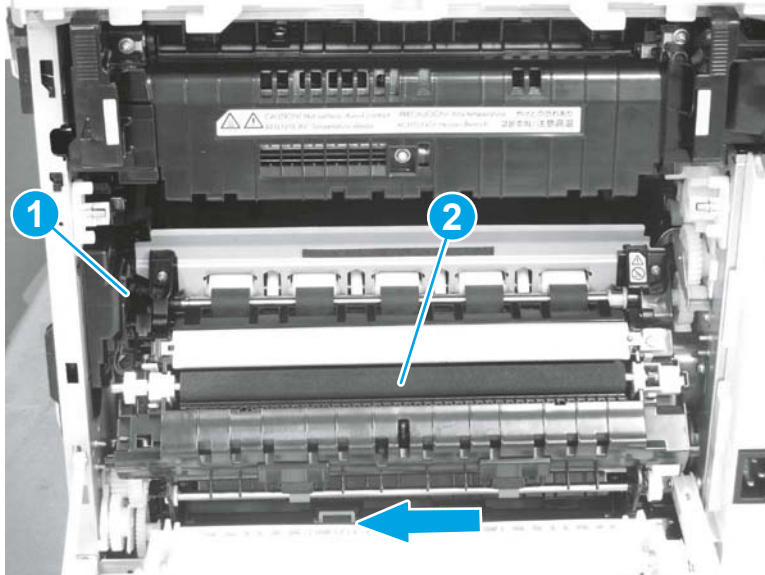
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-660 Disconnect one connector and remove the transfer assembly



Remove the registration assembly

Follow these steps to remove the registration assembly.

- ▲ Do the following:

- a. Remove four screws (callout 1).
- b. Remove the registration assembly (callout 2).


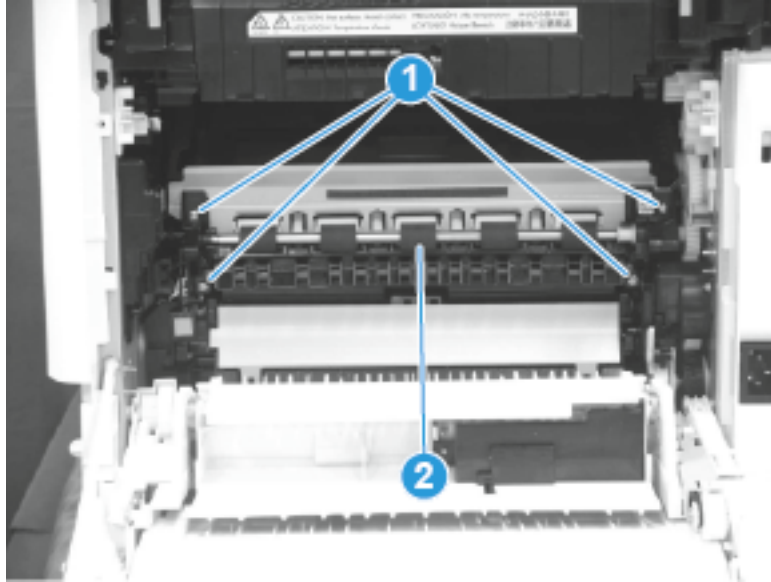
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-661 Remove four screws and the registration assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Paper delivery assembly

This document provides the procedures to remove and replace the paper delivery assembly.



[View a video of how to remove and replace the paper delivery assembly.](#)

Mean time to repair: 30 minutes

Service level: Advanced



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.

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 8-43 Part information

Part number	Part description
RM2-6787-000CN	Paper delivery assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

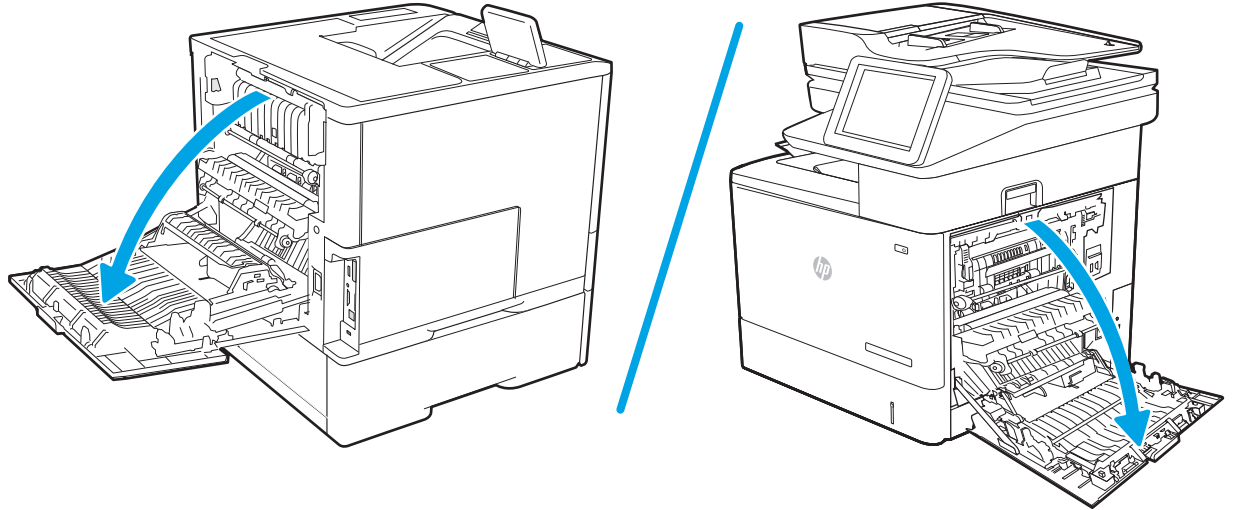
Remove the fuser

Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

⚠ WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

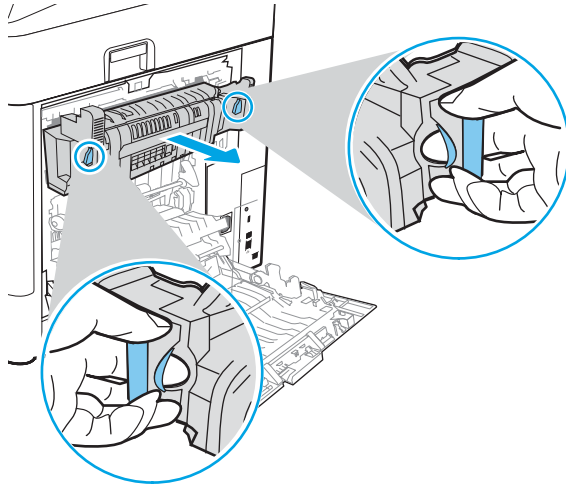
Figure 8-662 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.

NOTE: The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-663 Remove the fuser

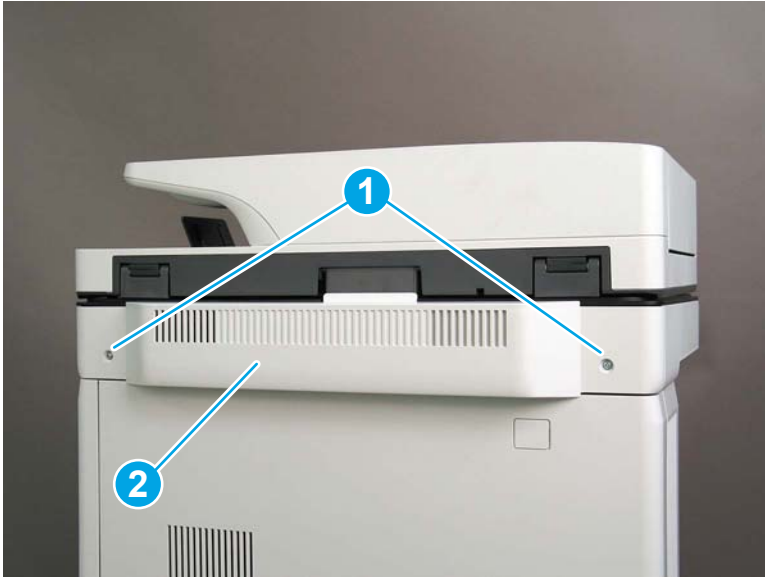


Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

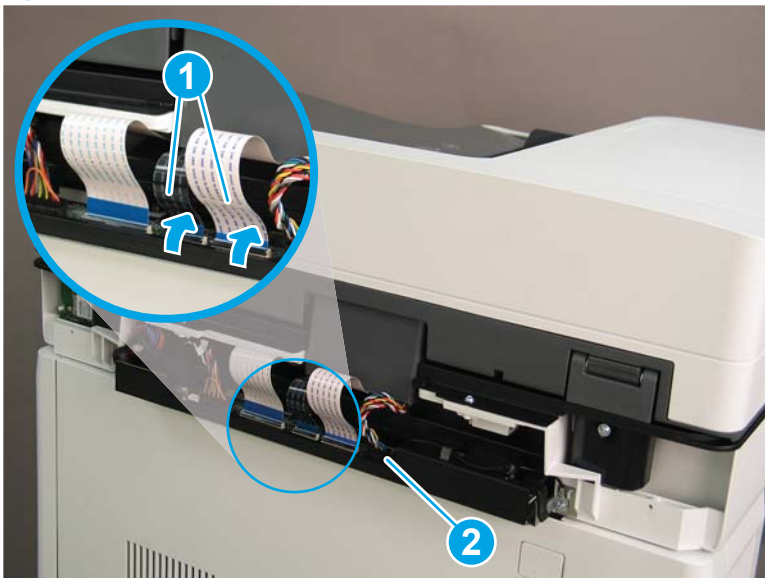
Figure 8-664 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

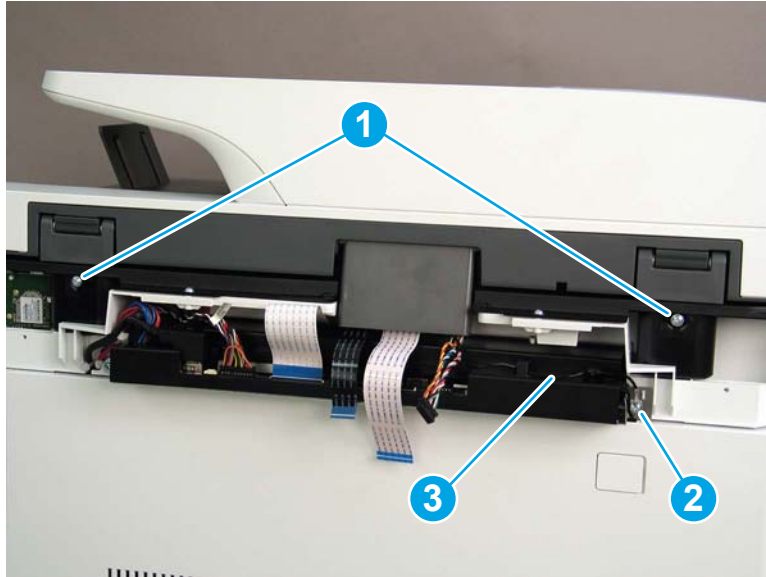
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-665 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-666 Remove three screws and the ground wire



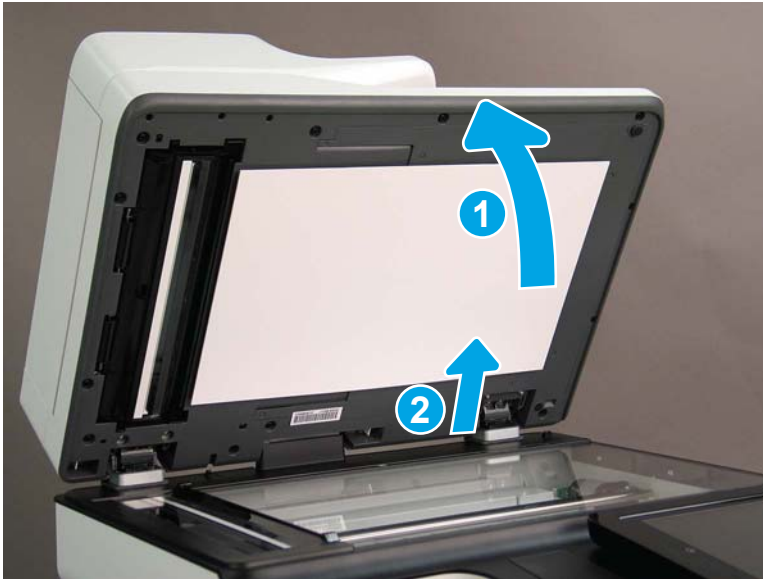
4. Open the automatic document feeder (ADF).

Figure 8-667 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-668 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-669 Release two tabs on the ADF



7. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-670 Lift and remove the ADF



Remove the formatter cover

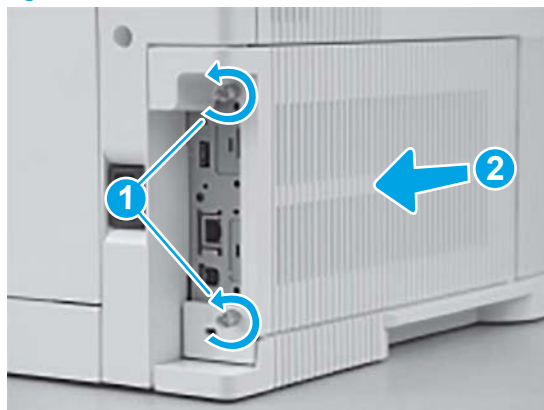
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-671 Release two thumb screws and remove the formatter cover

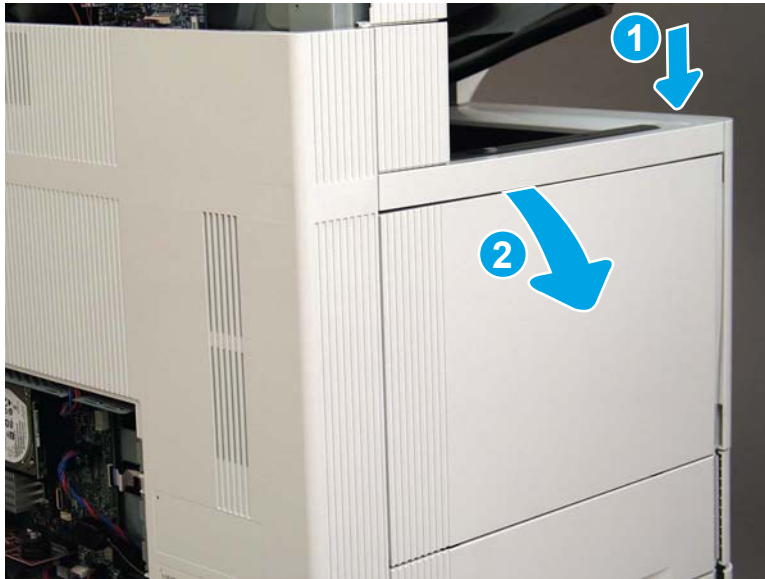


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-672 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-673 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-674 Slide the rear cover



4. Remove the rear cover.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-675 Remove the rear cover



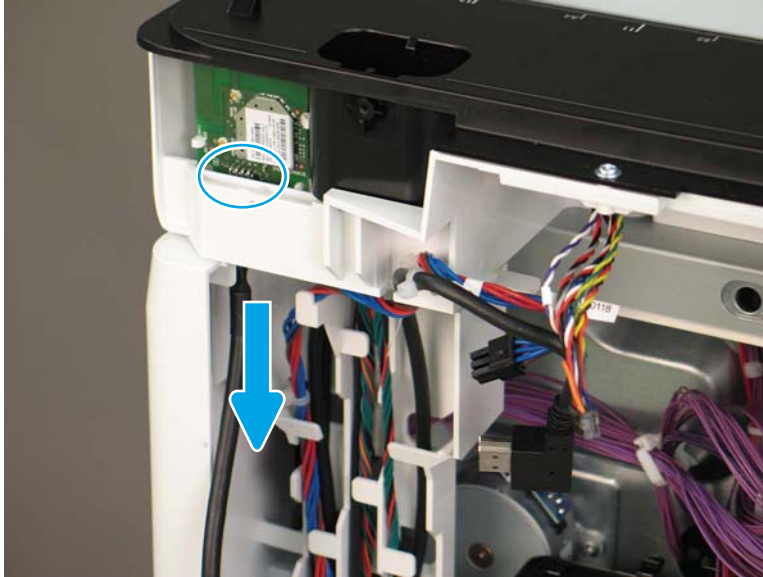
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

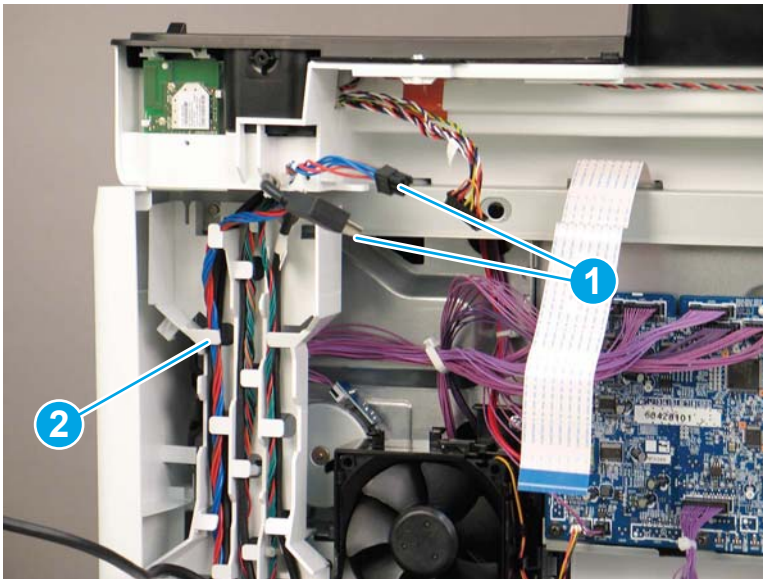
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-676 Disconnect the connector



2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-677 Release the SCB cables



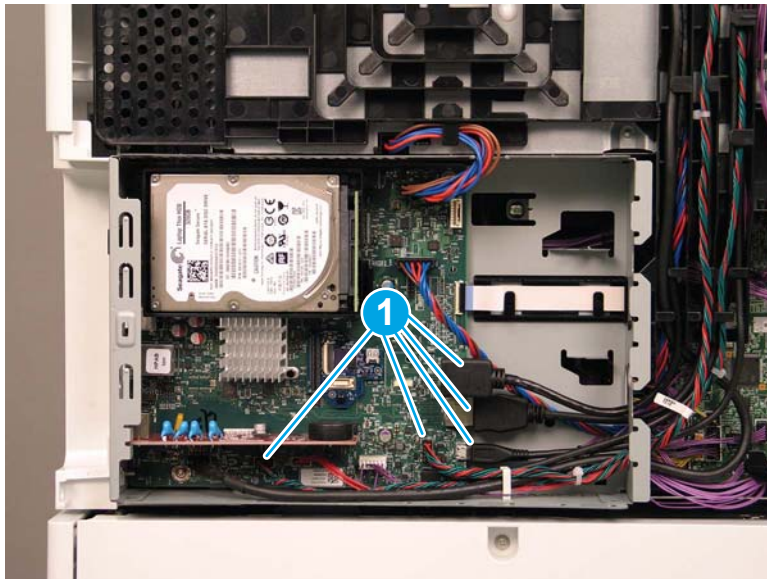
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-678 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

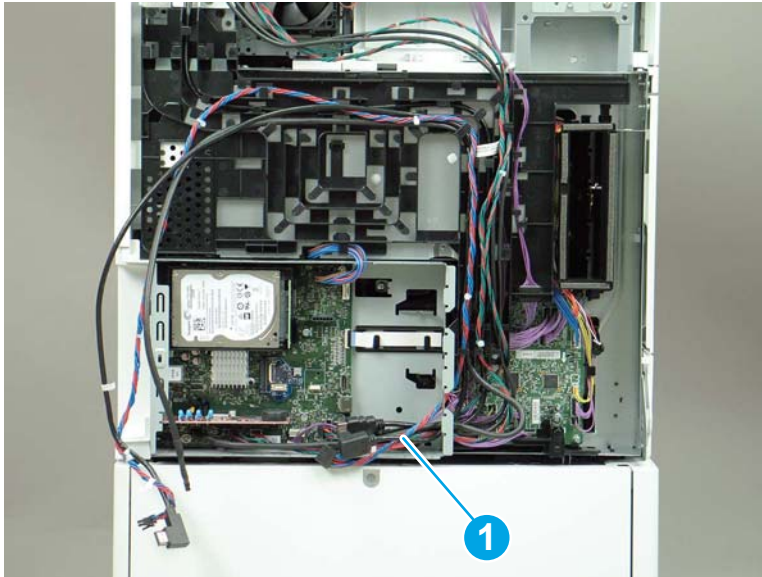
Figure 8-679 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

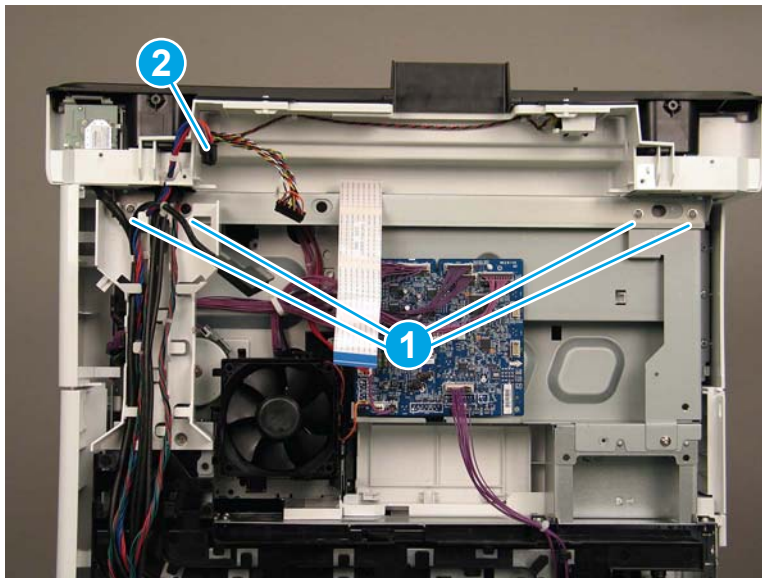
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-680 Thread the formatter cables through the formatter case



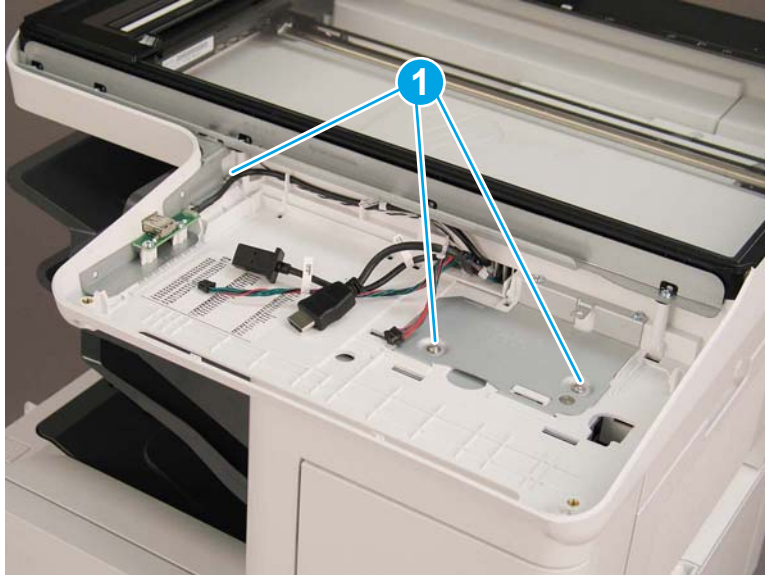
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-681 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-682 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


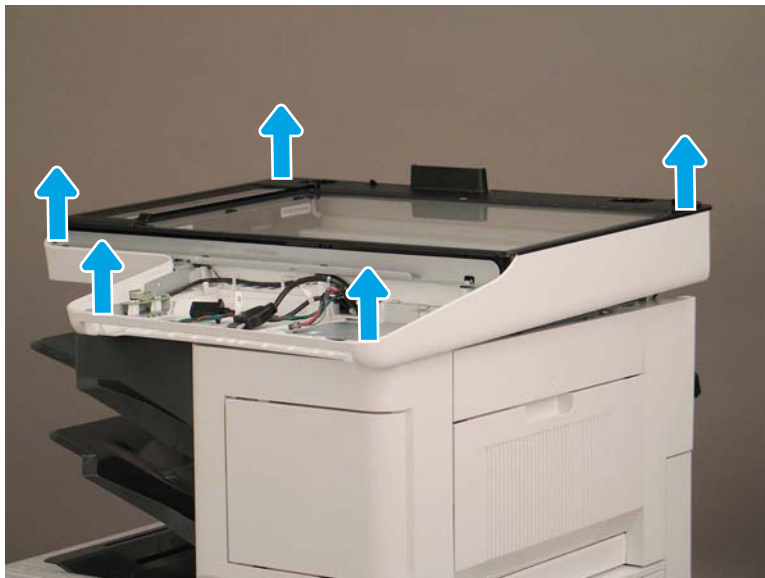
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-683 Remove the image scanner assembly



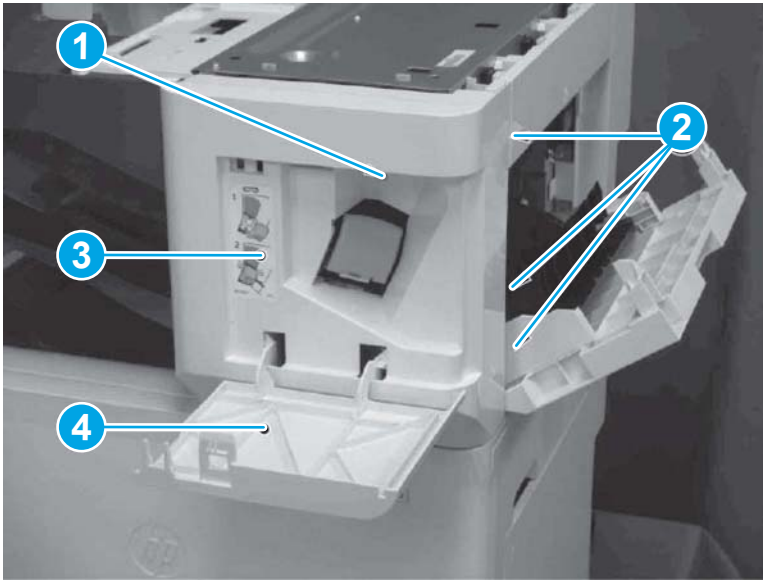
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

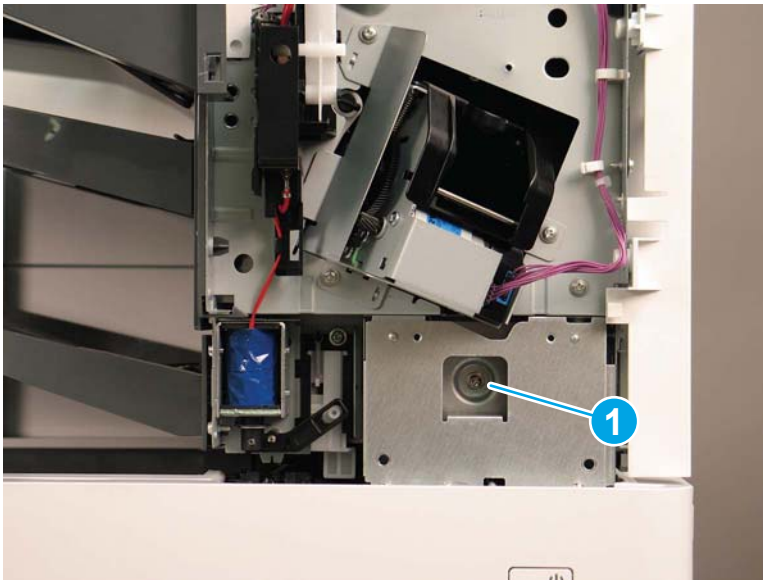
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-684 Remove staple cover and staple door



5. Remove one screw (callout 1).

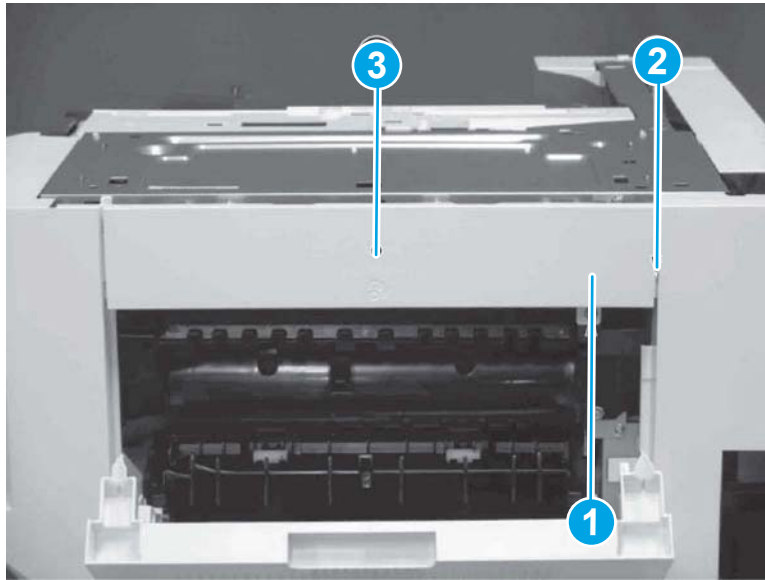
Figure 8-685 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

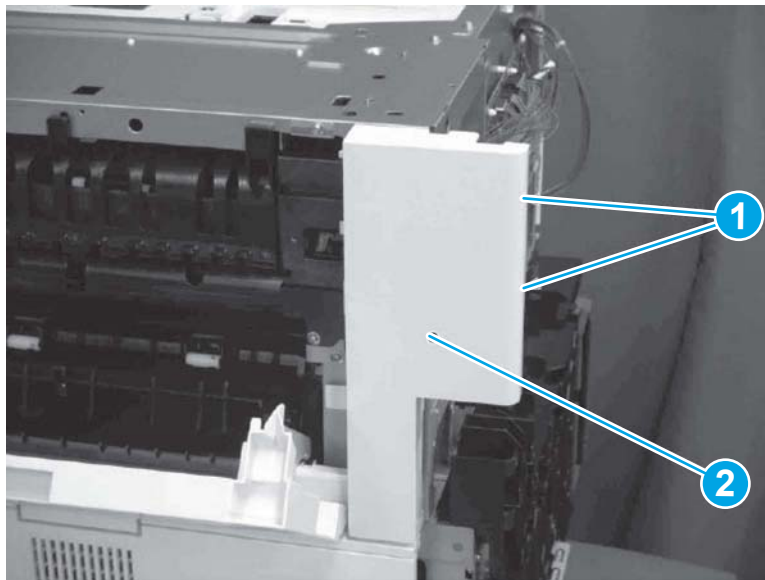
9. Remove the right upper cover (callout 3).

Figure 8-686 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

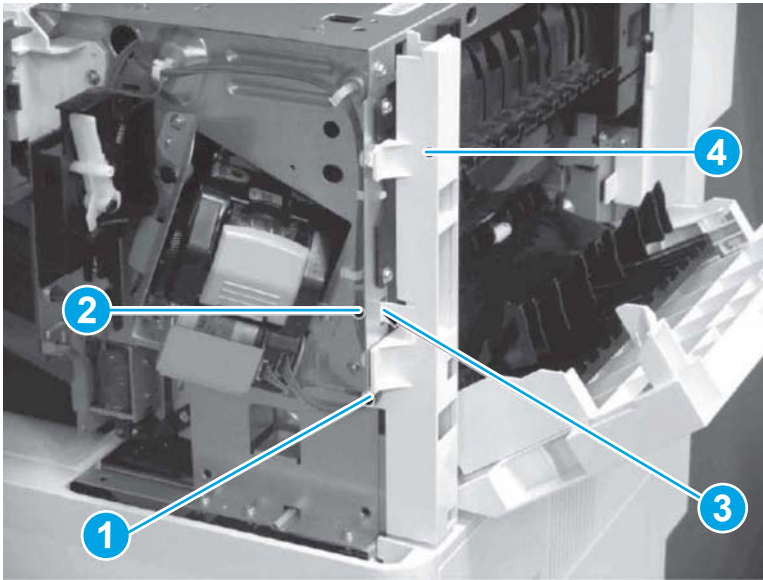
Figure 8-687 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

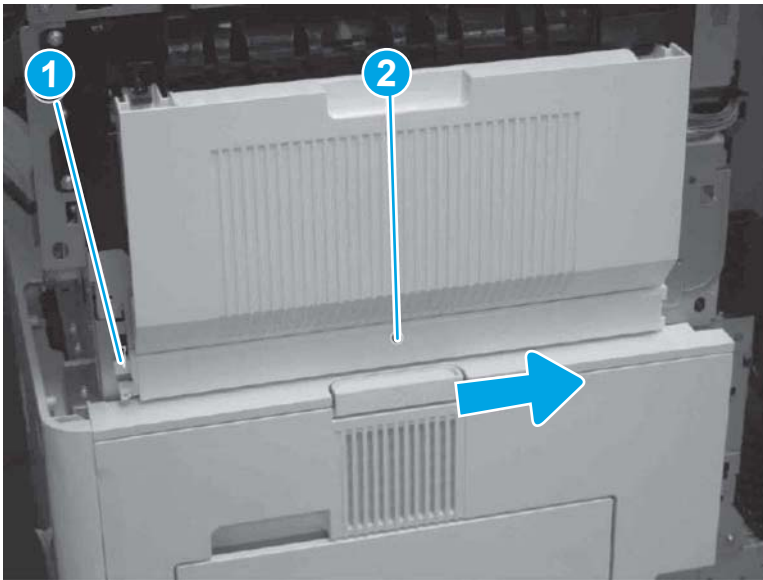
14. Remove the inner cover (callout 4).

Figure 8-688 Remove the inner cover



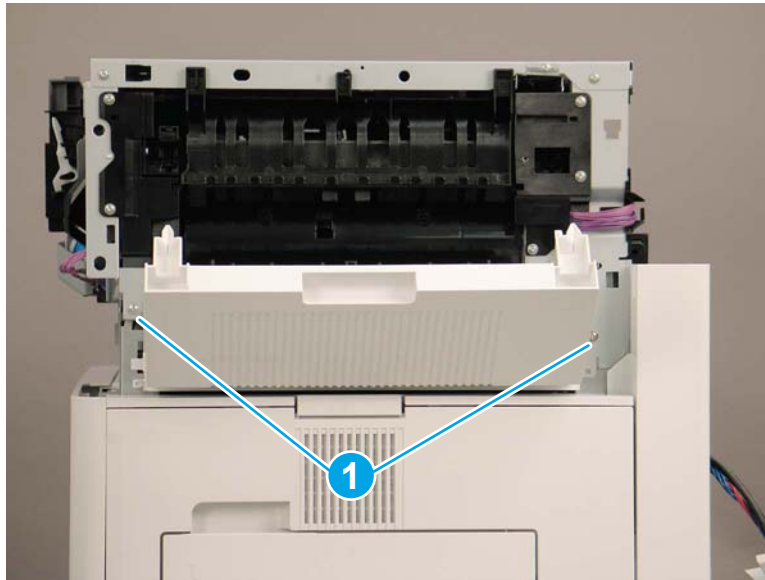
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-689 Remove the right lower cover



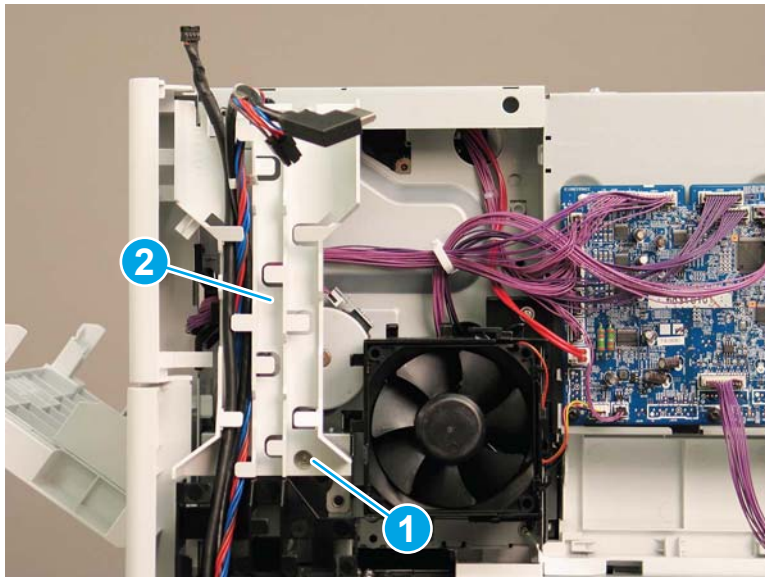
17. Remove two screws (callout 1).

Figure 8-690 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-691 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


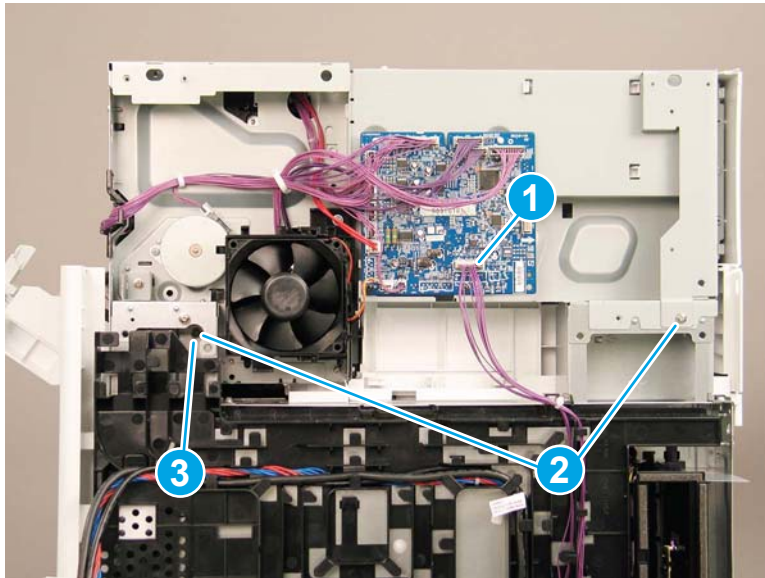
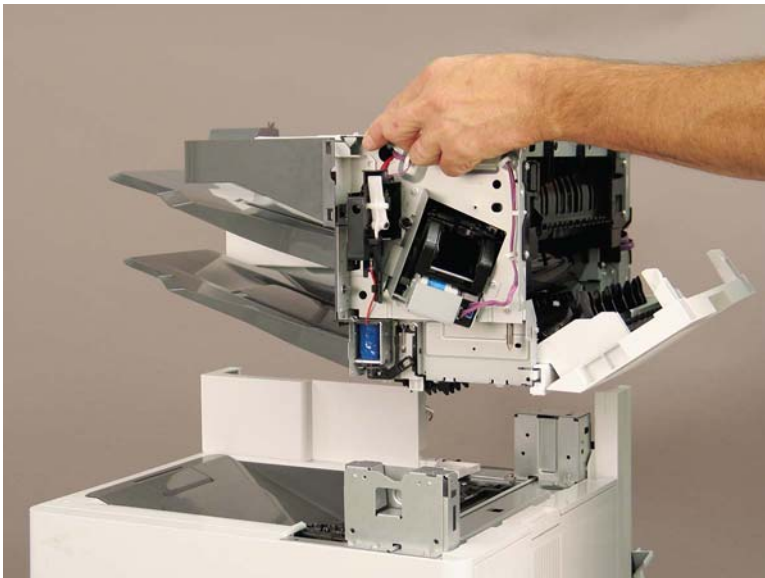
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-692 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-693 Remove the inner finisher



Remove the image scanner front cover

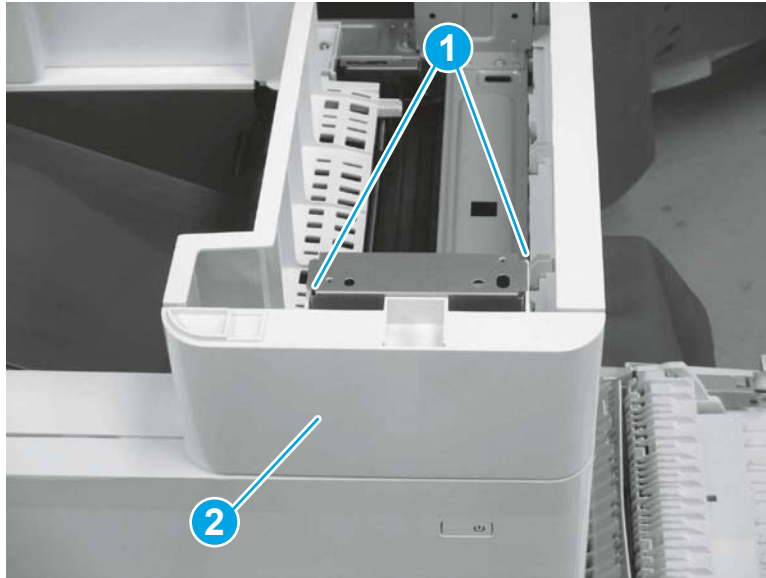
Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-694 Remove the image scanner front cover



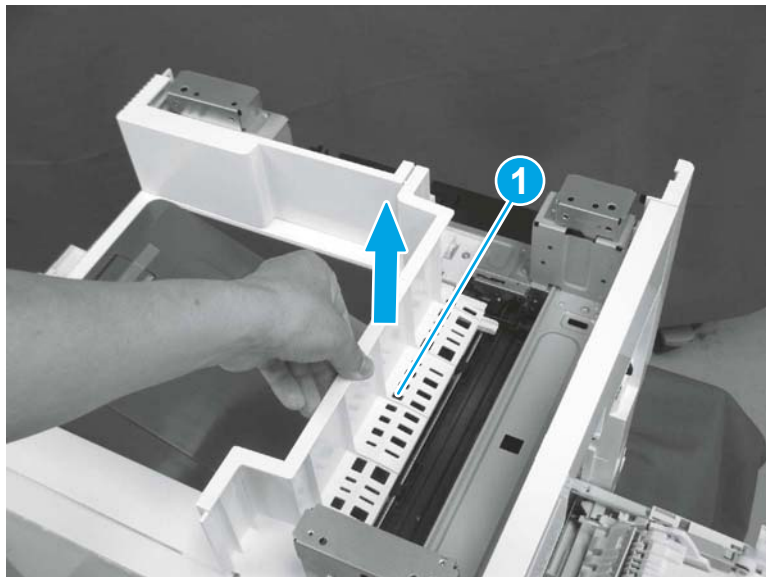
Remove the image scanner upper cover

Follow these steps to remove the image scanner upper cover.

- ▲ Lift up the image scanner upper cover (callout 1) and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-695 Lift and remove the image scanner upper cover



Remove the image scanner rear cover

Follow these steps to remove the image scanner rear cover.

- ▲ Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the image scanner rear cover (callout 2) in the direction the arrow indicates and remove it.


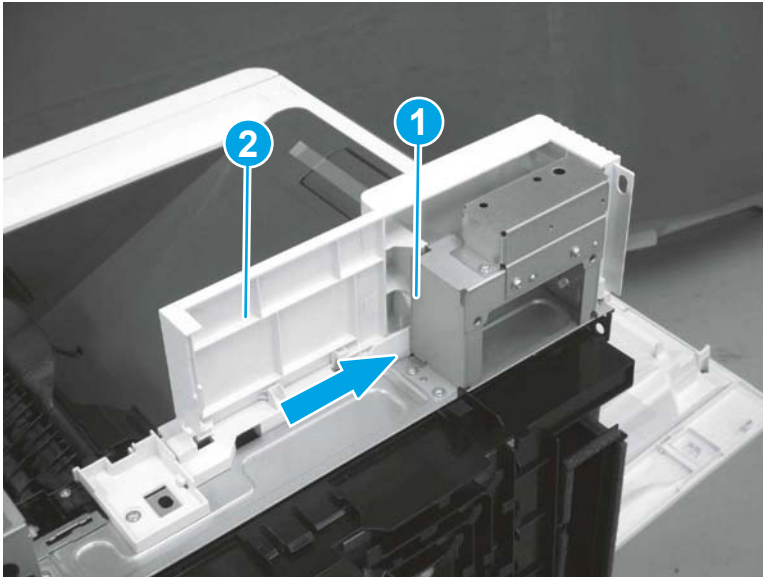
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-696 Slide and remove the image scanner rear cover

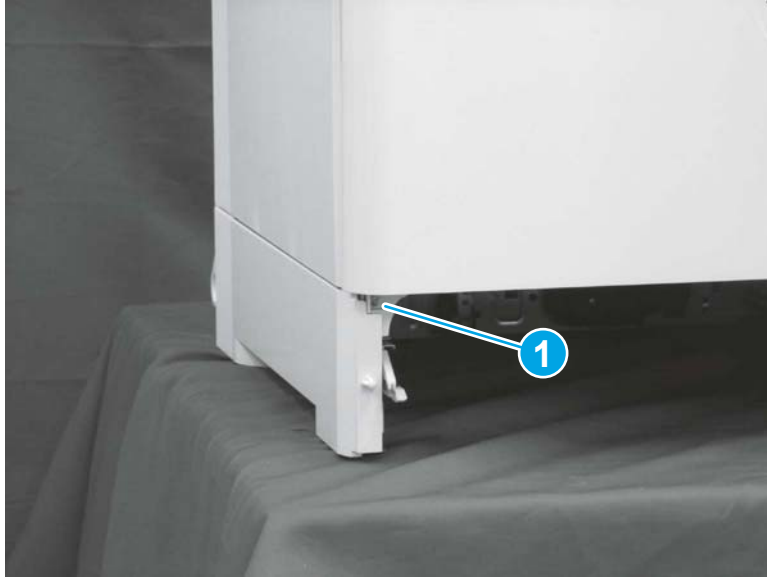


Remove the front cover assembly

Follow these steps to remove the front cover assembly.

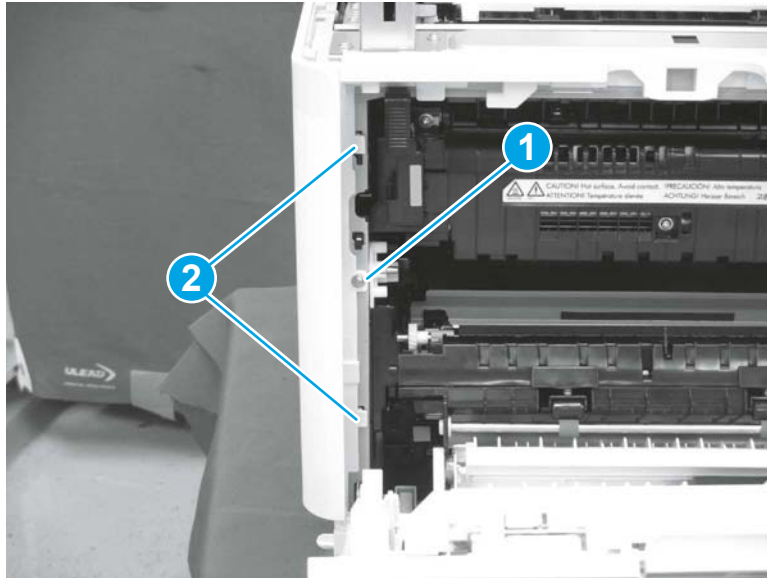
1. Remove one screw (callout 1).

Figure 8-697 Remove one screw



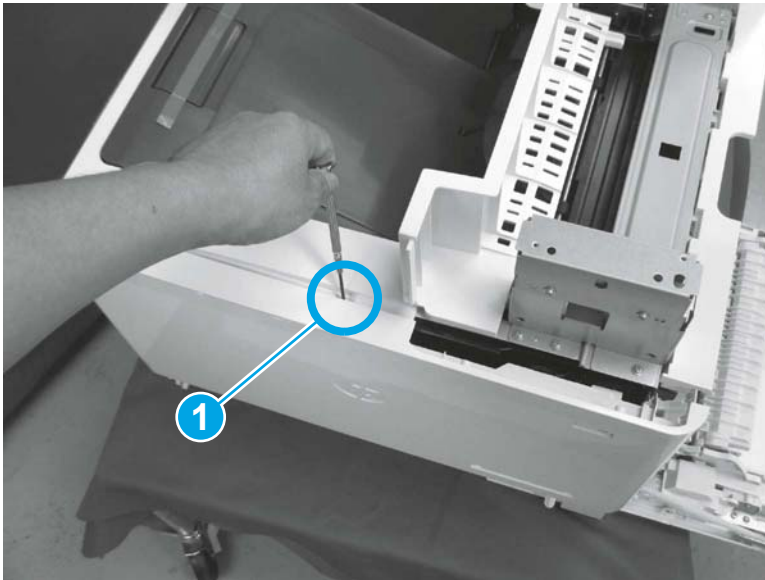
2. Do the following:
 - a. Remove one screw (callout 1).
 - b. Release two tabs (callout 2).

Figure 8-698 Remove one screw and release two tabs



3. Release one tab (callout 1).

Figure 8-699 Release one tab



4. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the front cover assembly (callout 2).


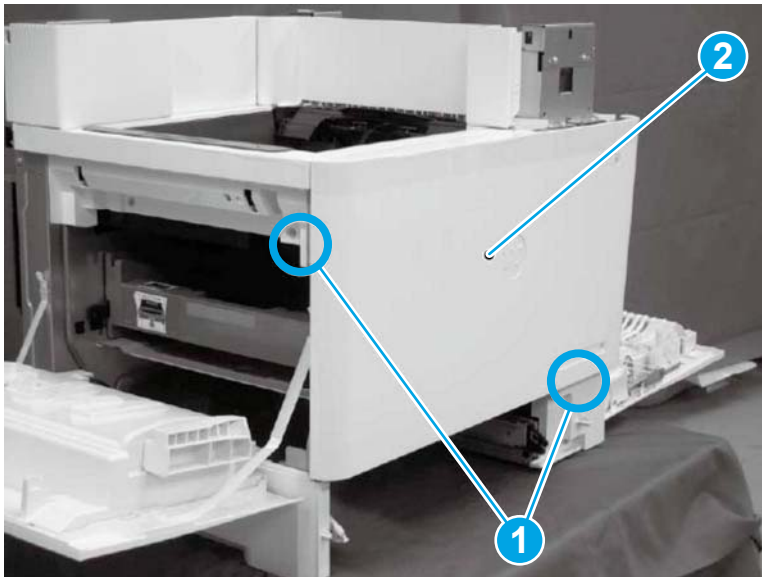
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-700 Release two tabs and remove the front cover assembly



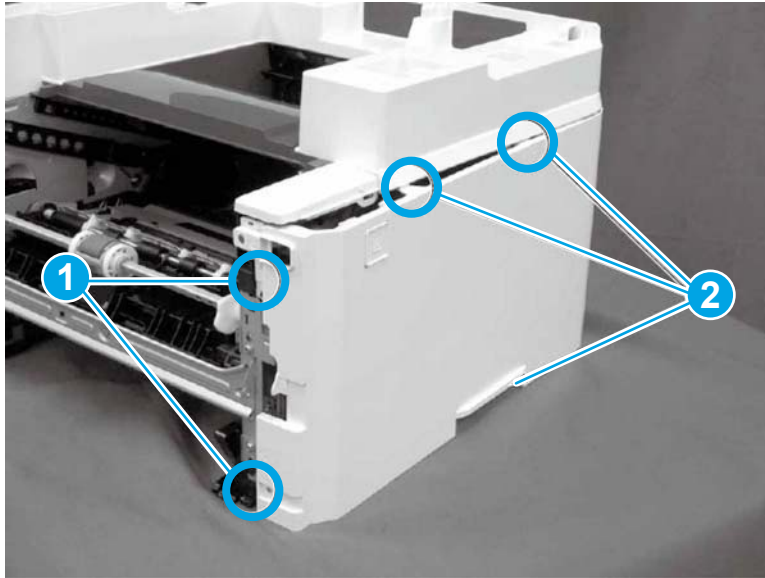
Remove the top cover assembly/face-down tray assembly

Follow these steps to remove the top cover assembly/face-down tray assembly.

1. Do the following:

- a. Release one tab (callout 1).
- b. Slide the top cover assembly (callout 2) and the face-down tray assembly, and then remove them both at the same time.

Figure 8-701 Release one tab and then remove the top cover and face-down tray assemblies



2. Do the following:
 - a. Remove two screws (callout 1).
 - b. Release two tabs (callout 2).
 - c. Remove the face-down tray assembly (callout 3) from the top cover assembly (callout 4).


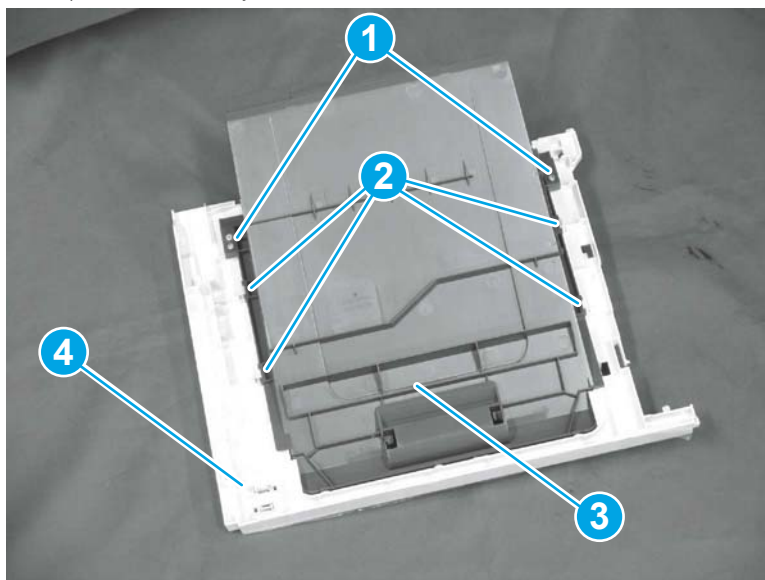
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-702 Remove two screws and release two tabs and then remove the face-down tray from the top cover assembly

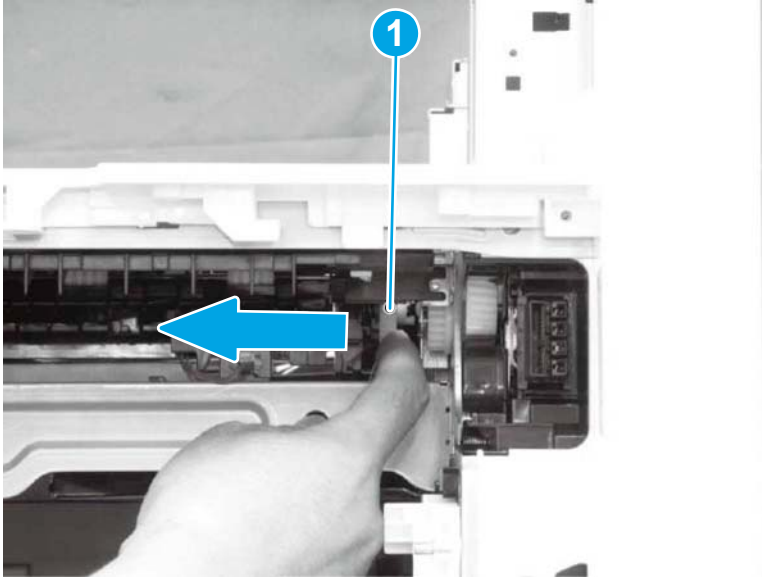


Remove the paper delivery assembly

Follow these steps to remove the paper delivery assembly.

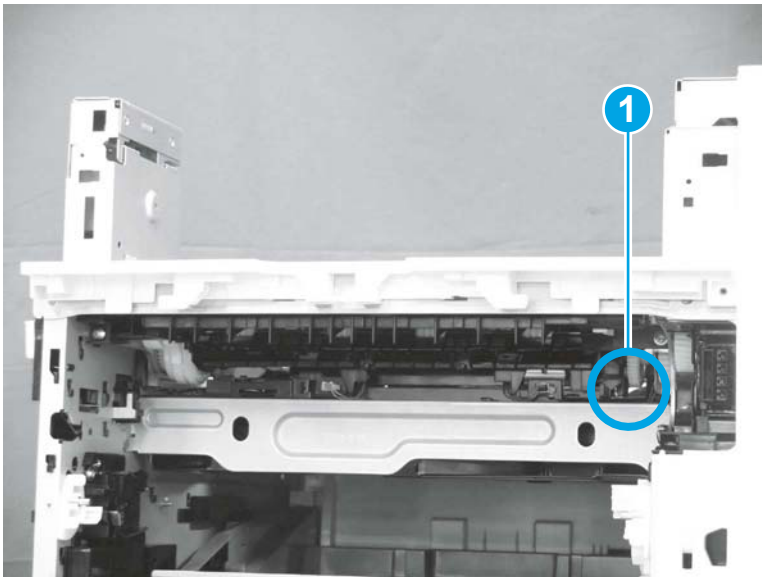
1. Press down the gear (callout 1) in the direction that the arrow indicates, and rotate it.

Figure 8-703 Press down and rotate the gear



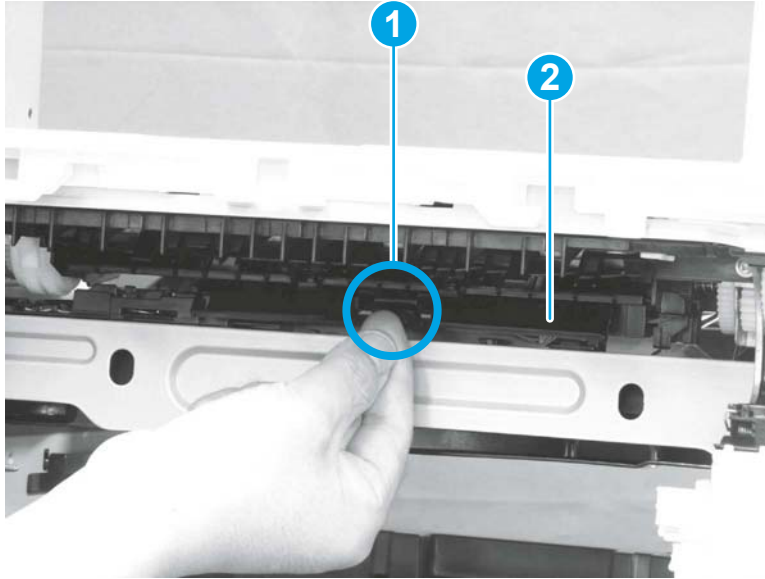
2. The gear (callout 1) is in a fixed position.

Figure 8-704 The gear is in a fixed position



3. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the cover (callout 2).

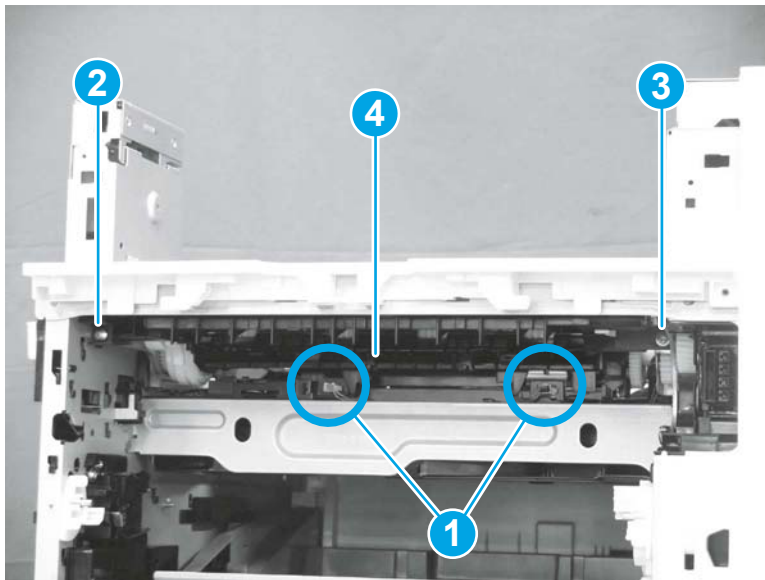
Figure 8-705 Release one tab and remove the cover



4. Do the following:
 - a. Disconnect two connectors (callout 1).
 - b. Remove one M4 screw (callout 2).
 - c. Remove one M3 screw (callout 3).
 - d. Pull out the delivery assembly (callout 4).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-706 Disconnect two connectors and remove two screws and the delivery assembly




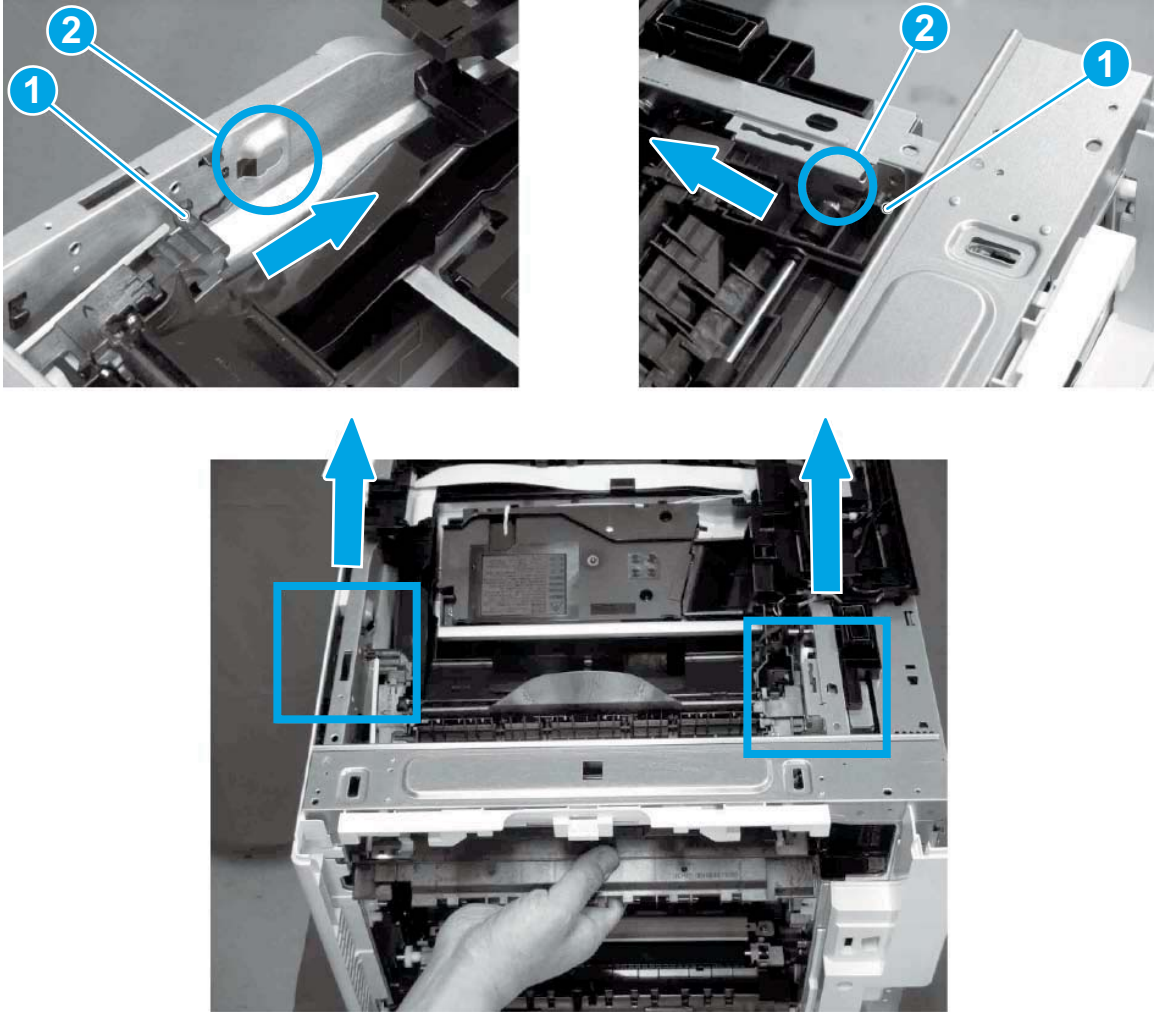
 **NOTE:** When installing the delivery assembly, make sure to check that the bosses (callout 1) on the right and left sides are correctly engaged with the groove (callout 2) of the side plate.

Figure 8-707 Check that the two bosses are correctly engaged



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Low-voltage power supply (LVPS)

This document provides the procedures to remove and replace the low-voltage power supply assembly.

 [View a video of how to remove and replace the low-voltage power supply assembly.](#)


Mean time to repair: 45 minutes

Service level: Advanced

 **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.

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 8-44 Part information

Part numbers	Part description
RM2-1318-000CN	Low-voltage power supply PCB assembly (110-127V)
RM2-1319-000CN	Low-voltage power supply PCB assembly (220-240V)

Required tools

- #2 Phillips 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

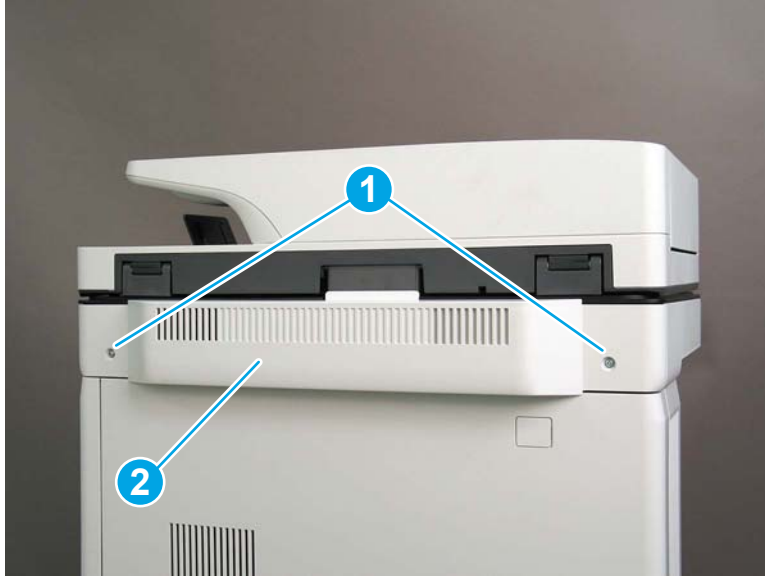
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

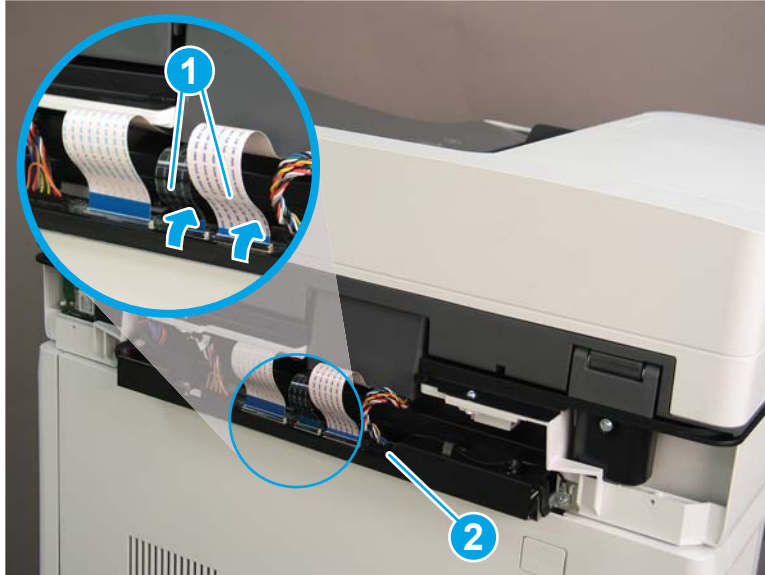
Figure 8-708 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

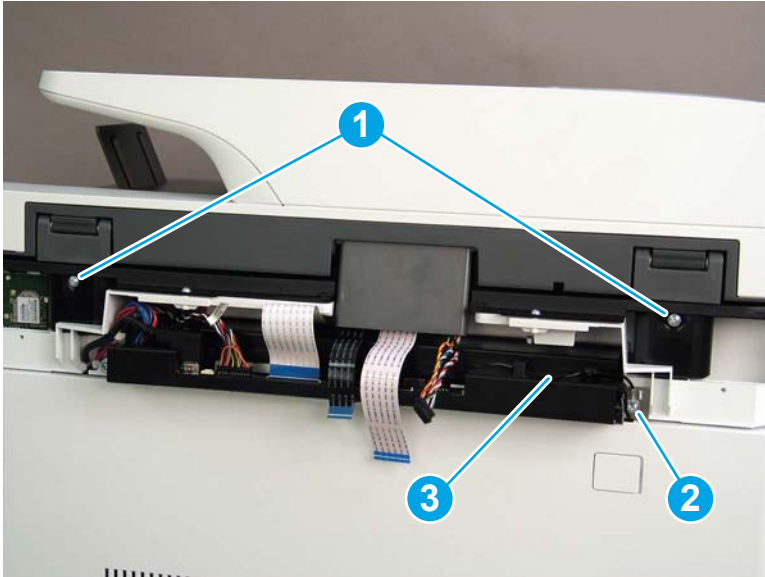
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-709 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-710 Remove three screws and the ground wire



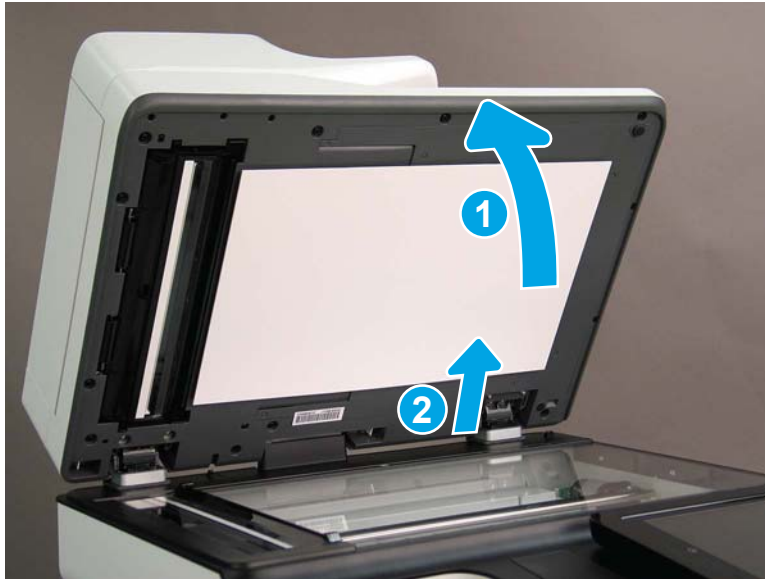
4. Open the automatic document feeder (ADF).

Figure 8-711 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-712 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-713 Release two tabs on the ADF



7. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-714 Lift and remove the ADF



Remove the formatter cover

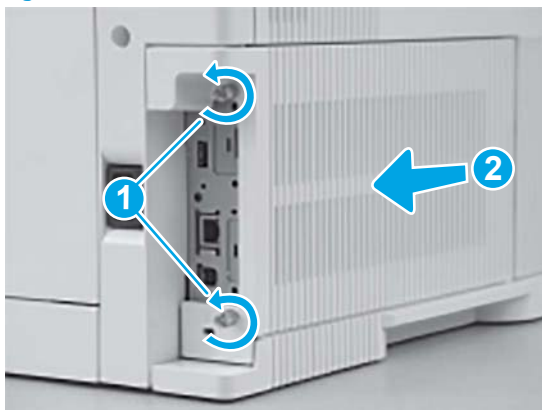
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-715 Release two thumb screws and remove the formatter cover

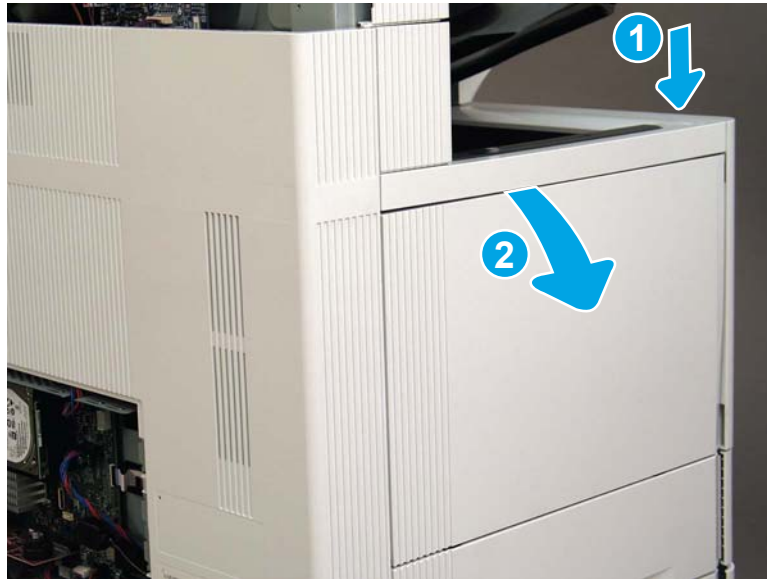


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-716 Open the cartridge door



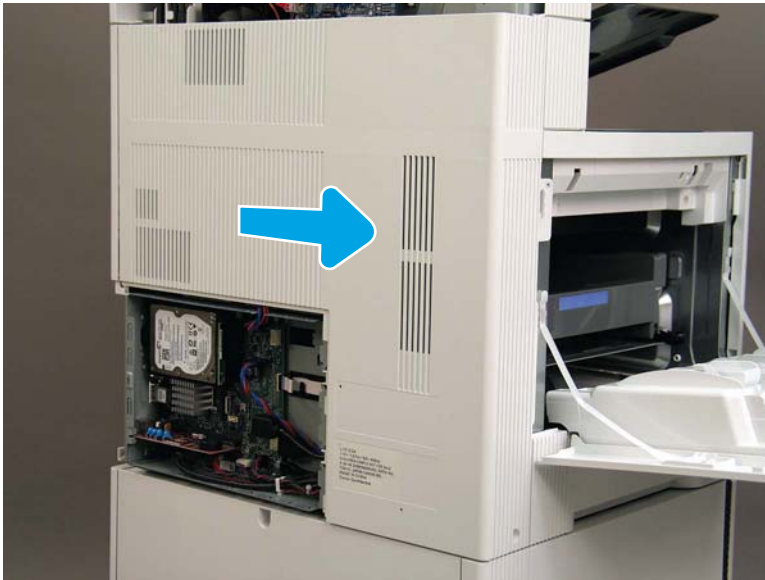
2. Remove two screws (callout 1).

Figure 8-717 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-718 Slide the rear cover



4. Remove the rear cover.


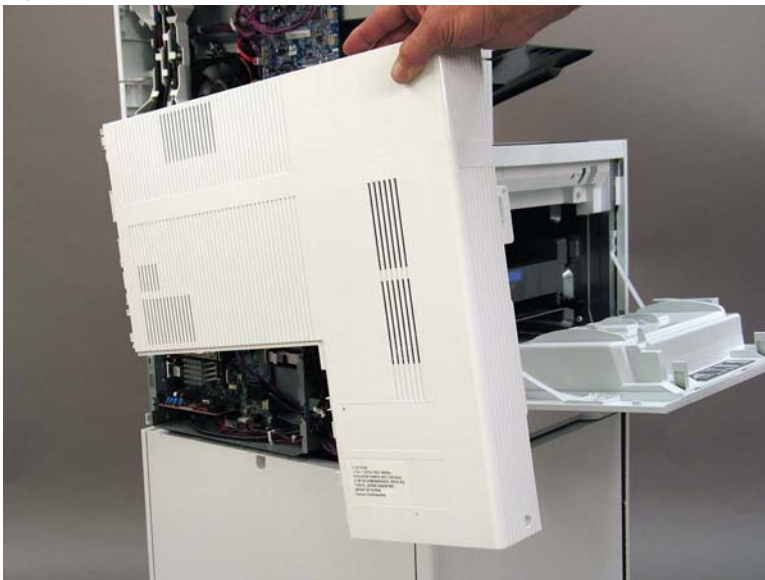
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-719 Remove the rear cover



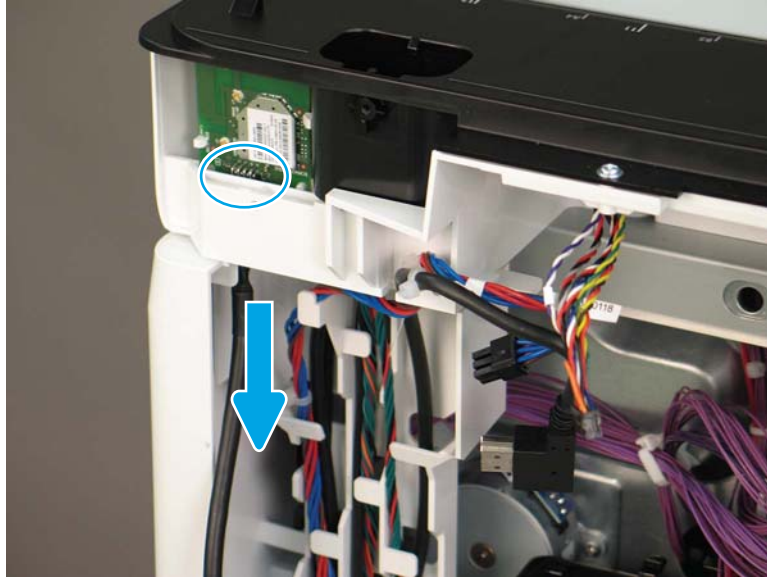
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

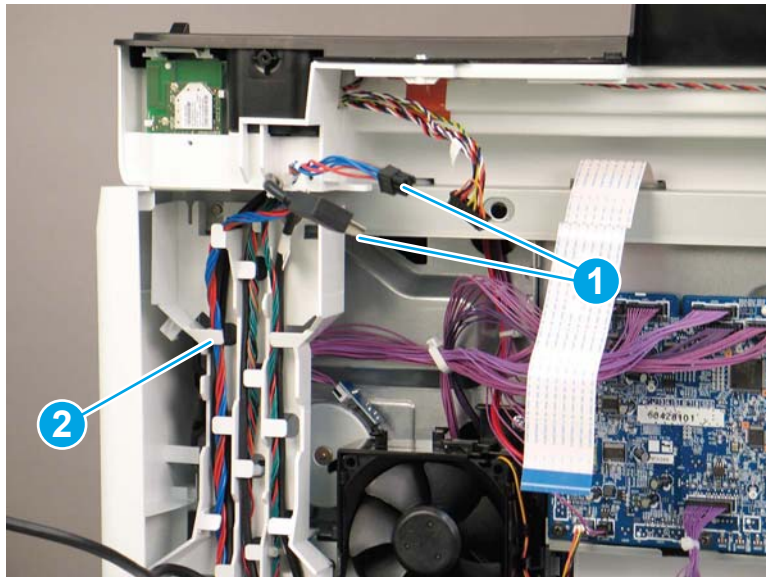
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-720 Disconnect the connector



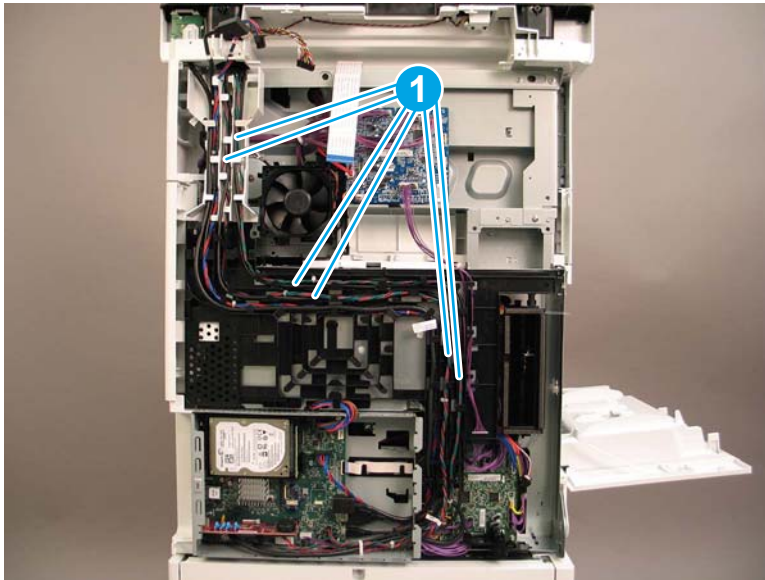
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-721 Release the SCB cables



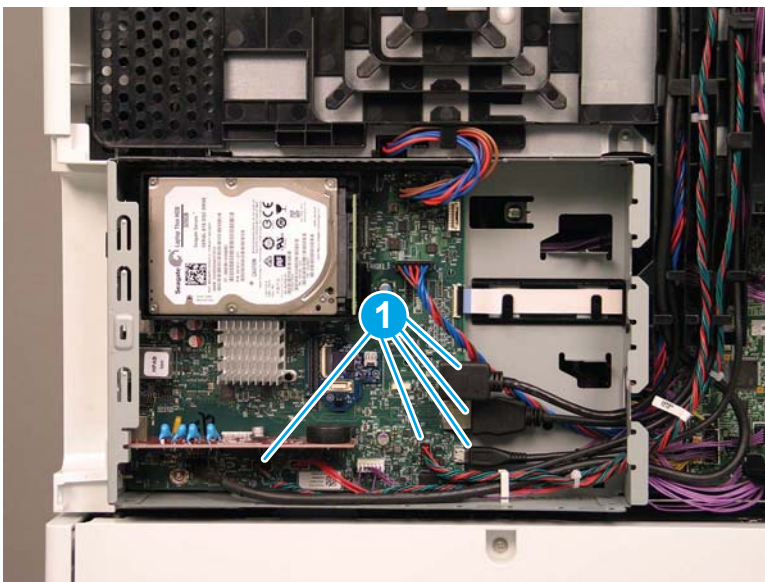
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-722 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

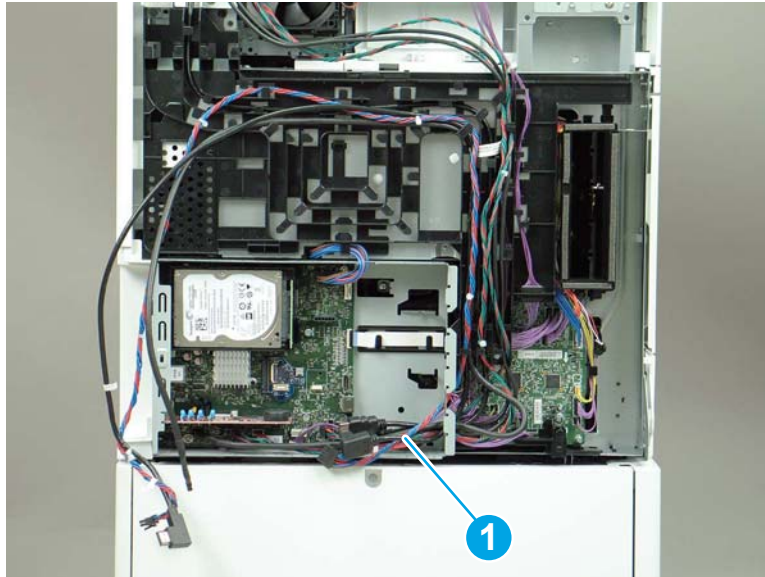
Figure 8-723 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

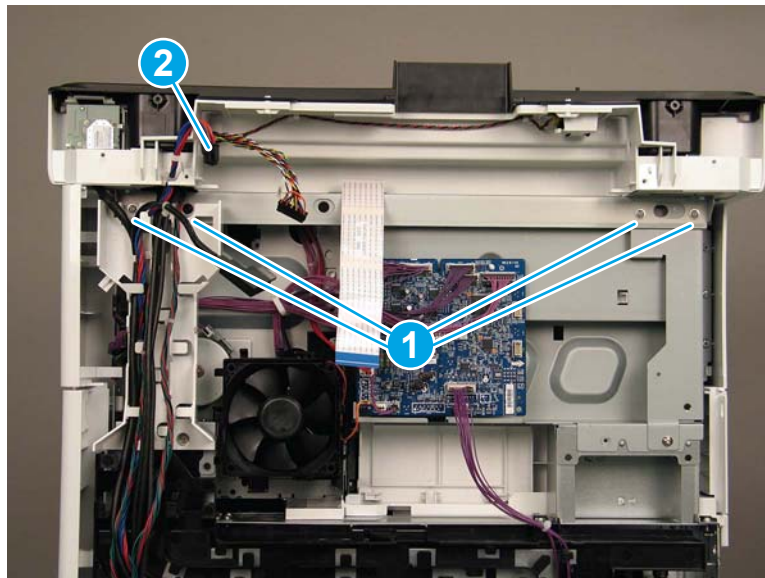
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-724 Thread the formatter cables through the formatter case



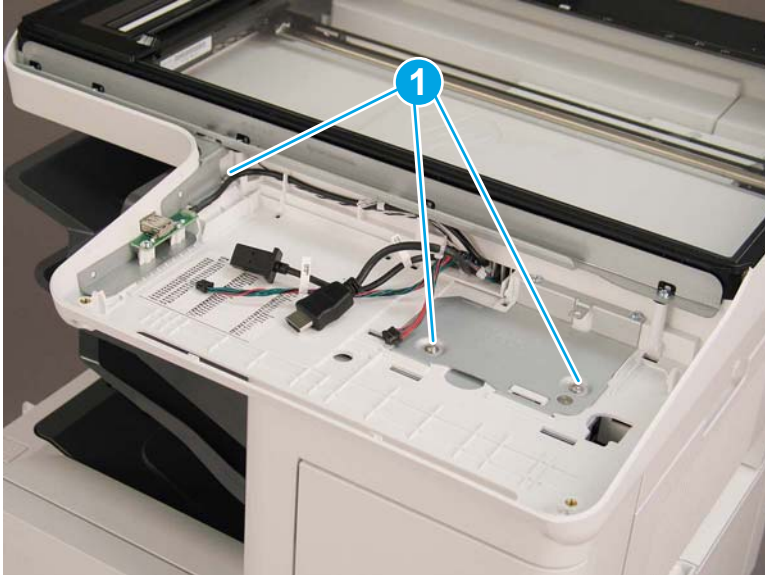
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-725 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-726 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


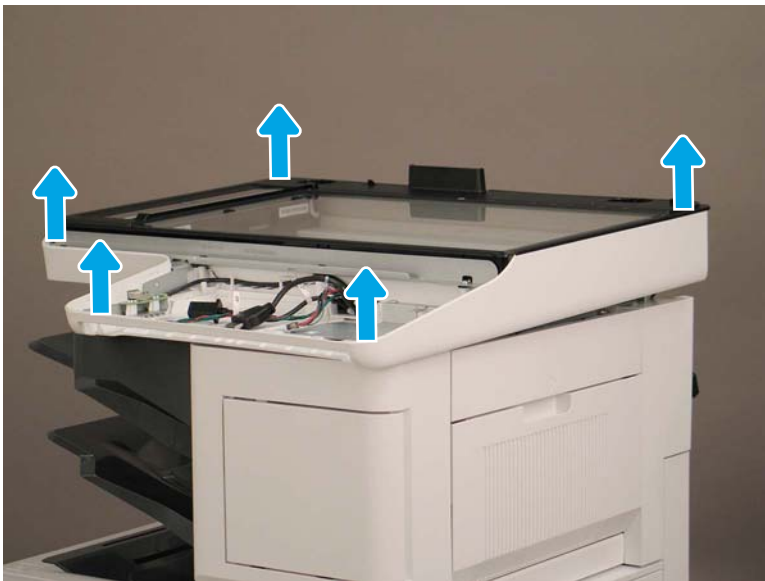
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-727 Remove the image scanner assembly



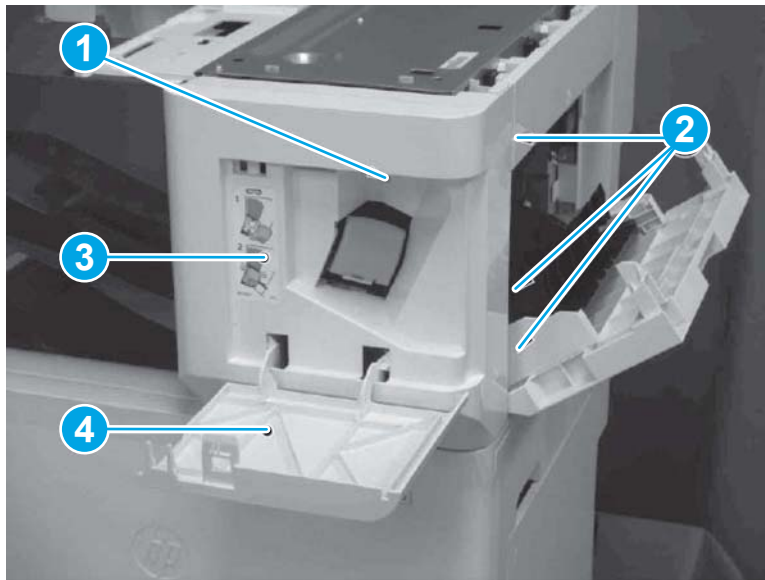
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

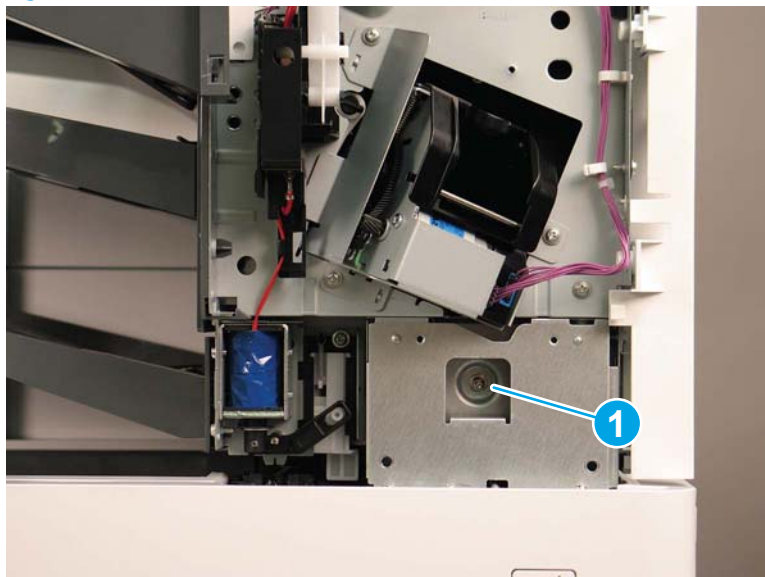
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-728 Remove staple cover and staple door



5. Remove one screw (callout 1).

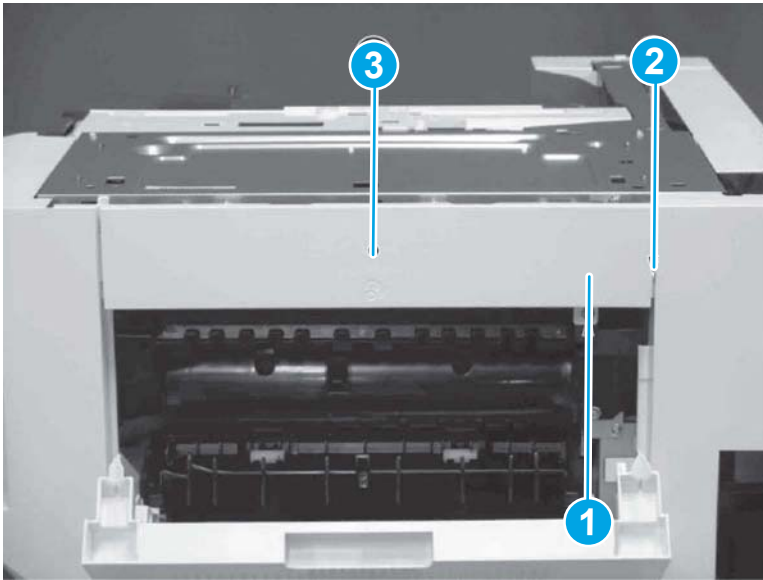
Figure 8-729 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

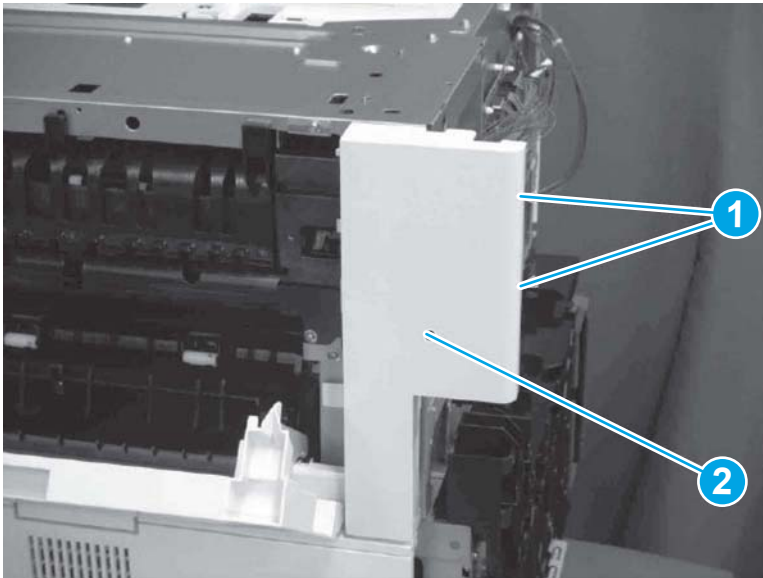
9. Remove the right upper cover (callout 3).

Figure 8-730 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

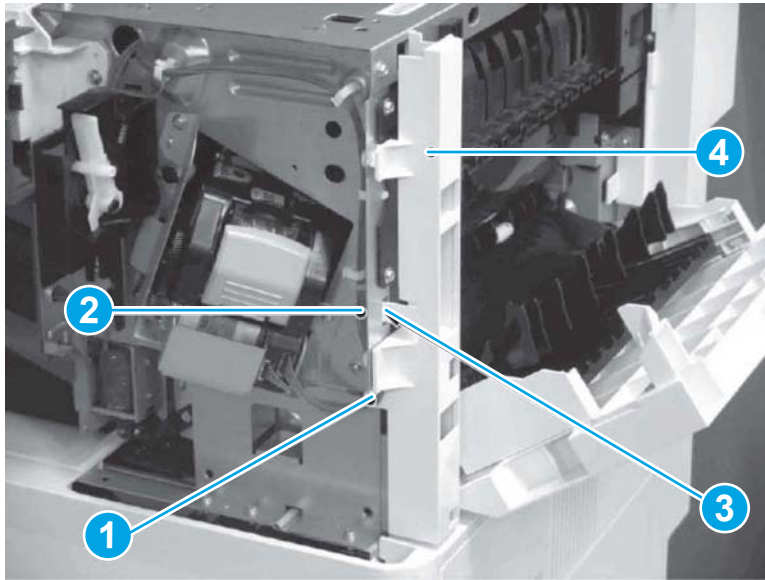
Figure 8-731 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

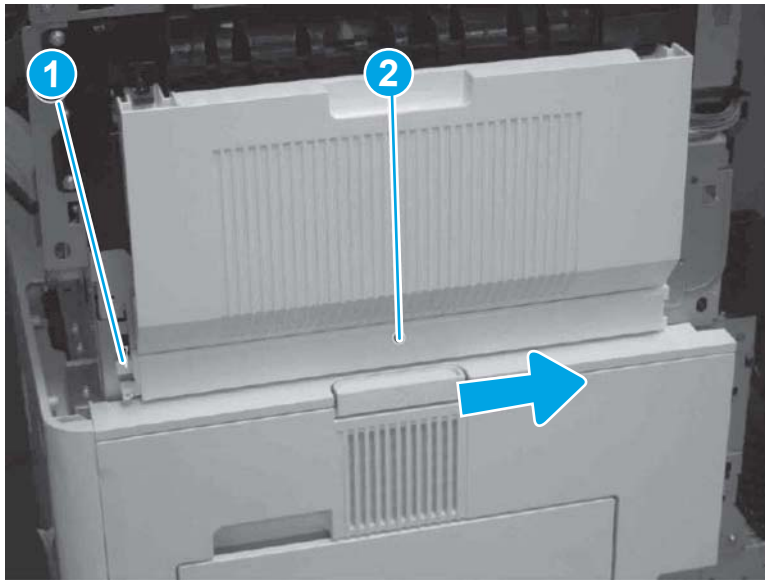
14. Remove the inner cover (callout 4).

Figure 8-732 Remove the inner cover



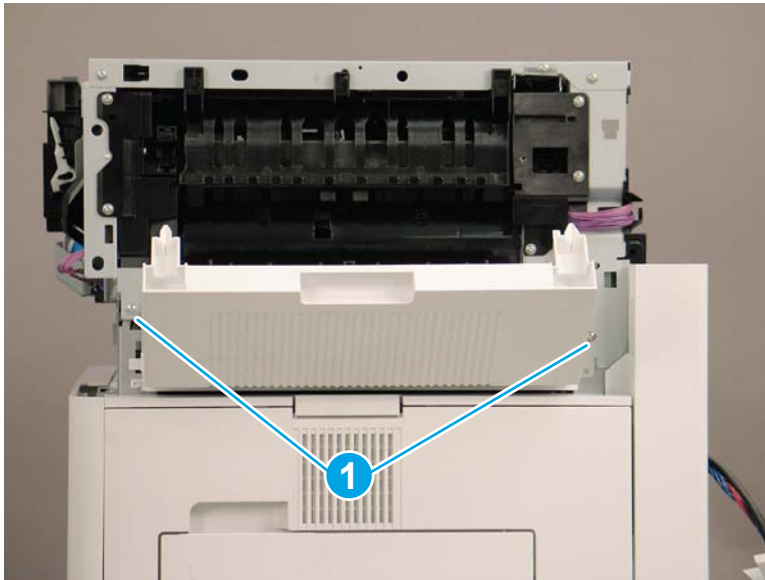
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-733 Remove the right lower cover



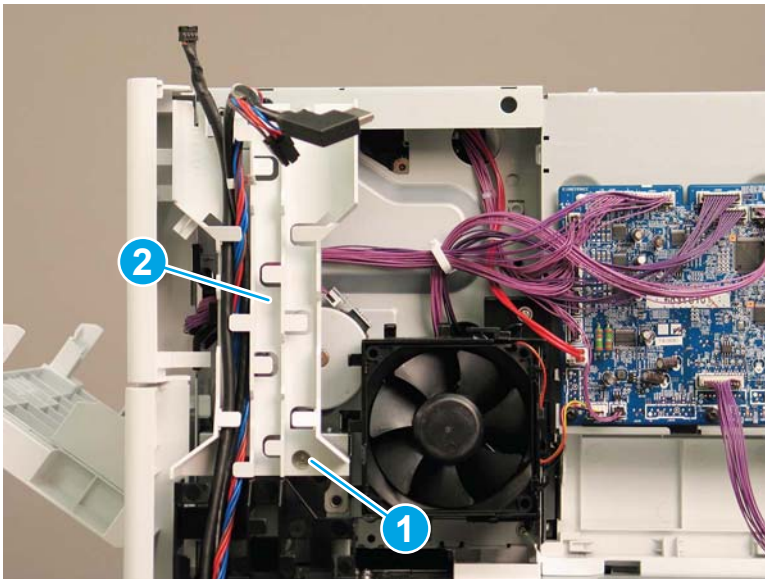
17. Remove two screws (callout 1).

Figure 8-734 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-735 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


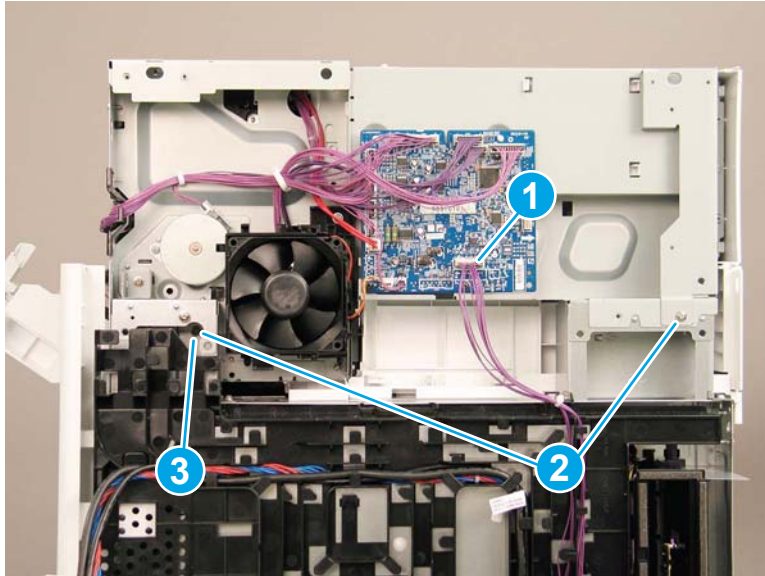
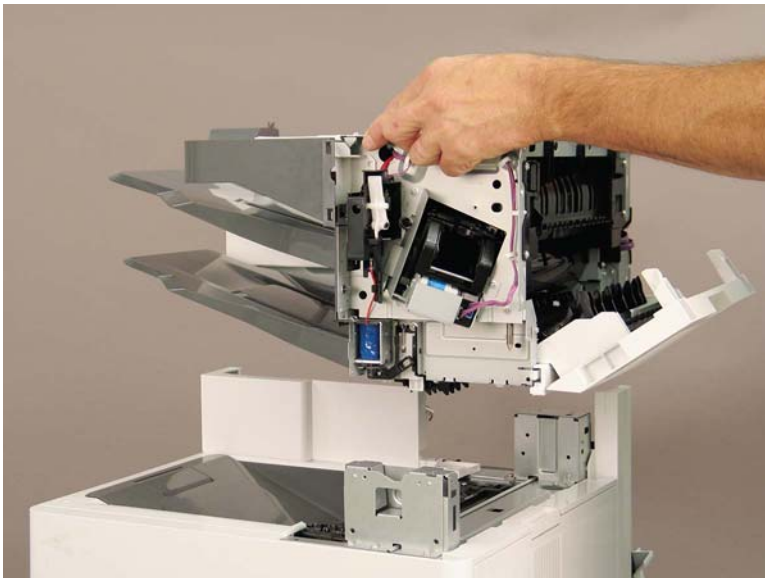
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-736 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-737 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


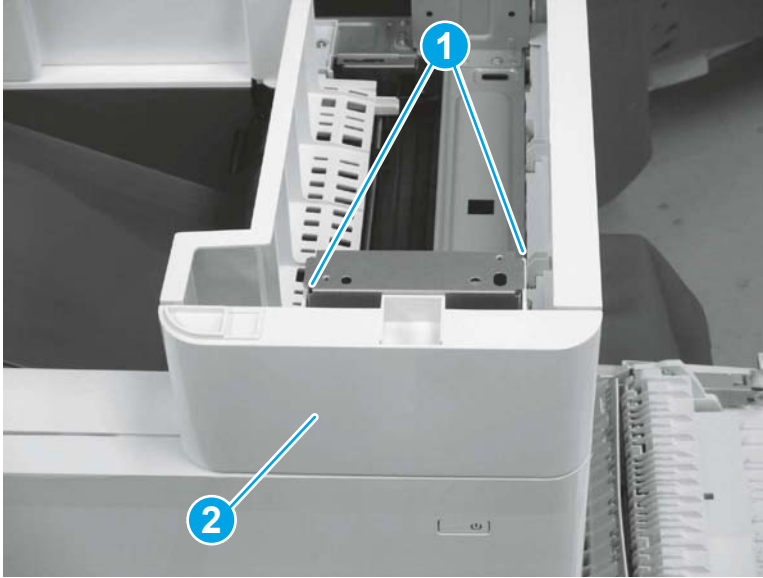
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-738 Remove the image scanner front cover



Remove the image scanner right cover

Follow these steps to remove the image scanner right cover.

- ▲ Do the following:
- a. Release one tab (callout 1).
 - b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.


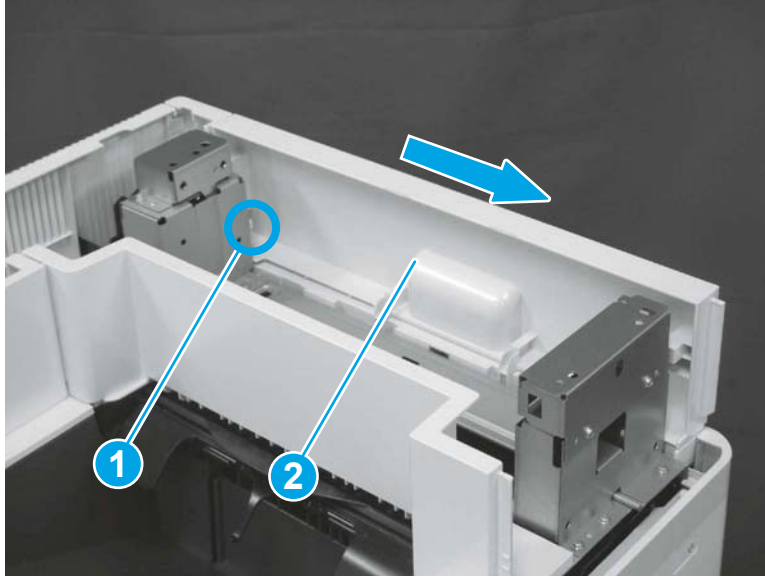
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-739 Remove the image scanner right cover

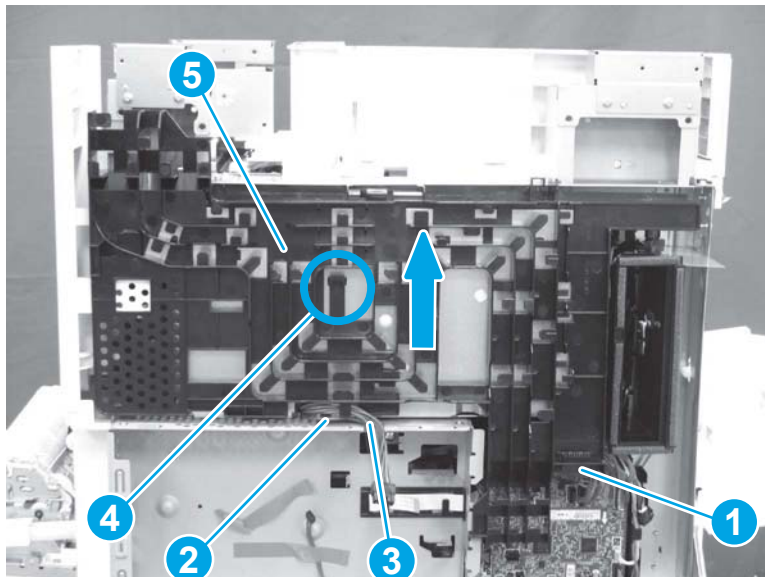


Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

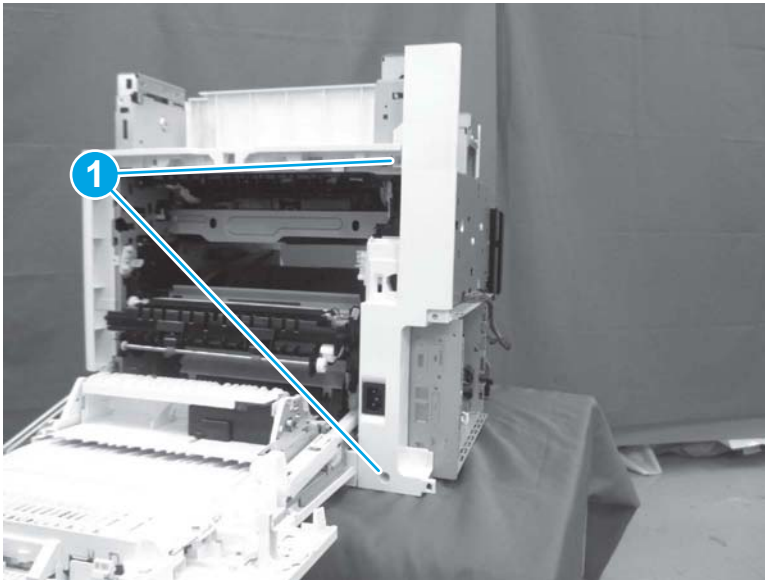
Figure 8-740 Disconnect one connector and release one tab



2. Do the following:

- a. Open the right door assembly.
- b. Remove two screws (callout 1).

Figure 8-741 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the inlet cover (callout 2).


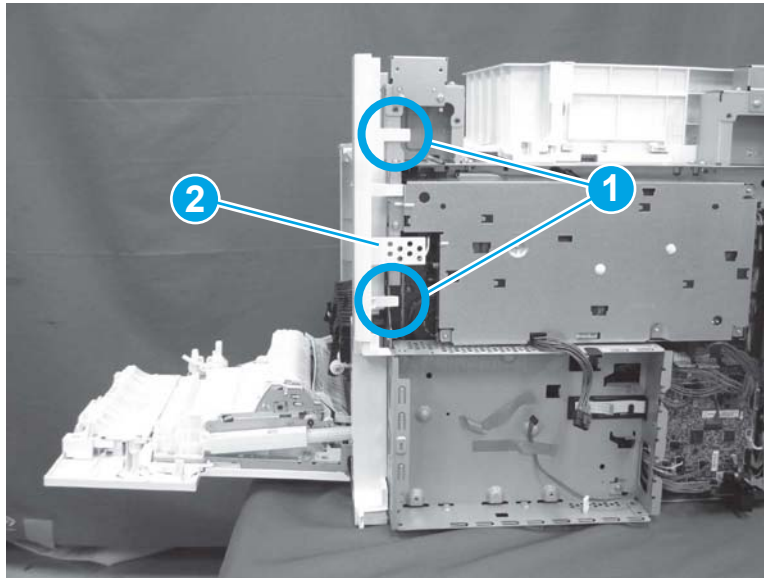
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-742 Remove the inlet cover

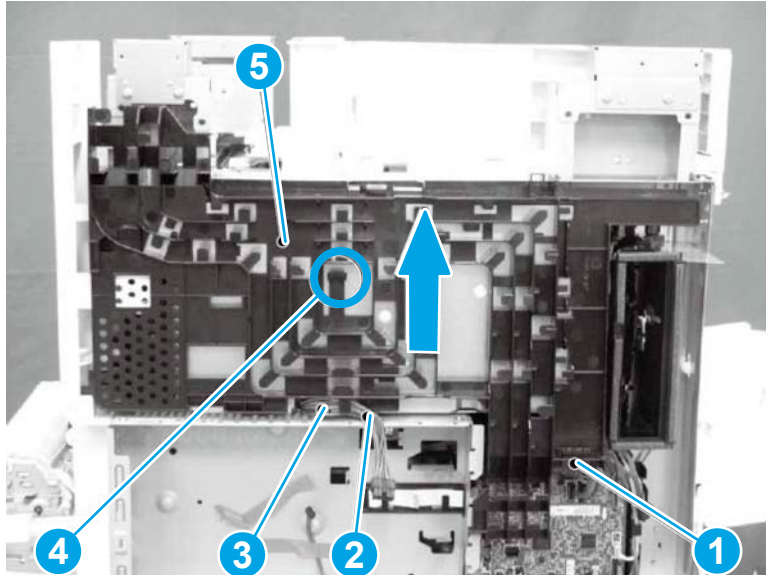


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

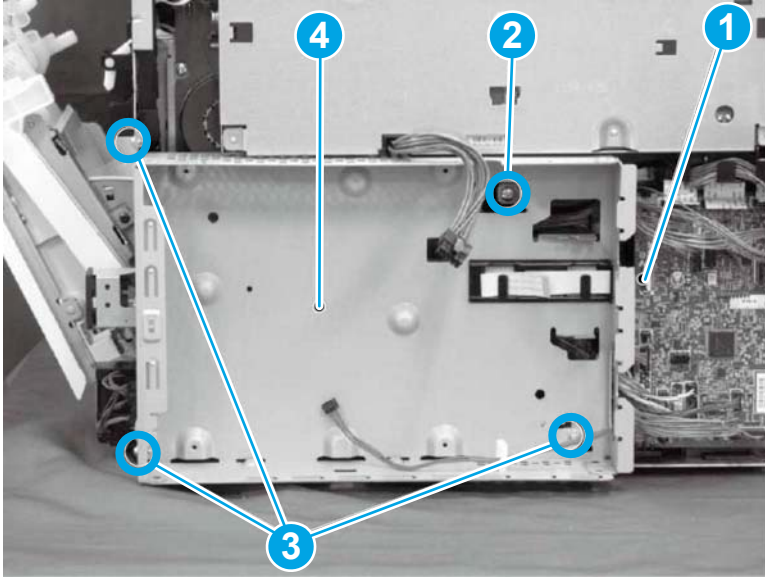
1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the cable (callout 2) from the cable guide(callout 3).
 - c. Release one tab (callout 4).
 - d. Remove the cable guide (callout 5).

Figure 8-743 Disconnect one connector and release the cable and one tab



2. Do the following:
 - a. Remove the FFC (callout 1).
 - b. Remove one M4 screw (callout 2).
 - c. Remove three M3 screws (callout 3).
 - d. Remove the formatter case (callout 4).

Figure 8-744 Remove the FFC and four screws and the formatter case



3. Do the following:
 - a. Disconnect three connectors (callout 1).
 - b. Remove the FFC (callout 2).
 - c. Remove five screws (callout 3).
 - d. Remove the low-voltage power supply assembly (callout 4).


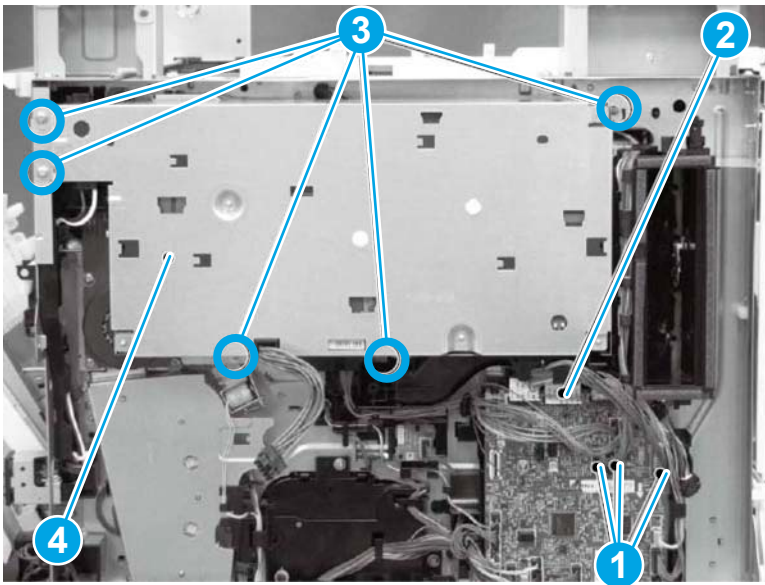
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-745 Disconnect three connectors and remove the FFC and five screws and the low-voltage power supply



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.


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.


Removal and replacement: Fuser drive assembly

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

 [View a video of how to remove and replace the fuser drive assembly.](#)


Mean time to repair: 45 minutes

Service level: Advanced

 **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.

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 8-45 Part information

Part number	Part description
RM2-6763-000CN	Fuser drive assembly

Required tools

- #2 Phillips 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

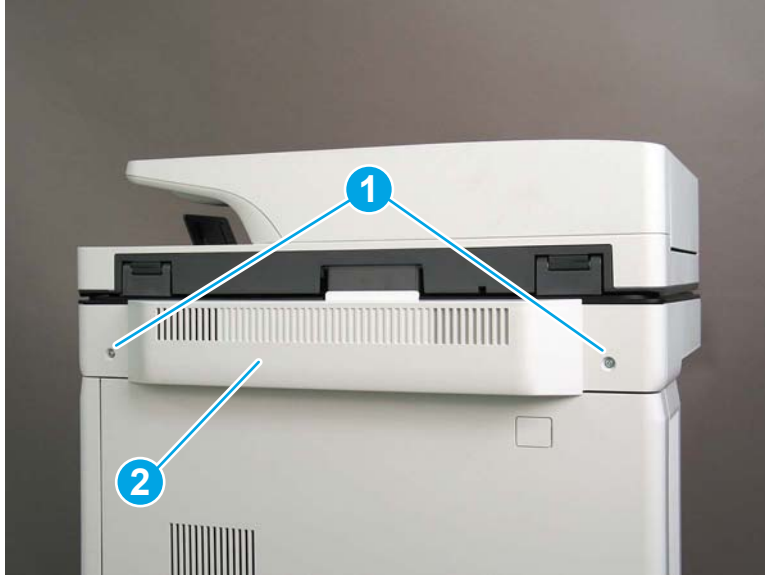
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

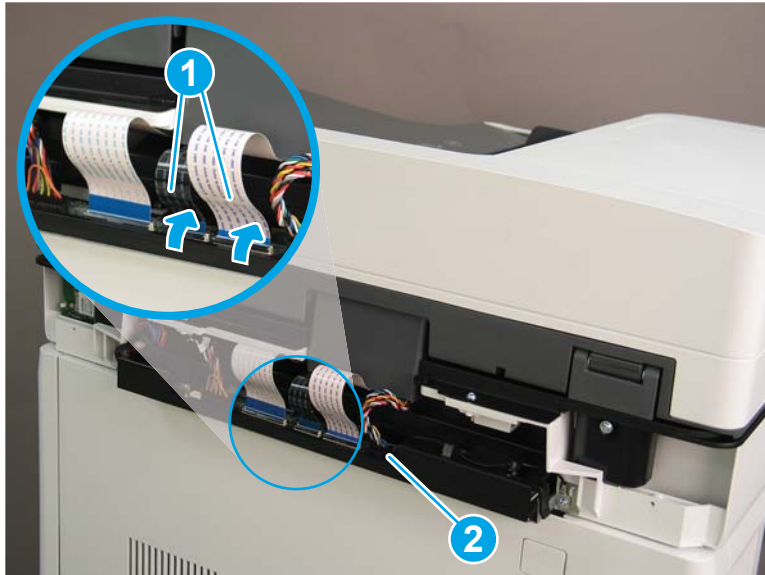
Figure 8-746 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

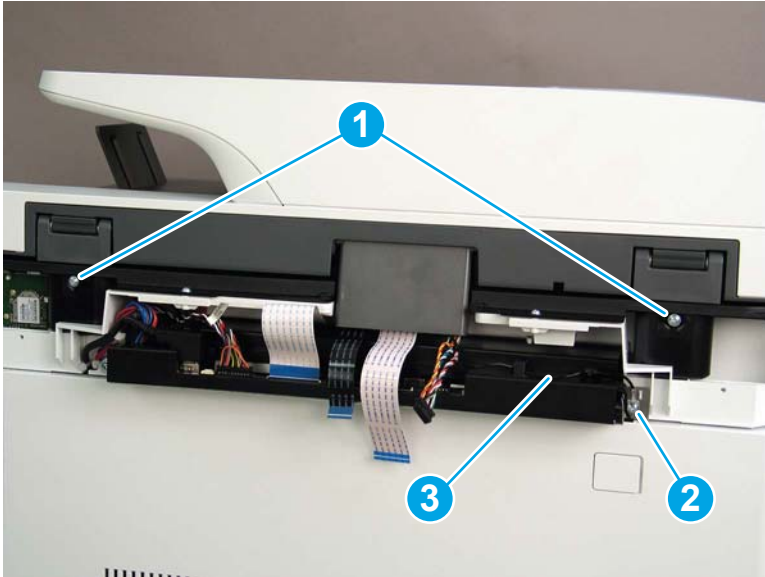
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-747 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-748 Remove three screws and the ground wire



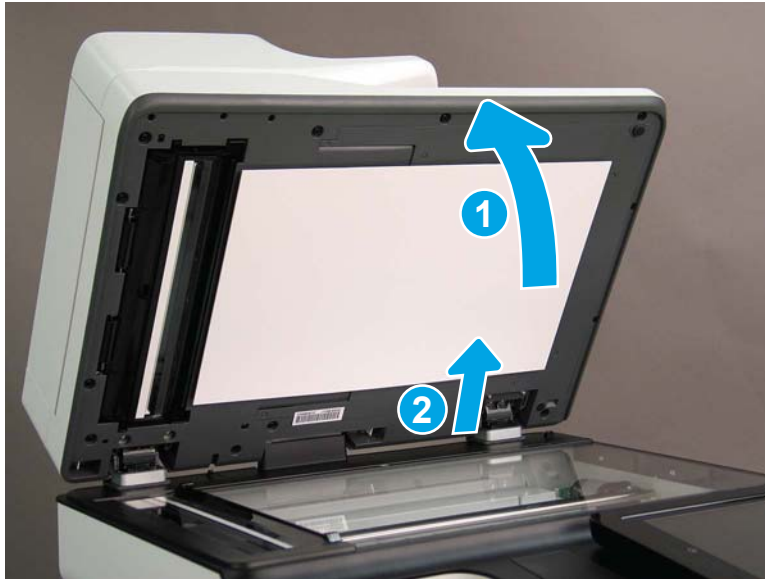
4. Open the automatic document feeder (ADF).

Figure 8-749 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-750 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-751 Release two tabs on the ADF



7. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-752 Lift and remove the ADF



Remove the formatter cover

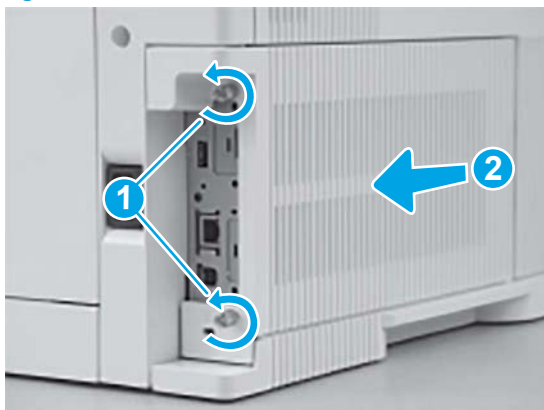
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-753 Release two thumb screws and remove the formatter cover

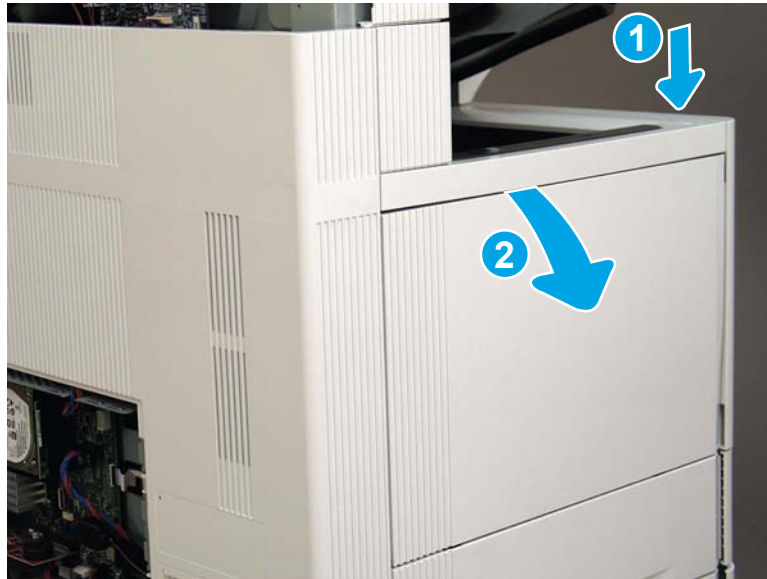


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-754 Open the cartridge door



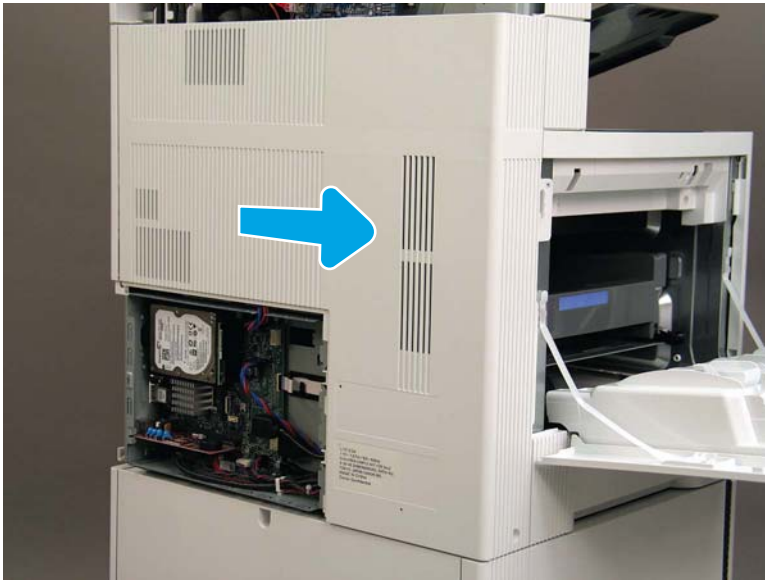
2. Remove two screws (callout 1).

Figure 8-755 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

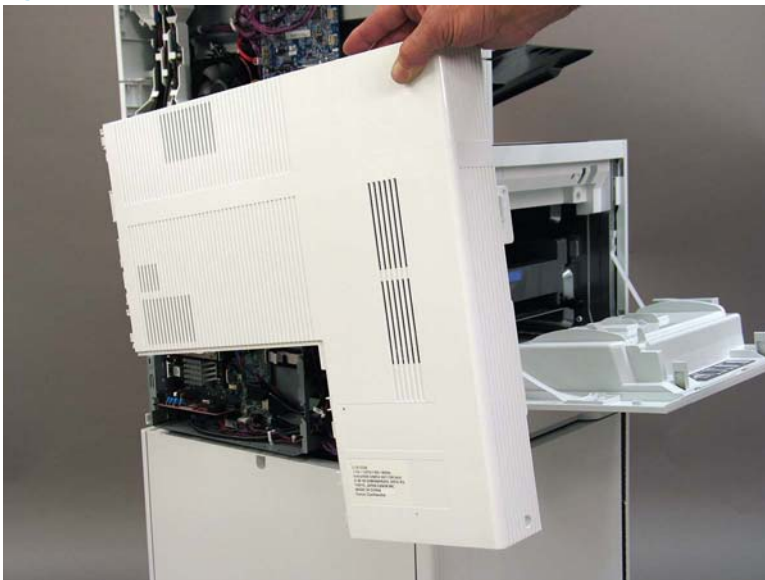
Figure 8-756 Slide the rear cover



4. Remove the rear cover.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-757 Remove the rear cover



Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

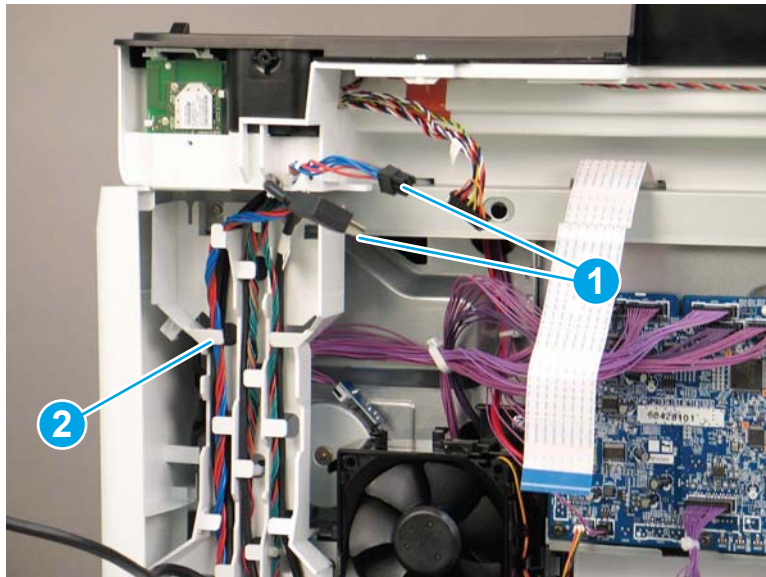
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-758 Disconnect the connector



2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-759 Release the SCB cables



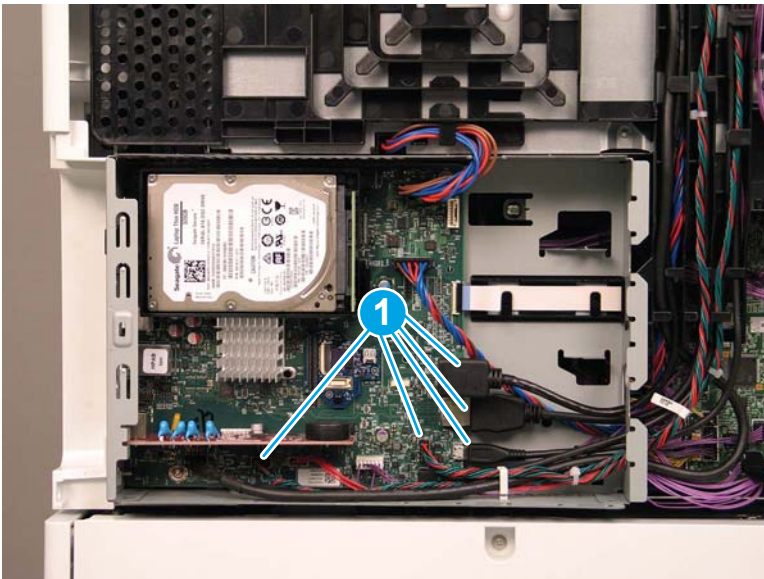
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-760 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

Figure 8-761 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

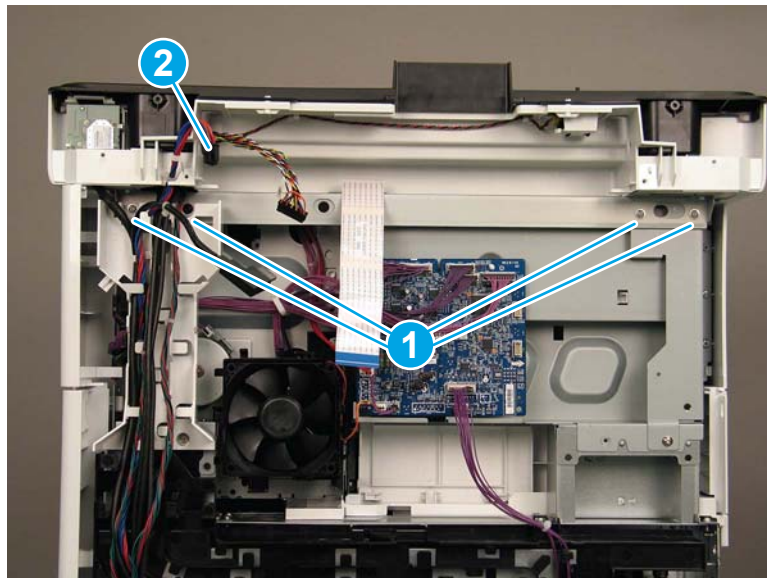
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-762 Thread the formatter cables through the formatter case



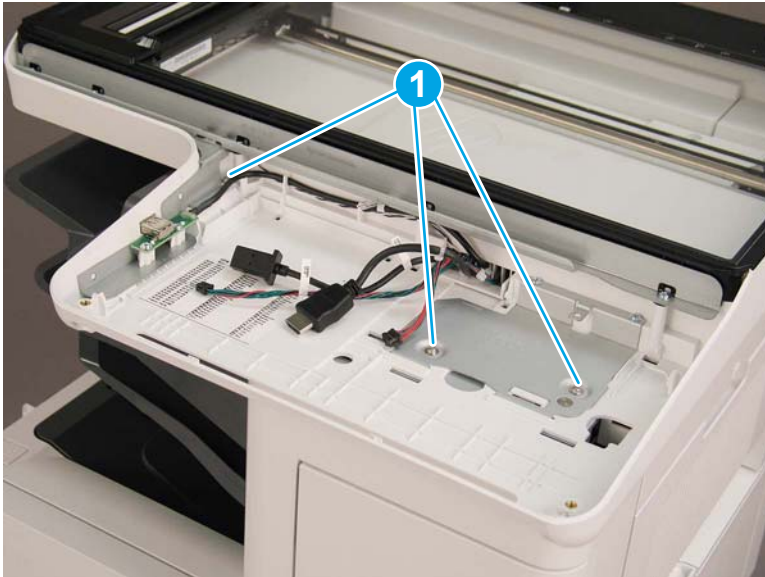
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-763 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-764 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


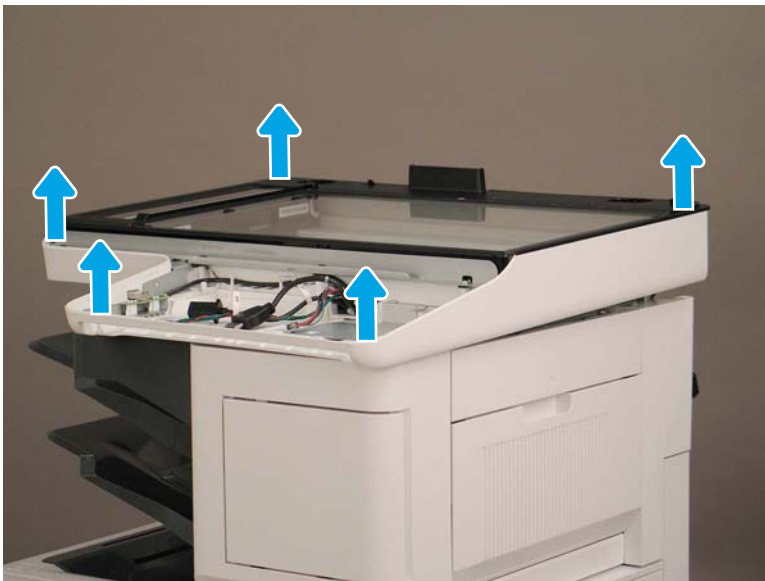
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-765 Remove the image scanner assembly



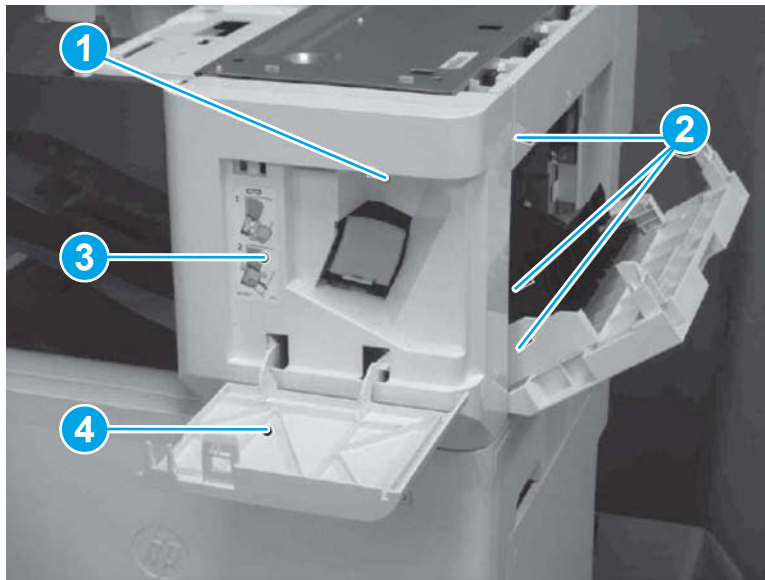
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

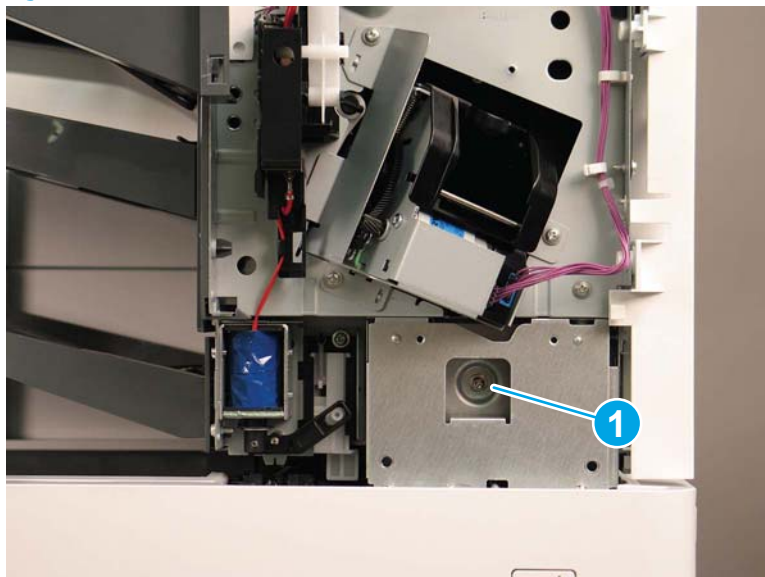
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-766 Remove staple cover and staple door



5. Remove one screw (callout 1).

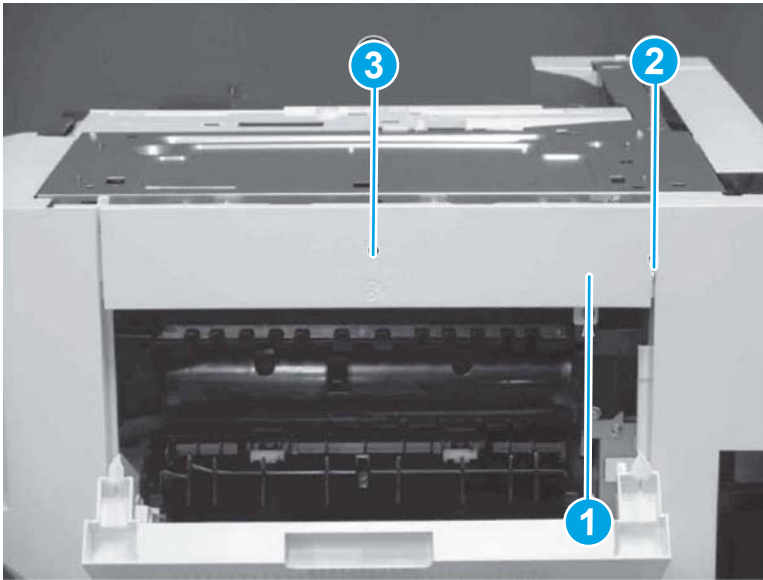
Figure 8-767 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

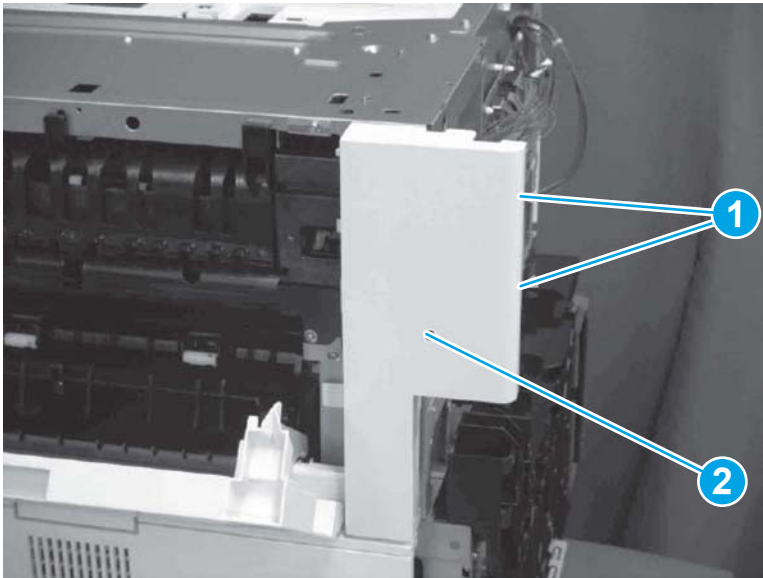
9. Remove the right upper cover (callout 3).

Figure 8-768 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

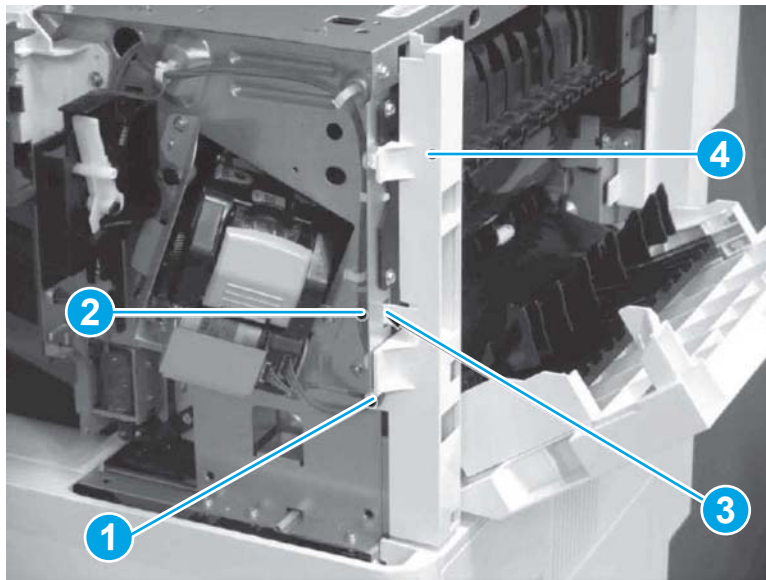
Figure 8-769 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

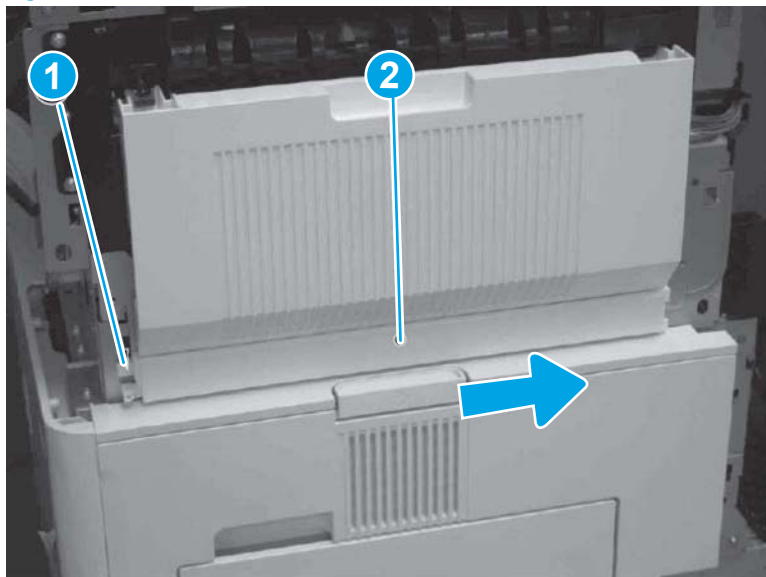
14. Remove the inner cover (callout 4).

Figure 8-770 Remove the inner cover



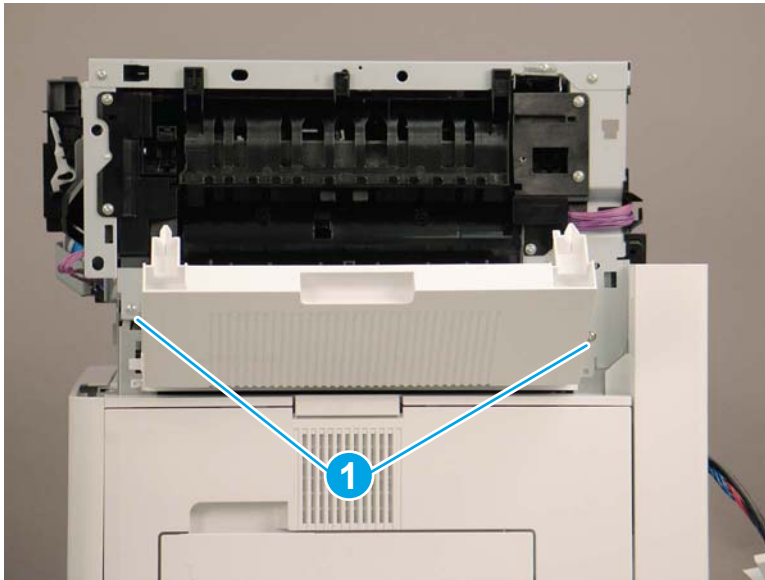
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-771 Remove the right lower cover



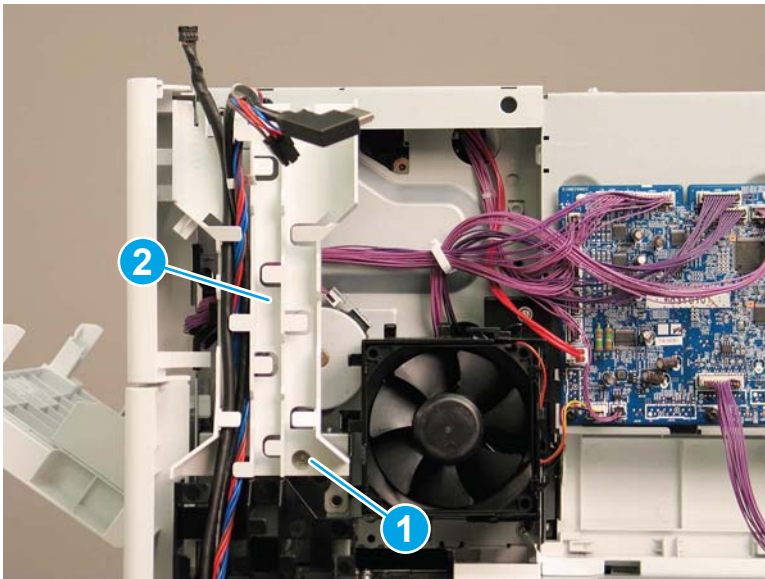
17. Remove two screws (callout 1).

Figure 8-772 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-773 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


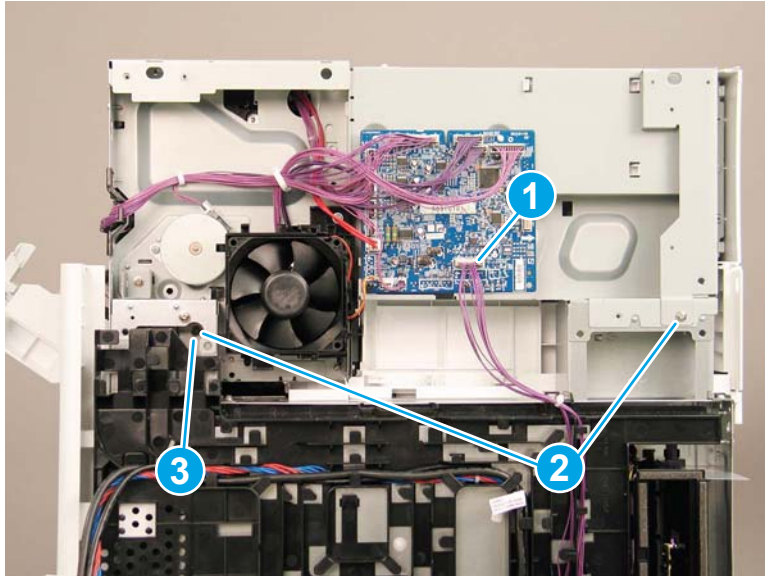
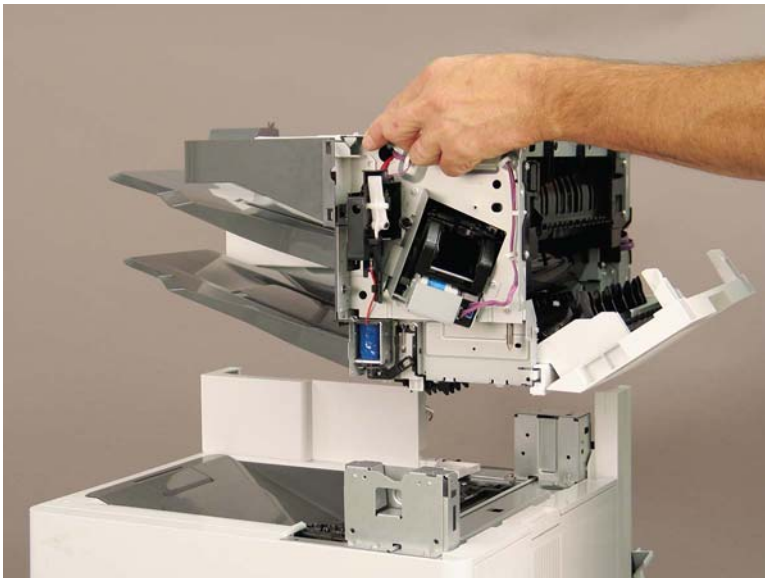
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-774 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-775 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


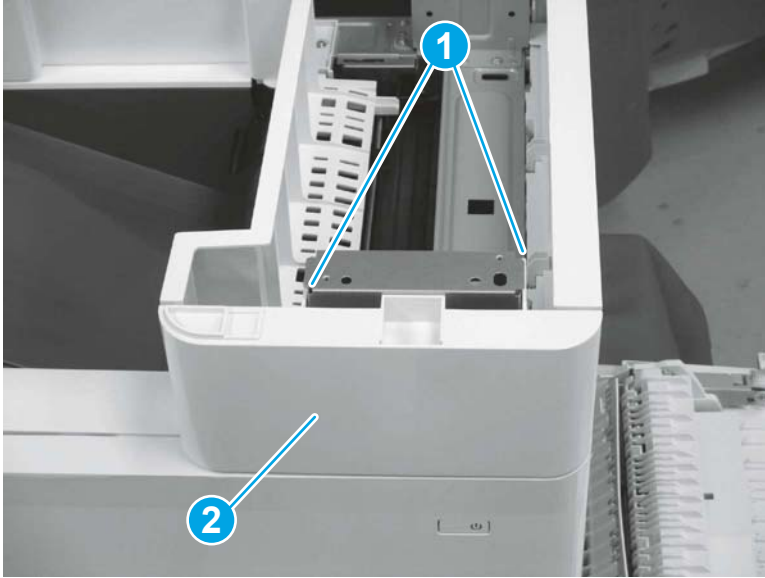
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-776 Remove the image scanner front cover



Remove the image scanner right cover

Follow these steps to remove the image scanner right cover.

- ▲ Do the following:
- a. Release one tab (callout 1).
 - b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.


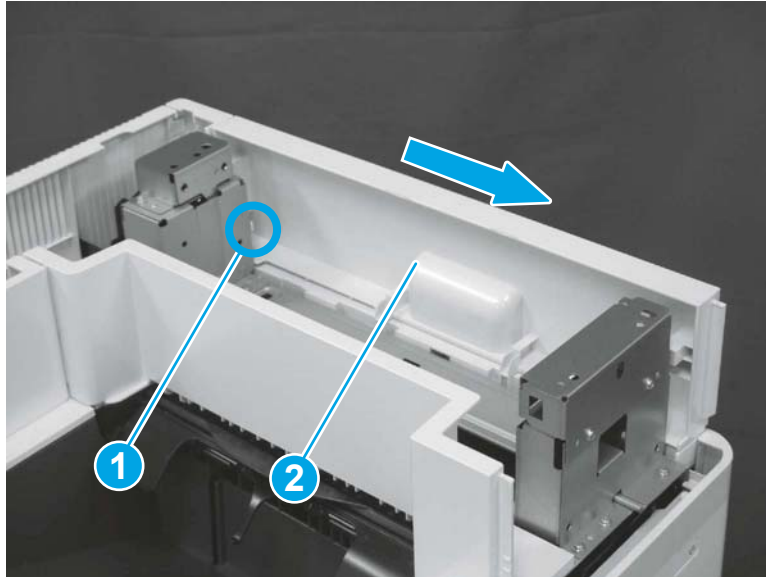
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-777 Remove the image scanner right cover

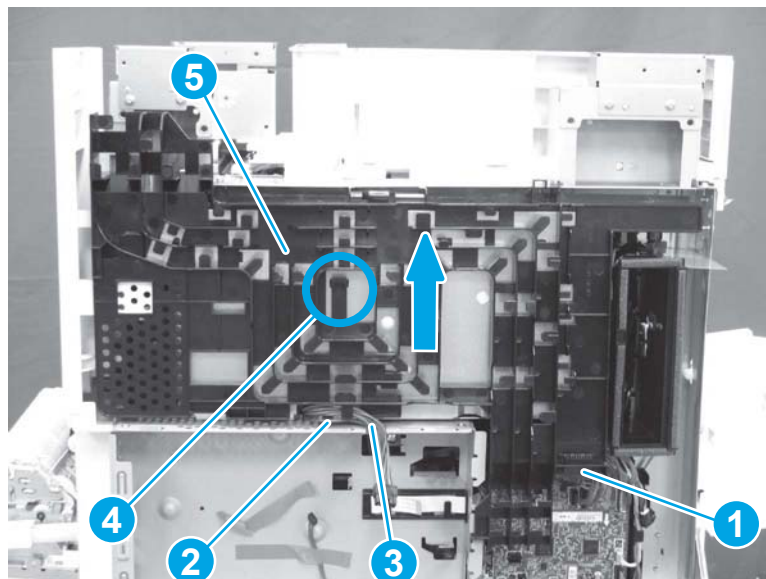


Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

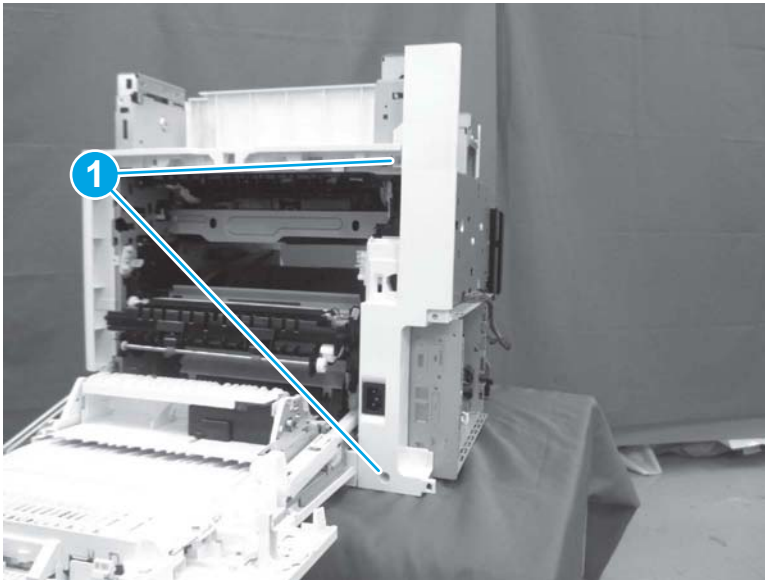
Figure 8-778 Disconnect one connector and release one tab



2. Do the following:

- a. Open the right door assembly.
- b. Remove two screws (callout 1).

Figure 8-779 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the inlet cover (callout 2).


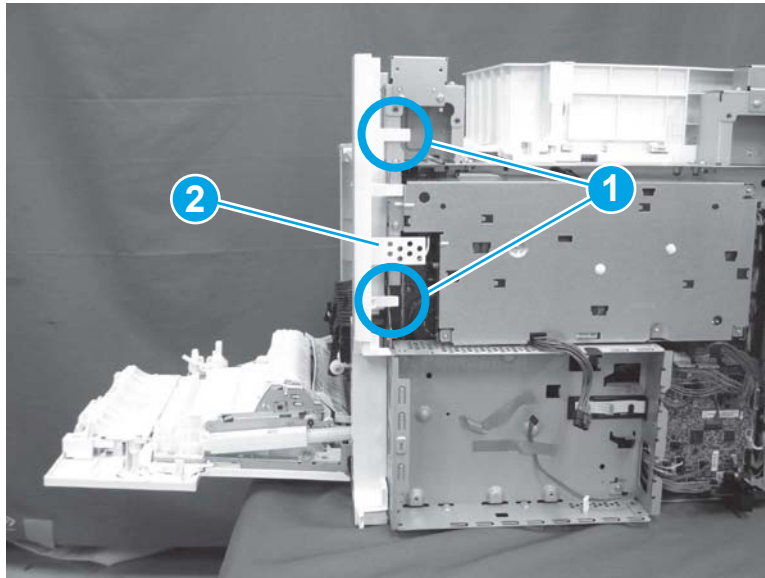
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-780 Remove the inlet cover

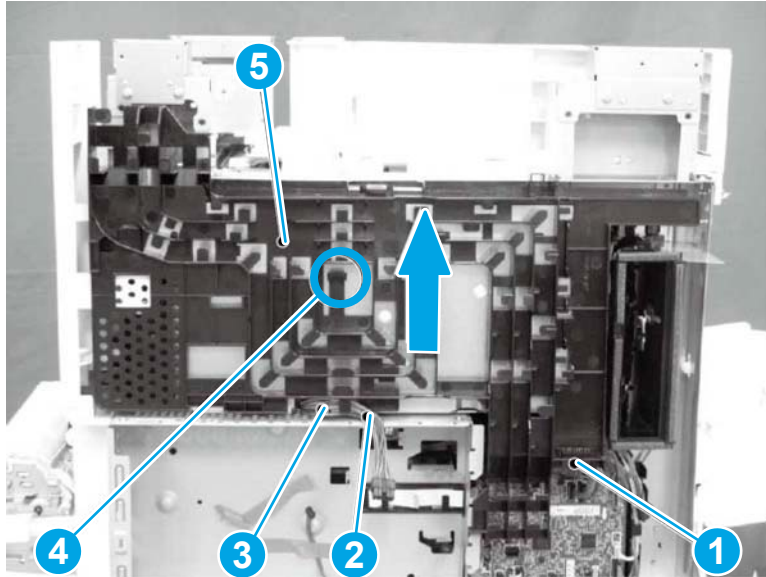


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

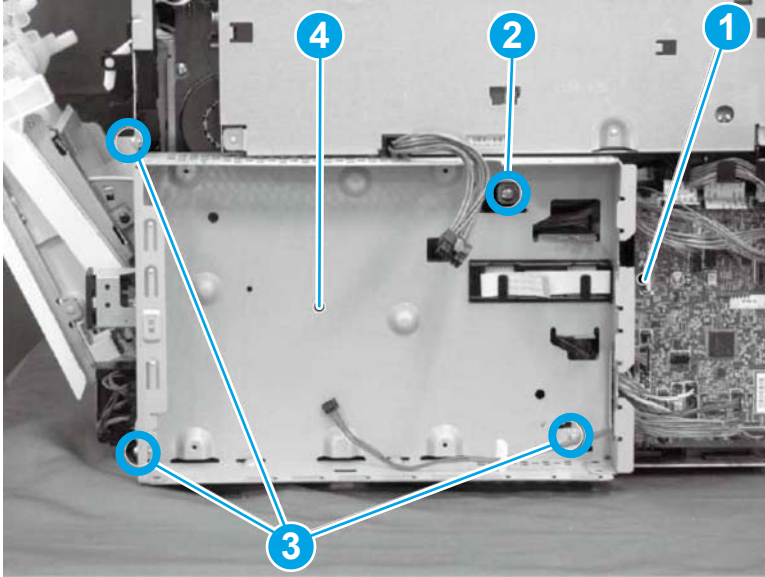
1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the cable (callout 2) from the cable guide(callout 3).
 - c. Release one tab (callout 4).
 - d. Remove the cable guide (callout 5).

Figure 8-781 Disconnect one connector and release the cable and one tab



2. Do the following:
 - a. Remove the FFC (callout 1).
 - b. Remove one M4 screw (callout 2).
 - c. Remove three M3 screws (callout 3).
 - d. Remove the formatter case (callout 4).

Figure 8-782 Remove the FFC and four screws and the formatter case



3. Do the following:
 - a. Disconnect three connectors (callout 1).
 - b. Remove the FFC (callout 2).
 - c. Remove five screws (callout 3).
 - d. Remove the low-voltage power supply assembly (callout 4).


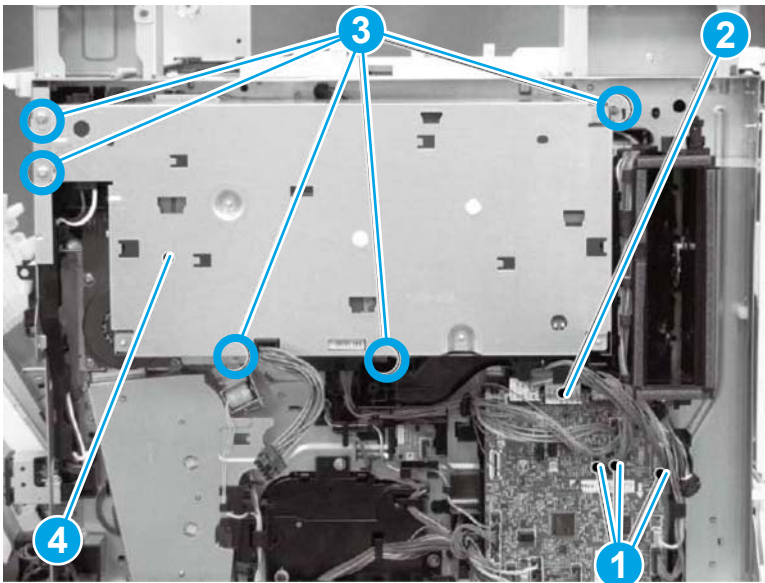
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-783 Disconnect three connectors and remove the FFC and five screws and the low-voltage power supply

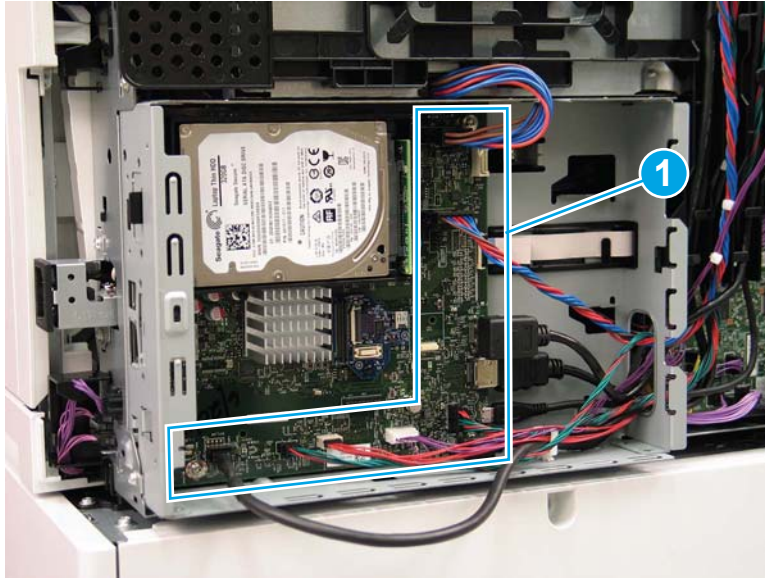


Remove the formatter and formatter cage

Follow these steps to remove the formatter and formatter cage.

1. Disconnect all of the connectors on the formatter (callout 1).

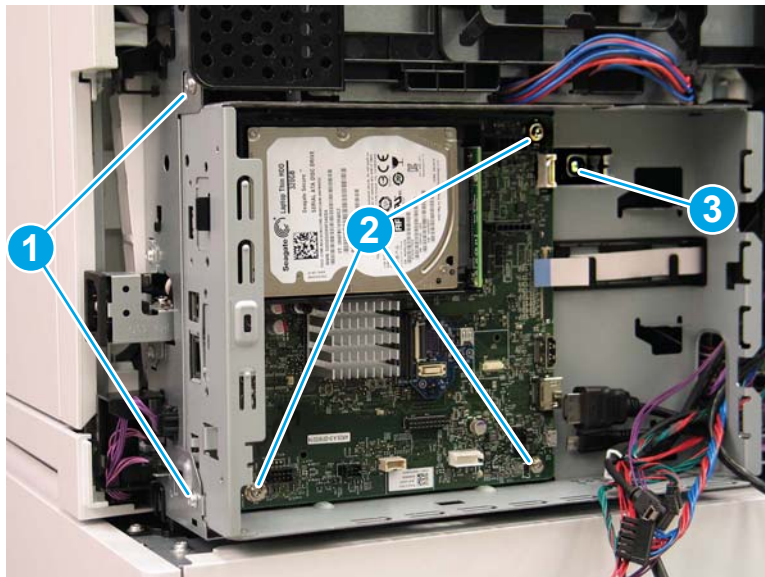
Figure 8-784 Disconnect connectors



2. Remove two screws (callout 1) at the side of the cage, remove three screws (callout 2) at the formatter, and then remove one recessed screw (callout 3) inside the cage..

 **NOTE:** Pull the cables through the openings sheet-metal to remove the formatter and formatter cage.

Figure 8-785 Remove six screws



Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Lifter drive assembly

This document provides the procedures to remove and replace the lifter drive assembly.



[View a video of how to remove and replace the lifter drive assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-46 Part information

Part number	Part description
RM2-0854-000CN	Lifter drive assembly

Required tools

- #2 Phillips 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

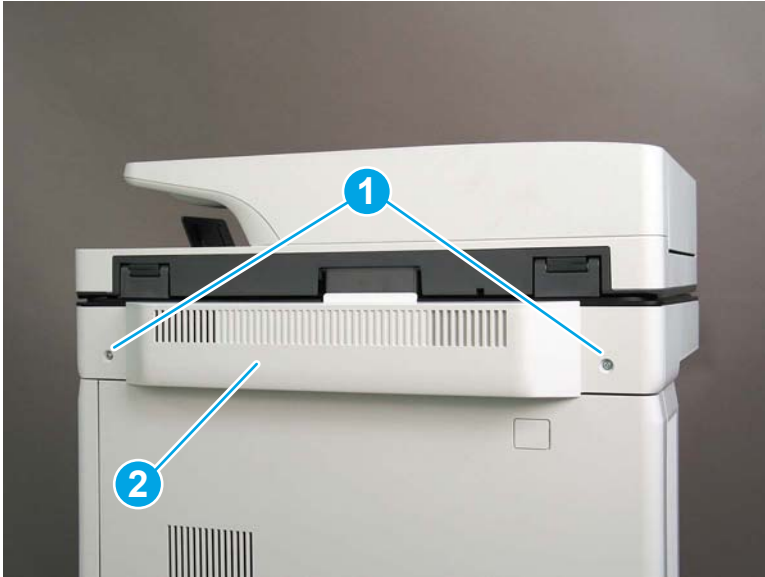
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

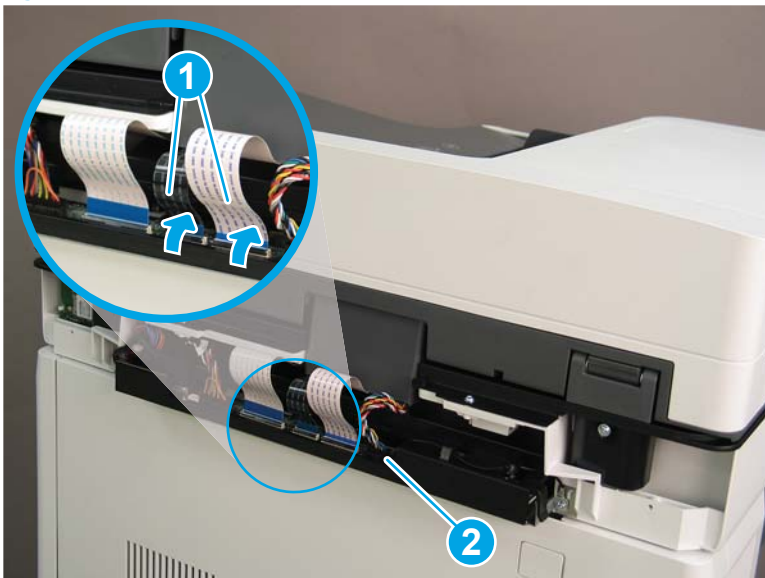
Figure 8-786 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

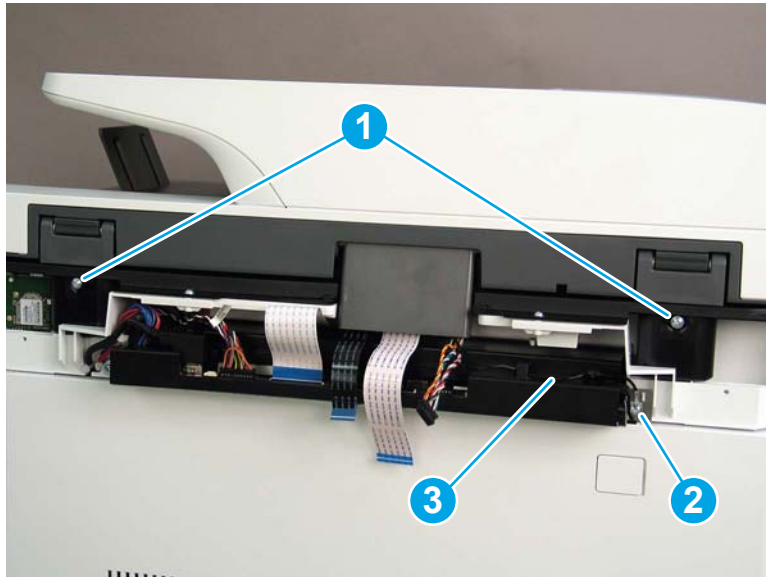
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-787 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-788 Remove three screws and the ground wire



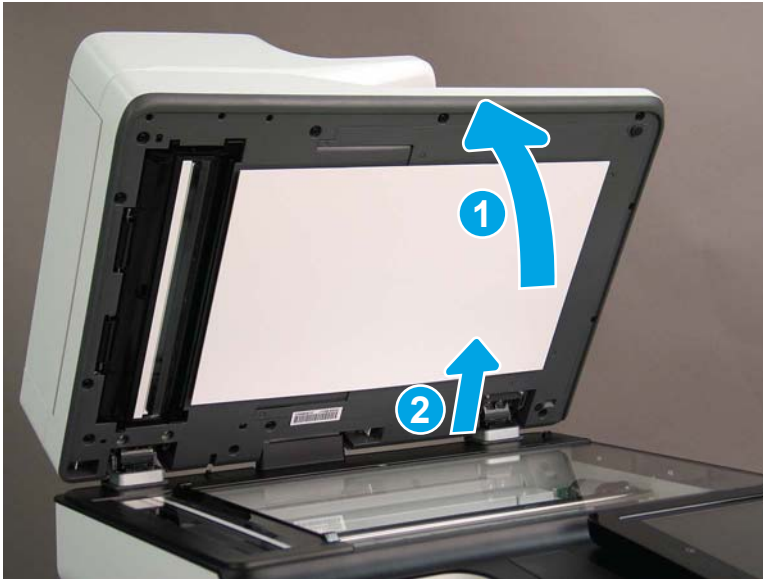
4. Open the automatic document feeder (ADF).

Figure 8-789 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-790 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-791 Release two tabs on the ADF



7. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-792 Lift and remove the ADF



Remove the formatter cover

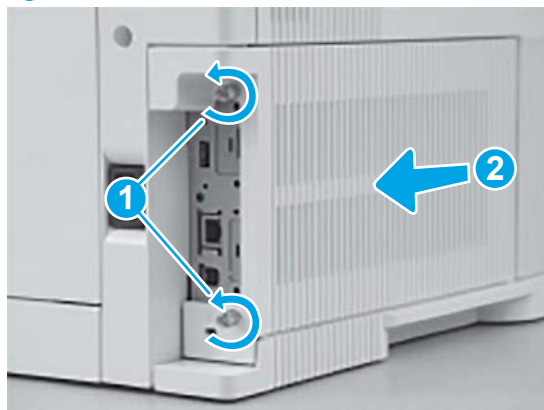
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-793 Release two thumb screws and remove the formatter cover

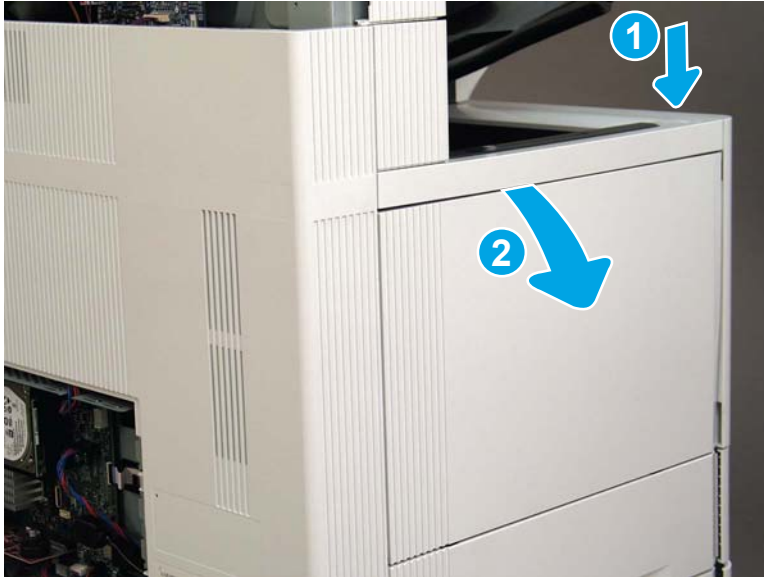


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-794 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-795 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-796 Slide the rear cover



4. Remove the rear cover.


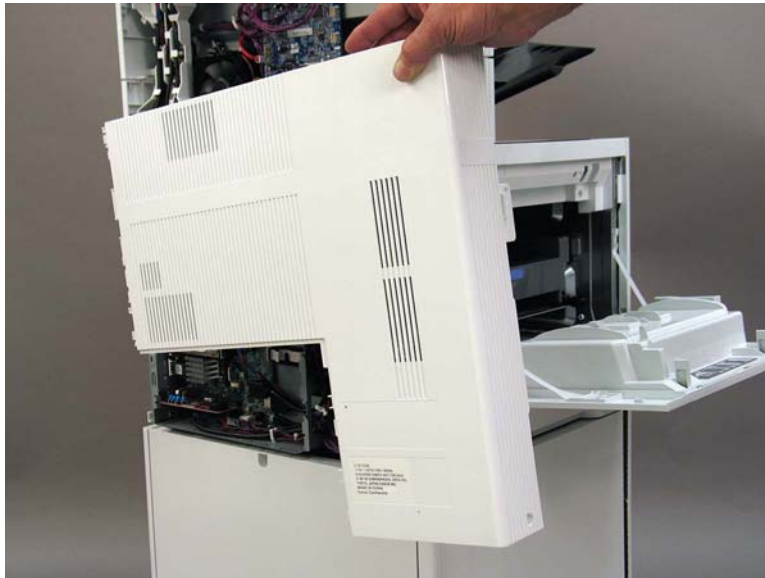
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-797 Remove the rear cover



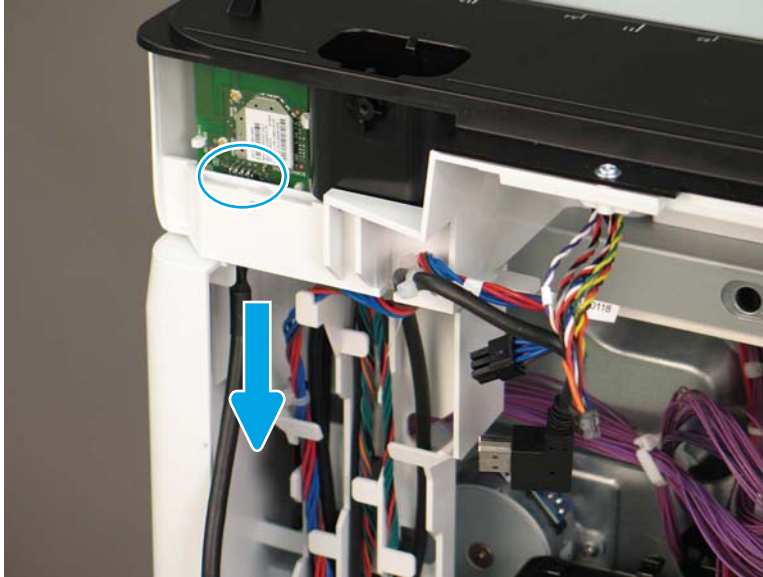
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

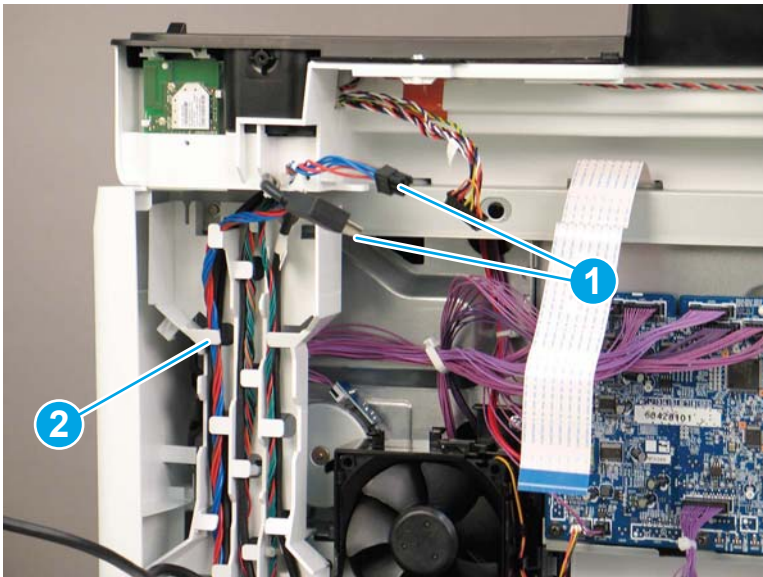
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-798 Disconnect the connector



2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-799 Release the SCB cables



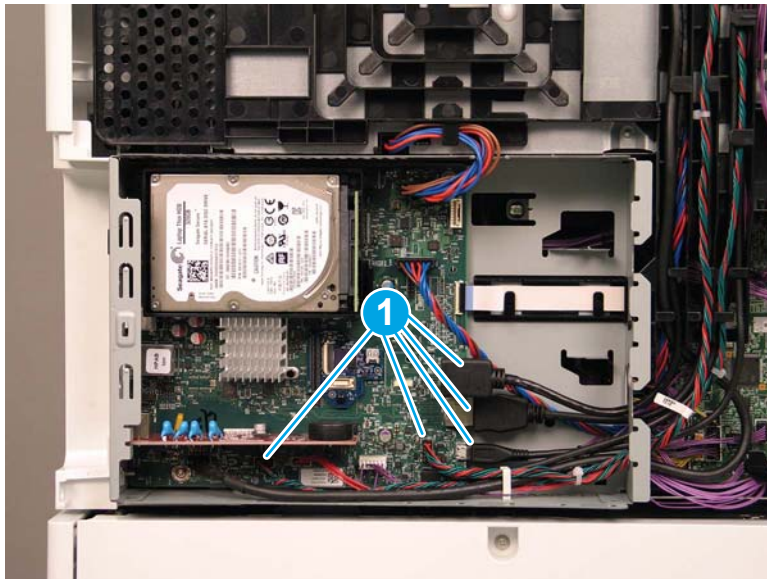
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-800 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

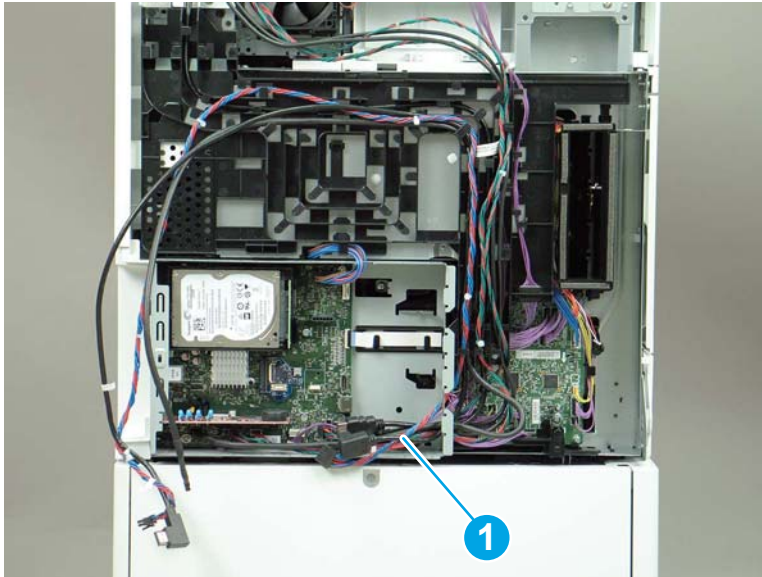
Figure 8-801 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

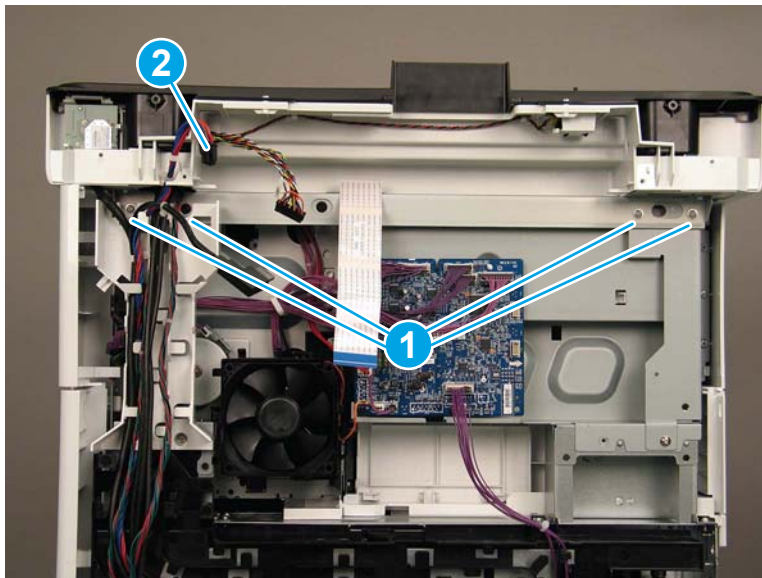
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-802 Thread the formatter cables through the formatter case



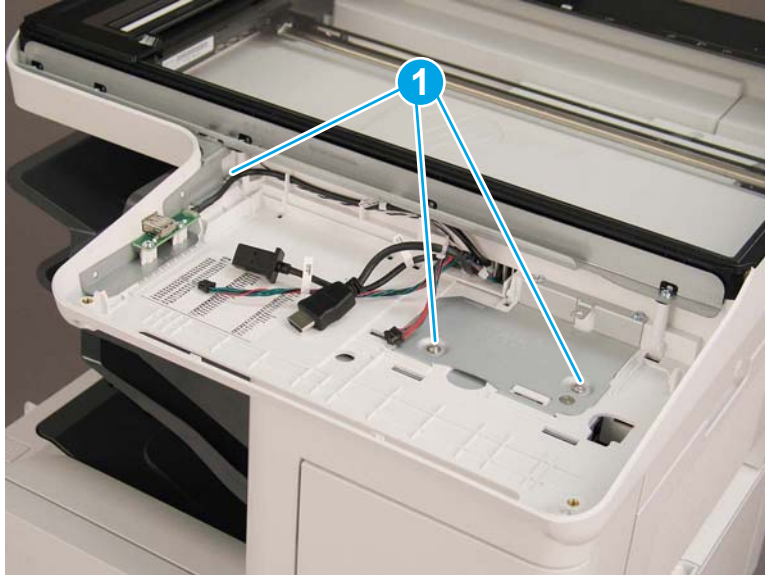
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-803 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-804 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


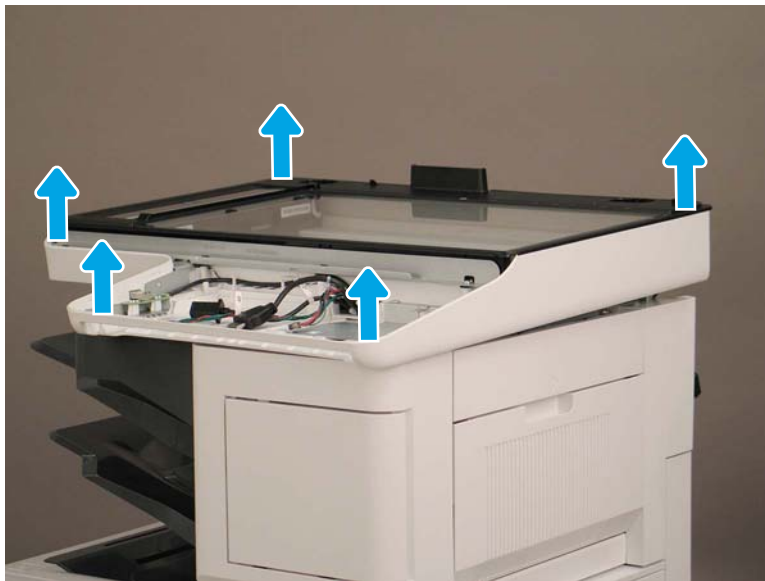
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-805 Remove the image scanner assembly



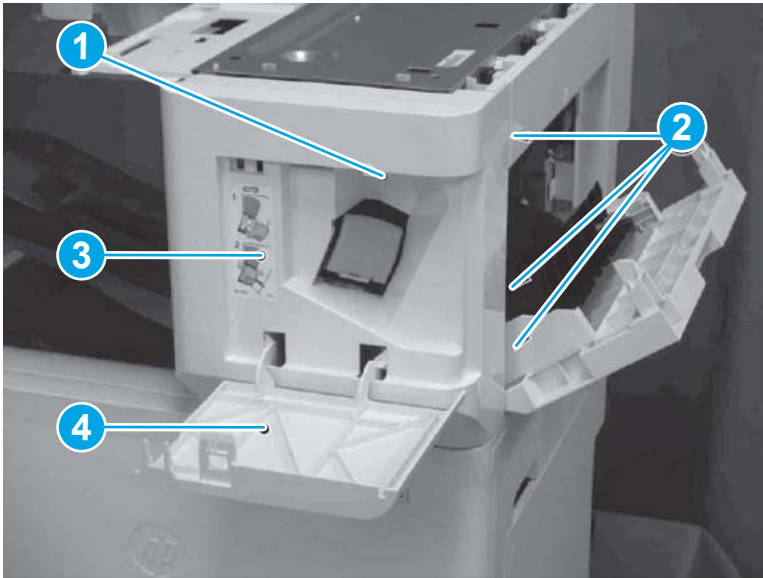
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

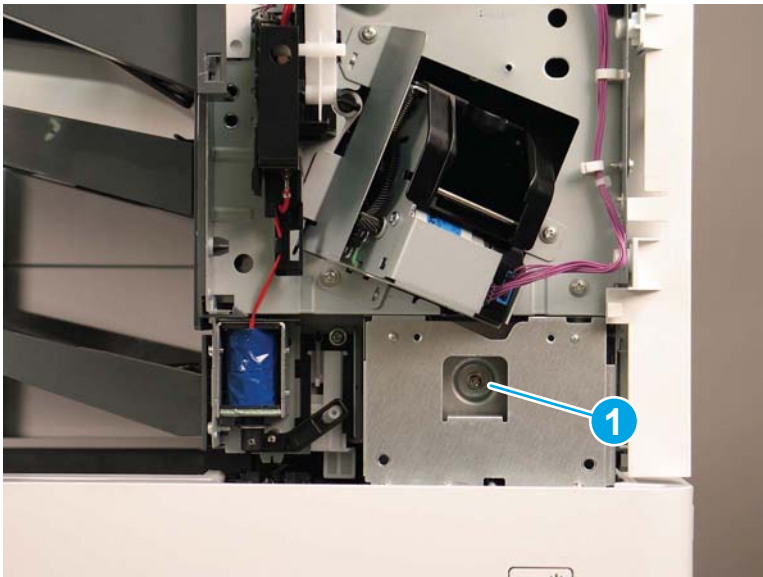
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-806 Remove staple cover and staple door



5. Remove one screw (callout 1).

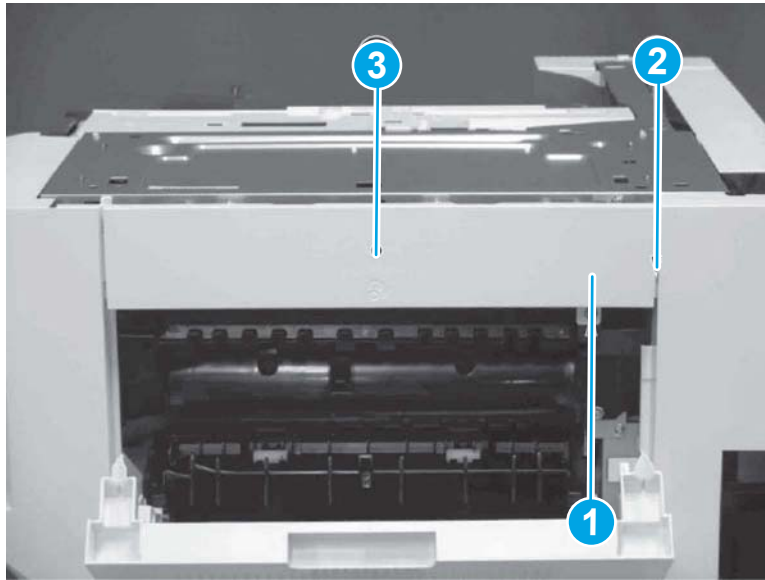
Figure 8-807 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

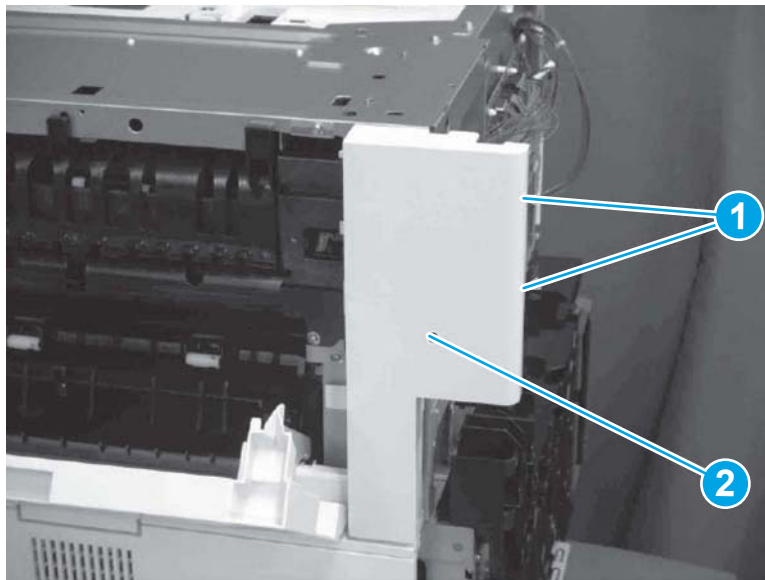
9. Remove the right upper cover (callout 3).

Figure 8-808 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

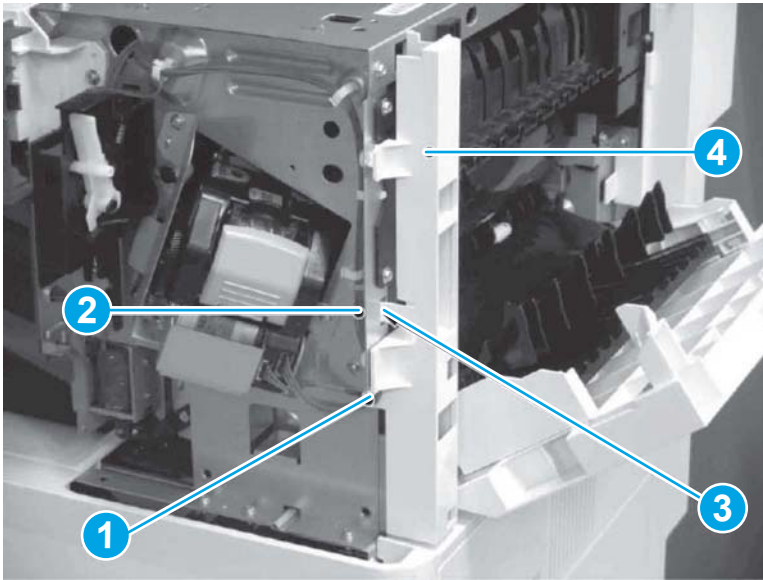
Figure 8-809 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

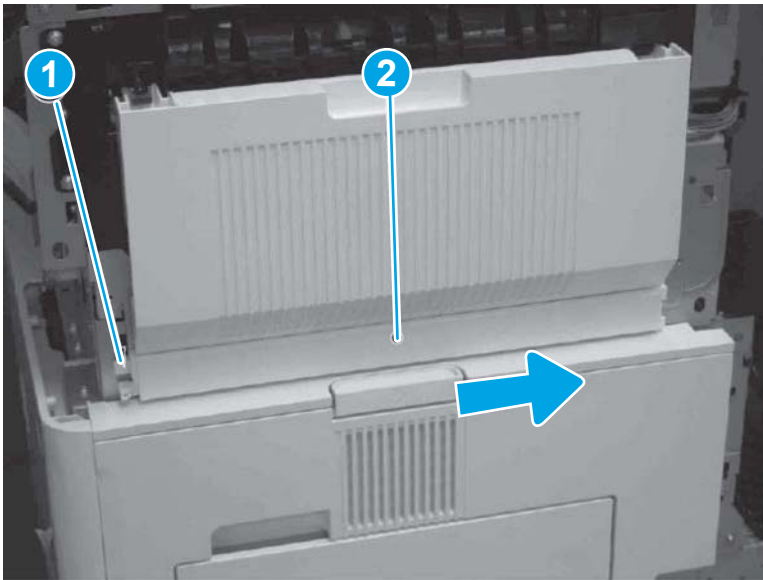
14. Remove the inner cover (callout 4).

Figure 8-810 Remove the inner cover



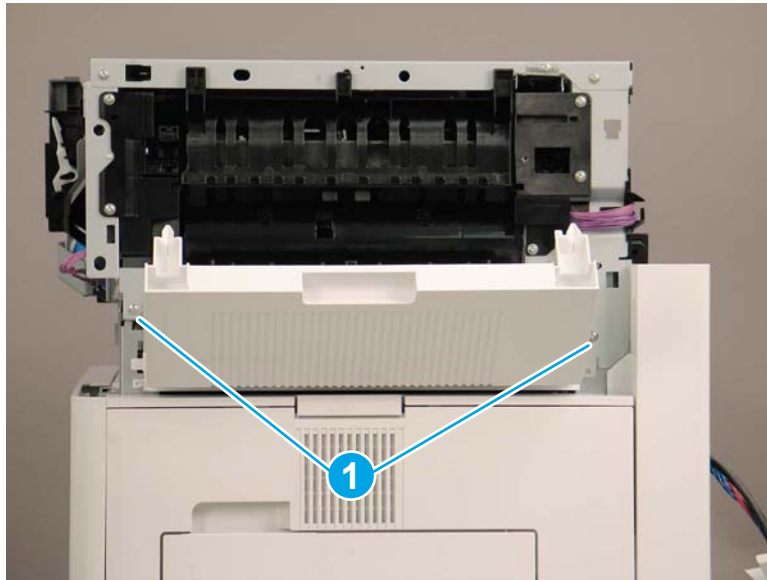
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-811 Remove the right lower cover



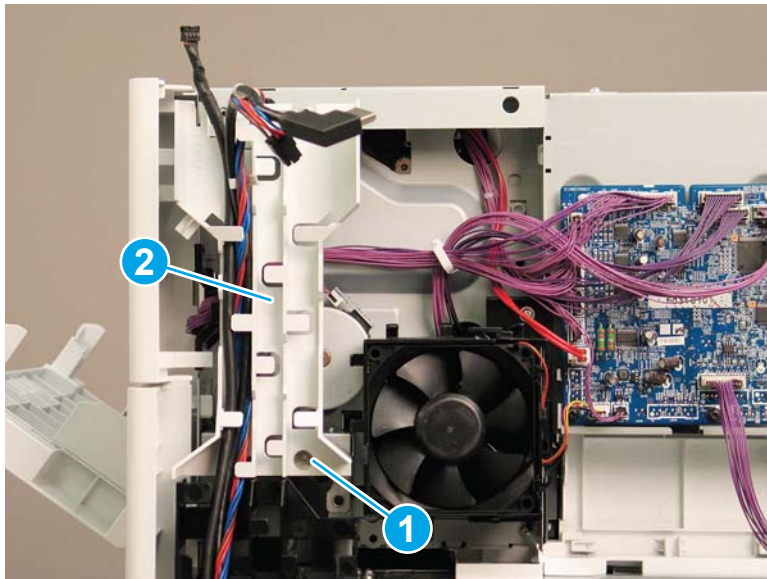
17. Remove two screws (callout 1).

Figure 8-812 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-813 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


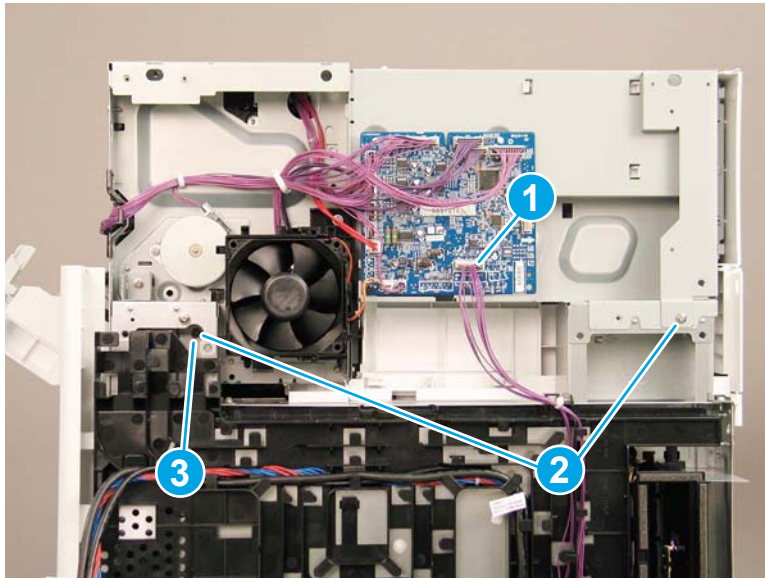
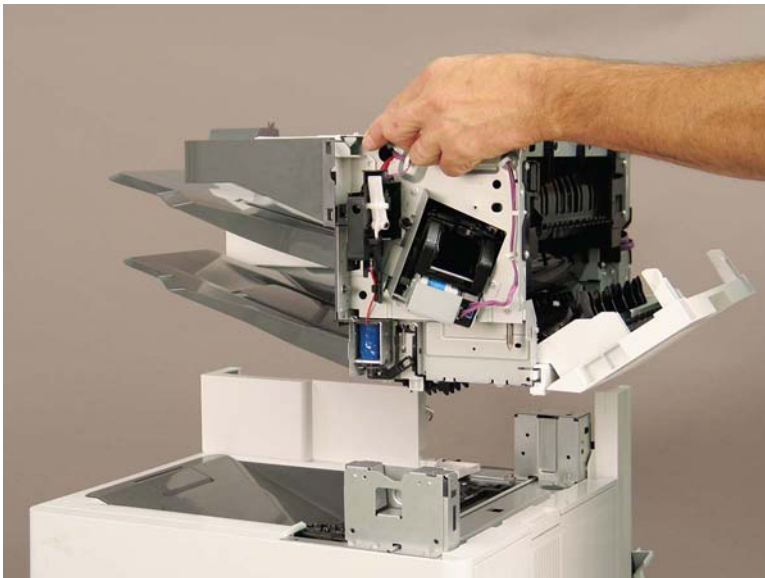
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-814 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-815 Remove the inner finisher



Remove the image scanner front cover

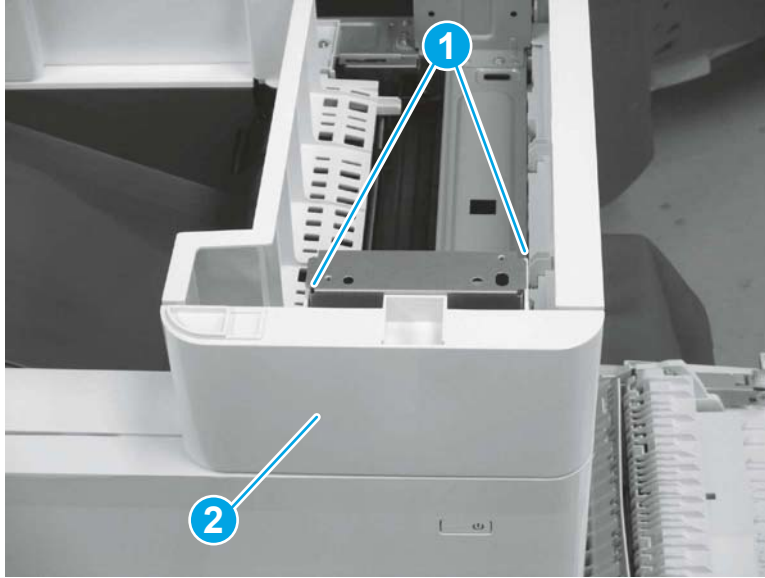
Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-816 Remove the image scanner front cover



Remove the image scanner right cover

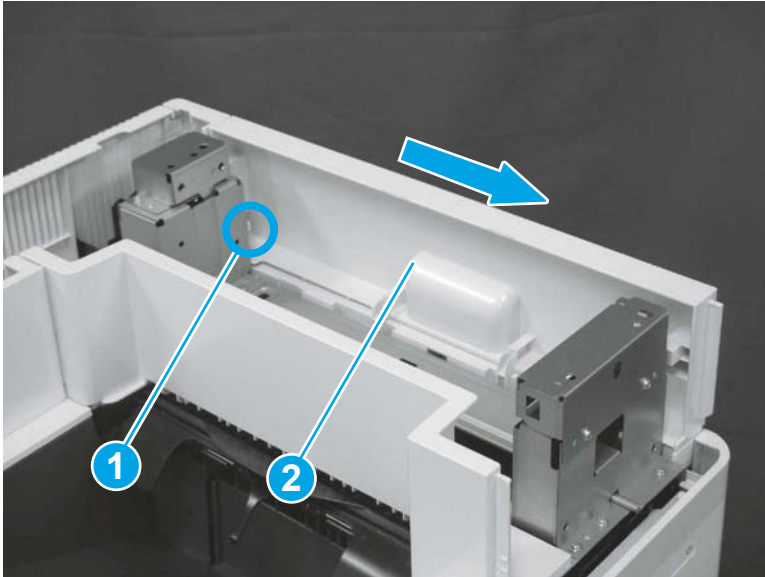
Follow these steps to remove the image scanner right cover.

▲ Do the following:

- a. Release one tab (callout 1).
- b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-817 Remove the image scanner right cover

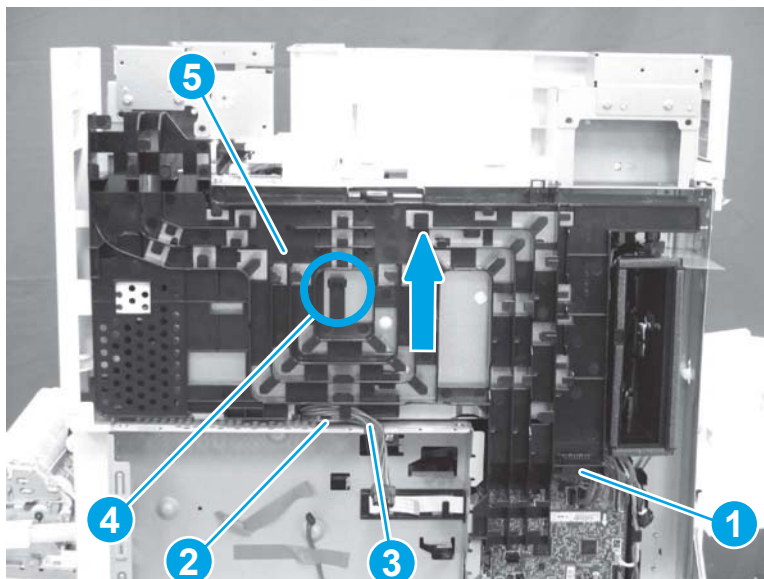


Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

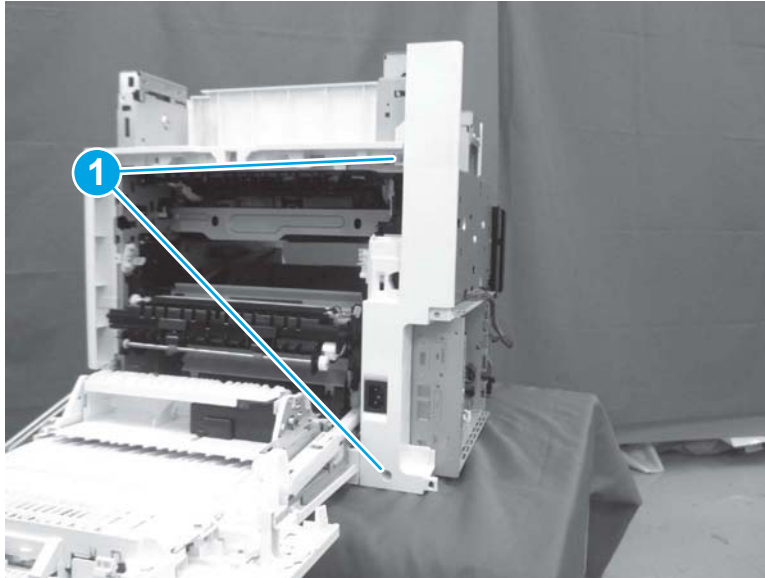
Figure 8-818 Disconnect one connector and release one tab



2. Do the following:

- a. Open the right door assembly.
- b. Remove two screws (callout 1).

Figure 8-819 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the inlet cover (callout 2).


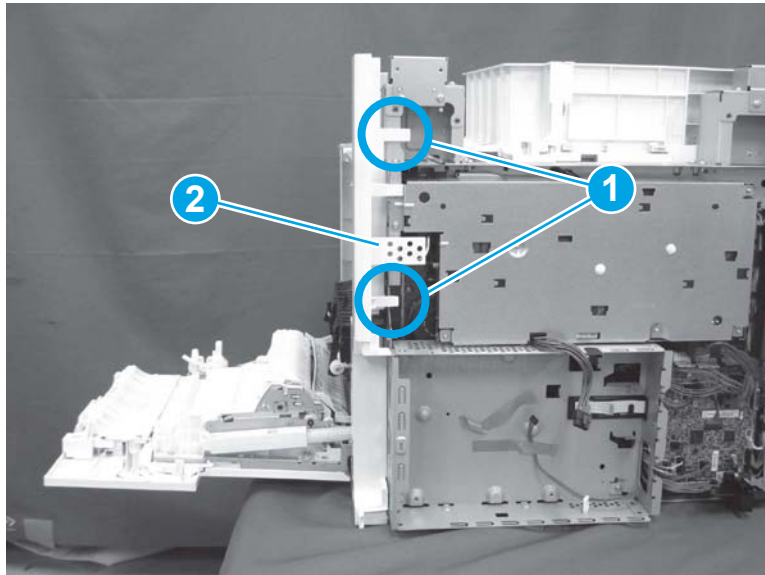
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-820 Remove the inlet cover

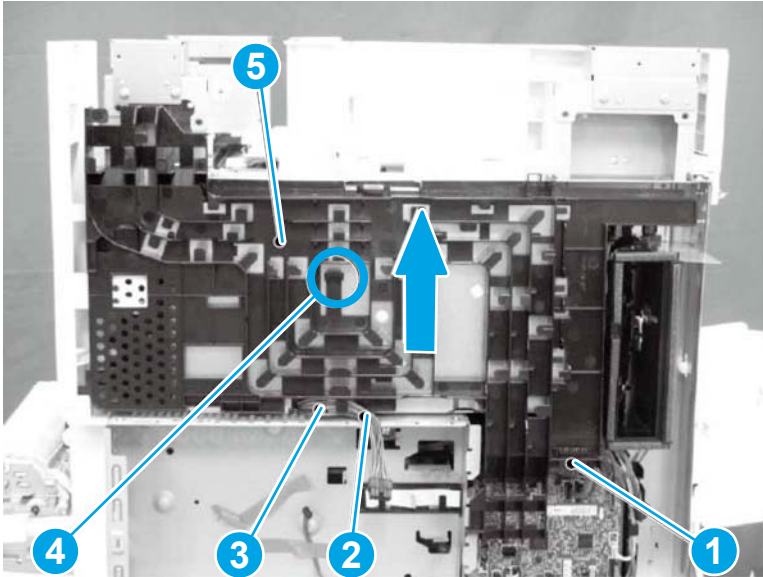


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

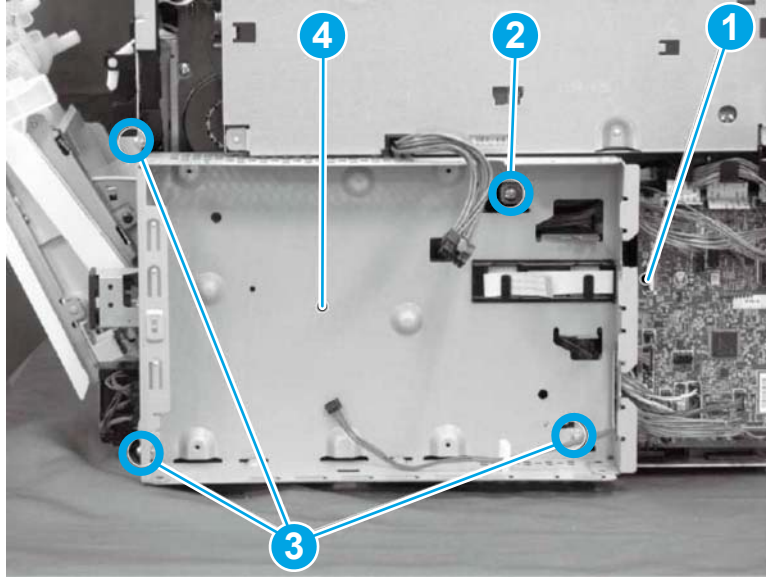
1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the cable (callout 2) from the cable guide(callout 3).
 - c. Release one tab (callout 4).
 - d. Remove the cable guide (callout 5).

Figure 8-821 Disconnect one connector and release the cable and one tab



2. Do the following:
 - a. Remove the FFC (callout 1).
 - b. Remove one M4 screw (callout 2).
 - c. Remove three M3 screws (callout 3).
 - d. Remove the formatter case (callout 4).

Figure 8-822 Remove the FFC and four screws and the formatter case



3. Do the following:
 - a. Disconnect three connectors (callout 1).
 - b. Remove the FFC (callout 2).
 - c. Remove five screws (callout 3).
 - d. Remove the low-voltage power supply assembly (callout 4).


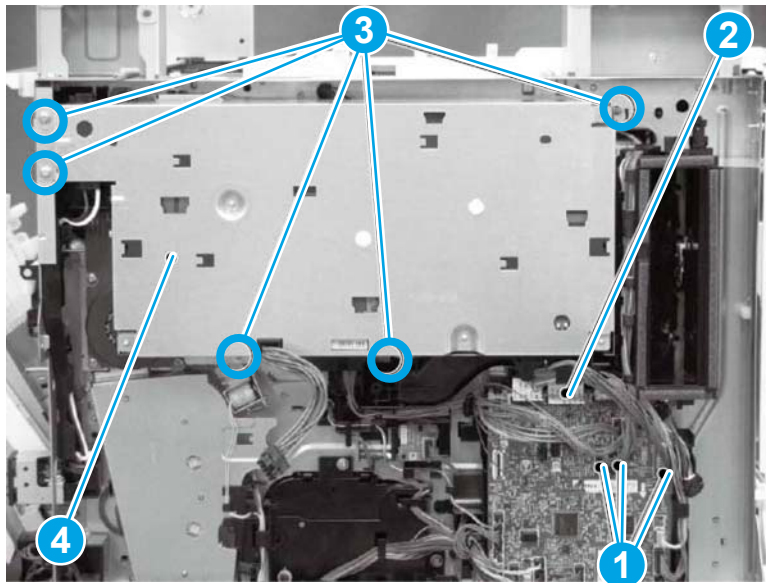
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-823 Disconnect three connectors and remove the FFC and five screws and the low-voltage power supply

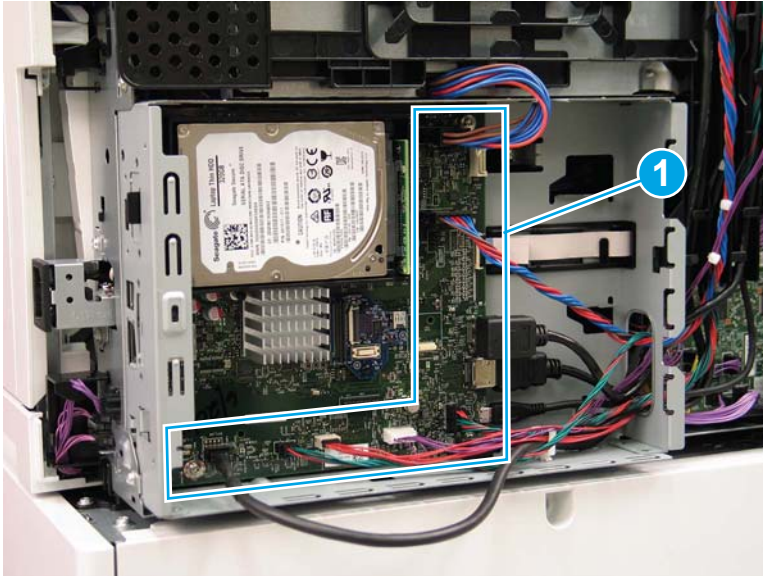


Remove the formatter and formatter cage

Follow these steps to remove the formatter and formatter cage.

1. Disconnect all of the connectors on the formatter (callout 1).

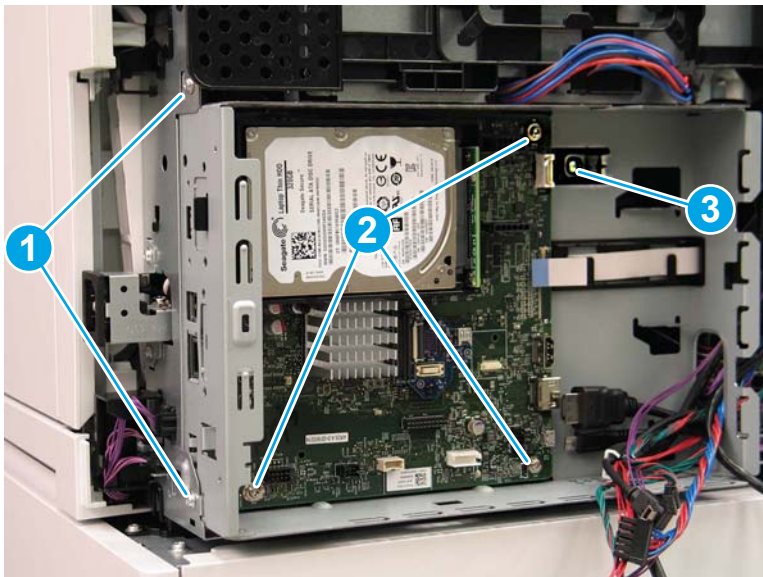
Figure 8-824 Disconnect connectors



2. Remove two screws (callout 1) at the side of the cage, remove three screws (callout 2) at the formatter, and then remove one recessed screw (callout 3) inside the cage..

 **NOTE:** Pull the cables through the openings sheet-metal to remove the formatter and formatter cage.

Figure 8-825 Remove six screws

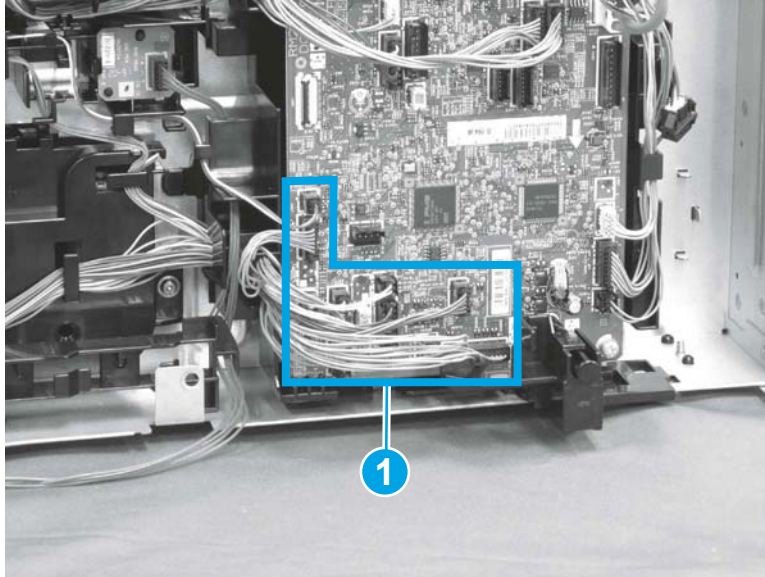


Remove the lifter drive assembly

Follow these steps to remove the lifter drive assembly.

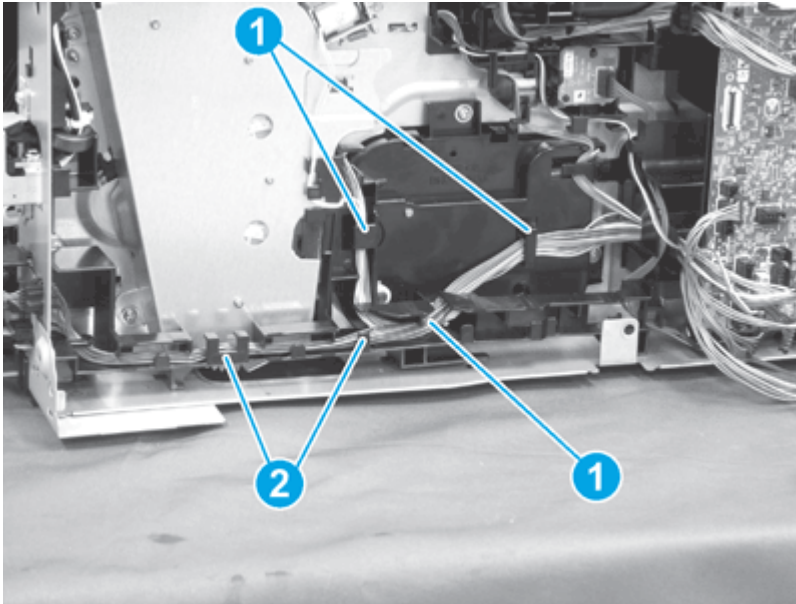
1. Disconnect eight connectors (callout 1).

Figure 8-826 Disconnect eight connectors



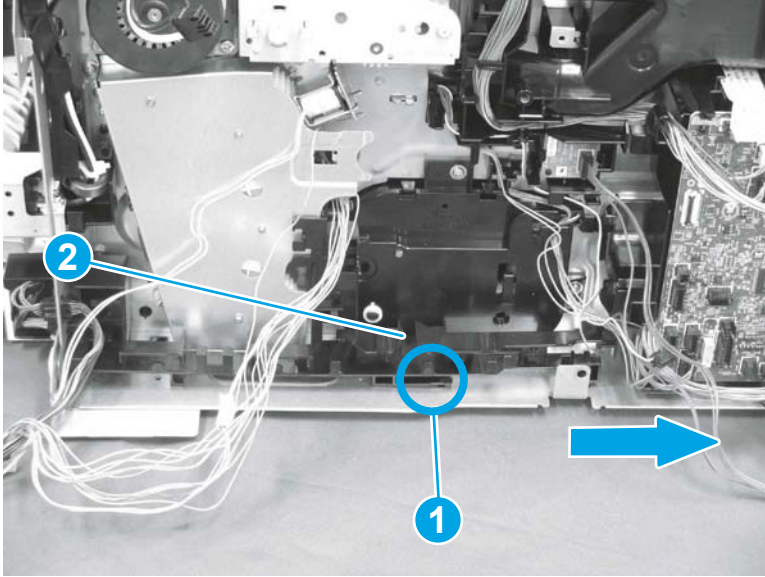
2. Release the cable (callout 1) from the cable guides (callout 2).

Figure 8-827 Release the cable from the cable guides



3. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-828 Release one tab and remove the cable guide



4. Do the following:
 - a. Remove two screws (callout 1).
 - b. Remove the lifter drive assembly (callout 2).


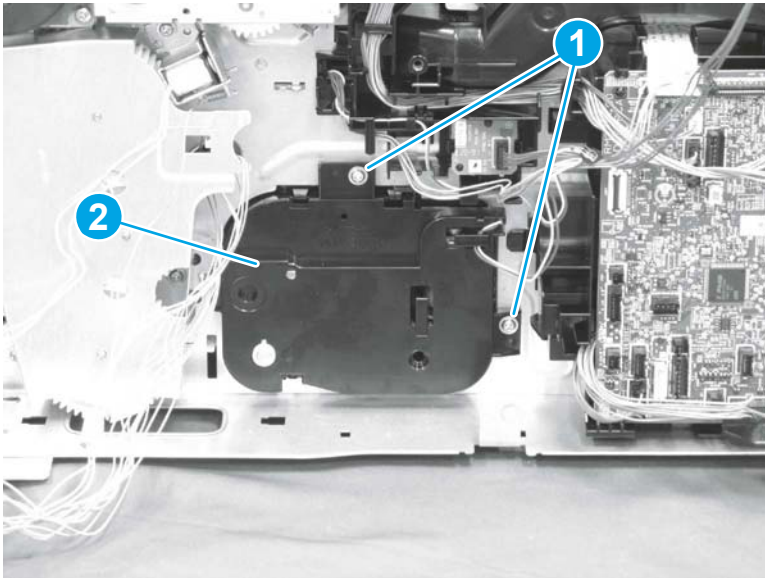
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-829 Remove two screws and the lifter drive assembly




 **NOTE:** When installing the lifter drive assembly (callout 1), make sure that the lever (callout 2) is in the correct position.

Figure 8-830 Correct position of the lever

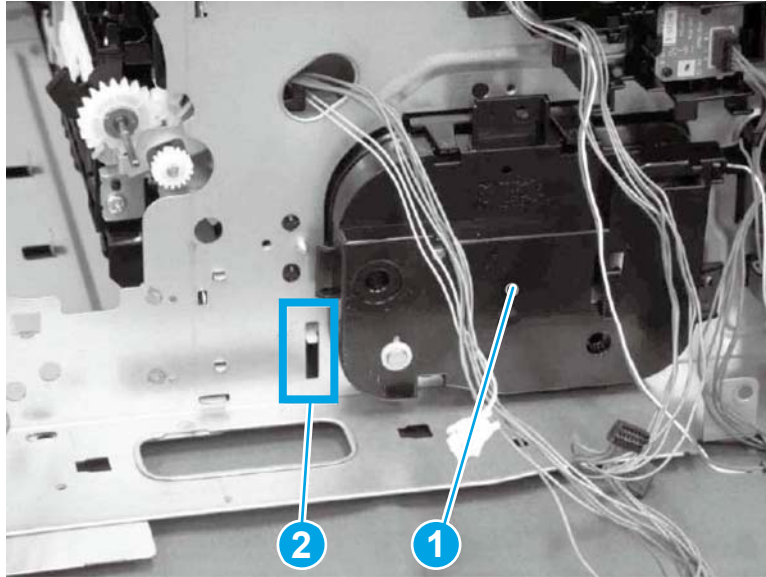
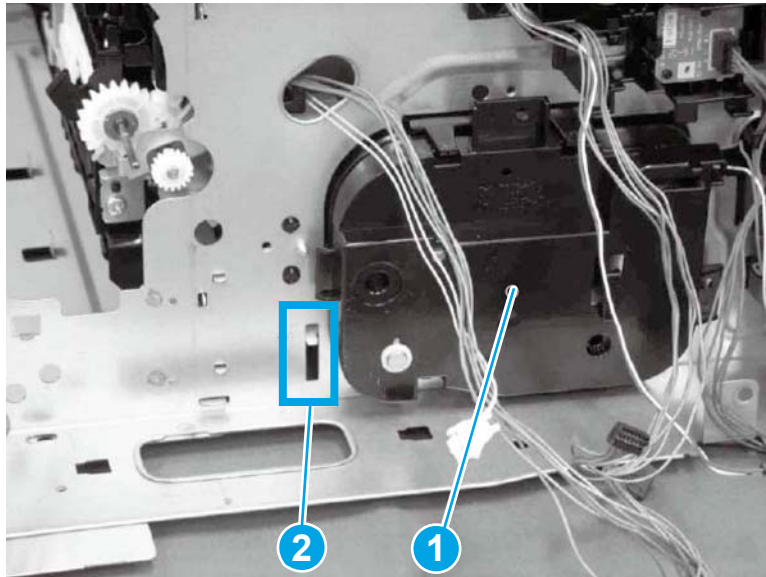


Figure 8-831 Incorrect position of the lever



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Developing drive assembly

This document provides the procedures to remove and replace the developing drive assembly.



[View a video of how to remove and replace the developing drive assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-47 Part information

Part number	Part description
RM2-6756-000CN	Developing drive assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the automatic document feeder (ADF) and scanner control board (SCB)

Follow these steps to remove the automatic document feeder (ADF) and scanner control board (SCB).

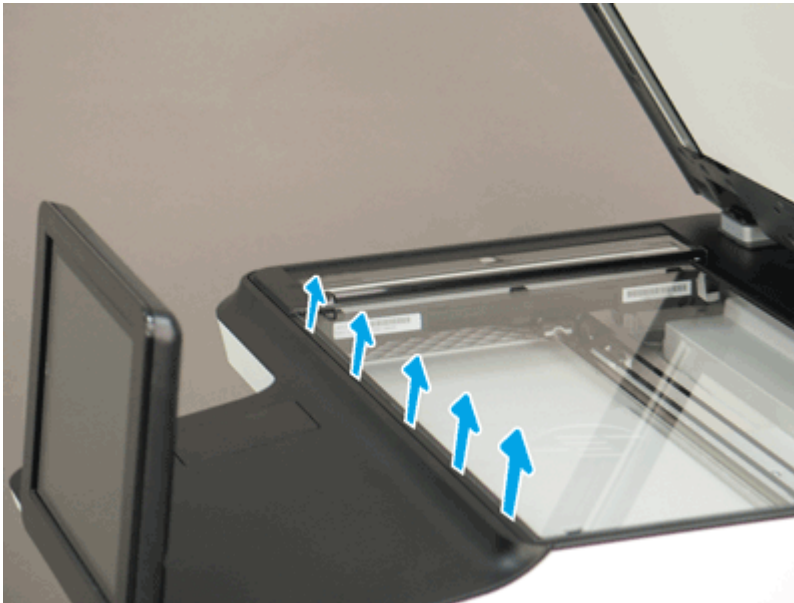
1. If the control panel is not fully tilted forward, tilt it forward now (callout 1) until it stops. Open the document feeder (callout 2).

Figure 8-832 Tilt the control panel and open the document feeder



2. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

Figure 8-833 Release five tabs



3. Continue to rotate the top edge of the cover away from the printer, and then remove the cover.

Figure 8-834 Remove the cover



4. Open the connector latch to release the keyboard flat cable.


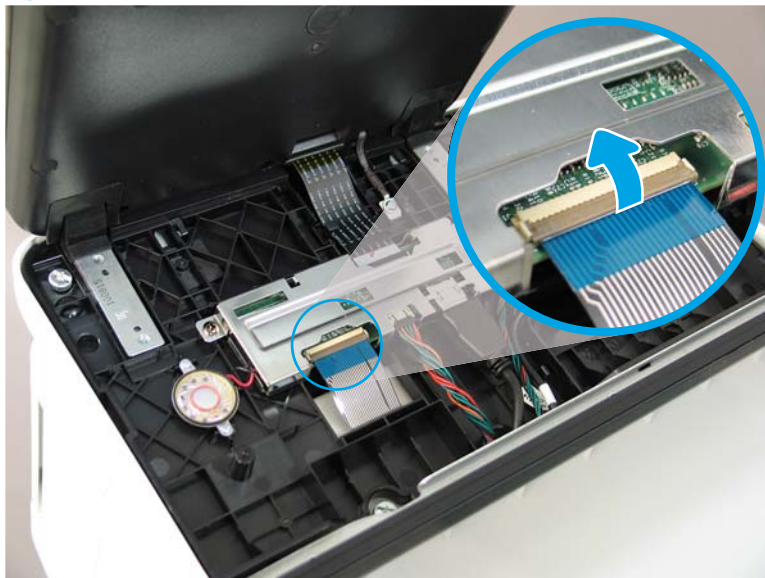
 **NOTE:** Keyboard models only. For all other models, skip this step and go to step h.

Figure 8-835 Disconnect the keyboard flat cable



5. Slide the keyboard tray out until it stops.


 **NOTE:** Keyboard models only. For all other models, skip this step and go to step h.

Figure 8-836 Slide the keyboard tray out



6. Push up on the keyboard tray to release two tabs on the bottom of the tray, and then slide the tray toward you to disengage the tabs.

Figure 8-837 Release two tabs



- Slide the keyboard tray all the way out of the printer to remove it.


 **NOTE:** **Keyboard models only.** For all other models, skip this step and go to step h.

Figure 8-838 Remove the keyboard



- Disconnect two connectors (callout 1), and then release the USB cable (callout 2) from the holder.


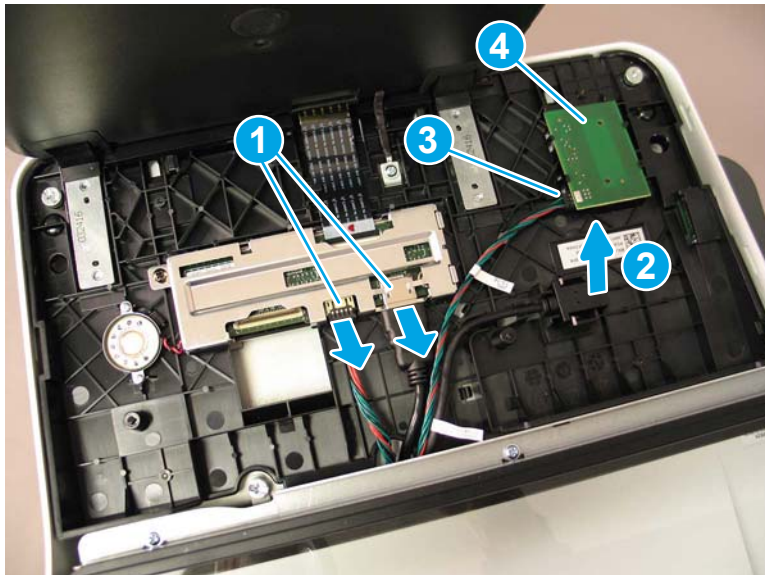
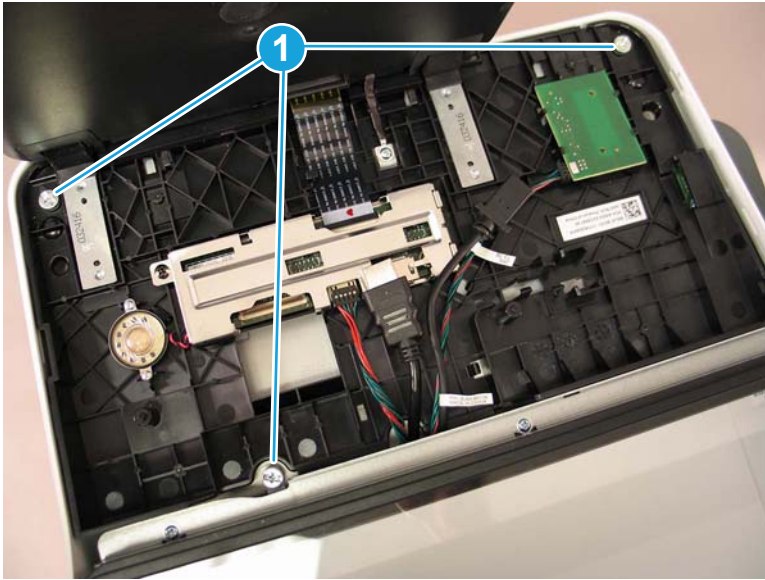
 **NOTE:** **Flow M632z only:** Disconnect one connector (callout 3), release four tabs, and then remove the near-field communication (NFC; callout 4) printed circuit board. Set this part aside to install on the replacement control panel.

Figure 8-839 Disconnect connectors



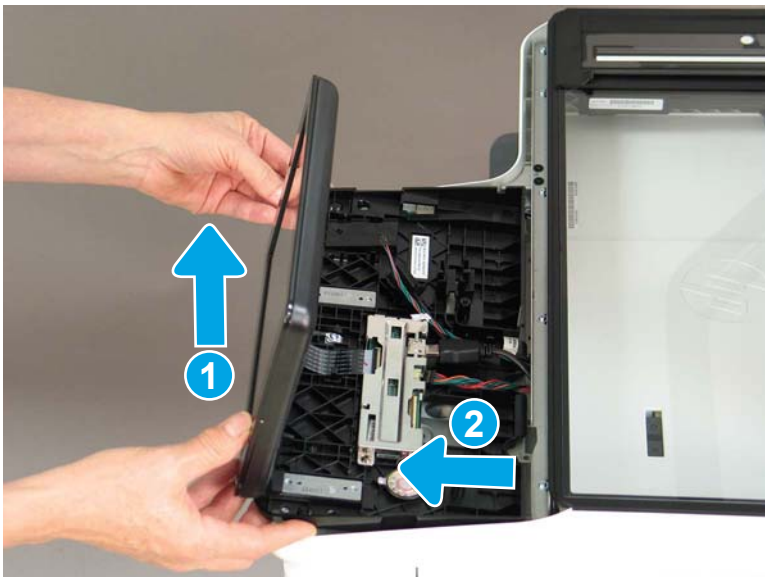
9. Remove three thumbscrews (callout 1).

Figure 8-840 Remove three thumbscrews



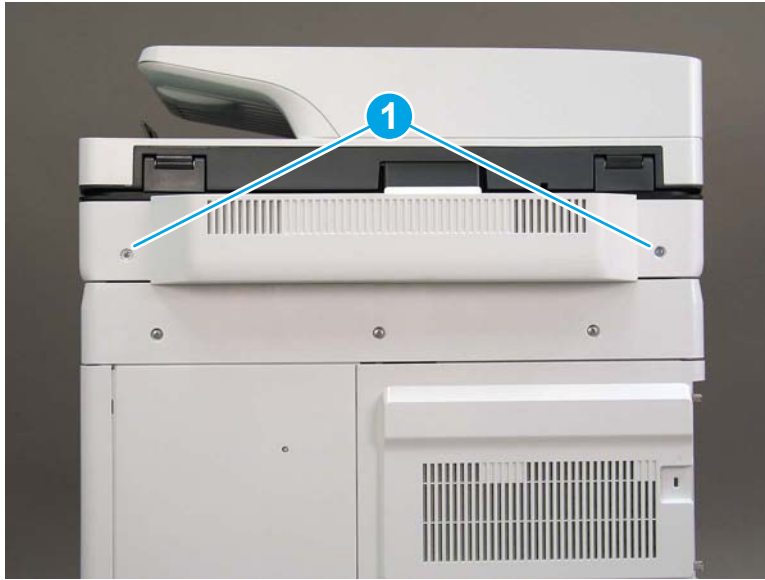
10. Lift the front of the control panel off of the printer (callout 1), and then slide it toward the front of the printer (callout 2) to remove it.

Figure 8-841 Remove the control panel



11. At the back of the printer, remove two screws (callout 1).

Figure 8-842 Remove two screws



12. Rotate the image scanner back cover up and remove it.

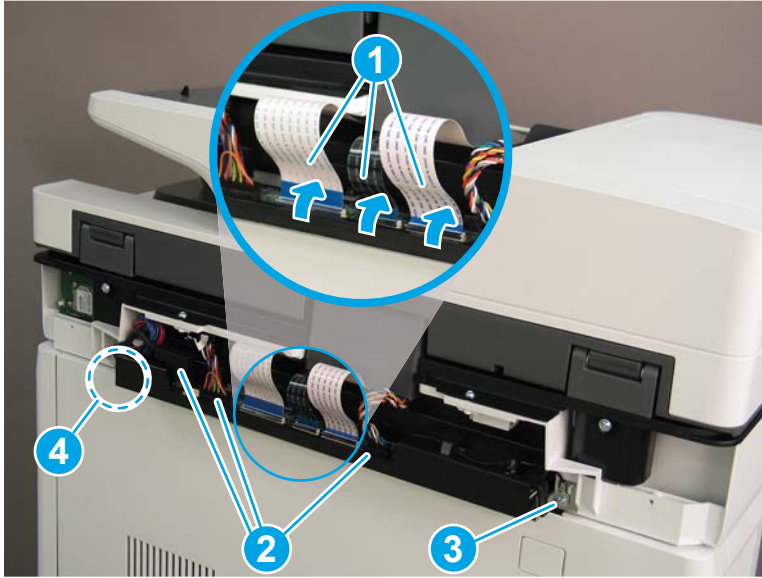
Figure 8-843 Remove the image scanner back cover



13. Do the following:
 - a. Lift the latches to release three flat cables (callout 1), and then disconnect them.
 - b. Disconnect three connectors (callout 2).
 - c. Remove one screw to release a grounding wire (callout 3).

- d. Remove one screw on the left side of the SCB (callout 4).

Figure 8-844 Disconnect connectors and remove two screws



- 14. Do the following:

- a. Partially slide the SCB out of the printer, and then release the locking tab to disconnect one connector (callout 1).
- b. Slide the SCB out of the printer and remove it (callout 2).


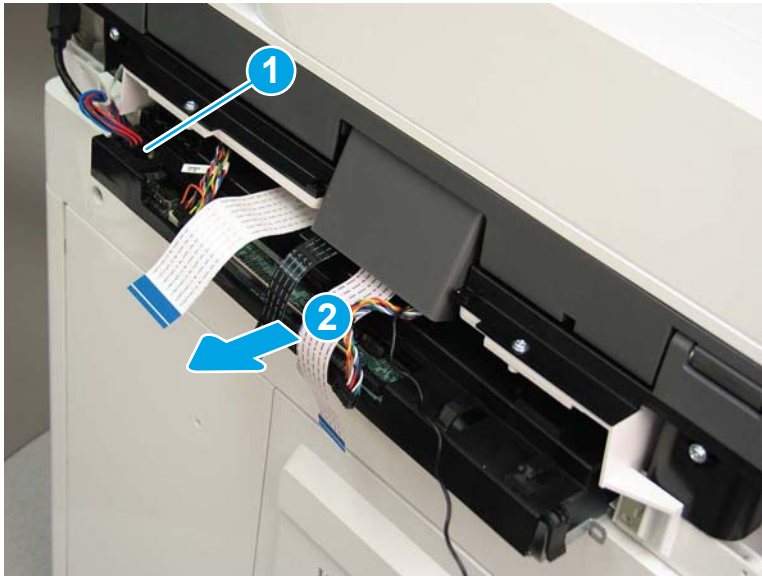
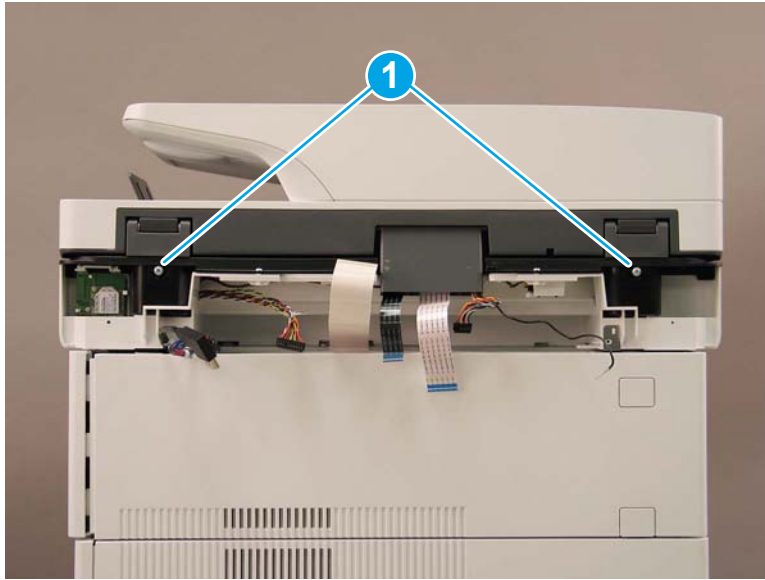
 **TIP:** Make sure all of the cables are positioned on top of the SCB before sliding it into the printer.

Figure 8-845 Remove the SCB



15. Remove two screws (callout 1).

Figure 8-846 Remove two screws



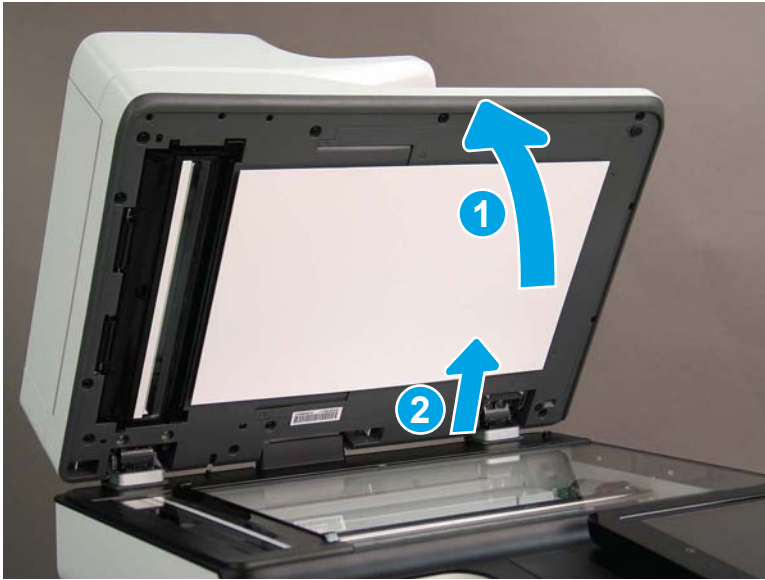
16. Open the automatic document feeder.

Figure 8-847 Open the ADF



17. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-848 Tilt and lift the ADF



18. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-849 Release two tabs on the ADF



19. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-850 Lift and remove the ADF



Remove the formatter cover

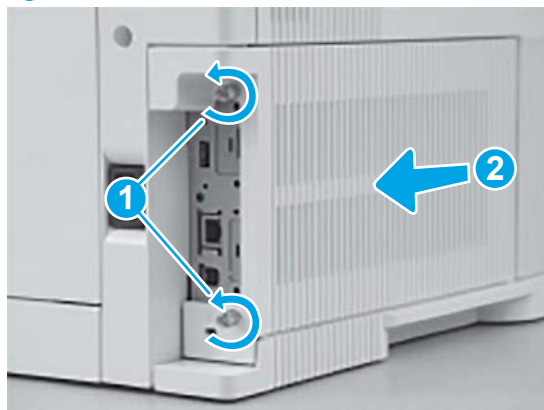
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-851 Release two thumb screws and remove the formatter cover

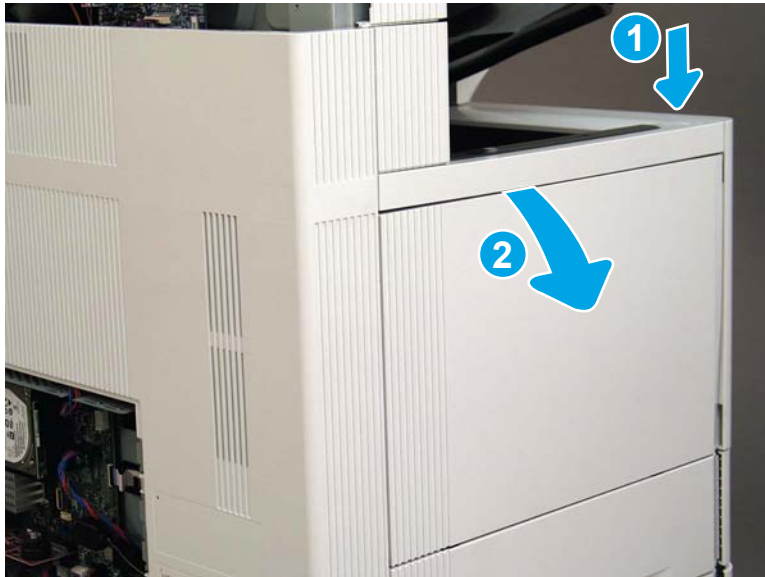


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-852 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-853 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-854 Slide the rear cover



4. Remove the rear cover.


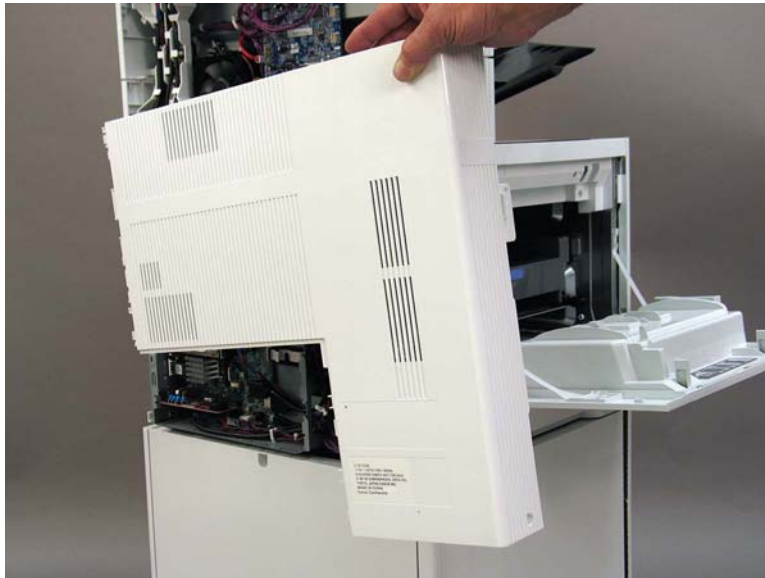
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-855 Remove the rear cover



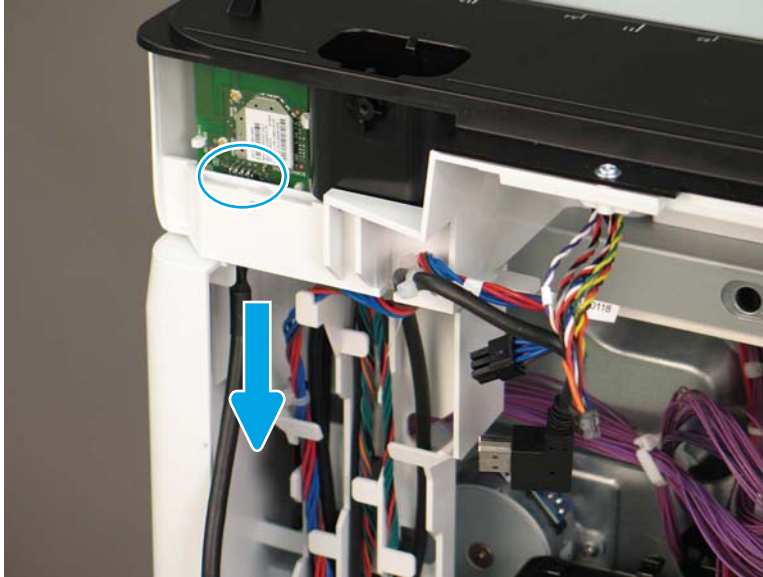
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

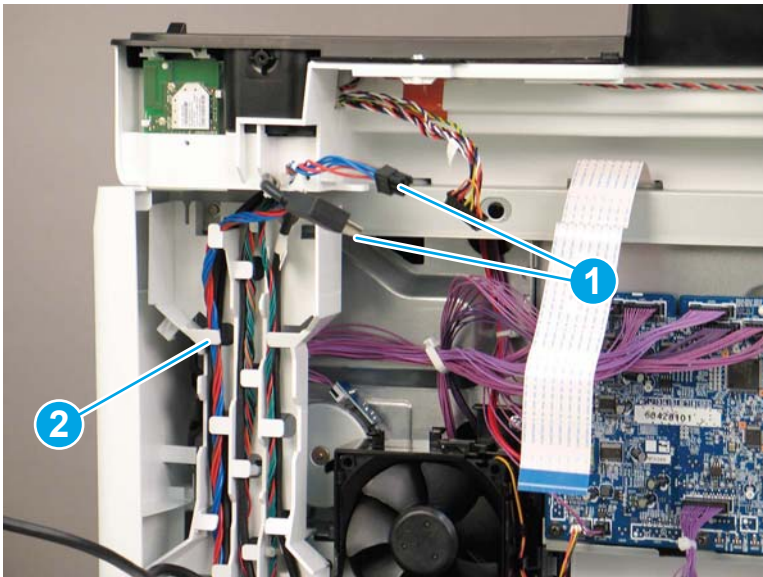
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-856 Disconnect the connector



2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-857 Release the SCB cables



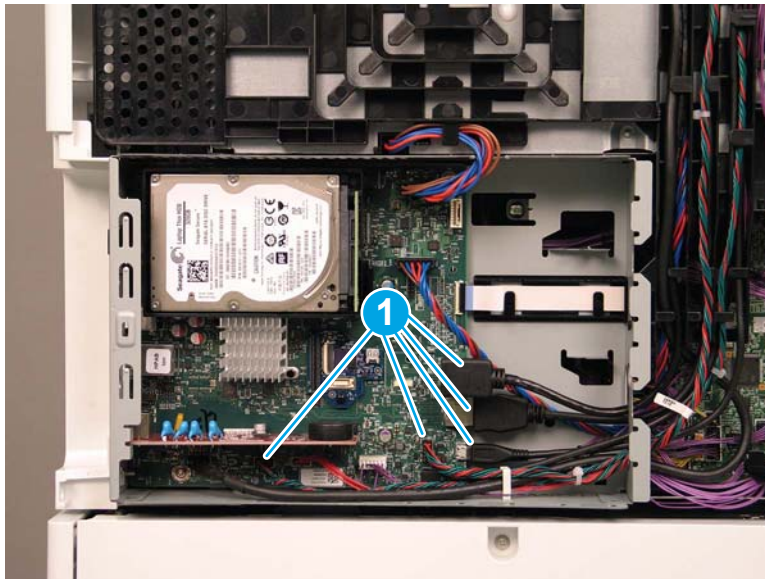
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-858 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

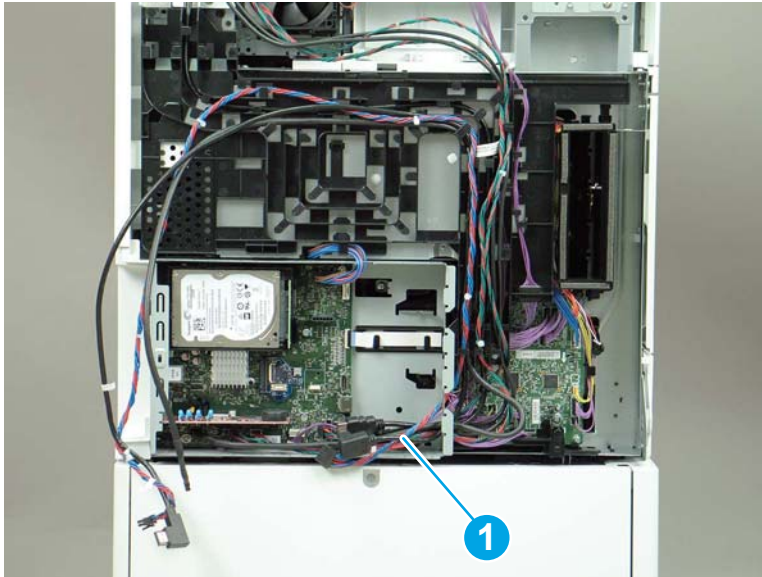
Figure 8-859 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

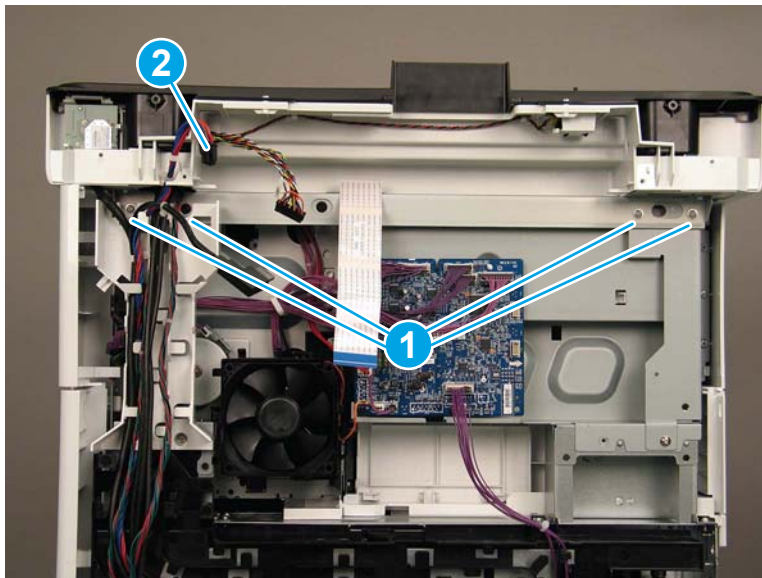
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-860 Thread the formatter cables through the formatter case



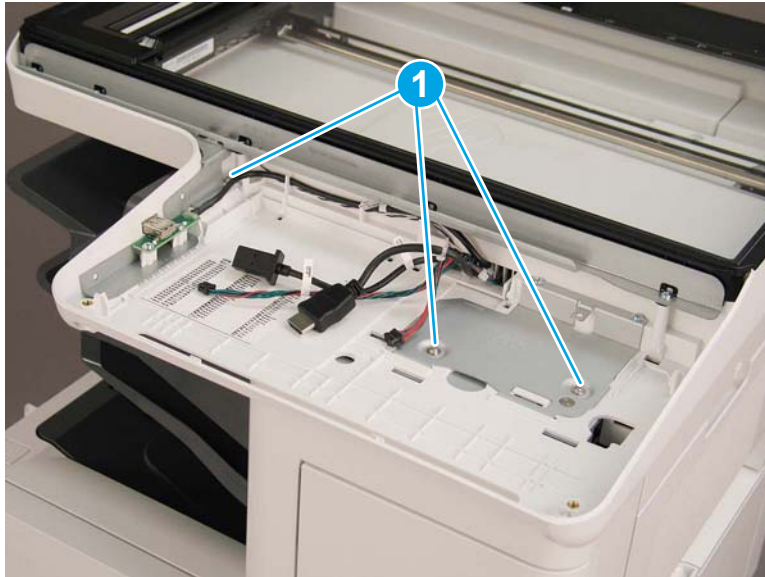
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-861 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-862 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


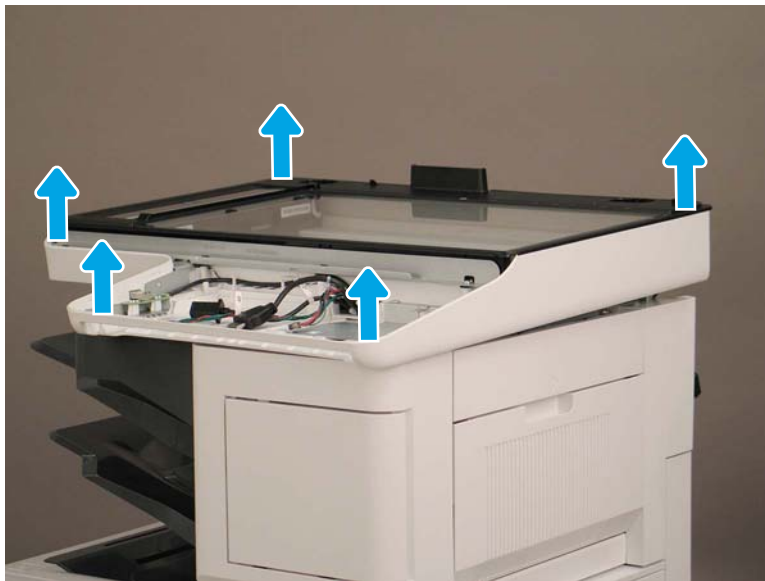
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-863 Remove the image scanner assembly



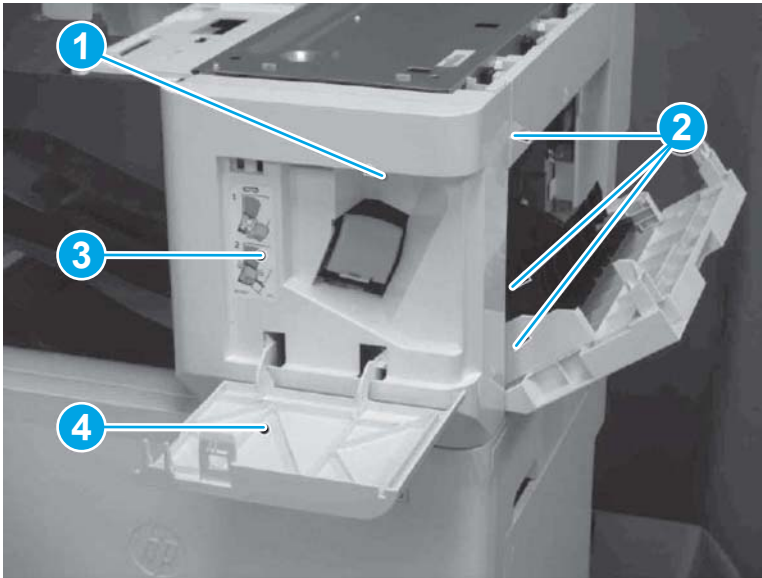
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

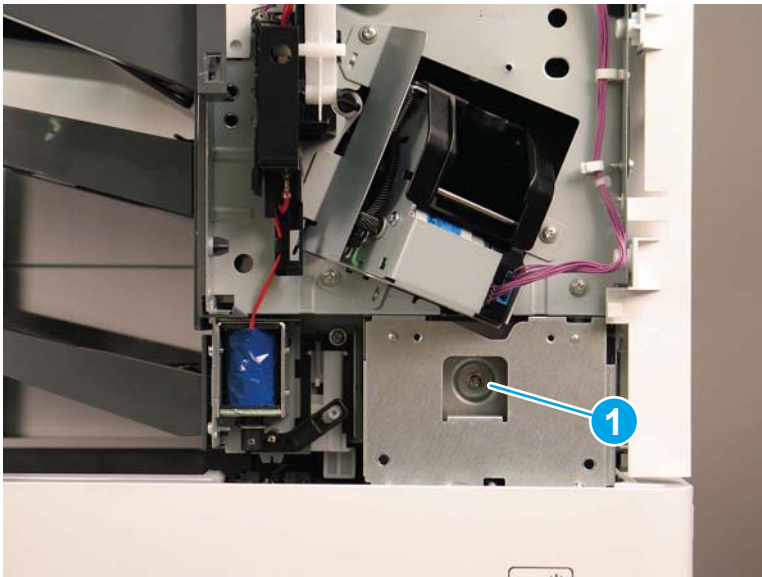
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-864 Remove staple cover and staple door



5. Remove one screw (callout 1).

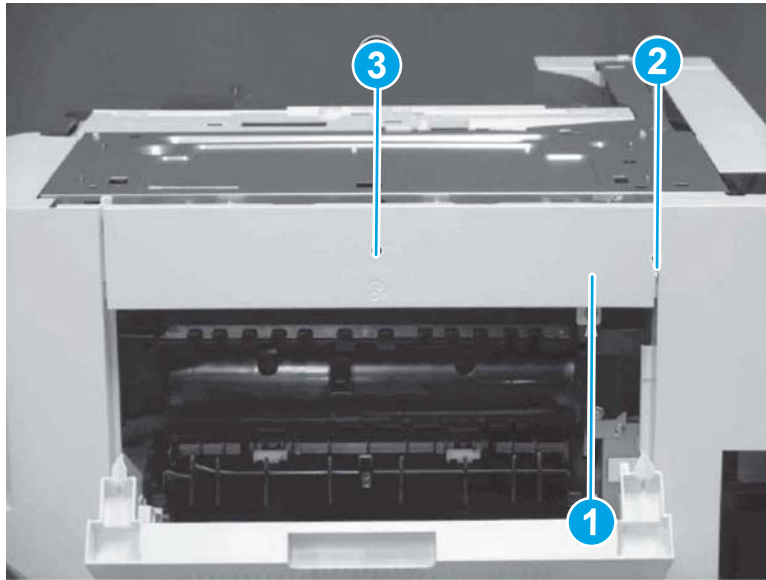
Figure 8-865 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

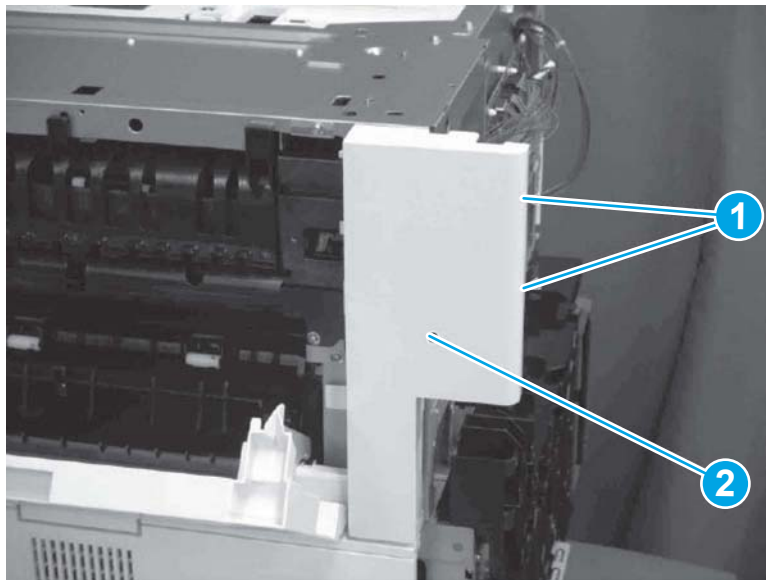
9. Remove the right upper cover (callout 3).

Figure 8-866 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

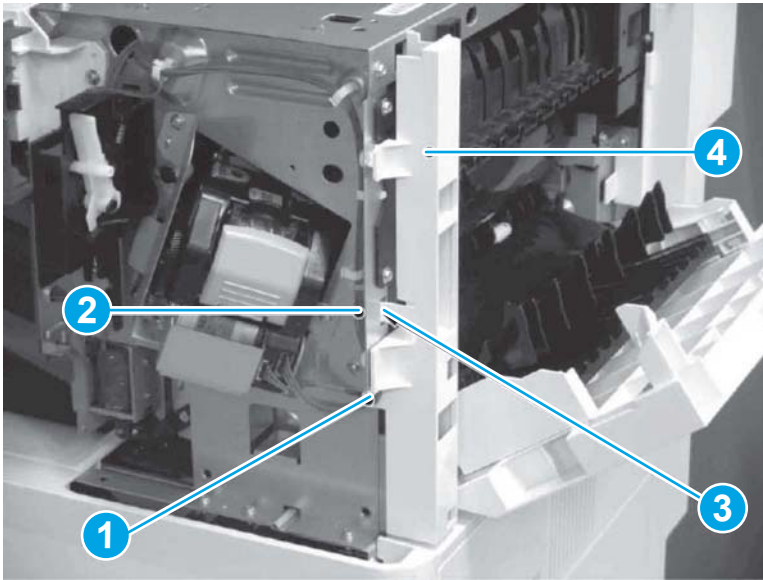
Figure 8-867 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

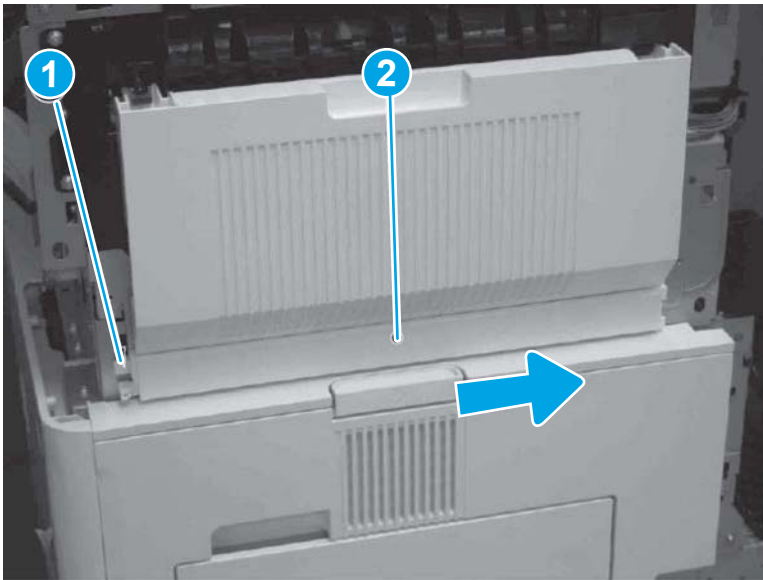
14. Remove the inner cover (callout 4).

Figure 8-868 Remove the inner cover



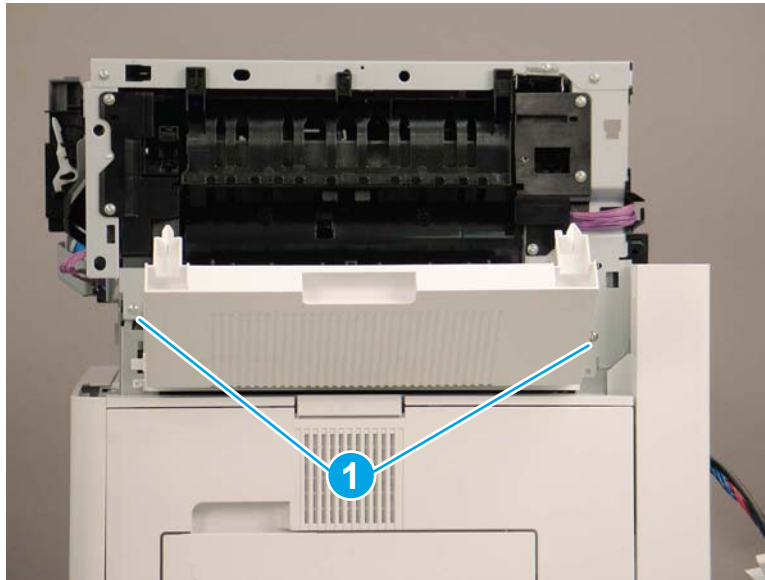
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-869 Remove the right lower cover



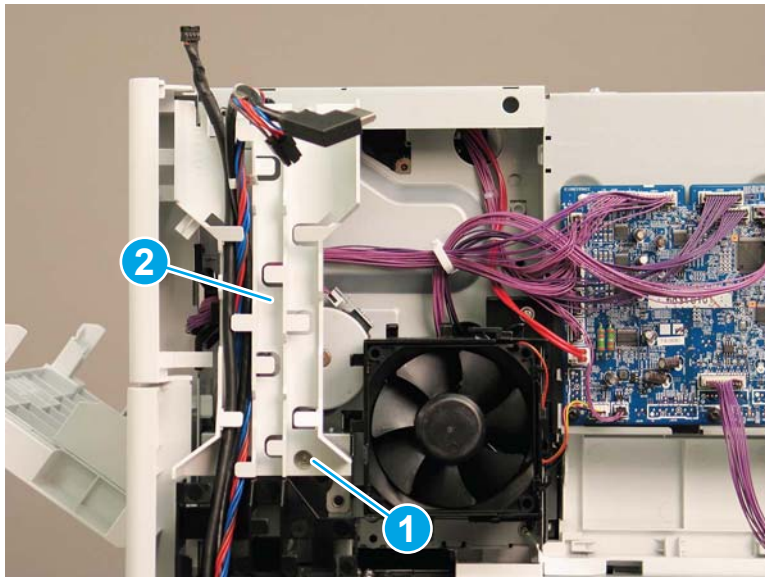
17. Remove two screws (callout 1).

Figure 8-870 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-871 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


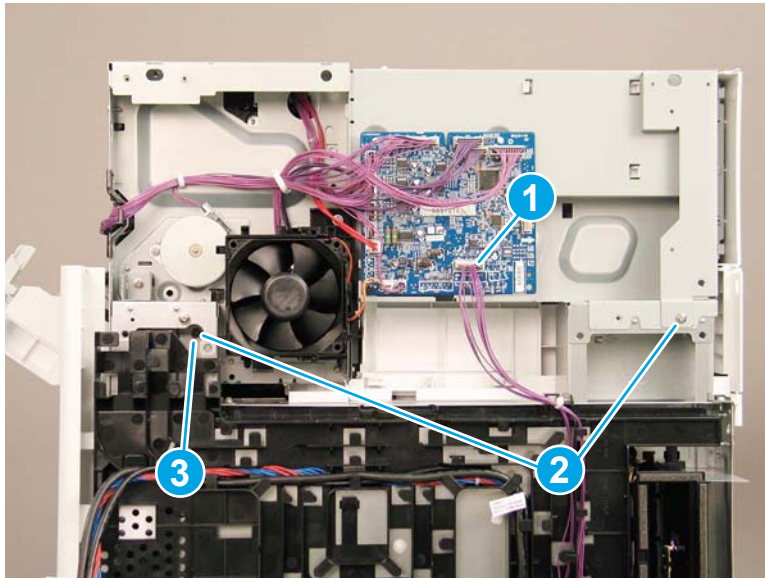
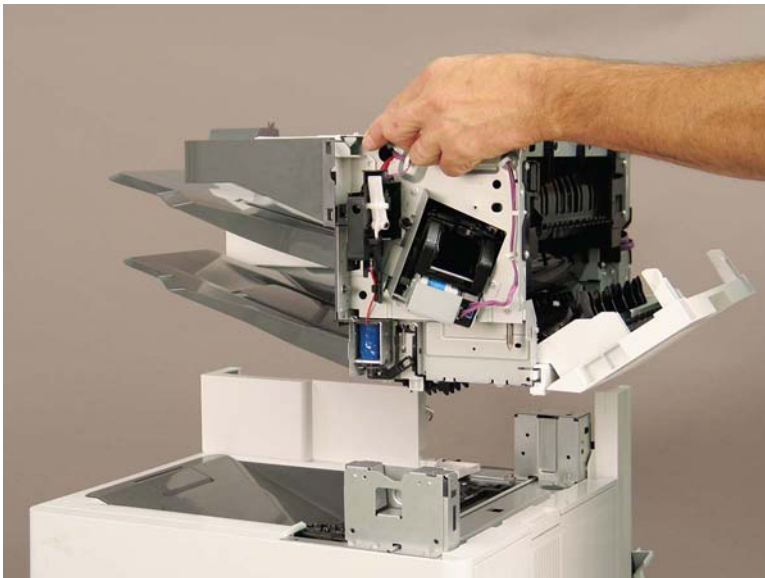
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-872 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-873 Remove the inner finisher



Remove the image scanner front cover

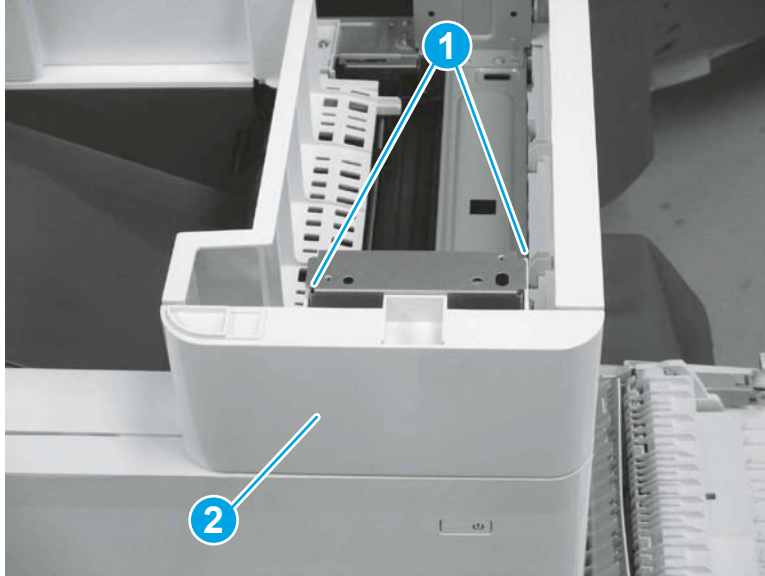
Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-874 Remove the image scanner front cover



Remove the image scanner right cover

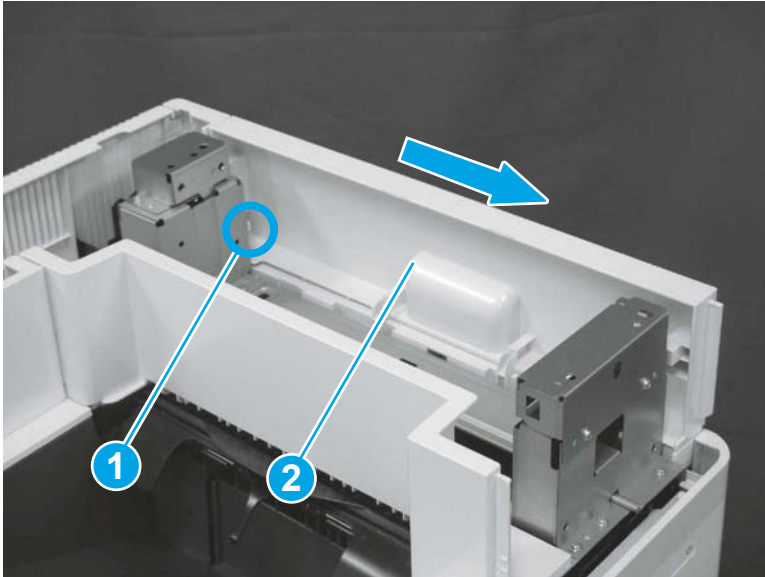
Follow these steps to remove the image scanner right cover.

▲ Do the following:

- a. Release one tab (callout 1).
- b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-875 Remove the image scanner right cover

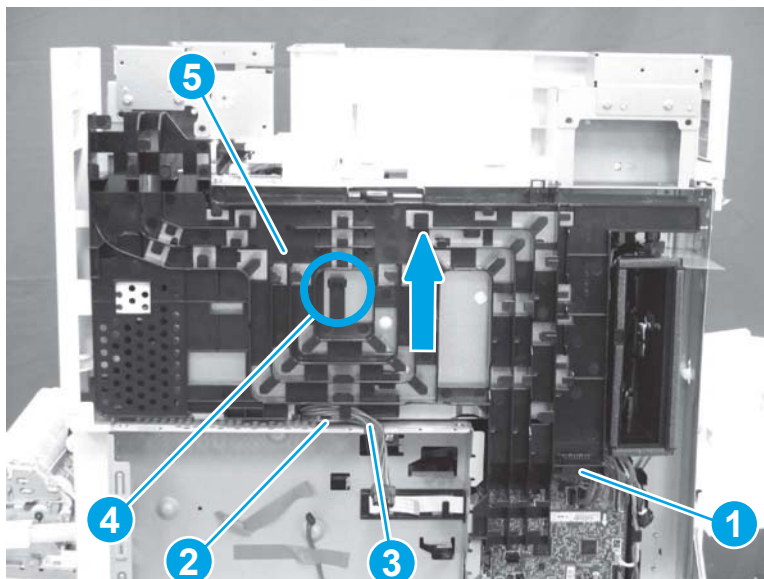


Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

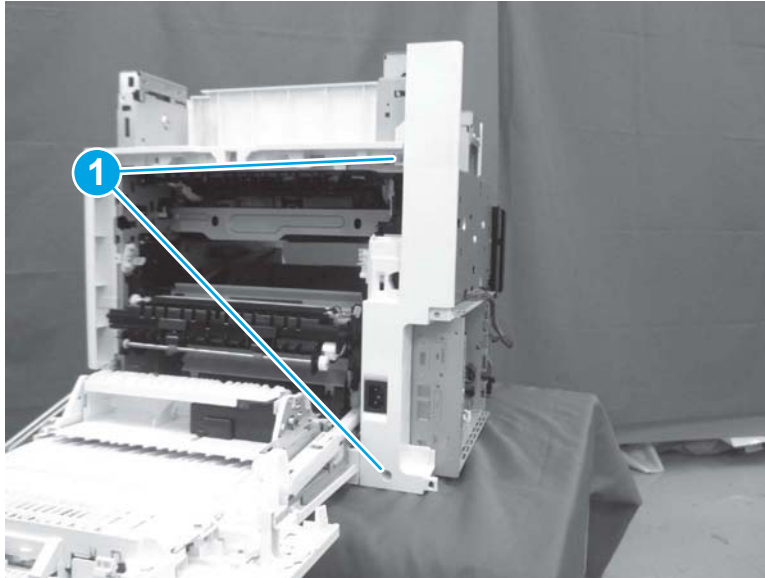
Figure 8-876 Disconnect one connector and release one tab



2. Do the following:

- a. Open the right door assembly.
- b. Remove two screws (callout 1).

Figure 8-877 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the inlet cover (callout 2).


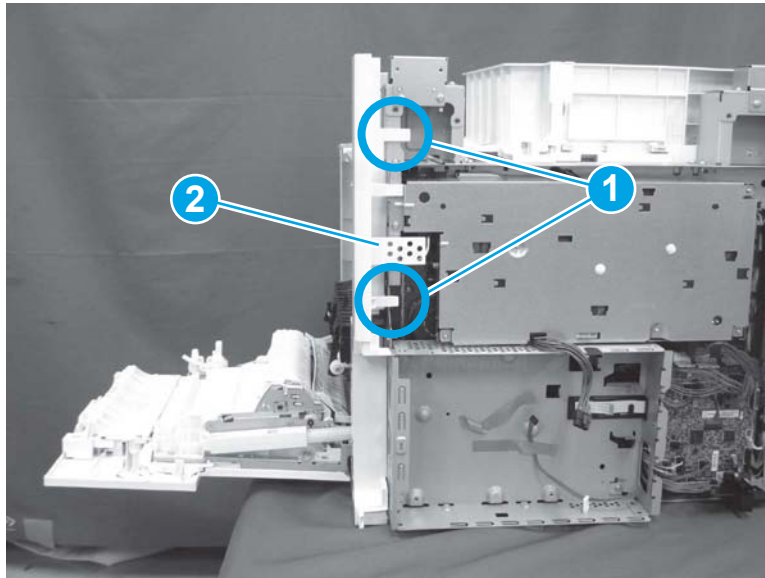
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-878 Remove the inlet cover

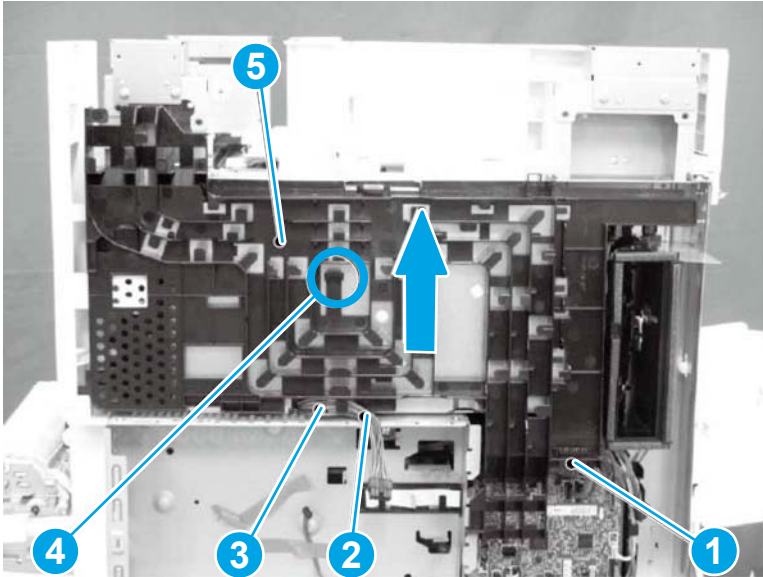


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

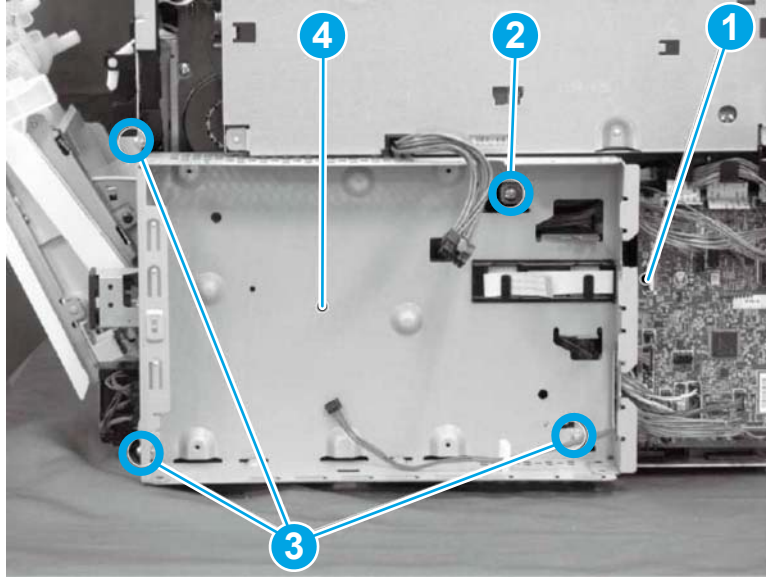
1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the cable (callout 2) from the cable guide(callout 3).
 - c. Release one tab (callout 4).
 - d. Remove the cable guide (callout 5).

Figure 8-879 Disconnect one connector and release the cable and one tab



2. Do the following:
 - a. Remove the FFC (callout 1).
 - b. Remove one M4 screw (callout 2).
 - c. Remove three M3 screws (callout 3).
 - d. Remove the formatter case (callout 4).

Figure 8-880 Remove the FFC and four screws and the formatter case



3. Do the following:
 - a. Disconnect three connectors (callout 1).
 - b. Remove the FFC (callout 2).
 - c. Remove five screws (callout 3).
 - d. Remove the low-voltage power supply assembly (callout 4).


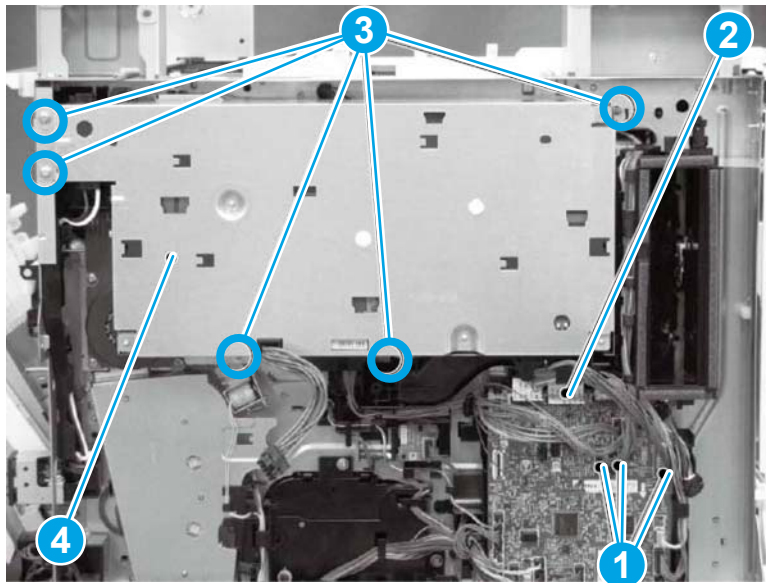
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-881 Disconnect three connectors and remove the FFC and five screws and the low-voltage power supply

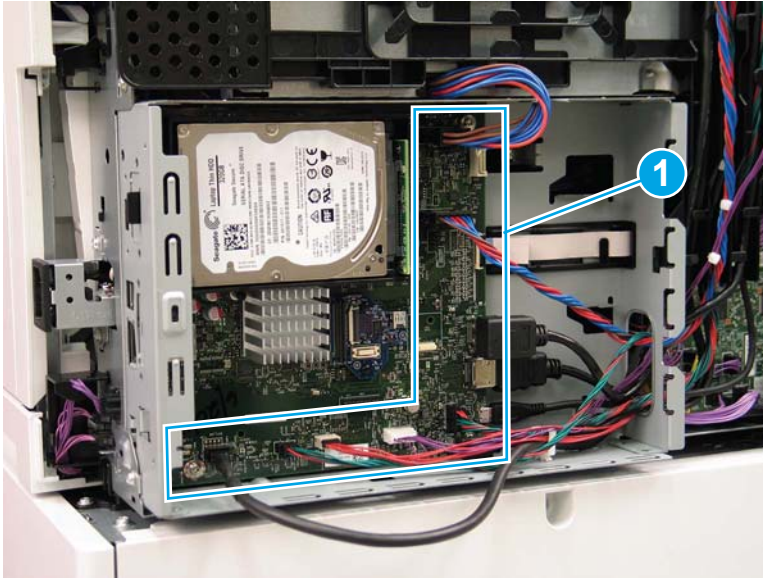


Remove the formatter and formatter cage

Follow these steps to remove the formatter and formatter cage.

1. Disconnect all of the connectors on the formatter (callout 1).

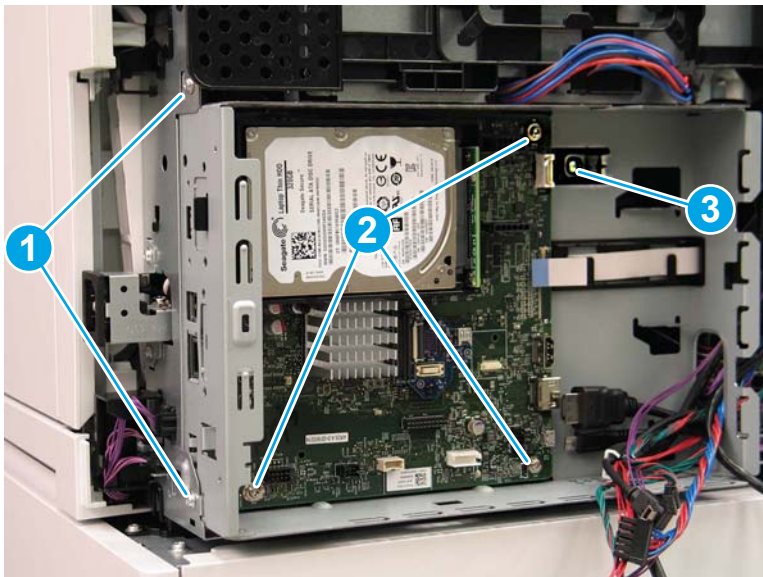
Figure 8-882 Disconnect connectors



2. Remove two screws (callout 1) at the side of the cage, remove three screws (callout 2) at the formatter, and then remove one recessed screw (callout 3) inside the cage..

 **NOTE:** Pull the cables through the openings sheet-metal to remove the formatter and formatter cage.

Figure 8-883 Remove six screws



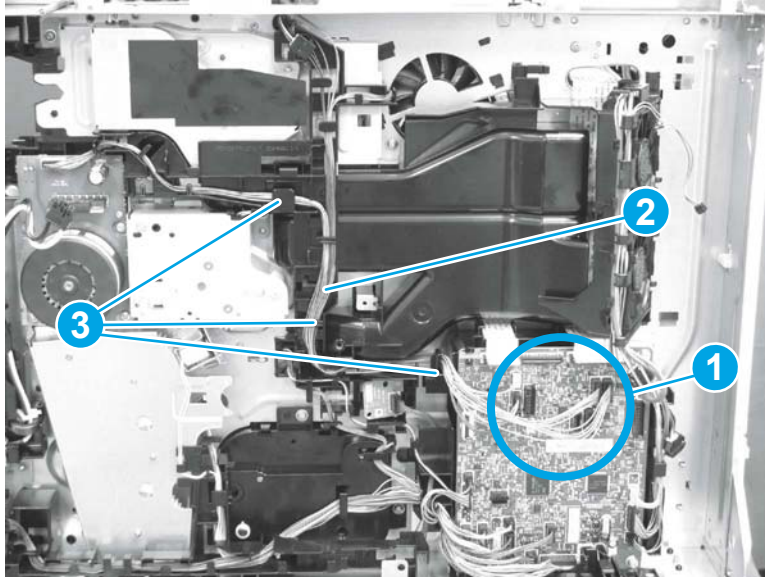
Remove the developing drive assembly

Follow these steps to remove the developing drive assembly.

1. Do the following:

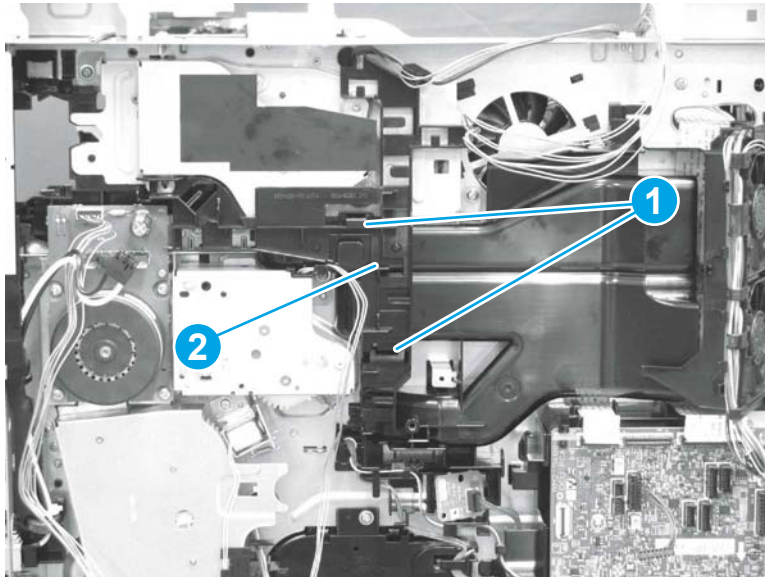
- a. Disconnect six connectors (callout 1).
- b. Release the cable (callout 2) from cable guides (callout 3).

Figure 8-884 Disconnect six connectors and release the cable



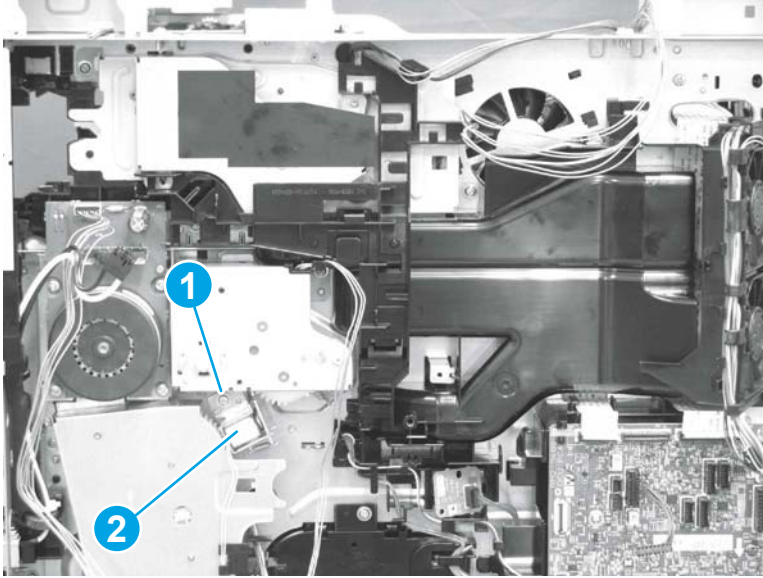
2. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the cable guide (callout 2).

Figure 8-885 Release two tabs and remove the cable guide



3. Do the following:
 - a. Remove one screw (callout 1).
 - b. Remove the solenoid (callout 2).

Figure 8-886 Remove one screw and the solenoid



4. Do the following:
 - a. Remove four screws (callout 1).
 - b. Remove the developer drive assembly (callout 2).


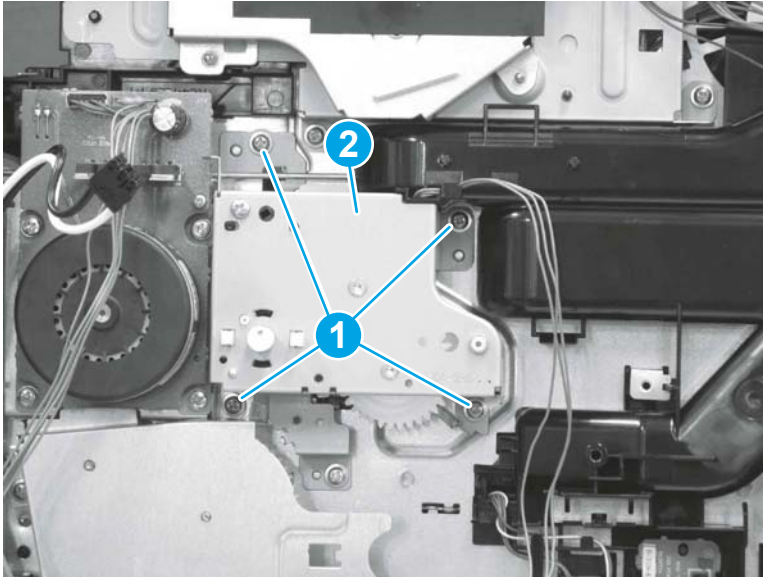
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-887 Remove four screws and the developer drive assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Drum motor assembly

This document provides the procedures to remove and replace the drum motor assembly.


Mean time to repair: 45 minutes

Service level: Advanced

 **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.

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 8-48 Part information

Part number
RM2-9316-000CN
Drum motor assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the automatic document feeder (ADF) and scanner control board (SCB)

Follow these steps to remove the automatic document feeder (ADF) and scanner control board (SCB).

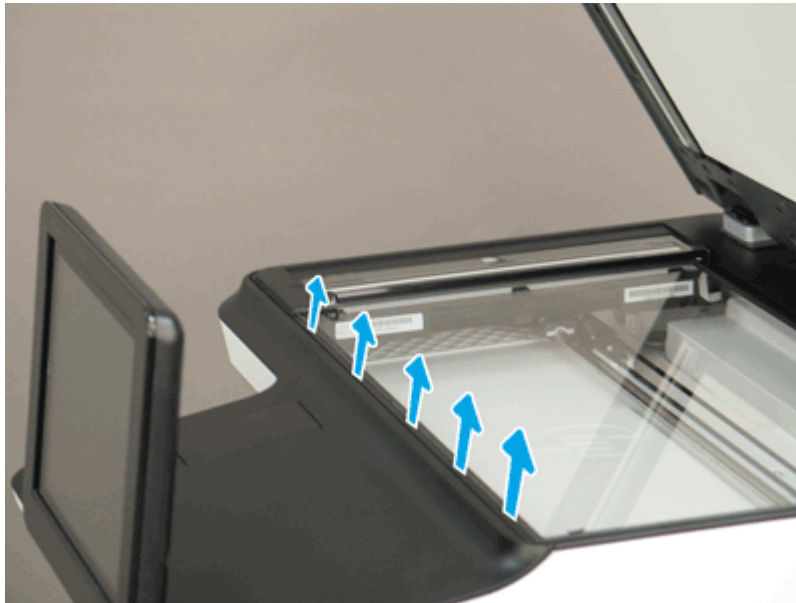
1. If the control panel is not fully tilted forward, tilt it forward now (callout 1) until it stops. Open the document feeder (callout 2).

Figure 8-888 Tilt the control panel and open the document feeder



2. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

Figure 8-889 Release five tabs



3. Continue to rotate the top edge of the cover away from the printer, and then remove the cover.

Figure 8-890 Remove the cover



4. Open the connector latch to release the keyboard flat cable.


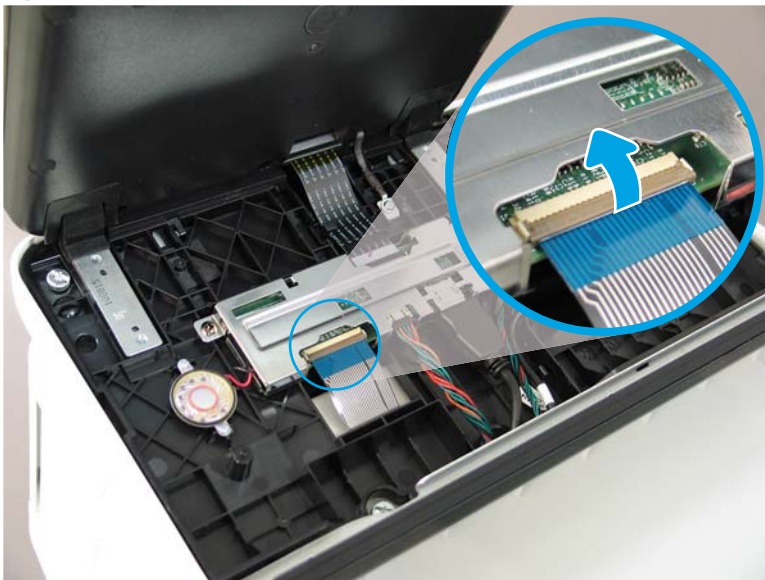
 **NOTE:** Keyboard models only. For all other models, skip this step and go to step h.

Figure 8-891 Disconnect the keyboard flat cable



5. Slide the keyboard tray out until it stops.


 **NOTE:** Keyboard models only. For all other models, skip this step and go to step h.

Figure 8-892 Slide the keyboard tray out



6. Push up on the keyboard tray to release two tabs on the bottom of the tray, and then slide the tray toward you to disengage the tabs.

Figure 8-893 Release two tabs



- Slide the keyboard tray all the way out of the printer to remove it.


 **NOTE:** **Keyboard models only.** For all other models, skip this step and go to step h.

Figure 8-894 Remove the keyboard



- Disconnect two connectors (callout 1), and then release the USB cable (callout 2) from the holder.


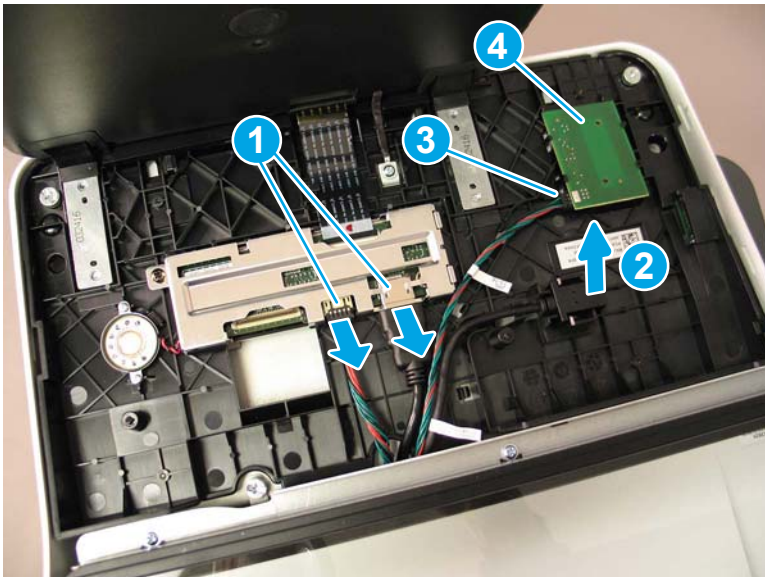
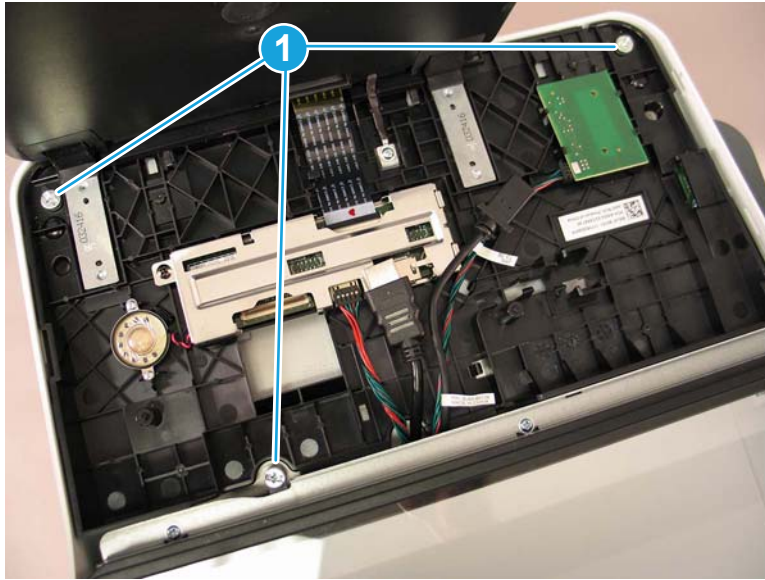
 **NOTE:** **Flow M632z only:** Disconnect one connector (callout 3), release four tabs, and then remove the near-field communication (NFC; callout 4) printed circuit board. Set this part aside to install on the replacement control panel.

Figure 8-895 Disconnect connectors



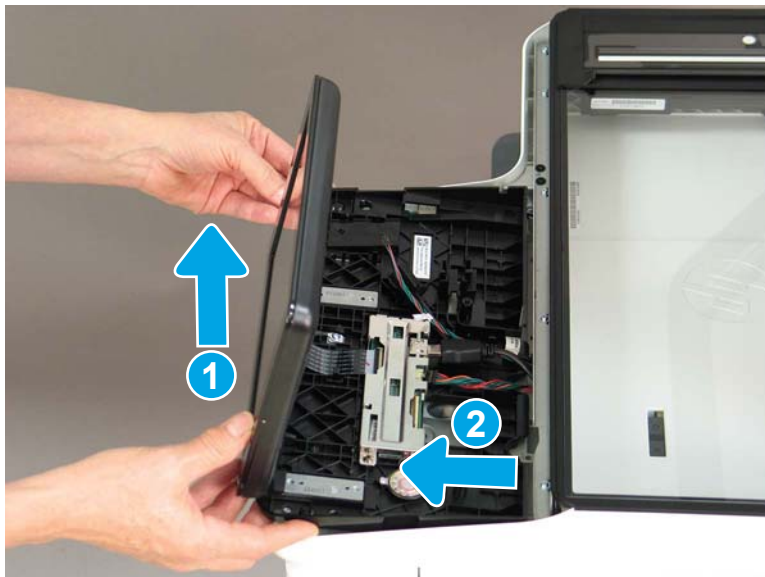
9. Remove three thumbscrews (callout 1).

Figure 8-896 Remove three thumbscrews



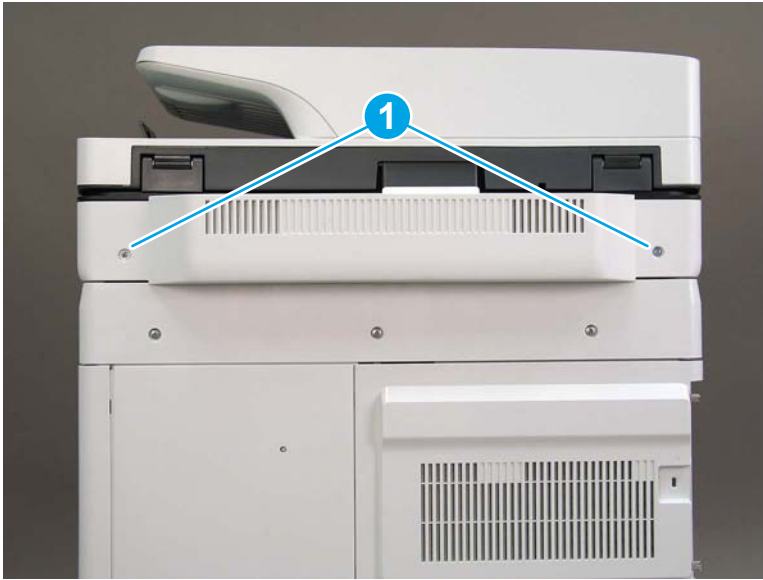
10. Lift the front of the control panel off of the printer (callout 1), and then slide it toward the front of the printer (callout 2) to remove it.

Figure 8-897 Remove the control panel



11. At the back of the printer, remove two screws (callout 1).

Figure 8-898 Remove two screws



12. Rotate the image scanner back cover up and remove it.

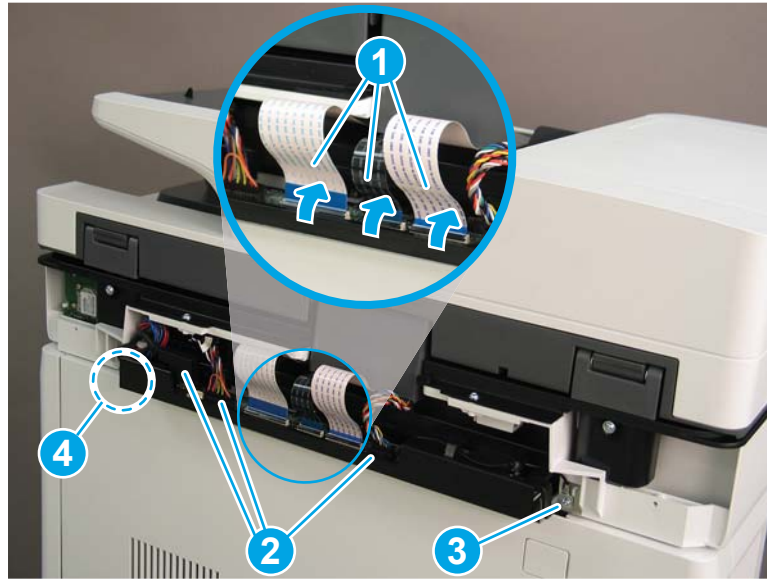
Figure 8-899 Remove the image scanner back cover



13. Do the following:
 - a. Lift the latches to release three flat cables (callout 1), and then disconnect them.
 - b. Disconnect three connectors (callout 2).
 - c. Remove one screw to release a grounding wire (callout 3).

- d. Remove one screw on the left side of the SCB (callout 4).

Figure 8-900 Disconnect connectors and remove two screws



- 14. Do the following:

- a. Partially slide the SCB out of the printer, and then release the locking tab to disconnect one connector (callout 1).
- b. Slide the SCB out of the printer and remove it (callout 2).


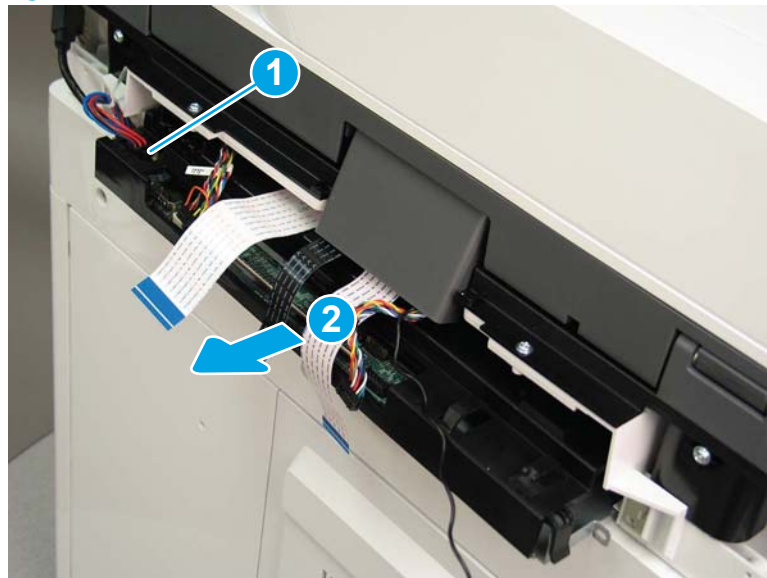
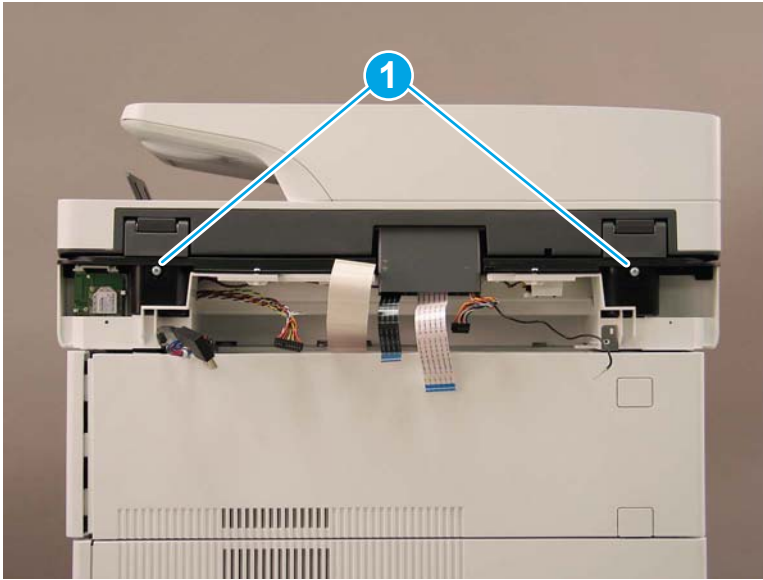
 **TIP:** Make sure all of the cables are positioned on top of the SCB before sliding it into the printer.

Figure 8-901 Remove the SCB



15. Remove two screws (callout 1).

Figure 8-902 Remove two screws



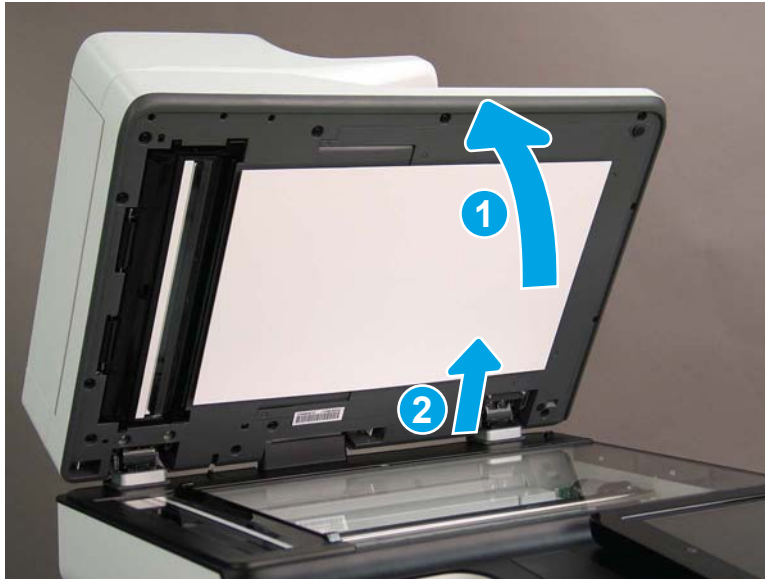
16. Open the automatic document feeder.

Figure 8-903 Open the ADF



17. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-904 Tilt and lift the ADF



18. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-905 Release two tabs on the ADF



19. Lift the ADF up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-906 Lift and remove the ADF



Remove the formatter cover

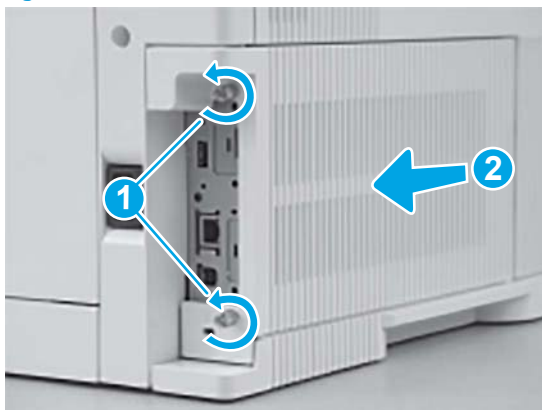
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-907 Release two thumb screws and remove the formatter cover

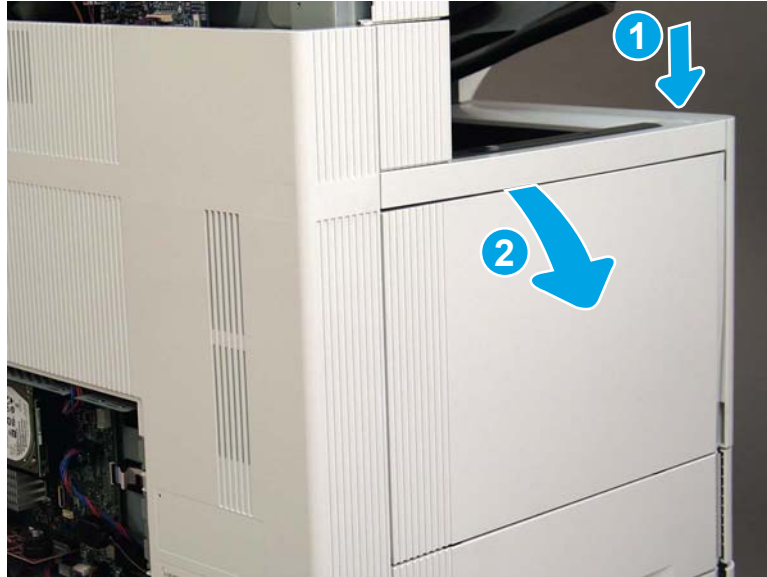


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-908 Open the cartridge door



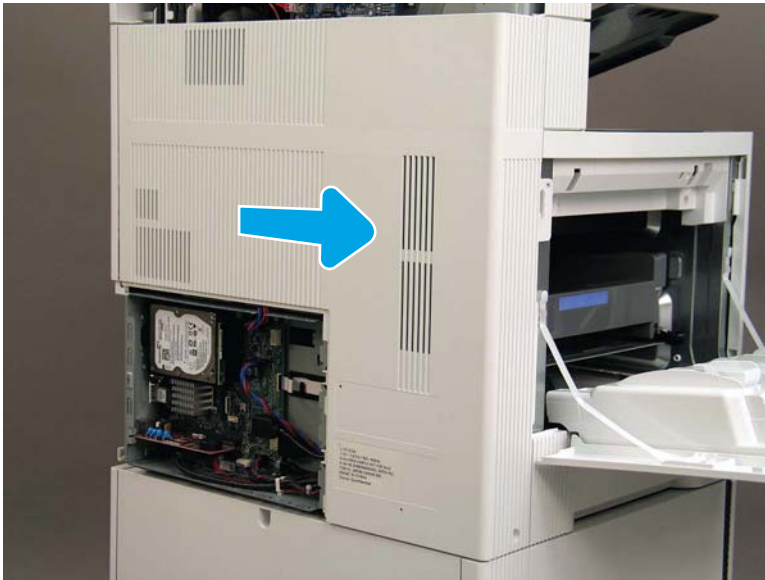
2. Remove two screws (callout 1).

Figure 8-909 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-910 Slide the rear cover



4. Remove the rear cover.


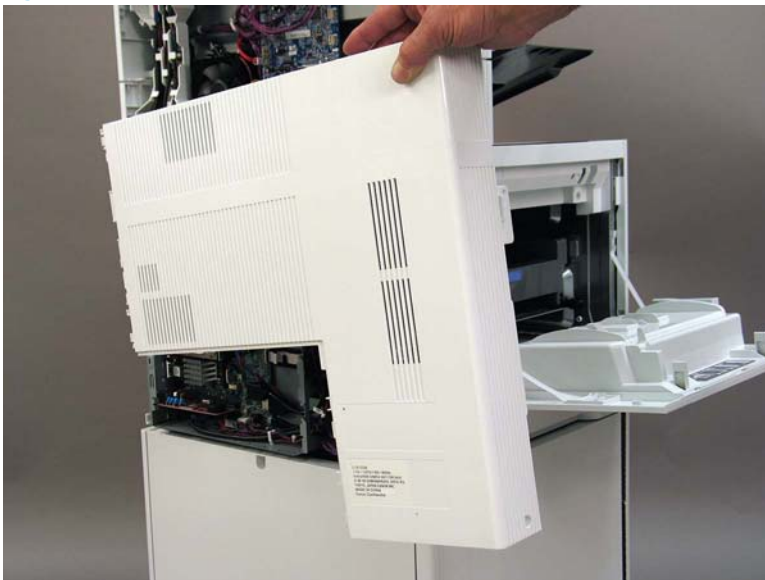
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-911 Remove the rear cover



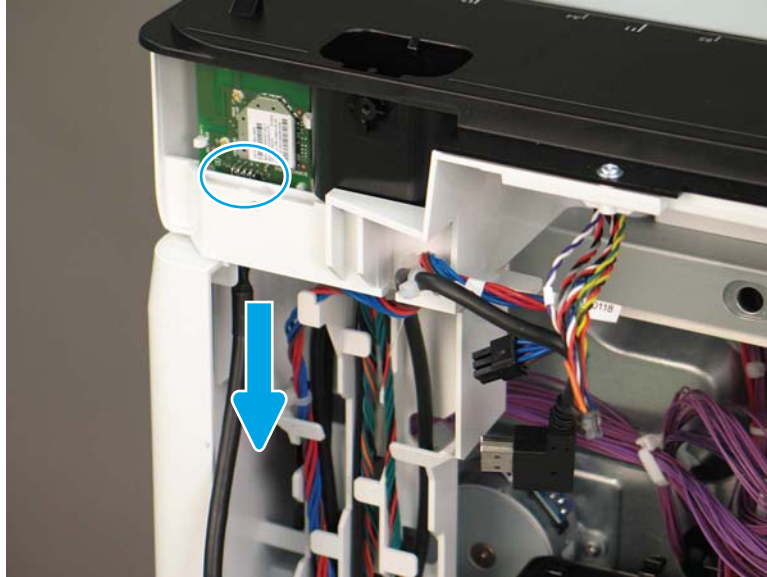
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

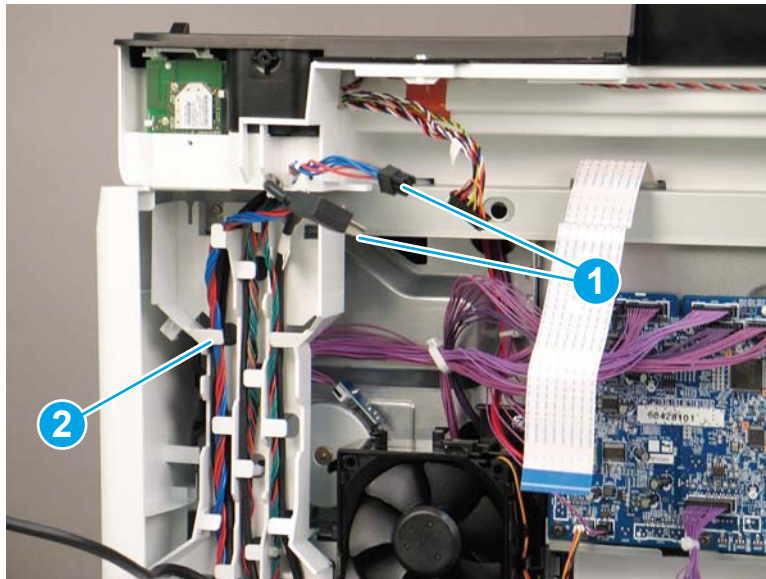
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-912 Disconnect the connector



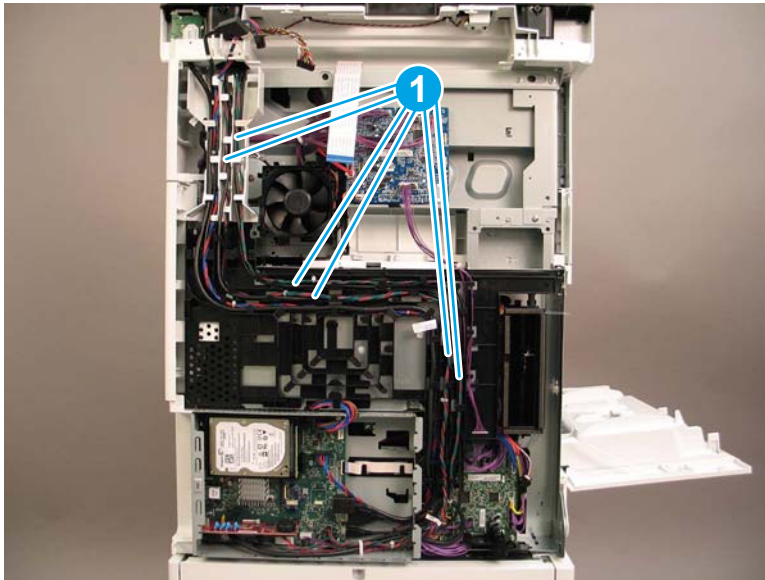
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-913 Release the SCB cables



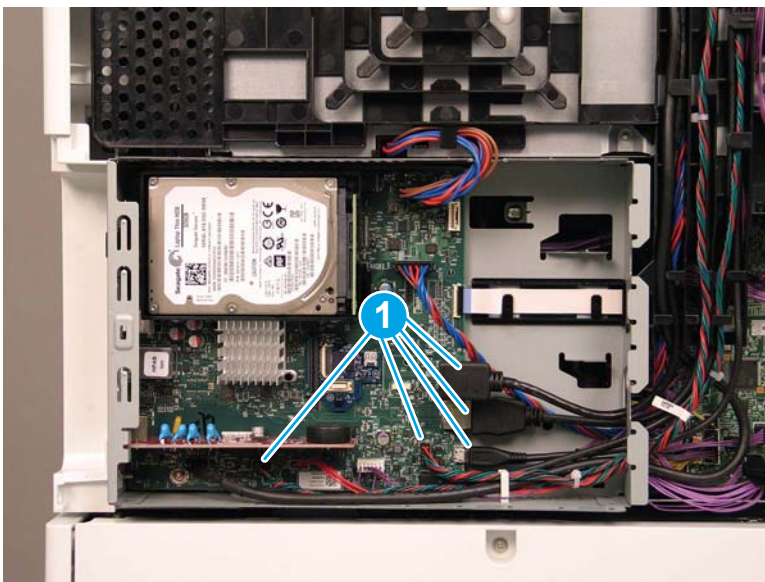
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-914 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

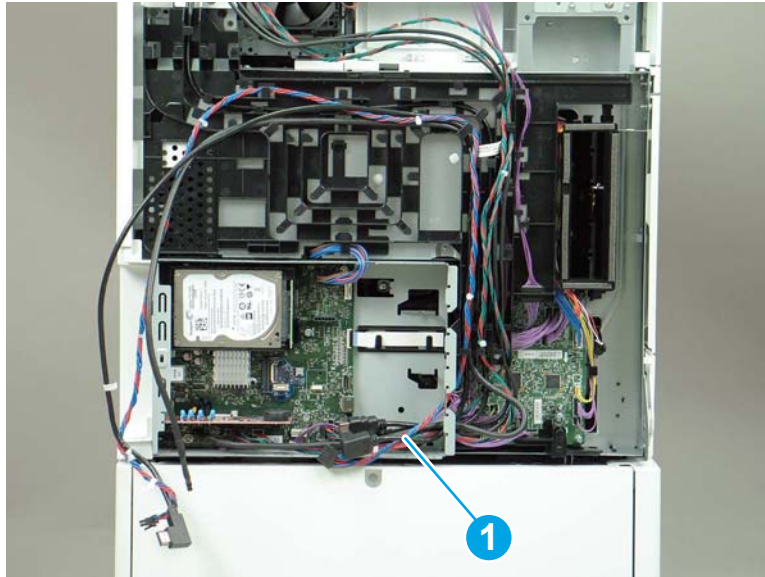
Figure 8-915 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

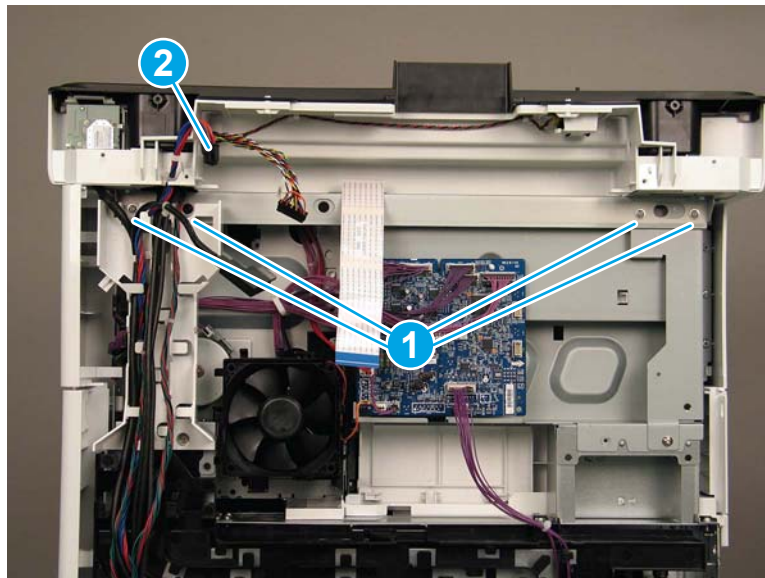
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-916 Thread the formatter cables through the formatter case



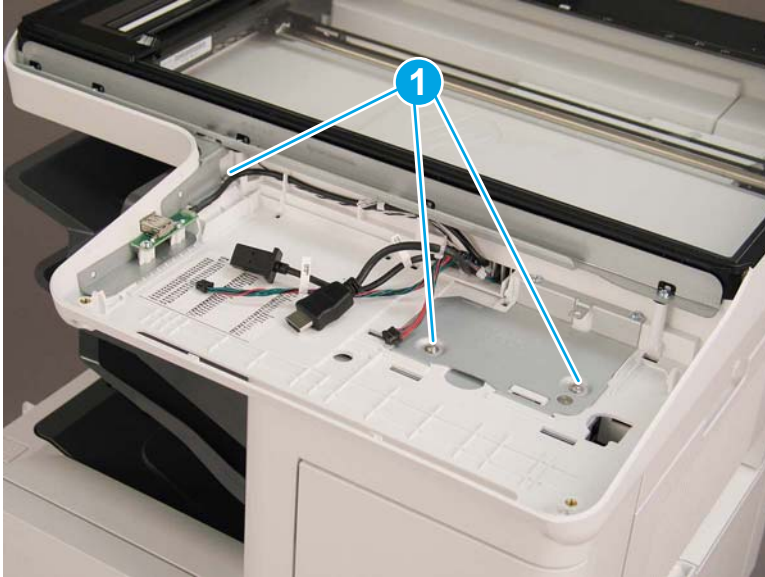
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-917 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-918 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


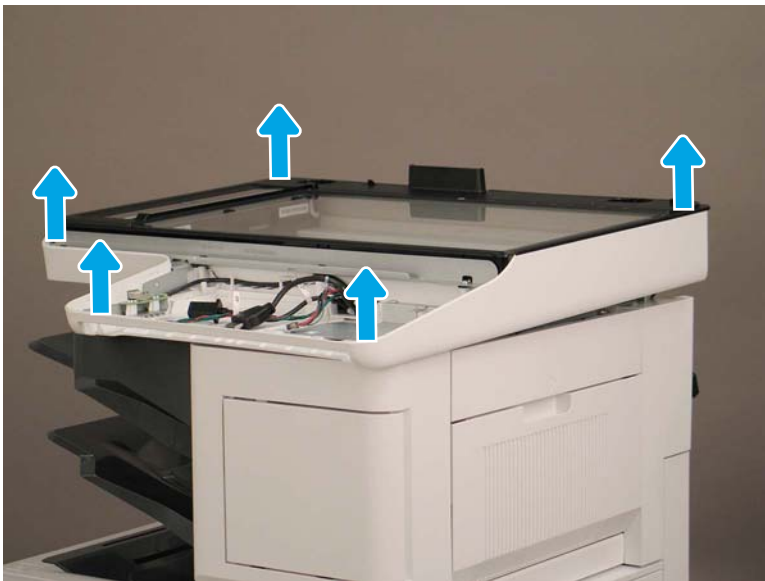
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-919 Remove the image scanner assembly



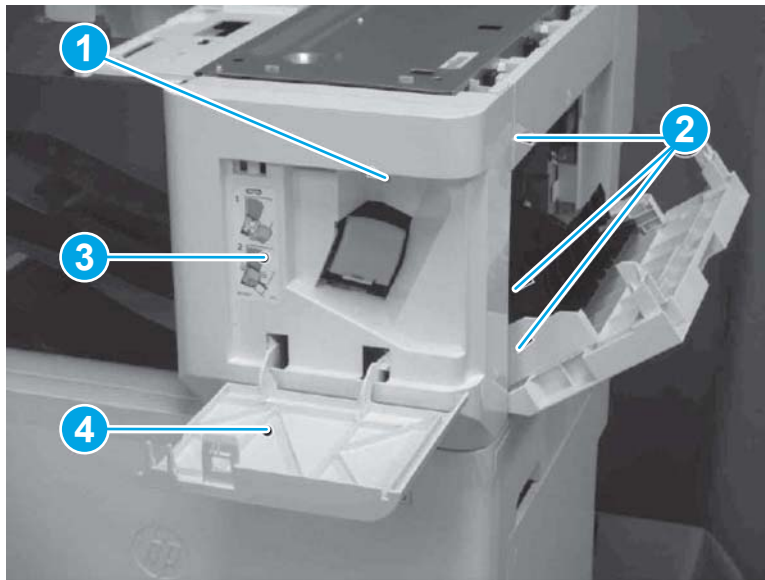
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

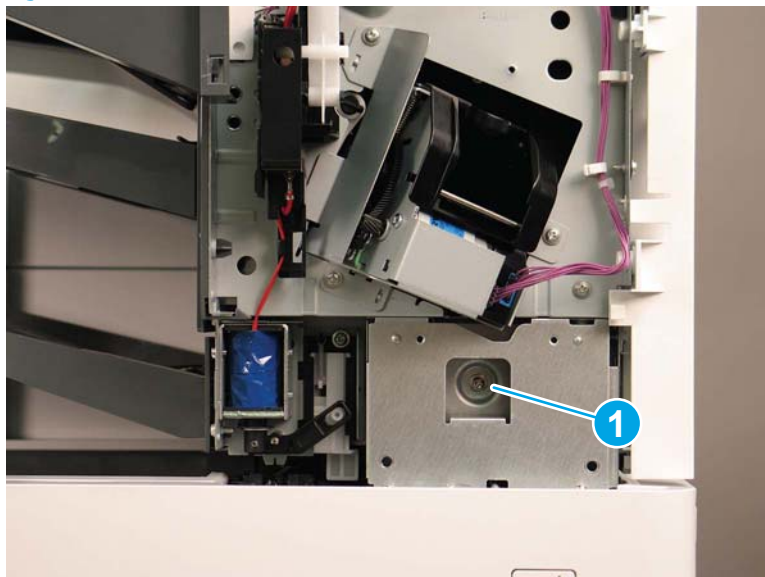
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-920 Remove staple cover and staple door



5. Remove one screw (callout 1).

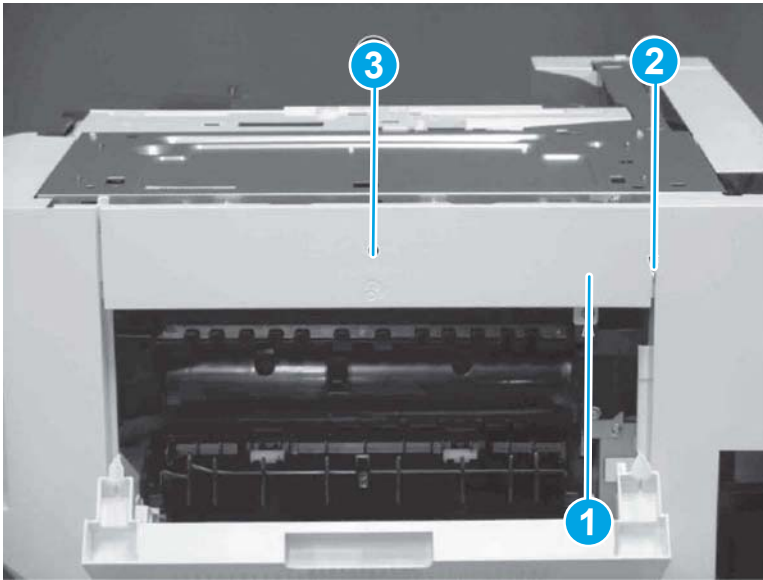
Figure 8-921 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

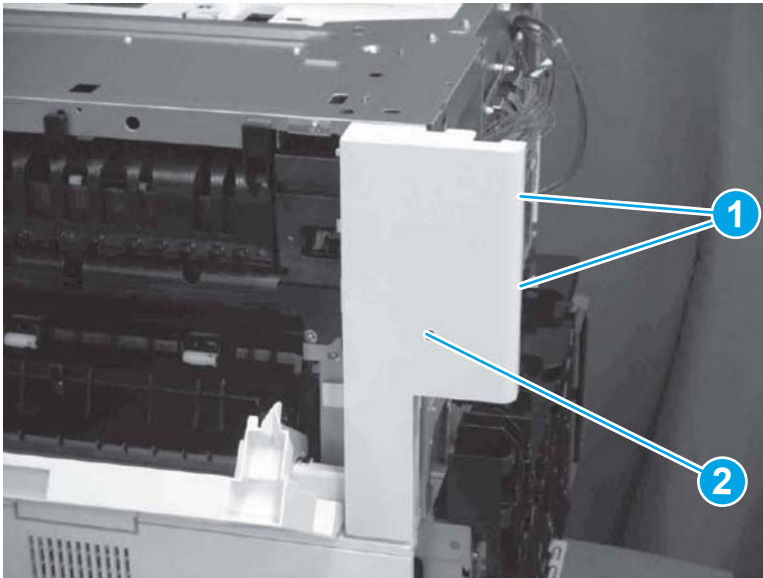
9. Remove the right upper cover (callout 3).

Figure 8-922 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

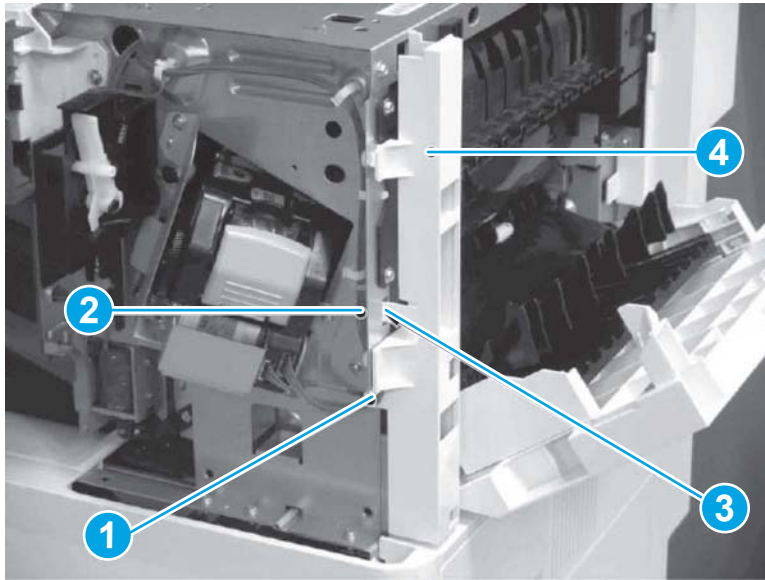
Figure 8-923 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

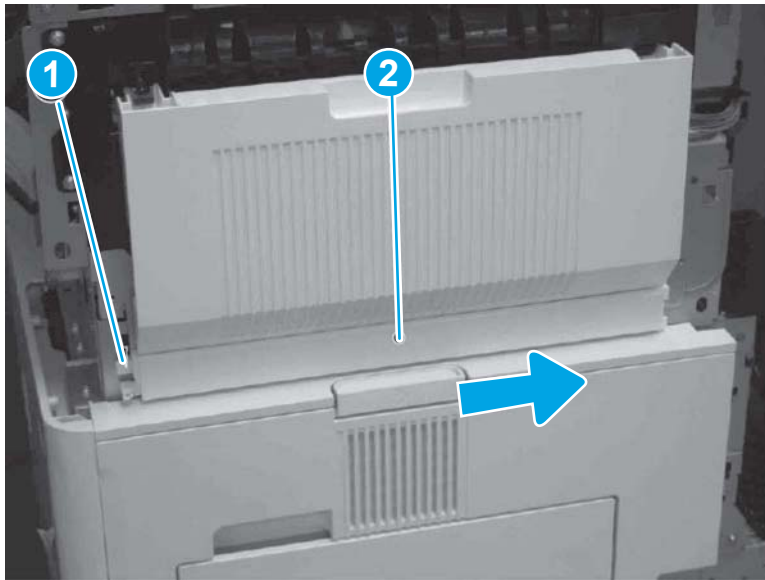
14. Remove the inner cover (callout 4).

Figure 8-924 Remove the inner cover



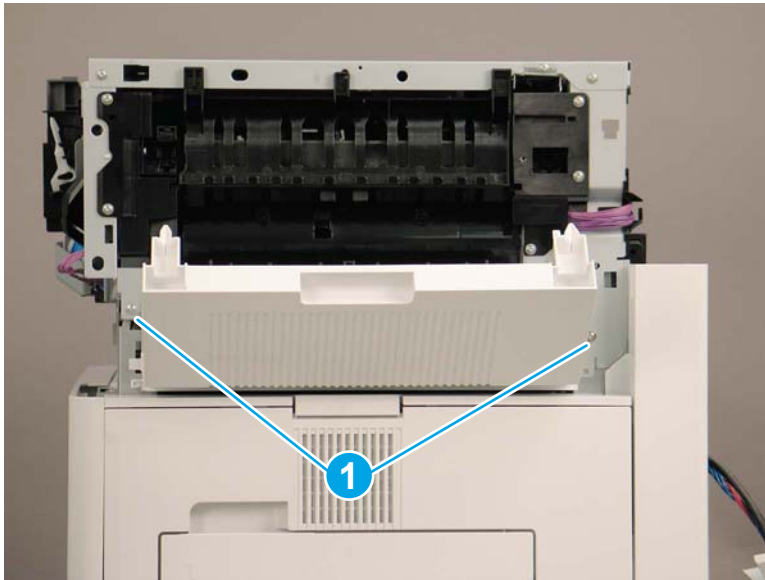
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-925 Remove the right lower cover



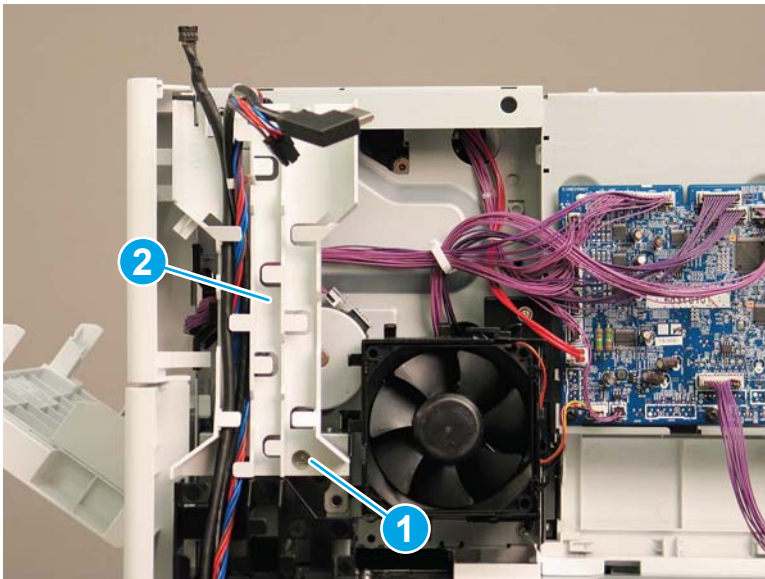
17. Remove two screws (callout 1).

Figure 8-926 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-927 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


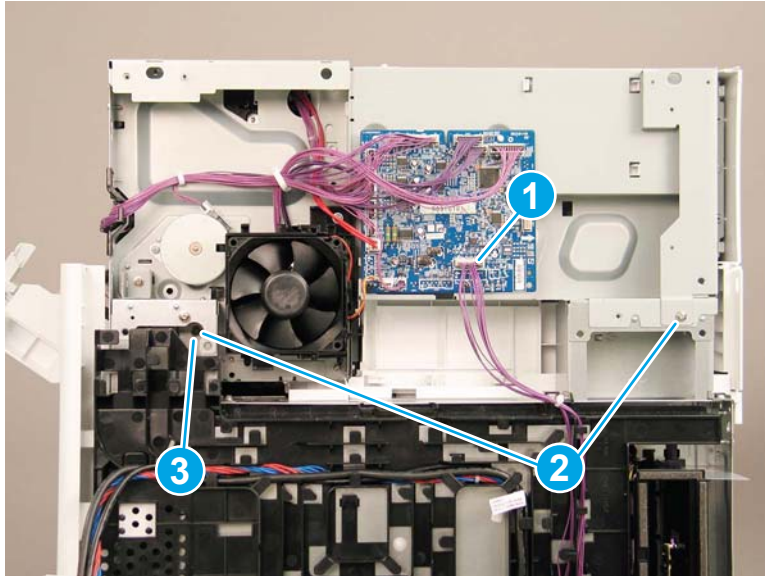
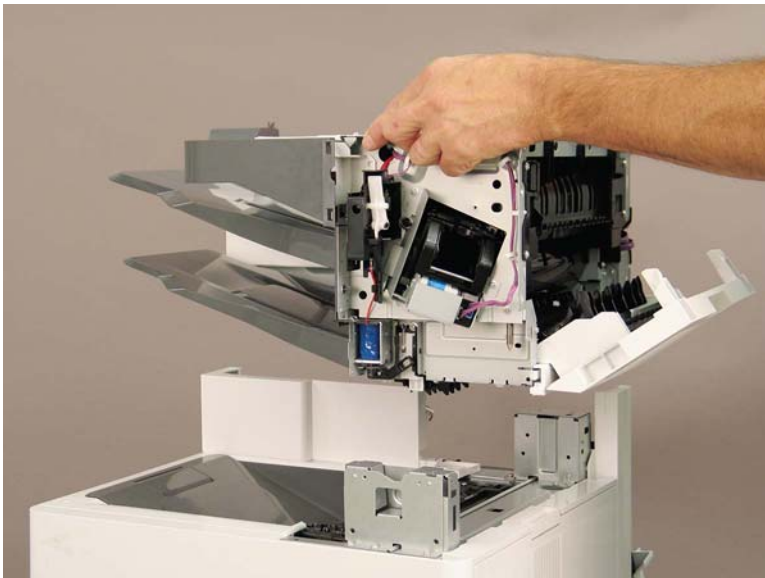
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-928 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-929 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


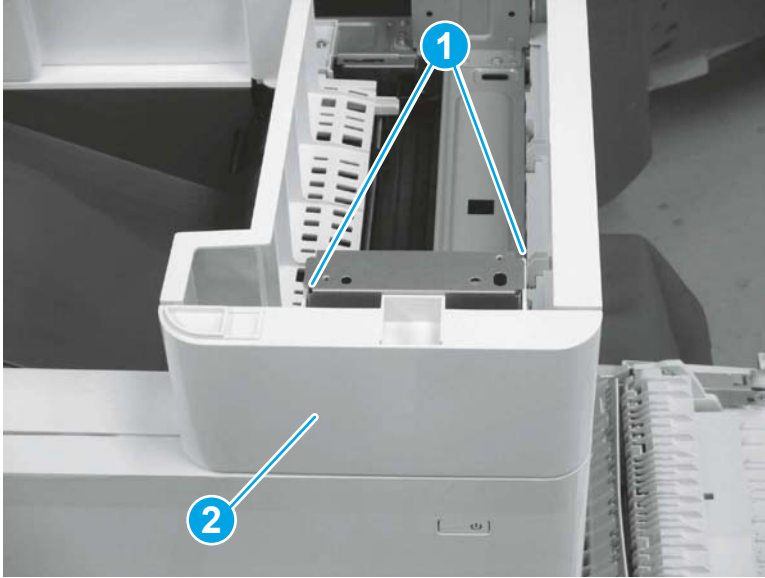
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-930 Remove the image scanner front cover



Remove the image scanner right cover

Follow these steps to remove the image scanner right cover.

- ▲ Do the following:
- a. Release one tab (callout 1).
 - b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.


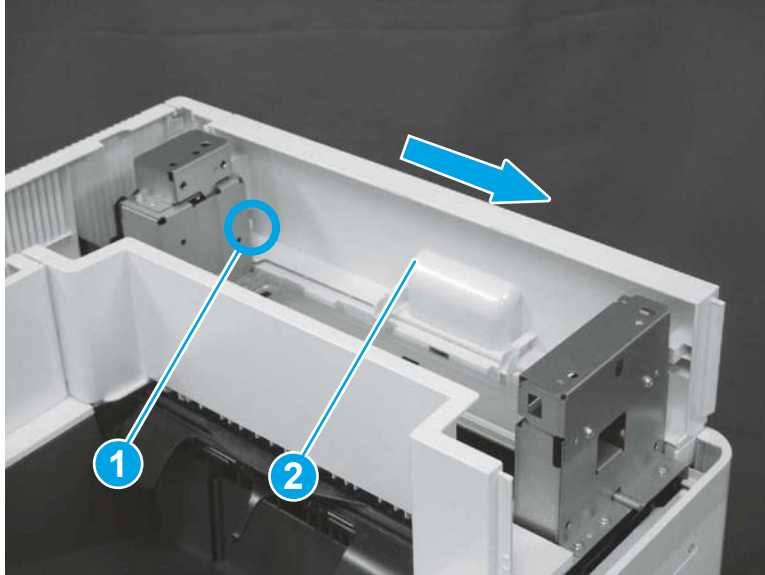
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-931 Remove the image scanner right cover

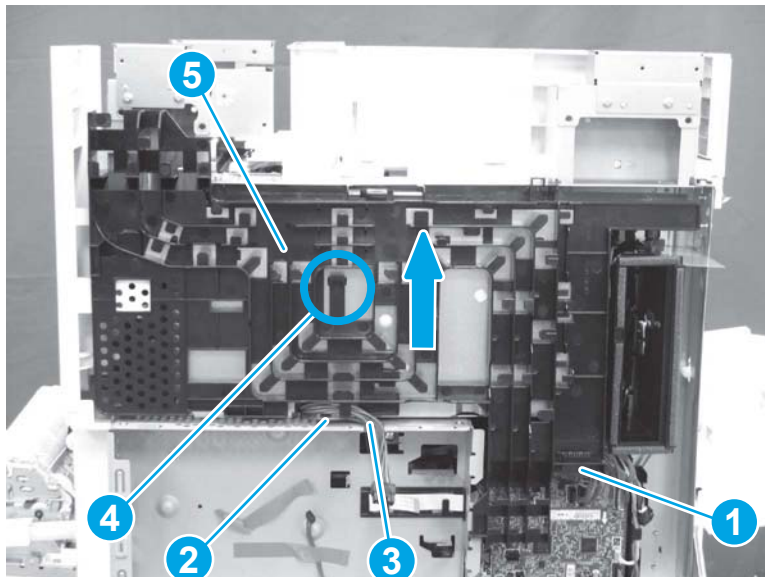


Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

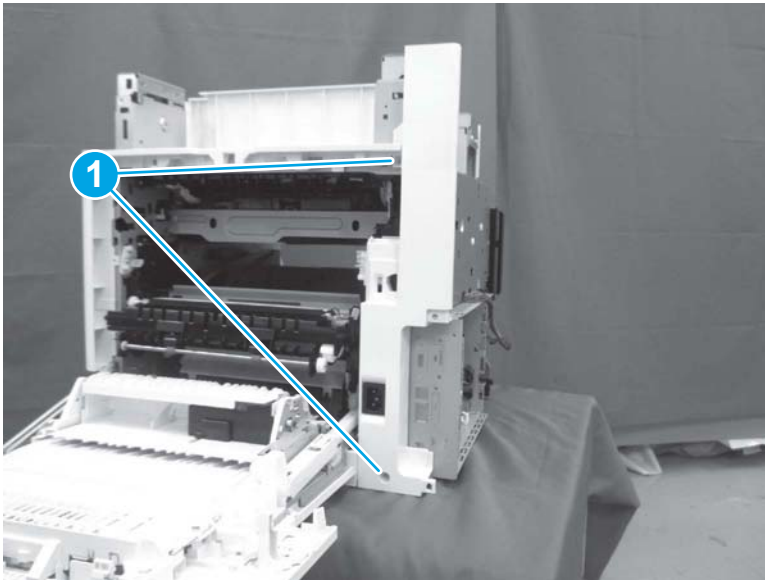
Figure 8-932 Disconnect one connector and release one tab



2. Do the following:

- a. Open the right door assembly.
- b. Remove two screws (callout 1).

Figure 8-933 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the inlet cover (callout 2).


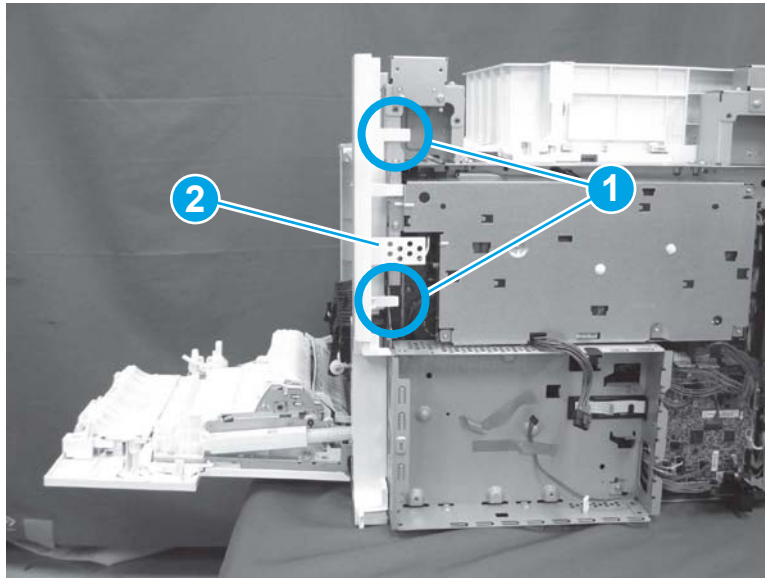
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-934 Remove the inlet cover

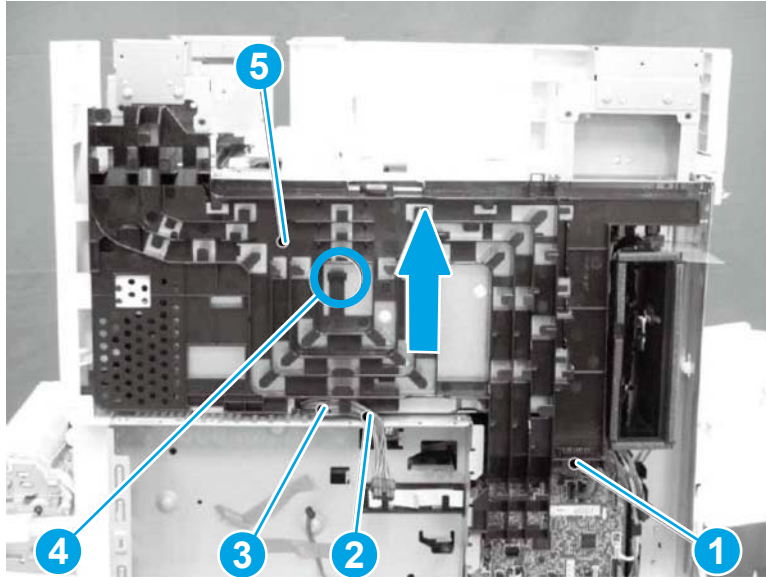


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

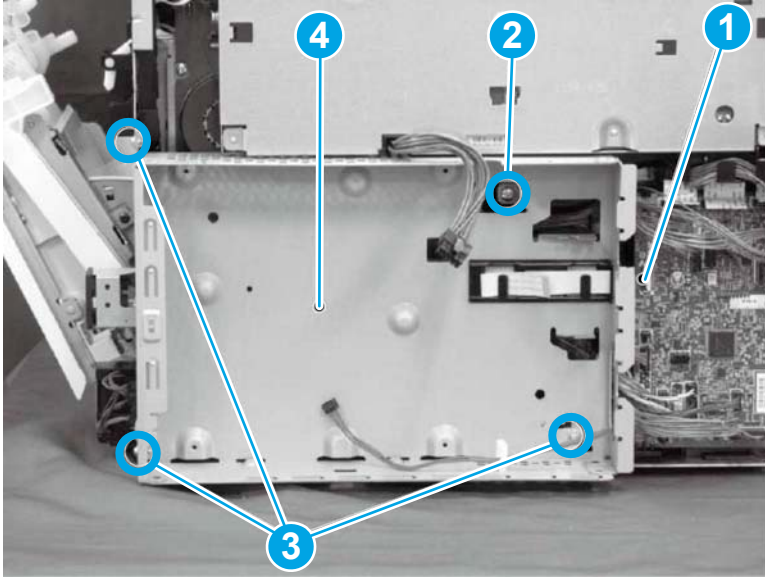
1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the cable (callout 2) from the cable guide(callout 3).
 - c. Release one tab (callout 4).
 - d. Remove the cable guide (callout 5).

Figure 8-935 Disconnect one connector and release the cable and one tab



2. Do the following:
 - a. Remove the FFC (callout 1).
 - b. Remove one M4 screw (callout 2).
 - c. Remove three M3 screws (callout 3).
 - d. Remove the formatter case (callout 4).

Figure 8-936 Remove the FFC and four screws and the formatter case



3. Do the following:
 - a. Disconnect three connectors (callout 1).
 - b. Remove the FFC (callout 2).
 - c. Remove five screws (callout 3).
 - d. Remove the low-voltage power supply assembly (callout 4).


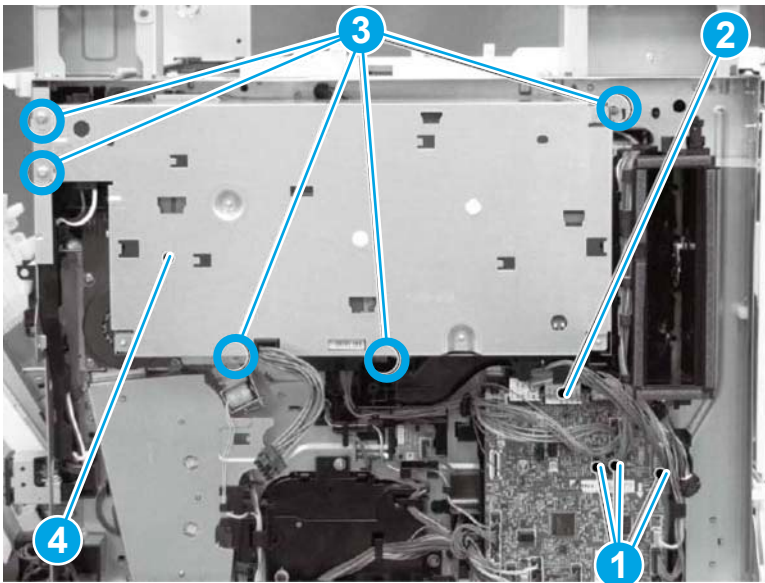
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-937 Disconnect three connectors and remove the FFC and five screws and the low-voltage power supply

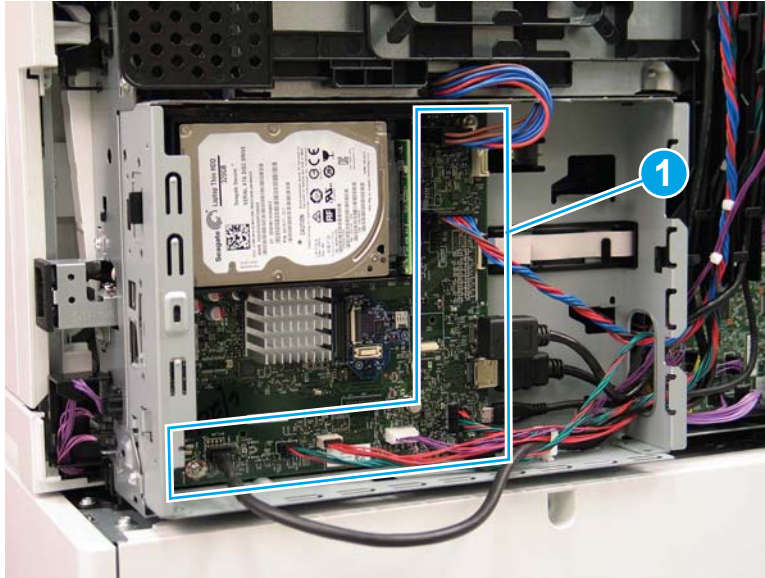


Remove the formatter and formatter cage

Follow these steps to remove the formatter and formatter cage.

1. Disconnect all of the connectors on the formatter (callout 1).

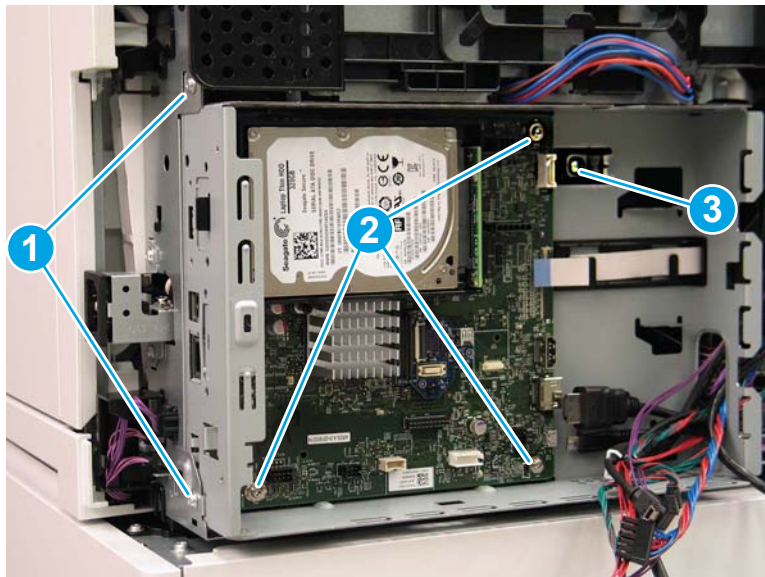
Figure 8-938 Disconnect connectors



2. Remove two screws (callout 1) at the side of the cage, remove three screws (callout 2) at the formatter, and then remove one recessed screw (callout 3) inside the cage..

 **NOTE:** Pull the cables through the openings sheet-metal to remove the formatter and formatter cage.

Figure 8-939 Remove six screws

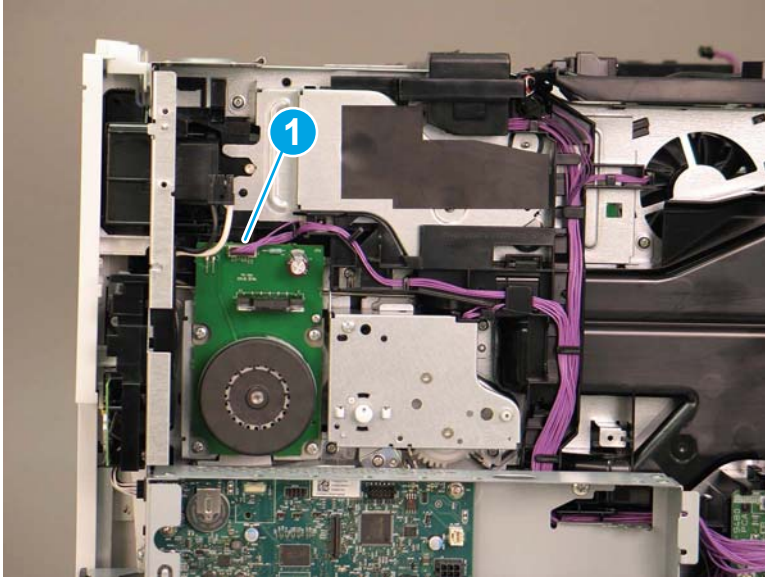


Remove the drum motor assembly

Follow these steps to remove the drum motor assembly.

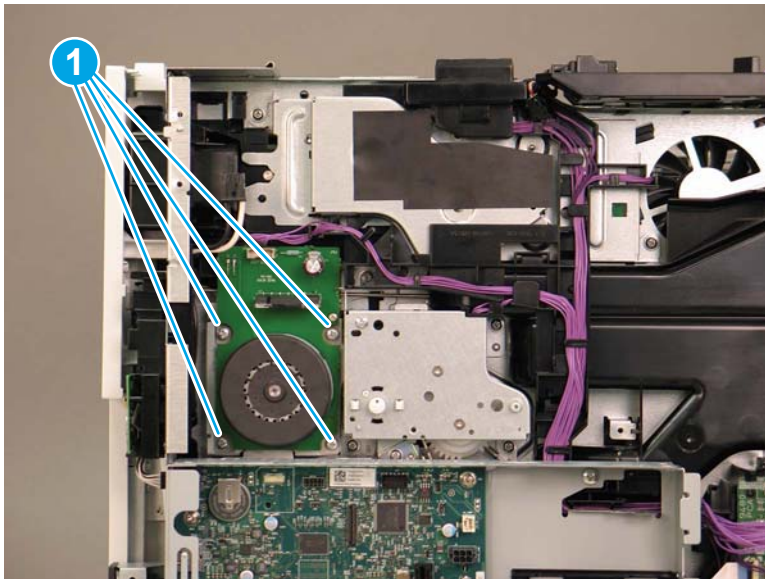
1. Disconnect one connector (callout 1).

Figure 8-940 Disconnect one connector



2. Remove four screws (callout 1).

Figure 8-941 Remove four screws



3. Remove drum motor (M2).


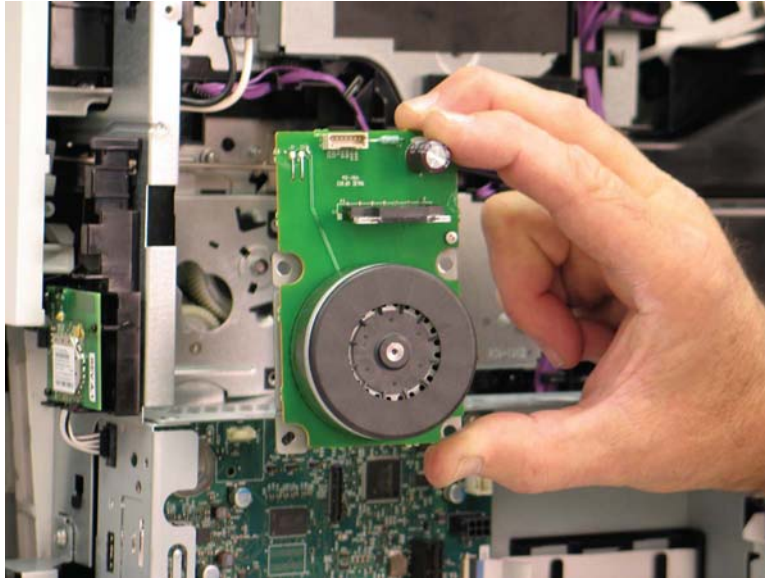
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-942 Remove drum motor



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.


 **NOTE:** 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.

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.


Removal and replacement: Main drive assembly

This document provides the procedures to remove and replace the main drive assembly.

 [View a video of how to remove and replace the main drive assembly.](#)


Mean time to repair: 45 minutes

Service level: Advanced

 **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.

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 8-49 Part information

Part number	Part description
RM2-6777-000CN	Main drive assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

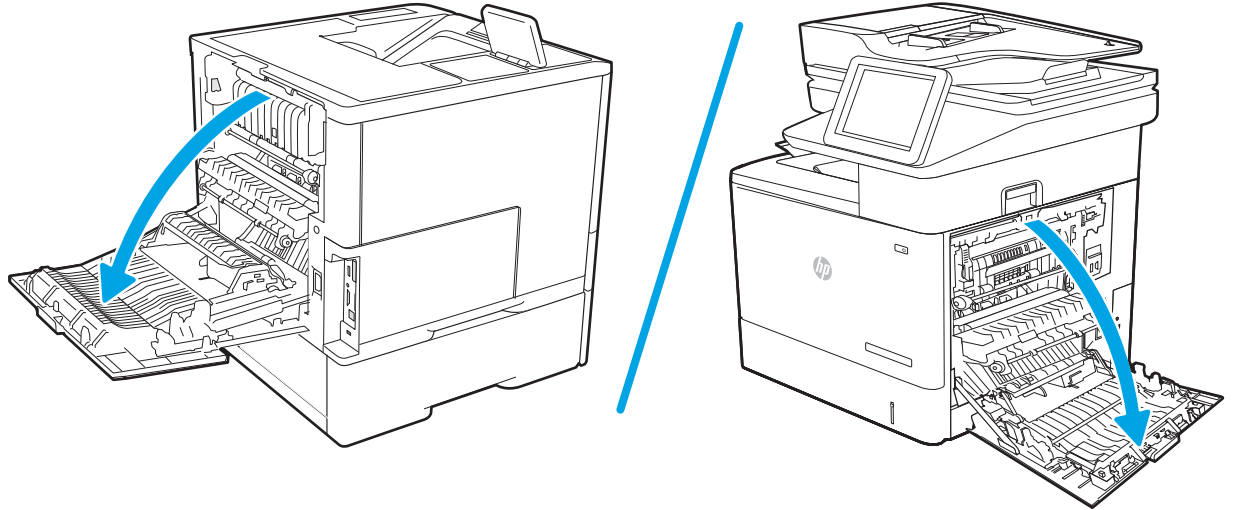
Remove the fuser

Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

⚠ WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

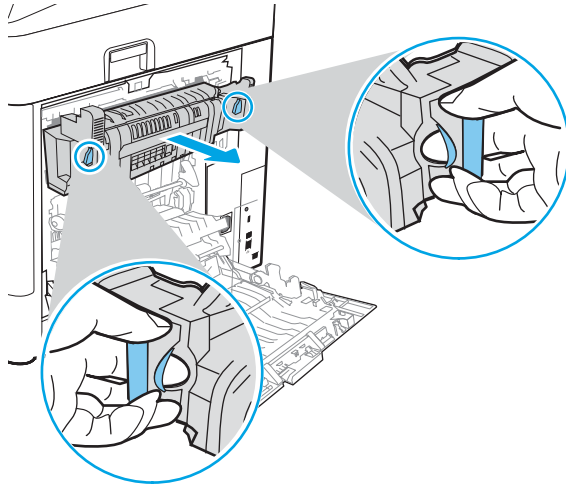
Figure 8-943 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.

NOTE: The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-944 Remove the fuser

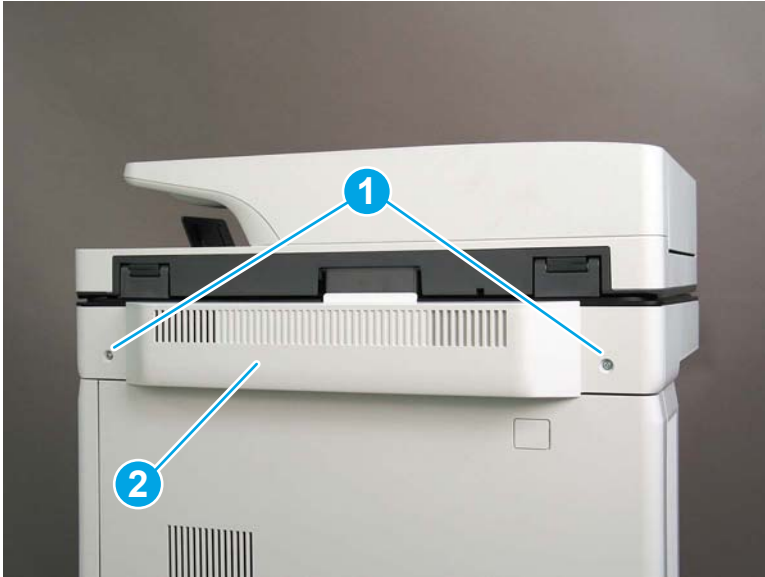


Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

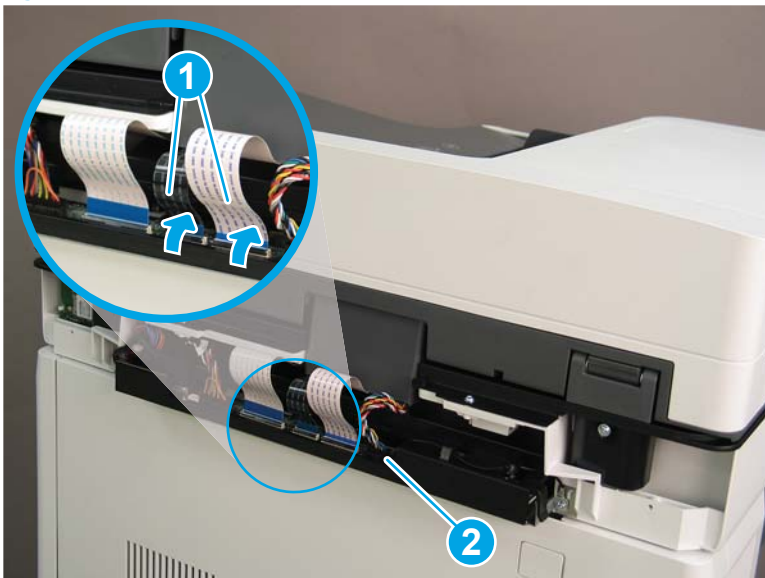
Figure 8-945 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

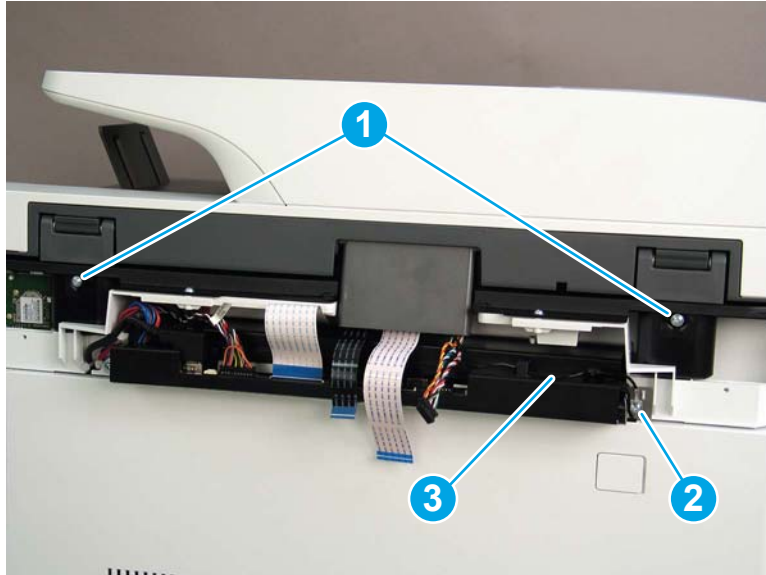
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-946 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-947 Remove three screws and the ground wire



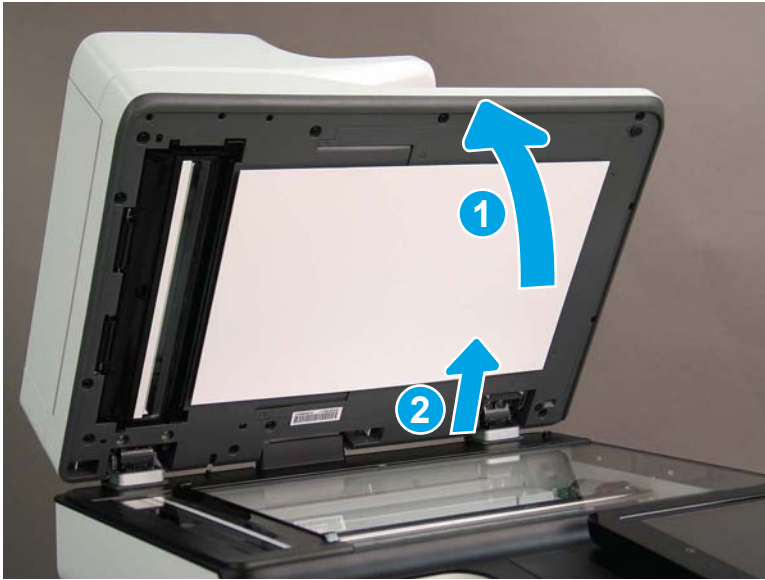
4. Open the automatic document feeder (ADF).

Figure 8-948 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-949 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-950 Release two tabs on the ADF



7. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-951 Lift and remove the ADF



Remove the formatter cover

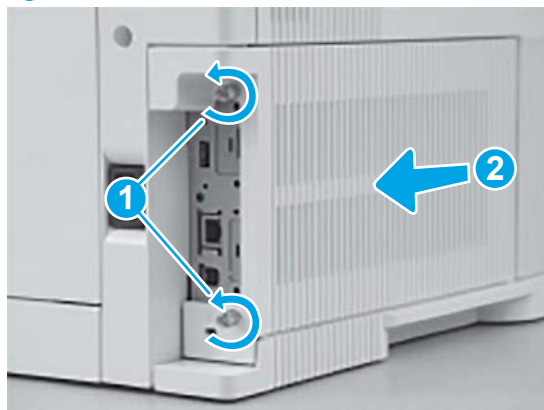
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-952 Release two thumb screws and remove the formatter cover

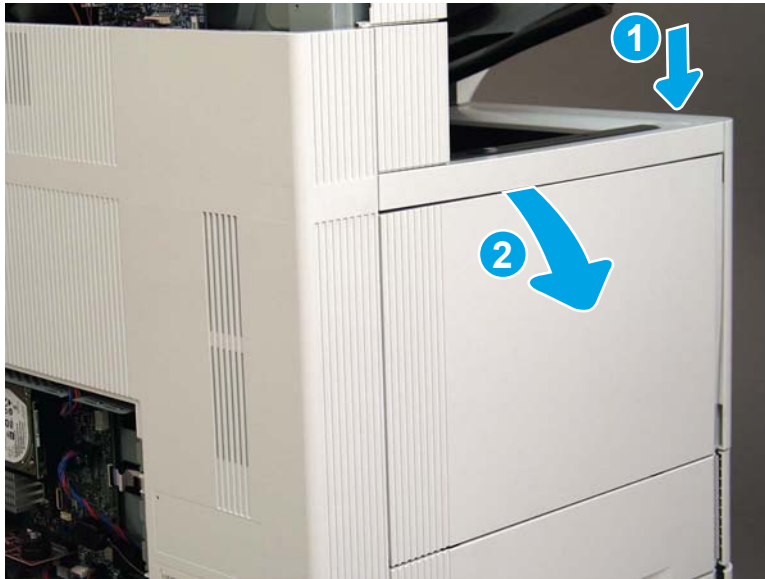


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-953 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-954 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-955 Slide the rear cover



4. Remove the rear cover.


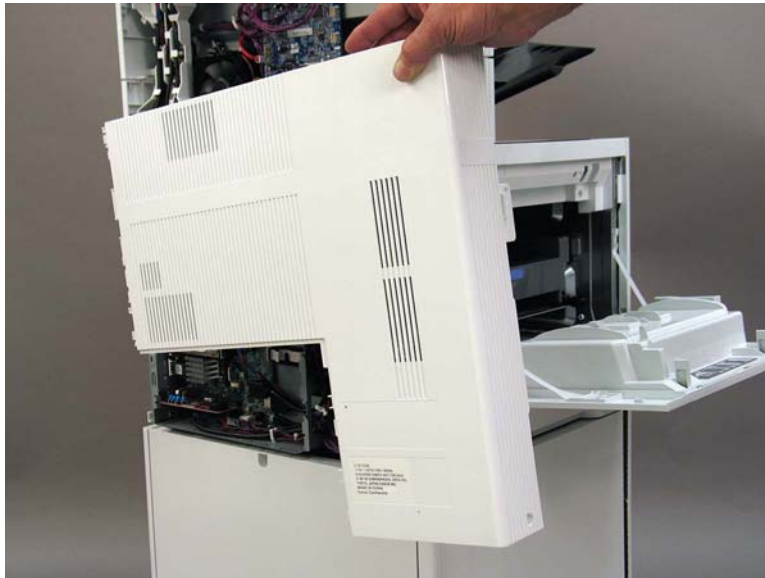
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-956 Remove the rear cover



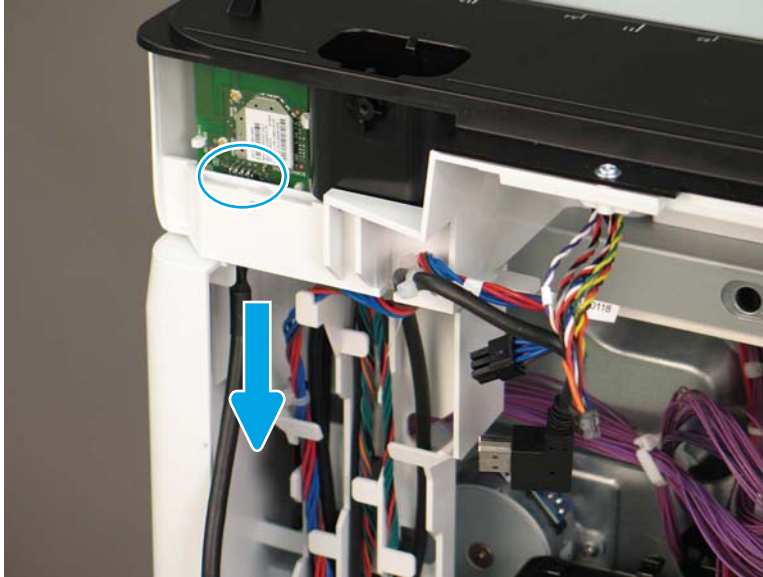
Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

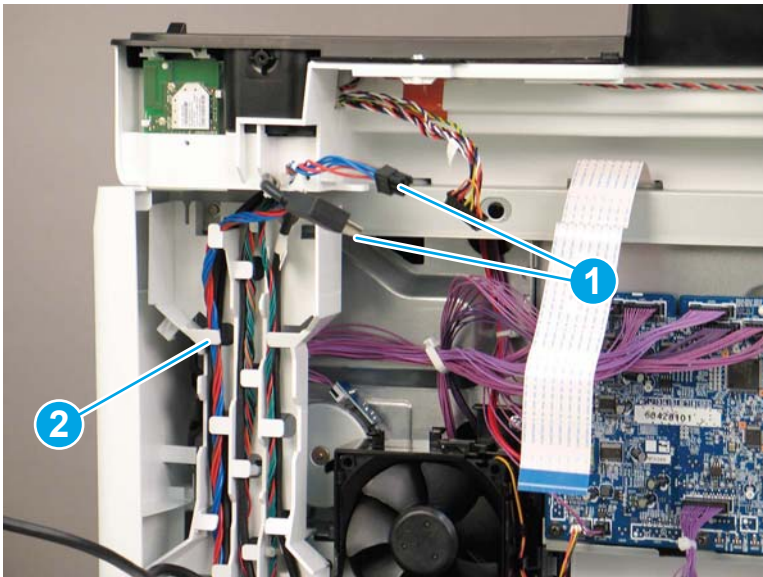
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-957 Disconnect the connector



2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-958 Release the SCB cables



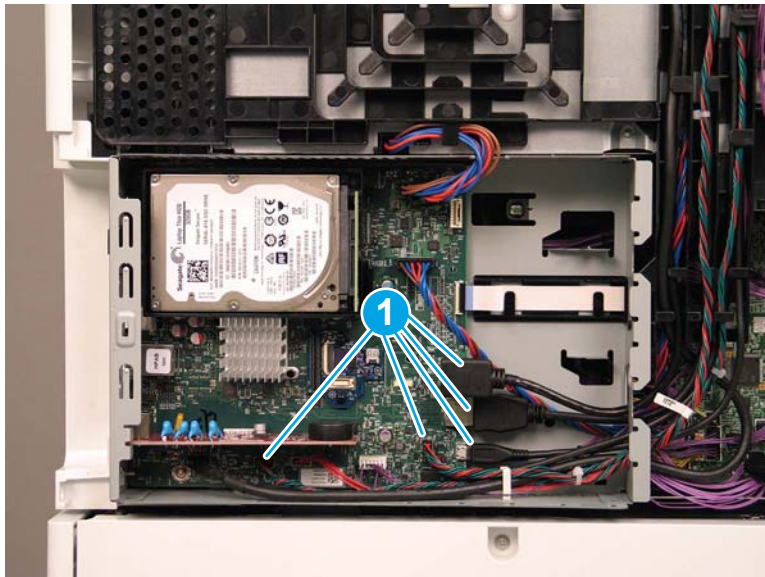
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-959 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

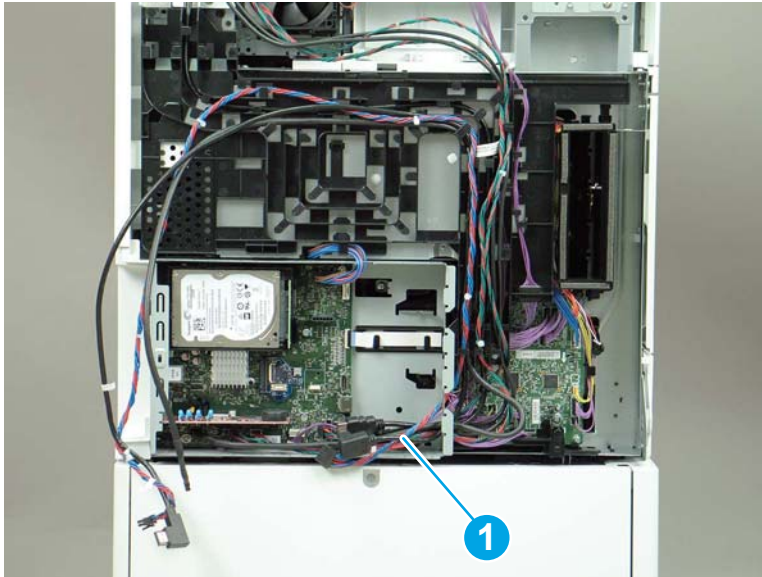
Figure 8-960 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

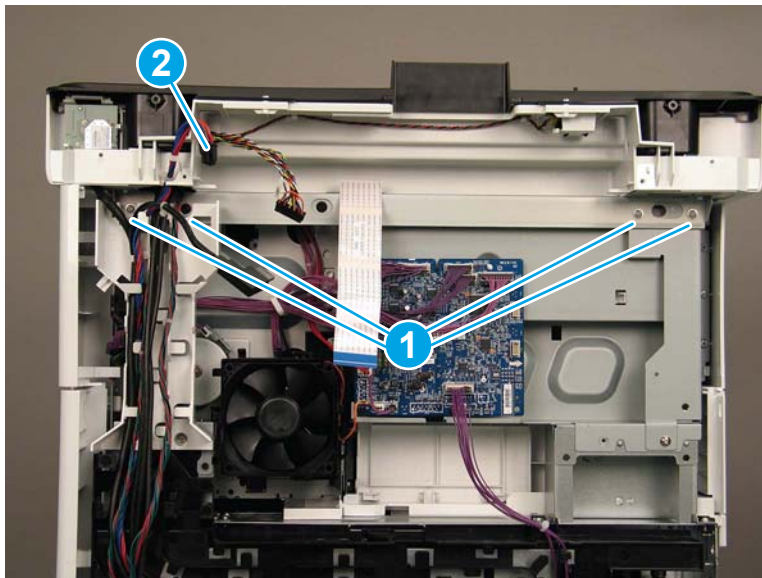
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-961 Thread the formatter cables through the formatter case



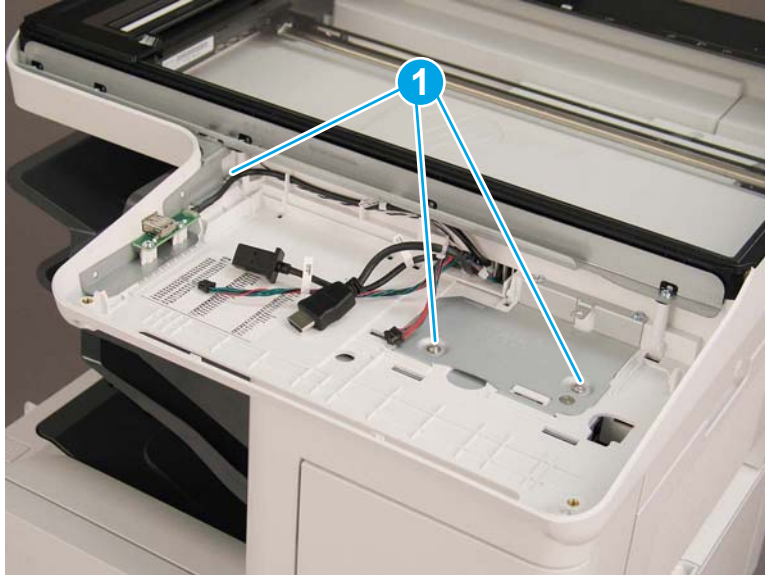
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-962 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-963 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


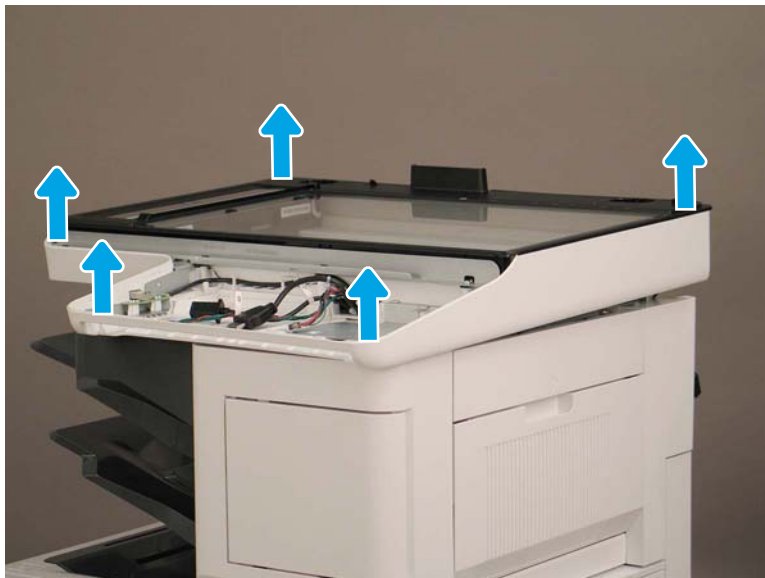
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-964 Remove the image scanner assembly



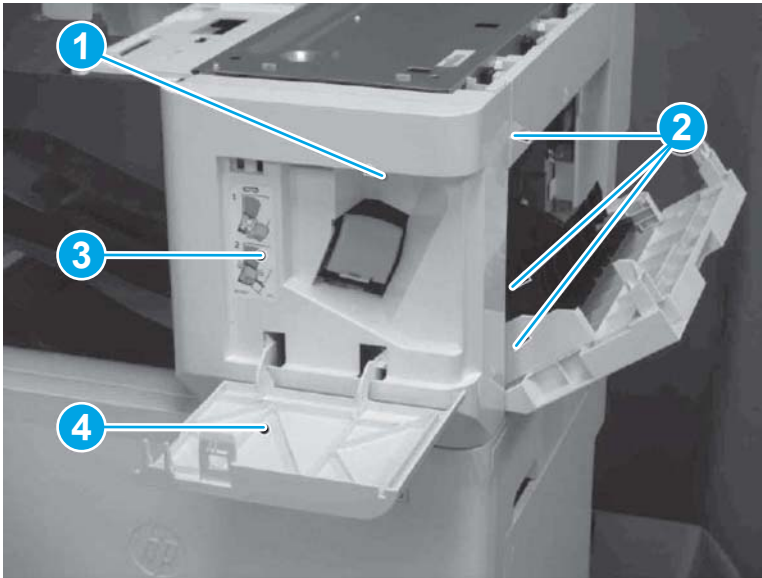
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

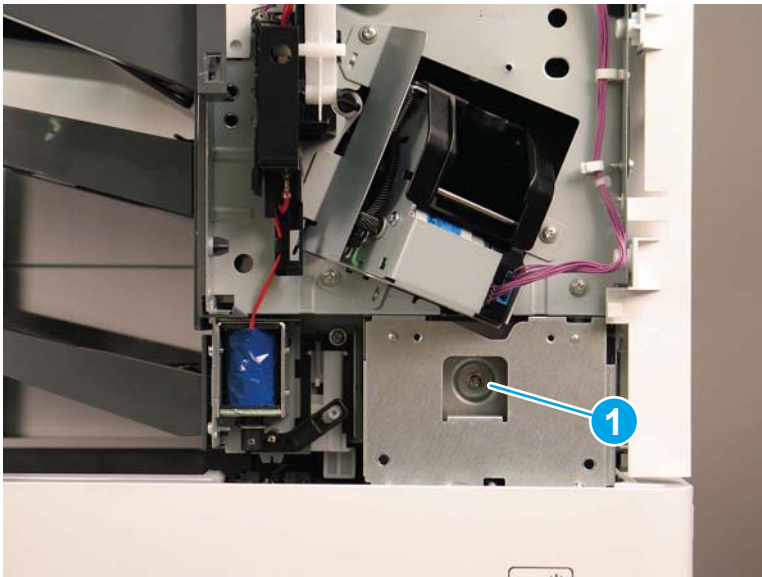
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-965 Remove staple cover and staple door



5. Remove one screw (callout 1).

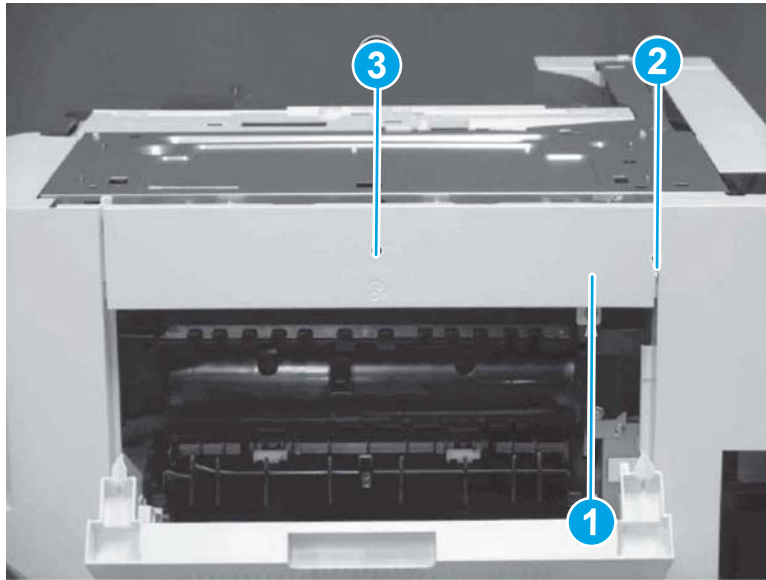
Figure 8-966 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

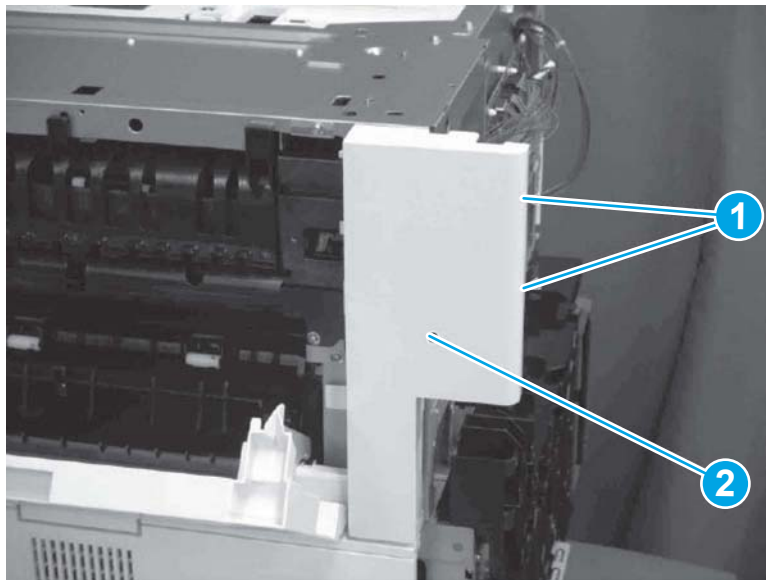
9. Remove the right upper cover (callout 3).

Figure 8-967 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

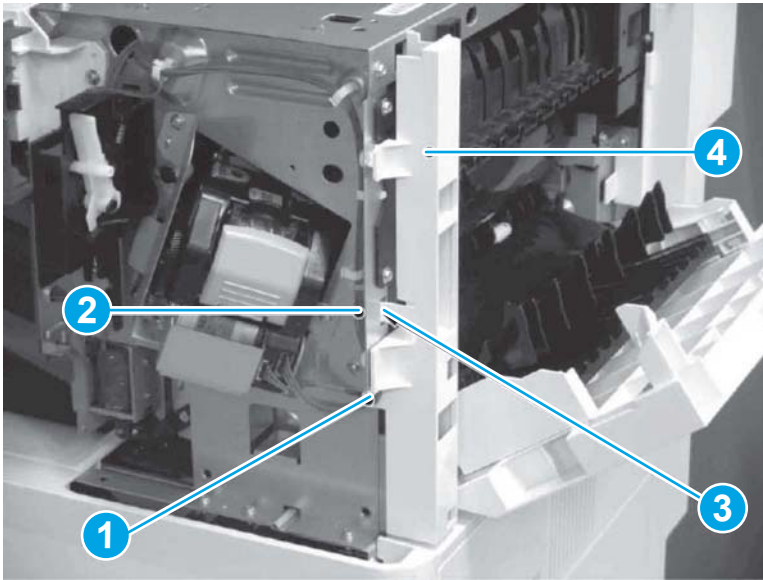
Figure 8-968 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

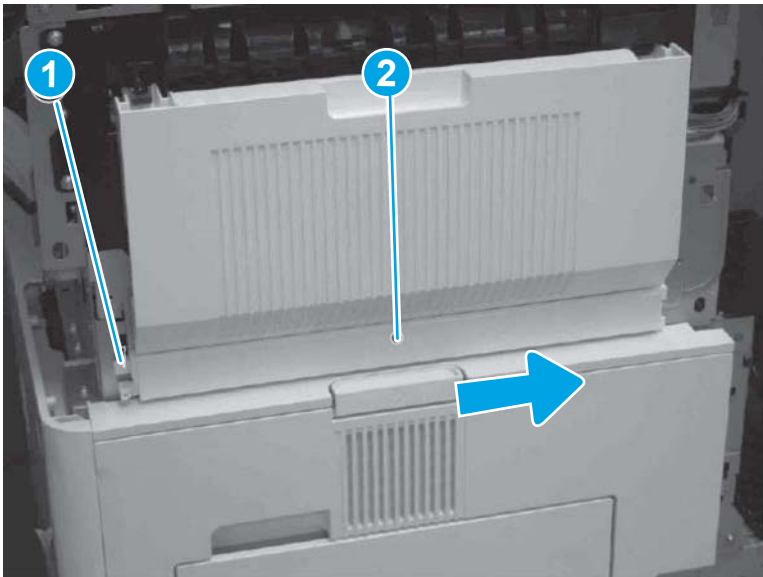
14. Remove the inner cover (callout 4).

Figure 8-969 Remove the inner cover



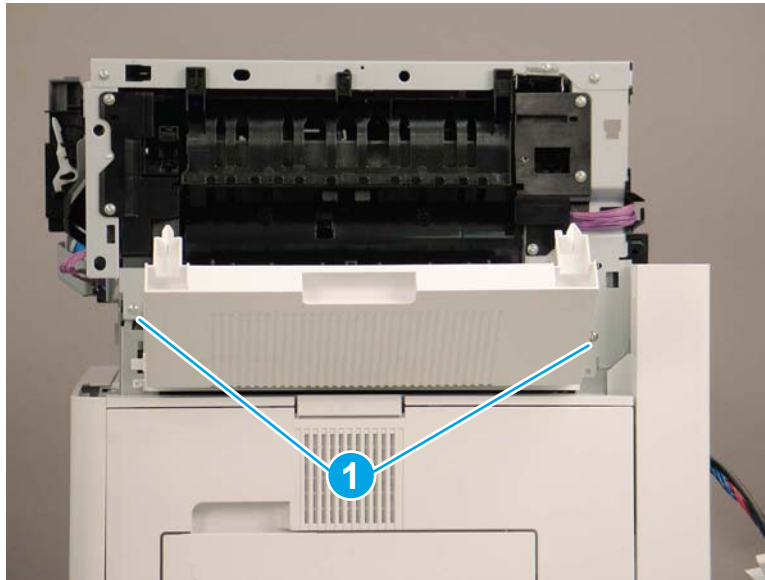
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-970 Remove the right lower cover



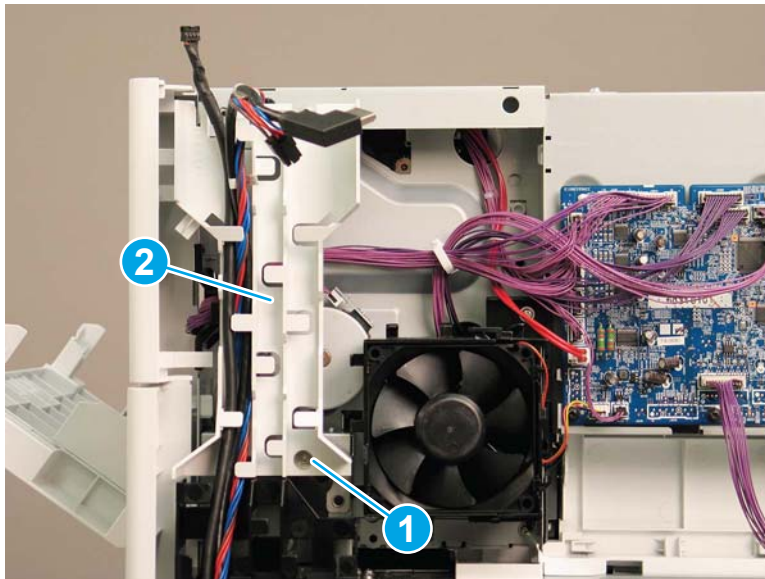
17. Remove two screws (callout 1).

Figure 8-971 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-972 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


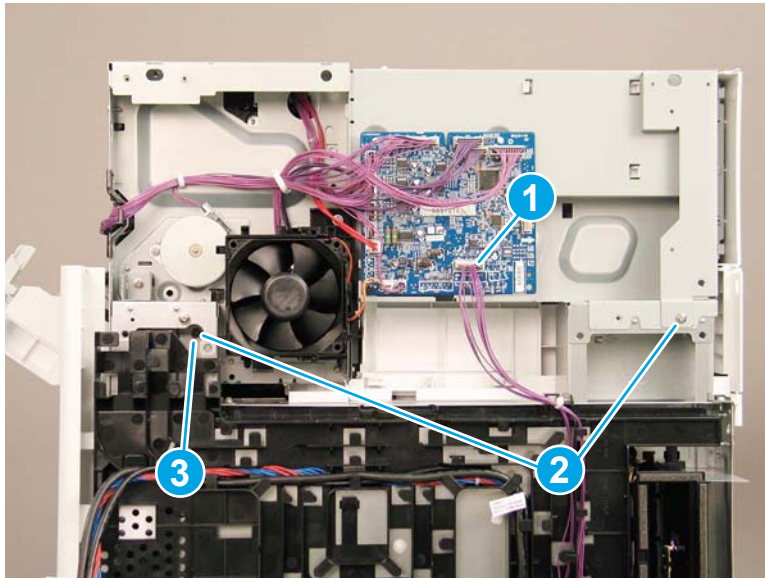
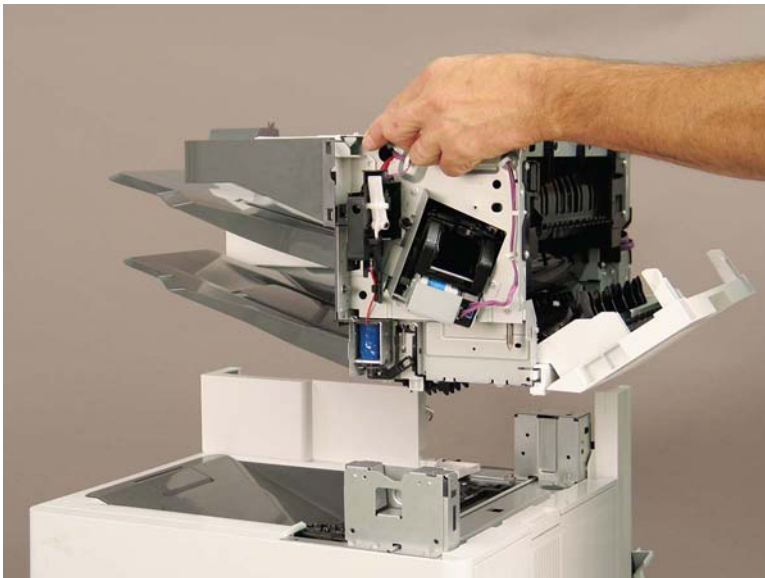
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-973 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-974 Remove the inner finisher



Remove the image scanner front cover

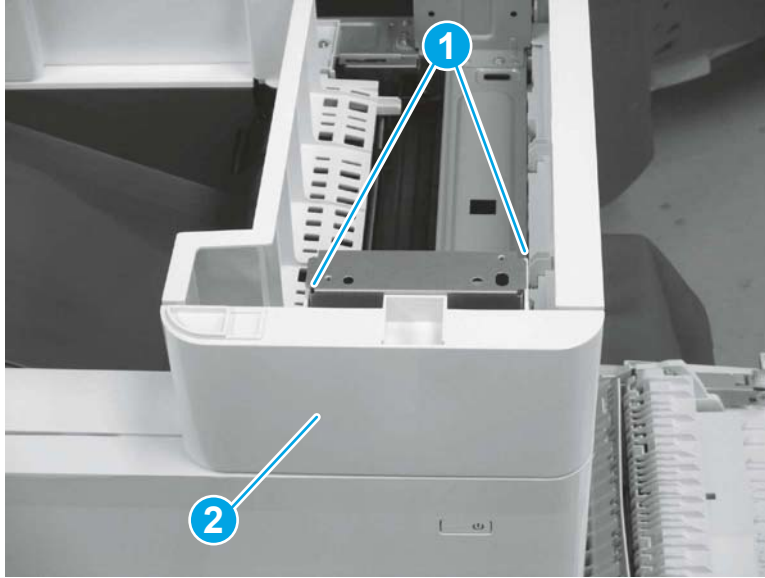
Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-975 Remove the image scanner front cover



Remove the image scanner right cover

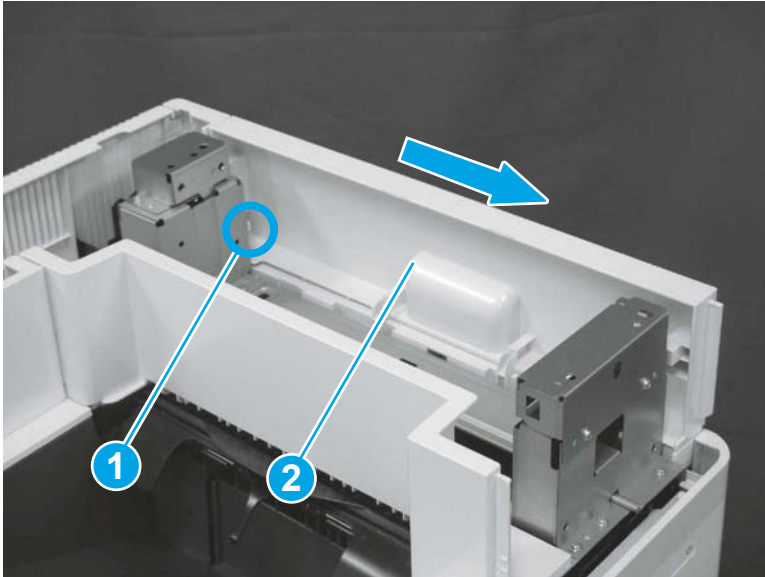
Follow these steps to remove the image scanner right cover.

▲ Do the following:

- a. Release one tab (callout 1).
- b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-976 Remove the image scanner right cover

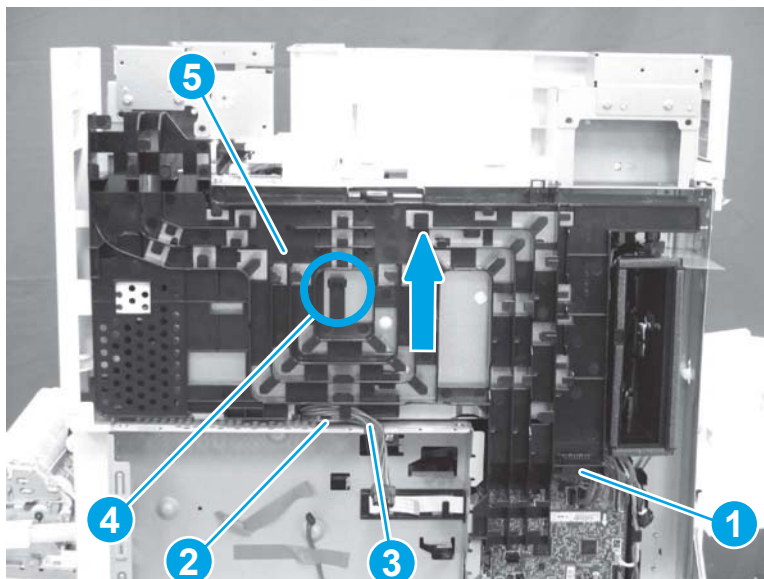


Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

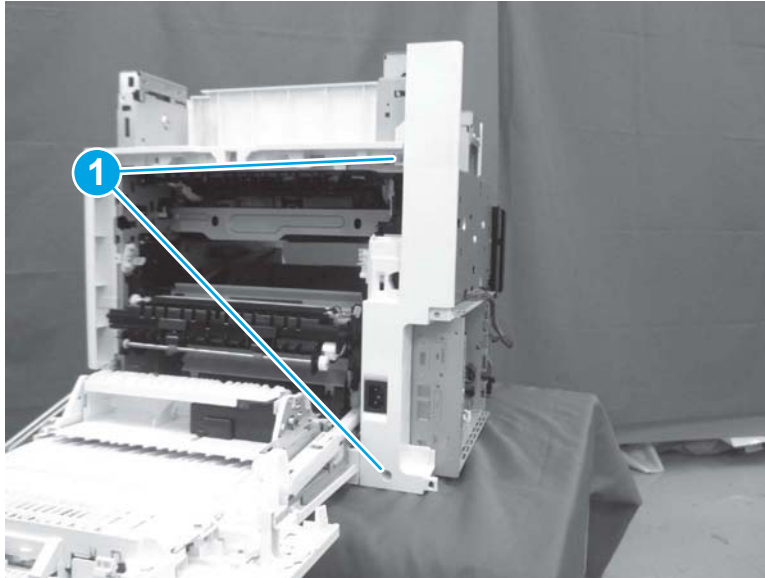
Figure 8-977 Disconnect one connector and release one tab



2. Do the following:

- a. Open the right door assembly.
- b. Remove two screws (callout 1).

Figure 8-978 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the inlet cover (callout 2).


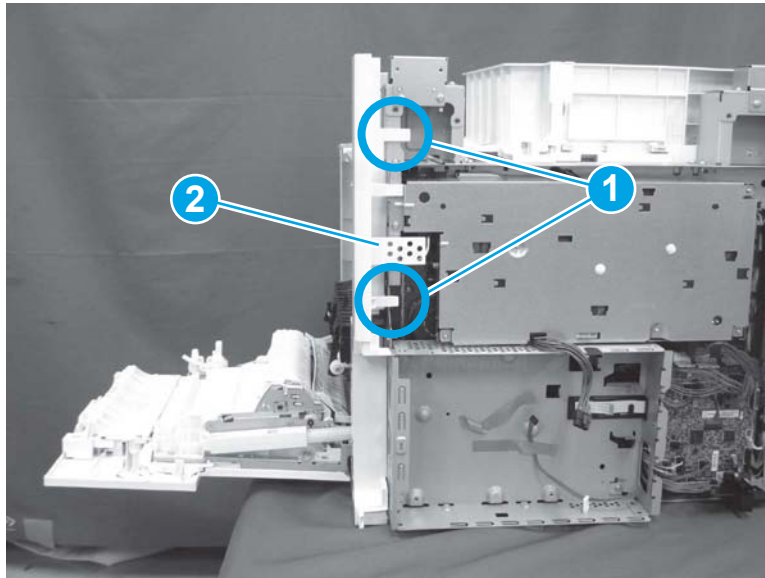
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-979 Remove the inlet cover

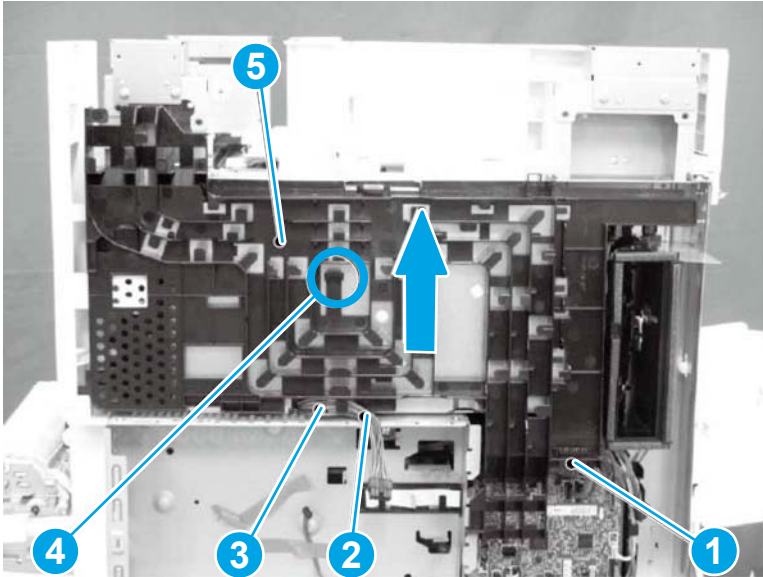


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

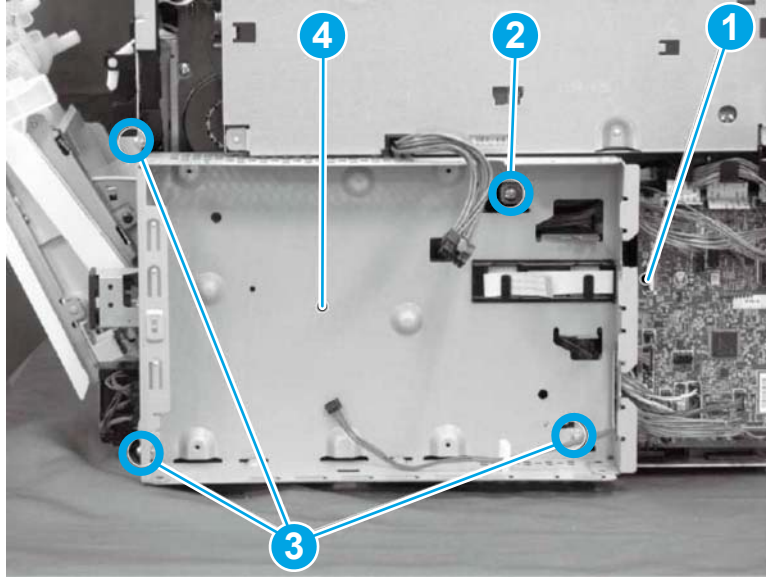
1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the cable (callout 2) from the cable guide(callout 3).
 - c. Release one tab (callout 4).
 - d. Remove the cable guide (callout 5).

Figure 8-980 Disconnect one connector and release the cable and one tab



2. Do the following:
 - a. Remove the FFC (callout 1).
 - b. Remove one M4 screw (callout 2).
 - c. Remove three M3 screws (callout 3).
 - d. Remove the formatter case (callout 4).

Figure 8-981 Remove the FFC and four screws and the formatter case



3. Do the following:
 - a. Disconnect three connectors (callout 1).
 - b. Remove the FFC (callout 2).
 - c. Remove five screws (callout 3).
 - d. Remove the low-voltage power supply assembly (callout 4).


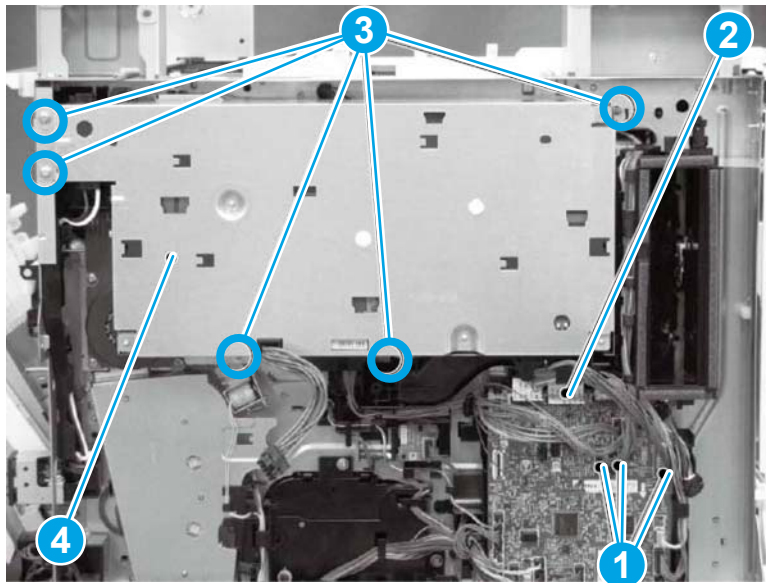
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-982 Disconnect three connectors and remove the FFC and five screws and the low-voltage power supply

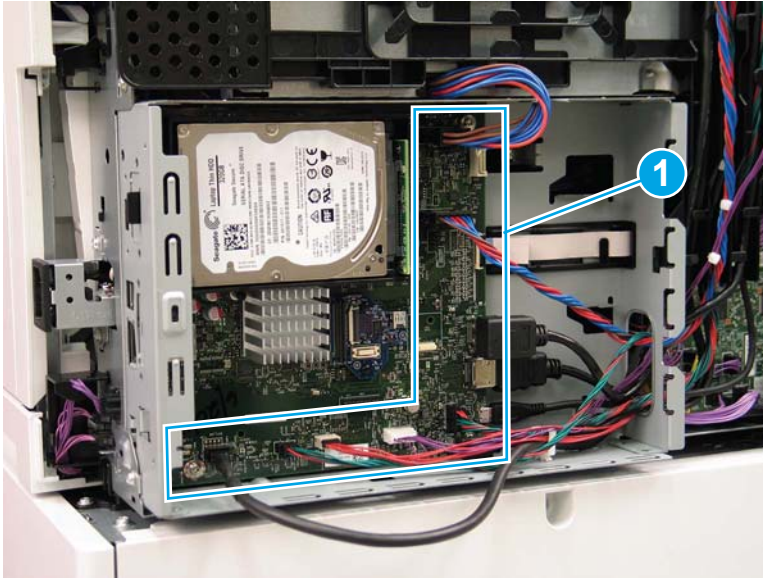


Remove the formatter and formatter cage

Follow these steps to remove the formatter and formatter cage.

1. Disconnect all of the connectors on the formatter (callout 1).

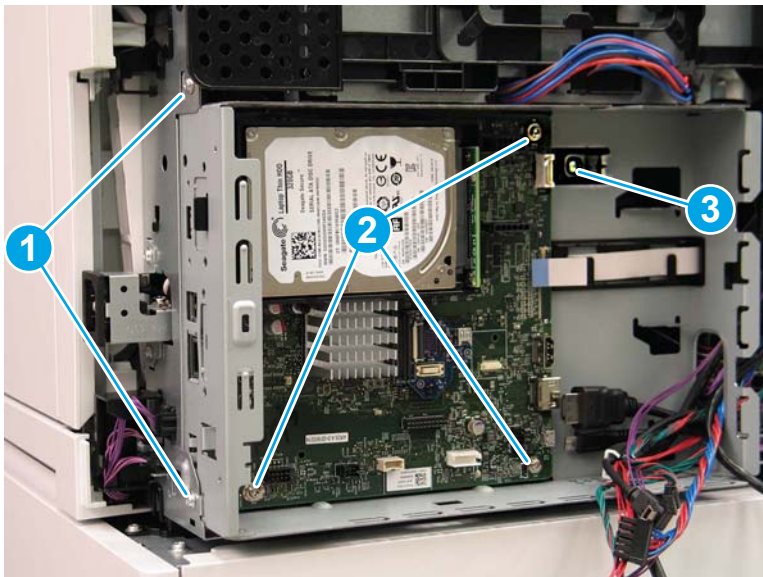
Figure 8-983 Disconnect connectors



2. Remove two screws (callout 1) at the side of the cage, remove three screws (callout 2) at the formatter, and then remove one recessed screw (callout 3) inside the cage..

 **NOTE:** Pull the cables through the openings sheet-metal to remove the formatter and formatter cage.

Figure 8-984 Remove six screws

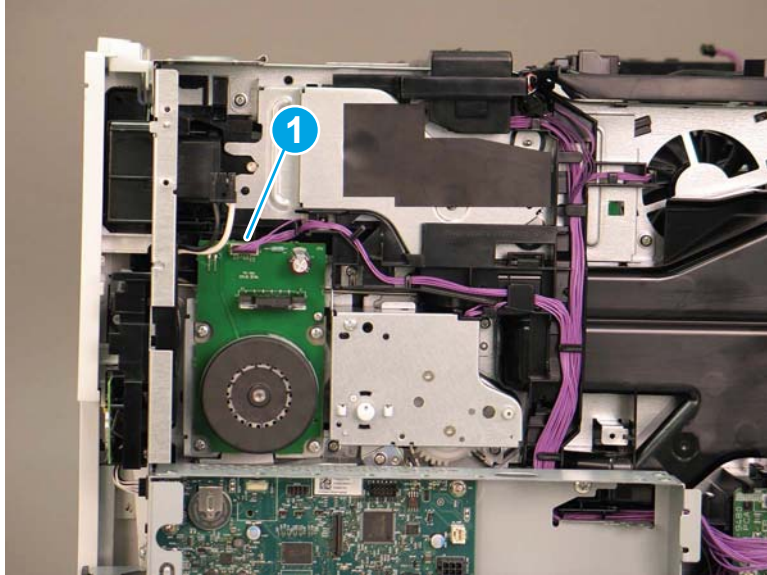


Remove the drum motor assembly

Follow these steps to remove the drum motor assembly.

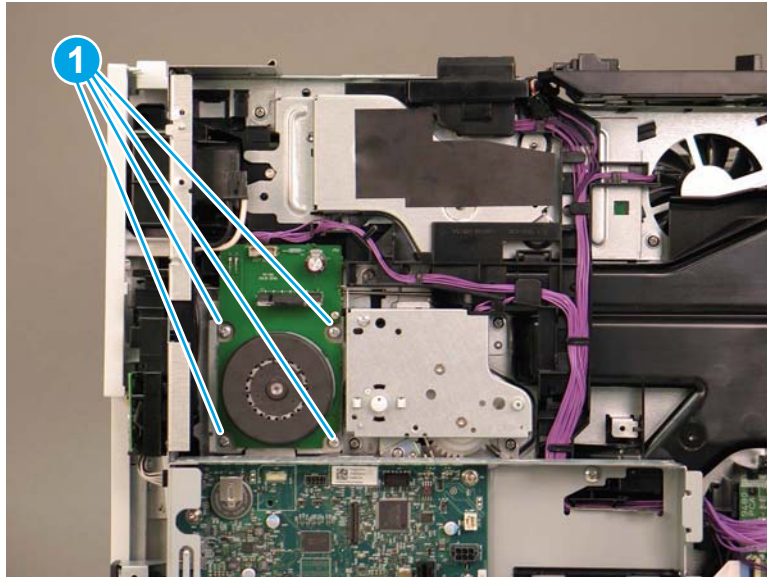
1. Disconnect one connector (callout 1).

Figure 8-985 Disconnect one connector



2. Remove four screws (callout 1).

Figure 8-986 Remove four screws



3. Remove drum motor (M2).


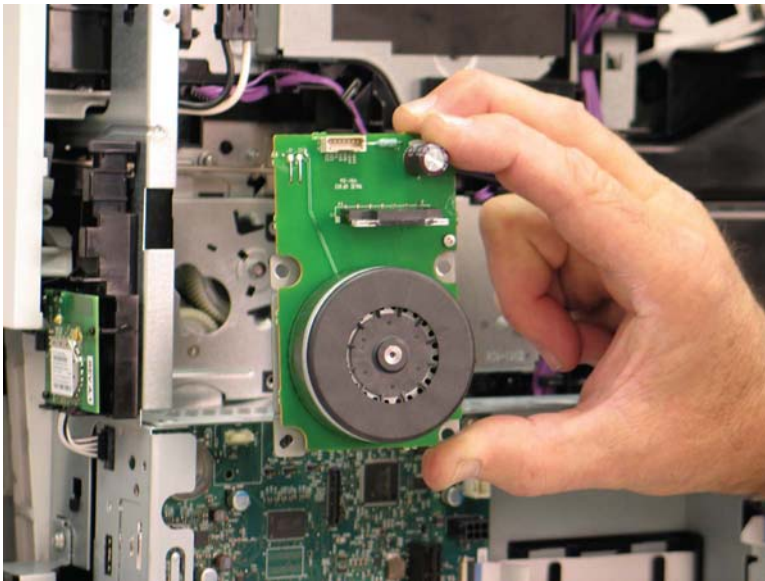
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-987 Remove drum motor

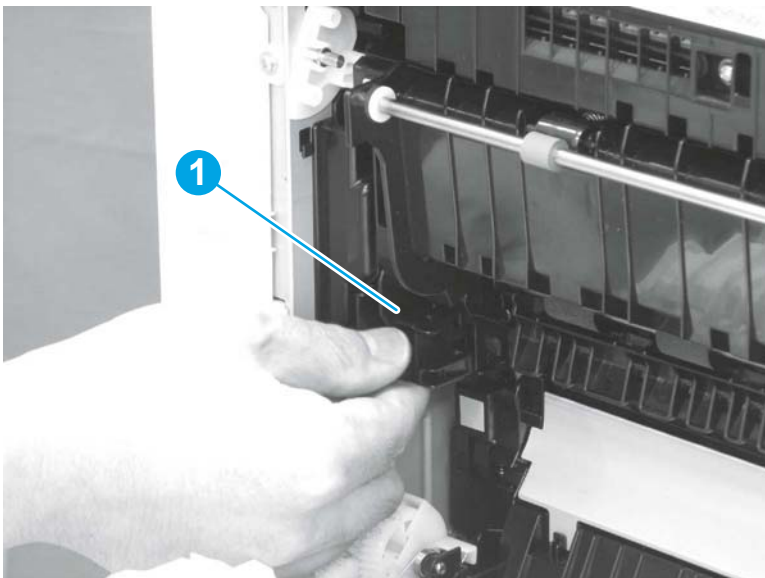


Remove the transfer assembly

Follow these steps to remove the transfer assembly.

1. Do the following:
 - a. Open the right door assembly.
 - b. Pull out the cover (callout 1).

Figure 8-988 Open the right door and pull out the cover

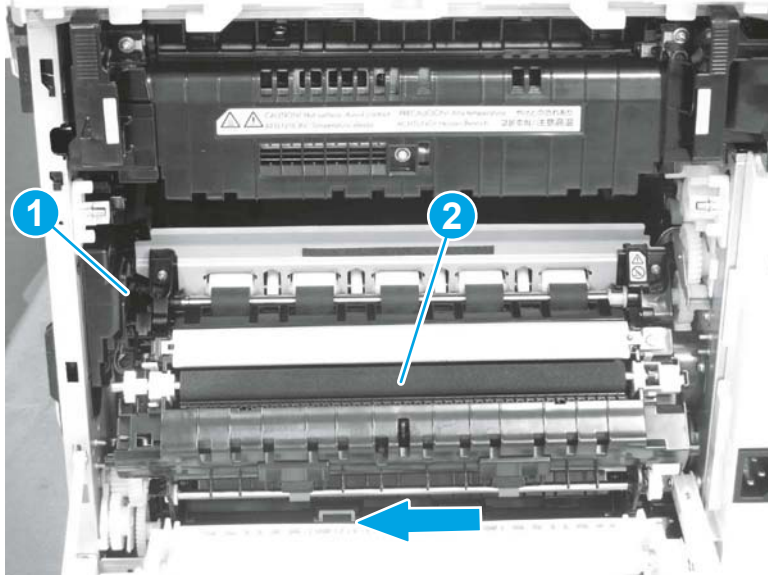


2. Do the following:

- a. Disconnect one connector (callout 1).
- b. Slide the transfer assembly (callout 2) in the direction the arrow indicates, and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-989 Disconnect one connector and remove the transfer assembly



Remove the registration assembly

Follow these steps to remove the registration assembly.

- ▲ Do the following:
- a. Remove four screws (callout 1).
 - b. Remove the registration assembly (callout 2).


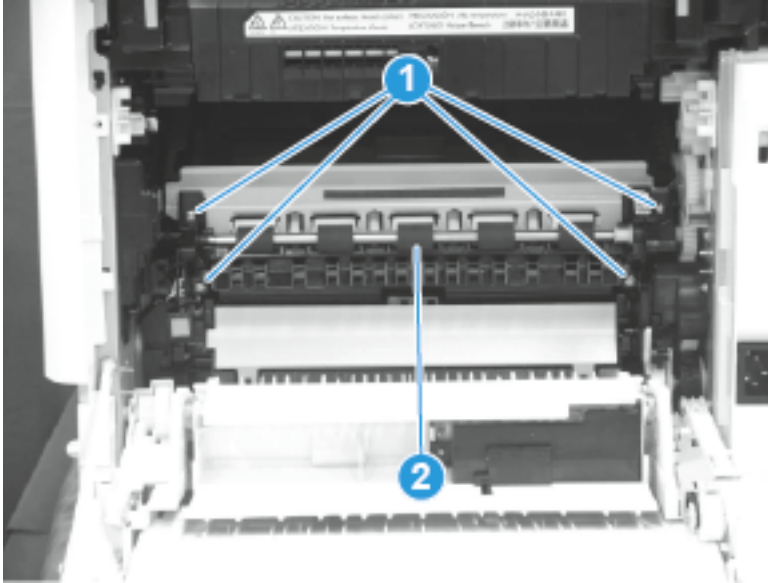
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-990 Remove four screws and the registration assembly

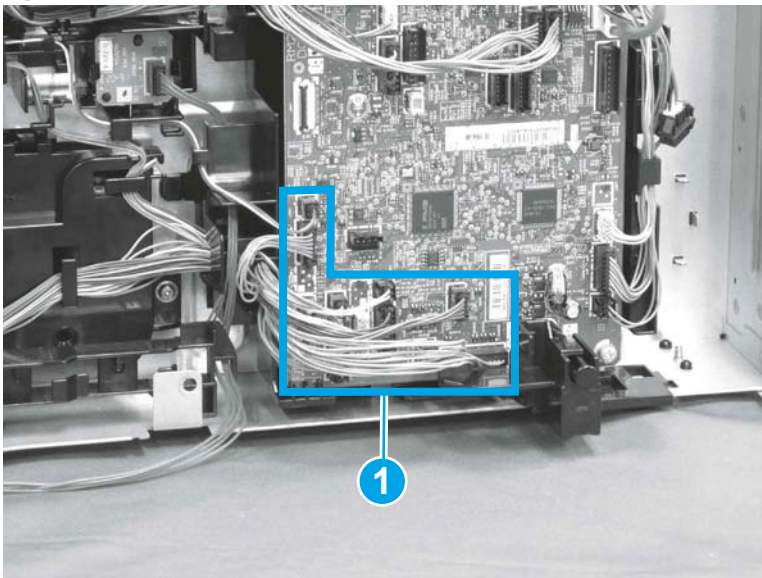


Remove the main drive assembly

Follow these steps to remove the main drive assembly.

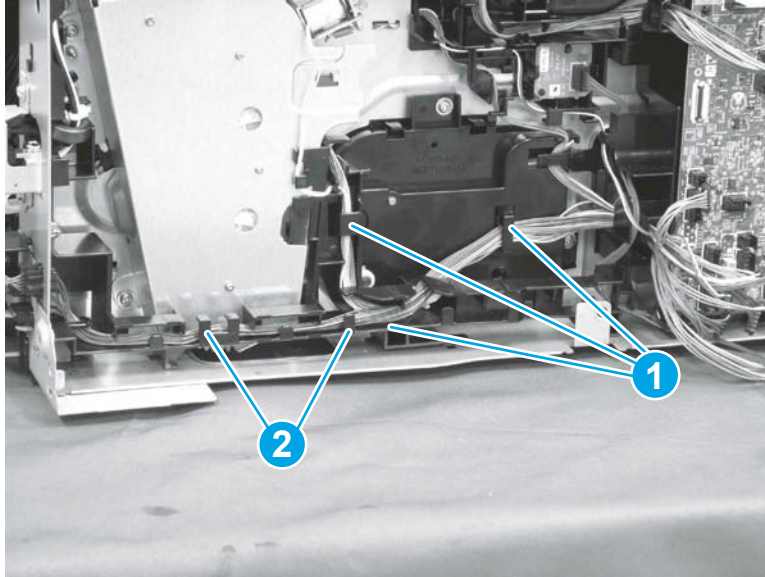
1. Disconnect eight connectors (callout 1).

Figure 8-991 Disconnect eight connectors



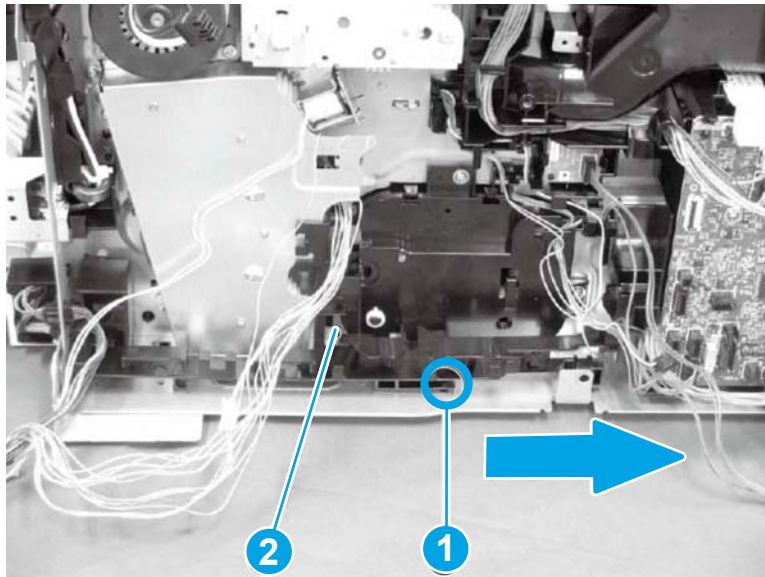
2. Release the cable (callout 1) from the cable guides (callout 2).

Figure 8-992 Release the cable



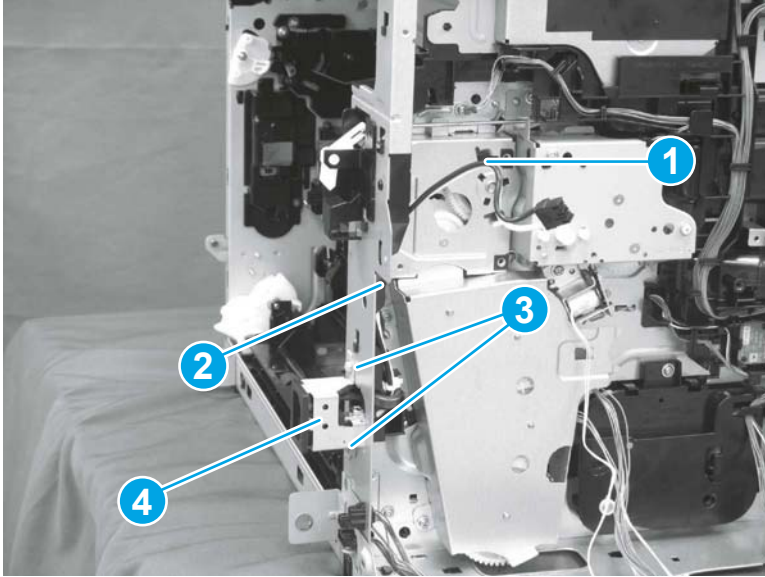
3. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-993 Release one tab and remove the cable guide



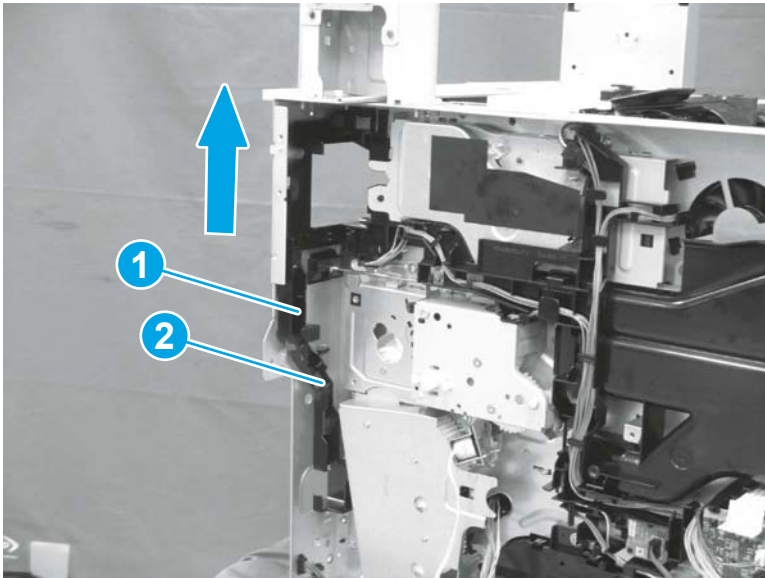
4. Do the following:
 - a. Release the cable (callout 1) from the cable guide (callout 2).
 - b. Remove two screws (callout 3).
 - c. Remove the inlet assembly (callout 4).

Figure 8-994 Release the cable and remove two screws and the inlet assembly



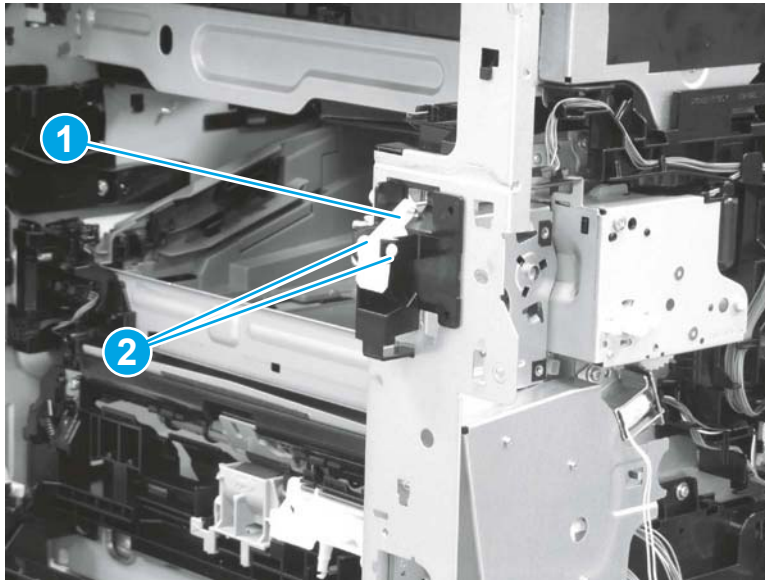
5. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-995 Release one tab and remove the cable guide



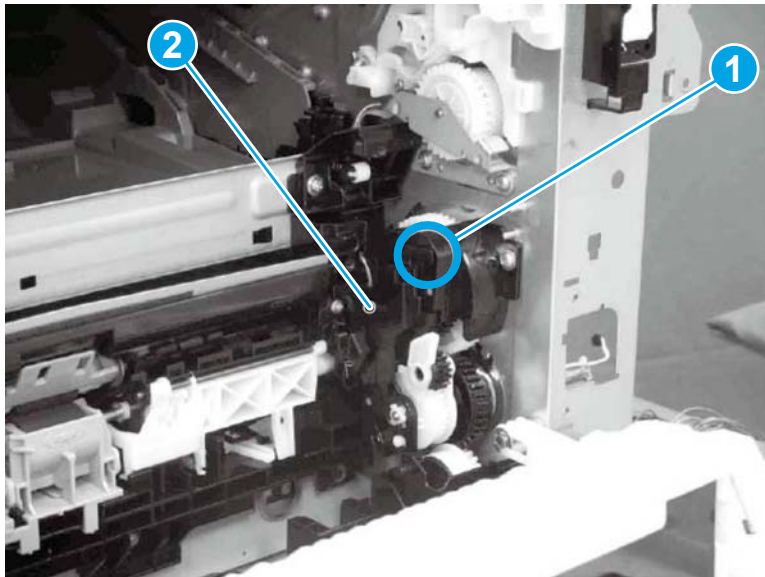
6. Remove the link lever (callout 1) from the left and the right shafts (callout 2).

Figure 8-996 Remove the link lever from two shafts



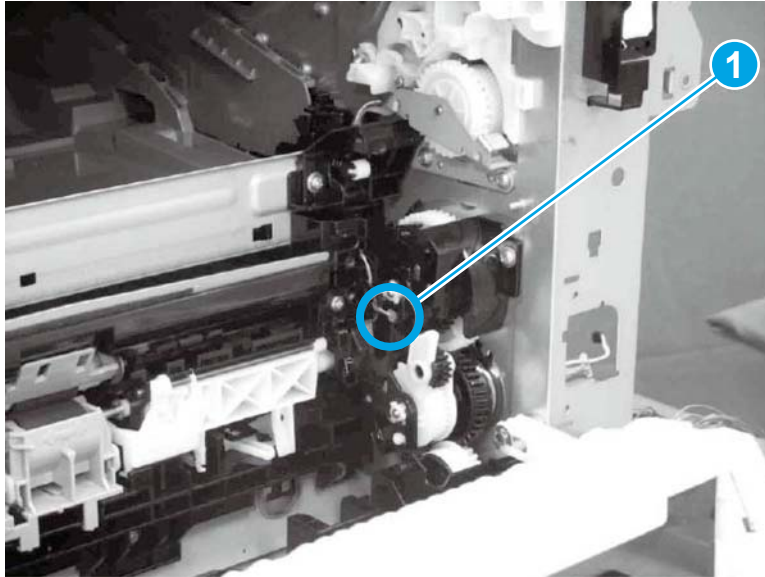
7. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the cover (callout 2).

Figure 8-997 Release one tab and remove the cover



8. Disconnect one connector (callout 1).

Figure 8-998 Disconnect one connector



9. Do the following:
 - a. Remove six screws (callout 1).
 - b. Remove the main drive assembly (callout 2).


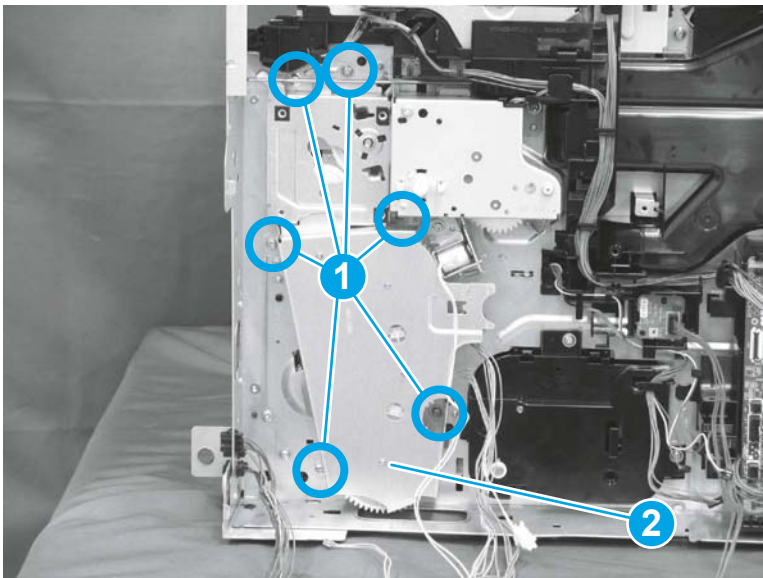
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-999 Remove six screws and the main drive assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Paper feed frame assembly

This document provides the procedures to remove and replace the paper feed frame assembly.



[View a video of how to remove and replace the paper feed frame assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-50 Part information

Part number	Part description
RM2-0851-000CN	Paper feed frame assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

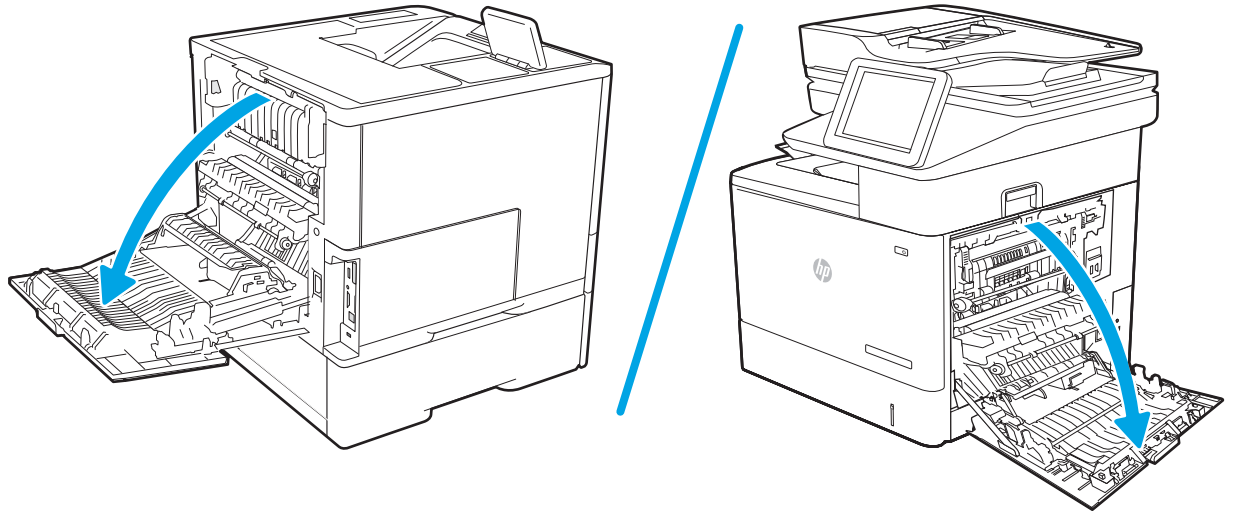
Remove the fuser

Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

⚠ WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

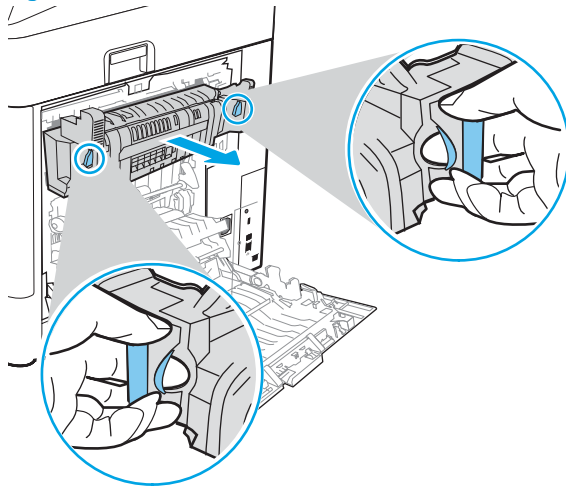
Figure 8-1000 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.

NOTE: The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-1001 Remove the fuser

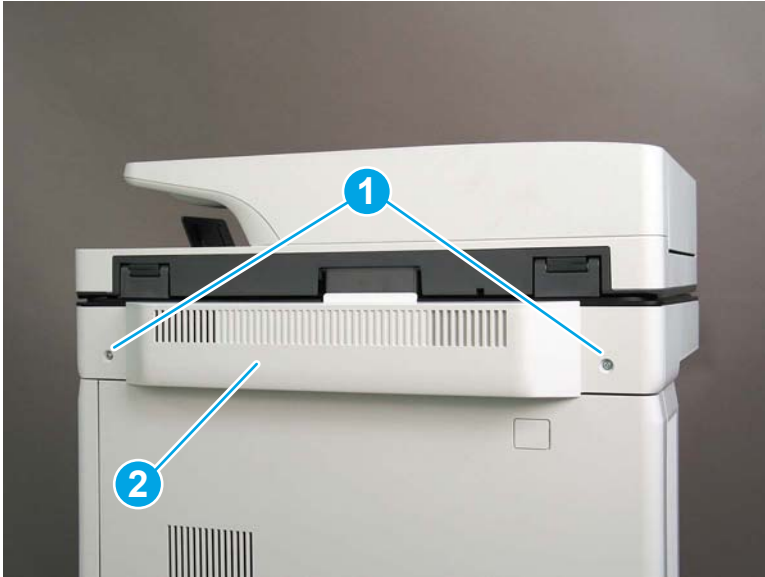


Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

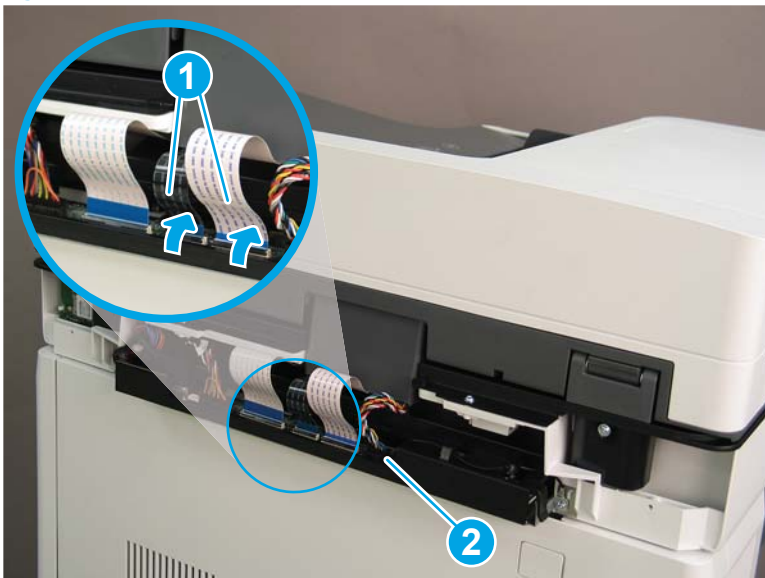
Figure 8-1002 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

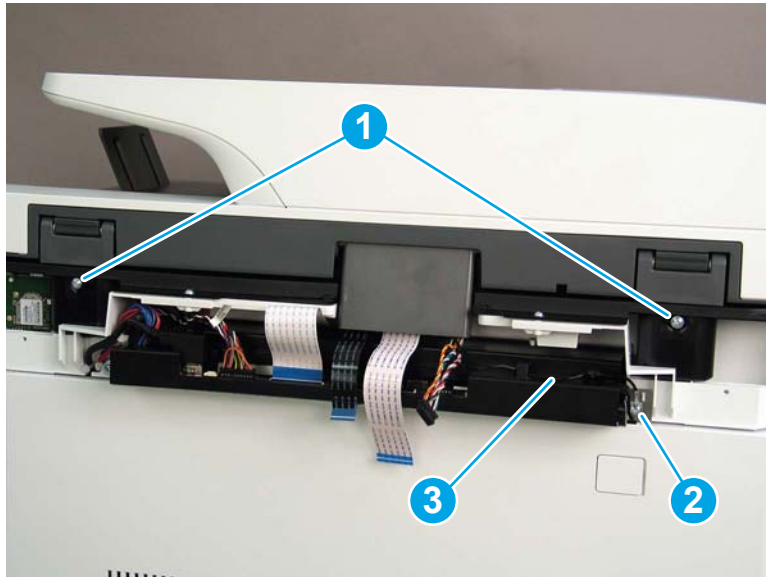
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-1003 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-1004 Remove three screws and the ground wire



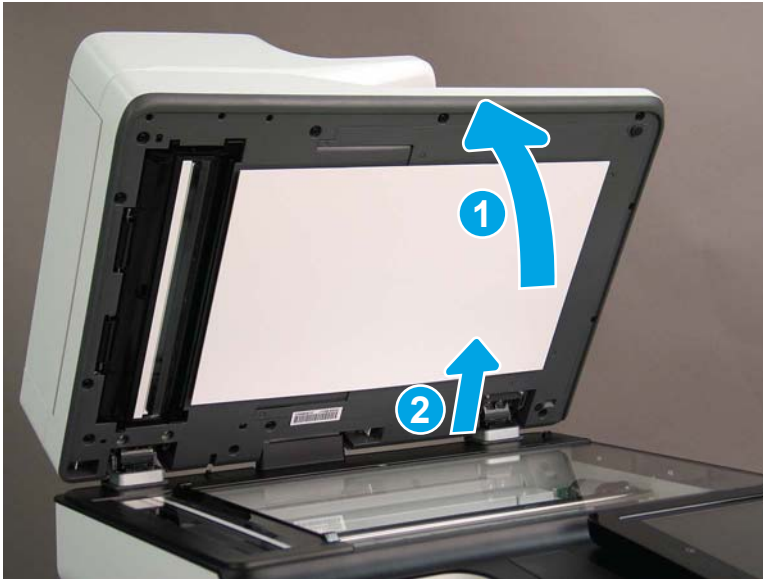
4. Open the automatic document feeder (ADF).

Figure 8-1005 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-1006 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-1007 Release two tabs on the ADF



7. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-1008 Lift and remove the ADF



Remove the formatter cover

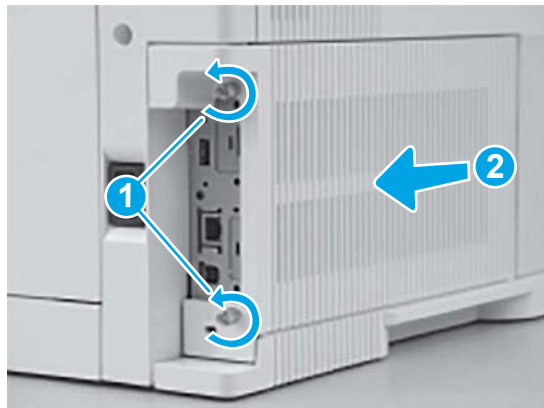
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1009 Release two thumb screws and remove the formatter cover

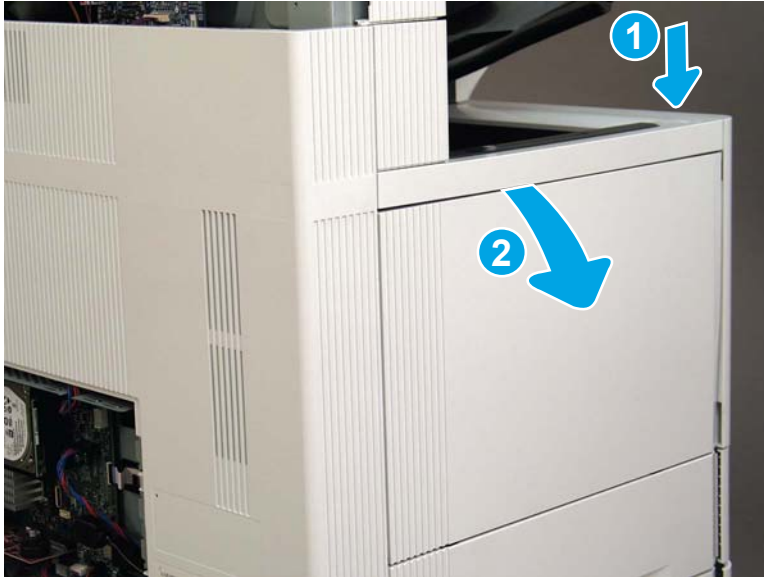


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-1010 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-1011 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-1012 Slide the rear cover



4. Remove the rear cover.


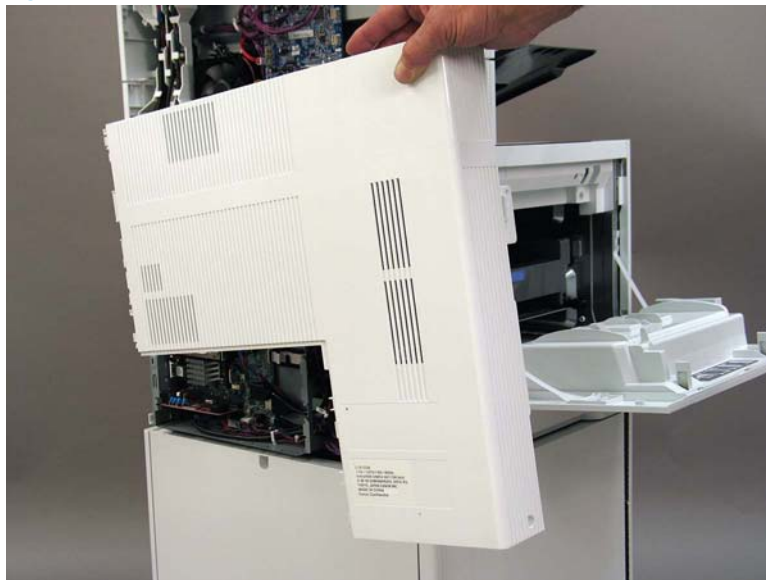
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1013 Remove the rear cover

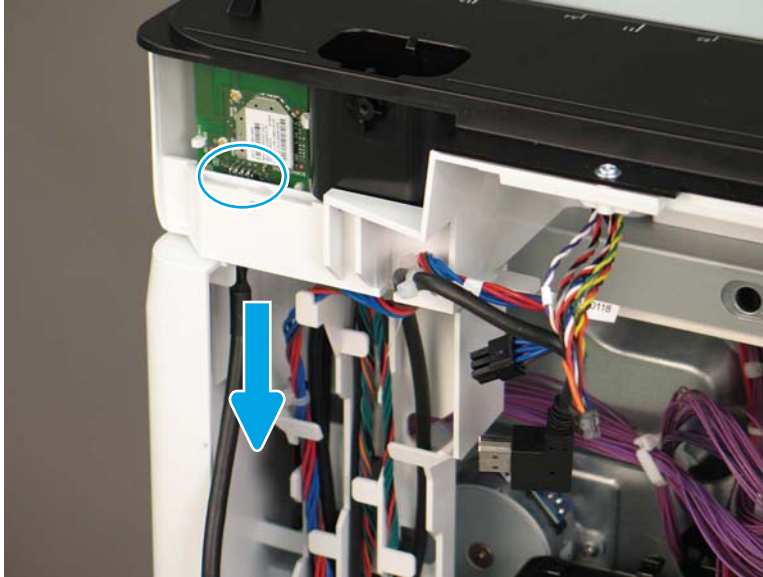


Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

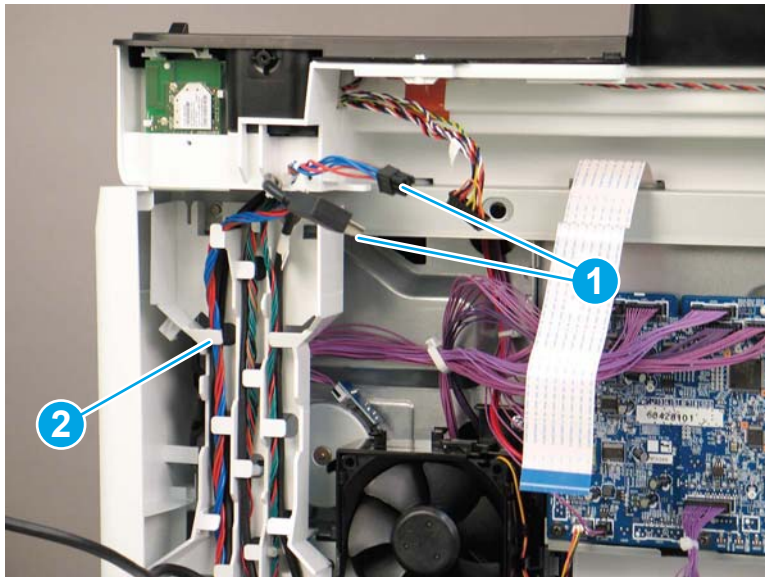
1. **Flow M632z and Flow M633z models only:**
 - ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-1014 Disconnect the connector



2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-1015 Release the SCB cables



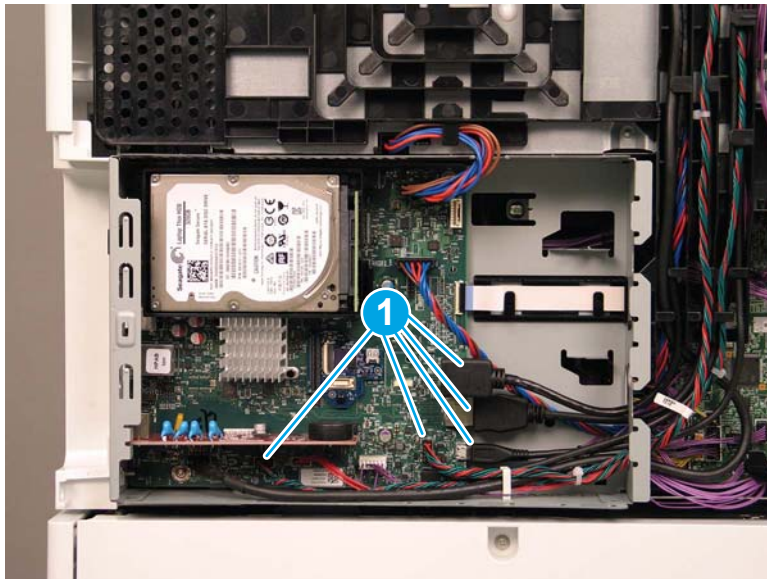
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-1016 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

Figure 8-1017 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

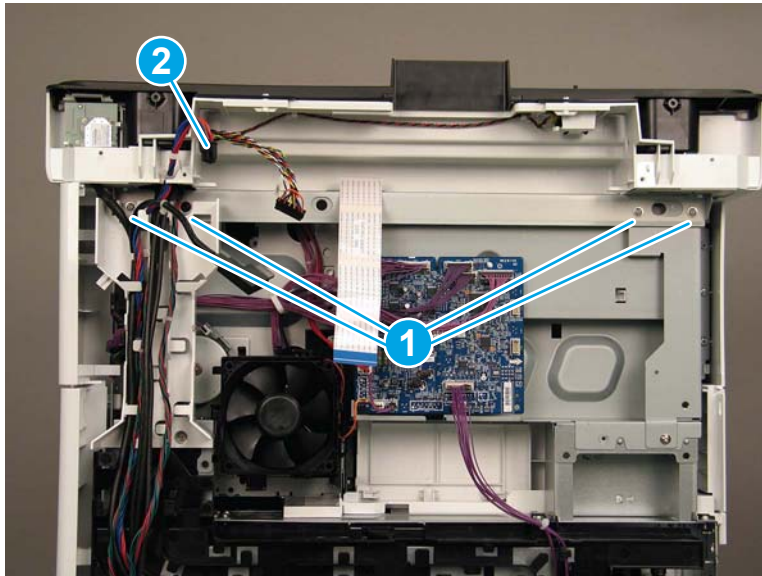
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-1018 Thread the formatter cables through the formatter case



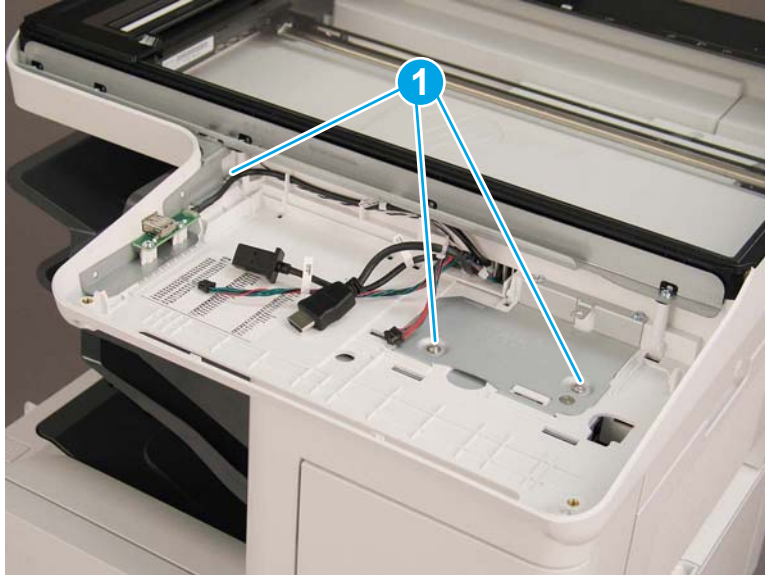
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-1019 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-1020 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


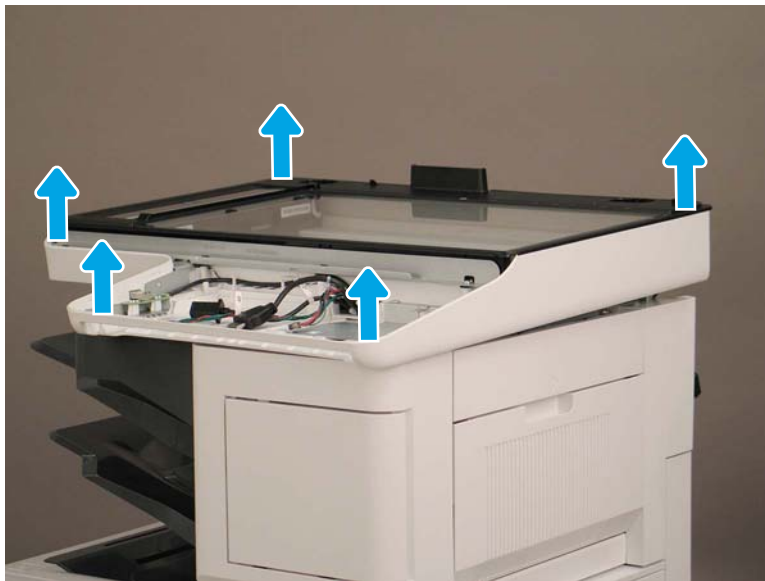
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1021 Remove the image scanner assembly



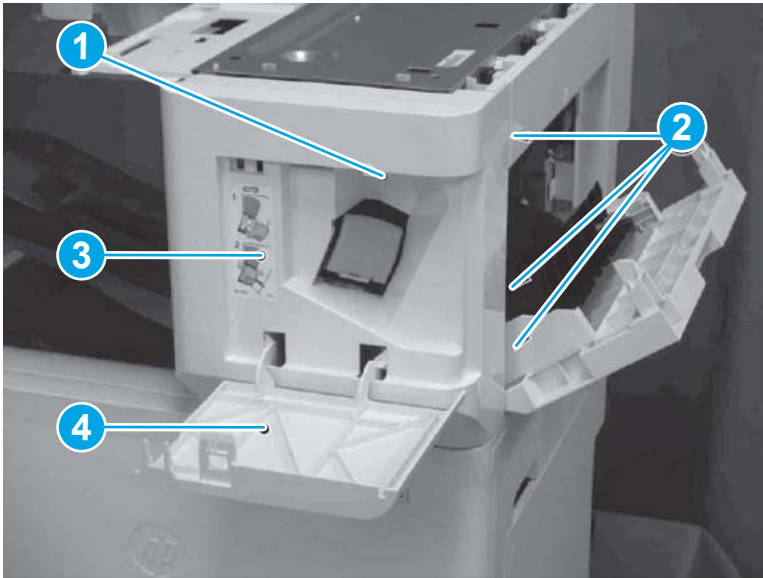
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

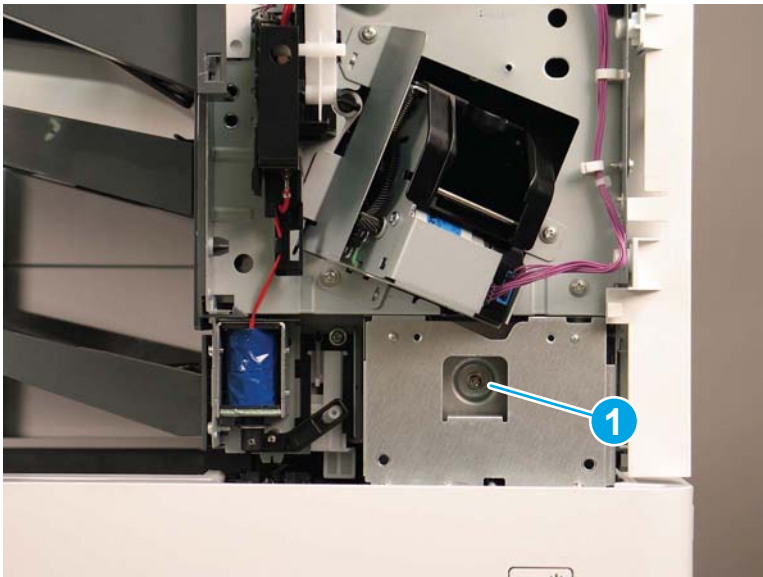
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1022 Remove staple cover and staple door



5. Remove one screw (callout 1).

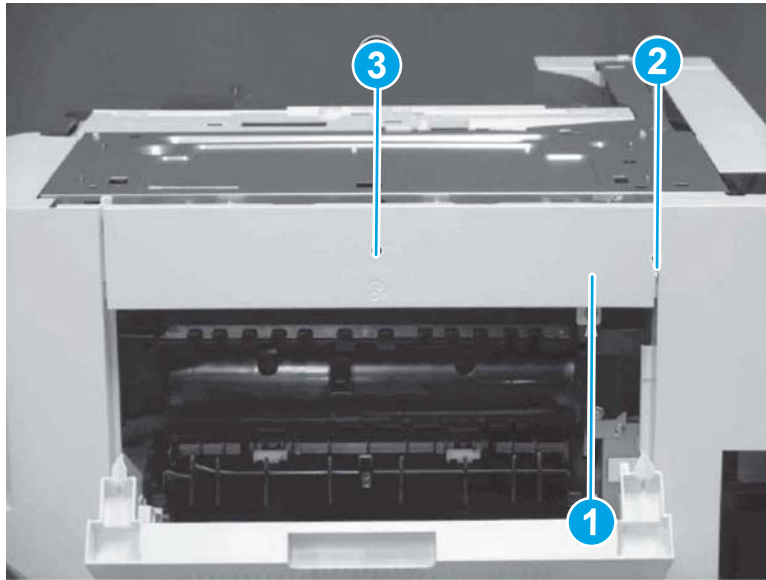
Figure 8-1023 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

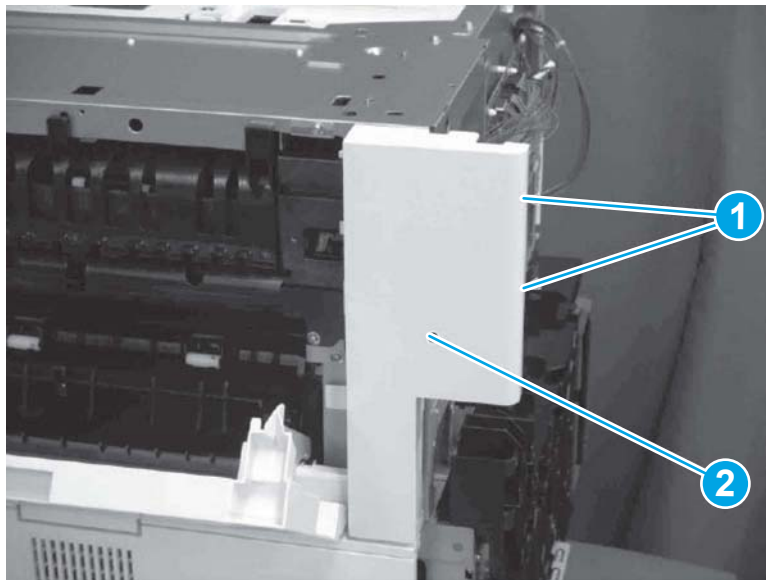
9. Remove the right upper cover (callout 3).

Figure 8-1024 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

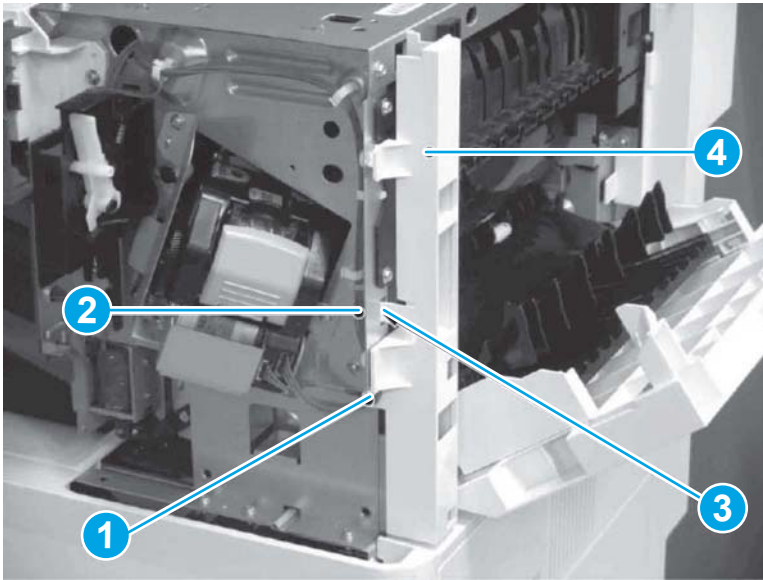
Figure 8-1025 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

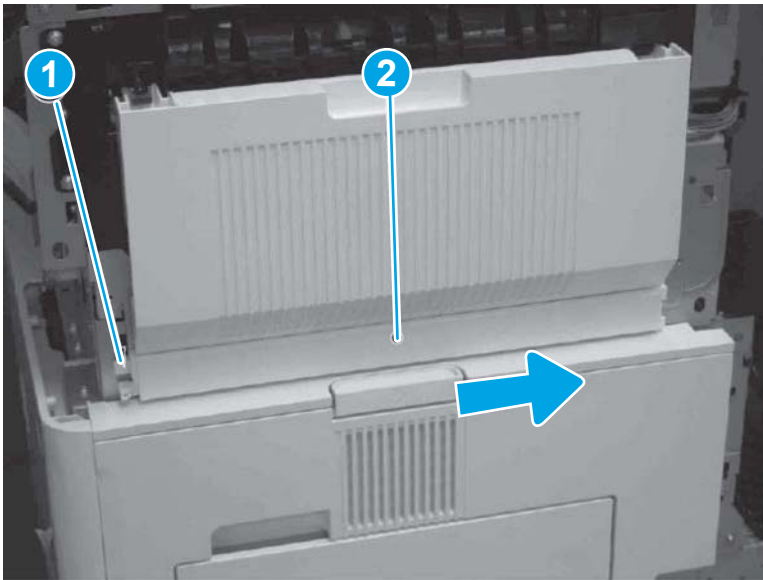
14. Remove the inner cover (callout 4).

Figure 8-1026 Remove the inner cover



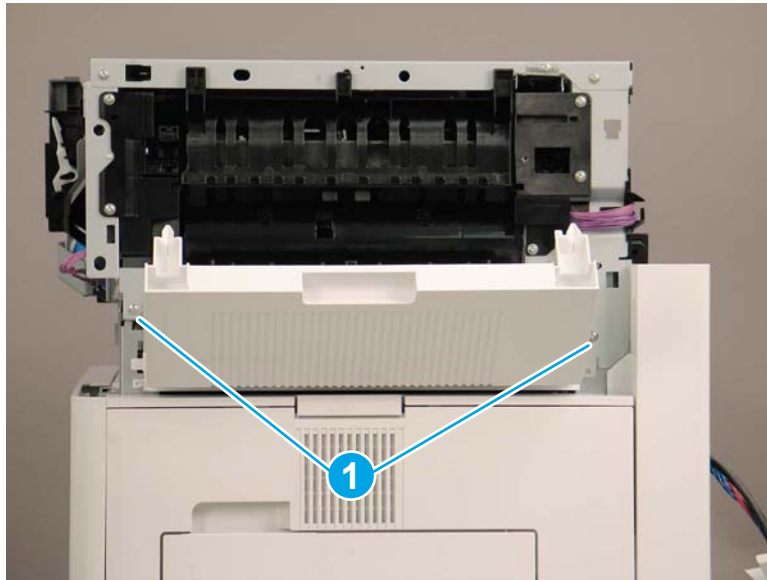
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-1027 Remove the right lower cover



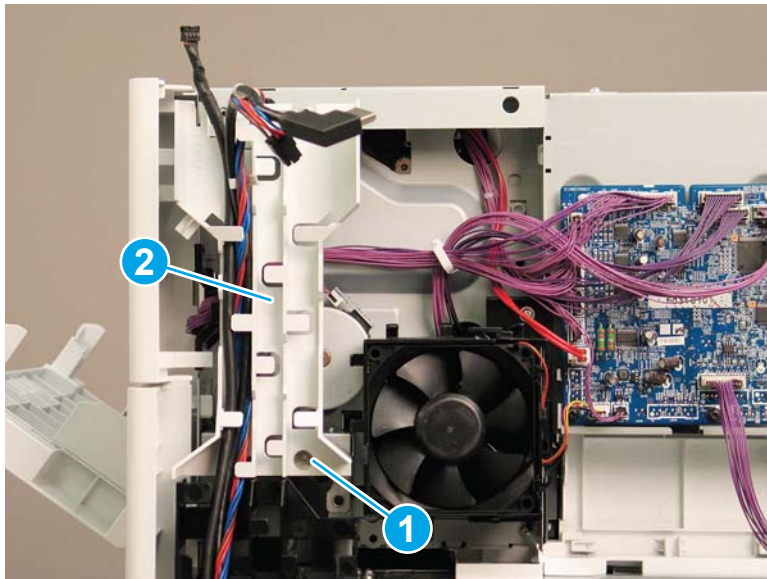
17. Remove two screws (callout 1).

Figure 8-1028 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-1029 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


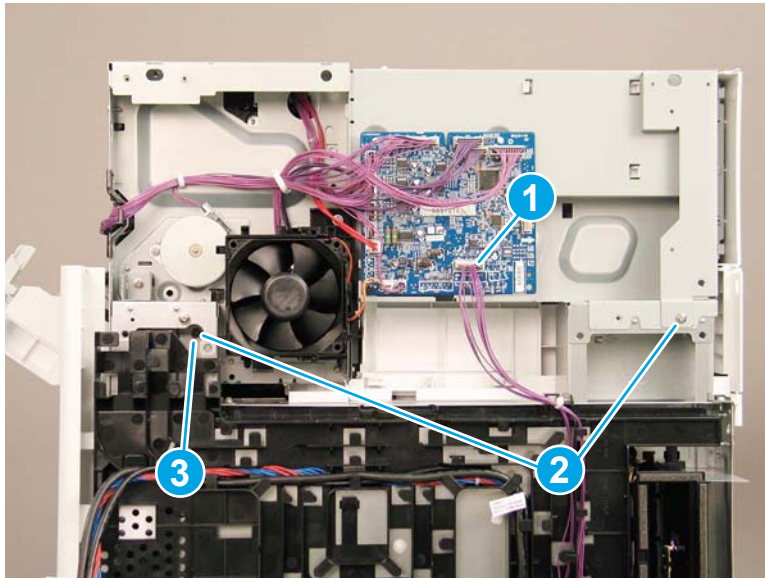
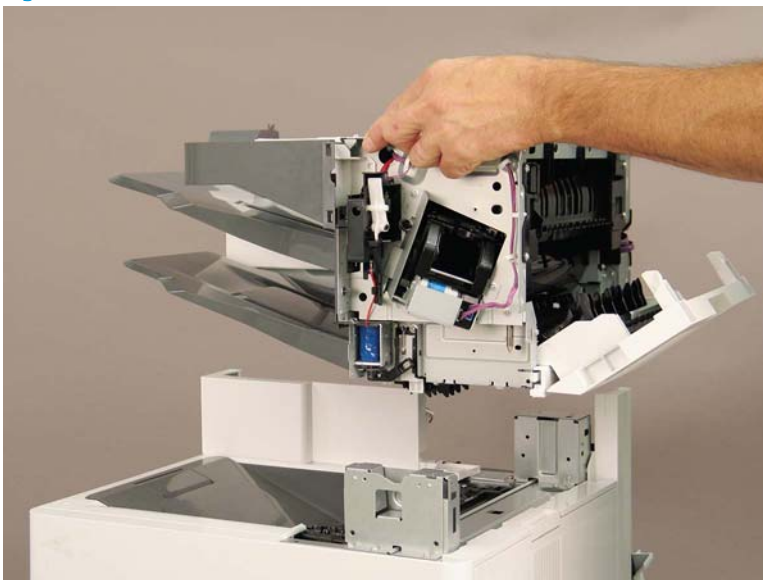
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-1030 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-1031 Remove the inner finisher



Remove the image scanner front cover

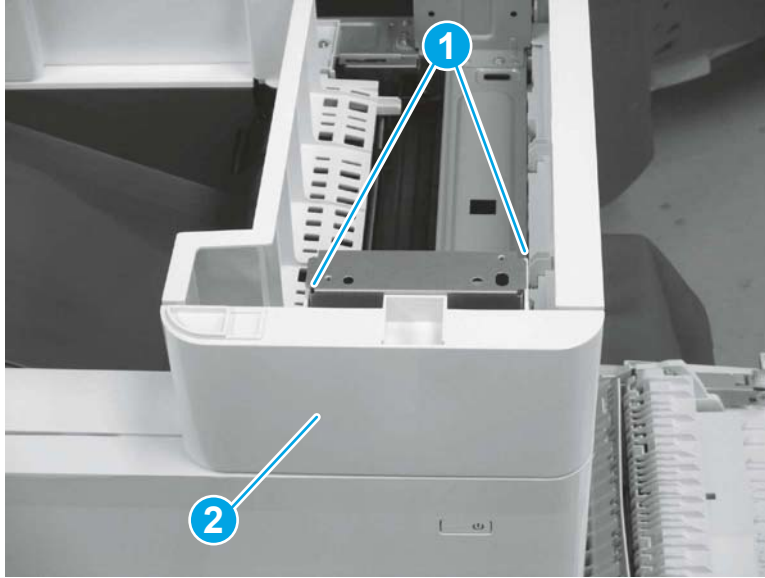
Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1032 Remove the image scanner front cover



Remove the image scanner right cover

Follow these steps to remove the image scanner right cover.

▲ Do the following:

- a. Release one tab (callout 1).
- b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.


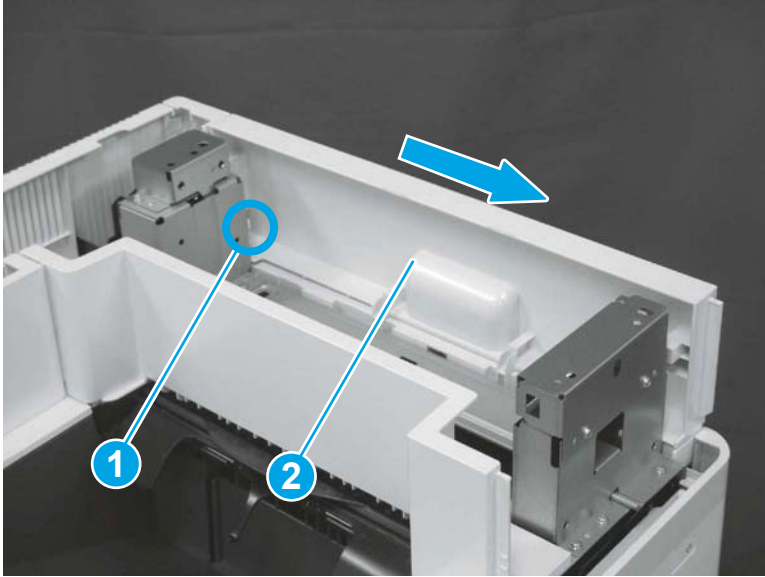
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1033 Remove the image scanner right cover

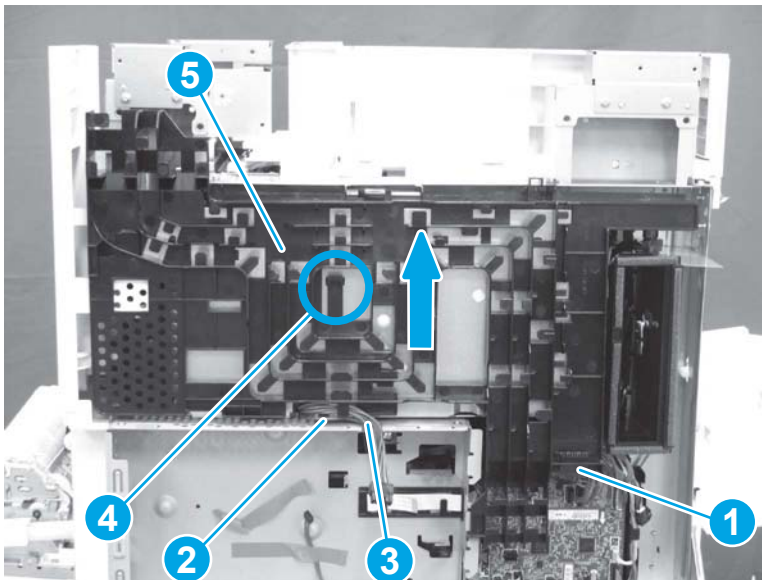


Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

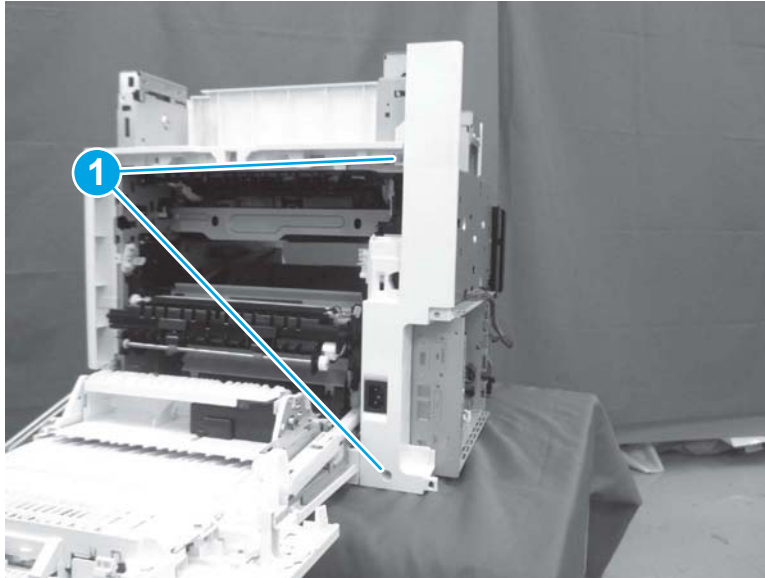
Figure 8-1034 Disconnect one connector and release one tab



2. Do the following:

- a. Open the right door assembly.
- b. Remove two screws (callout 1).

Figure 8-1035 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the inlet cover (callout 2).


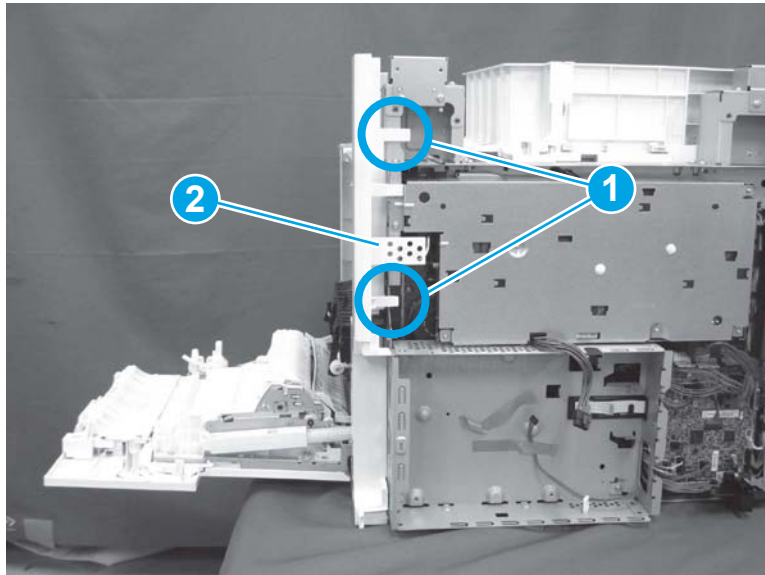
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1036 Remove the inlet cover

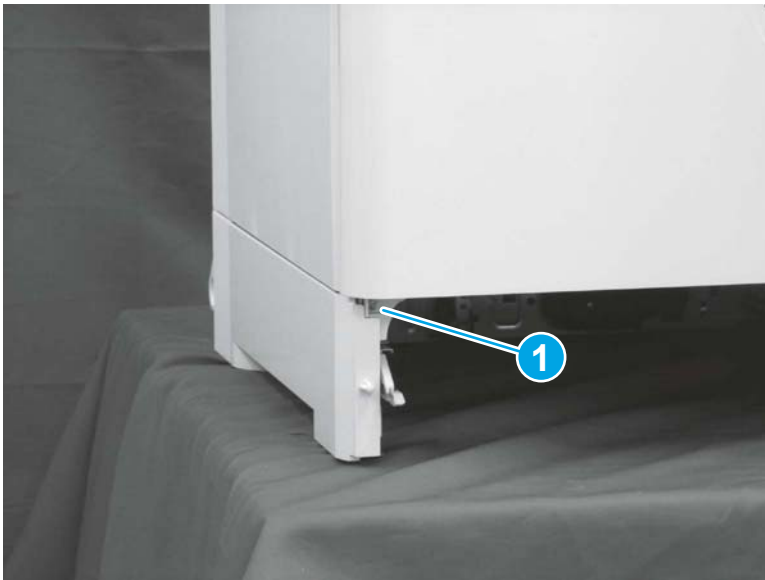


Remove the front cover assembly

Follow these steps to remove the front cover assembly.

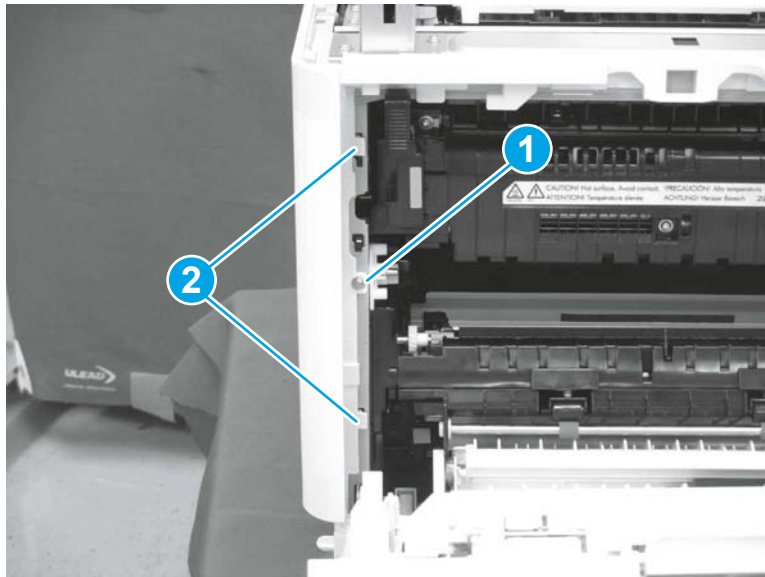
1. Remove one screw (callout 1).

Figure 8-1037 Remove one screw



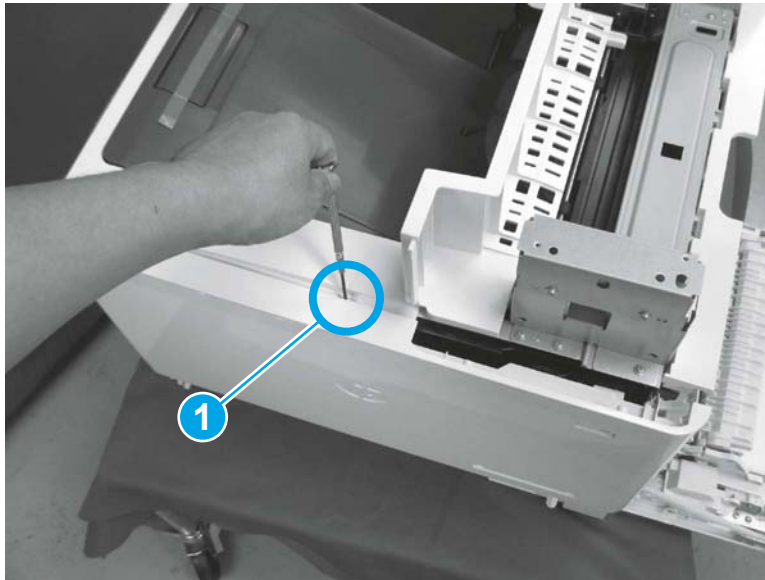
2. Do the following:
 - a. Remove one screw (callout 1).
 - b. Release two tabs (callout 2).

Figure 8-1038 Remove one screw and release two tabs



3. Release one tab (callout 1).

Figure 8-1039 Release one tab



4. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the front cover assembly (callout 2).


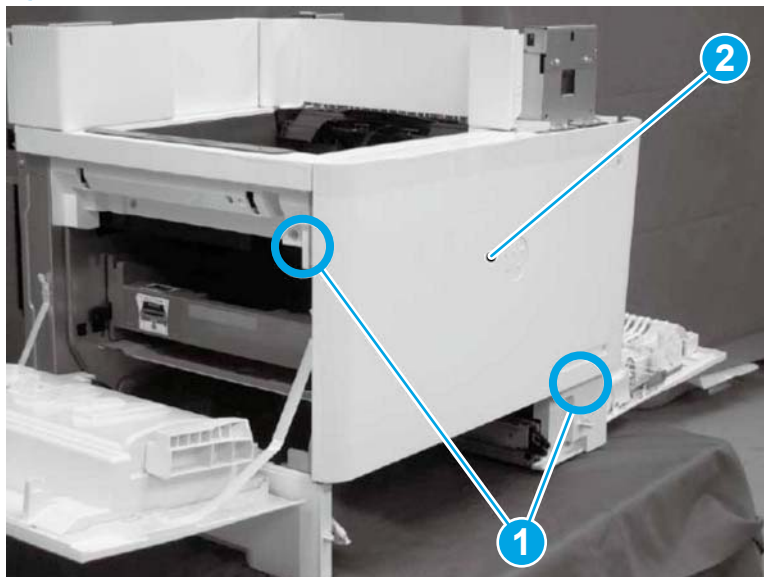
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1040 Release two tabs and remove the front cover assembly



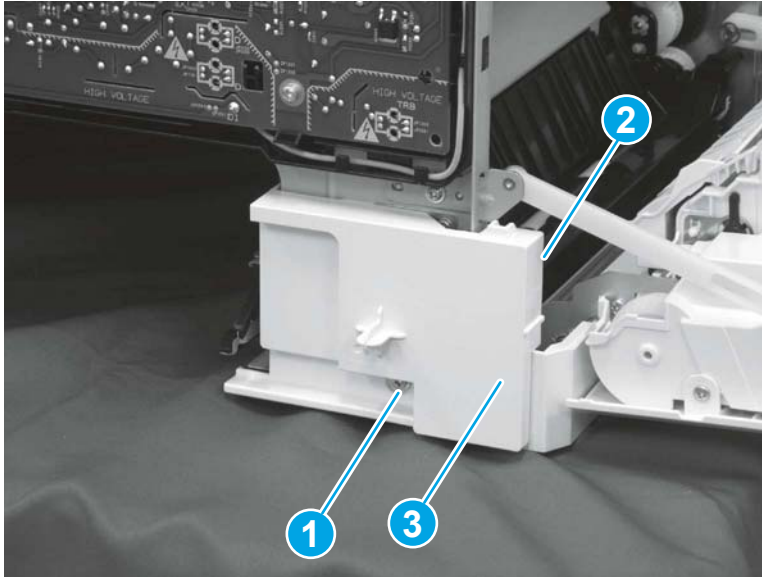
Remove the right lower cover

Follow these steps to remove the right lower cover.

1. Do the following:

- a. Remove one screw (callout 1).
- b. Release one tab (callout 2).
- c. Remove the inner left cover (callout 3).

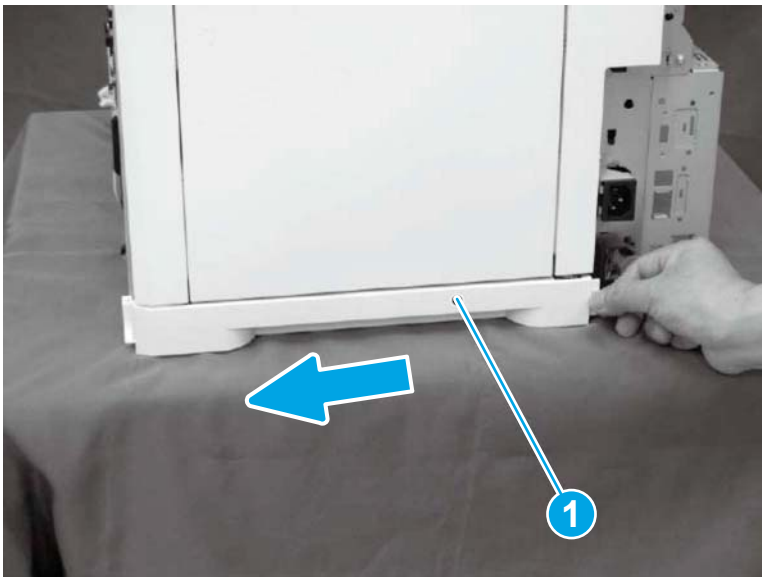
Figure 8-1041 Remove one screw and release one tab and remove the inner left cover



2. Slide the right lower cover (callout 1) in the direction that arrow indicates, and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1042 Remove the right lower cover



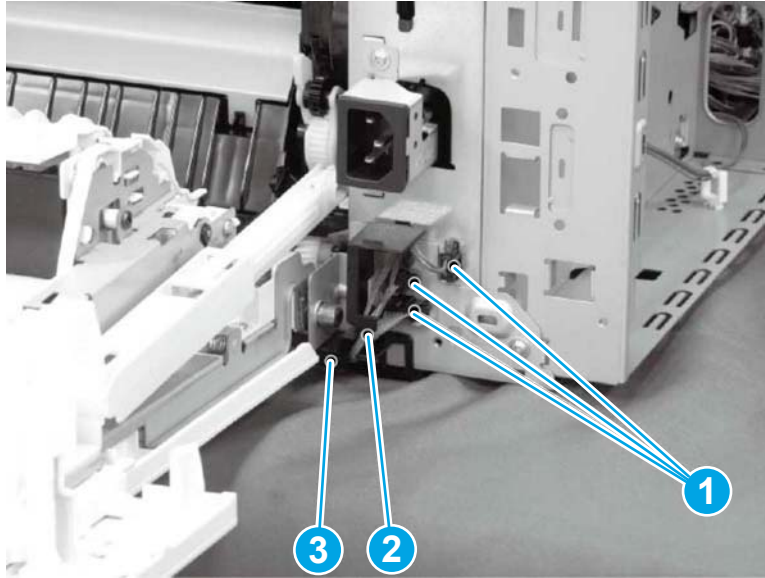
Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Do the following:

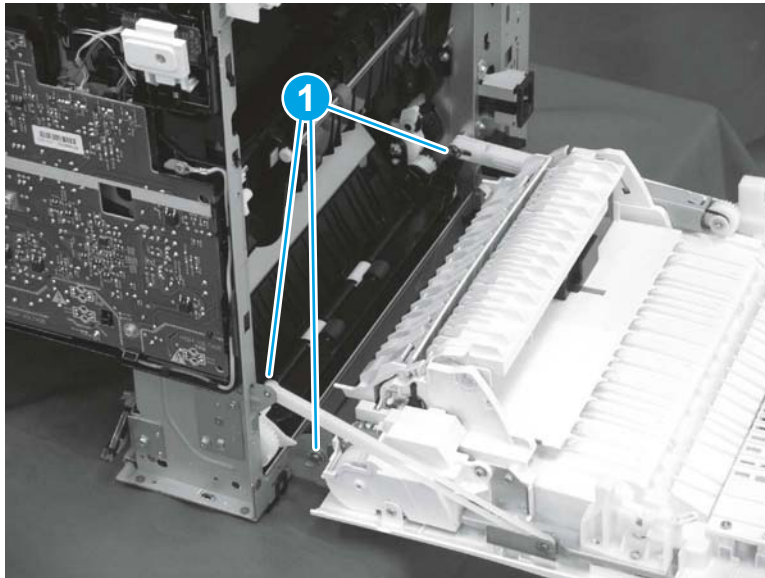
- a. Disconnect three connectors (callout 1).
- b. Release the cable (callout 2) from the cable guide (callout 3).

Figure 8-1043 Disconnect three connectors and release the cable



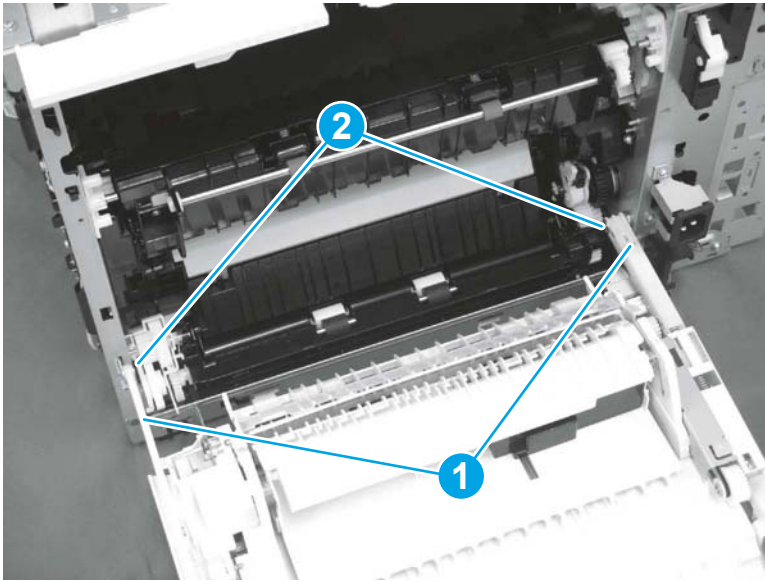
2. Remove three e-rings (callout 1).

Figure 8-1044 Remove three e-rings



3. Release two hinges (callout 1) from the right and left shafts (callout 2).

Figure 8-1045 Release two hinges from the right and left shafts



4. Slide the right door assembly (callout 1) in the direction that arrow indicates and remove it.


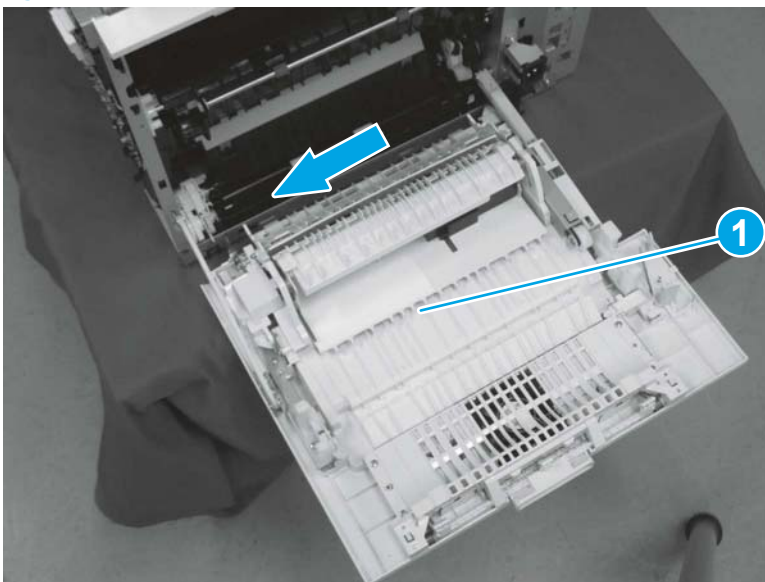
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1046 Remove the right door assembly



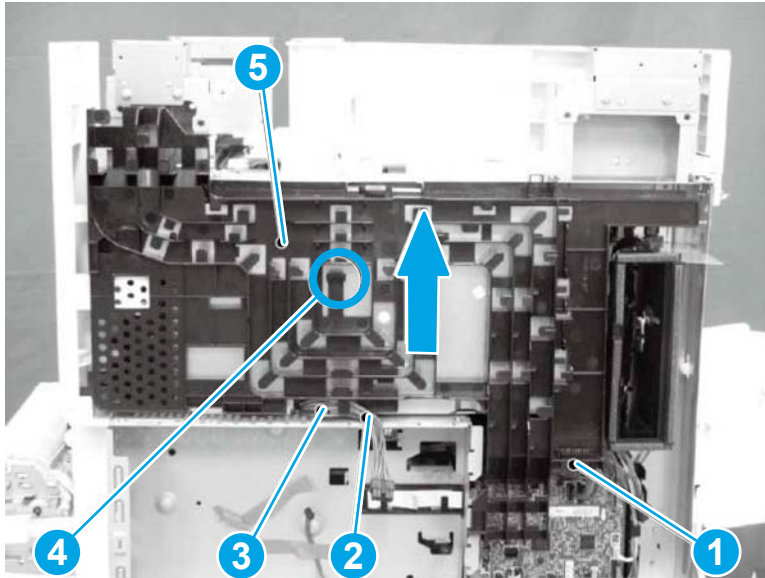
Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the cable (callout 2) from the cable guide (callout 3).

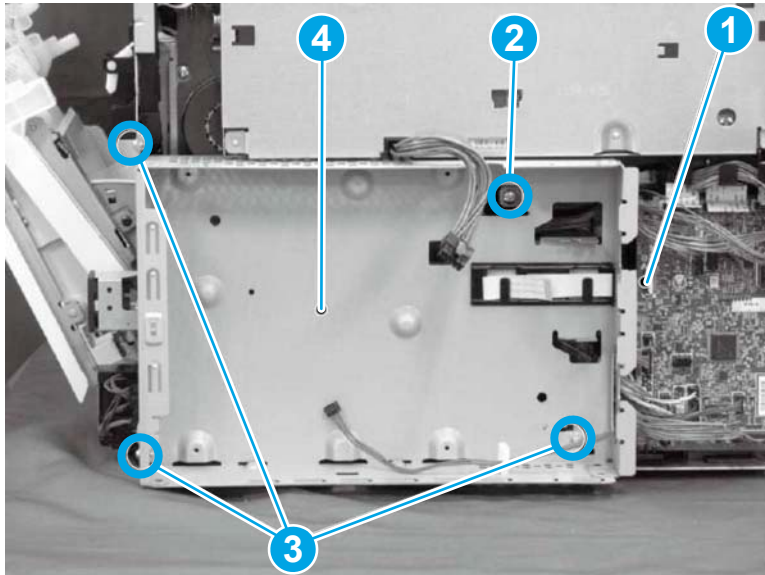
- c. Release one tab (callout 4).
- d. Remove the cable guide (callout 5).

Figure 8-1047 Disconnect one connector and release the cable and one tab



- 2. Do the following:
 - a. Remove the FFC (callout 1).
 - b. Remove one M4 screw (callout 2).
 - c. Remove three M3 screws (callout 3).
 - d. Remove the formatter case (callout 4).

Figure 8-1048 Remove the FFC and four screws and the formatter case



- 3. Do the following:

- a. Disconnect three connectors (callout 1).
- b. Remove the FFC (callout 2).
- c. Remove five screws (callout 3).
- d. Remove the low-voltage power supply assembly (callout 4).


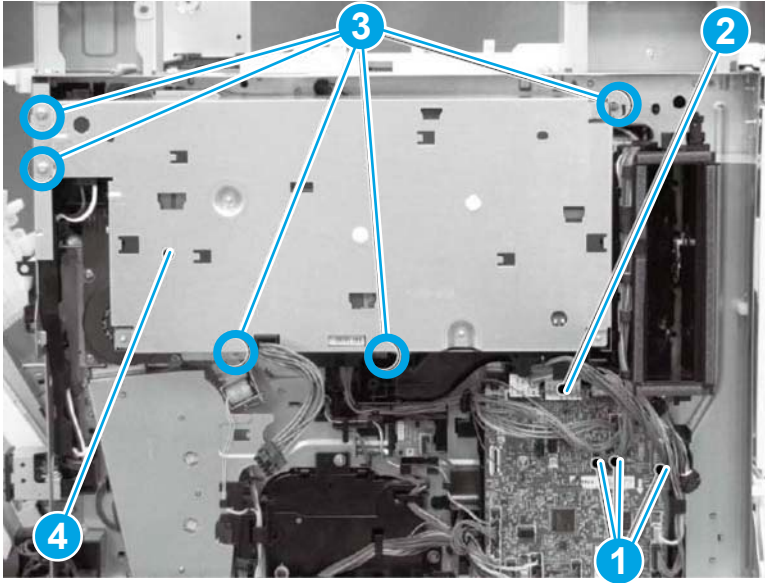
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1049 Disconnect three connectors and remove the FFC and five screws and the low-voltage power supply

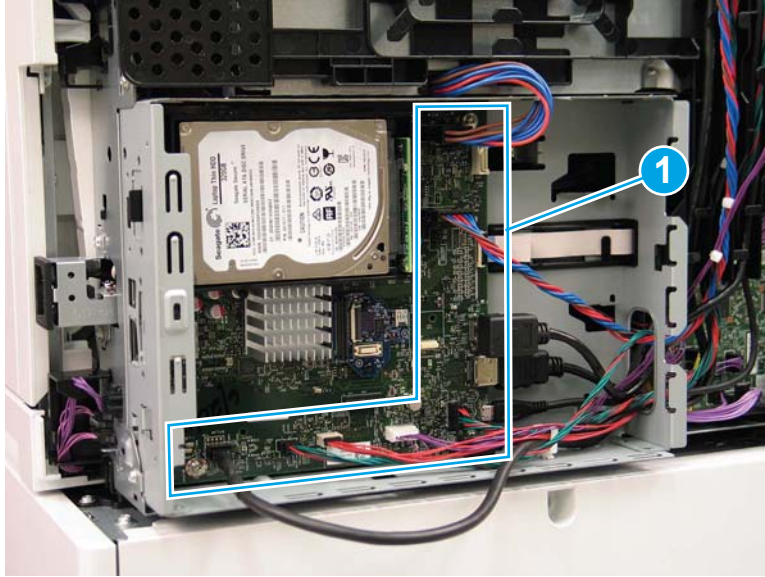


Remove the formatter and formatter cage

Follow these steps to remove the formatter and formatter cage.

1. Disconnect all of the connectors on the formatter (callout 1).

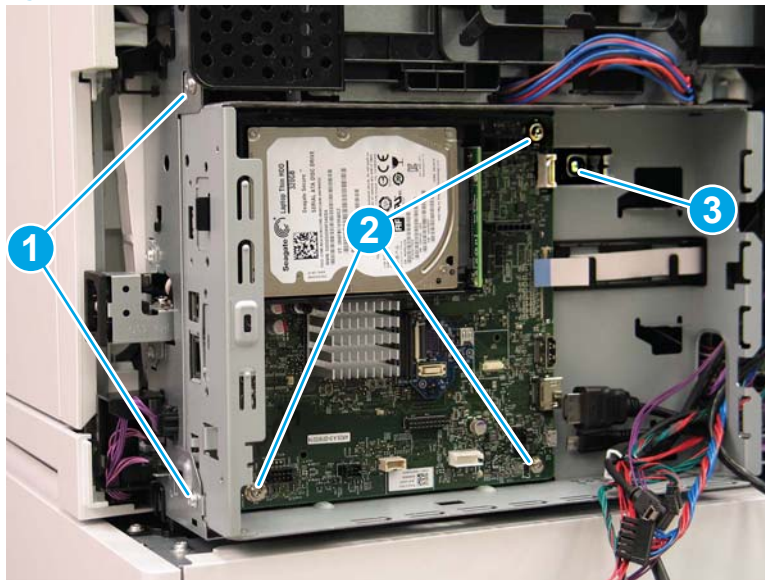
Figure 8-1050 Disconnect connectors



2. Remove two screws (callout 1) at the side of the cage, remove three screws (callout 2) at the formatter, and then remove one recessed screw (callout 3) inside the cage..

 **NOTE:** Pull the cables through the openings sheet-metal to remove the formatter and formatter cage.

Figure 8-1051 Remove six screws

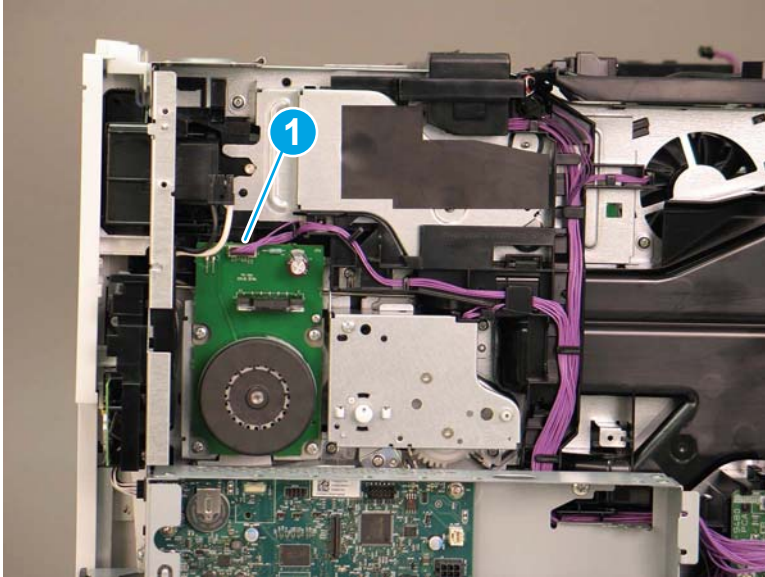


Remove the drum motor assembly

Follow these steps to remove the drum motor assembly.

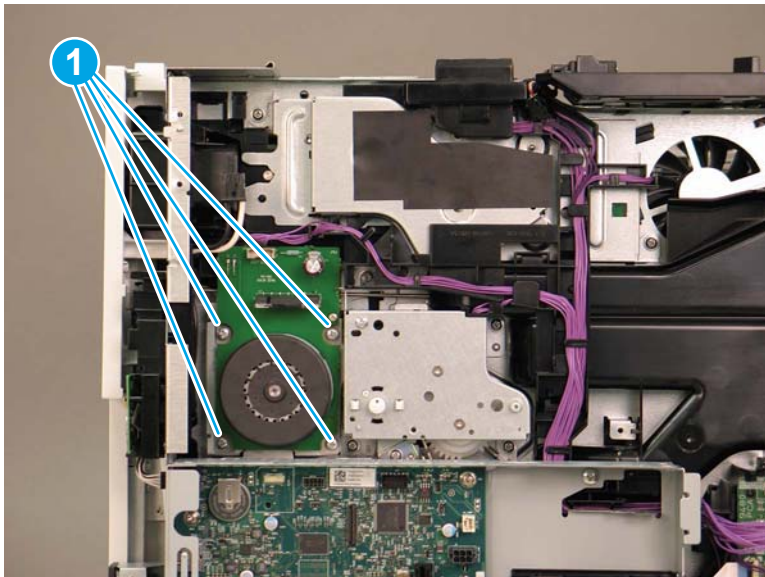
1. Disconnect one connector (callout 1).

Figure 8-1052 Disconnect one connector



2. Remove four screws (callout 1).

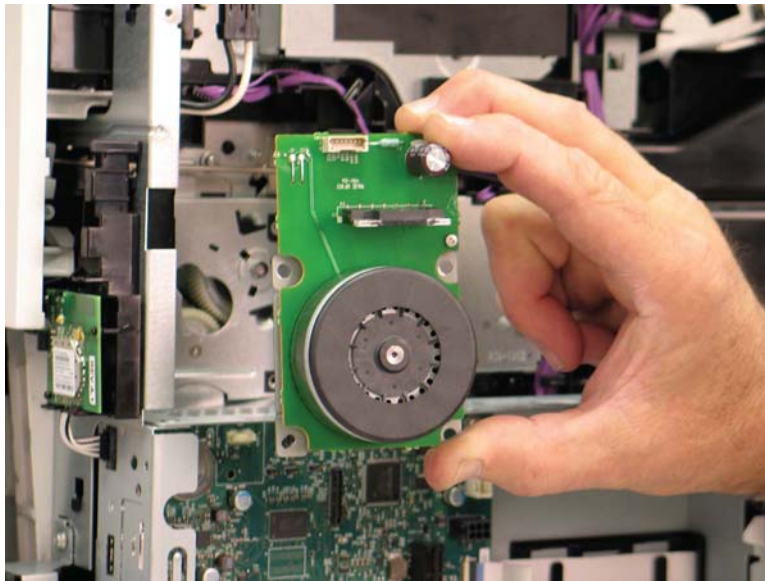
Figure 8-1053 Remove four screws



3. Remove drum motor (M2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1054 Remove drum motor

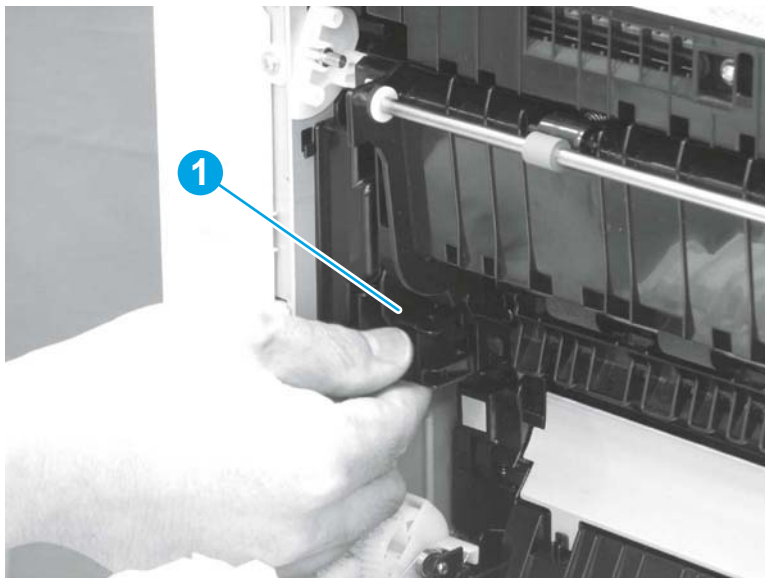


Remove the transfer assembly

Follow these steps to remove the transfer assembly.

1. Do the following:
 - a. Open the right door assembly.
 - b. Pull out the cover (callout 1).

Figure 8-1055 Open the right door and pull out the cover



2. Do the following:

- a. Disconnect one connector (callout 1).
- b. Slide the transfer assembly (callout 2) in the direction the arrow indicates, and remove it.


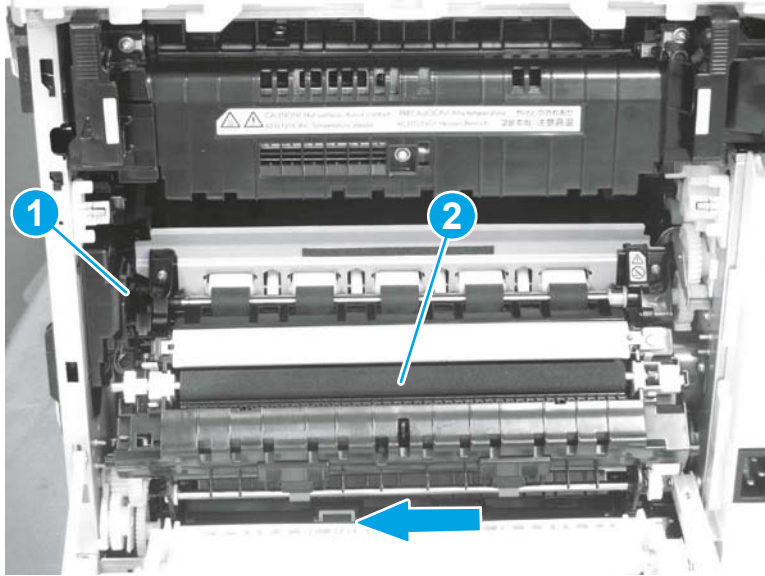
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1056 Disconnect one connector and remove the transfer assembly



Remove the registration assembly

Follow these steps to remove the registration assembly.

- ▲ Do the following:
 - a. Remove four screws (callout 1).
 - b. Remove the registration assembly (callout 2).


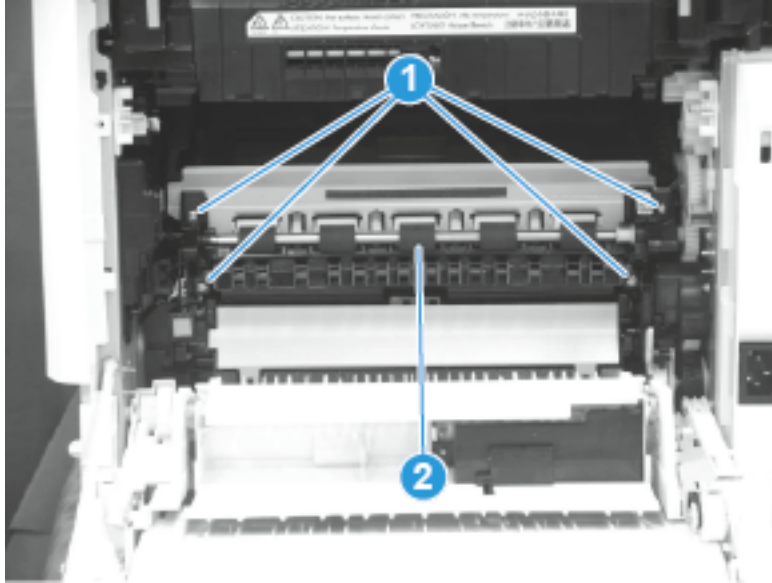
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1057 Remove four screws and the registration assembly

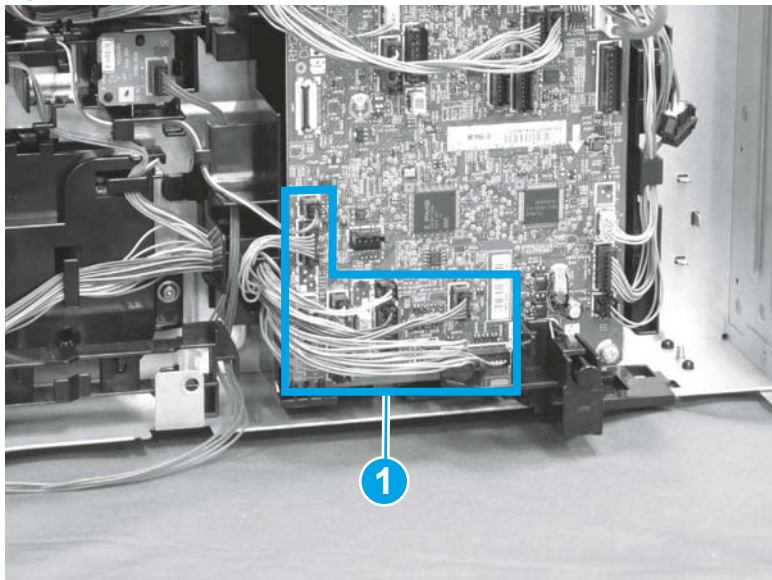


Remove the main drive assembly

Follow these steps to remove the main drive assembly.

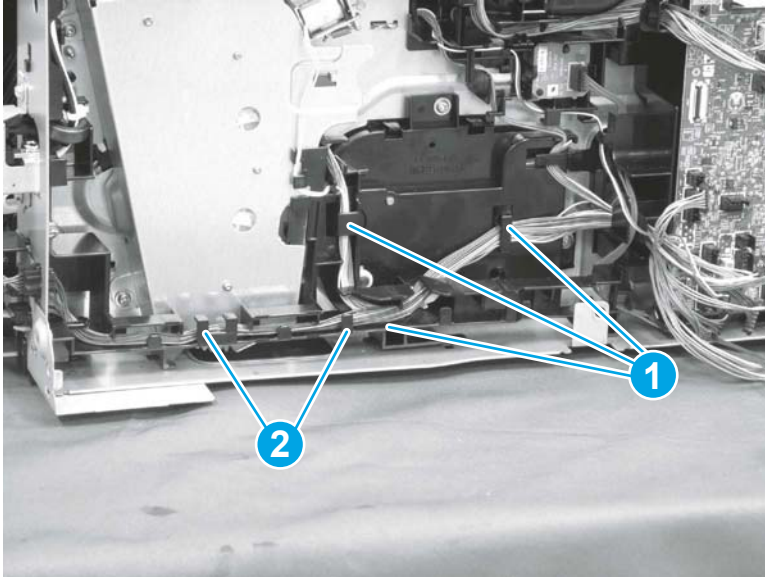
1. Disconnect eight connectors (callout 1).

Figure 8-1058 Disconnect eight connectors



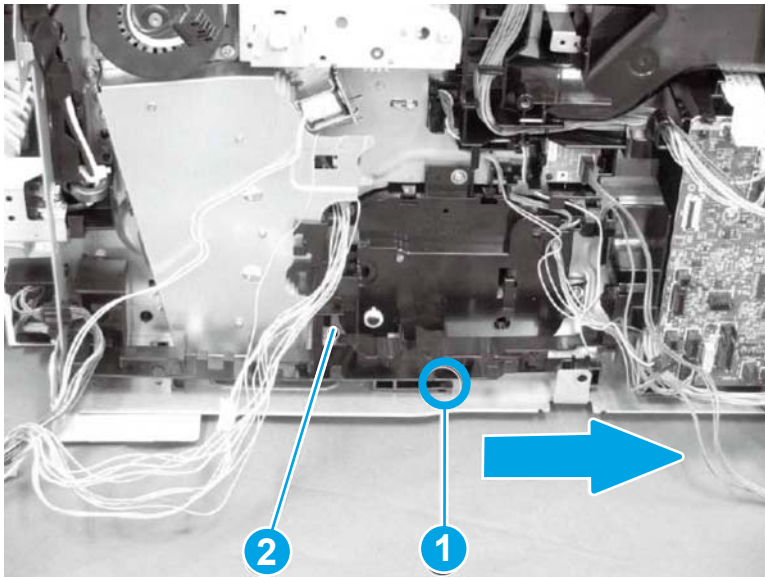
2. Release the cable (callout 1) from the cable guides (callout 2).

Figure 8-1059 Release the cable



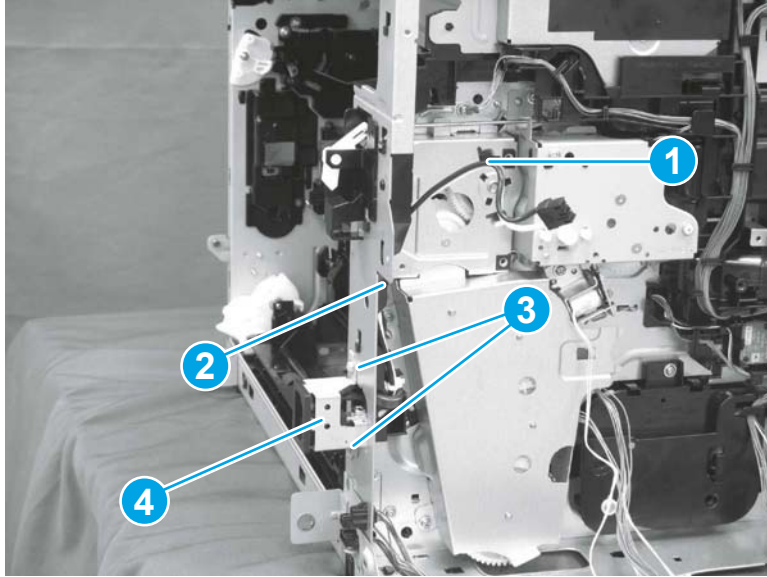
3. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-1060 Release one tab and remove the cable guide



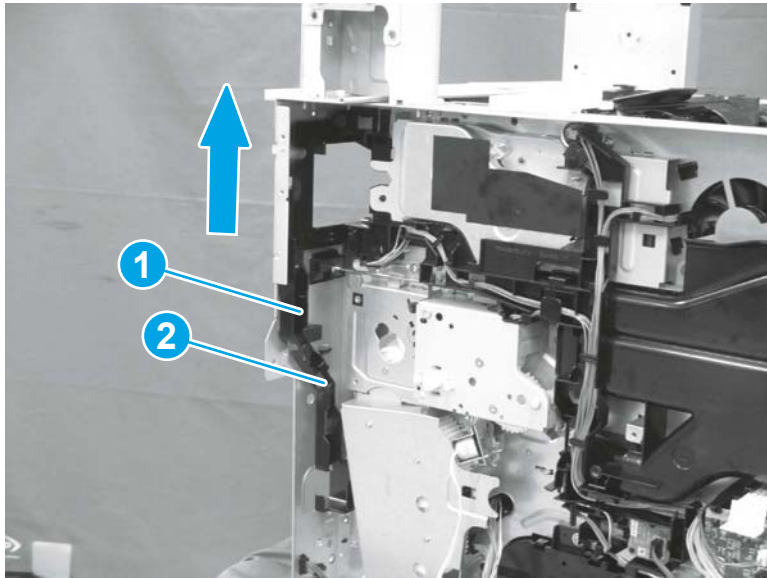
4. Do the following:
 - a. Release the cable (callout 1) from the cable guide (callout 2).
 - b. Remove two screws (callout 3).
 - c. Remove the inlet assembly (callout 4).

Figure 8-1061 Release the cable and remove two screws and the inlet assembly



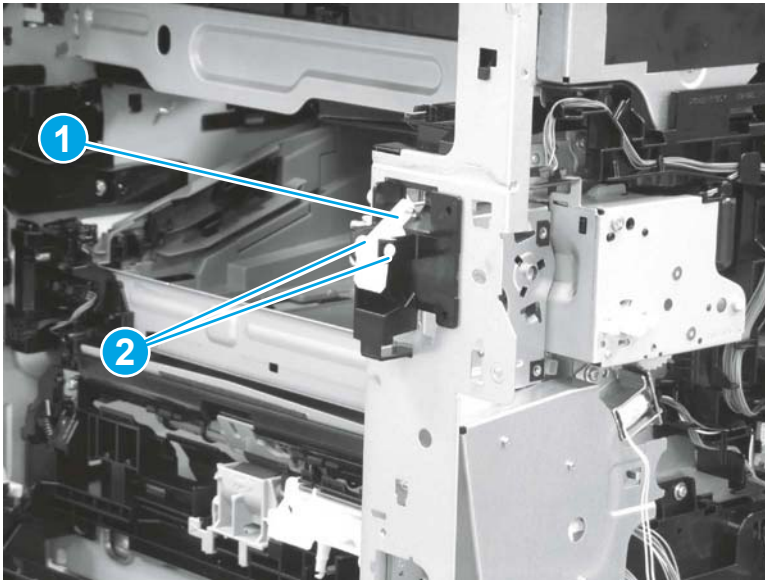
5. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-1062 Release one tab and remove the cable guide



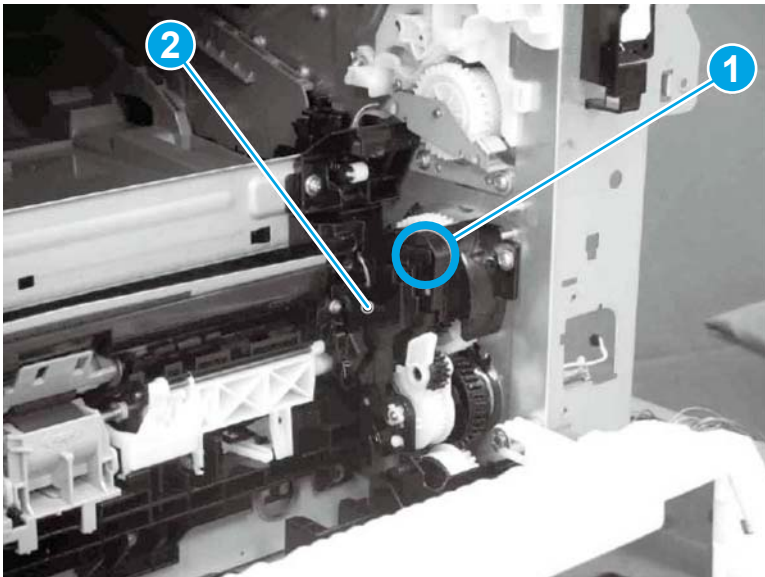
6. Remove the link lever (callout 1) from the left and the right shafts (callout 2).

Figure 8-1063 Remove the link lever from two shafts



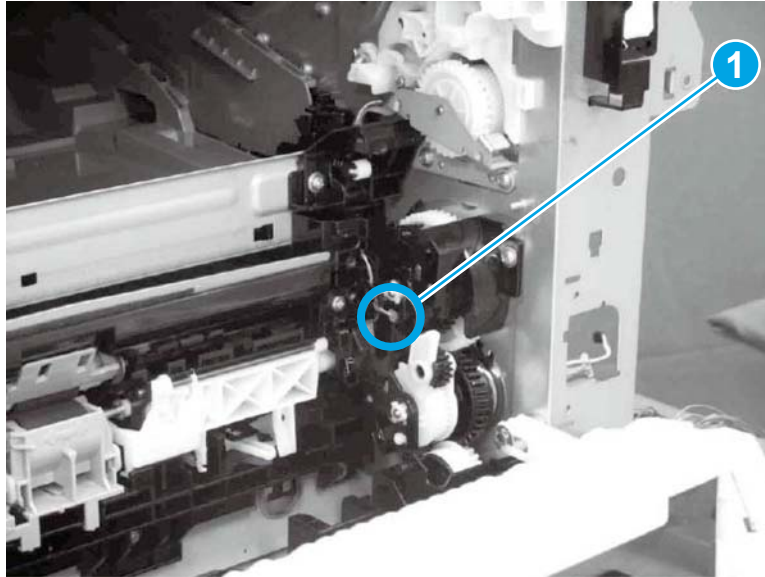
7. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the cover (callout 2).

Figure 8-1064 Release one tab and remove the cover



8. Disconnect one connector (callout 1).

Figure 8-1065 Disconnect one connector



9. Do the following:
 - a. Remove six screws (callout 1).
 - b. Remove the main drive assembly (callout 2).


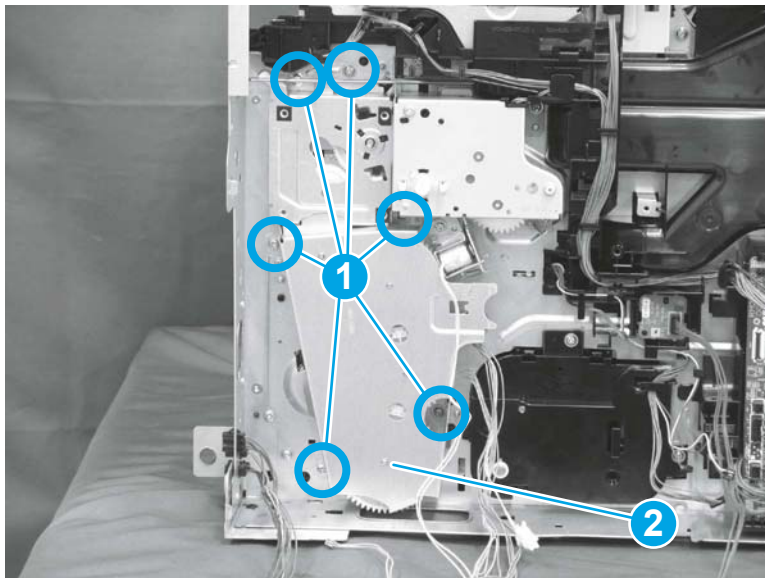
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1066 Remove six screws and the main drive assembly

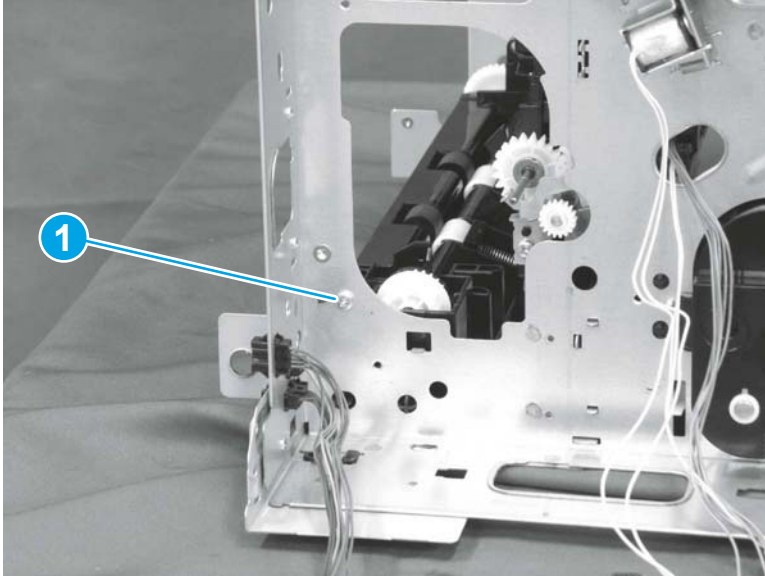


Remove the paper feed frame assembly

Follow these steps to remove the paper feed frame assembly.

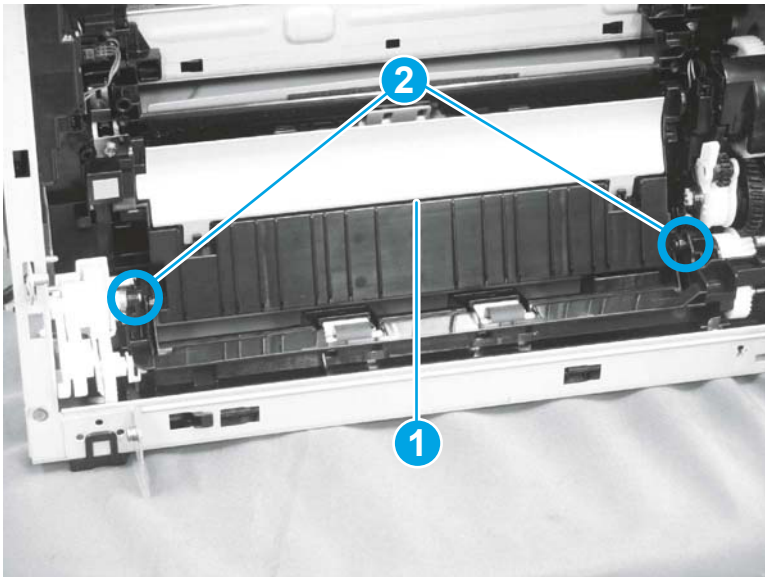
1. Remove one screw (callout 1).

Figure 8-1067 Remove one screw



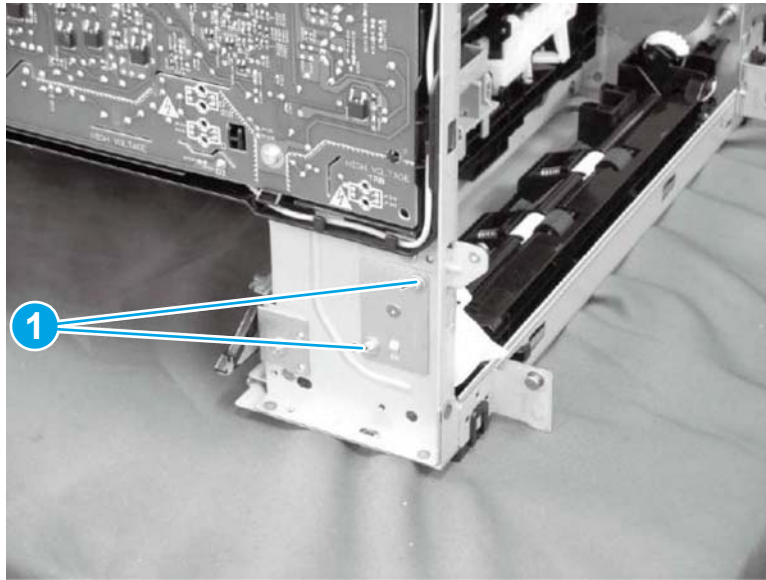
2. Remove the paper guide (callout 1) from the left and the right shafts (callout 2).

Figure 8-1068 Remove the paper guide from the two shafts



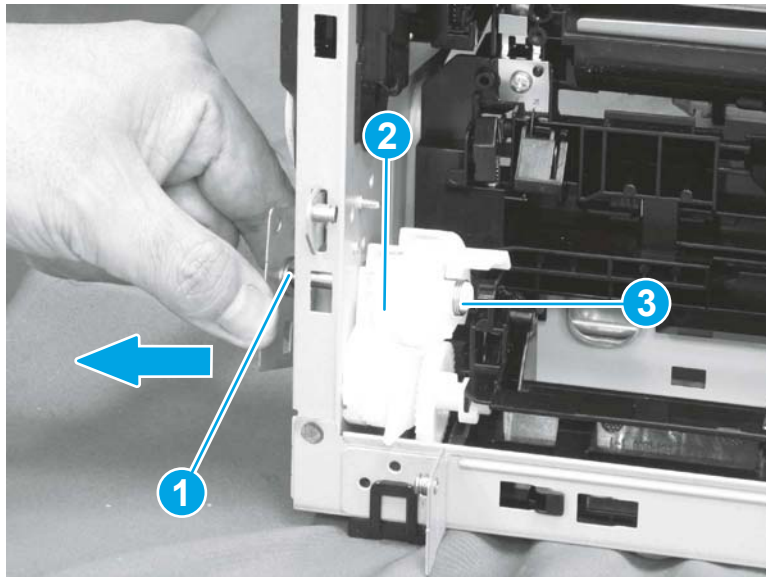
3. Remove two screws (callout 1).

Figure 8-1069 Remove two screws



4. Do the following:
 - a. Remove the metal plate (callout 1).
 - b. Remove the gear assembly (callout 2) and the spring (callout 3) together.

Figure 8-1070 Remove the metal plate, and then remove the gear assembly and spring together



When installing the gear assembly, make sure that the spring (callout 1) is installed in the correct position. The spring should be positioned to the right.

Figure 8-1071 The correct spring position is to the right

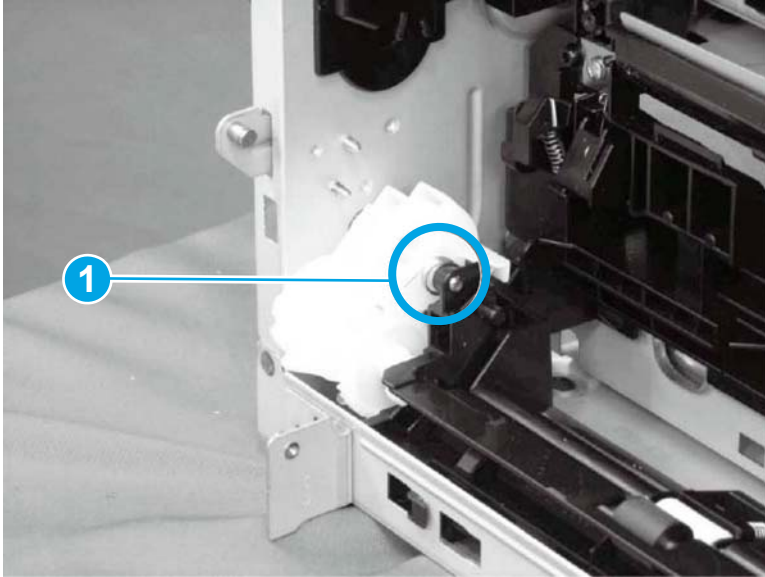
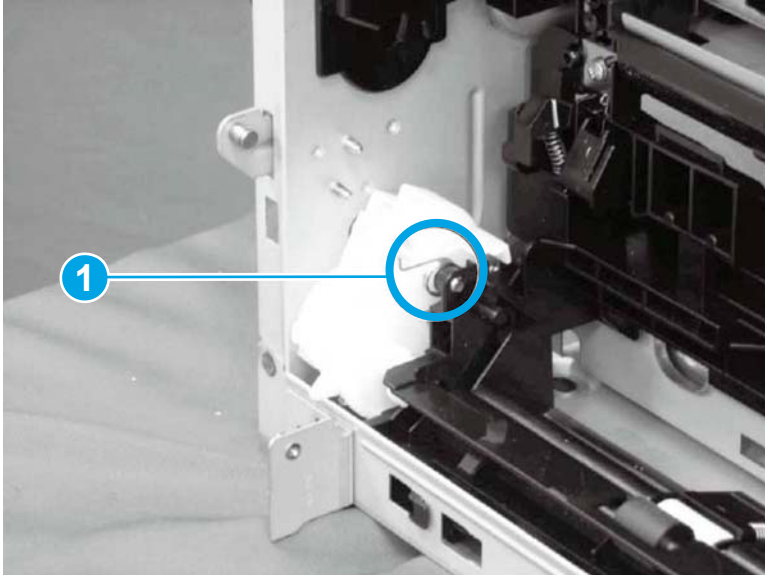
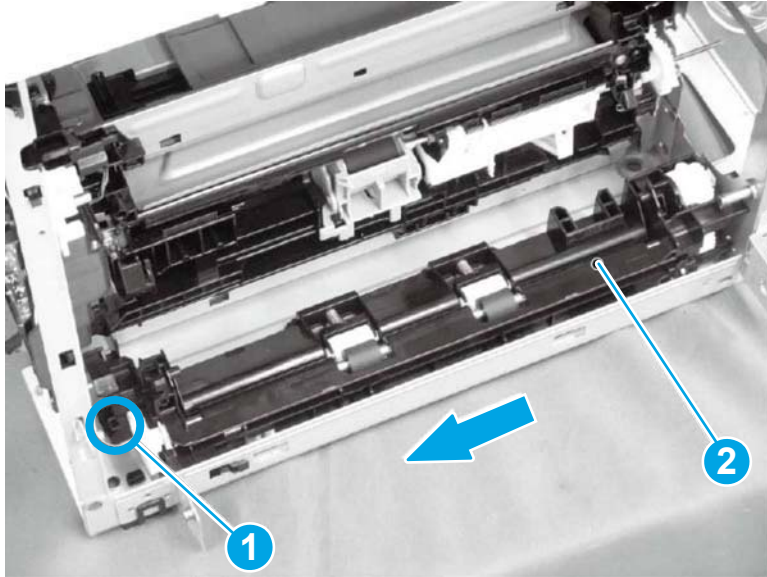


Figure 8-1072 The wrong spring position



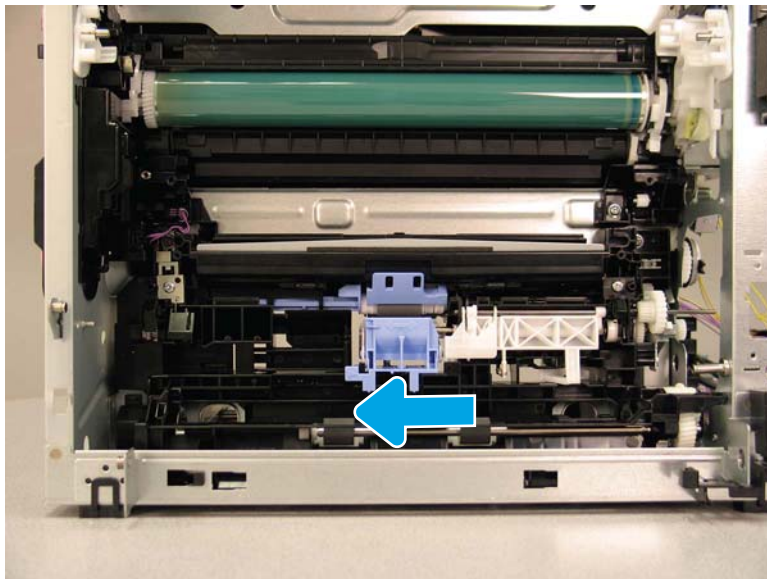
5. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the feed frame assembly (callout 2) in the direction indicated by the arrow.

Figure 8-1073 Release one tab and slide the feed frame assembly



6. Slide the feed frame assembly in the direction indicated by the arrow.

Figure 8-1074 Slide the feed frame assembly



7. Remove the feed frame assembly.


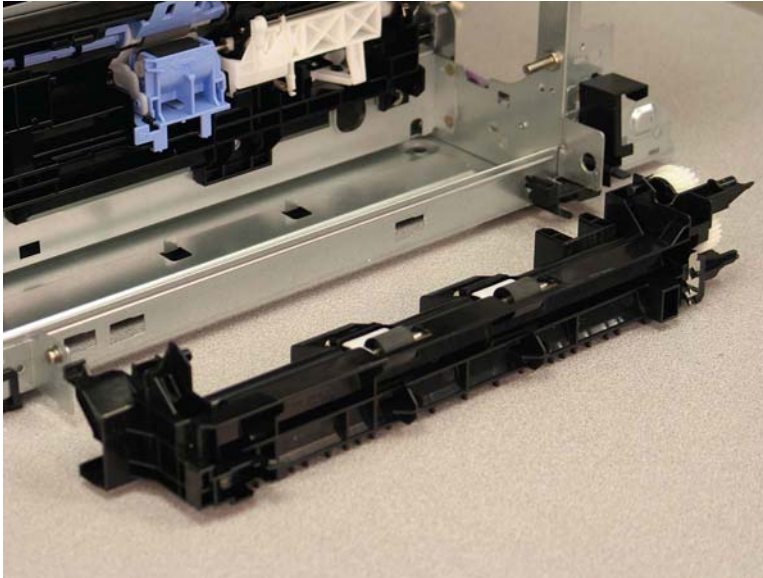
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1075 Remove the feed frame assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Paper pickup assembly

This document provides the procedures to remove and replace the paper pick-up assembly.



[View a video of how to remove and replace the paper pickup assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-51 Part information

Part number	Part description
RM2-6795-000CN	Paper pick-up assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

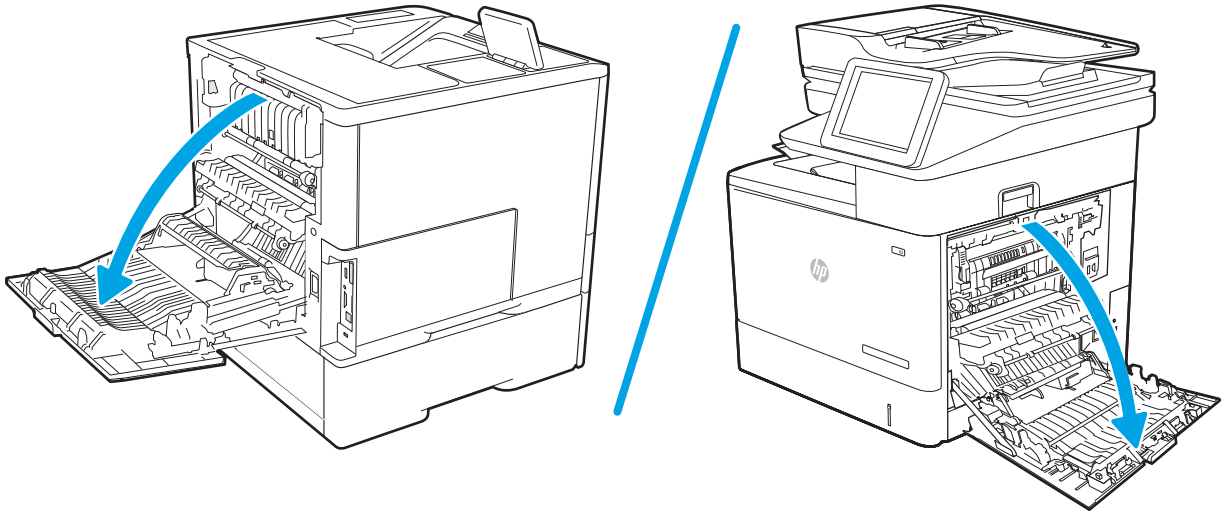
Remove the fuser

Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

⚠ WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

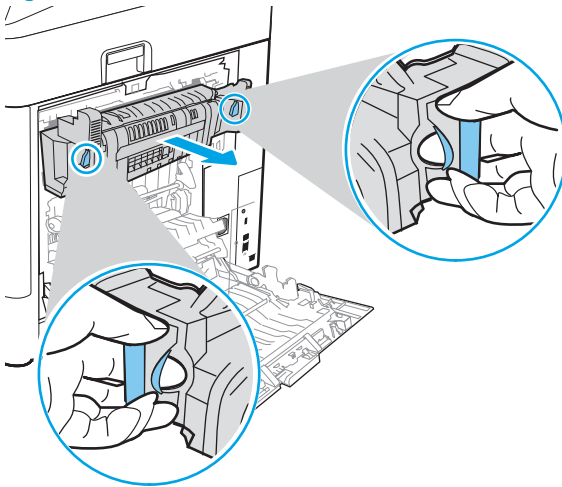
Figure 8-1076 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.

NOTE: The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-1077 Remove the fuser

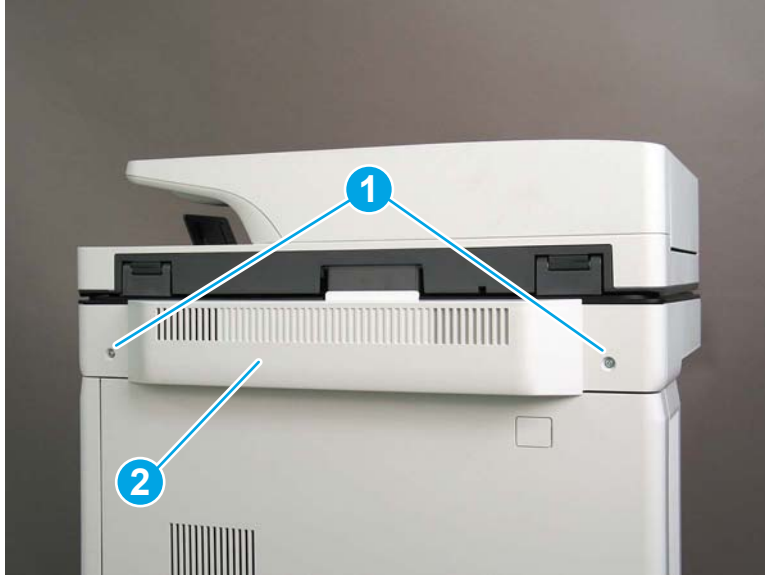


Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

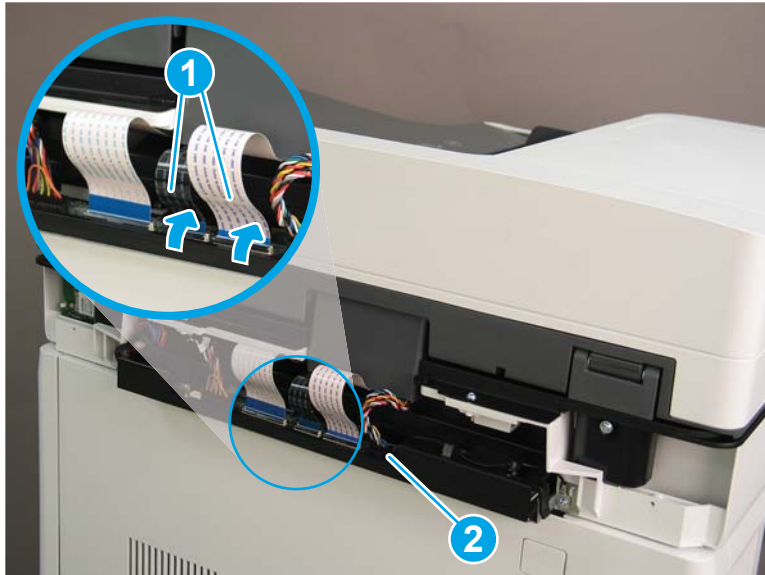
Figure 8-1078 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

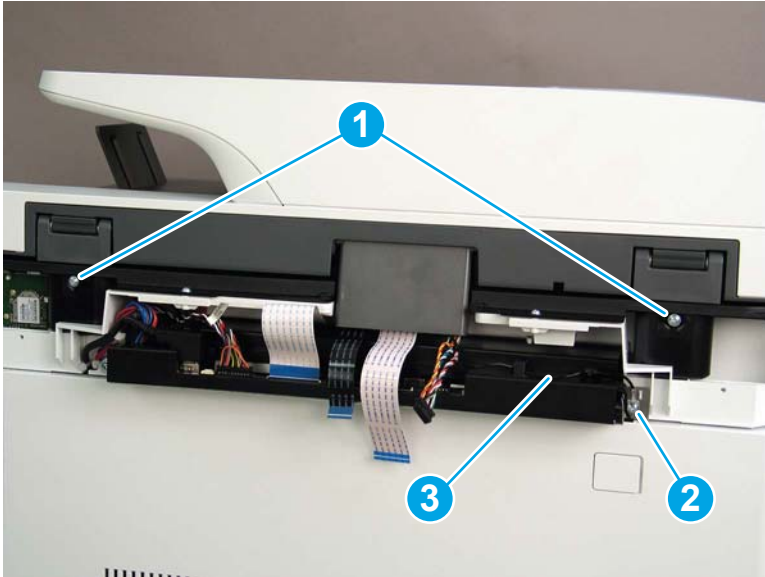
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-1079 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-1080 Remove three screws and the ground wire



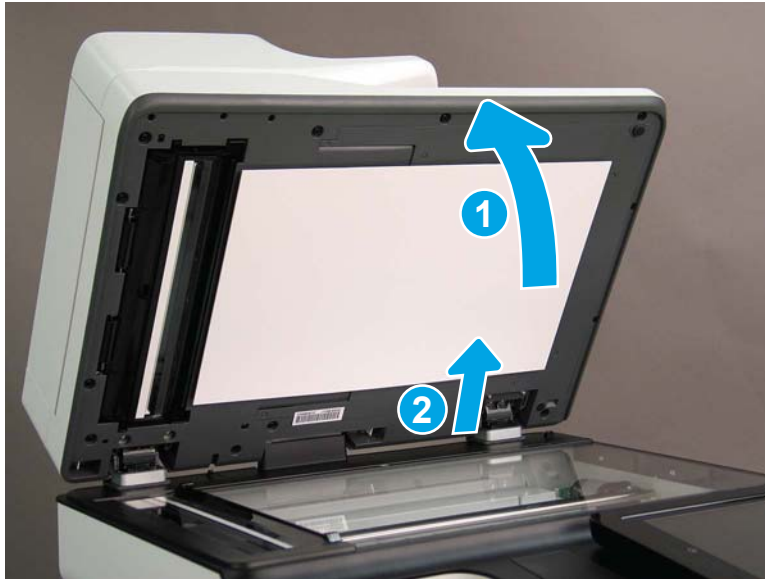
4. Open the automatic document feeder (ADF).

Figure 8-1081 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-1082 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-1083 Release two tabs on the ADF



7. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-1084 Lift and remove the ADF



Remove the formatter cover

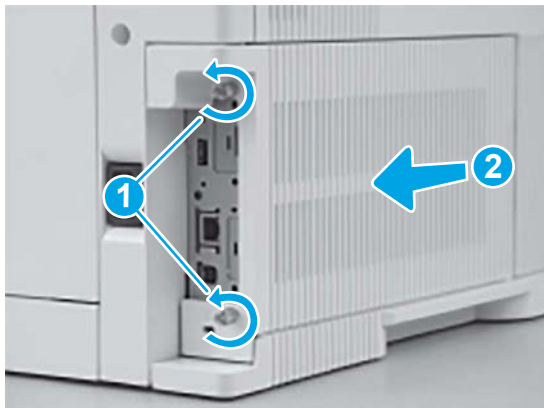
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1085 Release two thumb screws and remove the formatter cover

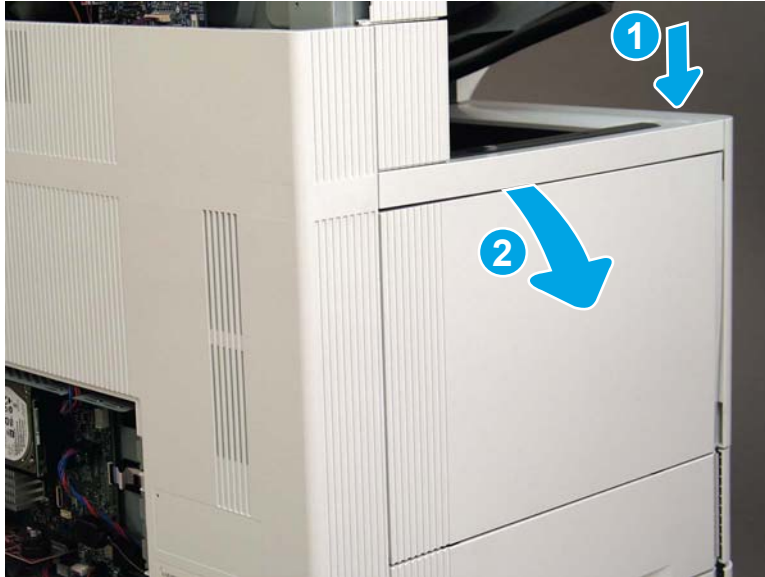


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-1086 Open the cartridge door



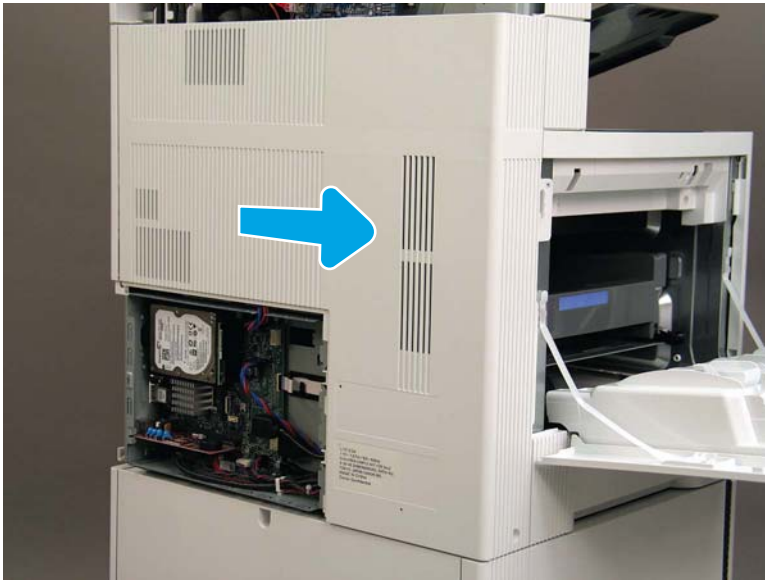
2. Remove two screws (callout 1).

Figure 8-1087 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-1088 Slide the rear cover



4. Remove the rear cover.


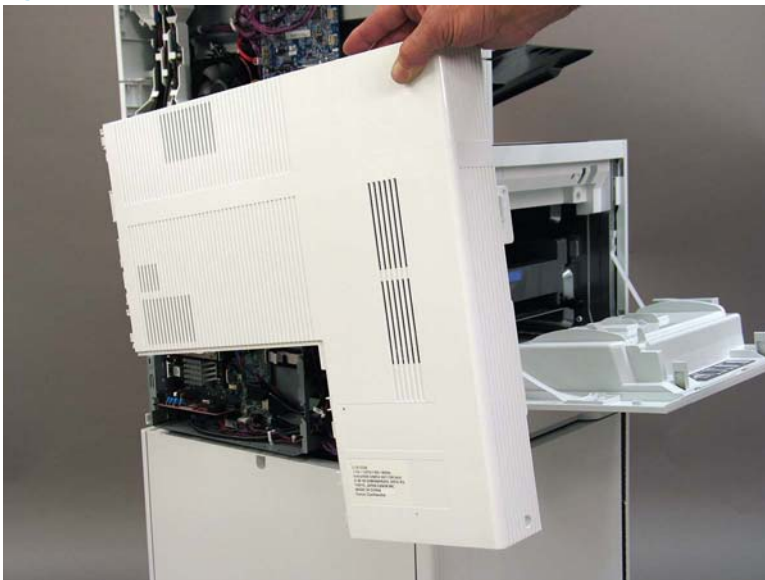
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1089 Remove the rear cover



Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

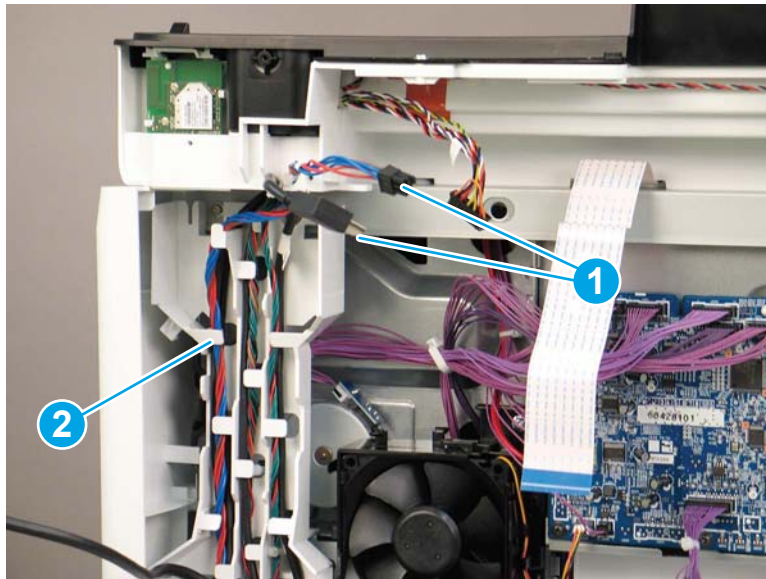
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-1090 Disconnect the connector



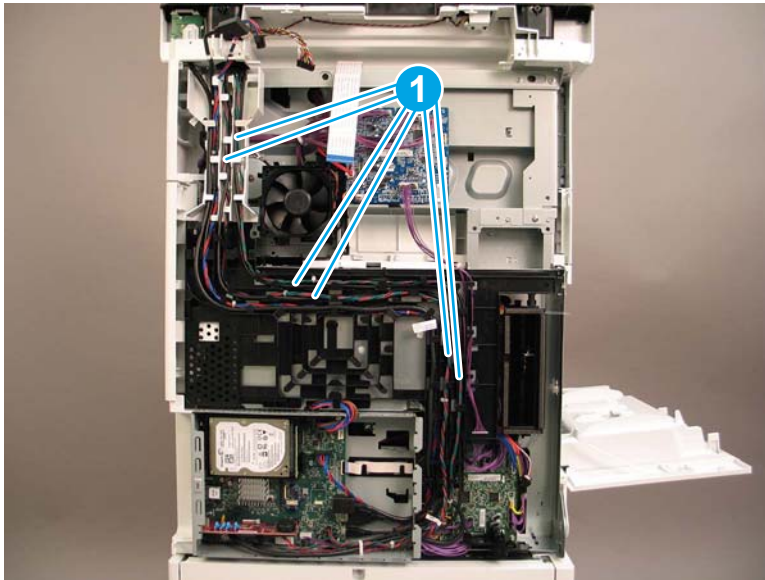
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-1091 Release the SCB cables



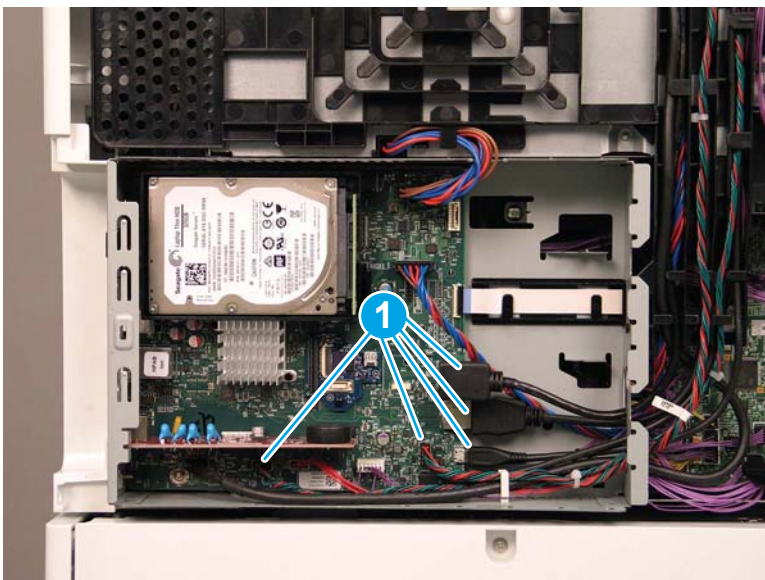
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-1092 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

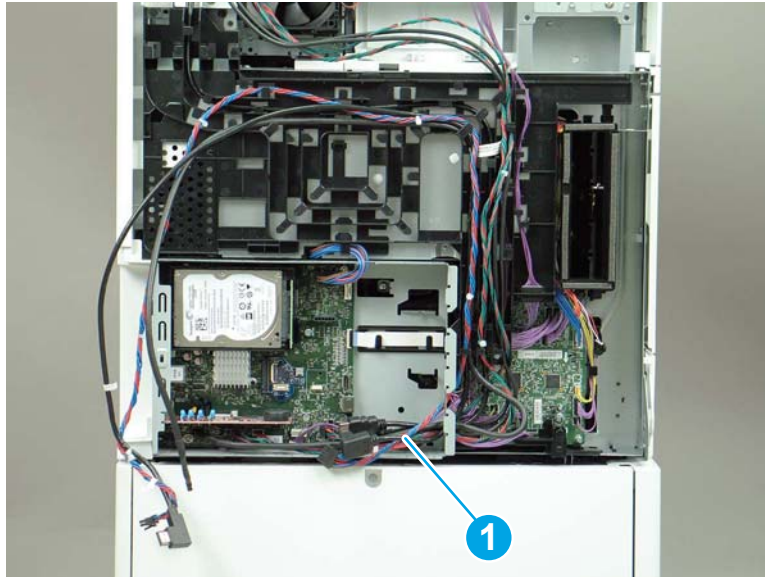
Figure 8-1093 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

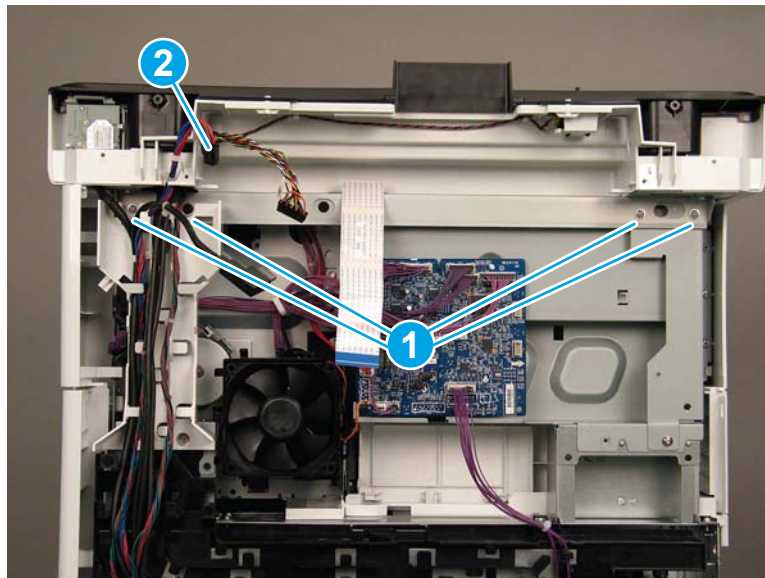
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-1094 Thread the formatter cables through the formatter case



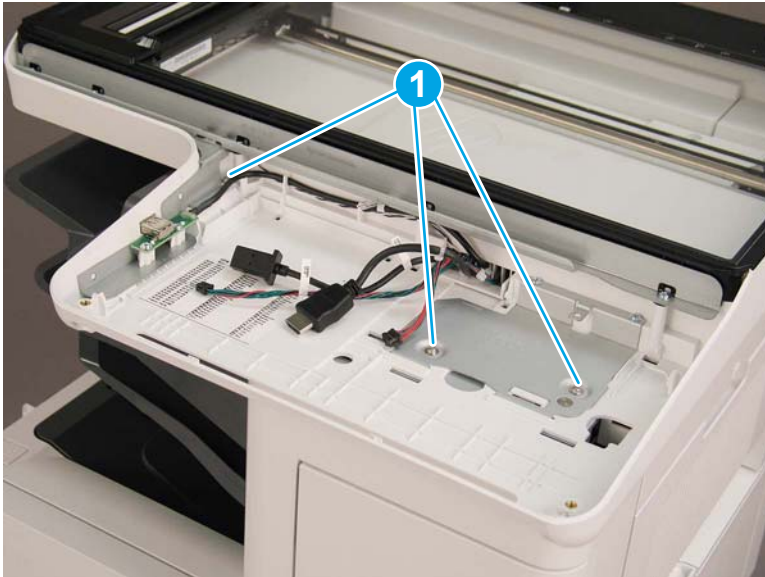
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-1095 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-1096 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


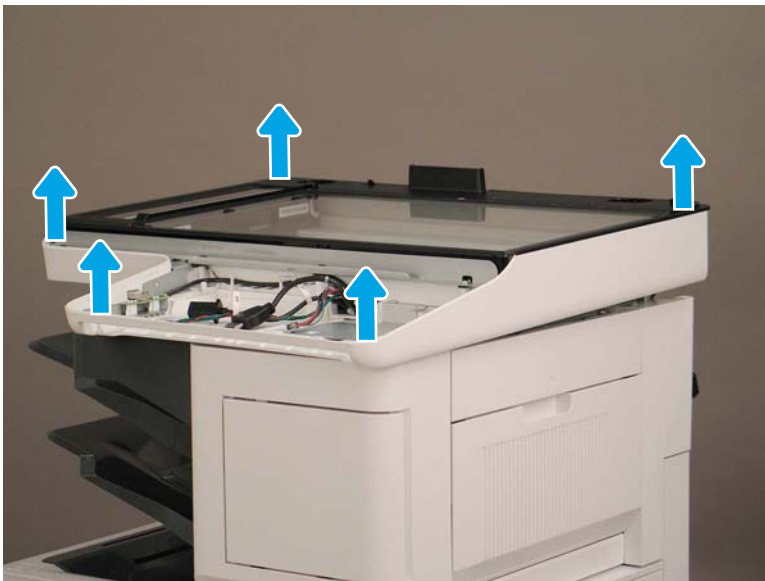
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1097 Remove the image scanner assembly



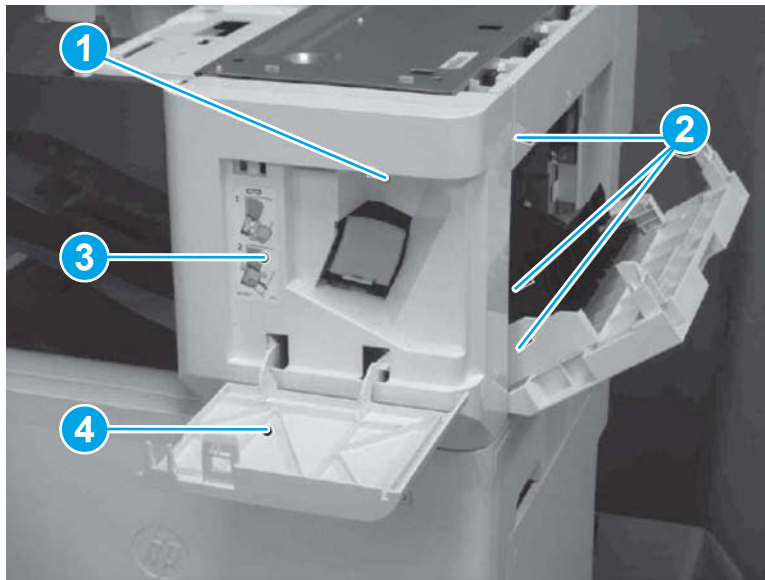
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

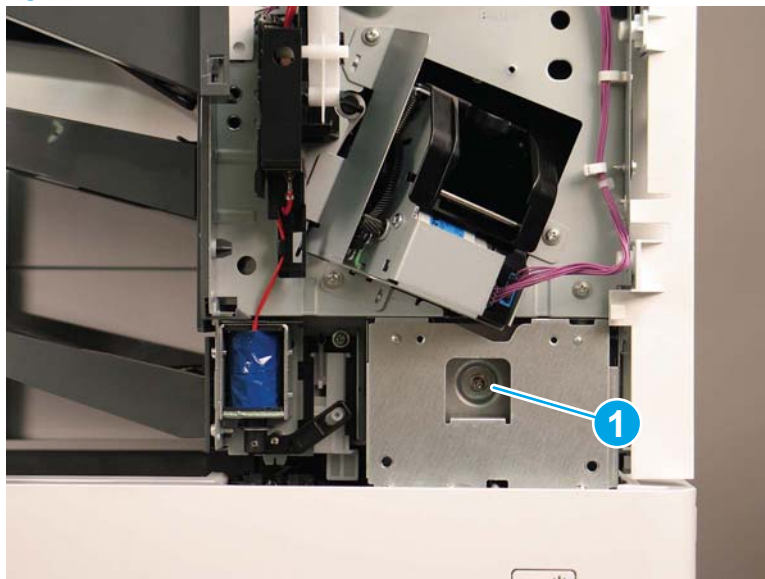
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1098 Remove staple cover and staple door



5. Remove one screw (callout 1).

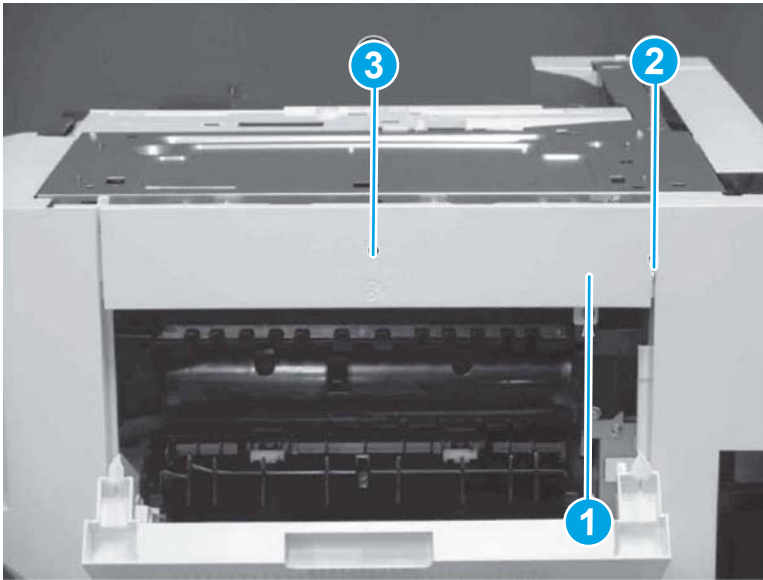
Figure 8-1099 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

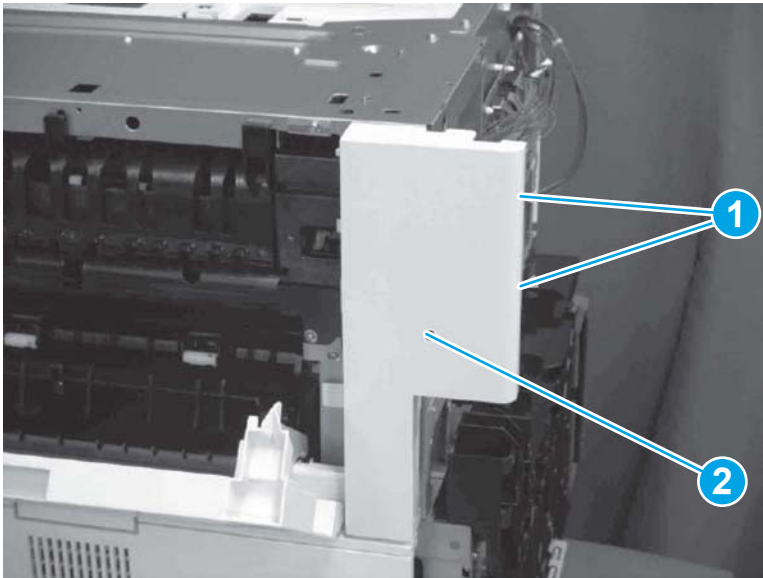
9. Remove the right upper cover (callout 3).

Figure 8-1100 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

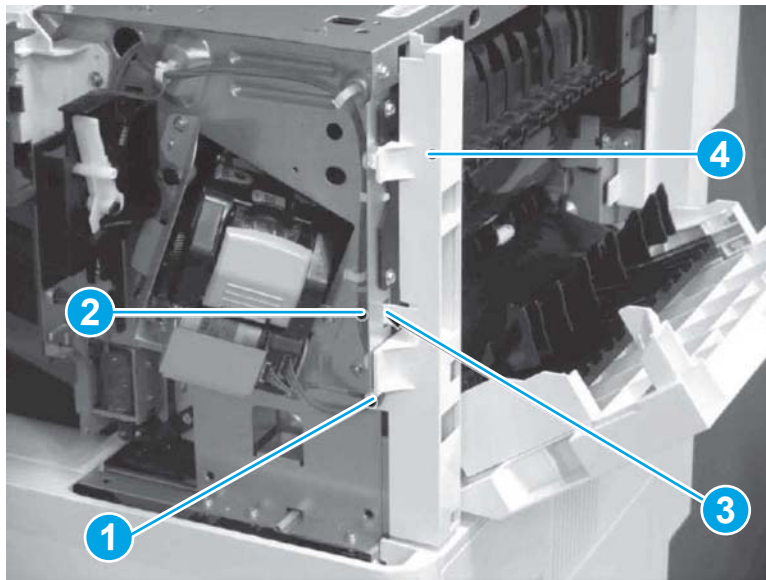
Figure 8-1101 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

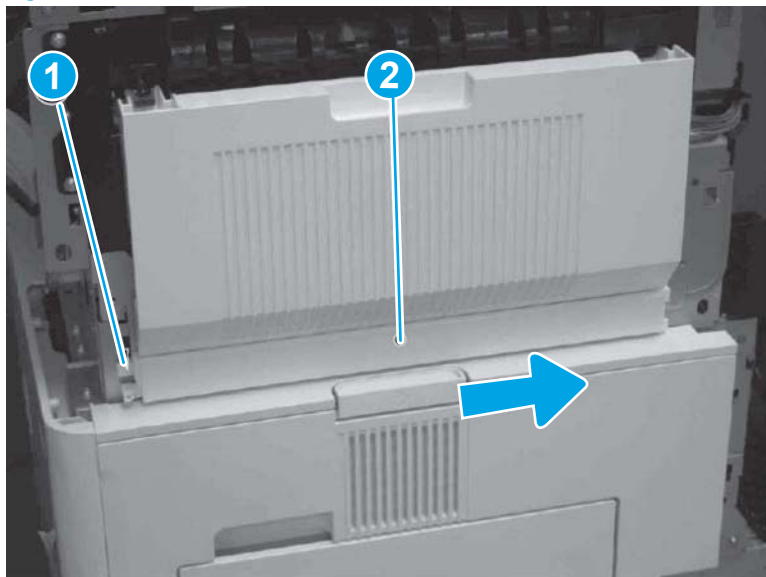
14. Remove the inner cover (callout 4).

Figure 8-1102 Remove the inner cover



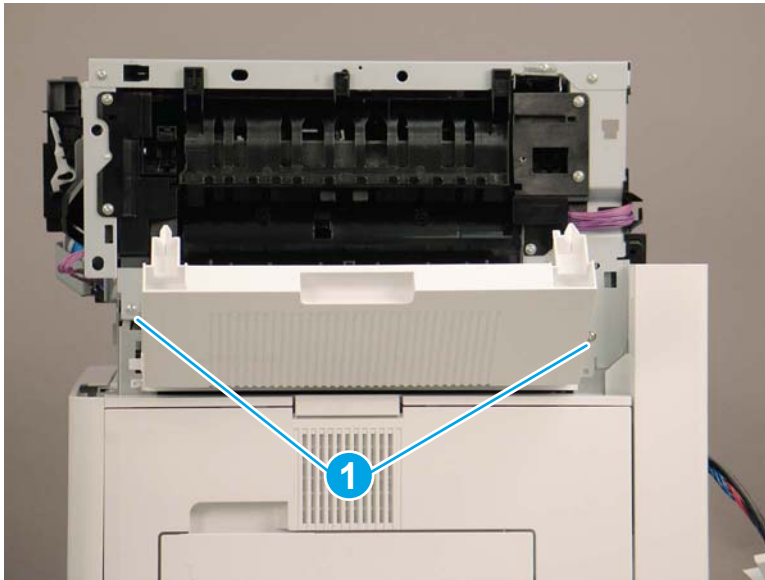
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-1103 Remove the right lower cover



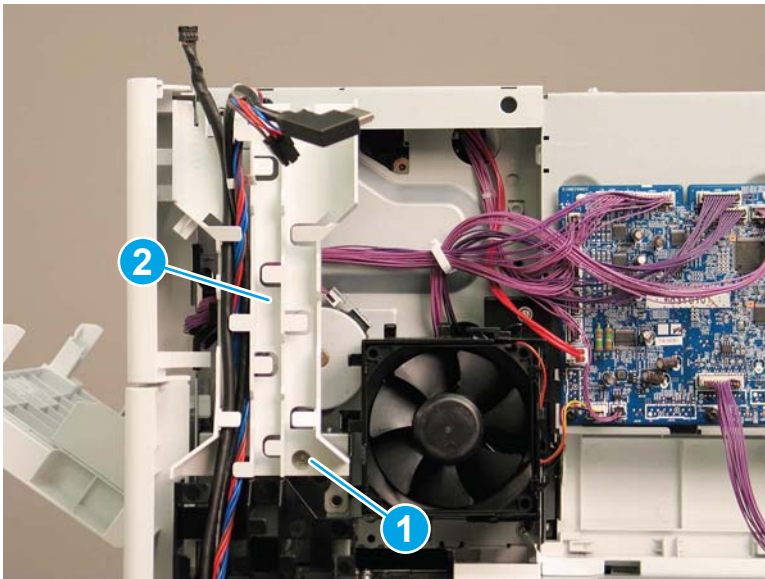
17. Remove two screws (callout 1).

Figure 8-1104 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-1105 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


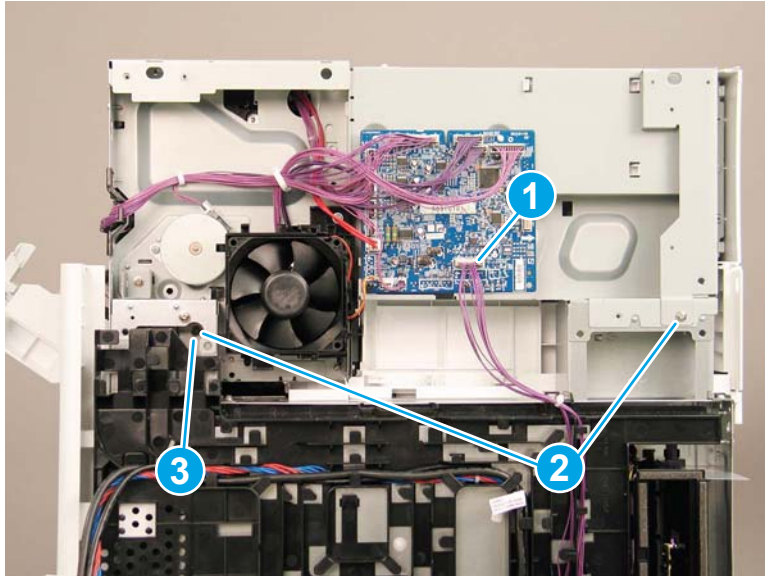
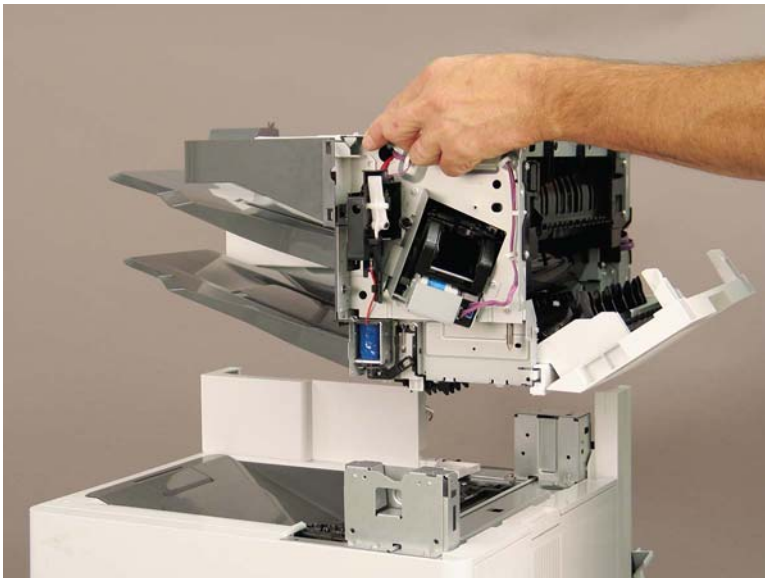
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-1106 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-1107 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


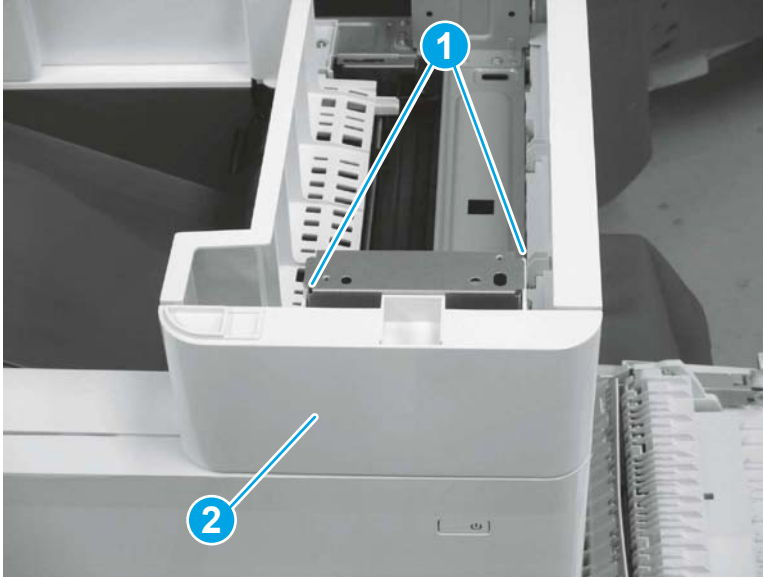
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1108 Remove the image scanner front cover



Remove the image scanner right cover

Follow these steps to remove the image scanner right cover.

- ▲ Do the following:
- a. Release one tab (callout 1).
 - b. Slide the image scanner right cover (callout 2) in the direction the arrow indicates and remove it.


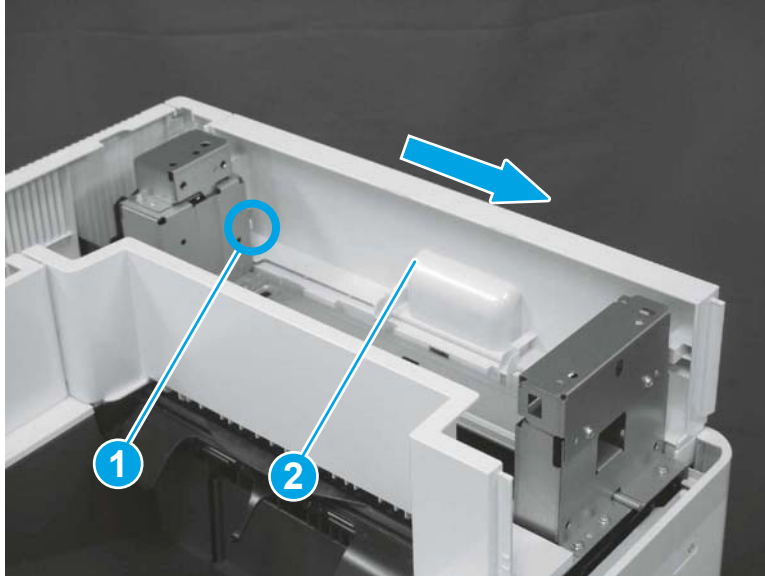
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1109 Remove the image scanner right cover

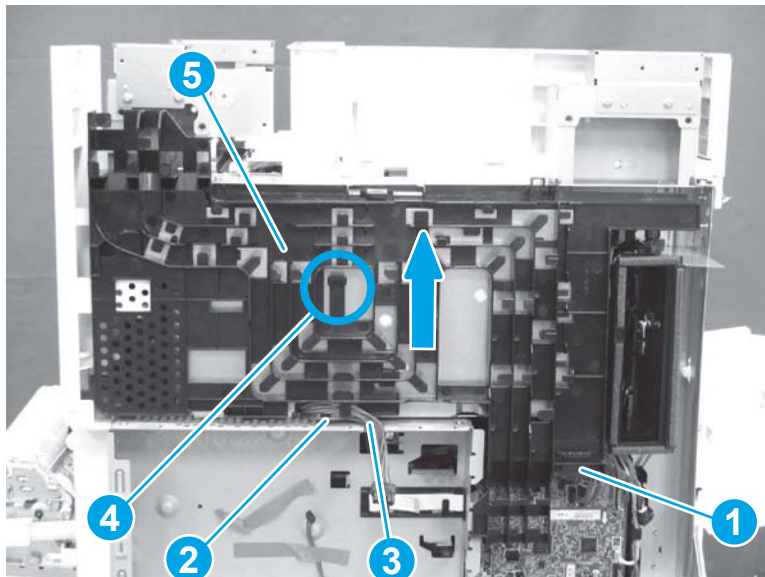


Remove the inlet cover

Follow these steps to Remove the inlet cover.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove the cable (callout 2) from the cable guide (callout 3).
 - c. Release one tab (callout 4).
 - d. Slide the cable guide (callout 5) in the direction the arrow indicates and remove it.

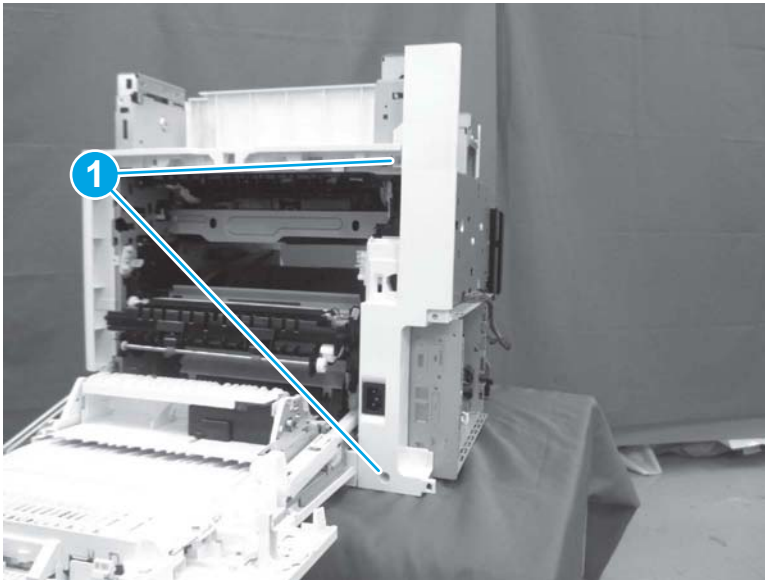
Figure 8-1110 Disconnect one connector and release one tab



2. Do the following:

- a. Open the right door assembly.
- b. Remove two screws (callout 1).

Figure 8-1111 Remove two screws



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the inlet cover (callout 2).


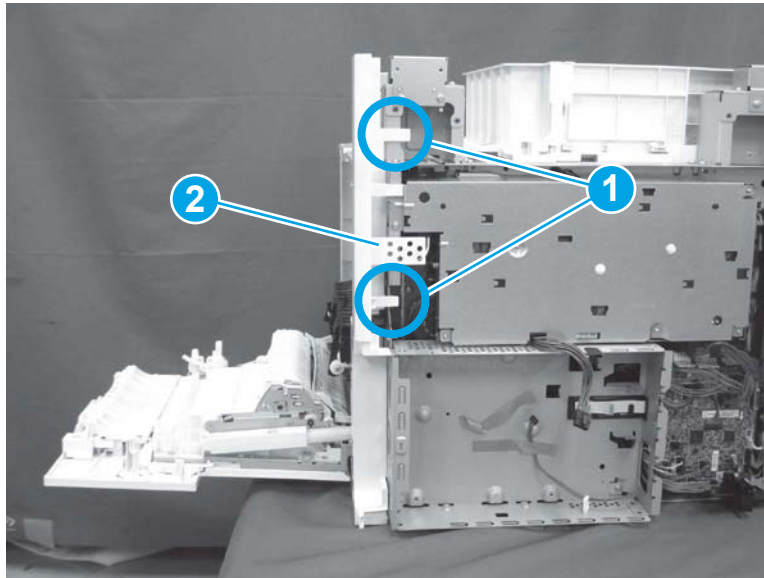
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1112 Remove the inlet cover

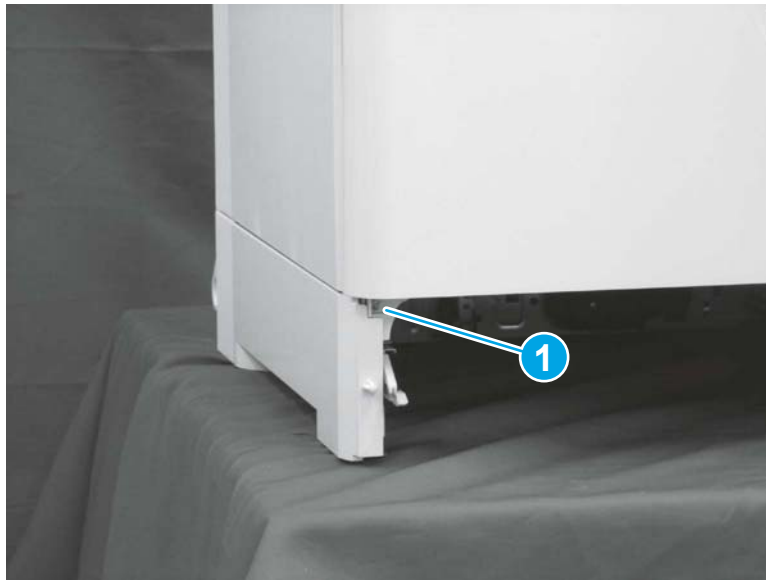


Remove the front cover assembly

Follow these steps to remove the front cover assembly.

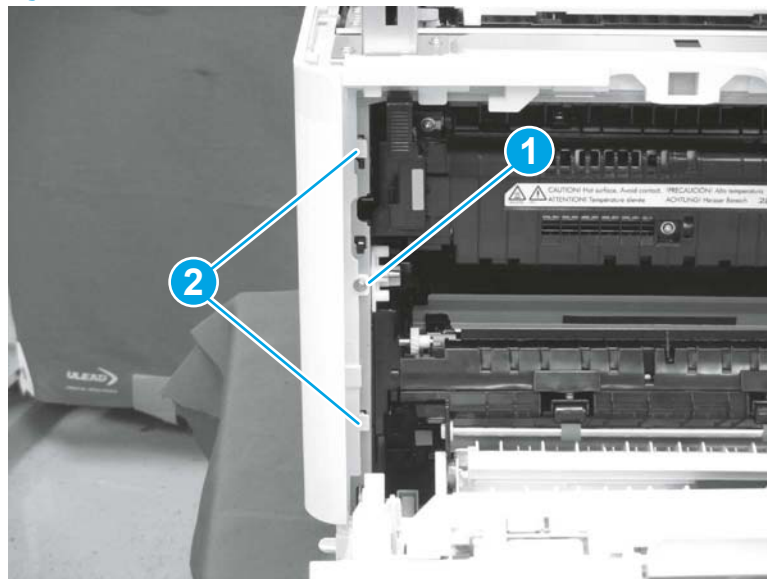
1. Remove one screw (callout 1).

Figure 8-1113 Remove one screw



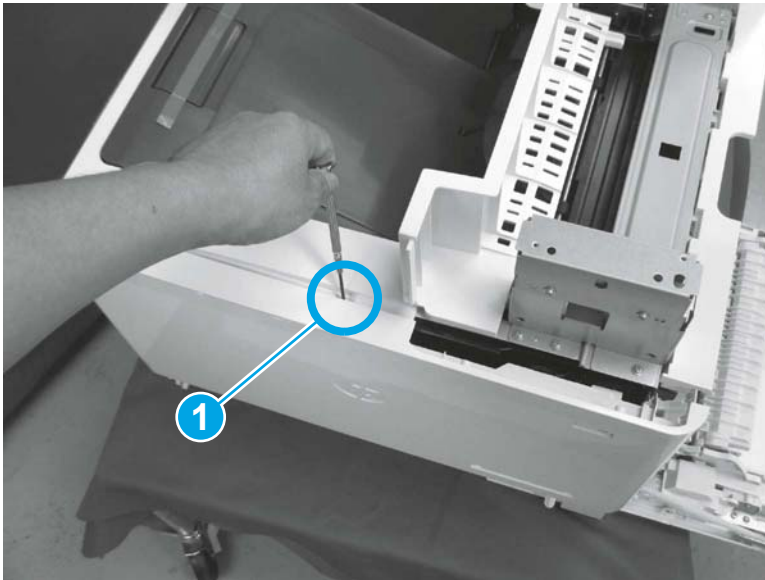
2. Do the following:
 - a. Remove one screw (callout 1).
 - b. Release two tabs (callout 2).

Figure 8-1114 Remove one screw and release two tabs



3. Release one tab (callout 1).

Figure 8-1115 Release one tab



4. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the front cover assembly (callout 2).


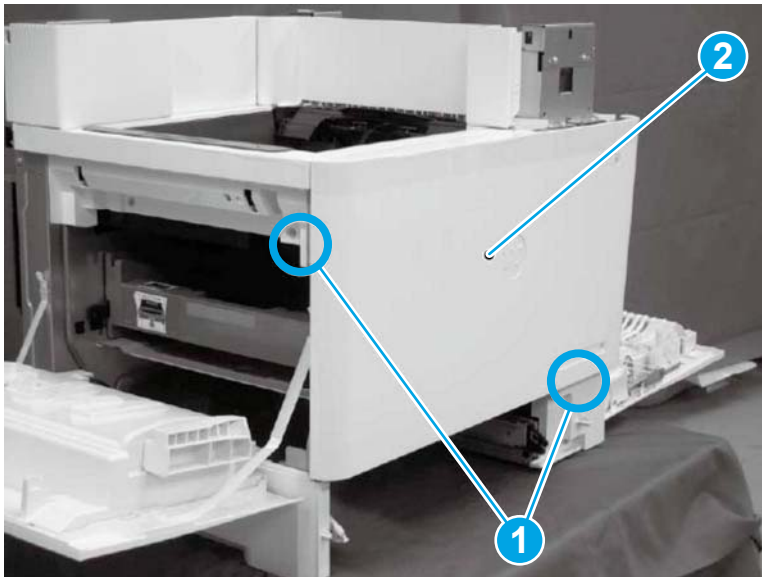
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1116 Release two tabs and remove the front cover assembly



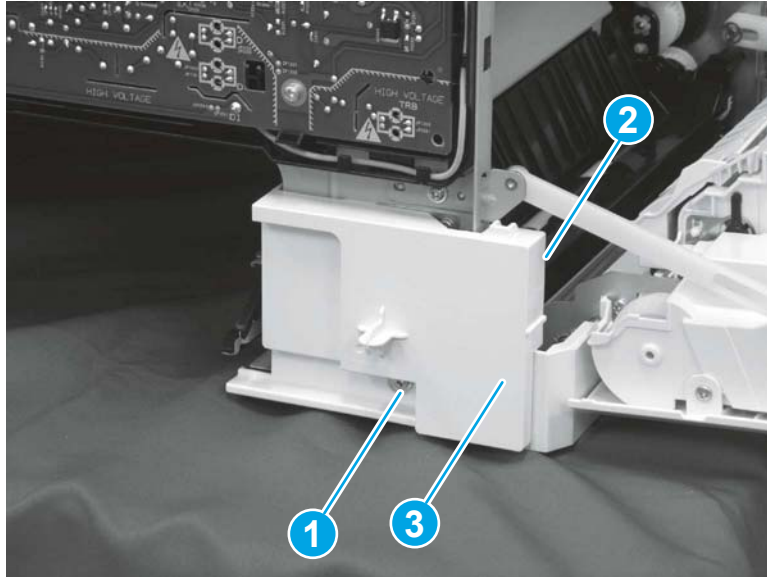
Remove the right lower cover

Follow these steps to remove the right lower cover.

1. Do the following:

- a. Remove one screw (callout 1).
- b. Release one tab (callout 2).
- c. Remove the inner left cover (callout 3).

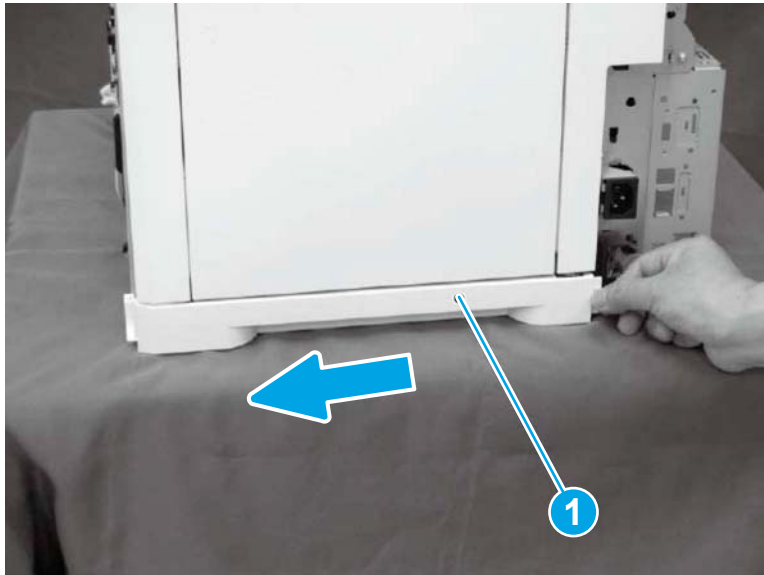
Figure 8-1117 Remove one screw and release one tab and remove the inner left cover



2. Slide the right lower cover (callout 1) in the direction that arrow indicates, and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1118 Remove the right lower cover



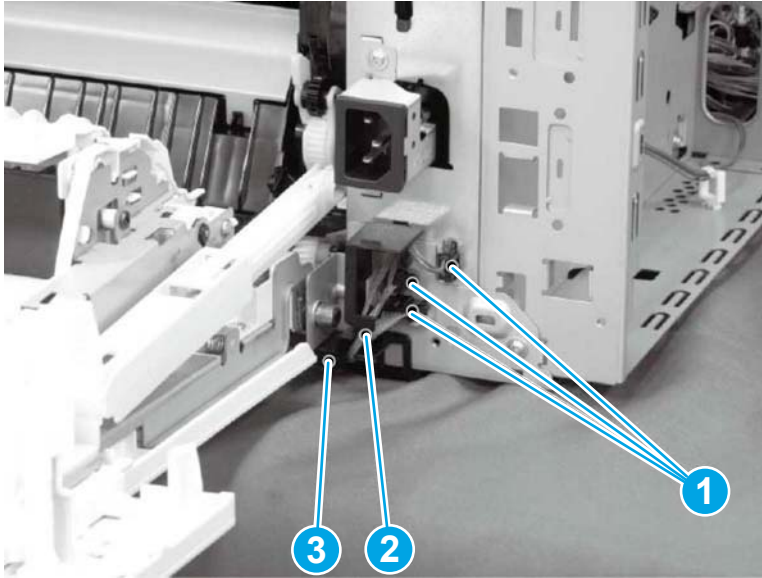
Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Do the following:

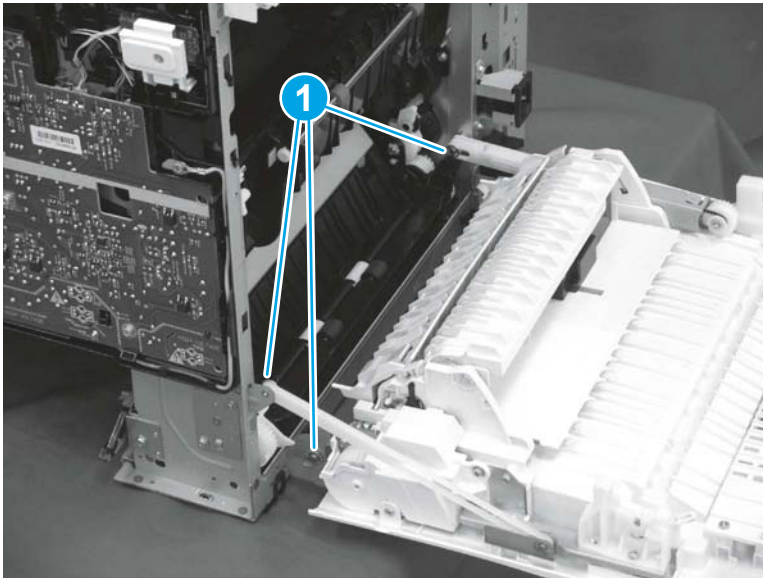
- a. Disconnect three connectors (callout 1).
- b. Release the cable (callout 2) from the cable guide (callout 3).

Figure 8-1119 Disconnect three connectors and release the cable



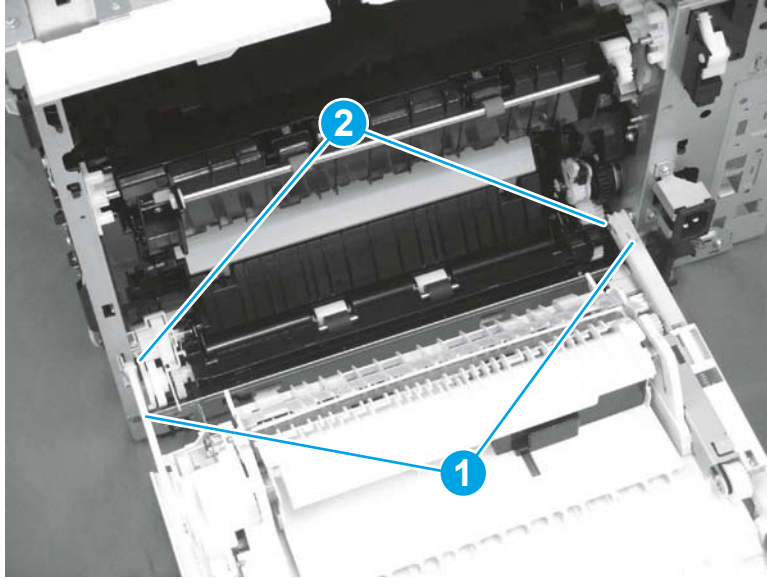
- 2. Remove three e-rings (callout 1).

Figure 8-1120 Remove three e-rings



3. Release two hinges (callout 1) from the right and left shafts (callout 2).

Figure 8-1121 Release two hinges from the right and left shafts



4. Slide the right door assembly (callout 1) in the direction that arrow indicates and remove it.


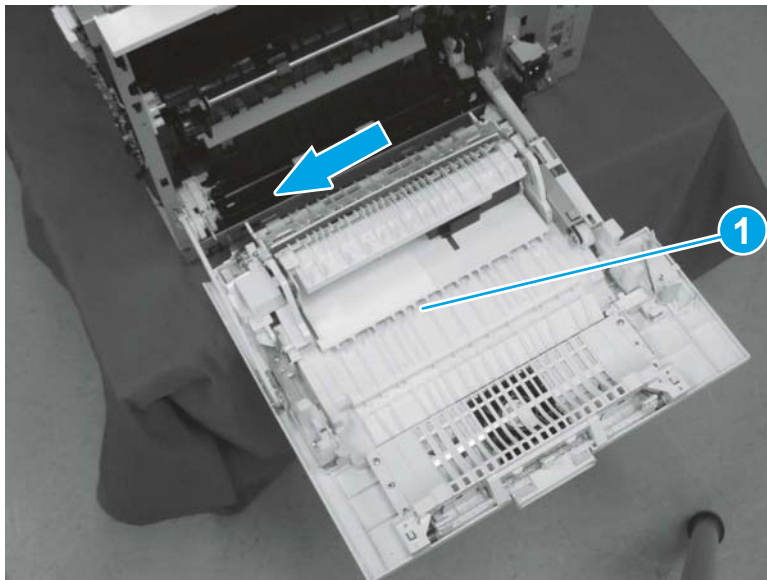
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1122 Remove the right door assembly



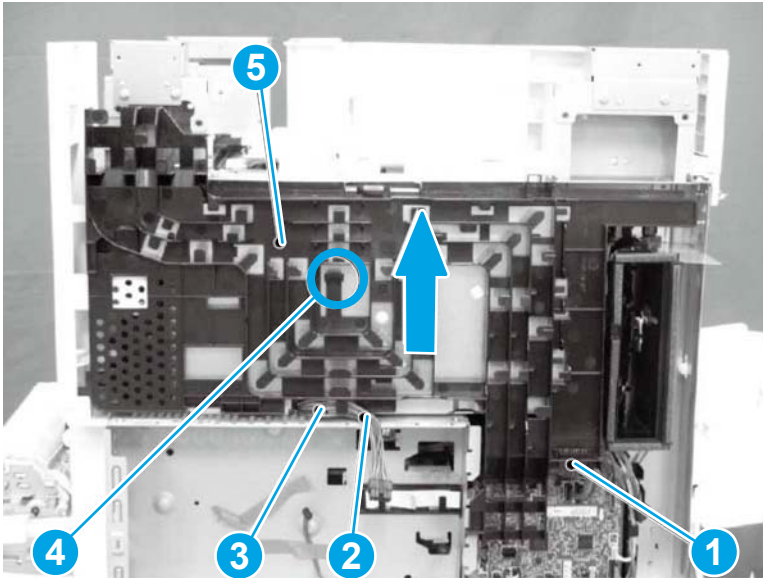
Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the cable (callout 2) from the cable guide (callout 3).

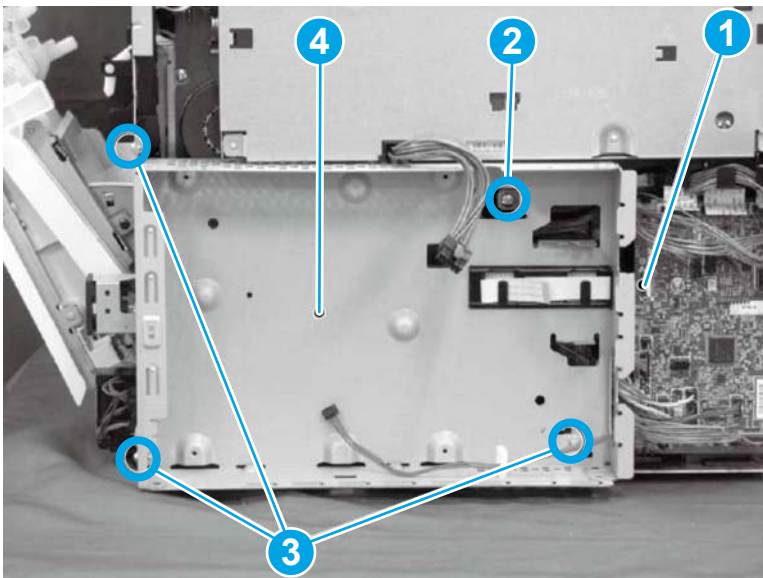
- c. Release one tab (callout 4).
- d. Remove the cable guide (callout 5).

Figure 8-1123 Disconnect one connector and release the cable and one tab



- 2. Do the following:
 - a. Remove the FFC (callout 1).
 - b. Remove one M4 screw (callout 2).
 - c. Remove three M3 screws (callout 3).
 - d. Remove the formatter case (callout 4).

Figure 8-1124 Remove the FFC and four screws and the formatter case



- 3. Do the following:

- a. Disconnect three connectors (callout 1).
- b. Remove the FFC (callout 2).
- c. Remove five screws (callout 3).
- d. Remove the low-voltage power supply assembly (callout 4).


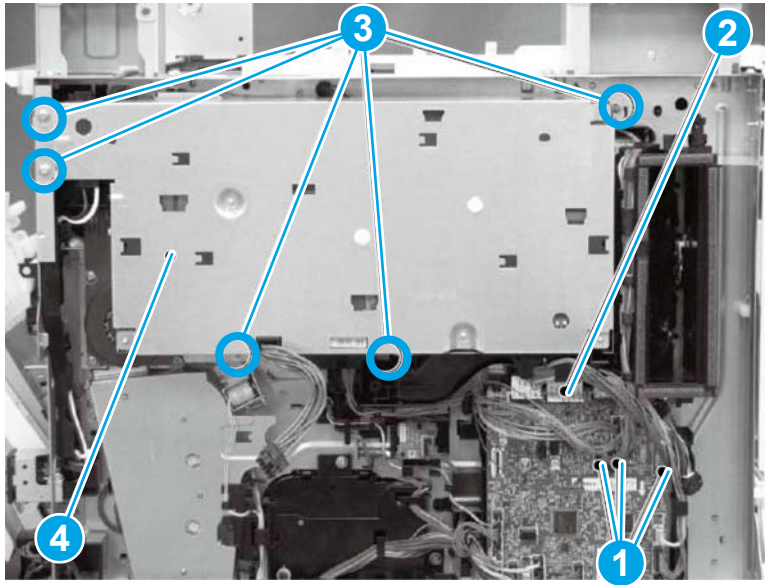
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1125 Disconnect three connectors and remove the FFC and five screws and the low-voltage power supply

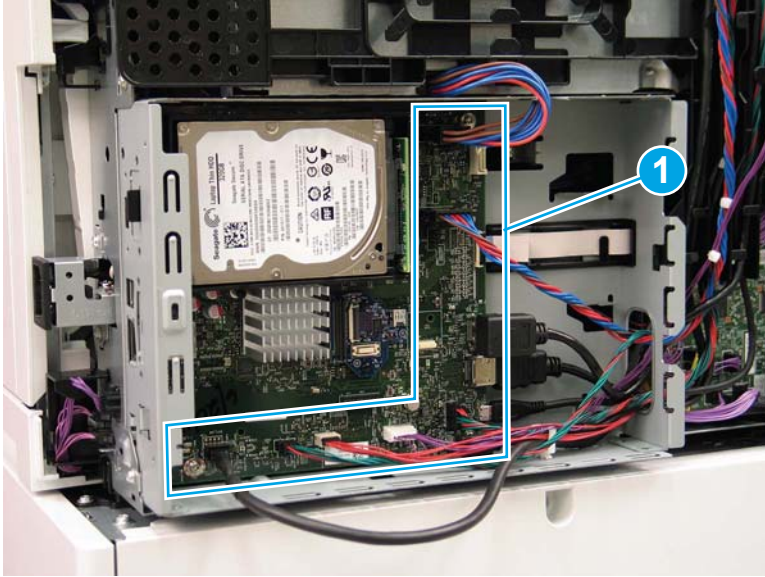


Remove the formatter and formatter cage

Follow these steps to remove the formatter and formatter cage.

1. Disconnect all of the connectors on the formatter (callout 1).

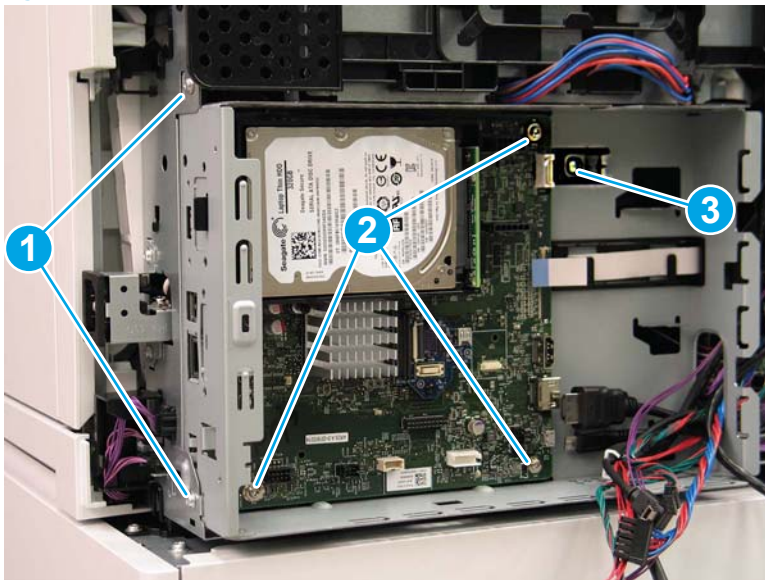
Figure 8-1126 Disconnect connectors



2. Remove two screws (callout 1) at the side of the cage, remove three screws (callout 2) at the formatter, and then remove one recessed screw (callout 3) inside the cage..

 **NOTE:** Pull the cables through the openings sheet-metal to remove the formatter and formatter cage.

Figure 8-1127 Remove six screws

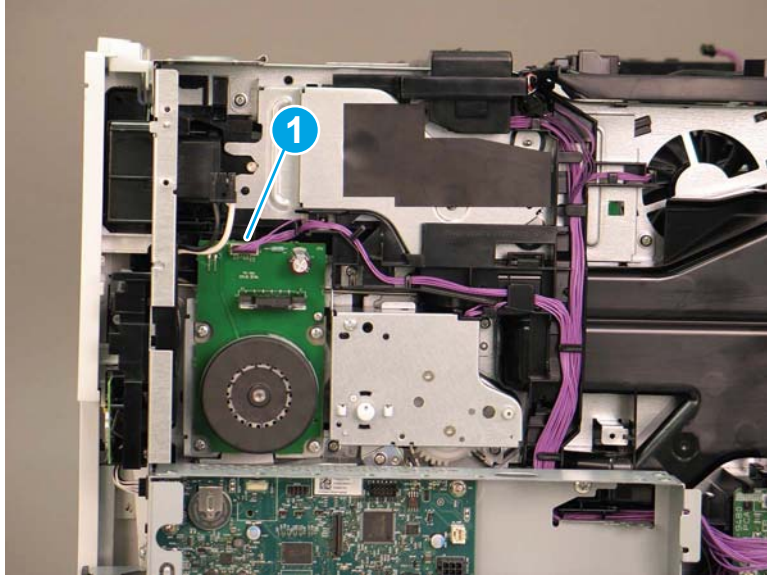


Remove the drum motor assembly

Follow these steps to remove the drum motor assembly.

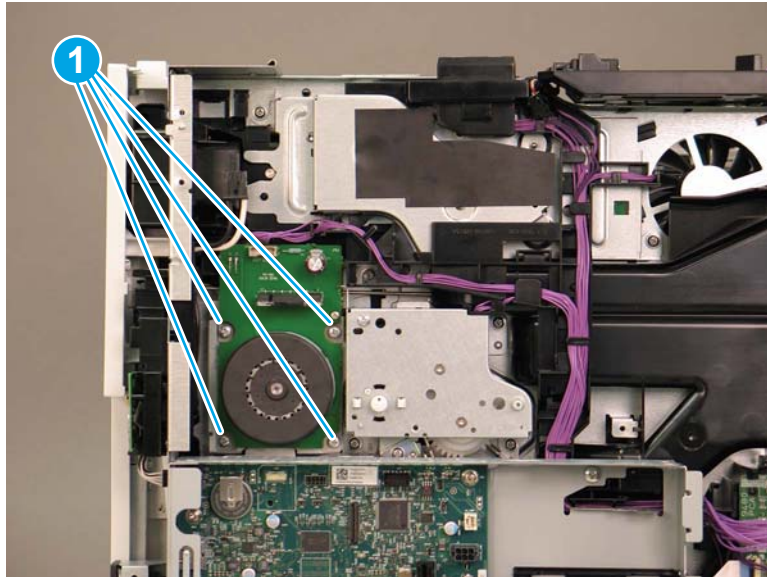
1. Disconnect one connector (callout 1).

Figure 8-1128 Disconnect one connector



2. Remove four screws (callout 1).

Figure 8-1129 Remove four screws



3. Remove drum motor (M2).


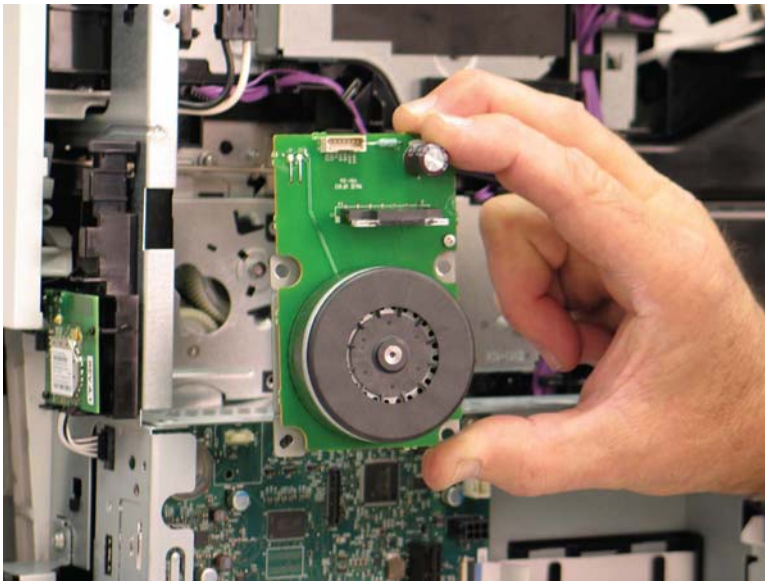
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1130 Remove drum motor

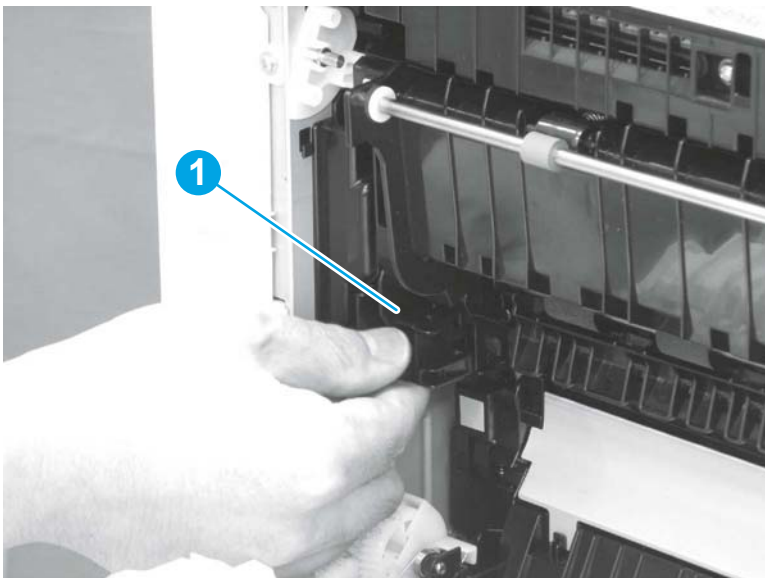


Remove the transfer assembly

Follow these steps to remove the transfer assembly.

1. Do the following:
 - a. Open the right door assembly.
 - b. Pull out the cover (callout 1).

Figure 8-1131 Open the right door and pull out the cover



2. Do the following:

- a. Disconnect one connector (callout 1).
- b. Slide the transfer assembly (callout 2) in the direction the arrow indicates, and remove it.


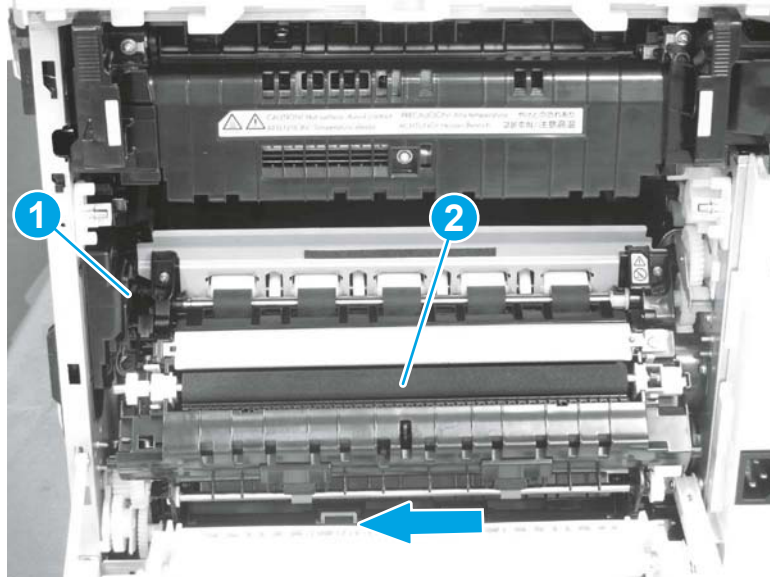
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1132 Disconnect one connector and remove the transfer assembly



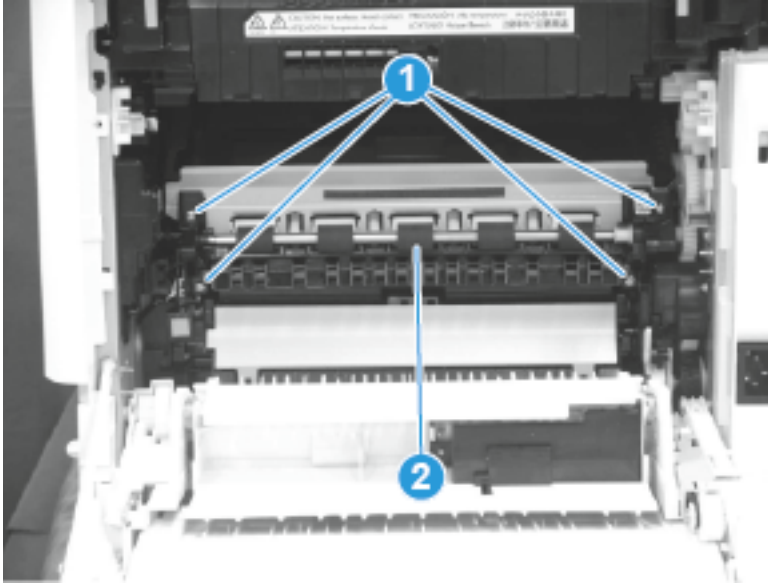
Remove the registration assembly

Follow these steps to remove the registration assembly.

- ▲ Do the following:
- a. Remove four screws (callout 1).
 - b. Remove the registration assembly (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1133 Remove four screws and the registration assembly

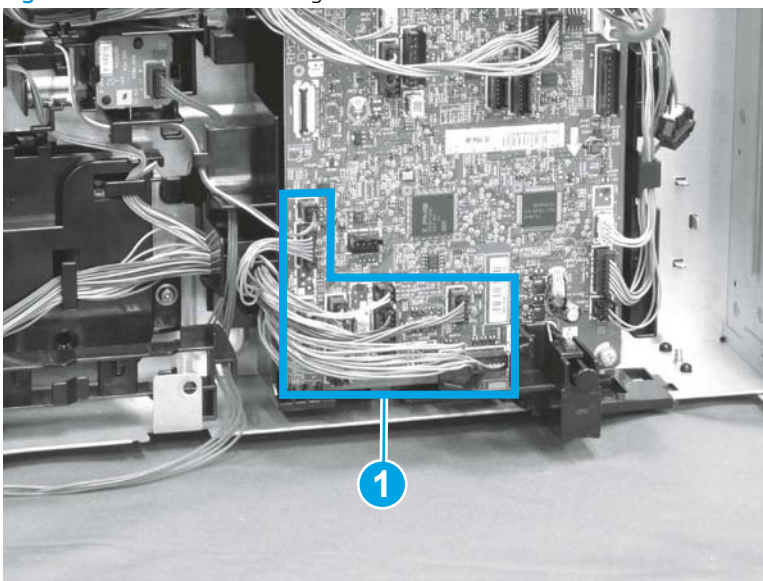


Remove the main drive assembly

Follow these steps to remove the main drive assembly.

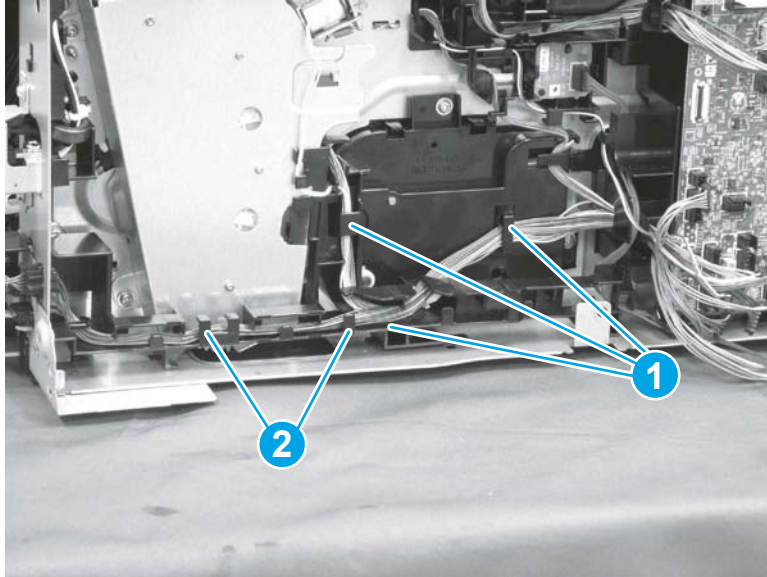
1. Disconnect eight connectors (callout 1).

Figure 8-1134 Disconnect eight connectors



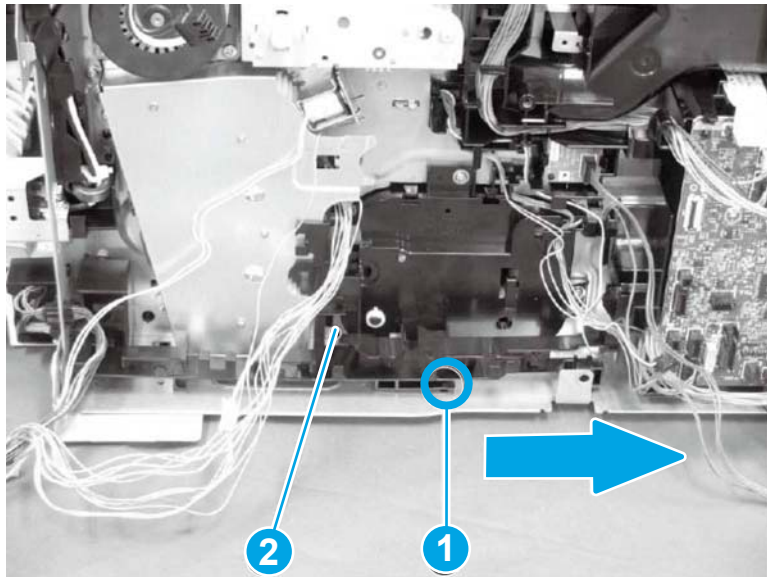
2. Release the cable (callout 1) from the cable guides (callout 2).

Figure 8-1135 Release the cable



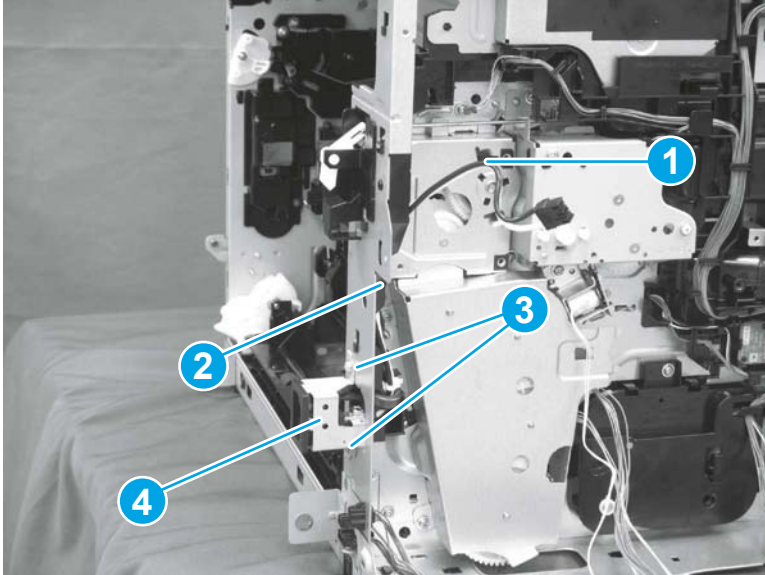
3. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-1136 Release one tab and remove the cable guide



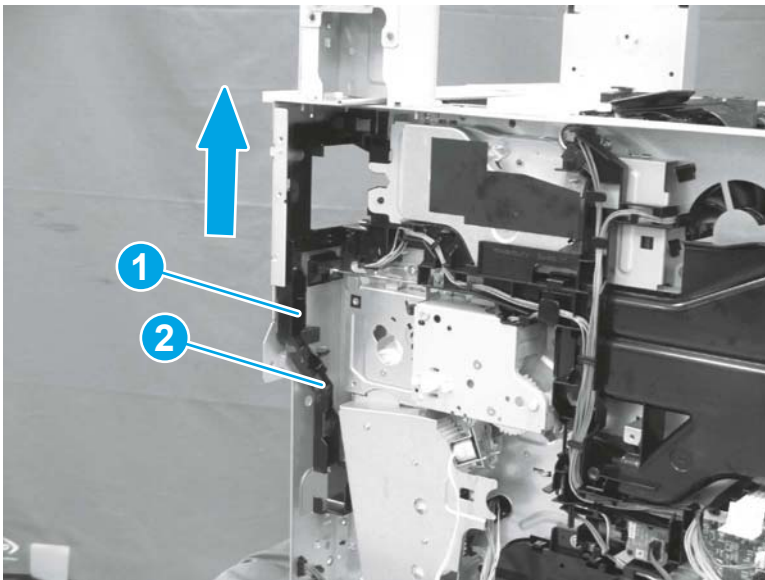
4. Do the following:
 - a. Release the cable (callout 1) from the cable guide (callout 2).
 - b. Remove two screws (callout 3).
 - c. Remove the inlet assembly (callout 4).

Figure 8-1137 Release the cable and remove two screws and the inlet assembly



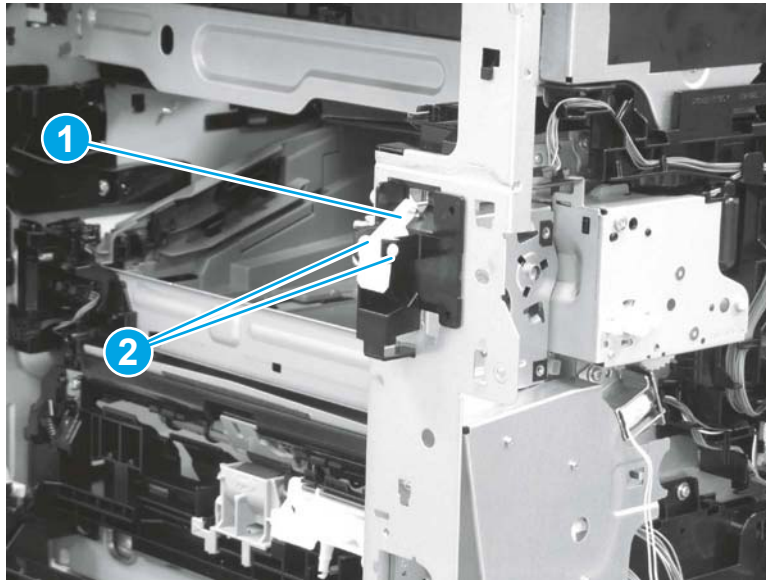
5. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-1138 Release one tab and remove the cable guide



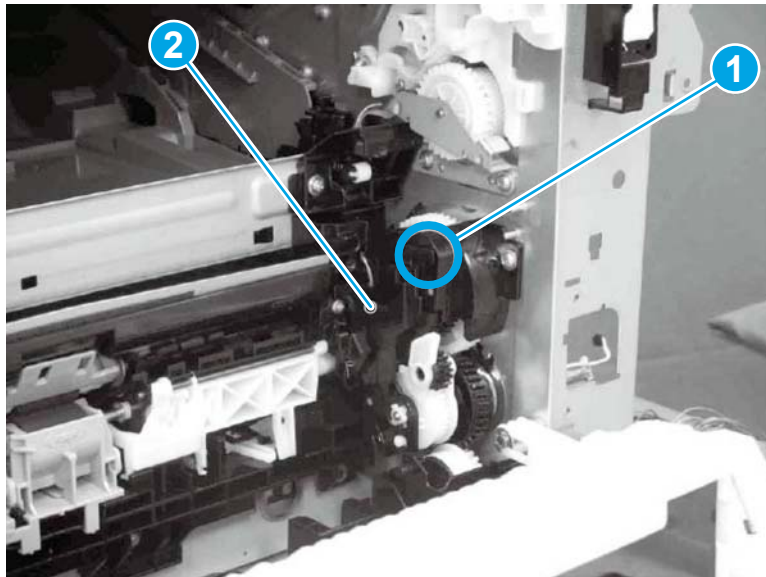
6. Remove the link lever (callout 1) from the left and the right shafts (callout 2).

Figure 8-1139 Remove the link lever from two shafts



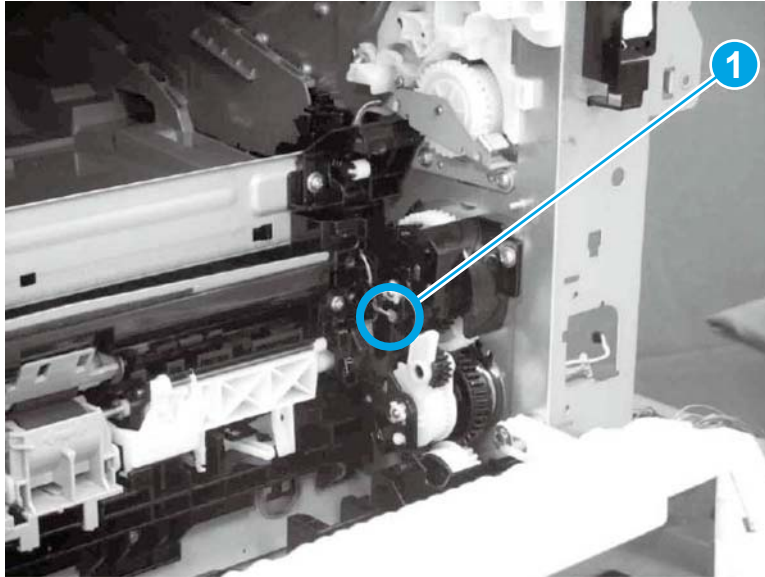
7. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the cover (callout 2).

Figure 8-1140 Release one tab and remove the cover



8. Disconnect one connector (callout 1).

Figure 8-1141 Disconnect one connector



9. Do the following:
 - a. Remove six screws (callout 1).
 - b. Remove the main drive assembly (callout 2).


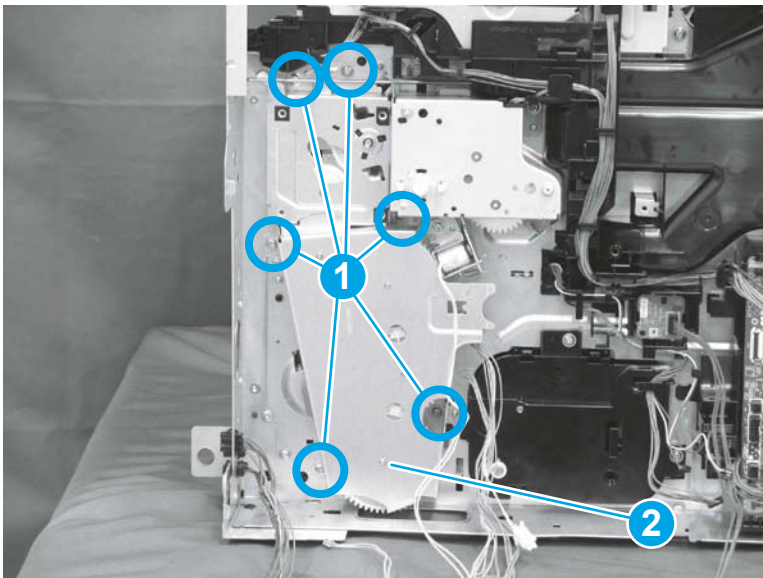
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1142 Remove six screws and the main drive assembly

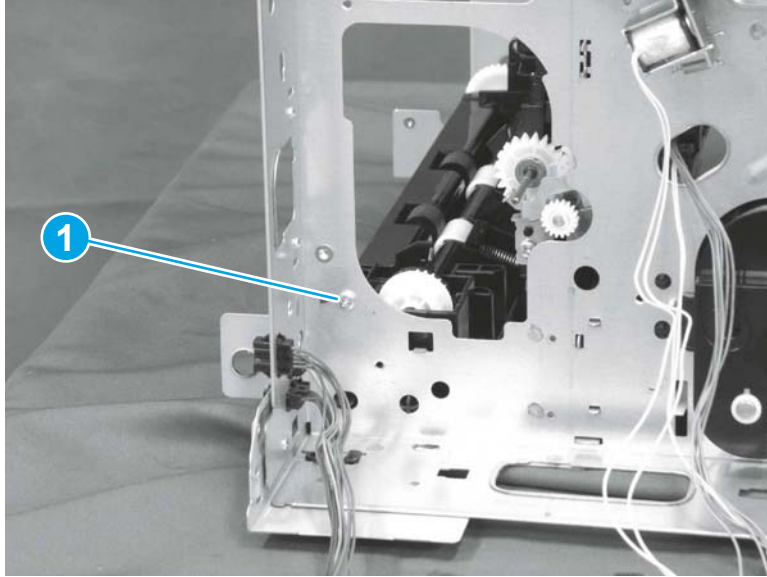


Remove the paper feed frame assembly

Follow these steps to remove the paper feed frame assembly.

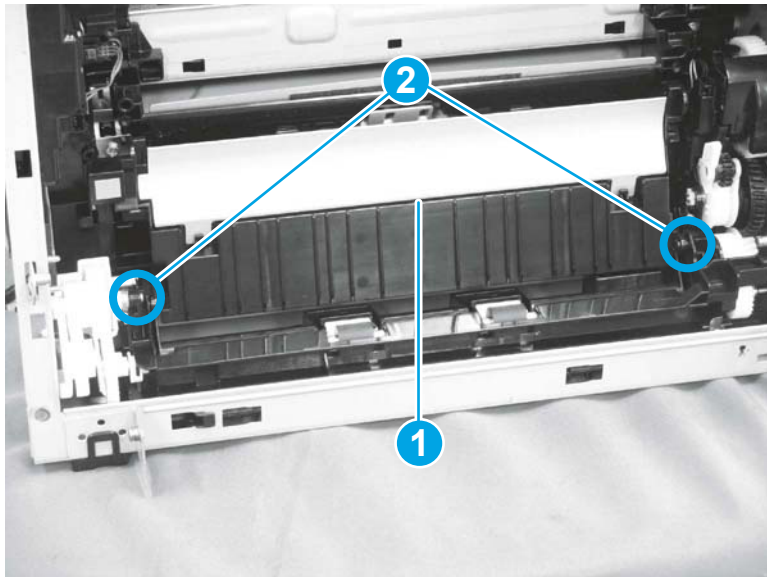
1. Remove one screw (callout 1).

Figure 8-1143 Remove one screw



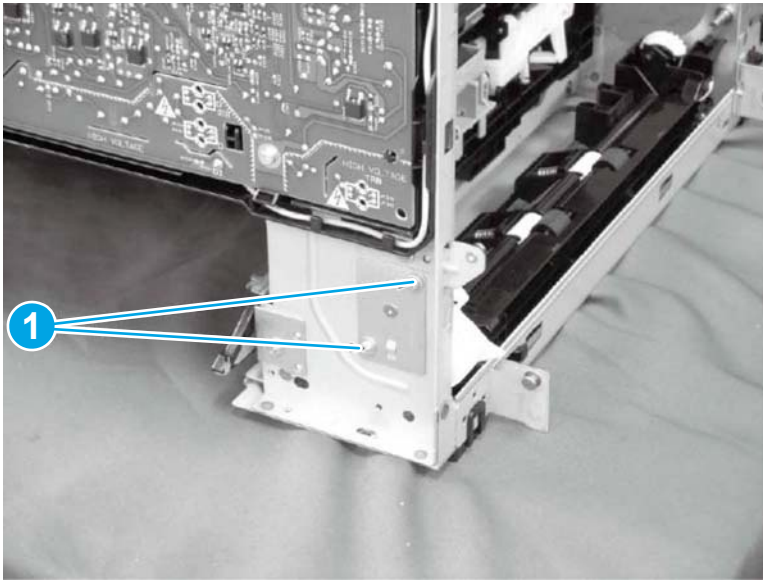
2. Remove the paper guide (callout 1) from the left and the right shafts (callout 2).

Figure 8-1144 Remove the paper guide from the two shafts



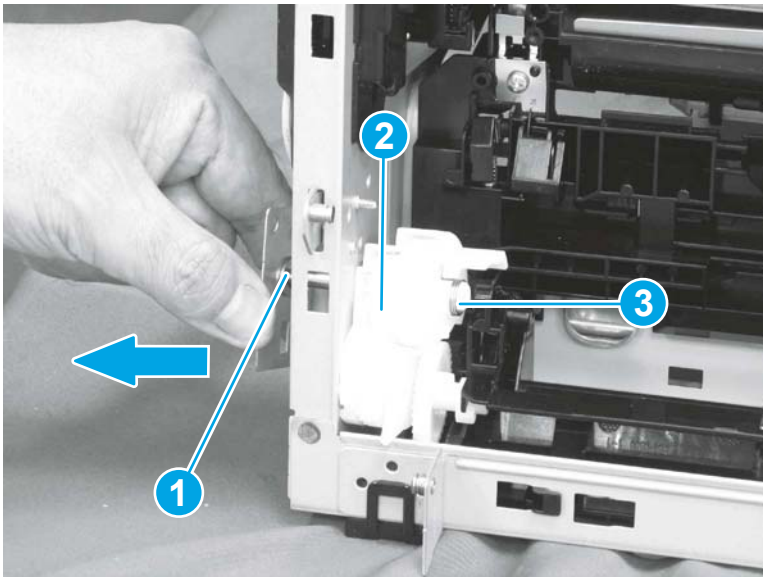
3. Remove two screws (callout 1).

Figure 8-1145 Remove two screws



4. Do the following:
 - a. Remove the metal plate (callout 1).
 - b. Remove the gear assembly (callout 2) and the spring (callout 3) together.

Figure 8-1146 Remove the metal plate, and then remove the gear assembly and spring together



When installing the gear assembly, make sure that the spring (callout 1) is installed in the correct position. The spring should be positioned to the right.

Figure 8-1147 The correct spring position is to the right

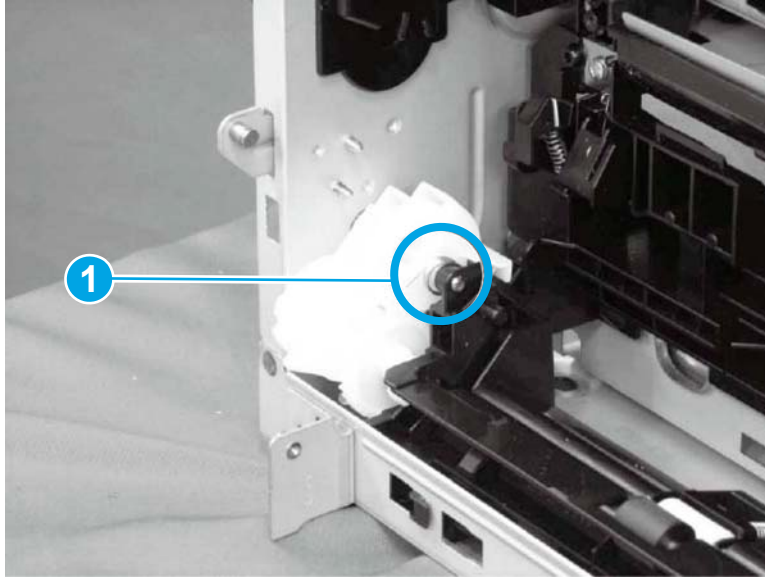
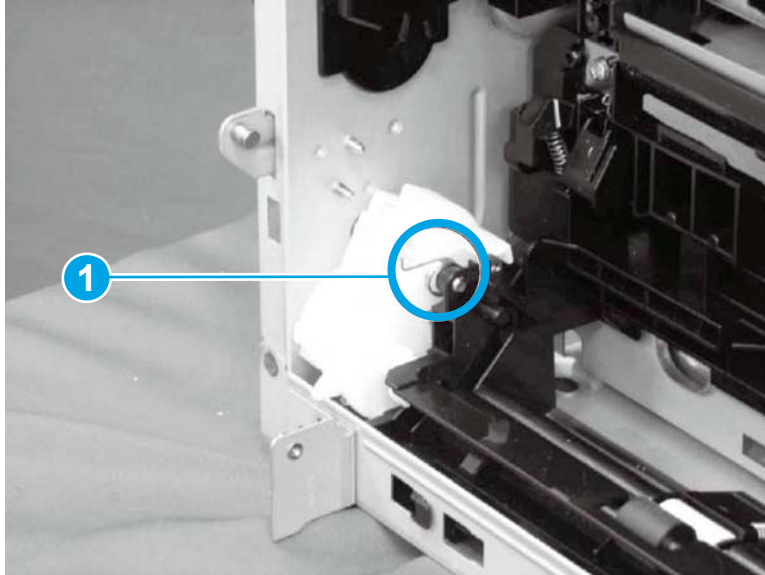
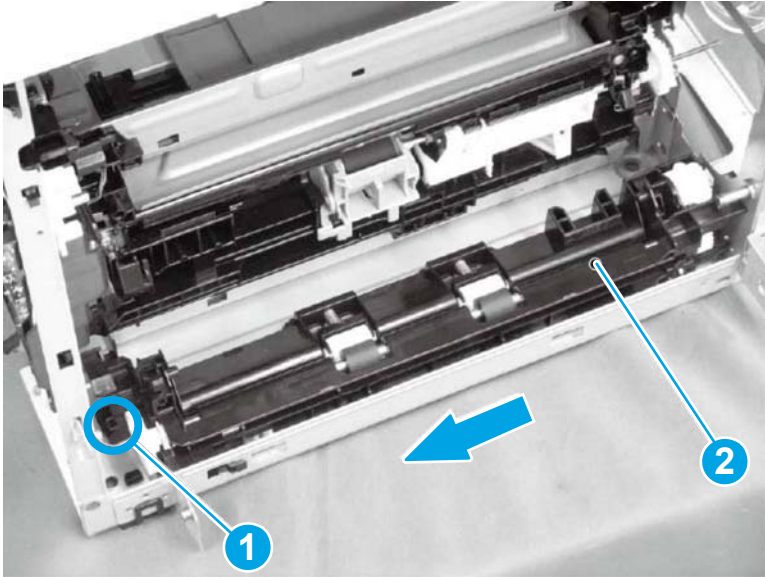


Figure 8-1148 The wrong spring position



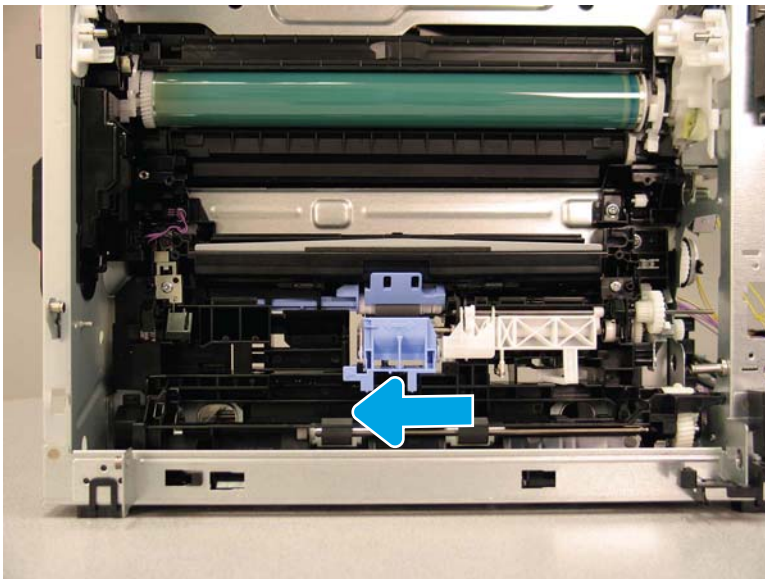
5. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the feed frame assembly (callout 2) in the direction indicated by the arrow.

Figure 8-1149 Release one tab and slide the feed frame assembly



6. Slide the feed frame assembly in the direction indicated by the arrow.

Figure 8-1150 Slide the feed frame assembly



7. Remove the feed frame assembly.


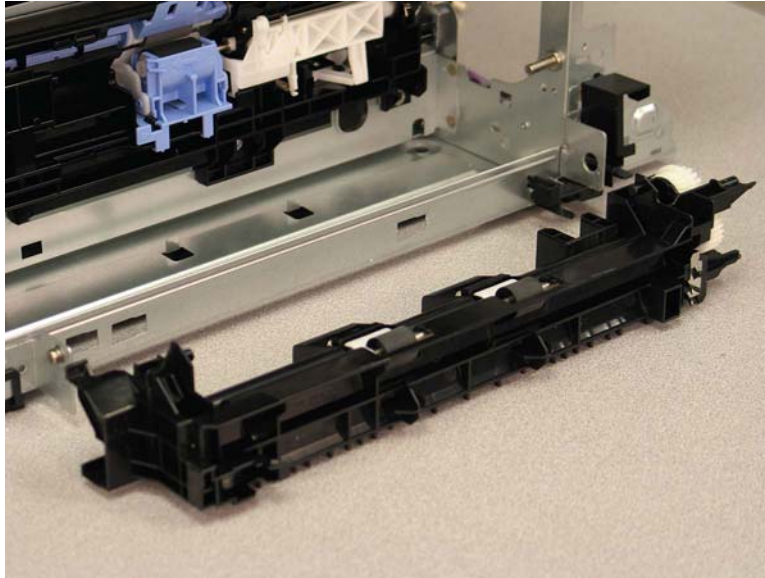
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1151 Remove the feed frame assembly

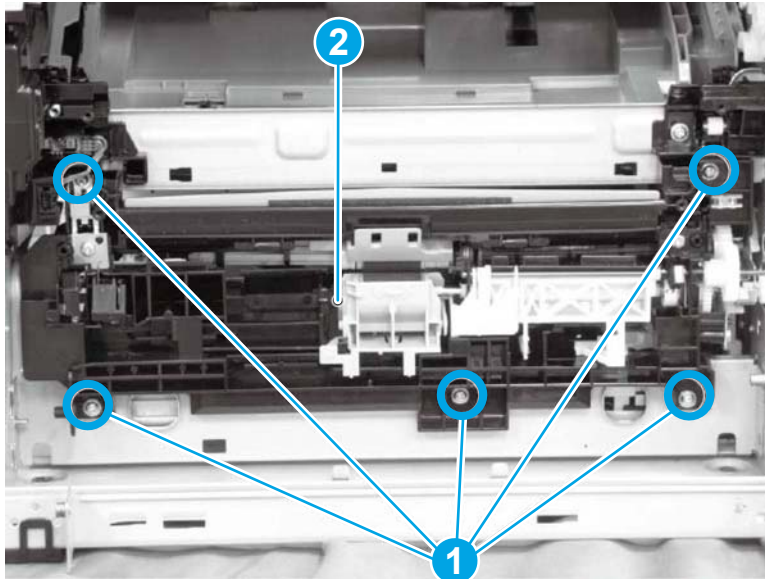


Remove the paper pickup assembly

Follow these steps to remove the paper pickup assembly.

1. Do the following:
 - a. Remove five screws (callout 1).
 - b. Pull out the pickup assembly (callout 2).

Figure 8-1152 Remove five screws and pull out the pickup assembly



2. Disconnect the cable (callout 1) and remove the pickup assembly.


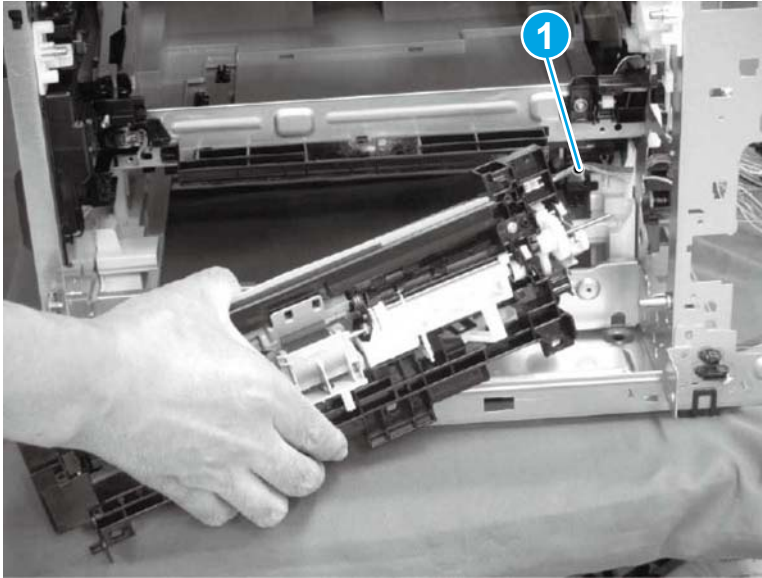
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1153 Disconnect the cable and remove the pickup assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Cartridge tray assembly

This document provides the procedures to remove and replace the cartridge tray assembly.



[View a video of how to remove and replace the cartridge tray assembly.](#)

Mean time to repair: 25 minutes

Service level: Advanced



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.

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 8-52 Part information

Part number	Part description
RM2-6792-000CN	Cartridge tray assembly
RM2-1283-000CN	Cartridge tray assembly (M610-M612, M634-M636)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

Follow these steps to remove the formatter cover.

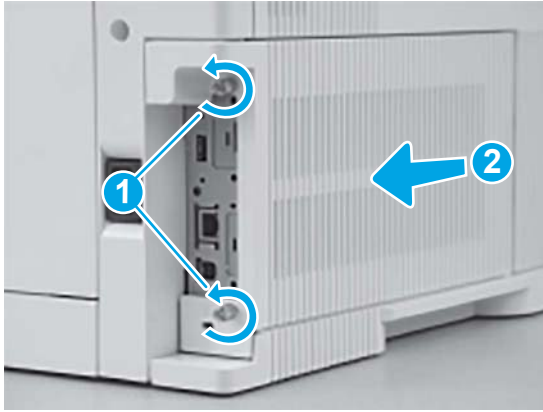
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1154 Release two thumb screws and remove the formatter cover

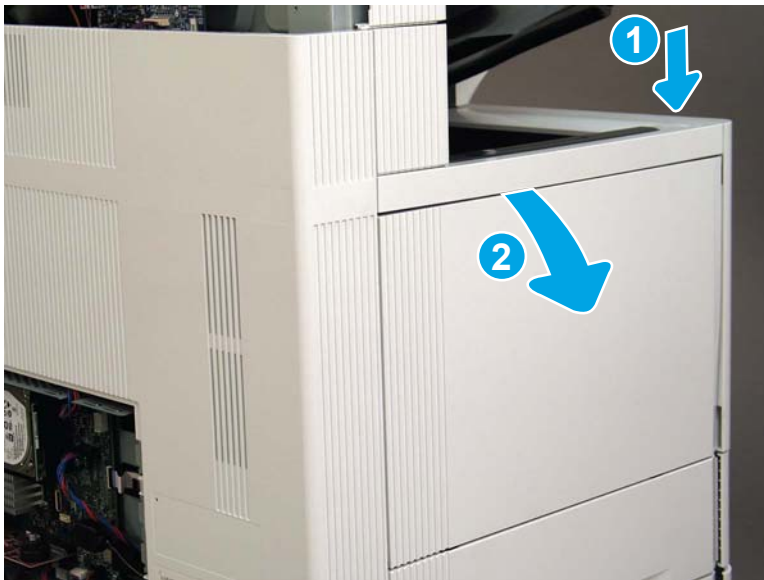


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-1155 Open the cartridge door



2. Remove two screws (callout 1).

Figure 8-1156 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-1157 Slide the rear cover



4. Remove the rear cover.


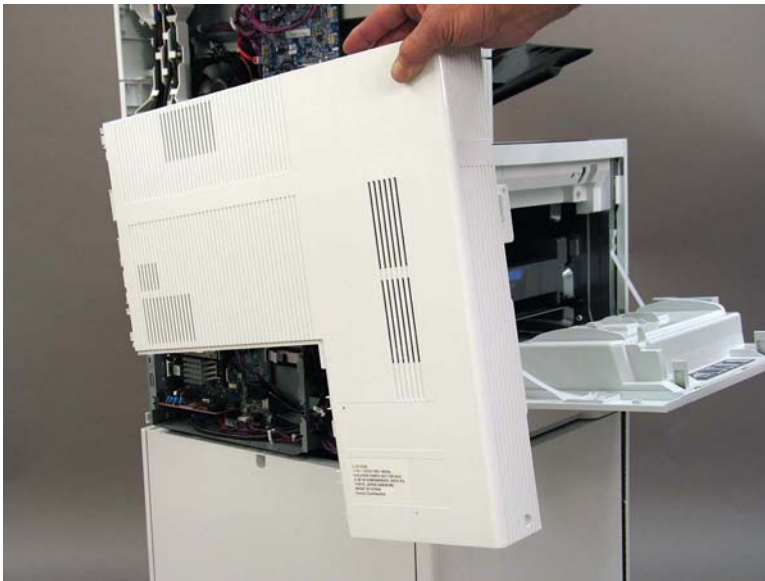
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1158 Remove the rear cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

- ▲ Release one tab (callout 1), and then slide the cover (callout 2) in the direction of the arrow in the figure below to remove it.


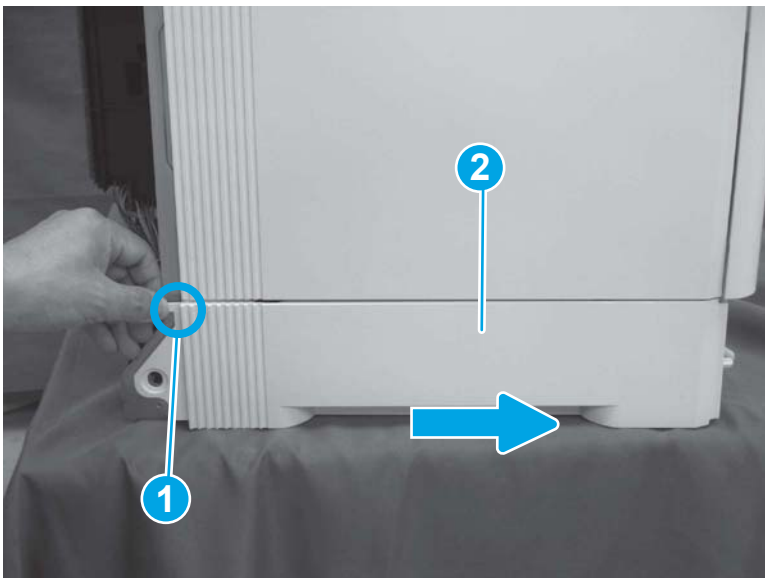
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1159 Remove the left lower cover

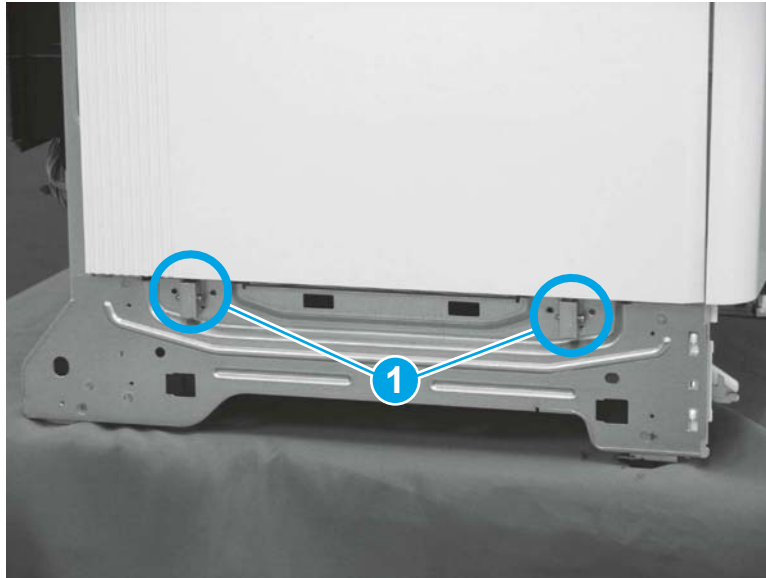


Remove the left door assembly

Follow these steps to remove the left door assembly.

1. Release two pins (callout 1).

Figure 8-1160 Release two pins



2. Do the following:
 - a. Open the left door assembly.
 - b. Release two tabs (callout 1).
 - c. Release two hinges (callout 2) on both sides.
 - d. Remove the left door assembly (callout 3).


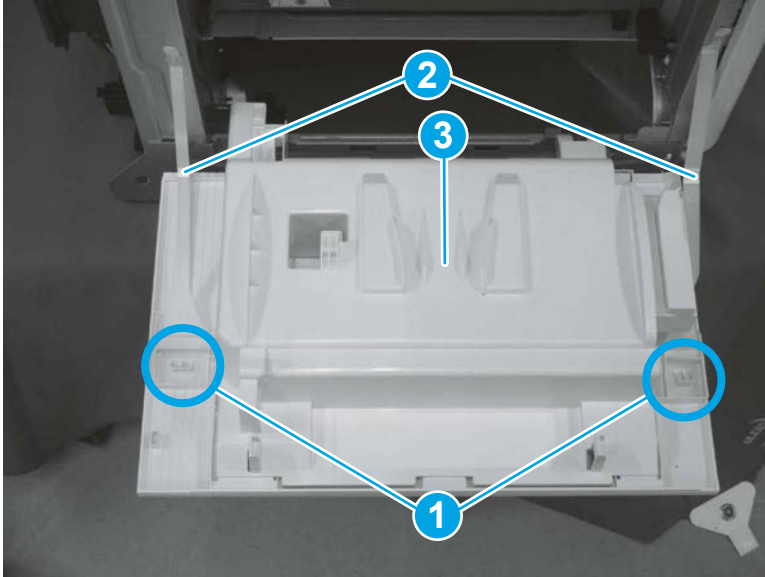
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1161 Remove the left door assembly



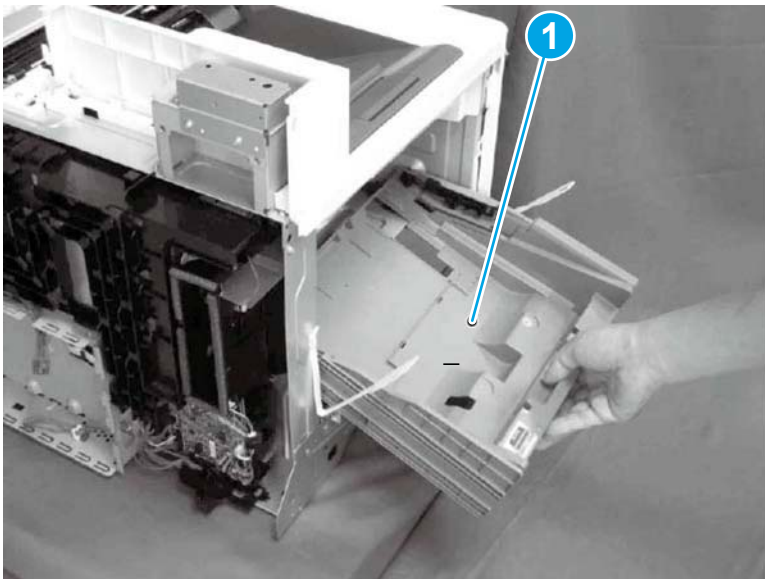
Remove the cartridge tray assembly

Follow these steps to remove the cartridge tray assembly.

- ▲ Pull out the cartridge tray assembly (callout 1).

💡 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1162 Pull out the cartridge tray assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: High-voltage power supply (HVPS)

This document provides the procedures to remove and replace the high-voltage power supply assembly.

 [View a video of how to remove and replace the high-voltage power supply assembly.](#)


Mean time to repair: 15 minutes

Service level: Intermediate

 **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.

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 8-53 Part information

Part number	Part description
RM2-9337-000CN	High-voltage power supply PCB assembly

Required tools

- #2 Phillips 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

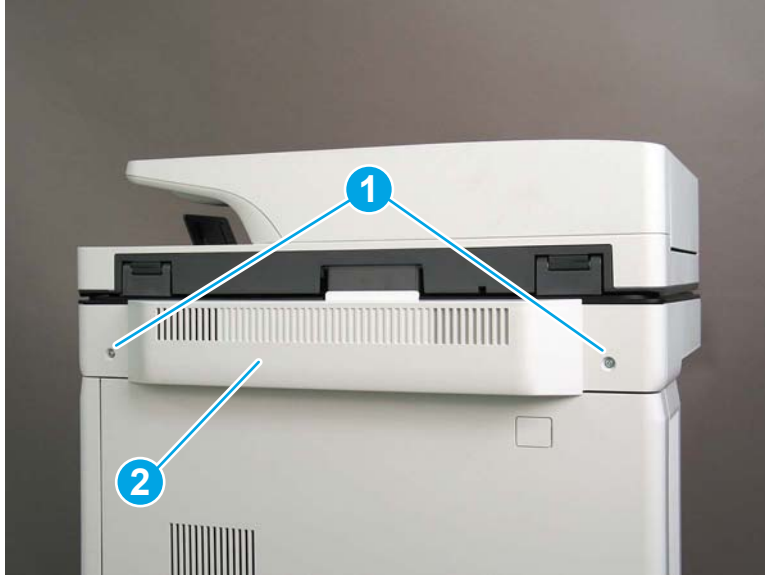
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. At the back of the printer, remove two screws (callout 1), and then remove the scanner rear cover (callout 2).

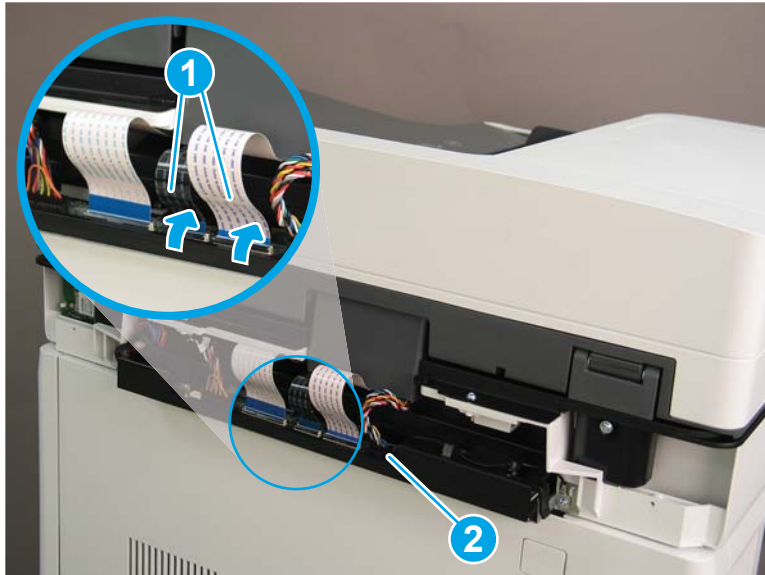
Figure 8-1163 Remove two screws and remove the scanner rear cover



2. Lift the latches to release two flat cables (callout 1), and then disconnect one connector (callout 2).

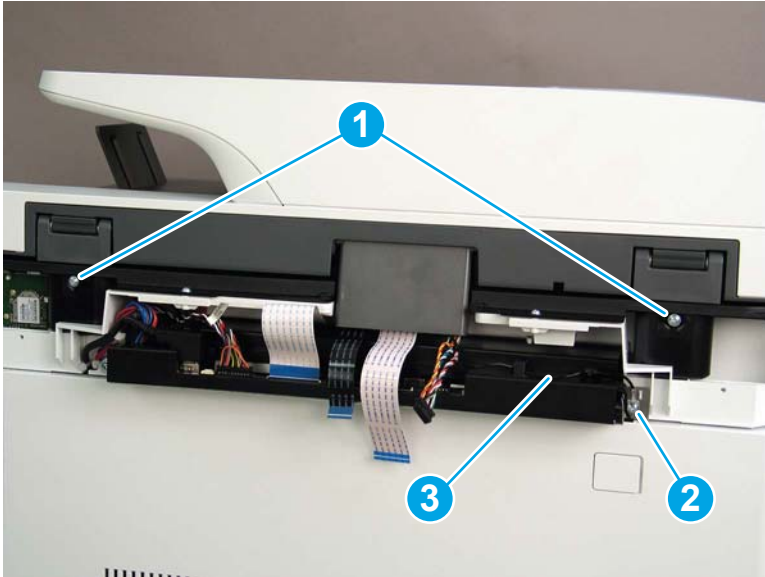
 **TIP:** When reinstalling the flat cables, lift the latches, install the cables, and then lower the latches to secure the cables.

Figure 8-1164 Disconnect three connectors



3. Remove two screws (callout 1). Release one ground screw (callout 2), and then release the ground wire (callout 3) from the cable guide.

Figure 8-1165 Remove three screws and the ground wire



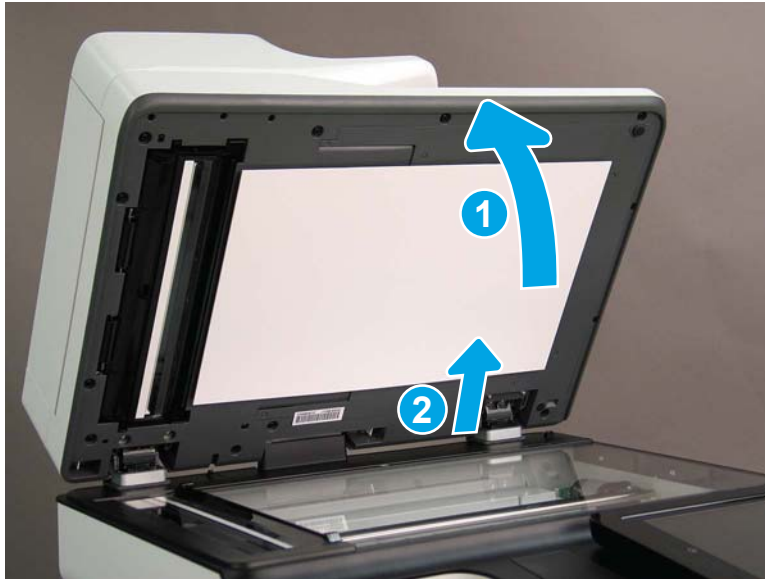
4. Open the automatic document feeder (ADF).

Figure 8-1166 Open the ADF



5. Tilt the ADF back until it stops (callout 1), and then lift it up until it stops (callout 2).

Figure 8-1167 Tilt and lift the ADF



6. Support the ADF, and then use a small, flat-blade screwdriver to release two tabs on the ADF hinges.


 **NOTE:** The tabs are located on the front side (scanner flatbed glass) of the hinges.

Figure 8-1168 Release two tabs on the ADF



7. Lift the ADF up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-1169 Lift and remove the ADF



Remove the formatter cover

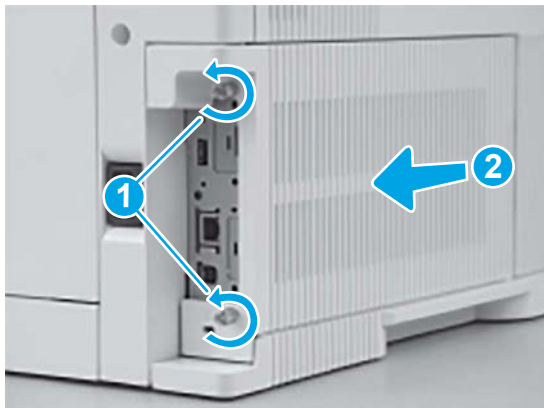
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1170 Release two thumb screws and remove the formatter cover

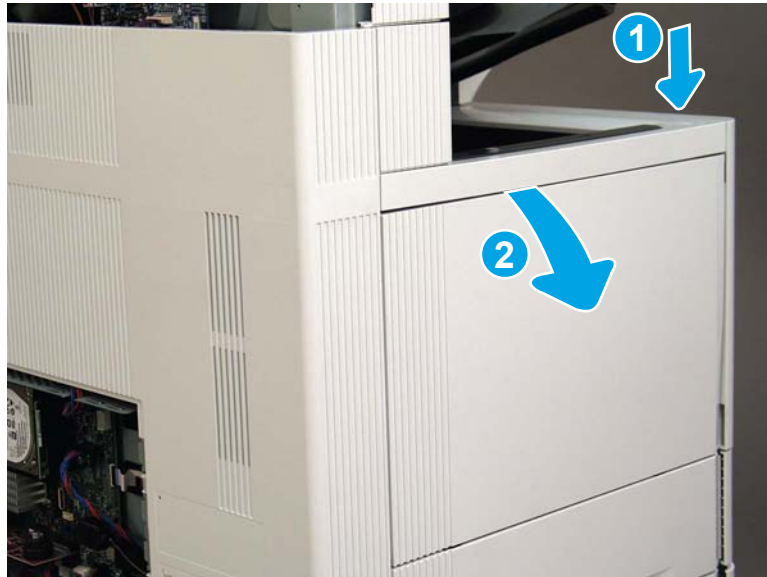


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-1171 Open the cartridge door



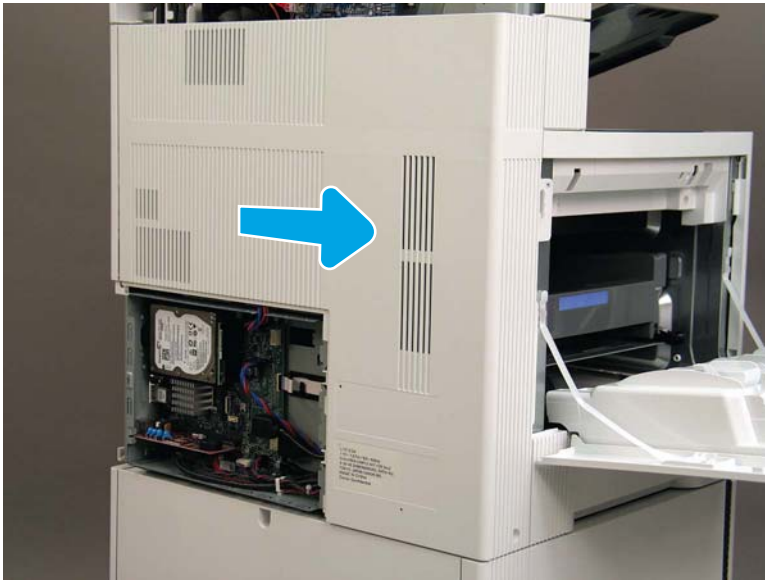
2. Remove two screws (callout 1).

Figure 8-1172 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

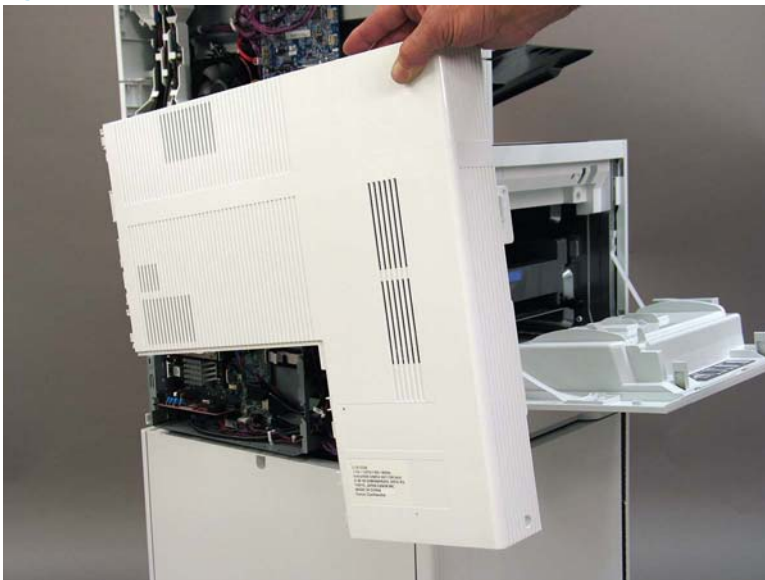
Figure 8-1173 Slide the rear cover



4. Remove the rear cover.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1174 Remove the rear cover



Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. **Flow M632z and Flow M633z models only:**

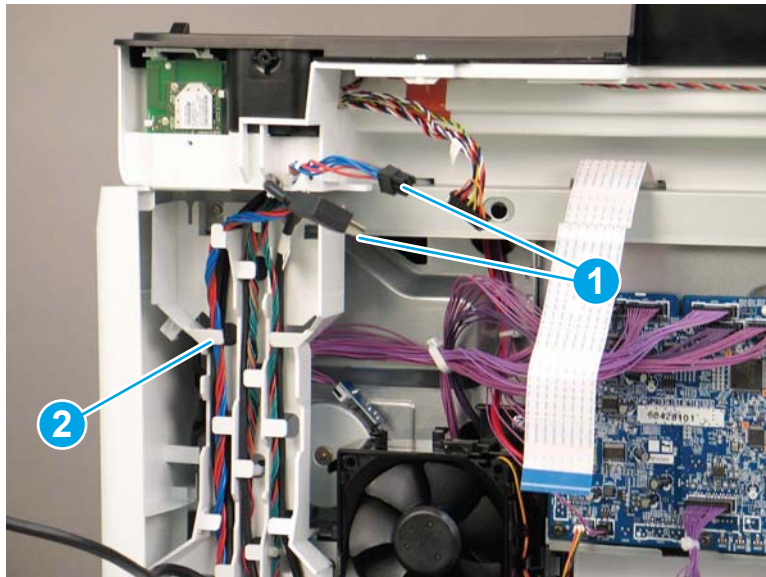
- ▲ At the back of the printer, gently pull the wireless cable in the direction indicated by the arrow, and then disconnect the wireless connector.

Figure 8-1175 Disconnect the connector



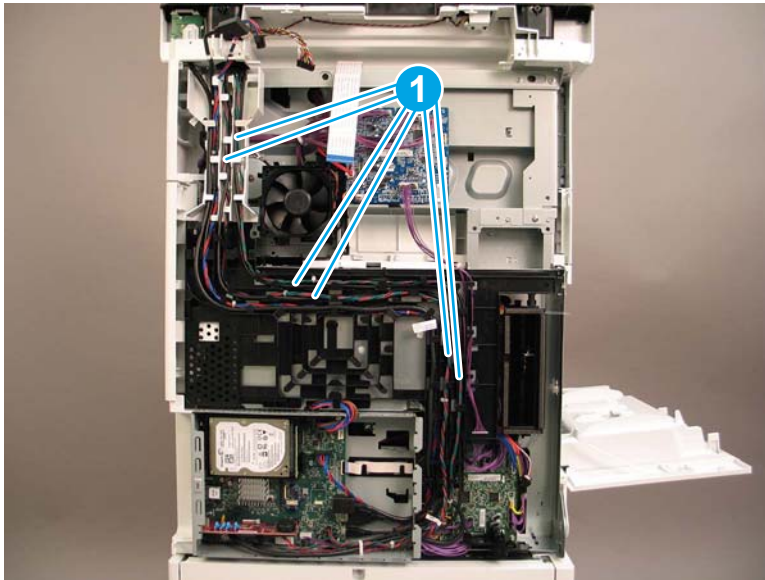
2. Release the scanner control board (SCB) cables (callout 1) from the cable guides (callout 2).

Figure 8-1176 Release the SCB cables



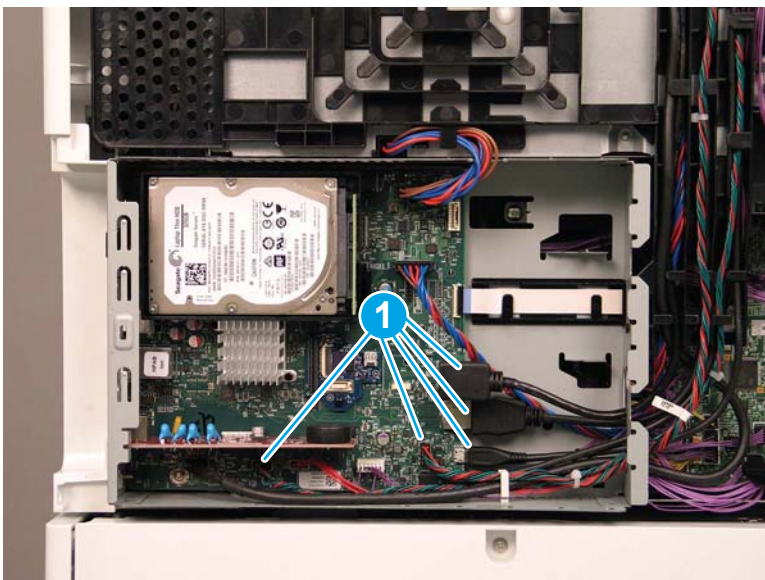
3. Release the formatter cables from the cable guides (callout 1).

Figure 8-1177 Release the formatter cables



4. On the formatter board disconnect five connectors (callout 1).

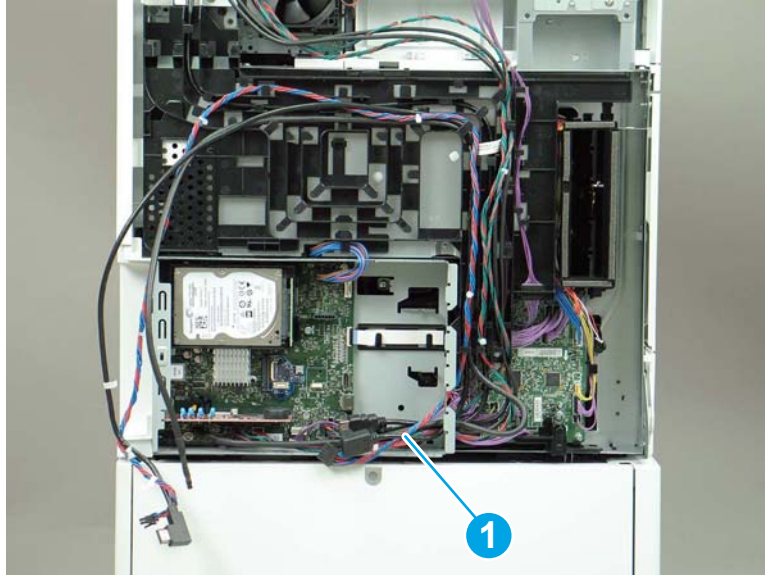
Figure 8-1178 Disconnect connect five connectors



5. Do the following:
 - a. Allow the SCB cables and the wireless cable to hang down without releasing them further.

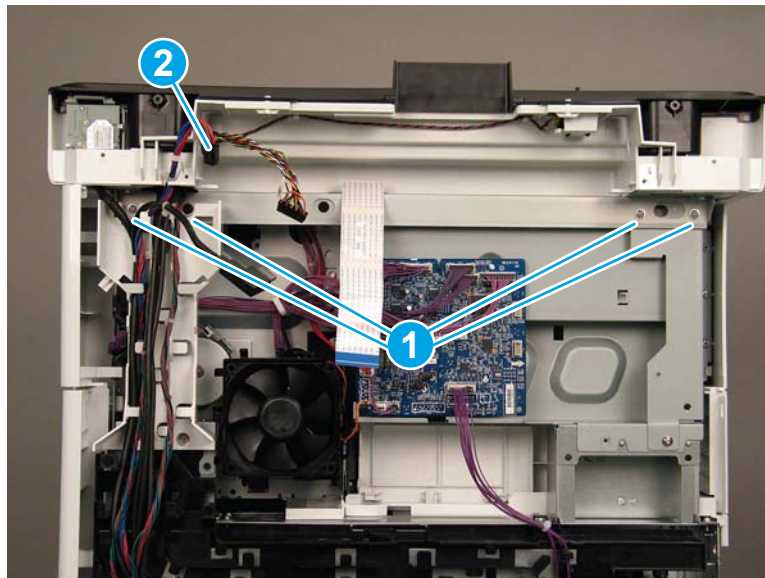
- b. Thread the disconnected formatter cables up through the opening in the side of the formatter case (callout 1).

Figure 8-1179 Thread the formatter cables through the formatter case



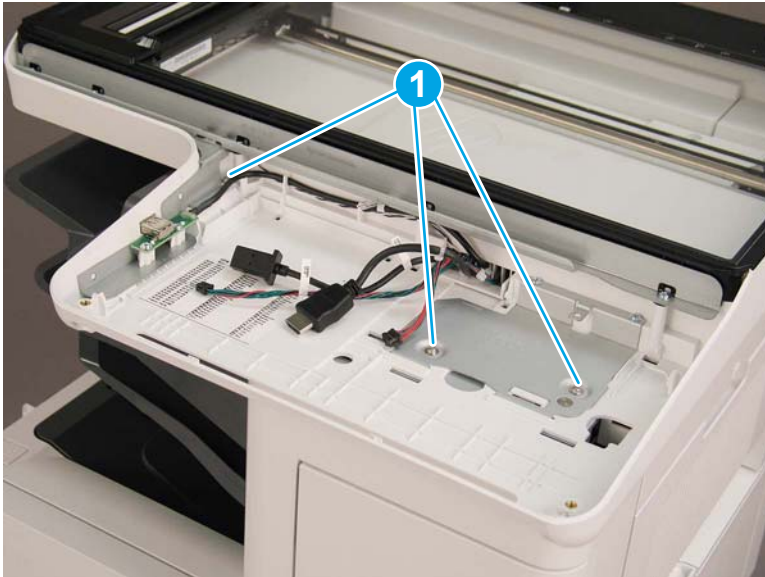
- 6. Do the following:
 - a. At the back of the printer, remove four screws (callout 1).
 - b. Release the wireless cable from the cable guide (callout 2).

Figure 8-1180 Remove four screws and release one cable



7. On top of the image scanner assembly, at the location where the control panel has been removed, remove two sheet metal screws and one self-tapping screw (callout 1).

Figure 8-1181 Remove three screws



8. Lift the image scanner assembly off of the printer, and remove it.


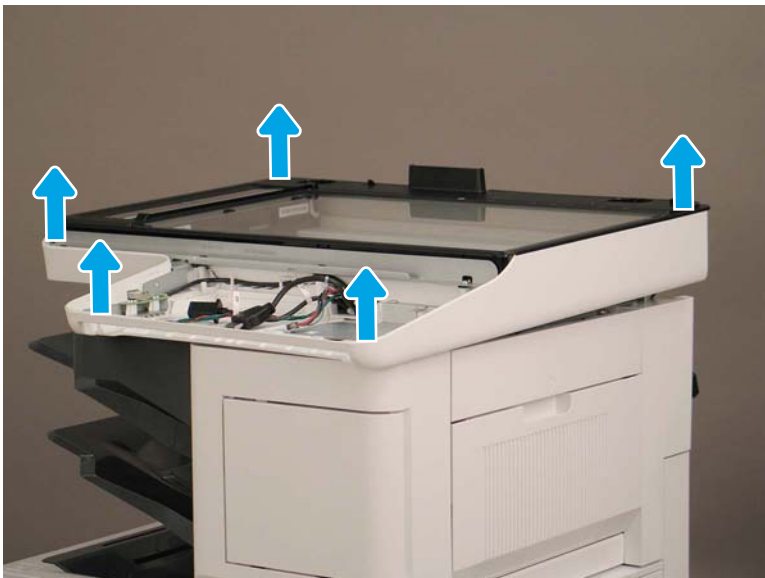
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1182 Remove the image scanner assembly



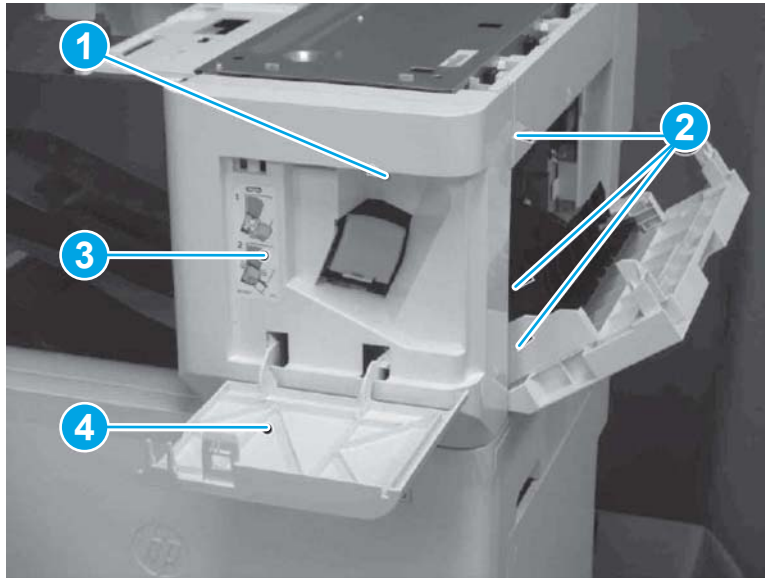
Remove the inner finisher assembly

Follow these steps to remove the inner finisher assembly.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).

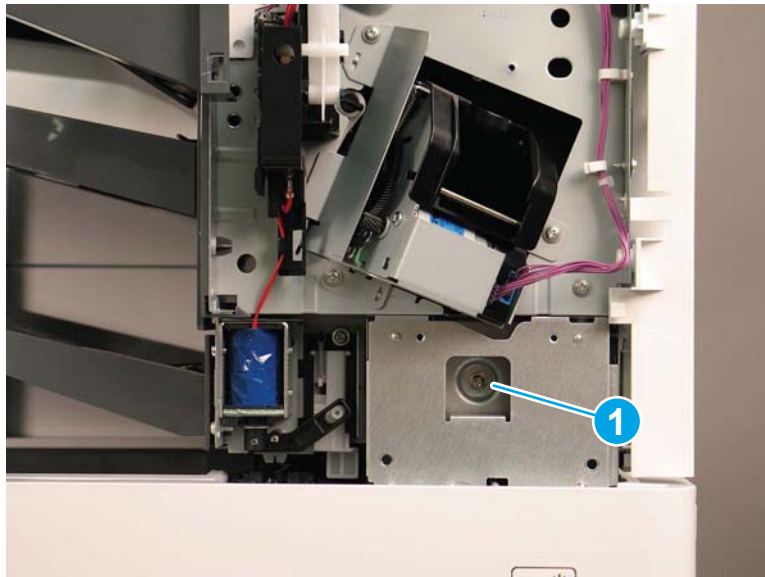
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1183 Remove staple cover and staple door



5. Remove one screw (callout 1).

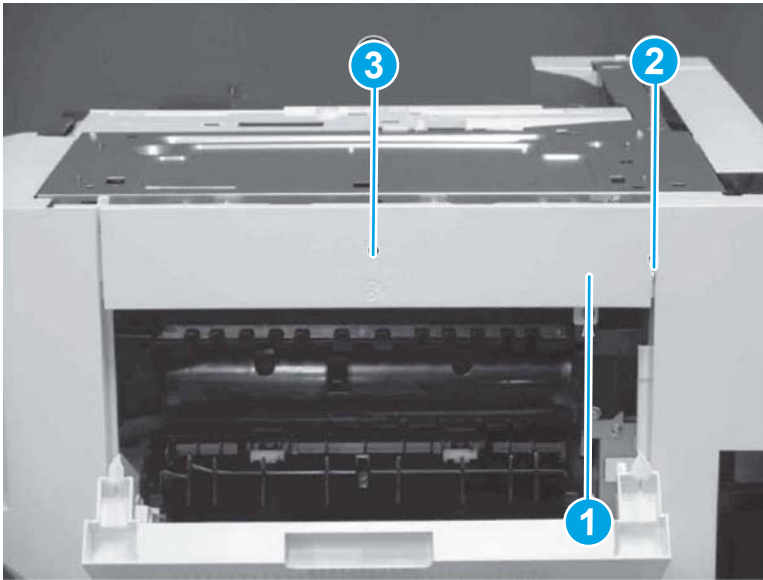
Figure 8-1184 Remove one screw



6. Open the SS door assembly.
7. Remove one screw (callout 1).
8. Release one tab (callout 2).

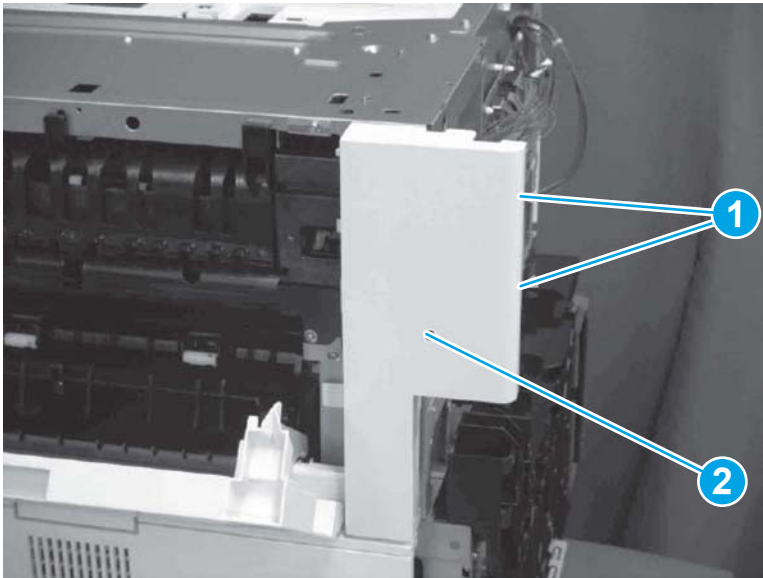
9. Remove the right upper cover (callout 3).

Figure 8-1185 Remove the right upper cover



10. Release two tabs (callout 1).
11. Remove the rear corner cover (callout 2).

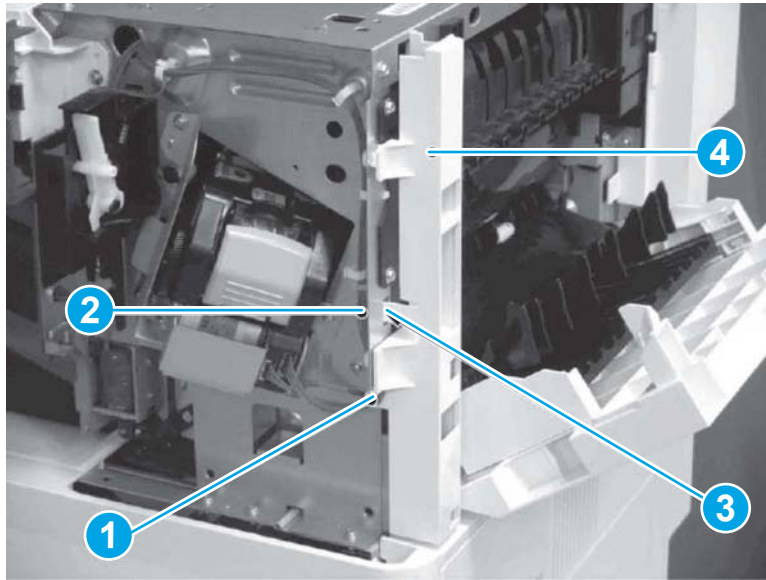
Figure 8-1186 Remove the rear corner cover



12. Release the cable (callout 2) from the cable guide (callout 1).
13. Release one tab (callout 3).

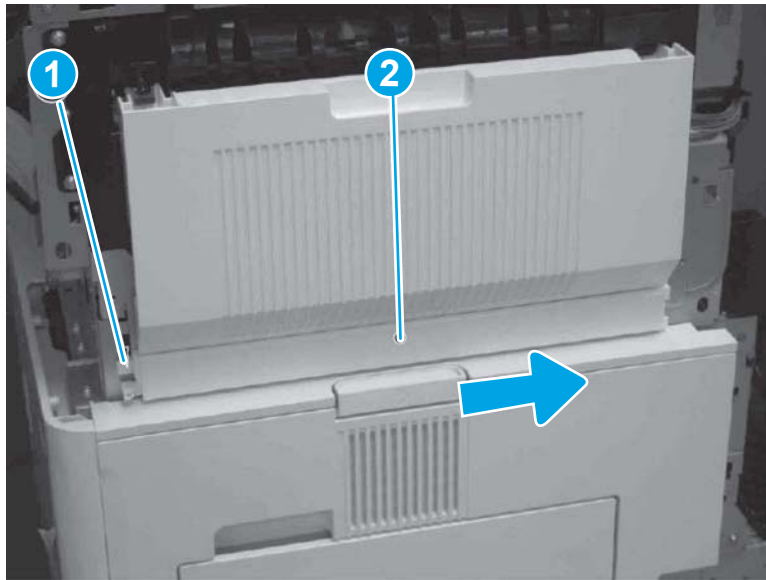
14. Remove the inner cover (callout 4).

Figure 8-1187 Remove the inner cover



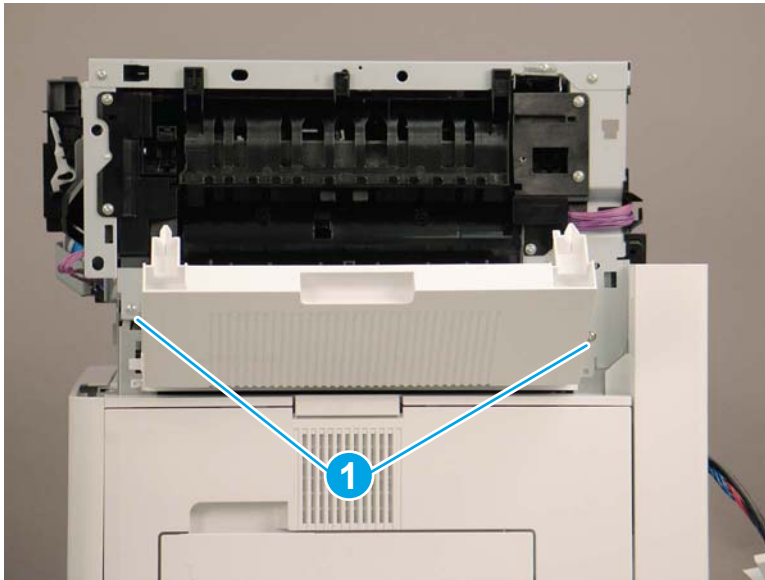
15. Release one tab (callout 1).
16. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-1188 Remove the right lower cover



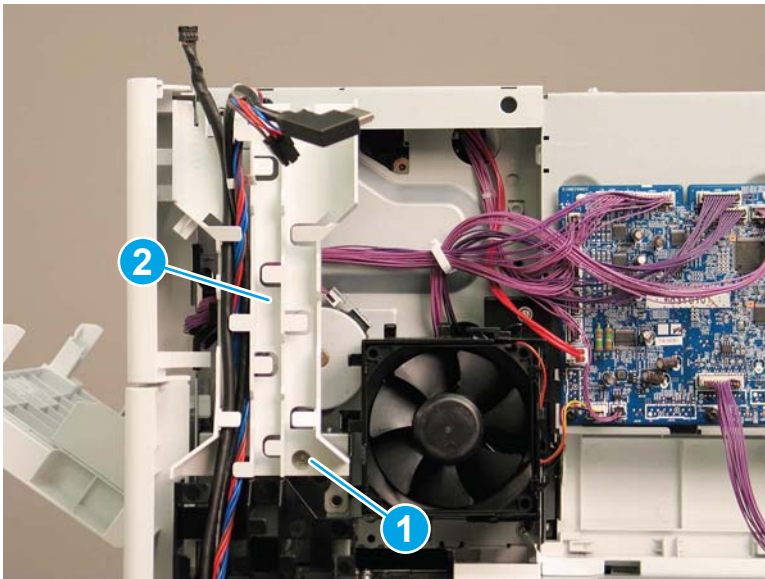
17. Remove two screws (callout 1).

Figure 8-1189 Remove two screws



18. Remove one screw (callout 1), and then remove the cable guide (callout 2).

Figure 8-1190 Remove the cable guide



19. Remove one connector (callout 1) and two screws (callout 2).


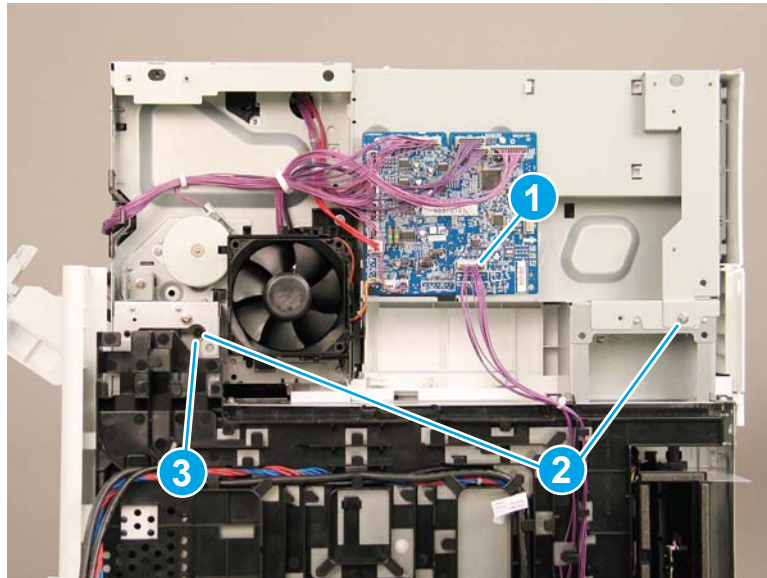
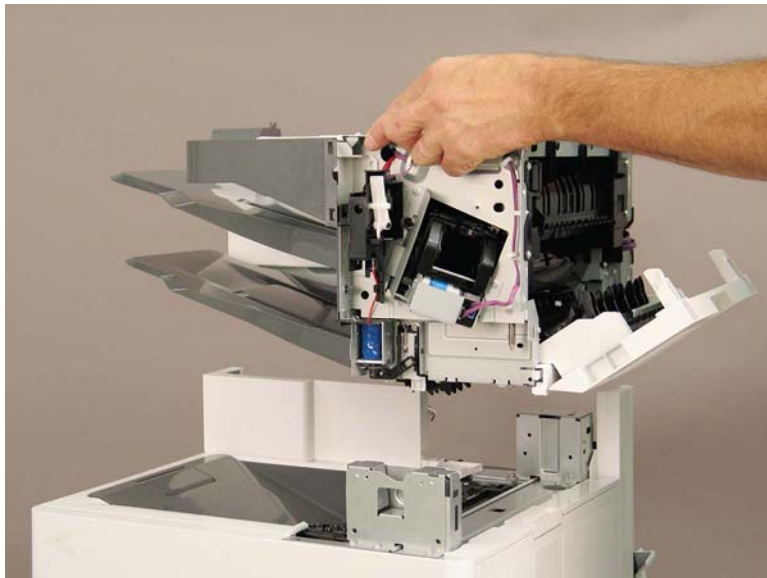
 **TIP:** Make sure to capture the screw (callout 3) with the metallic screwdriver so as not to drop it into the body of the printer.

Figure 8-1191 Remove one connector and two screws



20. Lift the inner finisher to remove it from the printer.

Figure 8-1192 Remove the inner finisher



Remove the image scanner front cover

Follow these steps to remove the image scanner front cover.

- ▲ Do the following:

- a. Release two tabs (callout 1).
- b. Remove the image scanner front cover (callout 2).


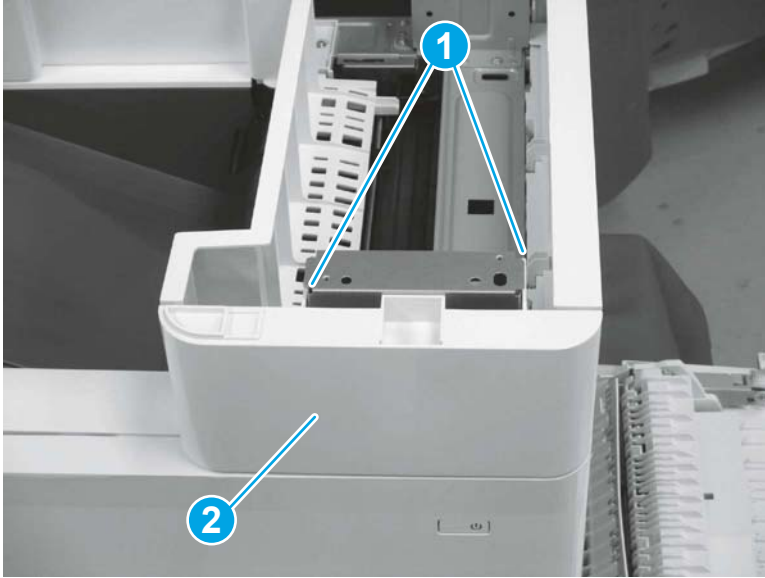
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1193 Remove the image scanner front cover

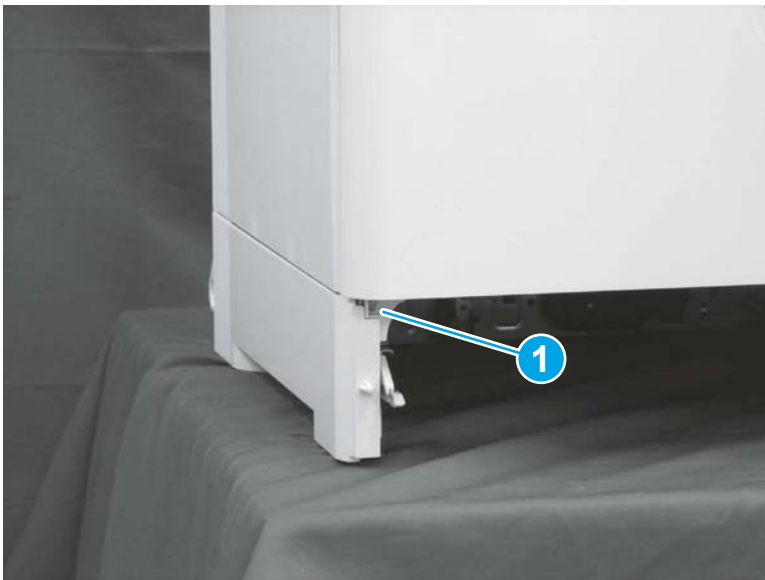


Remove the front cover assembly

Follow these steps to remove the front cover assembly.

1. Remove one screw (callout 1).

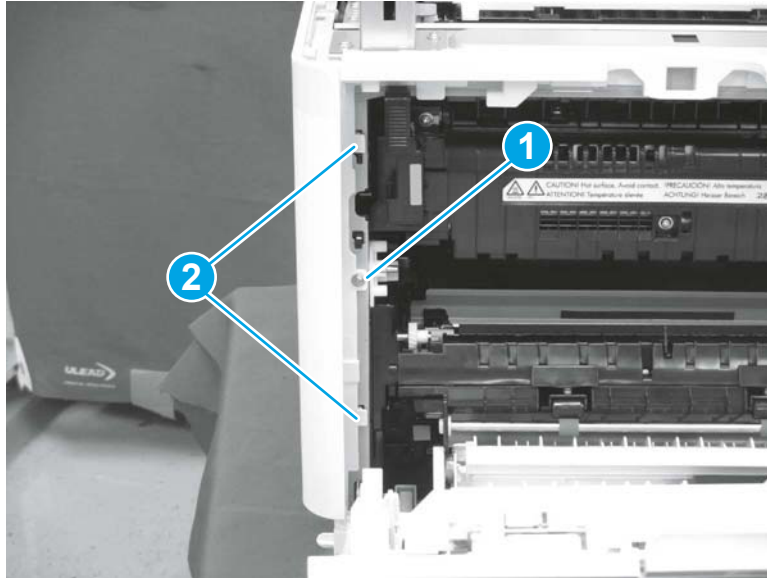
Figure 8-1194 Remove one screw



2. Do the following:
 - a. Remove one screw (callout 1).

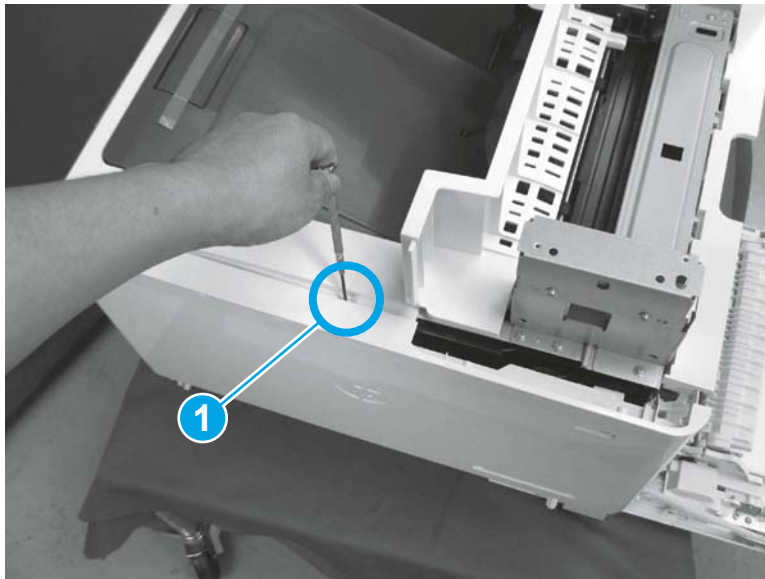
- b. Release two tabs (callout 2).

Figure 8-1195 Remove one screw and release two tabs



3. Release one tab (callout 1).

Figure 8-1196 Release one tab

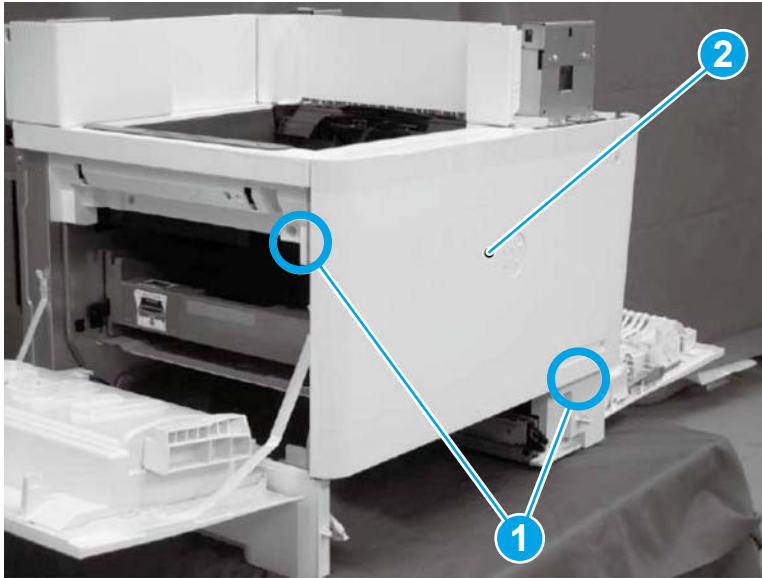


4. Do the following:
 - a. Release two tabs (callout 1).

- b. Remove the front cover assembly (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1197 Release two tabs and remove the front cover assembly

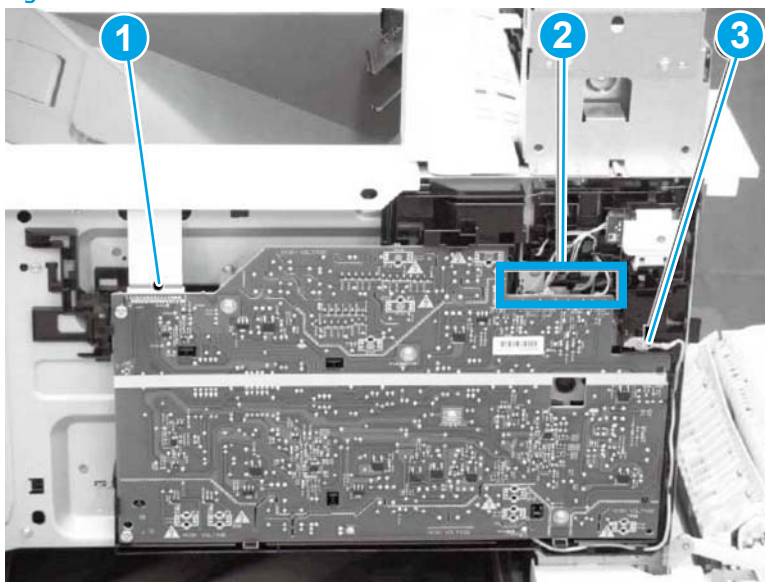


Remove the high-voltage power supply assembly

Follow these steps to remove the high-voltage power supply assembly.

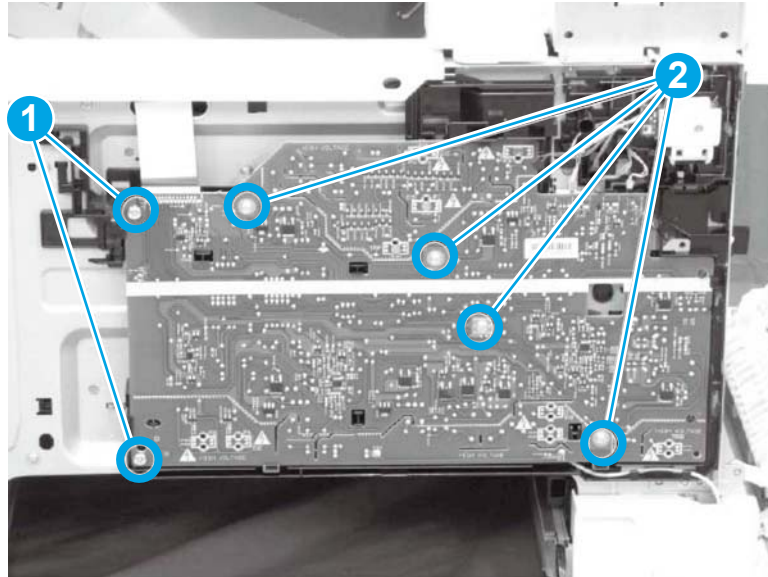
1. Do the following:
 - a. Remove the FFC (callout 1).
 - b. Disconnect four connectors (callout 2).
 - c. Remove one screw (callout 3).

Figure 8-1198 Remove the FFC and disconnect four connectors and remove one screw



2. Do the following:
 - a. Remove two M4 screws (callout 1).
 - b. Remove four M3 screws (callout 2).

Figure 8-1199 Remove six screws



3. Do the following:
 - a. Release five tabs (callout 1).
 - b. Remove the high-voltage power supply PCA (callout 2).


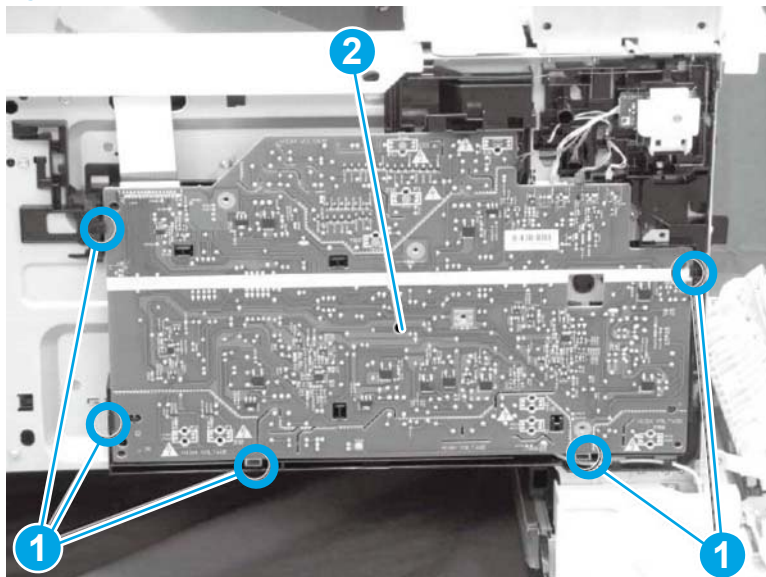
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1200 Release five tabs and remove the high-voltage power supply PCA



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: DC controller assembly

This document provides the procedures to remove and replace the DC controller assembly.



[View a video of how to remove and replace the DC controller assembly.](#)

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-54 Part information

Part number	
RM2-9493-000CN	DC controller PCB assembly
RM3-8457-000CN	DC controller PCB assembly (M634-M636)

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

Follow these steps to remove the formatter cover.

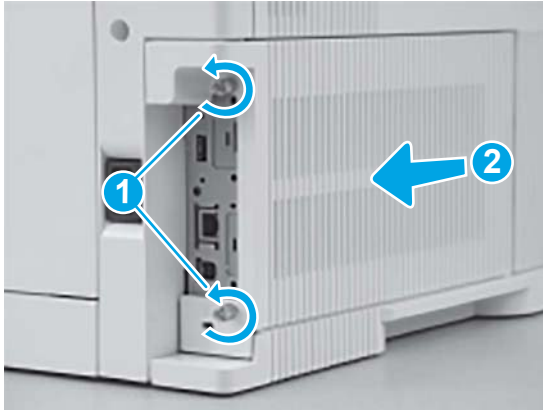
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1201 Release two thumb screws and remove the formatter cover

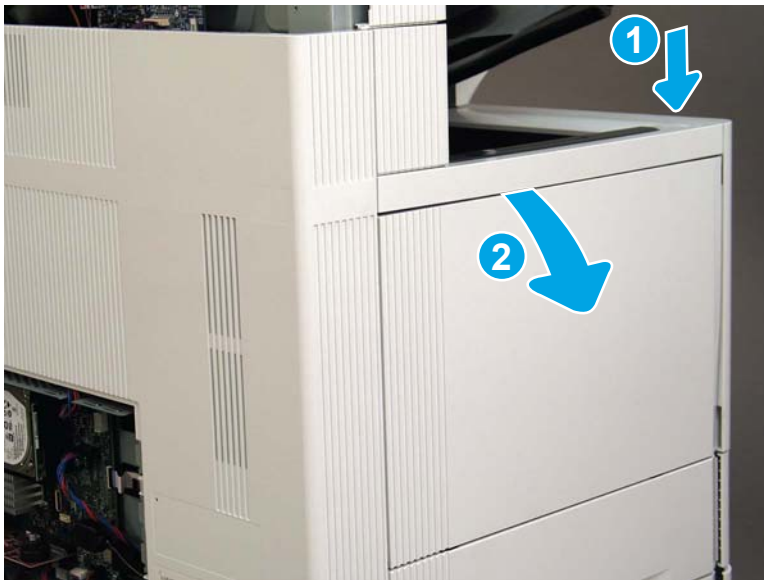


Remove the rear cover

Follow these steps to remove the rear cover.

1. Press the button above the cartridge door (callout 1), and then open the door in the direction indicated by the arrow (callout 2).

Figure 8-1202 Open the cartridge door



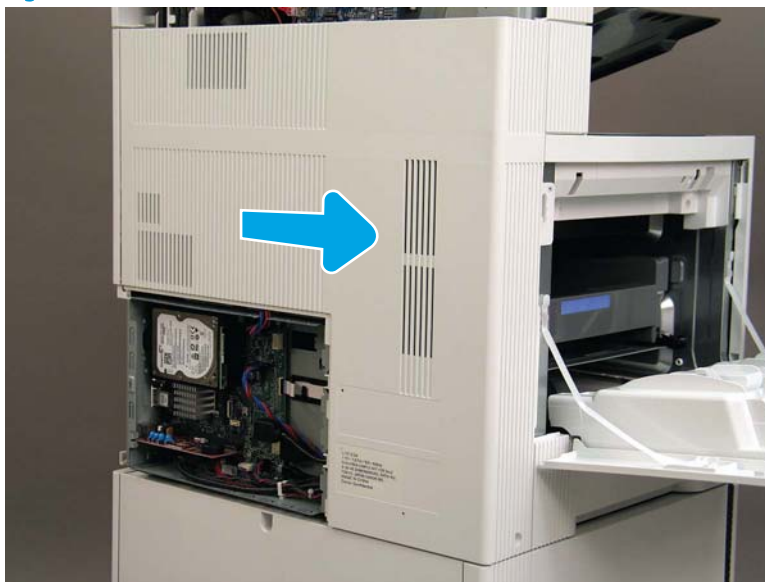
2. Remove two screws (callout 1).

Figure 8-1203 Remove two screws



3. Slide the rear cover in the direction indicated by the arrow.

Figure 8-1204 Slide the rear cover



4. Remove the rear cover.


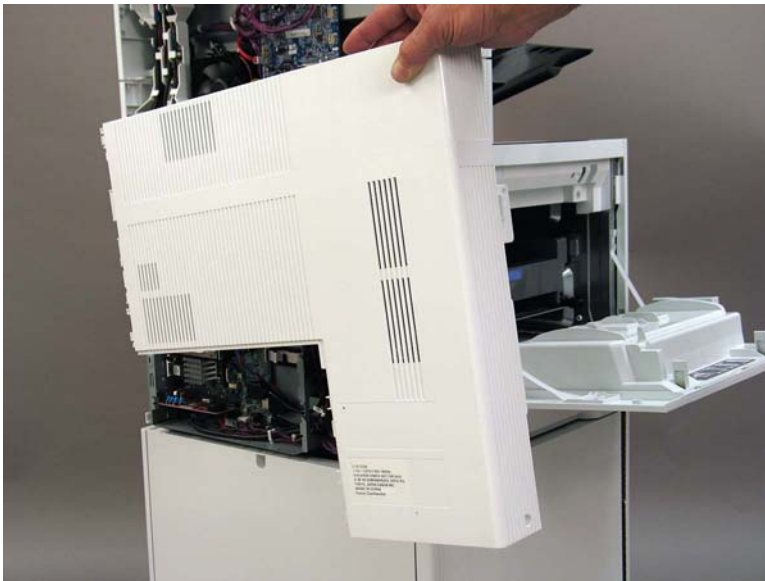
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1205 Remove the rear cover

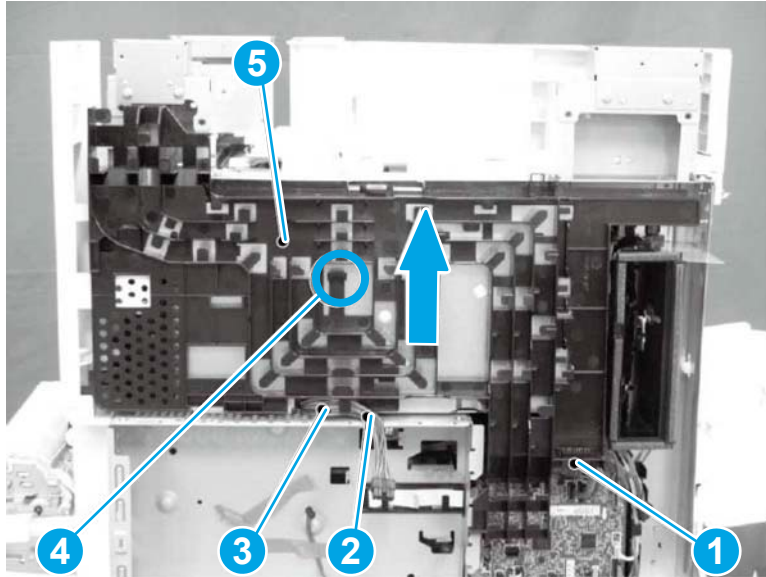


Remove the DC controller assembly

Follow these steps to remove the DC controller assembly.

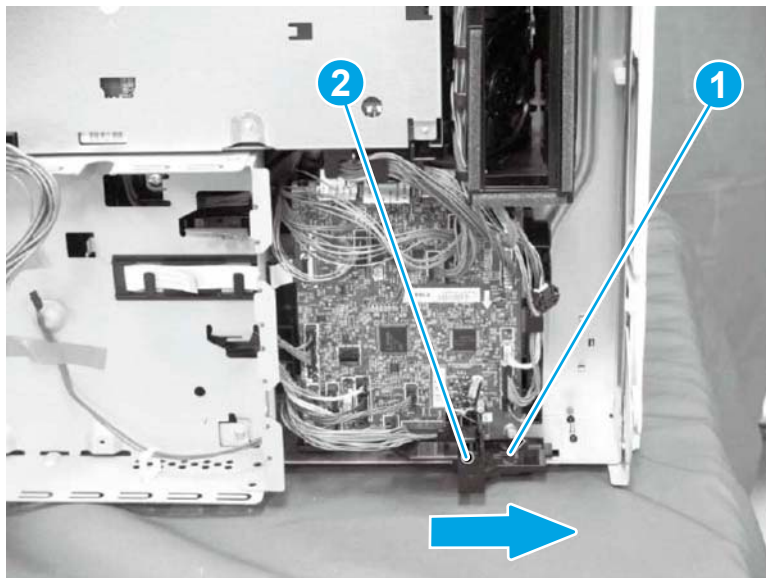
1. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Release the cable (callout 2) from the cable guide(callout 3).
 - c. Release one tab (callout 4).
 - d. Remove the cable guide (callout 5).

Figure 8-1206 Disconnect one connector and release the cable and one tab



2. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-1207 Release one tab and remove the guide



3. Do the following:
 - a. Disconnect all of the connectors on the DC controller PCA.
 - b. Remove two screws (callout 1).
 - c. Remove the DC controller PCA (callout 2).


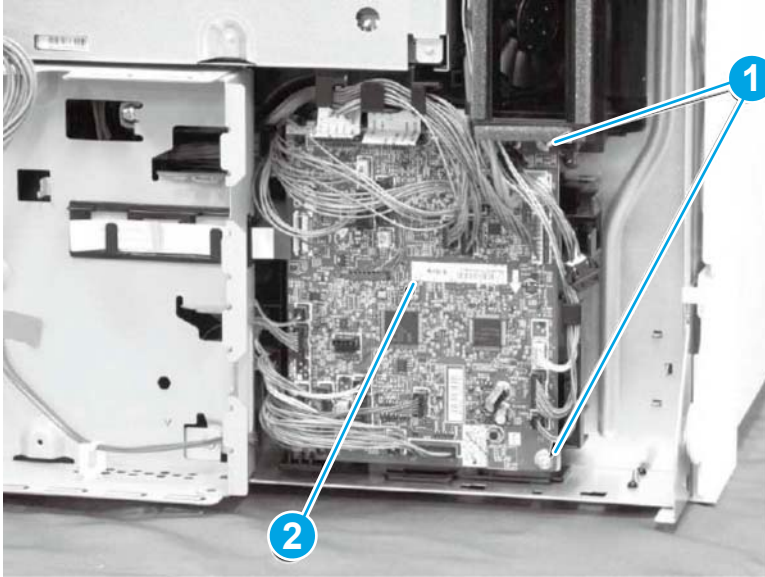
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1208 Disconnect the connectors and remove two screws and the DC controller PCA



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Fan 2

This document provides the procedures to remove and replace the fan 2.

This document provides the procedures to remove and replace fan 2. On the single function devices, the fan is found inside the rear door, and on multi-function devices the fan is found inside the right door.


Mean time to repair: 15 minutes

Service level: Easy

 **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.

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 8-55 Part information

Part number	Part description
RK2-8948-000CN	Fan 2

Required tools

- #2 Phillips 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

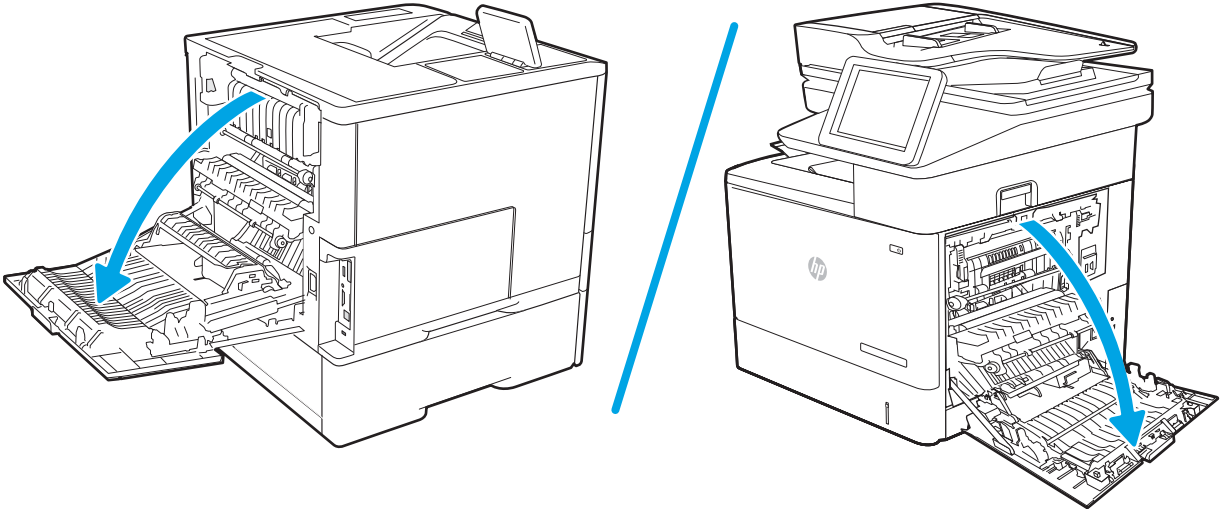
Send a print job to the printer.

Remove Fan 2

Follow these steps to remove fan 2.

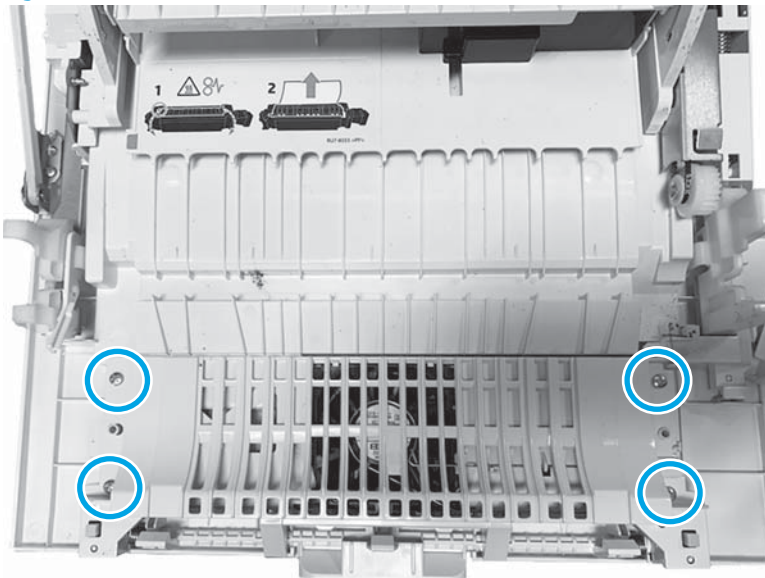
1. Do one of the following to locate fan2:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

Figure 8-1209 Open the rear door or open the right door



2. Remove 4 plastic screws.

Figure 8-1210 Remove the fuser



3. Remove the fan cover.

Figure 8-1211 Remove fan cover

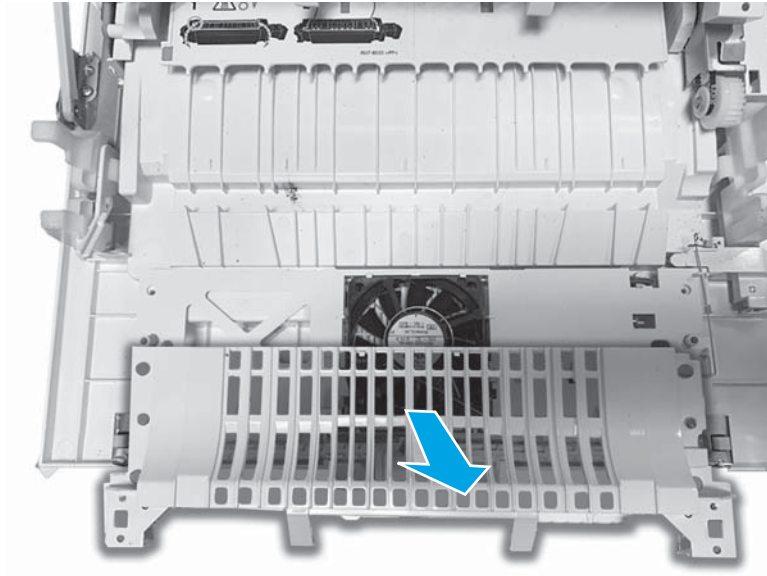
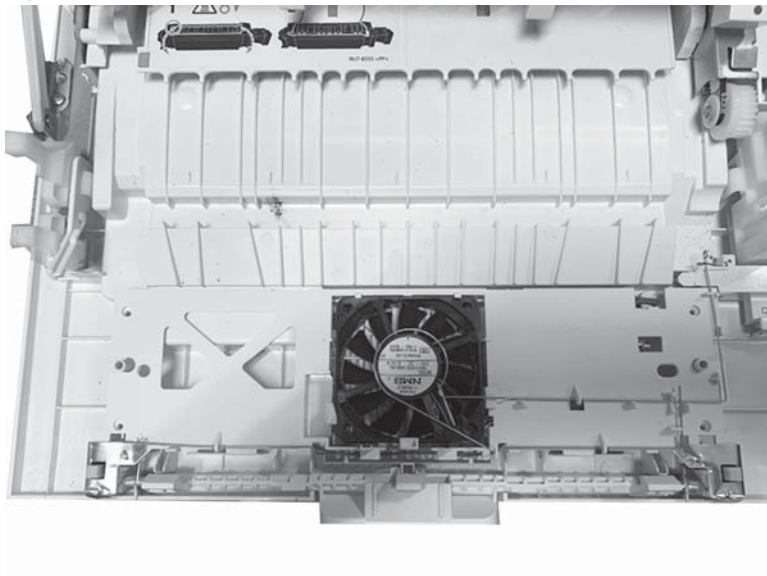
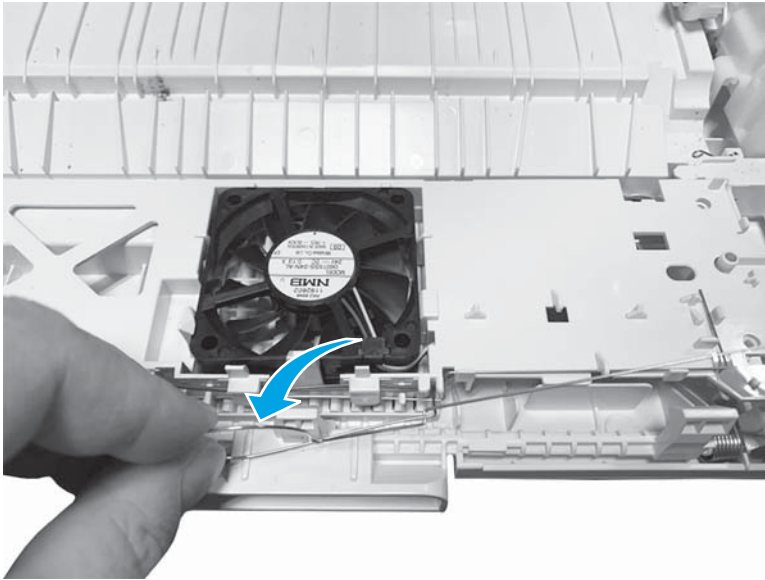


Figure 8-1212 Fan cover removed



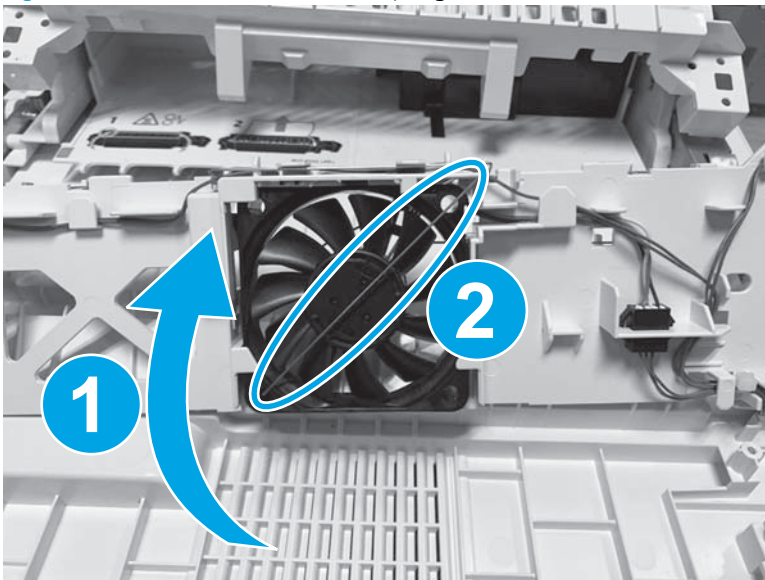
4. Remove the grounding springs from top of fan.

Figure 8-1213 Remove grounding spring



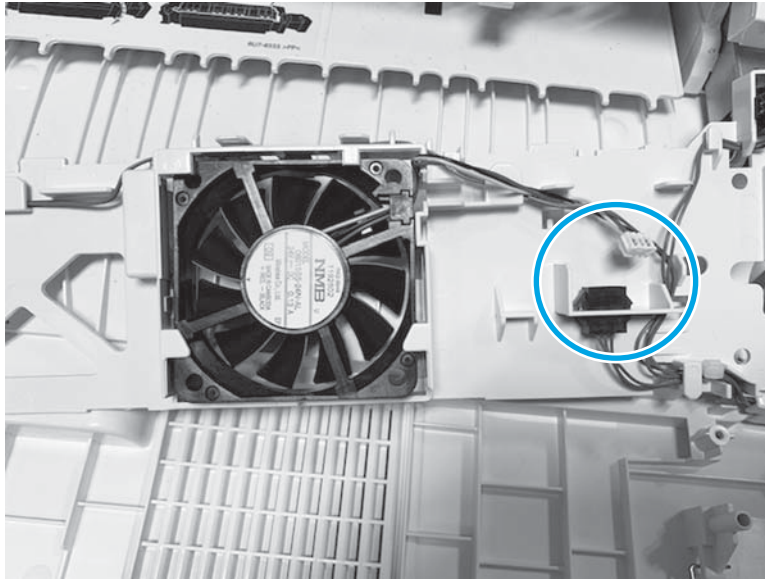
5. Rotate the fan assembly up (callout 1) and remove spring (callout 2) on rear side of fan.

Figure 8-1214 Tilt fan and remove spring



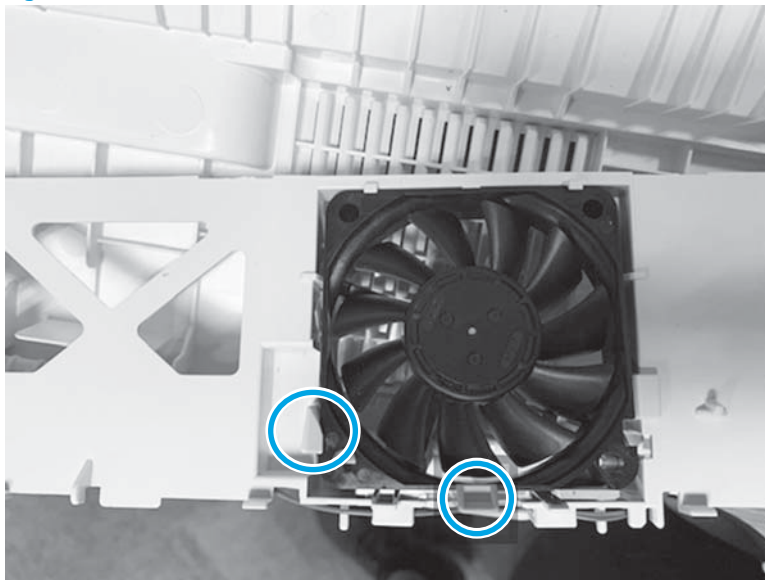
6. Disconnect and remove the fan cable from the stays.

Figure 8-1215 Remove connector



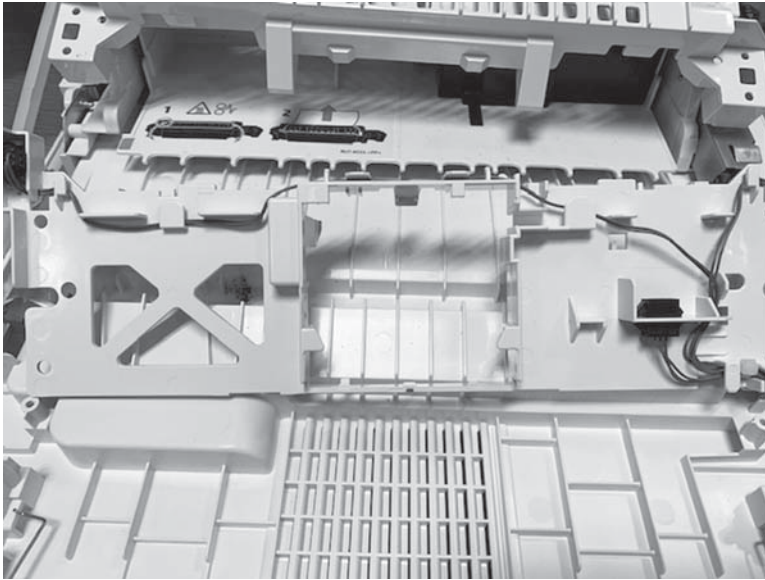
7. Push up on the fan from the bottom, while releasing two clips.

Figure 8-1216 Remove the fan



8. Fan removed.

Figure 8-1217 Fan removed



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Remove and replacement: Trays


Learn how to remove and replace the printer trays.

Removal and replacement: Cassette Tray 2

This document provides the procedures to remove and replace the cassette tray 2.


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-56 Part information

Part number	Part description
RM2-6766-000CN	Cassette assembly (tray 2)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the cassette tray 2

Follow these steps to remove the cassette tray 2.

- ▲ Open the cassette tray 2, and then lift up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1218 Open and remove the cassette tray 2



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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: Install the cassette tray 2

Follow these steps to step 3: Install the cassette tray 2.

- ▲ Align the sides of the tray with the rails in the printer, and then slide the tray into the printer.


 **TIP:** It might be easier to get the tray started into the cavity, if the front edge is slightly raised.

Figure 8-1219 Install the tray



Removal and replacement: Input accessories

Learn how to remove and replace the input accessories.

Removal and replacement: Envelope feeder


Learn how to remove and replace the envelope feeder parts and assemblies.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder rear cover

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder rear cover.

Mean time to repair: 10 minutes


Service level: Intermediate

 **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.

It might be necessary to remove the engine, or any tray above or below the 1x550-sheet paper feeder/envelope feeder, to access this item.

 **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.

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 8-57 Part information

Part number	Part description
RC4-8684-000CN	Rear cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

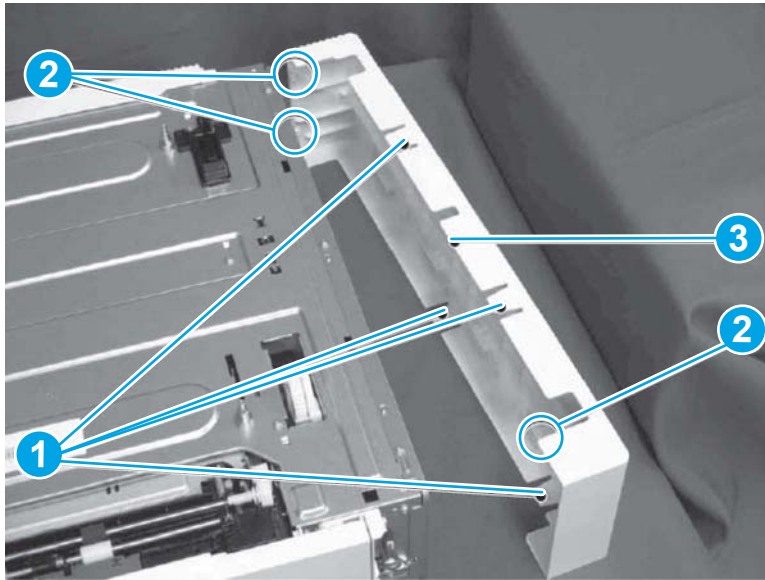
Remove the rear cover


Follow these steps to remove the rear cover.

1. Release four tabs (callout 1).
2. Release three bosses (callout 2).
3. Remove the rear cover (callout 3).

4. Remove one screw (callout 1).

Figure 8-1220 Remove the rear cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder right door assembly/right lower cover

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder right door assembly/right lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-58 Part information

Part number	Part description
RM2-0891-000CN	Right door assembly
RC4-8686-000CN	Right lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

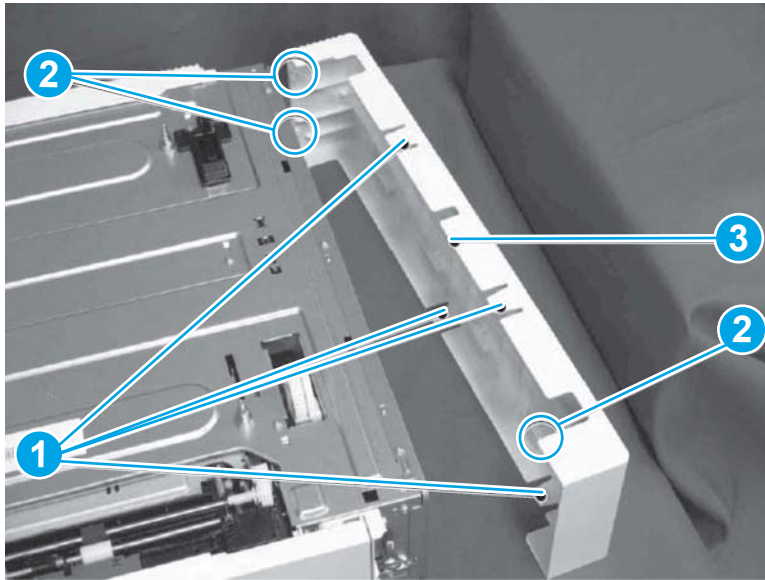
Remove the rear cover


Follow these steps to remove the rear cover.

1. Release four tabs (callout 1).
2. Release three bosses (callout 2).
3. Remove the rear cover (callout 3).

4. Remove one screw (callout 1).

Figure 8-1221 Remove the rear cover



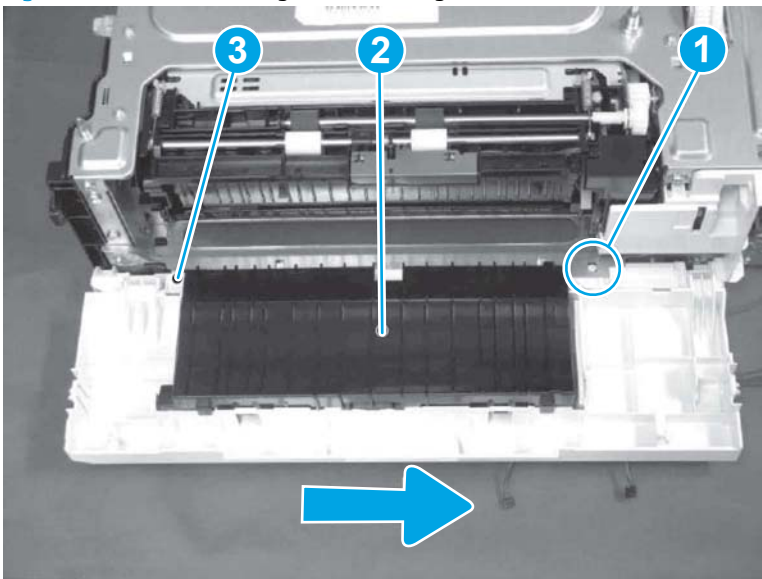
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly/right lower cover

Follow these steps to remove the right door assembly/right lower cover.

1. Release one boss (callout 1).
2. Slide the right door assembly (callout 2) and the right lower cover (callout 3) in the direction of the arrow to remove.

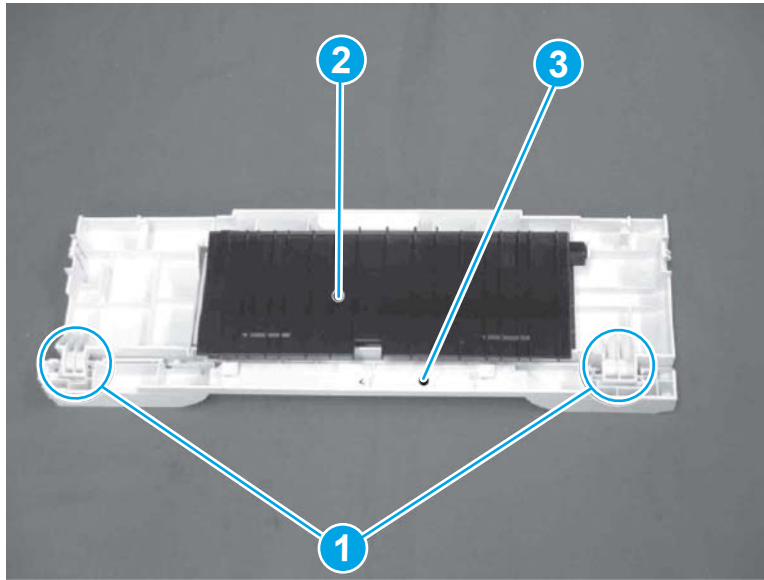
Figure 8-1222 Remove right door and right lower cover



3. Remove two shafts (callout 1).

4. Remove the right lower cover (callout 3) from the right door assembly (callout 2).

Figure 8-1223 Remove right lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder left cover

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder left cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-59 Part information

Part number	
RC4-8685-000CN	Left cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

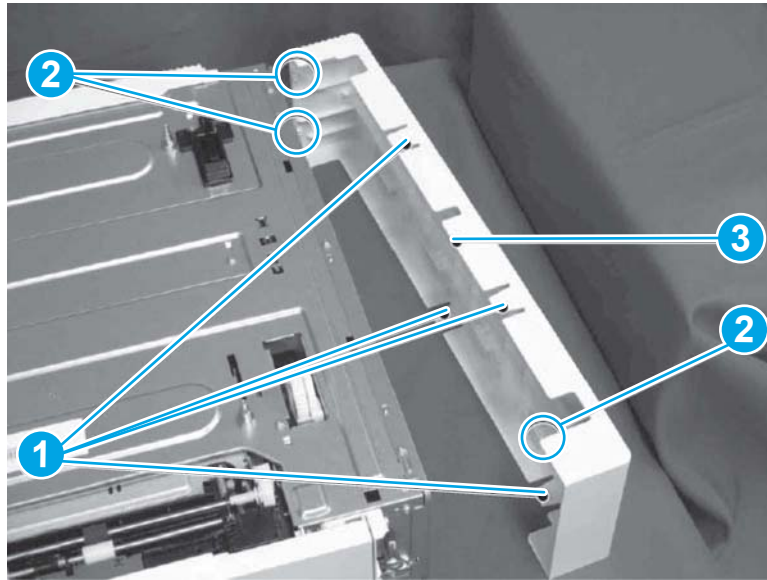
Remove the rear cover

Follow these steps to remove the rear cover.

1. Release four tabs (callout 1).
2. Release three bosses (callout 2).
3. Remove the rear cover (callout 3).

4. Remove one screw (callout 1).

Figure 8-1224 Remove the rear cover



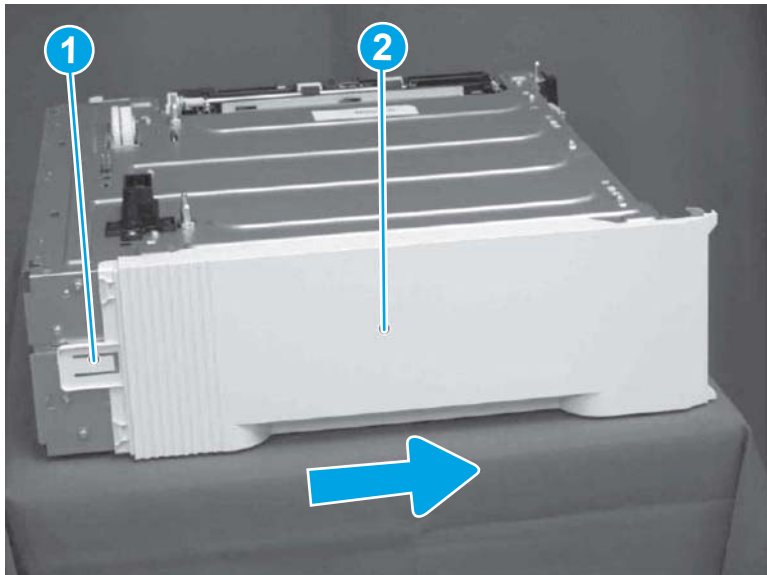
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Release one boss (callout 1).
2. Slide the left cover (callout 2) in the direction of the arrow and remove it.

Figure 8-1225 Remove left cover




 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder pickup assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder pickup assembly.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-60 Part information

Part number	
RM2-0892-000CN	Paper pick-up assembly (550 sheet paper feeder)
RM2-1140-000CN	Paper pickup assembly (envelope feeder)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

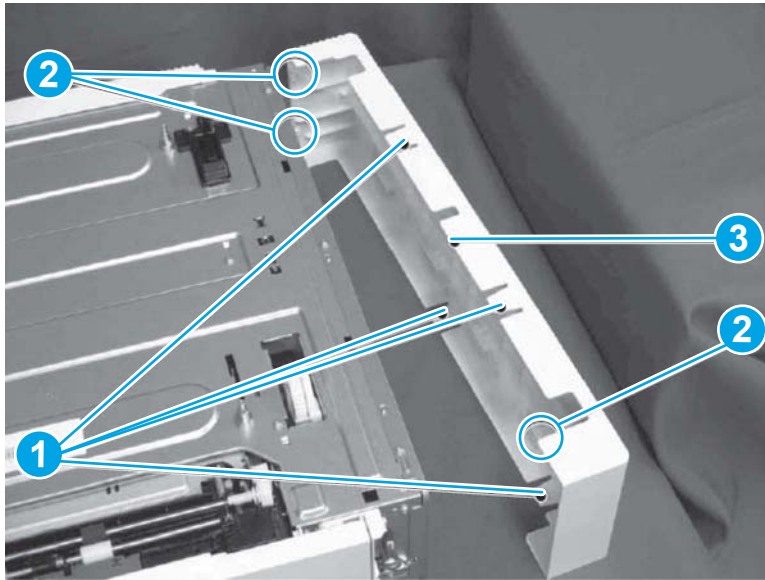
Remove the rear cover


Follow these steps to remove the rear cover.

1. Release four tabs (callout 1).
2. Release three bosses (callout 2).
3. Remove the rear cover (callout 3).

4. Remove one screw (callout 1).

Figure 8-1226 Remove the rear cover



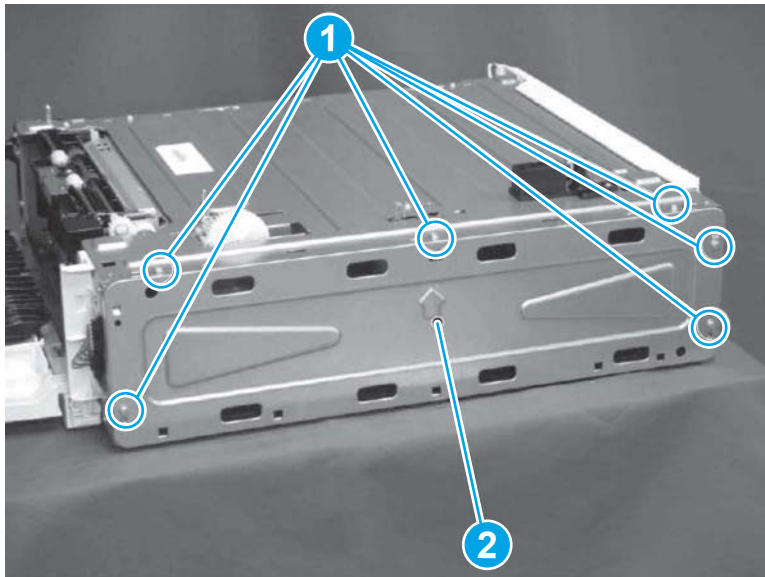
 **TIP:** Reverse the removal steps to install the assembly.

Remove the pickup assembly

Follow these steps to remove the pickup assembly.

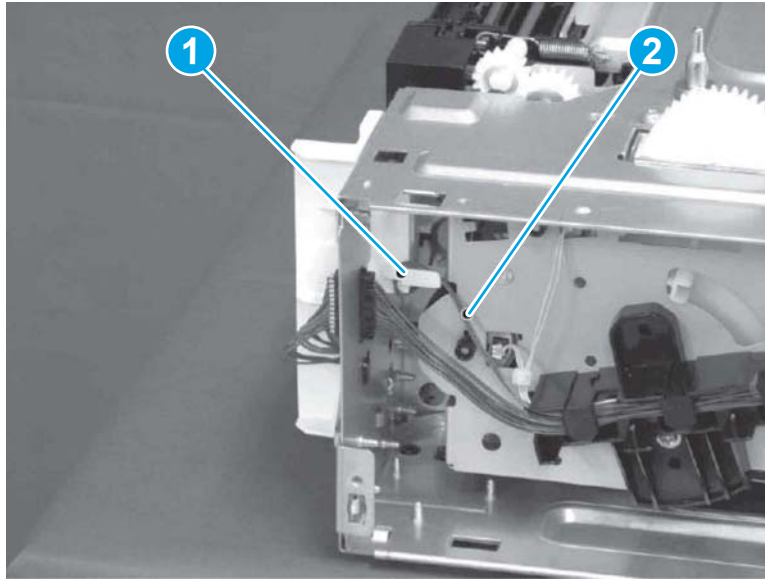
1. Remove six screws (callout 1).
2. Remove the cover (callout 2).

Figure 8-1227 Remove cover



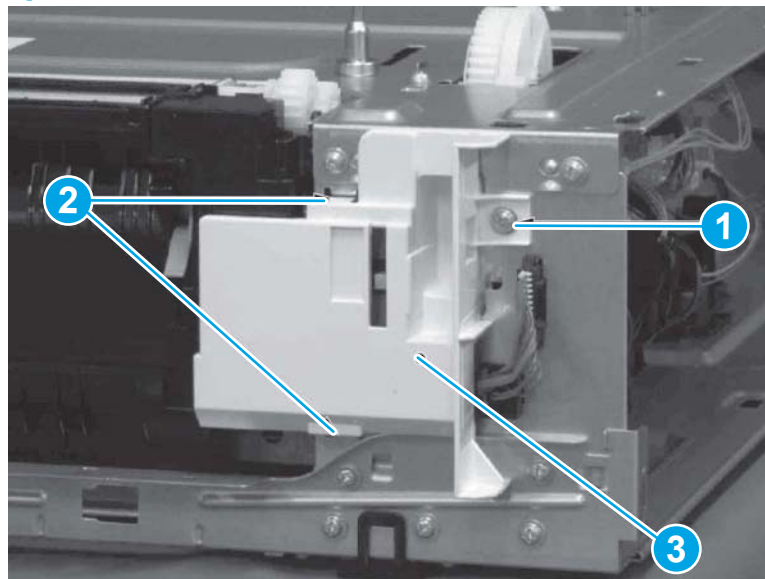
3. Release the cable (callout 2) from the boss (callout 1).

Figure 8-1228 Release cable



4. Remove one screw (callout 1).
5. Release two tabs (callout 2).
6. Remove the cover (callout 3).

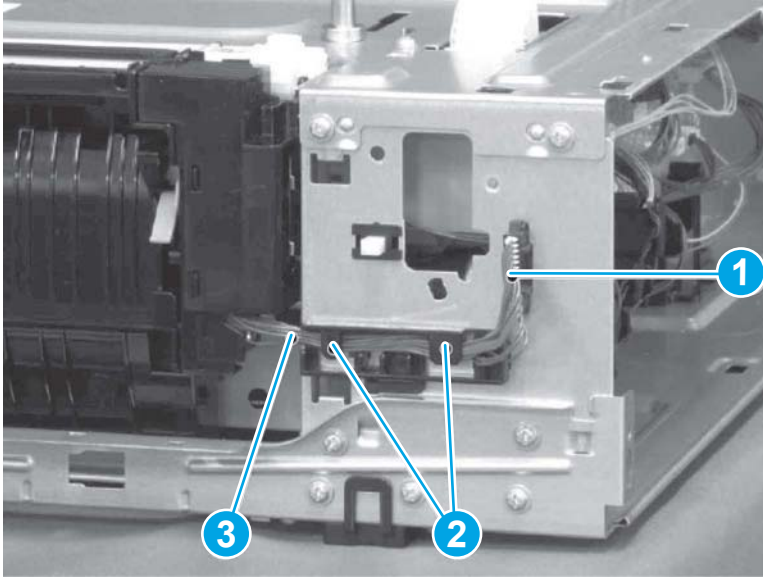
Figure 8-1229 Remove cover



7. Disconnect one connector (callout 1).

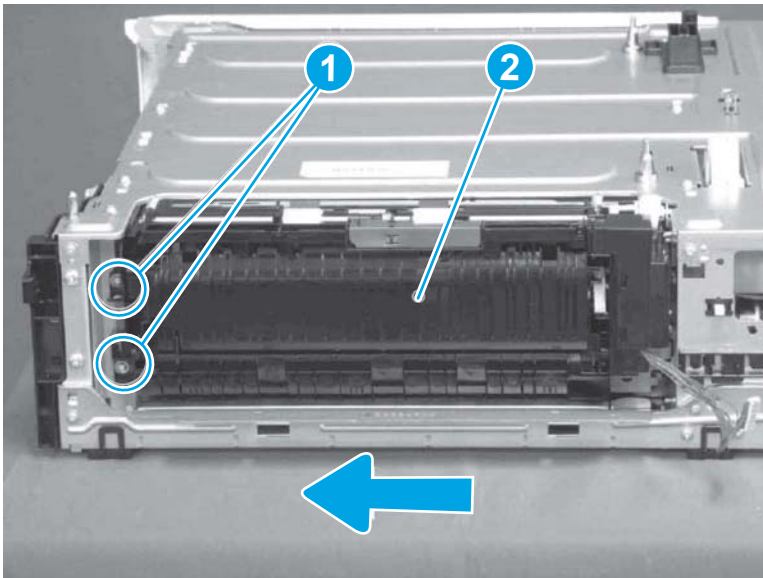
8. Release the cable (callout 3) from cable guides (callout 2).


Figure 8-1230 Release cable



9. Remove two screws (callout 1).
10. Slide the pickup assembly (callout 2) in the direction of the arrow and remove it.

Figure 8-1231 Remove pickup assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder drive assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-61 Part information

Part number	Part description
RM2-0875-000CN	Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

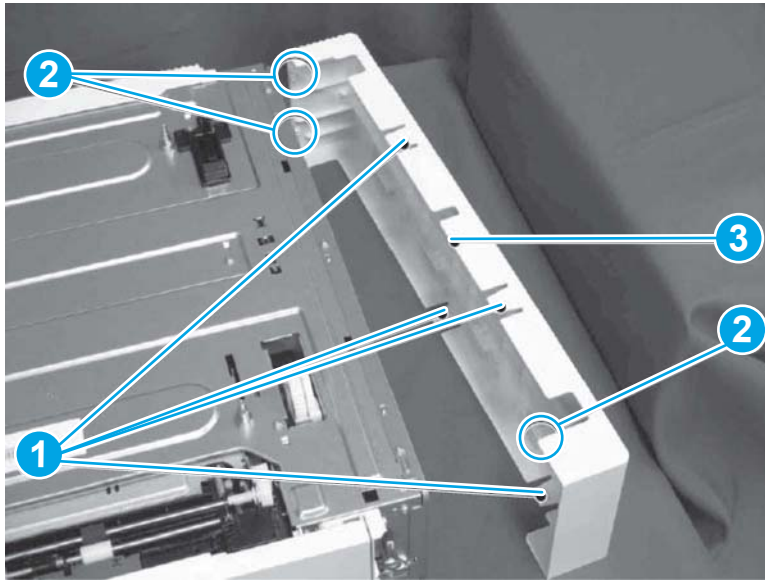
Remove the rear cover


Follow these steps to remove the rear cover.

1. Release four tabs (callout 1).
2. Release three bosses (callout 2).
3. Remove the rear cover (callout 3).

4. Remove one screw (callout 1).

Figure 8-1232 Remove the rear cover



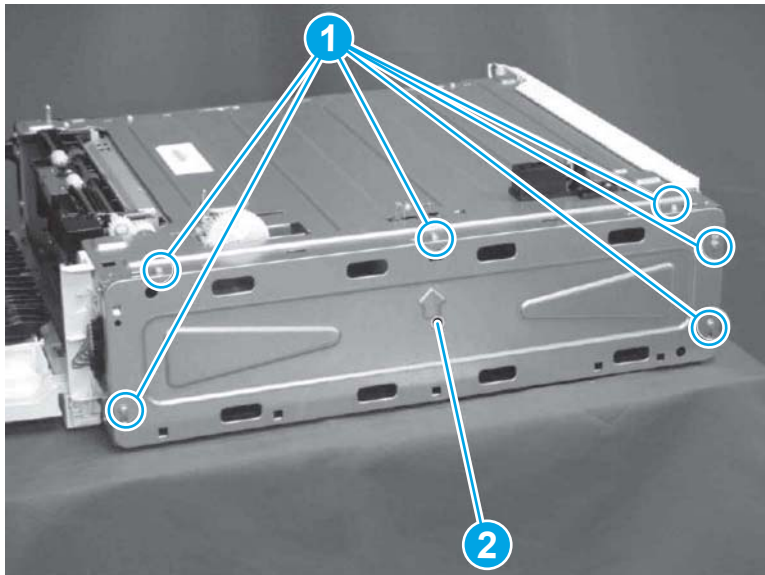
 **TIP:** Reverse the removal steps to install the assembly.

Remove the pickup assembly

Follow these steps to remove the pickup assembly.

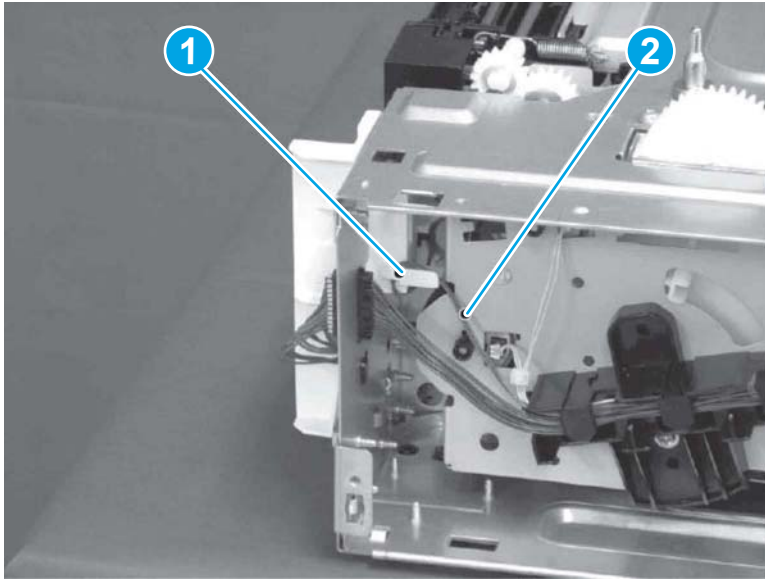
1. Remove six screws (callout 1).
2. Remove the cover (callout 2).

Figure 8-1233 Remove cover



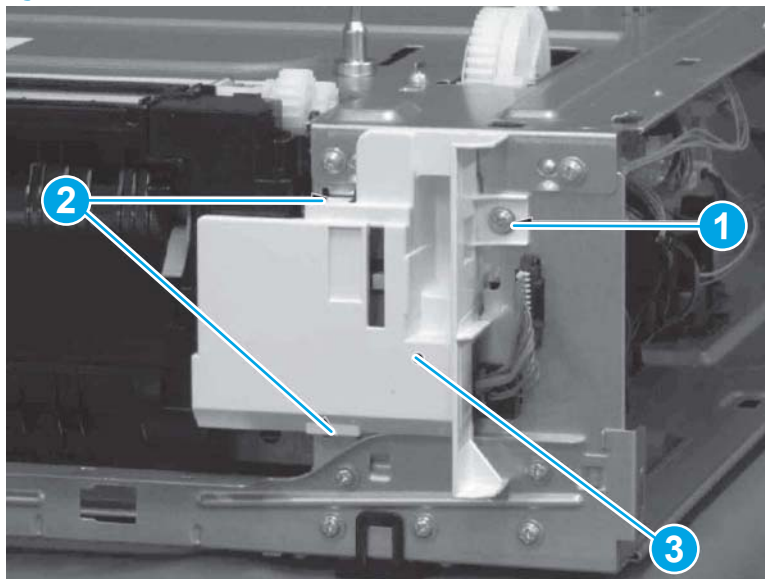
3. Release the cable (callout 2) from the boss (callout 1).

Figure 8-1234 Release cable



4. Remove one screw (callout 1).
5. Release two tabs (callout 2).
6. Remove the cover (callout 3).

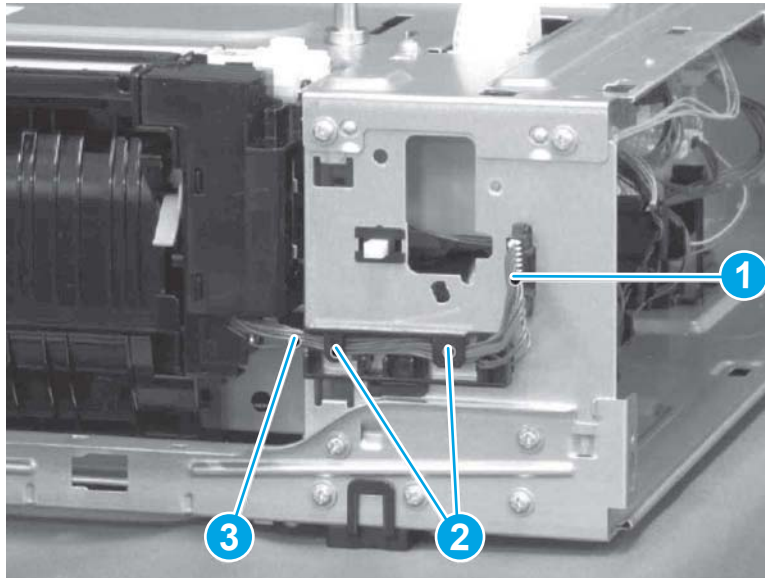
Figure 8-1235 Remove cover



7. Disconnect one connector (callout 1).

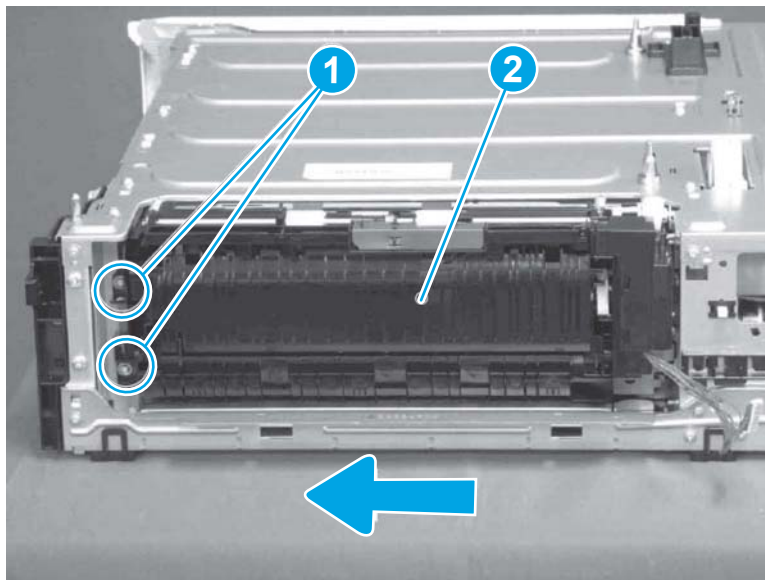
8. Release the cable (callout 3) from cable guides (callout 2).


Figure 8-1236 Release cable



9. Remove two screws (callout 1).
10. Slide the pickup assembly (callout 2) in the direction of the arrow and remove it.

Figure 8-1237 Remove pickup assembly



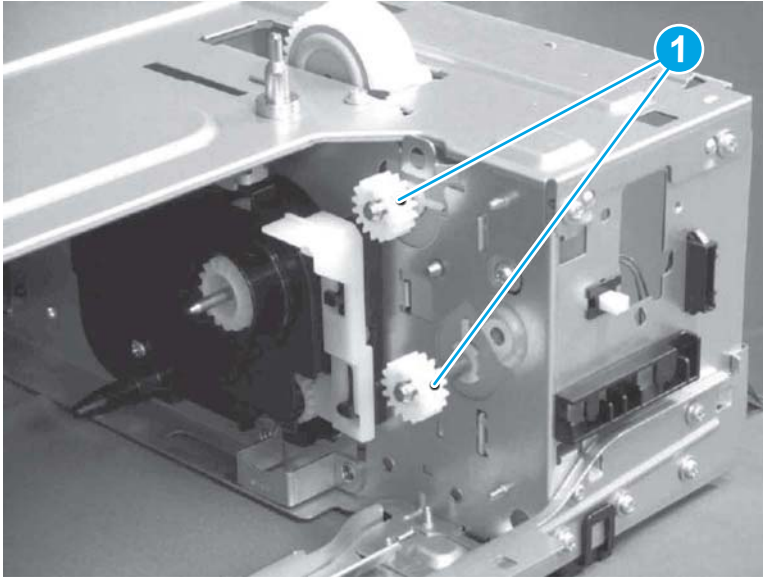
 **TIP:** Reverse the removal steps to install the assembly.

Remove the drive assembly

Follow these steps to remove the drive assembly.

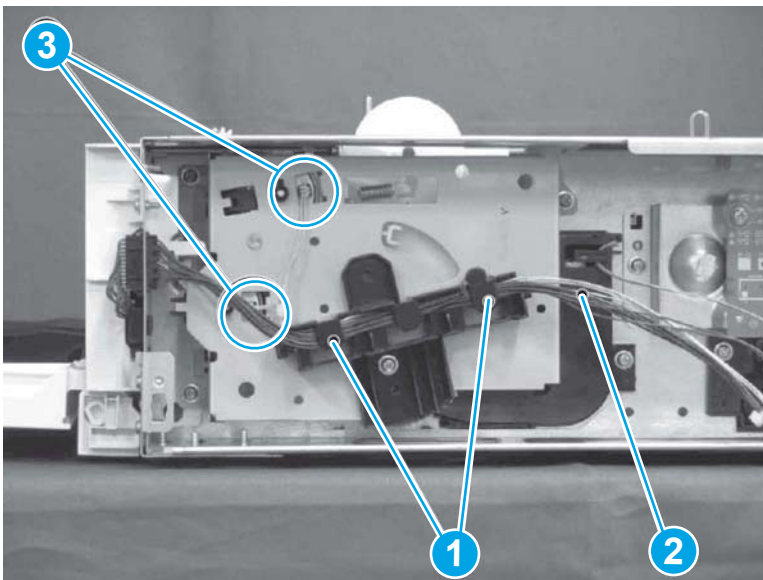
1. Remove two gears (callout 1).

Figure 8-1238 Remove two gears



2. Release the cable (callout 2) from cable guides (callout 1).
3. Disconnect two connectors (callout 3).

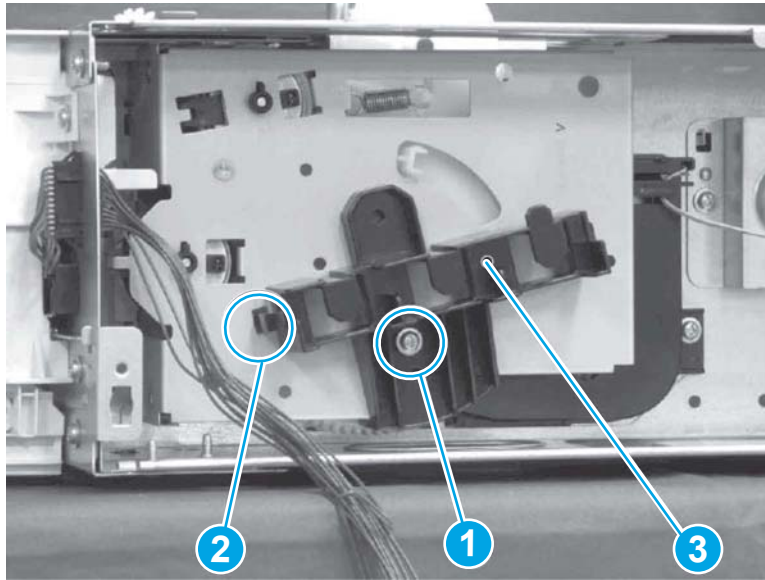
Figure 8-1239 Disconnect connectors



4. Remove one screw (callout 1).
5. Release one tab (callout 2).

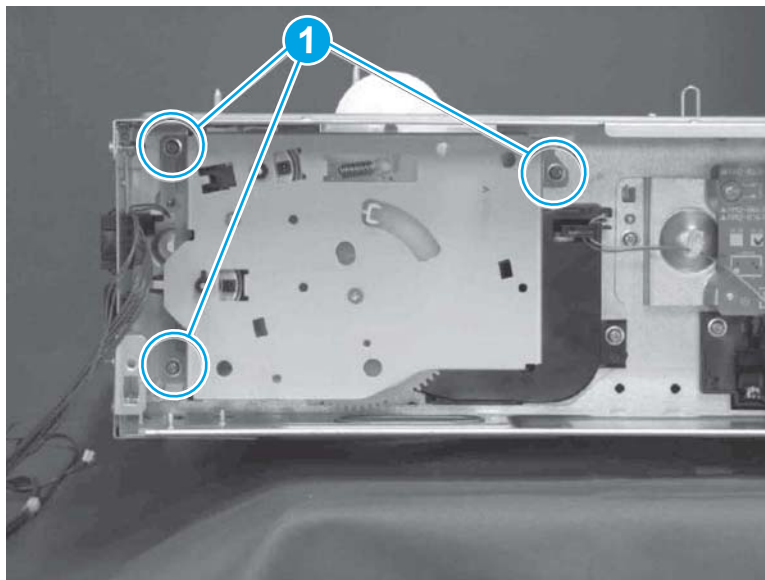
6. Remove the cable guide (callout 3).

Figure 8-1240 Remove cable guide



7. Remove three screws (callout 1).

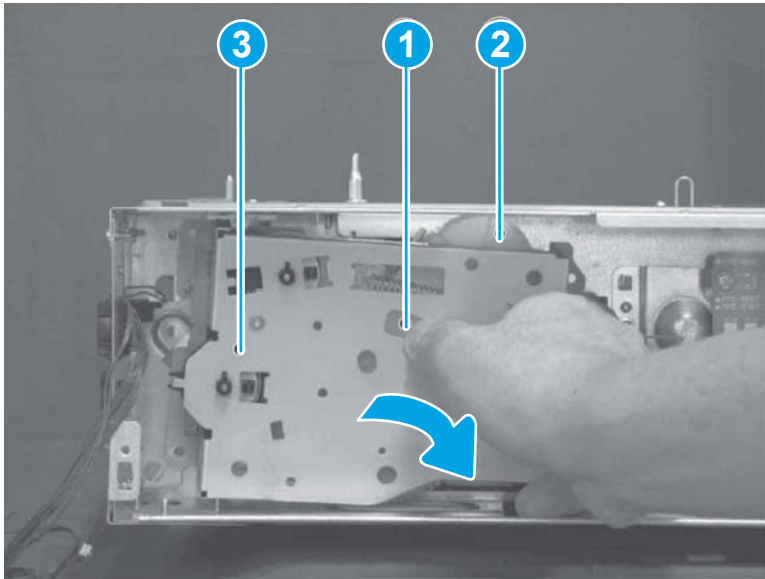
Figure 8-1241 Remove three screws




8. Slide the lever (callout 1) in the direction of the arrow.

9. Use caution so that the gear (callout 2) does not make contact with the frame, to remove the drive assembly (callout 3).

Figure 8-1242 Remove drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder lifter drive assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-62 Part information

Part number	Part description
RM2-0895-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

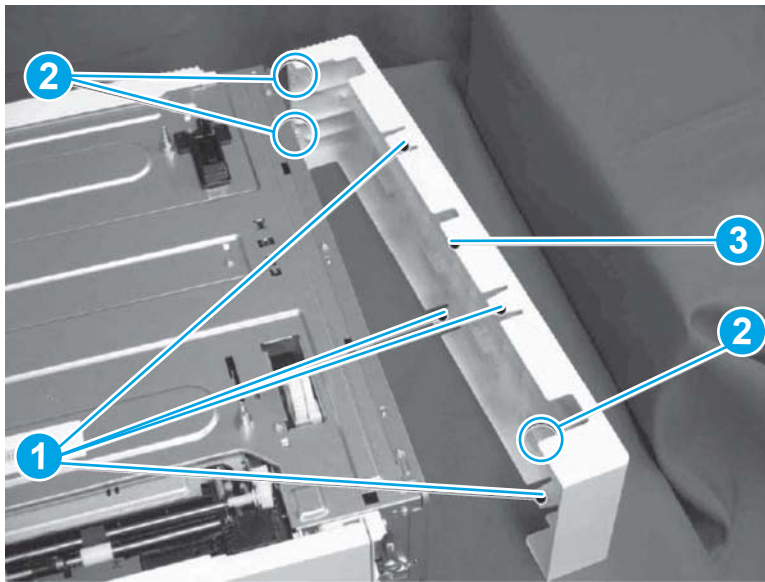
Remove the rear cover


Follow these steps to remove the rear cover.

1. Release four tabs (callout 1).
2. Release three bosses (callout 2).
3. Remove the rear cover (callout 3).

4. Remove one screw (callout 1).

Figure 8-1243 Remove the rear cover



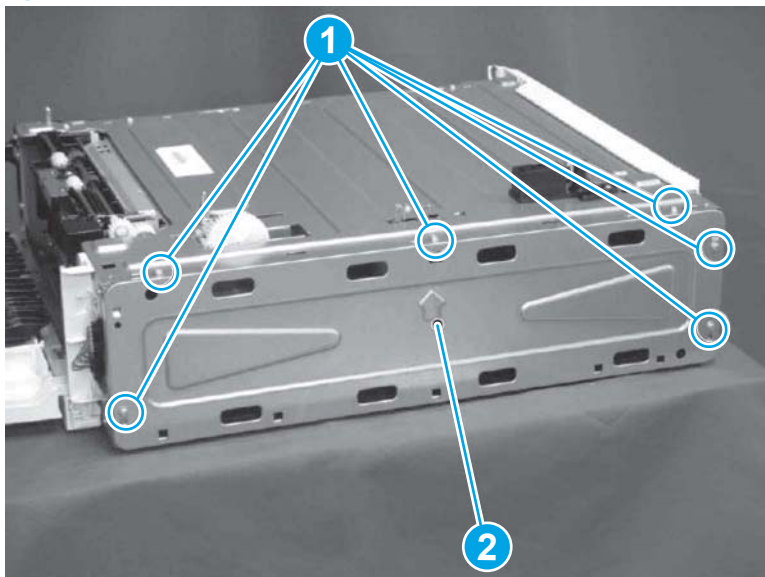
 **TIP:** Reverse the removal steps to install the assembly.

Remove the pickup assembly

Follow these steps to remove the pickup assembly.

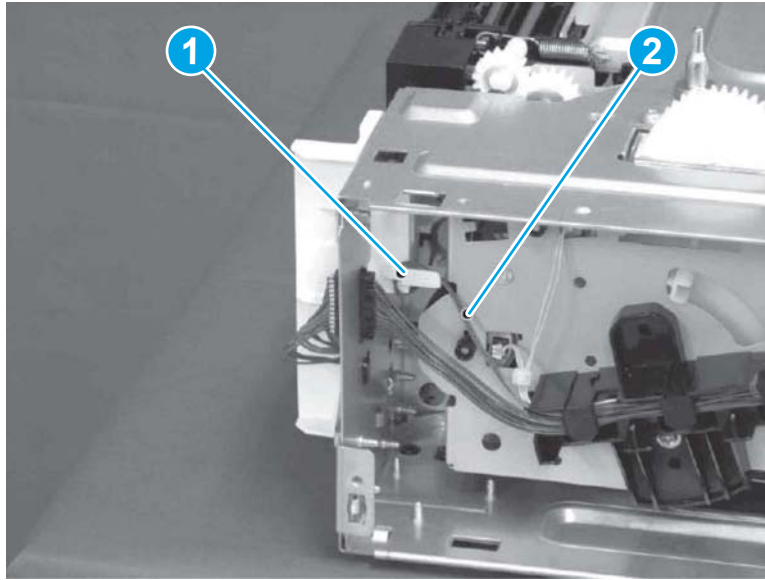
1. Remove six screws (callout 1).
2. Remove the cover (callout 2).

Figure 8-1244 Remove cover



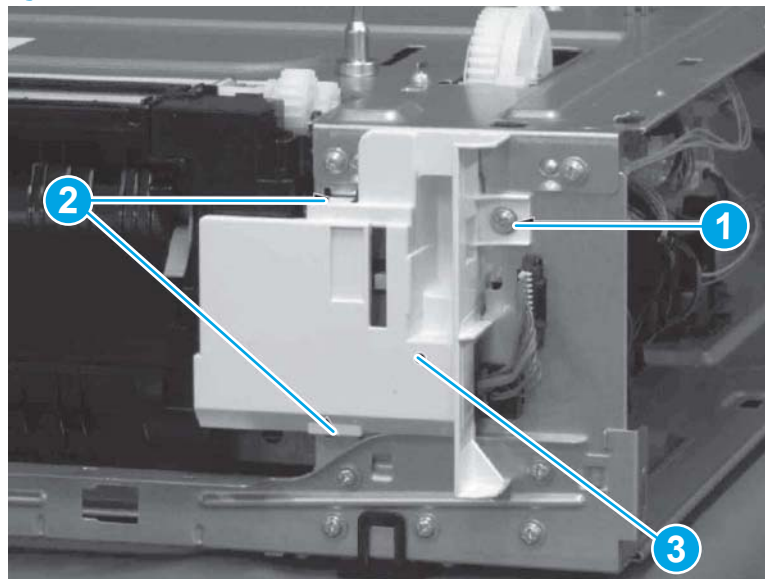
3. Release the cable (callout 2) from the boss (callout 1).

Figure 8-1245 Release cable



4. Remove one screw (callout 1).
5. Release two tabs (callout 2).
6. Remove the cover (callout 3).

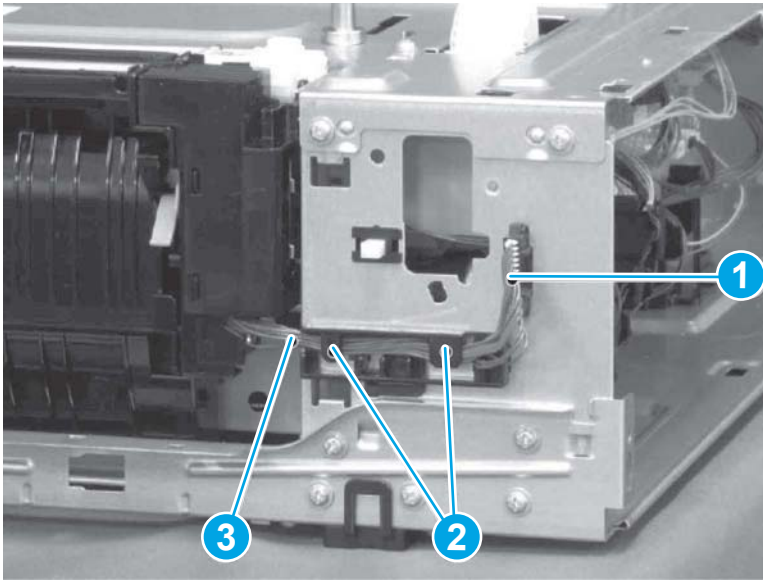
Figure 8-1246 Remove cover



7. Disconnect one connector (callout 1).

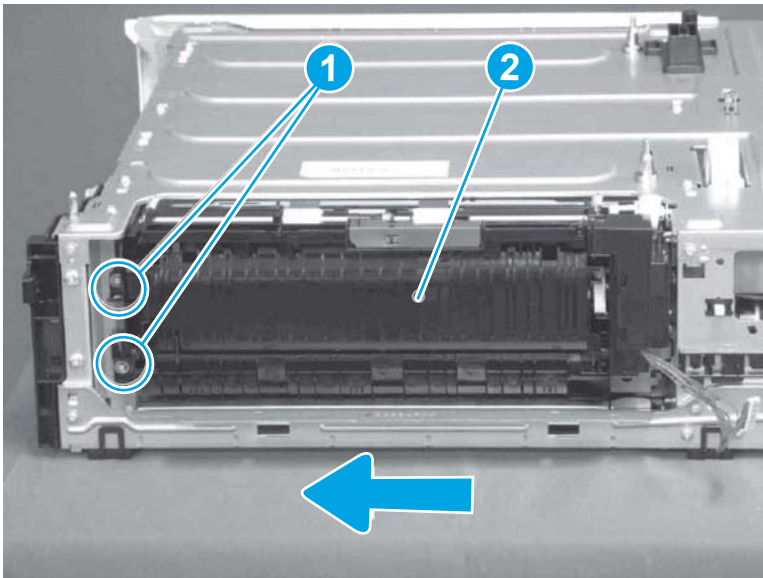
8. Release the cable (callout 3) from cable guides (callout 2).


Figure 8-1247 Release cable



9. Remove two screws (callout 1).
10. Slide the pickup assembly (callout 2) in the direction of the arrow and remove it.

Figure 8-1248 Remove pickup assembly



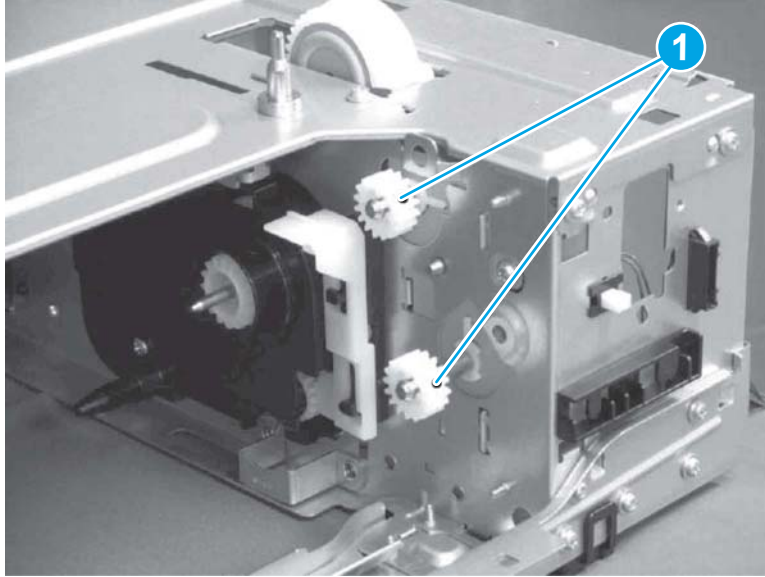
 **TIP:** Reverse the removal steps to install the assembly.

Remove the drive assembly

Follow these steps to remove the drive assembly.

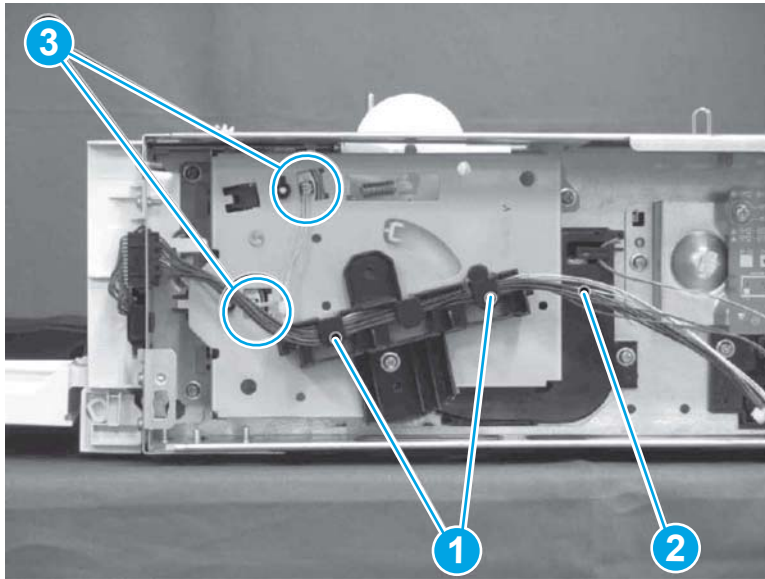
1. Remove two gears (callout 1).

Figure 8-1249 Remove two gears



2. Release the cable (callout 2) from cable guides (callout 1).
3. Disconnect two connectors (callout 3).

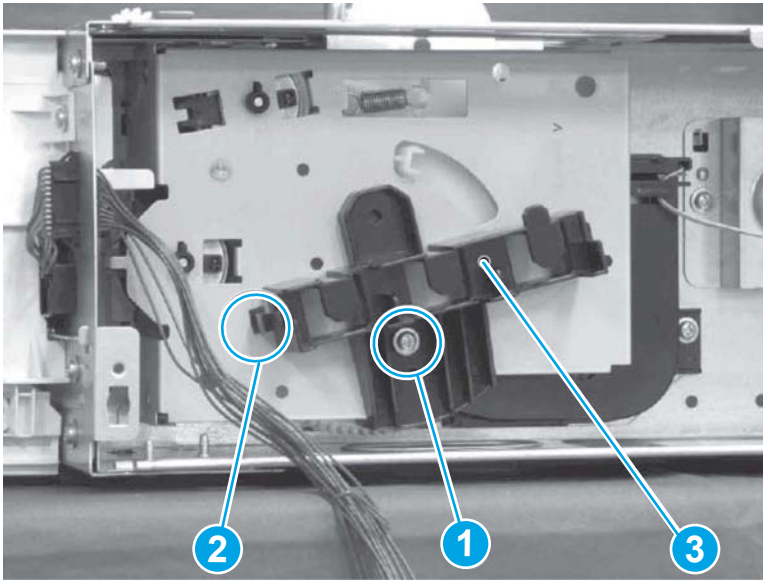
Figure 8-1250 Disconnect connectors



4. Remove one screw (callout 1).
5. Release one tab (callout 2).

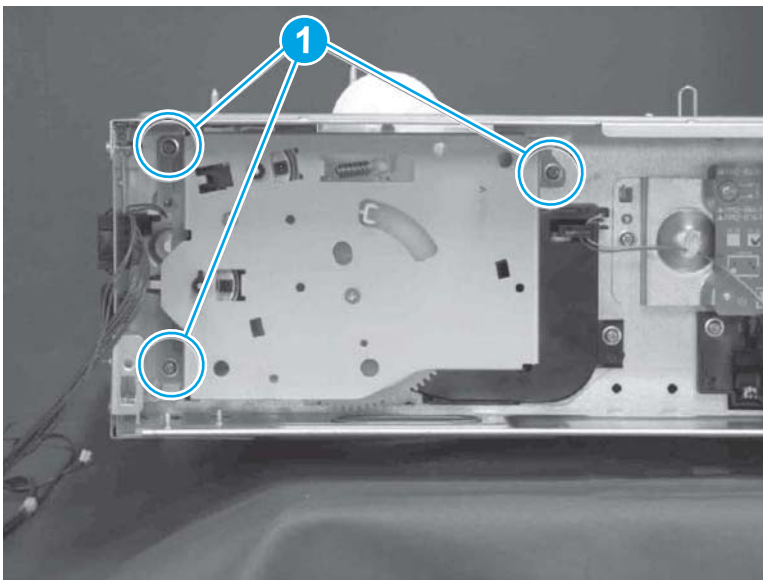
6. Remove the cable guide (callout 3).

Figure 8-1251 Remove cable guide



7. Remove three screws (callout 1).

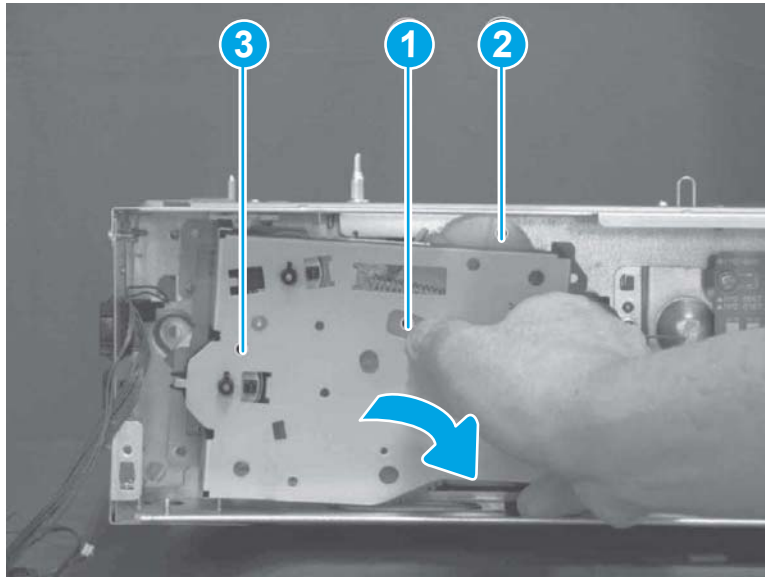
Figure 8-1252 Remove three screws




8. Slide the lever (callout 1) in the direction of the arrow.

9. Use caution so that the gear (callout 2) does not make contact with the frame, to remove the drive assembly (callout 3).

Figure 8-1253 Remove drive assembly



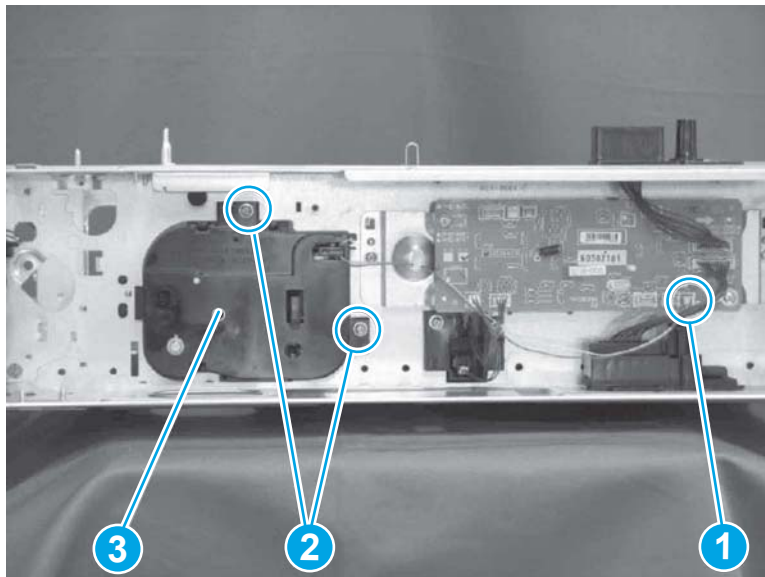
 **TIP:** Reverse the removal steps to install the assembly.

Remove the lifter drive assembly

Follow these steps to remove the lifter drive assembly.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 1).
3. Remove the lifter drive assembly (callout 3).

Figure 8-1254 Remove lifter drive assembly



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

- ▲ Make sure that the lever (callout 2) is in the correct position when installing the lifter drive assembly (callout 1), as shown in the following figure.

Figure 8-1255 Correct lever position

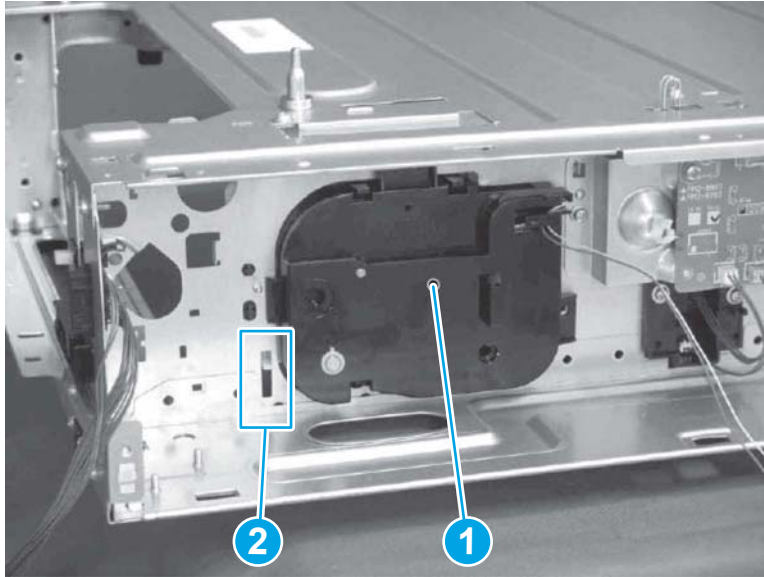
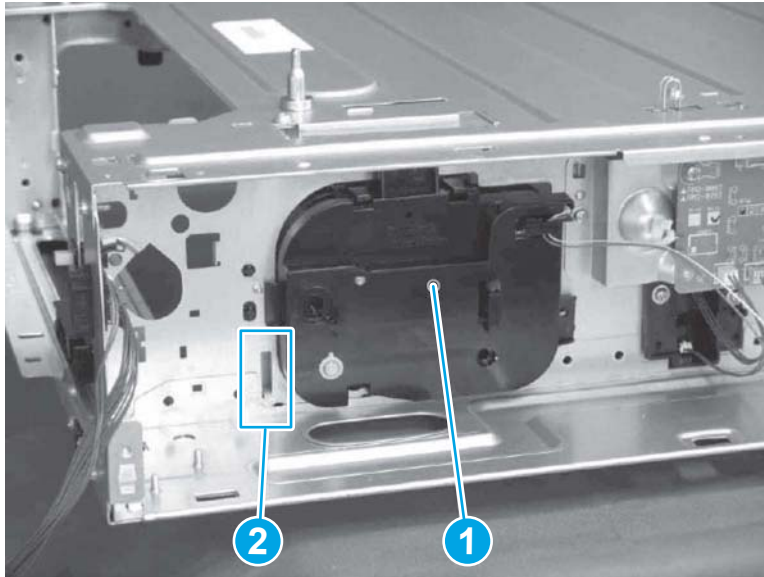


Figure 8-1256 Incorrect lever position



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder auto close assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder auto close assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

It might be necessary to remove the engine, or any tray above or below the 1x550-sheet paper feeder/envelope feeder, to access this item.



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.

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 8-63 Part information

Part number	Part description
RM2-0856-000CN	Auto close assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

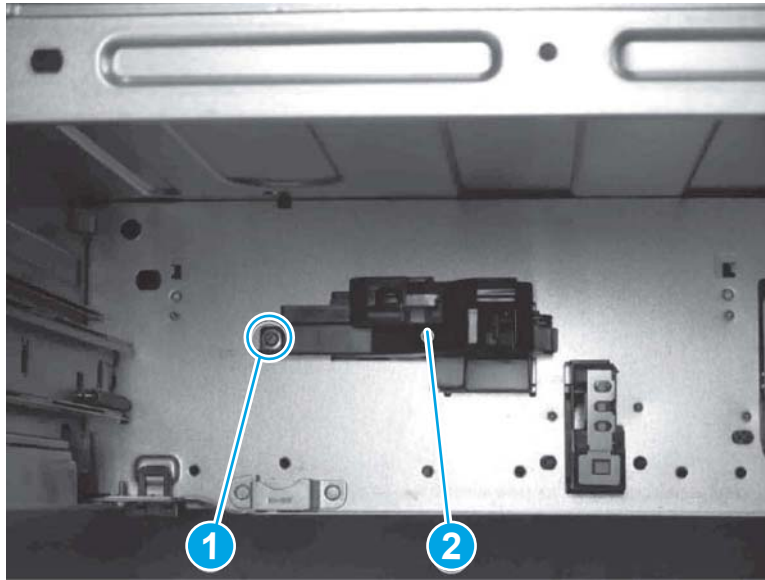
Remove the auto close assembly

Follow these steps to remove the auto close assembly.

1. Release one screw (callout 1).

2. Remove the auto close assembly (callout 2).

Figure 8-1257 Remove auto close assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder separation (retard) roller assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder retard roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-64 Part information

Part number	Part description
RM2-6772-000CN	Retard roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

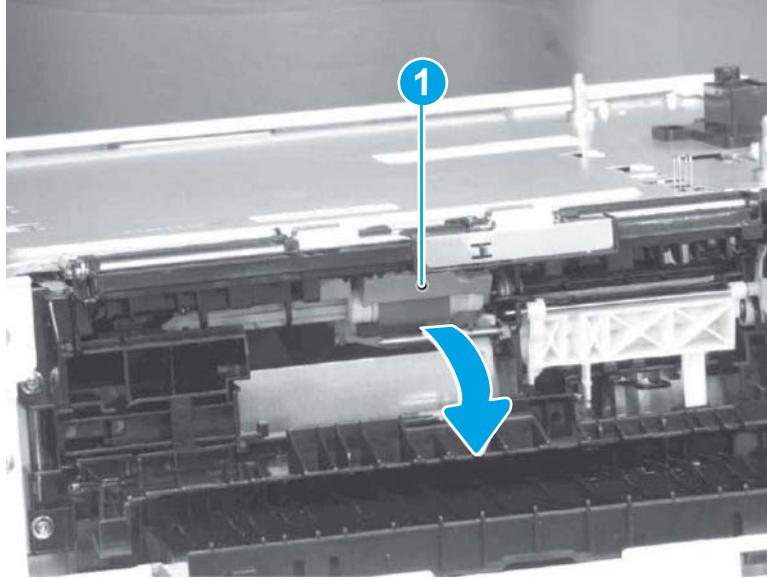
No post service test is available for this assembly.

Remove the pickup roller assembly

Follow these steps to remove the pickup roller assembly.

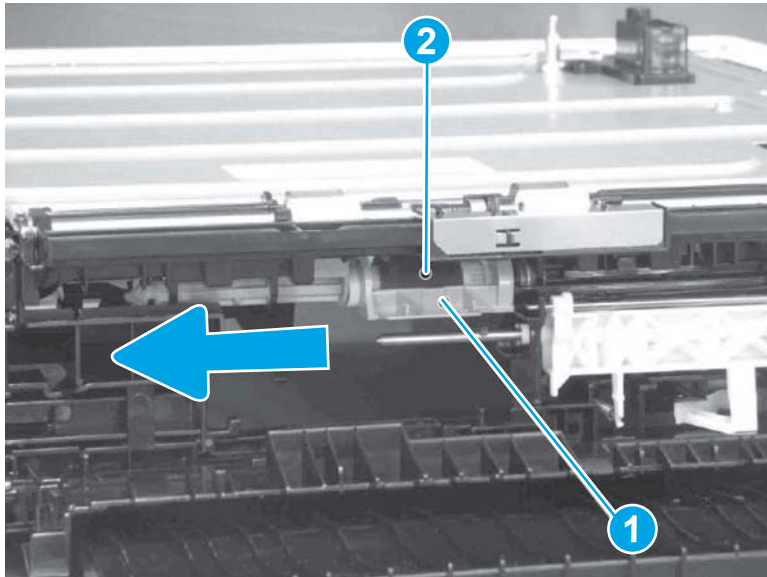
1. Open the tab (callout 1).

Figure 8-1258 Open tab



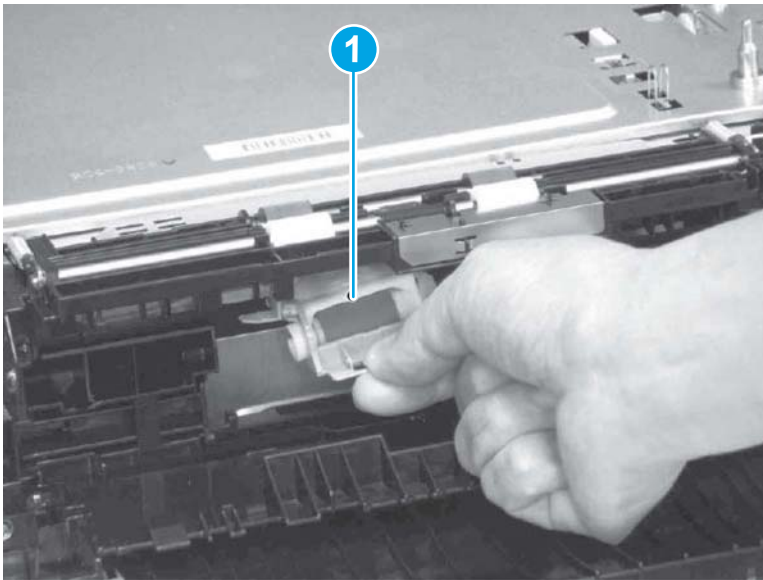
2. Hold the tab (callout 1) and slide the PD pickup roller assembly (callout 2) in the direction of the arrow.

Figure 8-1259 Slide PD pickup roller assembly



3. Pull out the PD pickup roller assembly (callout 1).

Figure 8-1260 Pull out PD pickup roller assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder pickup roller assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder pickup roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-65 Part information

Part number	Part description
RM2-1275-000CN	Paper pick-up roller assembly (550 sheet paper feeder)
RM2-6773-000CN	Paper pick-up roller assembly (envelope feeder)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

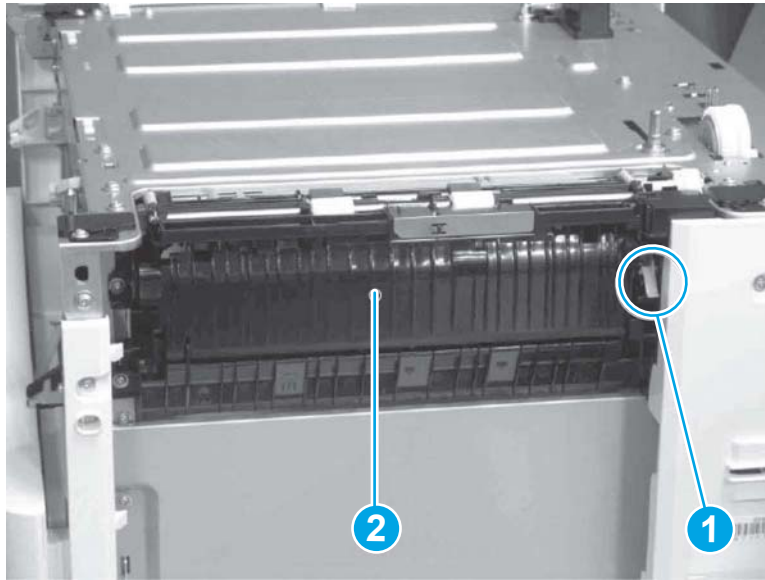
Remove the separation roller assembly

Follow these steps to remove the separation roller assembly.

1. Open the right door assembly.
2. Push the lever (callout 1).

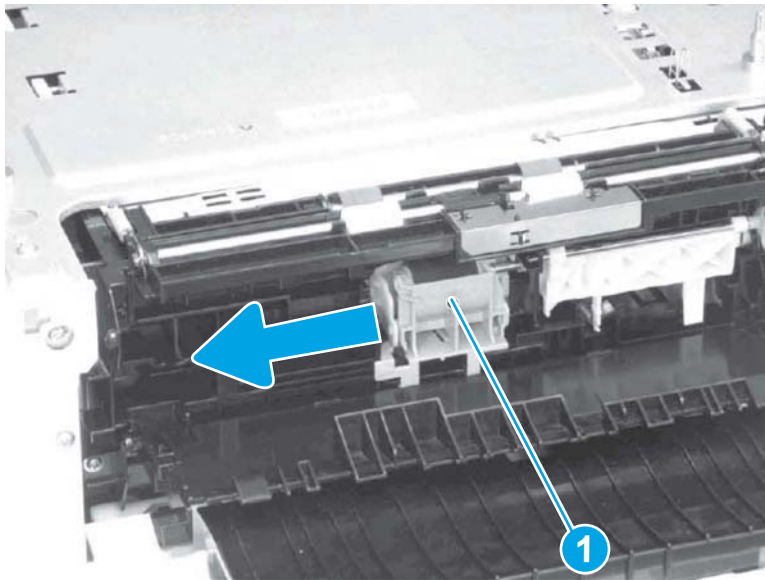
3. Open the feed guide (callout 2).

Figure 8-1261 Open feed guide



4. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
5. Remove the PD retard roller assembly (callout 1).

Figure 8-1262 Remove PD retard roller assembly

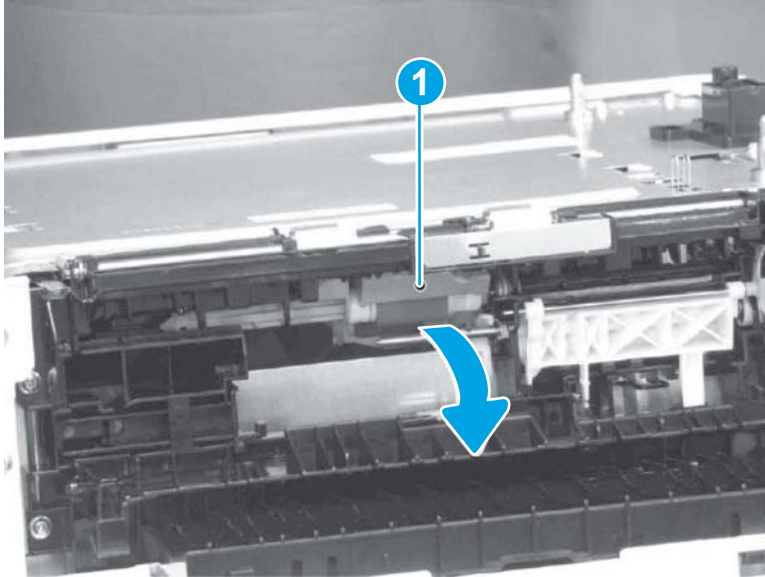


Remove the pickup roller assembly

Follow these steps to remove the pickup roller assembly.

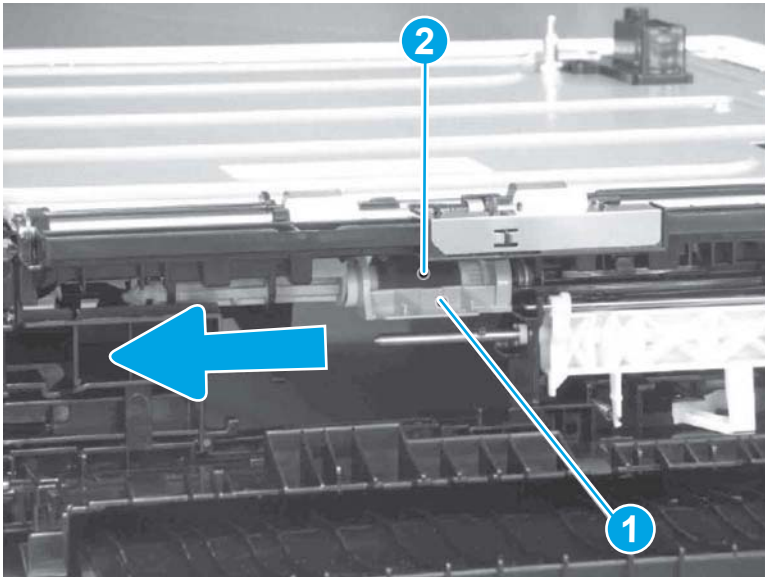
1. Open the tab (callout 1).

Figure 8-1263 Open tab



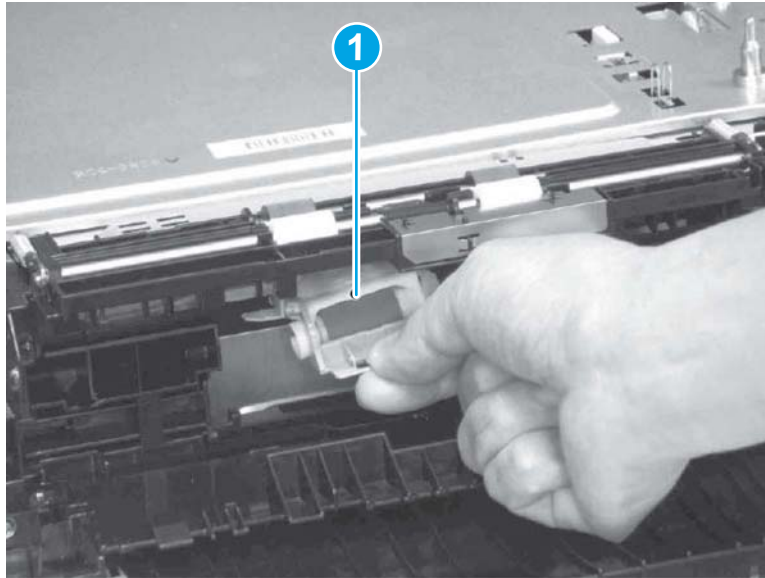
2. Hold the tab (callout 1) and slide the PD pickup roller assembly (callout 2) in the direction of the arrow.

Figure 8-1264 Slide PD pickup roller assembly



3. Pull out the PD pickup roller assembly (callout 1).

Figure 8-1265 Pull out PD pickup roller assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder controller PCA

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder paper feeder controller PCA.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-66 Part information

Part number	Part description
RM2-8767-000CN	Paper feeder controller PCA (550 sheet paper feeder)
RM2-8785-000CN	Paper feeder controller PCA (envelope feeder)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

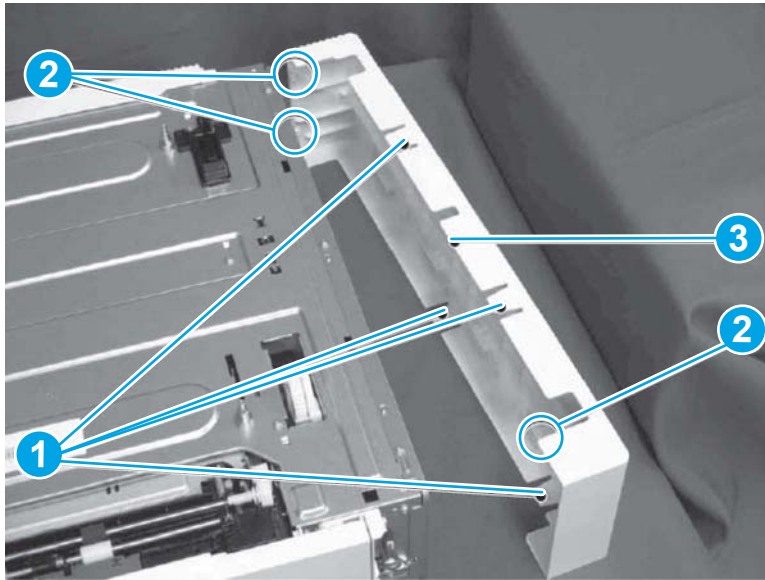
Remove the rear cover


Follow these steps to remove the rear cover.

1. Release four tabs (callout 1).
2. Release three bosses (callout 2).
3. Remove the rear cover (callout 3).

4. Remove one screw (callout 1).

Figure 8-1266 Remove the rear cover



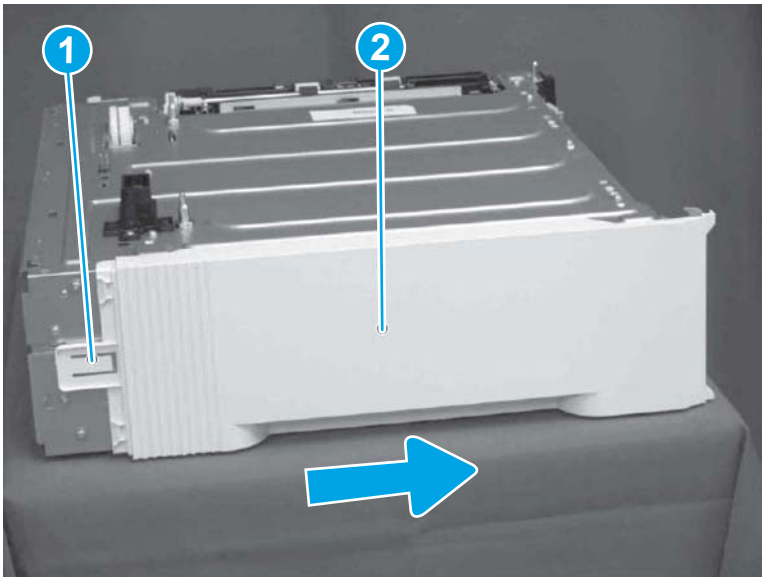
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Release one boss (callout 1).
2. Slide the left cover (callout 2) in the direction of the arrow and remove it.

Figure 8-1267 Remove left cover



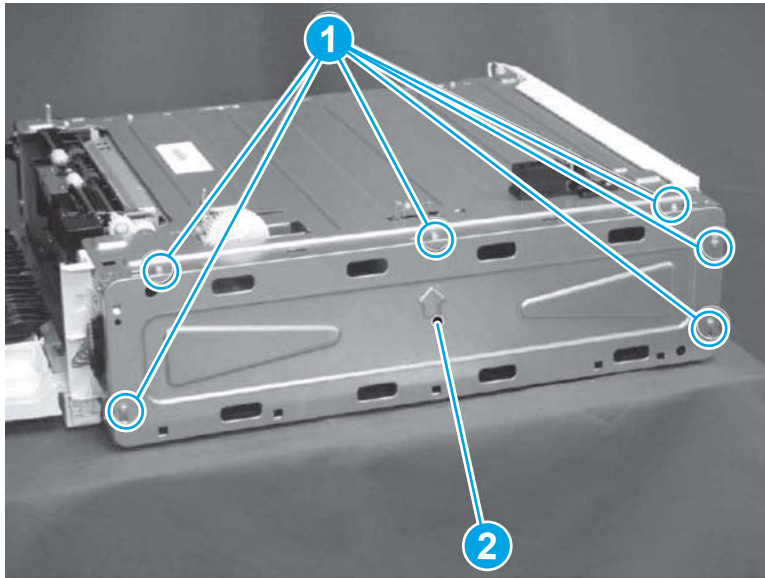
 **TIP:** Reverse the removal steps to install the assembly.

Remove the paper feeder controller PCA

Follow these steps to remove the paper feeder controller PCA.

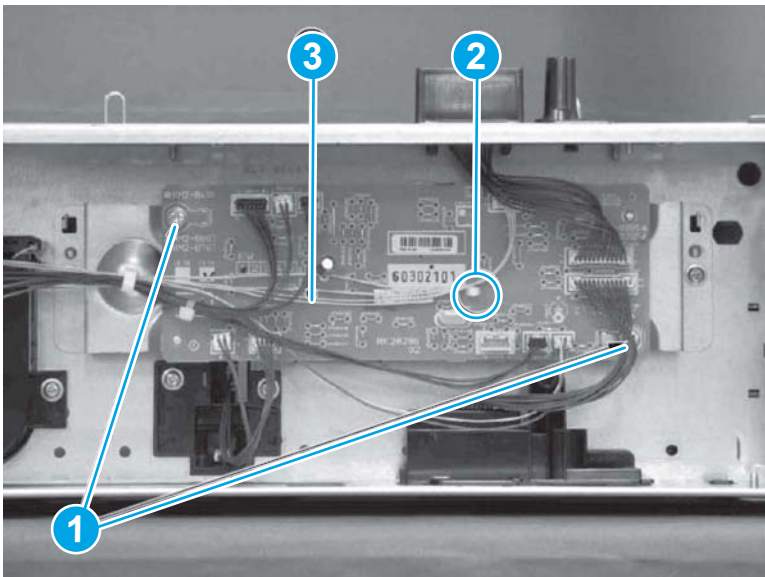
1. Remove six screws (callout 1).
2. Remove the cover (callout 2).


Figure 8-1268 Remove cover



3. Disconnect all the connectors on the paper feeder controller PCA.
4. Remove two screws (callout 1).
5. Release one tab (callout 2).
6. Remove the paper feeder controller PCA (callout 3).

Figure 8-1269 Remove paper feeder controller PCA



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: 550-sheet paper deck

Learn how to remove and replace the 550-sheet paper deck parts and assemblies.

Removal and replacement: 1x550-sheet paper deck rear cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck rear cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-67 Part information

Part number	Part description
RC4-8954-000CN	Rear cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

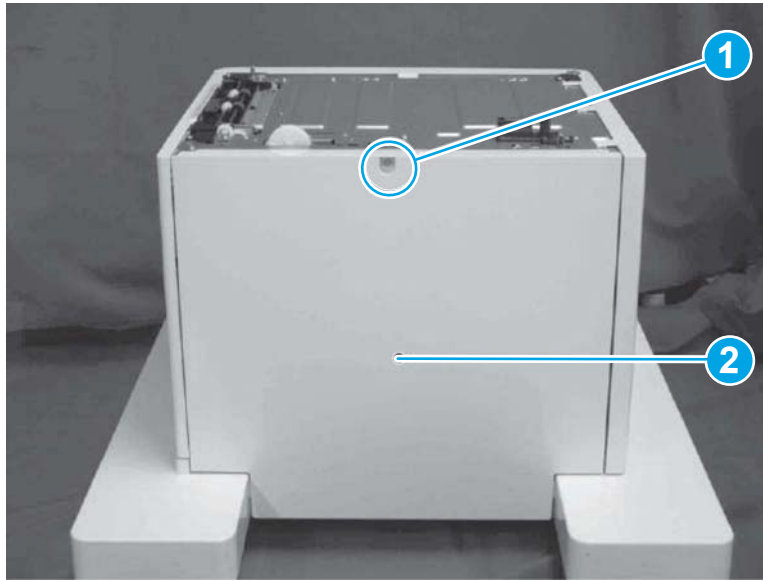
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1270 Remove rear cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck left cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck left cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-68 Part information

Part number
RC4-8941-000CN
Left cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

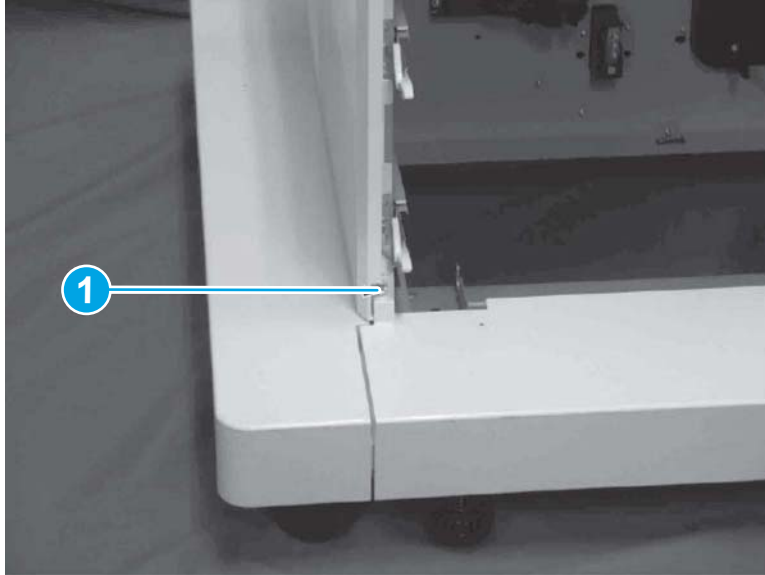
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

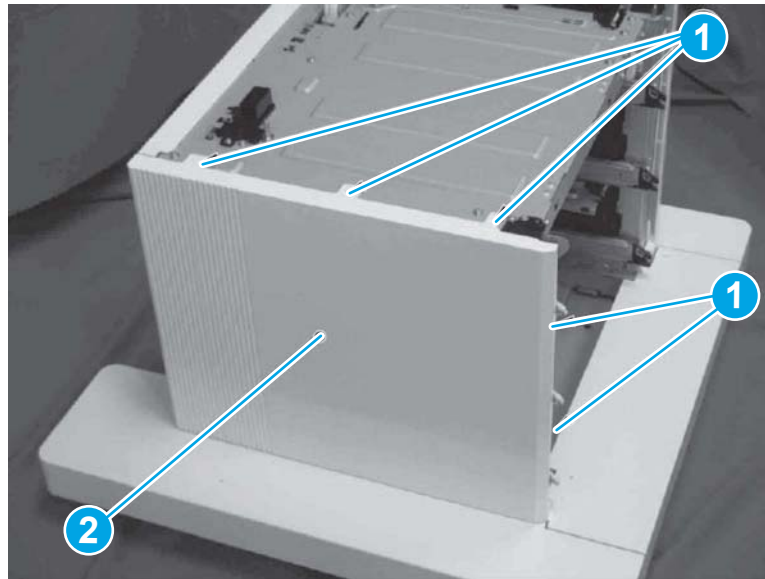
1. Remove one screw (callout 1).


Figure 8-1271 Remove screw



2. Release five tabs (callout 1).
3. Remove the left cover (callout 2).

Figure 8-1272 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck right door assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck right door assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-69 Part information

Part number	Part description
RM2-0951-000CN	Right door assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

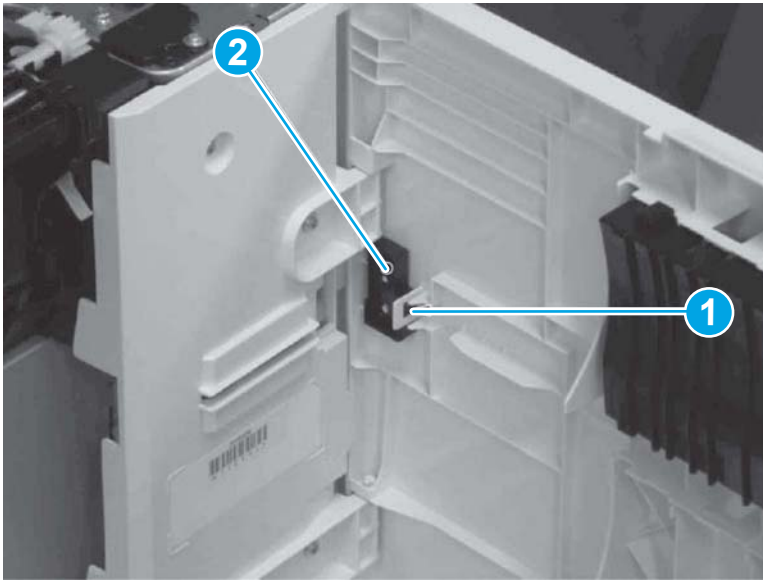
Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).

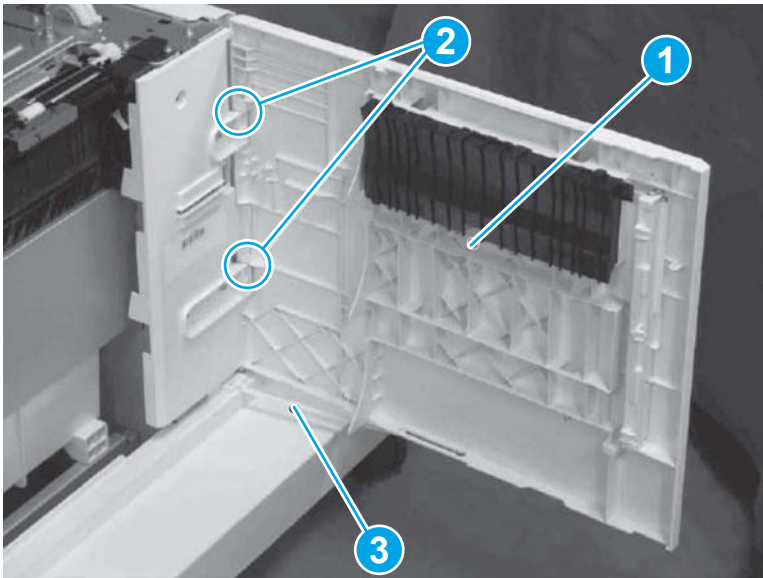
3. Remove the stopper (callout 2).


Figure 8-1273 Remove stopper



4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).
5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1274 Remove link arm



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck front door assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck front door assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-70 Part information

1x550-sheet paper deck front door assembly part number	
RC4-8947-000CN	Stock cover
RC4-1778-000CN	Right door link

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

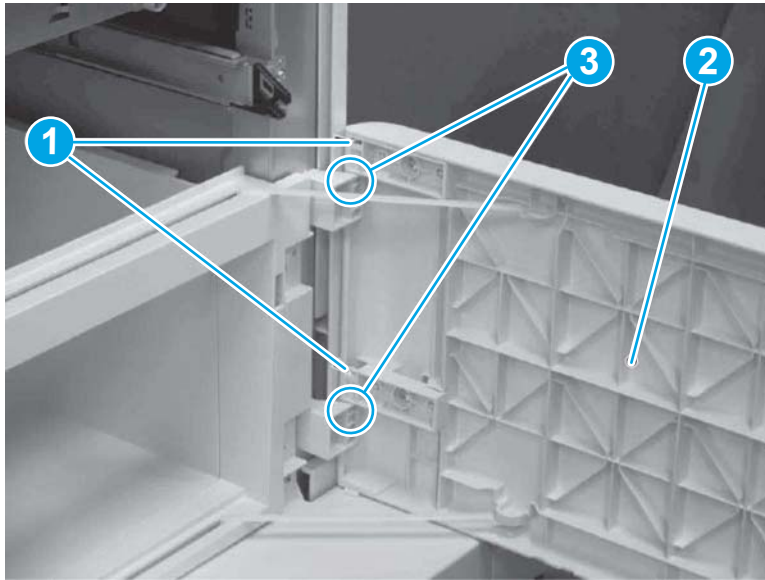
Remove the front door assembly

Follow these steps to remove the front door assembly.

1. Open the front door assembly.
2. Release two tabs (callout 1).

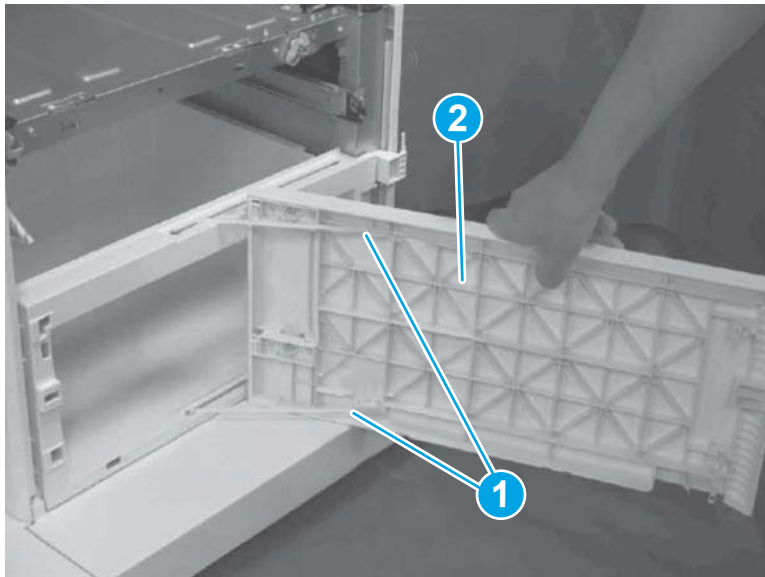
3. Hold up the front door assembly (callout 2) and remove it from the shafts (callout 3).

Figure 8-1275 Remove front door assembly from shafts



4. Release the two link arms where they connect to the front door (callout 1), and then remove the door (callout 2).

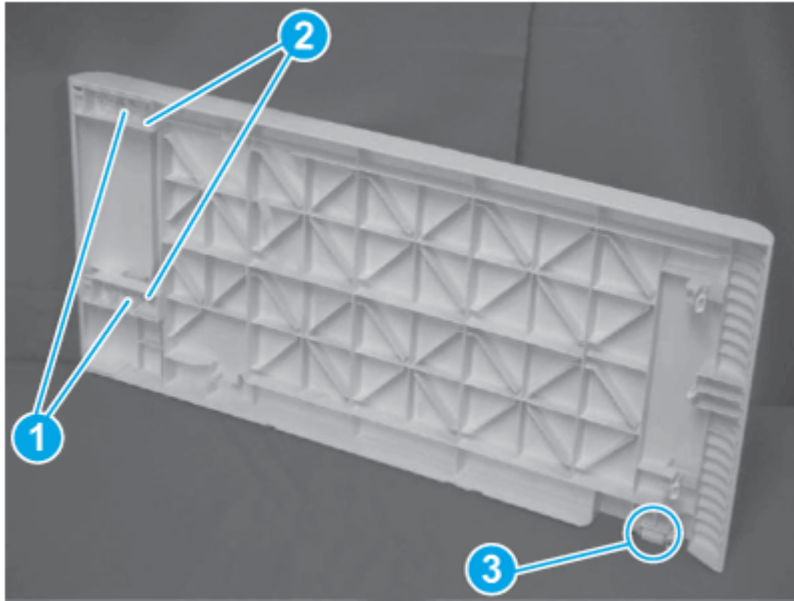
Figure 8-1276 Release the two link arms from the front door




5. Remove two screws (callout 1).
6. Remove the two stoppers (callout 2).

7. Remove the roller (callout 3).

Figure 8-1277 Remove two screws and two stoppers and the roller



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck front lower cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck front lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-71 Part information

Part number	
RC4-8946-000CN	Front bottom cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the front lower cover

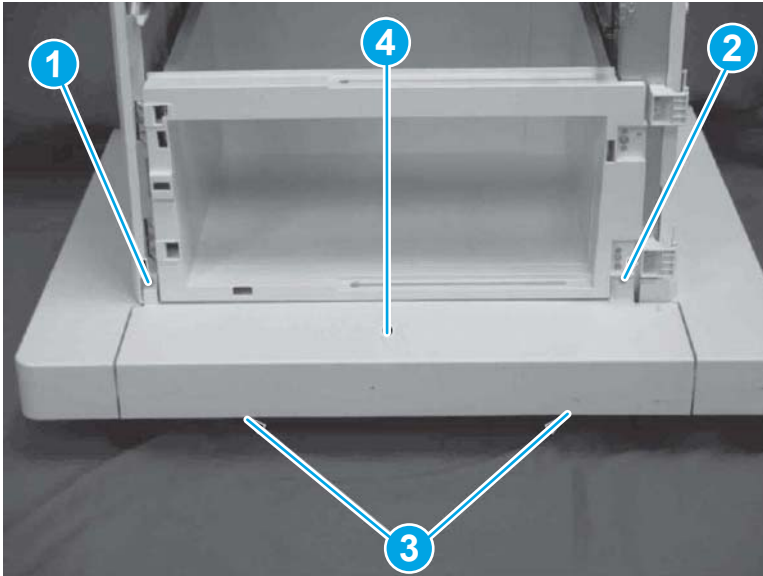
Follow these steps to remove the front lower cover.


1. Open the front door assembly.
2. Remove one M4 screw (callout 1).
3. Remove one M3 screw (callout 2).
4. Release two tabs (callout 3).

5. Lift straight up to remove the front lower cover (callout 4).

 **NOTE:** Avoid removing the front lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1278 Remove the front lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck left lower cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck left lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-72 Part information

Part number	Part description
RC4-8942-000CN	Left lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

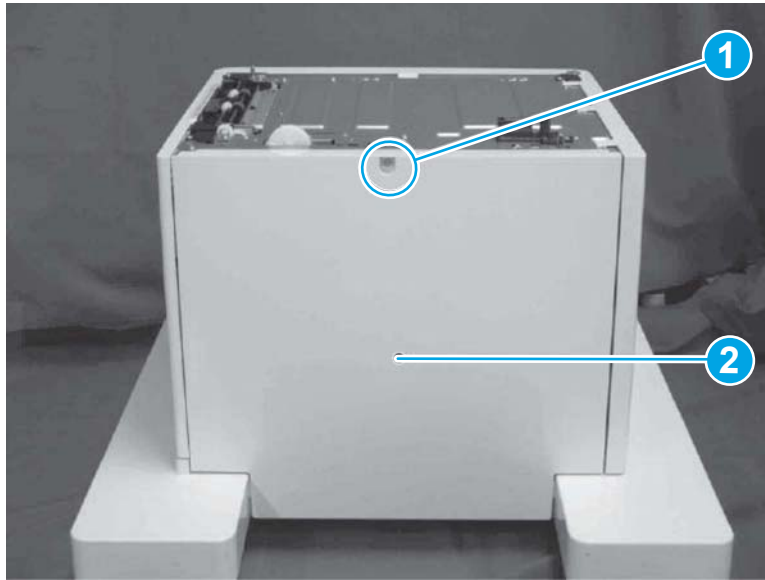
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1279 Remove rear cover



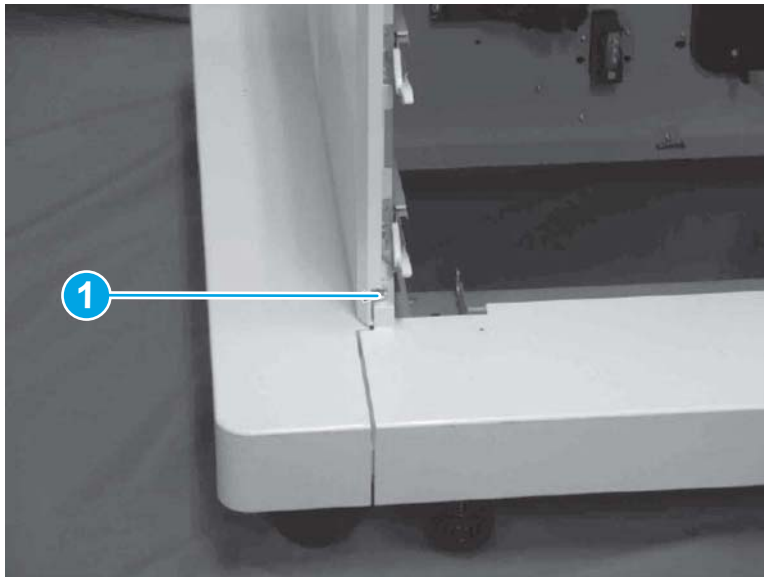
 **TIP:** Reverse the removal steps to install the assembly.

Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

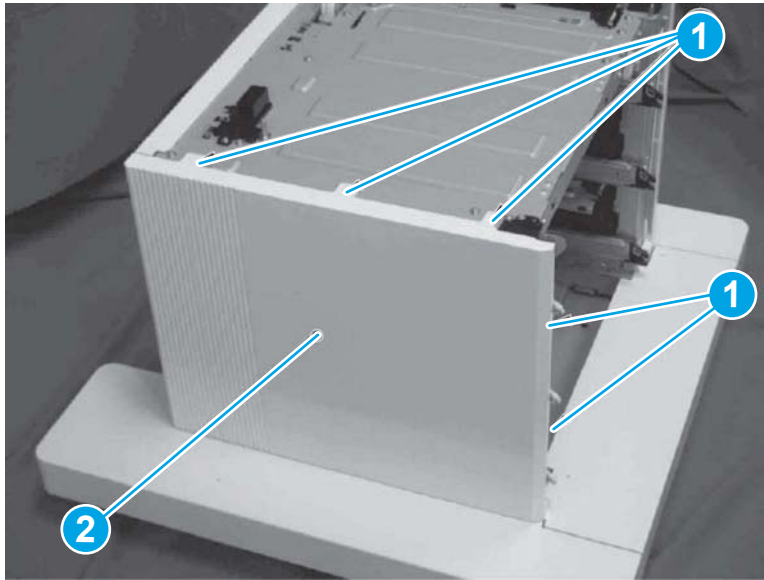
Figure 8-1280 Remove screw




2. Release five tabs (callout 1).

3. Remove the left cover (callout 2).

Figure 8-1281 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Remove three screws (callout 1).
2. Release two bosses (callout 2).

3. Lift straight up to remove the left lower cover (callout 3).


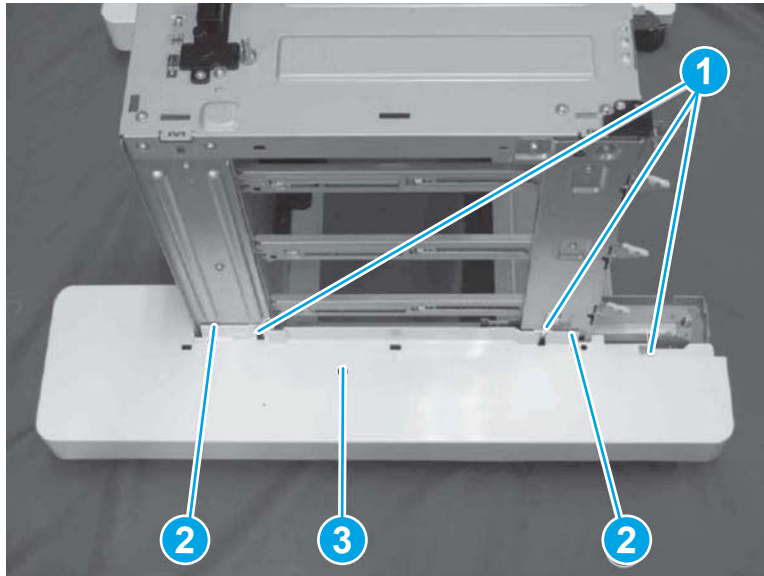

 **NOTE:** Avoid removing the left lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1282 Remove the left lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck right lower cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck right lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-73 Part information

Part number	Part description
RC4-8943-000-CN	Right lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

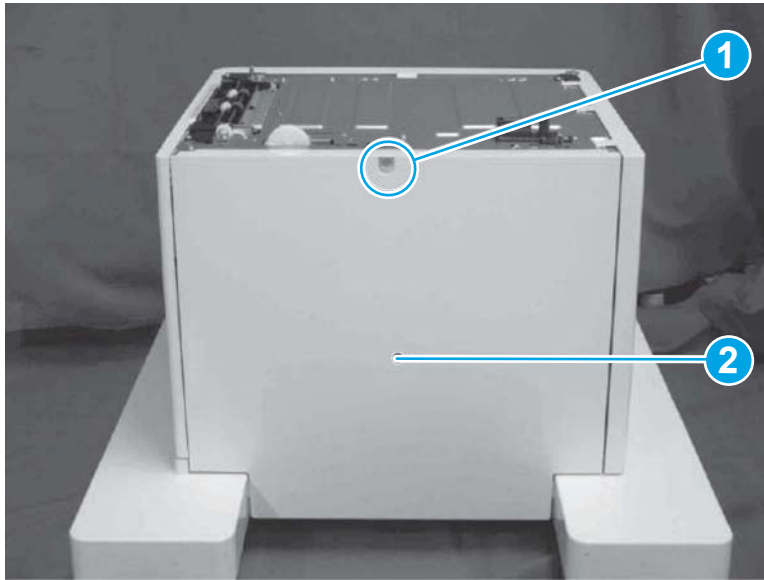
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1283 Remove rear cover



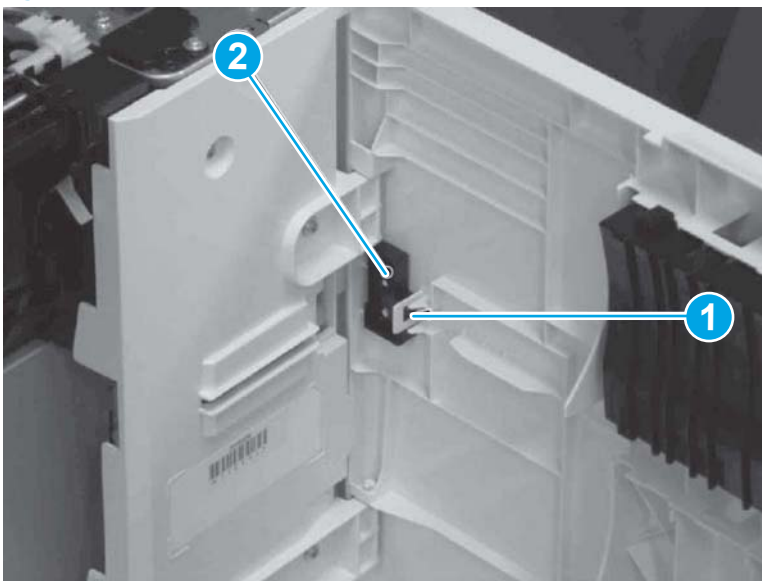
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

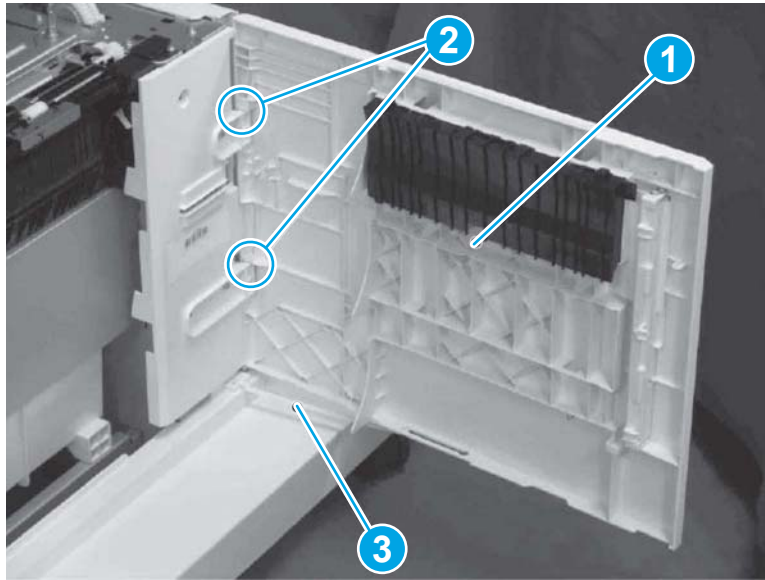
Figure 8-1284 Remove stopper



4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1285 Remove link arm



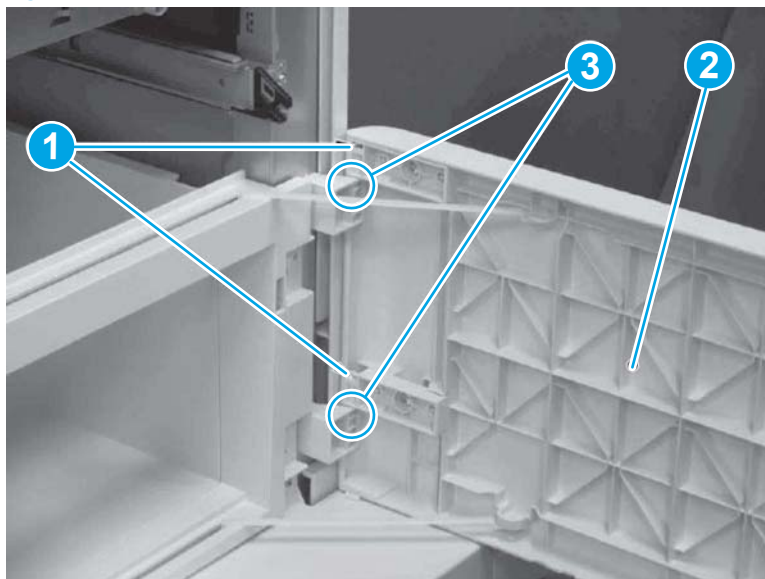
TIP: Reverse the removal steps to install the assembly.

Remove the front door assembly

Follow these steps to remove the front door assembly.

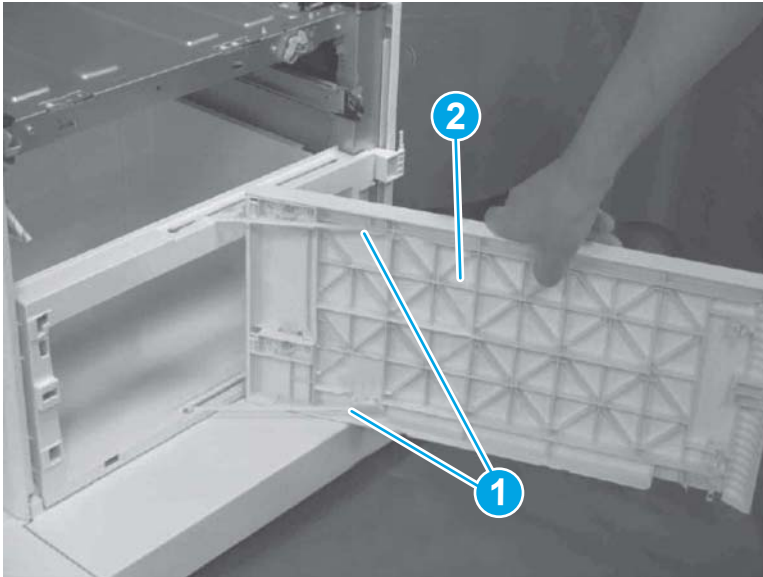
1. Open the front door assembly.
2. Release two tabs (callout 1).
3. Hold up the front door assembly (callout 2) and remove it from the shafts (callout 3).

Figure 8-1286 Remove front door assembly from shafts



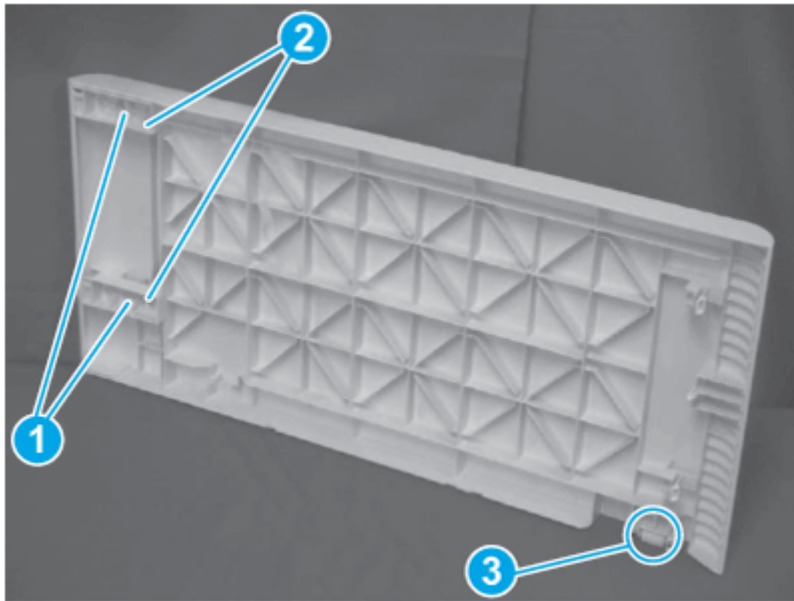
4. Release the two link arms where they connect to the front door (callout 1), and then remove the door (callout 2).


Figure 8-1287 Release the two link arms from the front door



5. Remove two screws (callout 1).
6. Remove the two stoppers (callout 2).
7. Remove the roller (callout 3).

Figure 8-1288 Remove two screws and two stoppers and the roller



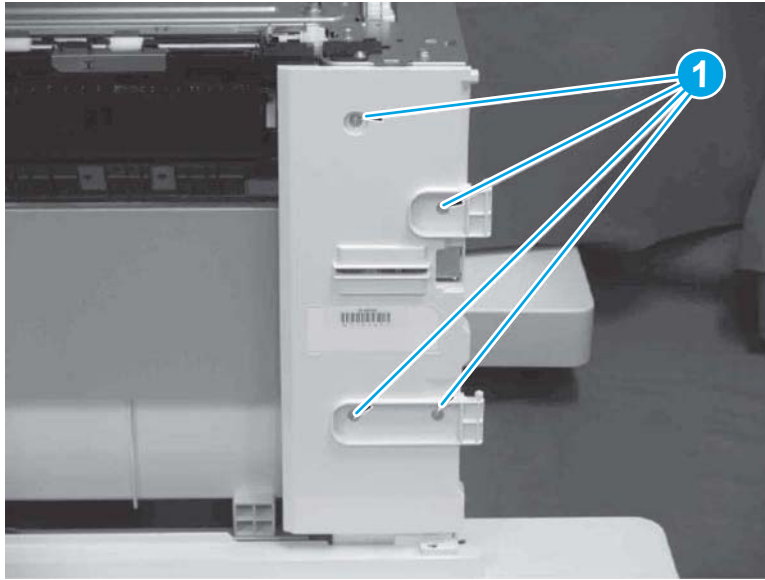
 **TIP:** Reverse the removal steps to install the assembly.

Remove right lower cover

Follow these steps to remove right lower cover.

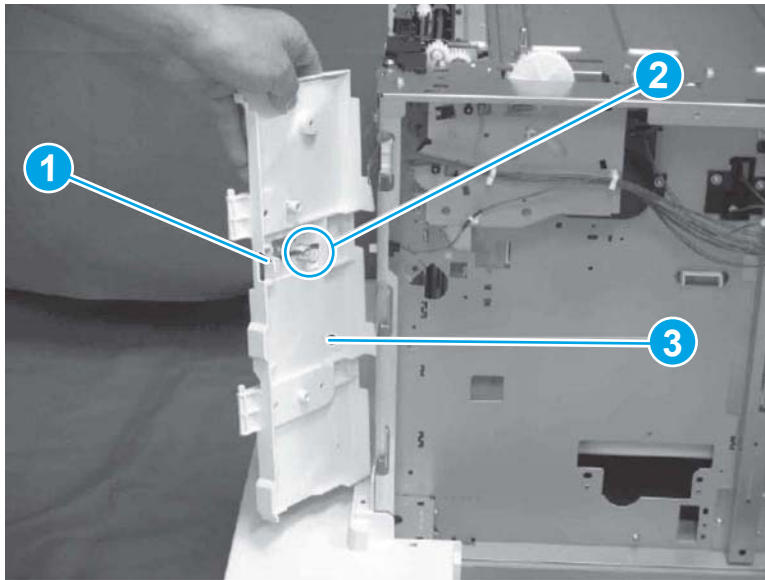
1. Remove four screws (callout 1).

Figure 8-1289 Remove screws



2. Release one tab (callout 1).
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

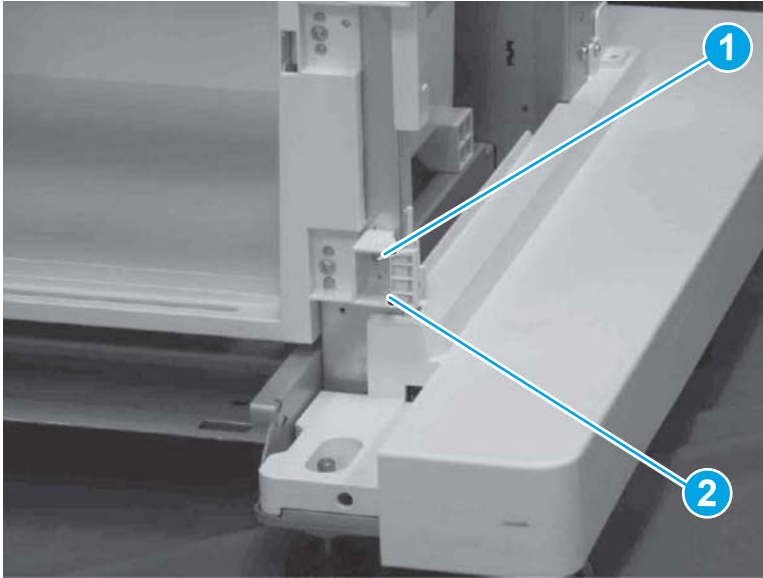
Figure 8-1290 Remove cover



4. Remove one screw (callout 1).

5. Remove the holder (callout 2).

Figure 8-1291 Remove holder



6. Remove three screws (callout 1).
7. Release two bosses (callout 2).
8. Lift straight up to remove the right lower cover (callout 3).


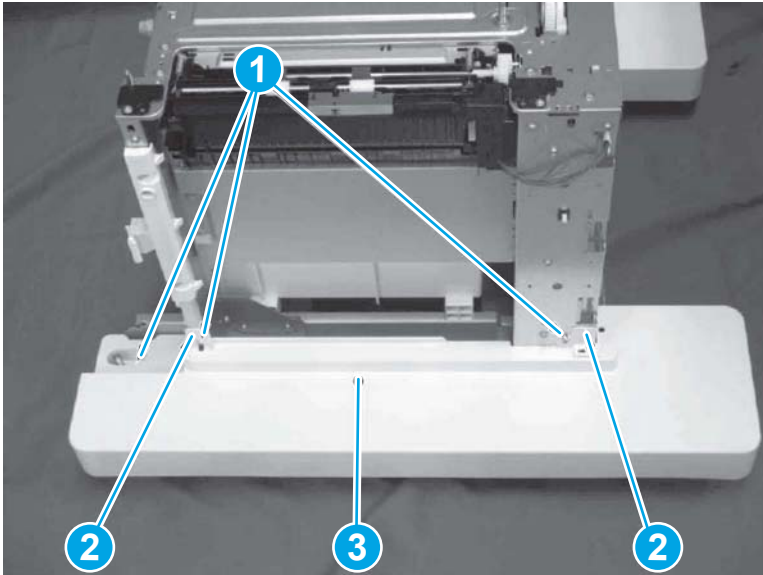

 **NOTE:** Avoid removing the right lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1292 Remove right lower cover




 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck cassette pickup assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck cassette pickup assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-74 Part information

Part number	Part description
RM2-0892-000CN	Paper pick-up assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

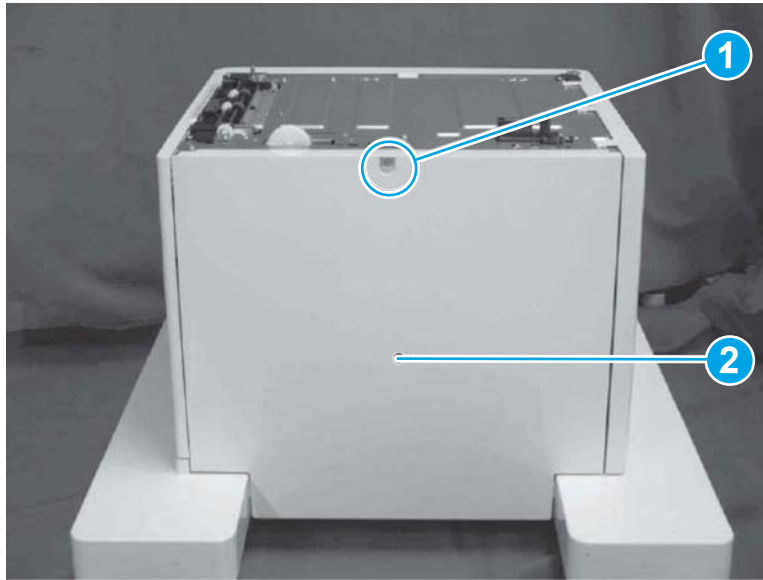
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1293 Remove rear cover



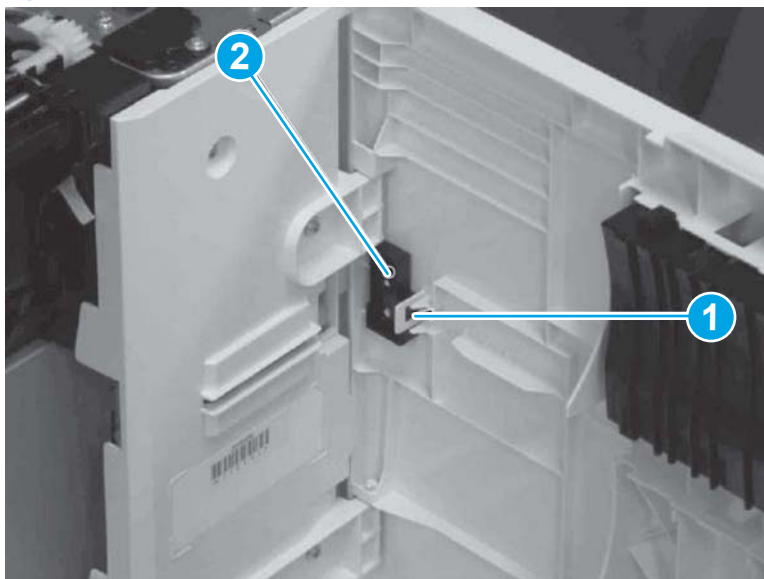
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

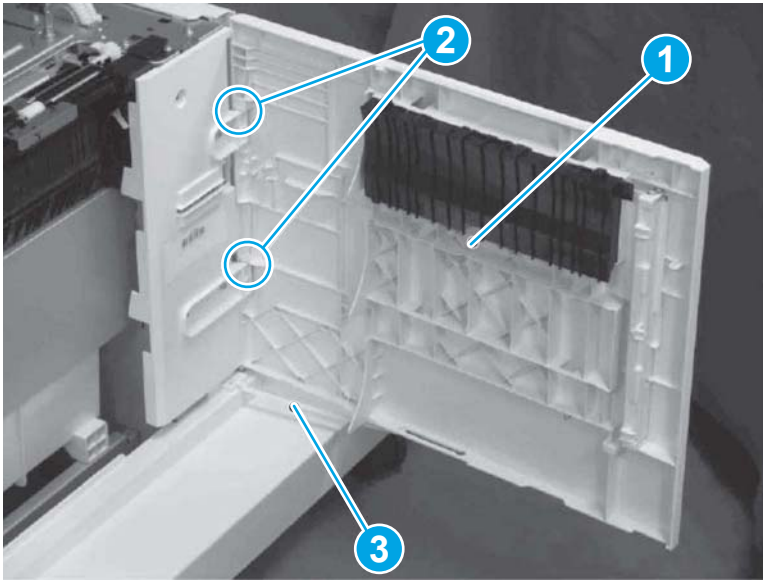
Figure 8-1294 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1295 Remove link arm



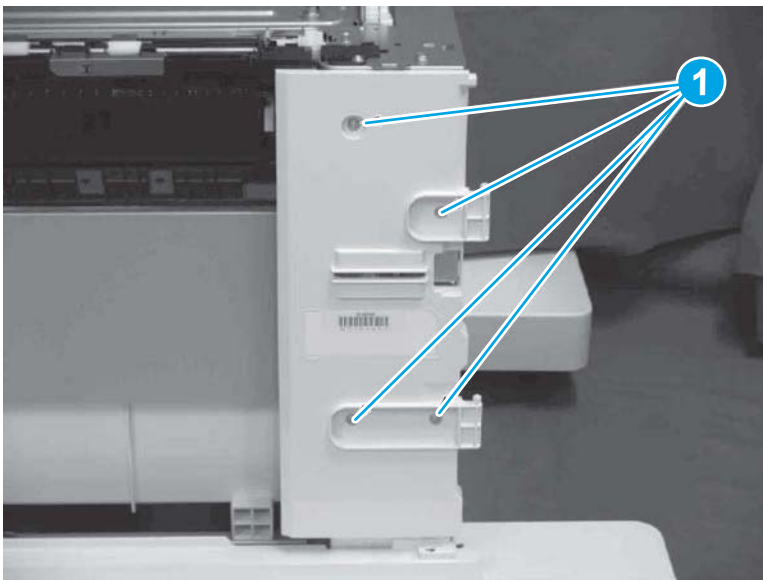
 **TIP:** Reverse the removal steps to install the assembly.

Remove cassette pickup assembly

Follow these steps to remove cassette pickup assembly.

1. Remove four screws (callout 1).

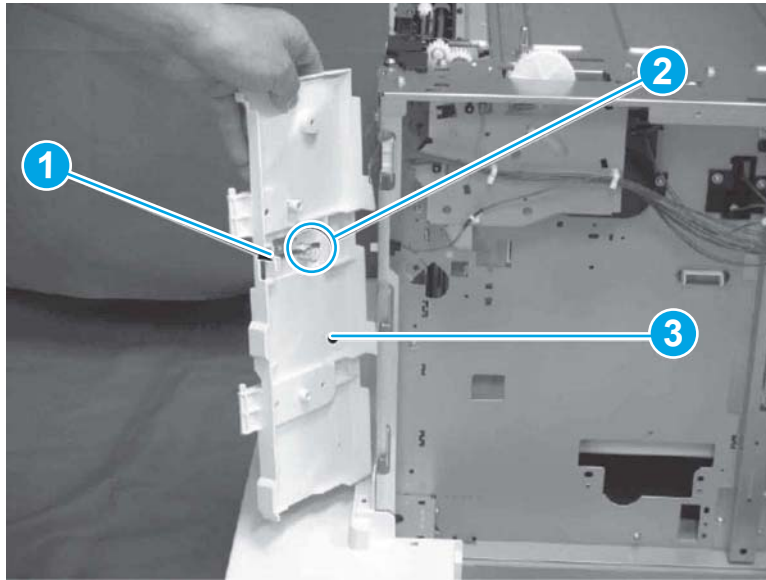
Figure 8-1296 Remove screws



2. Release one tab (callout 1).

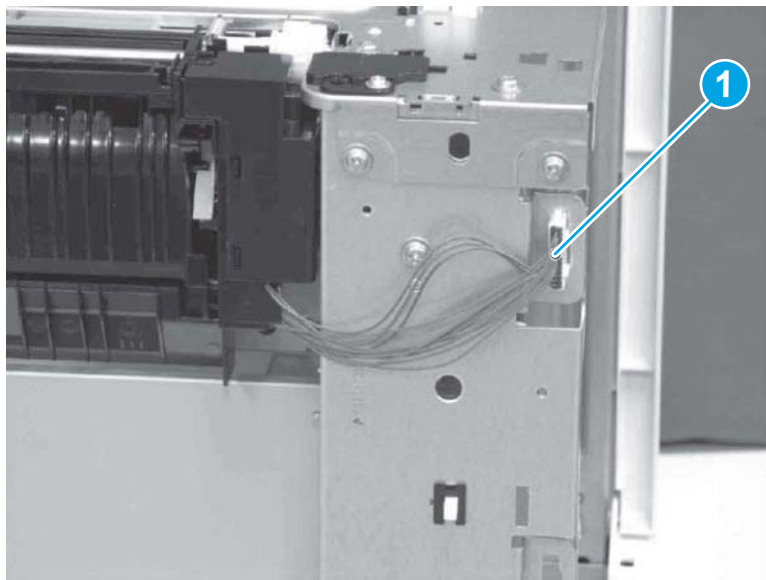
- Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1297 Remove cover



- Disconnect one connector (callout 1).

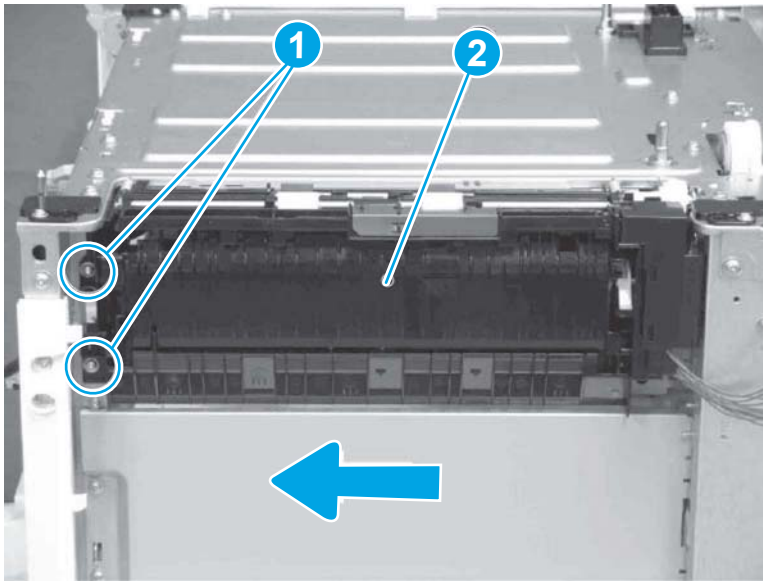
Figure 8-1298 Disconnect connector




- Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-1299 Remove cassette pickup assembly



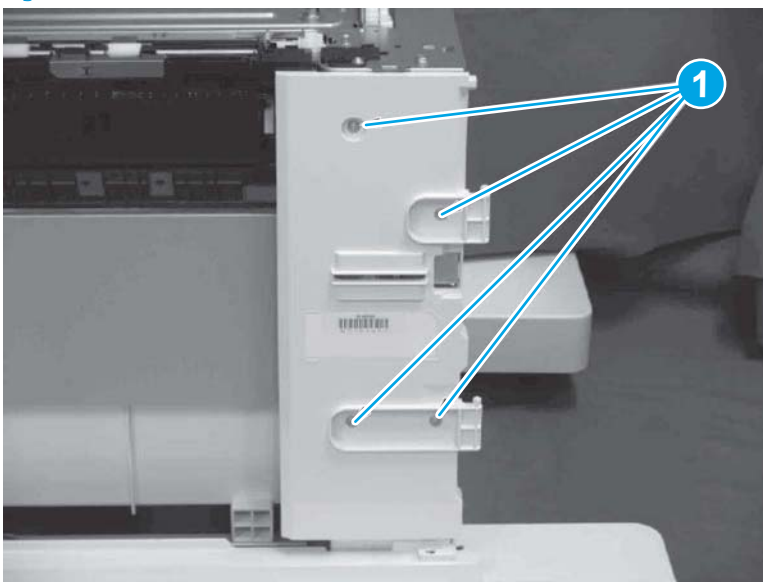
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette pickup assembly

Follow these steps to remove the cassette pickup assembly.

- Remove four screws (callout 1).

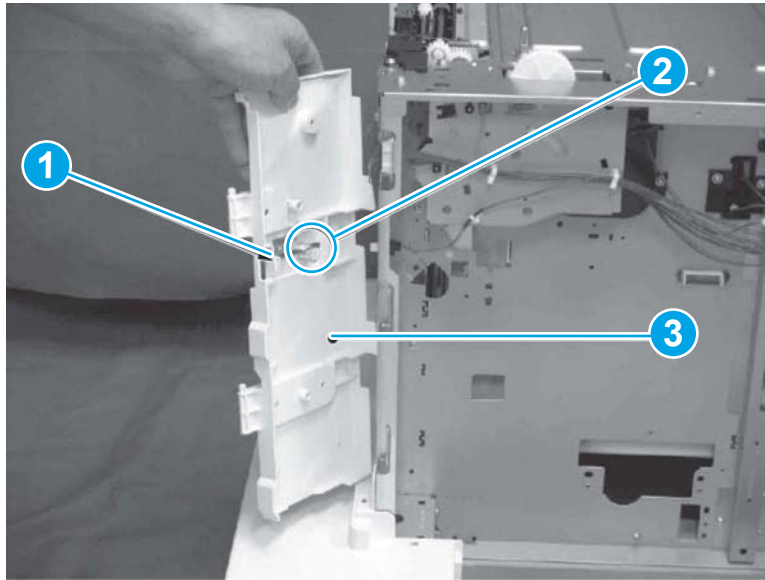
Figure 8-1300 Remove screws



- Release one tab (callout 1).

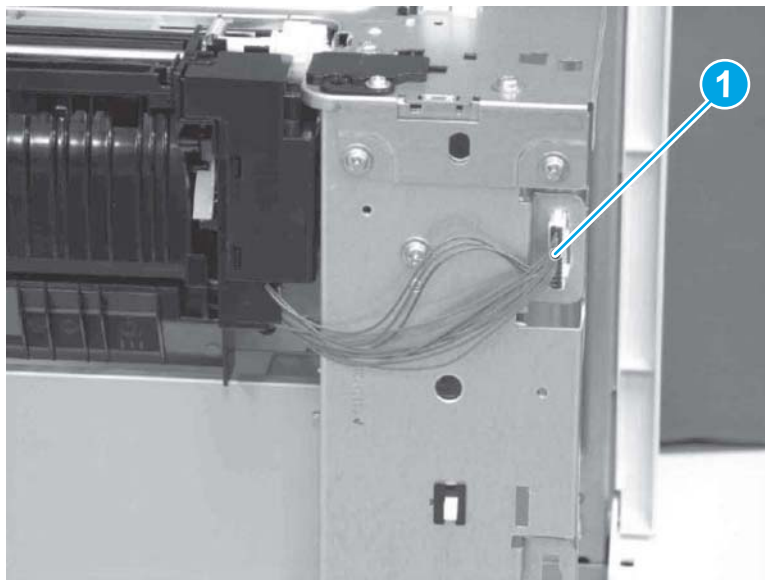
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1301 Remove cover



4. Disconnect one connector (callout 1).

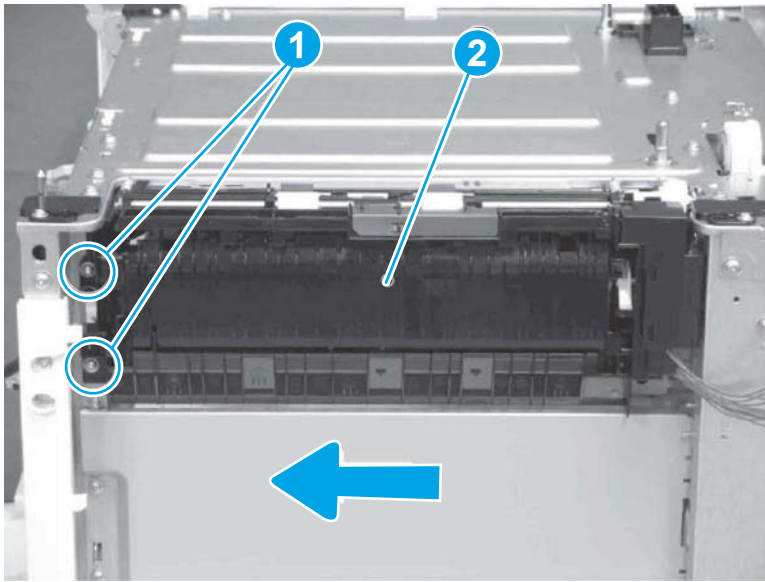
Figure 8-1302 Disconnect connector




5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-1303 Remove cassette pickup assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

- 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.

Removal and replacement: 1x550-sheet paper deck cassette drive assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck cassette drive assembly.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-75 Part information

Part number	Part description
RM2-0889-000CN	Cassette assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

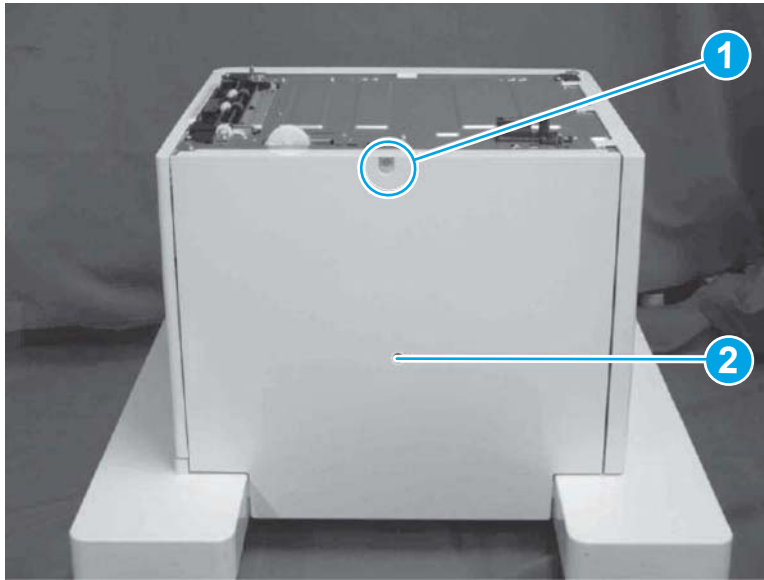
Follow these steps to remove the rear cover.

The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1304 Remove rear cover



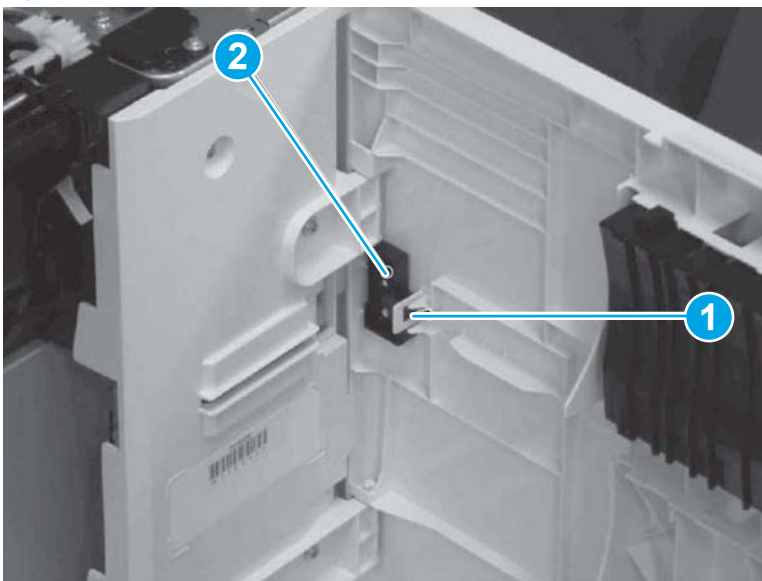
TIP: Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

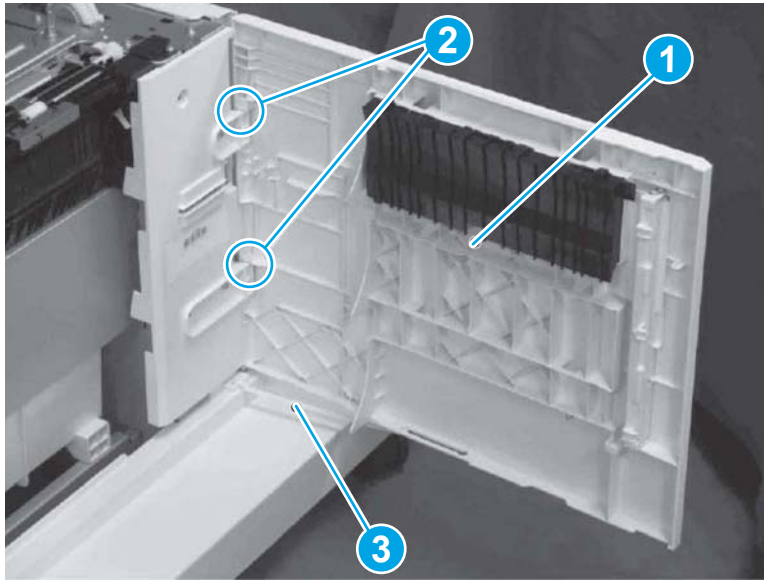
Figure 8-1305 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1306 Remove link arm



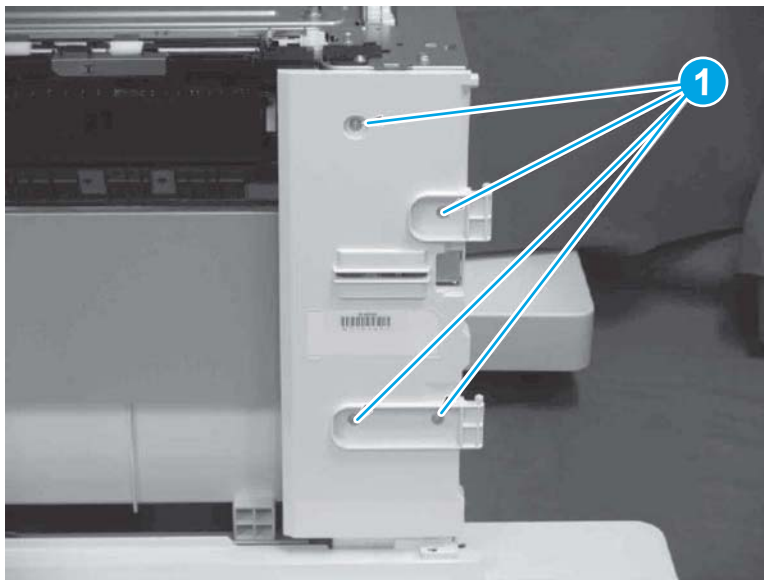
 **TIP:** Reverse the removal steps to install the assembly.

Remove cassette pickup assembly

Follow these steps to remove cassette pickup assembly.

1. Remove four screws (callout 1).

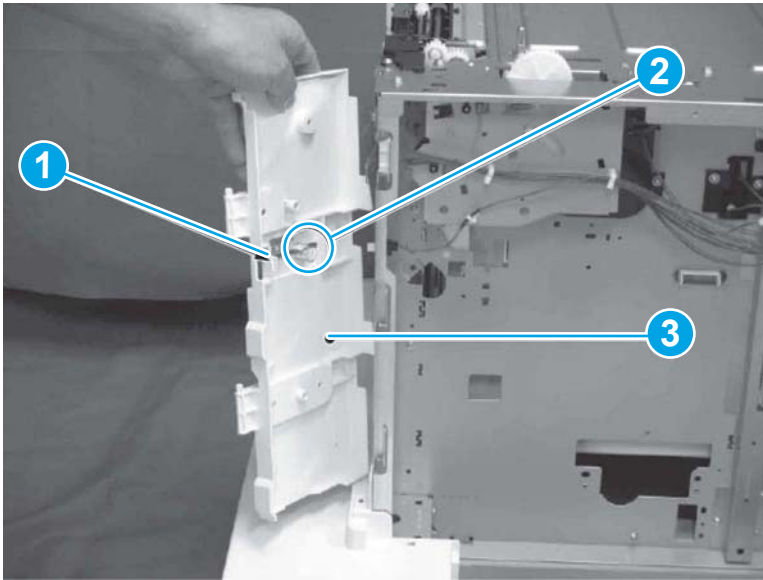
Figure 8-1307 Remove screws



2. Release one tab (callout 1).

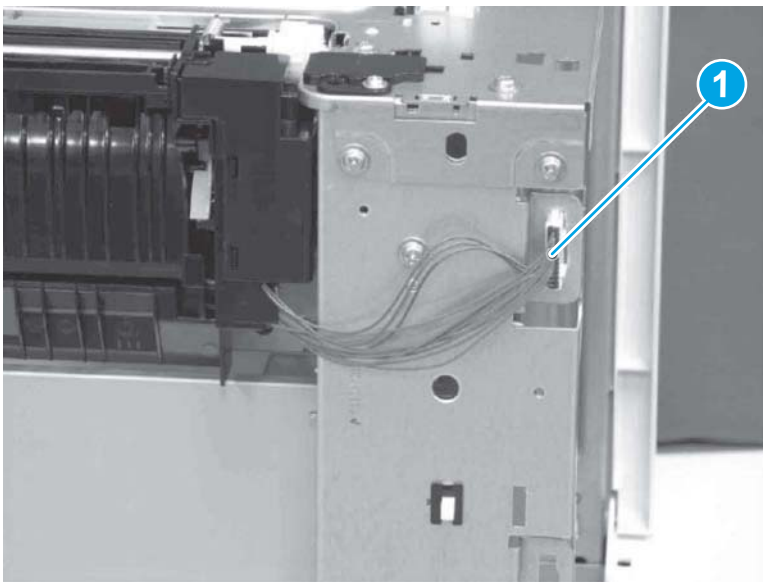
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1308 Remove cover



4. Disconnect one connector (callout 1).

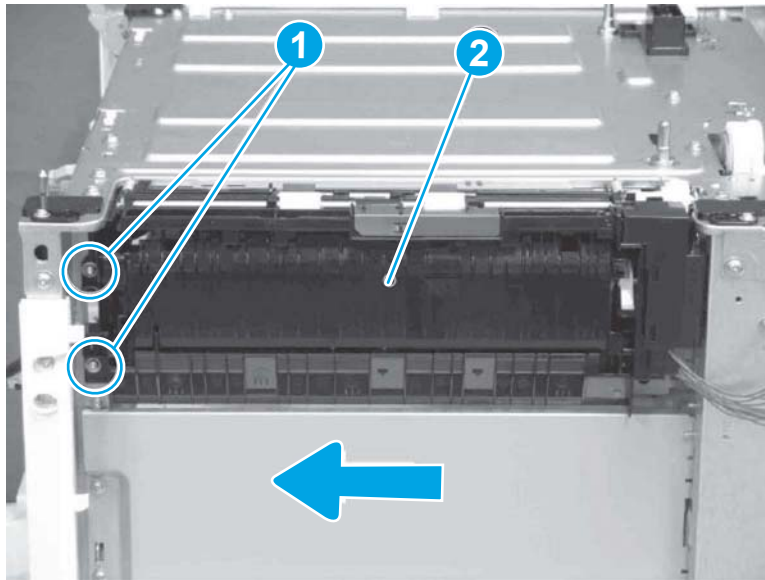
Figure 8-1309 Disconnect connector




5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-1310 Remove cassette pickup assembly



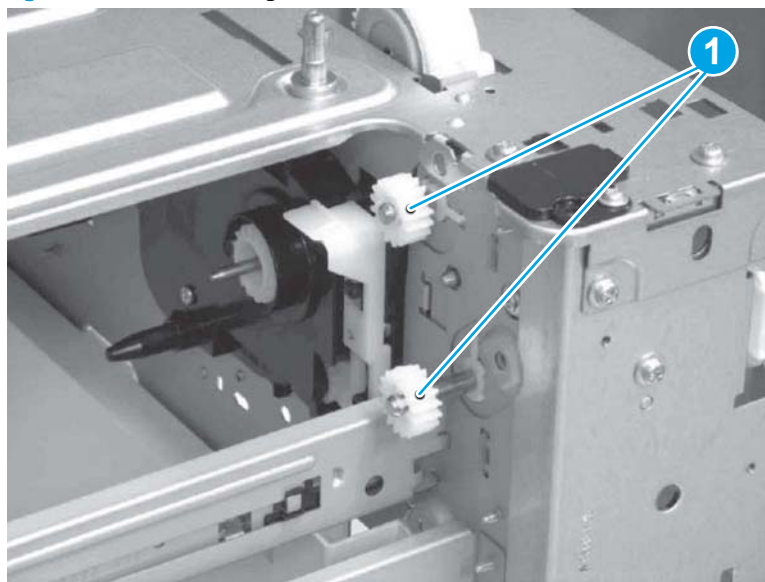
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette drive assembly

Follow these steps to remove the cassette drive assembly.

- Remove two gears (callout 1).

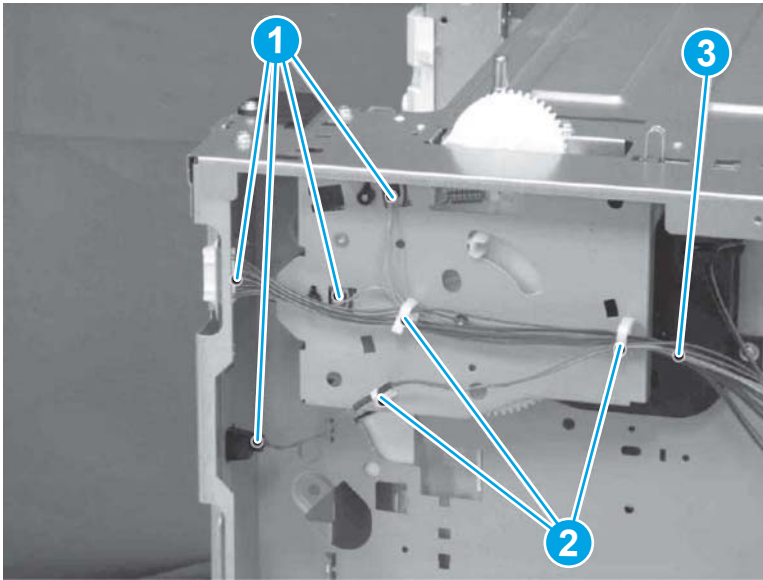
Figure 8-1311 Remove gears



- Disconnect four connectors (callout 1).

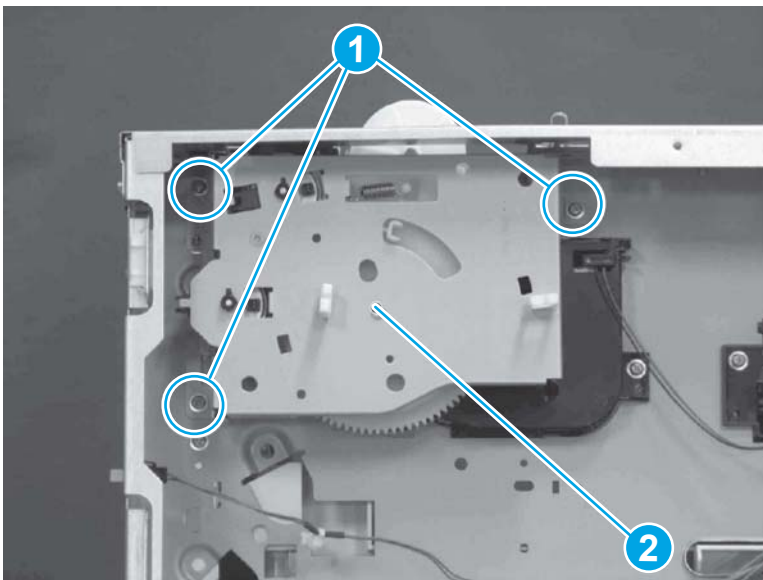
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-1312 Release cables



4. Remove three screws (callout 1).
5. Remove the cassette drive assembly (callout 2).

Figure 8-1313 Remove cassette drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck cassette lifter drive assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck cassette lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-76 Part information

Part number	Part description
RM2-0948-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

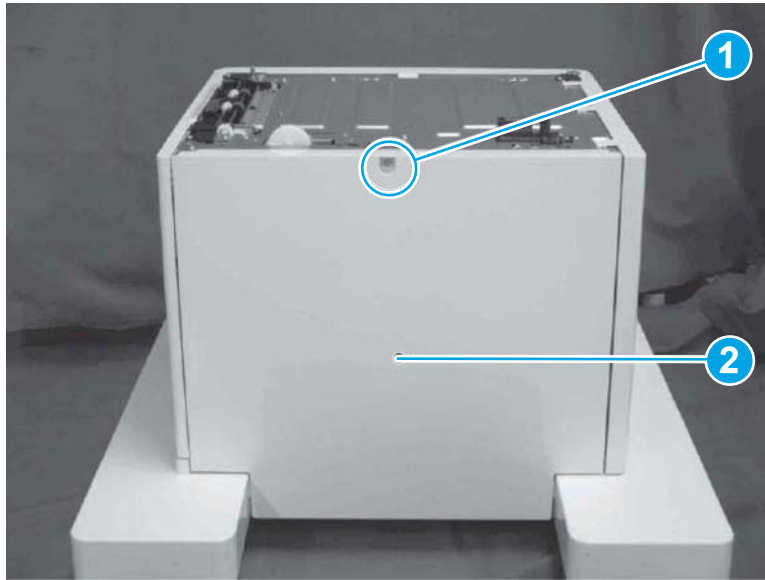
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1314 Remove rear cover



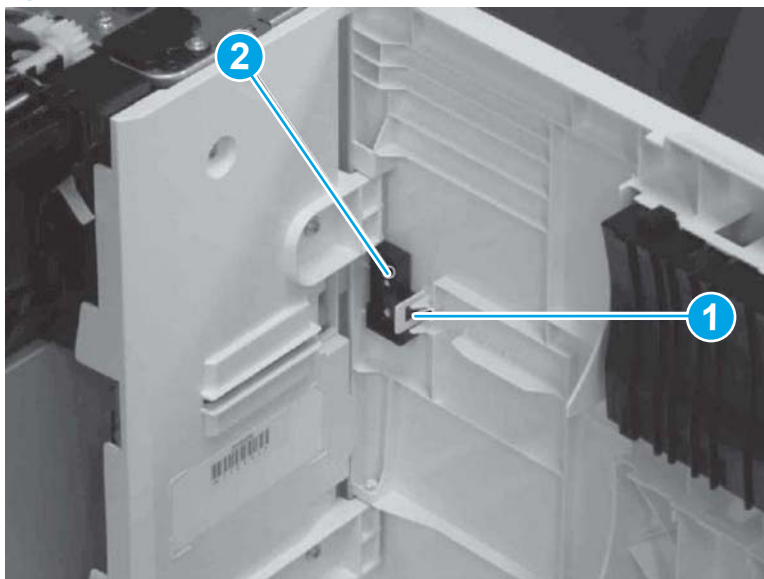
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

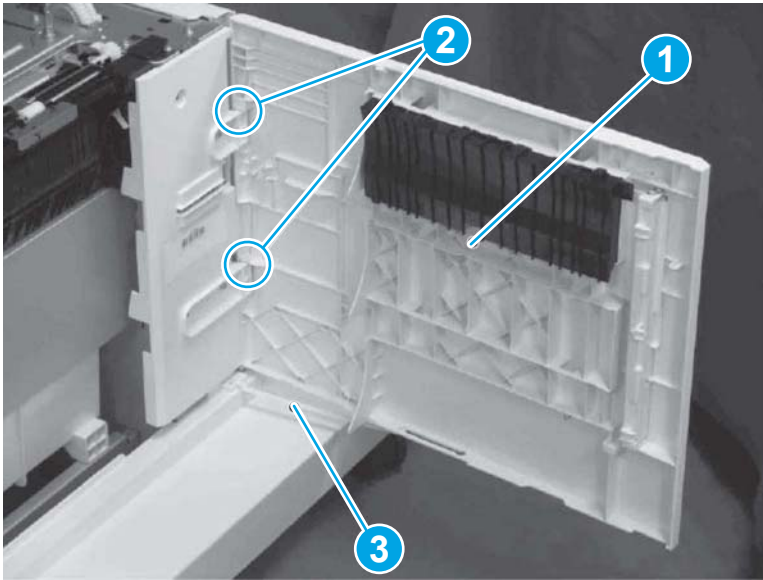
Figure 8-1315 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1316 Remove link arm



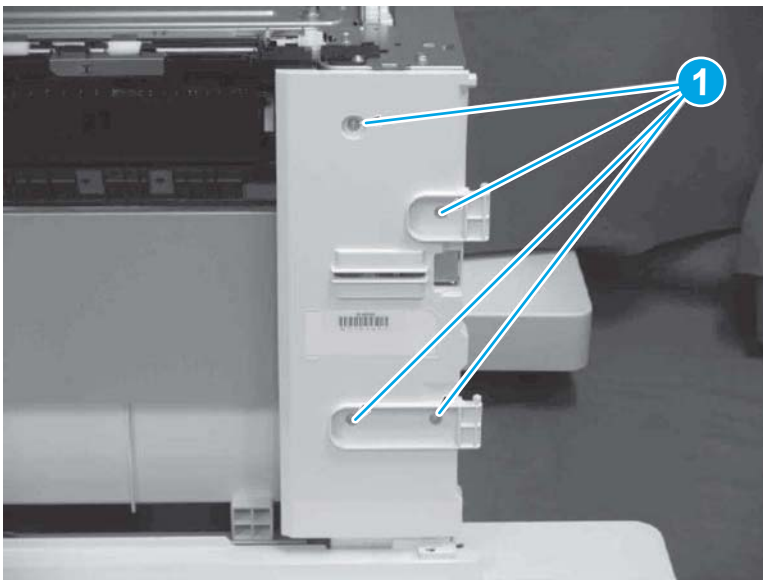
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette pickup assembly

Follow these steps to remove the cassette pickup assembly.

1. Remove four screws (callout 1).

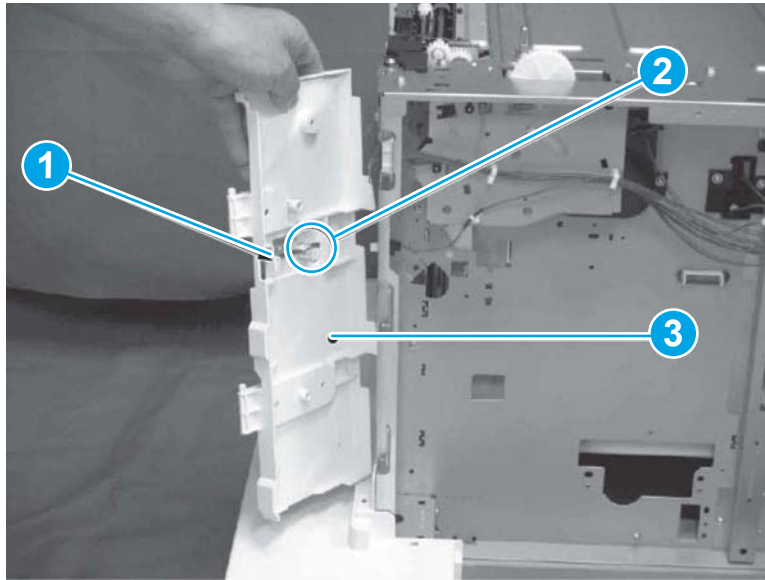
Figure 8-1317 Remove screws



2. Release one tab (callout 1).

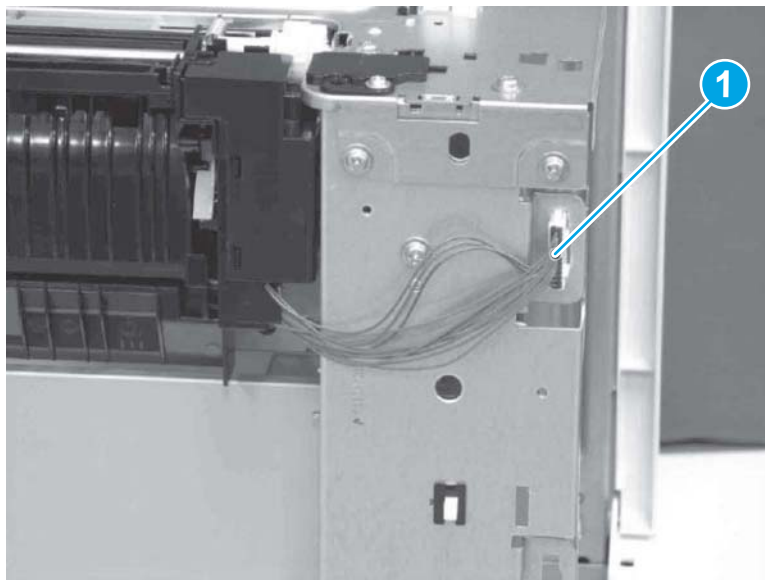
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1318 Remove cover



4. Disconnect one connector (callout 1).

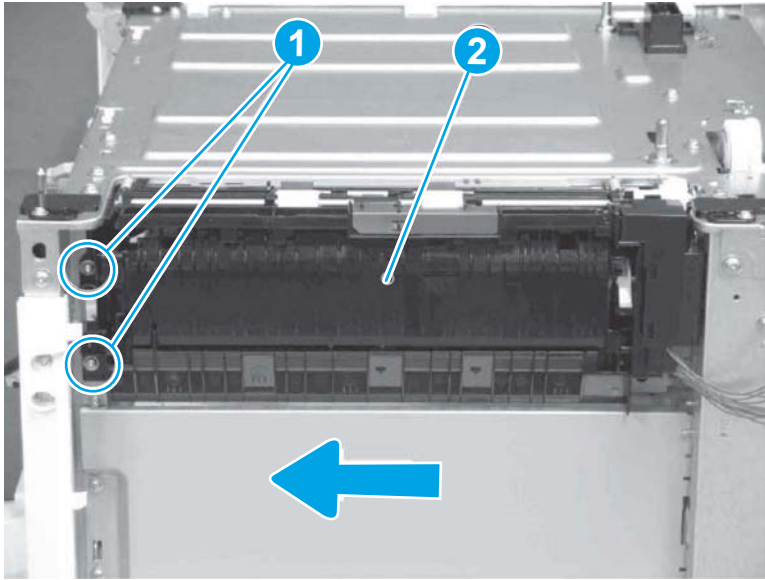
Figure 8-1319 Disconnect connector



5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-1320 Remove cassette pickup assembly



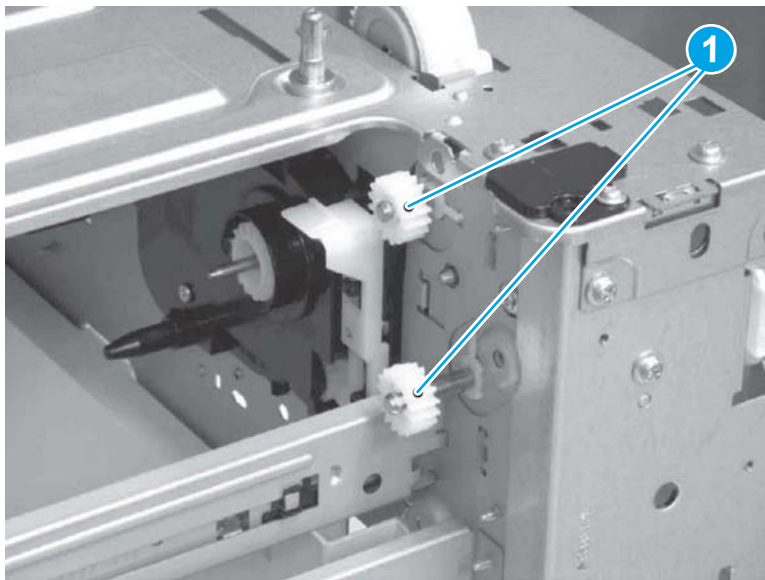
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette drive assembly

Follow these steps to remove the cassette drive assembly.

- Remove two gears (callout 1).

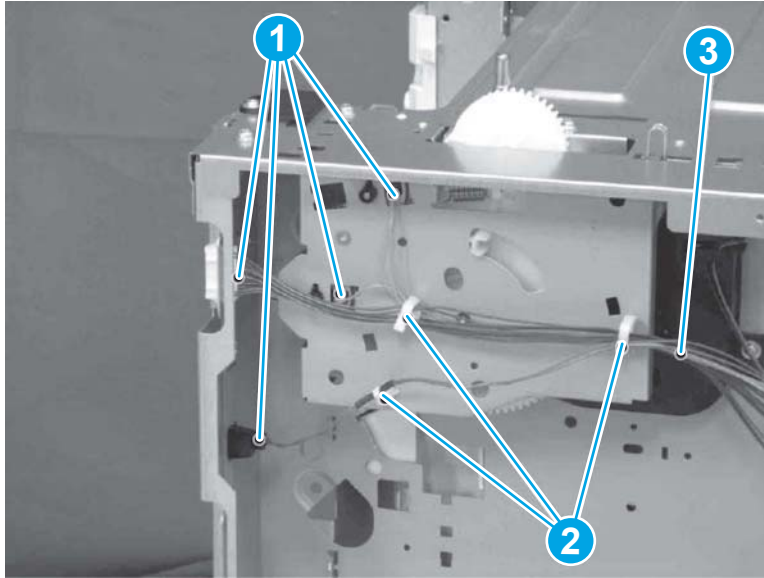
Figure 8-1321 Remove gears



- Disconnect four connectors (callout 1).

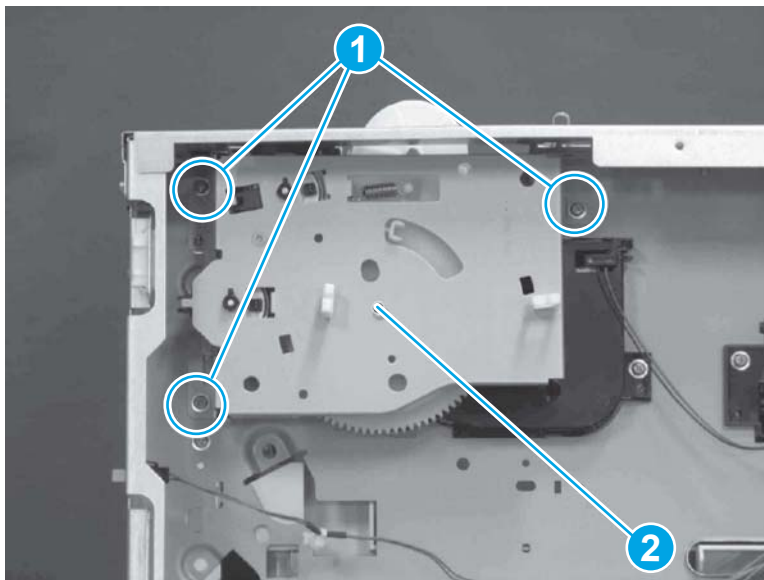
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-1322 Release cables



4. Remove three screws (callout 1).
5. Remove the cassette drive assembly (callout 2).

Figure 8-1323 Remove cassette drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

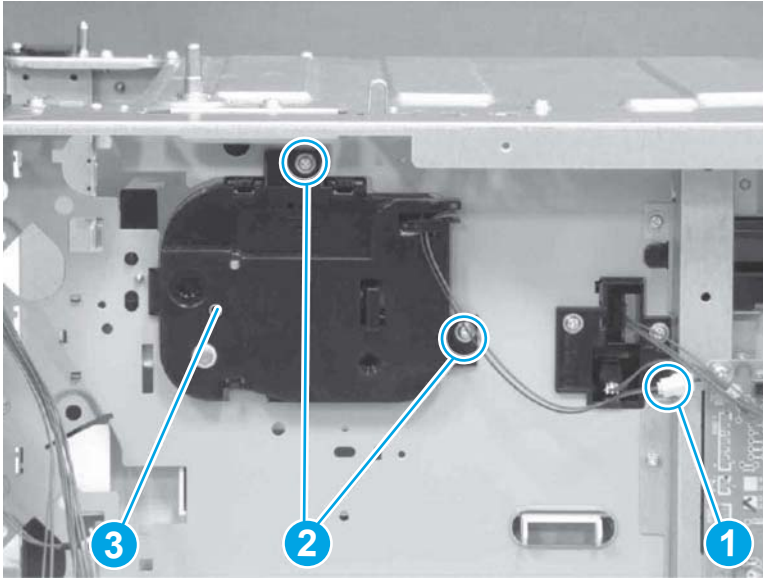
Remove the cassette lifter drive assembly

Follow these steps to remove the cassette lifter drive assembly.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2).

3. Remove the cassette lifter drive assembly (callout 3).

Figure 8-1324 Remove cassette lifter drive assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following special installation instructions.

Removal and replacement: 1x550-sheet paper deck cassette auto close assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck cassette auto close assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-77 Part information

Part number	Part description
RM2-0856-000CN	Auto close assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

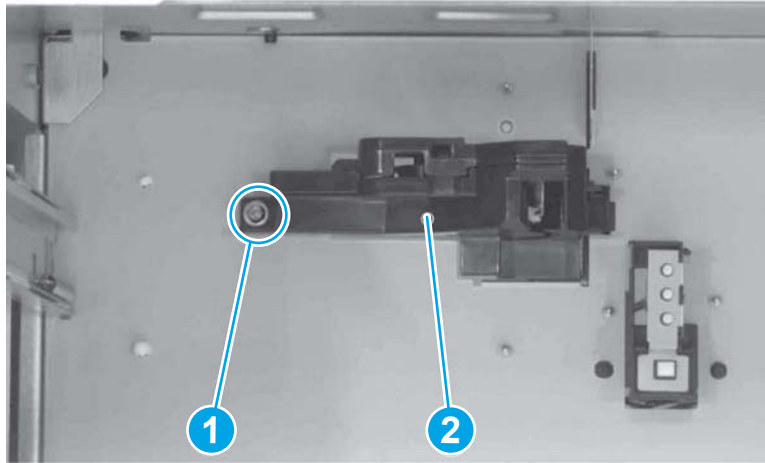
Remove the cassette auto close assembly

Follow these steps to remove the cassette auto close assembly.

1. Remove one screw (callout 1).

2. Remove the cassette auto close assembly (callout 2).

Figure 8-1325 Remove cassette auto close assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck separation (retard) roller assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck PD retard roller assembly.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-78 Part information

Part number	Part description
RM2-6772-000CN	Retard roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

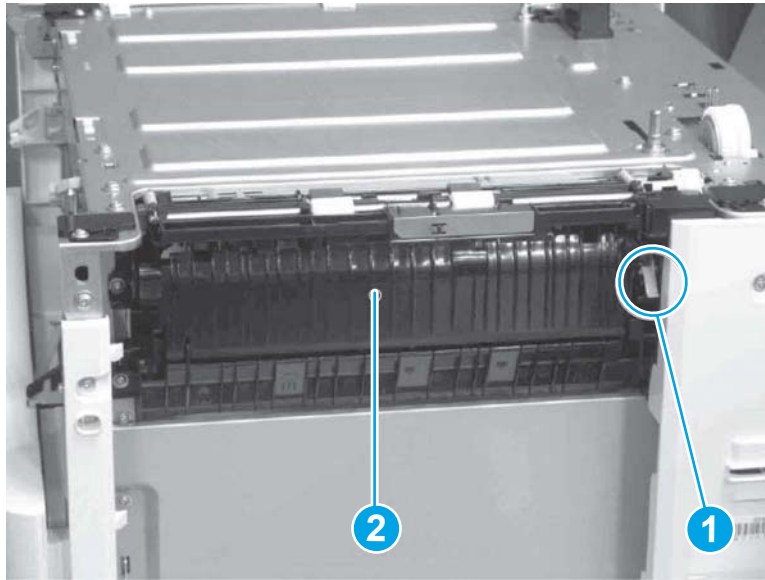
Remove the separation roller assembly

Follow these steps to remove the separation roller assembly.

1. Open the right door assembly.
2. Push the lever (callout 1).

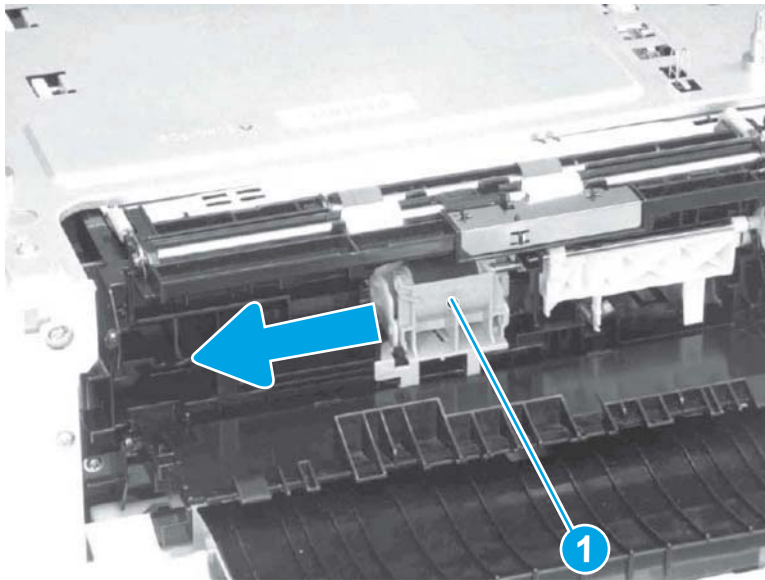
3. Open the feed guide (callout 2).

Figure 8-1326 Open feed guide



4. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
5. Remove the PD retard roller assembly (callout 1).

Figure 8-1327 Remove PD retard roller assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

Removal and replacement: 1x550-sheet paper deck pickup roller assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck PD pickup roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-79 Part information

Part number	Part description
RM2-1275-000CN	Paper pick-up roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

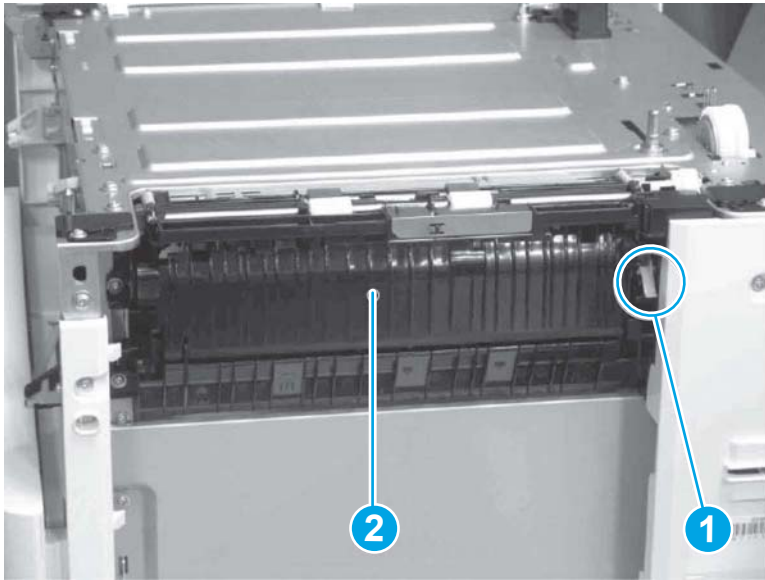
Remove the separation roller assembly

Follow these steps to remove the separation roller assembly.

1. Open the right door assembly.
2. Push the lever (callout 1).

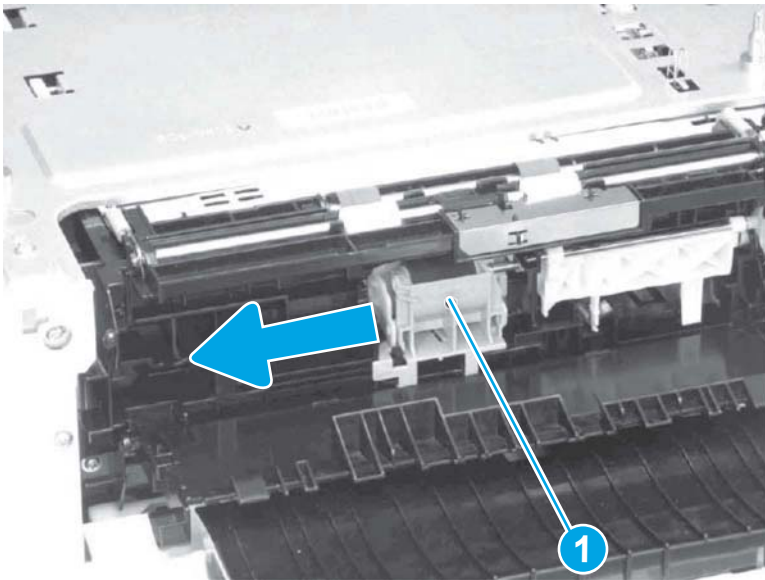
3. Open the feed guide (callout 2).

Figure 8-1328 Open feed guide



4. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
5. Remove the PD retard roller assembly (callout 1).

Figure 8-1329 Remove PD retard roller assembly

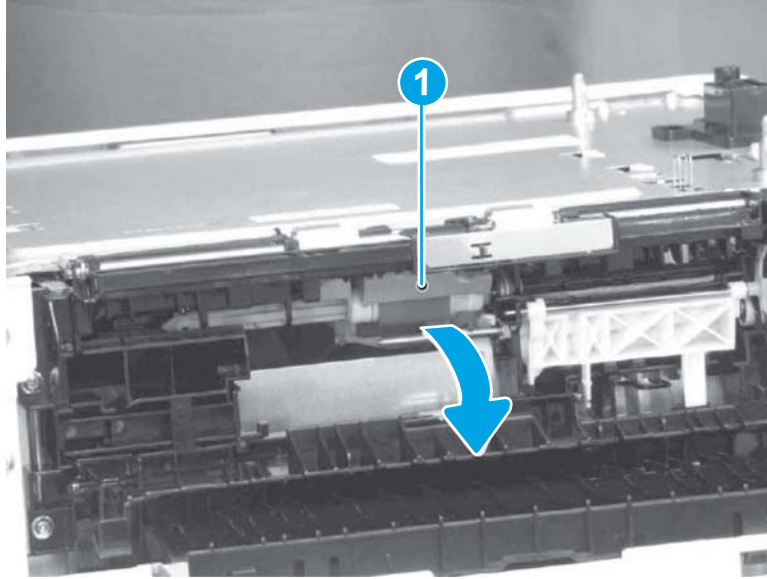


Remove the pickup roller assembly

Follow these steps to remove the pickup roller assembly.

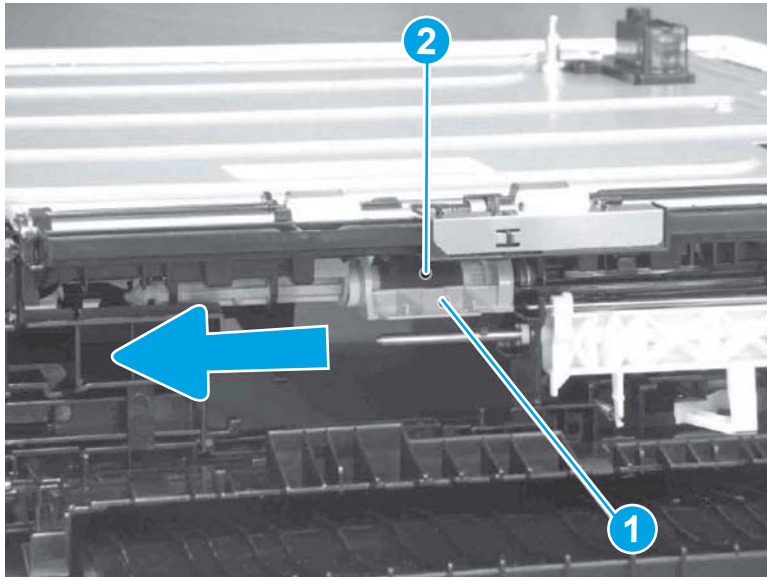
1. Open the tab (callout 1).

Figure 8-1330 Open tab



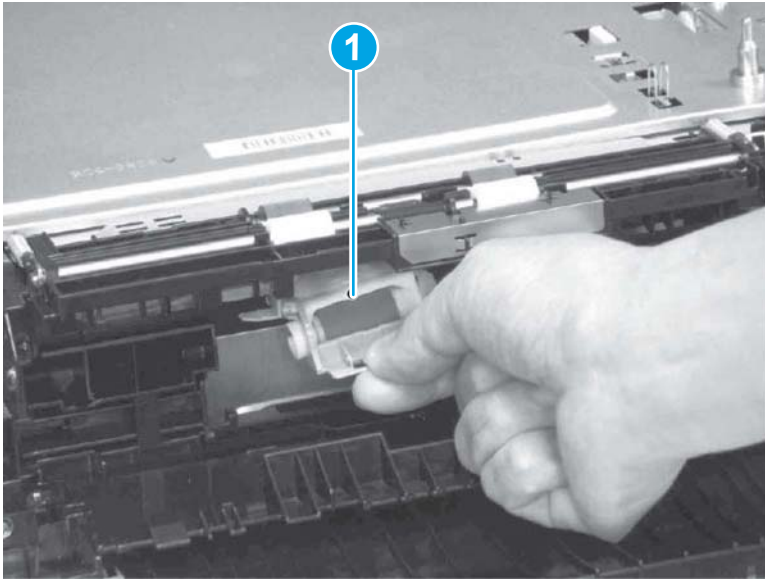
2. Hold the tab (callout 1) and slide the PD pickup roller assembly (callout 2) in the direction of the arrow.

Figure 8-1331 Slide PD pickup roller assembly



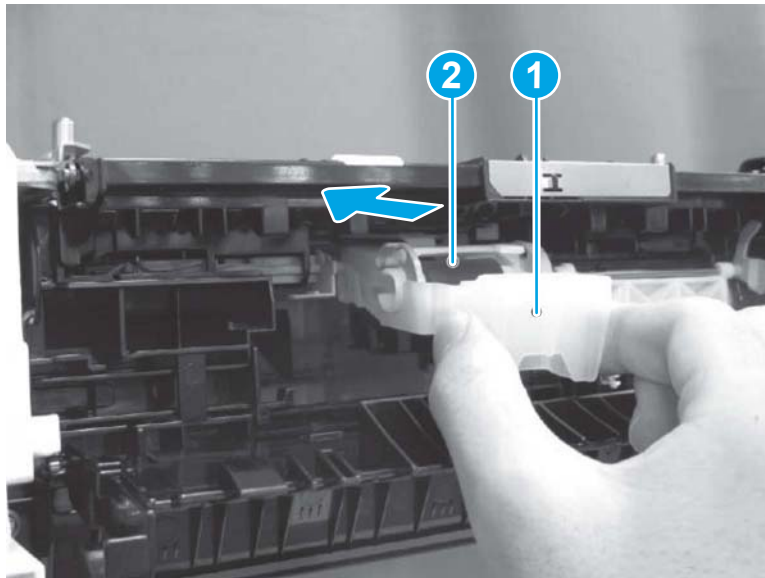
3. Pull out the PD pickup roller assembly (callout 1).

Figure 8-1332 Pull out PD pickup roller assembly



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.
 - a. If the pickup roller replacement tool will be used, follow the procedure below for assembly.
 1. Hold the replacement tool (callout 1) and the PD pickup roller assembly (callout 2) in the direction of the arrow.

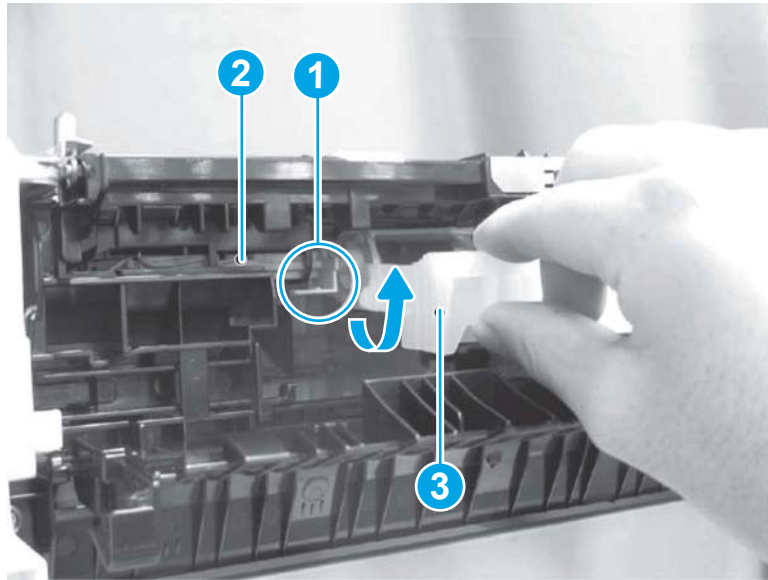
Figure 8-1333 Hold replacement tool in direction of arrow



2. Rotate the tab (callout 1) in the direction of the arrow. The shaft (callout 2) will slide to engage with the PD pickup roller assembly.

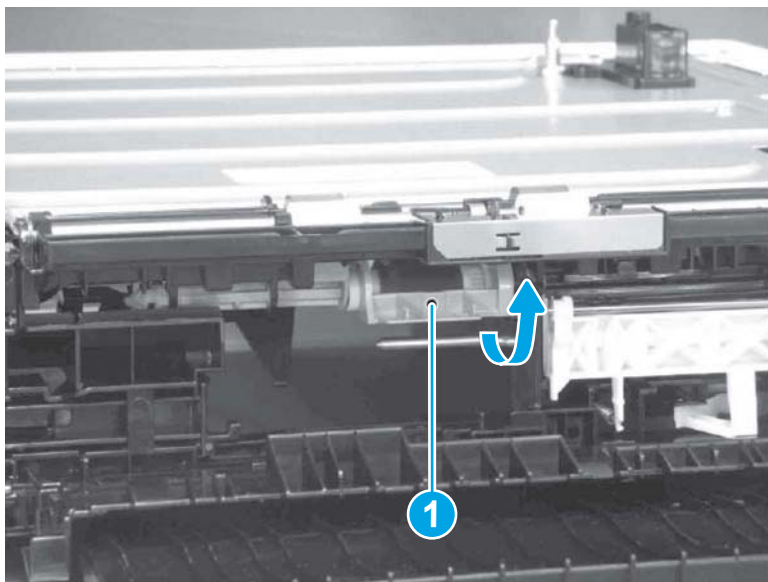
3. Pull out the replacement tool (callout 3).


Figure 8-1334 Remove replacement tool



4. Rotate the tab (callout 1) in the direction of arrow to close.

Figure 8-1335 Rotate tab to close



 **NOTE:** If the pickup roller replacement tool will not be used, follow the procedure below for assembly.

- b. If the pickup roller replacement tool will not be used, follow the procedure below for assembly.
 1. Make sure that the tab (callout 2) of the shaft (callout 1) is in the correct position.

Figure 8-1336 Correct position of tab

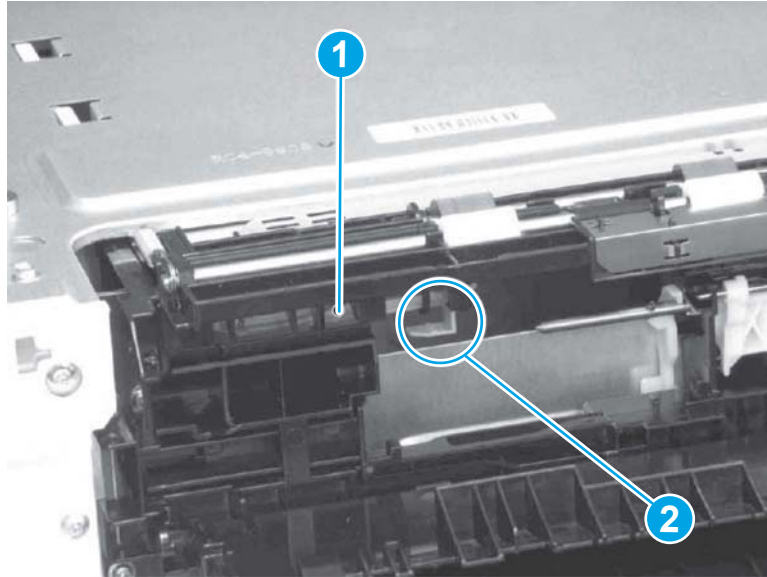
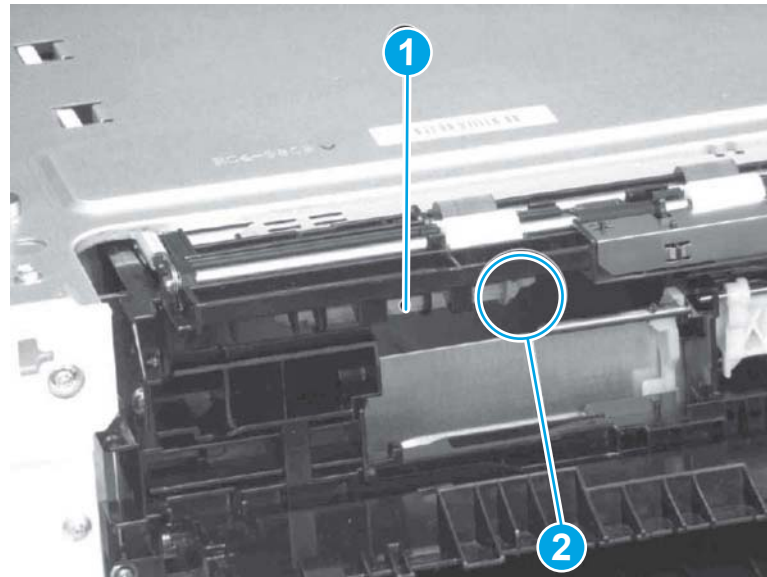
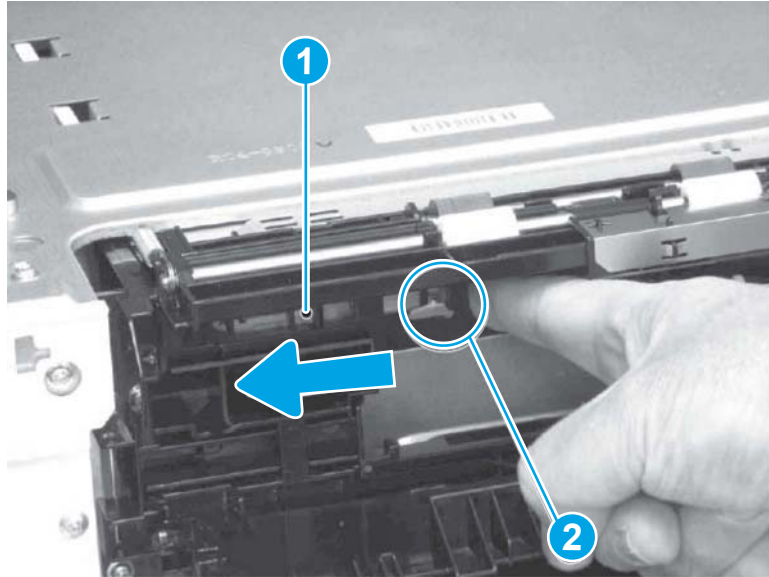


Figure 8-1337 Incorrect position of tab



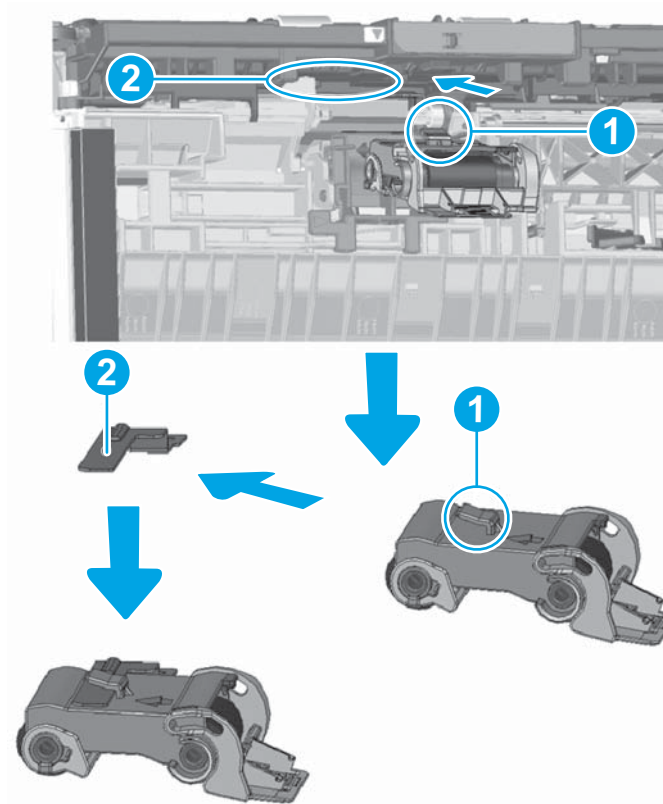
2. If the tab (callout 2) of the shaft (callout 1) is not positioned correctly, slide the shaft (callout 1) in the direction of the arrow to set in correct position.

Figure 8-1338 Slide shaft in direction of arrow



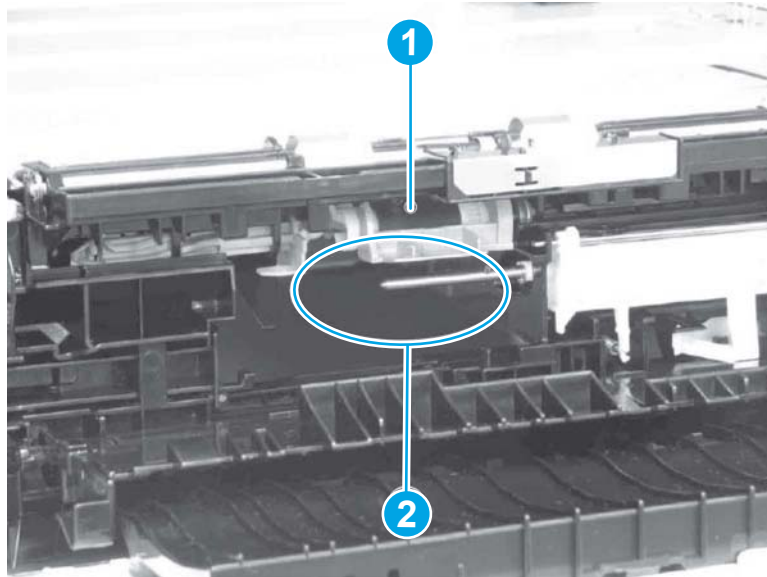
3. Insert the hook (callout 1) of the PD pickup roller assembly into the plate (callout 2).

Figure 8-1339 Insert hook



4. Check condition of the PD pickup roller assembly to make the sure hook is correctly inserted to the plate.

Figure 8-1340 Correct position of roller




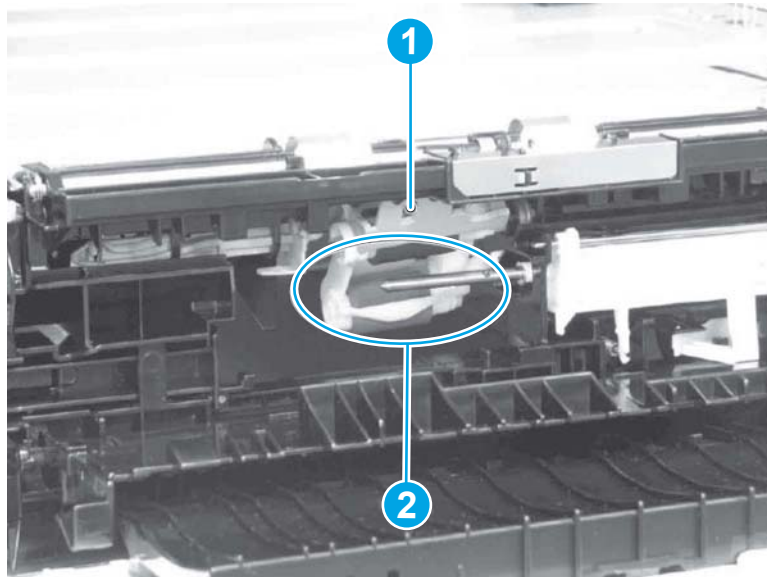
 **NOTE:** The hook of the PD pickup roller assembly (callout 1) is not properly hooked, and the roller (callout 2) is hanging loosely.

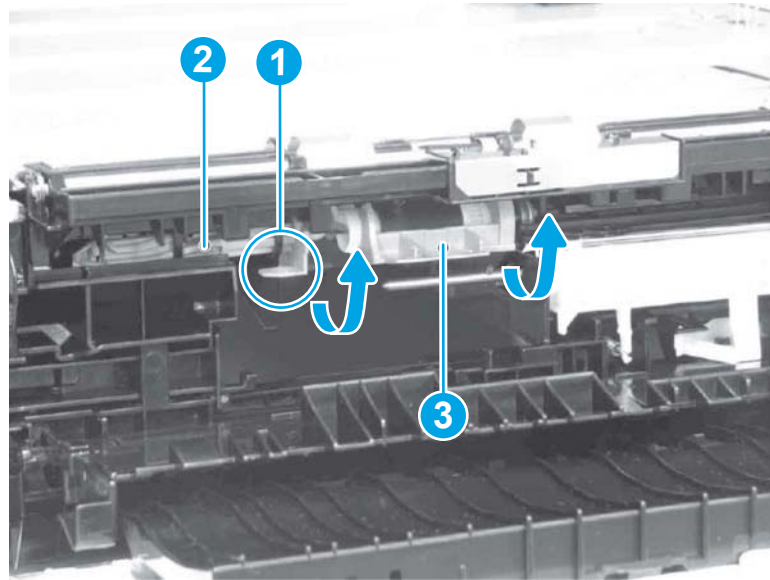
Figure 8-1341 Incorrect position of roller



5. Rotate the tab (callout 1) in the direction that the arrow indicates and slide the shaft (callout 2).

6. Rotate the tab (callout 3) in the direction that the arrow indicates and close.

Figure 8-1342 Rotate tab in direction of arrow



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions for the PD retard roller assembly**.

1. Insert the boss (callout 1) in the PD retard roller assembly hole (callout 2).

Figure 8-1343 PD retard roller assembly hole

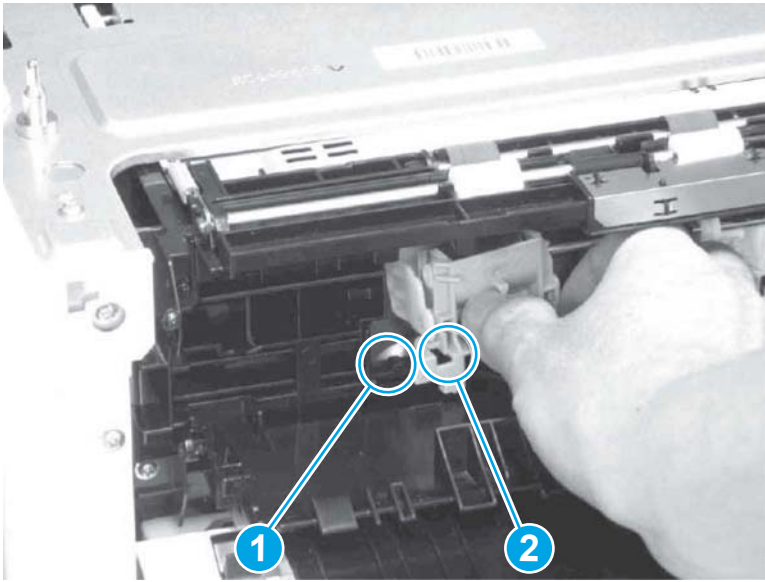
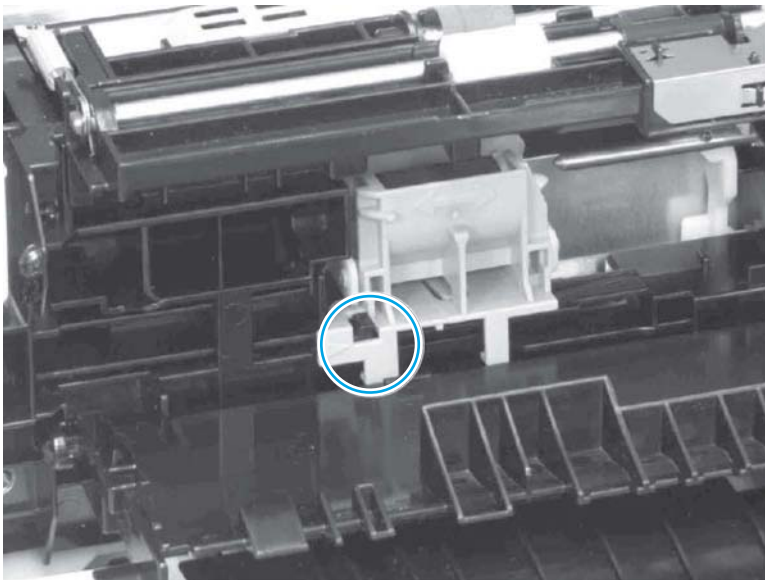
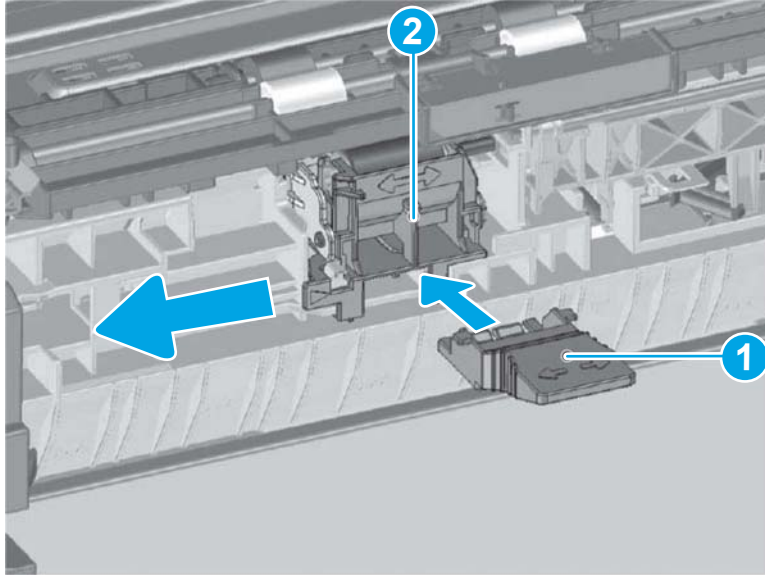


Figure 8-1344 PD retard roller assembly correct position



2. Use the following instructions for using the retard roller replacement tool.
 - a. Open the right door assembly.
 - b. Push the lever.
 - c. Open the feed guide.
 - d. Insert the retard roller replacement tool (callout 1) to the PD retard roller assembly (callout 2).
 - e. Slide the PD retard roller assembly (callout 2) in the direction of the arrow to remove.

Figure 8-1345 Remove PD retard roller assembly



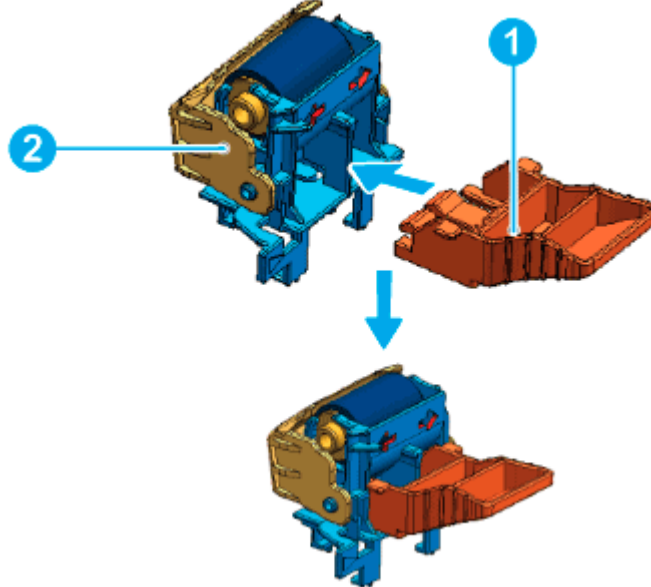
Continue to reverse the removal steps to finish installing the assembly

Also use the following **special installation instructions for the PD retard roller assembly**.

When using the retard roller replacement tool, follow the procedure below for assembly.

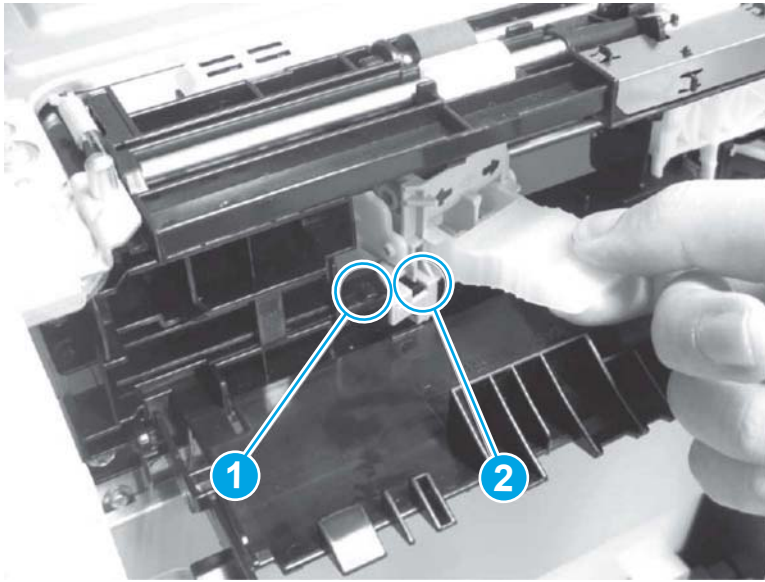
1. Insert the retard roller replacement tool (callout 1) in the PD retard roller assembly (callout 2).

Figure 8-1346 PD retard roller assembly hole



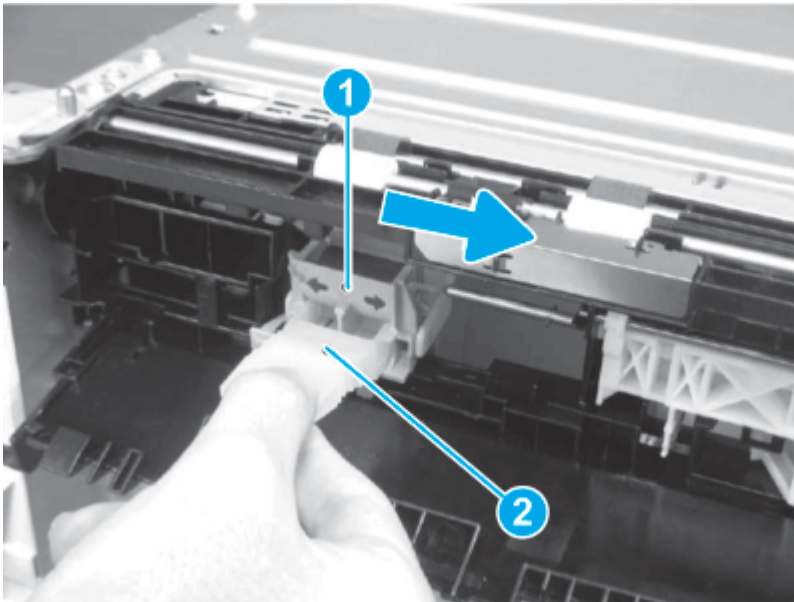
2. Insert the boss (callout 1) in the PD retard roller assembly hole (callout 2).

Figure 8-1347 Insert boss



3. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
4. Pull out the retard roller replacement tool (callout 2).

Figure 8-1348 Remove retard roller replacement tool



Removal and replacement: 1x550-sheet paper deck controller PCA

This document provides the procedures to remove and replace the 1x550-sheet paper deck controller PCA.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-80 Part information

Part number	Part description
RM2-8827-000CN	Paper deck controller PCB assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

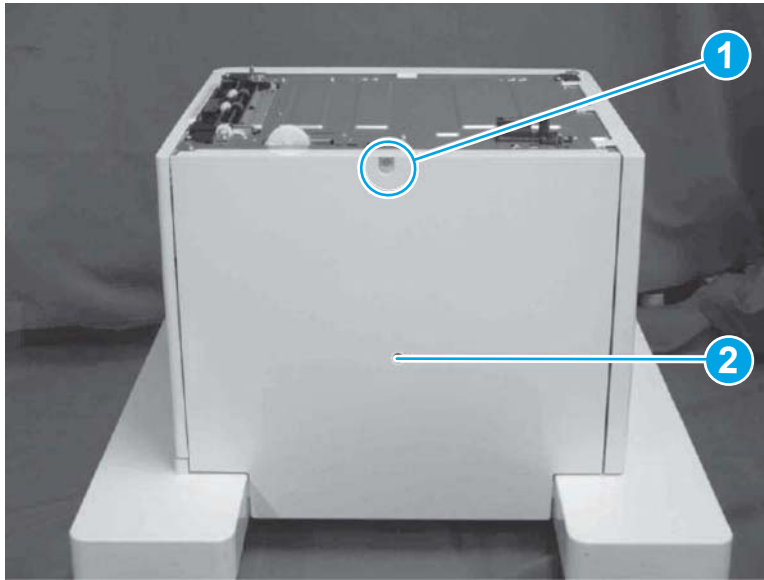
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1349 Remove rear cover



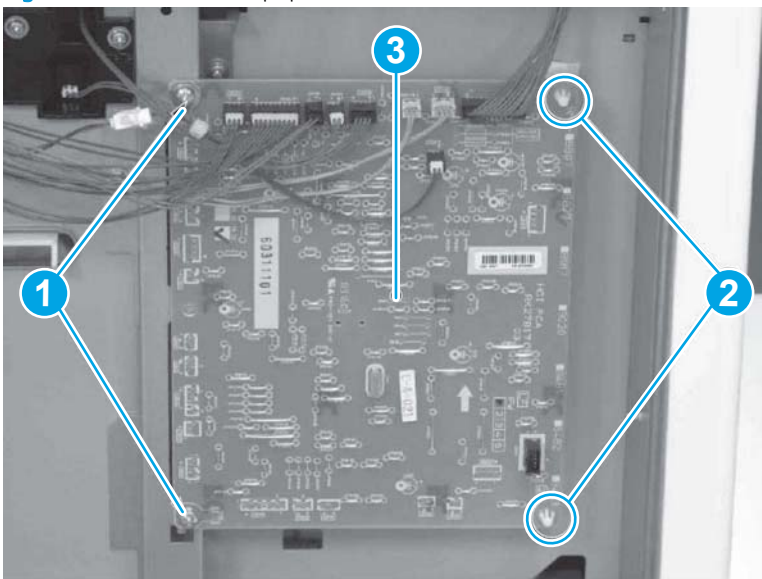
 **TIP:** Reverse the removal steps to install the assembly.

Remove the paper deck controller PCA

Follow these steps to remove the paper deck controller PCA.

1. Disconnect all the connectors on the paper deck controller PCA.
2. Remove two screws (callout 1).
3. Release two tabs (callout 2).
4. Remove the paper deck controller PCA (callout 3).

Figure 8-1350 Remove paper deck controller PCA



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: 3x550-sheet paper deck

Learn how to remove and replace the 3x550-sheet paper deck parts and assemblies.

Removal and replacement: 3x550-sheet paper deck rear cover

This document provides the procedures to remove and replace the 3x550-sheet paper deck rear cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-81 Part information

Part number	Part description
RC4-8954-000CN	Rear cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

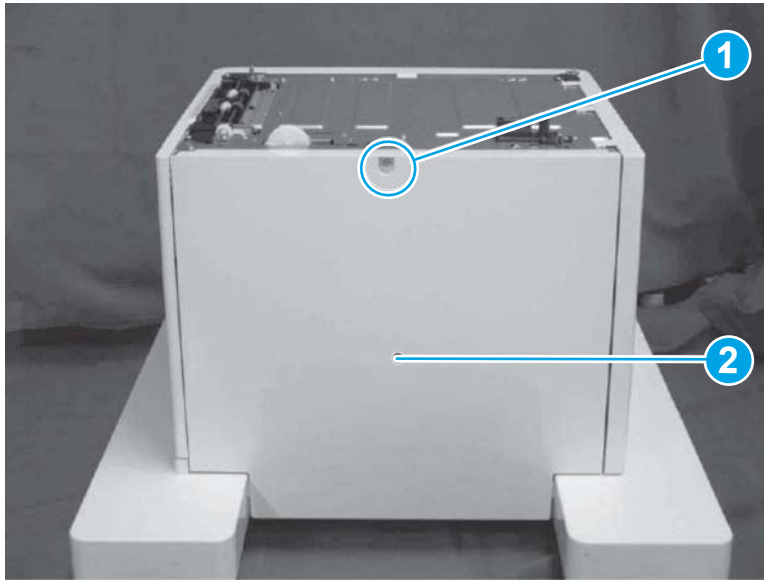
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1351 Remove rear cover




 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck left cover

This document provides the procedures to remove and replace the 3x550-sheet paper deck left cover.


Mean time to repair: 10 minutes

Service level: Intermediate

 **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.

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 8-82 Part information

Part number	Part description
RC4-8941-000CN	Left cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

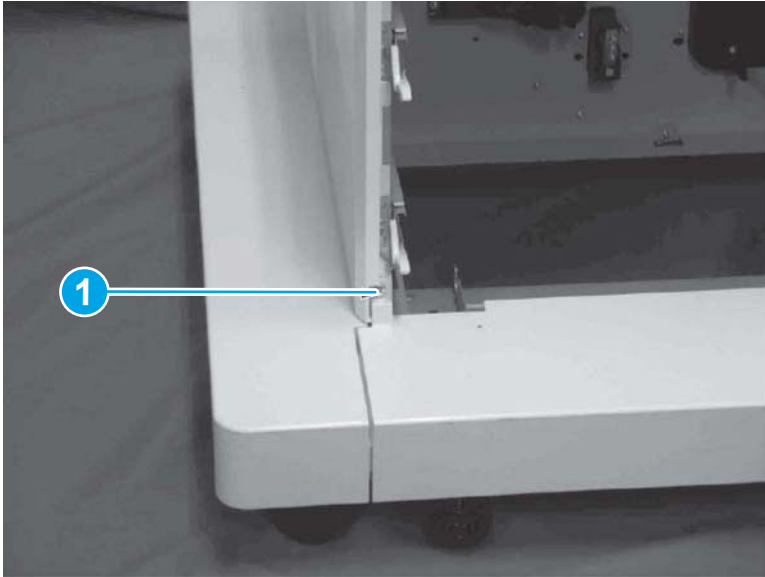
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

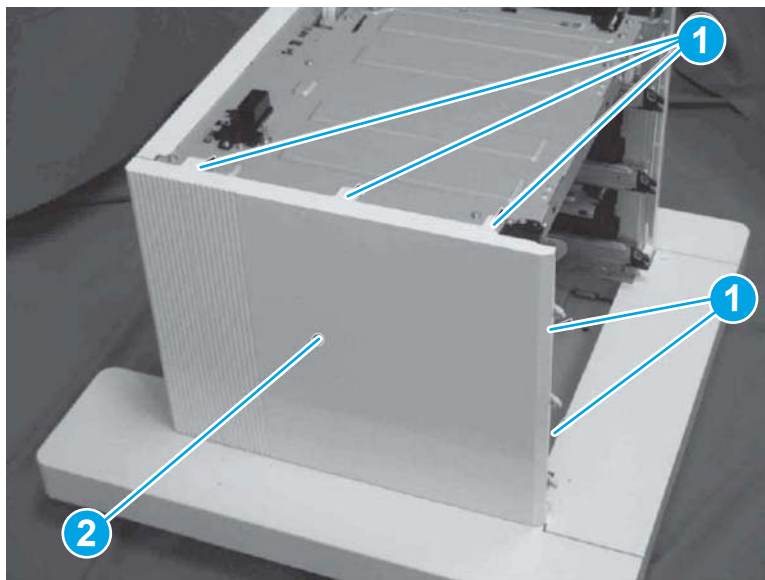
1. Remove one screw (callout 1).

Figure 8-1352 Remove screw



2. Release five tabs (callout 1).
3. Remove the left cover (callout 2).

Figure 8-1353 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck right door assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck right door assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-83 Part information

Part number	Part description
RM2-0939-000CN	Right door assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

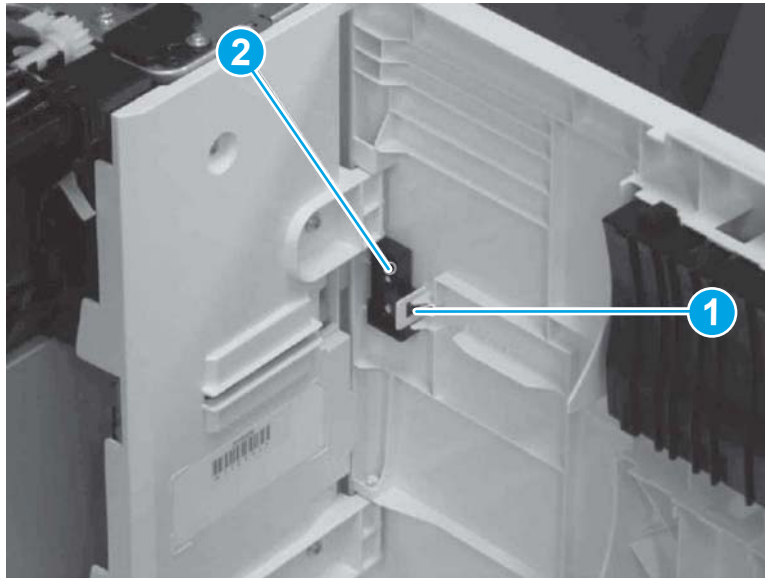
Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).

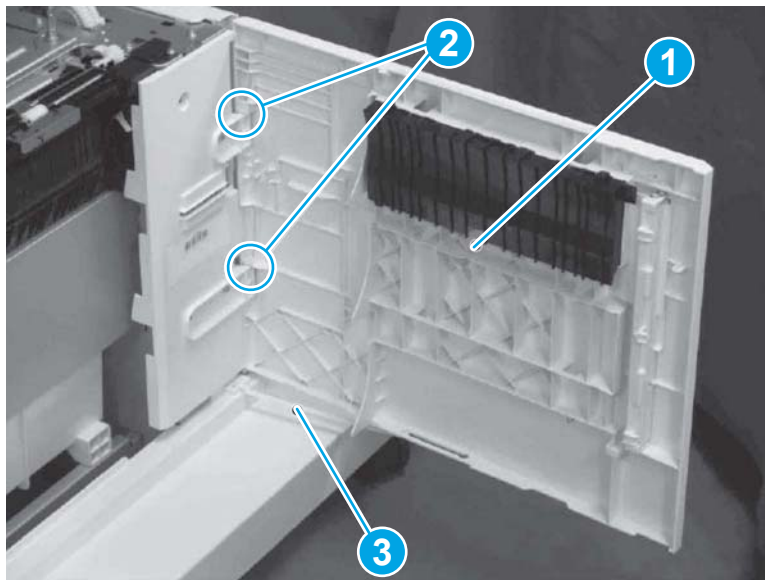
3. Remove the stopper (callout 2).


Figure 8-1354 Remove stopper



4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).
5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1355 Remove link arm



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck front lower cover

This document provides the procedures to remove and replace the 3x550-sheet paper deck front lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-84 Part information

Part number	Part description
RC4-8946-000CN	Front bottom cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the front lower cover

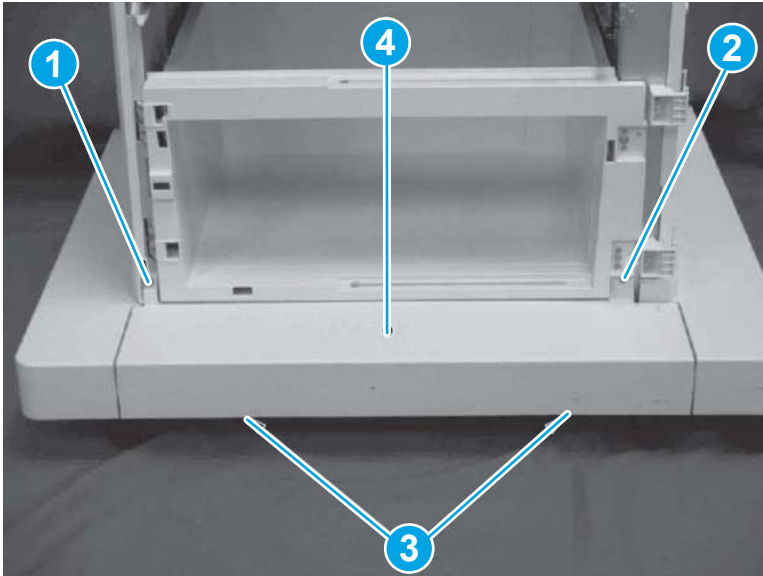
Follow these steps to remove the front lower cover.


1. Open the front door assembly.
2. Remove one M4 screw (callout 1).
3. Remove one M3 screw (callout 2).
4. Release two tabs (callout 3).

5. Lift straight up to remove the front lower cover (callout 4).

 **NOTE:** Avoid removing the front lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1356 Remove the front lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck left lower cover

This document provides the procedures to remove and replace the 3x550-sheet paper deck left lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-85 Part information

Part number	Part description
RC4-8942-000CN	Left lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

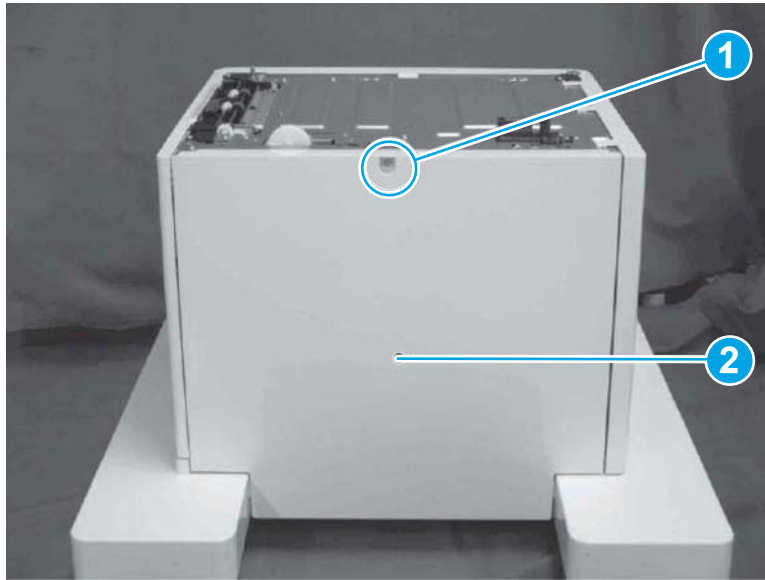
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1357 Remove rear cover



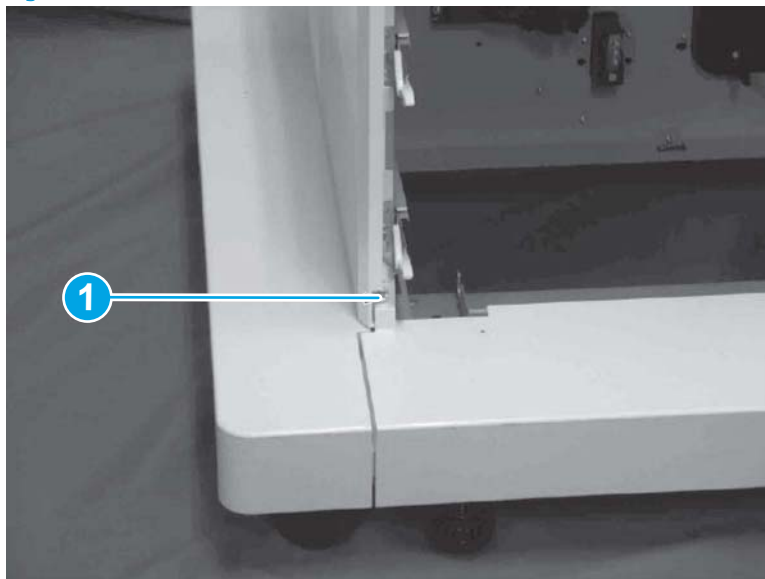
 **TIP:** Reverse the removal steps to install the assembly.

Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

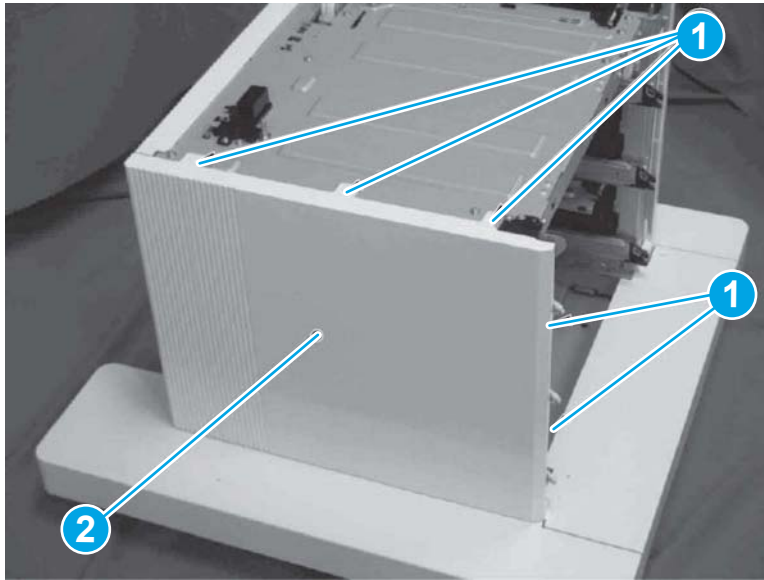
Figure 8-1358 Remove screw




2. Release five tabs (callout 1).

3. Remove the left cover (callout 2).

Figure 8-1359 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Remove front lower cover

Follow these steps to remove front lower cover.

1. Remove one M4 screw (callout 1).
2. Remove one M3 screw (callout 2).
3. Release two tabs (callout 3).

4. Lift straight up to remove the front lower cover (callout 4).


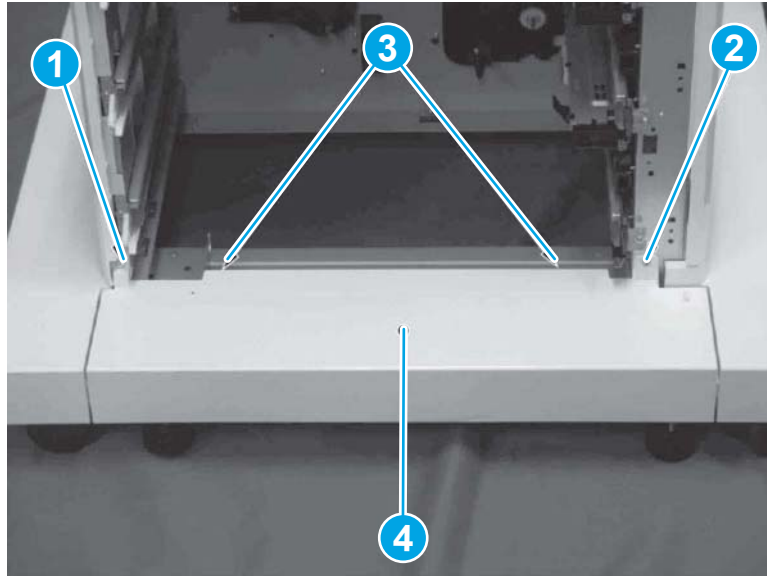
 **NOTE:** Avoid removing the front lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1360 Remove two screw and release two tabs and remove the front lower cover



Remove the left lower cover

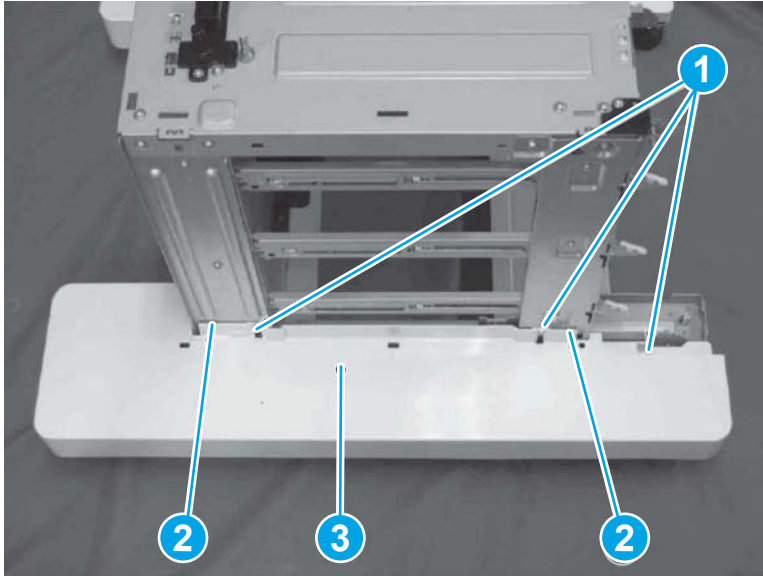
Follow these steps to remove the left lower cover.


1. Remove three screws (callout 1).
2. Release two bosses (callout 2).

3. Lift straight up to remove the left lower cover (callout 3).

 **NOTE:** Avoid removing the left lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1361 Remove the left lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck right lower cover

This document provides the procedures to remove and replace the 3x550-sheet paper deck right lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-86 Part information

Part number	Part description
RC4-8943-000CN	Right lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

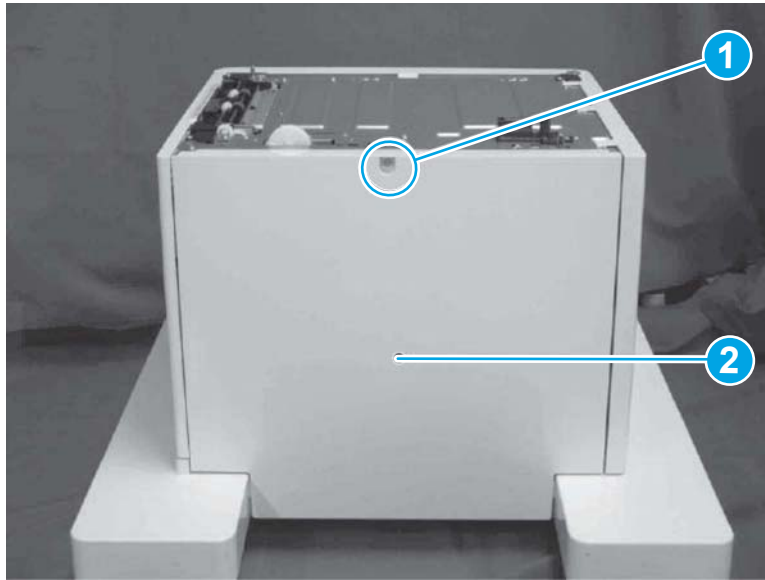
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1362 Remove rear cover



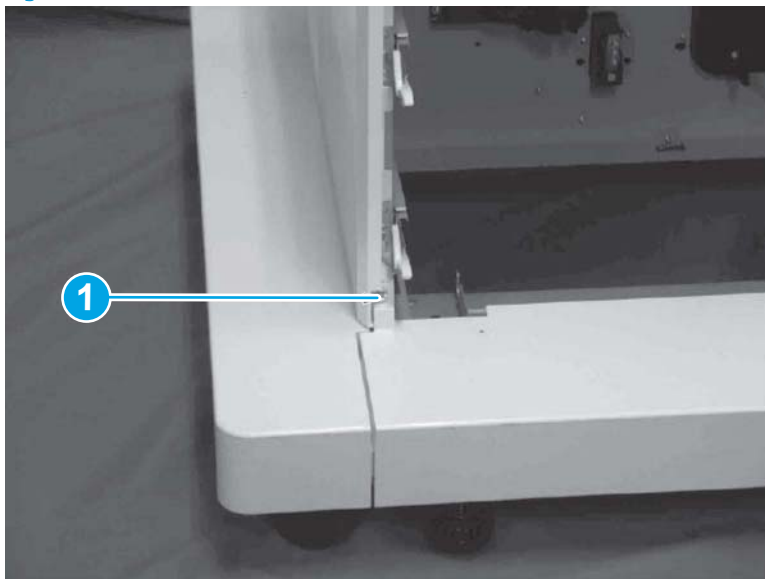
 **TIP:** Reverse the removal steps to install the assembly.

Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

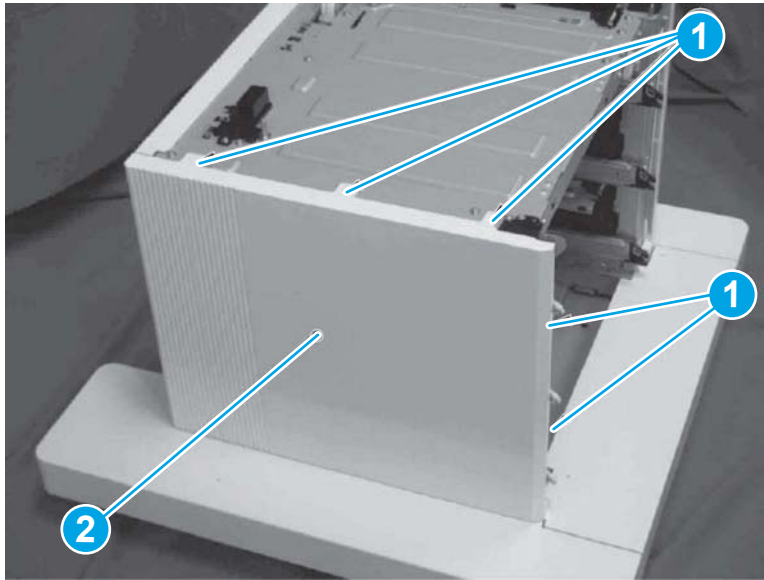
Figure 8-1363 Remove screw




2. Release five tabs (callout 1).

3. Remove the left cover (callout 2).

Figure 8-1364 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Remove front lower cover

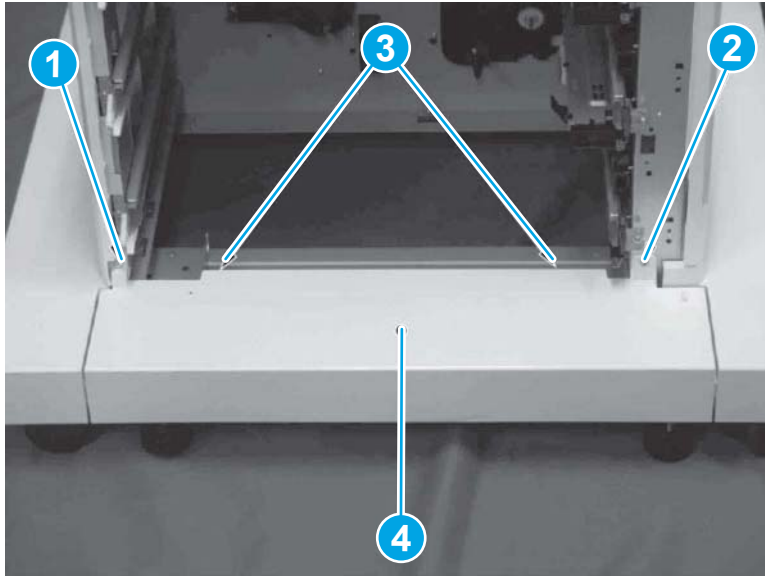
Follow these steps to remove front lower cover.

1. Remove one M4 screw (callout 1).
2. Remove one M3 screw (callout 2).
3. Release two tabs (callout 3).

4. Lift straight up to remove the front lower cover (callout 4).

 **NOTE:** Avoid removing the front lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1365 Remove two screw and release two tabs and remove the front lower cover

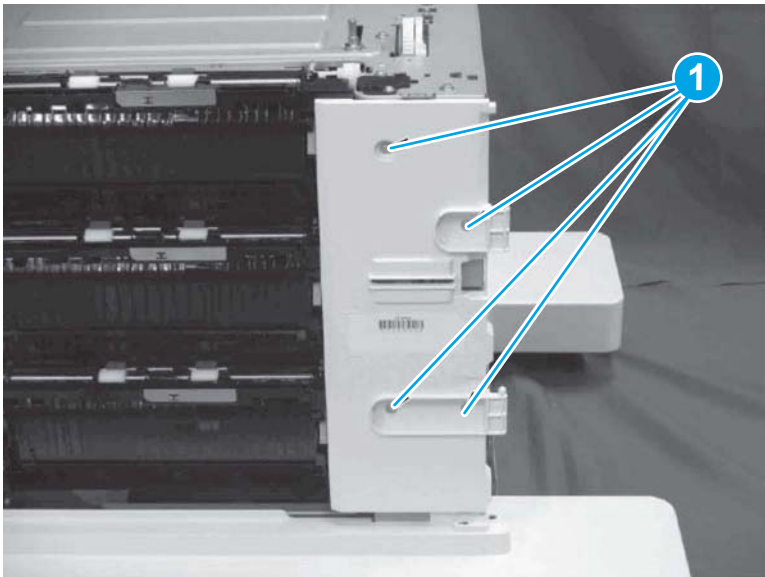


Remove right lower cover

Follow these steps to remove right lower cover.

1. Remove four screws (callout 1).

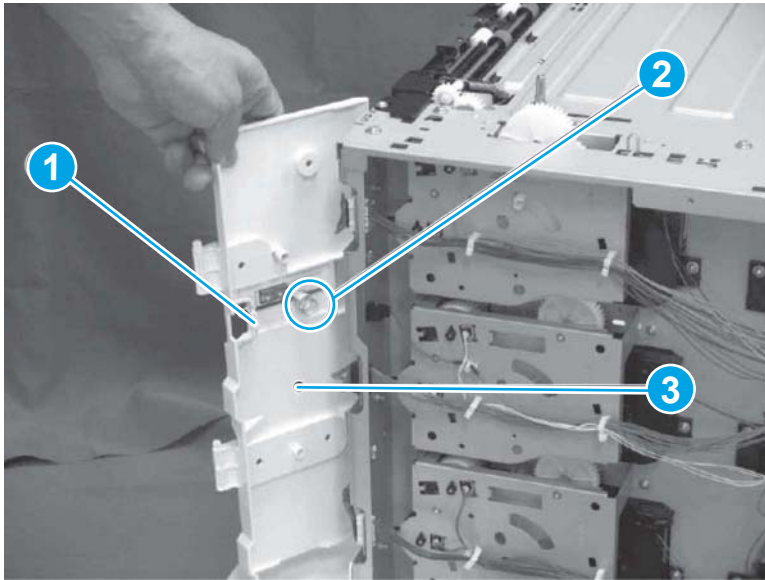
Figure 8-1366 Remove screws



2. Release one tab (callout 1).

- Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1367 Remove cover



- Remove three screws (callout 1).
- Release two bosses (callout 2).
- Lift straight up to remove the right lower cover (callout 2).


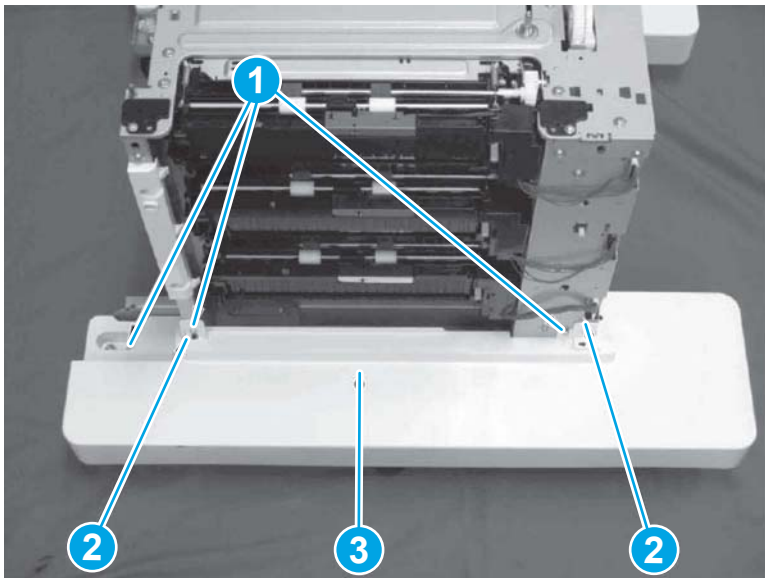

 **NOTE:** Avoid removing the right lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1368 Remove right lower cover



- Remove three screws (callout 1).
- Release two bosses (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 1, 2, and 3 pickup assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette pickup assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-87 Part information

Part number	Part description
RM2-0892-000CN	Paper pick-up assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

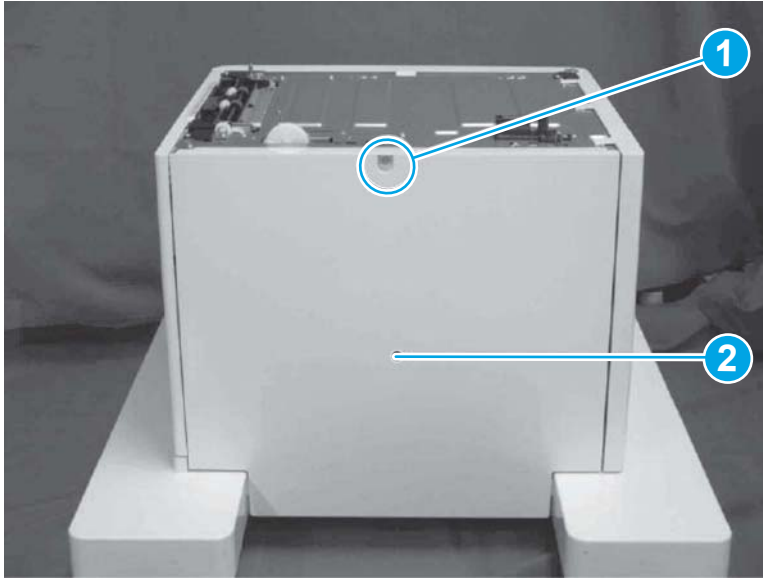
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1369 Remove rear cover



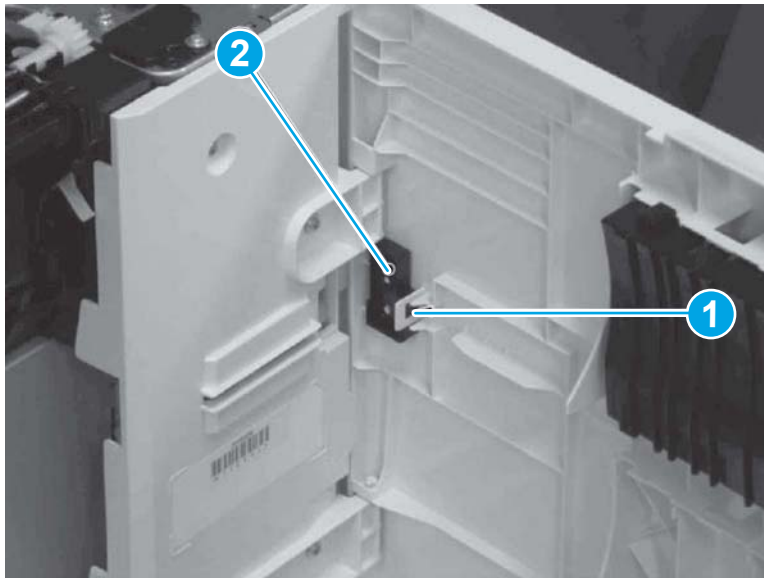
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

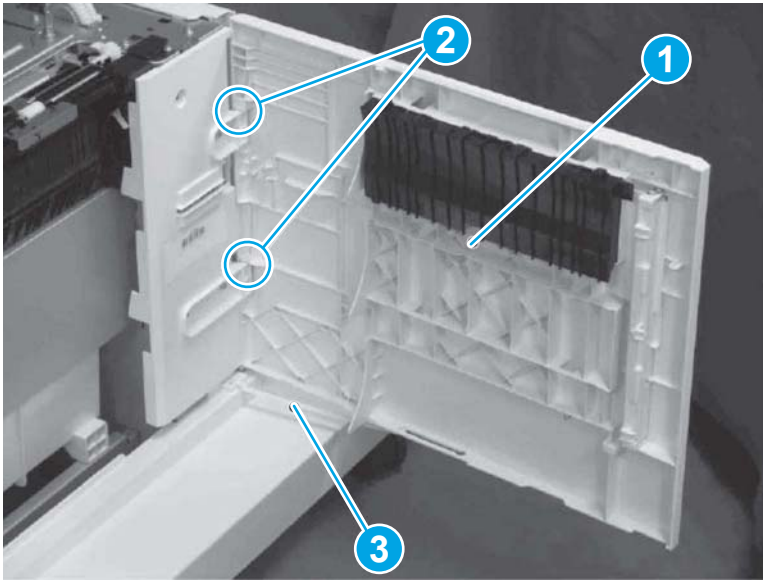
Figure 8-1370 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1371 Remove link arm



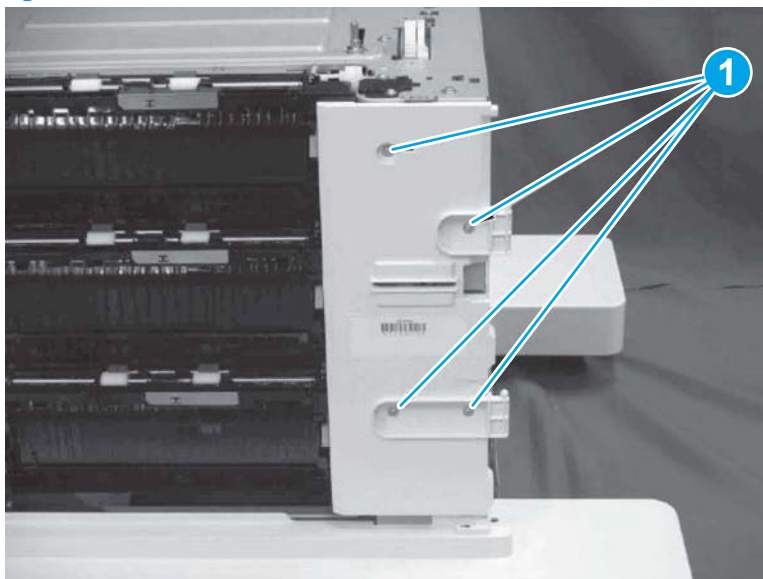
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 pickup assembly

Follow these steps to remove the cassette 2 pickup assembly.

1. Remove four screws (callout 1).

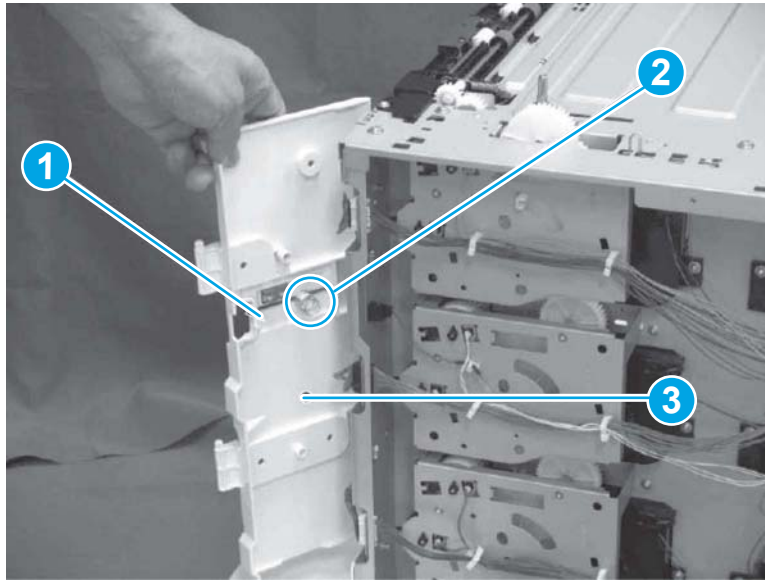
Figure 8-1372 Remove screws



2. Release one tab (callout 1).

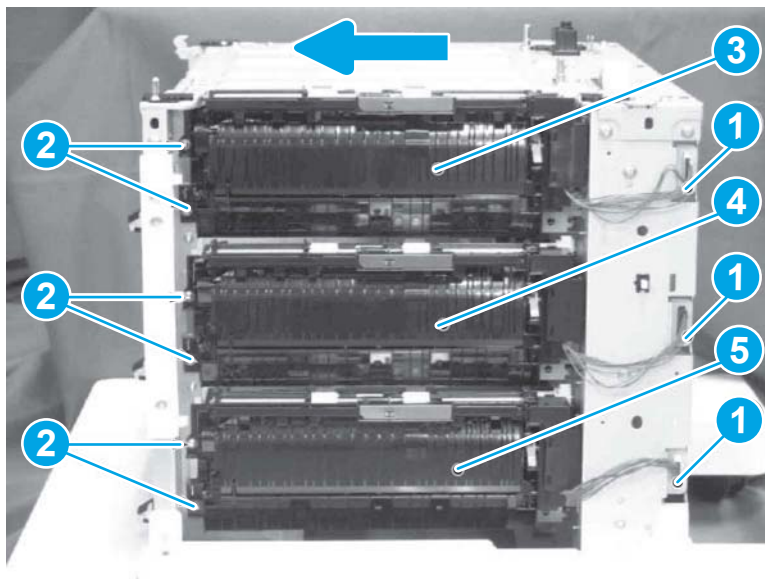
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.


Figure 8-1373 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette 1 pickup assembly (callout 3) in the direction of the arrow to remove.
Slide the cassette 2 pickup assembly (callout 3) in the direction of the arrow to remove.
Slide the cassette 3 pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-1374 Remove cassette pickup assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 1 drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 1 drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-88 Part information

Part number	Part description
RM2-0875-000CN	Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

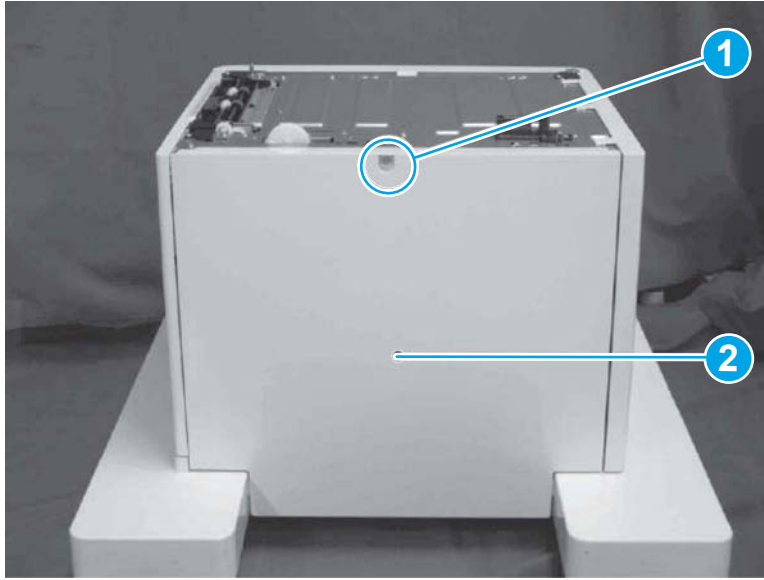
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1375 Remove rear cover



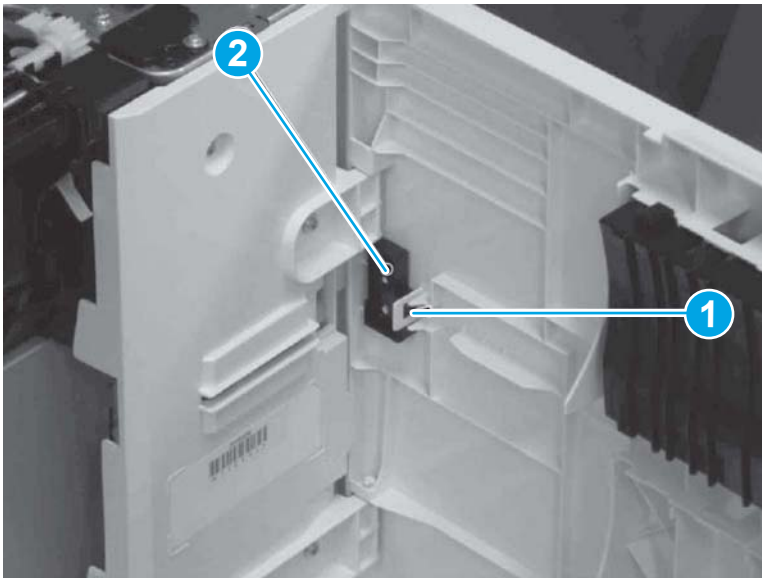
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

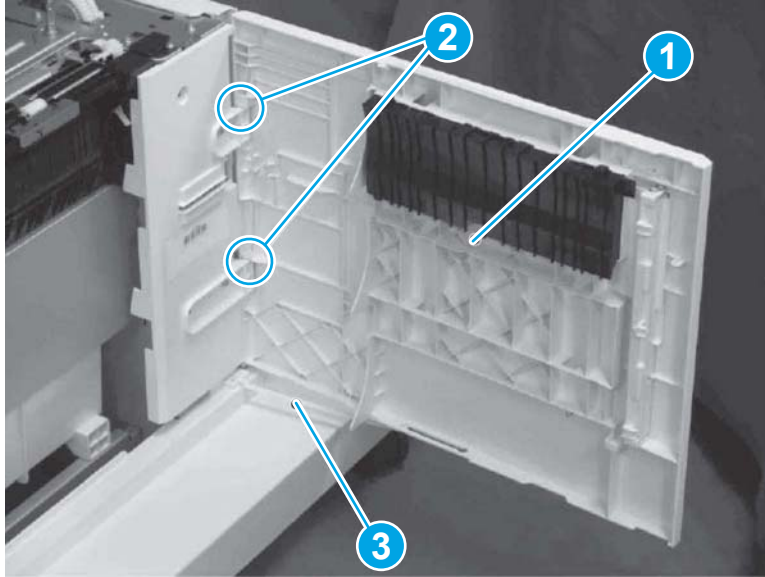
Figure 8-1376 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1377 Remove link arm



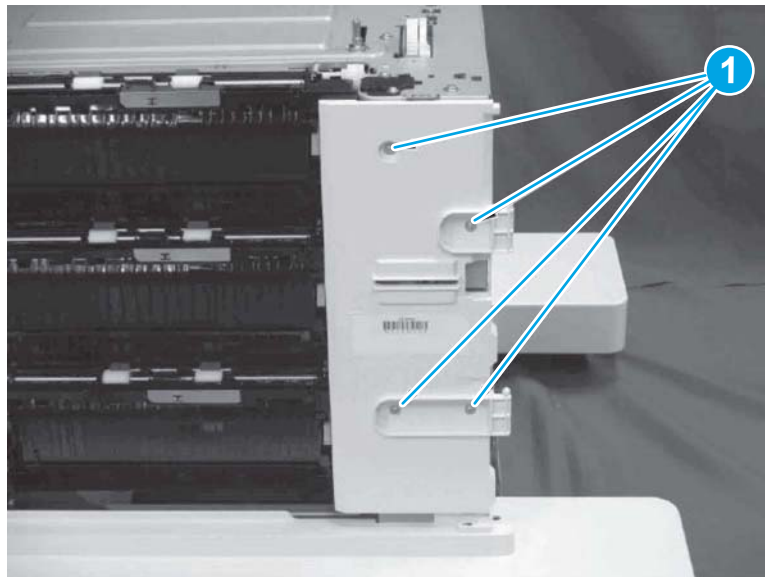
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 1 pickup assembly

Follow these steps to Remove the cassette 1 pickup assembly.

1. Remove four screws (callout 1).

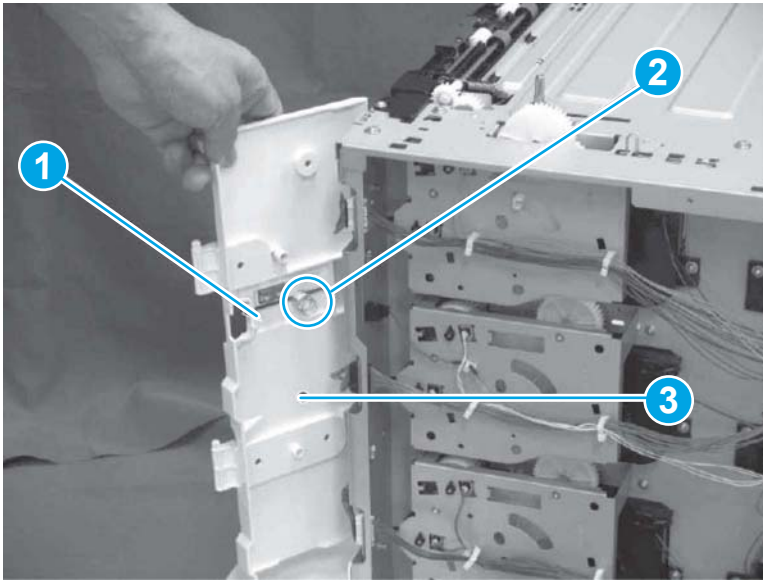
Figure 8-1378 Remove screws



2. Release one tab (callout 1).

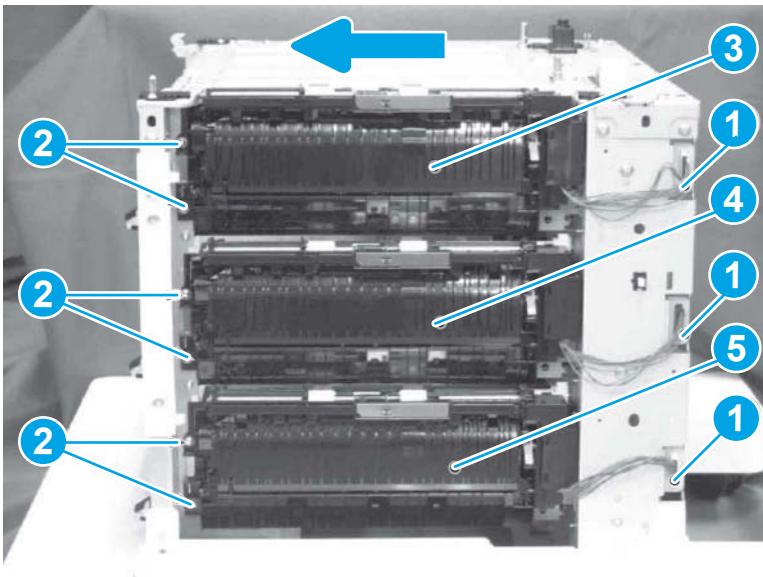
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.


Figure 8-1379 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette 1 pickup assembly (callout 3) in the direction of the arrow to remove. Slide the cassette 2 pickup assembly (callout 3) in the direction of the arrow to remove. Slide the cassette 3 pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-1380 Remove cassette pickup assembly



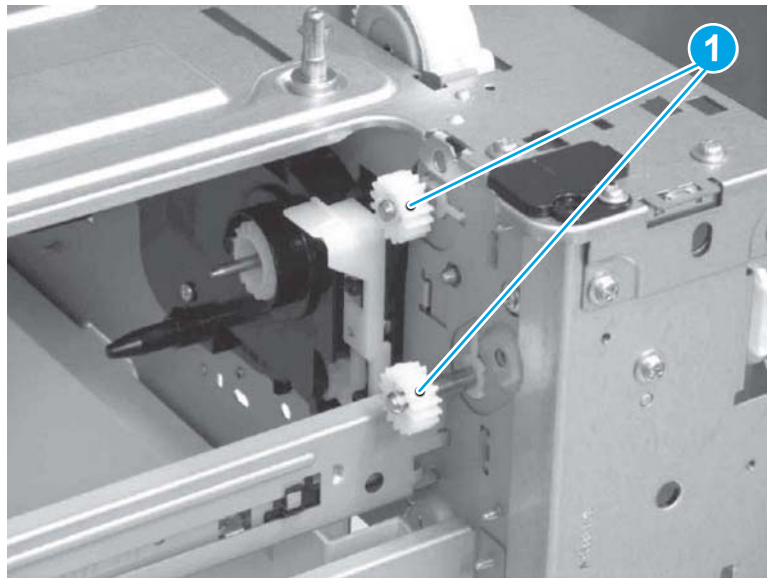
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette drive assembly

Follow these steps to remove the cassette drive assembly.

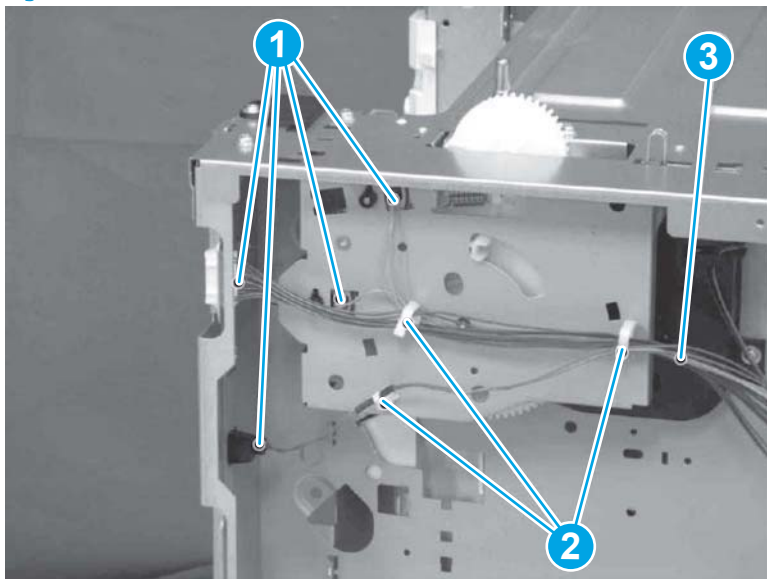
1. Remove two gears (callout 1).

Figure 8-1381 Remove gears



2. Disconnect four connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

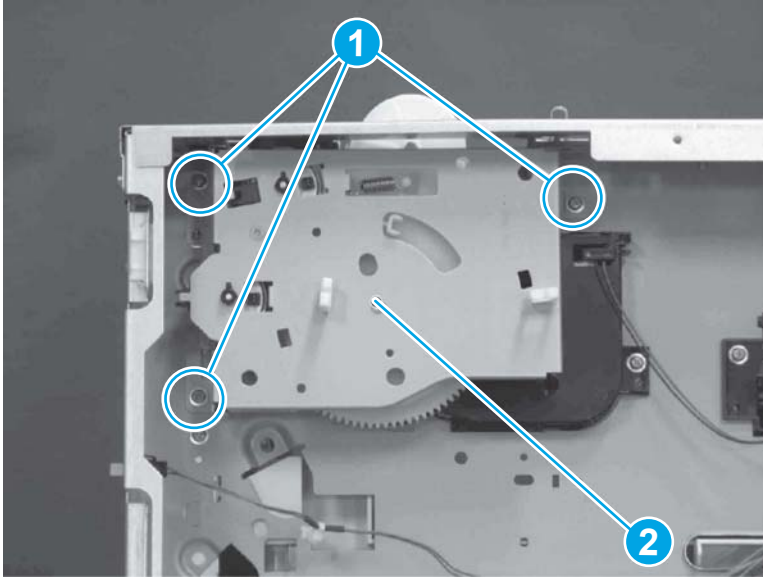
Figure 8-1382 Release cables




4. Remove three screws (callout 1).

5. Remove the cassette drive assembly (callout 2).

Figure 8-1383 Remove cassette drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 2 drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 2 drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-89 Part information

Part number	Part description
RM2-0875-000CN	Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

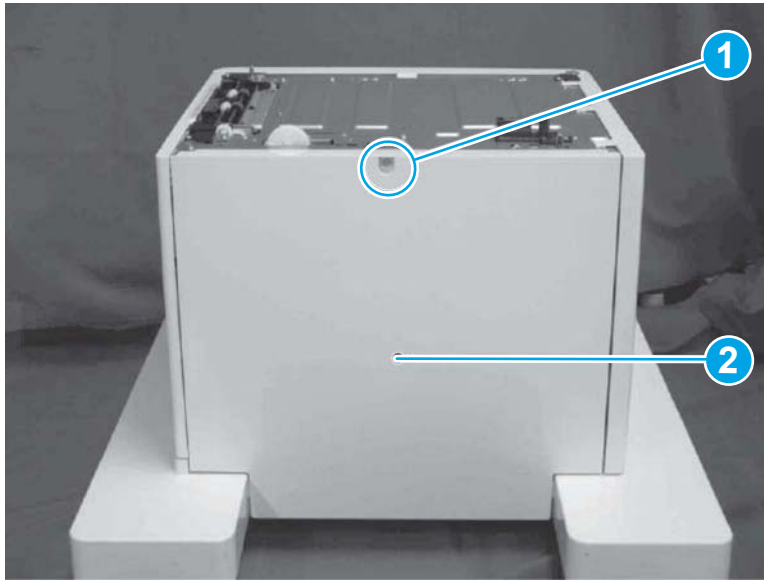
Follow these steps to remove the rear cover.

The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1384 Remove rear cover



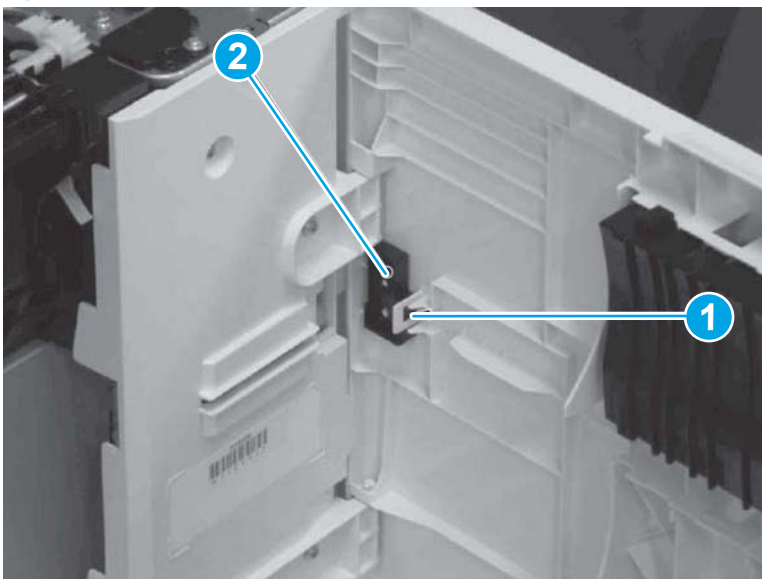
TIP: Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

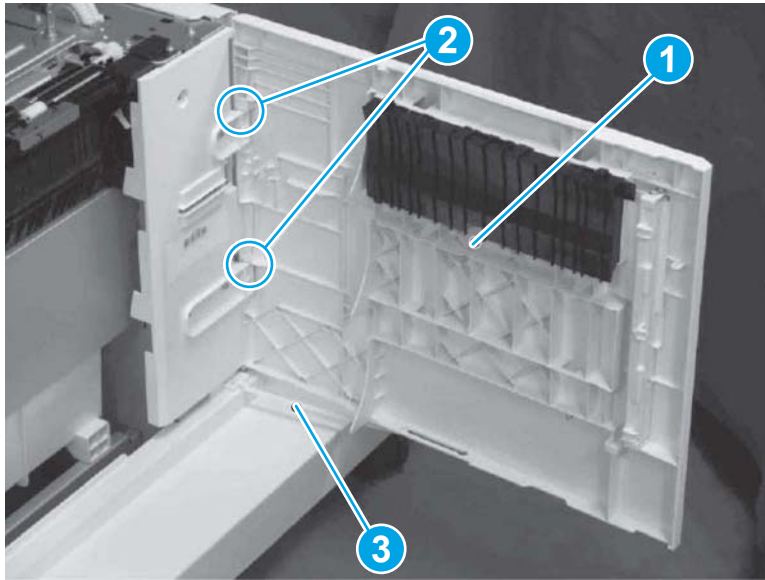
Figure 8-1385 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1386 Remove link arm



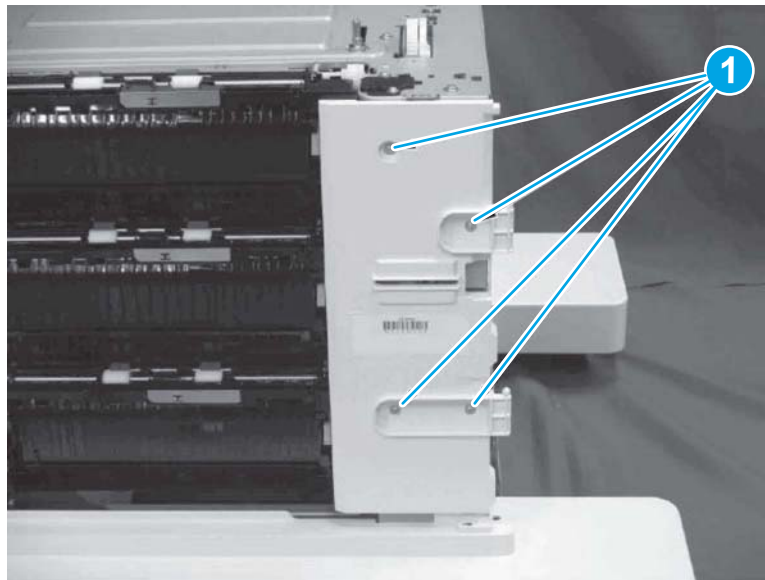
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 pickup assembly

Follow these steps to remove the cassette 2 pickup assembly.

1. Remove four screws (callout 1).

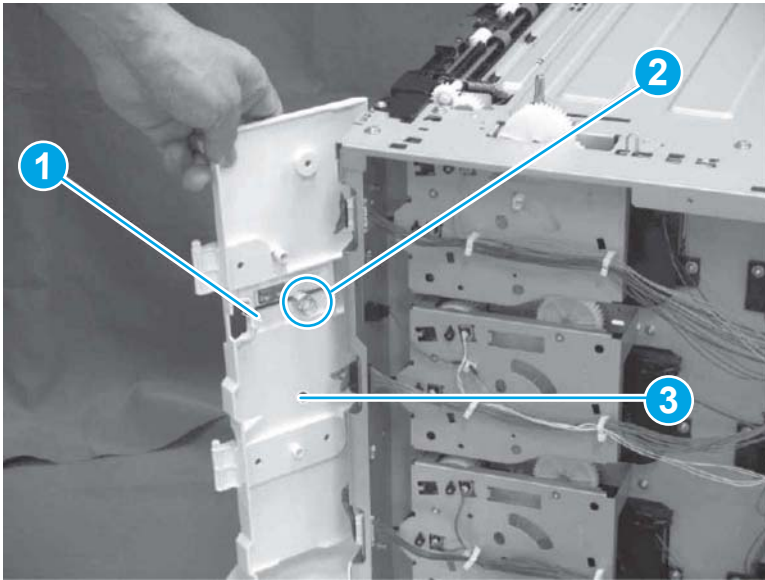
Figure 8-1387 Remove screws



2. Release one tab (callout 1).

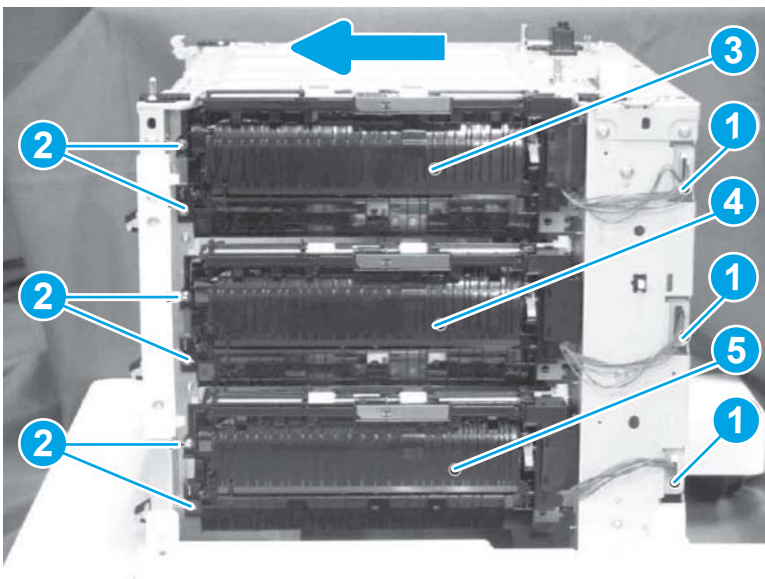
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1388 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette 1 pickup assembly (callout 3) in the direction of the arrow to remove. Slide the cassette 2 pickup assembly (callout 3) in the direction of the arrow to remove. Slide the cassette 3 pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-1389 Remove cassette pickup assembly



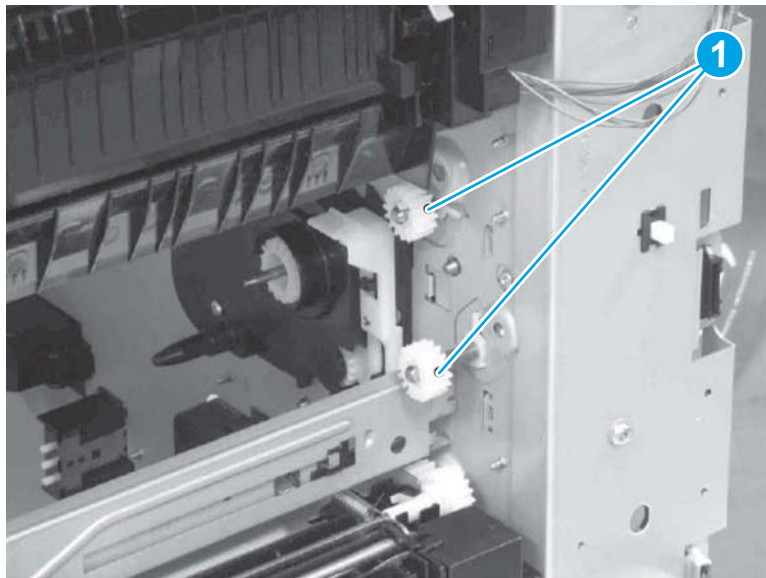
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 drive assembly

Follow these steps to remove the cassette 2 drive assembly.

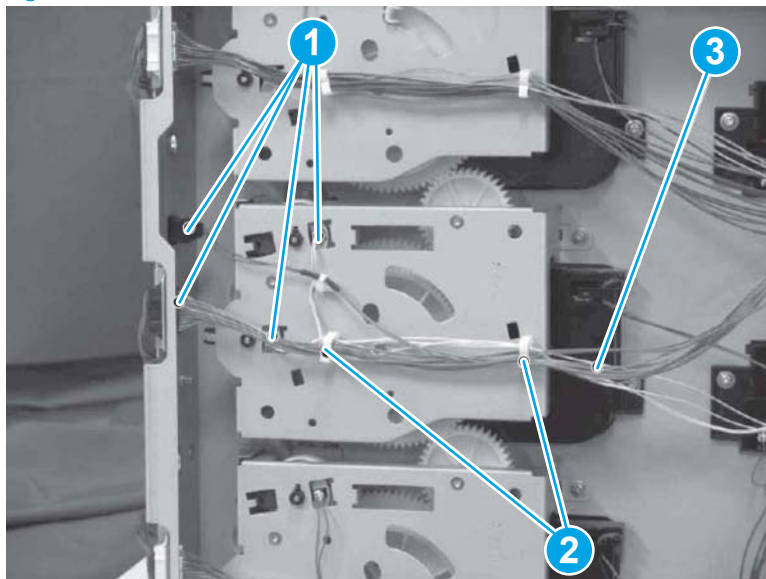
1. Remove two gears (callout 1).

Figure 8-1390 Remove gears



2. Disconnect four connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

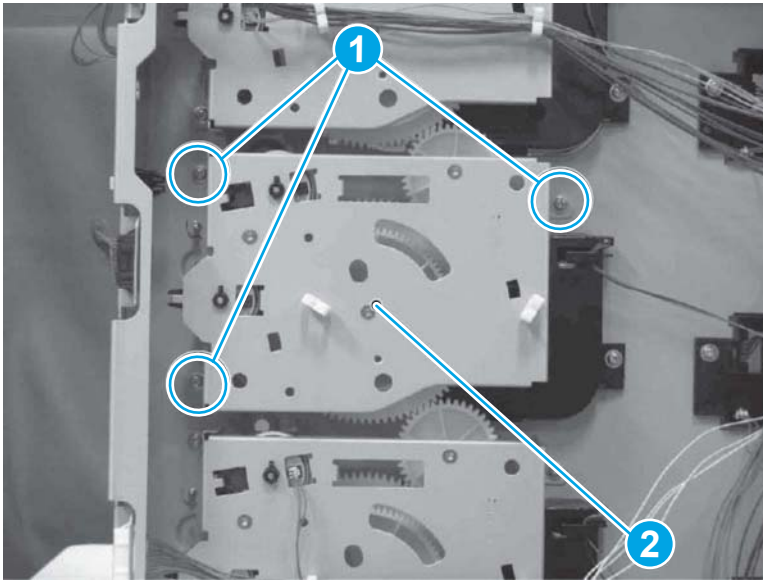
Figure 8-1391 Disconnect connectors and release cable




4. Remove three screws (callout 1).

5. Remove the cassette 2 drive assembly (callout 2).

Figure 8-1392 Remove cassette 2 drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 3 drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 3 drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-90 Part information

Part number	Part description
RM2-0875-000CN	Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

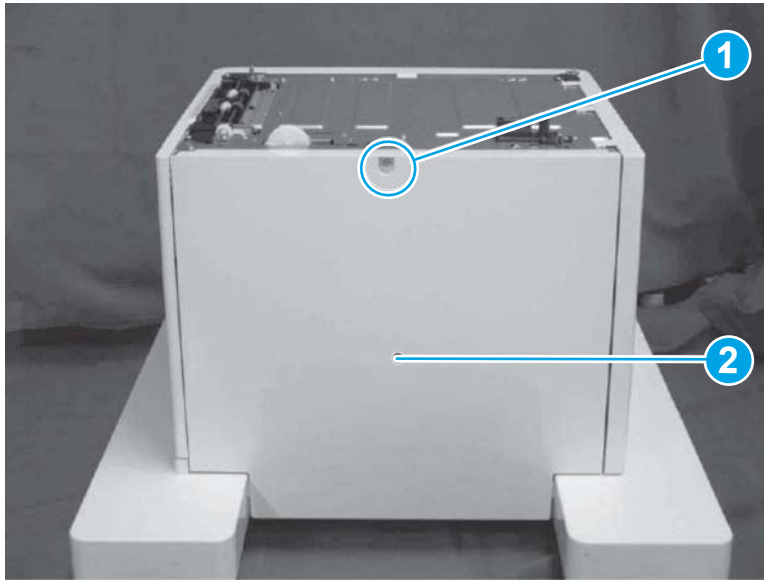
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1393 Remove rear cover



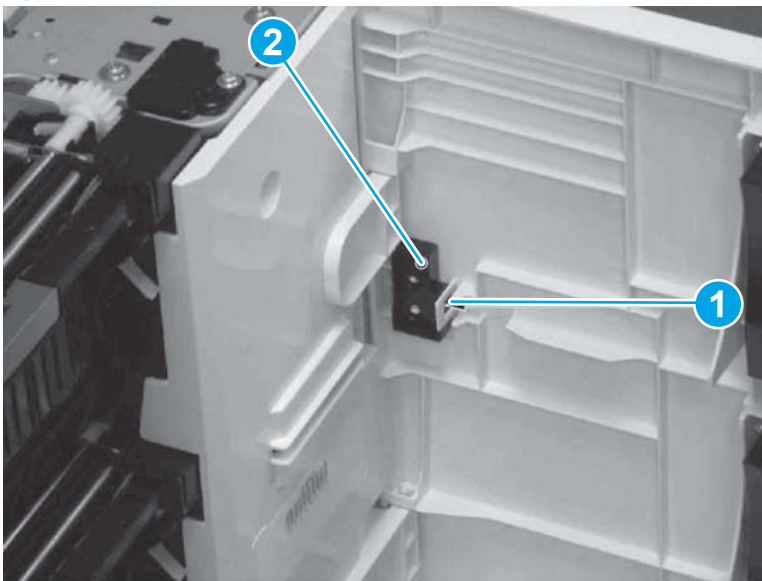
 **TIP:** Reverse the removal steps to install the assembly.

Remove right door assembly

Follow these steps to remove right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

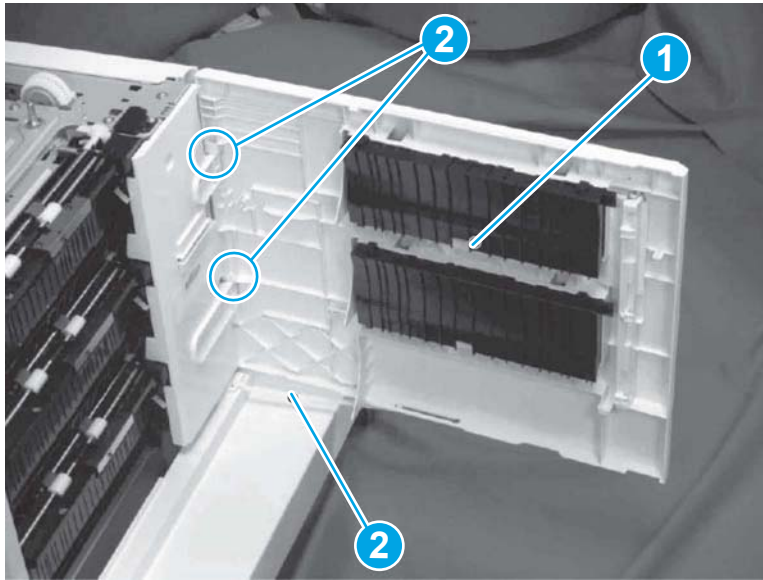
Figure 8-1394 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1395 Remove link arm



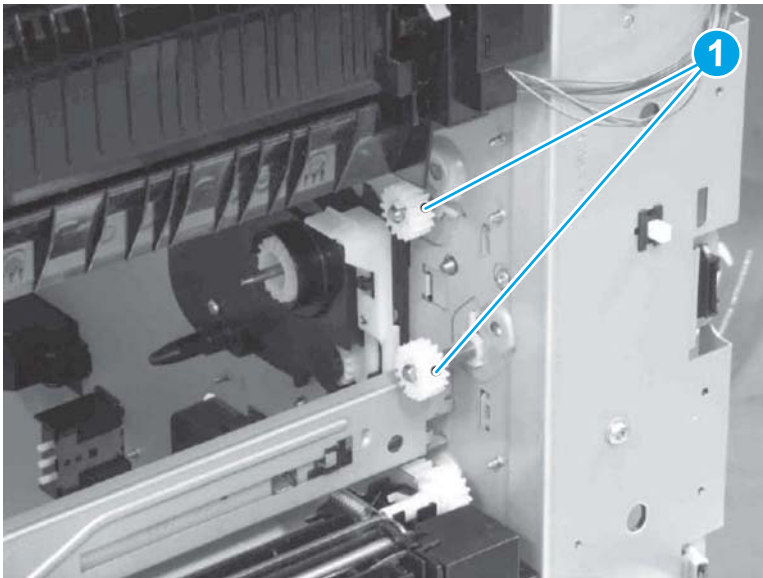
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 3 pickup assembly

Follow these steps to remove the cassette 3 pickup assembly.

1. Remove two gears (callout 1).

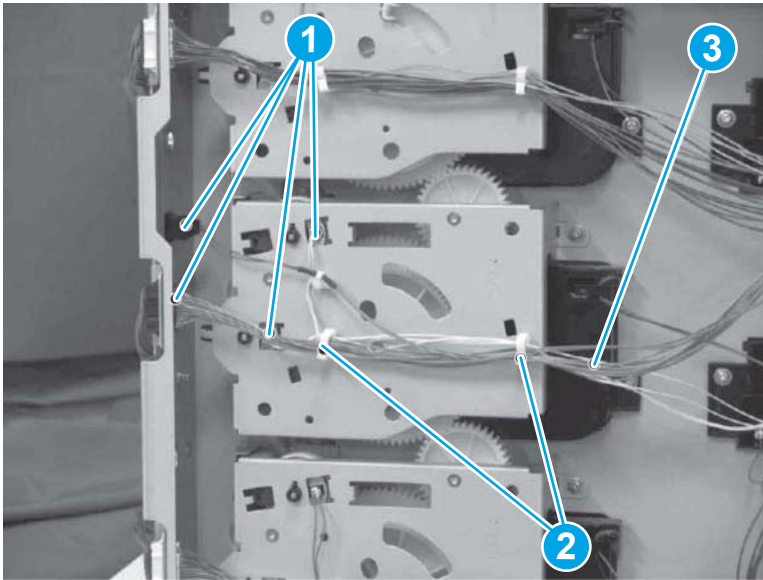
Figure 8-1396 Remove gears



2. Disconnect four connectors (callout 1).

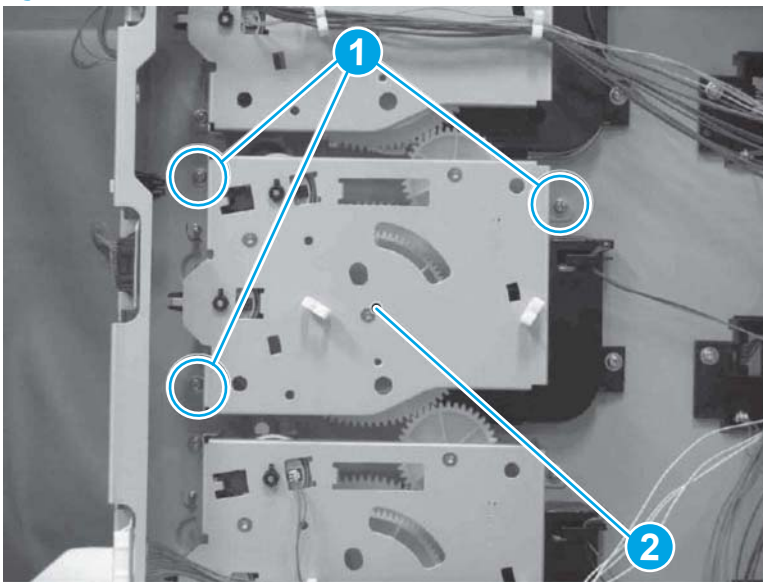
3. Release the cable (callout 3) from the cable clamps (callout 2).

Figure 8-1397 Disconnect connectors and release cable



4. Remove three screws (callout 1).
5. Remove the cassette 2 drive assembly (callout 2).

Figure 8-1398 Remove cassette 2 drive assembly



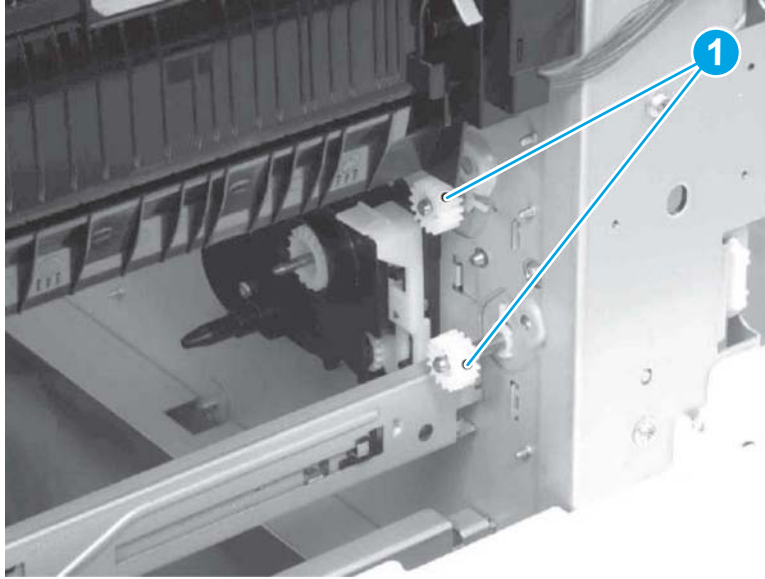
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 3 drive assembly

Follow these steps to remove the cassette 3 drive assembly.

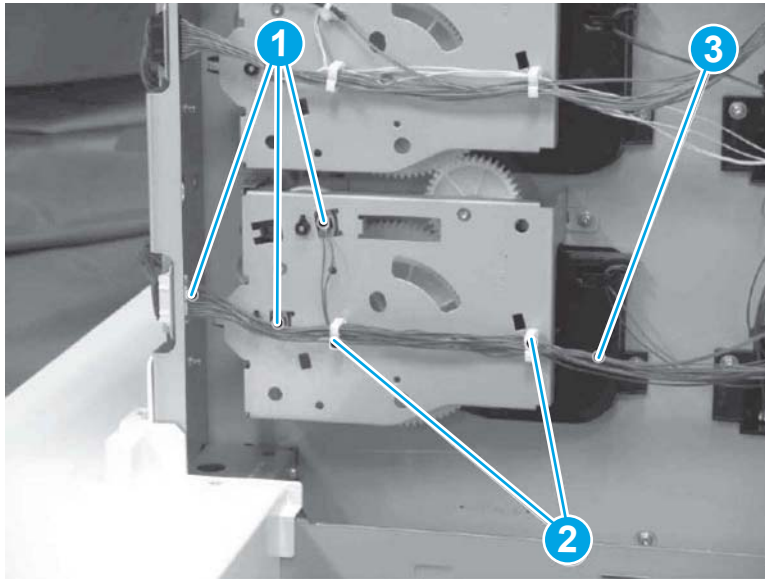
1. Remove two gears (callout 1).

Figure 8-1399 Remove gears



2. Disconnect three connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

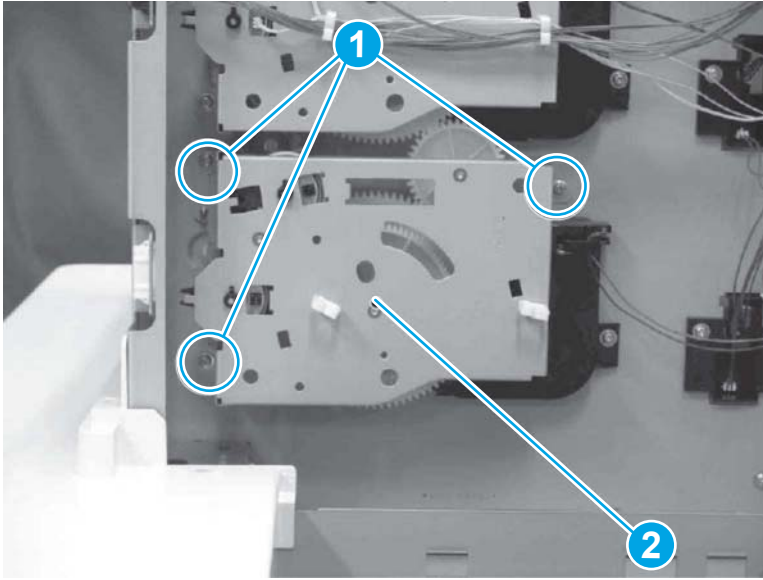
Figure 8-1400 Disconnect connectors and release cable




4. Remove three screws (callout 1).

5. Remove the cassette 3 drive assembly (callout 2).

Figure 8-1401 Remove cassette 3 drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 1 lifter drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 1 lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-91 Part information

Part number	Part description
RM2-0948-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

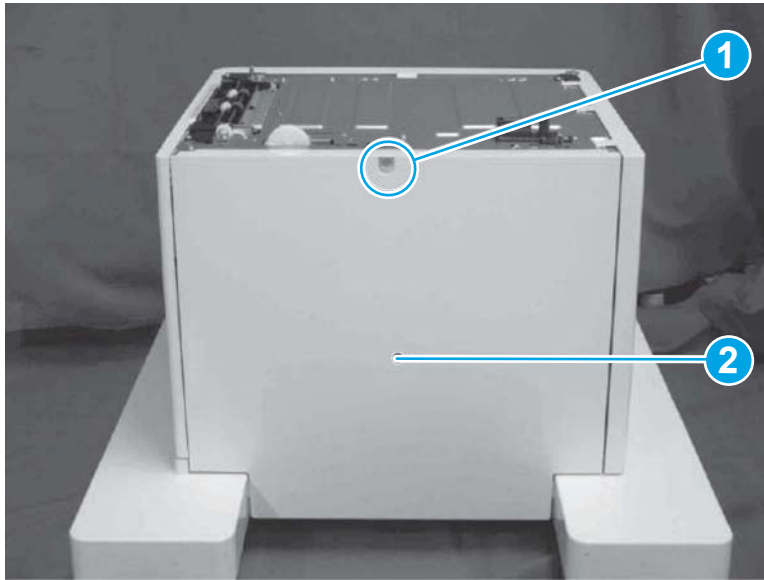
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1402 Remove rear cover



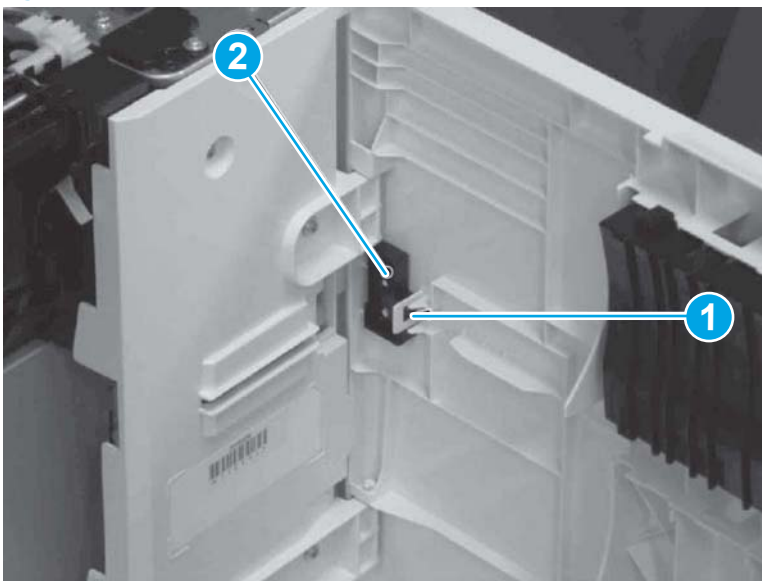
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

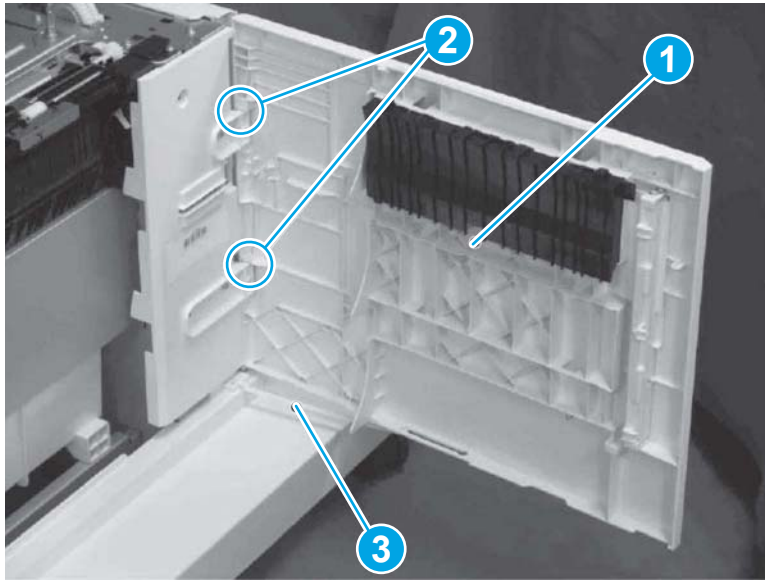
Figure 8-1403 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1404 Remove link arm



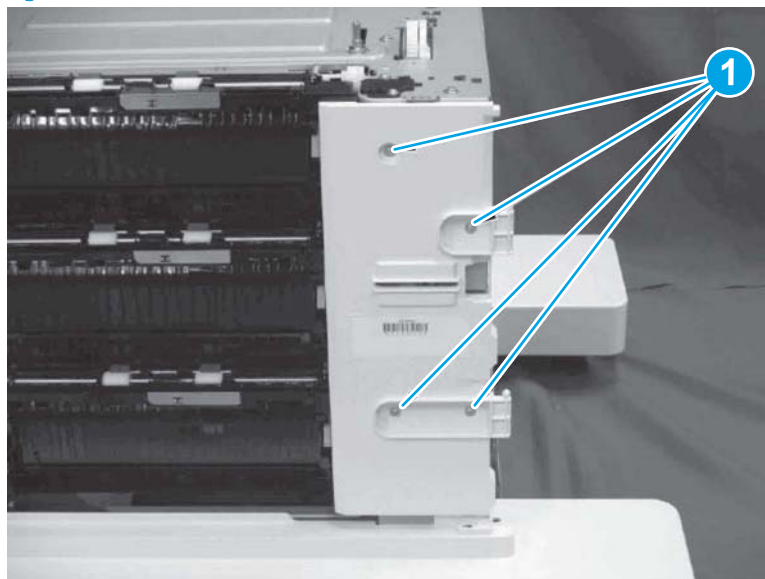
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 1 pickup assembly

Follow these steps to Remove the cassette 1 pickup assembly.

1. Remove four screws (callout 1).

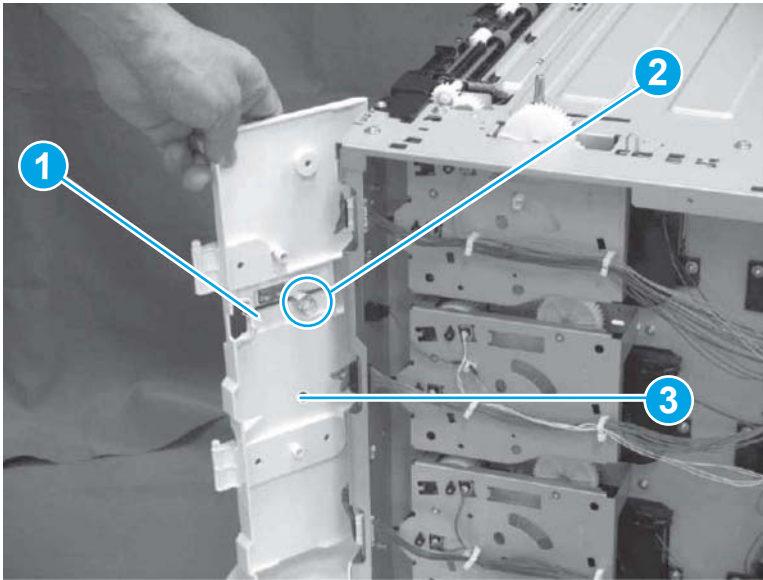
Figure 8-1405 Remove screws



2. Release one tab (callout 1).

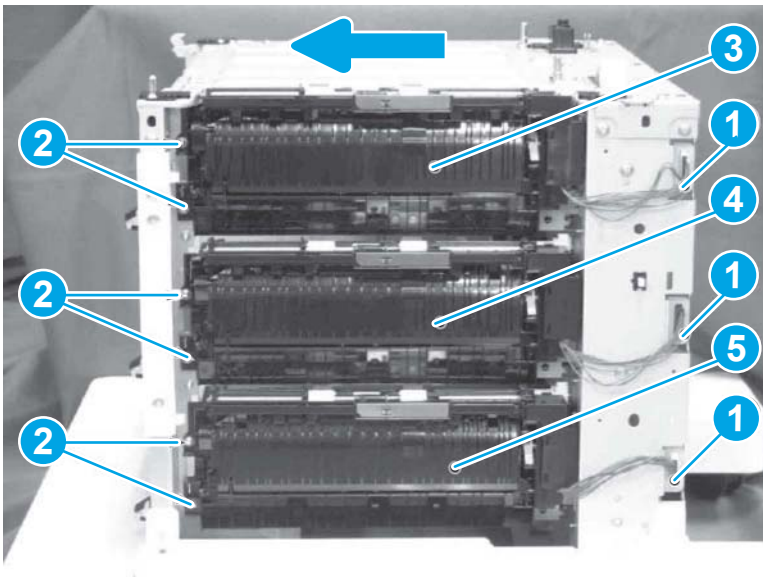
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.


Figure 8-1406 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette 1 pickup assembly (callout 3) in the direction of the arrow to remove. Slide the cassette 2 pickup assembly (callout 3) in the direction of the arrow to remove. Slide the cassette 3 pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-1407 Remove cassette pickup assembly



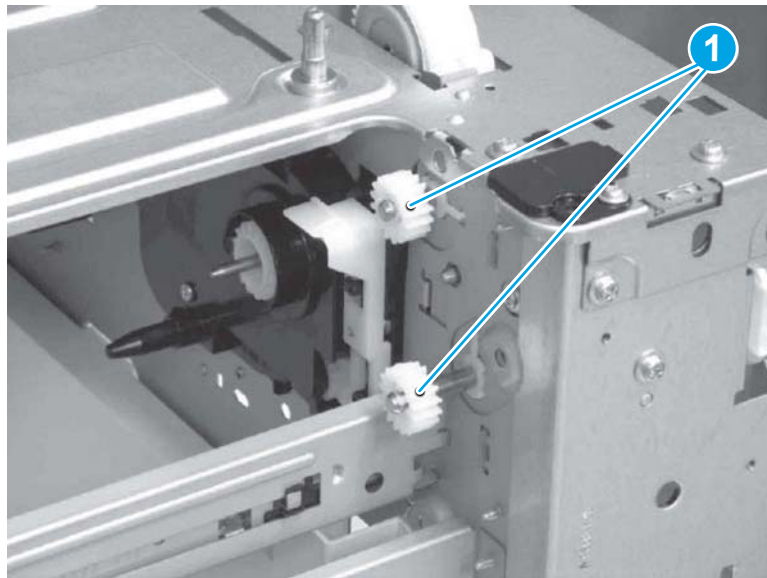
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette drive assembly

Follow these steps to remove the cassette drive assembly.

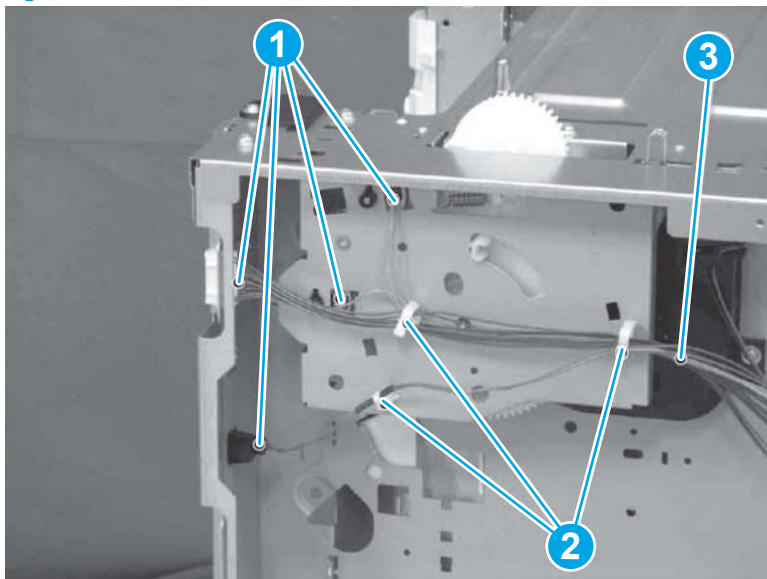
1. Remove two gears (callout 1).

Figure 8-1408 Remove gears



2. Disconnect four connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

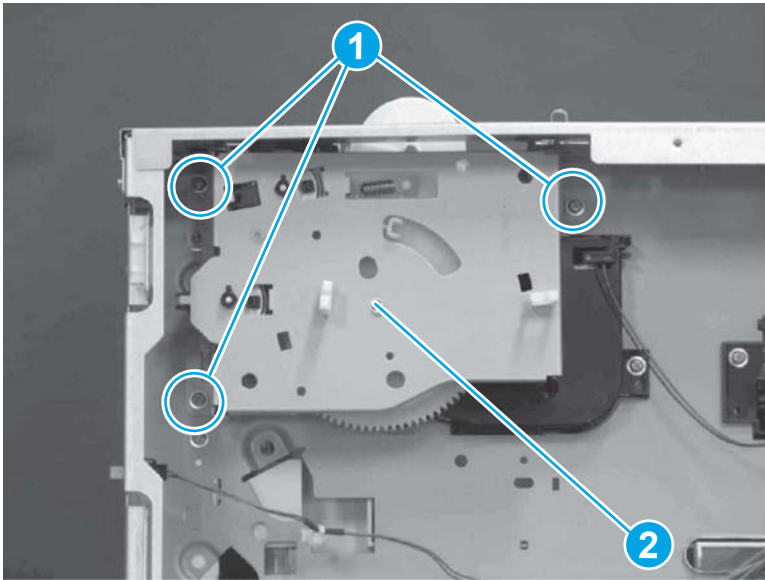
Figure 8-1409 Release cables




4. Remove three screws (callout 1).

5. Remove the cassette drive assembly (callout 2).

Figure 8-1410 Remove cassette drive assembly



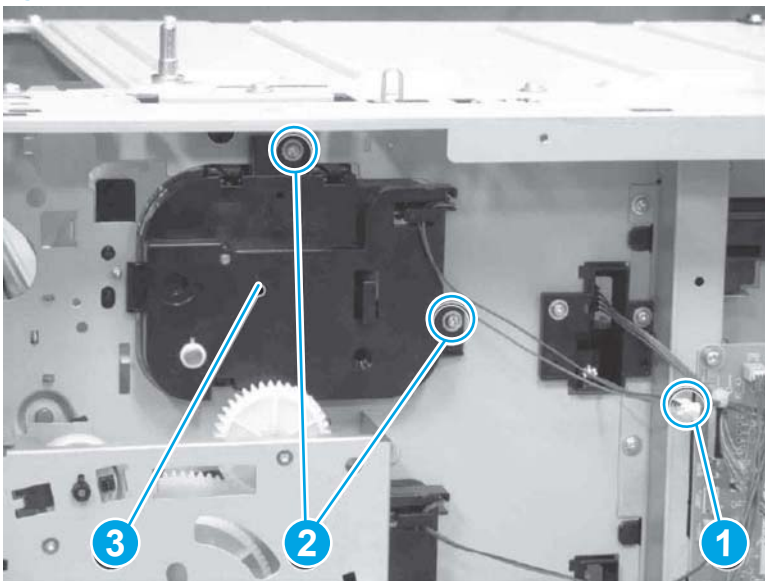
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette lifter drive assembly

Follow these steps to remove the cassette lifter drive assembly.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2).
3. Remove the cassette lifter drive assembly (callout 3).

Figure 8-1411 Remove cassette 1 lifter drive assembly



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: Cassette lifter drive assembly

- ▲ Make sure that the lever (callout 2) is in the correct position when installing the cassette 1 lifter drive assembly (callout 1).

Figure 8-1412 Correct lever position

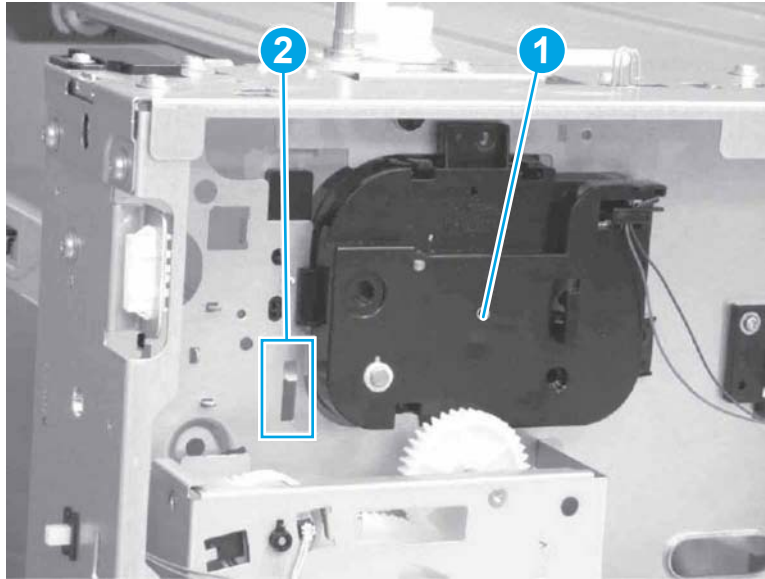
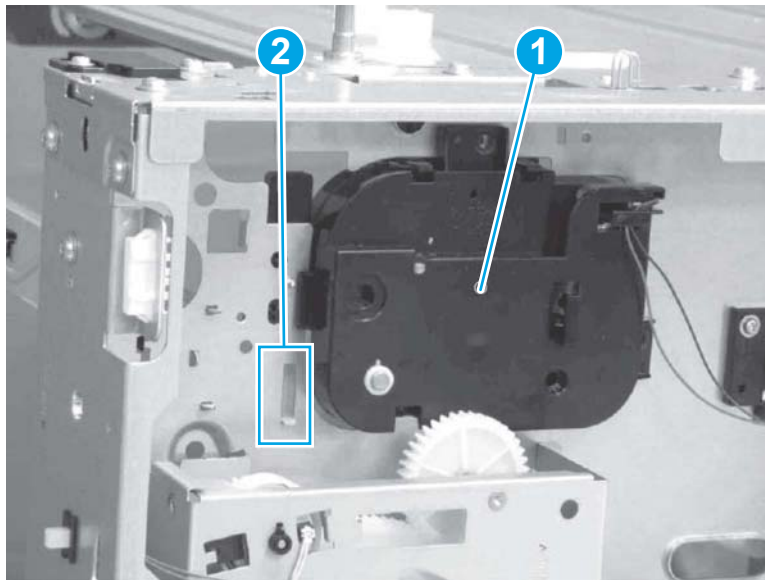


Figure 8-1413 Incorrect lever position



Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 2 lifter drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 2 lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-92 Part information

Part number	Part description
RM2-0948-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

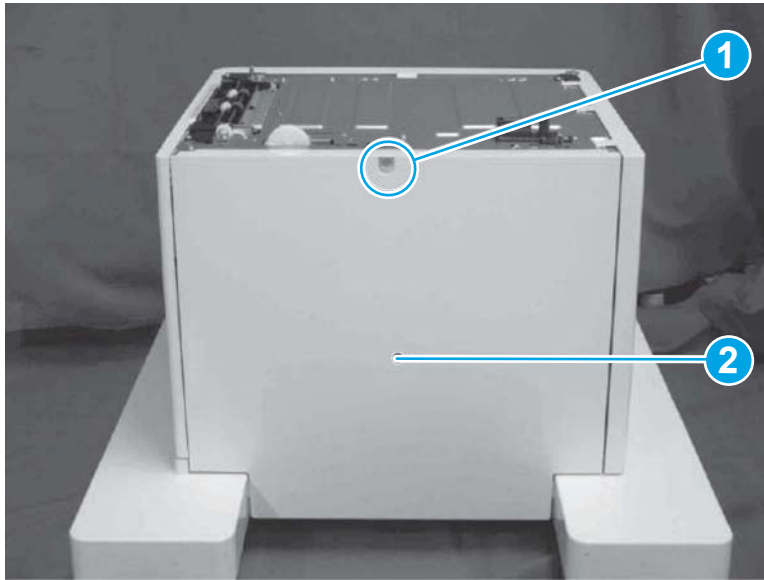
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1414 Remove rear cover



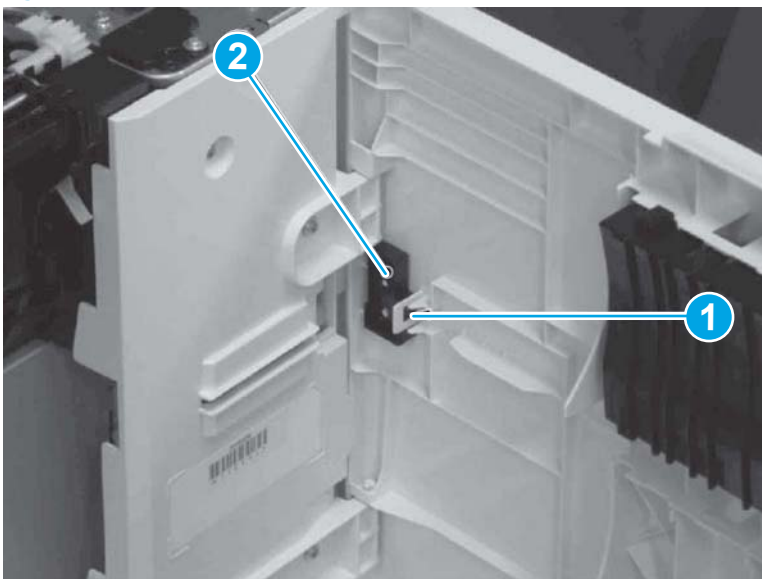
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

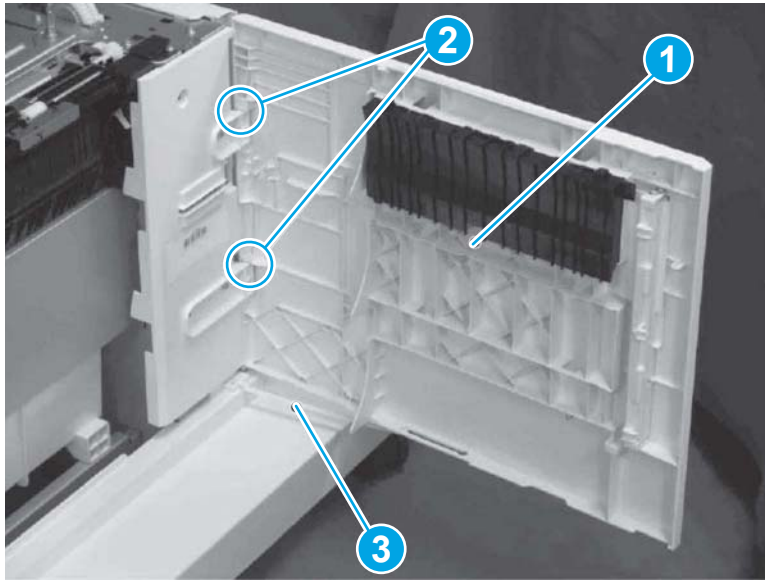
Figure 8-1415 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1416 Remove link arm



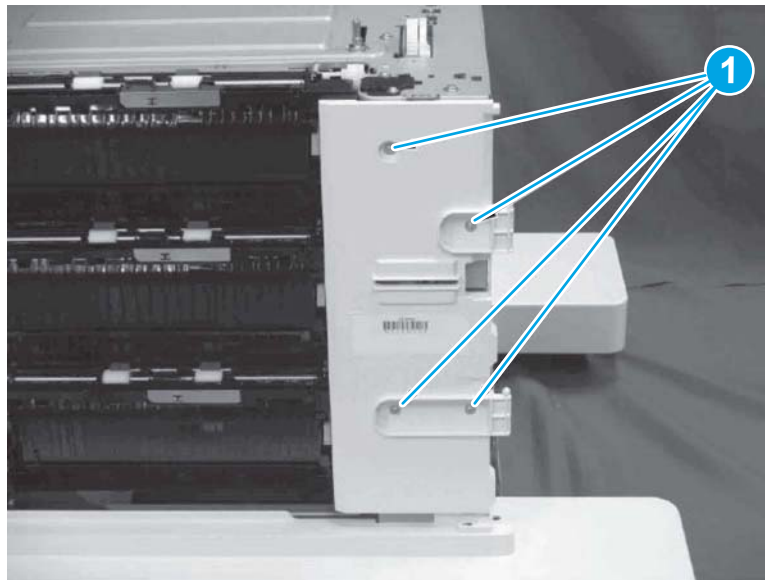
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 pickup assembly

Follow these steps to remove the cassette 2 pickup assembly.

1. Remove four screws (callout 1).

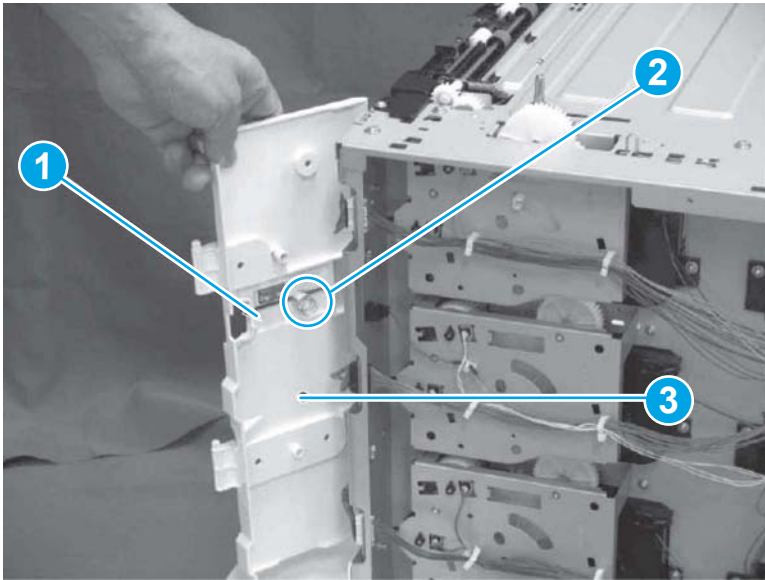
Figure 8-1417 Remove screws



2. Release one tab (callout 1).

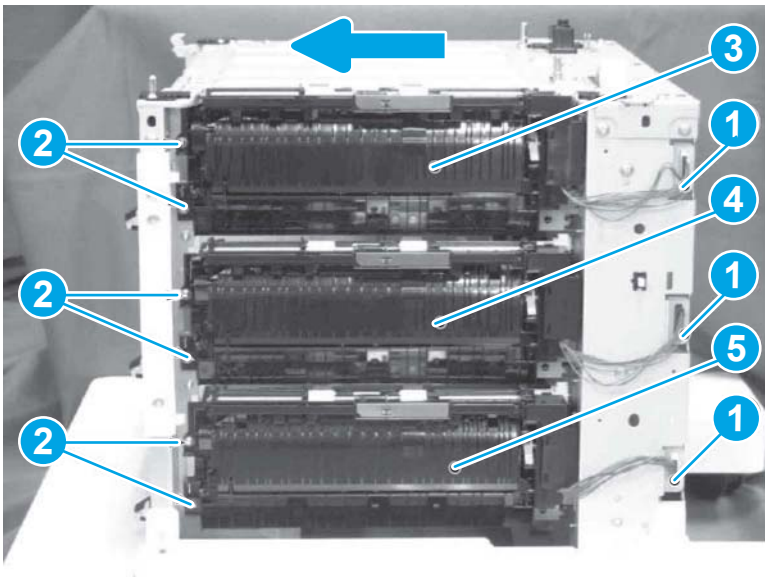
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.


Figure 8-1418 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette 1 pickup assembly (callout 3) in the direction of the arrow to remove. Slide the cassette 2 pickup assembly (callout 3) in the direction of the arrow to remove. Slide the cassette 3 pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-1419 Remove cassette pickup assembly



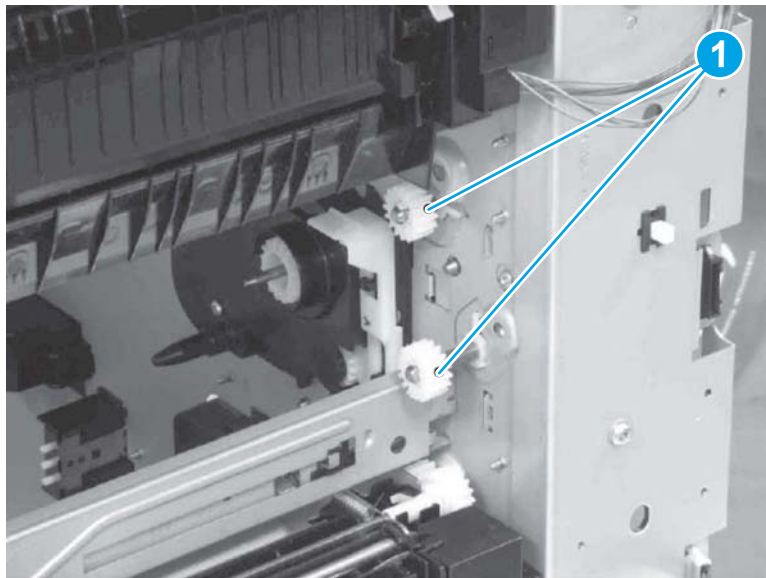
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 drive assembly

Follow these steps to remove the cassette 2 drive assembly.

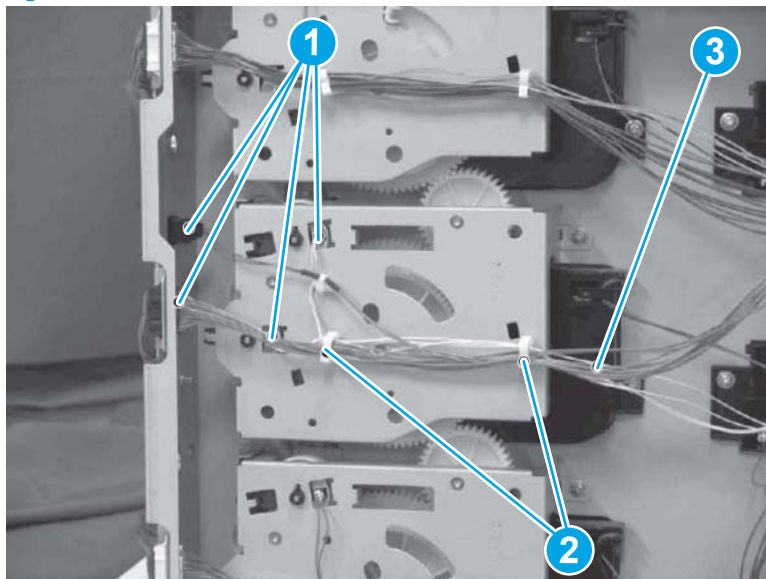
1. Remove two gears (callout 1).

Figure 8-1420 Remove gears



2. Disconnect four connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

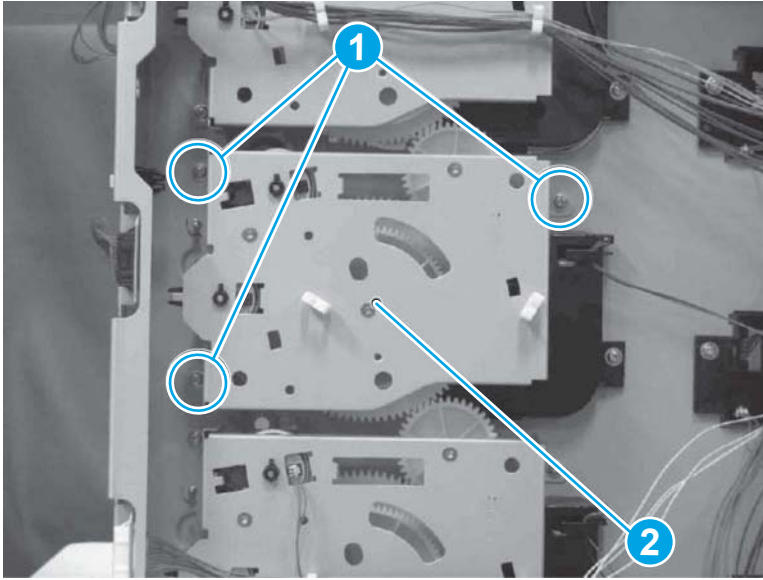
Figure 8-1421 Disconnect connectors and release cable




4. Remove three screws (callout 1).

5. Remove the cassette 2 drive assembly (callout 2).

Figure 8-1422 Remove cassette 2 drive assembly



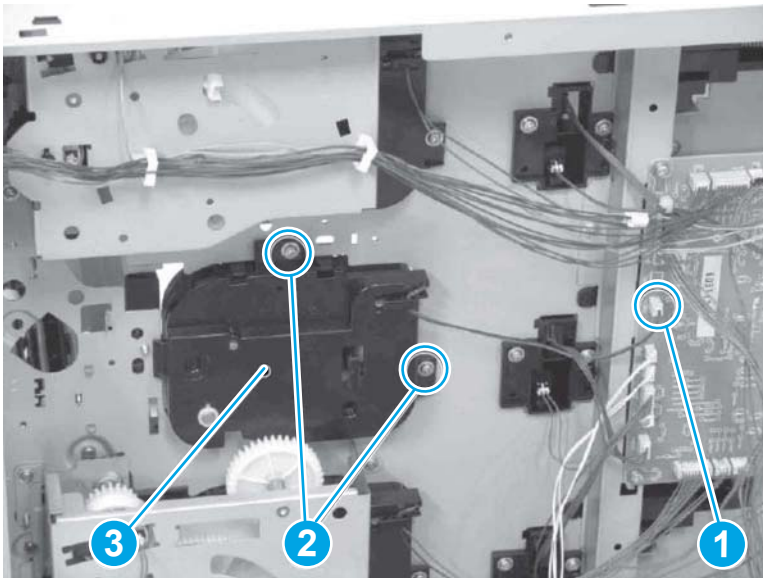
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 lifter drive assembly

Follow these steps to remove the cassette 2 lifter drive assembly.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2).
3. Remove the cassette lifter drive assembly (callout 3).

Figure 8-1423 Remove cassette 3 lifter drive assembly



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: Cassette lifter drive assembly

- ▲ Make sure that the lever (callout 2) is in the correct position when installing the cassette lifter drive assembly (callout 1).

Figure 8-1424 Correct lever position

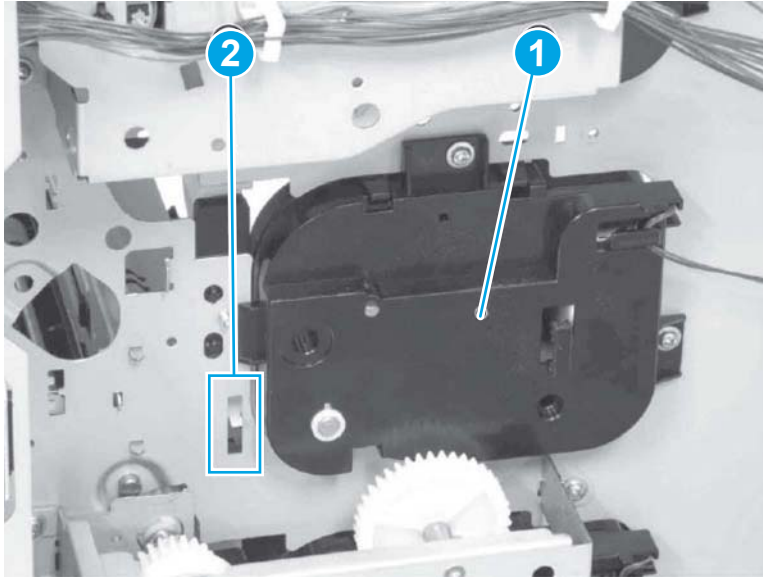
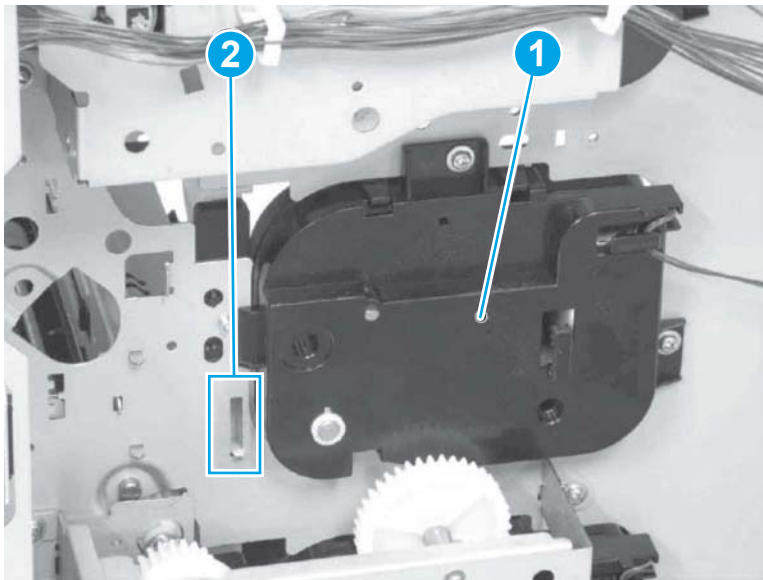


Figure 8-1425 Incorrect lever position



Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 3 lifter drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 3 lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-93 Part information

Part number	Part description
RM2-0948-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

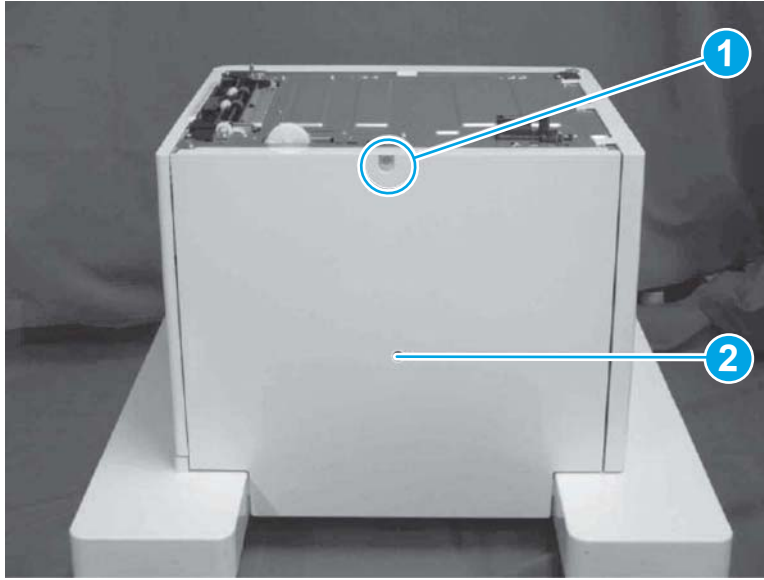
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1426 Remove rear cover



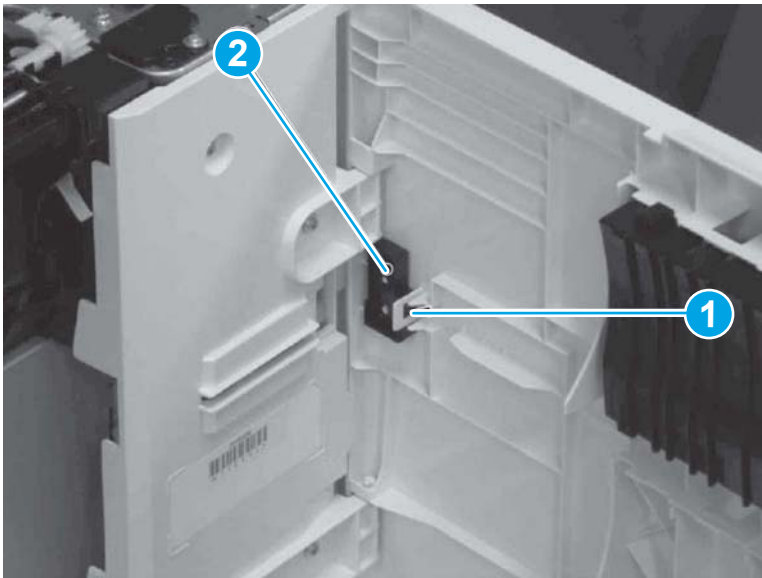
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

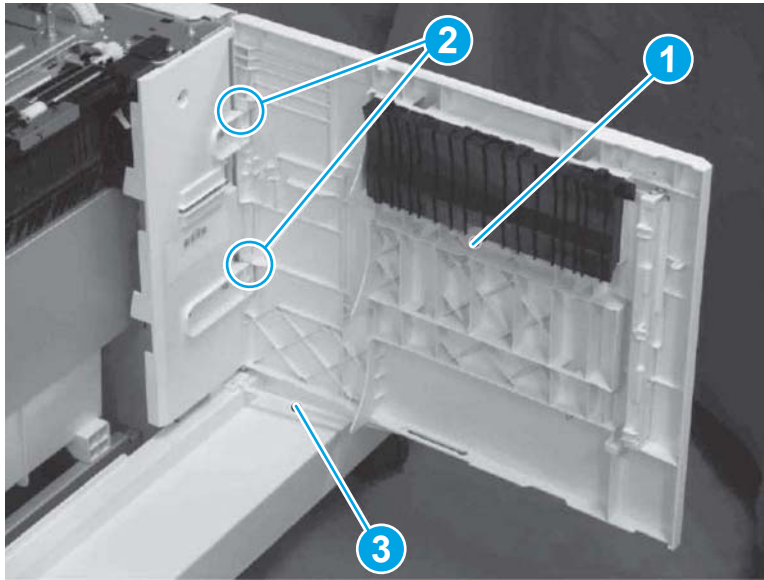
Figure 8-1427 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1428 Remove link arm



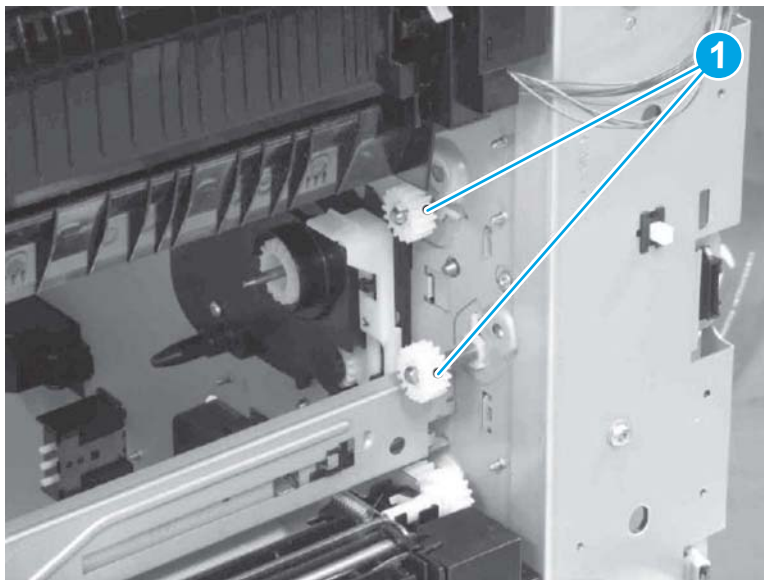
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 3 pickup assembly

Follow these steps to remove the cassette 3 pickup assembly.

1. Remove two gears (callout 1).

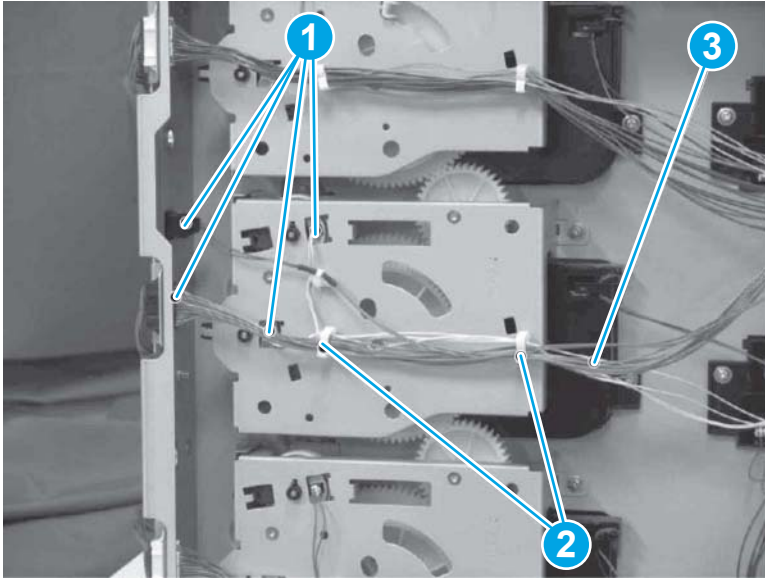
Figure 8-1429 Remove gears



2. Disconnect four connectors (callout 1).

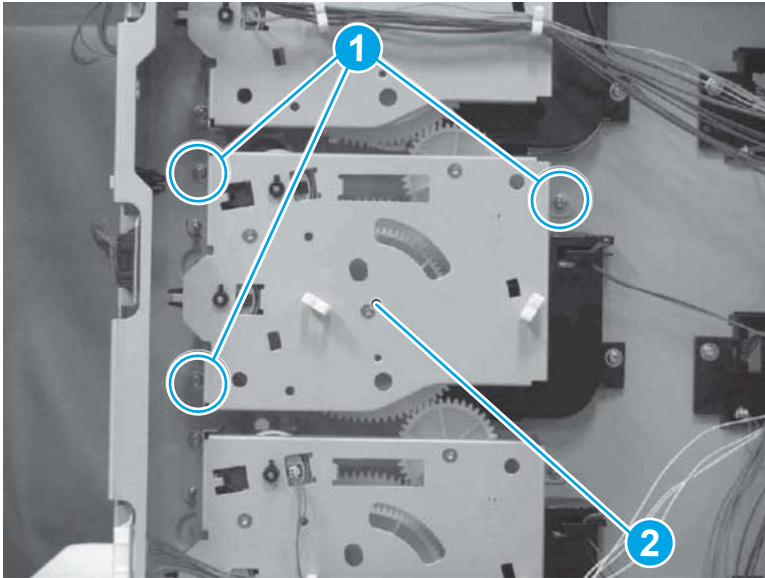
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-1430 Disconnect connectors and release cable



4. Remove three screws (callout 1).
5. Remove the cassette 2 drive assembly (callout 2).

Figure 8-1431 Remove cassette 2 drive assembly



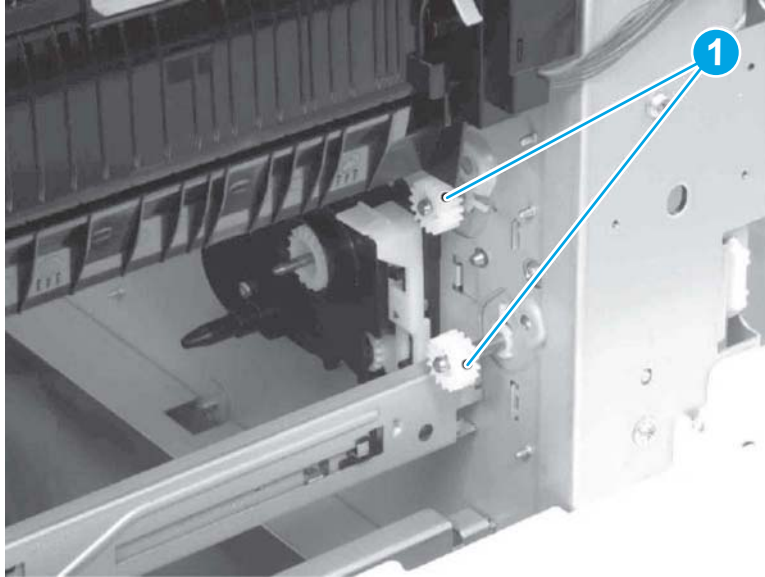
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 3 drive assembly

Follow these steps to remove the cassette 3 drive assembly.

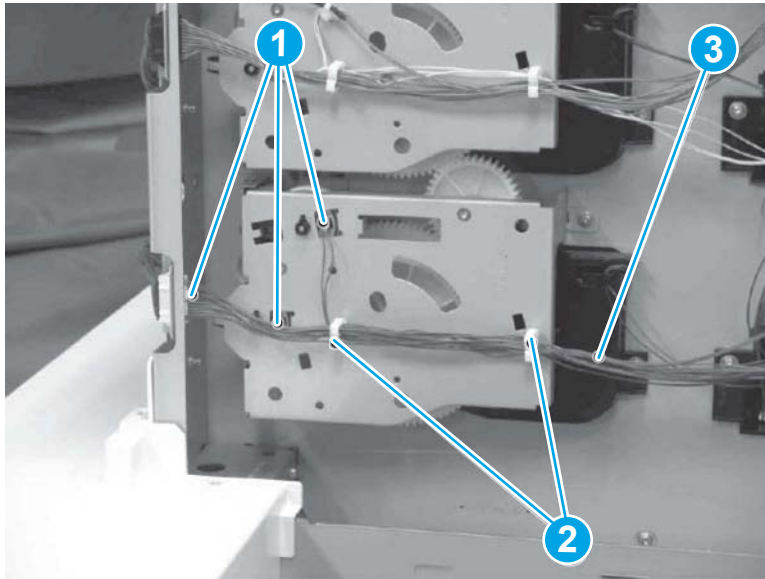
1. Remove two gears (callout 1).

Figure 8-1432 Remove gears



2. Disconnect three connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

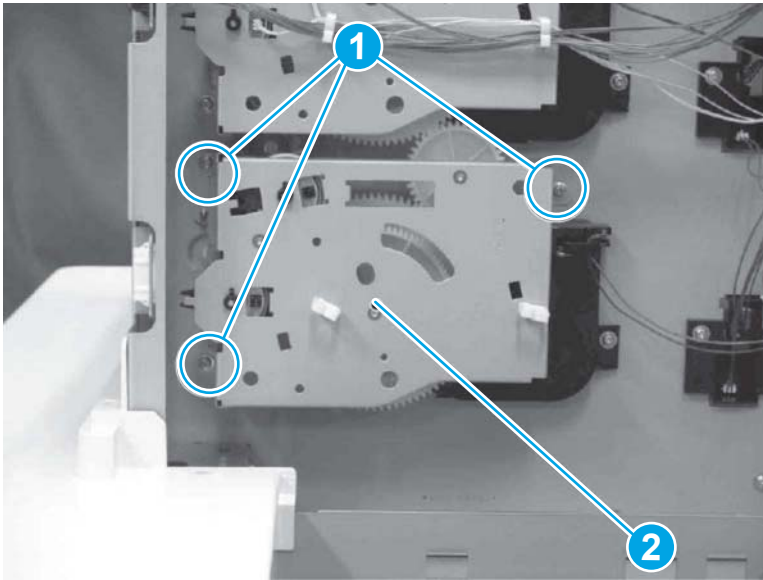
Figure 8-1433 Disconnect connectors and release cable



4. Remove three screws (callout 1).

5. Remove the cassette 3 drive assembly (callout 2).

Figure 8-1434 Remove cassette 3 drive assembly



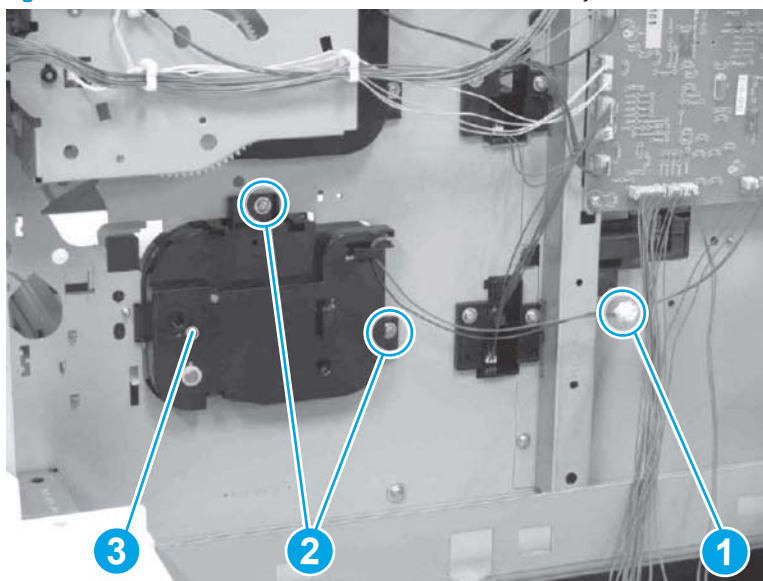
TIP: Reverse the removal steps to install the assembly.

Remove the cassette 3 lifter drive assembly

Follow these steps to remove the cassette 3 lifter drive assembly.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2).
3. Remove the cassette 3 lifter drive assembly (callout 3).

Figure 8-1435 Remove cassette 3 lifter drive assembly



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: Cassette lifter drive assembly

- ▲ Make sure that the lever (callout 2) is in the correct position when installing the cassette lifter drive assembly (callout 1).

Figure 8-1436 Correct lever position

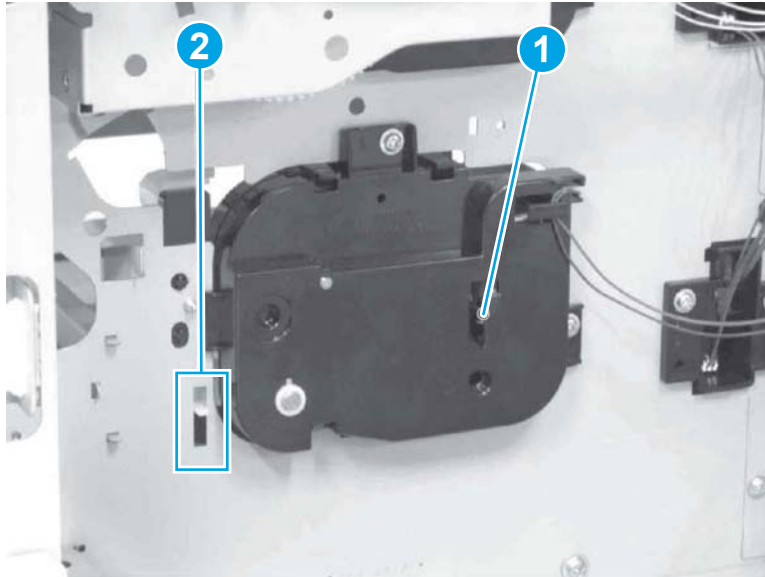
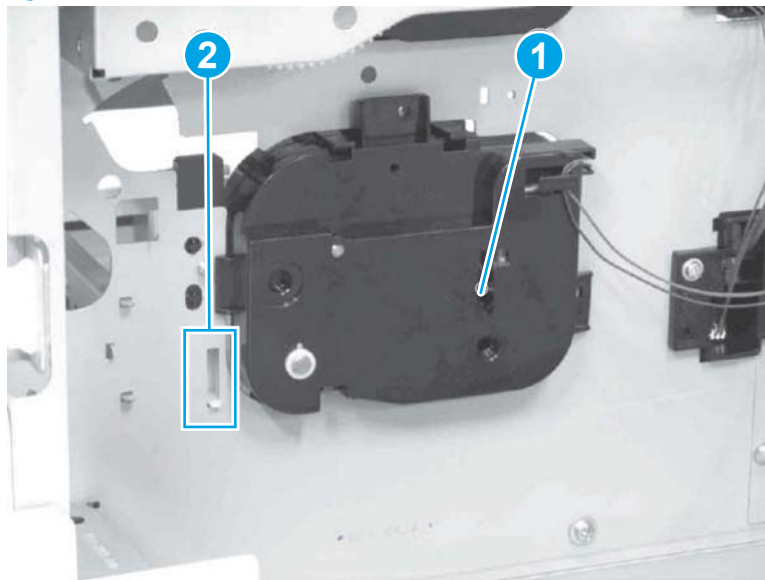


Figure 8-1437 Incorrect lever position



Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck cassette 1, 2, and 3 auto close assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 1, 2, and 3 auto close assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-94 Part information

Part number	Part description
RM2-0856-000CN	Auto close assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

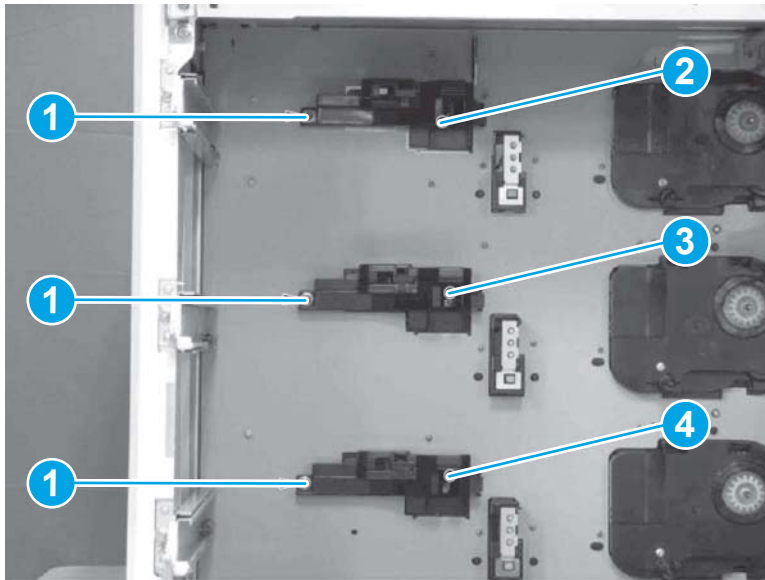
Remove the cassette auto close assembly


Follow these steps to remove the cassette auto close assembly.

1. Remove one screw (callout 1).

2. Remove the cassette 1, 2, or 3 auto close assembly (callout 2).

Figure 8-1438 Remove cassette 1, 2, or 3 auto close assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 1,2, 3 separation (retard) roller assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 1, 2, and 3 PD retard roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-95 Part information

Part number	Part description
RM2-6772-000CN	Retard roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

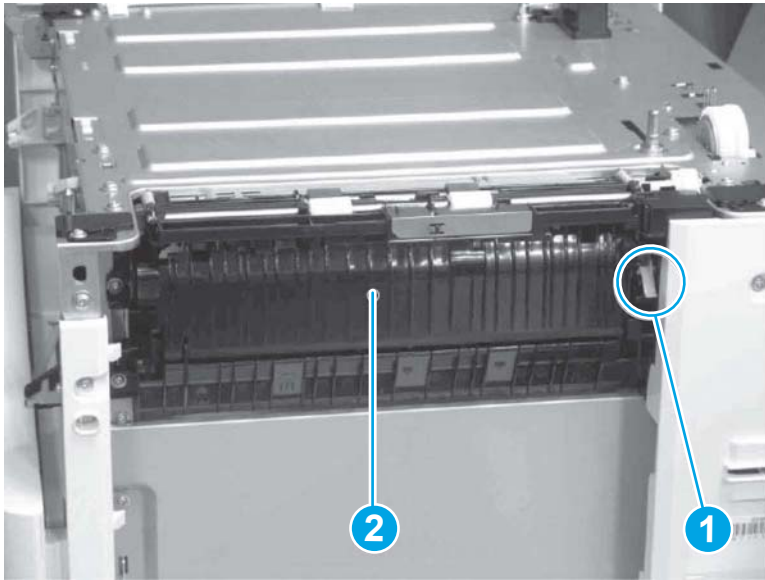
Remove the separation roller assembly

Follow these steps to remove the separation roller assembly.

1. Open the right door assembly.
2. Push the lever (callout 1).

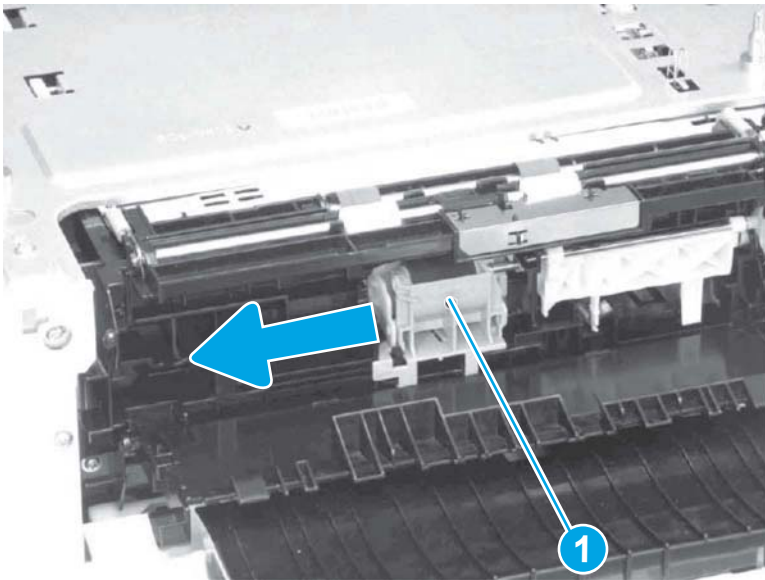
3. Open the feed guide (callout 2).

Figure 8-1439 Open feed guide



4. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
5. Remove the PD retard roller assembly (callout 1).

Figure 8-1440 Remove PD retard roller assembly



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Reverse the removal steps to install the assembly


Also use the following **special installation instructions**.

Removal and replacement: 3x550-sheet paper deck cassette 1, 2, and 3 pickup roller assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 1, 2, and 3 PD pickup roller assembly.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-96 Part information

Part number	Part description
RM2-1275-000CN	Paper pick-up roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

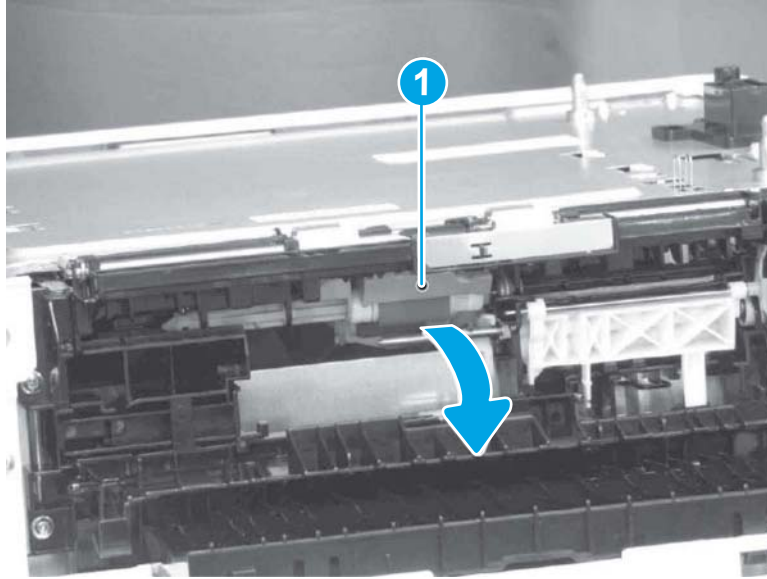
No post service test is available for this assembly.

Remove the cassette 1, 2, or 3 pickup roller assembly

Follow these steps to Remove the cassette 1, 2, or 3 pickup roller assembly.

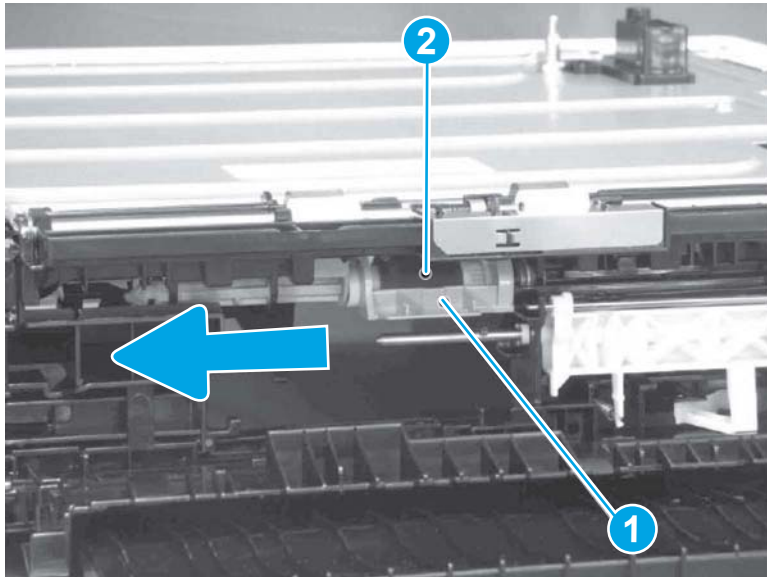
1. Open the tab (callout 1).

Figure 8-1441 Open tab



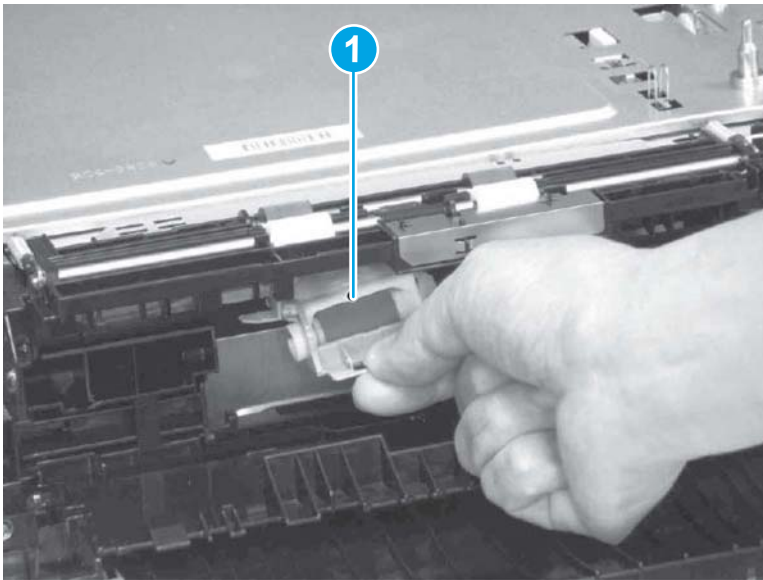
2. Hold the tab (callout 1) and slide the PD pickup roller assembly (callout 2) in the direction of the arrow.

Figure 8-1442 Slide PD pickup roller assembly



3. Pull out the PD pickup roller assembly (callout 1).

Figure 8-1443 Pull out PD pickup roller assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly


Also use the following special installation instructions.

Removal and replacement: 3x550-sheet paper deck controller PCA

This document provides the procedures to remove and replace the 3x550-sheet paper deck controller PCA.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-97 Part information

Part number	Part description
RM2-8807-000CN	Paper deck controller PCB assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

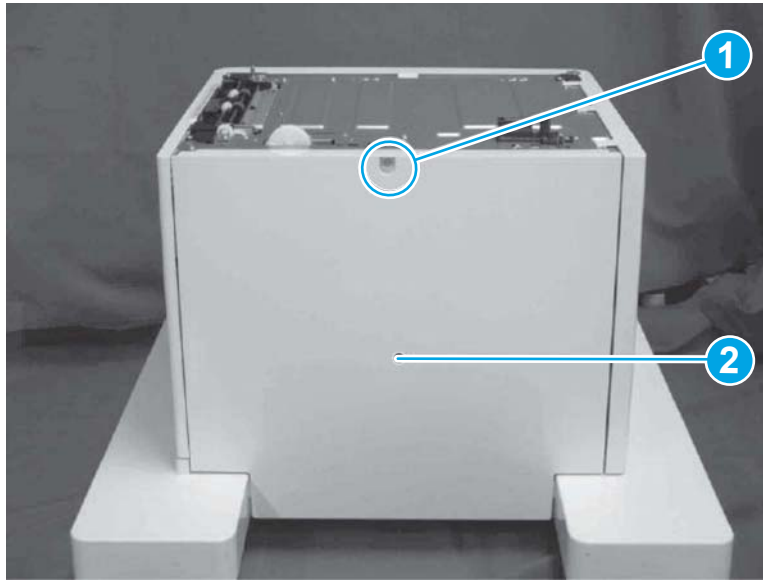
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1444 Remove rear cover



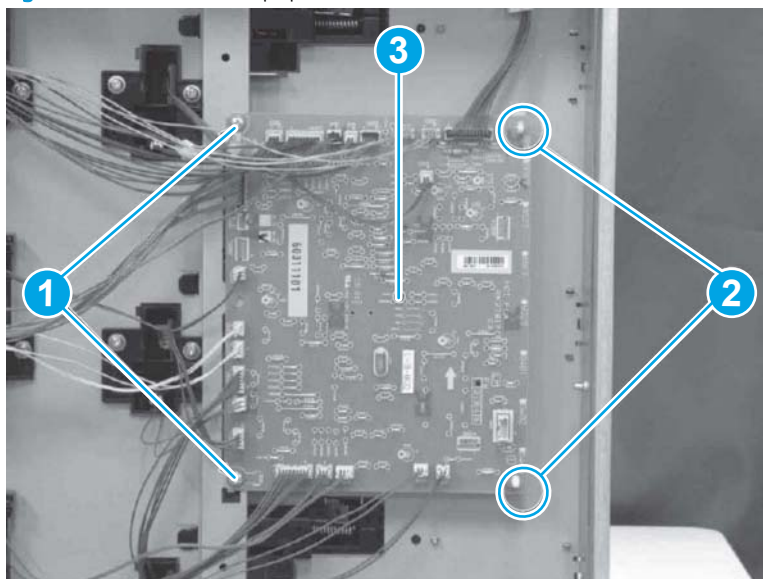
 **TIP:** Reverse the removal steps to install the assembly.

Remove the paper deck controller PCA

Follow these steps to remove the paper deck controller PCA.

1. Disconnect all the connectors on the paper deck controller PCA.
2. Remove two screws (callout 1).
3. Release two tabs (callout 2).
4. Remove the paper deck controller PCA (callout 3).

Figure 8-1445 Remove paper deck controller PCA



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: 2,550-sheet paper deck

Learn how to remove and replace the 2,550-sheet paper deck parts and assemblies.

Removal and replacement: 2,550-sheet paper deck tray assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck tray assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-98 Part information

Part number	Part description
RM2-0914-000CN	Tray assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

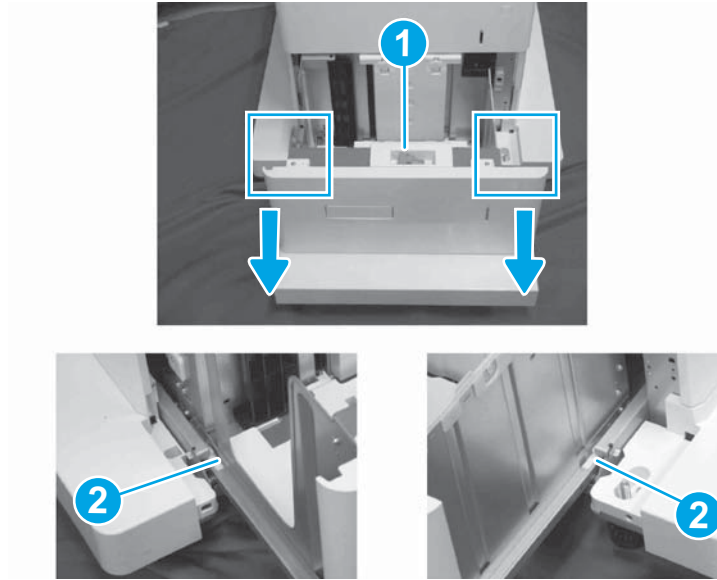
Remove the tray assembly

Follow these steps to remove the tray assembly.

1. Open the tray assembly (callout 1).
2. Push the right and left release levers (callout 2).

3. Pull out the tray assembly (callout 1).

Figure 8-1446 Remove tray assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck rear cover

This document provides the procedures to remove and replace the 2,550-sheet paper deck rear cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-99 Part information

Part number	Part description
RC4-8954-000-CN	Rear cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

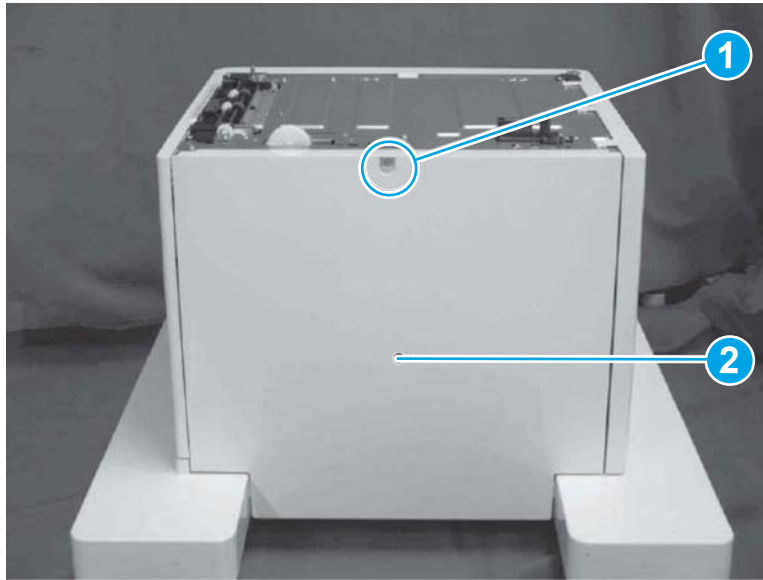
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1447 Remove rear cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck left cover

This document provides the procedures to remove and replace the 2,550-sheet paper deck left cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-100 Part information

Part number	Part description
RC4-8941-000CN	Left cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

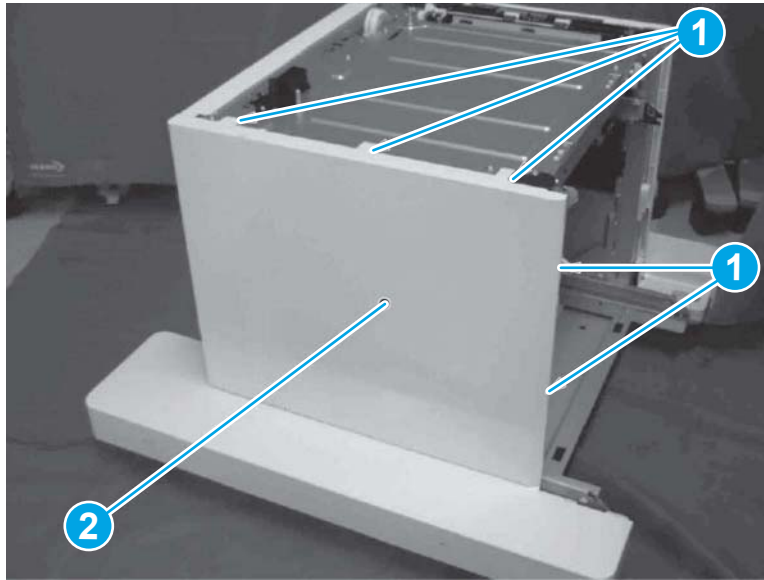
Remove the left cover


Follow these steps to remove the left cover.

1. Pull out the tray assembly.
2. Release five tabs (callout 1).

3. Remove the left cover (callout 2).

Figure 8-1448 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck right door assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck right door assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-101 Part information

Part number	Part description
RM2-0939-000CN	Right door assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

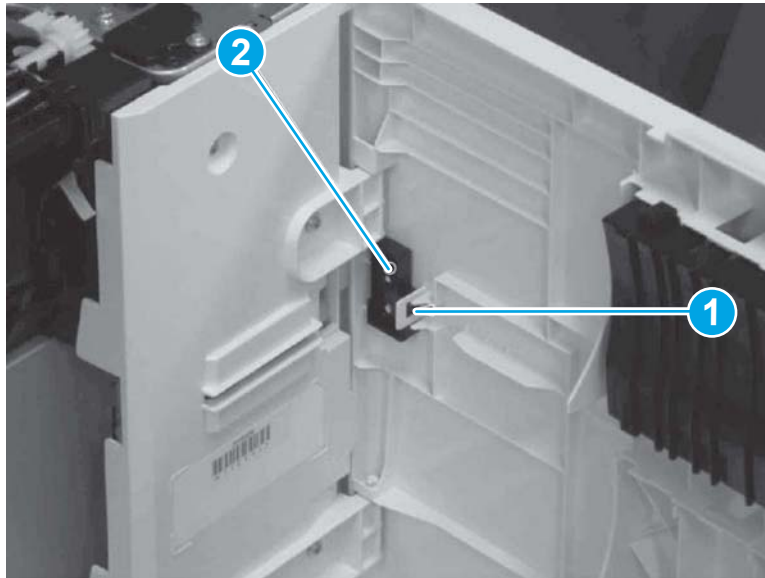
Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).

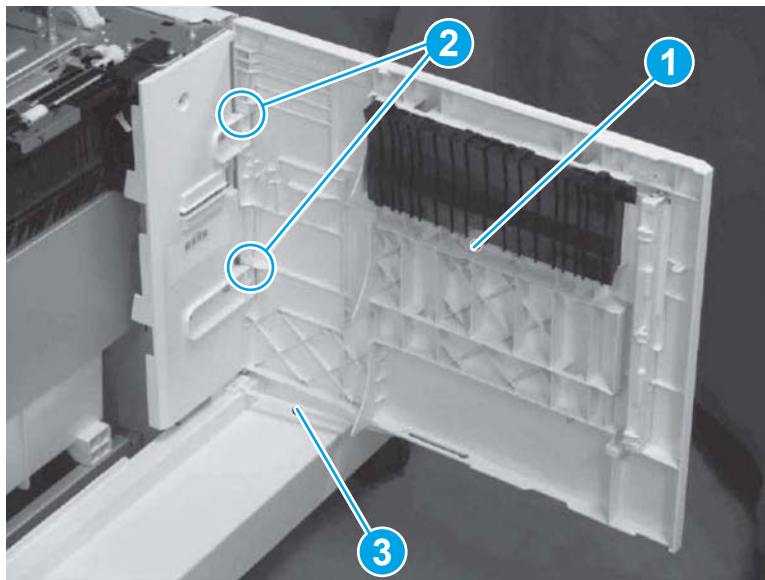
3. Remove the stopper (callout 2).


Figure 8-1449 Remove stopper



4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).
5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1450 Remove link arm



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck left lower cover

This document provides the procedures to remove and replace the 2,550-sheet paper deck left lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-102 Part information

Part number	Part description
RC4-8942-000CN	Left lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

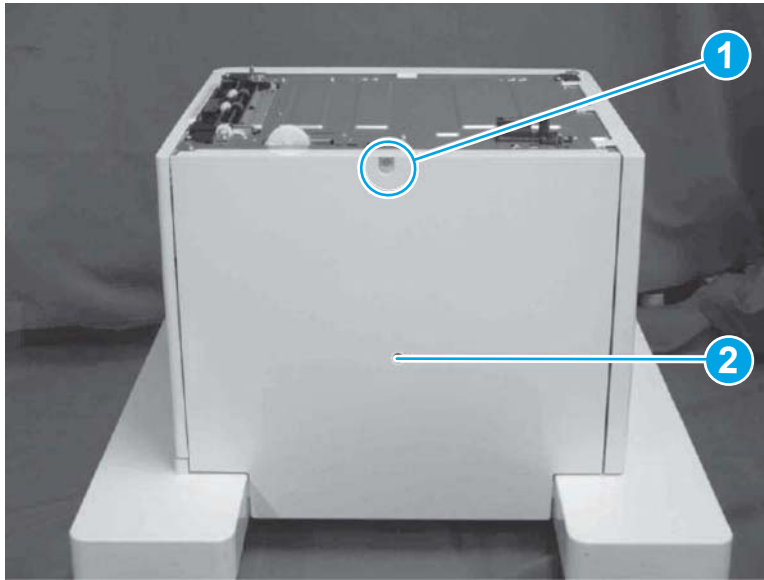
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1451 Remove rear cover



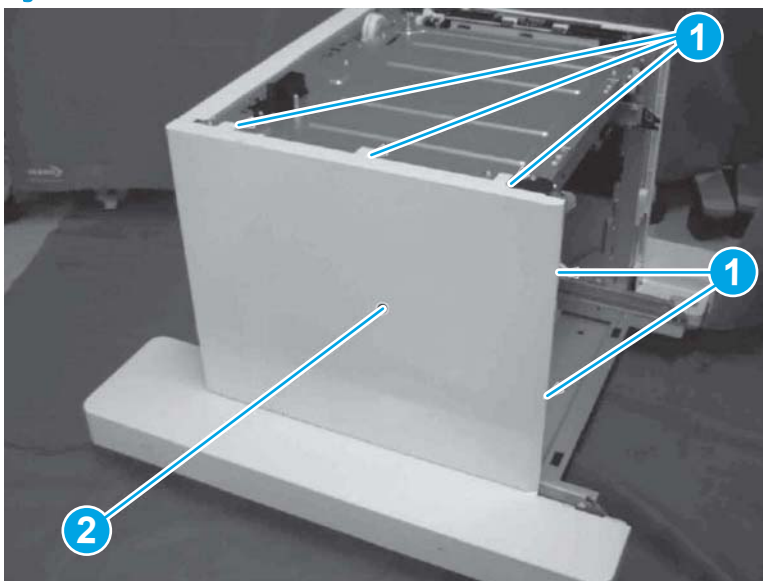
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Pull out the tray assembly.
2. Release five tabs (callout 1).
3. Remove the left cover (callout 2).

Figure 8-1452 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Remove the left lower cover

Follow these steps to remove the left lower cover:

1. Remove three screws (callout 1).
2. Release two bosses (callout 2).
3. Lift straight up to remove the left lower cover (callout 3).


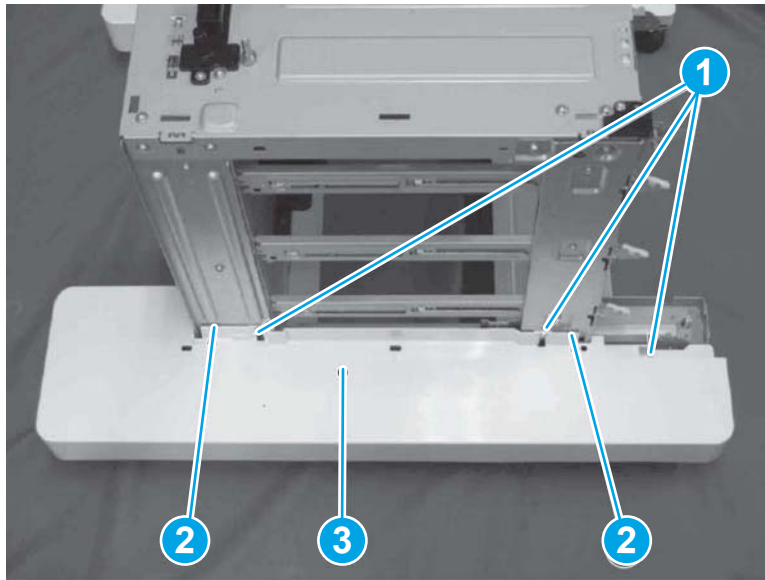

 **NOTE:** Avoid removing the left lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1453 Remove the left lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck right lower cover

This document provides the procedures to remove and replace the 2,550-sheet paper deck right lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-103 Part information

Part number	Part description
RC4-8943-000CN	Right lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

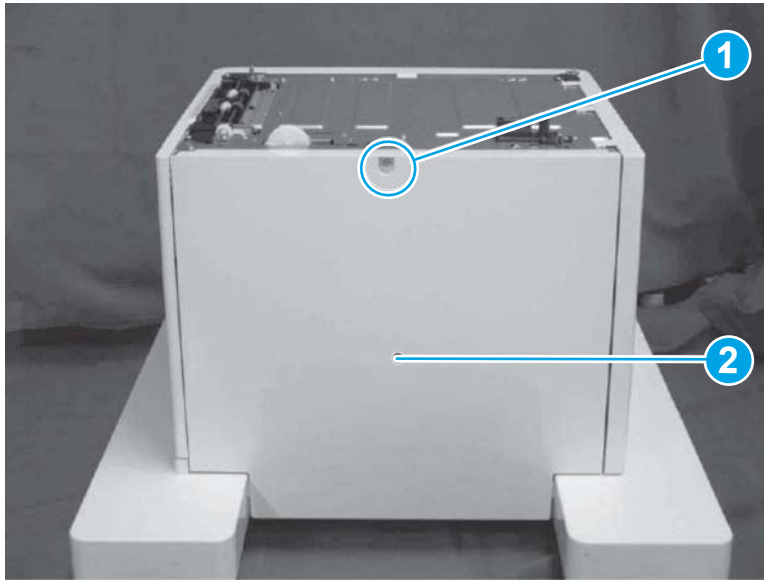
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1454 Remove rear cover



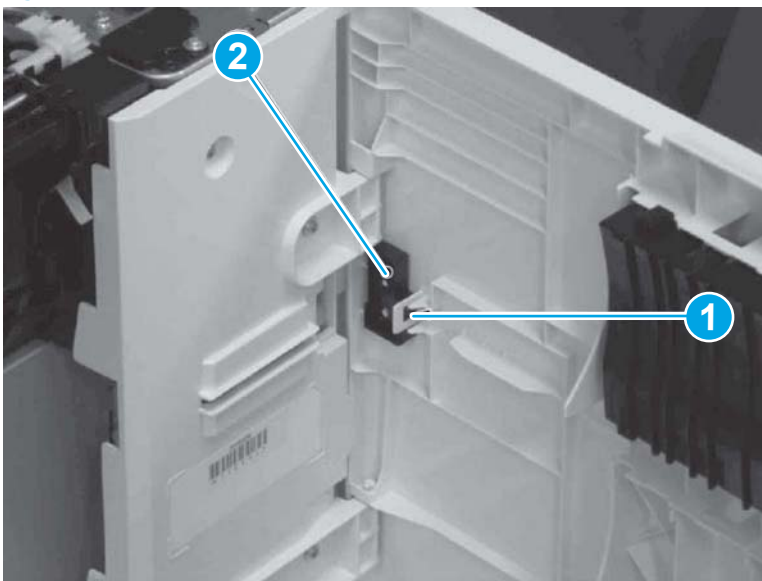
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

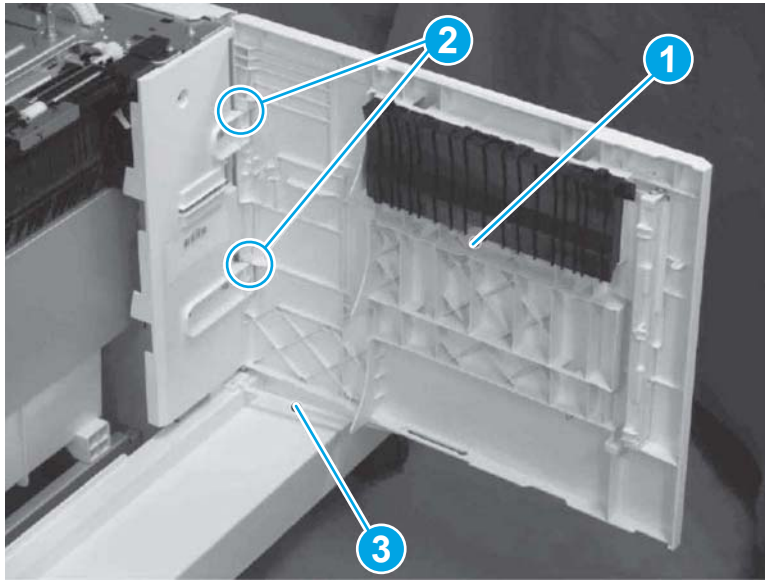
Figure 8-1455 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1456 Remove link arm



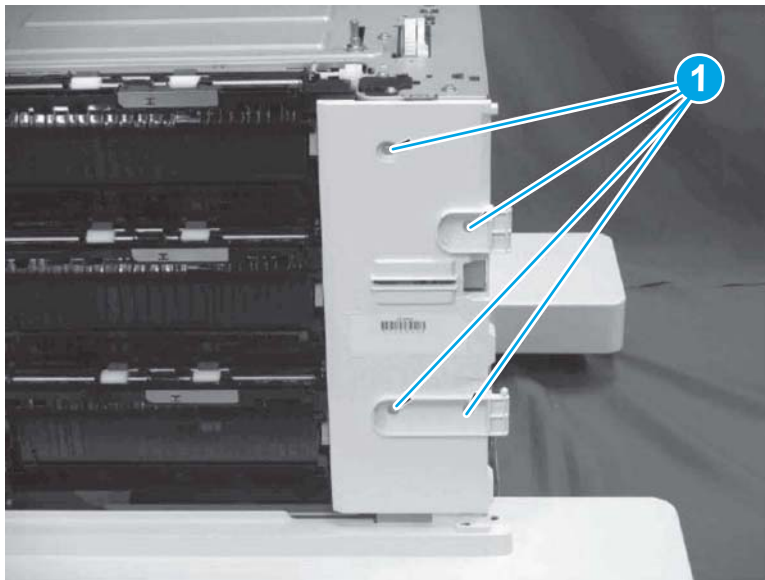
 **TIP:** Reverse the removal steps to install the assembly.

Remove right lower cover

Follow these steps to remove right lower cover.

1. Remove four screws (callout 1).

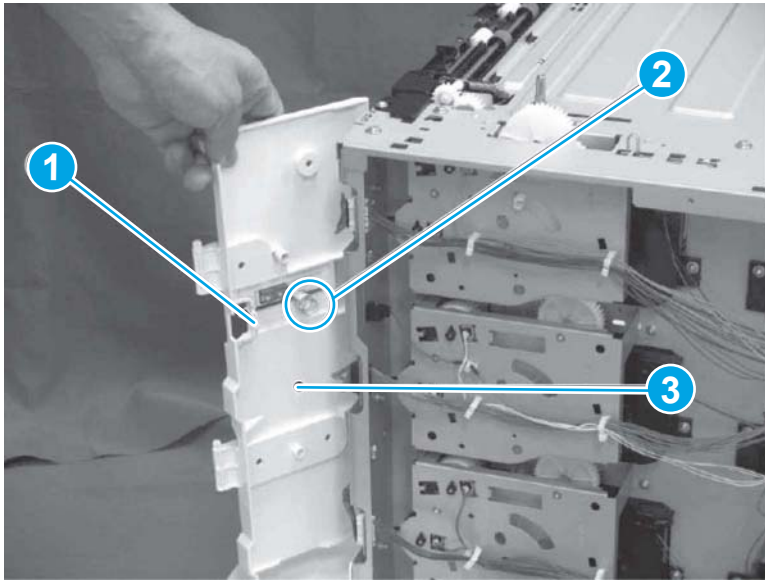
Figure 8-1457 Remove screws



2. Release one tab (callout 1).

3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1458 Remove cover



4. Remove three screws (callout 1).
5. Release two bosses (callout 2).
6. Lift straight up to remove the right lower cover (callout 2).


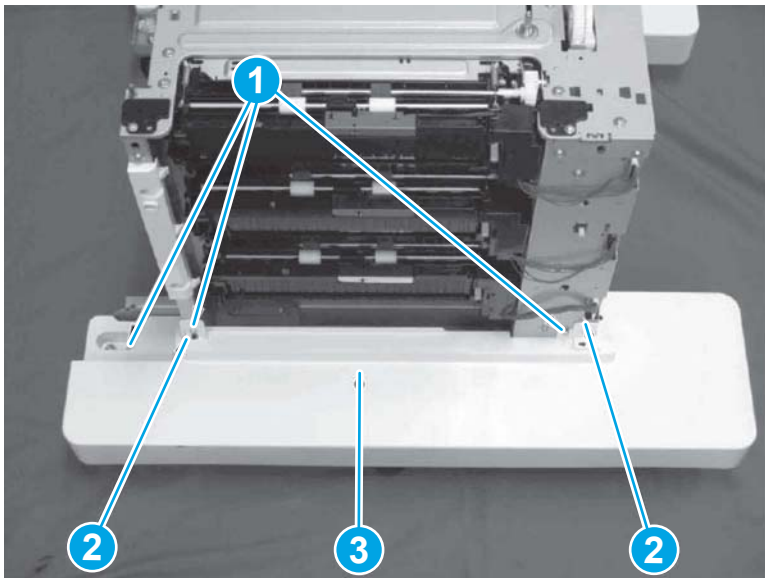

 **NOTE:** Avoid removing the right lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1459 Remove right lower cover



7. Remove three screws (callout 1).
8. Release two bosses (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck cassette pickup assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck cassette pickup assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-104 Part information

Part number	Part description
RM2-0892-000CN	Paper pick-up assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

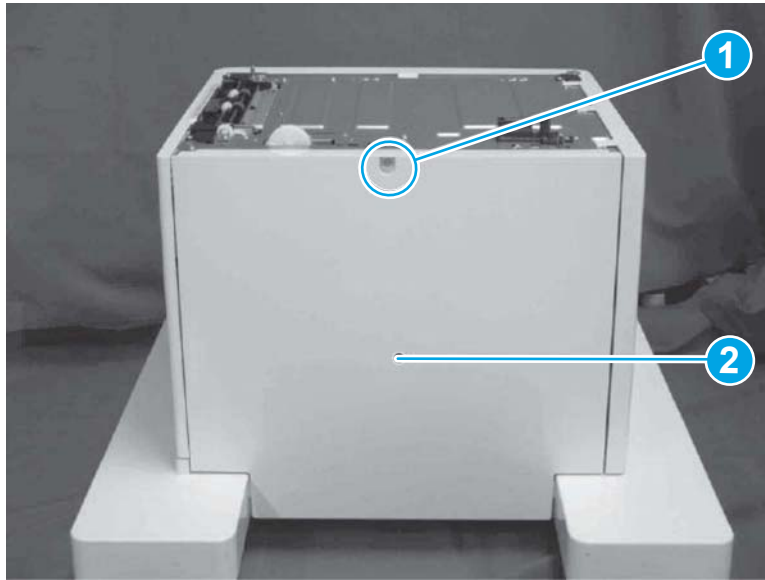
Follow these steps to remove the rear cover.

The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1460 Remove rear cover



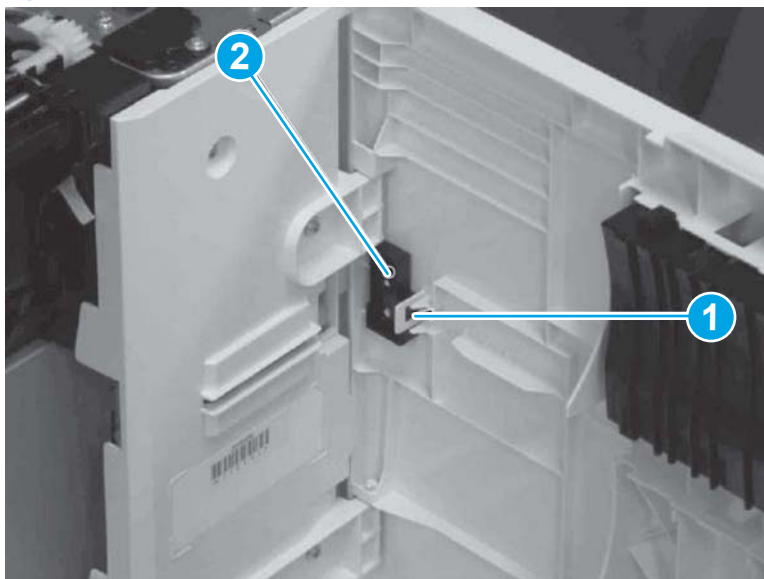
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

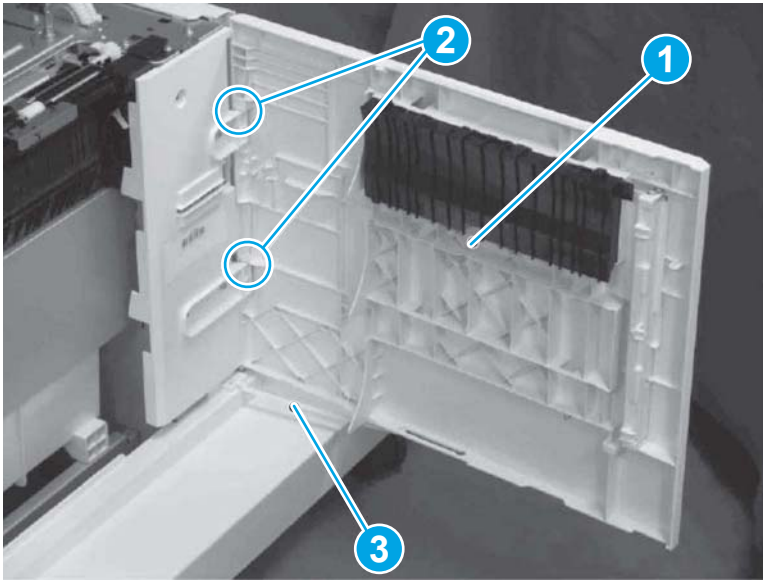
Figure 8-1461 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1462 Remove link arm



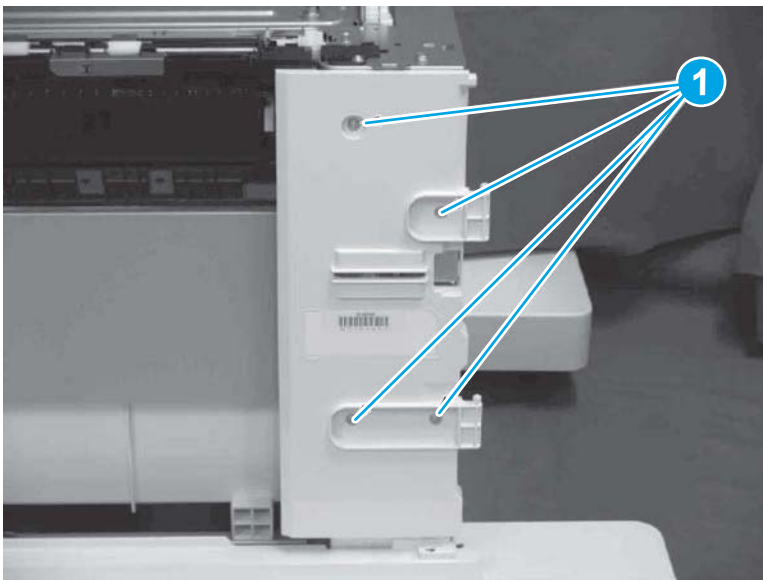
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette pickup assembly

Follow these steps to remove the cassette pickup assembly.

1. Remove four screws (callout 1).

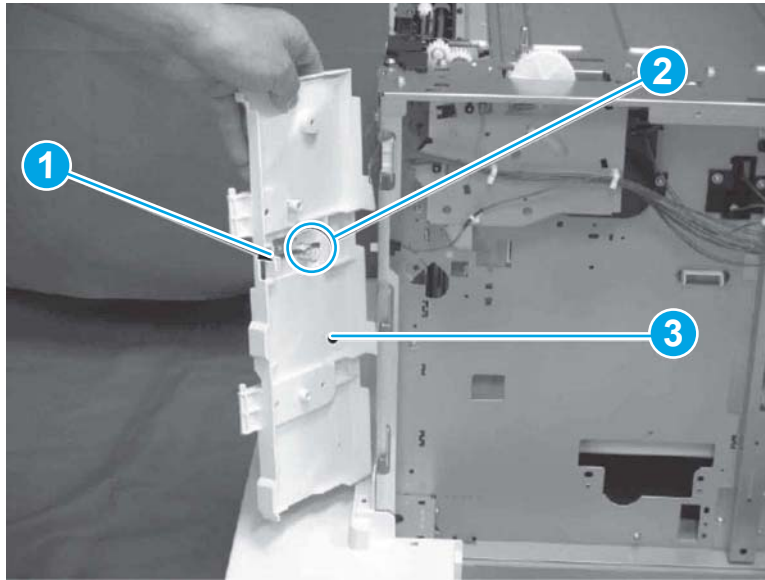
Figure 8-1463 Remove screws



2. Release one tab (callout 1).

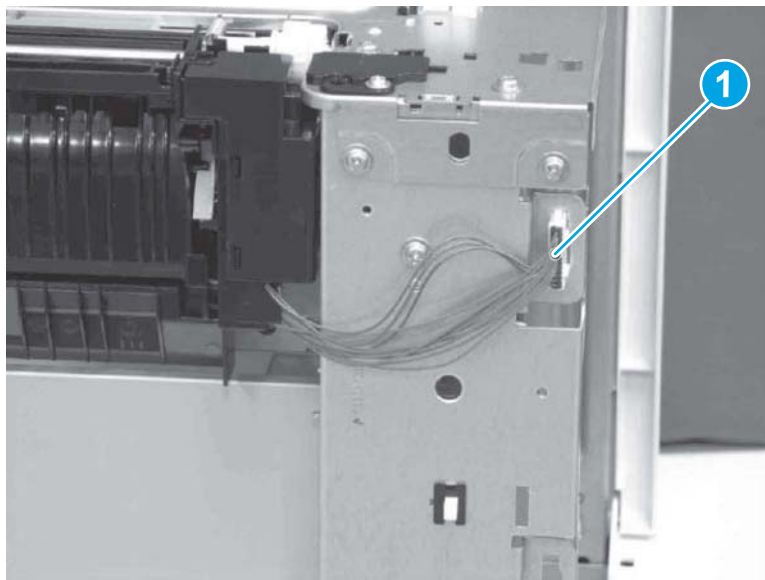
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1464 Remove cover



4. Disconnect one connector (callout 1).

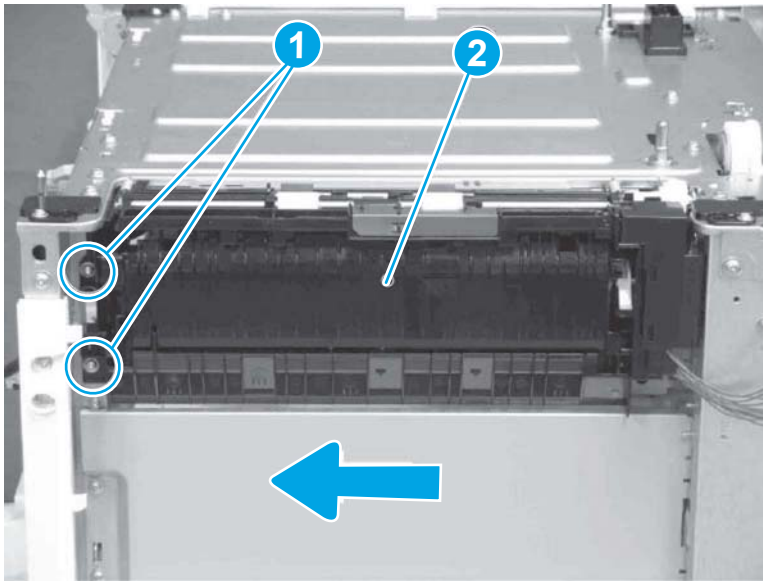
Figure 8-1465 Disconnect connector




5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-1466 Remove cassette pickup assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

- 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.

Removal and replacement: 2,550-sheet paper deck tray pickup assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck tray pickup assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-105 Part information

Part number	Part description
RM2-0892-000CN	Paper pick-up assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

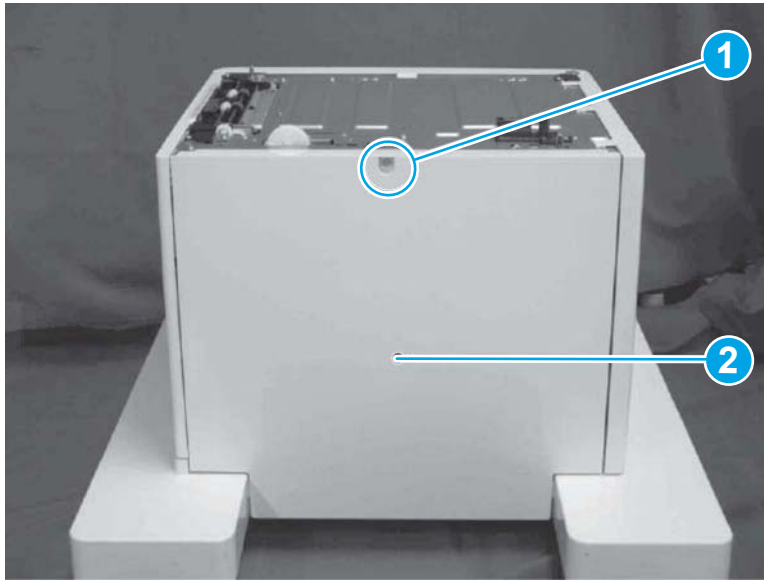
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1467 Remove rear cover



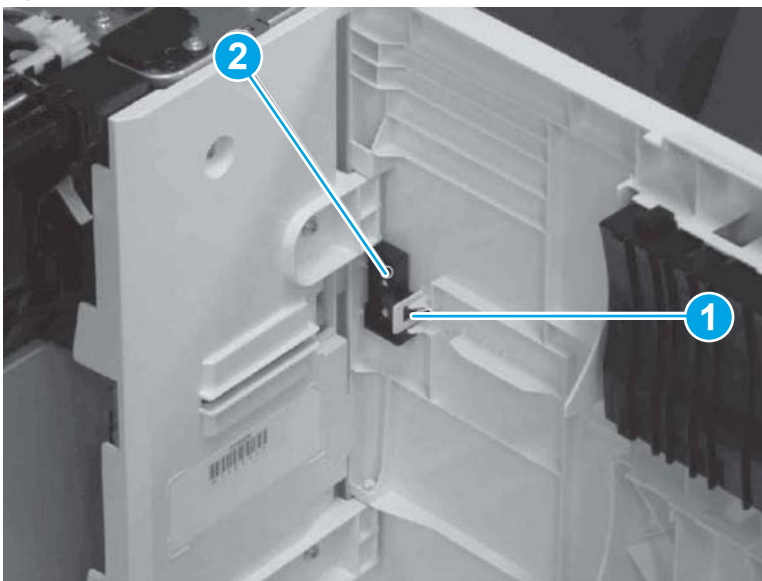
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

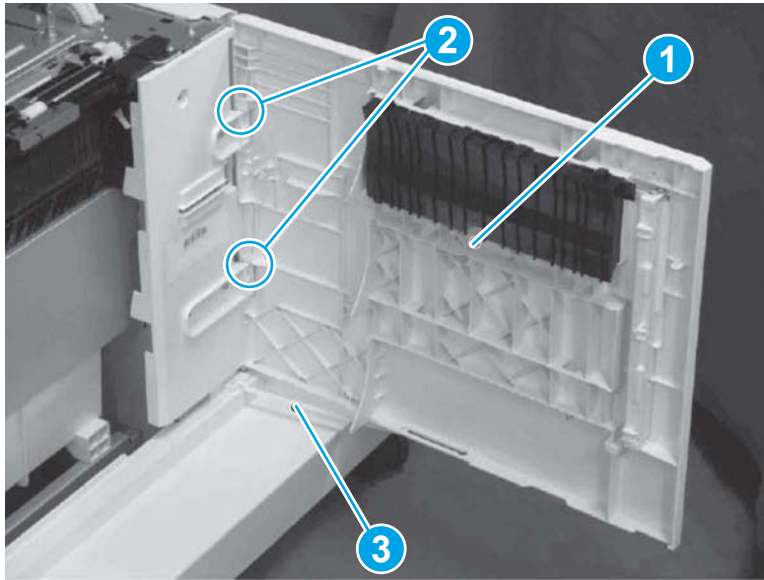
Figure 8-1468 Remove stopper



4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1469 Remove link arm



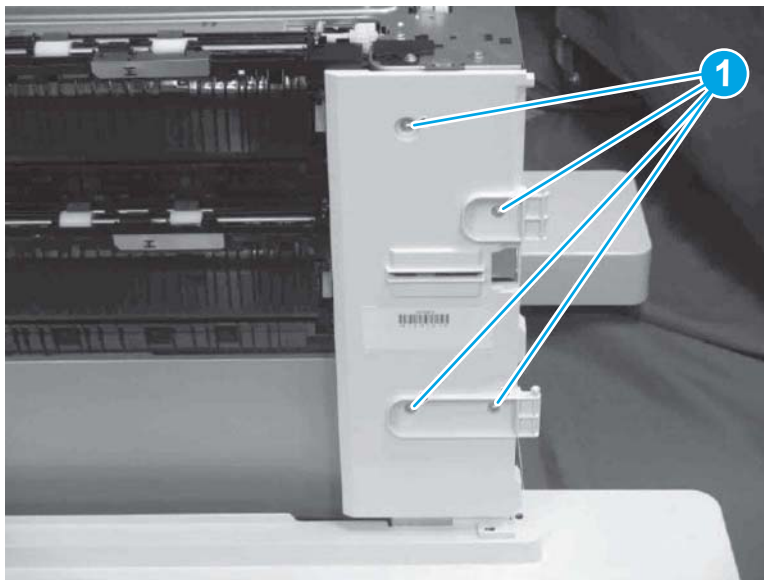
TIP: Reverse the removal steps to install the assembly.

Remove cassette pickup assembly

Follow these steps to remove cassette pickup assembly.

1. Remove four screws (callout 1).

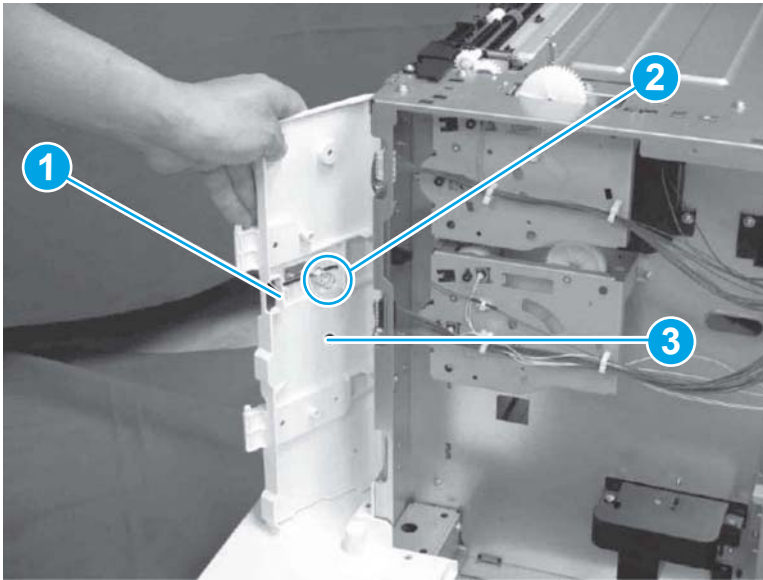
Figure 8-1470 Remove screws



2. Release one tab (callout 1).

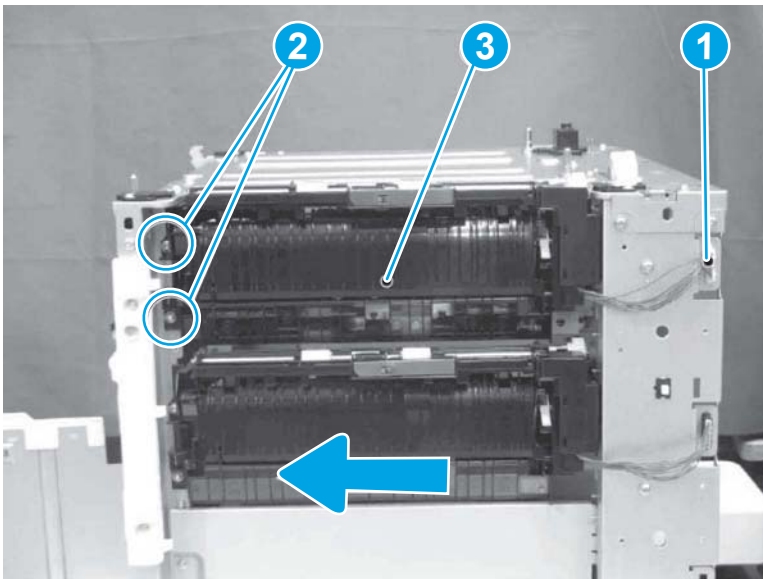
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.


Figure 8-1471 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-1472 Remove cassette pickup assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck cassette drive assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck cassette drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-106 Part information

Part number	Part description
RM2-0875-000CN	Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

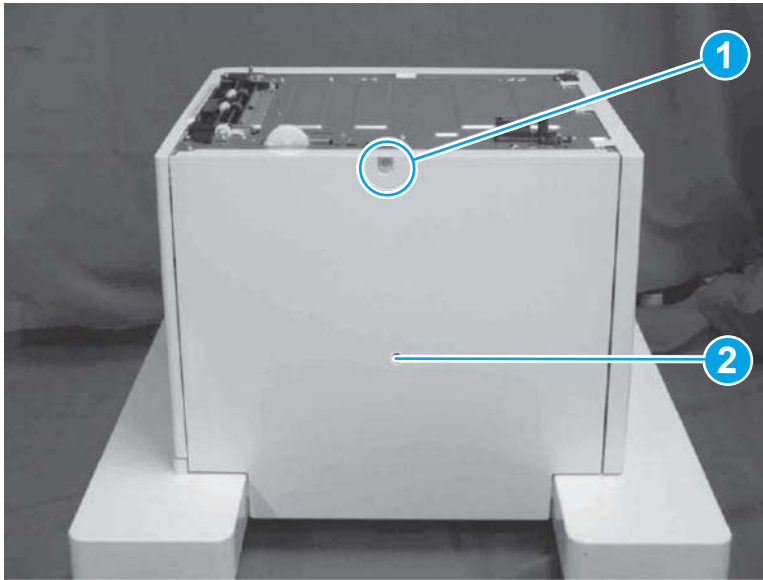
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1473 Remove rear cover



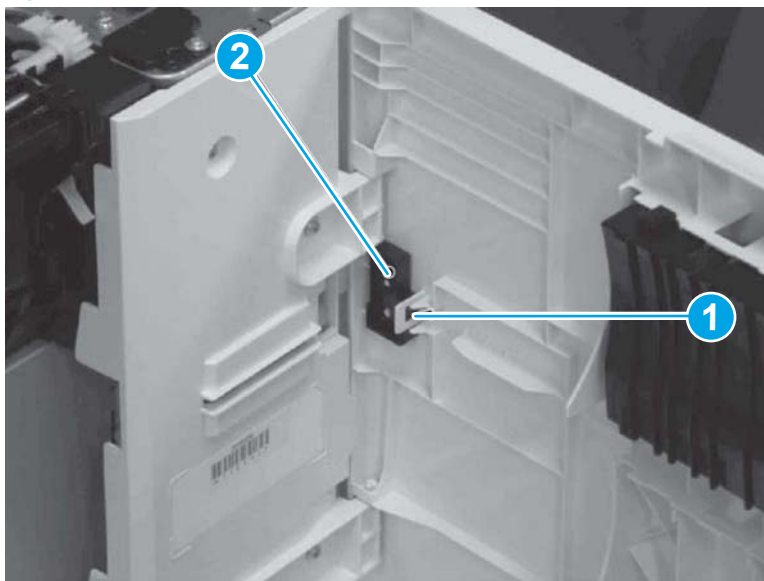
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

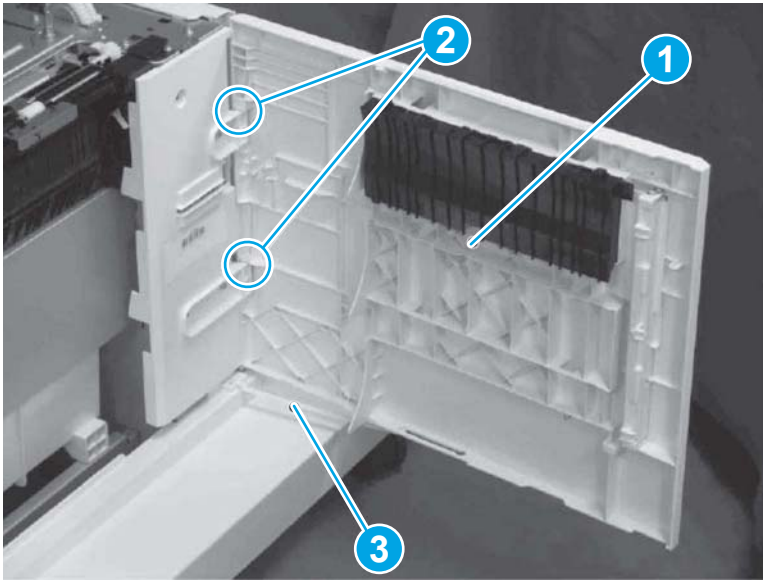
Figure 8-1474 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1475 Remove link arm



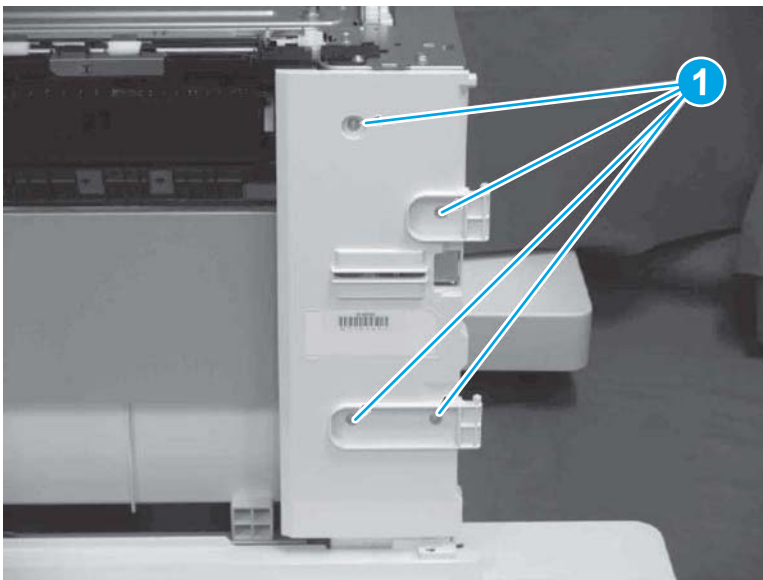
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette pickup assembly

Follow these steps to remove the cassette pickup assembly.

1. Remove four screws (callout 1).

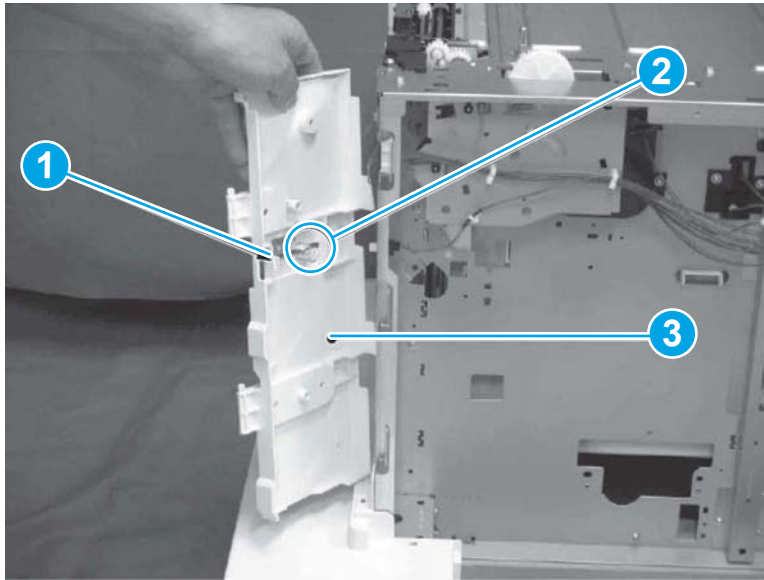
Figure 8-1476 Remove screws



2. Release one tab (callout 1).

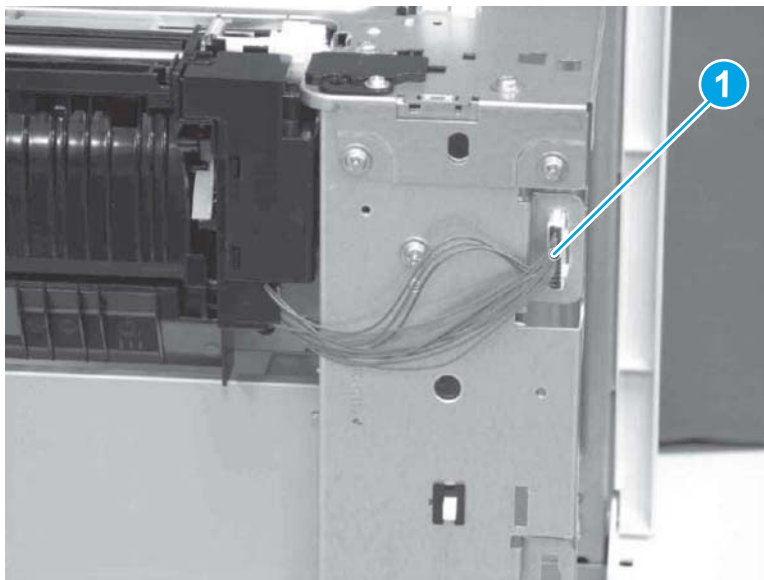
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1477 Remove cover



4. Disconnect one connector (callout 1).

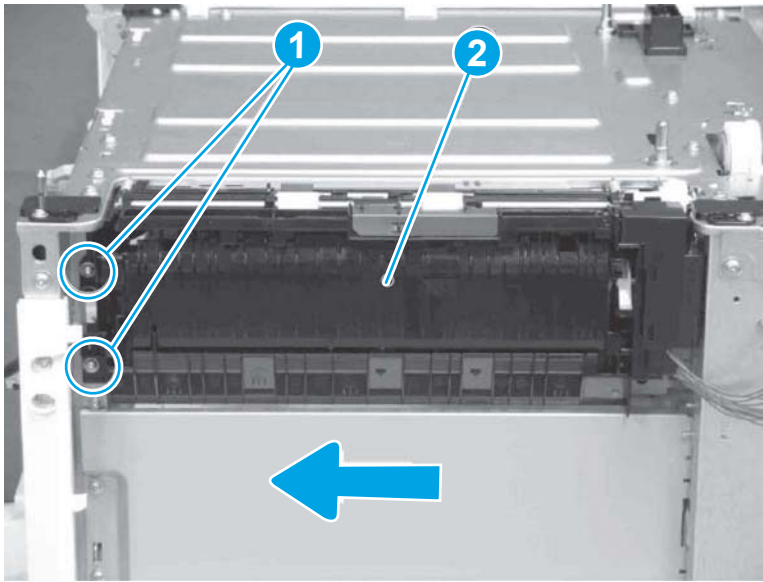
Figure 8-1478 Disconnect connector




5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-1479 Remove cassette pickup assembly



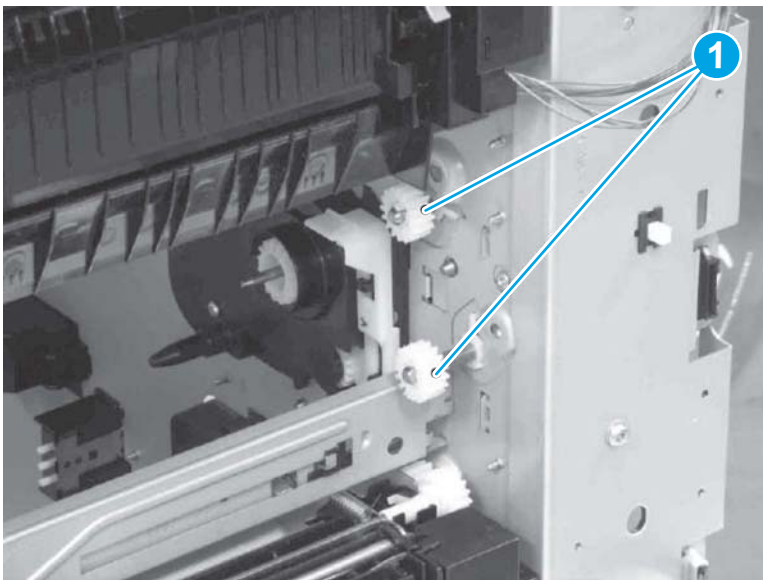
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 drive assembly

Follow these steps to remove the cassette 2 drive assembly.

- Remove two gears (callout 1).

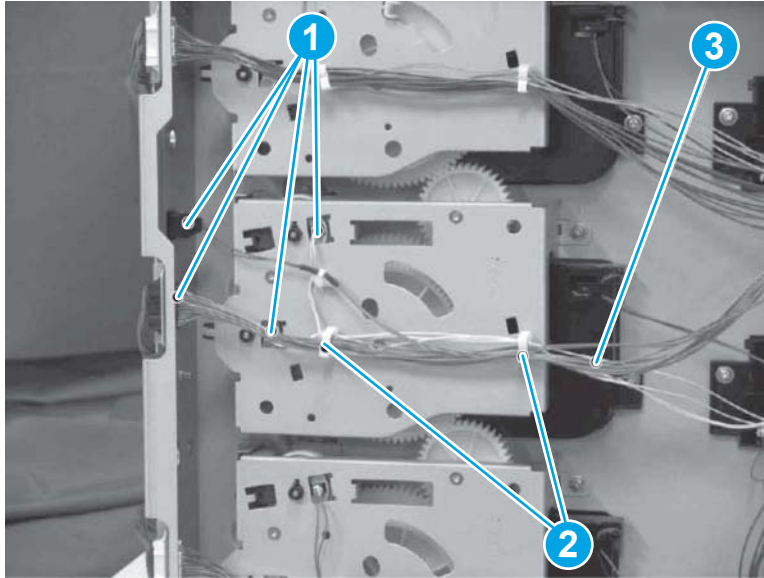
Figure 8-1480 Remove gears



- Disconnect four connectors (callout 1).

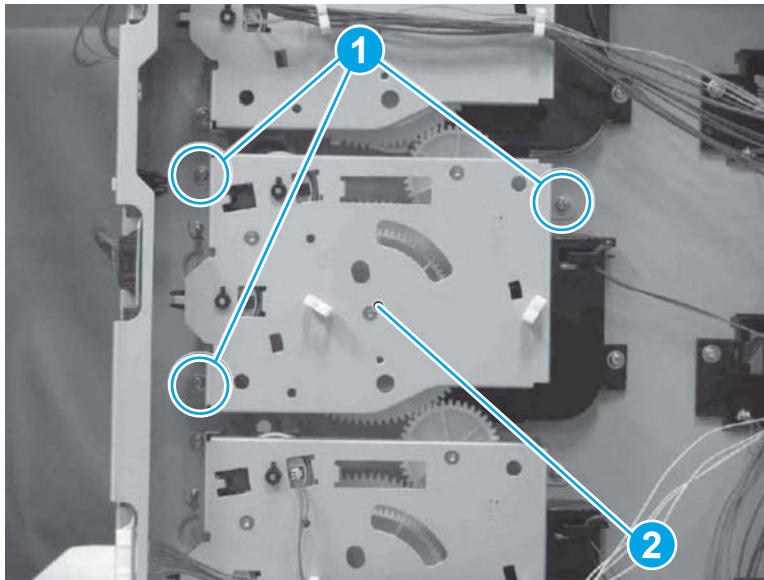
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-1481 Disconnect connectors and release cable



4. Remove three screws (callout 1).
5. Remove the cassette 2 drive assembly (callout 2).

Figure 8-1482 Remove cassette 2 drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck tray drive assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck tray drive assembly.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-107 Part information

Part number	Part description
RM2-0919-000CN	Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

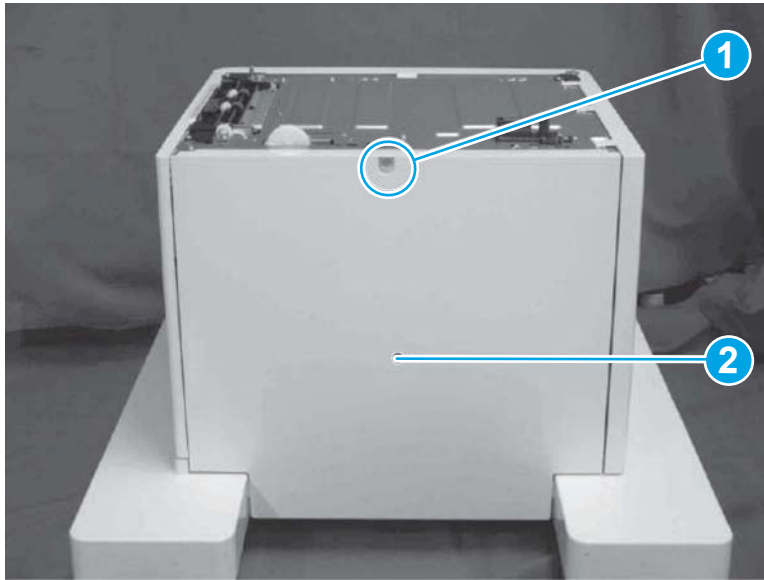
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1483 Remove rear cover



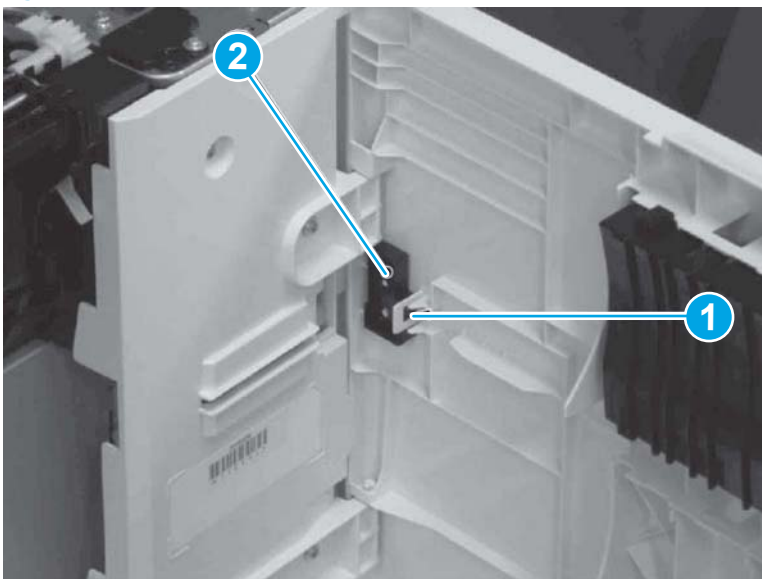
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

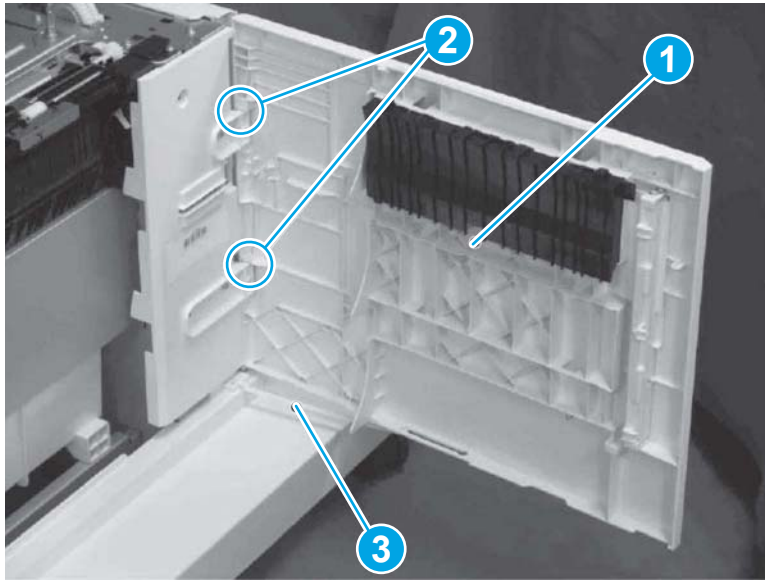
Figure 8-1484 Remove stopper



4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1485 Remove link arm



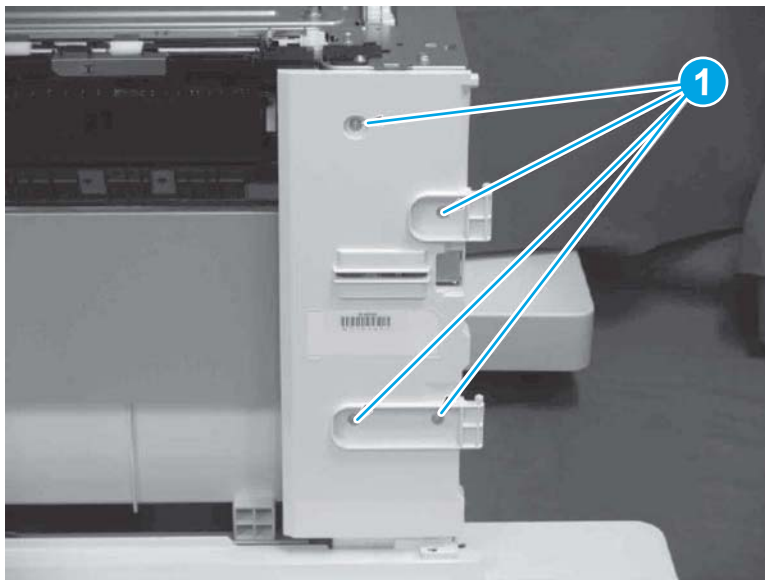
TIP: Reverse the removal steps to install the assembly.

Remove the cassette pickup assembly

Follow these steps to remove the cassette pickup assembly.

1. Remove four screws (callout 1).

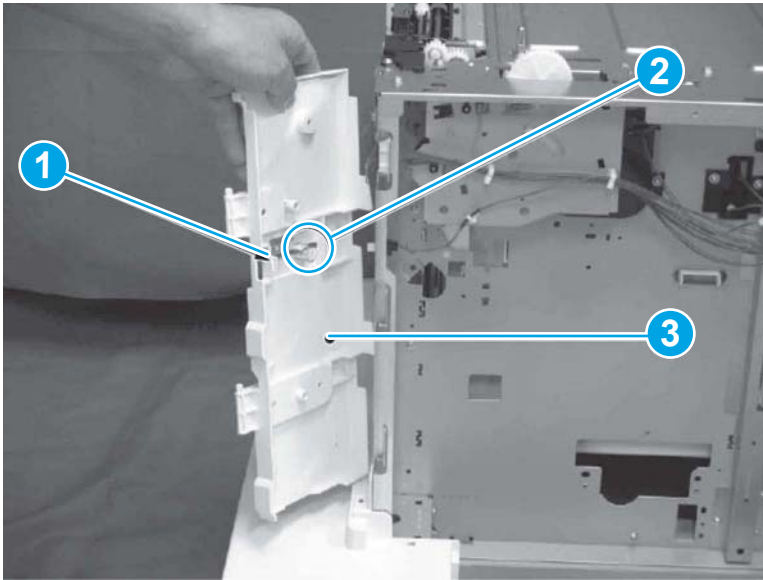
Figure 8-1486 Remove screws



2. Release one tab (callout 1).

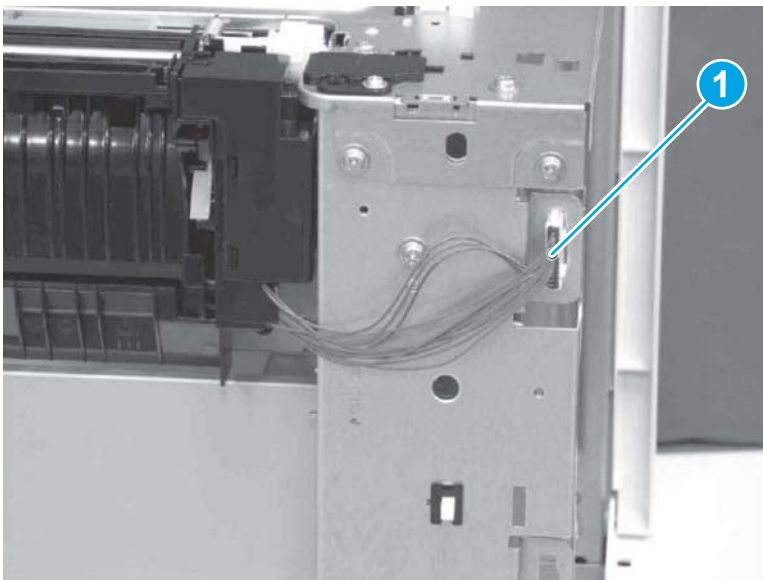
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1487 Remove cover



4. Disconnect one connector (callout 1).

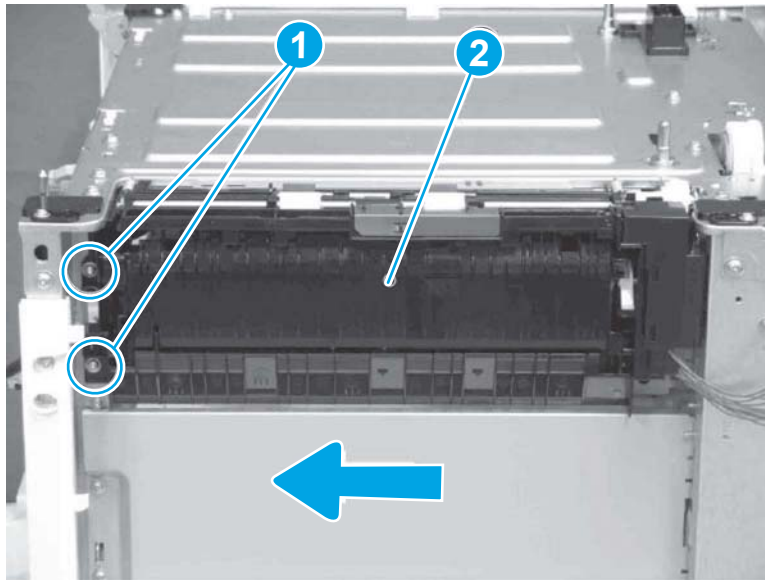
Figure 8-1488 Disconnect connector



5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-1489 Remove cassette pickup assembly



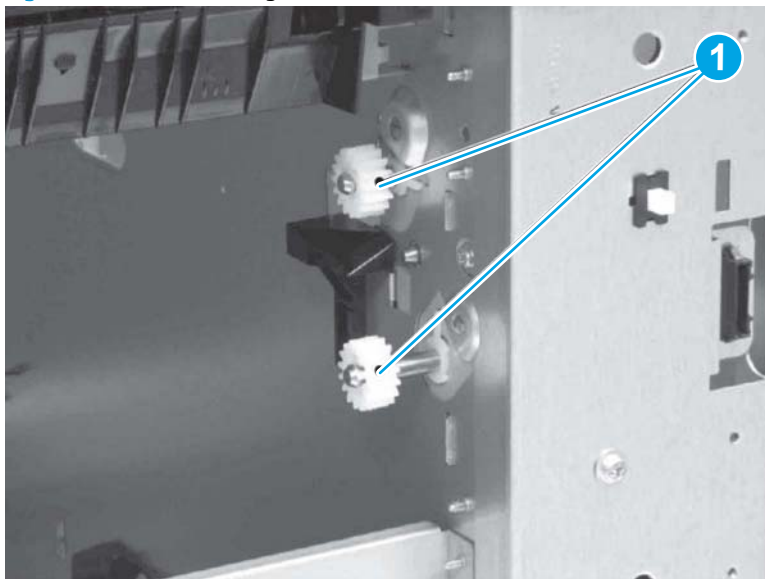
TIP: Reverse the removal steps to install the assembly.

Remove the tray drive assembly

Follow these steps to remove the tray drive assembly.

- Remove two gears (callout 1).

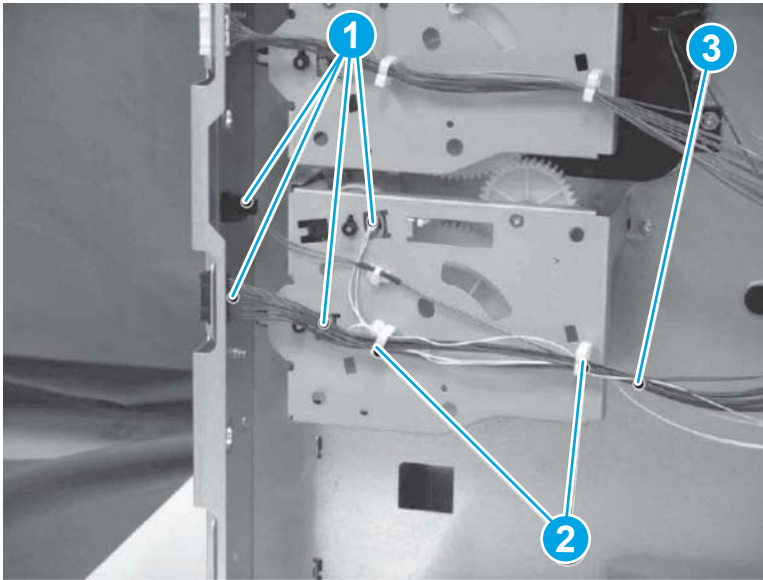
Figure 8-1490 Remove gears



- Disconnect four connectors (callout 1).

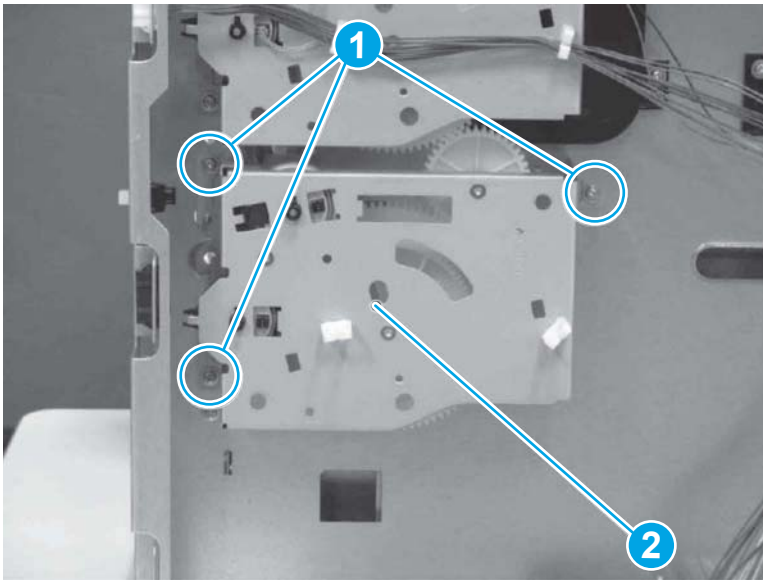
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-1491 Disconnect connectors and release cable



4. Remove three screws (callout 1).
5. Remove the tray drive assembly (callout 2).

Figure 8-1492 Remove tray drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck cassette lifter drive assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck cassette lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-108 Part information

Part number	Part description
RM2-0948-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

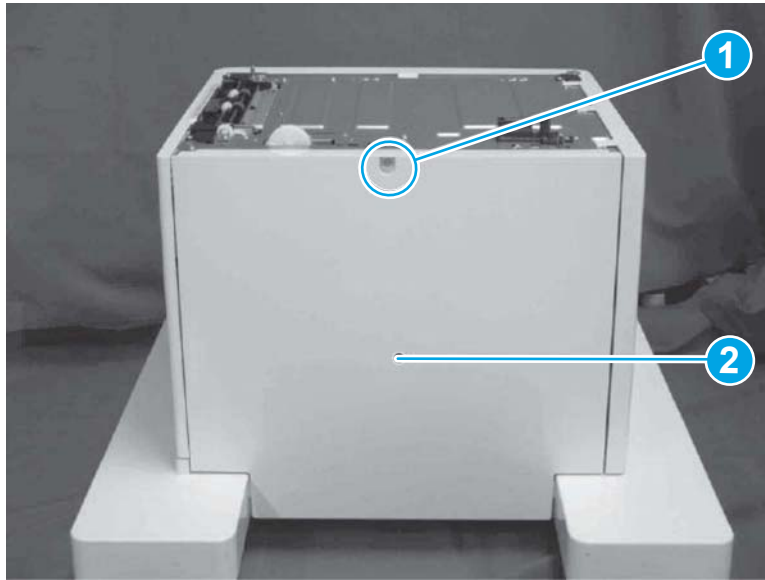
Follow these steps to remove the rear cover.

The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1493 Remove rear cover



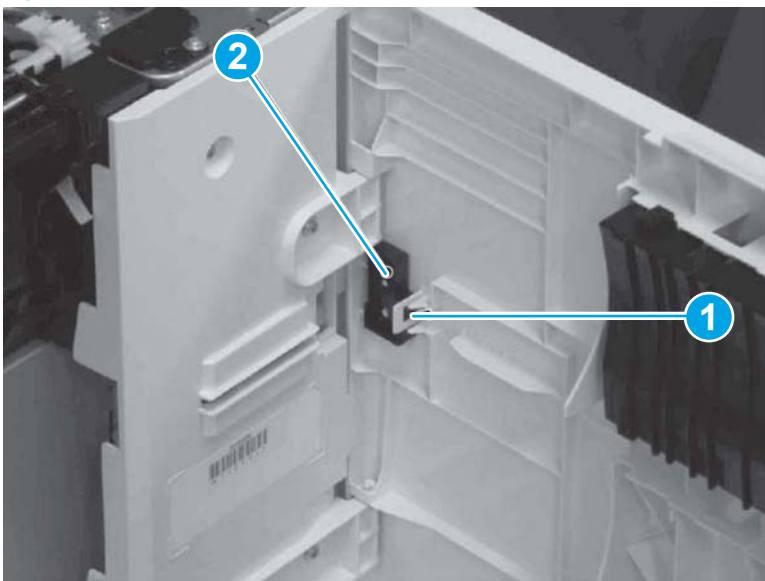
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

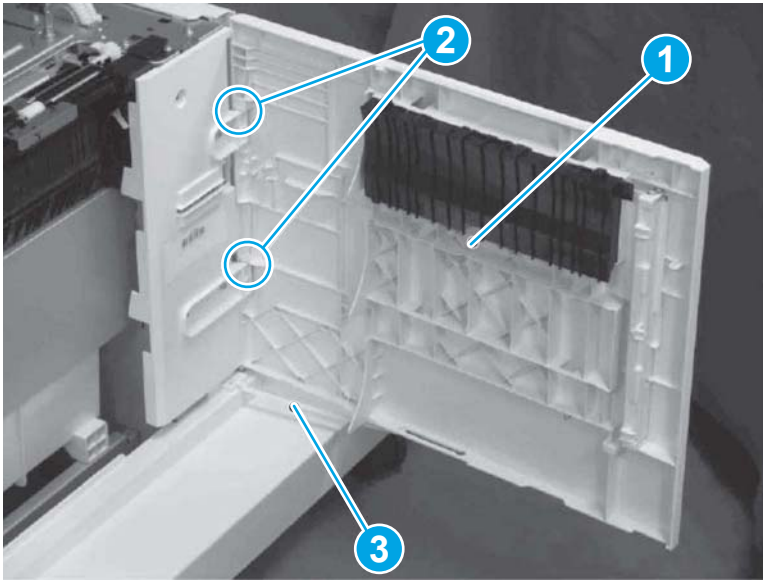
Figure 8-1494 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-1495 Remove link arm



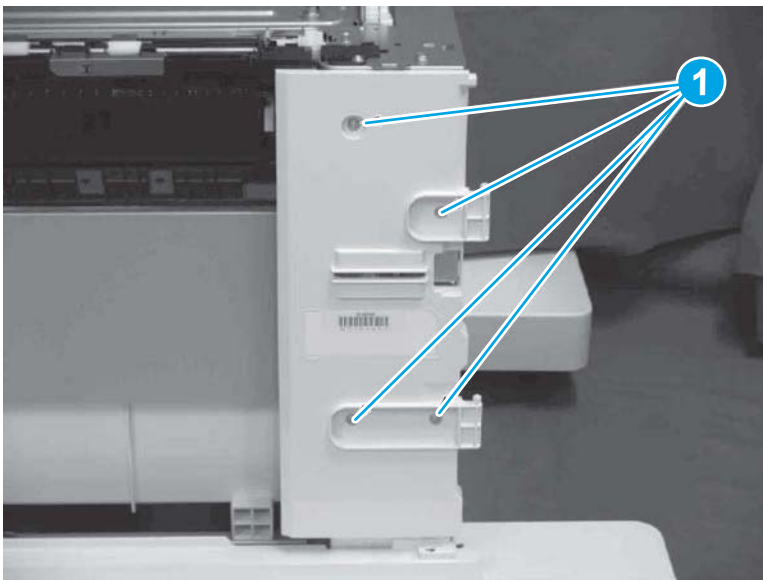
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette pickup assembly

Follow these steps to remove the cassette pickup assembly.

1. Remove four screws (callout 1).

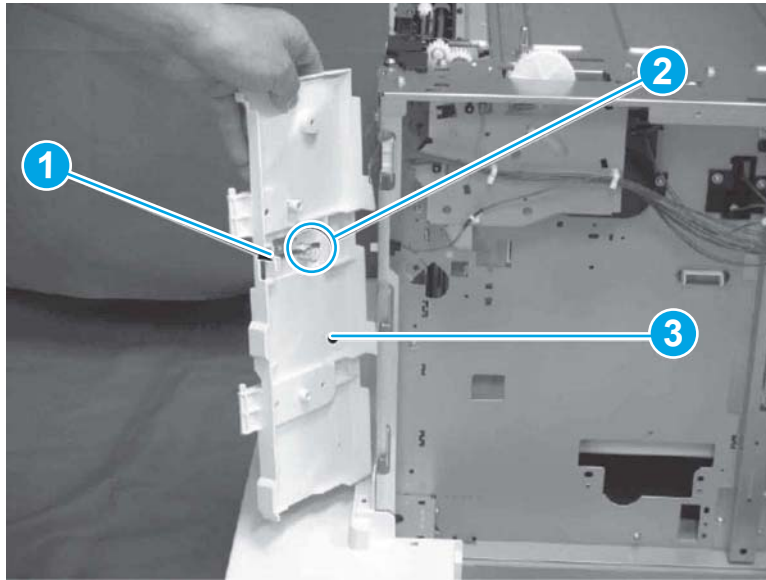
Figure 8-1496 Remove screws



2. Release one tab (callout 1).

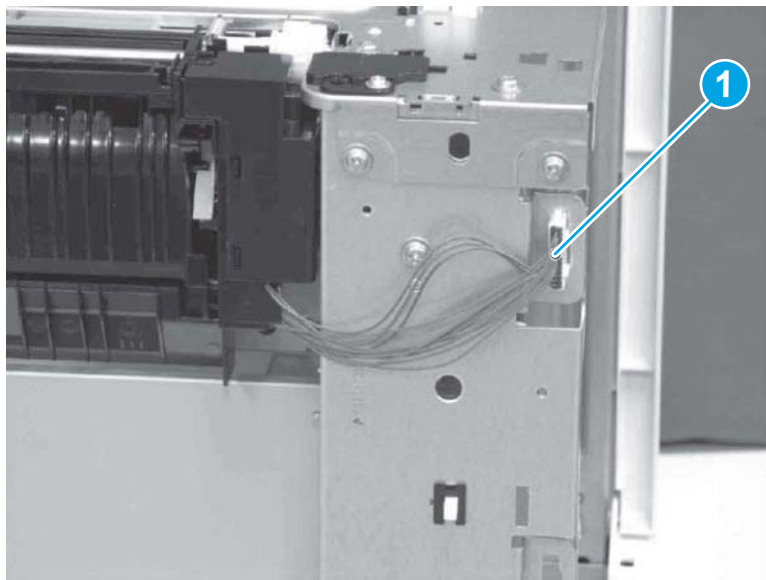
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-1497 Remove cover



4. Disconnect one connector (callout 1).

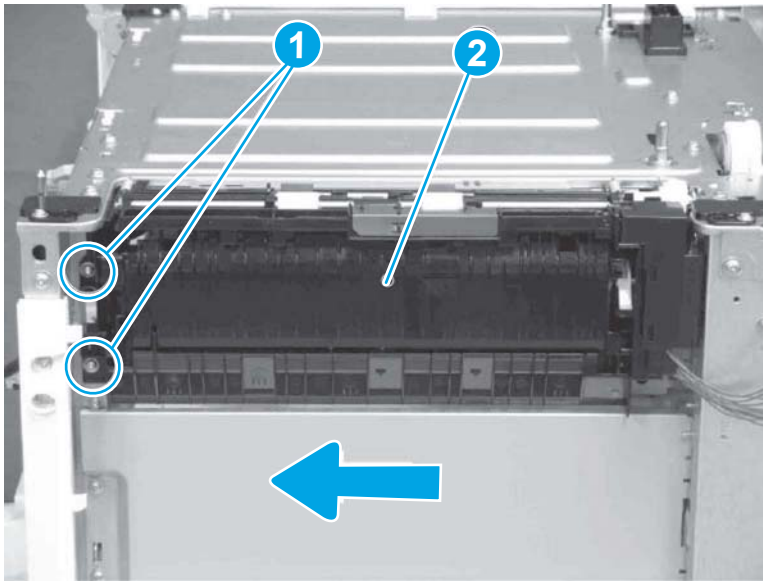
Figure 8-1498 Disconnect connector




5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-1499 Remove cassette pickup assembly



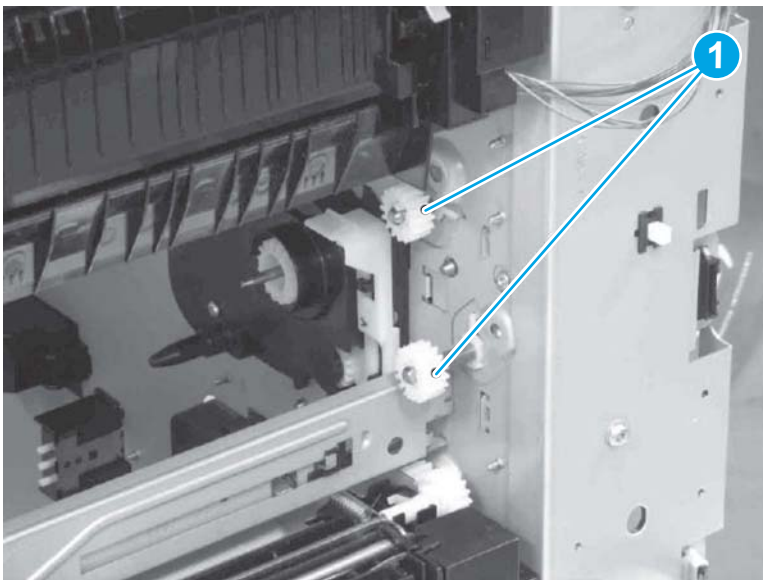
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 drive assembly

Follow these steps to remove the cassette 2 drive assembly.

- Remove two gears (callout 1).

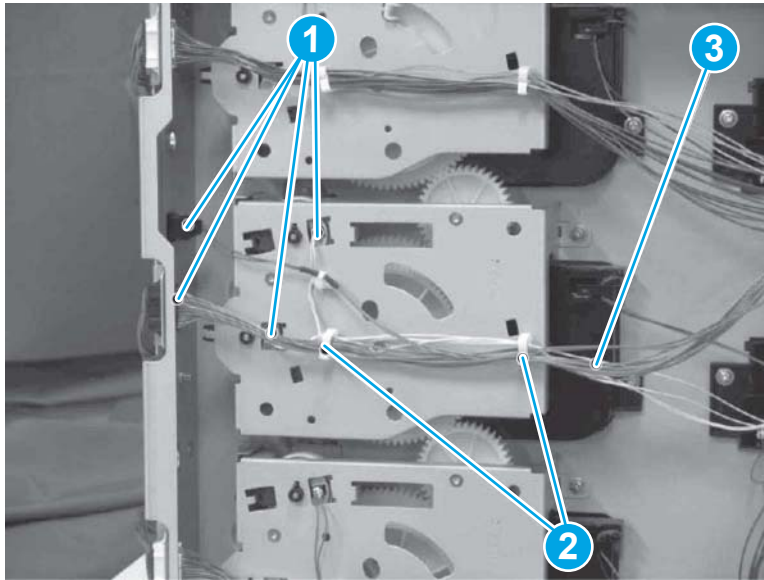
Figure 8-1500 Remove gears



- Disconnect four connectors (callout 1).

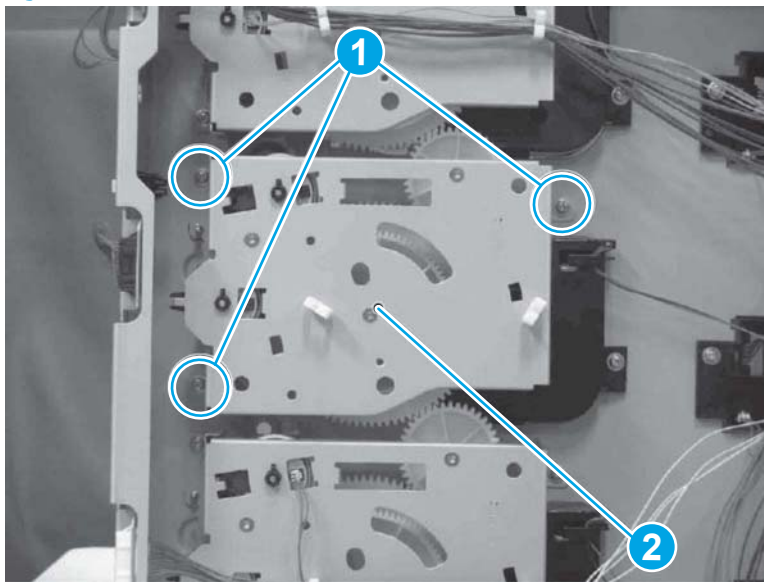
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-1501 Disconnect connectors and release cable



4. Remove three screws (callout 1).
5. Remove the cassette 2 drive assembly (callout 2).

Figure 8-1502 Remove cassette 2 drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

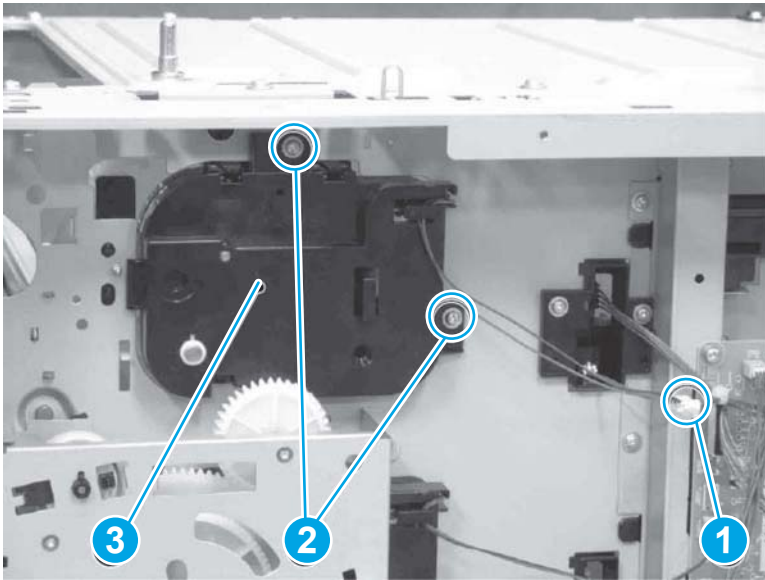
Remove the cassette lifter drive assembly

Follow these steps to remove the cassette lifter drive assembly.


1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2).

3. Remove the cassette lifter drive assembly (callout 3).

Figure 8-1503 Remove cassette 1 lifter drive assembly



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: Cassette lifter drive assembly

- ▲ Make sure that the lever (callout 2) is in the correct position when installing the cassette 1 lifter drive assembly (callout 1).

Figure 8-1504 Correct lever position

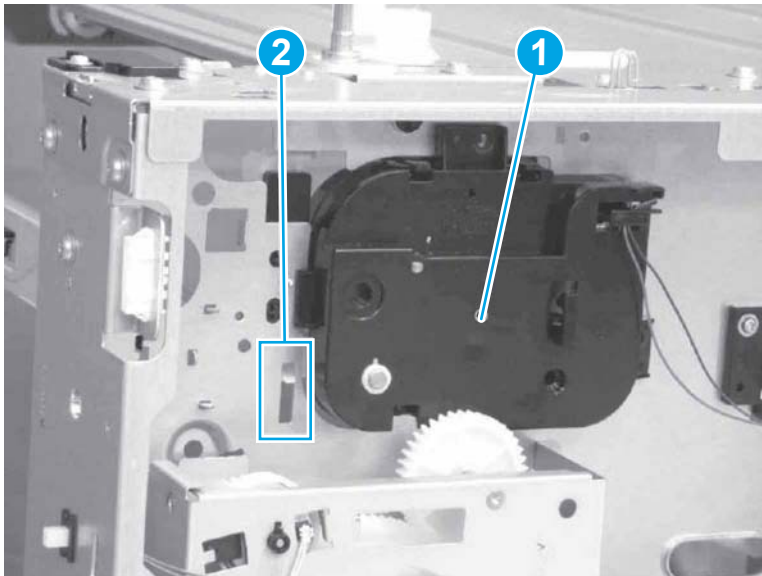
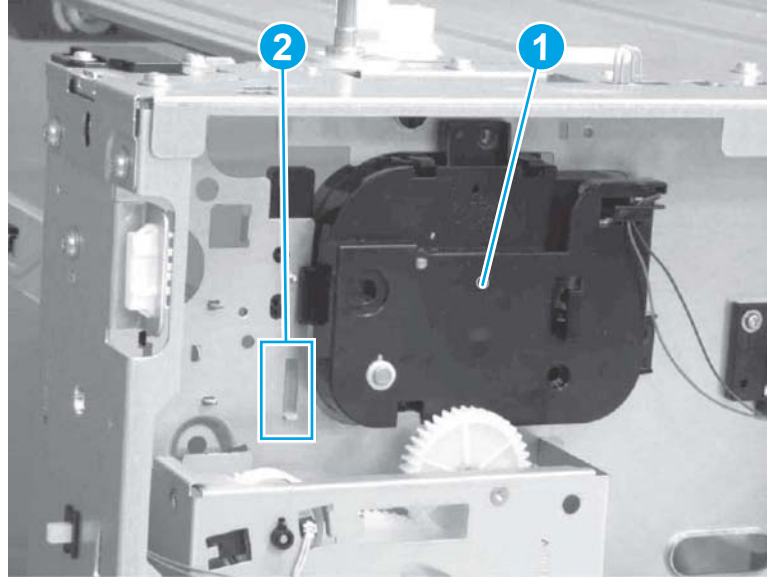


Figure 8-1505 Incorrect lever position



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

Removal and replacement: 2,550-sheet paper deck tray lifter drive assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck tray lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-109 Part information

2,550-sheet paper deck tray lifter drive assembly part number	
RM2-0915-000CN	Tray lifter motor drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

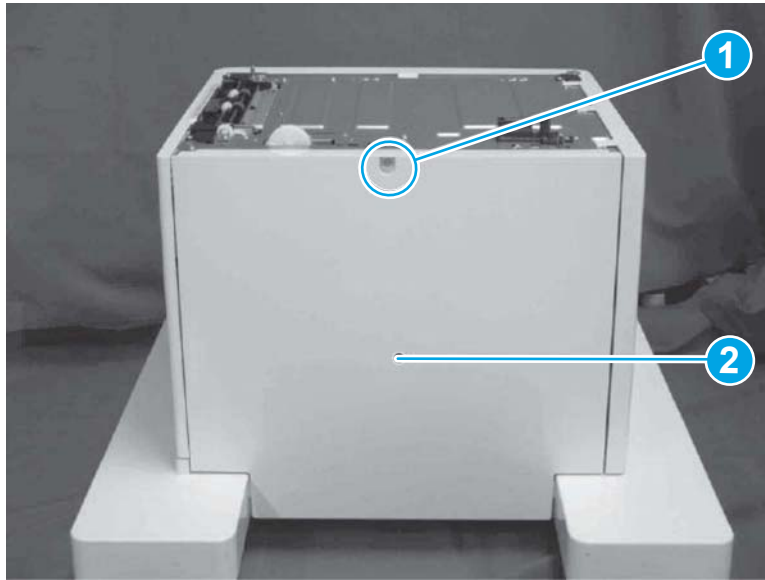
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1506 Remove rear cover



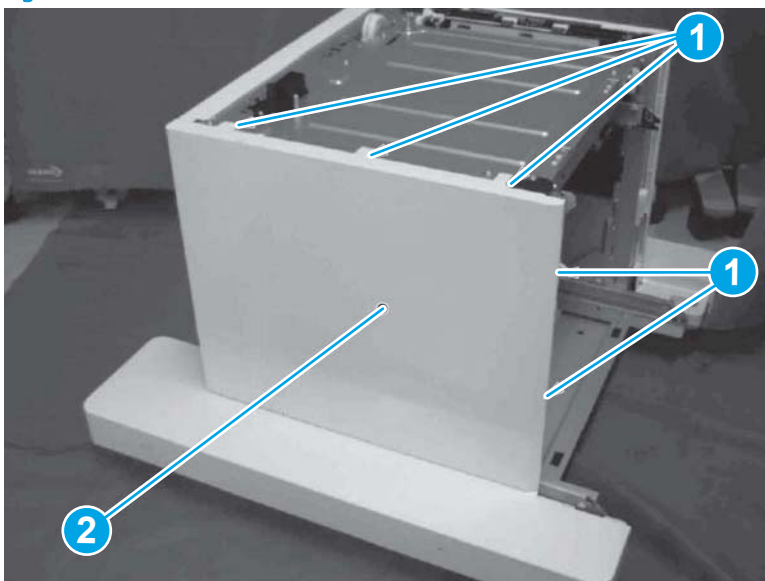
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Pull out the tray assembly.
2. Release five tabs (callout 1).
3. Remove the left cover (callout 2).

Figure 8-1507 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Remove three screws (callout 1).
2. Release two bosses (callout 2).
3. Lift straight up to remove the left lower cover (callout 3).


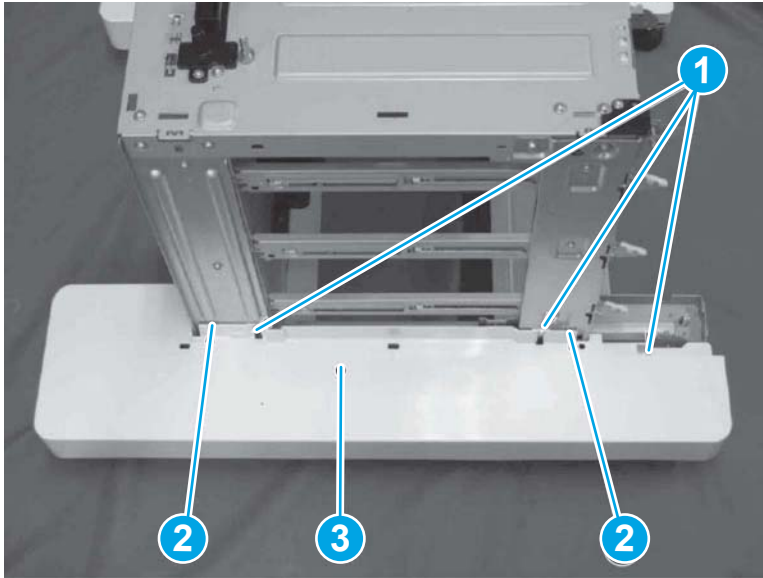

 **NOTE:** Avoid removing the left lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-1508 Remove the left lower cover



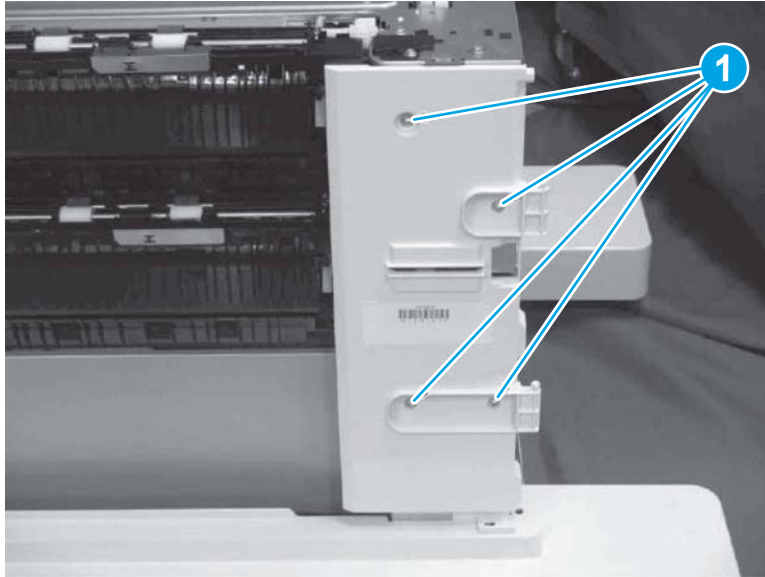
 **TIP:** Reverse the removal steps to install the assembly.

Remove cassette pickup assembly

Follow these steps to remove cassette pickup assembly.

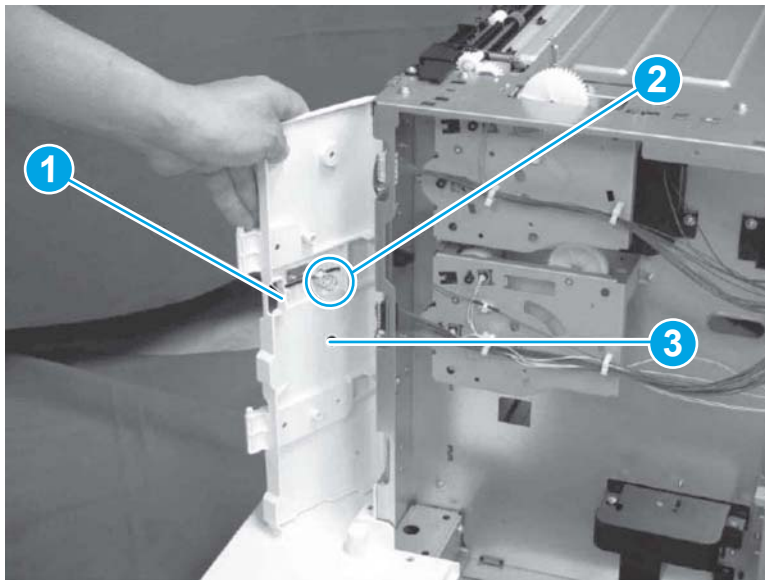
1. Remove four screws (callout 1).

Figure 8-1509 Remove screws



2. Release one tab (callout 1).
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

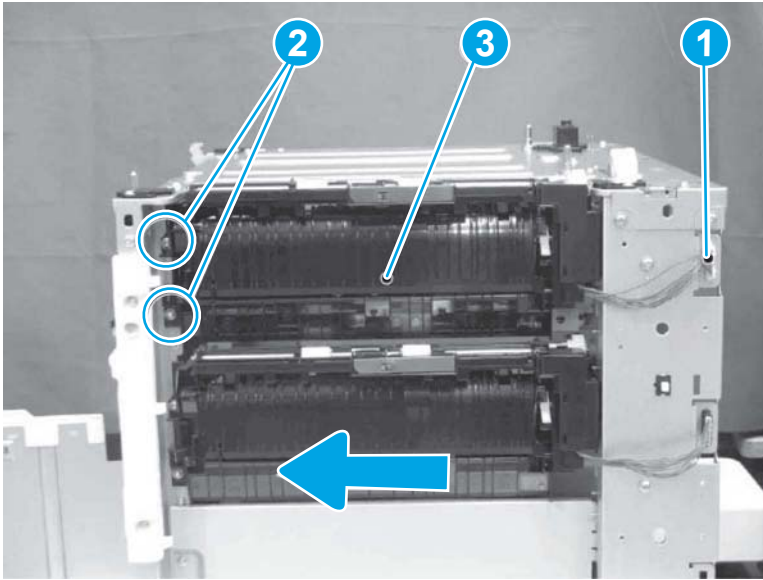
Figure 8-1510 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).

- Slide the cassette pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-1511 Remove cassette pickup assembly



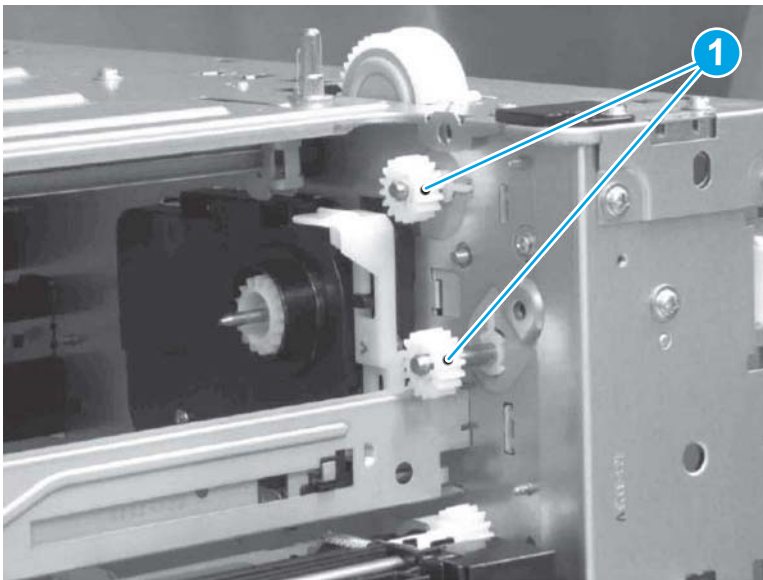
TIP: Reverse the removal steps to install the assembly.

Remove the cassette drive assembly

Follow these steps to remove the cassette drive assembly.

- Remove two gears (callout 1).

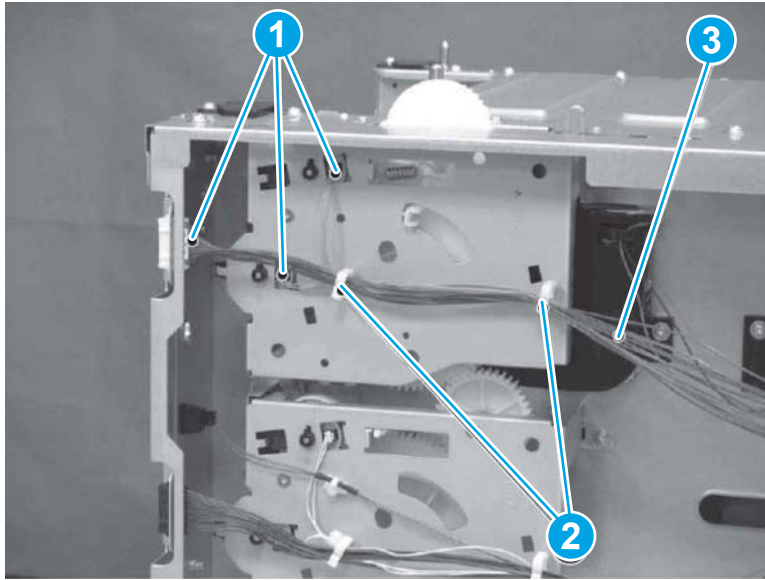
Figure 8-1512 Remove gears



- Disconnect three connectors (callout 1).

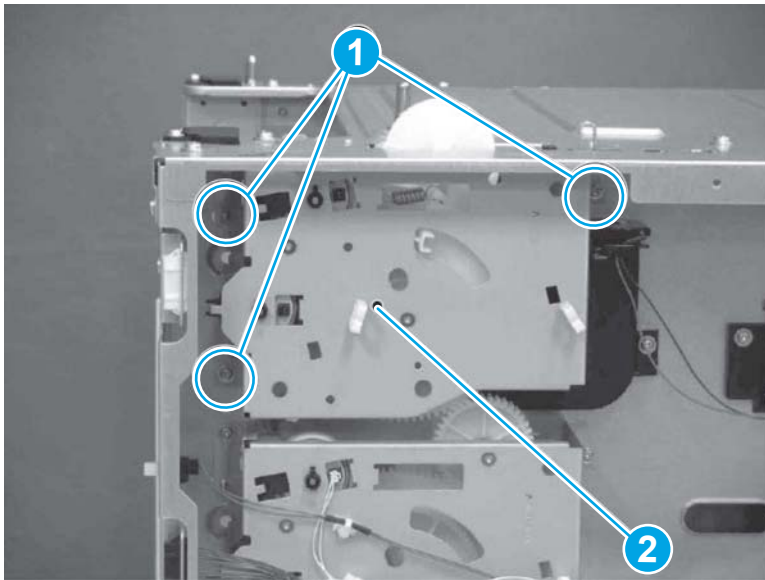
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-1513 Disconnect connectors and release cable



4. Remove three screws (callout 1).
5. Remove the cassette drive assembly (callout 2).

Figure 8-1514 Remove cassette drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

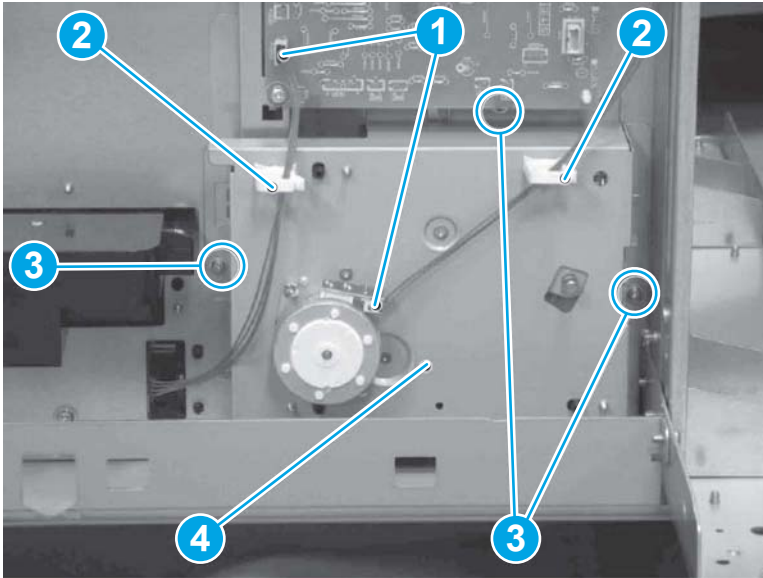
Remove the tray lifter drive assembly


Follow these steps to remove the tray lifter drive assembly.

1. Disconnect two connectors (callout 1).
2. Remove two cable clamps (callout 2).

3. Remove three screws (callout 3).
4. Remove the tray lifter drive assembly (callout 4).

Figure 8-1515 Remove tray lifter drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck cassette auto close assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck cassette auto close assembly.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-110 Part information

Part number	Part description
RM2-0856-000CN	Auto close assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

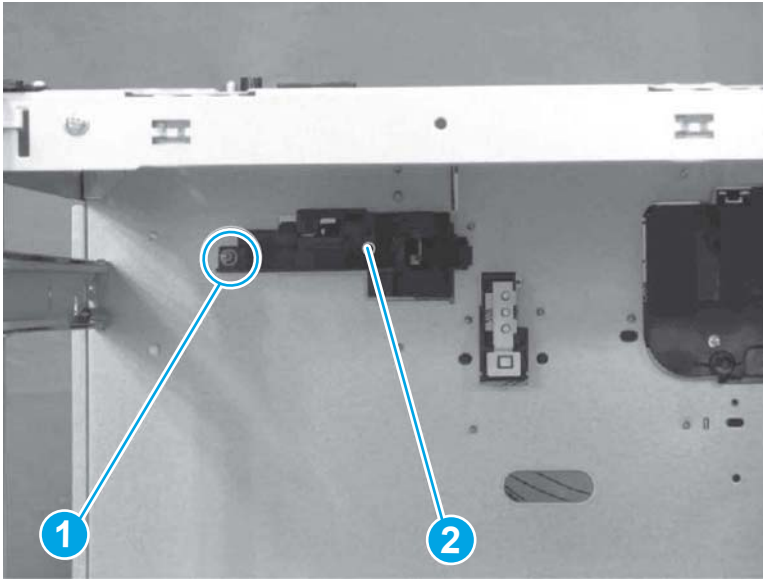
Remove the cassette auto close assembly


Follow these steps to remove the cassette auto close assembly.

1. Remove one screw (callout 1).

2. Remove the cassette auto close assembly (callout 2).

Figure 8-1516 Remove cassette auto close assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck tray auto close assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck tray auto close assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-111 Part information

Part number	Part description
RM2-0918-000CN	Tray auto close assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

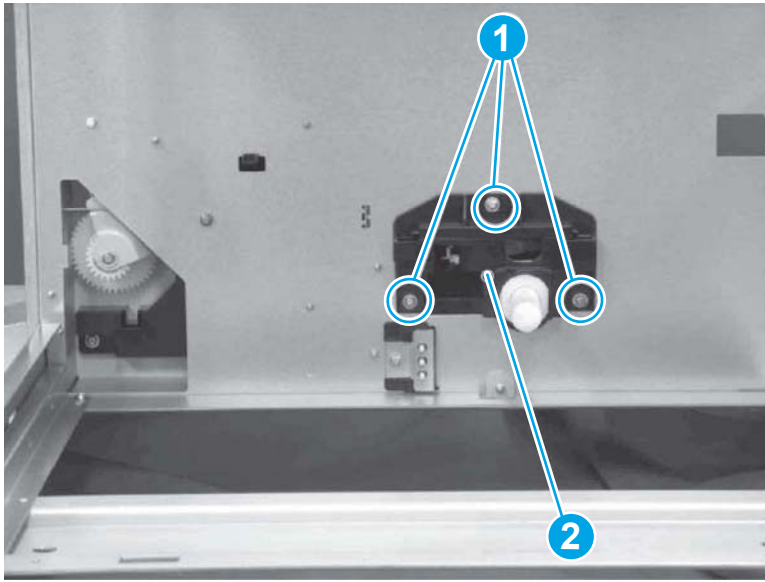
Remove the tray auto close assembly


Follow these steps to remove the tray auto close assembly.

1. Remove three screws (callout 1).

2. Remove the tray auto close assembly (callout 2).

Figure 8-1517 Remove the tray auto close assembly




 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,550-sheet paper deck separation (retard) roller assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck retard roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-112 Part information

Part number	Part description
RM2-6772-000CN	Retard roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

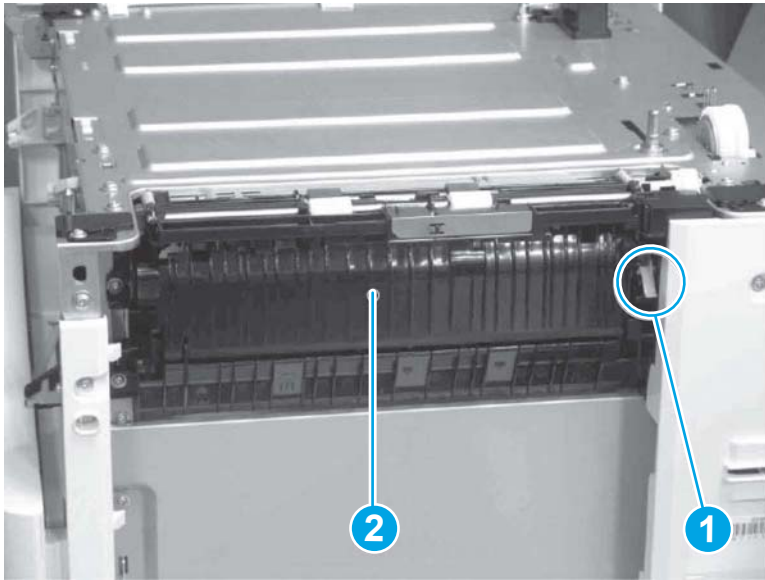
Open the right door assembly

Follow these steps to open the right door assembly.

1. Open the right door assembly.
2. Push the lever (callout 1).

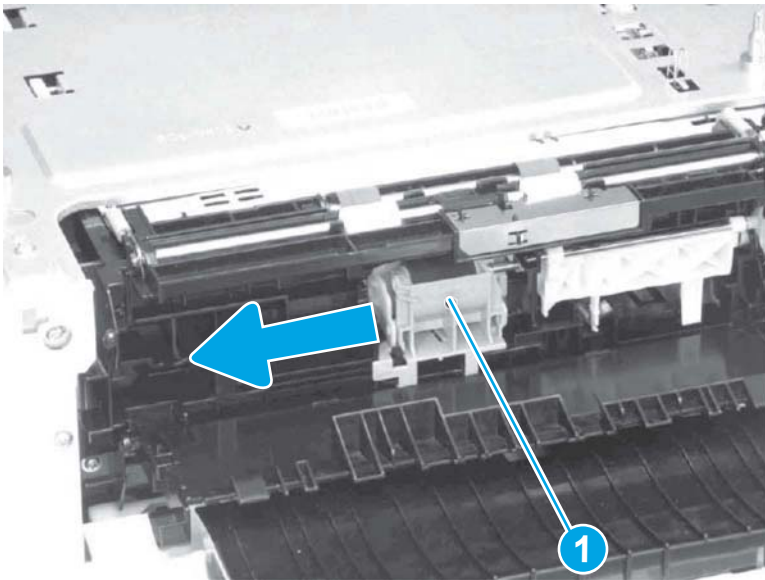
3. Open the feed guide (callout 2).

Figure 8-1518 Open feed guide



4. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
5. Remove the PD retard roller assembly (callout 1).

Figure 8-1519 Remove PD retard roller assembly



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

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

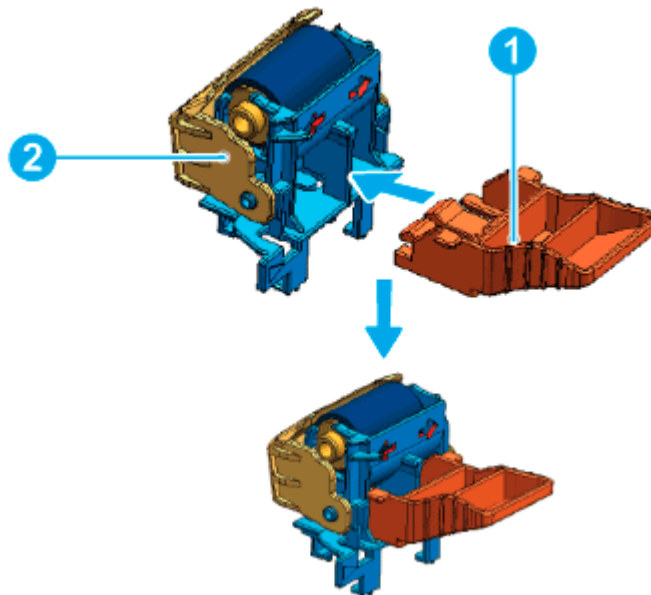
Continue to reverse the removal steps to finish installing the assembly

Also use the following **special installation instructions for the PD retard roller assembly**.

When using the retard roller replacement tool, follow the procedure below for assembly.

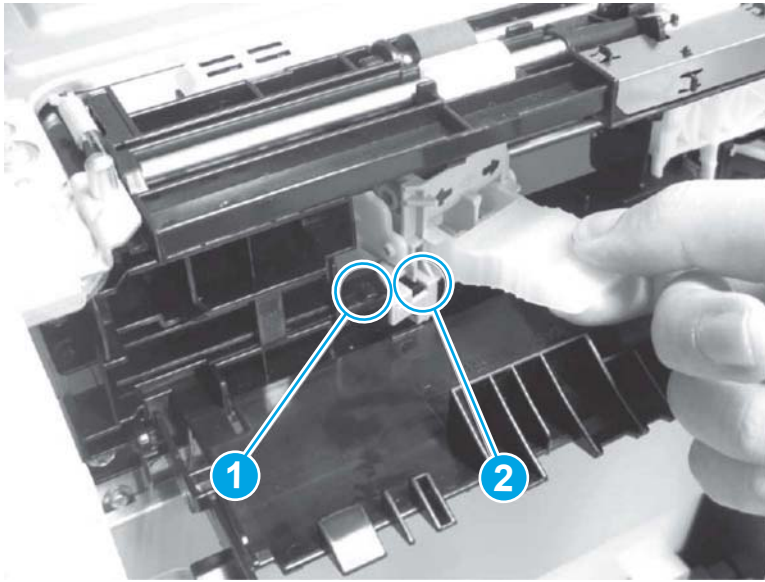
1. Insert the retard roller replacement tool (callout 1) in the PD retard roller assembly (callout 2).

Figure 8-1520 PD retard roller assembly hole



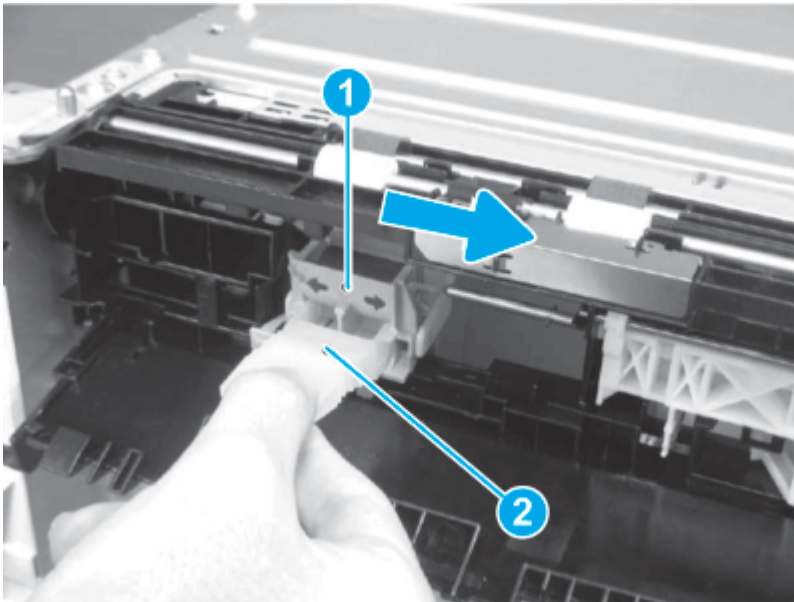
2. Insert the boss (callout 1) in the PD retard roller assembly hole (callout 2).

Figure 8-1521 Insert boss



3. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
4. Pull out the retard roller replacement tool (callout 2).

Figure 8-1522 Remove retard roller replacement tool



Removal and replacement: 2,550-sheet paper deck pickup roller assembly

This document provides the procedures to remove and replace the 2,550-sheet paper deck PD pickup roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-113 Part information

Part number	Part description
RM2-1275-000CN	Paper pick-up roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

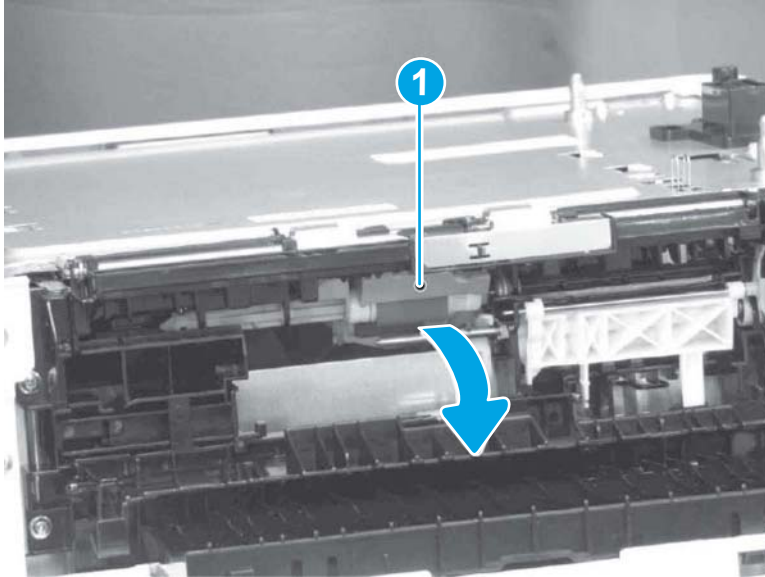
No post service test is available for this assembly.

Remove the PD pickup roller assembly

Follow these steps to remove the PD pickup roller assembly.

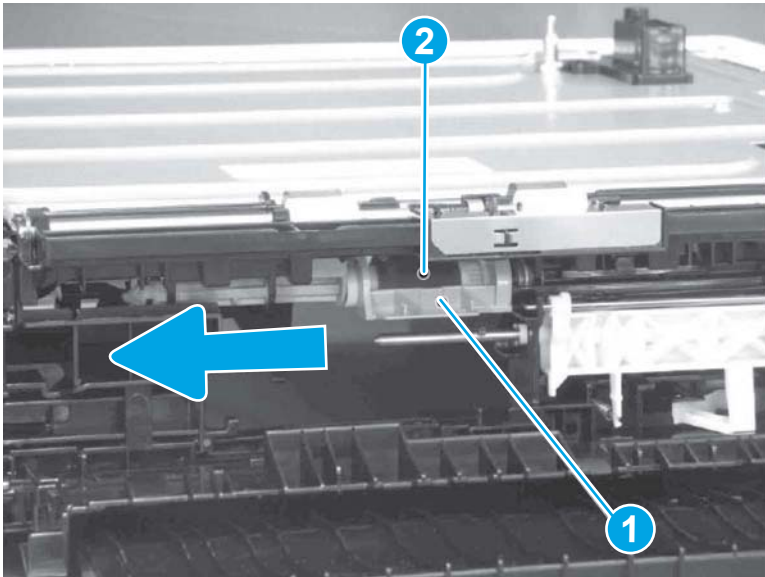
1. Open the tab (callout 1).

Figure 8-1523 Open tab



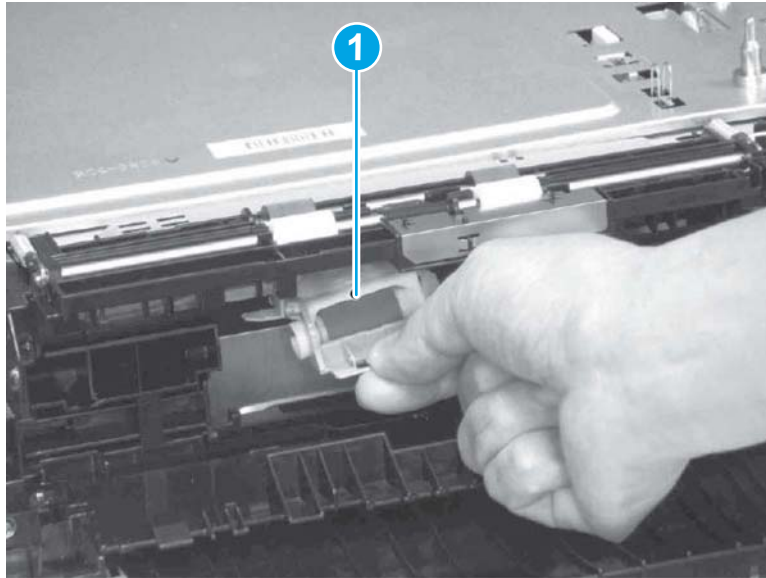
2. Hold the tab (callout 1) and slide the PD pickup roller assembly (callout 2) in the direction of the arrow.

Figure 8-1524 Slide PD pickup roller assembly




3. Pull out the PD pickup roller assembly (callout 1).

Figure 8-1525 Pull out PD pickup roller assembly

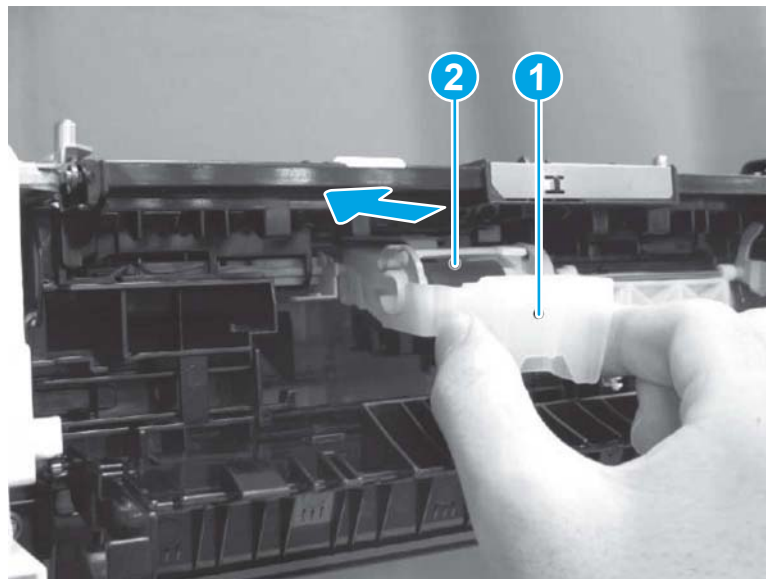


4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** If the pickup roller replacement tool will be used, follow the procedure below for assembly.

- a. Hold the replacement tool (callout 1) and the PD pickup roller assembly (callout 2) in the direction of the arrow.

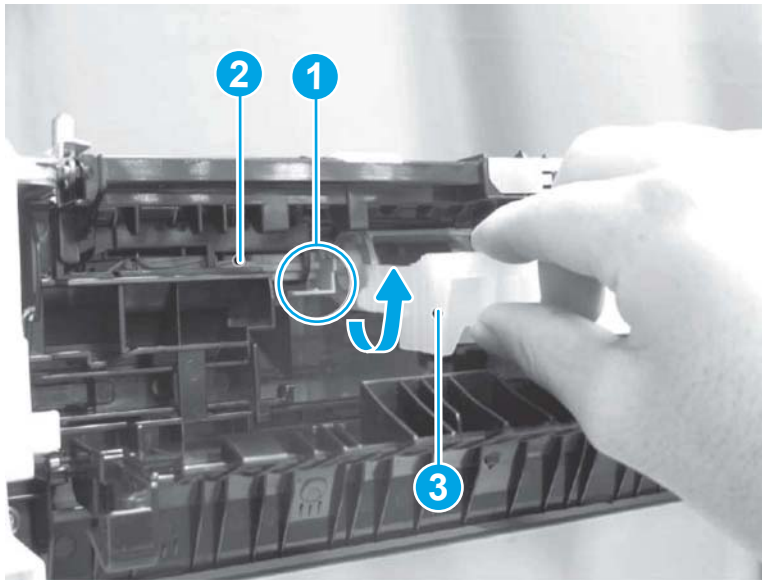
Figure 8-1526 Hold replacement tool in direction of arrow



- b. Rotate the tab (callout 1) in the direction of the arrow. The shaft (callout 2) will slide to engage with the PD pickup roller assembly.

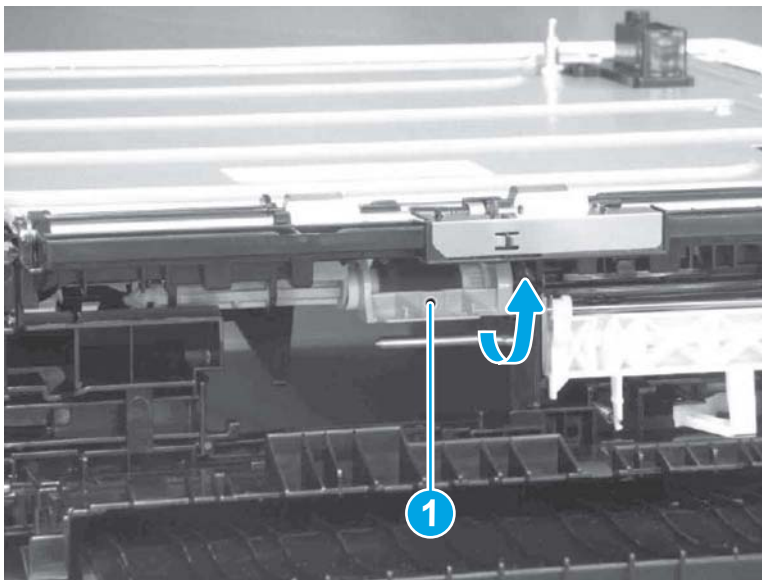
Pull out the replacement tool (callout 3).

Figure 8-1527 Remove replacement tool



- c. Rotate the tab (callout 1) in the direction of arrow to close.


Figure 8-1528 Rotate tab to close



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the followingspecial installation instructions.

Removal and replacement: 2,550-sheet paper deck controller PCA

This document provides the procedures to remove and replace the 2,550-sheet paper deck controller PCA.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-114 Part information

Part number	Part description
RM2-9020-000-CN	Paper deck controller PCB assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

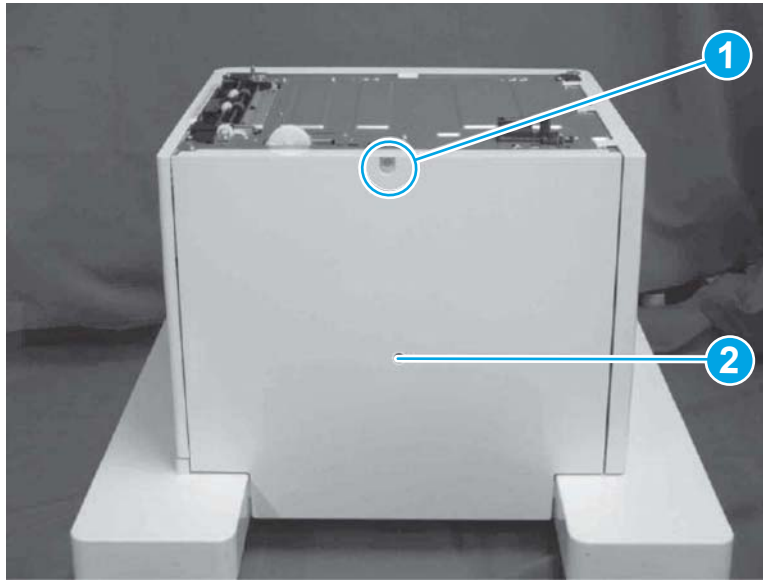
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1529 Remove rear cover



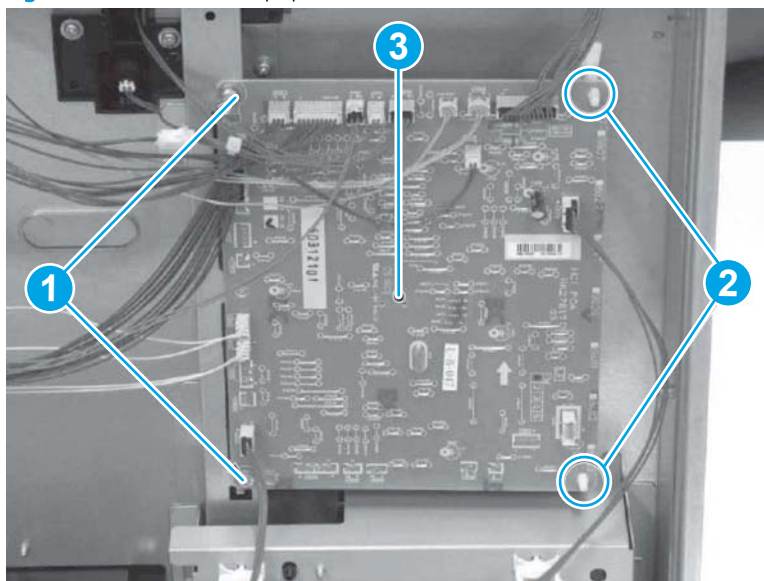
 **TIP:** Reverse the removal steps to install the assembly.

Remove the paper deck controller PCA

Follow these steps to remove the paper deck controller PCA.

1. Disconnect all the connectors on the paper deck controller PCA.
2. Remove two screws (callout 1).
3. Release two tabs (callout 2).
4. Remove the paper deck controller PCA (callout 3).

Figure 8-1530 Remove paper deck controller PCA



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Output accessories

Learn how to remove and replace the output accessories.

Removal and replacement: 2-bin staple stacker multi-bin mailbox


Learn how to remove and replace the 2-bin staple stacker multi-bin mailbox parts and assemblies.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) rear cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox rear cover.


Mean time to repair: 10 minutes

Service level: Intermediate

 **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.

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 8-115 Part information

Part number	Part description
RC4-9579-000CN	Rear upper cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

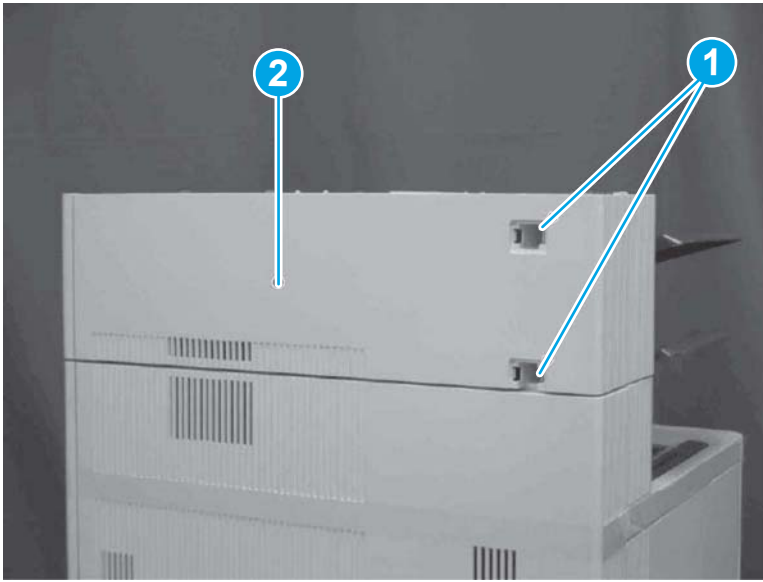
Remove the rear cover


Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1531 Remove rear cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) staple cover/staple door/front door


This document provides the procedures to remove and replace the staple stacker multi-bin mailbox staple cover/staple door/front door.

 [View how to remove and replace the stapler cover.](#)

 [View how to remove and replace the stapler door.](#)


Mean time to repair: 10 minutes

Service level: Intermediate

 **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.

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 8-116 Part information

Part number	Part description
RC4-9575-000CN	Staple door
RC4-9582-000CN	Staple cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

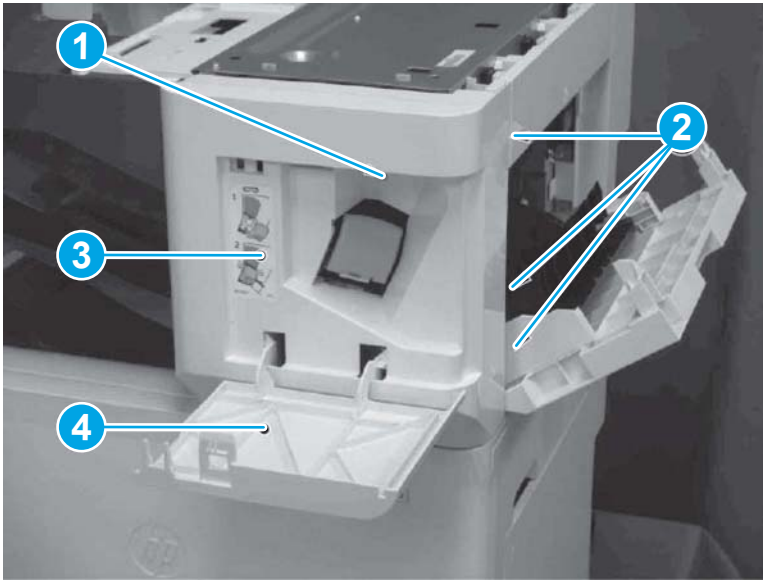
No post service test is available for this assembly.

Remove the staple cover/staple door/front door

Follow these steps to remove the staple cover/staple door/front door.

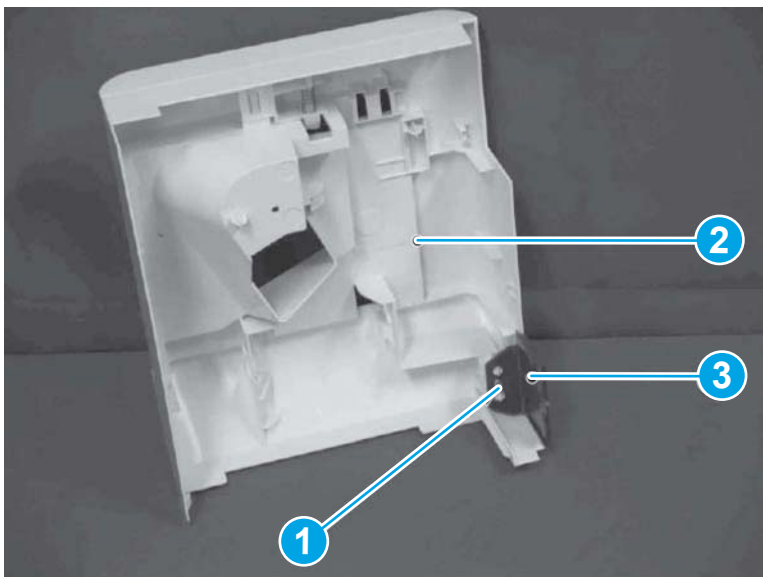
1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1532 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2) together.

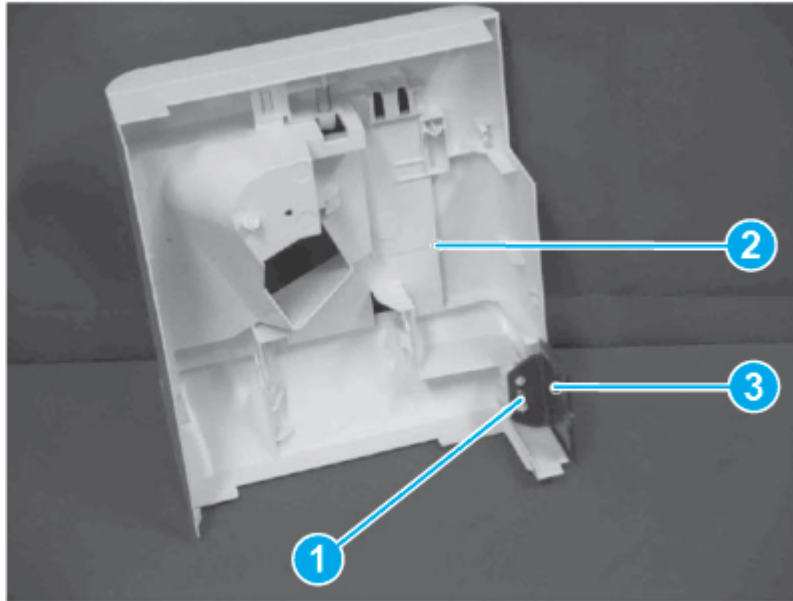
Figure 8-1533 Remove staple cover from staple door



7. Remove one screw (callout 1).

8. Remove the front door (callout 3) from the staple cover (callout 2).

Figure 8-1534 Remove front door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Staple stacker multi-bin mailbox (2-bin) right upper cover

This document provides the procedures to remove and replace the Staple stacker multi-bin mailbox right upper cover.

 [View a video on how to remove and replace the rear upper cover.](#)


Mean time to repair: 10 minutes

Service level: Intermediate

 **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.

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 8-117 Part information

Part number	Part description
RCC4-9438-000CN	Right upper cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

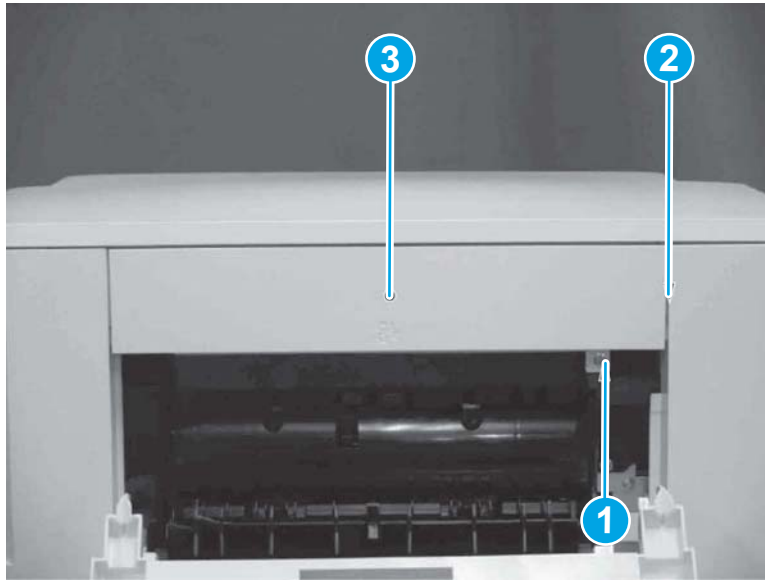
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-1535 Remove rear upper cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) rear corner cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox rear corner cover.



[View a video on how to remove and replace the rear corner cover.](#)

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-118 Part information

Part number	Part description
RC4-9581-000CN	Rear corner cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

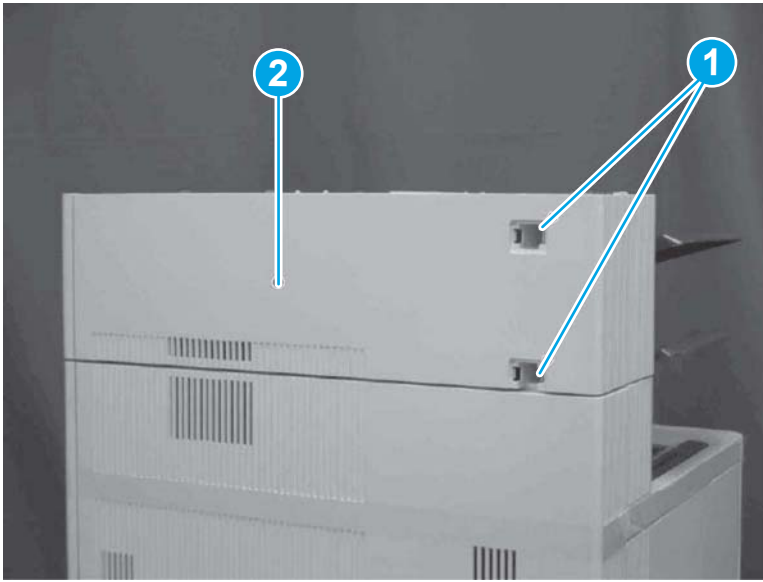
Remove the rear cover


Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1536 Remove rear cover



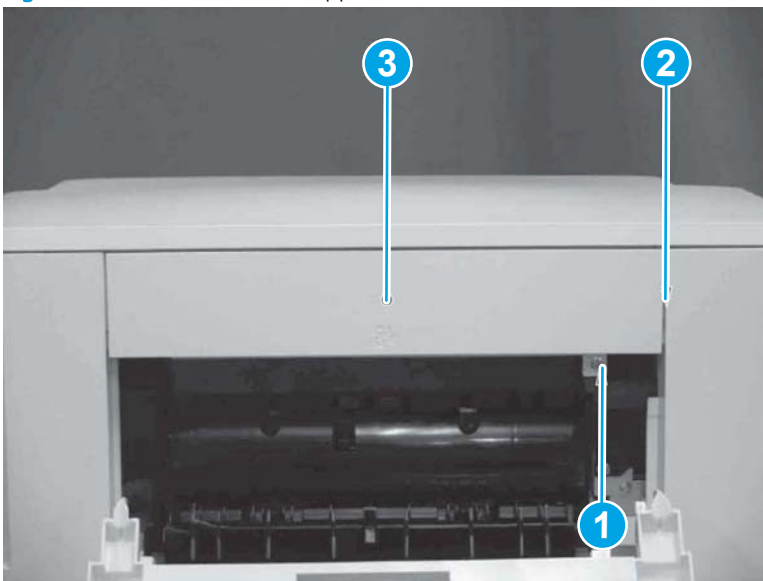
 **TIP:** Reverse the removal steps to install the assembly.


Remove the rear upper cover

Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).
4. Remove the rear upper cover (callout 3).

Figure 8-1537 Remove rear upper cover



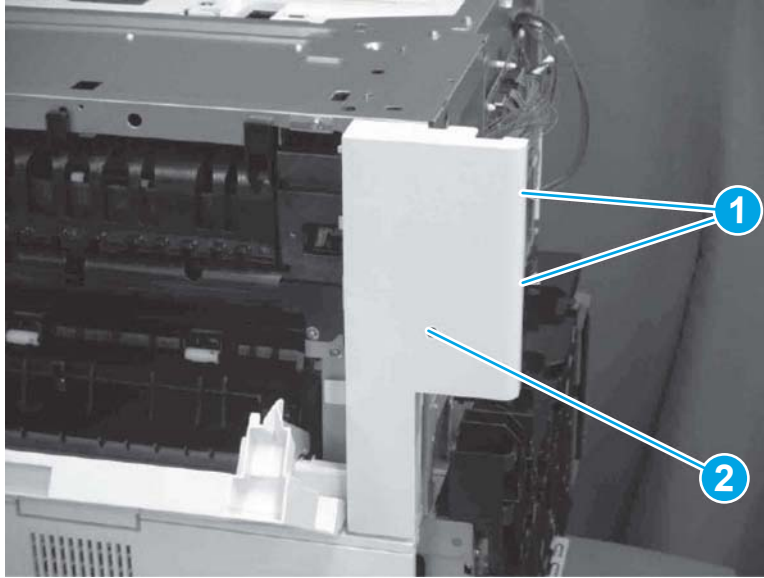
 **TIP:** Reverse the removal steps to install the assembly.


Remove the rear corner cover

Follow these steps to remove the rear corner cover.

1. Release two tabs (callout 1).
2. Remove the rear corner cover (callout 2).

Figure 8-1538 Remove rear corner cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) right lower cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox right lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-119 Part information

Part number	Part description
RC4-9439-000CN	Right lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

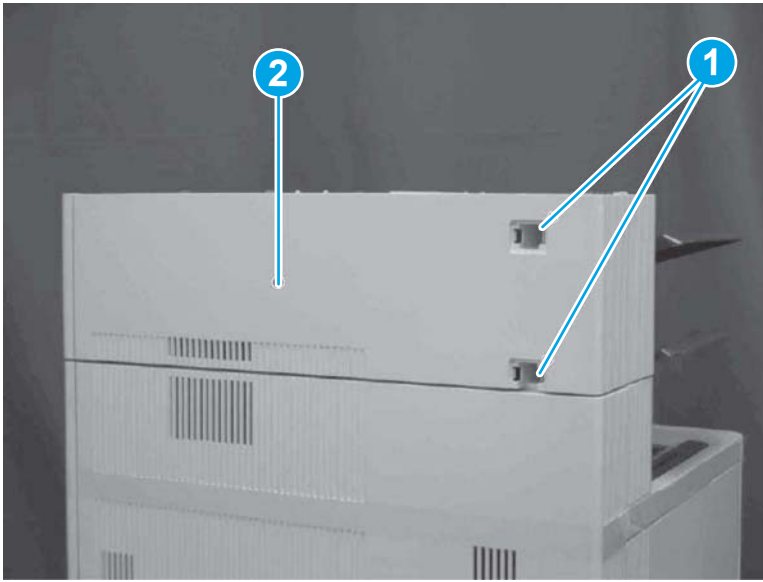
Remove the rear cover


Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1539 Remove rear cover



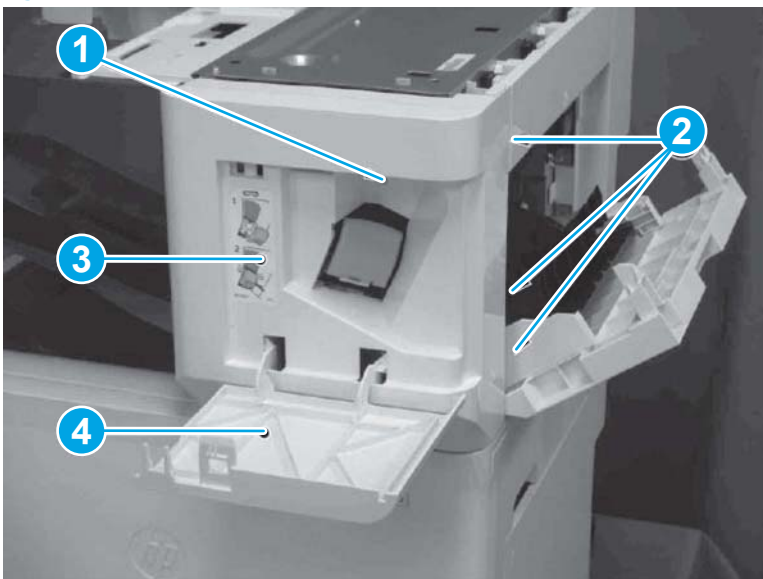
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/staple door/front door

Follow these steps to remove the staple cover/staple door/front door.

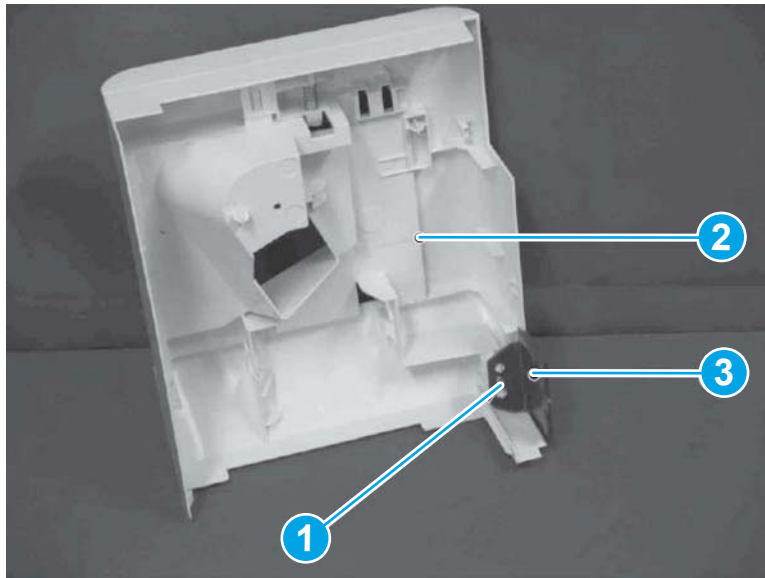
1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1540 Remove staple cover and staple door



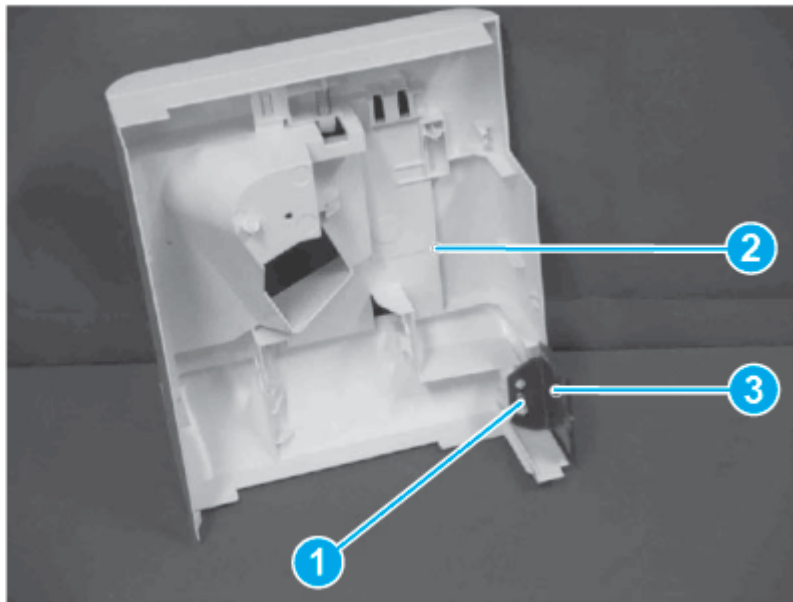
5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2) together.


Figure 8-1541 Remove staple cover from staple door



7. Remove one screw (callout 1).
8. Remove the front door (callout 3) from the staple cover (callout 2).

Figure 8-1542 Remove front door from staple cover



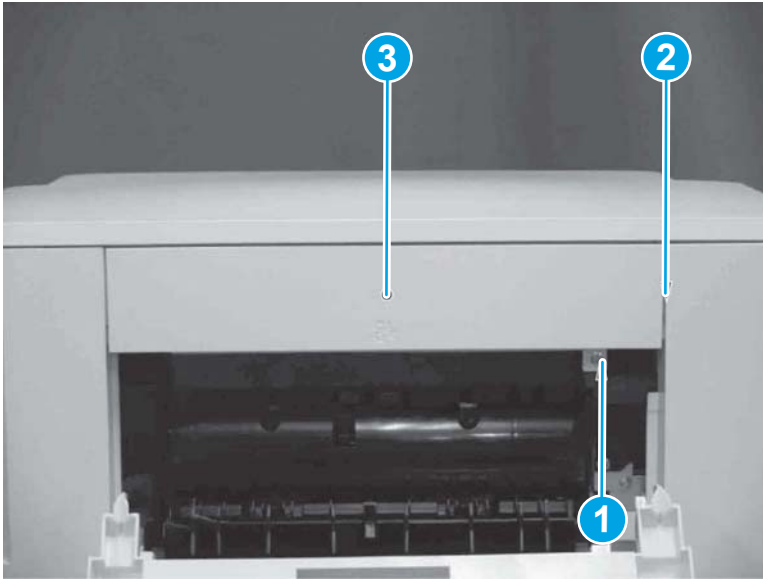
 **TIP:** Reverse the removal steps to install the assembly.


Remove the rear upper cover

Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).
4. Remove the rear upper cover (callout 3).

Figure 8-1543 Remove rear upper cover



 **TIP:** Reverse the removal steps to install the assembly.

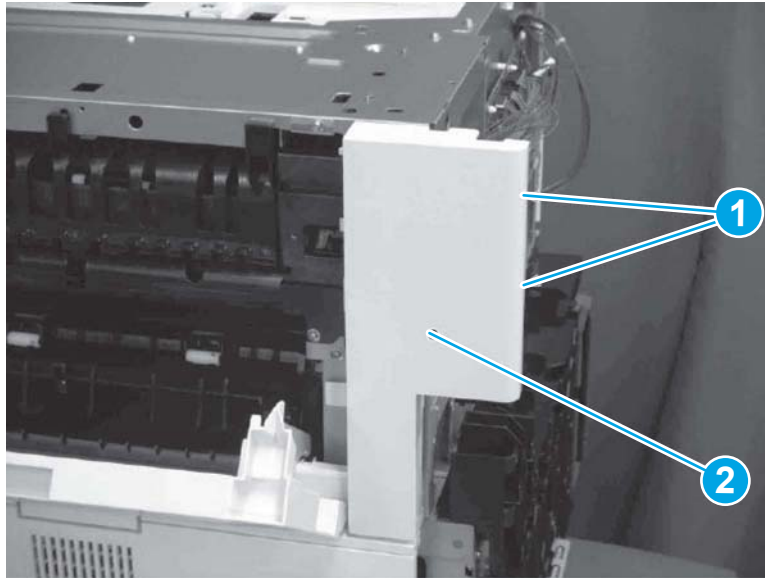
Remove the rear corner cover


Follow these steps to remove the rear corner cover.

1. Release two tabs (callout 1).

2. Remove the rear corner cover (callout 2).

Figure 8-1544 Remove rear corner cover



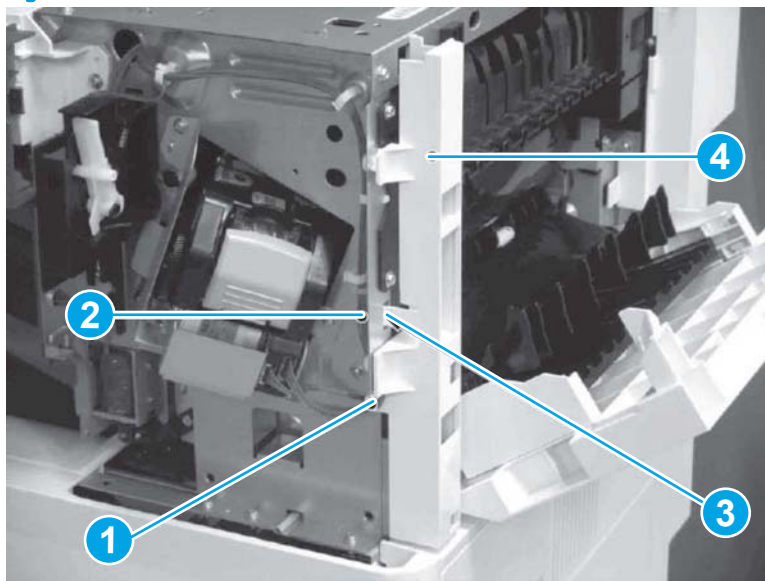
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right lower cover

Follow these steps to remove the right lower cover.

1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).

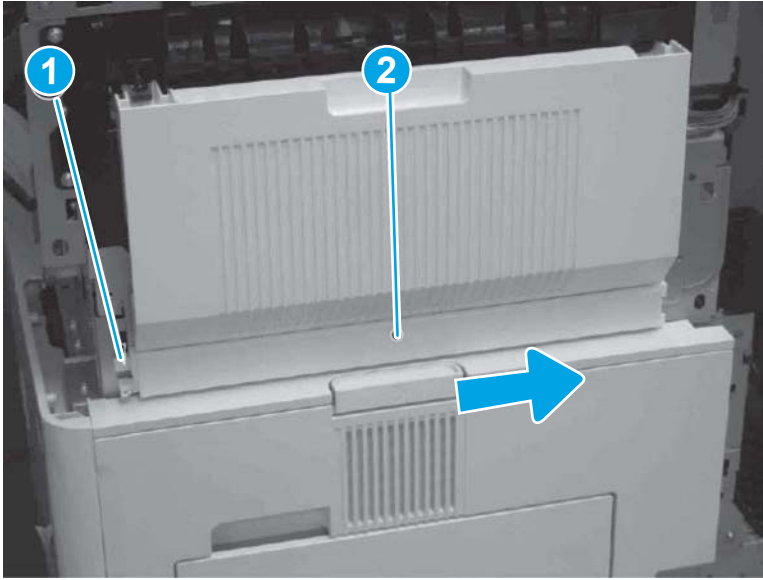
Figure 8-1545 Remove inner cover




4. Release one tab (callout 1).

5. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-1546 Remove right lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) rear inner cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox rear inner cover.



[View a video on how to remove and replace the rear inner cover.](#)

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-120 Part information

Part number	Part description
RC4-9580-000CN	Rear inner cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

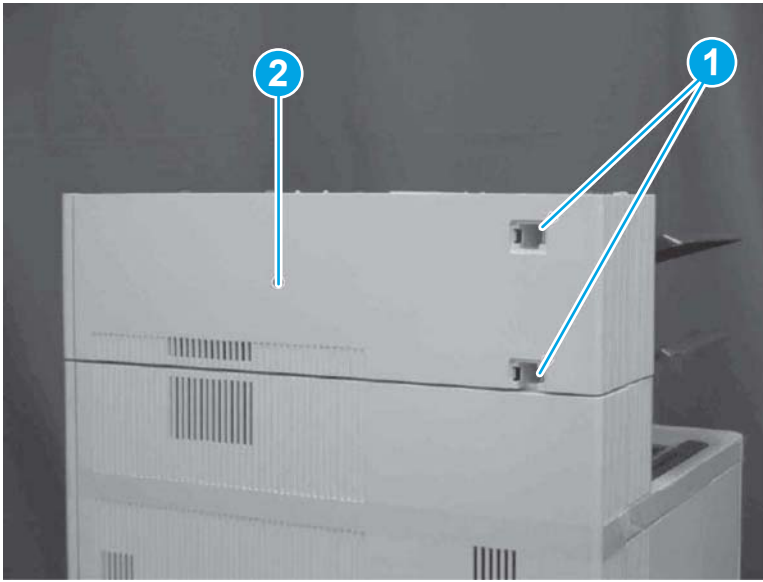
Remove the rear cover


Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1547 Remove rear cover



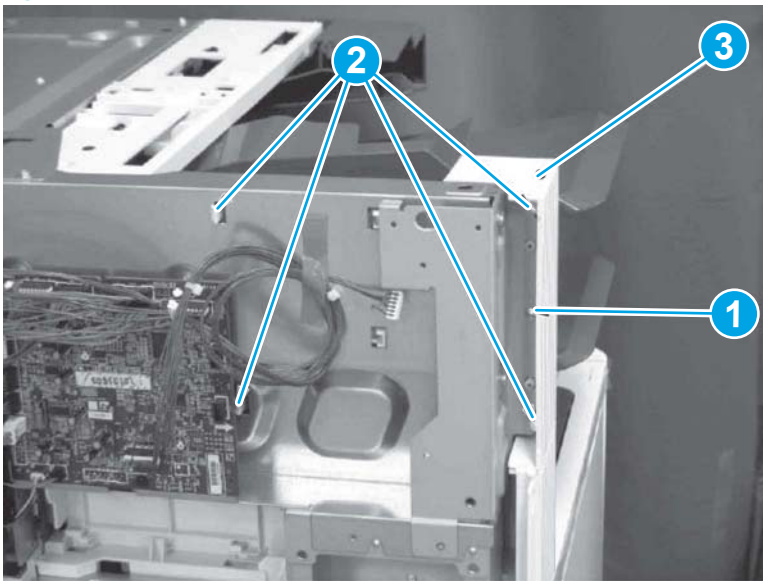
 **TIP:** Reverse the removal steps to install the assembly.


Remove the rear inner cover

Follow these steps to remove the rear inner cover.

1. Remove one screw (callout 1).
2. Release four tabs (callout 2).
3. Remove the rear inner cover (callout 3).

Figure 8-1548 Remove rear inner cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) jogger cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox jogger cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-121 Part information

Part number	Part description
RC4-9589-000CN	Front jog cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

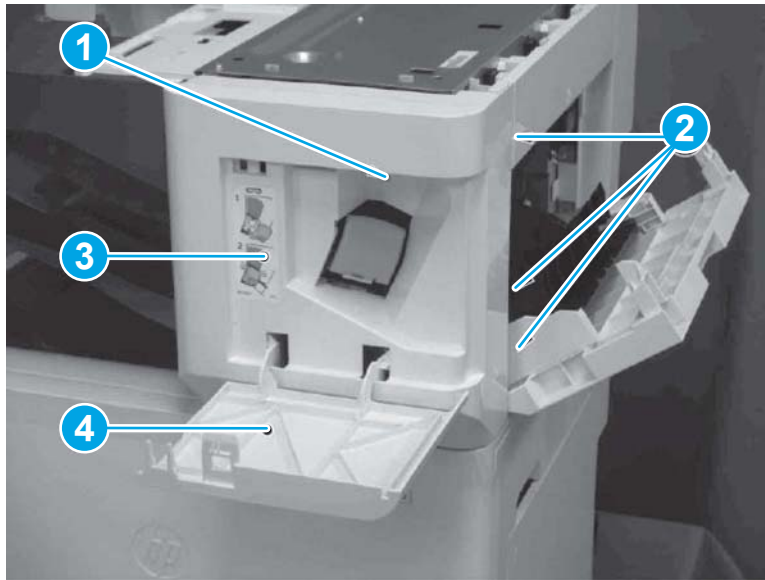
Remove the staple cover/staple door/front door

Follow these steps to remove the staple cover/staple door/front door.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).
3. Release three tabs (callout 2).

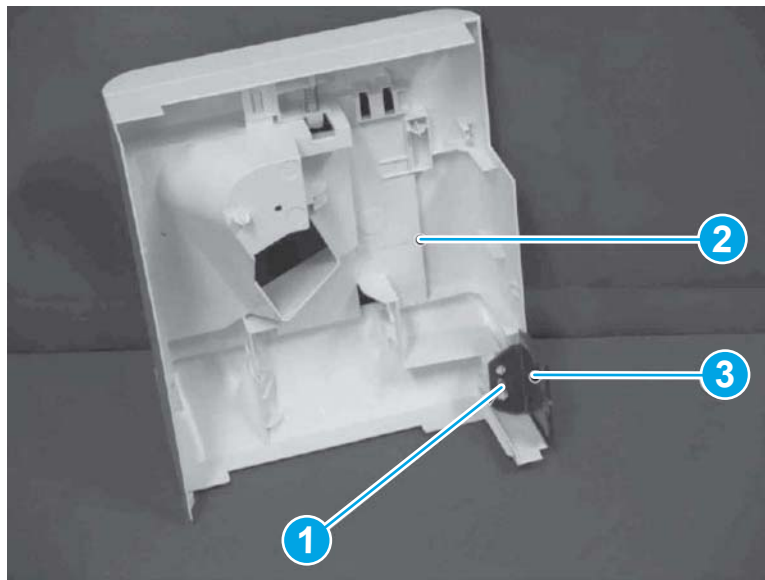
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1549 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2) together.

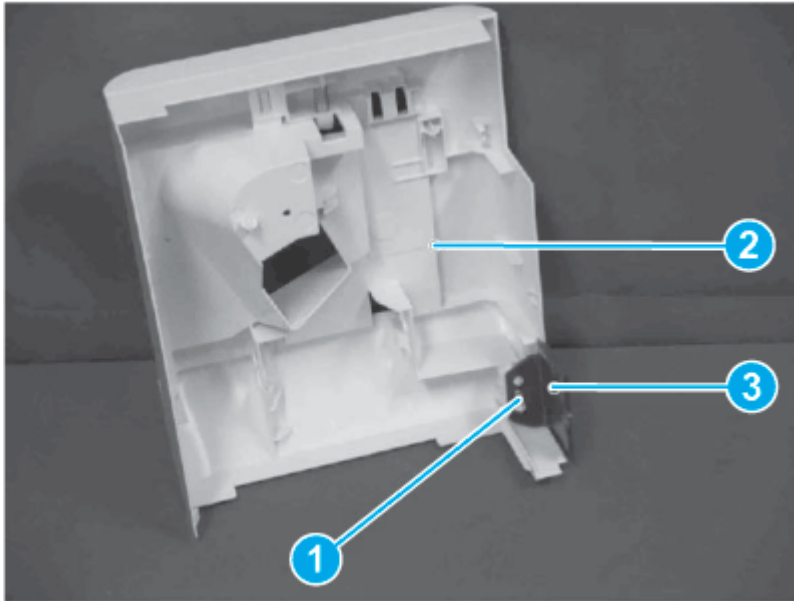
Figure 8-1550 Remove staple cover from staple door




7. Remove one screw (callout 1).

8. Remove the front door (callout 3) from the staple cover (callout 2).

Figure 8-1551 Remove front door from staple cover



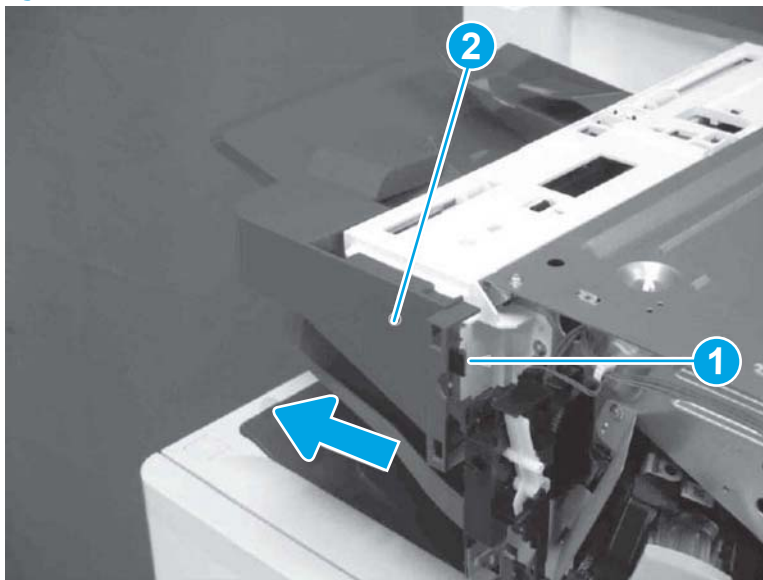
 **TIP:** Reverse the removal steps to install the assembly.


Remove the jogger cover

Follow these steps to remove the jogger cover.

1. Release one tab (callout 1).
2. Slide the jogger cover (callout 2) in the direction of the arrow to remove.

Figure 8-1552 Remove jogger cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) SS door

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox SS door assembly.



[View a video on how to remove and replace the mailbox SS door assembly.](#)

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-122 Part information

Part number	Part description
RM2-1038-000CN	Right door assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

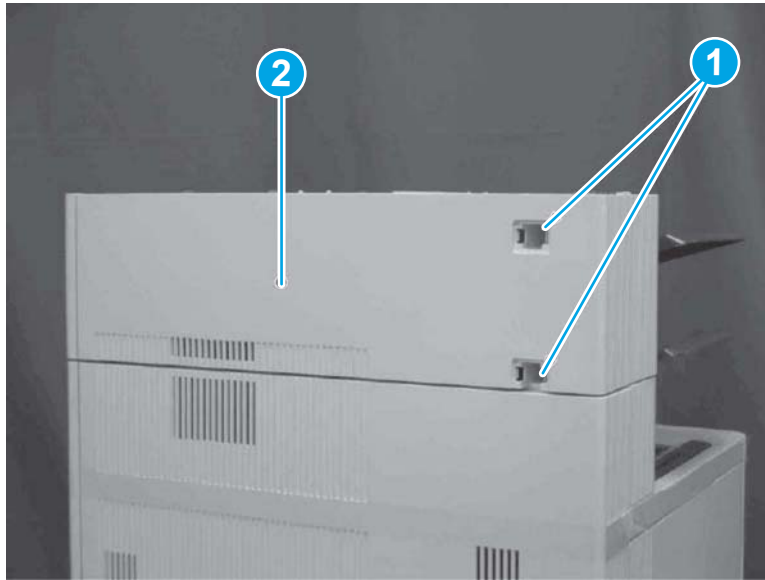
Remove the rear cover


Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1553 Remove rear cover



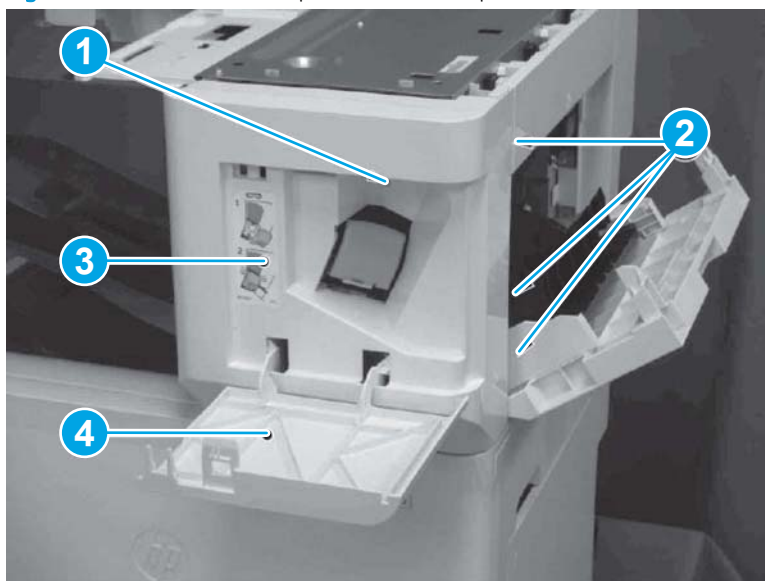
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/staple door/front door

Follow these steps to remove the staple cover/staple door/front door.

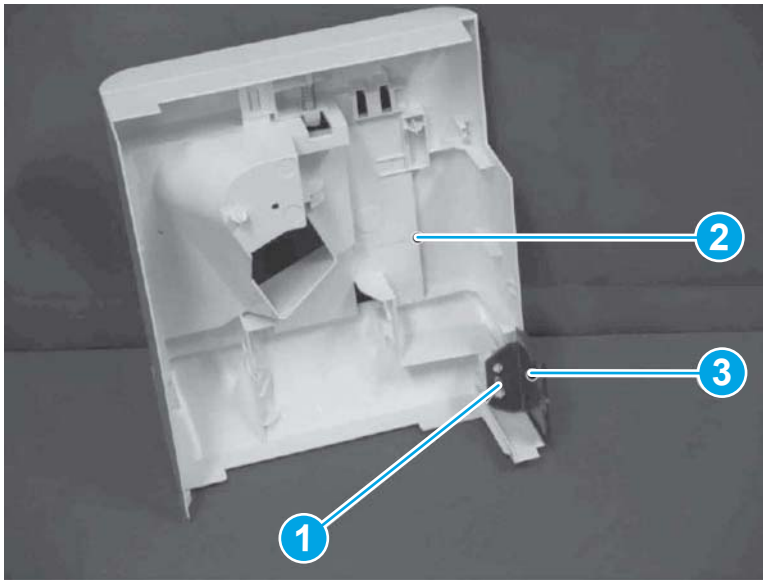
1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1554 Remove staple cover and staple door



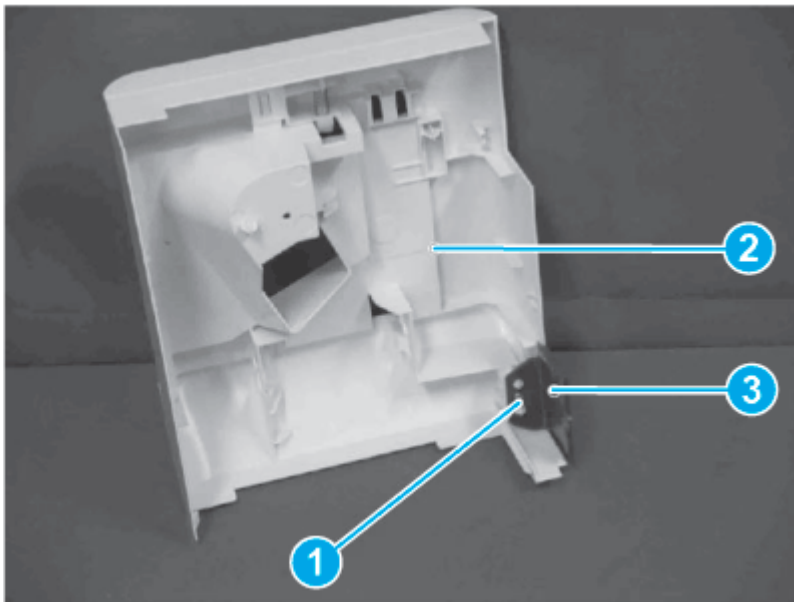
5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2) together.


Figure 8-1555 Remove staple cover from staple door



7. Remove one screw (callout 1).
8. Remove the front door (callout 3) from the staple cover (callout 2).

Figure 8-1556 Remove front door from staple cover



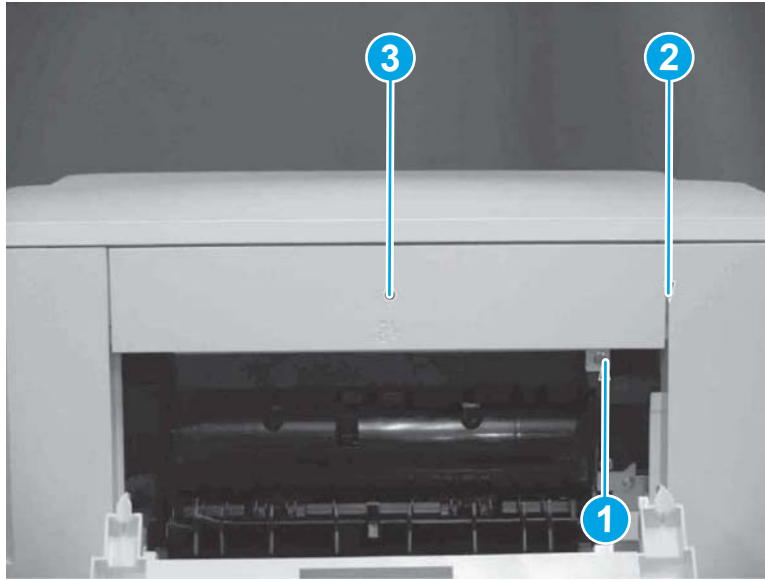
 **TIP:** Reverse the removal steps to install the assembly.


Remove the rear upper cover

Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).
4. Remove the rear upper cover (callout 3).

Figure 8-1557 Remove rear upper cover



 **TIP:** Reverse the removal steps to install the assembly.

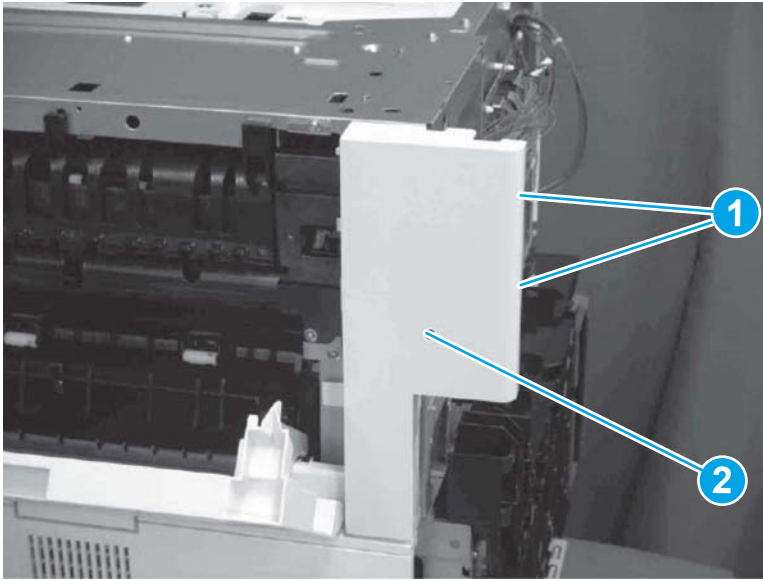
Remove the rear corner cover


Follow these steps to remove the rear corner cover.

1. Release two tabs (callout 1).

2. Remove the rear corner cover (callout 2).

Figure 8-1558 Remove rear corner cover



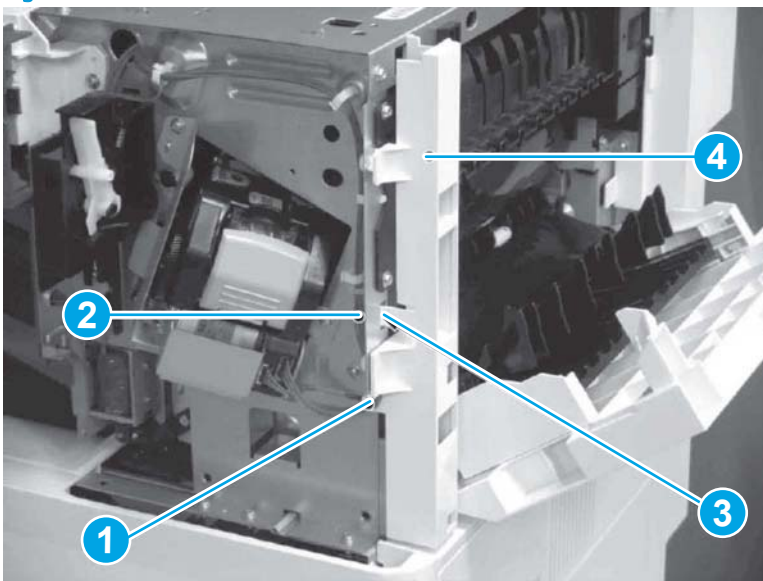
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right lower cover

Follow these steps to remove the right lower cover.

1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).

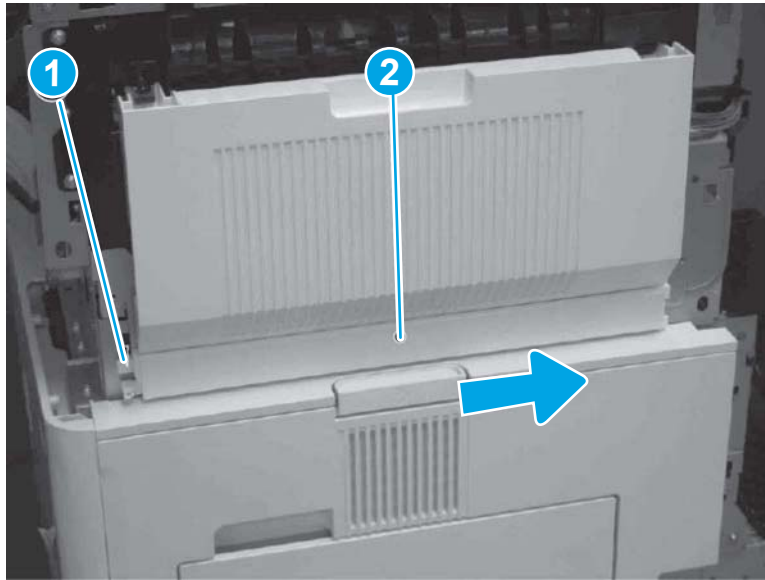
Figure 8-1559 Remove inner cover



4. Release one tab (callout 1).

- Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-1560 Remove right lower cover



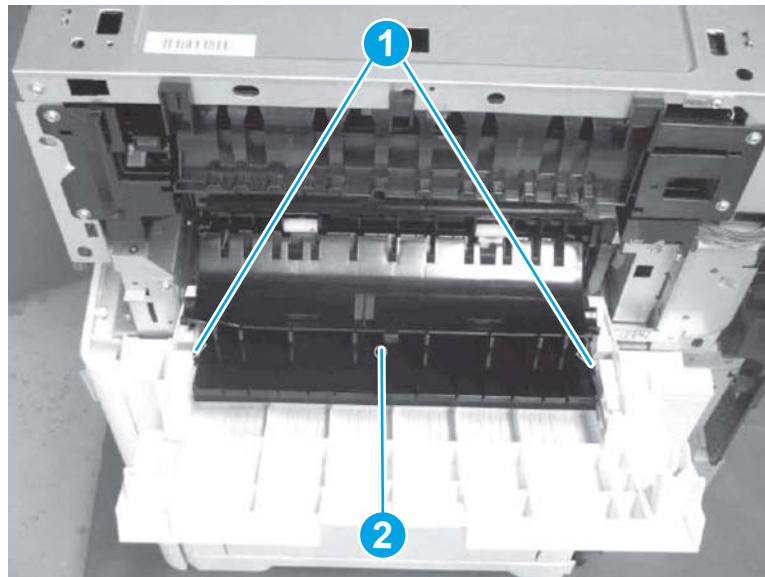
TIP: Reverse the removal steps to install the assembly.

Remove the SS door assembly

Follow these steps to remove the SS door assembly.

- Remove two shafts (callout 1).
- Open the feed guide (callout 2).

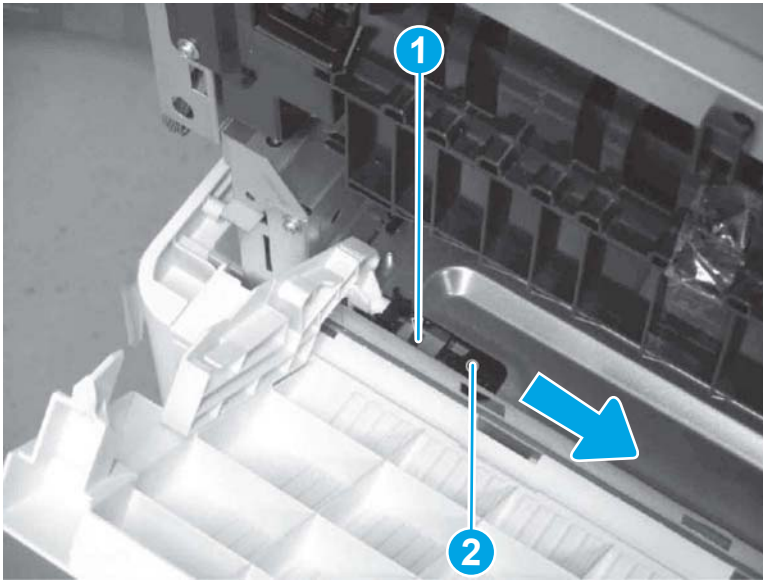
Figure 8-1561 Open feed guide



- Release one tab (callout 1).

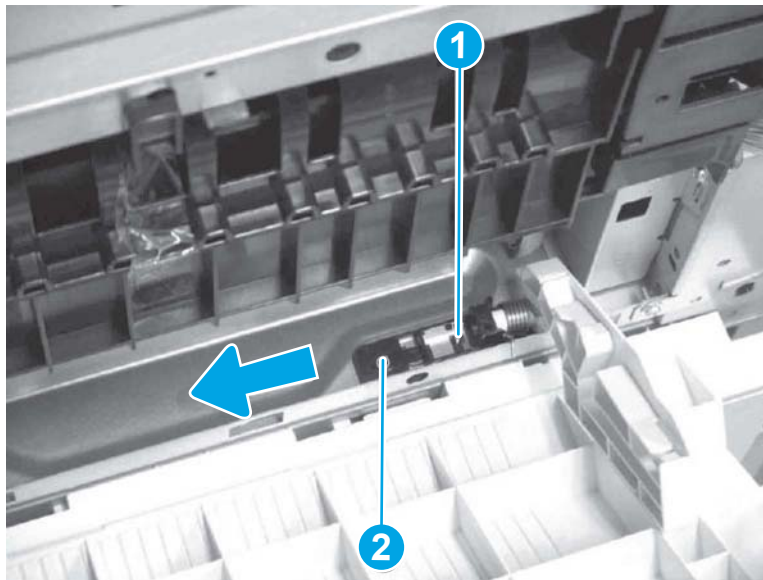
- Slide the bushing (callout 2) in the direction of the arrow to remove.

Figure 8-1562 Remove bushing



- Release one tab (callout 1).
- Slide the bushing (callout 2) in the direction of the arrow to remove.

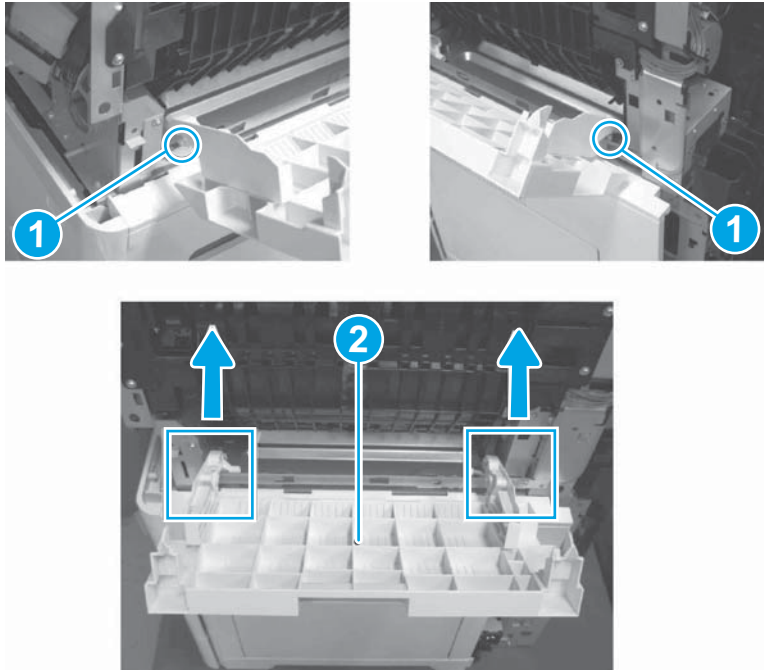
Figure 8-1563 Remove bushing




- Remove right and left shafts (callout 1).

8. Remove the SS door assembly (callout 2).

Figure 8-1564 Remove SS door assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) stapler assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox stapler assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-123 Part information

Part number	Part description
RK2-8148-000CN	Stapler assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

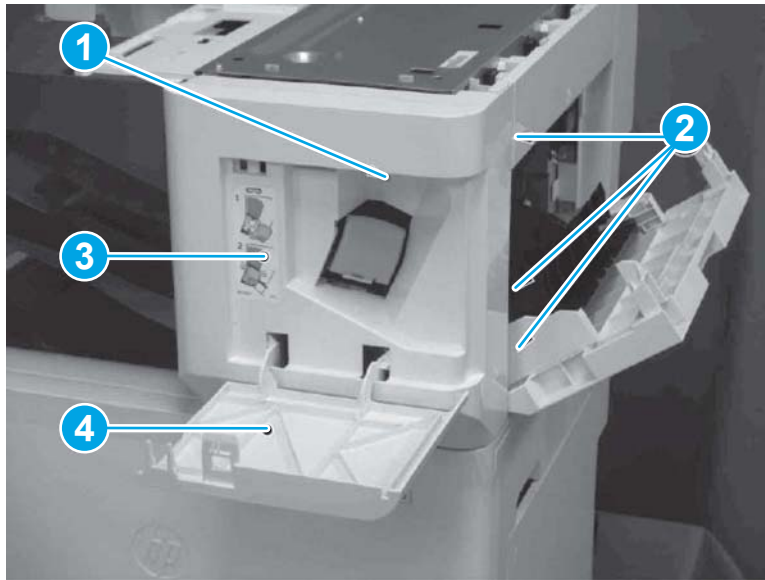
Remove the staple cover/staple door/front door

Follow these steps to remove the staple cover/staple door/front door.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).
3. Release three tabs (callout 2).

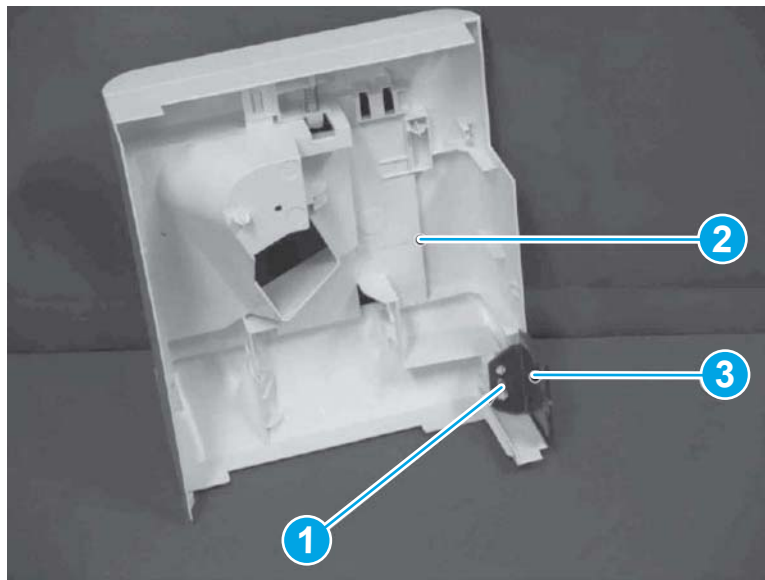
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1565 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2) together.

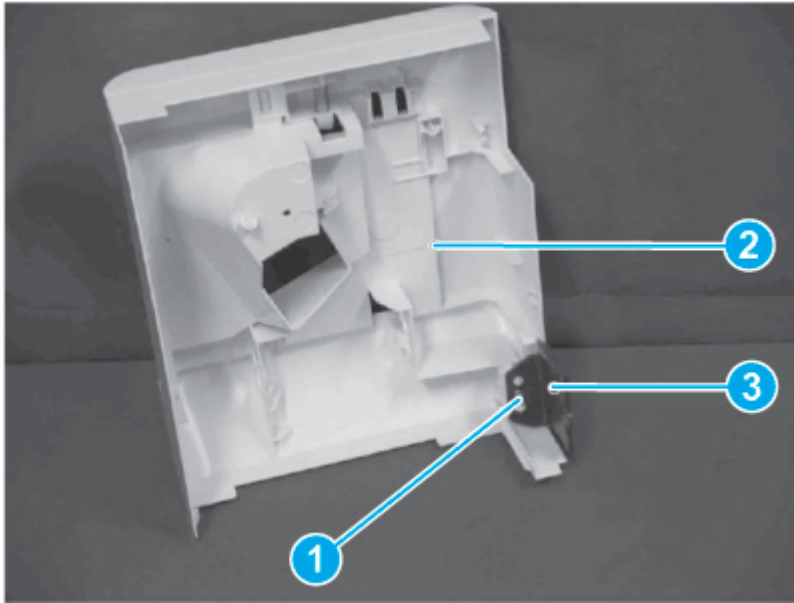
Figure 8-1566 Remove staple cover from staple door




7. Remove one screw (callout 1).

8. Remove the front door (callout 3) from the staple cover (callout 2).

Figure 8-1567 Remove front door from staple cover



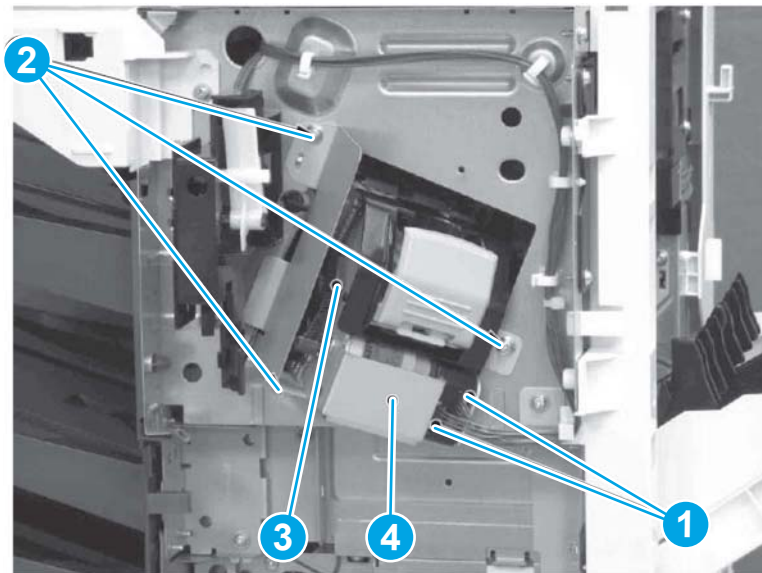
 **TIP:** Reverse the removal steps to install the assembly.

Remove the stapler assembly

Follow these steps to remove the stapler assembly.

1. Disconnect two connectors (callout 1).
2. Remove three screws (callout 2).
3. Remove the stapler assembly (callout 3) and the plate (callout 4) together.

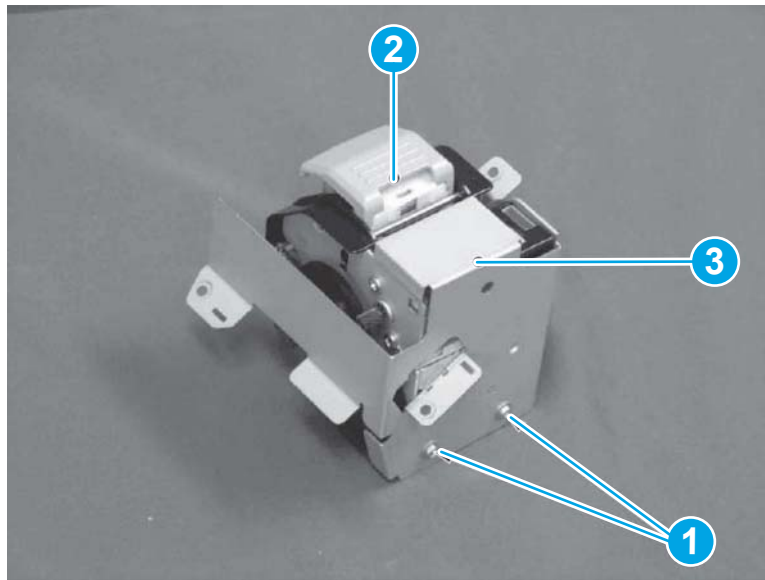
Figure 8-1568 Remove tray lifter drive assembly



4. Remove two screws (callout 1).

5. Remove the plate (callout 3) from the stapler assembly (callout 2).

Figure 8-1569 Remove stapler assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Stapler stacker multi-bin mailbox (2-bin) jogger assembly

This document provides the procedures to remove and replace the stapler stacker multi-bin mailbox jogger assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-124 Part information

Part number	Part description
RM2-1066-000CN	Jog assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

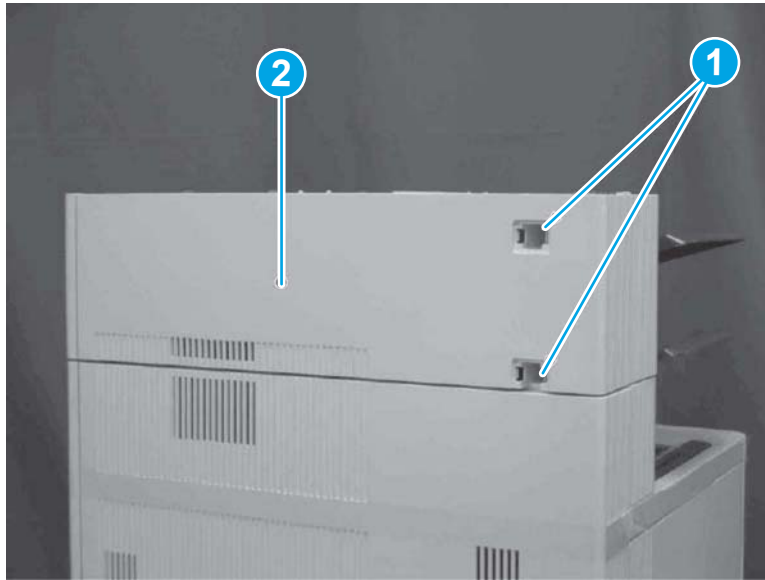
Remove the rear cover

Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1570 Remove rear cover



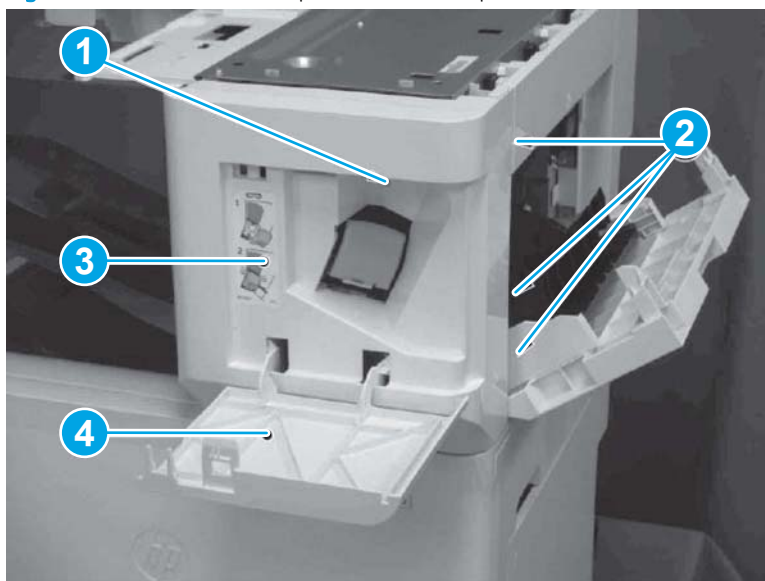
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/staple door/front door

Follow these steps to remove the staple cover/staple door/front door.

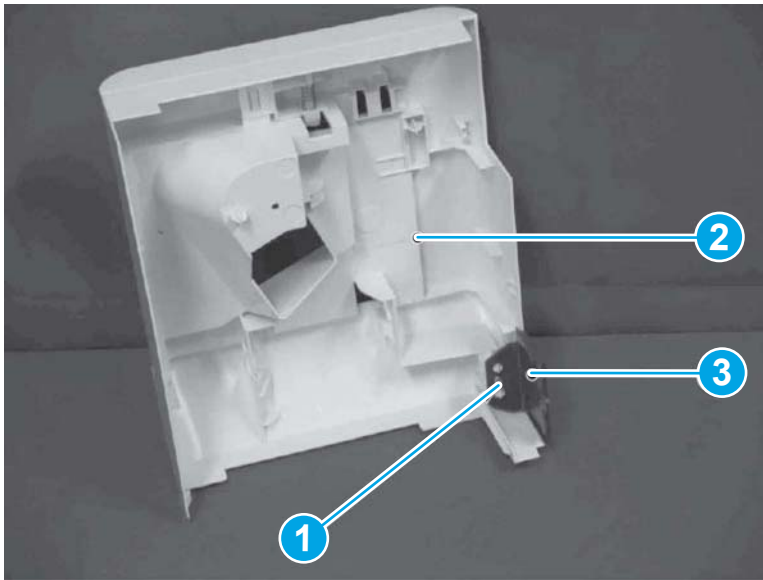
1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1571 Remove staple cover and staple door



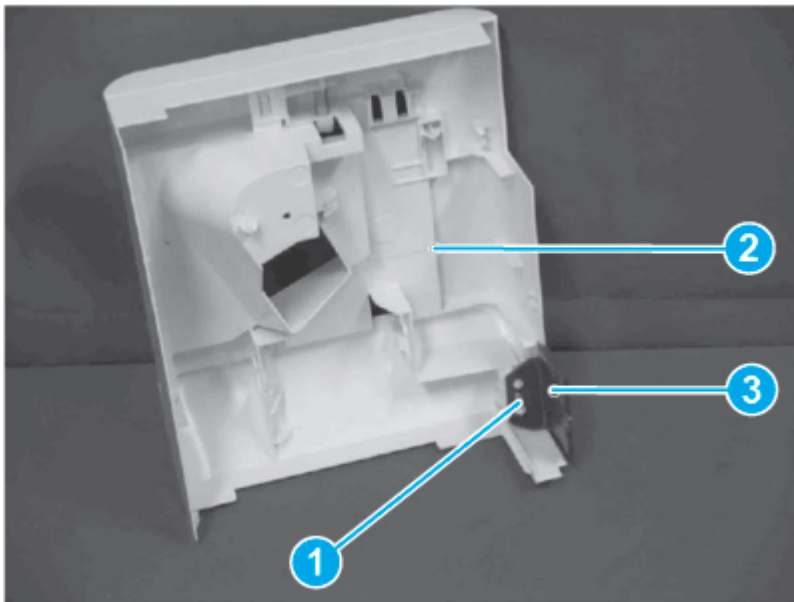
5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2) together.

Figure 8-1572 Remove staple cover from staple door



7. Remove one screw (callout 1).
8. Remove the front door (callout 3) from the staple cover (callout 2).

Figure 8-1573 Remove front door from staple cover



TIP: Reverse the removal steps to install the assembly.

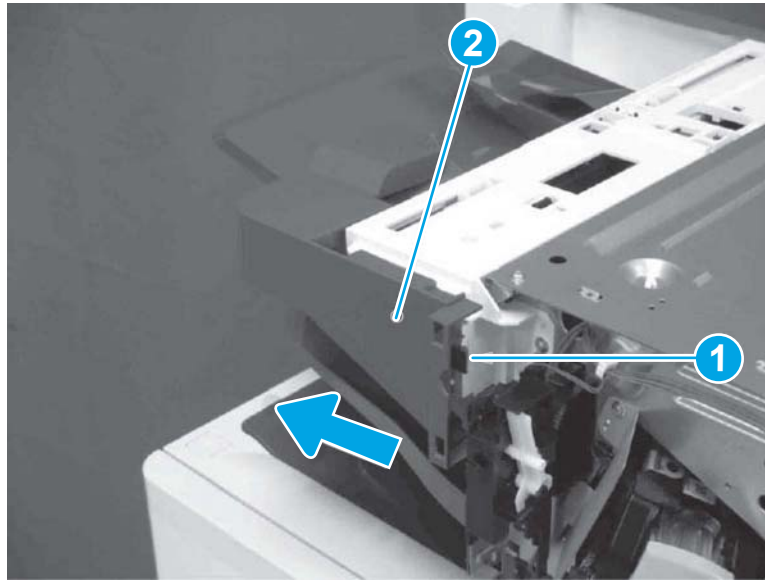
Remove the jogger cover

Follow these steps to remove the jogger cover.

1. Release one tab (callout 1).

2. Slide the jogger cover (callout 2) in the direction of the arrow to remove.

Figure 8-1574 Remove jogger cover



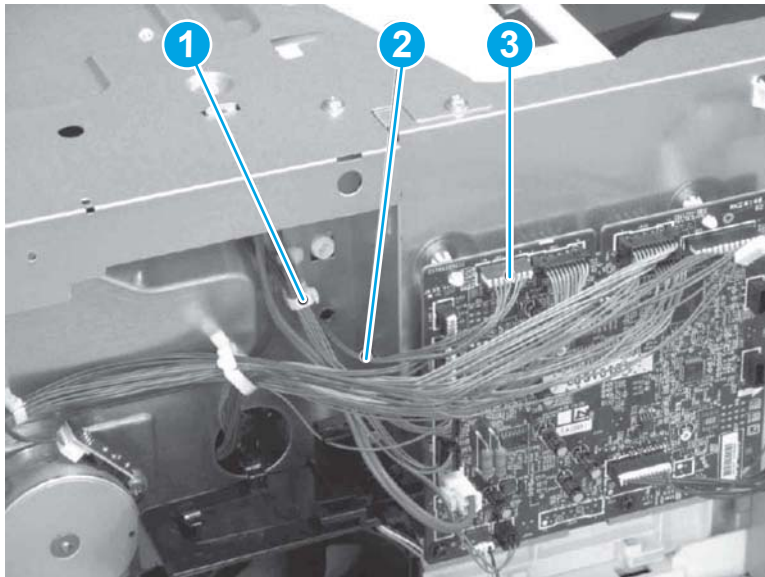
TIP: Reverse the removal steps to install the assembly.

Remove the jogger assembly

Follow these steps to remove the jogger assembly.

1. Release the cable (callout 2) from cable clamps (callout 1).
2. Disconnect one connector (callout 3).

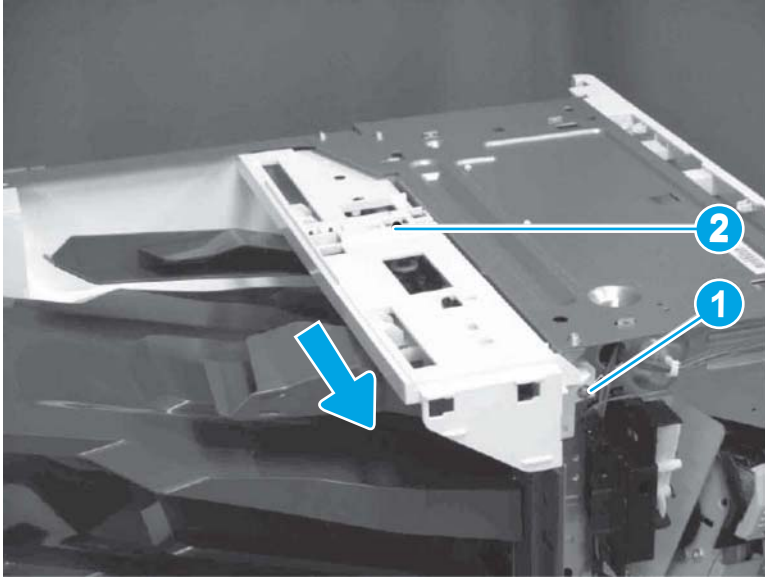
Figure 8-1575 Release cable and disconnect connector




3. Remove one screw (callout 1).

- Slide the jogger assembly (callout 2) in the direction of the arrow and remove.

Figure 8-1576 Remove jogger assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

- 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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) output bin 1 assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox output bin 1 assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-125 Part information

Part number	Part description
RM2-1196-000CN	Tray assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

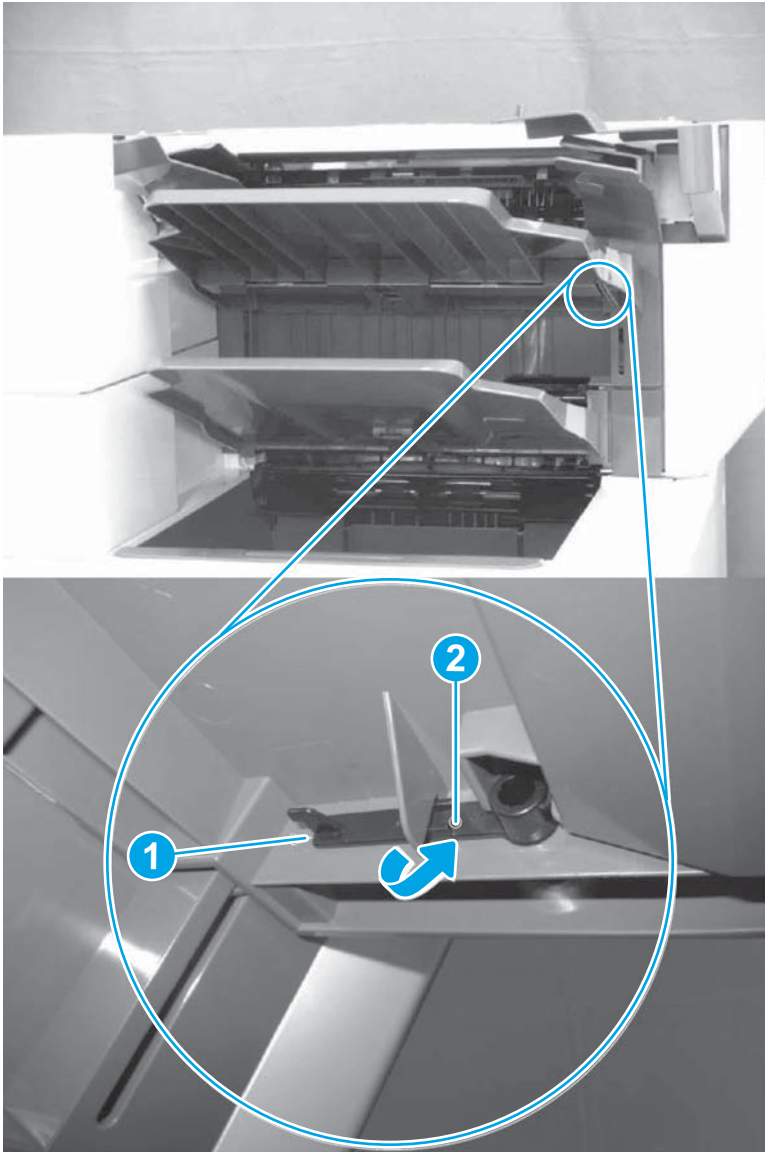
Remove the output bin 1 assembly

Follow these steps to remove the output bin 1 assembly.

1. Release one boss (callout 1).

2. Rotate the pin (callout 2) in the direction of the arrow to remove.

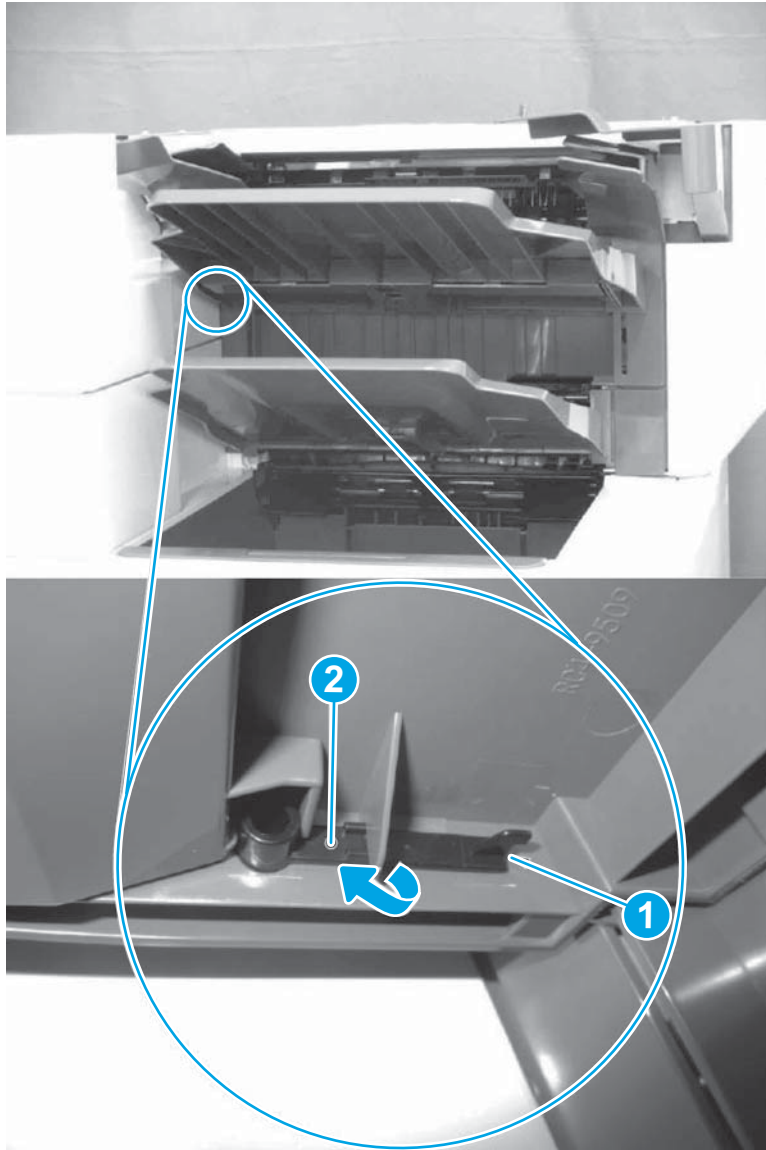
Figure 8-1577 Remove pin



3. Release one boss (callout 1).

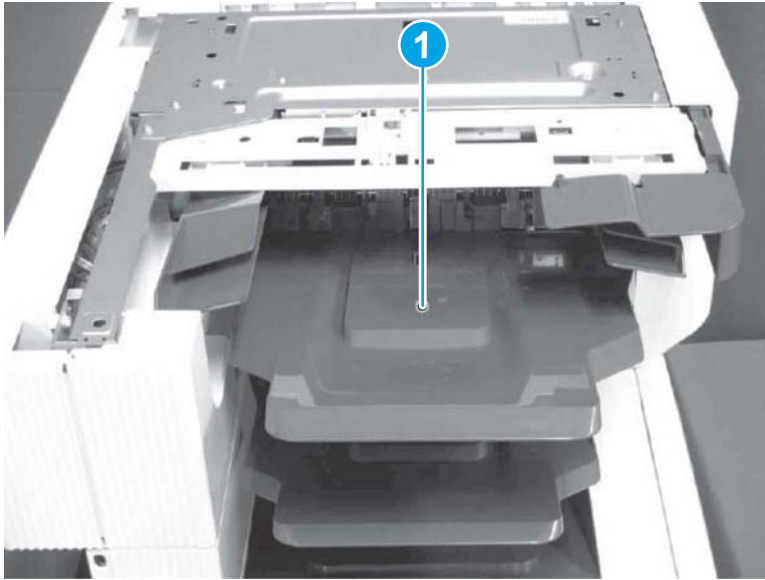
4. Rotate the pin (callout 2) in the direction of the arrow to remove.


Figure 8-1578 Remove pin



5. Remove the output bin 1 assembly (callout 1).

Figure 8-1579 Remove output bin 1 assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) upper feed assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox upper feed assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-126 Part information

Part number	Part description
RM2-1067-000CN	Upper paper feed assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

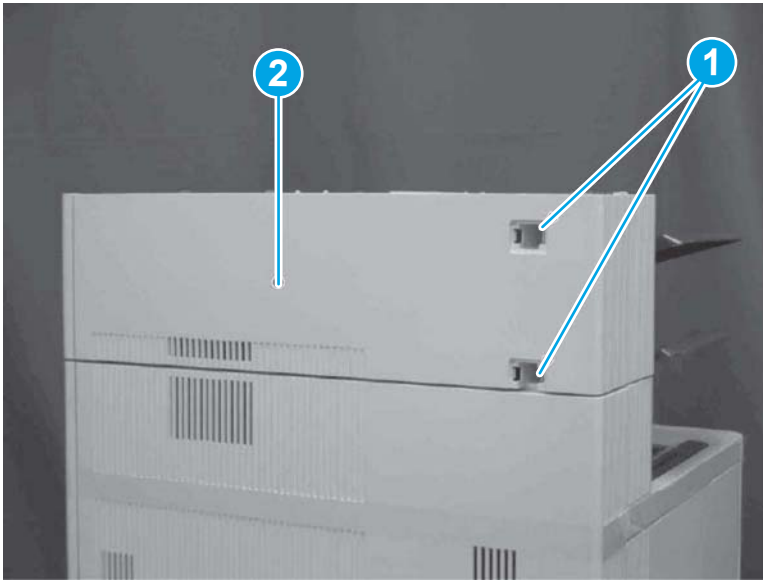
Remove the rear cover


Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1580 Remove rear cover



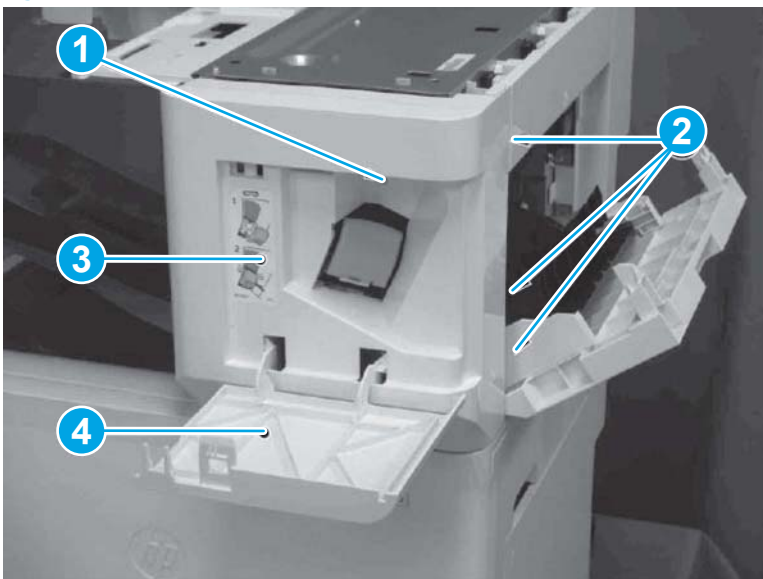
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/staple door/front door

Follow these steps to remove the staple cover/staple door/front door.

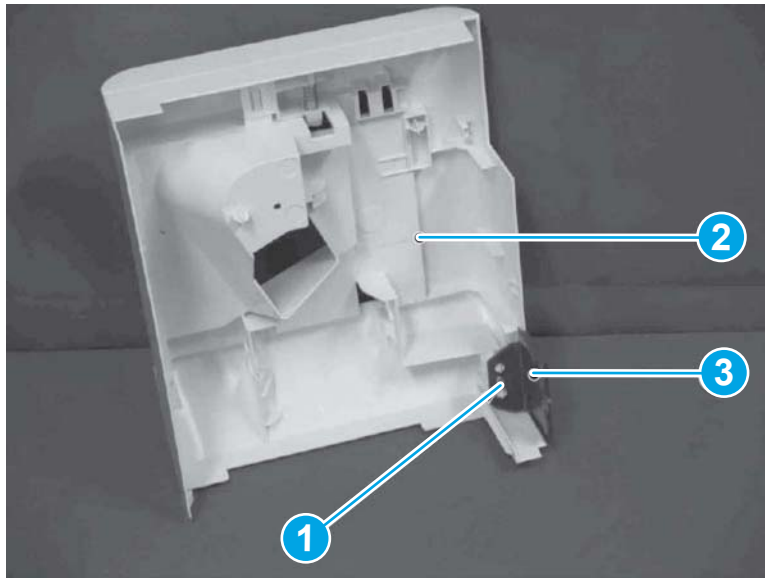
1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1581 Remove staple cover and staple door



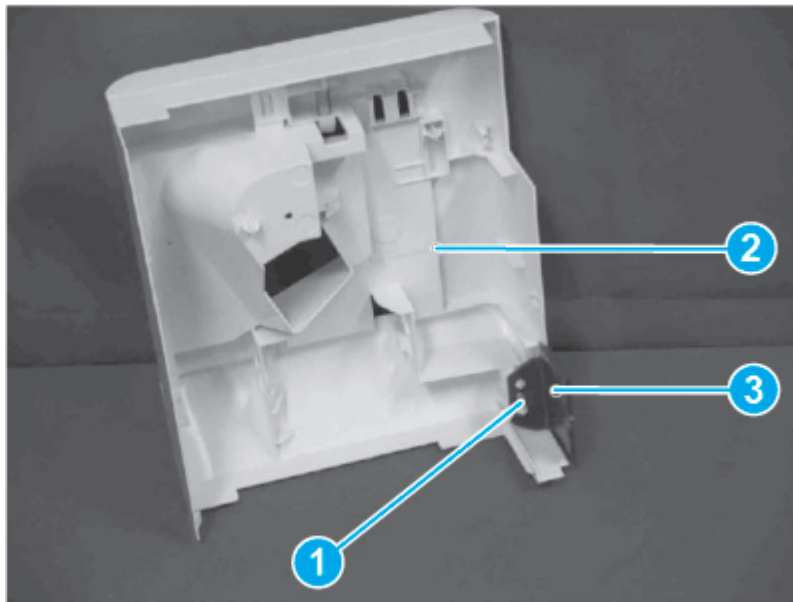
5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2) together.


Figure 8-1582 Remove staple cover from staple door



7. Remove one screw (callout 1).
8. Remove the front door (callout 3) from the staple cover (callout 2).

Figure 8-1583 Remove front door from staple cover



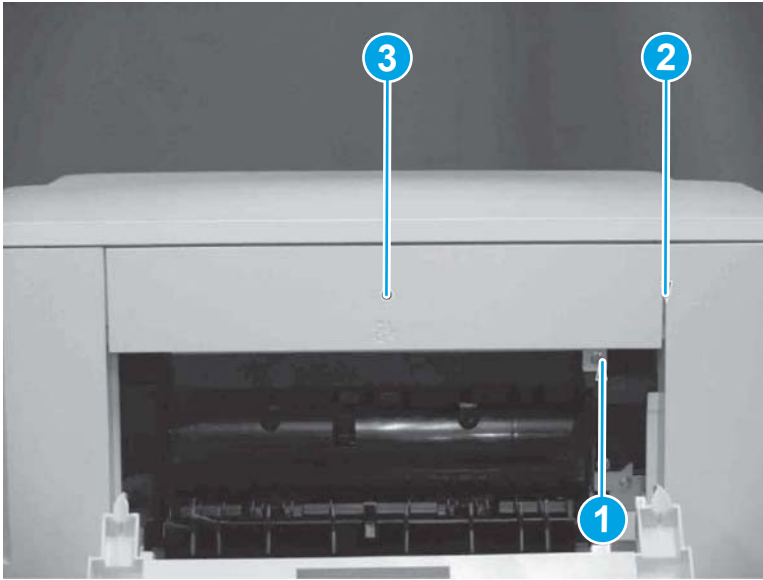
 **TIP:** Reverse the removal steps to install the assembly.


Remove the rear upper cover

Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).
4. Remove the rear upper cover (callout 3).

Figure 8-1584 Remove rear upper cover



 **TIP:** Reverse the removal steps to install the assembly.

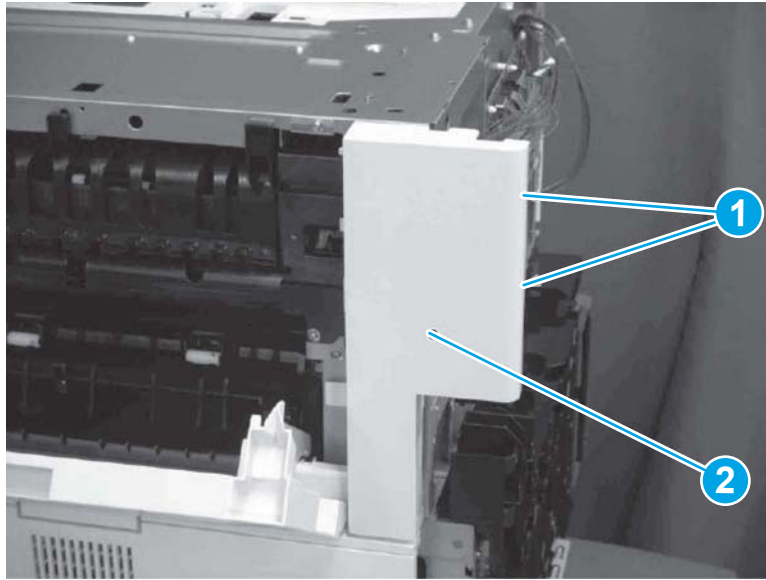
Remove the rear corner cover


Follow these steps to remove the rear corner cover.

1. Release two tabs (callout 1).

2. Remove the rear corner cover (callout 2).

Figure 8-1585 Remove rear corner cover



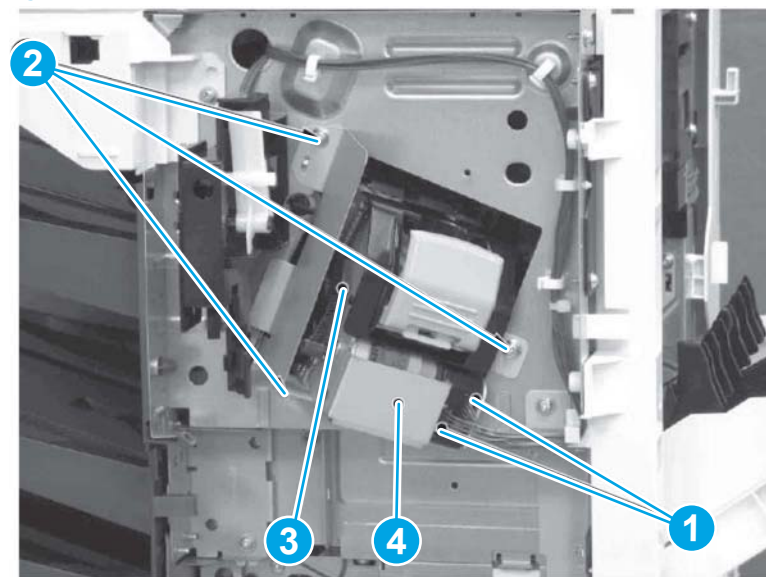
 **TIP:** Reverse the removal steps to install the assembly.

Remove the stapler assembly

Follow these steps to remove the stapler assembly.

1. Disconnect two connectors (callout 1).
2. Remove three screws (callout 2).
3. Remove the stapler assembly (callout 3) and the plate (callout 4) together.

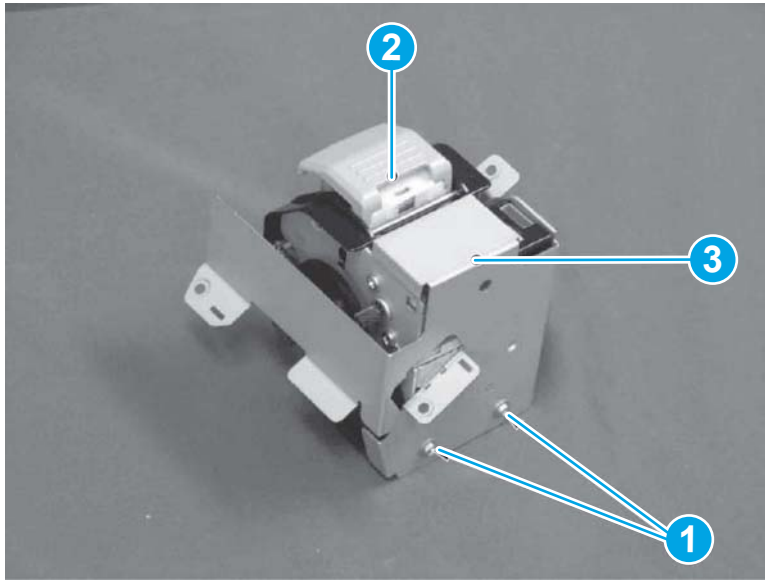
Figure 8-1586 Remove tray lifter drive assembly




4. Remove two screws (callout 1).

5. Remove the plate (callout 3) from the stapler assembly (callout 2).

Figure 8-1587 Remove stapler assembly



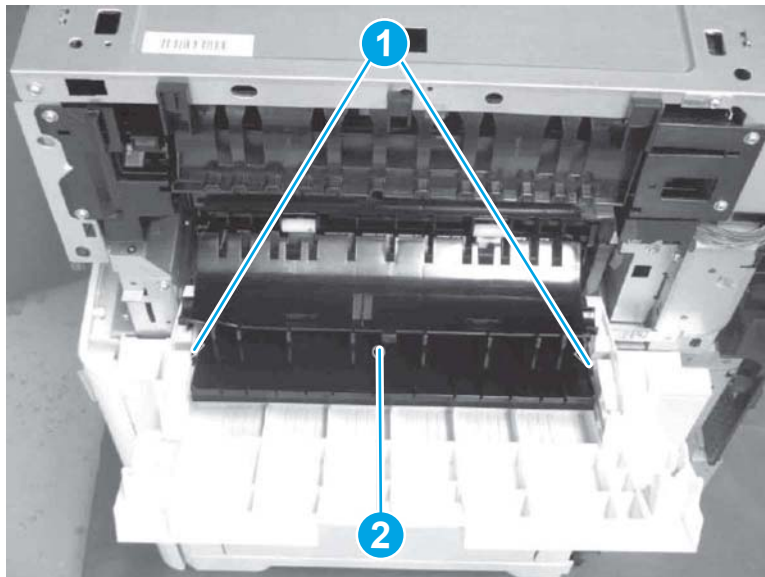
 **TIP:** Reverse the removal steps to install the assembly.

Remove the SS door assembly

Follow these steps to remove the SS door assembly.

1. Remove two shafts (callout 1).
2. Open the feed guide (callout 2).

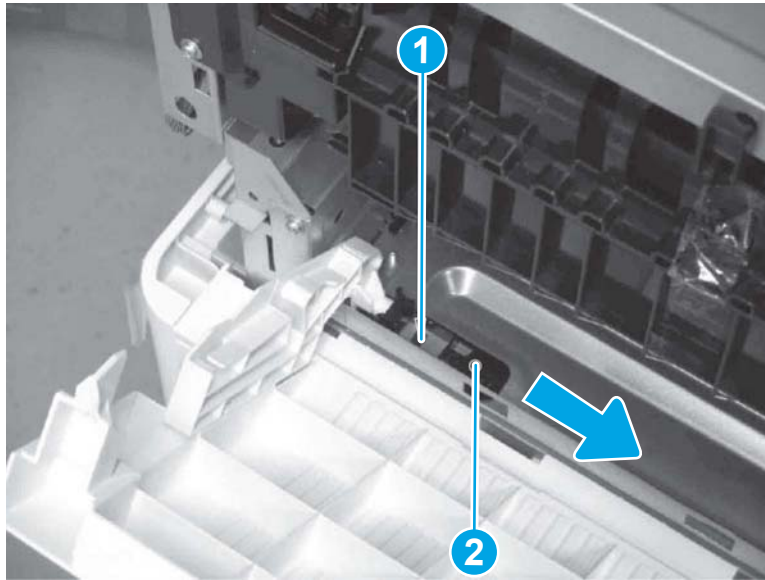
Figure 8-1588 Open feed guide



3. Release one tab (callout 1).

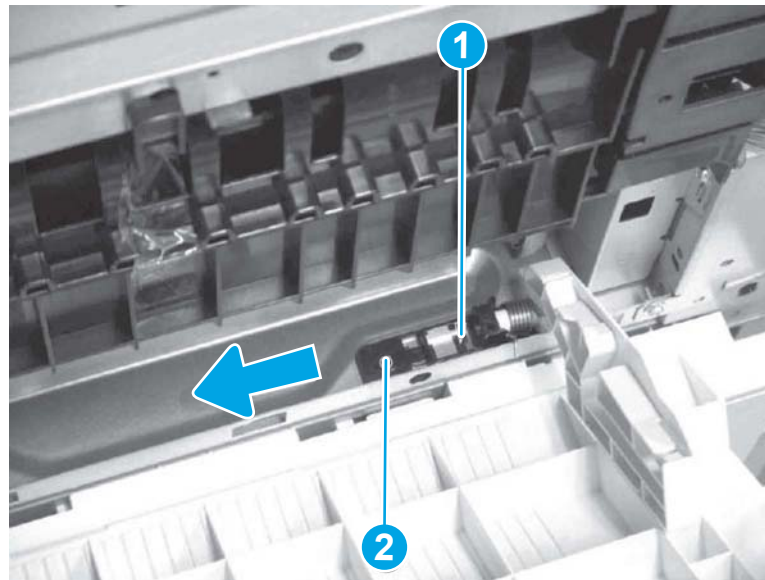
- Slide the bushing (callout 2) in the direction of the arrow to remove.

Figure 8-1589 Remove bushing



- Release one tab (callout 1).
- Slide the bushing (callout 2) in the direction of the arrow to remove.

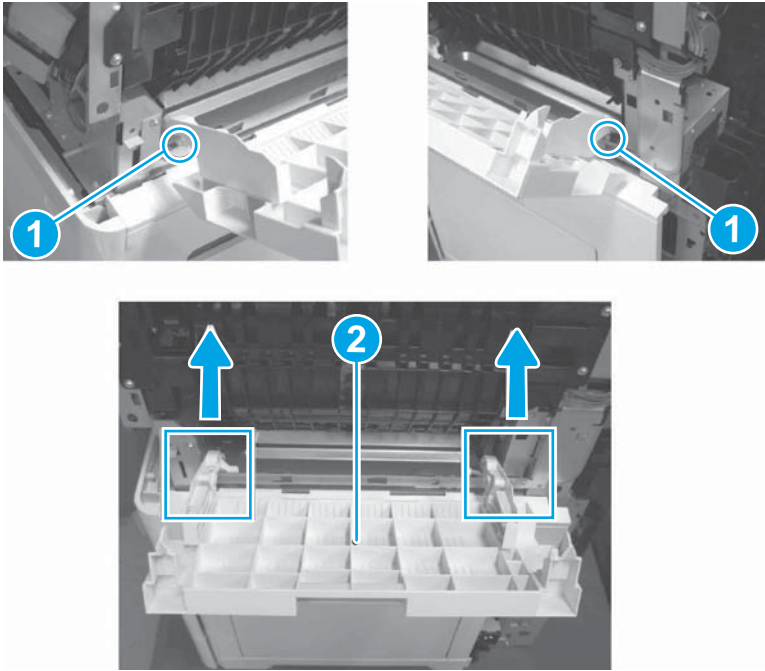
Figure 8-1590 Remove bushing




- Remove right and left shafts (callout 1).

8. Remove the SS door assembly (callout 2).

Figure 8-1591 Remove SS door assembly



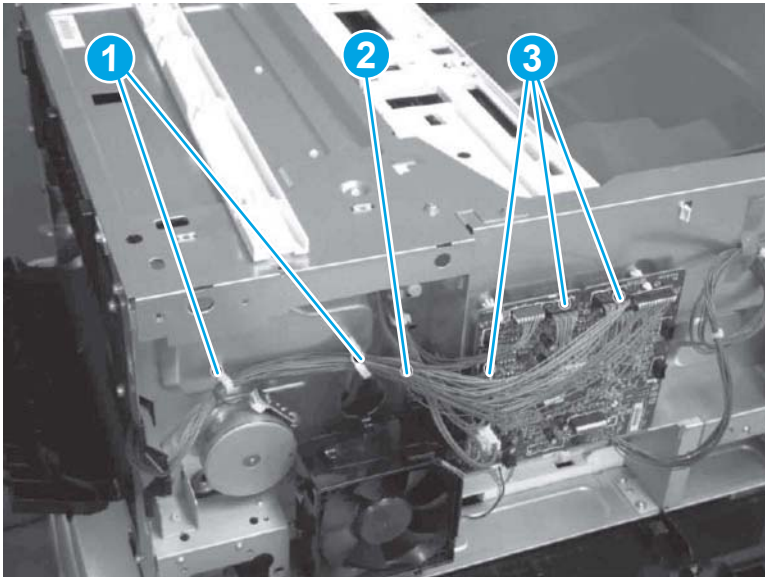
 **TIP:** Reverse the removal steps to install the assembly.

Remove the upper feed assembly

Follow these steps to remove the upper feed assembly.

1. Release the cable (callout 2) from cable clamps (callout 1).
2. Disconnect three connectors (callout 3).

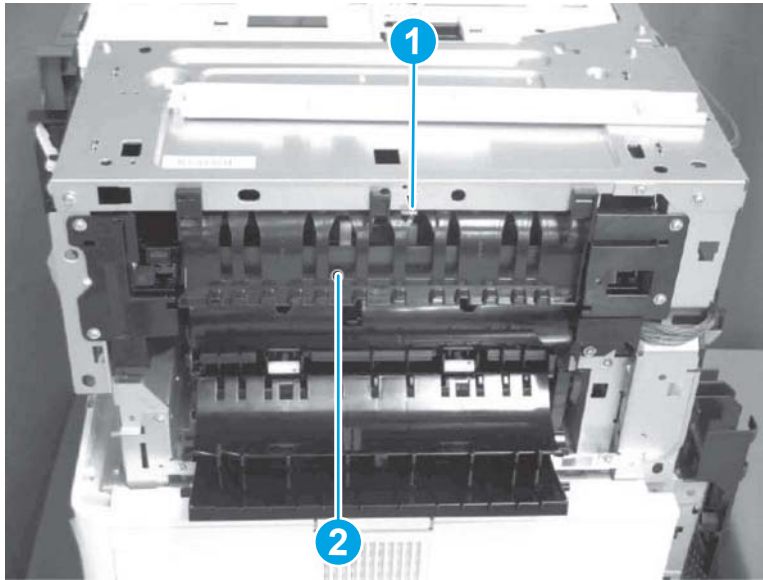
Figure 8-1592 Disconnect connectors



3. Release one tab (callout 1).

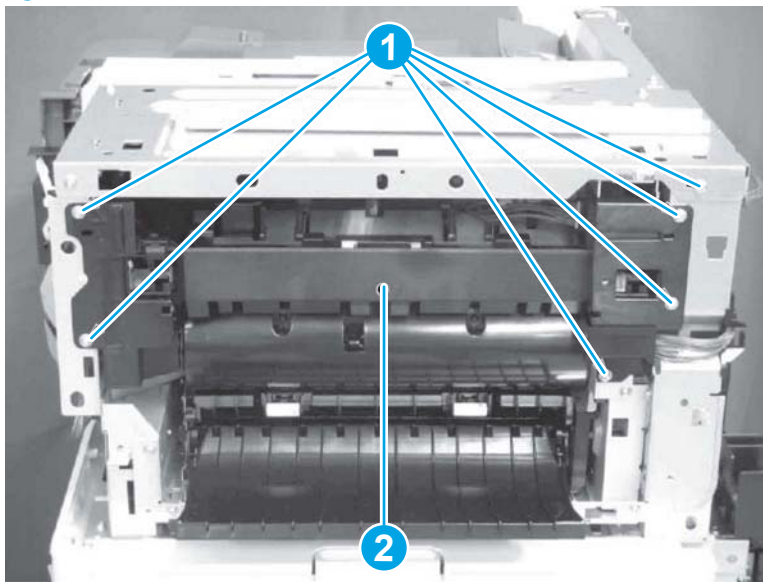
4. Remove the guide (callout 2).


Figure 8-1593 Remove guide



5. Remove six screws (callout 1).
6. Remove the upper feed assembly (callout 2).

Figure 8-1594 Remove upper feed assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) MBM fan

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox MBM fan.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-127 Part information

Part number	Part description
RK2-8153-000CN	Fan

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

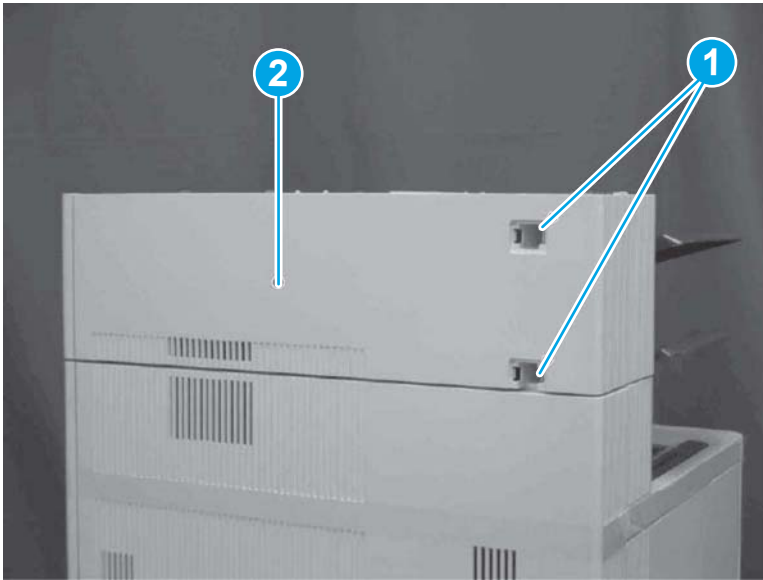
Remove the rear cover


Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1595 Remove rear cover



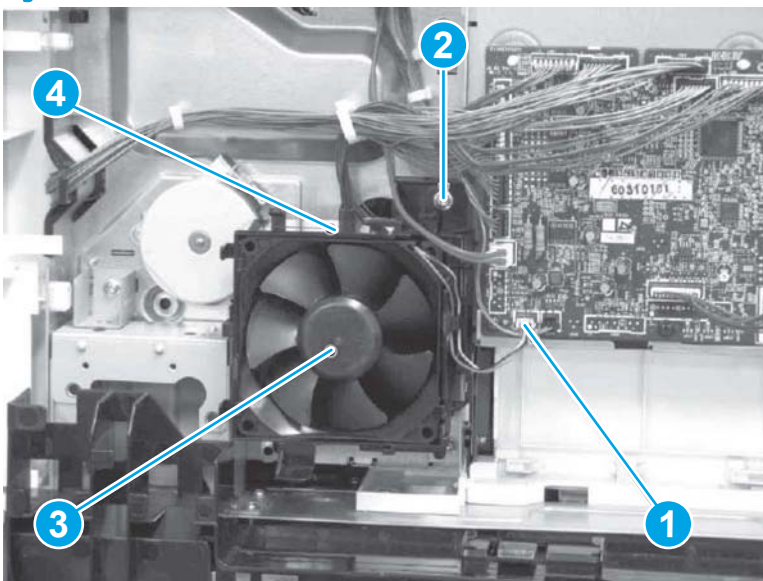
 **TIP:** Reverse the removal steps to install the assembly.

Remove the MBM fan

Follow these steps to remove the MBM fan.

1. Disconnect one connector (callout 1).
2. Remove one screw (callout 2).
3. Remove the fan holder (callout 4) together with the fan (callout 3).

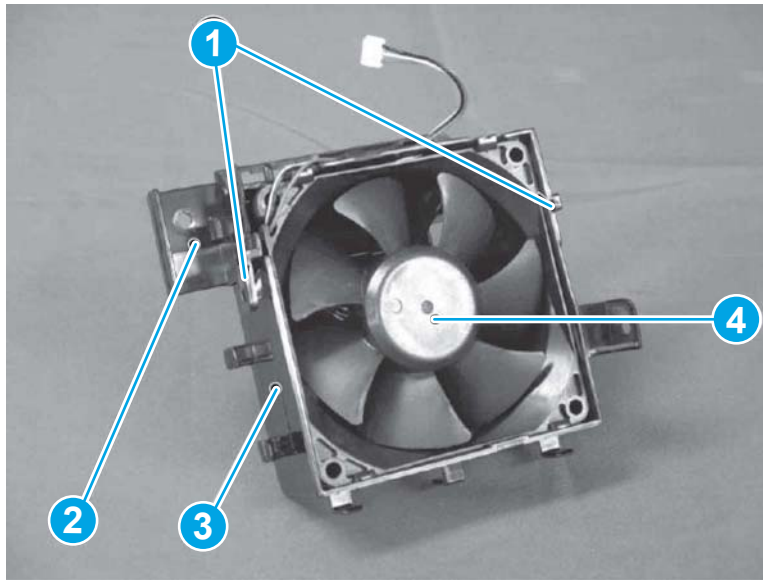
Figure 8-1596 Remove fan holder with fan




4. Release two tabs (callout 1).

5. Remove the duct 1 (callout 2) and the duct 2 (callout 3).
6. Remove the MBM fan (callout 4).

Figure 8-1597 Remove fan holder with fan



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) lower feed assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox lower feed assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-128 Part number

Part number	Part description
RM2-1071-000CN	Lower paper feed assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

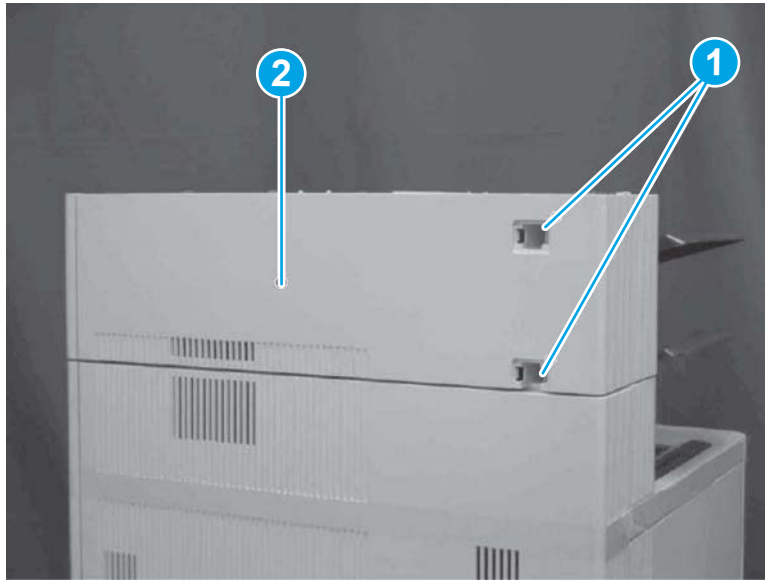
Remove the rear cover

Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1598 Remove rear cover



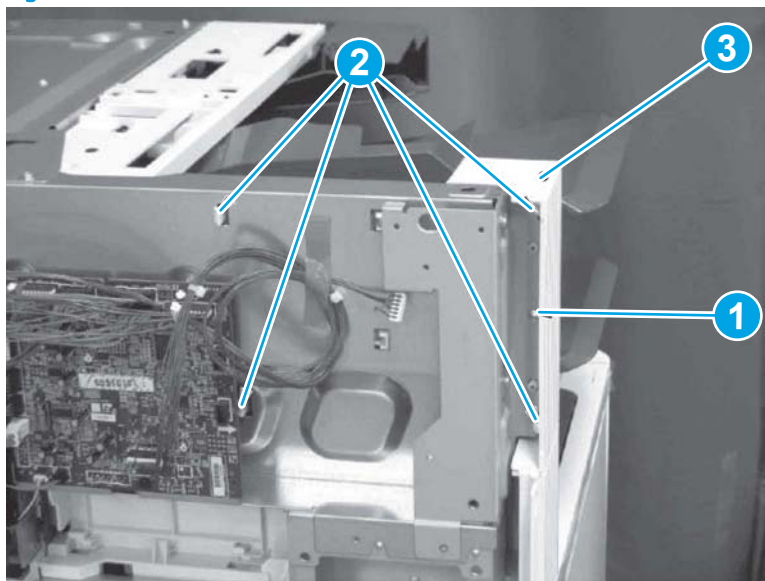
TIP: Reverse the removal steps to install the assembly.

Remove the rear inner cover

Follow these steps to remove the rear inner cover.

1. Remove one screw (callout 1).
2. Release four tabs (callout 2).
3. Remove the rear inner cover (callout 3).

Figure 8-1599 Remove rear inner cover



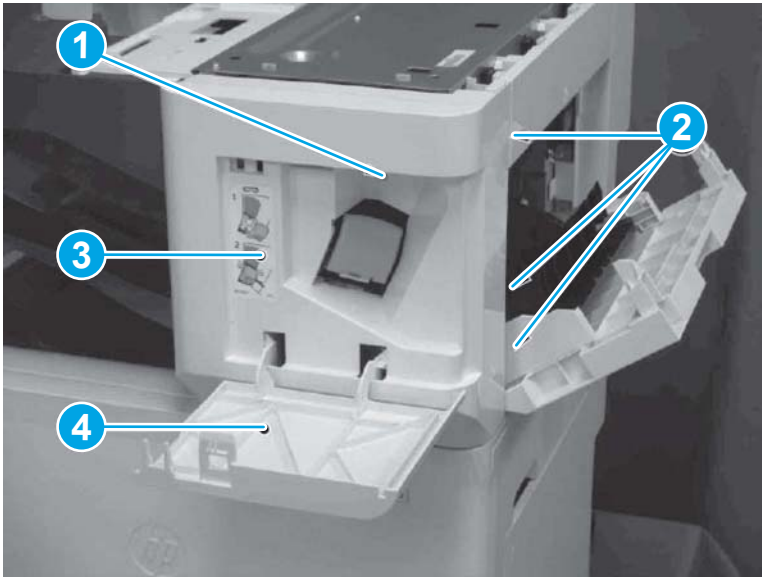
TIP: Reverse the removal steps to install the assembly.

Remove the staple cover/staple door/front door

Follow these steps to remove the staple cover/staple door/front door.

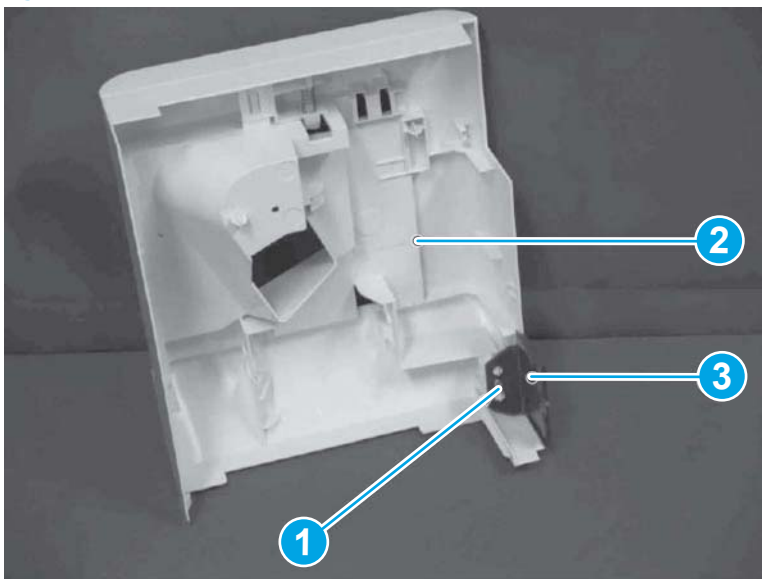
1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).
3. Release three tabs (callout 2).
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1600 Remove staple cover and staple door



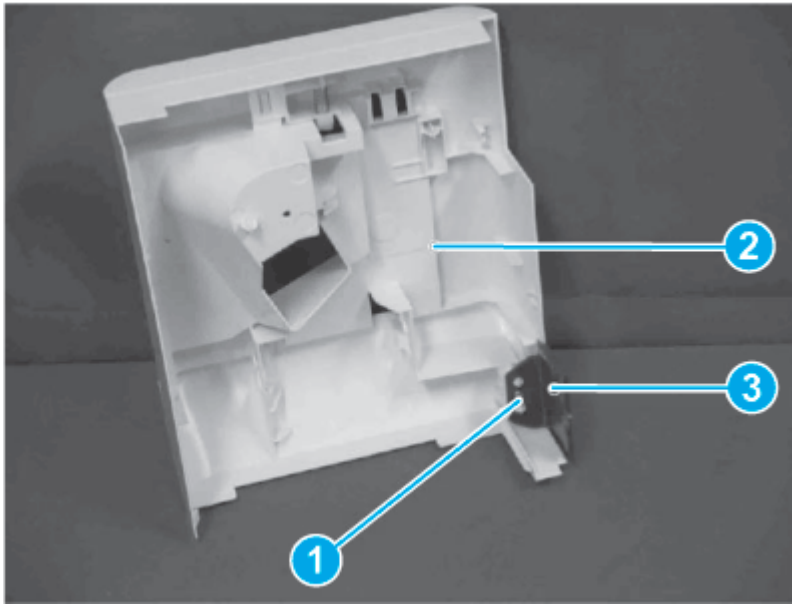
5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2) together.

Figure 8-1601 Remove staple cover from staple door



7. Remove one screw (callout 1).
8. Remove the front door (callout 3) from the staple cover (callout 2).

Figure 8-1602 Remove front door from staple cover



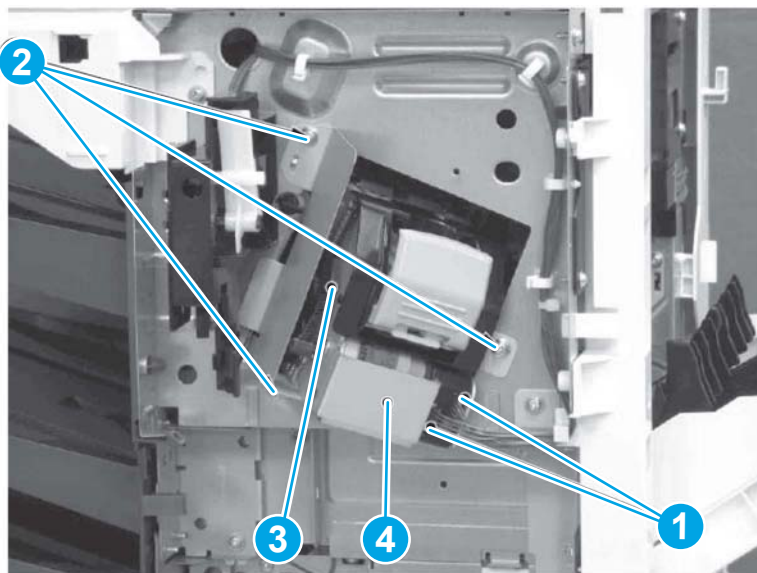
 **TIP:** Reverse the removal steps to install the assembly.

Remove the stapler assembly

Follow these steps to remove the stapler assembly.

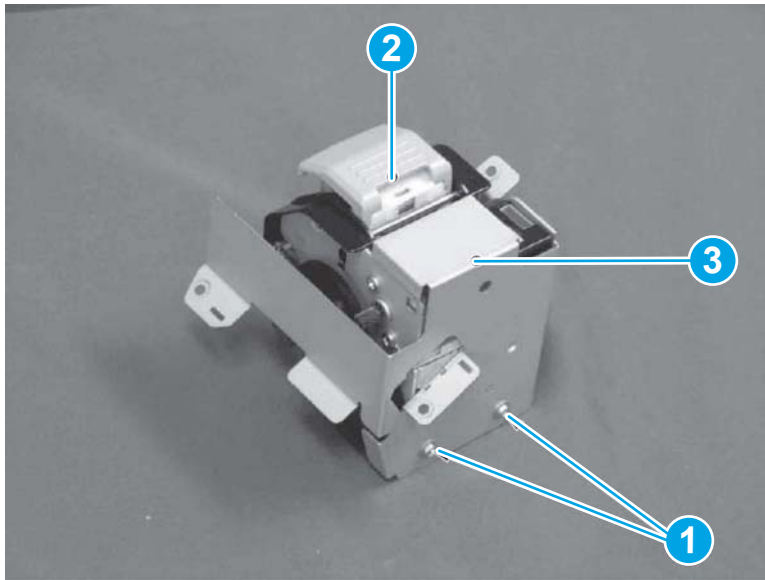
1. Disconnect two connectors (callout 1).
2. Remove three screws (callout 2).
3. Remove the stapler assembly (callout 3) and the plate (callout 4) together.


Figure 8-1603 Remove tray lifter drive assembly



4. Remove two screws (callout 1).
5. Remove the plate (callout 3) from the stapler assembly (callout 2).

Figure 8-1604 Remove stapler assembly



 **TIP:** Reverse the removal steps to install the assembly.

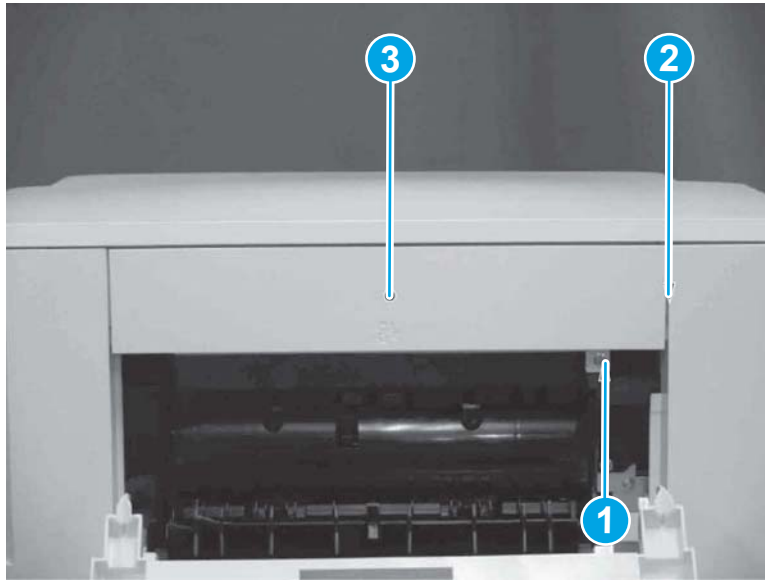
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-1605 Remove rear upper cover



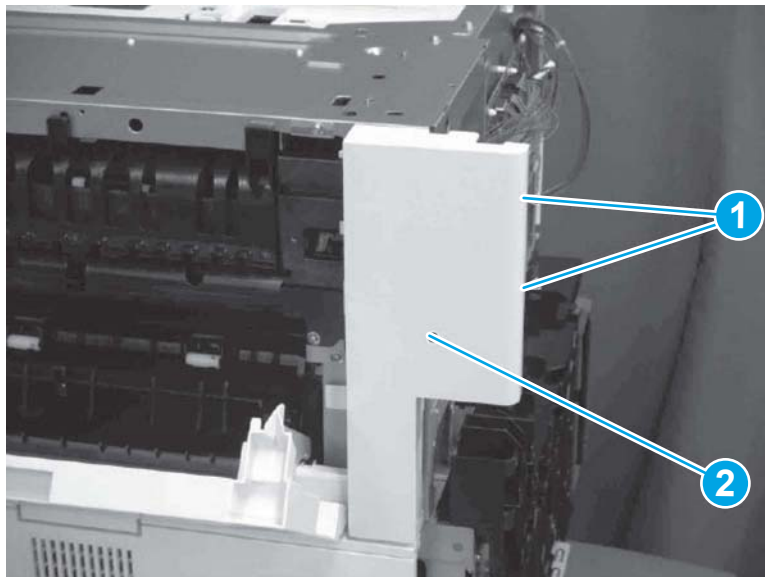
 **TIP:** Reverse the removal steps to install the assembly.


Remove the rear corner cover

Follow these steps to remove the rear corner cover.

1. Release two tabs (callout 1).
2. Remove the rear corner cover (callout 2).

Figure 8-1606 Remove rear corner cover



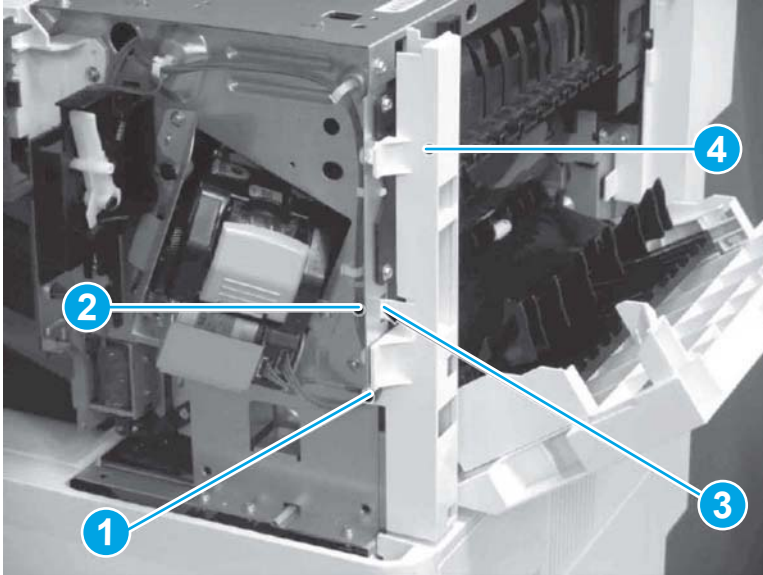
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right lower cover

Follow these steps to remove the right lower cover.

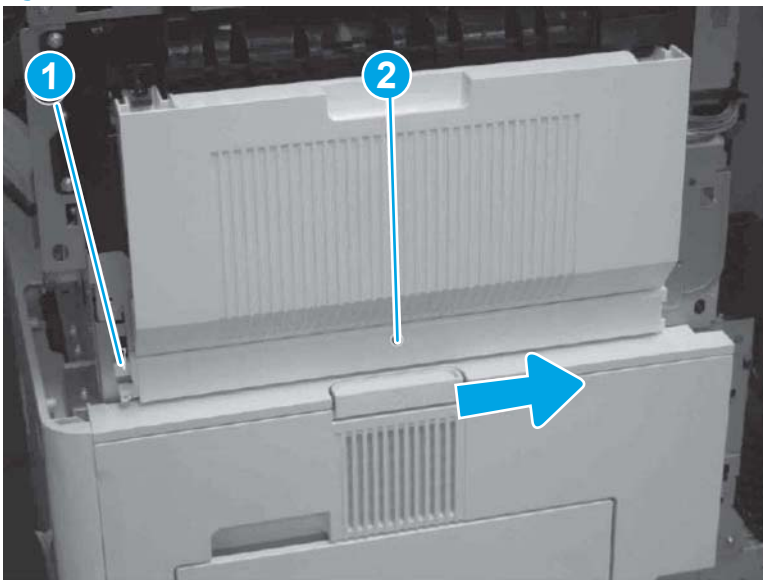
1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).


Figure 8-1607 Remove inner cover



4. Release one tab (callout 1).
5. Slide the right lower cover (callout 2) in the direction of the arrow to remove.

Figure 8-1608 Remove right lower cover



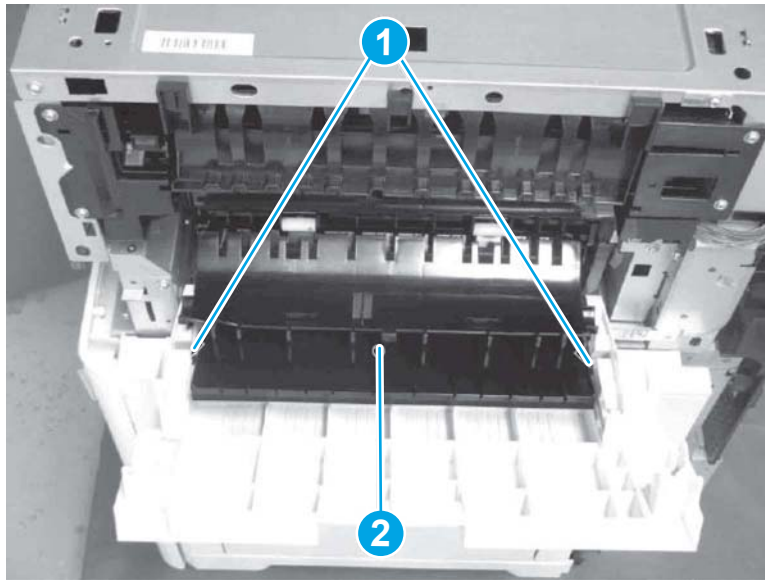
 **TIP:** Reverse the removal steps to install the assembly.

Remove the SS door assembly

Follow these steps to remove the SS door assembly.

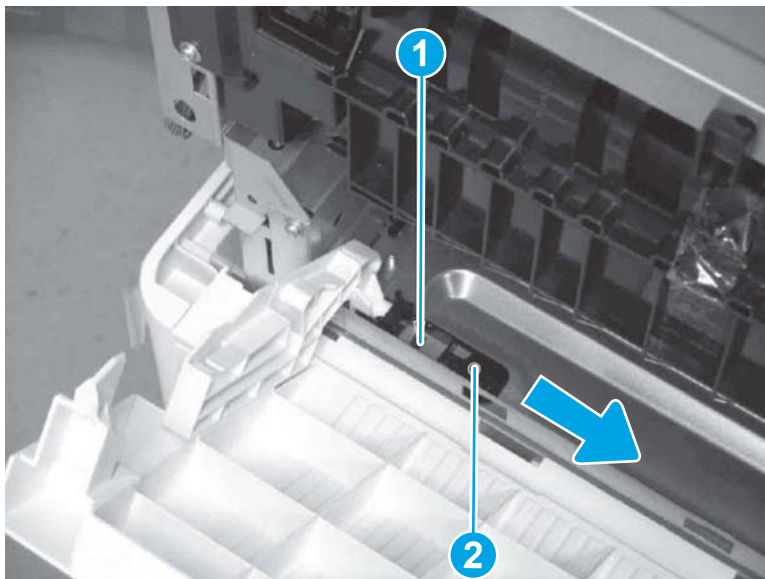
1. Remove two shafts (callout 1).
2. Open the feed guide (callout 2).

Figure 8-1609 Open feed guide



3. Release one tab (callout 1).
4. Slide the bushing (callout 2) in the direction of the arrow to remove.

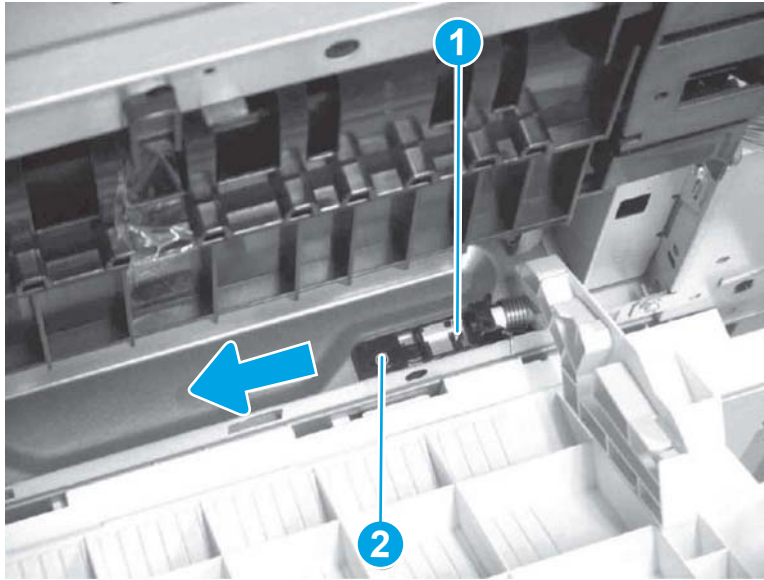
Figure 8-1610 Remove bushing



5. Release one tab (callout 1).

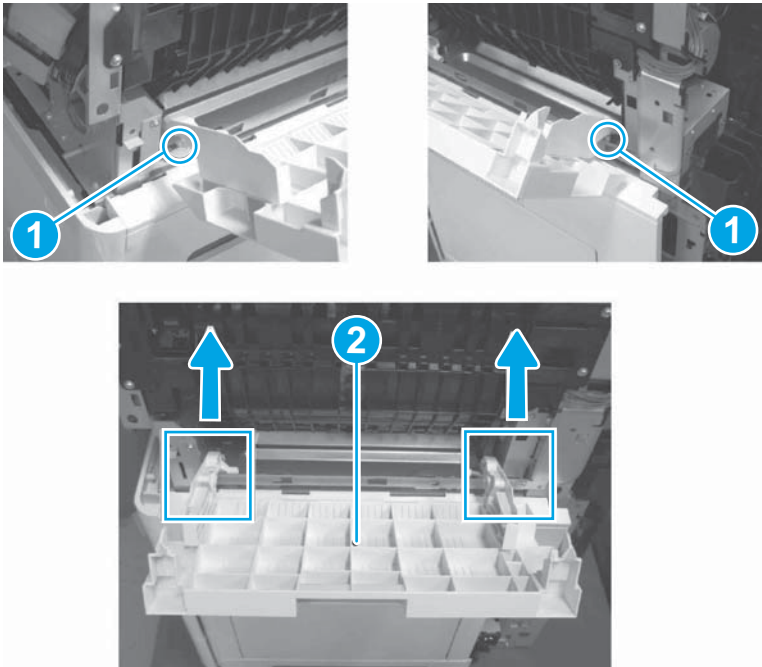
- Slide the bushing (callout 2) in the direction of the arrow to remove.


Figure 8-1611 Remove bushing



- Remove right and left shafts (callout 1).
- Remove the SS door assembly (callout 2).

Figure 8-1612 Remove SS door assembly



 **TIP:** Reverse the removal steps to install the assembly.

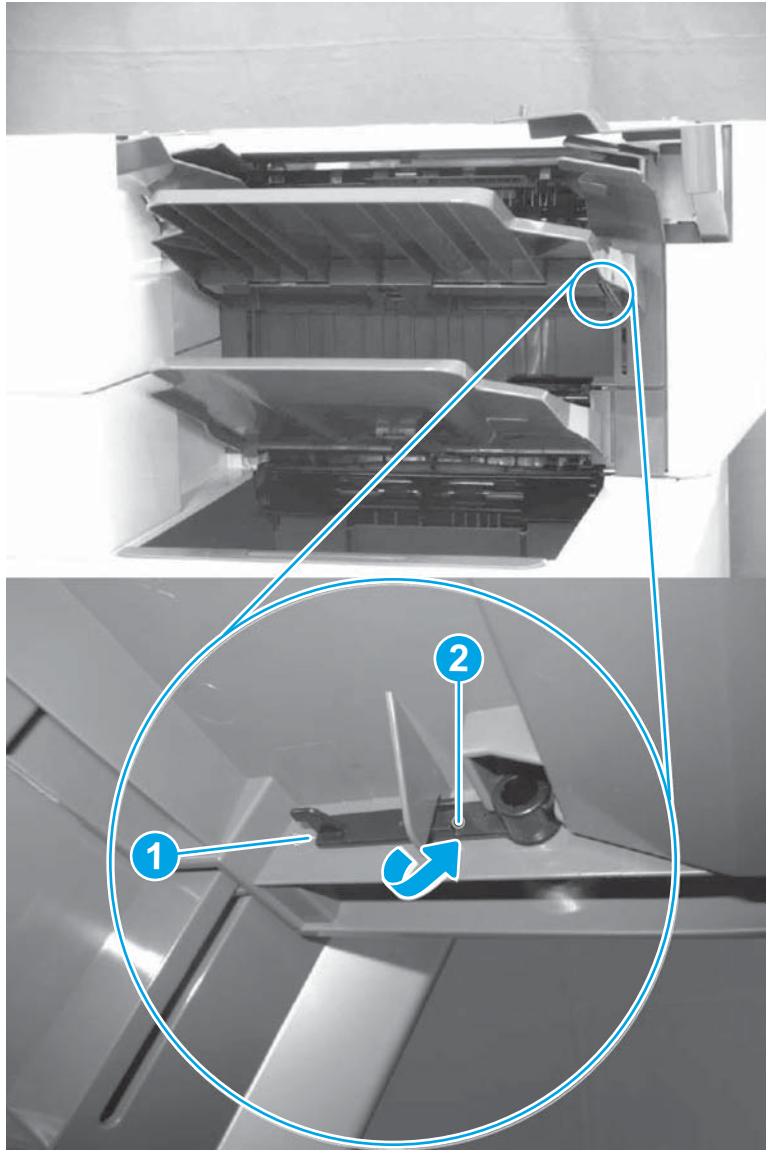
Remove the output bin 1 assembly

Follow these steps to remove the output bin 1 assembly.

- Release one boss (callout 1).

2. Rotate the pin (callout 2) in the direction of the arrow to remove.

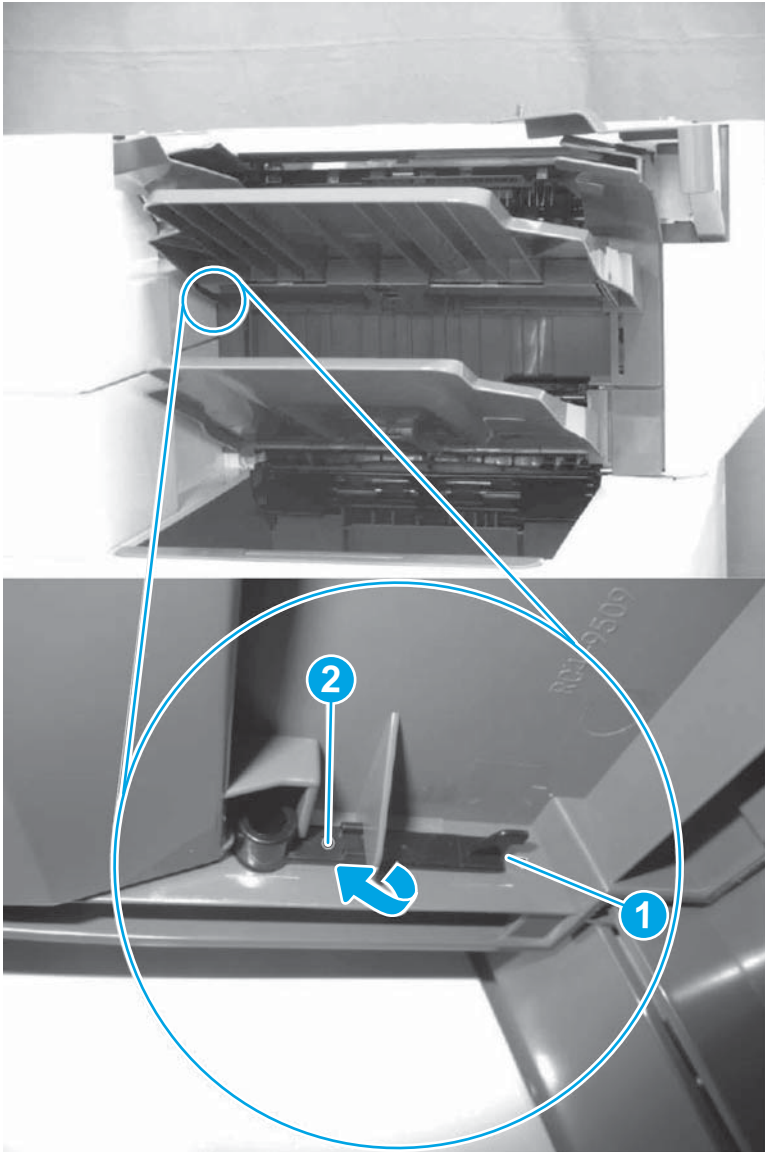
Figure 8-1613 Remove pin



3. Release one boss (callout 1).

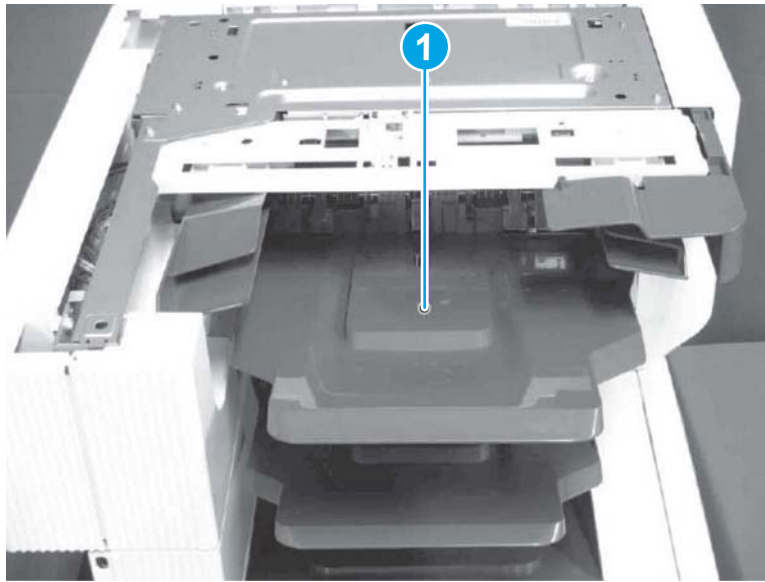
4. Rotate the pin (callout 2) in the direction of the arrow to remove.

Figure 8-1614 Remove pin



5. Remove the output bin 1 assembly (callout 1).

Figure 8-1615 Remove output bin 1 assembly



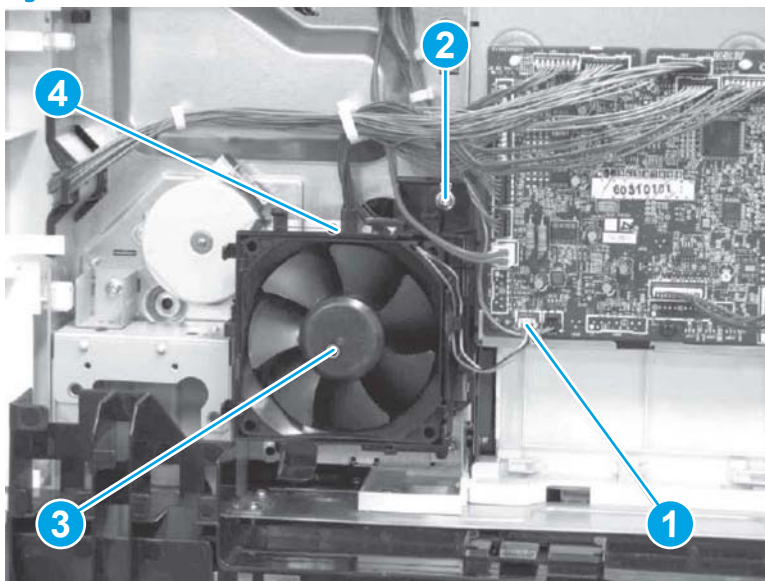
 **TIP:** Reverse the removal steps to install the assembly.

Remove the MBM fan

Follow these steps to remove the MBM fan.

1. Disconnect one connector (callout 1).
2. Remove one screw (callout 2).
3. Remove the fan holder (callout 4) together with the fan (callout 3).

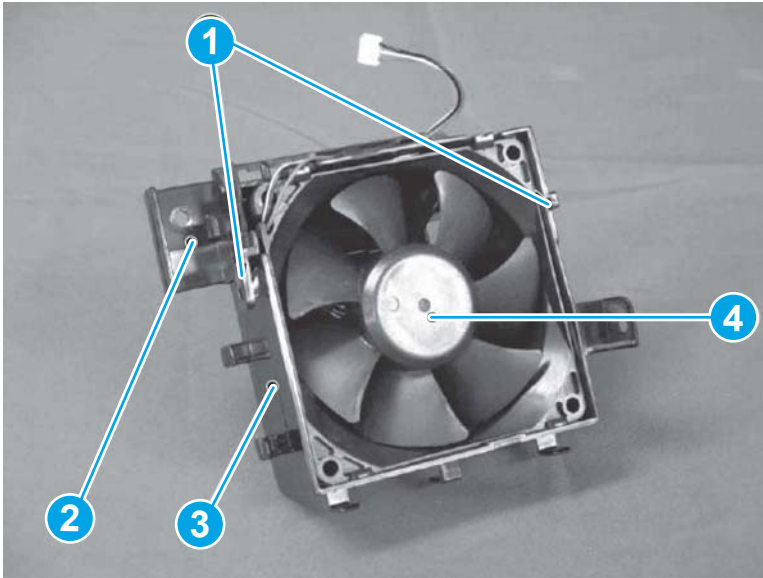
Figure 8-1616 Remove fan holder with fan



4. Release two tabs (callout 1).

5. Remove the duct 1 (callout 2) and the duct 2 (callout 3).
6. Remove the MBM fan (callout 4).

Figure 8-1617 Remove fan holder with fan



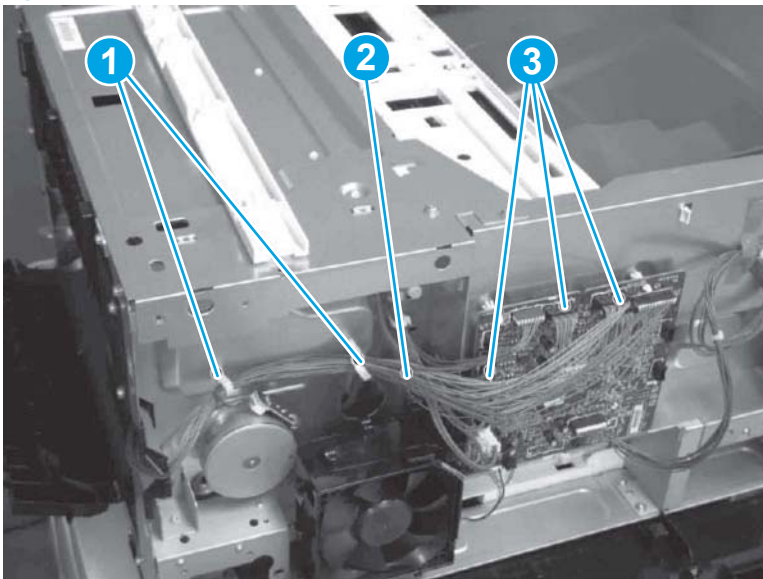
TIP: Reverse the removal steps to install the assembly.

Remove the upper feed assembly

Follow these steps to remove the upper feed assembly.

1. Release the cable (callout 2) from cable clamps (callout 1).
2. Disconnect three connectors (callout 3).

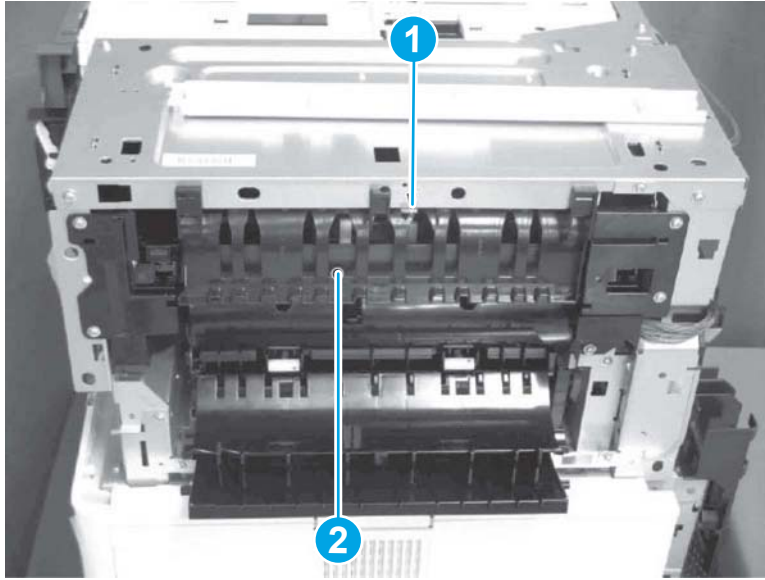
Figure 8-1618 Disconnect connectors



3. Release one tab (callout 1).

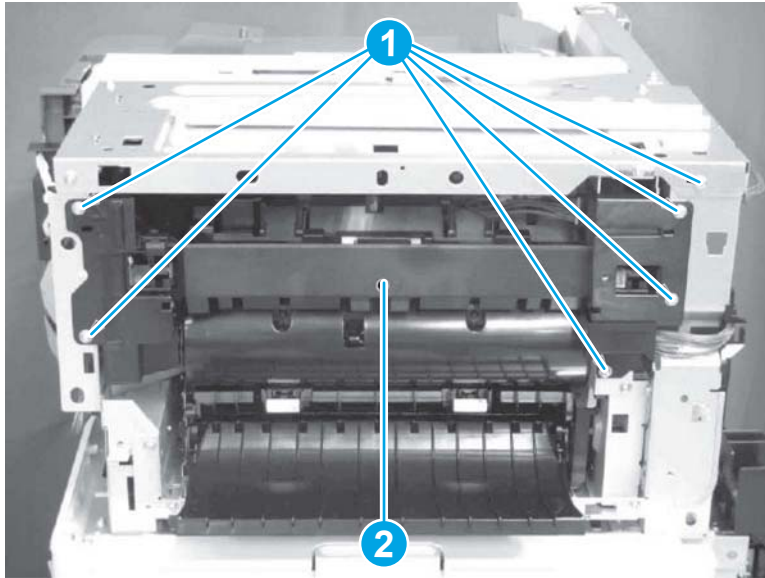
4. Remove the guide (callout 2).


Figure 8-1619 Remove guide



5. Remove six screws (callout 1).
6. Remove the upper feed assembly (callout 2).

Figure 8-1620 Remove upper feed assembly



 **TIP:** Reverse the removal steps to install the assembly.

Remove the lower feed assembly

Follow these steps to remove the lower feed assembly.

1. Release two tabs (callout 1).

2. Remove the cover (callout 2).

Figure 8-1621 Remove cover

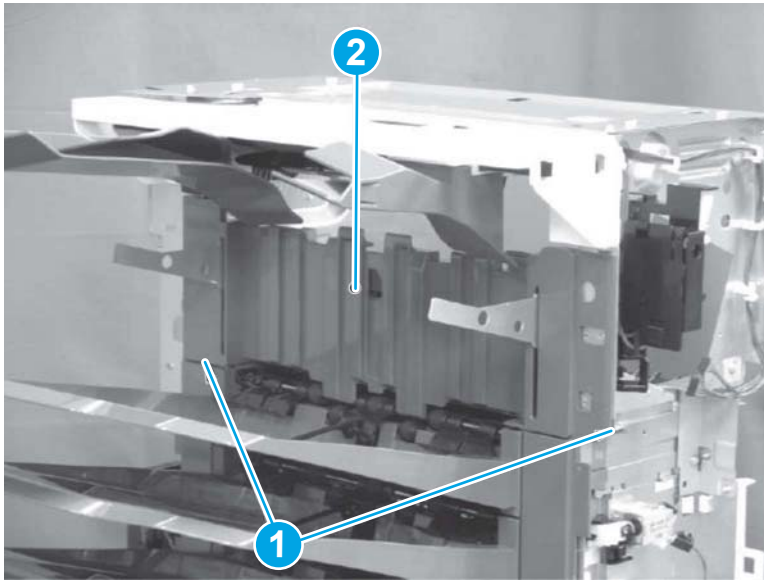
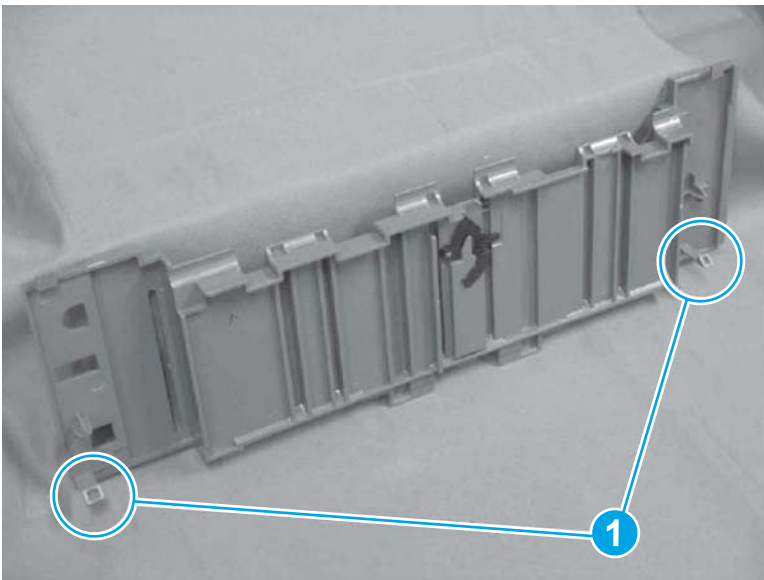


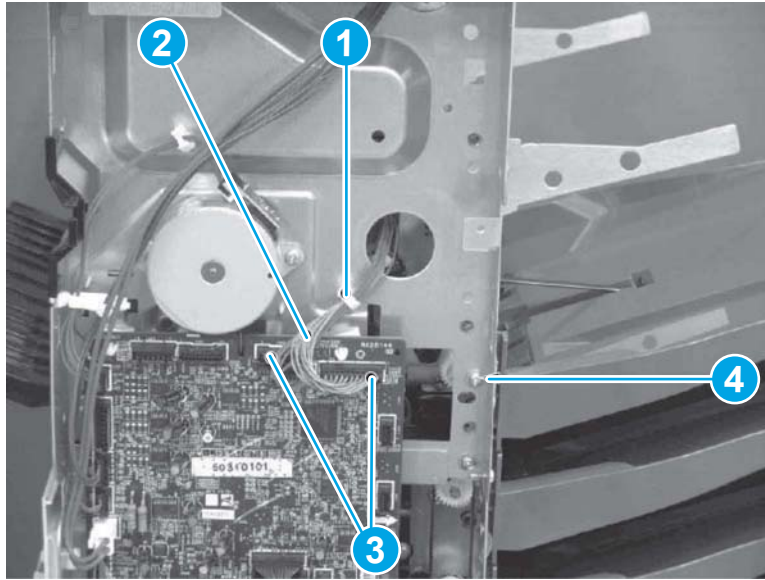
Figure 8-1622 Remove cover



3. Release the cable (callout 2) from the cable clamp (callout 1).
4. Disconnect two connectors (callout 3).

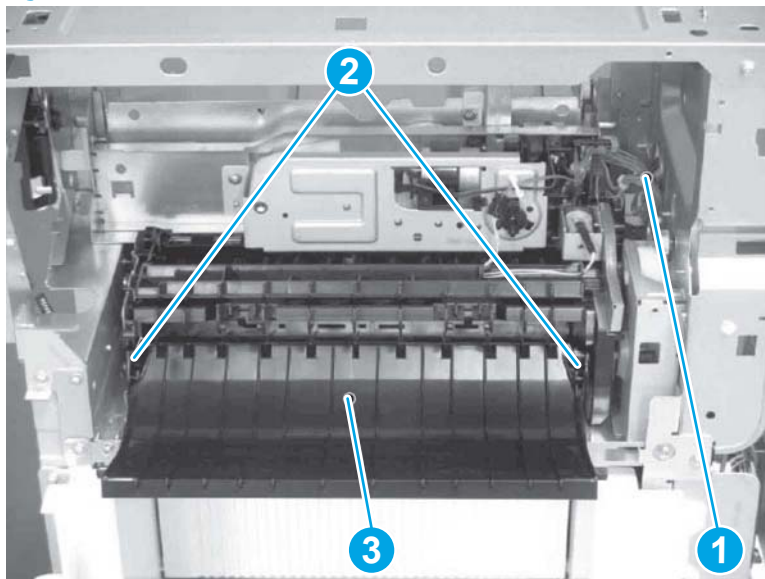
5. Remove one screw (callout 4).

Figure 8-1623 Remove screw



6. Pull out the cable (callout 1).
7. Remove right and left shafts (callout 2).
8. Remove the guide (callout 3).

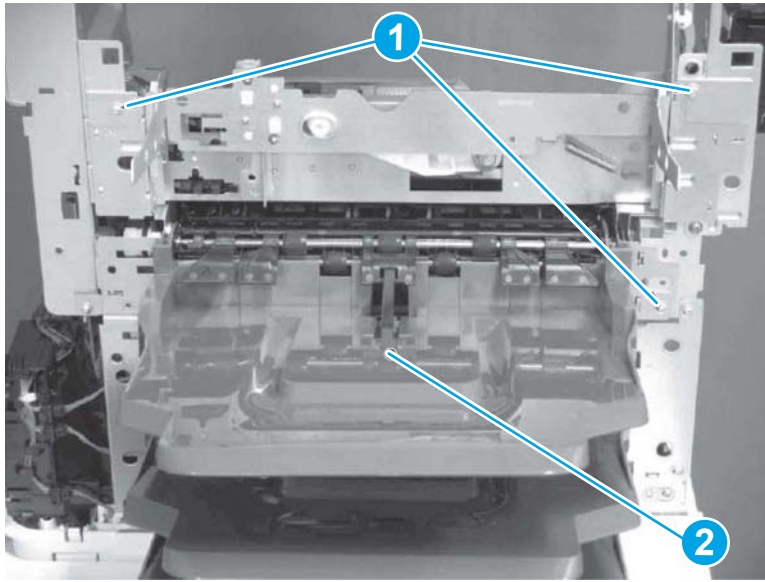
Figure 8-1624 Remove guide




9. Remove three screws (callout 1).

10. Remove the lower feed ass'y (callout 2).

Figure 8-1625 Remove lower feed assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) solenoid assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox solenoid assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-129 Part information

Part number	Part description
RM2-1040-000CN	Solenoid assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

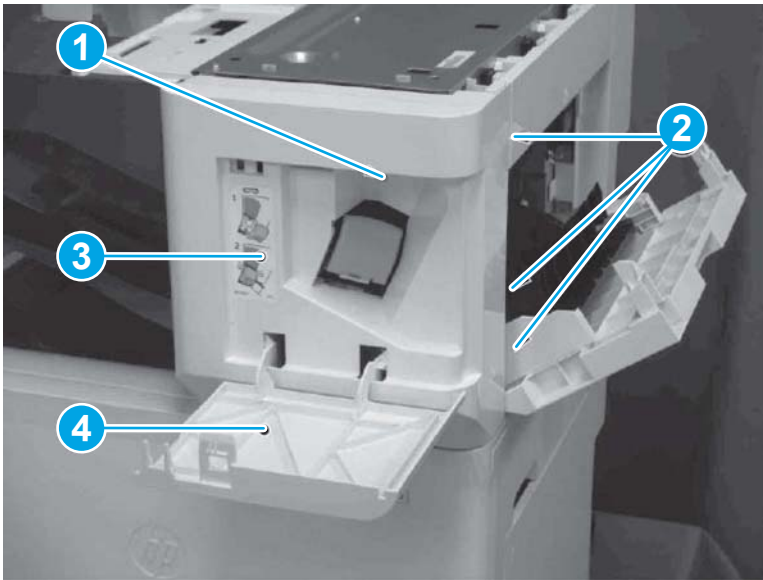
Remove the staple cover/staple door/front door

Follow these steps to remove the staple cover/staple door/front door.

1. Open the staple door and the SS door assembly.
2. Remove one screw (callout 1).
3. Release three tabs (callout 2).

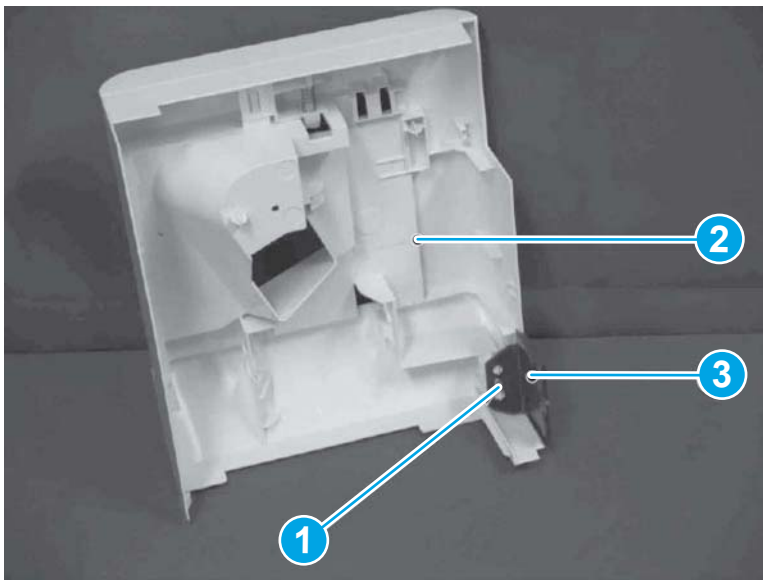
4. Remove the staple cover (callout 3) and the staple door (callout 4) together.

Figure 8-1626 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2) together.

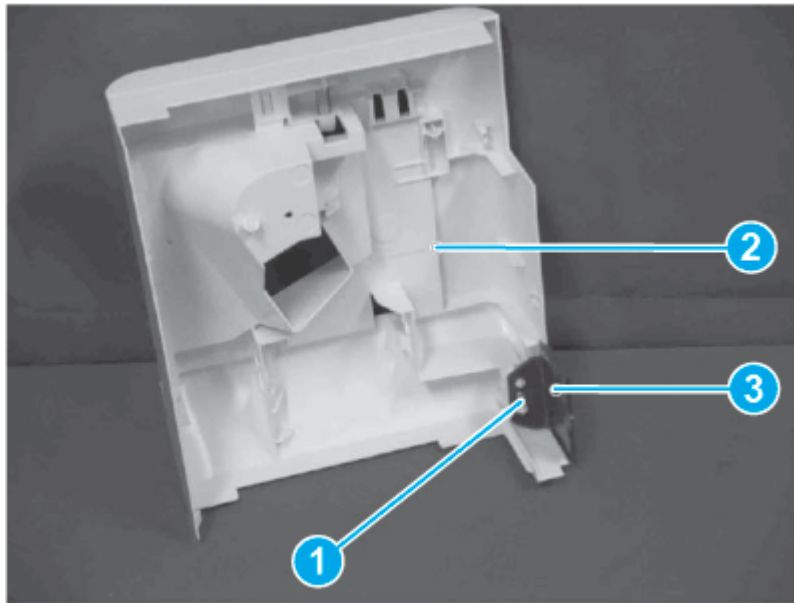
Figure 8-1627 Remove staple cover from staple door



7. Remove one screw (callout 1).

8. Remove the front door (callout 3) from the staple cover (callout 2).

Figure 8-1628 Remove front door from staple cover



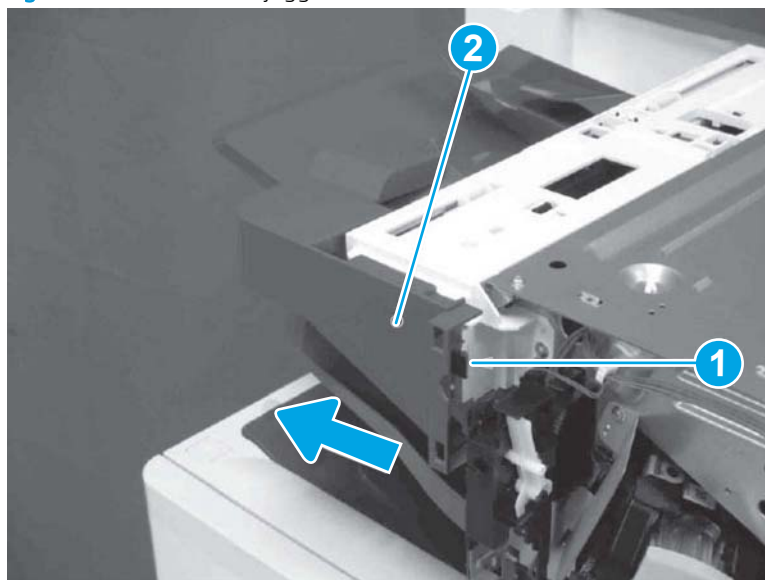
 **TIP:** Reverse the removal steps to install the assembly.

Remove the jogger cover

Follow these steps to remove the jogger cover.

1. Release one tab (callout 1).
2. Slide the jogger cover (callout 2) in the direction of the arrow to remove.

Figure 8-1629 Remove jogger cover



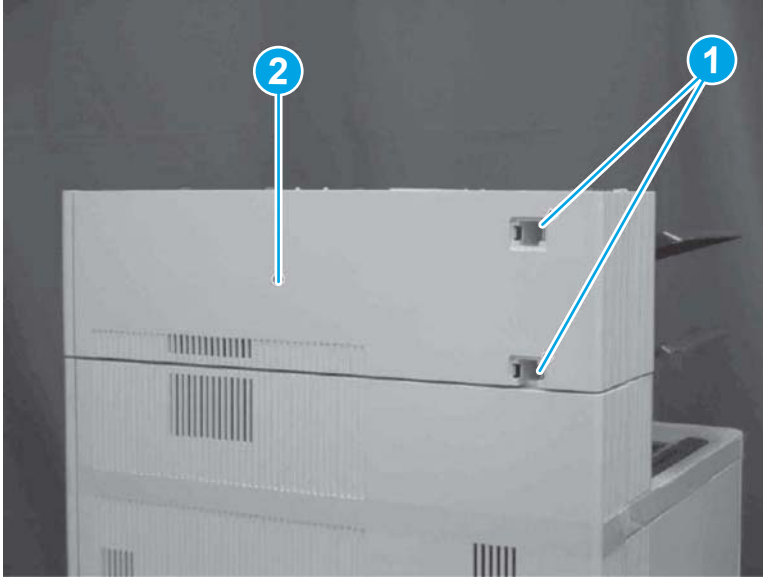
 **TIP:** Reverse the removal steps to install the assembly.


Remove the rear cover

Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).
2. Remove the rear cover (callout 2).

Figure 8-1630 Remove rear cover



 **TIP:** Reverse the removal steps to install the assembly.

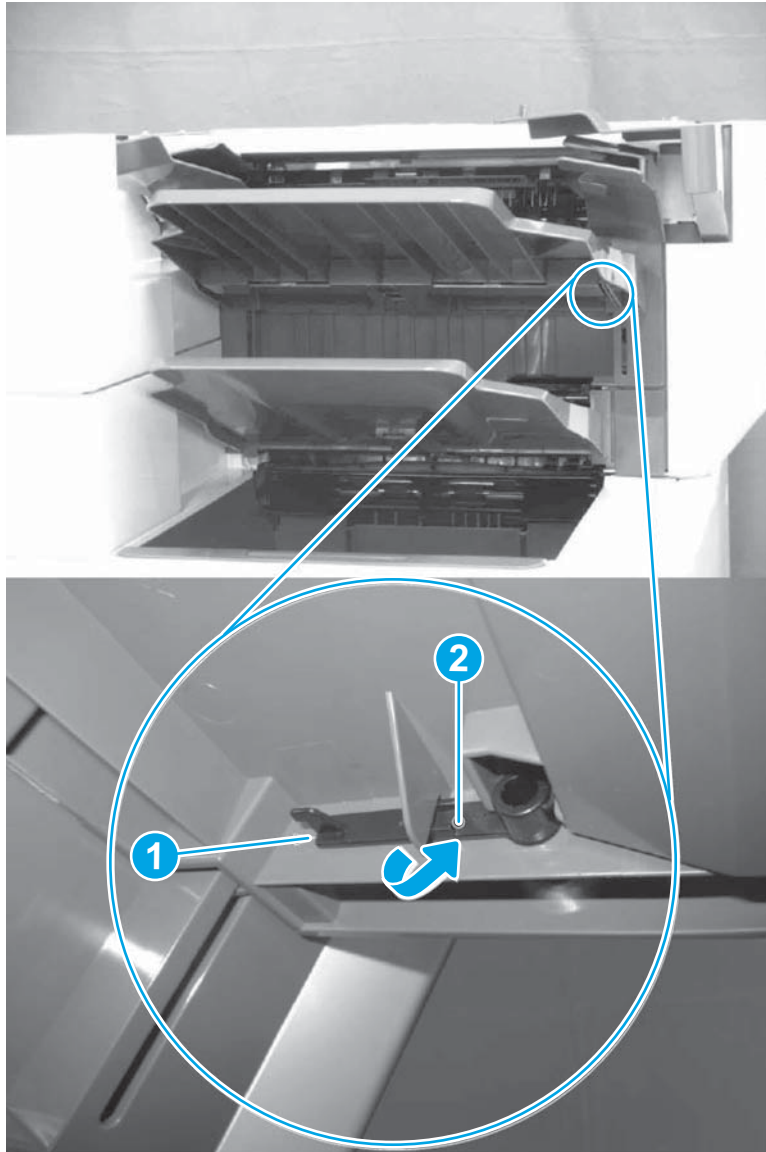
Remove the output bin 1 assembly

Follow these steps to remove the output bin 1 assembly.

1. Release one boss (callout 1).

2. Rotate the pin (callout 2) in the direction of the arrow to remove.

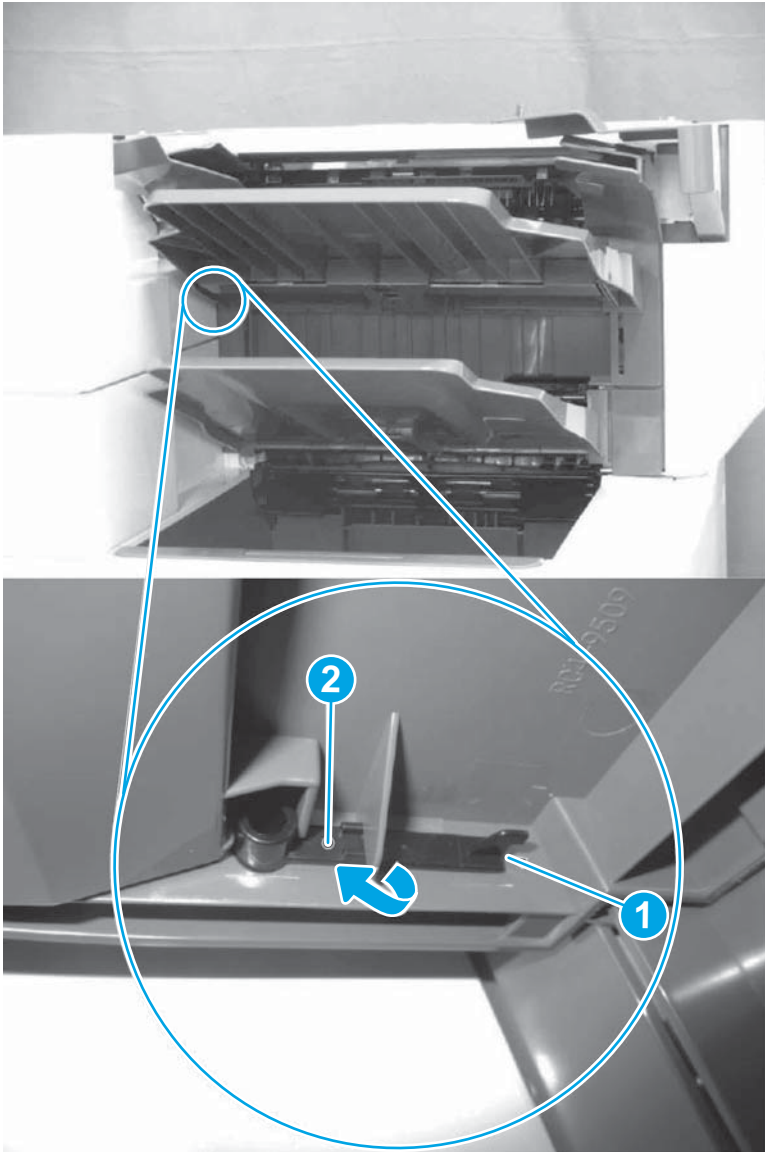
Figure 8-1631 Remove pin



3. Release one boss (callout 1).

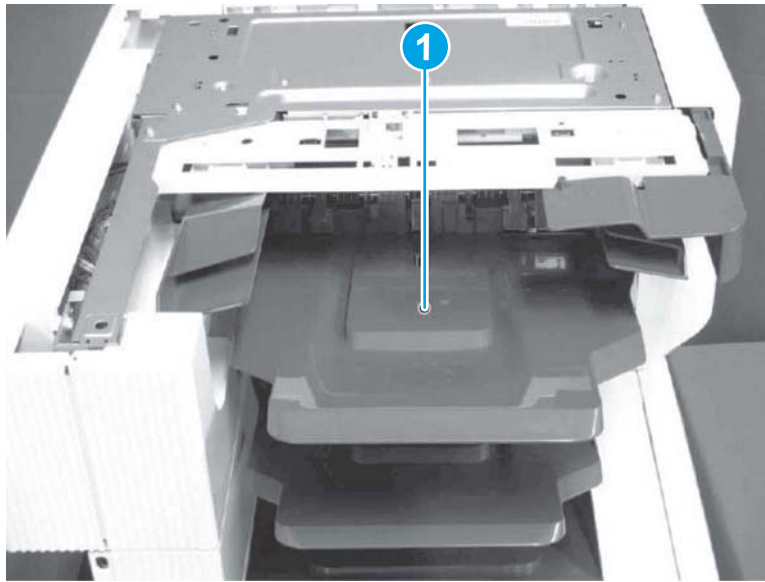
4. Rotate the pin (callout 2) in the direction of the arrow to remove.


Figure 8-1632 Remove pin



5. Remove the output bin 1 assembly (callout 1).

Figure 8-1633 Remove output bin 1 assembly



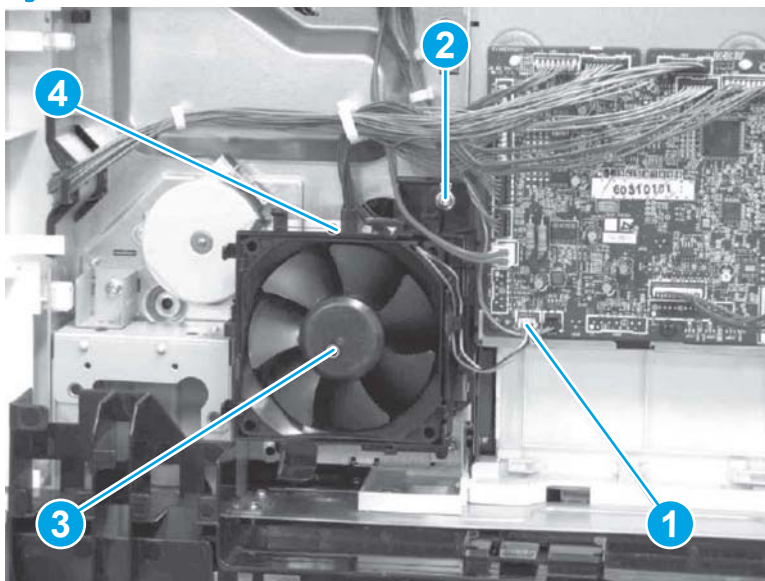
 **TIP:** Reverse the removal steps to install the assembly.

Remove the MBM fan

Follow these steps to remove the MBM fan.

1. Disconnect one connector (callout 1).
2. Remove one screw (callout 2).
3. Remove the fan holder (callout 4) together with the fan (callout 3).

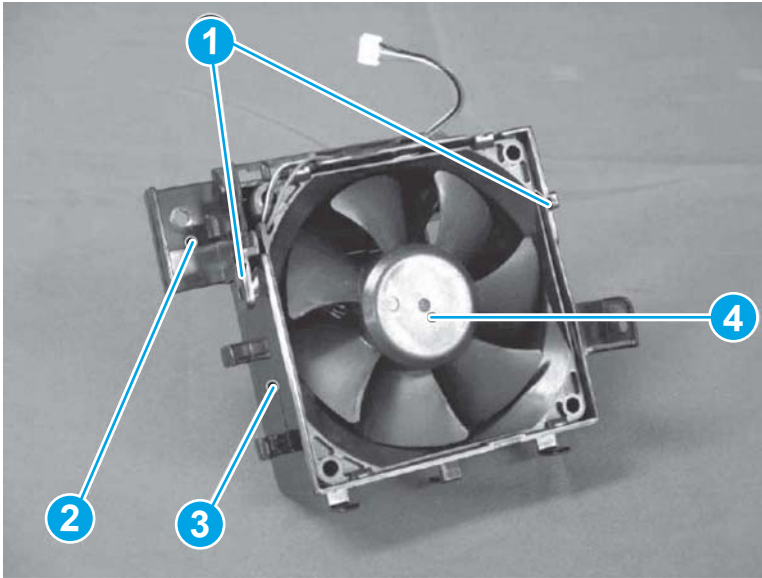
Figure 8-1634 Remove fan holder with fan




4. Release two tabs (callout 1).

5. Remove the duct 1 (callout 2) and the duct 2 (callout 3).
6. Remove the MBM fan (callout 4).

Figure 8-1635 Remove fan holder with fan



 **TIP:** Reverse the removal steps to install the assembly.

Remove the solenoid assembly

Follow these steps to remove the solenoid assembly.

1. Release two tabs (callout 1).

2. Remove the cover (callout 2).

Figure 8-1636 Remove cover

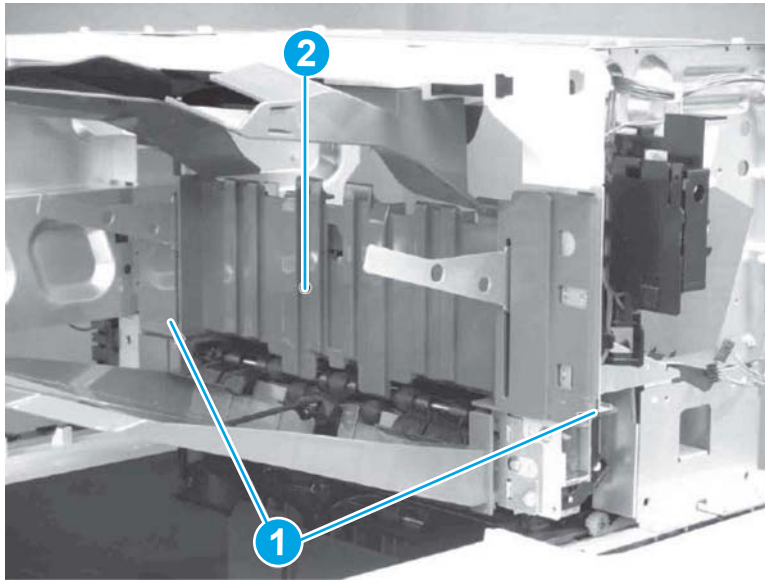
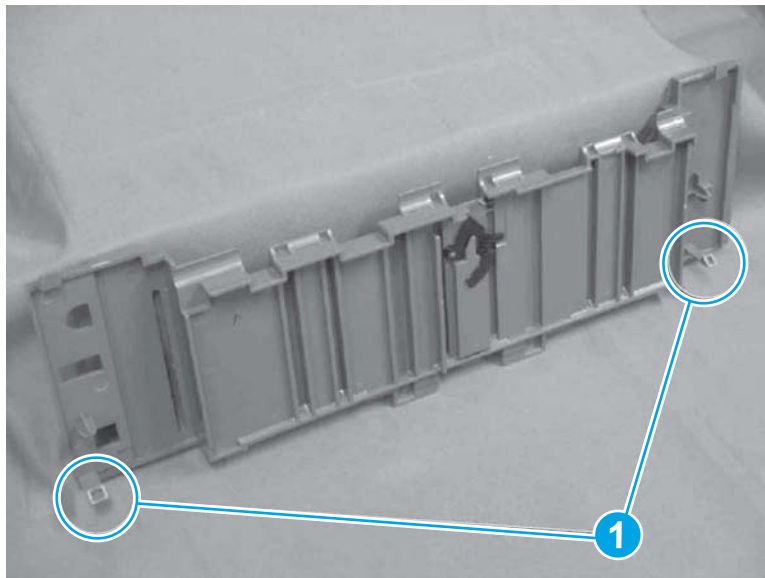


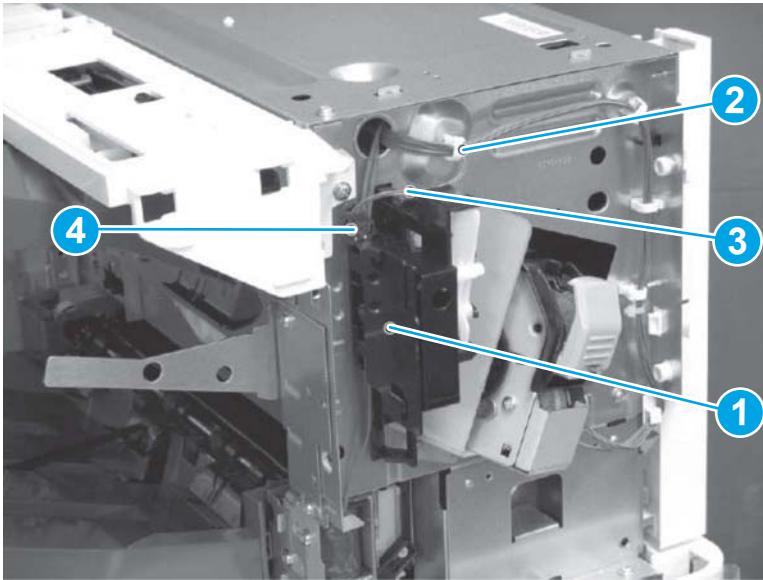
Figure 8-1637 Remove cover



3. Remove the cover (callout 1).
4. Release the cable (callout 3) from the cable clamp (callout 2).

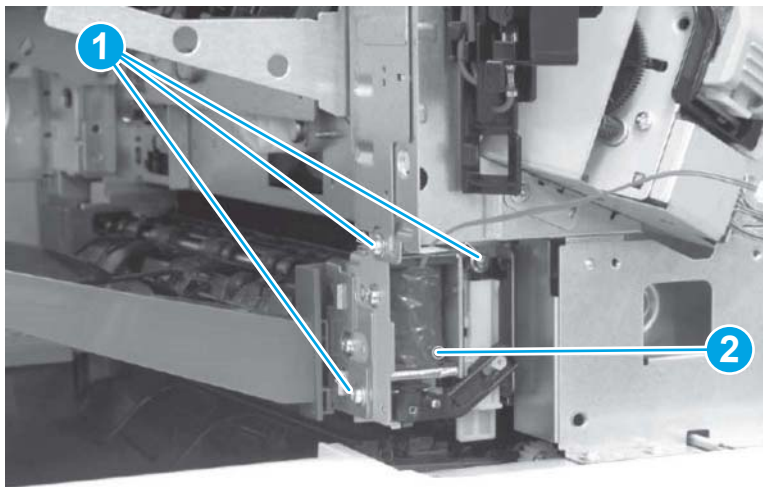
5. Disconnect one connector (callout 4).


Figure 8-1638 Disconnect connector



6. Remove three screws (callout 1).
7. Remove the solenoid assembly (callout 2).

Figure 8-1639 Remove solenoid assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) SS feed motor

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox SS feed motor.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-130 Part information

Part number	Part description
RK2-8149-000CN	DC stepping motor

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

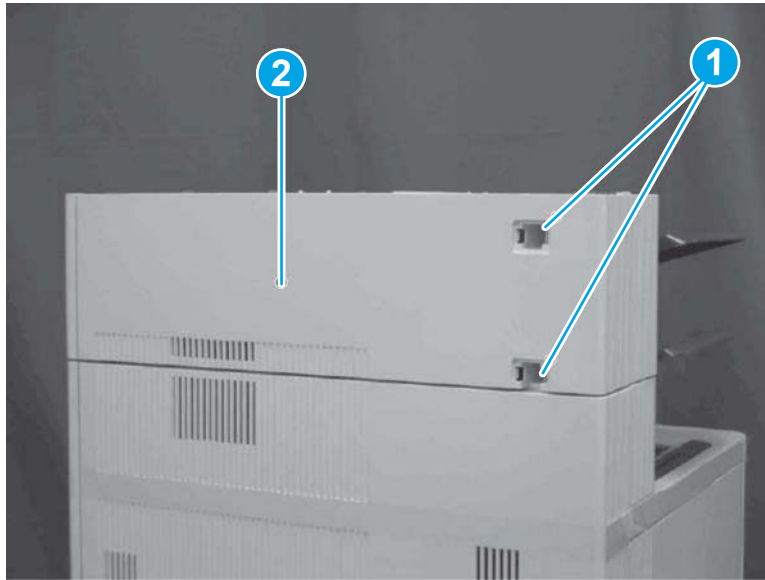
Remove the rear cover


Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1640 Remove rear cover



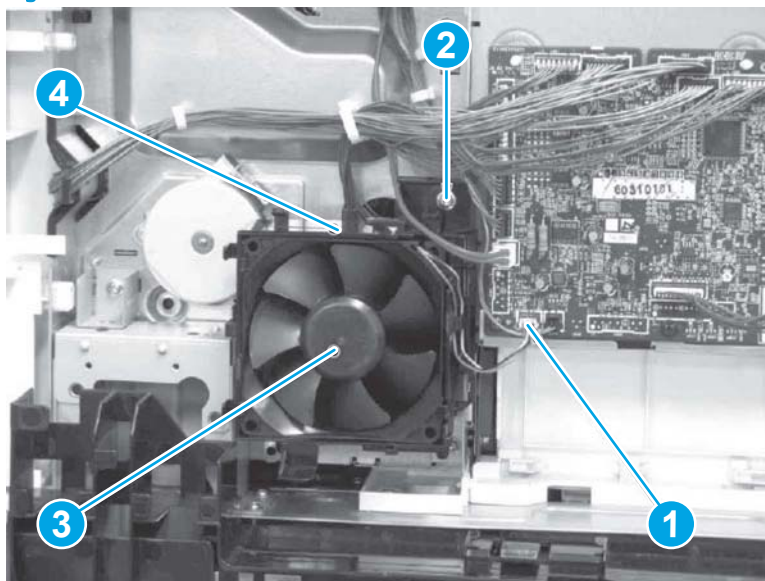
 **TIP:** Reverse the removal steps to install the assembly.

Remove the MBM fan

Follow these steps to remove the MBM fan.

1. Disconnect one connector (callout 1).
2. Remove one screw (callout 2).
3. Remove the fan holder (callout 4) together with the fan (callout 3).

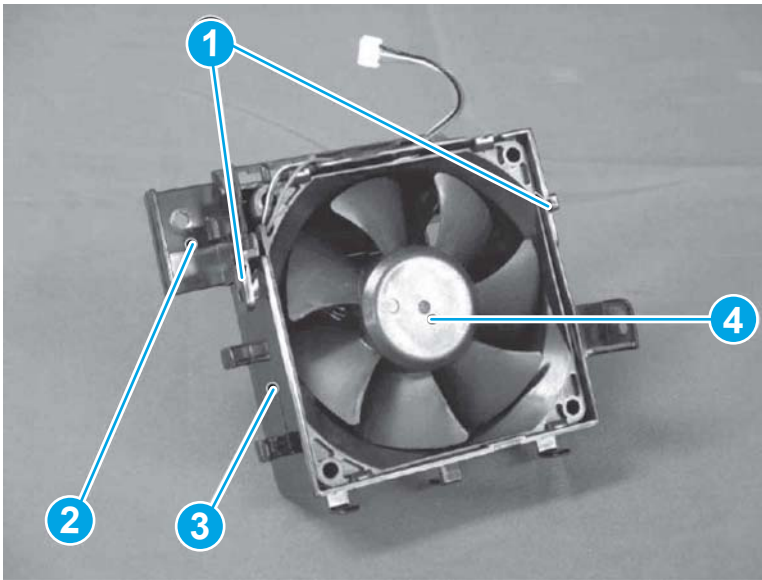
Figure 8-1641 Remove fan holder with fan




4. Release two tabs (callout 1).

5. Remove the duct 1 (callout 2) and the duct 2 (callout 3).
6. Remove the MBM fan (callout 4).

Figure 8-1642 Remove fan holder with fan



 **TIP:** Reverse the removal steps to install the assembly.

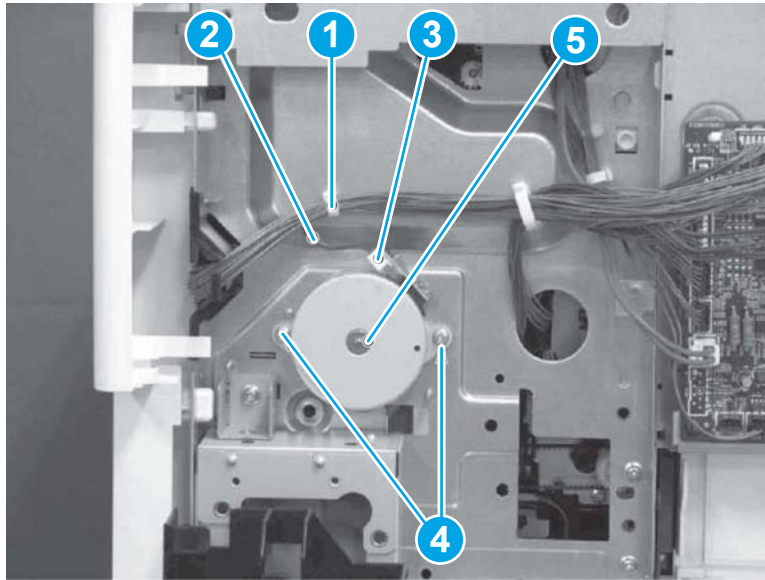
Remove the SS feed motor

Follow these steps to remove the SS feed motor.

1. Release the cable (callout 2) from the cable clamp (callout 1).
2. Disconnect one connector (callout 3).
3. Remove two screws (callout 4).

4. Remove the SS feed motor (callout 5).

Figure 8-1643 Remove SS feed motor



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (2-bin) controller PCA

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox controller PCA.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-131 Part information

Part number	Part description
RM2-8917-000CN	HCI controller PCB assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

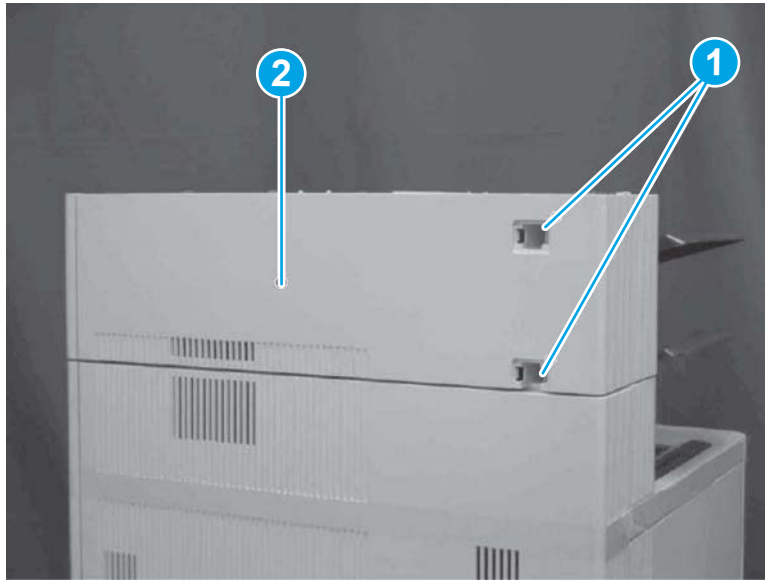
Remove the rear cover


Follow these steps to remove the rear cover.

1. Remove two screws (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-1644 Remove rear cover



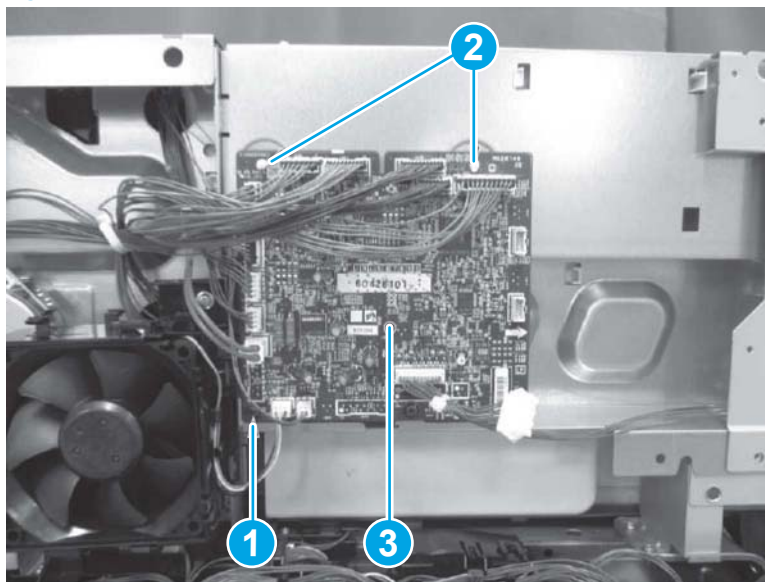
 **TIP:** Reverse the removal steps to install the assembly.

Remove the SSMBM controller PCA

Follow these steps to remove the SSMBM controller PCA.

1. Disconnect all the connectors on the SSMBM controller PCA.
2. Remove two screws (callout 1).
3. Release two tabs (callout 2).
4. Remove the SSMBM controller PCA (callout 3).

Figure 8-1645 Remove SSMBM controller PCA



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement (M607/M608/M609/M610/M611/M612/ E60055/E60065/E60075/E60155/E60165/E60175)

Learn about repair and replacement procedures for the M607/M608/M609/M610/M611/M612/E60055/
E60065/E60075/E60155/E60165/E60175 printers.

Customer self-repair (CSR) A parts and accessories

Customer self-repair (CSR) A parts are parts that a customer replaces without assistance from a field technician. These parts can be replaced without the use of any tools.

Removal and replacement: Control panel (small touchscreen)

This document provides the procedures to remove and replace the control panel (small touchscreen).

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-132 Part information

Part number	Part description
K0Q15-67901	Control panel kit (small touchscreen)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

Post service test

No post service test is available for this assembly.

Remove the control panel

Follow these instructions to remove the control panel.

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-1646 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.
 - b. Remove the control panel cover.

Figure 8-1647 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-1648 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).
 - b. Slide the control panel toward the back of the printer (callout 2) to release it.

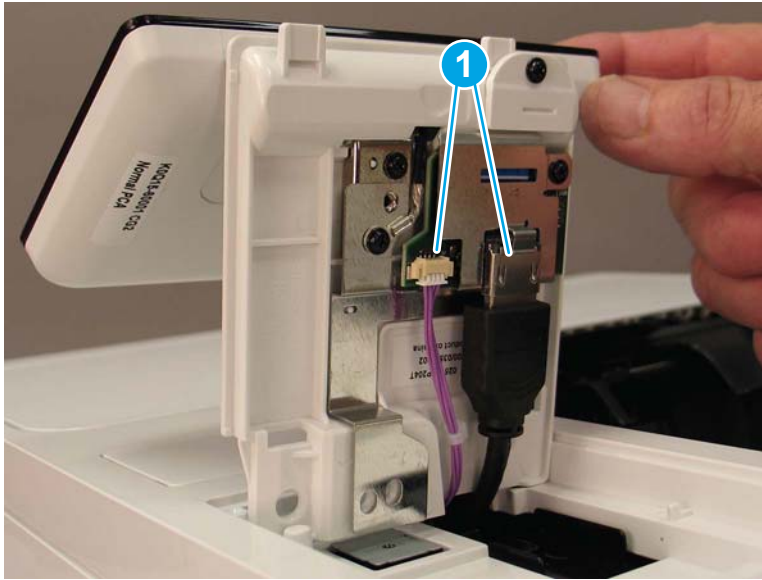
Figure 8-1649 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.

- b. Disconnect two connectors (callout 1).

Figure 8-1650 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-1651 Remove the control panel



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

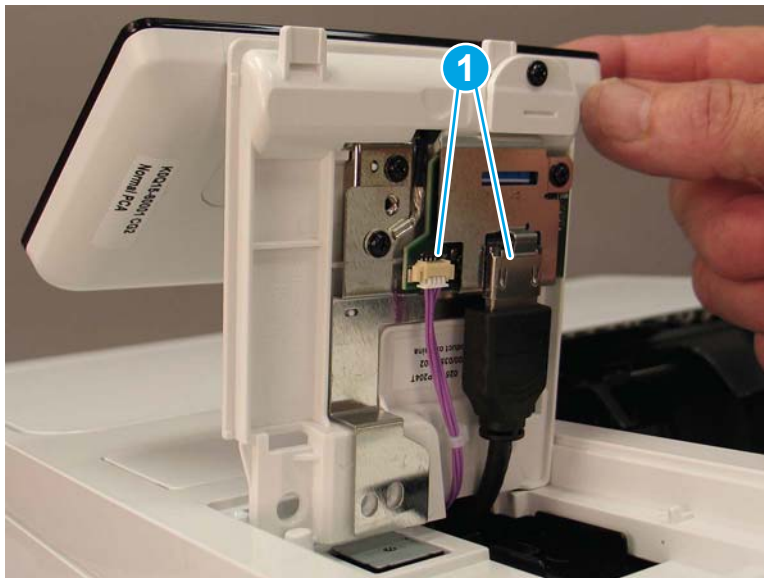
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the control panel

Follow these instructions to install the control panel.

1. On the replacement control panel, connect two connectors (callout 1).

Figure 8-1652 Connect two connectors



2. Install the tabs, on the front of the control panel, into the slots on the printer top cover.

Figure 8-1653 Install the control panel tabs into the printer slots



3. Do the following:
 - a. Lower the back edge of the control panel down (callout 1).
 - b. Install one screw (callout 2).

Figure 8-1654 Lower the control panel and install one screw



4. Do the following:
 - a. Align the tabs on the front of the control panel cover with the slots in the printer.

- b. Pivot the cover down, in the direction indicated by the arrow, to install it.

Figure 8-1655 Align the control panel cover and pivot down to install it



Removal and replacement: Control panel (4 line with 10 key)

This document provides the procedures to remove and replace the control panel (10-key models).



[View a video of how to remove and replace the control panel \(10-key models\).](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-133 Part information

Part number	Part description
5851-7975	Control panel kit (68.58 mm 2.7 in display-CSR A)
RM2-1259-010CN	Assembly-control panel

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

Post service test

No post service test is available for this assembly.

Remove the control panel (2)

7 inch display-4 line with 10 key).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-1656 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.
 - b. Remove the control panel cover (callout 2).

Figure 8-1657 Release the control panel cover and remove it



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-1658 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up, and then slide it toward the back of the printer (callout 1) to release it.
 - b. Turn the control panel over (callout 2) to gain access to the bottom side.

Figure 8-1659 Release the control panel and turn it over



5. Disconnect two connectors (callout 1).

Figure 8-1660 Disconnect two connectors



6. Remove the control panel.

Figure 8-1661 Remove the control panel



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

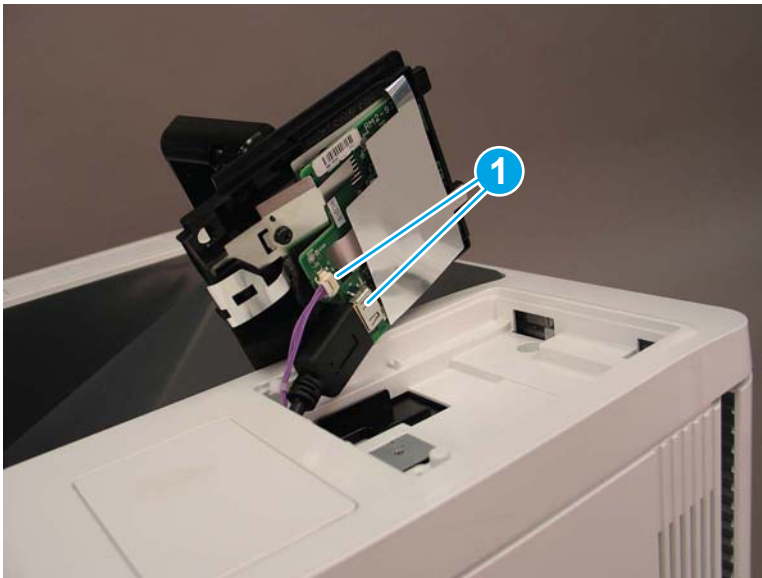
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the control panel (2)

7 inch display-4 line with 10 key).

1. On the replacement control panel, connect two connectors (callout 1).

Figure 8-1662 Connect two connectors



2. Install the tabs on the front of the control panel into the slots on the printer top cover.

Figure 8-1663 Install the control panel tabs into the printer slots



3. Do the following:
 - a. Lower the back edge of the control panel down into the printer, in the direction indicated by the arrow.
 - b. Install one thumbscrew (callout 2).

Figure 8-1664 Lower the control panel and install one thumbscrew



4. Do the following:
 - a. Align the tabs on the front of the control panel cover with the slots in the printer.

- b. Pivot the cover down, in the direction indicated by the arrow, to install it.

Figure 8-1665 Align the control panel cover and pivot down to install it



Removal and replacement: Fuser

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

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-134 Part information

Part number	Part description
RM2-1256-020cn	Fuser Kit 110v
RM2-1257-020cn	Fuser Kit 220v

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the fuser

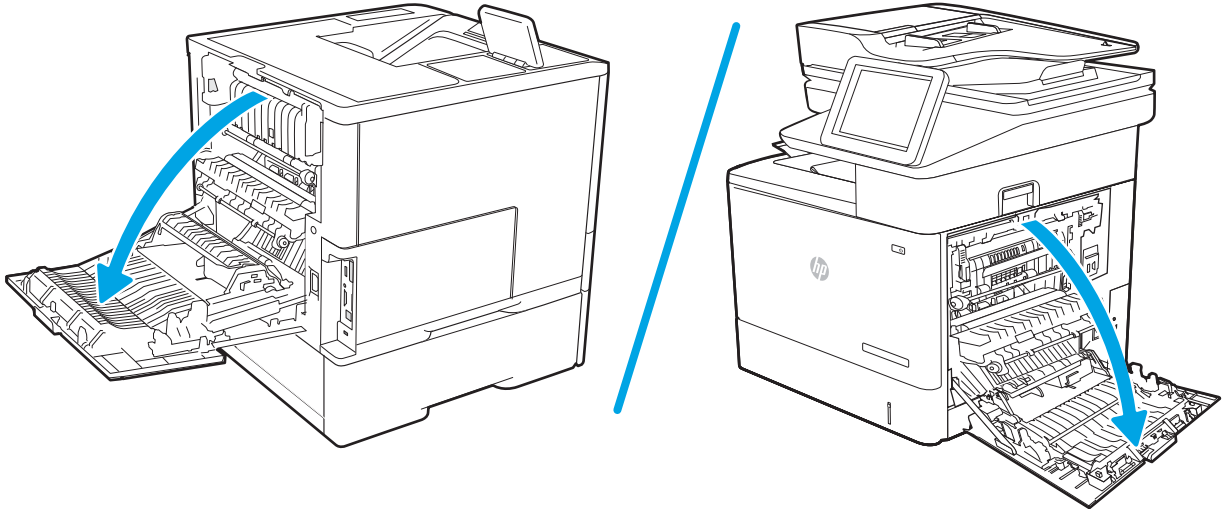
Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.



WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

Figure 8-1666 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.


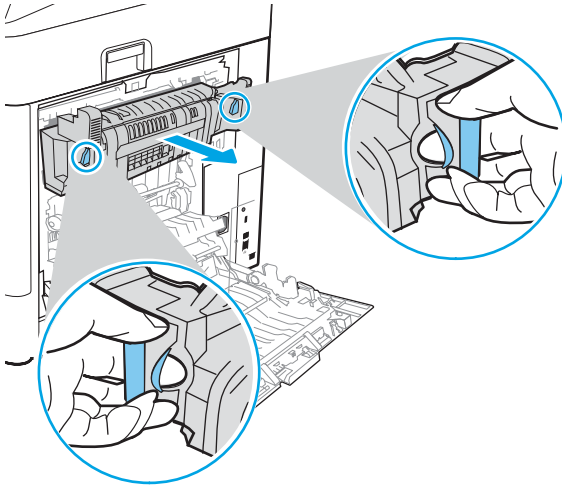
 **NOTE:** The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-1667 Remove the fuser



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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 the fuser

Follow these steps to install the fuser.

1. Hold the handles of the fuser and install it into the printer in the direction indicated by the arrow.


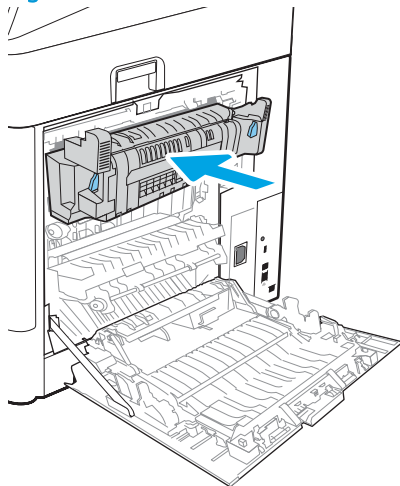
 **NOTE:** The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the install process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser install location.

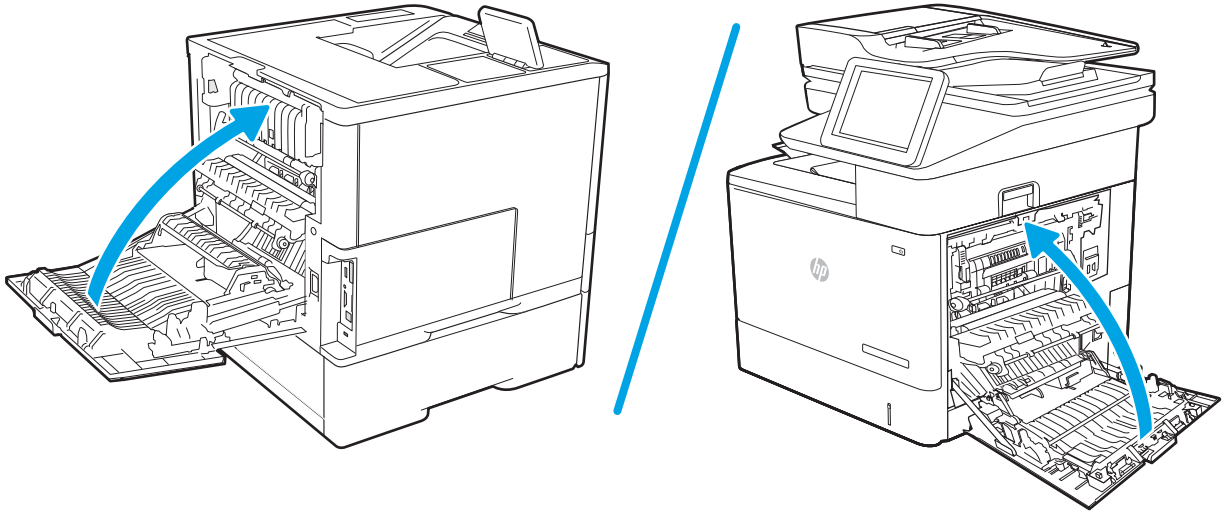
Figure 8-1668 Install the fuser



2. Do one of the following:

- a. M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers: Close the rear door.
- b. M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers: Close the right door.

Figure 8-1669 Close the rear door or close the right door



Removal and replacement: Tray 1 pickup roller

This document provides the procedures to remove and replace the tray 1 pickup roller.



[View a video of how to remove and replace the tray 1 pickup roller.](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-135 Part information

Part number	Part description
J8J70-67903	Tray 1 Kit (pickup roller and separation roller)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

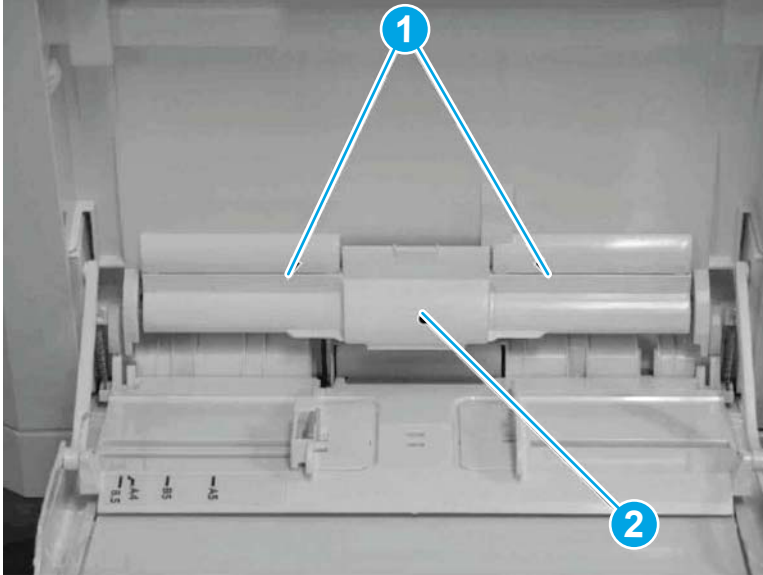
No post service test is available for this assembly.

Remove the tray 1 pickup roller

Follow these steps to remove the tray 1 pickup roller.

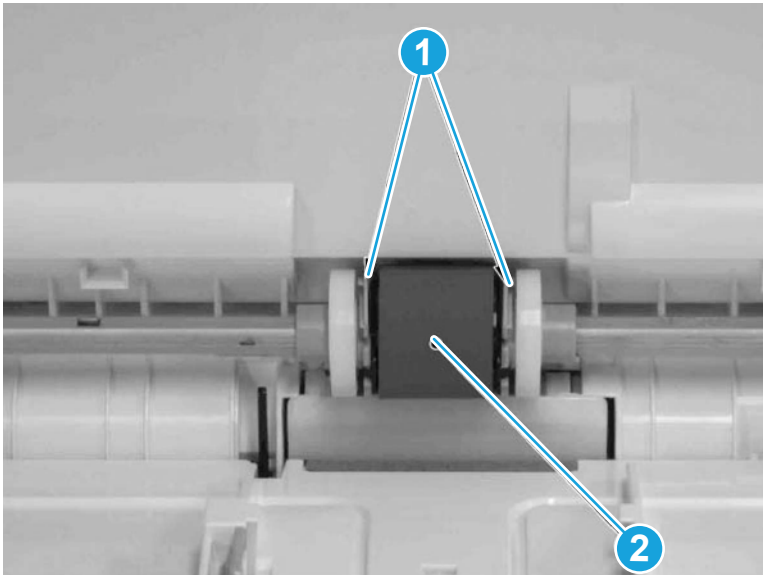
1. Do the following:
 - a. Open the tray 1.
 - b. Release two tabs (callout 1).
 - c. Remove the tray 1 pickup roller cover (callout 2).

Figure 8-1670 Release two tabs and remove the pickup roller cover



2. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the tray 1 pickup roller (callout 2).

Figure 8-1671 Release two tabs and remove the pickup roller



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

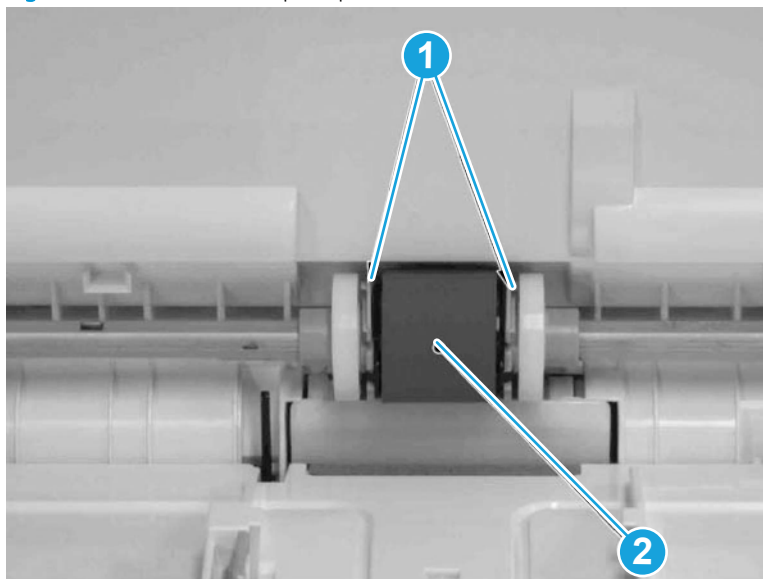
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the tray 1 pickup roller

Follow these steps to install the tray 1 pickup roller.

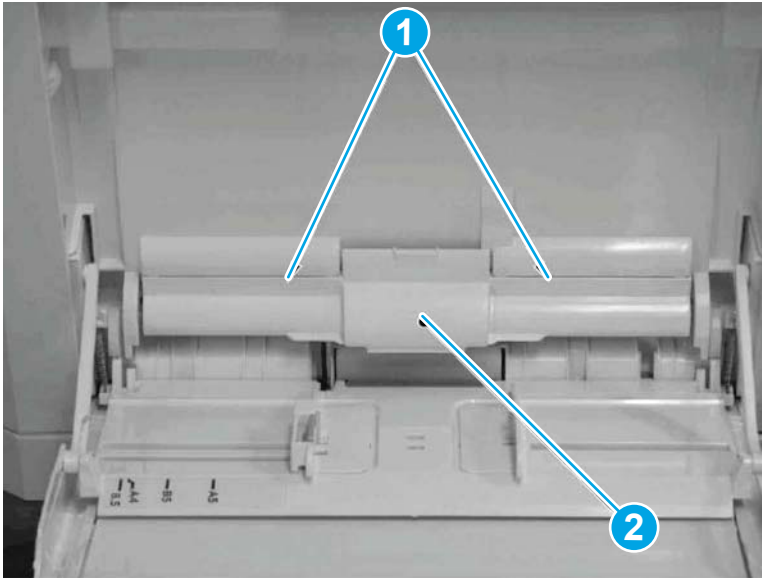
1. Do the following:
 - a. Hold open two tabs (callout 1).
 - b. Install the tray 1 pickup roller (callout 2).
 - c. Release two tabs (callout 1).

Figure 8-1672 Install the pickup roller and release two tabs



2. Do the following:
 - a. Install the tray 1 pickup roller cover (callout 2).
 - b. Close the two tabs (callout 1).
 - c. Close the tray 1.

Figure 8-1673 Install the pickup roller cover and close two tabs



Removal and replacement: Tray 1 separation roller

This document provides the procedures to remove and replace the tray 1 separation roller.



[View a video of how to remove and replace the tray 1 separation roller.](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-136 Part information

Part number	Part description
J8J70-67903	Tray 1 Kit (pickup roller and separation roller)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

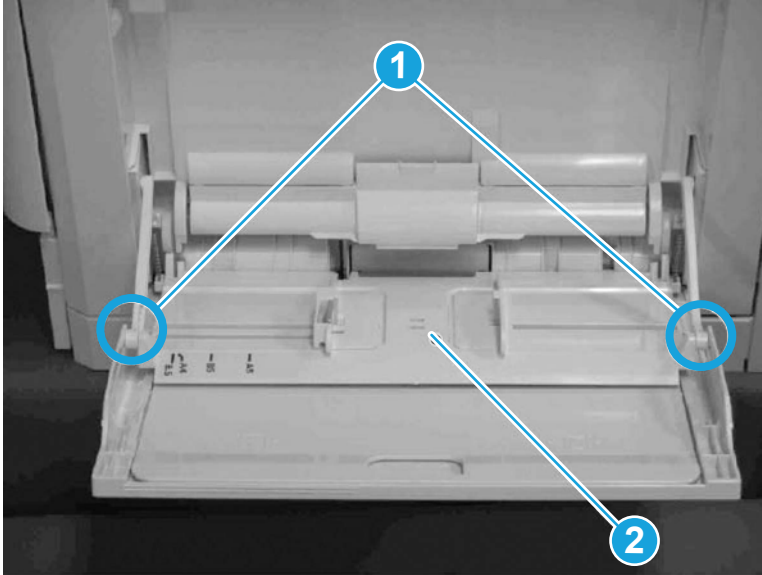
No post service test is available for this assembly.

Remove the tray 1 separation roller

Follow these steps to remove the tray 1 separation roller.

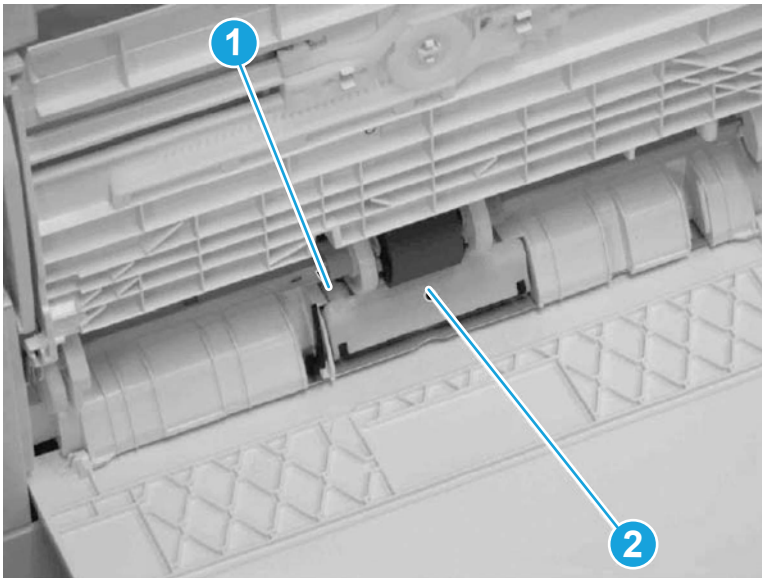
1. Do the following:
 - a. Open the tray 1.
 - b. Release two hinge shafts (callout 1).
 - c. Hold up the lifting plate (callout 2).

Figure 8-1674 Release two hinge shafts and hold up the lifting plate



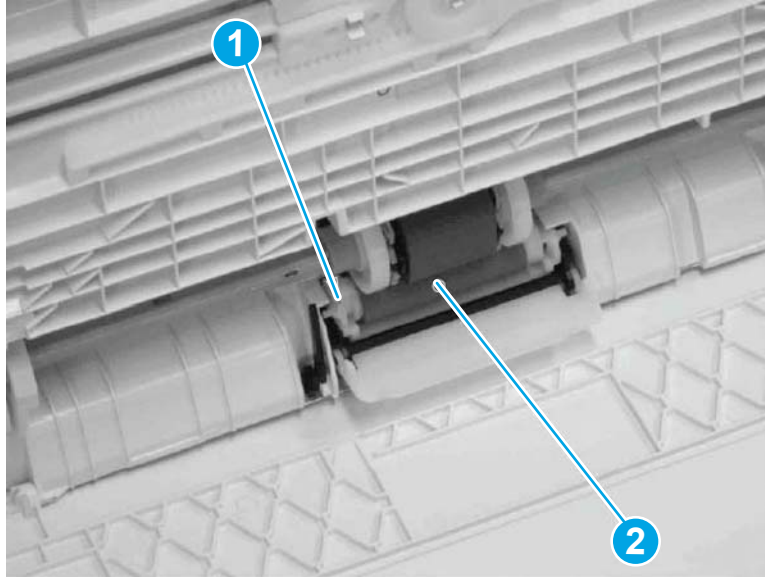
2. Do the following:
 - a. Release one tab (callout 1).
 - b. Open the tray 1 separation roller cover (callout 2).

Figure 8-1675 Release one tab and open the cover



3. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the tray 1 separation roller (callout 2).

Figure 8-1676 Release one tab and remove the tray 1 separation roller



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

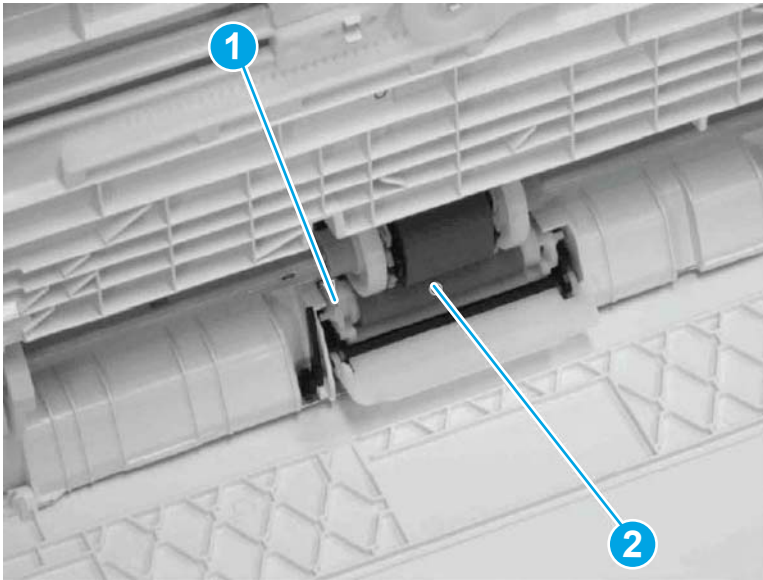
Install the tray 1 separation roller

Follow these steps to install the tray 1 separation roller.

1. Do the following:

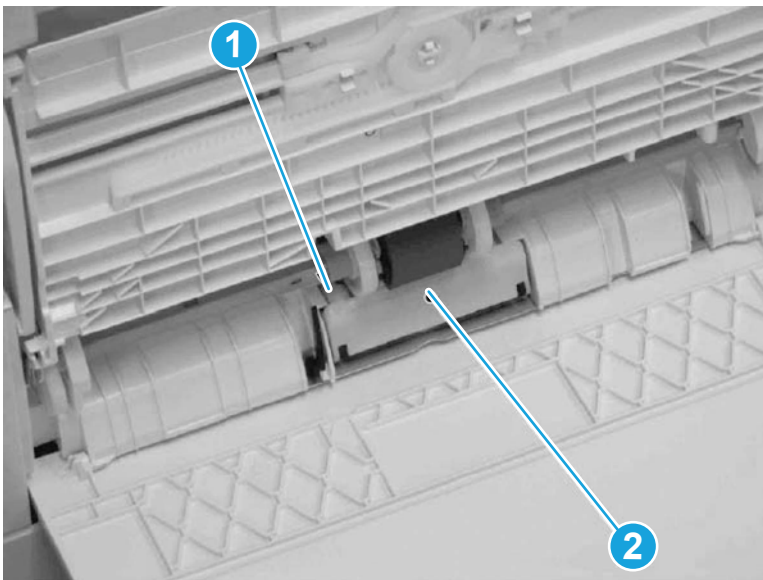
- a. Hold open one tab (callout 1).
- b. Install the tray 1 separation roller (callout 2).

Figure 8-1677 Open one tab and install the tray 1 separation roller



2. Do the following:
 - a. Release one tab (callout 1).
 - b. Close the tray 1 separation roller cover (callout 2).

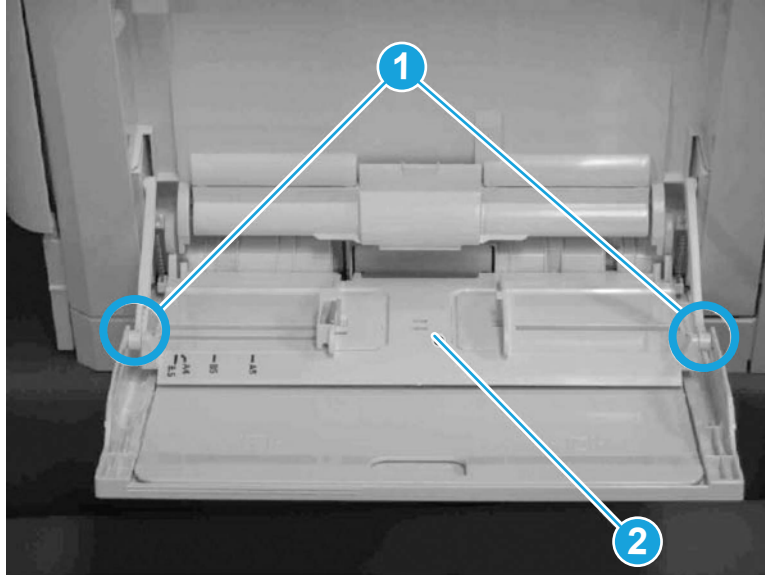
Figure 8-1678 Release one tab and close the cover



3. Do the following:

- a. Hold up the lifting plate (callout 2).
- b. Attach two hinge shafts (callout 1).
- c. Close the tray 1.

Figure 8-1679 Hold up the lifting plate and attach two hinge shafts




Removal and replacement: Secondary transfer roller

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


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-137 Part information

Part number	Part description
RM2-6800-000cn	Secondary transfer roller kit

Required tools

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

After performing service

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

Post service test

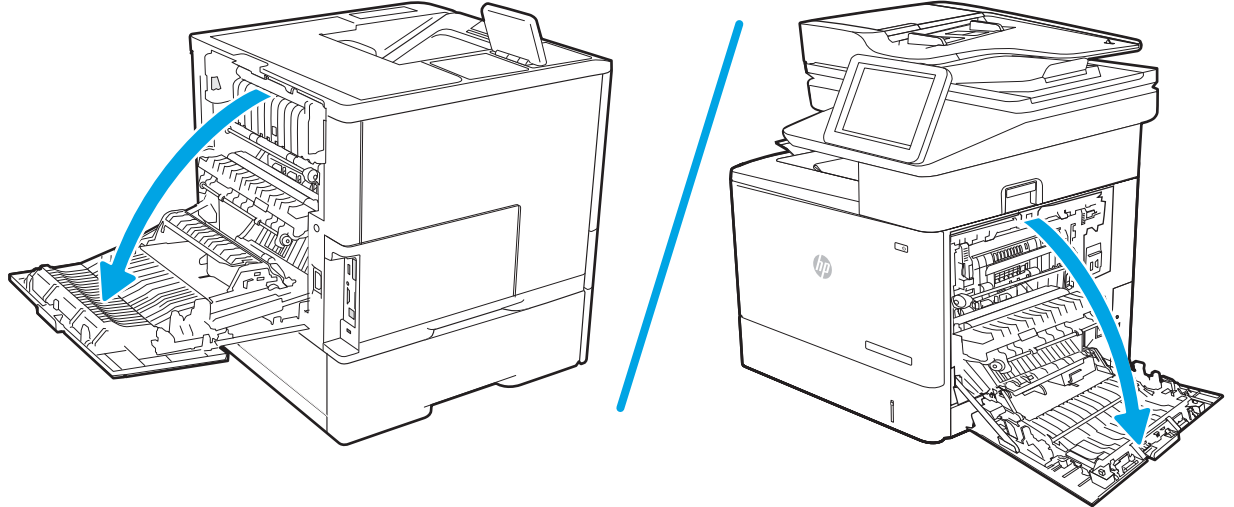
No post service test is available for this assembly.

Remove the secondary transfer roller:

Follow these steps to remove the secondary transfer roller:

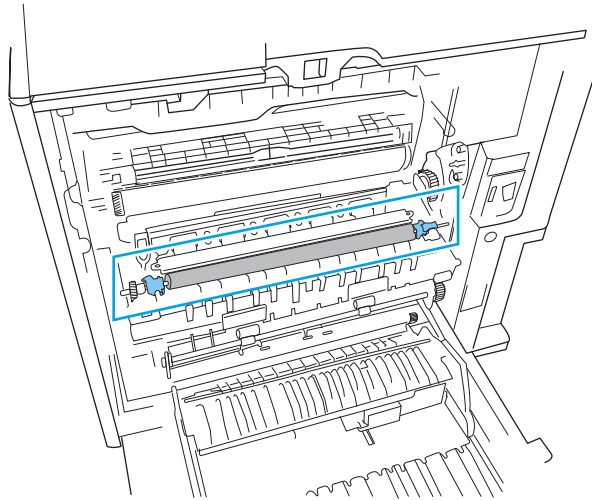
1. Do the following:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

Figure 8-1680 Open the rear door or the right door



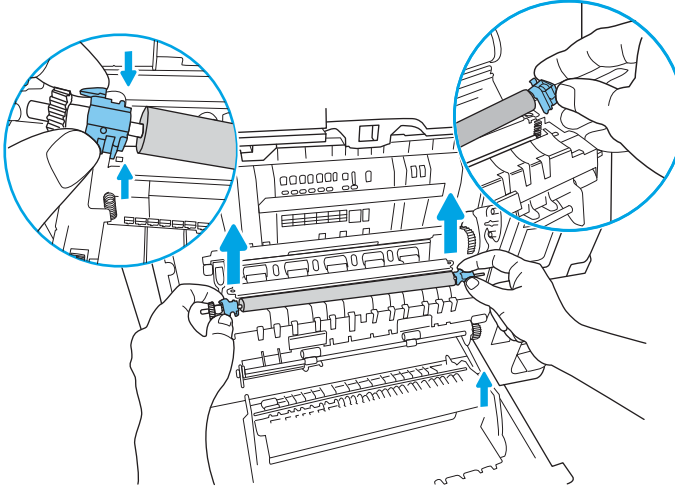
2. Locate the secondary transfer roller within the transfer assembly.

Figure 8-1681 Locate the secondary transfer roller



3. Do the following:
 - a. At each end of the secondary transfer roller, release two tabs.
 - b. Lift up and remove the secondary transfer roller assembly in the direction indicated by the arrows.


Figure 8-1682 Release four tabs and remove the secondary transfer roller



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

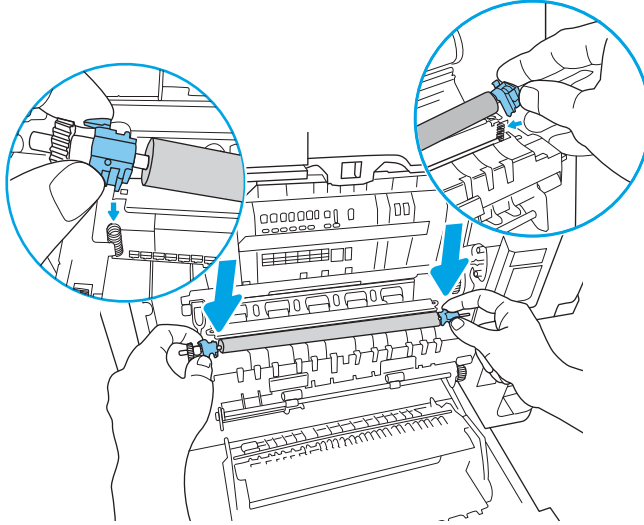
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the secondary transfer roller:

Follow these steps to install the secondary transfer roller:

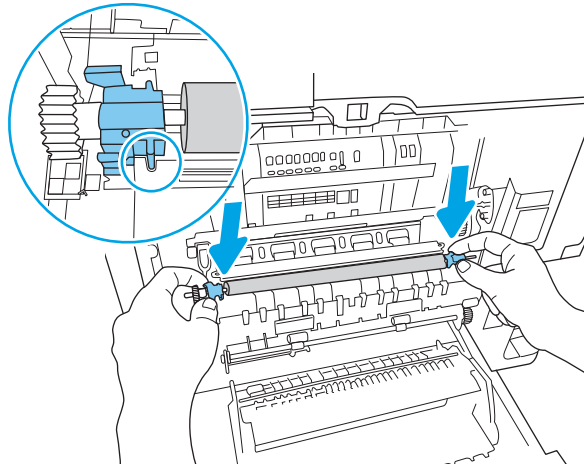
1. At each end of the secondary transfer roller, pinch two tabs together to install it.

Figure 8-1683 Pinch together the four tabs and install the secondary transfer roller



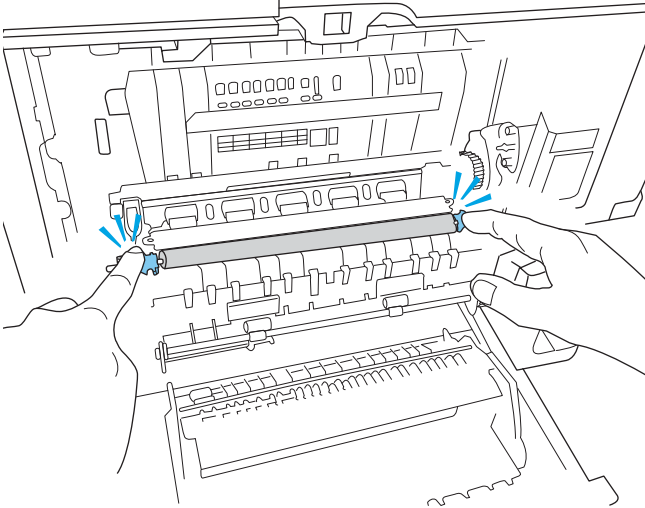
2. To correctly seat the secondary transfer roller, make sure that the pin on each end is aligned in the grooves of the transfer assembly.

Figure 8-1684 Align the end pins of the secondary transfer roller in the grooves



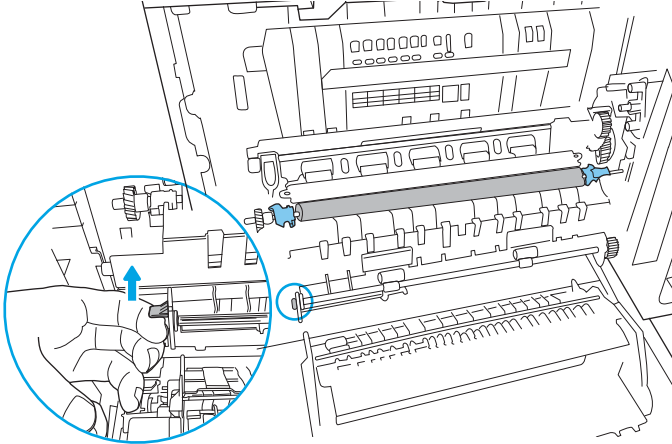
3. Press down on each end of the secondary transfer roller and make sure it snaps into place.

Figure 8-1685 Press down and snap the ends into place



4. On the transfer assembly, lift up the left end tab.

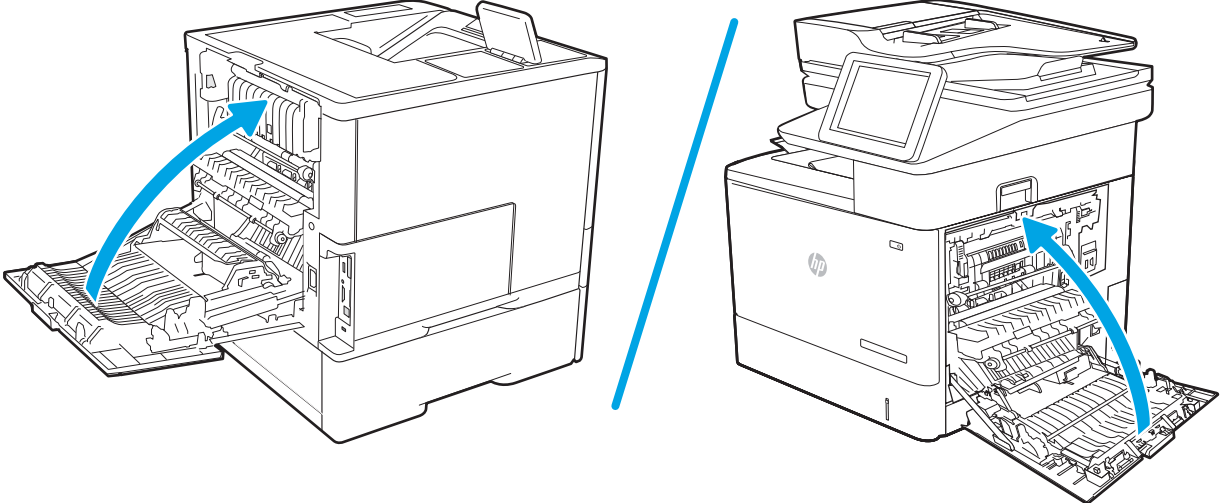
Figure 8-1686 Lift up the transfer assembly left end tab



5. Do the following:


- a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Close the rear door.
- b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Close the right door.

Figure 8-1687 Close the rear door or close the right door




Removal and replacement: Hard-disk drive (HDD)

This document provides the procedures to remove and replace the hard-disk drive (HDD).

 [View a video of how to remove and replace the hard-disk drive \(HDD\).](#)


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-138 Part information

Part number	Part description
5851-6712	500 GB hard disk drive kit
B5L29-67903	Kit-secure HDD, 500 GB FIPS

Required tools

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

After performing service

Turn the printer power on

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


Post service test

No post service test is available for this assembly.

Remove the formatter cover

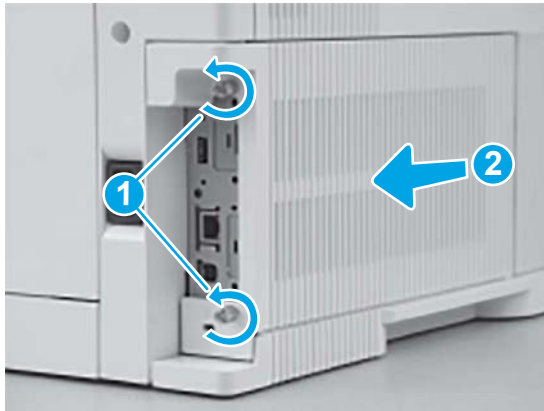
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1688 Release two thumb screws and remove the formatter cover



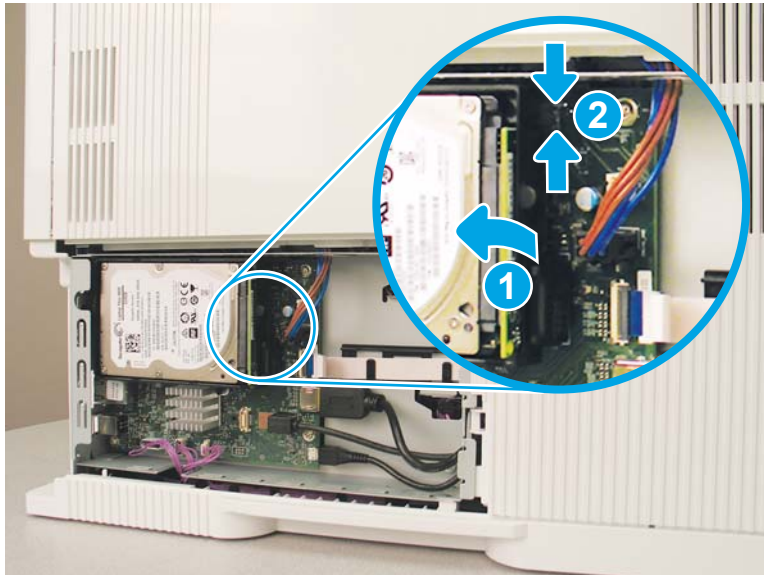
Remove the hard-disk drive (HDD)

Follow these steps to remove the hard-disk drive (HDD).

1. Do the following:
 - a. Release the hard-disk drive (HDD) locking connector (callout 1).
 - b. Pinch the retainer (callout 2) to release it.

⚠ CAUTION: Electrostatic sensitive (ESD) parts. Always touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive part.

Figure 8-1689 Release the HDD locking connector and pinch the retainer to release it



2. Do the following:

- a. Rotate the connector end of the HDD out and away from the formatter (callout 1).
- b. Slide the HDD away from the formatter cage, in the direction indicated by the arrow (callout 2), and remove it.

Figure 8-1690 Rotate the HDD away from the formatter and remove the HDD



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

3. To install an assembly, reverse the removal steps.



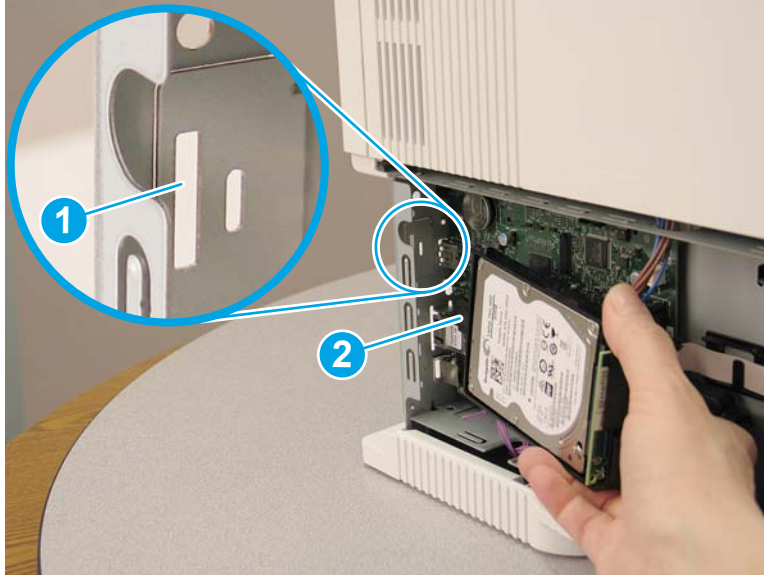
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the hard-disk drive (HDD)

Follow these steps to install the hard-disk drive (HDD).

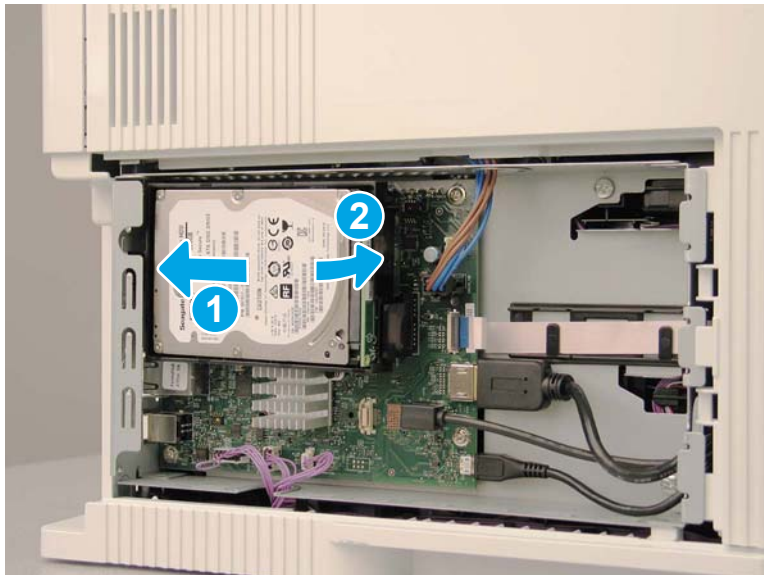
1. Before proceeding, take note of the location of the slot (callout 1) in the sheet metal where the HDD cradle mounting tab (callout 2) must be installed.

Figure 8-1691 Locate the slot where the HDD mounting tab is installed



2. Do the following:
 - a. Insert the HDD cradle mounting tab into the slot in the sheet metal.
 - b. Slide the HDD toward the formatter cage (callout 1) to fully install the tab in the sheet metal.
 - c. Rotate the connector end (callout 2) of the HDD toward the formatter.

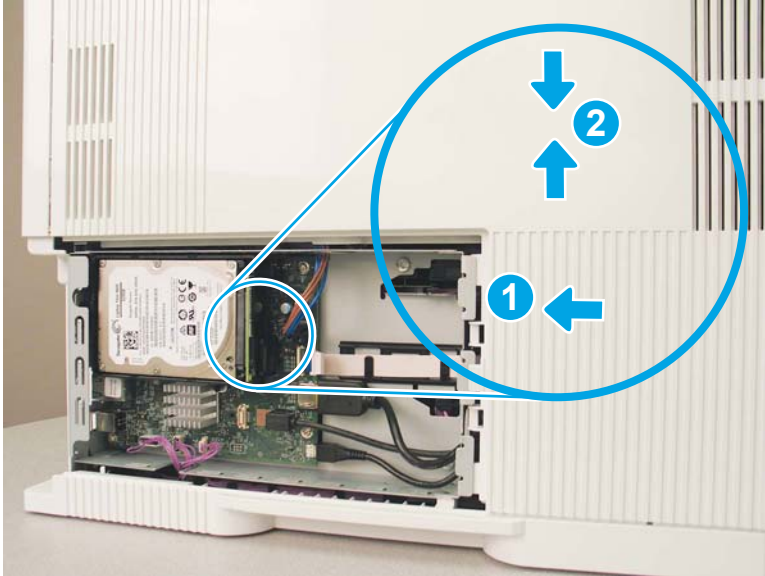
Figure 8-1692 Install the tab into the slot and rotate the connector end



3. Make sure that the locking connector (callout 1) latches and that the standoff (callout 2) engages with the slot in the formatter.

 **NOTE:** It might be necessary to pinch the retainer to engage it with the slot.

Figure 8-1693 The locking connector is latched and the standoff is engaged with the slot



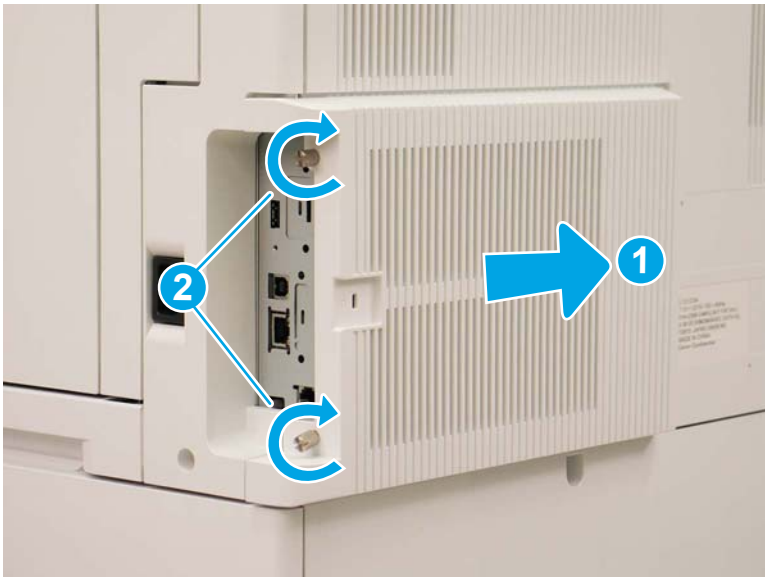
Install the formatter cover

Follow these steps to install the formatter cover.

- ▲ Slide the formatter cover onto the printer in the direction indicated by the arrow (callout 1), and then tighten two thumb screws (callout 2).

 **NOTE:**

Figure 8-1694 Slide on the formatter cover and tighten two thumb screws




Removal and replacement: Embedded multi-media card (eMMC)

This document provides the procedures to remove and replace the embedded multi-media card (eMMC).


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-139 Part information

Part number	Part description
5851-6436	4GB Embedded multi-media card (eMMC) kit

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the formatter cover

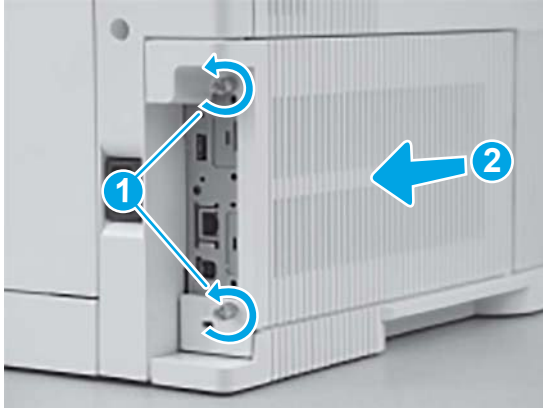
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1695 Release two thumb screws and remove the formatter cover



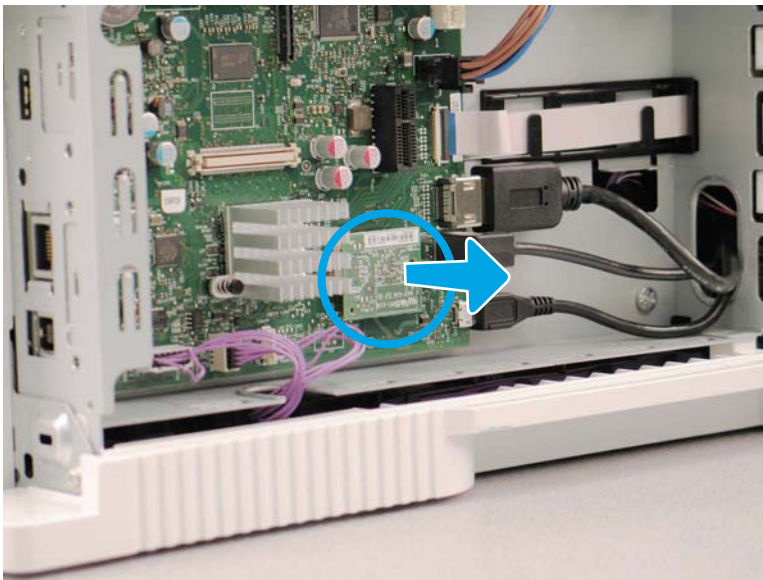
Remove the embedded multi-media card (eMMC)

Follow these steps to remove the embedded multi-media card (eMMC).

- ▲ Locate the eMMC component on the formatter, and then pull it straight off of the formatter to remove it.

⚠ CAUTION: Electrostatic sensitive (ESD) parts. Always touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive part.

Figure 8-1696 Remove the eMMC component off of the formatter



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

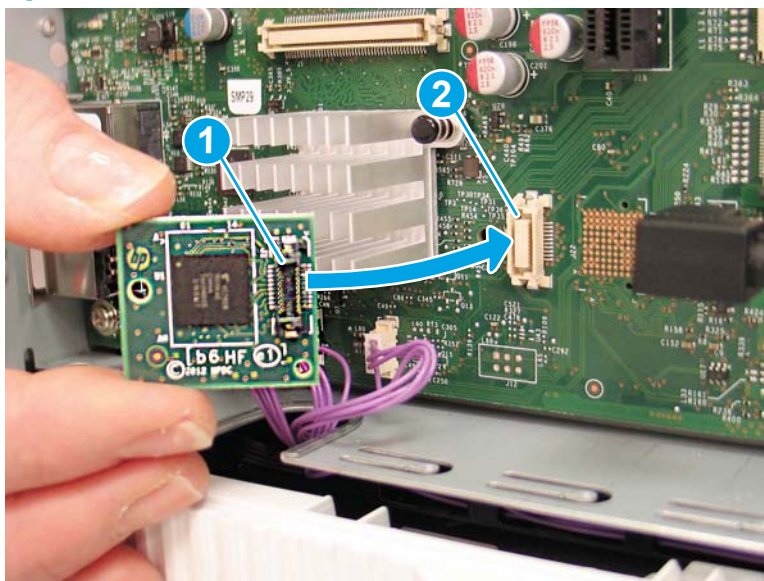
Install the embedded multi-media card (eMMC)

Follow these steps to install the embedded multi-media card (eMMC).

1. Align the connector on the replacement eMMC (callout 1) with the connector on the formatter (callout 2).

 **NOTE:** The eMMC can only be installed in one direction on the formatter.

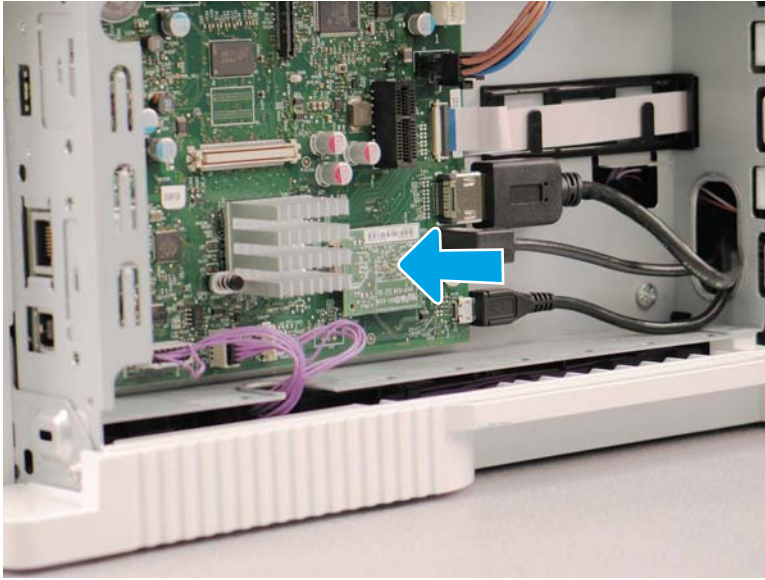
Figure 8-1697 Align the eMMC connector with the formatter connector



2. Push the eMMC onto the formatter to install it.

 **NOTE:** Press on the top part of the eMMC to ensure it is fully seated in the connector.

Figure 8-1698 Push the eMMC onto the formatter connector



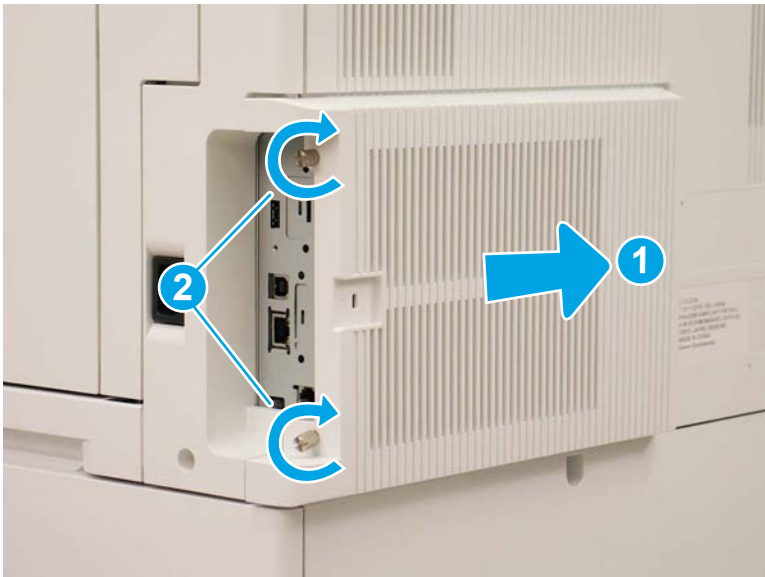
Install the formatter cover

Follow these steps to install the formatter cover.

- ▲ Slide the formatter cover onto the printer in the direction indicated by the arrow (callout 1), and then tighten two thumb screws (callout 2).

 **NOTE:**

Figure 8-1699 Slide on the formatter cover and tighten two thumb screws




Removal and replacement: Dual in-line memory module (DIMM)

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




Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-140 Part information

Part number	Part description
E5K48-67902	DIMM kit (1 gb DDR3 x32 144 Pin 800 MHz)
5851-6581	DODIMM kit (2 gb DDR3 x32 144 Pin 800 MHz)

Required tools

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

After performing service

Turn the printer power on

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


Post service test

No post service test is available for this assembly.

Remove the formatter cover

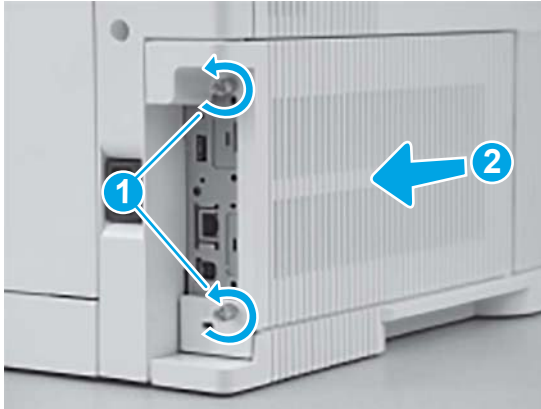
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1700 Release two thumb screws and remove the formatter cover



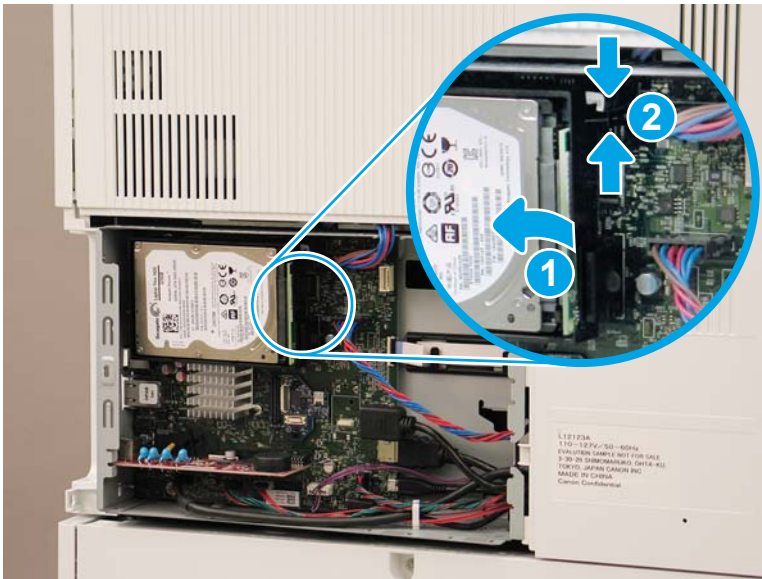
Remove the DIMM

Follow these steps to remove the DIMM.

1. Do the following:
 - a. If a hard disk drive (HDD) is not installed, skip the next two steps and go to step 3.
 - b. On the HDD, release the locking connector (callout 1), and then pinch the retainer (callout 2) to release it.

CAUTION: Electrostatic sensitive (ESD) parts. Always touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive part.

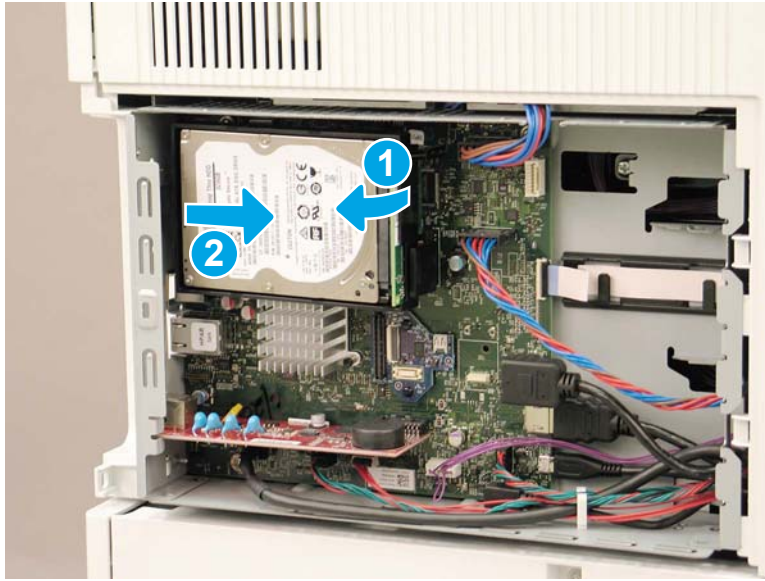
Figure 8-1701 Release the HDD locking connector and pinch the retainer to release it



2. Do the following:

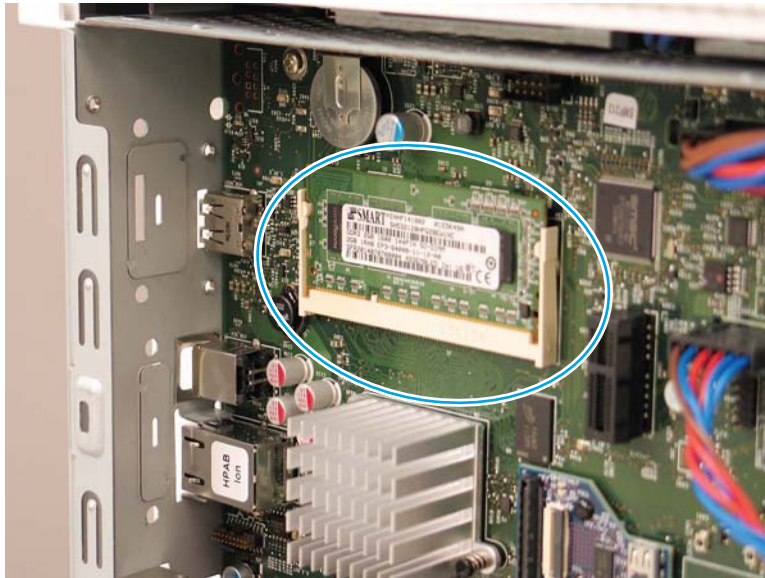
- a. Rotate the connector end of the HDD out and away from the formatter (callout 1).
- b. Slide the HDD away from the formatter cage (callout 2) and remove it.

Figure 8-1702 Rotate the HDD away from the formatter and remove the HDD



3. Locate the DIMM component on the formatter.

Figure 8-1703 Locate the DIMM on the formatter



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

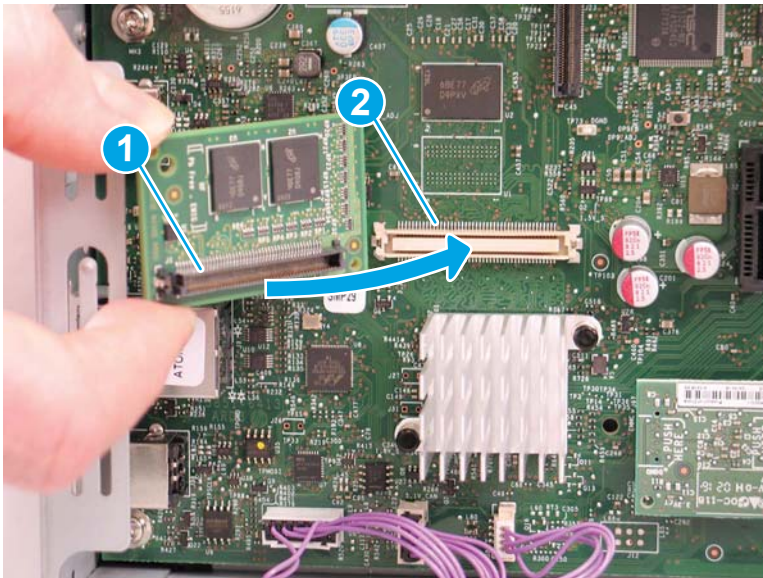
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the DIMM

Follow these steps to install the DIMM.

1. Align the connector on the replacement DIMM (callout 1) with the connector on the formatter (callout 2).

Figure 8-1704 Align the DIMM connector with the formatter connector



2. Push the DIMM onto the formatter connector to install it.

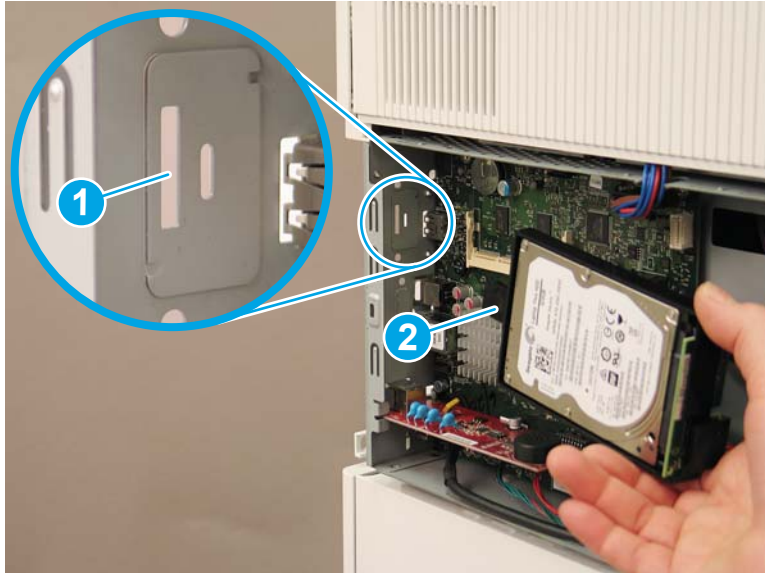
 **NOTE:** Press on the lower part of the DIMM to ensure it is fully seated in the connector.

Figure 8-1705 Push the DIMM onto the formatter connector



3. Do the following:
 - a. If a hard disk drive (HDD) is not installed, steps 6, 7 and 8 are not necessary.
 - b. Before proceeding, take note of the location of the slot (callout 1) in the sheet metal where the HDD cradle mounting tab (callout 2) must be installed.

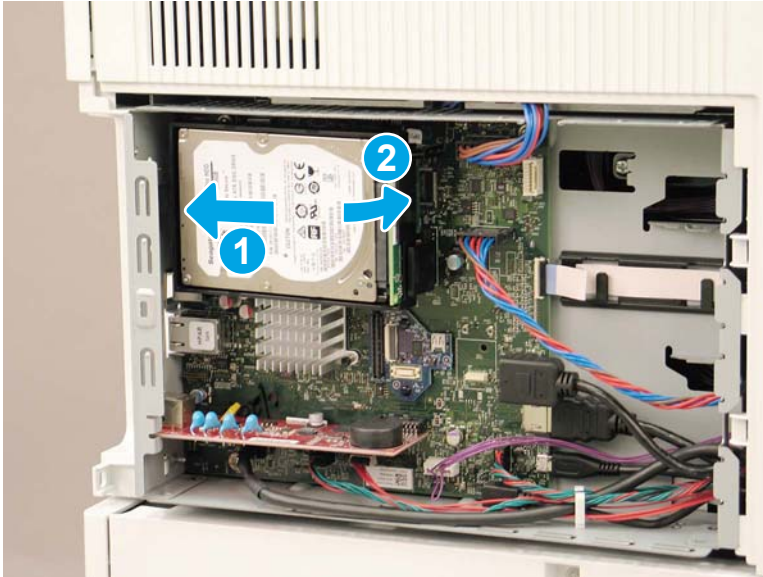
Figure 8-1706 Locate the slot where the HDD mounting tab is installed



4. Do the following:

- a. Insert the HDD cradle mounting tab into the slot in the sheet metal.
- b. Slide the HDD toward the formatter cage (callout 1) to fully install the tab in the sheet metal.
- c. Rotate the connector end (callout 2) of the HDD toward the formatter.

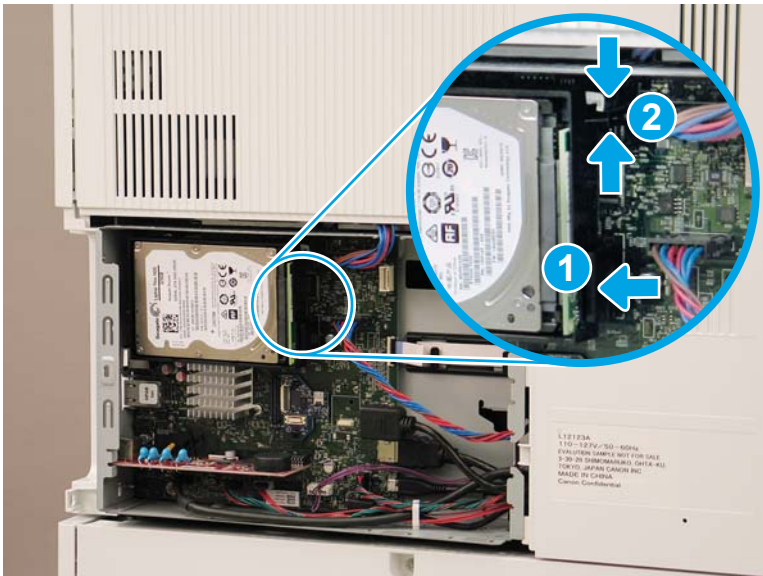
Figure 8-1707 Install the tab into the slot and rotate the connector end



5. Make sure that the locking connector (callout 1) latches and that the standoff (callout 2) engages with the slot in the formatter.

 **NOTE:** It might be necessary to pinch the retainer to engage it with the slot.

Figure 8-1708 The locking connector is latched and the standoff is engaged with the slot



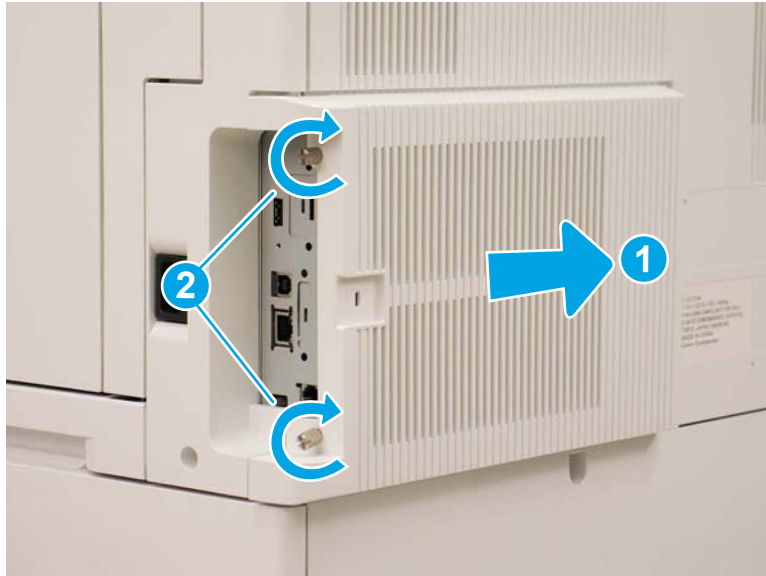
Install the formatter cover

Follow these steps to install the formatter cover.

- ▲ Slide the formatter cover onto the printer in the direction indicated by the arrow (callout 1), and then tighten two thumb screws (callout 2).

 **NOTE:**

Figure 8-1709 Slide on the formatter cover and tighten two thumb screws



Removal and replacement: Internal USB ports/AA module

This document provides the procedures to install the internal USB ports/AA module.



[View a video of how to remove and replace the internal USB ports/AA module.](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-141 Part information

Part number	Part description
B5L28-67902	Two internal USB ports kit

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

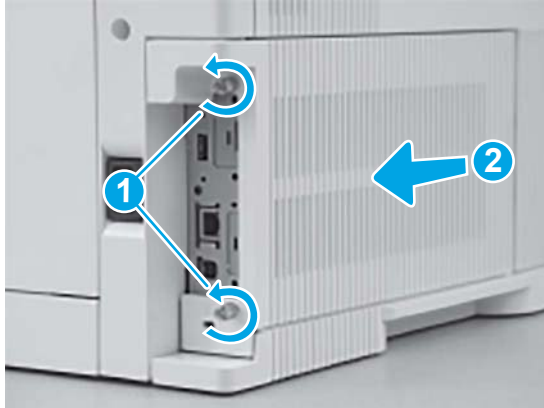
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1710 Release two thumb screws and remove the formatter cover

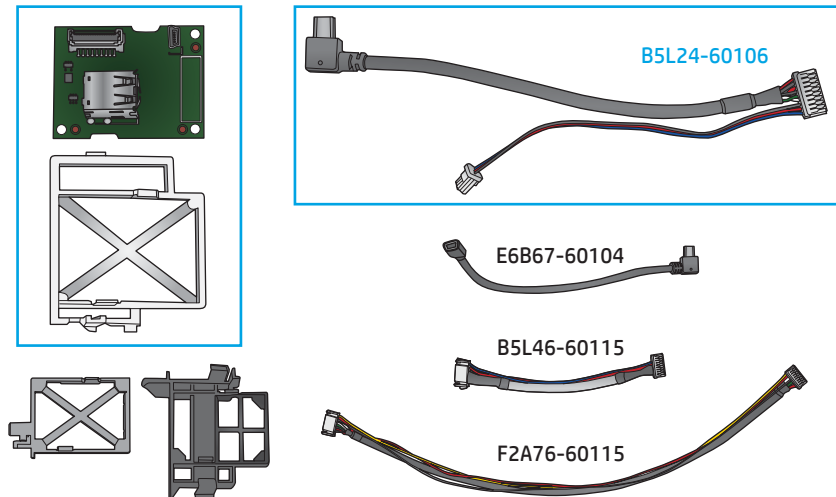


Install the USB ports/AA module

Follow these steps to install the USB ports/AA module.

1. From the internal USB ports/AA module accessory kit, obtain the following items:
 - a. The small PCA board.
 - b. The PCA mounting cradle.
 - c. The double-cable (B5L24-60106).

Figure 8-1711 Accessory kit items that are required



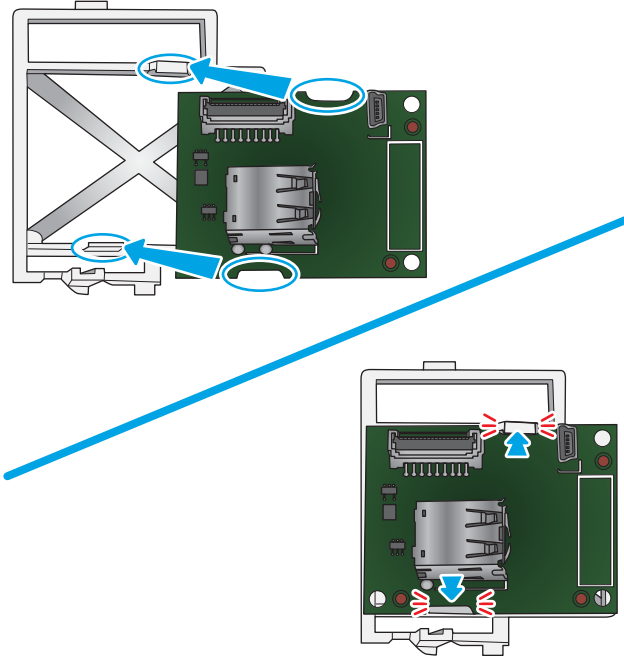
2. Locate the empty space in the upper right corner where the internal USB ports/AA module will be installed.

Figure 8-1712 Locate the space for installing the internal USB ports/AA module



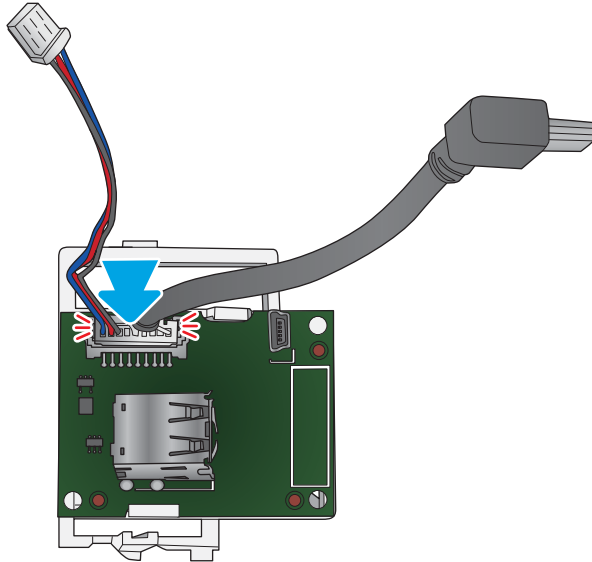
3. Do the following:
 - a. Hold the small PCA and the PCA mounting cradle in the correct orientation.
 - b. Align the top and bottom cutouts of the PCA on the tabs of the PCA mounting cradle.
 - c. Secure the small PCA on the PCA mounting cradle until it snaps in place.

Figure 8-1713 Mount the PCA on the PCA mounting cradle and snap it in place



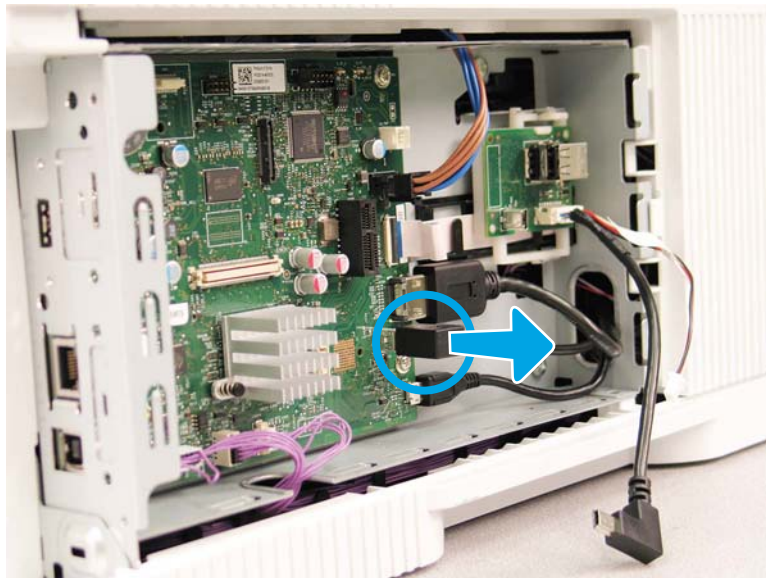
4. Attach the large white connector end of the double cable to the large connector receptacle on the small PCA board.

Figure 8-1714 Attach the large white connector to the PCA



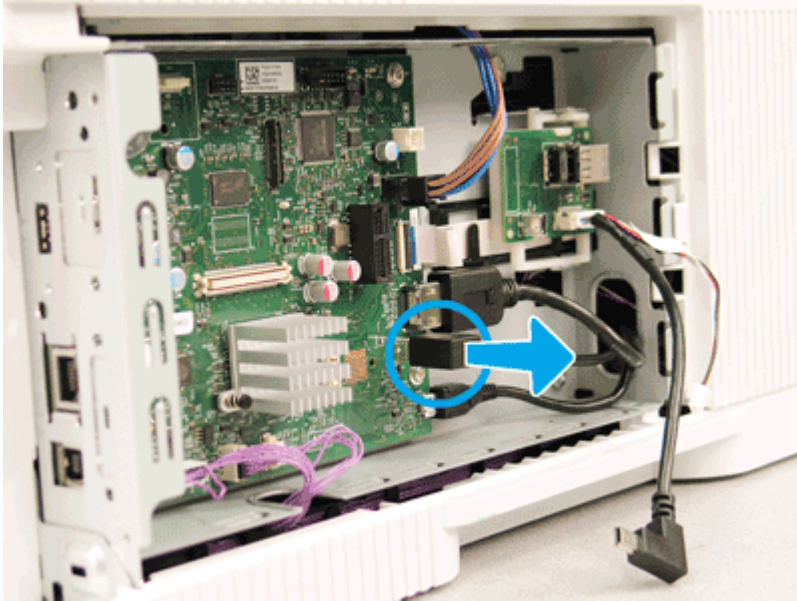
5. Do the following:
 - a. Hold the small PCA attached to the PCA mounting cradle in the correct orientation, with the attached cable at the bottom.
 - b. In the upper right corner of the formatter cage area, locate the upper and lower sheet metal hooks.
 - c. Slide the assembly and mount it so that the upper and lower tabs of the PCA mounting cradle slide into the sheet metal hooks.

Figure 8-1715 Mount the assembly on the sheet metal hooks



6. On the formatter, disconnect the USB cable indicated by the arrow.

Figure 8-1716 Disconnect one formatter USB cable



7. Connect the USB cable (disconnected from the formatter) to the USB connector on the small PCA as indicated by the arrows.


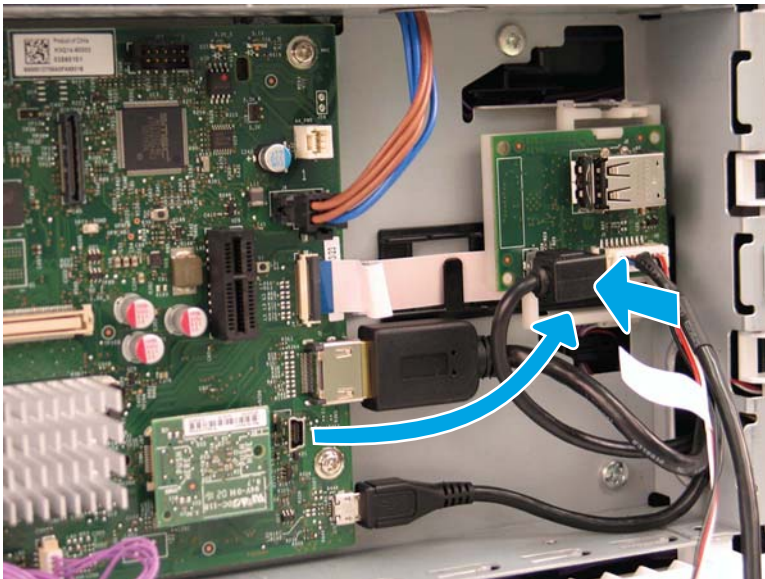
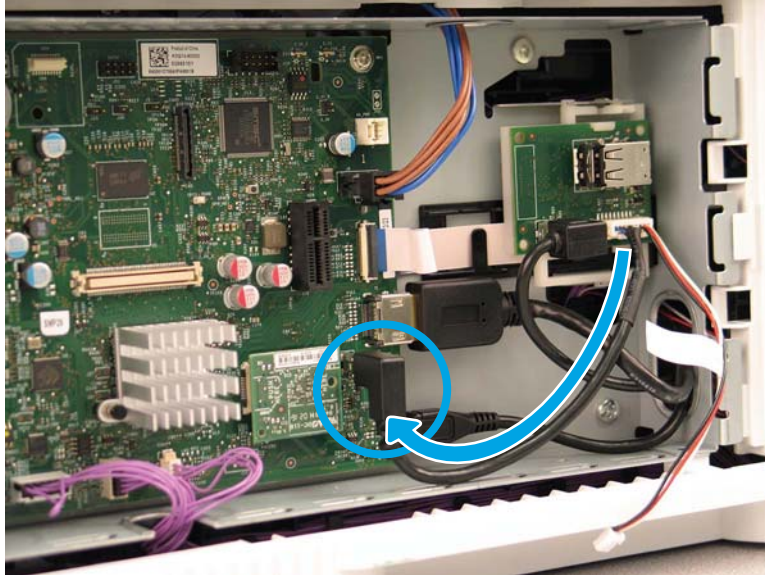
 **NOTE:** The USB connector on the small PCA is to the left of where the white connector of the double-cable is installed.

Figure 8-1717 Connect the formatter USB cable to the small PCA



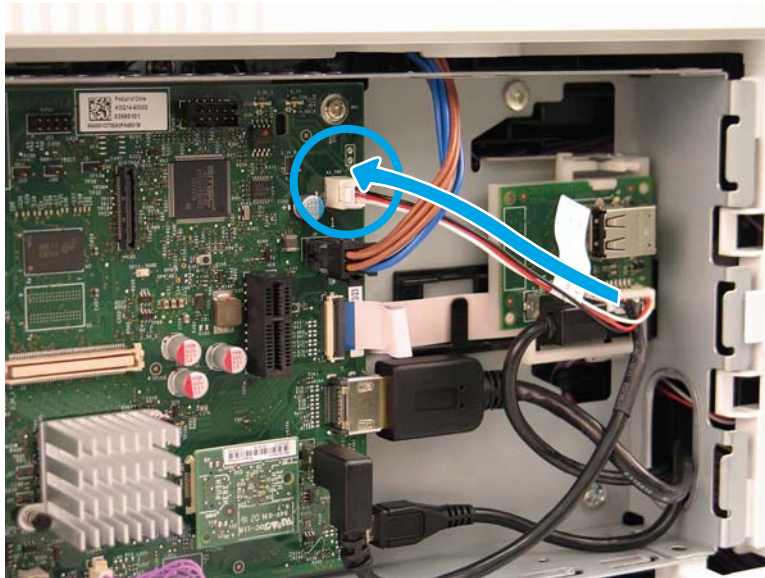
8. Connect the USB cable of the double-cable attached to the small PCA, to the USB connector on the formatter as indicated by the arrow.

Figure 8-1718 Connect the small PCA USB cable to the formatter USB connector



9. Connect the small white connector of the double-cable attached to the small PCA, to the matching connector near the upper right edge of the formatter as indicated by the arrow.

Figure 8-1719 Connect the small white connector from the small PCA to the formatter



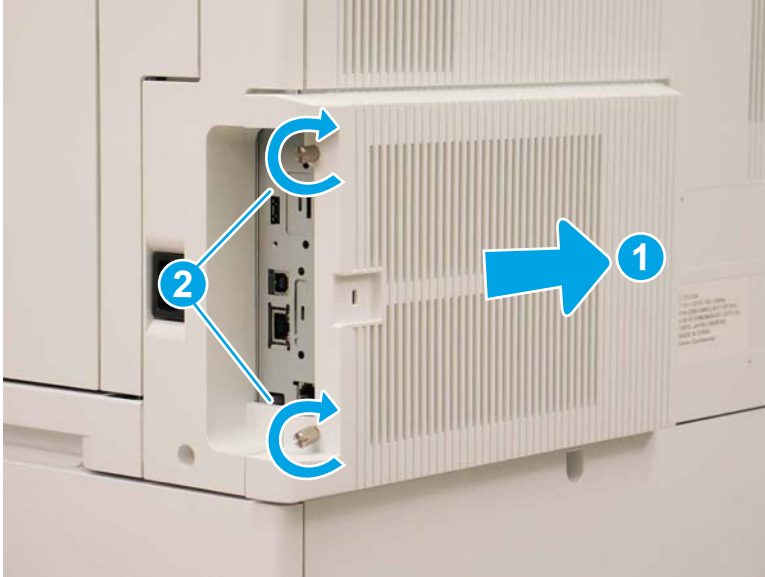
Install the formatter cover

Follow these steps to install the formatter cover.

- ▲ Slide the formatter cover onto the printer in the direction indicated by the arrow (callout 1), and then tighten two thumb screws (callout 2).

 **NOTE:**

Figure 8-1720 Slide on the formatter cover and tighten two thumb screws



Customer self-repair (CSR) B parts and accessories


Customer self-repair (CSR) B parts are parts that a customer replaces without assistance from a field technician. These parts might require the use of tools.

Removal and replacement: Trays 2-x rollers

Learn how to remove and replace the tray 2 roller kit.


Mean time to repair: 15 minutes

Service level: Intermediate

 **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.

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 8-142 Part information

Part number	Part description
J8J70-67904	Tray roller kit

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the tray 2 separation and pickup rollers

Follow these steps to remove the tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.


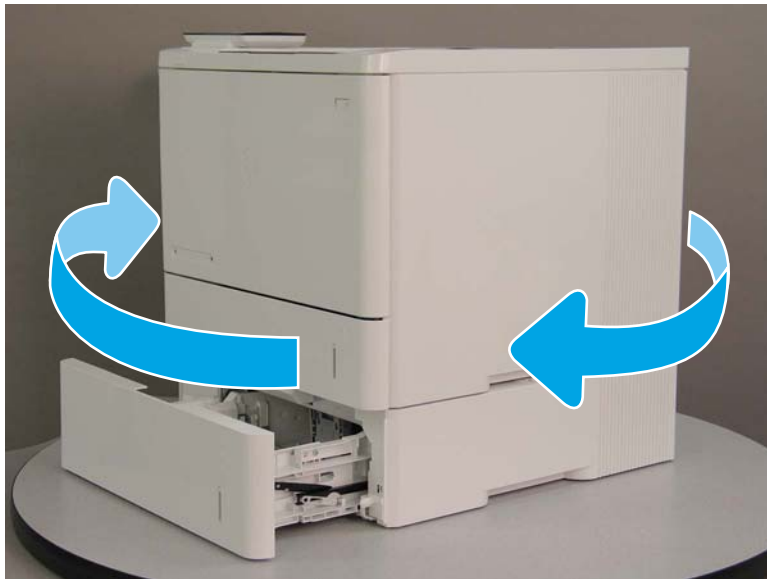
 **CAUTION:** Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

Figure 8-1721 Open the paper tray to locate the rollers



2. Rotate the printer.

Figure 8-1722 Rotate the printer



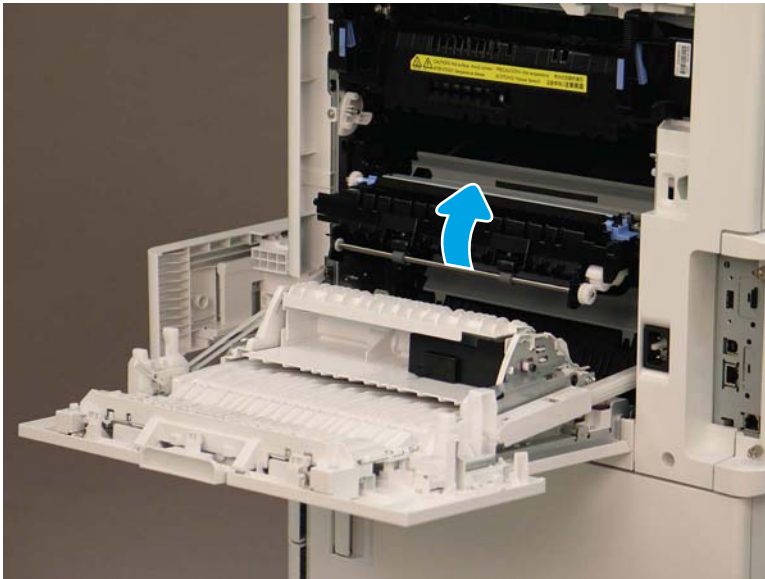
3. **Tray 2 rollers only:** On the back side of the printer, open the rear door.

Figure 8-1723 Open the rear door



4. **Tray 2 rollers only:** Raise the transfer assembly.

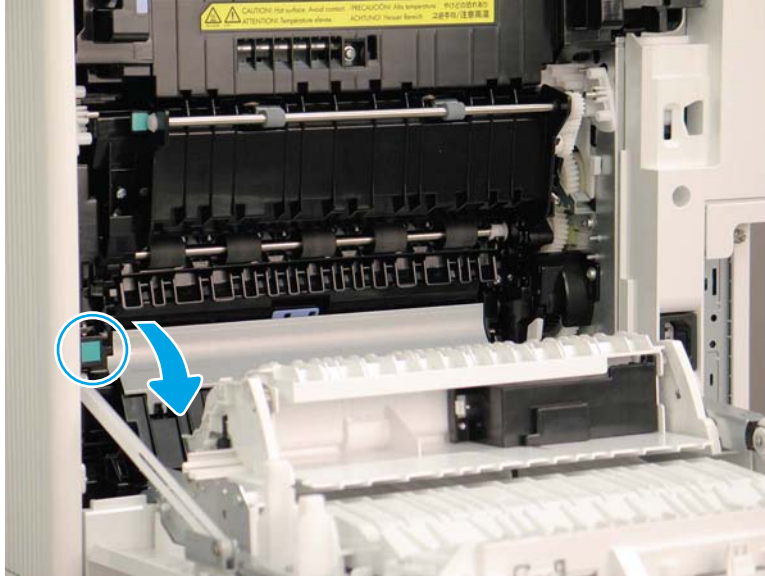
Figure 8-1724 Raise the transfer assembly



5. **Tray 2 rollers only:** Do the following:

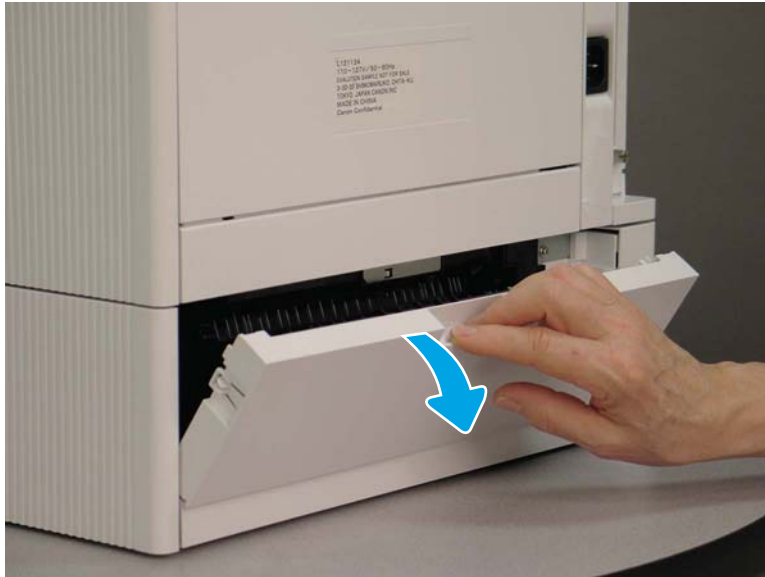
- Lower the access cover.
- Go to step 8.

Figure 8-1725 Lower the access cover



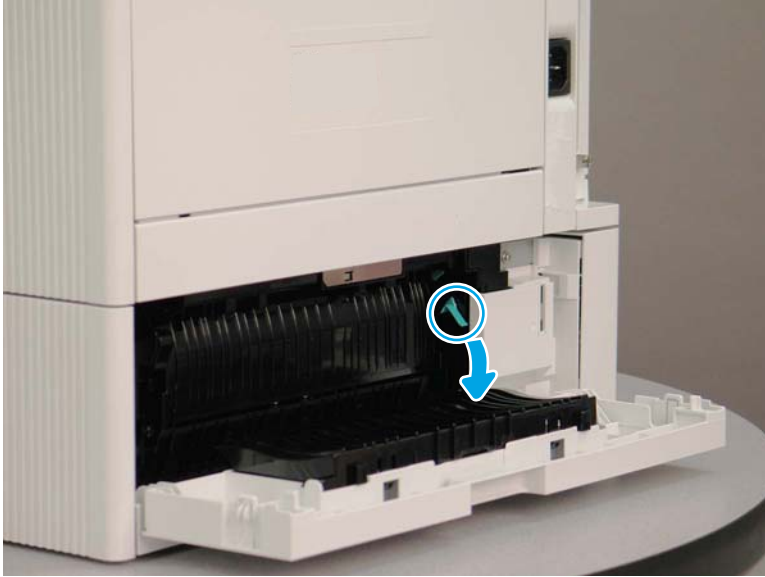
6. **Tray 3 rollers only:** On the back side of the printer, open the rear lower cover.

Figure 8-1726 Open the rear lower cover



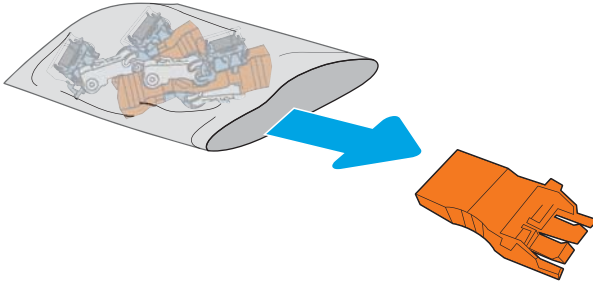
7. **Tray 3 rollers only:** Do the following:
 - a. Lower the access cover.
 - b. Go to step 8.

Figure 8-1727 Lower the access cover



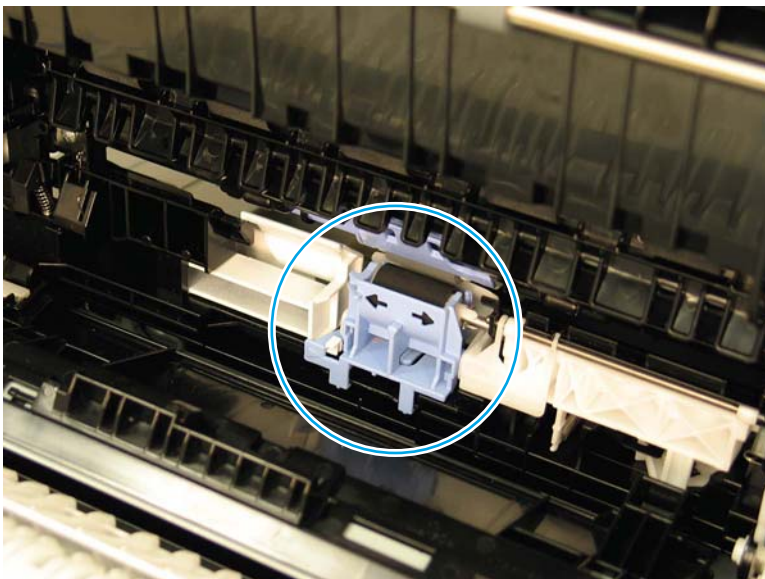
8. Remove the orange separation roller tool from the packaging.

Figure 8-1728 Remove the orange separation roller tool



9. Locate the separation roller.

Figure 8-1729 Locate the separation roller



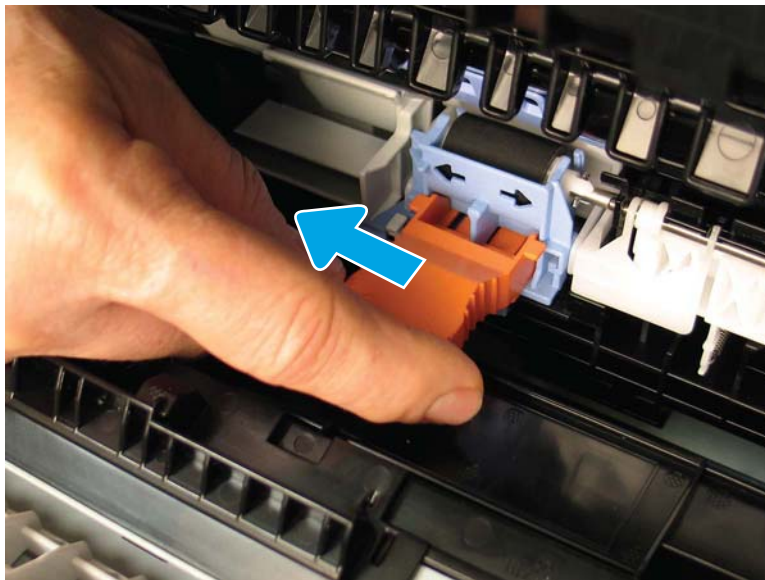
10. Install the orange tool in the separation roller until it snaps into place.

Figure 8-1730 Install the orange tool in the separation roller



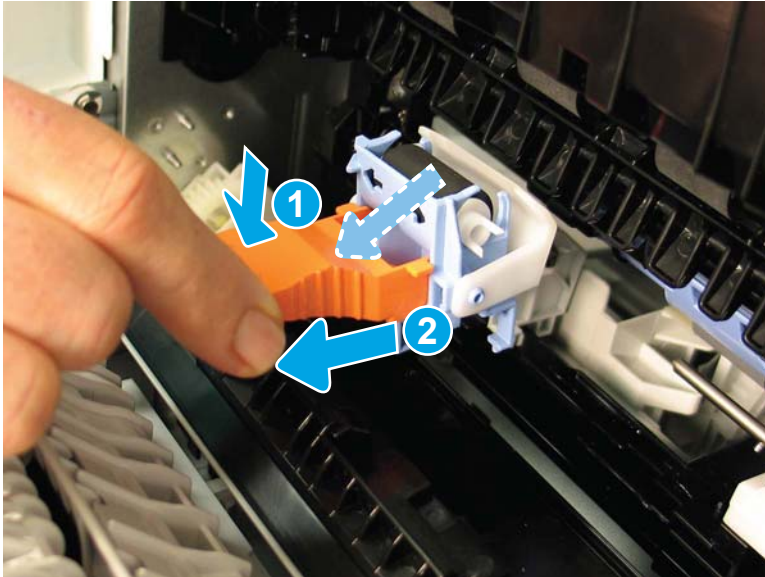
11. Slide the roller to the left.

Figure 8-1731 Slide the roller to the left



12. Tilt the end of the tool down (callout 1), and then pull straight out of the printer (callout 2) to remove the separation roller.

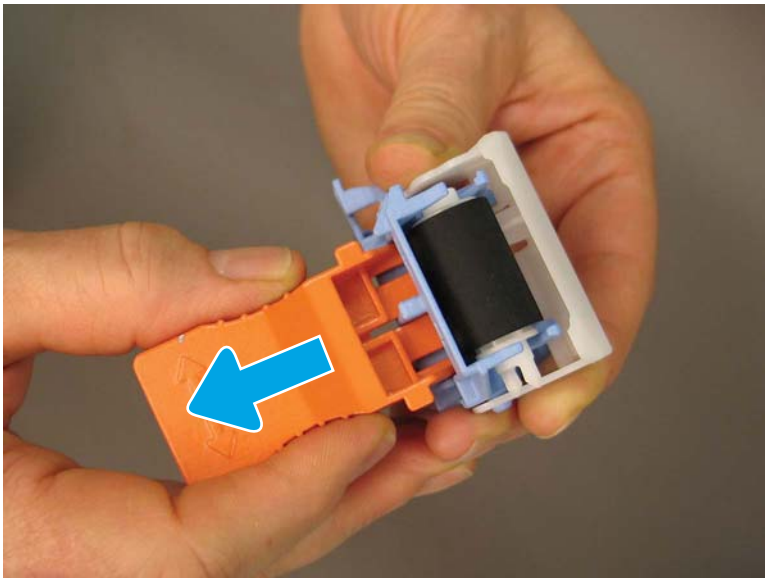
Figure 8-1732 Tilt the tool down, and then remove the separation roller



13. Remove the orange tool from the separation roller.

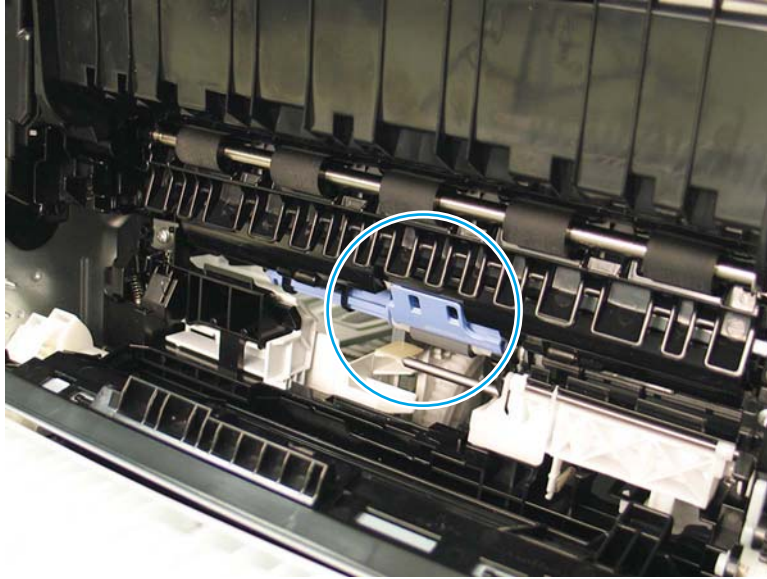
 **NOTE:** The tool will be used to install the new separation roller.

Figure 8-1733 Remove the orange tool from the separation roller



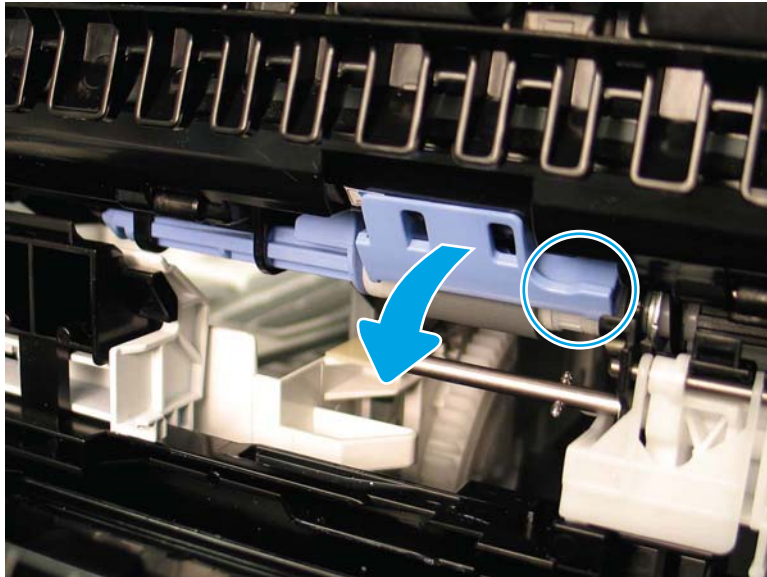
14. Locate the pickup and feed rollers.

Figure 8-1734 Locate the pickup and feed rollers



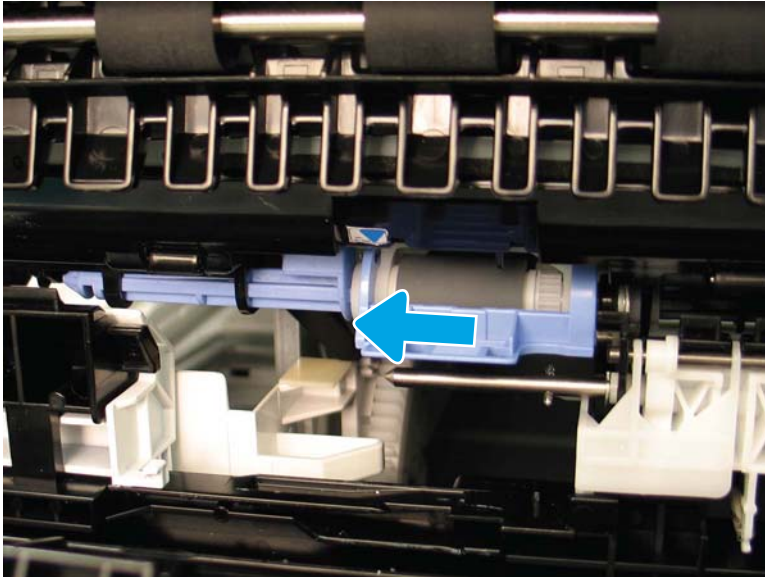
15. Locate and pull down the blue tab to unlock the pickup and feed rollers.

Figure 8-1735 Pull down the blue tab to unlock the pickup and feed rollers



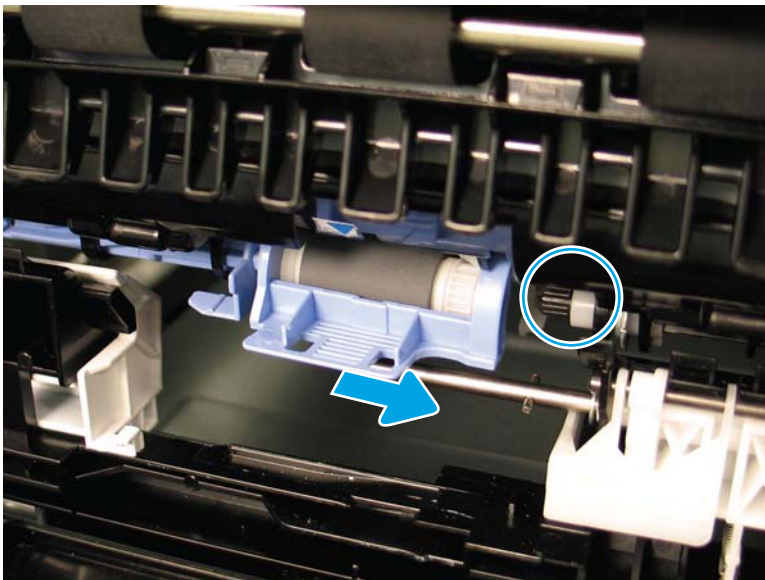
16. Use the blue tab as a handle to slide the rollers to the left to compress the left blue post until it clicks into place.

Figure 8-1736 Slide the blue tab left, compressing the left blue post until it clicks



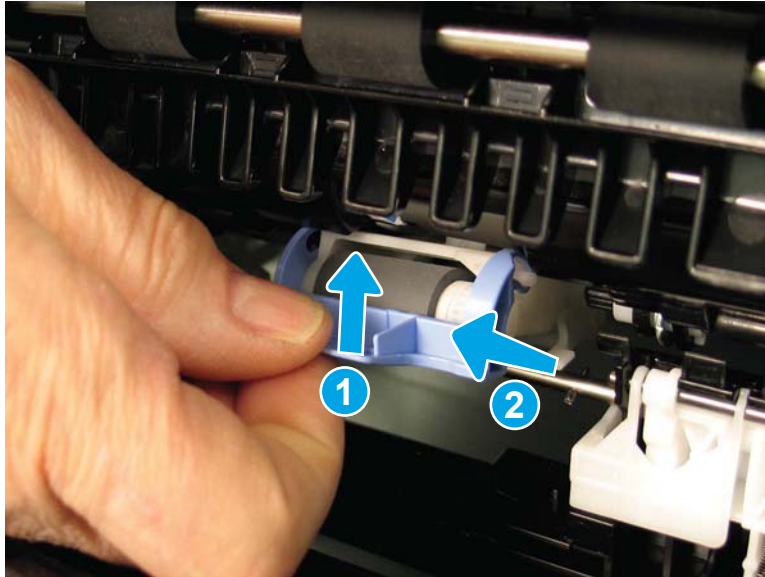
17. Slightly move the rollers to the right to free them from the blue post. Make sure that the roller is clear of the black post on the right.

Figure 8-1737 Slightly move the rollers to the right to free them from the blue post



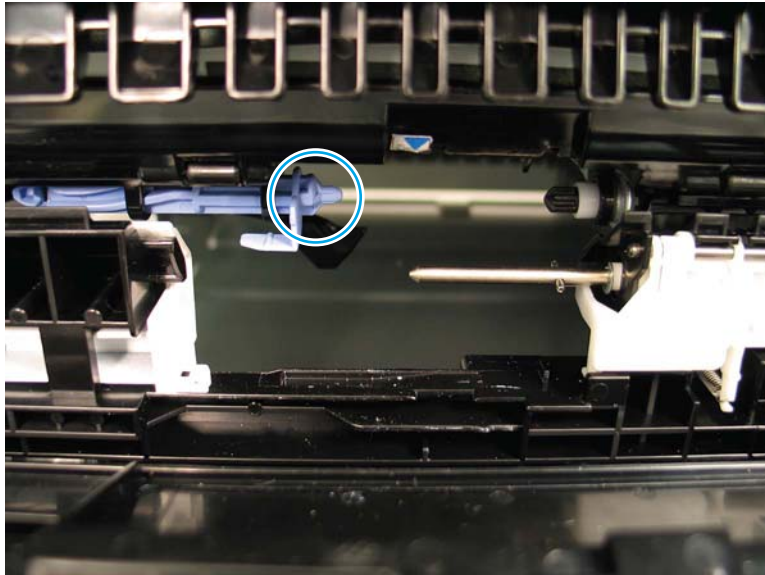
18. Slightly lift up the front of the roller assembly (callout 1), and then pull the assembly away from the printer (callout 2) to remove it.

Figure 8-1738 Lift up the front of the roller assembly and pull away to remove it



19. If the left post does not stay in the locked position, press the end of the post left until it clicks into place.

Figure 8-1739 Securely lock the left post into position by pressing the end left until it clicks



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

3. To install an assembly, reverse the removal steps.

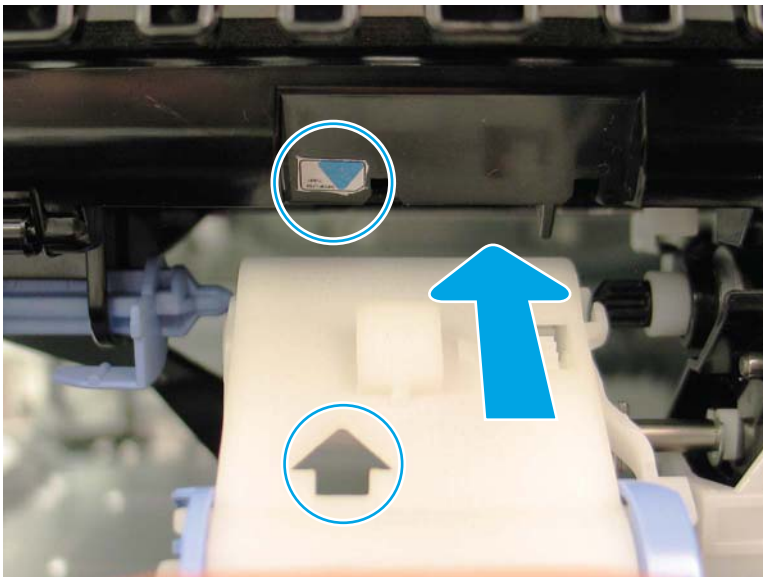
 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the tray 2 separation and pickup rollers

Follow these steps to install the tray 2 separation and pickup rollers.

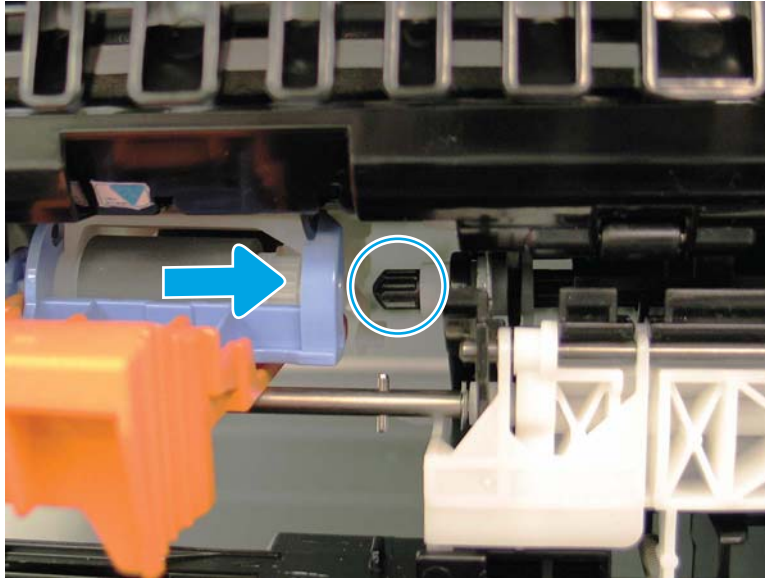
1. Align the arrow on the roller assembly with the arrow in the printer, and then slide the rollers into the printer.

Figure 8-1740 Align the roller assembly and slide the rollers into the printer



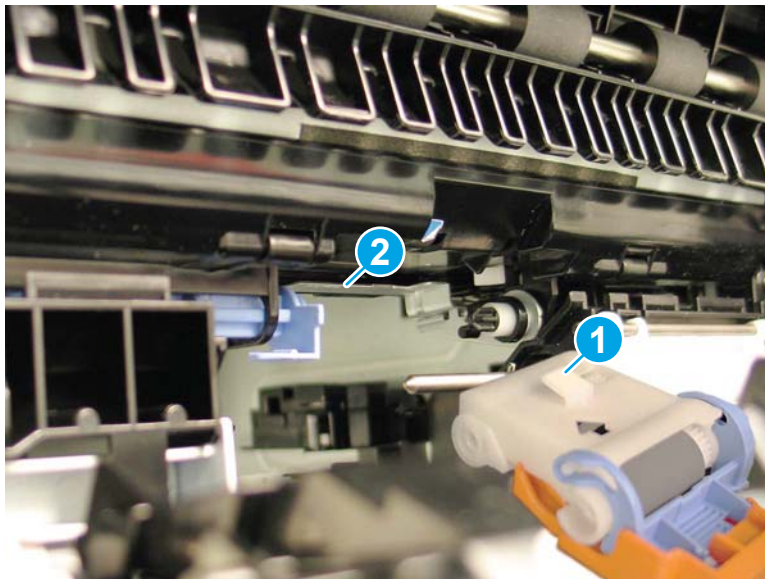
2. Slide the rollers to the right onto the black shaft.

Figure 8-1741 Slide the rollers to the right onto the black shaft



3. **Confirm correct installation:** The white hook on the top of the roller assembly (callout 1) will hook onto a sheet metal plate (callout 2) when installed correctly.

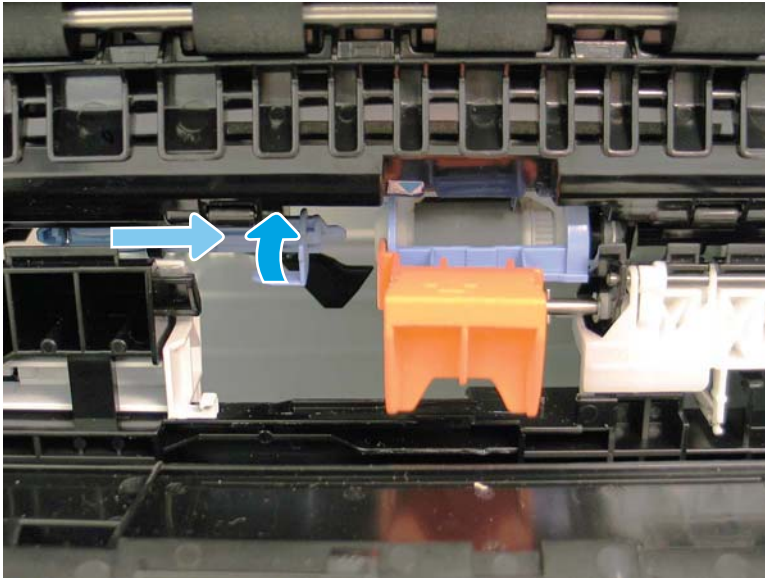
Figure 8-1742 Correctly install the white hook onto a sheet metal plate



4. Locate the lever on the blue shaft on the left, and then release the lever by pressing upward.

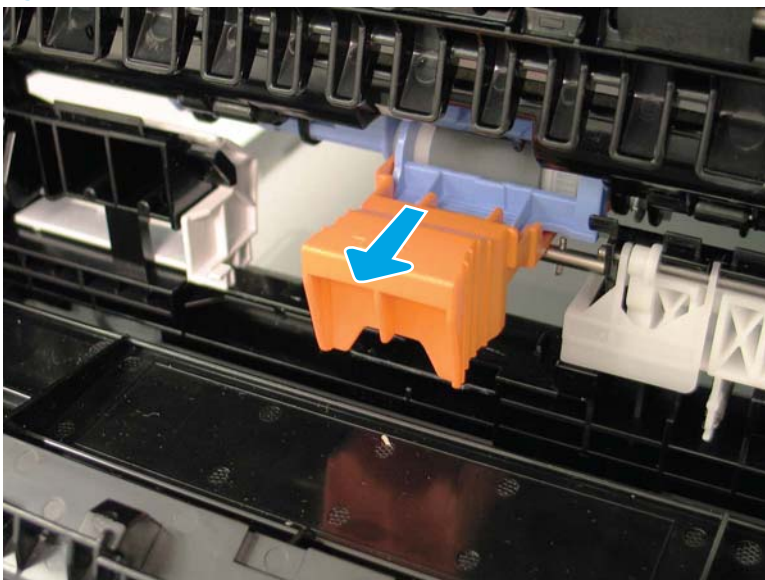
 **NOTE:** The blue shaft should spring to the right to click into position to hold the rollers in place.

Figure 8-1743 Release the lever by pressing upward



5. Remove the orange tool from the roller assembly by pulling it away from the printer.

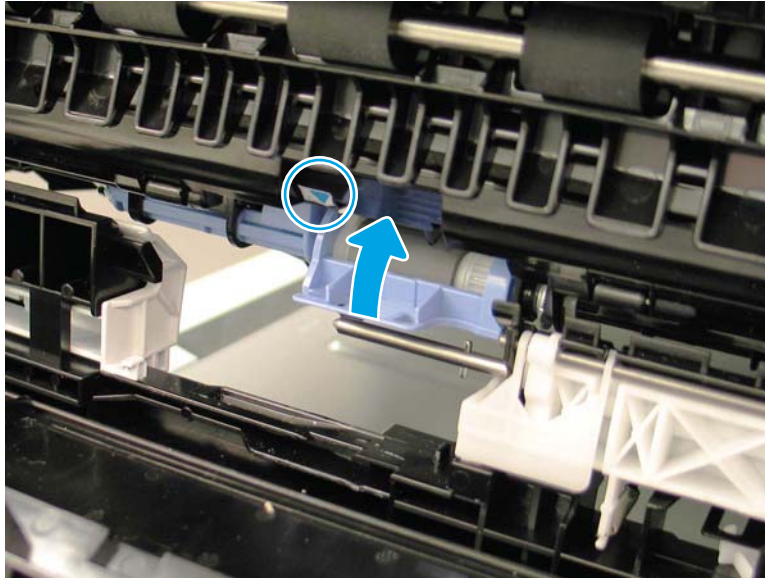
Figure 8-1744 Remove the orange tool



- IMPORTANT:** Pivot the tab up and snap it into place against the rollers to correctly lock the rollers in place.

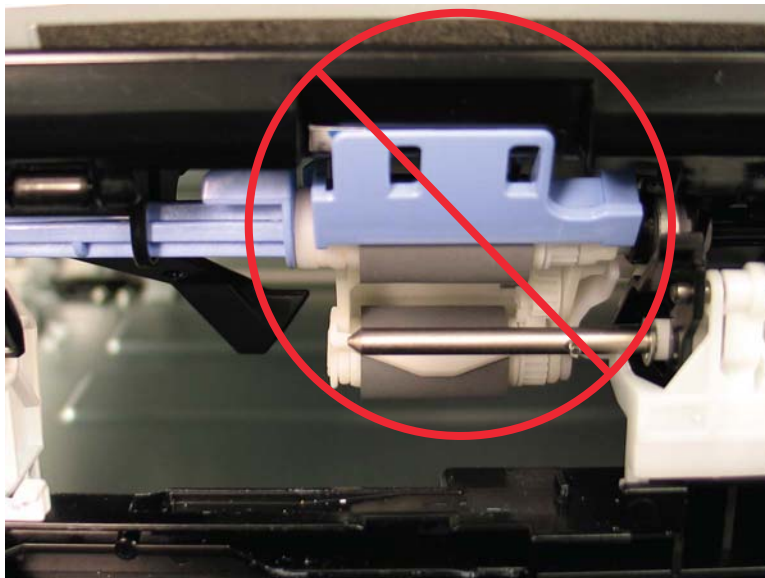
 **NOTE:** The blue arrow on the printer is hidden when the cover is correctly snapped into place.

Figure 8-1745 Pivot the tab up and snap it to lock the rollers correctly in place



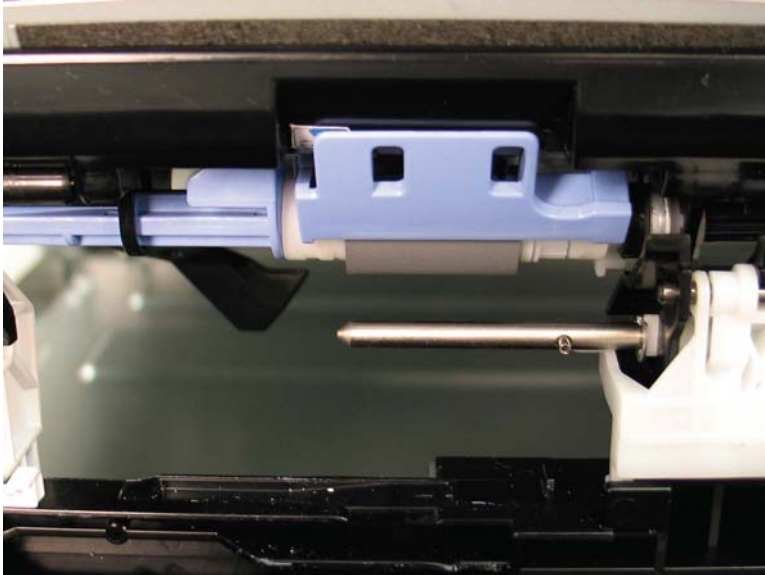
- Incorrect installation:** If the rollers are hanging, or at an angle, they are not installed correctly.

Figure 8-1746 Rollers hanging at an angle are not installed correctly



8. **Correct installation:** Make sure that the hook on the top of the rollers is attached to the metal chassis plate inside the printer. If the rollers are not installed correctly, go back to step 2 and reinstall the assembly.

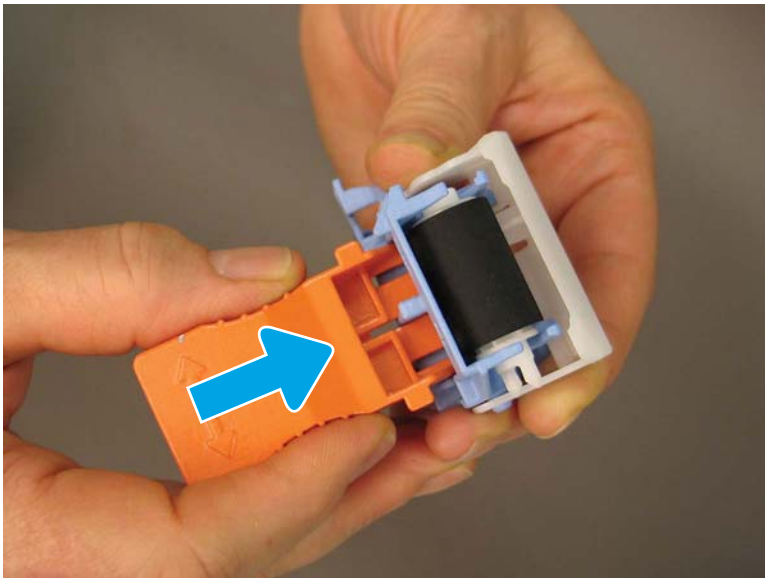
Figure 8-1747 Correctly attach the rollers top hook to the metal chassis plate inside the printer



9. Install the orange separation roller tool onto the replacement separation roller.

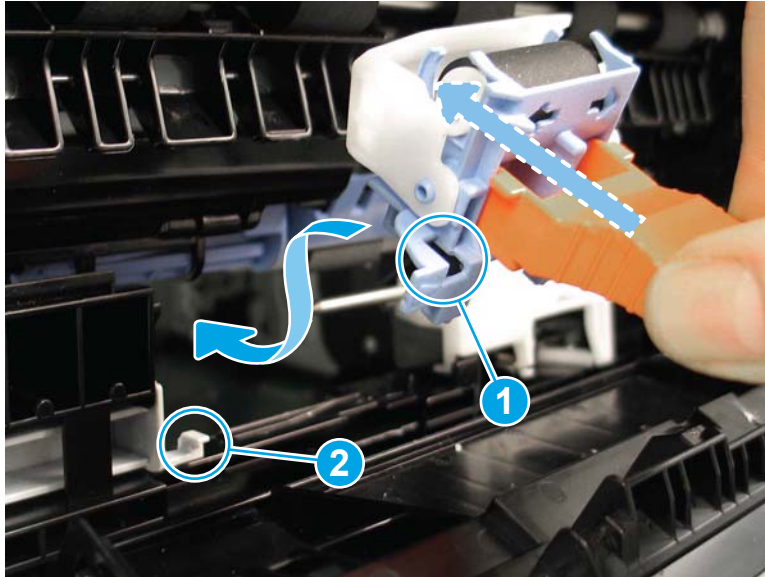
 **NOTE:** The tool will snap into place when it is fully installed.

Figure 8-1748 Install the replacement separation roller onto the orange tool



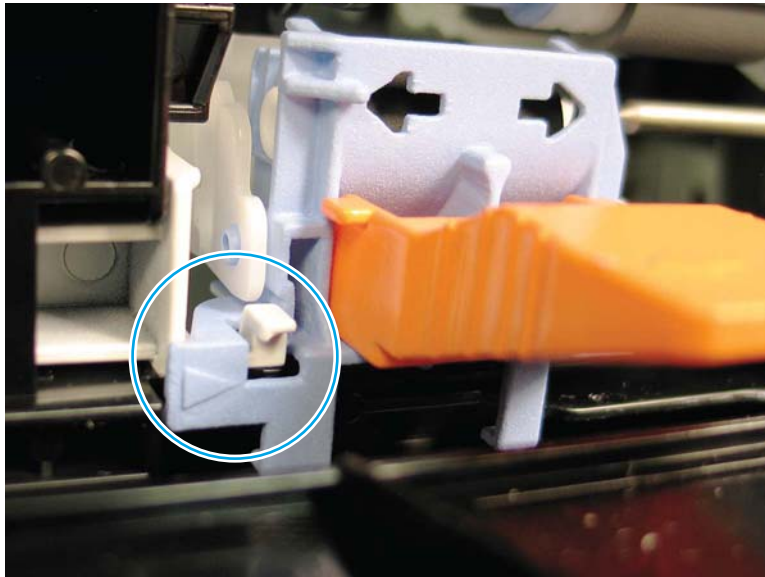
10. Tilt the orange tool slightly away from the printer, and then install the roller into the printer so that the opening in the roller (callout 1) fits over the white tab (callout 2) on the printer rail.

Figure 8-1749 Slightly tilt the roller tool



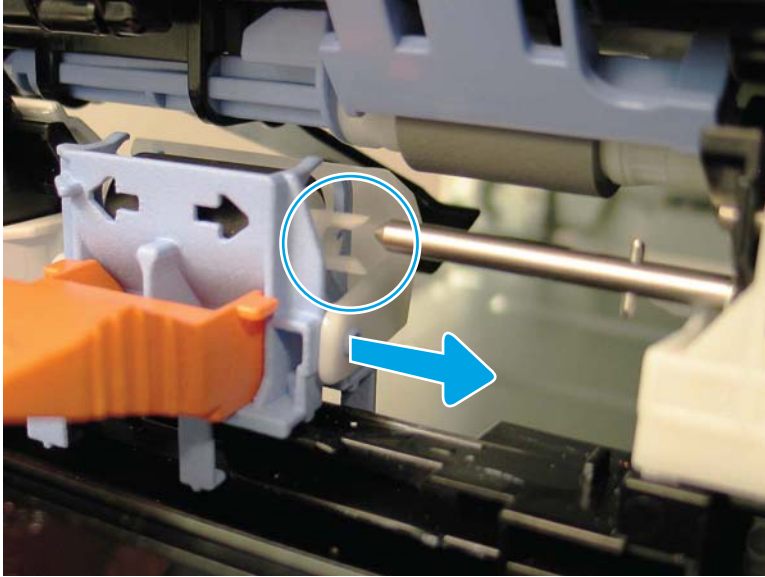
11. When installed correctly, the embossed arrow on the roller case aligns with the white tab on the rail.

Figure 8-1750 Install the roller over the white tab with the arrow aligned



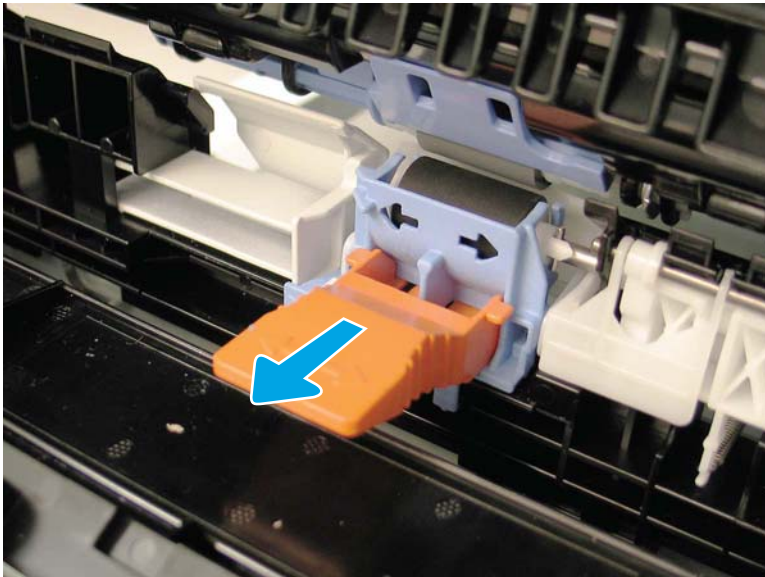
12. Do the following:
 - a. Align the center of the roller with the end of the metal shaft.
 - b. Slide the roller to the right onto the metal shaft until it snaps into place.

Figure 8-1751 Align the roller and slide it onto the metal shaft until it snaps into place



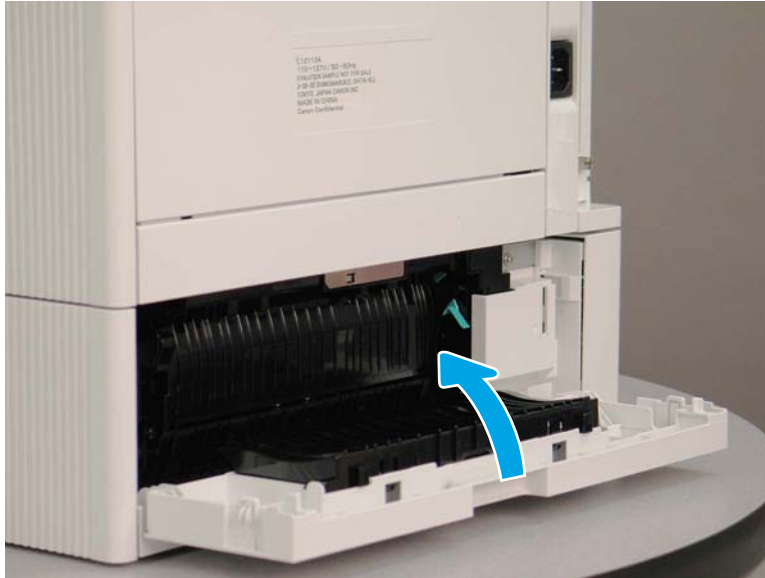
13. Remove the orange tool by pulling it away from the printer.

Figure 8-1752 Remove the orange tool



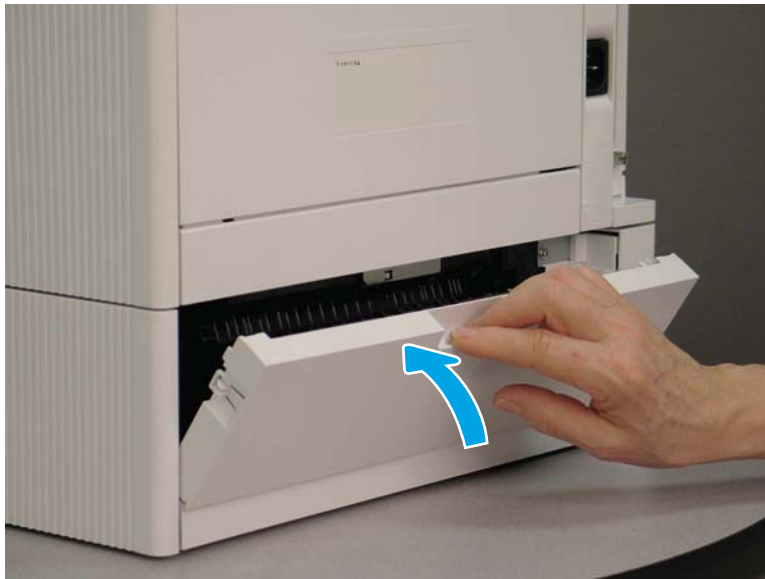
14. **Tray 3 rollers only:** Raise the access cover.

Figure 8-1753 Raise the access cover



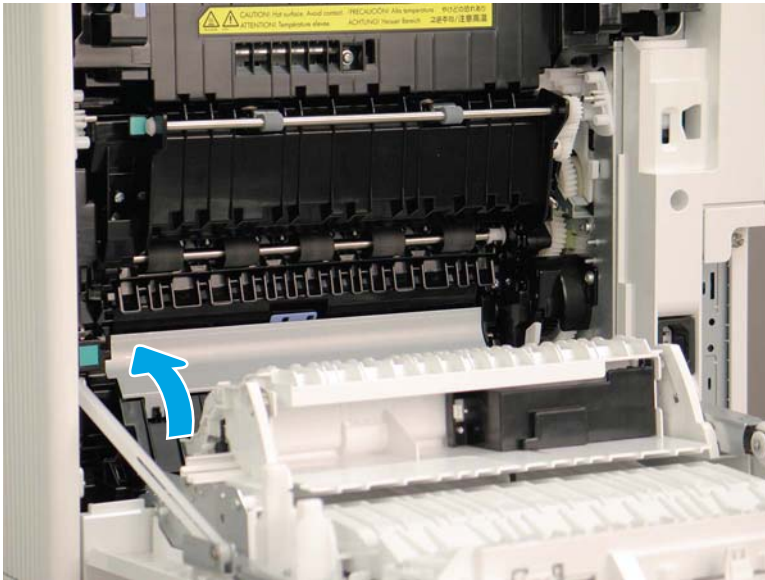
15. **Tray 3 rollers only:** On the back side of the printer, close the rear lower cover.

Figure 8-1754 Close the rear lower cover



16. **Tray 2 rollers only:** Close the access cover.

Figure 8-1755 Close the access cover



17. **Tray 2 rollers only:** On the back side of the printer, close the rear door.

Figure 8-1756 Close the door



18. Close the paper tray for which the rollers were replaced.

Figure 8-1757 Close the paper tray



Removal and replacement: External panels, covers, and doors (base printer)

Learn how to remove and replace the printer external panels, covers, and doors.

Removal and replacement: Formatter cover

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



[View a video of how to remove and replace the formatter cover.](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-143 Part information

Part number	Part description
RM2-6762-000CN	Formatter cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

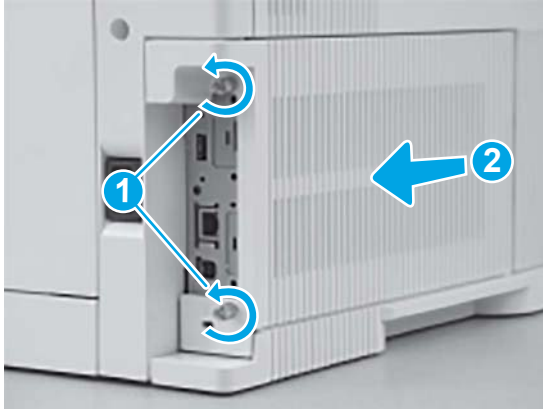
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1758 Release two thumb screws and remove the formatter cover



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: Blanking cover

This document provides the procedures to remove and replace the blanking cover

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-144 Part information

Part number	Part description
RM2-1270-000CN	Blanking cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

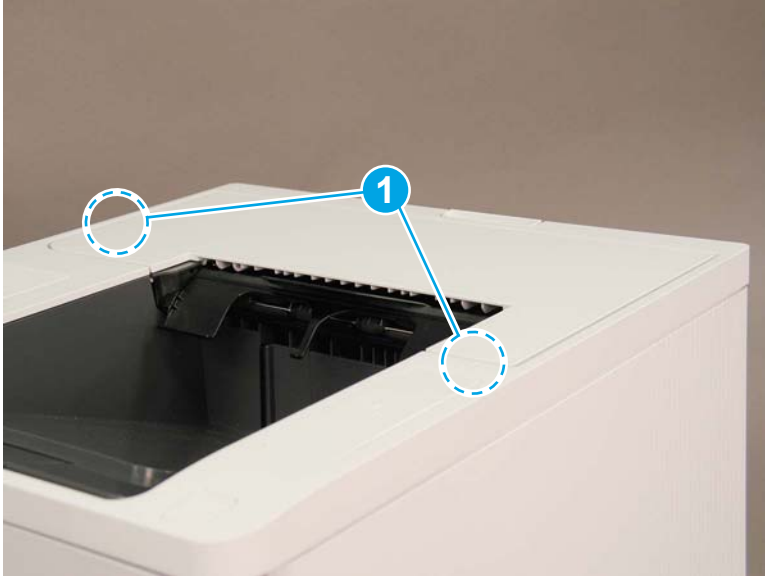
No post service test is available for this assembly.

Remove the blanking cover

Follow these steps to remove the blanking cover.

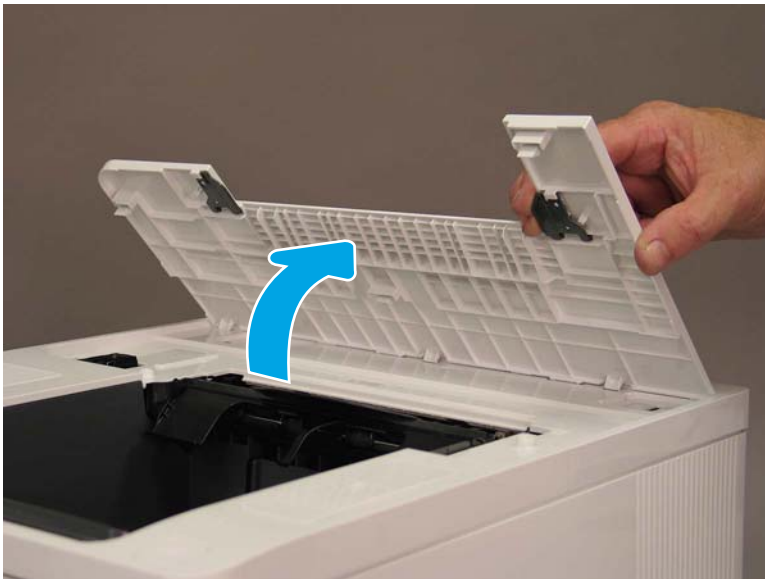
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-1759 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-1760 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


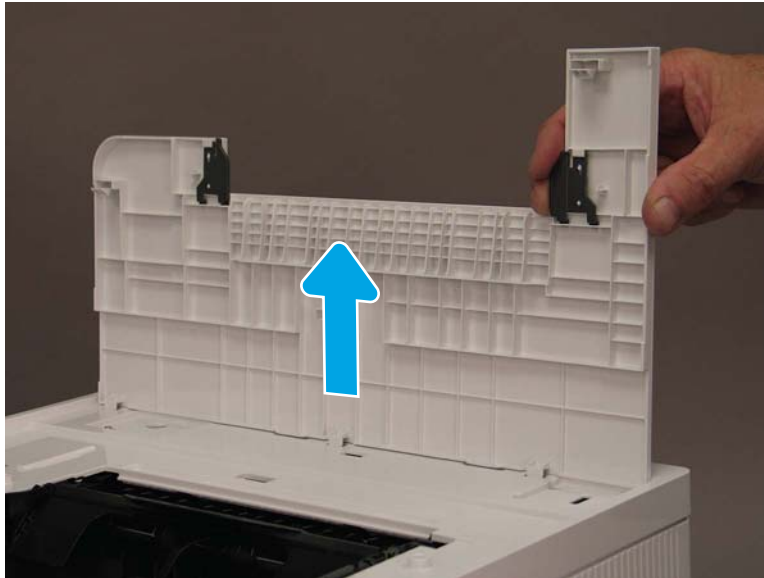
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1761 Lift the blanking cover up and remove it



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Left cover

This document provides the procedures to remove and replace the left cover.


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-145 Part information

Part number	Part description
RC4-6933-000CN	Left cover

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.


Post service test

No post service test is available for this assembly.

Remove the formatter cover

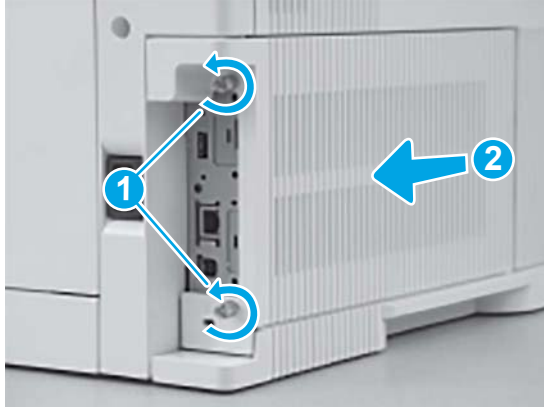
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1762 Release two thumb screws and remove the formatter cover

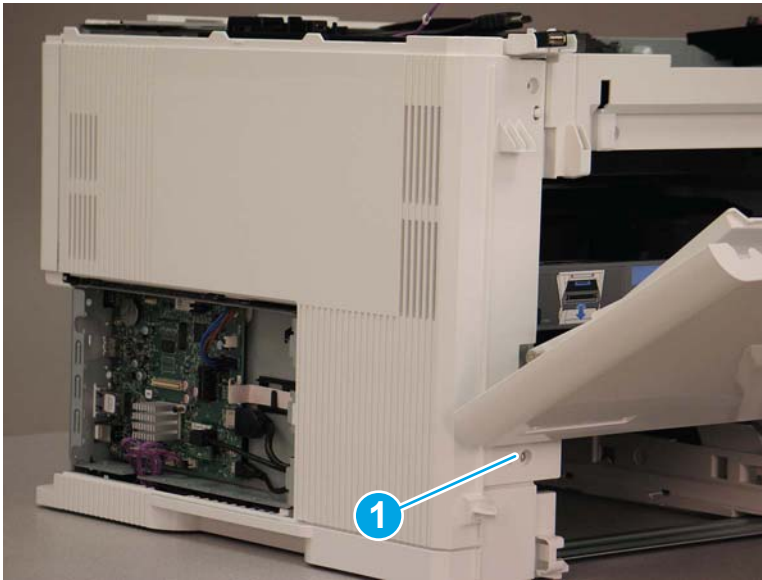


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-1763 Open the cartridge door and remove one screw



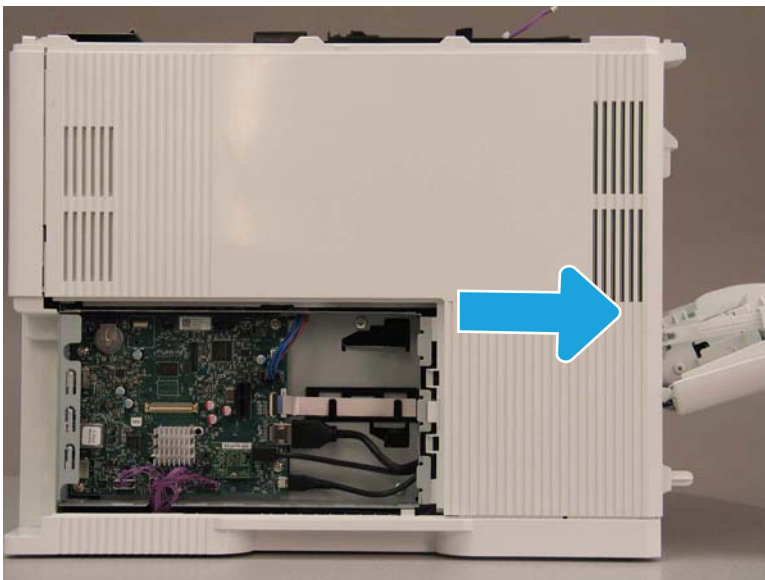
2. Remove one screw (callout 1).

Figure 8-1764 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-1765 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


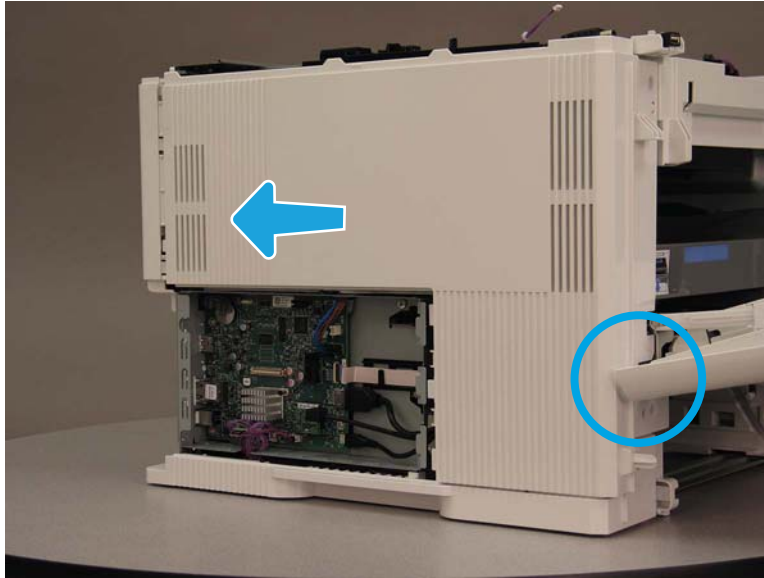
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1766 Remove the left cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Left lower cover

This document provides the procedures to remove and replace the left lower cover.

 [View a video on how to remove and replace the left lower cover.](#)


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-146 Part information

Part number	Part description
RC4-6943-000CN	Left lower cover

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Needle nose pliers

After performing service

Turn the printer power on

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


Post service test

No post service test is available for this assembly.

Remove the formatter cover

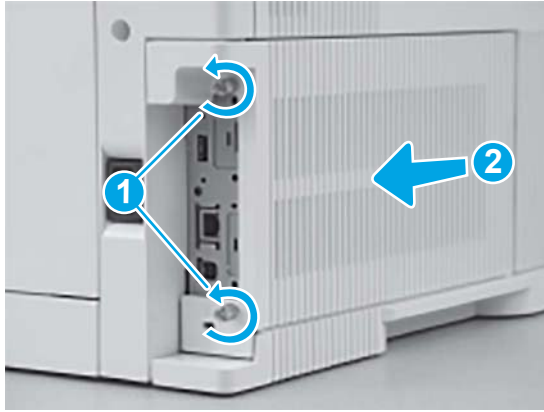
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1767 Release two thumb screws and remove the formatter cover

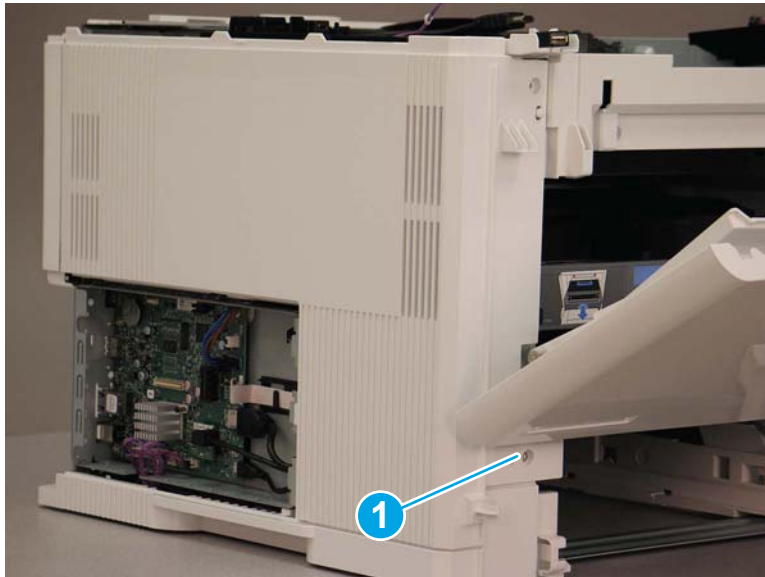


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-1768 Open the cartridge door and remove one screw



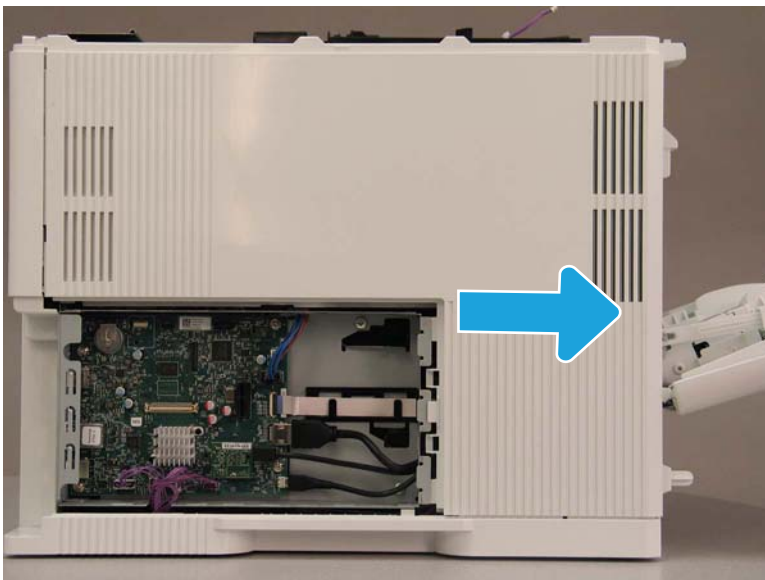
2. Remove one screw (callout 1).

Figure 8-1769 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-1770 Slightly slide the left cover toward the front

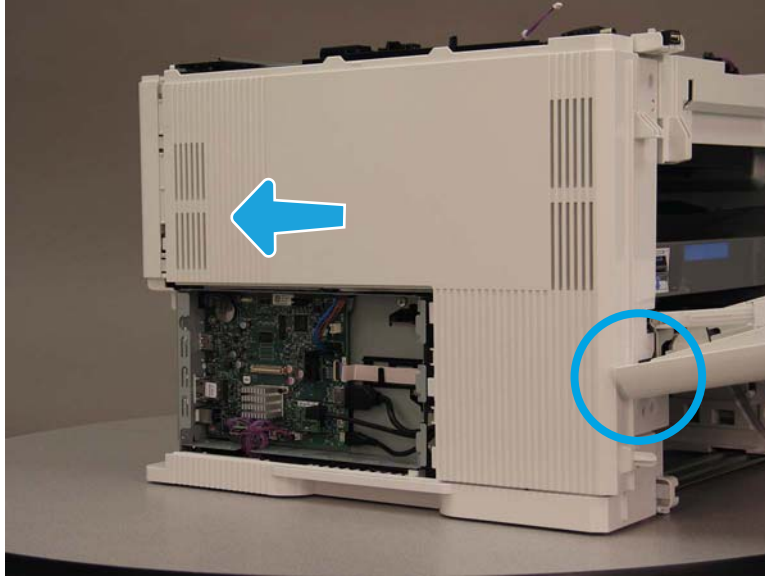


4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1771 Remove the left cover



Remove the cassette tray 2

Follow these steps to remove the cassette tray 2.

- ▲ Open the cassette tray 2, and then lift up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1772 Open and remove the cassette tray 2



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


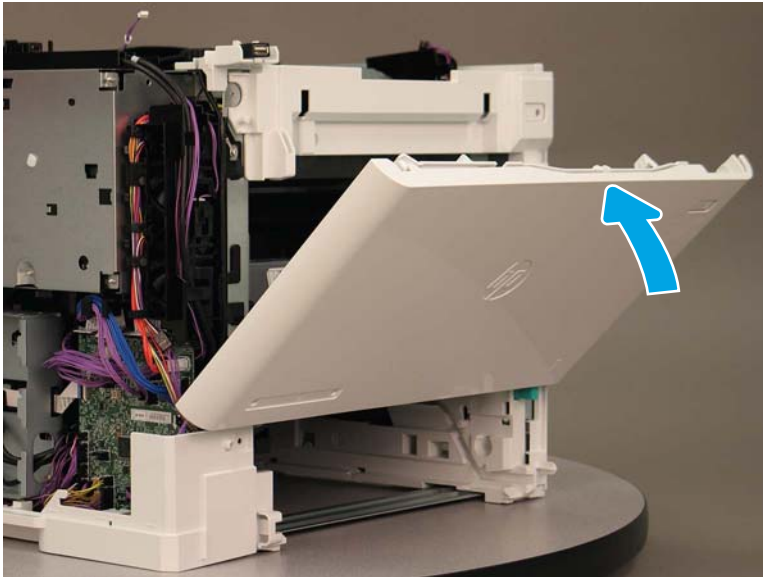
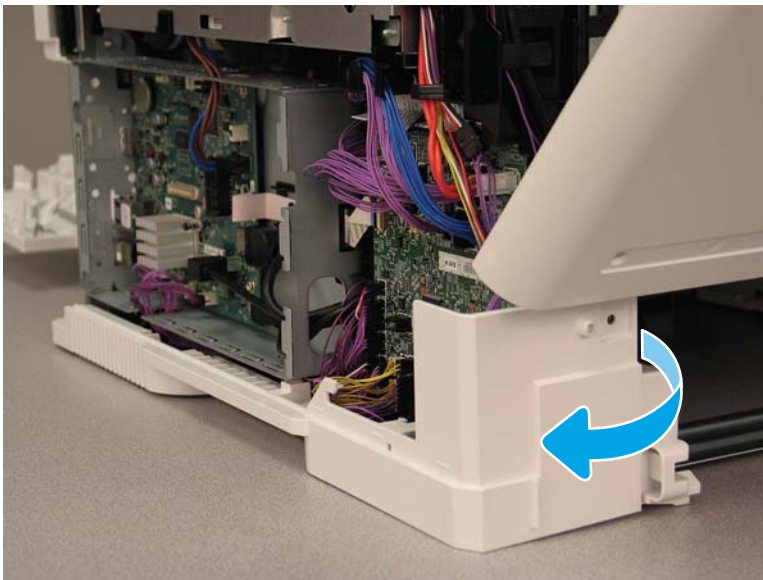
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-1773 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-1774 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


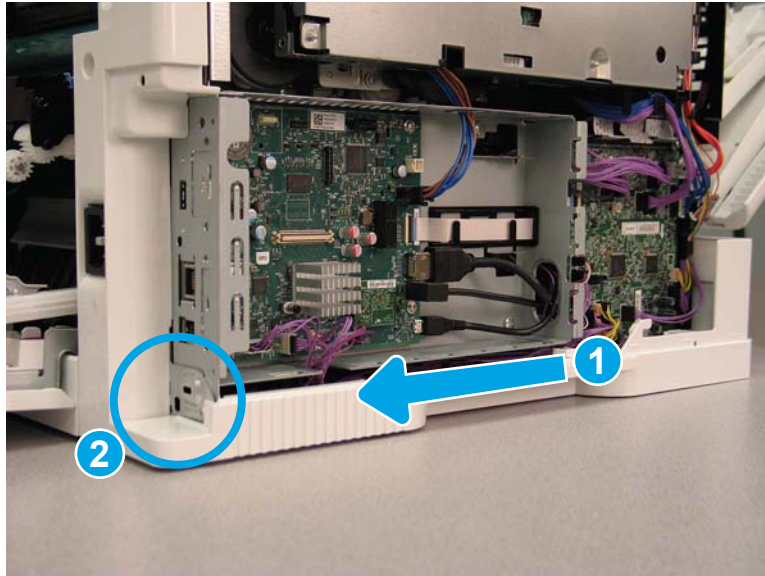
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1775 Slide the cover to release the boss and remove the left lower cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: NFC cover

This document provides the procedures to remove and replace the NFC cover.


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-147 Part information

Part number	Part description
RC4-6941-000CN	NFC cover

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.

Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the NFC cover

Follow these steps to remove the NFC cover.

- ▲ Use a small flat blade screwdriver to lift up the front edge of the NFC cover in the direction indicated by the arrow, and then remove the NFC cover.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1776 Remove the NFC cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Inlet cover

This document provides the procedures to remove and replace the inlet cover.



[View a video on how to remove and replace the inlet cover.](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-148 Part information

Part number	Part description
RC4-6935-000CN	Inlet cover

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

Post service test

No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

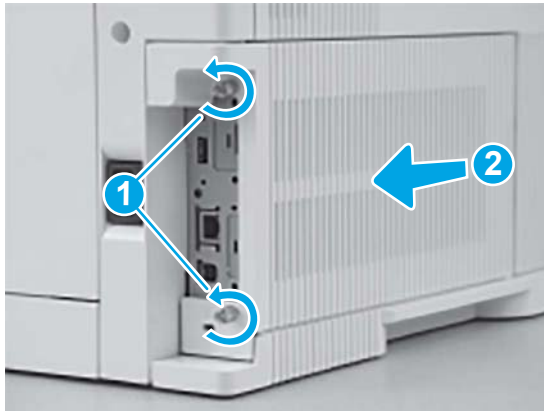
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1777 Release two thumb screws and remove the formatter cover



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-1778 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.

- b. Remove the control panel cover.

Figure 8-1779 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-1780 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).

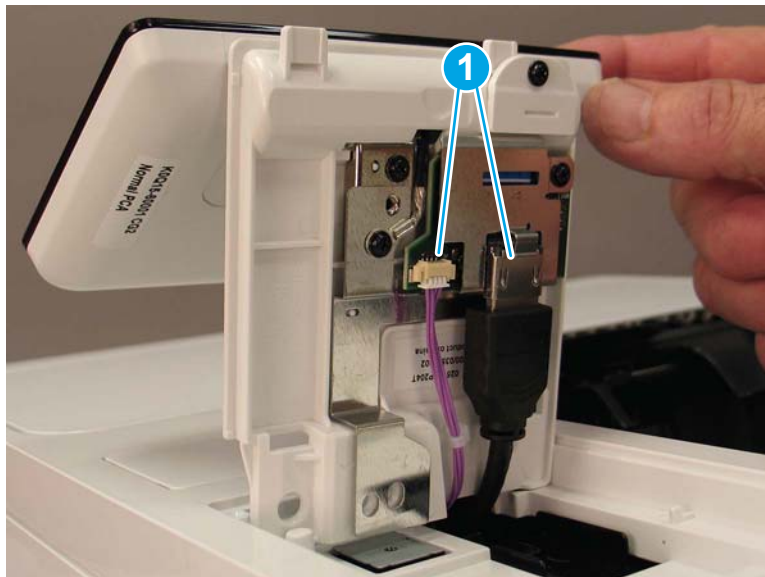
- b. Slide the control panel toward the back of the printer (callout 2) to release it.

Figure 8-1781 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.
 - b. Disconnect two connectors (callout 1).

Figure 8-1782 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-1783 Remove the control panel

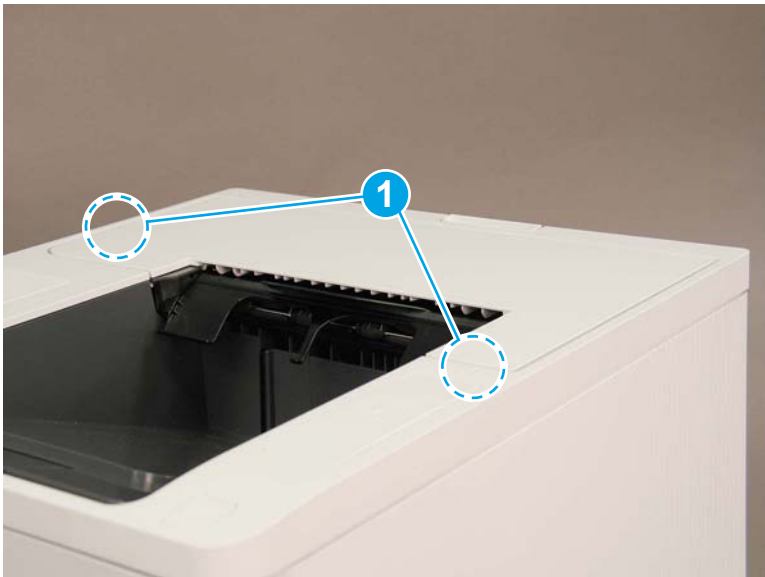


Remove the blanking cover

Follow these steps to remove the blanking cover.

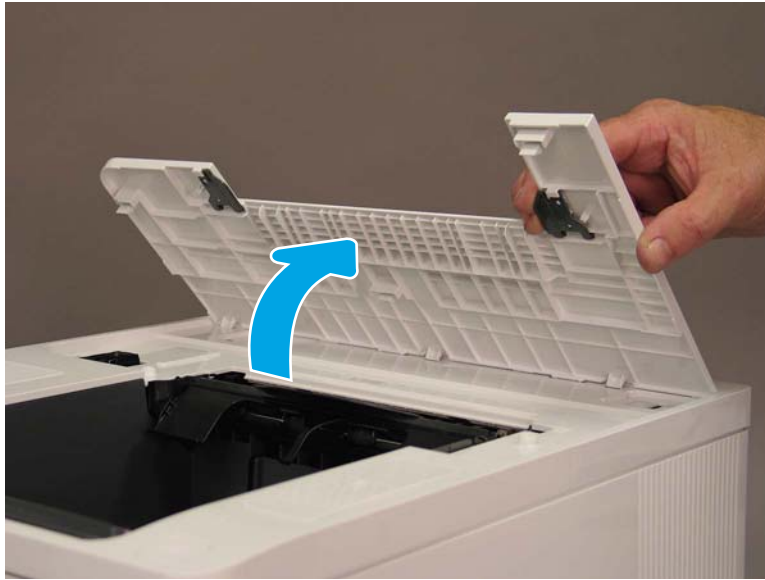
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-1784 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-1785 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


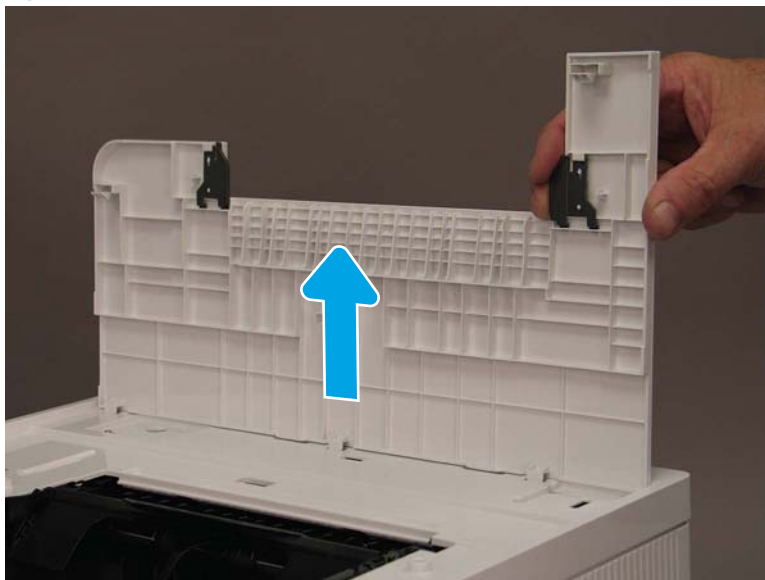
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1786 Lift the blanking cover up and remove it

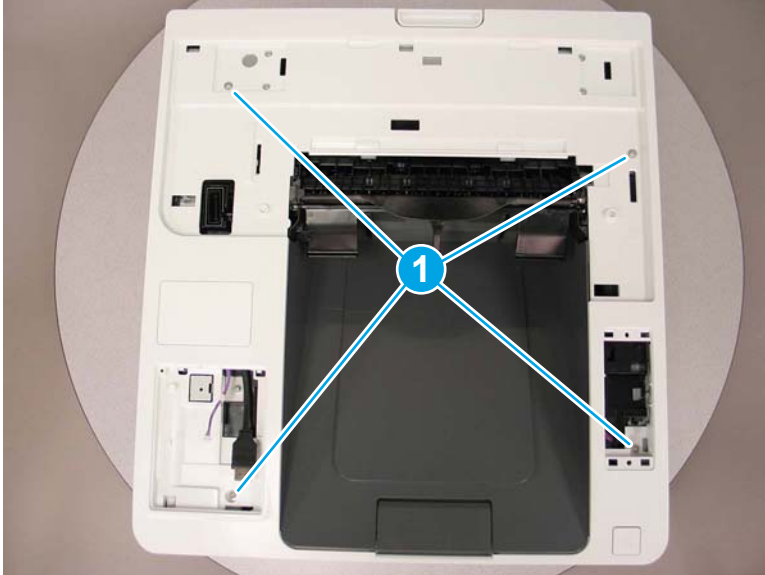


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-1787 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).
 - c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

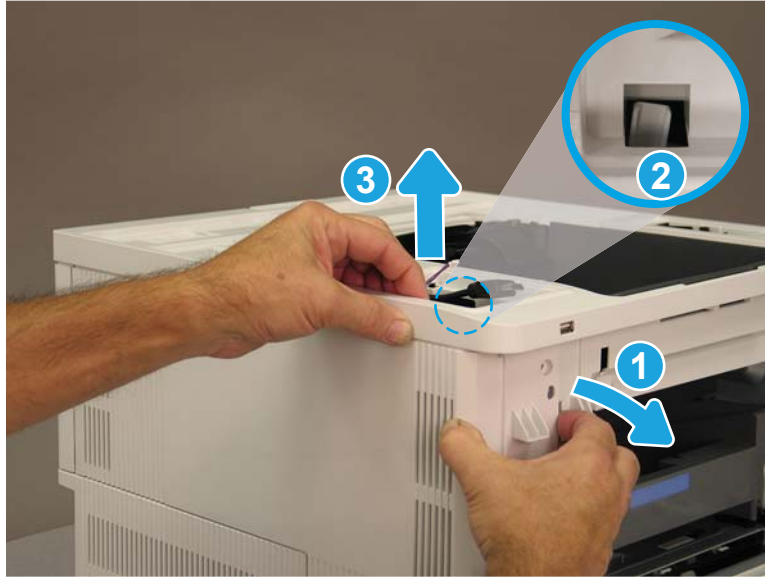
Figure 8-1788 Locate the tab and open the MP tray cover



3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).

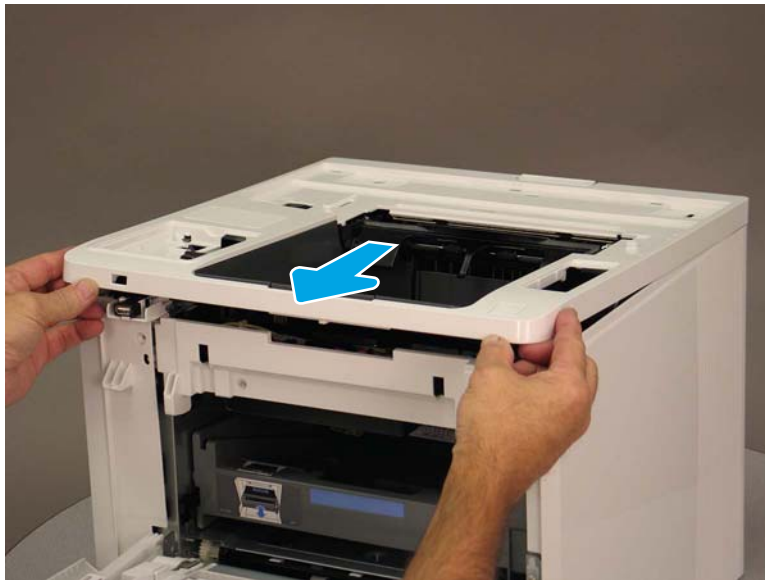
- c. Lift up and release the top cover (callout 3).

Figure 8-1789 Flex the cover, release the tab, and release the top cover



- 4. Slide the top cover in the direction indicated by the arrow.

Figure 8-1790 Slide the top cover



5. Lift up and remove the top cover.


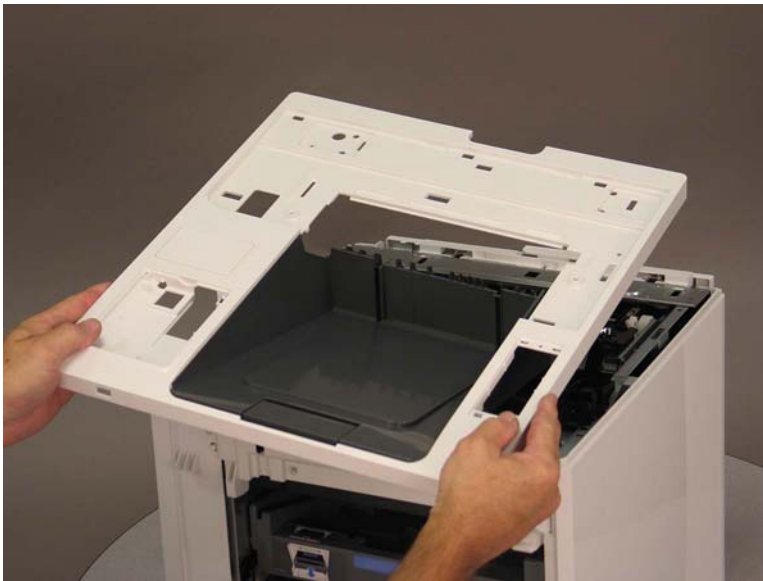
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1791 Lift and remove the top cover



Remove the cassette tray 2

Follow these steps to remove the cassette tray 2.

- ▲ Open the cassette tray 2, and then lift up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1792 Open and remove the cassette tray 2

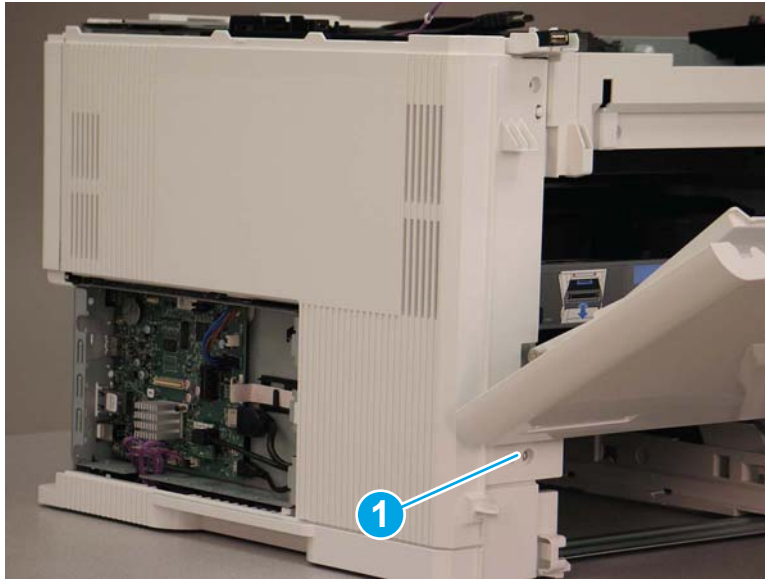


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-1793 Open the cartridge door and remove one screw



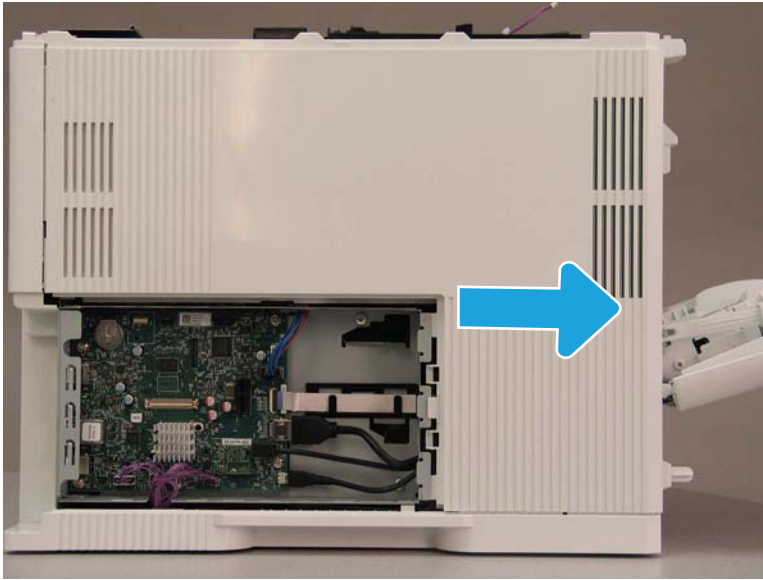
2. Remove one screw (callout 1).

Figure 8-1794 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-1795 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


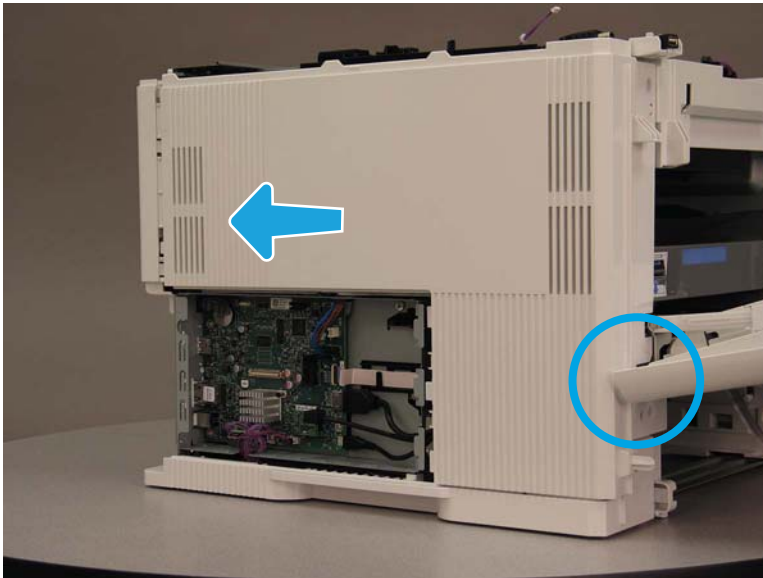
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1796 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


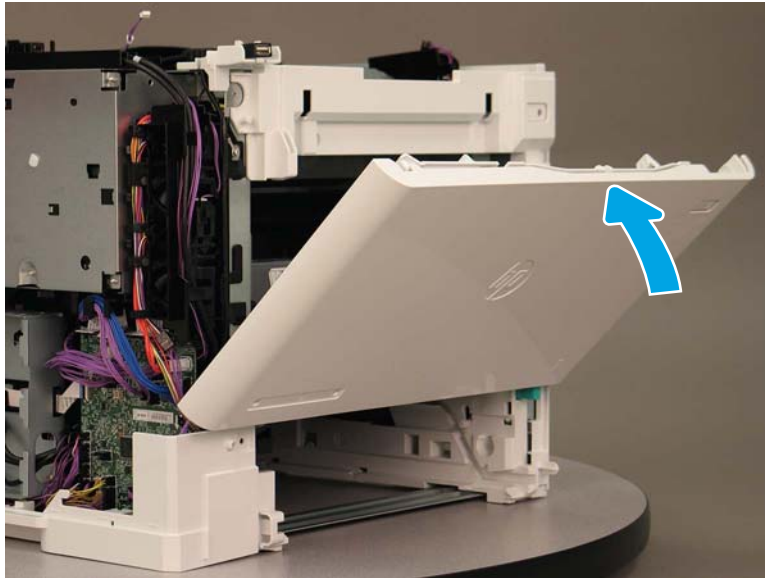
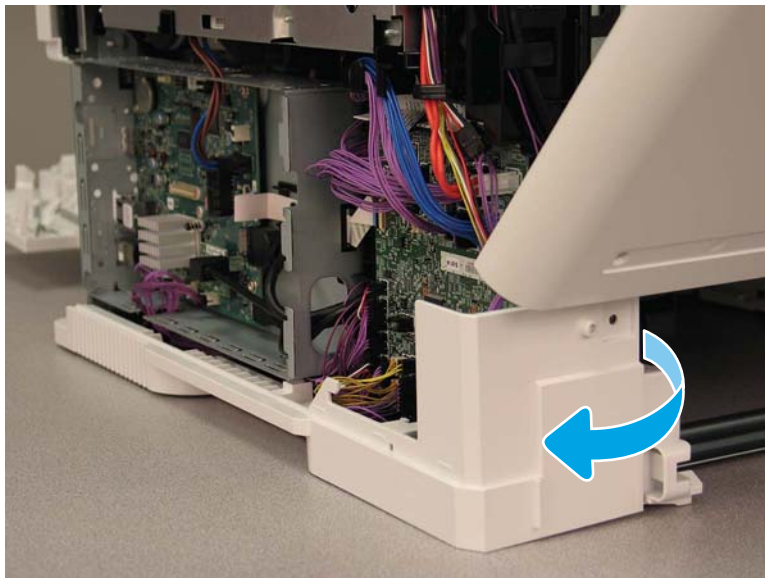
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-1797 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-1798 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


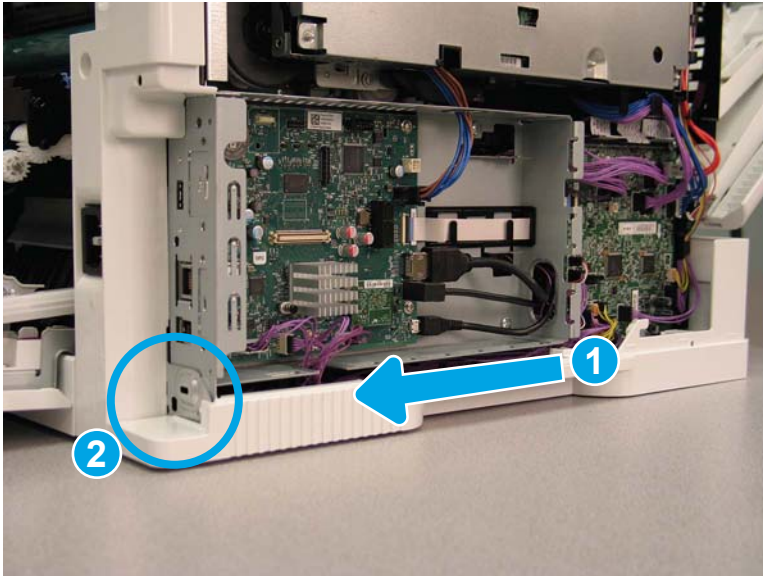
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1799 Slide the cover to release the boss and remove the left lower cover



Remove the inlet cover

Follow these steps to remove the inlet cover.

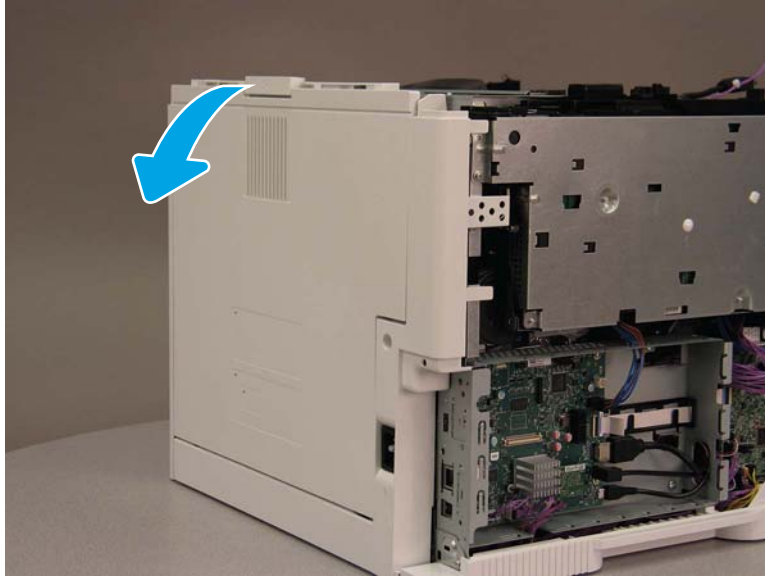
1. Remove one screw (callout 1).

Figure 8-1800 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

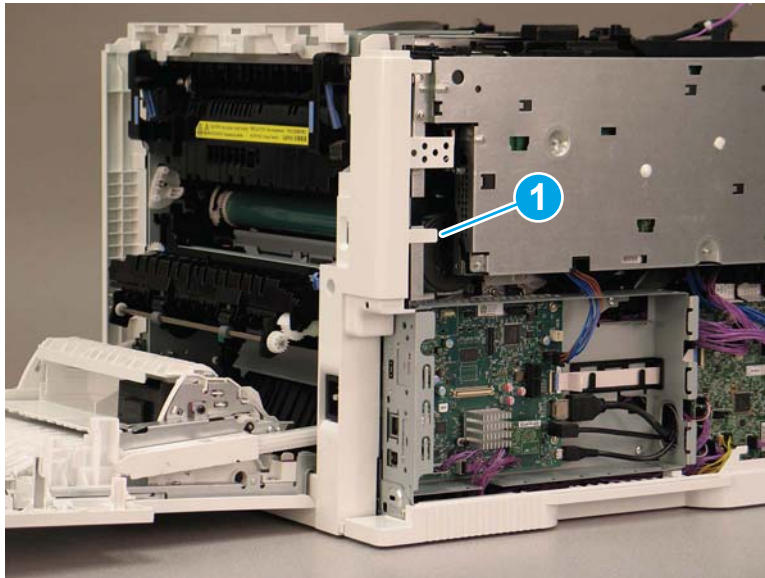
Figure 8-1801 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1802 Release the tab and remove the inlet cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Right cover

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


Mean time to repair: 5 minutes

Service level: Basic

 **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.

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 8-149 Part information

Part number	Part description
RC4-6932-000CN	Right cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the formatter cover

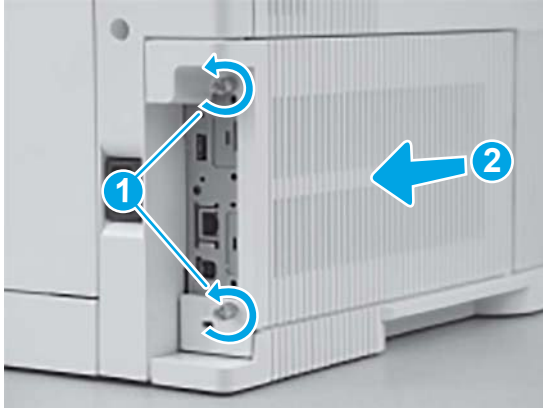
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1803 Release two thumb screws and remove the formatter cover

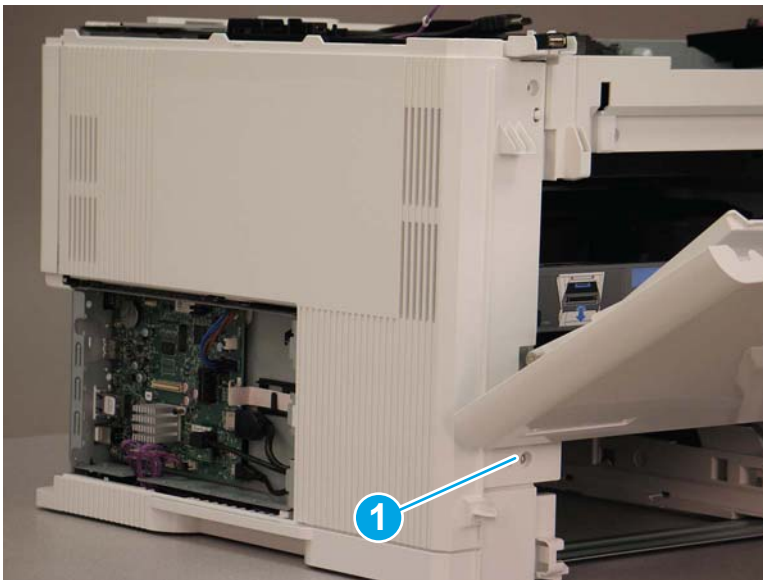


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-1804 Open the cartridge door and remove one screw



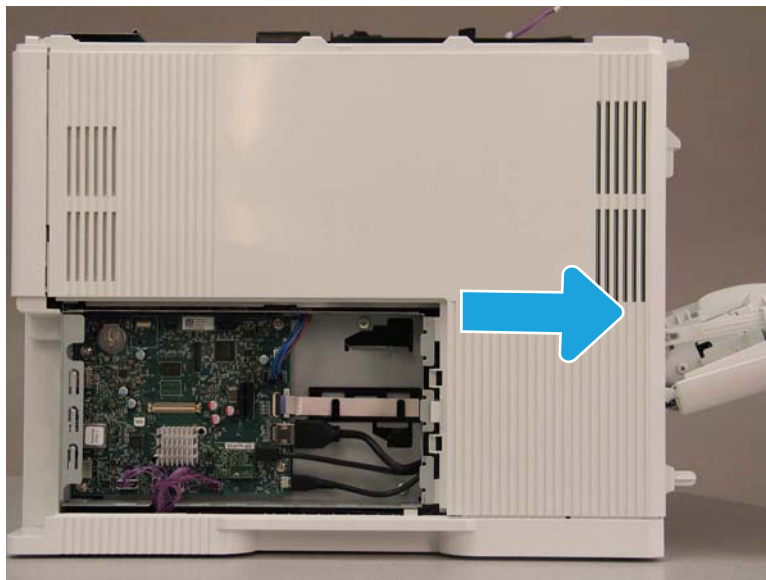
2. Remove one screw (callout 1).

Figure 8-1805 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-1806 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


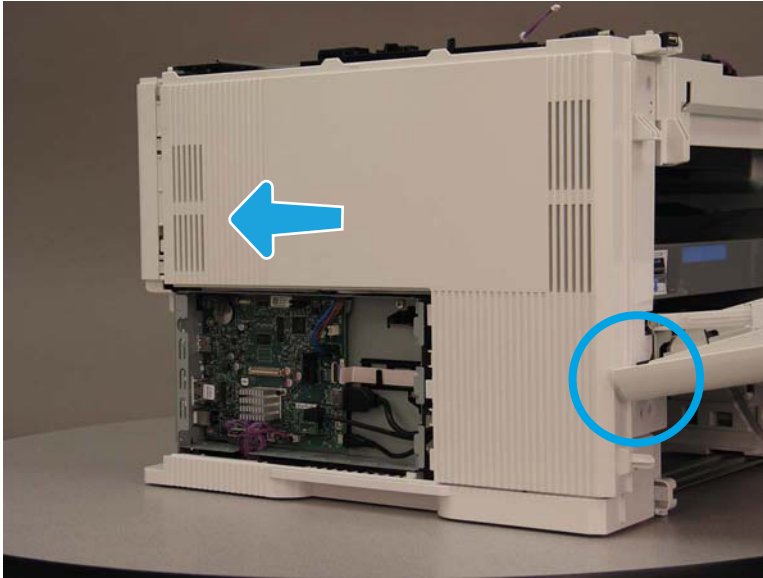
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1807 Remove the left cover

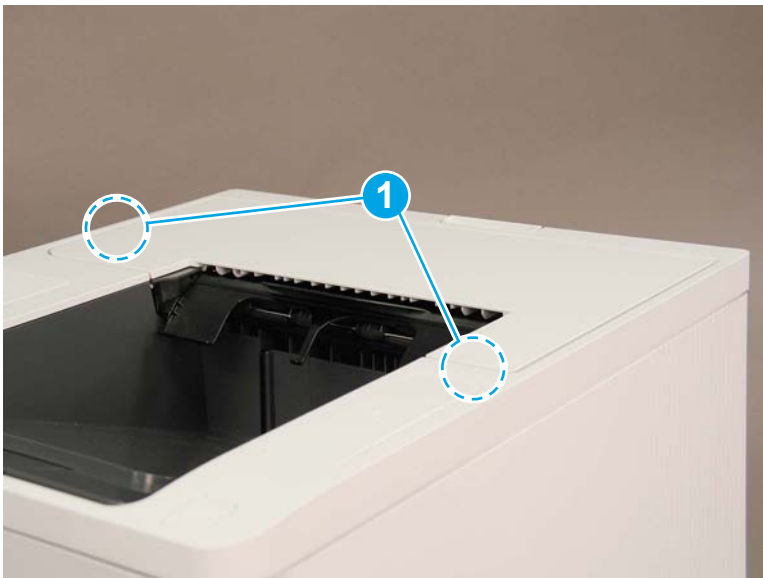


Remove the blanking cover

Follow these steps to remove the blanking cover.

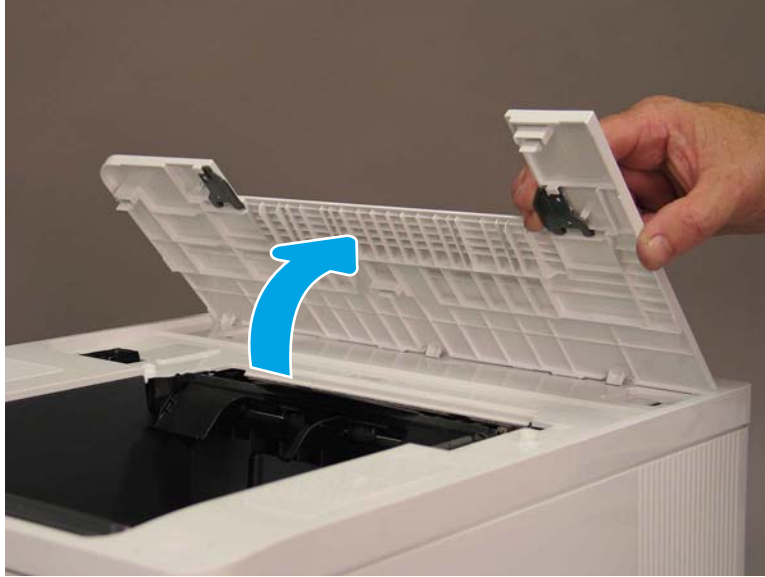
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-1808 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

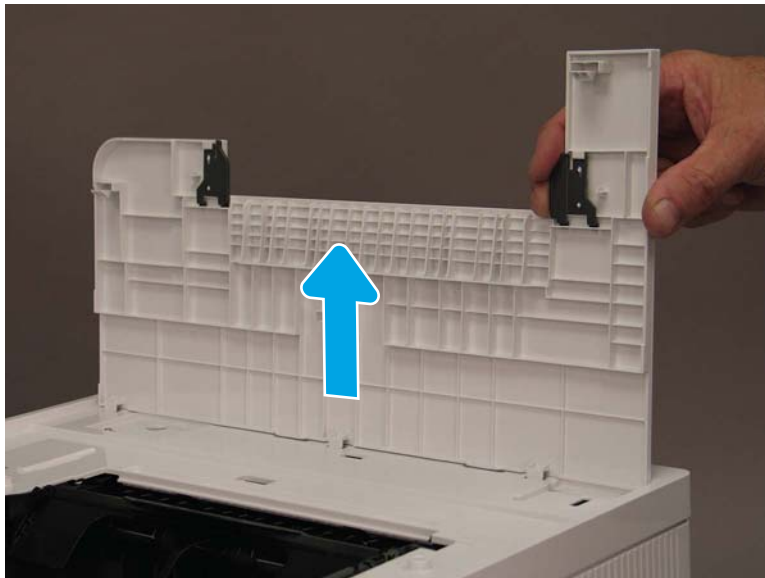
Figure 8-1809 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1810 Lift the blanking cover up and remove it



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-1811 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.
 - b. Remove the control panel cover.

Figure 8-1812 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-1813 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).
 - b. Slide the control panel toward the back of the printer (callout 2) to release it.

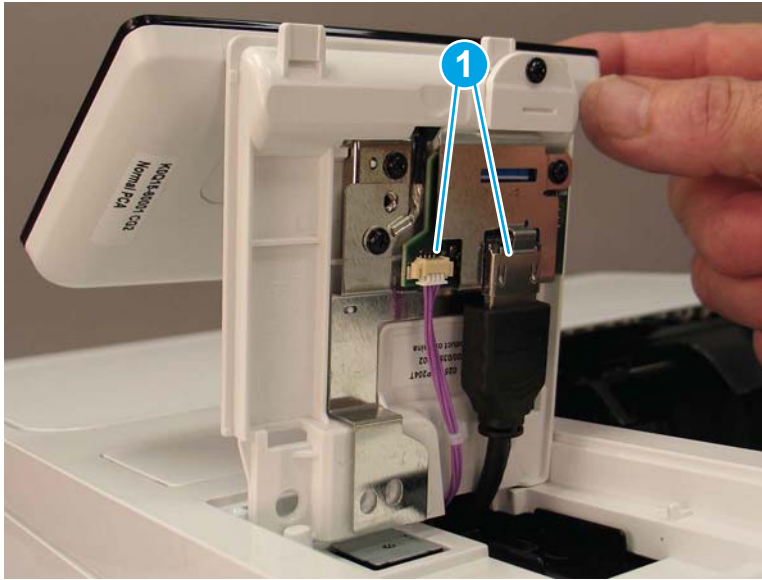
Figure 8-1814 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.

- b. Disconnect two connectors (callout 1).

Figure 8-1815 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-1816 Remove the control panel

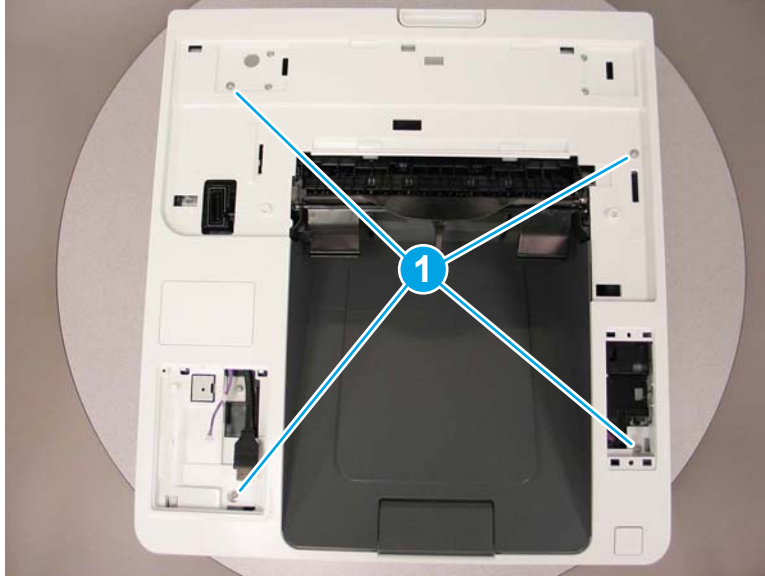


Remove the top cover

Follow these steps to remove the top cover.

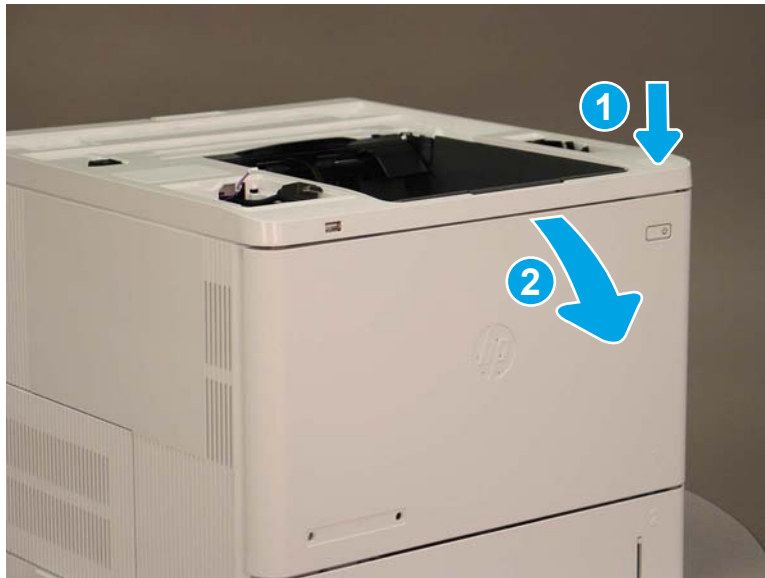
1. Remove four screws (callout 1).

Figure 8-1817 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).
 - c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

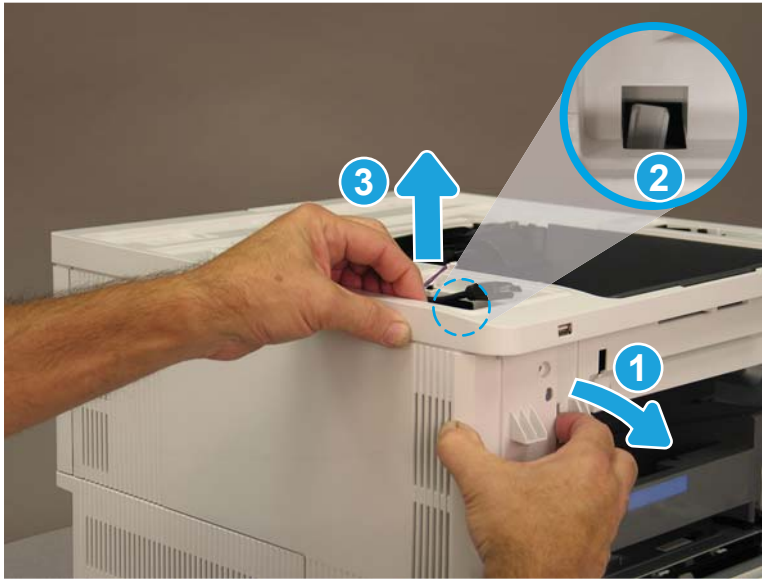
Figure 8-1818 Locate the tab and open the MP tray cover



3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).

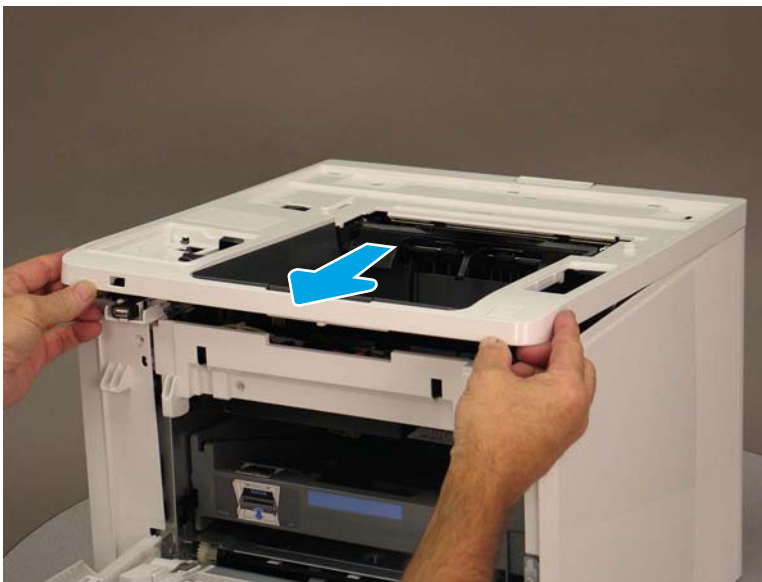
- c. Lift up and release the top cover (callout 3).

Figure 8-1819 Flex the cover, release the tab, and release the top cover



- 4. Slide the top cover in the direction indicated by the arrow.

Figure 8-1820 Slide the top cover



5. Lift up and remove the top cover.


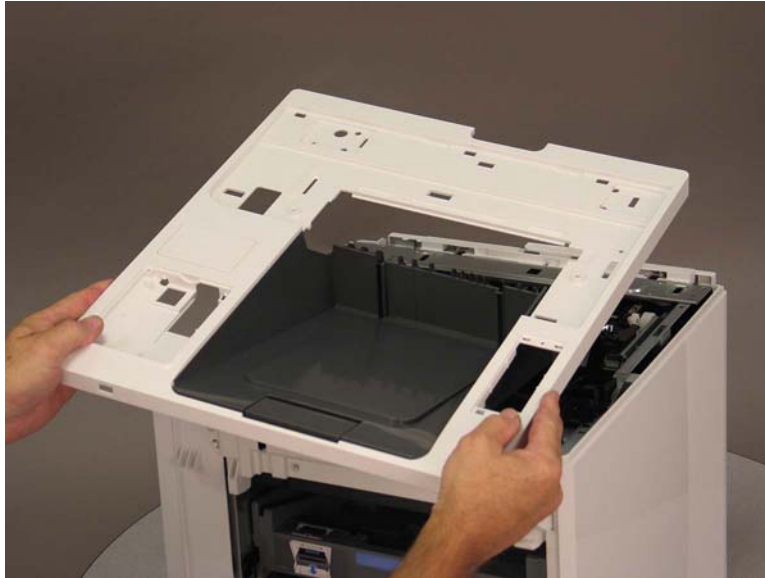
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1821 Lift and remove the top cover

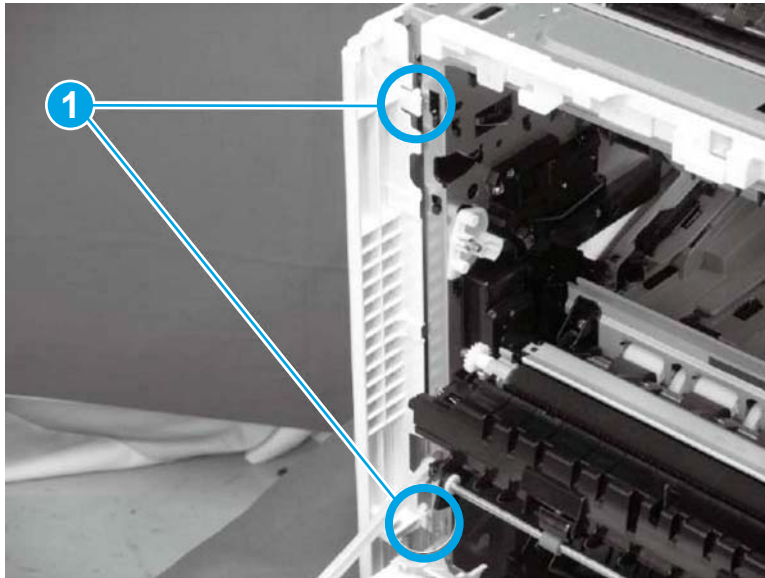


Remove the right cover

Follow these steps to remove the right cover.

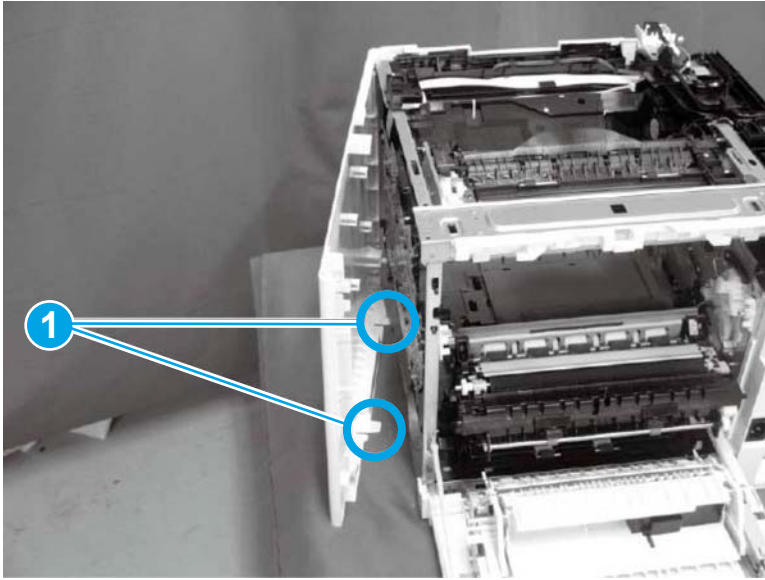
1. Release two tabs (callout 1).

Figure 8-1822 Release two tabs



2. Release four tabs (callout 1).

Figure 8-1823 Release four tabs



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the right cover (callout 2).


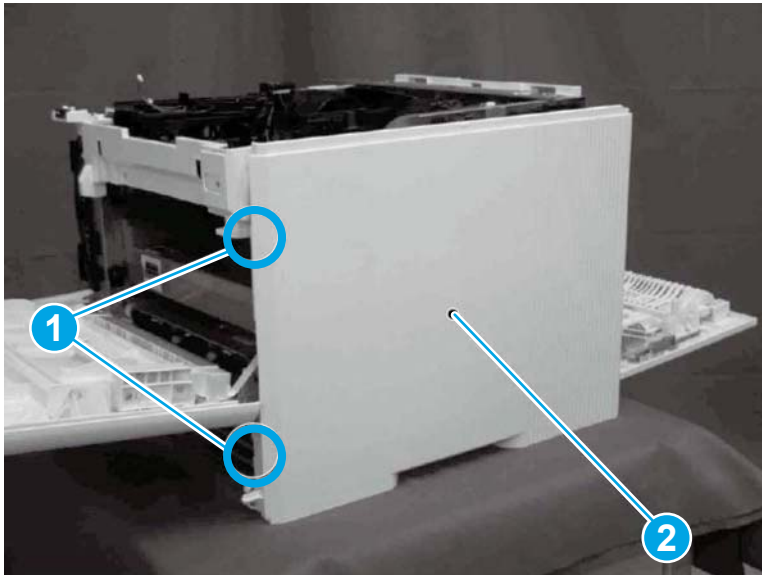
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1824 Release two tabs and remove the right cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Multi-purpose (MP) cover and MP inner cover

This document provides the procedures to remove and replace the multi-purpose (MP) cover and MP inner cover.


Mean time to repair: 10 minutes

Service level: Basic

 **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.

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 8-150 Part information

Part numbers	Part description
RC4-7312-000CN	Multi-purpose (MP) cover
RC4-8271-000CN	Multi-purpose (MP) inner cover

Required tools

- Needle nose pliers.

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the MP cover and MP inner cover

Follow these steps to remove the MP cover and MP inner cover.

1. Open the MP cover in the direction indicated by the arrows.

Figure 8-1825 Open the MP cover



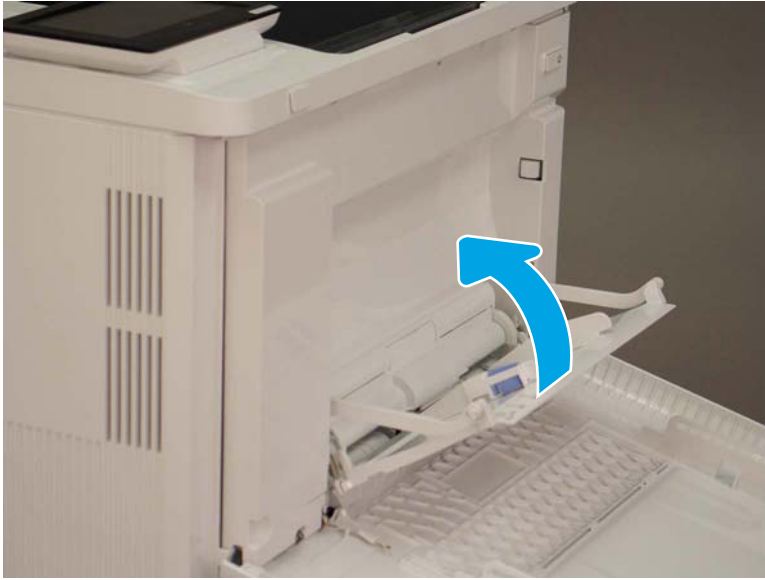
2. On both sides of the smaller MP tray assembly, flex the link rail to release the keyed link, and then release the two MP lift arms attached to the MP cover.

Figure 8-1826 Release the MP tray assembly lift arms from the MP cover



3. Close the smaller MP tray assembly against the printer in the direction indicated by the arrow.

Figure 8-1827 Close the smaller MP tray assembly



4. Disconnect the left side spring (circled) on the MP cover.

Figure 8-1828 Disconnect the left spring



5. Flex the right side of the MP cover to release it from the rail, and then slide it left to release the MP cover, as indicated by the arrows.

Figure 8-1829 Flex and slide to release the MP cover



6. Remove the MP cover.

 **NOTE:** The MP inner cover is attached to the inside of the MP cover and is removed at the same time as the MP cover is removed.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1830 Remove the MP cover



Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Multi-purpose (MP) tray assembly and MP lift arms

This document provides the procedures to remove and replace the multi-purpose (MP) tray assembly and MP lift arms.

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-151 Part information

Part numbers	Part description
RM2-1271-000CN	Multi-purpose (MP) tray assembly
RM2-1272-000CN	Multi-purpose (MP) lift arm
RM2-1273-000CN	Multi-purpose (MP) lift arm

Required tools

- Needle nose pliers.

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the multi-purpose (MP) tray assembly and MP lift arms

Follow these steps to remove the multi-purpose (MP) tray assembly and MP lift arms.

1. Open the MP cover in the direction indicated by the arrows.

Figure 8-1831 Open the MP cover



2. On both sides of the smaller MP tray assembly, flex the link rail to release the keyed link, and then release the two MP lift arms attached to the MP cover.

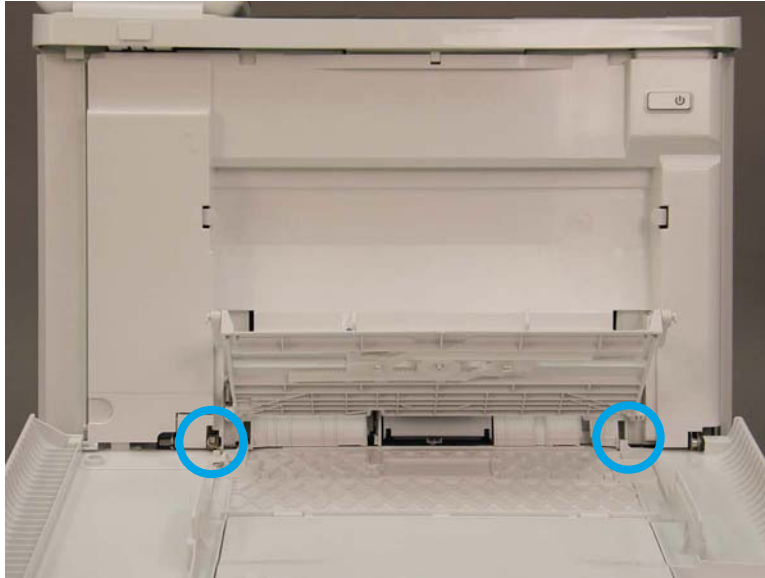
Figure 8-1832 Release the MP tray assembly lift arms from the MP cover



- Using needle nose pliers, release the two springs (circled) on either side of the smaller MP tray assembly.

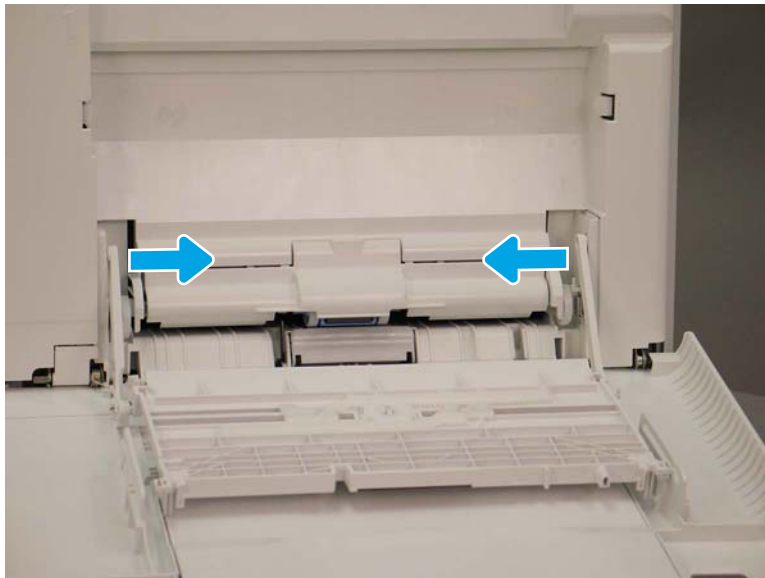
 **NOTE:** The springs are retained.

Figure 8-1833 Release two springs on the smaller MP tray assembly




- From the top, flex and rotate both MP lift arms in the direction indicated by the arrows to release them, and then release the smaller MP tray assembly.

Figure 8-1834 Release both MP lift arms and the smaller MP tray assembly



5. To replace the MP lift arms, remove each arm from the MP tray assembly in the direction indicated by the arrow.

 **NOTE:** Each MP lift arm is unique and has a separate ordering part number.

 **NOTE:** The MP lift arms are keyed on both sides to assist in correct installation.


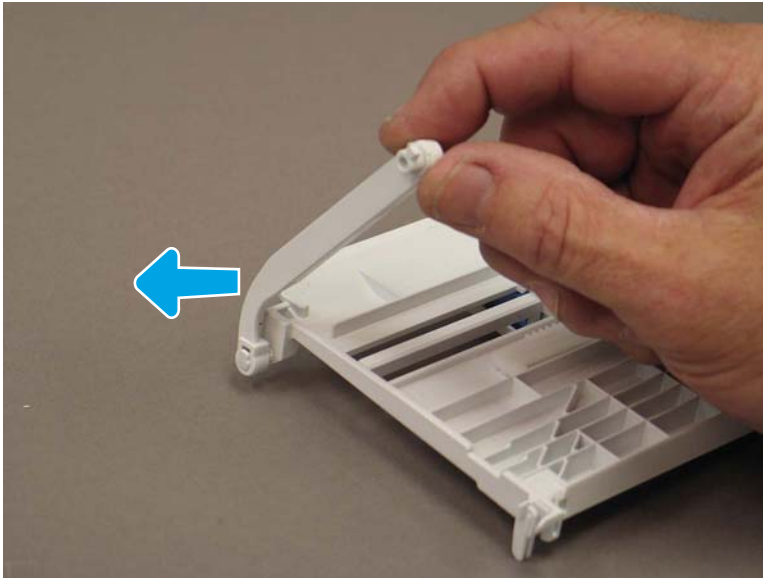
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1835 Remove the MP lift arms



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Front door assembly

This document provides the procedures to remove and replace the front door assembly.

 [View a video on how to remove and replace the front door assembly.](#)


Mean time to repair: 15 minutes

Service level: Intermediate

 **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.

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 8-152 Part information

Part number	Part description
RM2-6745-000CN	Front door assembly

Required tools

- Needle nose pliers

After performing service

Turn the printer power on

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


Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

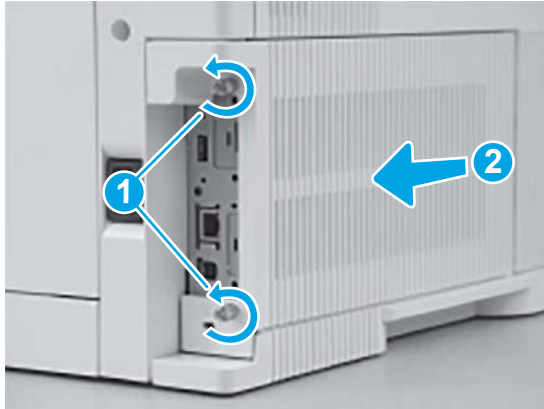
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1836 Release two thumb screws and remove the formatter cover

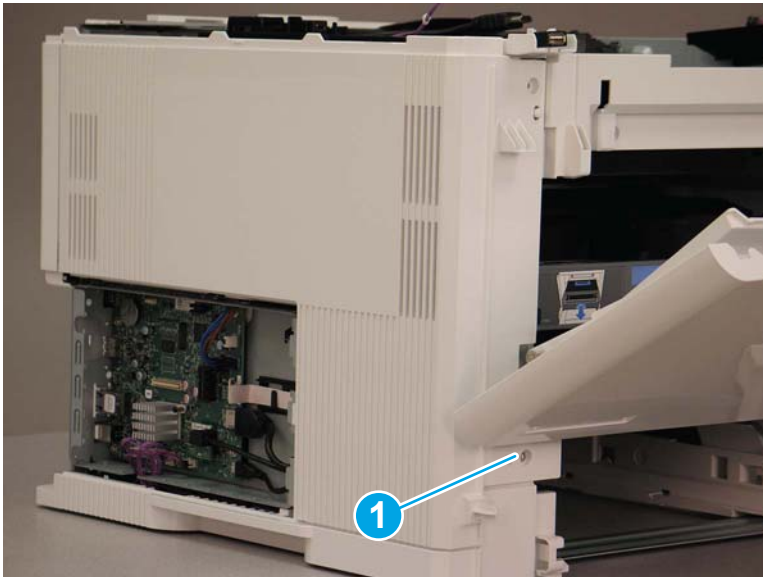


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-1837 Open the cartridge door and remove one screw



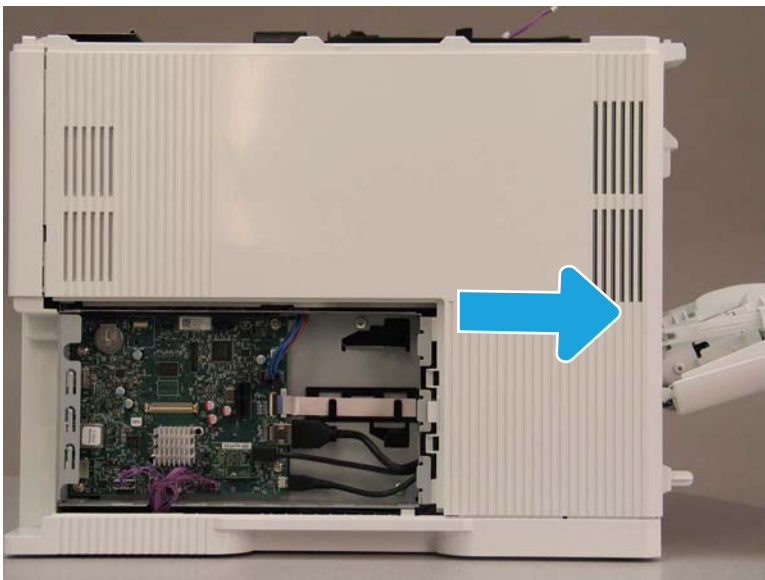
2. Remove one screw (callout 1).

Figure 8-1838 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-1839 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


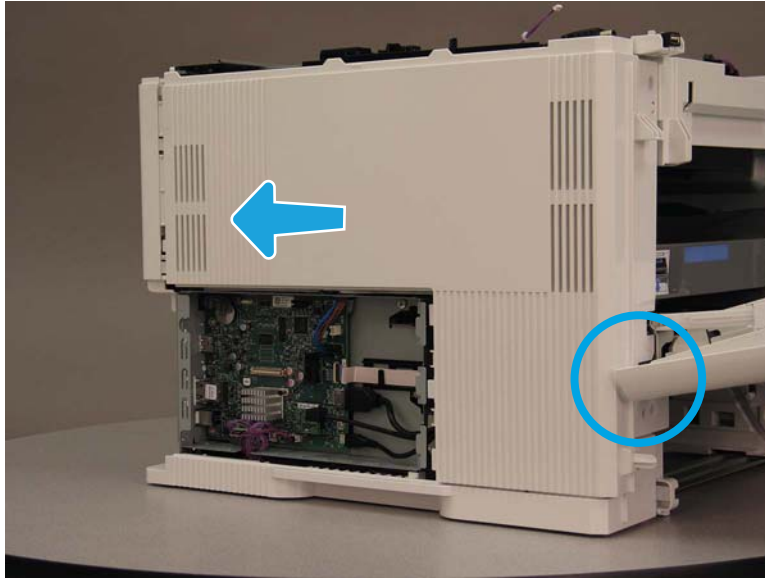
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1840 Remove the left cover



Remove the MP tray cover

Follow these steps to remove the MP tray cover.

1. Open the MP cover in the direction indicated by the arrows.

Figure 8-1841 Open the MP cover



2. On both sides of the smaller MP tray assembly, flex the link rail to release the keyed link, and then release the two MP lift arms attached to the MP cover.

Figure 8-1842 Release the MP tray assembly lift arms from the MP cover



3. Close the smaller MP tray assembly against the printer in the direction indicated by the arrow.

Figure 8-1843 Close the smaller MP tray assembly



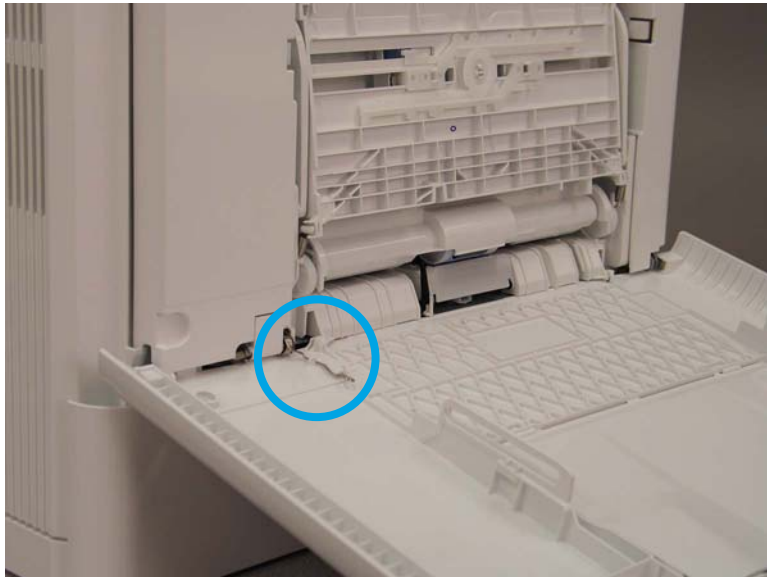
4. Disconnect the left side spring (circled) on the MP cover.

Figure 8-1844 Disconnect the left spring



5. Flex the right side of the MP cover to release it from the rail, and then slide it left to release the MP cover, as indicated by the arrows.

Figure 8-1845 Flex and slide to release the MP cover



6. Remove the MP cover.

 **NOTE:** The MP inner cover is attached to the inside of the MP cover and is removed at the same time as the MP cover is removed.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1846 Remove the MP cover



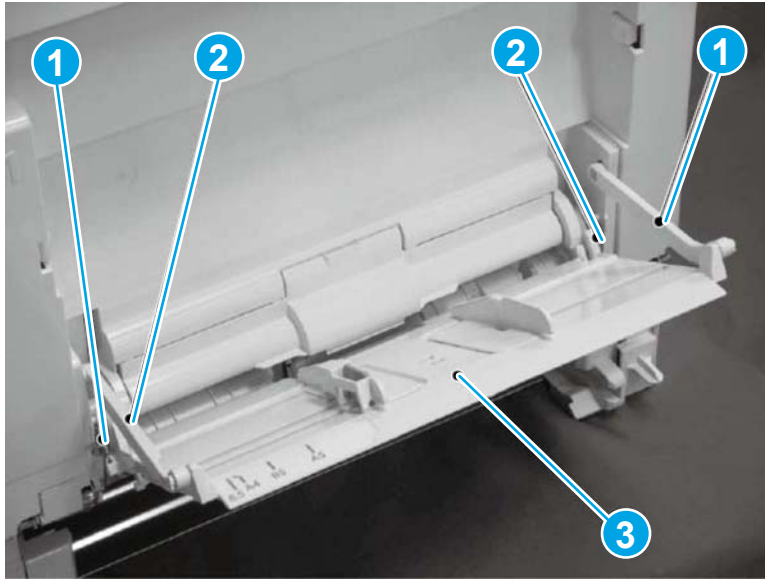
Remove the front door assembly

Follow these steps to remove the front door assembly.

1. Do the following:
 - a. Remove two arms (callout 1).
 - b. Unhook two springs (callout 2).

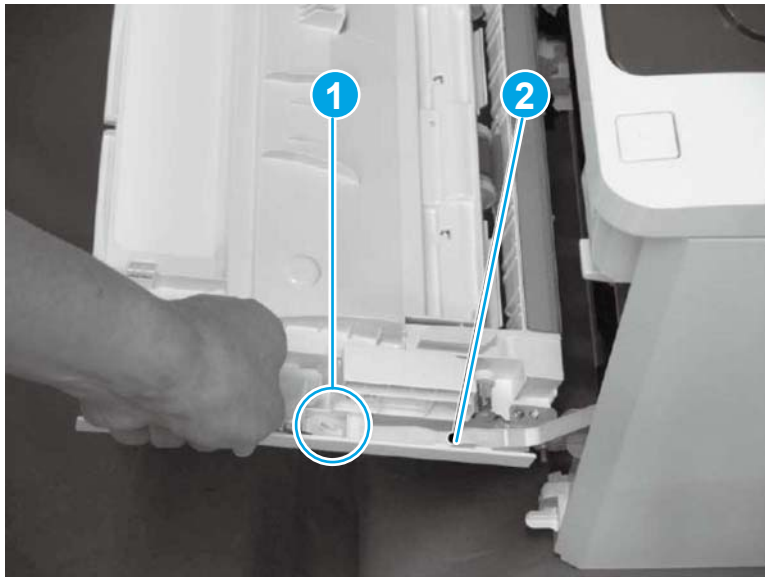
- c. Remove the MP tray assembly (callout 3).

Figure 8-1847 Remove two arms and unhook two springs and remove the MP tray assembly



- 2. Do the following:
 - a. Remove one tab (callout 1).
 - b. Release the hinge (callout 2).

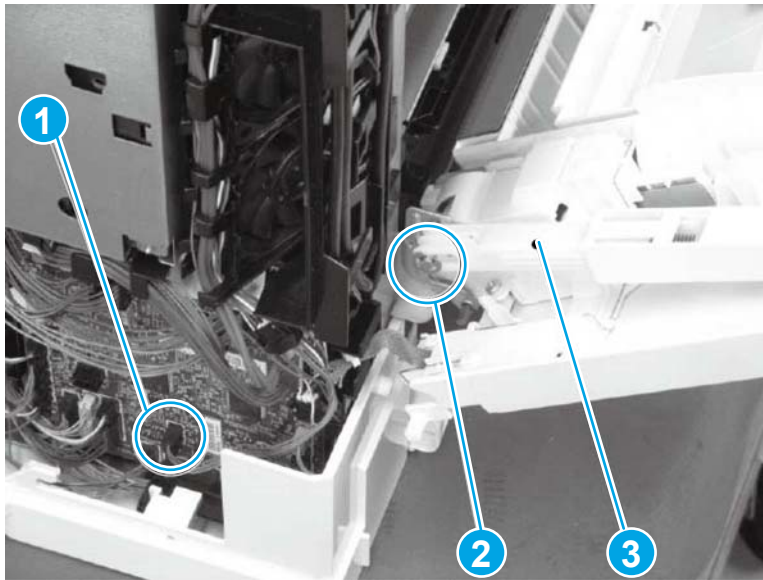
Figure 8-1848 Remove one tab and release the hinge



- 3. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Remove one e-ring (callout 2).

- c. Release the hinge (callout 3).

Figure 8-1849 Disconnect one connector and remove one e-ring and release the hinge



4. Slide the front door assembly (callout 1) in the direction indicated by the arrow, and then remove it.


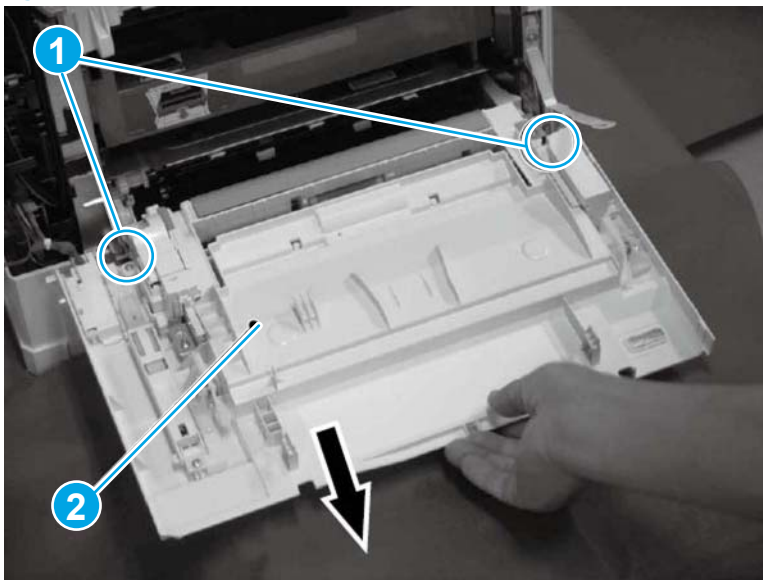
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1850 Slide the front door assembly and remove it



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Rear door assembly

This document provides the procedures to remove and replace the rear door assembly.

 [View a video on how to remove and replace the rear door assembly.](#)


Mean time to repair: 15 minutes

Service level: Intermediate

 **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.

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 8-153 Part information

Part number	Part description
RM2-1249-000CN	Rear door assembly (LCD simplex model)
RM2-6746-000CN	Rear door assembly (LCD duplex model)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

Post service test

No post service test is available for this assembly.

Remove the formatter cover

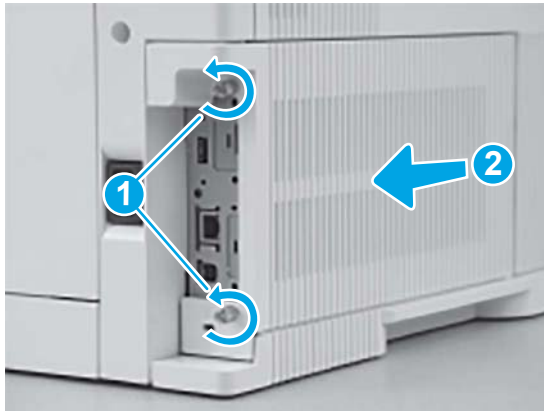
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1851 Release two thumb screws and remove the formatter cover



Remove the cassette tray 2

Follow these steps to remove the cassette tray 2.

- ▲ Open the cassette tray 2, and then lift up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1852 Open and remove the cassette tray 2



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-1853 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.
 - b. Remove the control panel cover.

Figure 8-1854 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-1855 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).
 - b. Slide the control panel toward the back of the printer (callout 2) to release it.

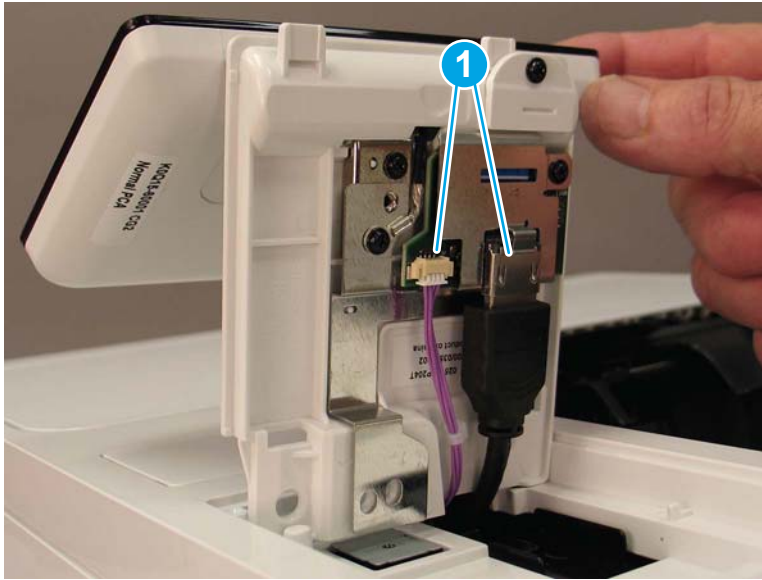
Figure 8-1856 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.

- b. Disconnect two connectors (callout 1).

Figure 8-1857 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-1858 Remove the control panel

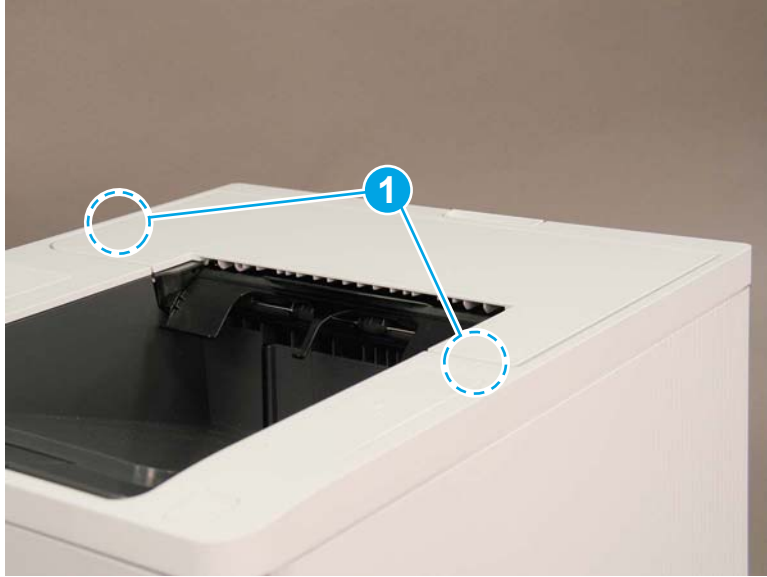


Remove the blanking cover

Follow these steps to remove the blanking cover.

1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-1859 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-1860 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


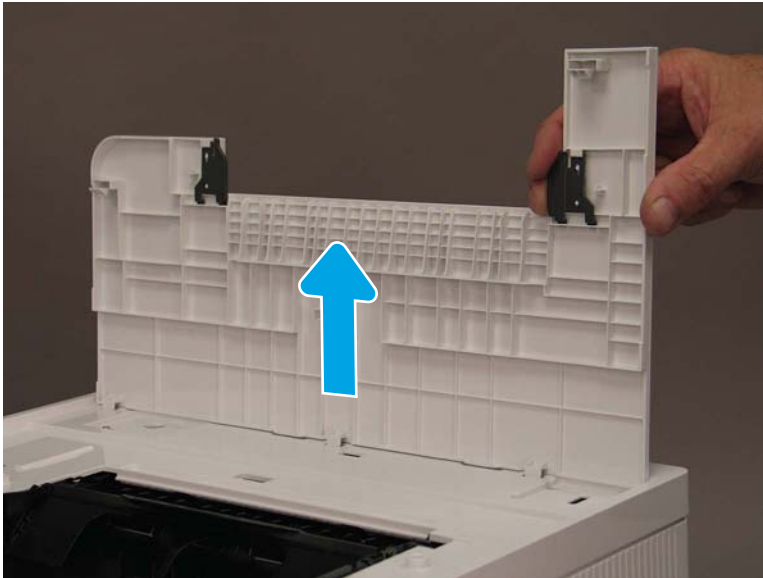
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1861 Lift the blanking cover up and remove it

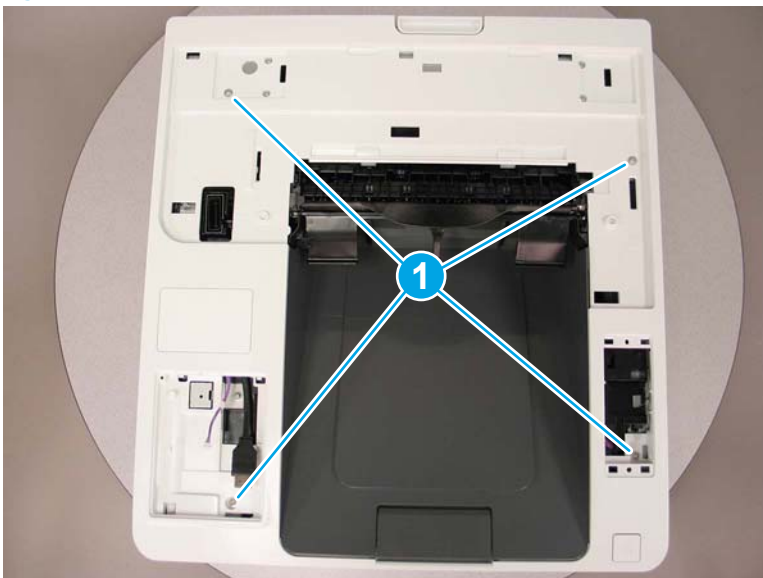


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-1862 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).

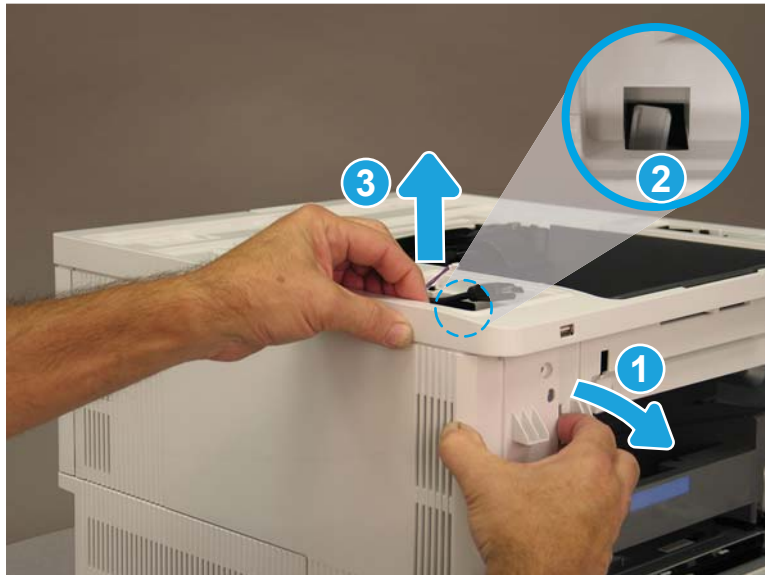
- c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

Figure 8-1863 Locate the tab and open the MP tray cover



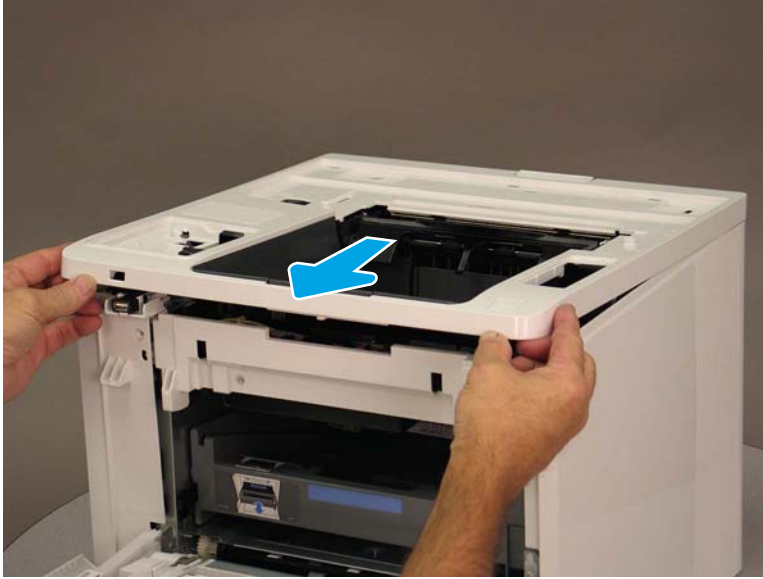
- 3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).
 - c. Lift up and release the top cover (callout 3).

Figure 8-1864 Flex the cover, release the tab, and release the top cover



4. Slide the top cover in the direction indicated by the arrow.

Figure 8-1865 Slide the top cover



5. Lift up and remove the top cover.


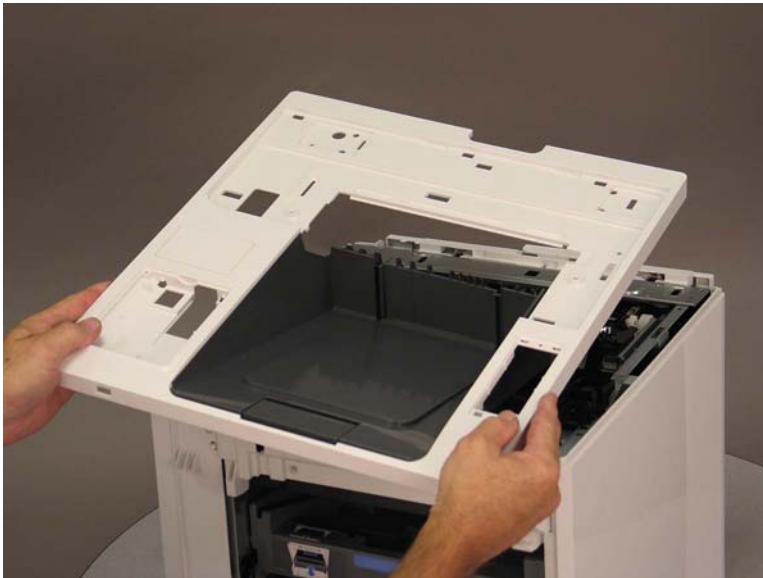
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1866 Lift and remove the top cover

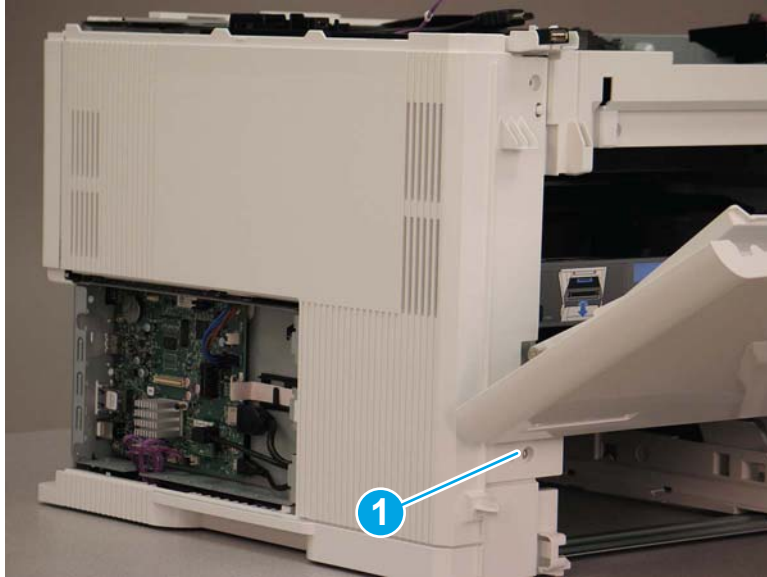


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-1867 Open the cartridge door and remove one screw



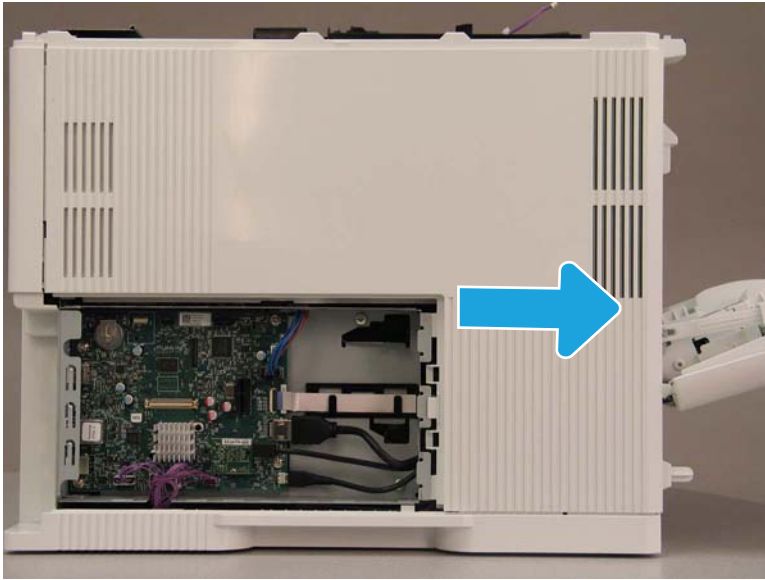
2. Remove one screw (callout 1).

Figure 8-1868 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-1869 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


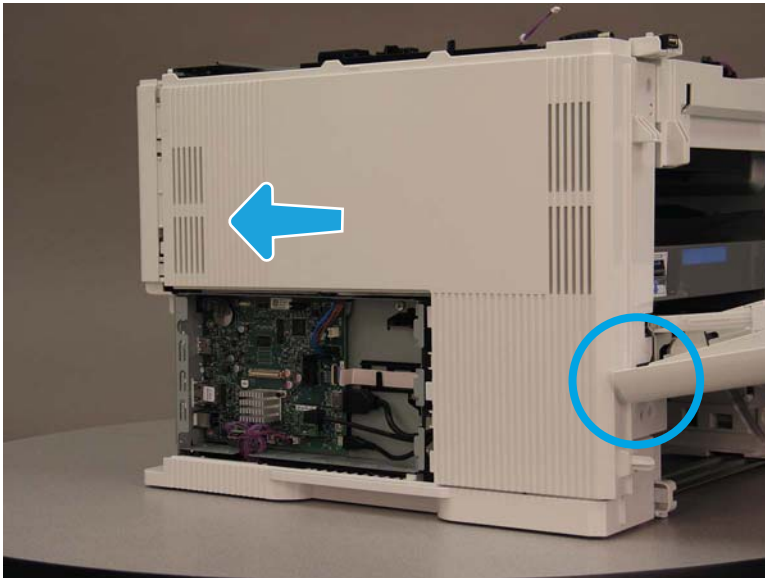
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1870 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


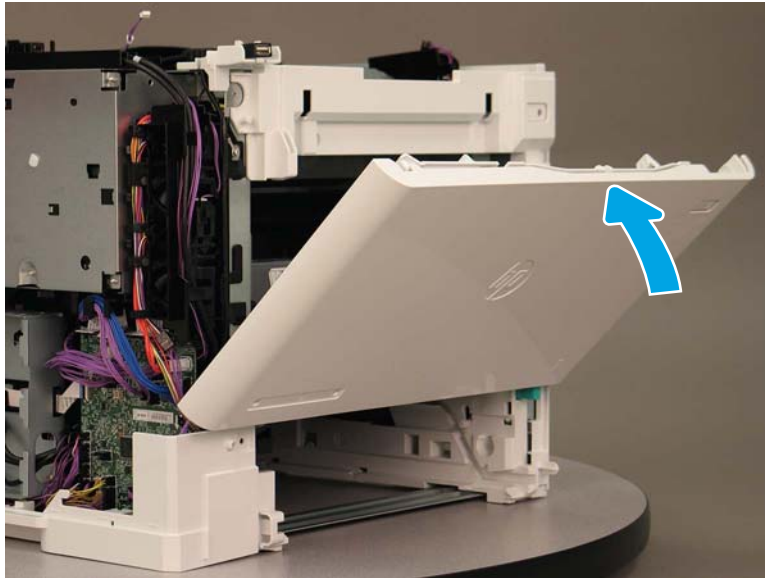
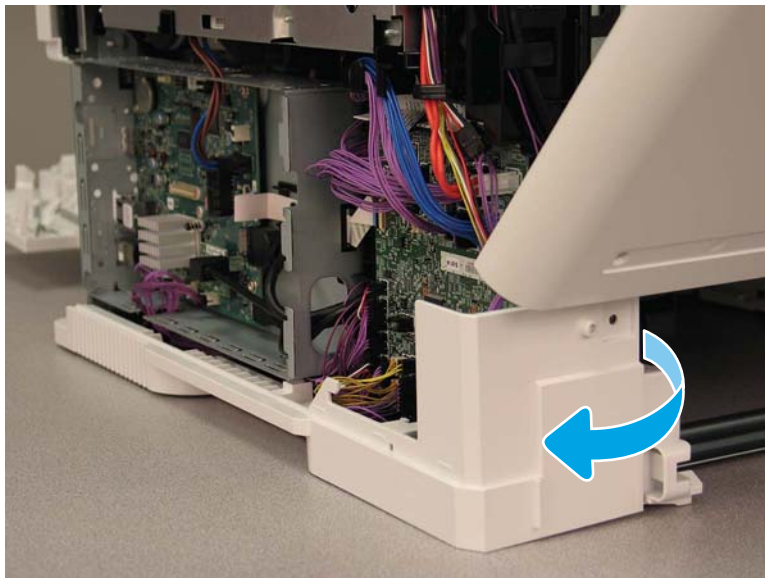
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-1871 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-1872 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


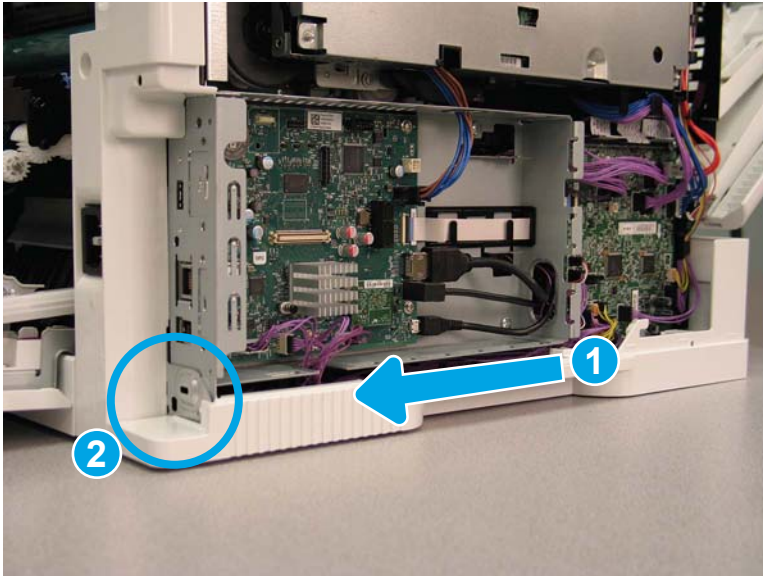
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1873 Slide the cover to release the boss and remove the left lower cover



Remove the inlet cover

Follow these steps to remove the inlet cover.

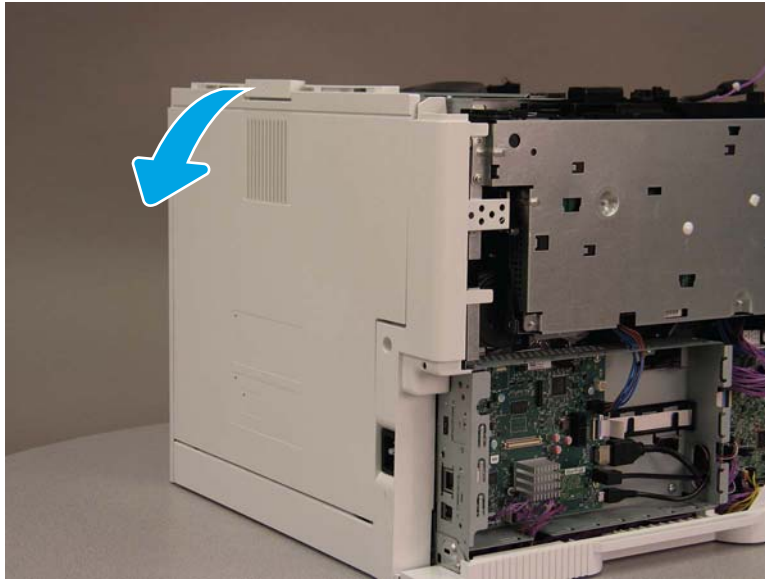
1. Remove one screw (callout 1).

Figure 8-1874 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-1875 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


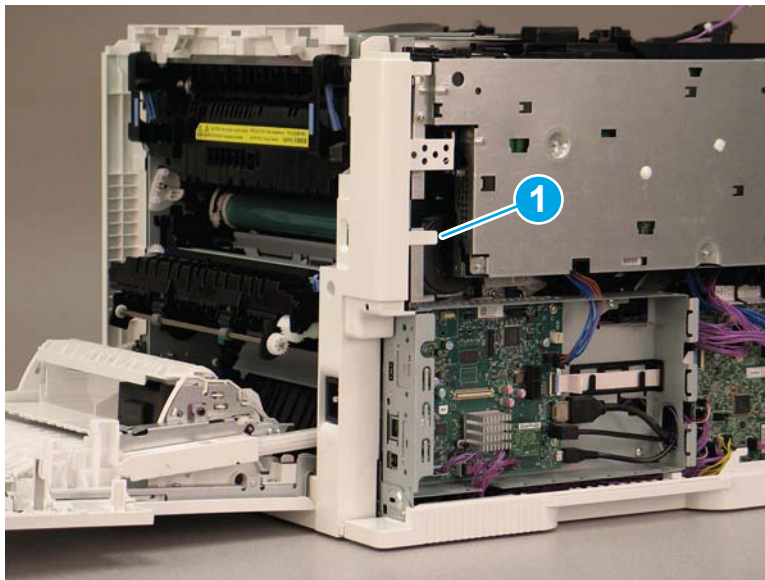
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1876 Release the tab and remove the inlet cover

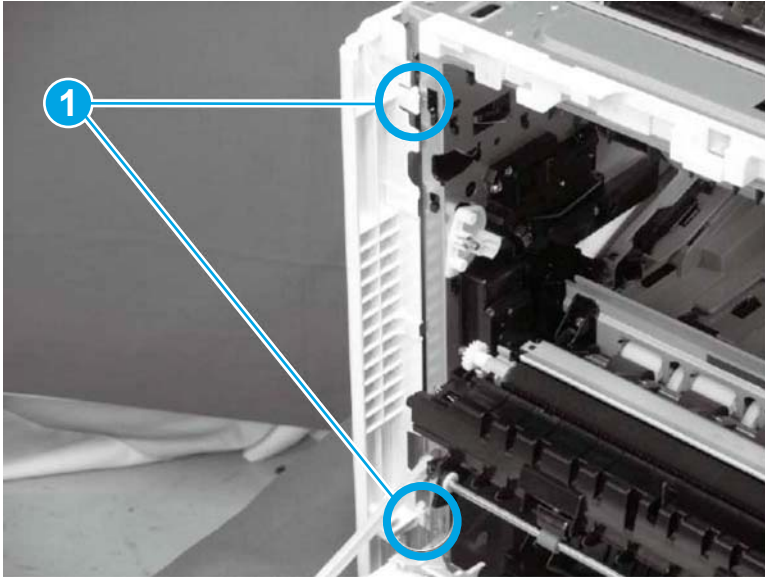


Remove the right cover

Follow these steps to remove the right cover.

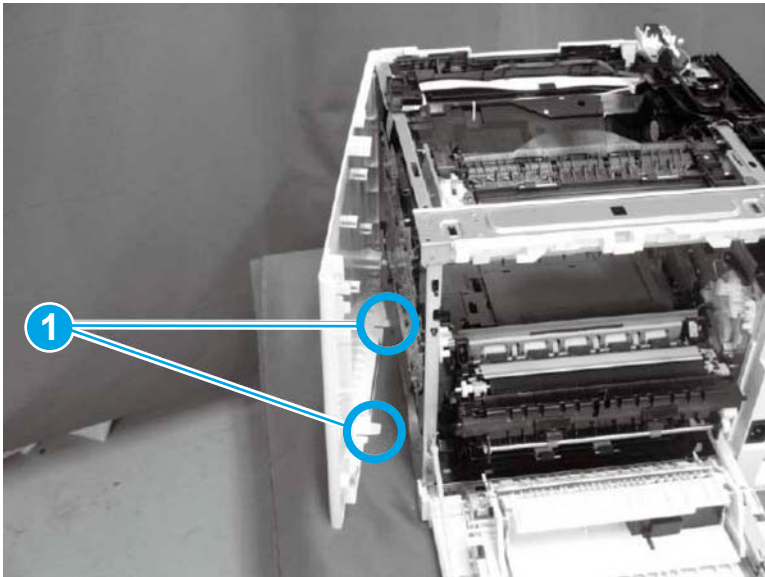
1. Release two tabs (callout 1).

Figure 8-1877 Release two tabs



2. Release four tabs (callout 1).

Figure 8-1878 Release four tabs



3. Do the following:
 - a. Release two tabs (callout 1).

- b. Remove the right cover (callout 2).


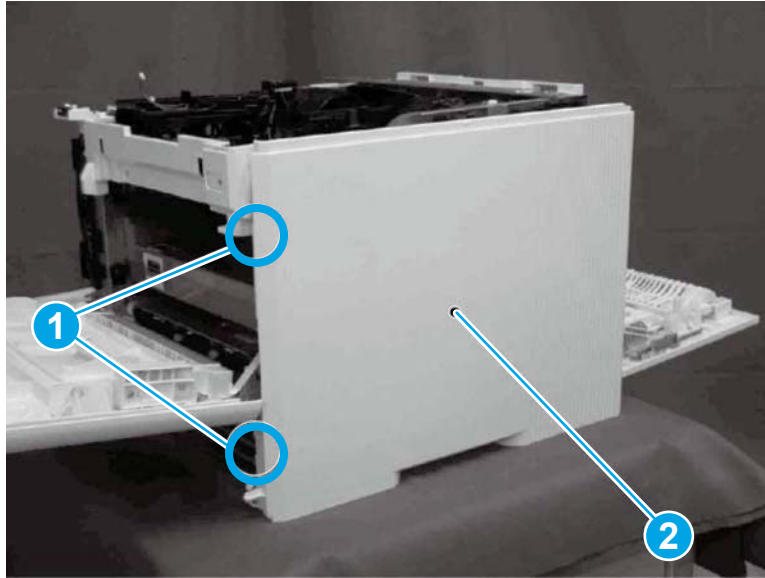
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1879 Release two tabs and remove the right cover

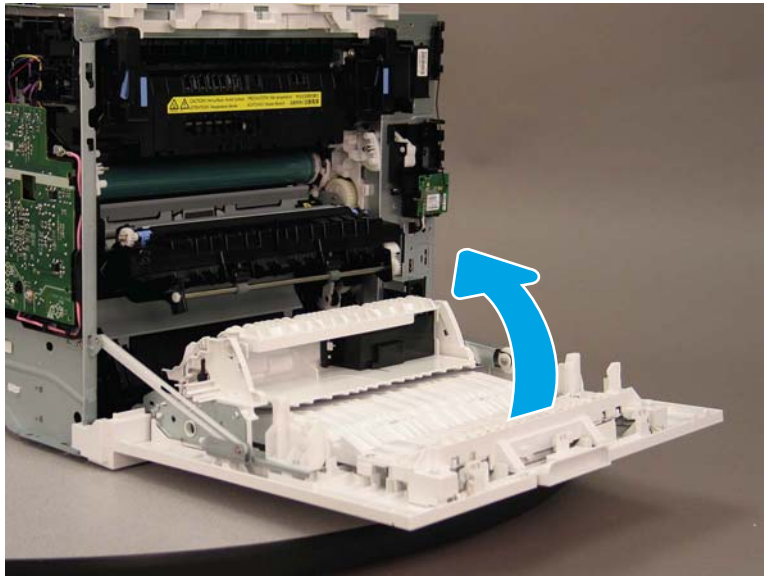


Remove the rear lower cover

Follow these steps to remove the rear lower cover.

1. Close the rear door assembly in the direction indicated by the arrow.

Figure 8-1880 Close the rear door assembly



2. Slide the rear lower cover in the direction indicated by the arrow.

Figure 8-1881 Slide the rear lower cover



3. Remove the rear lower cover in the direction indicated by the arrow.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1882 Remove the rear lower cover



Remove the rear door assembly

Follow these steps to remove the rear door assembly.

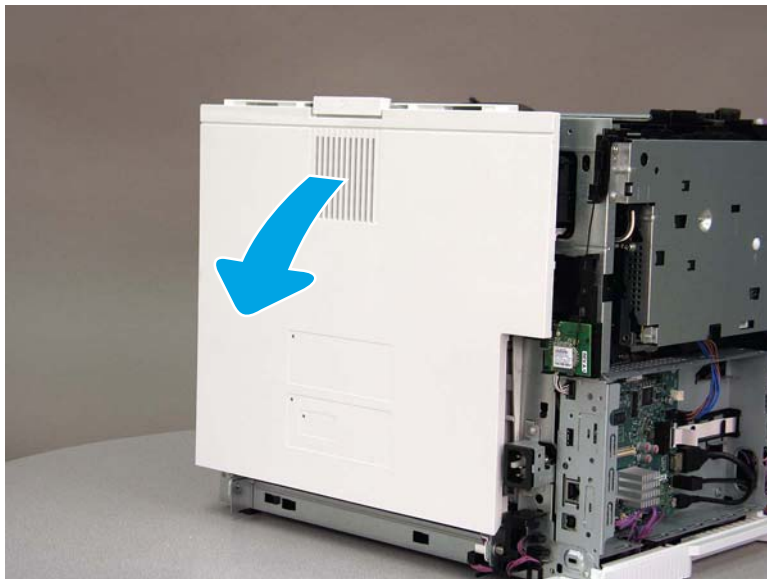
1. Disconnect the two connectors on the lower left side of the rear door assembly.

Figure 8-1883 Disconnect two connectors



2. Open the rear door assembly in the direction indicated by the arrow.

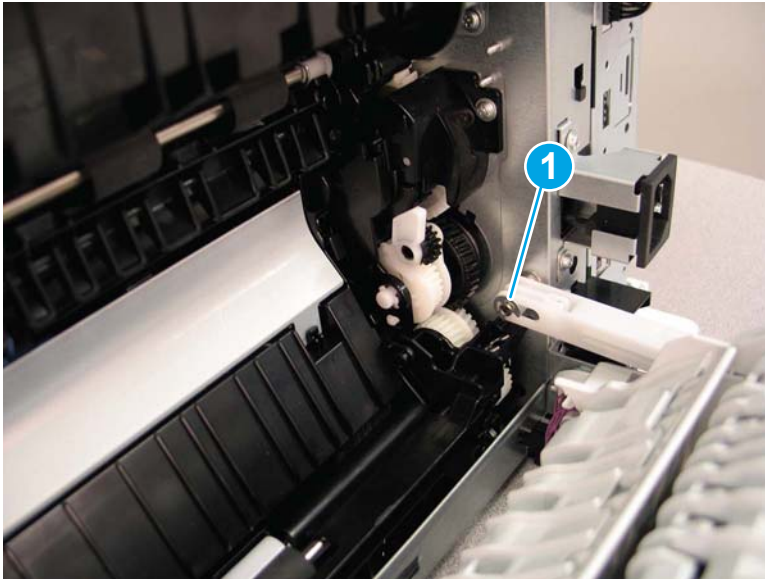
Figure 8-1884 Open the rear door assembly



3. Remove the e-ring (callout 1) from the spring-loaded door hinge.

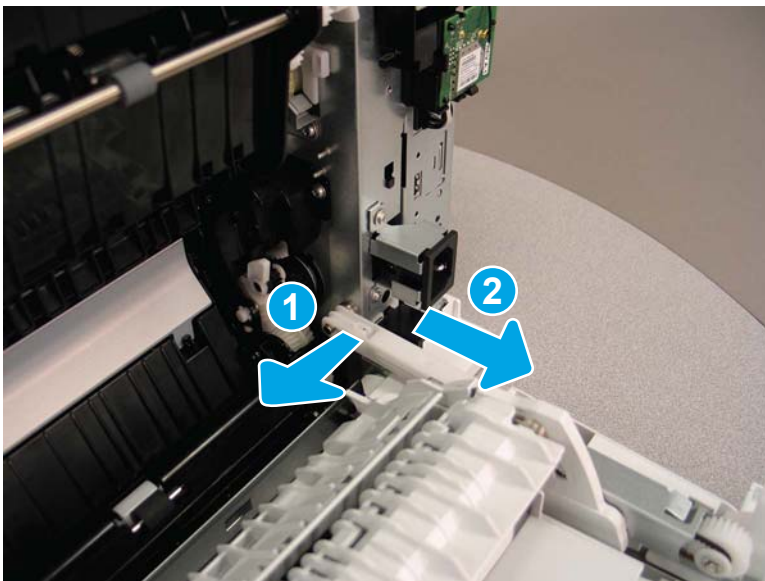
 **TIP:** Close transfer roller.

Figure 8-1885 Remove the e-ring



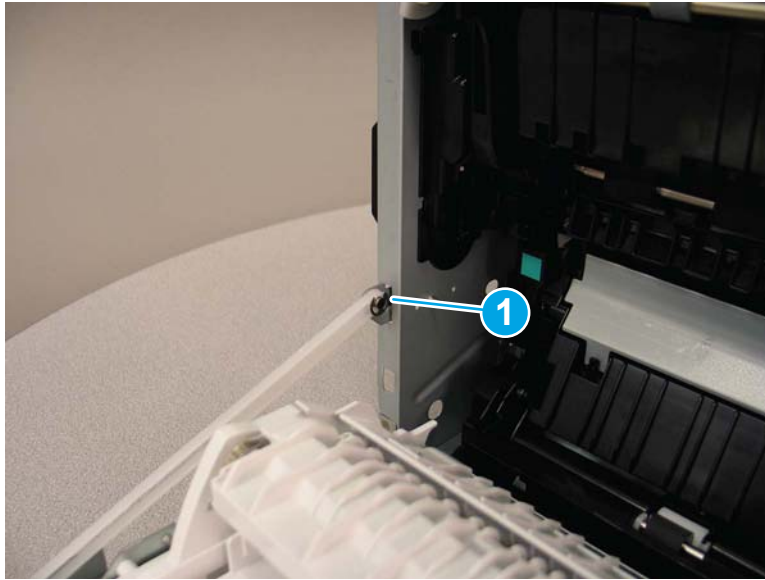
4. Flex the door hinge off (callout 1), and then remove the door hinge (callout 2) in the direction indicated by the arrows.

Figure 8-1886 Flex off and remove the door hinge



5. Remove the e-ring from the left door hinge (callout 1).

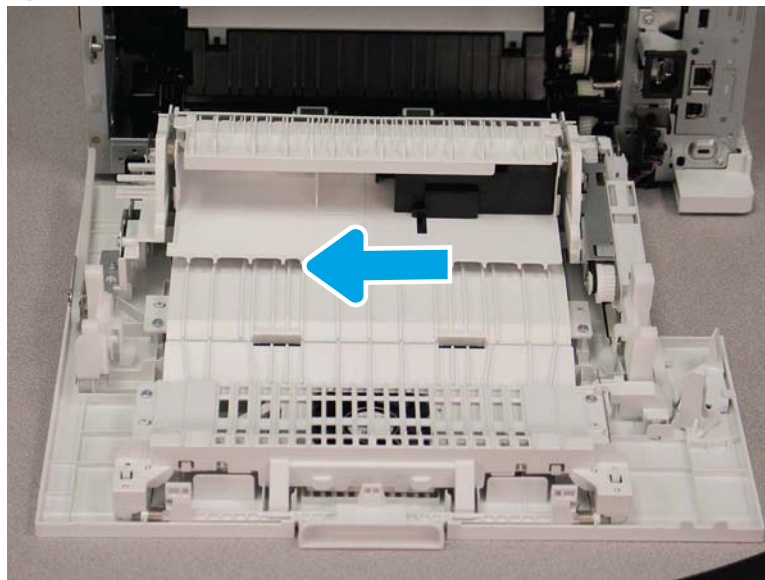
Figure 8-1887 Remove the e-ring



6. Slide the rear door assembly in the direction indicated by the arrow to release the hinge pins.

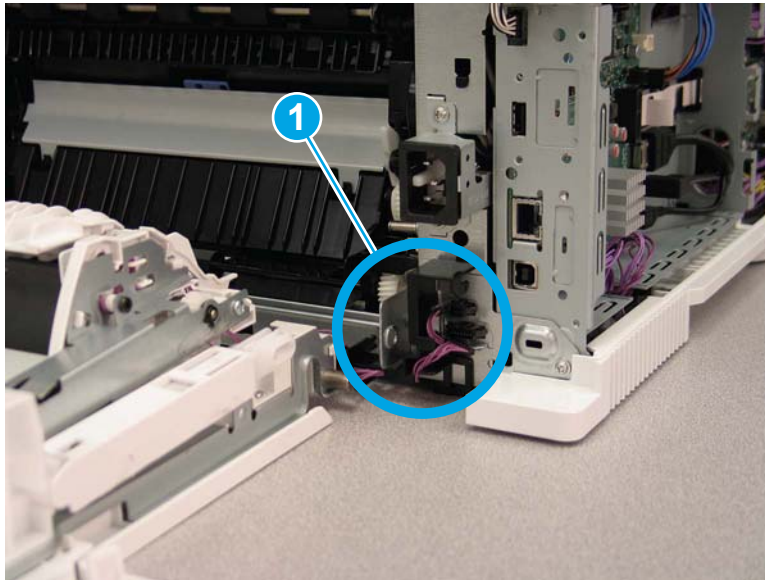
CAUTION: The rear door assembly is still attached by the cable guide.

Figure 8-1888 Slide the rear door assembly and release the hinge pins



7. Release the cables from the cable guide (callout 1).

Figure 8-1889 Release the cables



8. Remove the rear door assembly.


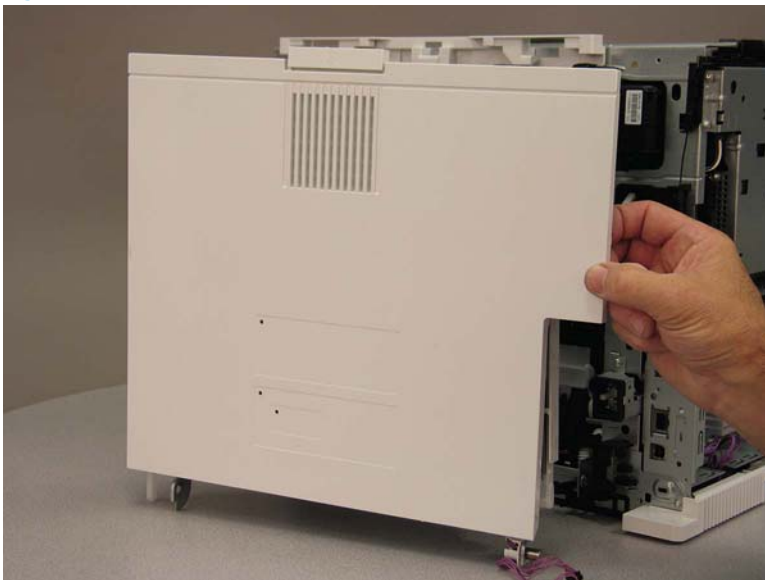
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1890 Remove the rear door assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Rear lower cover

This document provides the procedures to remove and replace the rear lower cover.



[View a video on how to remove and replace the rear lower cover.](#)

Mean time to repair: 5 minutes

Service level: Basic



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.

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 8-154 Part information

Part number	Part description
RC4-6934-000CN	Rear lower cover

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

Post service test

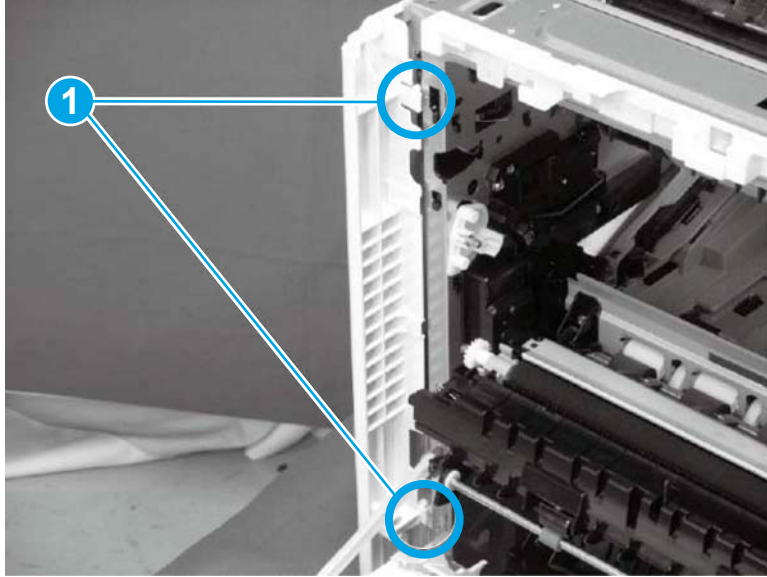
No post service test is available for this assembly.

Remove the right cover

Follow these steps to remove the right cover.

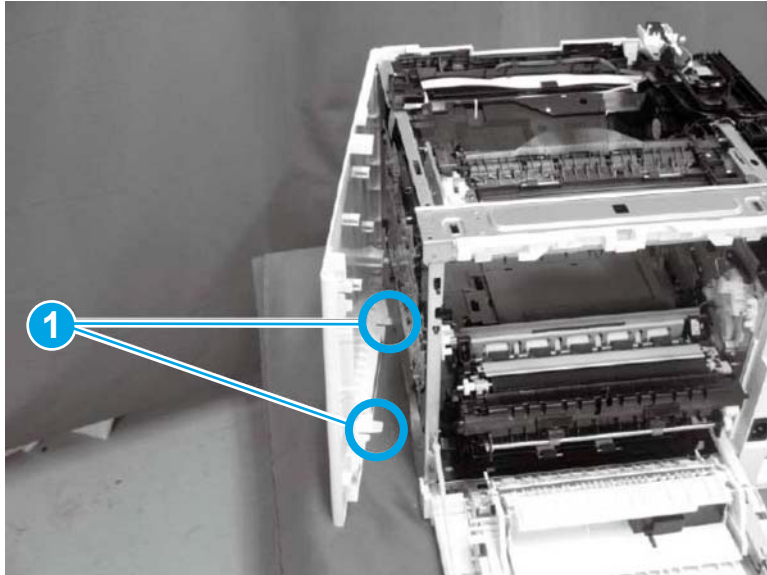
1. Release two tabs (callout 1).

Figure 8-1891 Release two tabs



2. Release four tabs (callout 1).

Figure 8-1892 Release four tabs

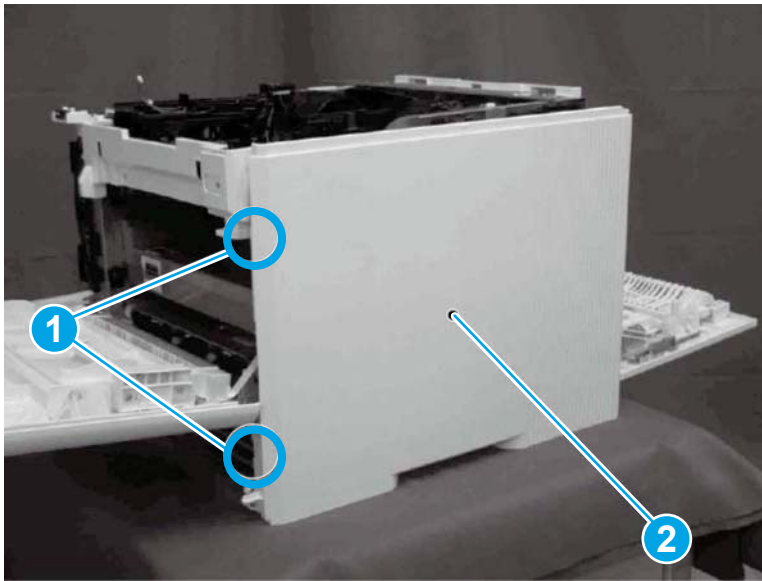


3. Do the following:
 - a. Release two tabs (callout 1).

- b. Remove the right cover (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1893 Release two tabs and remove the right cover

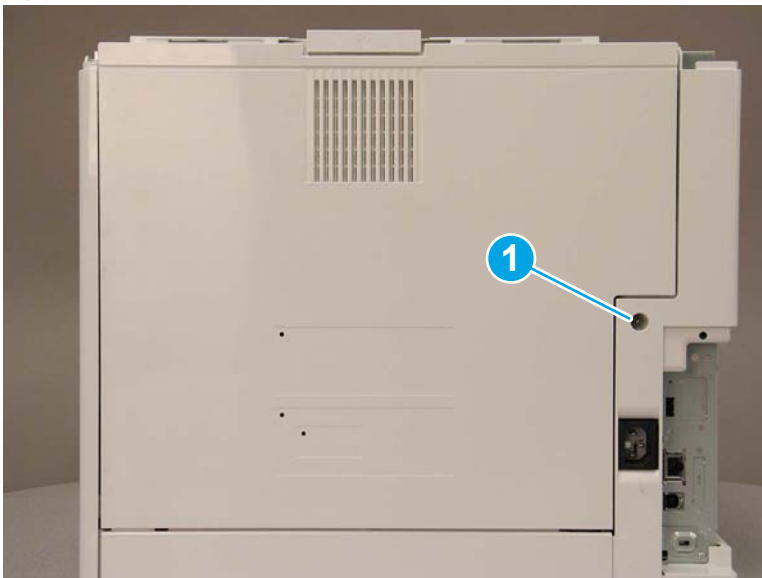


Remove the inlet cover

Follow these steps to remove the inlet cover.

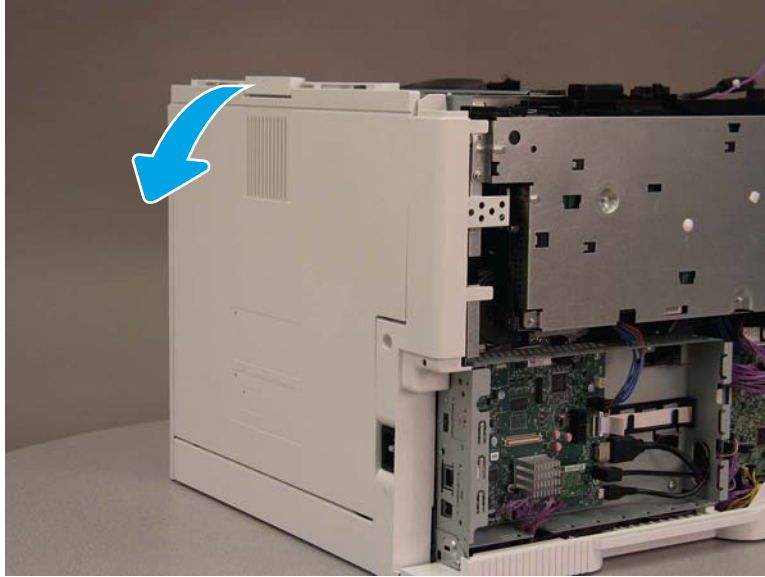
- 1. Remove one screw (callout 1).

Figure 8-1894 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-1895 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


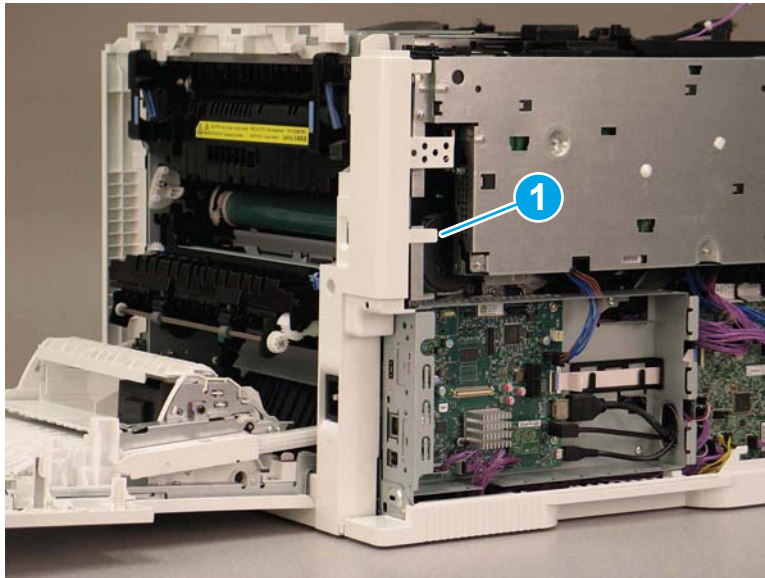
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1896 Release the tab and remove the inlet cover

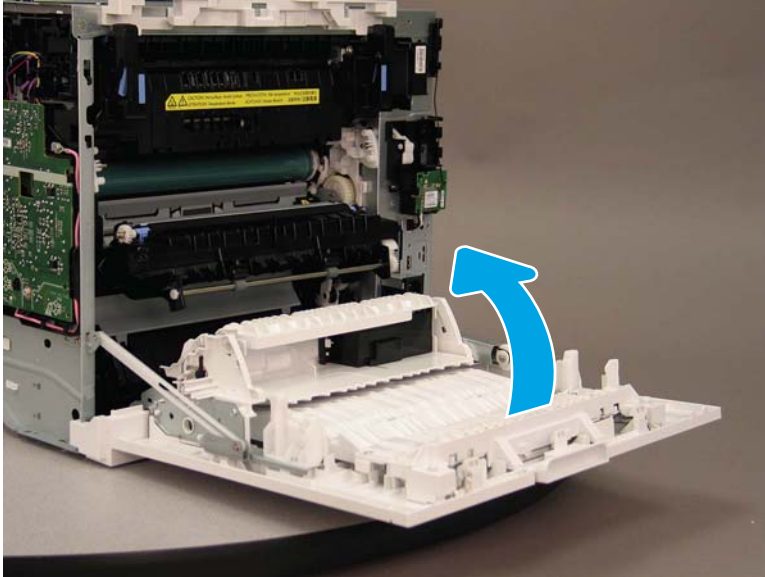


Remove the rear lower cover

Follow these steps to remove the rear lower cover.

1. Close the rear door assembly in the direction indicated by the arrow.

Figure 8-1897 Close the rear door assembly



2. Slide the rear lower cover in the direction indicated by the arrow.

Figure 8-1898 Slide the rear lower cover



3. Remove the rear lower cover in the direction indicated by the arrow.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1899 Remove the rear lower cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Top cover assembly

This document provides the procedures to remove and replace the top cover assembly.

 [View a video on how to remove and replace the top cover assembly.](#)


Mean time to repair: 10 minutes

Service level: Basic

 **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.

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 8-155 Part information

Part number	Part description
RM2-6765-000CN	Top cover assembly (LCD simplex model)
RM2-6750-000CN	Top cover assembly (LCD duplex model)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.


Post service test

No post service test is available for this assembly.

Remove the formatter cover

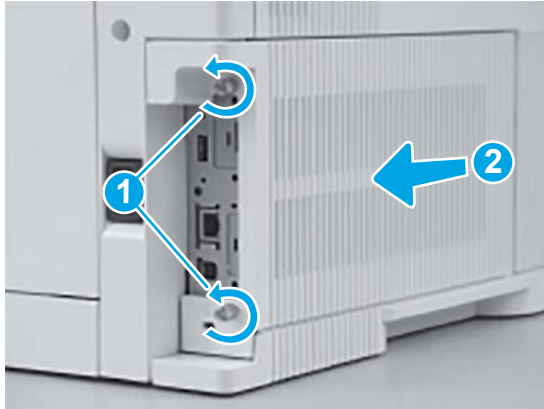
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1900 Release two thumb screws and remove the formatter cover

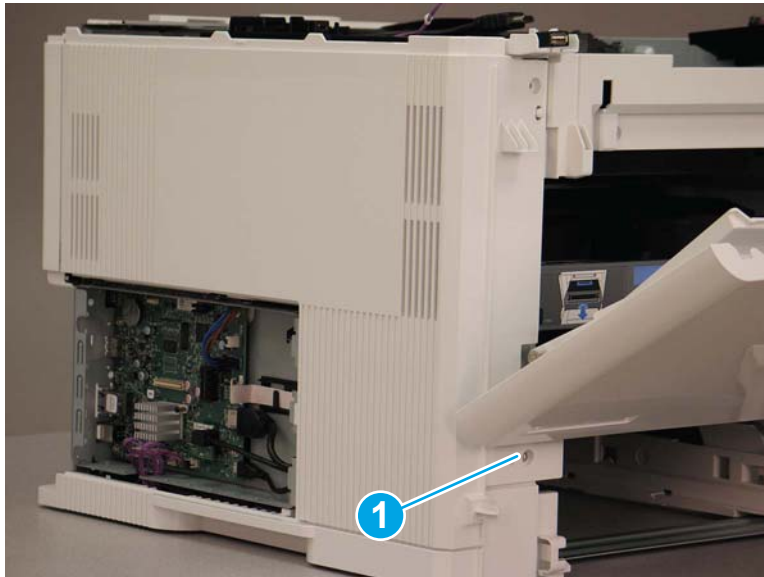


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-1901 Open the cartridge door and remove one screw



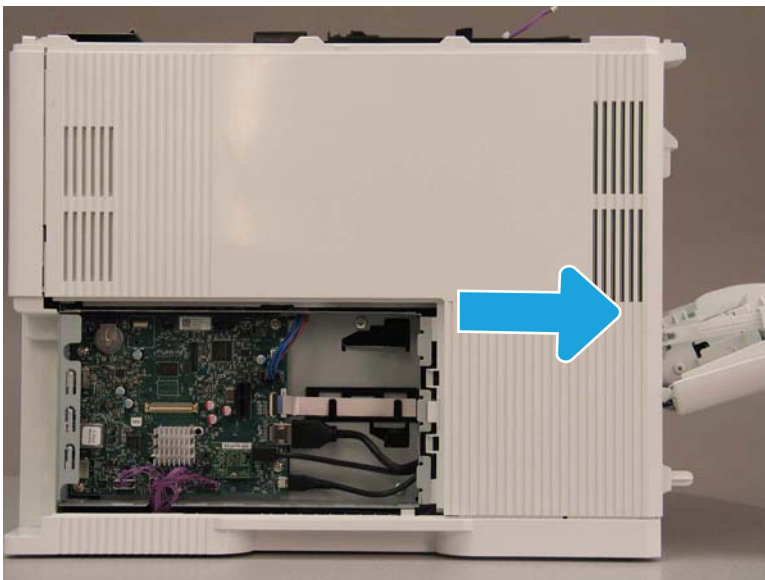
2. Remove one screw (callout 1).

Figure 8-1902 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-1903 Slightly slide the left cover toward the front

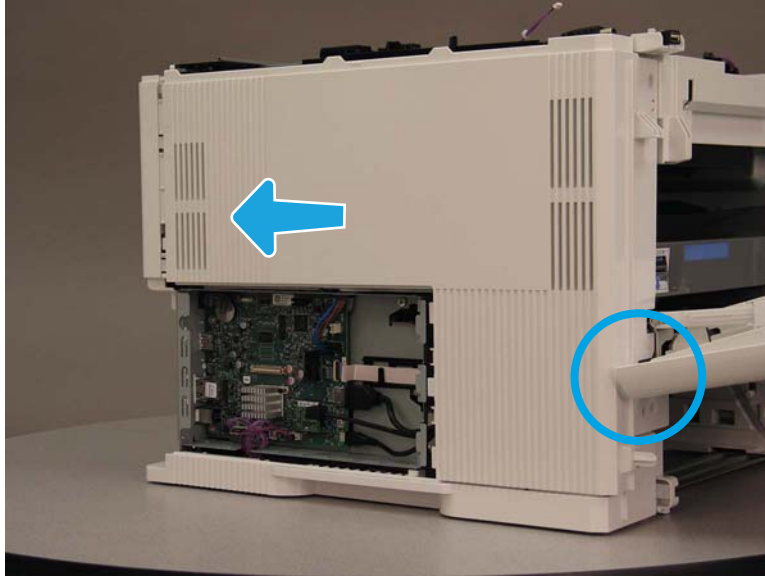


4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1904 Remove the left cover



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-1905 Raise the control panel screen



2. Do the following:

- a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.
- b. Remove the control panel cover.

Figure 8-1906 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-1907 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).

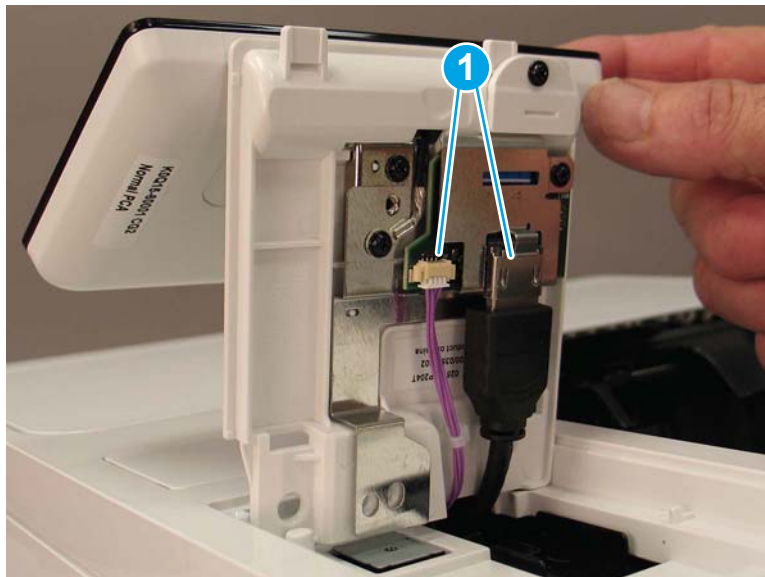
- b. Slide the control panel toward the back of the printer (callout 2) to release it.

Figure 8-1908 Lift and release the control panel



- 5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.
 - b. Disconnect two connectors (callout 1).

Figure 8-1909 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-1910 Remove the control panel

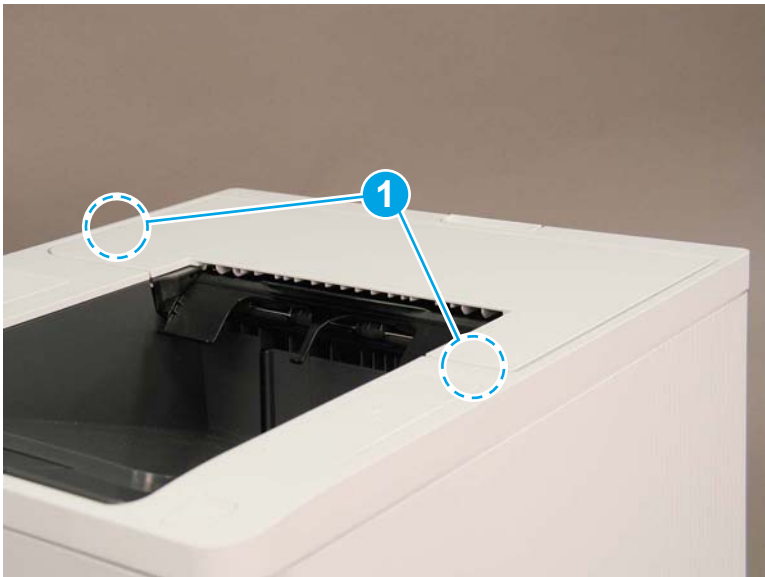


Remove the blanking cover

Follow these steps to remove the blanking cover.

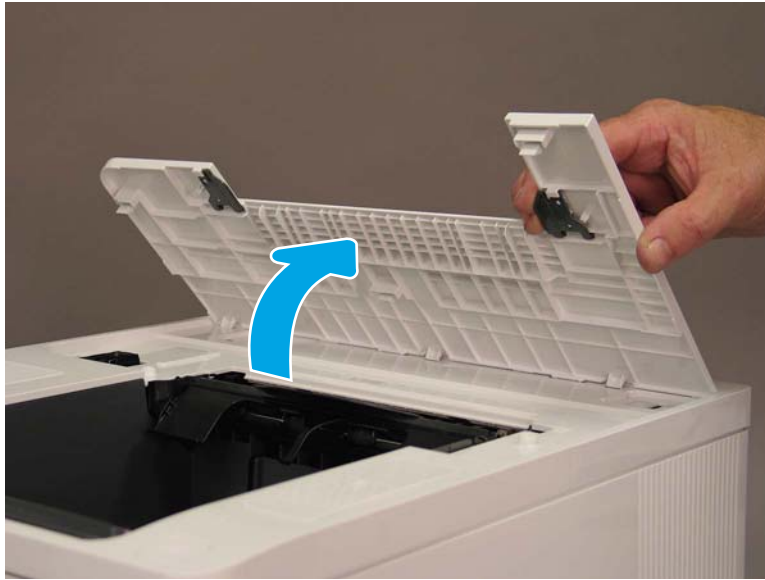
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-1911 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-1912 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


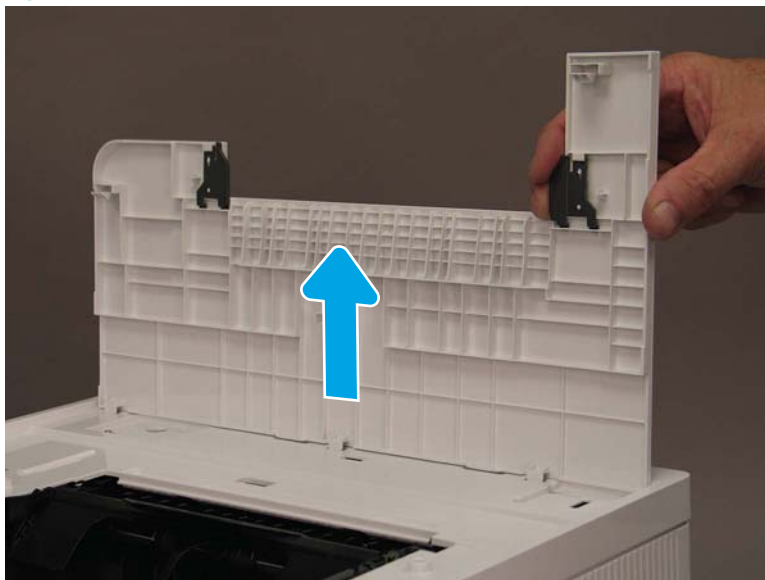
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1913 Lift the blanking cover up and remove it

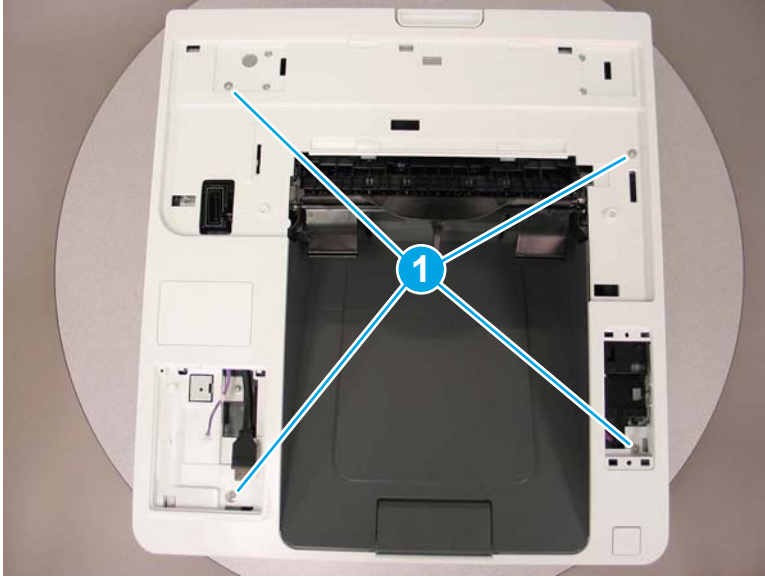


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-1914 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).
 - c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

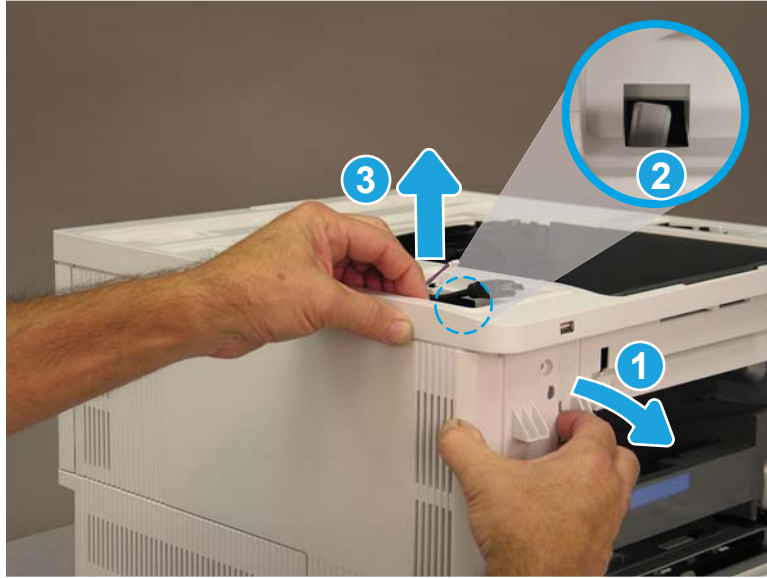
Figure 8-1915 Locate the tab and open the MP tray cover



3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).

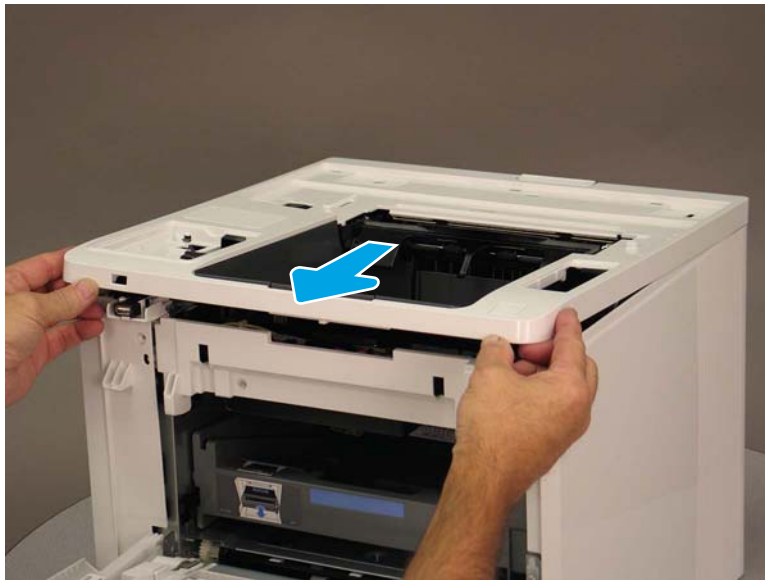
- c. Lift up and release the top cover (callout 3).

Figure 8-1916 Flex the cover, release the tab, and release the top cover



- 4. Slide the top cover in the direction indicated by the arrow.

Figure 8-1917 Slide the top cover



5. Lift up and remove the top cover.


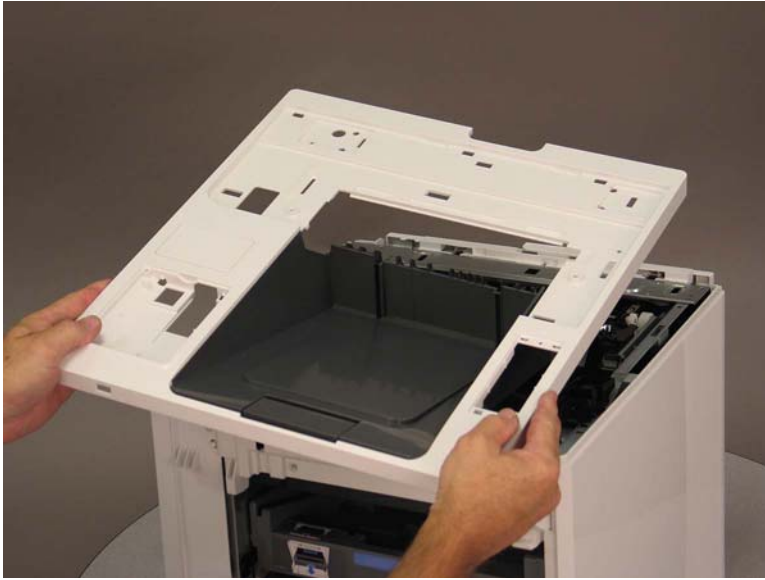
 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-1918 Lift and remove the top cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Output bin assembly

This document provides the procedures to remove and replace the face-down tray assembly.


Mean time to repair: 30 minutes

Service level: Advanced

 **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.

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 8-156 Part information

Part number	Part description
RM2-6761-000CN	Face-down tray assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.


Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

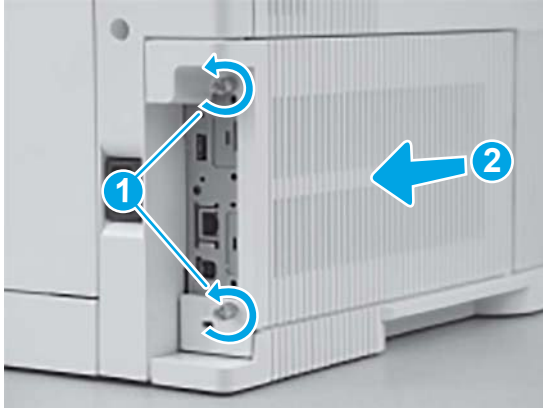
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1919 Release two thumb screws and remove the formatter cover

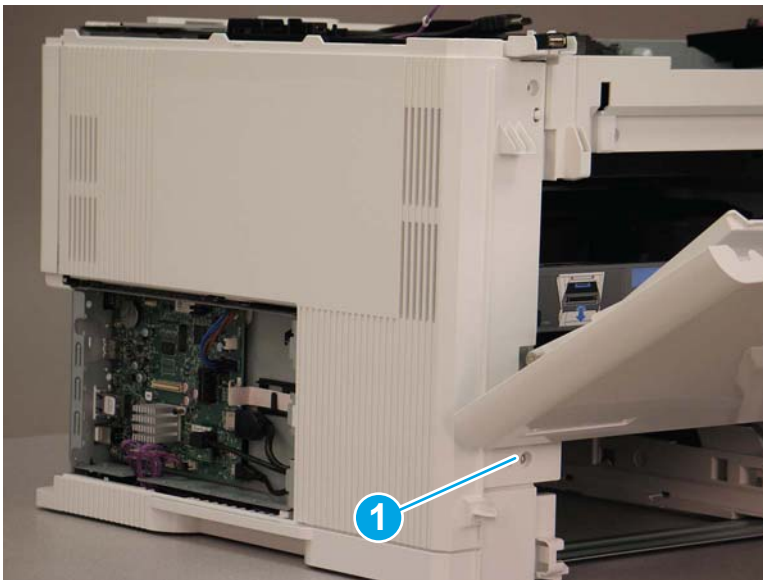


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-1920 Open the cartridge door and remove one screw



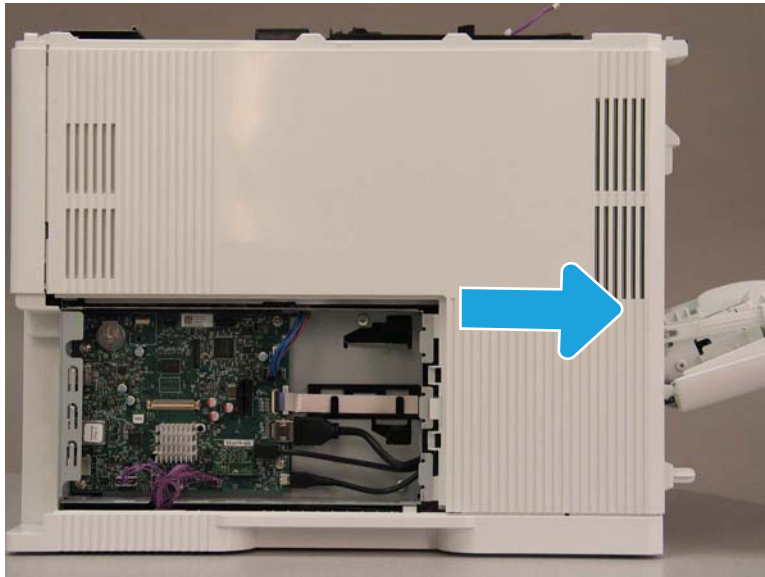
2. Remove one screw (callout 1).

Figure 8-1921 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-1922 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


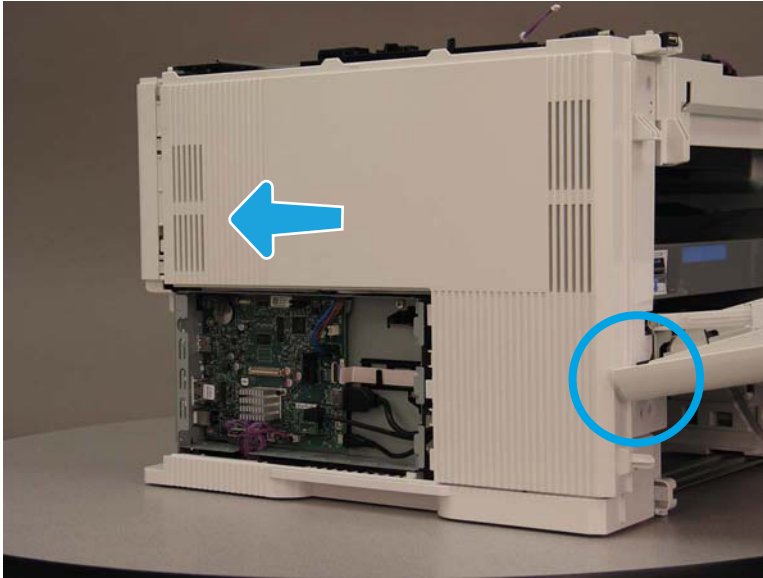
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1923 Remove the left cover



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-1924 Raise the control panel screen



2. Do the following:

- a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.
- b. Remove the control panel cover.

Figure 8-1925 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-1926 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).

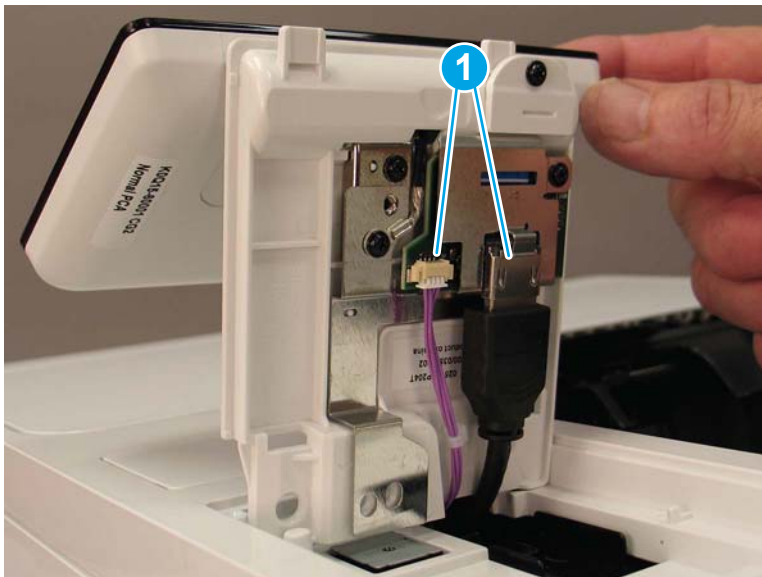
- b. Slide the control panel toward the back of the printer (callout 2) to release it.

Figure 8-1927 Lift and release the control panel



- 5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.
 - b. Disconnect two connectors (callout 1).

Figure 8-1928 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-1929 Remove the control panel

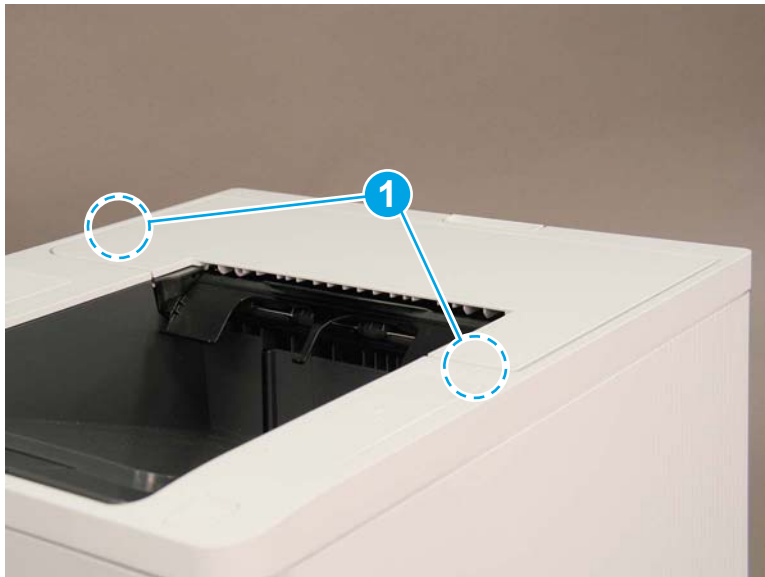


Remove the blanking cover

Follow these steps to remove the blanking cover.

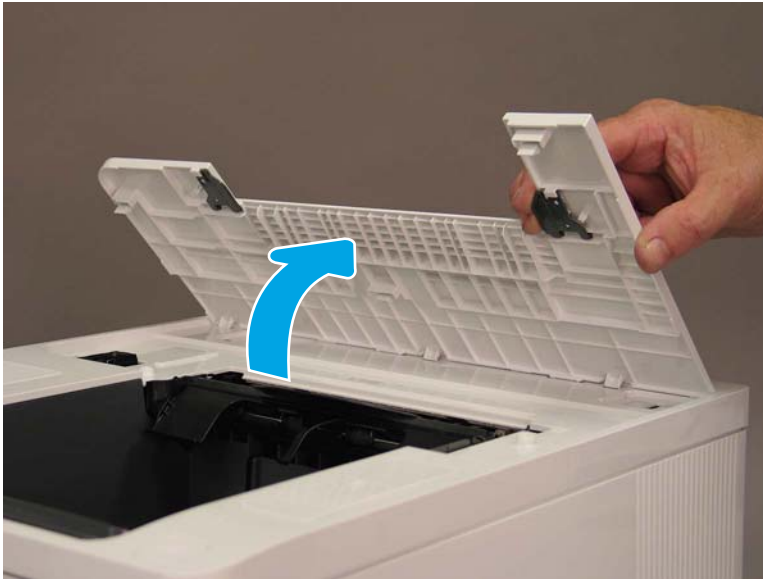
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-1930 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-1931 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


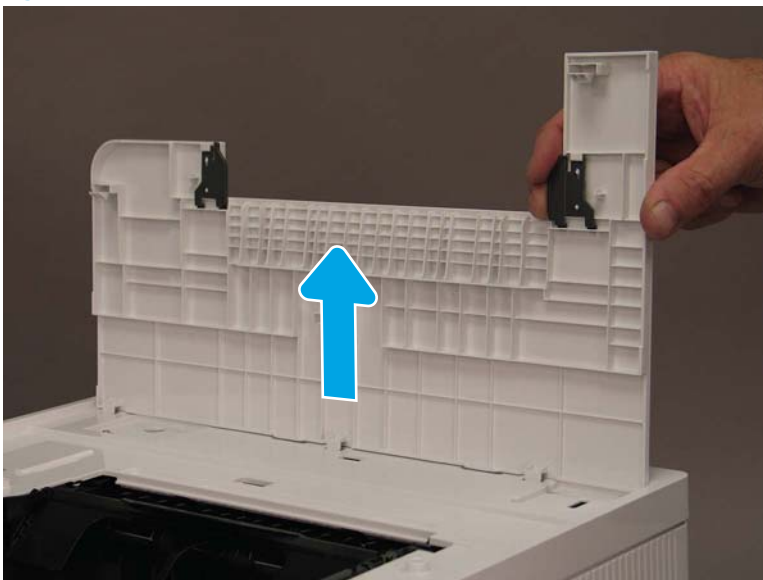
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1932 Lift the blanking cover up and remove it

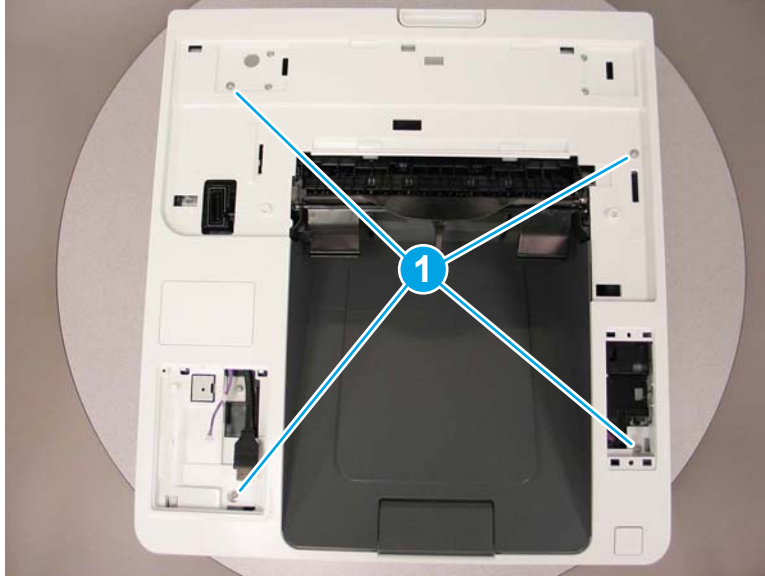


Remove the top cover

Follow these steps to remove the top cover.

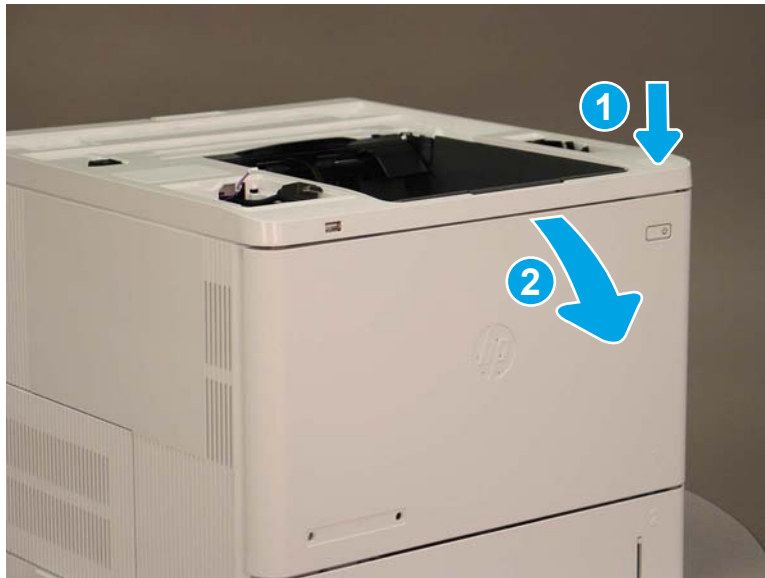
1. Remove four screws (callout 1).

Figure 8-1933 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).
 - c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

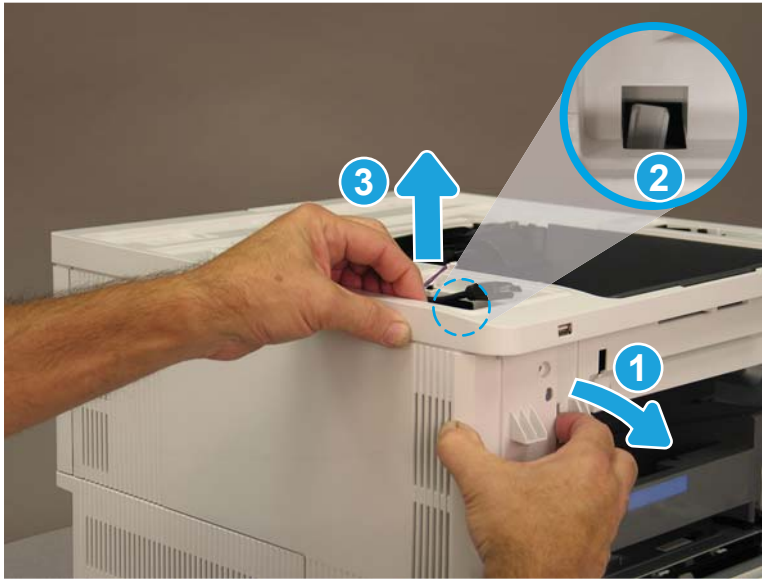
Figure 8-1934 Locate the tab and open the MP tray cover



3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).

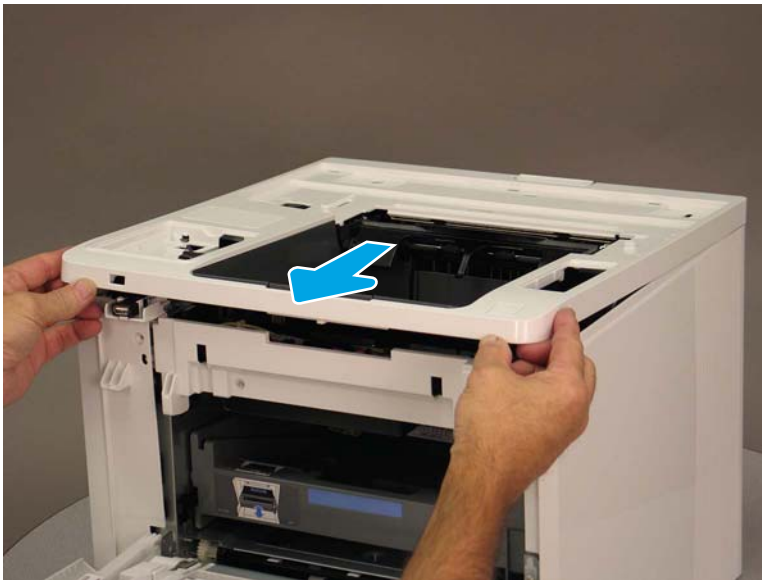
- c. Lift up and release the top cover (callout 3).

Figure 8-1935 Flex the cover, release the tab, and release the top cover



- 4. Slide the top cover in the direction indicated by the arrow.

Figure 8-1936 Slide the top cover



- Lift up and remove the top cover.


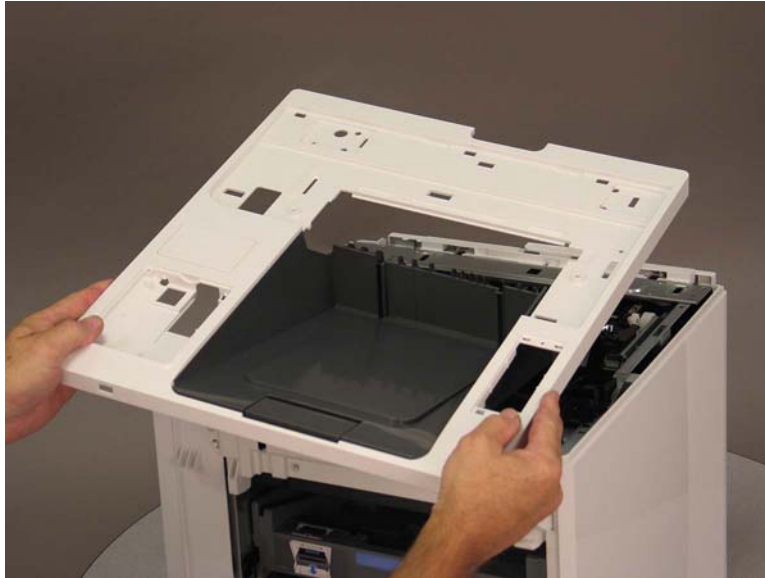
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1937 Lift and remove the top cover



Remove the output bin

Follow these steps to remove the output bin.

- ▲ On the bottom side of the top cover, remove two screws (callout 1), and then remove the face-down tray.


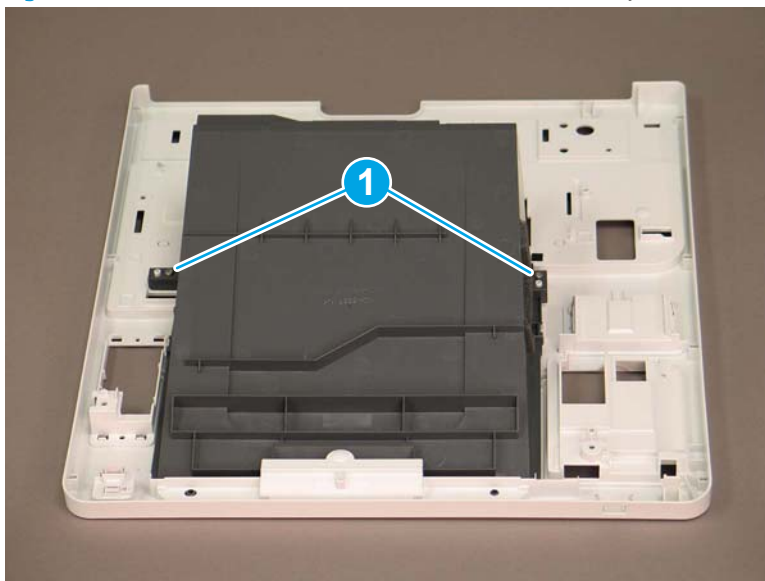
 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-1938 Remove two screws and the face-down tray



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Internal parts and assemblies (base printer)

Learn how to remove and replace the base printer internal parts and assemblies.

Removal and replacement: Laser scanner assembly

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



[View a video on how to remove and replace the laser scanner assembly.](#)

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-157 Part information

Part number	Part description
RM2-0906-000CN	Laser scanner assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

Follow these steps to remove the formatter cover.

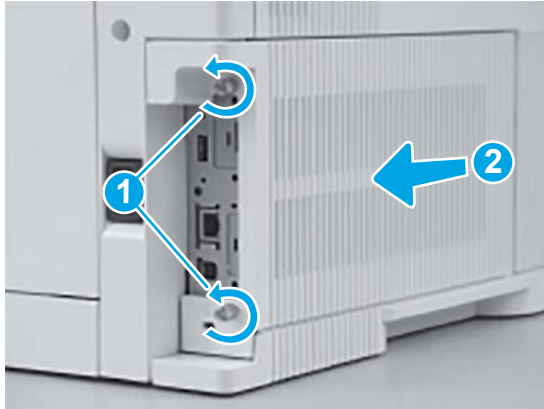
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1939 Release two thumb screws and remove the formatter cover

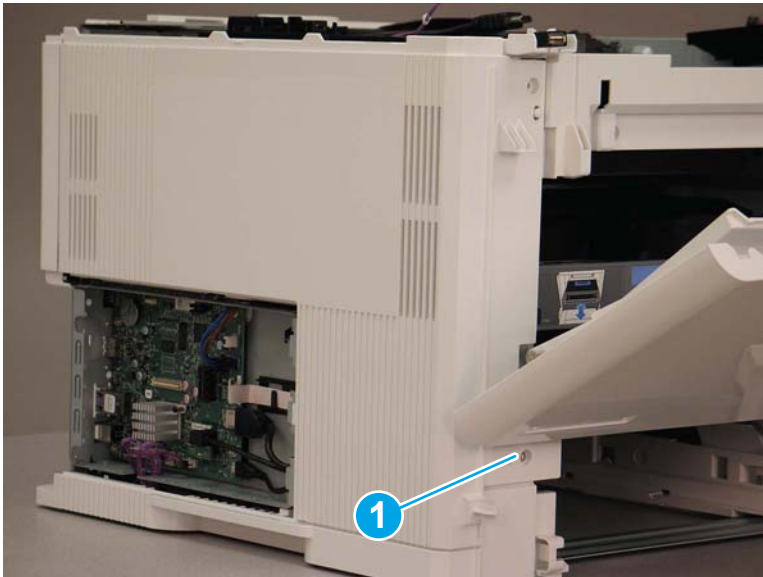


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-1940 Open the cartridge door and remove one screw



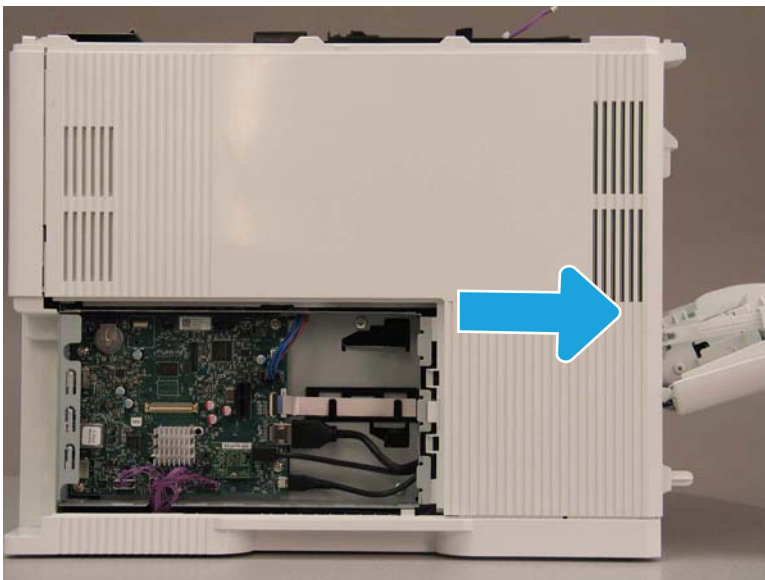
2. Remove one screw (callout 1).

Figure 8-1941 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-1942 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


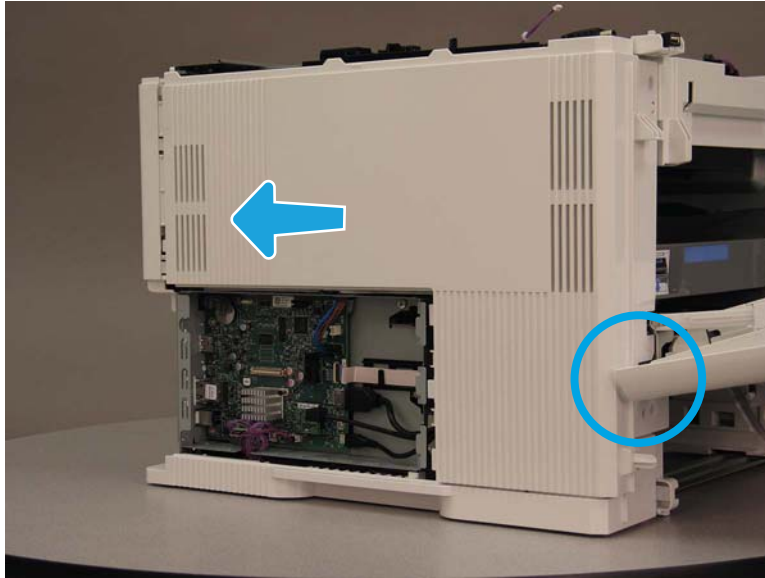
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1943 Remove the left cover

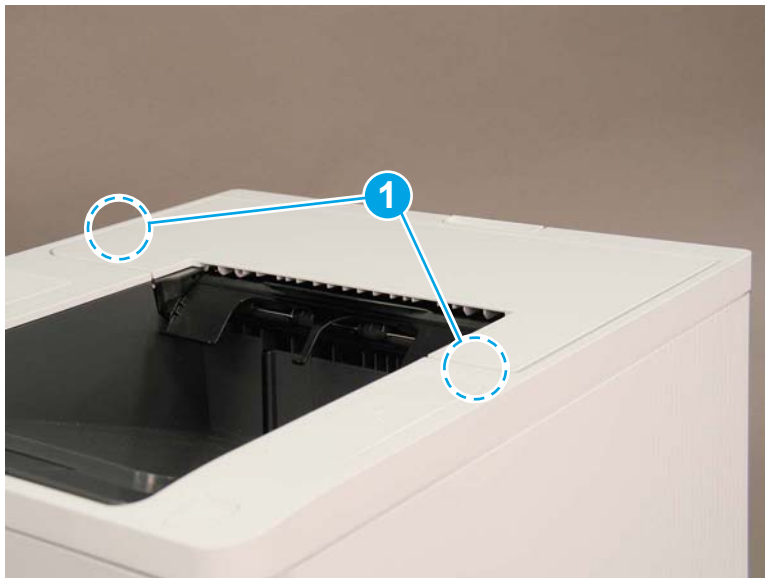


Remove the blanking cover

Follow these steps to remove the blanking cover.

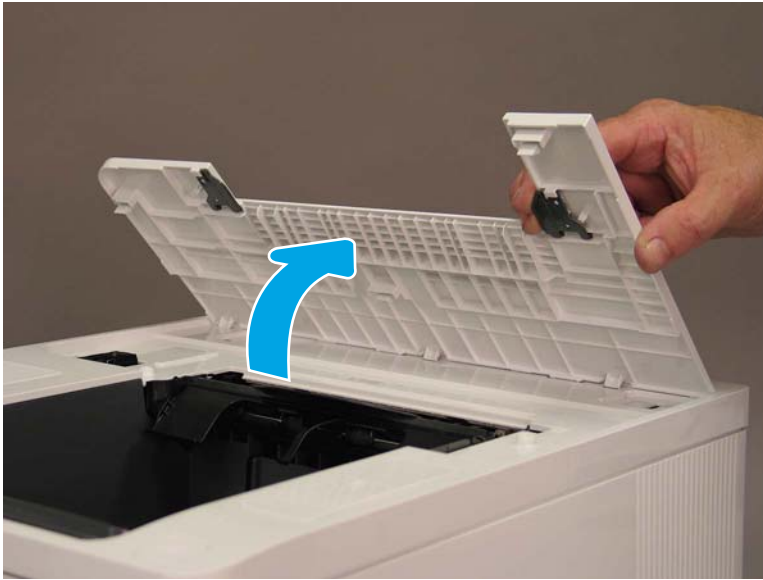
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-1944 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-1945 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


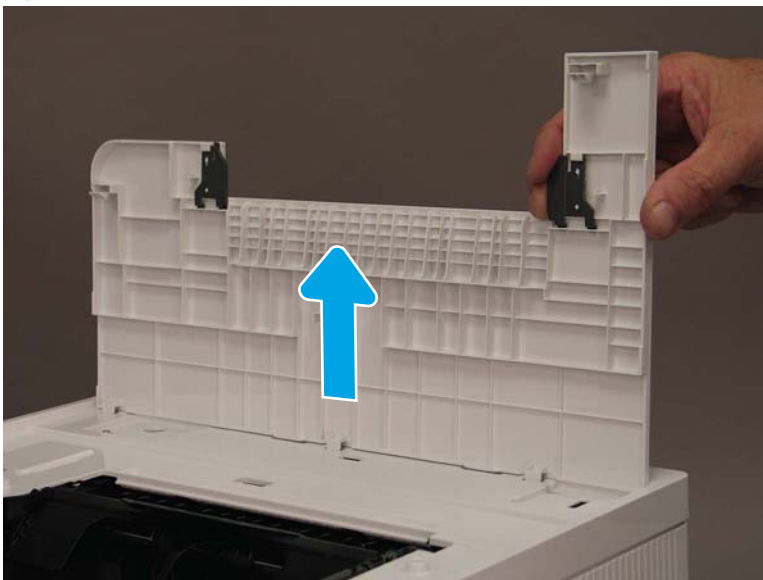
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1946 Lift the blanking cover up and remove it



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-1947 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.
 - b. Remove the control panel cover.

Figure 8-1948 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-1949 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).
 - b. Slide the control panel toward the back of the printer (callout 2) to release it.

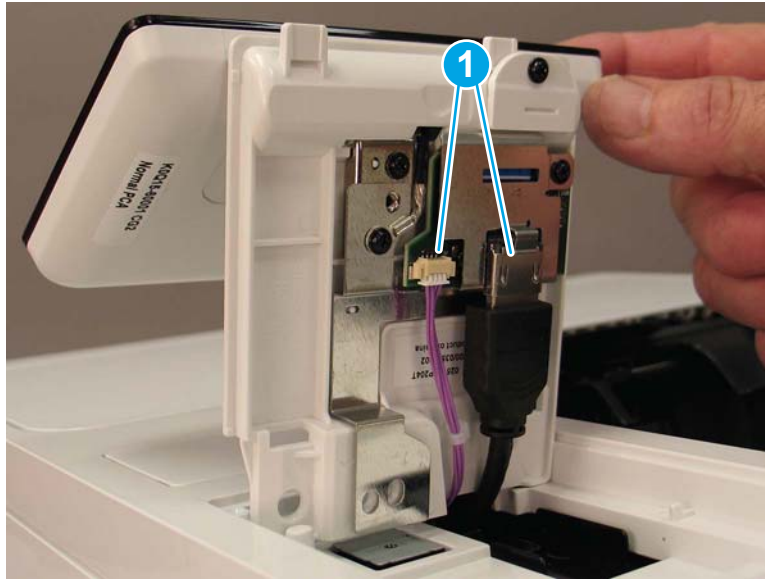
Figure 8-1950 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.

- b. Disconnect two connectors (callout 1).

Figure 8-1951 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-1952 Remove the control panel

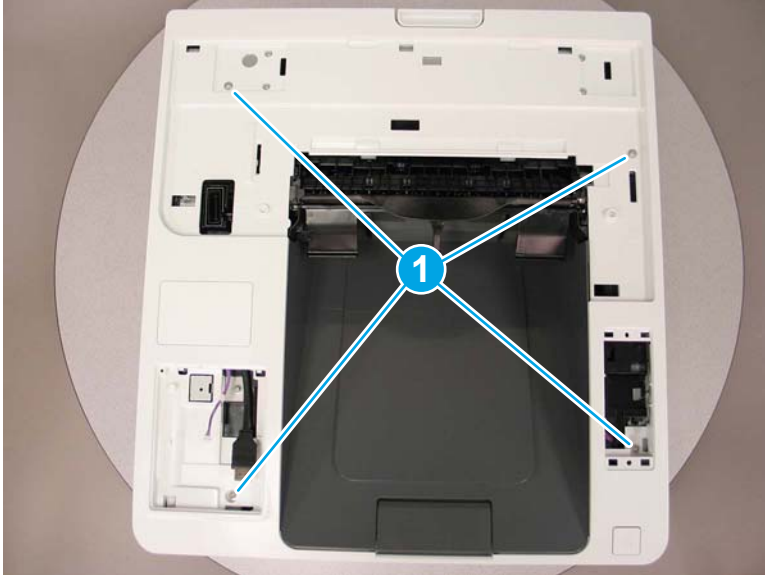


Remove the top cover

Follow these steps to remove the top cover.

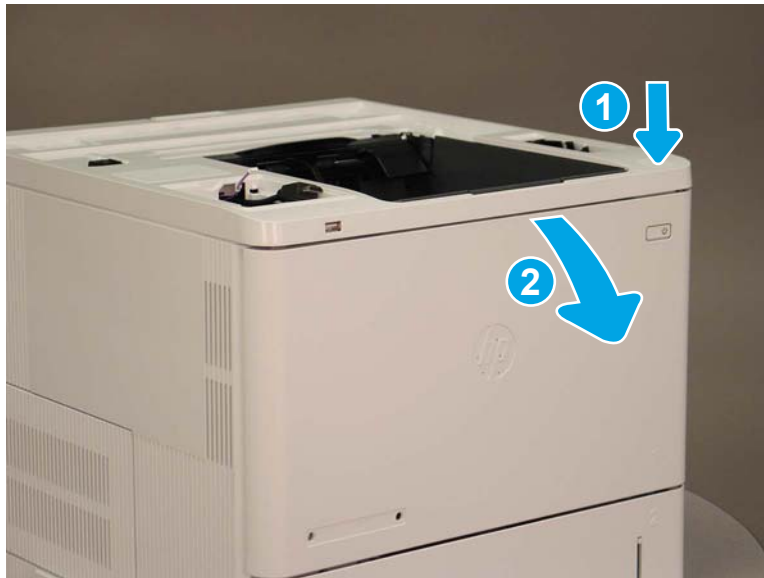
1. Remove four screws (callout 1).

Figure 8-1953 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).
 - c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

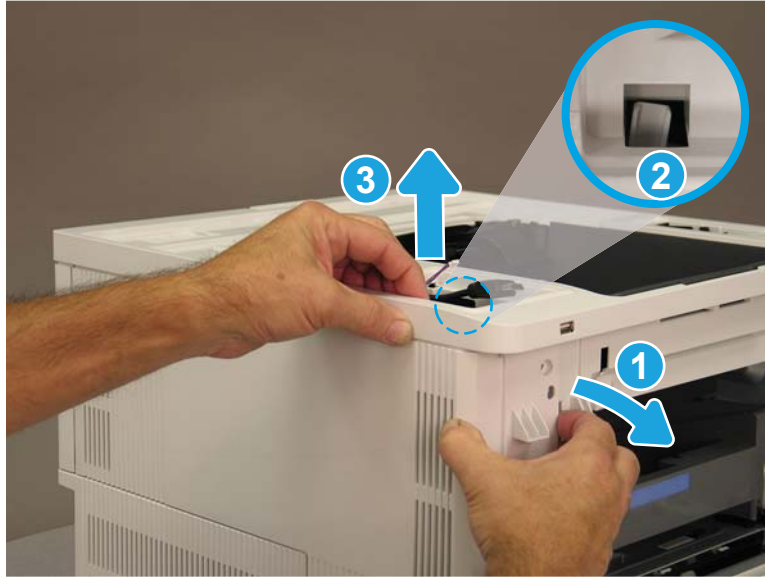
Figure 8-1954 Locate the tab and open the MP tray cover



3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).

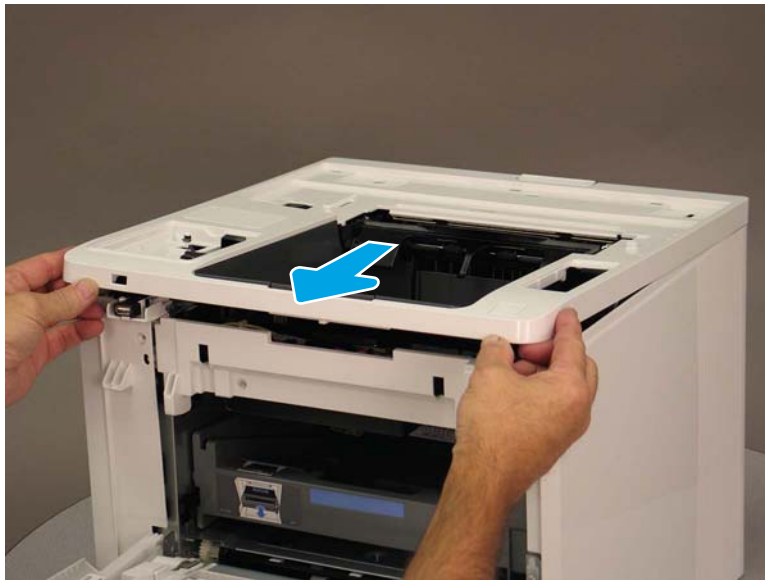
- c. Lift up and release the top cover (callout 3).

Figure 8-1955 Flex the cover, release the tab, and release the top cover



- 4. Slide the top cover in the direction indicated by the arrow.

Figure 8-1956 Slide the top cover



5. Lift up and remove the top cover.


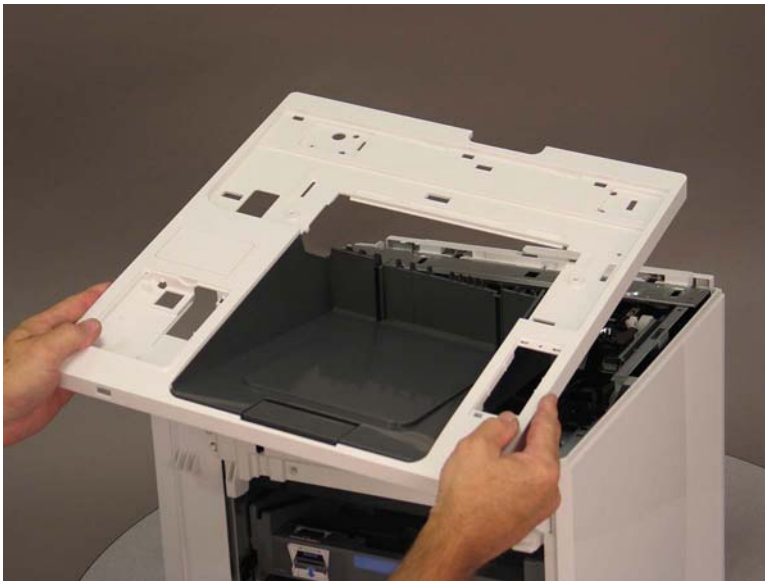
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1957 Lift and remove the top cover

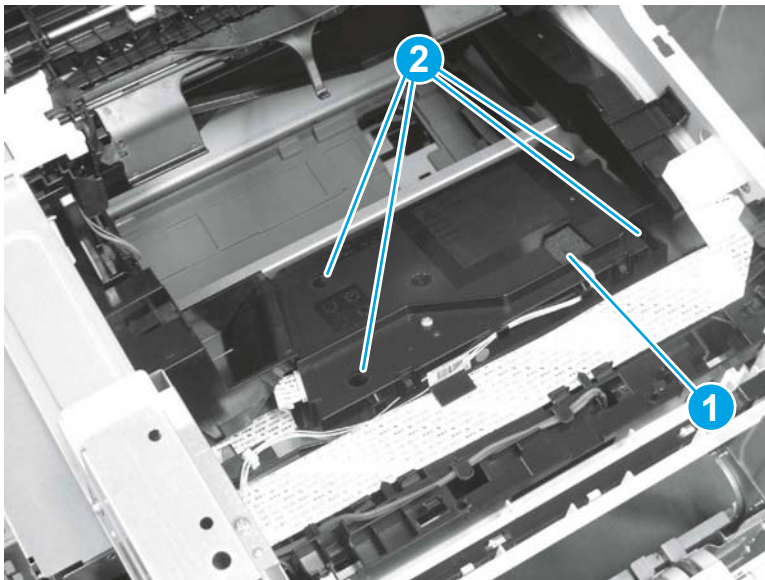


Remove the laser scanner assembly

Follow these steps to remove the laser scanner assembly.

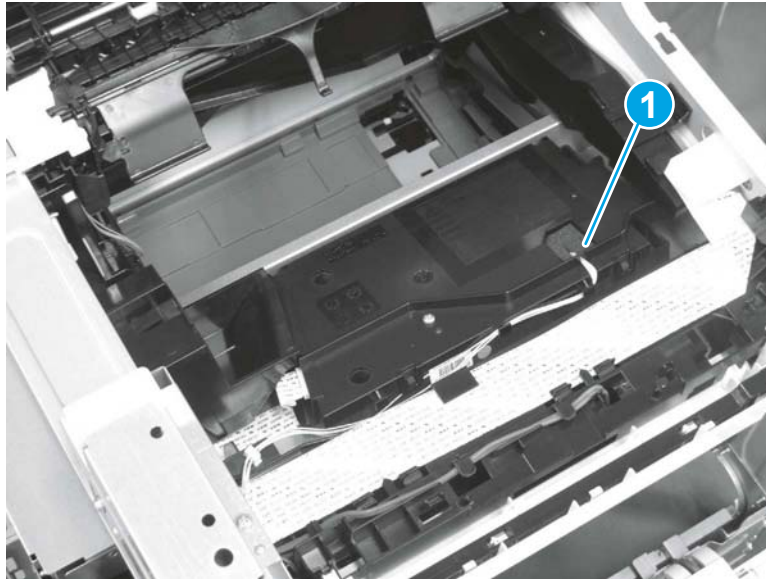
1. Do the following:
 - a. Remove the square connector foam cover (callout 1).
 - b. Remove four screws (callout 2).

Figure 8-1958 Remove the connector foam cover and four screws




2. Disconnect one connector (callout 1).

Figure 8-1959 Disconnect one connector



3. Do the following:
 - a. Remove the FFC (callout 1).
 - b. Remove the laser scanner assembly (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.


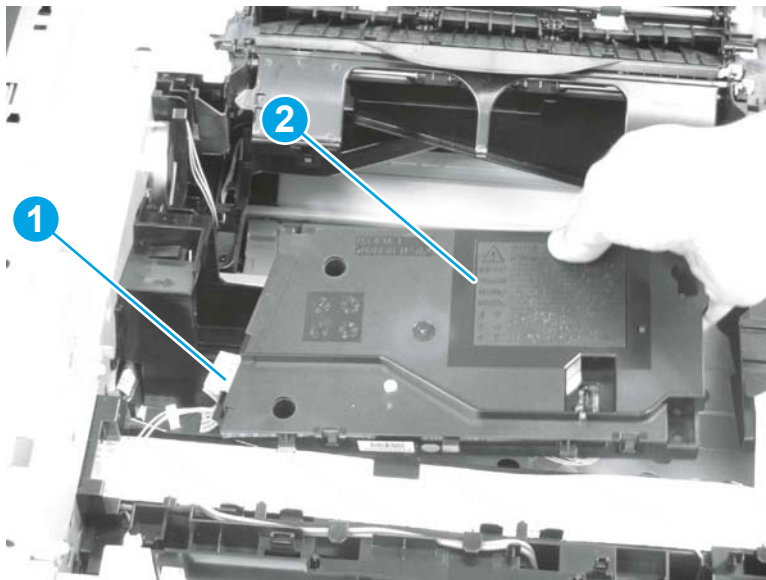
 **NOTE:** Do not forget to replace the connector cover when installing the laser scanner assembly.


Figure 8-1960 Remove the FFC and the laser scanner assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Secondary transfer assembly

This document provides the procedures to remove and replace the transfer assembly.



[View a video on how to remove and replace the transfer assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-158 Part information

Part number	Part description
RM2-6776-000CN	Transfer assembly (LCD duplex model)
RM2-1248-000CN	Transfer assembly (LCD simplex model)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

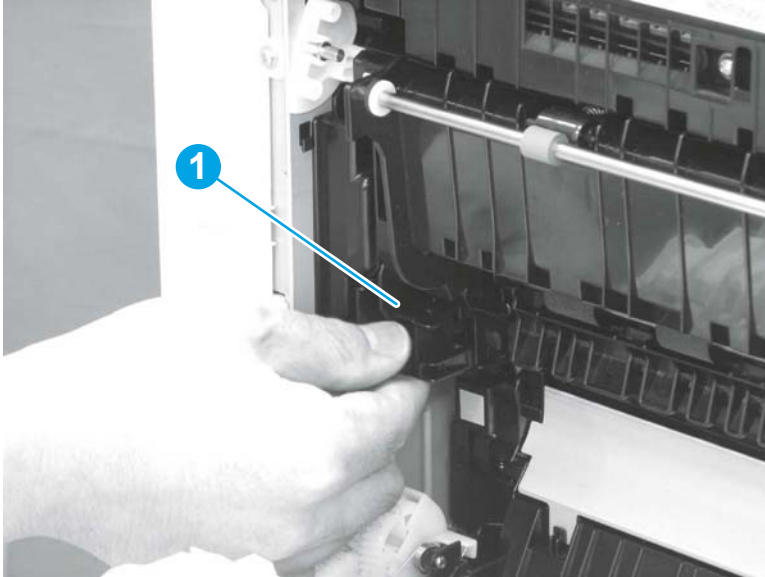
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the transfer assembly

Follow these steps to remove the transfer assembly.

1. Do the following:
 - a. Open the right door assembly.
 - b. Pull out the cover (callout 1).

Figure 8-1961 Open the right door and pull out the cover



2. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Slide the transfer assembly (callout 2) in the direction the arrow indicates, and remove it.


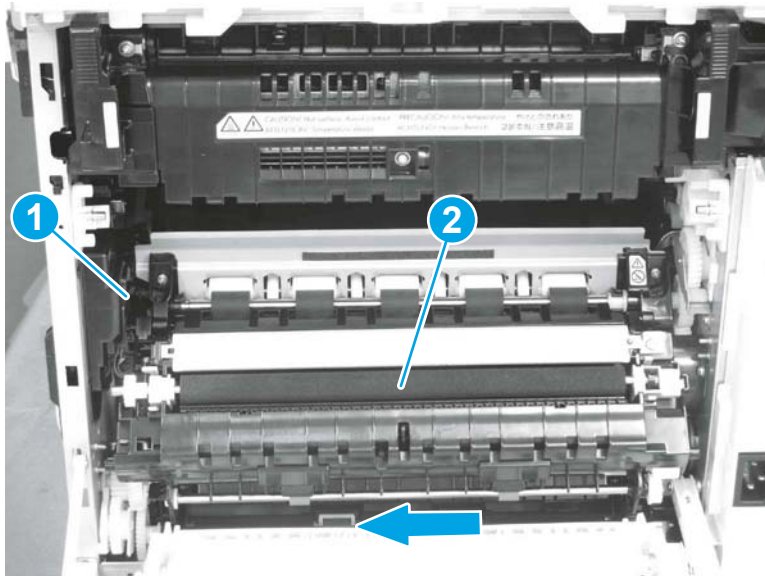
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1962 Disconnect one connector and remove the transfer assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.


 **NOTE:** 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.

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.


Removal and replacement: Registration assembly

This document provides the procedures to remove and replace the registration assembly.

 [View a video on how to remove and replace the registration assembly.](#)


Mean time to repair: 45 minutes

Service level: Advanced

 **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.

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 8-159 Part information

Part number	Part description
RM2-6774-000CN	Registration assembly

Required tools

- #2 Phillips 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

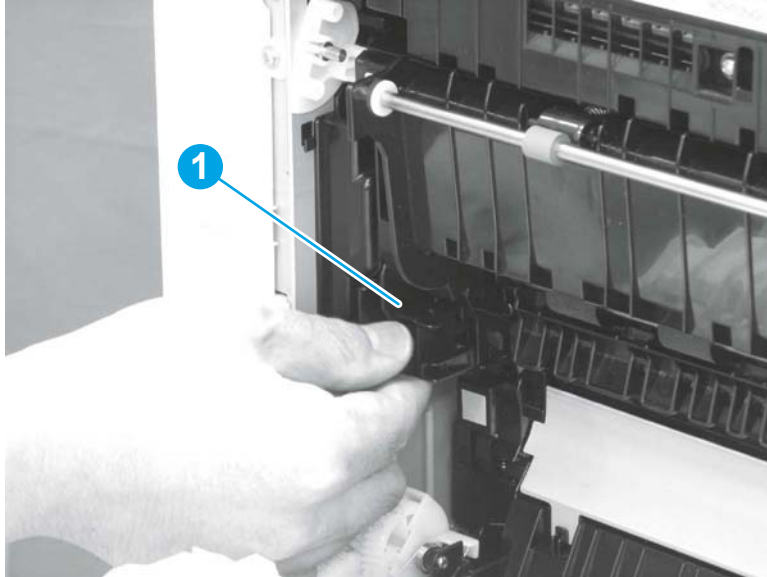
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the transfer assembly

Follow these steps to remove the transfer assembly.

1. Do the following:
 - a. Open the right door assembly.
 - b. Pull out the cover (callout 1).

Figure 8-1963 Open the right door and pull out the cover



2. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Slide the transfer assembly (callout 2) in the direction the arrow indicates, and remove it.


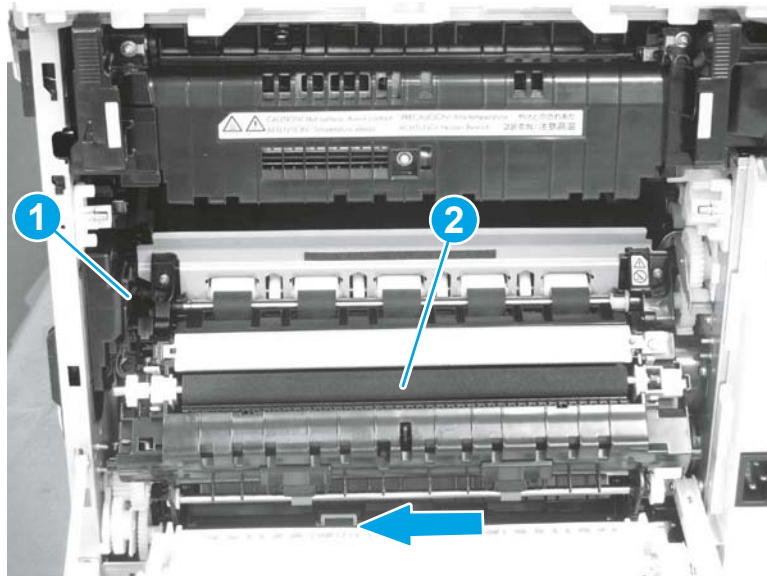
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1964 Disconnect one connector and remove the transfer assembly



Remove the registration assembly

Follow these steps to remove the registration assembly.

- ▲ Do the following:

- a. Remove four screws (callout 1).
- b. Remove the registration assembly (callout 2).


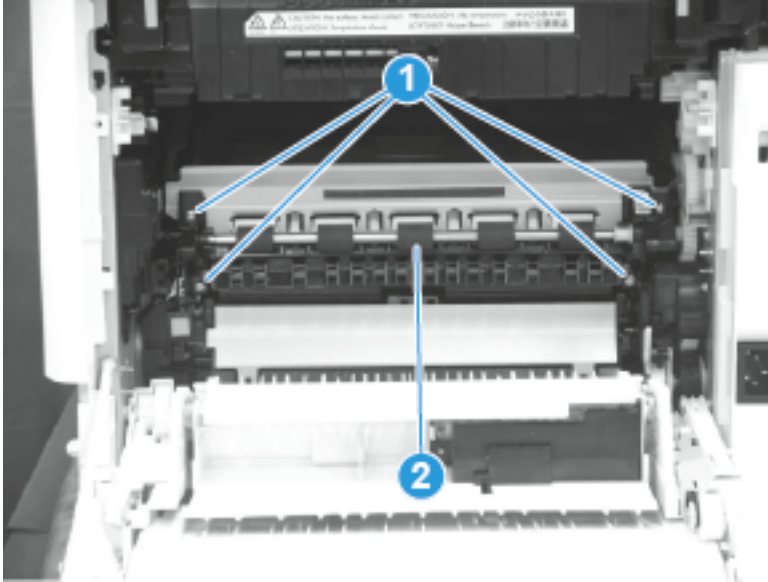
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1965 Remove four screws and the registration assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Paper delivery assembly

This document provides the procedures to remove and replace the paper delivery assembly.



[View a video on how to remove and replace the paper delivery assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-160 Parts information

Part number	Parts description
RM2-6790-000CN	Paper delivery assembly (LCD simplex model)
RM2-6787-000CN	Paper delivery assembly (LCD duplex model)

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

Follow these steps to remove the formatter cover.

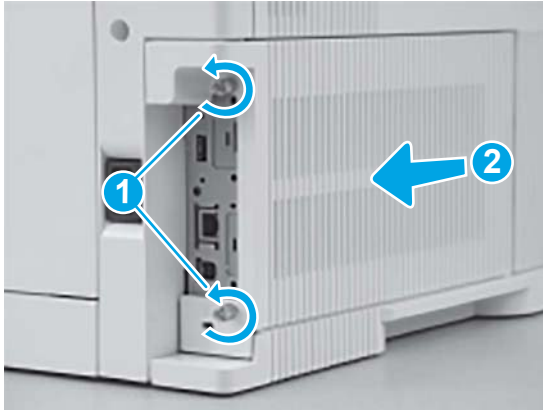
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-1966 Release two thumb screws and remove the formatter cover

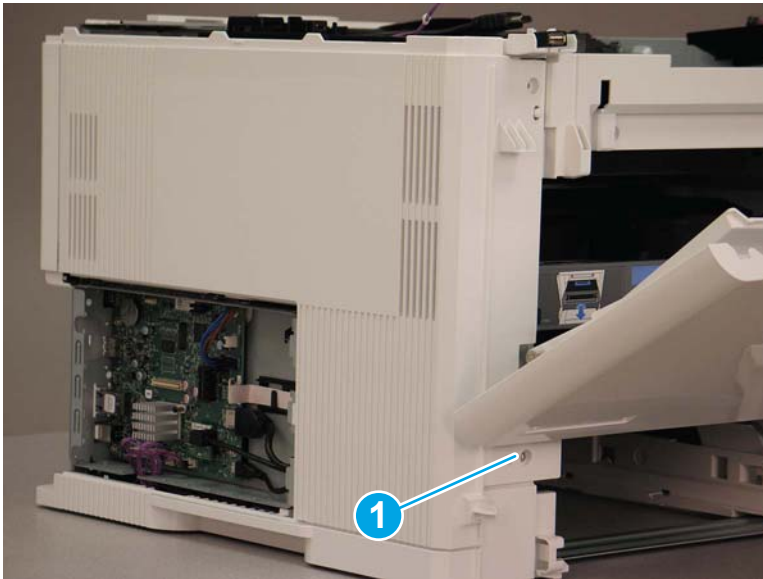


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-1967 Open the cartridge door and remove one screw



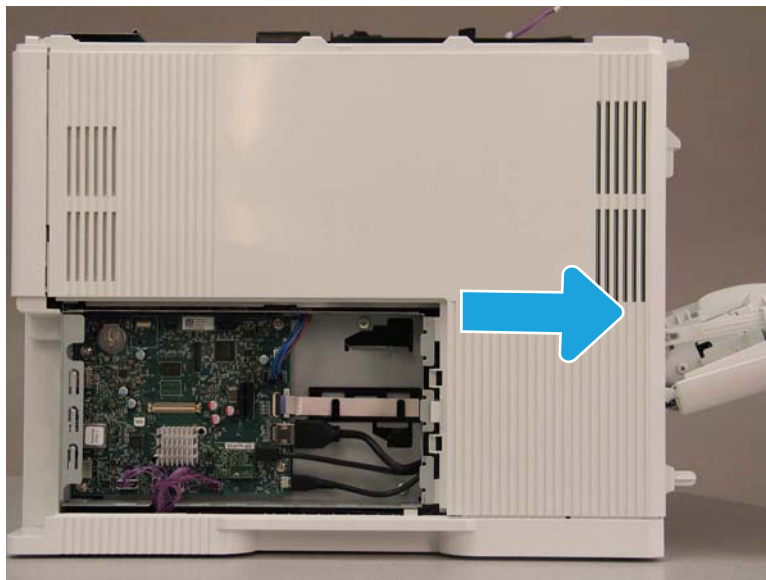
2. Remove one screw (callout 1).

Figure 8-1968 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-1969 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


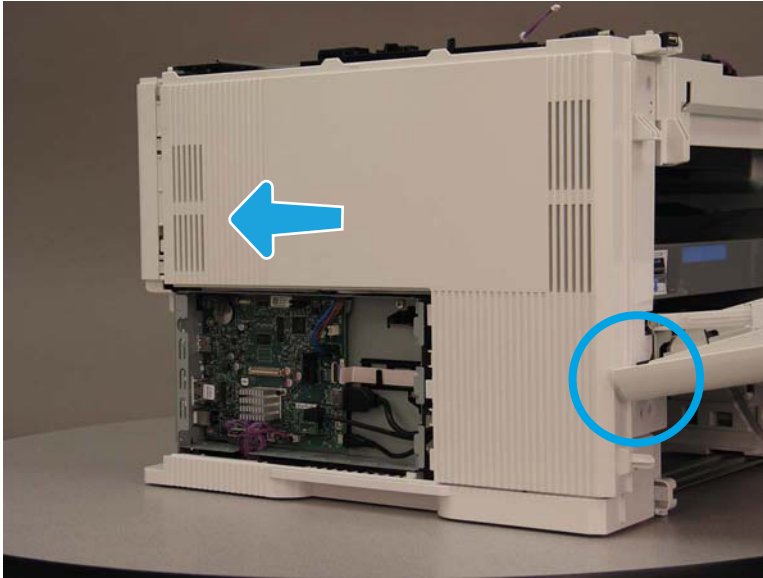
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1970 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


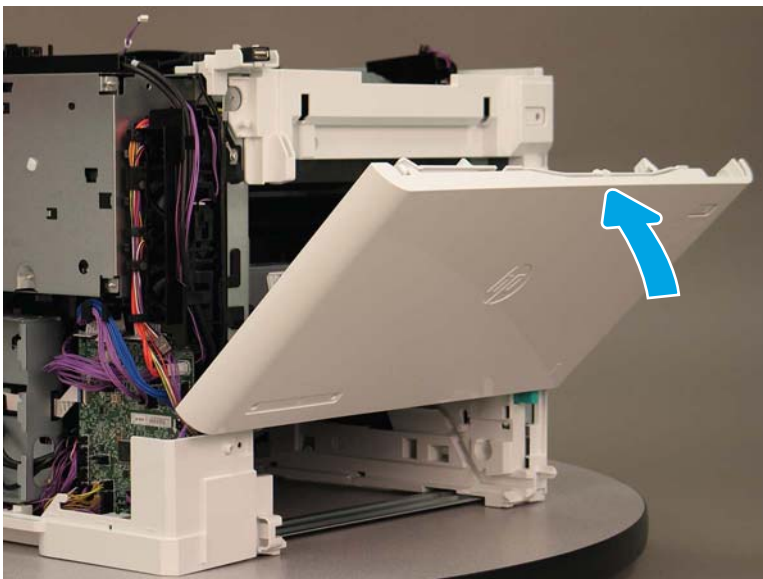
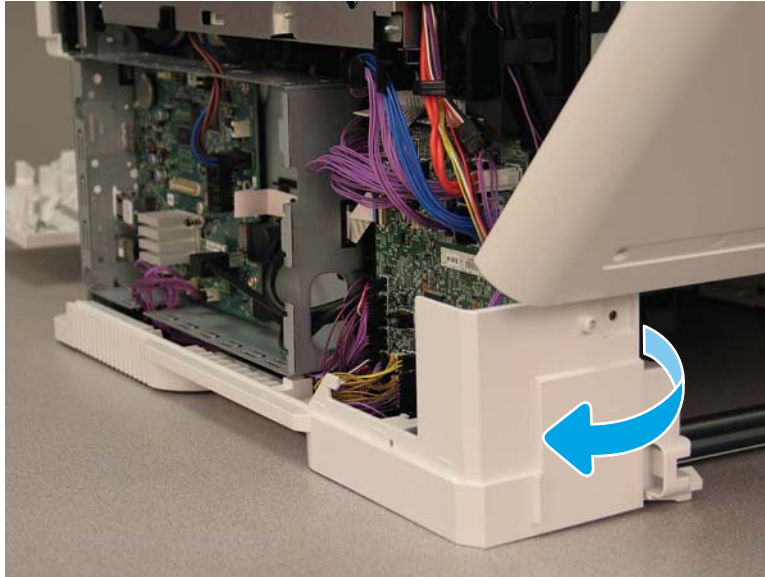
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-1971 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-1972 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


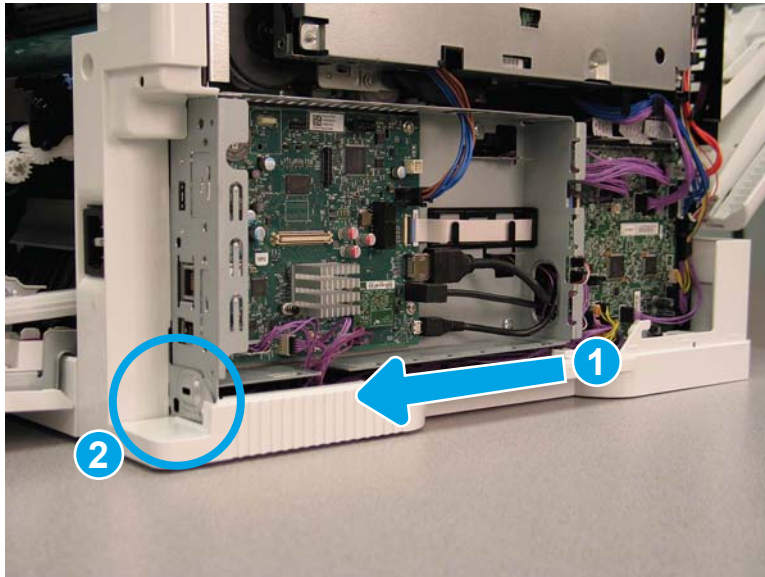
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1973 Slide the cover to release the boss and remove the left lower cover

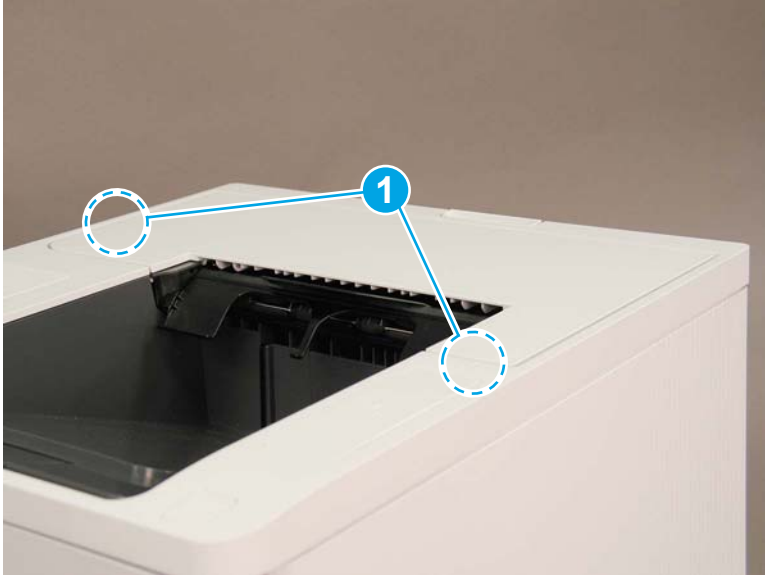


Remove the blanking cover

Follow these steps to remove the blanking cover.

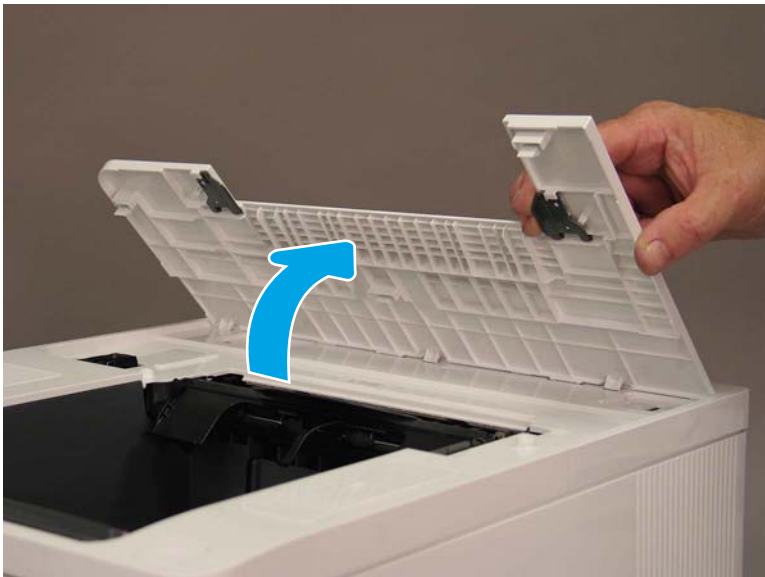
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-1974 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-1975 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


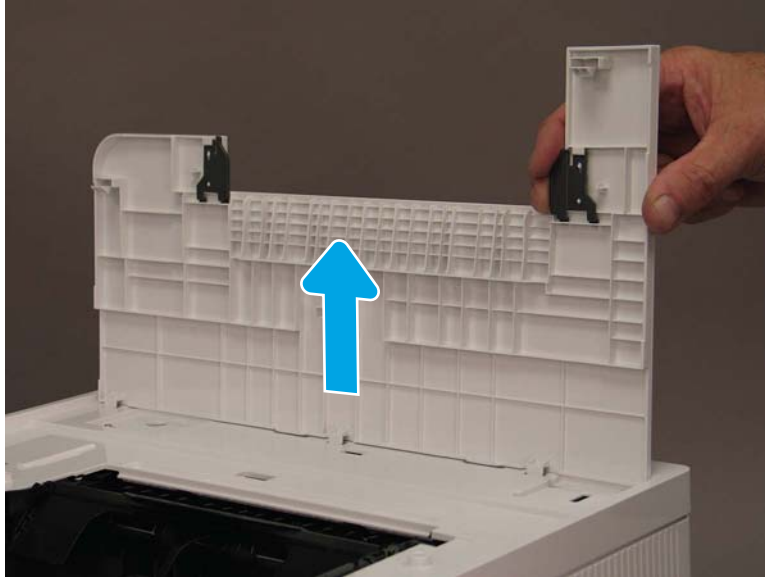
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1976 Lift the blanking cover up and remove it



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-1977 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.

- b. Remove the control panel cover.

Figure 8-1978 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).



NOTE: Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-1979 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).

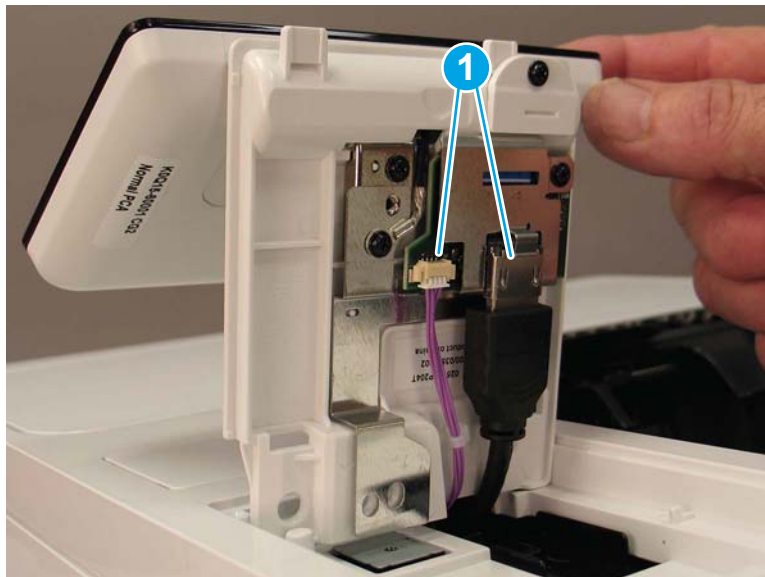
- b. Slide the control panel toward the back of the printer (callout 2) to release it.

Figure 8-1980 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.
 - b. Disconnect two connectors (callout 1).

Figure 8-1981 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-1982 Remove the control panel

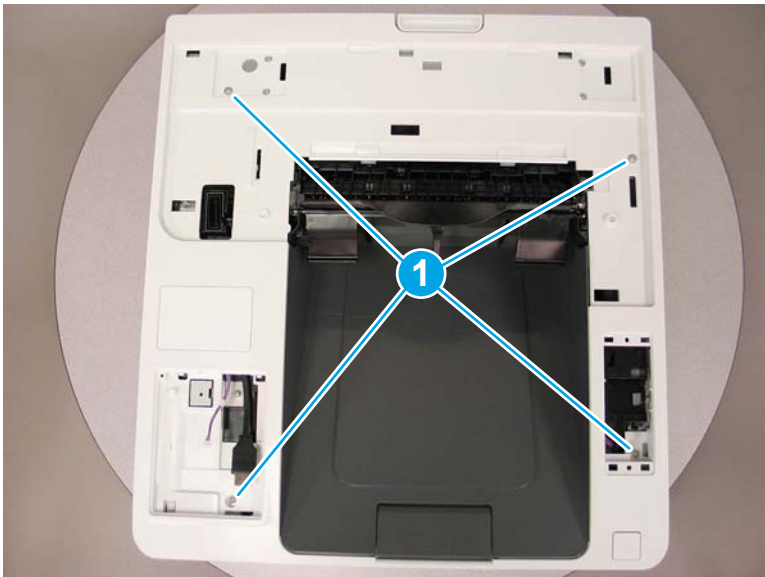


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-1983 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).

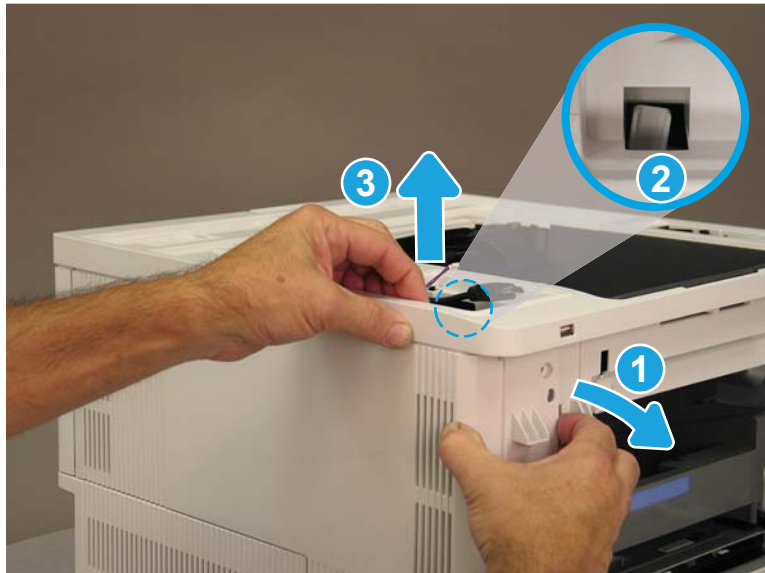
- c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

Figure 8-1984 Locate the tab and open the MP tray cover



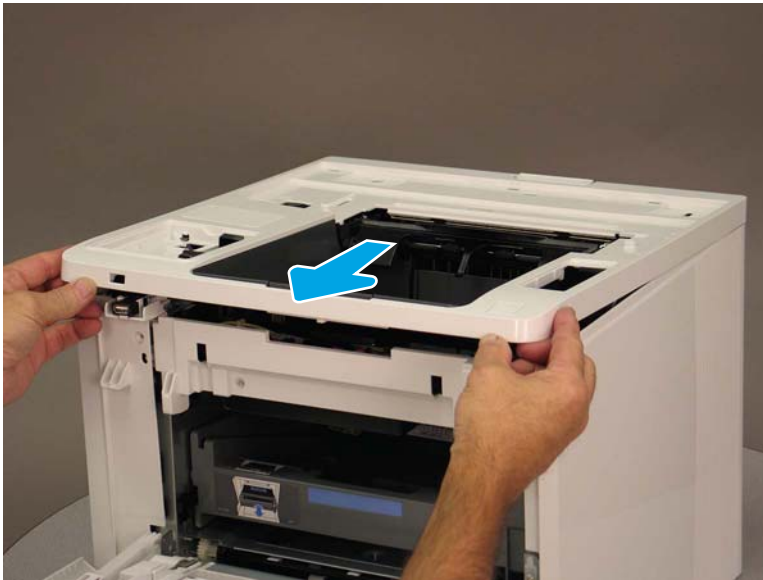
- 3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).
 - c. Lift up and release the top cover (callout 3).

Figure 8-1985 Flex the cover, release the tab, and release the top cover



4. Slide the top cover in the direction indicated by the arrow.

Figure 8-1986 Slide the top cover



5. Lift up and remove the top cover.


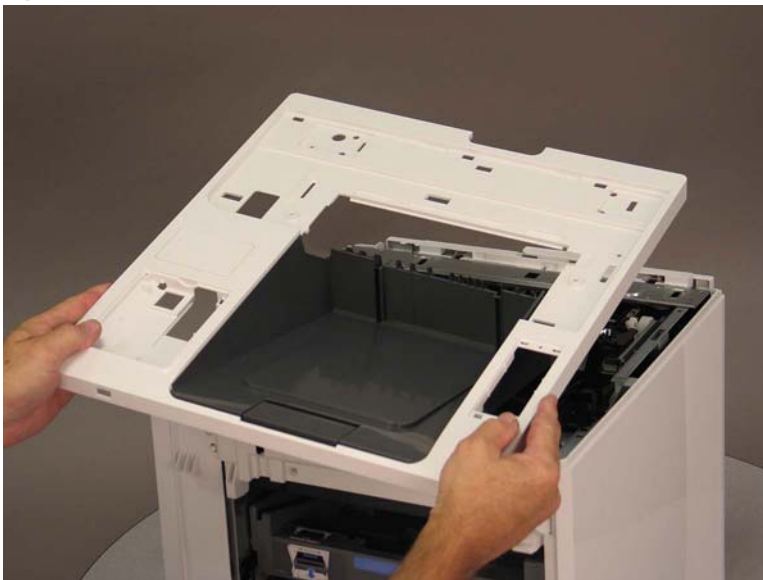
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1987 Lift and remove the top cover

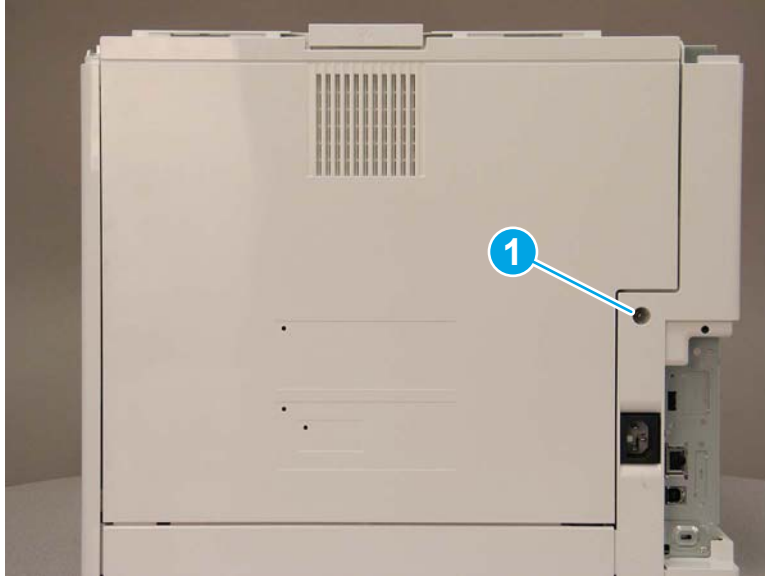


Remove the inlet cover

Follow these steps to remove the inlet cover.

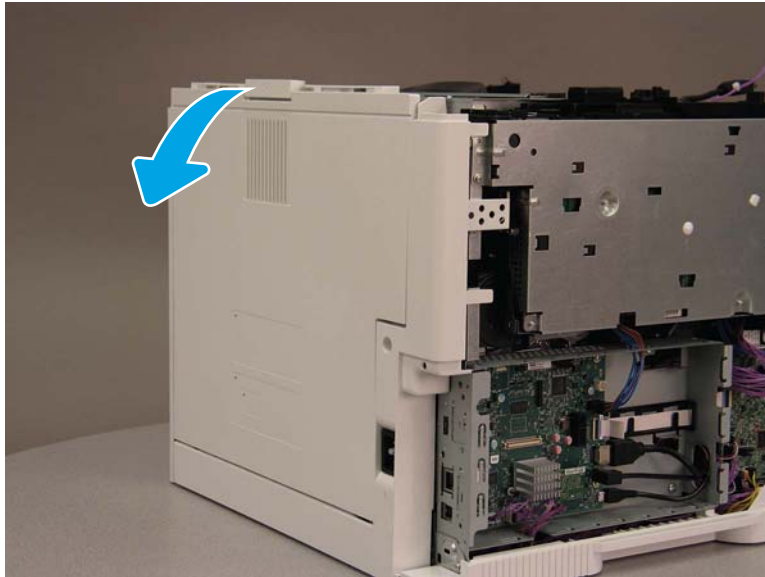
1. Remove one screw (callout 1).

Figure 8-1988 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-1989 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1990 Release the tab and remove the inlet cover

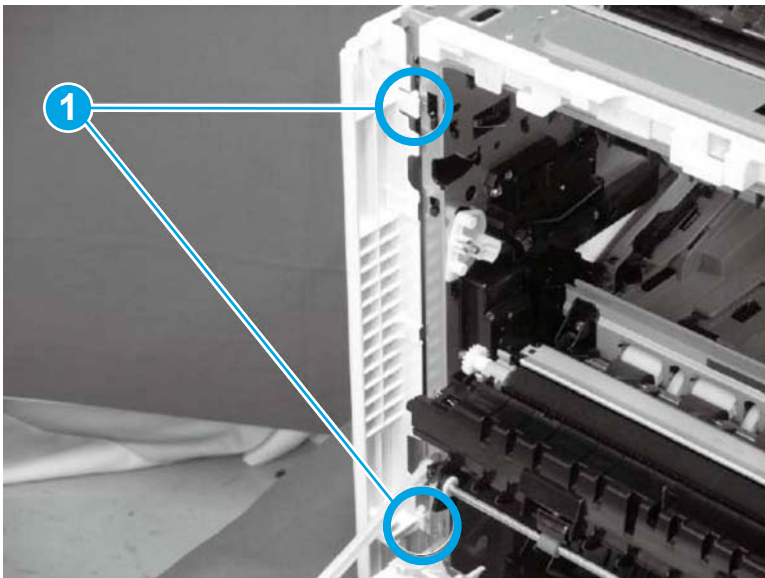


Remove the right cover

Follow these steps to remove the right cover.

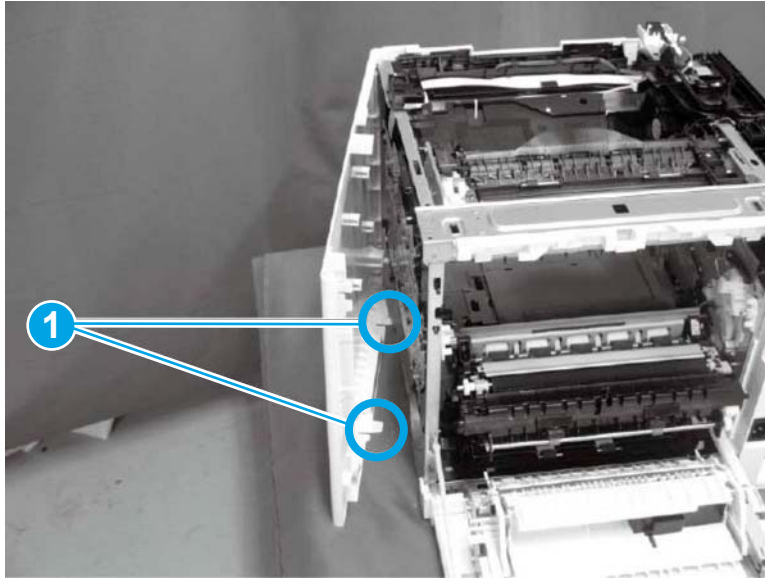
1. Release two tabs (callout 1).

Figure 8-1991 Release two tabs



2. Release four tabs (callout 1).

Figure 8-1992 Release four tabs



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the right cover (callout 2).


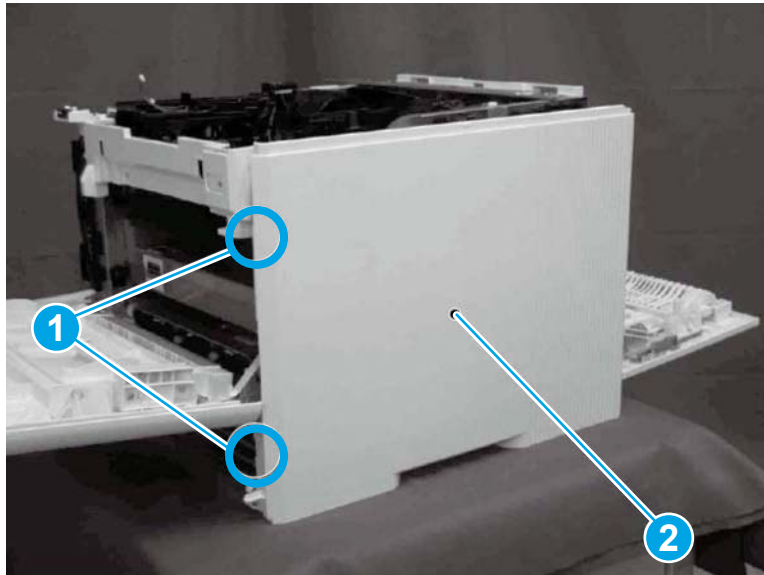
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1993 Release two tabs and remove the right cover



Remove the fuser

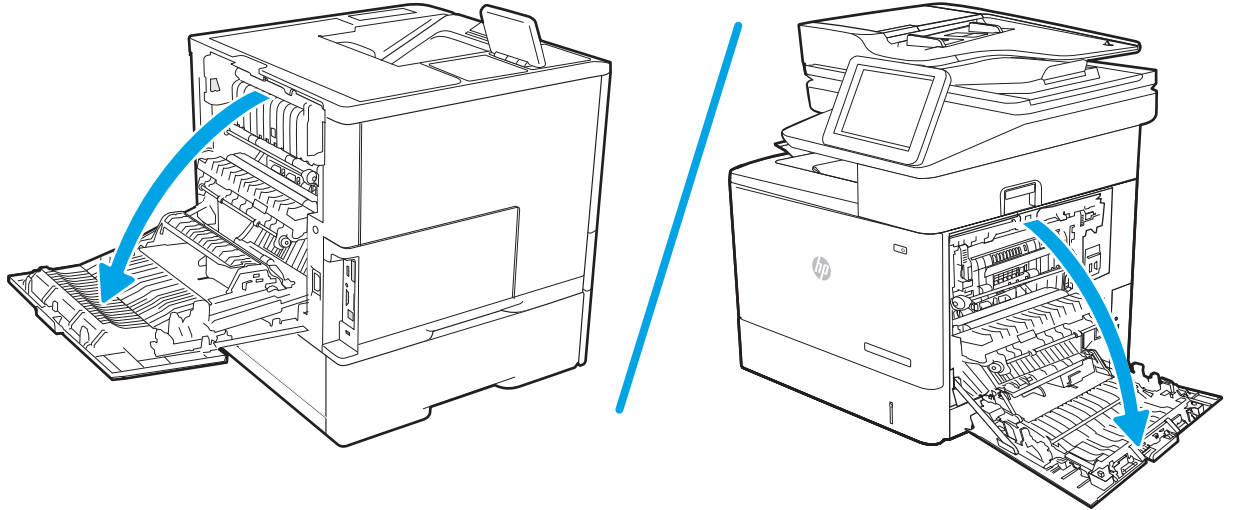
Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:

- a. M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers: Open the rear door.
- b. M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers: Open the right door.

⚠ WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

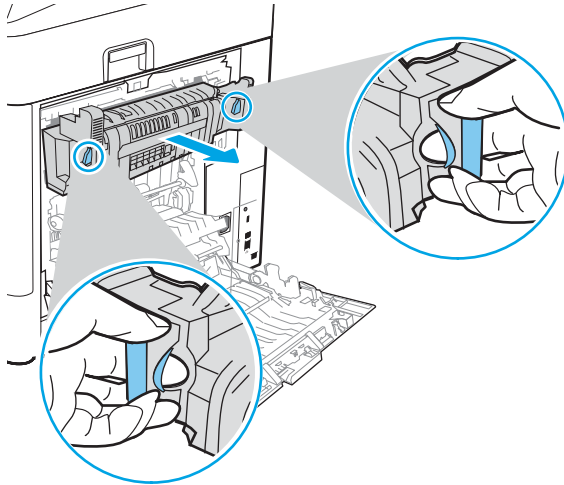
Figure 8-1994 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.

NOTE: The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-1995 Remove the fuser

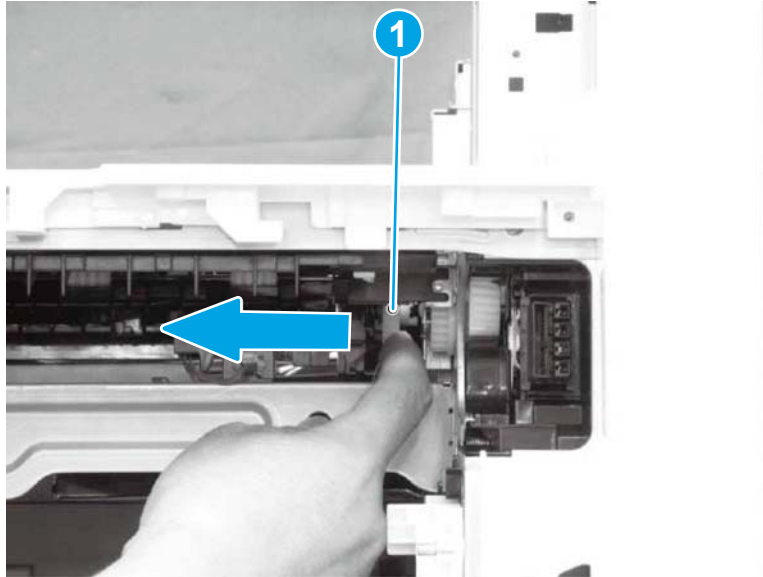


Remove the paper delivery assembly

Follow these steps to remove the paper delivery assembly.

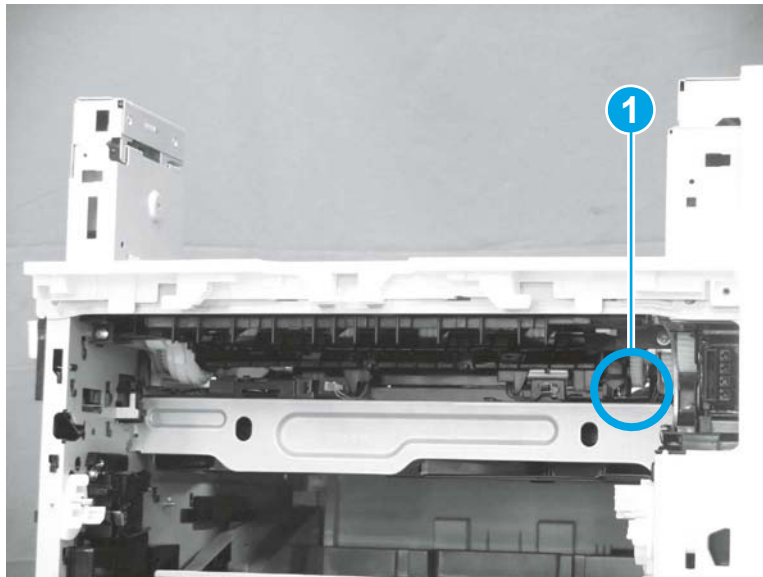
1. Press down the gear (callout 1) in the direction that the arrow indicates, and rotate it.

Figure 8-1996 Press down and rotate the gear



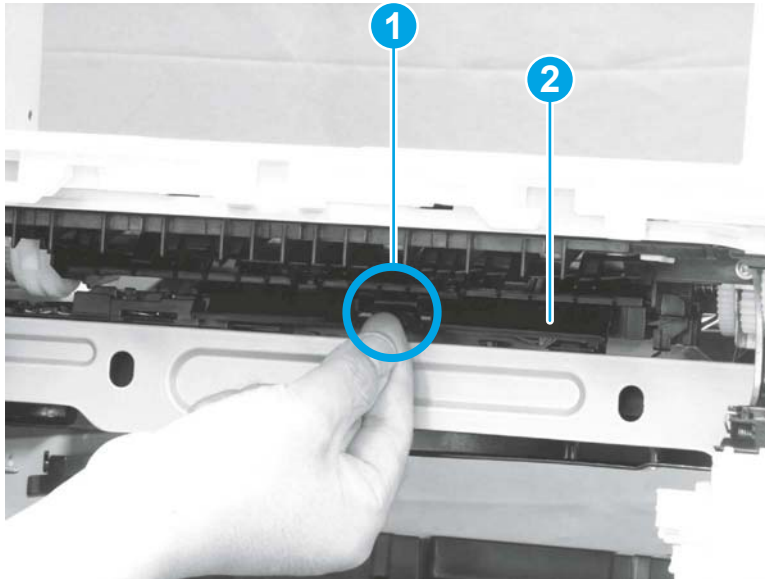
2. The gear (callout 1) is in a fixed position.

Figure 8-1997 The gear is in a fixed position



3. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the cover (callout 2).

Figure 8-1998 Release one tab and remove the cover



4. Do the following:
 - a. Disconnect two connectors (callout 1).
 - b. Remove one M4 screw (callout 2).
 - c. Remove one M3 screw (callout 3).
 - d. Pull out the delivery assembly (callout 4).


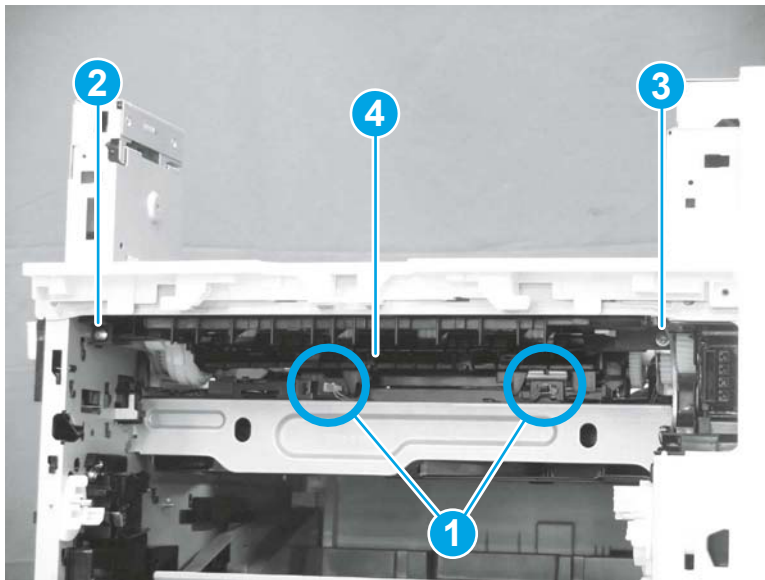
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-1999 Disconnect two connectors and remove two screws and the delivery assembly




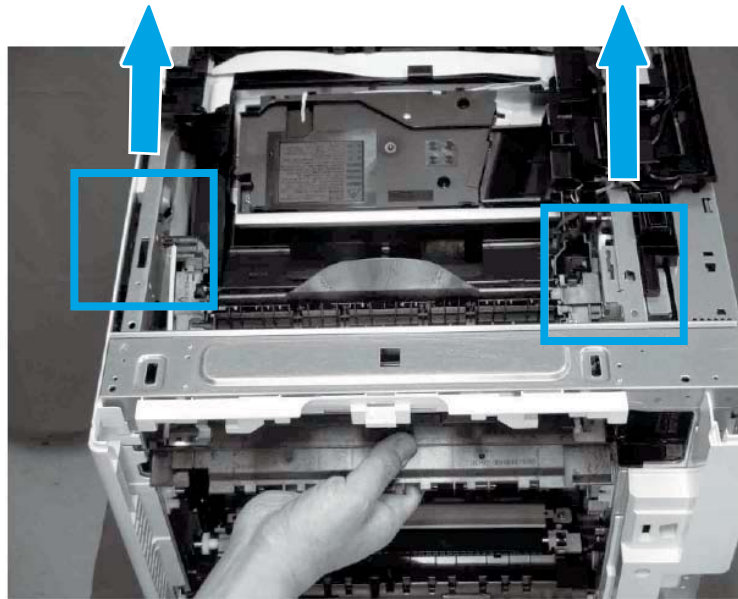
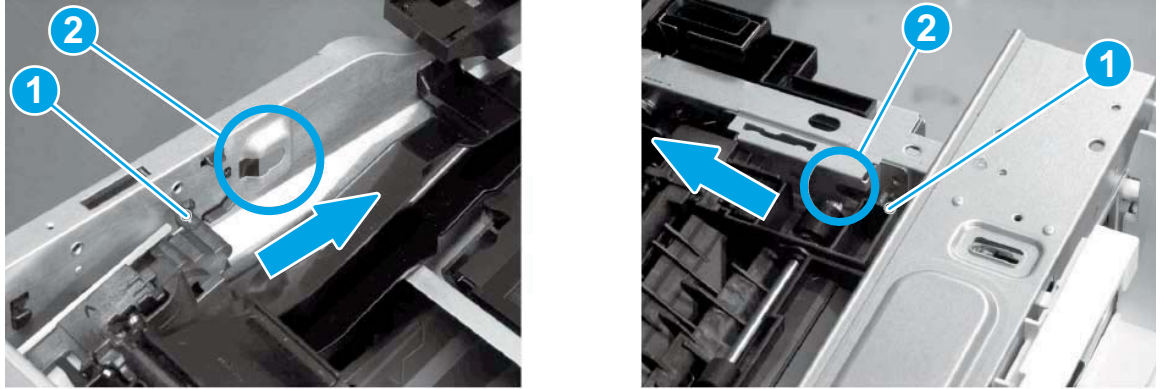
 **NOTE:** When installing the delivery assembly, make sure to check that the bosses (callout 1) on the right and left sides are correctly engaged with the groove (callout 2) of the side plate.

Figure 8-2000 Check that the two bosses are correctly engaged



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Low-voltage power supply (LVPS)

This document provides the procedures to remove and replace the low-voltage power supply assembly.



[View a video of how to remove and replace the low-voltage power supply assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-161 Part information

Part numbers	Part description
RM2-6797-000CN	Low-voltage power supply PCB assembly (110-127V)
RM2-6798-000CN	Low-voltage power supply PCB assembly (220-240V)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.


Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

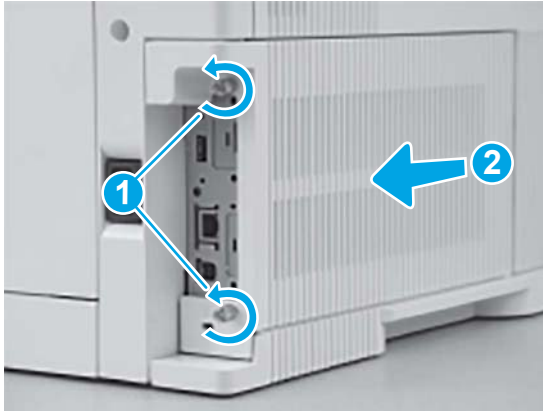
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2001 Release two thumb screws and remove the formatter cover



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-2002 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.

- b. Remove the control panel cover.

Figure 8-2003 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-2004 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).

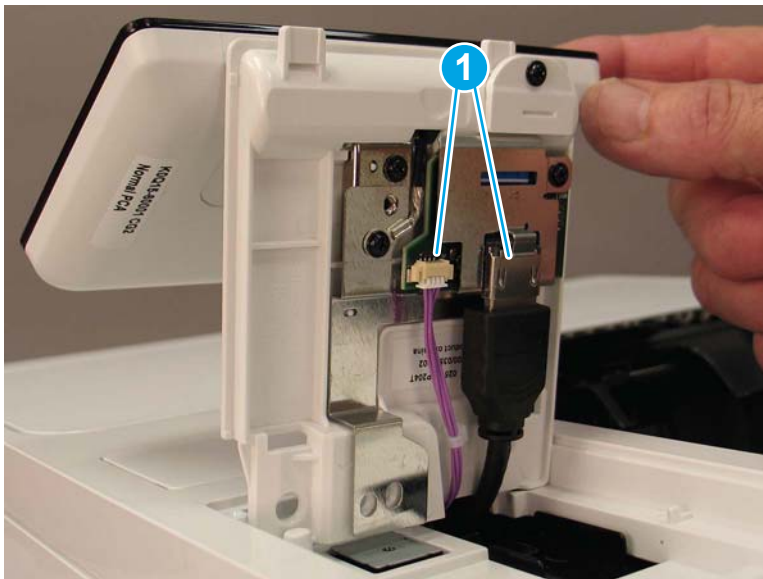
- b. Slide the control panel toward the back of the printer (callout 2) to release it.

Figure 8-2005 Lift and release the control panel



- 5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.
 - b. Disconnect two connectors (callout 1).

Figure 8-2006 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-2007 Remove the control panel

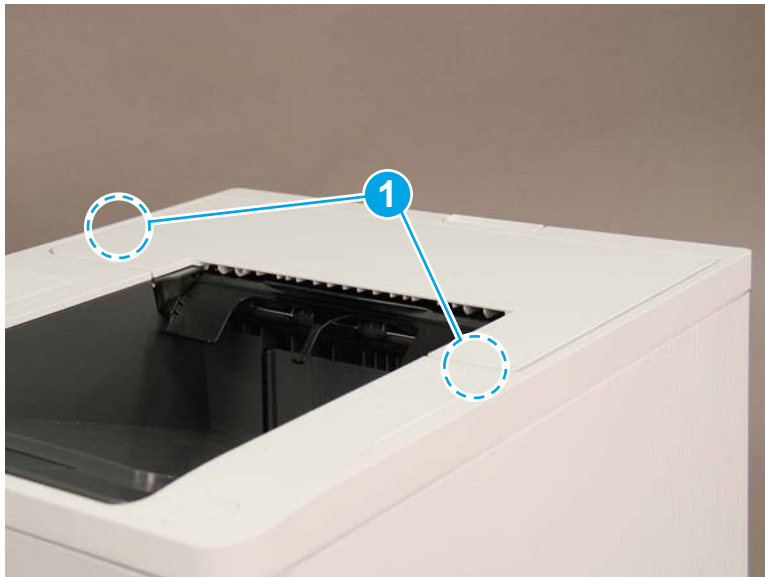


Remove the blanking cover

Follow these steps to remove the blanking cover.

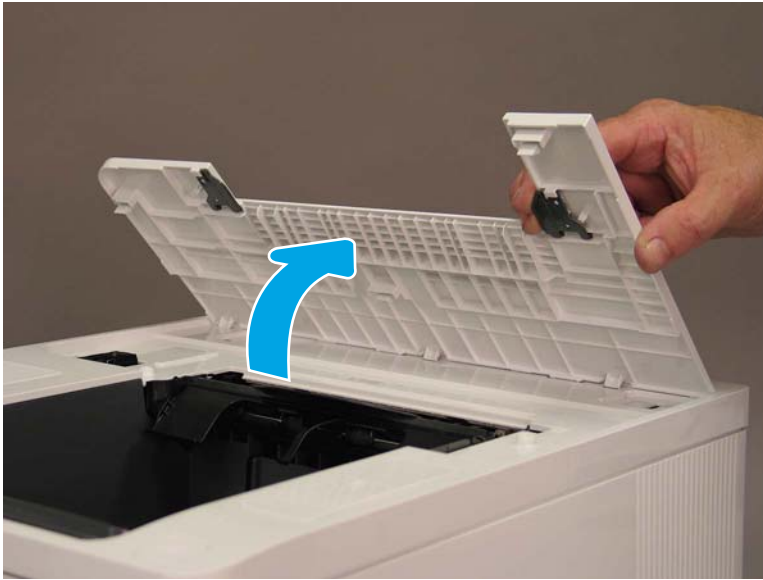
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-2008 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-2009 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


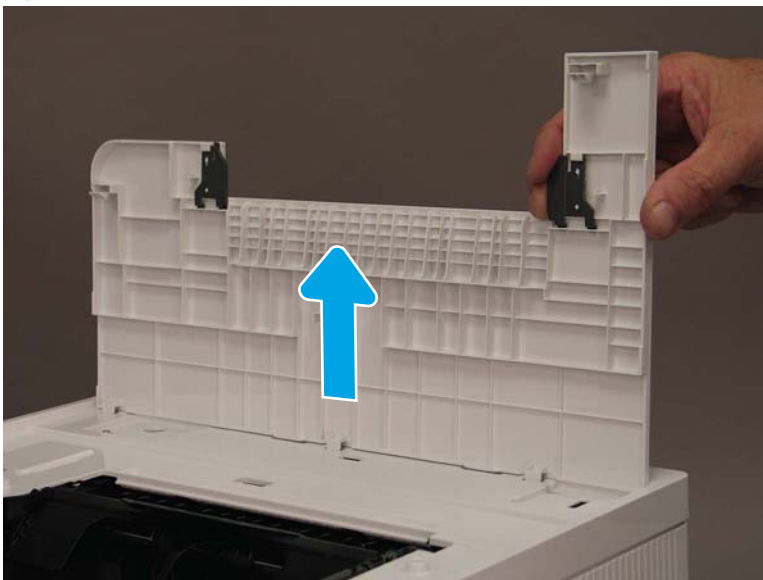
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2010 Lift the blanking cover up and remove it

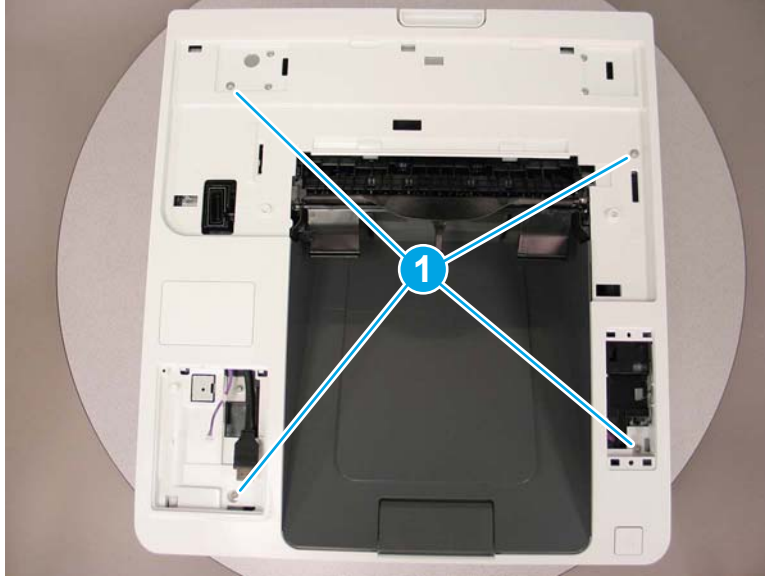


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-2011 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).
 - c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

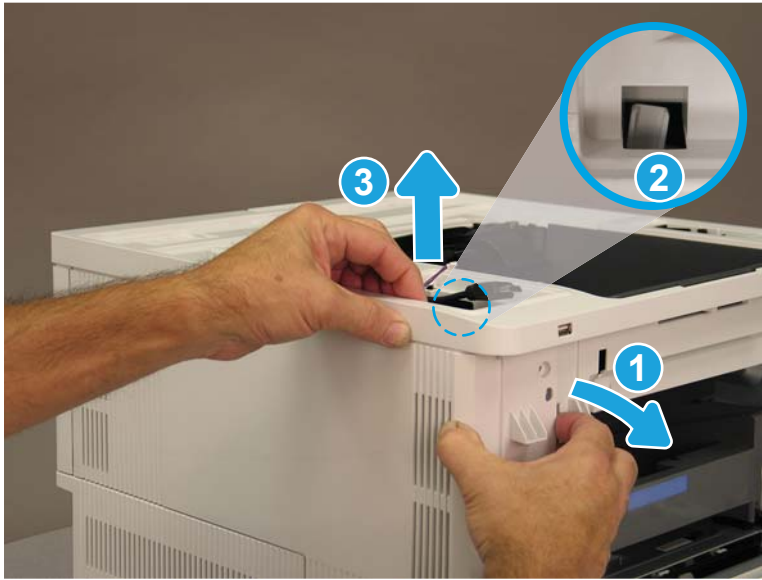
Figure 8-2012 Locate the tab and open the MP tray cover



3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).

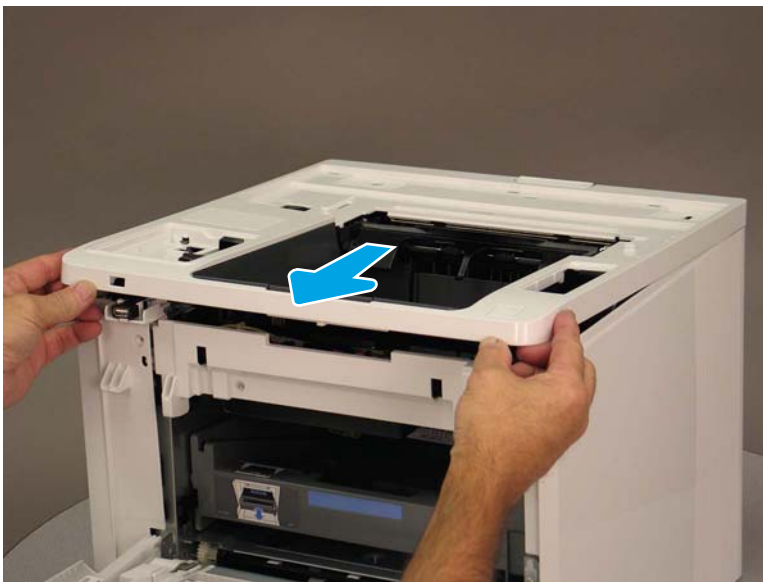
- c. Lift up and release the top cover (callout 3).

Figure 8-2013 Flex the cover, release the tab, and release the top cover



- 4. Slide the top cover in the direction indicated by the arrow.

Figure 8-2014 Slide the top cover



5. Lift up and remove the top cover.


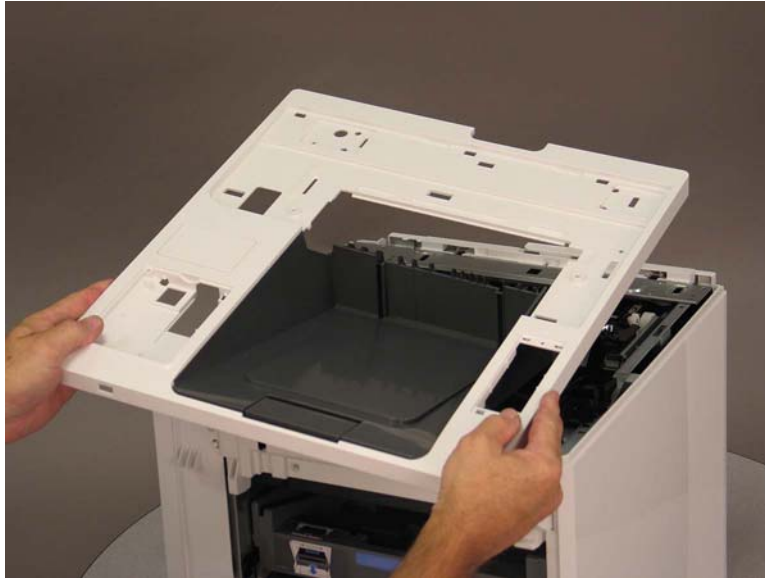
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2015 Lift and remove the top cover

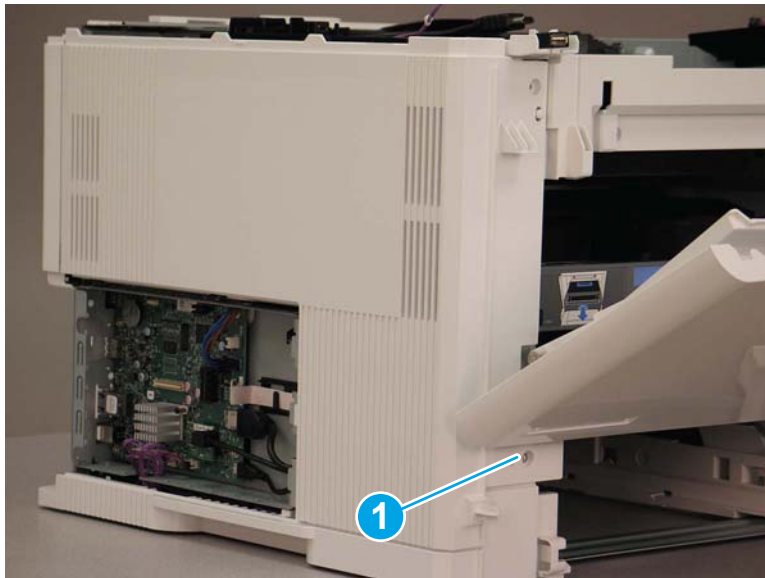


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2016 Open the cartridge door and remove one screw



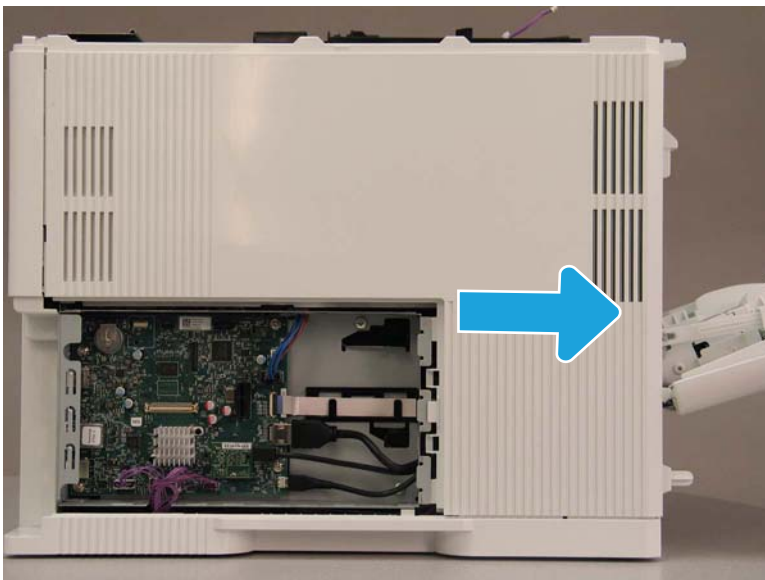
2. Remove one screw (callout 1).

Figure 8-2017 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2018 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


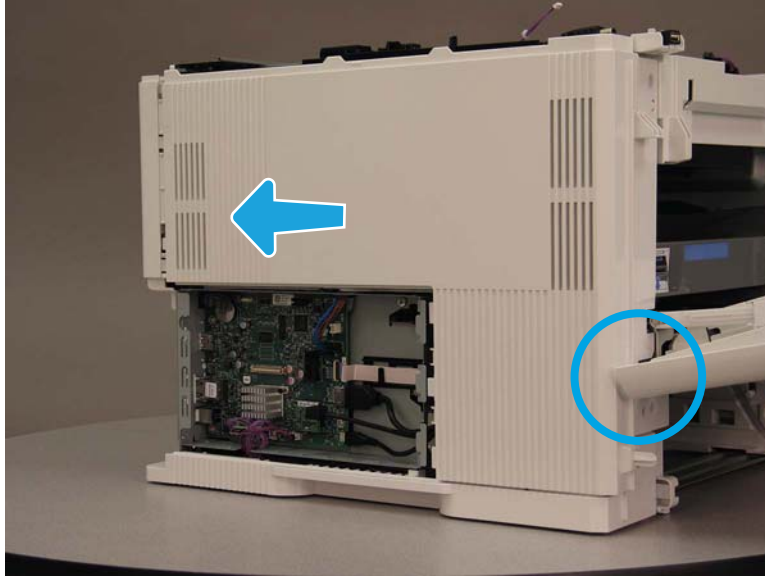
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2019 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


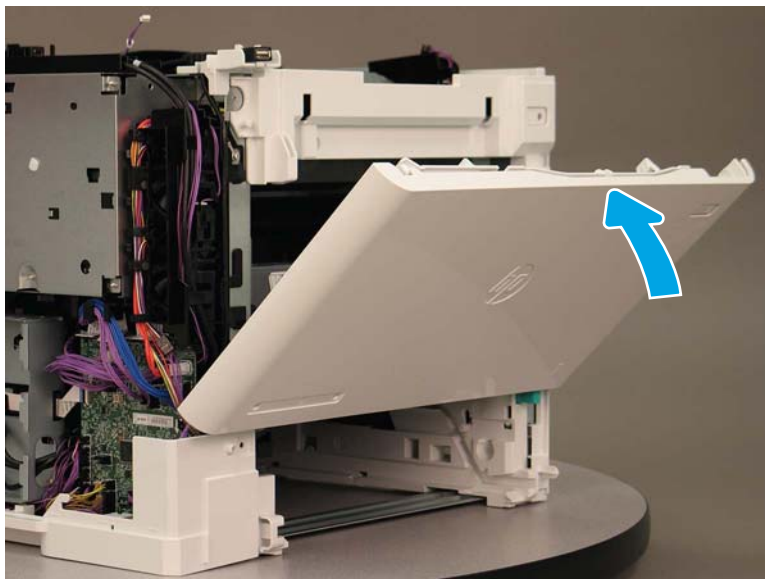
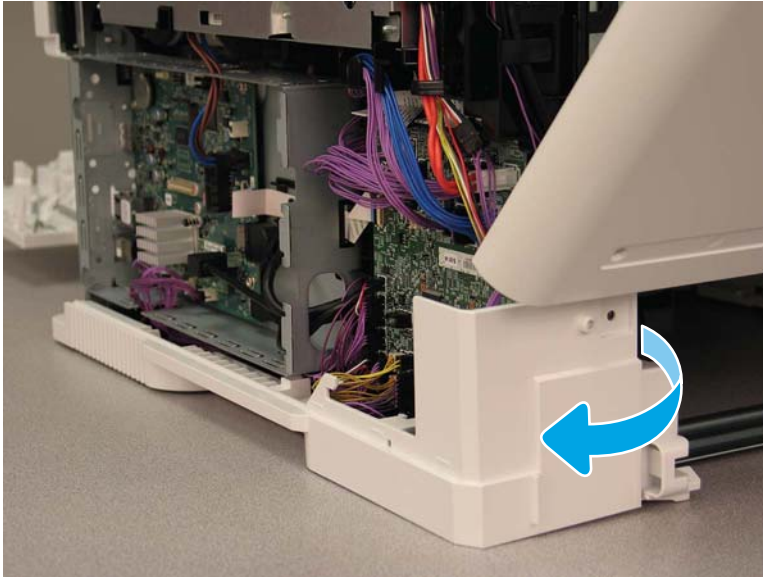
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-2020 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-2021 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


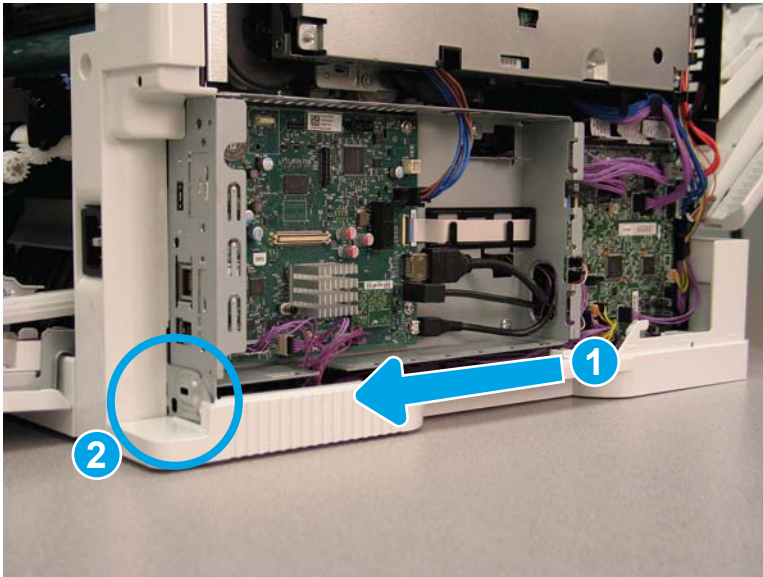
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2022 Slide the cover to release the boss and remove the left lower cover

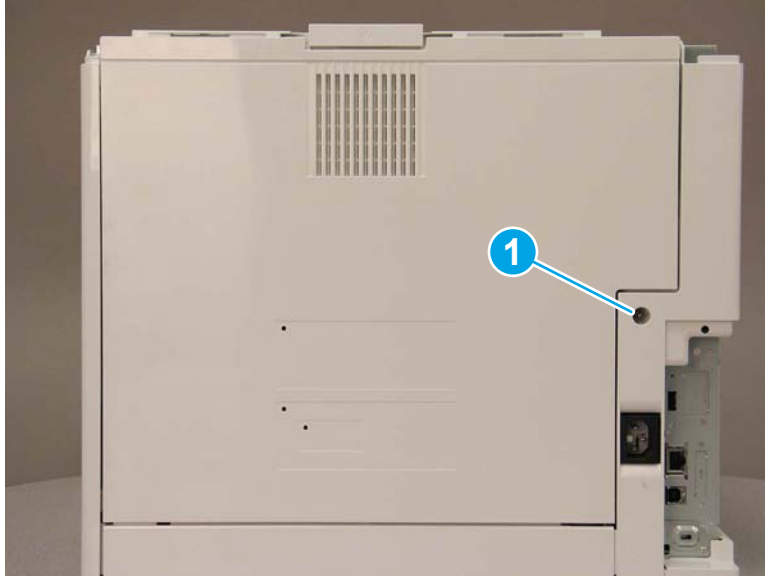


Remove the inlet cover

Follow these steps to remove the inlet cover.

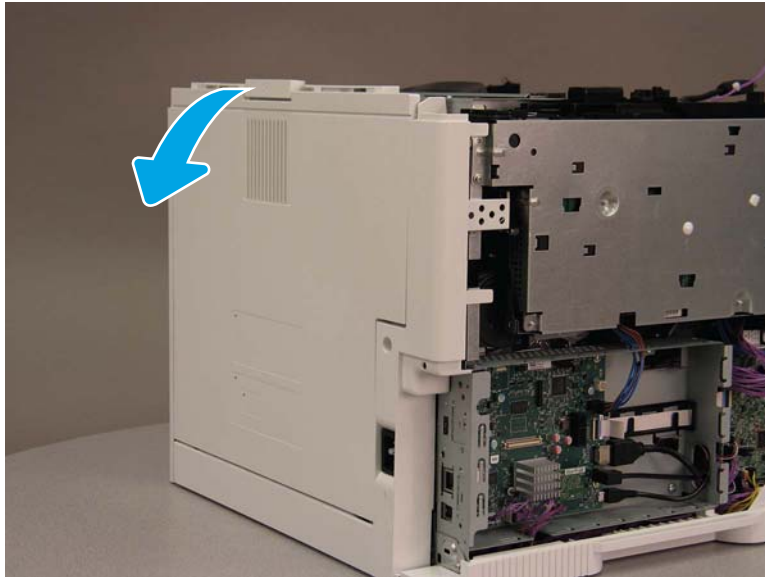
1. Remove one screw (callout 1).

Figure 8-2023 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-2024 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2025 Release the tab and remove the inlet cover



Remove the cassette tray 2

Follow these steps to remove the cassette tray 2.

- ▲ Open the cassette tray 2, and then lift up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2026 Open and remove the cassette tray 2



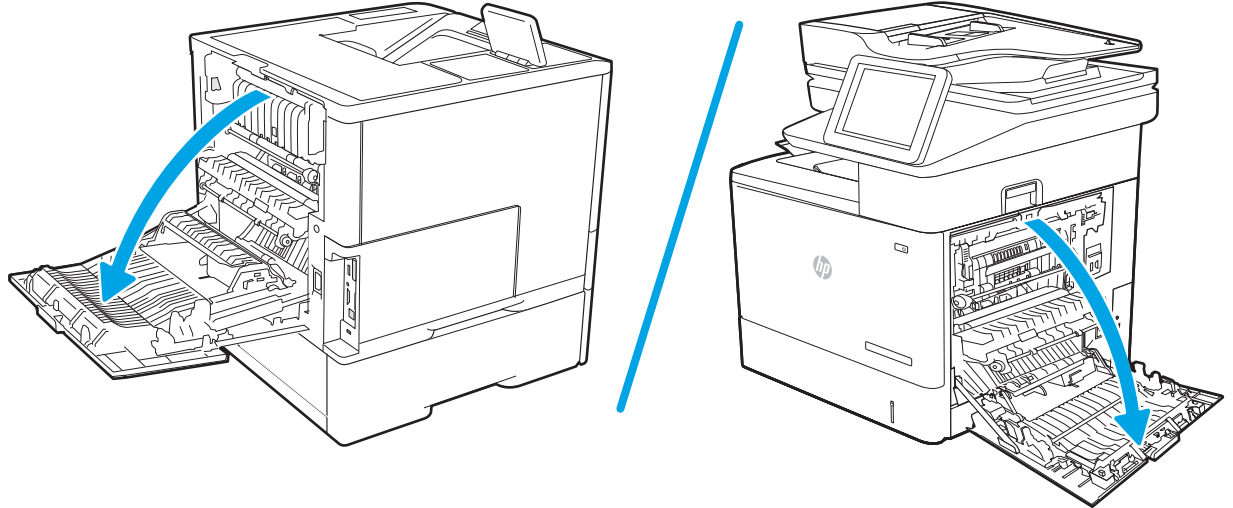
Remove the fuser

Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:
 - a. M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers: Open the rear door.
 - b. M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers: Open the right door.

⚠ WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

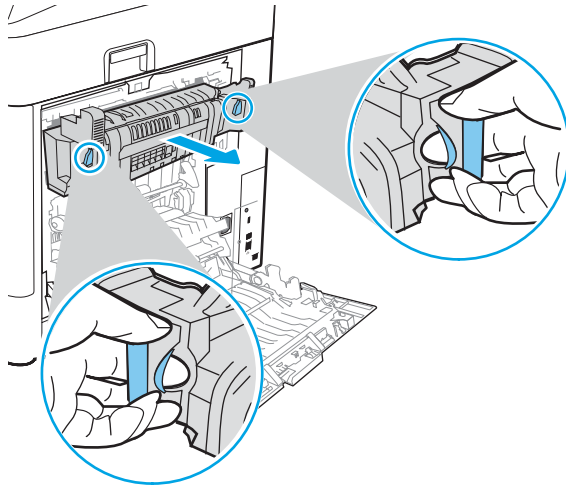
Figure 8-2027 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.

NOTE: The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-2028 Remove the fuser

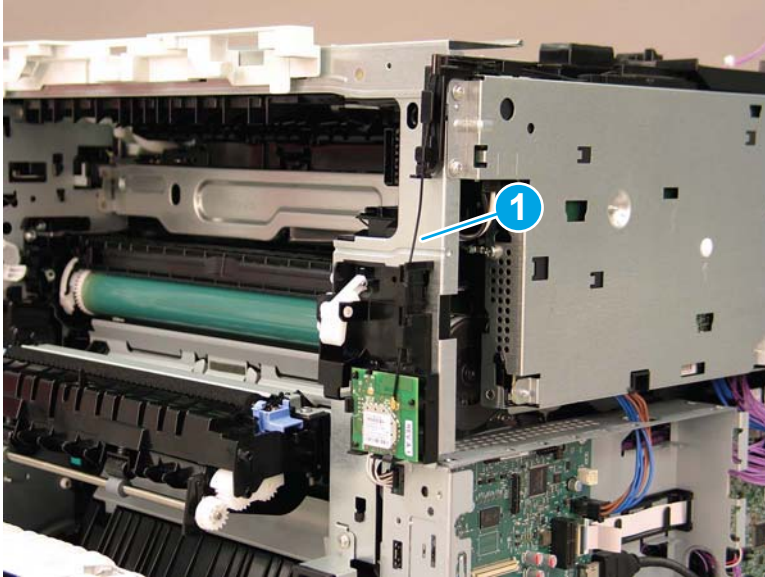


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

1. Disconnect the black WiFi antenna wire from the PCA (callout 1).

Figure 8-2029 Disconnect the WiFi antenna wire



2. Disconnect two connectors (callout 1).


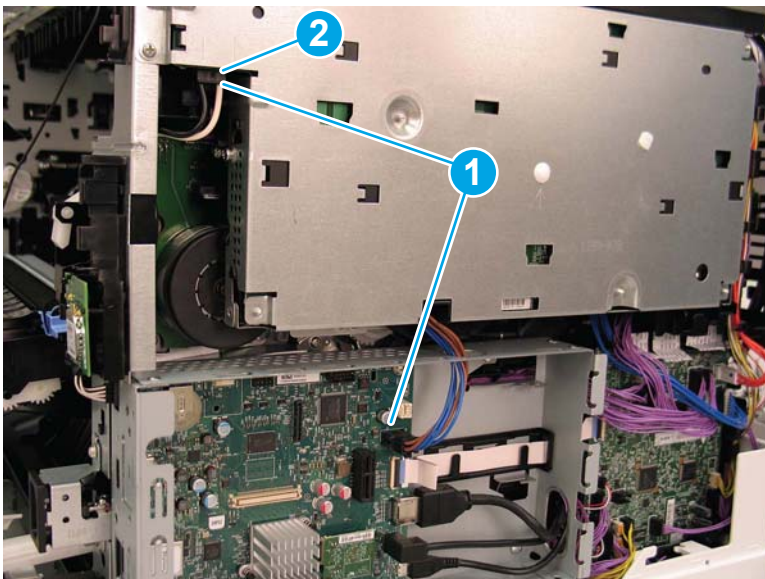
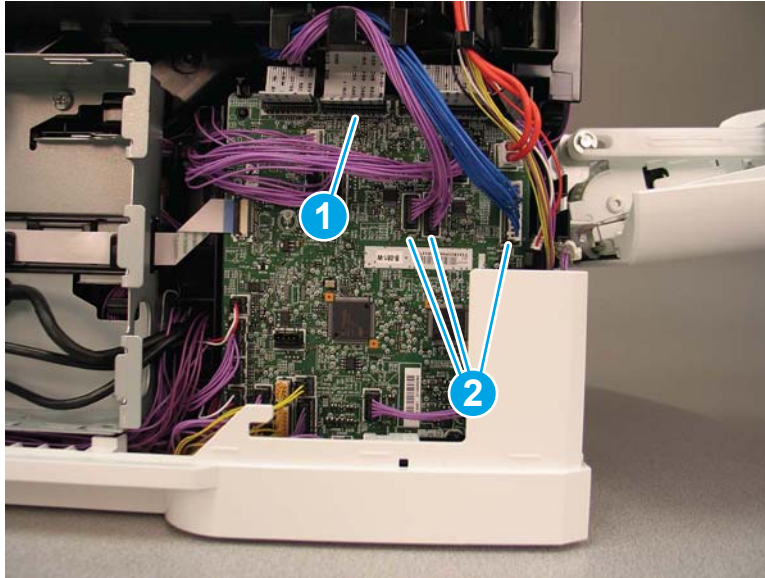
 **NOTE:** The white connector is located behind and under the sheet metal (callout 2).

Figure 8-2030 Disconnect two connectors



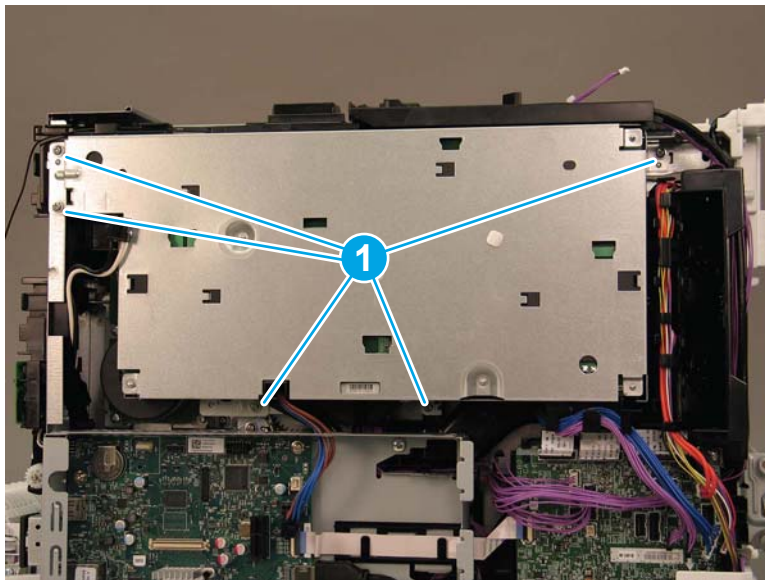
3. Disconnect one center FFC (callout 1) and two lower purple cables and one blue cable (callout 2).

Figure 8-2031 Disconnect one FFC and three colored cables



4. Remove five screws (callout 1).

Figure 8-2032 Remove five screws



5. To release the hook on the low voltage power supply (LVPS) bracket that attaches to the printer chassis, slightly lift up on the LVPS, and then pull the LVPS straight out from the printer chassis.


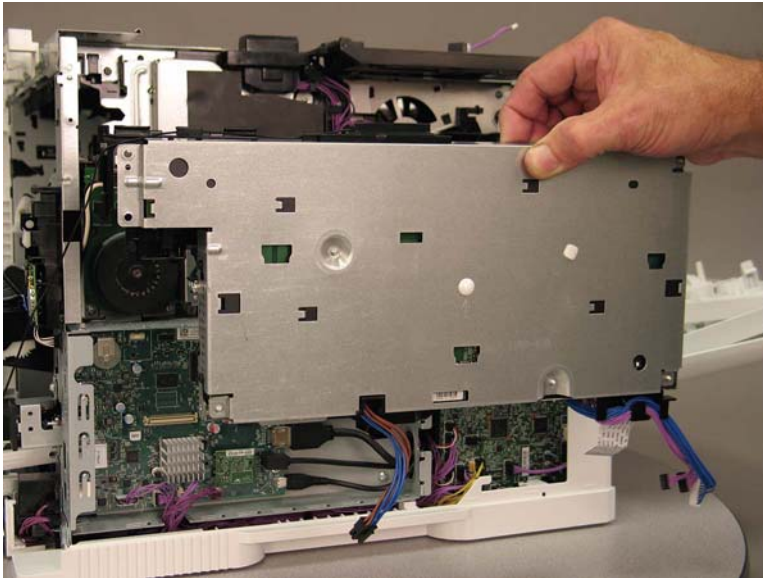
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2033 Lift and pull out to remove the LVPS



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Fuser drive assembly

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



[View a video of how to remove and replace the fuser drive assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-162 Part information

Part number	Part description
RM2-6763-000CN	Fuser drive assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

Follow these steps to remove the formatter cover.

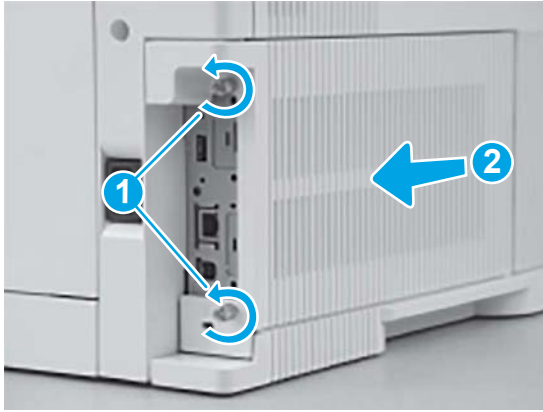
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2034 Release two thumb screws and remove the formatter cover

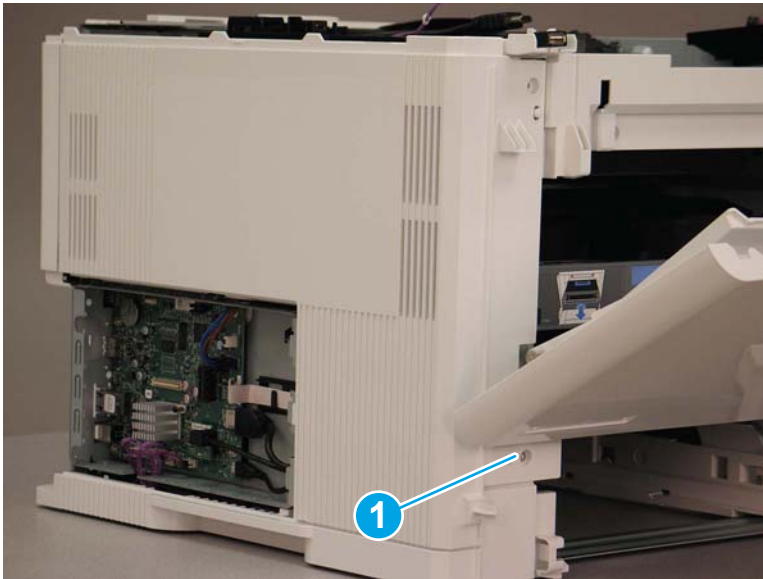


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2035 Open the cartridge door and remove one screw



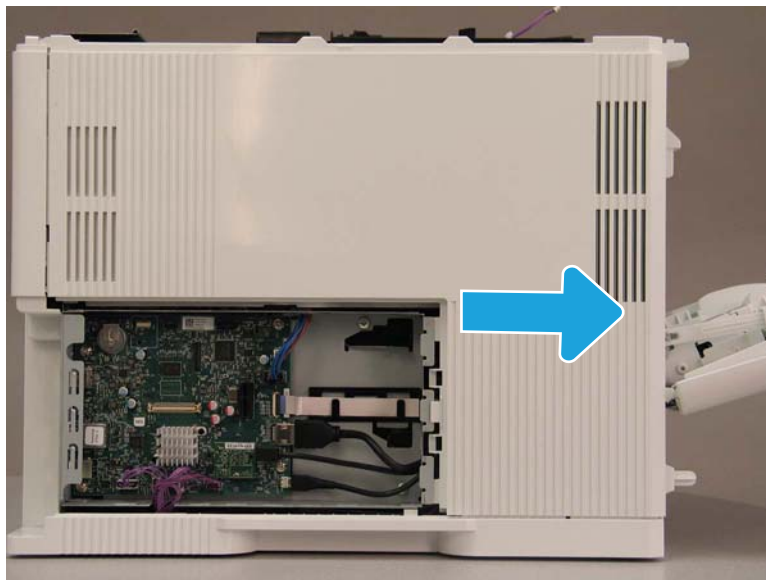
2. Remove one screw (callout 1).

Figure 8-2036 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2037 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


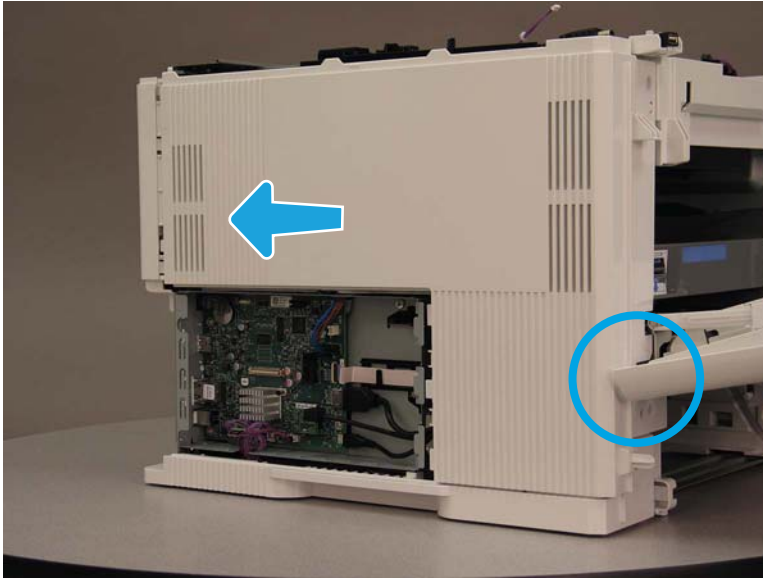
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2038 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


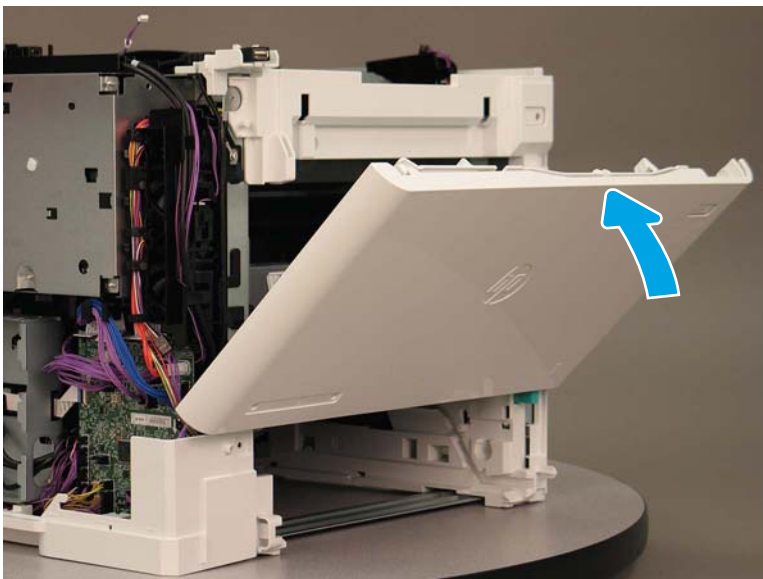
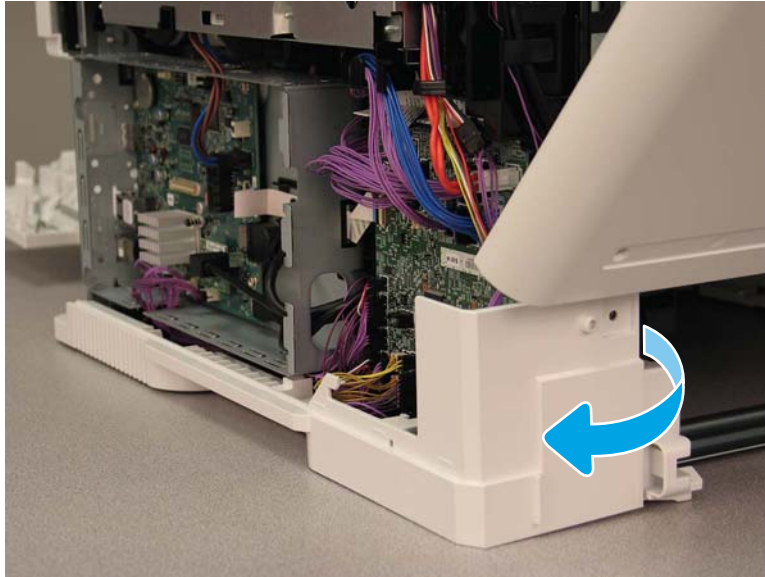
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-2039 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-2040 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


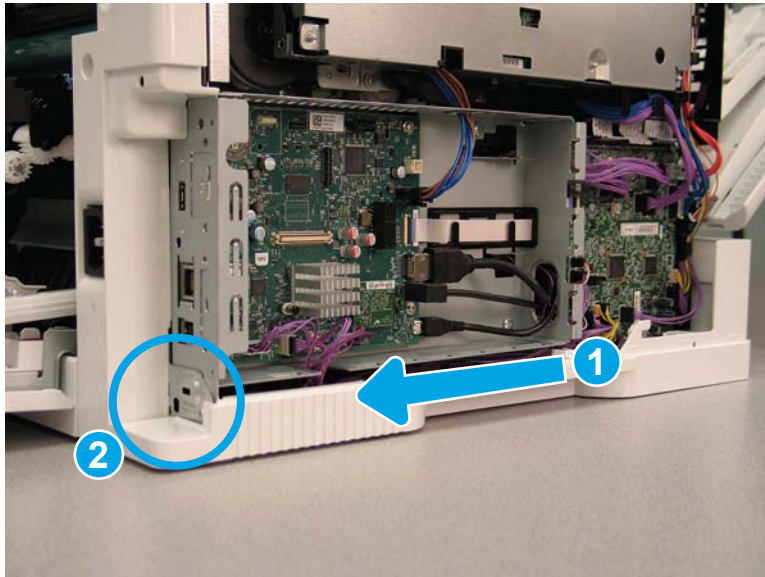
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2041 Slide the cover to release the boss and remove the left lower cover

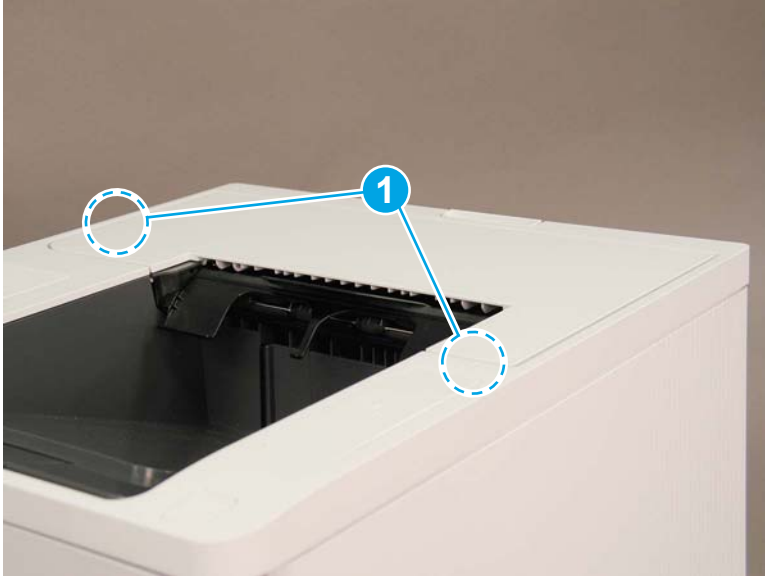


Remove the blanking cover

Follow these steps to remove the blanking cover.

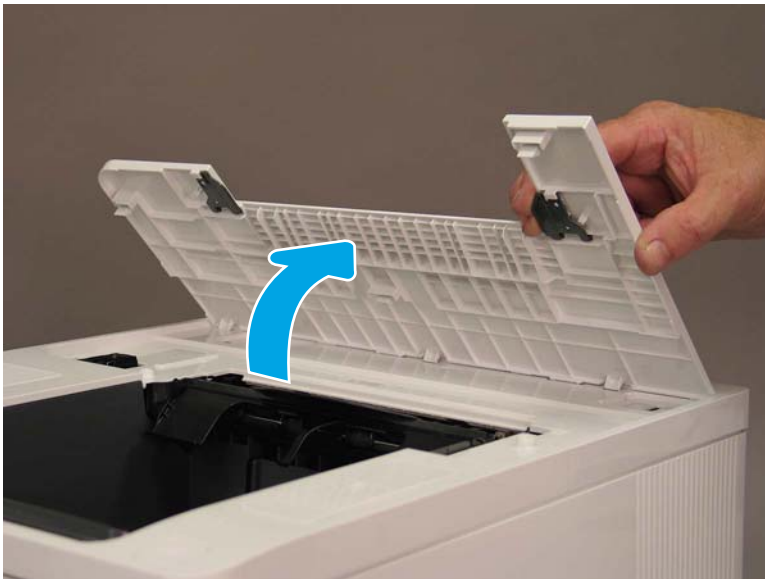
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-2042 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-2043 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


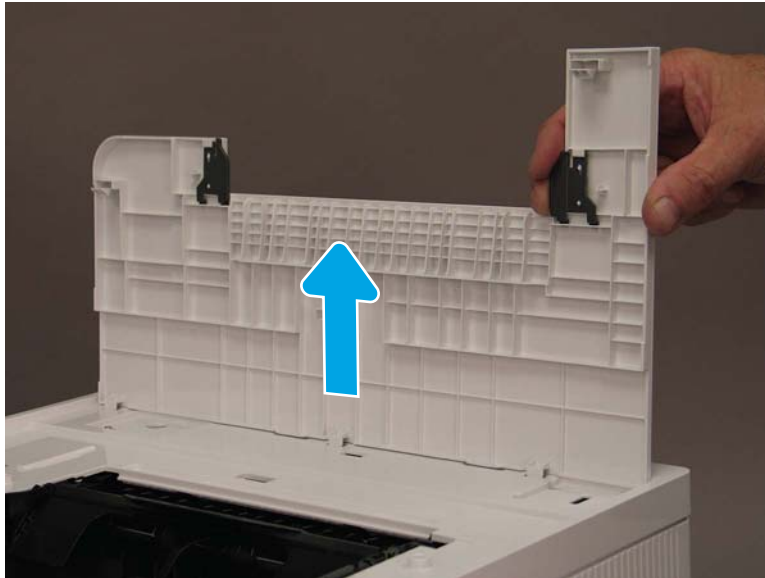
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2044 Lift the blanking cover up and remove it



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-2045 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.

- b. Remove the control panel cover.

Figure 8-2046 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-2047 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).

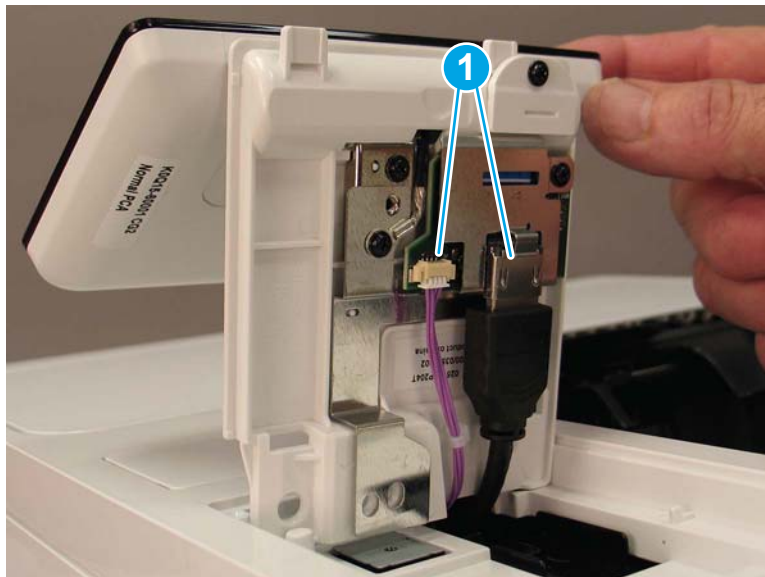
- b. Slide the control panel toward the back of the printer (callout 2) to release it.

Figure 8-2048 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.
 - b. Disconnect two connectors (callout 1).

Figure 8-2049 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-2050 Remove the control panel

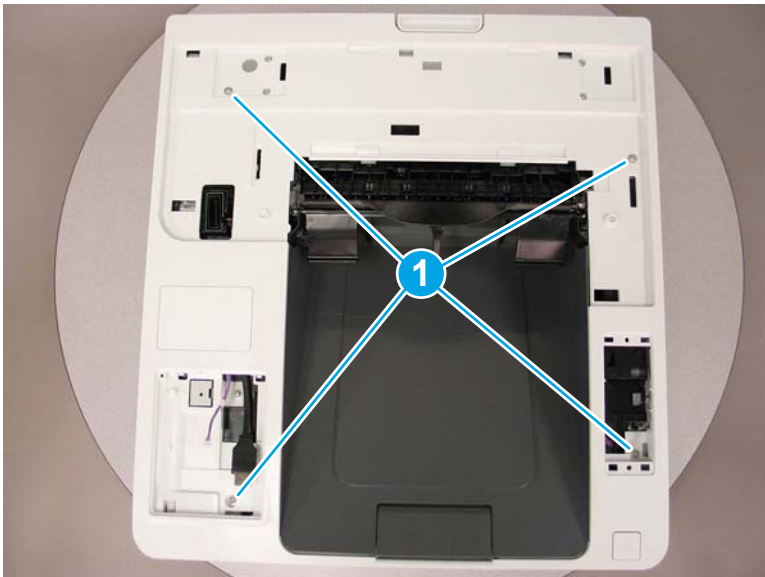


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-2051 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).

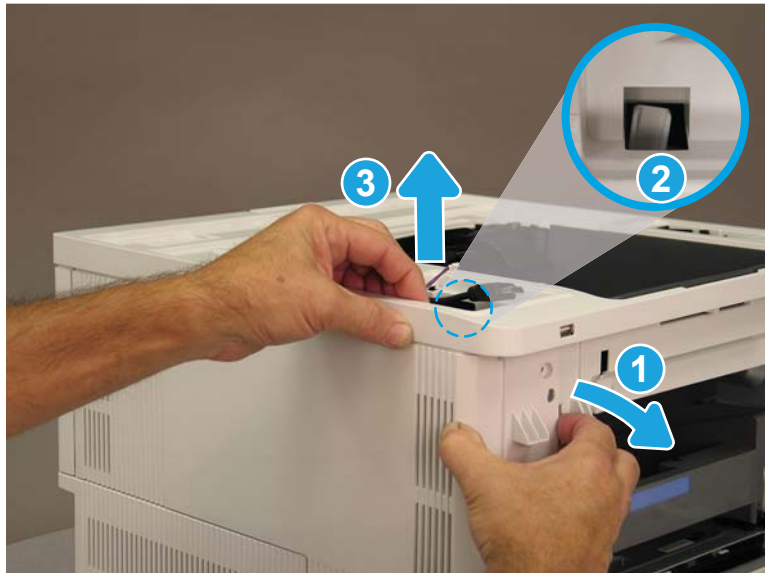
- c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

Figure 8-2052 Locate the tab and open the MP tray cover



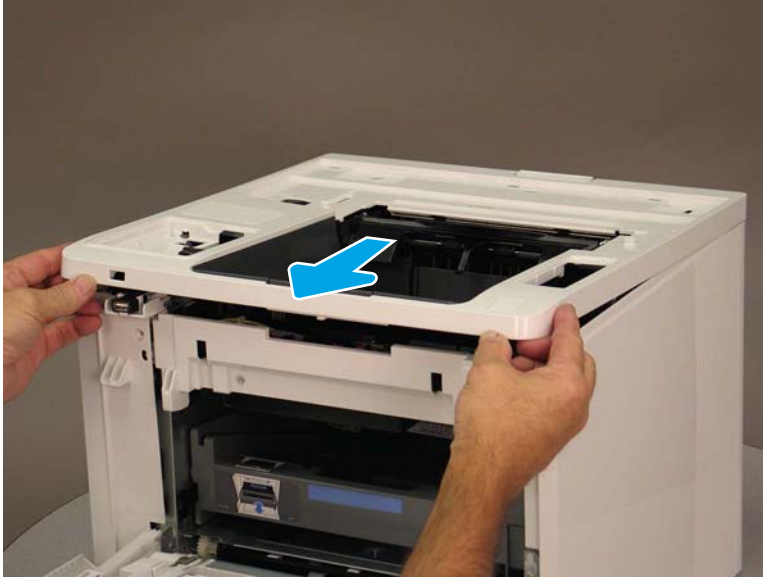
3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).
 - c. Lift up and release the top cover (callout 3).

Figure 8-2053 Flex the cover, release the tab, and release the top cover



4. Slide the top cover in the direction indicated by the arrow.

Figure 8-2054 Slide the top cover



5. Lift up and remove the top cover.


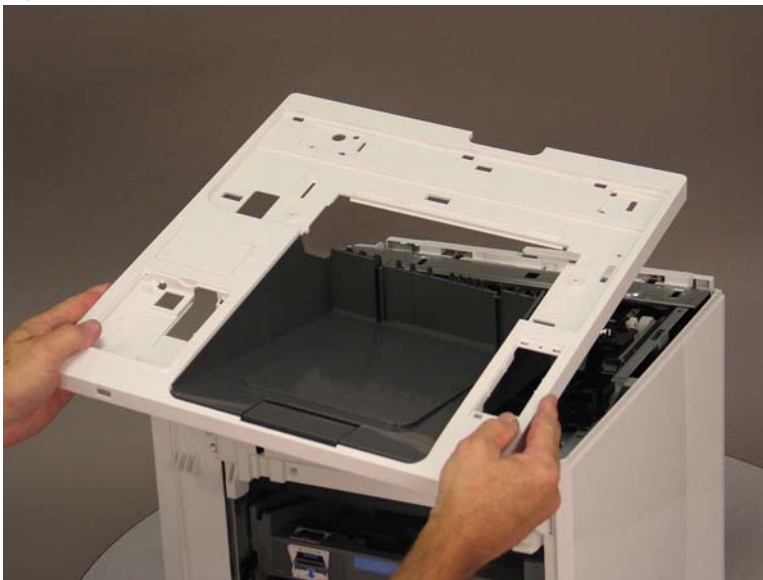
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2055 Lift and remove the top cover

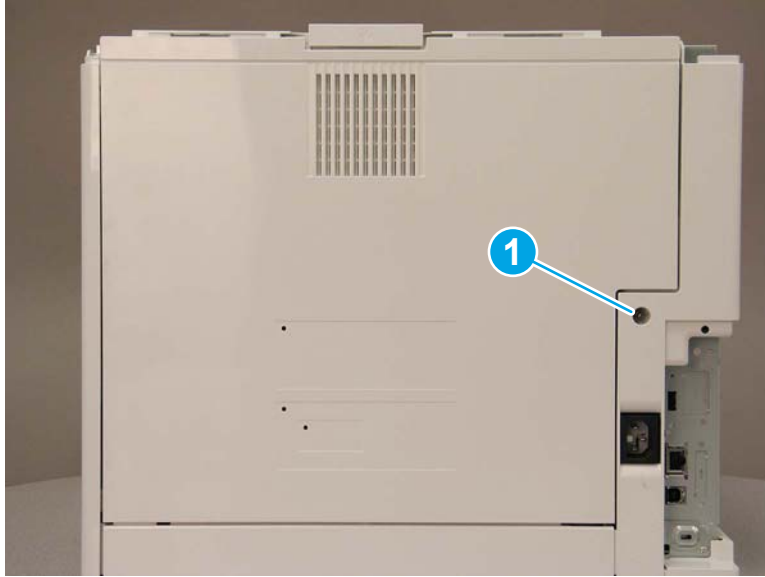


Remove the inlet cover

Follow these steps to remove the inlet cover.

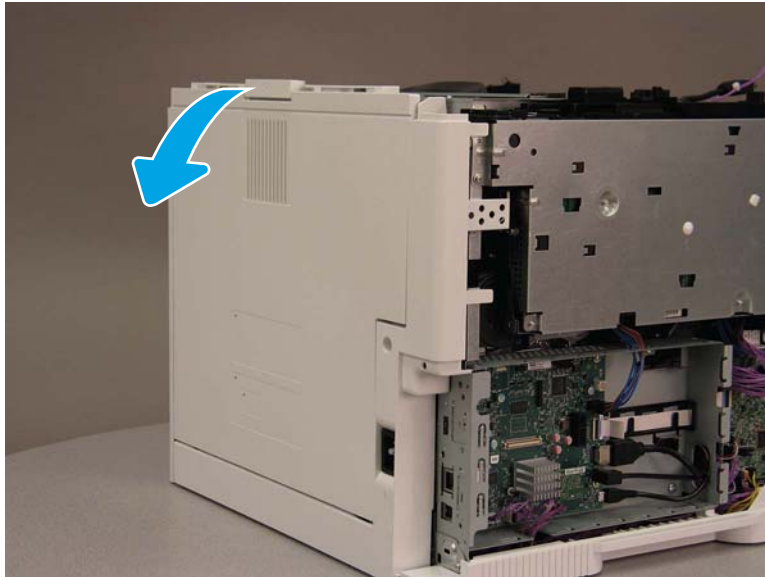
1. Remove one screw (callout 1).

Figure 8-2056 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-2057 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


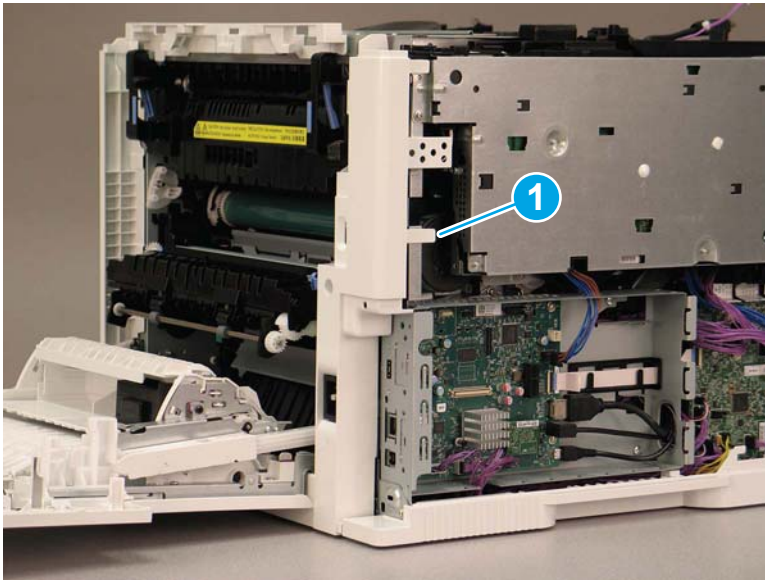
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2058 Release the tab and remove the inlet cover

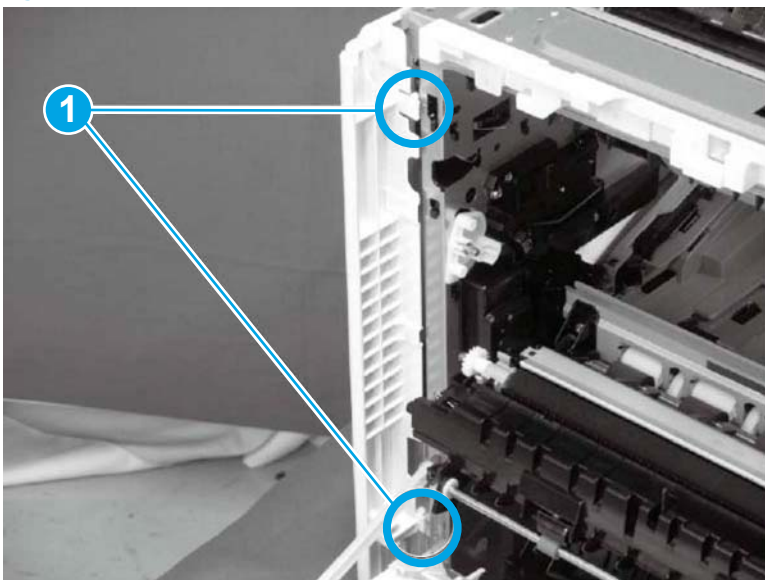


Remove the right cover

Follow these steps to remove the right cover.

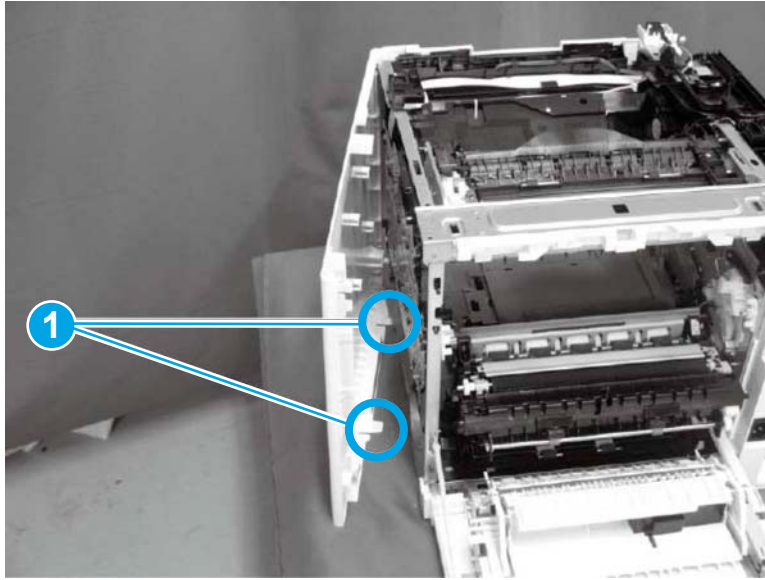
1. Release two tabs (callout 1).

Figure 8-2059 Release two tabs



2. Release four tabs (callout 1).

Figure 8-2060 Release four tabs



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the right cover (callout 2).


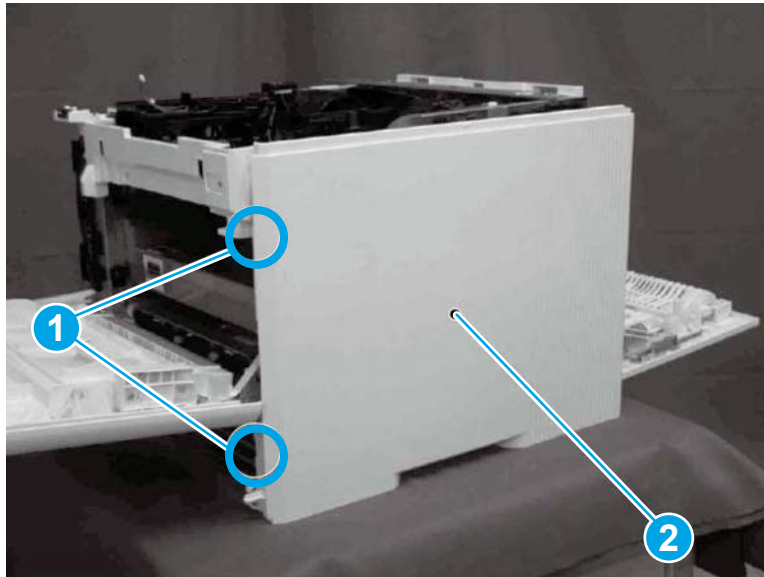
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2061 Release two tabs and remove the right cover

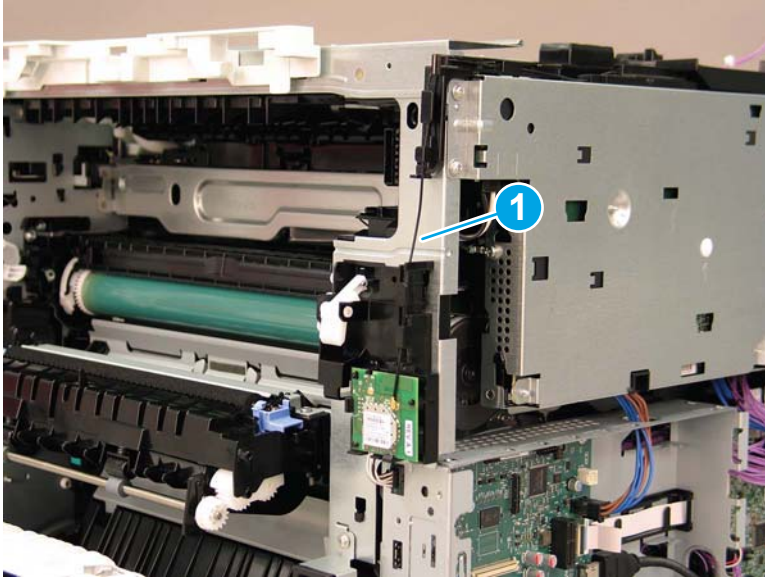


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

1. Disconnect the black WiFi antenna wire from the PCA (callout 1).

Figure 8-2062 Disconnect the WiFi antenna wire



2. Disconnect two connectors (callout 1).


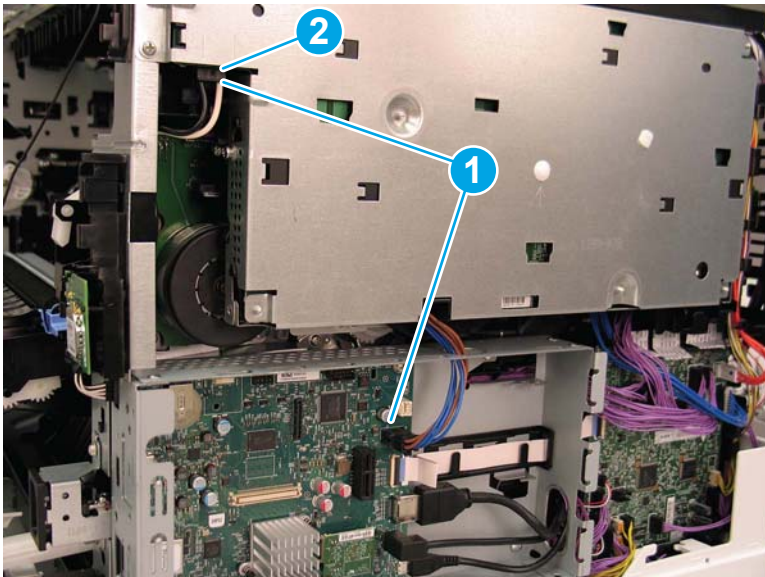
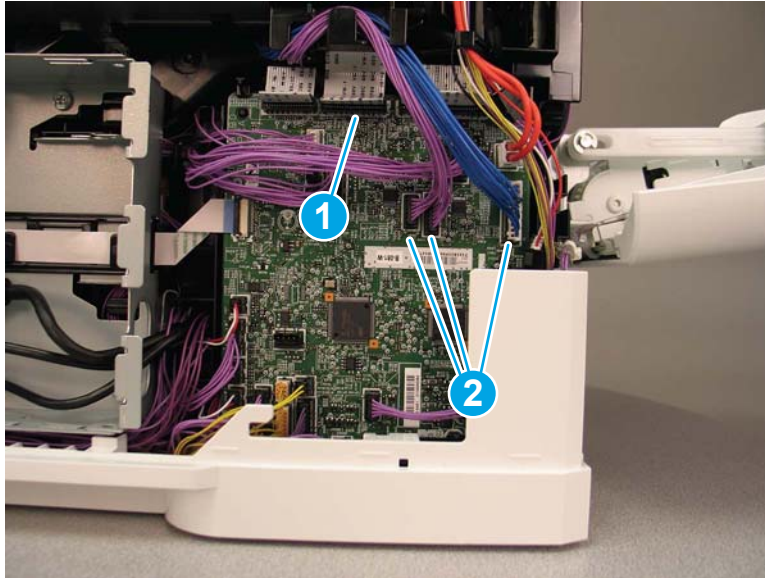
 **NOTE:** The white connector is located behind and under the sheet metal (callout 2).

Figure 8-2063 Disconnect two connectors



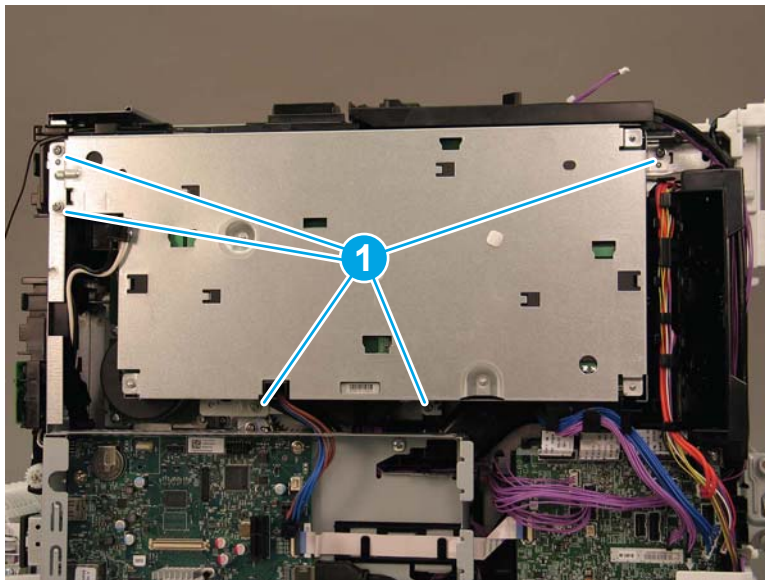
3. Disconnect one center FFC (callout 1) and two lower purple cables and one blue cable (callout 2).

Figure 8-2064 Disconnect one FFC and three colored cables



4. Remove five screws (callout 1).

Figure 8-2065 Remove five screws



5. To release the hook on the low voltage power supply (LVPS) bracket that attaches to the printer chassis, slightly lift up on the LVPS, and then pull the LVPS straight out from the printer chassis.


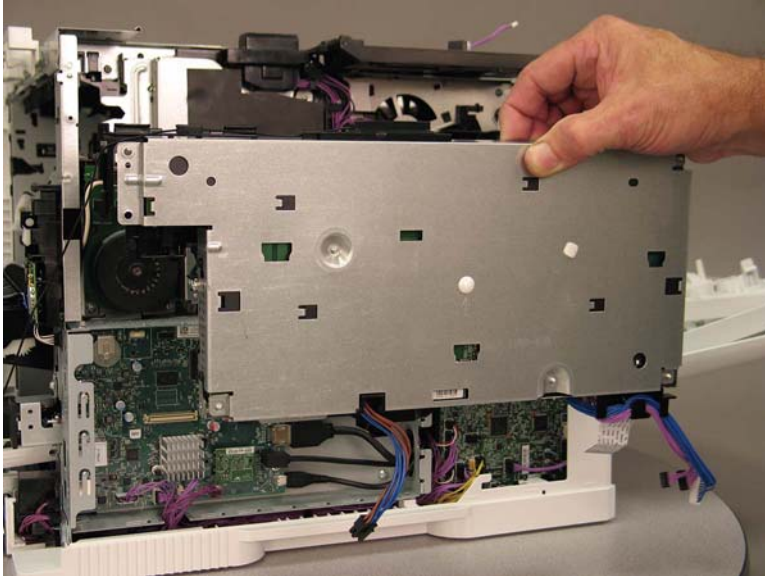
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2066 Lift and pull out to remove the LVPS

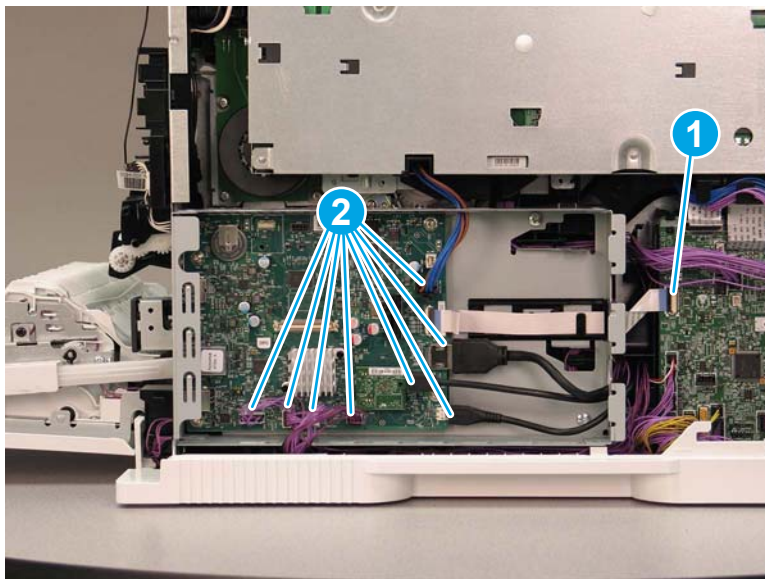


Remove the formatter and formatter cage assemblies

Follow these steps to remove the formatter and formatter cage assemblies.

1. Disconnect zero insertion force (ZIF) FFC (callout 1) from the DC controller, and then disconnect eight connectors (callout 2).

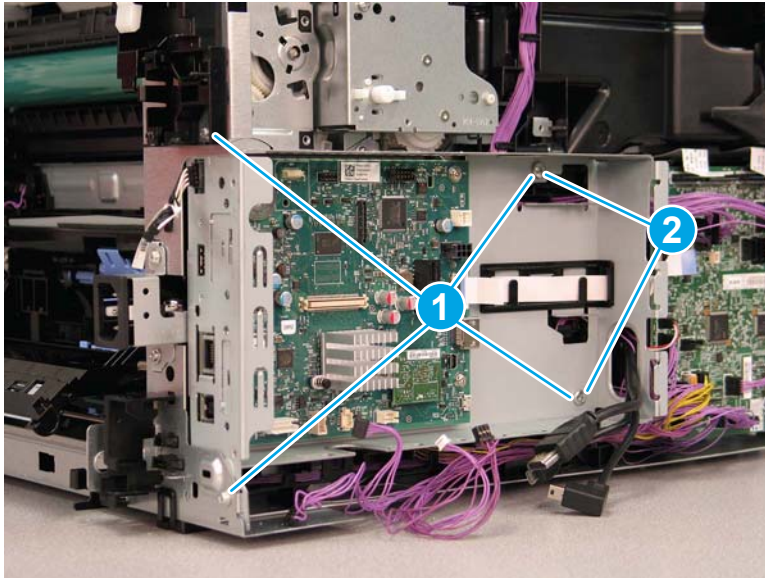
Figure 8-2067 Disconnect one ZIF FFC and eight other connectors



2. Remove four screws (callout 1).

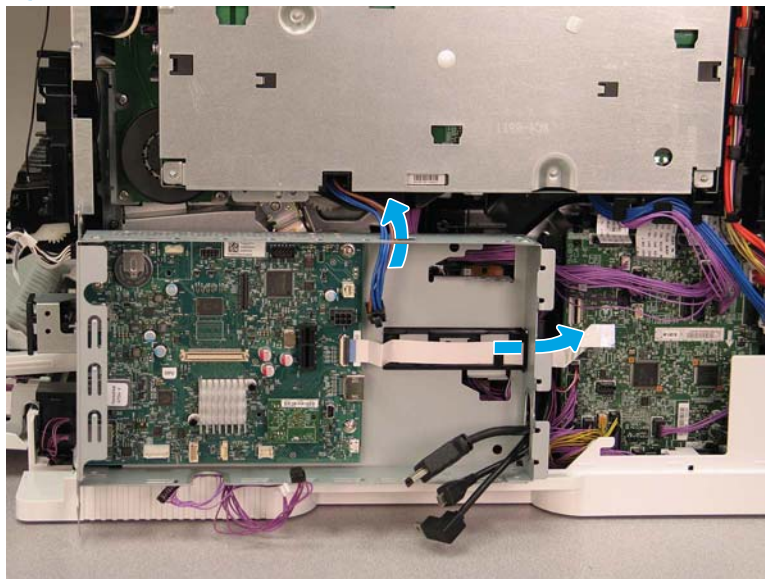
 **NOTE:** Two of the screws are self-tapping (callout 2).

Figure 8-2068 Remove four screws



3. Do the following:
 - a. Pull the cable through the top of the formatter cage in the direction indicated by the arrow.
 - b. Pull the FFC through the side of the formatter cage in the direction indicated by the arrow.

Figure 8-2069 Pull one cable and the FFC through the formatter cage



4. Do the following:
 - a. Pull the cables through the right side of the formatter cage in the direction indicated by the arrows.

- b. Remove the formatter cage.


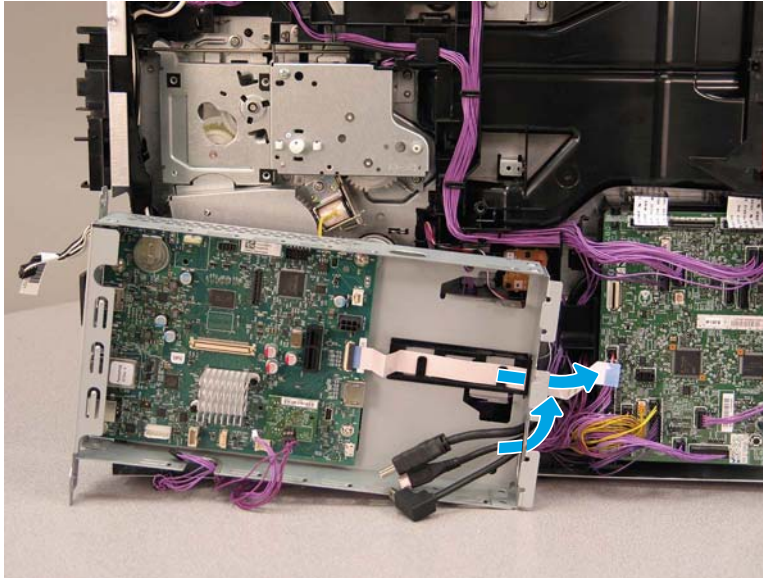
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2070 Pull one cable and the FFC through the formatter cage

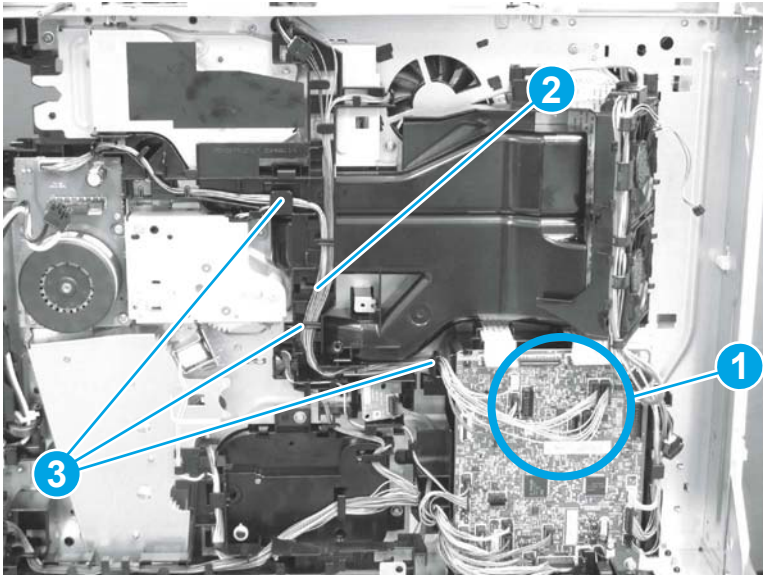


Remove the fuser drive assembly

Follow these steps to remove the fuser drive assembly.

1. Do the following:
 - a. Disconnect five connectors (callout 1).
 - b. Release the cable (callout 2) from the cable guides (callout 3).

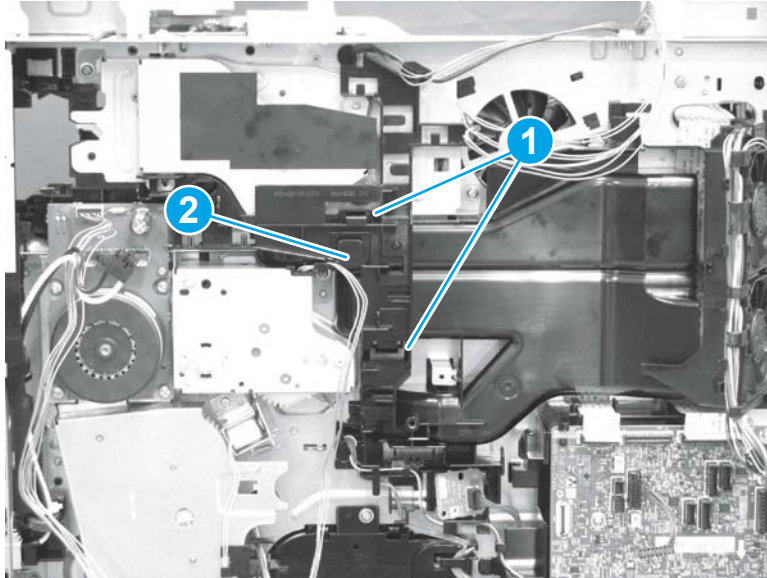
Figure 8-2071 Disconnect five connectors and release the cable



2. Do the following:

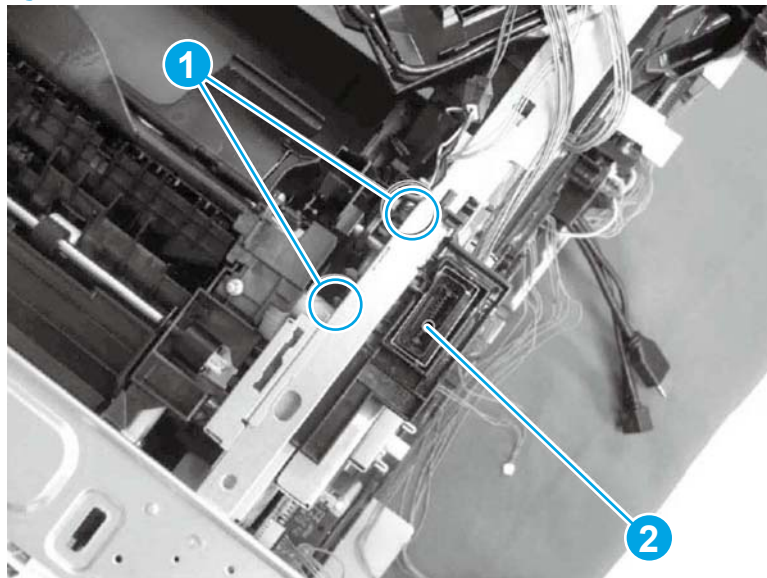
- a. Release two tabs (callout 1).
- b. Remove the cable guide (callout 2).

Figure 8-2072 Release two tabs and remove the cable guide



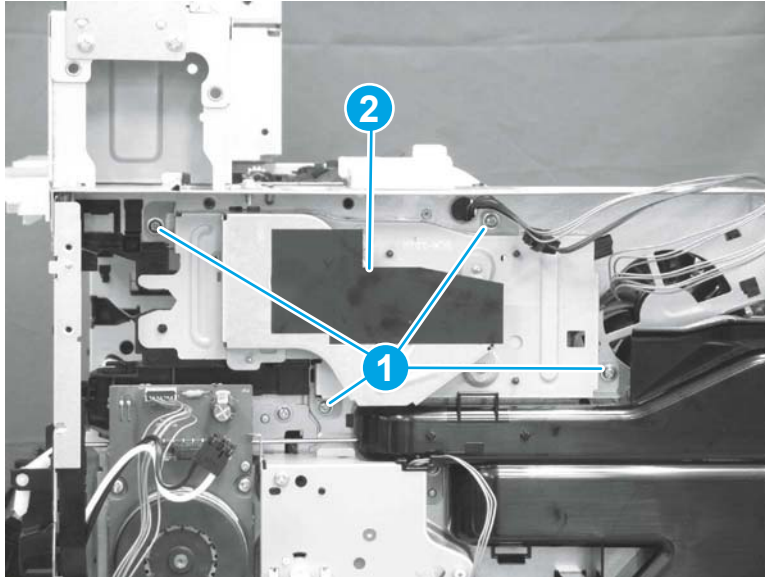
3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the connector assembly (callout 2).

Figure 8-2073 Release two tabs and remove the connector assembly



4. Do the following:
 - a. Remove three screws (callout 1).
 - b. Remove the fuser drive assembly (callout 2).

Figure 8-2074 Remove three screws and the fuser drive assembly



5. From the fuser drive assembly (callout 1), unhook one spring (callout 2), and then disconnect one connector (callout 3).


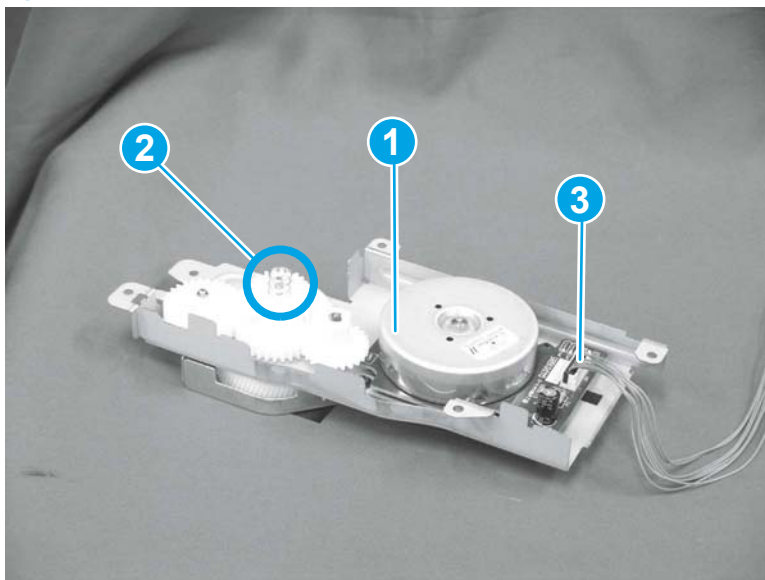
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2075 Unhook one spring and disconnect one connector



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Lifter drive assembly

This document provides the procedures to remove and replace the lifter drive assembly.

 [View a video of how to remove and replace the lifter drive assembly.](#)


Mean time to repair: 45 minutes

Service level: Advanced

 **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.

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 8-163 Part information

Part number	Part description
RM2-6744-000CN	Lifter drive assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

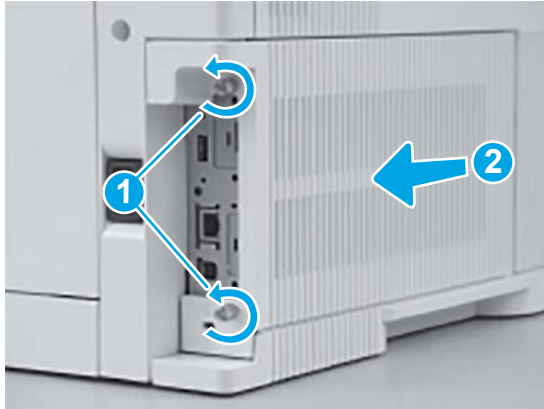
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2076 Release two thumb screws and remove the formatter cover

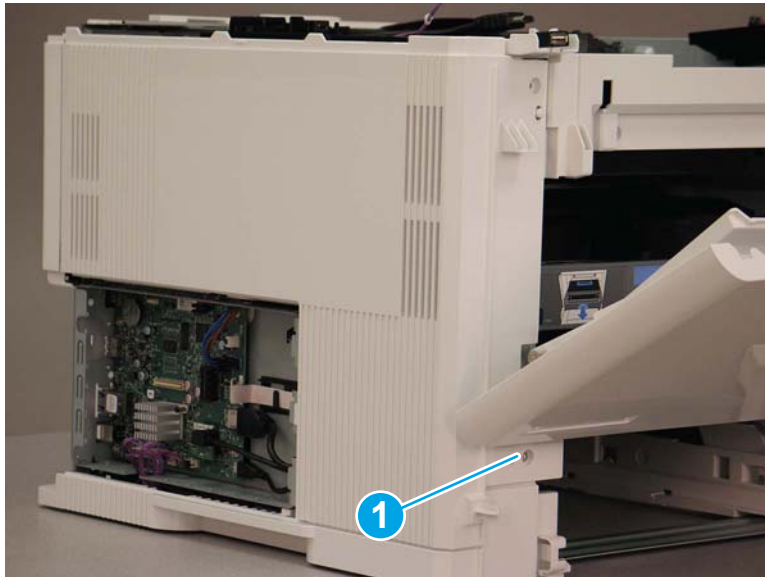


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2077 Open the cartridge door and remove one screw



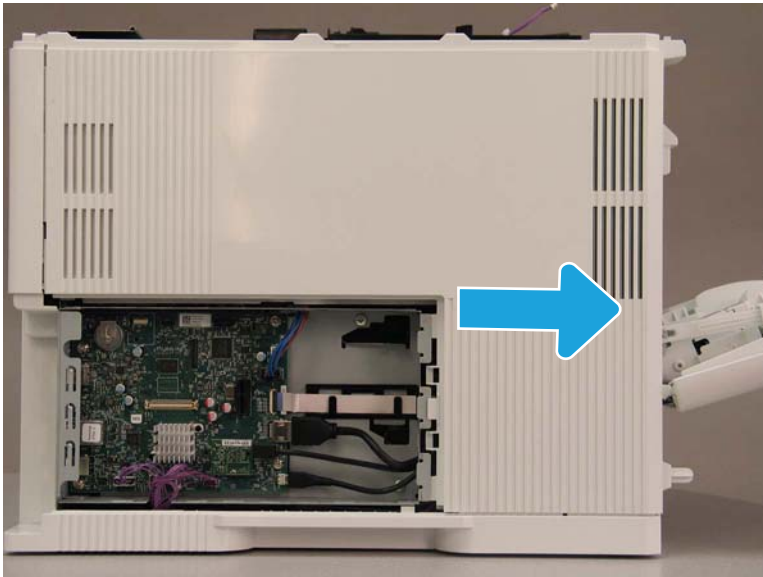
2. Remove one screw (callout 1).

Figure 8-2078 Remove one screw




3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2079 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


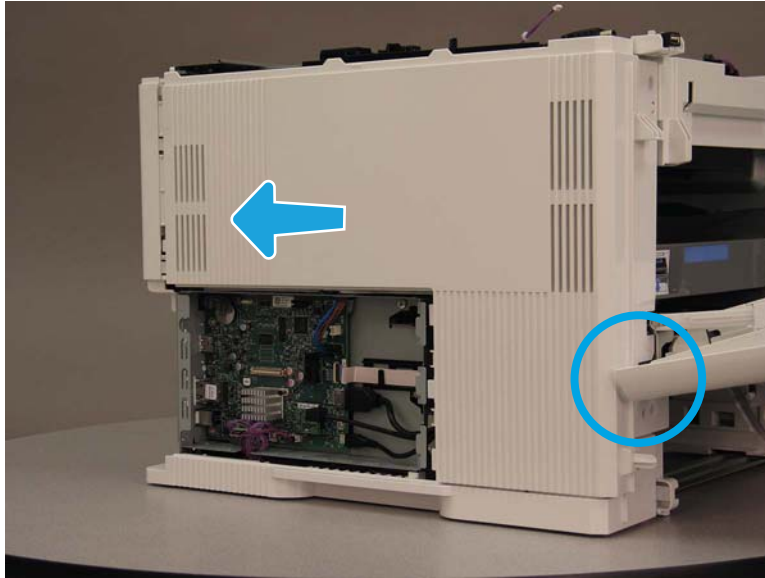
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2080 Remove the left cover

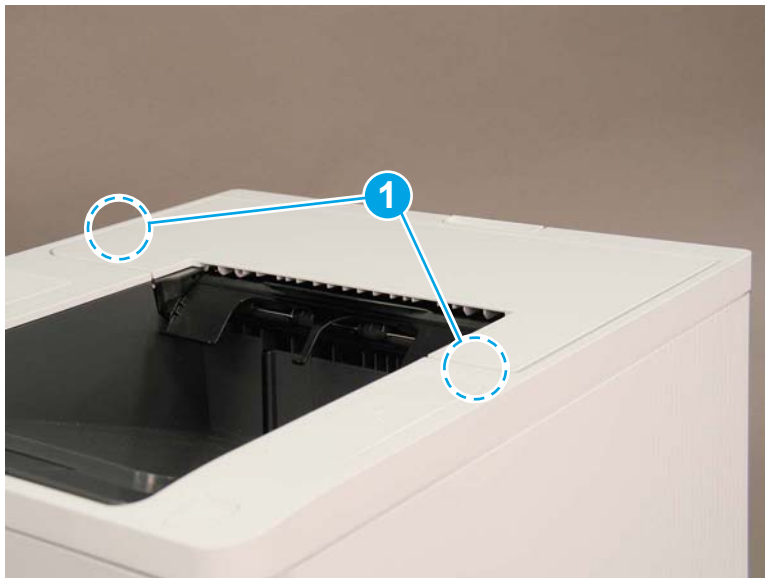


Remove the blanking cover

Follow these steps to remove the blanking cover.

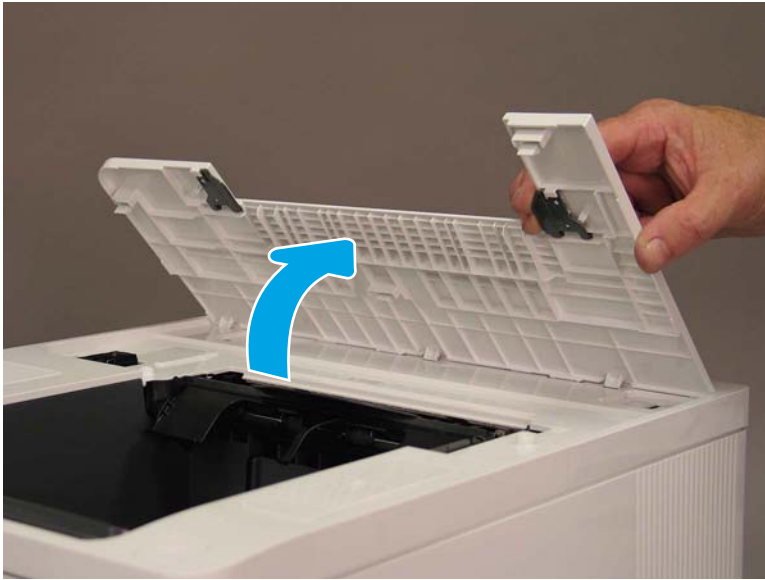
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-2081 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

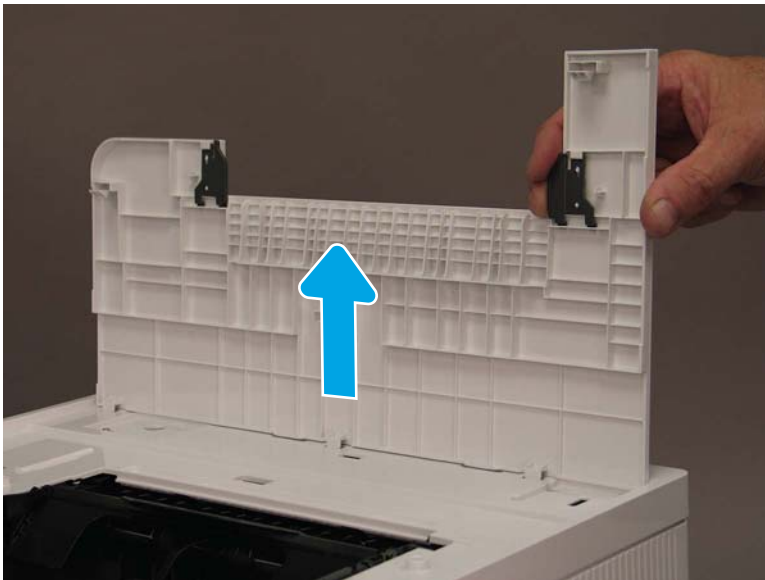
Figure 8-2082 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2083 Lift the blanking cover up and remove it



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-2084 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.
 - b. Remove the control panel cover.

Figure 8-2085 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-2086 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).
 - b. Slide the control panel toward the back of the printer (callout 2) to release it.

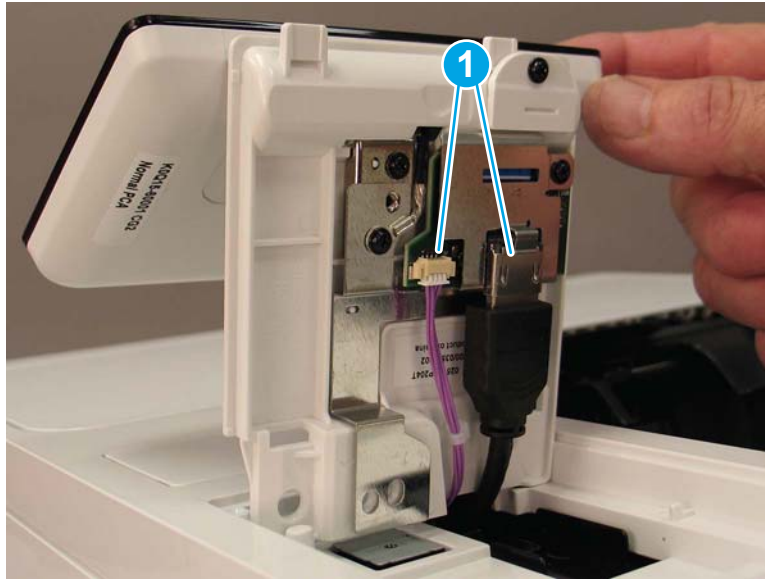
Figure 8-2087 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.

- b. Disconnect two connectors (callout 1).

Figure 8-2088 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-2089 Remove the control panel

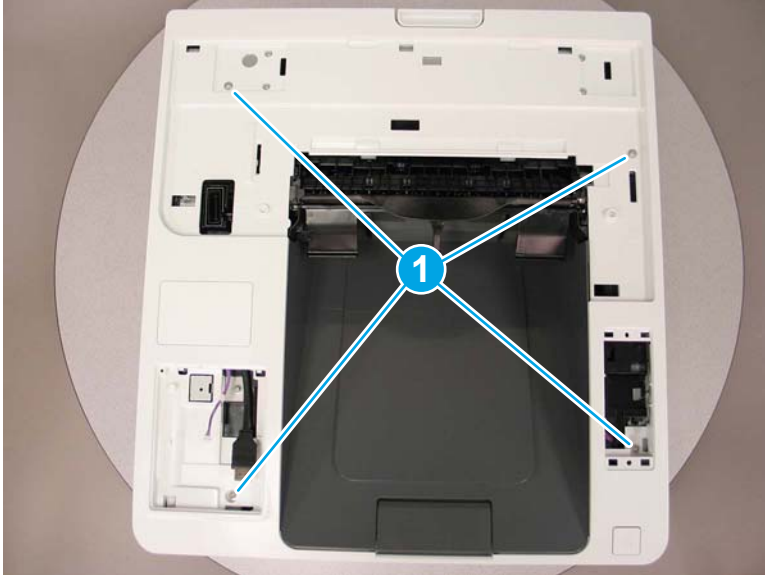


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-2090 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).
 - c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

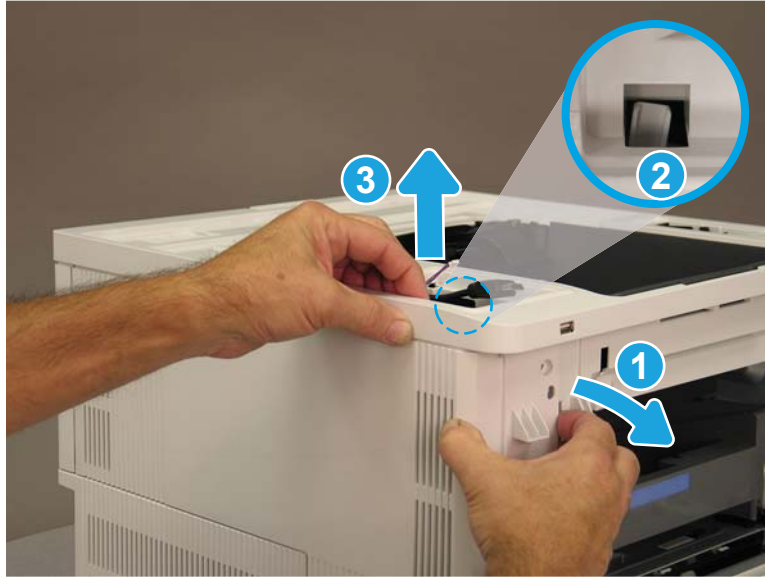
Figure 8-2091 Locate the tab and open the MP tray cover



3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).

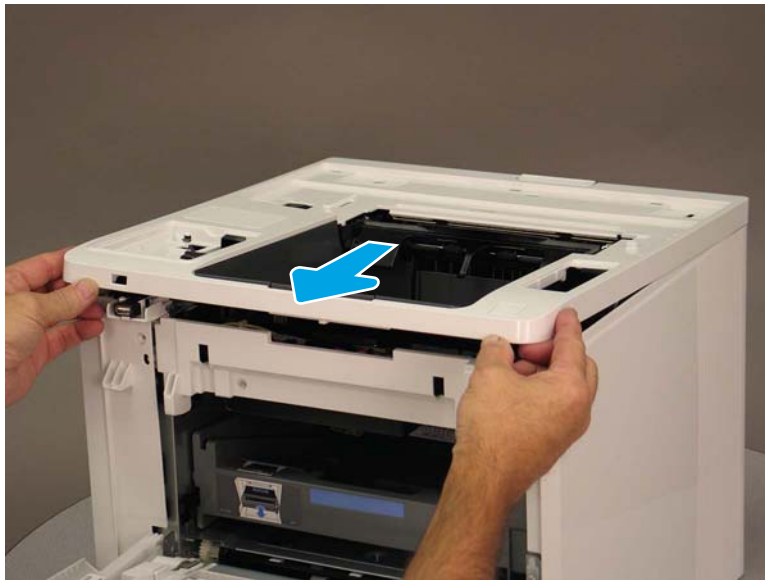
- c. Lift up and release the top cover (callout 3).

Figure 8-2092 Flex the cover, release the tab, and release the top cover



- 4. Slide the top cover in the direction indicated by the arrow.

Figure 8-2093 Slide the top cover



5. Lift up and remove the top cover.


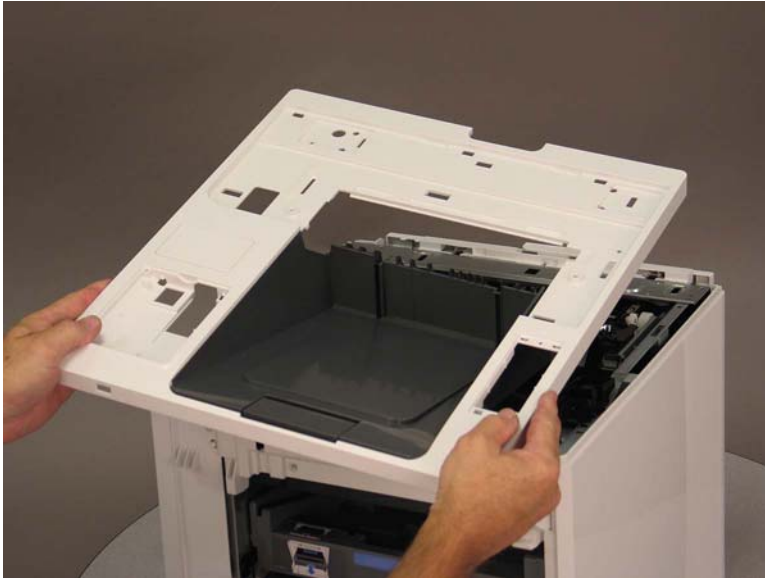
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2094 Lift and remove the top cover

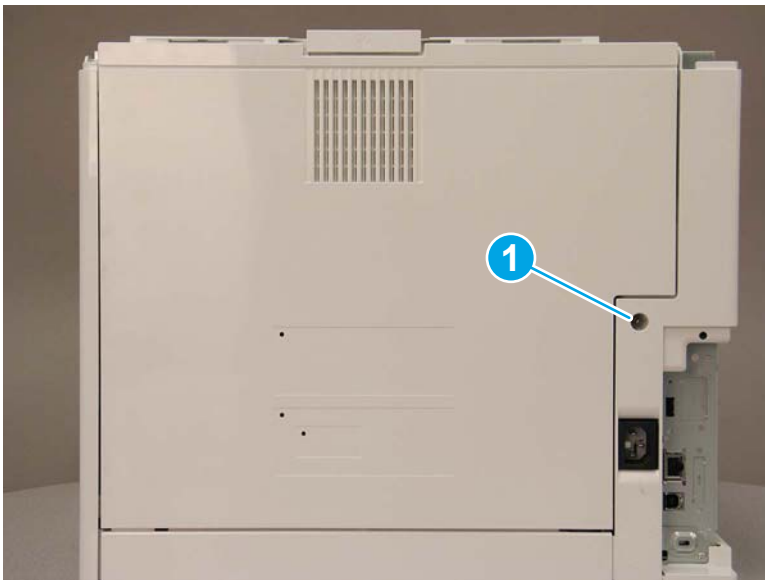


Remove the inlet cover

Follow these steps to remove the inlet cover.

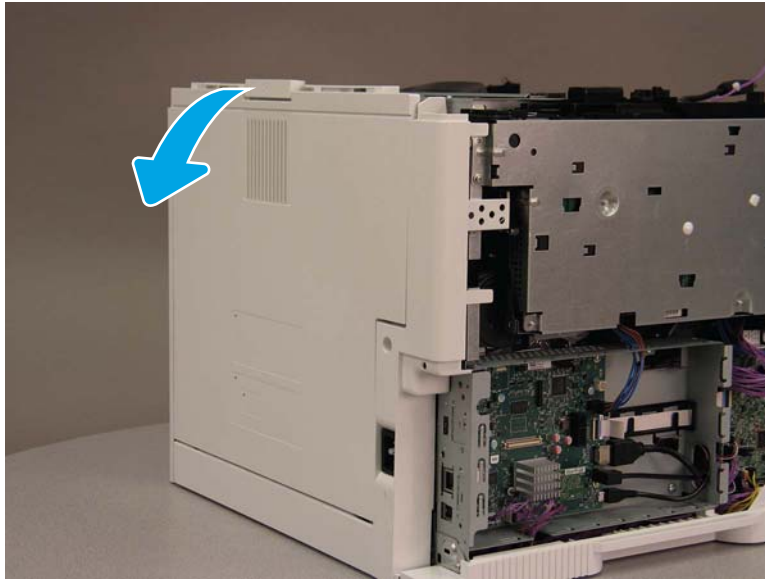
1. Remove one screw (callout 1).

Figure 8-2095 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-2096 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


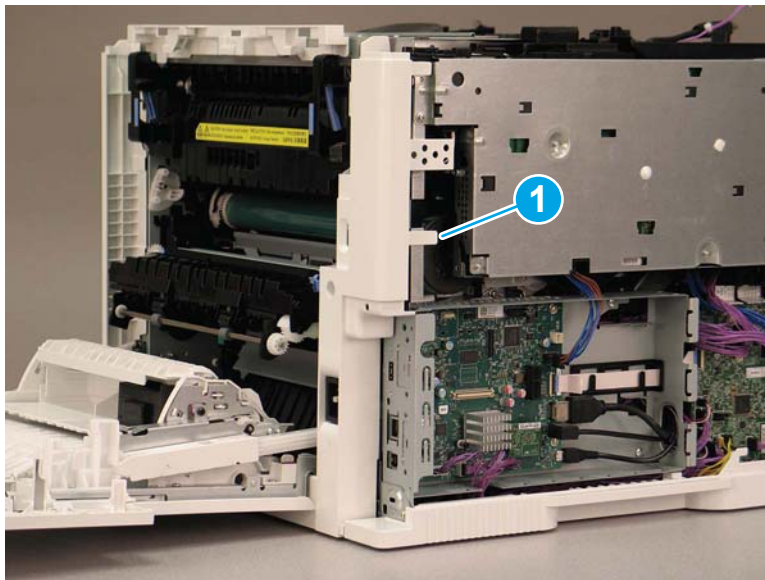
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2097 Release the tab and remove the inlet cover

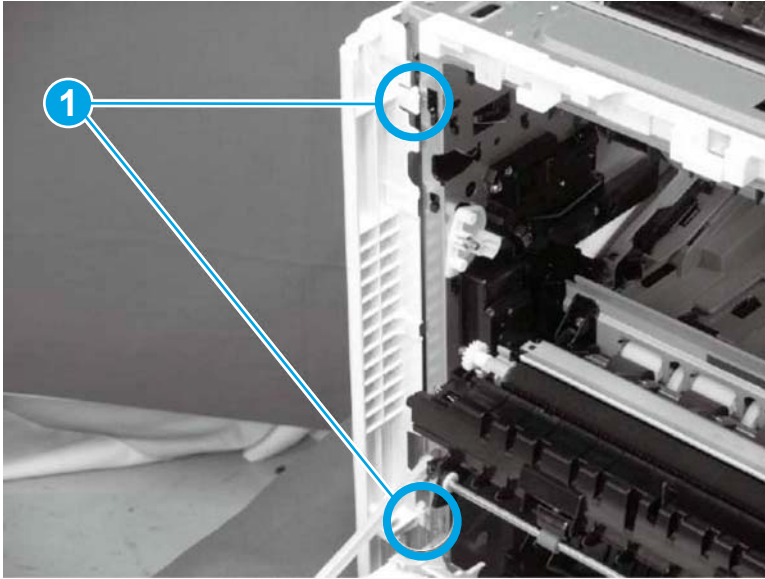


Remove the right cover

Follow these steps to remove the right cover.

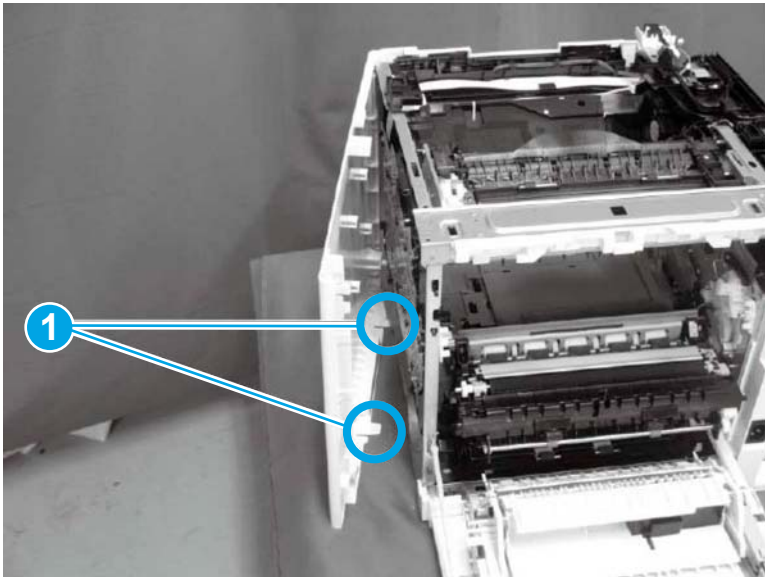
1. Release two tabs (callout 1).

Figure 8-2098 Release two tabs



2. Release four tabs (callout 1).

Figure 8-2099 Release four tabs



3. Do the following:
 - a. Release two tabs (callout 1).

- b. Remove the right cover (callout 2).


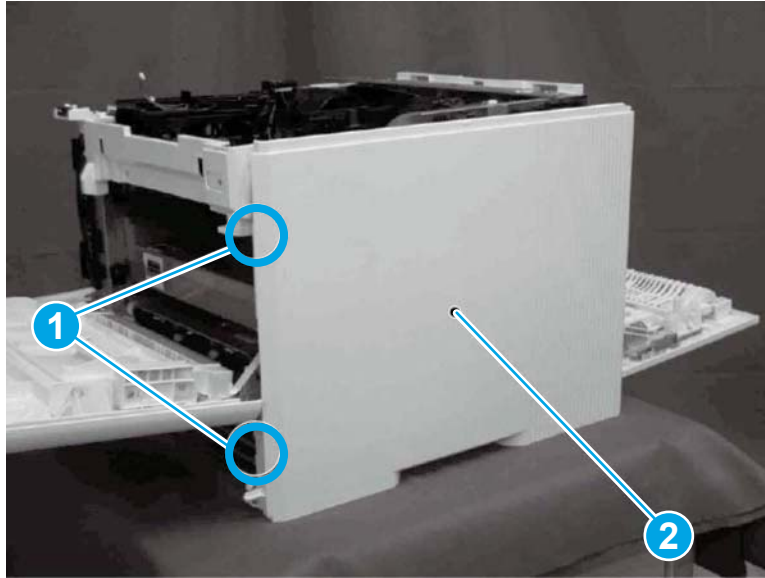
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2100 Release two tabs and remove the right cover

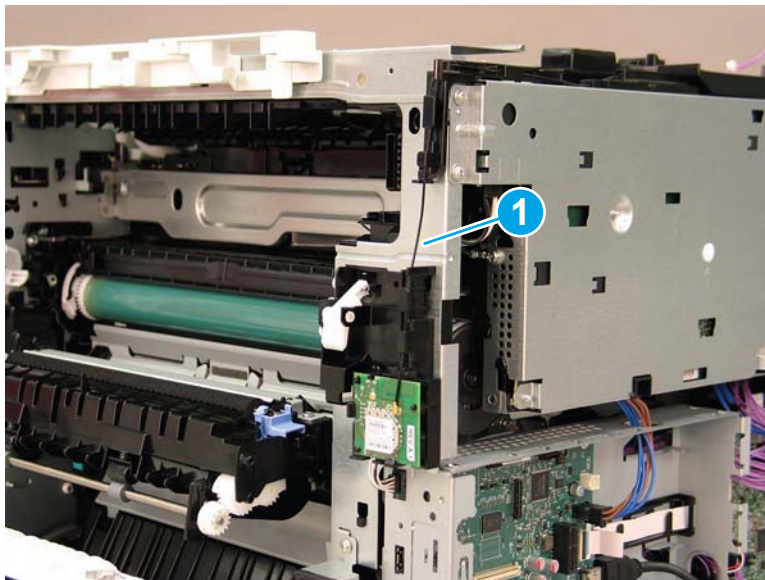


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

1. Disconnect the black WiFi antenna wire from the PCA (callout 1).

Figure 8-2101 Disconnect the WiFi antenna wire



2. Disconnect two connectors (callout 1).


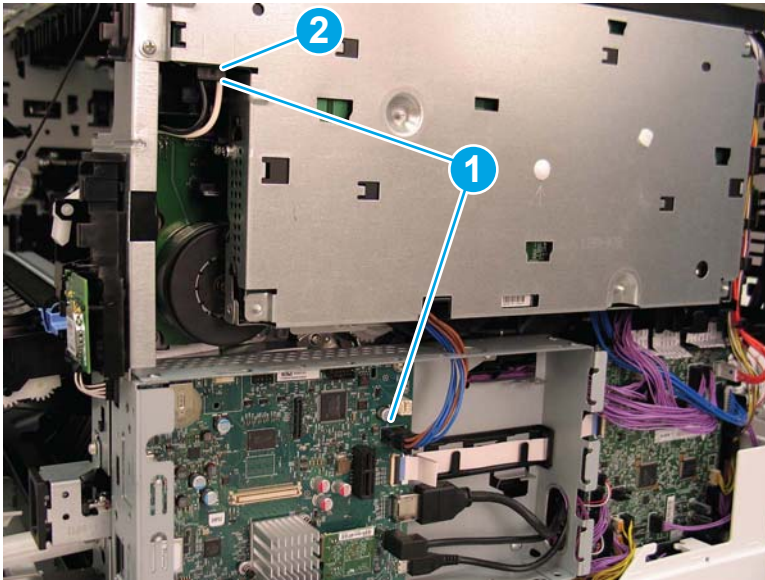
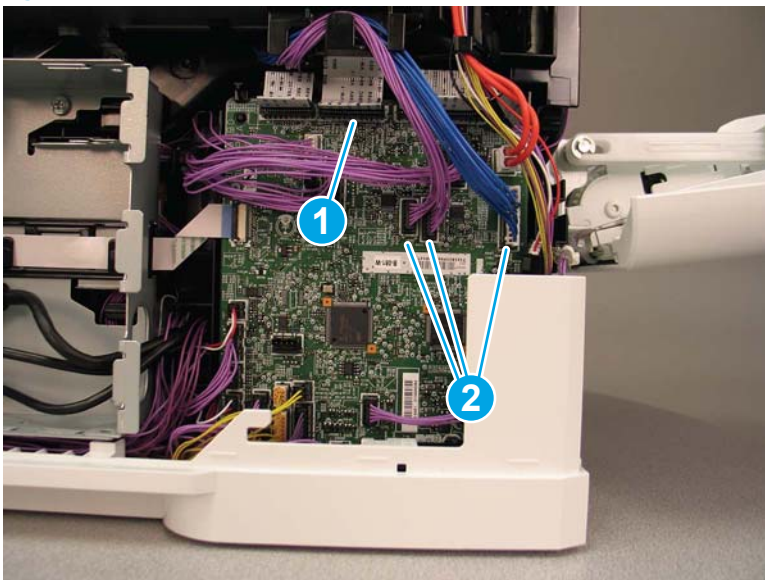
 **NOTE:** The white connector is located behind and under the sheet metal (callout 2).

Figure 8-2102 Disconnect two connectors



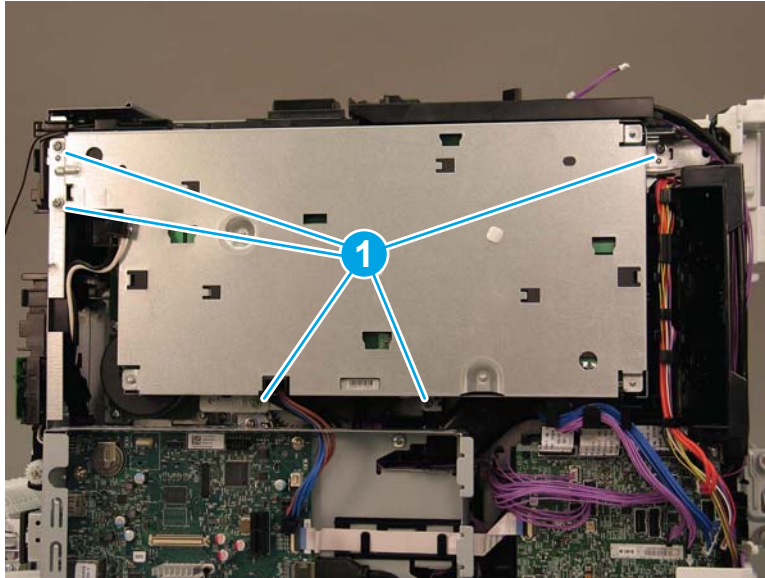
3. Disconnect one center FFC (callout 1) and two lower purple cables and one blue cable (callout 2).

Figure 8-2103 Disconnect one FFC and three colored cables



4. Remove five screws (callout 1).

Figure 8-2104 Remove five screws



5. To release the hook on the low voltage power supply (LVPS) bracket that attaches to the printer chassis, slightly lift up on the LVPS, and then pull the LVPS straight out from the printer chassis.


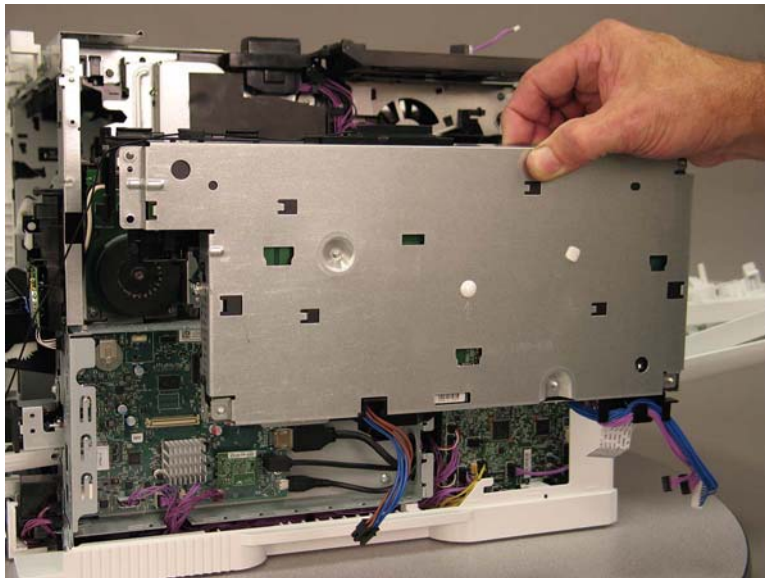
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2105 Lift and pull out to remove the LVPS

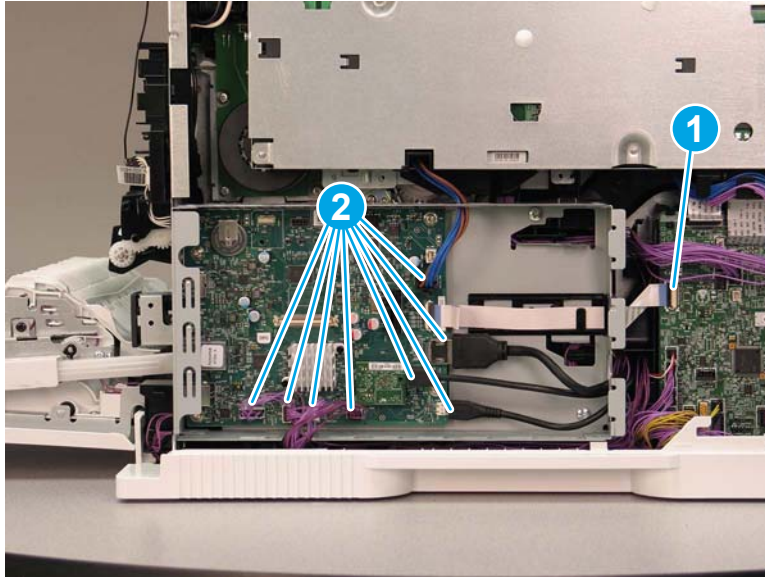


Remove the formatter and formatter cage assemblies

Follow these steps to remove the formatter and formatter cage assemblies.

1. Disconnect zero insertion force (ZIF) FFC (callout 1) from the DC controller, and then disconnect eight connectors (callout 2).

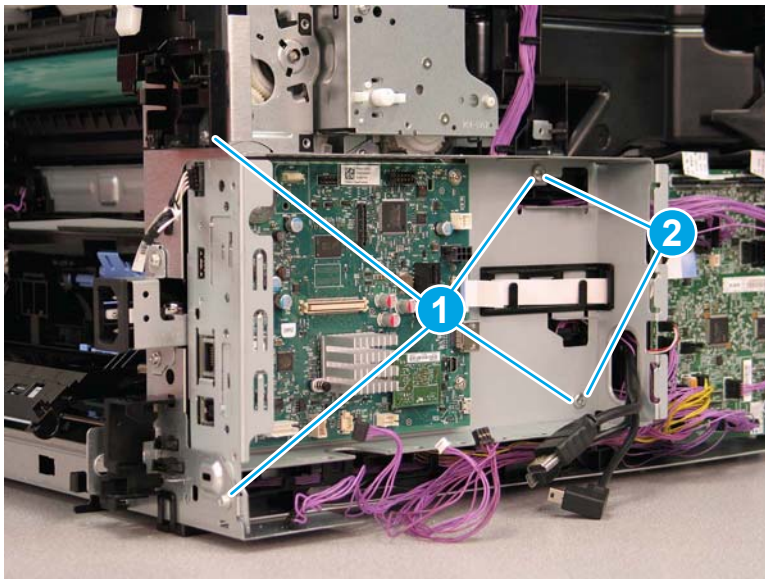
Figure 8-2106 Disconnect one ZIF FFC and eight other connectors



2. Remove four screws (callout 1).

 **NOTE:** Two of the screws are self-tapping (callout 2).

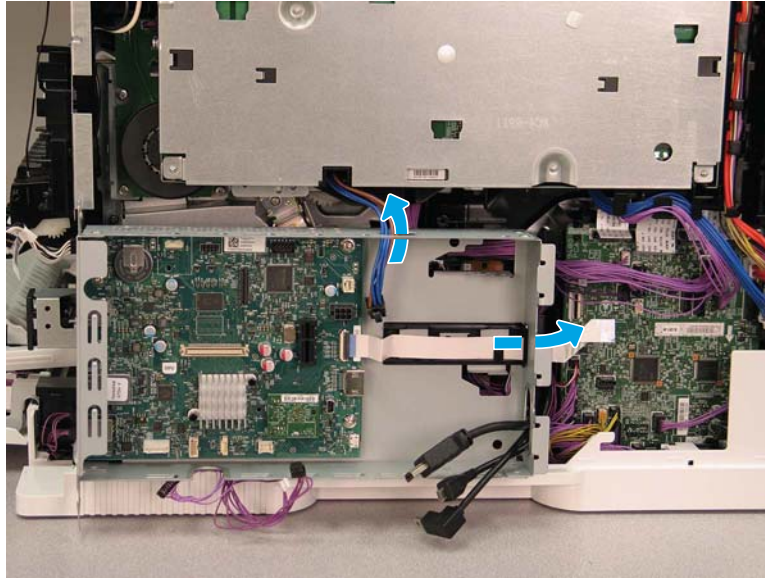
Figure 8-2107 Remove four screws



3. Do the following:
 - a. Pull the cable through the top of the formatter cage in the direction indicated by the arrow.

- b. Pull the FFC through the side of the formatter cage in the direction indicated by the arrow.

Figure 8-2108 Pull one cable and the FFC through the formatter cage



- 4. Do the following:
 - a. Pull the cables through the right side of the formatter cage in the direction indicated by the arrows.
 - b. Remove the formatter cage.


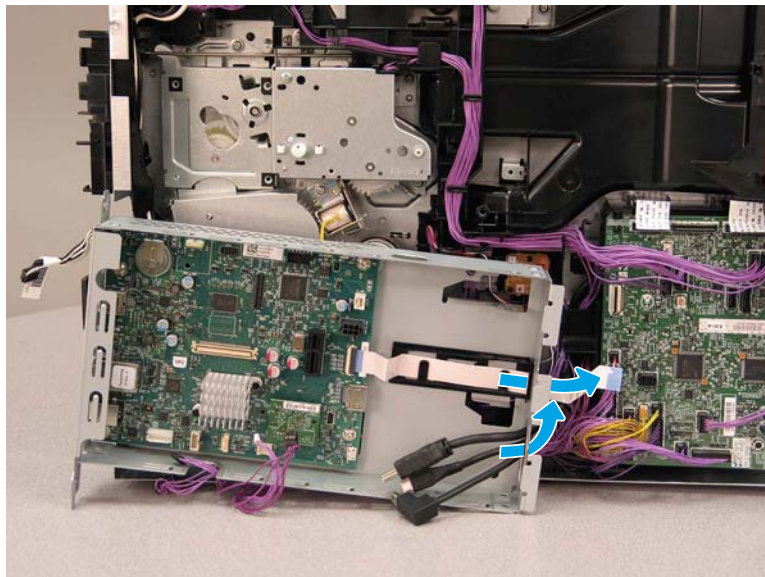
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2109 Pull one cable and the FFC through the formatter cage

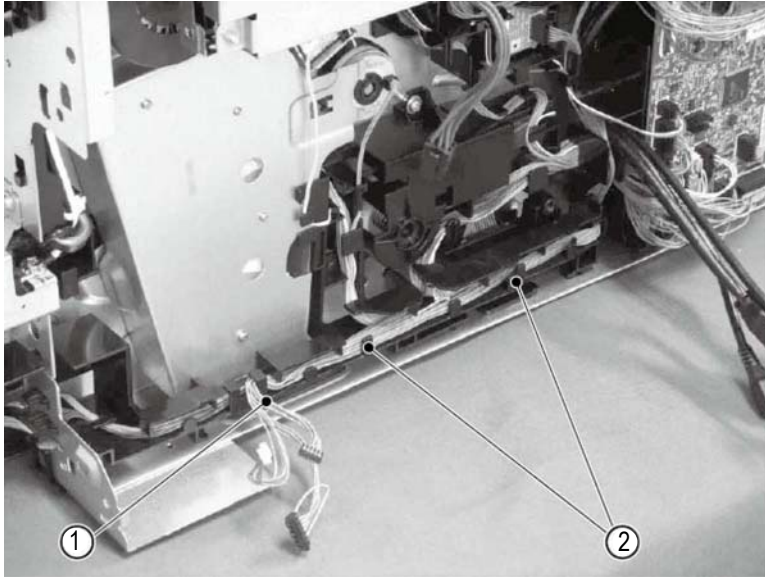


Remove the lifter drive assembly

Follow these steps to remove the lifter drive assembly.

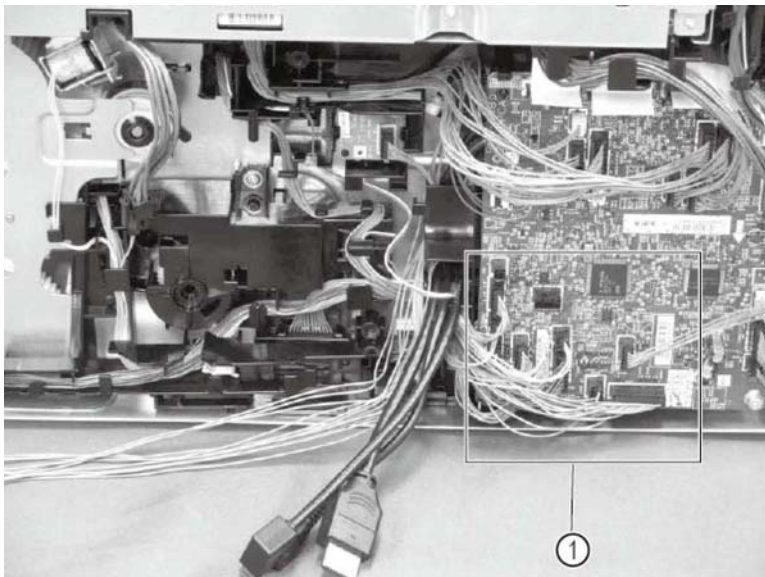
- 1. Release the cable (callout 1) from the cable guides (callout 2).

Figure 8-2110 Release the cable from the cable guides



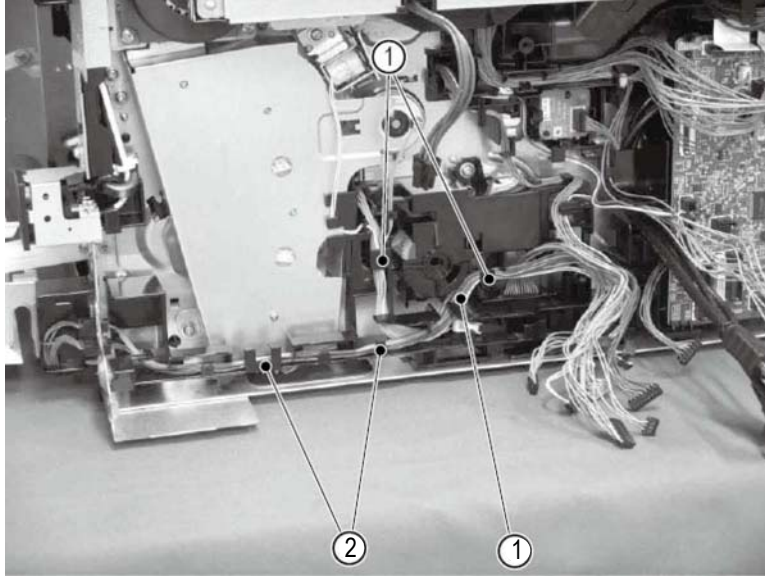
2. Disconnect eight connectors (callout 1).

Figure 8-2111 Disconnect eight connectors



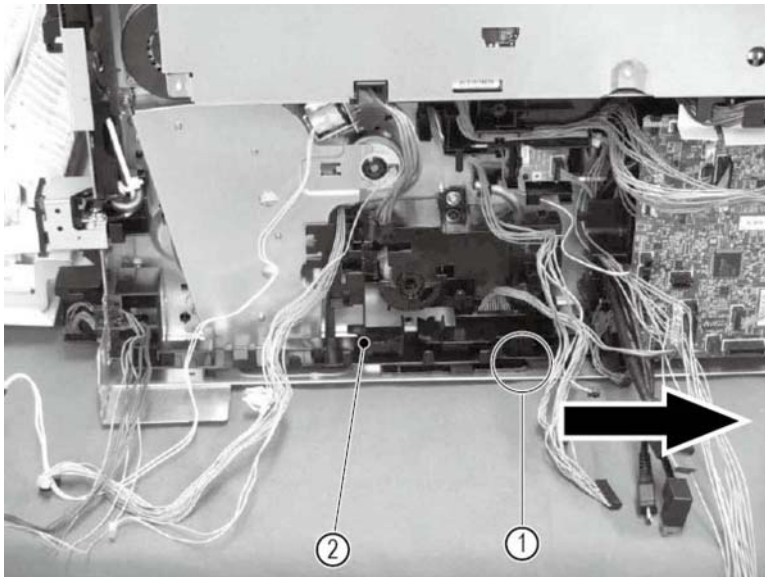
3. Release the cable (callout 1) from the cable guides (callout 2).

Figure 8-2112 Release the cable from the cable guides



4. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction indicated by the arrow, and remove it.

Figure 8-2113 Release one tab and remove the cable guide



5. Do the following:
 - a. Remove two screws (callout 1).
 - b. Release two tabs (callout 2).
 - c. Remove the lifter drive assembly (callout 3).


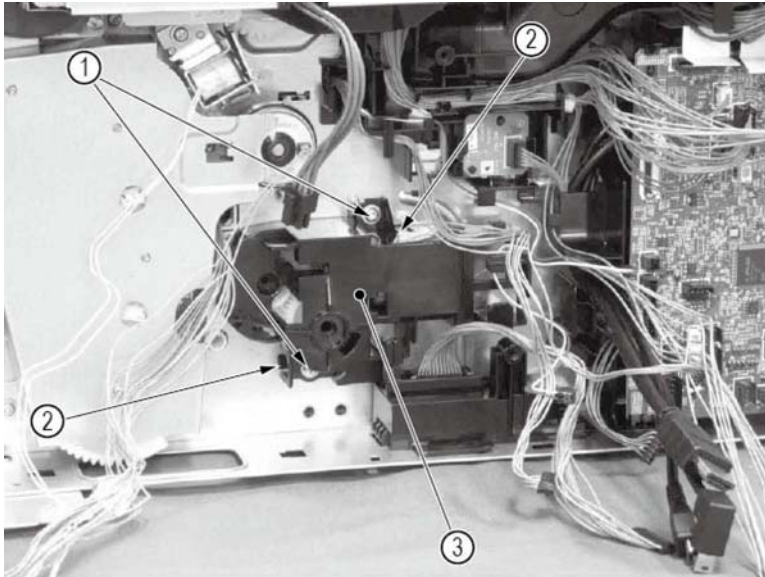
 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-2114 Remove two screws and release two tabs and remove the lifter drive assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Developing drive assembly

This document provides the procedures to remove and replace the developing drive assembly.



[View a video of how to remove and replace the developing drive assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-164 Part information

Part number	Part description
RM2-6756-000CN	Developing drive assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

Follow these steps to remove the formatter cover.

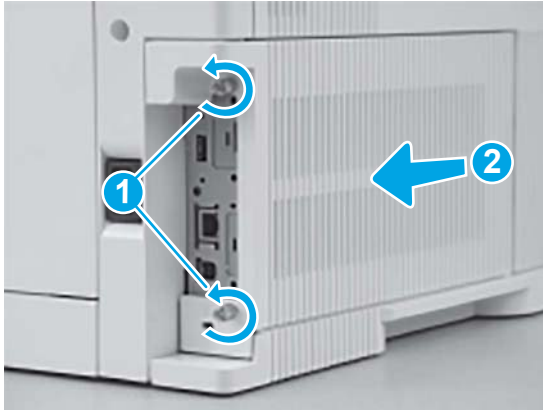
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2115 Release two thumb screws and remove the formatter cover

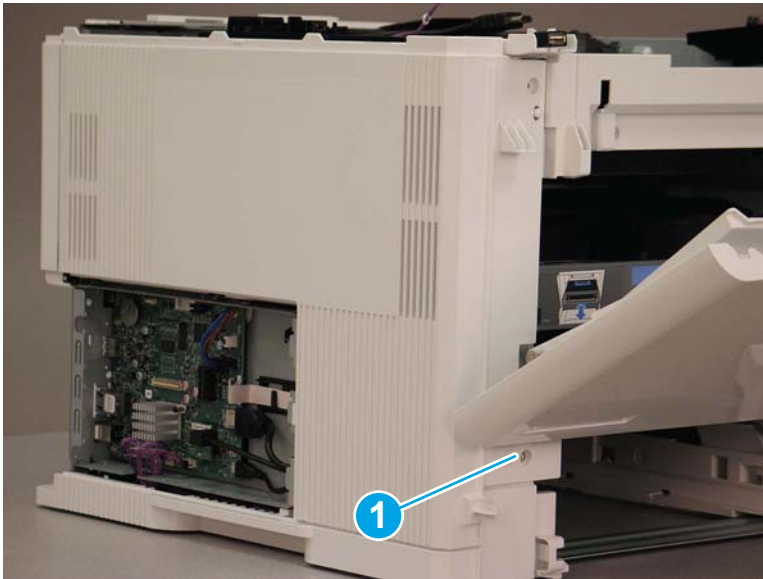


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2116 Open the cartridge door and remove one screw



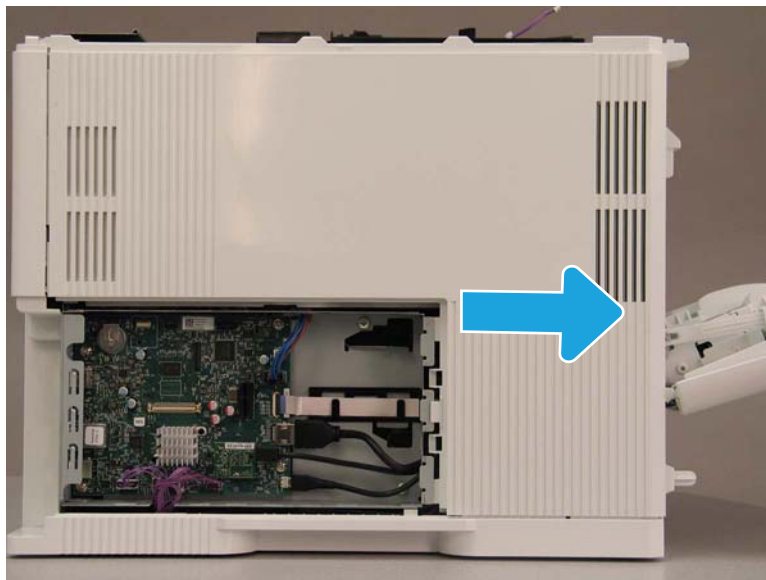
2. Remove one screw (callout 1).

Figure 8-2117 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2118 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


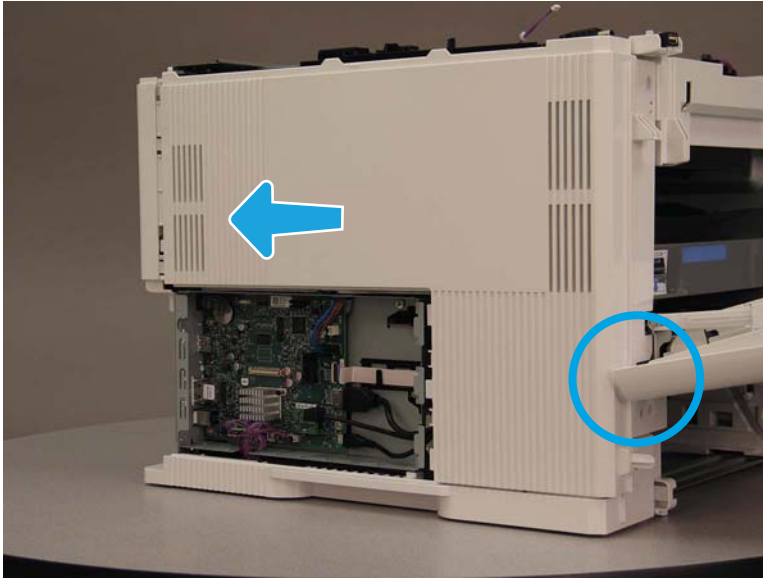
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2119 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


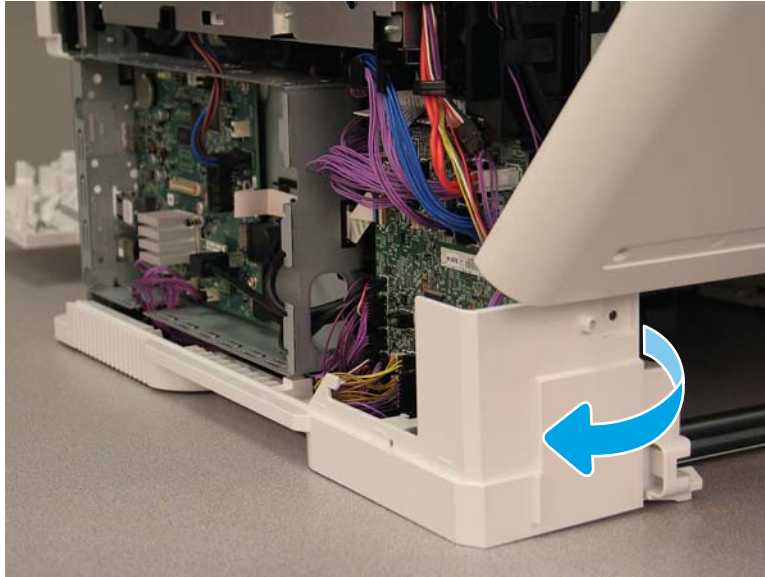
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-2120 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-2121 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


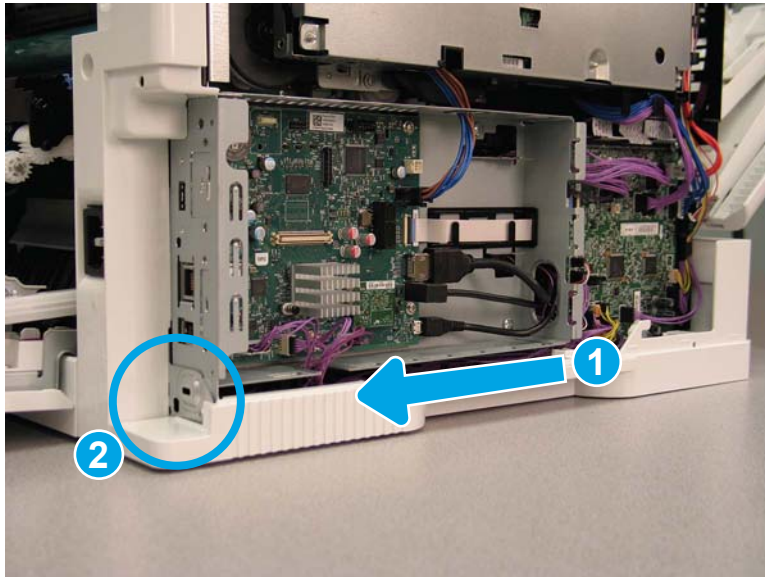
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2122 Slide the cover to release the boss and remove the left lower cover

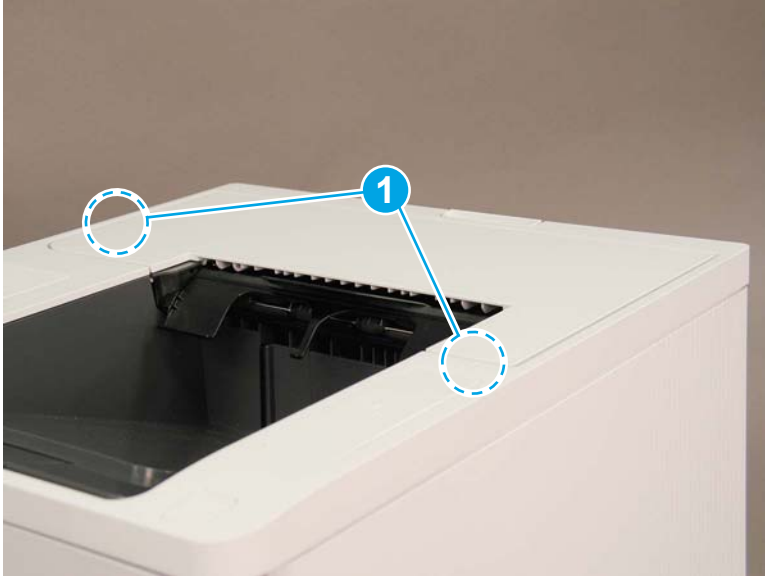


Remove the blanking cover

Follow these steps to remove the blanking cover.

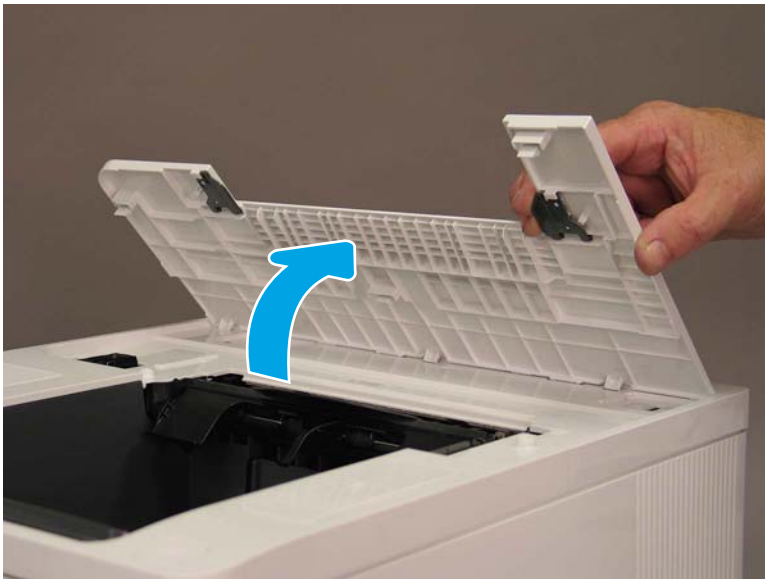
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-2123 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

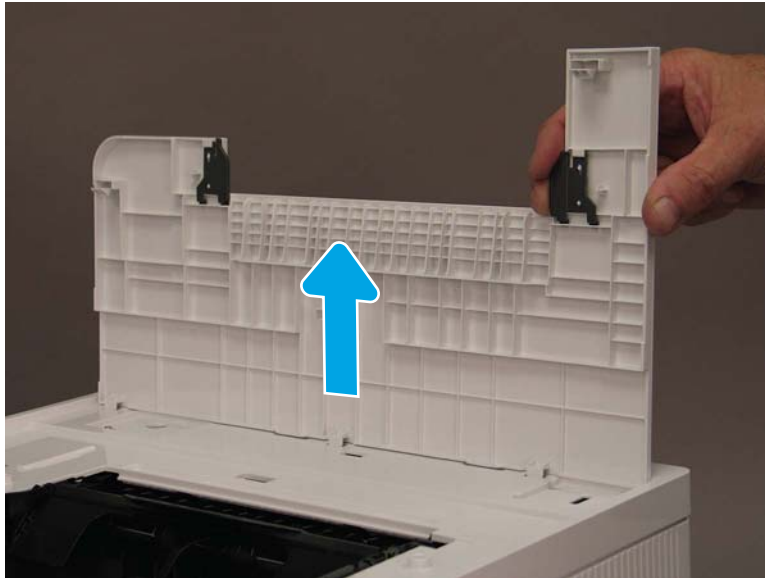
Figure 8-2124 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2125 Lift the blanking cover up and remove it



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-2126 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.

- b. Remove the control panel cover.

Figure 8-2127 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-2128 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).

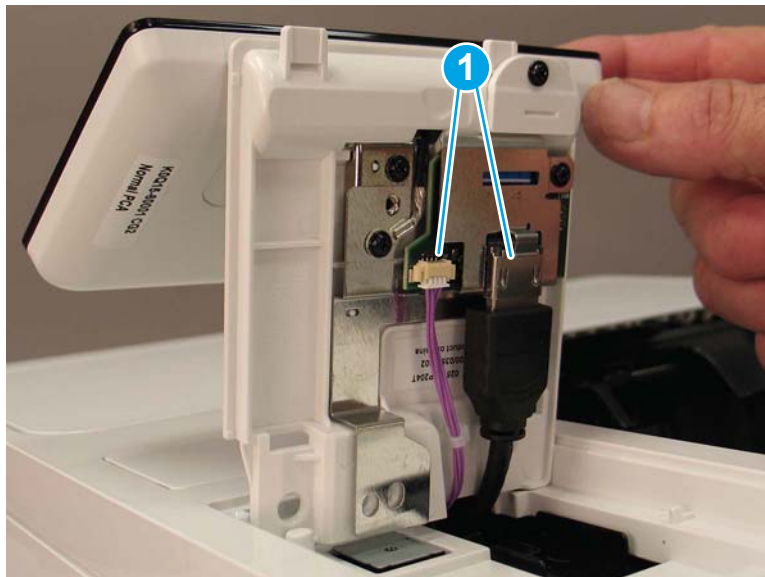
- b. Slide the control panel toward the back of the printer (callout 2) to release it.

Figure 8-2129 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.
 - b. Disconnect two connectors (callout 1).

Figure 8-2130 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-2131 Remove the control panel

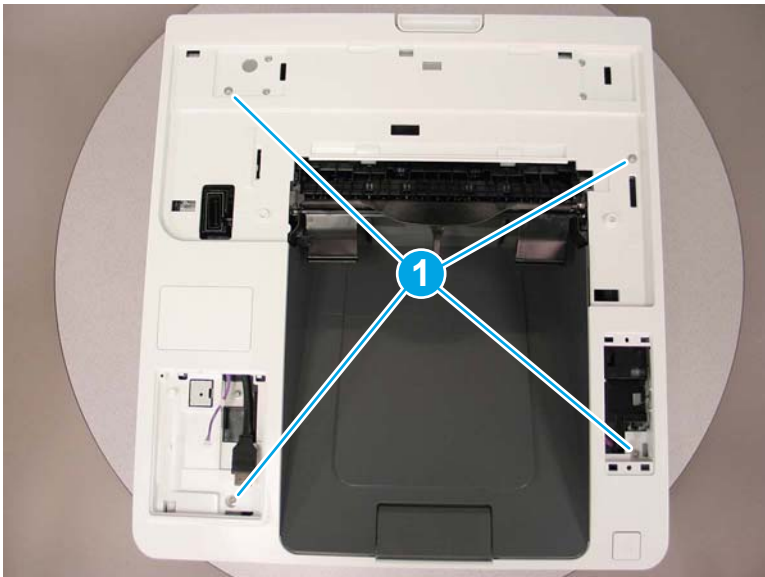


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-2132 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).

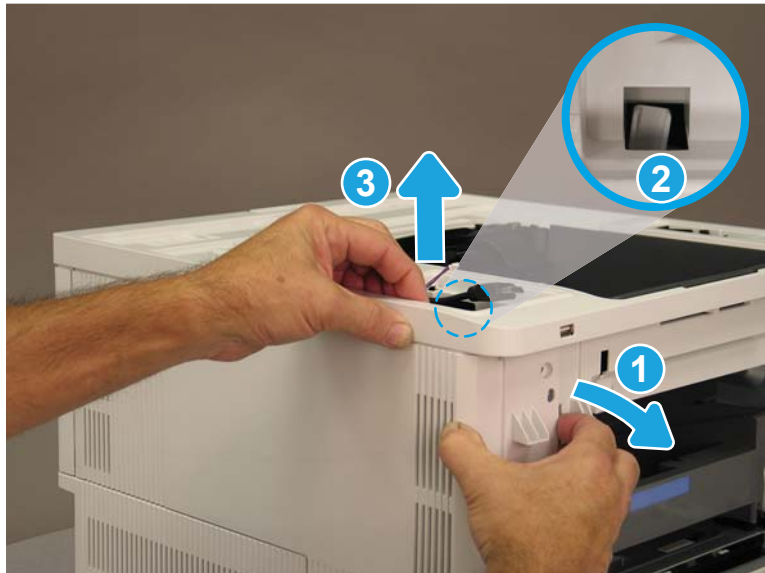
- c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

Figure 8-2133 Locate the tab and open the MP tray cover



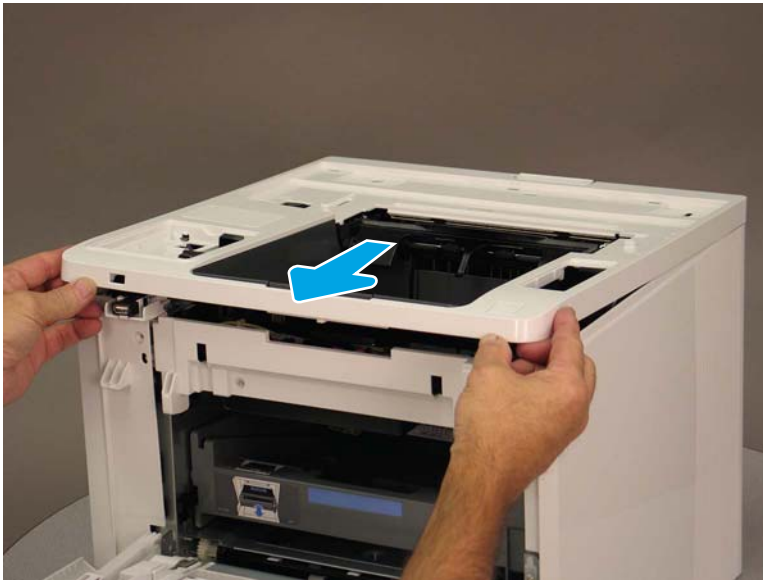
- 3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).
 - c. Lift up and release the top cover (callout 3).

Figure 8-2134 Flex the cover, release the tab, and release the top cover



4. Slide the top cover in the direction indicated by the arrow.

Figure 8-2135 Slide the top cover



5. Lift up and remove the top cover.


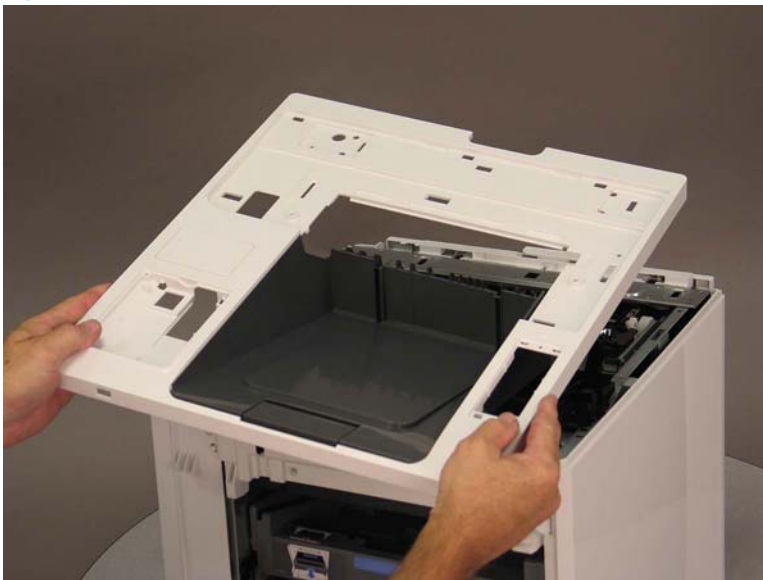
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2136 Lift and remove the top cover

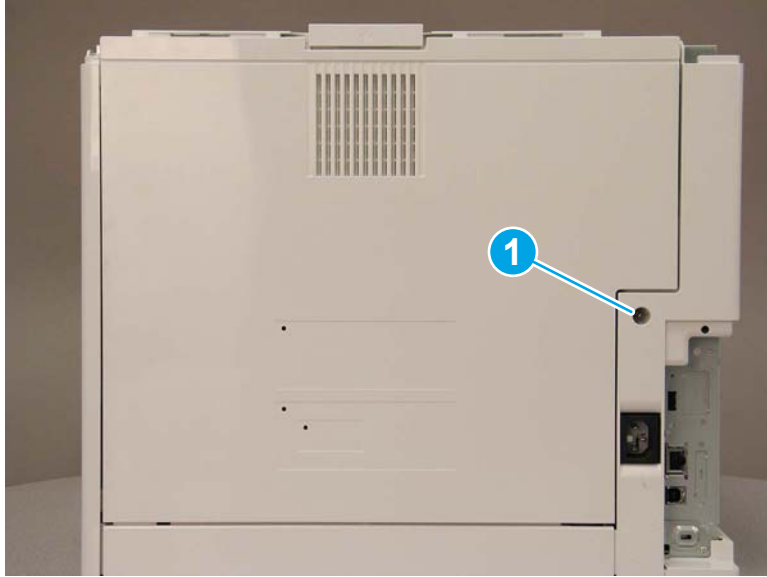


Remove the inlet cover

Follow these steps to remove the inlet cover.

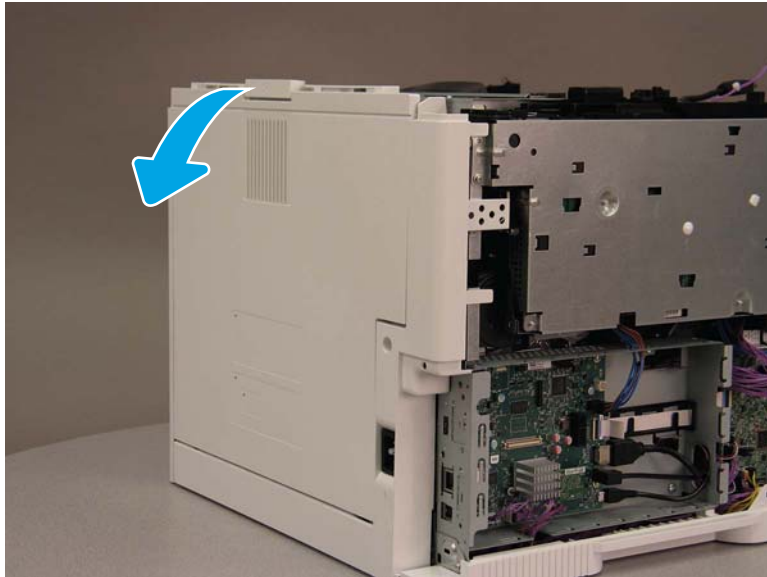
1. Remove one screw (callout 1).

Figure 8-2137 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-2138 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2139 Release the tab and remove the inlet cover

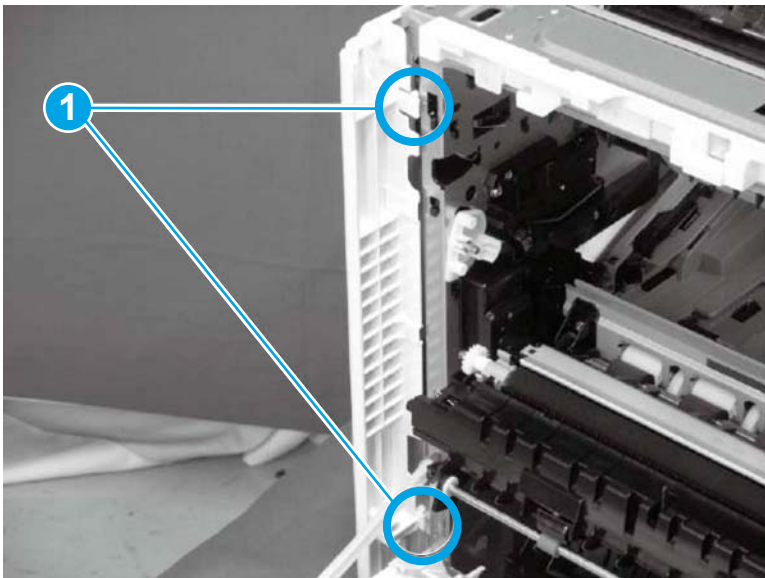


Remove the right cover

Follow these steps to remove the right cover.

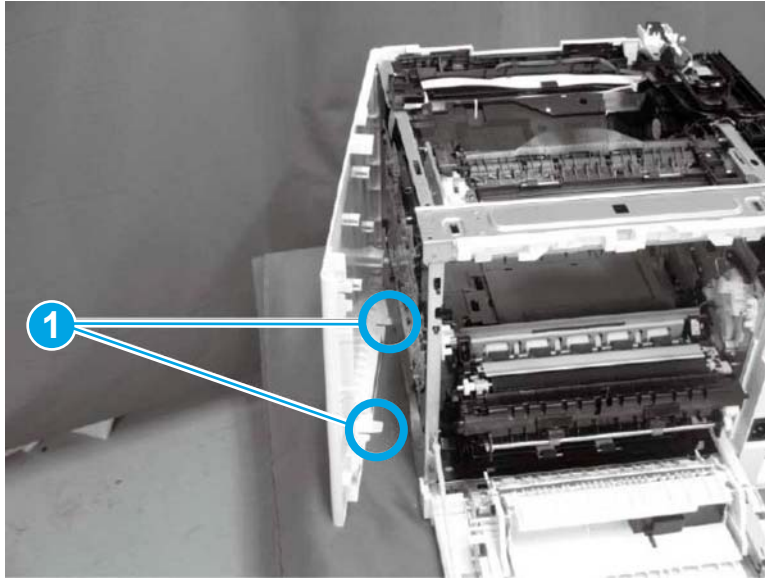
1. Release two tabs (callout 1).

Figure 8-2140 Release two tabs



2. Release four tabs (callout 1).

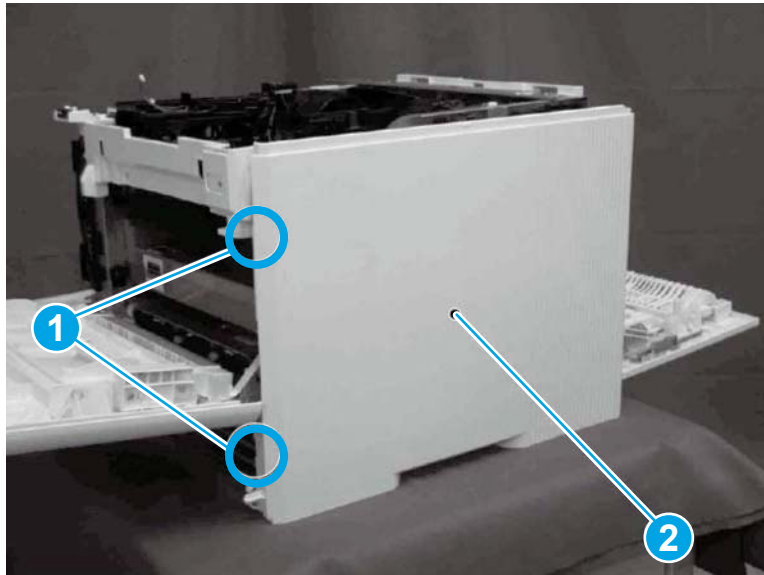
Figure 8-2141 Release four tabs



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the right cover (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2142 Release two tabs and remove the right cover

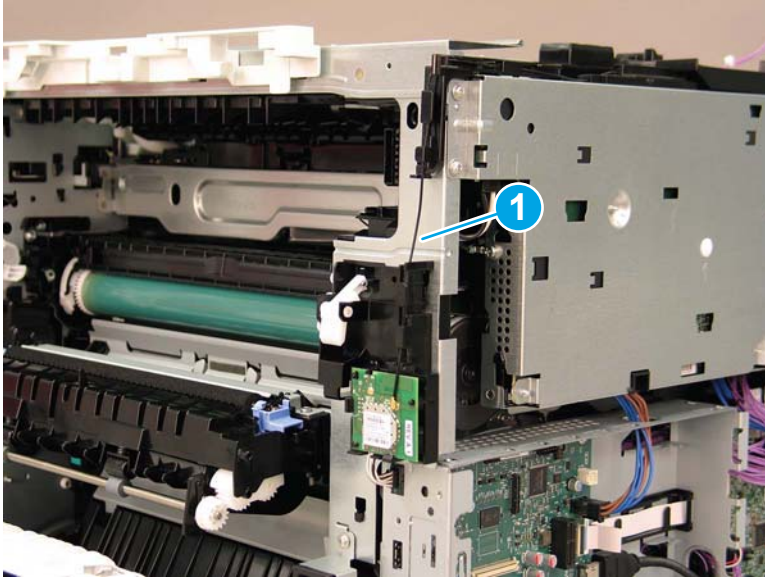


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

1. Disconnect the black WiFi antenna wire from the PCA (callout 1).

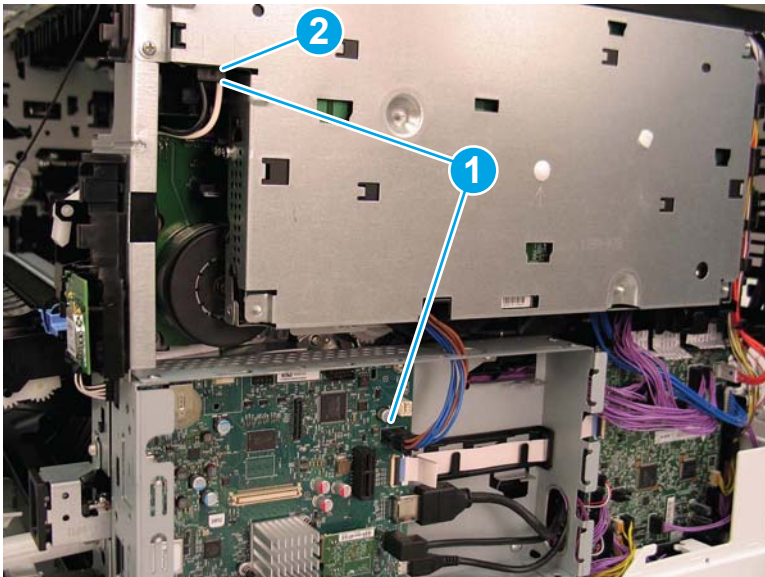
Figure 8-2143 Disconnect the WiFi antenna wire



2. Disconnect two connectors (callout 1).

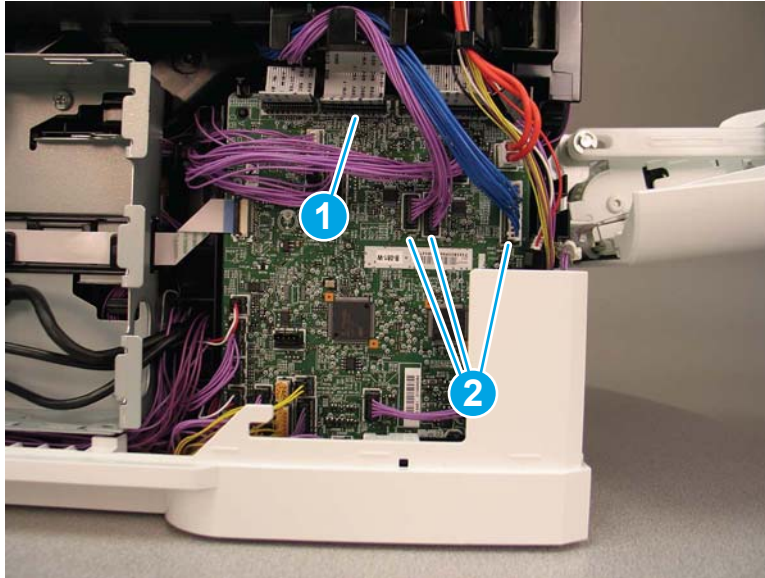
 **NOTE:** The white connector is located behind and under the sheet metal (callout 2).

Figure 8-2144 Disconnect two connectors



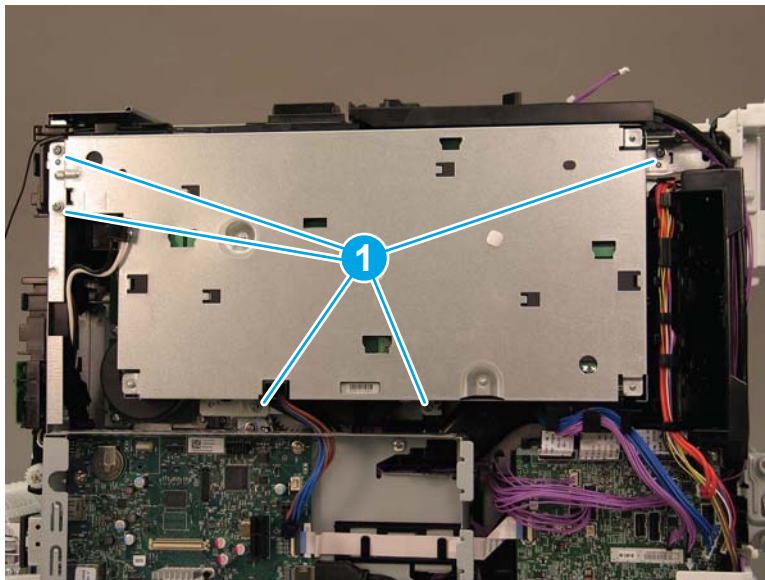
3. Disconnect one center FFC (callout 1) and two lower purple cables and one blue cable (callout 2).

Figure 8-2145 Disconnect one FFC and three colored cables



4. Remove five screws (callout 1).

Figure 8-2146 Remove five screws



5. To release the hook on the low voltage power supply (LVPS) bracket that attaches to the printer chassis, slightly lift up on the LVPS, and then pull the LVPS straight out from the printer chassis.


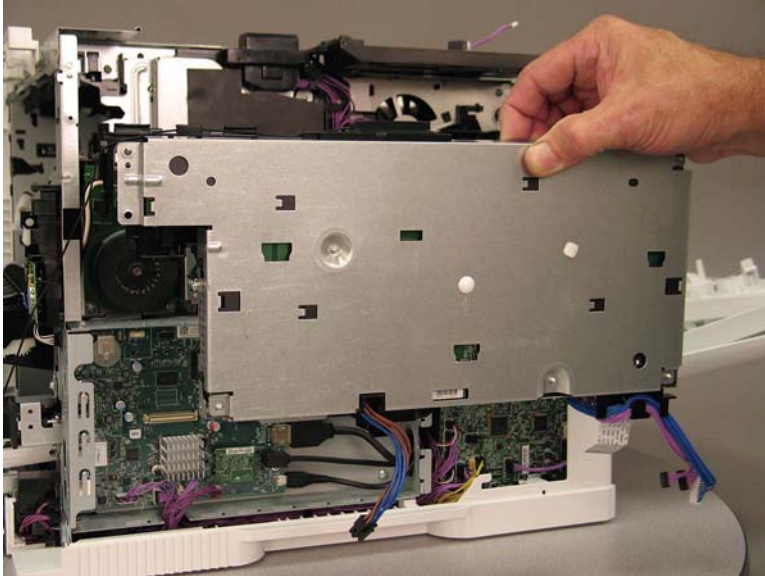
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2147 Lift and pull out to remove the LVPS

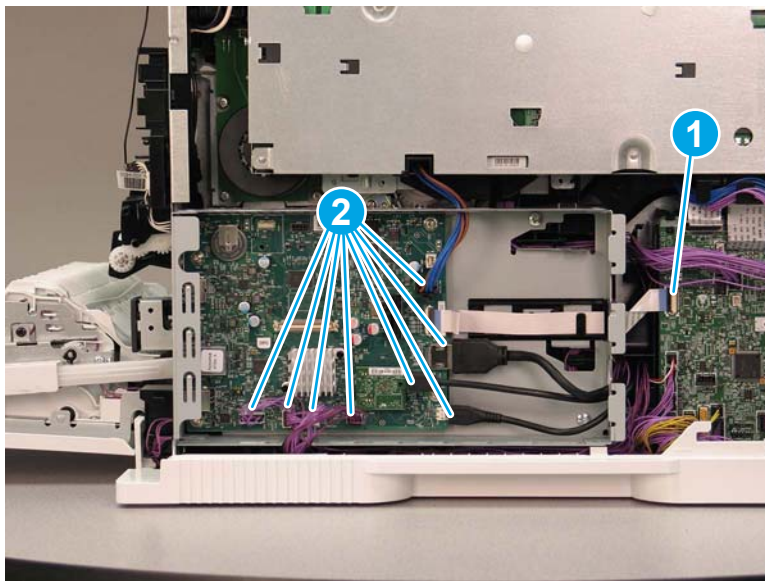


Remove the formatter and formatter cage assemblies

Follow these steps to remove the formatter and formatter cage assemblies.

1. Disconnect zero insertion force (ZIF) FFC (callout 1) from the DC controller, and then disconnect eight connectors (callout 2).

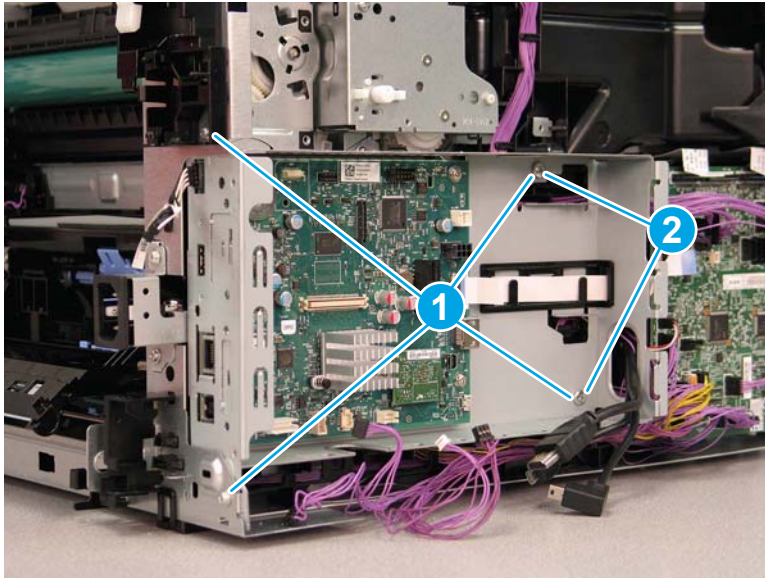
Figure 8-2148 Disconnect one ZIF FFC and eight other connectors



2. Remove four screws (callout 1).

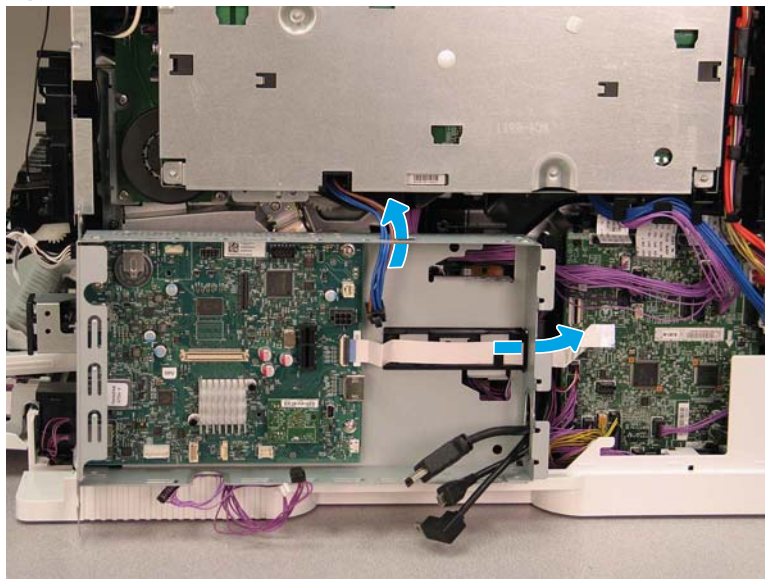
 **NOTE:** Two of the screws are self-tapping (callout 2).

Figure 8-2149 Remove four screws



3. Do the following:
 - a. Pull the cable through the top of the formatter cage in the direction indicated by the arrow.
 - b. Pull the FFC through the side of the formatter cage in the direction indicated by the arrow.

Figure 8-2150 Pull one cable and the FFC through the formatter cage



4. Do the following:
 - a. Pull the cables through the right side of the formatter cage in the direction indicated by the arrows.

- b. Remove the formatter cage.


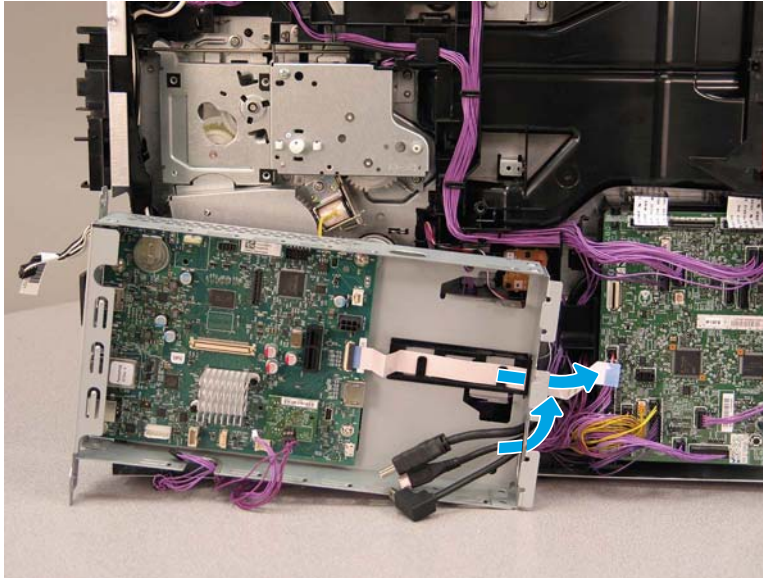
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2151 Pull one cable and the FFC through the formatter cage

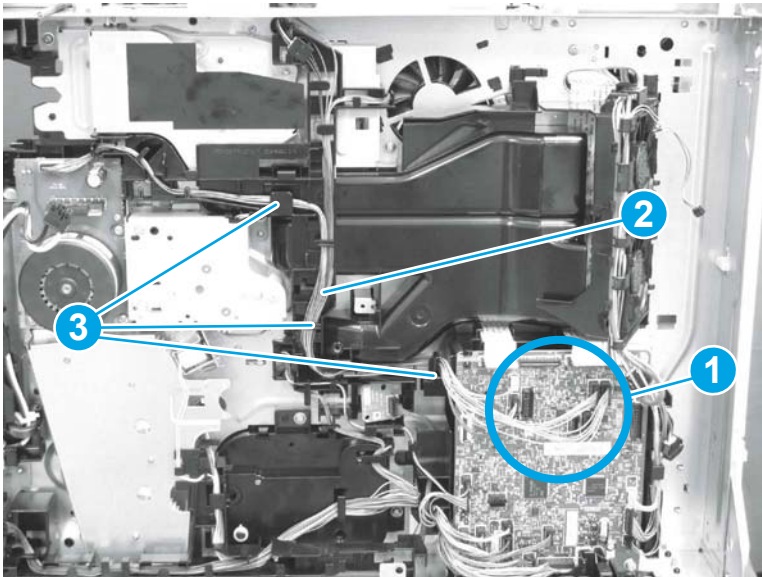


Remove the developing drive assembly

Follow these steps to remove the developing drive assembly.

1. Do the following:
 - a. Disconnect six connectors (callout 1).
 - b. Release the cable (callout 2) from cable guides (callout 3).

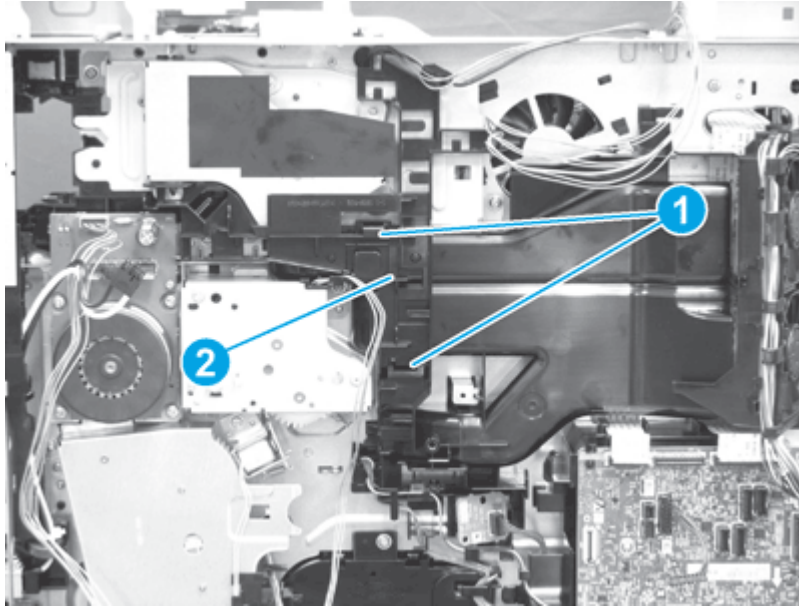
Figure 8-2152 Disconnect six connectors and release the cable



2. Do the following:

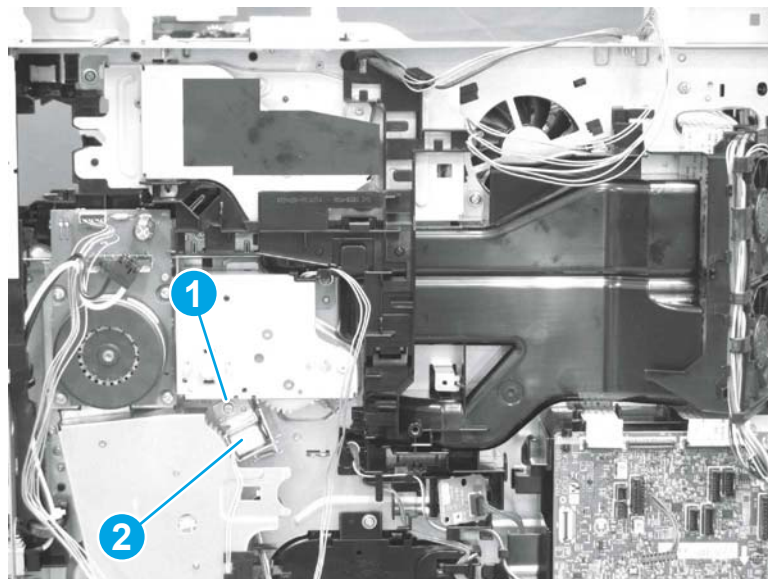
- a. Release two tabs (callout 1).
- b. Remove the cable guide (callout 2).

Figure 8-2153 Release two tabs and remove the cable guide



3. Do the following:
 - a. Remove one screw (callout 1).
 - b. Remove the solenoid (callout 2).

Figure 8-2154 Remove one screw and the solenoid



4. Do the following:
 - a. Remove four screws (callout 1).
 - b. Remove the developer drive assembly (callout 2).


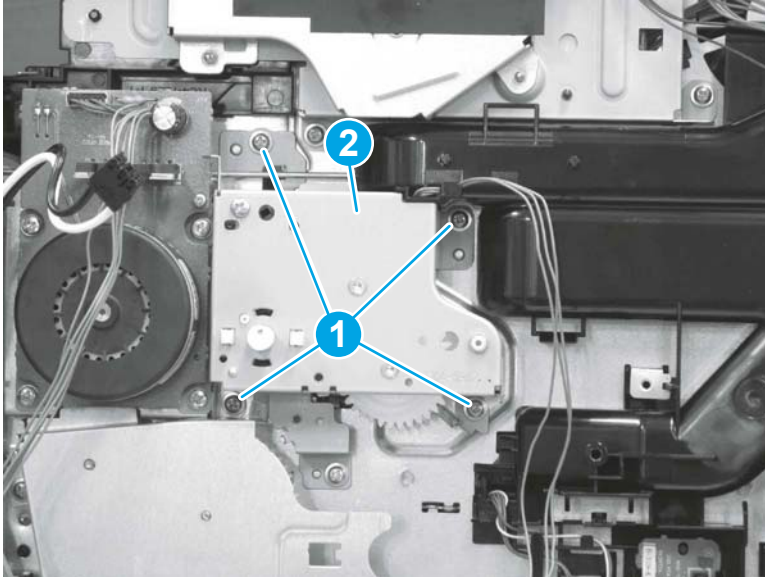
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2155 Remove four screws and the developer drive assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Formatter PCA

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



[View a video of how to remove and replace the formatter PCA.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-165 Part information

Part numbers	Part description
K0Q14-60001	Formatter PCA (M608x/M609x)
K0Q14-60002	Formatter PCA (M607n/M607dn/M608n/M608dn/M609dn)
3GY09-67902	Formatter PCA (E60155/E60165/E60175)
3GY09-67903	Formatter PCA (E60155/E60165/E60175; India, China)

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

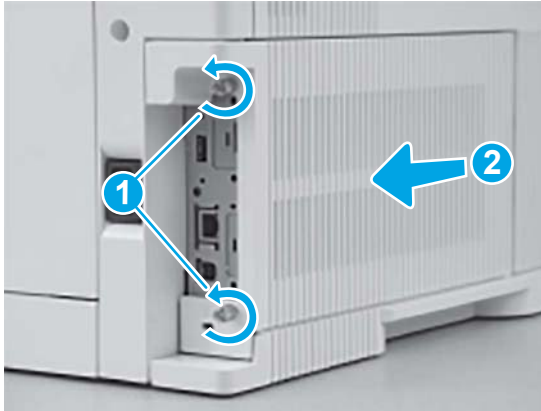
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2156 Release two thumb screws and remove the formatter cover



Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove one zero insertion force (ZIF) FFC (callout 1) and seven connectors (callout 2) from formatter PCA.


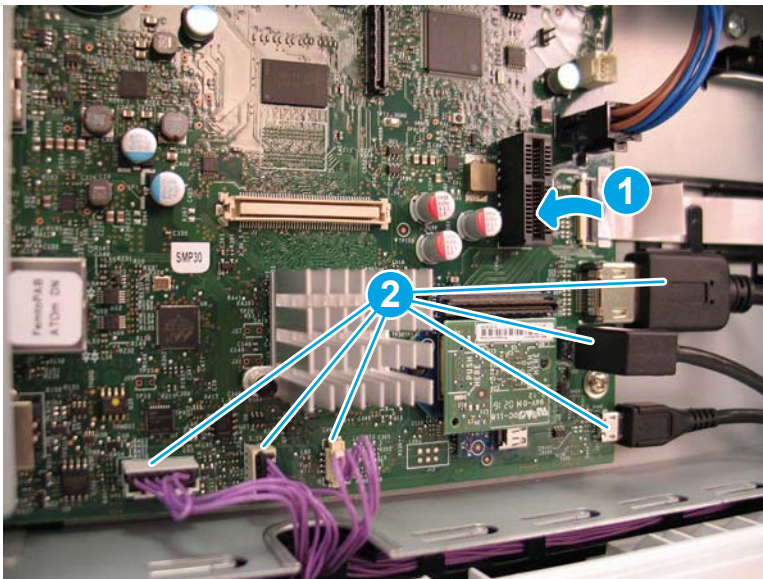
 **NOTE:** One connector at the upper left corner of the formatter PCA is hidden behind the sheet metal and is not indicated by callout 2.

Figure 8-2157 Remove one ZIF FFC and seven connectors



2. Remove four screws (callout 1), and then remove the formatter PCA.


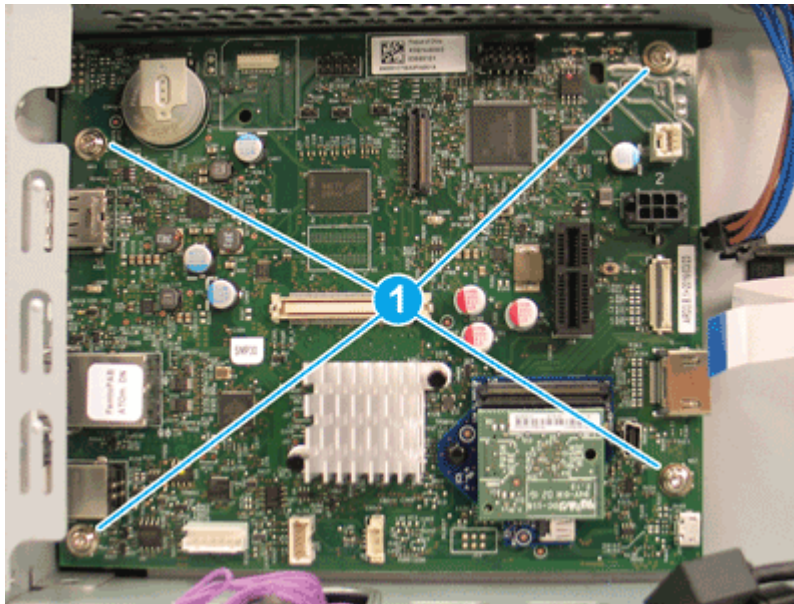
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2158 Remove four screws and the formatter PCA



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Drum motor assembly

This document provides the procedures to remove and replace the drum motor assembly.


Mean time to repair: 45 minutes

Service level: Advanced

 **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.

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 8-166 Part information

Part number	Part description
RM2-9316-000CN	Drum motor assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.


Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

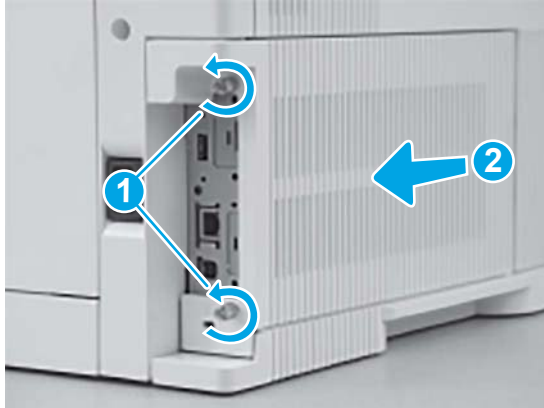
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2159 Release two thumb screws and remove the formatter cover



Remove the cassette tray 2

Follow these steps to remove the cassette tray 2.

- ▲ Open the cassette tray 2, and then lift up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2160 Open and remove the cassette tray 2



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-2161 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.
 - b. Remove the control panel cover.

Figure 8-2162 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-2163 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).
 - b. Slide the control panel toward the back of the printer (callout 2) to release it.

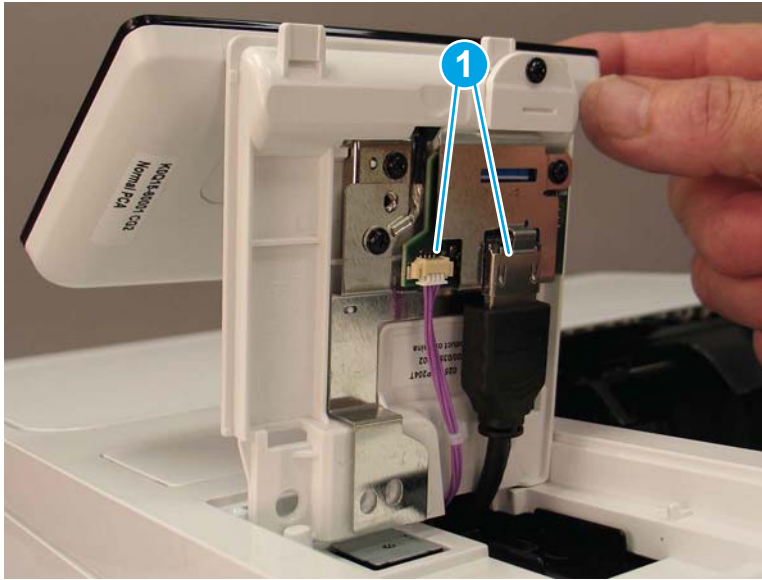
Figure 8-2164 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.

- b. Disconnect two connectors (callout 1).

Figure 8-2165 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-2166 Remove the control panel

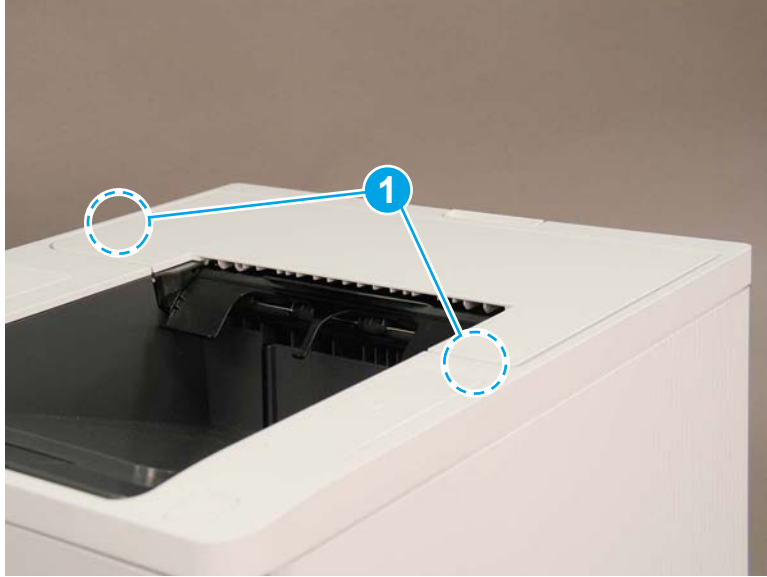


Remove the blanking cover

Follow these steps to remove the blanking cover.

1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-2167 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-2168 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


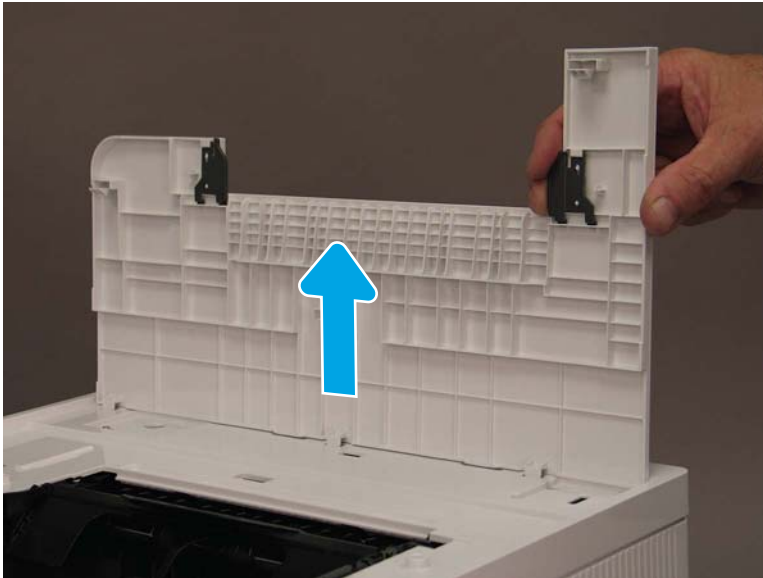
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2169 Lift the blanking cover up and remove it

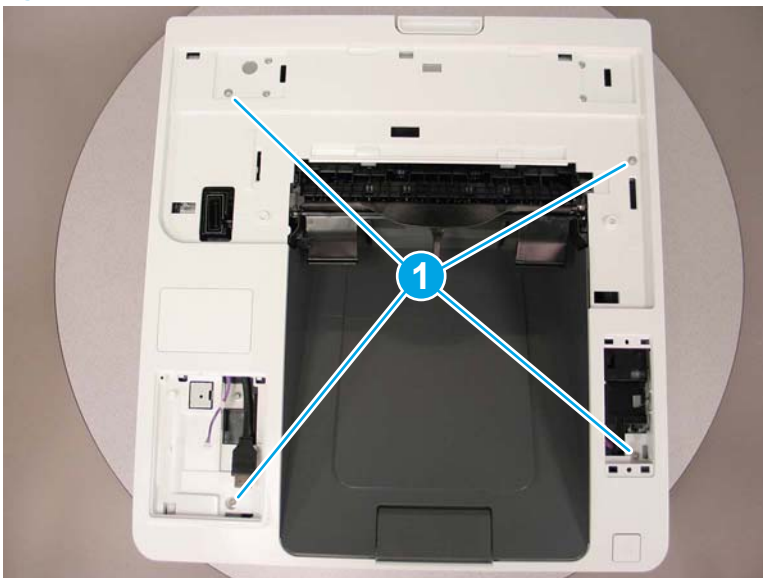


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-2170 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).

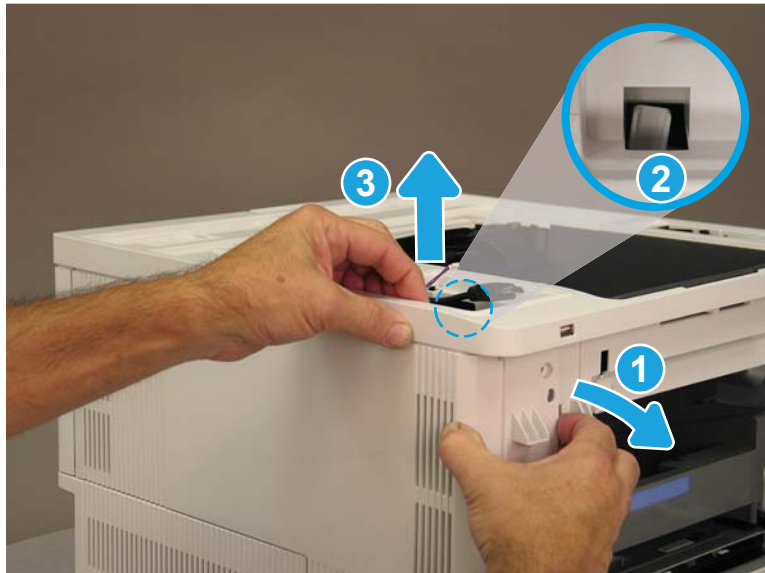
- c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

Figure 8-2171 Locate the tab and open the MP tray cover



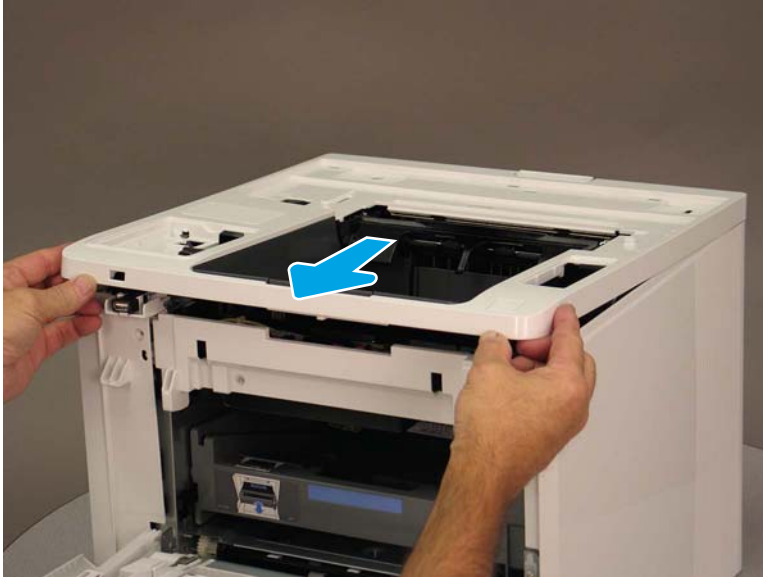
3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).
 - c. Lift up and release the top cover (callout 3).

Figure 8-2172 Flex the cover, release the tab, and release the top cover



4. Slide the top cover in the direction indicated by the arrow.

Figure 8-2173 Slide the top cover



5. Lift up and remove the top cover.


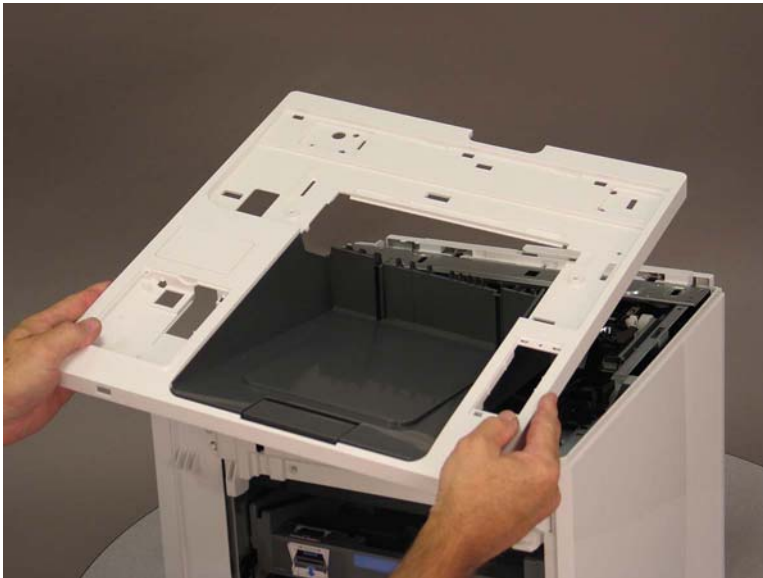
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2174 Lift and remove the top cover

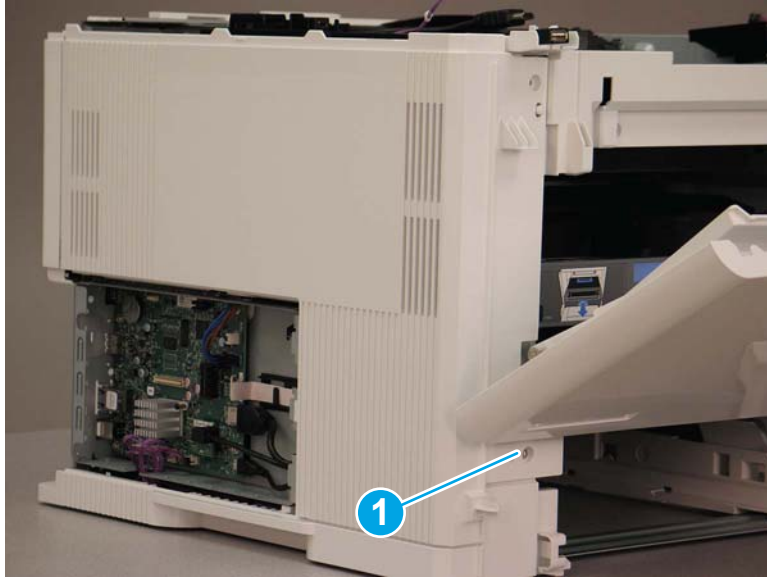


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2175 Open the cartridge door and remove one screw



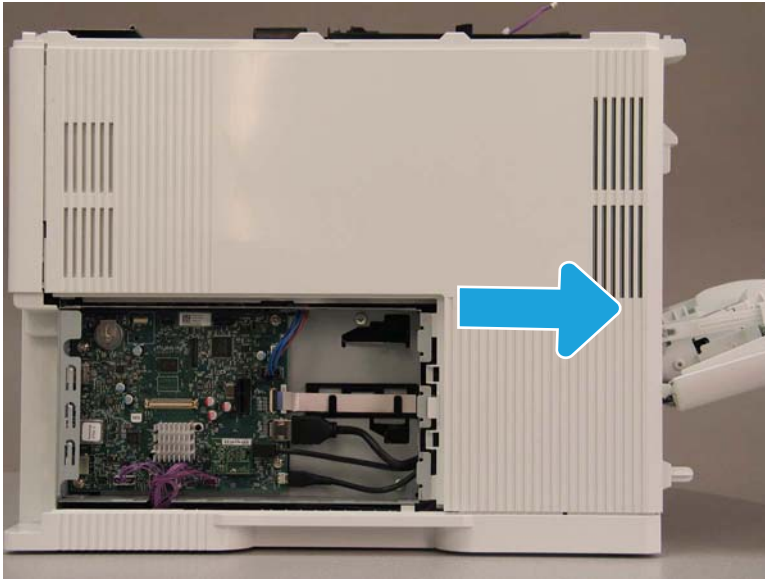
2. Remove one screw (callout 1).

Figure 8-2176 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2177 Slightly slide the left cover toward the front

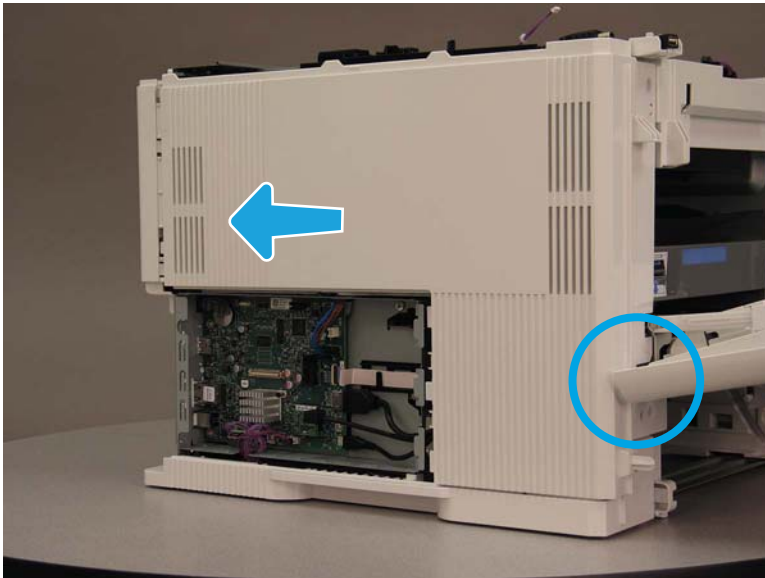


4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2178 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


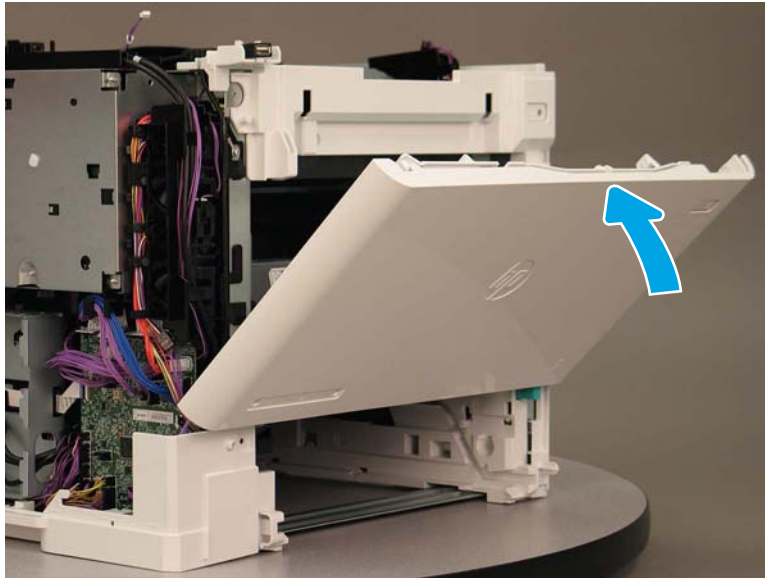
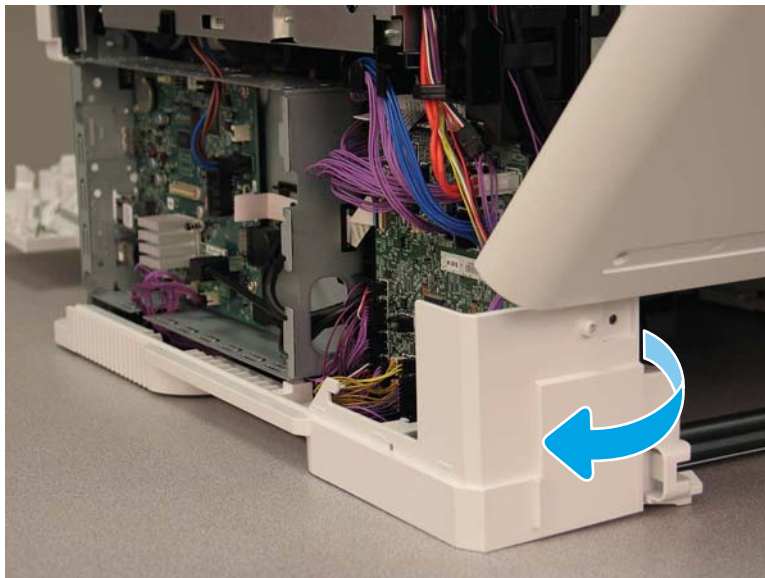
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-2179 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-2180 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


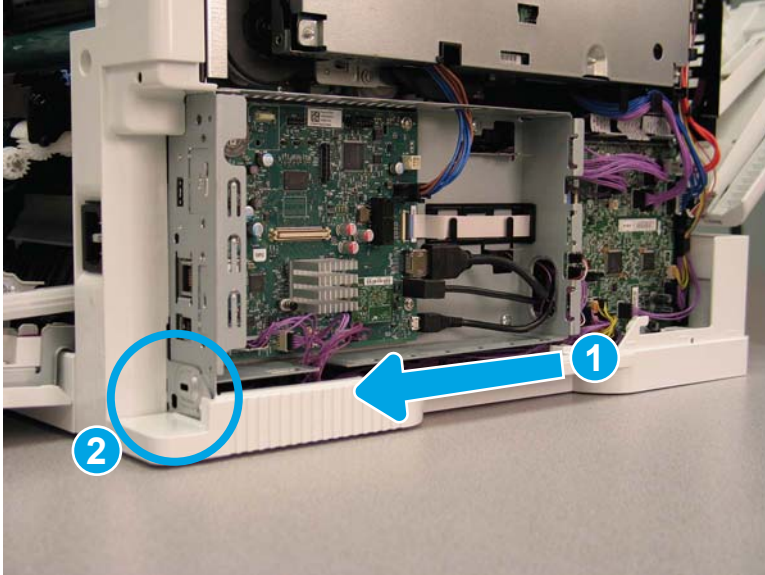
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2181 Slide the cover to release the boss and remove the left lower cover

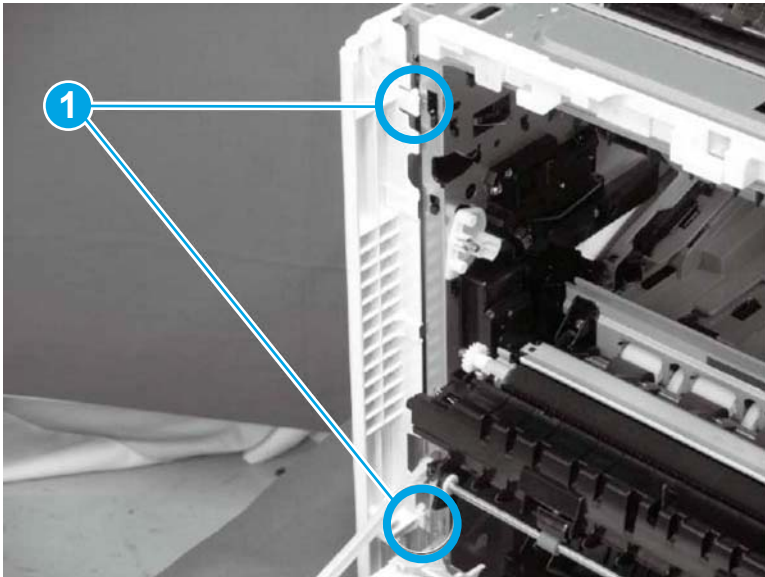


Remove the right cover

Follow these steps to remove the right cover.

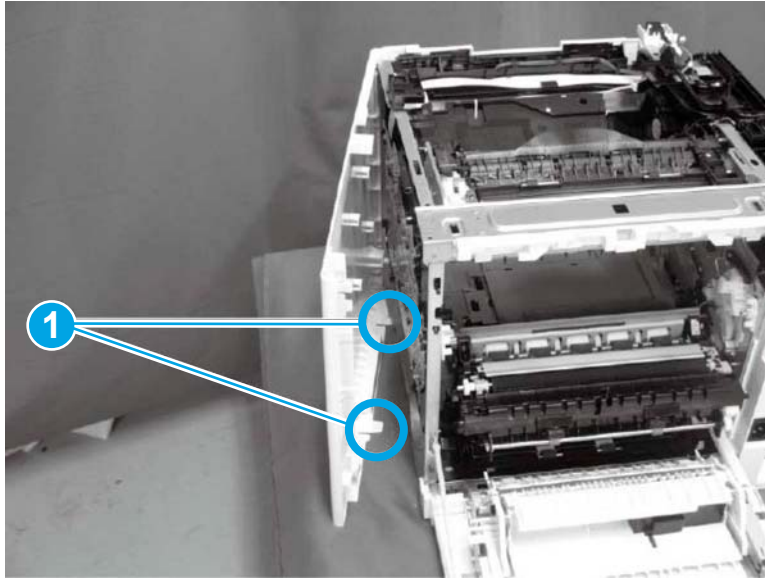
1. Release two tabs (callout 1).

Figure 8-2182 Release two tabs



2. Release four tabs (callout 1).

Figure 8-2183 Release four tabs



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the right cover (callout 2).


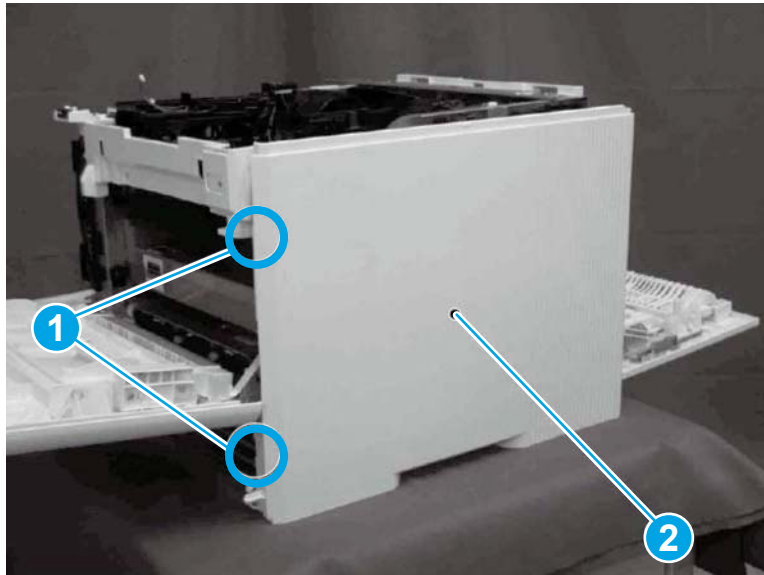
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2184 Release two tabs and remove the right cover

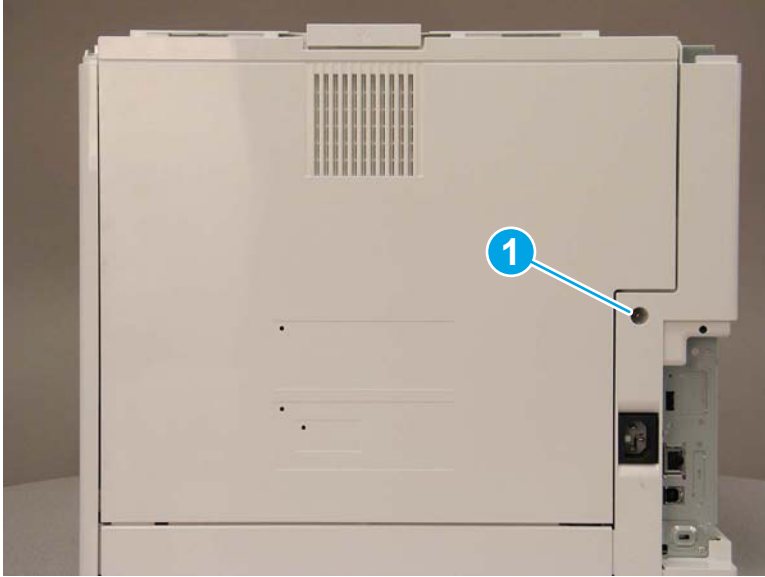


Remove the inlet cover

Follow these steps to remove the inlet cover.

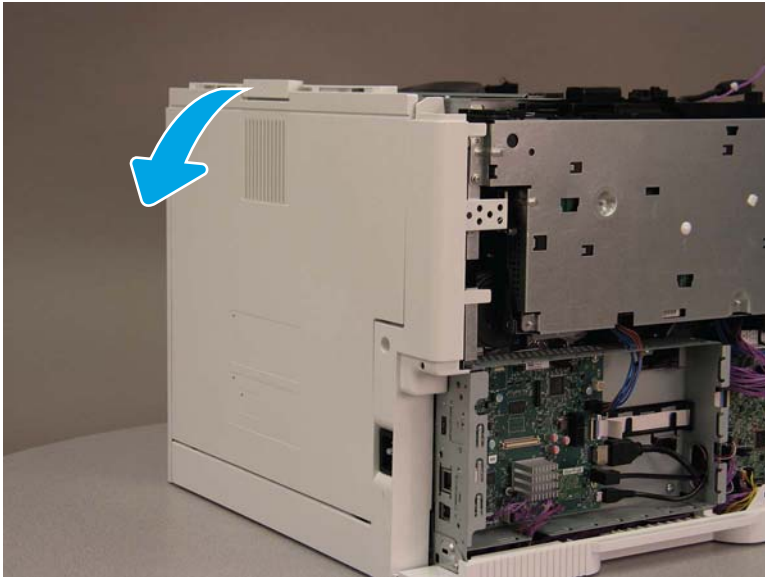
1. Remove one screw (callout 1).

Figure 8-2185 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-2186 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


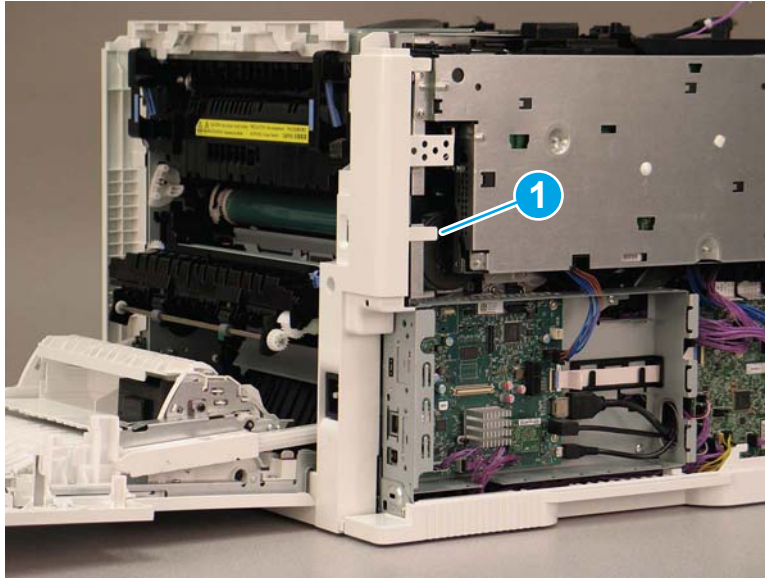
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2187 Release the tab and remove the inlet cover

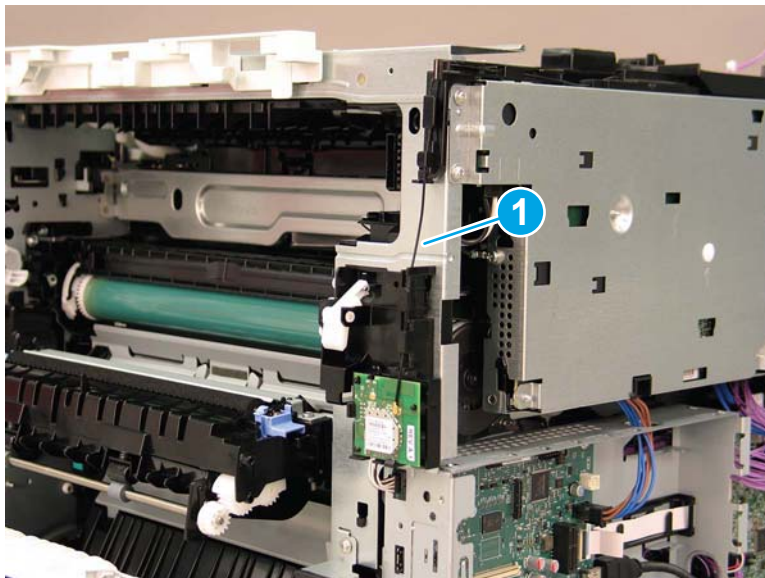


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

1. Disconnect the black WiFi antenna wire from the PCA (callout 1).

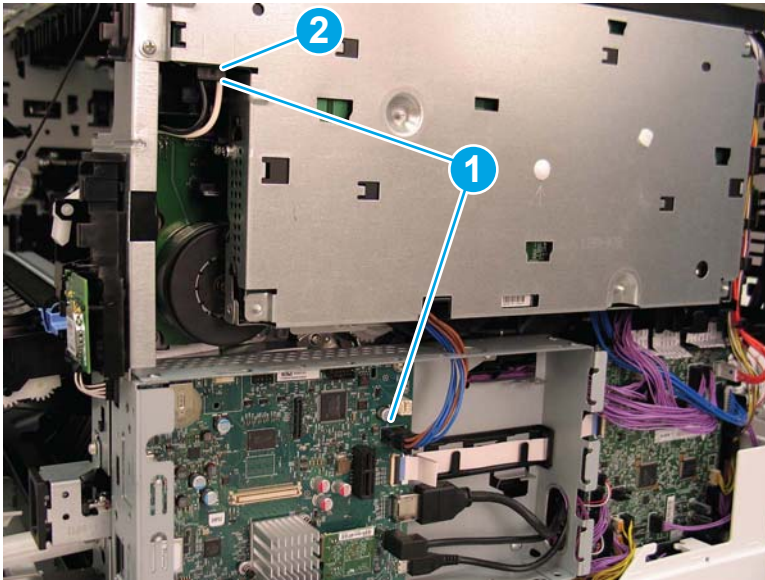
Figure 8-2188 Disconnect the WiFi antenna wire



2. Disconnect two connectors (callout 1).

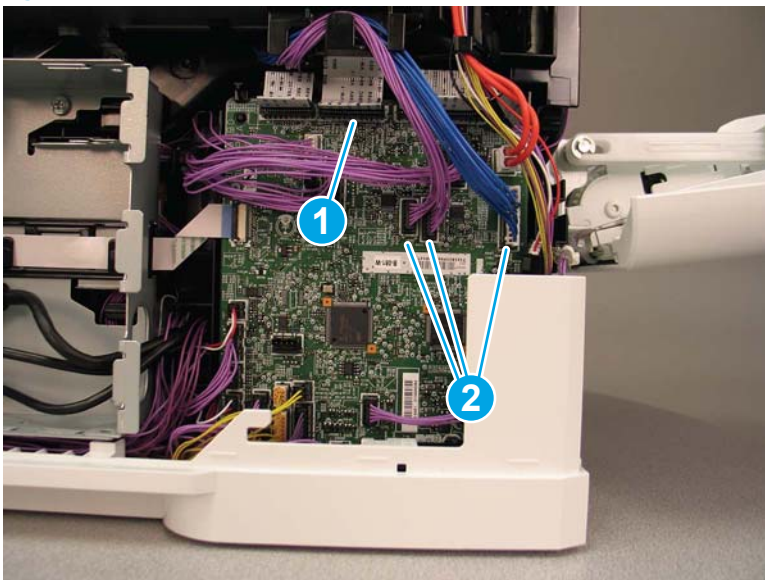
 **NOTE:** The white connector is located behind and under the sheet metal (callout 2).

Figure 8-2189 Disconnect two connectors



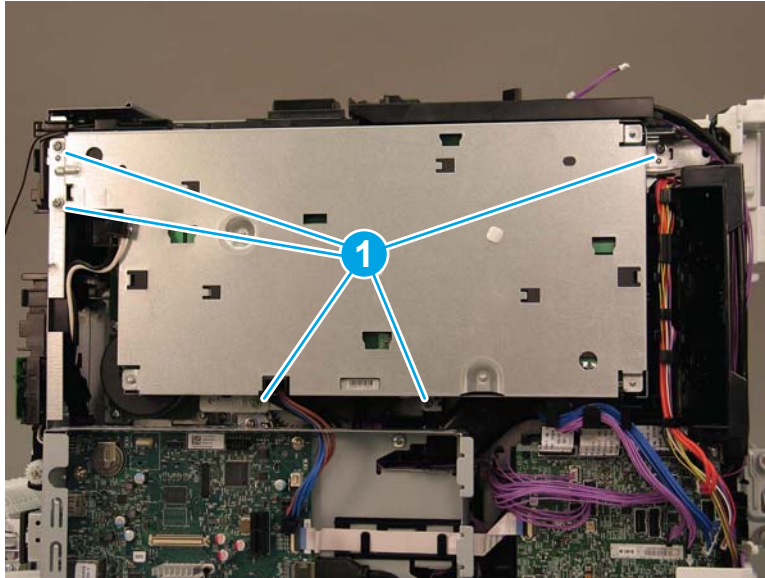
3. Disconnect one center FFC (callout 1) and two lower purple cables and one blue cable (callout 2).

Figure 8-2190 Disconnect one FFC and three colored cables



4. Remove five screws (callout 1).

Figure 8-2191 Remove five screws



5. To release the hook on the low voltage power supply (LVPS) bracket that attaches to the printer chassis, slightly lift up on the LVPS, and then pull the LVPS straight out from the printer chassis.


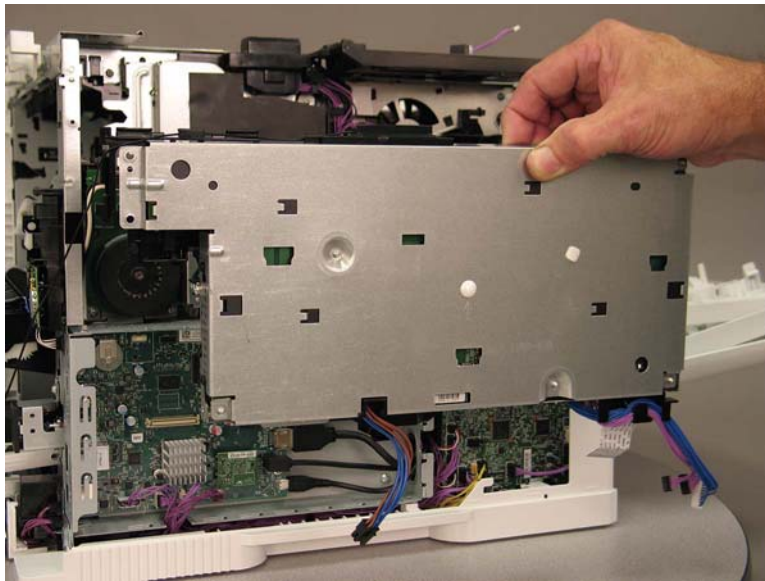
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2192 Lift and pull out to remove the LVPS

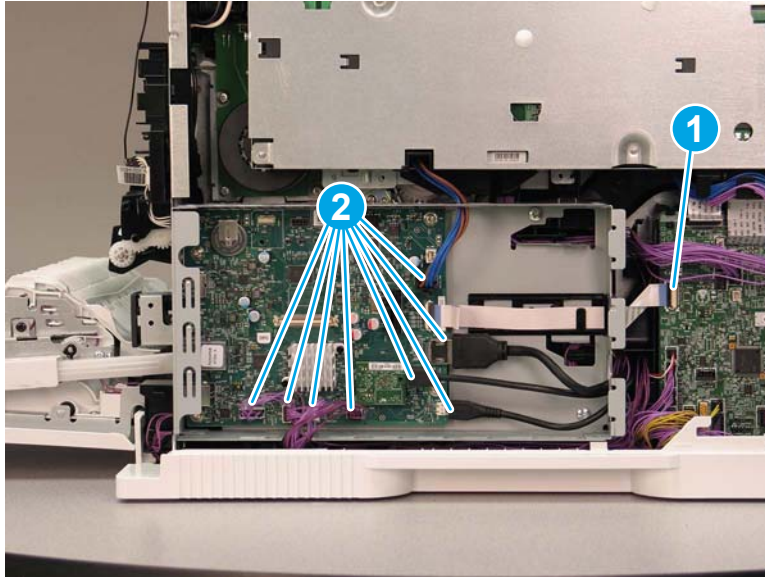


Remove the formatter and formatter cage assemblies

Follow these steps to remove the formatter and formatter cage assemblies.

1. Disconnect zero insertion force (ZIF) FFC (callout 1) from the DC controller, and then disconnect eight connectors (callout 2).

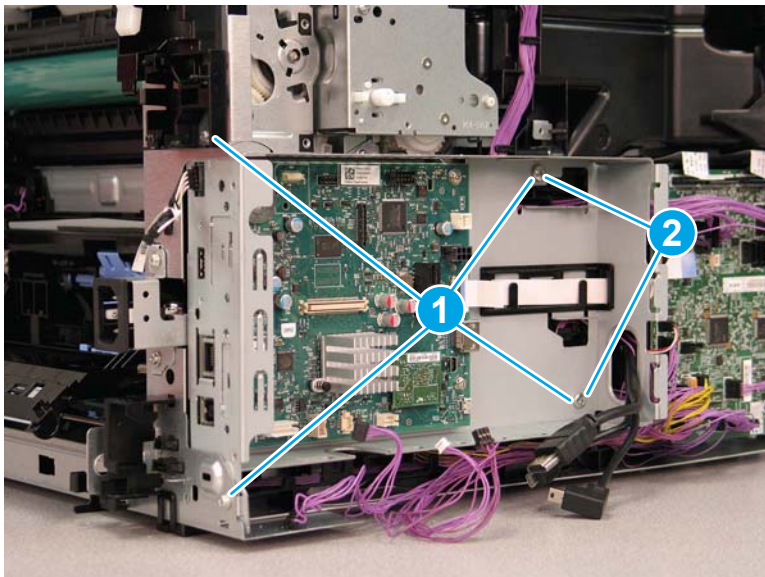
Figure 8-2193 Disconnect one ZIF FFC and eight other connectors



2. Remove four screws (callout 1).

 **NOTE:** Two of the screws are self-tapping (callout 2).

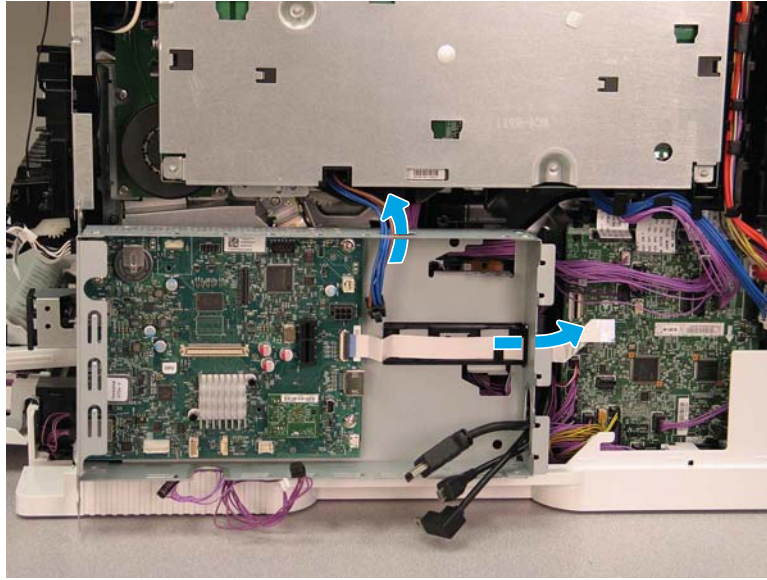
Figure 8-2194 Remove four screws



3. Do the following:
 - a. Pull the cable through the top of the formatter cage in the direction indicated by the arrow.

- b. Pull the FFC through the side of the formatter cage in the direction indicated by the arrow.

Figure 8-2195 Pull one cable and the FFC through the formatter cage



- 4. Do the following:
 - a. Pull the cables through the right side of the formatter cage in the direction indicated by the arrows.
 - b. Remove the formatter cage.


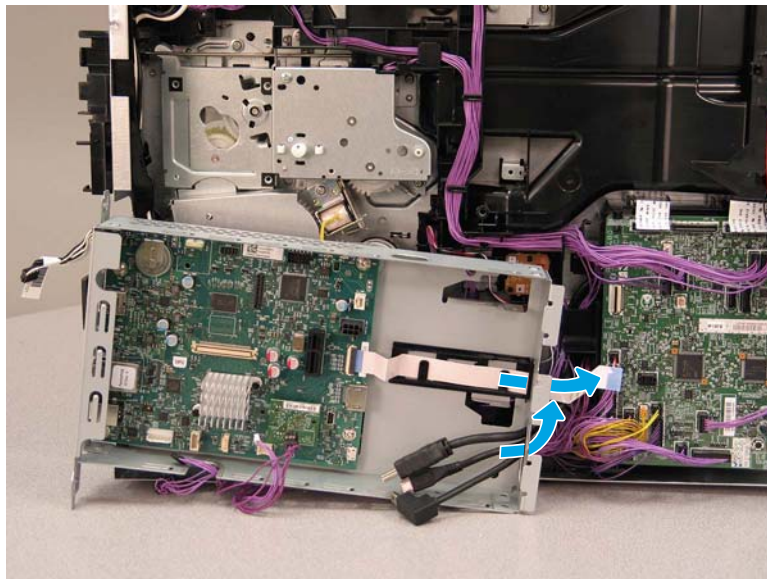
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2196 Pull one cable and the FFC through the formatter cage

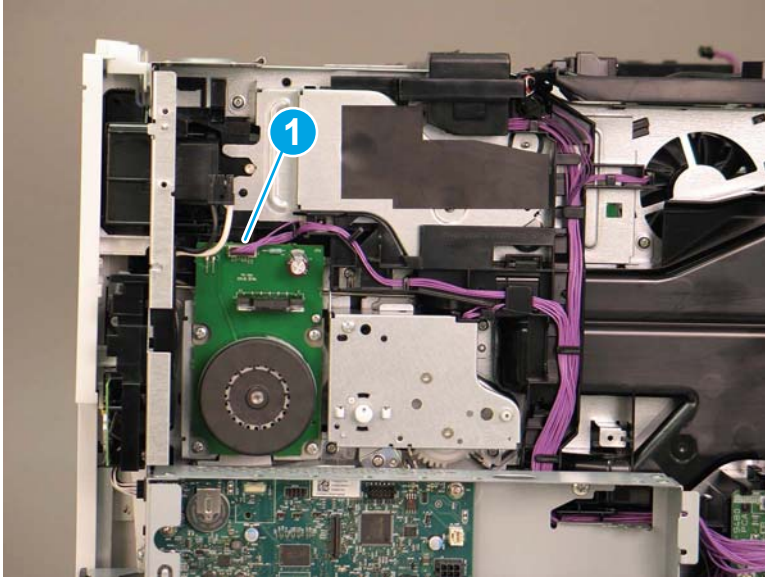


Remove the drum motor assembly

Follow these steps to remove the drum motor assembly.

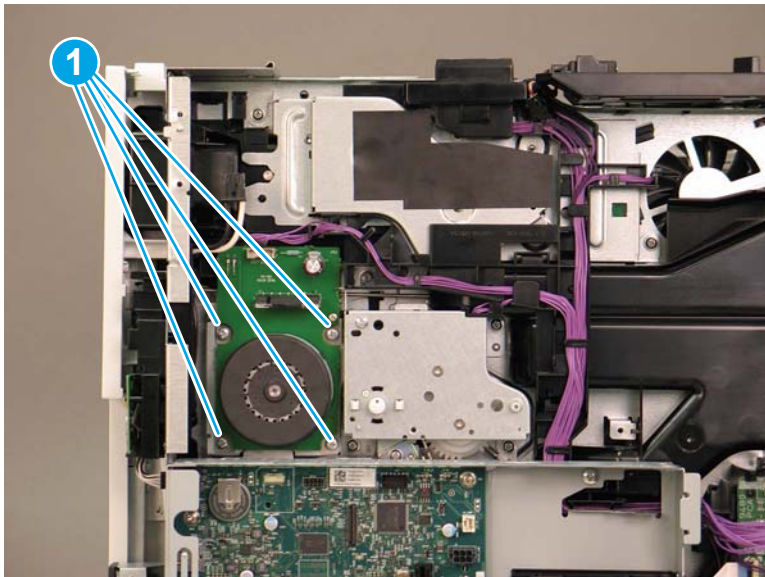
- 1. Disconnect one connector (callout 1).

Figure 8-2197 Disconnect one connector



2. Remove four screws (callout 1).

Figure 8-2198 Remove four screws



3. Remove drum motor (M2).


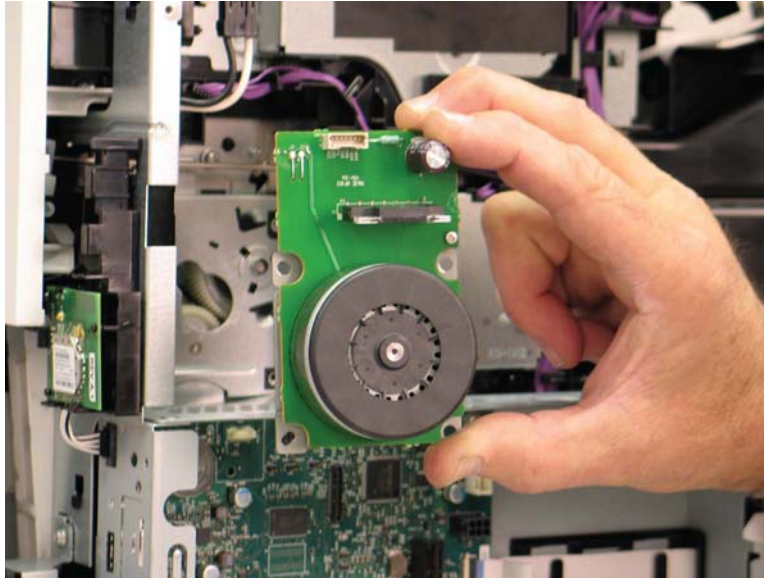
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2199 Remove drum motor



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.


 **NOTE:** 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.

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.


Removal and replacement: Main drive assembly

This document provides the procedures to remove and replace the main drive assembly.

 [View a video of how to remove and replace the main drive assembly.](#)


Mean time to repair: 45 minutes

Service level: Advanced

 **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.

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 8-167 Part information

Part number	Part description
RM2-1250-000CN	Main drive assembly (LCD simplex model)
RM2-6777-000CN	Main drive assembly (LCD duplex model)

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

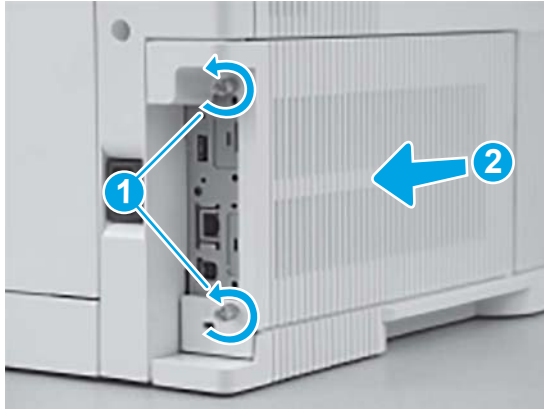
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2200 Release two thumb screws and remove the formatter cover



Remove the cassette tray 2

Follow these steps to remove the cassette tray 2.

- ▲ Open the cassette tray 2, and then lift up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2201 Open and remove the cassette tray 2



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-2202 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.
 - b. Remove the control panel cover.

Figure 8-2203 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-2204 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).
 - b. Slide the control panel toward the back of the printer (callout 2) to release it.

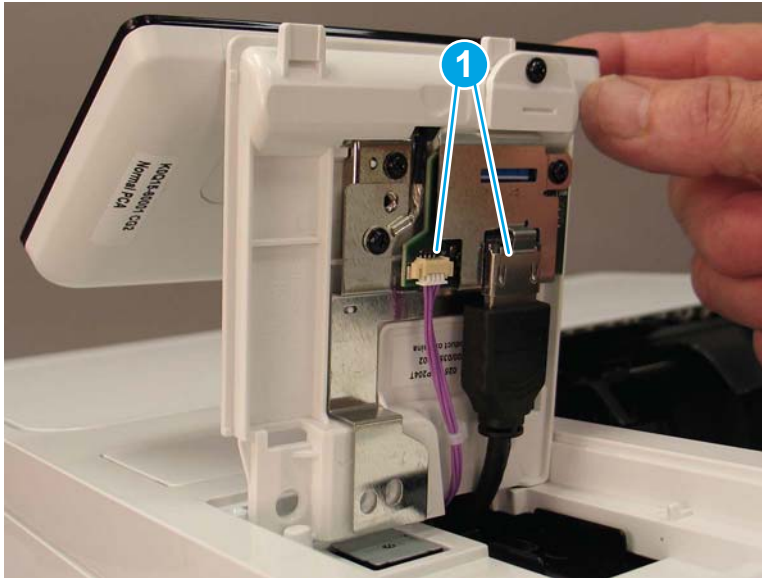
Figure 8-2205 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.

- b. Disconnect two connectors (callout 1).

Figure 8-2206 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-2207 Remove the control panel

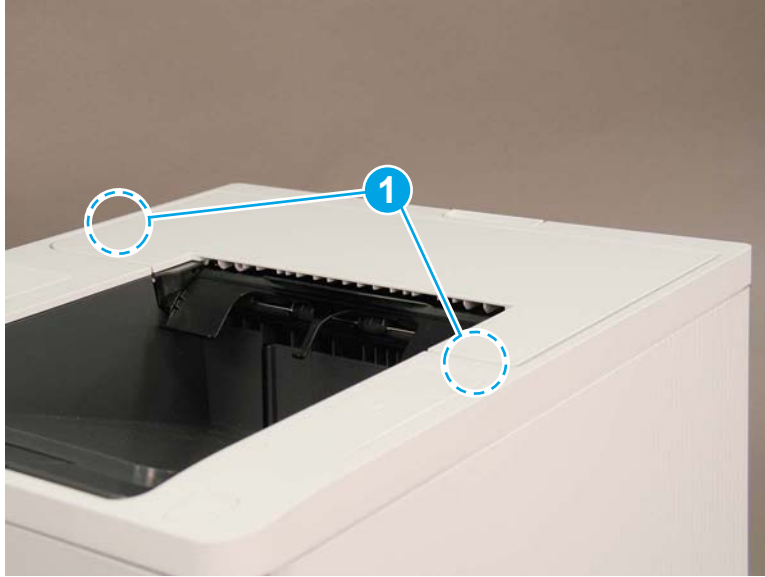


Remove the blanking cover

Follow these steps to remove the blanking cover.

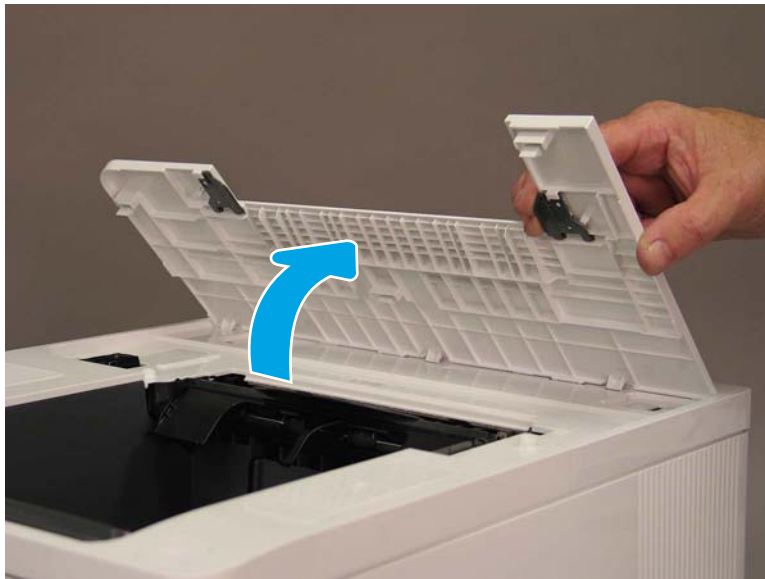
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-2208 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-2209 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


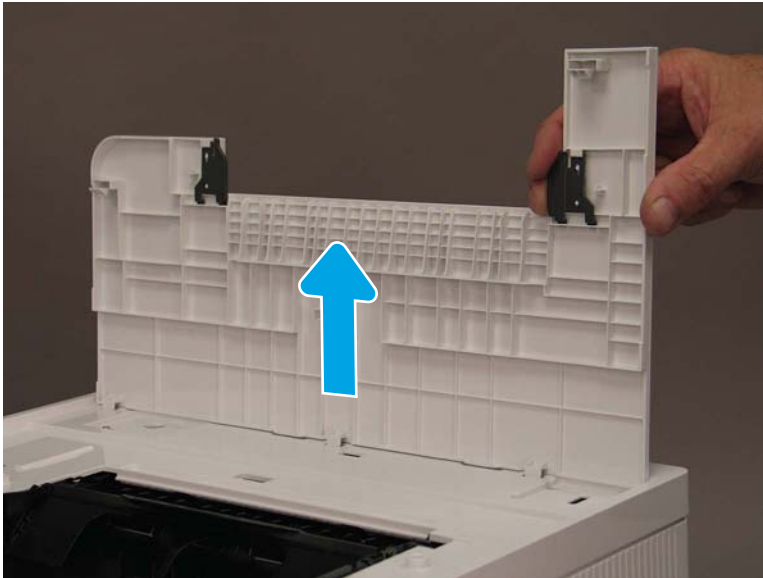
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2210 Lift the blanking cover up and remove it

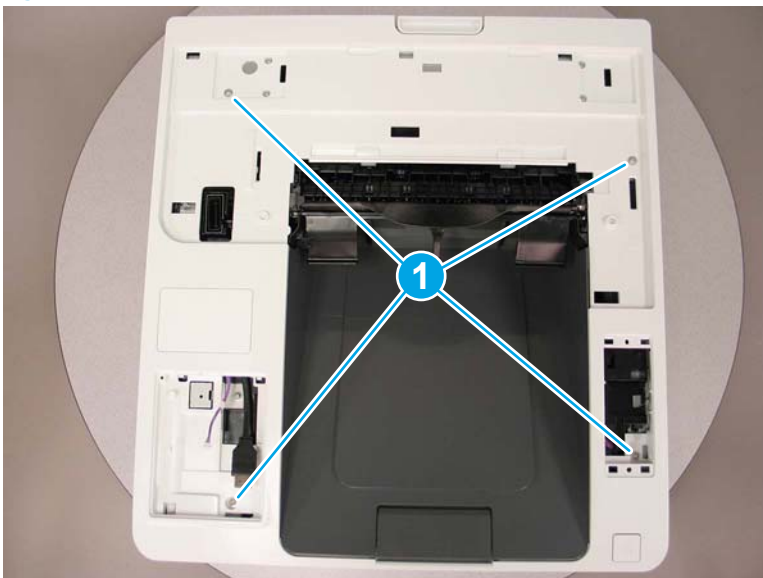


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-2211 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).

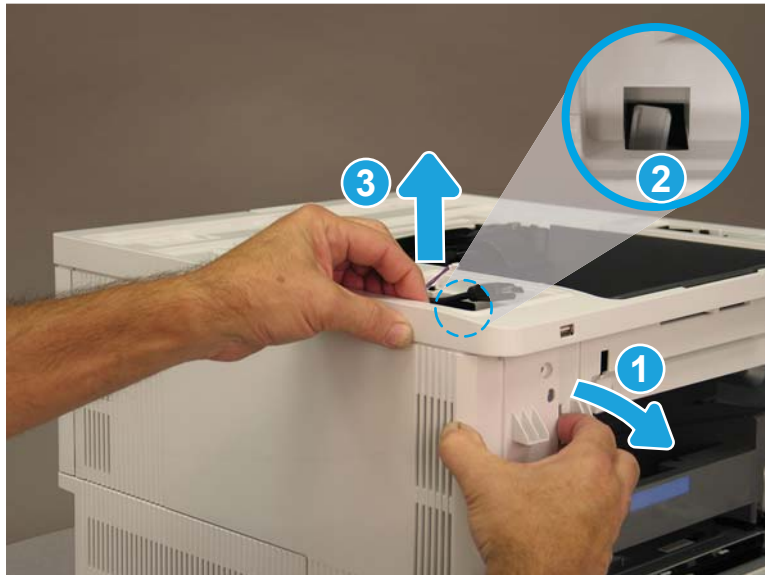
- c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

Figure 8-2212 Locate the tab and open the MP tray cover



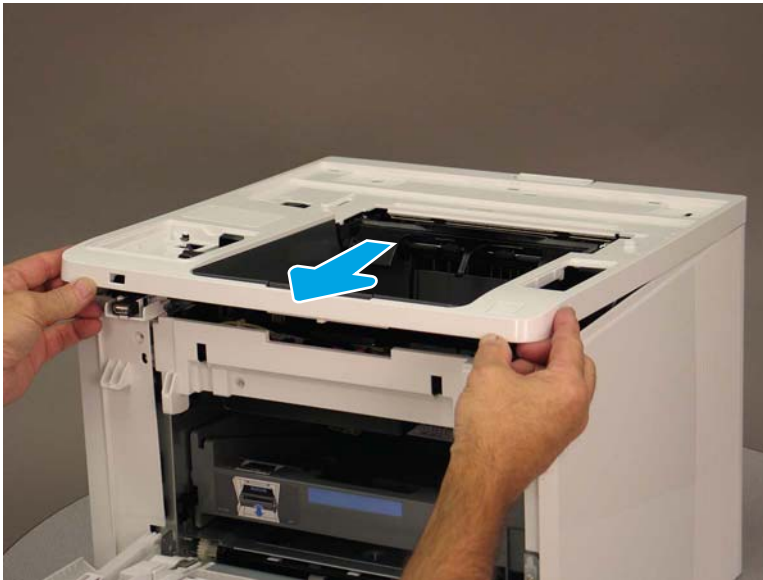
- 3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).
 - c. Lift up and release the top cover (callout 3).

Figure 8-2213 Flex the cover, release the tab, and release the top cover



4. Slide the top cover in the direction indicated by the arrow.

Figure 8-2214 Slide the top cover



5. Lift up and remove the top cover.


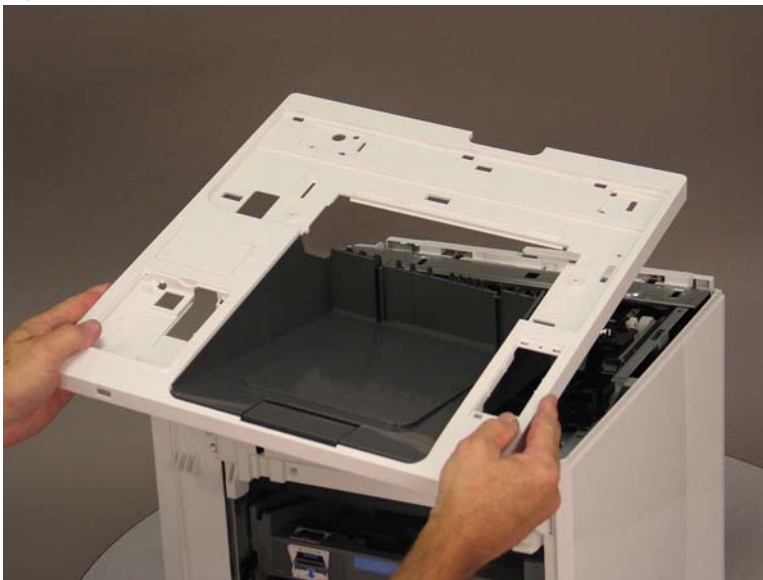
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2215 Lift and remove the top cover

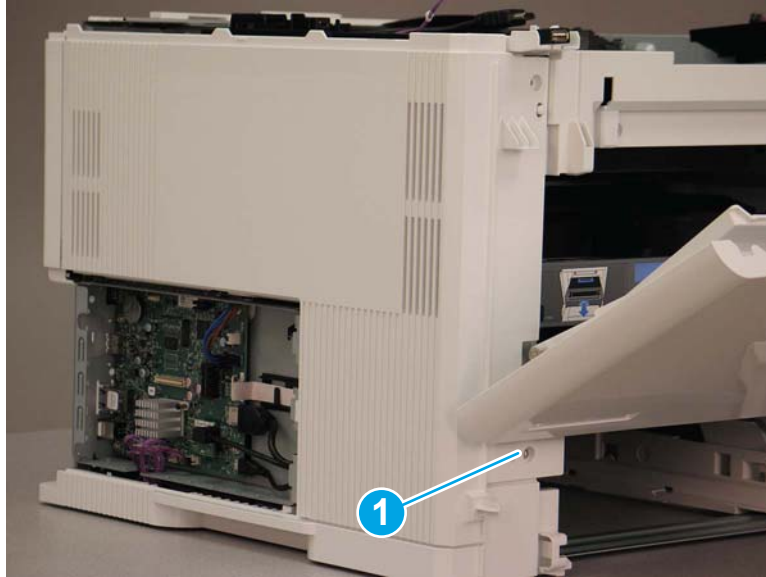


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2216 Open the cartridge door and remove one screw



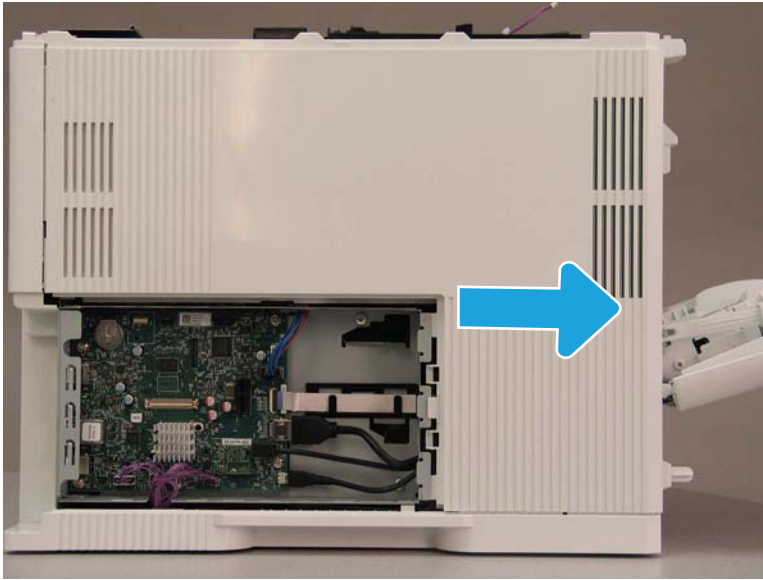
2. Remove one screw (callout 1).

Figure 8-2217 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2218 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


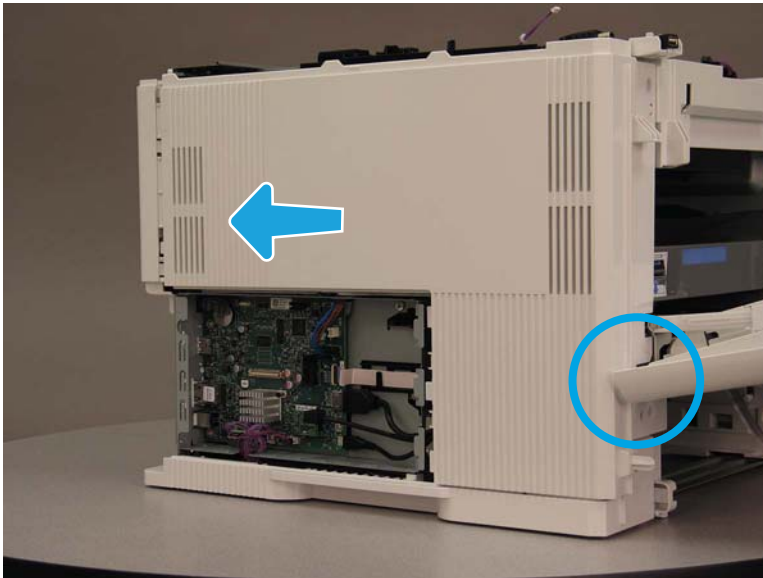
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2219 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


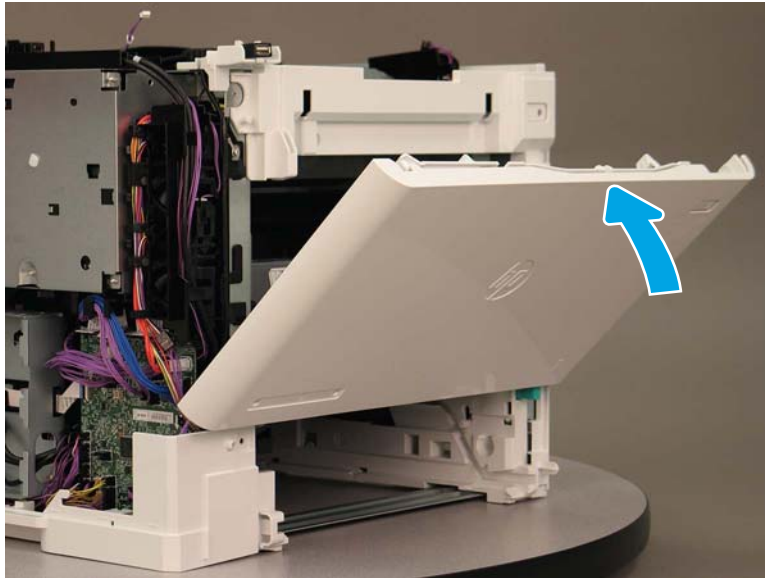
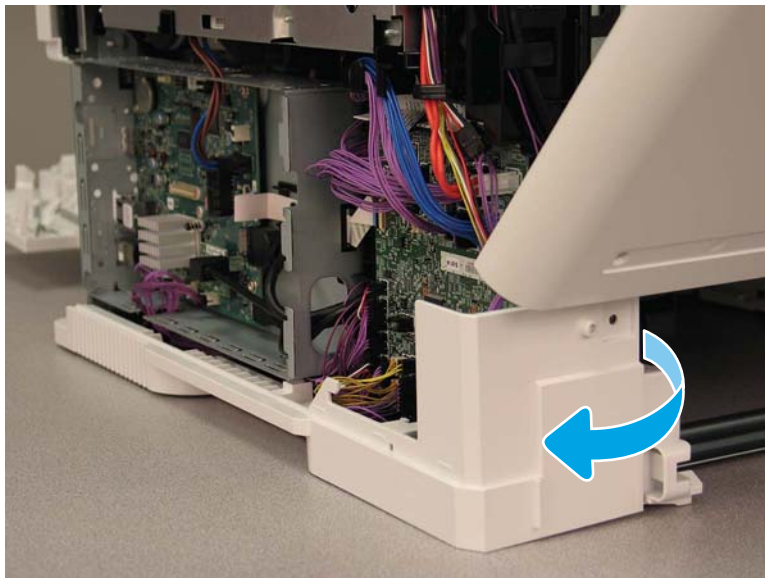
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-2220 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-2221 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


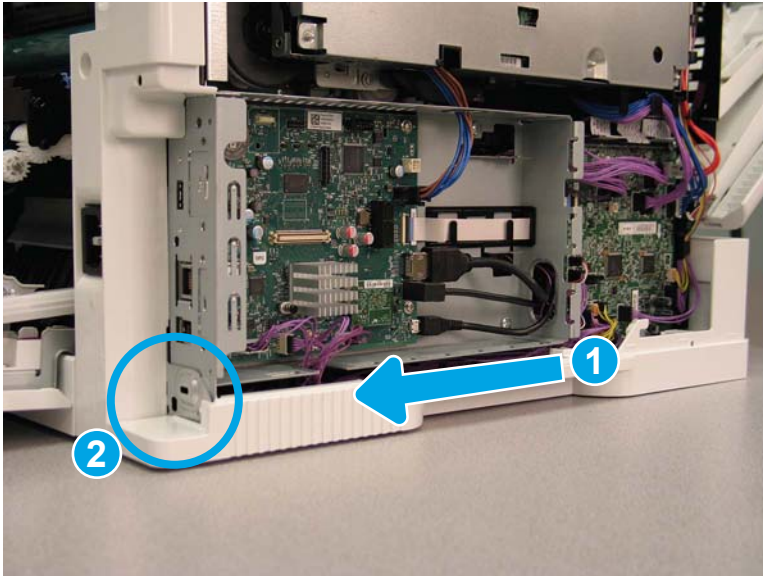
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2222 Slide the cover to release the boss and remove the left lower cover



Remove the rear door assembly

Follow these steps to remove the rear door assembly.

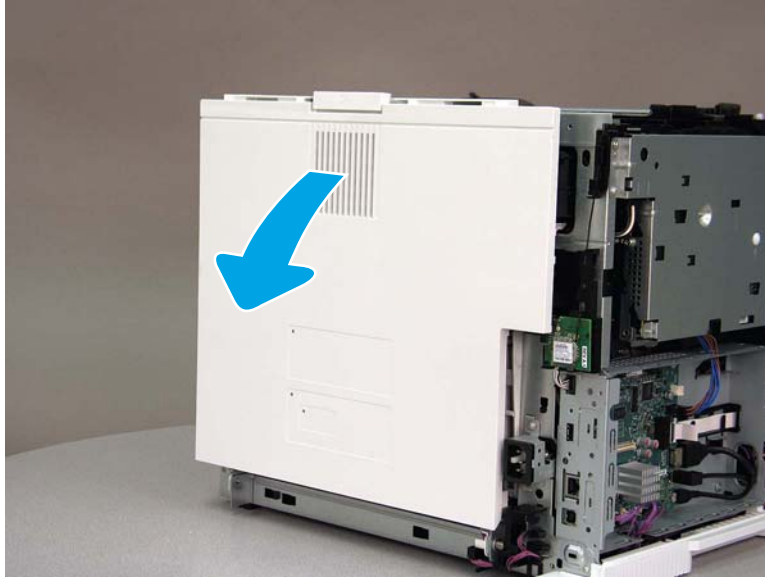
1. Disconnect the two connectors on the lower left side of the rear door assembly.

Figure 8-2223 Disconnect two connectors



2. Open the rear door assembly in the direction indicated by the arrow.

Figure 8-2224 Open the rear door assembly



3. Remove the e-ring (callout 1) from the spring-loaded door hinge.

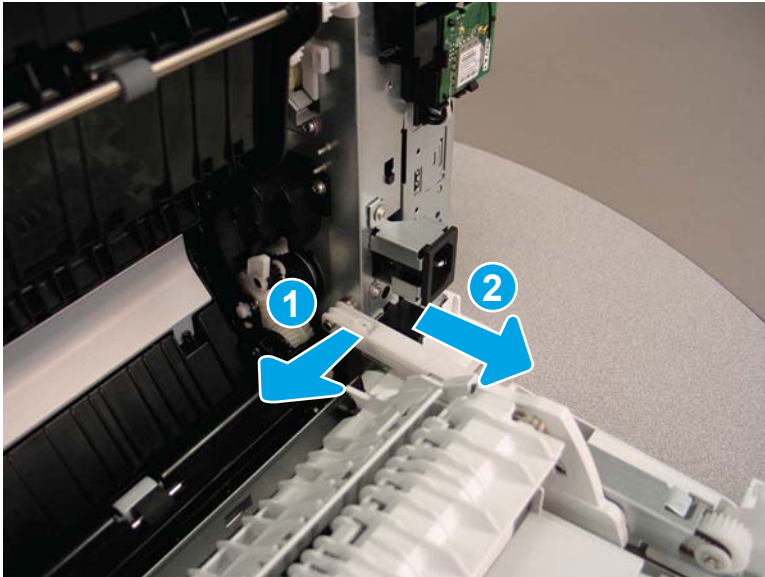
 **TIP:** Close transfer roller.

Figure 8-2225 Remove the e-ring



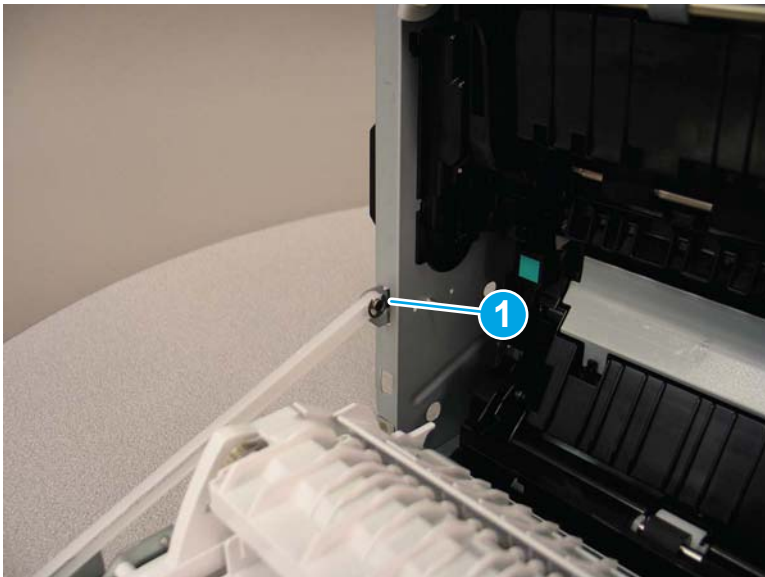
4. Flex the door hinge off (callout 1), and then remove the door hinge (callout 2) in the direction indicated by the arrows.

Figure 8-2226 Flex off and remove the door hinge



5. Remove the e-ring from the left door hinge (callout 1).

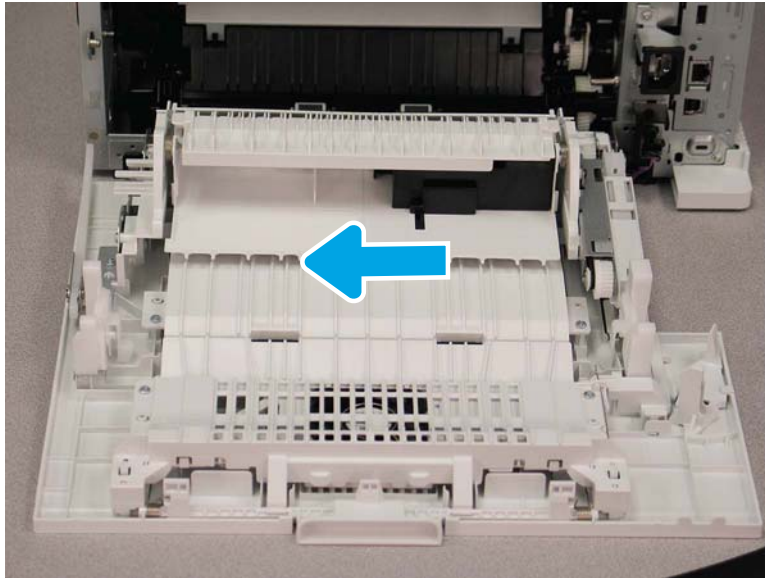
Figure 8-2227 Remove the e-ring



- Slide the rear door assembly in the direction indicated by the arrow to release the hinge pins.

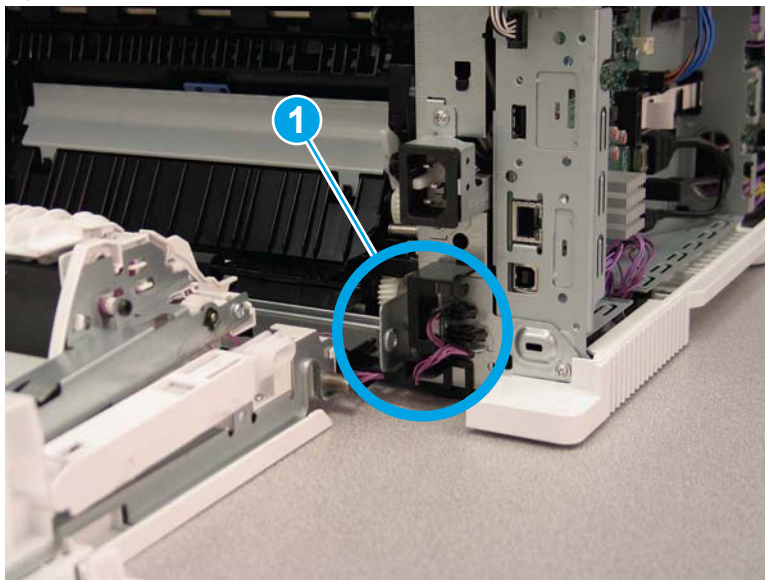
CAUTION: The rear door assembly is still attached by the cable guide.

Figure 8-2228 Slide the rear door assembly and release the hinge pins



- Release the cables from the cable guide (callout 1).

Figure 8-2229 Release the cables



8. Remove the rear door assembly.


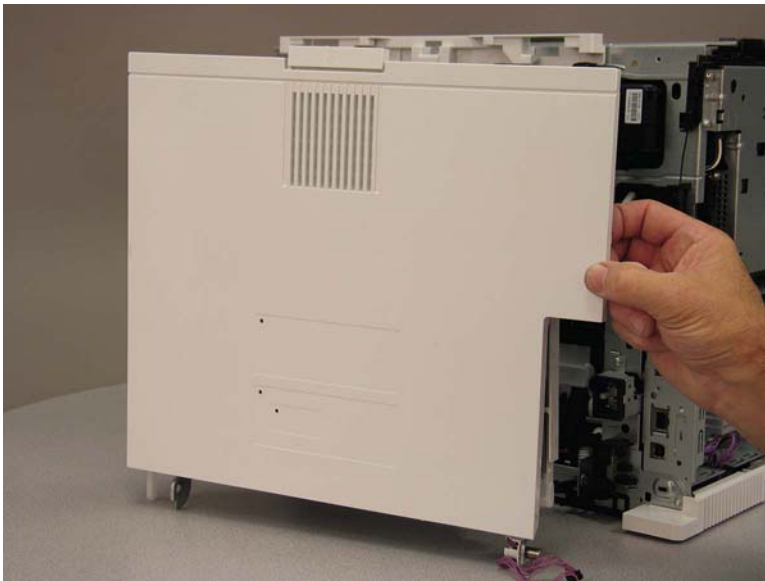
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2230 Remove the rear door assembly

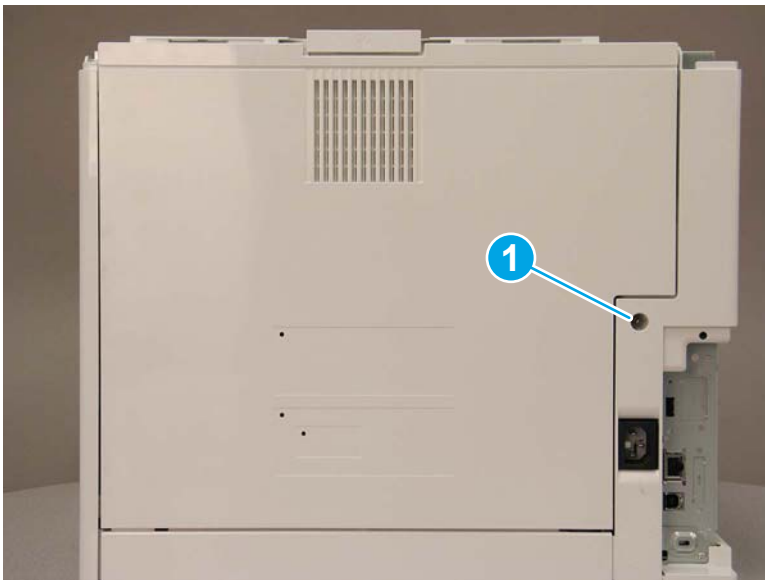


Remove the inlet cover

Follow these steps to remove the inlet cover.

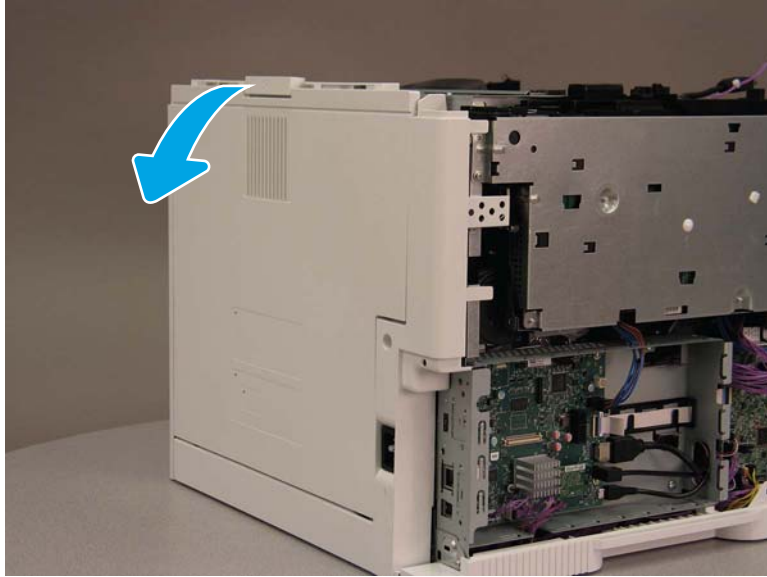
1. Remove one screw (callout 1).

Figure 8-2231 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-2232 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


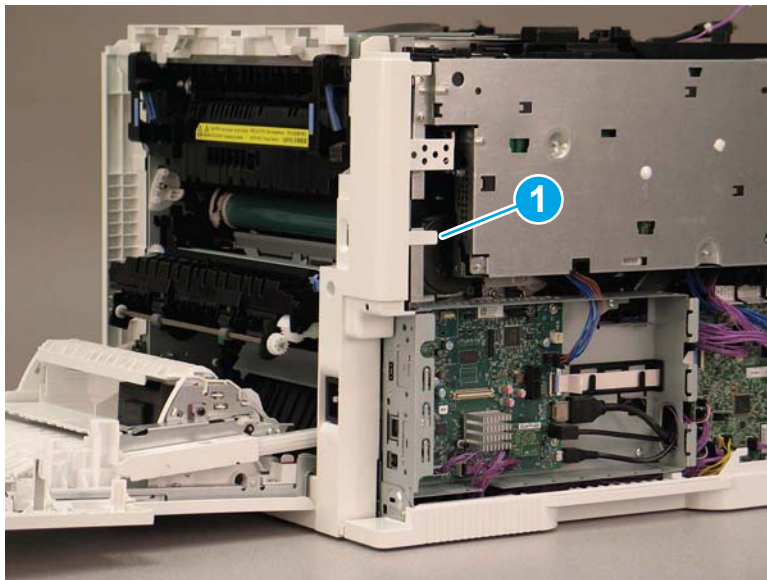
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2233 Release the tab and remove the inlet cover

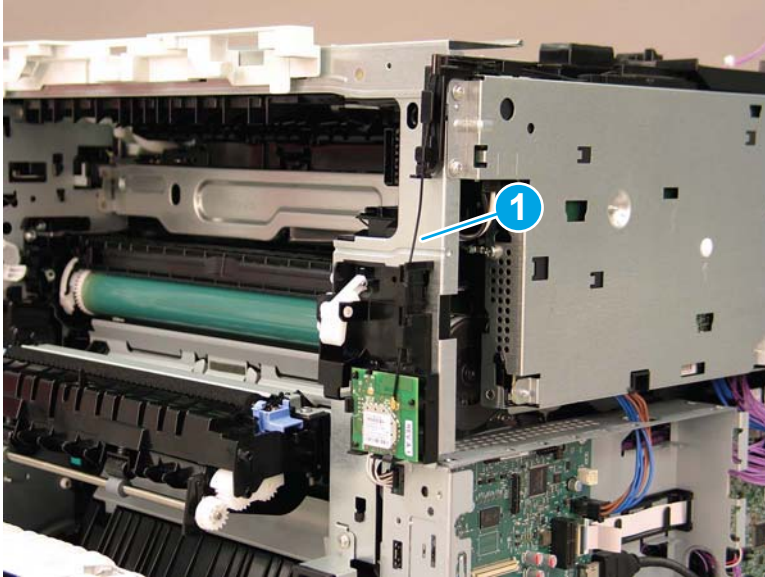


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

1. Disconnect the black WiFi antenna wire from the PCA (callout 1).

Figure 8-2234 Disconnect the WiFi antenna wire



2. Disconnect two connectors (callout 1).


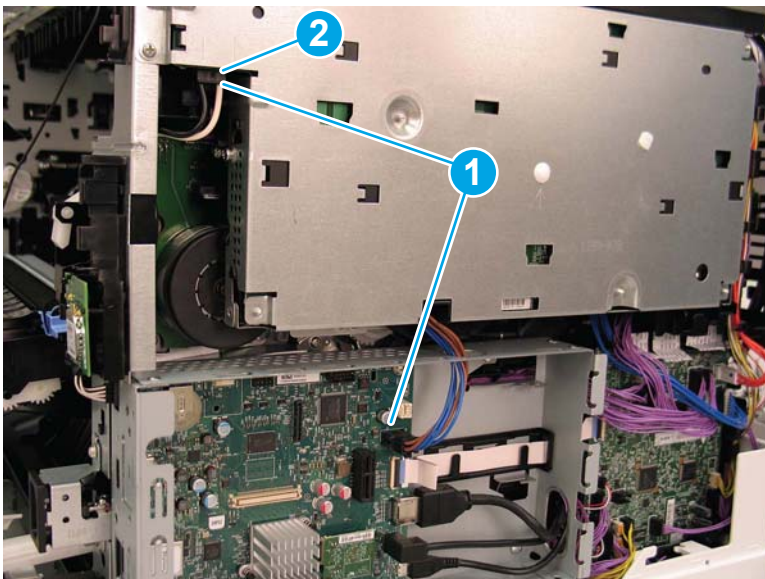
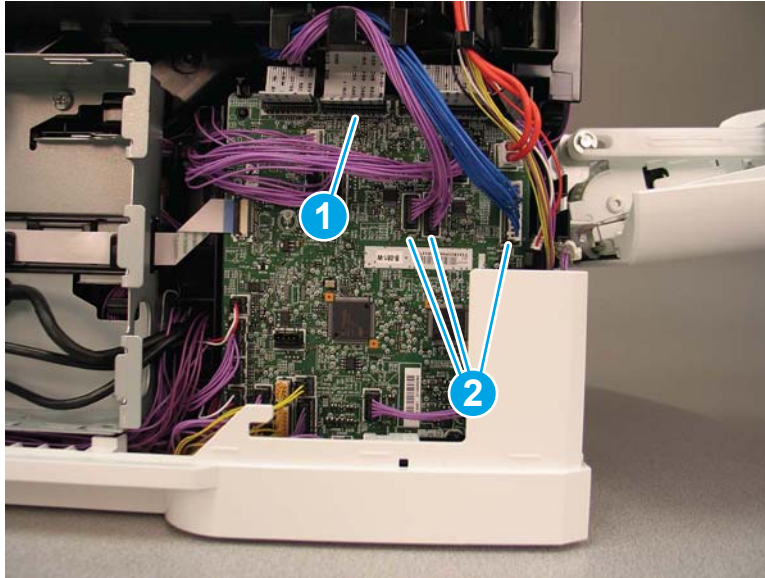
 **NOTE:** The white connector is located behind and under the sheet metal (callout 2).

Figure 8-2235 Disconnect two connectors



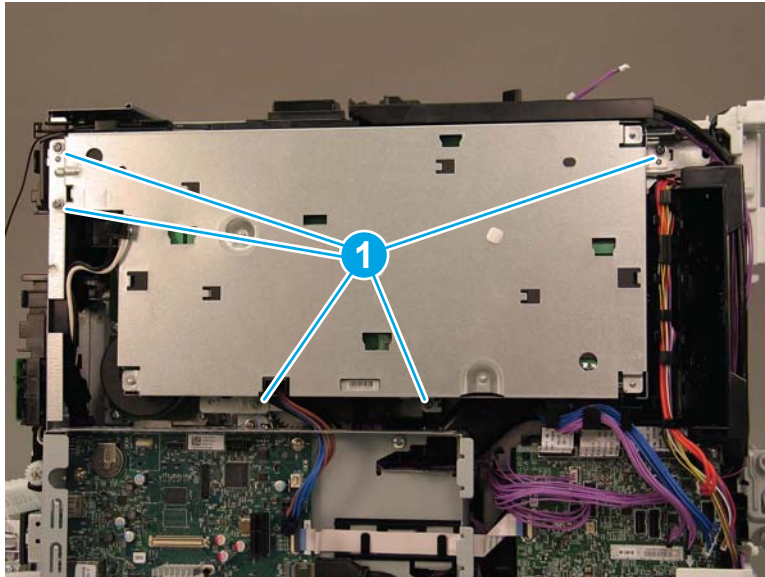
3. Disconnect one center FFC (callout 1) and two lower purple cables and one blue cable (callout 2).

Figure 8-2236 Disconnect one FFC and three colored cables



4. Remove five screws (callout 1).

Figure 8-2237 Remove five screws



5. To release the hook on the low voltage power supply (LVPS) bracket that attaches to the printer chassis, slightly lift up on the LVPS, and then pull the LVPS straight out from the printer chassis.


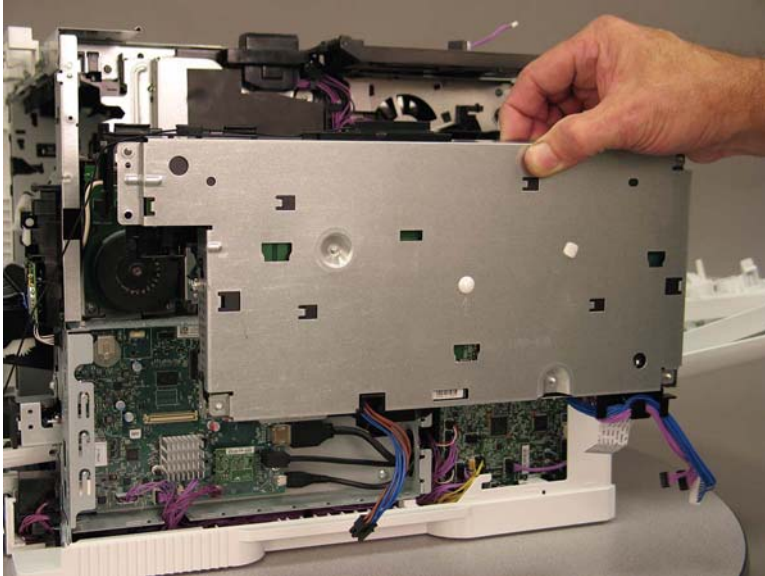
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2238 Lift and pull out to remove the LVPS

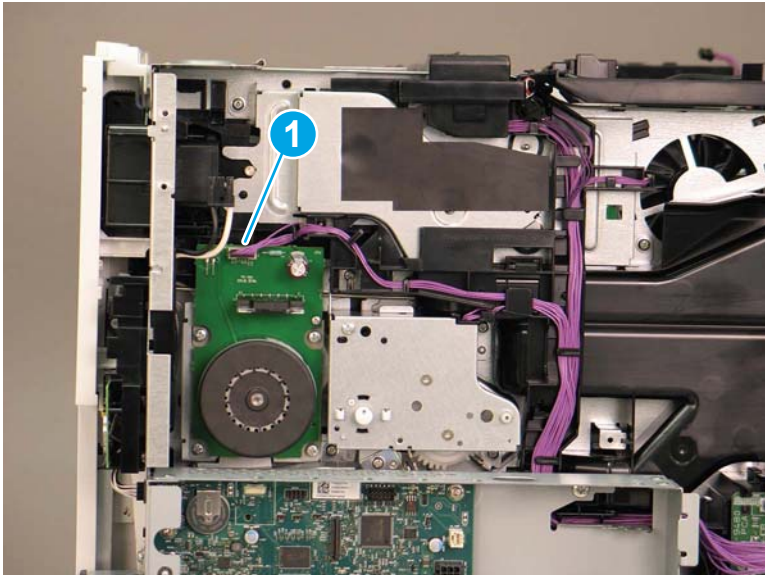


Remove the drum motor assembly

Follow these steps to remove the drum motor assembly.

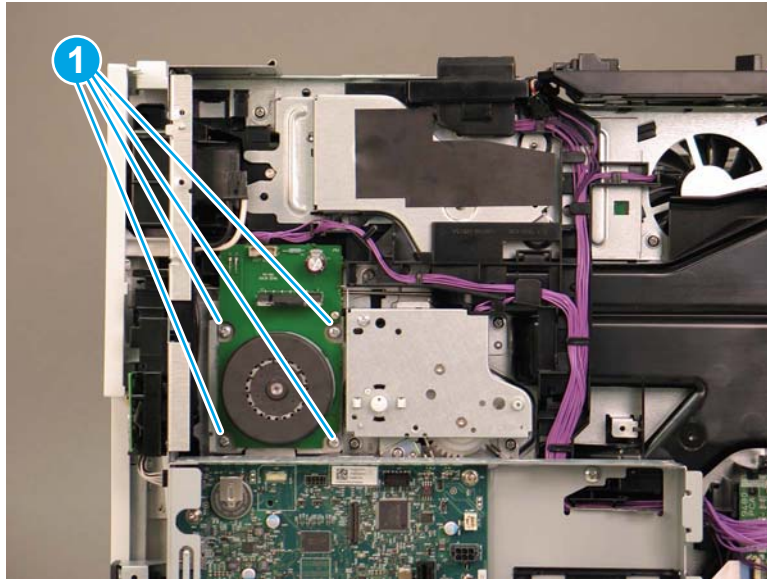
1. Disconnect one connector (callout 1).

Figure 8-2239 Disconnect one connector



2. Remove four screws (callout 1).

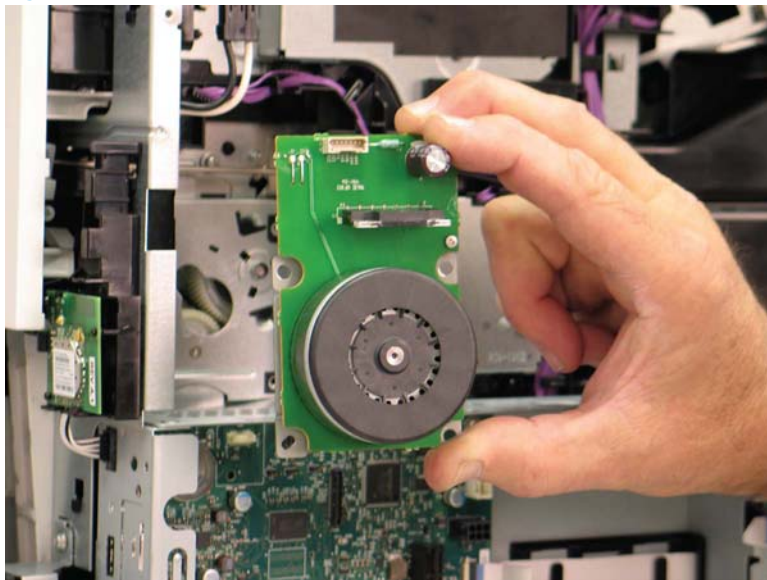
Figure 8-2240 Remove four screws



3. Remove drum motor (M2).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2241 Remove drum motor



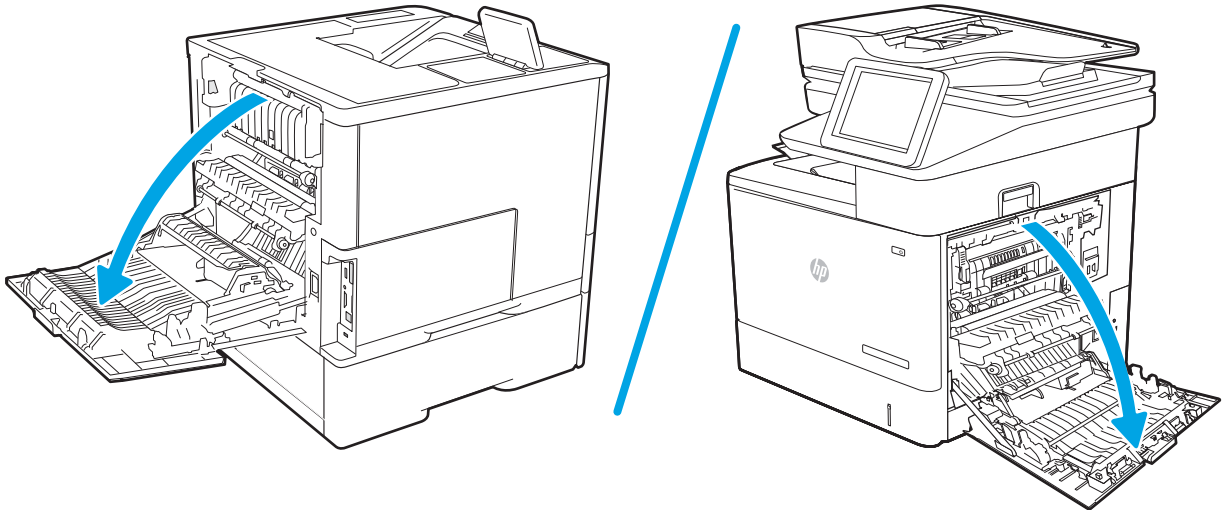
Remove the fuser

Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

⚠ WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

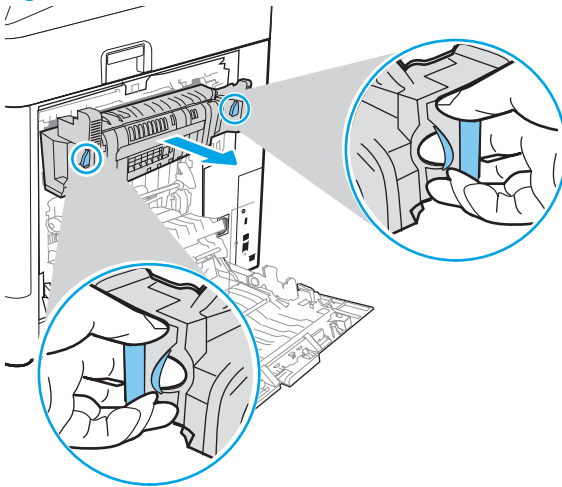
Figure 8-2242 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.

NOTE: The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-2243 Remove the fuser

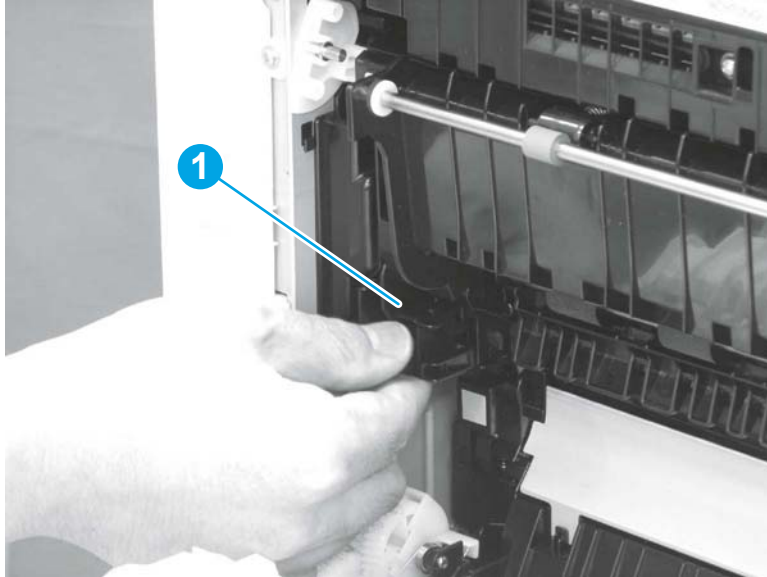


Remove the transfer assembly

Follow these steps to remove the transfer assembly.

1. Do the following:
 - a. Open the right door assembly.
 - b. Pull out the cover (callout 1).

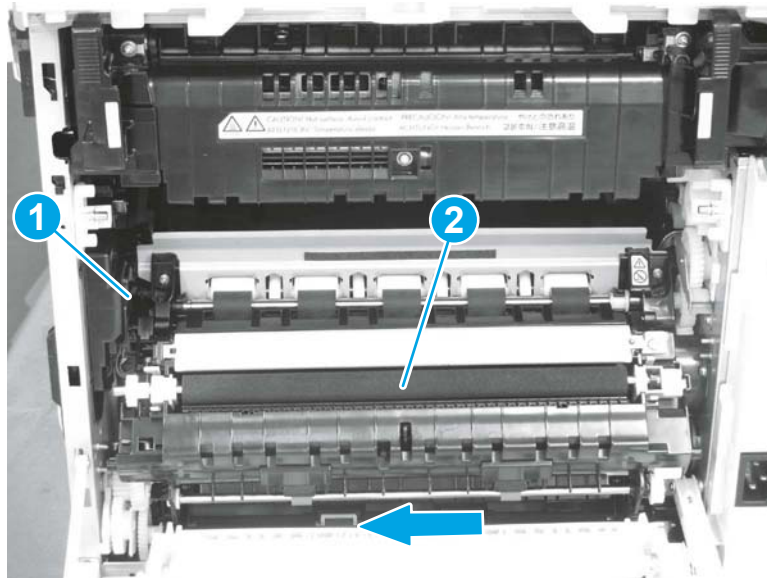
Figure 8-2244 Open the right door and pull out the cover



2. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Slide the transfer assembly (callout 2) in the direction the arrow indicates, and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2245 Disconnect one connector and remove the transfer assembly



Remove the registration assembly

Follow these steps to remove the registration assembly.

- ▲ Do the following:

- a. Remove four screws (callout 1).
- b. Remove the registration assembly (callout 2).


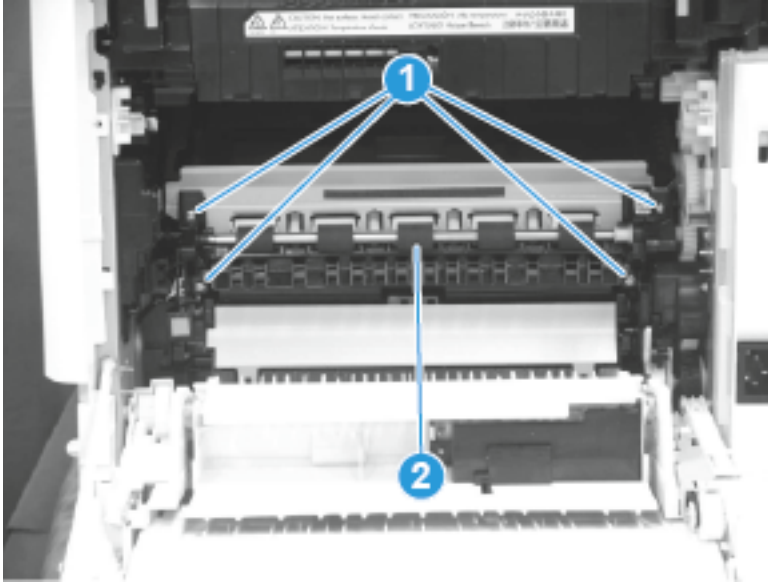
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2246 Remove four screws and the registration assembly

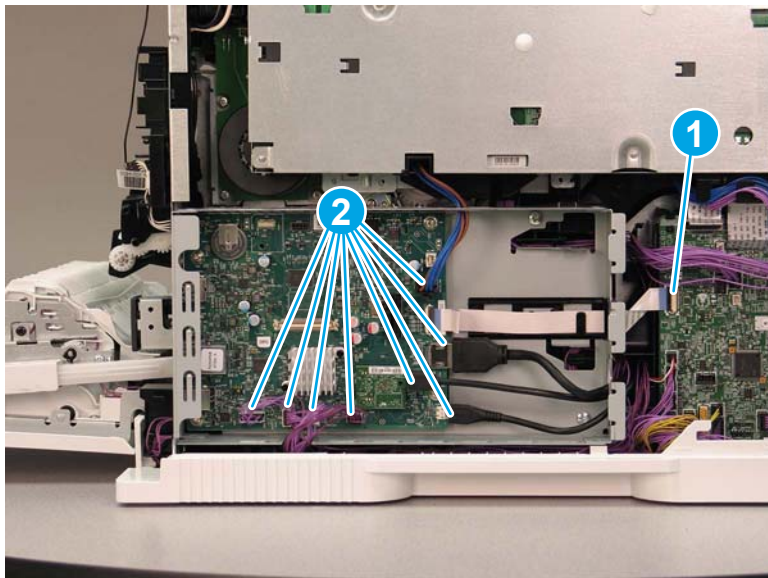


Remove the formatter and formatter cage assemblies

Follow these steps to remove the formatter and formatter cage assemblies.

1. Disconnect zero insertion force (ZIF) FFC (callout 1) from the DC controller, and then disconnect eight connectors (callout 2).

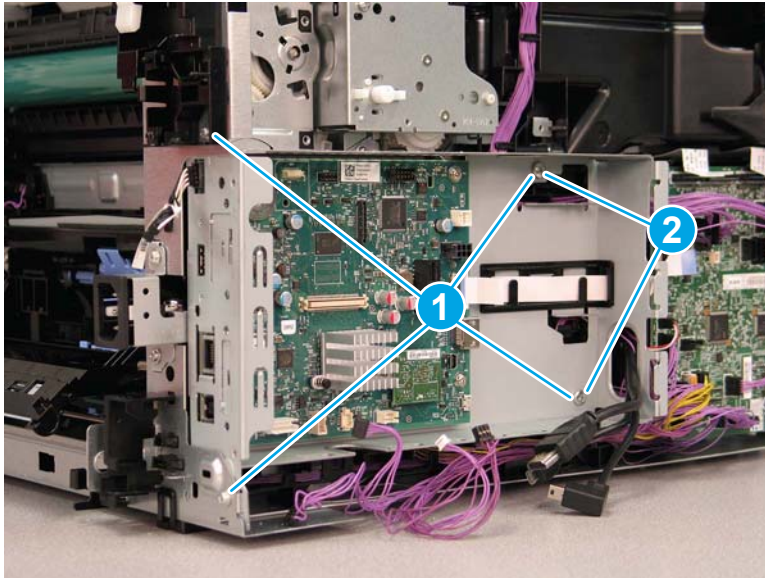
Figure 8-2247 Disconnect one ZIF FFC and eight other connectors



2. Remove four screws (callout 1).

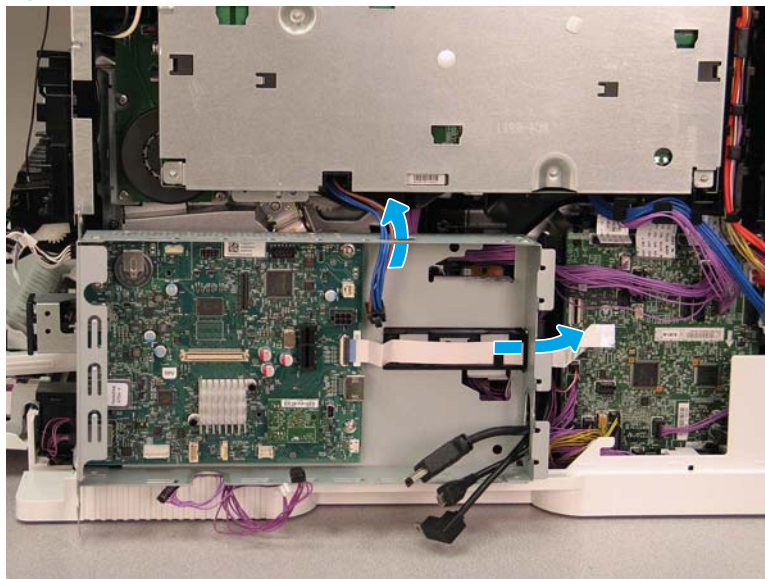
 **NOTE:** Two of the screws are self-tapping (callout 2).

Figure 8-2248 Remove four screws



3. Do the following:
 - a. Pull the cable through the top of the formatter cage in the direction indicated by the arrow.
 - b. Pull the FFC through the side of the formatter cage in the direction indicated by the arrow.

Figure 8-2249 Pull one cable and the FFC through the formatter cage

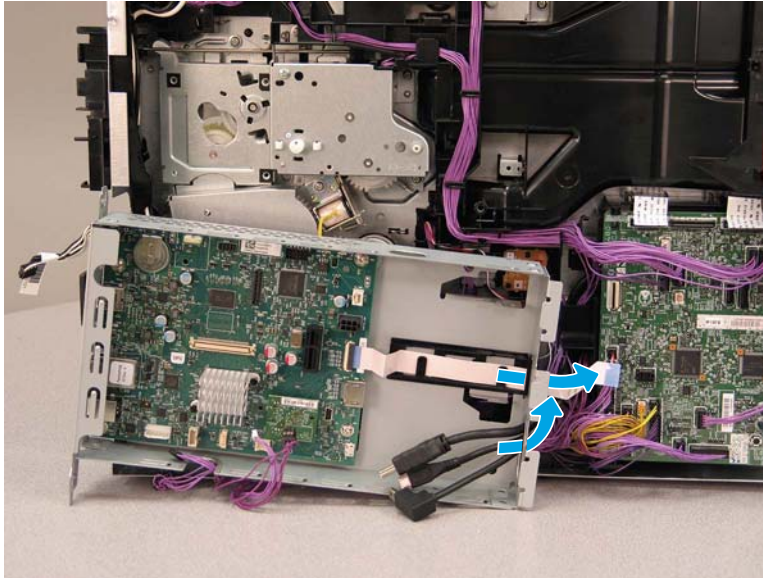


4. Do the following:
 - a. Pull the cables through the right side of the formatter cage in the direction indicated by the arrows.

- b. Remove the formatter cage.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2250 Pull one cable and the FFC through the formatter cage

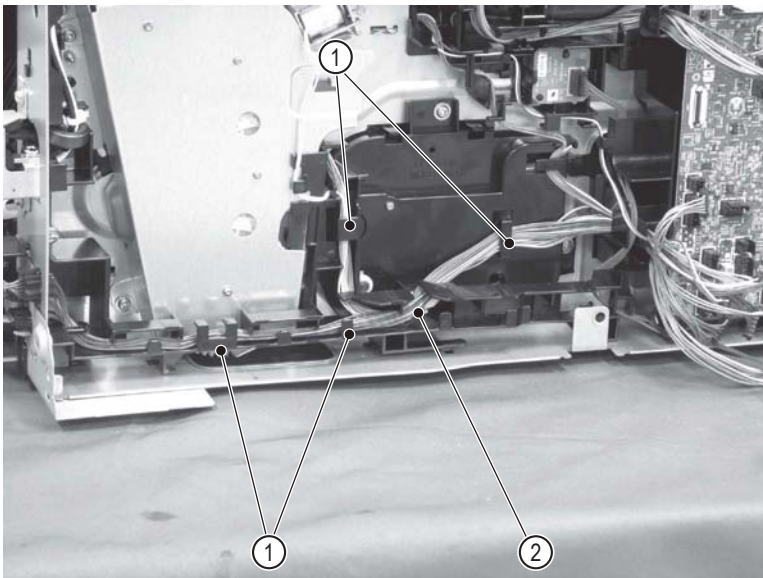


Remove the main drive assembly

Follow these steps to remove the main drive assembly.

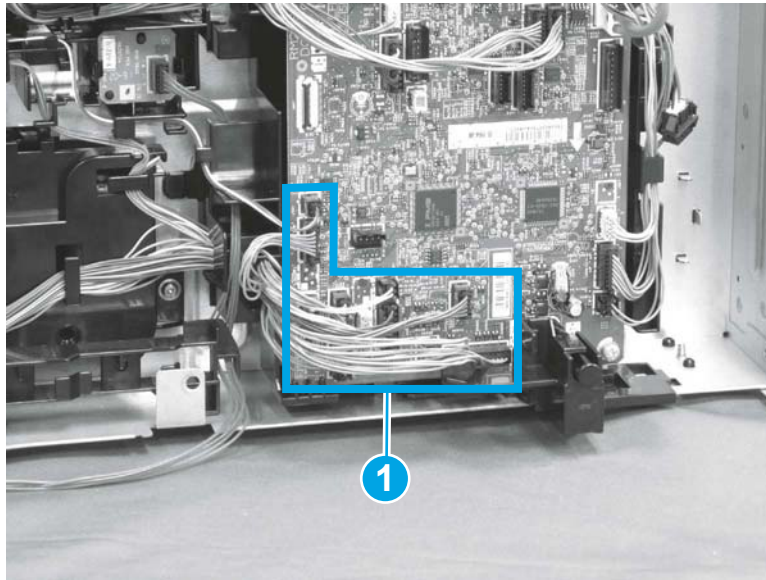
1. Locate the cable guides (callout 1) and remove the cable (callout 2) from the guides.

Figure 8-2251 Release the cable



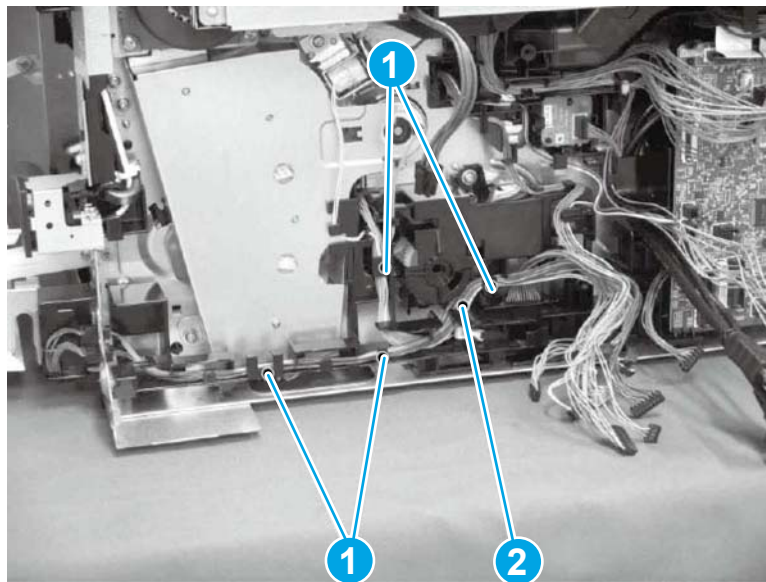
2. Disconnect eight connectors (callout 1).

Figure 8-2252 Disconnect eight connectors



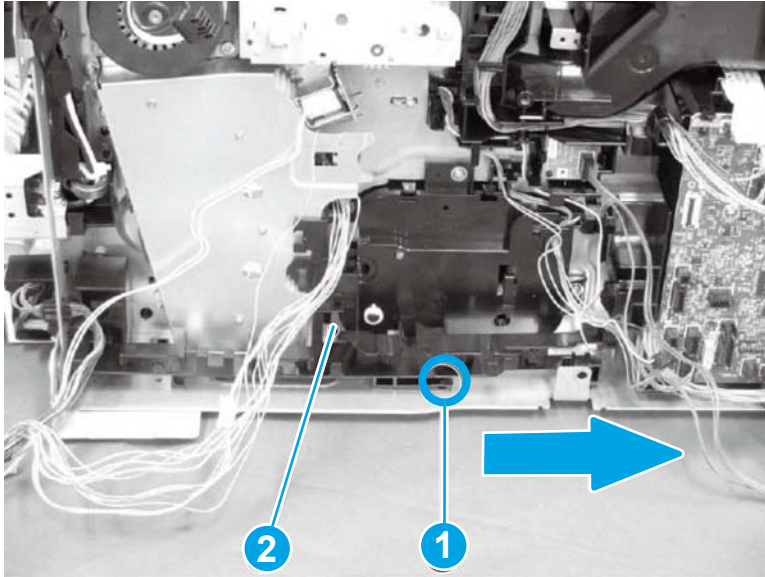
3. Release the cable (callout 1) from the cable guides (callout 2).

Figure 8-2253 Release the cable



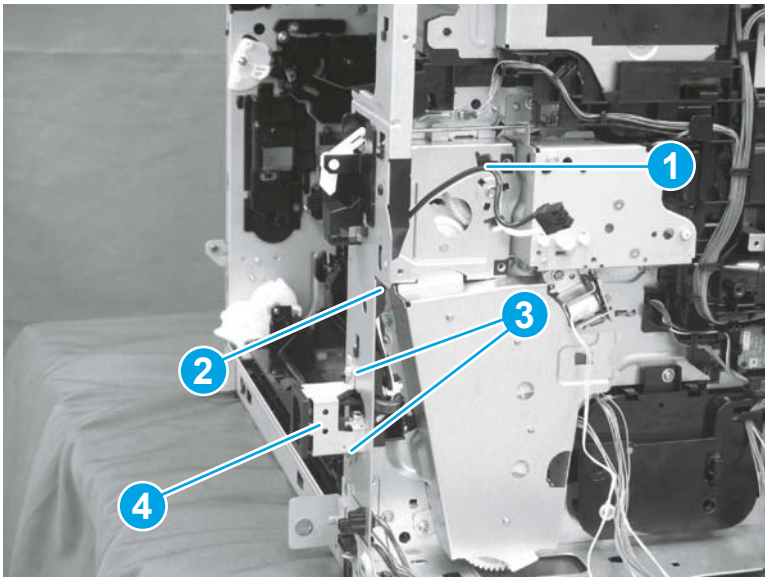
4. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-2254 Release one tab and remove the cable guide



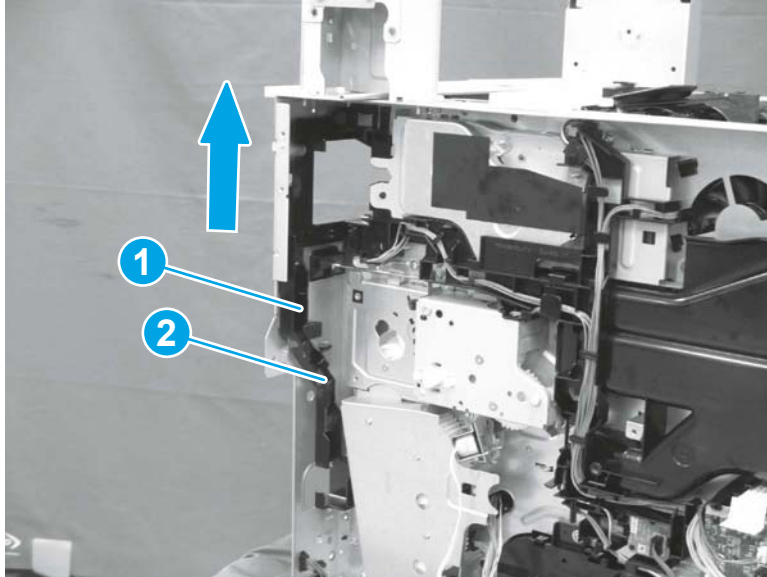
5. Do the following:
 - a. Release the cable (callout 1) from the cable guide (callout 2).
 - b. Remove two screws (callout 3).
 - c. Remove the inlet assembly (callout 4).

Figure 8-2255 Release the cable and remove two screws and the inlet assembly



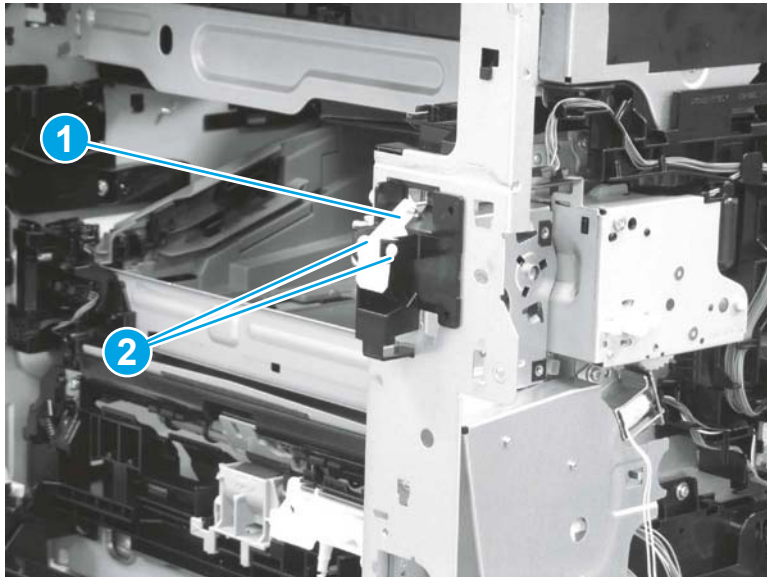
6. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-2256 Release one tab and remove the cable guide



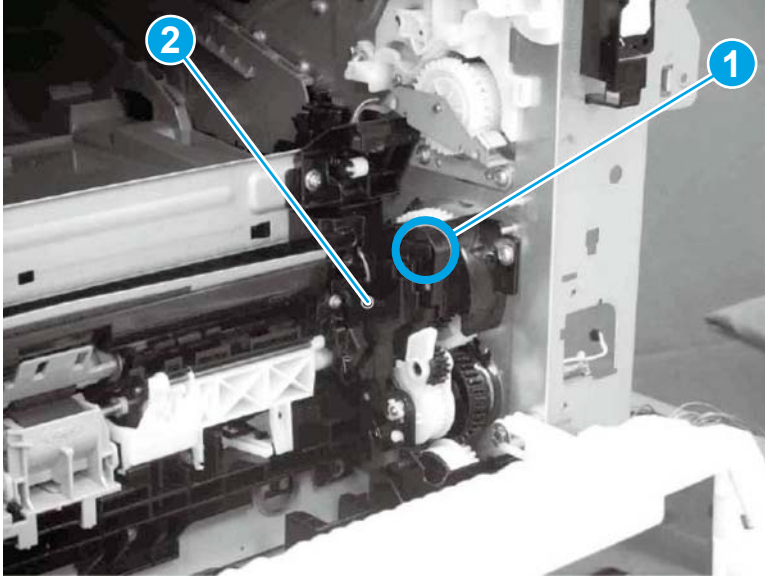
7. Remove the link lever (callout 1) from the left and the right shafts (callout 2).

Figure 8-2257 Remove the link lever from two shafts



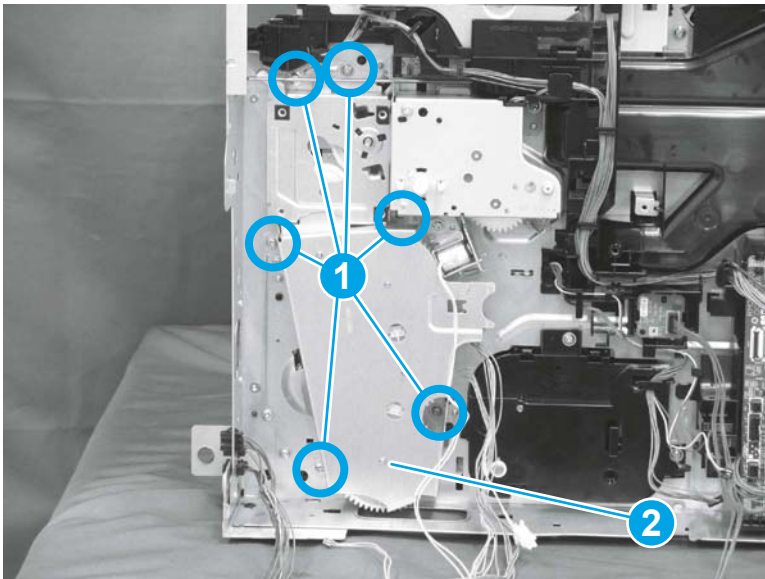
8. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the cover (callout 2).

Figure 8-2258 Release one tab and remove the cover



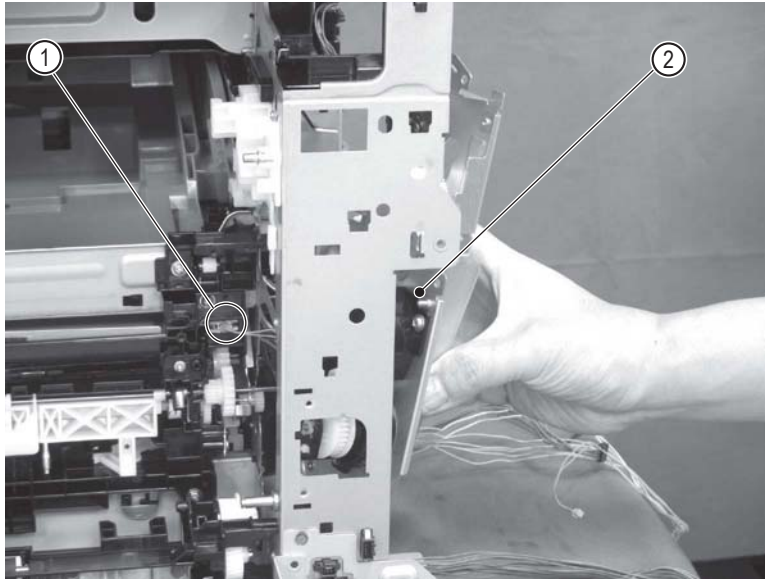
9. Remove six screws (callout 1) that secure the main drive assembly (callout 2).

Figure 8-2259 Remove six screws



10. Disconnect one connector (callout 1), and then remove the main drive assembly (callout 2).

Figure 8-2260 Disconnect one connector and remove the main drive assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

Removal and replacement: Paper feed frame assembly

This document provides the procedures to remove and replace the paper feed frame assembly.



[View a video of how to remove and replace the paper feed frame assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-168 Part information

Part number	Part description
RM2-6749-000CN	Paper feed frame assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

Follow these steps to remove the formatter cover.

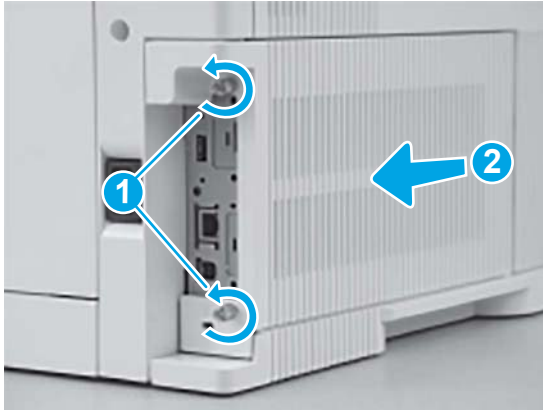
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2261 Release two thumb screws and remove the formatter cover

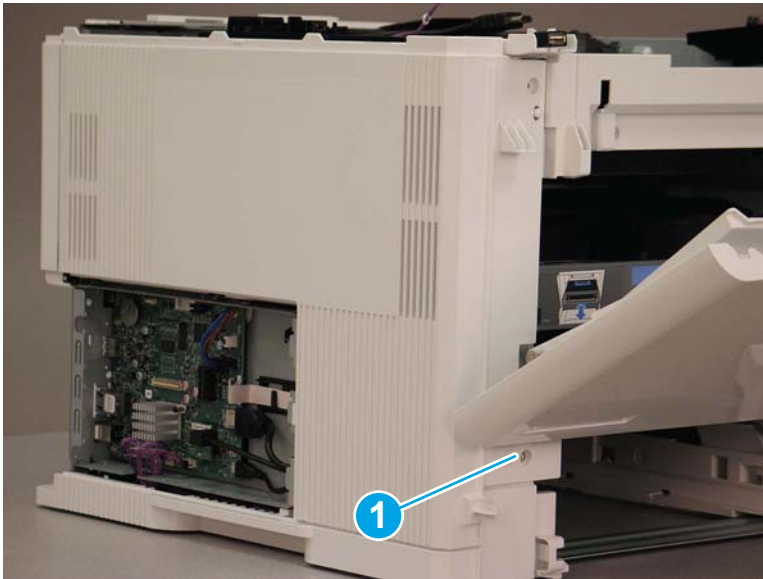


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2262 Open the cartridge door and remove one screw



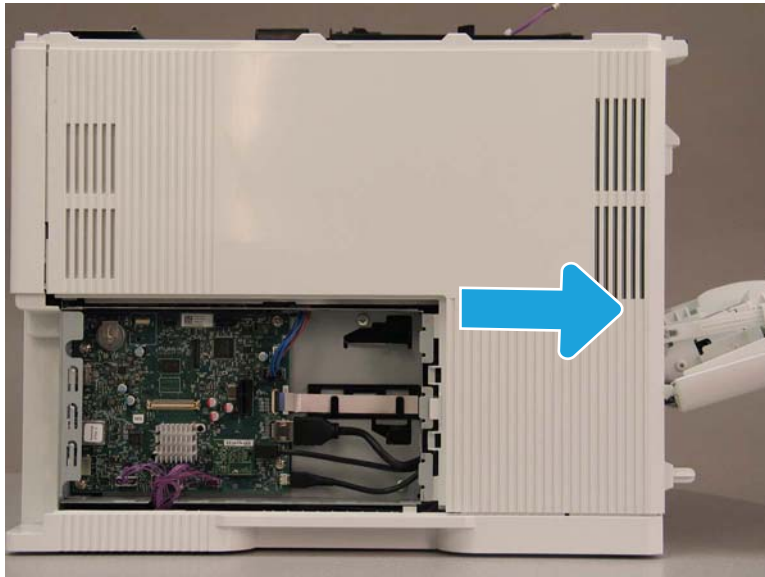
2. Remove one screw (callout 1).

Figure 8-2263 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2264 Slightly slide the left cover toward the front

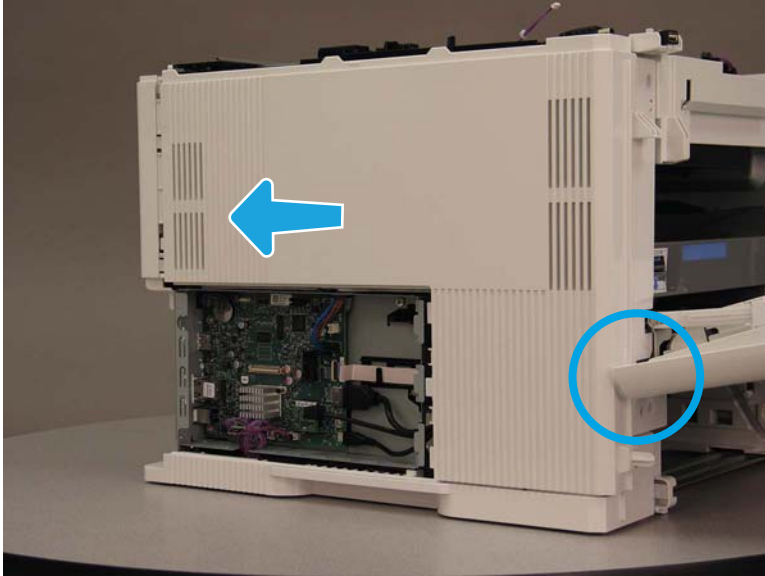


4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2265 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


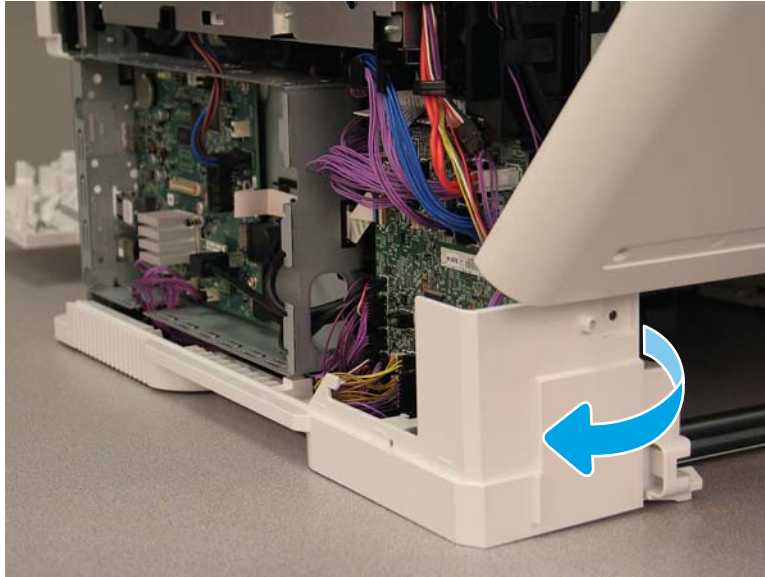
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-2266 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-2267 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


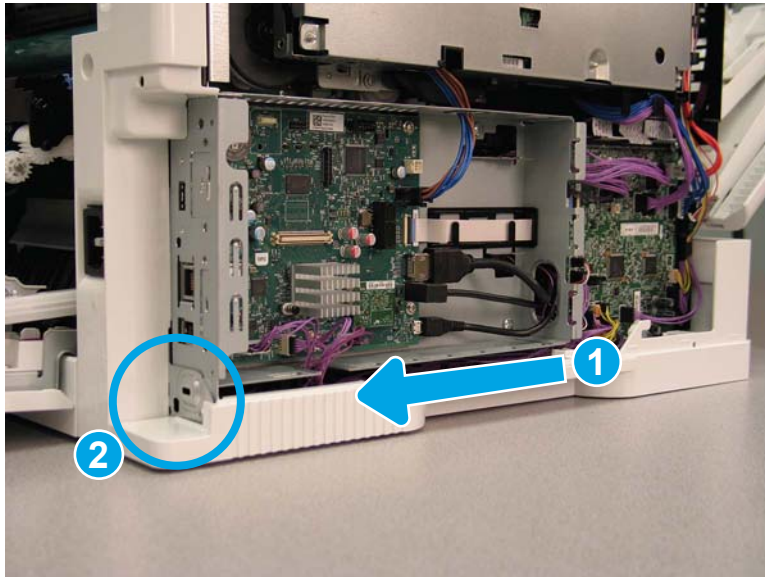
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2268 Slide the cover to release the boss and remove the left lower cover

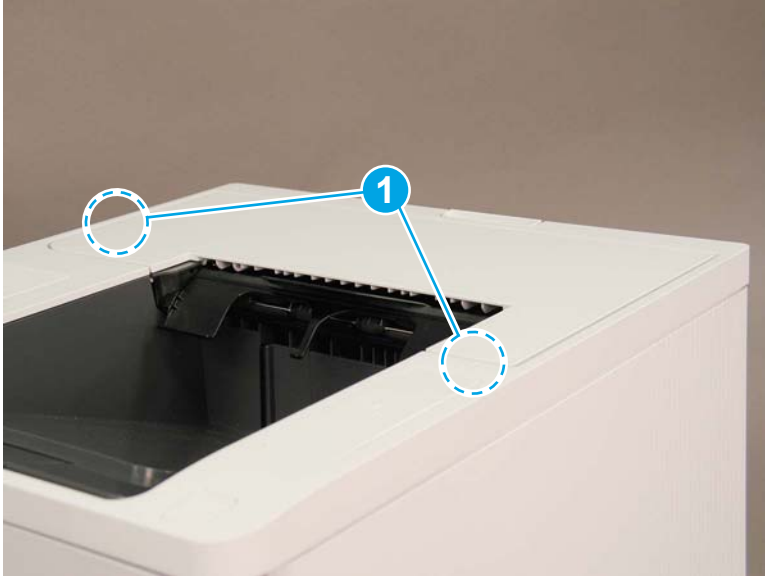


Remove the blanking cover

Follow these steps to remove the blanking cover.

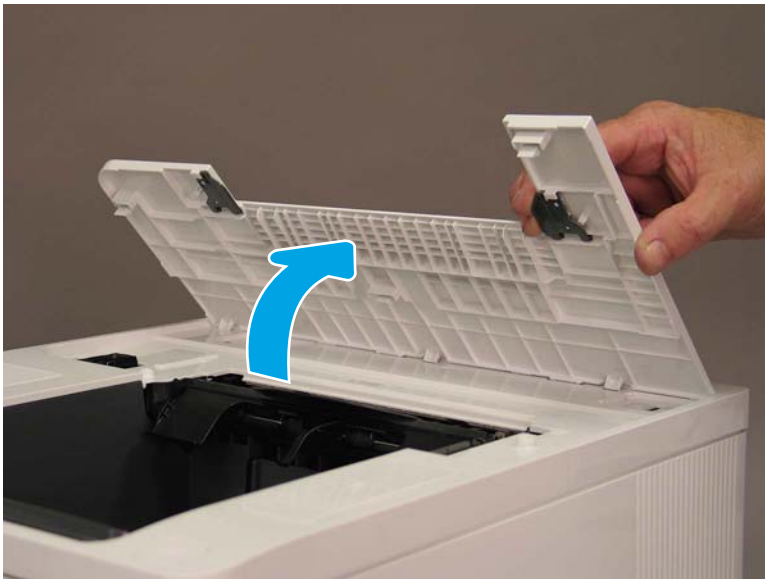
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-2269 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-2270 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


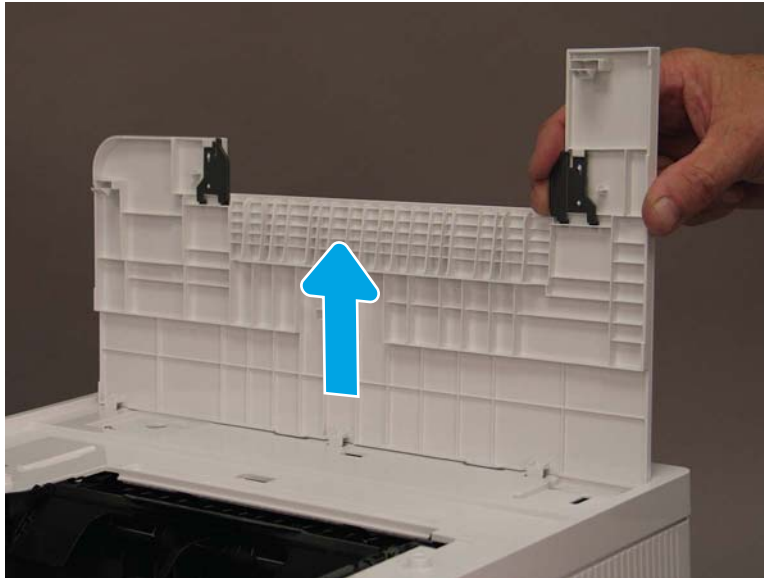
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2271 Lift the blanking cover up and remove it



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-2272 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.

- b. Remove the control panel cover.

Figure 8-2273 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-2274 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).

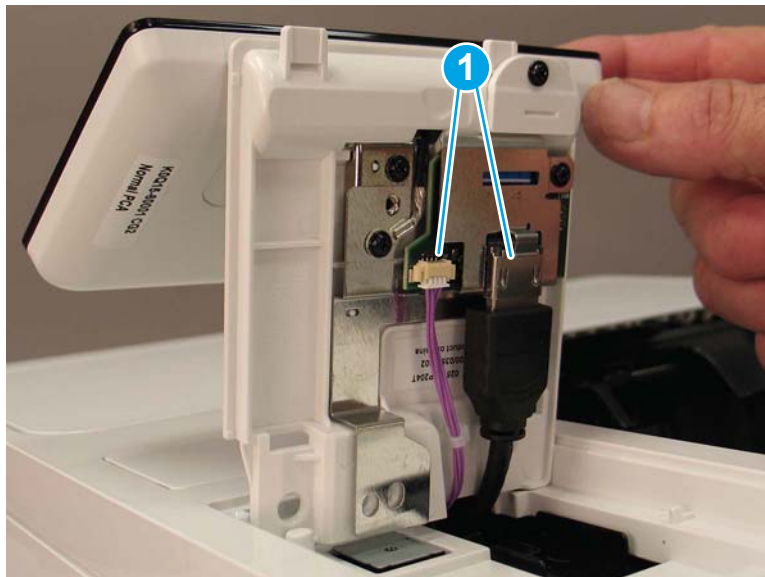
- b. Slide the control panel toward the back of the printer (callout 2) to release it.

Figure 8-2275 Lift and release the control panel



- 5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.
 - b. Disconnect two connectors (callout 1).

Figure 8-2276 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-2277 Remove the control panel

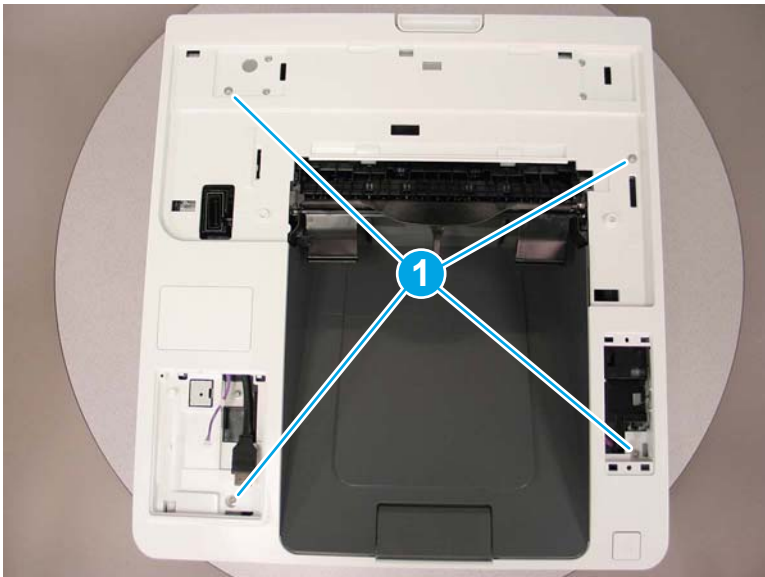


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-2278 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).

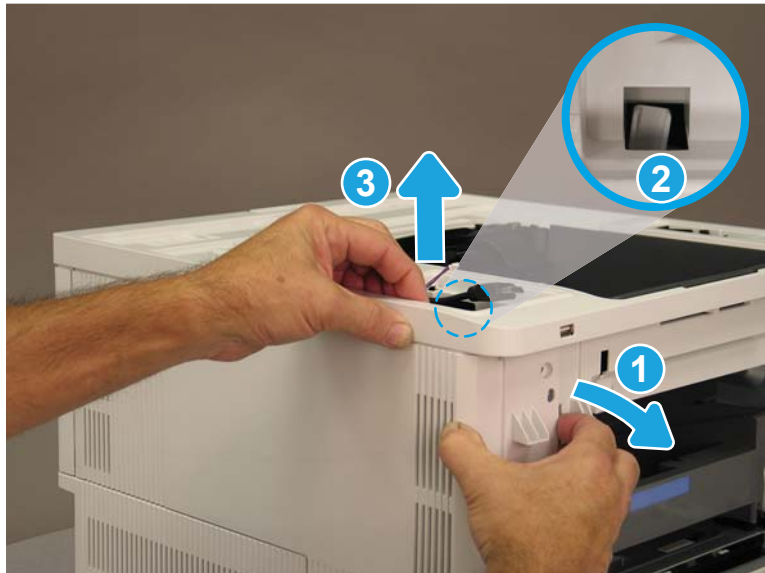
- c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

Figure 8-2279 Locate the tab and open the MP tray cover



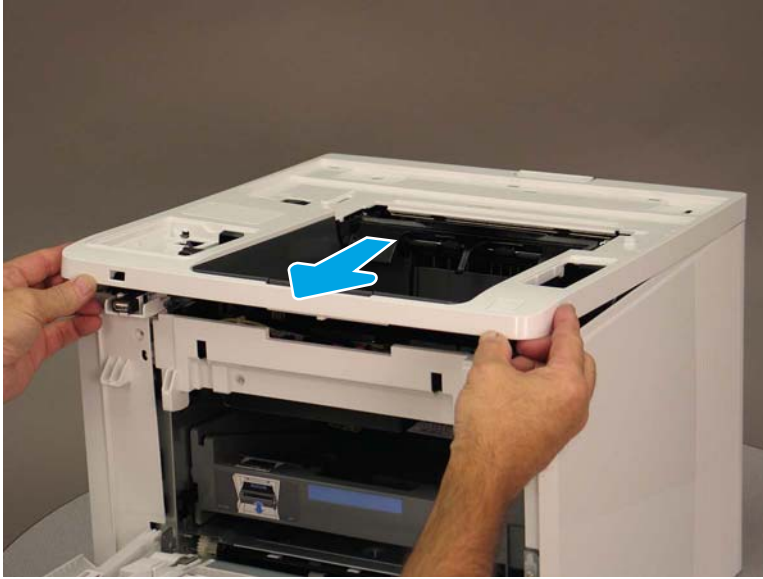
- 3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).
 - c. Lift up and release the top cover (callout 3).

Figure 8-2280 Flex the cover, release the tab, and release the top cover



4. Slide the top cover in the direction indicated by the arrow.

Figure 8-2281 Slide the top cover



5. Lift up and remove the top cover.


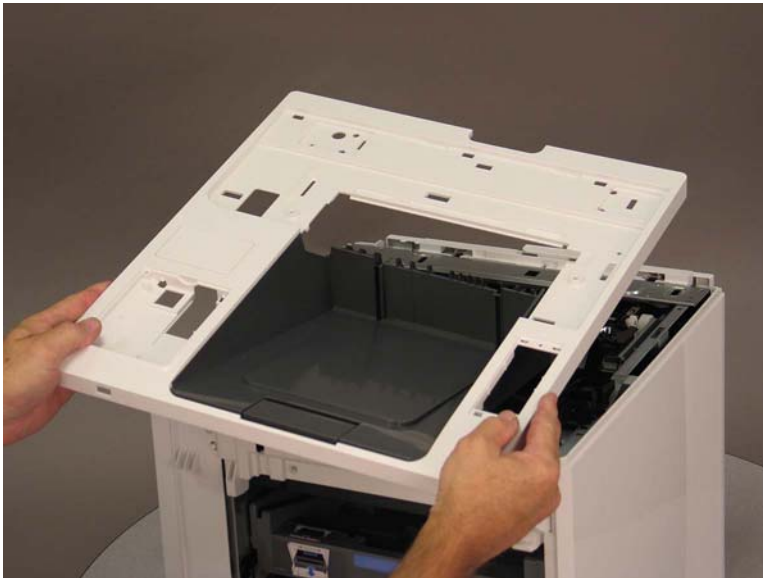
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2282 Lift and remove the top cover

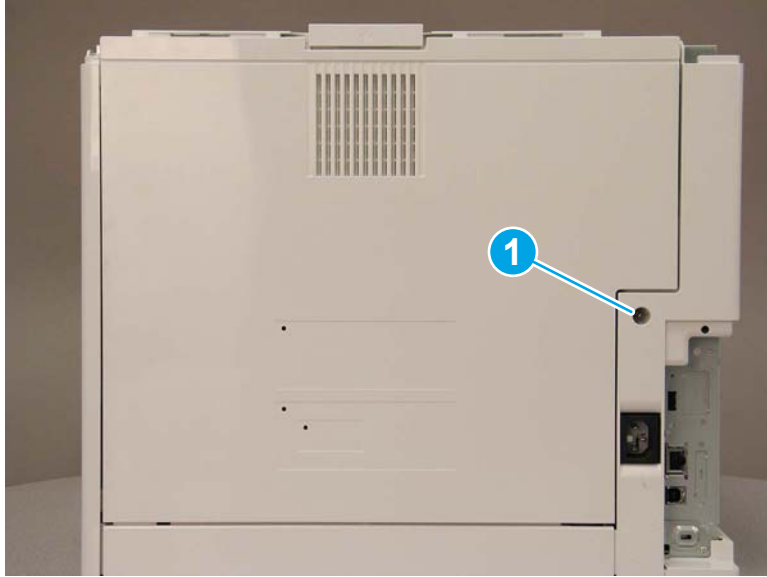


Remove the inlet cover

Follow these steps to remove the inlet cover.

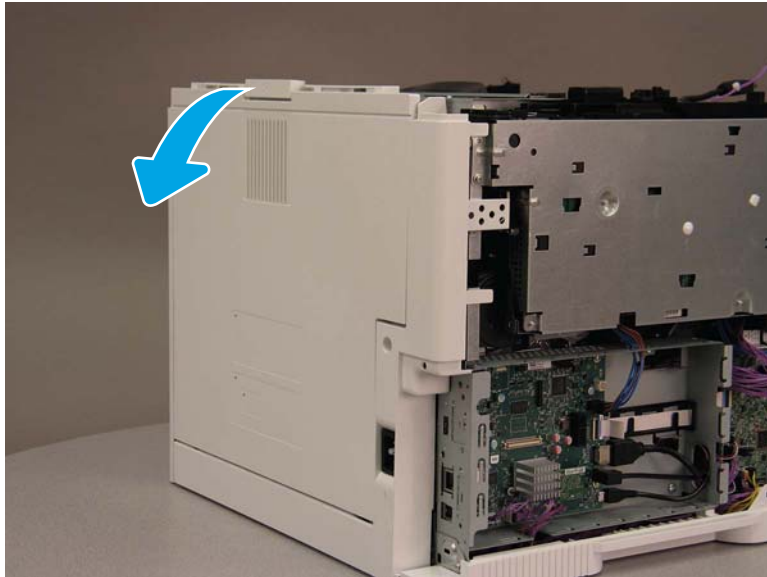
1. Remove one screw (callout 1).

Figure 8-2283 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-2284 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2285 Release the tab and remove the inlet cover

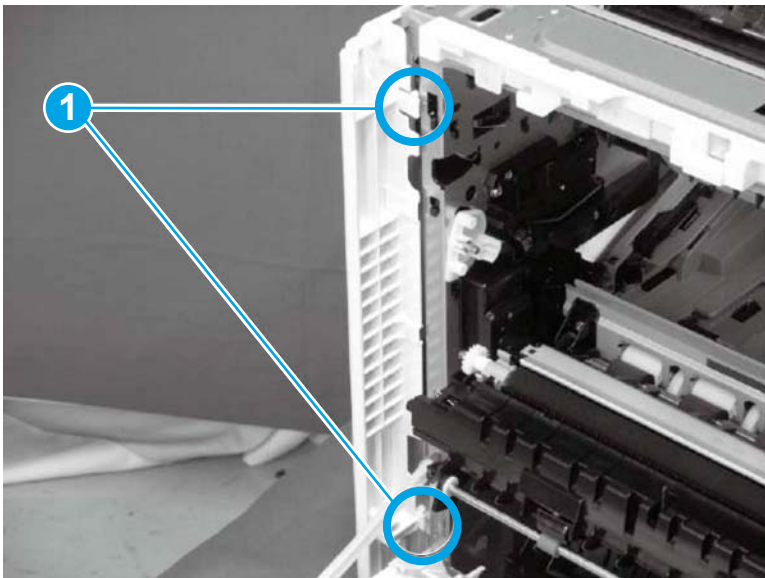


Remove the right cover

Follow these steps to remove the right cover.

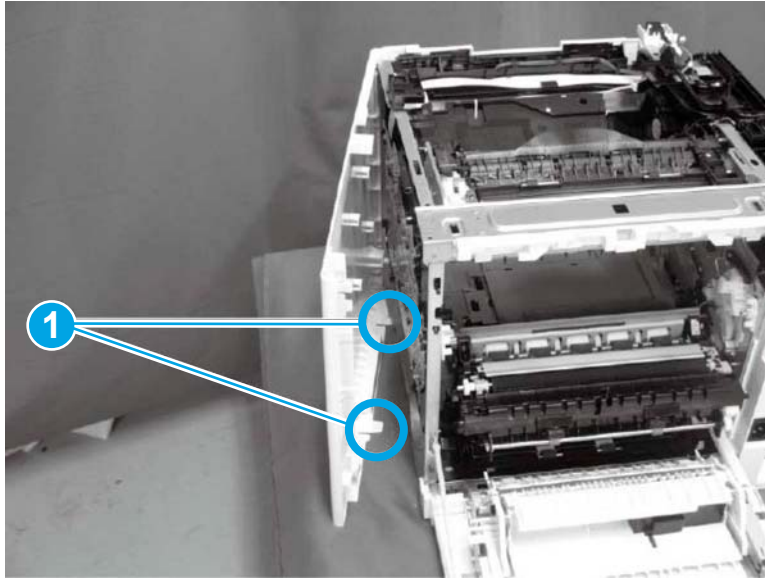
1. Release two tabs (callout 1).

Figure 8-2286 Release two tabs



2. Release four tabs (callout 1).

Figure 8-2287 Release four tabs



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the right cover (callout 2).


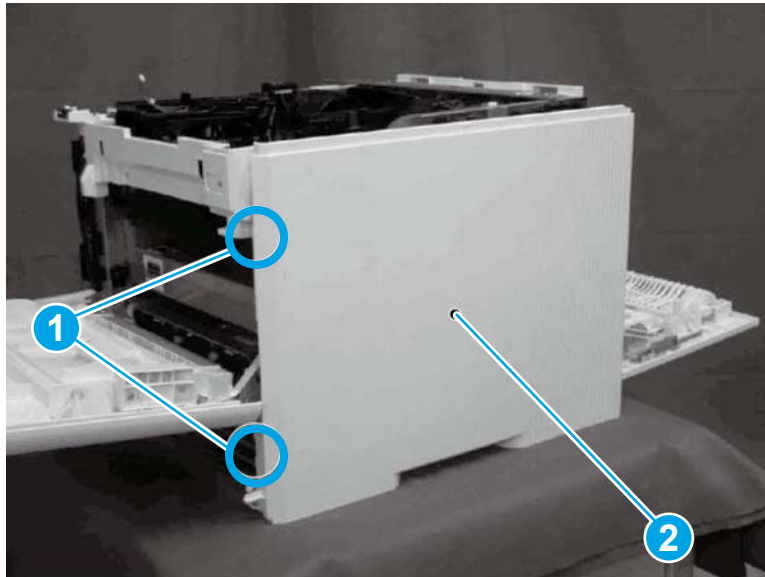
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2288 Release two tabs and remove the right cover

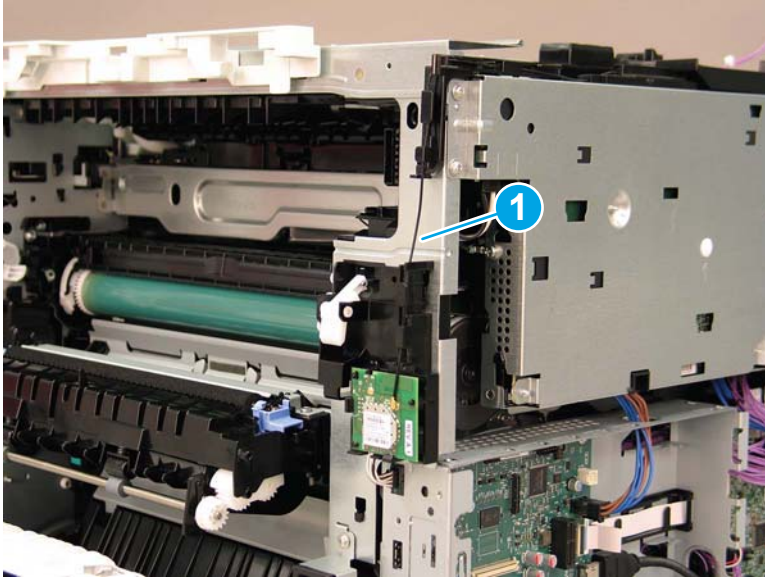


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

1. Disconnect the black WiFi antenna wire from the PCA (callout 1).

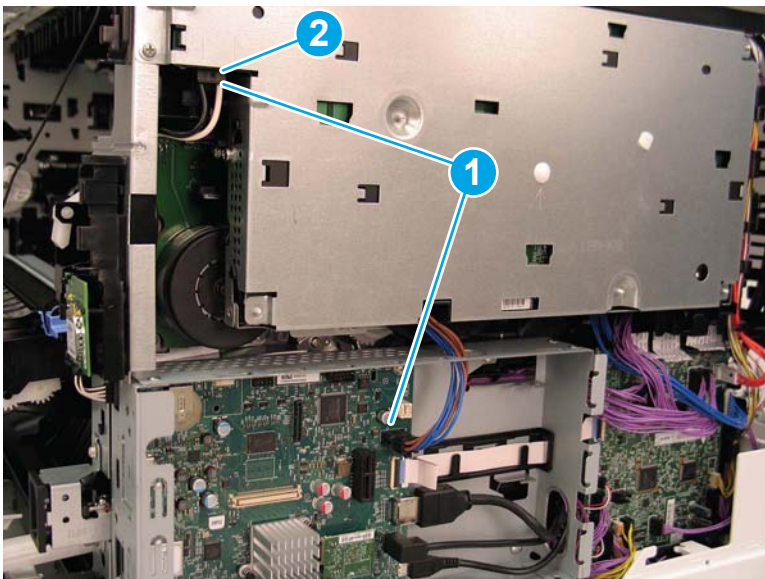
Figure 8-2289 Disconnect the WiFi antenna wire



2. Disconnect two connectors (callout 1).

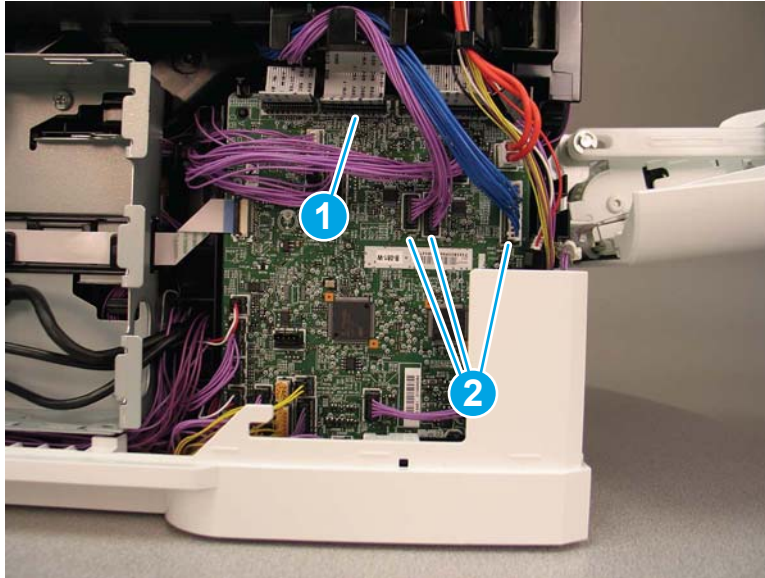
 **NOTE:** The white connector is located behind and under the sheet metal (callout 2).

Figure 8-2290 Disconnect two connectors



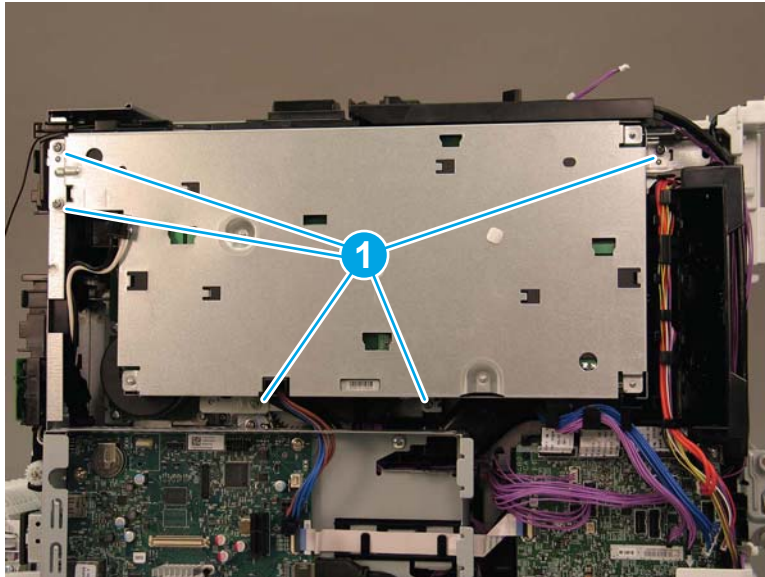
3. Disconnect one center FFC (callout 1) and two lower purple cables and one blue cable (callout 2).

Figure 8-2291 Disconnect one FFC and three colored cables



4. Remove five screws (callout 1).

Figure 8-2292 Remove five screws



5. To release the hook on the low voltage power supply (LVPS) bracket that attaches to the printer chassis, slightly lift up on the LVPS, and then pull the LVPS straight out from the printer chassis.


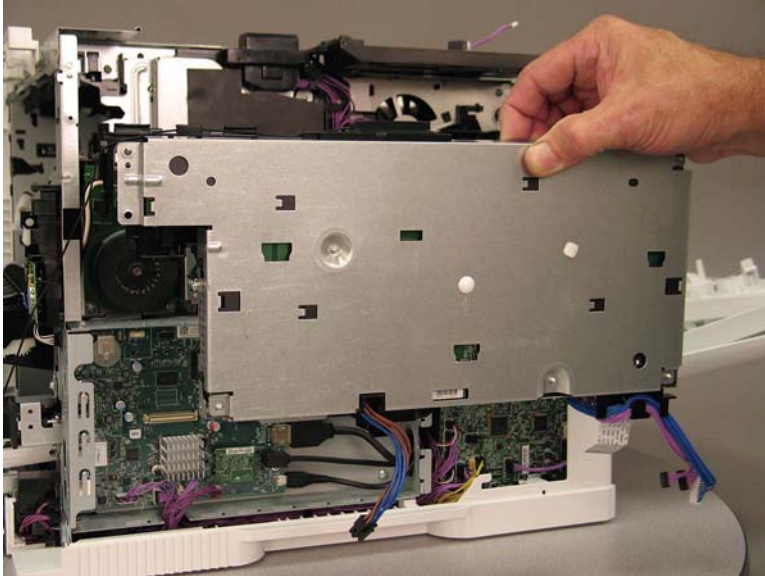
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2293 Lift and pull out to remove the LVPS

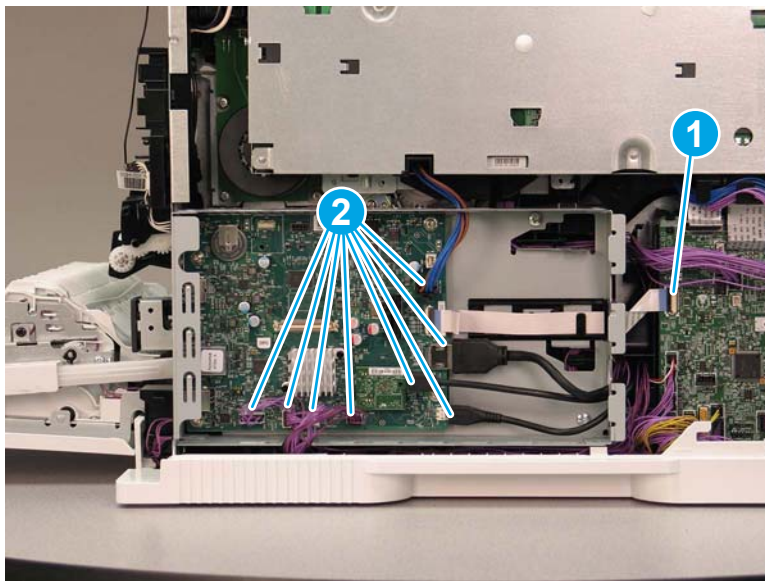


Remove the formatter and formatter cage assemblies

Follow these steps to remove the formatter and formatter cage assemblies.

1. Disconnect zero insertion force (ZIF) FFC (callout 1) from the DC controller, and then disconnect eight connectors (callout 2).

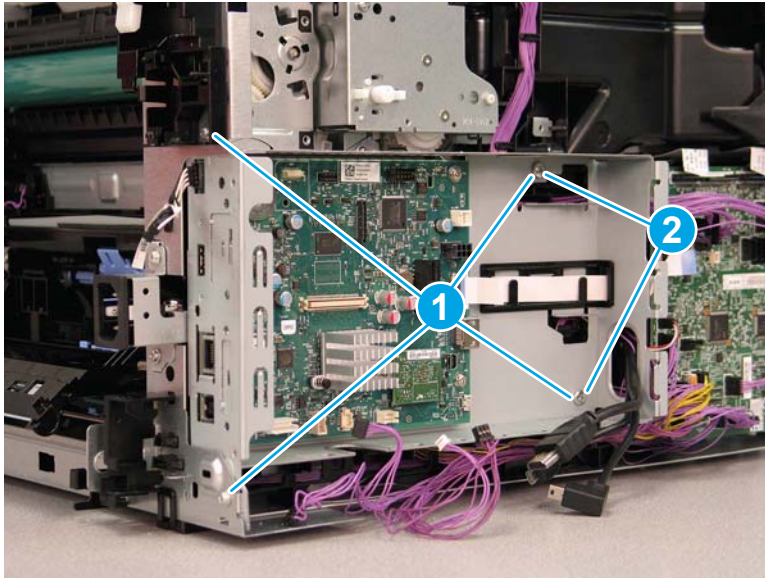
Figure 8-2294 Disconnect one ZIF FFC and eight other connectors



2. Remove four screws (callout 1).

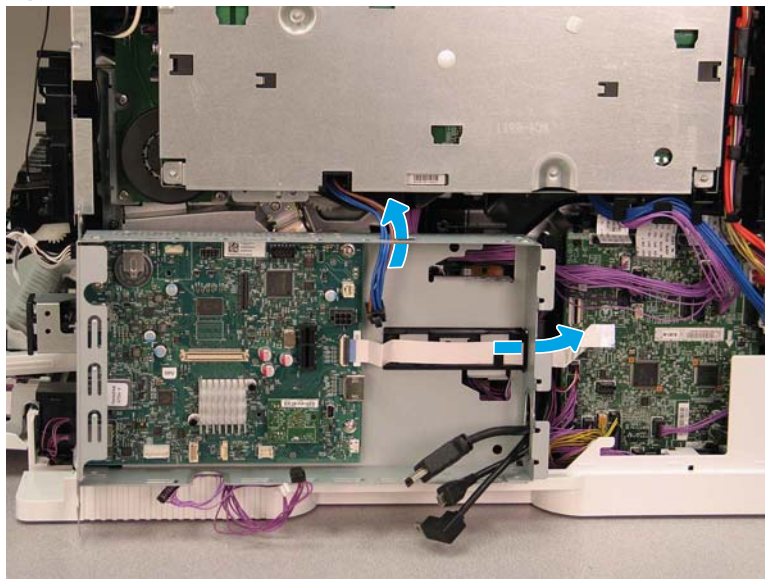
 **NOTE:** Two of the screws are self-tapping (callout 2).

Figure 8-2295 Remove four screws



3. Do the following:
 - a. Pull the cable through the top of the formatter cage in the direction indicated by the arrow.
 - b. Pull the FFC through the side of the formatter cage in the direction indicated by the arrow.

Figure 8-2296 Pull one cable and the FFC through the formatter cage



4. Do the following:
 - a. Pull the cables through the right side of the formatter cage in the direction indicated by the arrows.

- b. Remove the formatter cage.


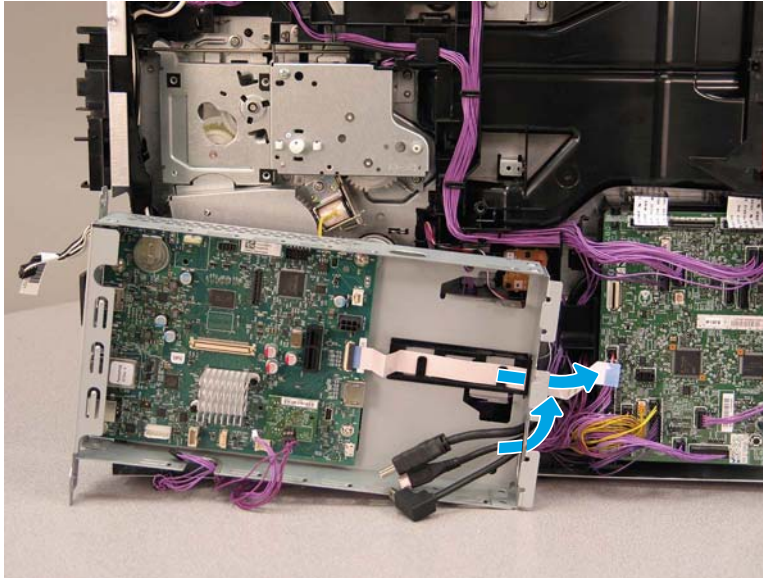
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2297 Pull one cable and the FFC through the formatter cage

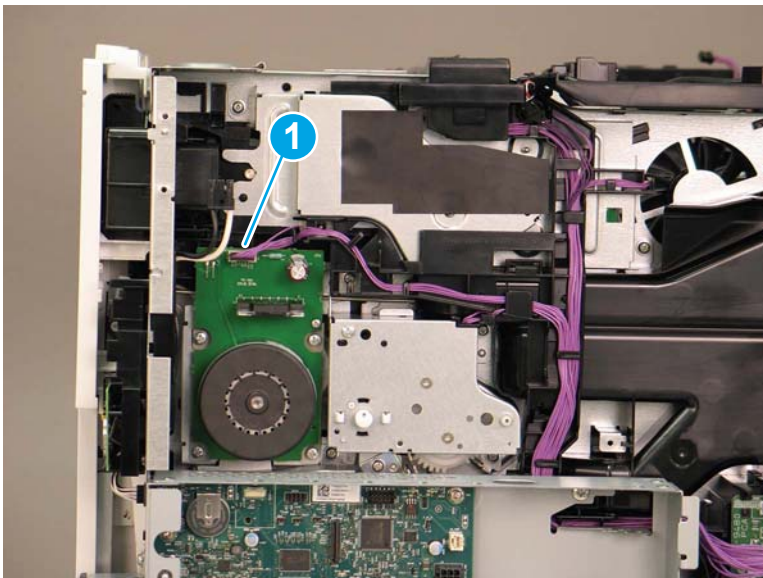


Remove the drum motor assembly

Follow these steps to remove the drum motor assembly.

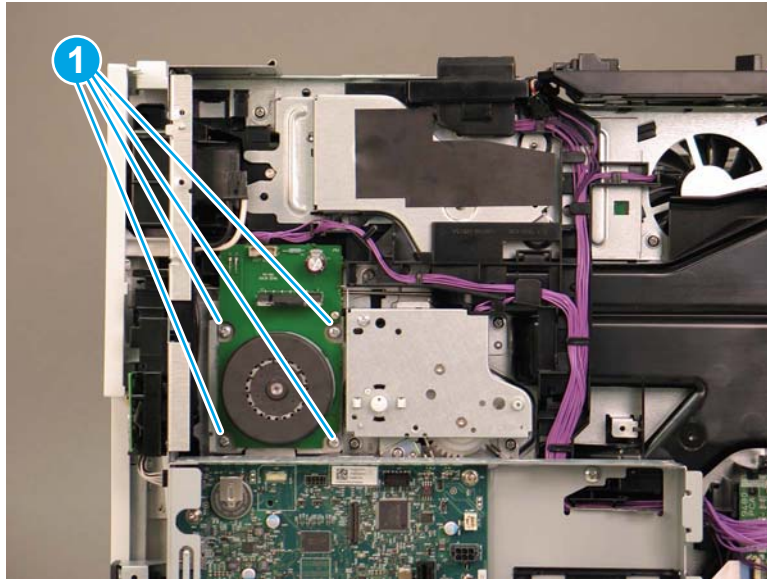
- 1. Disconnect one connector (callout 1).

Figure 8-2298 Disconnect one connector



2. Remove four screws (callout 1).

Figure 8-2299 Remove four screws



3. Remove drum motor (M2).


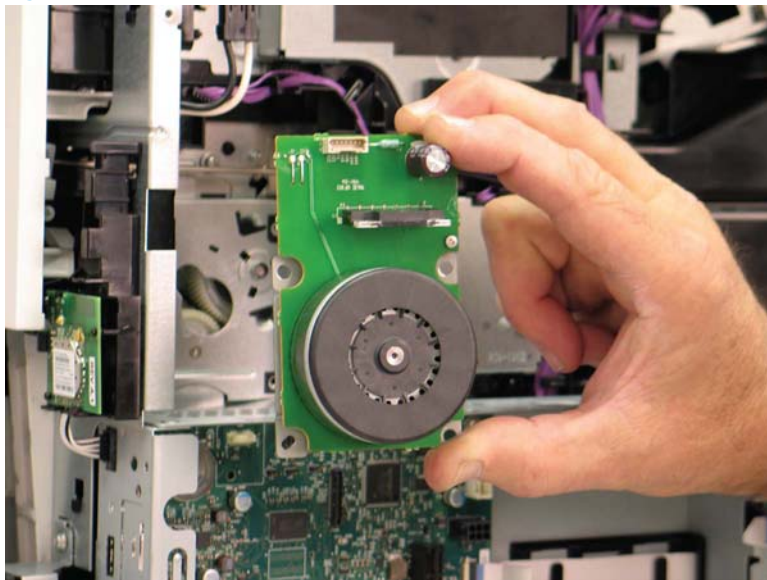
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2300 Remove drum motor



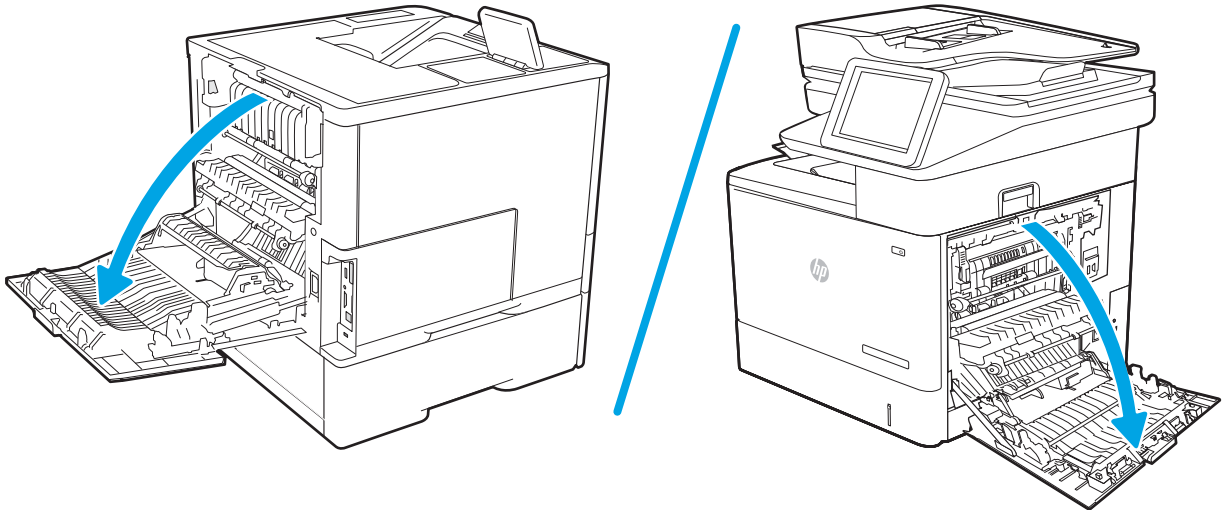
Remove the fuser

Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

⚠ WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

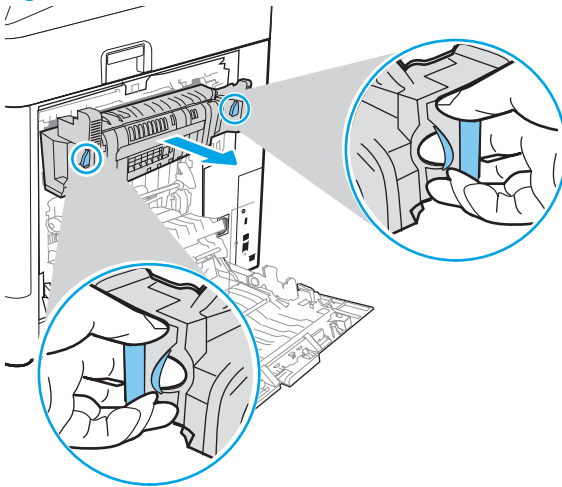
Figure 8-2301 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.

NOTE: The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-2302 Remove the fuser

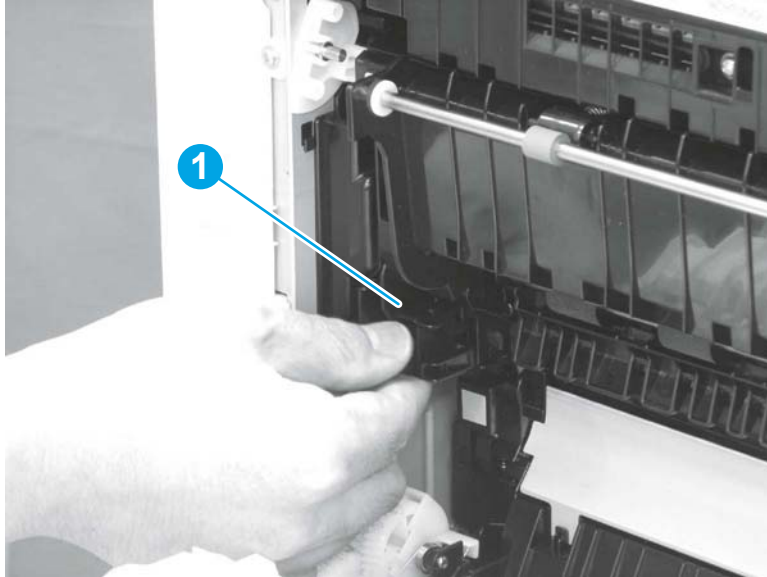


Remove the transfer assembly

Follow these steps to remove the transfer assembly.

1. Do the following:
 - a. Open the right door assembly.
 - b. Pull out the cover (callout 1).

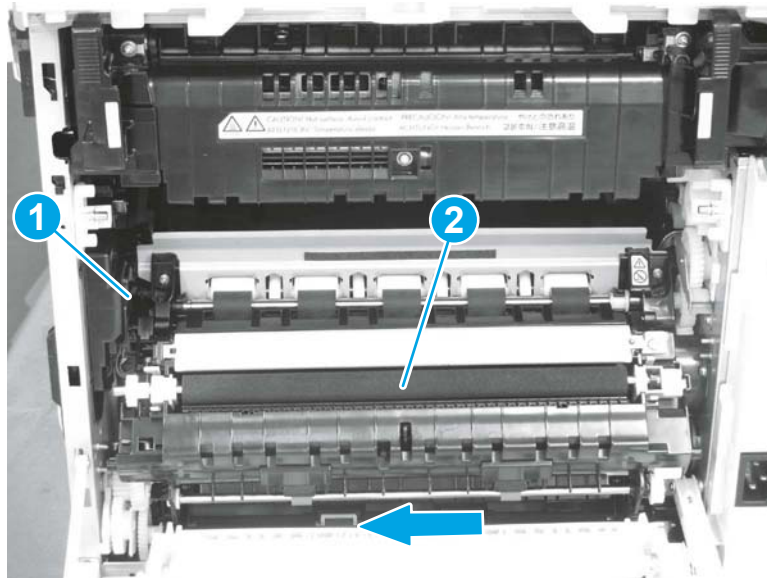
Figure 8-2303 Open the right door and pull out the cover



2. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Slide the transfer assembly (callout 2) in the direction the arrow indicates, and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2304 Disconnect one connector and remove the transfer assembly



Remove the registration assembly

Follow these steps to remove the registration assembly.

- ▲ Do the following:

- a. Remove four screws (callout 1).
- b. Remove the registration assembly (callout 2).


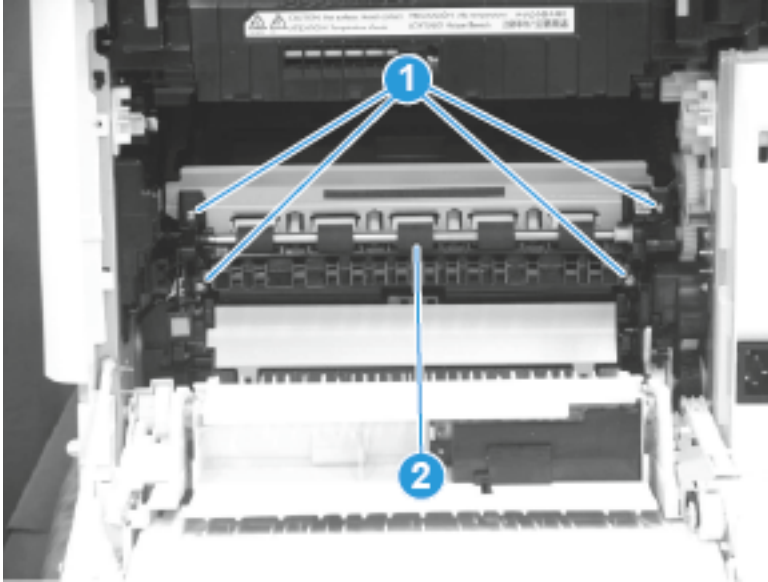
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2305 Remove four screws and the registration assembly

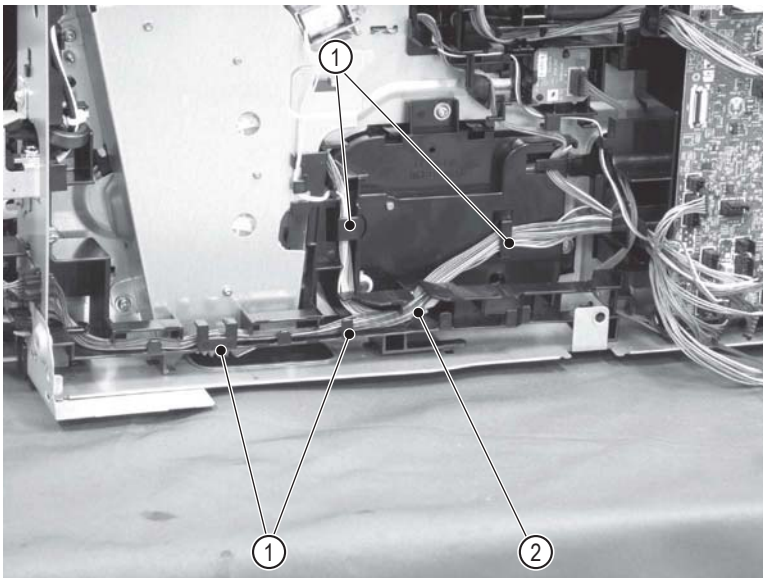


Remove the main drive assembly

Follow these steps to remove the main drive assembly.

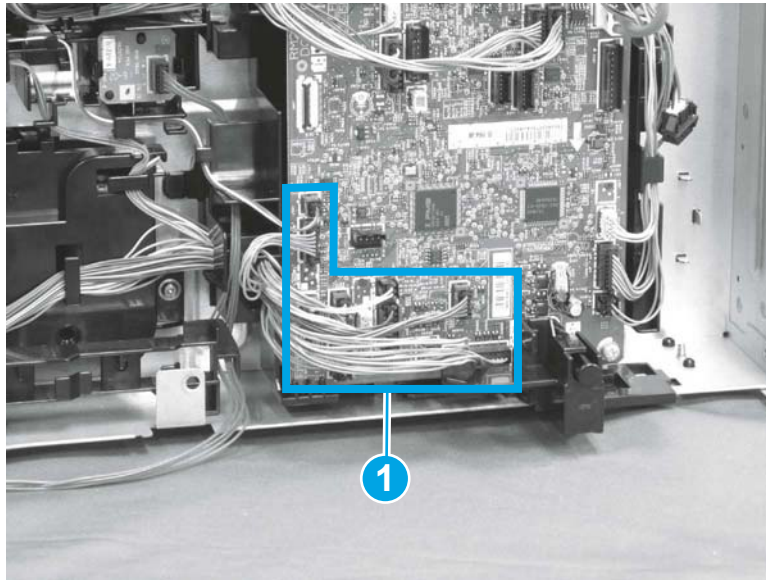
1. Locate the cable guides (callout 1) and remove the cable (callout 2) from the guides.

Figure 8-2306 Release the cable



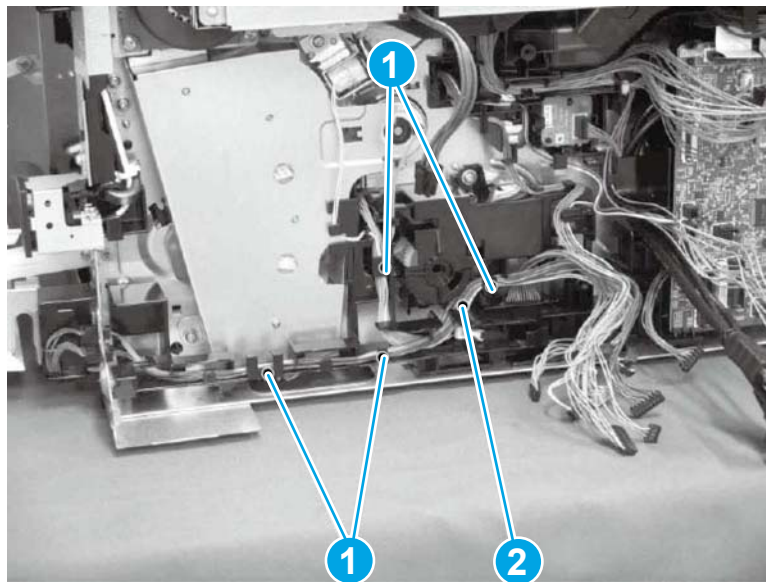
2. Disconnect eight connectors (callout 1).

Figure 8-2307 Disconnect eight connectors



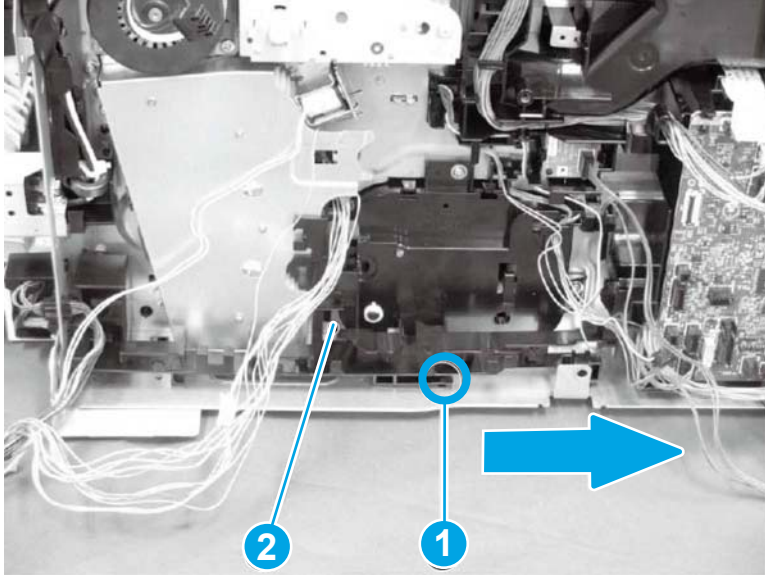
3. Release the cable (callout 1) from the cable guides (callout 2).

Figure 8-2308 Release the cable



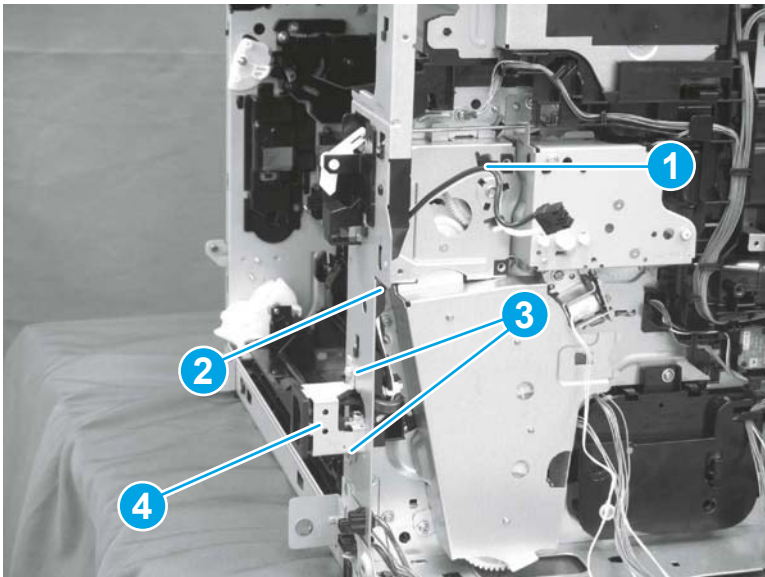
4. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-2309 Release one tab and remove the cable guide



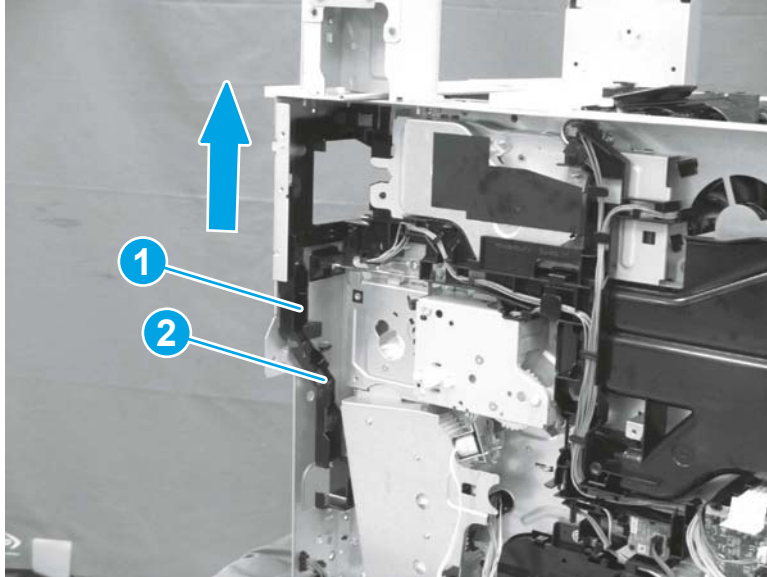
5. Do the following:
 - a. Release the cable (callout 1) from the cable guide (callout 2).
 - b. Remove two screws (callout 3).
 - c. Remove the inlet assembly (callout 4).

Figure 8-2310 Release the cable and remove two screws and the inlet assembly



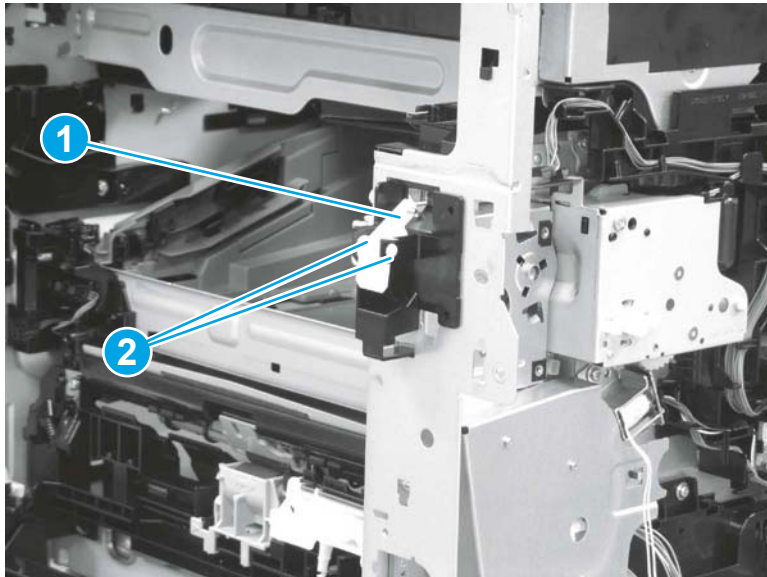
6. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-2311 Release one tab and remove the cable guide



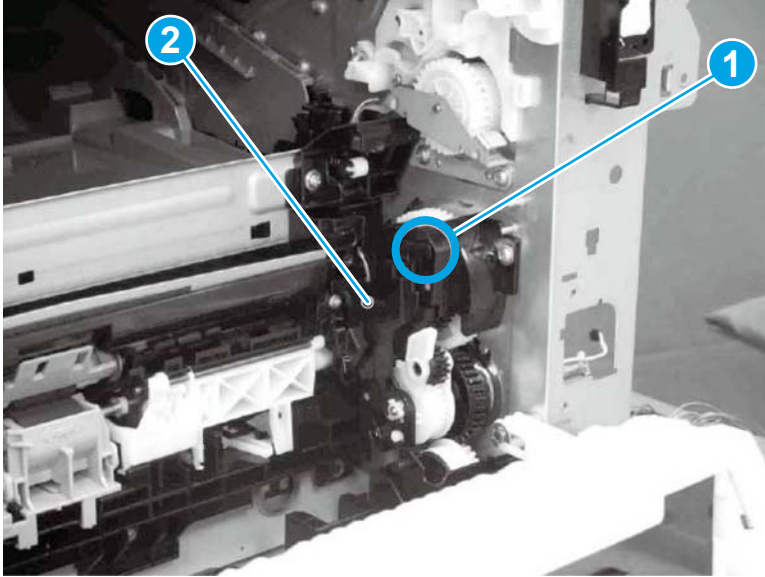
7. Remove the link lever (callout 1) from the left and the right shafts (callout 2).

Figure 8-2312 Remove the link lever from two shafts



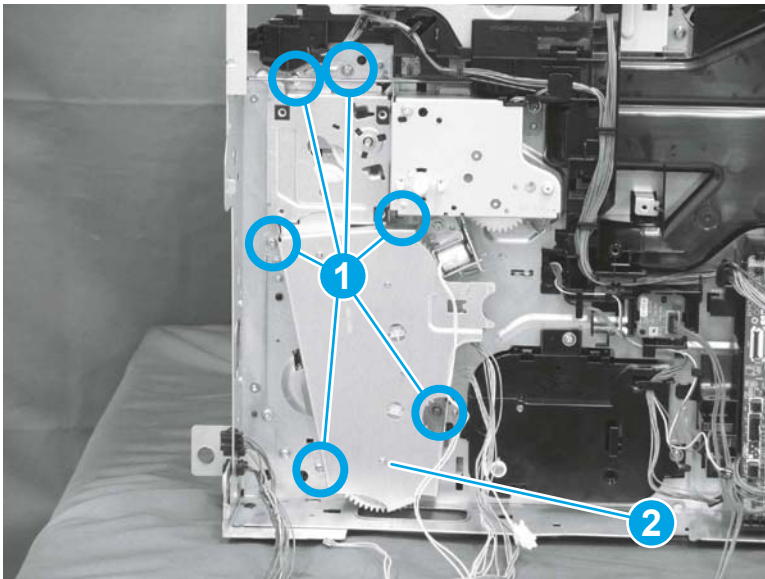
8. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the cover (callout 2).

Figure 8-2313 Release one tab and remove the cover



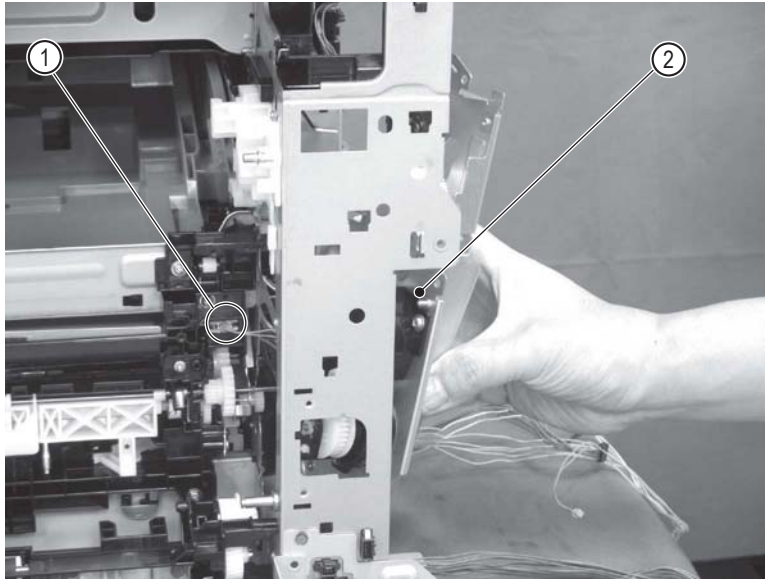
9. Remove six screws (callout 1) that secure the main drive assembly (callout 2).

Figure 8-2314 Remove six screws



10. Disconnect one connector (callout 1), and then remove the main drive assembly (callout 2).

Figure 8-2315 Disconnect one connector and remove the main drive assembly

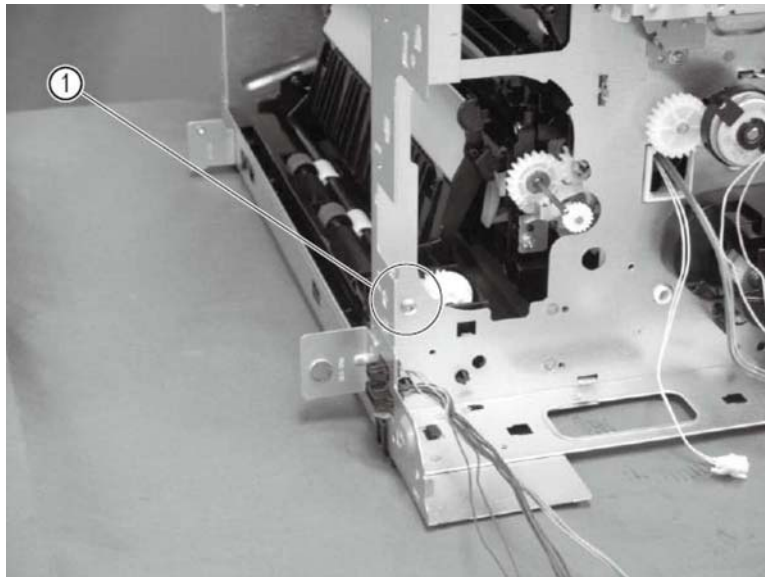


Remove the paper feed frame assembly

Follow these steps to remove the paper feed frame assembly.

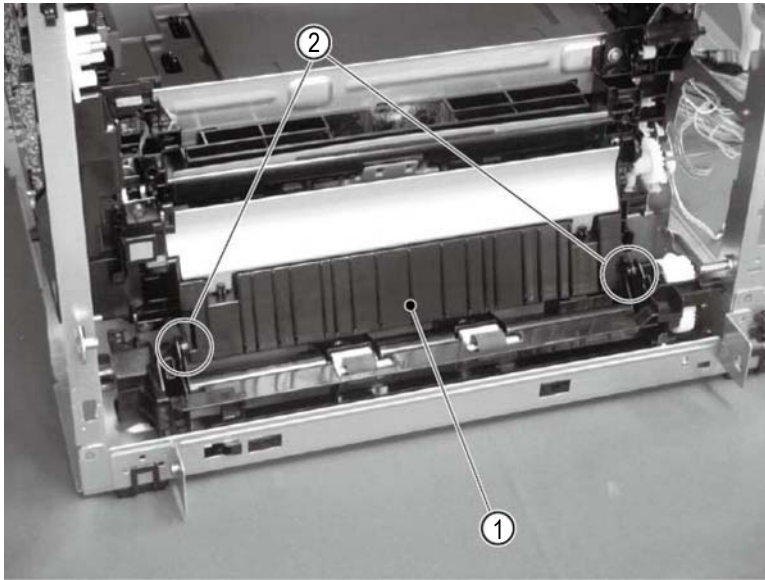
1. Remove one screw (callout 1).

Figure 8-2316 Remove one screw



2. Remove the paper guide (callout 1) from the left and the right shafts (callout 2).

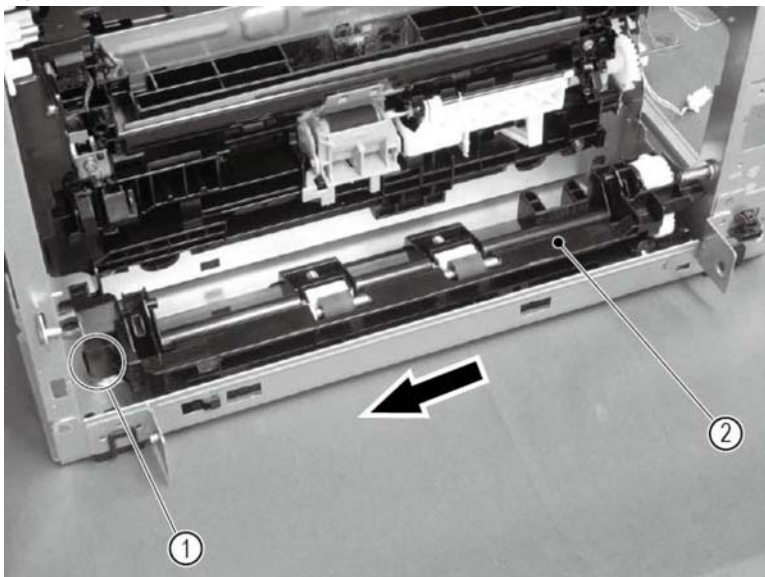
Figure 8-2317 Remove the paper guide from the left and right shafts



3. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the feed frame assembly (callout 2) in the direction indicated by the arrow, and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2318 Release one tab and slide and remove the feed frame assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

Removal and replacement: Paper pickup assembly

This document provides the procedures to remove and replace the paper pick-up assembly.



[View a video of how to remove and replace the paper pick-up assembly.](#)

Mean time to repair: 45 minutes

Service level: Advanced



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.

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 8-169 Parts information

Part number	Parts description
RM2-6771-000CN	Paper pick-up assembly

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

Follow these steps to remove the formatter cover.

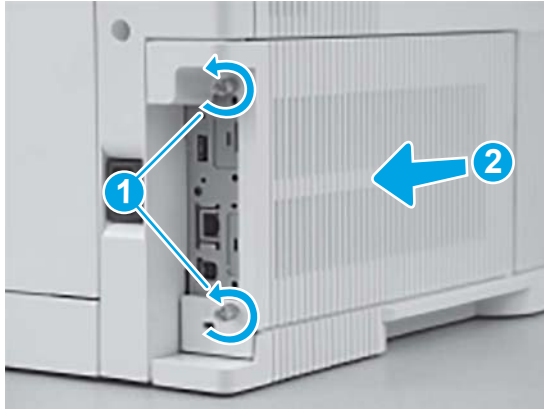
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2319 Release two thumb screws and remove the formatter cover

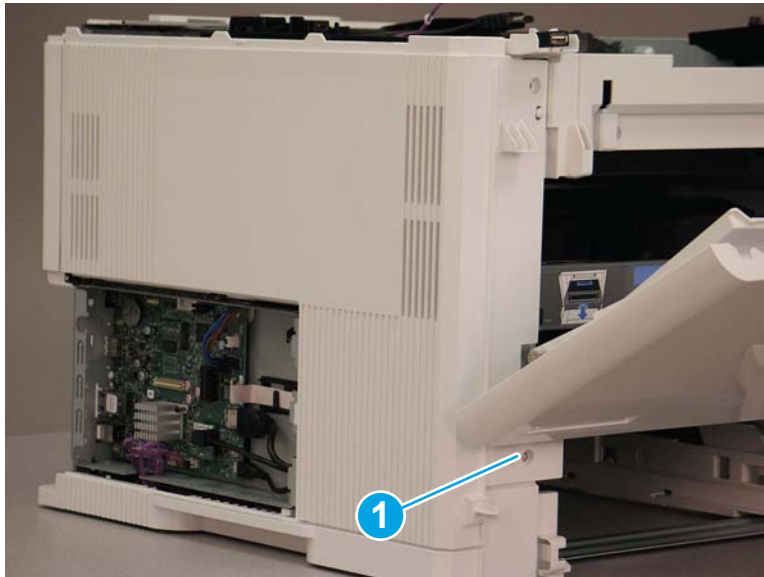


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2320 Open the cartridge door and remove one screw



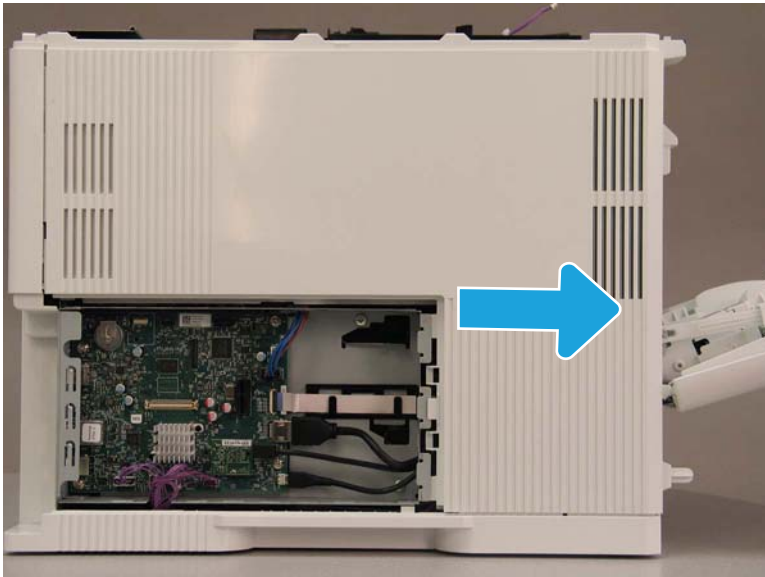
2. Remove one screw (callout 1).

Figure 8-2321 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2322 Slightly slide the left cover toward the front

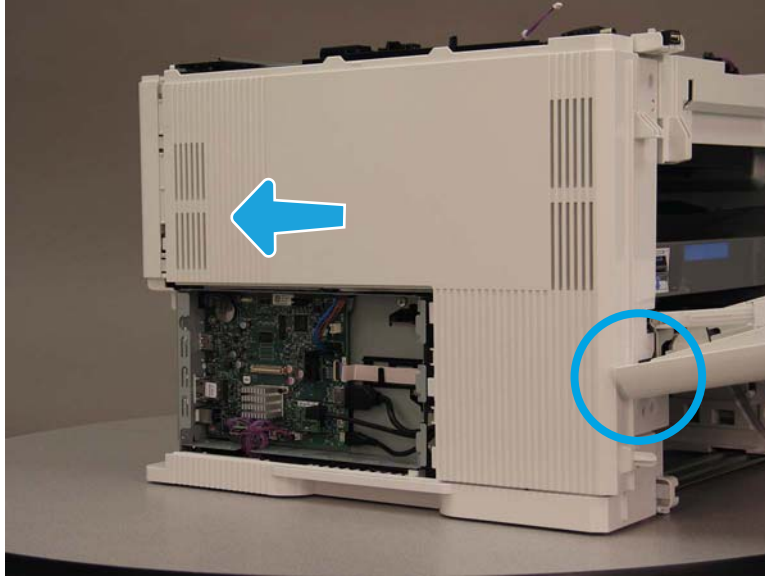


4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2323 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


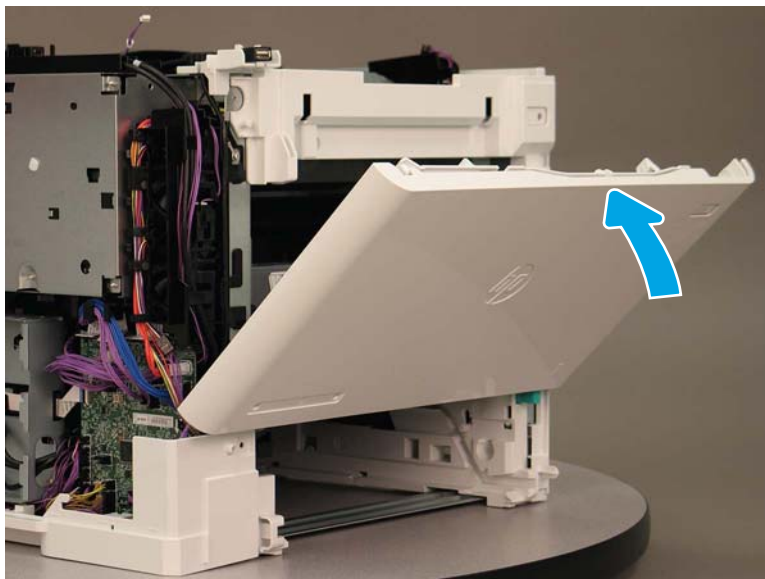
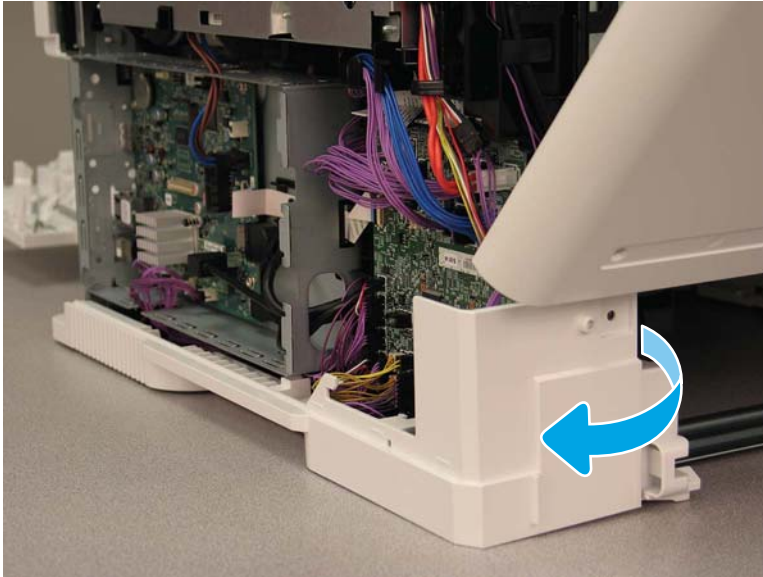
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-2324 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-2325 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


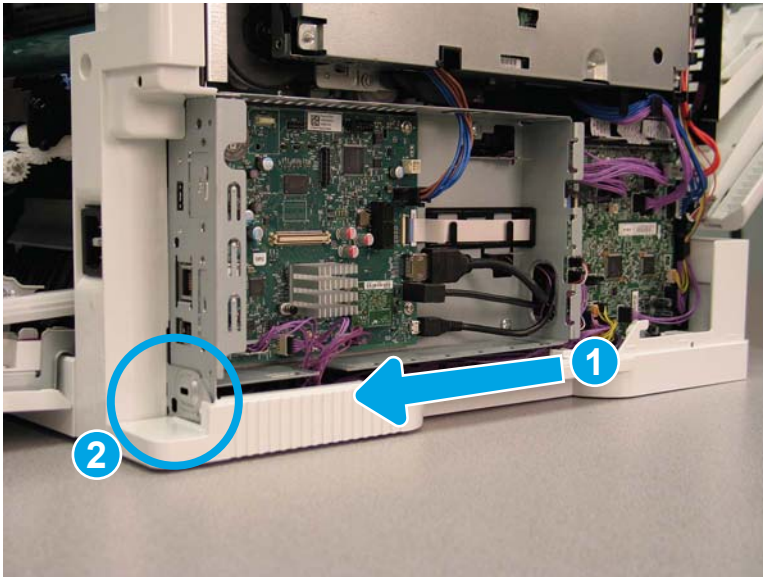
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2326 Slide the cover to release the boss and remove the left lower cover

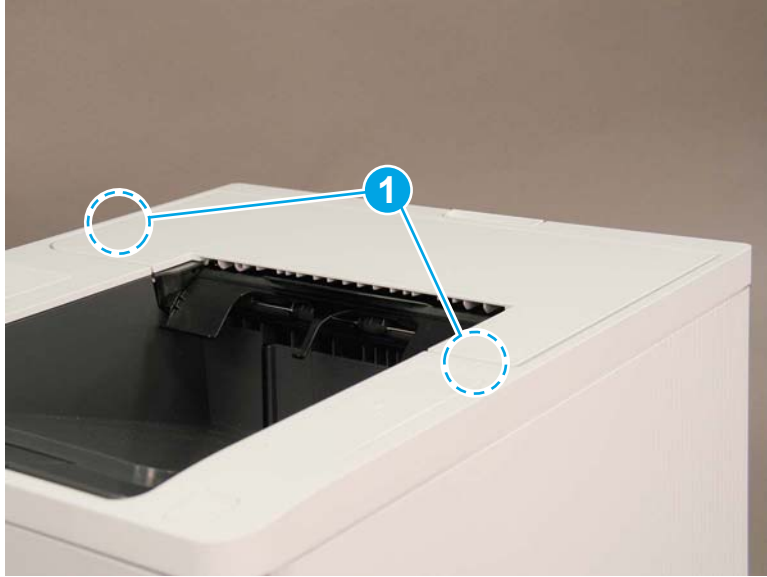


Remove the blanking cover

Follow these steps to remove the blanking cover.

1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-2327 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-2328 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


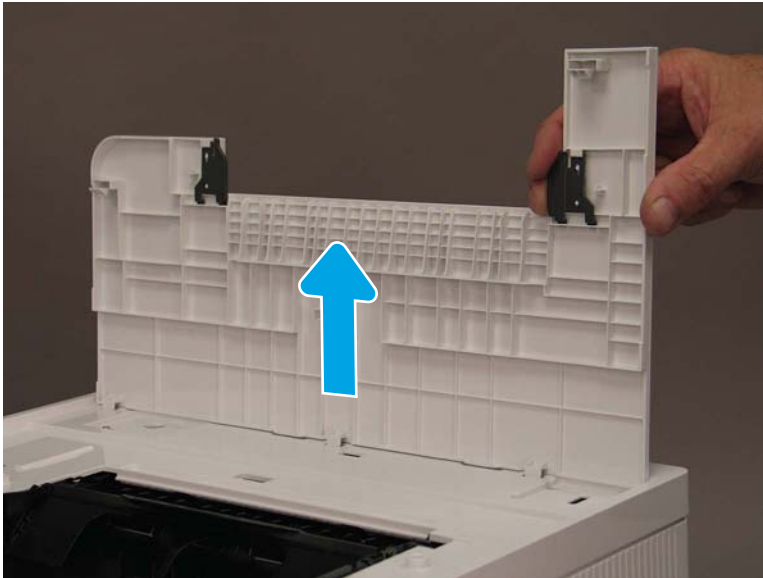
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2329 Lift the blanking cover up and remove it



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-2330 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.

- b. Remove the control panel cover.

Figure 8-2331 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-2332 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).

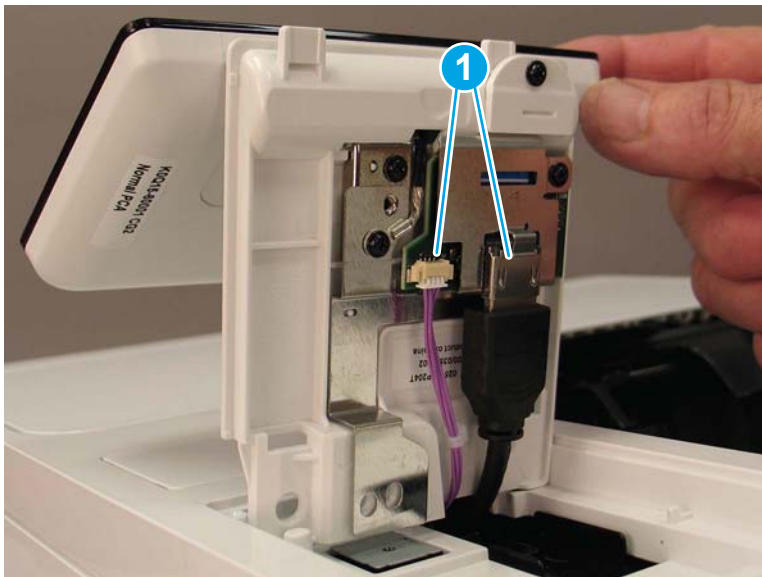
- b. Slide the control panel toward the back of the printer (callout 2) to release it.

Figure 8-2333 Lift and release the control panel



- 5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.
 - b. Disconnect two connectors (callout 1).

Figure 8-2334 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-2335 Remove the control panel

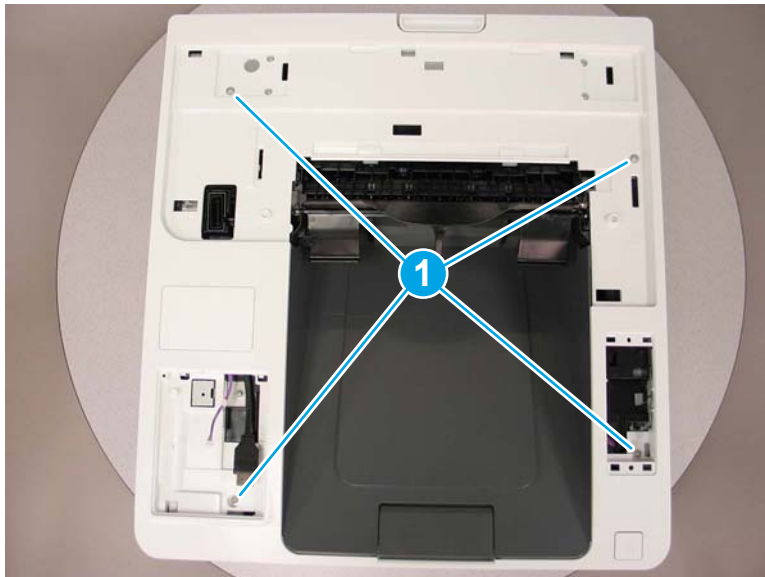


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-2336 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).

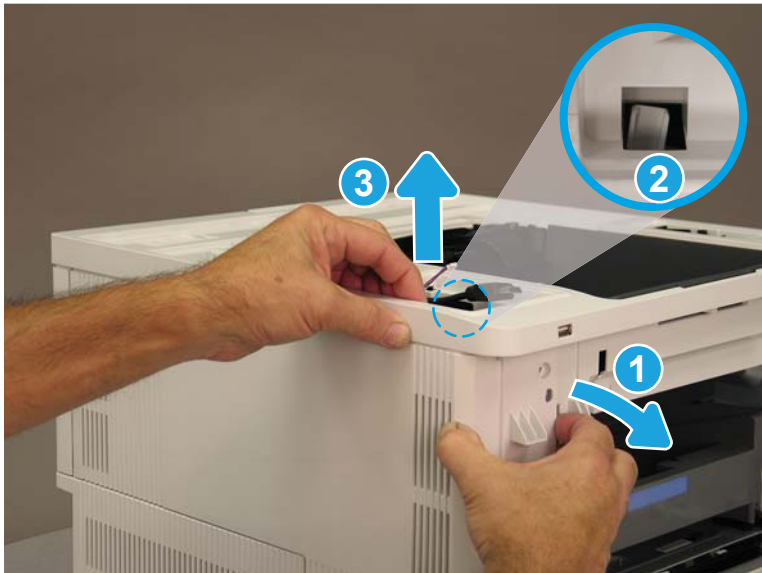
- c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

Figure 8-2337 Locate the tab and open the MP tray cover



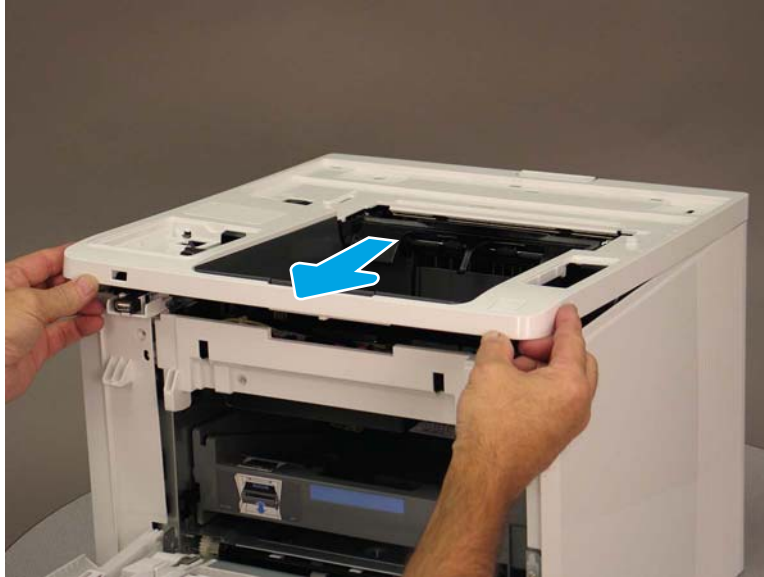
3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).
 - c. Lift up and release the top cover (callout 3).

Figure 8-2338 Flex the cover, release the tab, and release the top cover



4. Slide the top cover in the direction indicated by the arrow.

Figure 8-2339 Slide the top cover



5. Lift up and remove the top cover.


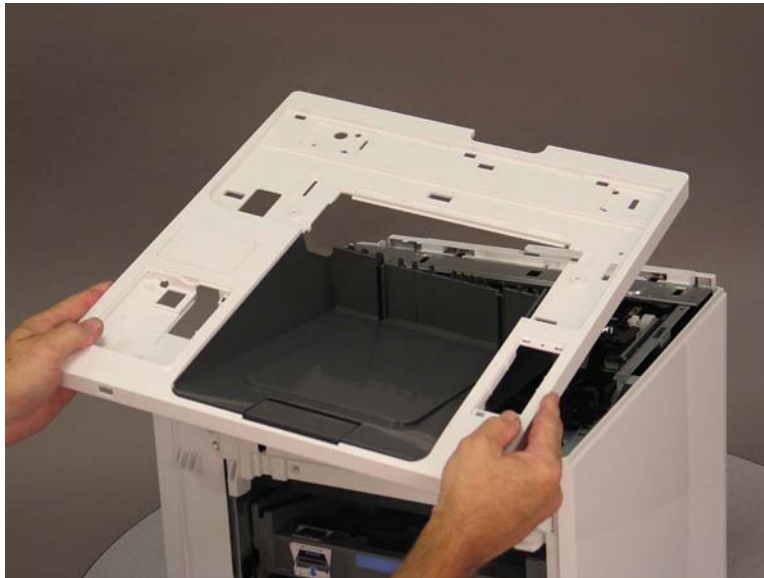
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2340 Lift and remove the top cover

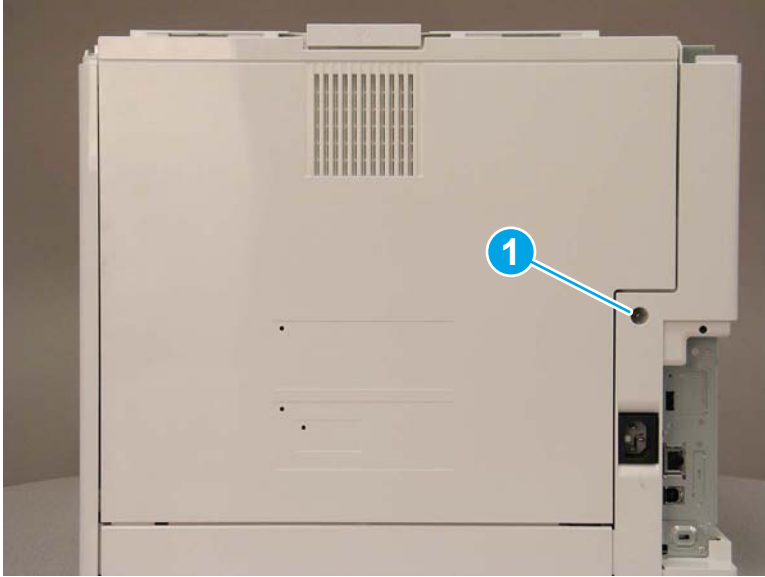


Remove the inlet cover

Follow these steps to remove the inlet cover.

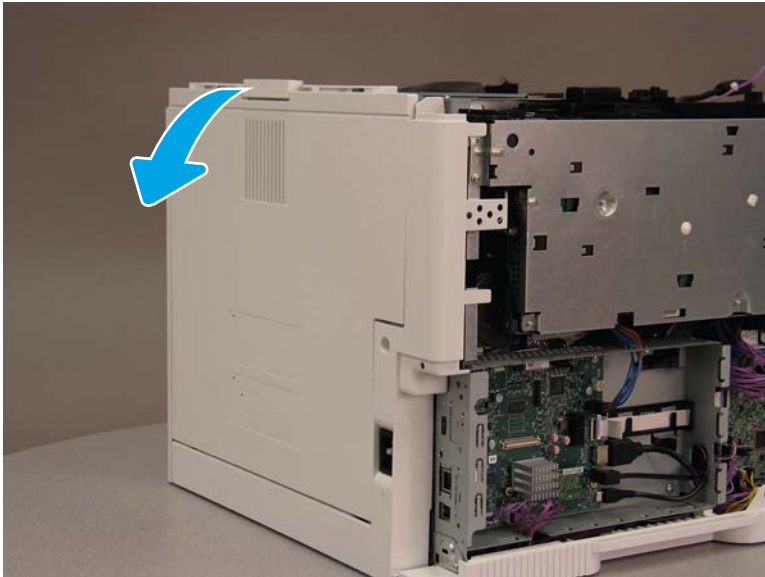
1. Remove one screw (callout 1).

Figure 8-2341 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-2342 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


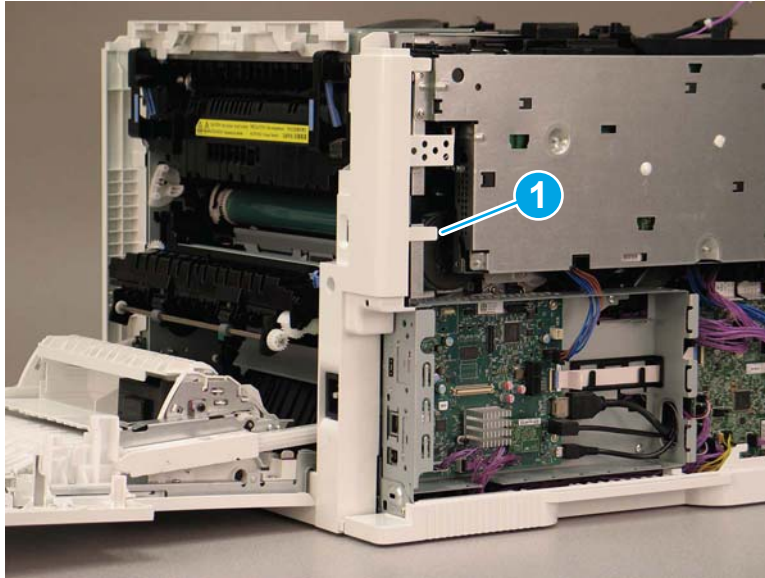
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2343 Release the tab and remove the inlet cover

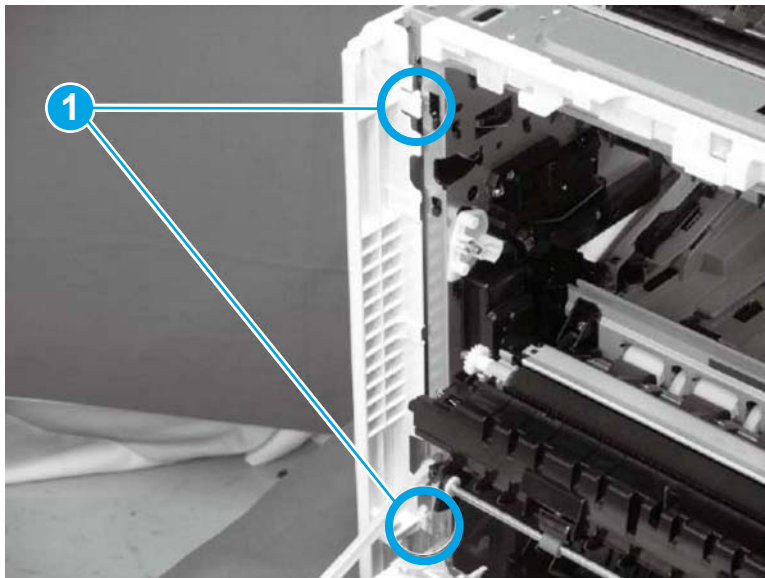


Remove the right cover

Follow these steps to remove the right cover.

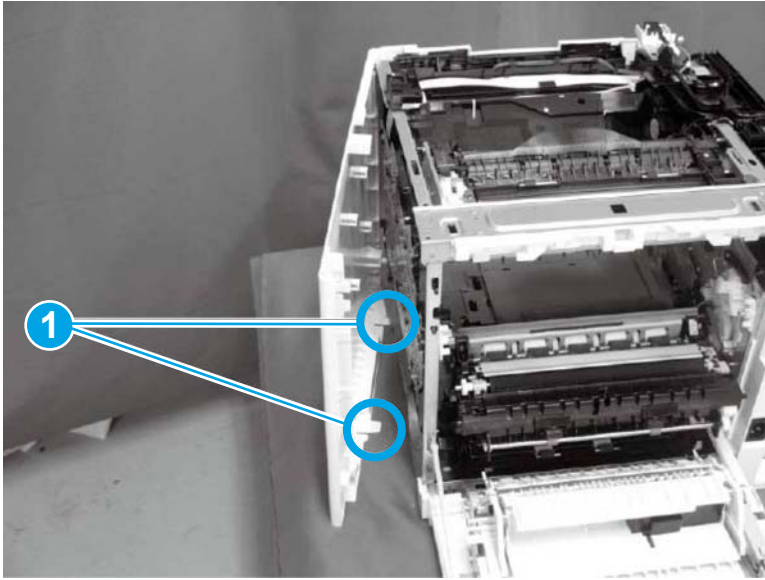
1. Release two tabs (callout 1).

Figure 8-2344 Release two tabs



2. Release four tabs (callout 1).

Figure 8-2345 Release four tabs



3. Do the following:
 - a. Release two tabs (callout 1).
 - b. Remove the right cover (callout 2).


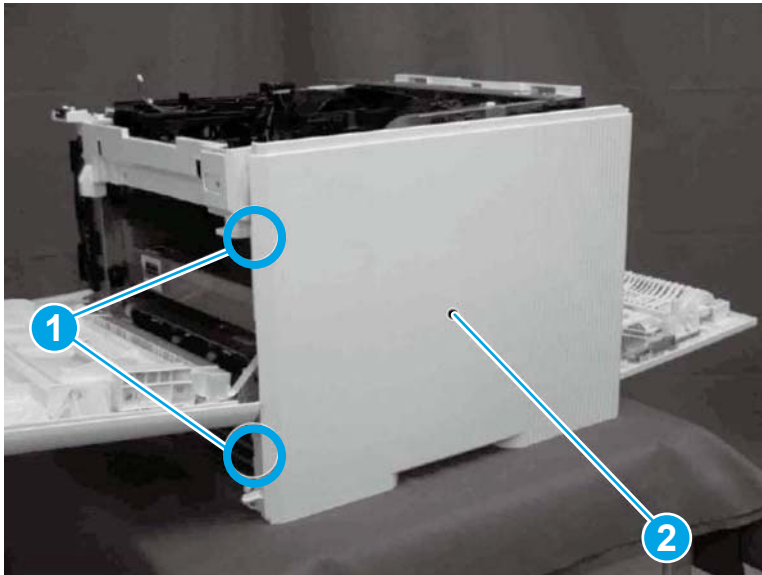
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2346 Release two tabs and remove the right cover

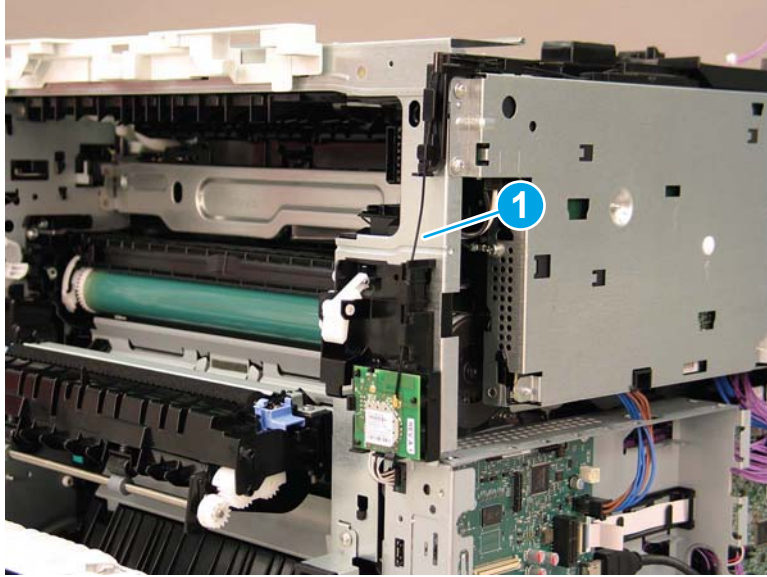


Remove the low-voltage power supply assembly

Follow these steps to remove the low-voltage power supply assembly.

1. Disconnect the black WiFi antenna wire from the PCA (callout 1).

Figure 8-2347 Disconnect the WiFi antenna wire



2. Disconnect two connectors (callout 1).


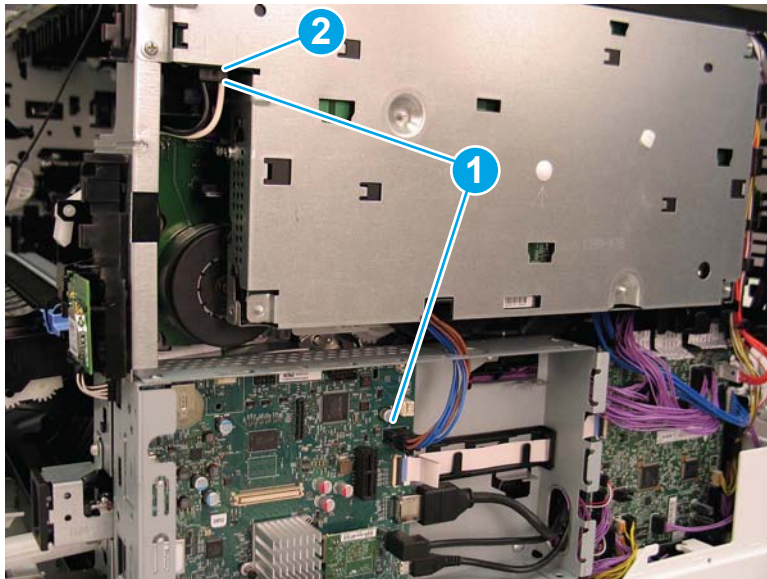
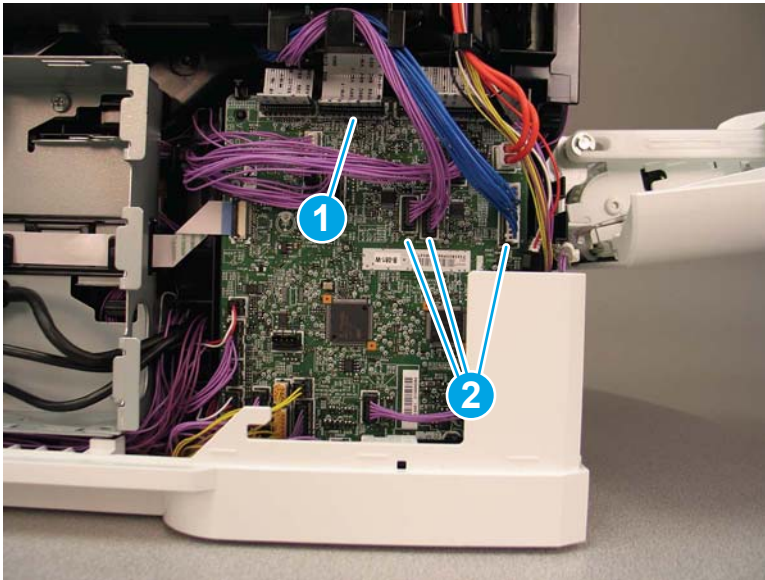
 **NOTE:** The white connector is located behind and under the sheet metal (callout 2).

Figure 8-2348 Disconnect two connectors



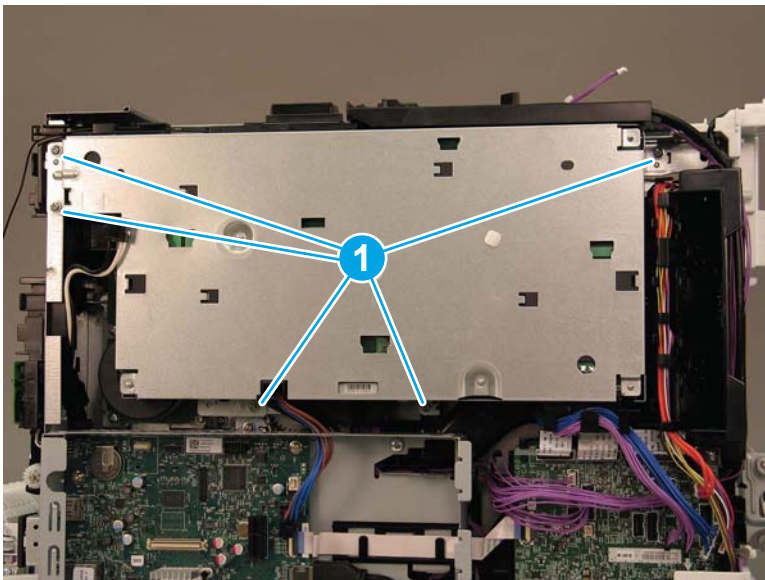
3. Disconnect one center FFC (callout 1) and two lower purple cables and one blue cable (callout 2).

Figure 8-2349 Disconnect one FFC and three colored cables



4. Remove five screws (callout 1).

Figure 8-2350 Remove five screws



5. To release the hook on the low voltage power supply (LVPS) bracket that attaches to the printer chassis, slightly lift up on the LVPS, and then pull the LVPS straight out from the printer chassis.


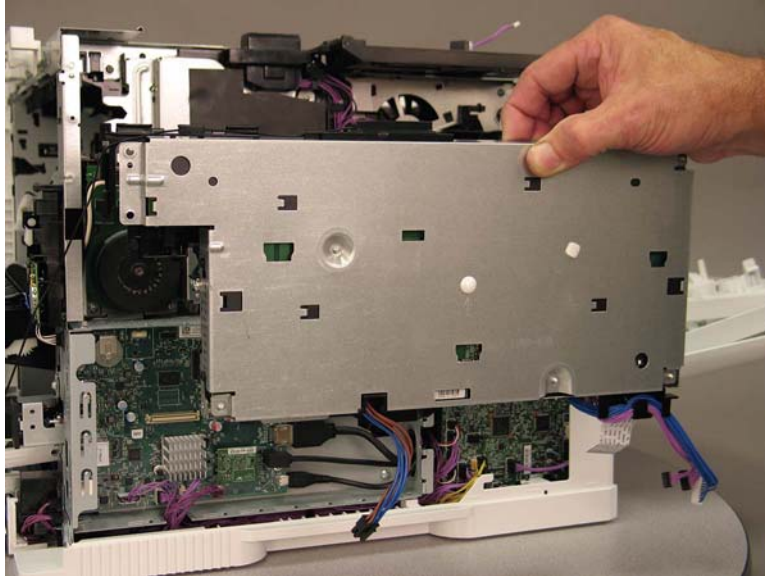
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2351 Lift and pull out to remove the LVPS

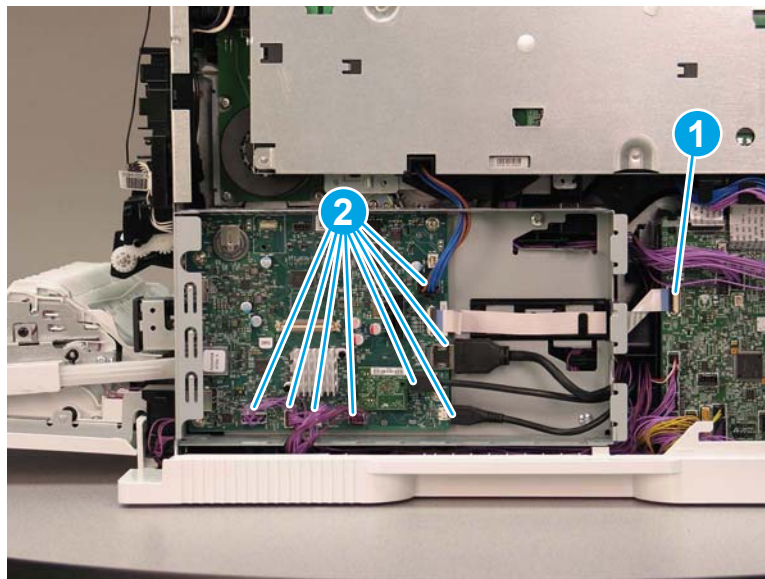


Remove the formatter and formatter cage assemblies

Follow these steps to remove the formatter and formatter cage assemblies.

1. Disconnect zero insertion force (ZIF) FFC (callout 1) from the DC controller, and then disconnect eight connectors (callout 2).

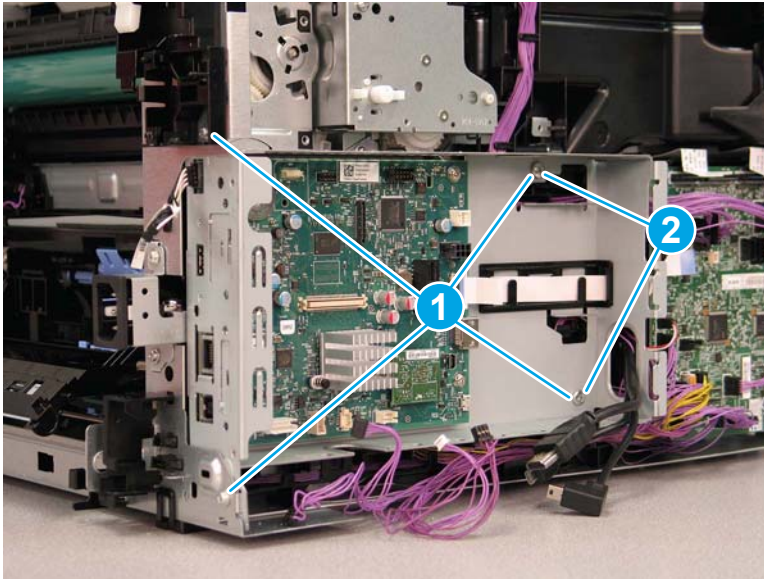
Figure 8-2352 Disconnect one ZIF FFC and eight other connectors



2. Remove four screws (callout 1).

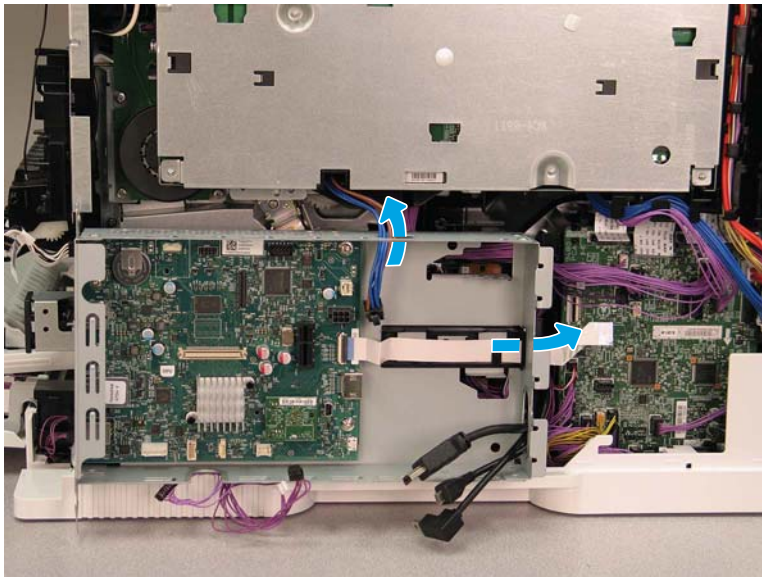
 **NOTE:** Two of the screws are self-tapping (callout 2).

Figure 8-2353 Remove four screws



3. Do the following:
 - a. Pull the cable through the top of the formatter cage in the direction indicated by the arrow.
 - b. Pull the FFC through the side of the formatter cage in the direction indicated by the arrow.

Figure 8-2354 Pull one cable and the FFC through the formatter cage



4. Do the following:
 - a. Pull the cables through the right side of the formatter cage in the direction indicated by the arrows.

- b. Remove the formatter cage.


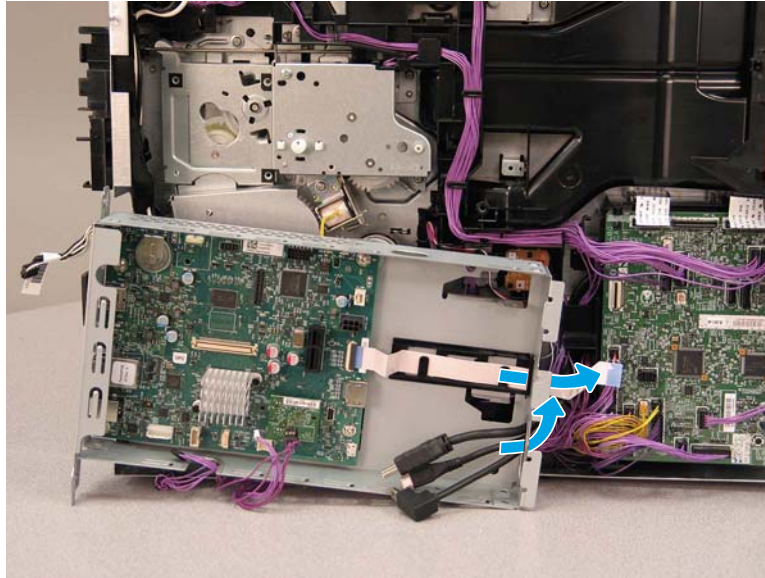
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2355 Pull one cable and the FFC through the formatter cage

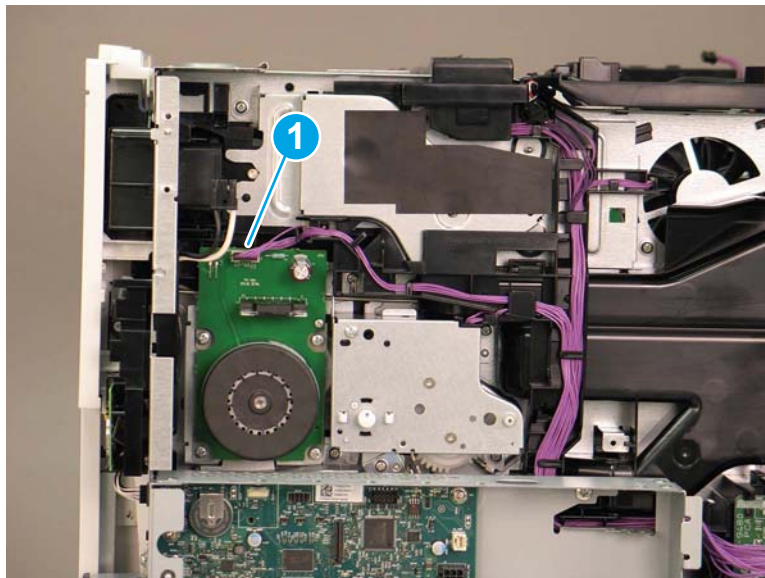


Remove the drum motor assembly

Follow these steps to remove the drum motor assembly.

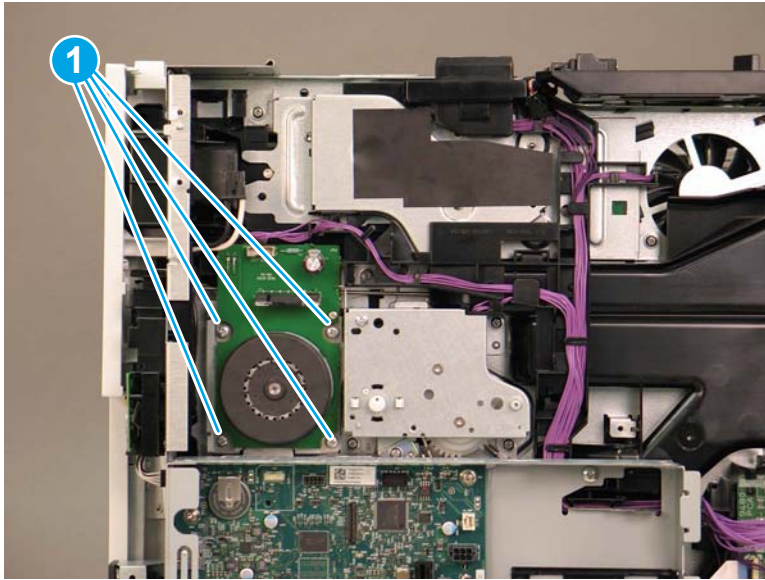
1. Disconnect one connector (callout 1).

Figure 8-2356 Disconnect one connector



2. Remove four screws (callout 1).

Figure 8-2357 Remove four screws



3. Remove drum motor (M2).


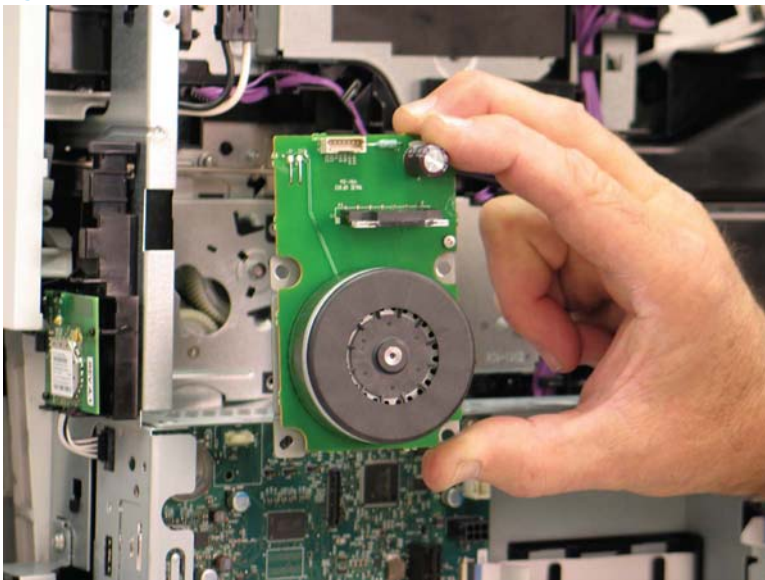
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2358 Remove drum motor



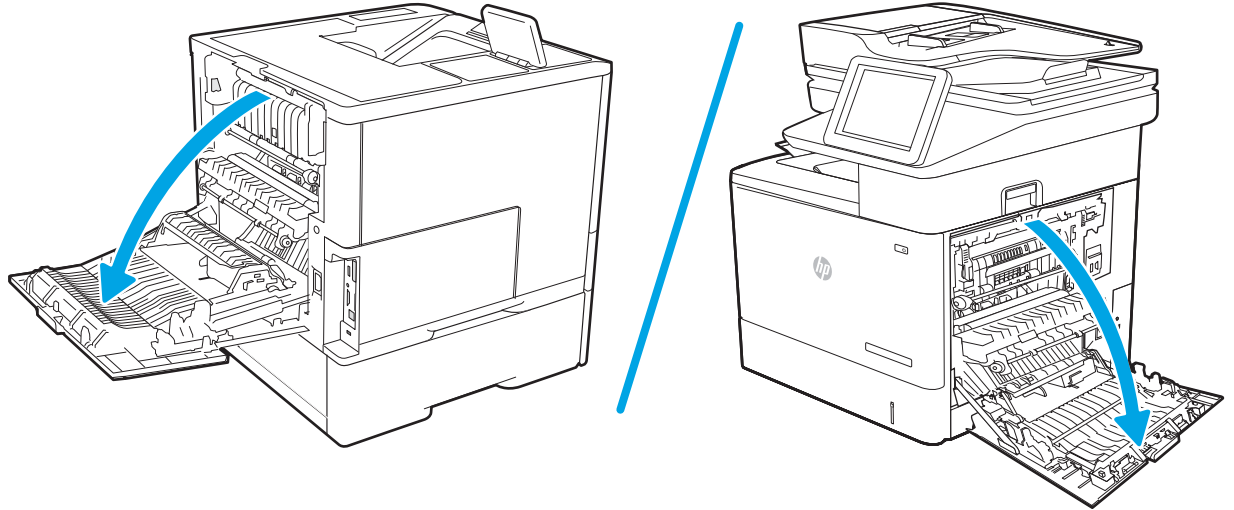
Remove the fuser

Follow these steps to remove the fuser.

1. Do one of the following to locate the fuser:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

⚠ WARNING! The fuser might be hot. Always wait for the fuser to cool before removing.

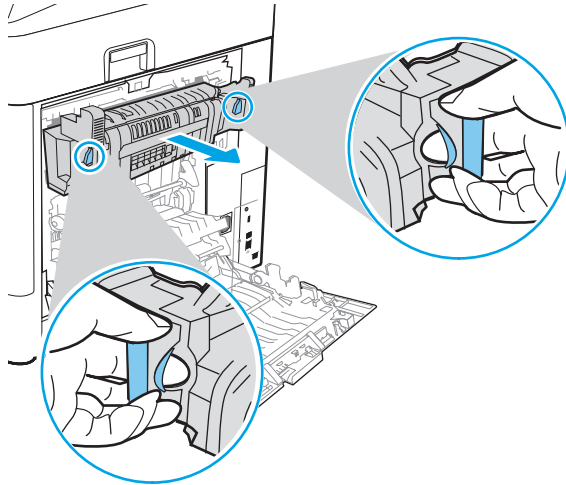
Figure 8-2359 Open the rear door or open the right door



2. Hold the handles of the fuser and pull it out of the printer to remove it.

NOTE: The image shown is for the M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers, however the removal process is the same for M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers after you have located the fuser in step 1.

Figure 8-2360 Remove the fuser

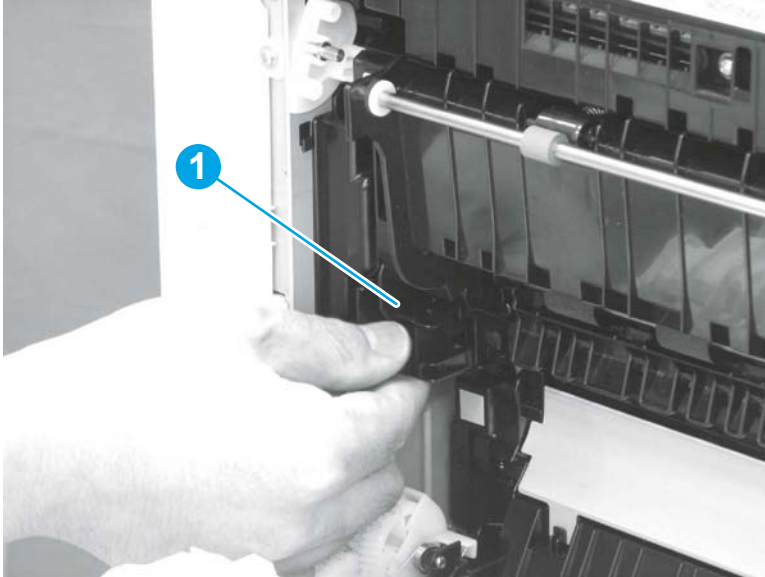


Remove the transfer assembly

Follow these steps to remove the transfer assembly.

1. Do the following:
 - a. Open the right door assembly.
 - b. Pull out the cover (callout 1).

Figure 8-2361 Open the right door and pull out the cover



2. Do the following:
 - a. Disconnect one connector (callout 1).
 - b. Slide the transfer assembly (callout 2) in the direction the arrow indicates, and remove it.


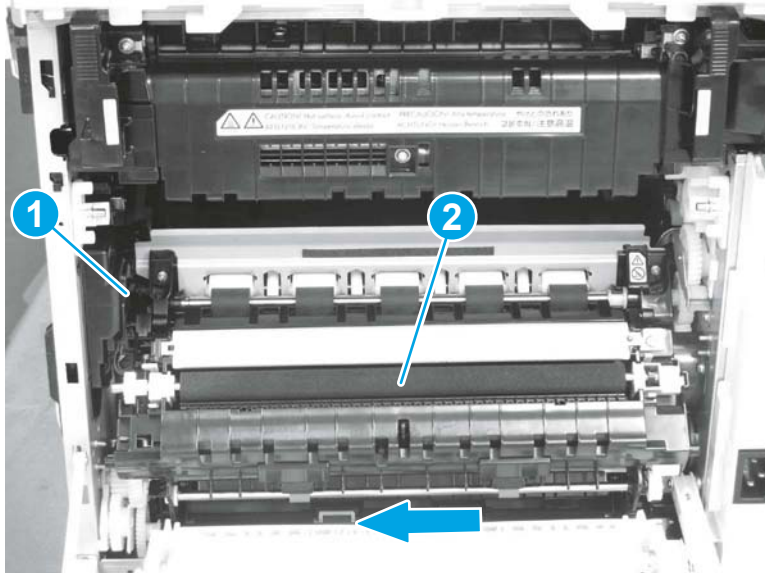
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2362 Disconnect one connector and remove the transfer assembly



Remove the registration assembly

Follow these steps to remove the registration assembly.

- ▲ Do the following:

- a. Remove four screws (callout 1).
- b. Remove the registration assembly (callout 2).


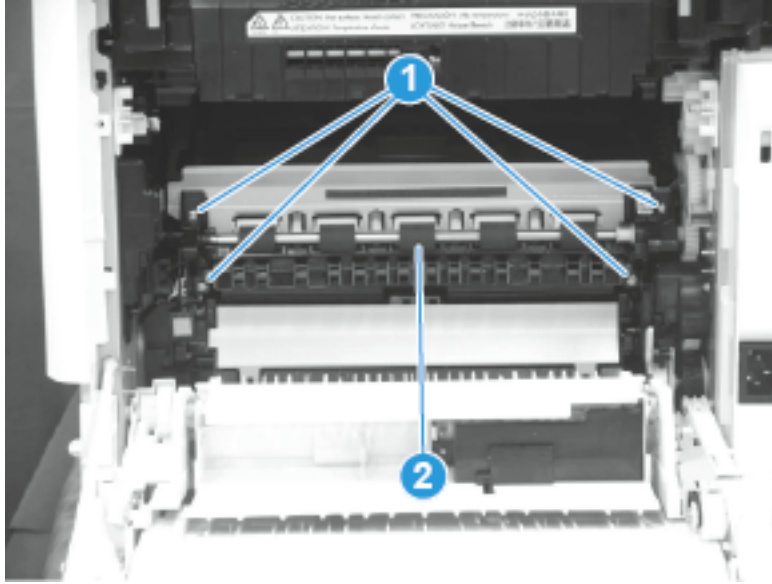
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2363 Remove four screws and the registration assembly

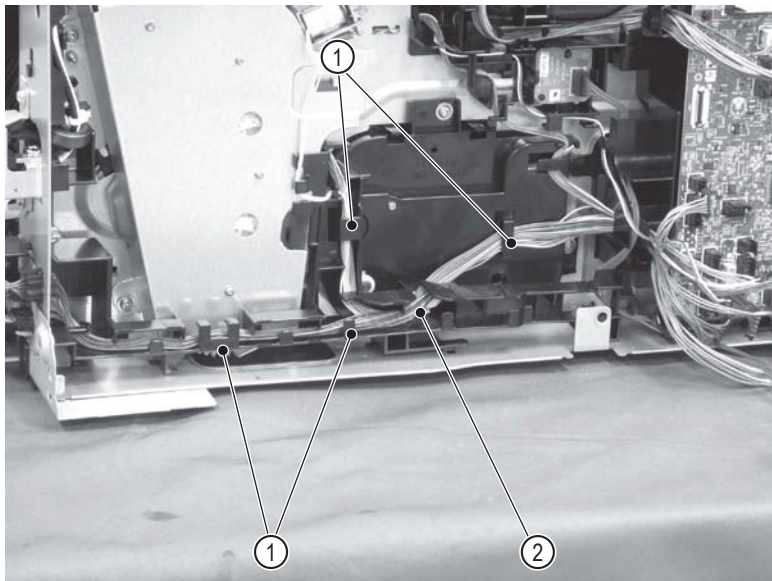


Remove the main drive assembly

Follow these steps to remove the main drive assembly.

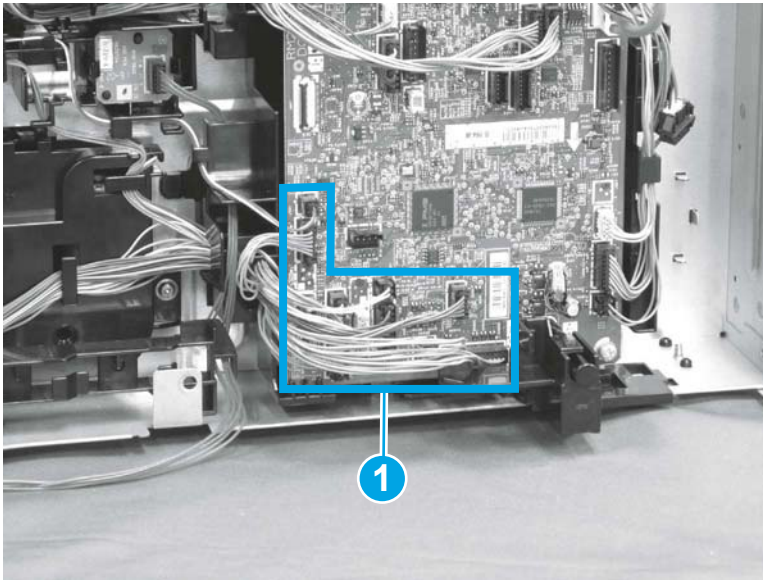
1. Locate the cable guides (callout 1) and remove the cable (callout 2) from the guides.

Figure 8-2364 Release the cable



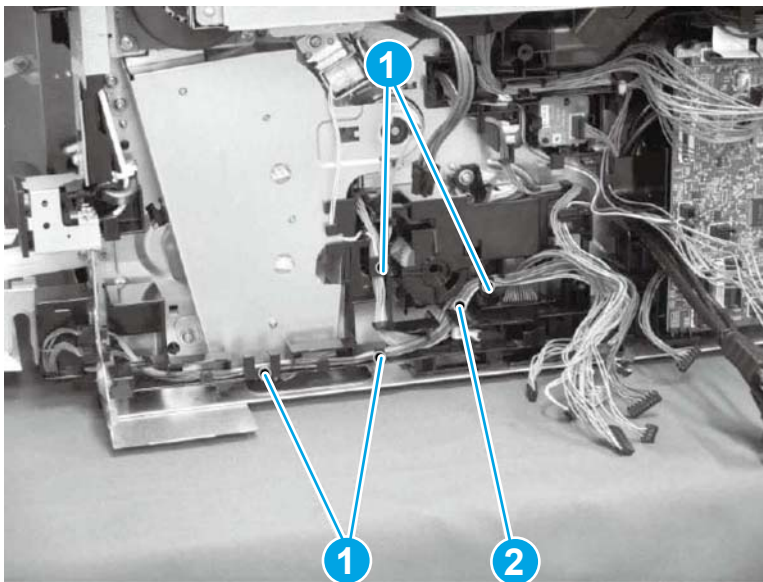
2. Disconnect eight connectors (callout 1).

Figure 8-2365 Disconnect eight connectors



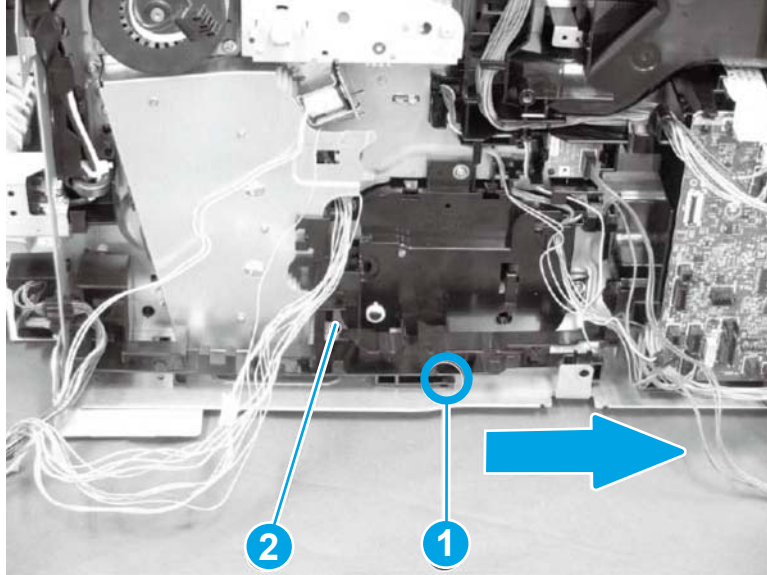
3. Release the cable (callout 1) from the cable guides (callout 2).

Figure 8-2366 Release the cable



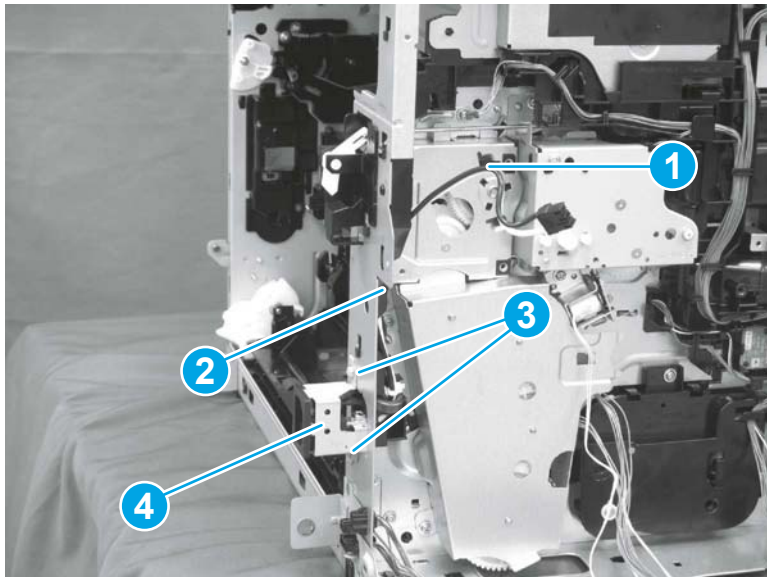
4. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-2367 Release one tab and remove the cable guide



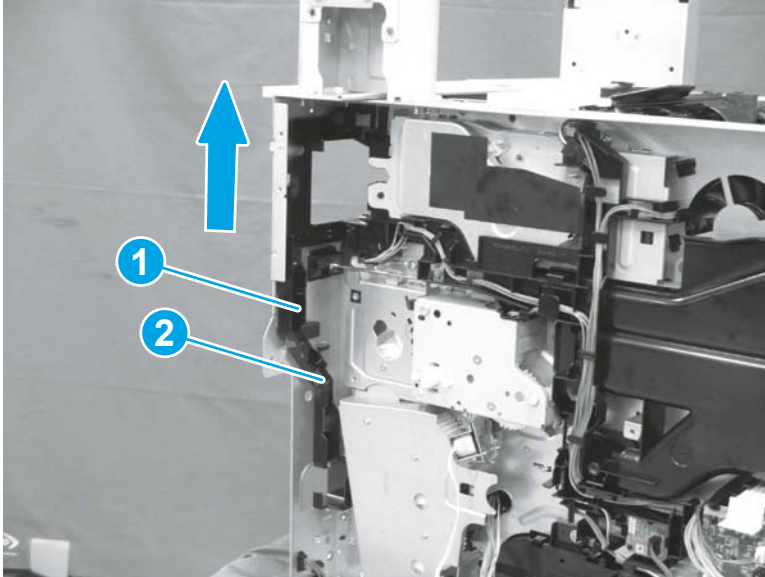
5. Do the following:
 - a. Release the cable (callout 1) from the cable guide (callout 2).
 - b. Remove two screws (callout 3).
 - c. Remove the inlet assembly (callout 4).

Figure 8-2368 Release the cable and remove two screws and the inlet assembly



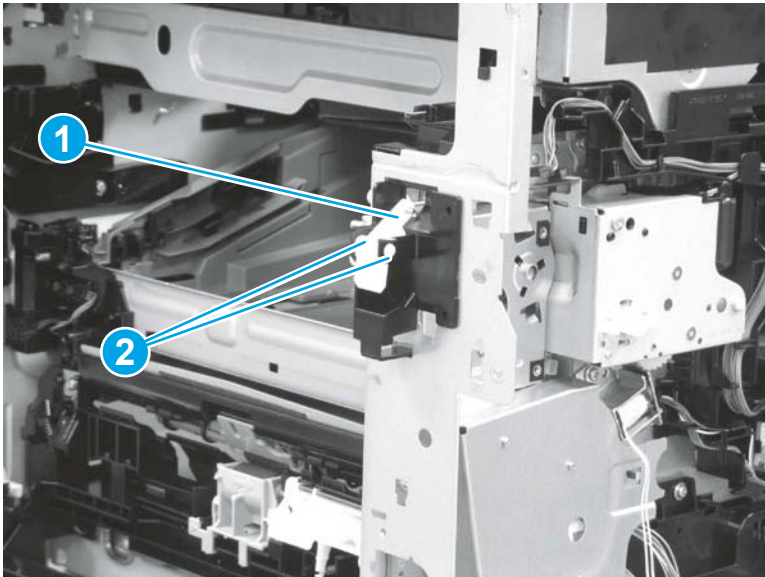
6. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the cable guide (callout 2) in the direction that the arrow indicates, and remove it.

Figure 8-2369 Release one tab and remove the cable guide



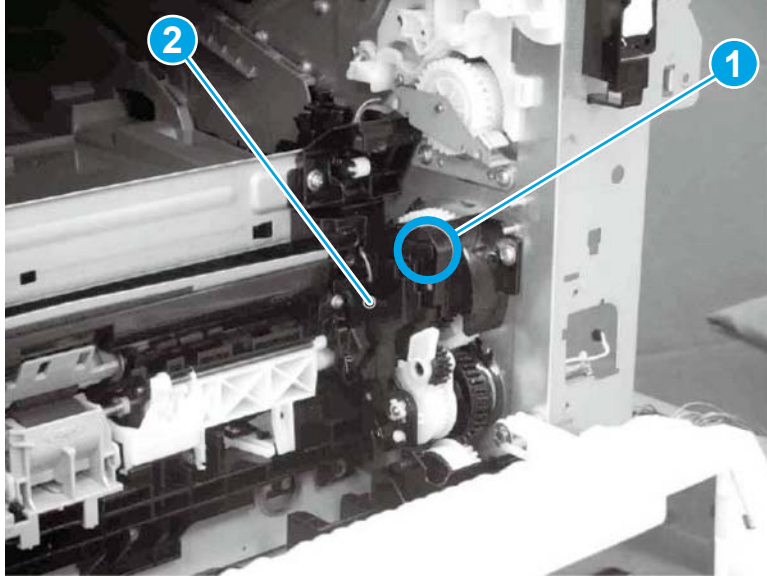
7. Remove the link lever (callout 1) from the left and the right shafts (callout 2).

Figure 8-2370 Remove the link lever from two shafts



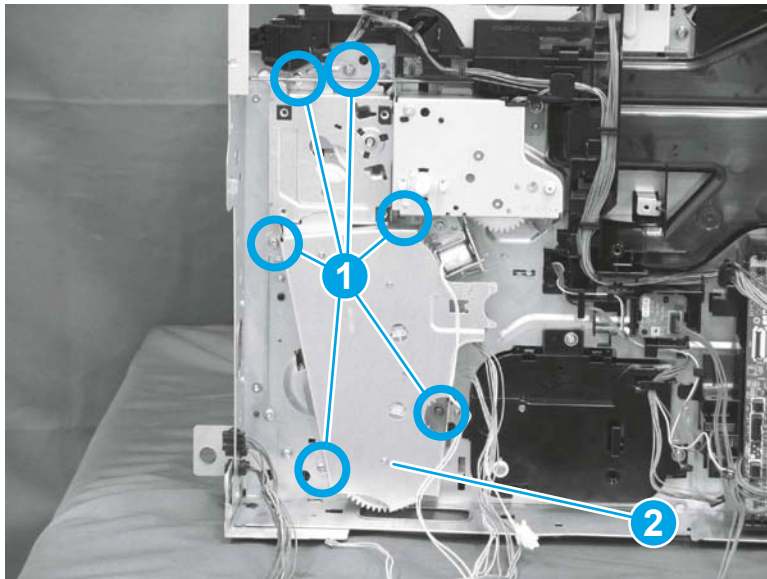
8. Do the following:
 - a. Release one tab (callout 1).
 - b. Remove the cover (callout 2).

Figure 8-2371 Release one tab and remove the cover



9. Remove six screws (callout 1) that secure the main drive assembly (callout 2).

Figure 8-2372 Remove six screws



10. Disconnect one connector (callout 1), and then remove the main drive assembly (callout 2).

Figure 8-2373 Disconnect one connector and remove the main drive assembly

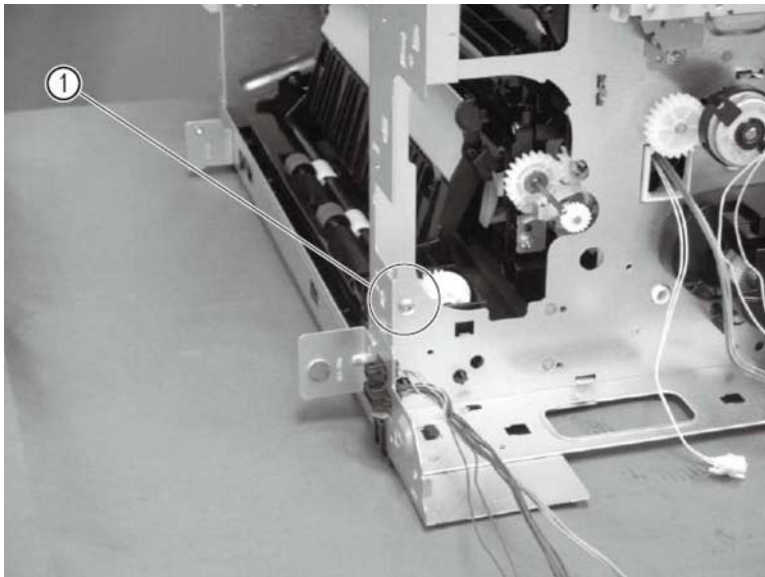


Remove the paper feed frame assembly

Follow these steps to remove the paper feed frame assembly.

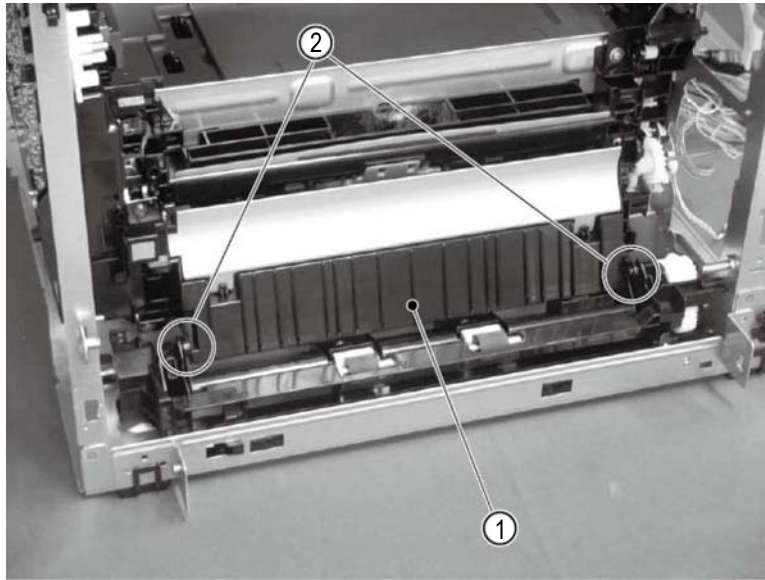
1. Remove one screw (callout 1).

Figure 8-2374 Remove one screw



2. Remove the paper guide (callout 1) from the left and the right shafts (callout 2).

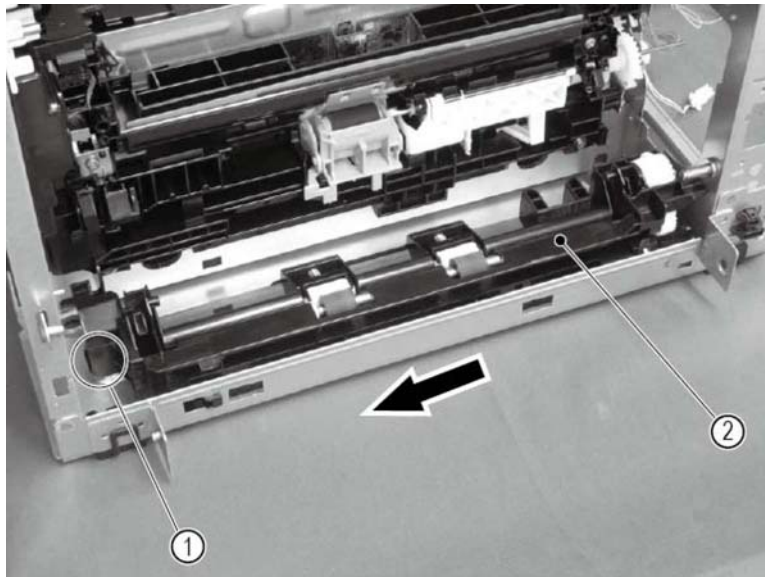
Figure 8-2375 Remove the paper guide from the left and right shafts



3. Do the following:
 - a. Release one tab (callout 1).
 - b. Slide the feed frame assembly (callout 2) in the direction indicated by the arrow, and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2376 Release one tab and slide and remove the feed frame assembly



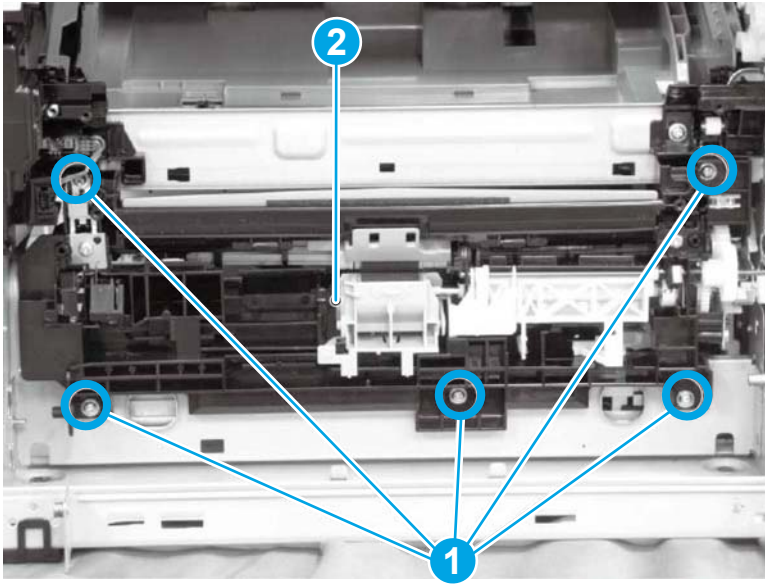
Remove the paper pickup assembly

Follow these steps to remove the paper pickup assembly.

1. Do the following:

- a. Remove five screws (callout 1).
- b. Pull out the pickup assembly (callout 2).

Figure 8-2377 Remove five screws and pull out the pickup assembly



2. Disconnect the cable (callout 1) and remove the pickup assembly.


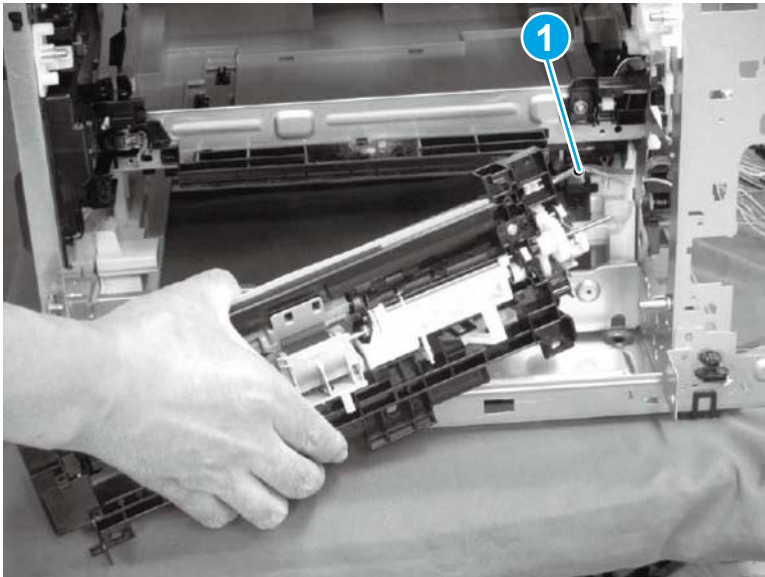
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2378 Disconnect the cable and remove the pickup assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

Removal and replacement: Cartridge tray assembly

This document provides the procedures to remove and replace the cartridge tray assembly.



[View a video of how to remove and replace the cartridge tray assembly.](#)

Mean time to repair: 25 minutes

Service level: Advanced



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.

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 8-170 Part information

Part number	Part description
RM2-6792-000CN	Cartridge tray assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

Follow these steps to remove the formatter cover.

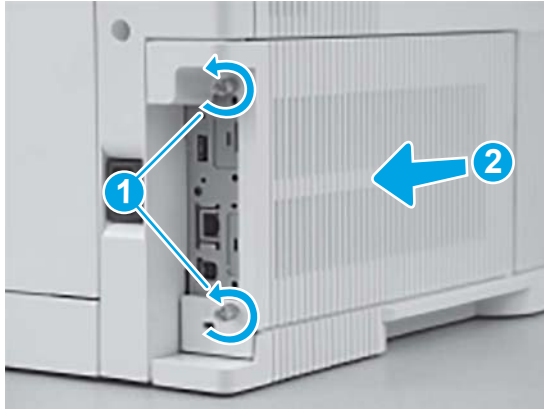
- ▲ To remove the formatter cover, do the following:



NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2379 Release two thumb screws and remove the formatter cover

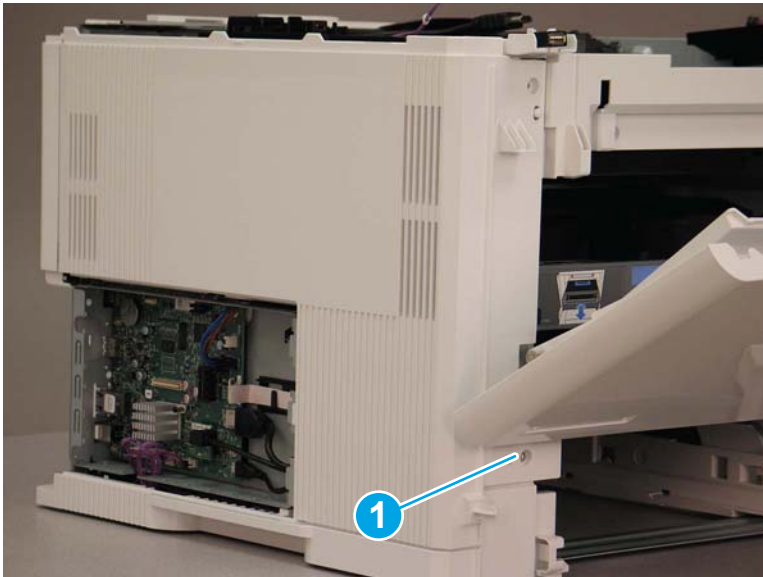


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2380 Open the cartridge door and remove one screw



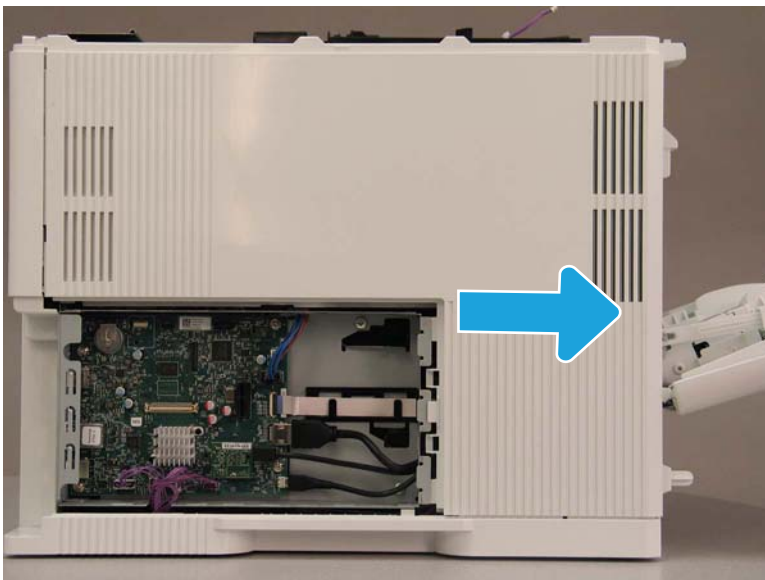
2. Remove one screw (callout 1).

Figure 8-2381 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2382 Slightly slide the left cover toward the front

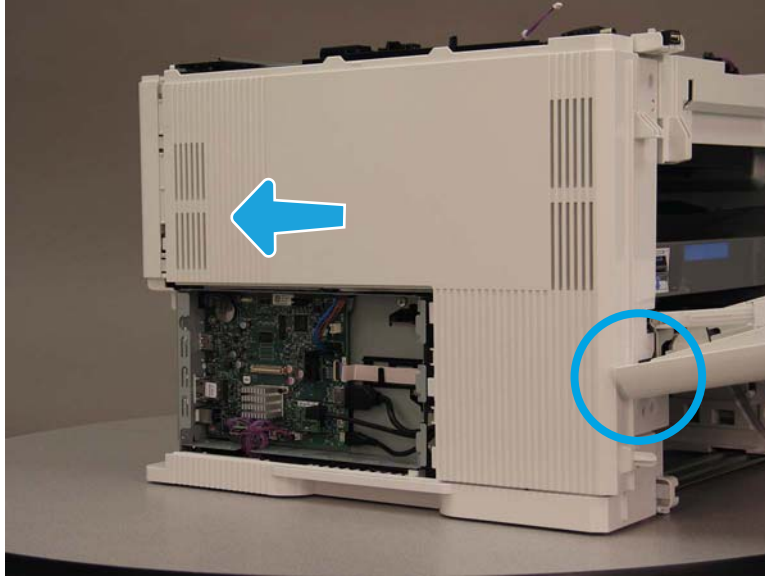


4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2383 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


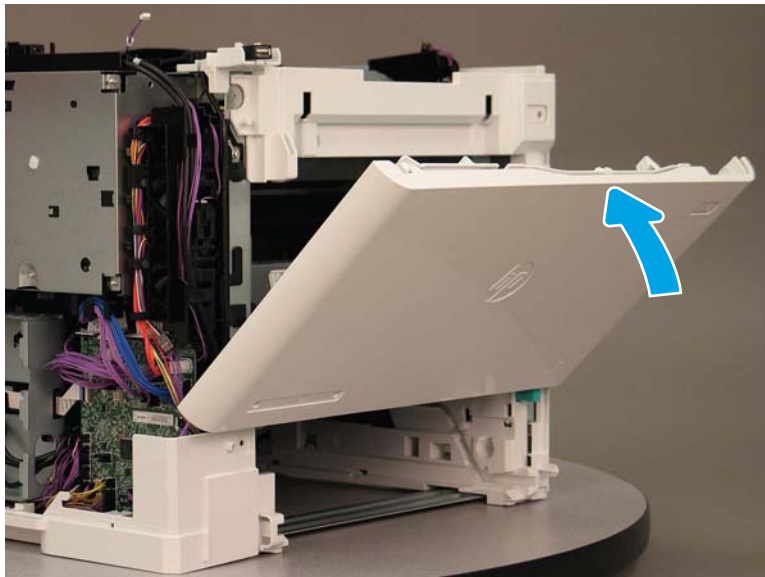
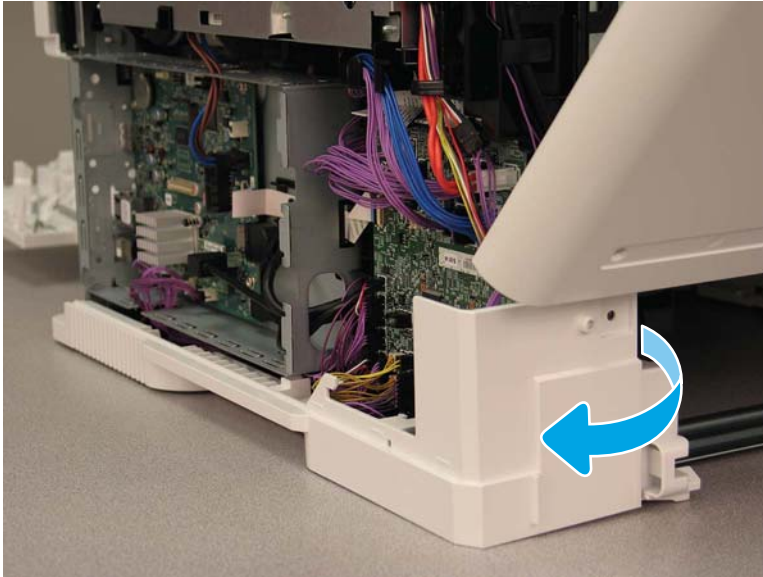
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-2384 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-2385 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


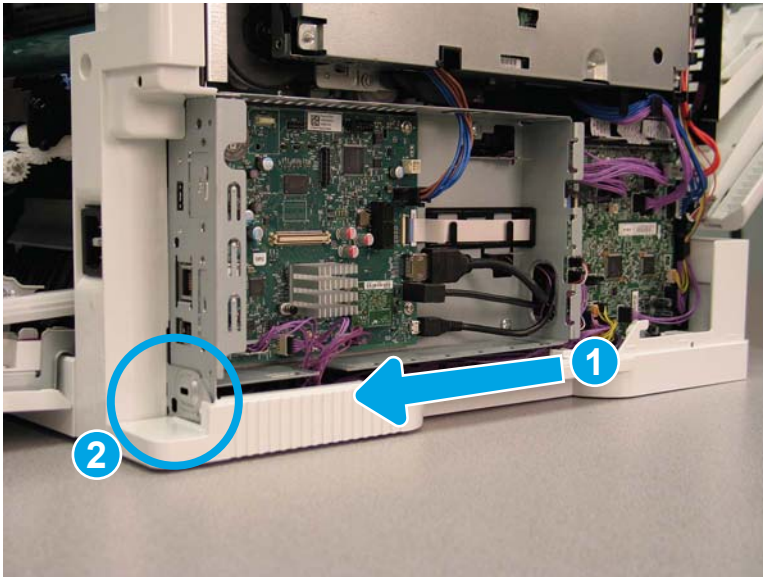
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2386 Slide the cover to release the boss and remove the left lower cover



Remove the MP tray cover

Follow these steps to remove the MP tray cover.

1. Open the MP cover in the direction indicated by the arrows.

Figure 8-2387 Open the MP cover



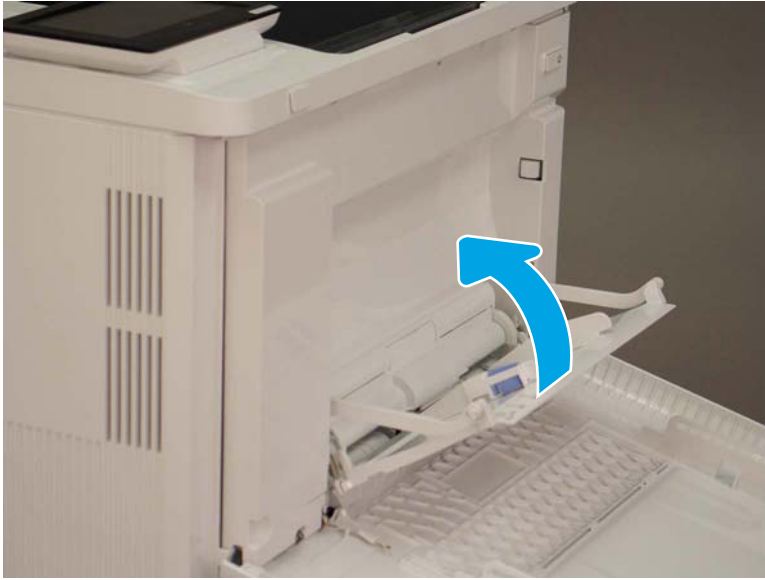
2. On both sides of the smaller MP tray assembly, flex the link rail to release the keyed link, and then release the two MP lift arms attached to the MP cover.

Figure 8-2388 Release the MP tray assembly lift arms from the MP cover



3. Close the smaller MP tray assembly against the printer in the direction indicated by the arrow.

Figure 8-2389 Close the smaller MP tray assembly



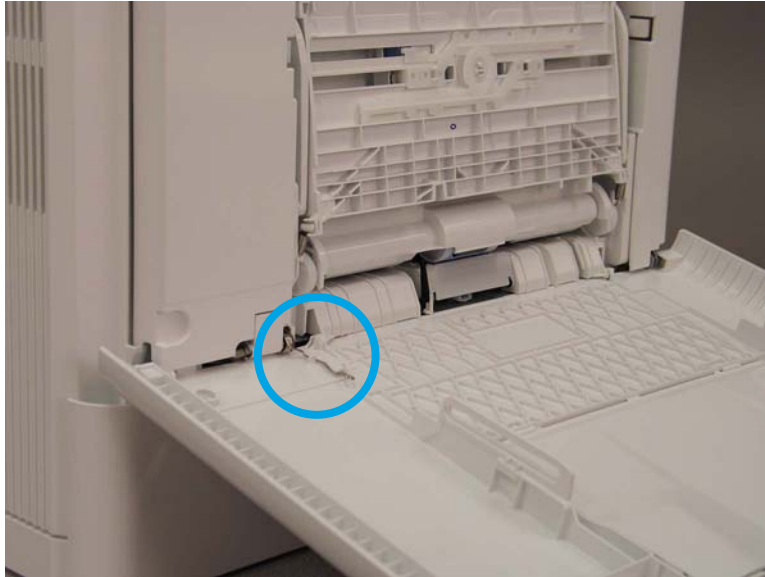
4. Disconnect the left side spring (circled) on the MP cover.

Figure 8-2390 Disconnect the left spring



5. Flex the right side of the MP cover to release it from the rail, and then slide it left to release the MP cover, as indicated by the arrows.

Figure 8-2391 Flex and slide to release the MP cover



6. Remove the MP cover.

 **NOTE:** The MP inner cover is attached to the inside of the MP cover and is removed at the same time as the MP cover is removed.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2392 Remove the MP cover



Remove the cartridge tray assembly

Follow these steps to remove the cartridge tray assembly.

- ▲ Pull out the cartridge tray assembly (callout 1).


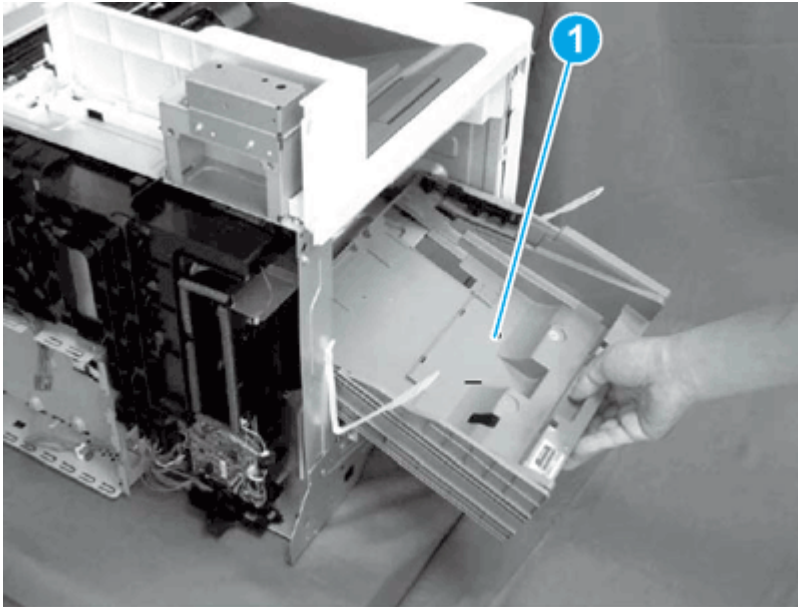
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2393 Pull out the cartridge tray assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: High-voltage power supply (HVPS)

This document provides the procedures to remove and replace the high-voltage power supply assembly.



[View a video of how to remove and replace the high-voltage power supply assembly.](#)

Mean time to repair: 15 minutes

Service level: Intermediate



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.

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 8-171 Part information

Part numbers	Part description
RM2-9336-000CN	High-voltage power supply PCB assembly (LCD simplex model)
RM2-9335-000CN	High-voltage power supply PCB assembly (LCD duplex model)

Required tools

- #2 Phillips 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

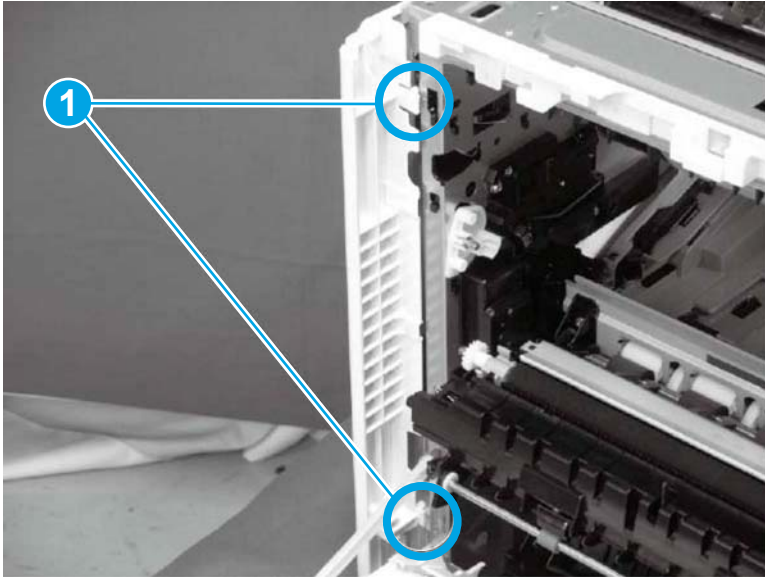
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the right cover

Follow these steps to remove the right cover.

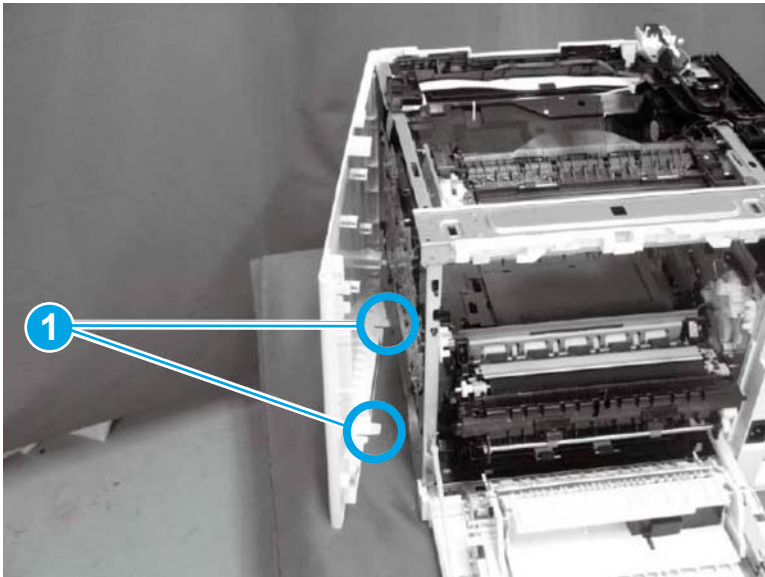
1. Release two tabs (callout 1).

Figure 8-2394 Release two tabs



2. Release four tabs (callout 1).

Figure 8-2395 Release four tabs



3. Do the following:
 - a. Release two tabs (callout 1).

- b. Remove the right cover (callout 2).


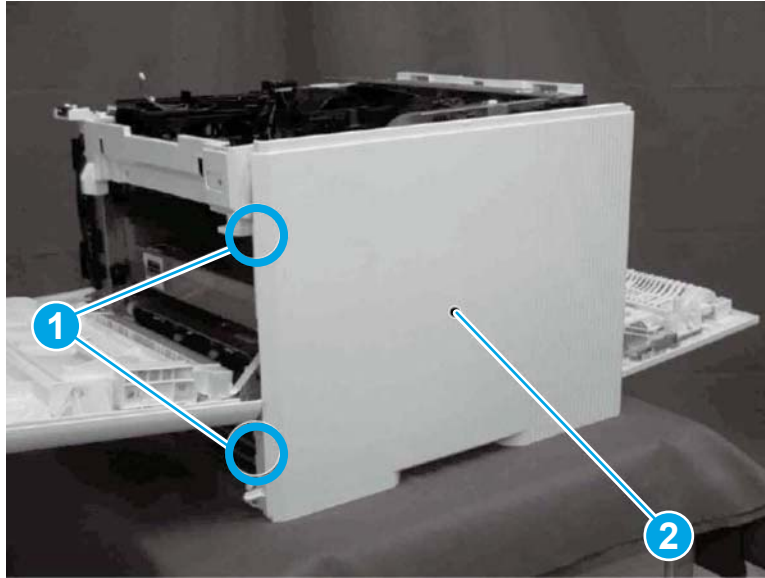
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2396 Release two tabs and remove the right cover

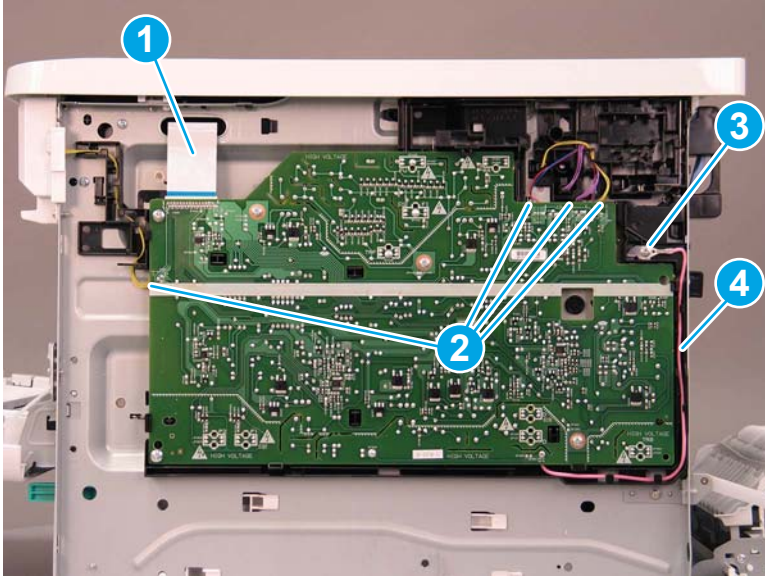


Remove the high-voltage power supply assembly

Follow these steps to remove the high-voltage power supply assembly.

1. Do the following:
 - a. Lift up and release one FFC cable (callout 1).
 - b. Disconnect four connectors (callout 2).
 - c. Remove one ground wire screw (callout 3), and then release the ground wire from the cable guide (callout 4).

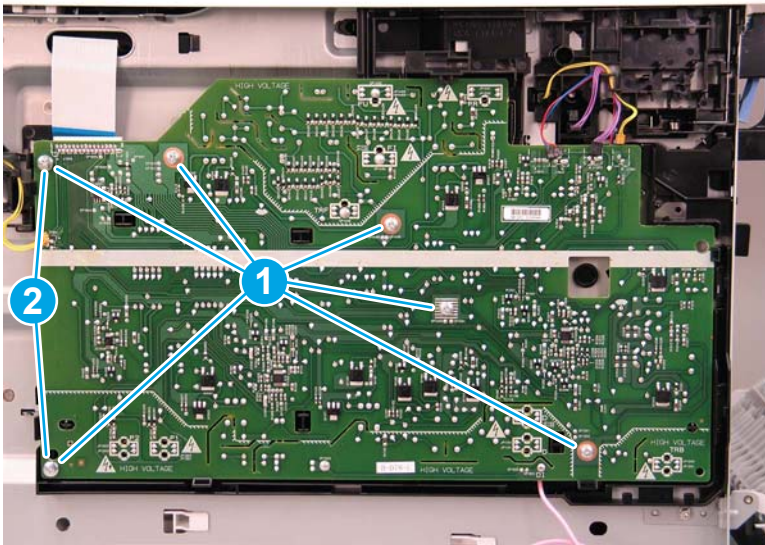
Figure 8-2397 Remove the FFC and disconnect four connectors and remove one screw and ground wire



2. Remove six screws (callout 1).

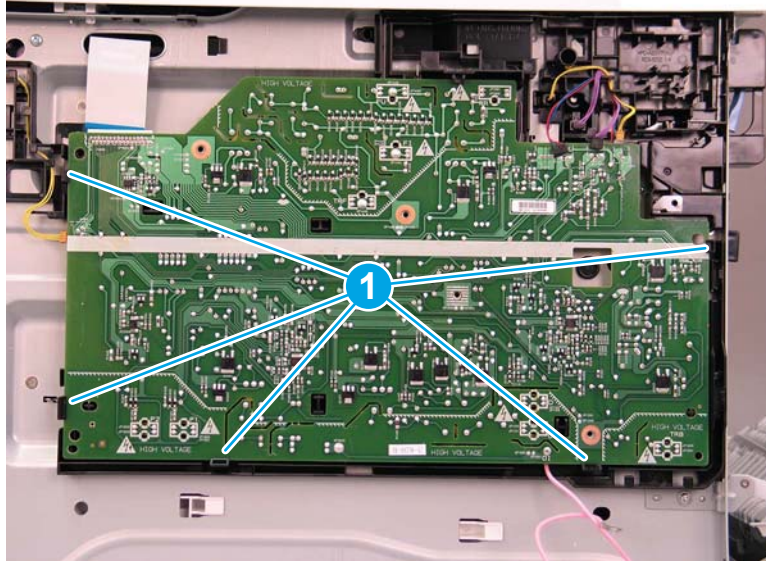
 **NOTE:** Two of the screws are self-tapping type (callout 2).

Figure 8-2398 Remove six screws




3. Release five tabs (callout 1).

Figure 8-2399 Release five tabs



4. Remove the high-voltage power supply PCA (HVPS PCA).

 **TIP:** Reverse the removal steps to install the assembly.


 **NOTE:** When reinstalling the HVPS PCA, position the top edge of the PCA under the tab (callout 1), and then rotate the bottom edge down (callout 2) into the holder so that the tabs snap over the PCA.

Figure 8-2400 Remove the high-voltage power supply PCA

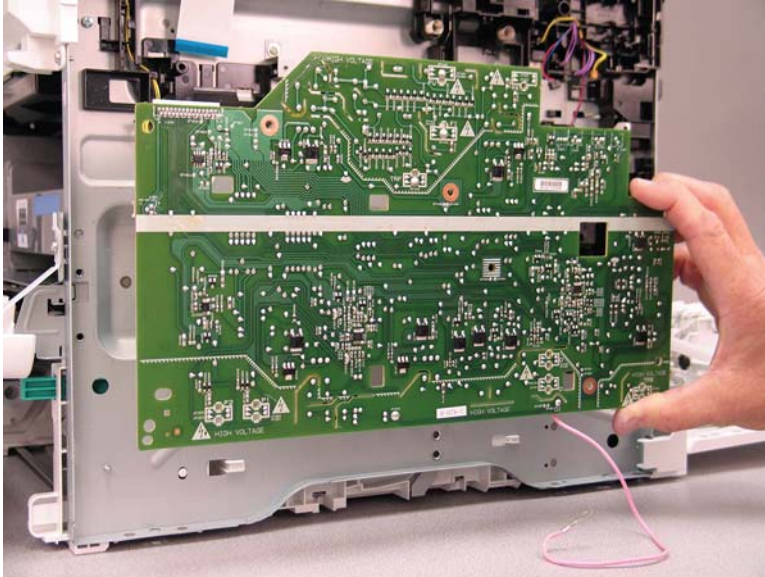
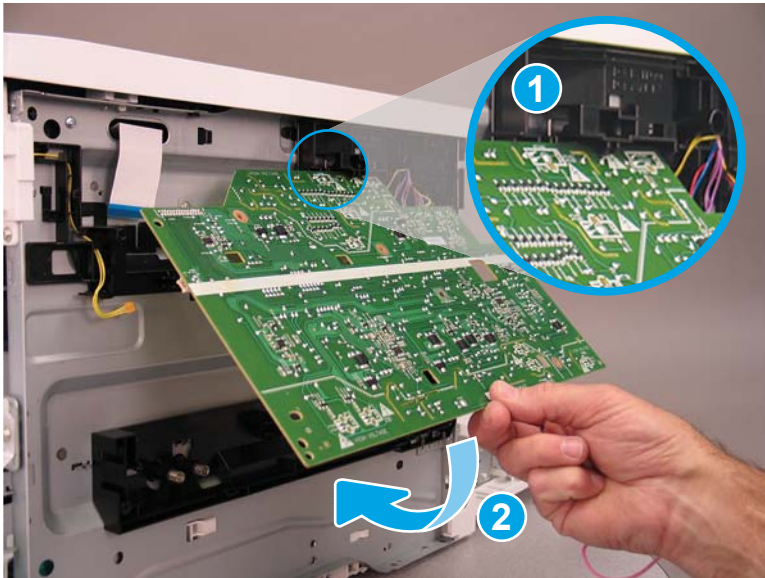


Figure 8-2401 HVPS PCA installation instructions



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: DC controller assembly

This document provides the procedures to remove and replace the DC controller assembly.

 [View a video of how to remove and replace the DIMM.](#)


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-172 Part information

Part number	Part description
RM2-9481-000CN	DC controller PCB assembly
RM3-8454-000CN	DC controller PCB assembly (M610-M612)

Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

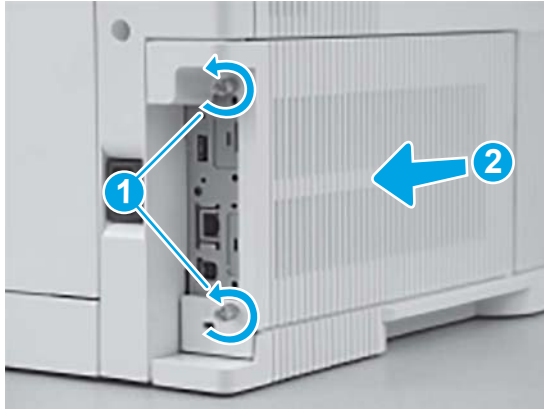
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2402 Release two thumb screws and remove the formatter cover

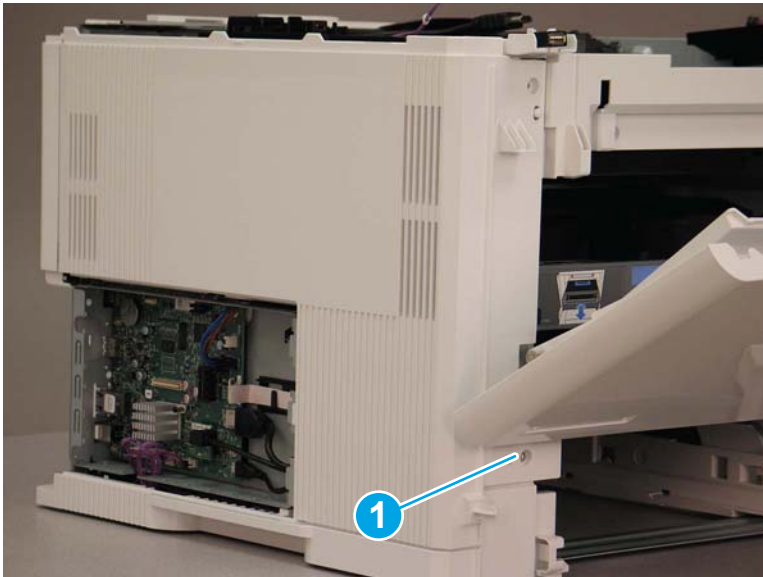


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2403 Open the cartridge door and remove one screw



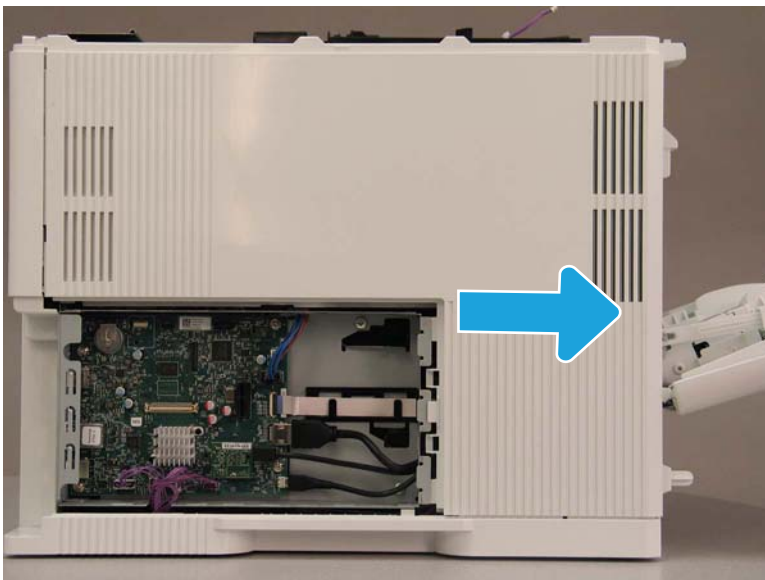
2. Remove one screw (callout 1).

Figure 8-2404 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2405 Slightly slide the left cover toward the front

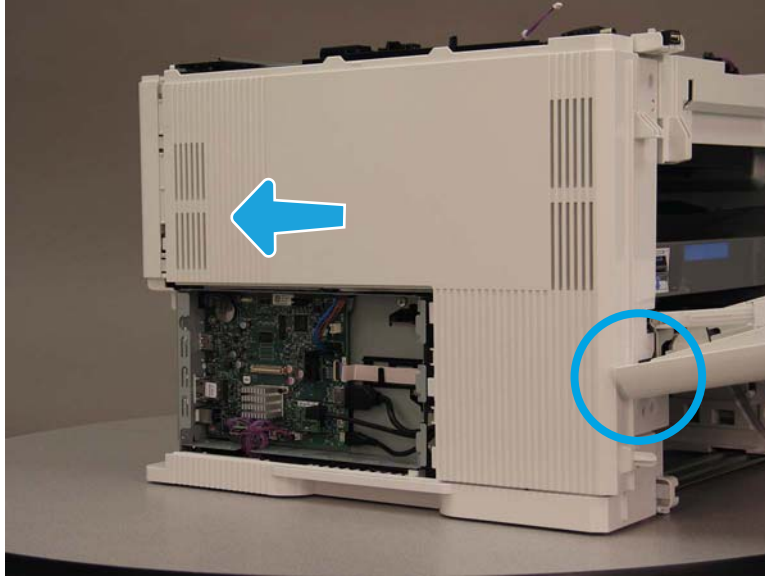


4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2406 Remove the left cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Partially close the cartridge door.


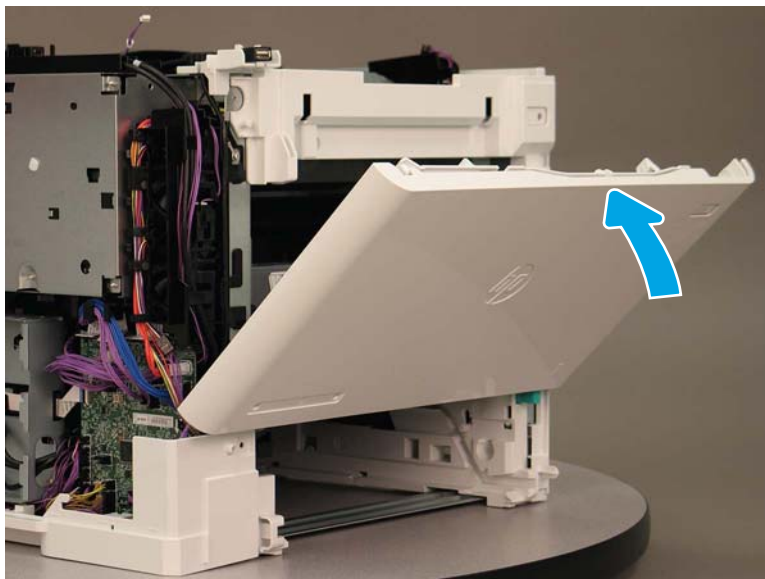
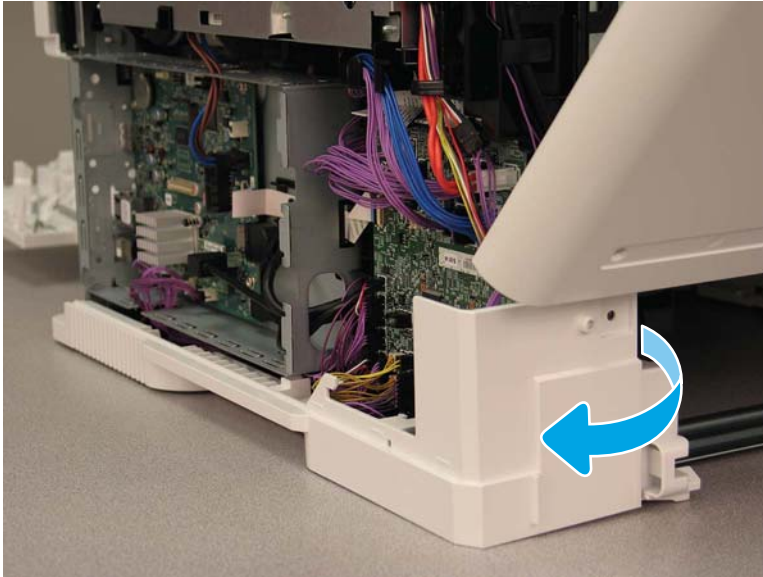
 **TIP:** If the cartridge door is completely closed, push the black locking latch (near the top edge of the door) to the left to unlock the door.

Figure 8-2407 Partially close the cartridge door



2. Grasp the left lower cover and flex the corner out, and then rotate it away from the printer in the direction indicated by the arrow.

Figure 8-2408 Flex the corner out and then rotate it



3. At the rear of the printer, slide the cover in the direction indicated by the arrow (callout 1) to release boss (callout 2), and then remove the left lower cover.


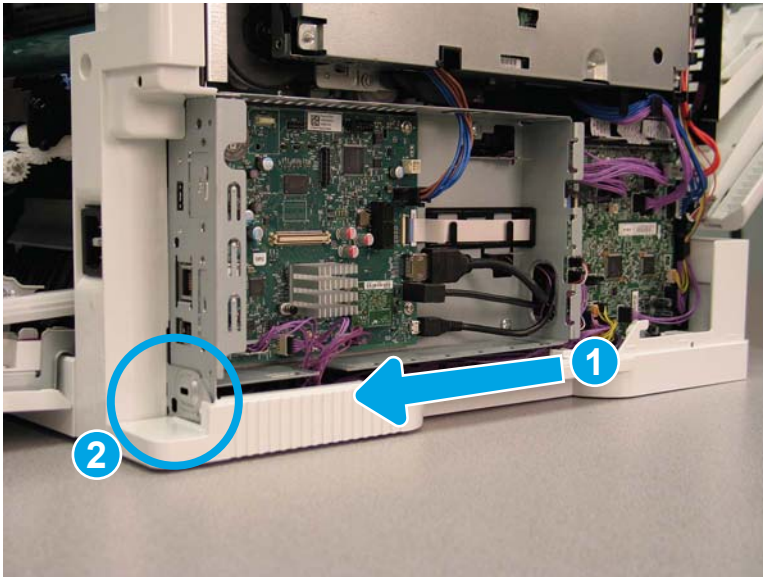
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2409 Slide the cover to release the boss and remove the left lower cover



Remove the cassette tray 2

Follow these steps to remove the cassette tray 2.

- ▲ Open the cassette tray 2, and then lift up and remove it.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2410 Open and remove the cassette tray 2

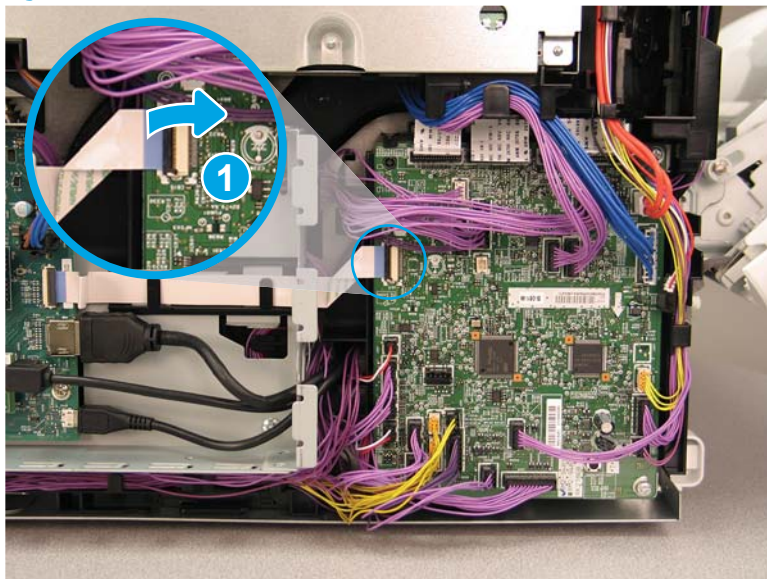


Remove the DC controller assembly

Follow these steps to remove the DC controller assembly.

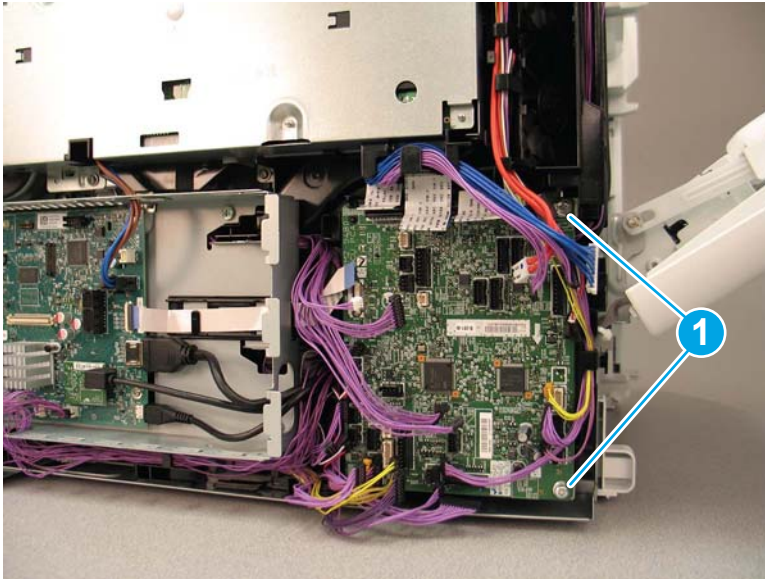
1. Disconnect and remove the zero insertion force (ZIF) FFC cable (callout 1).

Figure 8-2411 Release the ZIF and disconnect the FFC cable



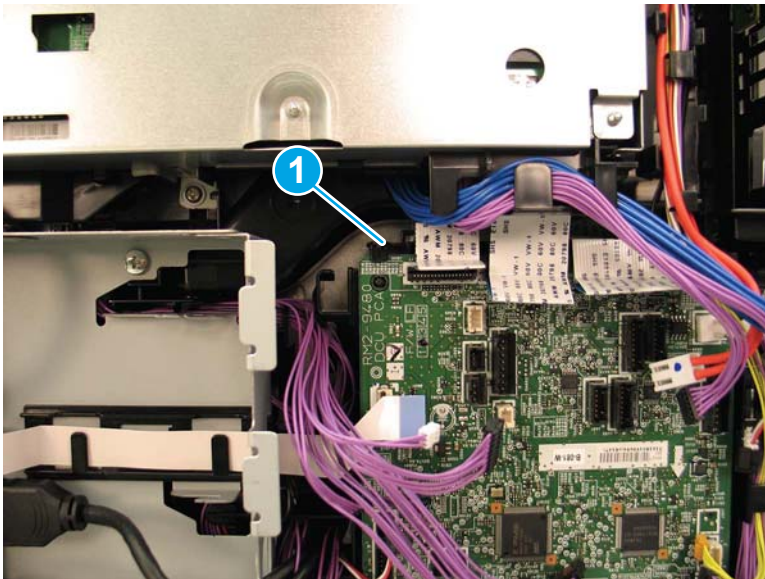
2. Remove two screws (callout 1).

Figure 8-2412 Remove two screws



3. Release the tab (callout 1) located in the upper left corner.

Figure 8-2413 Release the upper left tab



4. Disconnect twenty-six connectors from the DC controller PCA, and then remove it.


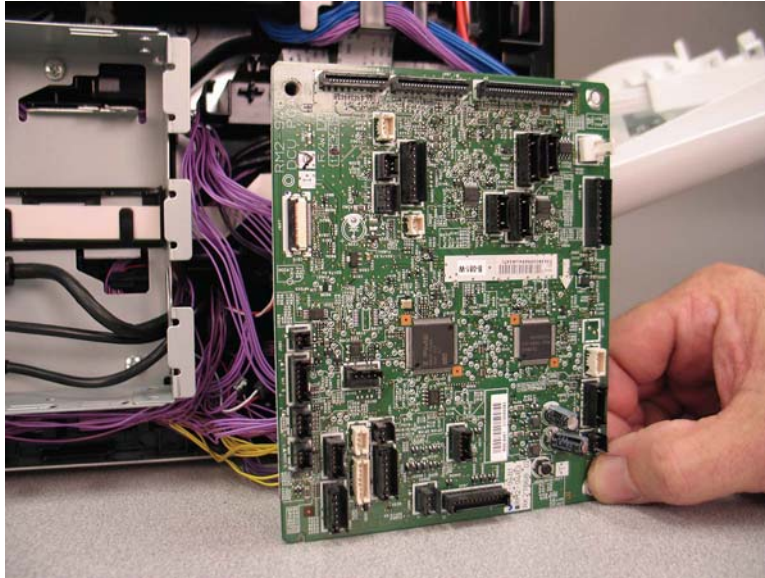
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2414 Disconnect all of the connectors and remove the DC controller PCA



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: WiFi antenna

This document provides the procedures to remove and replace the WiFi antenna.


Mean time to repair: 15 minutes

Service level: Intermediate

 **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.

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 8-173 Part information

Part number	Part description
0960-3654	WIFI AND BLE RADIO MODULE 2.4 AND 5GHZ

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.


Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

Remove the formatter cover

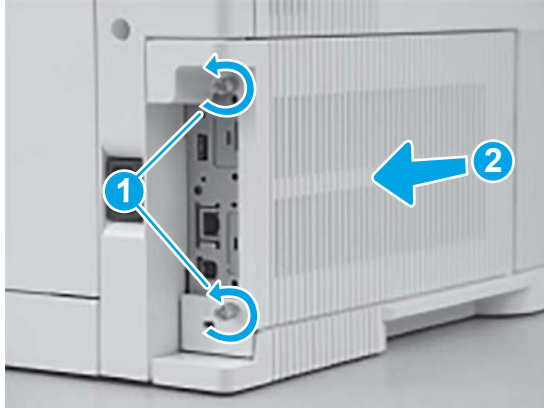
Follow these steps to remove the formatter cover.

- ▲ To remove the formatter cover, do the following:

 **NOTE:** A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. On the formatter cover, release two thumb screws (callout 1).
- b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 8-2415 Release two thumb screws and remove the formatter cover



Remove the control panel (LCD model only)

Follow these steps to remove the control panel (LCD model only).

1. Raise the control panel screen in the direction indicated by the arrow.

Figure 8-2416 Raise the control panel screen



2. Do the following:
 - a. Use a coin, or a small flat-blade screwdriver, to release the control panel cover in the direction indicated by the arrow.

- b. Remove the control panel cover.

Figure 8-2417 Lift and remove the control panel cover



3. Remove one thumbscrew (callout 1).

 **NOTE:** Store the screw in a secure place where it cannot fall down into the printer.

Figure 8-2418 Remove one thumbscrew



4. Do the following:
 - a. Lift the back edge of the control panel up (callout 1).

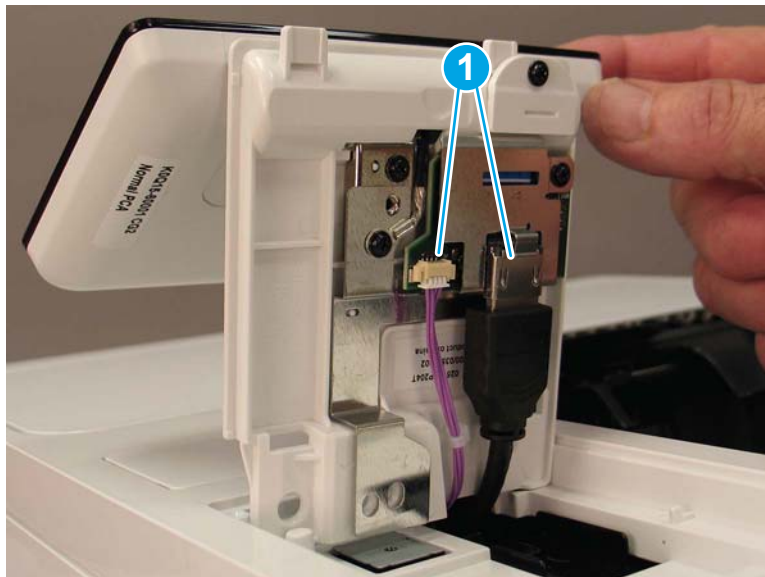
- b. Slide the control panel toward the back of the printer (callout 2) to release it.

Figure 8-2419 Lift and release the control panel



5. Do the following:
 - a. Turn the control panel over to gain access to the bottom side.
 - b. Disconnect two connectors (callout 1).

Figure 8-2420 Disconnect two connectors from the bottom side



6. Remove the control panel.

Figure 8-2421 Remove the control panel

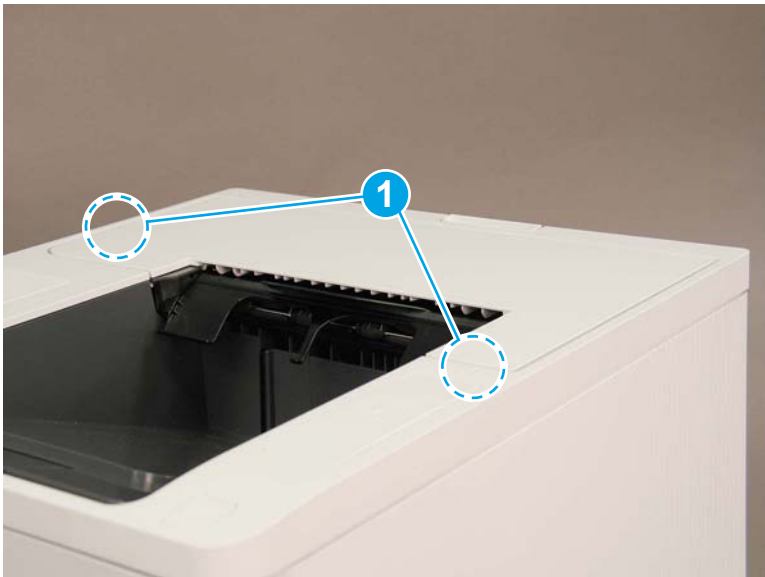


Remove the blanking cover

Follow these steps to remove the blanking cover.

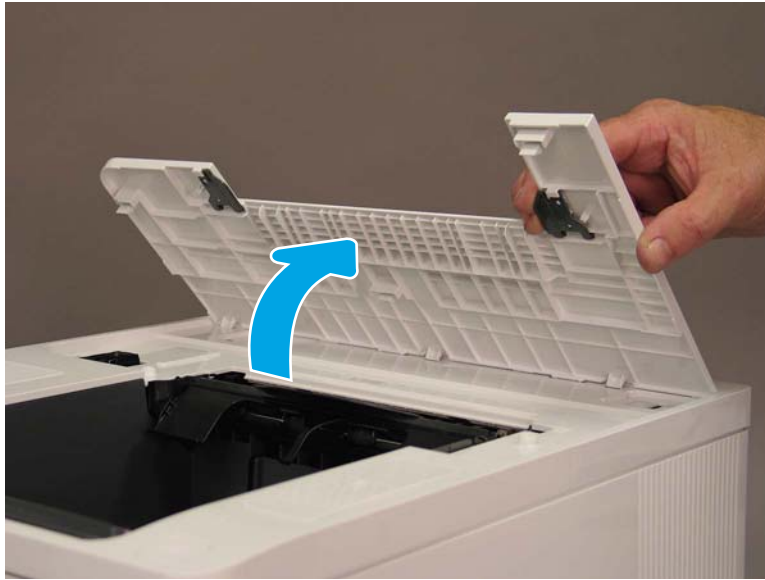
1. Use a small flat-blade screwdriver to release the tabs on both sides (callout 1) of the blanking cover.

Figure 8-2422 Release the tabs on both sides



2. Rotate the blanking cover up in the direction indicated by the arrow.

Figure 8-2423 Rotate the blanking cover up



3. Lift the blanking cover straight up and remove as indicated by the arrow.


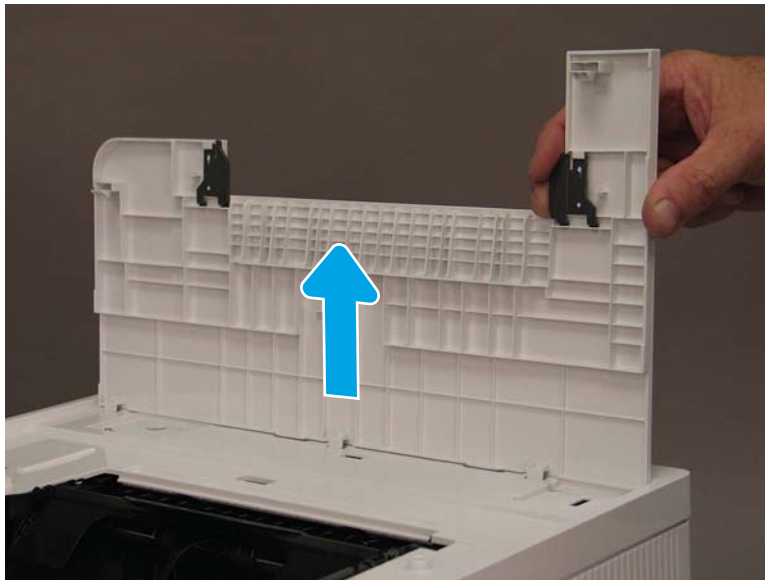
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2424 Lift the blanking cover up and remove it

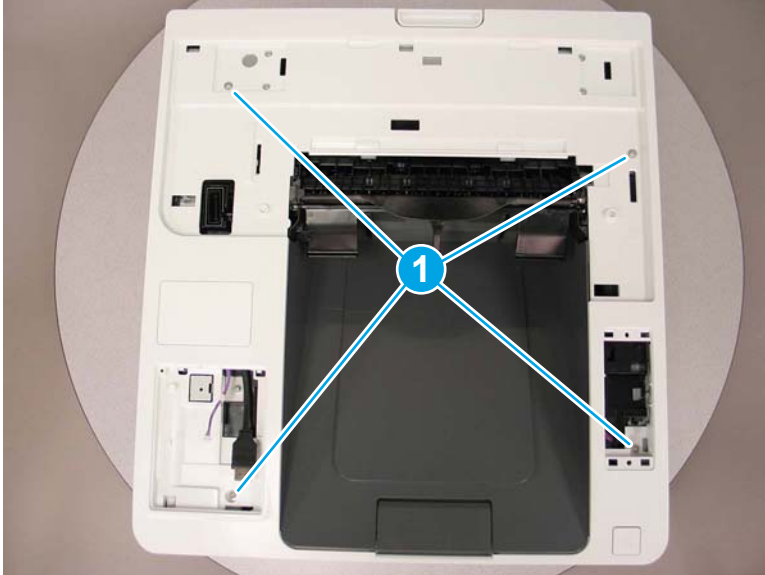


Remove the top cover

Follow these steps to remove the top cover.

1. Remove four screws (callout 1).

Figure 8-2425 Remove four screws



2. Do the following:
 - a. Locate one tab on the top cover (callout 1).
 - b. Open the MP tray cover (callout 2).
 - c. If a cover is installed over the walk up USB port (located on the front, left edge of the top cover), remove it.

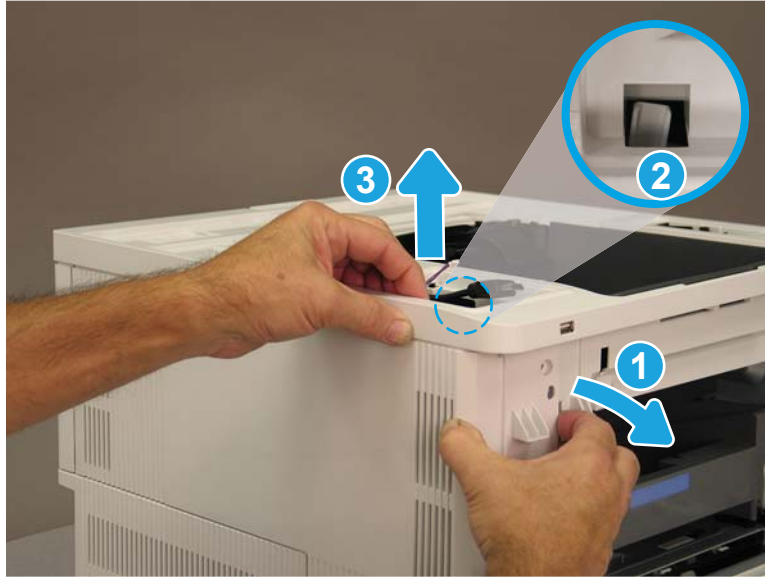
Figure 8-2426 Locate the tab and open the MP tray cover



3. Do the following:
 - a. Flex the top cover (callout 1).
 - b. Release the tab (callout 2).

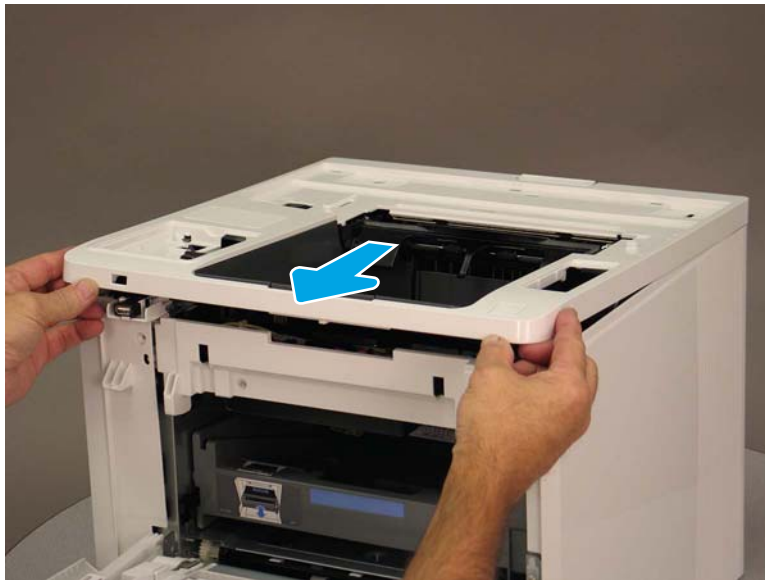
- c. Lift up and release the top cover (callout 3).

Figure 8-2427 Flex the cover, release the tab, and release the top cover



- 4. Slide the top cover in the direction indicated by the arrow.

Figure 8-2428 Slide the top cover



5. Lift up and remove the top cover.


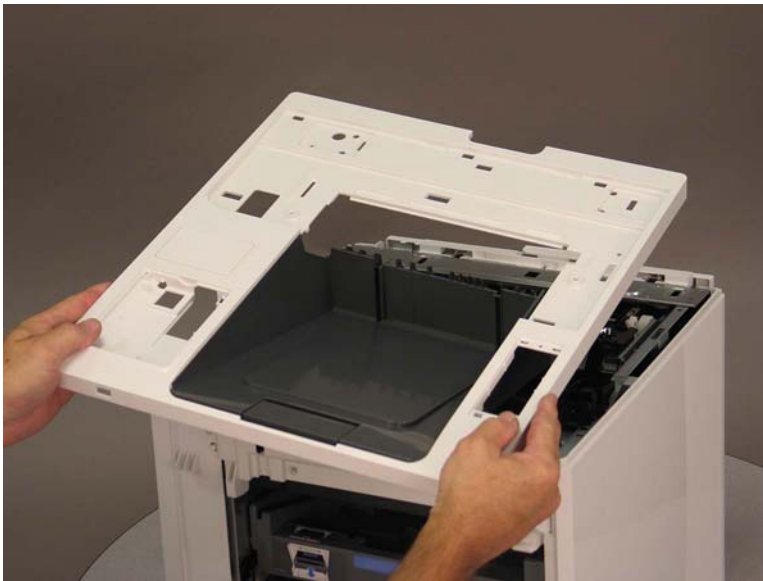
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2429 Lift and remove the top cover



Remove the cassette tray 2

Follow these steps to remove the cassette tray 2.

- ▲ Open the cassette tray 2, and then lift up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2430 Open and remove the cassette tray 2

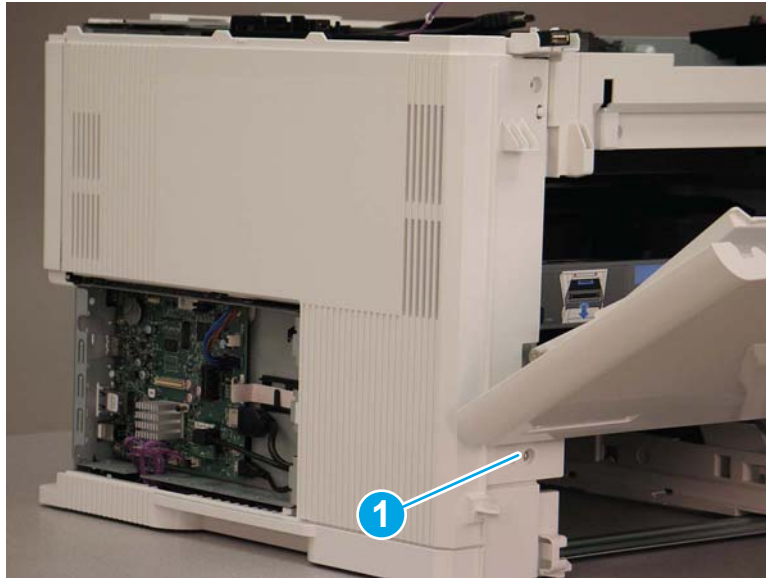


Remove the left cover

Follow these steps to remove the left cover.

1. Open the cartridge door, and then remove one screw (callout 1).

Figure 8-2431 Open the cartridge door and remove one screw



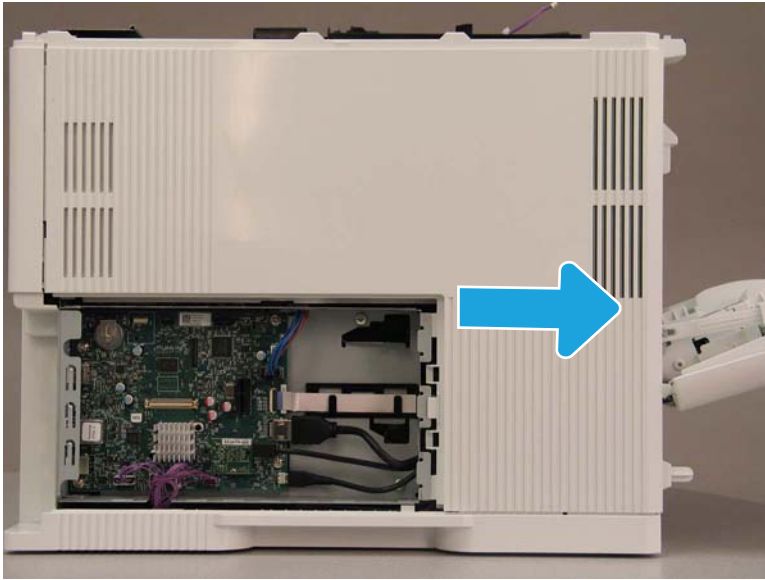
2. Remove one screw (callout 1).

Figure 8-2432 Remove one screw



3. Slightly slide the left cover toward the front of the printer in the direction indicated by the arrow.

Figure 8-2433 Slightly slide the left cover toward the front



4. Remove the left cover in the direction indicated by the arrow.

 **NOTE:** Release the left cover under the MP door (circled).


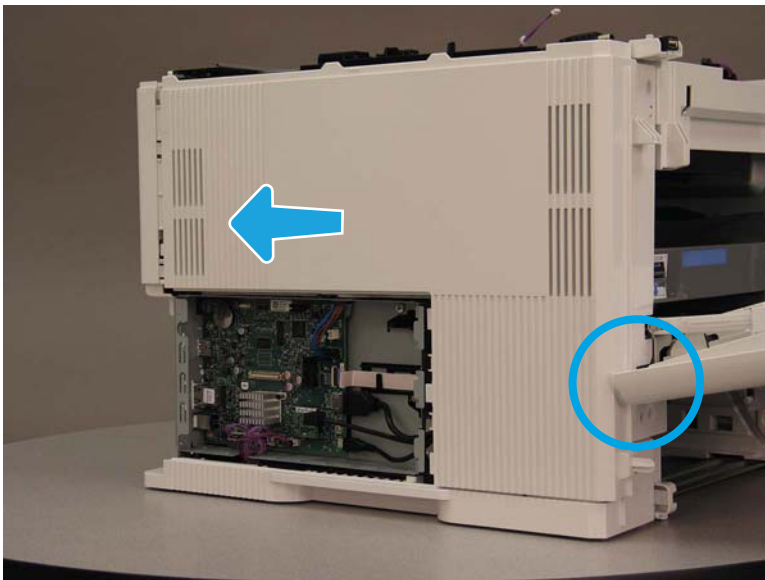
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2434 Remove the left cover

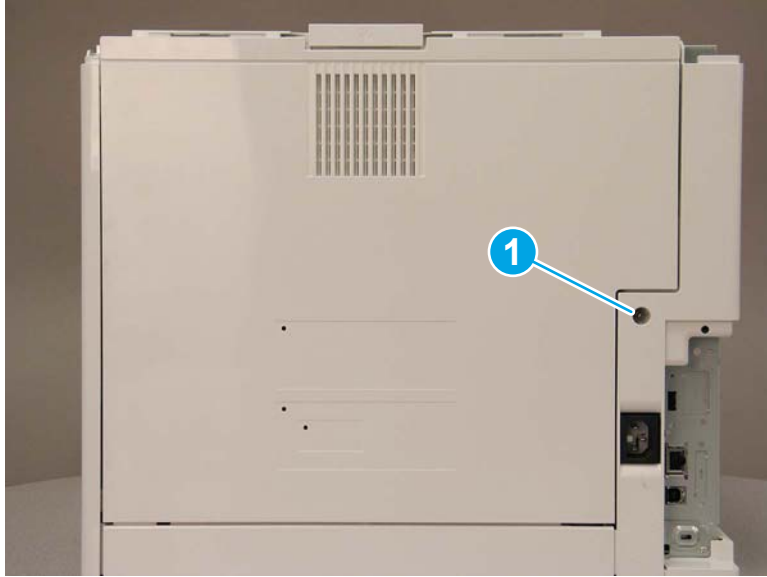


Remove the inlet cover

Follow these steps to remove the inlet cover.

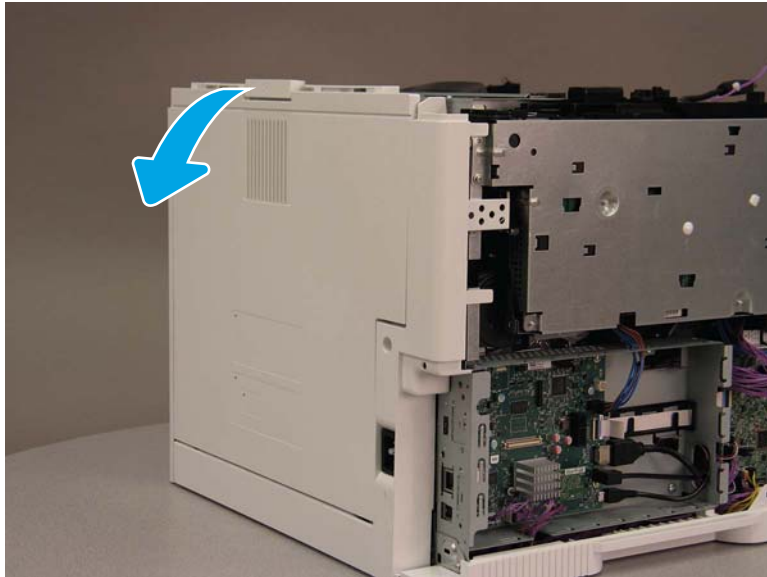
1. Remove one screw (callout 1).

Figure 8-2435 Remove one screw



2. Grasp the latch and pull down in the direction indicated by the arrow to open the rear door.

Figure 8-2436 Unlatch and open the rear door



3. Release the tab (callout 1), and then remove the inlet cover.


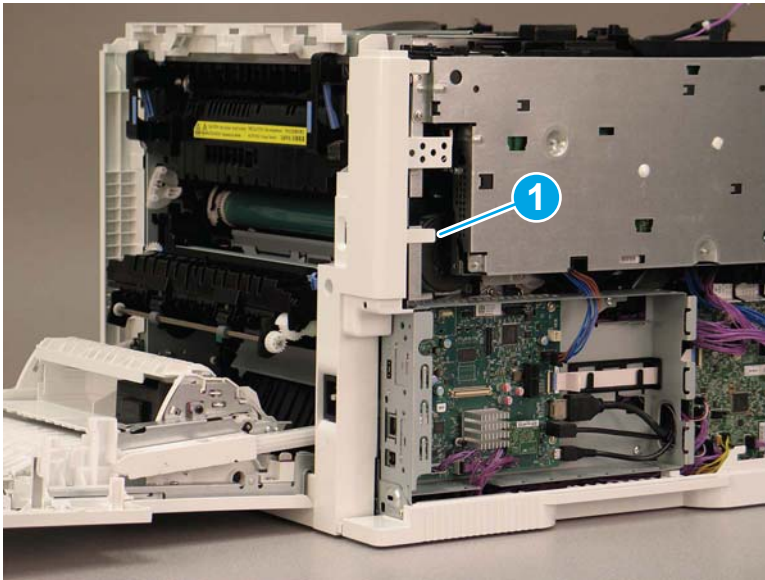
 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2437 Release the tab and remove the inlet cover

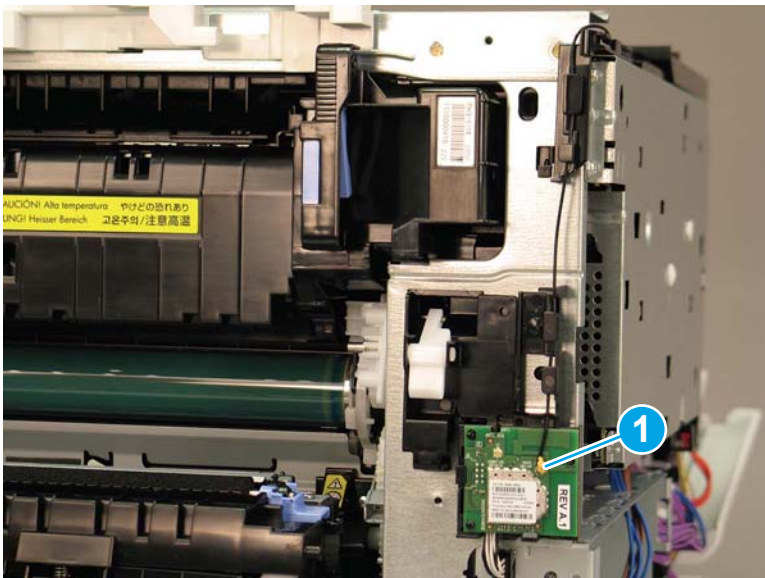


Remove the WiFi antenna

Follow these steps to remove the WiFi antenna.

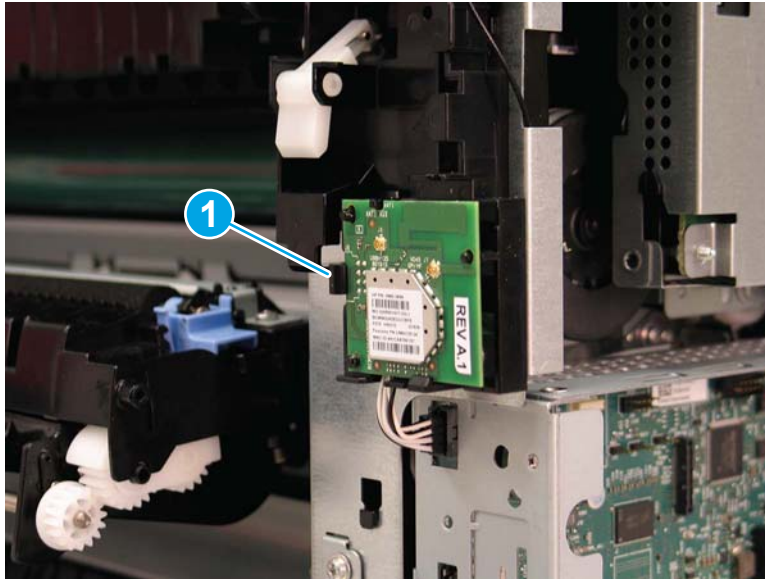
1. Disconnect the black antenna wire from the PCA (callout 1).

Figure 8-2438 Disconnect the black antenna wire



2. Release one tab on the PCA (callout 1).

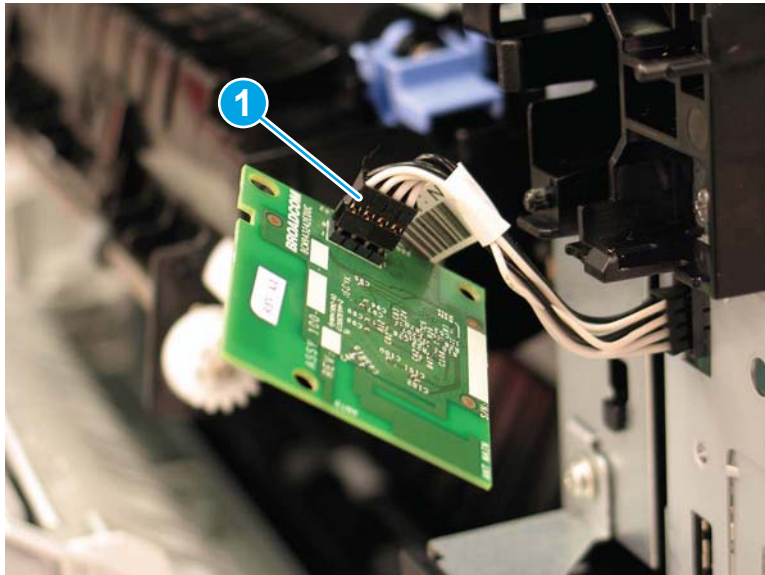
Figure 8-2439 Release one tab



3. Do the following:
 - a. Release the PCA from the retainer, and then disconnect the cable from the back side of the PCA (callout 1).
 - b. Remove the WiFi antenna PCA.

 **TIP:** Reverse the removal steps to install the assembly.


Figure 8-2440 Disconnect the cable and remove the WiFi antenna PCA



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Fan 2

This document provides the procedures to remove and replace the fan 2.

This document provides the procedures to remove and replace fan 2. On the single function devices, the fan is found inside the rear door, and on multi-function devices the fan is found inside the right door.


Mean time to repair: 15 minutes

Service level: Easy

 **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.

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 8-174 Part information

Part number	Part description
RK2-8948-000CN	Fan 2

Required tools

- #2 Phillips 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

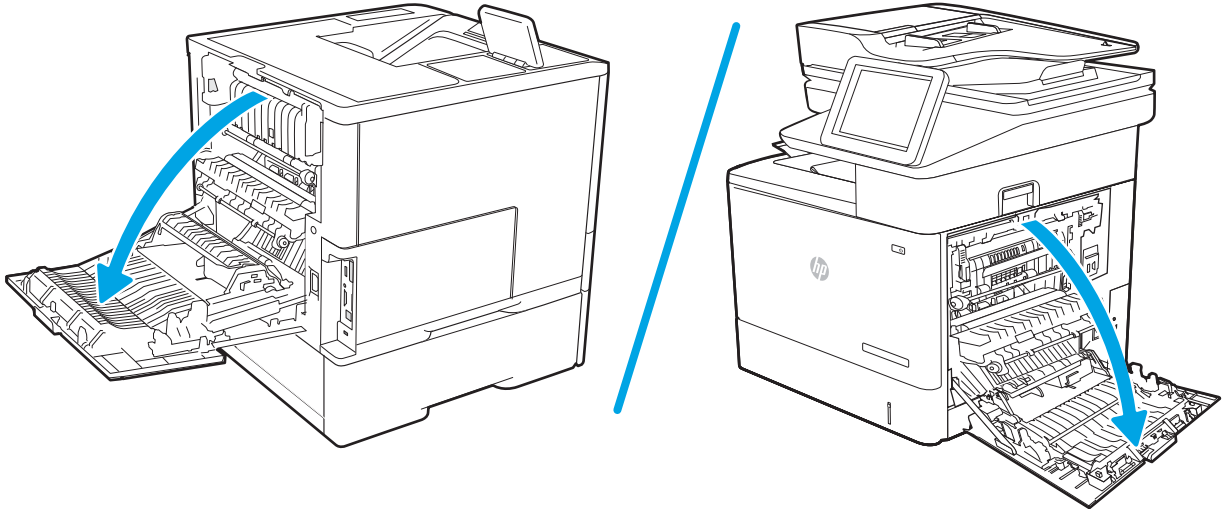
Send a print job to the printer.

Remove Fan 2

Follow these steps to remove fan 2.

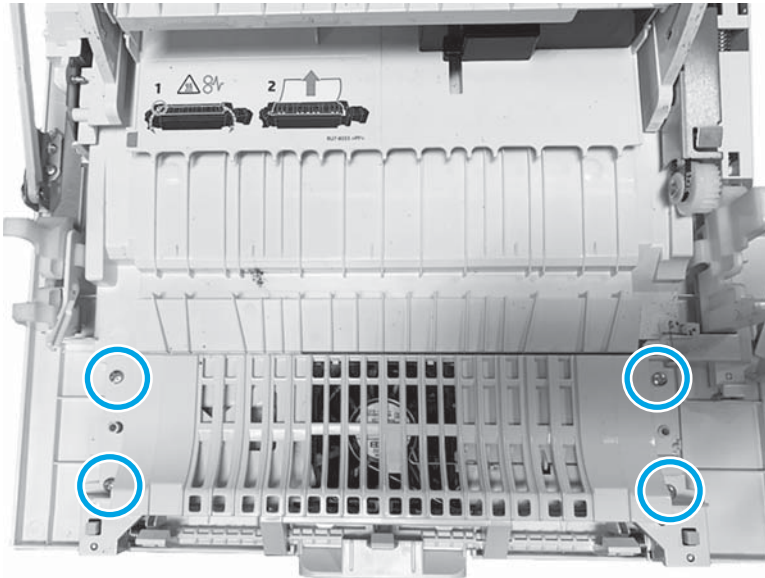
1. Do one of the following to locate fan2:
 - a. **M607/M608/M609/E60055/E60065/E60075/E60155/E60165/E60175 printers:** Open the rear door.
 - b. **M631/M632/M633/E62555/E65565/E62575/E62655/E62665/E62675 printers:** Open the right door.

Figure 8-2441 Open the rear door or open the right door



2. Remove 4 plastic screws.

Figure 8-2442 Remove the fuser



3. Remove the fan cover.

Figure 8-2443 Remove fan cover

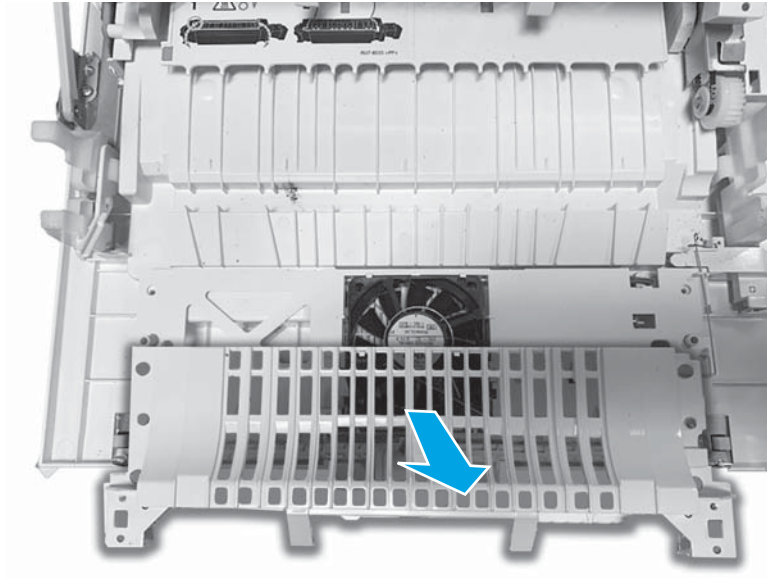
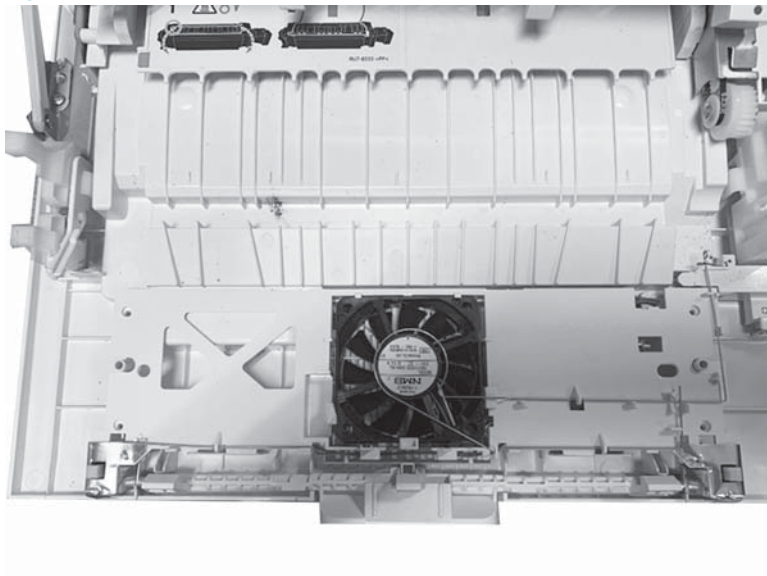
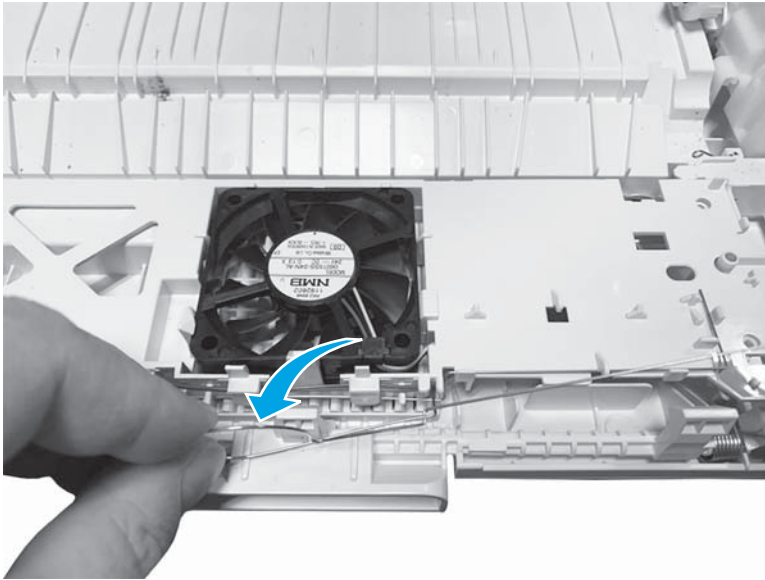


Figure 8-2444 Fan cover removed



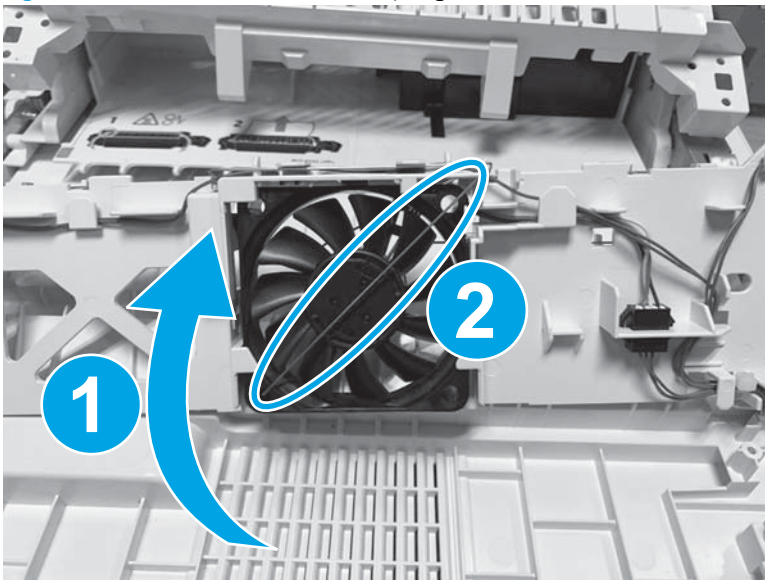
4. Remove the grounding springs from top of fan.

Figure 8-2445 Remove grounding spring



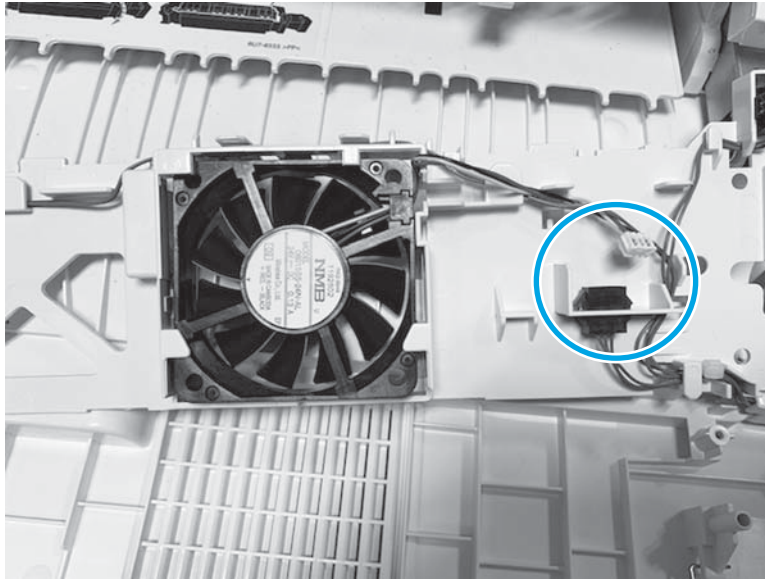
5. Rotate the fan assembly up (callout 1) and remove spring (callout 2) on rear side of fan.

Figure 8-2446 Tilt fan and remove spring



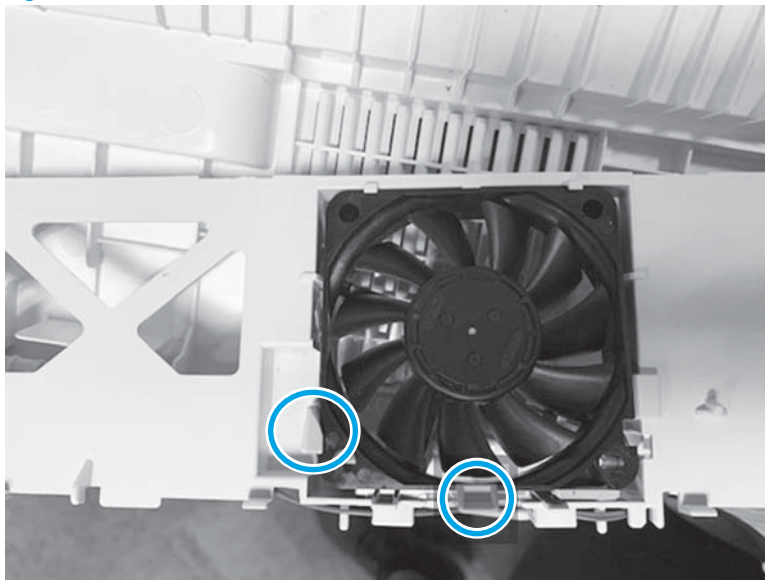
6. Disconnect and remove the fan cable from the stays.

Figure 8-2447 Remove connector



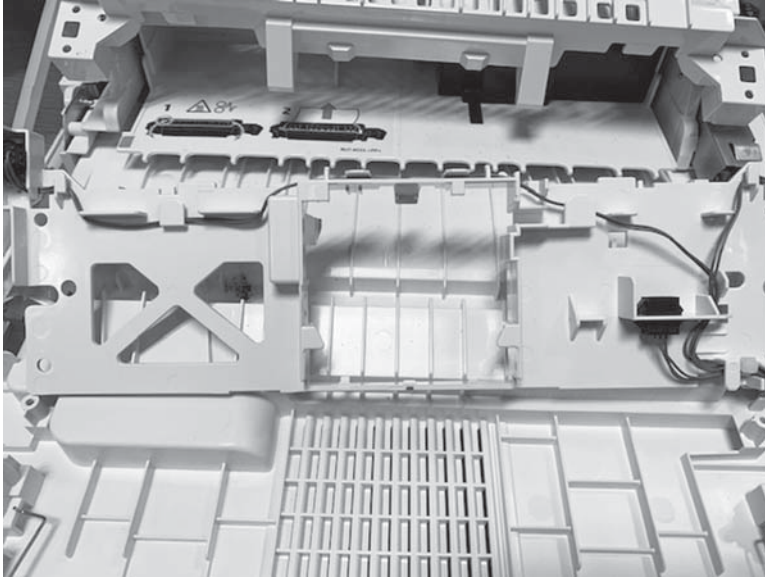
7. Push up on the fan from the bottom, while releasing two clips.

Figure 8-2448 Remove the fan



8. Fan removed.

Figure 8-2449 Fan removed



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Remove and replacement: Trays


Learn how to remove and replace the printer trays.

Removal and replacement: Cassette Tray 2

This document provides the procedures to remove and replace the cassette tray 2.


Mean time to repair: 10 minutes

Service level: Basic

 **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.

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 8-175 Part information

Part number	Part description
RM2-6766-000CN	Cassette assembly (tray 2)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the cassette tray 2

Follow these steps to remove the cassette tray 2.

- ▲ Open the cassette tray 2, and then lift up and remove it.


 **TIP:** Reverse the removal steps to install the assembly.

Figure 8-2450 Open and remove the cassette tray 2



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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: Install the cassette tray 2

Follow these steps to step 3: Install the cassette tray 2.

- ▲ Align the sides of the tray with the rails in the printer, and then slide the tray into the printer.


 **TIP:** It might be easier to get the tray started into the cavity, if the front edge is slightly raised.

Figure 8-2451 Install the tray



Removal and replacement: Input accessories

Learn how to remove and replace the input accessories.

Removal and replacement: Envelope feeder

Learn how to remove and replace the envelope feeder parts and assemblies.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder right cover

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder right cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

It might be necessary to remove the engine, or any tray above or below the 1x550-sheet paper feeder/envelope feeder, to access this item.

⚠ 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.

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 8-176 Part information

Part number	Part description
RC4-8587-000CN	Right cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

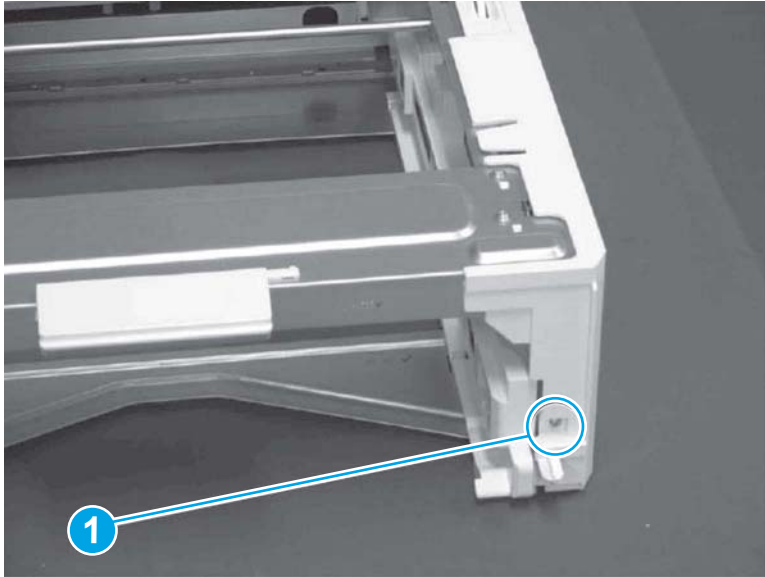
Remove the right cover

Follow these steps to remove the right cover.

The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

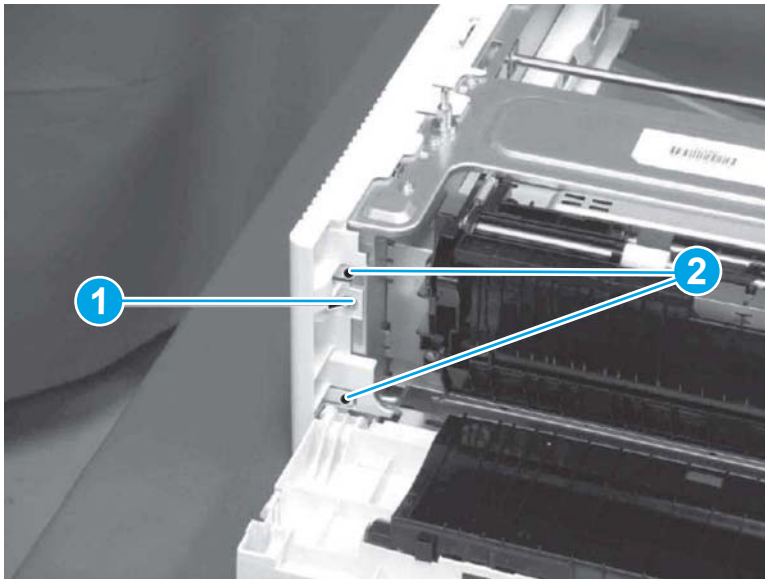
1. Remove one screw (callout 1).

Figure 8-2452 Remove screw



2. Remove one screw (callout 1).
3. Release two tabs (callout 2).

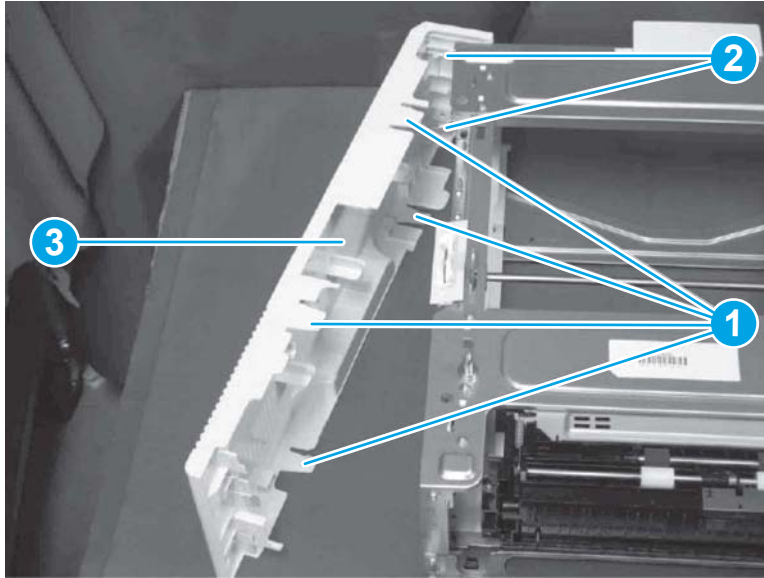
Figure 8-2453 Release tabs




4. Release four tabs (callout 1).
5. Release two bosses (callout 2).

6. Remove the right cover (callout 3).

Figure 8-2454 Remove right cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

1x550-sheet paper feeder/envelope feeder rear door assembly/rear lower cover

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder rear door assembly/rear lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

It might be necessary to remove the engine, or any tray above or below the 1x550-sheet paper feeder/envelope feeder rear door assembly/rear lower cover, to access this item.

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.

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 8-177 Part information

Part number	Part description
RC4-8589-000CN	Rear door assembly
RC4-8589-000CN	Under rear cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

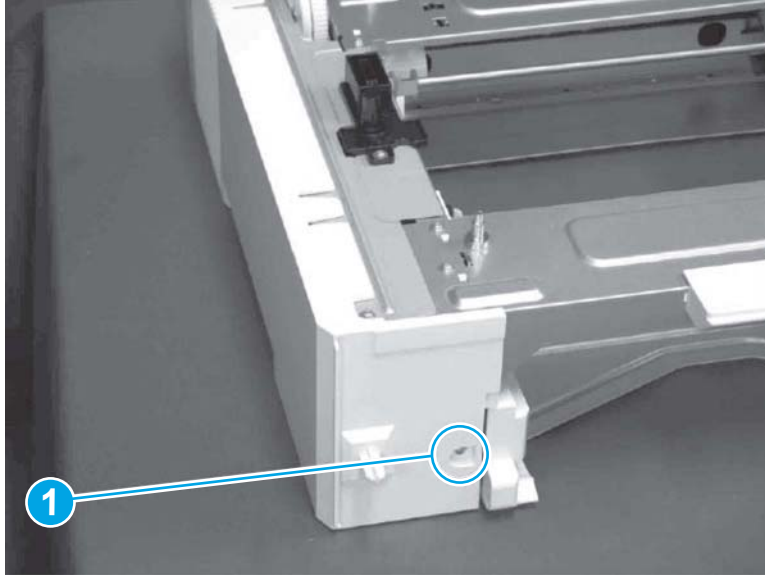
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

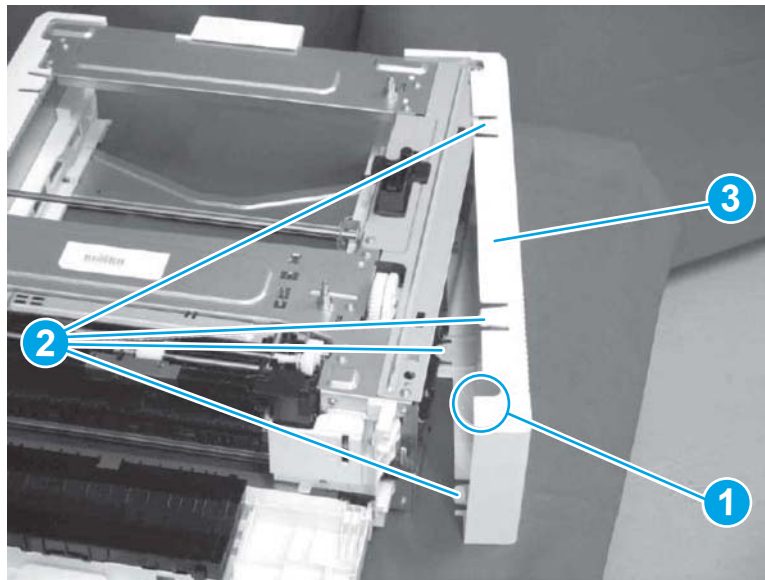
1. Remove one screw (callout 1).


Figure 8-2455 Remove screw



2. Release one boss (callout 1).
3. Release four tabs (callout 2).
4. Remove the left cover (callout 3).

Figure 8-2456 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

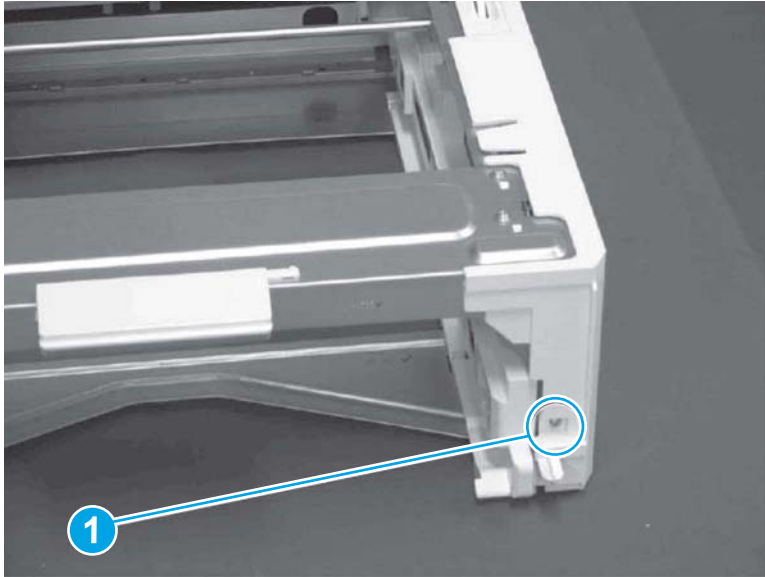
Remove the right cover

Follow these steps to remove the right cover.

The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

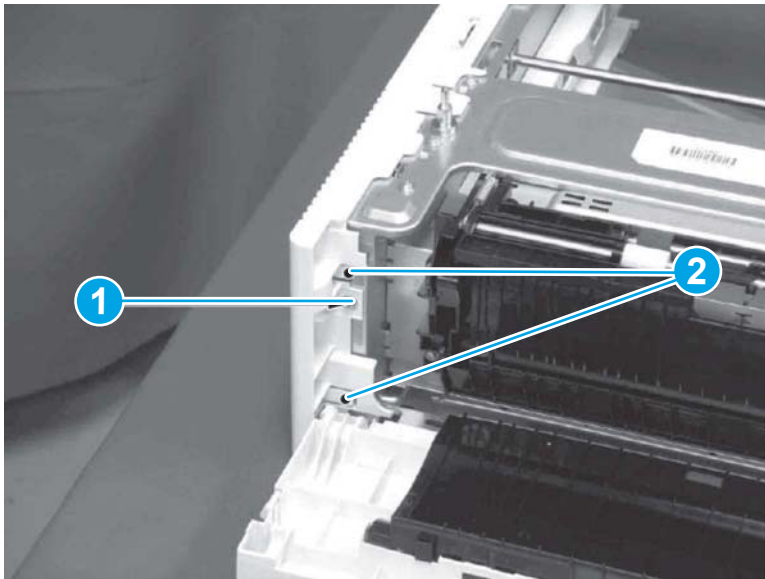
1. Remove one screw (callout 1).

Figure 8-2457 Remove screw



2. Remove one screw (callout 1).
3. Release two tabs (callout 2).

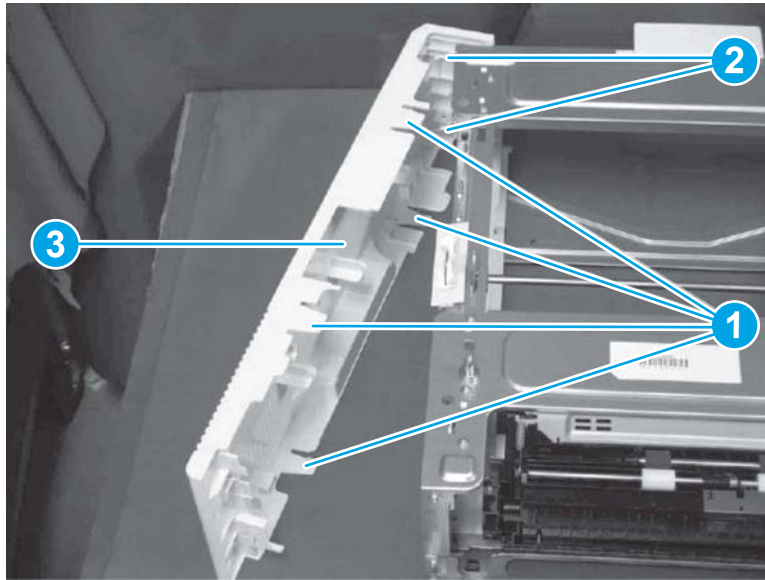
Figure 8-2458 Release tabs




4. Release four tabs (callout 1).
5. Release two bosses (callout 2).

6. Remove the right cover (callout 3).

Figure 8-2459 Remove right cover



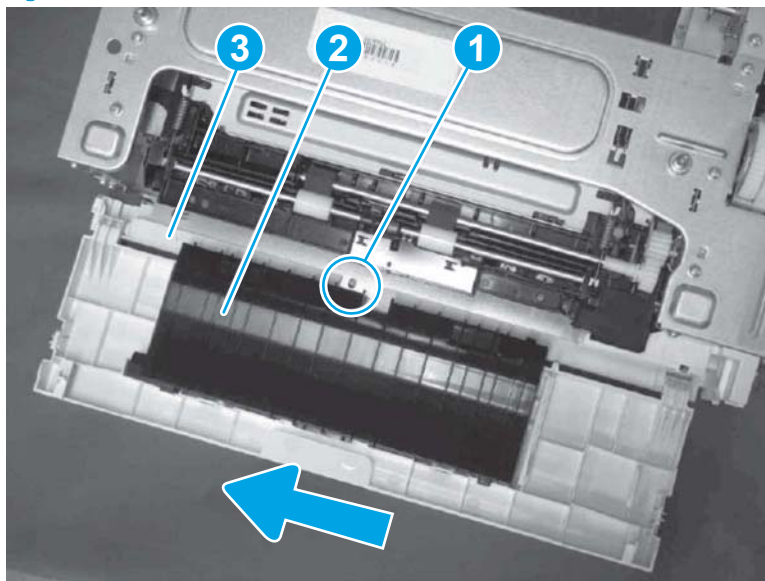
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear door assembly/rear lower cover

Follow these steps to remove the rear door assembly/rear lower cover.

1. Release one boss (callout 1).
2. Slide the rear door assembly (callout 2) and the rear lower cover (callout 3) in the direction of the arrow to remove.

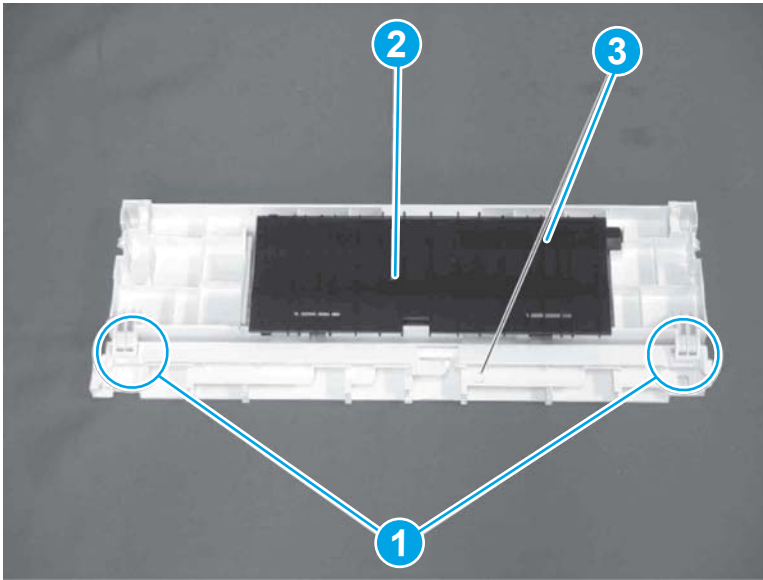
Figure 8-2460 Remove rear door and rear lower cover




3. Remove two shafts (callout 1).

4. Remove the rear lower cover (callout 3) from the rear door assembly (callout 2).

Figure 8-2461 Remove rear lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder left cover

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder left cover

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-178 Part information

Part number	Part description
RC4-8586-000CN	Left cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

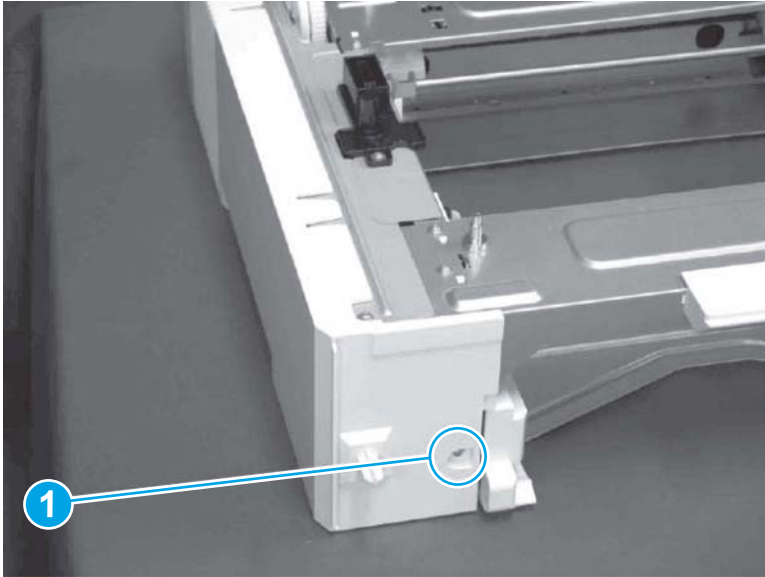
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

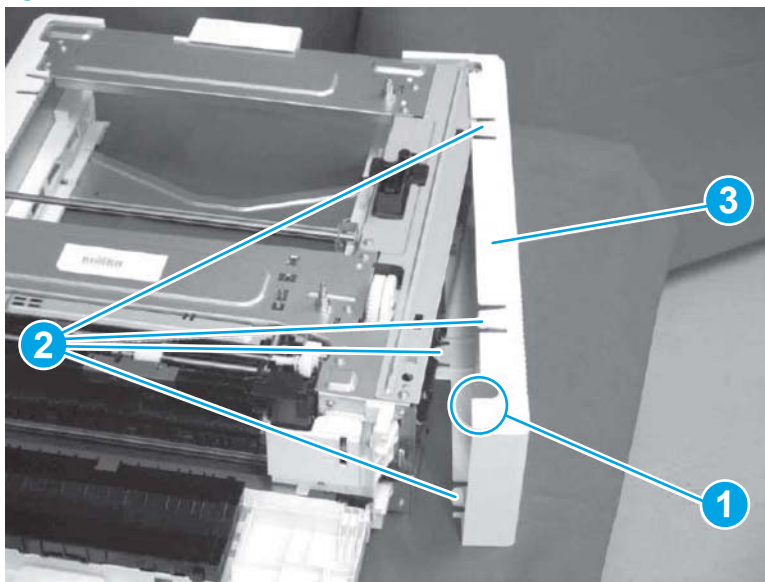
1. Remove one screw (callout 1).


Figure 8-2462 Remove screw



2. Release one boss (callout 1).
3. Release four tabs (callout 2).
4. Remove the left cover (callout 3).

Figure 8-2463 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder pickup assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder pickup assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-179 Part information

Part number	Part description
RM2-0878-000CN	Paper pickup assembly (500 sheet paper feeder)
RM2-1132-000CN	Paper pickup assembly (envelope feeder)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

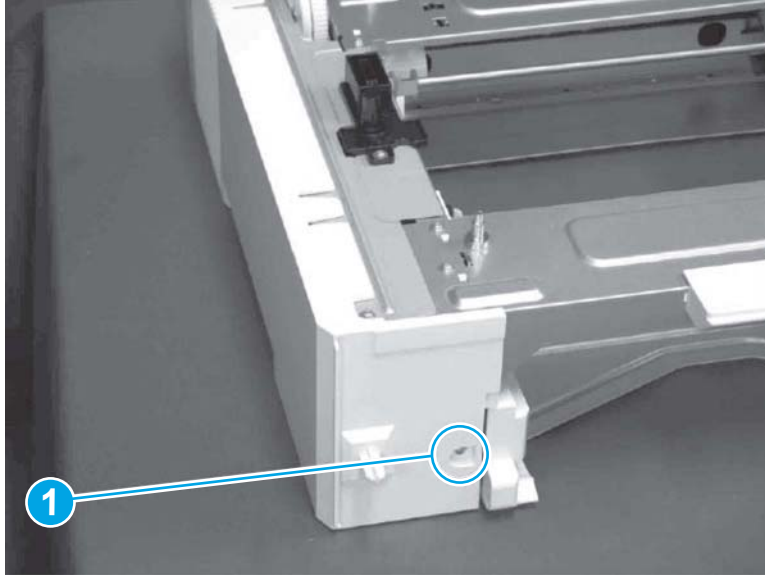
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

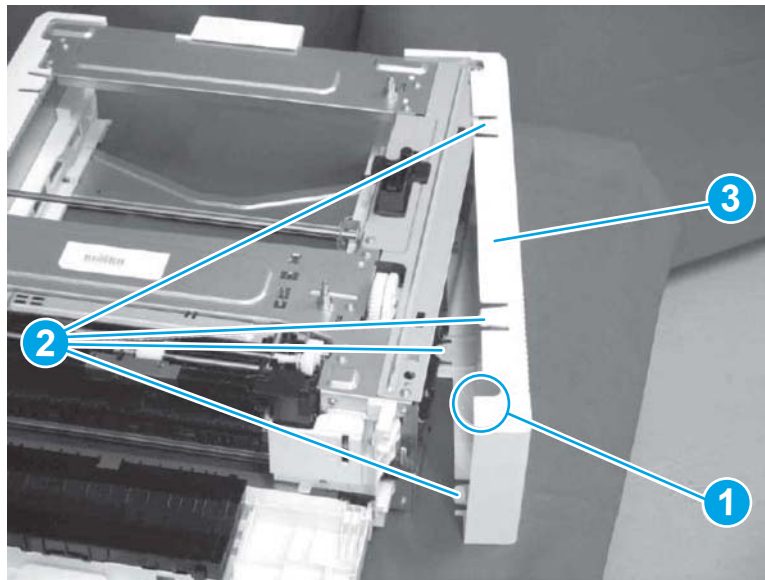
1. Remove one screw (callout 1).


Figure 8-2464 Remove screw



2. Release one boss (callout 1).
3. Release four tabs (callout 2).
4. Remove the left cover (callout 3).

Figure 8-2465 Remove left cover



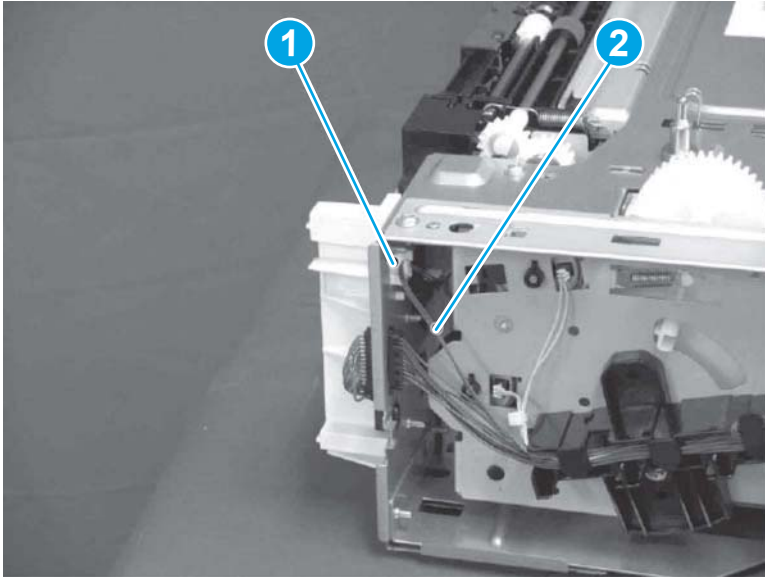
 **TIP:** Reverse the removal steps to install the assembly.

Remove the pickup assembly

Follow these steps to remove the pickup assembly.

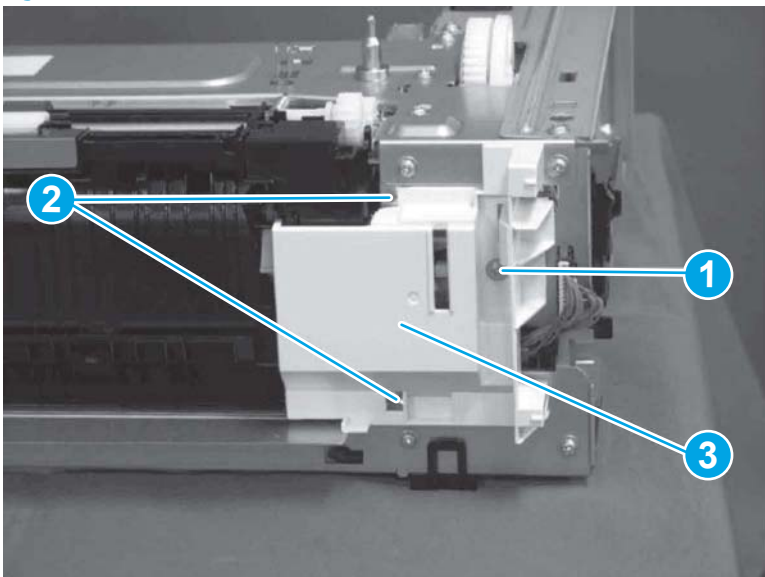
1. Release the cable (callout 2) from the boss (callout 1).

Figure 8-2466 Release cable



2. Remove one screw (callout 1).
3. Release two tabs (callout 2).
4. Remove the cover (callout 3).

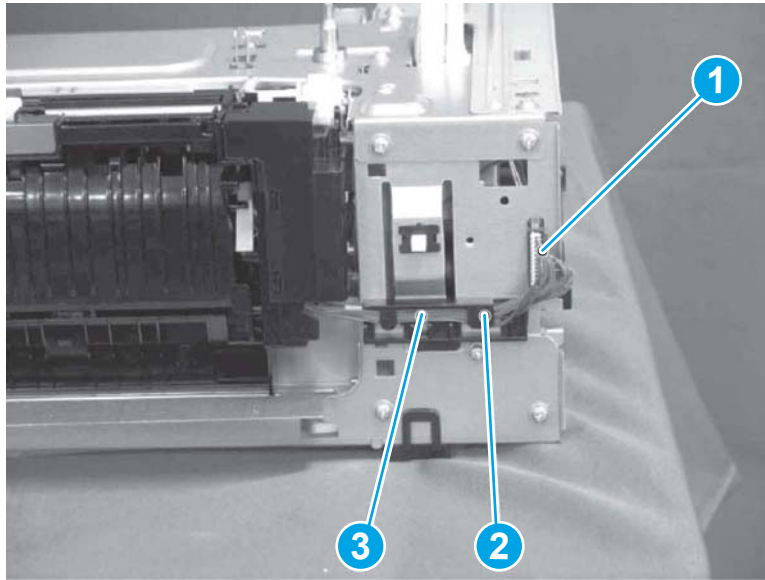
Figure 8-2467 Remove cover



5. Disconnect one connector (callout 1).

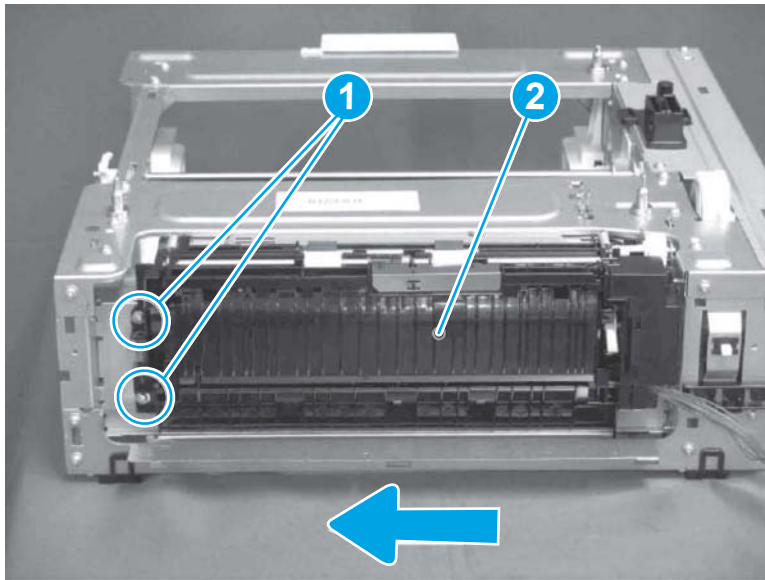
6. Release the cable (callout 3) from cable guides (callout 2).


Figure 8-2468 Release cable



7. Remove two screws (callout 1).
8. Slide the pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-2469 Remove pickup assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder drive assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-180 Part information

Part number	Part description
RM2-0875-000CN	Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

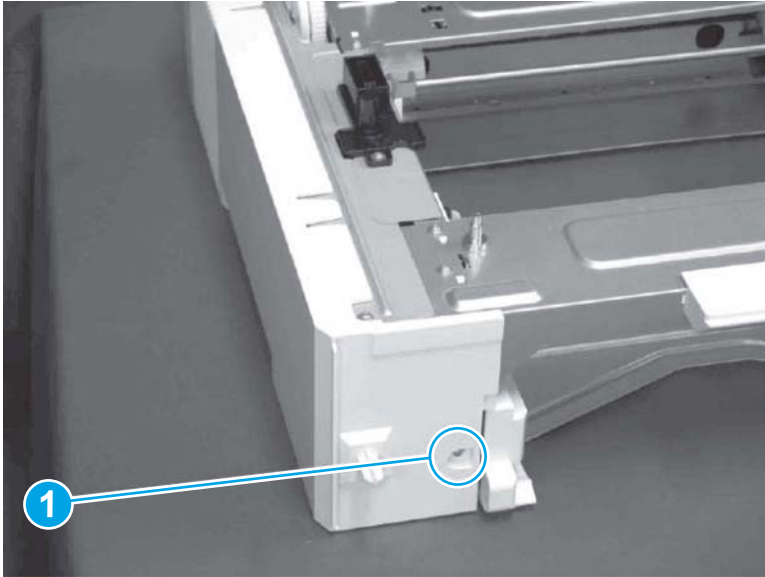
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

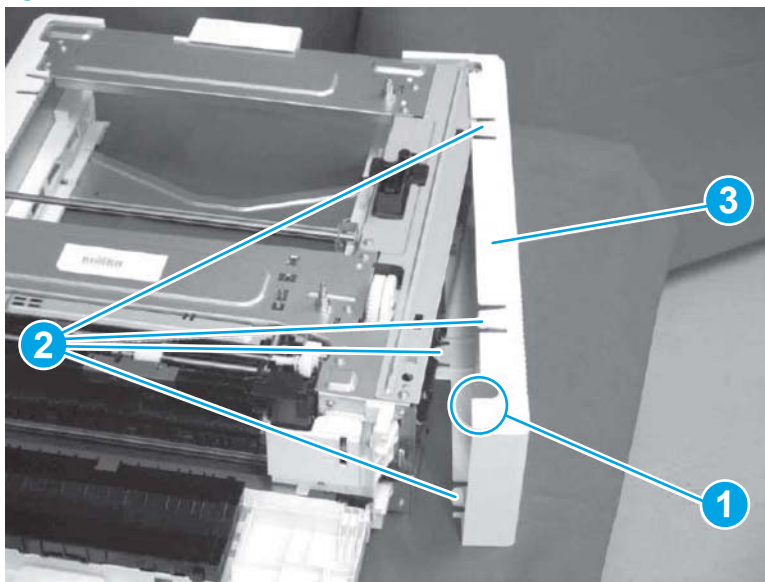
1. Remove one screw (callout 1).


Figure 8-2470 Remove screw



2. Release one boss (callout 1).
3. Release four tabs (callout 2).
4. Remove the left cover (callout 3).

Figure 8-2471 Remove left cover



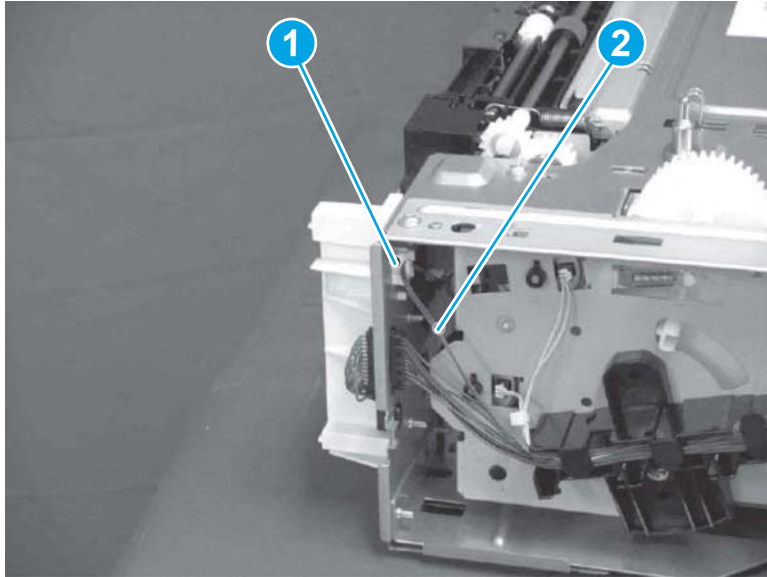
 **TIP:** Reverse the removal steps to install the assembly.

Remove the pickup assembly

Follow these steps to remove the pickup assembly.

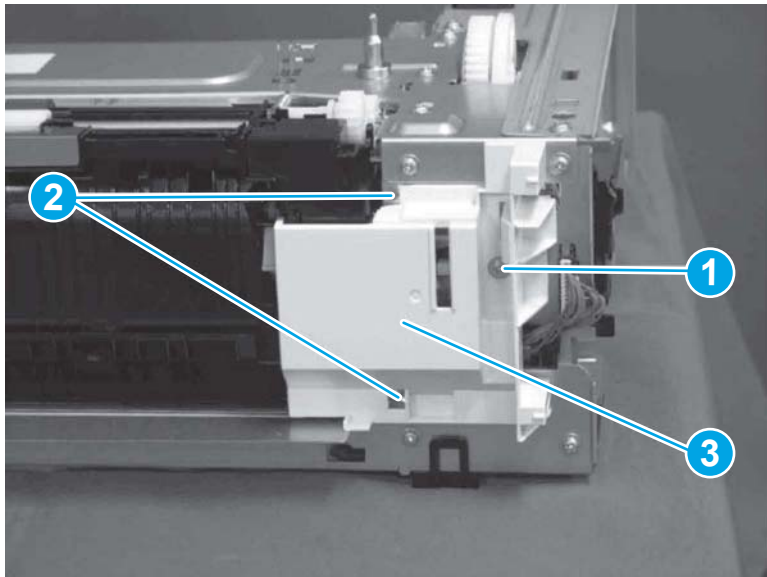
1. Release the cable (callout 2) from the boss (callout 1).

Figure 8-2472 Release cable



2. Remove one screw (callout 1).
3. Release two tabs (callout 2).
4. Remove the cover (callout 3).

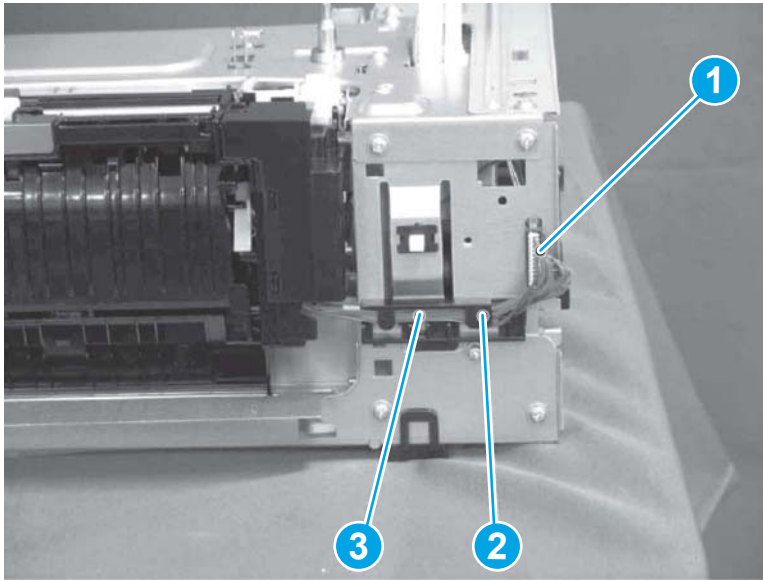
Figure 8-2473 Remove cover



5. Disconnect one connector (callout 1).

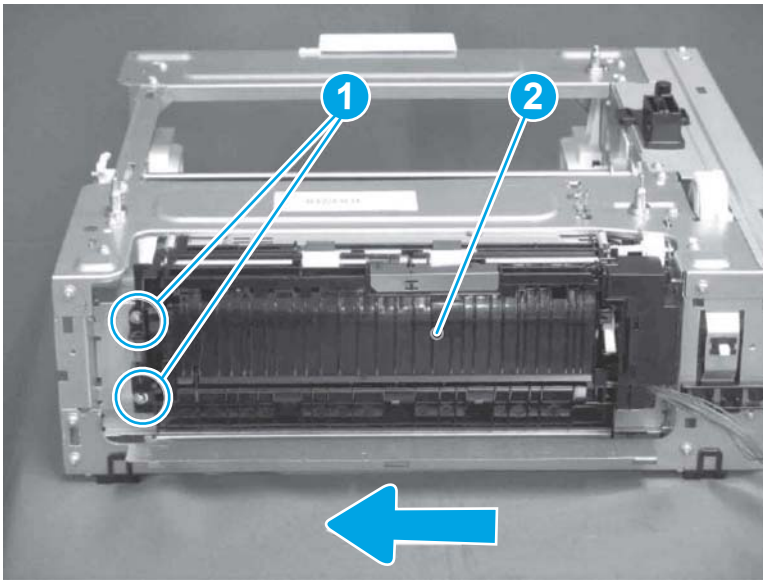
6. Release the cable (callout 3) from cable guides (callout 2).


Figure 8-2474 Release cable



7. Remove two screws (callout 1).
8. Slide the pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-2475 Remove pickup assembly



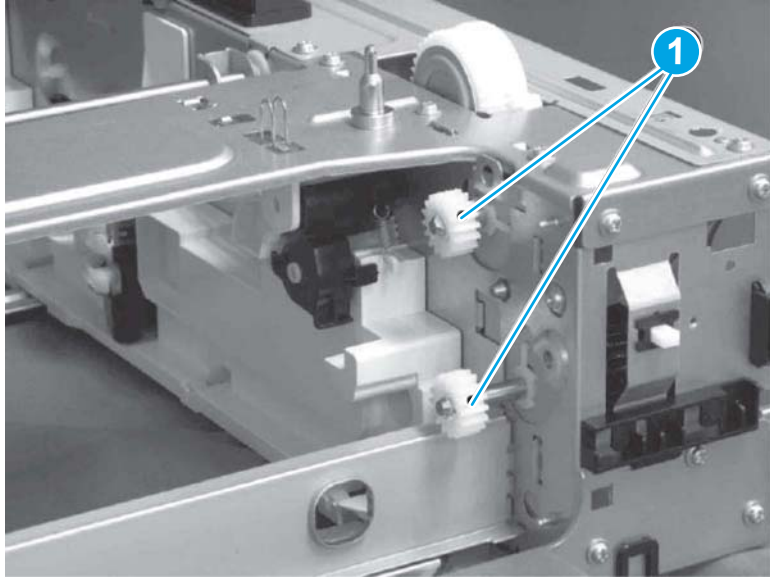
 **TIP:** Reverse the removal steps to install the assembly.

Remove the drive assembly

Follow these steps to remove the drive assembly.

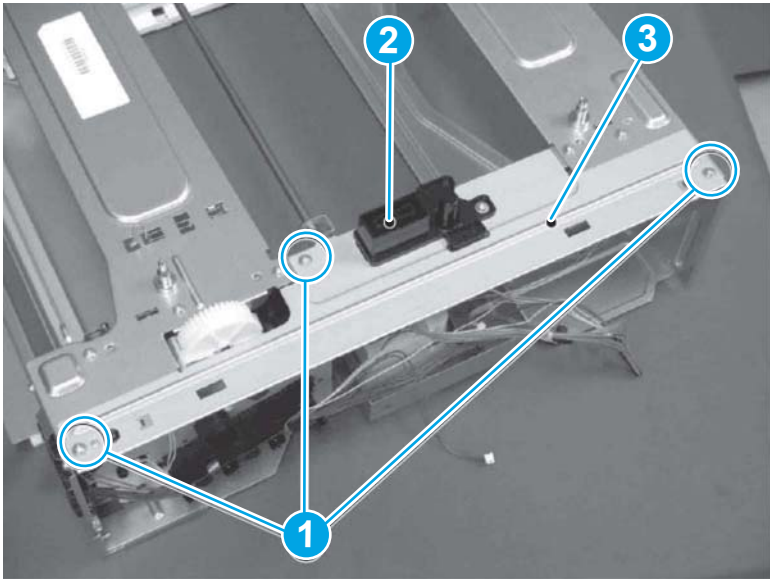
1. Remove two gears (callout 1).

Figure 8-2476 Remove two gears



2. Remove three screws (callout 1).
3. Remove the connector (callout 2) and the plate (callout 3) together.

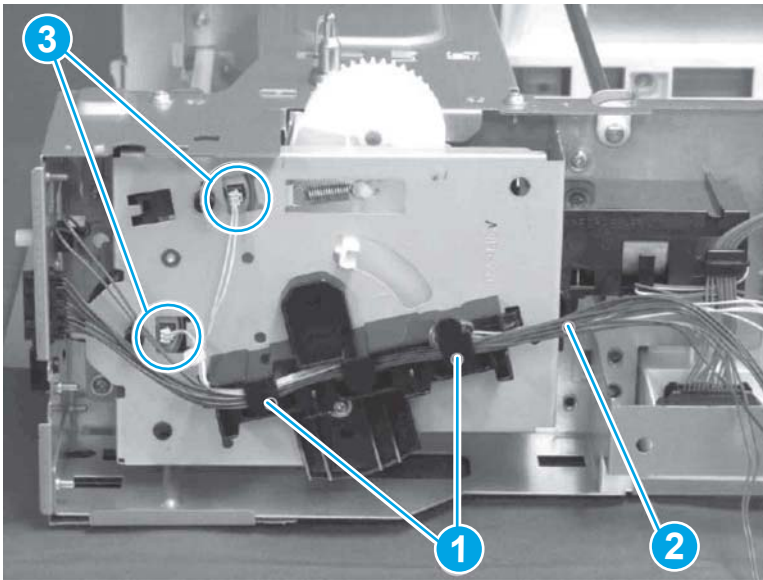
Figure 8-2477 Remove connector and plate



4. Release the cable (callout 2) from cable guides (callout 1).

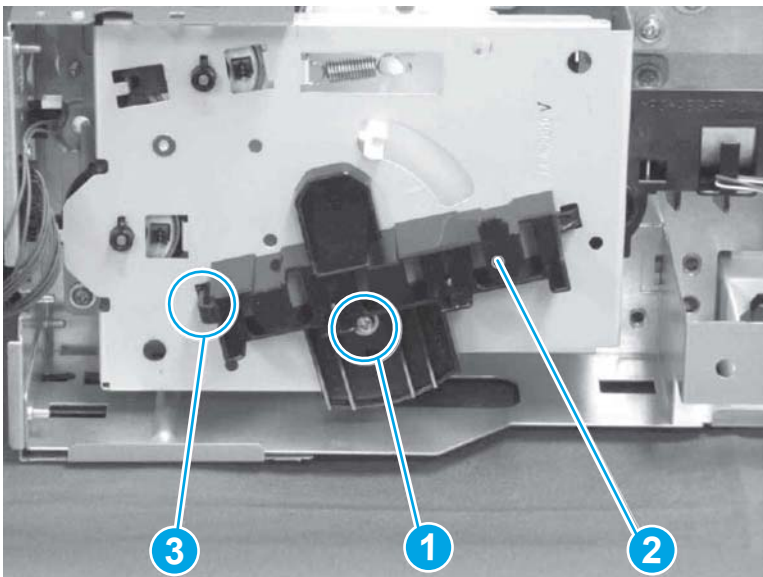
5. Disconnect two connectors (callout 3).

Figure 8-2478 Disconnect connectors



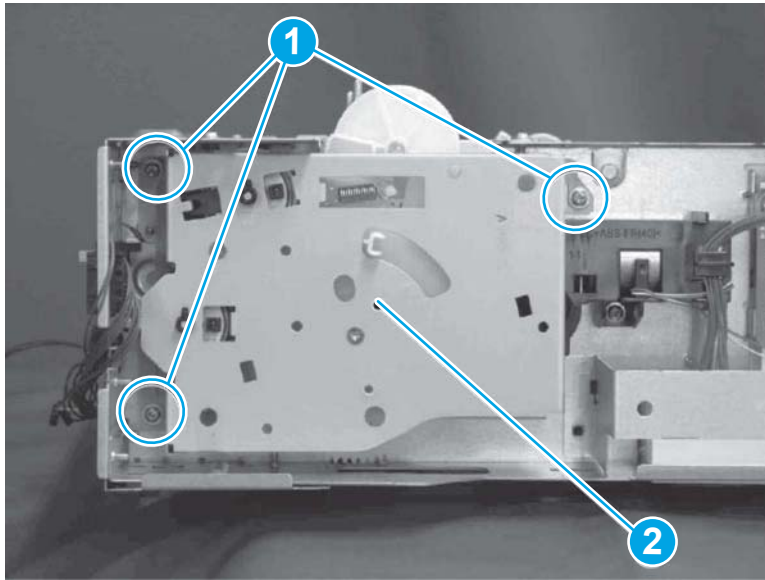
6. Remove one screw (callout 1).
7. Release one tab (callout 2).
8. Remove the cable guide (callout 3).

Figure 8-2479 Remove cable guide



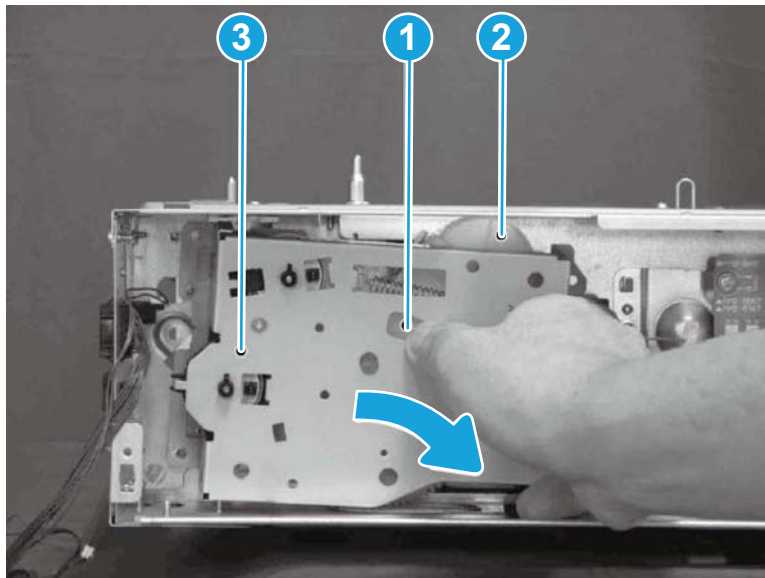
9. Remove three screws (callout 1).

Figure 8-2480 Remove three screws



10. Do the following:
 - a. Slide the lever (callout 1) in the direction that the arrow indicates.
 - b. Be careful so that the gear (callout 2) does not make a contact with the frame, and then remove the drive assembly (callout 3).

Figure 8-2481 Slide the lever and remove the drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder lifter drive assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-181 Part information

Part number	Part description
RM2-0874-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

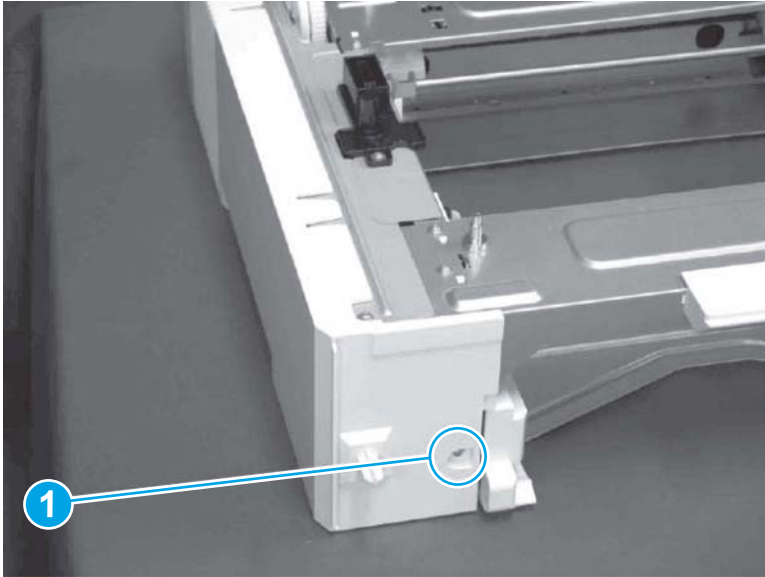
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

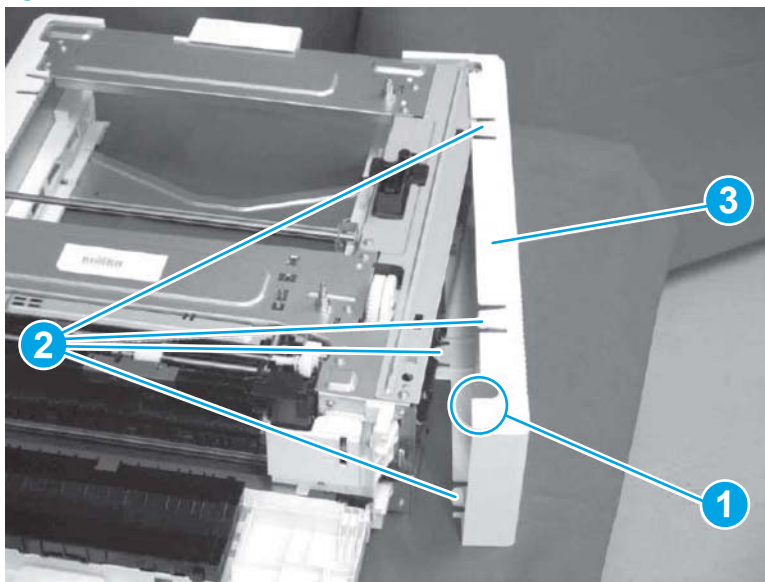
1. Remove one screw (callout 1).


Figure 8-2482 Remove screw



2. Release one boss (callout 1).
3. Release four tabs (callout 2).
4. Remove the left cover (callout 3).

Figure 8-2483 Remove left cover



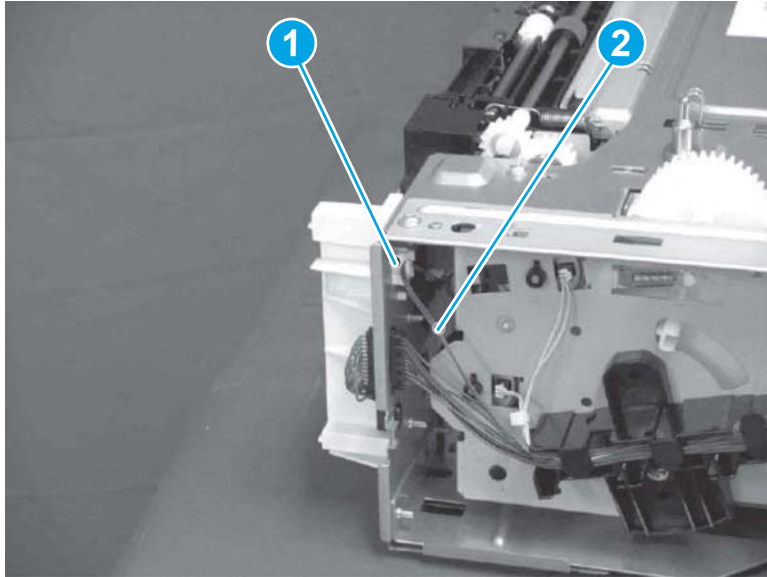
 **TIP:** Reverse the removal steps to install the assembly.

Remove the pickup assembly

Follow these steps to remove the pickup assembly.

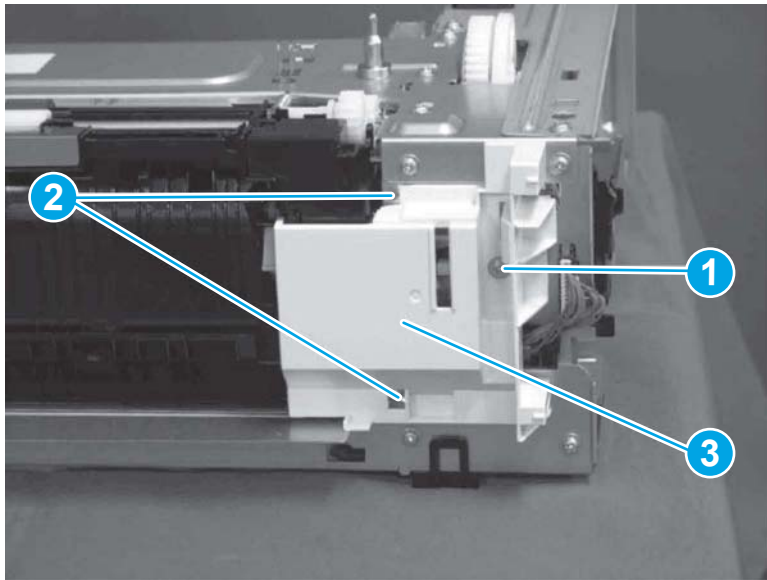
1. Release the cable (callout 2) from the boss (callout 1).

Figure 8-2484 Release cable



2. Remove one screw (callout 1).
3. Release two tabs (callout 2).
4. Remove the cover (callout 3).

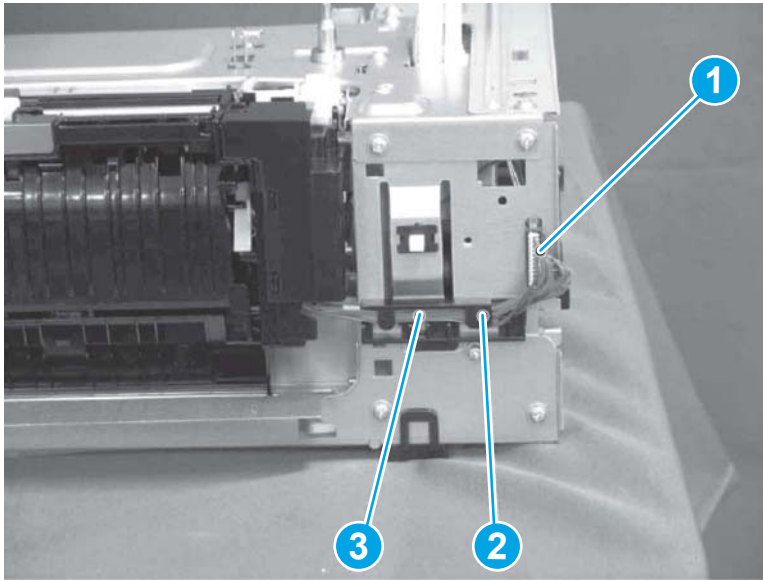
Figure 8-2485 Remove cover



5. Disconnect one connector (callout 1).

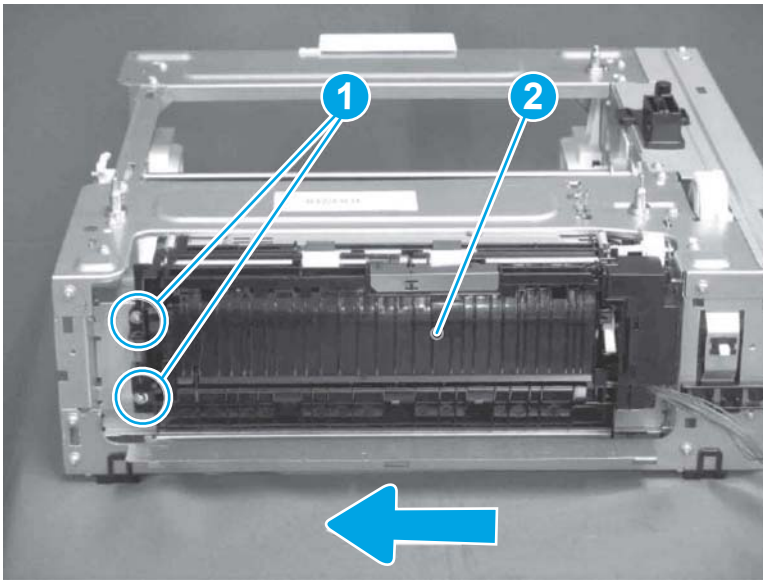
6. Release the cable (callout 3) from cable guides (callout 2).


Figure 8-2486 Release cable



7. Remove two screws (callout 1).
8. Slide the pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-2487 Remove pickup assembly



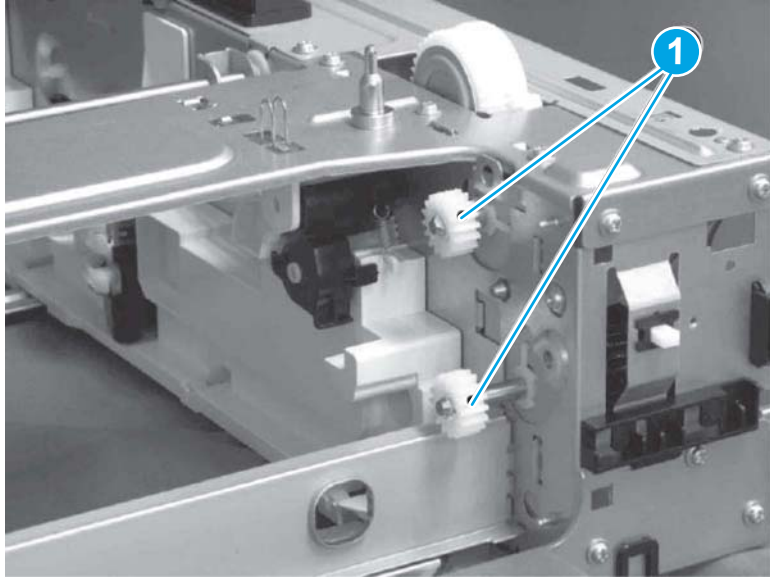
 **TIP:** Reverse the removal steps to install the assembly.

Remove the drive assembly

Follow these steps to remove the drive assembly.

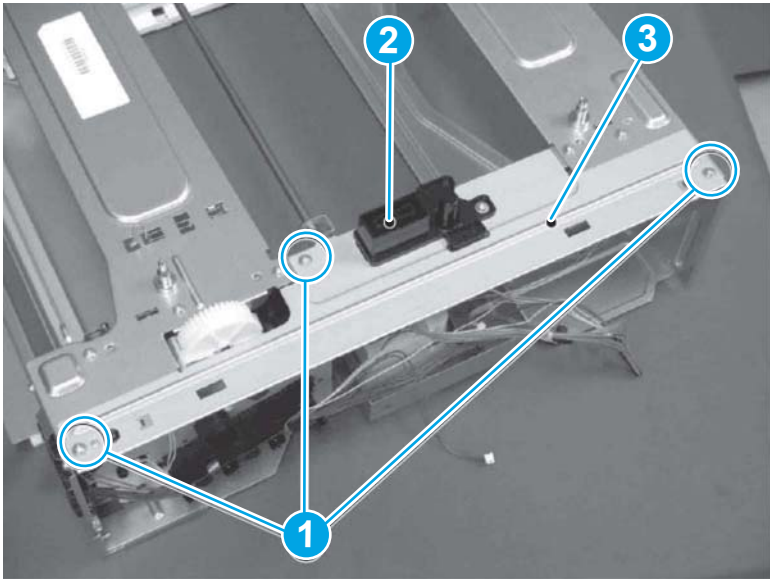
1. Remove two gears (callout 1).

Figure 8-2488 Remove two gears



2. Remove three screws (callout 1).
3. Remove the connector (callout 2) and the plate (callout 3) together.

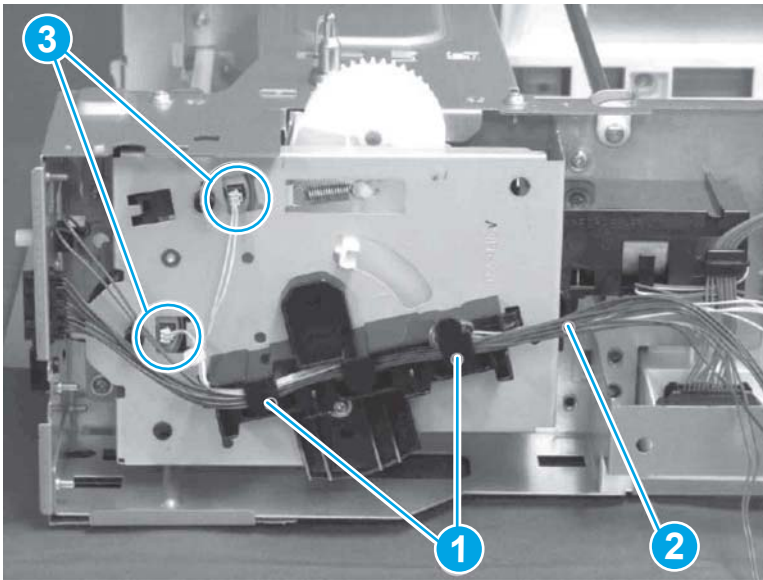
Figure 8-2489 Remove connector and plate



4. Release the cable (callout 2) from cable guides (callout 1).

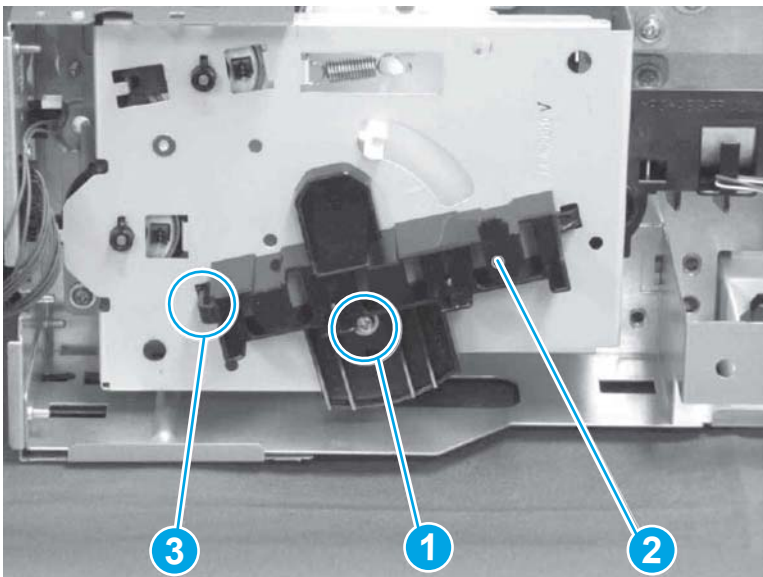
5. Disconnect two connectors (callout 3).

Figure 8-2490 Disconnect connectors



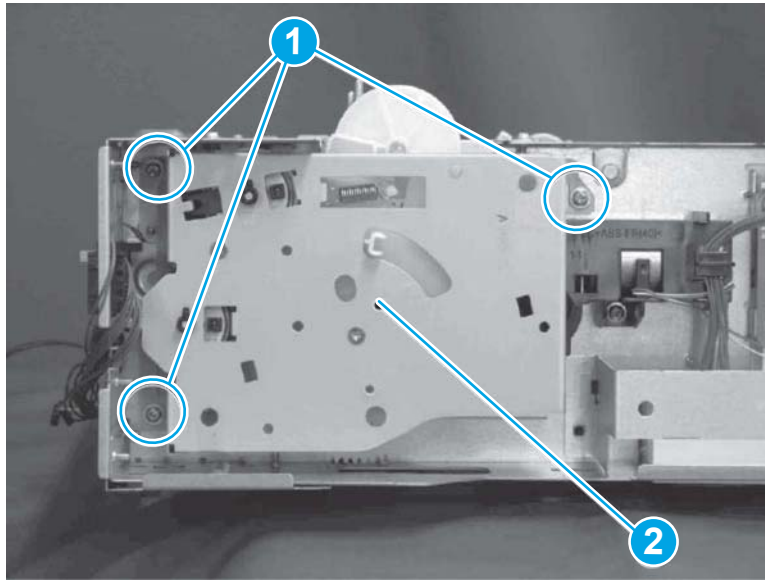
6. Remove one screw (callout 1).
7. Release one tab (callout 2).
8. Remove the cable guide (callout 3).

Figure 8-2491 Remove cable guide



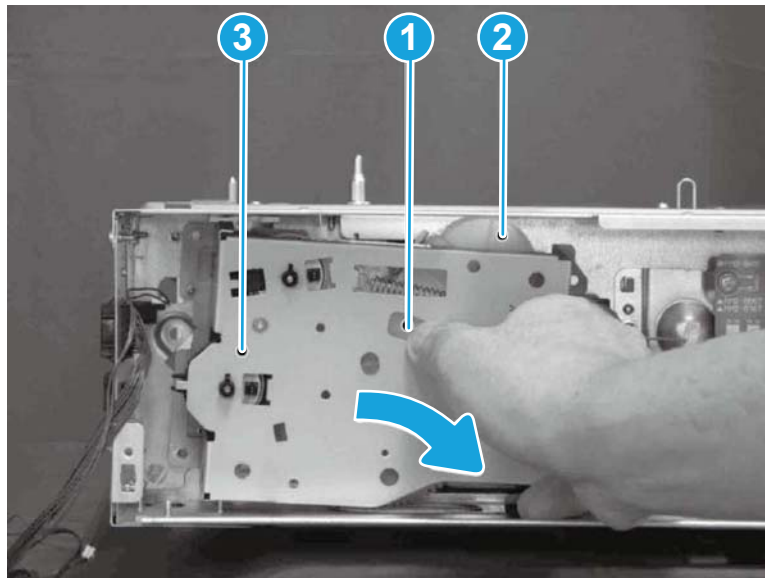
9. Remove three screws (callout 1).


Figure 8-2492 Remove three screws



10. Do the following:
 - a. Slide the lever (callout 1) in the direction that arrow indicates.
 - b. Be careful so that the gear (callout 2) does not make a contact with the frame, and then remove the drive assembly (callout 3).

Figure 8-2493 Slide the lever and remove the drive assembly



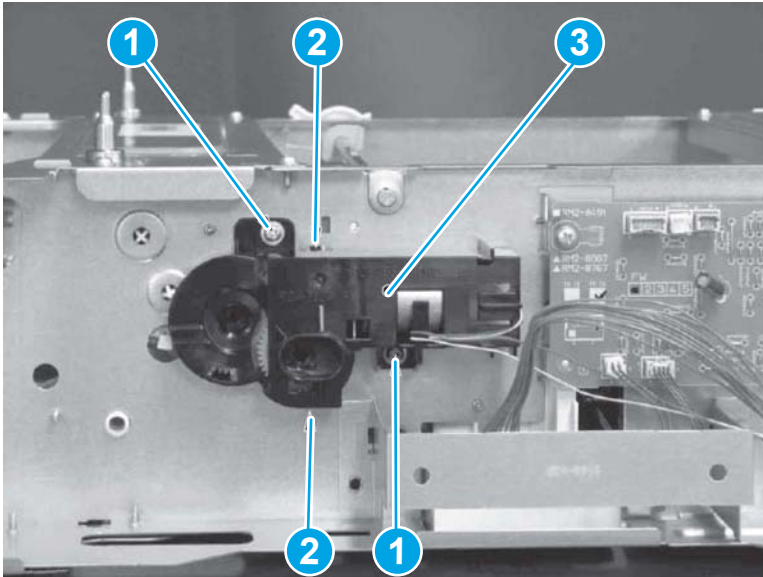
 **TIP:** Reverse the removal steps to install the assembly.


Remove the lifter drive assembly

Follow these steps to remove the lifter drive assembly.

1. Remove two screws (callout 1).
2. Release two tabs (callout 2).
3. Remove the lifter drive assembly (callout 3).

Figure 8-2494 Remove lifter drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder separation (retard) roller assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder retard roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-182 Part information

Part number
RM2-6772-000CN
Retard roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Reverse the removal steps to install the assembly

Also use the following special installation instructions.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder pickup roller assembly

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder pickup roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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

- No special instructions required.

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 8-183 Part information

Part number	Part description
RM2-1275-000CN	Pick-up roller assembly (550 sheet paper feeder and envelope feeder)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

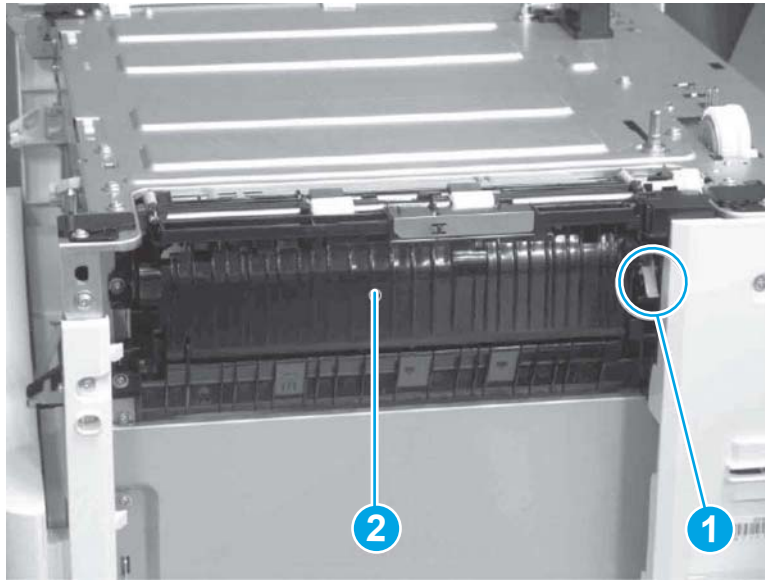
Remove the separation roller assembly

Follow these steps to remove the separation roller assembly.

1. Open the right door assembly.
2. Push the lever (callout 1).

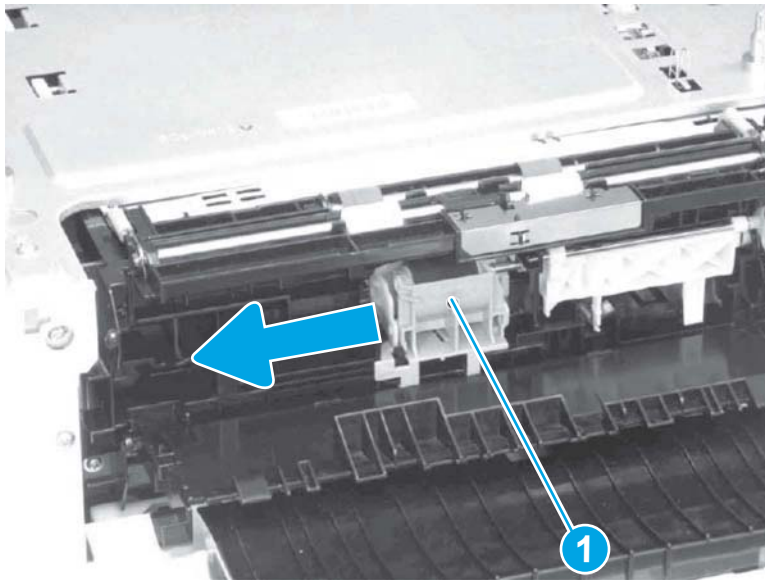
3. Open the feed guide (callout 2).

Figure 8-2495 Open feed guide



4. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
5. Remove the PD retard roller assembly (callout 1).

Figure 8-2496 Remove PD retard roller assembly

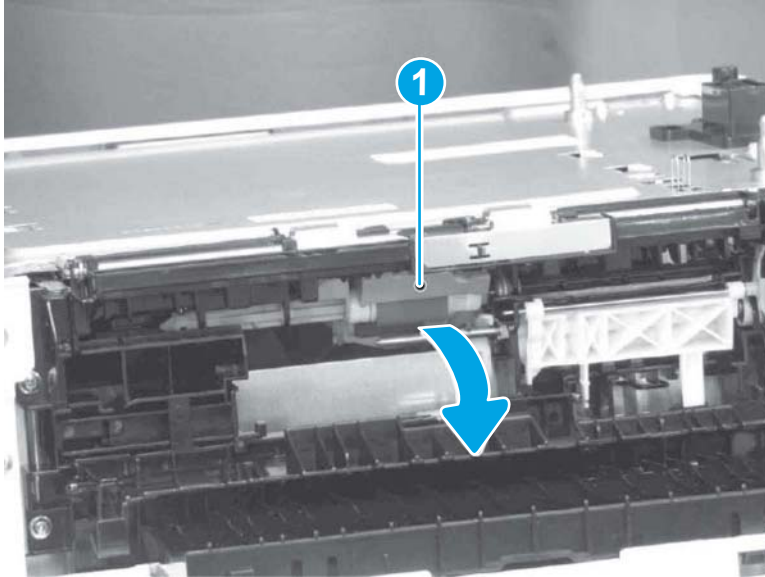


Remove the pickup roller assembly

Follow these steps to remove the pickup roller assembly.

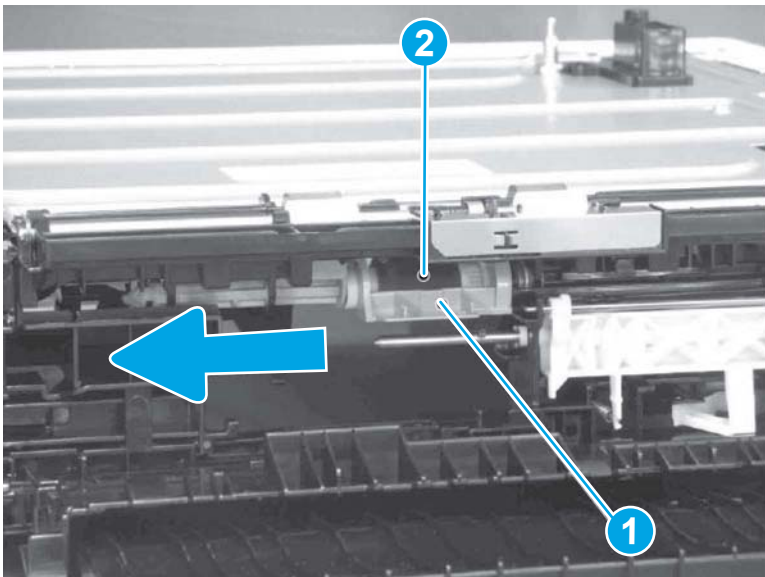
1. Open the tab (callout 1).

Figure 8-2497 Open tab



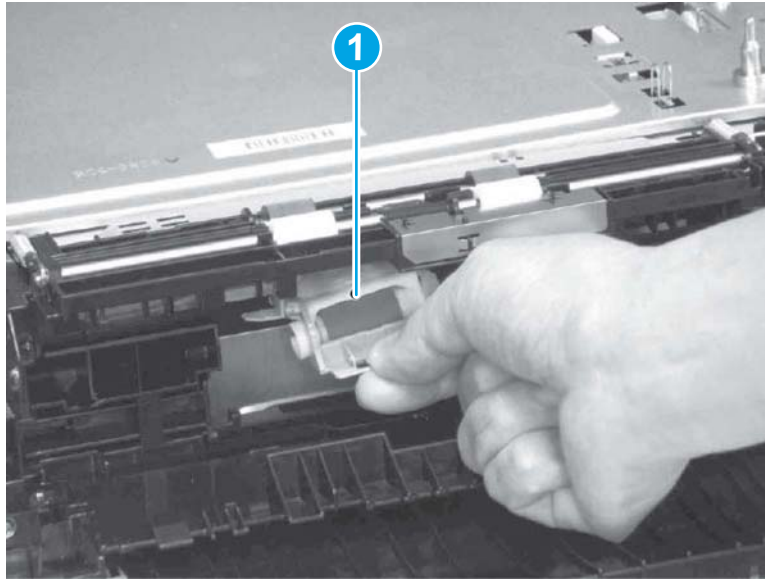
2. Hold the tab (callout 1) and slide the PD pickup roller assembly (callout 2) in the direction of the arrow.

Figure 8-2498 Slide PD pickup roller assembly



3. Pull out the PD pickup roller assembly (callout 1).

Figure 8-2499 Pull out PD pickup roller assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

Removal and replacement: 1x550-sheet paper feeder/envelope feeder controller PCA

This document provides the procedures to remove and replace the 1x550-sheet paper feeder/envelope feeder paper feeder controller PCA.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-184 Part information

Part number	Part description
RM2-8867-000CN	Feeder controller PCB assembly (550 sheet paper feeder)
RM2-8885-000CN	Paper feeder controller PCA (envelope feeder)

Required tools

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

After performing service

Turn the printer power on

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

Post service test

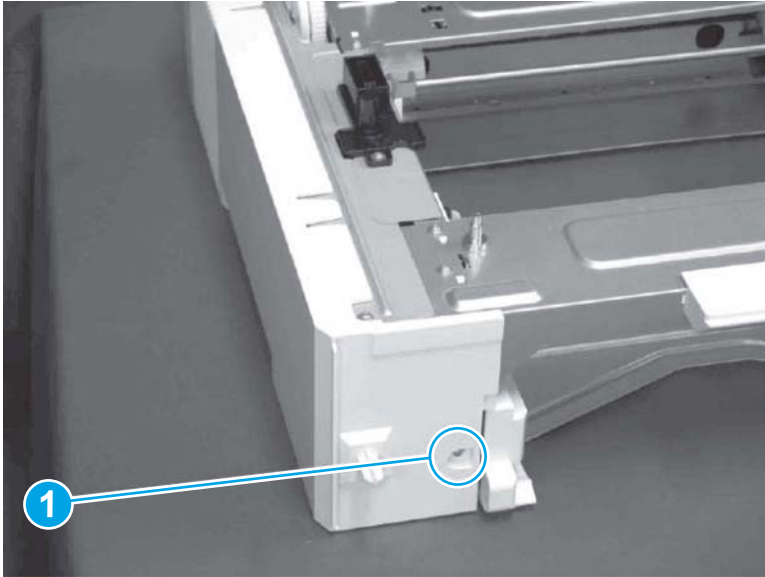
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

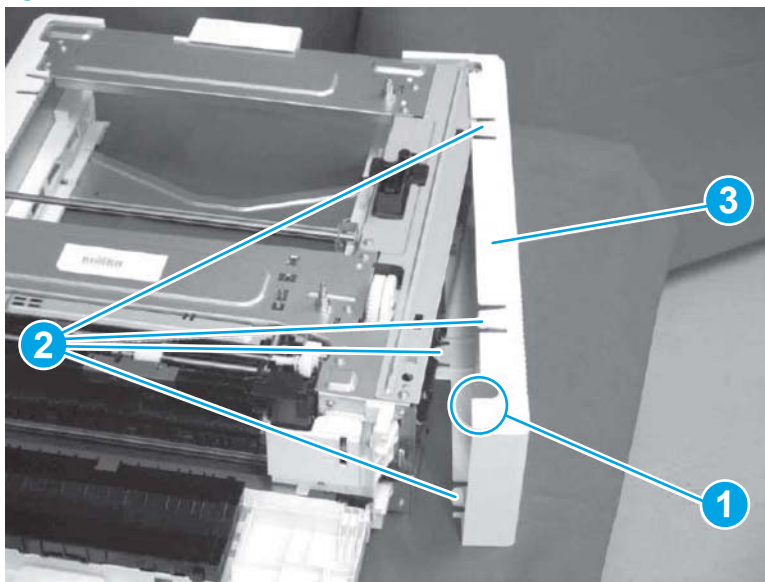
1. Remove one screw (callout 1).

Figure 8-2500 Remove screw



2. Release one boss (callout 1).
3. Release four tabs (callout 2).
4. Remove the left cover (callout 3).

Figure 8-2501 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

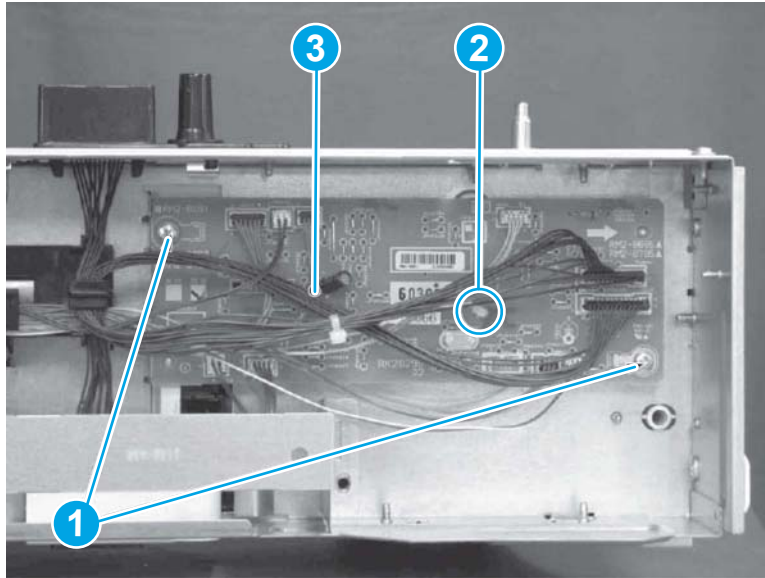
Remove the paper feeder controller PCA


Follow these steps to remove the paper feeder controller PCA.

1. Disconnect all the connectors on the paper feeder controller PCA.
2. Remove two screws (callout 1).

3. Release one tab (callout 2).
4. Remove the paper feeder controller PCA (callout 3).

Figure 8-2502 Remove paper feeder controller PCA



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 550-sheet paper deck

Learn how to remove and replace the 550-sheet paper deck parts and assemblies.

Removal and replacement: 1x550-sheet paper deck rear cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck rear cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-185 Part information

Part number	Part description
RC4-8954-000CN	Rear cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

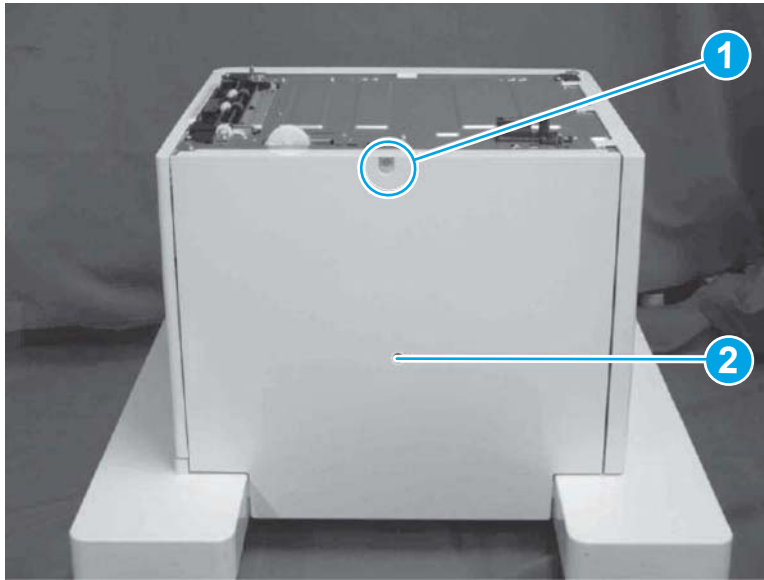
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2503 Remove rear cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck left cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck left cover.


Mean time to repair: 10 minutes

Service level: Intermediate

 **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.

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 8-186 Part information

Part number	
RC4-8941-000CN	Left cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

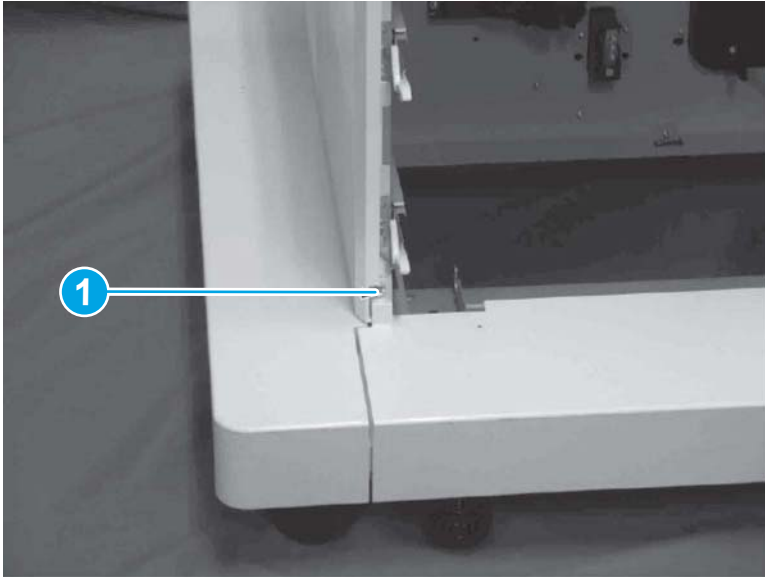
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

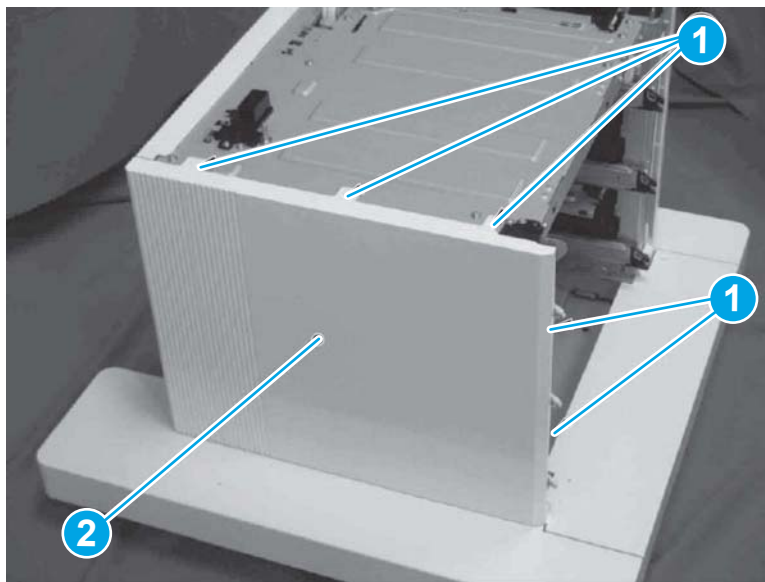
1. Remove one screw (callout 1).


Figure 8-2504 Remove screw



2. Release five tabs (callout 1).
3. Remove the left cover (callout 2).

Figure 8-2505 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck right door assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck right door assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-187 Part information

Part number	Part description
RM2-0951-000CN	Right door assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

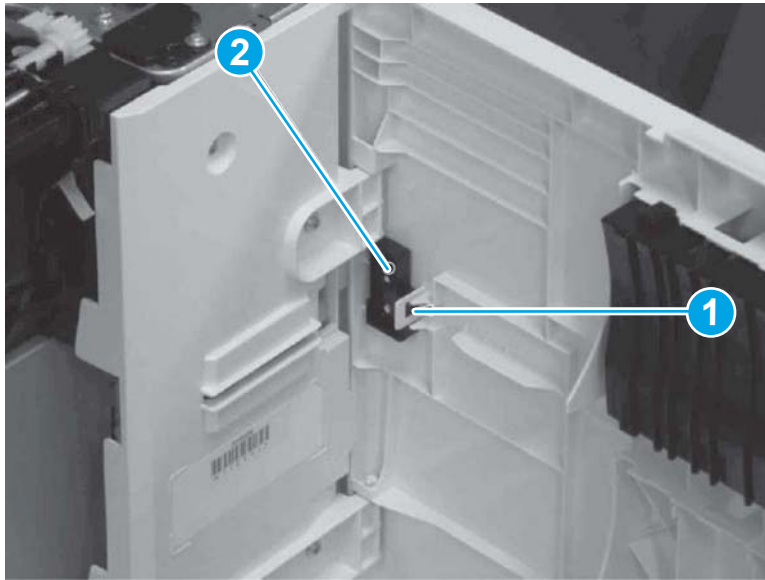
Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).

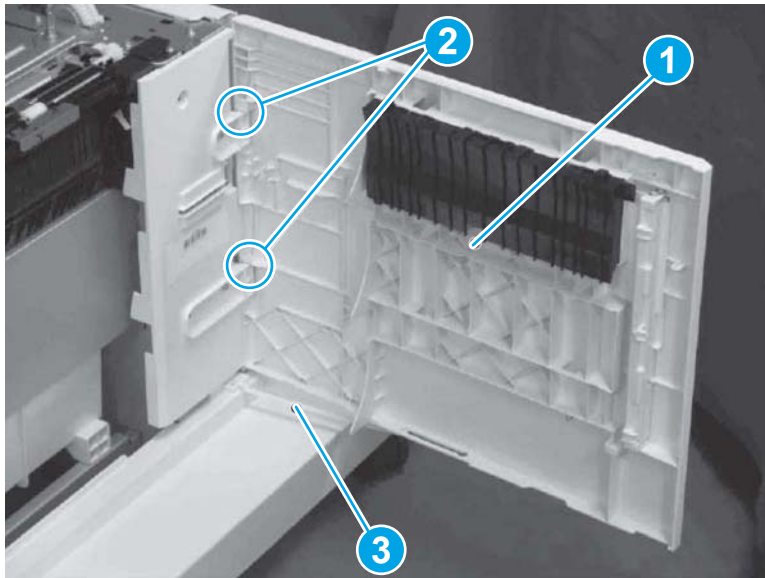
3. Remove the stopper (callout 2).

Figure 8-2506 Remove stopper



4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).
5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2507 Remove link arm



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck front door assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck front door assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-188 Part information

1x550-sheet paper deck front door assembly part number	
RC4-8947-000CN	Stock cover
RC4-1778-000CN	Right door link

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

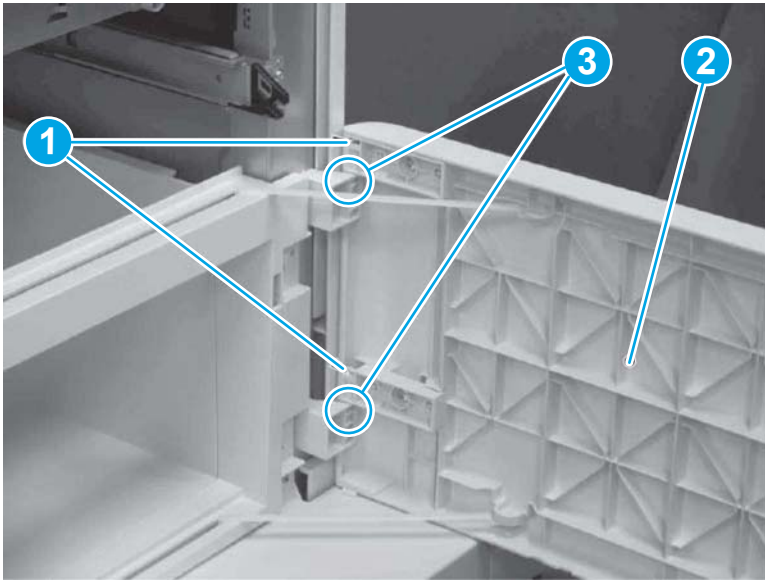
Remove the front door assembly

Follow these steps to remove the front door assembly.

1. Open the front door assembly.
2. Release two tabs (callout 1).

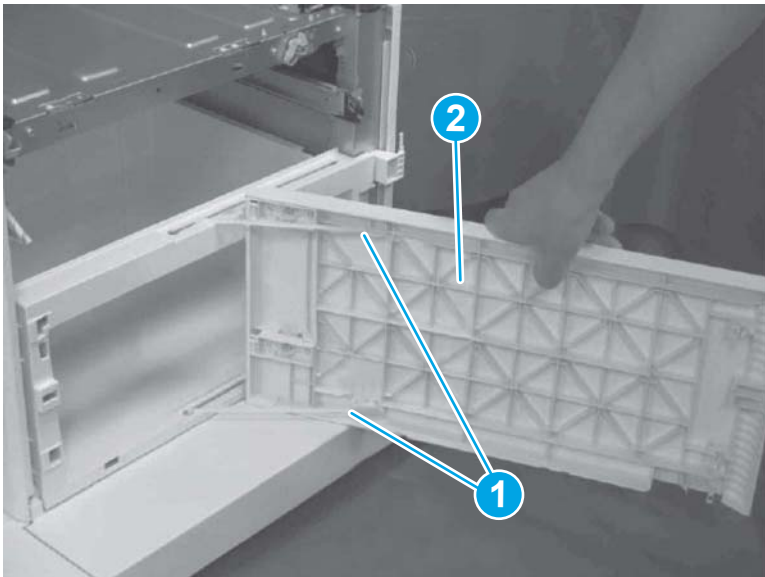
3. Hold up the front door assembly (callout 2) and remove it from the shafts (callout 3).

Figure 8-2508 Remove front door assembly from shafts



4. Release the two link arms where they connect to the front door (callout 1), and then remove the door (callout 2).

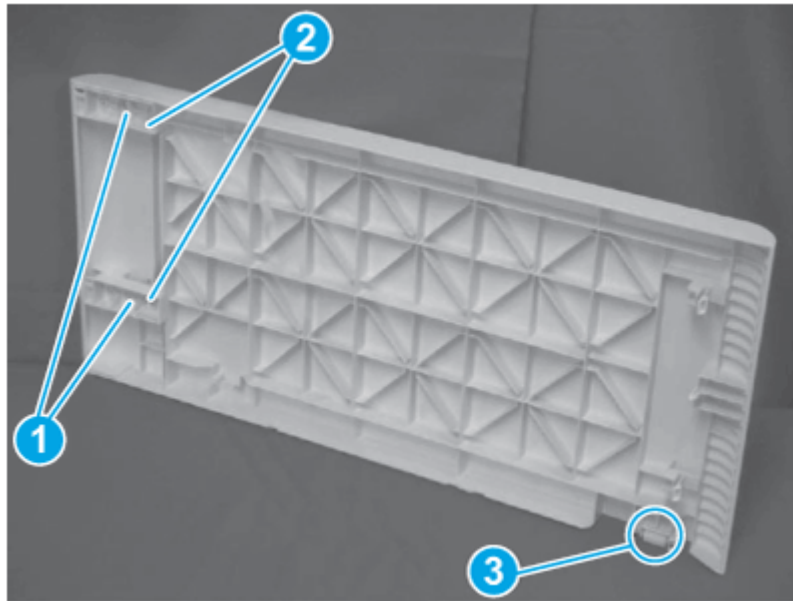
Figure 8-2509 Release the two link arms from the front door




5. Remove two screws (callout 1).
6. Remove the two stoppers (callout 2).

7. Remove the roller (callout 3).

Figure 8-2510 Remove two screws and two stoppers and the roller



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck front lower cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck front lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-189 Part information

Part number	
RC4-8946-000CN	Front bottom cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the front lower cover

Follow these steps to remove the front lower cover.

1. Open the front door assembly.
2. Remove one M4 screw (callout 1).
3. Remove one M3 screw (callout 2).
4. Release two tabs (callout 3).

5. Lift straight up to remove the front lower cover (callout 4).


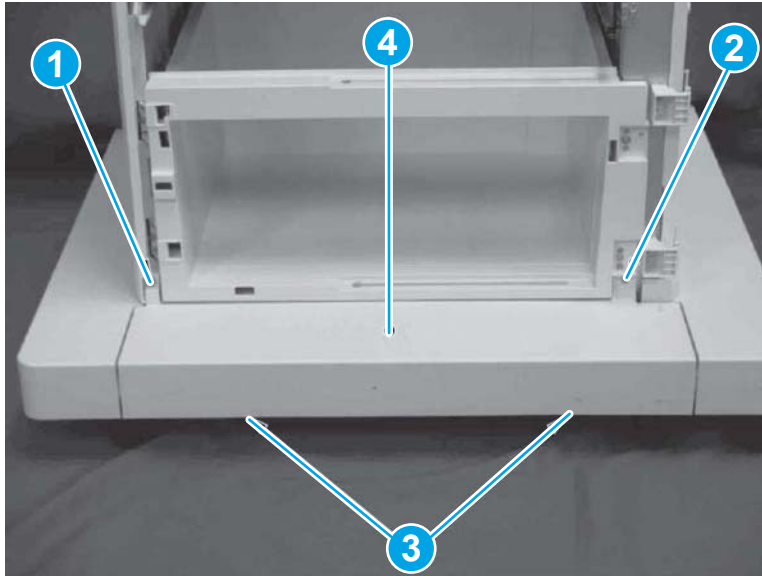

 **NOTE:** Avoid removing the front lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-2511 Remove the front lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck left lower cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck left lower cover.


Mean time to repair: 10 minutes

Service level: Intermediate

 **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.

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 8-190 Part information

Part number	Part description
RC4-8942-000CN	Left lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

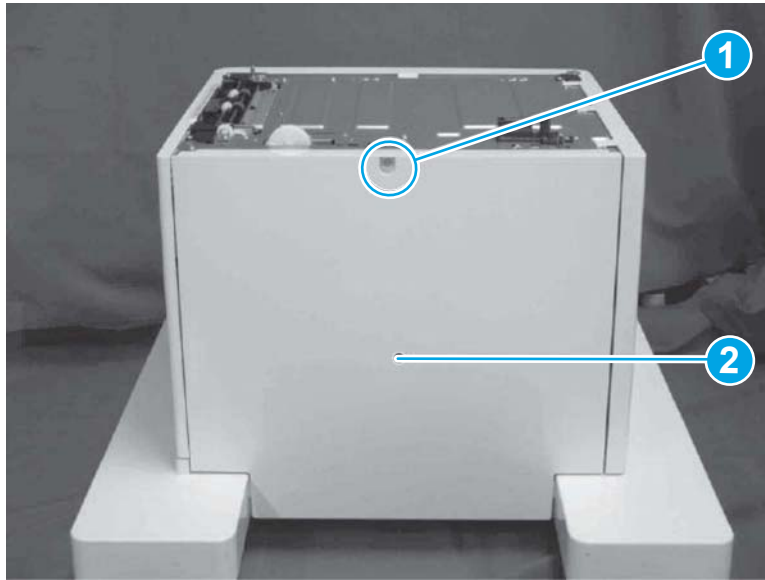
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2512 Remove rear cover



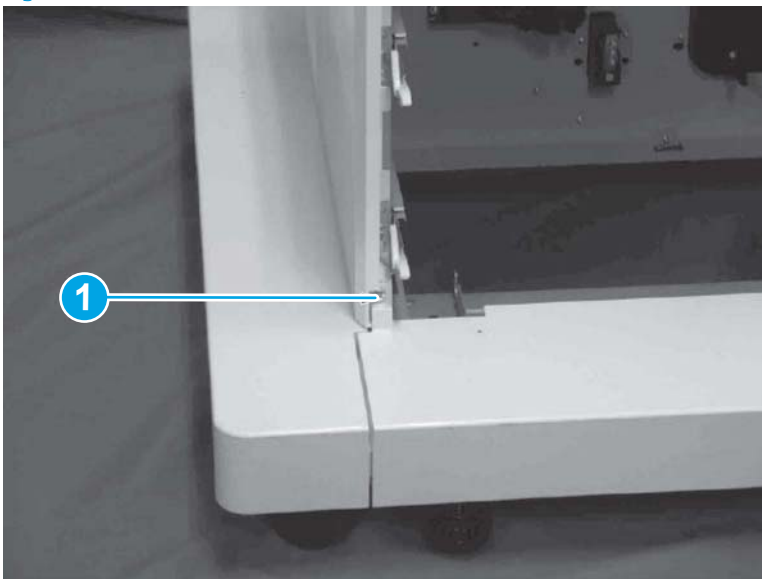
 **TIP:** Reverse the removal steps to install the assembly.

Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

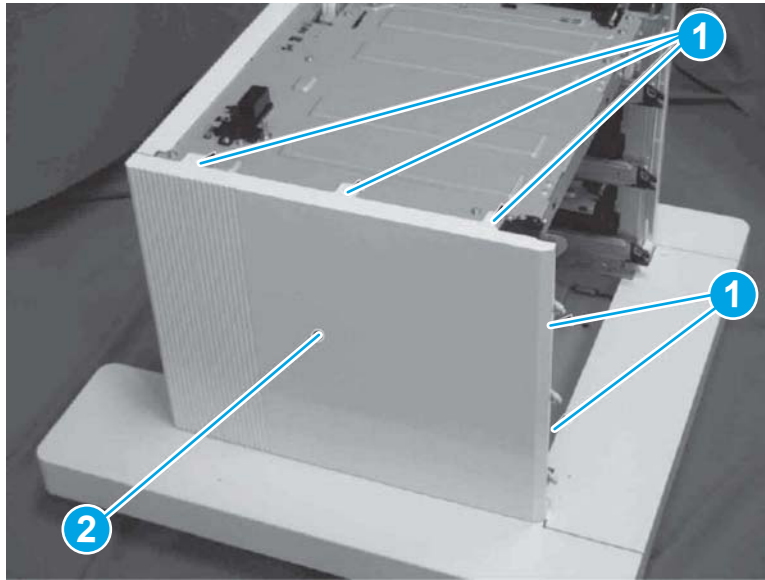
Figure 8-2513 Remove screw




2. Release five tabs (callout 1).

3. Remove the left cover (callout 2).

Figure 8-2514 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Remove three screws (callout 1).
2. Release two bosses (callout 2).

3. Lift straight up to remove the left lower cover (callout 3).


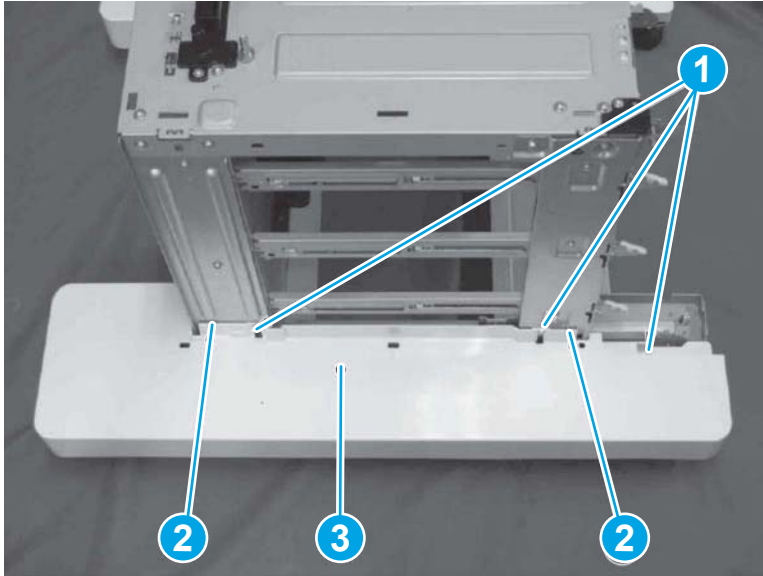

 **NOTE:** Avoid removing the left lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-2515 Remove the left lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck right lower cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck right lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-191 Part information

Part number	Part description
RC4-8943-000-CN	Right lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

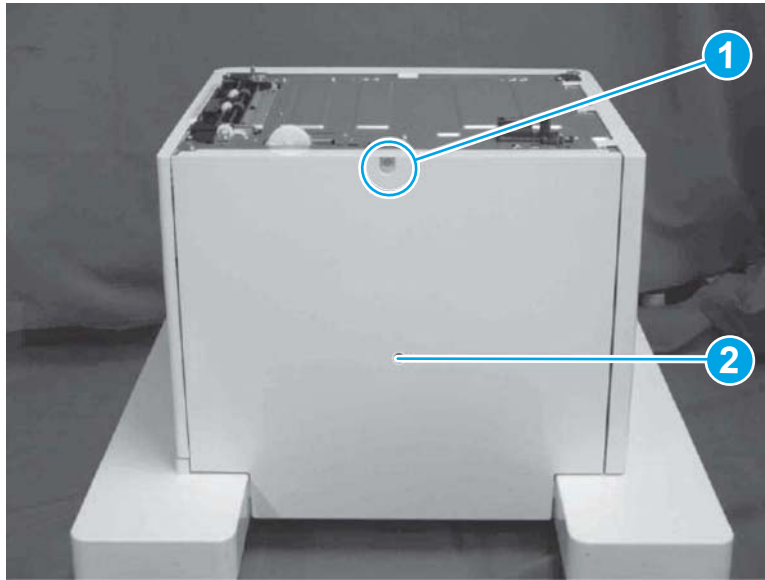
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2516 Remove rear cover



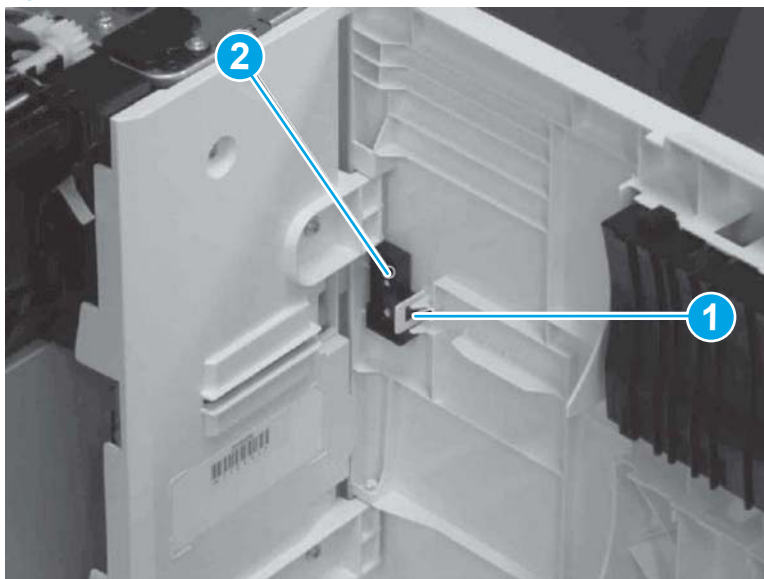
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

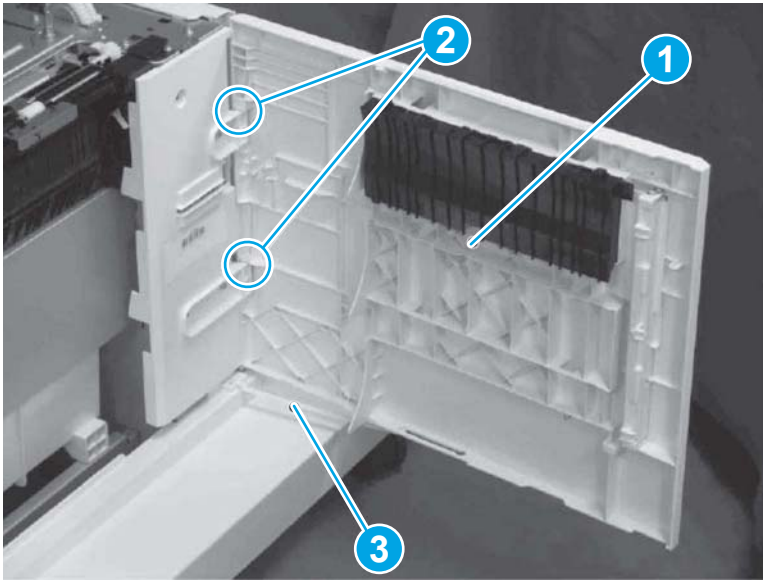
Figure 8-2517 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2518 Remove link arm



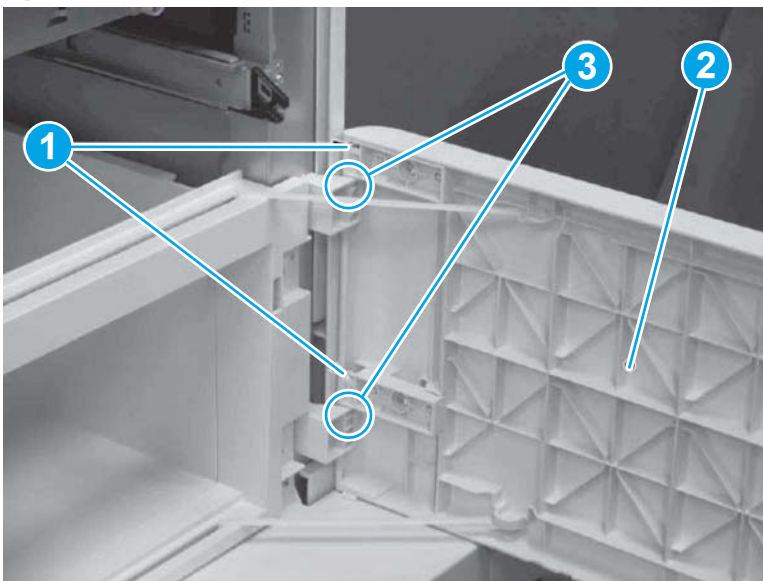
 **TIP:** Reverse the removal steps to install the assembly.

Remove the front door assembly

Follow these steps to remove the front door assembly.

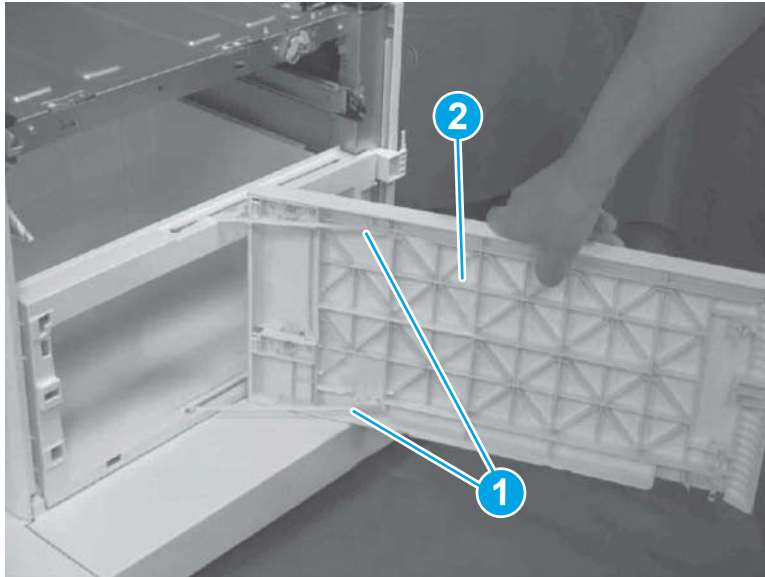
1. Open the front door assembly.
2. Release two tabs (callout 1).
3. Hold up the front door assembly (callout 2) and remove it from the shafts (callout 3).

Figure 8-2519 Remove front door assembly from shafts



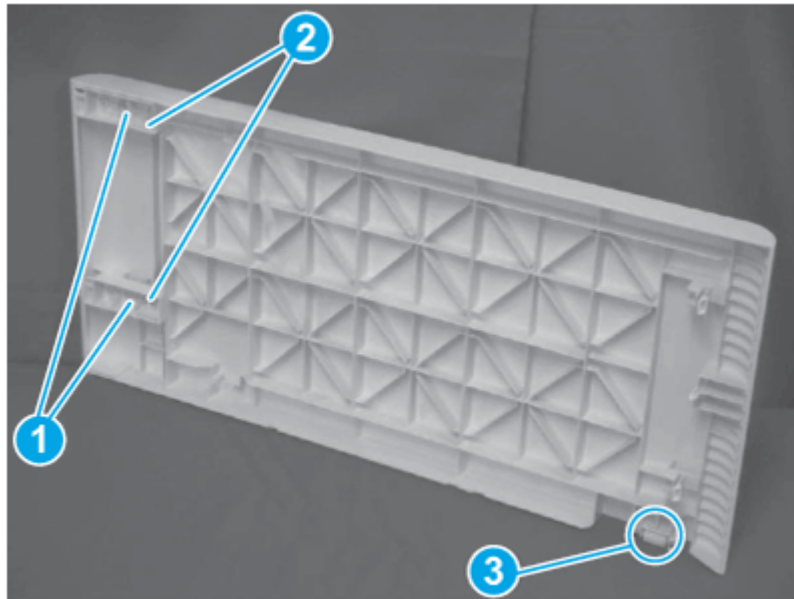
4. Release the two link arms where they connect to the front door (callout 1), and then remove the door (callout 2).


Figure 8-2520 Release the two link arms from the front door



5. Remove two screws (callout 1).
6. Remove the two stoppers (callout 2).
7. Remove the roller (callout 3).

Figure 8-2521 Remove two screws and two stoppers and the roller



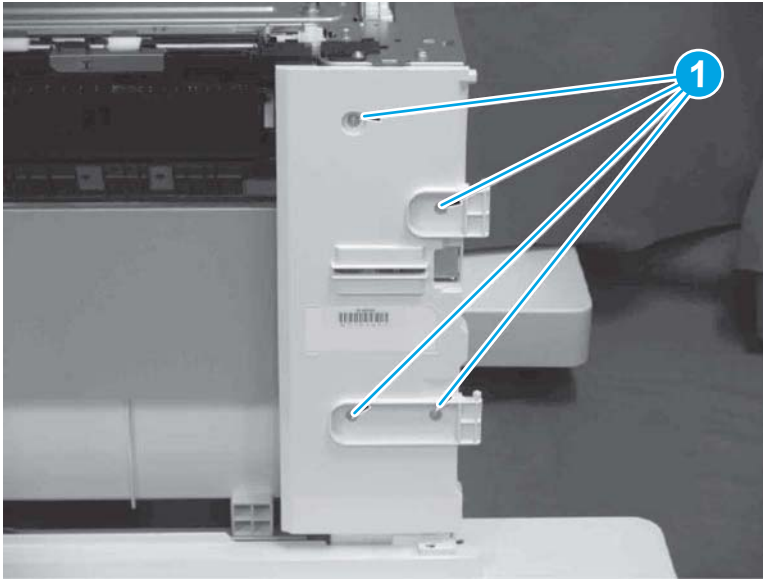
 **TIP:** Reverse the removal steps to install the assembly.

Remove right lower cover

Follow these steps to remove right lower cover.

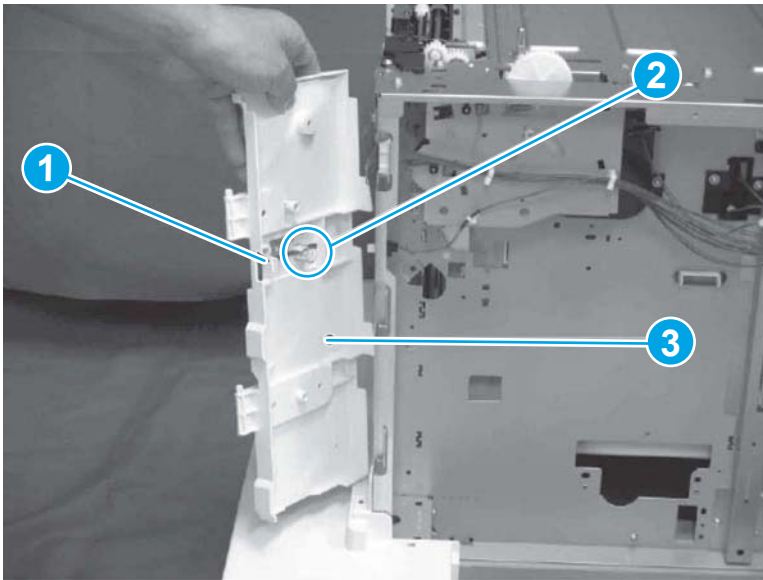
1. Remove four screws (callout 1).

Figure 8-2522 Remove screws



2. Release one tab (callout 1).
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

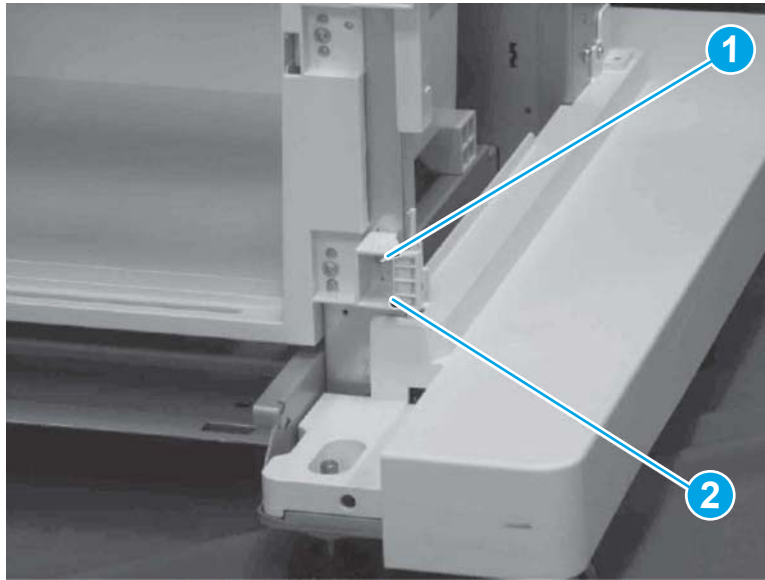
Figure 8-2523 Remove cover



4. Remove one screw (callout 1).

5. Remove the holder (callout 2).

Figure 8-2524 Remove holder



6. Remove three screws (callout 1).
7. Release two bosses (callout 2).
8. Lift straight up to remove the right lower cover (callout 3).


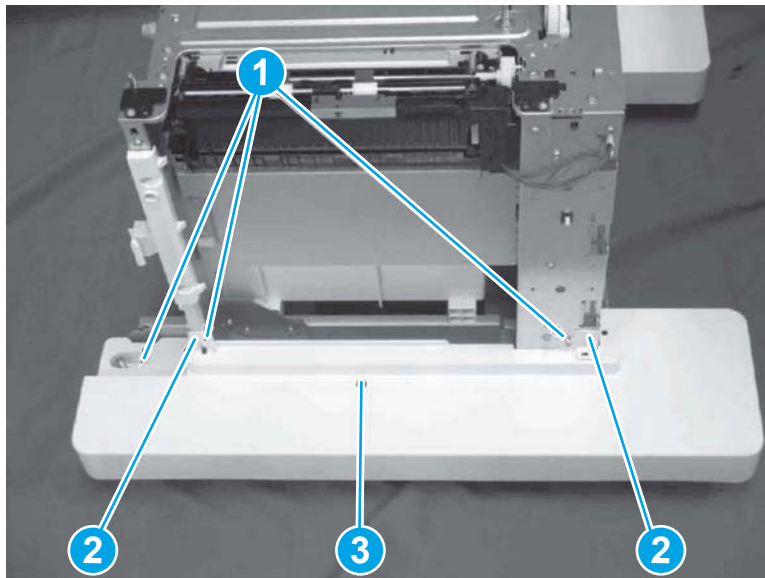
 **NOTE:** Avoid removing the right lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-2525 Remove right lower cover




 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck cassette pickup assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck cassette pickup assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-192 Part information

Part number	Part description
RM2-0892-000CN	Paper pick-up assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

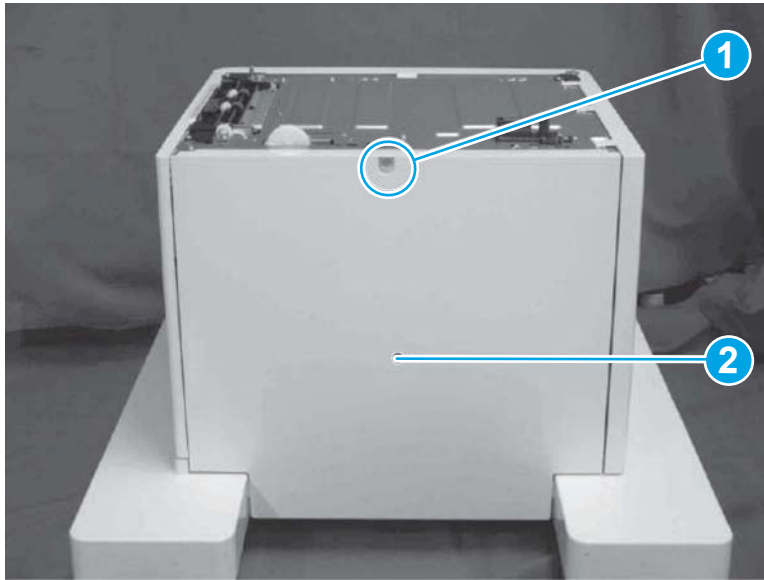
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2526 Remove rear cover



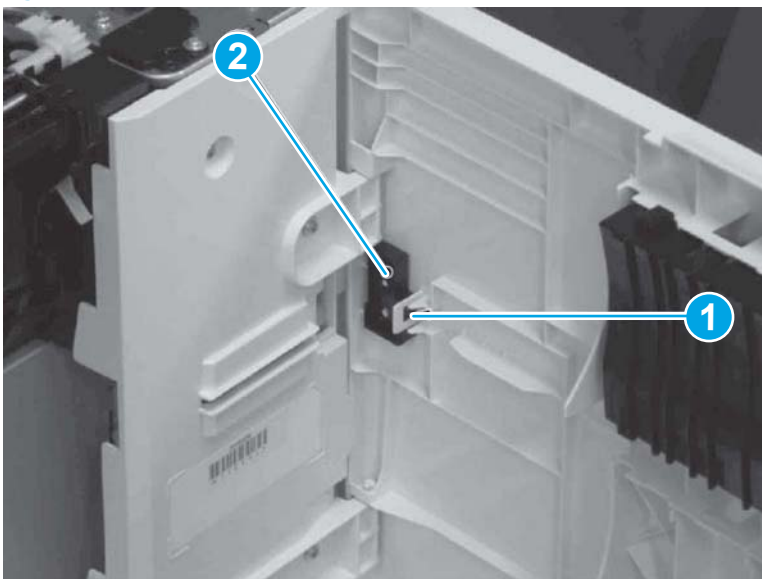
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

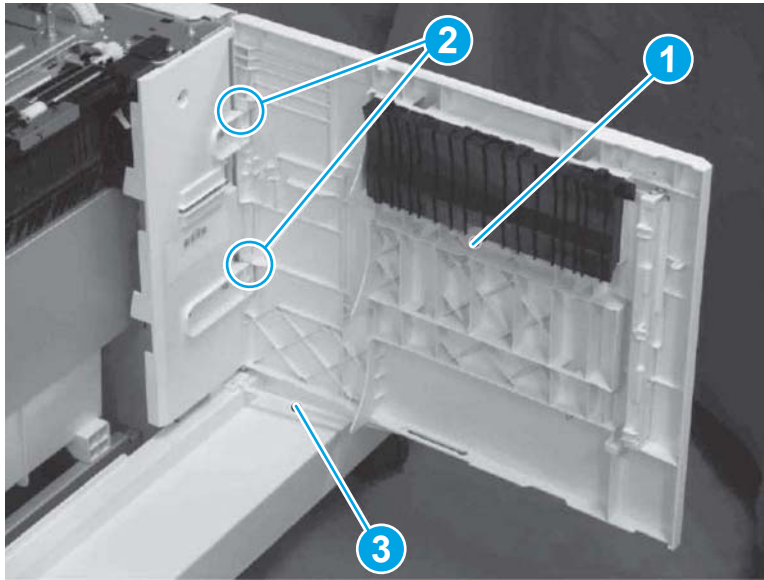
Figure 8-2527 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2528 Remove link arm



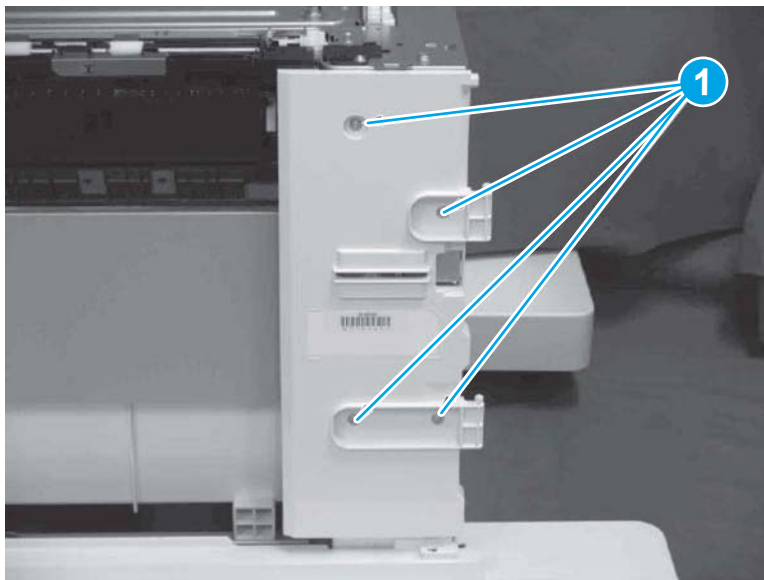
 **TIP:** Reverse the removal steps to install the assembly.

Remove cassette pickup assembly

Follow these steps to remove cassette pickup assembly.

1. Remove four screws (callout 1).

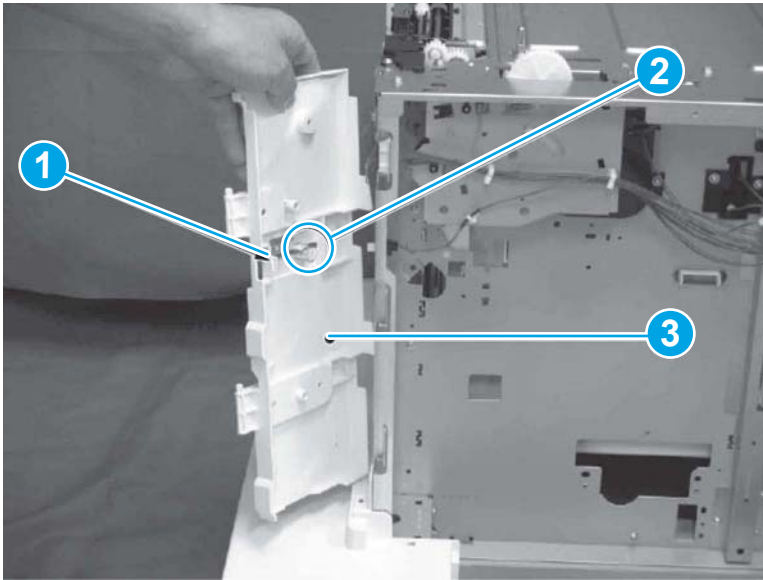
Figure 8-2529 Remove screws



2. Release one tab (callout 1).

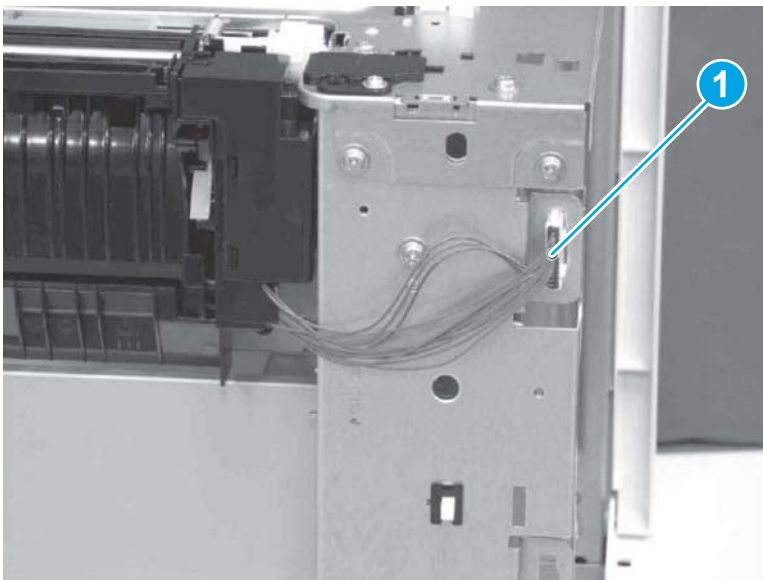
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-2530 Remove cover



4. Disconnect one connector (callout 1).

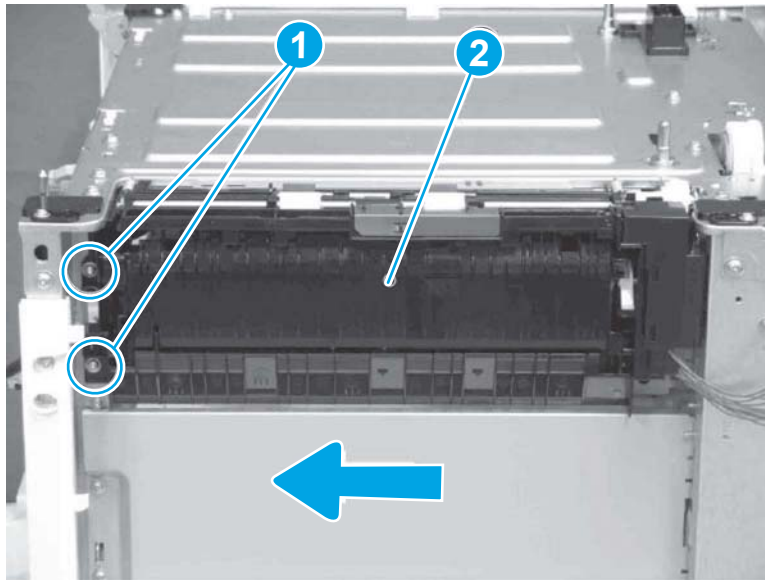
Figure 8-2531 Disconnect connector



5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-2532 Remove cassette pickup assembly



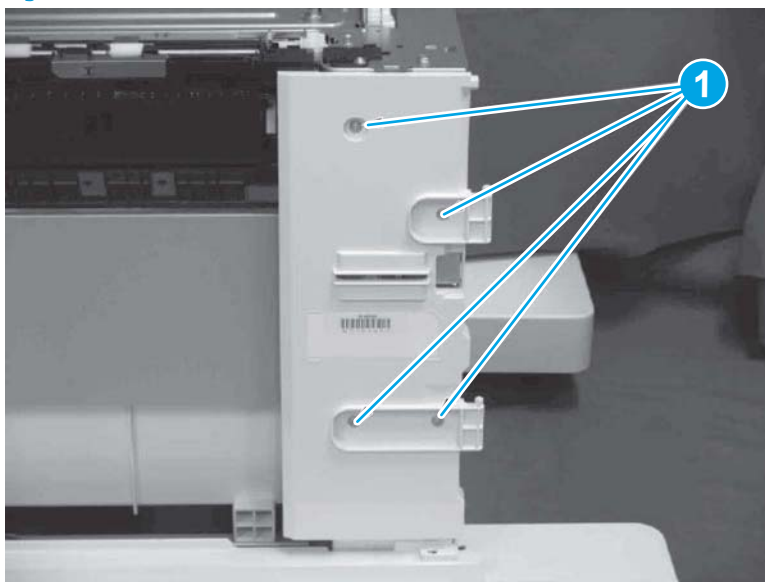
TIP: Reverse the removal steps to install the assembly.

Remove the cassette pickup assembly

Follow these steps to remove the cassette pickup assembly.

- Remove four screws (callout 1).

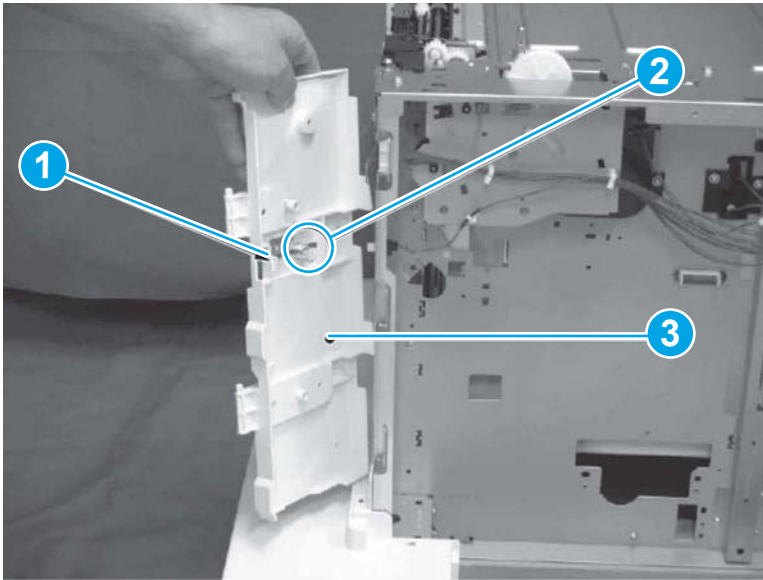
Figure 8-2533 Remove screws



- Release one tab (callout 1).

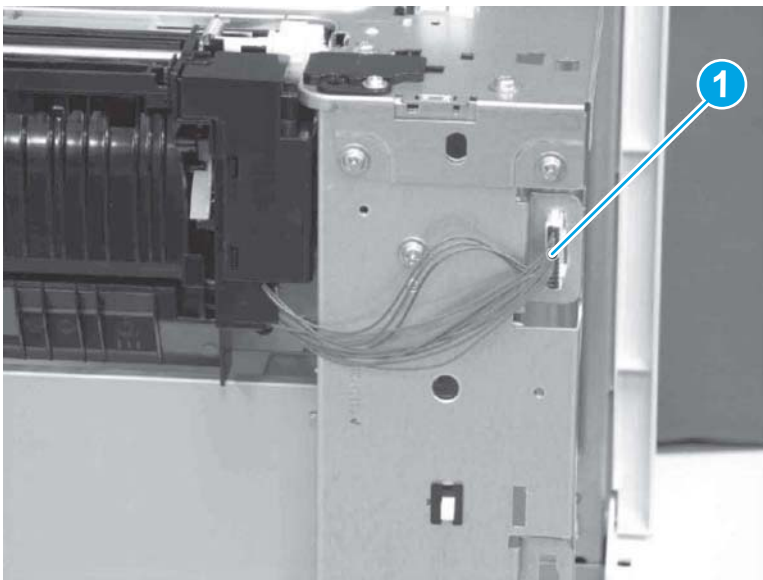
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-2534 Remove cover



4. Disconnect one connector (callout 1).

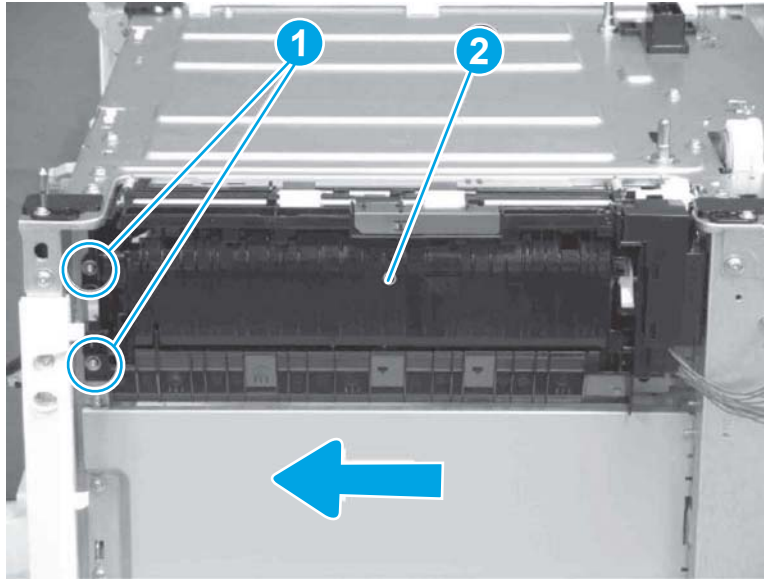
Figure 8-2535 Disconnect connector




5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-2536 Remove cassette pickup assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

- 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.

Removal and replacement: 1x550-sheet paper deck cassette drive assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck cassette drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-193 Part information

Part number	Part description
RM2-0889-000CN	Cassette assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

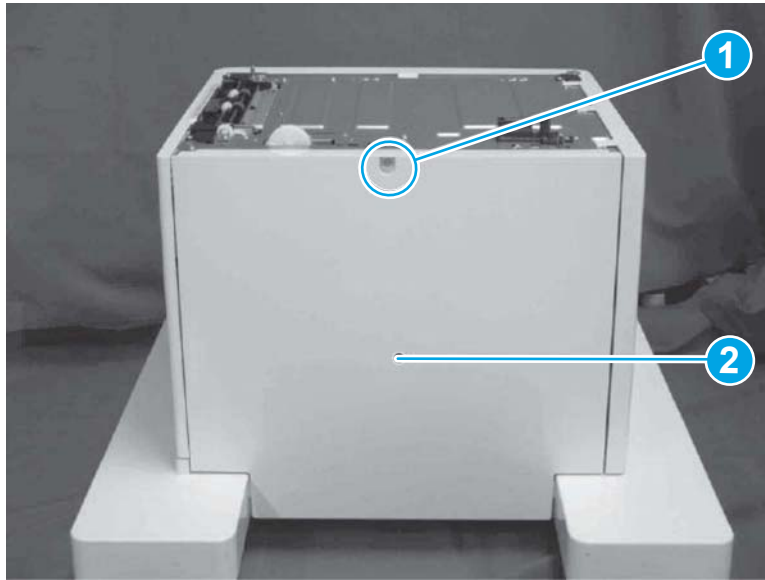
Follow these steps to remove the rear cover.

The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2537 Remove rear cover



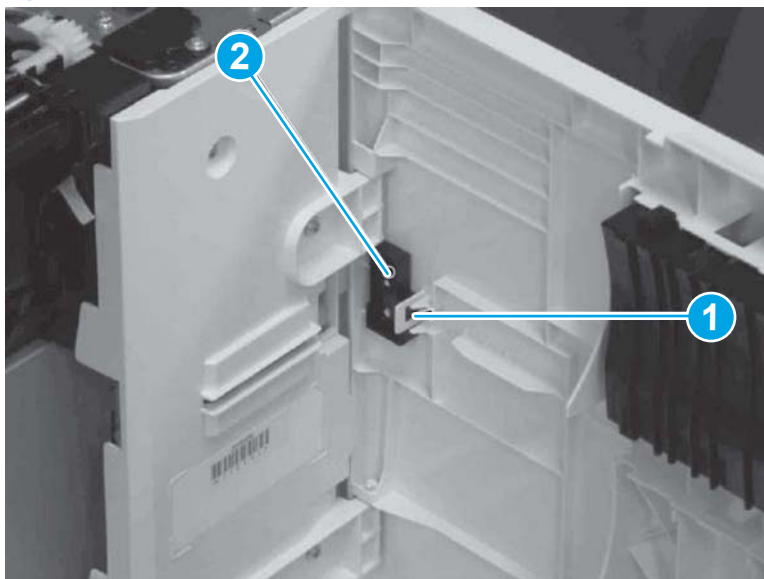
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

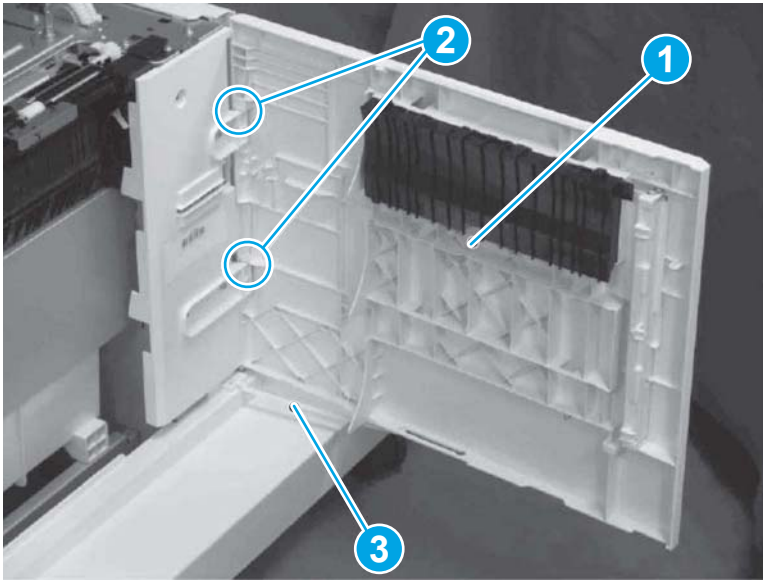
Figure 8-2538 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2539 Remove link arm



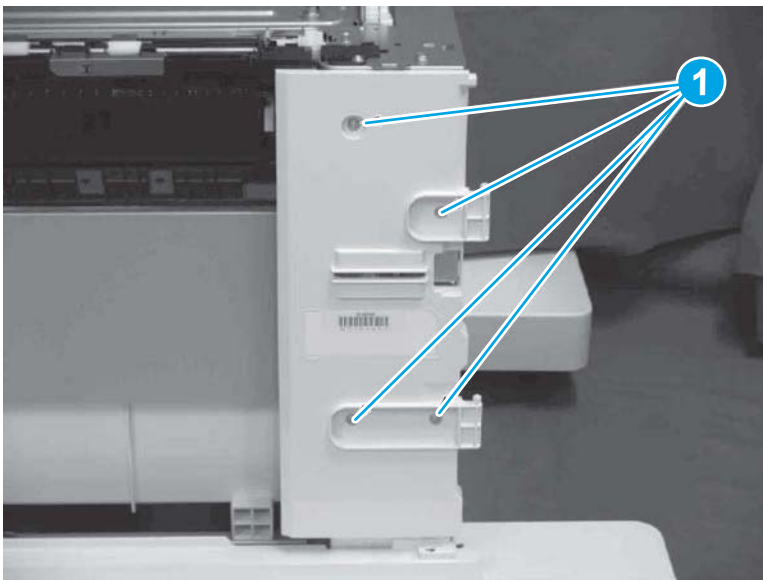
 **TIP:** Reverse the removal steps to install the assembly.

Remove cassette pickup assembly

Follow these steps to remove cassette pickup assembly.

1. Remove four screws (callout 1).

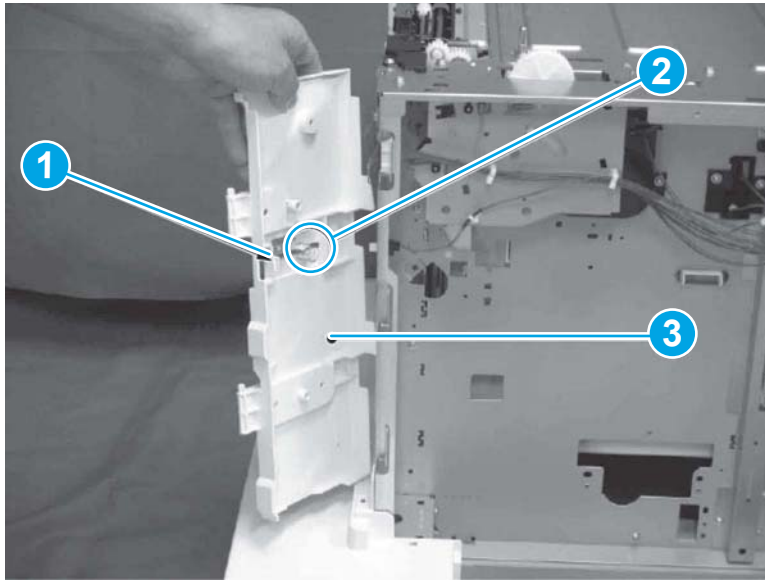
Figure 8-2540 Remove screws



2. Release one tab (callout 1).

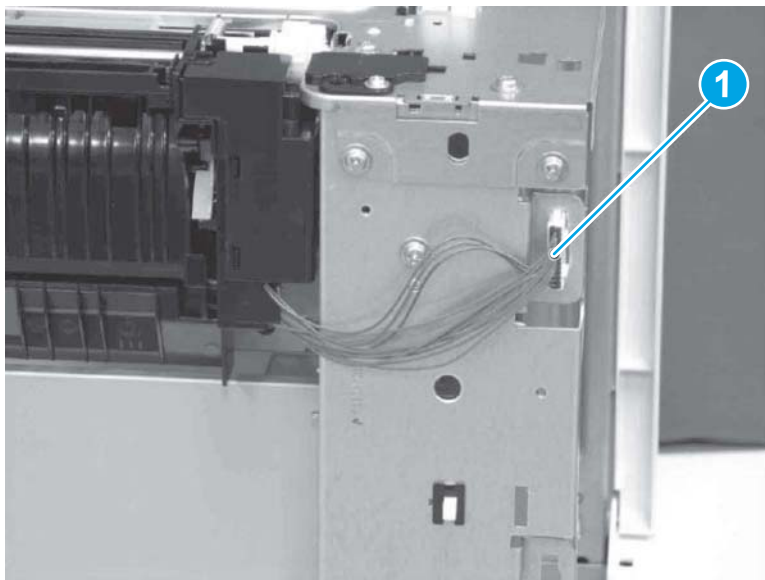
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-2541 Remove cover



4. Disconnect one connector (callout 1).

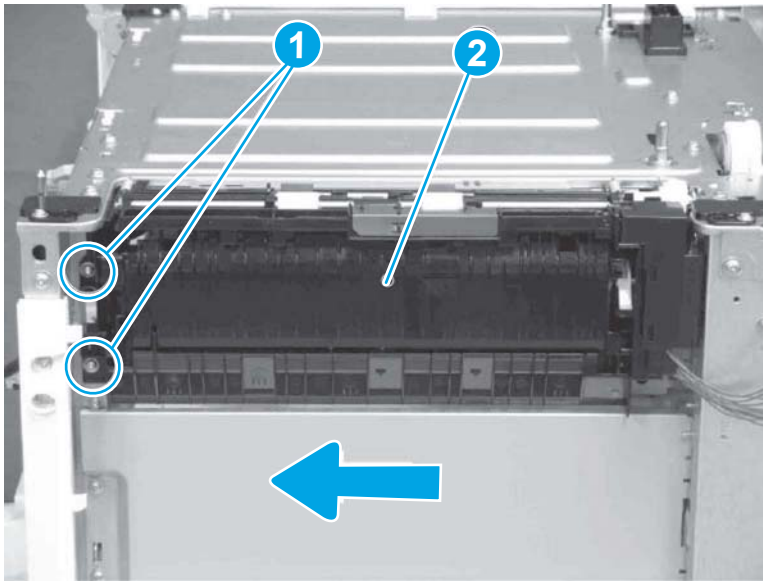
Figure 8-2542 Disconnect connector



5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-2543 Remove cassette pickup assembly



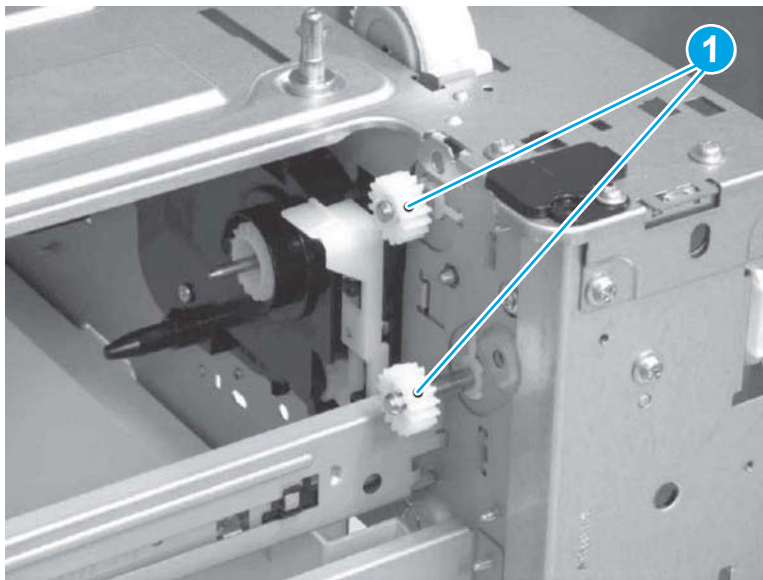
TIP: Reverse the removal steps to install the assembly.

Remove the cassette drive assembly

Follow these steps to remove the cassette drive assembly.

- Remove two gears (callout 1).

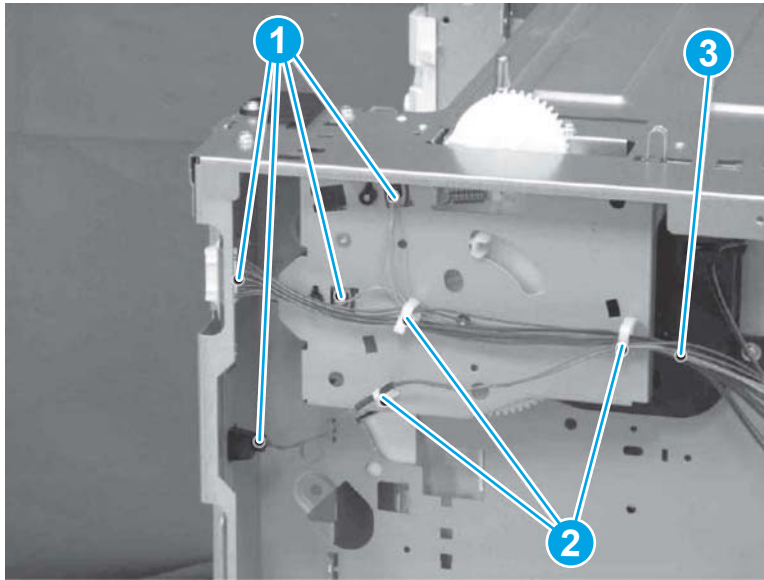
Figure 8-2544 Remove gears



- Disconnect four connectors (callout 1).

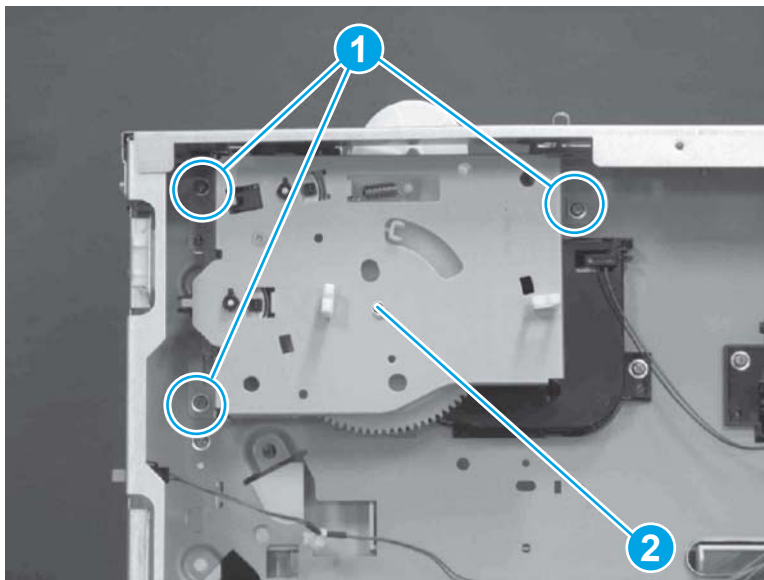
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-2545 Release cables



4. Remove three screws (callout 1).
5. Remove the cassette drive assembly (callout 2).

Figure 8-2546 Remove cassette drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck cassette lifter drive assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck cassette lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-194 Part information

Part number	Part description
RM2-0948-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

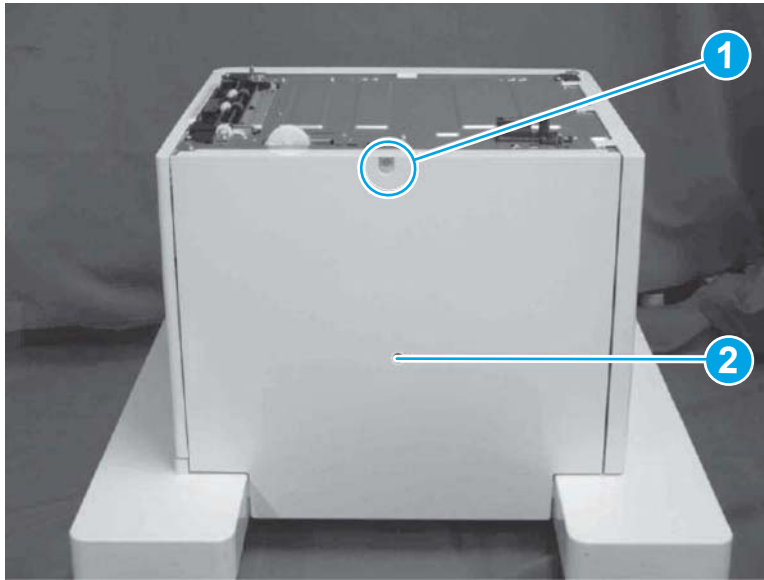
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2547 Remove rear cover



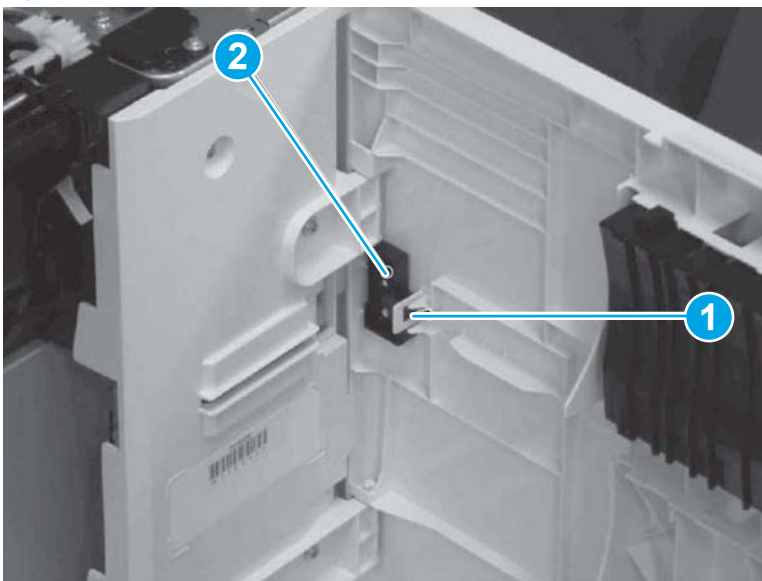
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

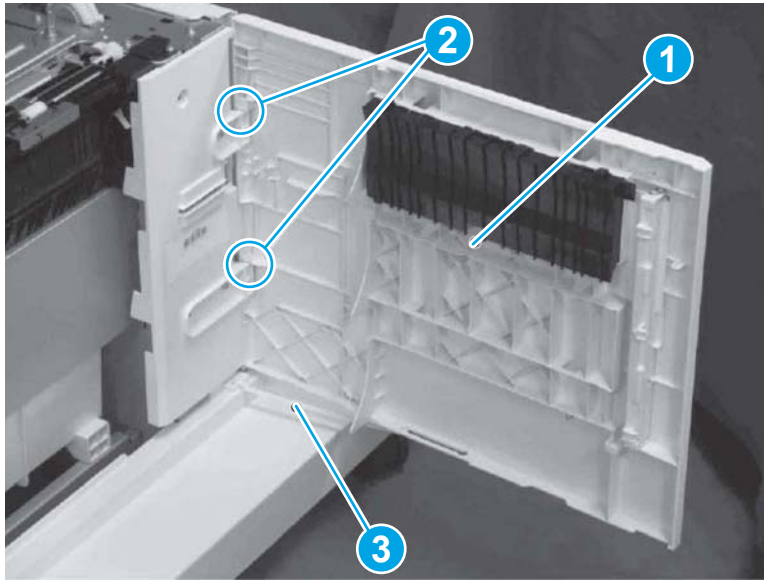
Figure 8-2548 Remove stopper



4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2549 Remove link arm



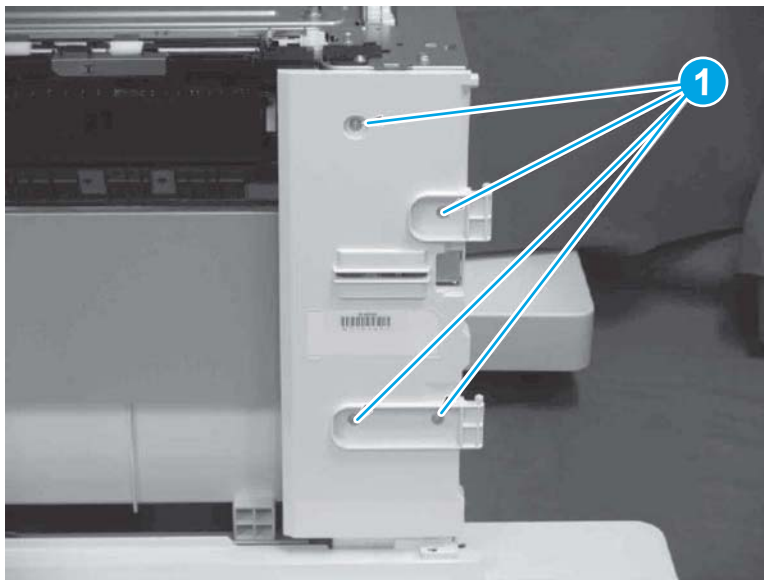
TIP: Reverse the removal steps to install the assembly.

Remove the cassette pickup assembly

Follow these steps to remove the cassette pickup assembly.

1. Remove four screws (callout 1).

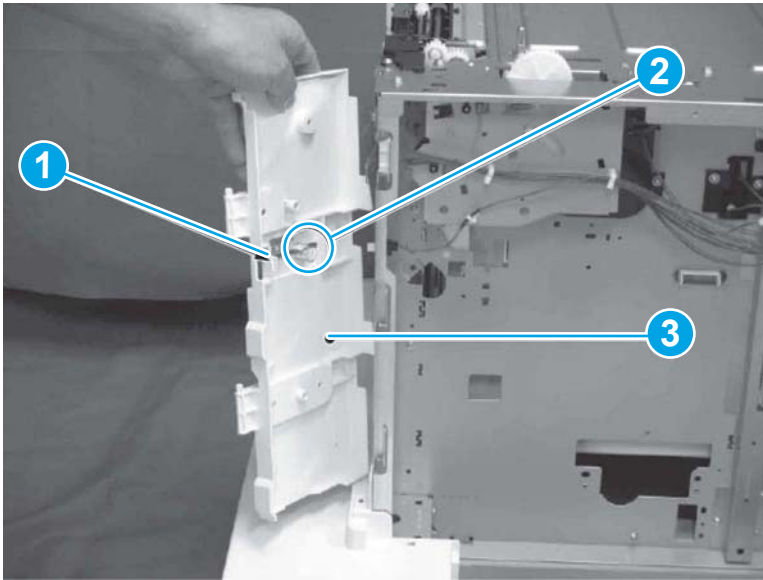
Figure 8-2550 Remove screws



2. Release one tab (callout 1).

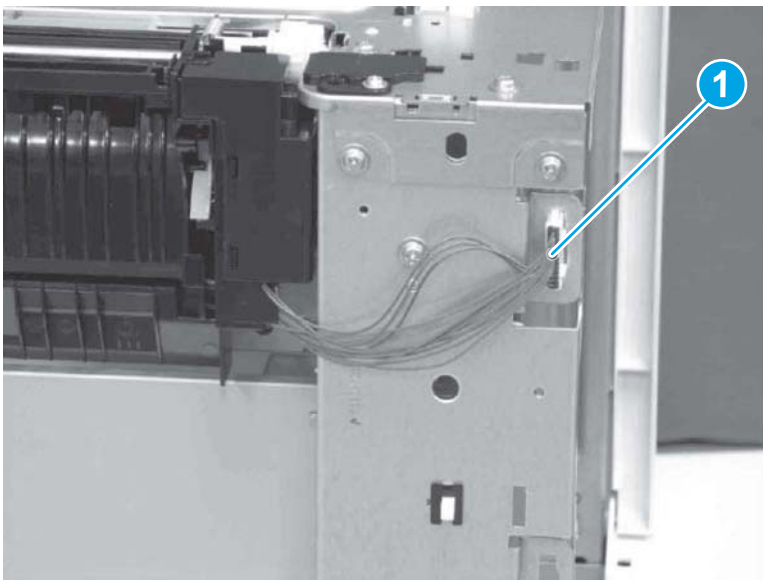
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-2551 Remove cover



4. Disconnect one connector (callout 1).

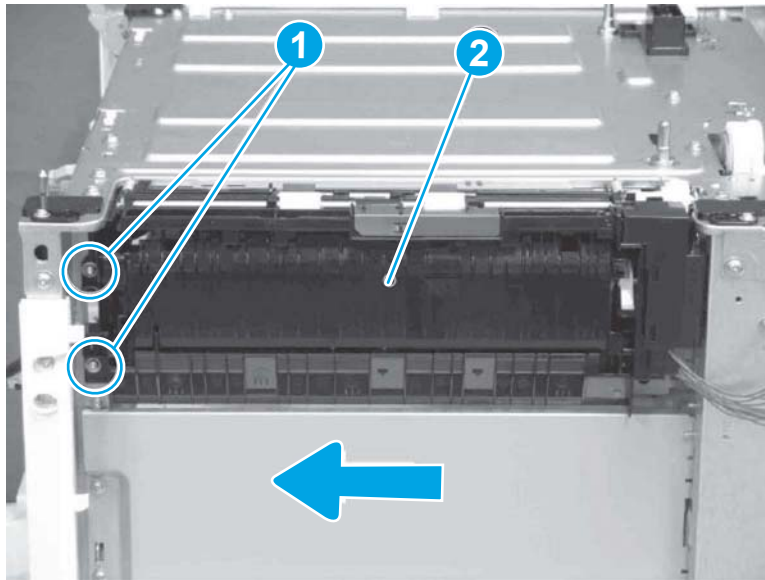
Figure 8-2552 Disconnect connector



5. Remove two screws (callout 1).

- Slide the cassette pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-2553 Remove cassette pickup assembly



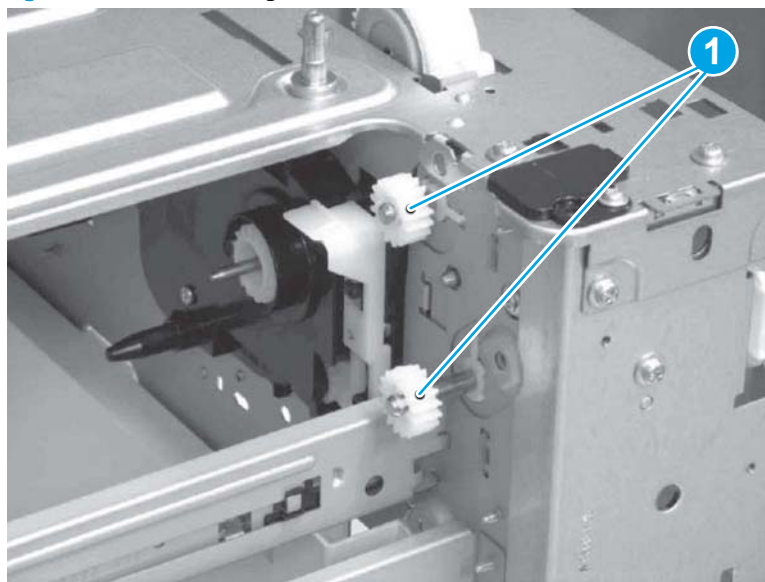
TIP: Reverse the removal steps to install the assembly.

Remove the cassette drive assembly

Follow these steps to remove the cassette drive assembly.

- Remove two gears (callout 1).

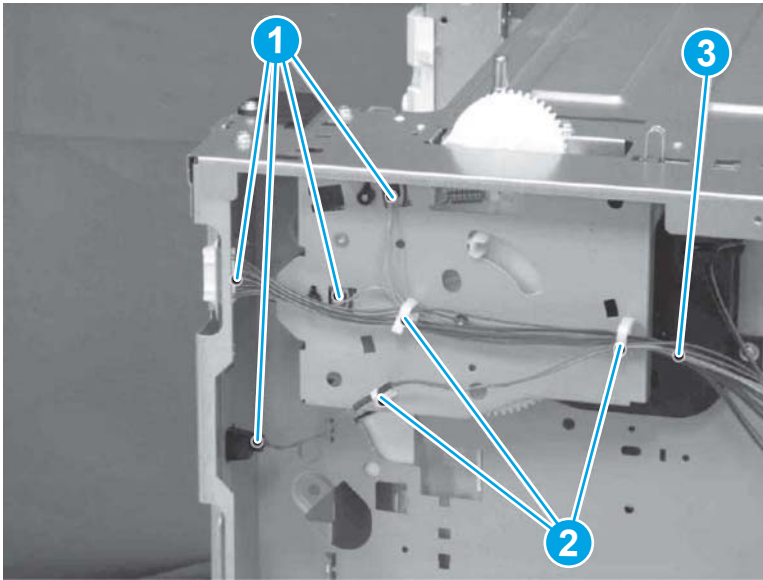
Figure 8-2554 Remove gears



- Disconnect four connectors (callout 1).

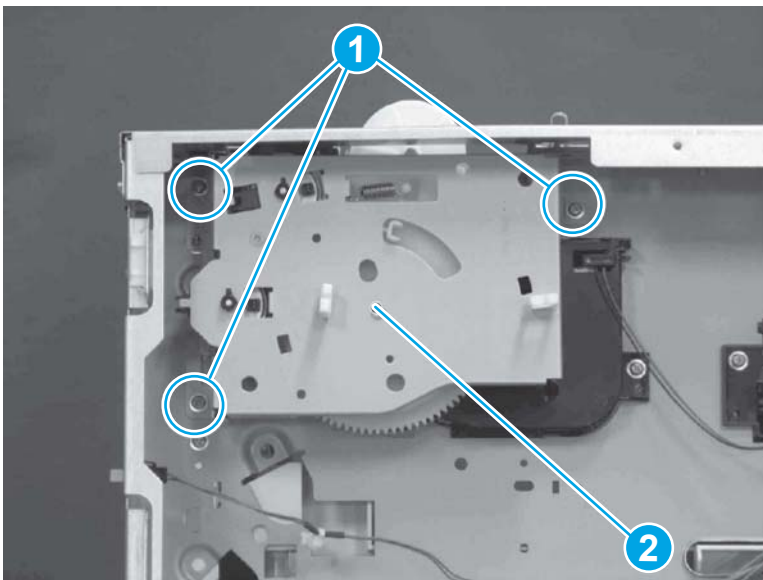
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-2555 Release cables



4. Remove three screws (callout 1).
5. Remove the cassette drive assembly (callout 2).

Figure 8-2556 Remove cassette drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

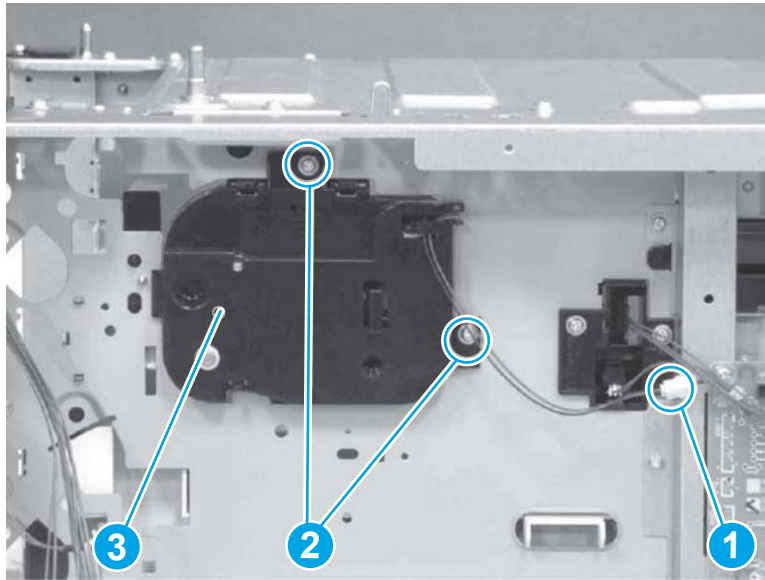
Remove the cassette lifter drive assembly

Follow these steps to remove the cassette lifter drive assembly.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2).

3. Remove the cassette lifter drive assembly (callout 3).

Figure 8-2557 Remove cassette lifter drive assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following special installation instructions.

Removal and replacement: 1x550-sheet paper deck cassette auto close assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck cassette auto close assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-195 Part information

Part number	Part description
RM2-0856-000CN	Auto close assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

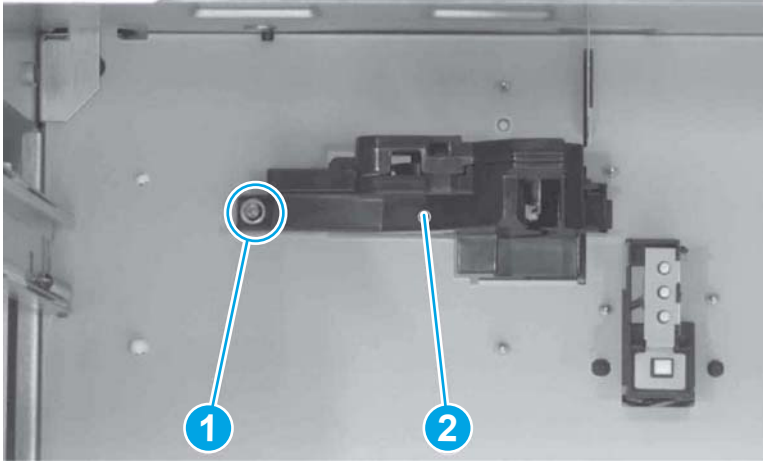
Remove the cassette auto close assembly


Follow these steps to remove the cassette auto close assembly.

1. Remove one screw (callout 1).

2. Remove the cassette auto close assembly (callout 2).

Figure 8-2558 Remove cassette auto close assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck separation (retard) roller assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck PD retard roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-196 Part information

Part number	Part description
RM2-6772-000CN	Retard roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

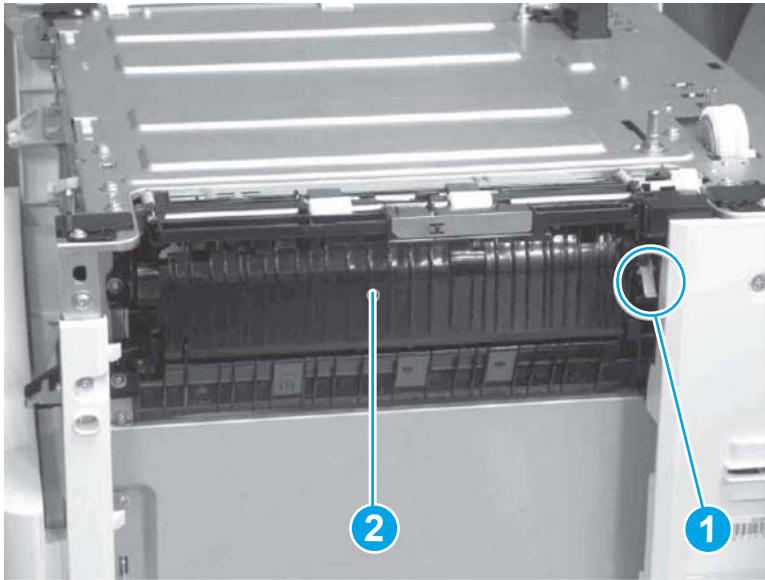
Remove the separation roller assembly

Follow these steps to remove the separation roller assembly.

1. Open the right door assembly.
2. Push the lever (callout 1).

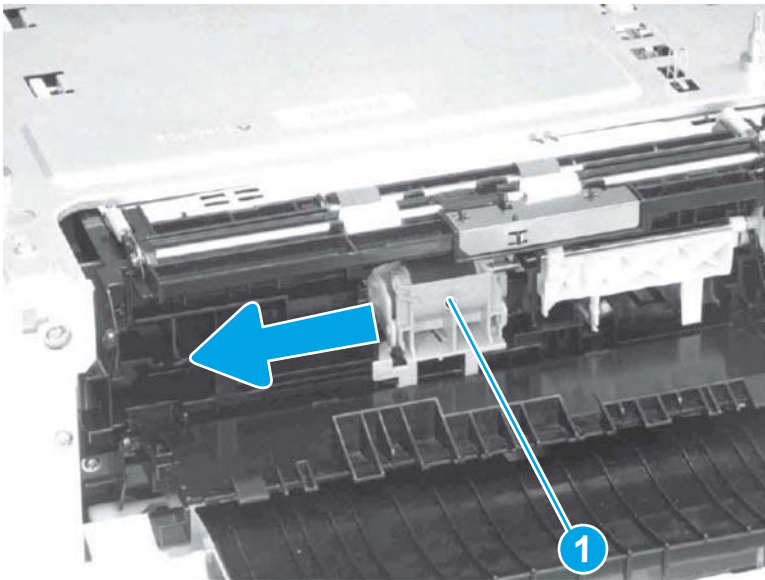
3. Open the feed guide (callout 2).

Figure 8-2559 Open feed guide



4. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
5. Remove the PD retard roller assembly (callout 1).

Figure 8-2560 Remove PD retard roller assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

Removal and replacement: 1x550-sheet paper deck pickup roller assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck PD pickup roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-197 Part information

Part number	Part description
RM2-1275-000CN	Paper pick-up roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

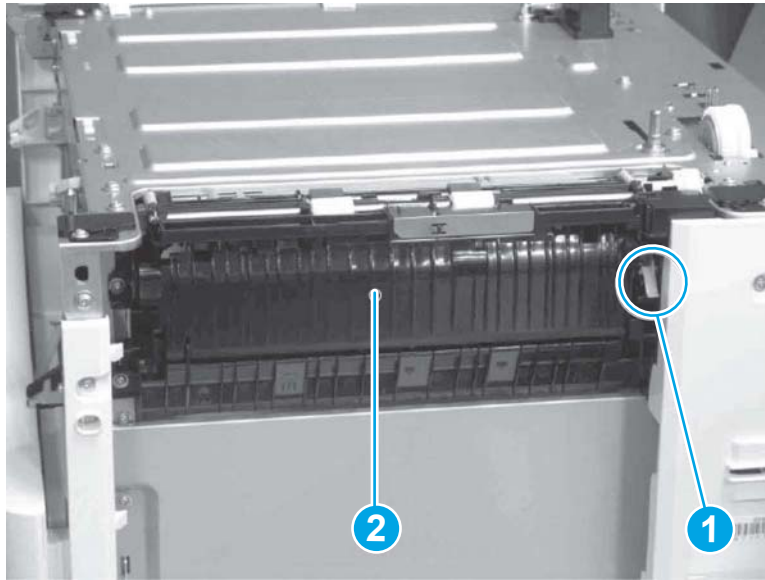
Remove the separation roller assembly

Follow these steps to remove the separation roller assembly.

1. Open the right door assembly.
2. Push the lever (callout 1).

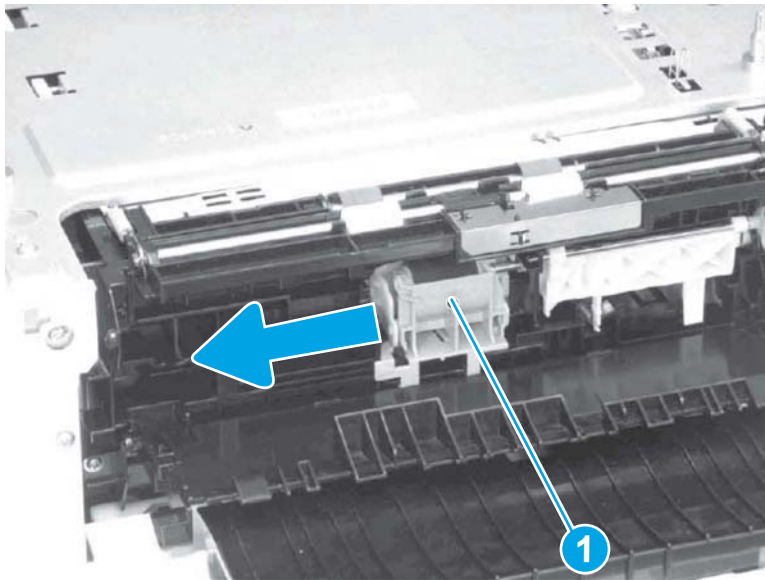
3. Open the feed guide (callout 2).

Figure 8-2561 Open feed guide



4. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
5. Remove the PD retard roller assembly (callout 1).

Figure 8-2562 Remove PD retard roller assembly

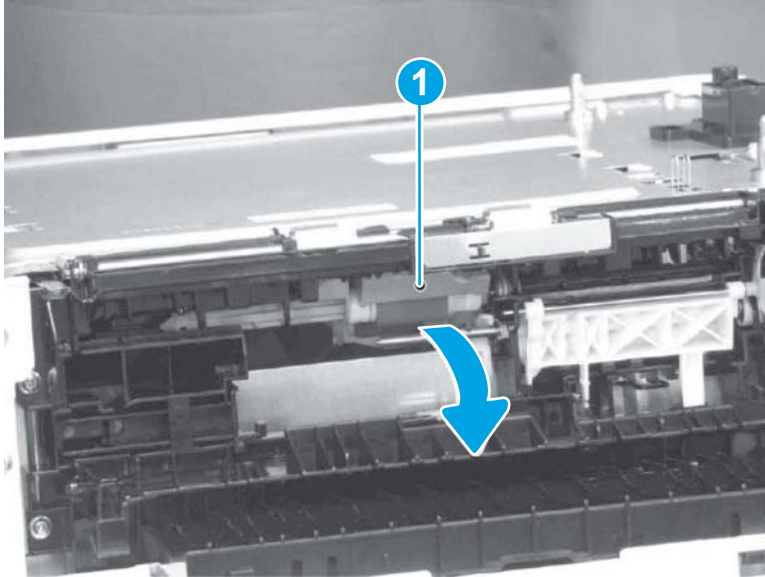


Remove the pickup roller assembly

Follow these steps to remove the pickup roller assembly.

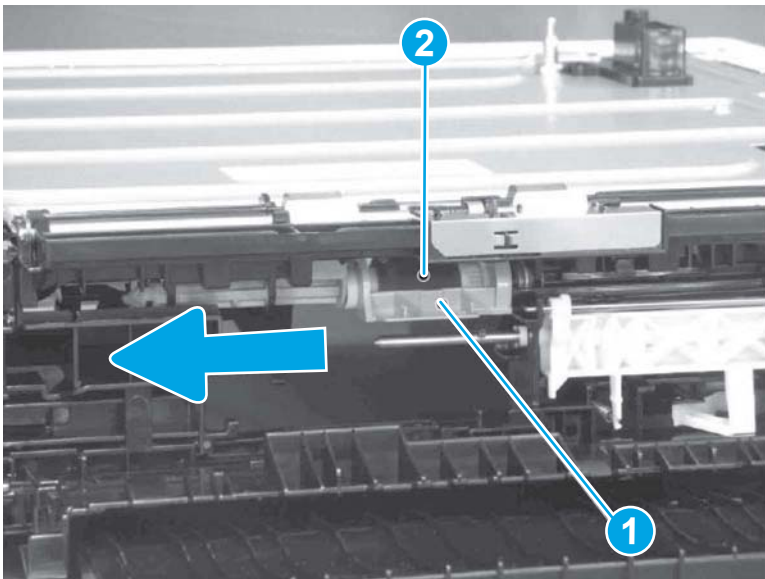
1. Open the tab (callout 1).

Figure 8-2563 Open tab



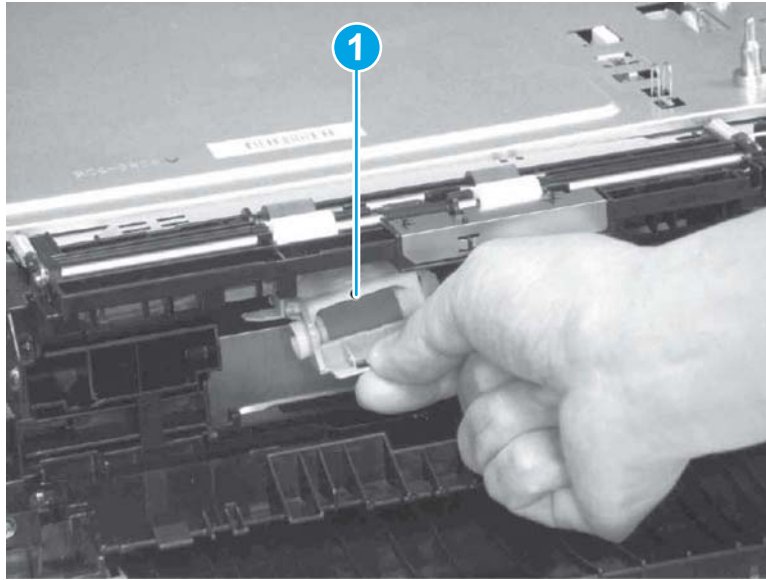
2. Hold the tab (callout 1) and slide the PD pickup roller assembly (callout 2) in the direction of the arrow.

Figure 8-2564 Slide PD pickup roller assembly



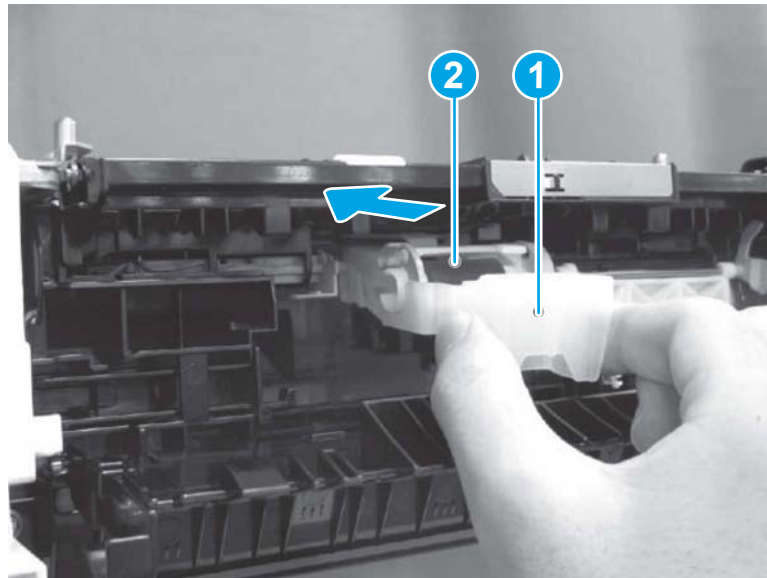
3. Pull out the PD pickup roller assembly (callout 1).

Figure 8-2565 Pull out PD pickup roller assembly



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.
 - a. If the pickup roller replacement tool will be used, follow the procedure below for assembly.
 1. Hold the replacement tool (callout 1) and the PD pickup roller assembly (callout 2) in the direction of the arrow.

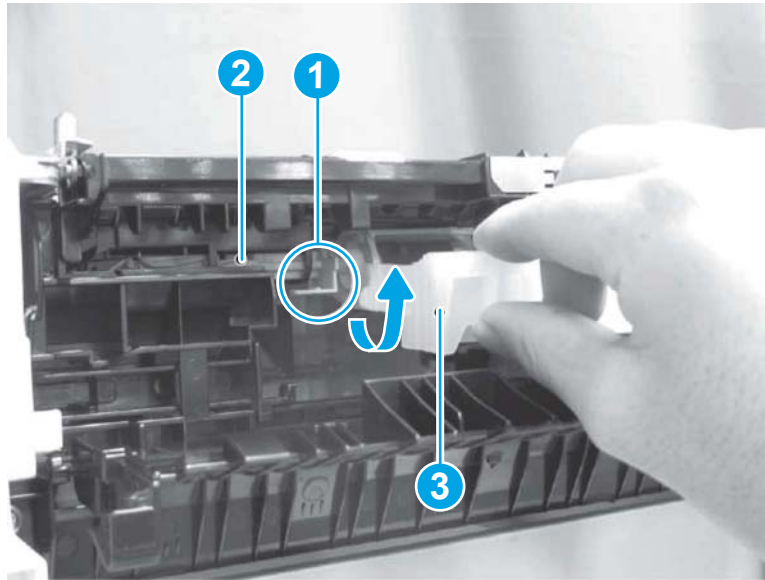
Figure 8-2566 Hold replacement tool in direction of arrow



2. Rotate the tab (callout 1) in the direction of the arrow. The shaft (callout 2) will slide to engage with the PD pickup roller assembly.

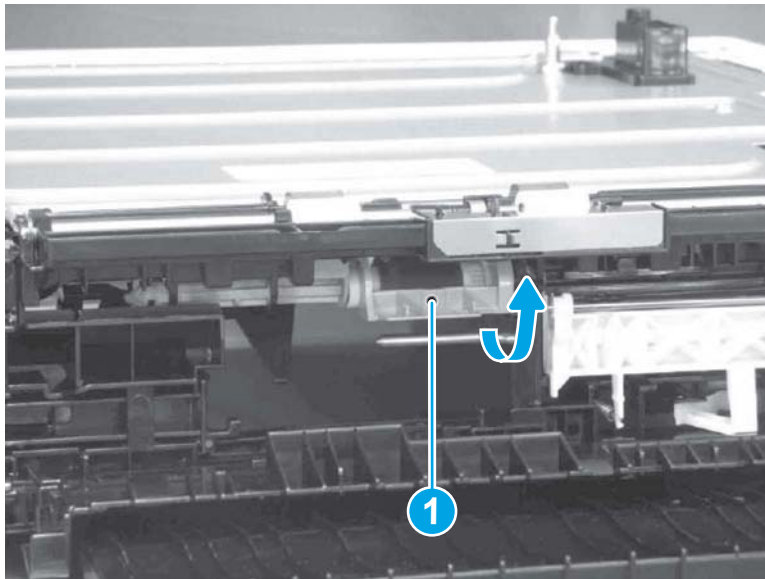
3. Pull out the replacement tool (callout 3).


Figure 8-2567 Remove replacement tool



4. Rotate the tab (callout 1) in the direction of arrow to close.

Figure 8-2568 Rotate tab to close



 **NOTE:** If the pickup roller replacement tool will not be used, follow the procedure below for assembly.

- b. If the pickup roller replacement tool will not be used, follow the procedure below for assembly.
 1. Make sure that the tab (callout 2) of the shaft (callout 1) is in the correct position.

Figure 8-2569 Correct position of tab

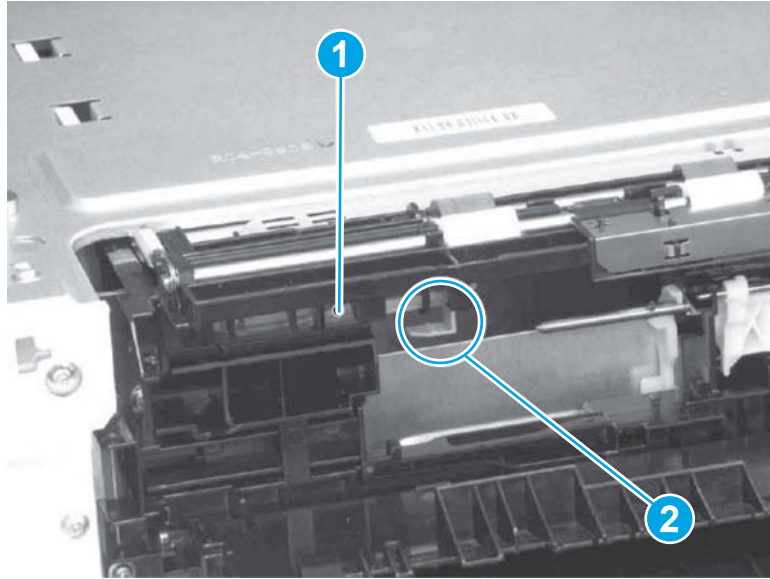
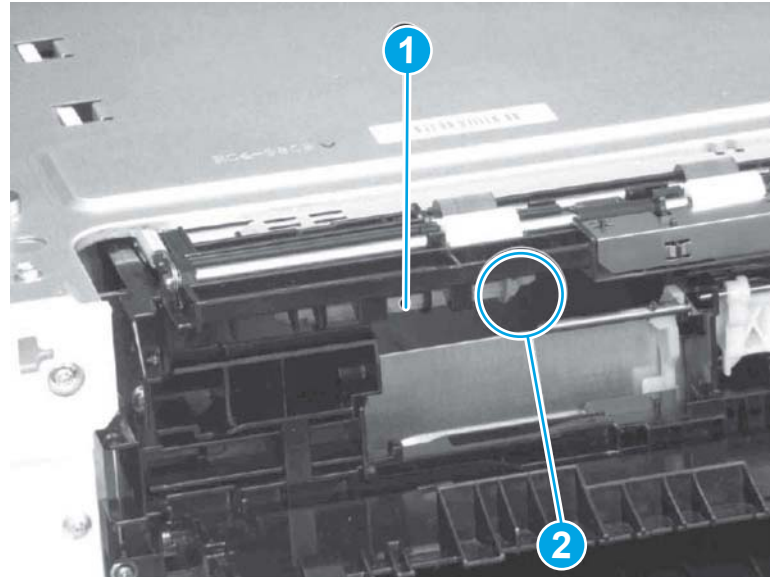
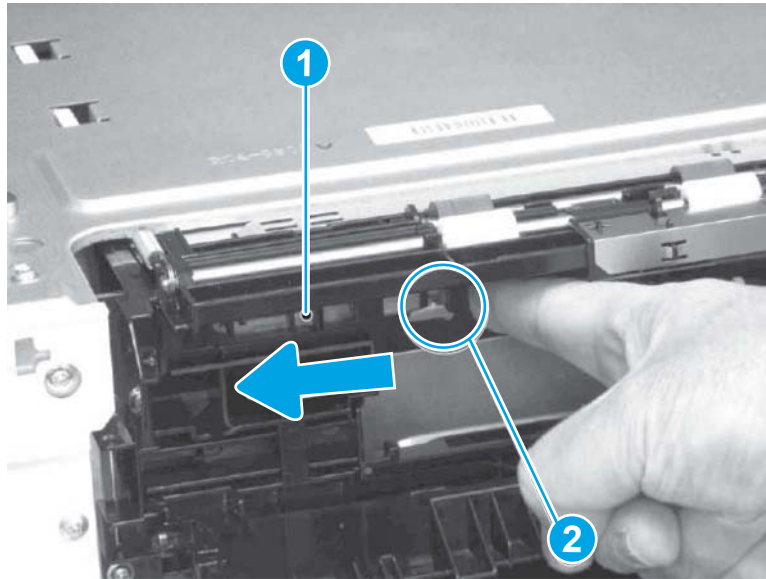


Figure 8-2570 Incorrect position of tab



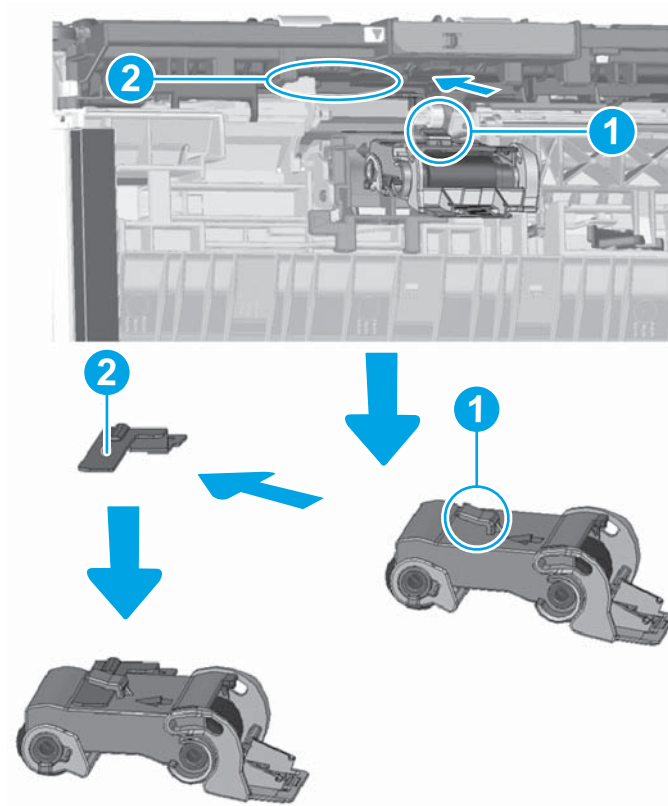
2. If the tab (callout 2) of the shaft (callout 1) is not positioned correctly, slide the shaft (callout 1) in the direction of the arrow to set in correct position.

Figure 8-2571 Slide shaft in direction of arrow



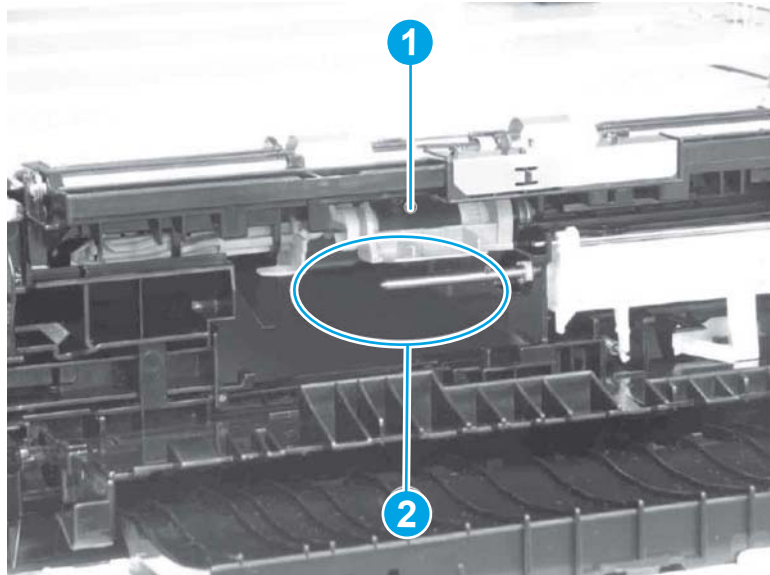
3. Insert the hook (callout 1) of the PD pickup roller assembly into the plate (callout 2).

Figure 8-2572 Insert hook



4. Check condition of the PD pickup roller assembly to make the sure hook is correctly inserted to the plate.

Figure 8-2573 Correct position of roller




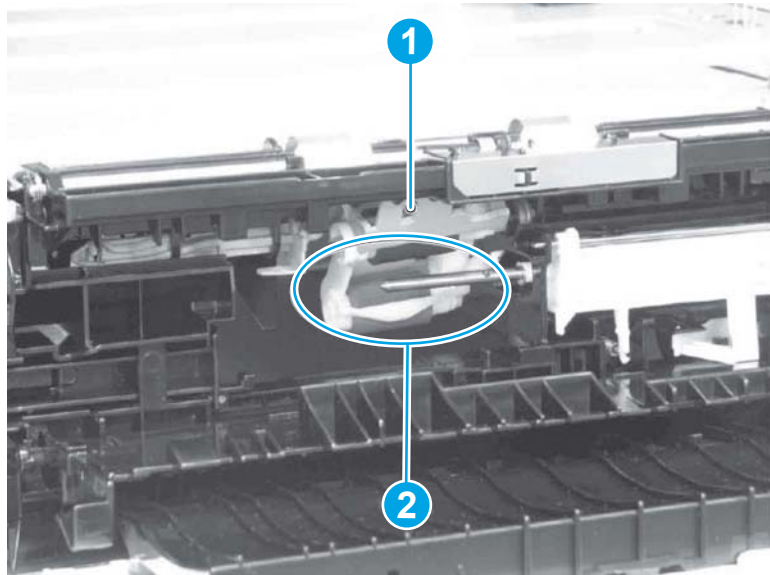
 **NOTE:** The hook of the PD pickup roller assembly (callout 1) is not properly hooked, and the roller (callout 2) is hanging loosely.

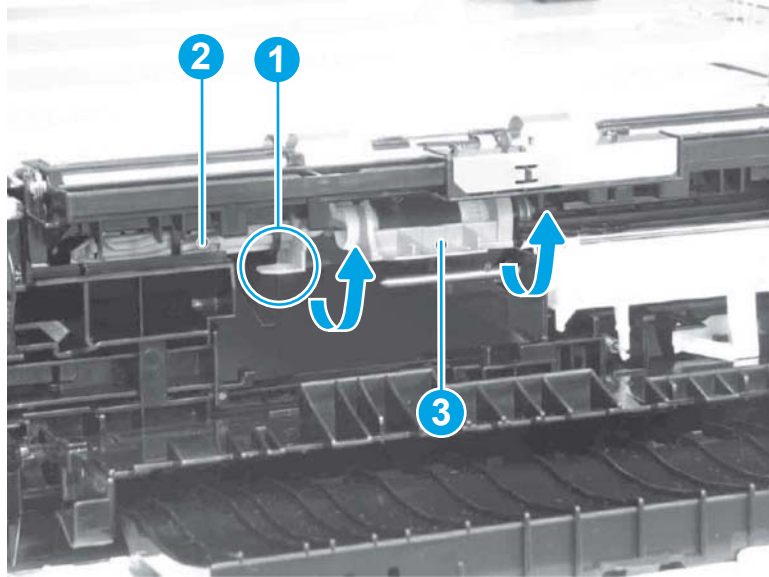
Figure 8-2574 Incorrect position of roller



5. Rotate the tab (callout 1) in the direction that the arrow indicates and slide the shaft (callout 2).

6. Rotate the tab (callout 3) in the direction that the arrow indicates and close.

Figure 8-2575 Rotate tab in direction of arrow



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions for the PD retard roller assembly**.

1. Insert the boss (callout 1) in the PD retard roller assembly hole (callout 2).

Figure 8-2576 PD retard roller assembly hole

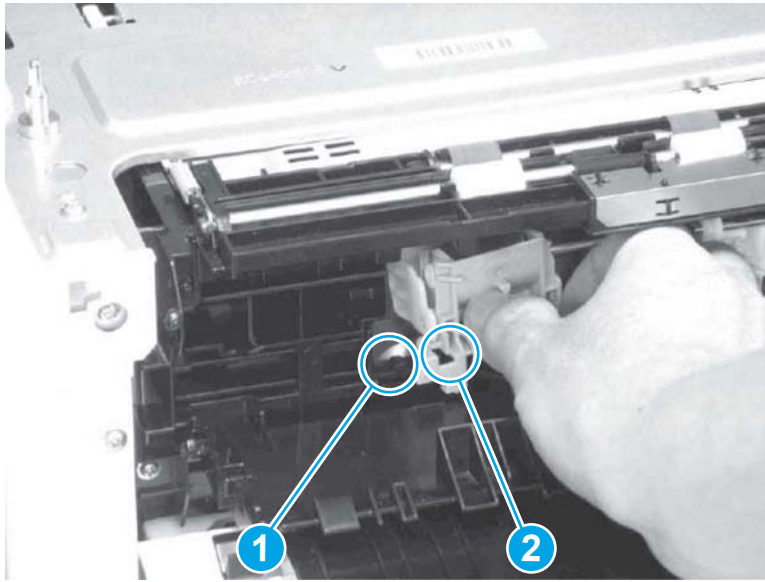
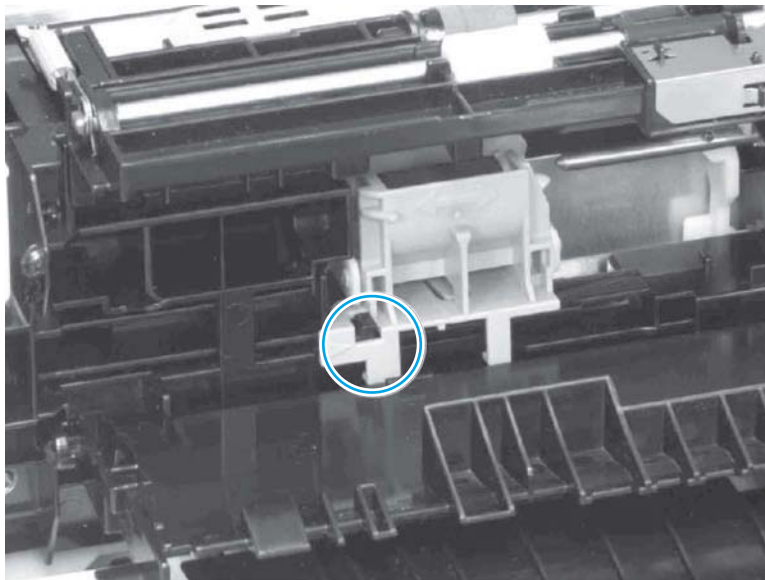
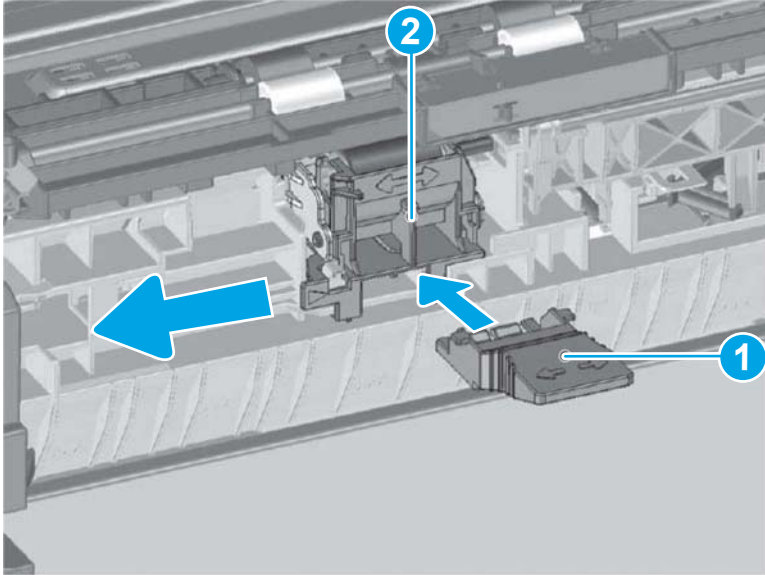


Figure 8-2577 PD retard roller assembly correct position



2. Use the following instructions for using the retard roller replacement tool.
 - a. Open the right door assembly.
 - b. Push the lever.
 - c. Open the feed guide.
 - d. Insert the retard roller replacement tool (callout 1) to the PD retard roller assembly (callout 2).
 - e. Slide the PD retard roller assembly (callout 2) in the direction of the arrow to remove.

Figure 8-2578 Remove PD retard roller assembly



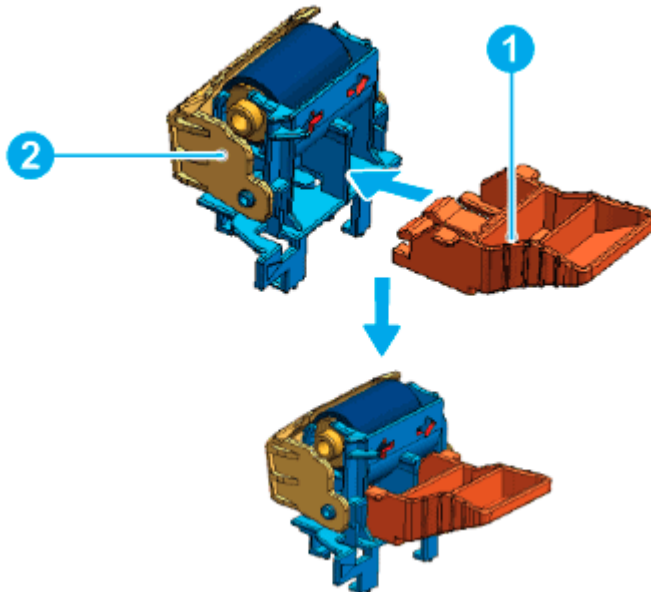
Continue to reverse the removal steps to finish installing the assembly

Also use the following **special installation instructions for the PD retard roller assembly**.

When using the retard roller replacement tool, follow the procedure below for assembly.

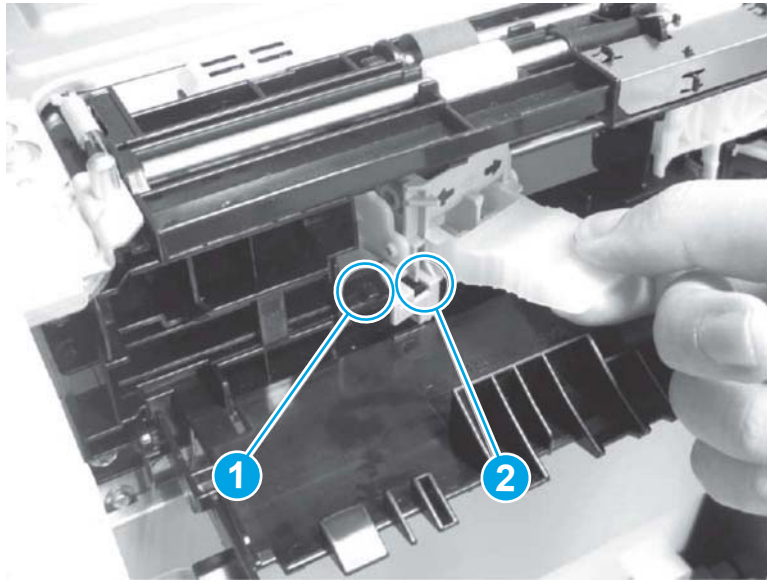
1. Insert the retard roller replacement tool (callout 1) in the PD retard roller assembly (callout 2).

Figure 8-2579 PD retard roller assembly hole



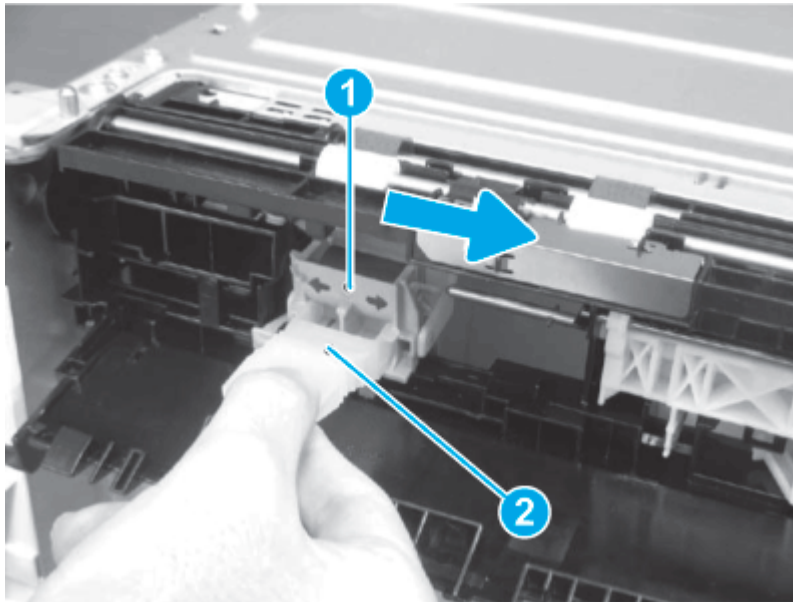
2. Insert the boss (callout 1) in the PD retard roller assembly hole (callout 2).

Figure 8-2580 Insert boss



3. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
4. Pull out the retard roller replacement tool (callout 2).

Figure 8-2581 Remove retard roller replacement tool




Removal and replacement: 1x550-sheet paper deck controller PCA

This document provides the procedures to remove and replace the 1x550-sheet paper deck controller PCA.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-198 Part information

Part number	Part description
RM2-8827-000CN	Paper deck controller PCB assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

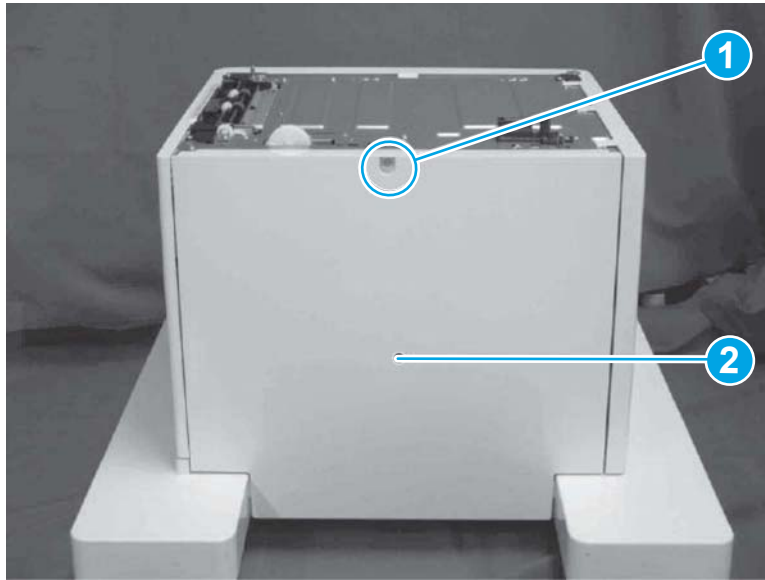
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2582 Remove rear cover



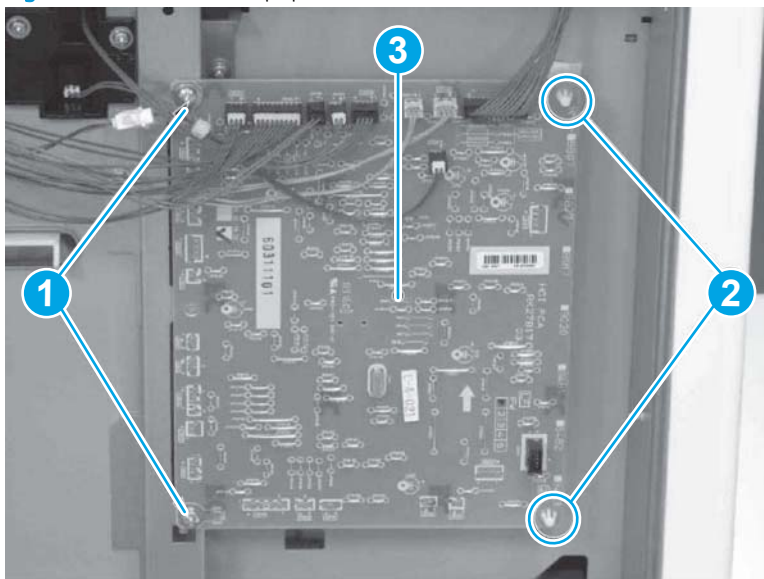
 **TIP:** Reverse the removal steps to install the assembly.

Remove the paper deck controller PCA

Follow these steps to remove the paper deck controller PCA.

1. Disconnect all the connectors on the paper deck controller PCA.
2. Remove two screws (callout 1).
3. Release two tabs (callout 2).
4. Remove the paper deck controller PCA (callout 3).

Figure 8-2583 Remove paper deck controller PCA



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck

Learn how to remove and replace the 3x550-sheet paper deck parts and assemblies.

Removal and replacement: 3x550-sheet paper deck rear cover

This document provides the procedures to remove and replace the 3x550-sheet paper deck rear cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-199 Part information

Part number	Part description
RC4-8954-000CN	Rear cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

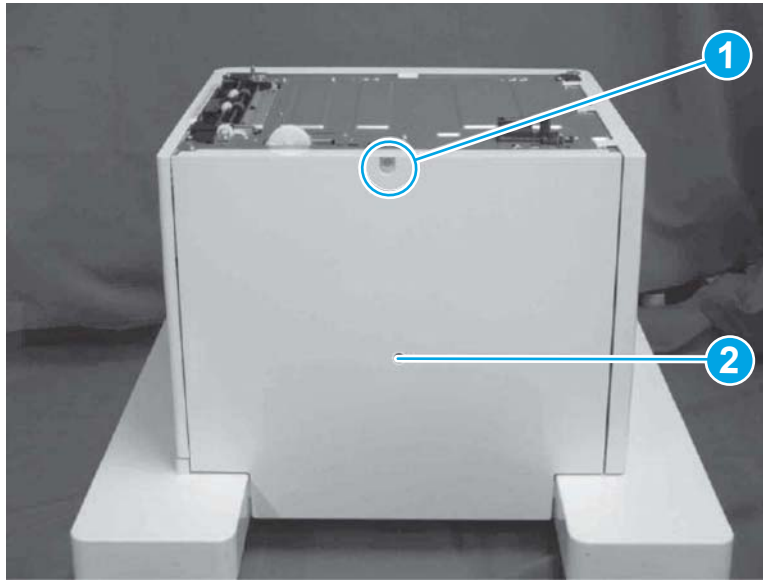
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2584 Remove rear cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck left cover

This document provides the procedures to remove and replace the 3x550-sheet paper deck left cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-200 Part information

Part number	Part description
RC4-8941-000CN	Left cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

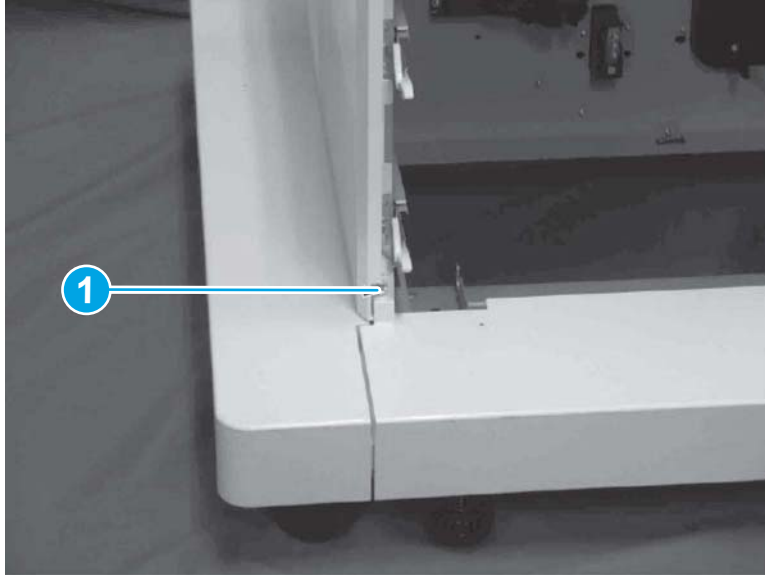
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

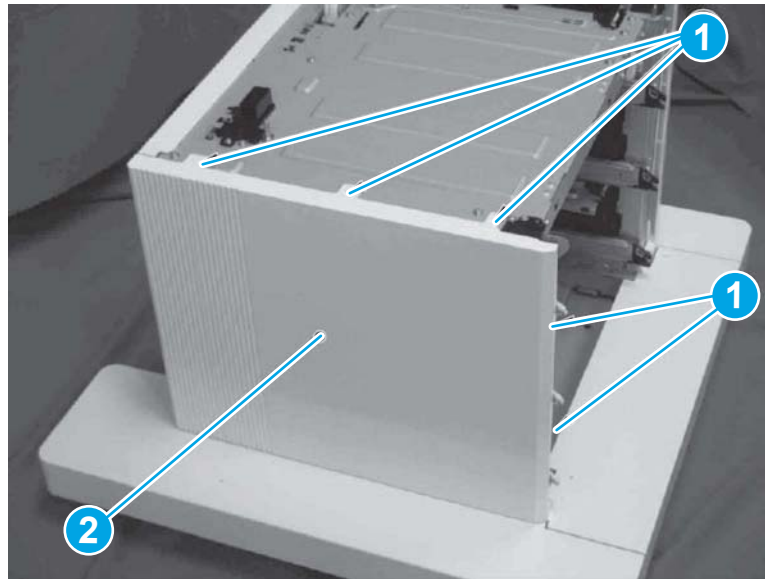
1. Remove one screw (callout 1).

Figure 8-2585 Remove screw



2. Release five tabs (callout 1).
3. Remove the left cover (callout 2).

Figure 8-2586 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck right door assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck right door assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-201 Part information

Part number	Part description
RM2-0939-000CN	Right door assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

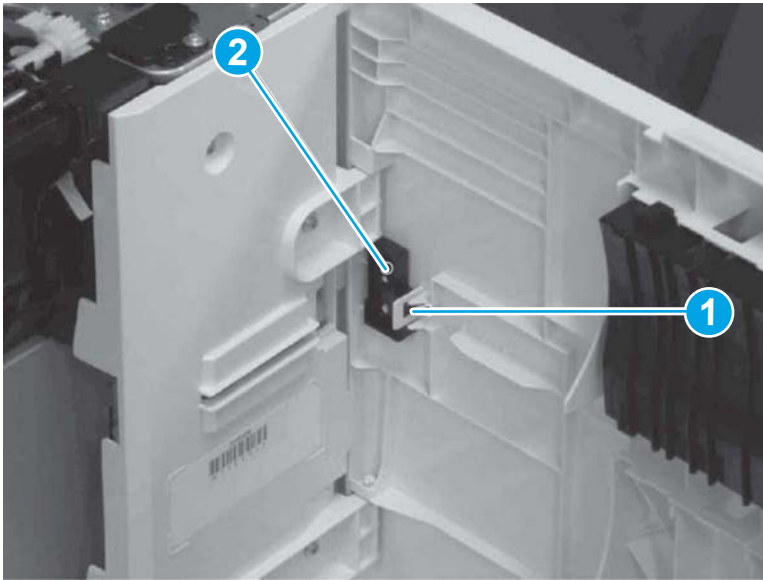
Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).

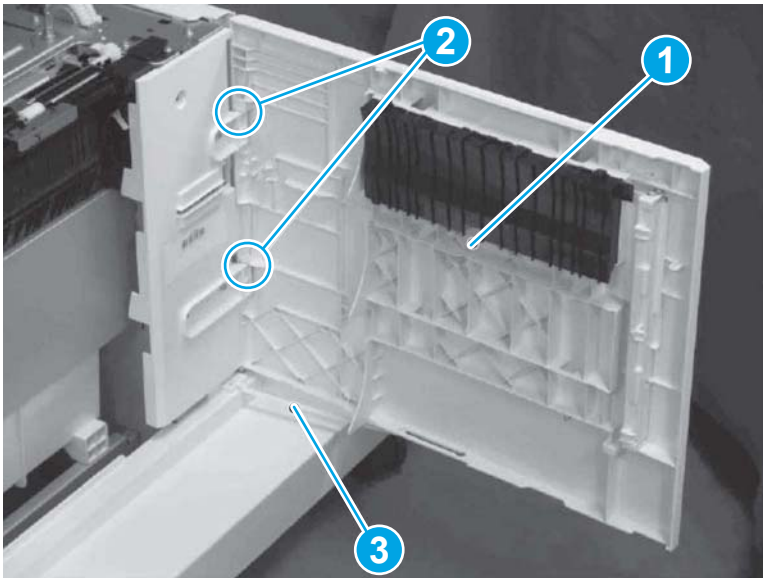
3. Remove the stopper (callout 2).


Figure 8-2587 Remove stopper



4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).
5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2588 Remove link arm




 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck front lower cover

This document provides the procedures to remove and replace the 3x550-sheet paper deck front lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-202 Part information

Part number	Part description
RC4-8946-000CN	Front bottom cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the front lower cover

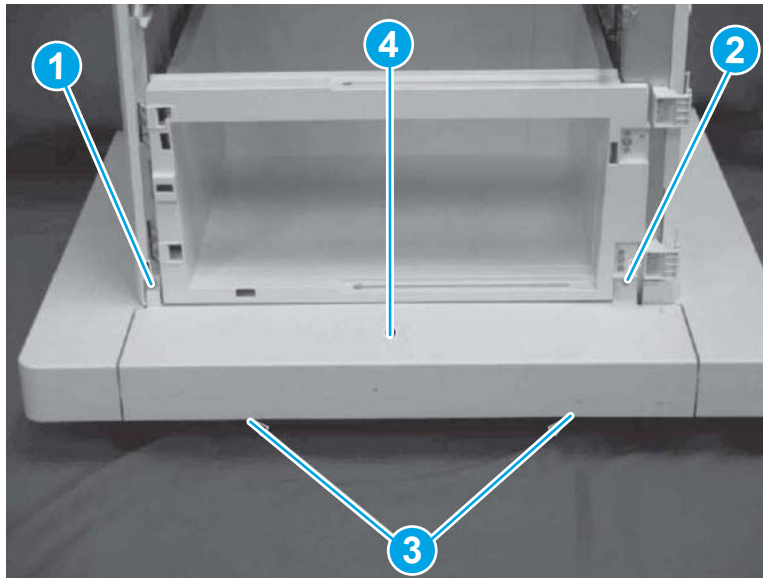
Follow these steps to remove the front lower cover.


1. Open the front door assembly.
2. Remove one M4 screw (callout 1).
3. Remove one M3 screw (callout 2).
4. Release two tabs (callout 3).

5. Lift straight up to remove the front lower cover (callout 4).

 **NOTE:** Avoid removing the front lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-2589 Remove the front lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck left lower cover

This document provides the procedures to remove and replace the 3x550-sheet paper deck left lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-203 Part information

Part number	Part description
RC4-8942-000CN	Left lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

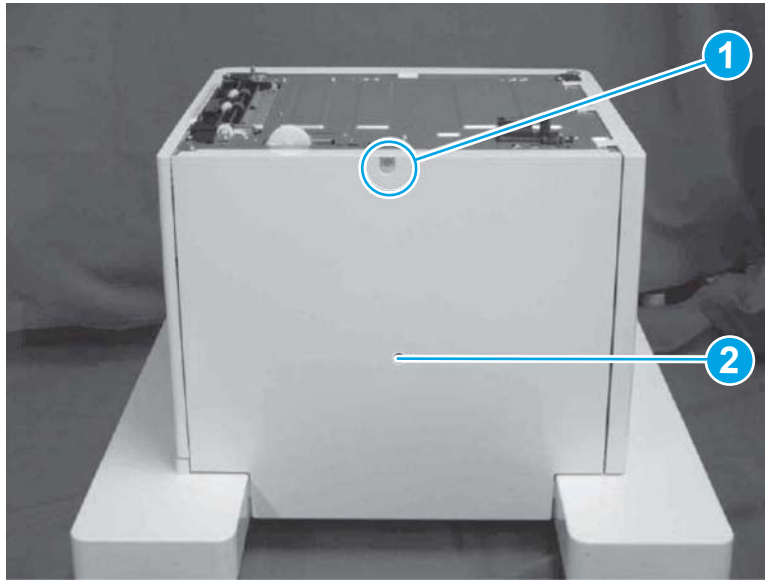
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2590 Remove rear cover



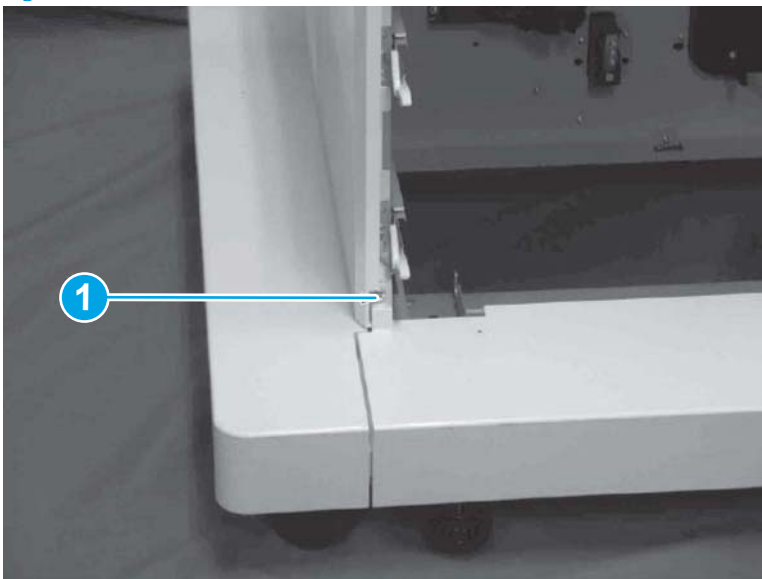
 **TIP:** Reverse the removal steps to install the assembly.

Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

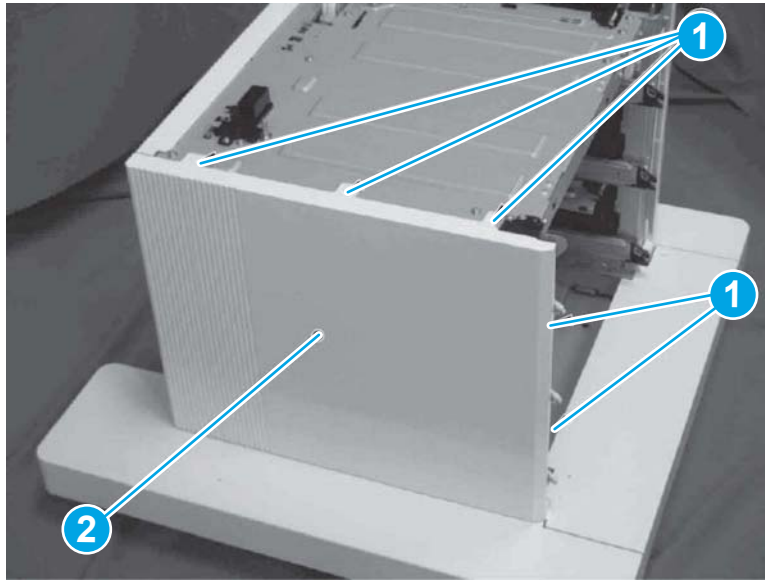
Figure 8-2591 Remove screw




2. Release five tabs (callout 1).

3. Remove the left cover (callout 2).

Figure 8-2592 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Remove front lower cover

Follow these steps to remove front lower cover.

1. Remove one M4 screw (callout 1).
2. Remove one M3 screw (callout 2).
3. Release two tabs (callout 3).

4. Lift straight up to remove the front lower cover (callout 4).


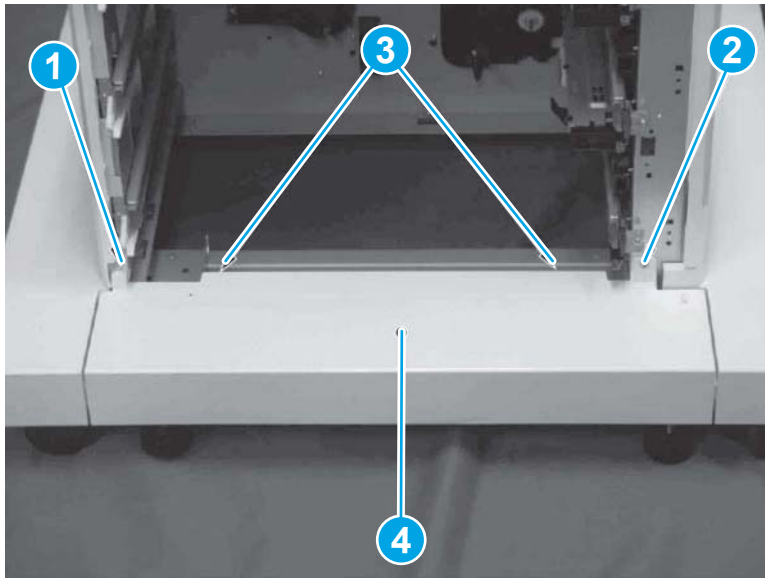
 **NOTE:** Avoid removing the front lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-2593 Remove two screw and release two tabs and remove the front lower cover



Remove the left lower cover

Follow these steps to remove the left lower cover.

1. Remove three screws (callout 1).
2. Release two bosses (callout 2).

3. Lift straight up to remove the left lower cover (callout 3).


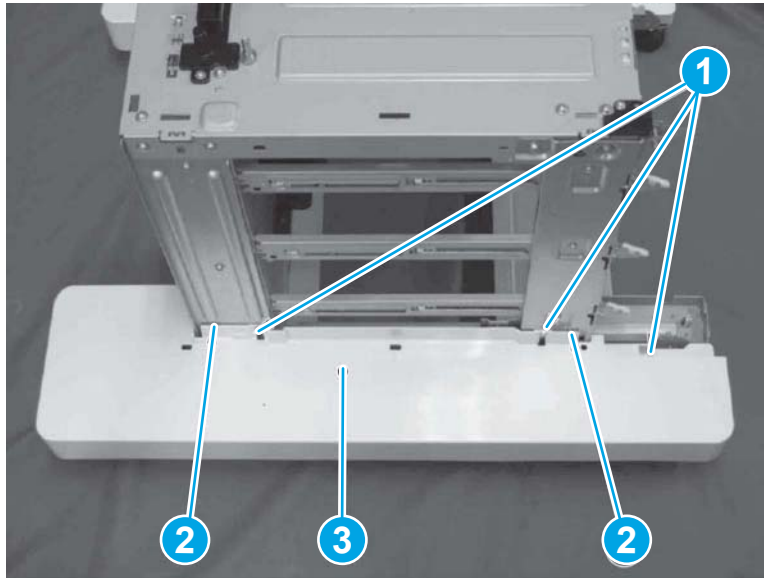

 **NOTE:** Avoid removing the left lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-2594 Remove the left lower cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck right lower cover

This document provides the procedures to remove and replace the 3x550-sheet paper deck right lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-204 Part information

Part number	Part description
RC4-8943-000CN	Right lower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

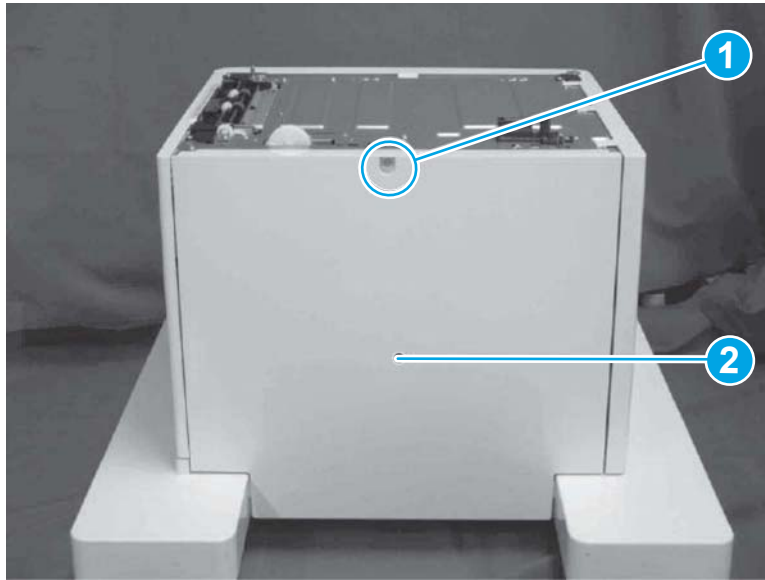
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2595 Remove rear cover



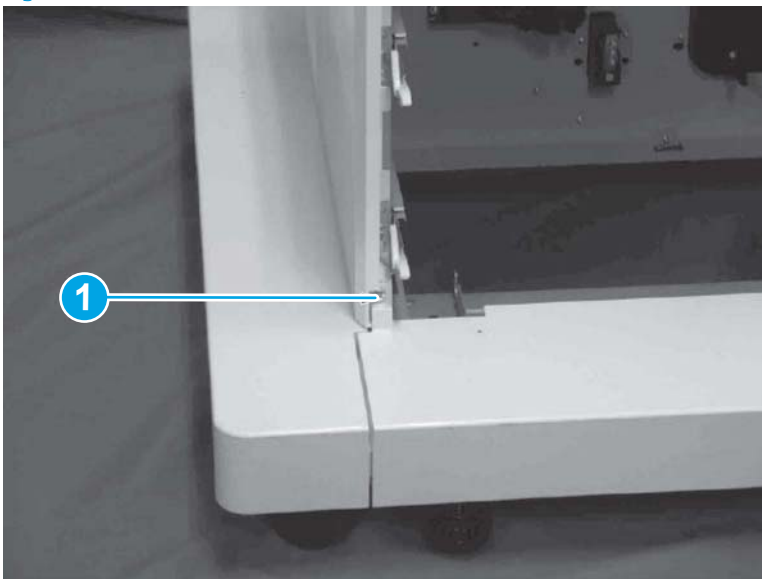
 **TIP:** Reverse the removal steps to install the assembly.

Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

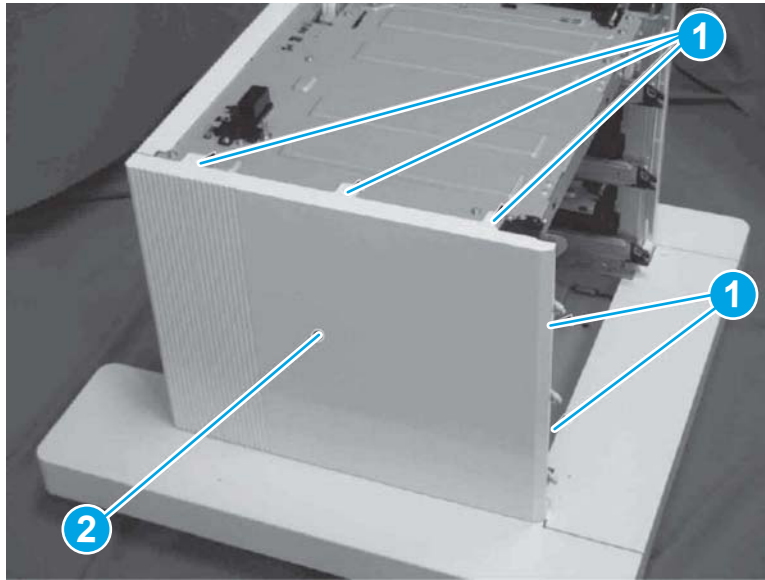
Figure 8-2596 Remove screw




2. Release five tabs (callout 1).

3. Remove the left cover (callout 2).

Figure 8-2597 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Remove front lower cover

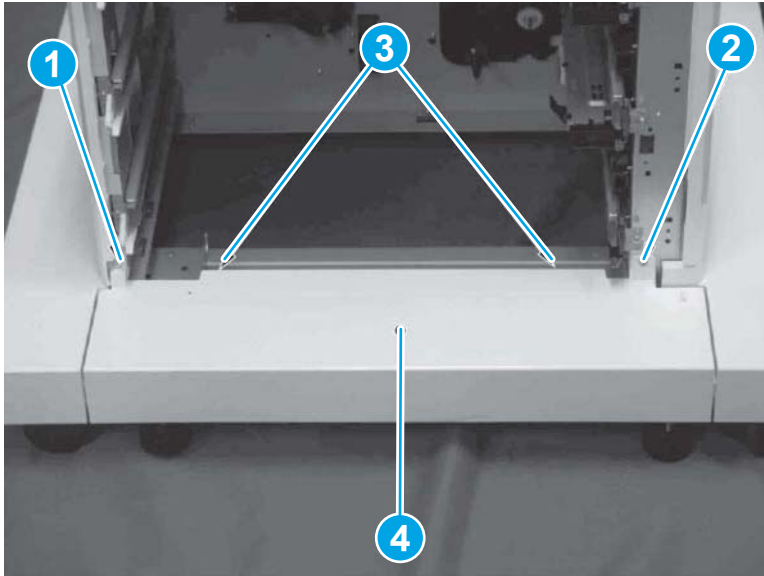
Follow these steps to remove front lower cover.

1. Remove one M4 screw (callout 1).
2. Remove one M3 screw (callout 2).
3. Release two tabs (callout 3).

4. Lift straight up to remove the front lower cover (callout 4).

 **NOTE:** Avoid removing the front lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-2598 Remove two screws and release two tabs and remove the front lower cover

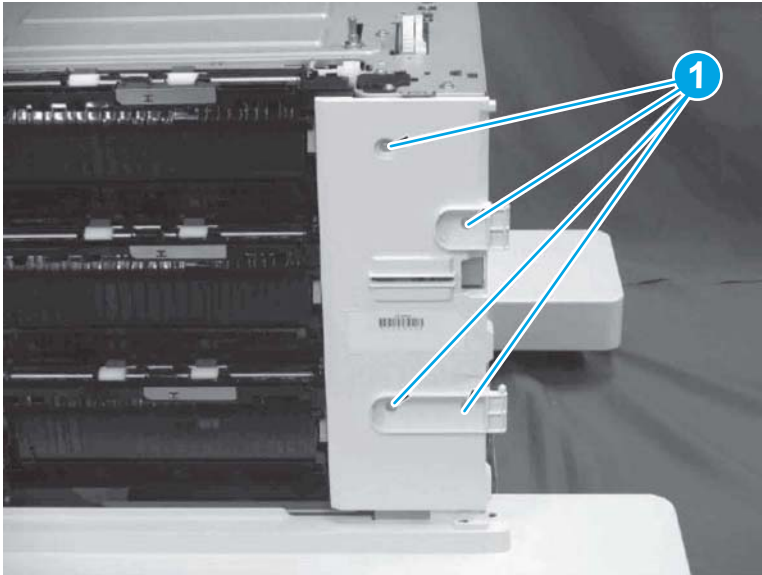


Remove right lower cover

Follow these steps to remove right lower cover.

1. Remove four screws (callout 1).

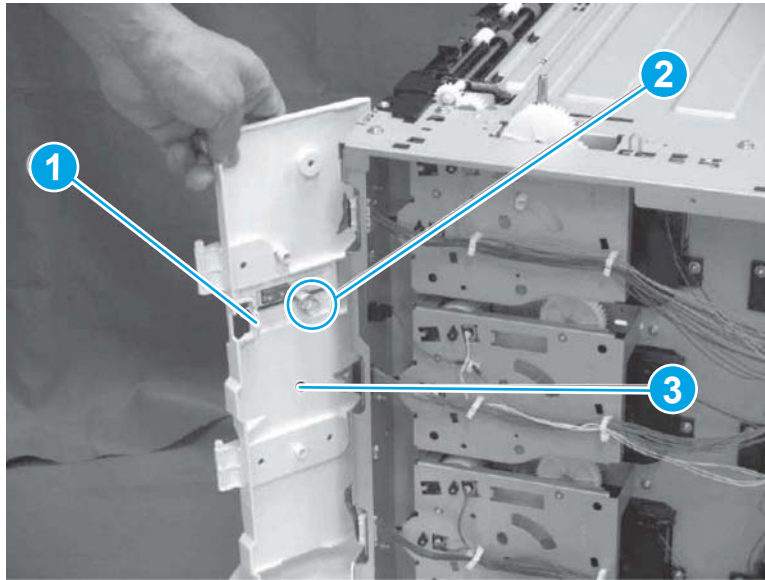
Figure 8-2599 Remove screws



2. Release one tab (callout 1).

3. Unhook one spring (callout 2) and remove the cover (callout 3) together.

Figure 8-2600 Remove cover



4. Remove three screws (callout 1).
5. Release two bosses (callout 2).
6. Lift straight up to remove the right lower cover (callout 2).


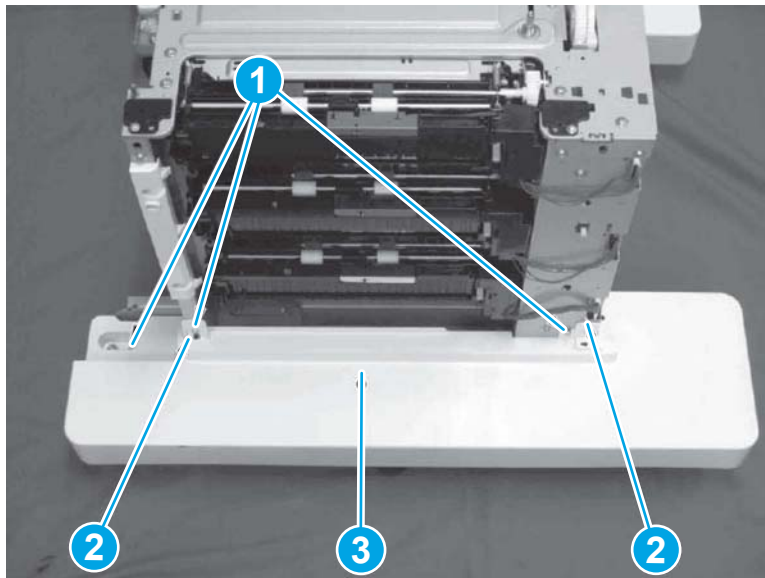

 **NOTE:** Avoid removing the right lower cover at an angle as the ribs under the cover might cause difficulty in the removal.

Figure 8-2601 Remove right lower cover



7. Remove three screws (callout 1).
8. Release two bosses (callout 2).

 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 1, 2, and 3 pickup assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette pickup assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-205 Part information

Part number	Part description
RM2-0892-000CN	Paper pick-up assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

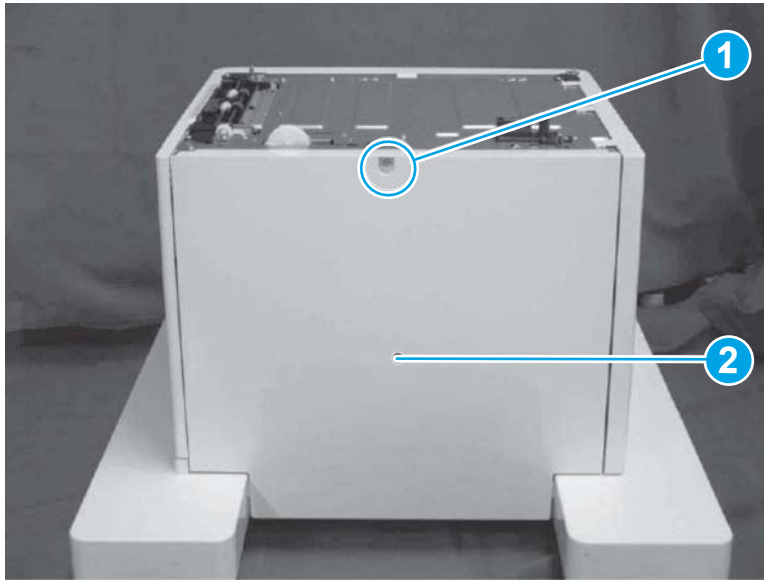
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2602 Remove rear cover



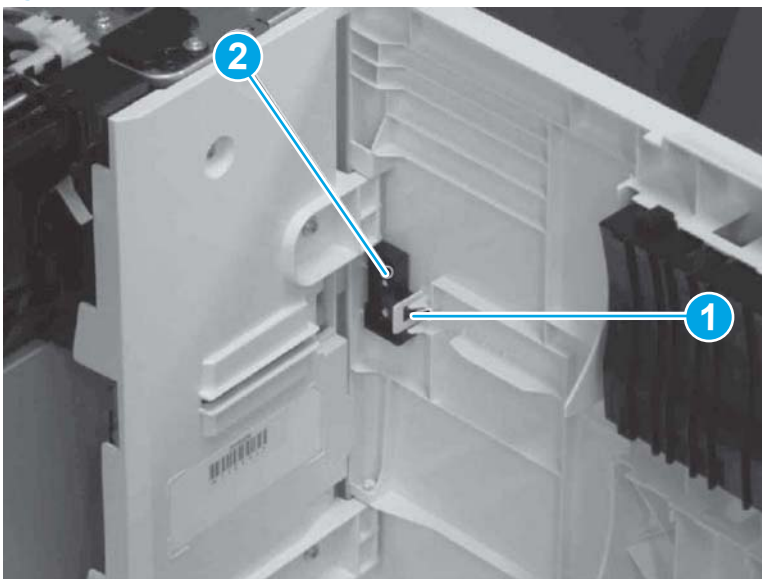
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

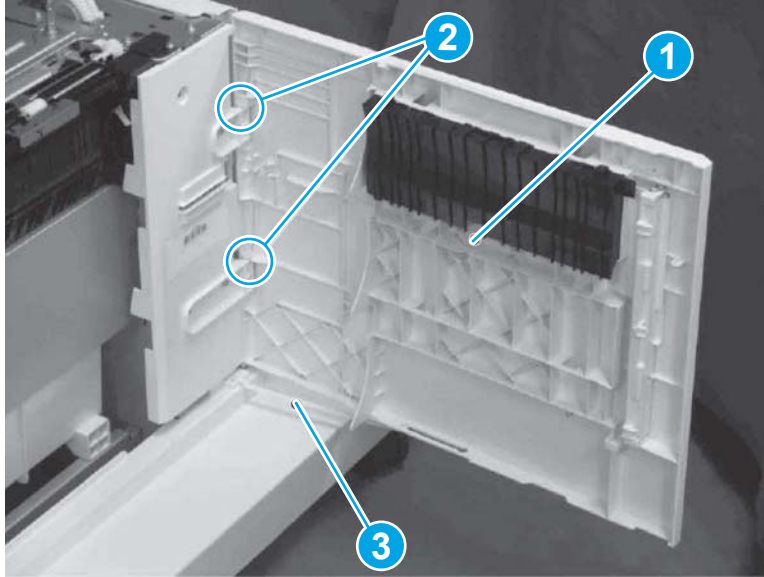
Figure 8-2603 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2604 Remove link arm



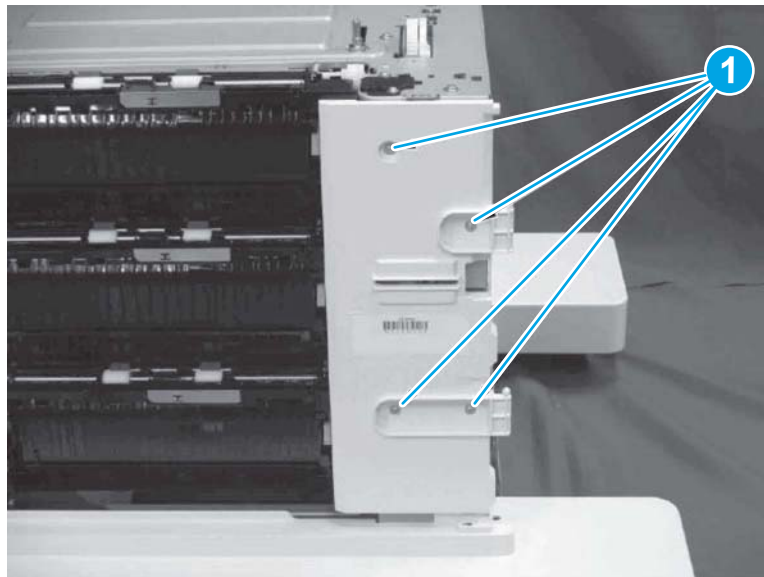
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 pickup assembly

Follow these steps to remove the cassette 2 pickup assembly.

1. Remove four screws (callout 1).

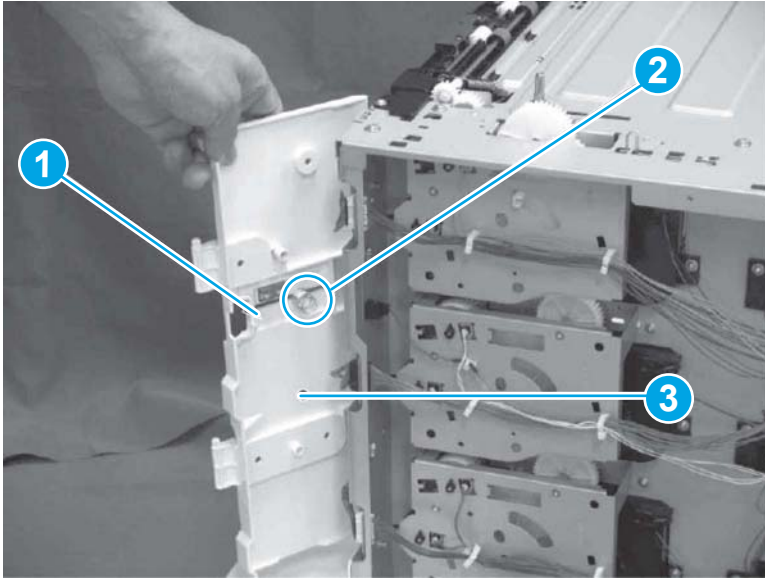
Figure 8-2605 Remove screws



2. Release one tab (callout 1).

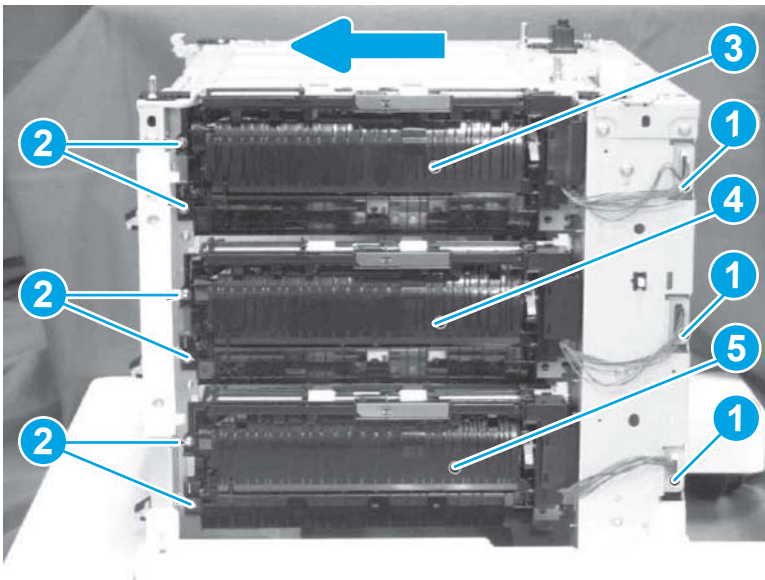
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.


Figure 8-2606 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette 1 pickup assembly (callout 3) in the direction of the arrow to remove. Slide the cassette 2 pickup assembly (callout 3) in the direction of the arrow to remove. Slide the cassette 3 pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-2607 Remove cassette pickup assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 1 drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 1 drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-206 Part information

Part number	Part description
RM2-0875-000CN	Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

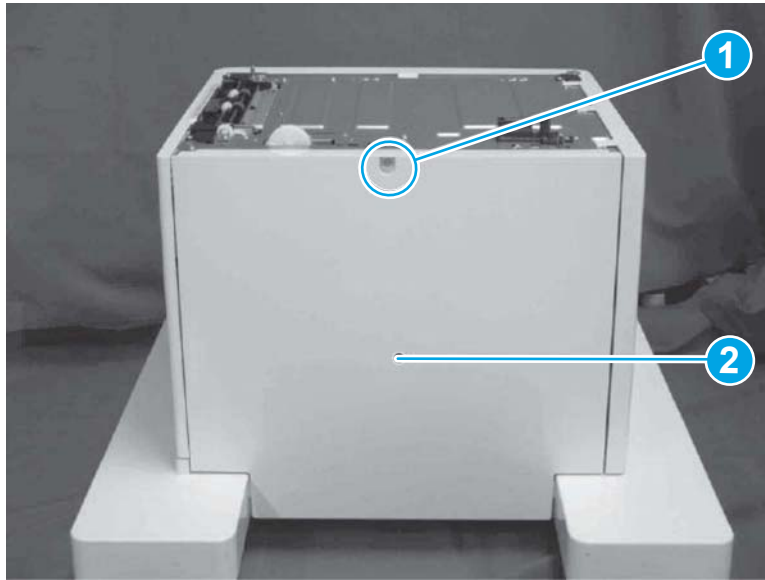
Follow these steps to remove the rear cover.

The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2608 Remove rear cover



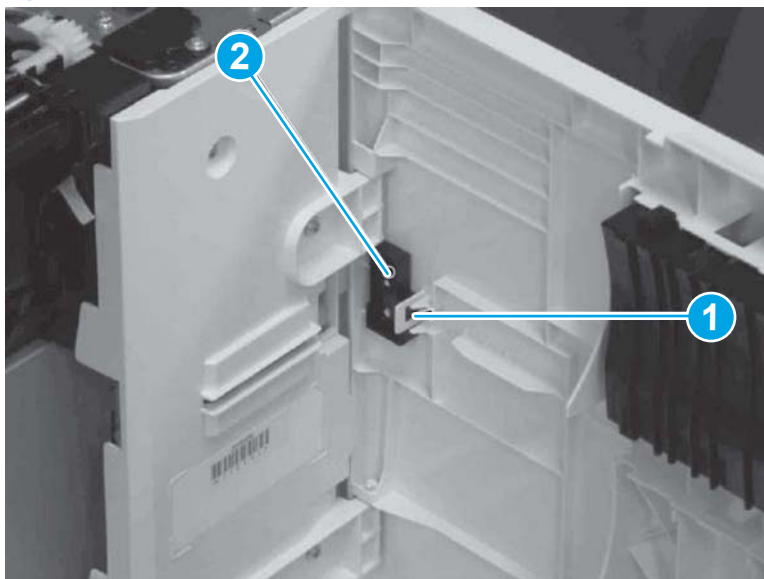
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

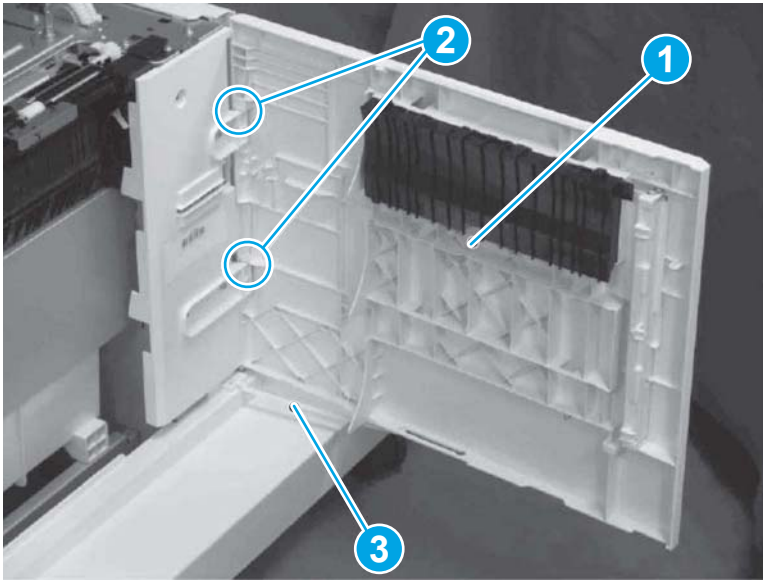
Figure 8-2609 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2610 Remove link arm



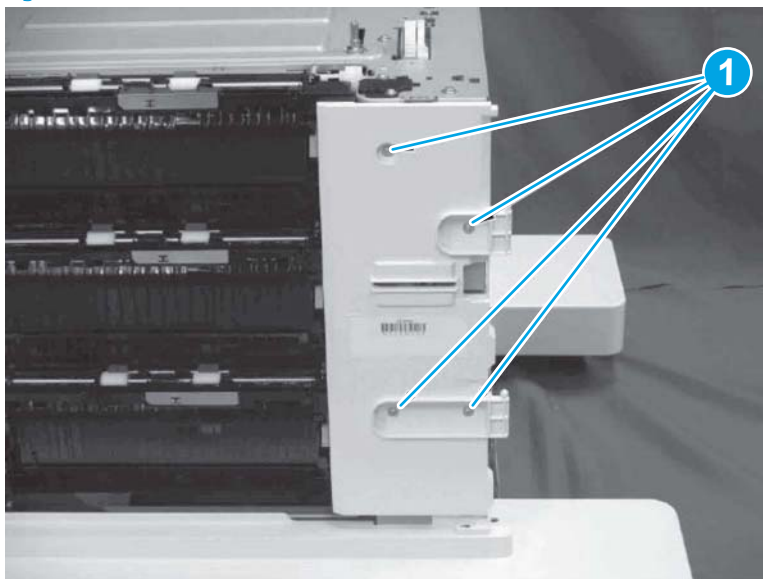
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 1 pickup assembly

Follow these steps to Remove the cassette 1 pickup assembly.

1. Remove four screws (callout 1).

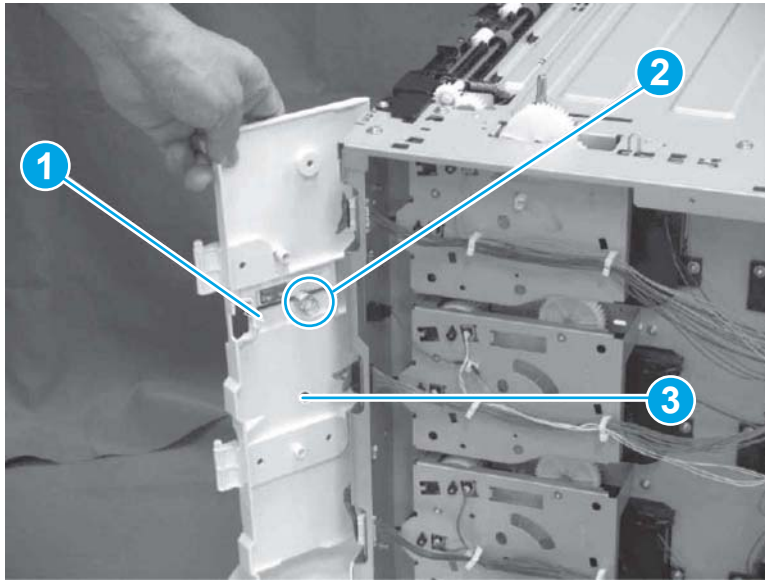
Figure 8-2611 Remove screws



2. Release one tab (callout 1).

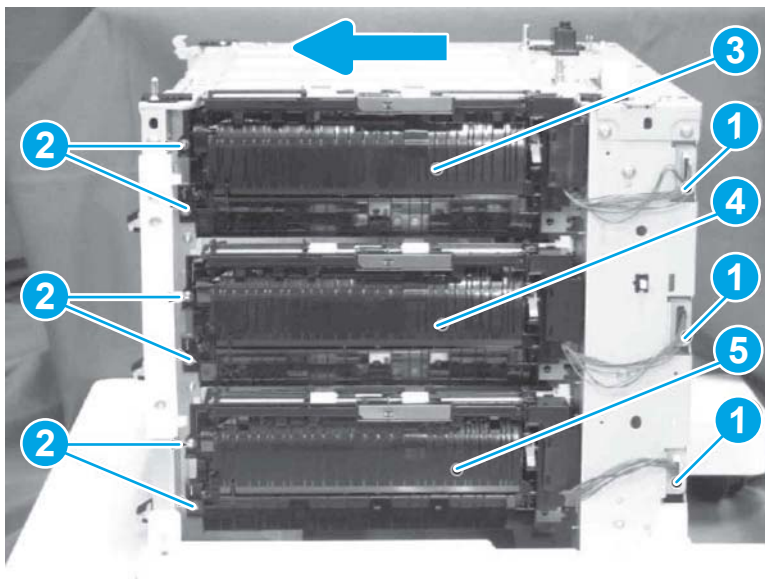
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.


Figure 8-2612 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette 1 pickup assembly (callout 3) in the direction of the arrow to remove.
Slide the cassette 2 pickup assembly (callout 3) in the direction of the arrow to remove.
Slide the cassette 3 pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-2613 Remove cassette pickup assembly



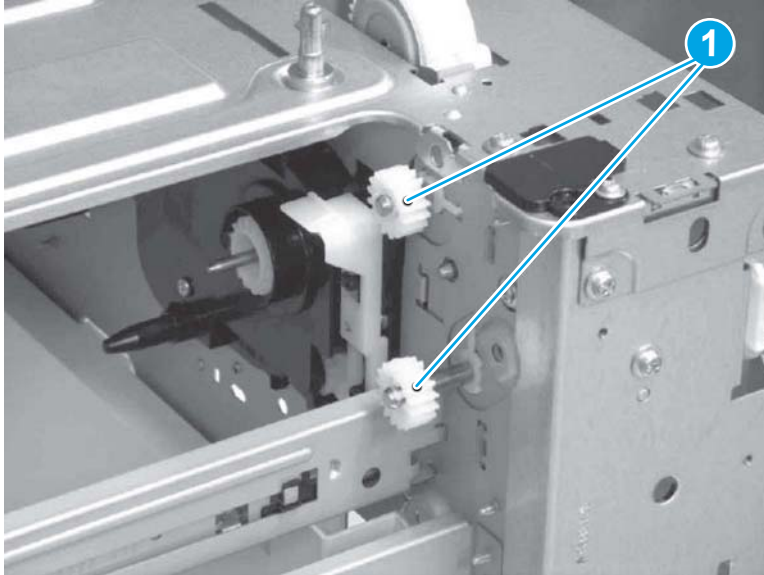
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette drive assembly

Follow these steps to remove the cassette drive assembly.

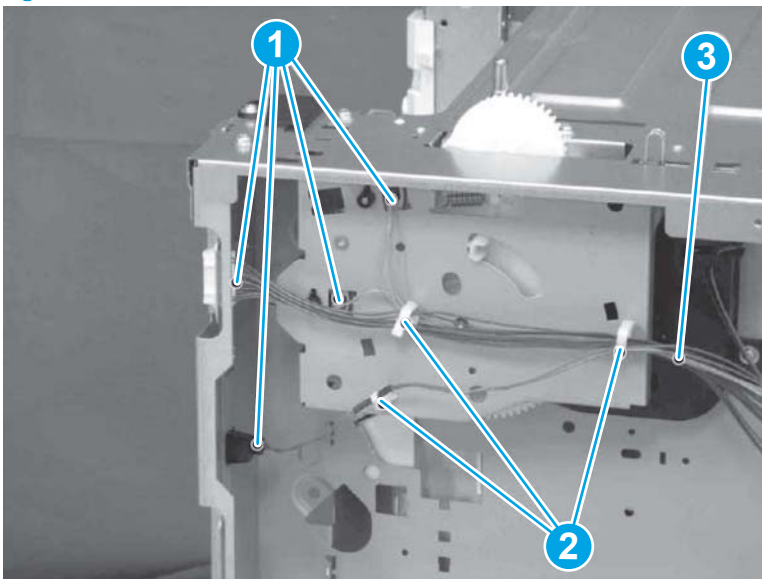
1. Remove two gears (callout 1).

Figure 8-2614 Remove gears



2. Disconnect four connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

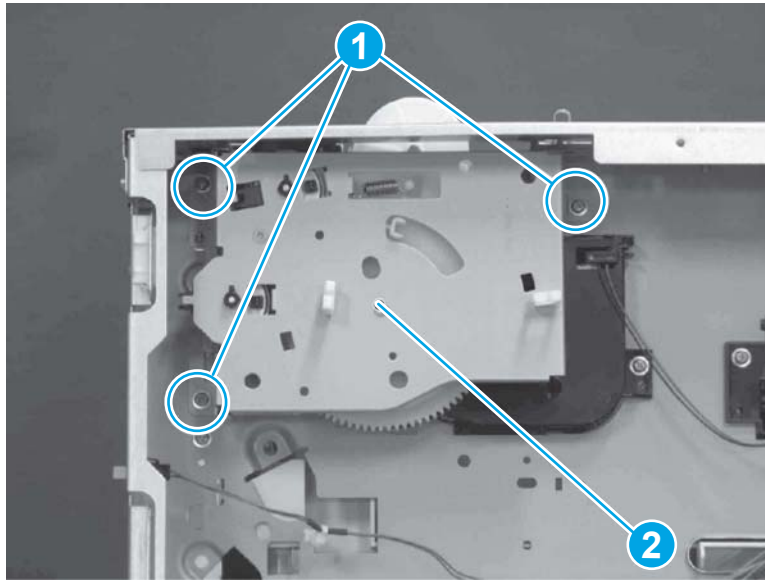
Figure 8-2615 Release cables




4. Remove three screws (callout 1).

5. Remove the cassette drive assembly (callout 2).

Figure 8-2616 Remove cassette drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 2 drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 2 drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-207 Part information

Part number	Part description
RM2-0875-000CN	Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

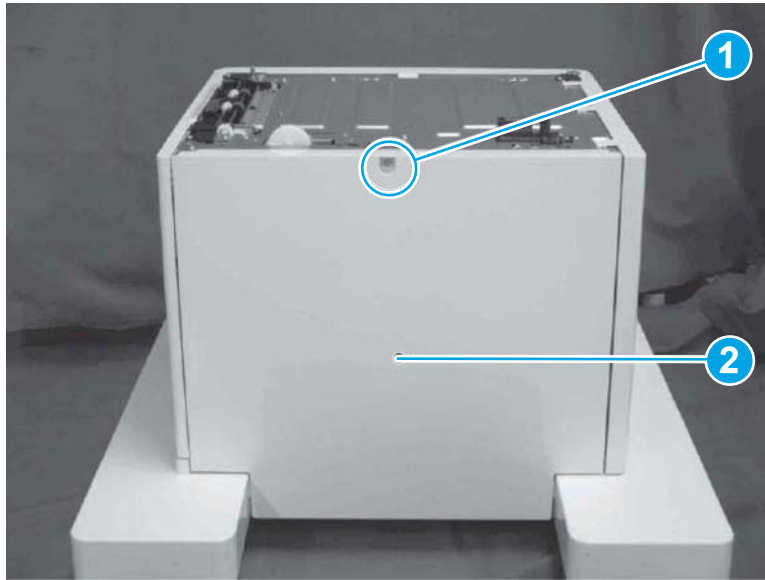
Follow these steps to remove the rear cover.

The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2617 Remove rear cover



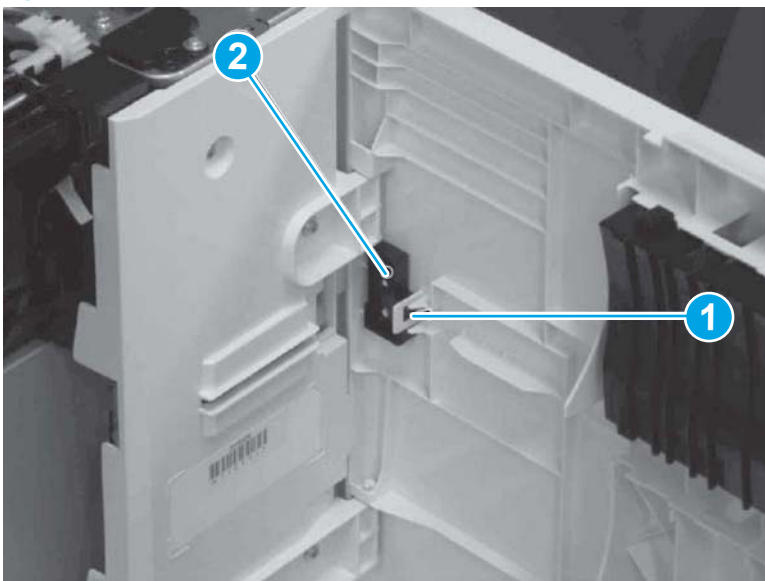
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

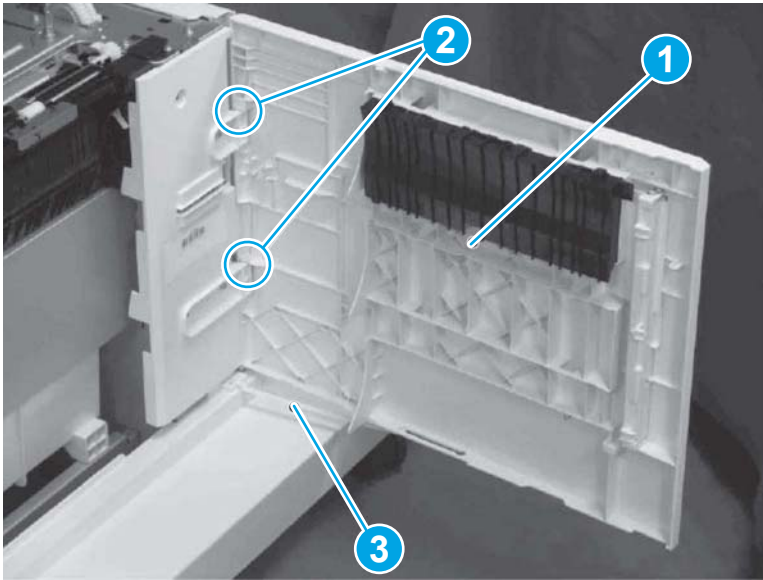
Figure 8-2618 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2619 Remove link arm



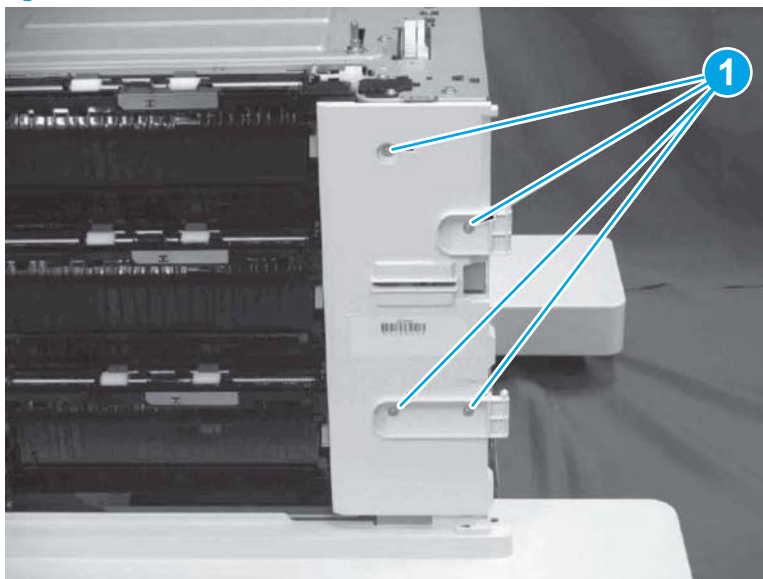
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 pickup assembly

Follow these steps to remove the cassette 2 pickup assembly.

1. Remove four screws (callout 1).

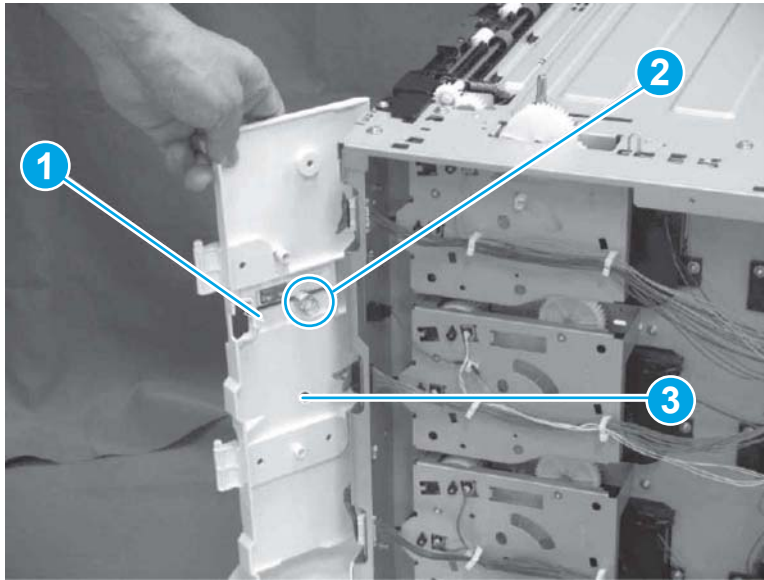
Figure 8-2620 Remove screws



2. Release one tab (callout 1).

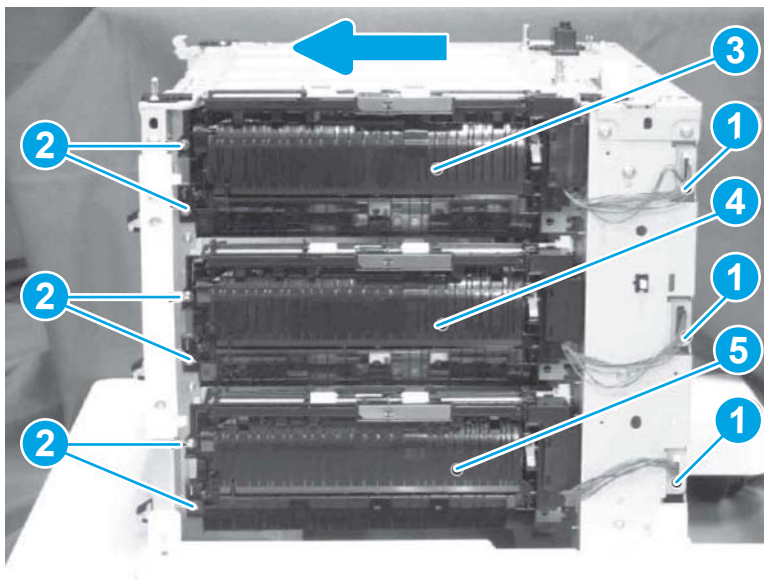
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.


Figure 8-2621 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette 1 pickup assembly (callout 3) in the direction of the arrow to remove.
Slide the cassette 2 pickup assembly (callout 3) in the direction of the arrow to remove.
Slide the cassette 3 pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-2622 Remove cassette pickup assembly



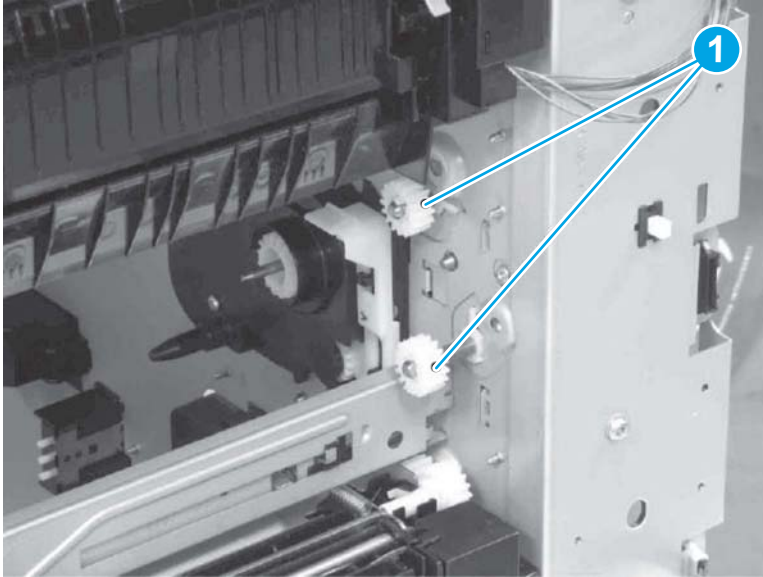
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 drive assembly

Follow these steps to remove the cassette 2 drive assembly.

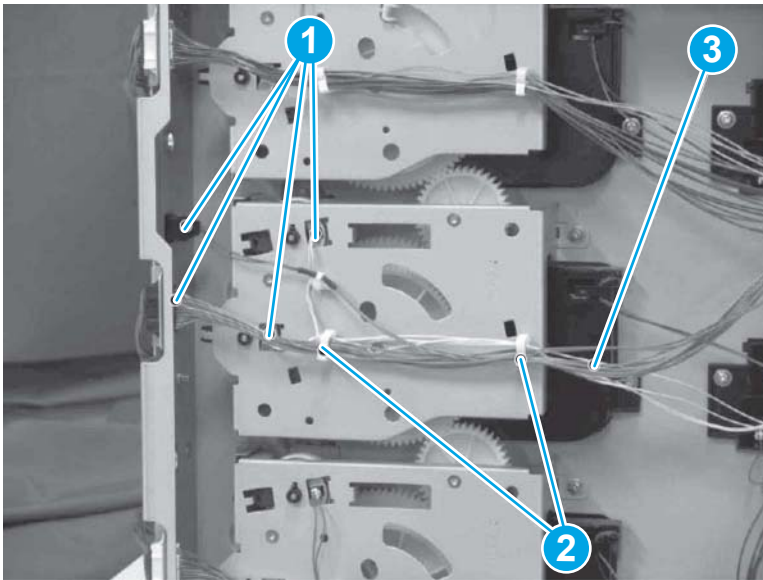
1. Remove two gears (callout 1).

Figure 8-2623 Remove gears



2. Disconnect four connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

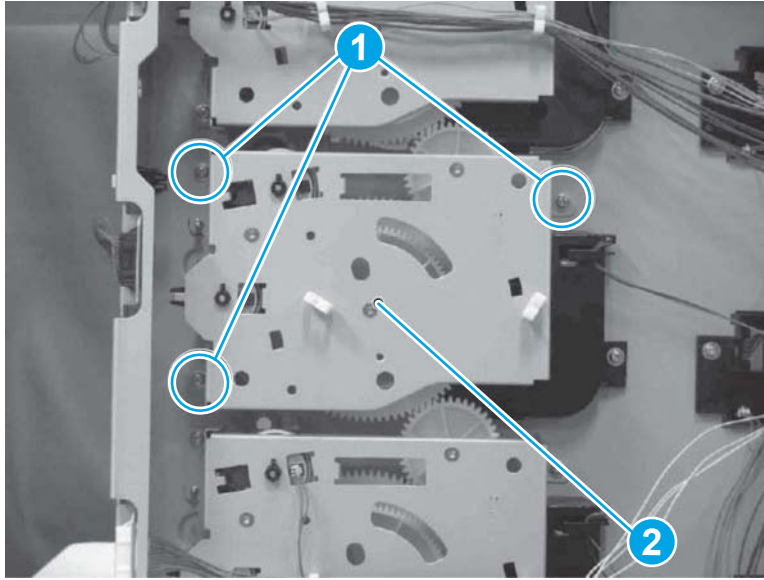
Figure 8-2624 Disconnect connectors and release cable




4. Remove three screws (callout 1).

5. Remove the cassette 2 drive assembly (callout 2).

Figure 8-2625 Remove cassette 2 drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 3 drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 3 drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-208 Part information

Part number	Part description
RM2-0875-000CN	Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

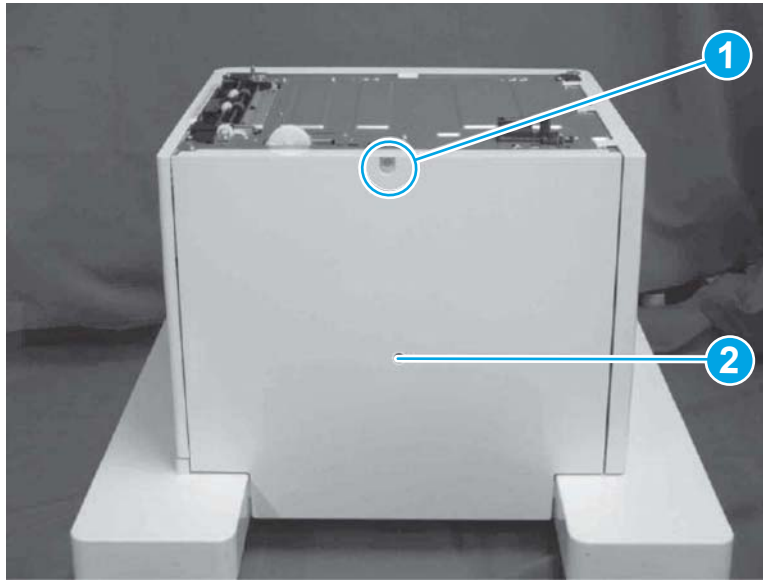
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2626 Remove rear cover



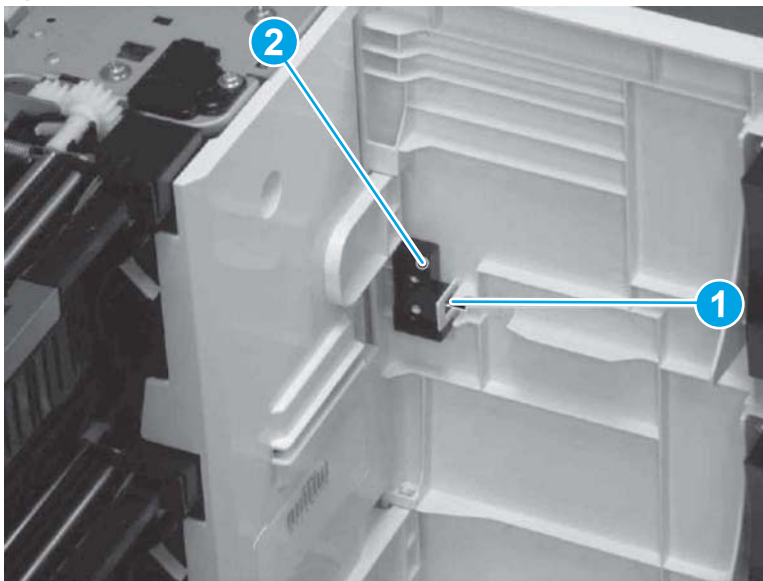
 **TIP:** Reverse the removal steps to install the assembly.

Remove right door assembly

Follow these steps to remove right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

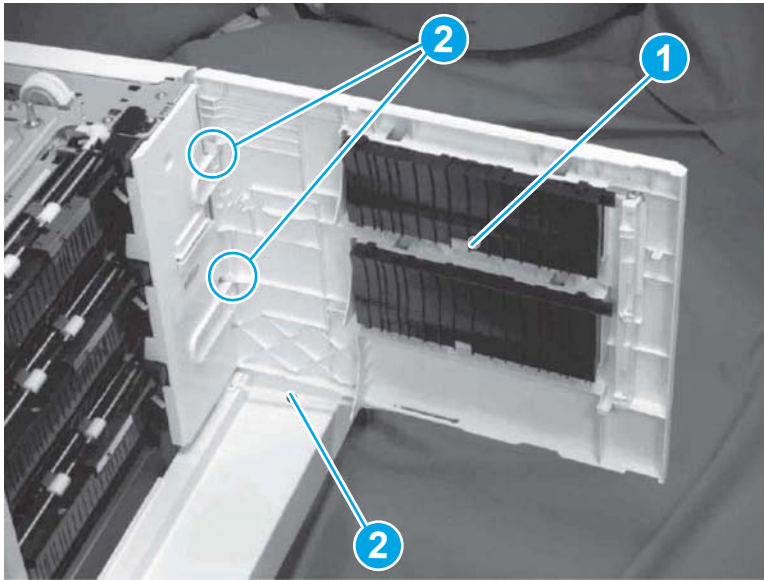
Figure 8-2627 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2628 Remove link arm



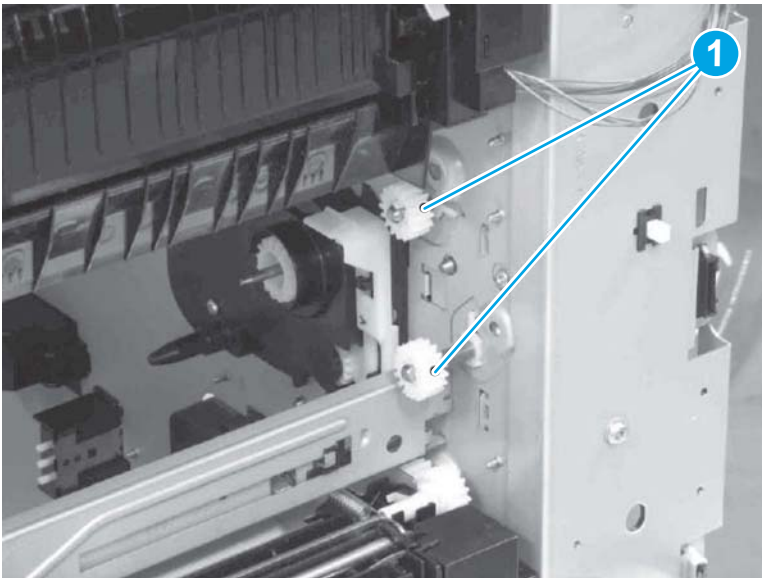
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 3 pickup assembly

Follow these steps to remove the cassette 3 pickup assembly.

1. Remove two gears (callout 1).

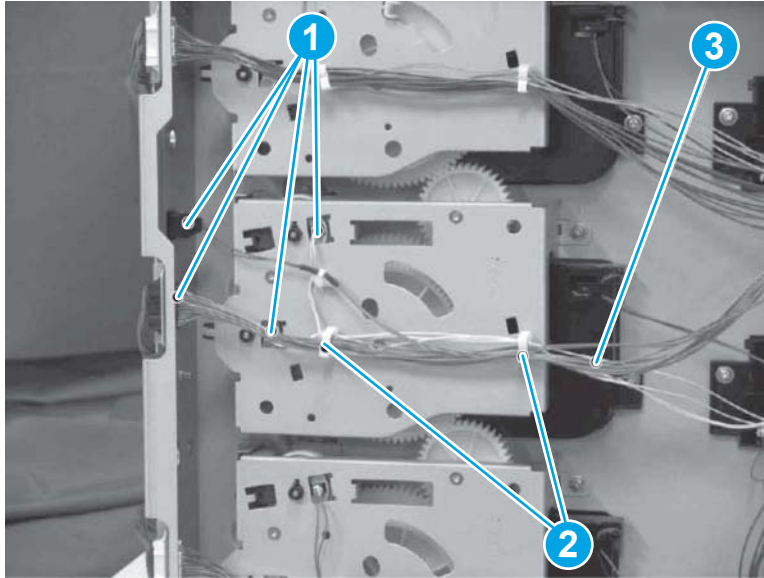
Figure 8-2629 Remove gears



2. Disconnect four connectors (callout 1).

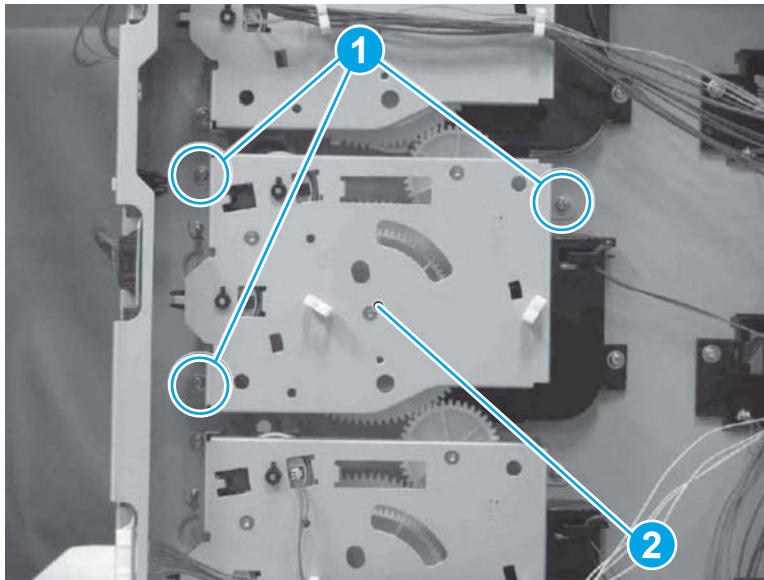
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-2630 Disconnect connectors and release cable



4. Remove three screws (callout 1).
5. Remove the cassette 2 drive assembly (callout 2).

Figure 8-2631 Remove cassette 2 drive assembly



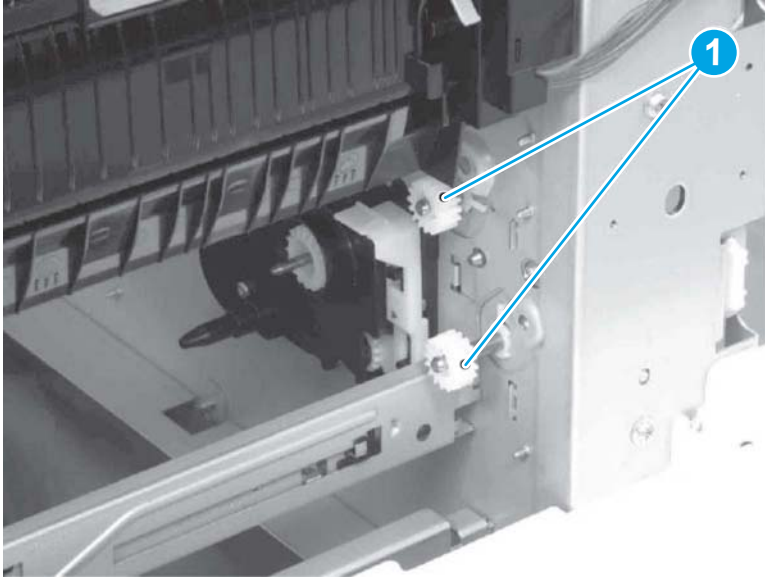
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 3 drive assembly

Follow these steps to remove the cassette 3 drive assembly.

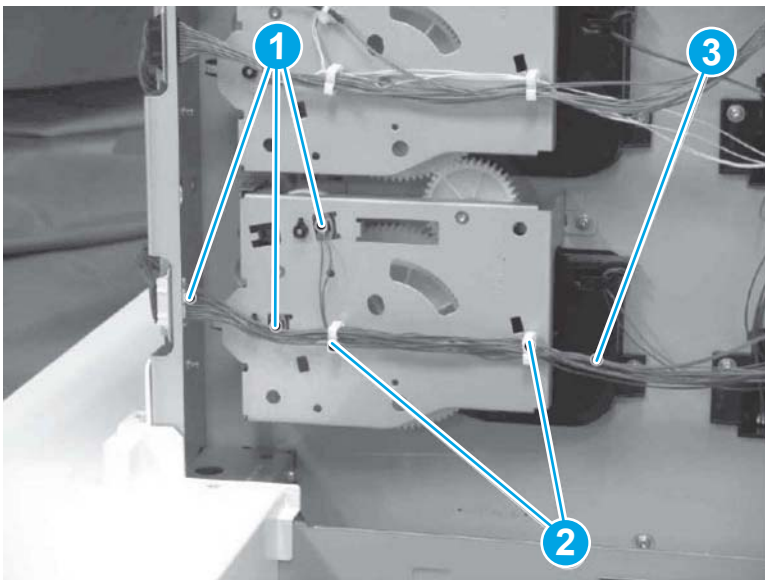
1. Remove two gears (callout 1).

Figure 8-2632 Remove gears



2. Disconnect three connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

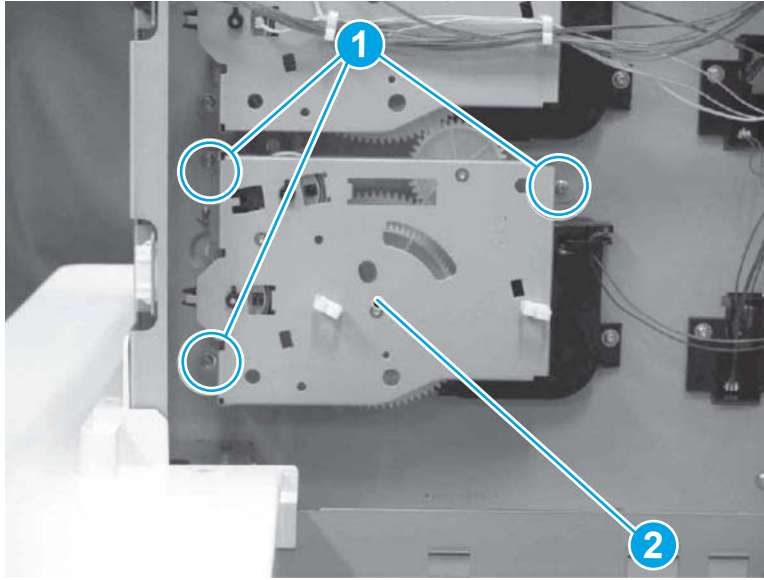
Figure 8-2633 Disconnect connectors and release cable




4. Remove three screws (callout 1).

5. Remove the cassette 3 drive assembly (callout 2).

Figure 8-2634 Remove cassette 3 drive assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 1 lifter drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 1 lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-209 Part information

Part number	Part description
RM2-0948-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

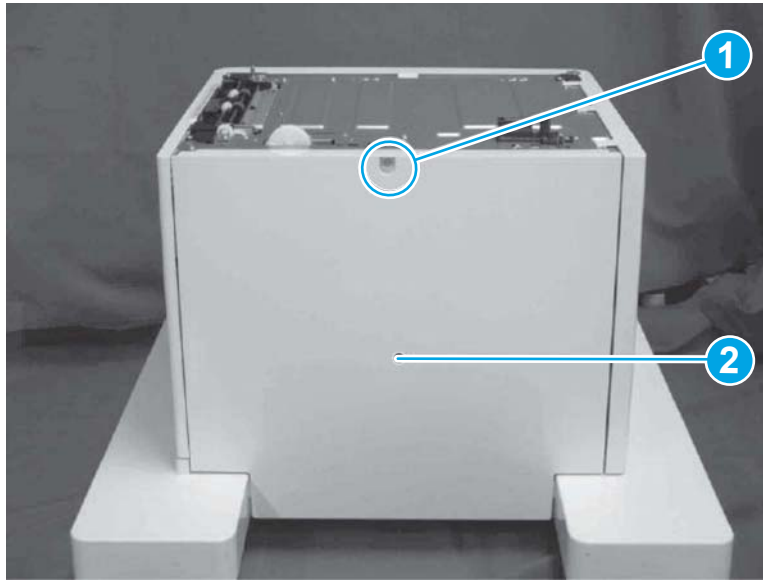
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2635 Remove rear cover



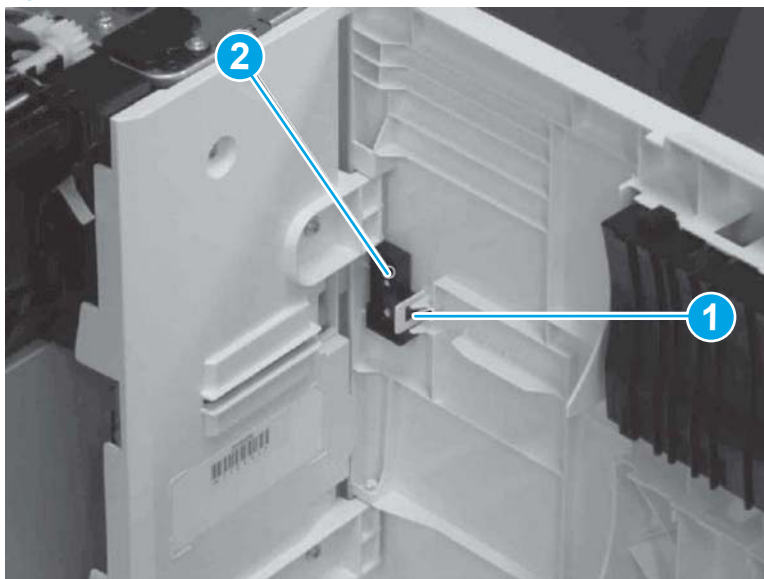
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

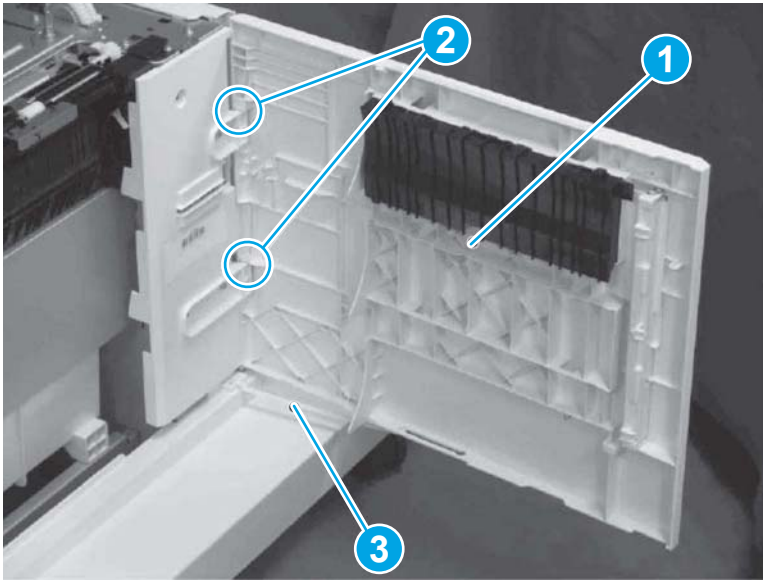
Figure 8-2636 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2637 Remove link arm



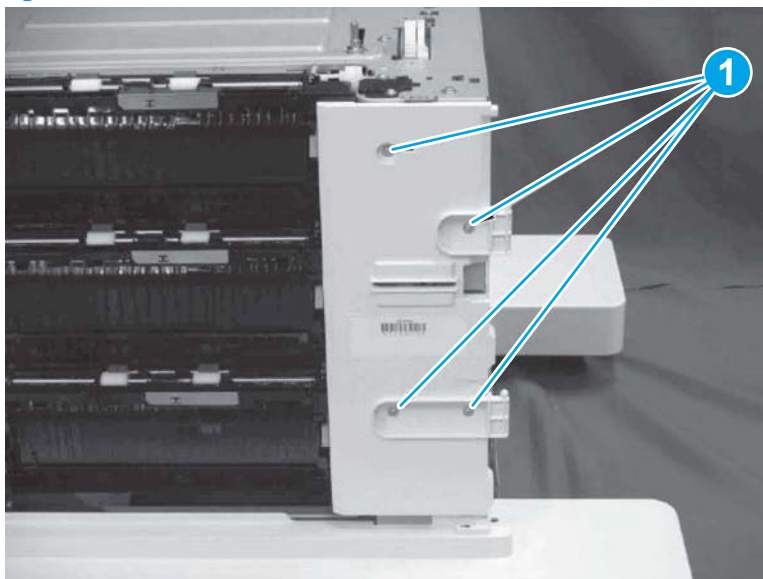
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 1 pickup assembly

Follow these steps to Remove the cassette 1 pickup assembly.

1. Remove four screws (callout 1).

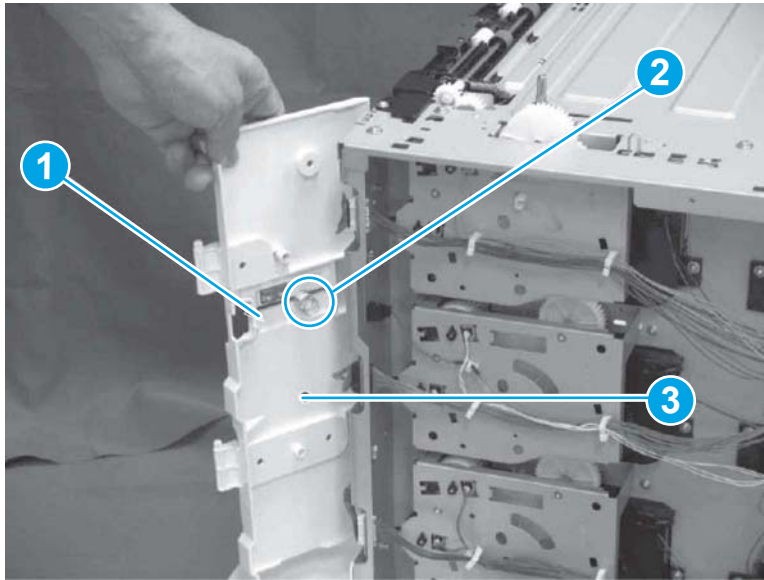
Figure 8-2638 Remove screws



2. Release one tab (callout 1).

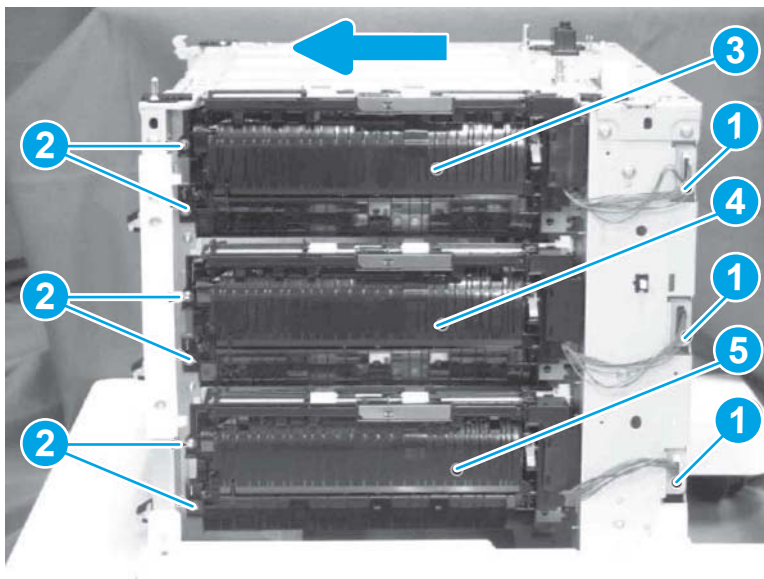
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.


Figure 8-2639 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette 1 pickup assembly (callout 3) in the direction of the arrow to remove.
Slide the cassette 2 pickup assembly (callout 3) in the direction of the arrow to remove.
Slide the cassette 3 pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-2640 Remove cassette pickup assembly



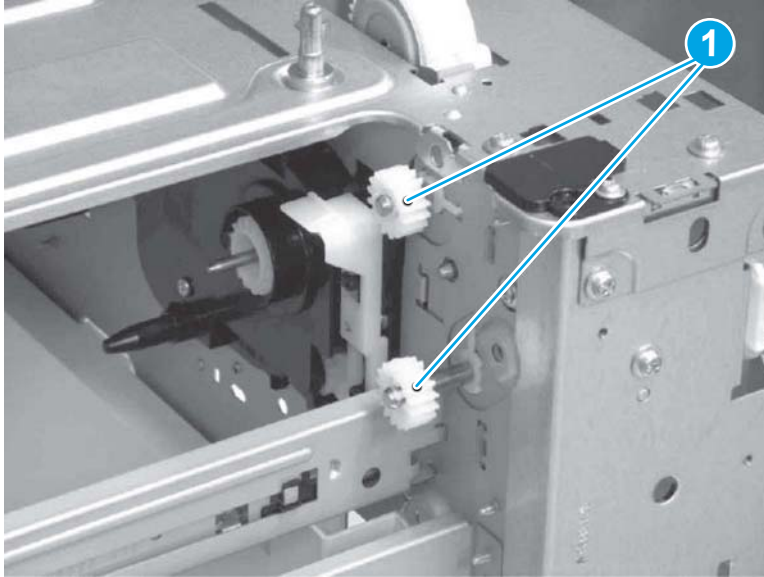
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette drive assembly

Follow these steps to remove the cassette drive assembly.

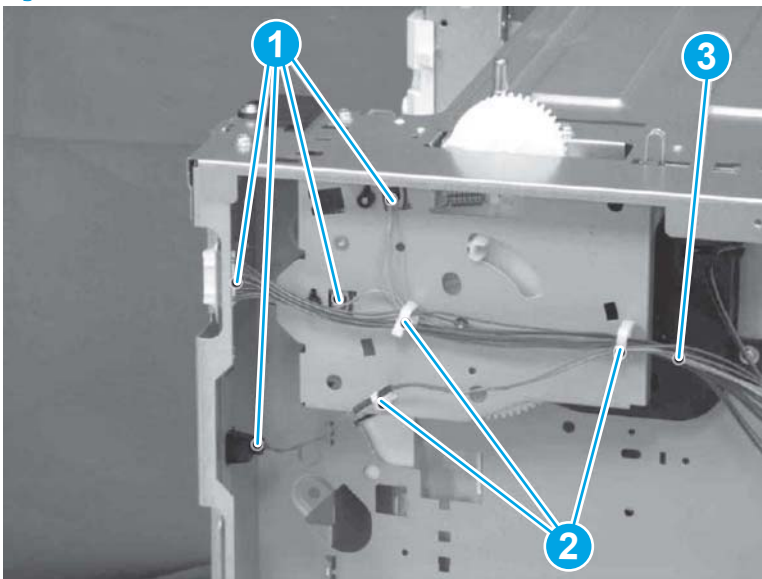
1. Remove two gears (callout 1).

Figure 8-2641 Remove gears



2. Disconnect four connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

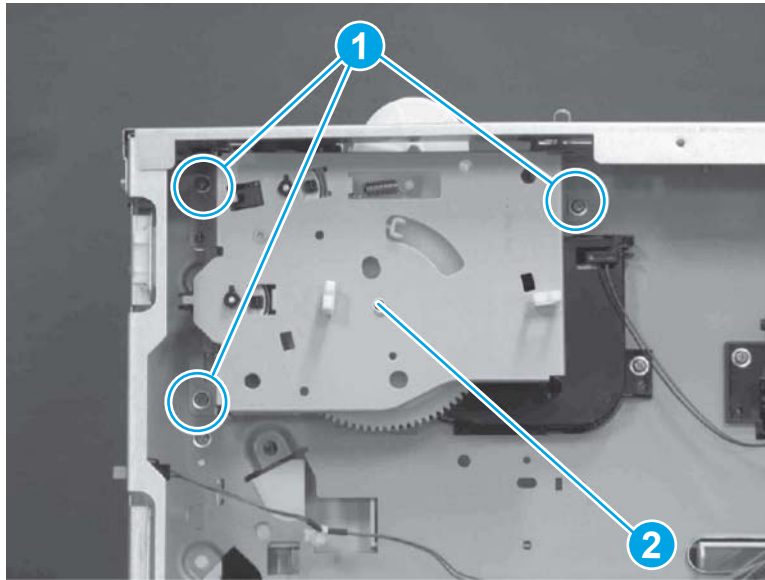
Figure 8-2642 Release cables




4. Remove three screws (callout 1).

5. Remove the cassette drive assembly (callout 2).

Figure 8-2643 Remove cassette drive assembly



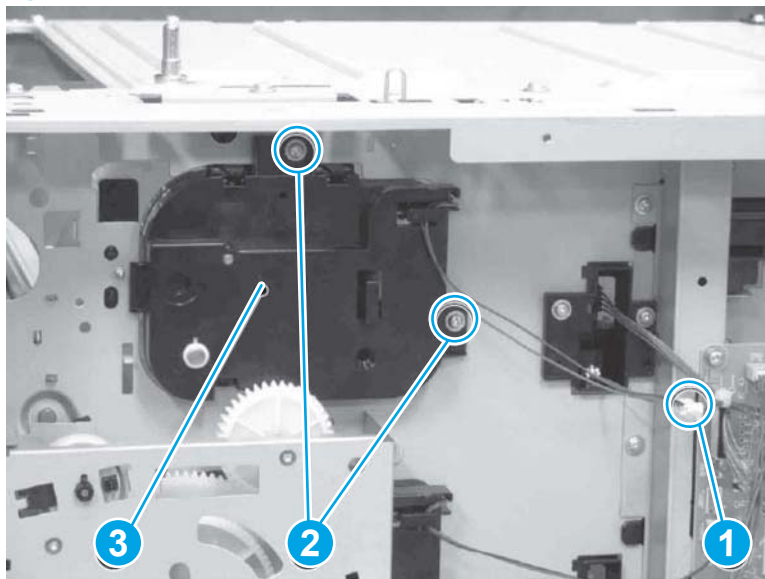
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette lifter drive assembly

Follow these steps to remove the cassette lifter drive assembly.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2).
3. Remove the cassette lifter drive assembly (callout 3).

Figure 8-2644 Remove cassette 1 lifter drive assembly



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: Cassette lifter drive assembly

- ▲ Make sure that the lever (callout 2) is in the correct position when installing the cassette 1 lifter drive assembly (callout 1).

Figure 8-2645 Correct lever position

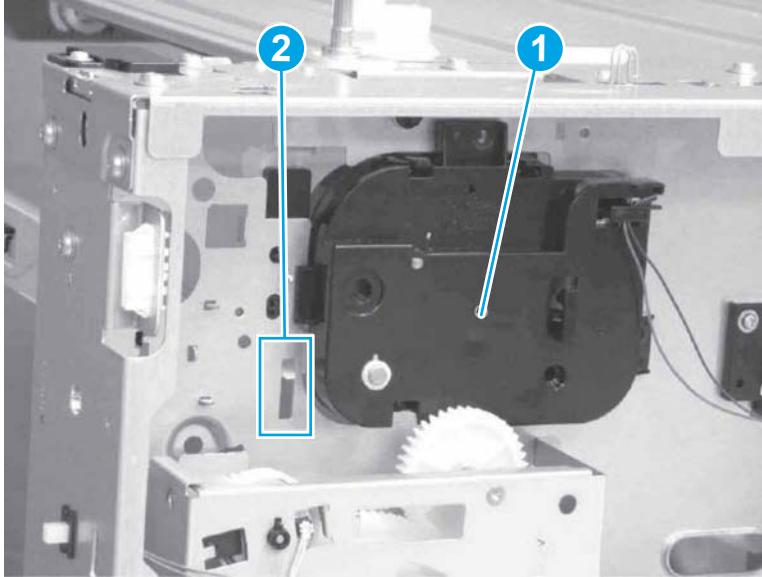
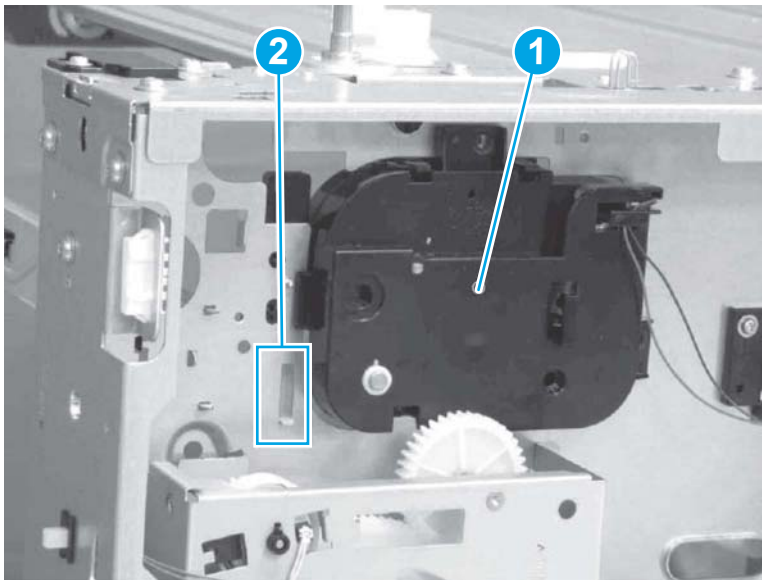


Figure 8-2646 Incorrect lever position



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 2 lifter drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 2 lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-210 Part information

Part number	Part description
RM2-0948-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

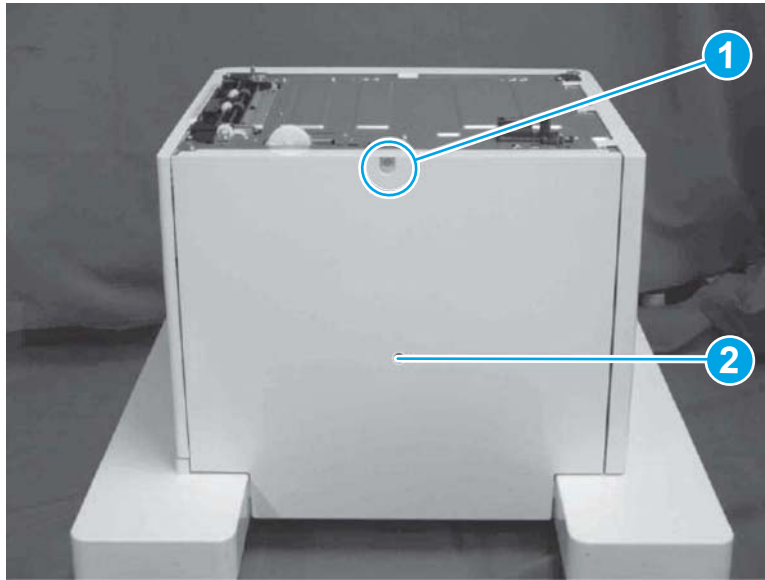
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2647 Remove rear cover



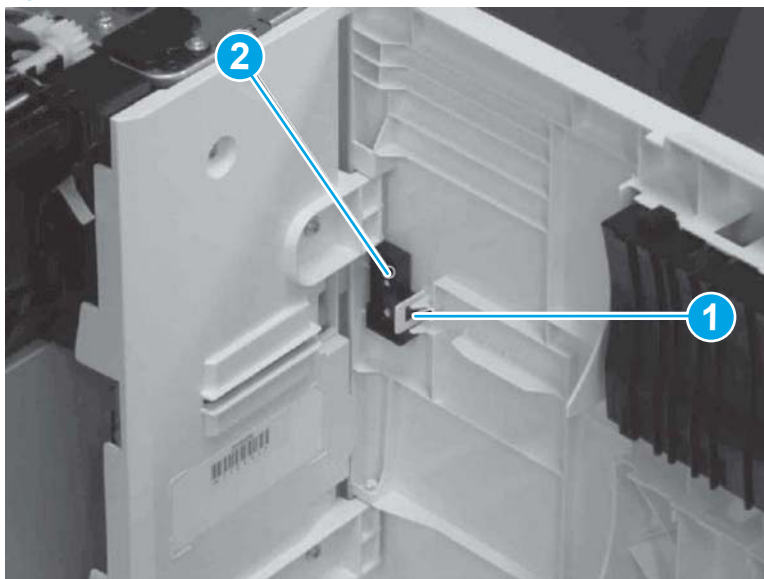
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

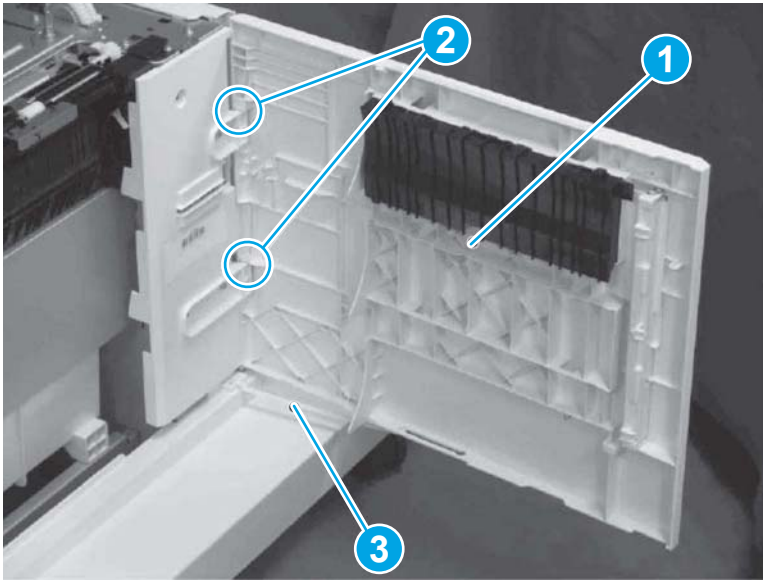
Figure 8-2648 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2649 Remove link arm



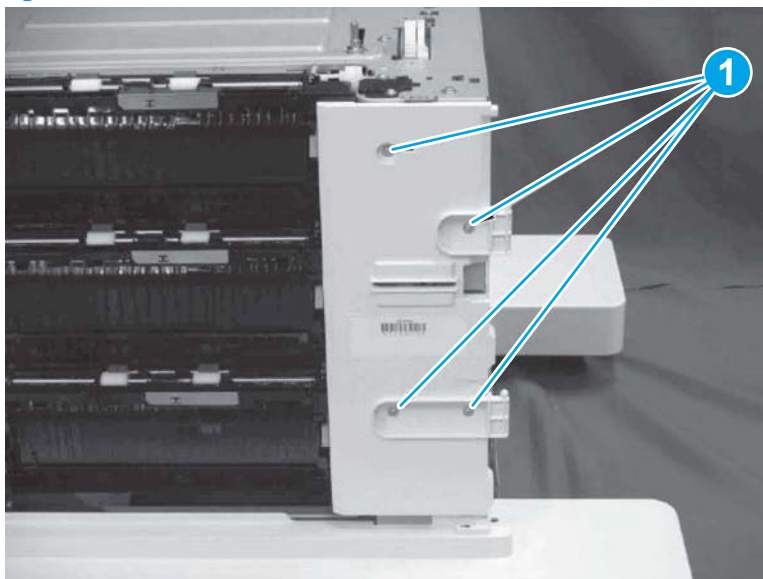
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 pickup assembly

Follow these steps to remove the cassette 2 pickup assembly.

1. Remove four screws (callout 1).

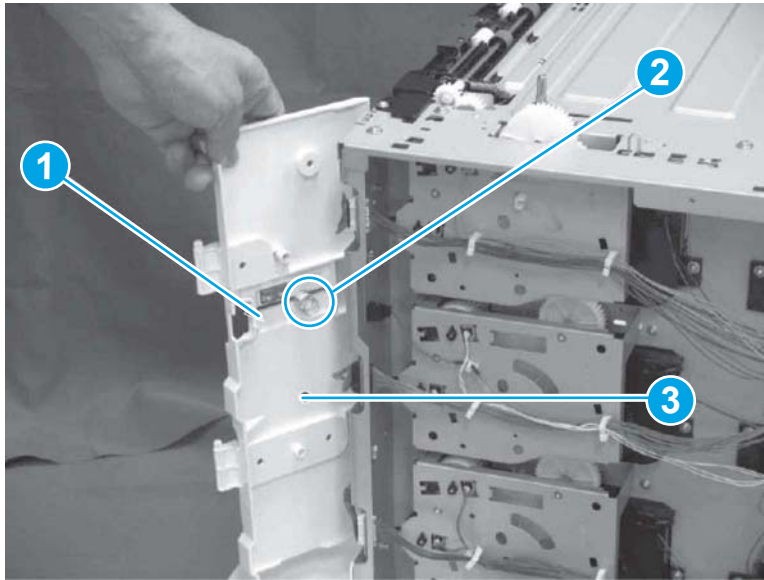
Figure 8-2650 Remove screws



2. Release one tab (callout 1).

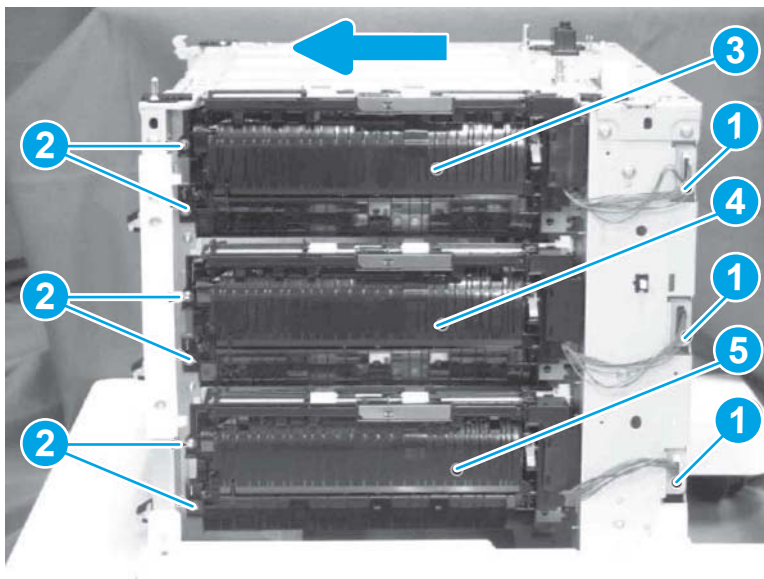
3. Unhook one spring (callout 2) and remove the cover (callout 3) together.


Figure 8-2651 Remove cover



4. Disconnect one connector (callout 1).
5. Remove two screws (callout 2).
6. Slide the cassette 1 pickup assembly (callout 3) in the direction of the arrow to remove.
Slide the cassette 2 pickup assembly (callout 3) in the direction of the arrow to remove.
Slide the cassette 3 pickup assembly (callout 3) in the direction of the arrow to remove.

Figure 8-2652 Remove cassette pickup assembly



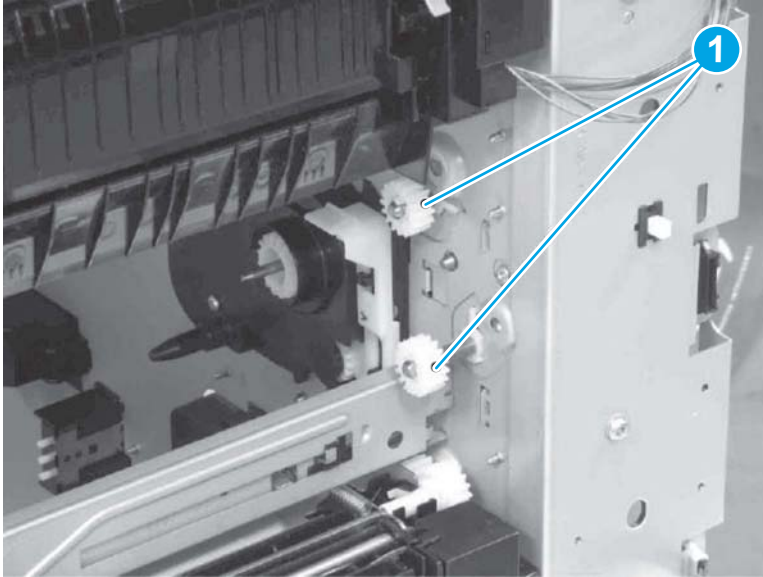
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 drive assembly

Follow these steps to remove the cassette 2 drive assembly.

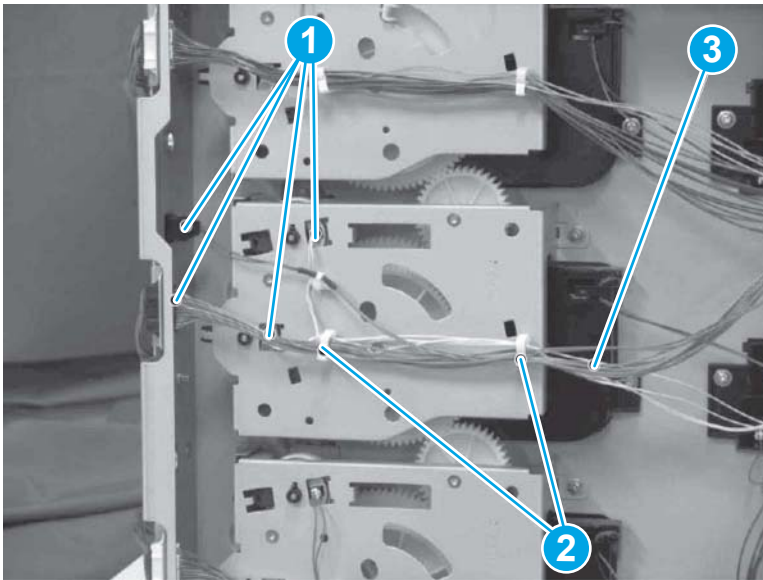
1. Remove two gears (callout 1).

Figure 8-2653 Remove gears



2. Disconnect four connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

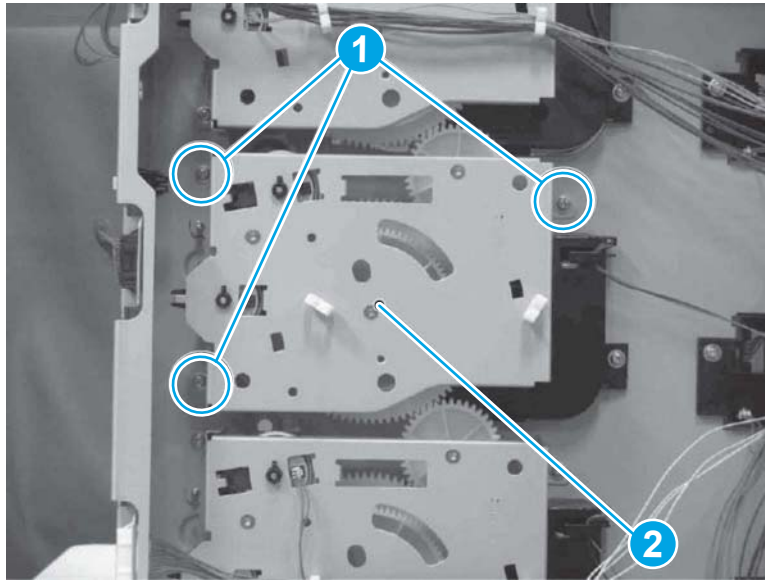
Figure 8-2654 Disconnect connectors and release cable



4. Remove three screws (callout 1).

5. Remove the cassette 2 drive assembly (callout 2).

Figure 8-2655 Remove cassette 2 drive assembly



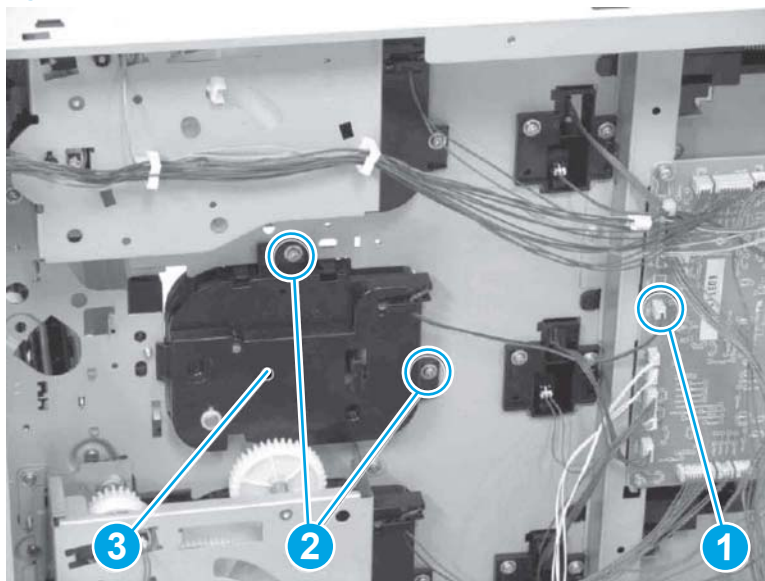
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 2 lifter drive assembly

Follow these steps to remove the cassette 2 lifter drive assembly.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2).
3. Remove the cassette lifter drive assembly (callout 3).

Figure 8-2656 Remove cassette 3 lifter drive assembly



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: Cassette lifter drive assembly

- ▲ Make sure that the lever (callout 2) is in the correct position when installing the cassette lifter drive assembly (callout 1).

Figure 8-2657 Correct lever position

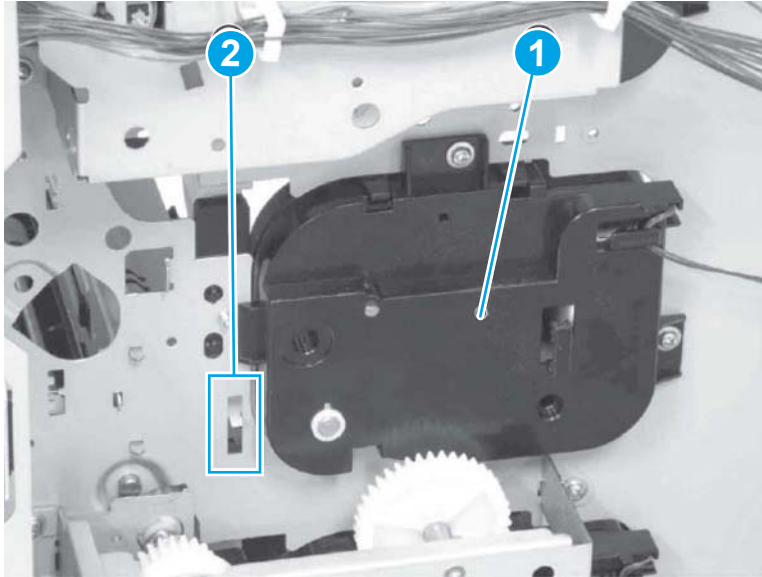
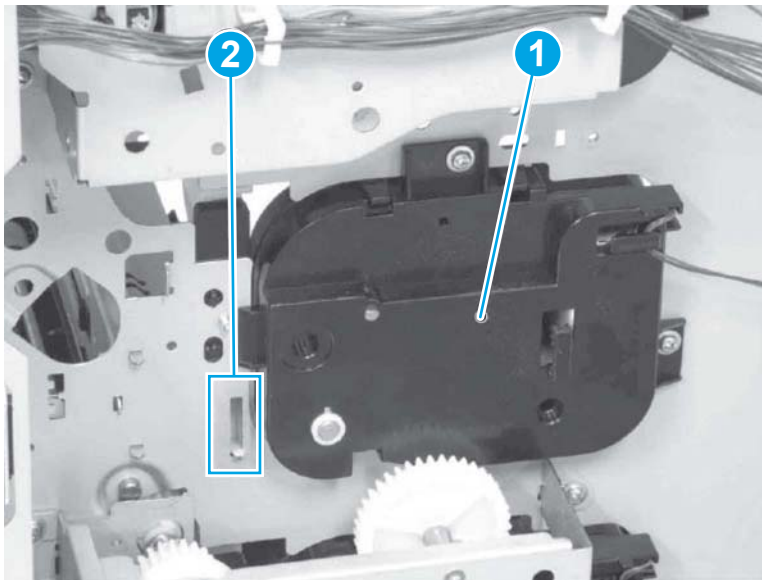


Figure 8-2658 Incorrect lever position



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 3 lifter drive assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 3 lifter drive assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-211 Part information

Part number	Part description
RM2-0948-000CN	Lifter drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

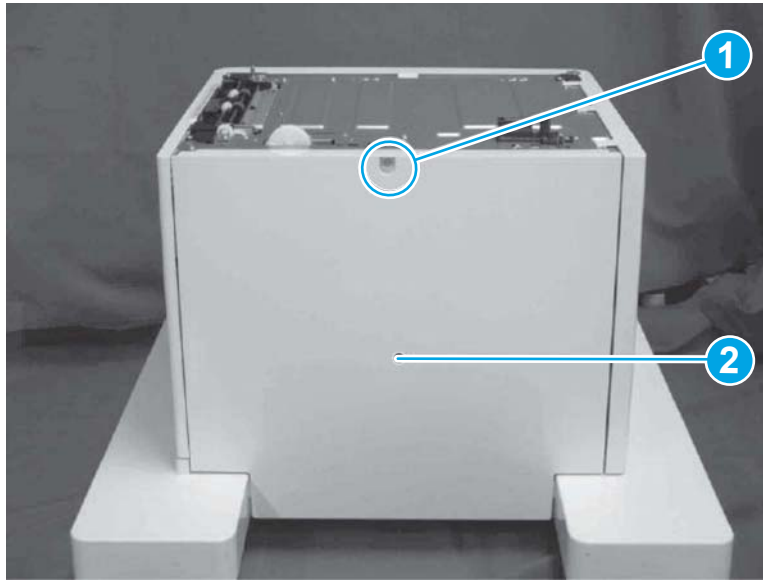
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2659 Remove rear cover



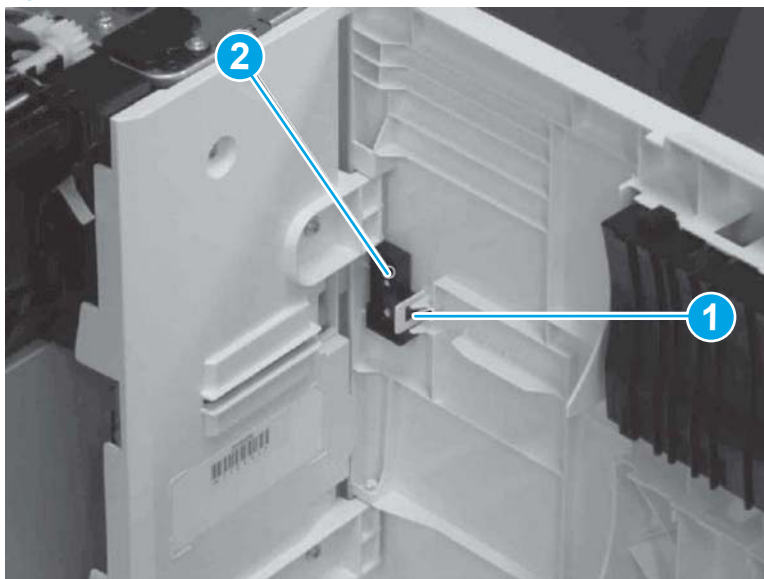
 **TIP:** Reverse the removal steps to install the assembly.

Remove the right door assembly

Follow these steps to remove the right door assembly.

1. Open the right door assembly.
2. Release one tab (callout 1).
3. Remove the stopper (callout 2).

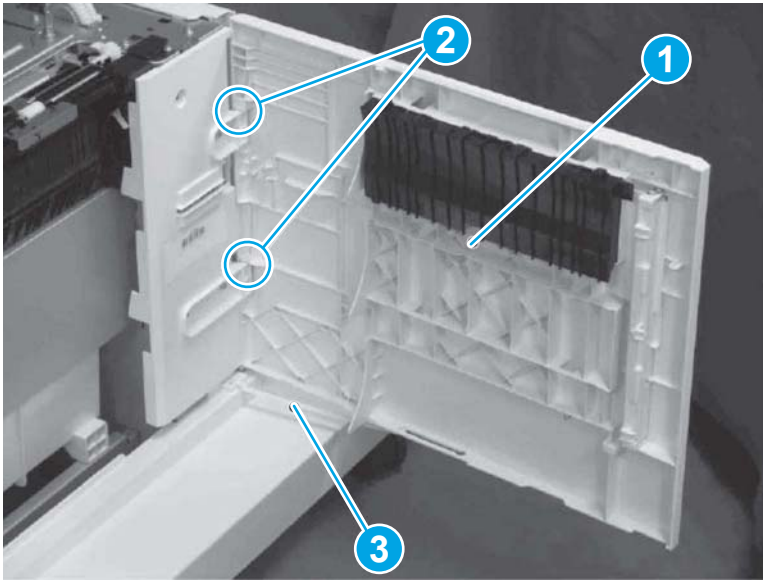
Figure 8-2660 Remove stopper




4. Hold up the right door assembly (callout 1) and remove it from the shafts (callout 2).

5. Remove the link arm (callout 3) from the right door assembly (callout 1).

Figure 8-2661 Remove link arm



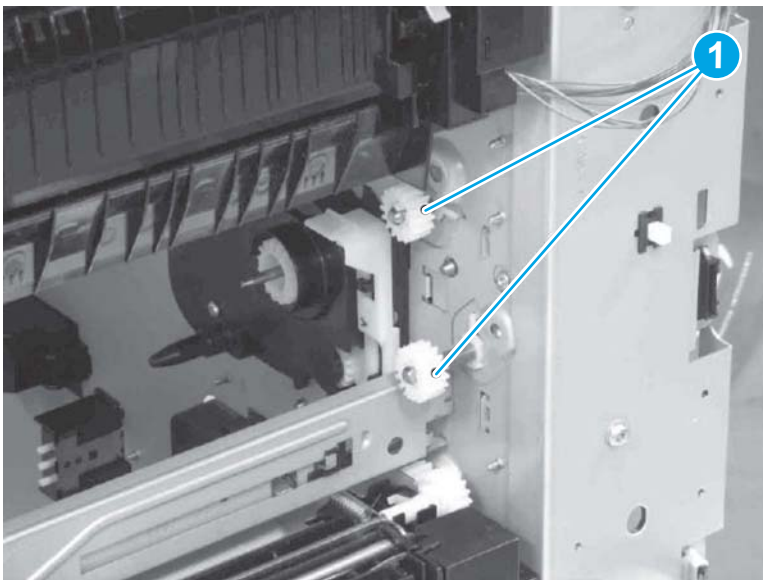
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 3 pickup assembly

Follow these steps to remove the cassette 3 pickup assembly.

1. Remove two gears (callout 1).

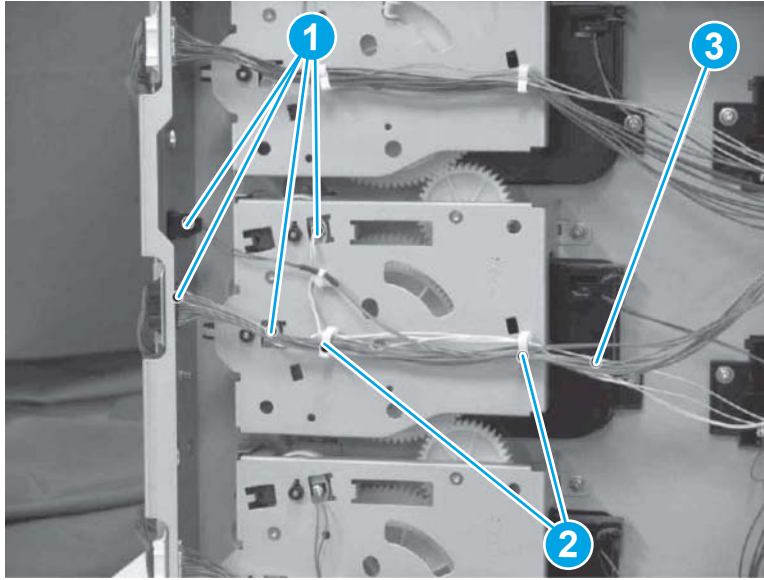
Figure 8-2662 Remove gears



2. Disconnect four connectors (callout 1).

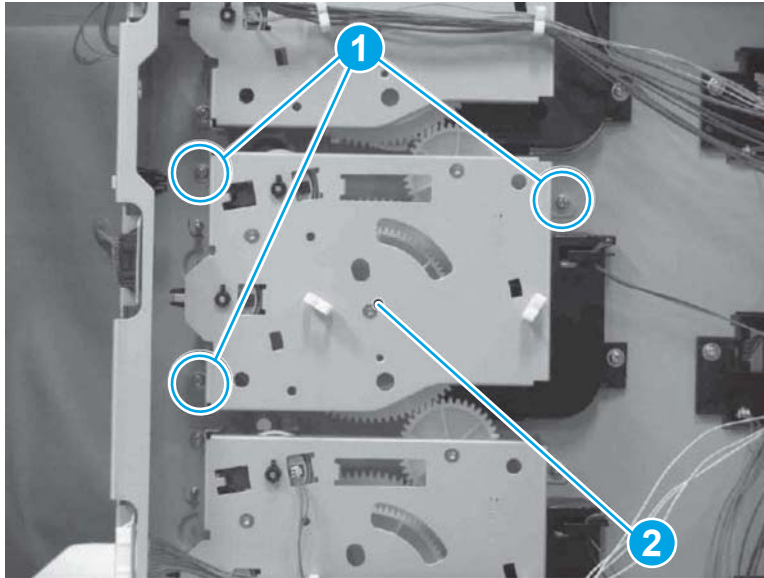
3. Release the cable (callout 3) from the cable clamps (callout 2).


Figure 8-2663 Disconnect connectors and release cable



4. Remove three screws (callout 1).
5. Remove the cassette 2 drive assembly (callout 2).

Figure 8-2664 Remove cassette 2 drive assembly



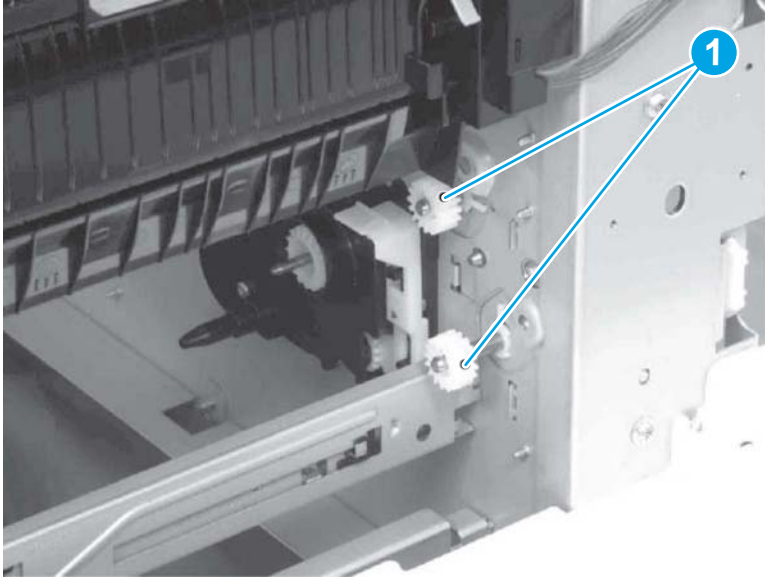
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 3 drive assembly

Follow these steps to remove the cassette 3 drive assembly.

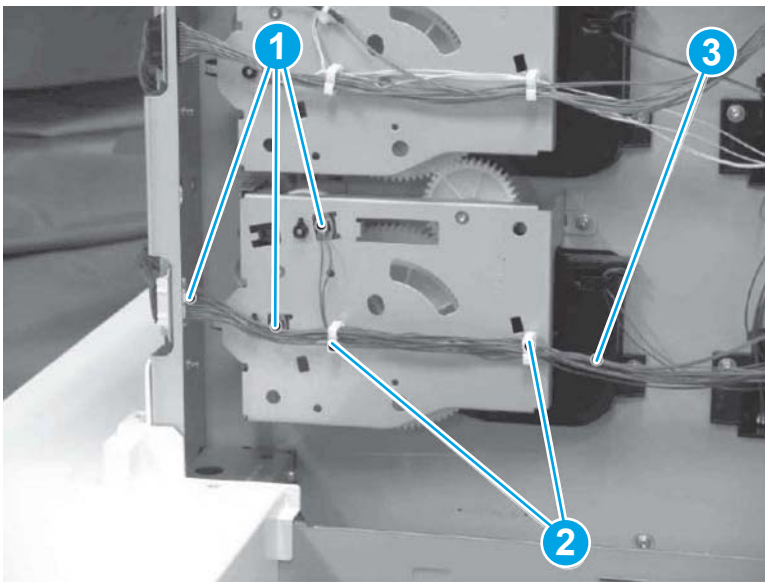
1. Remove two gears (callout 1).

Figure 8-2665 Remove gears



2. Disconnect three connectors (callout 1).
3. Release the cable (callout 3) from the cable clamps (callout 2).

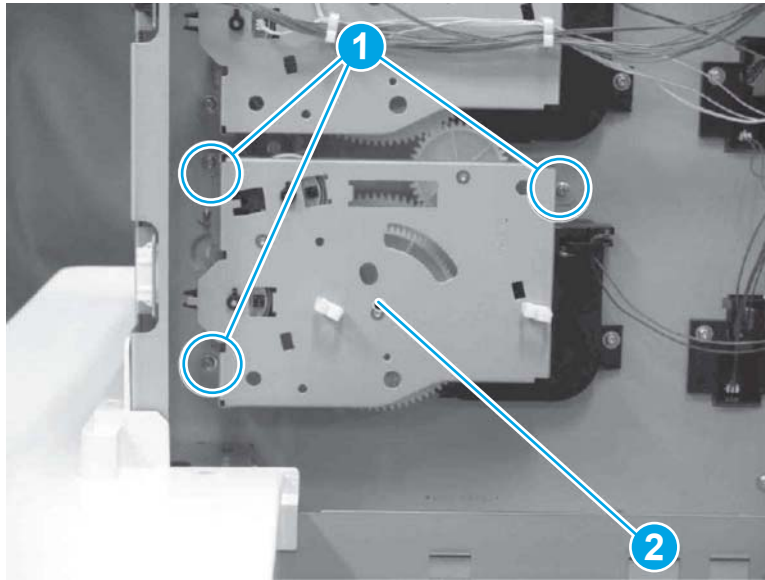
Figure 8-2666 Disconnect connectors and release cable




4. Remove three screws (callout 1).

5. Remove the cassette 3 drive assembly (callout 2).

Figure 8-2667 Remove cassette 3 drive assembly



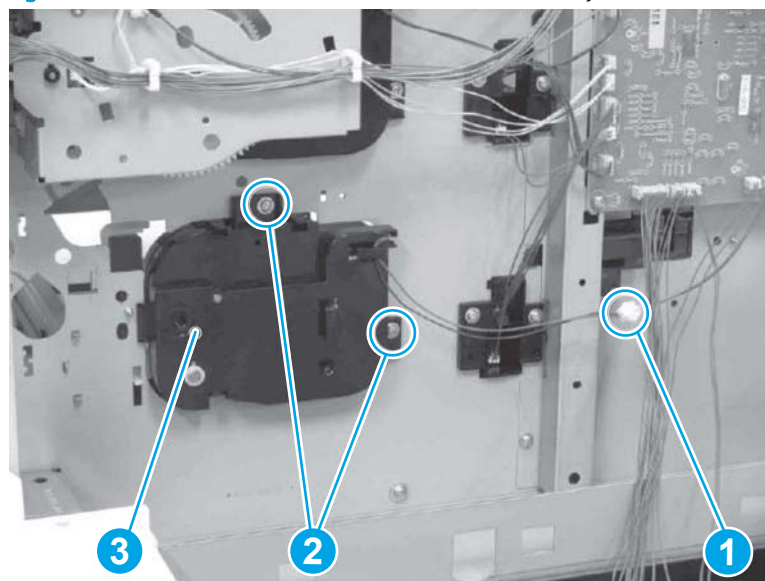
 **TIP:** Reverse the removal steps to install the assembly.

Remove the cassette 3 lifter drive assembly

Follow these steps to remove the cassette 3 lifter drive assembly.

1. Disconnect one connector (callout 1).
2. Remove two screws (callout 2).
3. Remove the cassette 3 lifter drive assembly (callout 3).

Figure 8-2668 Remove cassette 3 lifter drive assembly



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: Cassette lifter drive assembly

- ▲ Make sure that the lever (callout 2) is in the correct position when installing the cassette lifter drive assembly (callout 1).

Figure 8-2669 Correct lever position

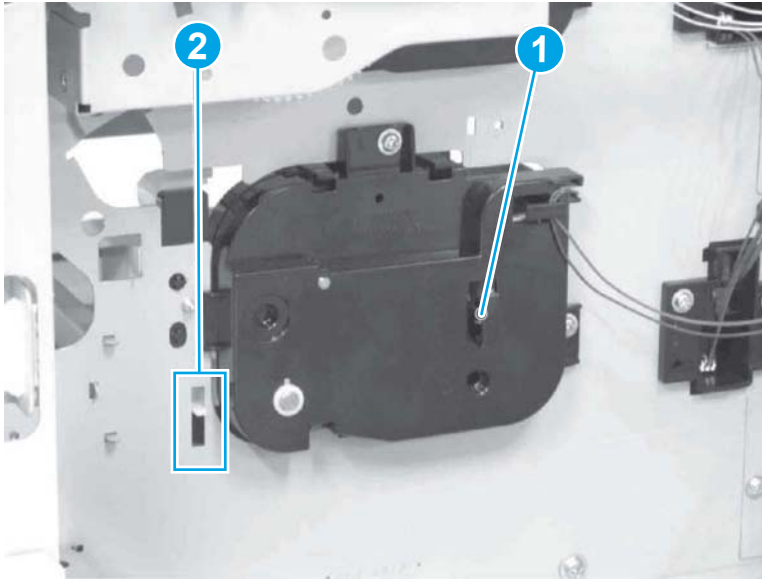
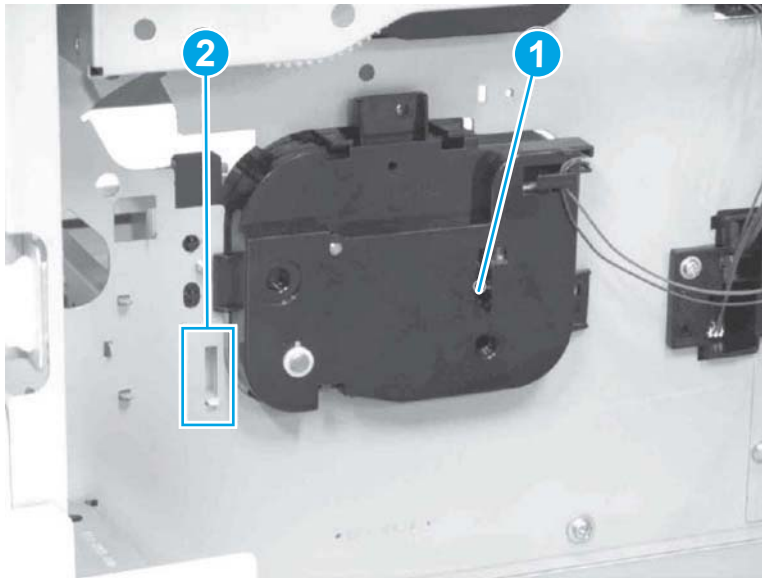


Figure 8-2670 Incorrect lever position



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 1x550-sheet paper deck cassette 1, 2, and 3 auto close assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 1, 2, and 3 auto close assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-212 Part information

Part number	Part description
RM2-0856-000CN	Auto close assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

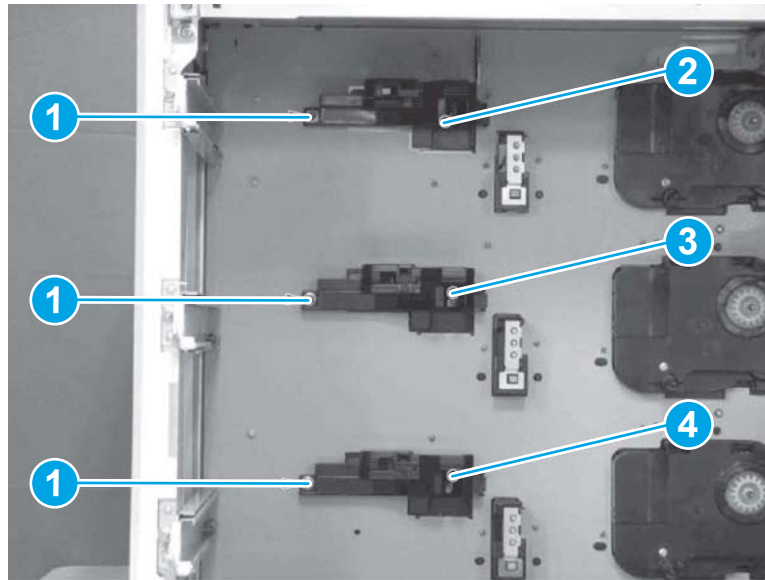
Remove the cassette auto close assembly

Follow these steps to remove the cassette auto close assembly.

1. Remove one screw (callout 1).

2. Remove the cassette 1, 2, or 3 auto close assembly (callout 2).

Figure 8-2671 Remove cassette 1, 2, or 3 auto close assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 3x550-sheet paper deck cassette 1, 2, 3 separation (retard) roller assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 1, 2, and 3 PD retard roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-213 Part information

Part number	Part description
RM2-6772-000CN	Retard roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

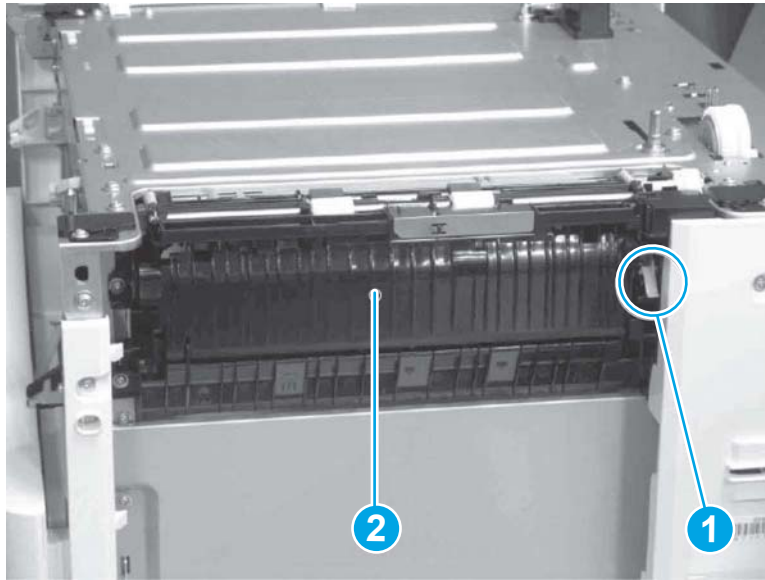
Remove the separation roller assembly

Follow these steps to remove the separation roller assembly.

1. Open the right door assembly.
2. Push the lever (callout 1).

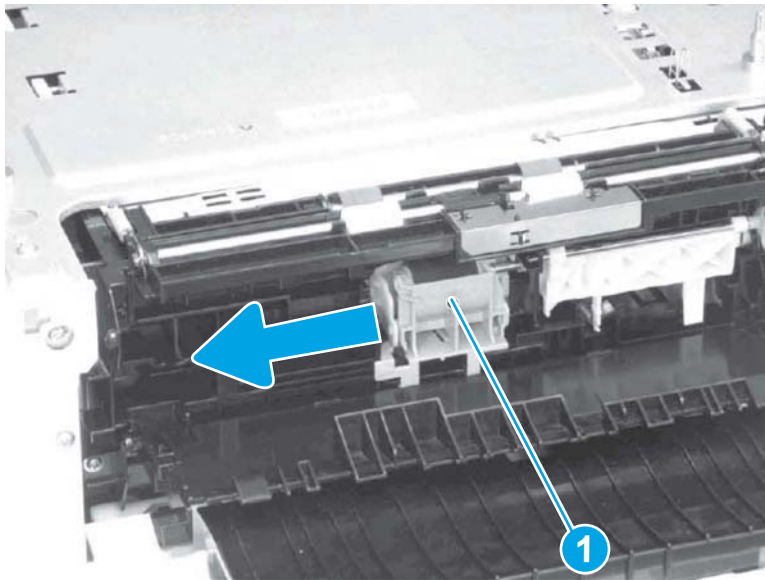
3. Open the feed guide (callout 2).

Figure 8-2672 Open feed guide



4. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
5. Remove the PD retard roller assembly (callout 1).

Figure 8-2673 Remove PD retard roller assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

Removal and replacement: 3x550-sheet paper deck cassette 1, 2, and 3 pickup roller assembly

This document provides the procedures to remove and replace the 3x550-sheet paper deck cassette 1, 2, and 3 PD pickup roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-214 Part information

Part number	Part description
RM2-1275-000CN	Paper pick-up roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

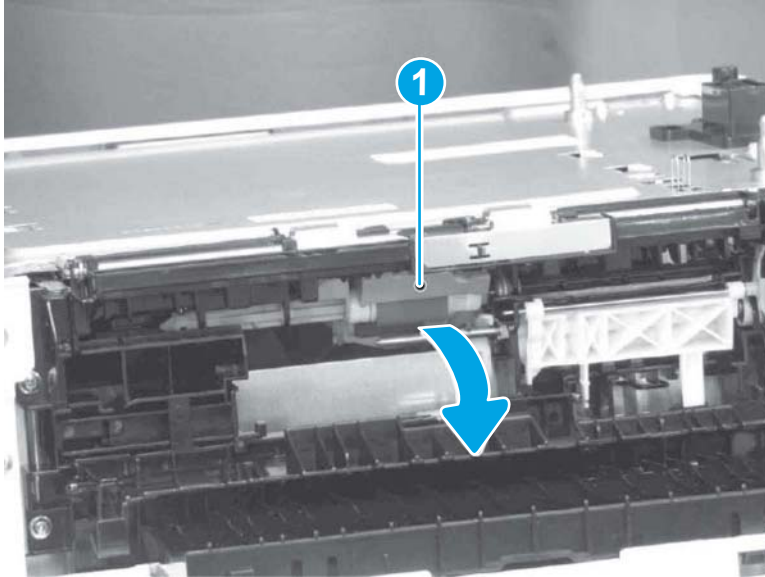
No post service test is available for this assembly.

Remove the cassette 1, 2, or 3 pickup roller assembly

Follow these steps to Remove the cassette 1, 2, or 3 pickup roller assembly.

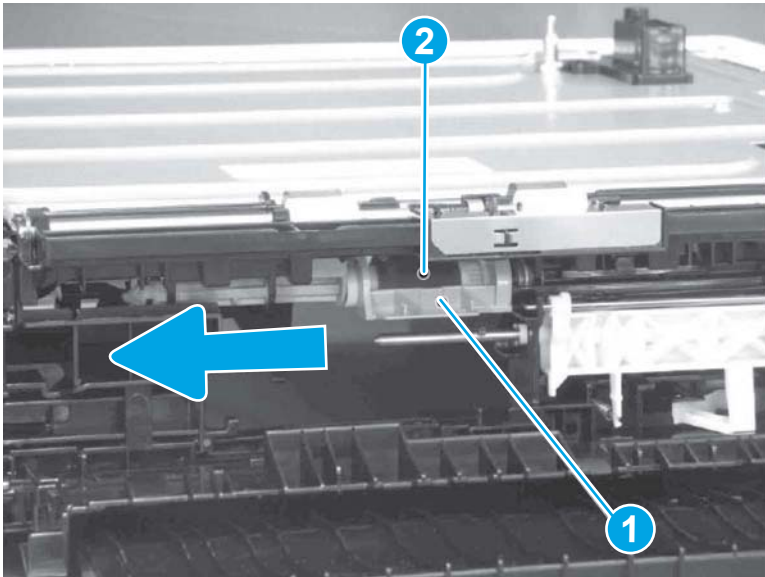
1. Open the tab (callout 1).

Figure 8-2674 Open tab



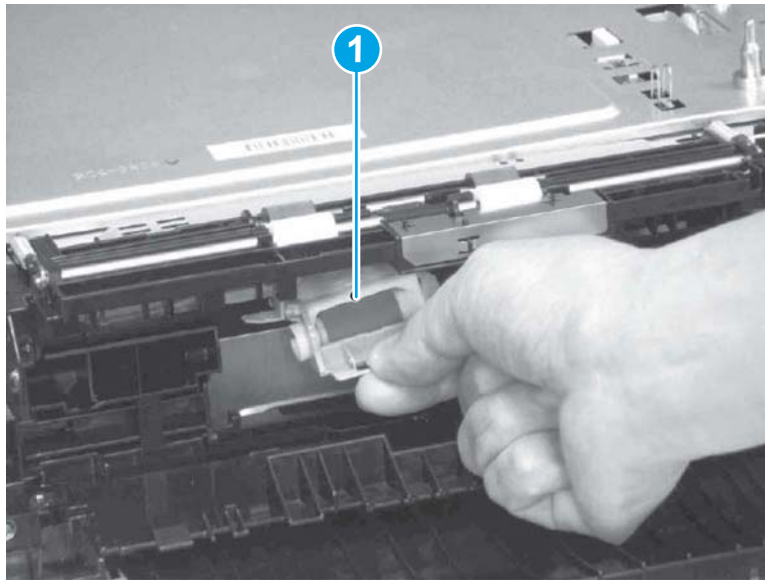
2. Hold the tab (callout 1) and slide the PD pickup roller assembly (callout 2) in the direction of the arrow.

Figure 8-2675 Slide PD pickup roller assembly



3. Pull out the PD pickup roller assembly (callout 1).

Figure 8-2676 Pull out PD pickup roller assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following special installation instructions.

Removal and replacement: 3x550-sheet paper deck controller PCA

This document provides the procedures to remove and replace the 3x550-sheet paper deck controller PCA.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-215 Part information

Part number	Part description
RM2-8807-000CN	Paper deck controller PCB assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Remove the rear cover

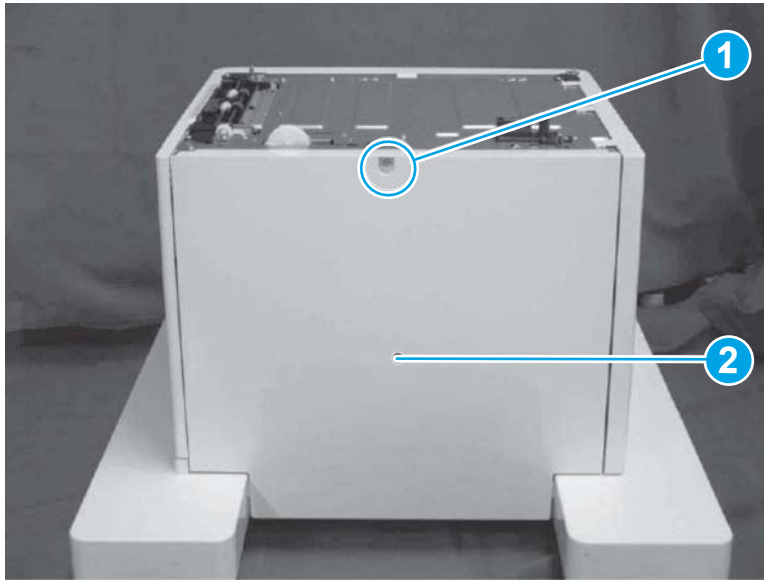
Follow these steps to remove the rear cover.


The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

2. Remove the rear cover (callout 2).

Figure 8-2677 Remove rear cover



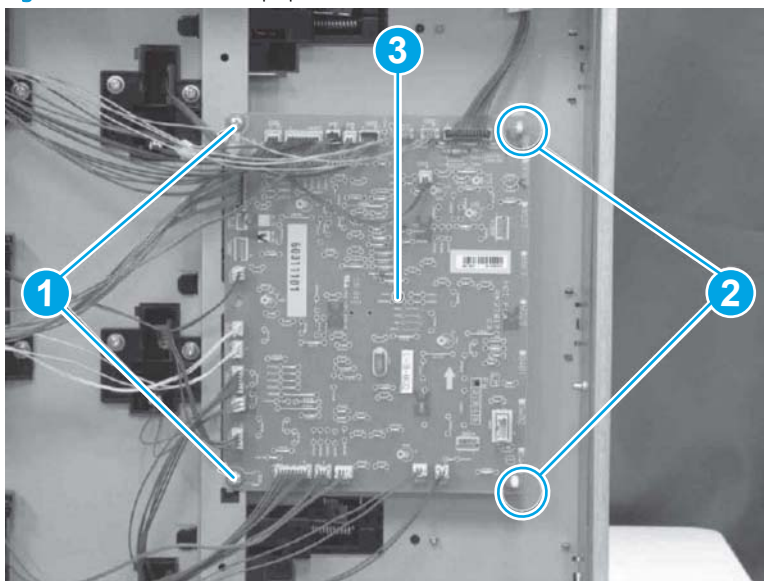
 **TIP:** Reverse the removal steps to install the assembly.

Remove the paper deck controller PCA

Follow these steps to remove the paper deck controller PCA.

1. Disconnect all the connectors on the paper deck controller PCA.
2. Remove two screws (callout 1).
3. Release two tabs (callout 2).
4. Remove the paper deck controller PCA (callout 3).

Figure 8-2678 Remove paper deck controller PCA



Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: 2,100-sheet paper deck

Learn how to remove and replace the 2,100-sheet paper deck parts and assemblies.

Removal and replacement: 2,100-sheet paper deck front door assembly

This document provides the procedures to remove and replace the 2,100-sheet paper deck front door assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-216 Part information

Part number	Part description
RM2-1150-000CN	Front door assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

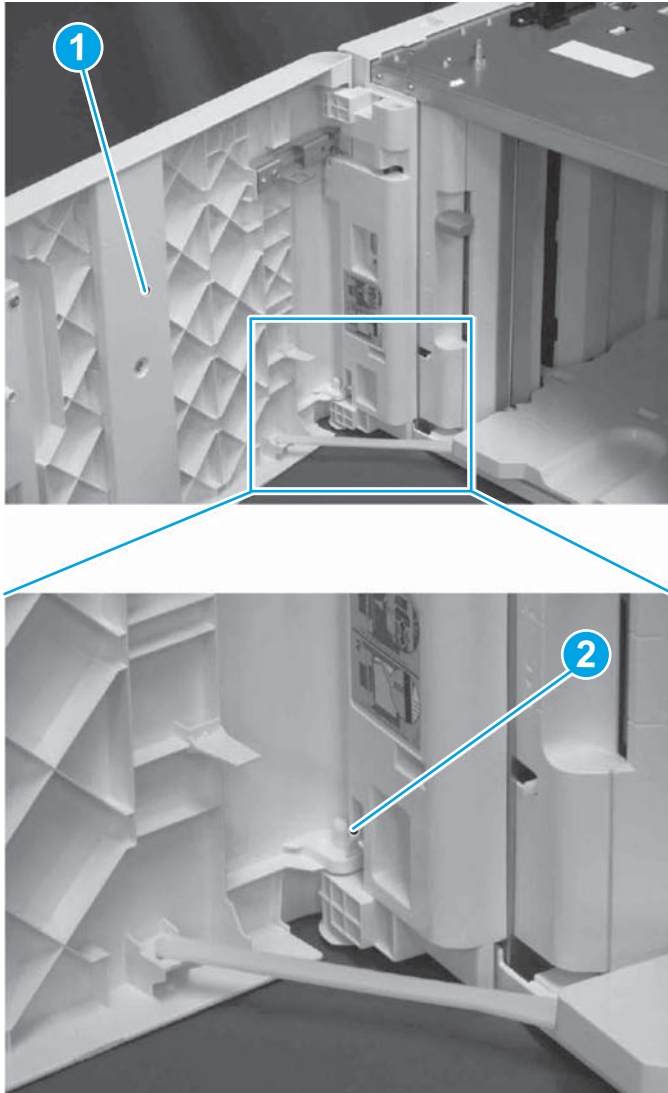
Remove the front door assembly

Follow these steps to remove the front door assembly.

1. Open the front door assembly (callout 1).
2. Release one tab (callout 2).

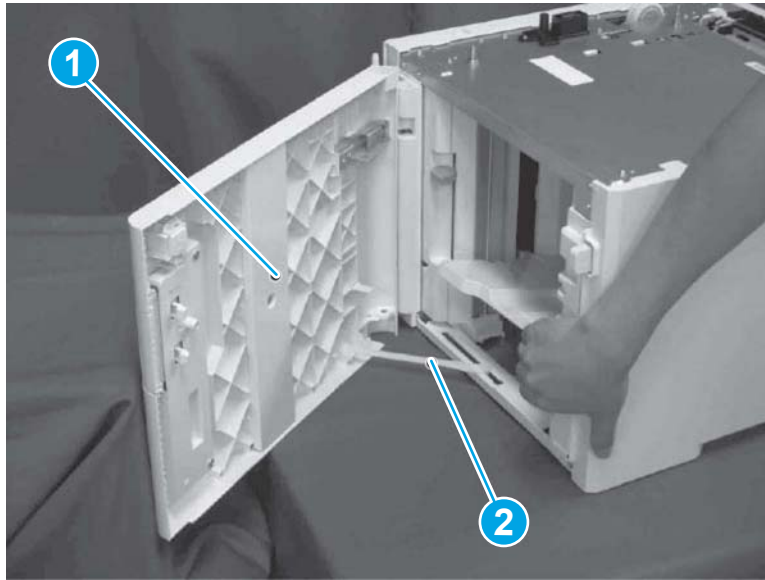
3. Hold up the front door assembly (callout 1) and remove.

Figure 8-2679 Remove front door assembly



4. Remove the link (callout 2) from the front door assembly (callout 1).

Figure 8-2680 Remove link



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,100-sheet paper deck right cover

This document provides the procedures to remove and replace the 2,000-sheet paper deck right cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-217 Part information

Part number	Part description
RC4-9831-000CN	Right cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

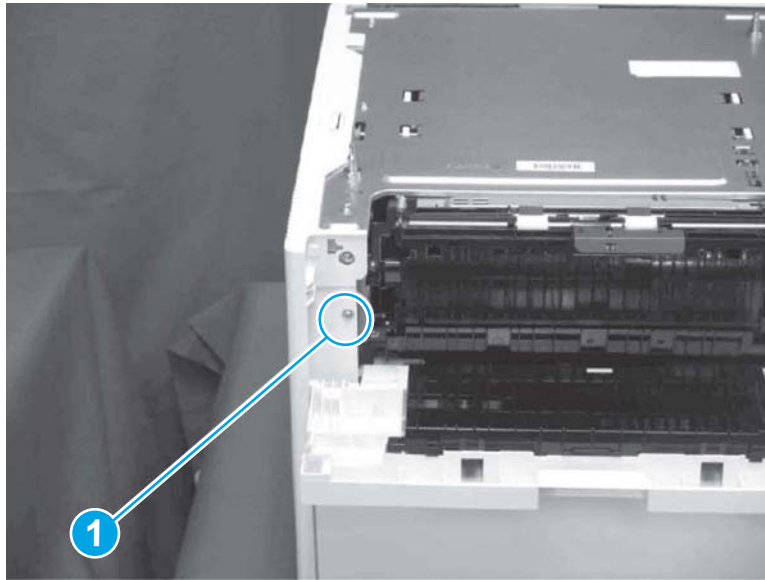
Remove the right cover

Follow these steps to remove the right cover.

1. Open the rear door assembly.

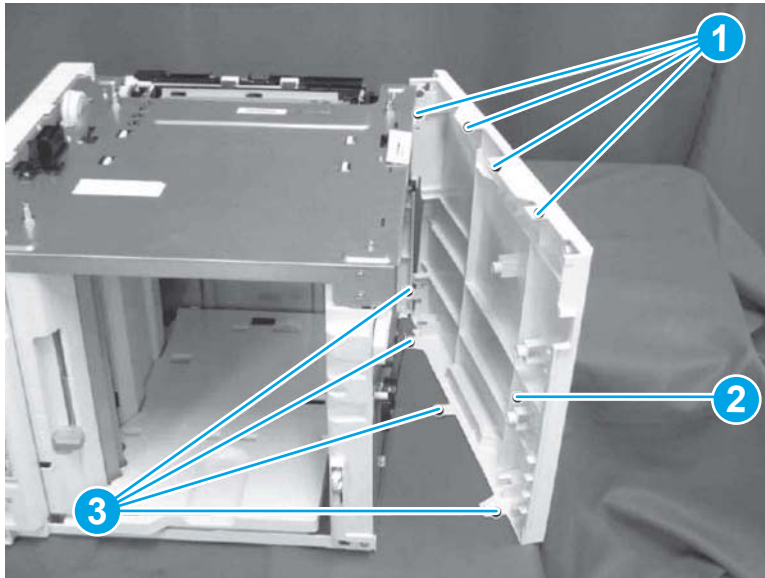
2. Remove one screw (callout 1).

Figure 8-2681 Remove screw



3. Release eight tabs (callout 1).
4. Remove the right cover (callout 2).

Figure 8-2682 Remove right cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,100-sheet paper deck left cover

This document provides the procedures to remove and replace the 2,100-sheet paper deck left cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-218 Part information

Part number	Part description
RC4-9830-000CN	Left cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

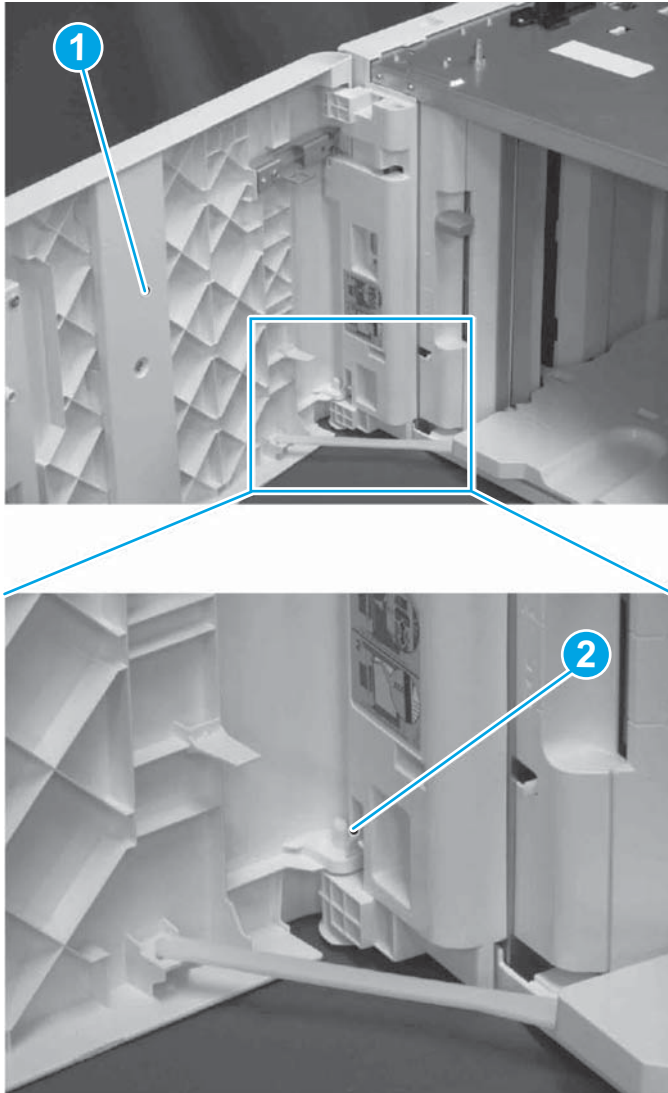
Remove the front door assembly

Follow these steps to remove the front door assembly.

1. Open the front door assembly (callout 1).
2. Release one tab (callout 2).

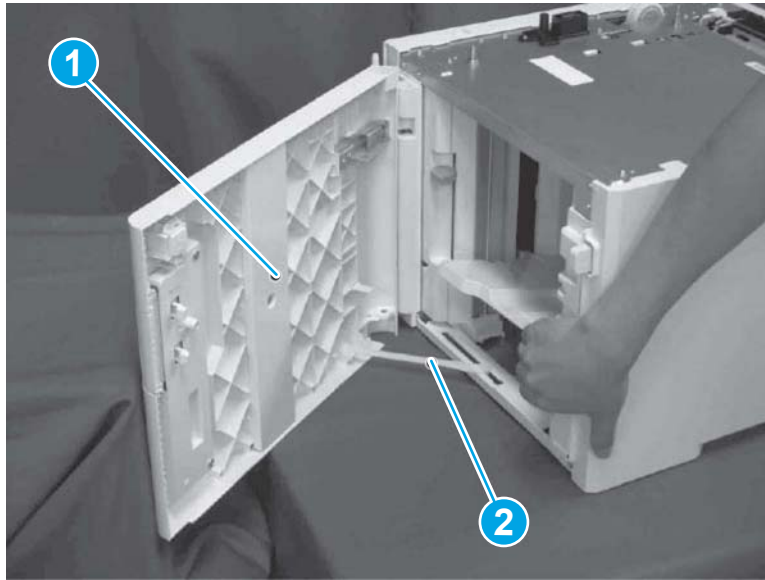
3. Hold up the front door assembly (callout 1) and remove.

Figure 8-2683 Remove front door assembly



4. Remove the link (callout 2) from the front door assembly (callout 1).

Figure 8-2684 Remove link

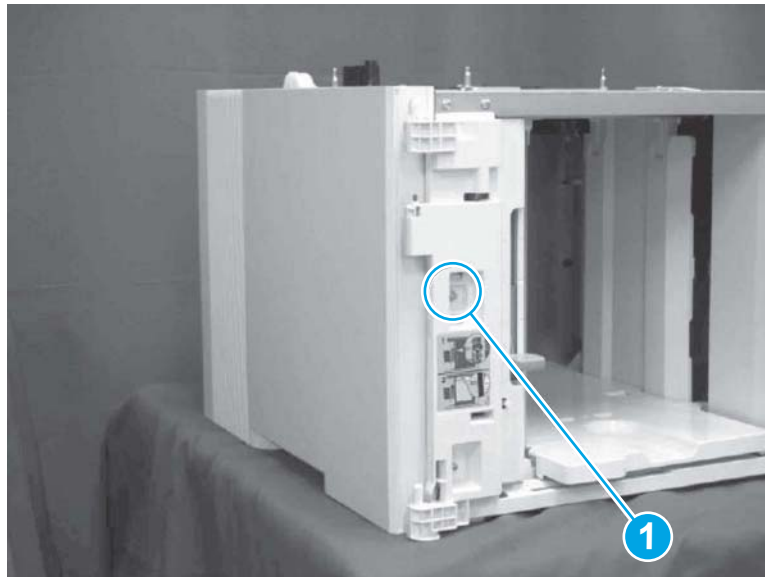


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

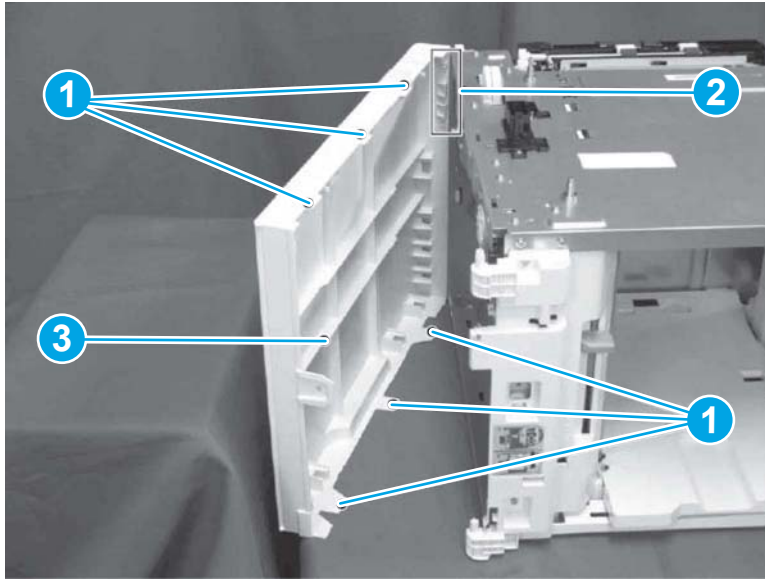
Figure 8-2685 Remove screw



2. Release six tabs (callout 1).
3. Release one boss (callout 2).

4. Remove the left cover (callout 3).


Figure 8-2686 Remove left cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,100-sheet paper deck rear door assembly/rear lower cover

This document provides the procedures to remove and replace the 2,100-sheet paper deck rear door assembly/rear lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-219 Part information

Part number	Part description
RC4-8595-000CN	Rear door assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

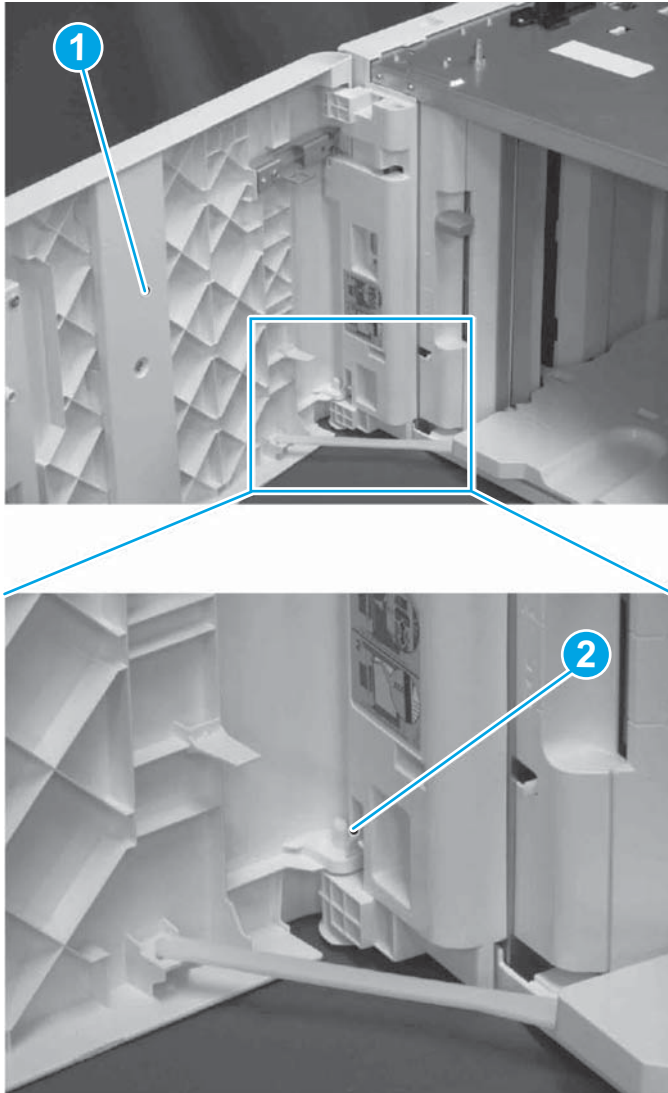
Remove the front door assembly

Follow these steps to remove the front door assembly.

1. Open the front door assembly (callout 1).
2. Release one tab (callout 2).

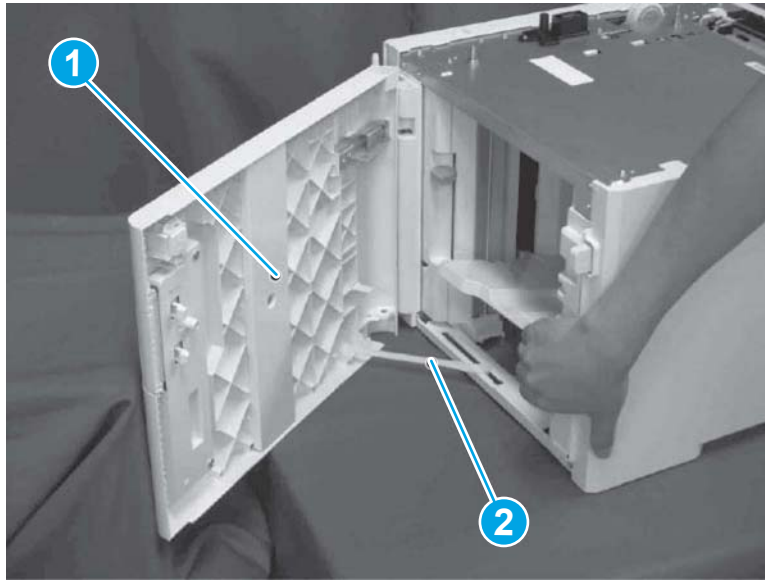
3. Hold up the front door assembly (callout 1) and remove.

Figure 8-2687 Remove front door assembly



4. Remove the link (callout 2) from the front door assembly (callout 1).

Figure 8-2688 Remove link

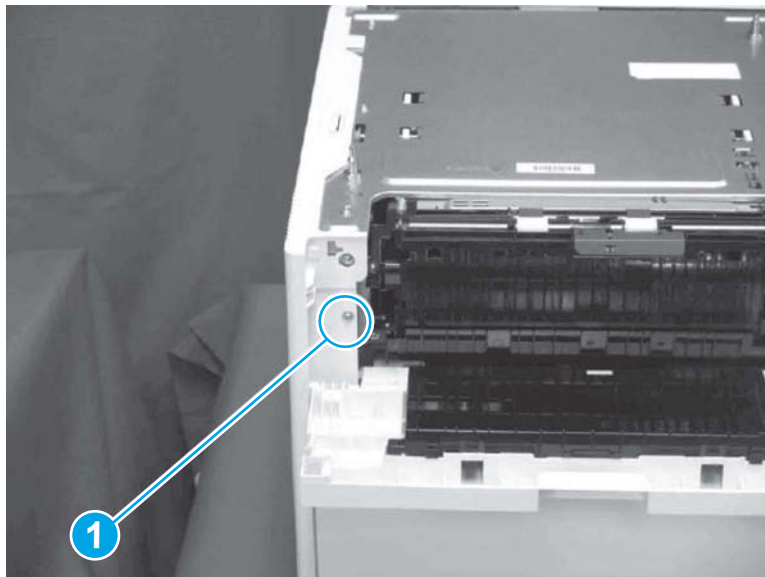


Remove the right cover

Follow these steps to remove the right cover.

1. Open the rear door assembly.
2. Remove one screw (callout 1).

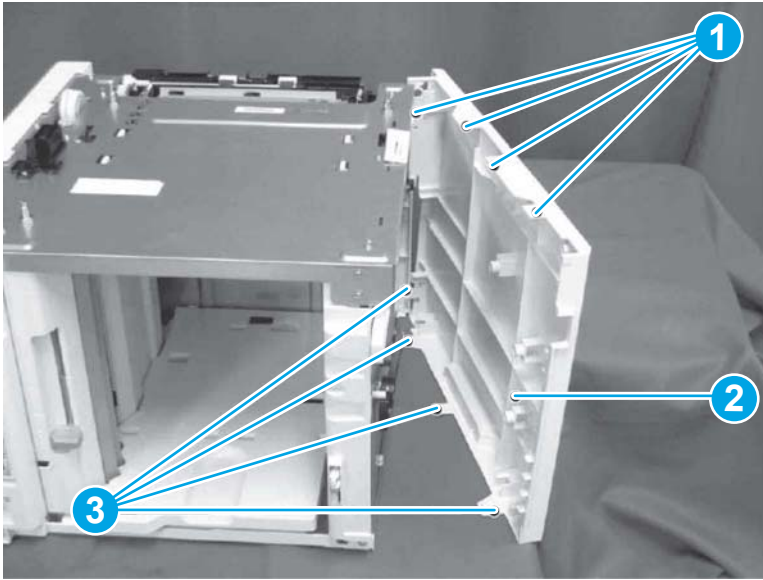
Figure 8-2689 Remove screw



3. Release eight tabs (callout 1).

4. Remove the right cover (callout 2).

Figure 8-2690 Remove right cover

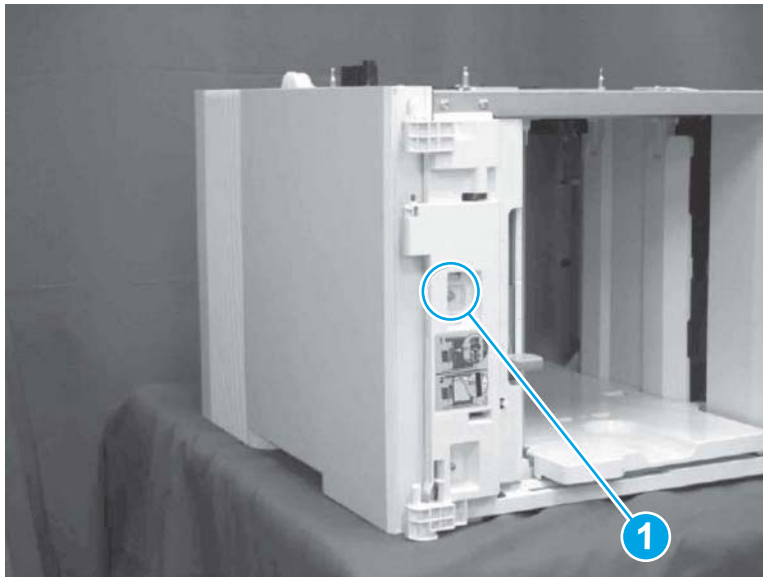


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

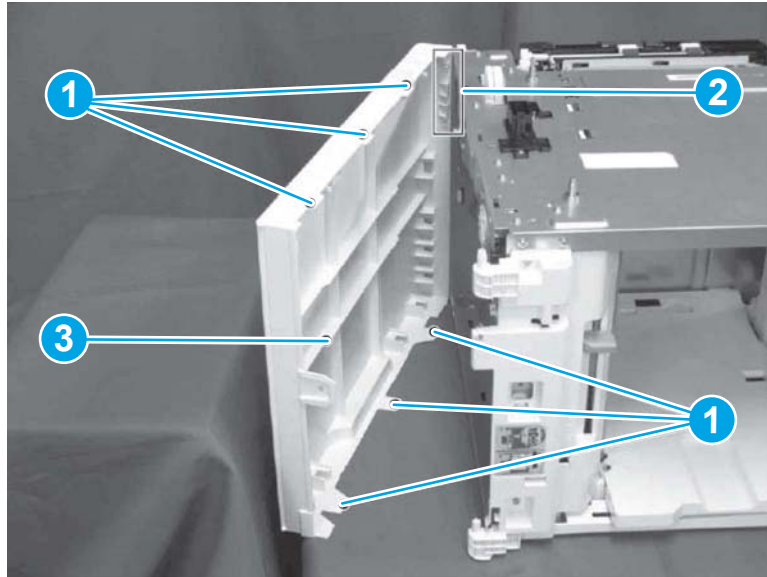
Figure 8-2691 Remove screw



2. Release six tabs (callout 1).
3. Release one boss (callout 2).

4. Remove the left cover (callout 3).

Figure 8-2692 Remove left cover

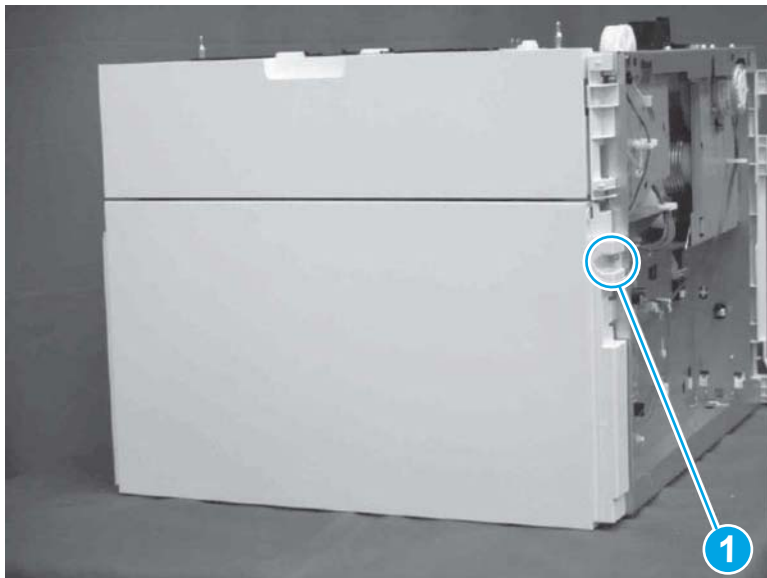


Remove the rear door assembly/rear lower cover

Follow these steps to remove the rear door assembly/rear lower cover.

1. Remove one screw (callout 1).

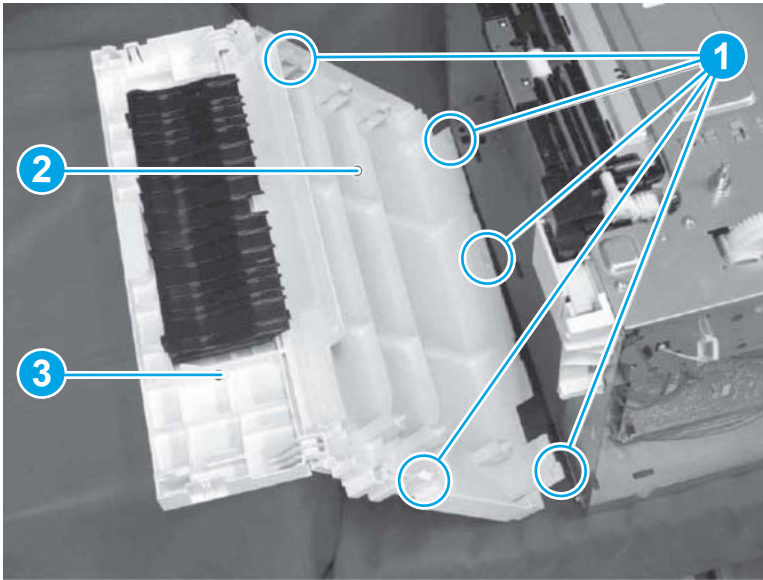
Figure 8-2693 Remove screw



2. Release five tabs (callout 1).

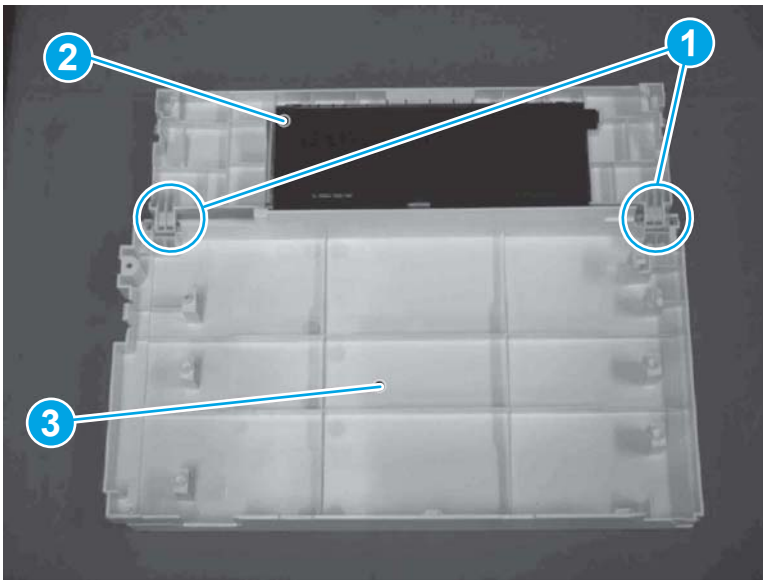
3. Remove the rear door assembly (callout 2) and the rear lower cover (callout 3) together.

Figure 8-2694 Remove rear door assembly and rear lower cover



4. Remove two shafts (callout 1).
5. Remove the rear lower cover (callout 3) from the rear door assembly (callout 2).

Figure 8-2695 Remove rear door assembly and rear lower cover



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,100-sheet paper deck pickup assembly

This document provides the procedures to remove and replace the 2,100-sheet paper deck pickup assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-220 Part information

Part number	Part description
RM2-1169-000CN	Paper pick-up assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

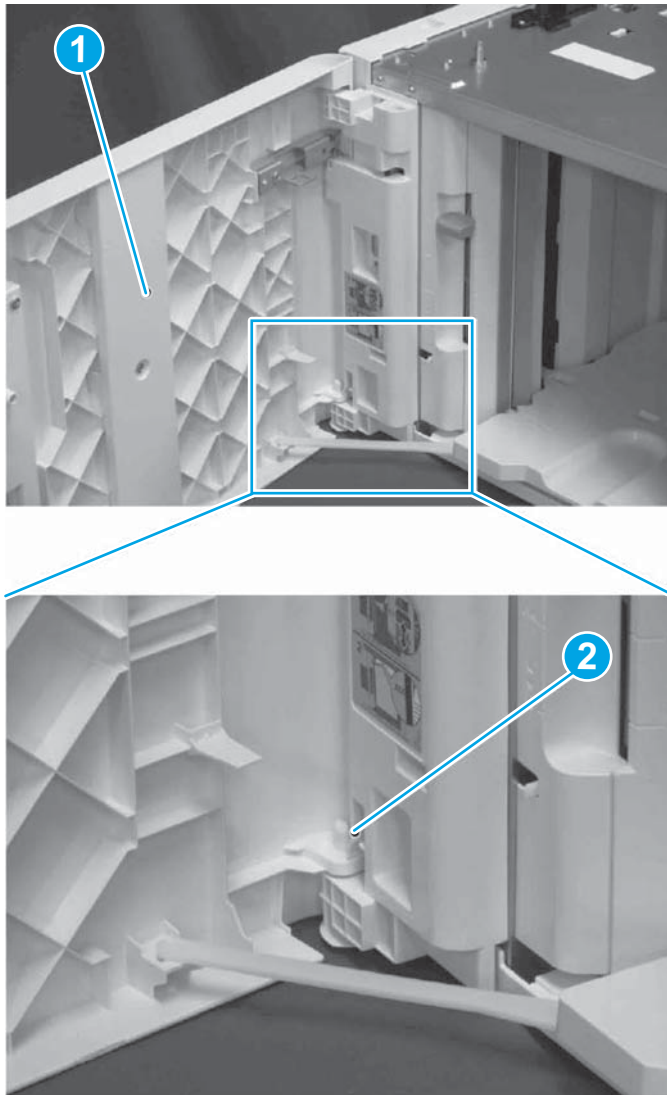
Remove the front door assembly

Follow these steps to remove the front door assembly.

1. Open the front door assembly (callout 1).
2. Release one tab (callout 2).

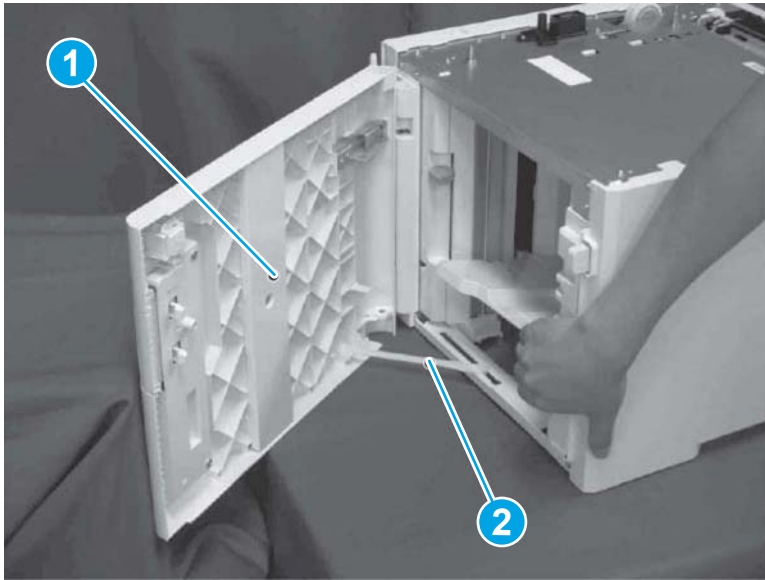
3. Hold up the front door assembly (callout 1) and remove.

Figure 8-2696 Remove front door assembly



4. Remove the link (callout 2) from the front door assembly (callout 1).

Figure 8-2697 Remove link

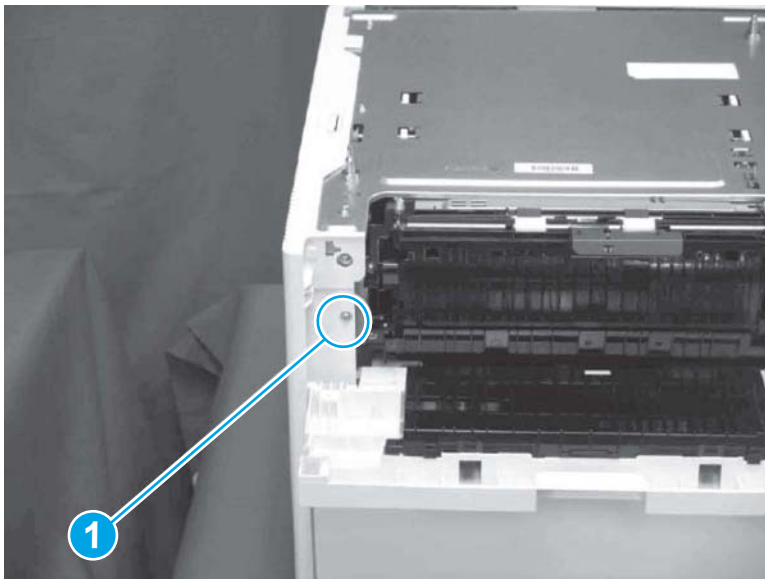


Remove the right cover

Follow these steps to remove the right cover.

1. Open the rear door assembly.
2. Remove one screw (callout 1).

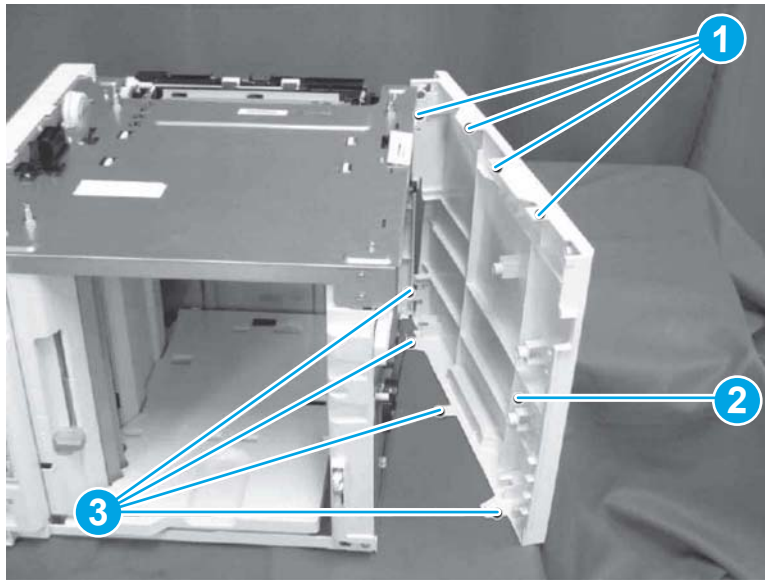
Figure 8-2698 Remove screw



3. Release eight tabs (callout 1).

4. Remove the right cover (callout 2).

Figure 8-2699 Remove right cover

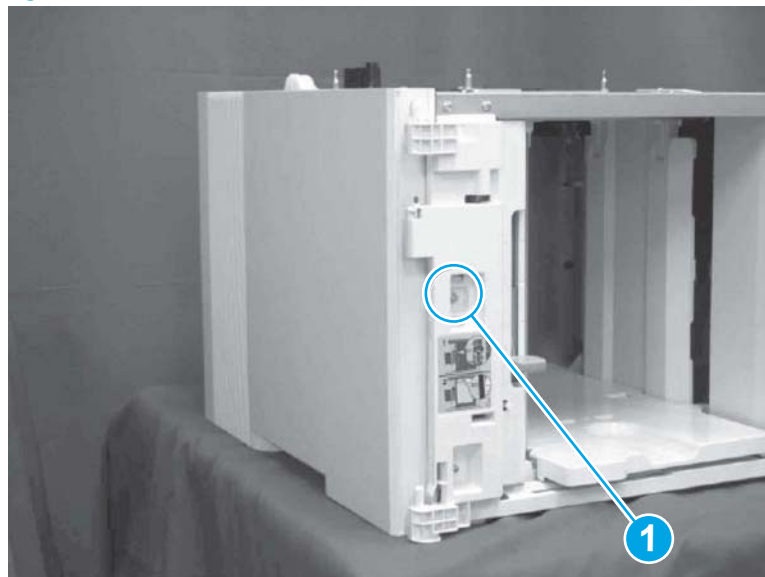


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

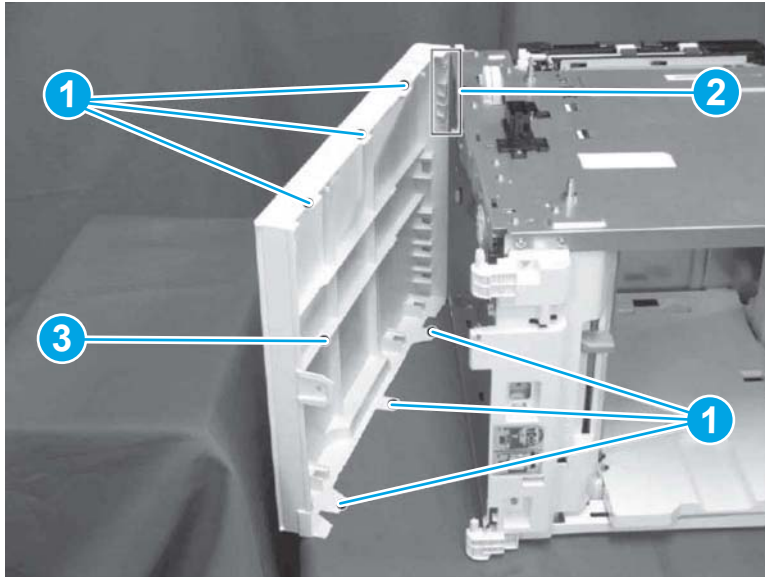
Figure 8-2700 Remove screw



2. Release six tabs (callout 1).
3. Release one boss (callout 2).

4. Remove the left cover (callout 3).

Figure 8-2701 Remove left cover

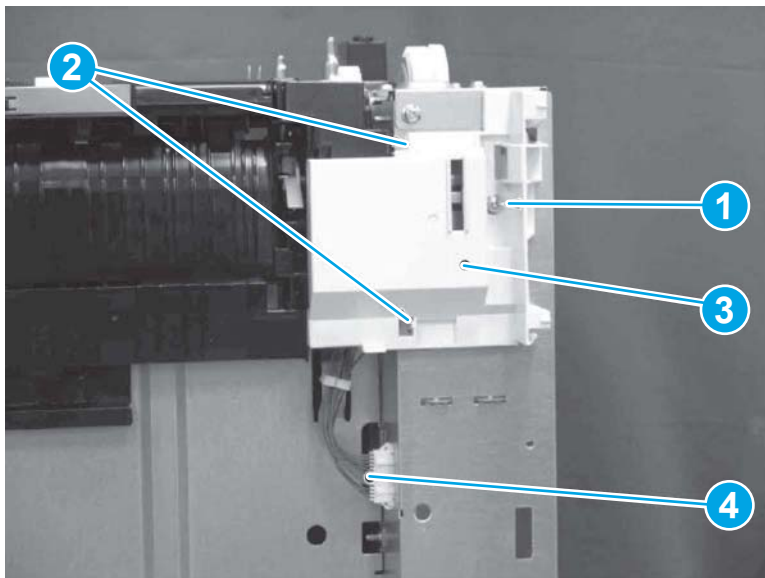


Remove the pickup assembly

Follow these steps to remove the pickup assembly.

1. Release the cable (callout 2) from the boss (callout 1).

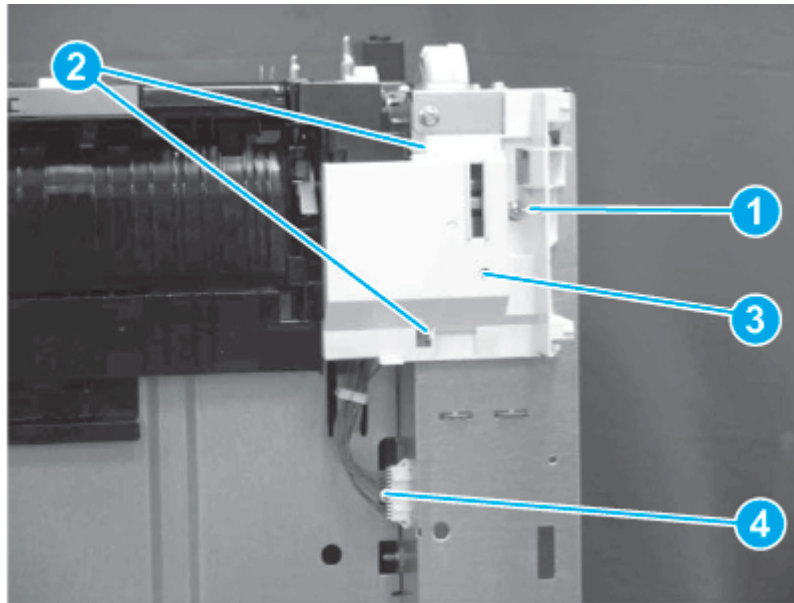
Figure 8-2702 Release cable



2. Remove one screw (callout 1).
3. Release two tabs (callout 2).
4. Remove the cover (callout 3).

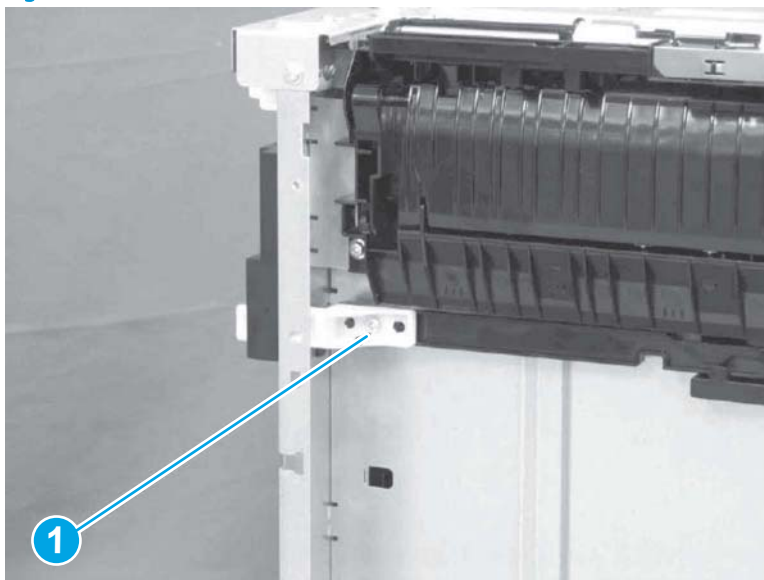
5. Disconnect one connector (callout 4).

Figure 8-2703 Disconnect connector



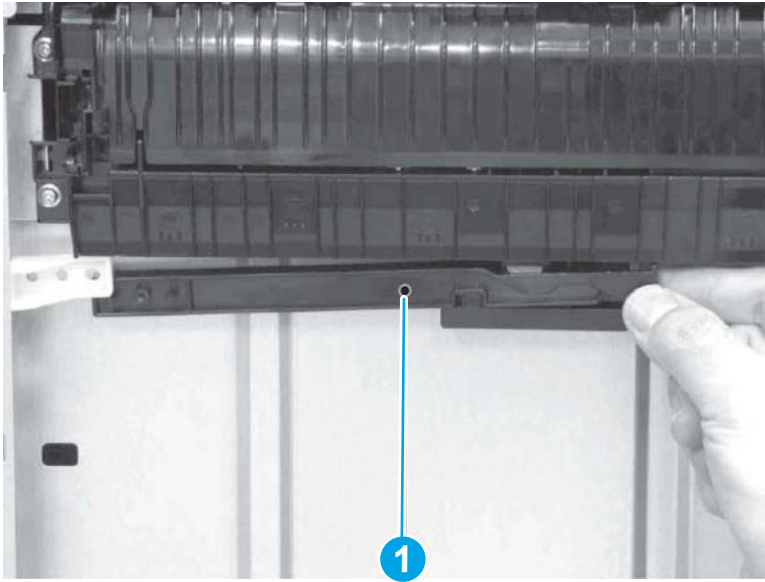
6. Remove one screw (callout 1).

Figure 8-2704 Remove screw



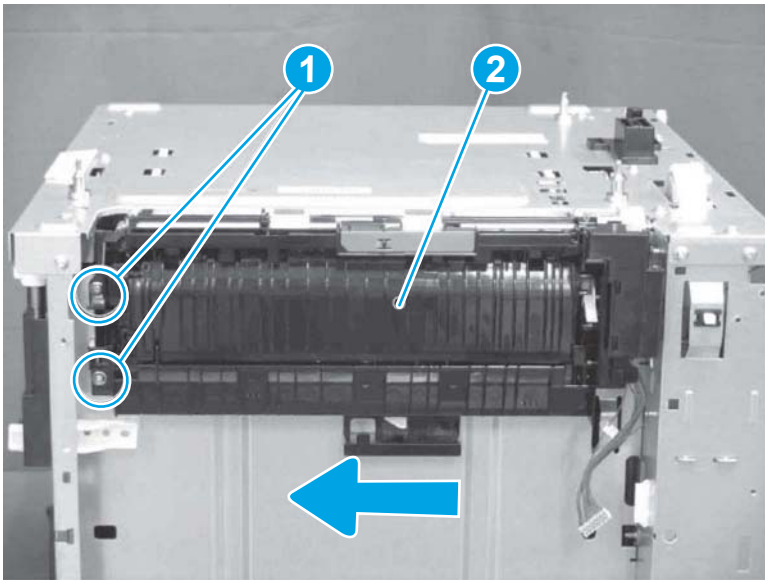
7. Remove the link (callout 1).

Figure 8-2705 Remove link



8. Remove two screws (callout 1).
9. Slide the pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-2706 Remove pickup assembly



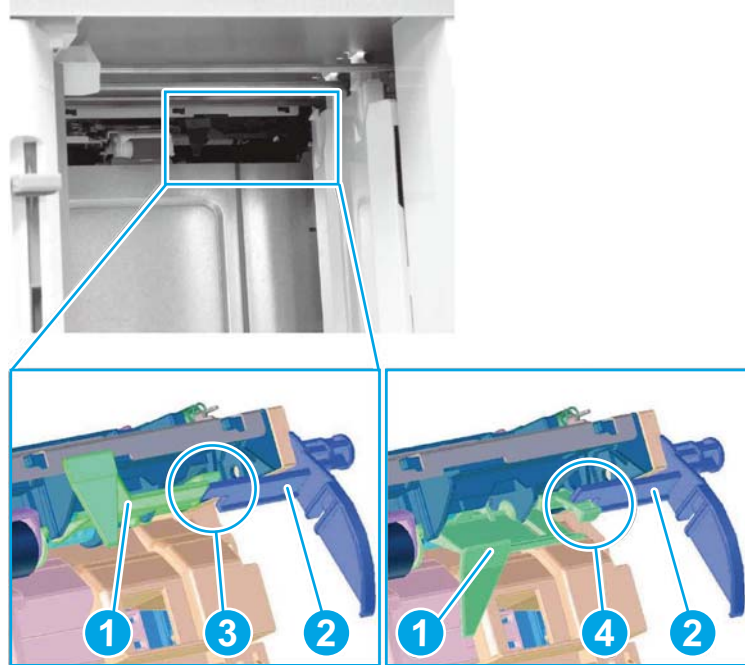
Special installation instructions: Cartridge door

- ▲ Make sure that the sensor flag (callout 1) and the release lever (callout 2) of the pickup assembly are in the correct position (callout 3), not the incorrect position (callout 4).



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

Figure 8-2707 Sensor flag and release lever positions



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,100-sheet paper deck drive assembly

This document provides the procedures to remove and replace the 2,100-sheet paper deck drive assembly.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-221 Part information

Part number
RM2-0875-000CN
Feeder drive assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

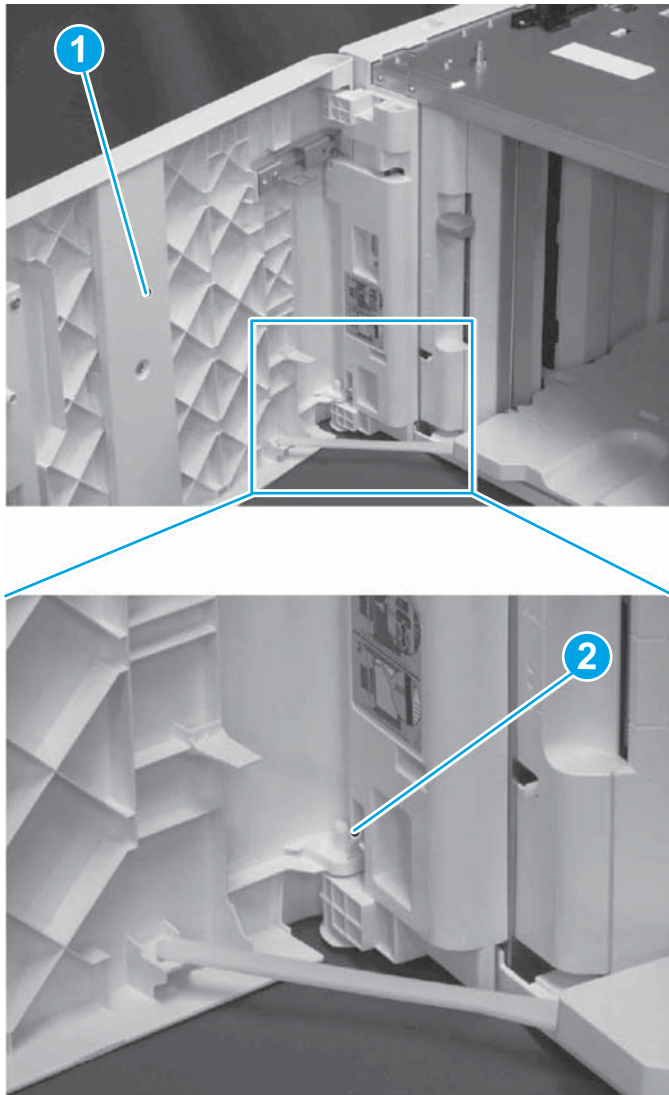
Remove the front door assembly

Follow these steps to remove the front door assembly.

1. Open the front door assembly (callout 1).
2. Release one tab (callout 2).

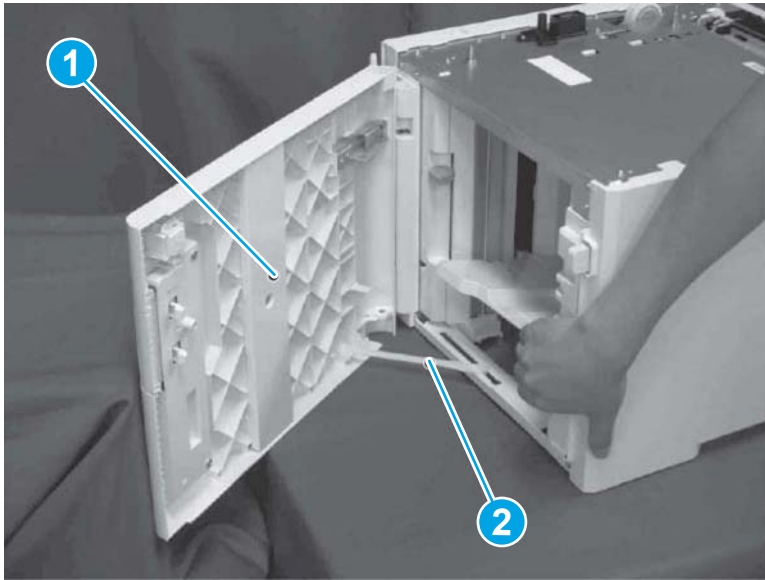
3. Hold up the front door assembly (callout 1) and remove.

Figure 8-2708 Remove front door assembly



4. Remove the link (callout 2) from the front door assembly (callout 1).

Figure 8-2709 Remove link

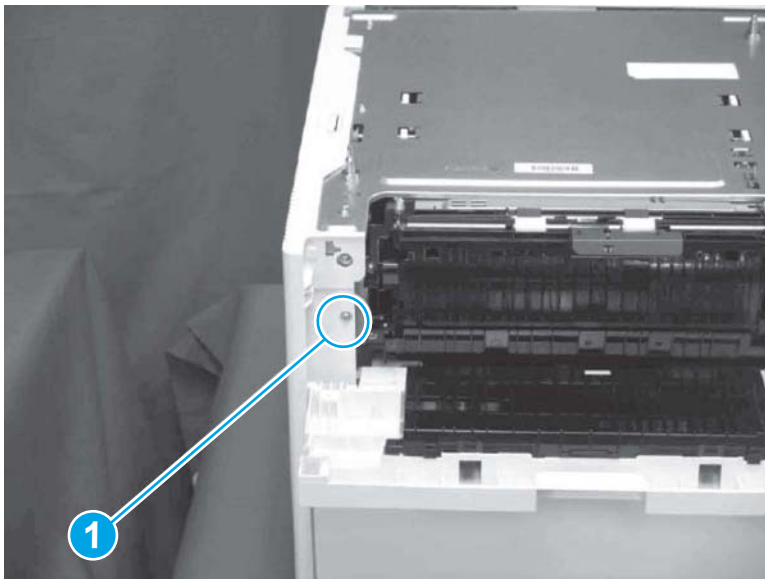


Remove the right cover

Follow these steps to remove the right cover.

1. Open the rear door assembly.
2. Remove one screw (callout 1).

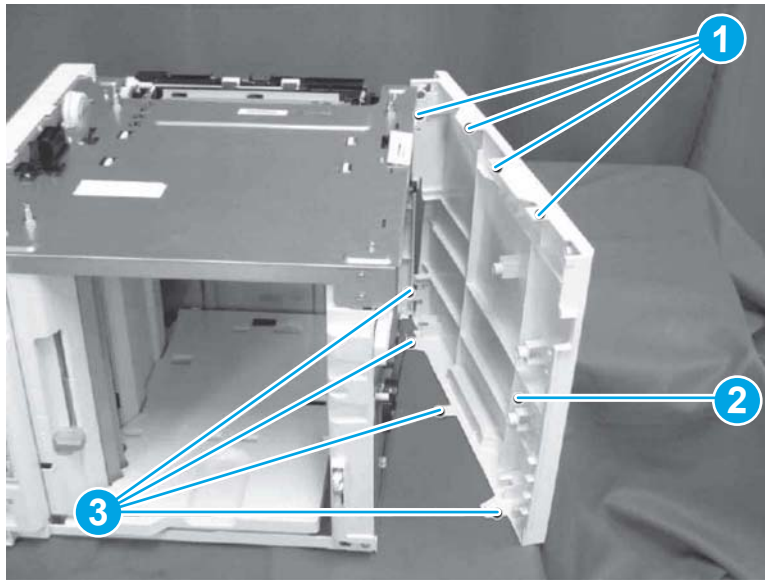
Figure 8-2710 Remove screw



3. Release eight tabs (callout 1).

4. Remove the right cover (callout 2).

Figure 8-2711 Remove right cover

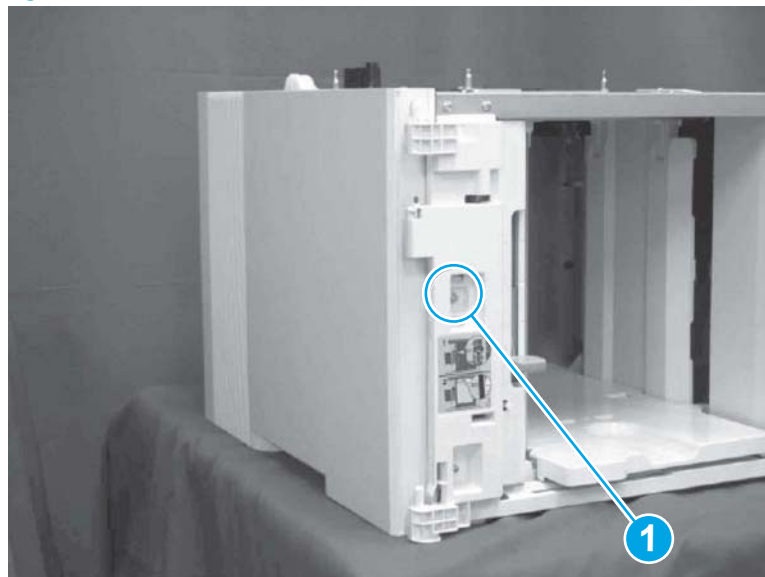


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

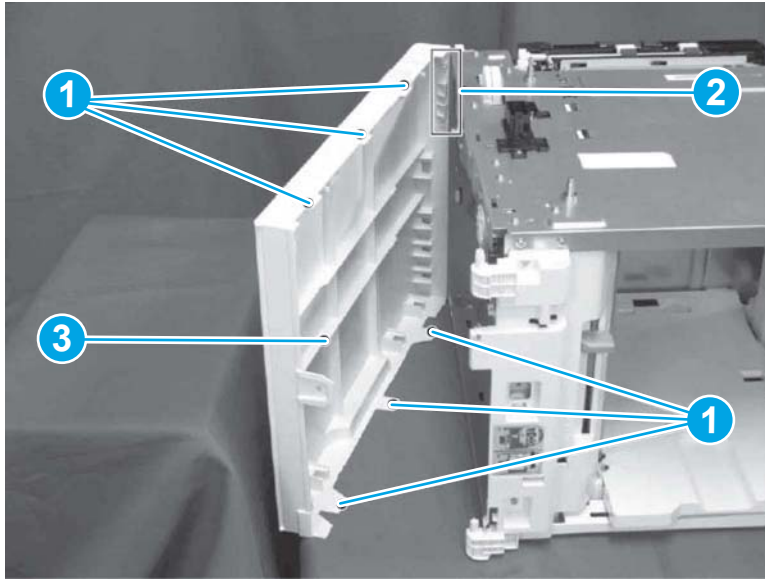
Figure 8-2712 Remove screw



2. Release six tabs (callout 1).
3. Release one boss (callout 2).

4. Remove the left cover (callout 3).

Figure 8-2713 Remove left cover

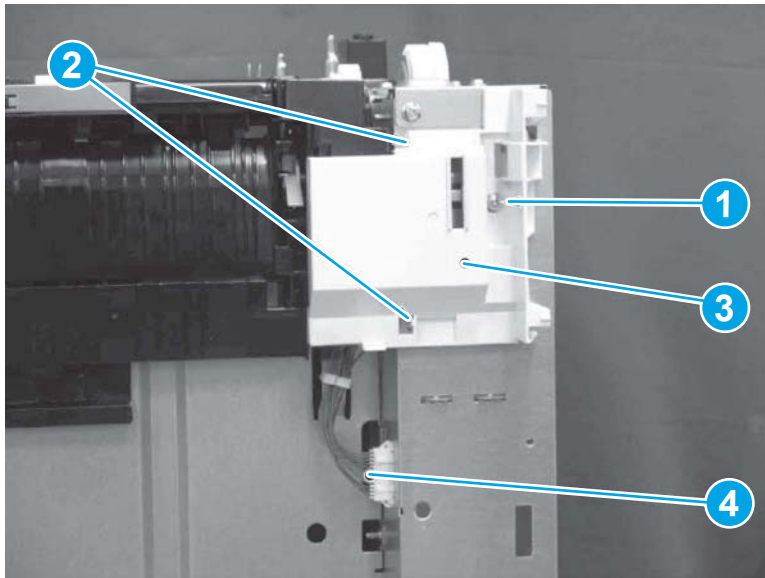


Remove the pickup assembly

Follow these steps to remove the pickup assembly.

1. Release the cable (callout 2) from the boss (callout 1).

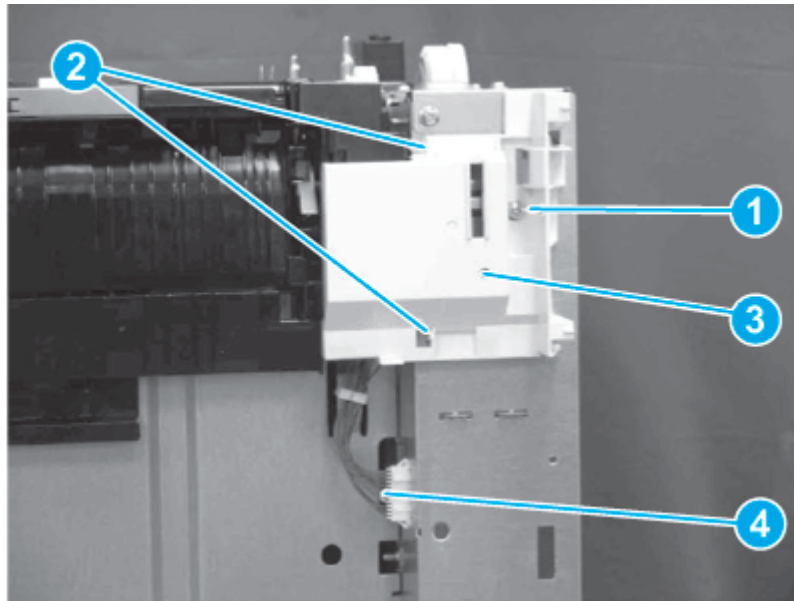
Figure 8-2714 Release cable



2. Remove one screw (callout 1).
3. Release two tabs (callout 2).
4. Remove the cover (callout 3).

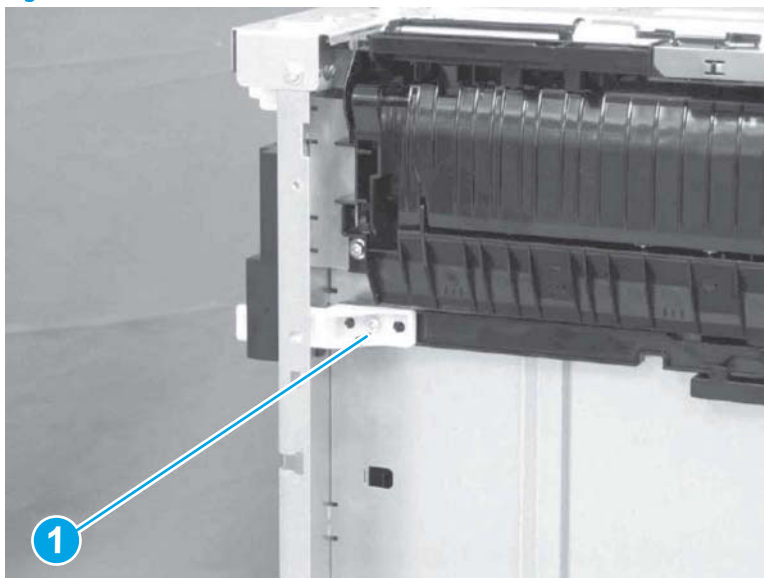
5. Disconnect one connector (callout 4).

Figure 8-2715 Disconnect connector



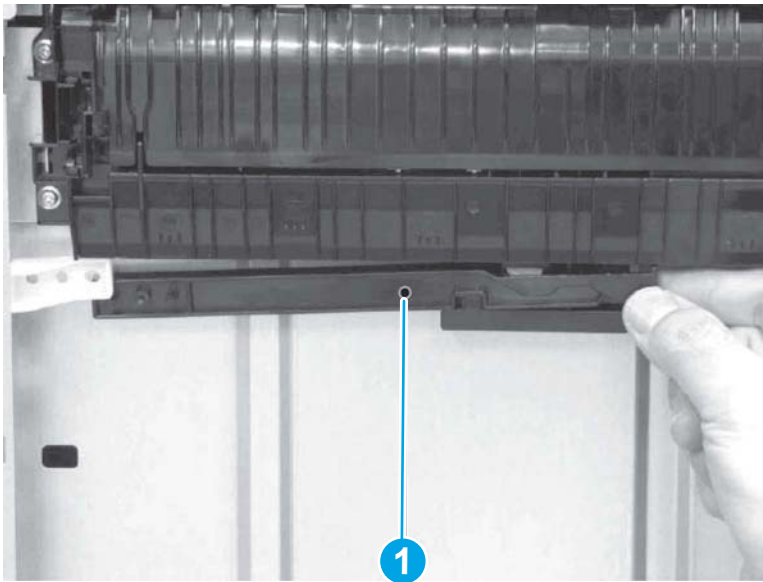
6. Remove one screw (callout 1).

Figure 8-2716 Remove screw



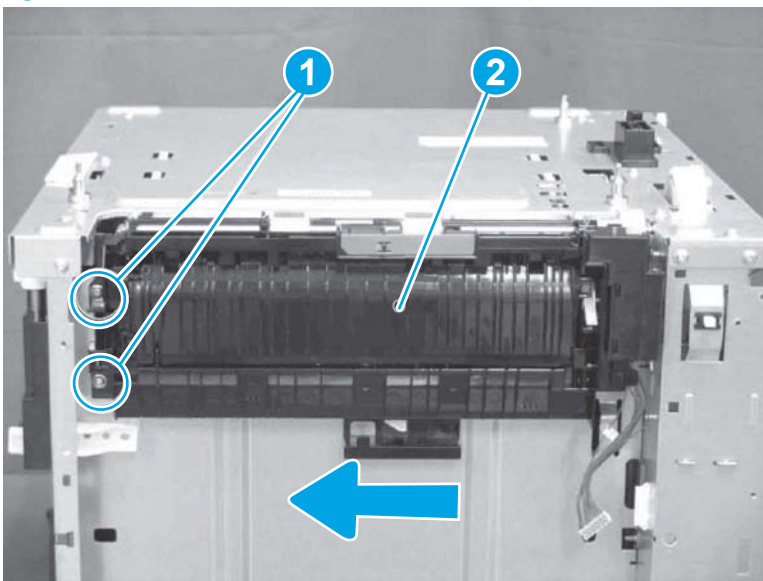
7. Remove the link (callout 1).

Figure 8-2717 Remove link



8. Remove two screws (callout 1).
9. Slide the pickup assembly (callout 2) in the direction of the arrow to remove.

Figure 8-2718 Remove pickup assembly

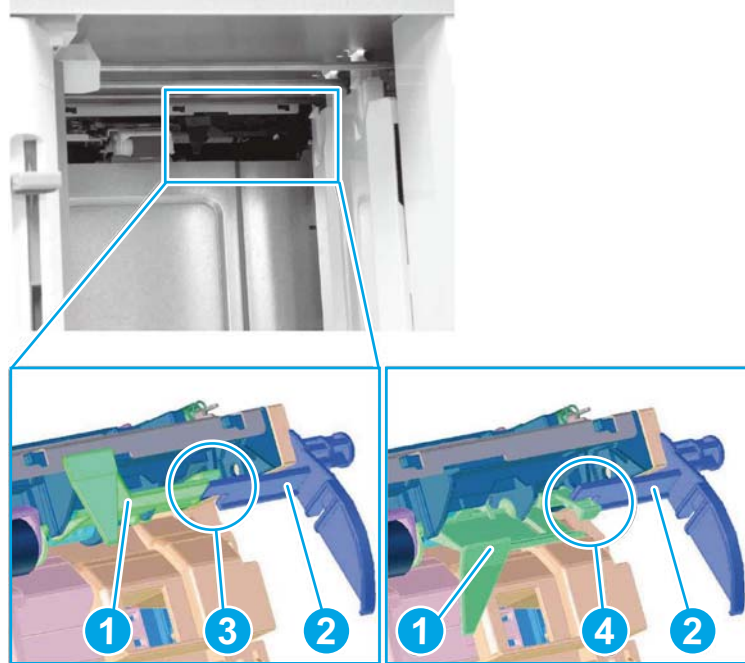


Special installation instructions: Cartridge door

- ▲ Make sure that the sensor flag (callout 1) and the release lever (callout 2) of the pickup assembly are in the correct position (callout 3), not the incorrect position (callout 4).

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

Figure 8-2719 Sensor flag and release lever positions

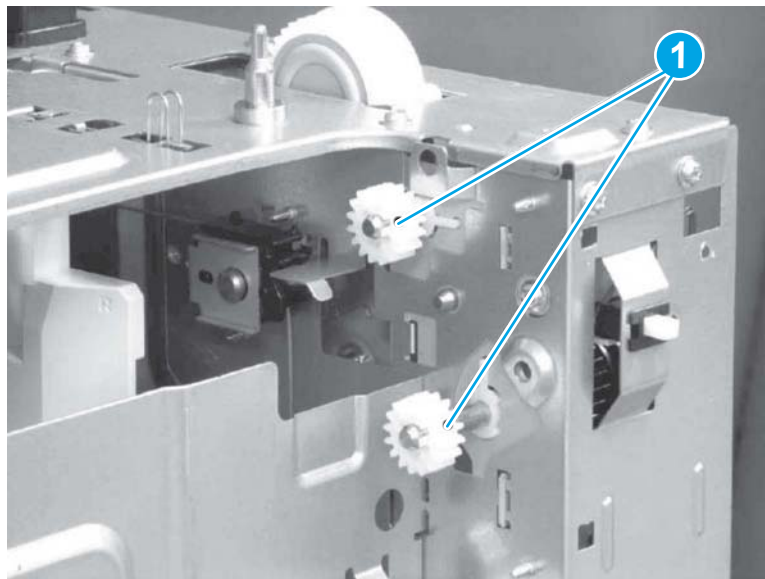


Remove the drive assembly

Follow these steps to remove the drive assembly.

1. Remove two gears (callout 1).

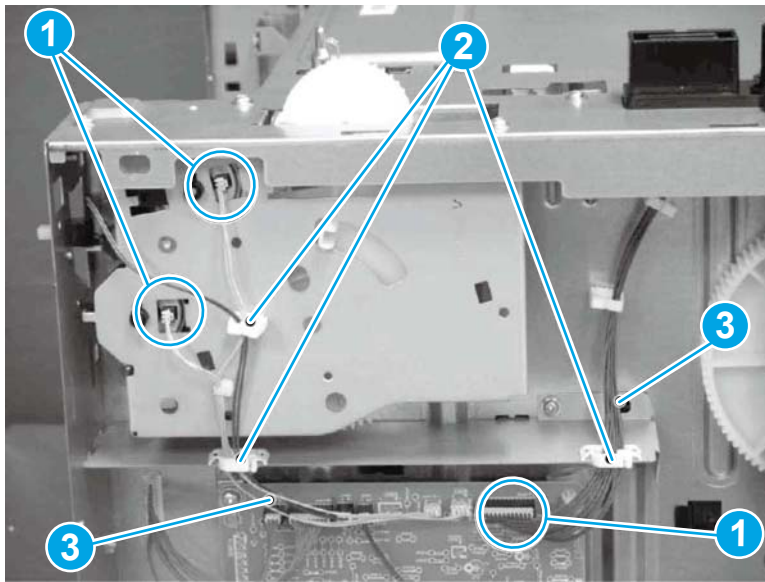
Figure 8-2720 Remove two gears



2. Disconnect three connectors (callout 1).

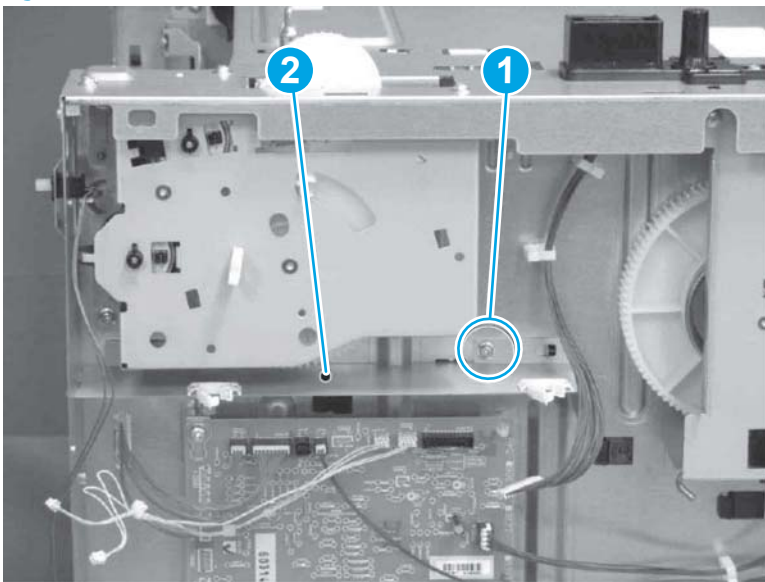
3. Release cables (callout 3) from cable clamps (callout 2).

Figure 8-2721 Release cables



4. Remove one screw (callout 1).
5. Remove the plate (callout 2).

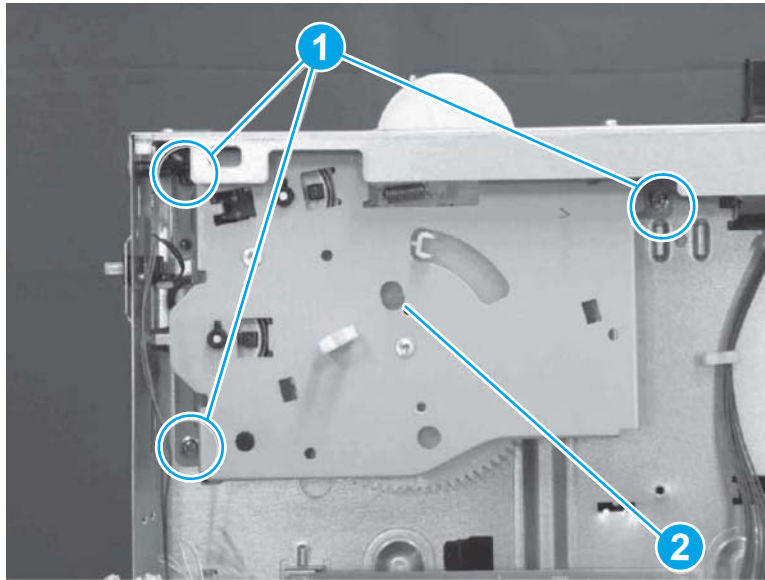
Figure 8-2722 Remove plate



6. Remove three screws (callout 1).

7. Remove the drive assembly (callout 2).

Figure 8-2723 Remove drive assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: 2,100-sheet paper deck separation (retard) roller assembly

This document provides the procedures to remove and replace the 2,100-sheet paper deck HCI retard roller assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-222 Part information

Part number	Part description
RM2-6672-000CN	Retard roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

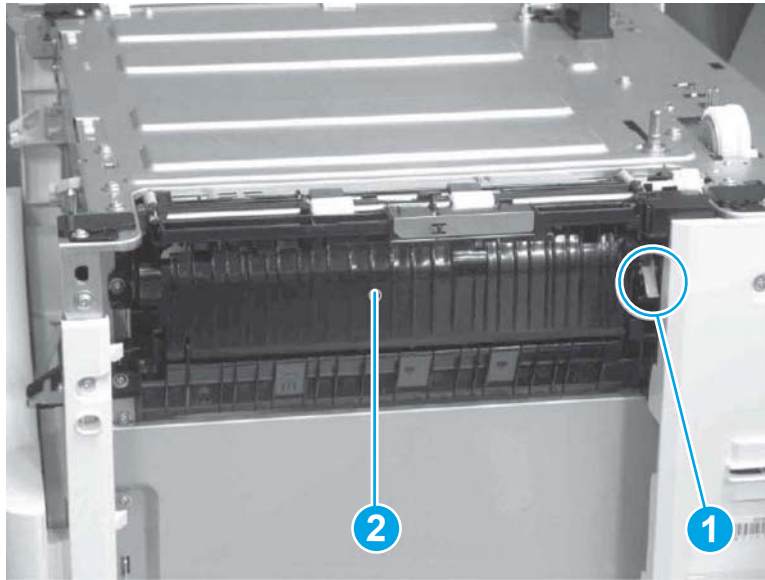
Remove the separation roller assembly

Follow these steps to remove the separation roller assembly.

1. Open the right door assembly.
2. Push the lever (callout 1).

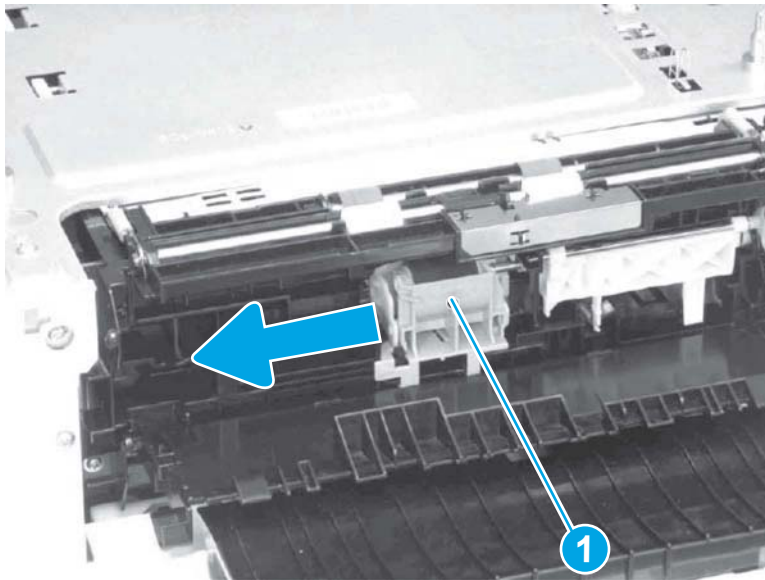
3. Open the feed guide (callout 2).

Figure 8-2724 Open feed guide



4. Slide the PD retard roller assembly (callout 1) in the direction of the arrow.
5. Remove the PD retard roller assembly (callout 1).

Figure 8-2725 Remove PD retard roller assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly


Also use the following **special installation instructions**.

Removal and replacement: 2,100-sheet paper deck pickup roller assembly

This document provides the procedures to remove and replace the 2,100-sheet paper deck HCI pickup roller assembly.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-223 Part information

Part number	Part description
RM2-1275-000CN	Paper pick-up roller assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

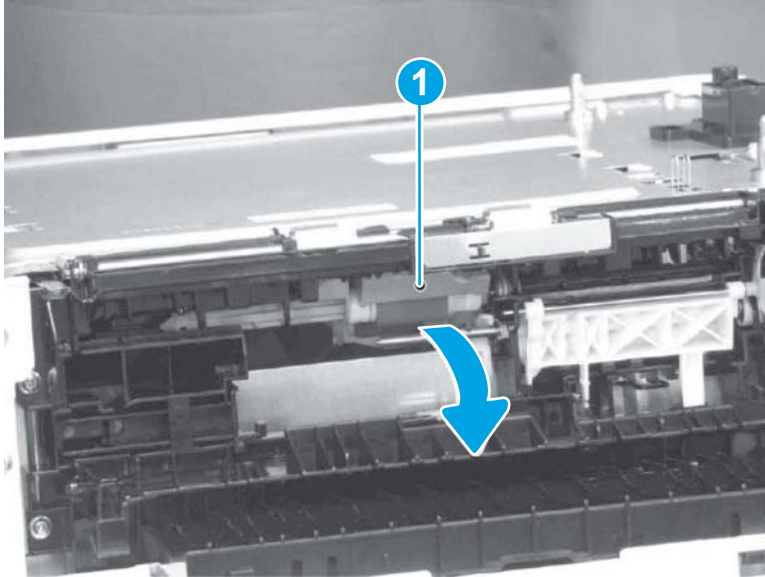
No post service test is available for this assembly.

Remove the HCI pickup roller assembly

Follow these steps to remove the HCI pickup roller assembly.

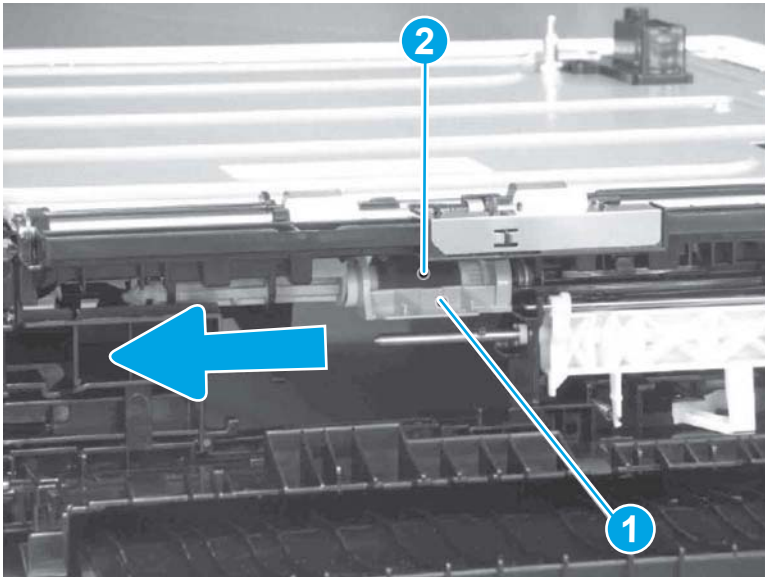
1. Open the tab (callout 1).

Figure 8-2726 Open tab



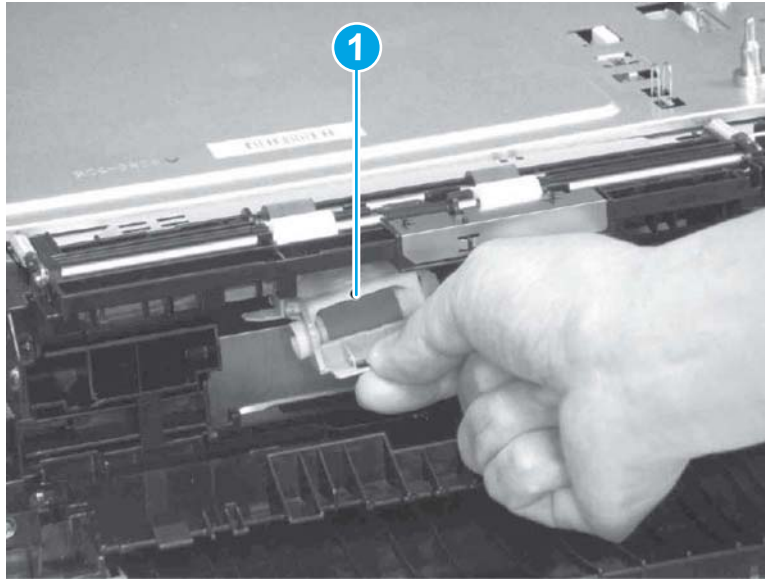
2. Hold the tab (callout 1) and slide the HCl pickup roller assembly (callout 2) in the direction of the arrow.

Figure 8-2727 Slide HCl pickup roller assembly



3. Pull out the HCI pickup roller assembly (callout 1).

Figure 8-2728 Pull out HCI pickup roller assembly



Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Reverse the removal steps to install the assembly

Also use the following special installation instructions.

Removal and replacement: 2,100-sheet paper deck controller PCA

This document provides the procedures to remove and replace the 2,100-sheet paper deck HCI controller PCA.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-224 Part information

Part number	Part description
RM2-8917-000CN	HCI controller PCB assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

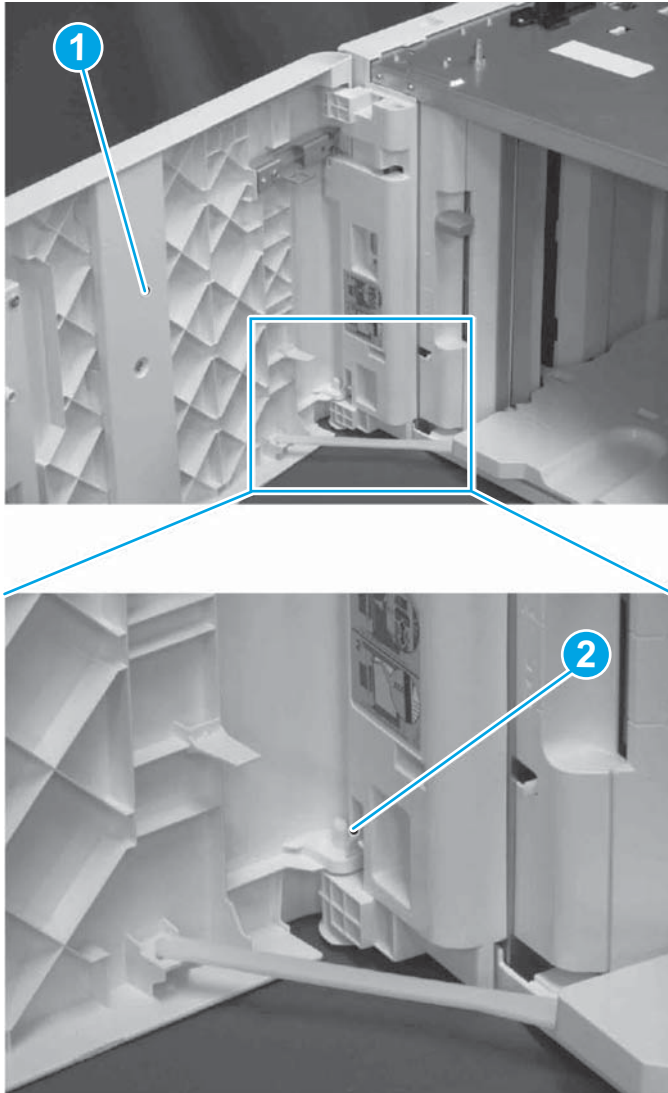
Remove the front door assembly

Follow these steps to remove the front door assembly.

1. Open the front door assembly (callout 1).
2. Release one tab (callout 2).

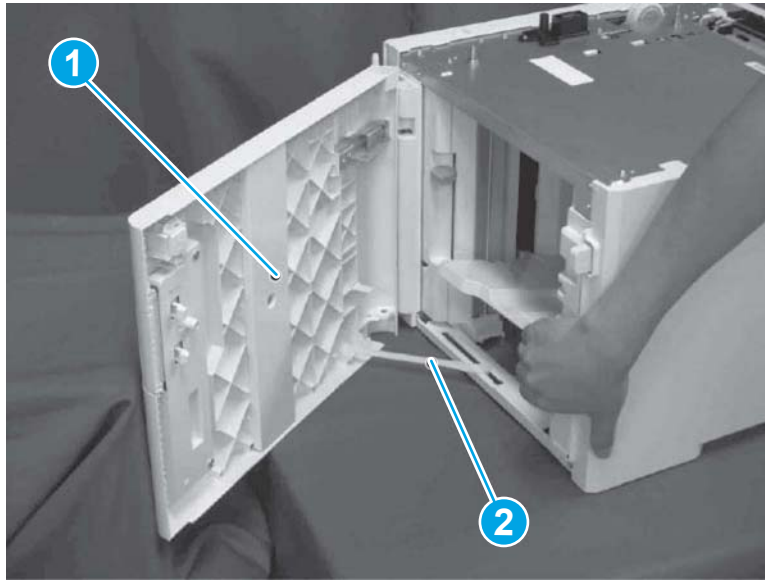
3. Hold up the front door assembly (callout 1) and remove.

Figure 8-2729 Remove front door assembly



4. Remove the link (callout 2) from the front door assembly (callout 1).

Figure 8-2730 Remove link

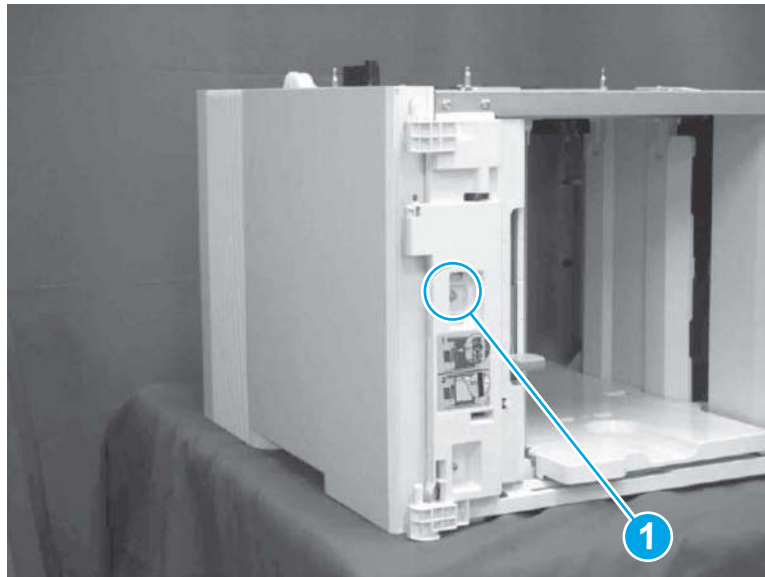


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).

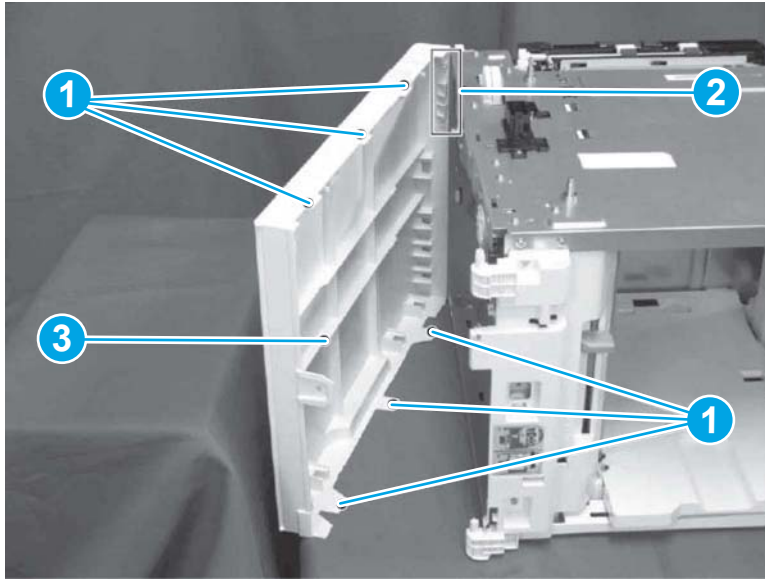
Figure 8-2731 Remove screw



2. Release six tabs (callout 1).
3. Release one boss (callout 2).

4. Remove the left cover (callout 3).

Figure 8-2732 Remove left cover

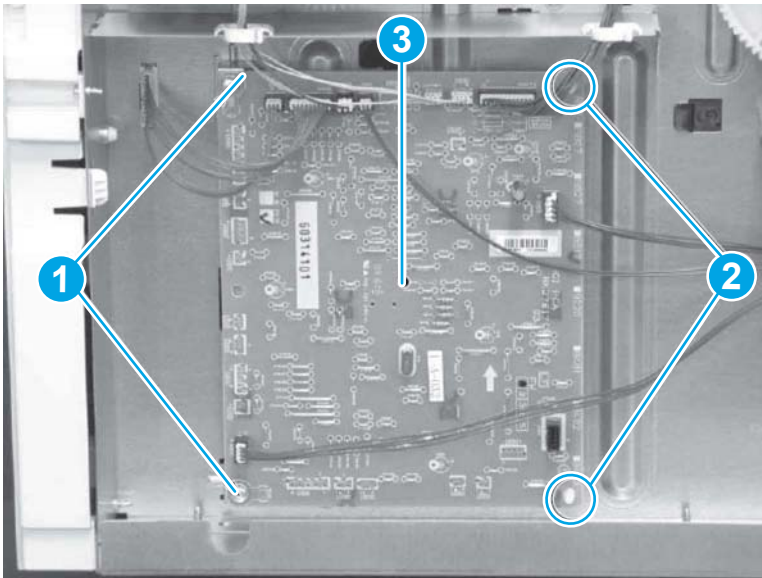


Remove the HCI controller PCA

Follow these steps to remove the HCI controller PCA.

1. Disconnect all connectors on the HCI controller PCA.
2. Remove two screws (callout 1).
3. Release two tabs (callout 2).
4. Remove the HCI controller PCA (callout 3).

Figure 8-2733 Remove HCI controller PCA



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: Output accessories

Learn how to remove and replace the output accessories.

Removal and replacement: 5-bin staple stacker multi-bin mailbox

Learn how to remove and replace the 5-bin staple stacker multi-bin mailbox parts and assemblies.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) rear upper cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox rear upper cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-225 Part information

Part number	Part description
RC4-9579-000CN	Rear upper cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

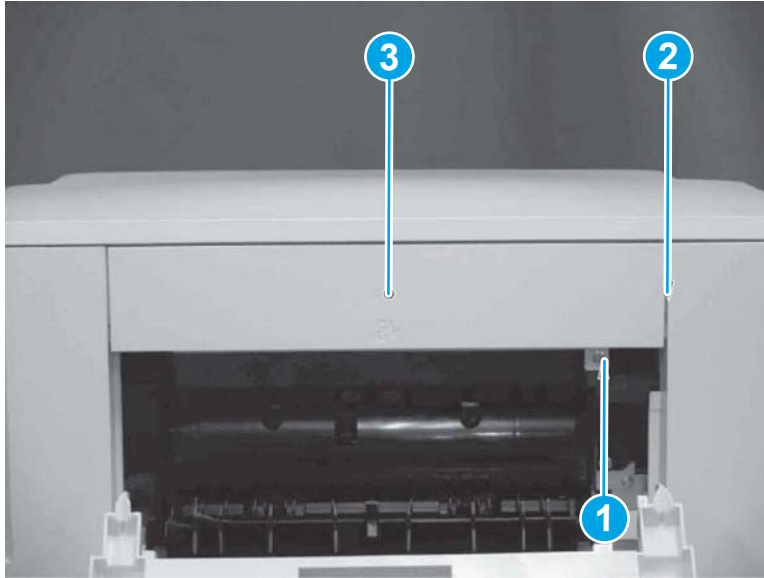
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2734 Remove rear upper cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) top cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox top cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-226 Part information

Part number	Part description
RL2-1827-000CN	Upper cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

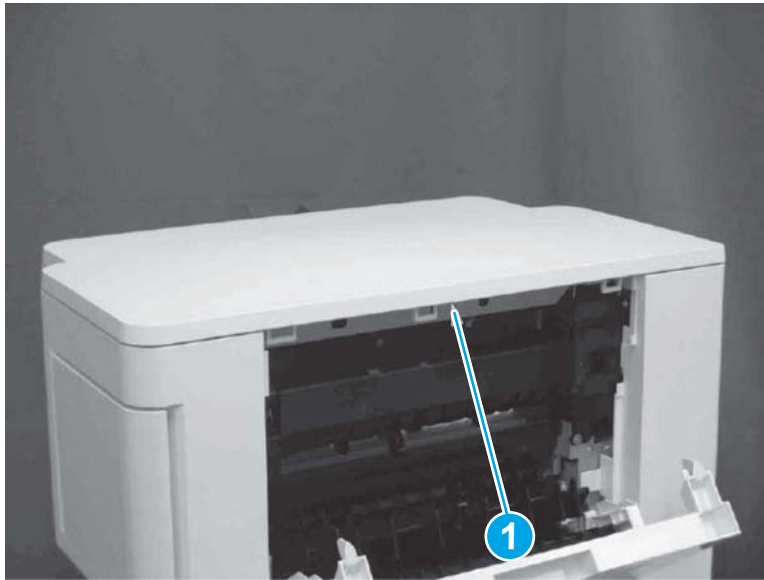
Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.

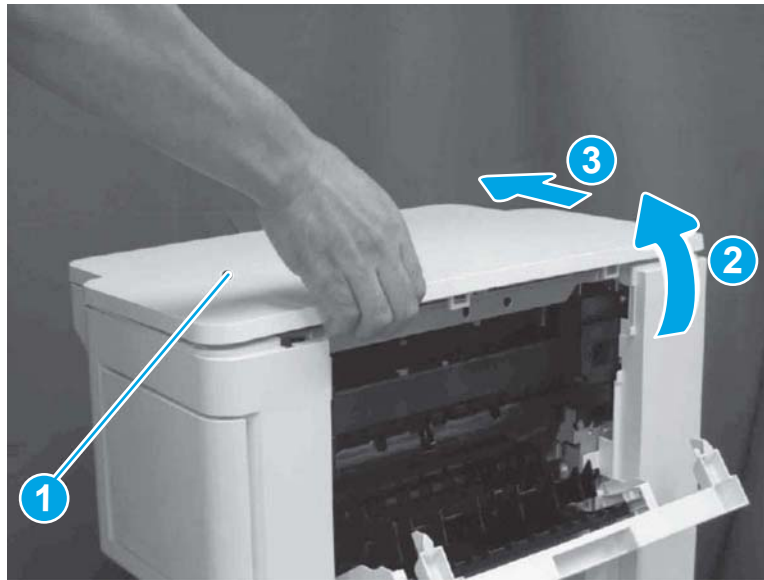
2. Remove one screw (callout 1).


Figure 8-2735 Remove screw



3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.
4. Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2736 Remove top cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) staple cover/staple door


This document provides the procedures to remove and replace the staple stacker multi-bin mailbox staple cover/staple door.

 [How To Remove the SSMBM Staple Cover](#)

 [How To Remove the SSMBM Stapler Door](#)


Mean time to repair: 10 minutes

Service level: Intermediate

 **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.

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 8-227 Part information

Part number	Part description
RC4-9575-000CN	Staple door
RC4-9582-000CN	Staple cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

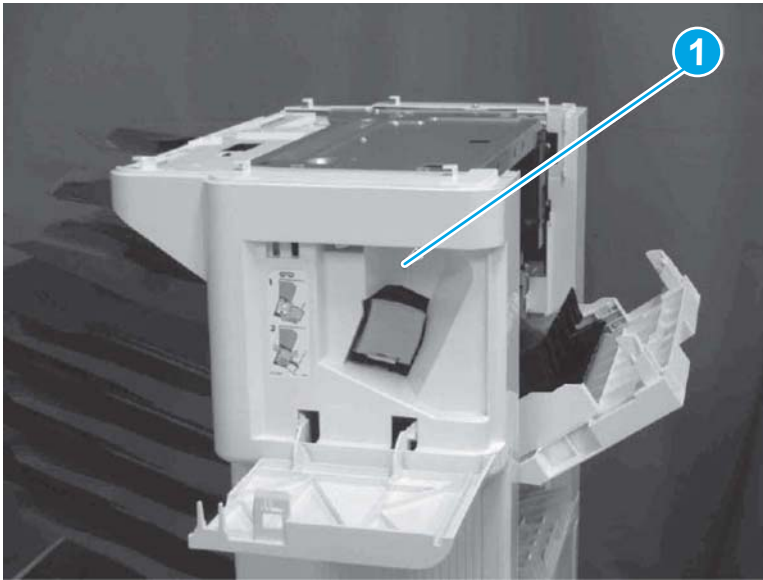
Remove the staple cover/door

Follow these steps to remove the staple cover/door.

1. Open the rear upper cover and the top cover.

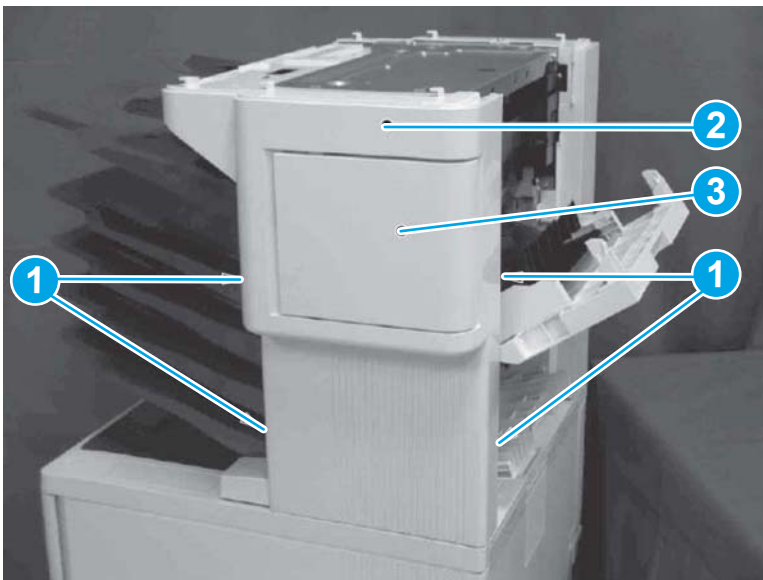
2. Remove one screw (callout 1).

Figure 8-2737 Remove one screw



3. Release four tabs (callout 1).
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.

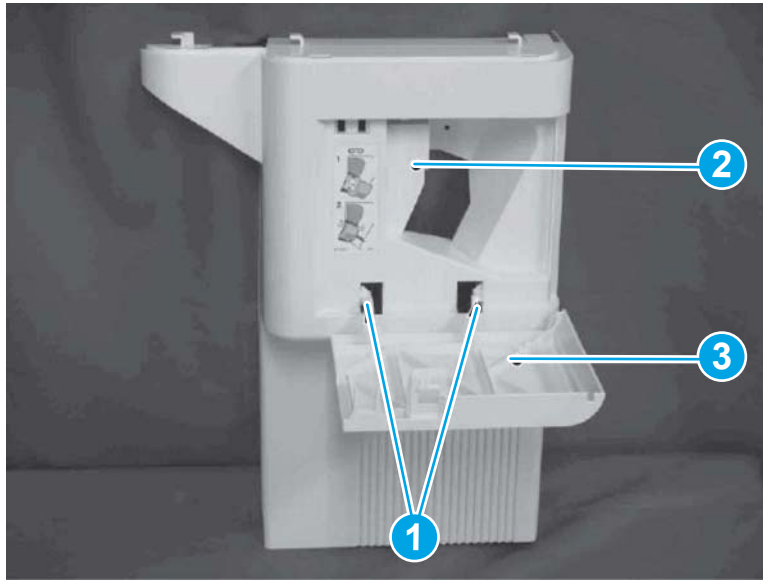
Figure 8-2738 Remove staple cover and staple door



5. Remove two shafts (callout 1).

6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2739 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) left corner cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox left corner cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-228 Part information

Part number	Part description
RC4-9442-000CN	Left corner cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

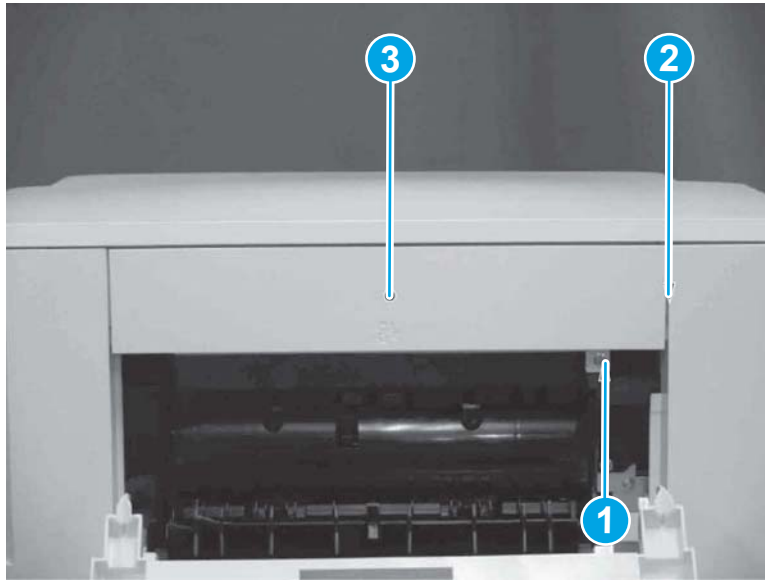
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2740 Remove rear upper cover



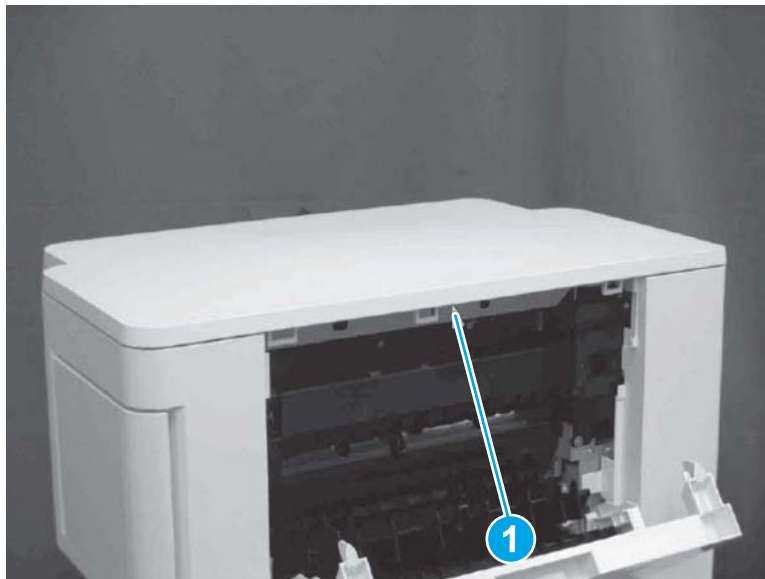
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

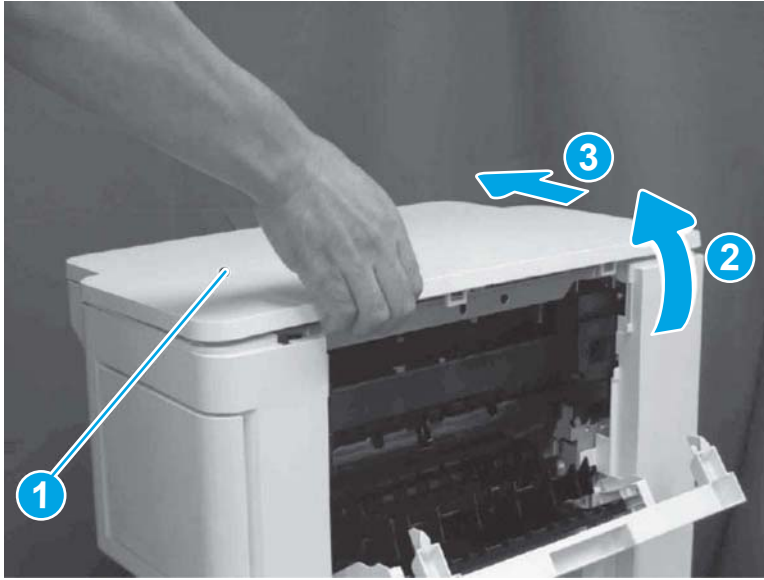
Figure 8-2741 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2742 Remove top cover



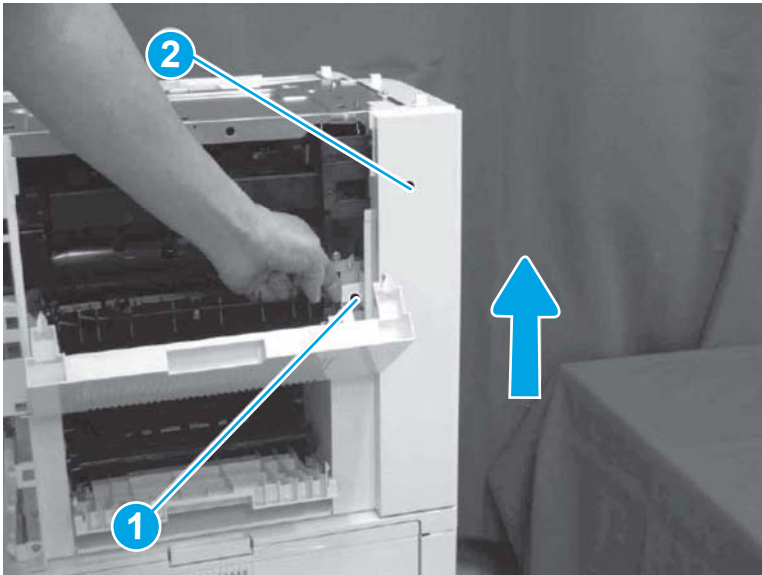
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left corner cover

Follow these steps to remove the left corner cover.

- Release one tab (callout 1).
- Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2743 Remove the left corner cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) left cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox left cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-229 Part information

Part number	Part description
RC4-9440-000CN	Left cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

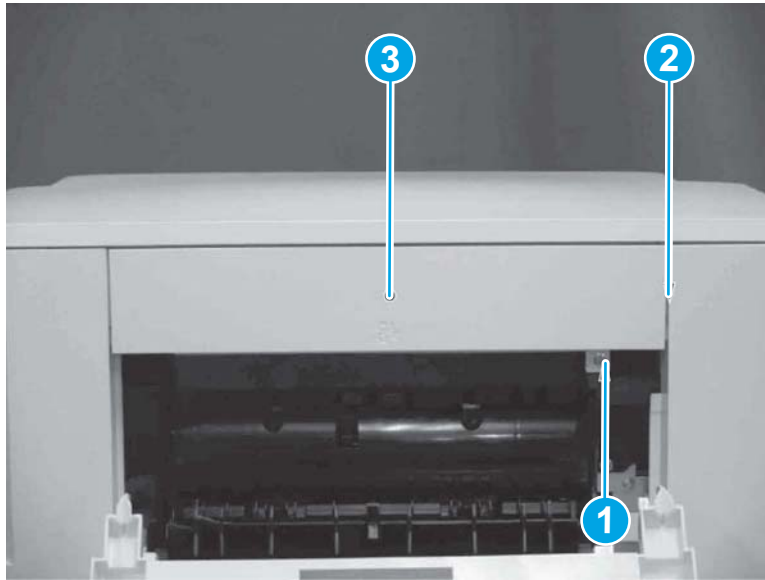
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2744 Remove rear upper cover



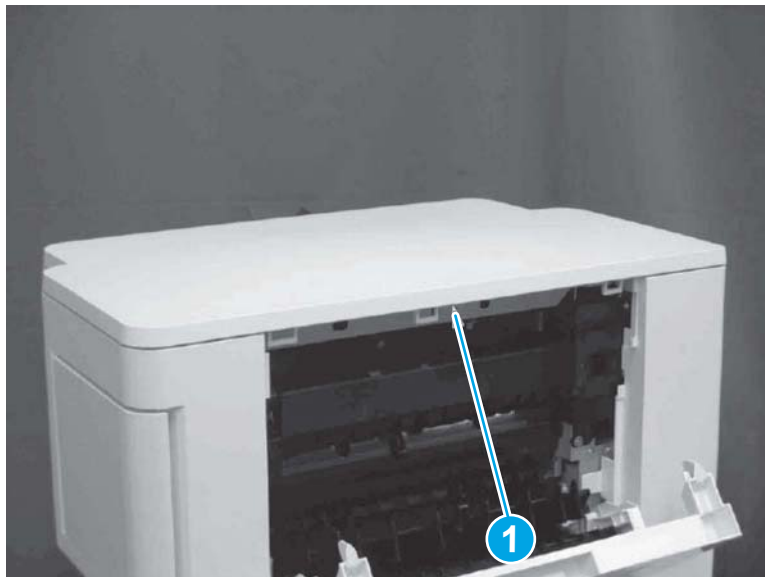
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

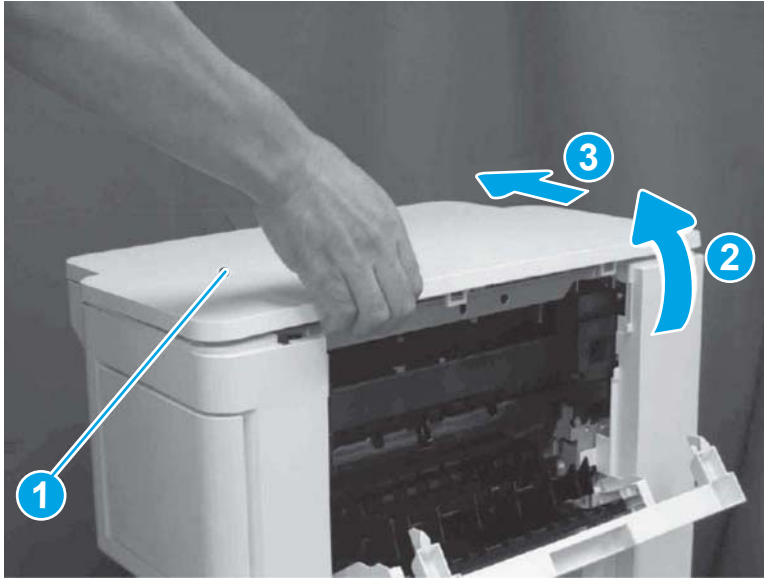
Figure 8-2745 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2746 Remove top cover



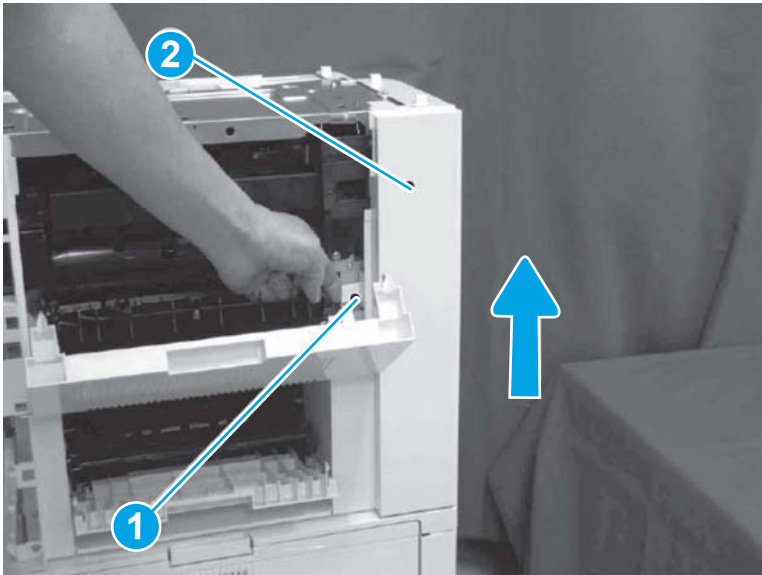
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left corner cover

Follow these steps to remove the left corner cover.

- Release one tab (callout 1).
- Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2747 Remove the left corner cover



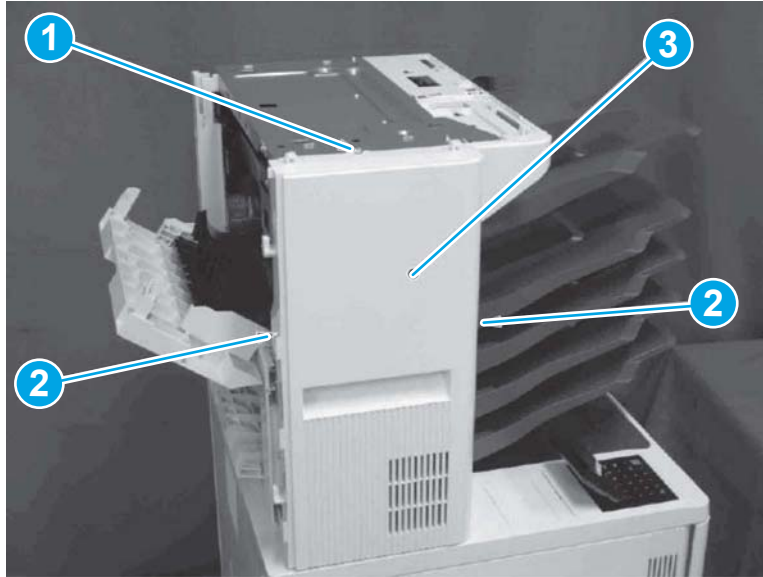
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2748 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) rear cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox rear cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-230 Part information

Part number	Part description
RC4-9446-000CN	Rear stapler cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

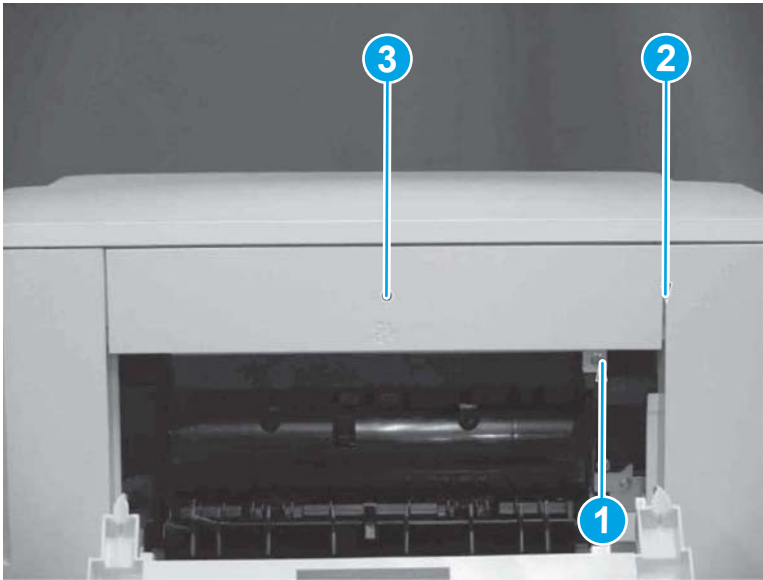
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2749 Remove rear upper cover



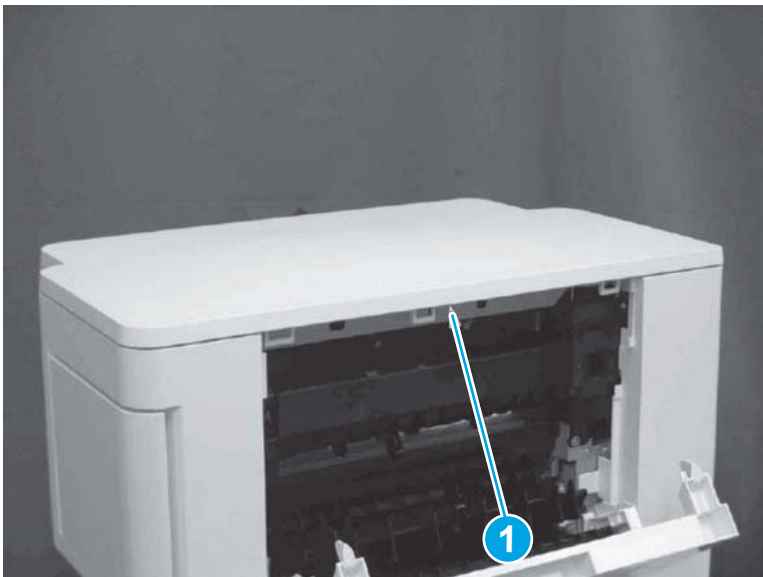
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

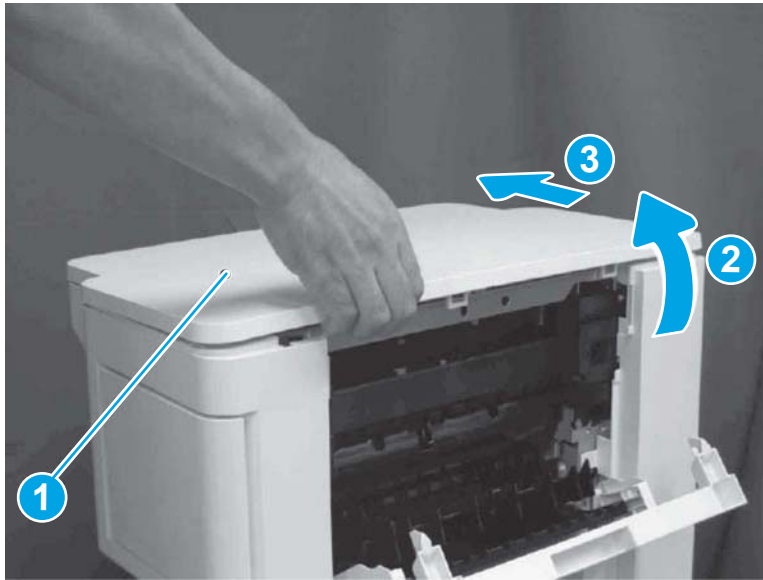
Figure 8-2750 Remove screw



3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2751 Remove top cover



TIP: Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

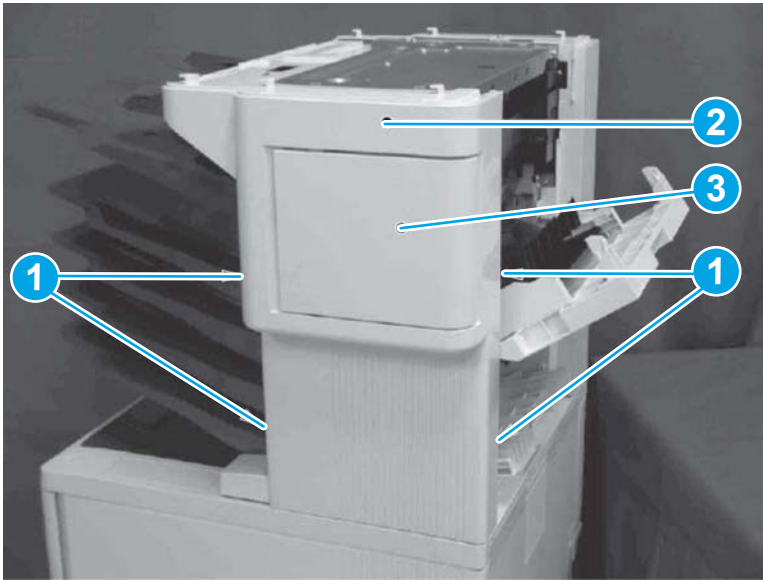
Figure 8-2752 Remove one screw



- Release four tabs (callout 1).

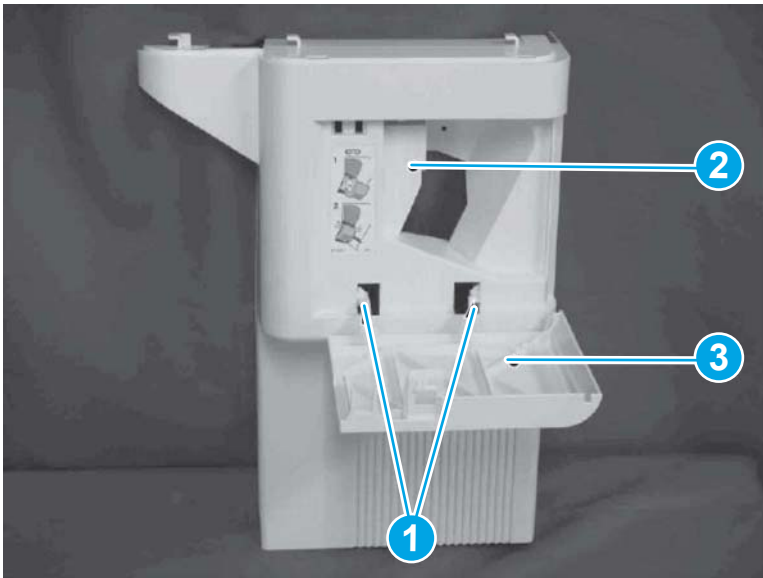
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2753 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2754 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

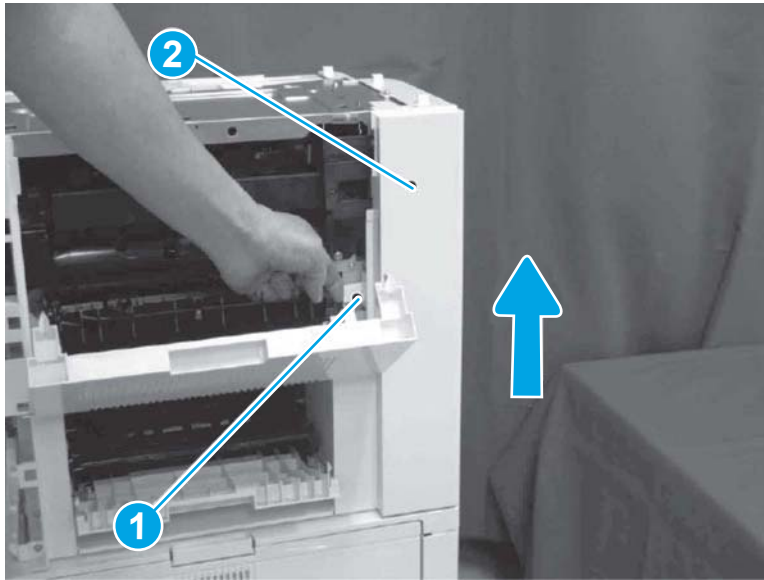
Remove the left corner cover

Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

2. Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2755 Remove the left corner cover



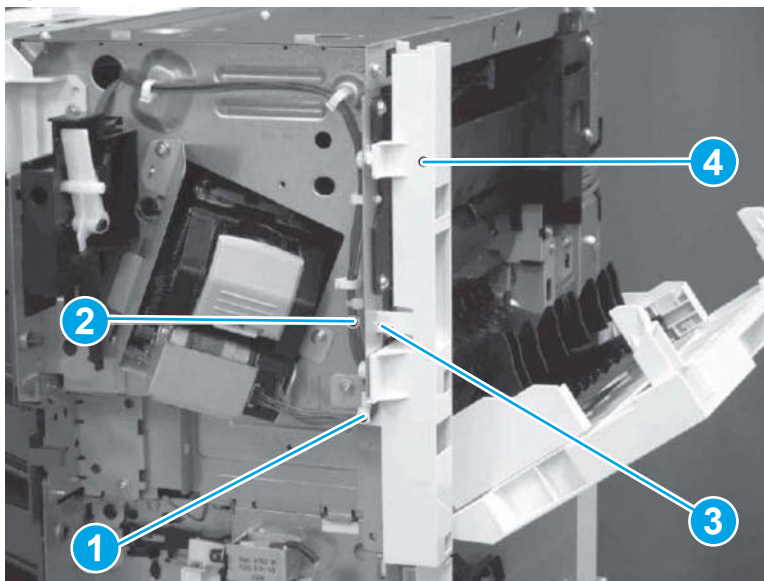
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).

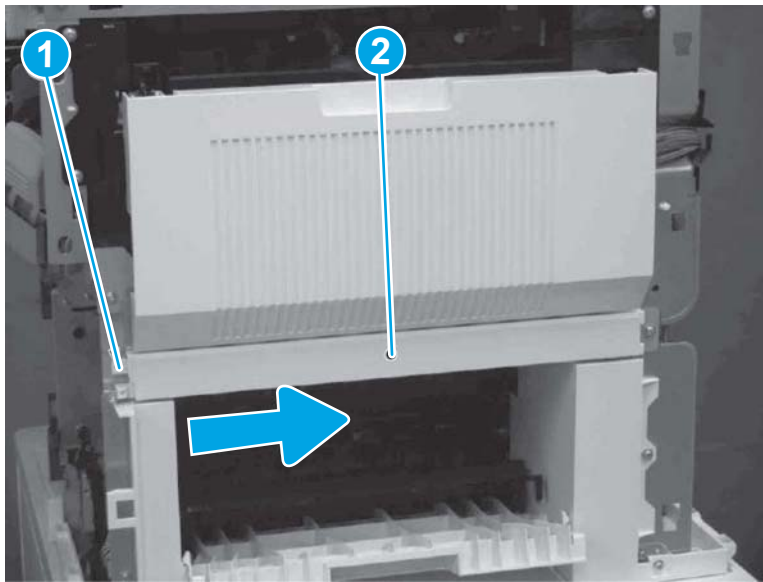
Figure 8-2756 Remove inner cover



4. Release one tab (callout 1).

5. Slide the rear cover (callout 2) in the direction of the arrow to remove.

Figure 8-2757 Remove rear cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) left inner cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox left inner cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-231 Part information

Part number	Part description
RC4-9443-000CN	Left inner cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

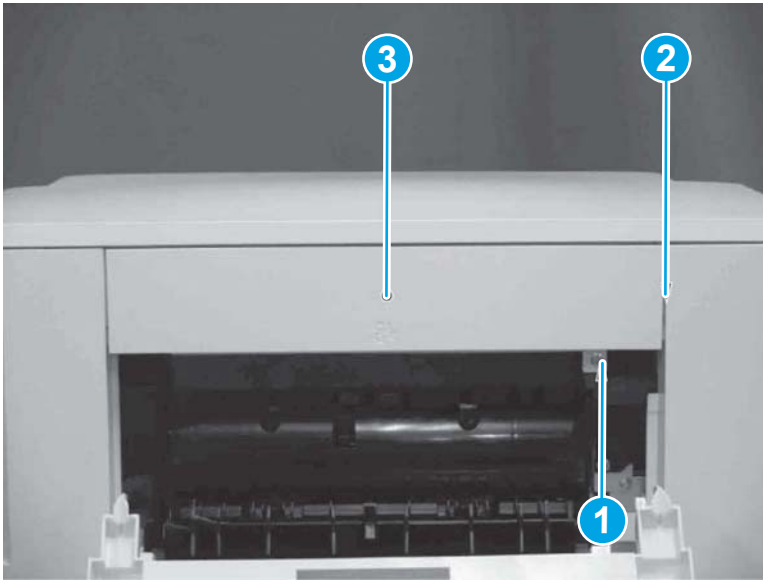
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2758 Remove rear upper cover



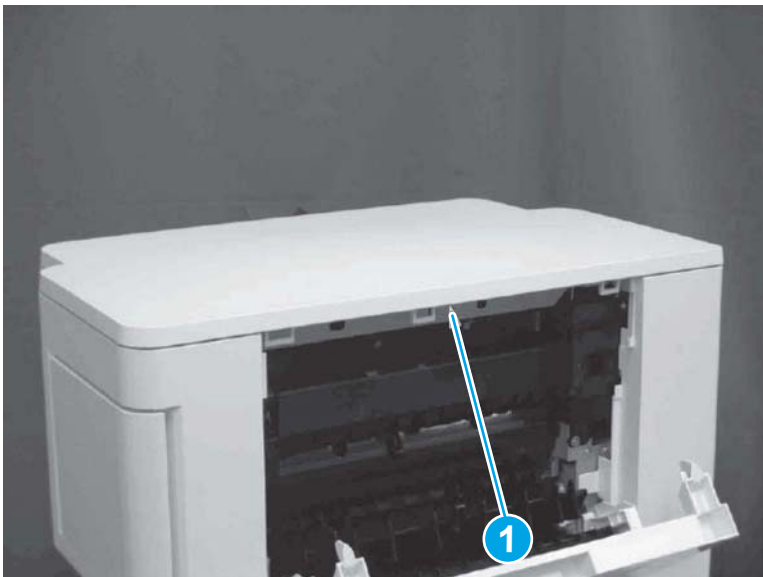
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

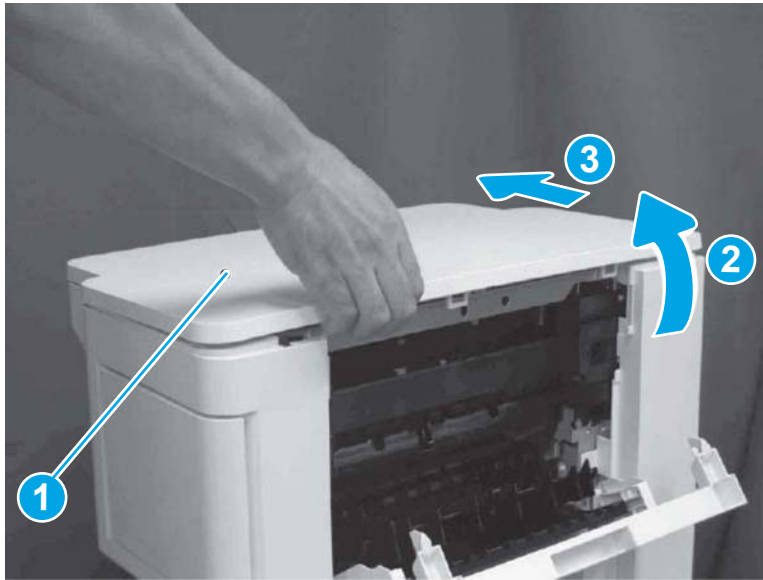
Figure 8-2759 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2760 Remove top cover



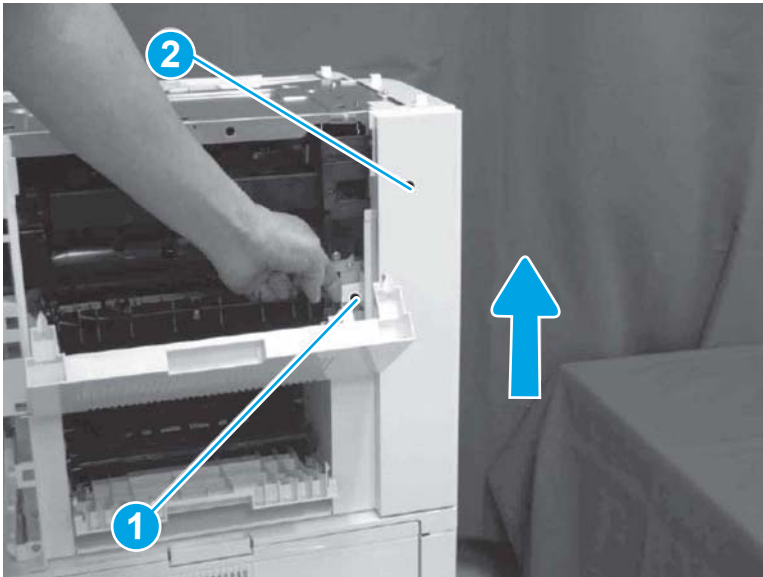
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left corner cover

Follow these steps to remove the left corner cover.

- Release one tab (callout 1).
- Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2761 Remove the left corner cover



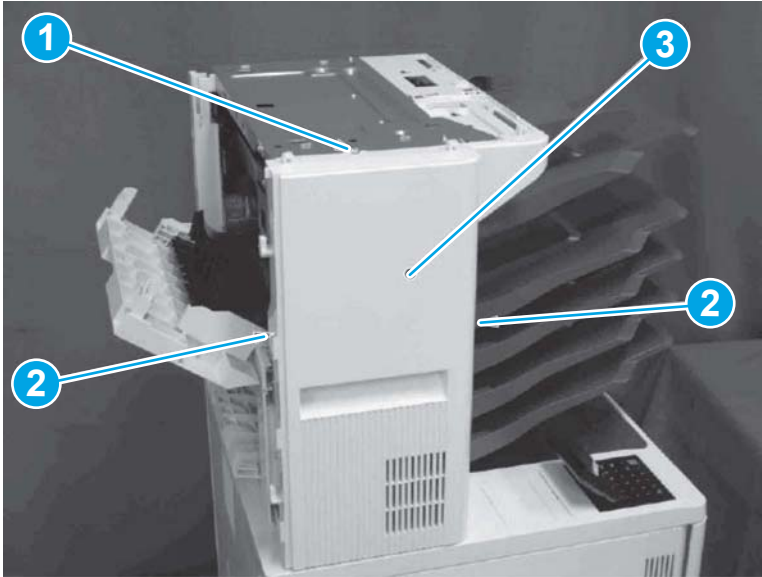
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2762 Remove left cover



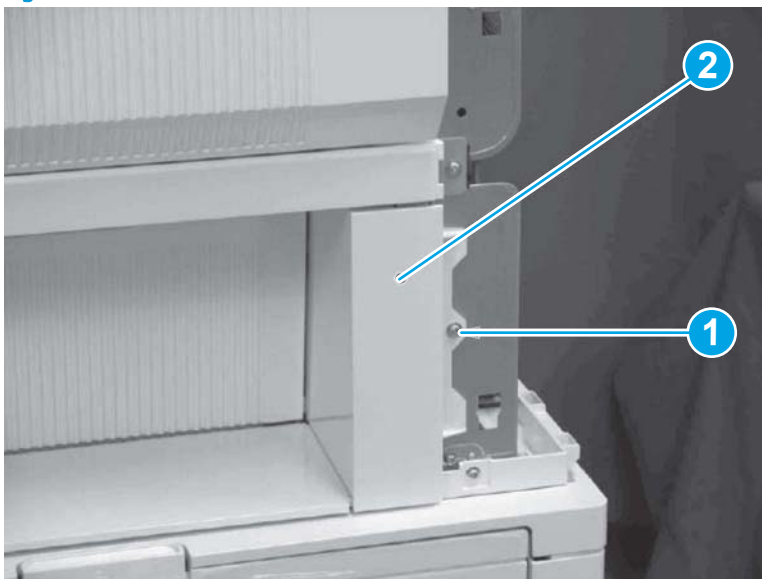
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left inner cover

Follow these steps to remove the left inner cover.

1. Remove one screw (callout 1).
2. Remove the left inner cover (callout 2).

Figure 8-2763 Remove left inner cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.


Removal and replacement: Staple stacker multi-bin mailbox (5-bin) right inner cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox right inner cover.

 [View a video of removing and replacing the right inner cover.](#)


Mean time to repair: 10 minutes

Service level: Intermediate

 **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.

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 8-232 Part information

Part number	Part description
RC4-9444-000CN	Right inner cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

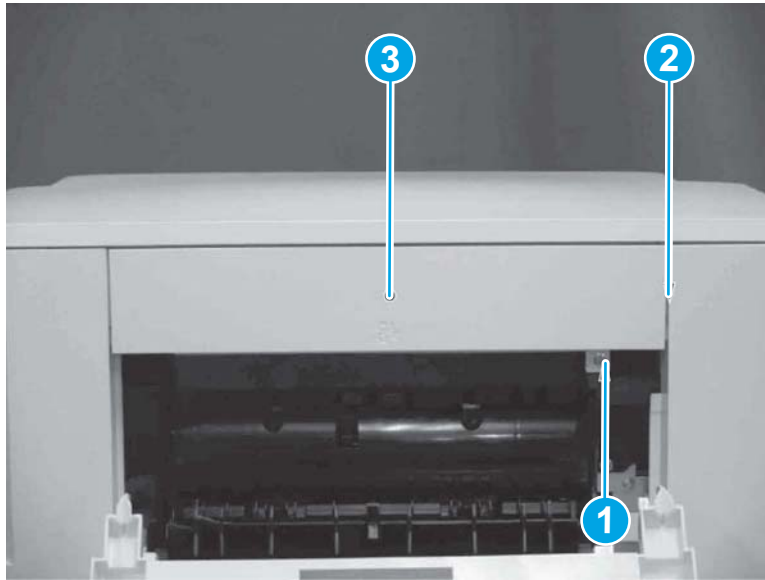
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2764 Remove rear upper cover



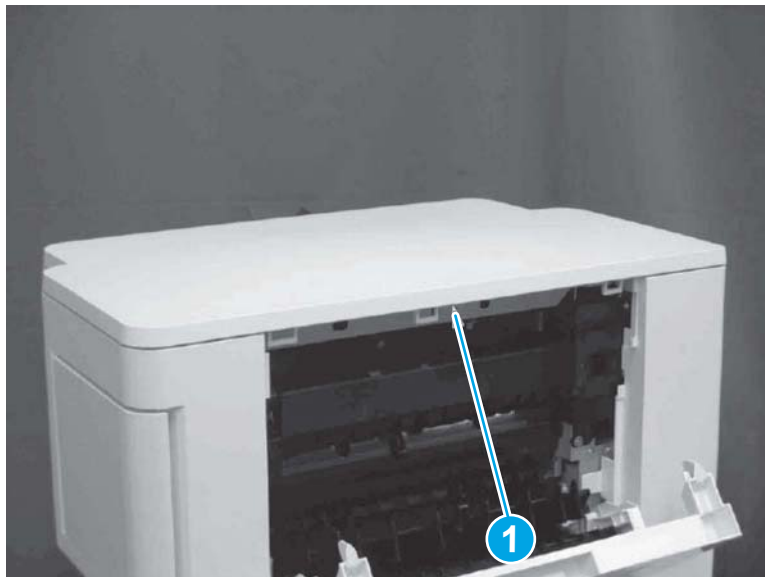
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

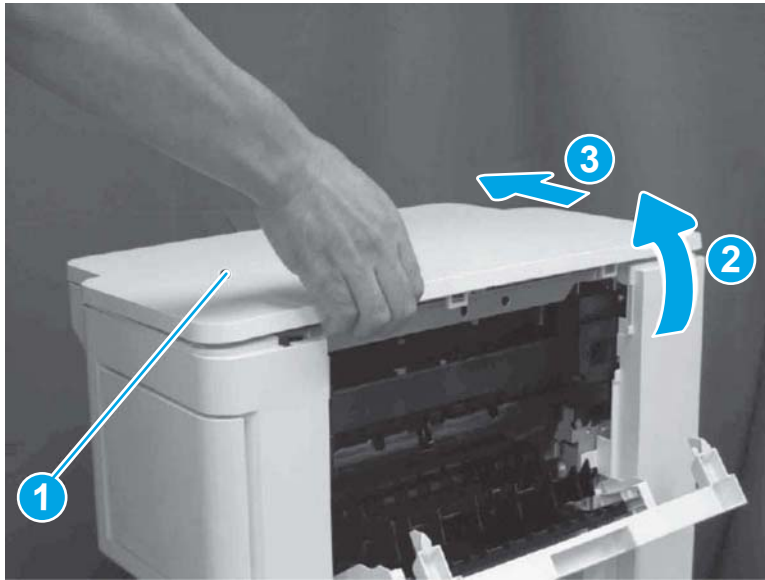
Figure 8-2765 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2766 Remove top cover



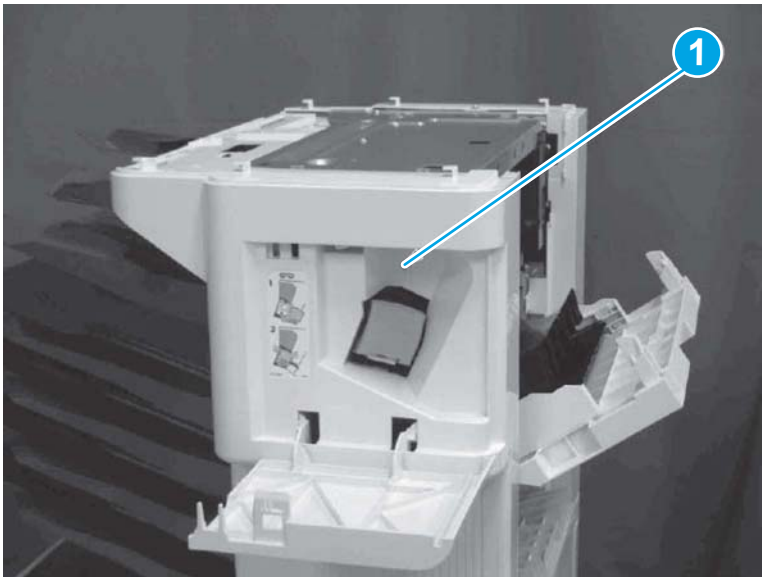
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

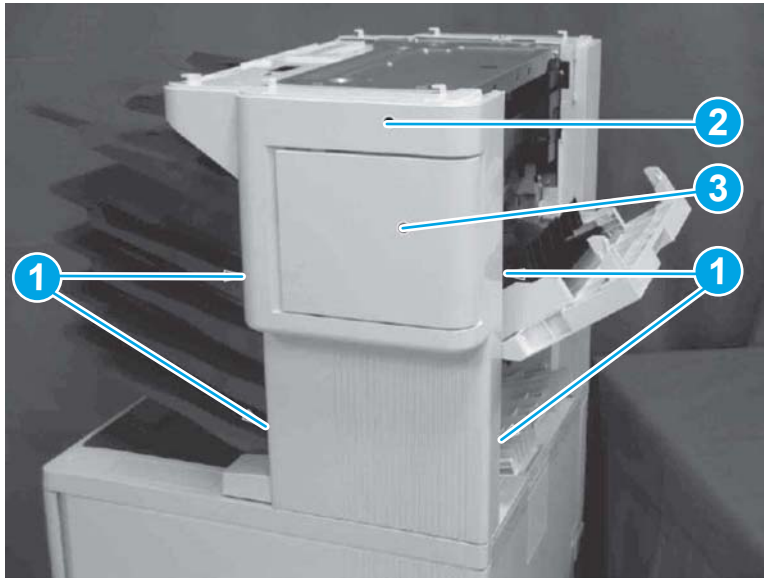
Figure 8-2767 Remove one screw



- Release four tabs (callout 1).

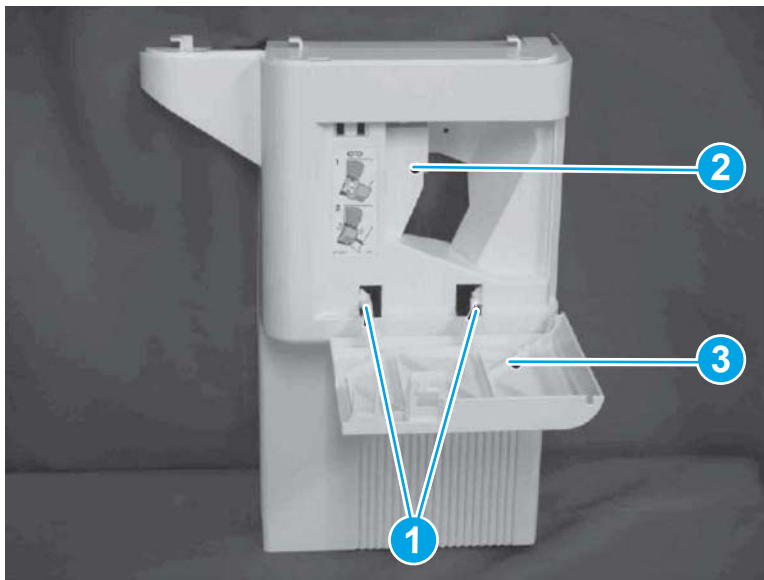
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.

Figure 8-2768 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2769 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

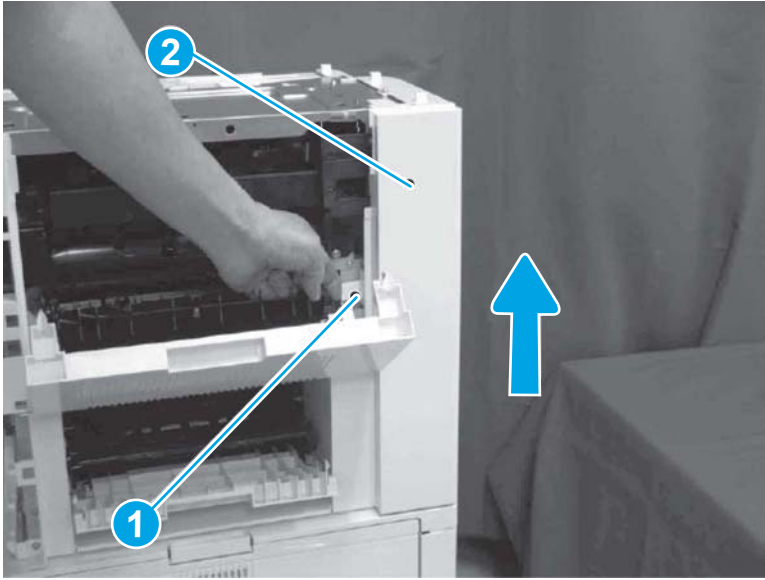
Remove the left corner cover


Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

- Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2770 Remove the left corner cover



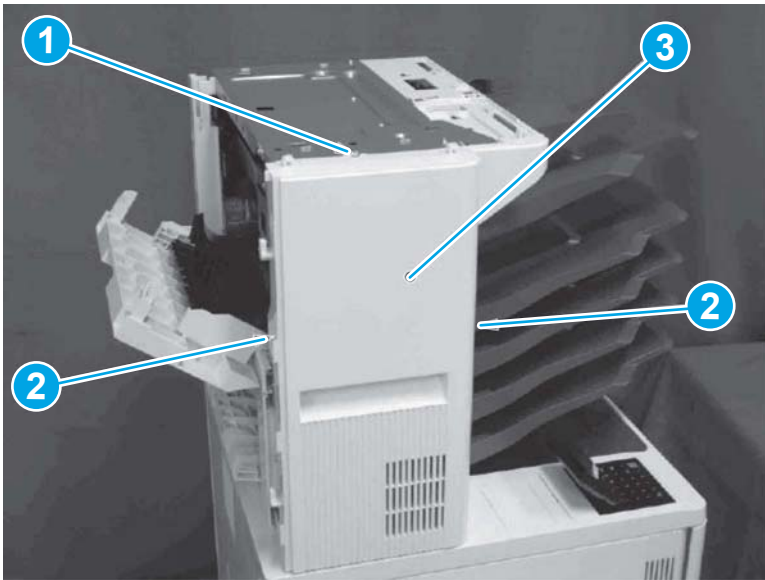
 **TIP:** Reverse the removal steps to install the assembly.

Remove the left cover

Follow these steps to remove the left cover.

- Remove one screw (callout 1).
- Release two bosses (callout 2).
- Remove the left cover (callout 3).

Figure 8-2771 Remove left cover



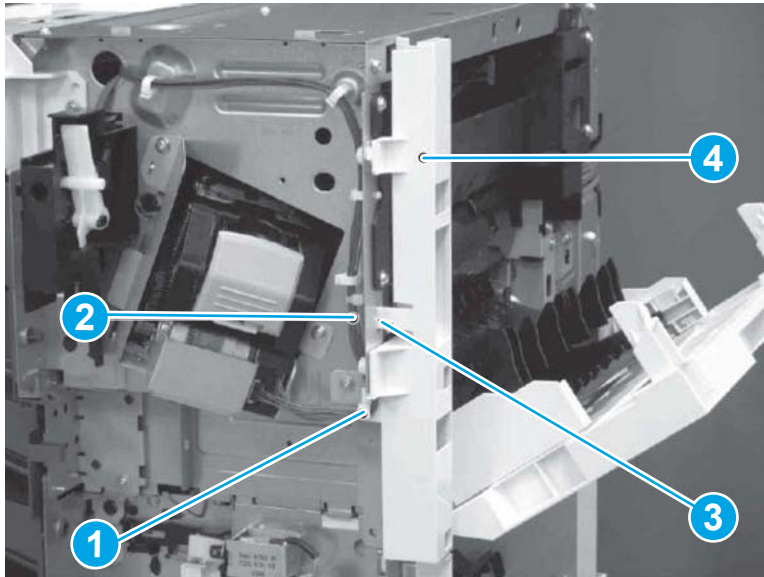
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

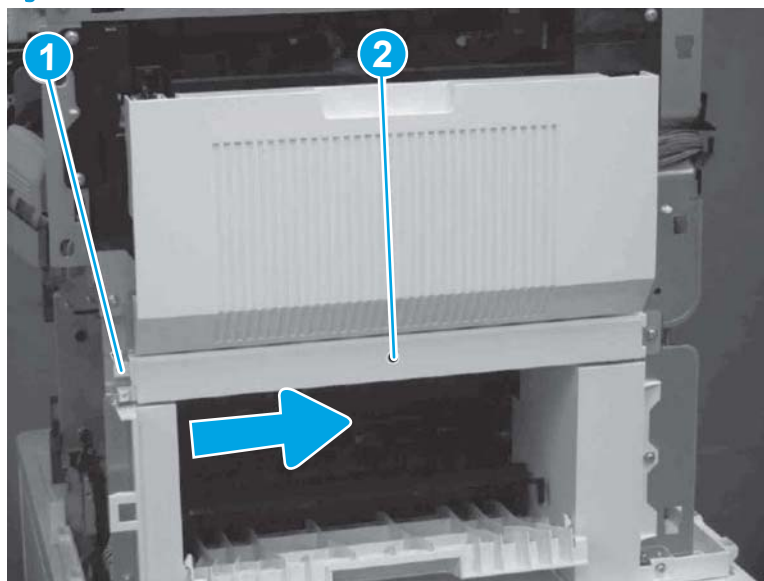
1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).


Figure 8-2772 Remove inner cover



4. Release one tab (callout 1).
5. Slide the rear cover (callout 2) in the direction of the arrow to remove.

Figure 8-2773 Remove rear cover



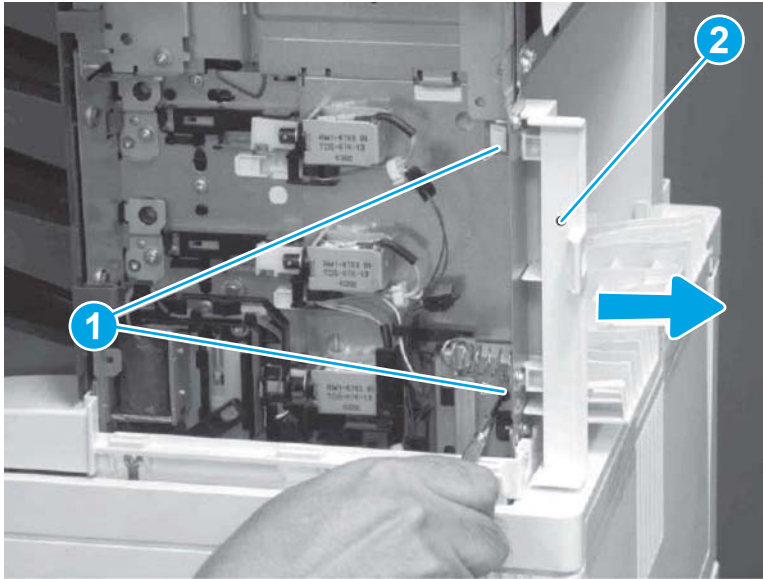
 **TIP:** Reverse the removal steps to install the assembly.


Remove the right inner cover

Follow these steps to remove the right inner cover:

1. Release two tabs (callout 1).
2. Slide the right inner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2774 Remove right inner cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.


Removal and replacement: Staple stacker multi-bin mailbox (5-bin) SS door assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox SS door assembly.

 [View a video of removing and replacing the SS door.](#)


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-233 Part information

Part number	Part description
RC4-9575-000CN	Staple door

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

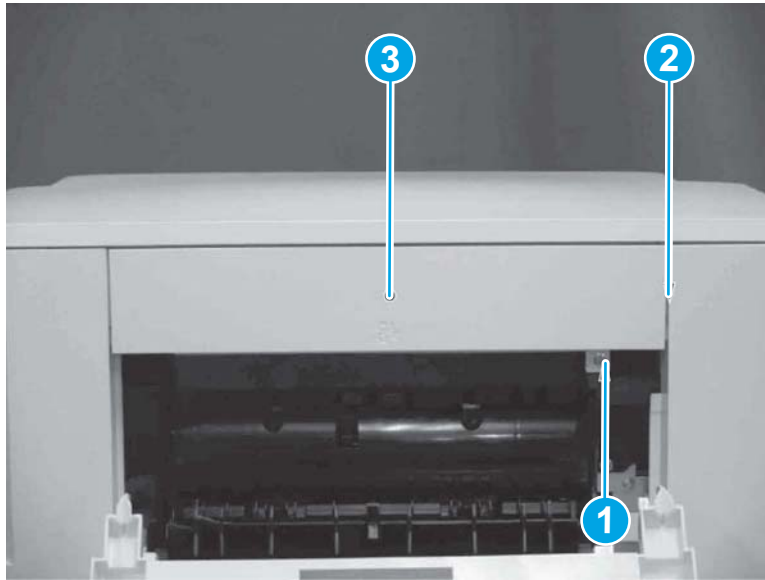
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2775 Remove rear upper cover



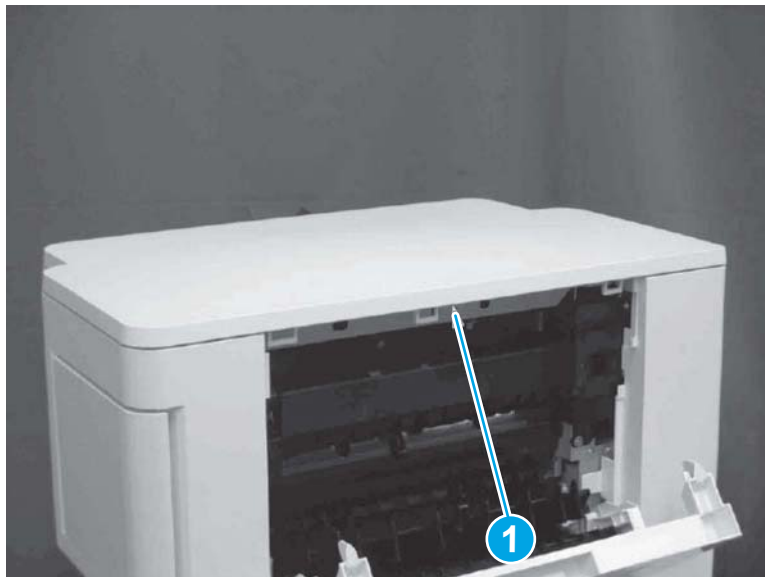
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

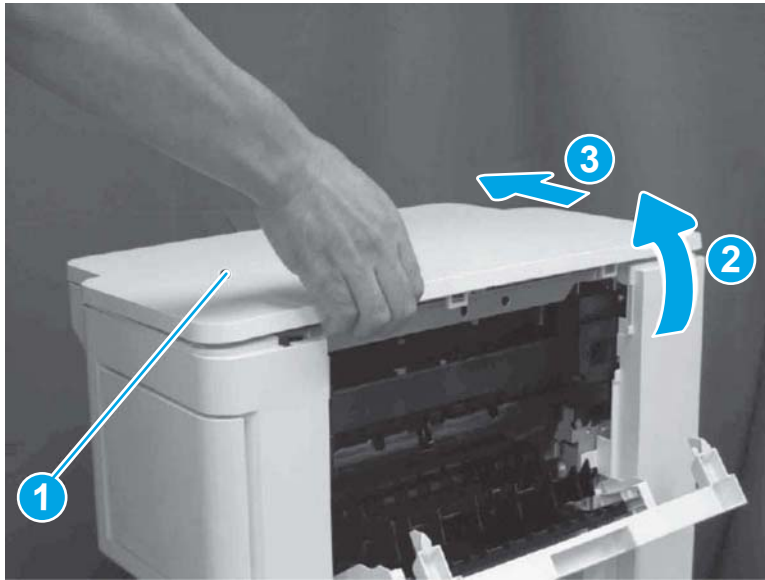
Figure 8-2776 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

4. Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2777 Remove top cover



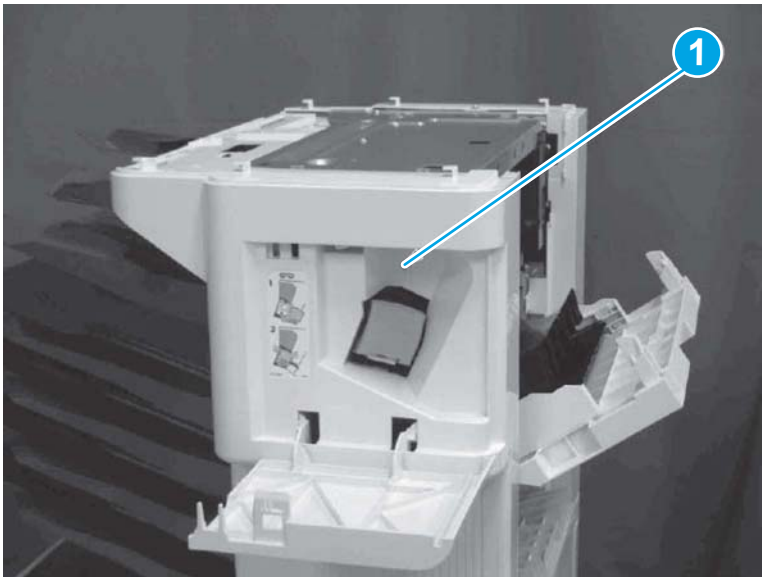
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

1. Open the rear upper cover and the top cover.
2. Remove one screw (callout 1).

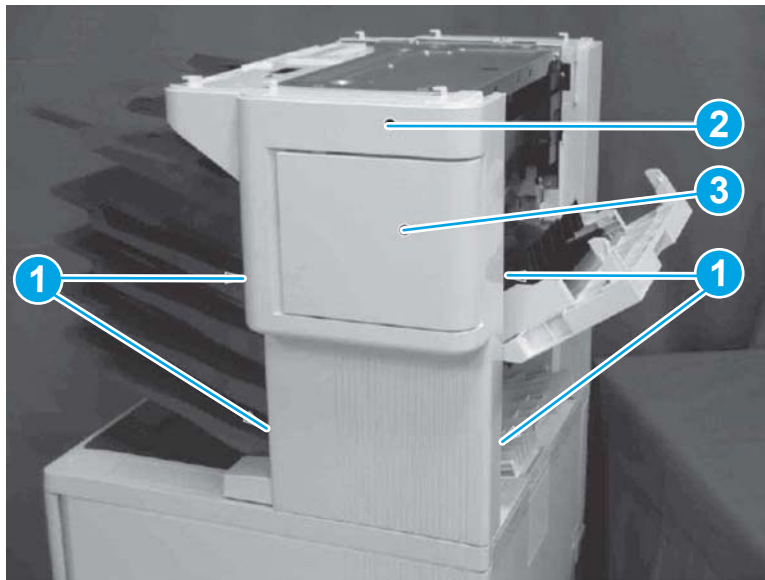
Figure 8-2778 Remove one screw



3. Release four tabs (callout 1).

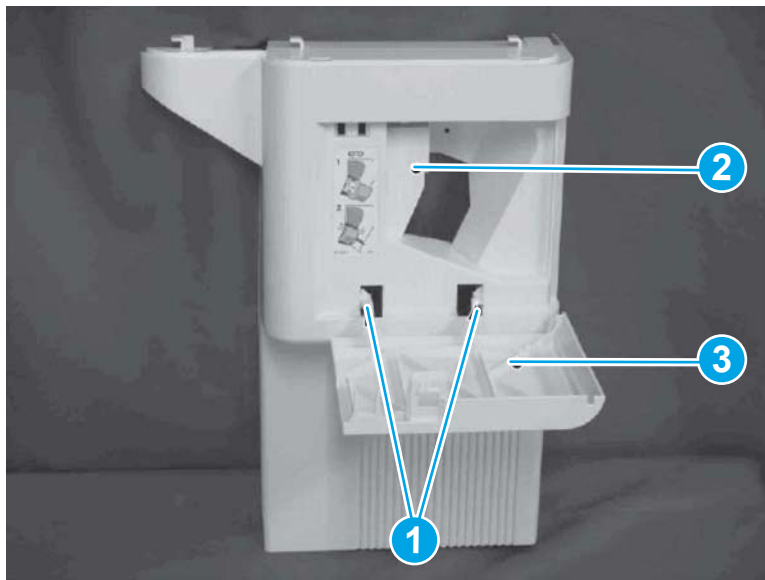
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2779 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2780 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

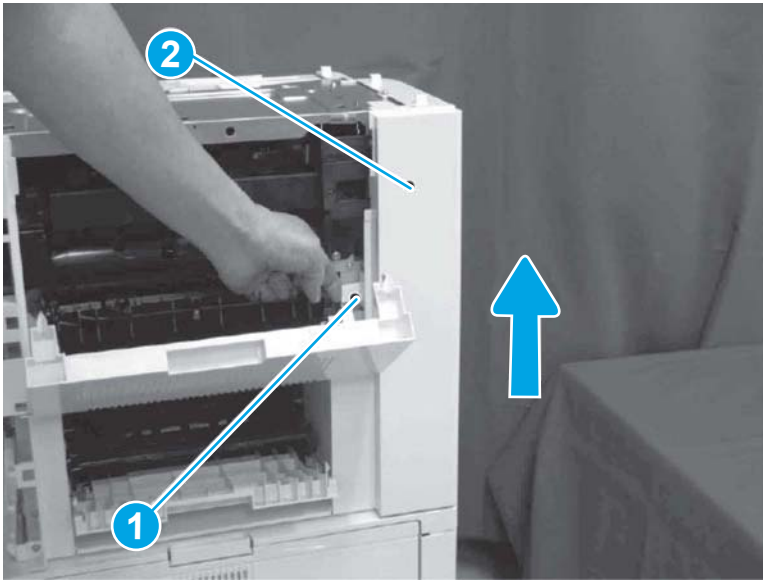
Remove the left corner cover

Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

- Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2781 Remove the left corner cover



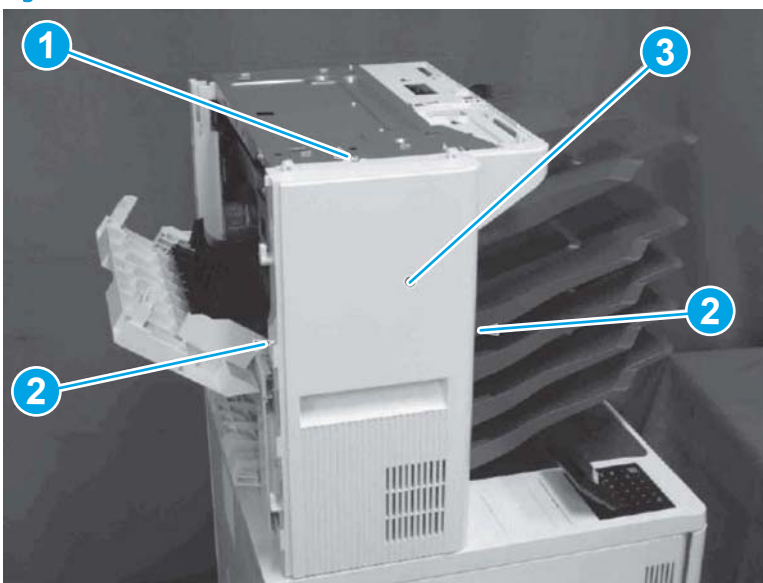
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

- Remove one screw (callout 1).
- Release two bosses (callout 2).
- Remove the left cover (callout 3).

Figure 8-2782 Remove left cover



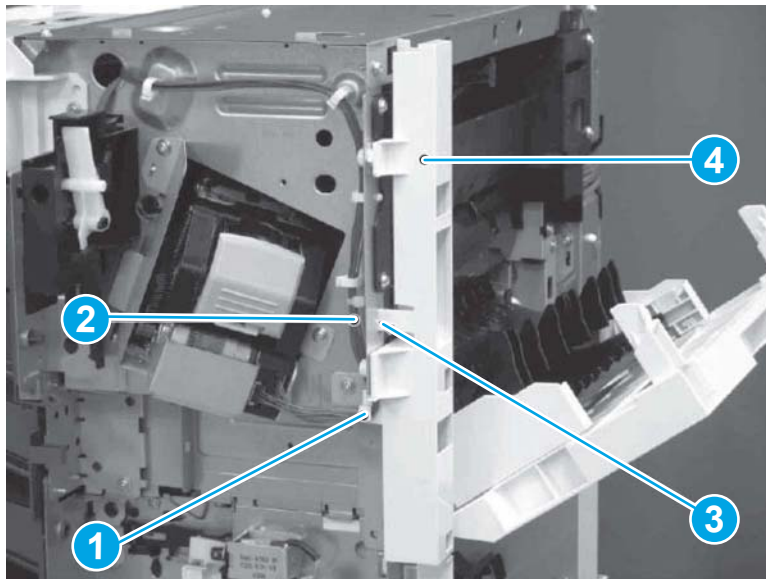
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

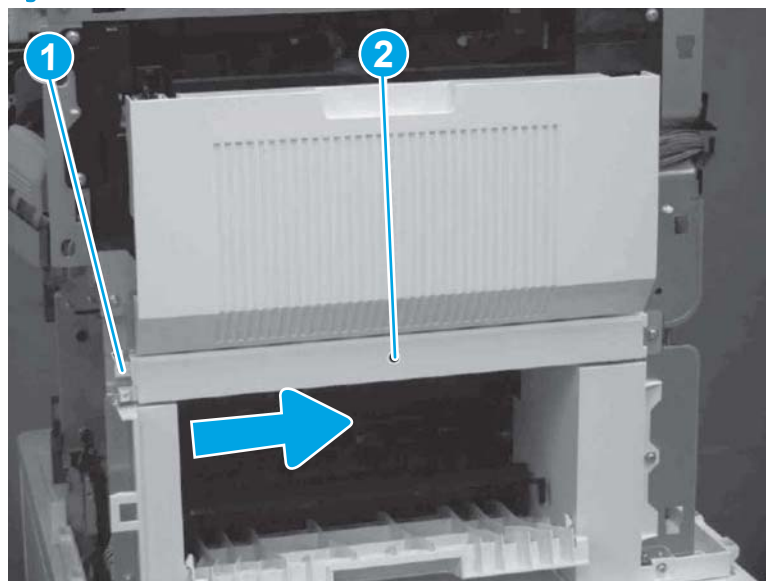
1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).


Figure 8-2783 Remove inner cover



4. Release one tab (callout 1).
5. Slide the rear cover (callout 2) in the direction of the arrow to remove.

Figure 8-2784 Remove rear cover



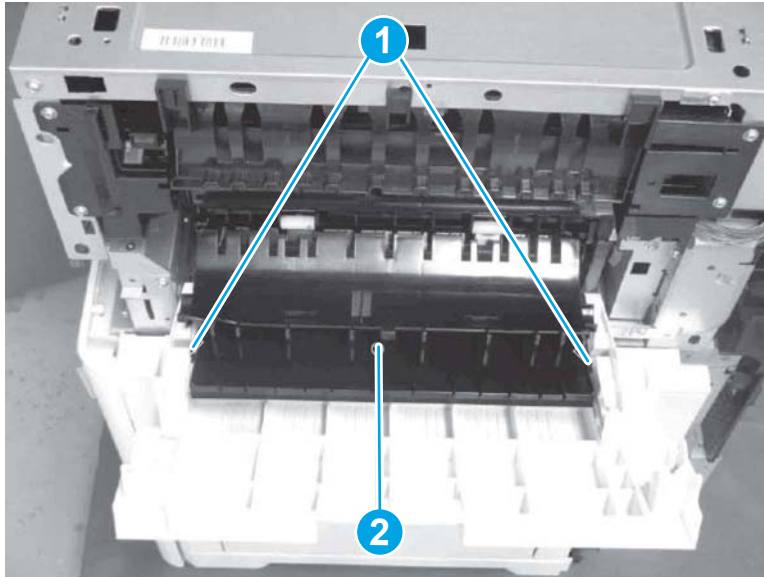
 **TIP:** Reverse the removal steps to install the assembly.

Remove the SS door assembly

Follow these steps to remove the SS door assembly.

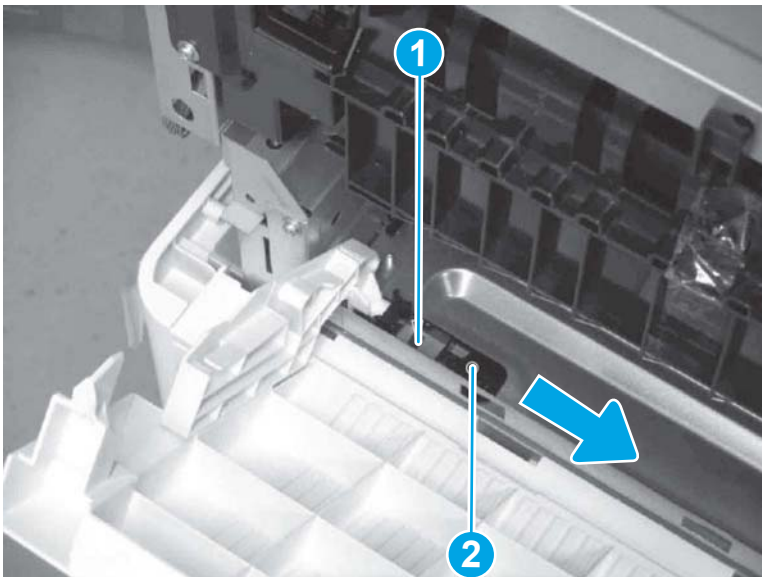
1. Remove two shafts (callout 1).
2. Open the feed guide (callout 2).

Figure 8-2785 Open feed guide



3. Release one tab (callout 1).
4. Slide the bushing (callout 2) in the direction of the arrow to remove.

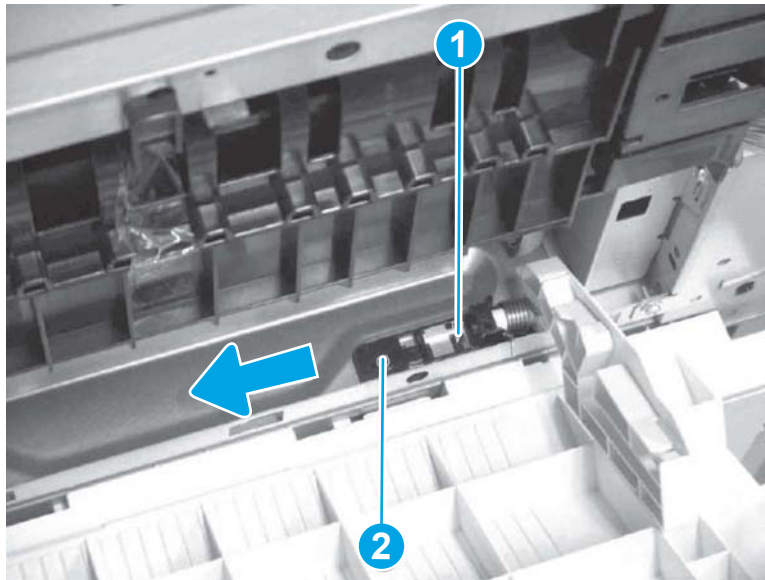
Figure 8-2786 Remove bushing



5. Release one tab (callout 1).

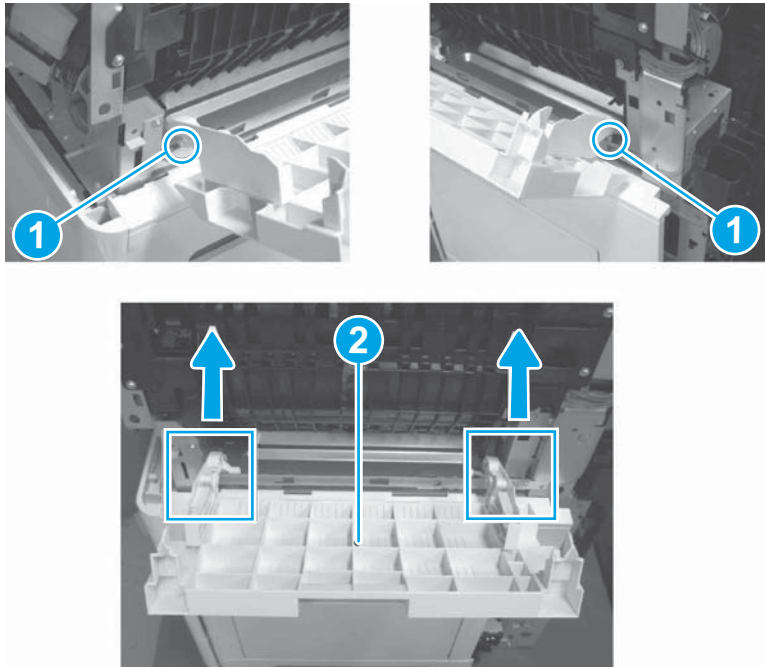
- Slide the bushing (callout 2) in the direction of the arrow to remove.


Figure 8-2787 Remove bushing



- Remove right and left shafts (callout 1).
- Remove the SS door assembly (callout 2).

Figure 8-2788 Remove SS door assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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>


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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) MBM door assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox MBM door assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-234 Part information

Part number	Part description
RC4-9575-000CN	Staple door

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

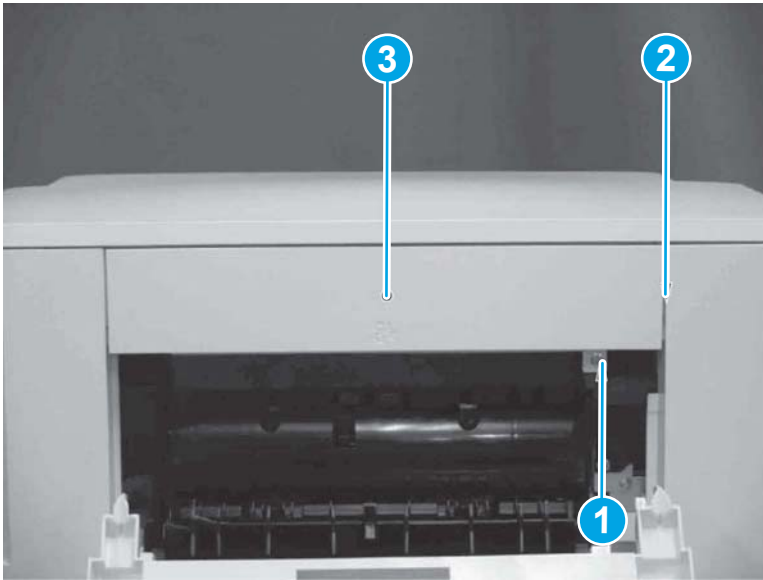
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2789 Remove rear upper cover



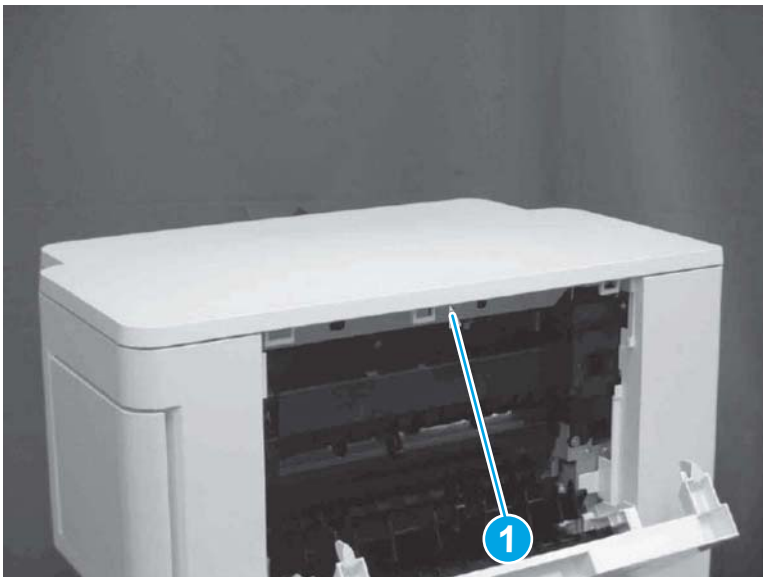
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

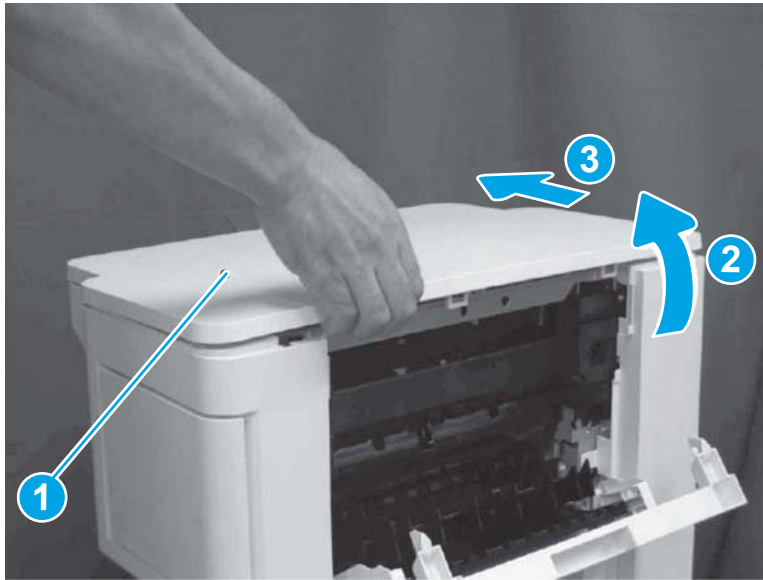
Figure 8-2790 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2791 Remove top cover



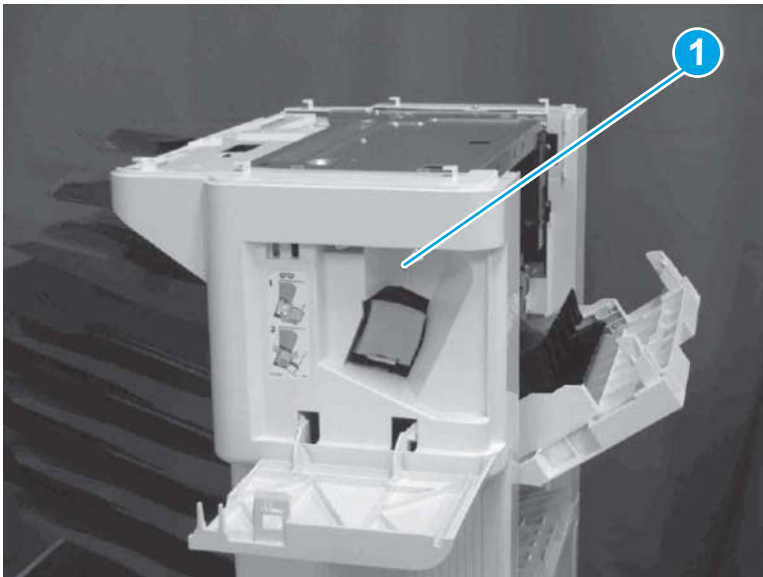
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

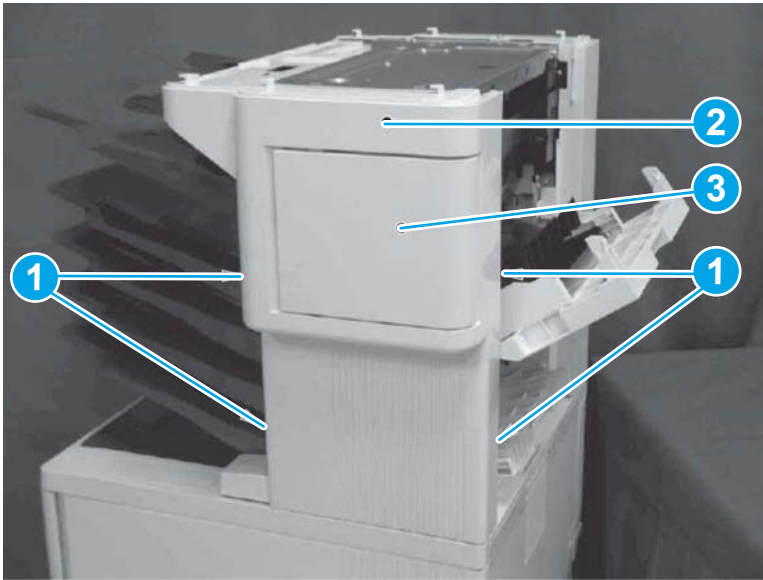
Figure 8-2792 Remove one screw



- Release four tabs (callout 1).

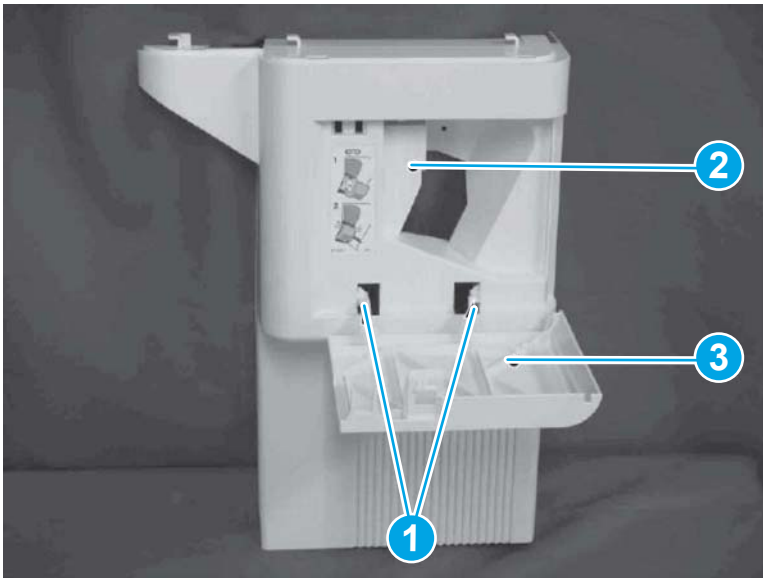
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2793 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2794 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

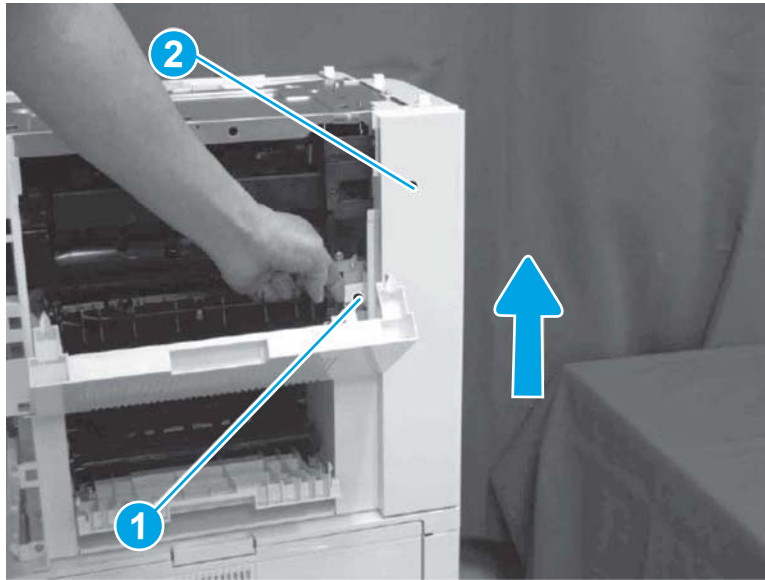
Remove the left corner cover


Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

2. Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2795 Remove the left corner cover



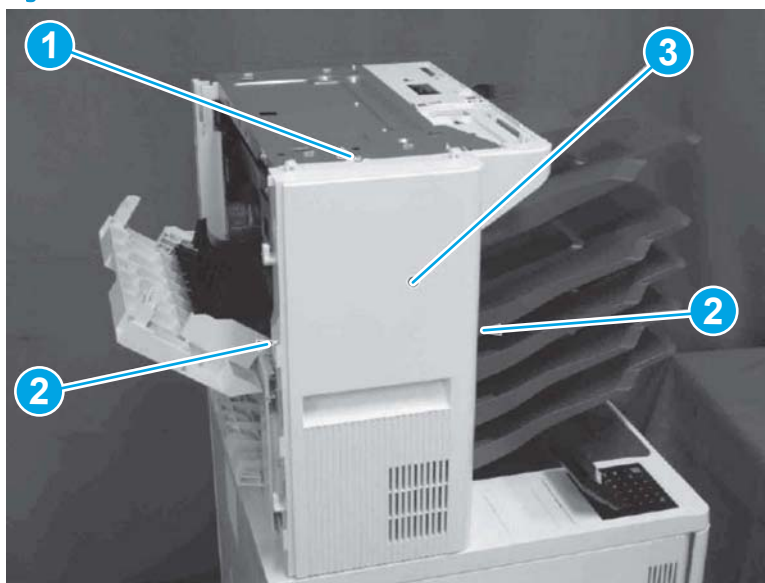
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2796 Remove left cover



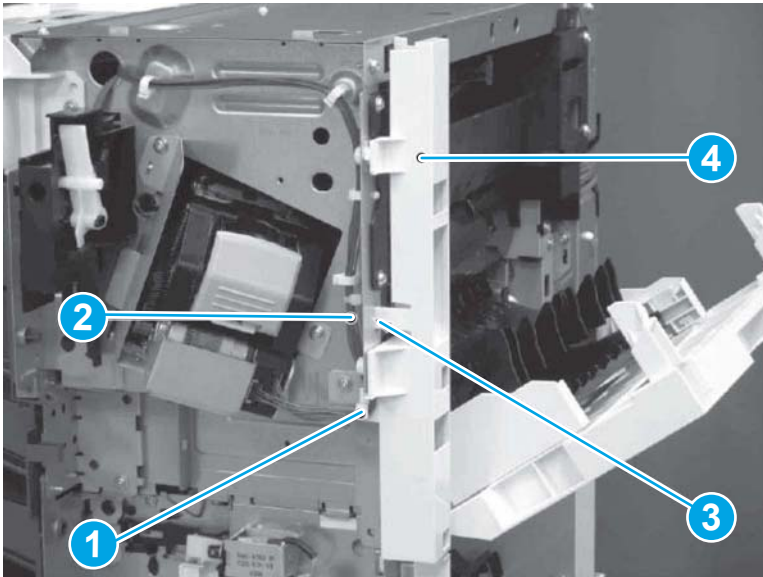
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

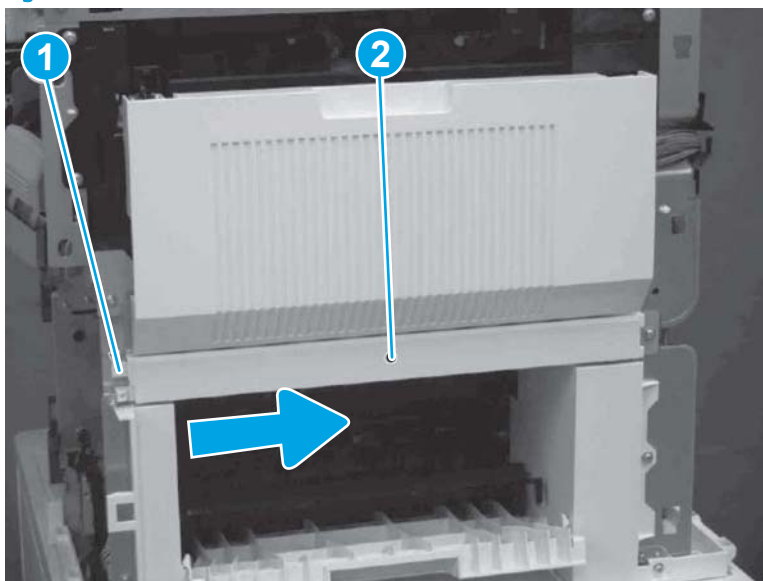
1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).


Figure 8-2797 Remove inner cover



4. Release one tab (callout 1).
5. Slide the rear cover (callout 2) in the direction of the arrow to remove.

Figure 8-2798 Remove rear cover



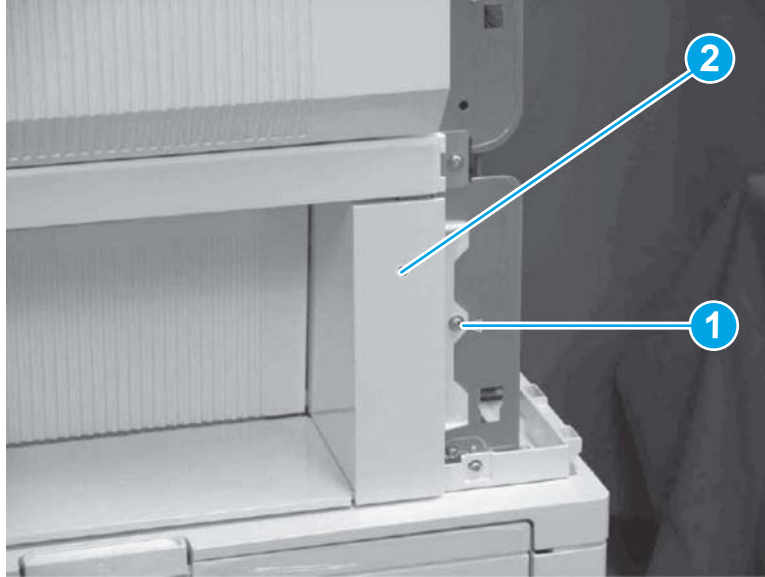
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left inner cover

Follow these steps to remove the left inner cover.

1. Remove one screw (callout 1).
2. Remove the left inner cover (callout 2).

Figure 8-2799 Remove left inner cover



 **TIP:** Reverse the removal steps to install the assembly.

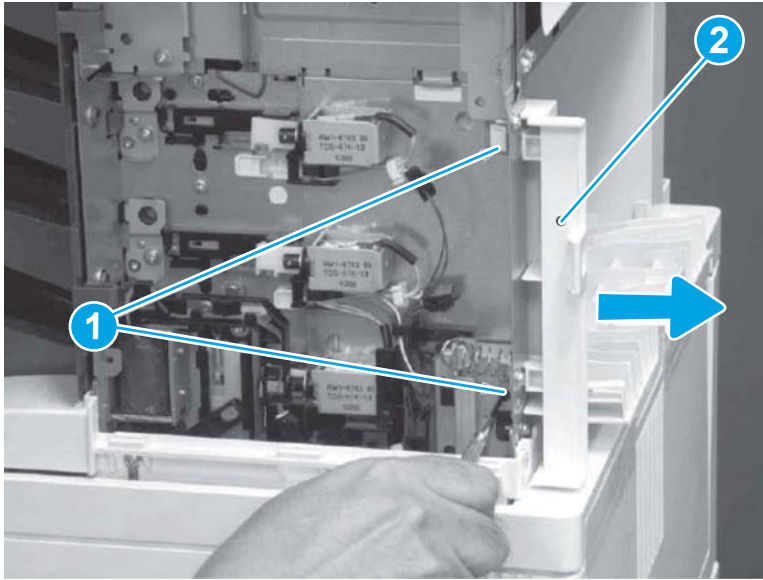
Remove the right inner cover


Follow these steps to remove the right inner cover.

1. Release two tabs (callout 1).

2. Slide the right inner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2800 Remove right inner cover



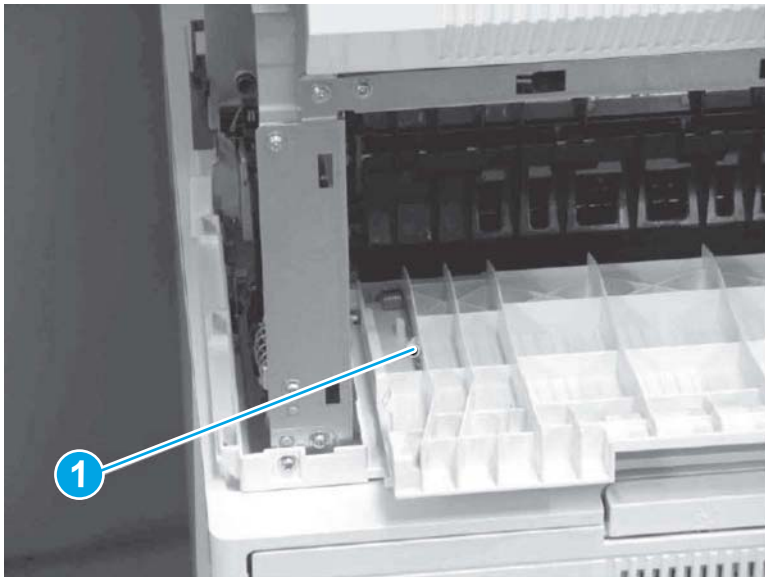
 **TIP:** Reverse the removal steps to install the assembly.

Remove the MBM door assembly

Follow these steps to remove the MBM door assembly.

1. Unhook one spring (callout 1)..

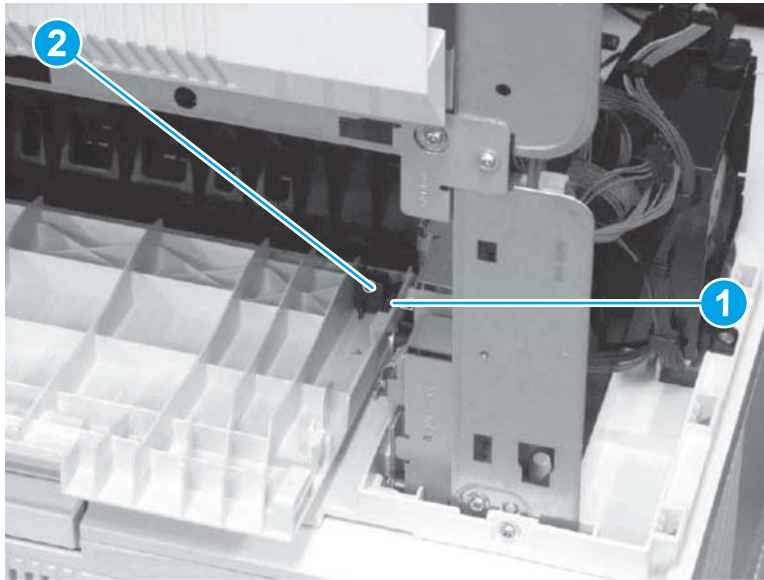
Figure 8-2801 Open feed guide



2. Remove one screw (callout 1).

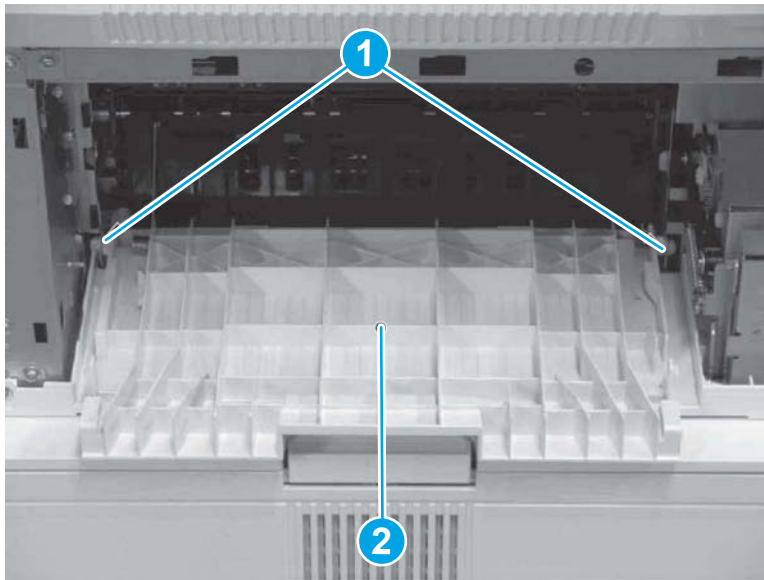
3. Remove the stopper (callout 2).


Figure 8-2802 Remove stopper



4. Remove right and left shafts (callout 1).
5. Remove the MBM door assembly (callout 2).

Figure 8-2803 Remove MBM door assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) right front cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox right front cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-235 Part information

Part number	Part description
RC4-9674-000CN	Right front cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

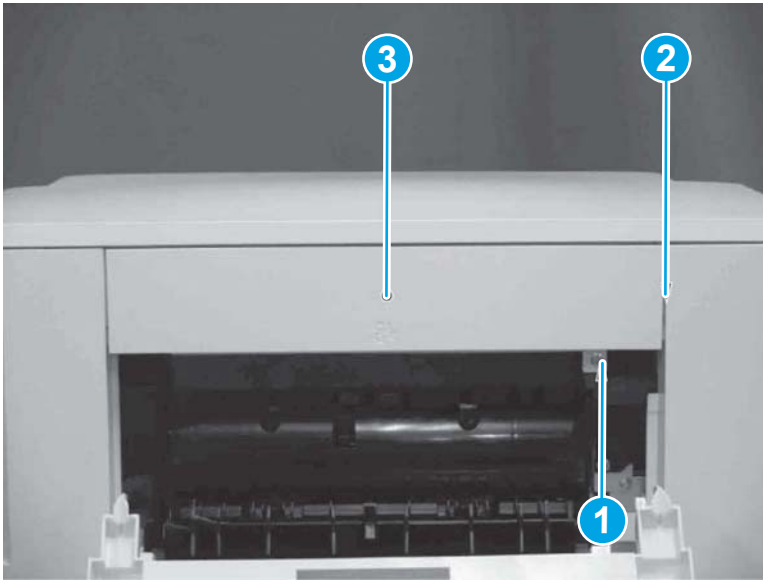
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2804 Remove rear upper cover



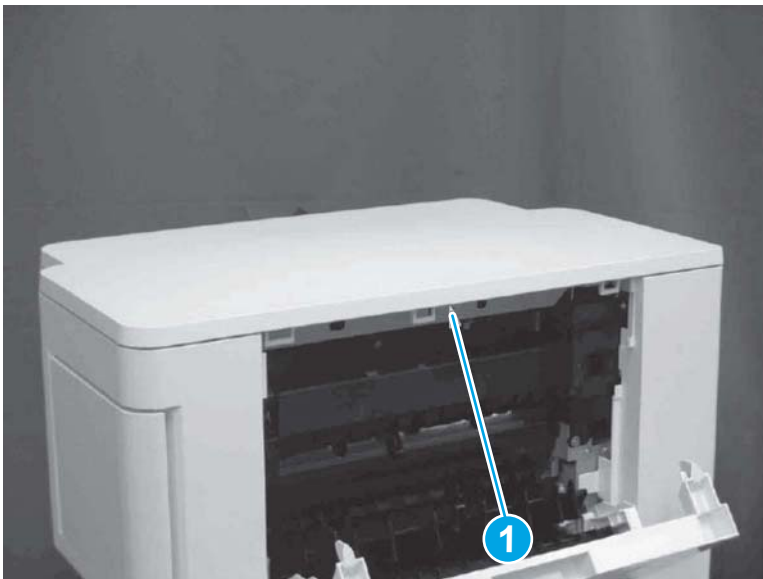
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

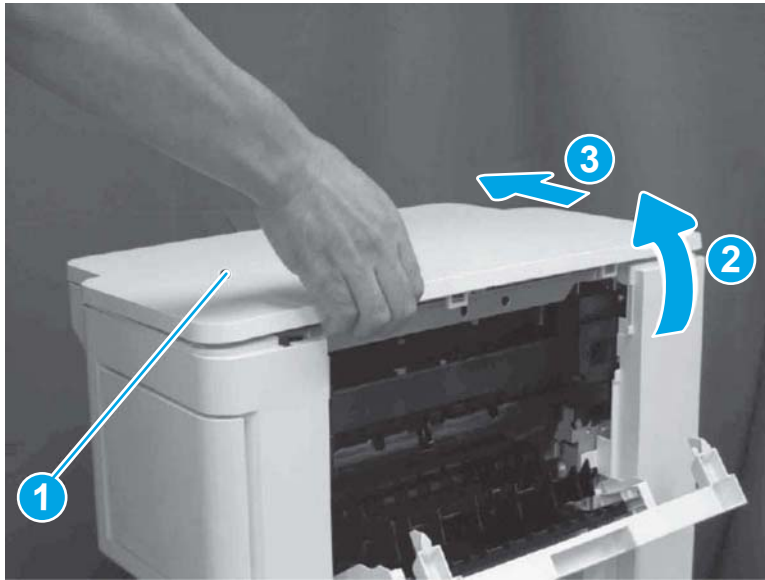
Figure 8-2805 Remove screw



3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2806 Remove top cover



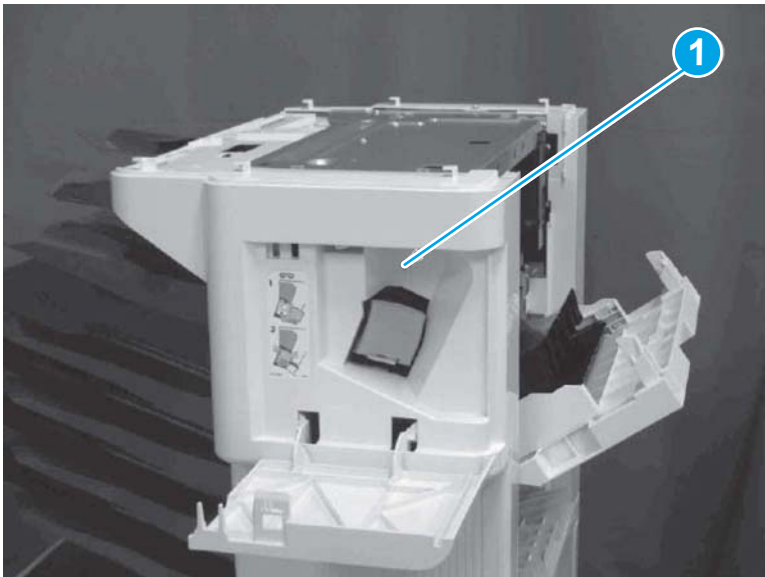
TIP: Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

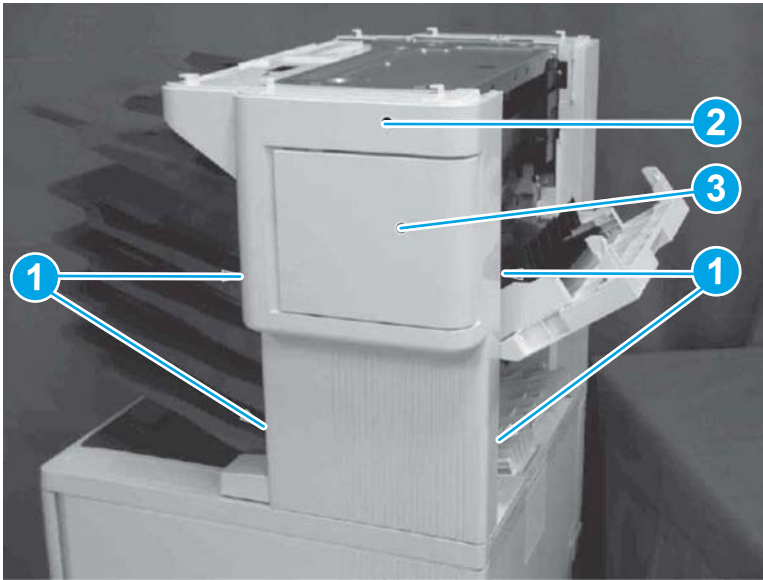
Figure 8-2807 Remove one screw



- Release four tabs (callout 1).

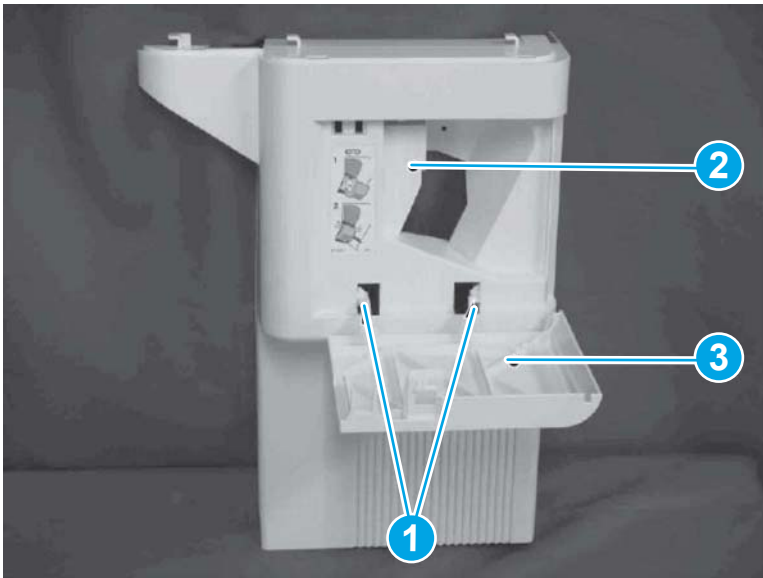
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2808 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2809 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

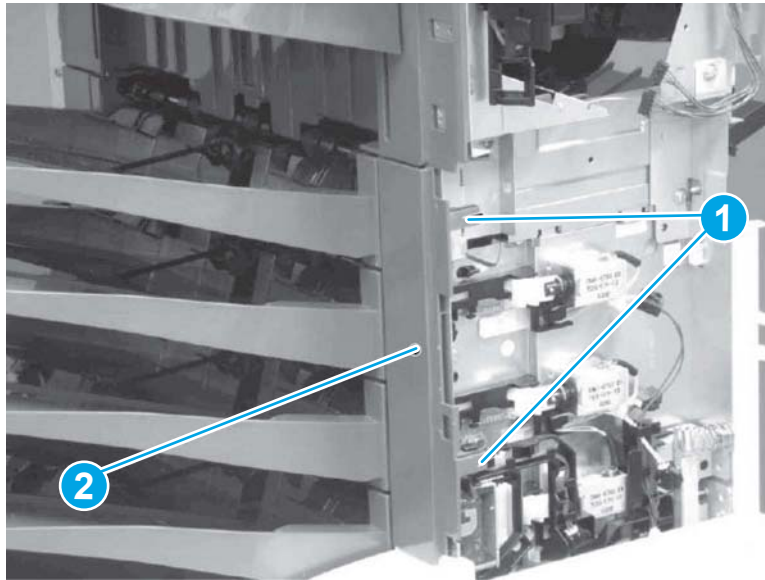
Remove the right front cover


Follow these steps to remove the right front cover.

1. Release two tabs (callout 1).

2. Remove the right front cover (callout 2).

Figure 8-2810 Remove right front cover



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) left front cover

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox left front cover.

Mean time to repair: 10 minutes

Service level: Intermediate



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.

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 8-236 Part information

Part number	Part description
RC4-9675-000CN	Left front cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

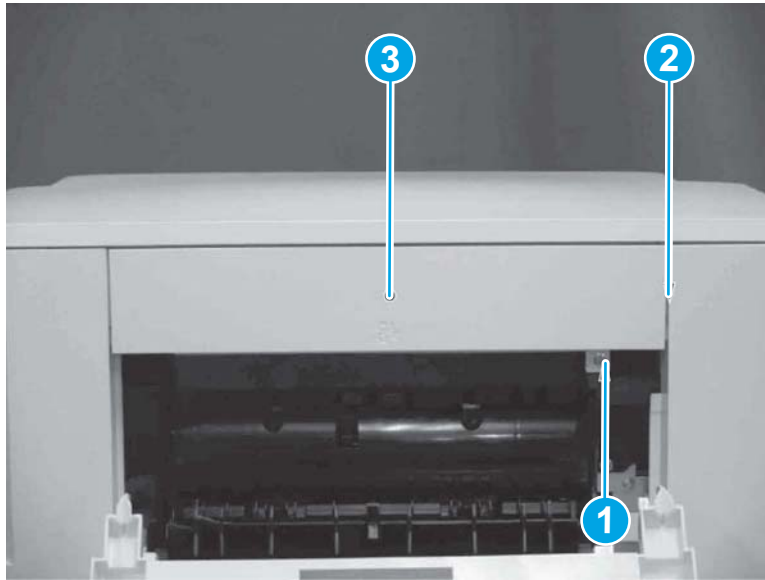
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2811 Remove rear upper cover



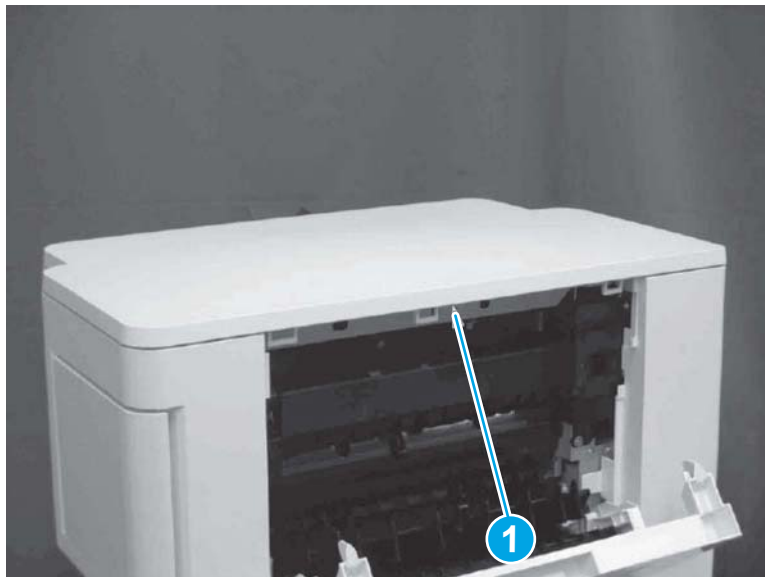
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

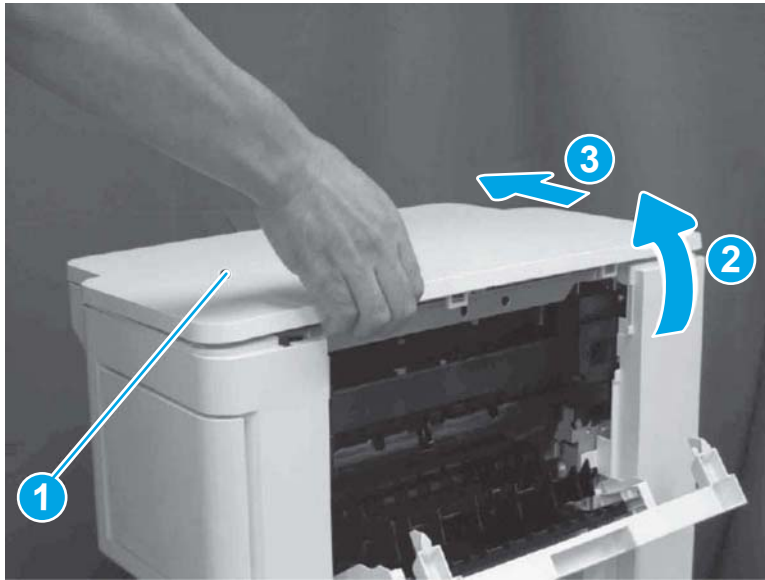
Figure 8-2812 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2813 Remove top cover



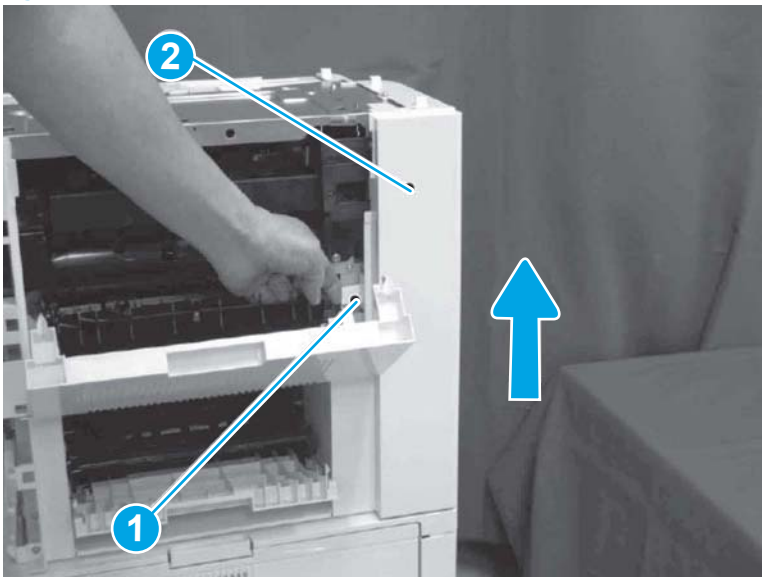
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left corner cover

Follow these steps to remove the left corner cover.

- Release one tab (callout 1).
- Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2814 Remove the left corner cover



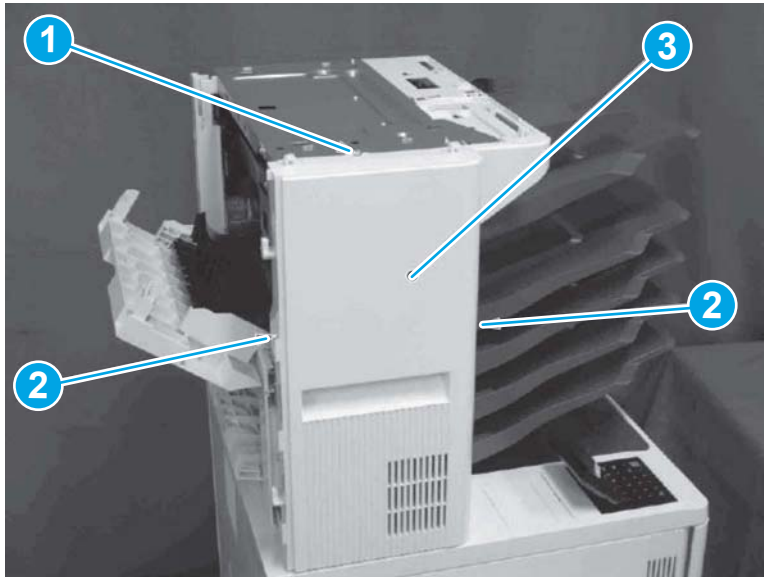
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2815 Remove left cover



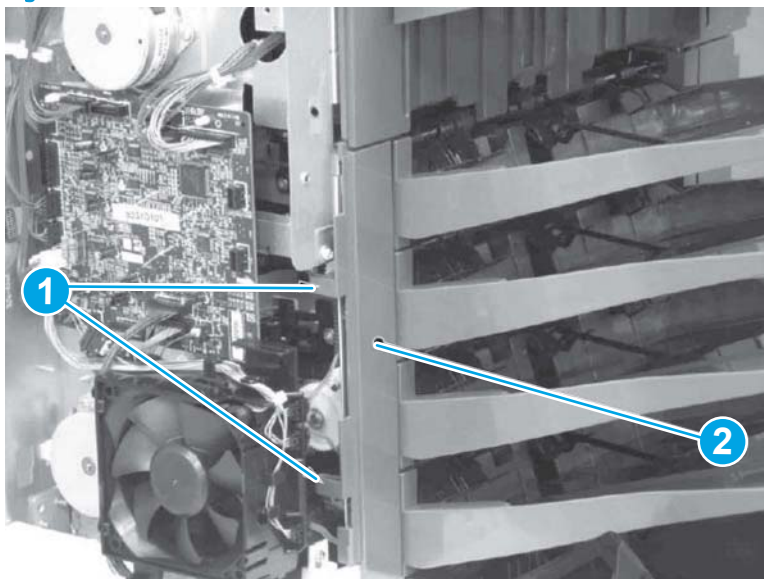
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left front cover

Follow these steps to remove the left front cover.

1. Release two tabs (callout 1).
2. Remove the left front cover (callout 2).

Figure 8-2816 Remove left front cover




 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) stapler assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox stapler assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-237 Part information

Part number	Part description
RK2-8148-000CN	Stapler assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

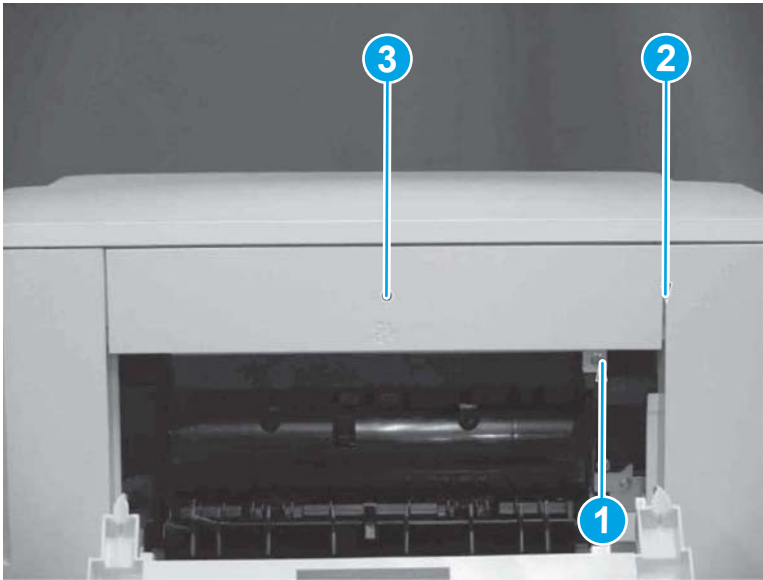
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2817 Remove rear upper cover



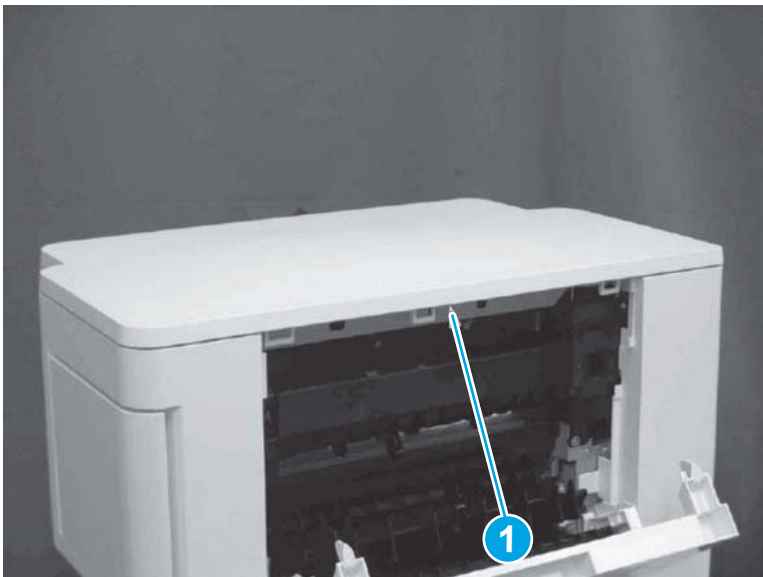
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

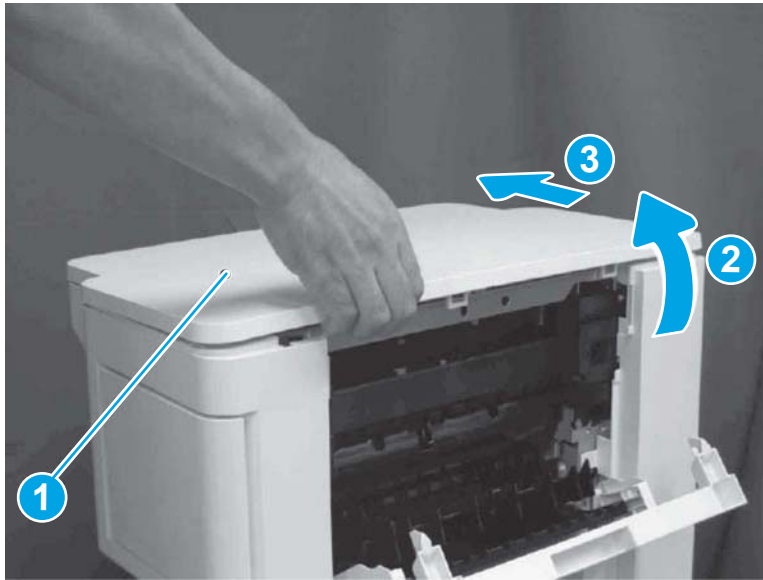
Figure 8-2818 Remove screw



3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2819 Remove top cover



TIP: Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

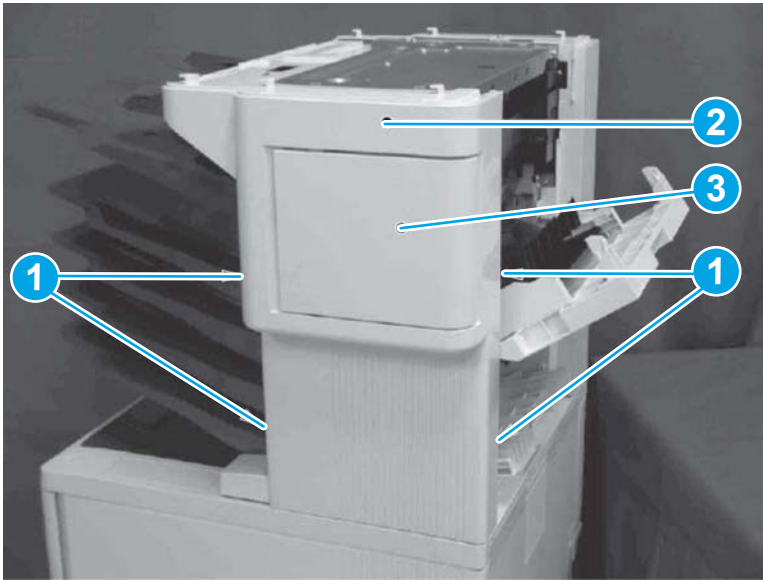
Figure 8-2820 Remove one screw



- Release four tabs (callout 1).

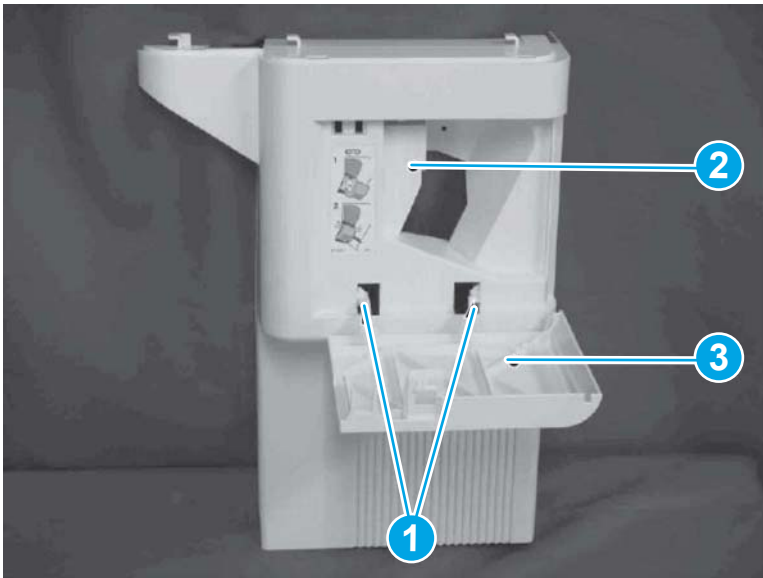
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2821 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2822 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

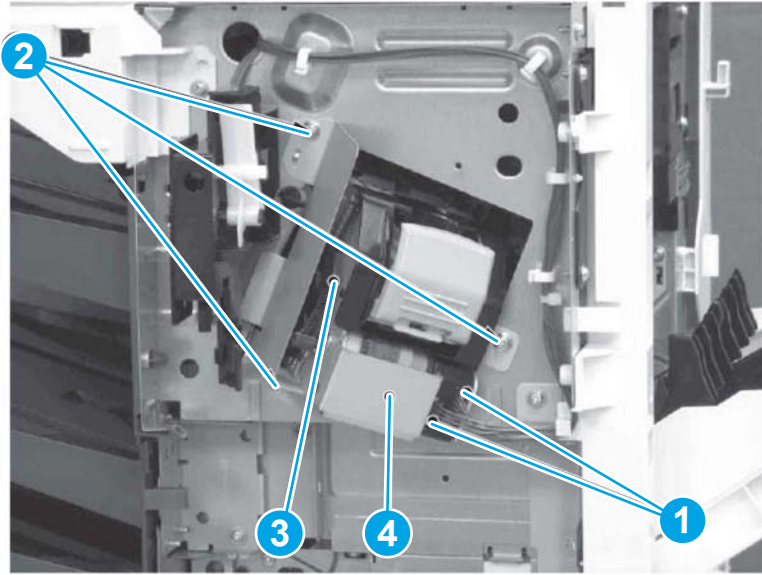
Remove the stapler assembly

Follow these steps to remove the stapler assembly.

1. Disconnect two connectors (callout 1).
2. Remove three screws (callout 2).

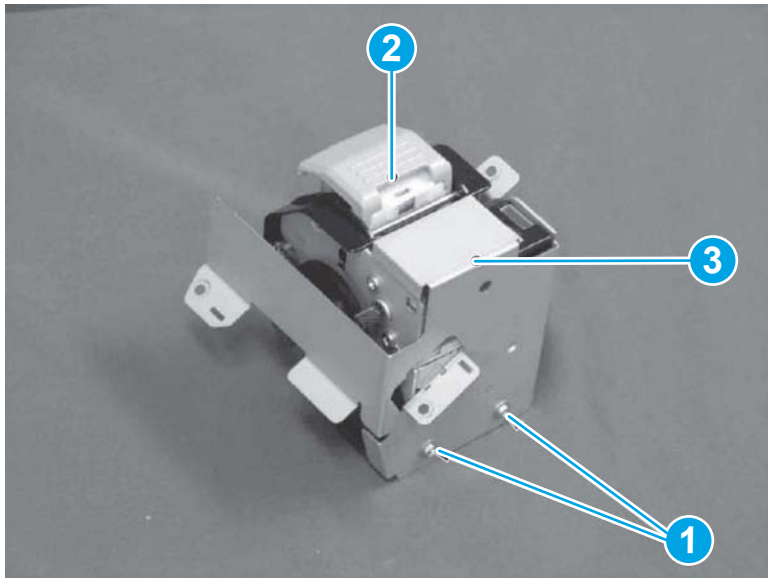
3. Remove the stapler assembly (callout 3) and the plate (callout 4) together.


Figure 8-2823 Remove tray lifter drive assembly



4. Remove two screws (callout 1).
5. Remove the plate (callout 3) from the stapler assembly (callout 2).

Figure 8-2824 Remove stapler assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) jogger assembly

This document provides the procedures to remove and replace the stapler stacker multi-bin mailbox jogger assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-238 Part information

Part number	Part description
RM2-1042-000CN	Jog assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

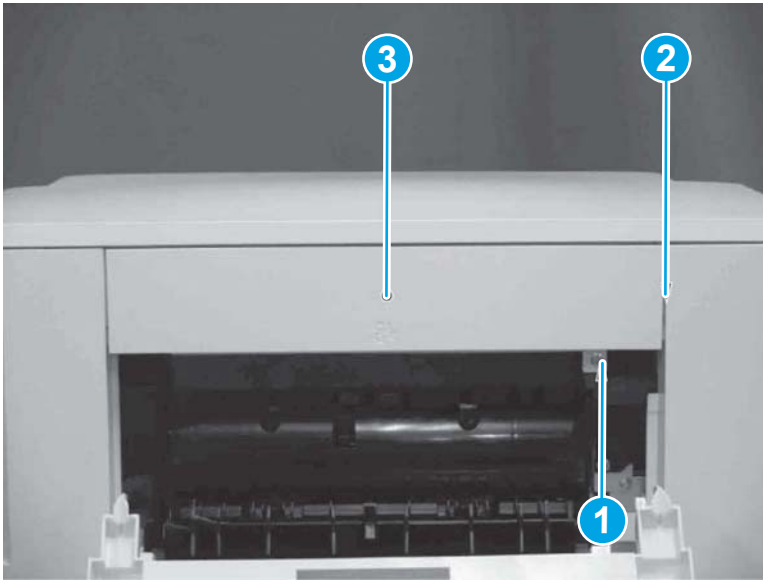
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2825 Remove rear upper cover



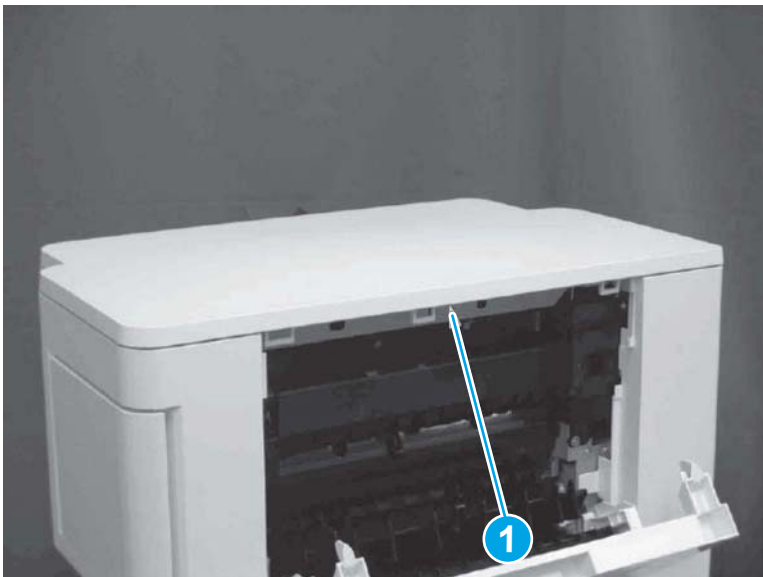
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

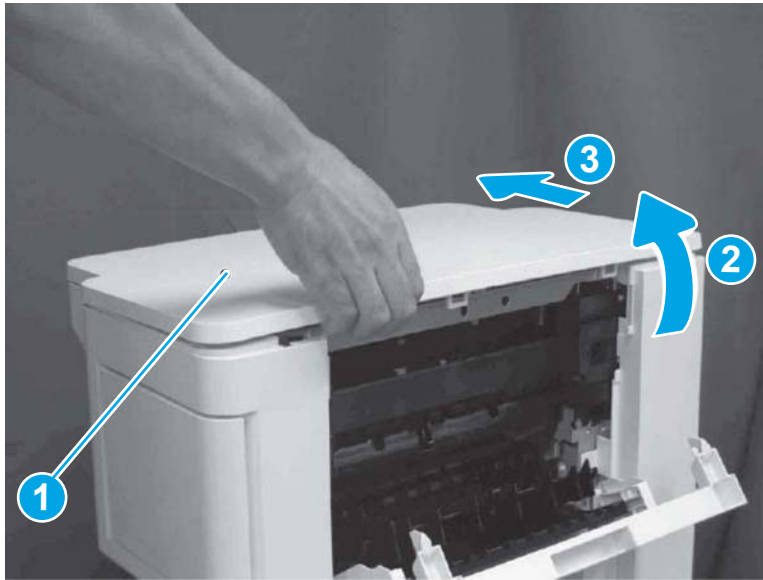
Figure 8-2826 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2827 Remove top cover



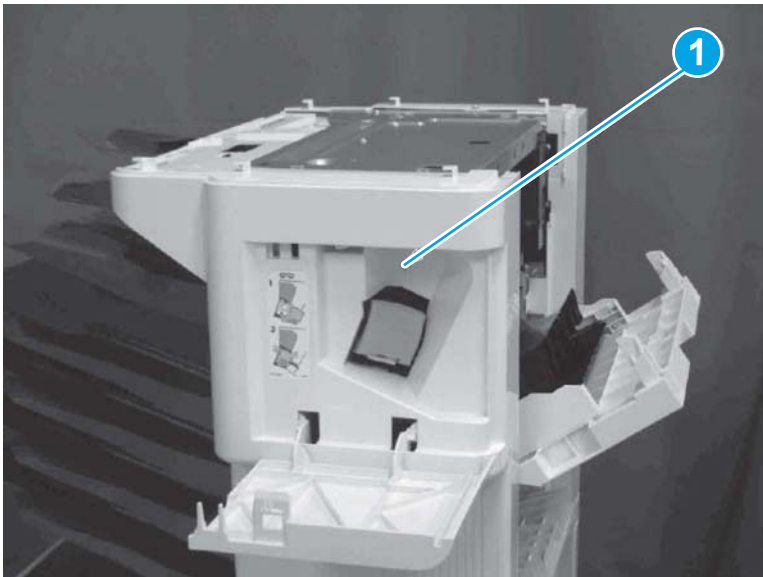
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

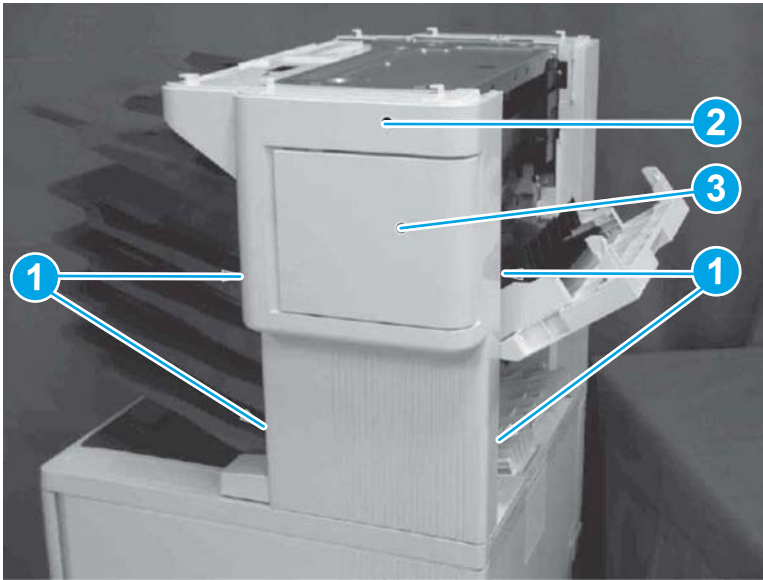
Figure 8-2828 Remove one screw



- Release four tabs (callout 1).

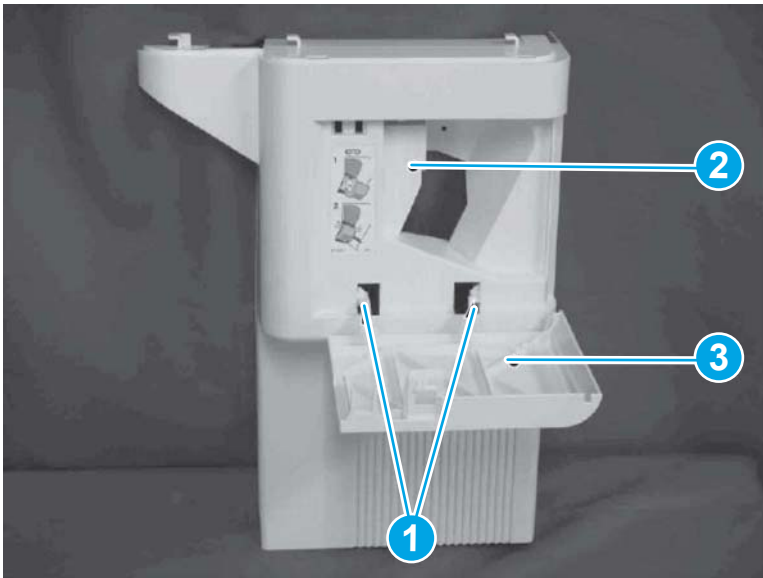
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2829 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2830 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

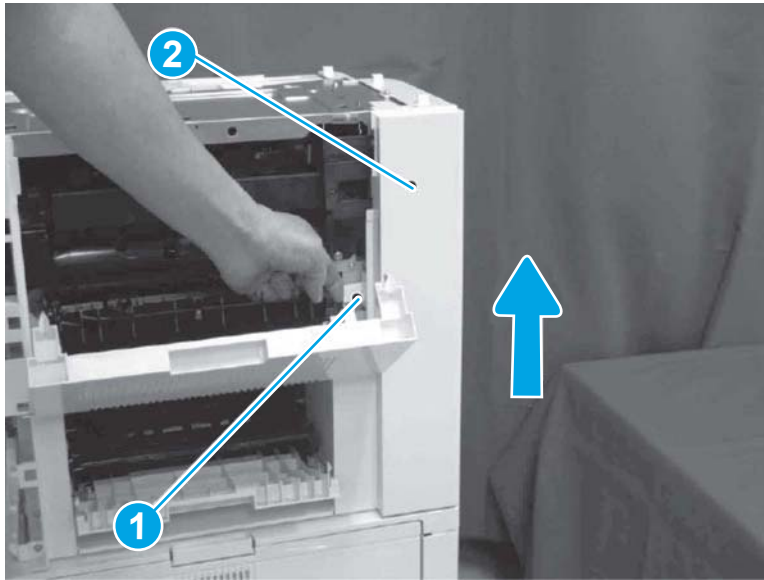
Remove the left corner cover


Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

2. Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2831 Remove the left corner cover



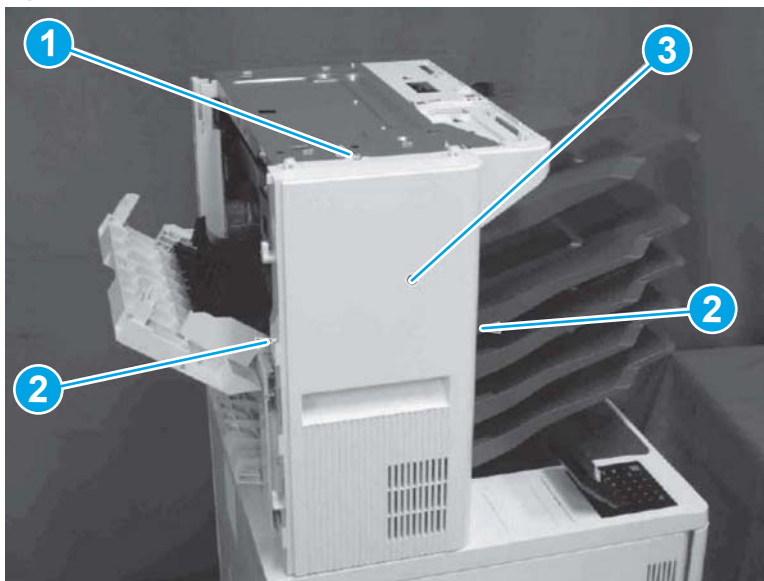
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2832 Remove left cover



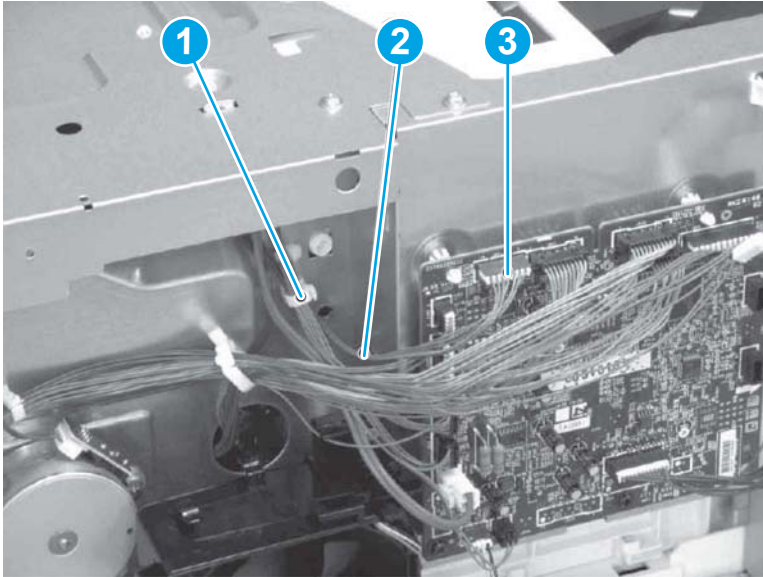
 **TIP:** Reverse the removal steps to install the assembly.

Remove the jogger assembly

Follow these steps to remove the jogger assembly.

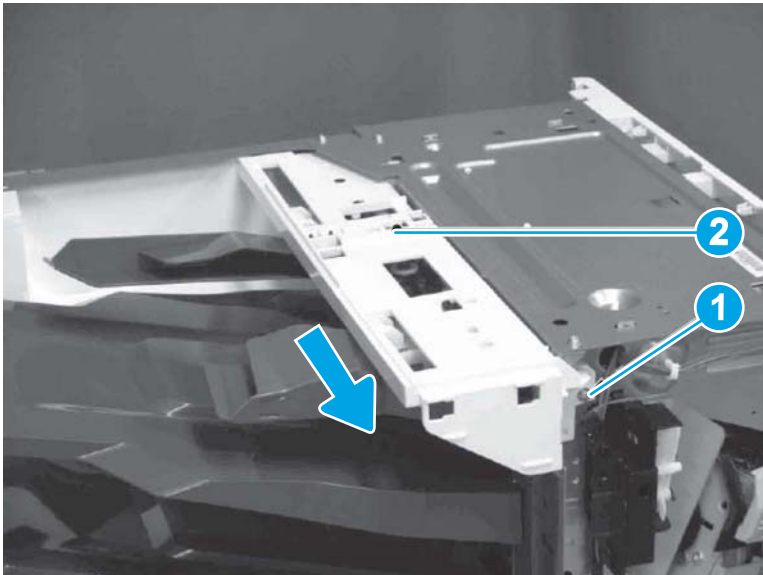
1. Release the cable (callout 2) from cable clamps (callout 1).
2. Disconnect one connector (callout 3).

Figure 8-2833 Release cable and disconnect connector



3. Remove one screw (callout 1).
4. Slide the jogger assembly (callout 2) in the direction of the arrow and remove.

Figure 8-2834 Remove jogger assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



NOTE: 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) output bin 1 assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox output bin 1 assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-239 Part information

Part number	Part description
RM2-1196-000CN	Tray assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

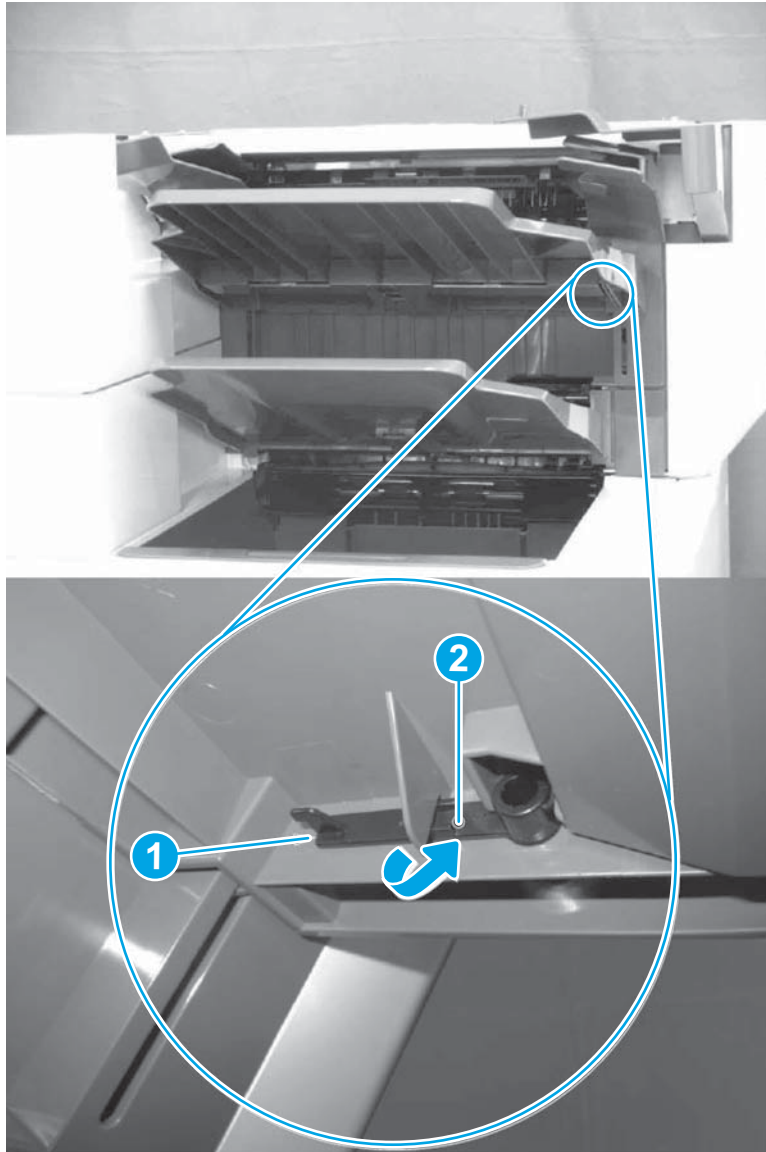
Remove the output bin 1 assembly

Follow these steps to remove the output bin 1 assembly.

1. Release one boss (callout 1).

2. Rotate the pin (callout 2) in the direction of the arrow to remove.

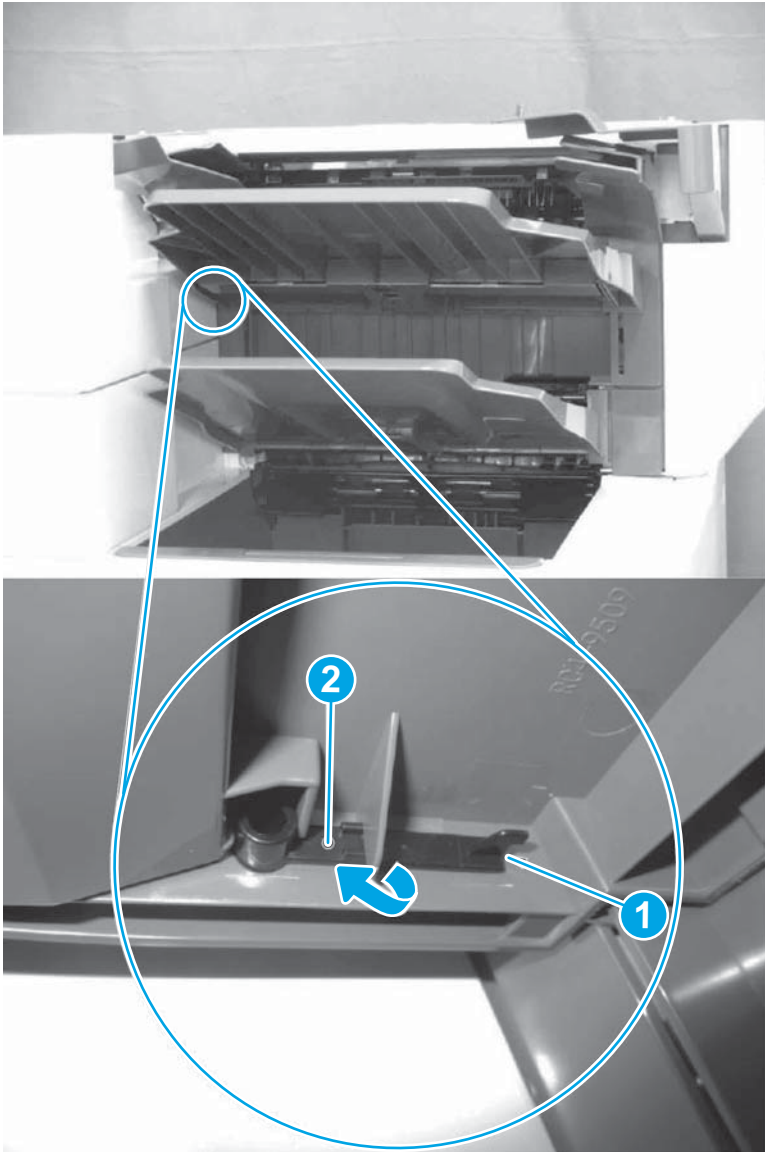
Figure 8-2835 Remove pin



3. Release one boss (callout 1).

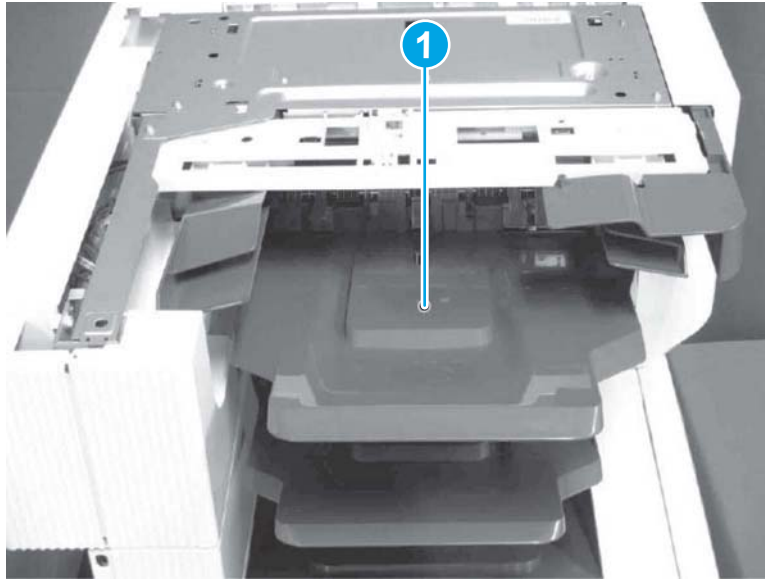
4. Rotate the pin (callout 2) in the direction of the arrow to remove.

Figure 8-2836 Remove pin



5. Remove the output bin 1 assembly (callout 1).

Figure 8-2837 Remove output bin 1 assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) upper feed assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox upper feed assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-240 Part information

Part number	Part description
RM2-1051-000CN	Upper paper feed assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

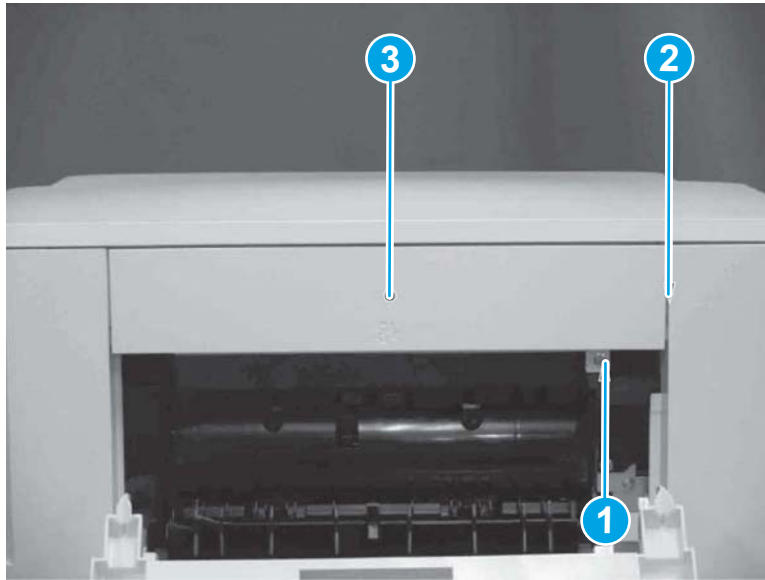
Remove the rear upper cover

Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2838 Remove rear upper cover



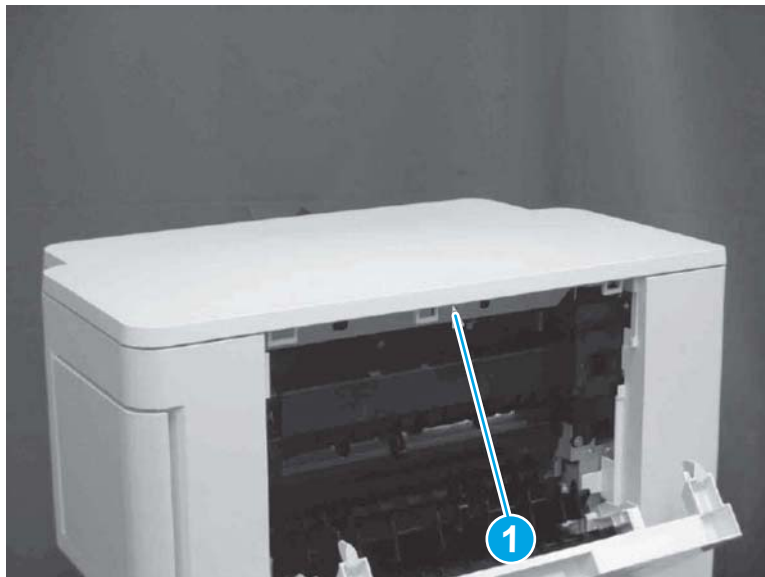
TIP: Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

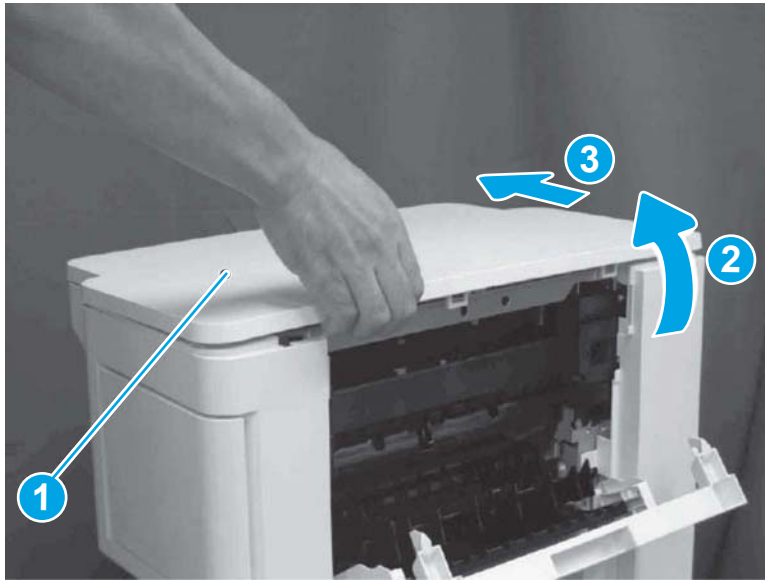
Figure 8-2839 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2840 Remove top cover



 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

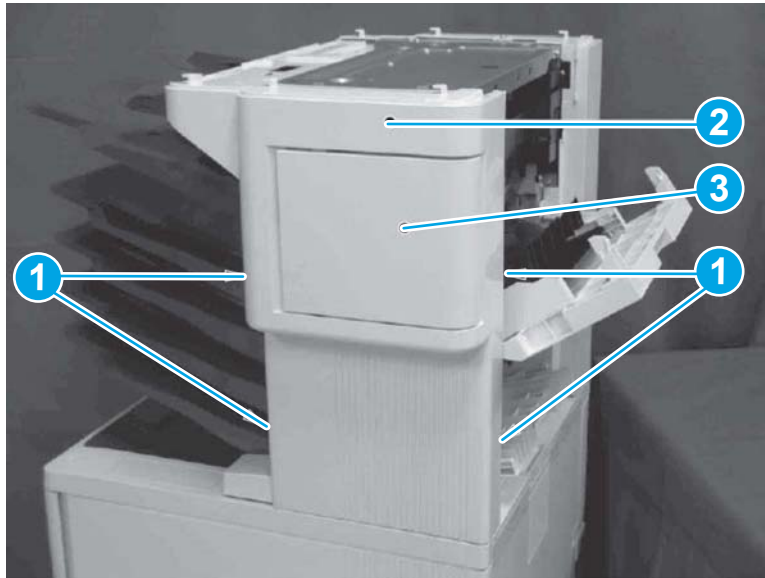
Figure 8-2841 Remove one screw



- Release four tabs (callout 1).

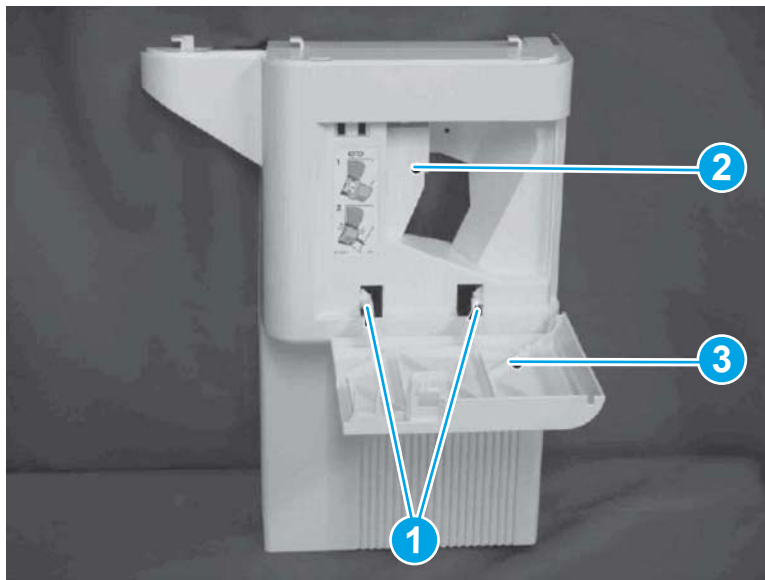
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2842 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2843 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

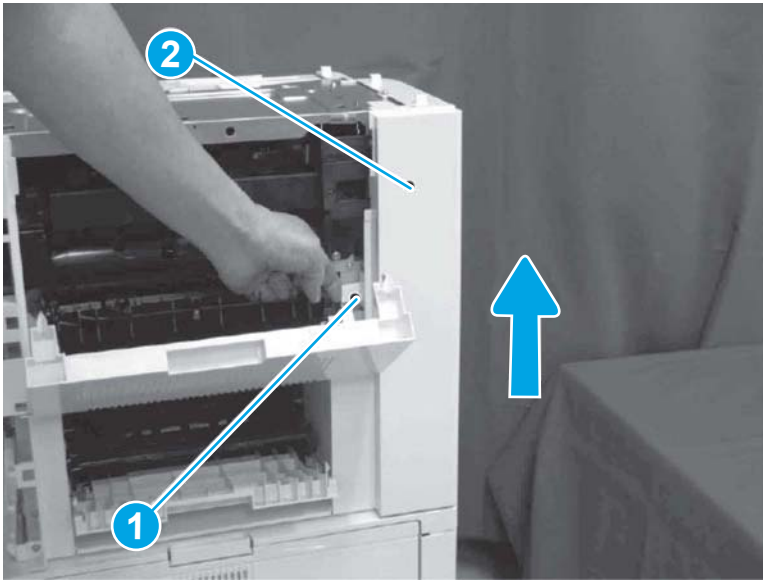
Remove the left corner cover


Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

- Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2844 Remove the left corner cover



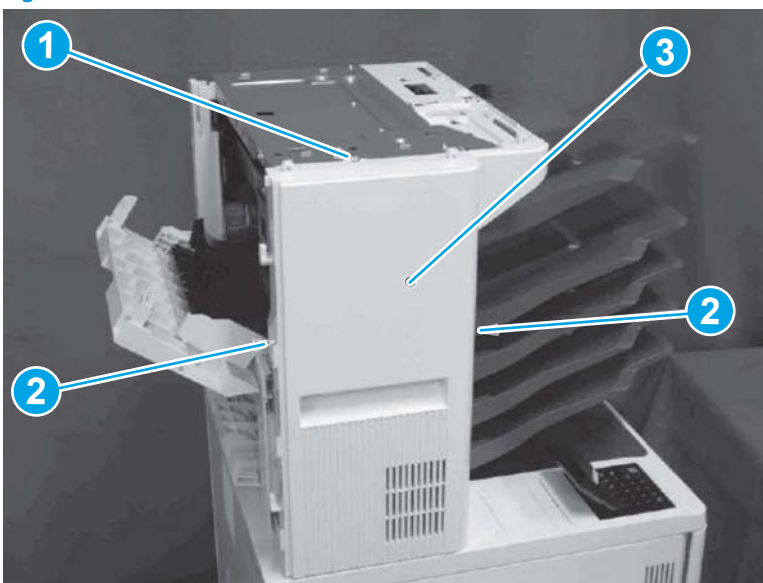
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

- Remove one screw (callout 1).
- Release two bosses (callout 2).
- Remove the left cover (callout 3).

Figure 8-2845 Remove left cover



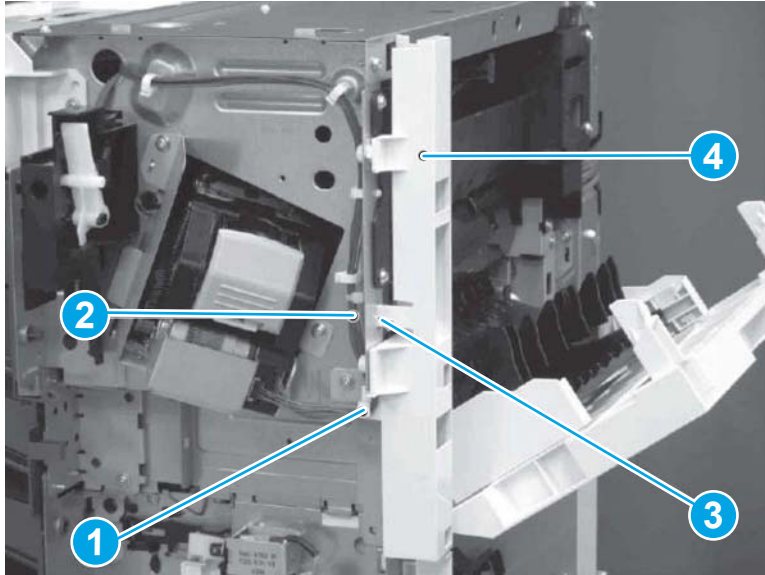
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

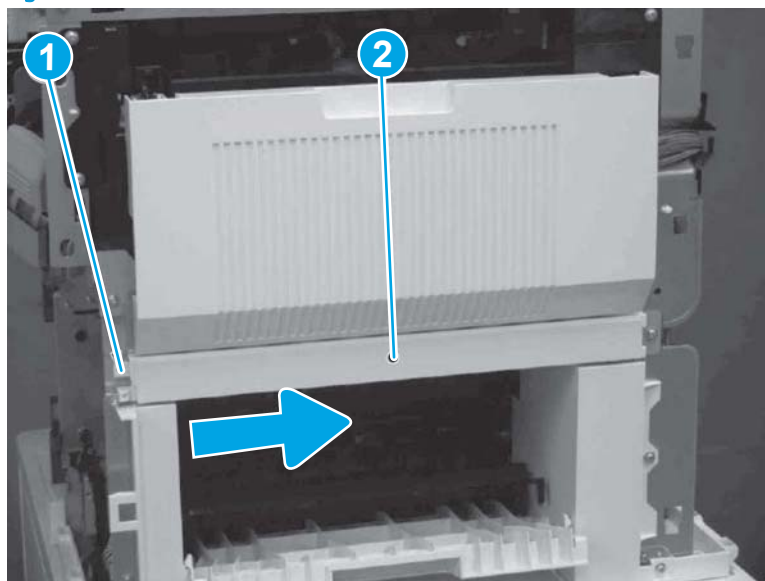
1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).


Figure 8-2846 Remove inner cover



4. Release one tab (callout 1).
5. Slide the rear cover (callout 2) in the direction of the arrow to remove.

Figure 8-2847 Remove rear cover



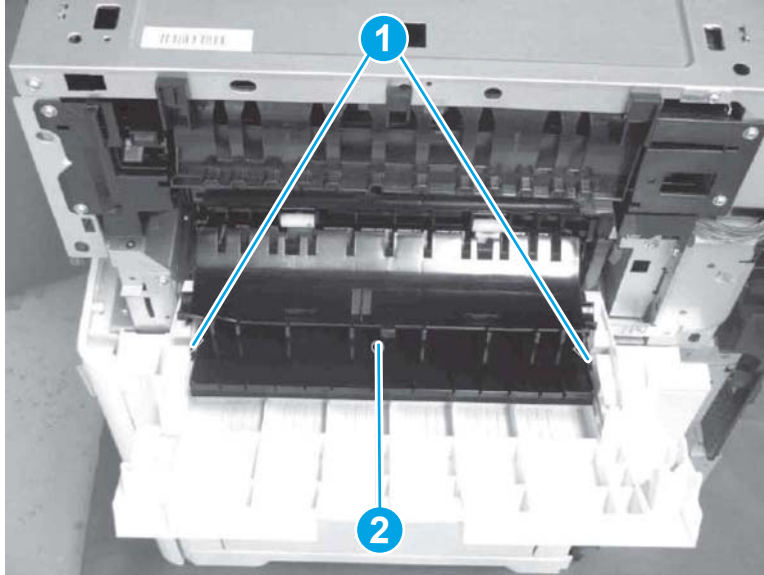
 **TIP:** Reverse the removal steps to install the assembly.

Remove the SS door assembly

Follow these steps to remove the SS door assembly.

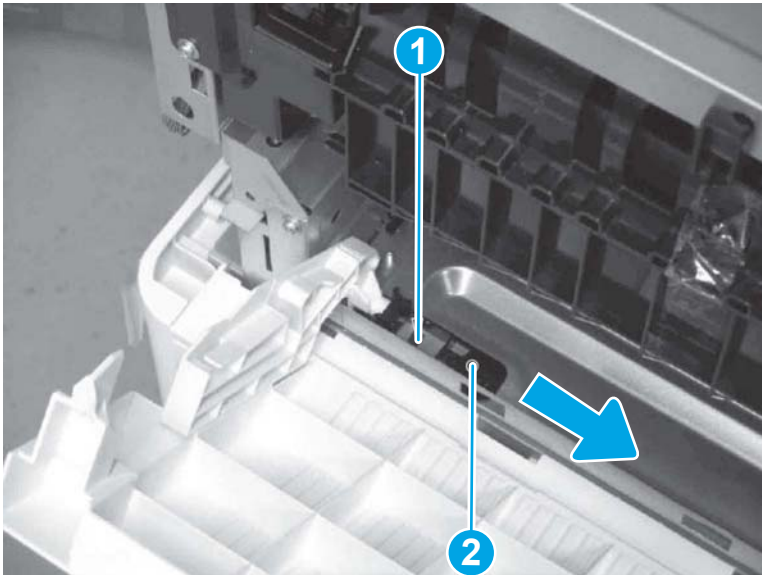
1. Remove two shafts (callout 1).
2. Open the feed guide (callout 2).

Figure 8-2848 Open feed guide



3. Release one tab (callout 1).
4. Slide the bushing (callout 2) in the direction of the arrow to remove.

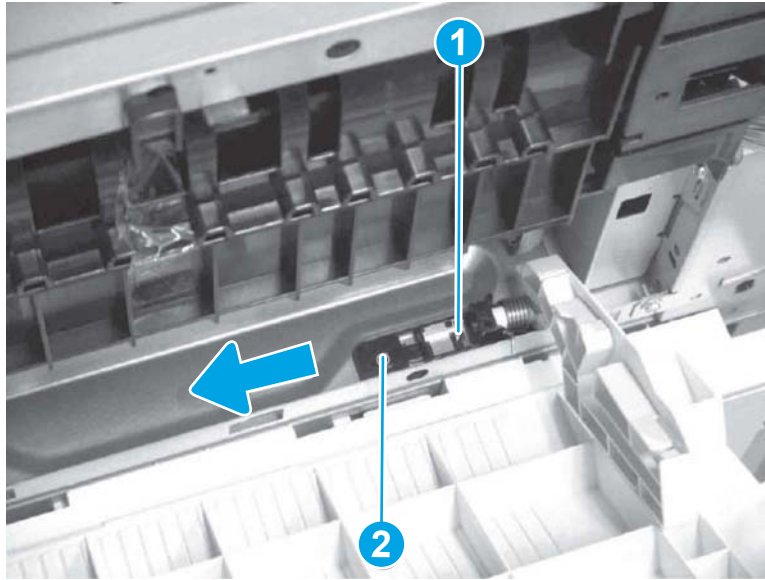
Figure 8-2849 Remove bushing



5. Release one tab (callout 1).

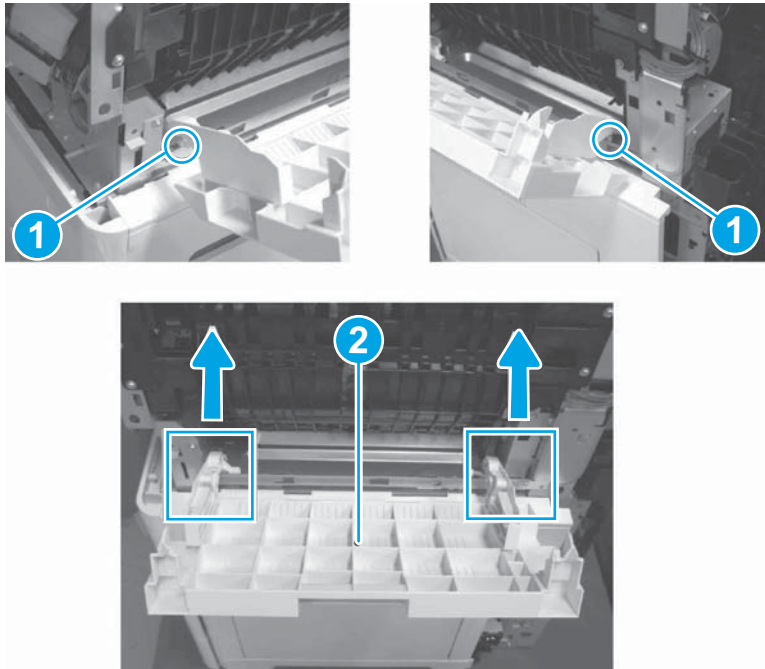
- Slide the bushing (callout 2) in the direction of the arrow to remove.


Figure 8-2850 Remove bushing



- Remove right and left shafts (callout 1).
- Remove the SS door assembly (callout 2).

Figure 8-2851 Remove SS door assembly



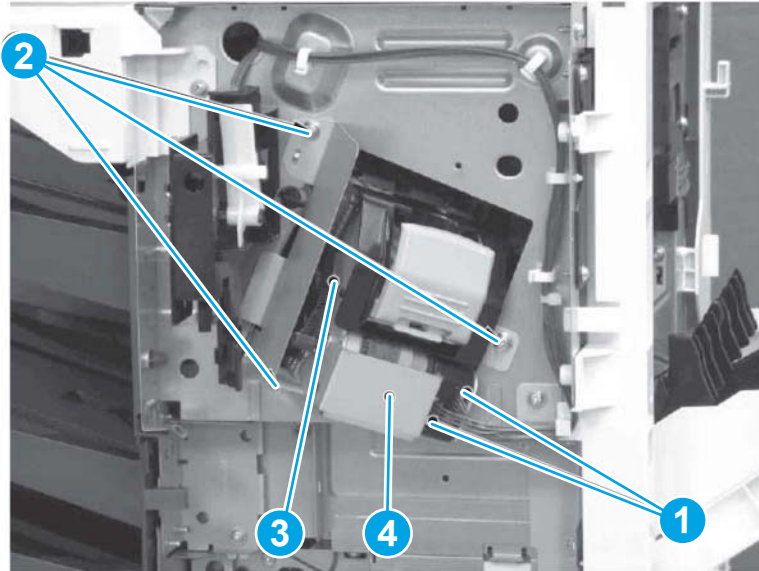
 **TIP:** Reverse the removal steps to install the assembly.

Remove the stapler assembly

Follow these steps to remove the stapler assembly.

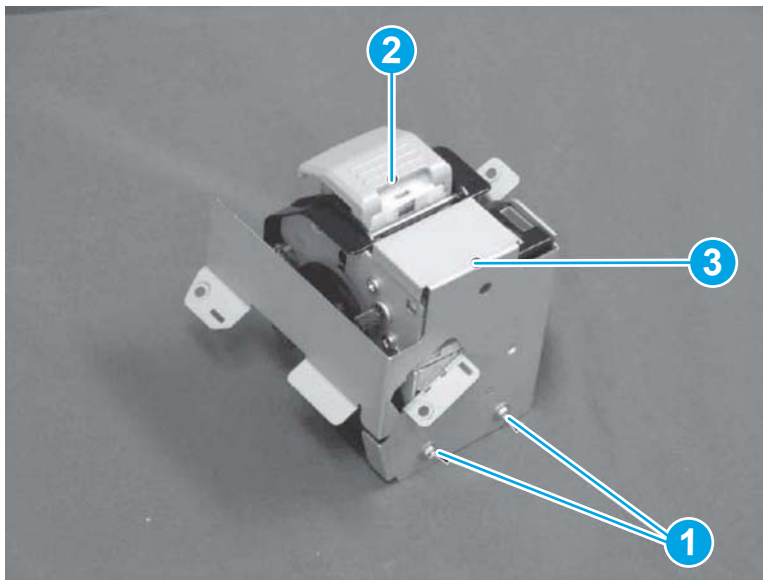
1. Disconnect two connectors (callout 1).
2. Remove three screws (callout 2).
3. Remove the stapler assembly (callout 3) and the plate (callout 4) together.


Figure 8-2852 Remove tray lifter drive assembly



4. Remove two screws (callout 1).
5. Remove the plate (callout 3) from the stapler assembly (callout 2).

Figure 8-2853 Remove stapler assembly



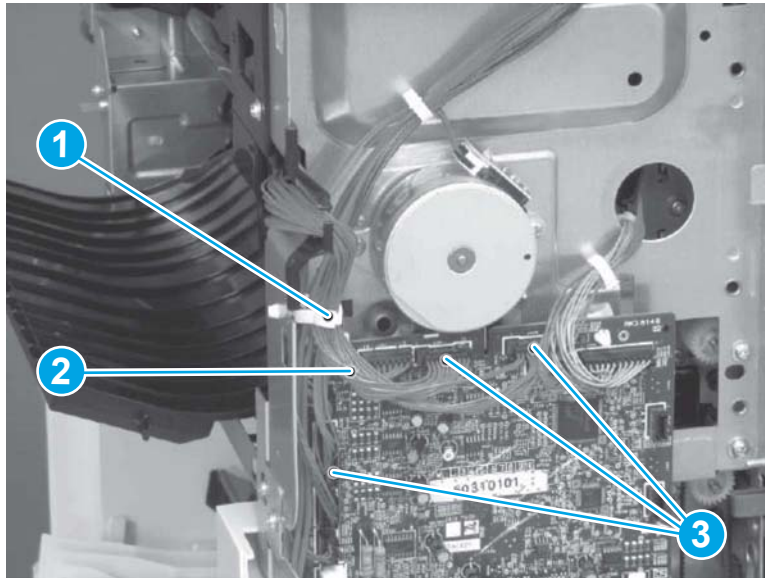
 **TIP:** Reverse the removal steps to install the assembly.

Remove the upper feed assembly

Follow these steps to remove the upper feed assembly.

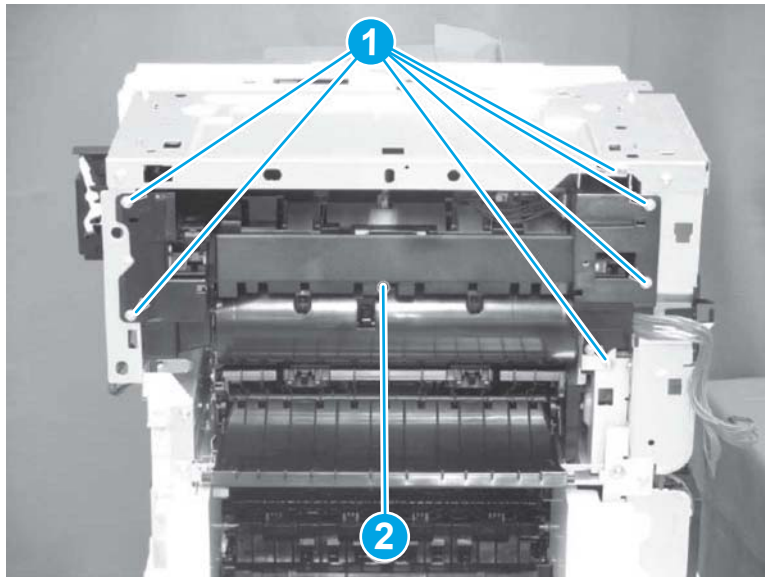
1. Release the cable (callout 2) from the cable clamp (callout 1).
2. Disconnect three connectors (callout 3).


Figure 8-2854 Disconnect connectors



3. Remove six screws (callout 1).
4. Remove the upper feed assembly (callout 2).

Figure 8-2855 Remove upper feed assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) lower feed assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox lower feed assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-241 Part information

Part number	Part description
RM2-1043-000CN	Lower paper feed assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

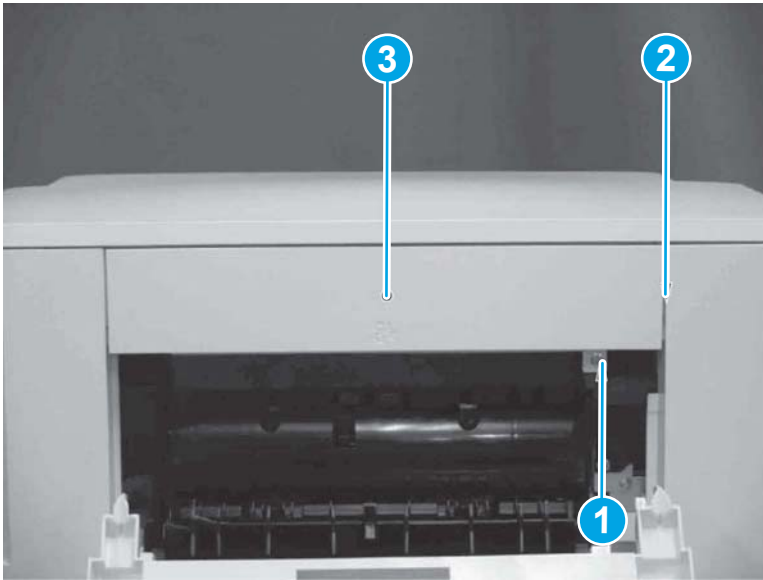
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2856 Remove rear upper cover



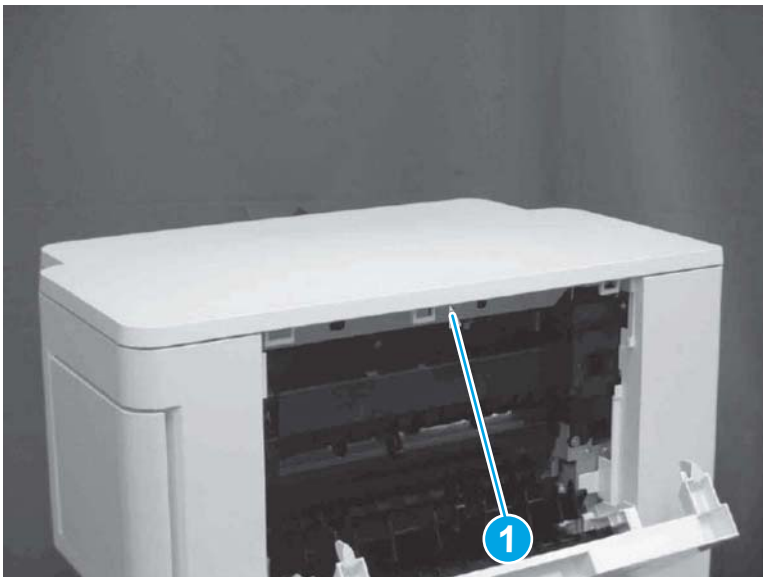
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

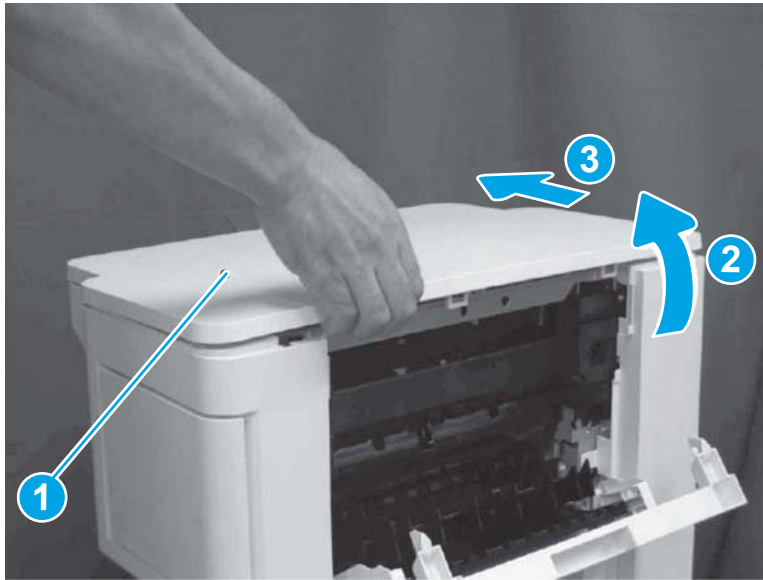
Figure 8-2857 Remove screw



3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2858 Remove top cover



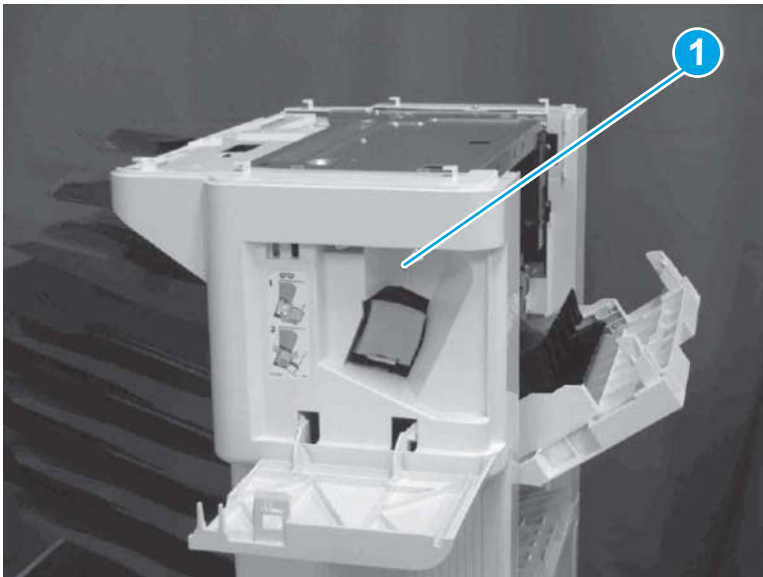
TIP: Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

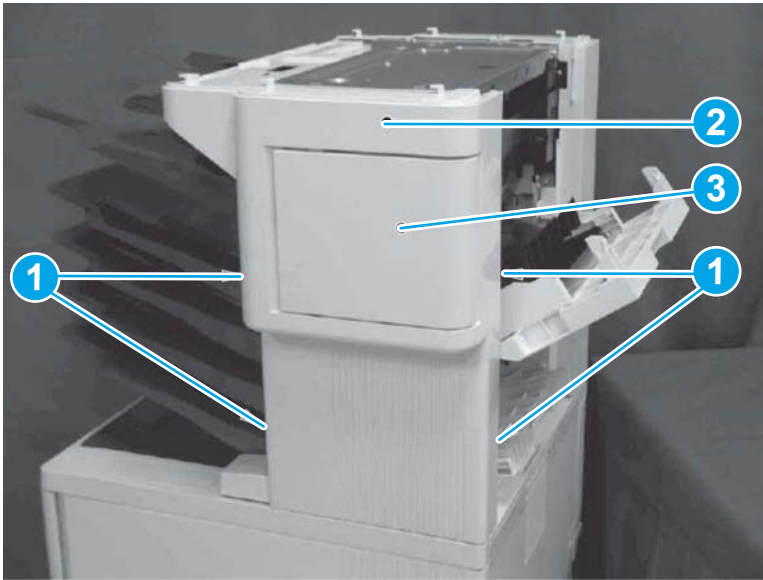
Figure 8-2859 Remove one screw



- Release four tabs (callout 1).

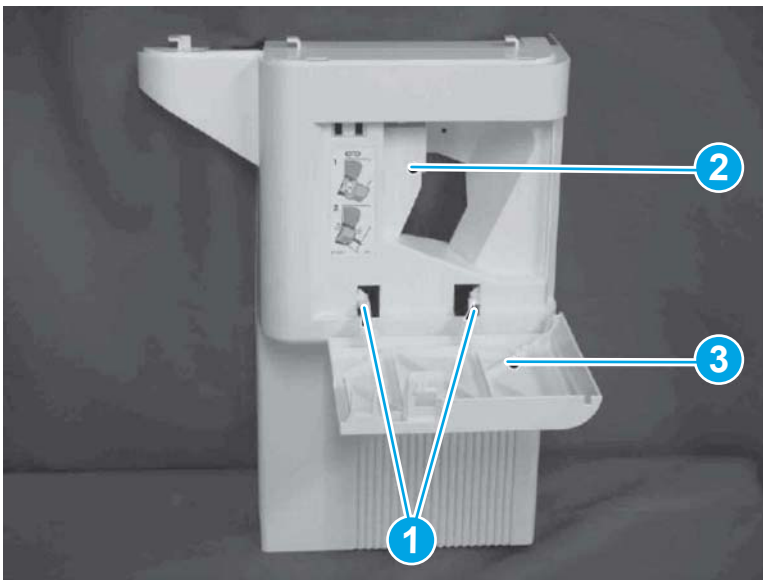
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2860 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2861 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

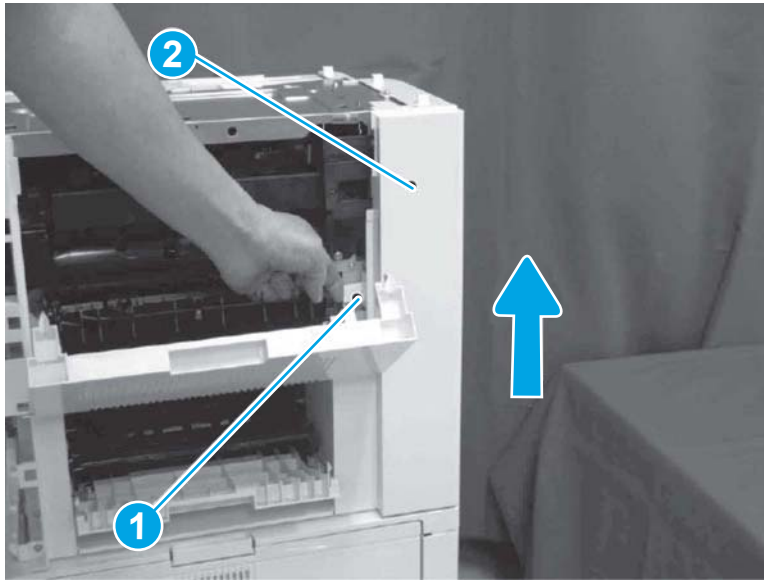
Remove the left corner cover

Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

2. Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2862 Remove the left corner cover



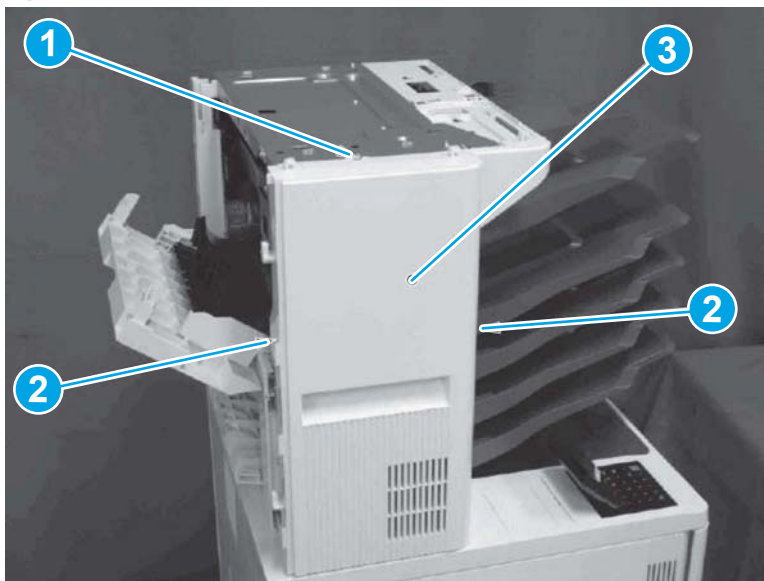
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2863 Remove left cover



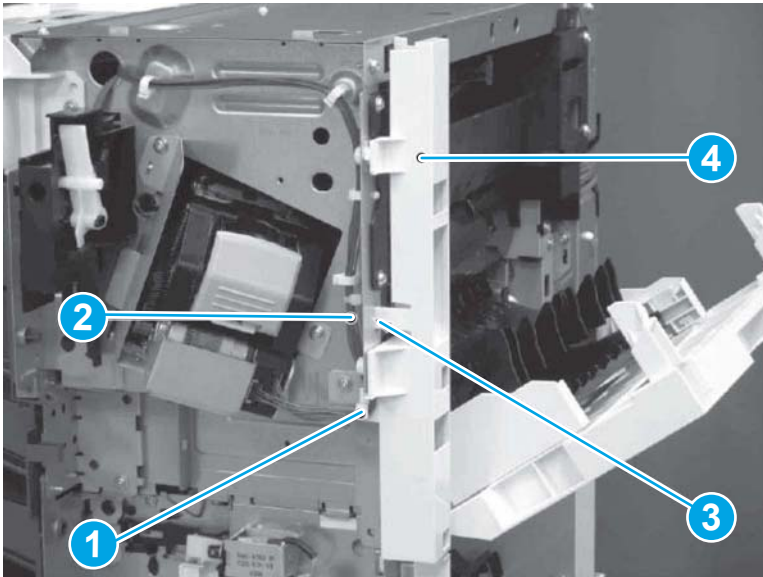
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

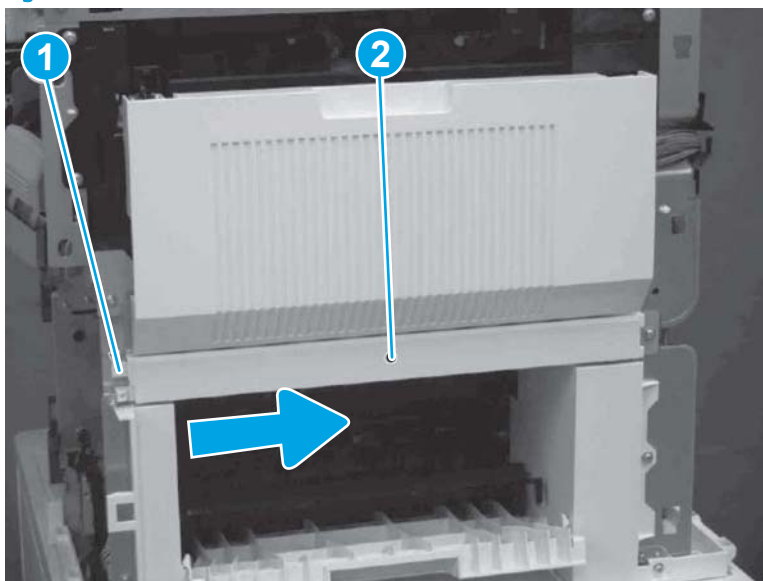
1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).


Figure 8-2864 Remove inner cover



4. Release one tab (callout 1).
5. Slide the rear cover (callout 2) in the direction of the arrow to remove.

Figure 8-2865 Remove rear cover



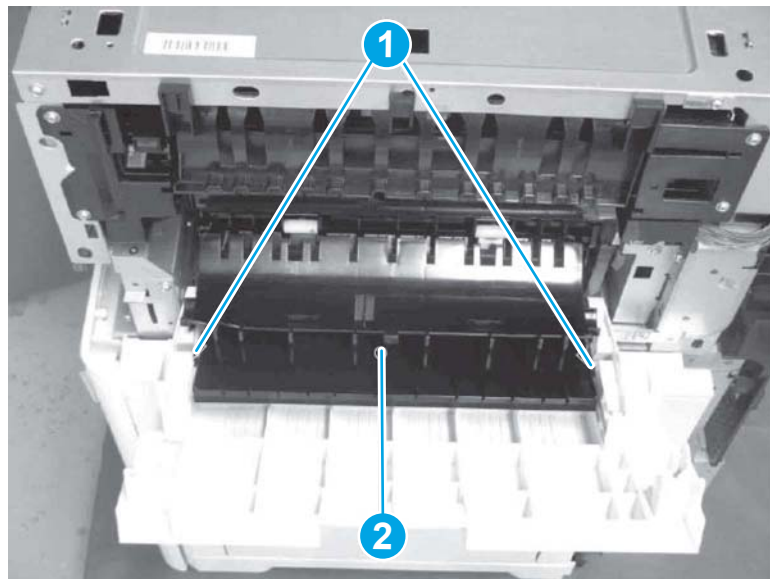
 **TIP:** Reverse the removal steps to install the assembly.

Remove the SS door assembly

Follow these steps to remove the SS door assembly.

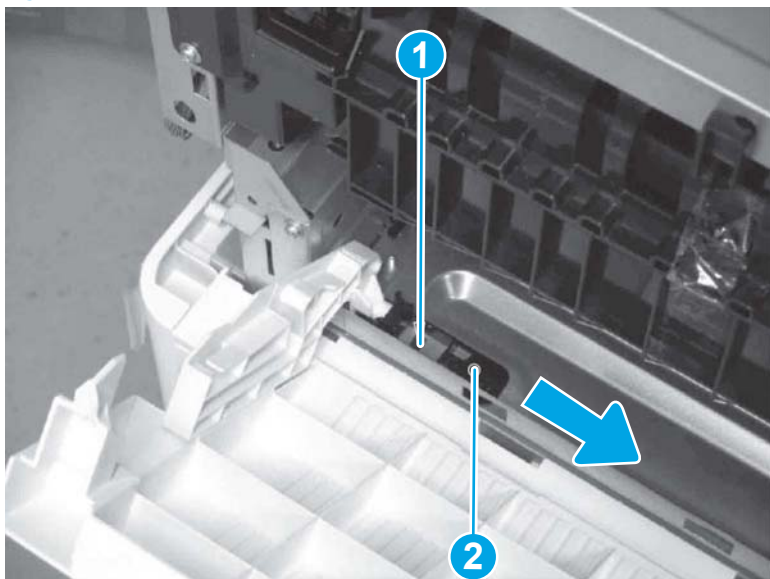
1. Remove two shafts (callout 1).
2. Open the feed guide (callout 2).

Figure 8-2866 Open feed guide



3. Release one tab (callout 1).
4. Slide the bushing (callout 2) in the direction of the arrow to remove.

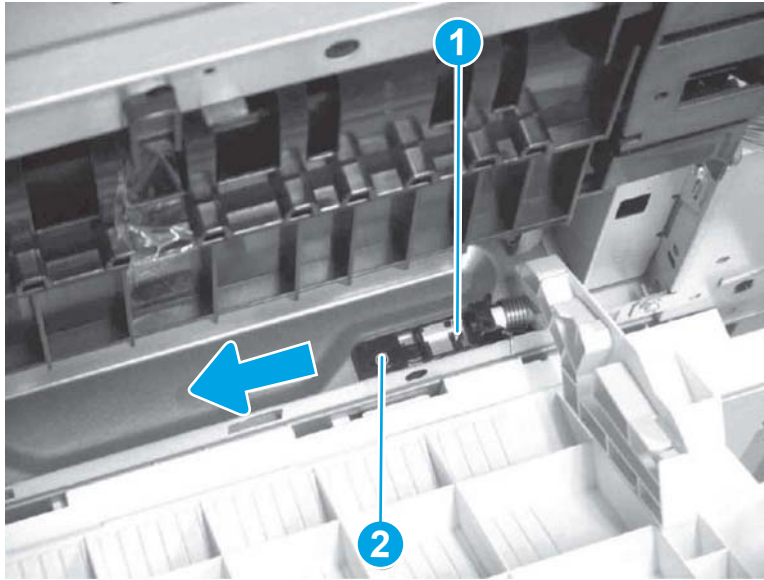
Figure 8-2867 Remove bushing



5. Release one tab (callout 1).

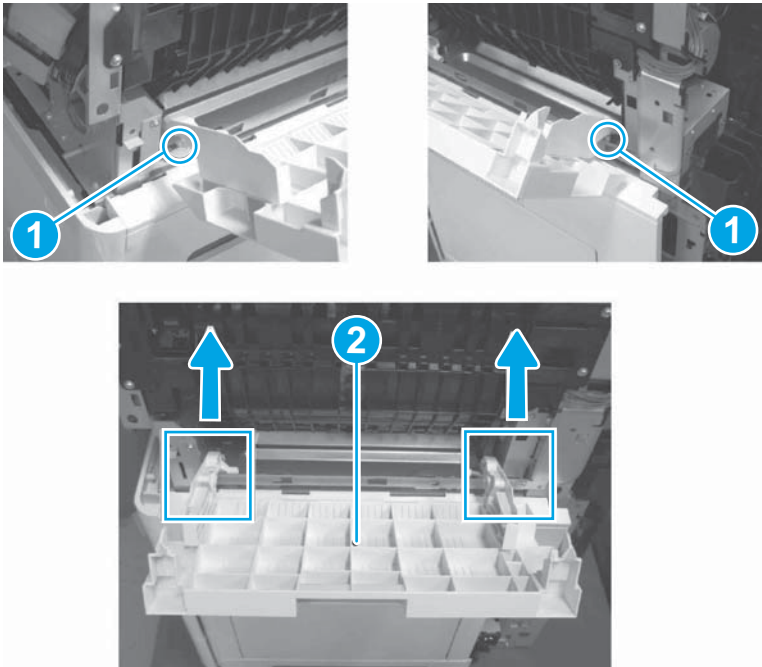
- Slide the bushing (callout 2) in the direction of the arrow to remove.


Figure 8-2868 Remove bushing



- Remove right and left shafts (callout 1).
- Remove the SS door assembly (callout 2).

Figure 8-2869 Remove SS door assembly



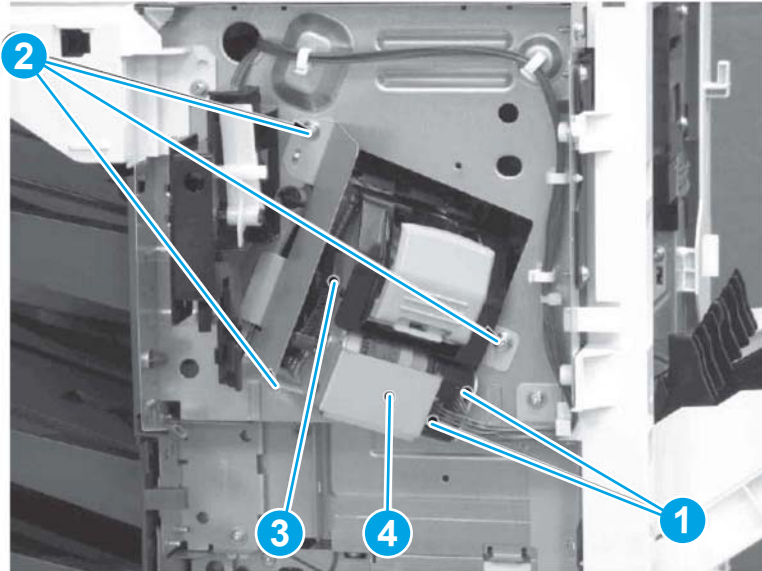
 **TIP:** Reverse the removal steps to install the assembly.

Remove the stapler assembly

Follow these steps to remove the stapler assembly.

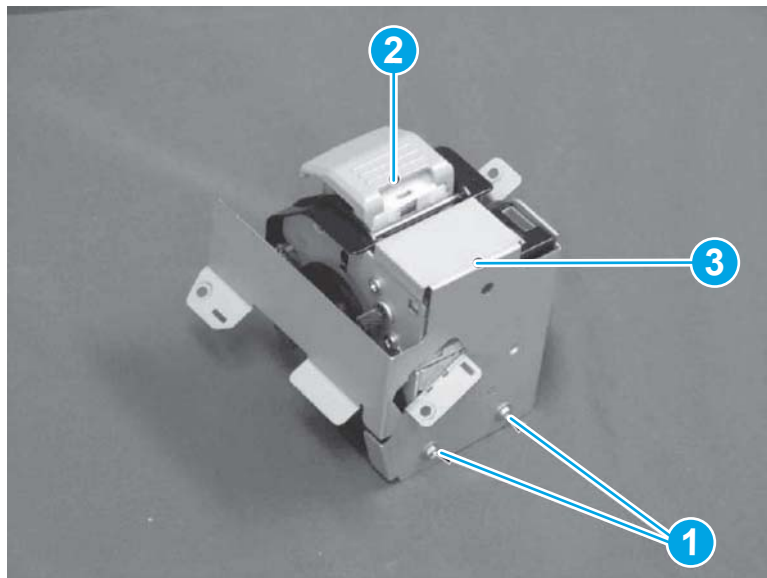
1. Disconnect two connectors (callout 1).
2. Remove three screws (callout 2).
3. Remove the stapler assembly (callout 3) and the plate (callout 4) together.


Figure 8-2870 Remove tray lifter drive assembly



4. Remove two screws (callout 1).
5. Remove the plate (callout 3) from the stapler assembly (callout 2).

Figure 8-2871 Remove stapler assembly



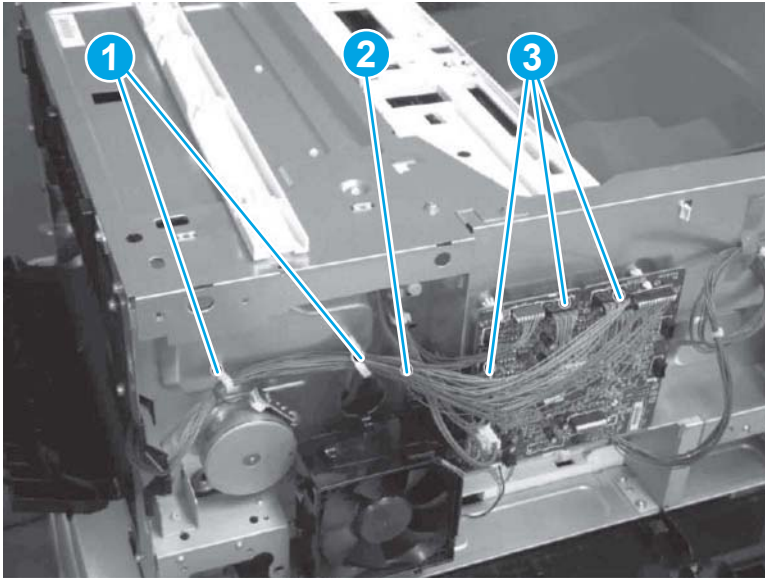
 **TIP:** Reverse the removal steps to install the assembly.

Remove the upper feed assembly

Follow these steps to remove the upper feed assembly.

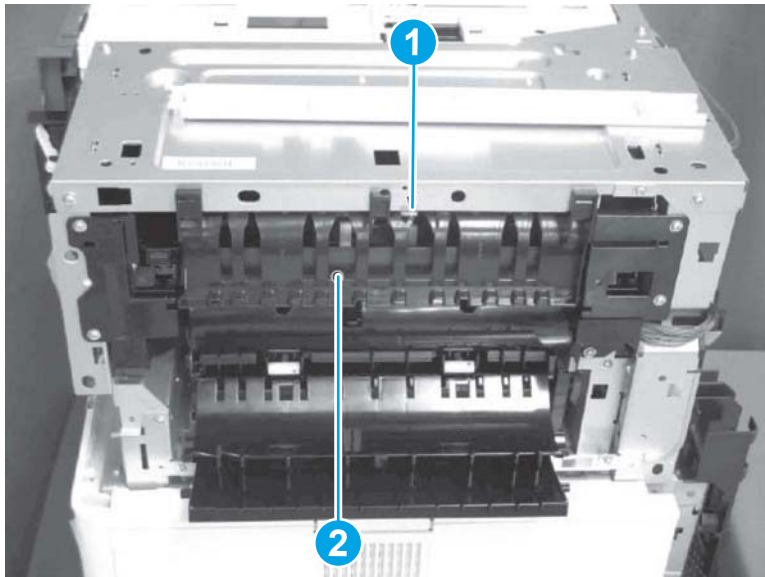
1. Release the cable (callout 2) from cable clamps (callout 1).
2. Disconnect three connectors (callout 3).

Figure 8-2872 Disconnect connectors



3. Release one tab (callout 1).
4. Remove the guide (callout 2).

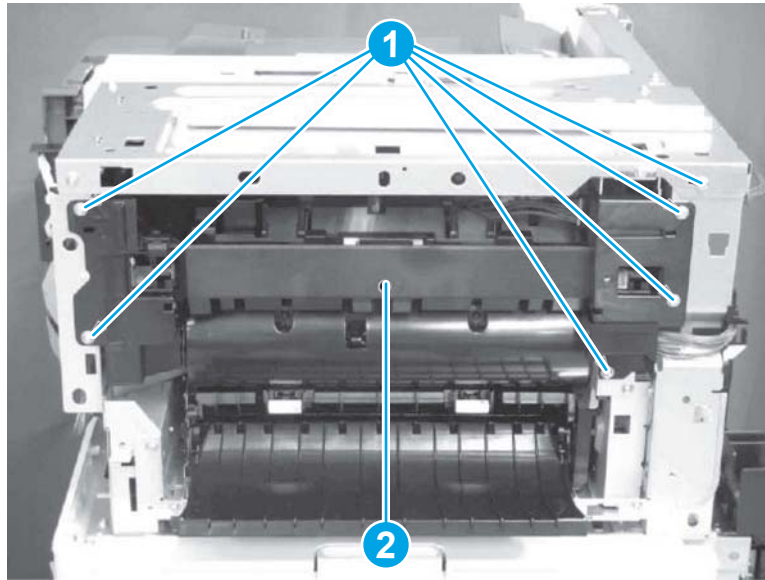
Figure 8-2873 Remove guide




5. Remove six screws (callout 1).

6. Remove the upper feed assembly (callout 2).

Figure 8-2874 Remove upper feed assembly



 **TIP:** Reverse the removal steps to install the assembly.

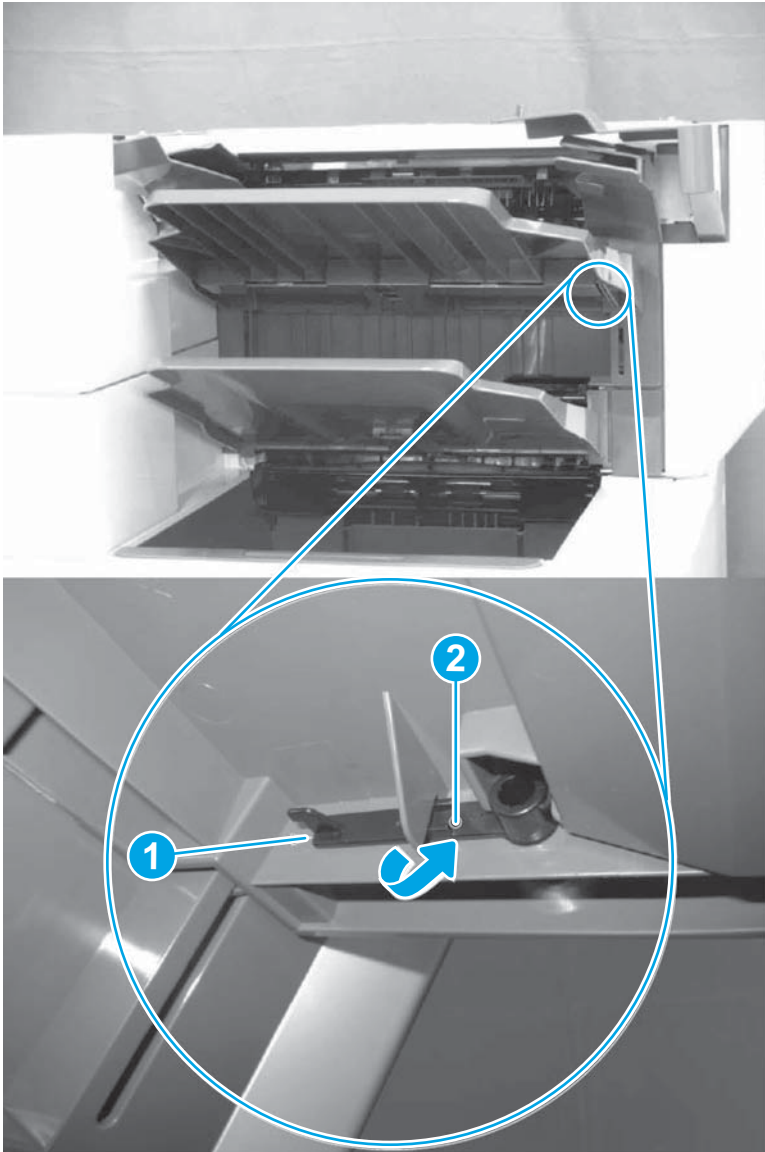
Remove the output bin 1 assembly

Follow these steps to remove the output bin 1 assembly.

1. Release one boss (callout 1).

2. Rotate the pin (callout 2) in the direction of the arrow to remove.

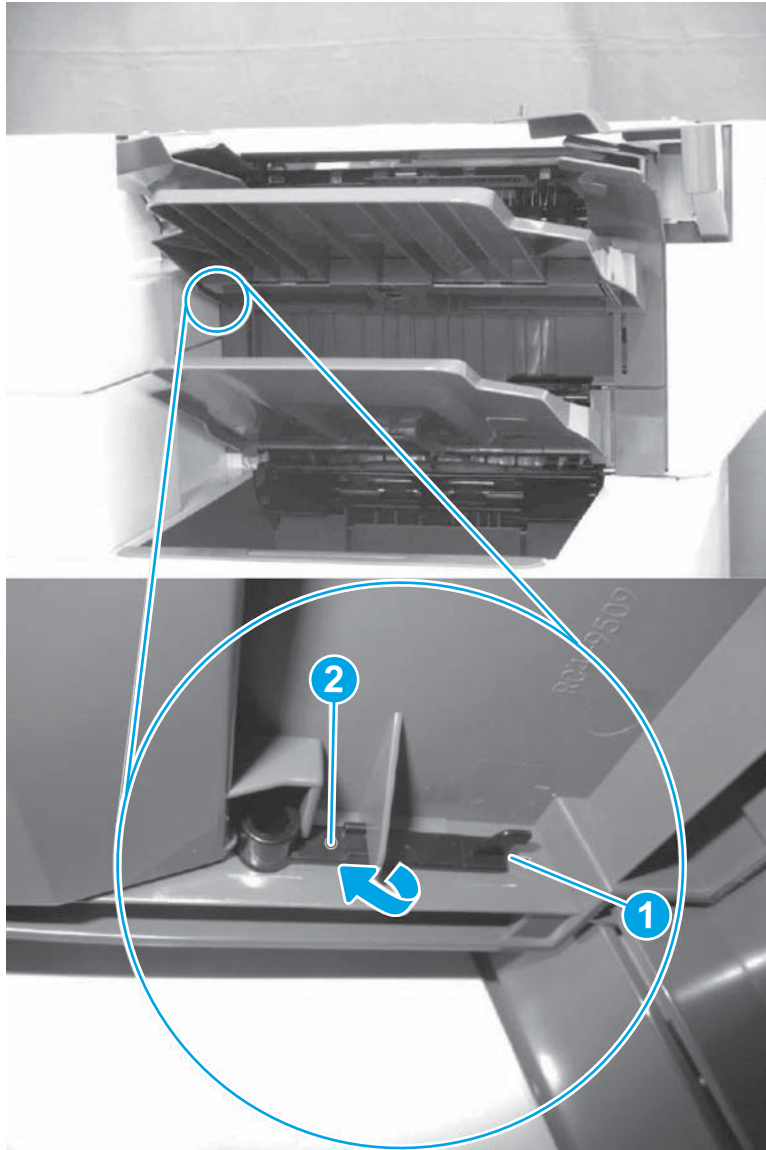
Figure 8-2875 Remove pin



3. Release one boss (callout 1).

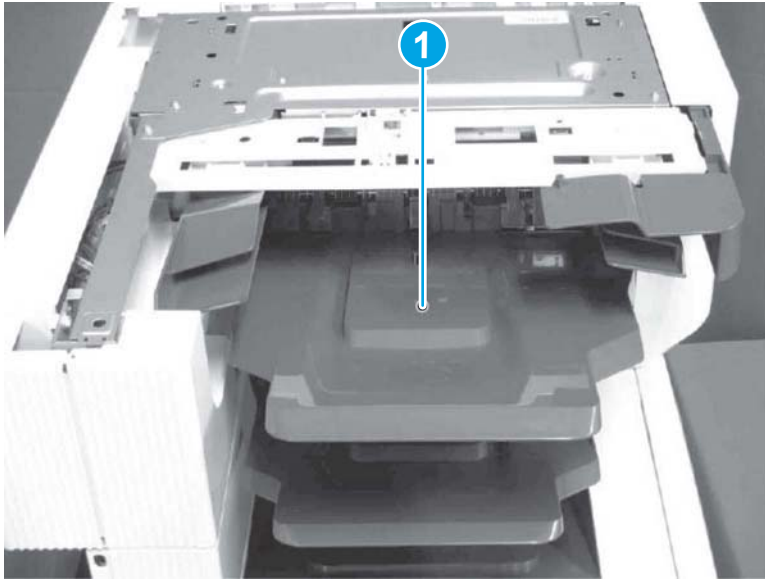
4. Rotate the pin (callout 2) in the direction of the arrow to remove.


Figure 8-2876 Remove pin



5. Remove the output bin 1 assembly (callout 1).

Figure 8-2877 Remove output bin 1 assembly



 **TIP:** Reverse the removal steps to install the assembly.

Remove the lower feed assembly

Follow these steps to remove the lower feed assembly.

1. Release two tabs (callout 1).

2. Remove the cover (callout 2).

Figure 8-2878 Remove cover

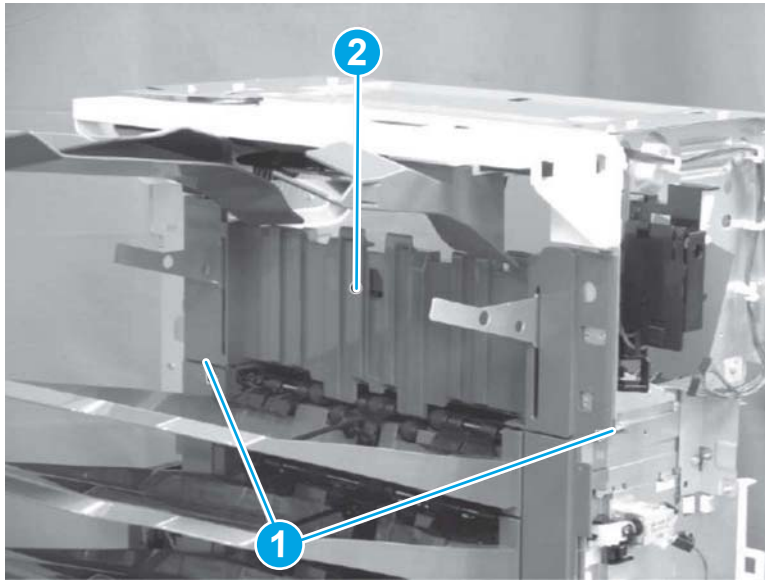
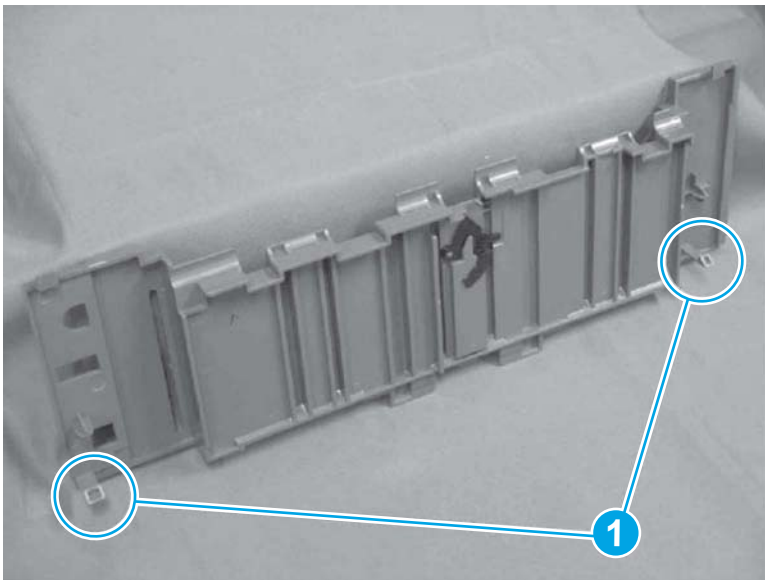


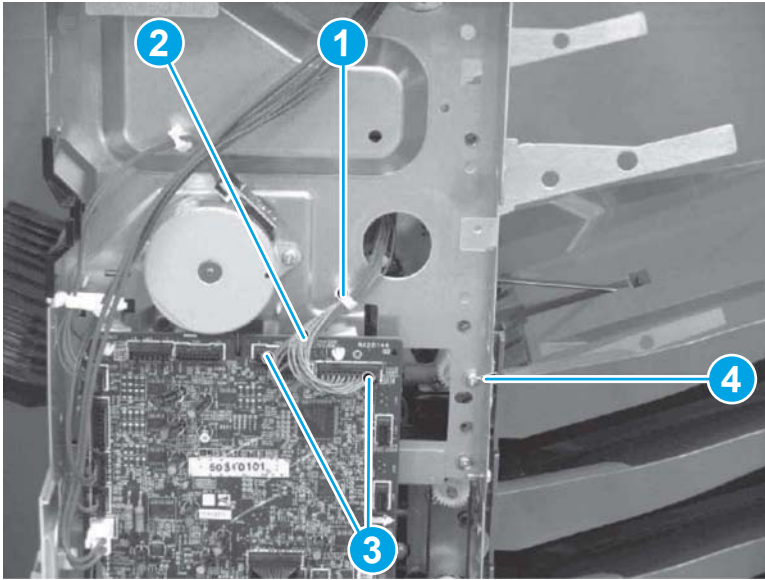
Figure 8-2879 Remove cover



3. Release the cable (callout 2) from the cable clamp (callout 1).
4. Disconnect two connectors (callout 3).

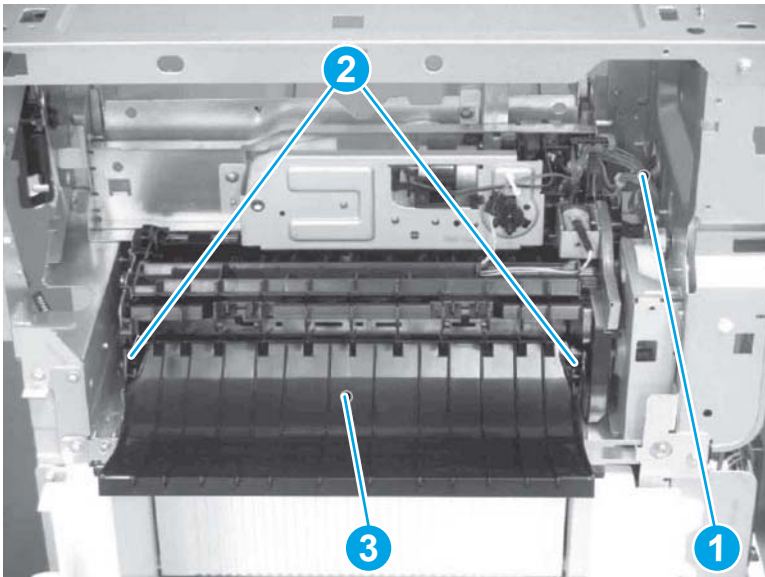
5. Remove one screw (callout 4).

Figure 8-2880 Remove screw



6. Pull out the cable (callout 1).
7. Remove right and left shafts (callout 2).
8. Remove the guide (callout 3).

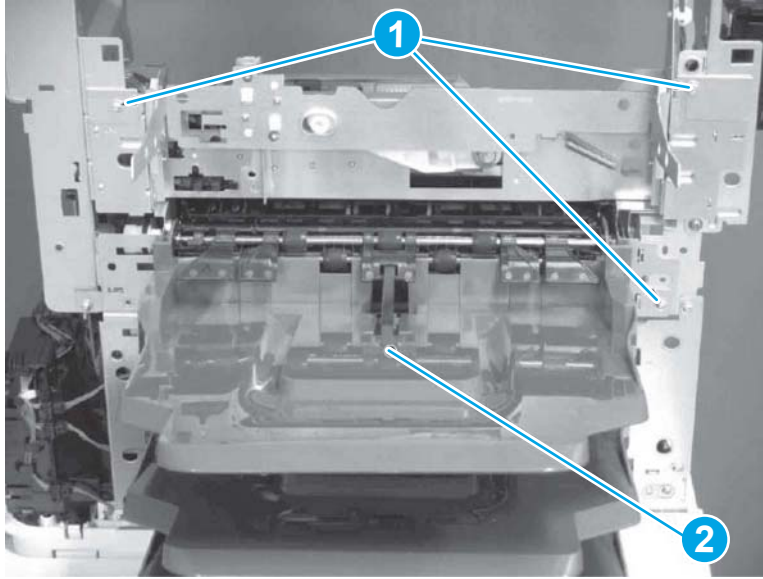
Figure 8-2881 Remove guide




9. Remove three screws (callout 1).

10. Remove the lower feed ass'y (callout 2).

Figure 8-2882 Remove lower feed assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) MBM fan

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox MBM fan.


Mean time to repair: 20 minutes

Service level: Advanced

 **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.

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 8-242 Part information

Part number	Part description
RK2-8153-000CN	Fan

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

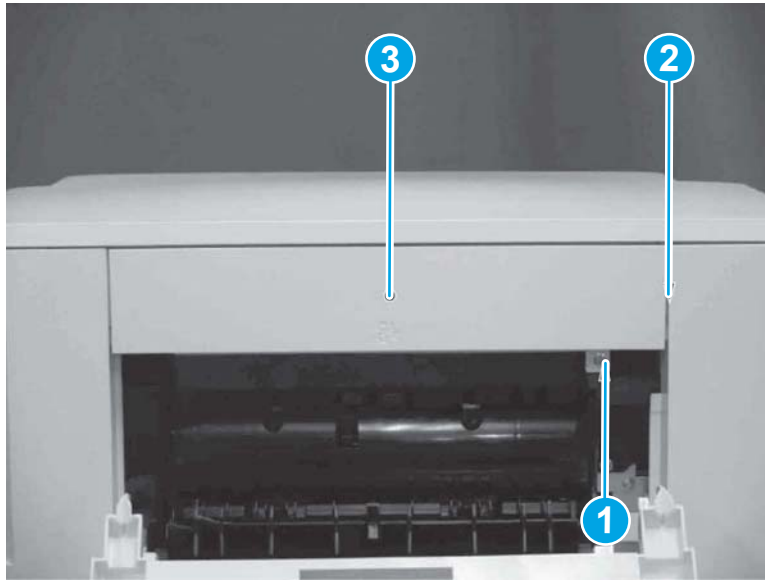
Remove the rear upper cover

Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2883 Remove rear upper cover



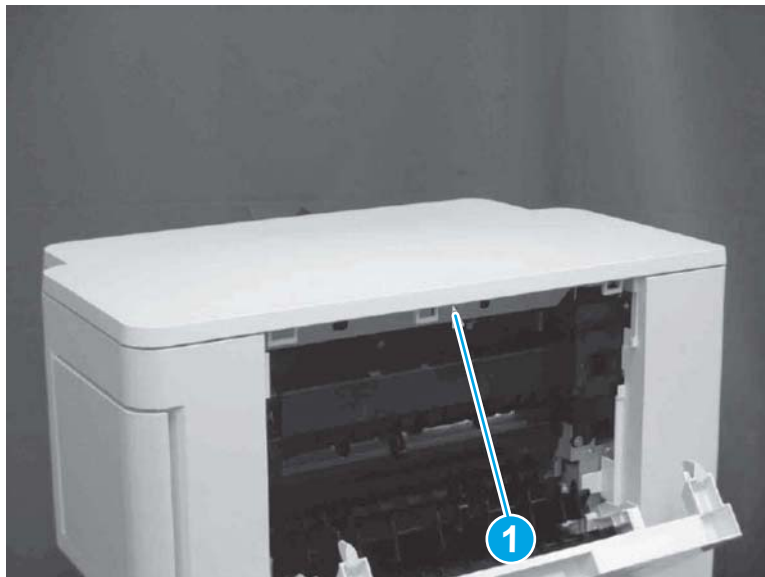
TIP: Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

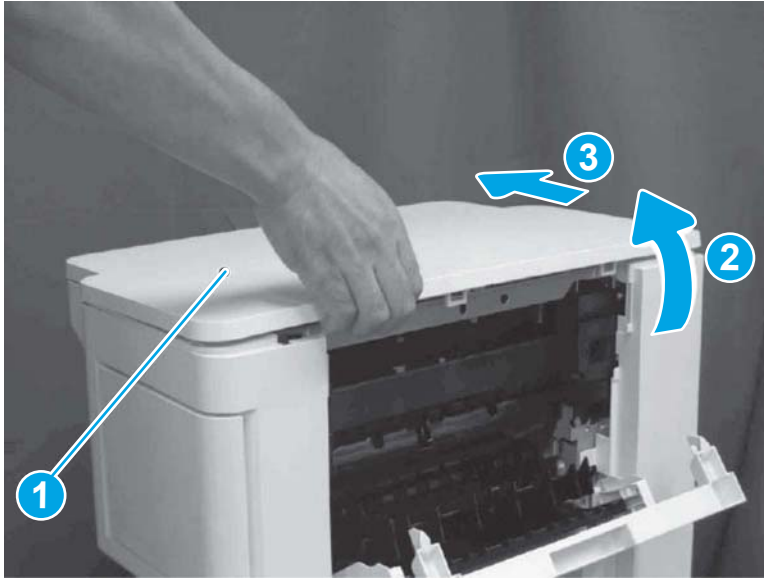
Figure 8-2884 Remove screw



3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2885 Remove top cover



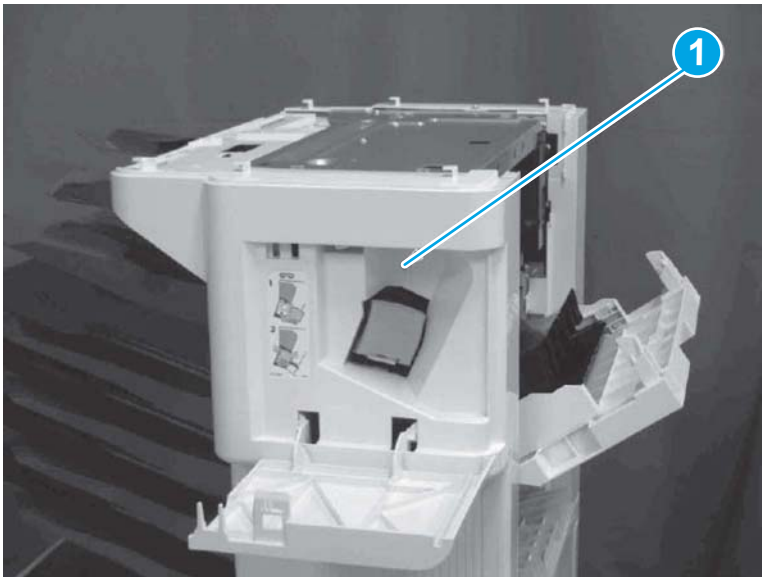
TIP: Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

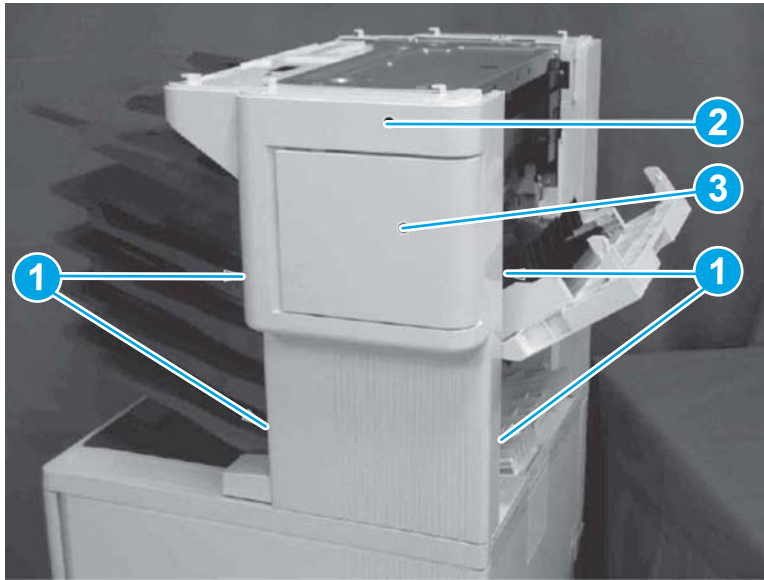
Figure 8-2886 Remove one screw



- Release four tabs (callout 1).

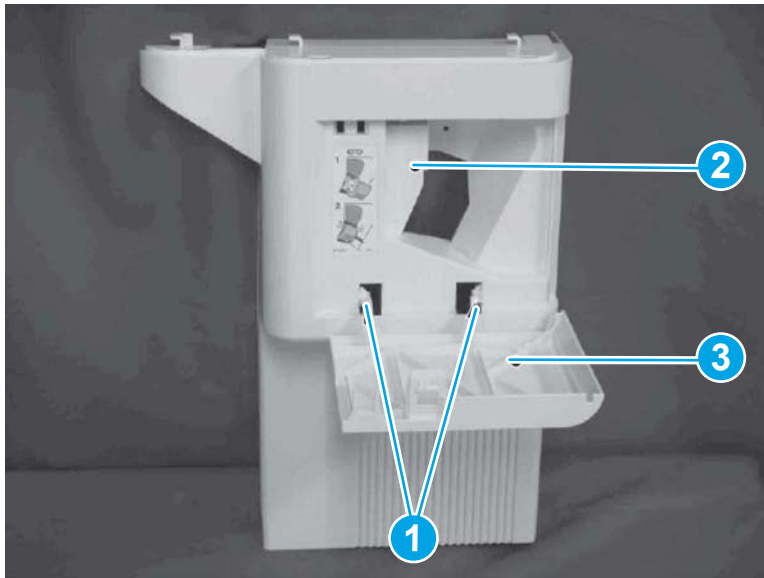
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.

Figure 8-2887 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2888 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

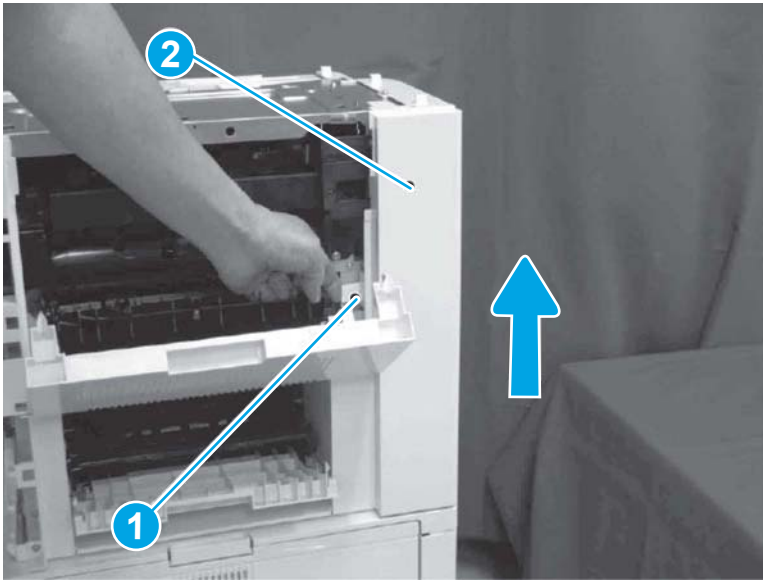
Remove the left corner cover


Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

- Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2889 Remove the left corner cover



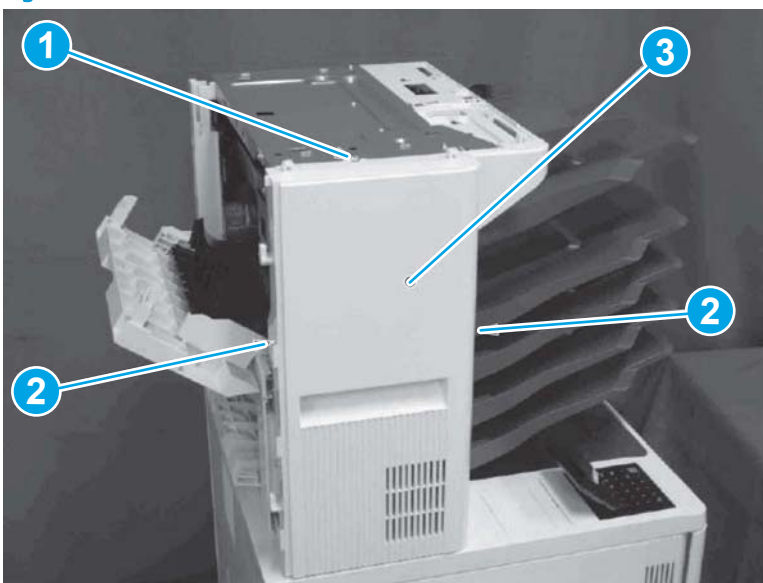
 **TIP:** Reverse the removal steps to install the assembly.

Remove the left cover

Follow these steps to remove the left cover.

- Remove one screw (callout 1).
- Release two bosses (callout 2).
- Remove the left cover (callout 3).

Figure 8-2890 Remove left cover



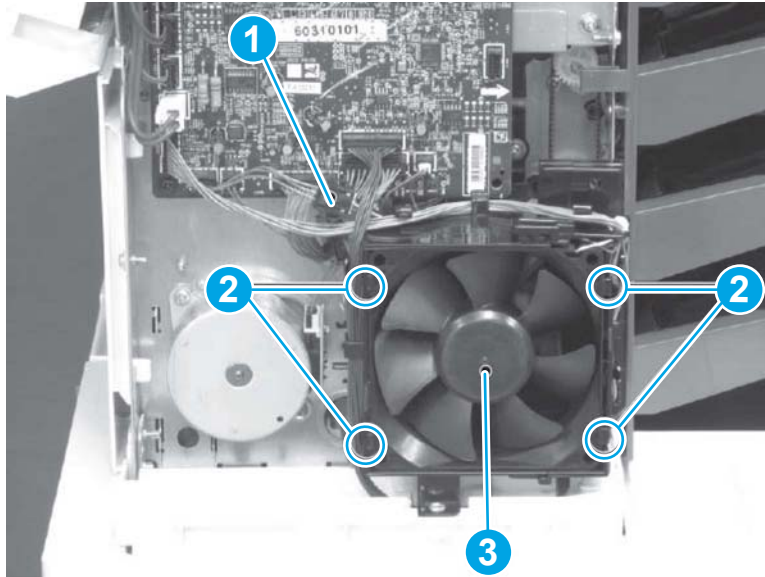
 **TIP:** Reverse the removal steps to install the assembly.


Remove the MBM fan

Follow these steps to remove the MBM fan.

1. Disconnect one connector (callout 1).
2. Release four tabs (callout 2).
3. Remove the MBM fan (callout 3).

Figure 8-2891 Remove MBM fan



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) SS feed motor

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox SS feed motor.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-243 Part information

Part number	Part description
RK2-8149-000CN	DC stepping motor

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

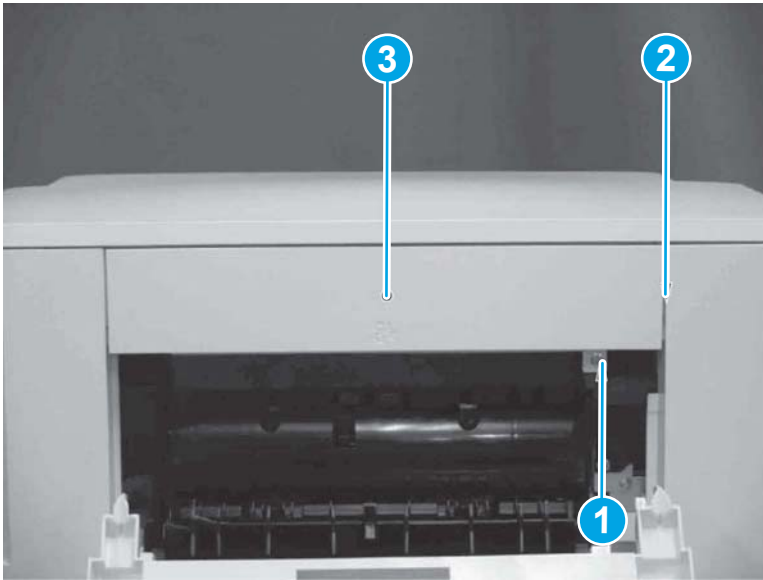
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2892 Remove rear upper cover



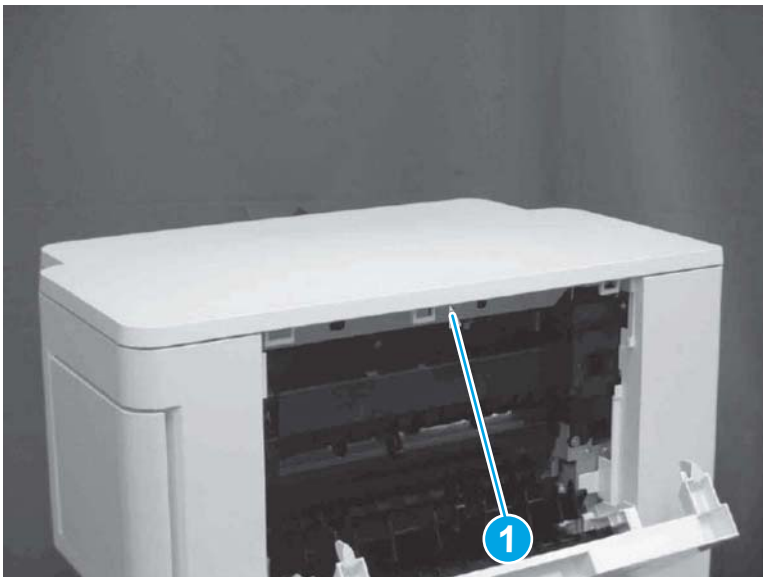
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

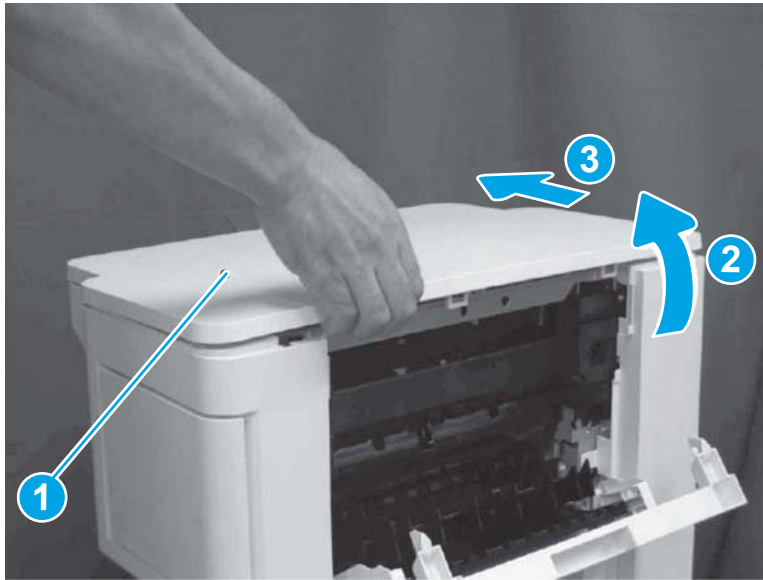
Figure 8-2893 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

4. Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2894 Remove top cover



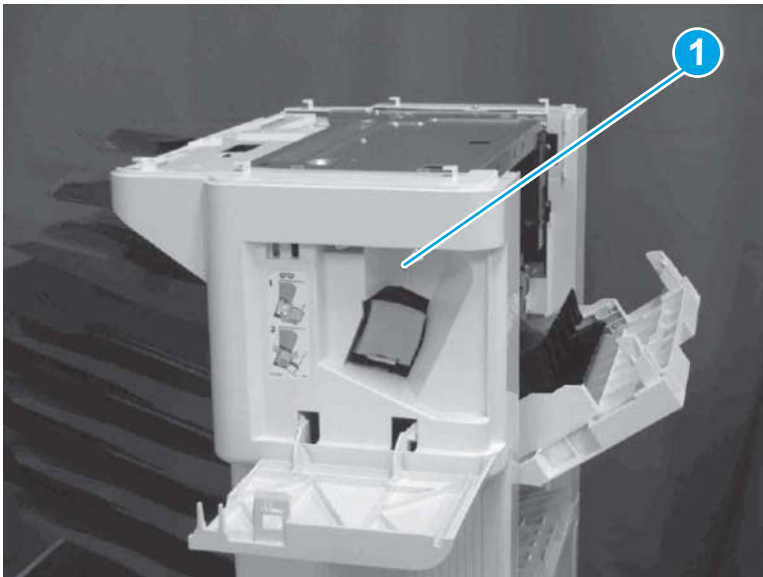
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

1. Open the rear upper cover and the top cover.
2. Remove one screw (callout 1).

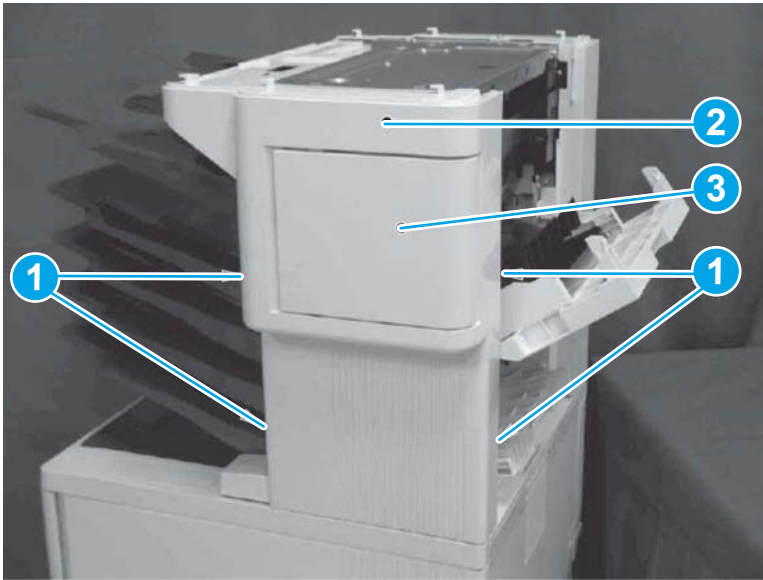
Figure 8-2895 Remove one screw



3. Release four tabs (callout 1).

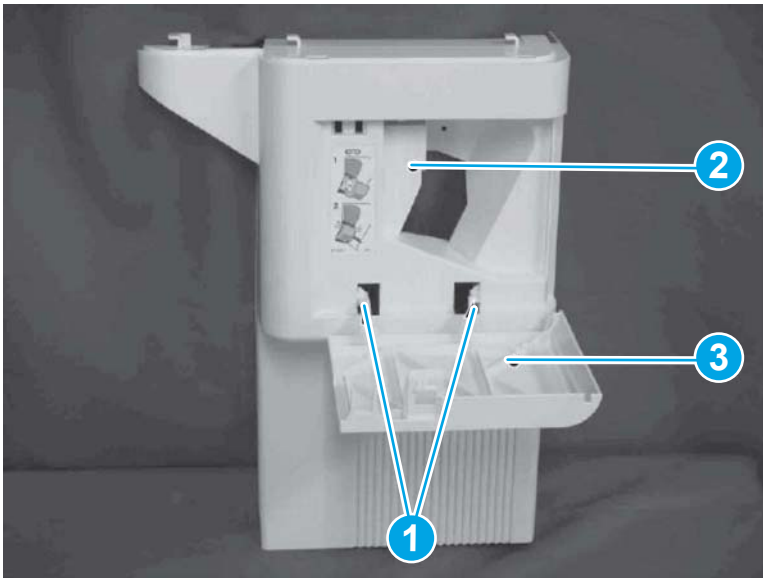
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2896 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2897 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

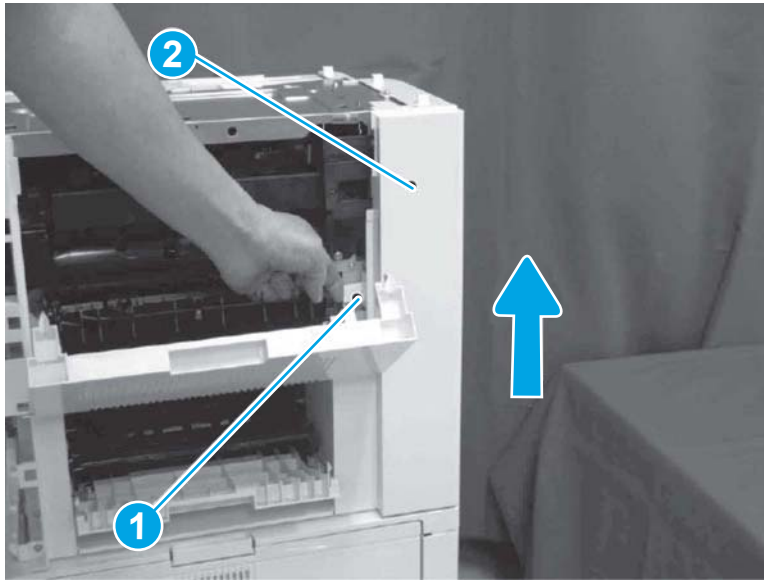
Remove the left corner cover


Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

2. Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2898 Remove the left corner cover



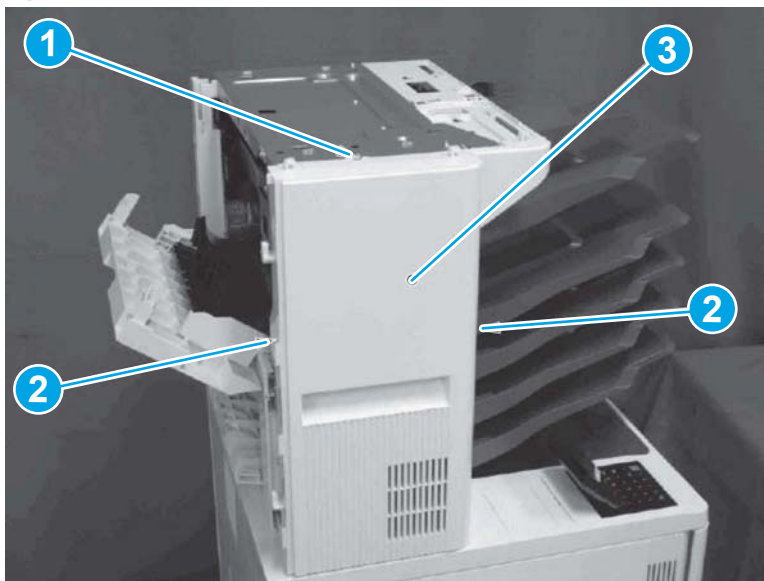
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2899 Remove left cover



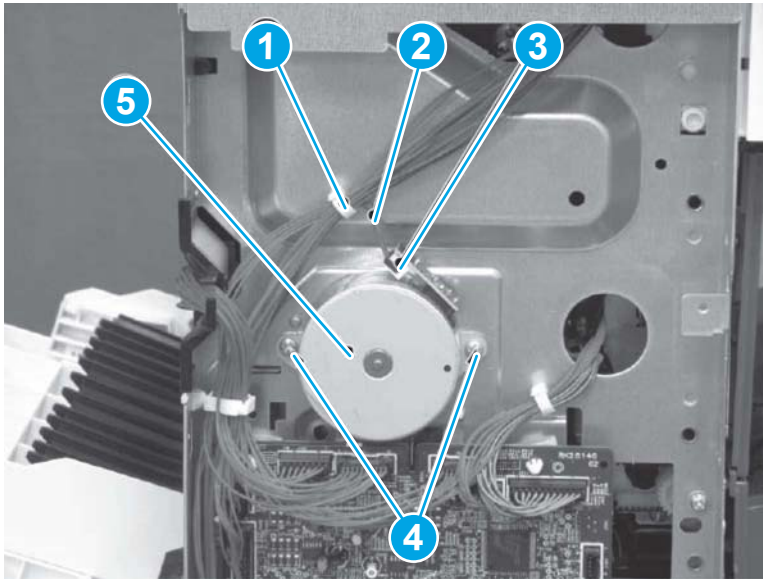
 **TIP:** Reverse the removal steps to install the assembly.


Remove the SS feed motor

Follow these steps to remove the SS feed motor.

1. Release the cable (callout 2) from the cable clamp (callout 1).
2. Disconnect one connector (callout 3).
3. Remove two screws (callout 4).
4. Remove the SS feed motor (callout 5).

Figure 8-2900 Remove SS feed motor



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) MBM feed motor

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox MBM feed motor.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-244 Part information

Part number	Part description
RK2-8149-000CN	DC stepping motor

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

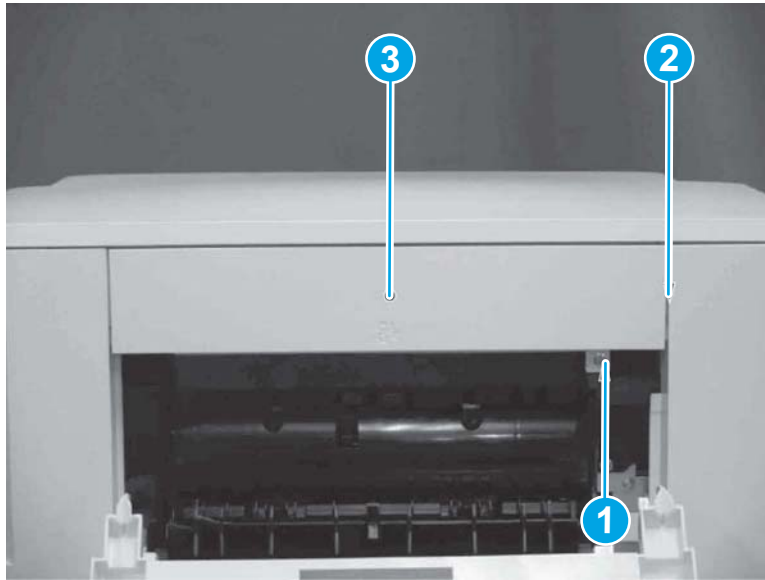
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2901 Remove rear upper cover



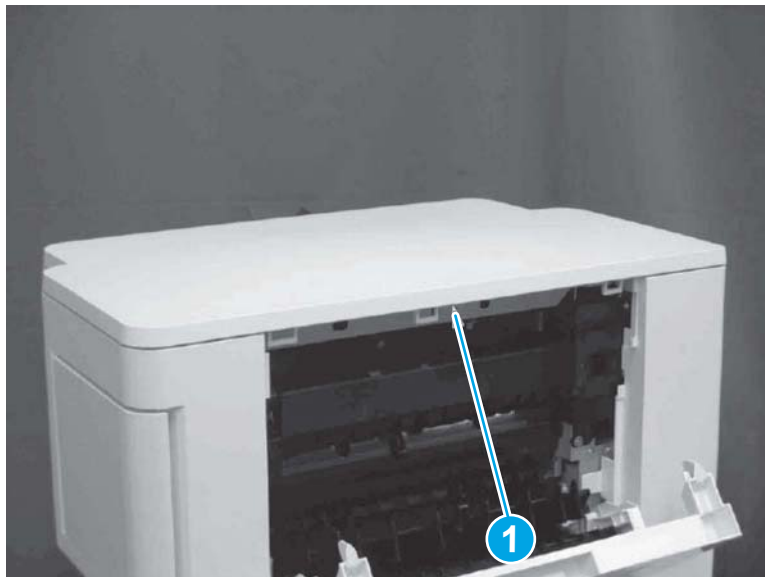
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

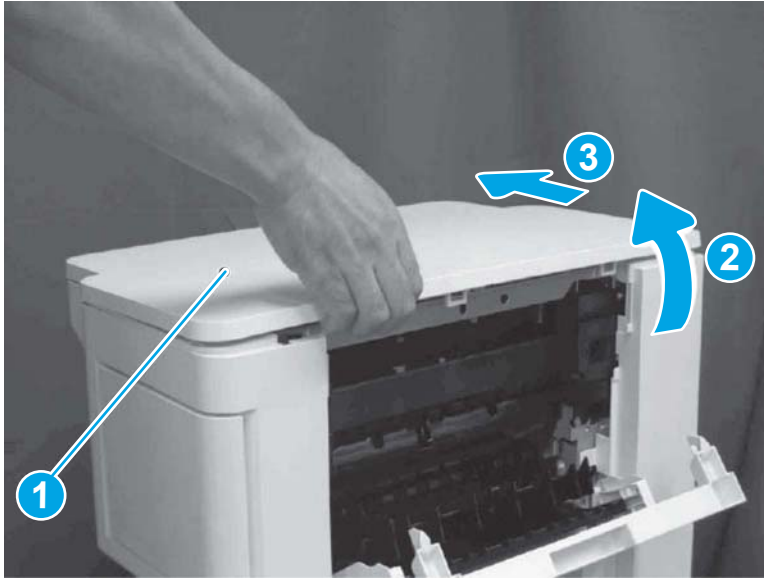
Figure 8-2902 Remove screw



3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2903 Remove top cover



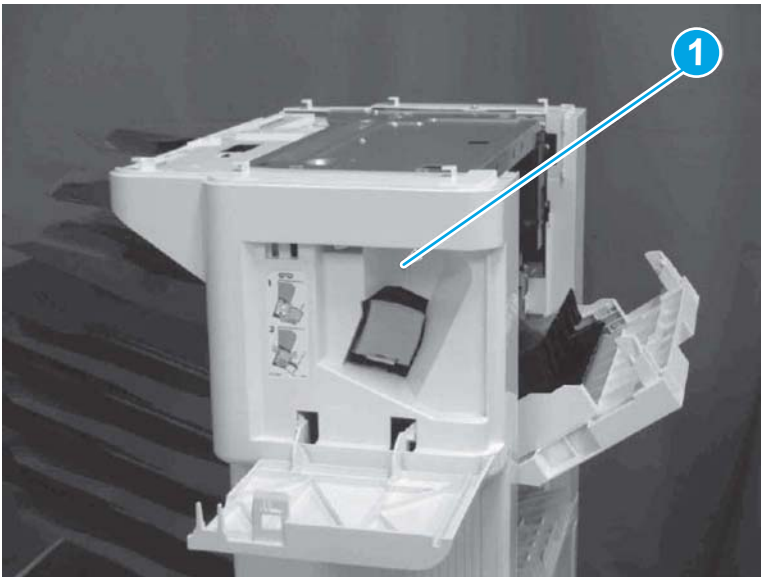
TIP: Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

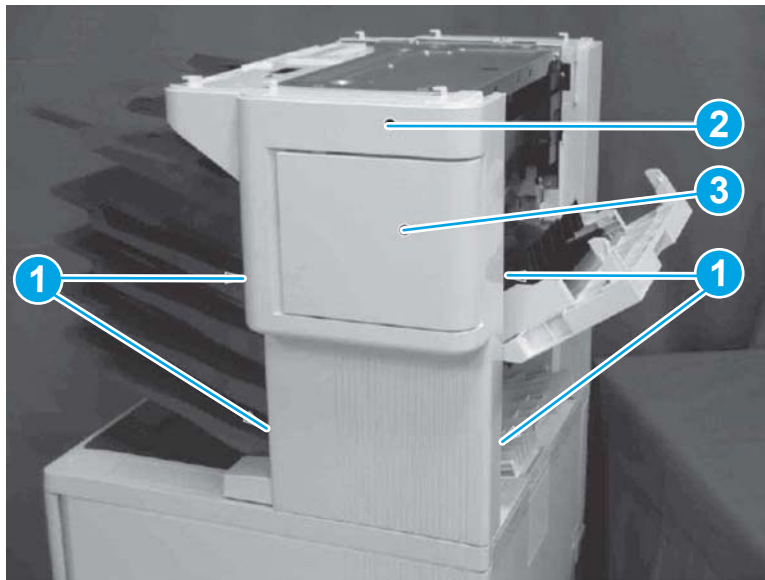
Figure 8-2904 Remove one screw



- Release four tabs (callout 1).

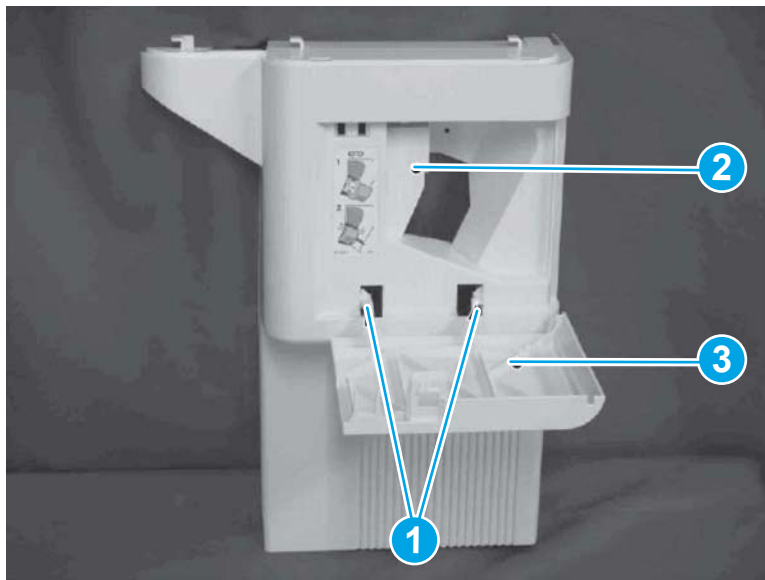
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2905 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2906 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

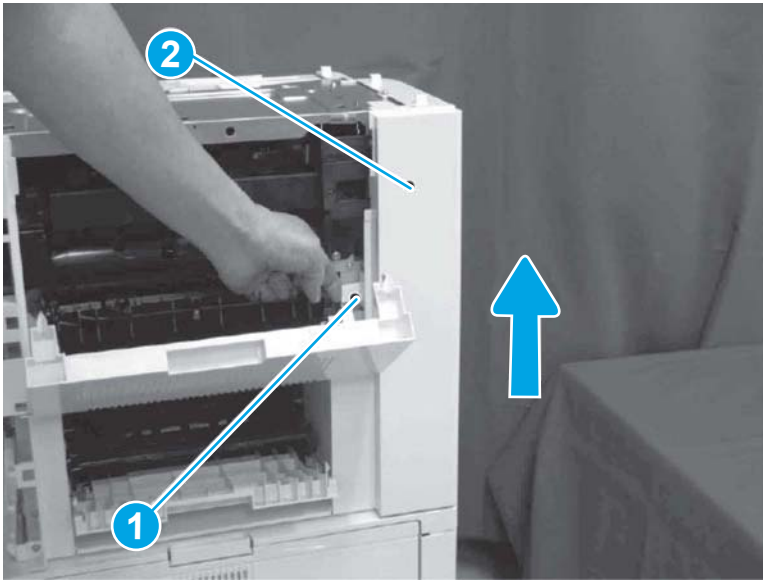
Remove the left corner cover


Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

2. Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2907 Remove the left corner cover



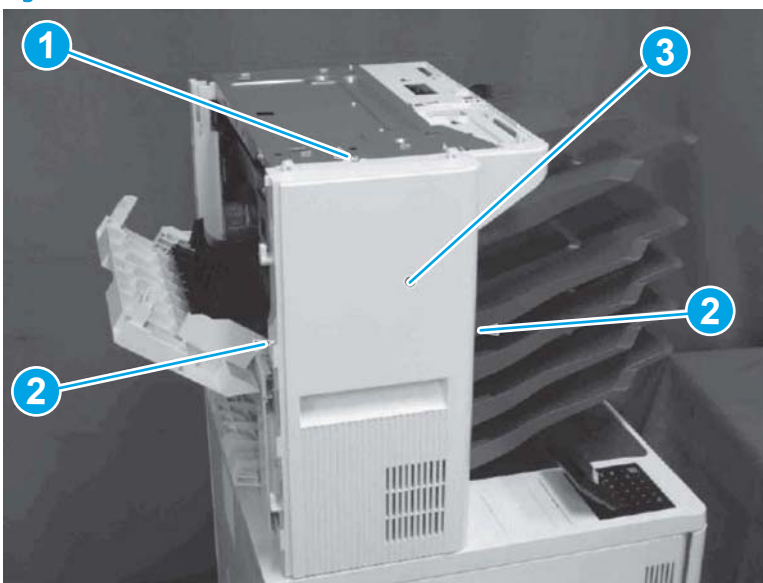
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2908 Remove left cover



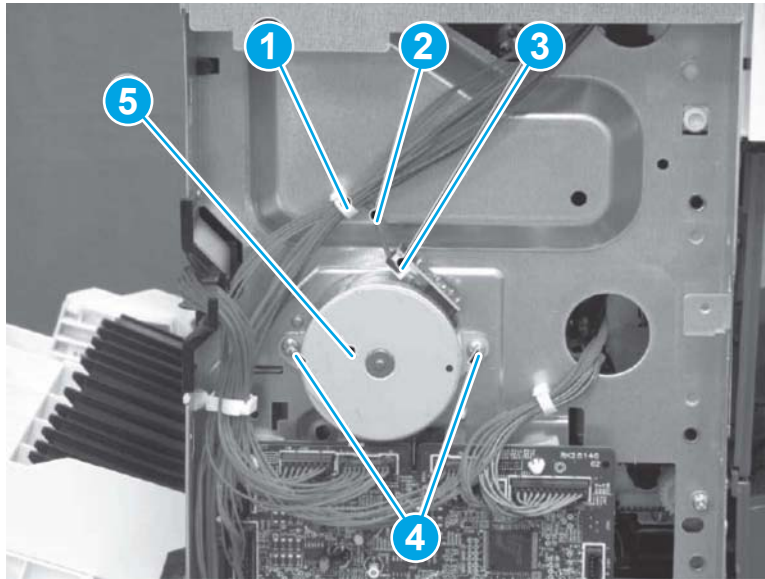
 **TIP:** Reverse the removal steps to install the assembly.


Remove the MBM feed motor

Follow these steps to remove the MBM feed motor.

1. Release the cable (callout 2) from the cable clamp (callout 1).
2. Disconnect one connector (callout 1).
3. Remove two screws (callout 2).
4. Remove the MBM feed motor (callout 3).

Figure 8-2909 Remove MBM feed motor



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) inlet flapper solenoid assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox inlet flapper solenoid assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-245 Part information

Part number	Part description
RM2-1040-000CN	Solenoid assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

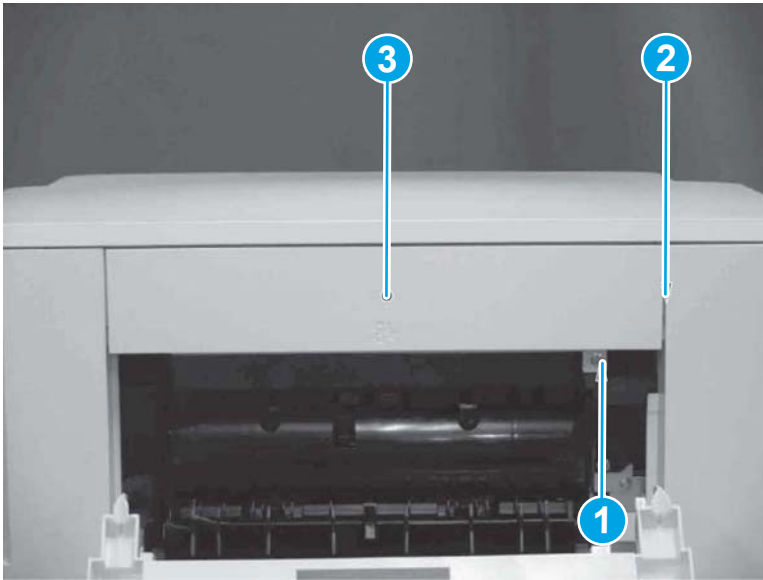
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2910 Remove rear upper cover



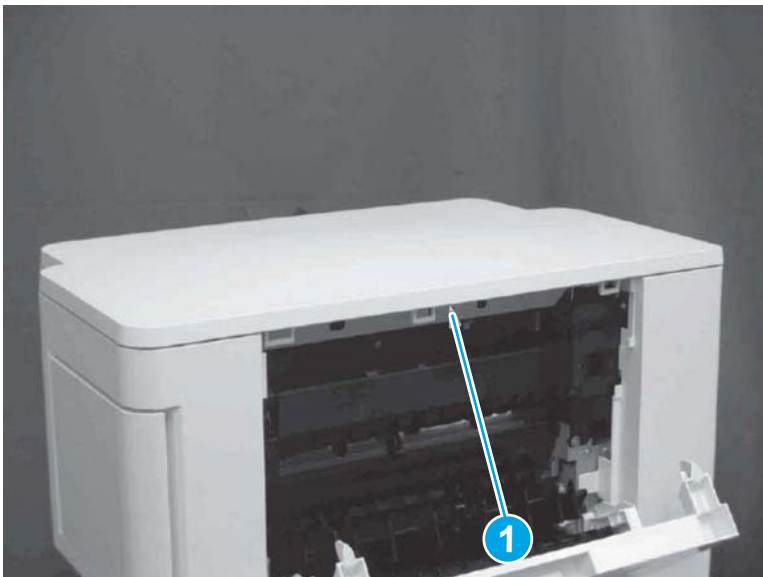
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

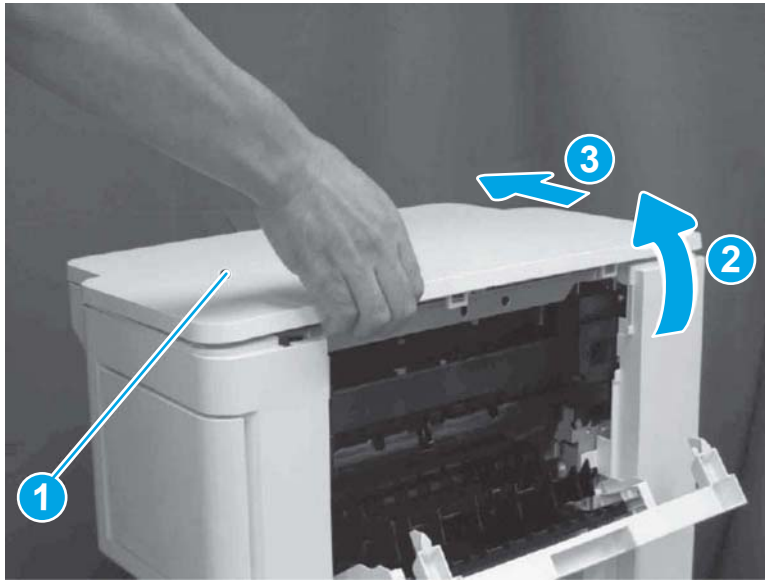
Figure 8-2911 Remove screw



3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2912 Remove top cover



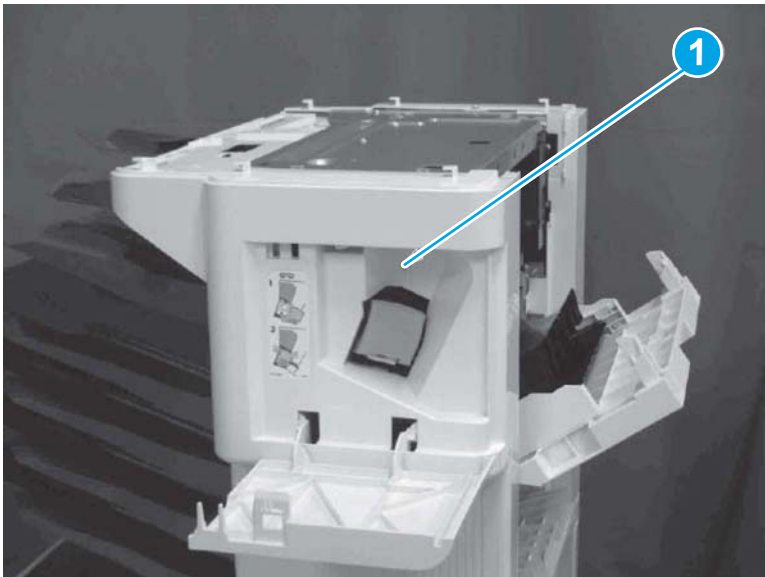
TIP: Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

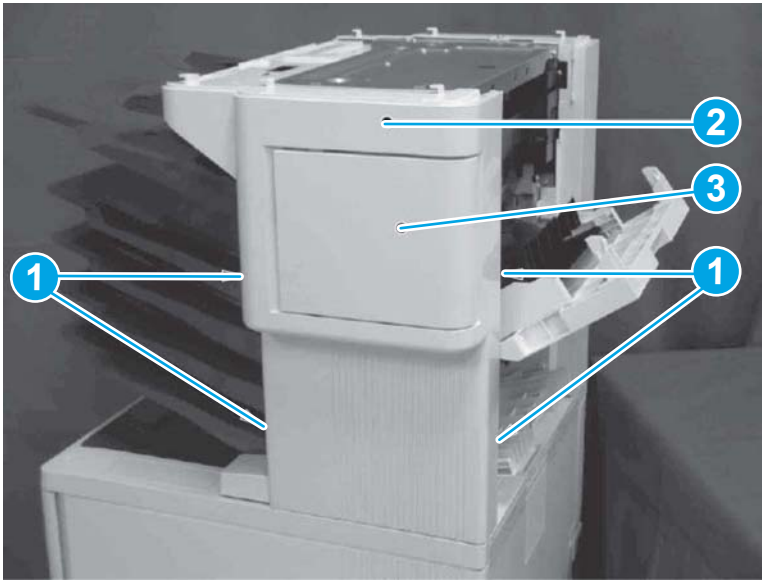
Figure 8-2913 Remove one screw



- Release four tabs (callout 1).

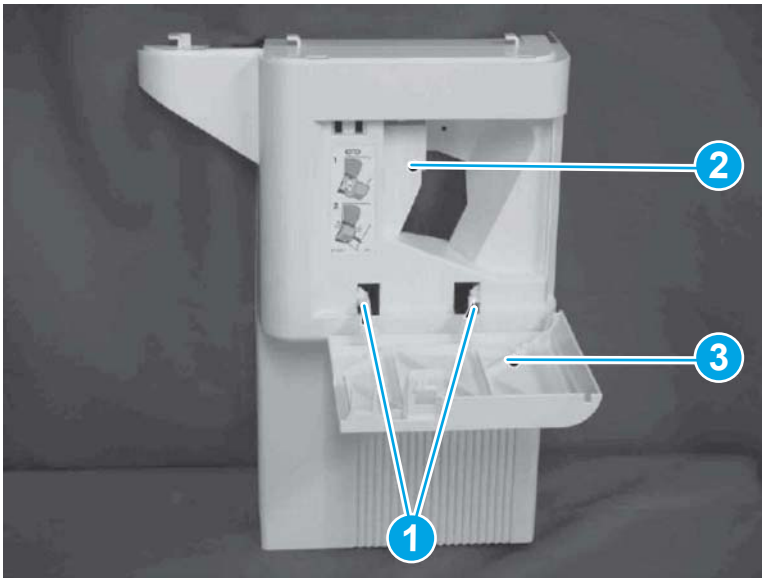
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2914 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2915 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

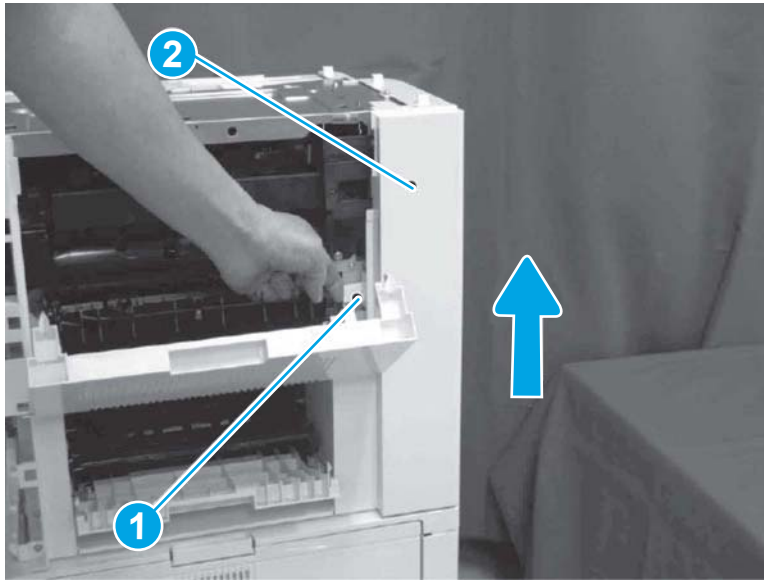
Remove the left corner cover

Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

2. Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2916 Remove the left corner cover



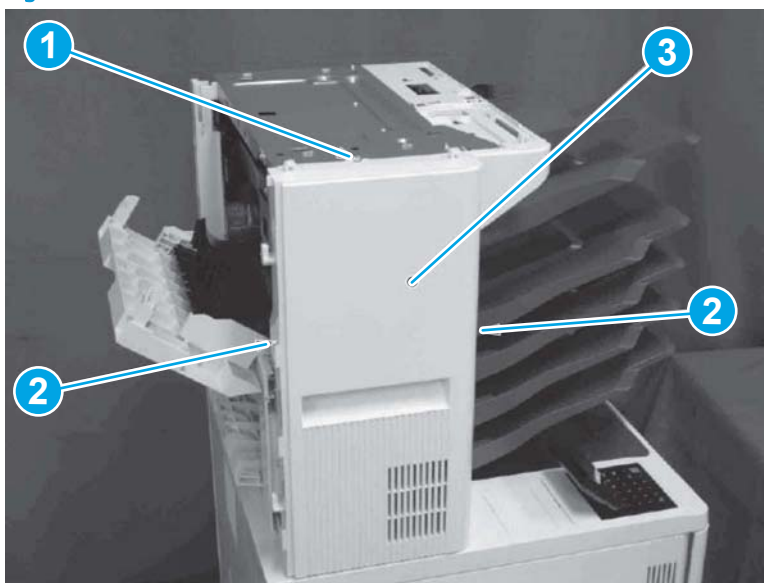
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2917 Remove left cover



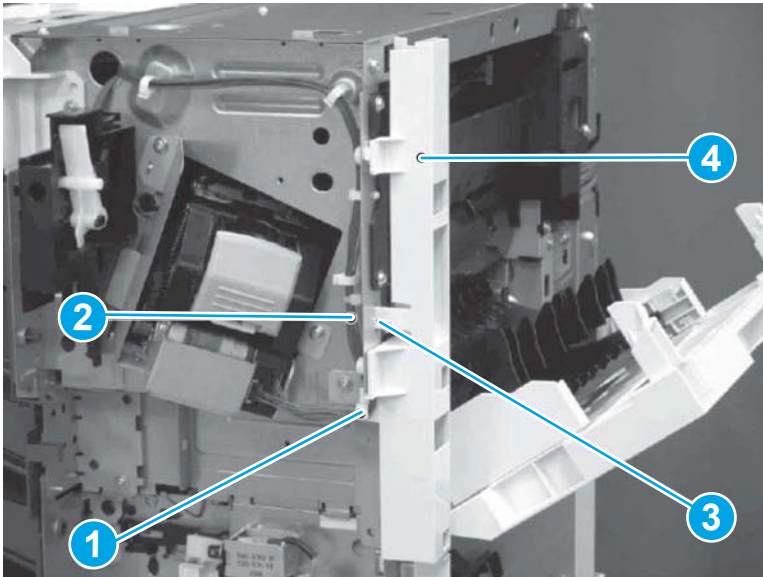
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

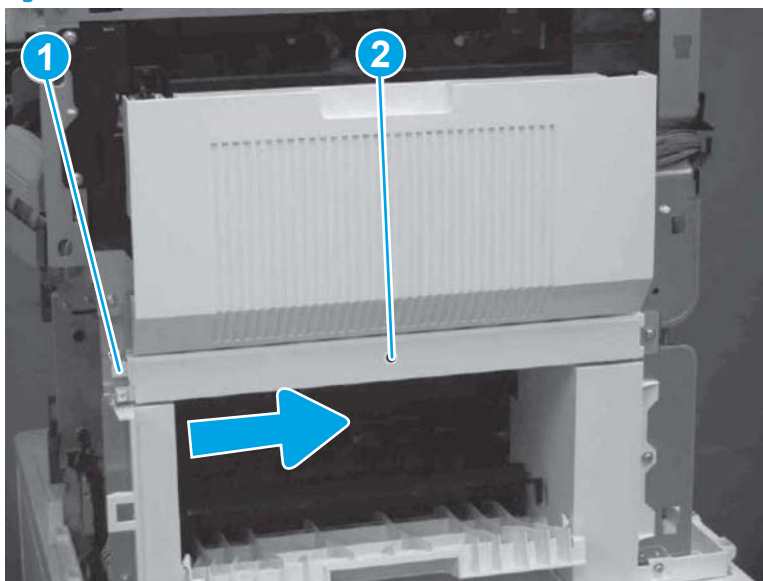
1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).


Figure 8-2918 Remove inner cover



4. Release one tab (callout 1).
5. Slide the rear cover (callout 2) in the direction of the arrow to remove.

Figure 8-2919 Remove rear cover



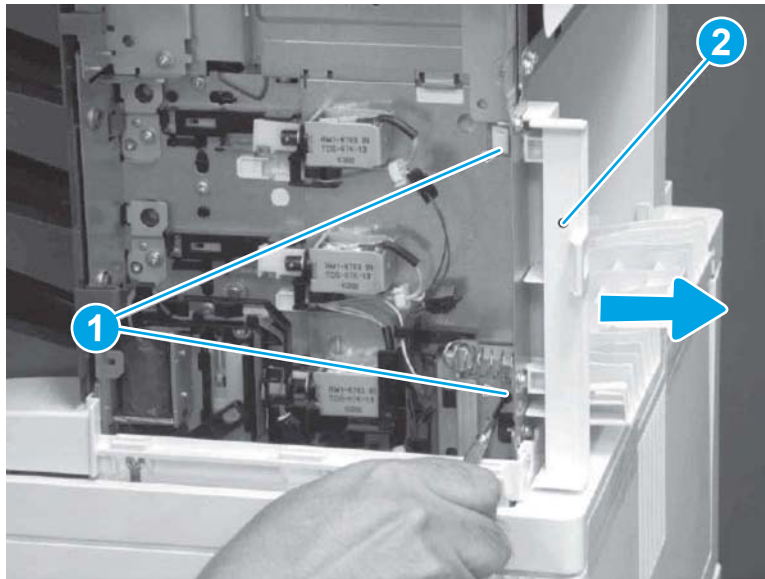
 **TIP:** Reverse the removal steps to install the assembly.


Remove the right inner cover

Follow these steps to remove the right inner cover.

1. Release two tabs (callout 1).
2. Slide the right inner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2920 Remove right inner cover



 **TIP:** Reverse the removal steps to install the assembly.

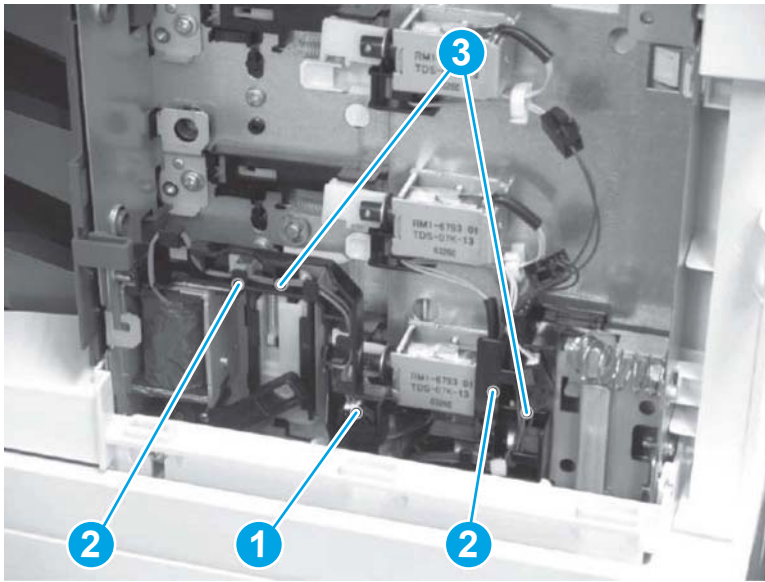
Remove the inlet flapper solenoid assembly

Follow these steps to remove the inlet flapper solenoid assembly.

1. Release the cable (callout 2) from the cable clamp (callout 1).
2. Disconnect one connector (callout 1).

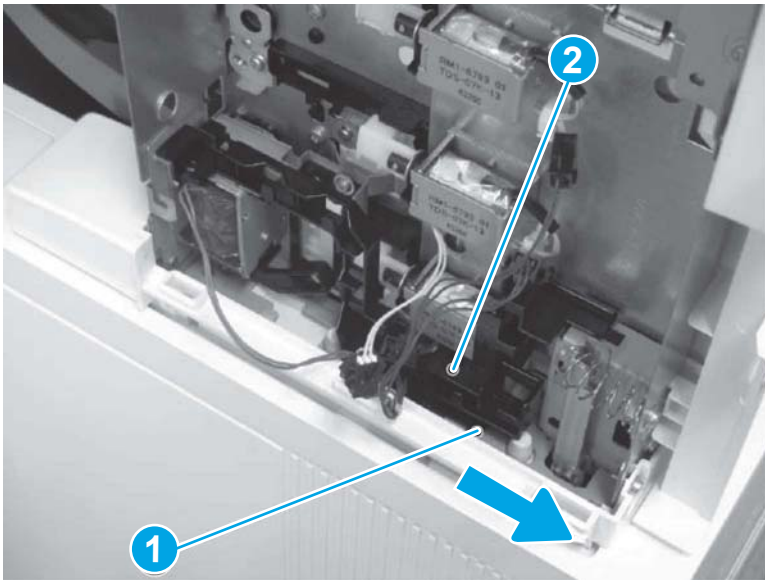
3. Release cables (callout 3) from cable guides (callout 2).

Figure 8-2921 Release cables



4. Release one tab (callout 1).
5. Slide the cable guide (callout 2) in the direction of the arrow to remove.

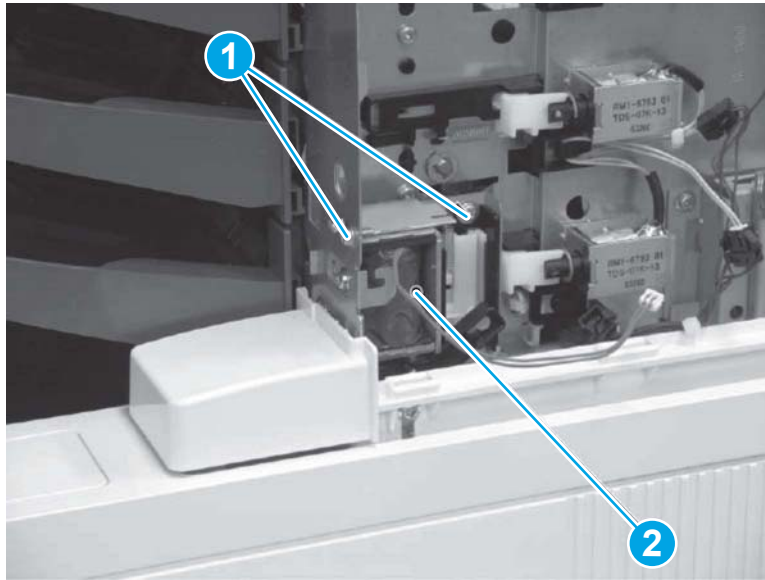
Figure 8-2922 Remove cable guide



6. Remove two screws (callout 1).

7. Remove the inlet flapper solenoid assembly (callout 2).

Figure 8-2923 Remove inlet flapper solenoid assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) output bin 3 flapper solenoid assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox output bin 3 flapper solenoid assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-246 Part information

Part number	Part description
RL2-1792-000CN	Bin solenoid lever

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

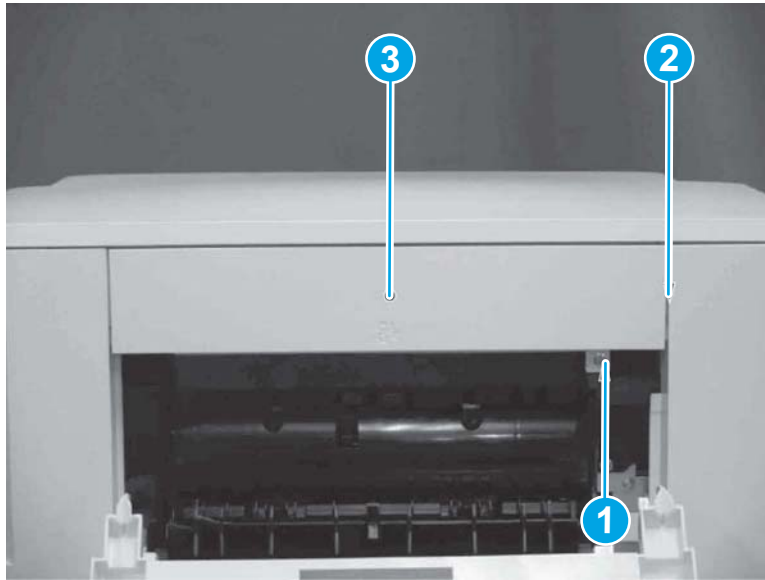
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2924 Remove rear upper cover



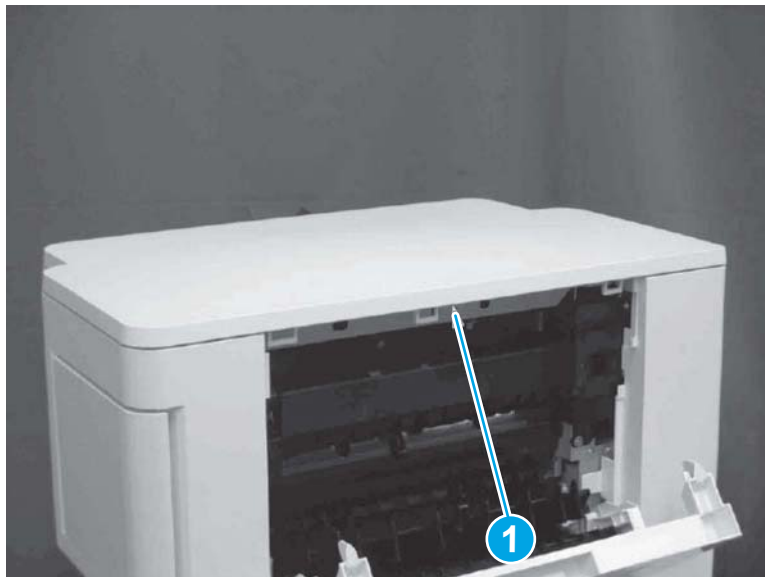
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

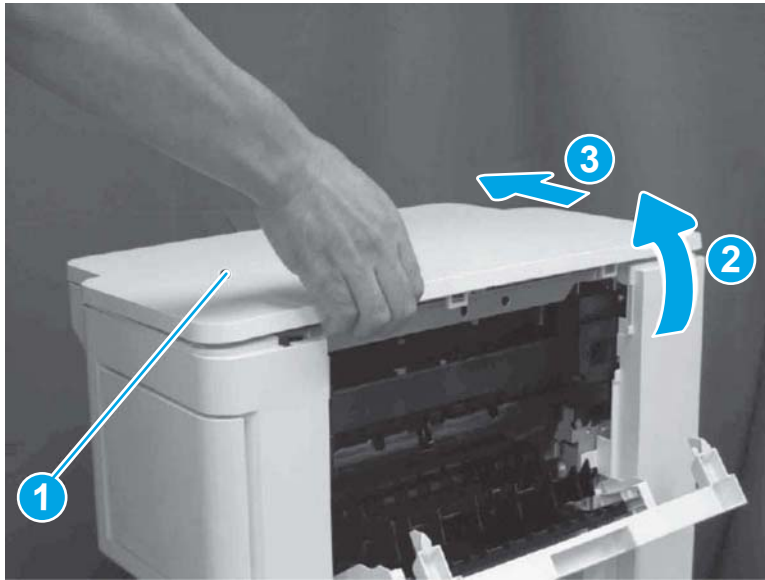
Figure 8-2925 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2926 Remove top cover



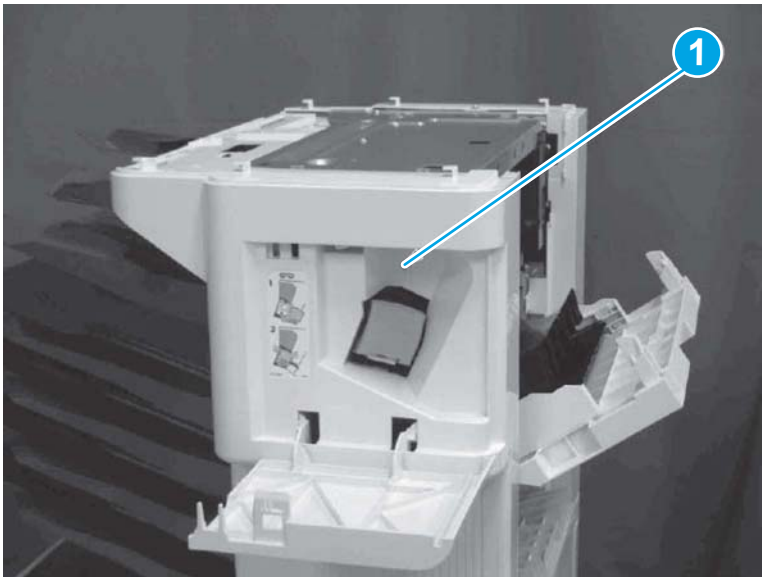
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

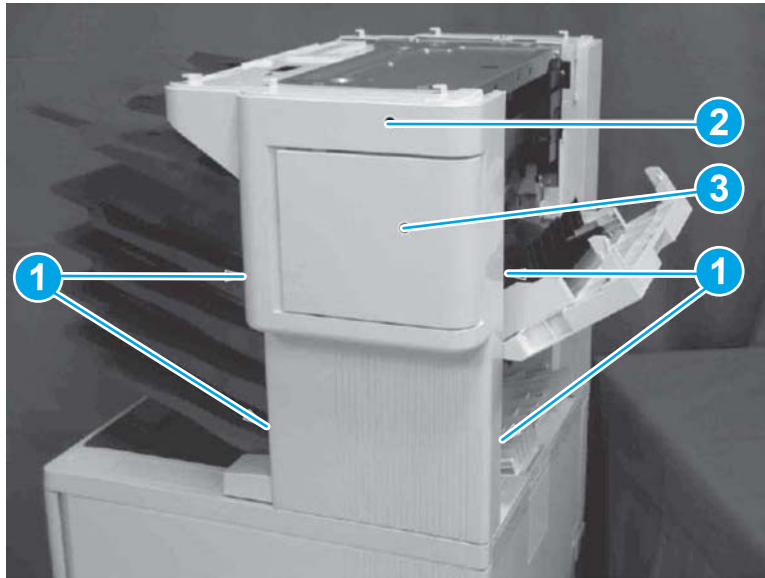
Figure 8-2927 Remove one screw



- Release four tabs (callout 1).

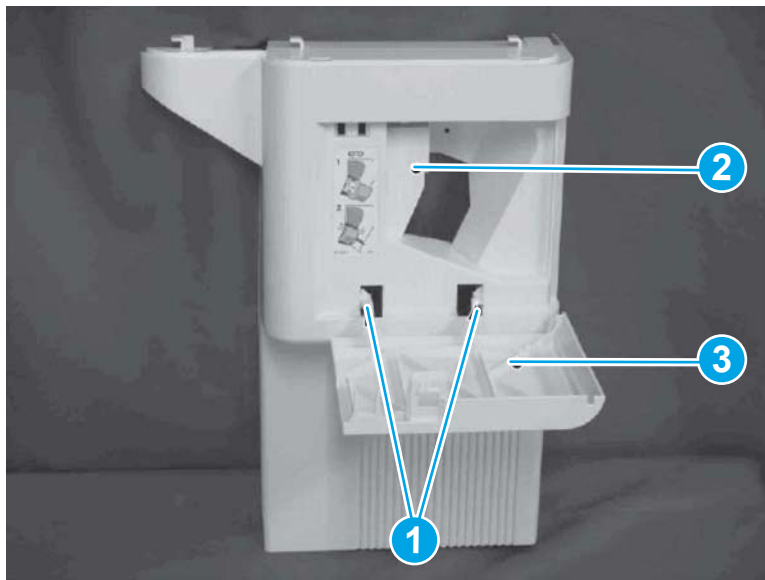
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2928 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2929 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

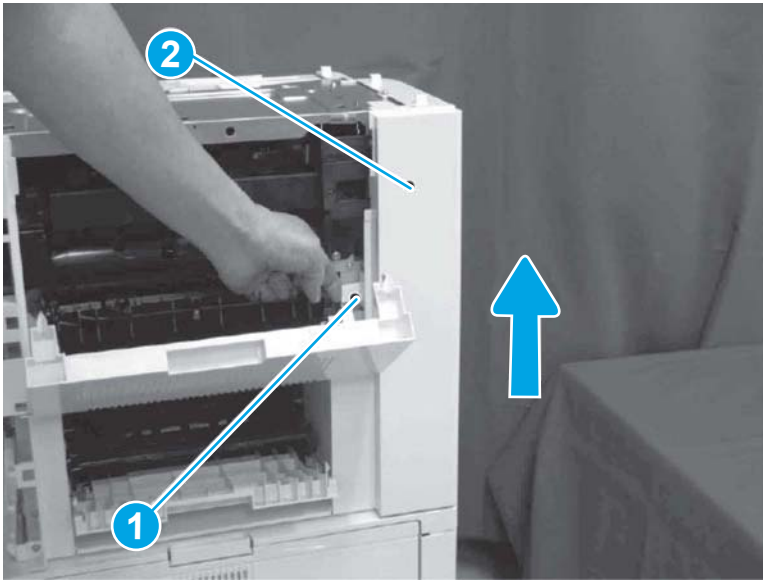
Remove the left corner cover


Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

2. Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2930 Remove the left corner cover



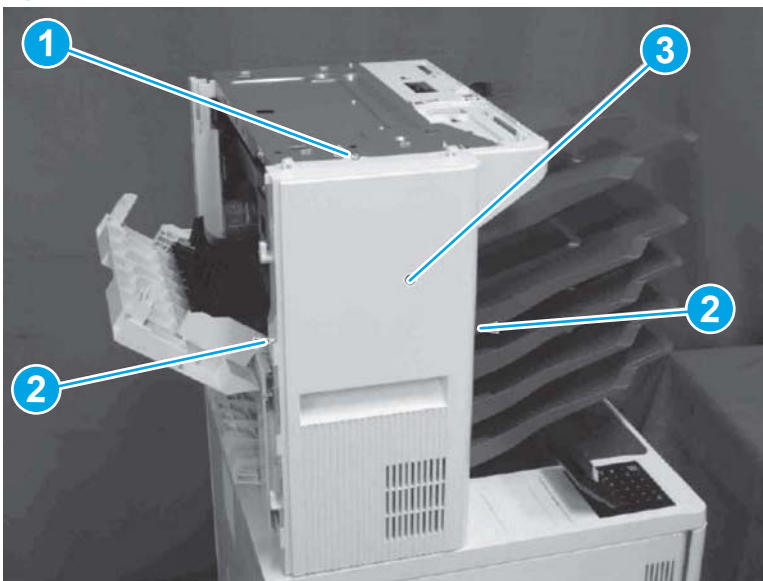
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2931 Remove left cover



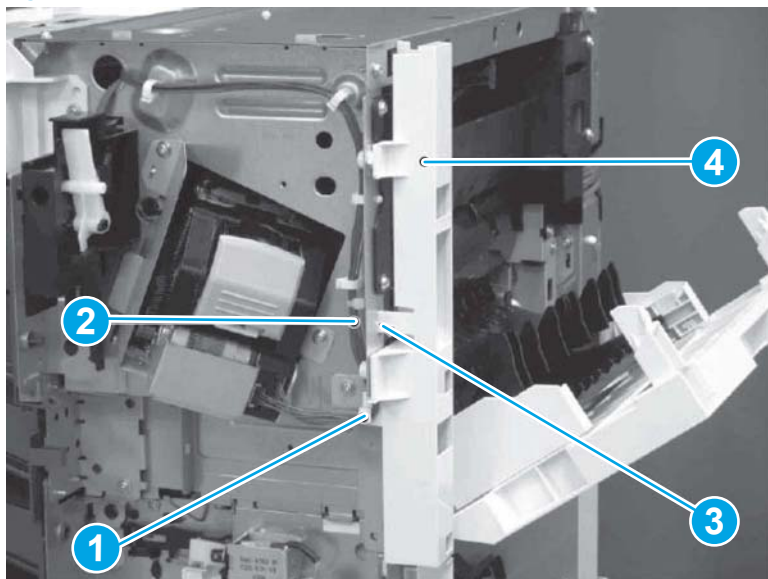
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

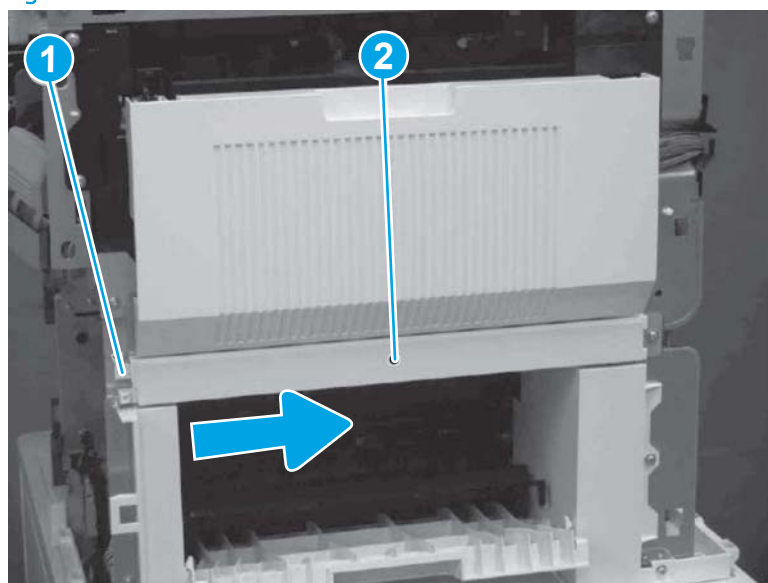
1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).


Figure 8-2932 Remove inner cover



4. Release one tab (callout 1).
5. Slide the rear cover (callout 2) in the direction of the arrow to remove.

Figure 8-2933 Remove rear cover



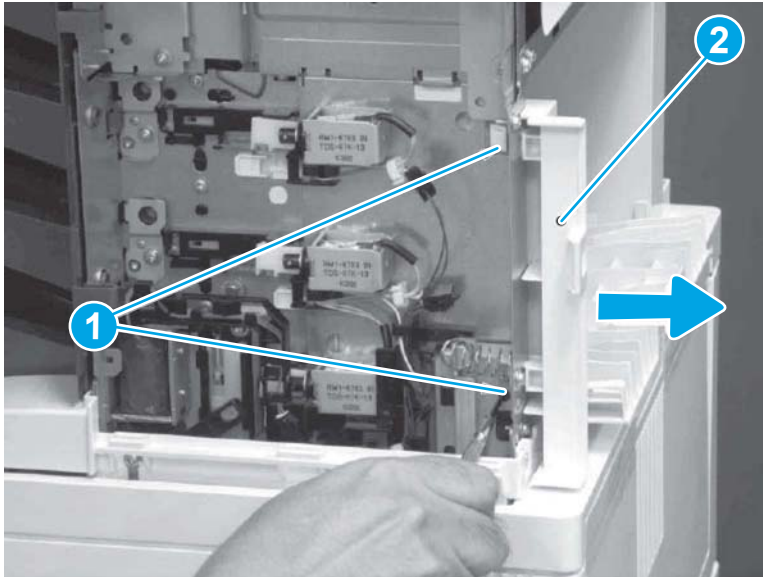
 **TIP:** Reverse the removal steps to install the assembly.


Remove the right inner cover

Follow these steps to remove the right inner cover:

1. Release two tabs (callout 1).
2. Slide the right inner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2934 Remove right inner cover



 **TIP:** Reverse the removal steps to install the assembly.

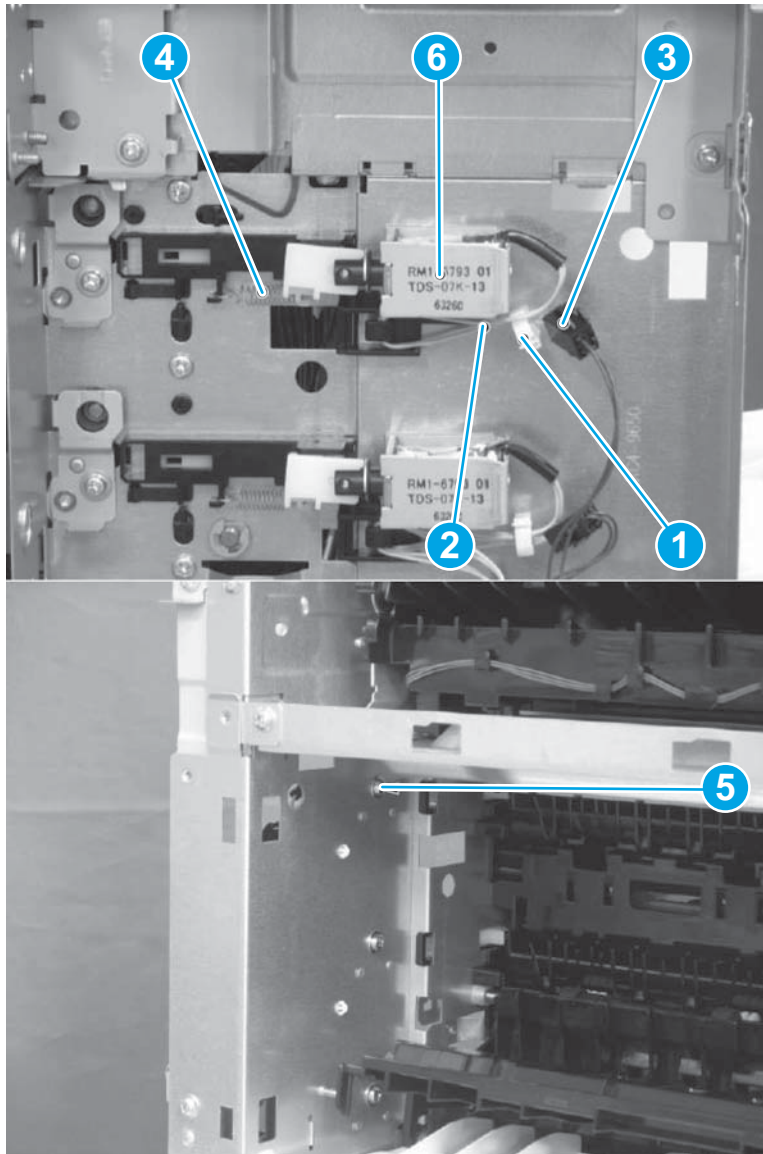
Remove the output bin 3 flapper solenoid assembly


Follow these steps to remove the output bin 3 flapper solenoid assembly.

1. Release the cable (callout 2) from the cable clamp (callout 1).
2. Disconnect one connector (callout 3).
3. Unhook one spring (callout 4).
4. Remove one screw from the inside (callout 5).

5. Remove the output bin 3 flapper solenoid assembly (callout 6).

Figure 8-2935 Remove output bin 3 flapper solenoid assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) output bin 4 flapper solenoid assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox output bin 4 flapper solenoid assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-247 Part information

Part number	Part description
RL2-1792-000CN	Bin solenoid lever

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

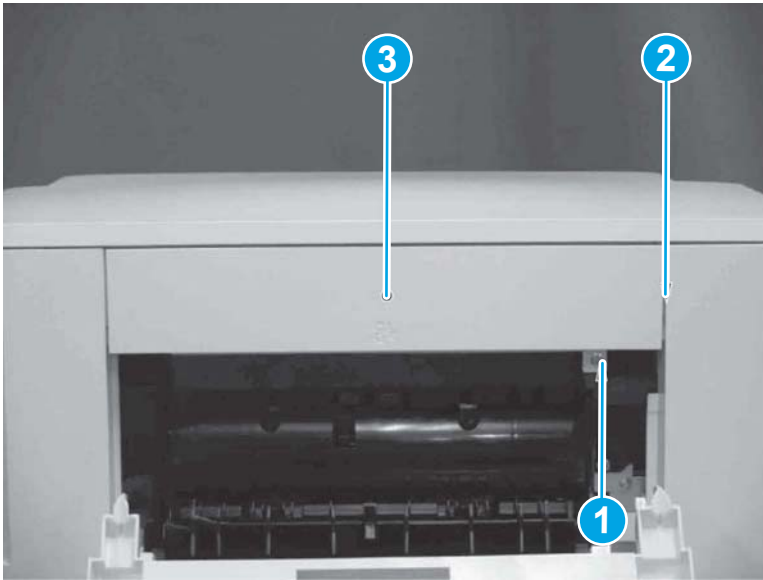
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2936 Remove rear upper cover



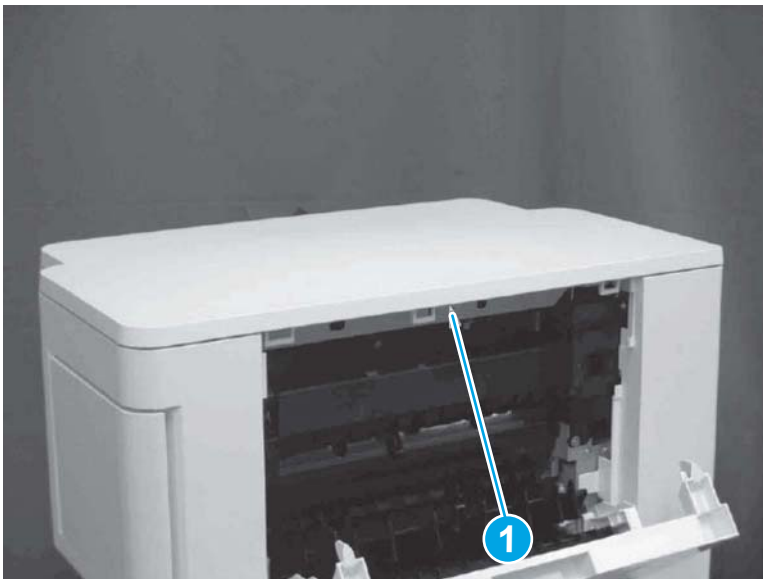
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

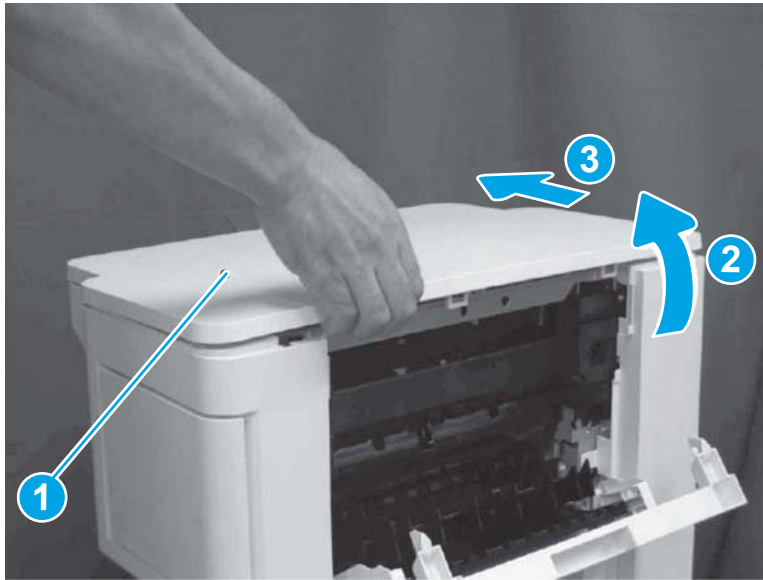
Figure 8-2937 Remove screw



3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2938 Remove top cover



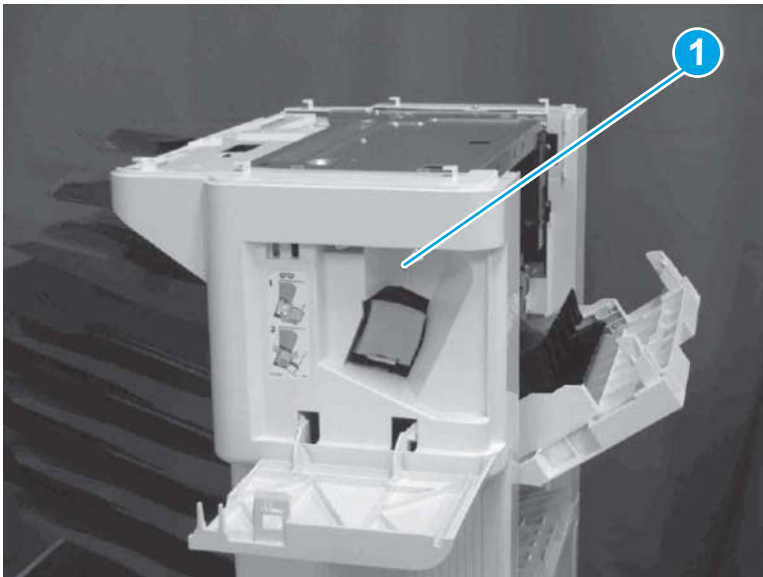
TIP: Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

- Open the rear upper cover and the top cover.
- Remove one screw (callout 1).

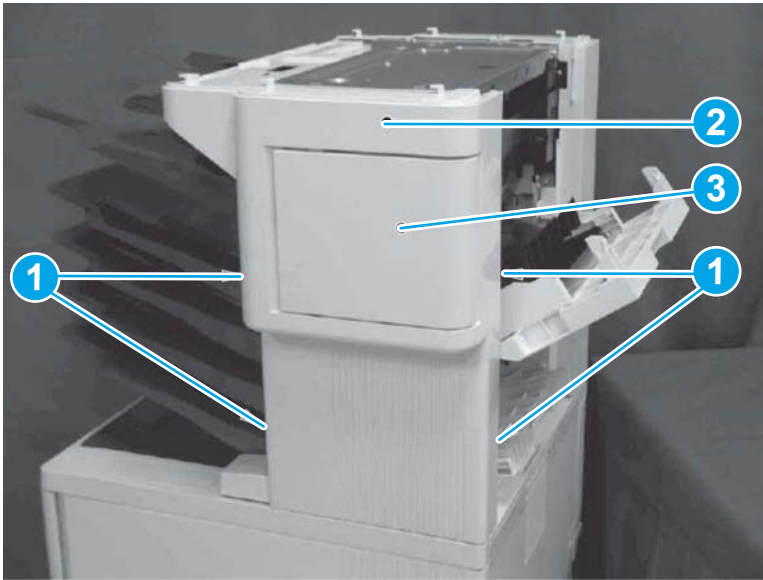
Figure 8-2939 Remove one screw



- Release four tabs (callout 1).

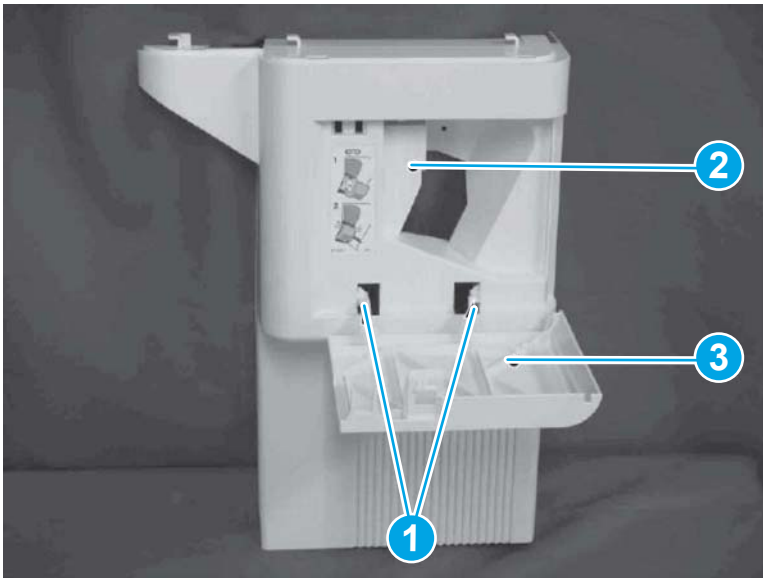
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.


Figure 8-2940 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2941 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

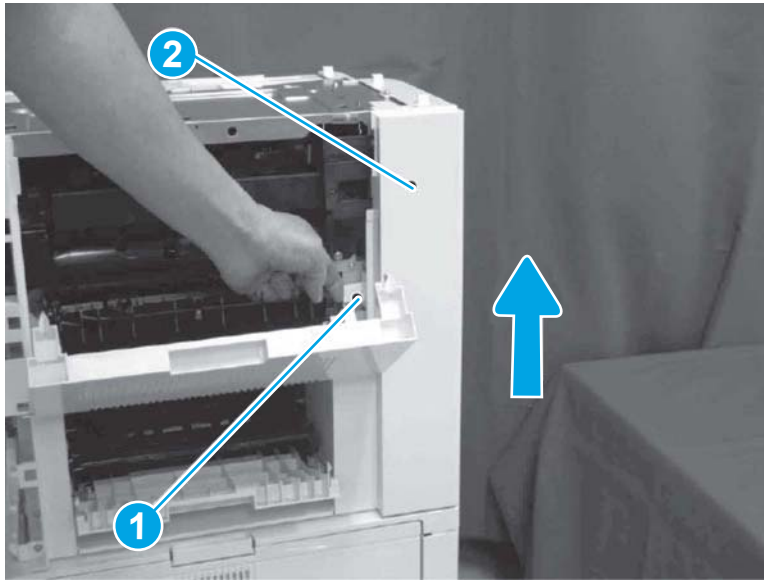
Remove the left corner cover


Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

2. Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2942 Remove the left corner cover



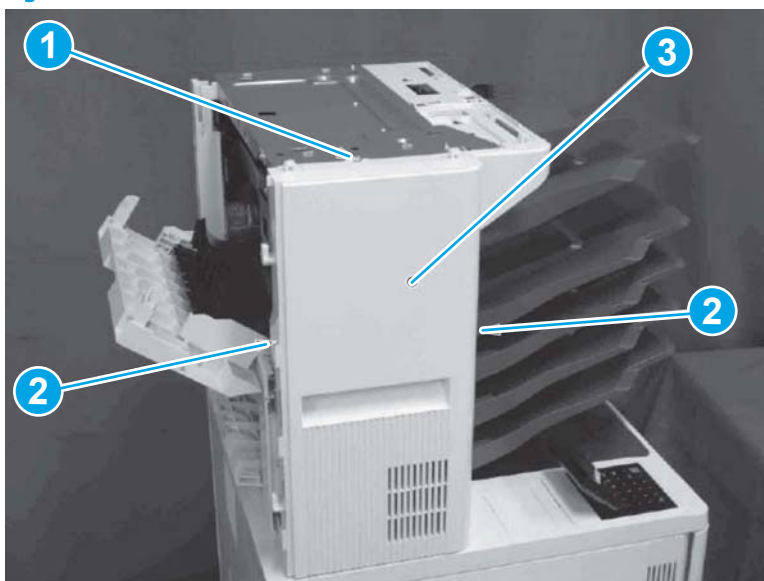
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2943 Remove left cover



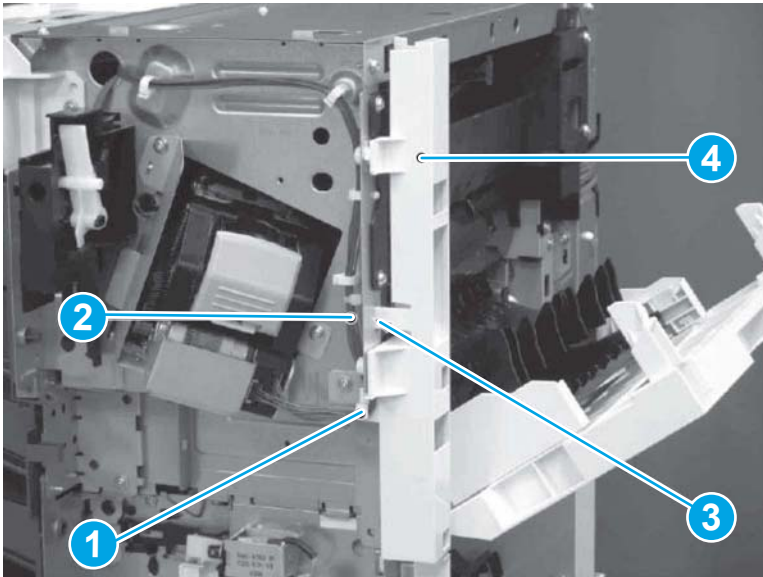
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

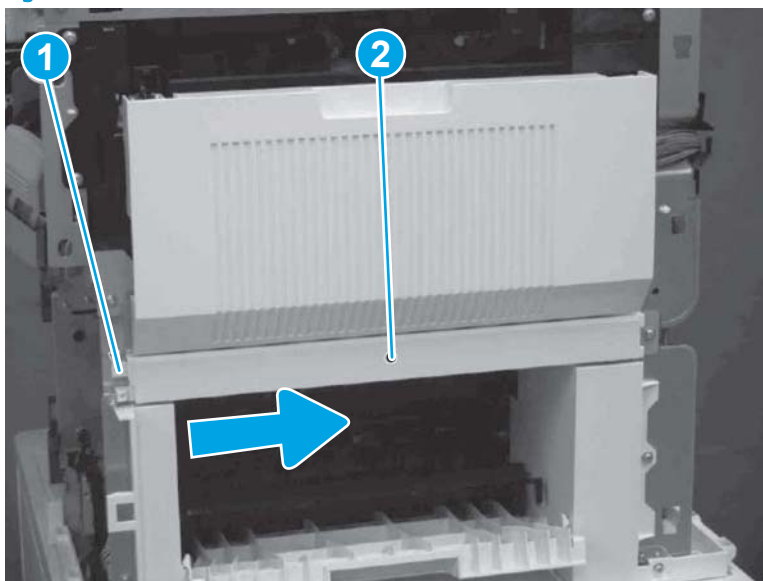
1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).


Figure 8-2944 Remove inner cover



4. Release one tab (callout 1).
5. Slide the rear cover (callout 2) in the direction of the arrow to remove.

Figure 8-2945 Remove rear cover



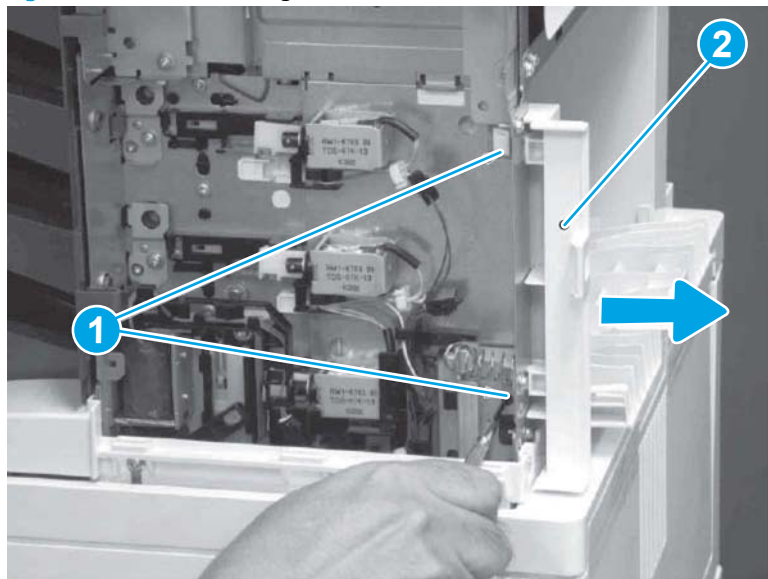
 **TIP:** Reverse the removal steps to install the assembly.


Remove the right inner cover

Follow these steps to remove the right inner cover.

1. Release two tabs (callout 1).
2. Slide the right inner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2946 Remove right inner cover



 **TIP:** Reverse the removal steps to install the assembly.

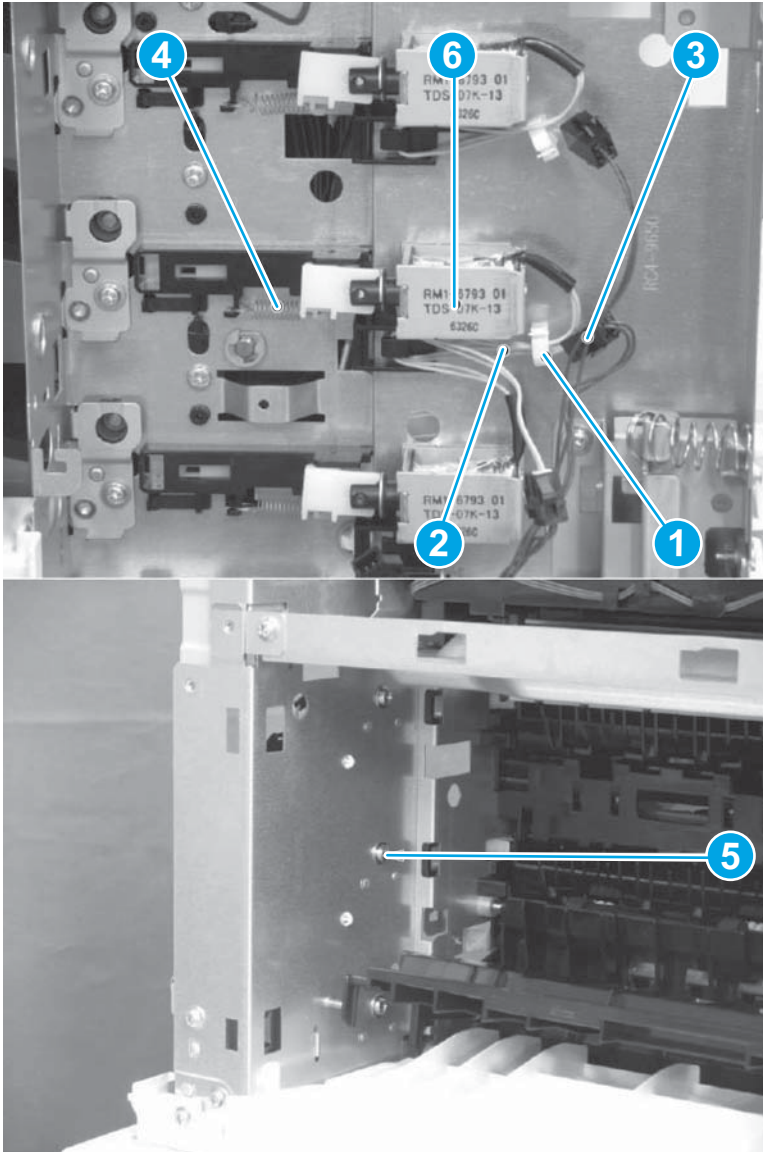
Step 8: Remove the output bin 4 flapper solenoid assembly


Follow these steps to step 8: Remove the output bin 4 flapper solenoid assembly.

1. Release the cable (callout 2) from the cable clamp (callout 1).
2. Disconnect one connector (callout 3).
3. Unhook one spring (callout 4).
4. Remove one screw from the inside (callout 5).

5. Remove the output bin 4 flapper solenoid assembly (callout 6).

Figure 8-2947 Remove output bin 4 flapper solenoid assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) output bin 5 flapper solenoid assembly

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox output bin 5 flapper solenoid assembly.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-248 Part information

Part number	Part description
RL2-1792-000CN	Bin solenoid lever

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

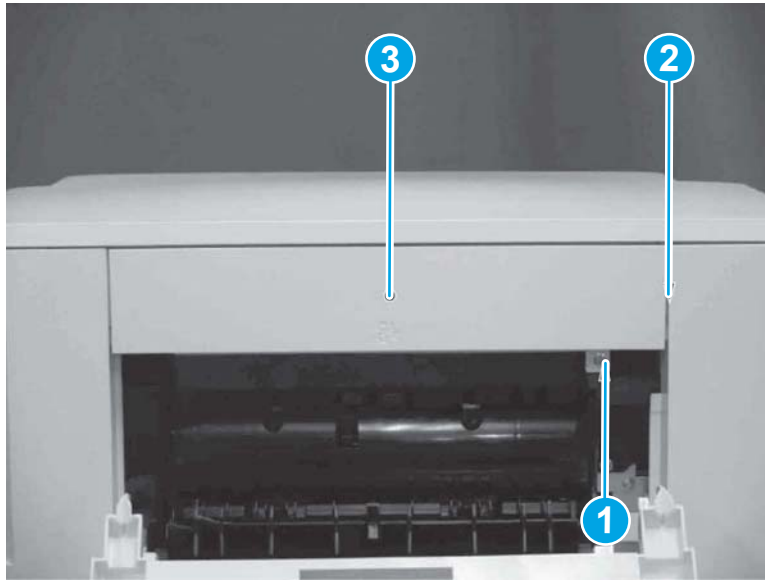
Remove the rear upper cover

Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2948 Remove rear upper cover



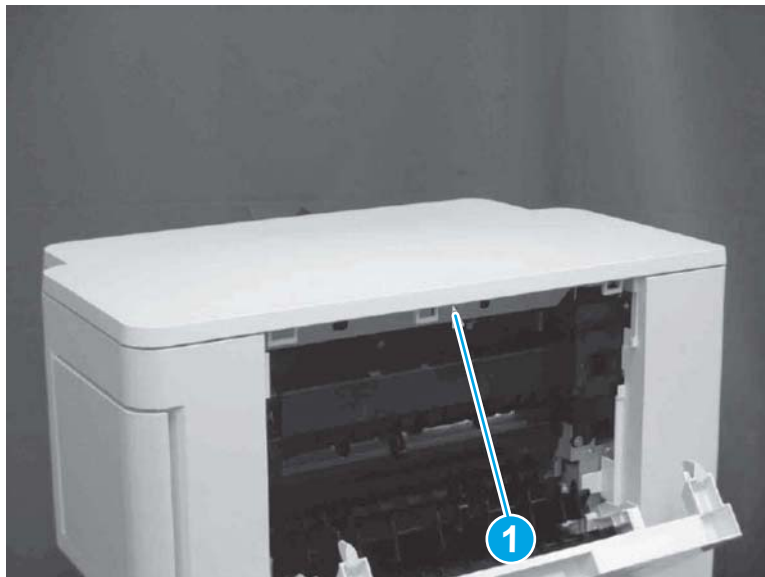
TIP: Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

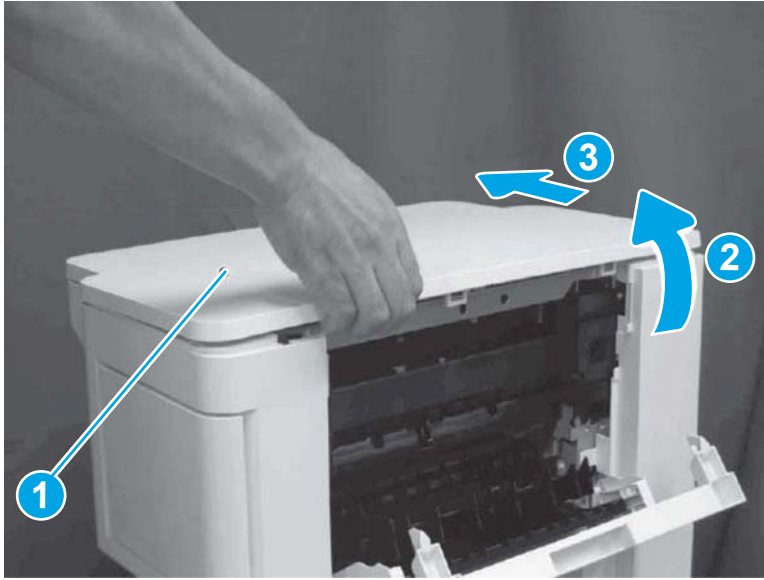
Figure 8-2949 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

4. Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2950 Remove top cover



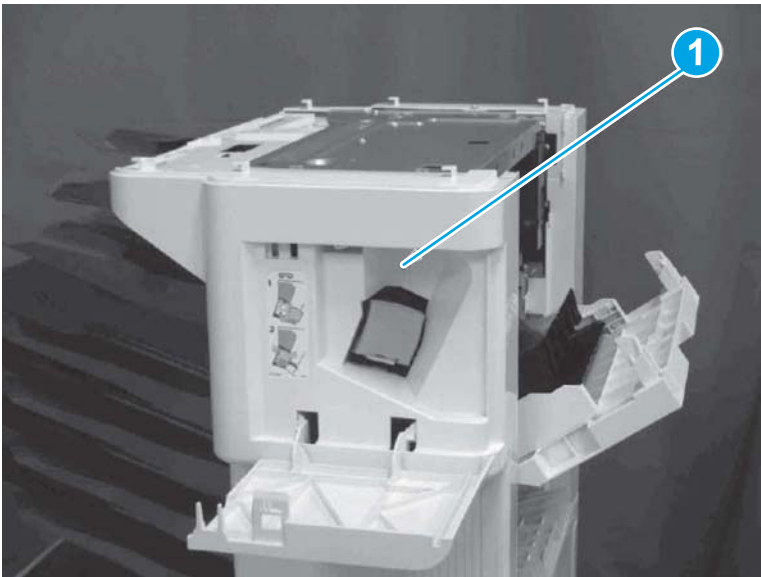
 **TIP:** Reverse the removal steps to install the assembly.

Remove the staple cover/door

Follow these steps to remove the staple cover/door.

1. Open the rear upper cover and the top cover.
2. Remove one screw (callout 1).

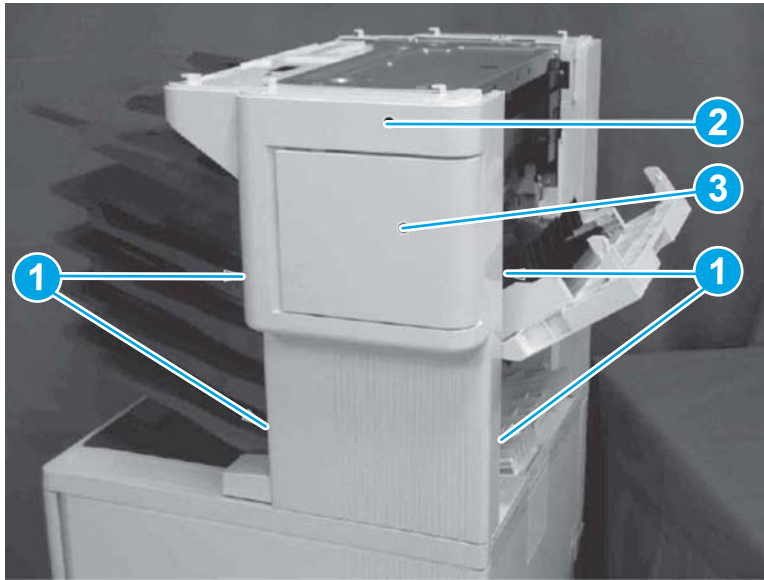
Figure 8-2951 Remove one screw



3. Release four tabs (callout 1).

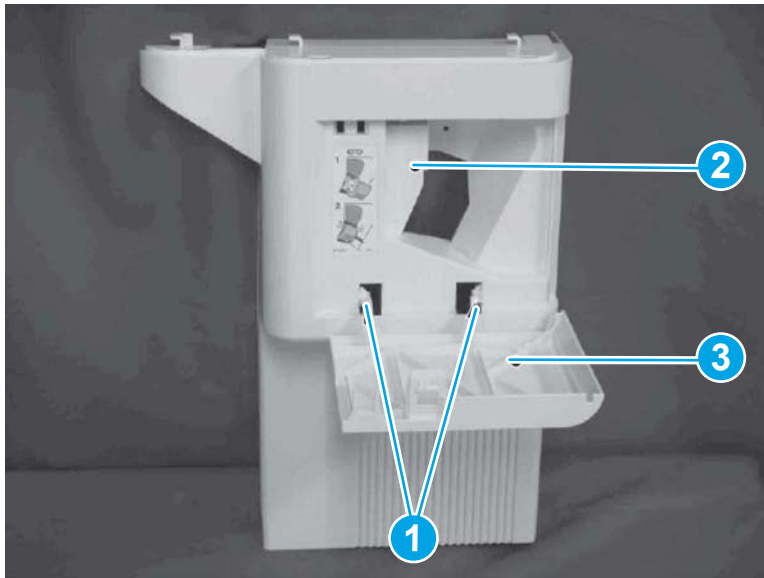
4. Remove the staple cover (callout 2) and the staple door (callout 3) together.

Figure 8-2952 Remove staple cover and staple door



5. Remove two shafts (callout 1).
6. Remove the staple door (callout 3) from the staple cover (callout 2).

Figure 8-2953 Remove staple door from staple cover



 **TIP:** Reverse the removal steps to install the assembly.

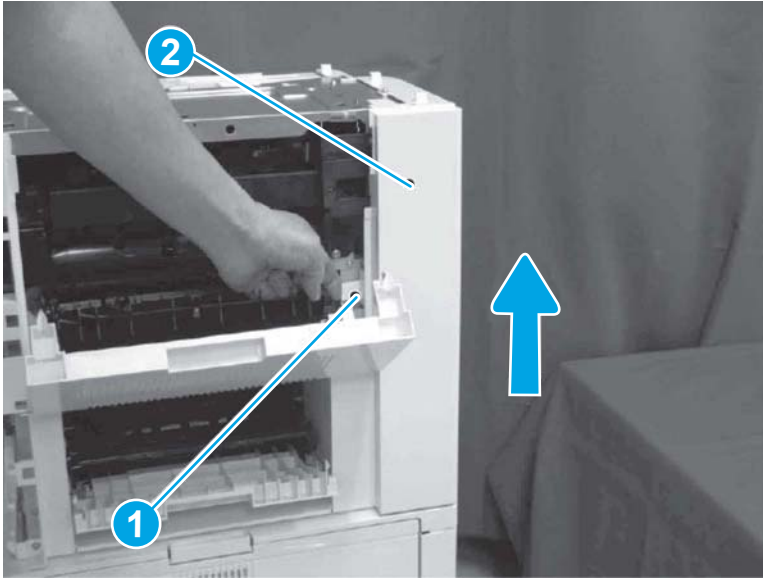
Remove the left corner cover


Follow these steps to remove the left corner cover.

1. Release one tab (callout 1).

2. Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2954 Remove the left corner cover



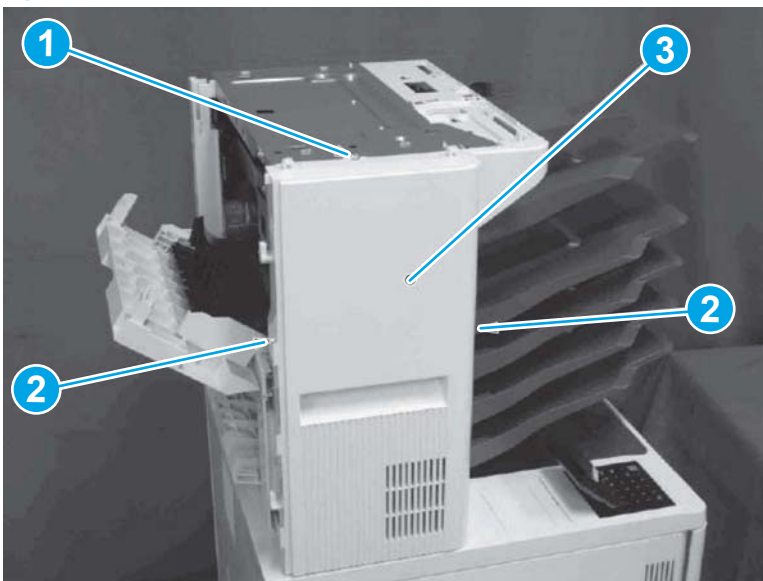
 **TIP:** Reverse the removal steps to install the assembly.

Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2955 Remove left cover



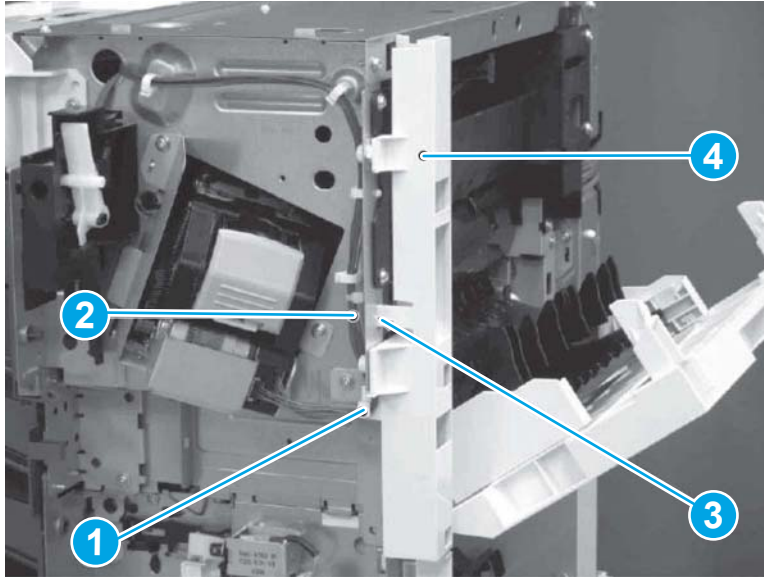
 **TIP:** Reverse the removal steps to install the assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

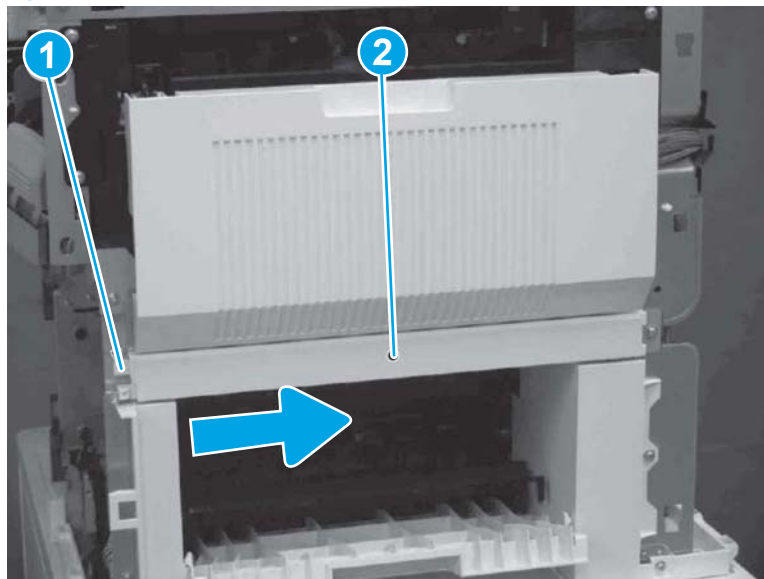
1. Release the cable (callout 2) from the cable guide (callout 1).
2. Release one tab (callout 3).
3. Remove the inner cover (callout 4).


Figure 8-2956 Remove inner cover



4. Release one tab (callout 1).
5. Slide the rear cover (callout 2) in the direction of the arrow to remove.

Figure 8-2957 Remove rear cover



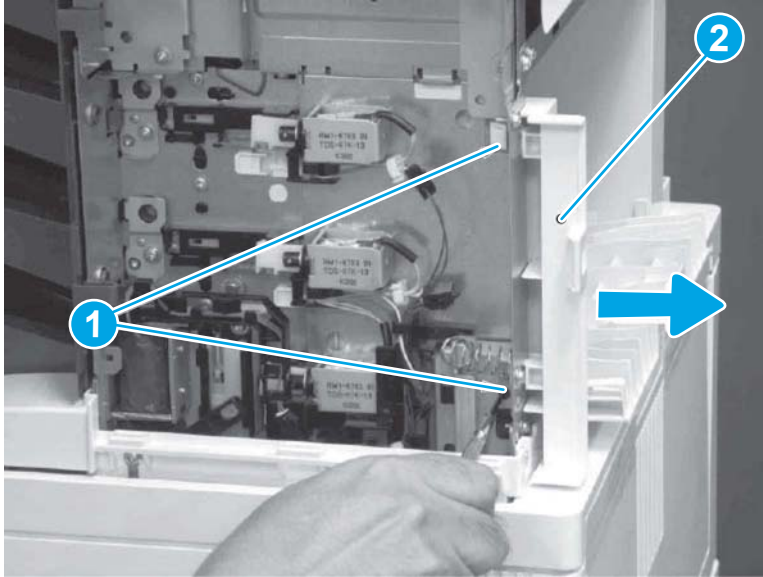
 **TIP:** Reverse the removal steps to install the assembly.


Remove the right inner cover

Follow these steps to remove the right inner cover:

1. Release two tabs (callout 1).
2. Slide the right inner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2958 Remove right inner cover



 **TIP:** Reverse the removal steps to install the assembly.

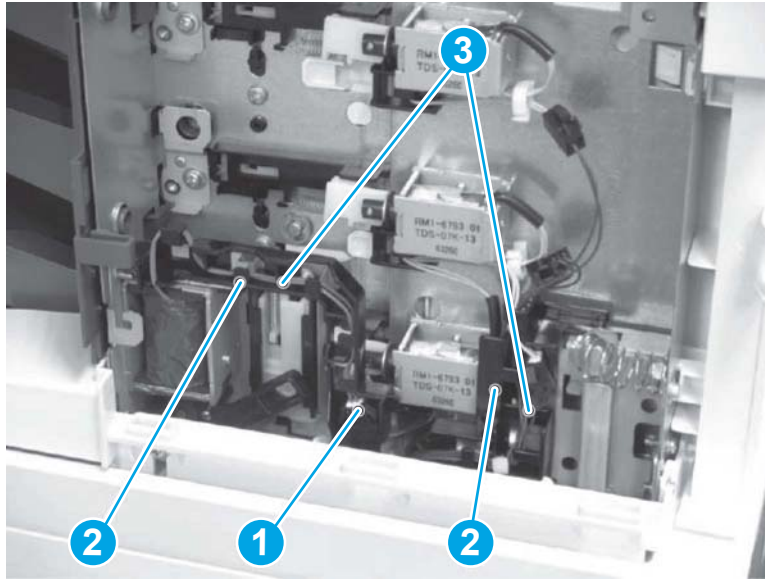
Remove the inlet flapper solenoid assembly

Follow these steps to remove the inlet flapper solenoid assembly.

1. Release the cable (callout 2) from the cable clamp (callout 1).
2. Disconnect one connector (callout 1).

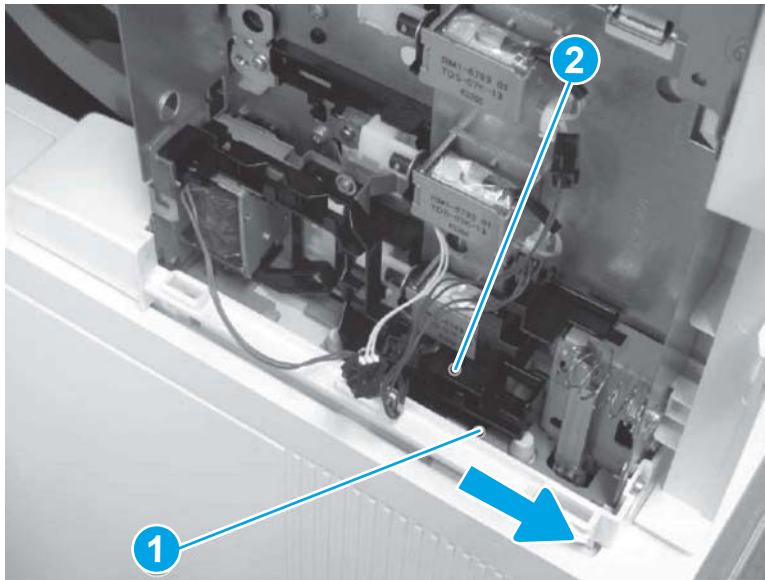
3. Release cables (callout 3) from cable guides (callout 2).

Figure 8-2959 Release cables



4. Release one tab (callout 1).
5. Slide the cable guide (callout 2) in the direction of the arrow to remove.

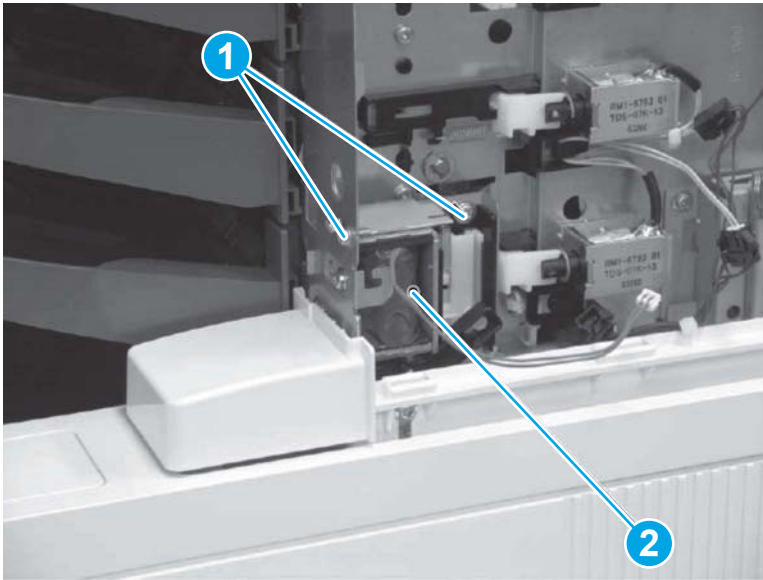
Figure 8-2960 Remove cable guide




6. Remove two screws (callout 1).

7. Remove the inlet flapper solenoid assembly (callout 2).

Figure 8-2961 Remove inlet flapper solenoid assembly



 **TIP:** Reverse the removal steps to install the assembly.

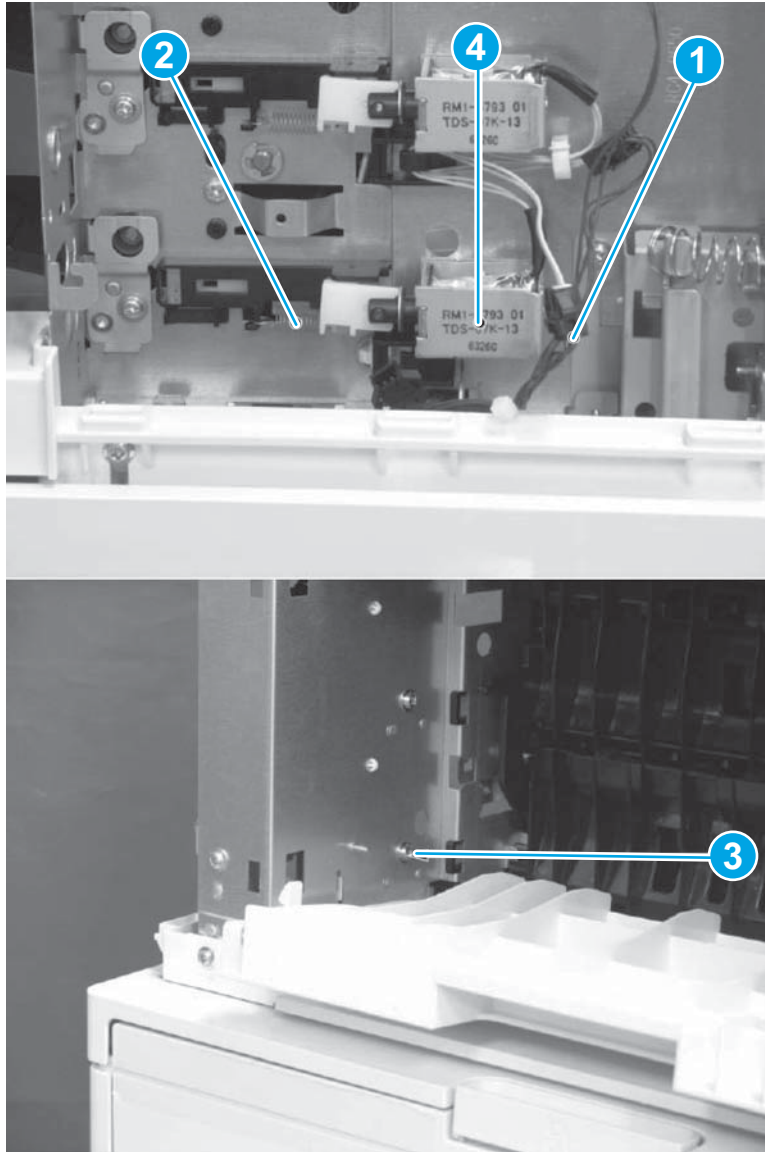
Remove the output bin 5 flapper solenoid assembly


Follow these steps to remove the output bin 5 flapper solenoid assembly.

1. Disconnect one connector (callout 1).
2. Unhook one spring (callout 2).
3. Remove one screw from the inside (callout 3).

4. Remove the output bin 5 flapper solenoid assembly (callout 4).

Figure 8-2962 Remove output bin 5 flapper solenoid assembly



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly

Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

Removal and replacement: Staple stacker multi-bin mailbox (5-bin) controller PCA

This document provides the procedures to remove and replace the staple stacker multi-bin mailbox SSMBM controller PCA.

Mean time to repair: 20 minutes

Service level: Advanced



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.

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 8-249 Part information

Part number	Part description
RM2-8917-000CN	HCI controller PCB assembly

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

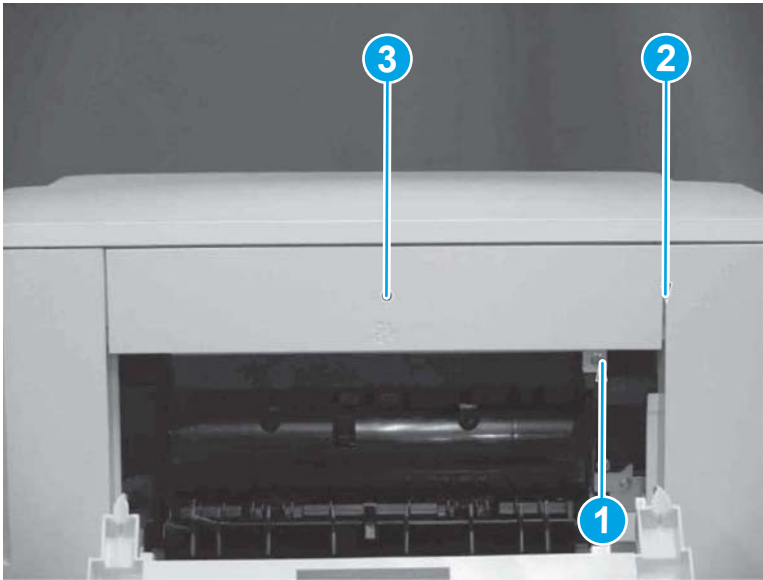
Remove the rear upper cover


Follow these steps to remove the rear upper cover.

1. Open the staple stacker door assembly.
2. Remove one screw (callout 1).
3. Release one tab (callout 2).

4. Remove the rear upper cover (callout 3).

Figure 8-2963 Remove rear upper cover



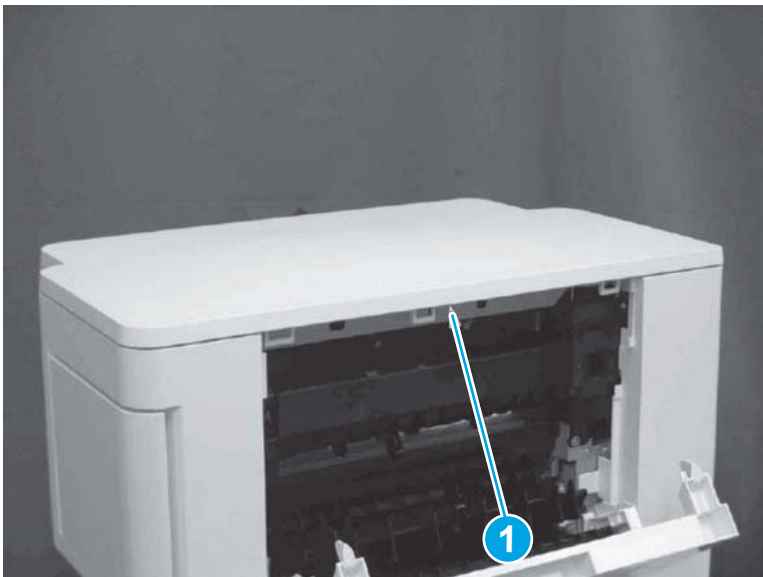
 **TIP:** Reverse the removal steps to install the assembly.

Remove the top cover

Follow these steps to remove the top cover.

1. Open the rear upper cover.
2. Remove one screw (callout 1).

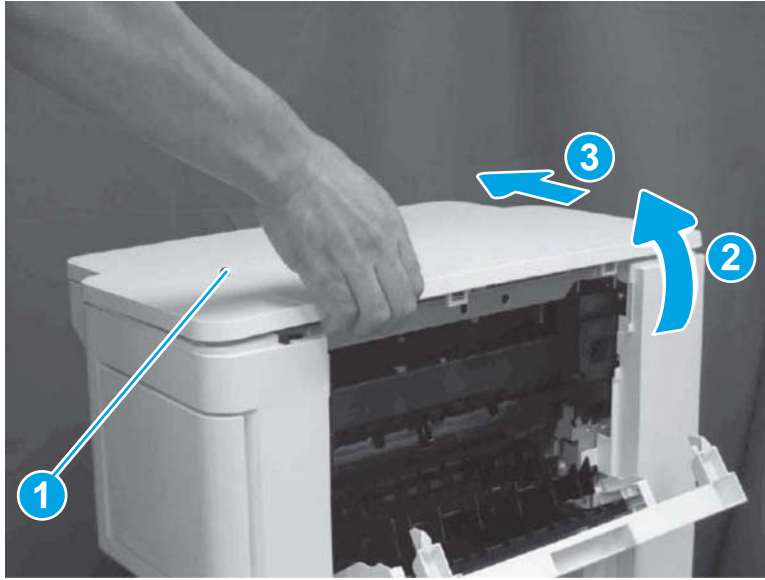
Figure 8-2964 Remove screw




3. Lift up the front side of the top cover (callout 1) in the direction that the arrow (callout 2) indicates.

- Slide the top cover (callout 1) in the direction of the arrow to remove.

Figure 8-2965 Remove top cover



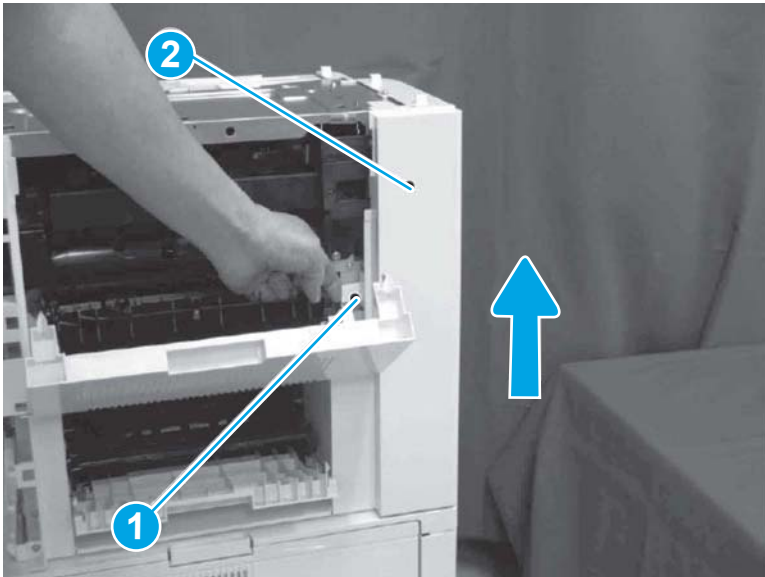
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left corner cover

Follow these steps to remove the left corner cover.

- Release one tab (callout 1).
- Slide the left corner cover (callout 2) in the direction of the arrow to remove.

Figure 8-2966 Remove the left corner cover



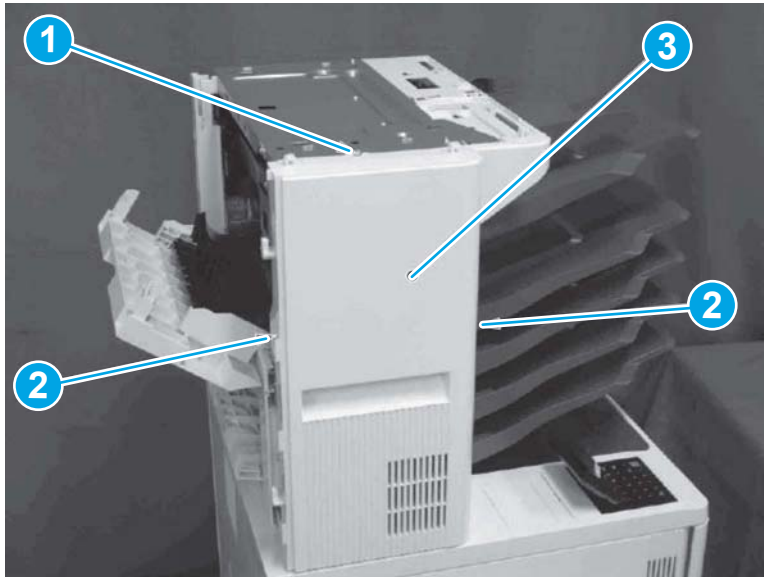
 **TIP:** Reverse the removal steps to install the assembly.


Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1).
2. Release two bosses (callout 2).
3. Remove the left cover (callout 3).

Figure 8-2967 Remove left cover



 **TIP:** Reverse the removal steps to install the assembly.

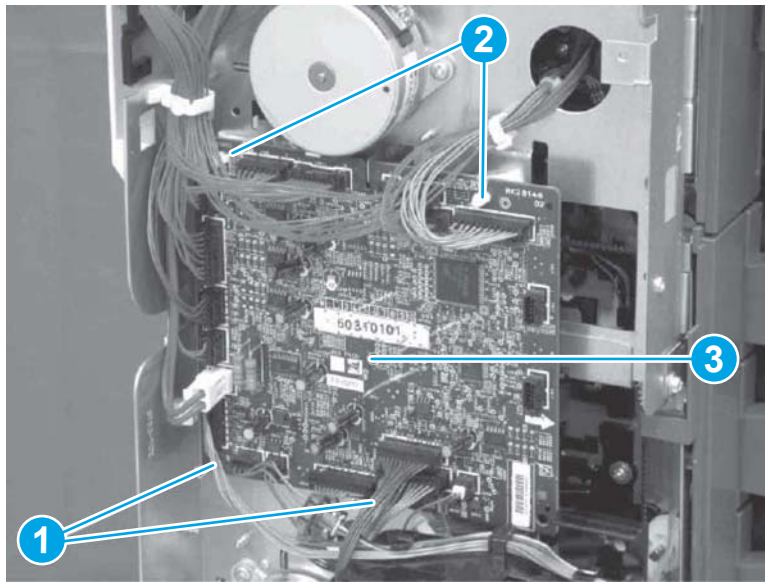
Remove the SSMBM controller PCA

Follow these steps to remove the SSMBM controller PCA.

1. Disconnect all the connectors on the SSMBM controller PCA.
2. Remove two screws (callout 1).
3. Release two tabs (callout 2).

4. Remove the SSMBM controller PCA (callout 3).

Figure 8-2968 Remove SSMBM controller PCA



 **TIP:** Reverse the removal steps to install the assembly.

Unpack the replacement assembly



Follow these steps to 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.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

 **NOTE:** 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.

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.

9 Parts and diagrams

Printer parts information including exploded assembly diagrams and part number lists.

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](#) (near the top of the screen).
2. Under [Services Delivery](#), select [Technical Support](#).
3. Select [Technical Documentation](#).

Find information about the following topics

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

- [WISE - English](#)
- [WISE - Spanish](#)
- [WISE - Portuguese](#)
- [WISE - French](#)

Asia Pacific / Japan (APJ)

- [WISE - English](#)
- [WISE - Japanese](#)
- [WISE - Korean](#)
- [WISE - Chinese \(simplified\)](#)
- [WISE - Chinese \(traditional\)](#)
- [WISE - Thai](#)

Europe / Middle East / Africa (EMEA)

- [WISE - English](#)

Additional technical support WISE videos

The videos below provide additional ways to access printer information using WISE.

Order parts by authorized service providers

Find information about ordering parts and supplies for the printer.

Ordering

Order parts by authorized service providers.

Table 9-1 Ordering

Item or provider	Description
Order supplies and paper	www.hp.com/go/suresupply
Order parts from authorized service providers	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 exploded assembly diagrams are orderable parts.

Refer to the tables following the diagrams or the alphabetical/numerical parts lists to determine if a part is orderable.

Supplies and accessories

Learn about the supplies and accessories that are available for the printer.

To order cartridges, visit <http://www.hp.com> (some portions of the HP Web site are available in English only). Ordering cartridges online is not supported in all countries/regions. However, many countries/regions have information about ordering by telephone, locating a local store, and printing a shopping list. In addition, go to hp.com/supplies to obtain information about purchasing HP products in your country/region.

Use only the replacement cartridges that have the same cartridge number as the cartridge that is being replaced. Find the cartridge number in the following places:

- On the label of the cartridge that is being replaced.
- On a sticker inside the printer. Open the cartridge door to locate the sticker.
- Open the printer software (**HP Printer Assistant**), and then click **Shop ► Shop For Supplies Online**.
- Open the HP Embedded Web Server (EWS), and then click **Tools ► Supply Status** (under the **Product Information** item).

Table 9-2 Supplies part numbers

Item	Description	Part number (service)	Product number (new)
Toner cartridge	HP 37A Black Original LaserJet Toner Cartridge	CF237-67901	CF237A
Standard			

Table 9-2 Supplies part numbers (continued)

Item	Description	Part number (service)	Product number (new)
Toner cartridge Standard	HP 70A Black LaserJet Toner Cartridge	W1470-67901	W1470A
Toner cartridge High-capacity	HP 37X High Yield Black Original LaserJet Toner Cartridge	CF237-67902	CF237X
Toner cartridge High-capacity	HP 70X High Yield Black Original LaserJet Toner Cartridge	W1470X	W1470-67902
Toner cartridge Extra high-capacity	HP 37Y Extra High Yield Black Original LaserJet Toner Cartridge	CF237Y	CF237-67904
Toner cartridge Extra high-capacity	HP 70Y Extra High Yield Black Original LaserJet Toner Cartridge	W1470Y	W1470-67903
Toner cartridge Extra high-capacity	HP CF237YC Extra High Yield Black Original LaserJet Toner Cartridge	CF237YC	CF237-67905
Toner cartridge Managed	HP W9004MC Black Managed Original LaserJet Toner Cartridge	W9004MC	W9004-67901
Toner cartridge US government	HP CF237G Black US Federal Government Original Toner Cartridge	CF237G	CF237-67903
Staple cartridge	HP Staple Cartridge Refill	J8J96A	J7Z09-67933
	NOTE: The cartridge sled is not a service part.		
Document feeder rollers (MFP)	HP LaserJet 300 ADF Roller Replacement Kit	J8J95A	5851-7202
Maintenance kit (110V)	HP LaserJet 110V Maintenance Kit (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/ E62665/E62675)	J8J87A	J8J87-67901
Maintenance kit (220V)	HP LaserJet 220V Maintenance Kit (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/ E62665/E62675)	J8J88A	J8J88-67901
Maintenance kit (110V)	HP LaserJet 110V Maintenance Kit (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/ E60155/E60165/E60175)	L0H24A	L0H24-67901
Maintenance kit (220V)	HP LaserJet 220V Maintenance Kit (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/ E60155/E60165/E60175)	L0H25A	L0H25-67901

Table 9-3 Accessories (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Item	Description	Part number (service)	Product number
550-sheet paper feeder	Optional 550-sheet paper feeder (included with the x model)	L0H17-67901	L0H17A
2,100-sheet paper deck/stand	Optional 2,100-sheet paper deck	L0H18-67901	L0H18A
1x550 sheet paper feeder with stand	Optional 1x550 sheet paper feeder	J8J91-67901	J8J91A
Printer stand with storage	Optional stand with storage to support the printer	L0H19-67901	L0H19A
3x550-paper sheet deck with stand	3x550-paper sheet deck/stand	J8J93-67901	J8J93A
Envelope Feeder	Envelope Feeder	L0H21-67901	L0H21A
Stapler Stacker/Multi Bin Mailbox 5-bin	Optional Stapler Stacker/Multi Bin Mailbox	L0H20-67901	L0H20A
HP 1GB DIMM Kit	Optional additional 1 GB memory	G8W84-67902	G6W84A
HP internal USB ports	Two optional USB ports for connecting third-party devices	B5L28-67902	B5L28A
HP Trusted Platform Module (TPM)	Automatically encrypts all data that passes through the printer	F5S62-61001	F5S62A
Extension feeder cover	Extension feeder cover	Not a service part	L0H22A
HP Secure High Performance Hard Disk Drive (FIPS)	Kit, secure HDD, 500GB FIPS	B5L29-67903	B5L29A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	J8031-61001	J8031A
HP JetDirect 3000w NFC/Wireless Accessory	USB wireless print server with NCF	J8030-61004	J8030A

Table 9-4 Accessories (M631/M632/M633/M634/M635/M636/E62555/E62565/E62575/E62655/E62665/E62675)

Item	Description	Part number (service)	Product number
550-sheet paper feeder	Optional 550-sheet paper feeder	J8J89-67901	J8J89A
Envelope Feeder	Envelope Feeder	J8J90-67901	J8J90A
2,500-sheet paper deck/stand	Optional 2,500-sheet paper deck	J8J92-67901	J8J92A
3x550-paper sheet deck with stand	3x550-paper sheet deck/stand	J8J93-67901	J8J93A
1x550-sheet paper feeder with storage	1x550-sheet paper feeder	J8J91-67901	J8J91A
HP LaserJet Keyboard Overlay Kit (Simplified Chinese & Traditional Chinese)	Language-specific, adhesive overlay for the physical keyboard	A7W12-67901	A7W12A
HP LaserJet Keyboard Overlay Kit for Swedish	Language-specific, adhesive overlay for the physical keyboard	A7W14-67901	A7W14A
HP secure high-performance hard disk drive (FIPS)	Kit, secure HDD, 500GB FIPS	B5L29-67903	B5L29A
1 GB DDR3 x32 144-Pin 800MHz SODIMM	Optional DIMM for expanding the memory	E5K48-67902	E5K48A
2 GB DDR3 x32 144-Pin 800MHz SODIMM	Optional DIMM for expanding the memory	E5K49-67902	E5K49A
HP internal USB ports	Two optional USB ports for connecting third-party devices	B5L28-67902	B5L28A

Table 9-4 Accessories (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) (continued)

Item	Description	Part number (service)	Product number
HP Trusted Platform Module (TPM)	Automatically encrypts all data that passes through the printer	F5S62-61001	F5S62A
HP Foreign Interface Harness	Optional port for connecting third-party devices	B5L31-67902	B5L31A
HP LaserJet MFP Analog Fax Accessory 500	Optional fax accessory for the dn model	B5L53-67901	CC487A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	J8031-61001	J8031A
HP JetDirect 3000w NFC/Wireless Accessory	USB wireless print server with NCF	8030-61004	J8030A

Customer self-repair parts

Learn about printer customer self-repair parts.

Customer self-repair (CSR) parts are available for many HP LaserJet printers to reduce repair time.



NOTE: More information about the CSR program and benefits can be found at www.hp.com/go/csr-support and www.hp.com/go/csr-faq.

Genuine HP replacement parts can be ordered at www.hp.com/buy/parts or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), product number, or printer name.

- Parts listed as **A**: Easy
- Parts listed as **B**: Difficult and/or requires tools

Table 9-5 Customer self-repair (CSR) parts

Kit name	Description	CSR level	Part number
Control panel kit (M631/M632/M633/M634/M635/ M636E62555/E62565/E62575/E62655/E62665/E62675)	Control panel	A	5851-72103
Control panel kit (M607/M608/M609 n / dn models)	Control panel	A	5851-7253
Control panel kit (M607/M608/M609 x models and E60155/E60165/E60175 models)	Control panel	A	K0Q15-67901
4 GB eMMC kit (M607/M608/M609/M610/M611/M612/E60055/E60065/ E60075/E60155/E60165/E60175)	Optional memory disk hosting HP Firmware	A	5851-6436
White Backing A4 kit (MFP)	ADF white backing	A	5851-7206
White backing retention clips (MFP)	Retention clips to hold white backing in place	A	5851-7207
Transfer Roller kit	Transfer Roller	A	RM2-6800-000CN


Table 9-5 Customer self-repair (CSR) parts (continued)


Kit name	Description	CSR level	Part number
Fuser kit (110V)	Fuser	A	RM2-1256-000CN
Fuser kit (220V)	Fuser	A	RM2-1257-000CN
Tray 1 Roller Kit	Pick, feed and separation roller kit	A	J8J70-67903
Tray roller kit	Pick, feed and separation roller kit	A	J8J70-67904
ADF roller replacement kit (MFP)	Replacement feed rollers for the document feeder	A	5851-7202
500GB encrypted hard disk drive kit	Replacement hard disk drive	A	5851-6712
Keyboard kit (flow models) (US)	Keyboard	A	B5L47-67019
Keyboard kit (flow models) (UK)	Keyboard	A	B5L47-67020
Keyboard overlay kit (FR, IT, RU, DE, ES: UK Kybd) (flow models)	Keyboard overlay	A	5851-6019
Keyboard overlay kit (FR-CN, ES-LA, ES: US Kybd) (flow models)	Keyboard overlay	A	5851-6020
Keyboard overlay kit (FR-SW, DE-SW, DA: UK Kybd) (flow models)	Keyboard overlay	A	5851-6021
Keyboard overlay kit (ZHTW, ZHCN) (flow models)	Keyboard overlay	A	5851-6022
Keyboard overlay kit (ES, PT) (flow models)	Keyboard overlay	A	5851-6023
Keyboard overlay kit (JA-KG, JA-KT) (flow models)	Keyboard overlay	A	5851-6024

How to use parts lists and diagrams

Learn how to use the parts lists and diagrams.

The figures in this chapter show the major sub-assemblies in the printer and their component parts. A parts list table follows each exploded view assembly diagram. The table lists the item number, the associated part number, and the description of each part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

 **NOTE:** Be sure to order the correct part. When looking for part numbers for electrical parts, pay careful attention to the voltage that is listed in the part description. Doing so will make sure that the selected part number is for the correct printer model.

 **NOTE:** 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.

Document feeder and image scanner (MFP)

Parts diagram and part list for the document feeder and image scanner.

Figure 9-1 Document feeder and image scanner (MFP)

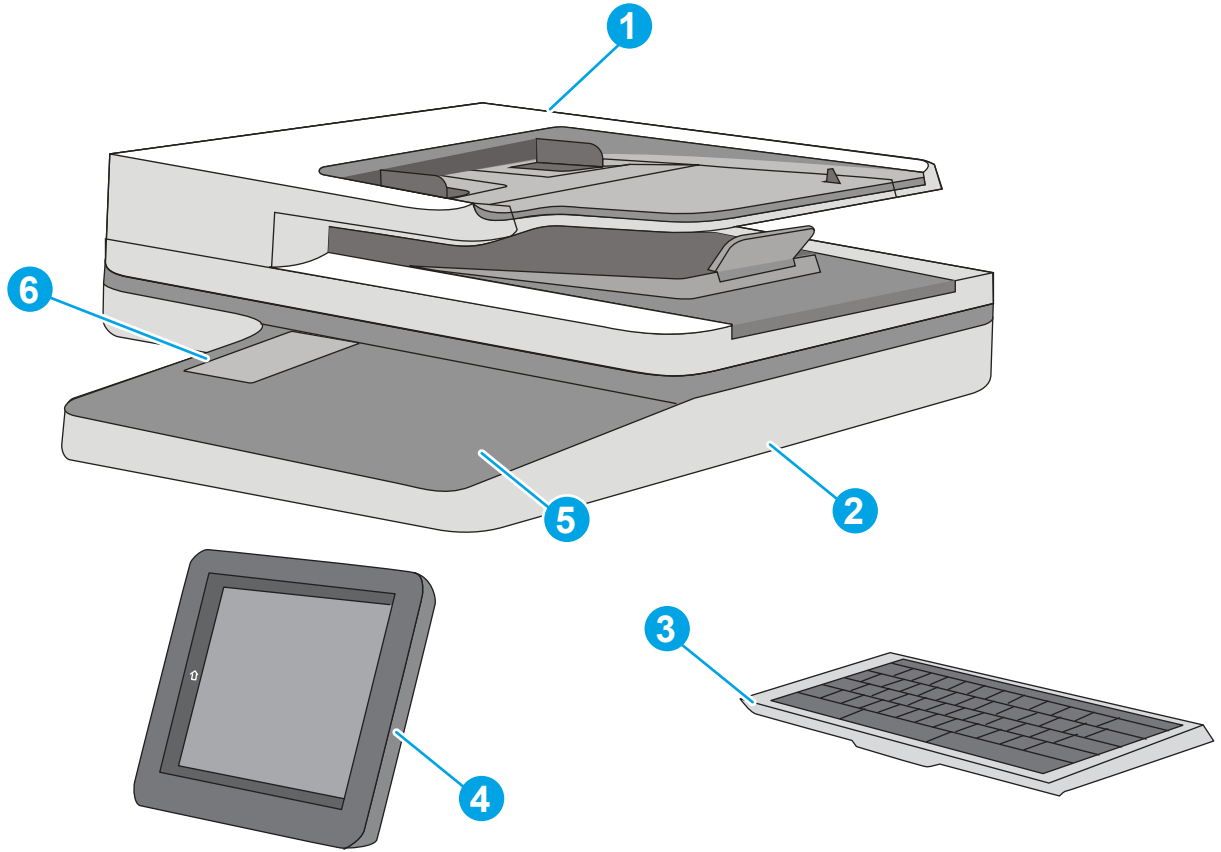


Table 9-6 Document feeder and image scanner (MFP)

Ref				
No	Part number	Description	Qty	
1	5851-7203	Kit - ADF whole unit Enterprise (Includes white backing and retention clips)	1	
1	5851-7204	Kit - ADF whole unit Workflow (Includes white backing and retention clips)	1	
2	J8J64-67901	Image scanner kit (Includes white backing and retention clips)	1	
3	B5L47-67019	Keyboard US (Flow models)	1	
3	B5L47-67020	Keyboard UK (Flow models)	1	
4	5851-7210	Control panel kit (MFP)	1	
5	J8J63-60137	Bezel, control panel	1	
6	B5L46-40021	Cover, HIP	1	
Not shown	5851-7764	Scan control board (dn / fth / fh)	1	
Not shown	5851-7347	Scan control board (Flow h / z)	1	
Not shown	B5L46-40002	Cover, keyboard (Flow models)	1	
Not shown	RC4-8401-000CN	Cover, image scanner rear	1	
Not shown	B5L46-40028	Cover, USB	1	
Not shown	RC4-8411-000CN	Cover, image scanner right	1	
Not shown	5851-7205	ADF Hinge Kit	1	
Not shown	J8J63-60127	Cable, Control Panel HDMI	1	
Not shown	J8J63-60116	Cable, Control Panel Sideband	1	
Not shown	J8J63-60129	Cable, Control Panel HIP	1	
Not shown	J8J63-60115	Cable, Control Panel w/ USB	1	
Not shown	J8J63-60133	Cable, SCB formatter power	1	
Not shown	5851-6019	Keyboard overlay kit (FR, IT, RU, DE, ES: UK Kybd)		
Not shown	5851-6020	Keyboard overlay kit (FR-CN, ES-LA, ES: US Kybd)		
Not shown	5851-6021	Keyboard overlay kit (FR-SW, DE-SW, DA: UK Kybd)		
Not shown	5851-6022	Keyboard overlay kit (ZHTW, ZHCN)		
Not shown	5851-6023	Keyboard overlay kit (ES, PT)		
Not shown	5851-6024	Keyboard overlay kit (JA-KG, JA-KT)		

Parts and diagrams: Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the SFP printer covers.

Figure 9-2 Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

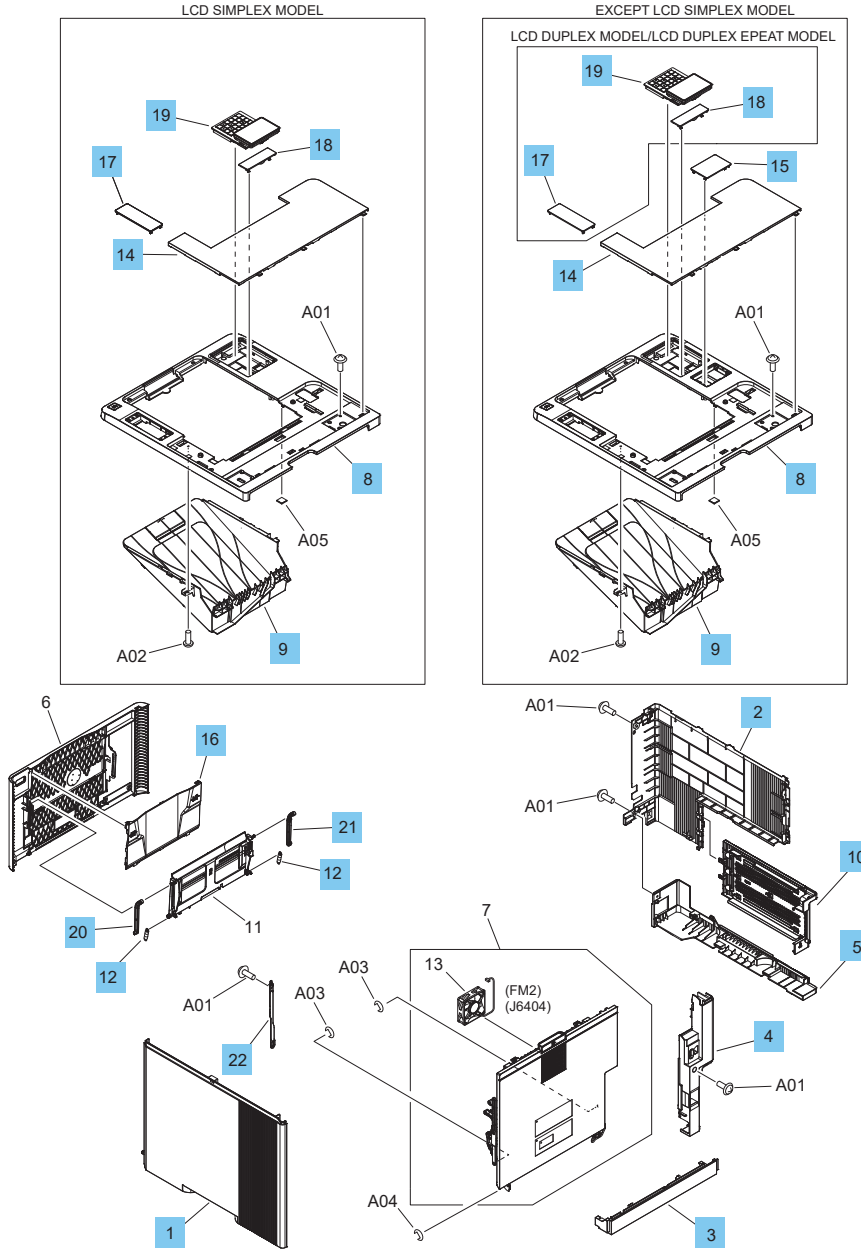


Table 9-7 Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RC4-6932-000CN	Cover, right	1
2	RC4-6933-000CN	Cover, left	1
3	RC4-6934-000CN	Cover, rear lower	1
4	RC4-6935-000CN	Cover, inlet	1
5	RC4-6943-000CN	Cover, left lower	1
6	RC4-7312-000CN	Cover, multipurpose (MP)	1
7	RM2-6746-000CN	Rear door assembly (except LCD simplex)	1
7	RM2-1249-000CN	Rear door assembly (LCD simplex)	1
8	RM2-6750-000CN	Top cover assembly (except LCD simplex)	1
8	RM2-6765-000CN	Top cover assembly (LCD simplex)	1
9	RM2-6761-000CN	Output bin assembly	1
10	RM2-6762-000CN	Formatter cover assembly	1
11	RM2-1271-000CN	Multipurpose tray assembly	1
12	RU8-2592-000CN	Spring, tension	2
13	RK2-8948-000CN	Fan FM2	1
14	RM2-1270-000CN	Upper cover assembly	1
15	RC4-0213-000CN	Cover, HIP	1
16	RC4-8271-000CN	Cover, multipurpose inner	1
17	RC4-6941-000CN	Cover, NFC	1
18	RC4-8239-000CN	Cover, panel back (LCD duplex/simplex)	1
19	5851-7975	Control panel assembly LCD 10-key LCD (duplex/ simplex)	1
19	RM2-1259-010CN	Control panel assembly	1
20	RM2-1273-000CN	Arm, multipurpose lift	1
21	RM2-1272-000CN	Arm, multipurpose lift	1
22	RC4-7329-000CN	Band, cover	1

Parts and diagrams: Covers (M631/M632/M633/M634/M635/ M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the MFP printer covers.

Figure 9-3 Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

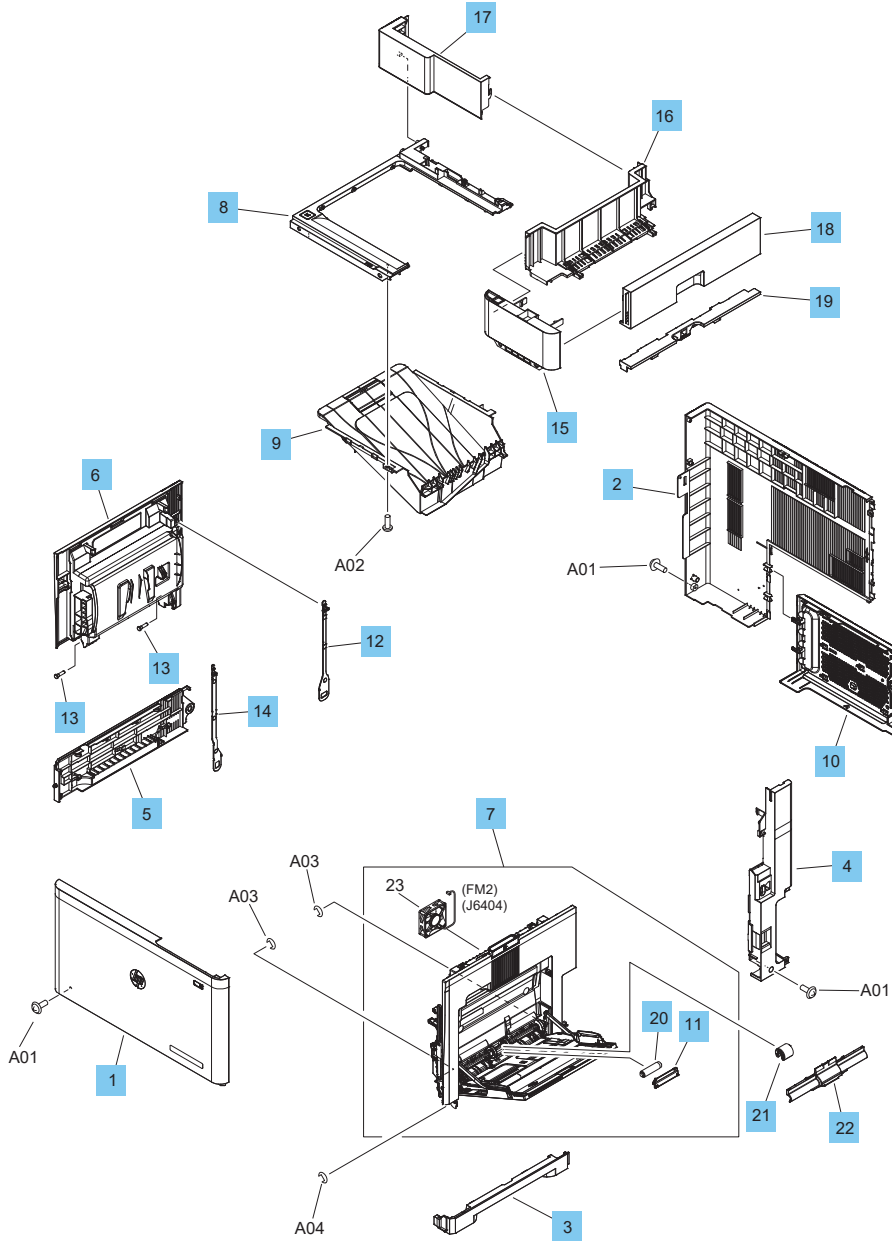


Table 9-8 Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RM2-1321-000CN	Front cover assembly	1
2	RL2-1682-000CN	Cover, rear	1
3	RC4-8405-000CN	Cover, right lower	1
4	RL2-1686-000CN	Cover, inlet	1
5	RC4-8406-000CN	Cover, left lower	1
6	RM2-0850-000CN	Left door assembly	1
7	RM2-0849-000CN	Right door assembly	1
8	RM2-0865-000CN	Top cover assembly	1
9	RM2-0855-000CN	Output bin	1
10	RM2-1317-000CN	Formatter cover assembly	1
11	RC4-0548-000CN	Guide, NIP	1
12	RC4-8298-000CN	Band, left, rear	1
13	RC4-8301-000CN	Shaft, door	2
14	RC4-8302-000CN	Band, left, front	1
15	RC4-8399-000CN	Cover, image scanner, front	1
16	RC4-8400-000CN	Cover, image scanner, upper	1
17	RC4-8401-000CN	Cover, image scanner, rear	1
18	RC4-8411-000CN	Cover, image scanner, right	1
19	RC4-8412-000CN	Cover, right upper	1
20	J8J70-67903	Tray 1 roller kit	1
21	J8J70-67903	Tray 1 roller kit	1
22	RL2-1274-000CN	Cover, multipurpose roller	1
23	RK2-8948-000CN	Fan FM2	1

Parts and diagrams: Internal assemblies (1 of 6) (M607/M608/M609/ M610/M611/M612/E60055/E60065/E60075/E60155/E60165/ E60175)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-4 Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/
E60155/E60165/E60175)

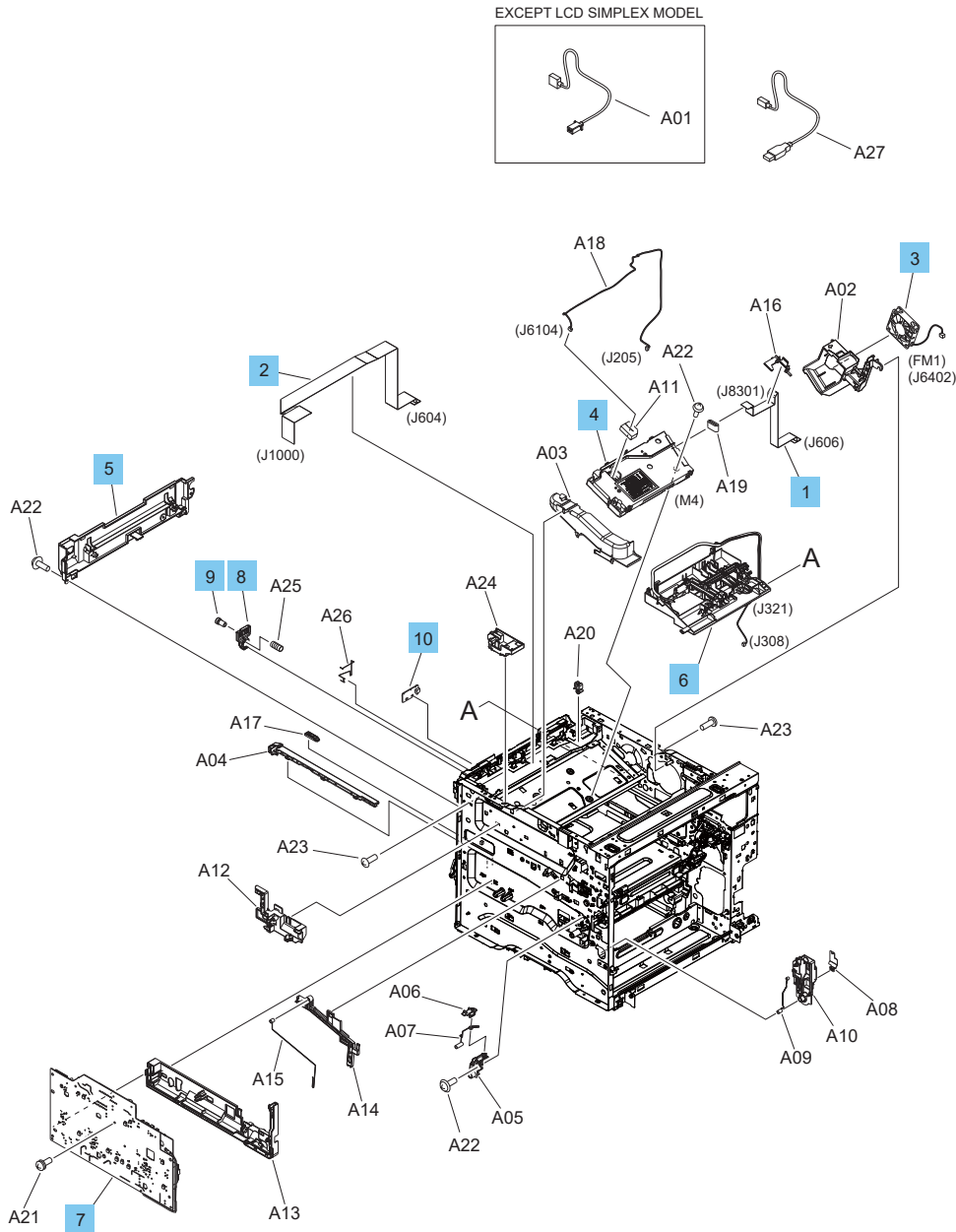


Table 9-9 Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RK2-8392-000CN	Cable, FFC laser	1
2	RK2-8394-000CN	Cable, FFC, HVT	1
3	RK2-8946-000CN	Fan (FM1)	1
4	RM2-0906-000CN	Laser scanner assembly	1
5	RC4-7341-000CN	Inner cover	1
6	RM2-6755-000CN	Laser shutter holder assembly	1
7	RM2-9335-000CN	HVPS (except LCD simplex models)	1
7	RM2-9336-000CN	HVPS (LCD simplex models)	1
8	RC4-8168-000CN	Lever, power supply switch	1
9	RC4-8170-000CN	Guide, switch right	1
10	RM2-8956-000CN	Power supply switch assembly	1

Parts and diagrams: Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-5 Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

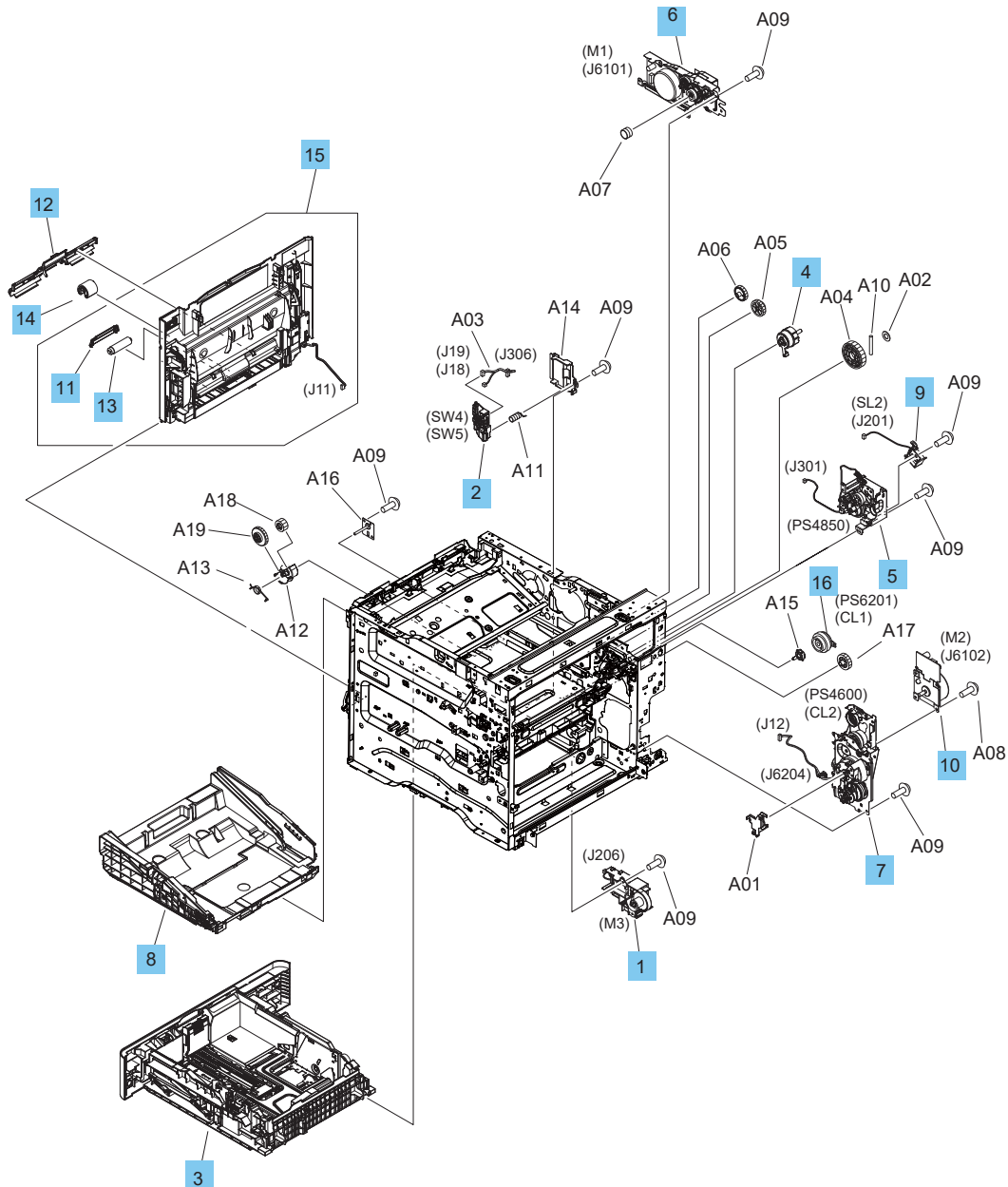


Table 9-10 Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RM2-6744-000CN	Lifter drive assembly (M3)	1
2	RM2-1255-000CN	Size detect assembly (SW5/SW5)	1
3	RM2-6766-000CN	Cassette assembly (Tray 2)	1
4	RM2-1258-000CN	Developing gear assembly	1
5	RM2-6756-000CN	Developing drive assembly (PS4850)	1
6	RM2-6763-000CN	Fuser drive assembly (M1)	1
7	RM2-6777-000CN	Main drive assembly (except LCD simplex model) (PS4600/CL2)	1
7	RM2-1250-000CN	Main drive assembly (LCD simplex models) (PS4600/CL2)	1
8	RM2-6792-000CN	Cartridge tray assembly	1
9	RM2-9051-000CN	Developing solenoid assembly (SL2)	1
10	RM2-9316-000CN	Drum motor assembly (M2)	1
11	RC4-0548-000CN	Guide, NIP	1
12	RM2-1274-000CN	Cover, multipurpose roller	1
13	J8J70-67903	Roller, multipurpose (MP) separation	1
14	J8J70-67903	Roller, multipurpose	1
15	RM2-6745-000CN	Front door assembly	1
16	RM2-9456-000CN	MP paper feed clutch (PS6201, CL1)	1

Parts and diagrams: Internal assemblies (3 of 6) (M607/M608/M609/ M610/M611/M612/E60055/E60065/E60075/E60155/E60165/ E60175)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-6 Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/ E60155/E60165/E60175)

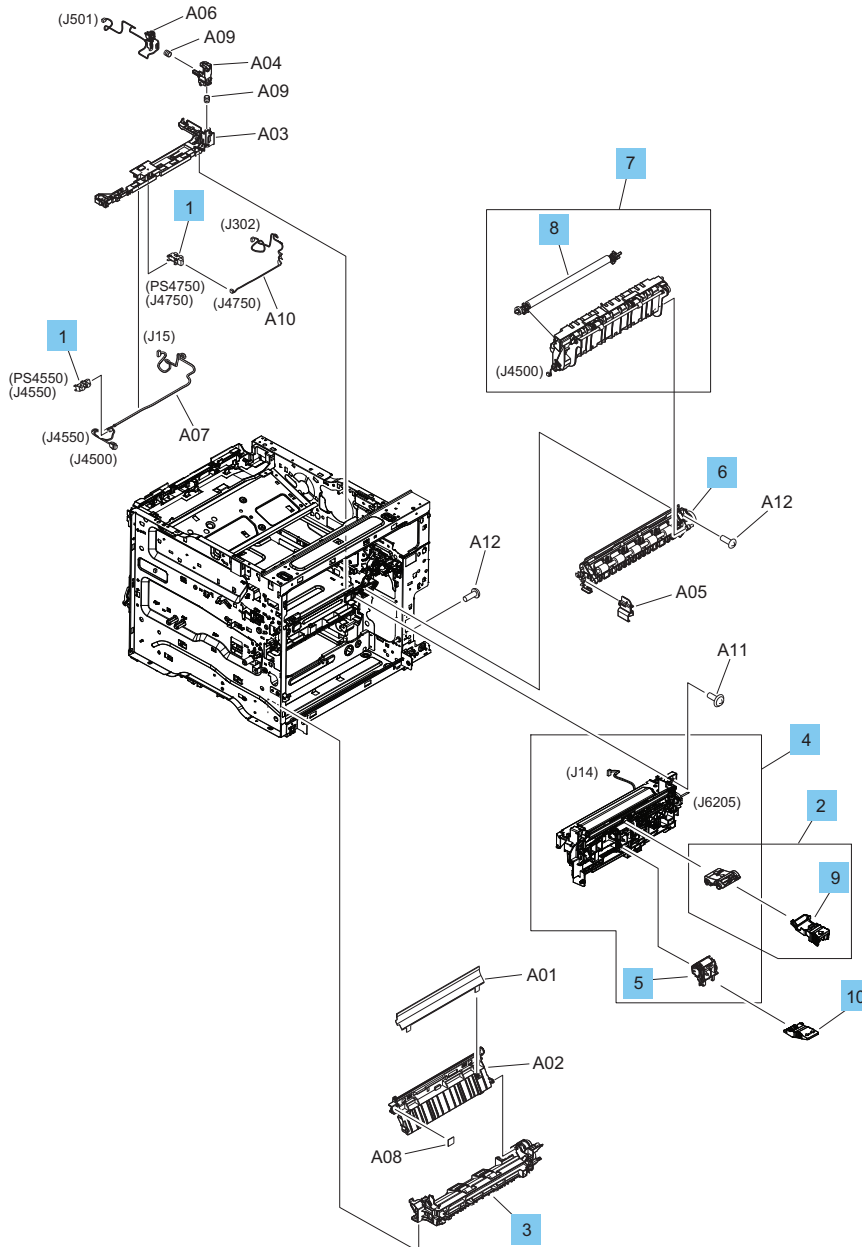


Table 9-11 Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	WG8-5935-000CN	Photo interrupter (PS4550, PS4750)	2
2	J8J70-67904	Tray roller kit	1
3	RM2-6749-000CN	Paper feed frame assembly	1
4	RM2-6771-000CN	Paper pickup assembly	1
5	RC4-8188-000CN	Cover, transfer hinge	1
6	RM2-6774-000CN	Registration assembly	1
7	RM2-6776-000CN	Transfer assembly (except LCD simplex models)	1
7	RM2-1248-000CN	Transfer assembly (LCD simplex models)	1
8	RM2-6800-000CN	Transfer roller assembly	1
9	RC5-3827-000CN	Tool, exchange pickup roller	1
10	RC5-3828-000CN	Tool, exchange roller	1

Parts and diagrams: Internal assemblies (4 of 6) (M607/M608/M609/ M610/M611/M612/E60055/E60065/E60075/E60155/E60165/ E60175)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-7 Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/ E60155/E60165/E60175)

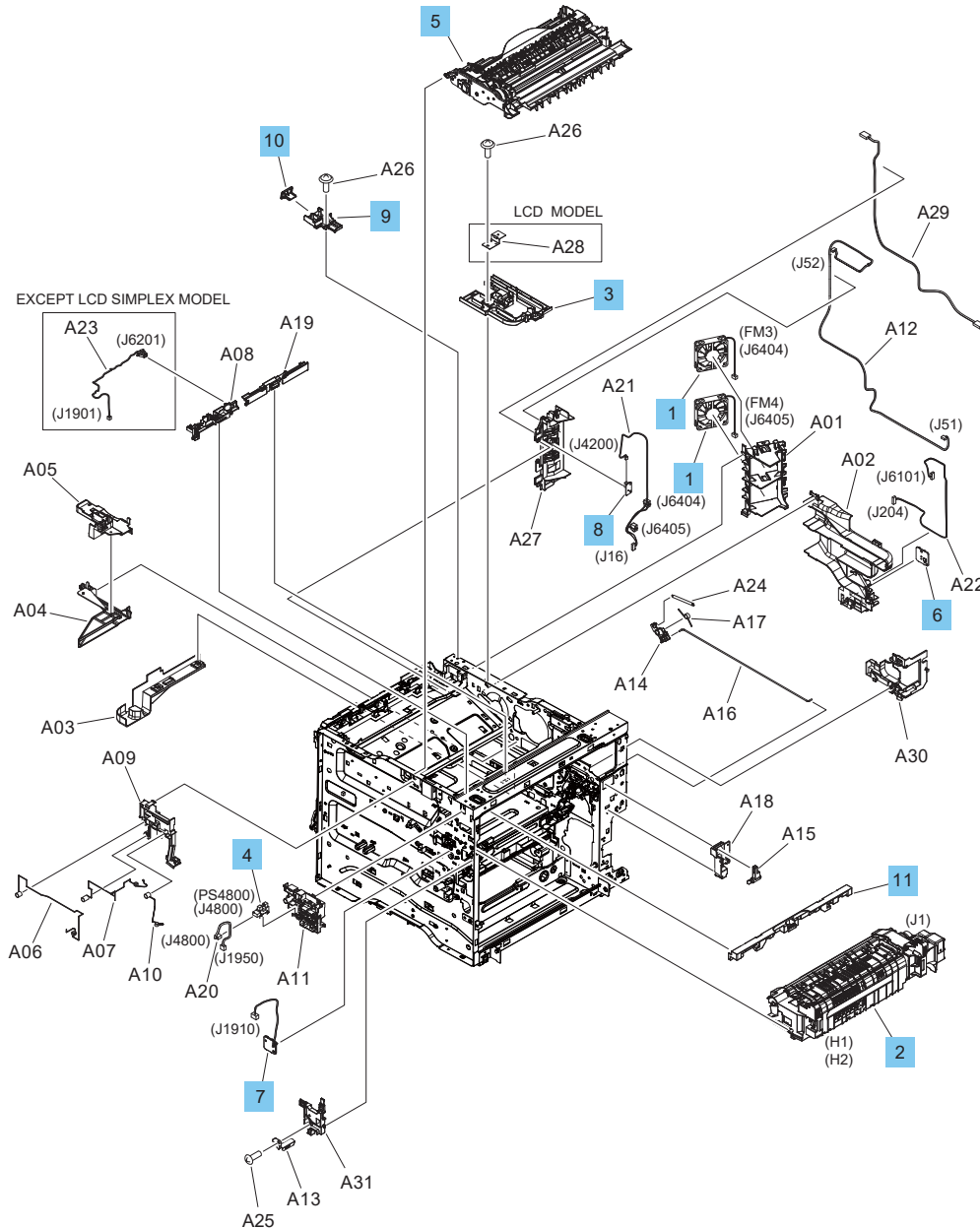


Table 9-12 Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RK2-8946-000CN	Fan (FM3, FM4)	2
2	RM2-1256-020CN	Fuser assembly (110V)	1
2	RM2-1257-020CN	Fuser assembly (220V)	1
3	RC4-6944-000CN	Holder, HIP	1
4	WG8-5935-000CN	Photo interrupter (PS4800)	1
5	RM2-6787-000CN	Paper delivery assembly (except LCD simplex models)	1
5	RM2-6790-000CN	Paper delivery assembly (LCD simplex models)	1
6	RM2-7645-000CN	Memory PCA	1
7	RM2-8946-000CN	Pre-exposure PCA	1
8	RM2-9037-000CN	Temperature sensor assembly	1
9	RC4-8310-000CN	Holder, USB front	1
10	RC4-8311-000CN	Cover, USB	1
11	RC5-2904-000CN	Cover, inner rear upper	1

Parts and diagrams: Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-8 Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

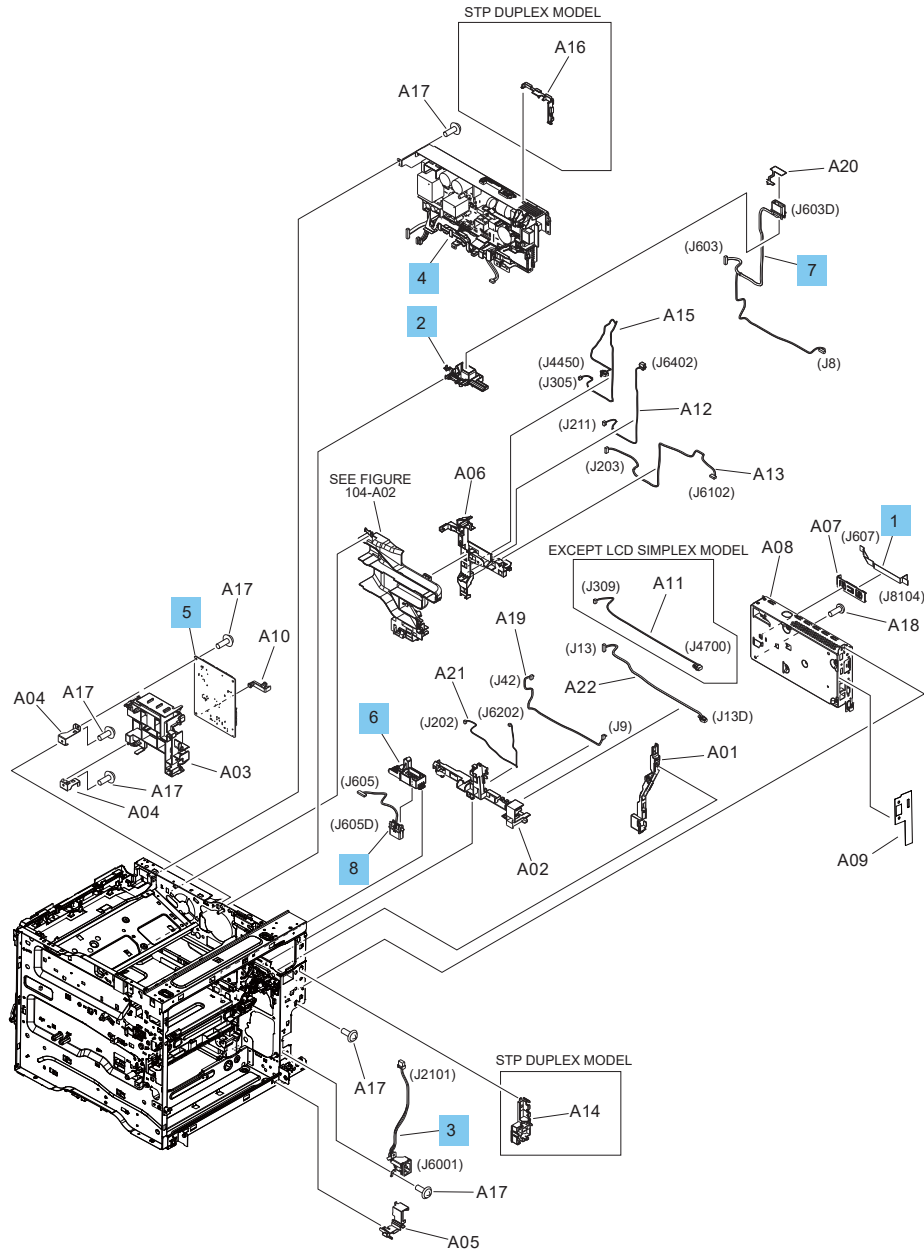


Table 9-13 Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RK2-8396-000CN	Cable, FFC	1
2	RC4-7242-000CN	Holder, delivery OP drawer	1
3	RM2-6754-000CN	Inlet cable assembly (110V)	1
3	RM2-6784-000CN	Inlet cable assembly (220V)	1
4	RM2-6797-000CN	LVPS (110V)	1
4	RM2-6798-000CN	LVPS (220V)	1
5	RM2-9491-000CN	DC controller (except LCD duplex EPEAT models)	1
5	RM2-9494-000CN	DC controller (except LCD duplex models)	1
5	RM3-7619-000CN	DC Controller PCA (E60155/E60165/E60175)	1
5	RM3-8461-000CN	DC controller (M610/M611/M612)	1
6	RC4-8393-000CN	Holder, drawer	1
7	RM2-8576-000CN	Output option cable assembly	1
8	RM2-8577-000CN	Pickup option cable assembly	1
Not shown	7PS81-67901	Kit-formatter (M610, M611, M612 x model, India/China)	1
Not shown	7PS81-67902	Kit-formatter (M610, M611, M612 x model)	1
Not shown	7PS81-67905	Kit-formatter (M610, M611, M612 m/dn models, India/China)	1
Not shown	7PS81-67906	Kit-formatter (M610, M611, M612 n/dn models)	1
Not shown	T3U43-67902	Kit-PEFS	1

Parts and diagrams: Internal assemblies (6 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-9 Internal assemblies (6 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

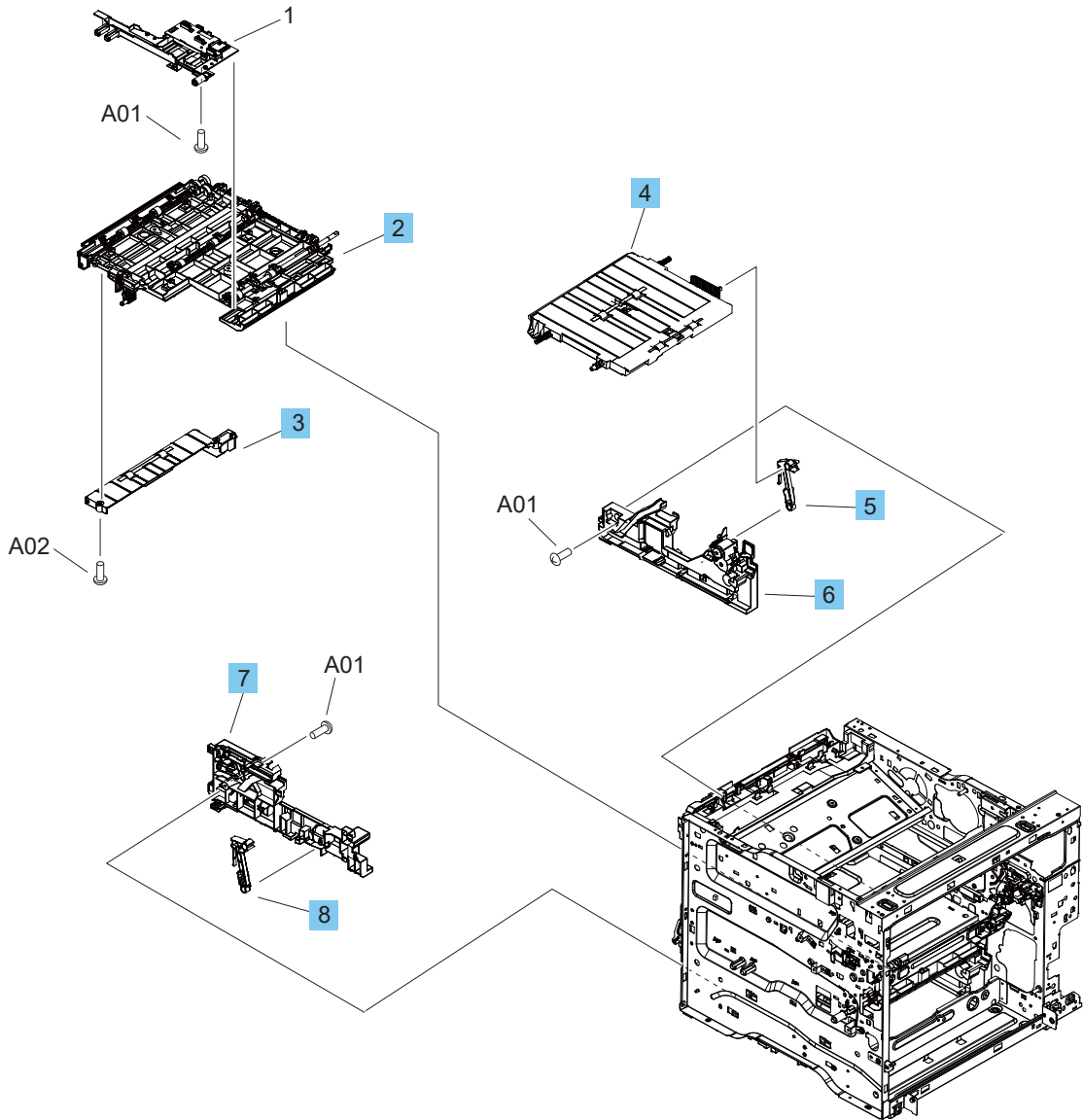


Table 9-14 Internal assemblies (6 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
3	RM2-6739-000CN	Paper feed guide assembly, lower	1
4	RM2-6748-000CN	Paper feed guide lower assembly	1
5	RC4-7364-000CN	Link, guide, left	1
6	RM2-6736-000CN	Cassette guide assembly, left	1
7	RM2-1269-000CN	Cassette guide assembly, right	1
8	RC4-7365-000CN	Link, guide, right	1

Parts and diagrams: Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-10 Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

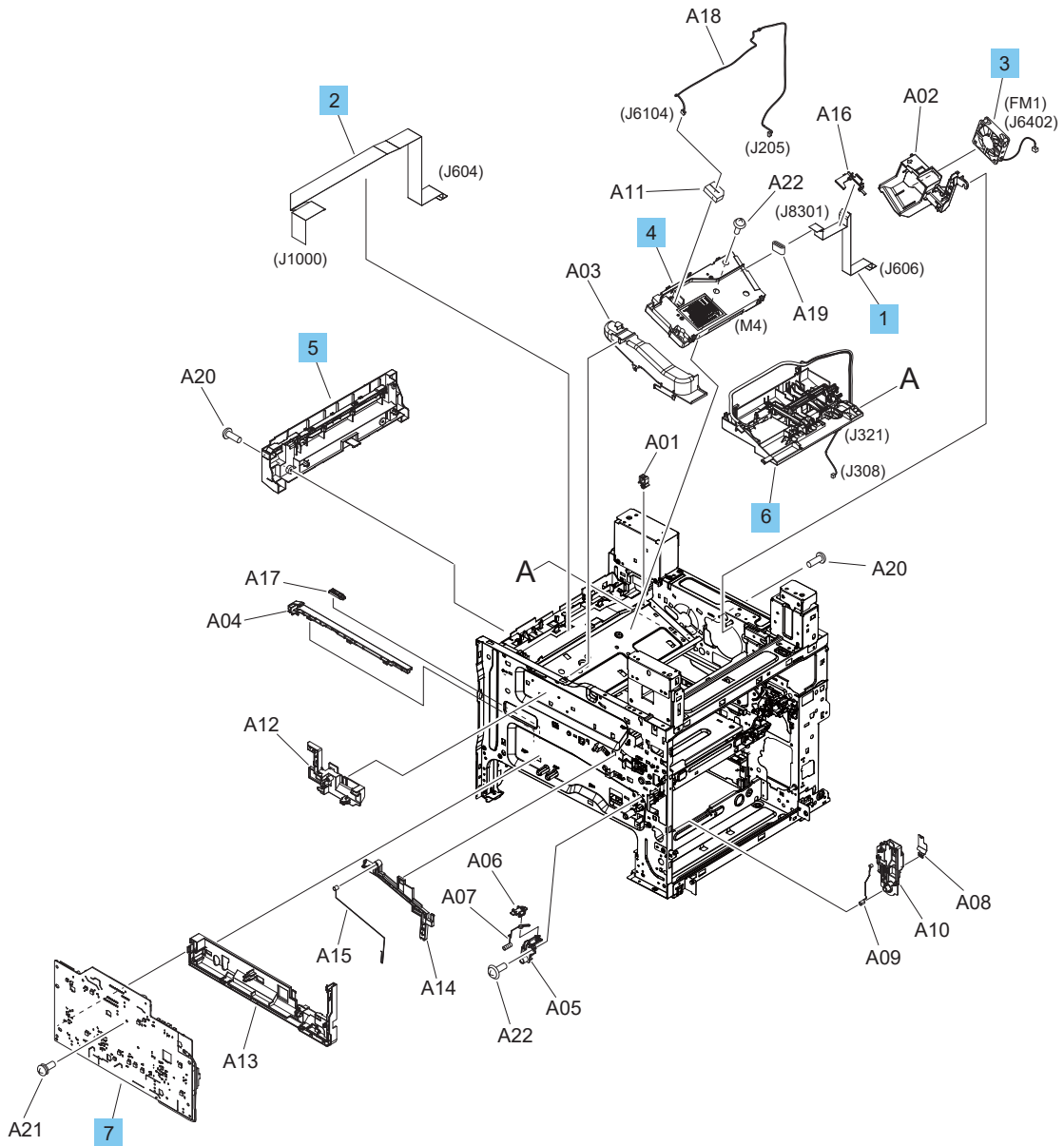


Table 9-15 Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RK2-8392-000CN	Cable, FFC, laser	1
2	RK2-8394-000CN	Cable, FFC HVT	1
3	RK2-8946-000CN	Fan (FM1)	1
4	RM2-0906-000CN	Laser scanner assembly	1
5	RM2-1323-000CN	Inner cover assembly	1
6	RM2-6755-000CN	Laser shutter holder assembly	1
7	RM2-9337-000CN	HVPS	1

Parts and diagrams: Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-11 Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

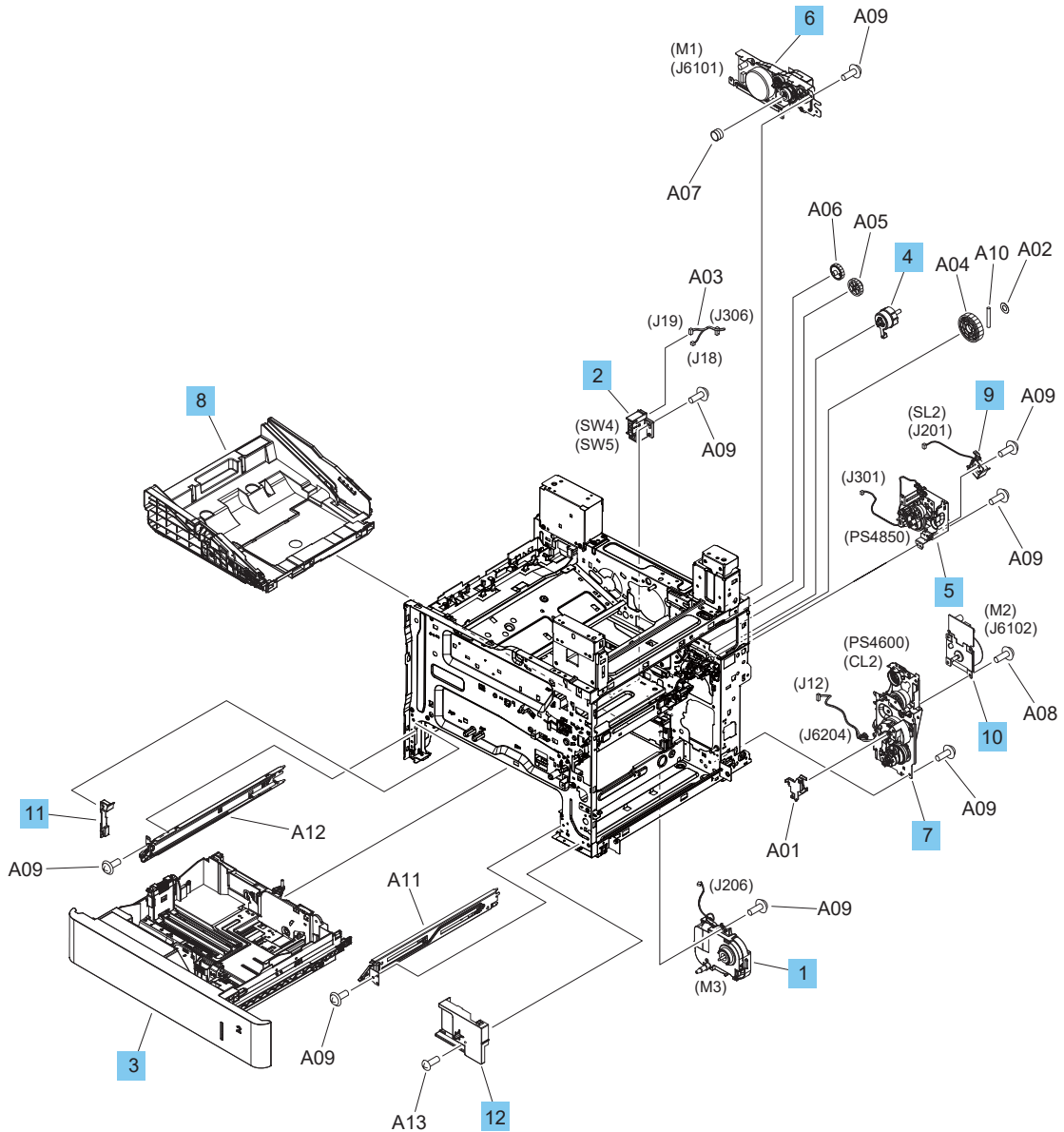


Table 9-16 Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RM2-0854-000CN	Lifter drive assembly (M3)	1
2	RM2-0857-000CN	Size sensor assembly (SW4/SW5)	1
3	RM2-0858-000CN	Cassette (Tray 2)	1
4	RM2-1258-000CN	Developing gear assembly	1
5	RM2-6756-000CN	Developing drive assembly (PS4850)	1
6	RM2-6763-000CN	Fuser drive assembly (M1)	1
7	RM2-6777-000CN	Main drive assembly (PS46020, CL2)	1
8	RM2-6792-000CN	Cartridge tray assembly	1
9	RM2-9051-000CN	Developing solenoid assembly (SL2)	1
10	RM2-9316-000CN	Drum motor assembly (M2)	1
11	RC4-8532-000CN	Cover, inner left	1
12	RC4-8532-000CN	Cover, inner right	1

Parts and diagrams: Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-12 Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

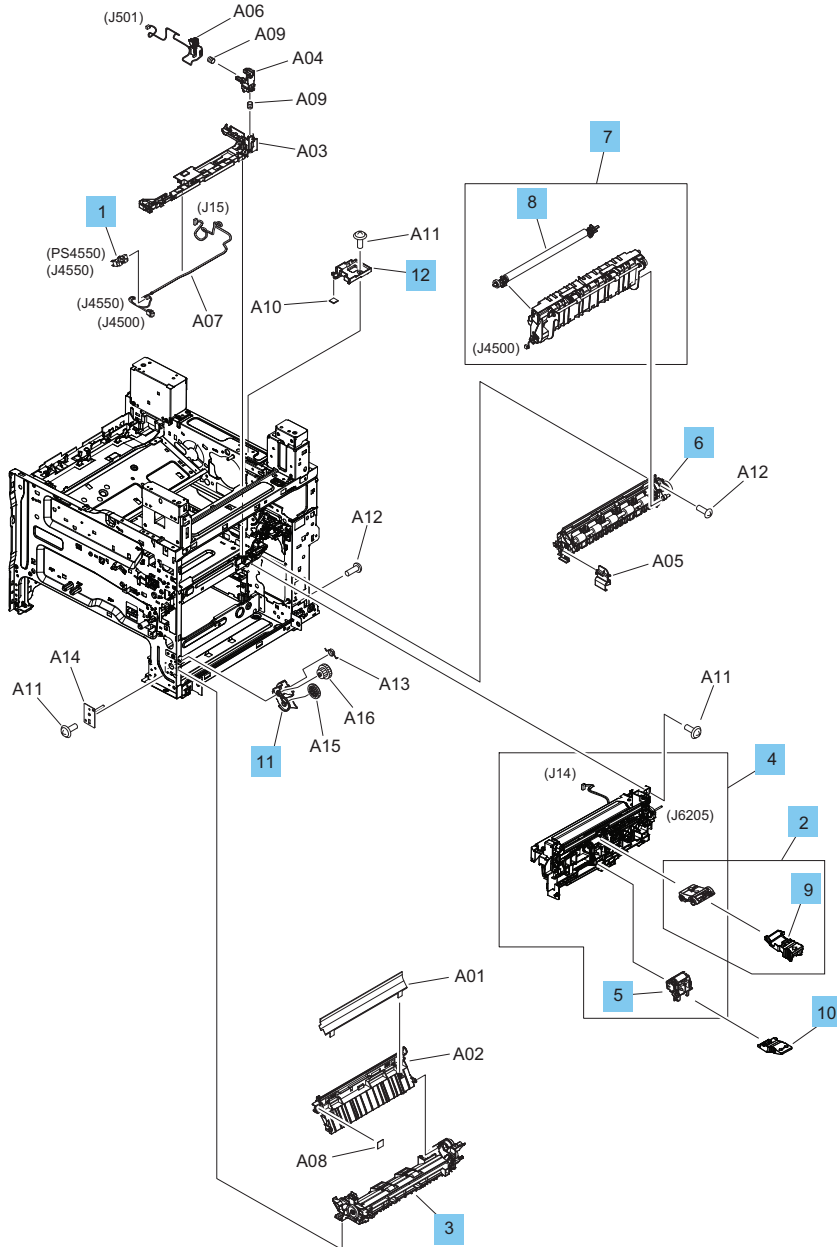


Table 9-17 Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	WG8-5935-000CN	Photo interrupter (PS4550)	1
2	J8J70-67904	Tray roller kit	1
3	RM2-0851-000CN	Paper feed frame assembly	1
4	RM2-6795-000CN	Paper pickup assembly	1
5	RC4-8188-000CN	Cover, transfer hinge	1
6	RM2-6774-000CN	Registration assembly	1
7	RM2-6776-000CN	Transfer assembly	1
8	RM2-6800-000CN	Transfer roller assembly	1
9	RC5-3827-000CN	Tool, exchange pickup roller	1
10	RC5-3828-000CN	Tool, exchange roller	1
11	RC4-8414-000CN	Holder, multipurpose gear	1
12	RC4-8549-000CN	Cover, NFC	1

Parts and diagrams: Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-13 Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

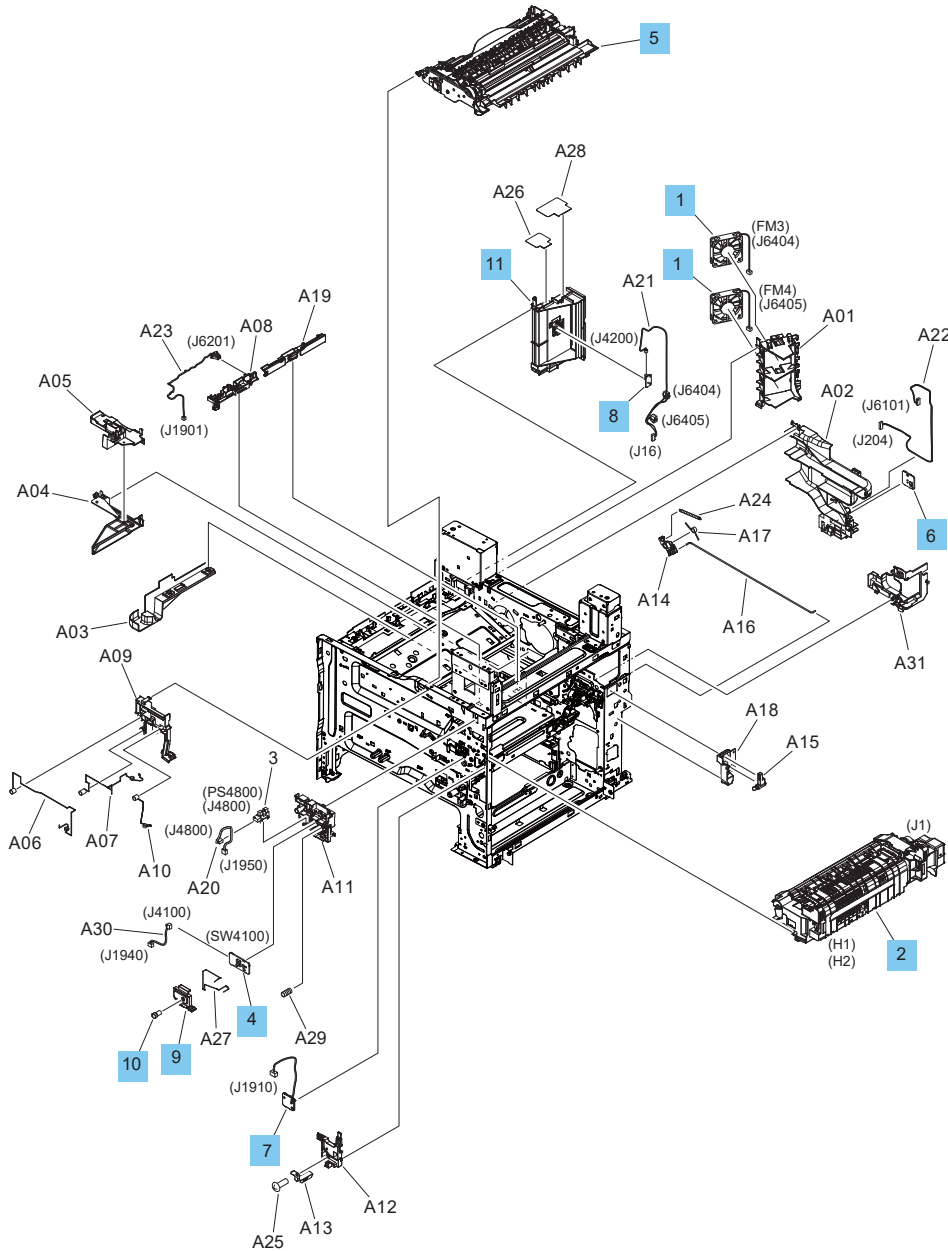


Table 9-18 Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RK2-8946-000CN	Fan (FM3/FM4)	2
2	RM2-1256-0000CN	Fuser assembly (110V)	1
2	RM2-1257-000CN	Fuser assembly (220V)	1
4	RM2-8956-000CN	Power switch assembly (SW4100)	1
5	RM2-6787-000CN	Paper delivery assembly	1
6	RM2-7645-000CN	Memory PCA	1
7	RM2-8946-000CN	Pre- exposure PCA	1
8	RM2-9037-000CN	Temperature sensor assembly	1
9	RC4-8168-000CN	Lever, power supply switch	1
10	RC4-8170-000CN	Guide, switch right	1
11	RM2-1324-000CN	Intake duct assembly	1

Parts and diagrams: Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the internal printer assemblies.

Figure 9-14 Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

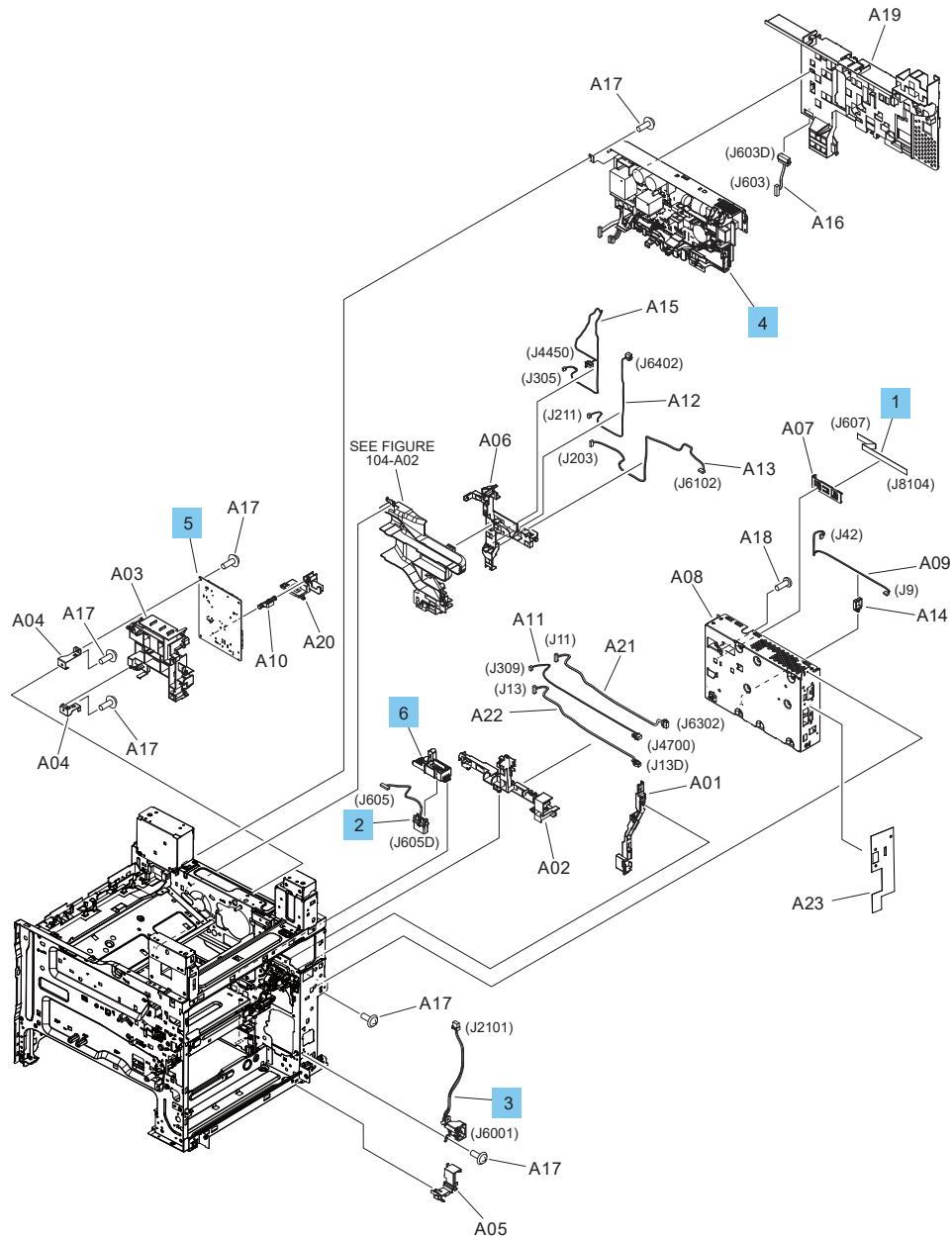


Table 9-19 Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636/E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RK2-8398-000CN	Cable, FFC	1
2	RM2-8577-000CN	Pickup Option Cable Assembly	1
3	RM2-6754-000CN	Inlet Cable Assembly (110V)	1
3	RM2-6784-000CN	Inlet Cable Assembly (220V)	1
4	RM2-1318-000CN	LVPS (110V)	1
4	RM2-1319-000CN	LVPS (220V)	1
5	RM2-9493-000CN	DC Controller Assembly	1
5	RM3-7621-000CN	DC Controller PCA (E62655/E62665/E62675)	1
5	RM3-8458-000CN	DC Controller PCA (M634/M635/M636)	1
6	RC4-8393-000CN	Holder, Drawer	1
Not shown	7PS94-67902	Kit-Formatter - M634, M635, M636	1
Not shown	7PS94-67901	Kit-Formatter - M634, M635, M636 (India, China)	1
Not shown	J8J61-60001	Kit-Formatter - M631, M632, M633, E62555, E62565, E62575	1
Not shown	3GY14-67901	Kit-Formatter - E62655, E62665, E62675	1
Not shown	3GY14-67902	Kit-Formatter E62655, E62665, E62675 (India, China)	1
Not shown	T3U43-67902	Kit-PEFS	1

Parts and diagrams: 550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the 550-sheet paper feeder.

Figure 9-15 550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

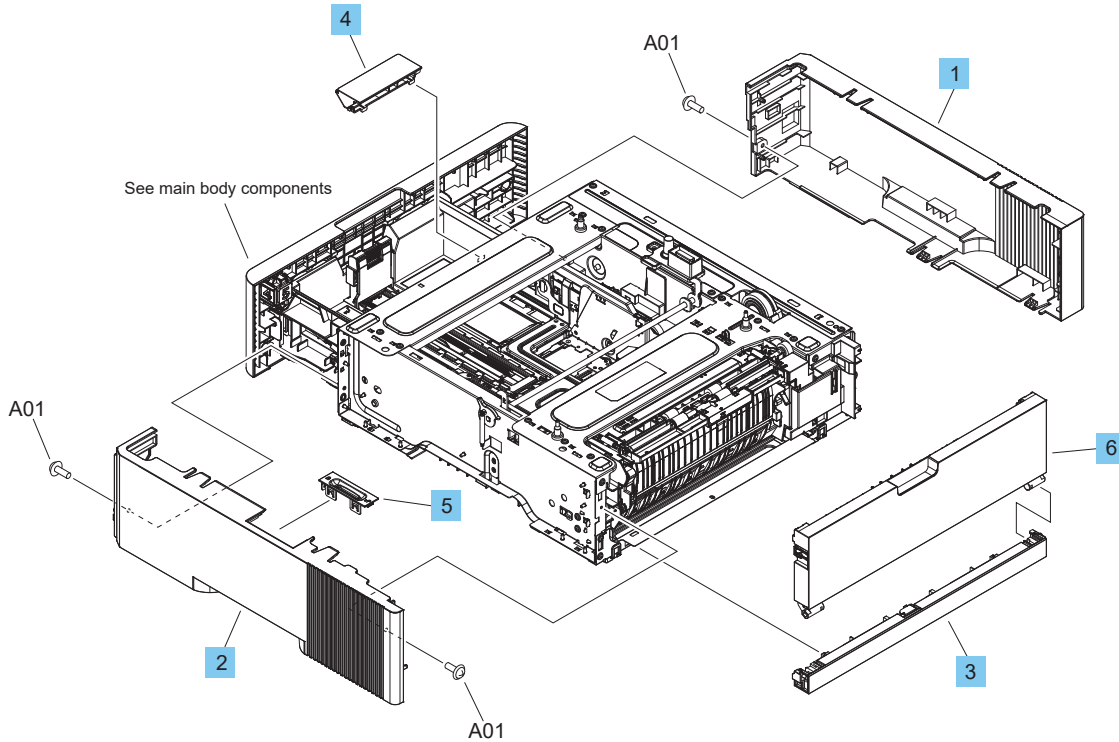


Table 9-20 550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RC4-8586-000CN	Cover, left (550-sheet feeder)	1
2	RC4-8587-000CN	Cover, right (550-sheet feeder)	1
3	RC4-8589-000CN	Cover, rear under (550-sheet feeder)	1
4	RC4-8591-000CN	Cover, inner front (550-sheet feeder)	1
5	RC4-8592-000CN	Cover, lock (550-sheet feeder)	1
6	RM2-0872-000CN	Rear door assembly (550-sheet feeder)	1

Parts and diagrams: 550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the 550-sheet paper feeder.

Figure 9-16 550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

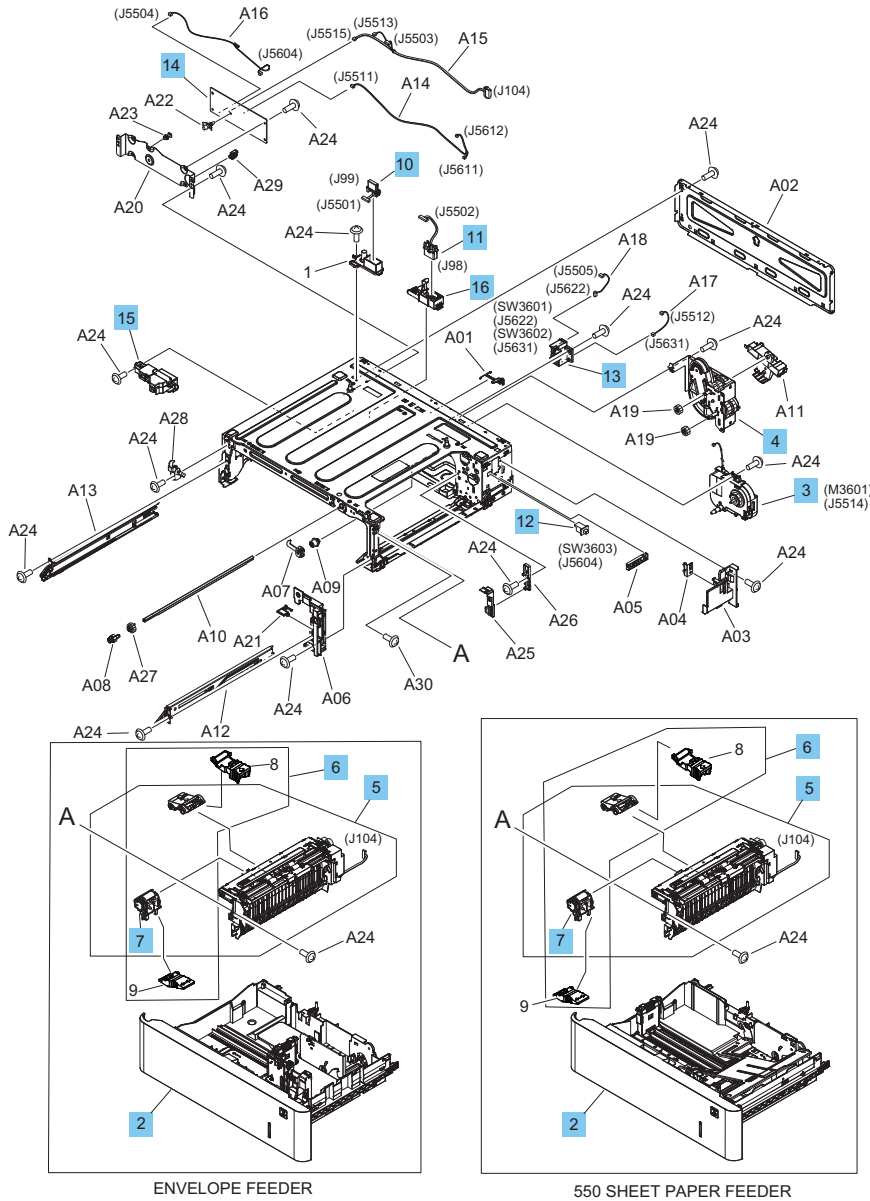


Table 9-21 550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RC4-8914-000CN	Holder, drawer connector	1
2	RM2-0866-000CN	550-sheet cassette assembly	1
2	RM2-1128-000CN	Envelope feeder tray cassette assembly	1
3	RM2-0874-000CN	Lifter drive assembly (M3601)	1
4	RM2-0875-000CN	Feeder drive assembly	1
5	RM2-0878-000CN	Paper pickup assembly	1
6	J8J70-67904	Tray roller kit	1
6	J8J90-67902	Envelope feeder roller kit	1
10	RM2-8868-000CN	Option upper cable assembly	1
11	RM2-8869-000CN	Option lower cable assembly	1
12	WC2-5803-000CN	Switch, push (SW3603)	1
13	RM2-1255-000CN	Size sensor (SW3601/SW3602)	1
14	RM2-8867-000CN	Feeder controller PCA	1

Parts and diagrams: 550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the 550-sheet paper feeder.

Figure 9-17 550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

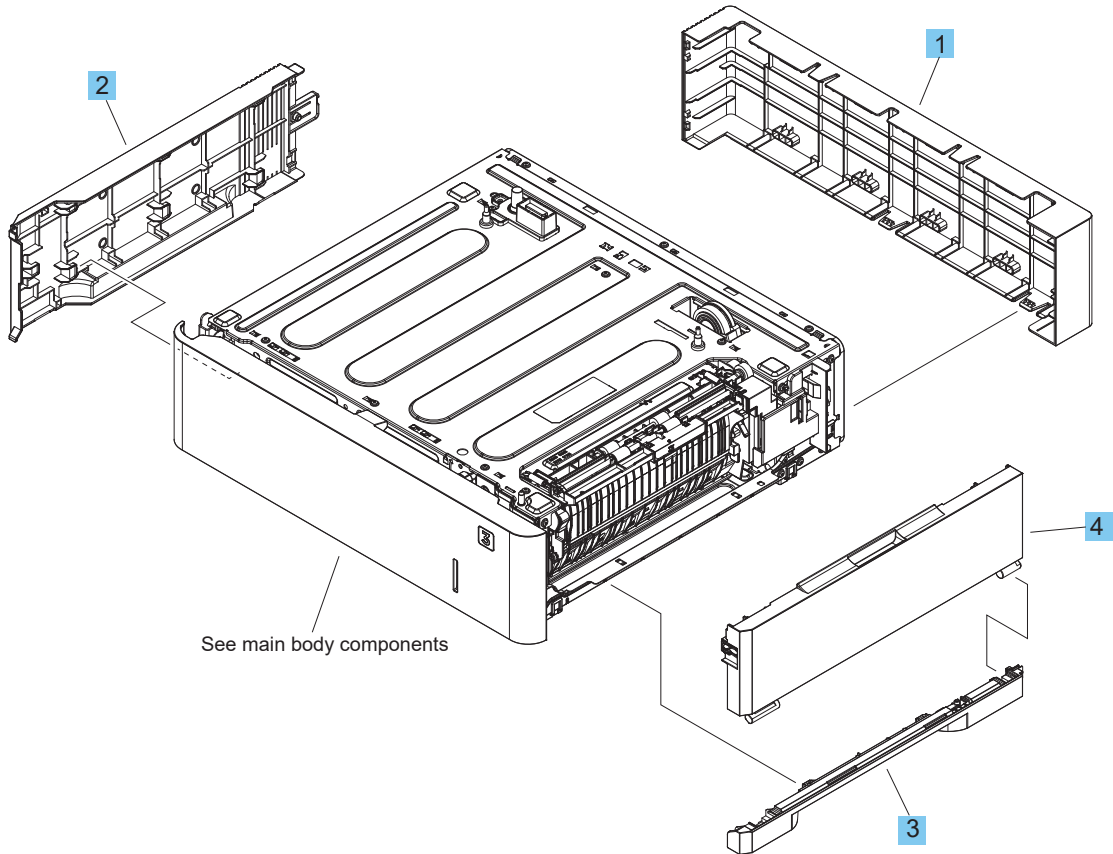


Table 9-22 550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RC4-8684-000CN	Cover rear (tray; 550-sheet feeder)	1
2	RC4-8685-000CN	Left cover (550-sheet feeder)	1
3	RC4-8686-000CN	Cover, right lower (550-sheet feeder)	1
4	RM2-0891-000CN	Right door assembly (550-sheet feeder)	1

Parts and diagrams: 550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636/E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the 550-sheet paper feeder.

Figure 9-18 550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636/E62555/E62565/E62575/E62655/E62665/E62675)

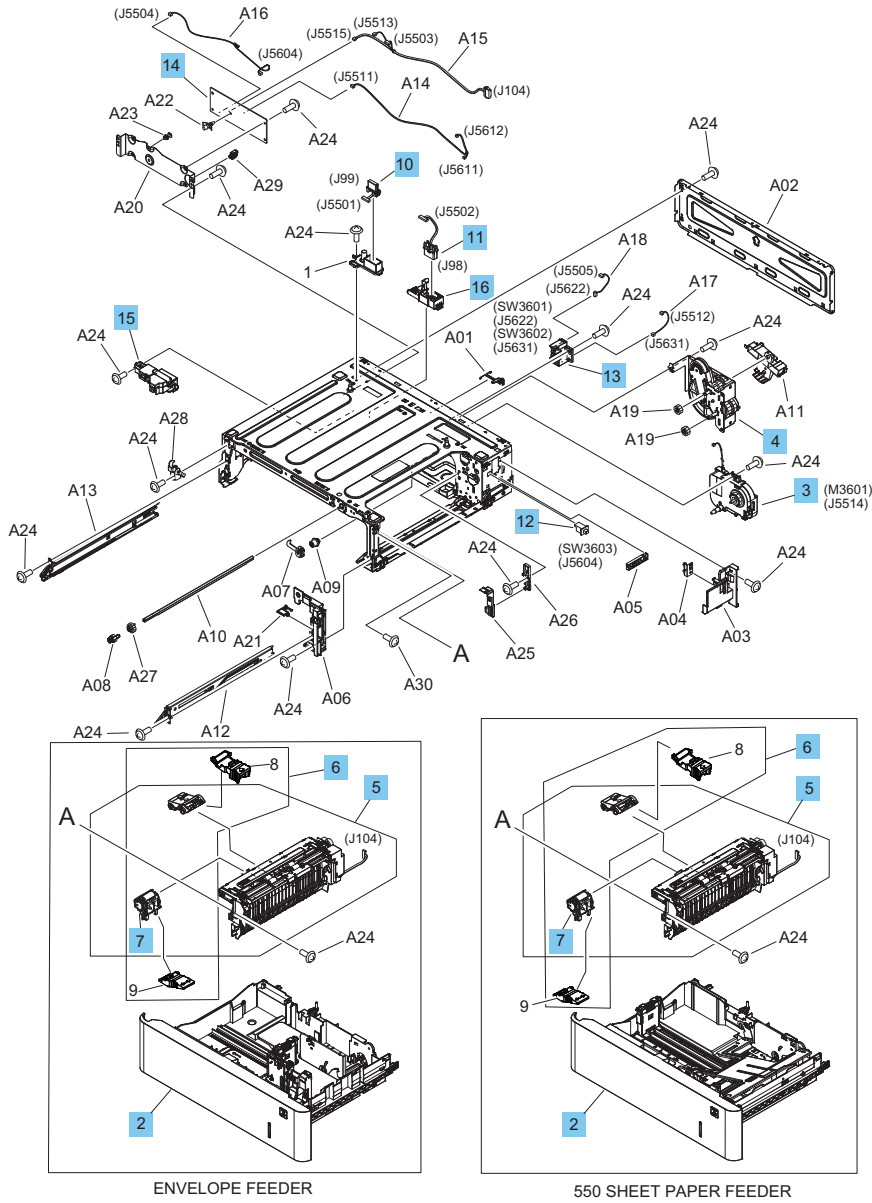


Table 9-23 550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RC4-8914-000CN	Holder, drawer connector	1
2	RM2-0866-000CN	550-sheet cassette assembly	1
2	RM2-1138-000CN	Envelope feeder tray cassette assembly	1
3	RM2-0895-000CN	Lifter drive assembly (M3601)	1
4	RM2-0875-000CN	Feeder drive assembly	1
5	RM2-1140-000CN	Paper pickup assembly	1
6	J8J70-67904	Tray roller kit	1
6	J8J90-67902	Envelope feeder roller kit	1
10	RM2-8868-000CN	Option upper cable assembly	1
11	RM2-8881-000CN	Option lower cable assembly	1
12	WC2-5803-000CN	Switch, push (SW3603)	1
13	RM2-0857-000CN	Size sensor (SW3601/SW3602)	1
14	RM2-8785-000CN	Feeder controller PCA	1
15	RM2-0856-000CN	Auto close assembly	1
16	RC4-8393-000CN	Holder, drawer	1

Parts and diagrams: 1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the 1x550-sheet feeder stand.

Figure 9-19 1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

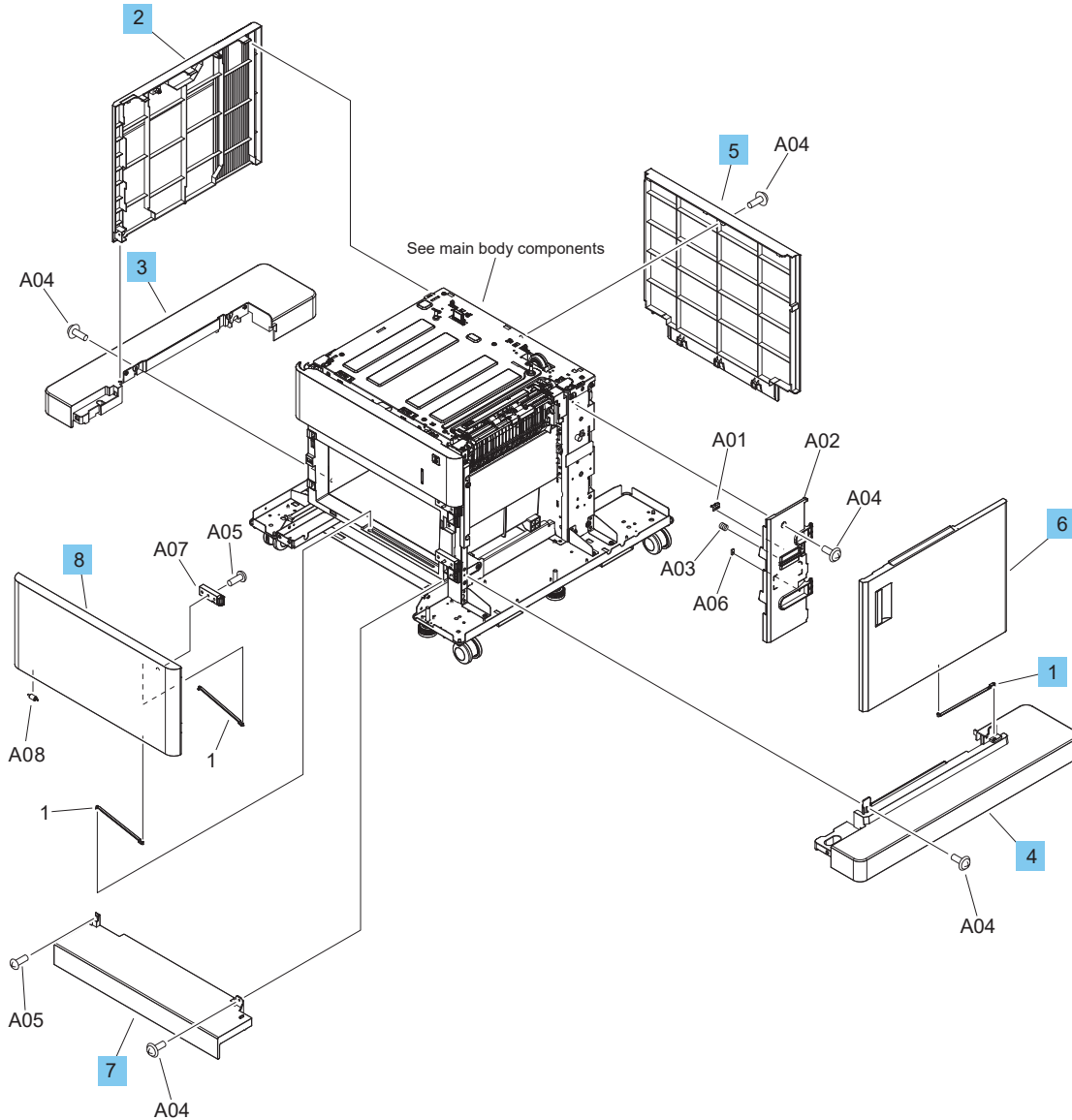


Table 9-24 1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RC4-1778-000CN	Link, door right	3
2	RC4-8941-000CN	Cover, left	1
3	RC4-8942-000CN	Cover, left lower	1
4	RC4-8943-000CN	Cover, right lower	1
5	RC4-8954-000CN	Cover, rear	1
6	RM2-0951-000CN	Right door assembly	1
7	RC4-8946-000CN	Cover, bottom front	1
8	RC4-8947-000CN	Cover, stock	1

Parts and diagrams: 1x550-sheet feeder stand main body (M631/ M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/ E62665/E62675)

Parts diagram and parts list for the 1x550-sheet feeder stand.

Figure 9-20 1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/ E62575/E62655/E62665/E62675)

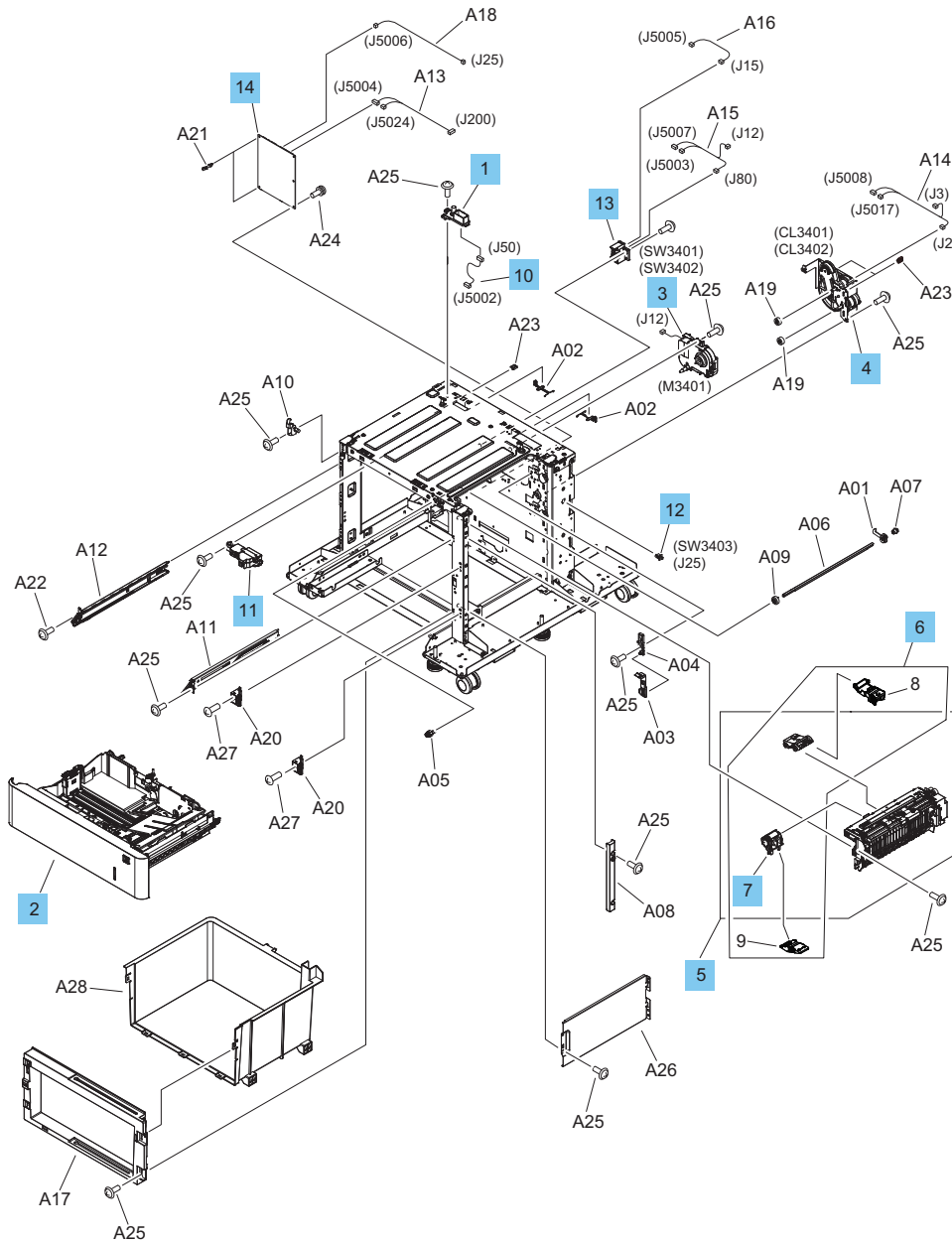


Table 9-25 1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RC4-8914-000CN	Holder, drawer connector	1
2	RM2-0889-000CN	Cassette assembly	1
3	RM2-0948-000CN	Lifter drive assembly (M3401)	1
4	RM2-0875-000CN	Feeder drive assembly (CL3401/CL3402)	1
5	RM2-0892-000CN	Paper pickup assembly	1
6	J8J70-67904	Tray roller kit	1
10	RM2-9286-000CN	Drawer upper cable assembly	1
11	RM2-0856-000CN	Auto close assembly	1
12	WC2-5803-000CN	Switch, push (SW3403)	1
13	RM2-0857-000CN	Size sensor assembly (SW3401/SW3402)	1
14	RM2-8827-000CN	Paper feeder controller PCA	1

Parts and diagrams: 3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the 3x550-sheet feeder stand.

Figure 9-21 3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

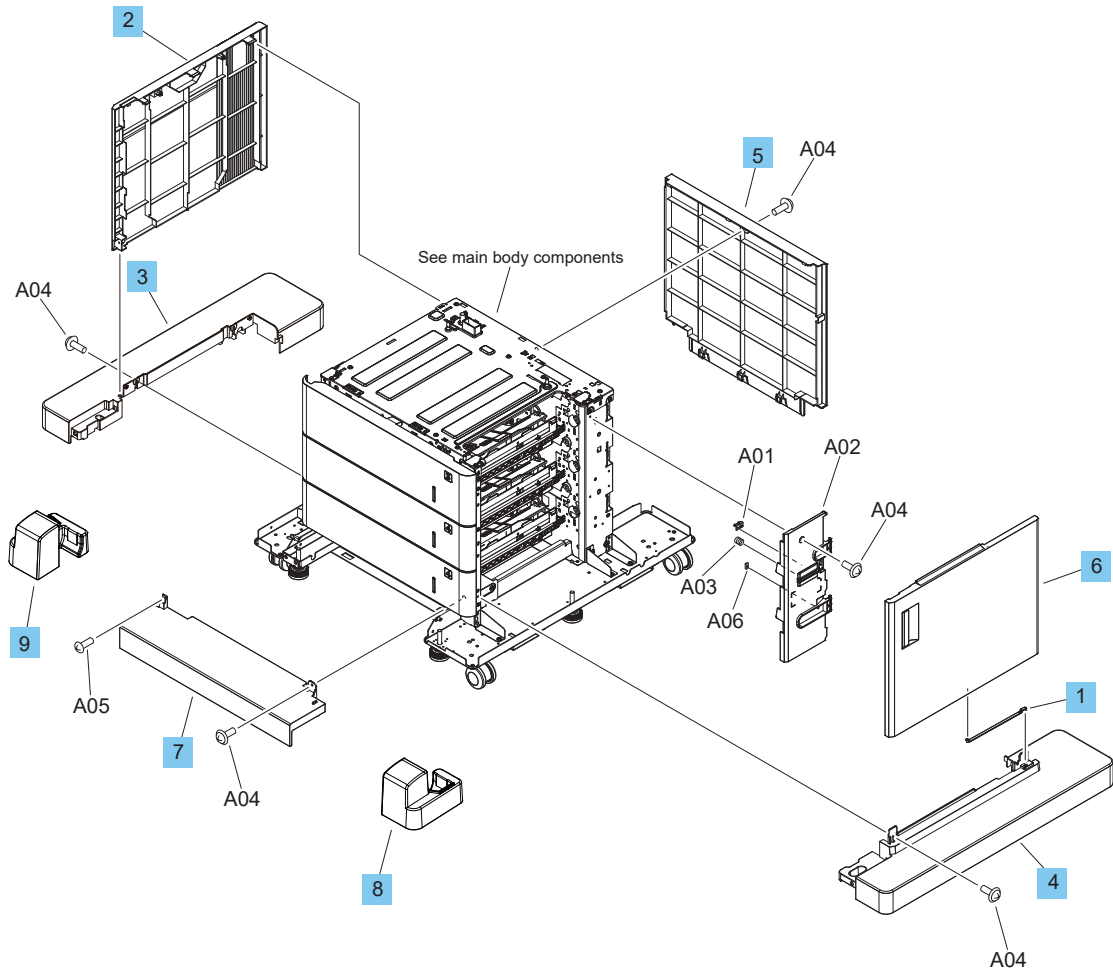


Table 9-26 3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RC4-1778-000CN	Link, door right	1
2	RC4-8941-000CN	Cover, left	1
3	RC4-8942-000CN	Cover, left lower	1
4	RC4-8943-000CN	Cover, right lower	1
5	RC4-8954-000CN	Cover, rear	1
6	RM2-0939-000CN	Right door assembly	1
7	RC4-8946-000CN	Cover, bottom front	1
8	RM2-0924-000CN	Cover, caster left	1
9	RM2-0925-000CN	Cover, caster right	1

Parts and diagrams: 3x550-sheet feeder stand main body (M631/ M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/ E62665/E62675)

Parts diagram and parts list for the 3x550-sheet feeder stand.

Figure 9-22 3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/ E62575/E62655/E62665/E62675)

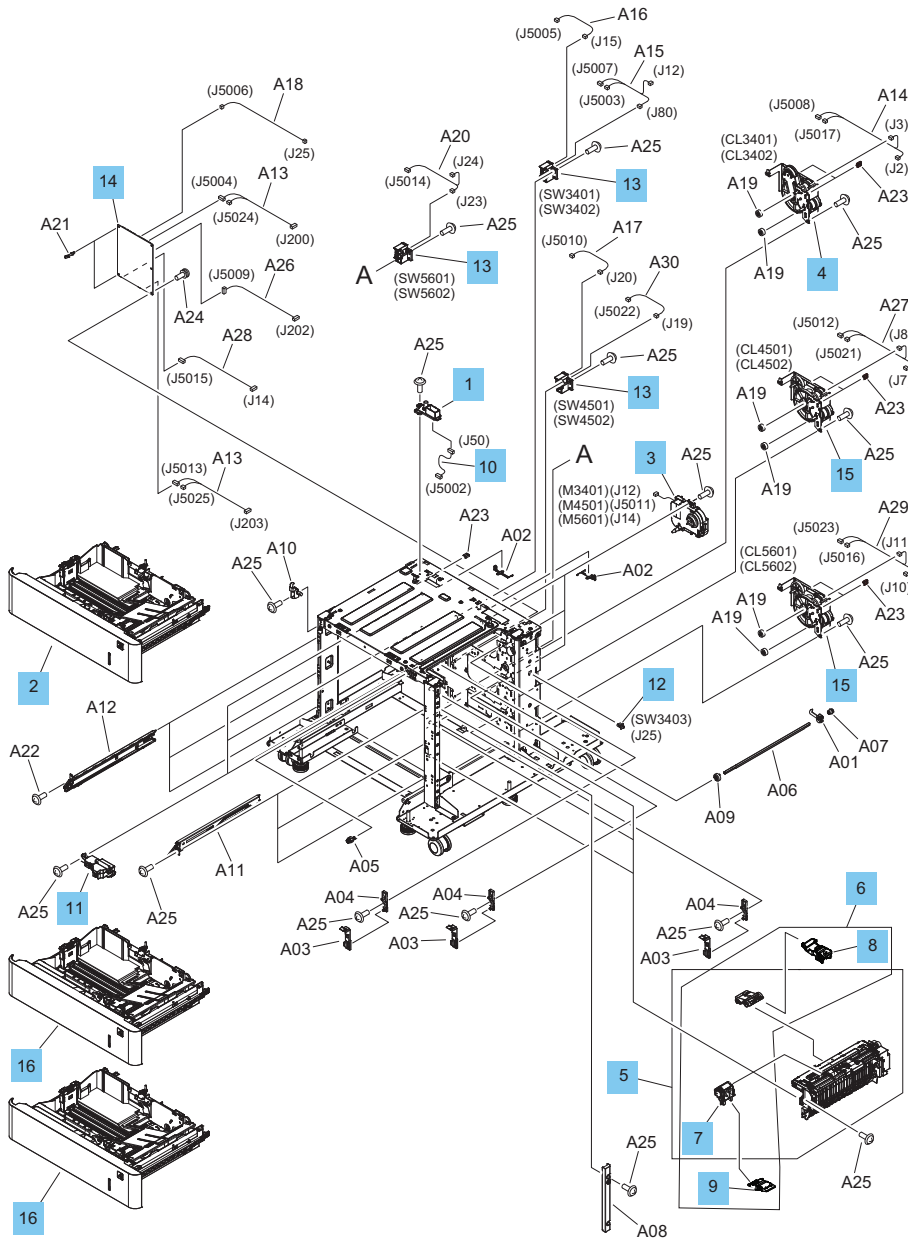


Table 9-27 3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref				
No	Part number	Description	Qty	
1	RC4-8914-000CN	Holder, drawer connector	1	
2	RM2-0889-000CN	Cassette assembly	1	
3	RM2-0948-000CN	Lifter drive assembly (M3401, M4501, M5601)	3	
4	RM2-0875-000CN	Feeder drive assembly (CL3401/CL3402)	1	
5	RM2-0892-000CN	Paper pickup assembly	3	
6	J8J70-67904	Tray roller kit	1	
8	RC5-3827-000CN	Tool, exchange pickup roller	1	
9	RC5-3828-000CN	Tool exchange roller	1	
10	RM2-9286-000CN	Drawer upper cable assembly	1	
11	RM2-0856-000CN	Auto close assembly	3	
12	WC2-5803-000CN	Switch, push (SW3403)	1	
13	RM2-0857-000CN	Size sensor assembly (SW3401/SW3402/SW4501/SW4502)	3	
14	RM2-8807-000CN	Paper deck controller PCA	1	
15	RM2-0919-000CN	Feeder drive assembly (CL5601/CL5602)	2	
16	RM2-0943-000CN	Cassette assembly	2	

Parts and diagrams: 2,550-sheet feeder stand covers (M631/M632/ M633/M634/M635/M636E62555/E62565/E62575/E62655/ E62665/E62675)

Parts diagram and parts list for the 2,550-sheet feeder stand.

Figure 9-23 2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/
E62655/E62665/E62675)

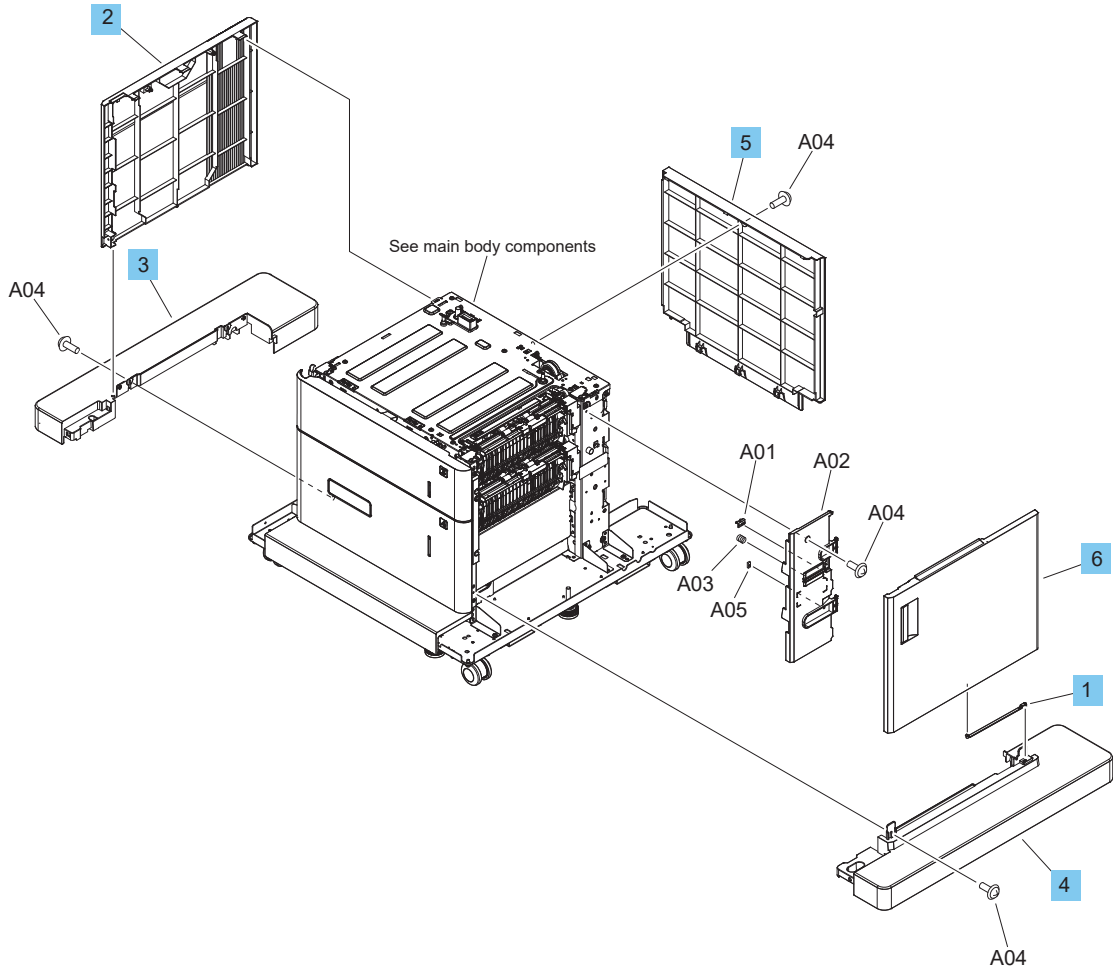


Table 9-28 2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RC4-1778-000CN	Link, door right	1
2	RC4-8941-000CN	Cover, left	1
3	RC4-8942-000CN	Cover, left lower	1
4	RC4-8943-000CN	Cover, right lower	1
5	RC4-8954-000CN	Cover, rear	1
6	RM2-0939-000CN	Right door assembly	1

Parts and diagrams: 2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the 2,550-sheet feeder stand.

Figure 9-24 2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

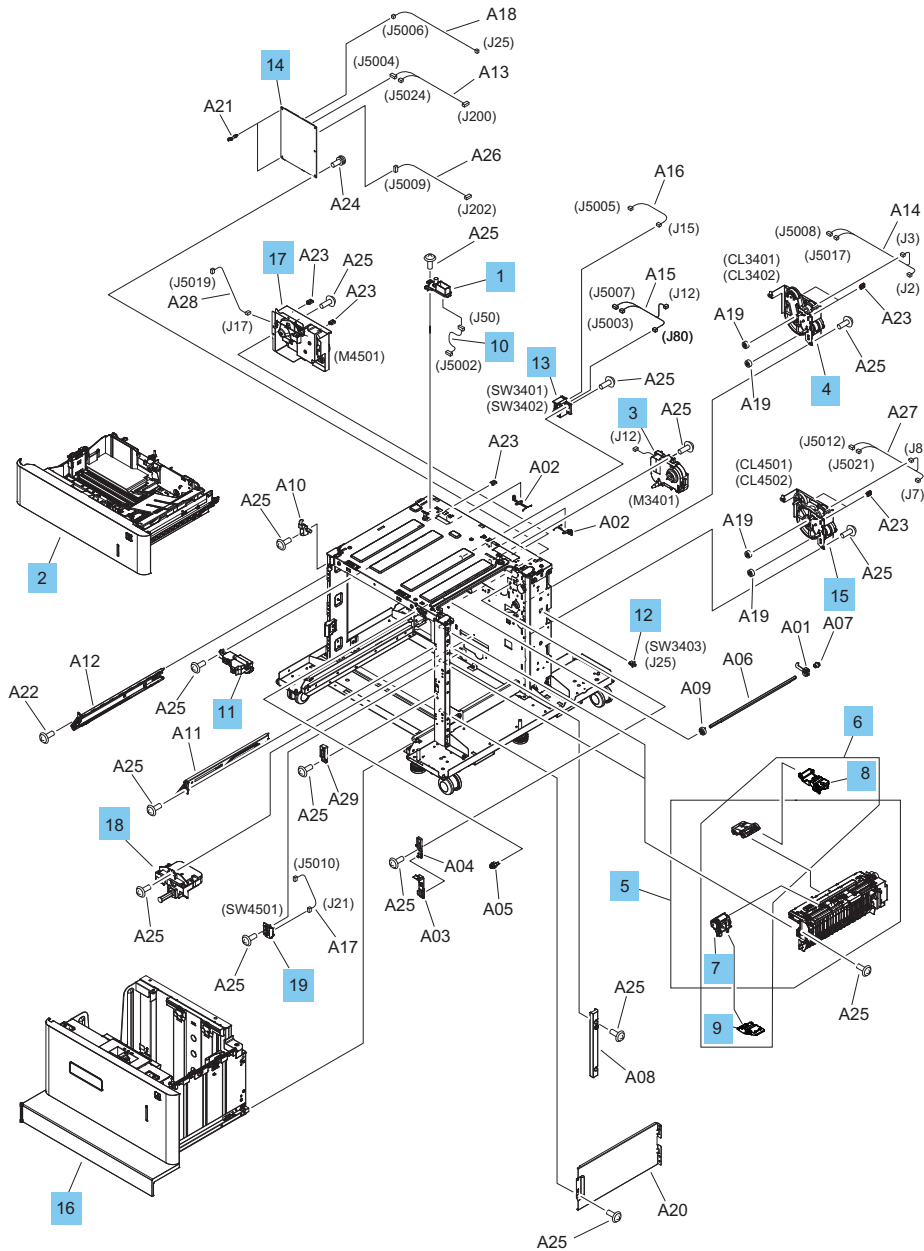


Table 9-29 2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref				
No	Part number	Description	Qty	
1	RC4-8914-000CN	Holder, drawer connector	1	
2	RM2-0889-000CN	Cassette assembly	1	
3	RM2-0948-000CN	Lifter drive assembly (M3401)	1	
4	RM2-0875-000CN	Feeder drive assembly (CL3401/CL3402)	1	
5	RM2-0892-000CN	Paper pickup assembly	2	
6	J8J70-67904	Tray roller kit	1	
8	RC5-3827-000CN	Tool, exchange pickup roller	1	
9	RC5-3828-000CN	Tool exchange roller	1	
10	RM2-9286-000CN	Drawer upper cable assembly	1	
11	RM2-0856-000CN	Auto close assembly	1	
12	WC2-5803-000CN	Switch, push (SW3403)	1	
13	RM2-0857-000CN	Size sensor assembly (SW3401/SW3402)	1	
14	RM2-9020-000CN	Paper deck controller PCA	1	
15	RM2-0919-000CN	Feeder drive assembly (CL4501/CL4502)	2	
16	RM2-0914-000CN	Tray assembly	1	
17	RM2-0915-000CN	Tray lifter motor drive assembly (M5401)	1	
18	RM2-0918-000CN	Tray auto close	1	
16	RM2-0921-000CN	Paper size detect assembly (SW4501)	1	

Parts and diagrams: 2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the 2,100-sheet feeder stand.

Figure 9-25 2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

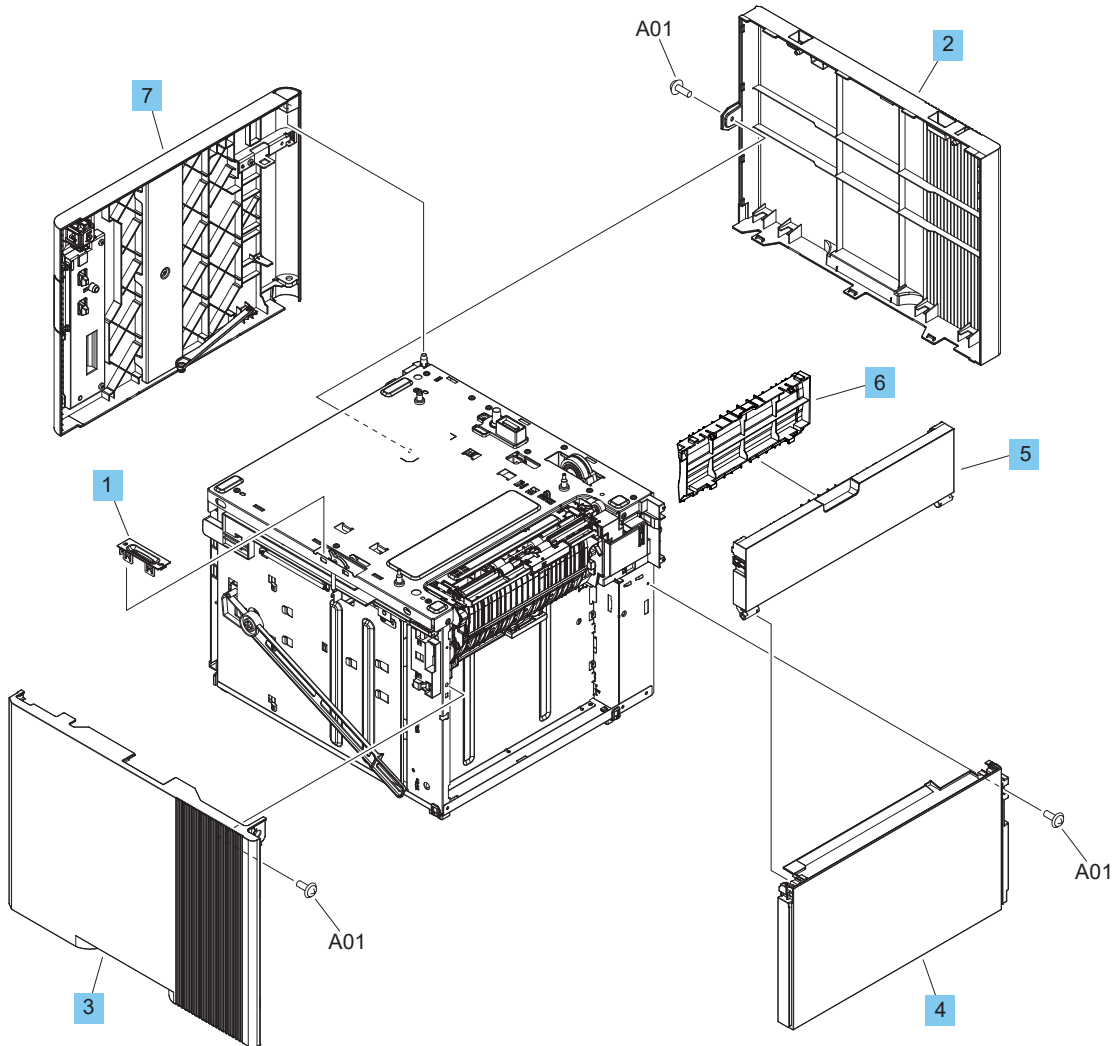


Table 9-30 2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RC4-8592-000CN	Cover, Lock	1
2	RC4-9830-000CN	Cover, Left	1
3	RC4-9831-000CN	Cover, Right	1
4	RC4-9833-000CN	Cover, Rear	1
5	RC4-8595-000CN	Door, Rear	1
6	RC4-8596-000CN	Guide, Paper	1
7	RM2-1150-000CN	Front Door Assembly	1

Parts and diagrams: 2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the 2,100-sheet feeder stand.

Figure 9-26 2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

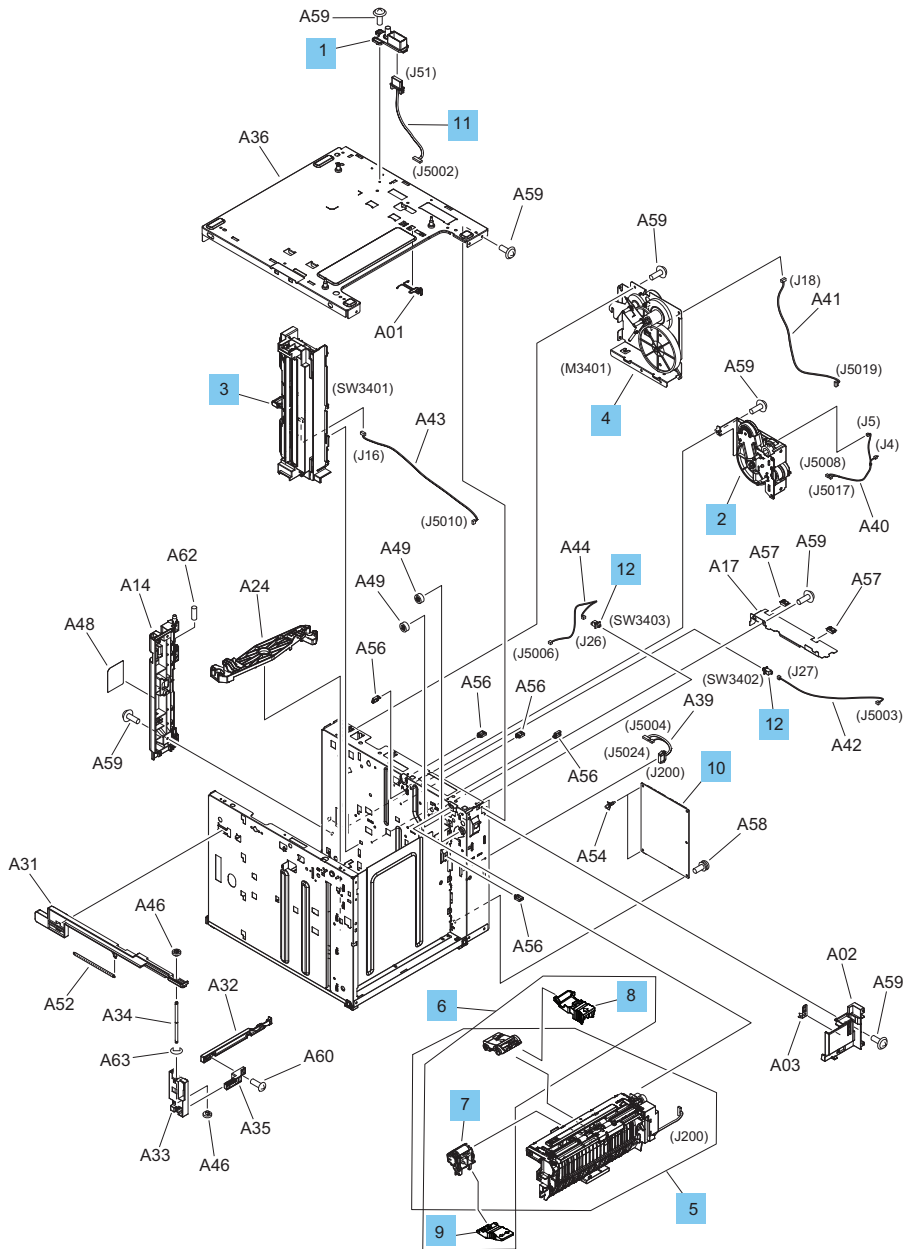


Table 9-31 2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RC4-8914-000CN	Holder, drawer connector	1
2	RM2-0875-000CN	Feeder drive assembly	1
3	RM2-1162-000CN	Size lever assembly (SW3401)	1
4	RM2-1162-000CN	Lifter drive assembly (M3401)	1
5	RM2-1169-000CN	Paper pickup assembly	2
6	J8J70-67904	Tray roller kit	1
8	RC5-3827-000CN	Tool, exchange pickup roller	1
9	RC5-3828-000CN	Tool exchange roller	1
10	RM2-8917-000CN	HCI controller PCA	1
11	RM2-9287-000CN	Option cable assembly	1
12	WC2-5803-000CN	Switch, push (SW3403)	2

Parts and diagrams: Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the Staple stacker multi-bin mailbox 5-bin .

Figure 9-27 Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

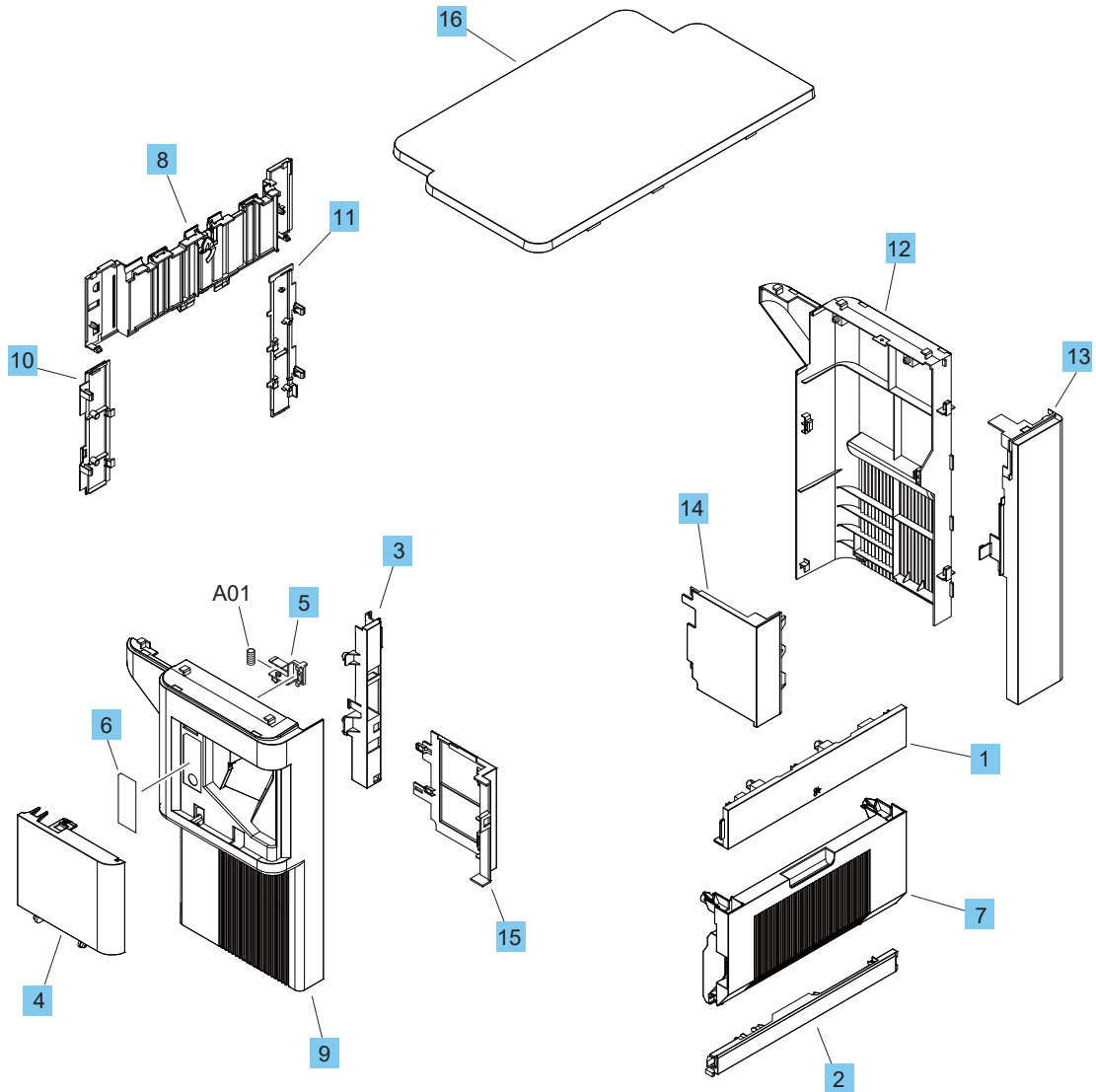


Table 9-32 Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RC4-9438-000CN	Cover, right upper	1
2	RC4-9439-000CN	Cover, right lower	1
3	RC4-9446-000CN	Cover, stapler rear	1
4	RC4-9575-000CN	Door, staple	1
5	RC4-9576-000CN	Arm, staple door lock	1
6	RU7-8831-000CN	Label, staple exchange OPE	1
7	RM2-1038-000CN	Right door assembly	1
8	RM2-1057-000CN	Stacking wall assembly	1
9	RC4-9574-000CN	Cover, staple	1
10	RC4-9674-000CN	Cover, right front	1
11	RC4-9675-000CN	Cover, left front	1
12	RC4-9440-000CN	Cover, left	1
13	RC4-9442-000CN	Cover, corner left	1
14	RC4-9443-000CN	Cover, inner left	1
15	RC4-9444-000CN	Cover, inner right	1
16	RL2-1827-000CN	Cover, upper	1

Parts and diagrams: Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the Staple stacker multi-bin mailbox 5-bin .

Figure 9-28 Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

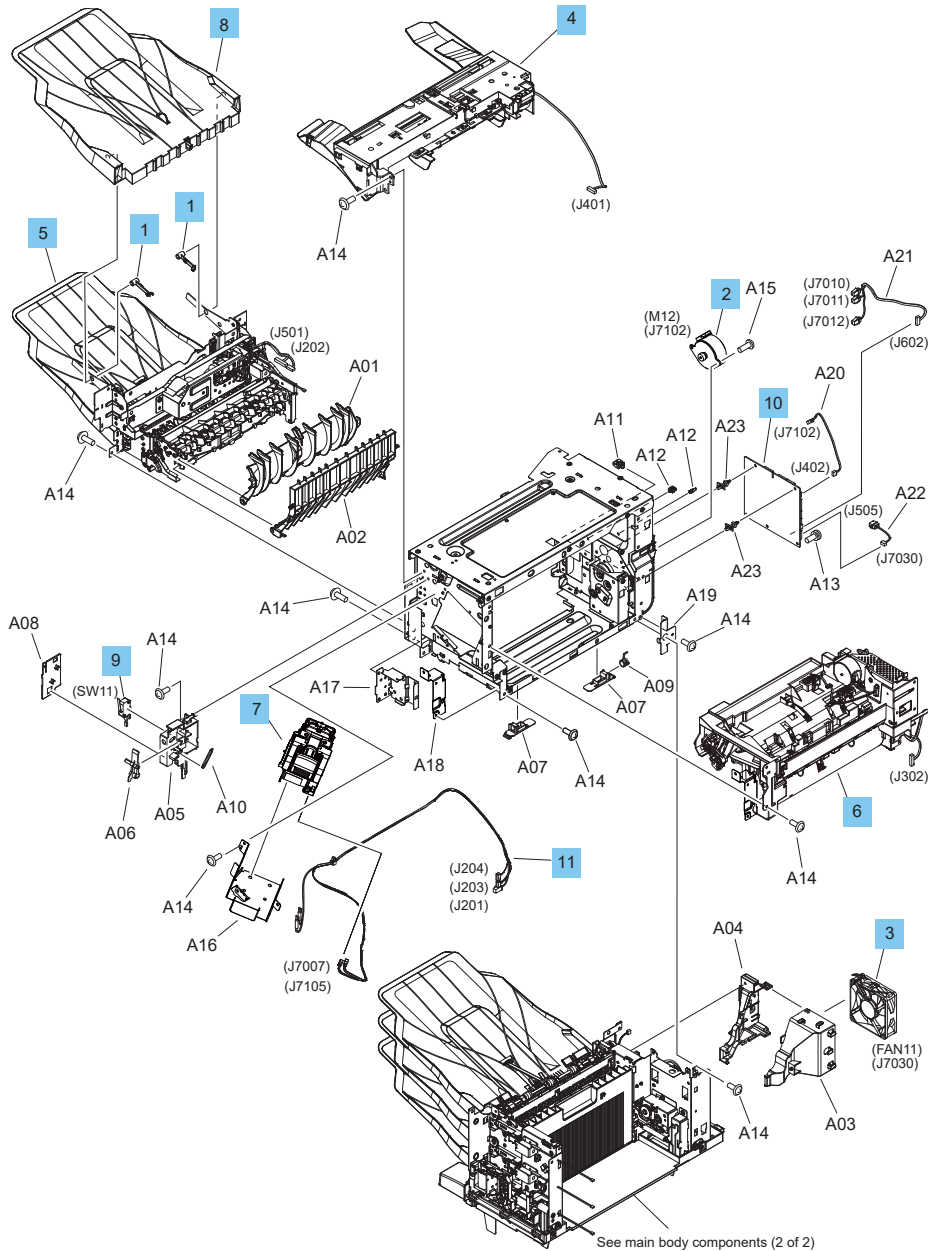


Table 9-33 Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RC5-0353-000CN	Pin, tray fixed	2
2	RK2-8149-000CN	Motor, stepping DC (M12)	1
3	RK2-8153-000CN	Fan (Fan3)	1
4	RM2-1042-000CN	Jog assembly	1
5	RM2-1043-000CN	Lower paper feed assembly	1
6	RM2-1051-000CN	Upper paper feed assembly	1
7	RK2-8148-000CN	Stapler	1
8	RM2-1196-000CN	Tray assembly	1
9	WC4-5171-000CN	Microswitch (SW11)	1
10	RM2-8717-000CN	Multi-bin mailbox PCA	1
11	RM2-8732-000CN	Cable, staple	1

Parts and diagrams: Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Parts diagram and parts list for the Staple stacker multi-bin mailbox 5-bin .

Figure 9-29 Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

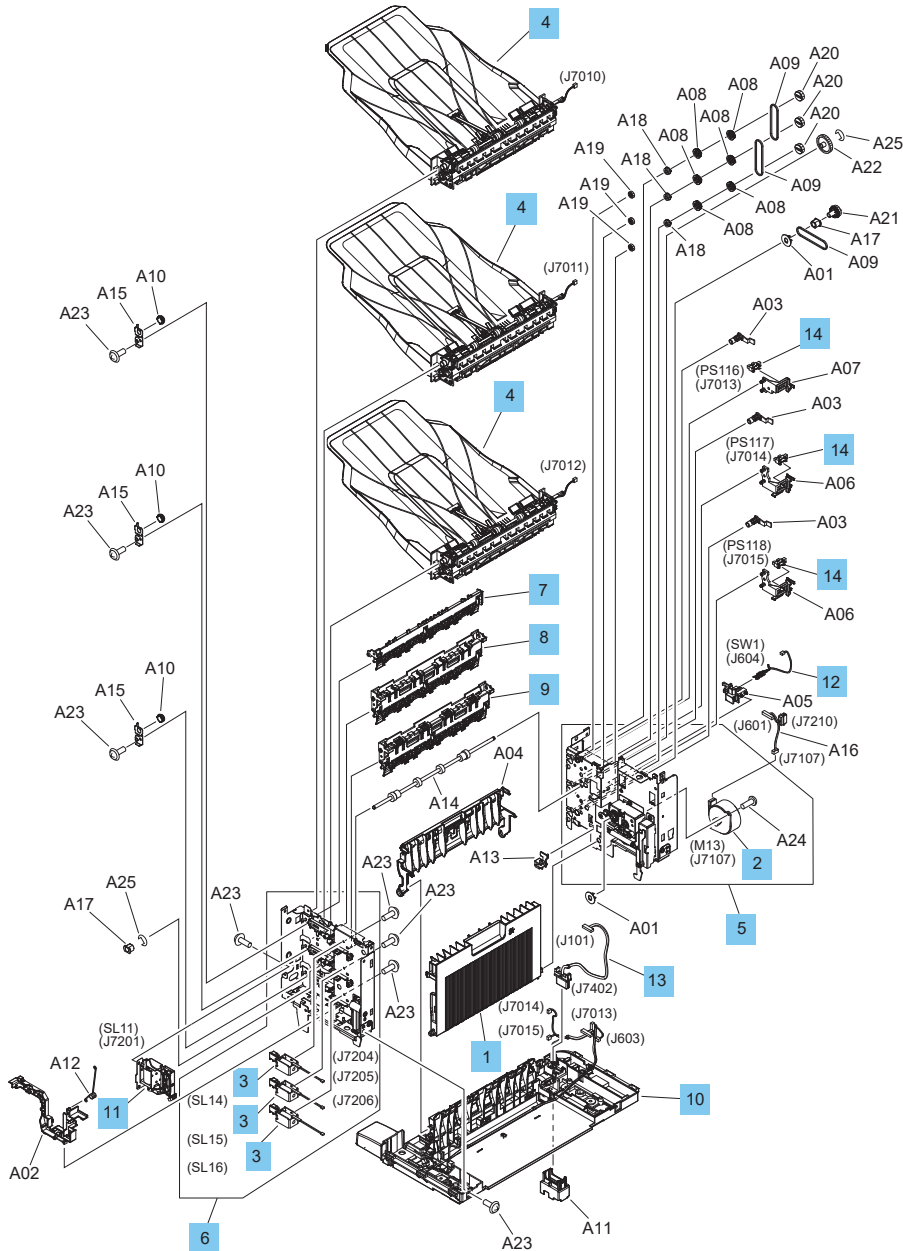


Table 9-34 Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175)

Ref			
No	Part number	Description	Qty
1	RC4-9662-000CN	Door, rear	1
2	RK2-8149-000CN	Motor Stepping DC (M13)	1
3	RL2-1792-000CN	Bin, solenoid assembly (SL14/SL15/SL16)	3
4	RM2-1030-000CN	Tray lower assembly	3
5	RM2-1031-000CN	Left side plate assembly (M13)	1
6	RM2-1032-000CN	Right side plate assembly	1
7	RM2-1033-000CN	Top bin flapper assembly	1
8	RM2-1034-000CN	Bin, flapper assembly	1
9	RM2-1035-000CN	Intermediate bin flapper assembly	1
10	RM2-1036-000CN	Inner cover bottom assembly	1
11	RM2-1040-000CN	Solenoid assembly (SL11)	1
12	RM2-8743-000CN	Cable, door switch (SW116/SW117/SW118)	1
13	RM2-8744-000CN	Cable, mini interface	1
14	WG8-5935-000CN	Photo interrupter (PS116/PS117/PS118)	3

Parts and diagrams: Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the Staple stacker multi-bin mailbox 2-bin .

Figure 9-30 Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

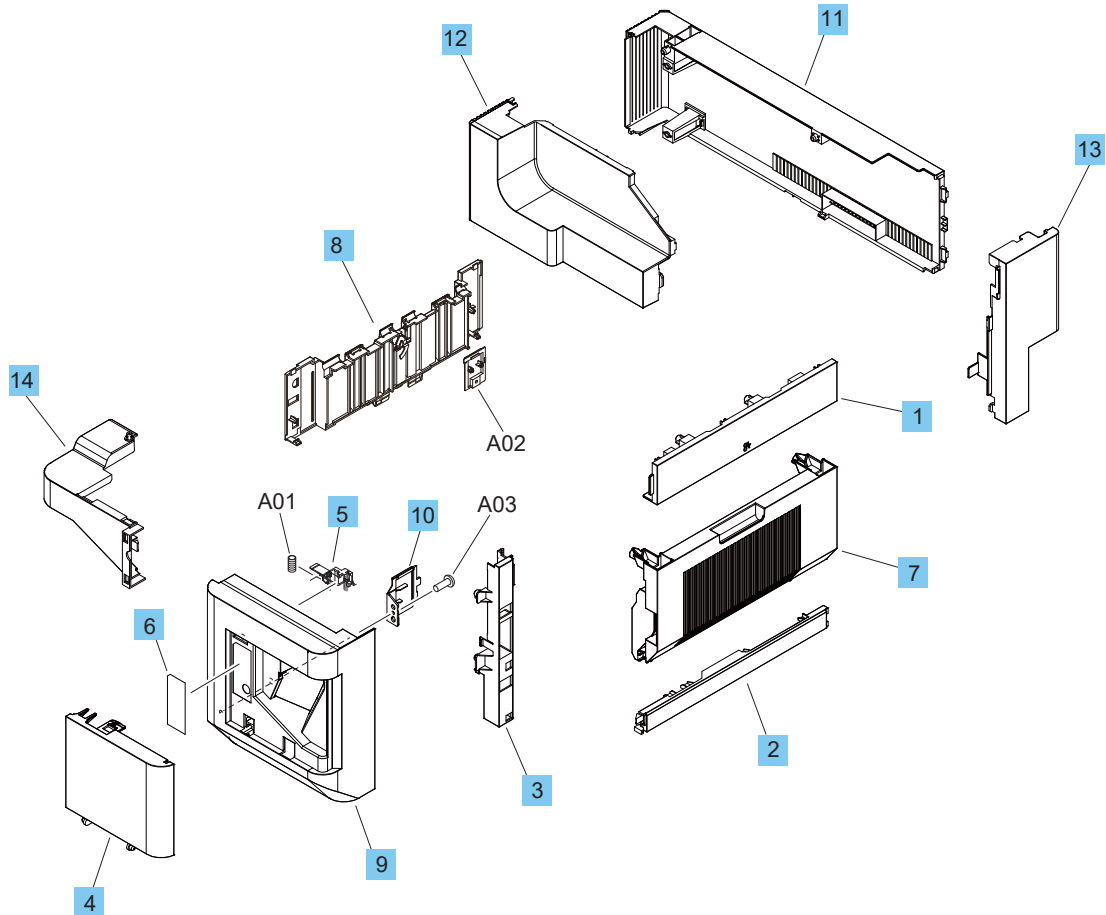


Table 9-35 Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RC4-9438-000CN	Cover, right upper	1
2	RC4-9439-000CN	Cover, right lower	1
3	RC4-9446-000CN	Cover, stapler rear	1
4	RC4-9575-000CN	Door, staple	1
5	RC4-9576-000CN	Arm, staple door lock	1
6	RU7-8831-000CN	Label, staple exchange OPE	1
7	RM2-1038-000CN	Right door assembly	1
8	RM2-1057-000CN	Stacking wall	1
9	RC4-9582-000CN	Cover, staple	1
10	RC4-9582-000CN	Cover, right front	1
11	RC4-9579-000CN	Cover, rear upper	1
12	RC4-9580-000CN	Cover, inner rear	1
13	RC4-9581-000CN	Cover, corner rear	1
14	RC4-9589-000CN	Cover, jog front	1

Parts and diagrams: Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Parts diagram and parts list for the Staple stacker multi-bin mailbox 2-bin .

Figure 9-31 Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

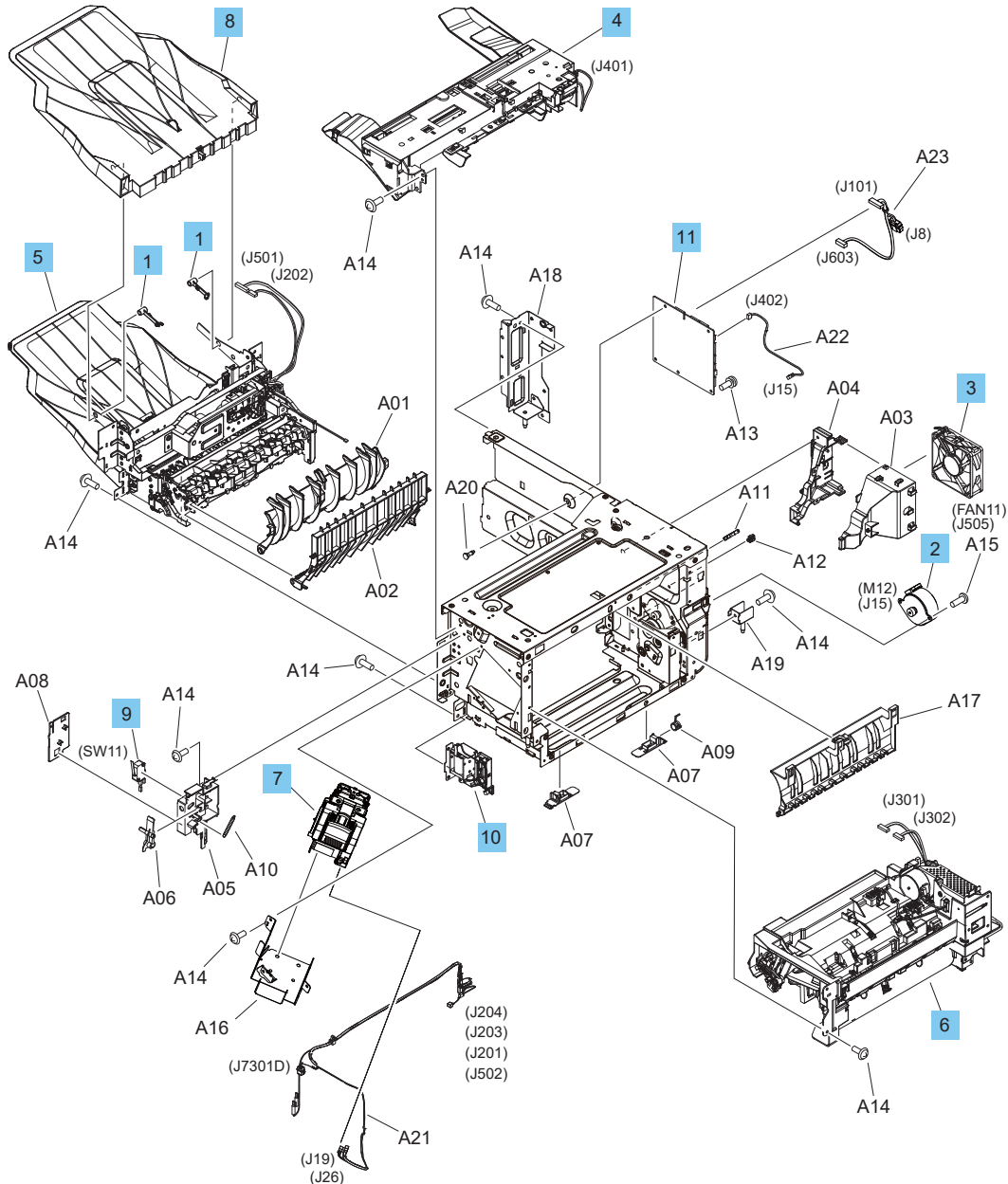


Table 9-36 Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675)

Ref			
No	Part number	Description	Qty
1	RC5-0353-000CN	Pin, tray fixed	2
2	RK2-8149-000CN	Motor, stepping DC (M12)	1
3	RK2-8153-000CN	Fan (Fan3)	1
4	RM2-1066-000CN	Jog assembly	1
5	RM2-1071-000CN	Lower paper feed assembly	1
6	RM2-1067-000CN	Upper paper feed assembly	1
7	RK2-8148-000CN	Stapler	1
8	RM2-1196-000CN	Tray assembly	1
9	WC4-5171-000CN	Microswitch (SW11)	1
10	RM2-1040-000CN	Solenoid assembly	1
11	RM2-8847-000CN	Staple stacker PCA	1

Alphabetical parts list

Table 9-37 Alphabetical parts list

Description	Part number	Table and page
	RM2-1321-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
550-sheet cassette assembly	RM2-0866-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
550-sheet cassette assembly	RM2-0866-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
ADF Hinge Kit	5851-7205	Document feeder and image scanner (MFP) on page 2551
Arm, multipurpose lift	RM2-1272-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Arm, multipurpose lift	RM2-1273-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Arm, staple door lock	RC4-9576-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Arm, staple door lock	RC4-9576-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Auto close assembly	RM2-0856-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Auto close assembly	RM2-0856-000CN	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
Auto close assembly	RM2-0856-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Auto close assembly	RM2-0856-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Band, cover	RC4-7329-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Band, left, front	RC4-8302-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Band, left, rear	RC4-8298-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Bezel, control panel	J8J63-60137	Document feeder and image scanner (MFP) on page 2551
Bin, flapper assembly	RM2-1034-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Bin, solenoid assembly (SL14/SL15/SL16)	RL2-1792-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Cable, Control Panel HDMI	J8J63-60127	Document feeder and image scanner (MFP) on page 2551
Cable, Control Panel HIP	J8J63-60129	Document feeder and image scanner (MFP) on page 2551
Cable, Control Panel Sideband	J8J63-60116	Document feeder and image scanner (MFP) on page 2551
Cable, Control Panel w/ USB	J8J63-60115	Document feeder and image scanner (MFP) on page 2551
Cable, door switch (SW116/SW117/SW118)	RM2-8743-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Cable, FFC	RK2-8396-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Cable, FFC	RK2-8398-000CN	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
Cable, FFC HVT	RK2-8394-000CN	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
Cable, FFC laser	RK2-8392-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cable, FFC, HVT	RK2-8394-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
Cable, FFC, laser	RK2-8392-000CN	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
Cable, mini interface	RM2-8744-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Cable, SCB formatter power	J8J63-60133	Document feeder and image scanner (MFP) on page 2551
Cable, staple	RM2-8732-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
Cartridge tray assembly	RM2-6792-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Cartridge tray assembly	RM2-6792-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Cassette (Tray 2)	RM2-0858-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Cassette assembly	RM2-0889-000CN	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cassette assembly	RM2-0889-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Cassette assembly	RM2-0889-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Cassette assembly	RM2-0943-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Cassette assembly (Tray 2)	RM2-6766-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Cassette guide assembly, left	RM2-6736-000CN	Internal assemblies (6 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2567
Cassette guide assembly, right	RM2-1269-000CN	Internal assemblies (6 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2567
Control panel assembly	RM2-1259-010CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Control panel assembly LCD 10-key LCD (duplex/simplex)	5851-7975	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Control panel kit	5851-7210	Document feeder and image scanner (MFP) on page 2551

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover rear (tray; 550-sheet feeder)	RC4-8684-000CN	550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2583
Cover, bottom front	RC4-8946-000CN	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
Cover, bottom front	RC4-8946-000CN	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
Cover, caster left	RM2-0924-000CN	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
Cover, caster right	RM2-0925-000CN	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
Cover, corner left	RC4-9442-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Cover, corner rear	RC4-9581-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
Cover, HIP	B5L46-40021	Document feeder and image scanner (MFP) on page 2551
Cover, HIP	RC4-0213-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, image scanner rear	RC4-8401-000CN	Document feeder and image scanner (MFP) on page 2551
Cover, image scanner right	RC4-8411-000CN	Document feeder and image scanner (MFP) on page 2551
Cover, image scanner, front	RC4-8399-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Cover, image scanner, rear	RC4-8401-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Cover, image scanner, right	RC4-8411-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Cover, image scanner, upper	RC4-8400-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Cover, inlet	RC4-6935-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Cover, inlet	RL2-1686-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Cover, inner front (550-sheet feeder)	RC4-8591-000CN	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
Cover, inner left	RC4-8532-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, inner left	RC4-9443-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Cover, inner rear	RC4-9580-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
Cover, inner rear upper	RC5-2904-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
Cover, inner right	RC4-8532-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Cover, inner right	RC4-9444-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Cover, jog front	RC4-9589-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
Cover, keyboard (Flow models)	B5L46-40002	Document feeder and image scanner (MFP) on page 2551
Cover, left		Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Cover, left	RC4-8941-000CN	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, left	RC4-8941-000CN	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
Cover, left	RC4-8941-000CN	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595
Cover, left	RC4-9440-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Cover, Left	RC4-9830-000CN	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599
Cover, left (550-sheet feeder)	RC4-8586-000CN	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
Cover, left front	RC4-9675-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Cover, left lower	RC4-6943-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Cover, left lower	RC4-8406-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Cover, left lower	RC4-8942-000CN	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, left lower	RC4-8942-000CN	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
Cover, left lower	RC4-8942-000CN	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595
Cover, Lock	RC4-8592-000CN	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599
Cover, lock (550-sheet feeder)	RC4-8592-000CN	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
Cover, multipurpose (MP)	RC4-7312-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Cover, multipurpose inner	RC4-8271-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Cover, multipurpose roller	RL2-1274-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Cover, multipurpose roller	RM2-1274-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Cover, NFC	RC4-6941-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, NFC	RC4-8549-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
Cover, panel back (LCD duplex/simplex)	RC4-8239-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Cover, rear	RC4-8954-000CN	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
Cover, rear	RC4-8954-000CN	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
Cover, rear	RC4-8954-000CN	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595
Cover, rear	RL2-1682-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Cover, Rear	RC4-9833-000CN	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599
Cover, rear lower	RC4-6934-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Cover, rear under (550-sheet feeder)	RC4-8589-000CN	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, rear upper	RC4-9579-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
Cover, right	RC4-6932-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Cover, Right	RC4-9831-000CN	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599
Cover, right (550-sheet feeder)	RC4-8587-000CN	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
Cover, right front	RC4-9582-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
Cover, right front	RC4-9674-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Cover, right lower	RC4-8405-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Cover, right lower	RC4-8943-000CN	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, right lower	RC4-8943-000CN	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
Cover, right lower	RC4-8943-000CN	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595
Cover, right lower	RC4-9439-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Cover, right lower	RC4-9439-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
Cover, right lower (550-sheet feeder)	RC4-8686-000CN	550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2583
Cover, right upper	RC4-8412-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Cover, right upper	RC4-9438-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Cover, right upper	RC4-9438-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, staple	RC4-9574-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Cover, staple	RC4-9582-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
Cover, stapler rear	RC4-9446-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Cover, stapler rear	RC4-9446-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
Cover, stock	RC4-8947-000CN	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
Cover, transfer hinge	RC4-8188-000CN	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
Cover, transfer hinge	RC4-8188-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
Cover, upper	RL2-1827-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, USB	B5L46-40028	Document feeder and image scanner (MFP) on page 2551
Cover, USB	RC4-8311-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
DC controller (except LCD duplex EPEAT models)	RM2-9491-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
DC controller (except LCD duplex models)	RM2-9494-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
DC controller (M610/M611/M612)	RM3-8461-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
DC Controller Assembly	RM2-9493-000CN	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
DC Controller PCA (E60155/E60165/E60175)	RM3-7619-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
DC Controller PCA (E62655/E62665/E62675)	RM3-7621-000CN	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
DC Controller PCA (M634/M635/M636)	RM3-8458-000CN	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Developing drive assembly (PS4850)	RM2-6756-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Developing drive assembly (PS4850)	RM2-6756-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Developing gear assembly	RM2-1258-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Developing gear assembly	RM2-1258-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Developing solenoid assembly (SL2)	RM2-9051-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Developing solenoid assembly (SL2)	RM2-9051-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Door, rear	RC4-9662-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Door, Rear	RC4-8595-000CN	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Door, staple	RC4-9575-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Door, staple	RC4-9575-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
Drawer upper cable assembly	RM2-9286-000CN	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
Drawer upper cable assembly	RM2-9286-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Drawer upper cable assembly	RM2-9286-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Drum motor assembly (M2)	RM2-9316-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Drum motor assembly (M2)	RM2-9316-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Envelope feeder roller kit	J8J90-67902	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Envelope feeder roller kit	J8J90-67902	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Envelope feeder tray cassette assembly	RM2-1128-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
Envelope feeder tray cassette assembly	RM2-1138-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Fan (Fan3)	RK2-8153-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
Fan (Fan3)	RK2-8153-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
Fan (FM1)	RK2-8946-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
Fan (FM1)	RK2-8946-000CN	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
Fan (FM3, FM4)	RK2-8946-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Fan (FM3/FM4)	RK2-8946-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
Fan FM2	RK2-8948-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Fan FM2	RK2-8948-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Feeder controller PCA	RM2-8785-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Feeder controller PCA	RM2-8867-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
Feeder drive assembly	RM2-0875-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
Feeder drive assembly	RM2-0875-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Feeder drive assembly	RM2-0875-000CN	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Feeder drive assembly (CL3401/CL3402)	RM2-0875-000CN	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
Feeder drive assembly (CL3401/CL3402)	RM2-0875-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Feeder drive assembly (CL3401/CL3402)	RM2-0875-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Feeder drive assembly (CL4501/CL4502)	RM2-0919-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Feeder drive assembly (CL5601/CL5602)	RM2-0919-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Formatter cover assembly	RM2-1317-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Formatter cover assembly	RM2-6762-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Front door assembly	RM2-6745-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Front Door Assembly	RM2-1150-000CN	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Fuser assembly (110V)	RM2-1256-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
Fuser assembly (110V)	RM2-1256-020CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
Fuser assembly (220V)	RM2-1257-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
Fuser assembly (220V)	RM2-1257-020CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
Fuser drive assembly (M1)	RM2-6763-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Fuser drive assembly (M1)	RM2-6763-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Guide, NIP	RC4-0548-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Guide, NIP	RC4-0548-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Guide, Paper	RC4-8596-000CN	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Guide, switch right	RC4-8170-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
Guide, switch right	RC4-8170-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
HCI controller PCA	RM2-8917-000CN	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
Holder, delivery OP drawer	RC4-7242-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Holder, drawer	RC4-8393-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Holder, drawer	RC4-8393-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Holder, Drawer	RC4-8393-000CN	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
Holder, drawer connector	RC4-8914-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Holder, drawer connector	RC4-8914-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Holder, drawer connector	RC4-8914-000CN	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
Holder, drawer connector	RC4-8914-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Holder, drawer connector	RC4-8914-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Holder, drawer connector	RC4-8914-000CN	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
Holder, HIP	RC4-6944-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
Holder, multipurpose gear	RC4-8414-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
Holder, USB front	RC4-8310-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
HVPS	RM2-9337-000CN	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
HVPS (except LCD simplex models)	RM2-9335-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
HVPS (LCD simplex models)	RM2-9336-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
Image scanner kit	J8J64-67901	Document feeder and image scanner (MFP) on page 2551
Inlet cable assembly (110V)	RM2-6754-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Inlet Cable Assembly (110V)	RM2-6754-000CN	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
Inlet cable assembly (220V)	RM2-6784-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Inlet Cable Assembly (220V)	RM2-6784-000CN	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
Inner cover	RC4-7341-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Inner cover assembly	RM2-1323-000CN	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
Inner cover bottom assembly	RM2-1036-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Intake duct assembly	RM2-1324-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
Intermediate bin flapper assembly	RM2-1035-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Jog assembly	RM2-1042-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
Jog assembly	RM2-1066-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
Keyboard overlay kit (ES, PT)	5851-6023	Document feeder and image scanner (MFP) on page 2551
Keyboard overlay kit (FR-CN, ES-LA, ES: US Kybd)	5851-6020	Document feeder and image scanner (MFP) on page 2551
Keyboard overlay kit (FR-SW, DE-SW, DA: UK Kybd)	5851-6021	Document feeder and image scanner (MFP) on page 2551
Keyboard overlay kit (FR, IT, RU, DE, ES: UK Kybd)	5851-6019	Document feeder and image scanner (MFP) on page 2551

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Keyboard overlay kit (JA-KG, JA-KT)	5851-6024	Document feeder and image scanner (MFP) on page 2551
Keyboard overlay kit (ZHTW, ZHCN)	5851-6022	Document feeder and image scanner (MFP) on page 2551
Keyboard UK (Flow models)	B5L47-67020	Document feeder and image scanner (MFP) on page 2551
Keyboard US (Flow models)	B5L47-67019	Document feeder and image scanner (MFP) on page 2551
Kit - ADF whole unit Enterprise	5851-7203	Document feeder and image scanner (MFP) on page 2551
Kit - ADF whole unit Workflow	5851-7204	Document feeder and image scanner (MFP) on page 2551
Kit-Formatter - E62655, E62665, E62675	3GY14-67901	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
Kit-Formatter - M631, M632, M633, E62555, E62565, E62575	J8J61-60001	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
Kit-Formatter - M634, M635, M636	7PS94-67902	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
Kit-Formatter - M634, M635, M636 (India, China)	7PS94-67901	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
Kit-formatter (M610, M611, M612 m/dn models, India/China)	7PS81-67905	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Kit-formatter (M610, M611, M612 n/dn models)	7PS81-67906	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Kit-formatter (M610, M611, M612 x model, India/China)	7PS81-67901	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Kit-formatter (M610, M611, M612 x model)	7PS81-67902	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Kit-Formatter E62655, E62665, E62675 (India, China)	3GY14-67902	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
Kit-PEFS	T3U43-67902	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Kit-PEFS	T3U43-67902	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
Label, staple exchange OPE	RU7-8831-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Label, staple exchange OPE	RU7-8831-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Laser scanner assembly	RM2-0906-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
Laser scanner assembly	RM2-0906-000CN	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
Laser shutter holder assembly	RM2-6755-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
Laser shutter holder assembly	RM2-6755-000CN	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
Left cover (550-sheet feeder)	RC4-8685-000CN	550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2583
Left door assembly	RM2-0850-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Left side plate assembly (M13)	RM2-1031-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Lever, power supply switch	RC4-8168-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
Lever, power supply switch	RC4-8168-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Lifter drive assembly (M3)	RM2-0854-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Lifter drive assembly (M3)	RM2-6744-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Lifter drive assembly (M3401, M4501, M5601)	RM2-0948-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Lifter drive assembly (M3401)	RM2-0948-000CN	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
Lifter drive assembly (M3401)	RM2-0948-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Lifter drive assembly (M3401)	RM2-1162-000CN	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
Lifter drive assembly (M3601)	RM2-0874-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
Lifter drive assembly (M3601)	RM2-0895-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Link, door right	RC4-1778-000CN	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
Link, door right	RC4-1778-000CN	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
Link, door right	RC4-1778-000CN	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595
Link, guide, left	RC4-7364-000CN	Internal assemblies (6 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2567
Link, guide, right	RC4-7365-000CN	Internal assemblies (6 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2567
Lower paper feed assembly	RM2-1043-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
Lower paper feed assembly	RM2-1071-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
LVPS (110V)	RM2-1318-000CN	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
LVPS (110V)	RM2-6797-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
LVPS (220V)	RM2-1319-000CN	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
LVPS (220V)	RM2-6798-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Main drive assembly (except LCD simplex model) (PS4600/CL2)	RM2-6777-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Main drive assembly (LCD simplex models) (PS4600/CL2)	RM2-1250-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Main drive assembly (PS46020, CL2)	RM2-6777-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Memory PCA	RM2-7645-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
Memory PCA	RM2-7645-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Microswitch (SW11)	WC4-5171-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
Microswitch (SW11)	WC4-5171-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
Motor Stepping DC (M13)	RK2-8149-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Motor, stepping DC (M12)	RK2-8149-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
Motor, stepping DC (M12)	RK2-8149-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
MP paper feed clutch (PS6201, CL1)	RM2-9456-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Multi-bin mailbox PCA	RM2-8717-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
Multipurpose tray assembly	RM2-1271-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Option cable assembly	RM2-9287-000CN	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
Option lower cable assembly	RM2-8869-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
Option lower cable assembly	RM2-8881-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Option upper cable assembly	RM2-8868-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
Option upper cable assembly	RM2-8868-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Output bin	RM2-0855-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Output bin assembly	RM2-6761-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Output option cable assembly	RM2-8576-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Paper deck controller PCA	RM2-8807-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Paper deck controller PCA	RM2-9020-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Paper delivery assembly	RM2-6787-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
Paper delivery assembly (except LCD simplex models)	RM2-6787-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
Paper delivery assembly (LCD simplex models)	RM2-6790-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
Paper feed frame assembly	RM2-0851-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
Paper feed frame assembly	RM2-6749-000CN	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
Paper feed guide assembly, lower	RM2-6739-000CN	Internal assemblies (6 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2567
Paper feed guide lower assembly	RM2-6748-000CN	Internal assemblies (6 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2567

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Paper feeder controller PCA	RM2-8827-000CN	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
Paper pickup assembly	RM2-0878-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
Paper pickup assembly	RM2-0892-000CN	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
Paper pickup assembly	RM2-0892-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Paper pickup assembly	RM2-0892-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Paper pickup assembly	RM2-1140-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Paper pickup assembly	RM2-1169-000CN	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
Paper pickup assembly	RM2-6771-000CN	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Paper pickup assembly	RM2-6795-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
Paper size detect assembly (SW4501)	RM2-0921-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Photo interrupter (PS116/PS117/PS118)	WG8-5935-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Photo interrupter (PS4550, PS4750)	WG8-5935-000CN	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
Photo interrupter (PS4550)	WG8-5935-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
Photo interrupter (PS4800)	WG8-5935-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
Pickup option cable assembly	RM2-8577-000CN	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
Pickup Option Cable Assembly	RM2-8577-000CN	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Pin, tray fixed	RC5-0353-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
Pin, tray fixed	RC5-0353-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
Power supply switch assembly	RM2-8956-000CN	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
Power switch assembly (SW4100)	RM2-8956-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
Pre-exposure PCA	RM2-8946-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
Pre-exposure PCA	RM2-8946-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
Rear door assembly (550-sheet feeder)	RM2-0872-000CN	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
Rear door assembly (except LCD simplex)	RM2-6746-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Rear door assembly (LCD simplex)	RM2-1249-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Registration assembly	RM2-6774-000CN	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
Registration assembly	RM2-6774-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
Right door assembly	RM2-0849-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Right door assembly	RM2-0939-000CN	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
Right door assembly	RM2-0939-000CN	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595
Right door assembly	RM2-0951-000CN	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
Right door assembly	RM2-1038-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Right door assembly	RM2-1038-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Right door assembly (550-sheet feeder)	RM2-0891-000CN	550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2583
Right side plate assembly	RM2-1032-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Roller, multipurpose	J8J70-67903	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Roller, multipurpose (MP) separation	J8J70-67903	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Scan control board (dn / fth / fh)	5851-7764	Document feeder and image scanner (MFP) on page 2551
Scan control board (Flow h / z)	5851-7347	Document feeder and image scanner (MFP) on page 2551
Shaft, door	RC4-8301-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Size detect assembly (SW5/SW5)	RM2-1255-000CN	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
Size lever assembly (SW3401)	RM2-1162-000CN	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Size sensor (SW3601/SW3602)	RM2-0857-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Size sensor (SW3601/SW3602)	RM2-1255-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
Size sensor assembly (SW3401/SW3402)	RM2-0857-000CN	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
Size sensor assembly (SW3401/SW3402)	RM2-0857-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Size sensor assembly (SW3401/SW3402/SW4501/SW4502)	RM2-0857-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Size sensor assembly (SW4/SW5)	RM2-0857-000CN	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
Solenoid assembly	RM2-1040-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
Solenoid assembly (SL11)	RM2-1040-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Spring, tension	RU8-2592-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Stacking wall	RM2-1057-000CN	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
Stacking wall assembly	RM2-1057-000CN	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
Staple stacker PCA	RM2-8847-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
Stapler	RK2-8148-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
Stapler	RK2-8148-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
Switch, push (SW3403)	WC2-5803-000CN	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
Switch, push (SW3403)	WC2-5803-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Switch, push (SW3403)	WC2-5803-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Switch, push (SW3403)	WC2-5803-000CN	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
Switch, push (SW3603)	WC2-5803-000CN	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
Switch, push (SW3603)	WC2-5803-000CN	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Temperature sensor assembly	RM2-9037-000CN	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
Temperature sensor assembly	RM2-9037-000CN	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
Tool exchange roller	RC5-3828-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Tool exchange roller	RC5-3828-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Tool exchange roller	RC5-3828-000CN	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
Tool, exchange pickup roller	RC5-3827-000CN	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
Tool, exchange pickup roller	RC5-3827-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
Tool, exchange pickup roller	RC5-3827-000CN	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Tool, exchange pickup roller	RC5-3827-000CN	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Tool, exchange pickup roller	RC5-3827-000CN	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
Tool, exchange roller	RC5-3828-000CN	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
Tool, exchange roller	RC5-3828-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Top bin flapper assembly	RM2-1033-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
Top cover assembly	RM2-0865-000CN	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
Top cover assembly (except LCD simplex)	RM2-6750-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Top cover assembly (LCD simplex)	RM2-6765-000CN	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
Transfer assembly	RM2-6776-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
Transfer assembly (except LCD simplex models)	RM2-6776-000CN	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
Transfer assembly (LCD simplex models)	RM2-1248-000CN	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
Transfer roller assembly	RM2-6800-000CN	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
Transfer roller assembly	RM2-6800-000CN	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Tray 1 roller kit	J8J70-67903	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
Tray 1 roller kit	J8J70-67903	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
Tray assembly	RM2-0914-000CN	2,550-sheet feeder stand main body (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2597
Tray assembly	RM2-1196-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2605
Tray assembly	RM2-1196-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2611
Tray auto close	RM2-0918-000CN	2,550-sheet feeder stand main body (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2597
Tray lifter motor drive assembly (M5401)	RM2-0915-000CN	2,550-sheet feeder stand main body (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2597
Tray lower assembly	RM2-1030-000CN	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2607

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Tray roller kit	J8J70-67904	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
Tray roller kit	J8J70-67904	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
Tray roller kit	J8J70-67904	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
Tray roller kit	J8J70-67904	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
Tray roller kit	J8J70-67904	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
Tray roller kit	J8J70-67904	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
Tray roller kit	J8J70-67904	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
Tray roller kit	J8J70-67904	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601

Table 9-37 Alphabetical parts list (continued)

Description	Part number	Table and page
Upper cover assembly	RM2-1270-000CN	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
Upper paper feed assembly	RM2-1051-000CN	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2605
Upper paper feed assembly	RM2-1067-000CN	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2611

Numerical parts list

Table 9-38 Numerical parts list

Part number	Description	Table and page
	Cover, left	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
3GY14-67901	Kit-Formatter - E62655, E62665, E62675	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
3GY14-67902	Kit-Formatter E62655, E62665, E62675 (India, China)	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
5851-6019	Keyboard overlay kit (FR, IT, RU, DE, ES: UK Kybd)	Document feeder and image scanner (MFP) on page 2551
5851-6020	Keyboard overlay kit (FR-CN, ES-LA, ES: US Kybd)	Document feeder and image scanner (MFP) on page 2551
5851-6021	Keyboard overlay kit (FR-SW, DE-SW, DA: UK Kybd)	Document feeder and image scanner (MFP) on page 2551
5851-6022	Keyboard overlay kit (ZHTW, ZHCN)	Document feeder and image scanner (MFP) on page 2551
5851-6023	Keyboard overlay kit (ES, PT)	Document feeder and image scanner (MFP) on page 2551
5851-6024	Keyboard overlay kit (JA-KG, JA-KT)	Document feeder and image scanner (MFP) on page 2551
5851-7203	Kit - ADF whole unit Enterprise	Document feeder and image scanner (MFP) on page 2551
5851-7204	Kit - ADF whole unit Workflow	Document feeder and image scanner (MFP) on page 2551
5851-7205	ADF Hinge Kit	Document feeder and image scanner (MFP) on page 2551
5851-7210	Control panel kit	Document feeder and image scanner (MFP) on page 2551

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
5851-7347	Scan control board (Flow h / z)	Document feeder and image scanner (MFP) on page 2551
5851-7764	Scan control board (dn / fth / fh)	Document feeder and image scanner (MFP) on page 2551
5851-7975	Control panel assembly LCD 10-key LCD (duplex/ simplex)	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
7PS81-67901	Kit-formatter (M610, M611, M612 x model, India/China)	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
7PS81-67902	Kit-formatter (M610, M611, M612 x model)	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
7PS81-67905	Kit-formatter (M610, M611, M612 m/dn models, India/ China)	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
7PS81-67906	Kit-formatter (M610, M611, M612 n/dn models)	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
7PS94-67901	Kit-Formatter - M634, M635, M636 (India, China)	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
7PS94-67902	Kit-Formatter - M634, M635, M636	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
B5L46-40002	Cover, keyboard (Flow models)	Document feeder and image scanner (MFP) on page 2551
B5L46-40021	Cover, HIP	Document feeder and image scanner (MFP) on page 2551

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
B5L46-40028	Cover, USB	Document feeder and image scanner (MFP) on page 2551
B5L47-67019	Keyboard US (Flow models)	Document feeder and image scanner (MFP) on page 2551
B5L47-67020	Keyboard UK (Flow models)	Document feeder and image scanner (MFP) on page 2551
J8J61-60001	Kit-Formatter - M631, M632, M633, E62555, E62565, E62575	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636/E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
J8J63-60115	Cable, Control Panel w/ USB	Document feeder and image scanner (MFP) on page 2551
J8J63-60116	Cable, Control Panel Sideband	Document feeder and image scanner (MFP) on page 2551
J8J63-60127	Cable, Control Panel HDMI	Document feeder and image scanner (MFP) on page 2551
J8J63-60129	Cable, Control Panel HIP	Document feeder and image scanner (MFP) on page 2551
J8J63-60133	Cable, SCB formatter power	Document feeder and image scanner (MFP) on page 2551
J8J63-60137	Bezel, control panel	Document feeder and image scanner (MFP) on page 2551
J8J64-67901	Image scanner kit	Document feeder and image scanner (MFP) on page 2551
J8J70-67903	Roller, multipurpose	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
J8J70-67903	Roller, multipurpose (MP) separation	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
J8J70-67903	Tray 1 roller kit	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
J8J70-67903	Tray 1 roller kit	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
J8J70-67904	Tray roller kit	Internal assemblies (3 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2561
J8J70-67904	Tray roller kit	Internal assemblies (3 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2573
J8J70-67904	Tray roller kit	550-sheet paper feeder main body components (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2581
J8J70-67904	Tray roller kit	550-sheet paper feeder main body components (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2585
J8J70-67904	Tray roller kit	1x550-sheet feeder stand main body (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2589
J8J70-67904	Tray roller kit	3x550-sheet feeder stand main body (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2593
J8J70-67904	Tray roller kit	2,550-sheet feeder stand main body (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2597

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
J8J70-67904	Tray roller kit	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
J8J90-67902	Envelope feeder roller kit	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
J8J90-67902	Envelope feeder roller kit	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RC4-0213-000CN	Cover, HIP	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
RC4-0548-000CN	Guide, NIP	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
RC4-0548-000CN	Guide, NIP	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
RC4-1778-000CN	Link, door right	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
RC4-1778-000CN	Link, door right	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
RC4-1778-000CN	Link, door right	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-6932-000CN	Cover, right	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RC4-6934-000CN	Cover, rear lower	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RC4-6935-000CN	Cover, inlet	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RC4-6941-000CN	Cover, NFC	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RC4-6943-000CN	Cover, left lower	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RC4-6944-000CN	Holder, HIP	Internal assemblies (4 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2563
RC4-7242-000CN	Holder, delivery OP drawer	Internal assemblies (5 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2565
RC4-7312-000CN	Cover, multipurpose (MP)	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RC4-7329-000CN	Band, cover	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RC4-7341-000CN	Inner cover	Internal assemblies (1 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2557

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-7364-000CN	Link, guide, left	Internal assemblies (6 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2567
RC4-7365-000CN	Link, guide, right	Internal assemblies (6 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2567
RC4-8168-000CN	Lever, power supply switch	Internal assemblies (1 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2557
RC4-8168-000CN	Lever, power supply switch	Internal assemblies (4 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2575
RC4-8170-000CN	Guide, switch right	Internal assemblies (1 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2557
RC4-8170-000CN	Guide, switch right	Internal assemblies (4 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2575
RC4-8188-000CN	Cover, transfer hinge	Internal assemblies (3 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2561
RC4-8188-000CN	Cover, transfer hinge	Internal assemblies (3 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2573
RC4-8239-000CN	Cover, panel back (LCD duplex/simplex)	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-8271-000CN	Cover, multipurpose inner	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RC4-8298-000CN	Band, left, rear	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RC4-8301-000CN	Shaft, door	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RC4-8302-000CN	Band, left, front	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RC4-8310-000CN	Holder, USB front	Internal assemblies (4 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2563
RC4-8311-000CN	Cover, USB	Internal assemblies (4 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2563
RC4-8393-000CN	Holder, drawer	Internal assemblies (5 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2565
RC4-8393-000CN	Holder, drawer	550-sheet paper feeder main body components (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2585
RC4-8393-000CN	Holder, Drawer	Internal assemblies (5 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2577

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-8399-000CN	Cover, image scanner, front	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RC4-8400-000CN	Cover, image scanner, upper	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RC4-8401-000CN	Cover, image scanner rear	Document feeder and image scanner (MFP) on page 2551
RC4-8401-000CN	Cover, image scanner, rear	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RC4-8405-000CN	Cover, right lower	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RC4-8406-000CN	Cover, left lower	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RC4-8411-000CN	Cover, image scanner right	Document feeder and image scanner (MFP) on page 2551
RC4-8411-000CN	Cover, image scanner, right	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RC4-8412-000CN	Cover, right upper	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RC4-8414-000CN	Holder, multipurpose gear	Internal assemblies (3 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2573
RC4-8532-000CN	Cover, inner left	Internal assemblies (2 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2571

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-8532-000CN	Cover, inner right	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
RC4-8549-000CN	Cover, NFC	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
RC4-8586-000CN	Cover, left (550-sheet feeder)	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
RC4-8587-000CN	Cover, right (550-sheet feeder)	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
RC4-8589-000CN	Cover, rear under (550-sheet feeder)	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
RC4-8591-000CN	Cover, inner front (550-sheet feeder)	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
RC4-8592-000CN	Cover, Lock	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599
RC4-8592-000CN	Cover, lock (550-sheet feeder)	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
RC4-8595-000CN	Door, Rear	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-8596-000CN	Guide, Paper	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599
RC4-8684-000CN	Cover rear (tray; 550-sheet feeder)	550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2583
RC4-8685-000CN	Left cover (550-sheet feeder)	550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2583
RC4-8686-000CN	Cover, right lower (550-sheet feeder)	550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2583
RC4-8914-000CN	Holder, drawer connector	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
RC4-8914-000CN	Holder, drawer connector	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RC4-8914-000CN	Holder, drawer connector	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
RC4-8914-000CN	Holder, drawer connector	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-8914-000CN	Holder, drawer connector	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RC4-8914-000CN	Holder, drawer connector	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
RC4-8941-000CN	Cover, left	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
RC4-8941-000CN	Cover, left	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
RC4-8941-000CN	Cover, left	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595
RC4-8942-000CN	Cover, left lower	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
RC4-8942-000CN	Cover, left lower	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
RC4-8942-000CN	Cover, left lower	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595
RC4-8943-000CN	Cover, right lower	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-8943-000CN	Cover, right lower	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
RC4-8943-000CN	Cover, right lower	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595
RC4-8946-000CN	Cover, bottom front	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
RC4-8946-000CN	Cover, bottom front	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
RC4-8947-000CN	Cover, stock	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
RC4-8954-000CN	Cover, rear	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
RC4-8954-000CN	Cover, rear	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
RC4-8954-000CN	Cover, rear	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-9438-000CN	Cover, right upper	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RC4-9438-000CN	Cover, right upper	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RC4-9439-000CN	Cover, right lower	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RC4-9439-000CN	Cover, right lower	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RC4-9440-000CN	Cover, left	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RC4-9442-000CN	Cover, corner left	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RC4-9443-000CN	Cover, inner left	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-9444-000CN	Cover, inner right	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RC4-9446-000CN	Cover, stapler rear	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RC4-9446-000CN	Cover, stapler rear	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RC4-9574-000CN	Cover, staple	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RC4-9575-000CN	Door, staple	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RC4-9575-000CN	Door, staple	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RC4-9576-000CN	Arm, staple door lock	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-9576-000CN	Arm, staple door lock	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RC4-9579-000CN	Cover, rear upper	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RC4-9580-000CN	Cover, inner rear	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RC4-9581-000CN	Cover, corner rear	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RC4-9582-000CN	Cover, right front	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RC4-9582-000CN	Cover, staple	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RC4-9589-000CN	Cover, jog front	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC4-9662-000CN	Door, rear	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RC4-9674-000CN	Cover, right front	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RC4-9675-000CN	Cover, left front	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RC4-9830-000CN	Cover, Left	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599
RC4-9831-000CN	Cover, Right	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599
RC4-9833-000CN	Cover, Rear	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599
RC5-0353-000CN	Pin, tray fixed	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
RC5-0353-000CN	Pin, tray fixed	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636/E62555/E62565/E62575/E62655/E62665/E62675) on page 2611

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC5-2904-000CN	Cover, inner rear upper	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
RC5-3827-000CN	Tool, exchange pickup roller	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
RC5-3827-000CN	Tool, exchange pickup roller	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
RC5-3827-000CN	Tool, exchange pickup roller	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
RC5-3827-000CN	Tool, exchange pickup roller	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RC5-3827-000CN	Tool, exchange pickup roller	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
RC5-3828-000CN	Tool exchange roller	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
RC5-3828-000CN	Tool exchange roller	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RC5-3828-000CN	Tool exchange roller	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RC5-3828-000CN	Tool, exchange roller	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
RC5-3828-000CN	Tool, exchange roller	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
RK2-8148-000CN	Stapler	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
RK2-8148-000CN	Stapler	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
RK2-8149-000CN	Motor Stepping DC (M13)	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RK2-8149-000CN	Motor, stepping DC (M12)	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
RK2-8149-000CN	Motor, stepping DC (M12)	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
RK2-8153-000CN	Fan (Fan3)	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RK2-8153-000CN	Fan (Fan3)	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
RK2-8392-000CN	Cable, FFC laser	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
RK2-8392-000CN	Cable, FFC, laser	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
RK2-8394-000CN	Cable, FFC HVT	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
RK2-8394-000CN	Cable, FFC, HVT	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
RK2-8396-000CN	Cable, FFC	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
RK2-8398-000CN	Cable, FFC	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
RK2-8946-000CN	Fan (FM1)	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RK2-8946-000CN	Fan (FM1)	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
RK2-8946-000CN	Fan (FM3, FM4)	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
RK2-8946-000CN	Fan (FM3/FM4)	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
RK2-8948-000CN	Fan FM2	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
RK2-8948-000CN	Fan FM2	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
RL2-1274-000CN	Cover, multipurpose roller	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
RL2-1682-000CN	Cover, rear	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
RL2-1686-000CN	Cover, inlet	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
RL2-1792-000CN	Bin, solenoid assembly (SL14/SL15/SL16)	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RL2-1827-000CN	Cover, upper	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RM2-0849-000CN	Right door assembly	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
RM2-0850-000CN	Left door assembly	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
RM2-0851-000CN	Paper feed frame assembly	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
RM2-0854-000CN	Lifter drive assembly (M3)	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
RM2-0855-000CN	Output bin	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555
RM2-0856-000CN	Auto close assembly	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RM2-0856-000CN	Auto close assembly	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
RM2-0856-000CN	Auto close assembly	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-0856-000CN	Auto close assembly	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-0857-000CN	Size sensor (SW3601/SW3602)	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RM2-0857-000CN	Size sensor assembly (SW3401/SW3402)	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
RM2-0857-000CN	Size sensor assembly (SW3401/SW3402)	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-0857-000CN	Size sensor assembly (SW3401/SW3402/SW4501/SW4502)	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
RM2-0857-000CN	Size sensor assembly (SW4/SW5)	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
RM2-0858-000CN	Cassette (Tray 2)	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
RM2-0865-000CN	Top cover assembly	Covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2555

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-0866-000CN	550-sheet cassette assembly	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
RM2-0866-000CN	550-sheet cassette assembly	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RM2-0872-000CN	Rear door assembly (550-sheet feeder)	550-sheet paper feeder covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2579
RM2-0874-000CN	Lifter drive assembly (M3601)	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
RM2-0875-000CN	Feeder drive assembly	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
RM2-0875-000CN	Feeder drive assembly	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RM2-0875-000CN	Feeder drive assembly	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
RM2-0875-000CN	Feeder drive assembly (CL3401/CL3402)	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-0875-000CN	Feeder drive assembly (CL3401/CL3402)	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
RM2-0875-000CN	Feeder drive assembly (CL3401/CL3402)	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-0878-000CN	Paper pickup assembly	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
RM2-0889-000CN	Cassette assembly	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
RM2-0889-000CN	Cassette assembly	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
RM2-0889-000CN	Cassette assembly	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-0891-000CN	Right door assembly (550-sheet feeder)	550-sheet paper feeder covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2583
RM2-0892-000CN	Paper pickup assembly	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-0892-000CN	Paper pickup assembly	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
RM2-0892-000CN	Paper pickup assembly	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-0895-000CN	Lifter drive assembly (M3601)	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RM2-0906-000CN	Laser scanner assembly	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
RM2-0906-000CN	Laser scanner assembly	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
RM2-0914-000CN	Tray assembly	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-0915-000CN	Tray lifter motor drive assembly (M5401)	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-0918-000CN	Tray auto close	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-0919-000CN	Feeder drive assembly (CL4501/CL4502)	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-0919-000CN	Feeder drive assembly (CL5601/CL5602)	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
RM2-0921-000CN	Paper size detect assembly (SW4501)	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-0924-000CN	Cover, caster left	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
RM2-0925-000CN	Cover, caster right	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
RM2-0939-000CN	Right door assembly	3x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2591
RM2-0939-000CN	Right door assembly	2,550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2595
RM2-0943-000CN	Cassette assembly	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
RM2-0948-000CN	Lifter drive assembly (M3401, M4501, M5601)	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-0948-000CN	Lifter drive assembly (M3401)	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
RM2-0948-000CN	Lifter drive assembly (M3401)	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-0951-000CN	Right door assembly	1x550-sheet feeder stand covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2587
RM2-1030-000CN	Tray lower assembly	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RM2-1031-000CN	Left side plate assembly (M13)	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RM2-1032-000CN	Right side plate assembly	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RM2-1033-000CN	Top bin flapper assembly	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RM2-1034-000CN	Bin, flapper assembly	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-1035-000CN	Intermediate bin flapper assembly	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RM2-1036-000CN	Inner cover bottom assembly	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RM2-1038-000CN	Right door assembly	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RM2-1038-000CN	Right door assembly	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RM2-1040-000CN	Solenoid assembly	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
RM2-1040-000CN	Solenoid assembly (SL11)	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RM2-1042-000CN	Jog assembly	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-1043-000CN	Lower paper feed assembly	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
RM2-1051-000CN	Upper paper feed assembly	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
RM2-1057-000CN	Stacking wall	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RM2-1057-000CN	Stacking wall assembly	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RM2-1066-000CN	Jog assembly	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
RM2-1067-000CN	Upper paper feed assembly	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
RM2-1071-000CN	Lower paper feed assembly	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-1128-000CN	Envelope feeder tray cassette assembly	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
RM2-1138-000CN	Envelope feeder tray cassette assembly	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RM2-1140-000CN	Paper pickup assembly	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RM2-1150-000CN	Front Door Assembly	2,100-sheet feeder stand covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2599
RM2-1162-000CN	Lifter drive assembly (M3401)	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
RM2-1162-000CN	Size lever assembly (SW3401)	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
RM2-1169-000CN	Paper pickup assembly	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
RM2-1196-000CN	Tray assembly	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-1196-000CN	Tray assembly	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
RM2-1248-000CN	Transfer assembly (LCD simplex models)	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
RM2-1249-000CN	Rear door assembly (LCD simplex)	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
RM2-1250-000CN	Main drive assembly (LCD simplex models) (PS4600/CL2)	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
RM2-1255-000CN	Size detect assembly (SW5/SW5)	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
RM2-1255-000CN	Size sensor (SW3601/SW3602)	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
RM2-1256-0000CN	Fuser assembly (110V)	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
RM2-1256-020CN	Fuser assembly (110V)	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-1257-000CN	Fuser assembly (220V)	Internal assemblies (4 of 5) (M631/M632/M633/M634/ M635/M636/E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2575
RM2-1257-020CN	Fuser assembly (220V)	Internal assemblies (4 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2563
RM2-1258-000CN	Developing gear assembly	Internal assemblies (2 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2559
RM2-1258-000CN	Developing gear assembly	Internal assemblies (2 of 5) (M631/M632/M633/M634/ M635/M636/E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2571
RM2-1259-010CN	Control panel assembly	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RM2-1269-000CN	Cassette guide assembly, right	Internal assemblies (6 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2567
RM2-1270-000CN	Upper cover assembly	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RM2-1271-000CN	Multipurpose tray assembly	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RM2-1272-000CN	Arm, multipurpose lift	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-1273-000CN	Arm, multipurpose lift	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RM2-1274-000CN	Cover, multipurpose roller	Internal assemblies (2 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2559
RM2-1317-000CN	Formatter cover assembly	Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RM2-1318-000CN	LVPS (110V)	Internal assemblies (5 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2577
RM2-1319-000CN	LVPS (220V)	Internal assemblies (5 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2577
RM2-1321-000CN		Covers (M631/M632/ M633/M634/M635/ M636E62555/E62565/ E62575/E62655/E62665/ E62675) on page 2555
RM2-1323-000CN	Inner cover assembly	Internal assemblies (1 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2569
RM2-1324-000CN	Intake duct assembly	Internal assemblies (4 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2575
RM2-6736-000CN	Cassette guide assembly, left	Internal assemblies (6 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2567

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-6739-000CN	Paper feed guide assembly, lower	Internal assemblies (6 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2567
RM2-6744-000CN	Lifter drive assembly (M3)	Internal assemblies (2 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2559
RM2-6745-000CN	Front door assembly	Internal assemblies (2 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2559
RM2-6746-000CN	Rear door assembly (except LCD simplex)	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RM2-6748-000CN	Paper feed guide lower assembly	Internal assemblies (6 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2567
RM2-6749-000CN	Paper feed frame assembly	Internal assemblies (3 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2561
RM2-6750-000CN	Top cover assembly (except LCD simplex)	Covers (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2553
RM2-6754-000CN	Inlet cable assembly (110V)	Internal assemblies (5 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2565
RM2-6754-000CN	Inlet Cable Assembly (110V)	Internal assemblies (5 of 5) (M631/M632/M633/M634/ M635/M636/E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2577

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-6755-000CN	Laser shutter holder assembly	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
RM2-6755-000CN	Laser shutter holder assembly	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
RM2-6756-000CN	Developing drive assembly (PS4850)	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
RM2-6756-000CN	Developing drive assembly (PS4850)	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
RM2-6761-000CN	Output bin assembly	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
RM2-6762-000CN	Formatter cover assembly	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553
RM2-6763-000CN	Fuser drive assembly (M1)	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
RM2-6763-000CN	Fuser drive assembly (M1)	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
RM2-6765-000CN	Top cover assembly (LCD simplex)	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-6766-000CN	Cassette assembly (Tray 2)	Internal assemblies (2 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2559
RM2-6771-000CN	Paper pickup assembly	Internal assemblies (3 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2561
RM2-6774-000CN	Registration assembly	Internal assemblies (3 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2561
RM2-6774-000CN	Registration assembly	Internal assemblies (3 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2573
RM2-6776-000CN	Transfer assembly	Internal assemblies (3 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2573
RM2-6776-000CN	Transfer assembly (except LCD simplex models)	Internal assemblies (3 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2561
RM2-6777-000CN	Main drive assembly (except LCD simplex model) (PS4600/CL2)	Internal assemblies (2 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2559
RM2-6777-000CN	Main drive assembly (PS46020, CL2)	Internal assemblies (2 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2571
RM2-6784-000CN	Inlet cable assembly (220V)	Internal assemblies (5 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2565

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-6784-000CN	Inlet Cable Assembly (220V)	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
RM2-6787-000CN	Paper delivery assembly	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
RM2-6787-000CN	Paper delivery assembly (except LCD simplex models)	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
RM2-6790-000CN	Paper delivery assembly (LCD simplex models)	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
RM2-6792-000CN	Cartridge tray assembly	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
RM2-6792-000CN	Cartridge tray assembly	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
RM2-6795-000CN	Paper pickup assembly	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
RM2-6797-000CN	LVPS (110V)	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
RM2-6798-000CN	LVPS (220V)	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-6800-000CN	Transfer roller assembly	Internal assemblies (3 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2561
RM2-6800-000CN	Transfer roller assembly	Internal assemblies (3 of 6) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2573
RM2-7645-000CN	Memory PCA	Internal assemblies (4 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2563
RM2-7645-000CN	Memory PCA	Internal assemblies (4 of 5) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2575
RM2-8576-000CN	Output option cable assembly	Internal assemblies (5 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2565
RM2-8577-000CN	Pickup option cable assembly	Internal assemblies (5 of 6) (M607/M608/M609/M610/ M611/M612/E60055/ E60065/E60075/E60155/ E60165/E60175) on page 2565
RM2-8577-000CN	Pickup Option Cable Assembly	Internal assemblies (5 of 6) (M631/M632/M633/M634/ M635/M636E62555/ E62565/E62575/E62655/ E62665/E62675) on page 2577
RM2-8717-000CN	Multi-bin mailbox PCA	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/ M609/M610/M611/M612/ E60055/E60065/E60075/ E60155/E60165/E60175) on page 2605

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-8732-000CN	Cable, staple	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
RM2-8743-000CN	Cable, door switch (SW116/SW117/SW118)	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RM2-8744-000CN	Cable, mini interface	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
RM2-8785-000CN	Feeder controller PCA	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RM2-8807-000CN	Paper deck controller PCA	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
RM2-8827-000CN	Paper feeder controller PCA	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
RM2-8847-000CN	Staple stacker PCA	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
RM2-8867-000CN	Feeder controller PCA	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-8868-000CN	Option upper cable assembly	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
RM2-8868-000CN	Option upper cable assembly	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RM2-8869-000CN	Option lower cable assembly	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
RM2-8881-000CN	Option lower cable assembly	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585
RM2-8917-000CN	HCI controller PCA	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
RM2-8946-000CN	Pre- exposure PCA	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
RM2-8946-000CN	Pre-exposure PCA	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
RM2-8956-000CN	Power supply switch assembly	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-8956-000CN	Power switch assembly (SW4100)	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
RM2-9020-000CN	Paper deck controller PCA	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
RM2-9037-000CN	Temperature sensor assembly	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563
RM2-9037-000CN	Temperature sensor assembly	Internal assemblies (4 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2575
RM2-9051-000CN	Developing solenoid assembly (SL2)	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
RM2-9051-000CN	Developing solenoid assembly (SL2)	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
RM2-9286-000CN	Drawer upper cable assembly	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
RM2-9286-000CN	Drawer upper cable assembly	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
RM2-9286-000CN	Drawer upper cable assembly	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-9287-000CN	Option cable assembly	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
RM2-9316-000CN	Drum motor assembly (M2)	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
RM2-9316-000CN	Drum motor assembly (M2)	Internal assemblies (2 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2571
RM2-9335-000CN	HVPS (except LCD simplex models)	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
RM2-9336-000CN	HVPS (LCD simplex models)	Internal assemblies (1 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2557
RM2-9337-000CN	HVPS	Internal assemblies (1 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2569
RM2-9456-000CN	MP paper feed clutch (PS6201, CL1)	Internal assemblies (2 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2559
RM2-9493-000CN	DC Controller Assembly	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
RM2-9491-000CN	DC controller (except LCD duplex EPEAT models)	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
RM2-9494-000CN	DC controller (except LCD duplex models)	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
RM3-7619-000CN	DC Controller PCA (E60155/E60165/E60175)	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
RM3-7621-000CN	DC Controller PCA (E62655/E62665/E62675)	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
RM3-8458-000CN	DC Controller PCA (M634/M635/M636)	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
RM3-8461-000CN	DC controller (M610/M611/M612)	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
RU7-8831-000CN	Label, staple exchange OPE	Staple stacker multi-bin mailbox 5-bin covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2603
RU7-8831-000CN	Label, staple exchange OPE	Staple stacker multi-bin mailbox 2-bin covers (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2609
RU8-2592-000CN	Spring, tension	Covers (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2553

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
T3U43-67902	Kit-PEFS	Internal assemblies (5 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2565
T3U43-67902	Kit-PEFS	Internal assemblies (5 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2577
WC2-5803-000CN	Switch, push (SW3403)	1x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2589
WC2-5803-000CN	Switch, push (SW3403)	3x550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2593
WC2-5803-000CN	Switch, push (SW3403)	2,550-sheet feeder stand main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2597
WC2-5803-000CN	Switch, push (SW3403)	2,100-sheet feeder stand main body (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2601
WC2-5803-000CN	Switch, push (SW3603)	550-sheet paper feeder main body components (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2581
WC2-5803-000CN	Switch, push (SW3603)	550-sheet paper feeder main body components (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2585

Table 9-38 Numerical parts list (continued)

Part number	Description	Table and page
WC4-5171-000CN	Microswitch (SW11)	Staple stacker multi-bin mailbox 5-bin main body (1 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2605
WC4-5171-000CN	Microswitch (SW11)	Staple stacker multi-bin mailbox 2-bin main body (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2611
WG8-5935-000CN	Photo interrupter (PS116/PS117/PS118)	Staple stacker multi-bin mailbox 5-bin main body (2 of 2) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2607
WG8-5935-000CN	Photo interrupter (PS4550, PS4750)	Internal assemblies (3 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2561
WG8-5935-000CN	Photo interrupter (PS4550)	Internal assemblies (3 of 5) (M631/M632/M633/M634/M635/M636E62555/E62565/E62575/E62655/E62665/E62675) on page 2573
WG8-5935-000CN	Photo interrupter (PS4800)	Internal assemblies (4 of 6) (M607/M608/M609/M610/M611/M612/E60055/E60065/E60075/E60155/E60165/E60175) on page 2563

A Certificate of Volatility

View the product certificates of volatility.

Certificate of Volatility

Review the certificates of volatility for the printers.

Figure A-1 Certificate of Volatility (1 of 2; M607/M608/M609)

Hewlett-Packard Certificate of Volatility				
Model: M607, M608, M609	Part Number: K0Q14A, 15A,17A,18A,19A		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): DDR3-DRAM	Size: 512	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Used for temporary storage during the processing of jobs and for applications running on the OS.	Steps to clear memory: When the printer is powered OFF , the memory is erased.
Type (SRAM, DRAM, etc):	Size:	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function:	Steps to clear memory:
Type (SRAM, DRAM, etc):	Size:	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function:	Steps to clear memory:
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): IOD EEPROM	Size: 32KB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Store customer setting data for backup/restore	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc): SPI Flash	Size: 4MB	User Modifiable: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Function: 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.	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc):	Size:	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function:	Steps to clear memory:
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): EMMC	Size: 4GB All Skews	User Modifiable: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Function: OS and User Data	Steps to clear memory: firmware update
Type (HDD, Tape, etc): HDD	Size: 320 GB Accessory Only	User Modifiable: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Function: OS and User Data	Steps to clear memory: firmware update
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.				

Figure A-2 Certificate of Volatility (2 of 2; M607/M608/M609)

RF/RFID	
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: Wireless Information string	
Frequency:	Bandwidth:
Modulation:	Effective Radiate Power (ERP):
Specifications:	
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: WiFi Direct Print	
Frequency: 2.4GHz, 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: 2.4GHz	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: Device Beaconsing Secure Print Apps	
Specifications	

Figure A-3 Certificate of Volatility (1 of 2; M631/M632/M633)

Hewlett-Packard Certificate of Volatility				
Model: M631, M632, M633	Part Number: J8J63A, 64A,65A,J8J70A,71A,72A		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): DDR3-DRAM	Size: 2GB -- Enterprise (1.5GB Fmtr + .5GB SCB) 2.5GB -- WorkFlow	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Used for temporary storage during the processing of jobs and for applications running on the OS.	Steps to clear memory: When the printer is powered OFF , the memory is erased.
Type (SRAM, DRAM, etc):	Size:	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function:	
Type (SRAM, DRAM, etc):	Size:	User Modifiable: <input type="checkbox"/> Yes <input type="checkbox"/> No	Function:	Steps to clear memory:
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): IOD EEPROM	Size: 32KB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Store customer setting data for backup/restore	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc): SPI Flash	Size: 4MB	User Modifiable: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Function: 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.	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc):	Size:	User Modifiable: <input type="checkbox"/> Yes <input type="checkbox"/> No	Function:	Steps to clear memory:
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): EMMC	Size: 16GB dn Model Only	User Modifiable: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Function: OS and User Data	Steps to clear memory: firmware update
Type (HDD, Tape, etc): HDD	Size: 320 GB all other models 500GB Gov skew only	User Modifiable: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Function: OS and User Data	Steps to clear memory: firmware update

Figure A-4 Certificate of Volatility (2 of 2; M631/M632/M633)

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/Rfid	
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: Wireless Information string	
Frequency:	Bandwidth:
Modulation:	Effective Radiate Power (ERP):
Specifications:	

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: WiFi Direct Print	
Frequency: 2.4GHz, 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: 2.4GHz	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: Device Beaconsing Secure Print Apps	
Specifications	

Figure A-5 Certificate of Volatility (1 of 2; E60155/E60165/E60175)

Hewlett-Packard Certificate of Volatility				
Model: HP LaserJet Managed E60155dn HP LaserJet Managed E60165dn HP LaserJet Managed E60165x HP LaserJet Managed E60175dn HP LaserJet Managed E60175x		Part Number: 3GY09A = E60155dn 3GY09A = E60165dn 3GY09A = E60165x 3GY09A = E60175dn 3GY09A = E60175x		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	512MB	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Store customer setting data for backup/restore.	When the printer is powered off the memory is erased.
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	Backup device for critical system counters and product configuration information.	There are no steps to clear this data.
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
SPI Flash	4MB	<input type="checkbox"/> Yes <input checked="" 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:
EEPROM (LAN)	1KB	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Stores some LAN data/settings	There are no steps to clear this data.
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
TPM	16Kb (8x 2048 bit keys)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Industry standard secure crypto-processor used for secure access and securing sensitive data.	To clear the customer storage root key, CSRK, disable the TPM in the pre-boot menu.
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.):	Size:	User Modifiable:	Function:	Steps to clear memory:
EMMC	8GB	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Stores customer data, OS, applications digitally signed firmware images, persistent data, and temporary data used for processing and system functions	There are several ways to erase this: 1. Secure Storage Erase - Erases temporary files and job data by overwriting information one or three times 2. Secure Disk Erase - Industry standard ATA Secure Erase. Overwrites all data on the hard drive. 3. Secure File Erase - Erases files when jobs finish processing by overwriting them one or three times.

Figure A-6 Certificate of Volatility (2 of 2; E60155/E60165/E60175)

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/Rfid			
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			
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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes please describe below:			
Purpose:			
Frequency:		Bandwidth:	
Modulation:		Effective Radiate Power (ERP):	
Specifications:			
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:			
Author Information			
Name:	Title: Hardware Technical Marketing Engineer	Email:	Business Unit: IPG
Signature:			Date Prepared: 03/22/2019

Figure A-7 Certificate of Volatility (1 of 2; E62655/E62665/E62675)

Hewlett-Packard Certificate of Volatility				
Model: HP LaserJet Managed MFP E62655dn HP LaserJet Managed MFP E62665hs HP LaserJet Managed Flow MFP E62665h HP LaserJet Managed Flow MFP E62665z HP LaserJet Managed Flow MFP E62675z		Part Number: 3GY14A = E62655dn 3GY15A = E62665hs 3GY16A = E62665h 3GY17A = E62665z 3GY18A = E62675z		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:
DRAM	2GB-Non-Flow 2.5GB - Flow	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Used for temporary storage during the process of jobs, and for applications that are running on the OS. (Note: Total memory on formatter consists of 1.25GB.)	When the printer is powered off the memory is erased.
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	Backup device for critical system counters and product configuration information.	There are no steps to clear this data.
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
SPI Flash	4MB	<input type="checkbox"/> Yes <input checked="" 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:
EEPROM (LAN)	1KB	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Stores some LAN data/settings	There are no steps to clear this data.
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
TPM	16Kb (8x 2048 bit keys)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Stores some LAN data/settings Industry standard secure crypto-processor used for secure access and securing sensitive data.	To clear the customer storage root key, CSRK, disable the TPM in the pre-boot menu.
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.):	Size:	User Modifiable:	Function:	Steps to clear memory:
HDD	500GB (All bundles except E62655 dn)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Stores customer data, OS, applications, digitally signed firmware images, persistent data, and temporary data used for processing and system functions	There are several ways to erase this: 1. Secure Storage Erase - Erases temporary files and job data by overwriting information one or three times 2. Secure Disk Erase - Industry standard ATA Secure Erase. Overwrites all data on the hard drive. 3. Secure File Erase - Erases files when jobs finish processing by overwriting them one or three times.

Figure A-8 Certificate of Volatility (2 of 2; E62655/E62665/E62675)

Type (HDD, Tape, etc.): eMMC	Size: 16GB (E62655 dn Only)	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: There are several ways to erase this: 1. Secure Storage Erase - Erases temporary files and job data by overwriting information one or three times 2. Secure Disk Erase - Industry standard ATA Secure Erase. Overwrites all data on the hard drive. 3. Secure File Erase - Erases files when jobs finish processing by overwriting them one or three times.
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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/Rfid	
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	
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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes please describe below:	
Purpose:	
Frequency:	Bandwidth:
Modulation:	Effective Radiate Power (ERP):
Specifications:	

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: Fax
Specifications:

Author Information			
Name:	Title: Hardware Technical Marketing Engineer	Email:	Business Unit: IPG
Signature:			Date Prepared: 03/22/2018

Figure A-9 Certificate of Volatility (1 of 2; E65150/E65160)

Hewlett-Packard Certificate of Volatility				
Model: HP Color LaserJet Managed E65150dn HP Color LaserJet Managed E65160dn		Part Number: 3GY03A = E65150dn 3GY04A = E65160dn		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	1GB	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Store customer setting data for backup/restore.	When the printer is powered off the memory is erased.
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	Backup device for critical system counters and product configuration information.	There are no steps to clear this data.
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
SPI Flash	4MB	<input type="checkbox"/> Yes <input checked="" 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:
EEPROM (LAN)	1KB	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Stores some LAN data/settings	There are no steps to clear this data.
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
TPM	16Kb (8x 2048 bit keys)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Industry standard secure crypto-processor used for secure access and securing sensitive data.	To clear the customer storage root key, CSRK, disable the TPM in the pre-boot menu.
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.):	Size:	User Modifiable:	Function:	Steps to clear memory:
EMMC	8GB	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Stores customer data, OS, applications digitally signed firmware images, persistent data, and temporary data used for processing and system functions	There are several ways to erase this: 1. Secure Storage Erase - Erases temporary files and job data by overwriting information one or three times 2. Secure Disk Erase - Industry standard ATA Secure Erase. Overwrites all data on the hard drive. 3. Secure File Erase - Erases files when jobs finish processing by overwriting them one or three times.

Figure A-10 Certificate of Volatility (2 of 2; E65150/E65160)

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/RFID	
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	
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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes please describe below:	
Purpose:	
Frequency:	Bandwidth:
Modulation:	Effective Radiate Power (ERP):
Specifications:	

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:	

Author Information			
Name:	Title: Hardware Technical Marketing Engineer	Email:	Business Unit: IPG
Signature:			Date Prepared: 03/22/2019

Figure A-11 Certificate of Volatility (1 of 2; M634/M635/M636)

Hewlett-Packard Certificate of Volatility				
Model: HP LaserJet Enterprise M634dn HP LaserJet Enterprise M634h-flow HP LaserJet Enterprise M635h HP LaserJet Enterprise M635fht HP LaserJet Enterprise M635z HP LaserJet Enterprise M636fh		Part Number: 7PS94A = M634dn 7PS95A = M634h-flow 7PS97A = M635h 7PS98A = M635fht 7PS99A = M635z 7PT00A = M636fh		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.): DDR3 - DRAM	Size: 2GB-Non-Flow 2.5GB - Flow	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Store customer setting data for backup/restore.	Steps to clear memory: When the printer is powered off the memory is erased.
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.): IOD EEPROM	Size: 32KB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Backup device for critical system counters and product configuration information.	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc.): SPI Flash	Size: 4MB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: 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.	Steps to clear memory: There are no steps to clear this data
Type (Flash, EEPROM, etc.): EEPROM (LAN)	Size: 1KB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Stores some LAN data/settings	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc.): TPM	Size: 16Kb (8x 2048 bit keys)	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Industry standard secure crypto-processor used for secure access and securing sensitive data.	Steps to clear memory: To clear the customer storage root key, CSRK, disable the TPM in the pre-boot menu.
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.): EMMC HP LaserJet Enterprise M634dn ONLY	Size: 16GB	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: There are several ways to erase this: 1. Secure Storage Erase - Erases temporary files and job data by overwriting information one or three times 2. Secure Disk Erase - Industry standard ATA Secure Erase. Overwrites all data on the hard drive. 3. Secure File Erase - Erases files when jobs finish processing by overwriting them one or three times.

Figure A-12 Certificate of Volatility (2 of 2; M634/M635/M636)

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.): EMMC	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: There are several ways to erase this: 1. Secure Storage Erase - Erases temporary files and job data by overwriting information one or three times 2. Secure Disk Erase - Industry standard ATA Secure Erase. Overwrites all data on the hard drive. 3. 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/RFID	
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	
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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes please describe below:	
Purpose:	
Frequency:	Bandwidth:
Modulation:	Effective Radiate Power (ERP):
Specifications:	

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:

Author Information			
Name:	Title: Hardware Technical Marketing Engineer	Email:	Business Unit: IPG
Signature:			Date Prepared: 2/24/2020

Figure A-13 Certificate of Volatility (1 of 2; M634z/M636z)

Hewlett-Packard Certificate of Volatility				
Model: HP LaserJet Enterprise M634z HP LaserJet Enterprise M636z	Part Number: 7PS96A = M634z 7PT01A = M636z	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.): DDR3 - DRAM	Size: 2GB- Non-Flow 2.5GB - Flow	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Store customer setting data for backup/restore.	Steps to clear memory: When the printer is powered off the memory is erased.
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.): IOD EEPROM	Size: 32KB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Backup device for critical system counters and product configuration information.	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc.): SPI Flash	Size: 4MB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: 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.	Steps to clear memory: There are no steps to clear this data
Type (Flash, EEPROM, etc.): EEPROM (LAN)	Size: 1KB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Stores some LAN data/settings	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc.): TPM	Size: 16Kb (8x 2048 bit keys)	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Industry standard secure crypto- processor used for secure access and securing sensitive data.	Steps to clear memory: To clear the customer storage root key, CSRK, disable the TPM in the pre-boot menu.
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.): EMMC HP LaserJet Enterprise M634z ONLY	Size: 16GB	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: There are several ways to erase this: 1. Secure Storage Erase - Erases temporary files and job data by overwriting information one or three times 2. Secure Disk Erase - Industry standard ATA Secure Erase. Overwrites all data on the hard drive. 3. Secure File Erase - Erases files when jobs finish processing by overwriting them one or three times.
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.): EMMC	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: There are several ways to erase this: 1. Secure Storage Erase - Erases temporary files and job data by overwriting information one or three times 2. Secure Disk Erase - Industry standard ATA Secure Erase. Overwrites all data on the hard drive. 3. Secure File Erase - Erases files when jobs finish processing by overwriting them one or three times.

Figure A-14 Certificate of Volatility (2 of 2; M634z/M636z)

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/RFID	
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	
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: 2.4GHz, 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: 2.4GHz	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:	

Author Information			
Name:	Title: Hardware Technical Marketing Engineer	Email:	Business Unit: IPG
Signature:			Date Prepared: 2/24/2020

Figure A-15 Certificate of Volatility (1 of 2; M610/M611/M612)

Hewlett-Packard Certificate of Volatility				
Model: HP LaserJet Enterprise M610dn HP LaserJet Enterprise M611dn HP LaserJet Enterprise M612dn		Part Number: 7PS82A = M610dn 7PS84A = M611dn 7PS86A = M612dn		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	512MB	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Store customer setting data for backup/restore.	When the printer is powered off the memory is erased.
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	Backup device for critical system counters and product configuration information.	There are no steps to clear this data.
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
SPI Flash	4MB	<input type="checkbox"/> Yes <input checked="" 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:
EEPROM (LAN)	1KB	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Stores some LAN data/settings	There are no steps to clear this data.
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
TPM	16Kb (8x 2048 bit keys)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Industry standard secure crypto-processor used for secure access and securing sensitive data.	To clear the customer storage root key, CSRK, disable the TPM in the pre-boot menu.
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.):	Size:	User Modifiable:	Function:	Steps to clear memory:
EMMC	8GB	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Stores customer data, OS, applications digitally signed firmware images, persistent data, and temporary data used for processing and system functions	There are several ways to erase this: 1. Secure Storage Erase - Erases temporary files and job data by overwriting information one or three times 2. Secure Disk Erase - Industry standard ATA Secure Erase. Overwrites all data on the hard drive. 3. Secure File Erase - Erases files when jobs finish processing by overwriting them one or three times.

Figure A-16 Certificate of Volatility (2 of 2; M610/M611/M612)

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/RFID			
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			
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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes please describe below:			
Purpose:			
Frequency:		Bandwidth:	
Modulation:		Effective Radiate Power (ERP):	
Specifications:			

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:			

Author Information			
Name:	Title: Hardware Technical Marketing Engineer	Email:	Business Unit: IPG
Signature:			Date Prepared: 2/24/2020

Figure A-17 Certificate of Volatility (1 of 2; M611x/M612x)

Hewlett-Packard Certificate of Volatility				
Model: HP LaserJet Enterprise M611x HP LaserJet Enterprise M612x		Part Number: 7PS85A = M611x 7PS87A = M612x		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.): DDR3 - DRAM	Size: 512MB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Store customer setting data for backup/restore.	Steps to clear memory: When the printer is powered off the memory is erased.
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.): IOD EEPROM	Size: 32KB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Backup device for critical system counters and product configuration information.	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc.): SPI Flash	Size: 4MB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: 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.	Steps to clear memory: There are no steps to clear this data
Type (Flash, EEPROM, etc.): EEPROM (LAN)	Size: 1KB	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Stores some LAN data/settings	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc.): TPM	Size: 16Kb (8x 2048 bit keys)	User Modifiable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Function: Industry standard secure crypto-processor used for secure access and securing sensitive data.	Steps to clear memory: To clear the customer storage root key, CSRK, disable the TPM in the pre-boot menu.
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.): EMMC	Size: 8GB	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: There are several ways to erase this: 1. Secure Storage Erase - Erases temporary files and job data by overwriting information one or three times 2. Secure Disk Erase - Industry standard ATA Secure Erase. Overwrites all data on the hard drive. 3. Secure File Erase - Erases files when jobs finish processing by overwriting them one or three times.

Figure A-18 Certificate of Volatility (2 of 2; M611x/M612x)

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/RFID	
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	
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: 2.4GHz, 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: 2.4GHz	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:	

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:	

Author Information			
Name:	Title: Hardware Technical Marketing Engineer	Email:	Business Unit: IPG
Signature:			Date Prepared: 2/24/2020

Glossary of terms

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.

AC

An electric current that reverses its direction many times a second at regular intervals. For example, the 110V line current found in a typical US electrical wall receptacle.

AC Control Module (PageWide)

The AC Control Module controls the heating elements in the airflow assembly. Function include: voltage monitoring (ensuring correct operation in a low-quality-power environment), isolation (low voltage heater control signals are isolated from the high voltage AC power for safety), AC switching (power is switched on/off to the heater), and heating element configuration (heating element configuration is changed between series and parallel for temperature predictability).

ADF

An Automatic Document Feeder (ADF) is a device that automatically feeds an original sheet (or multiple sheets) of paper into the image scanner. The document feeder is a component of the integrated scanner assembly (ADF and image scanner).

Airflow System (PageWide)

The airflow system conditions the printed pages to avoid page curling due to the ink on the page. The airflow system functionally consists of a fan and heating elements. The pressurized air is blown on the page through the nozzles that are placed on the paper path of the airflow system between print and eject zone.

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

A Charged Coupled Device (CCD) is the scanner module which enables a scan job. A CCD locking mechanism is used to hold the CCD module to prevent any damage when the printer is moved.

CIS

A Contact Image Sensor (CIS) scanner captures an image using the printer's optical path. Red, green, and blue LEDs sequentially illuminate a small strip of the document (often called a raster line), and the optical system captures each color in a single row of Charged Coupled Device (CCD) sensors that cover the entire page width.

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 the user can control and/or monitor the printer. 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.

DC

An electric current flowing in one direction only. Typically a low voltage load current supplied to an electrical assembly.

DCC

The DC controller (DCC) controls the operation of the printer sub-systems and electrical components. The DCC sends out various signals to operate motors, solenoids, and other printer components based on the print command and image data that the host computer sends the formatter.

Default

The value or setting that is in effect when a printer is unboxed, reset, or initialized.

DHCP

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.

Digital Send Software

Digital send software allows a multi-function printer (MFP) to scan and send information quickly and securely to email, network folders, other printers, and fax services.

DIMM

A Dual Inline Memory Module (DIMM) is a small circuit board that holds memory. The DIMM stores all data within the printer, 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 automatically turns 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 the printer limit is 2,400 pages a day (assuming 20 working days/month).

Dynamic Security

Dynamic Security is a toner cartridge design and process for authenticating genuine HP supplies. HP printers use toner cartridges that have security chips or electronic circuitry. Cartridges using a non-HP chip or modified or non-HP circuitry might not work (now or in the future).

e-Duplex

Single-pass electronic duplex (e-Duplex) printer use two separate scan modules to scan the front-side and back-side of an e-duplex copy job page in a single pass through the document feeder.

EMC

EMC is a measure of a device's ability to operate as intended in its shared operating environment while, at the same time, not affecting the ability of other equipment within the same environment to operate as intended.

EMI

EMI is the electromagnetic energy which affects the functioning of an electronic device. Electronic devices (like printers) are a source of EMI. Because it is rare for electronics to operate in isolation, products are generally engineered to function in the presence of some amount of EMI.

eMMC

An embedded Multi-Media Card is a compact memory device consisting of NAND flash memory and a simple storage controller.

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.

EPS

Encapsulated PostScript (EPS) is a PostScript (PS) code file which is used for storing font and vector graphic image information.

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.

Ferrite

A ferrite are used to reduce the amount of radio frequency noise (or interference) in a wire or cable. A ferrite enables proper EMC/EMI performance for regulatory purposes.

FFC

Flat Flexible Cables (FFCs) are designed for Printed Circuit Assembly (PCA) to PCA connections (for example, connecting a fax PCA to the formatter).

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.

Firmware

The formatter stores the printer firmware. A remote firmware upgrade process is used to overwrite and upgrade the firmware.

Flash memory

Flash memory is non-volatile, meaning it retains stored data even when the power is turned off.

Flow integrated scanner assembly

A printer scanner assembly that includes a slide-out external physical keyboard.

Formatter (LaserJet)

The formatter controls printer functions like receiving and processes print data, developing and coordinating data placement and timing with the DC controller PCA, storing font and customer configuration information, communicating with the host computer, and monitoring control panel functions and relaying printer status information through the control panel.

FTP

FTP stands for File Transfer Protocol. FTP is a protocol designed for transferring files over the Internet. Files stored on an FTP server can be accessed using an FTP client, such as a web browser, FTP software program, or a command line interface.

Fuser Unit

The fuser unit is part of a laser printer that adheres the toner onto the printed page. 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. A gateway is used to connect two different computer networks, especially a connection to the Internet.

Grayscale

Shades of gray that represent light and dark portions of a color image printed in monochrome. Colors are represented by a range of gray shades from white to black.

Halftone

Halftone is a way of reproducing a photograph or other image in which the various tones of gray or color are produced by variously sized dots of ink or toner. Halftone 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

A 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.

Image scanner

The image scanner (or Sub Scanner Assembly) contains the components to digitally scan an original source document. The image scanner is a component of the integrated scanner assembly (ADF and image scanner).

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.

ISA

The Integrated Scanner Assembly (ISA) includes the document feeder and image scanner.

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 can indicate the status of a printer (formatter LEDs) or a component in a contact image sensor (CIS) scanner that helps capture an image.

LEDM

Low end data model (LEDM) provides one consistent data representation method and defines the dynamic and capabilities tickets shared between clients and devices, as well as the access protocol, event, security, and discovery methods.

LPDC

Late point differentiation configuration (LPDC) allows the channel partner to configure the speed to the printer depending on the customer's order. LPDC configuration is stored on the Trusted Platform Module (TPM).

LVPS - SMPS

Low Voltage Power Supplies (LVPS) and Switching Mode Power Supplies (SMPS) supply direct current (DC) voltages to various printer components and assemblies.

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 (for example, 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.

MEt

HP Memory Enhancement technology (MEt) effectively doubles the standard memory through a variety of font- and data-compression methods. MEt is available only in Printer Command Language (PCL) mode; it is not functional when printing in PostScript (PS) mode.

MFP

A Multi Function Printer (MFP) is a printer that incorporates multiple functionality in a single physical body. For example, an MFP printer can scan, digitally send, fax, copy, and print.

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.

MPCA (PageWide)

The MPCA integrates both formatter (LaserJet) and engine control electronics (DC controller) into a single assembly. The Main PCA (MPCA) controls printer functions like receiving and processes print data, developing and coordinating data placement, storing font and customer configuration information, communicating with the host computer, and monitoring control panel functions and relaying printer status information through the control panel.

NAND

NAND is not an acronym (the term is short for **NOT AND** a Boolean operator and logic gate). NAND (flash) memory is non-volatile, meaning it retains stored data even when the power is turned off.

NVRAM

Nonvolatile random access memory (NVRAM) is used to store I/O and information about the print environment configuration (stored data even when the power is turned off).

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.

PJL

Printer job language (PJL) is an integral part of printer configuration, in addition to the standard PCL and PostScript (PS). With standard cabling, the printer can use PJL to perform a variety of functions like dynamic I/O switching, context-sensitive switching, and isolation of print environment settings from one print job to the next.

PML

Printer management language (PML) allows remote configuration of the printer and status read-back from the printer through the I/O ports.

PostScript (PS)

PostScript (PS) is a Page Description Language (PDL) and programming language used primarily in electronic and desktop publishing. PostScript is run in an interpreter to generate an image.

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.

Print Media

Media like paper, envelopes, labels, and transparencies which can be used in a printer, scanner, fax, or copier.

Printer Driver

A program used to send commands and transfer data from the computer to the printer.

Printhead (PageWide)

The printhead converts the digital firing instructions from the printer electronics into properly formed and timed microscopic drops of the four ink colors.

Printhead Wiper (PageWide)

The printhead wiper system keeps the printhead nozzles firing correctly throughout the life of the printer as it performs the wiping and capping functions. The wiping function cleans the nozzles of ink residue and particulates. The capping function keeps the nozzles moist during storage and when the printer is idle.

Protocol

A convention or standard that controls or enables the connection, communication, and data transfer between two computing endpoints.

RAM

Random Access Memory (RAM) is the printer memory device where the data in current use is kept so it can be quickly retrieved by the device's processor. This memory is an important factor in avoiding errors and printing documents properly. Printer memory is used to store and process print jobs as they are sent to the printer from a computer. After printing, the job is cleared from the memory to make room for more print jobs. Printer memory is directly linked to two print characteristics: speed and print quality. More memory allows you to print faster and print larger, high-quality graphics.

Resolution

The sharpness of an image, measured in Dots Per Inch (DPI). The higher the DPI, the greater the resolution.

SCB

The Scanner Control Board (SCB) controls the functions of the image scanner components in the Sub Scanner Assembly (SSA).

Service fluid and aerosol management systems (PageWide)

There are two types of service fluid, shipping fluid and ink. The service fluid management system is contained entirely within the duplex module. Service fluid is discharged as droplets from the printhead, and then collected in a container inside the duplex module. Some of the droplets are called aerosol because they are lighter than air. Aerosol can float inside the printer and collect on the lens of optical sensors, producing false failures. The aerosol management system transports the aerosol and collects it in a safe place. Aerosol management consists of an aerosol fan, mounted on the rear wall of the air flow assembly, which creates air flow that pulls the aerosol through the holes in the platen and into the aerosol filter inside the duplex module.

SFP

A single-function printer only processes print jobs sent from a host computer or from an USB port on the printer.

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 inter-process 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.

SODIMM

Small outline dual in-line memory module (SODIMM) is a thin profile memory storage device (a smaller alternative to a standard DIMM device).

SSA

The Sub-Scanner Assembly is the image scanner component of the Integrated Scanner Assembly (ISA; which includes the document feeder and the image scanner).

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 bit mapped 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.

TPM

The HP Trusted Platform Module (TPM) is a security accessory for printers. The TPM strengthens protection of encrypted credentials and data stored on your printer. Certificate private keys are both generated by and protected by the TPM. Once installed, the printer and the TPM are sealed and the printer owns the TPM. The TPM may not be moved to another device without losing its ownership from the original printer. Installing a TPM accessory might necessitate a firmware upgrade. The TPM prevents the printer from starting if the TPM is missing. If the TPM is removed from the printer, a control-panel error message appears indicating that the TPM is missing.

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.

Walk-up USB

Some printers support direct printing from a USB flash drive (the walk-up USB port is usually near the control panel).

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 paper makers 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.

ZIF Connector

Zero insertion force (ZIF) connectors use a mechanical locking method to secure Flat Flexible Cables (FFCs) to a Printed Circuit Assembly (PCA).

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