



# LaserJet Pro M402, M403 LaserJet Pro MFP M426, M427

## Repair Manual



M402d  
M402n  
M402dn  
M402dw  
M403n  
M403d  
M403dn  
M403dw



M426dw  
M426fdn  
M426fdw  
M427dw  
M427fdn  
M427fdw



[www.hp.com/support/ljM402](http://www.hp.com/support/ljM402)  
[www.hp.com/support/ljM403](http://www.hp.com/support/ljM403)  
[www.hp.com/support/ljM426MFP](http://www.hp.com/support/ljM426MFP)  
[www.hp.com/support/ljM427MFP](http://www.hp.com/support/ljM427MFP)  
For printer theory and troubleshooting information, see the Troubleshooting Manual.





# LaserJet Pro M402, M403 and LaserJet Pro MFP M426, M427

Repair Manual

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Edition 4, 4/2023





## Conventions used in this guide

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 **TIP:** Helpful hints or shortcuts.

**Reinstallation tip:** Reinstallation helpful hints, shortcuts, or considerations.

 **NOTE:** Information that explains a concept or how to complete a task.

 **IMPORTANT:** Information that help the user to avoid potential printer error conditions.

 **CAUTION:** Procedures that the user must follow to avoid losing data or damaging the printer.

 **WARNING!** Procedures that the user must follow to avoid personal injury, catastrophic loss of data, or extensive damage to the printer.

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## For additional service and support information

HP service personnel, go to the Service Access Work Bench (SAW) at <http://h41302.www4.hp.com/km/saw/home.do>.

Channel partners, go to HP Channel Services Network (CNS) at <https://h30125.www3.hp.com/hpcsn>.

At these locations, find information on the following topics:

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

To access HP PartSurfer information from any mobile device, go to <http://partsurfermobile.hp.com/> or scan the Quick Response (QR) code below.



## Revision history

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**Table -1** Revision history

Revision number	Revision date	Revision notes
4	4/2023	Updated part numbers for the following parts: <ul style="list-style-type: none"><li>• Cable: Laser/scanner FFC, Control panel FFC.</li><li>• DC controller board PC board assembly</li><li>• Fuser assembly (110V and 220V)</li><li>• Main motor assembly</li><li>• Low voltage power supply for M402/ M403 (110V/220V )</li><li>• Tray 2 paper pickup roller assembly</li><li>• 250-sheet paper input tray</li></ul>
3	8/2021	Added part numbers: 1) <a href="#">B3Q10-40048 Holder-Mylar</a> 2) <a href="#">B3Q10-00060 Mylar-Ramp</a> Added Removal and replacement: <a href="#">Addendum 1: Remove and replace Mylar</a>

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---

# 1 Removal and replacement

- [For additional service and support](#)
- [Removal and replacement strategy](#)
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## For additional service and support

HP service personnel, go to the Service Access Work Bench (SAW) at <http://h41302.www4.hp.com/km/saw/home.do>.

Channel partners, go to HP Channel Services Network (CSN) at <https://h30125.www3.hp.com/hpcsn>.

At these locations, find information on the following topics:

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

To access HP PartSurfer information from any mobile device, go to <http://partsurfermobile.hp.com/> or scan the Quick Response (QR) code below.



# Removal and replacement strategy

## Introduction

The printer uses a field repair strategy. Defective parts are diagnosed and replaced at the Field Replaceable Unit (FRU) assembly level. Repair normally begins by using the printer internal diagnostics and the following two-step process:

1. Isolate the problem to the major system (for example, the network, server, or printer).
2. Identify the cause of failures according to the printer troubleshooting service manual and follow the disassembly procedures to replace the defective parts or the consumable parts.

After locating a faulty part, the printer can usually be repaired at the assembly level by replacing FRUs. Some mechanical assemblies might need to be repaired at the subassembly level. HP does not support replacement of components on the printed circuit assemblies.

The user replaces toner cartridges as they are depleted. Additional instructions about other user-replaceable parts are provided in this section.

The printer tracks the amount of use on the customer-replaceable supplies by keeping a page count. The printer prompts the user to replace certain items when a supply is depleted or a specific number of pages has been printed.

Swapping toner cartridges between products might cause a misrepresentation of supply life values and is not recommended.

## Considerations during removal and replacement

This chapter describes the removal and replacement of FRUs only.

Replacing FRUs is generally the reverse of removal. Notes are included to provide directions for difficult or critical replacement procedures.

HP does not support repairing individual subassemblies or troubleshooting to the printed-circuit assembly (PCA) component level.


---

**⚠ WARNING!** Never operate or service the printer with the protective cover removed from the laser scanner assembly. The reflected beam, although invisible, can cause damage to the eyes.

The sheet-metal parts can have sharp edges. Be careful when handling sheet-metal parts.


Before attempting to remove or replace parts, turn the printer off and remove the power cable. Never operate the printer with the parts removed from the printer.

Turn the printer off, wait 5 seconds, and then remove the power cord before attempting to service the printer. *If this warning is not followed, severe injury can result as well as damage to the printer.* The power must be on for certain functional checks during troubleshooting. However, the power cord must be disconnected during parts removal. AC voltage is still present inside the printer when the power switch is in the off position. The power cord must be *disconnected* before servicing the printer.

 **CAUTION:** Incorrectly routed or loose wire harnesses might interfere with other internal components or assemblies and be damaged, pinched, or frayed. Make sure that wire harnesses are correctly routed and retained when installing assemblies.

Do not bend or fold the flat flexible cables (FFCs) during removal or installation. Do not straighten pre-folds in the FFCs.


Do not expose the toner cartridge, or cartridges, to strong light even for a short time.

 **IMPORTANT:** When an assembly is removed that includes a rating plate or tag (or a printer code label), make sure to transfer the plate or tag (or code label) to the replacement assembly.

Do not replace the formatter and DC controller simultaneously during a single printer servicing. Doing so might cause the printer to become unstable or inoperable.

During removal, replacement, or transportation of the printer, remove the cassettes.

Incorrectly routed or loose wire harnesses can interfere with other internal components and can become damaged or broken.


 **NOTE:** During assembly removal and replacement, or if the printer is moved, remove the toner cartridge.

Toner is a non-poisonous substance composed of plastic and a small number of colored components. If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove. Toner easily breaks down vinyl materials, so avoid letting toner contact vinyl.

Reassembling procedures are generally the reverse of removal unless otherwise specified. Occasionally, notes and tips are included to provide directions for difficult or critical replacement procedures.



Note the length, diameter, color, type, and location of each screw. Be sure to return each screw to its original location during reassembly.

To install a self-tapping screw, first turn it counterclockwise to align it with the existing thread pattern, and then carefully turn it clockwise to tighten. Do not overtighten. If a self-tapping screw hole becomes stripped, repair the screw-hole or replace the affected assembly.

 **TIP:** Some figures might show assemblies removed or installed that have not yet been removed or installed at that specific step. However, the procedures are correct for this printer and the target assembly. Always thoroughly read the instructions that accompany each figure.

---

## Electrostatic discharge

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts. Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground *before* touching an ESD-sensitive assembly.

Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

---

## Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small, flat-blade screwdriver
- Socket screwdriver 5.5 mm (.216 in) shaft length

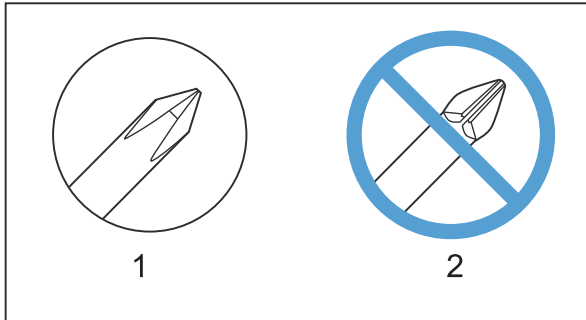
- Needle-nose pliers
- ESD strap (if one is available)
- Penlight

---

**⚠ CAUTION:** Always use a Phillips screwdriver (callout 1). Do not use a Pozidriv screwdriver (callout 2) or any motorized screwdriver. These can damage screws or screw threads.

---

**Figure 1-1** Screwdrivers



## Fasteners used in this printer

---

**⚠ WARNING!** Make sure that assemblies are replaced with the correct screw type. Using the incorrect screw (for example, substituting a long screw for the correct shorter screw) can cause damage to the printer or interfere with printer operation. Do not intermix screws that are removed from one assembly with the screws that are removed from another assembly.

**📝 NOTE:** To install a self-tapping screw, first turn it counterclockwise to align it with the existing thread pattern, and then carefully turn it clockwise to tighten. Do not overtighten. If a self-tapping screw hole becomes stripped, repair the screw hole or replace the affected assembly.

Always take note of the length, diameter, color, type, and location of each removed screw. Make sure that screws are installed in the original location they were removed from during reinstallation.

For a complete list of screw types and part numbers, see the Parts chapter.

---

# Service approach

## Before performing service

- Remove all paper from the product.
- Turn off the power using the power switch.
- Unplug the power cable and interface cable or cables.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the toner cartridge.
- Remove the Tray 2 cassette.

## After performing service

1. Reinstall the toner cartridge or toner cartridges.
2. Reinstall the trays.
3. Return all paper to the trays.
4. Plug in the power cable and turn on the printer.
5. Perform print-quality tests by printing from a host computer.

## Post-service test

Perform the following test to verify that the repair or replacement was successful.

### Print-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the tray contains clean, unmarked paper.
3. Attach the power cord and interface cable or interface cables, and then turn on the product.
4. Verify that the expected startup sounds occur.
5. Print a configuration page, and then verify that the expected printing sounds occur.
6. Print a demo page, and then verify that the print quality is as expected.
7. Send a print job from the host computer, and then verify that the output meets expectations.
8. Clean the outside of the product with a damp cloth.



# Removal and replacement procedures

## Customer self-repair (CSR) A parts and assemblies

The CSR level indicates the expected difficulty the customer will experience when removing and replacing an assembly. The CSR A assemblies in this section are easy for the customer to remove and replace.

- [RL2-0656-000CN multipurpose tray roller](#)
- [RM2-5392-010CN 250-sheet paper input tray](#)
- [RM2-5413-000CN optional Tray 3](#)
- [RM2-5452-010CN Tray 2 paper pickup roller assembly](#)
- [RM2-5741-000CN optional Tray 3 paper pickup roller assembly](#)
- [RM2-5397-000CN Tray 2 separation roller assembly](#)
- [RM2-5745-000CN optional Tray 3 separation roller assembly](#)

## RL2-0656-000CN multipurpose tray roller

- [Introduction](#)
- [Step 1: Remove the roller](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the roller](#)


### Introduction

This document provides the procedures to remove and replace the Multipurpose (MP) tray (Tray 1) roller.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

MP tray (Tray 1) roller part number	
-------------------------------------	--

RL2-0655-000CN	Roller, MP tray (Tray 1)
----------------	--------------------------

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### Required tools

- No special tools are required to remove this part.

### 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.

Print a page from Tray 1 to make sure that the printer is functioning correctly.

### Step 1: Remove the roller

The M427/M426 printer is shown in this procedure. However, the instructions are valid for the M403/M402 printers.


1. Press the door-release button, and then open the toner-cartridge door.

**Figure 1-2** Open the toner-cartridge door



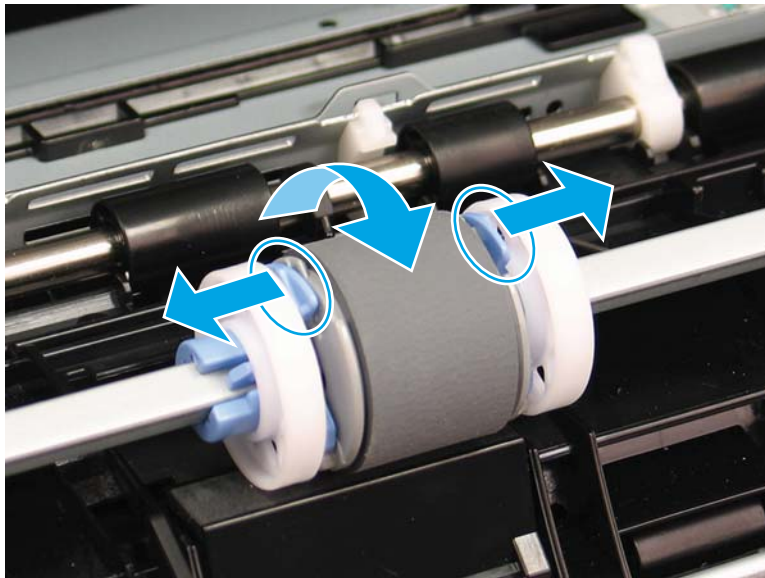
2. Release two tabs between the roller collar and roller, and then rotate the top of the roller out and away from the printer.

---

 **TIP:** Pushing down on the top of the roller might make it easier to release the tabs.

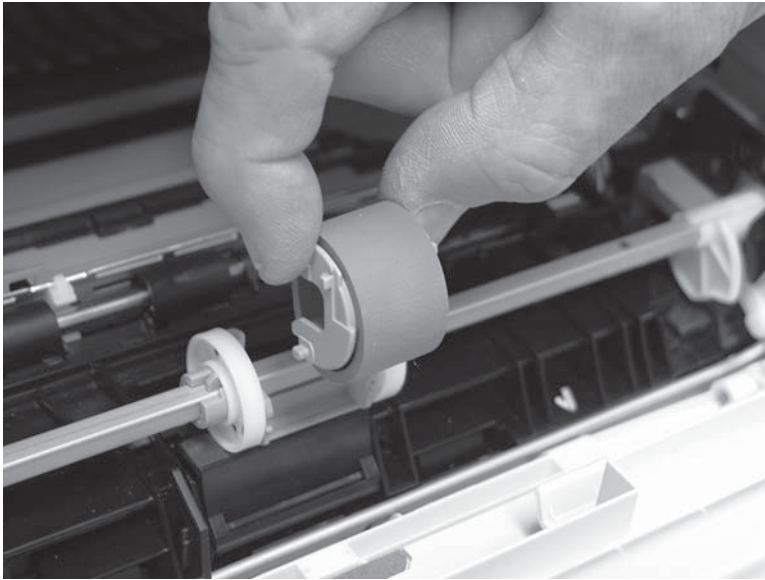
---

**Figure 1-3** Release two tabs



3. Remove the roller.

**Figure 1-4** Remove the roller



### Step 2: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

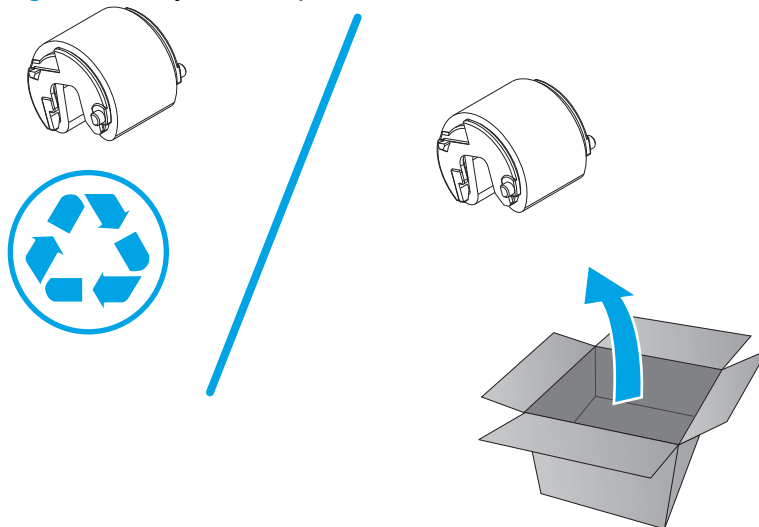
---

**CAUTION:** Do not touch the gray spongy portion of the replacement roller. Skin oils on the roller can cause paper handling problems.

**NOTE:** HP recommends responsible disposal of the defective part.

---

**Figure 1-5** Recycle and unpack



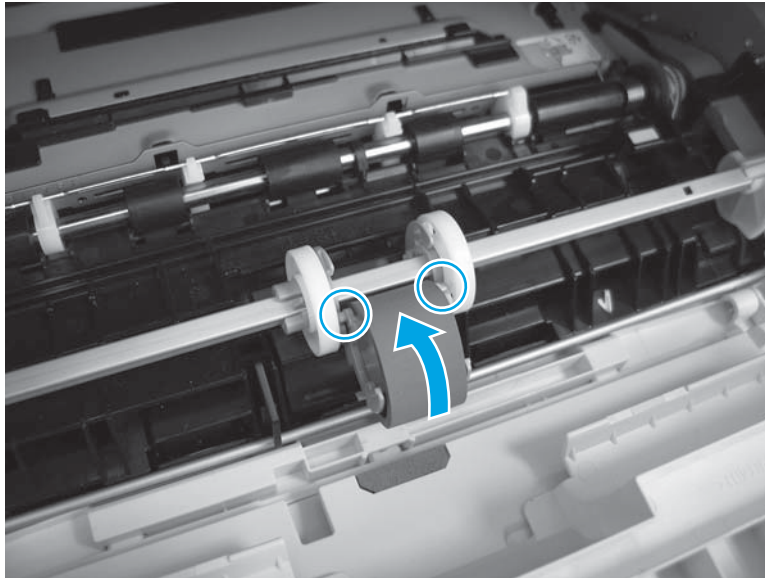
### Step 3: Install the roller

**CAUTION:** Do not touch the gray spongy portion of the replacement roller. Skin oils on the roller can cause paper handling problems.

The M427/M426 printer is shown in this procedure. However, the instructions are valid for the M403/M402 printers.

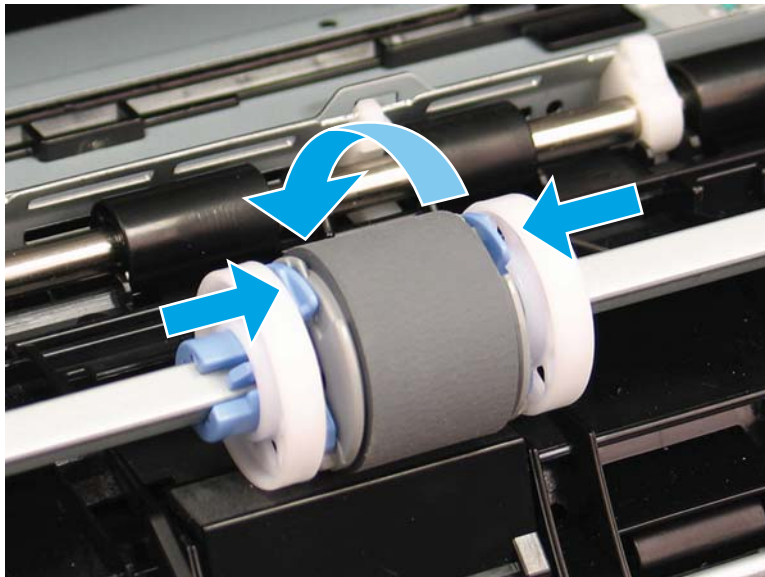
1. Position the replacement pickup roller with the pins in the provided slots on the holder, and then rotate the top of the roller up and toward the printer.

**Figure 1-6** Install the roller



2. Continue to rotate the top of the roller toward the printer (callout 1), until two tabs (callout 2) snap into place.

**Figure 1-7** Engage two tabs



3. Close the toner-cartridge door.

**Figure 1-8** Close the toner-cartridge door



## RM2-5392-010CN 250-sheet paper input tray

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace Tray 2.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Tray 2 part number	
RM2-5392-010CN	Cassette (Tray 2) assembly

### Required tools

- No special tools are required to remove this part.

### 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.

Print a configuration page (from Tray 2) to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-9** Remove the tray



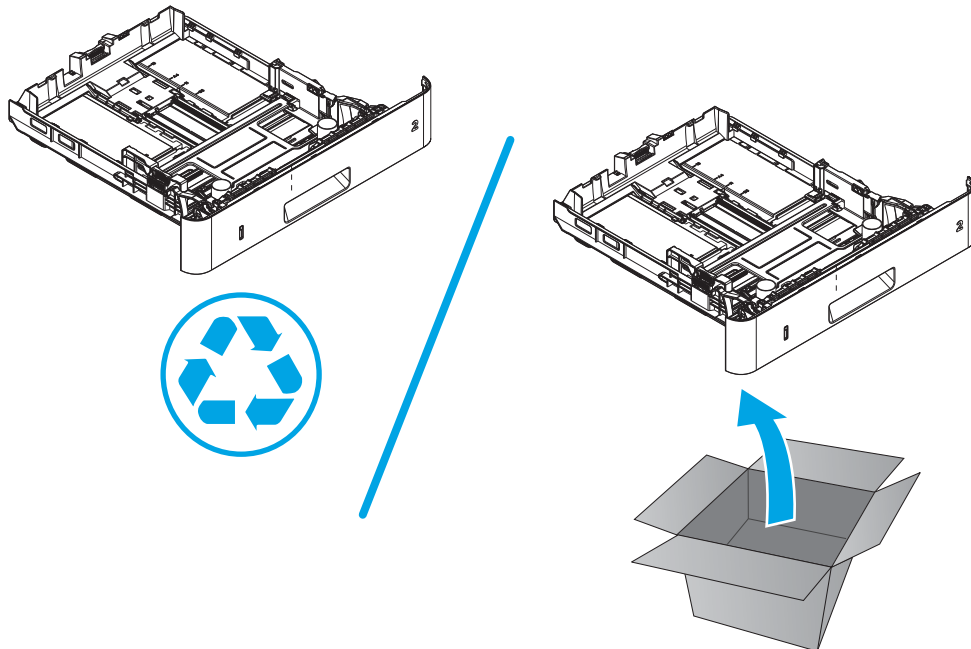
### Step 2: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-10** Recycle and unpack



### Step 3: Install Tray 2

▲ Slide the tray straight into the printer to install it.



**Figure 1-11** Install the tray



## RM2-5413-000CN optional Tray 3

- [Introduction](#)
- [Step 1: Remove optional Tray 3](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install optional Tray 3](#)


### Introduction

This document provides the procedures to remove and replace the optional Tray 3.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Tray 3 part number	
RM2-5413-000CN	550-sheet paper feeder cassette (optional Tray 3)

### Required tools

- No special tools are required to remove this part.

### After performing service

#### Turn the printer power on

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

### Post service test

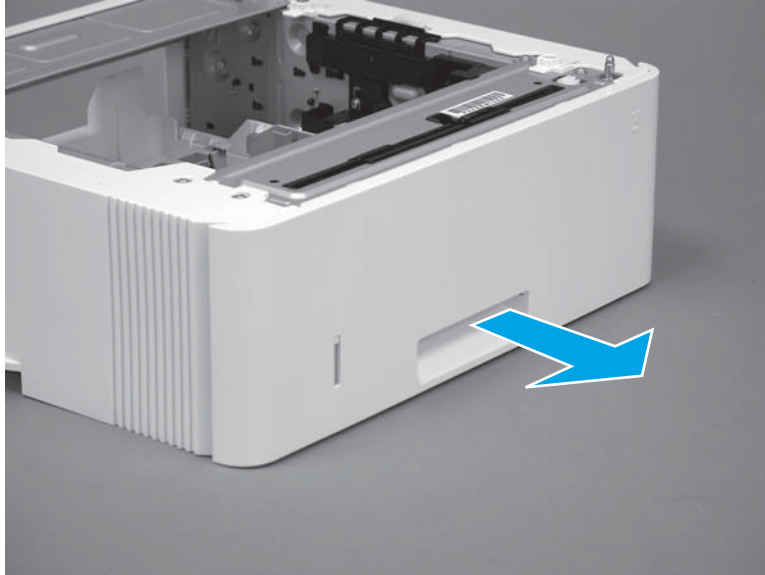
Make sure that the printer initializes to a **Ready** state.

Print a page from Tray 3 to make sure that the paper feeder is functioning correctly.

### Step 1: Remove optional Tray 3

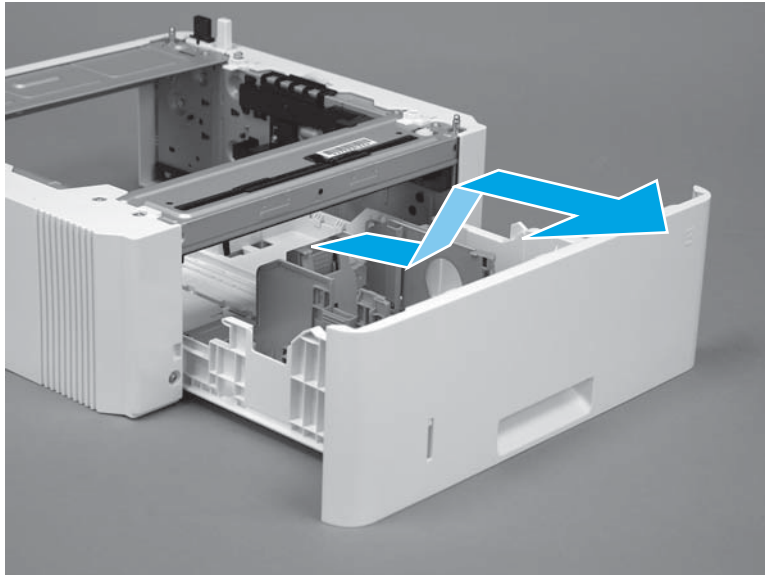
1. Pull the tray straight out of the printer until it stops.

**Figure 1-12** Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

**Figure 1-13** Release and remove the tray



### Step 2: Unpack the replacement assembly

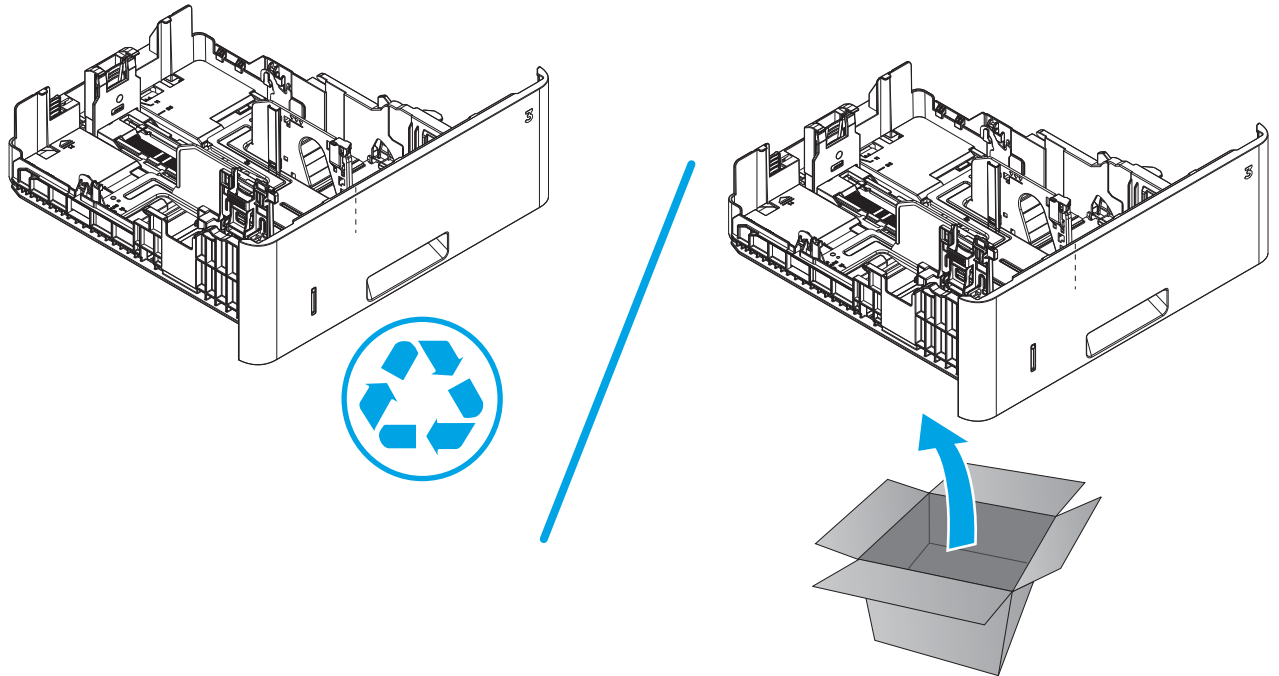
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

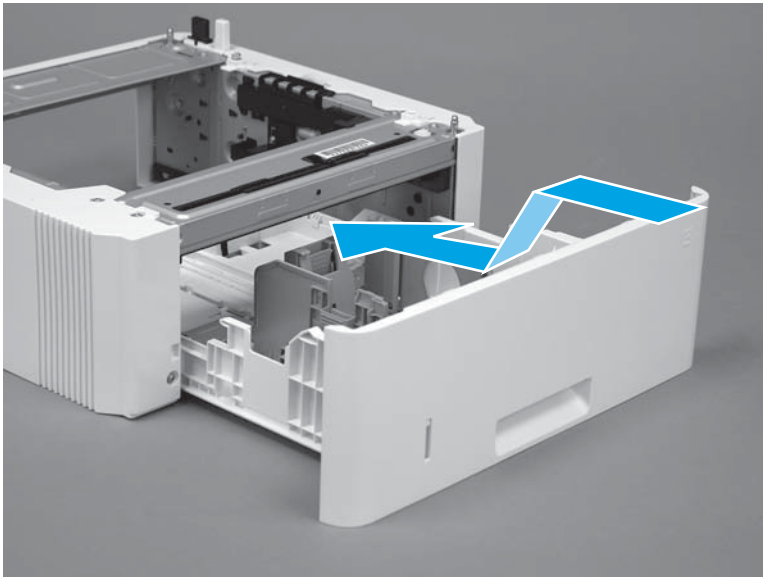
**Figure 1-14** Recycle and unpack



**Step 3: Install optional Tray 3**

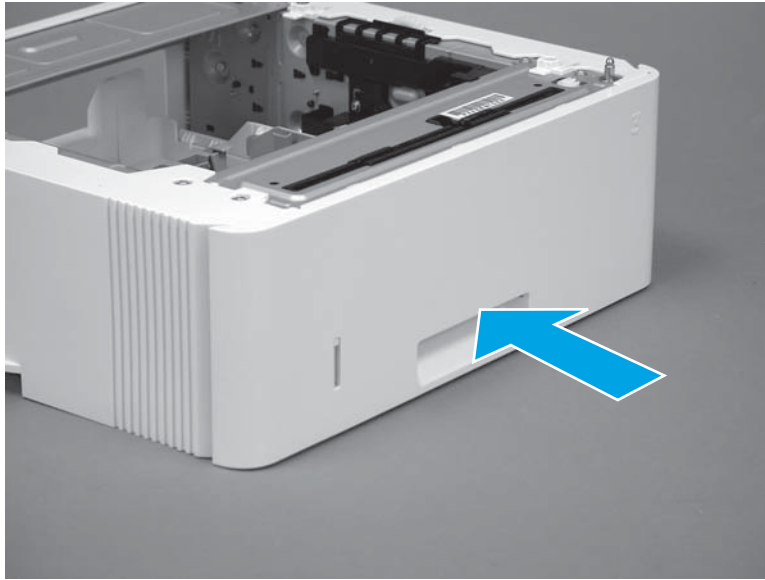
1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

**Figure 1-15** Install the tray



2. Push the tray straight into the accessory to close it.

**Figure 1-16** Close the tray



## RM2-5452-010CN Tray 2 paper pickup roller assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the pickup roller assembly \(Tray 2\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the pickup roller assembly \(Tray 2\)](#)
- [Step 5: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the paper pickup roller assembly (Tray 2).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

Paper pickup roller assembly (Tray 2) part number	
---	--

---

RM2-5452-010CN	Paper pickup roller assembly (Tray 2)
----------------	---------------------------------------

---

### Required tools

- No special tools are required to remove this part.

### 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.

Print a page from Tray 2 to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-17** Remove the tray



**Step 2: Remove the pickup roller assembly (Tray 2)**

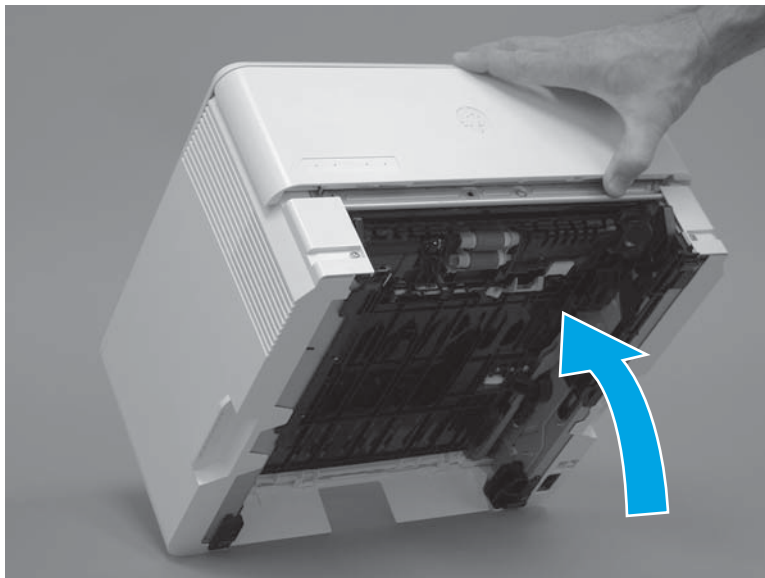
**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

**NOTE:** The M403/M402 printer is shown in this procedure. However, the procedure is valid for the M427/M426 printers.

1. Carefully rotate the printer backward.

**CAUTION:** To avoid damage to the rear cassette cover, keep it in the closed position.

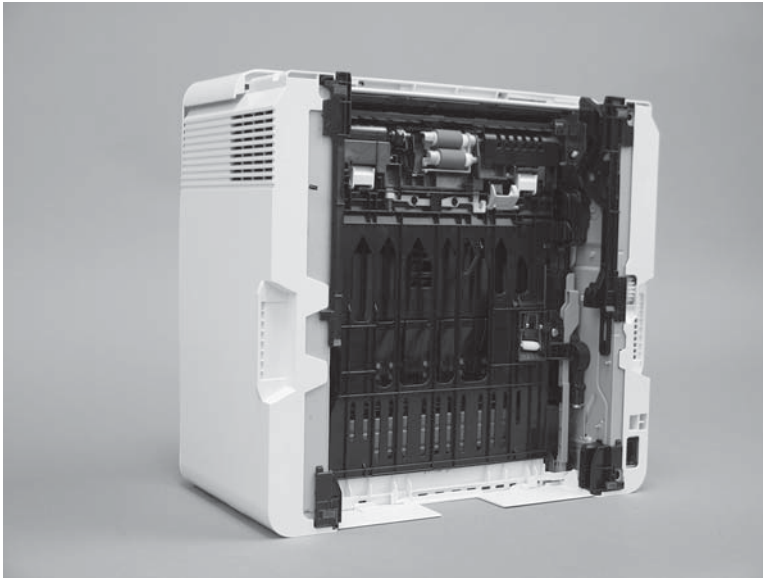
**Figure 1-18** Tilt the printer backward



2. Continue rotate the printer backward until it rests on the rear cover, bottom-side face forward.

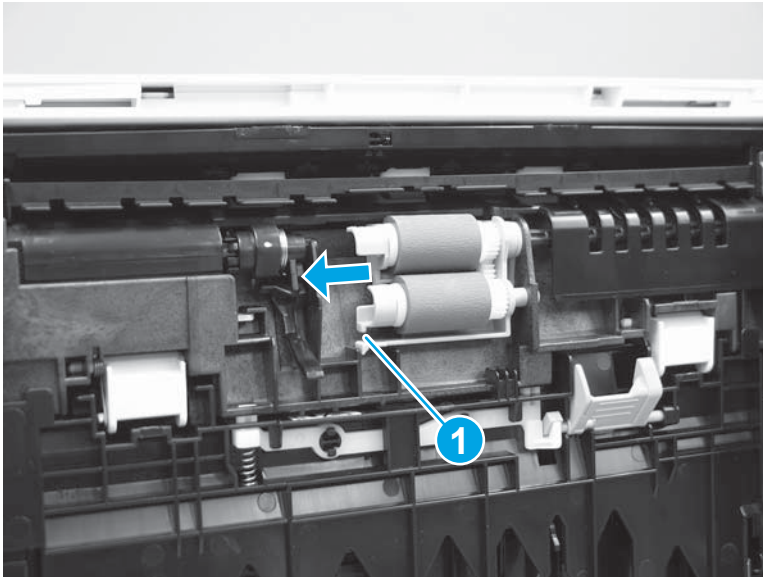
**⚠ CAUTION:** M427/M426: The integrated scanner assembly (ISA) is not captive, and can unexpectedly open when the printer is tilted back.

**Figure 1-19** Place the printer bottom-side face forward



3. Release one tab (callout 1), and then slide the roller holder toward the left side of the printer to release it.

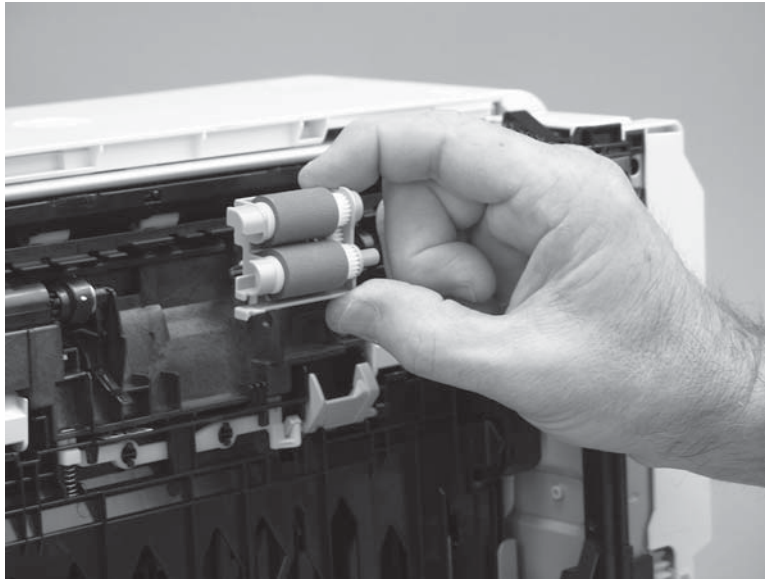
**Figure 1-20** Release one tab





4. Remove the roller holder.

**Figure 1-21** Remove the roller holder



### Step 3: Unpack the replacement assembly

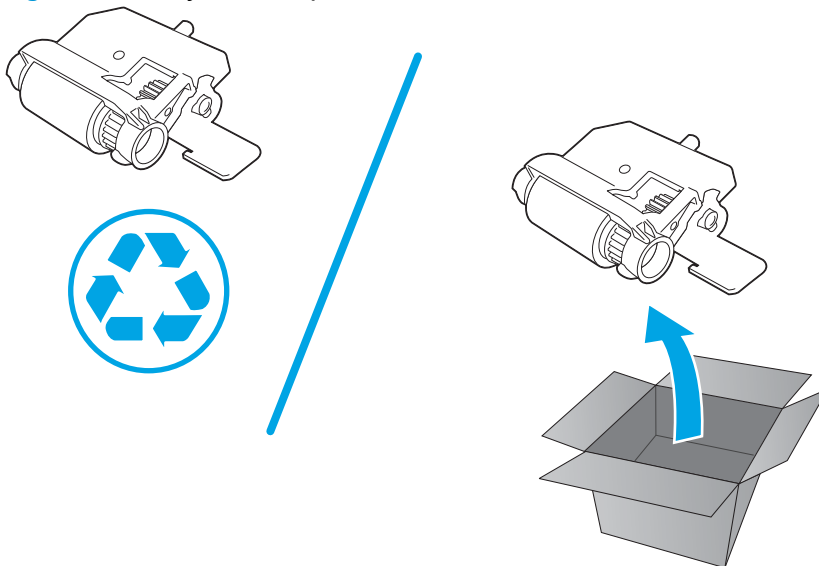
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

**NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-22** Recycle and unpack



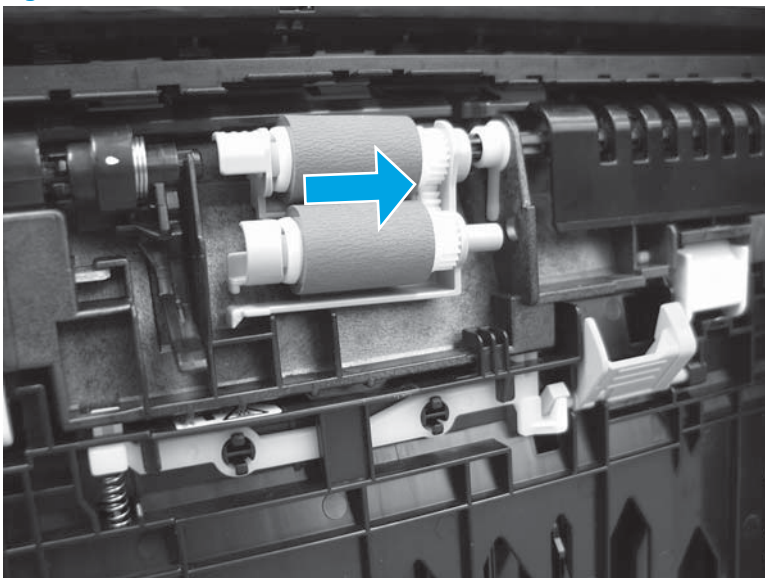
#### Step 4: Install the pickup roller assembly (Tray 2)

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

**NOTE:** The M403/M402 printer is shown in this procedure. However, the procedure is valid for the M427/M426 printers.

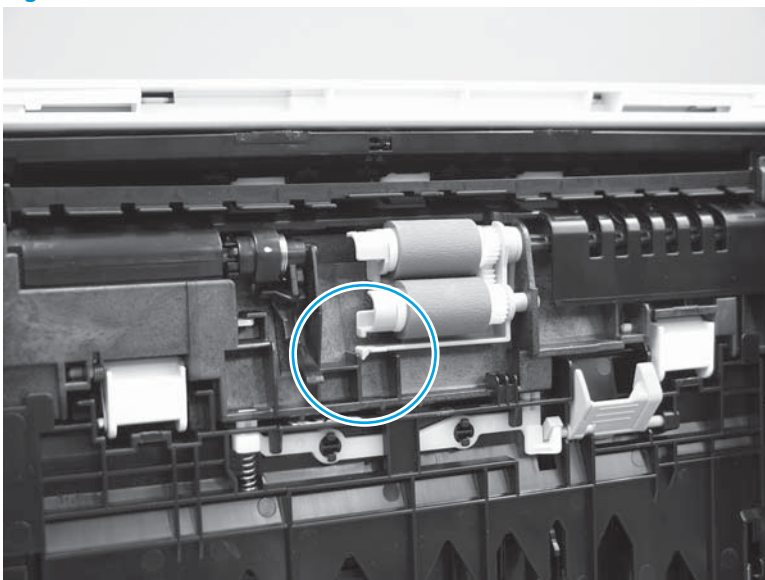
1. Position the roller holder assembly in the printer as shown, and then slide it toward the right side of the printer.

**Figure 1-23** Install the roller holder



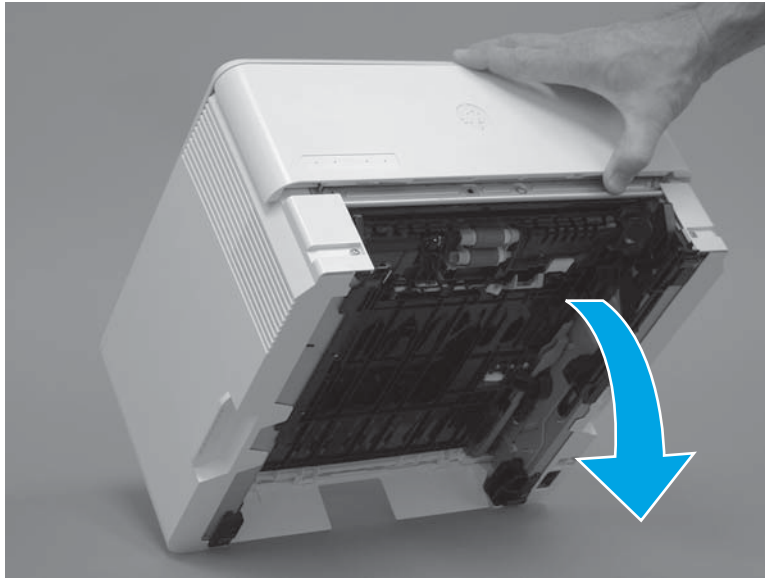
2. Make sure that the tab snaps into place.

**Figure 1-24** Check the tab



- Carefully rotate the printer forward.

**Figure 1-25** Rotate the printer forward



- Continue rotate the printer forward until it rests in the operational position.

**Figure 1-26** Place the printer in the operational position



### Step 5: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-27** Install the tray



## RM2-5741-000CN optional Tray 3 paper pickup roller assembly

- [Introduction](#)
- [Step 1: Remove optional Tray 3](#)
- [Step 2: Remove the paper pickup roller assembly \(optional Tray 3\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the paper pickup roller assembly \(optional Tray 3\)](#)
- [Step 5: Install optional Tray 3](#)


### Introduction

This document provides the procedures to remove and replace the paper pickup roller assembly (Tray 3).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Paper pickup roller assembly (Tray 3) part number	
RM2-5741-000N	Paper pickup roller assembly (Tray 3)

### Required tools

- No special tools are required to remove this part.

### After performing service

#### Turn the printer power on

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

### Post service test

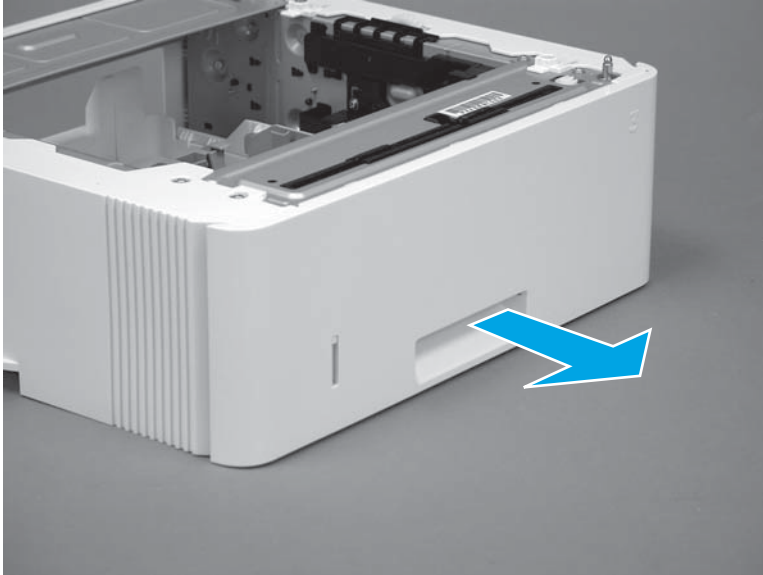
Make sure that the printer initializes to a **Ready** state.

Print a page from the accessory to make sure that the printer is functioning correctly.

### Step 1: Remove optional Tray 3

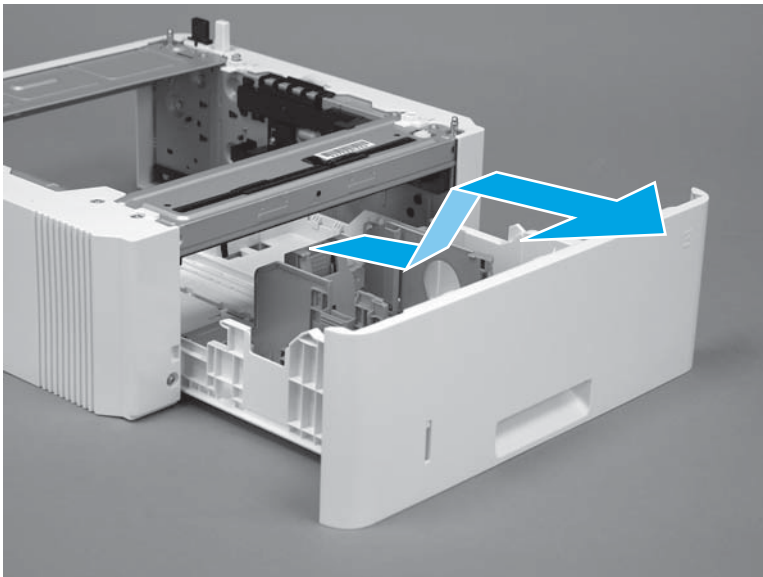
1. Pull the tray straight out of the printer until it stops.

**Figure 1-28** Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

**Figure 1-29** Release and remove the tray



### Step 2: Remove the paper pickup roller assembly (optional Tray 3)

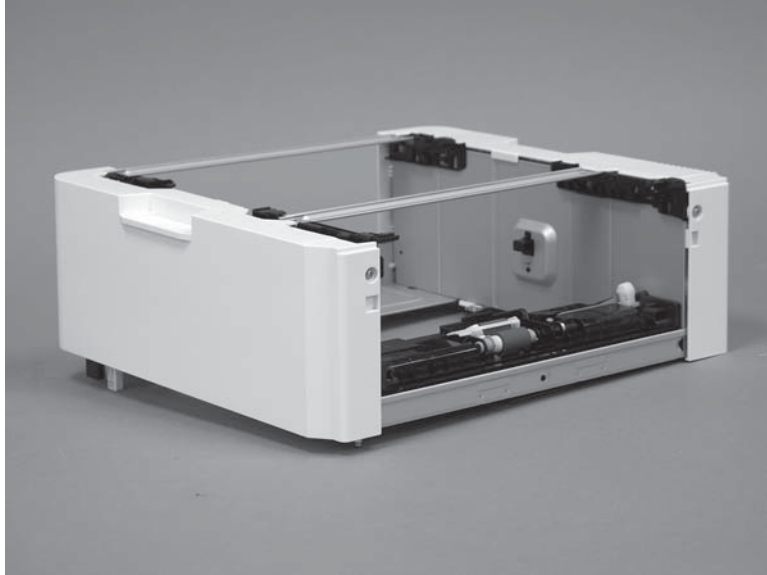
---

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

---

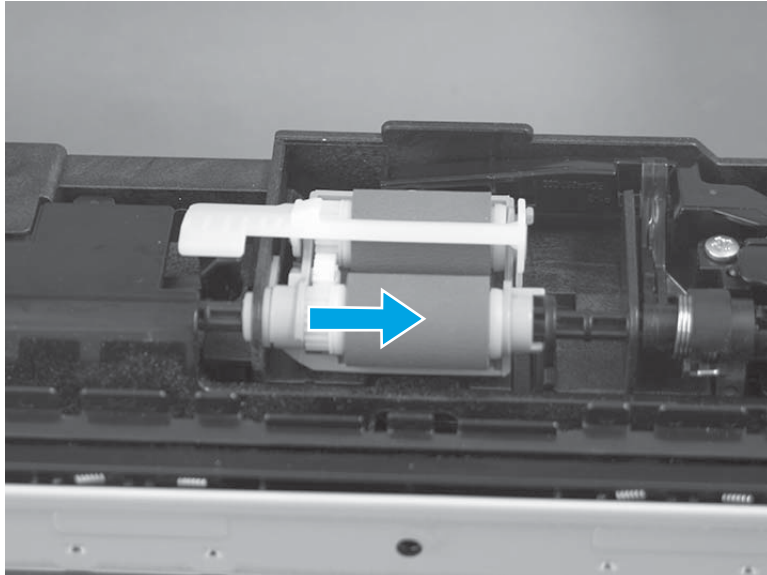
1. Carefully turn the accessory over to expose the roller assembly.

**Figure 1-30** Turn the accessory over



2. Slide the roller holder to the right to compress the spring-loaded shaft and release the assembly.

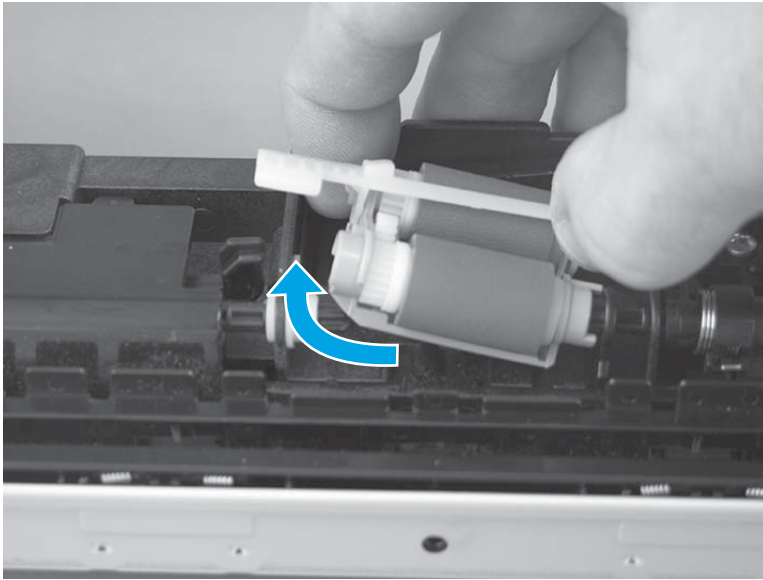
**Figure 1-31** Release the assembly





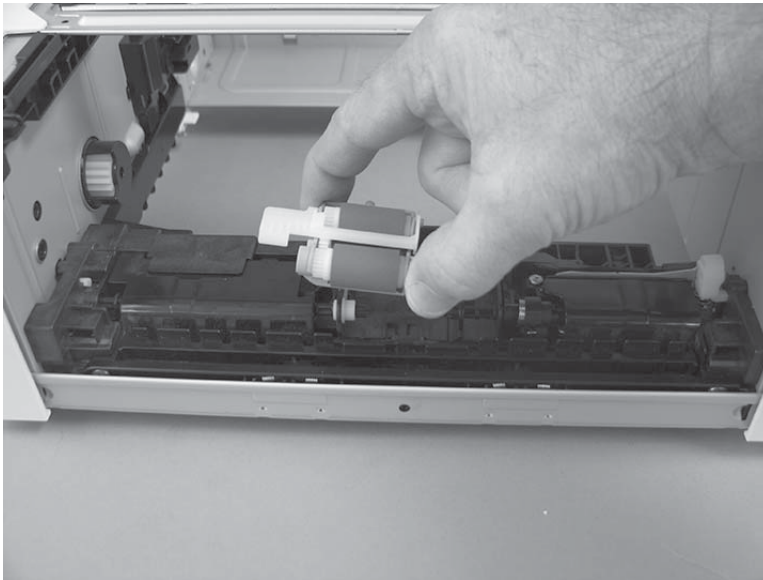
3. Rotate the end of the assembly up and away from the accessory.

**Figure 1-32** Rotate the assembly up



4. Remove the roller assembly.

**Figure 1-33** Remove the assembly



### Step 3: Unpack the replacement assembly

Unpack the replacement part from the packaging.

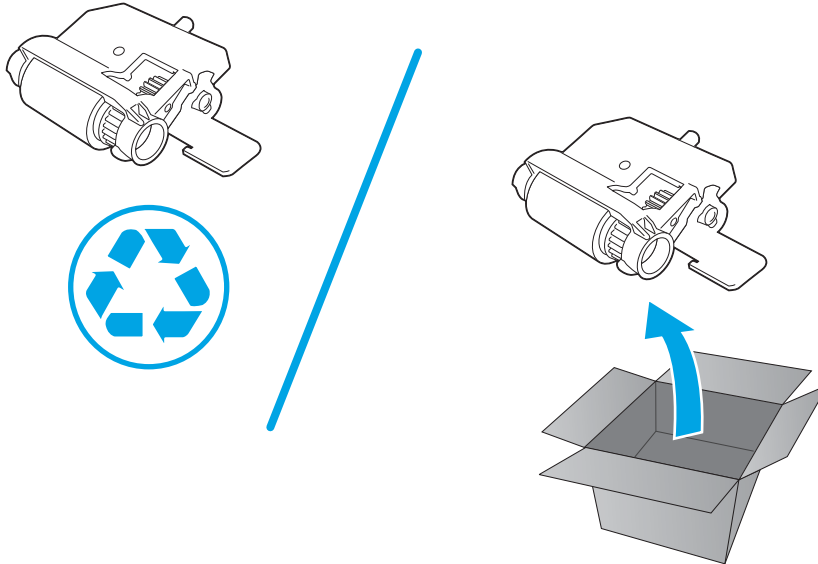
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

**NOTE:** HP recommends responsible disposal of the defective part.



**Figure 1-34** Recycle and unpack



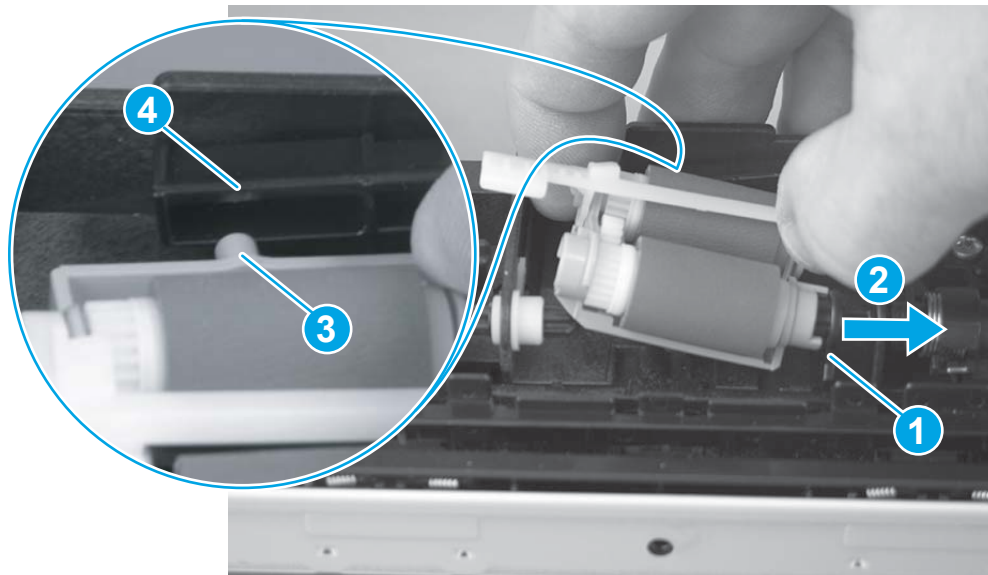
**Step 4: Install the paper pickup roller assembly (optional Tray 3)**

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

1. Install the right end of the assembly on the spring-loaded shaft (callout 1), and then slide it to the right to compress the shaft (callout 2).

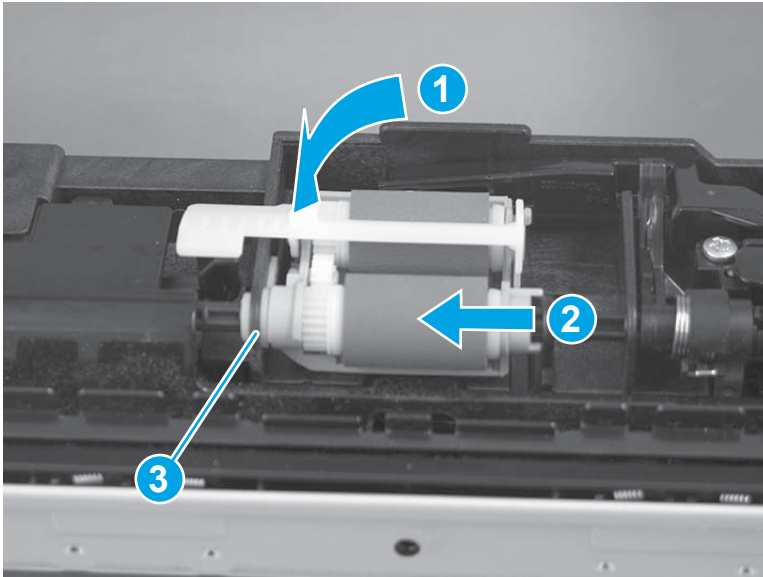
**IMPORTANT:** Make sure that the pin on the back of the holder (callout 3) is inserted in the slot (callout 4) in the lever arm. If the pin is not correctly installed, the accessory will not pick paper.

**Figure 1-35** Install the roller assembly




2. Rotate the left end of the assembly down and into place (callout 1), and then slide the assembly to the left (callout 2) to engage the drive end of the assembly with the drive shaft (callout 3).

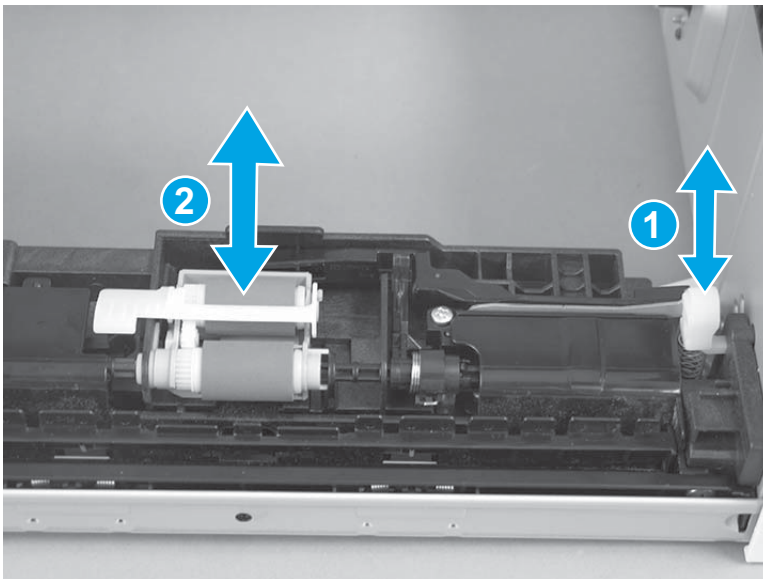
**Figure 1-36** Release the assembly



3. Push down and then release the tray-roller actuator (callout 1) and observe the roller assembly. It should move up and down (callout 2) in response to the actuator.

 **NOTE:** If it does not, remove the roller assembly and reinstall it making sure that the pin on the back of the assembly is in the lever arm. See [Figure 1-35 Install the roller assembly on page 31](#).

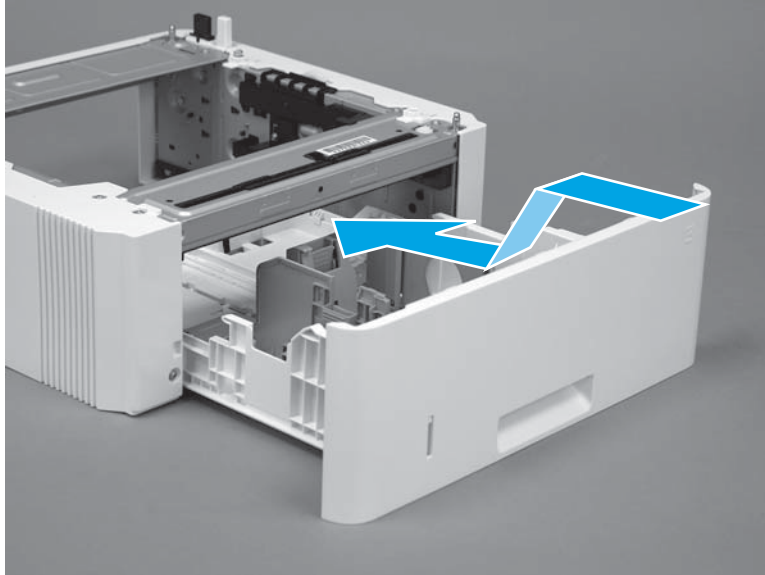
**Figure 1-37** Check the installation



### Step 5: Install optional Tray 3

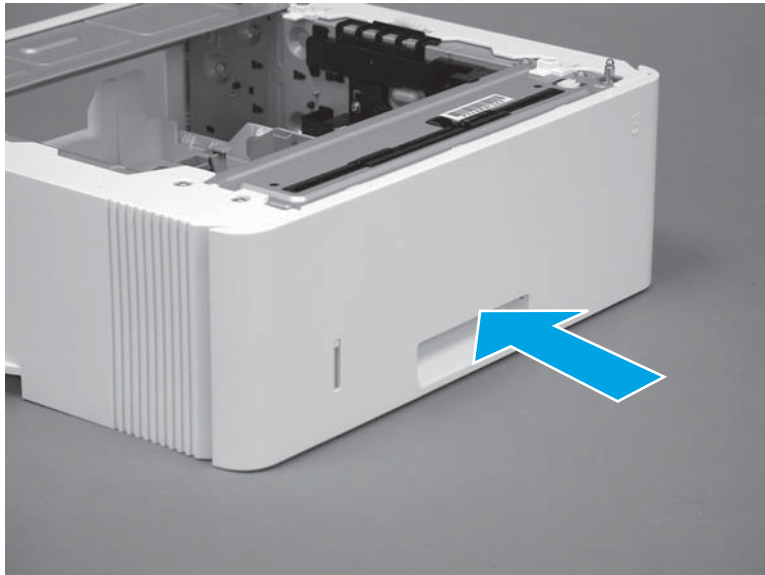
1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

**Figure 1-38** Install the tray



2. Push the tray straight into the accessory to close it.

**Figure 1-39** Close the tray



## RM2-5397-000CN Tray 2 separation roller assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the separation pad roller assembly \(Tray 2\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the separation pad roller assembly \(Tray 2\)](#)
- [Step 5: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the separation roller assembly (Tray 2).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

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Separation roller assembly (Tray 2) part number	
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RM2-5397-000CN
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Separation roller assembly (Tray 2)
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### Required tools

- No special tools are required to install this 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

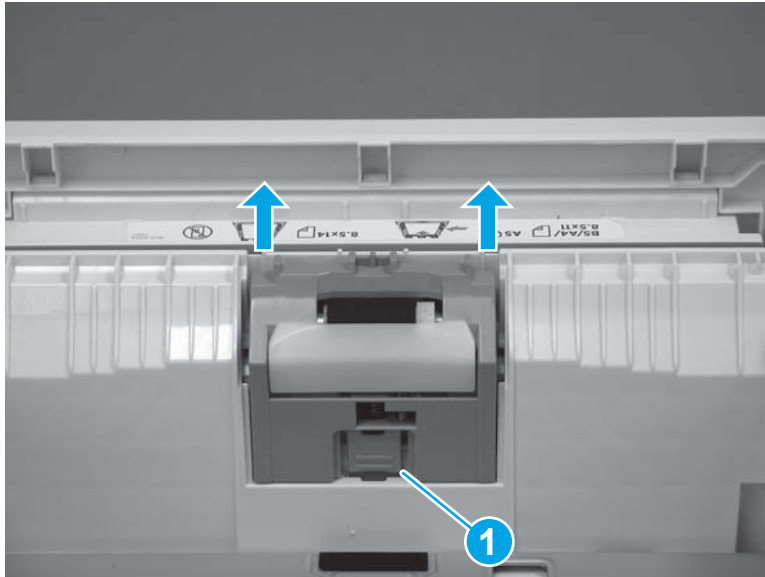
**Figure 1-40** Remove the tray



**Step 2: Remove the separation pad roller assembly (Tray 2)**

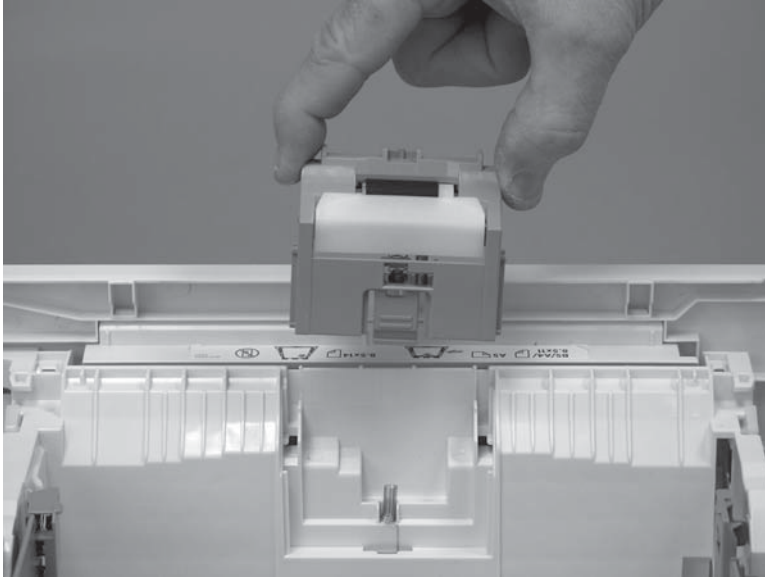
1. Press the locking lever (callout 1), and then pull the separation roller assembly straight up to release it.

**Figure 1-41** Release the assembly



2. Remove the assembly.

**Figure 1-42** Remove the assembly



### Step 3: Unpack the replacement assembly

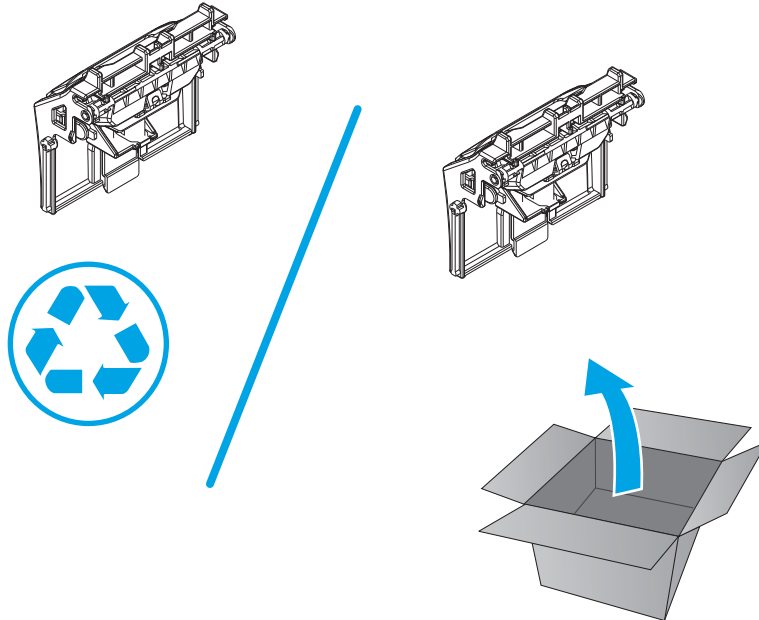
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

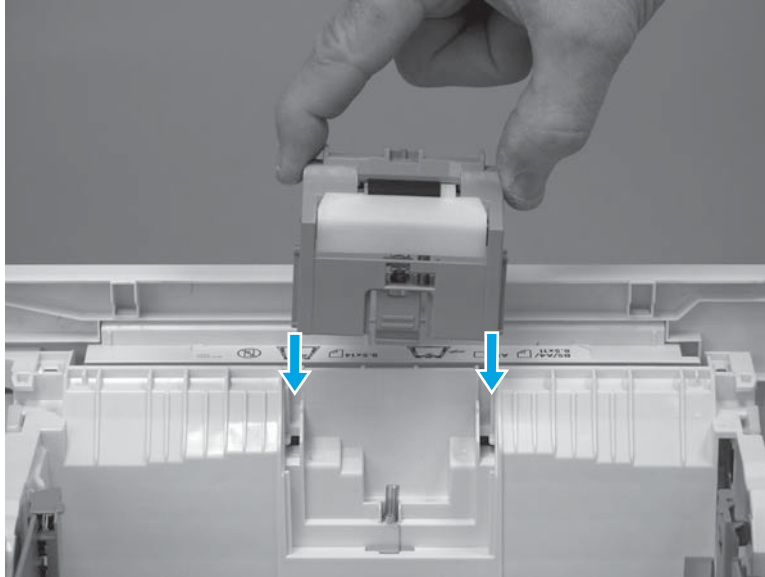
**Figure 1-43** Recycle and unpack



### Step 4: Install the separation pad roller assembly (Tray 2)

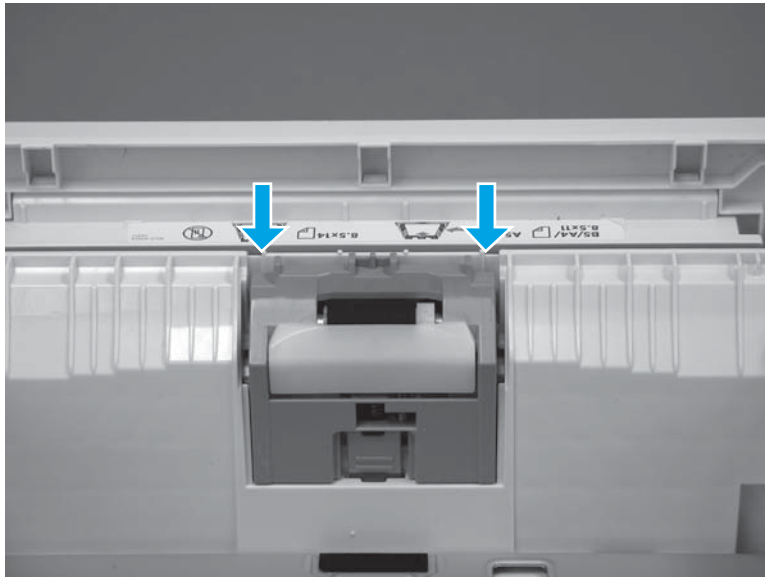
1. Install the assembly in the slots in the cassette.

**Figure 1-44** Install the assembly



2. Push the separation roller assembly straight down until it snaps into place.

**Figure 1-45** Release the assembly



### Step 5: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-46** Install the tray





## RM2-5745-000CN optional Tray 3 separation roller assembly

- [Introduction](#)
- [Step 1: Remove Tray 3](#)
- [Step 2: Remove the separation roller assembly \(optional Tray 3\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the separation roller assembly \(optional Tray 3\)](#)
- [Step 5: Install Tray 3](#)


### Introduction

This document provides the procedures to remove and replace the separation roller assembly (500-sheet feeder).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Separation roller assembly (550-sheet feeder) part number	
RM2-5745-000CN	Separation roller assembly (550-sheet feeder)

### Required tools

- No special tools are required to install this 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

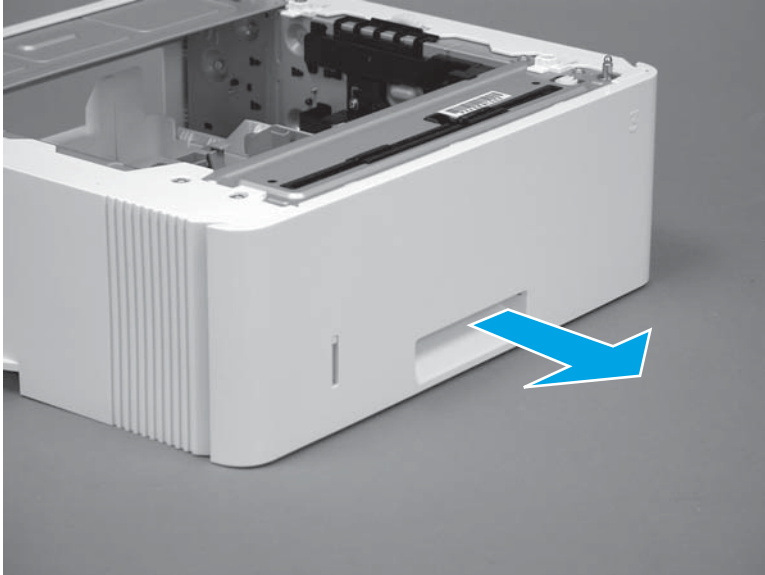
Make sure that the printer initializes to a **Ready** state.

Print a page from the accessory to make sure that the accessory is functioning correctly.

### Step 1: Remove Tray 3

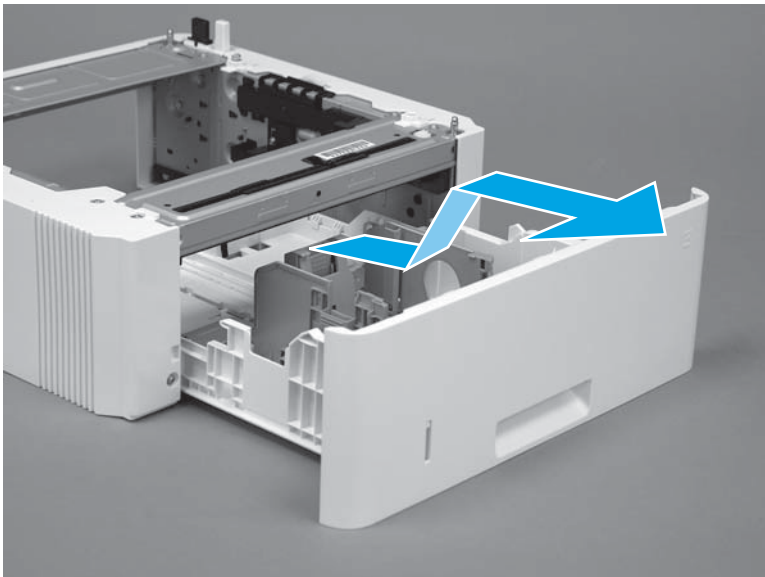
1. Pull the tray straight out of the printer until it stops.

**Figure 1-47** Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

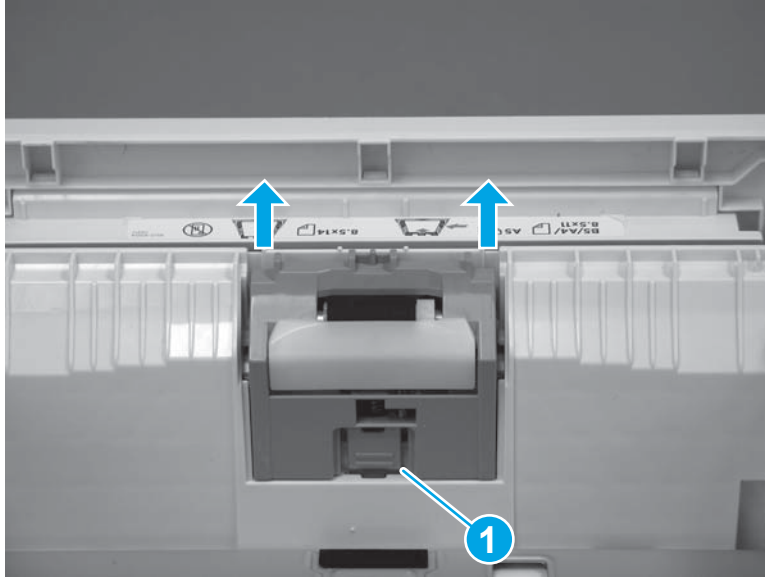
**Figure 1-48** Release and remove the tray



**Step 2: Remove the separation roller assembly (optional Tray 3)**

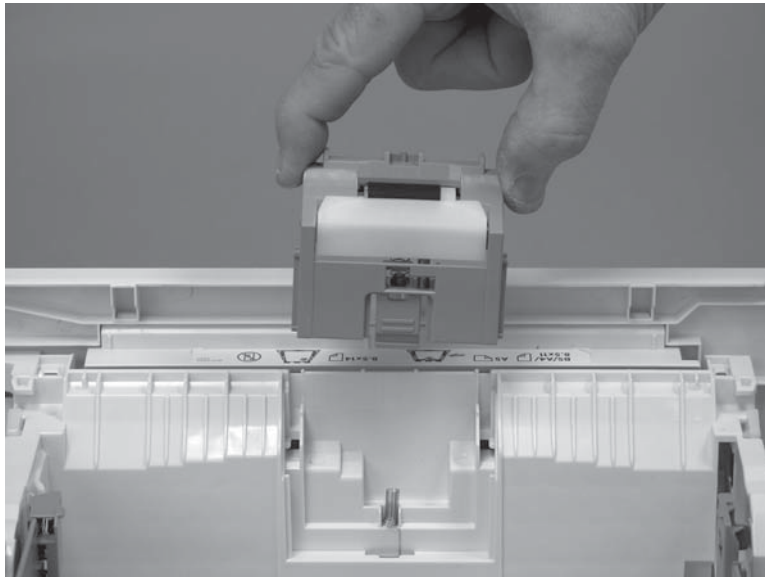
1. Press the locking lever (callout 1), and then pull the separation roller assembly straight up to release it.

**Figure 1-49** Release the assembly



2. Remove the assembly.

**Figure 1-50** Remove the assembly



### Step 3: Unpack the replacement assembly

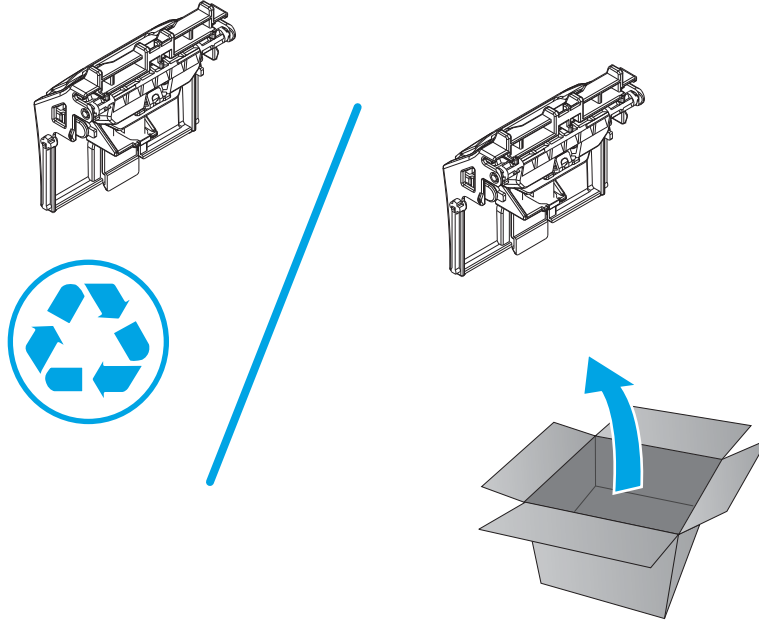
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

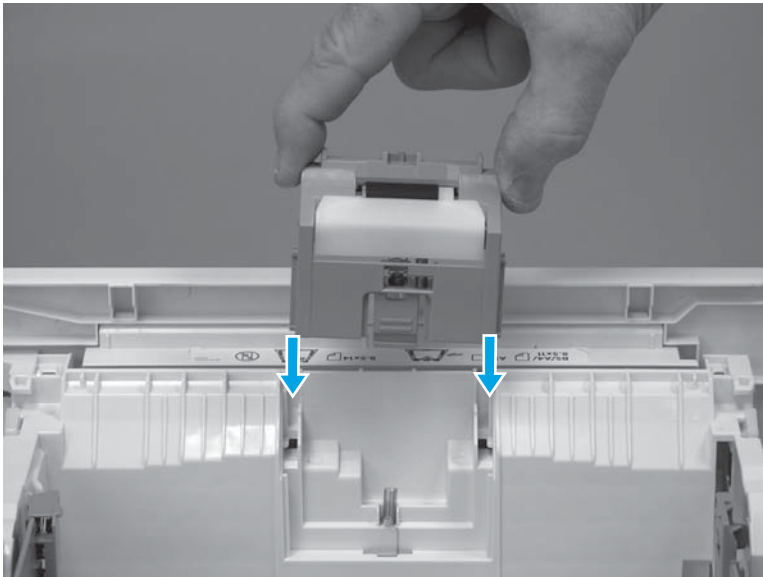
**Figure 1-51** Recycle and unpack



**Step 4: Install the separation roller assembly (optional Tray 3)**

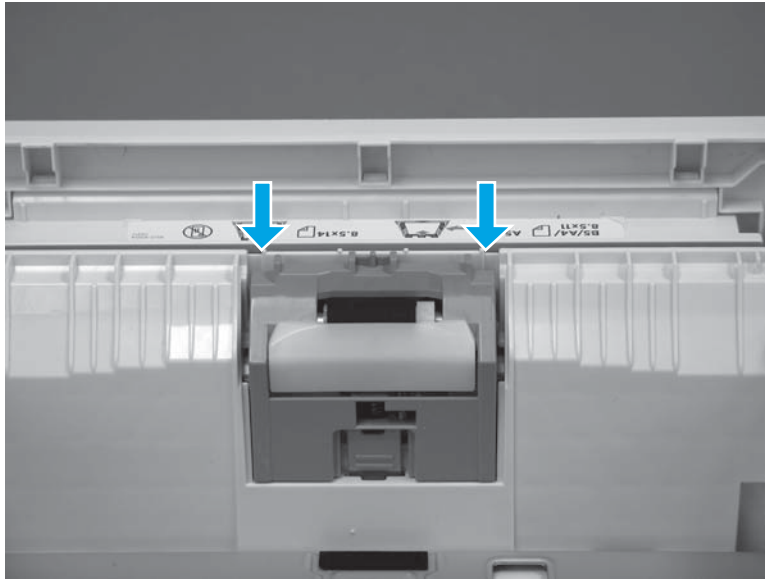
1. Install the assembly in the slots in the cassette.

**Figure 1-52** Install the assembly



2. Push the separation roller assembly straight down until it snaps into place.

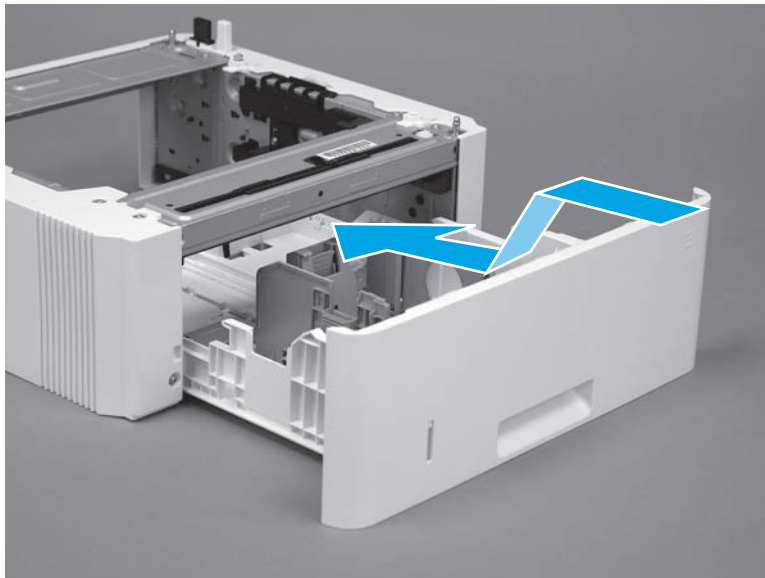
**Figure 1-53** Release the assembly



### Step 5: Install Tray 3

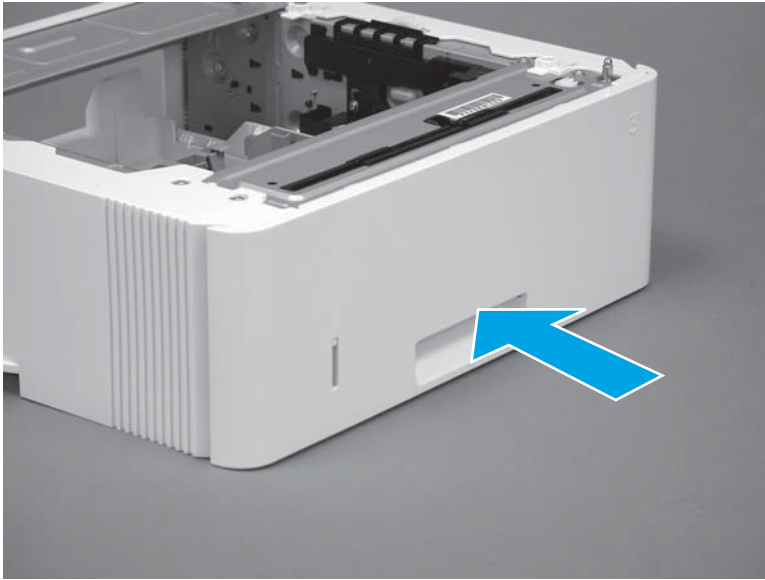
1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

**Figure 1-54** Install the tray



2. Push the tray straight into the accessory to close it.

**Figure 1-55** Close the tray



## Removal and replacement: External panels, covers, and doors

- [Removal and replacement: Damper sheets](#)
- [Removal and replacement: Rear USB cover](#)
- [Removal and replacement: Support shaft](#)
- [Removal and replacement: Cartridge door assembly](#)
- [Removal and replacement: Pressure-release link](#)
- [Removal and replacement: Left cover](#)
- [Removal and replacement: Right cover](#)
- [Removal and replacement: Rear door assembly](#)
- [Removal and replacement: Cassette rear cover](#)
- [Removal and replacement: Top cover \(M427/M426\)](#)
- [Removal and replacement: Cable guide \(M427/M426\)](#)
- [Removal and replacement: Top cover \(M403/M402\)](#)
- [Removal and replacement: 2-line LCD operator and indication covers \(M403/M402\)](#)
- [Removal and replacement: Paper delivery tray \(output bin\)](#)
- [Removal and replacement: Integrated scanner assembly \(M427/M426\)](#)
- [Removal and replacement: ISA lift assembly and slider pin \(M427/M426\)](#)

## Removal and replacement: Damper sheets

- [Introduction](#)
- [Step 1: Remove the damper sheets](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the damper sheets](#)


### Introduction

This document provides the procedures to remove and replace the damper sheets.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord 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](http://www.hp.com/buy/parts).

Damper sheets part number	
RC2-6075-000CN	Sheets, damper (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 are available for this assembly.

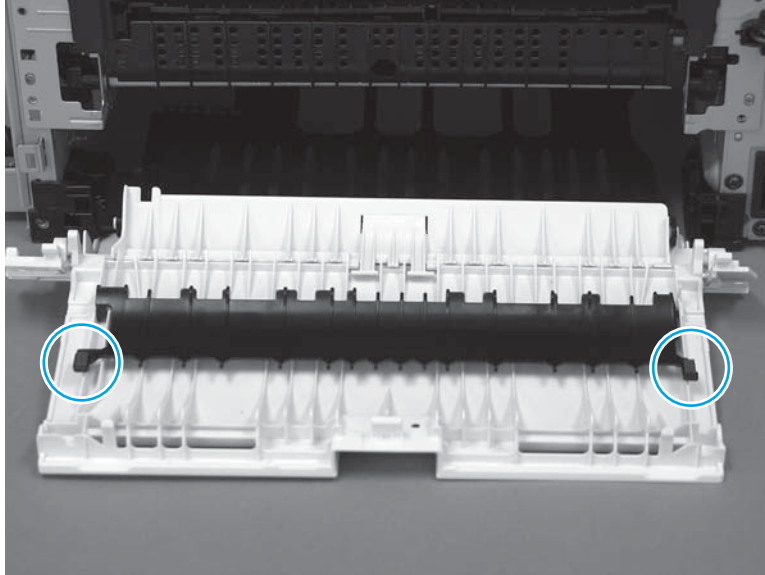
### Step 1: Remove the damper sheets

- ▲ Remove the damper sheets from the rear cover.

 **Reinstallation tip:** Make sure that all of the residual adhesive is removed from the rear cover damper sheet area. Residual adhesive can cause the replacement sheets to not adhere properly to the door.



**Figure 1-56** Remove the damper sheets



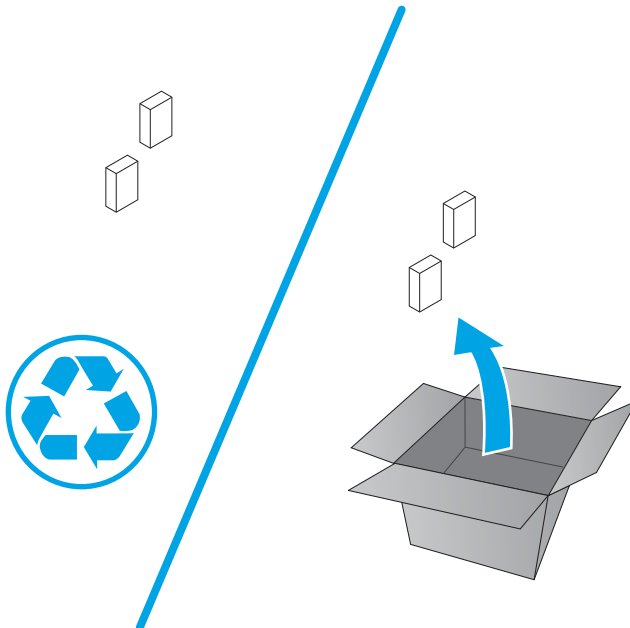
### Step 2: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

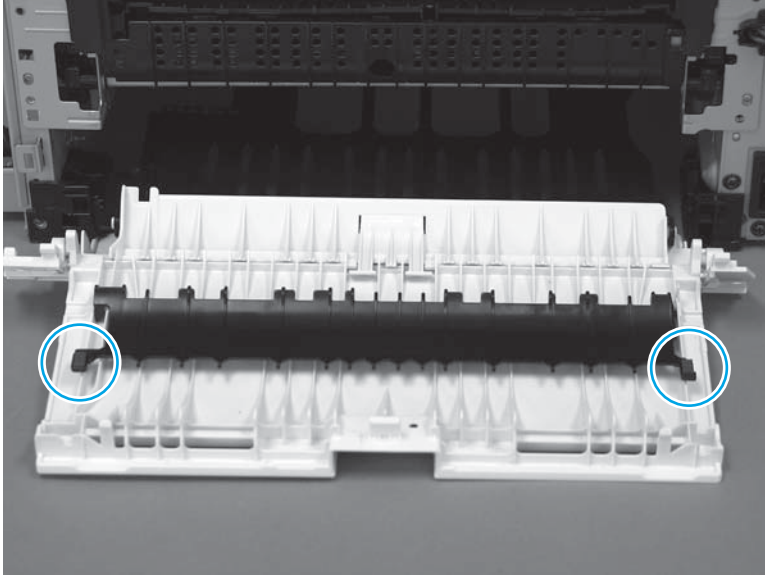
### Figure 1-57 Recycle and unpack



### Step 3: Install the damper sheets

- ▲ Remove the protective backing to expose the adhesive side of the damper sheets, and then install them on the rear cover.

**Figure 1-58** Install the damper sheets



## Removal and replacement: Rear USB cover

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


### Introduction

This document provides the procedures to remove and replace the rear USB cover.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Rear USB cover part number	
RC4-3298-000CN	Rear USB cover, small (M402/M403)
RC4-3299-000CN	Rear USB cover, small (M426/M427)

### 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.

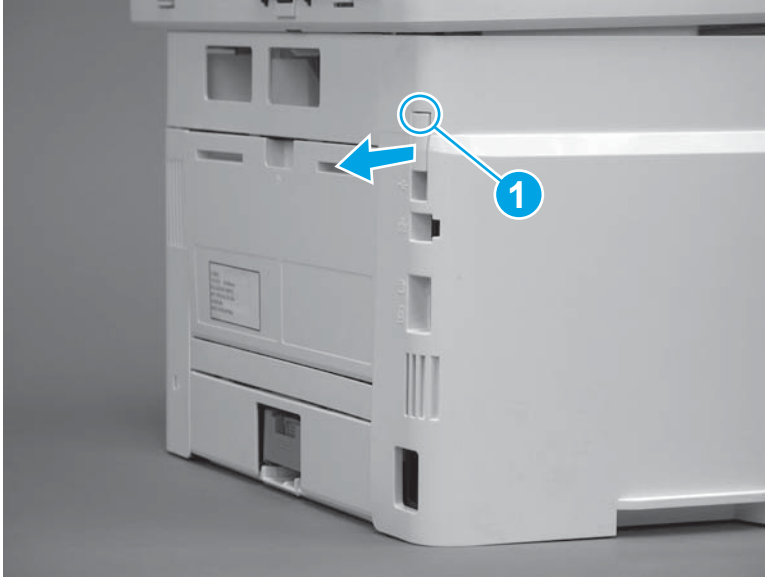
### Post service test

No post service test are available for this assembly.

### Step 1: Remove the rear USB cover

1. Use a finger to release two tabs (callout 1), and then pull the cover straight off of the printer.

**Figure 1-59** Pull the cover straight off



2. Remove the cover.



**NOTE:** For network models, also remove the network port cover (not shown; RC4-2907-000CN).

**Figure 1-60** Remove the cover



### Step 2: Unpack the replacement assembly

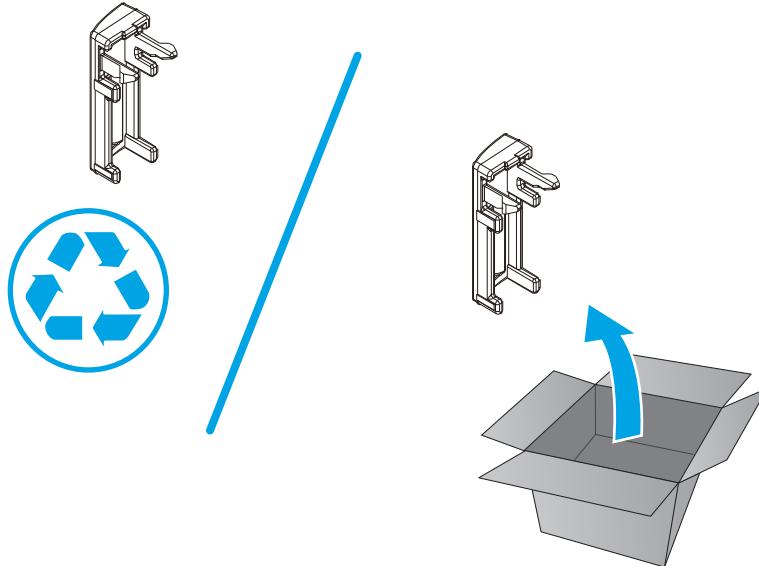
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-61** Recycle and unpack



**Step 3: Install the rear USB cover**

1. Align the tabs on the cover with the slots in the left cover.

**Figure 1-62** Align the tabs on the cover



2. Push the cover straight on to the printer to install it.

 **NOTE:** For network models, also install the network port cover (not shown; RC4-2907-000CN).

**Figure 1-63** Install the cover



## Removal and replacement: Support shaft

- [Introduction](#)
- [Step 1: Remove the support shaft](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the support shaft](#)


### Introduction

This document provides the procedures to remove and replace the toner-cartridge door support shaft.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord 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](http://www.hp.com/buy/parts).

Support shaft part number	
RC4-3002-000CN	Shaft, support

### Required tools

- Optional: 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

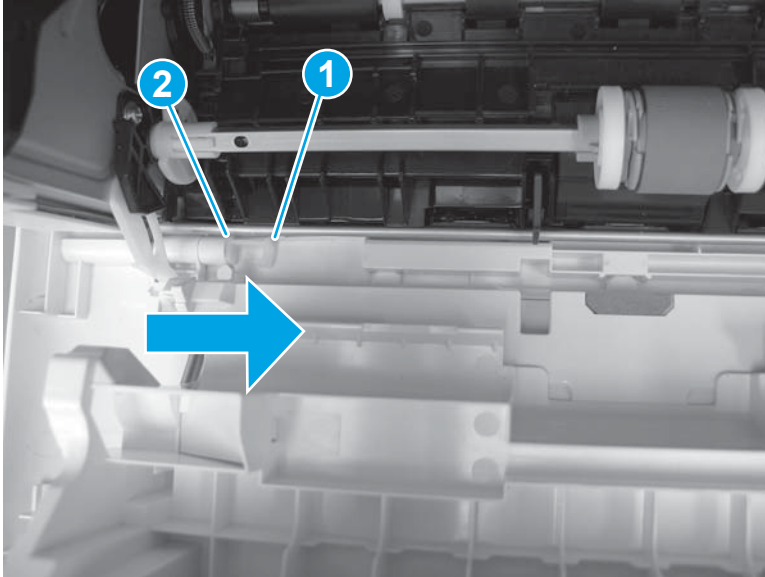
Make sure that toner toner-cartridge door correctly opens and closes.

### Step 1: Remove the support shaft

1. Release the support shaft (callout 1), and then slide it toward the center of the door (callout 2).

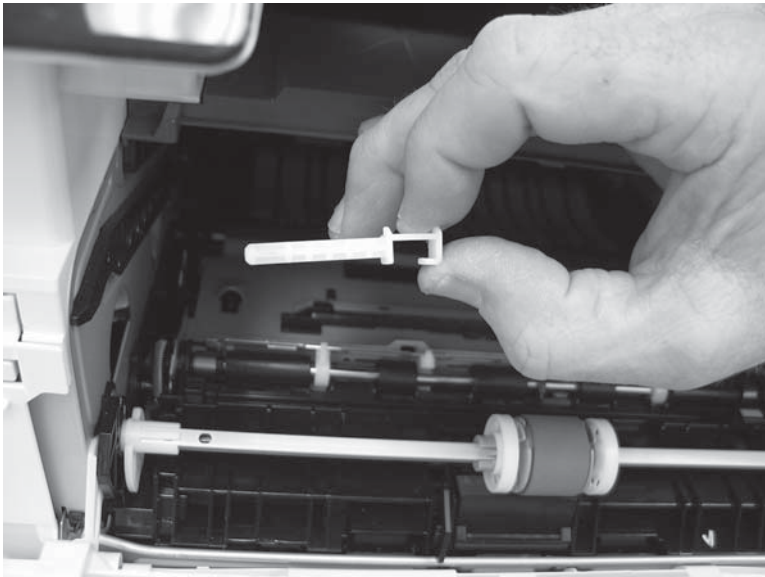
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-64** Release the support shaft



2. Remove the support shaft.

**Figure 1-65** Remove the support shaft



### Step 2: Unpack the replacement assembly

Unpack the replacement part from the packaging.

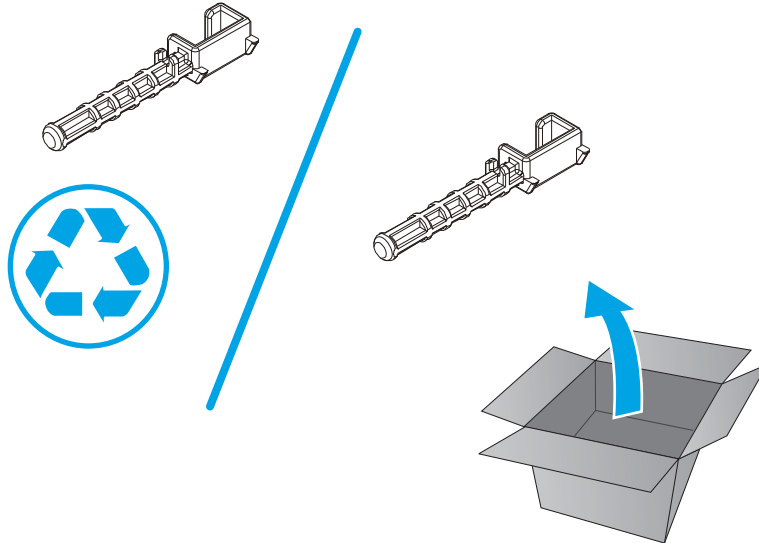
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.



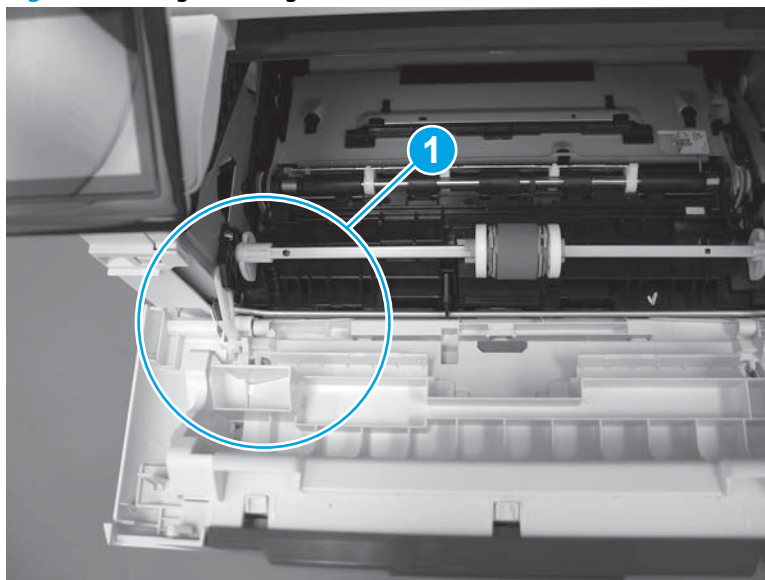
**Figure 1-66** Recycle and unpack




**Step 3: Install the support shaft**

1. Position the support shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

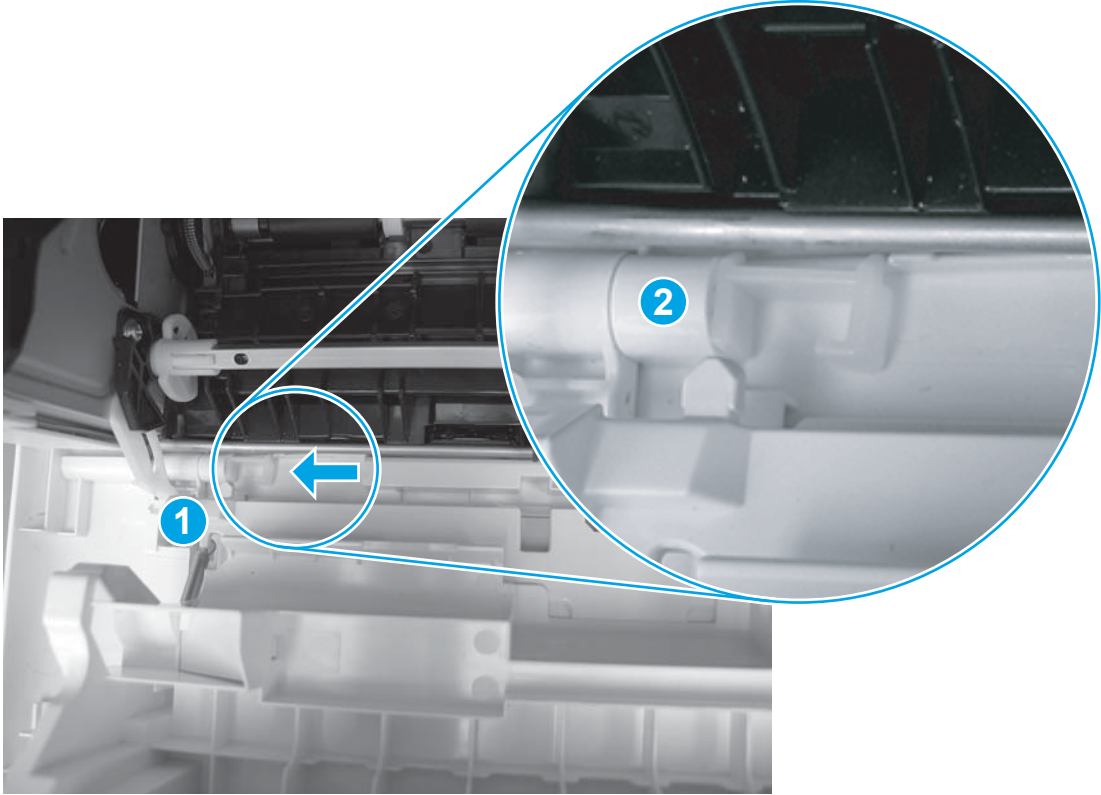
**Figure 1-67** Align the hinge



2. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-68** Install the support shaft



## Removal and replacement: Cartridge door assembly

- [Introduction](#)
- [Step 1: Remove the cartridge door assembly](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the cartridge door assembly](#)


### Introduction

This document provides the procedures to remove and replace the cartridge door assembly.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Cartridge door assembly part number	
RM2-5390-000CN	Cartridge door assembly (M403/M402 models)
RM2-5436-000CN	Cartridge door assembly (M403/M402 NFC models)
RM2-5408-000CN	Cartridge door assembly (M427/M426 models)
RM2-5435-000CN	Cartridge door assembly (M427/M426 NFC models)

### 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

Make sure that the cartridge door assembly correctly opens and closes.

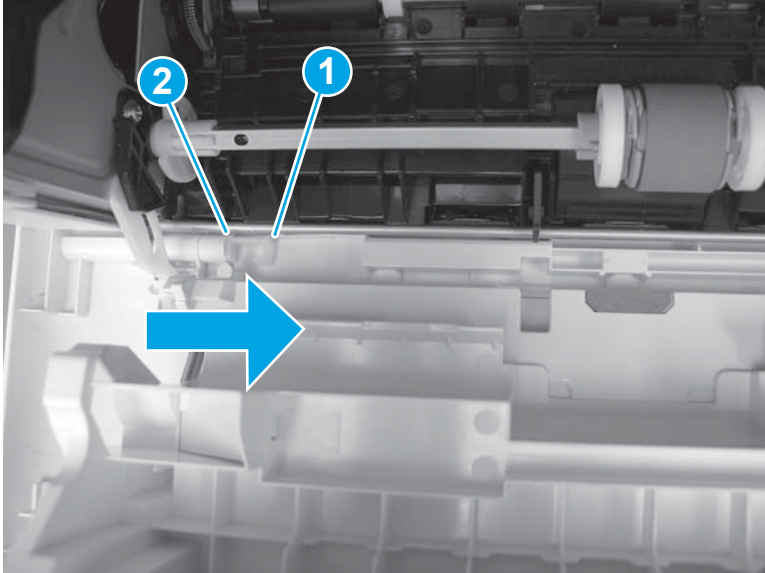
### Step 1: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

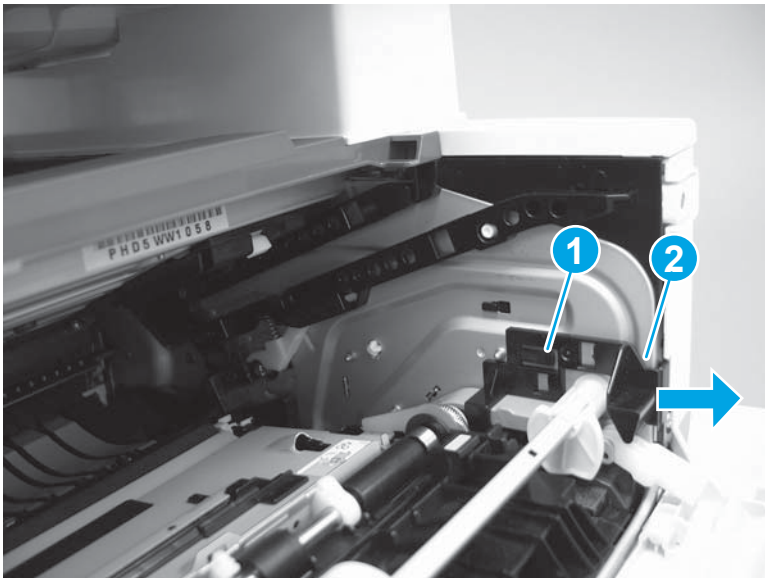
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-69** Release the support shaft



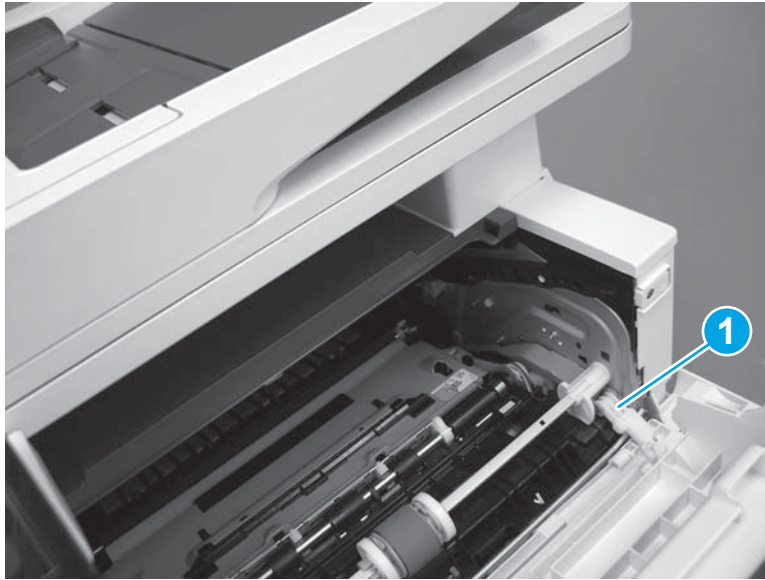
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-70** Remove the guide



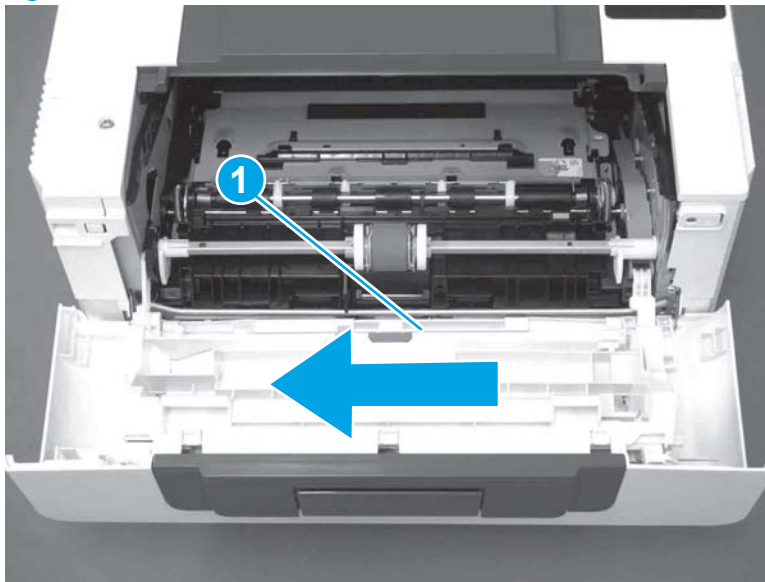
3. Remove the link arm (callout 1).

**Figure 1-71** Remove the link arm



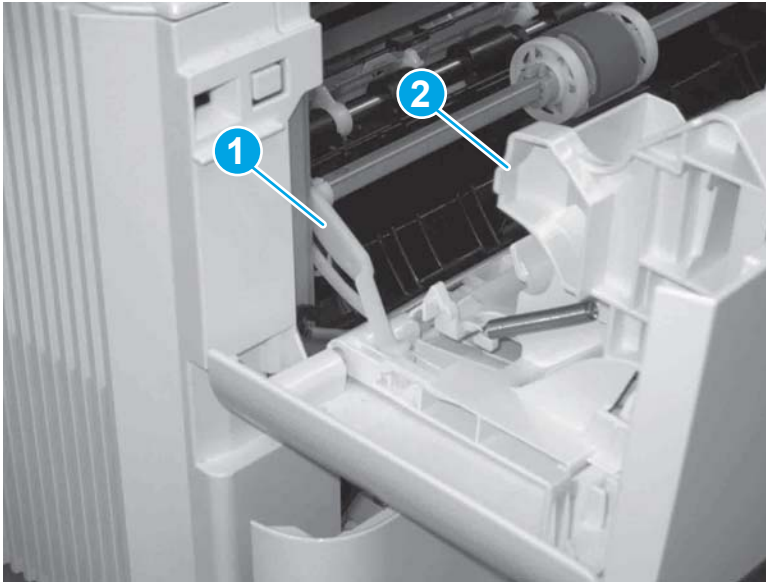
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-72** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

**Figure 1-73** Release the left-side retainer arm



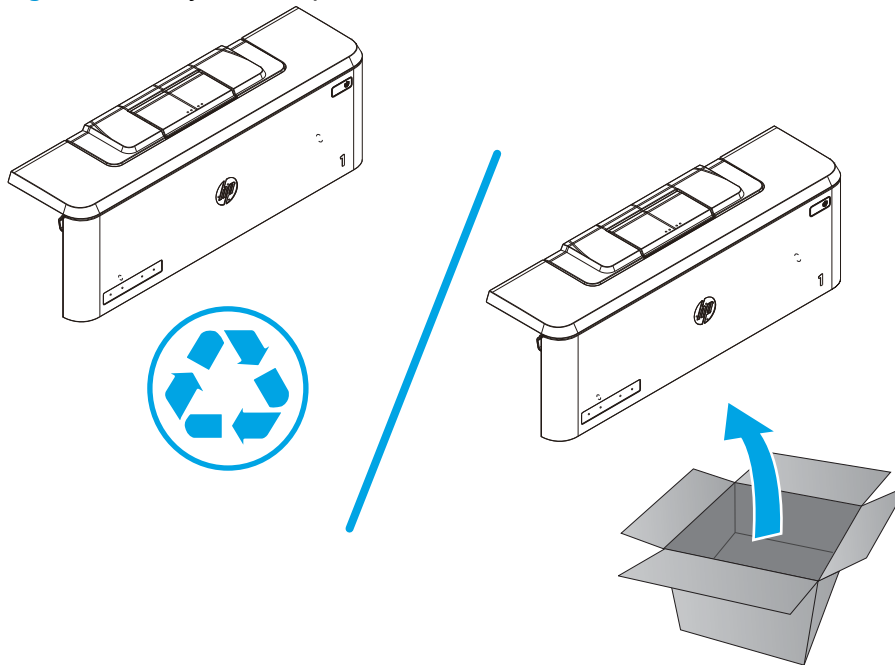
### Step 2: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>


 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-74** Recycle and unpack



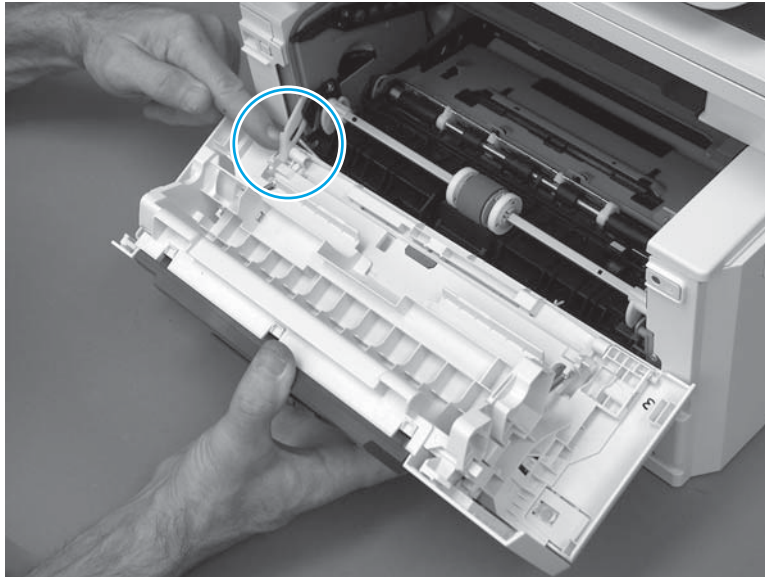


### Step 3: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

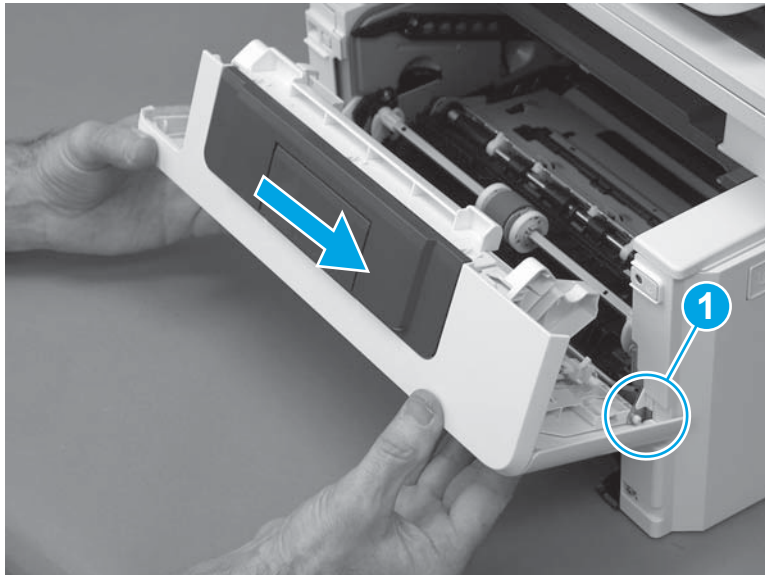
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-75** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

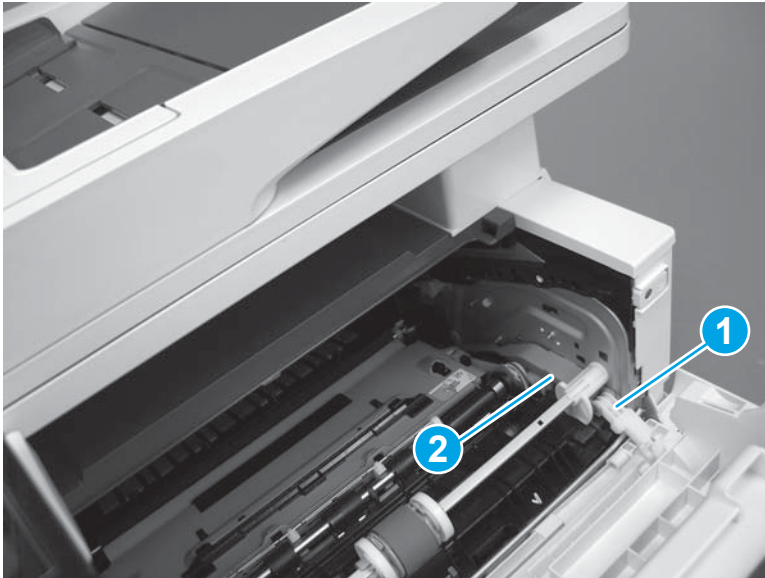
**Figure 1-76** Install the door



3. Install the link (callout 1).

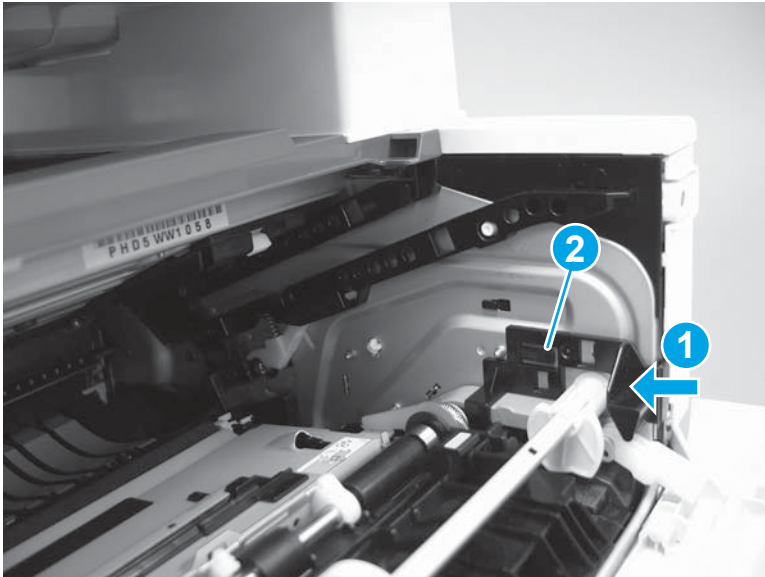
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-77** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

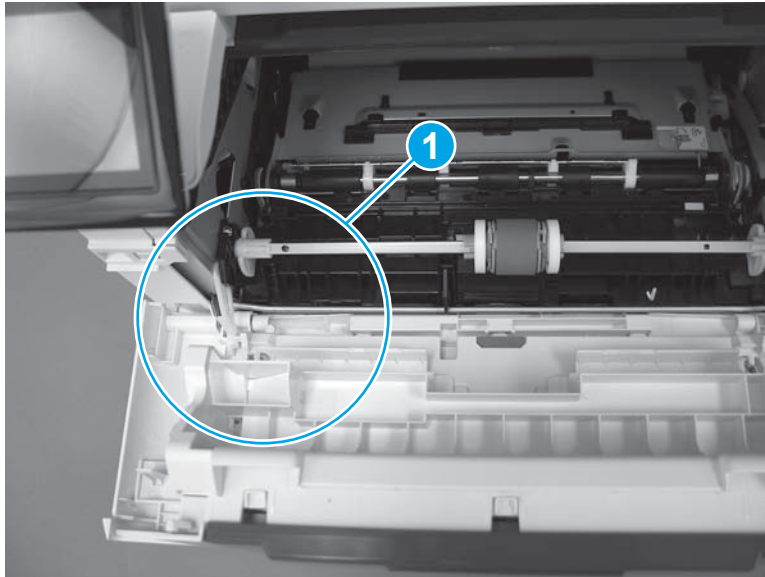
**Figure 1-78** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

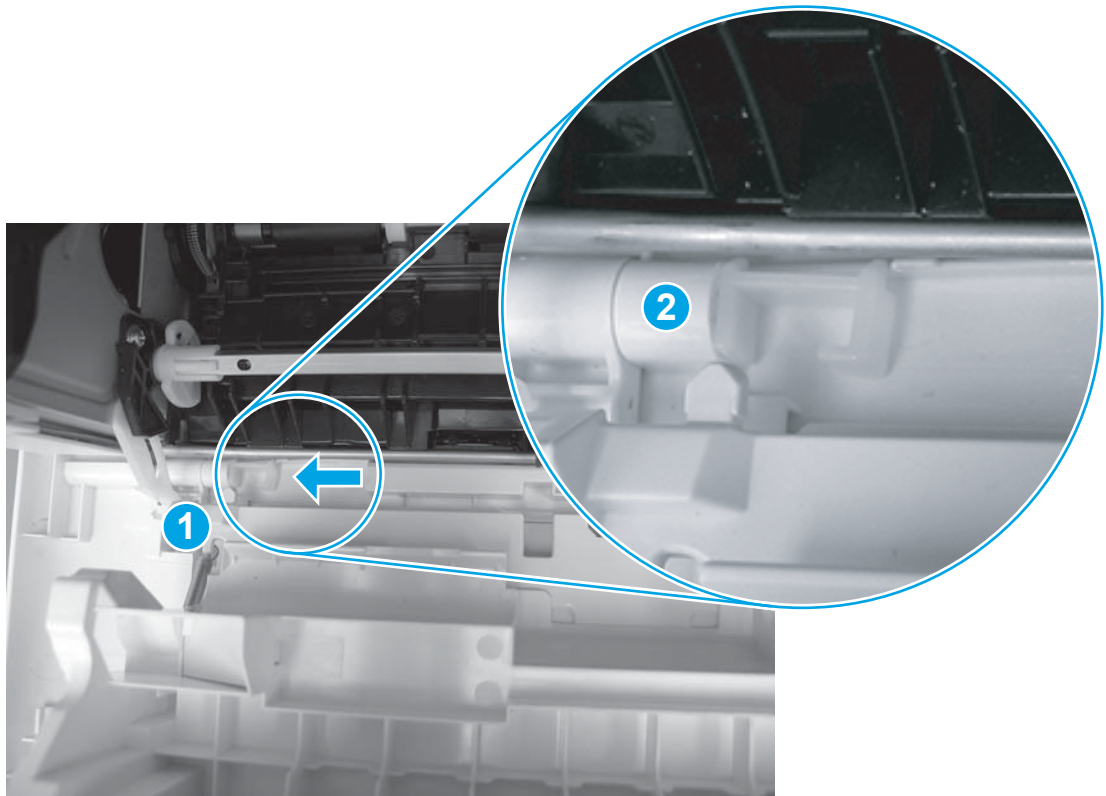
**Figure 1-79** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-80** Install the support shaft



## Removal and replacement: Pressure-release link

- [Introduction](#)
- [Step 1: Remove the cartridge door assembly](#)
- [Step 2: Remove the pressure-release link](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the pressure-release link](#)
- [Step 5: Install the cartridge door assembly](#)


### Introduction

This document provides the procedures to remove and replace the pressure-release link arm.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Pressure-release link part number	
RC4-4479-000CN	Link, pressure-release link

### 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

Make sure that the toner-cartridge door correctly opens and closes.

### Step 1: Remove the cartridge door assembly

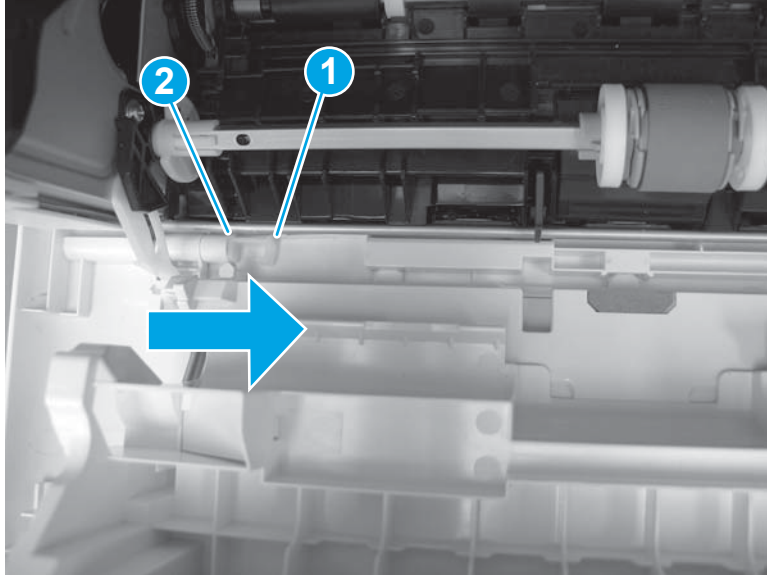


**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

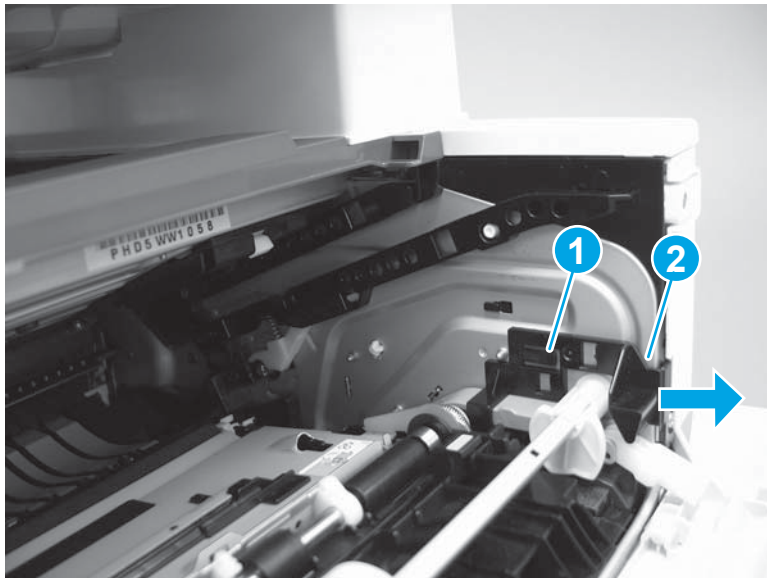
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-81** Release the support shaft



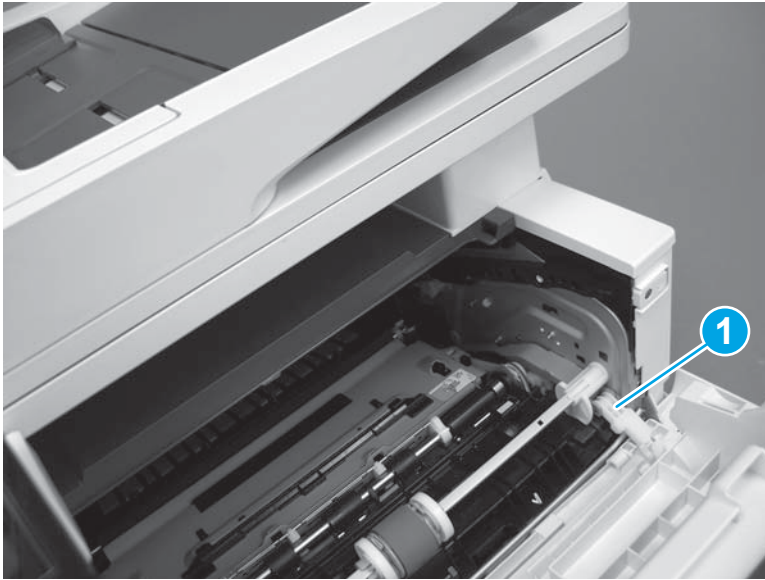
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-82** Remove the guide



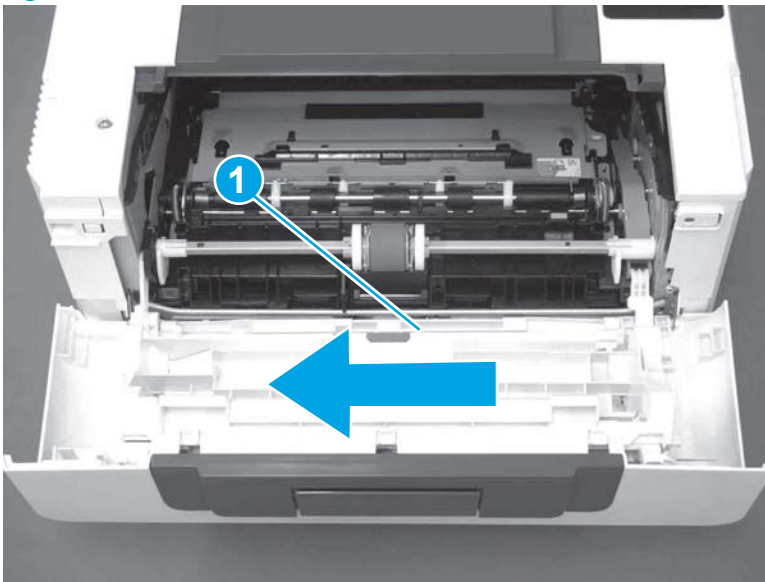
3. Remove the link arm (callout 1).

**Figure 1-83** Remove the link arm



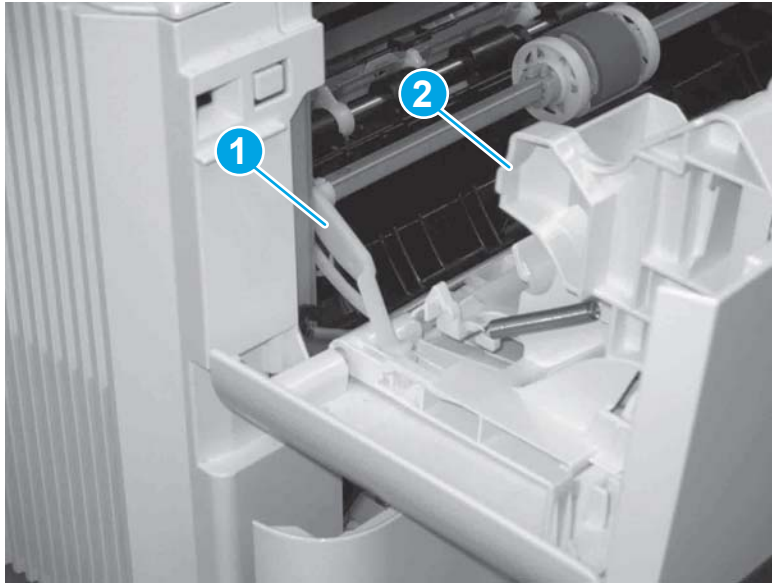
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-84** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

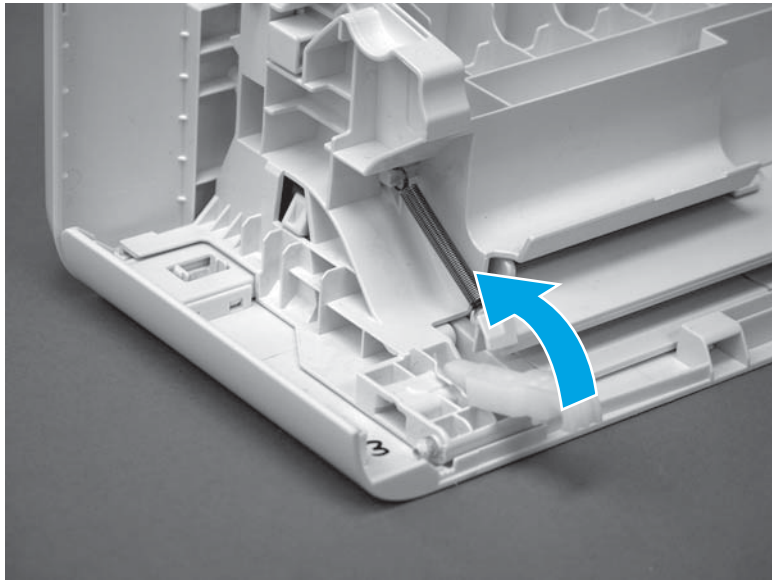
**Figure 1-85** Release the left-side retainer arm



**Step 2: Remove the pressure-release link**

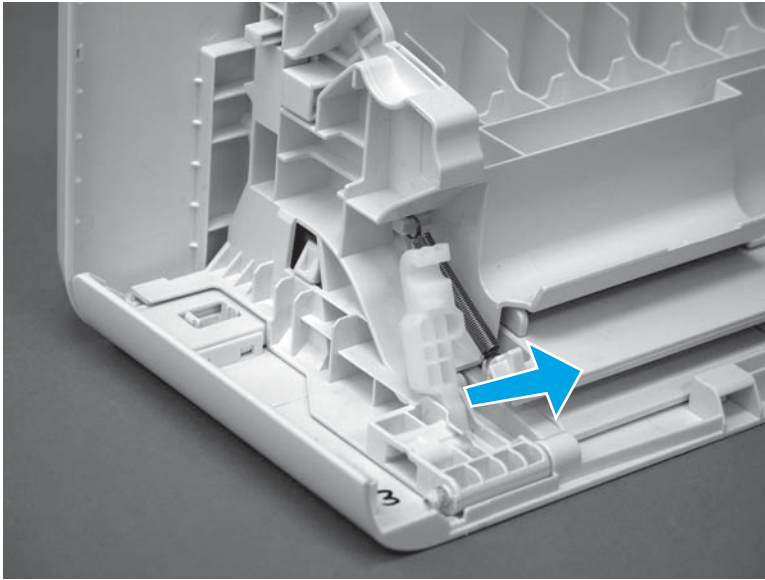
1. Rotate the pressure-release link until the keyed portion of the pin aligns with the slot in the holder.

**Figure 1-86** Release the pressure-release link



2. Remove the pressure-release link.

**Figure 1-87** Remove the pressure-release link



### Step 3: Unpack the replacement assembly

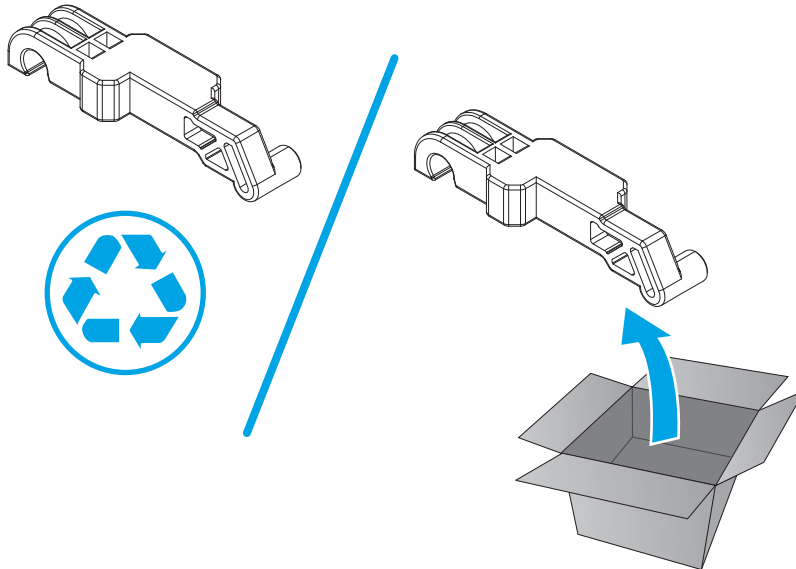
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-88** Recycle and unpack

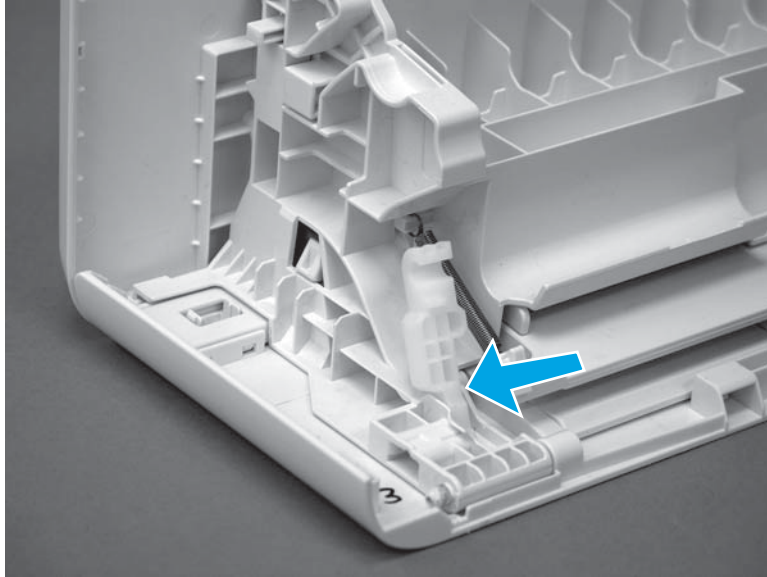


### Step 4: Install the pressure-release link

1. Align the keyed portion of the pin with the slot in the holder, and then install the link.

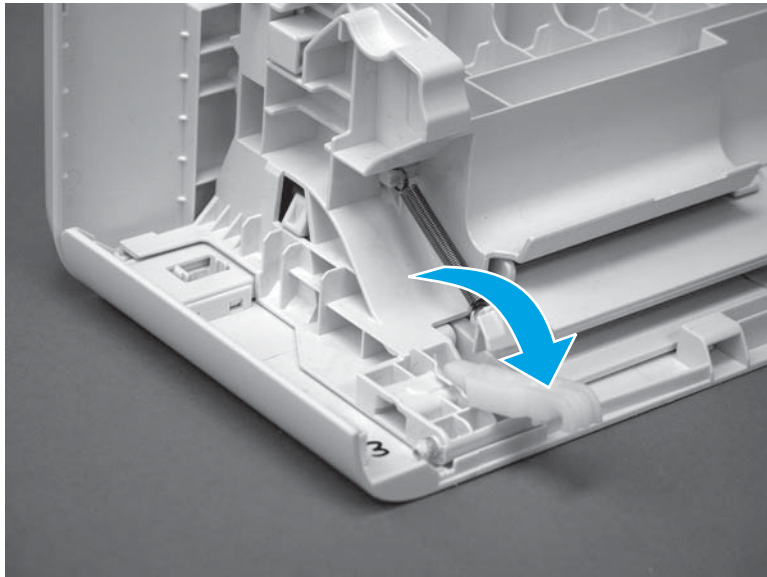


**Figure 1-89** Align the keyed portion of the pin




2. Rotate the pressure-release link to engage it with the door.

**Figure 1-90** Install the pressure-release link

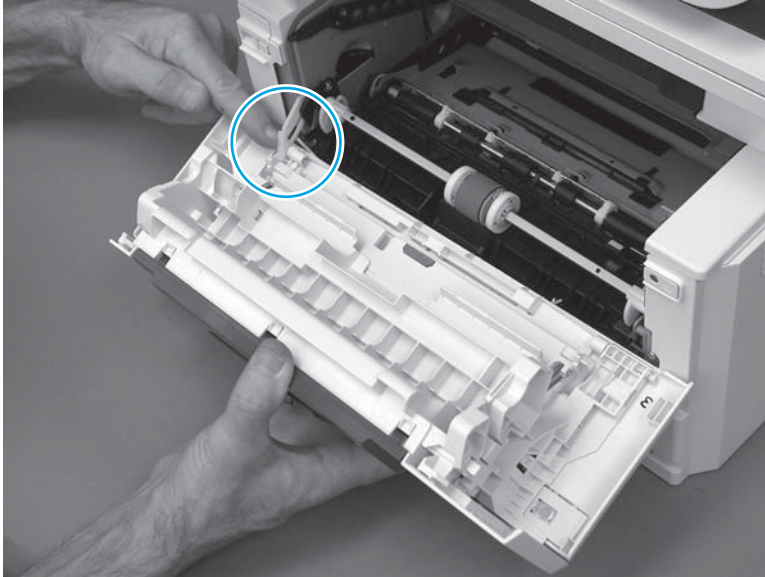


### Step 5: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

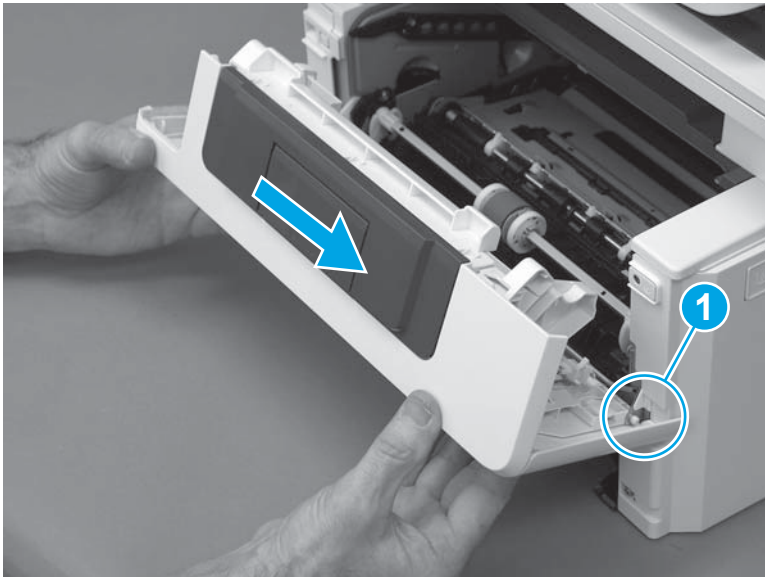
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-91** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

**Figure 1-92** Install the door

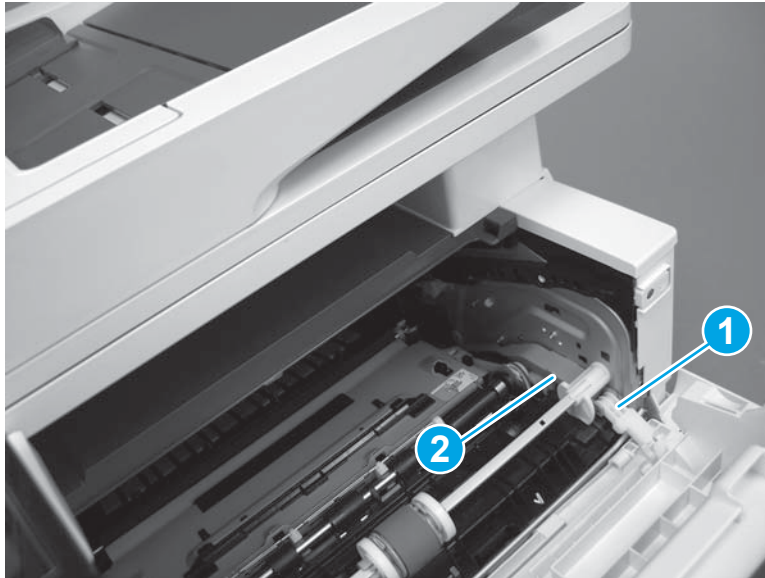




3. Install the link (callout 1).

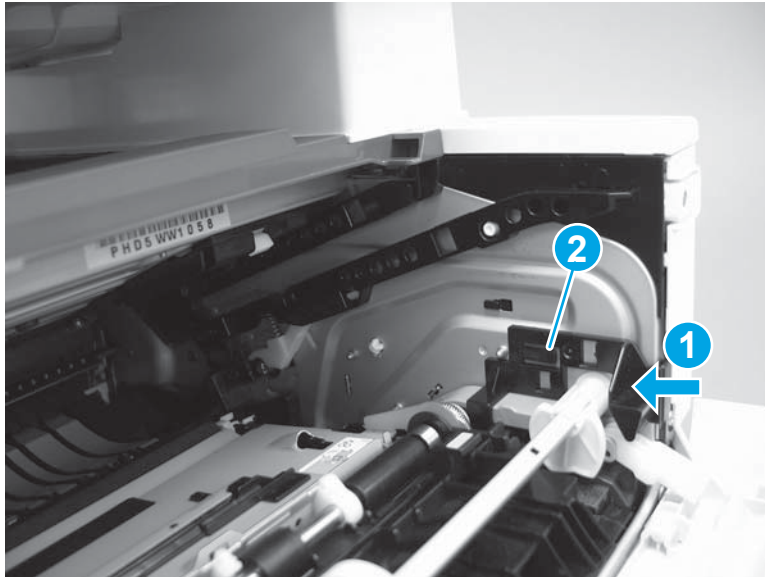
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-93** Install the pressure-release link



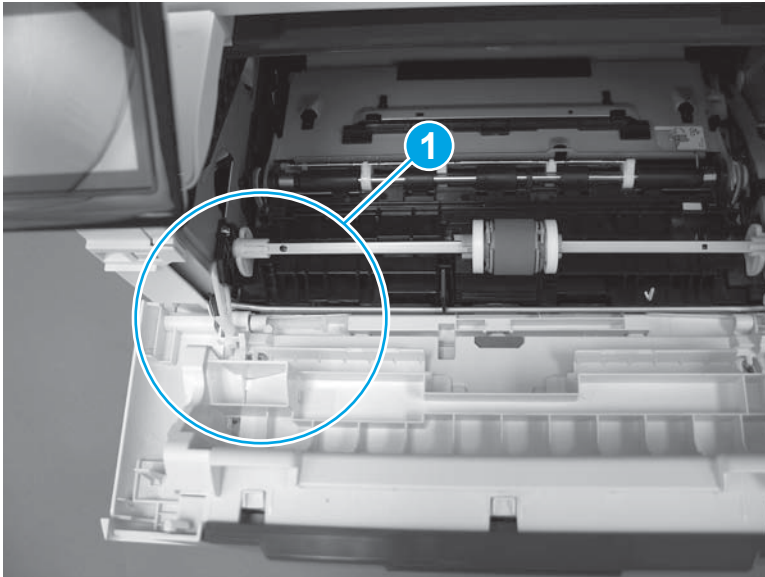
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-94** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

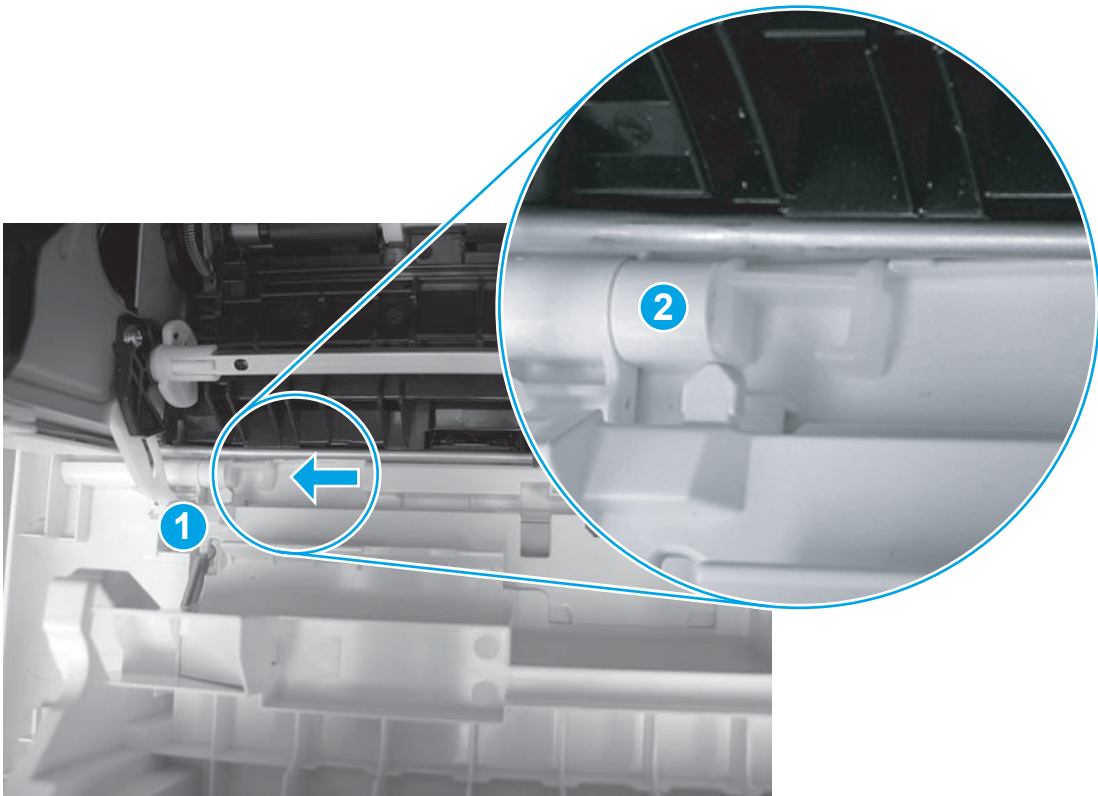
**Figure 1-95** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-96** Install the support shaft



## Removal and replacement: Left cover

- [Introduction](#)
- [Step 1: Remove the rear USB cover](#)
- [Step 2: Remove the rear network cover \(M402d and M403d\)](#)
- [Step 3: Remove Tray 2](#)
- [Step 4: Remove the cartridge door assembly](#)
- [Step 5: Remove the left cover](#)
- [Step 6: Unpack the replacement assembly](#)
- [Step 7: Install the left cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)
- [Step 10: Install the rear network cover \(M402d and M403d\)](#)
- [Step 11: Install the rear USB cover](#)


### Introduction

This document provides the procedures to remove and replace the left cover.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Left cover part number	
<b>RL2-0673-000CN</b>	Left cover (M403/M402 models)
<b>RL2-0674-000CN</b>	Left cover (M427/M426 models)

### 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.

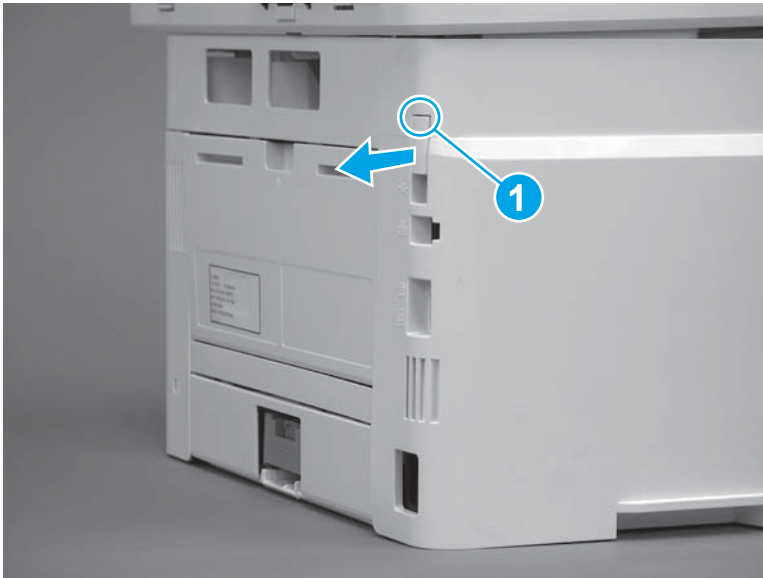
### Post service test

Make sure that the printer initializes to a **Ready** state.

### Step 1: Remove the rear USB cover

1. Use a finger to release two tabs (callout 1), and then pull the cover straight off of the printer.

**Figure 1-97** Pull the cover straight off



2. Remove the cover.

 **NOTE:** For network models, also remove the network port cover (not shown; RC4-2907-000CN).

**Figure 1-98** Remove the cover

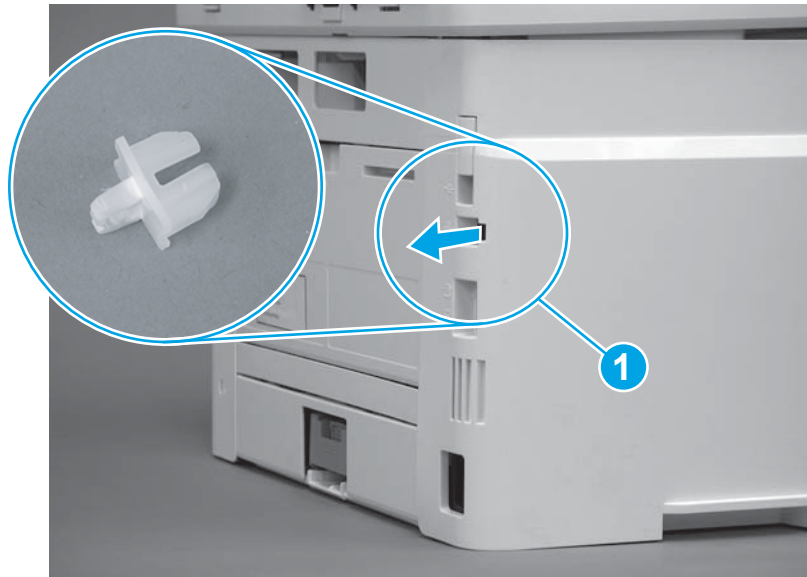


### Step 2: Remove the rear network cover (M402d and M403d)

M402d and M403d only.

- ▲ Grasp the network cover (callout 1) and pull the cover straight off of the printer.

**Figure 1-99** Pull the cover straight off



### Step 3: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-100** Remove the tray



**Step 4: Remove the cartridge door assembly**



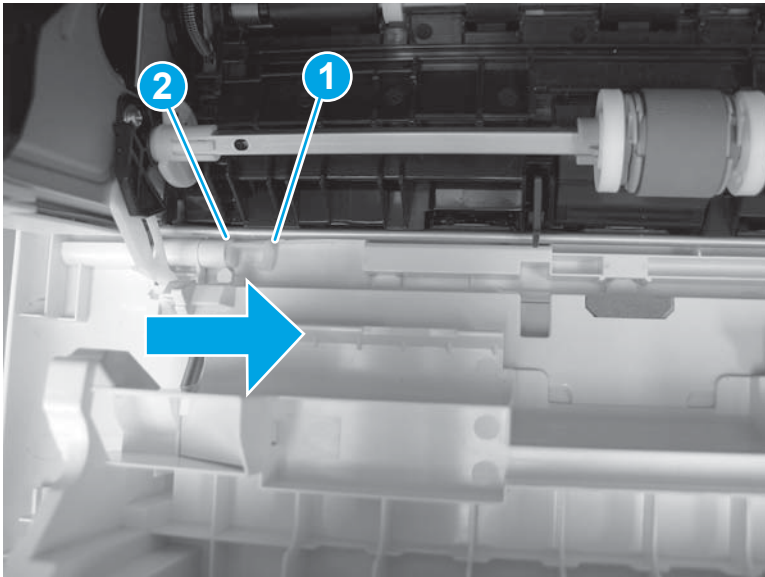
**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-101** Release the support shaft





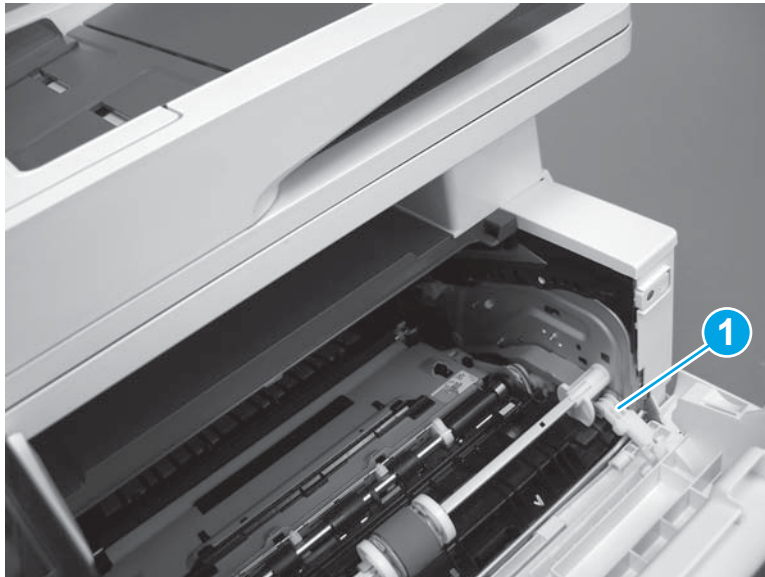
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-102** Remove the guide



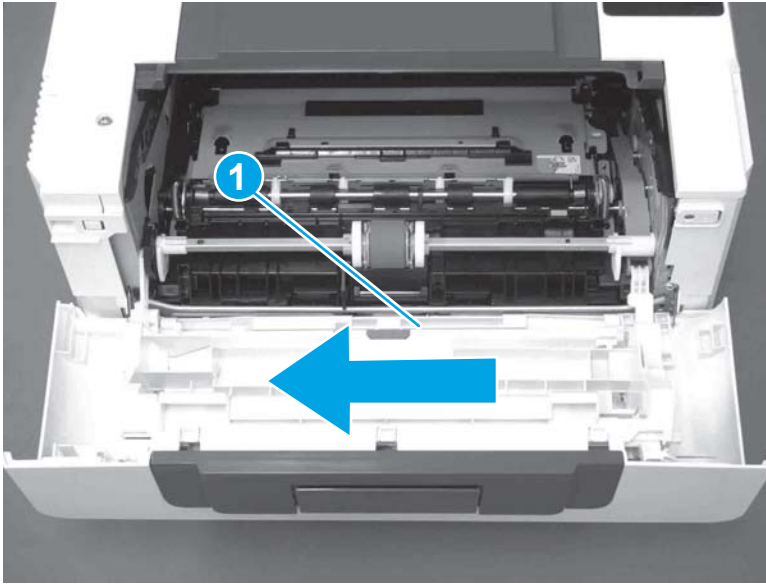
3. Remove the link arm (callout 1).

**Figure 1-103** Remove the link arm



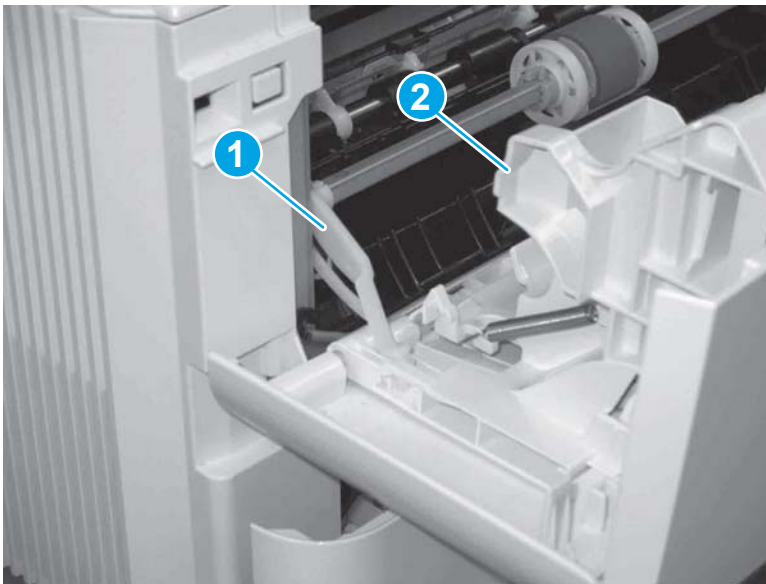
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-104** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

**Figure 1-105** Release the left-side retainer arm

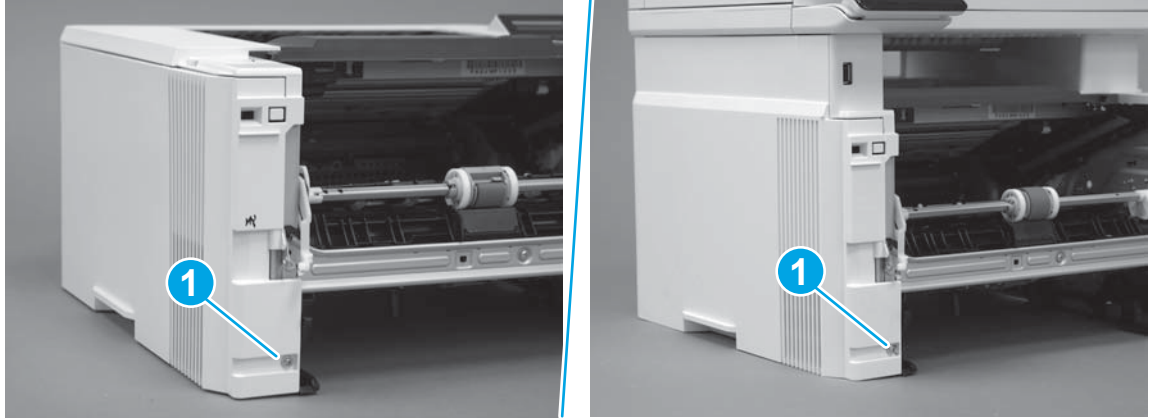


### Step 5: Remove the left cover

1. Remove one screw (callout 1).

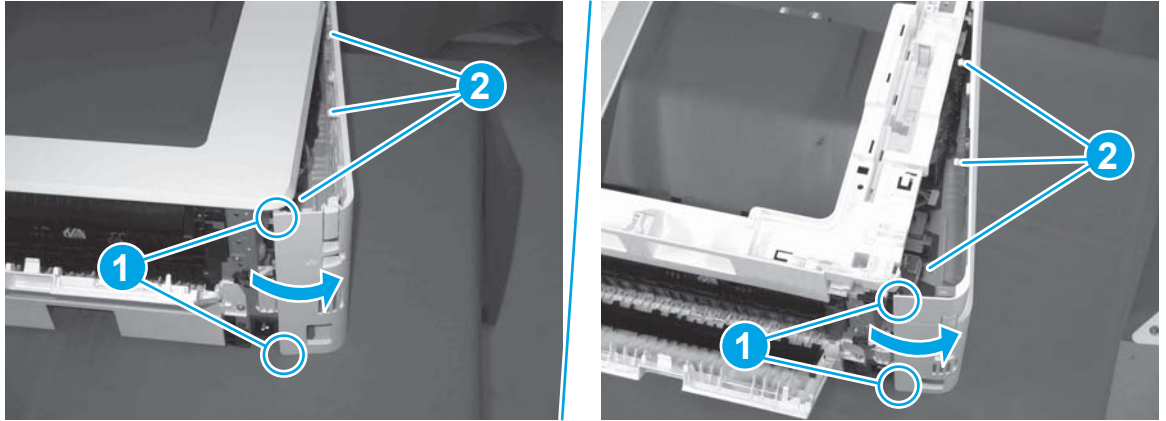


**Figure 1-106** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

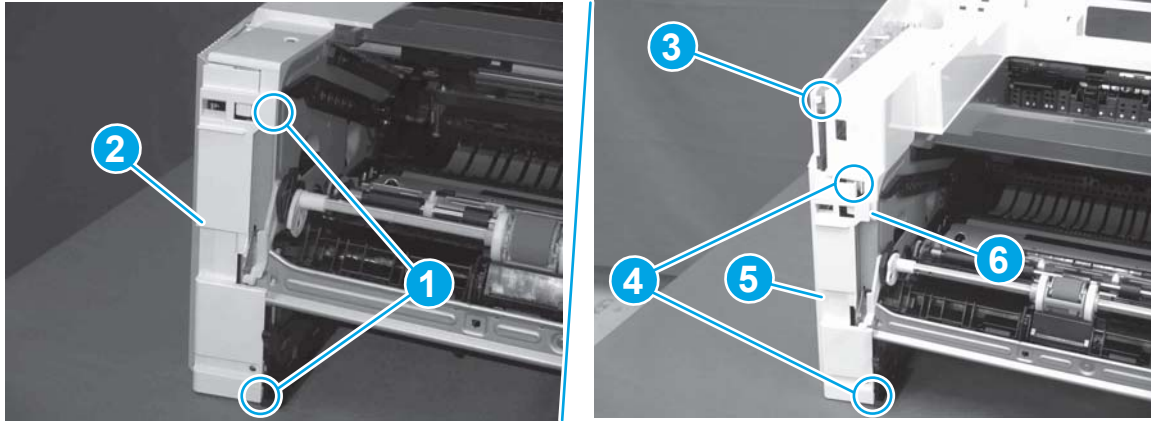
**Figure 1-107** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-108** Remove the cover



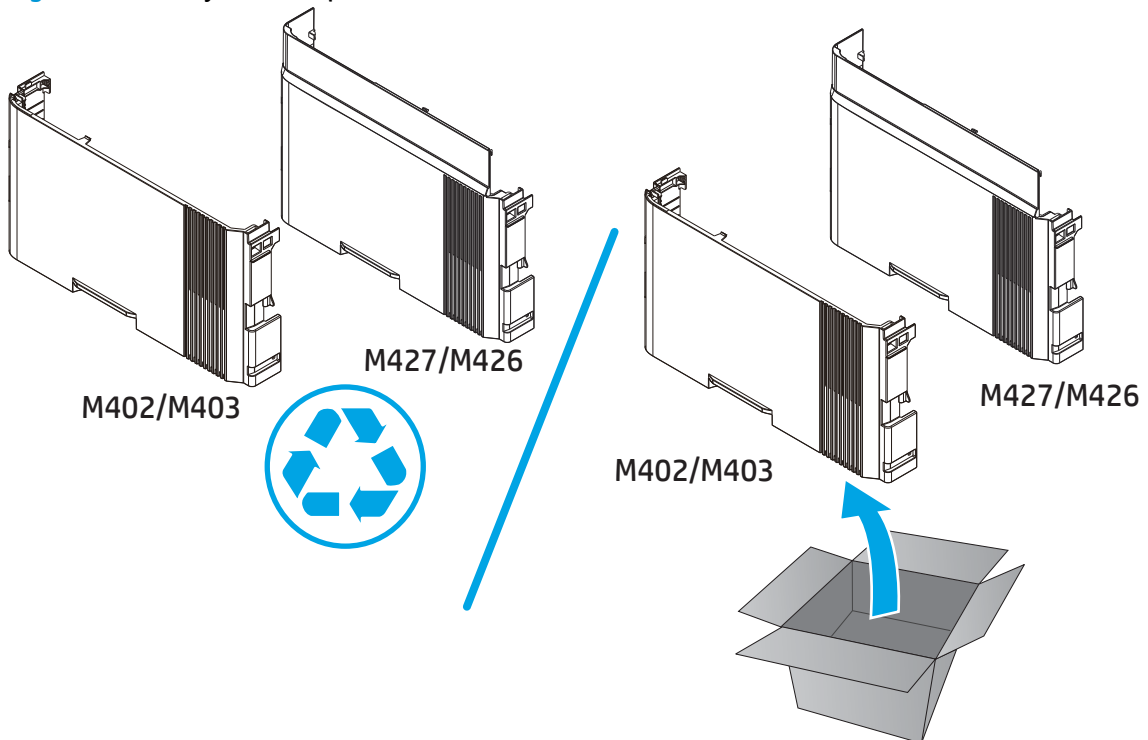
### Step 6: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-109** Recycle and unpack

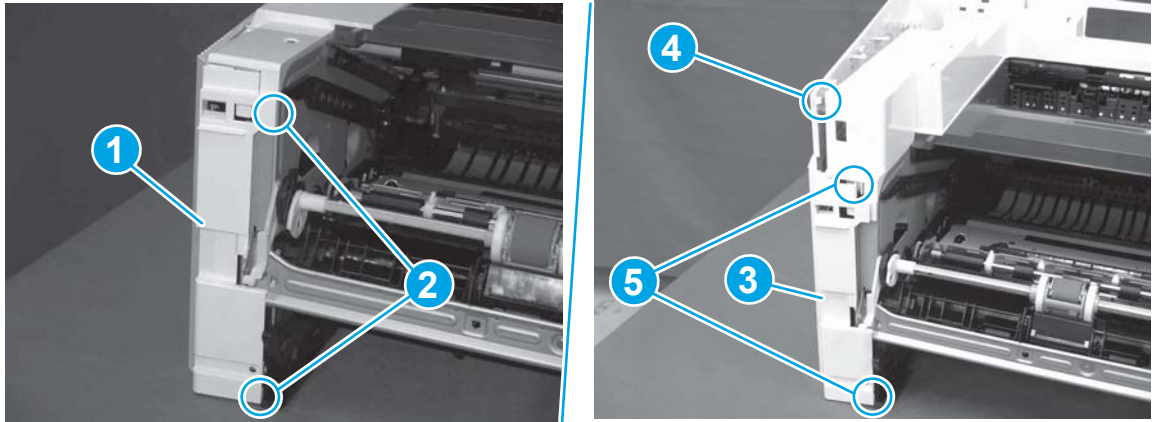


### Step 7: Install the left cover

1. At the front of the printer, do one of the following:

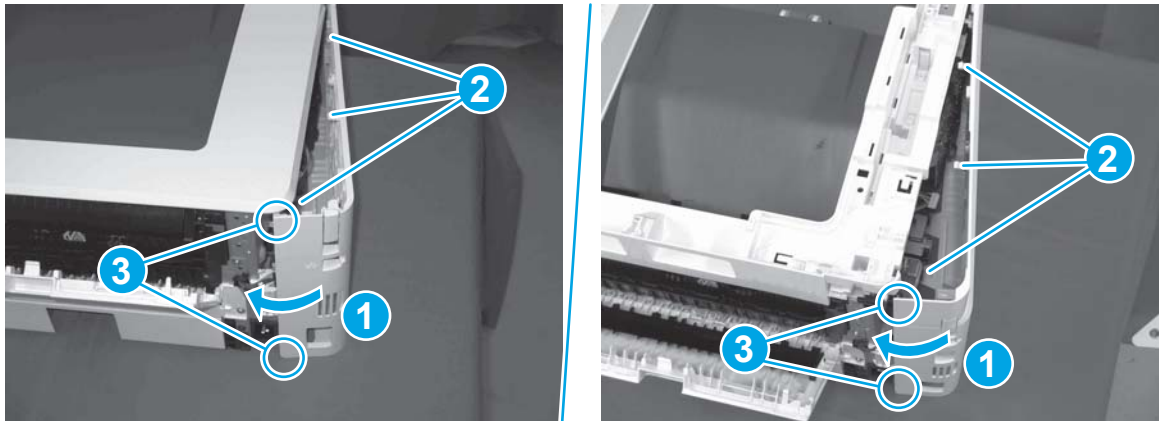
- **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
- **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-110** Install the cover



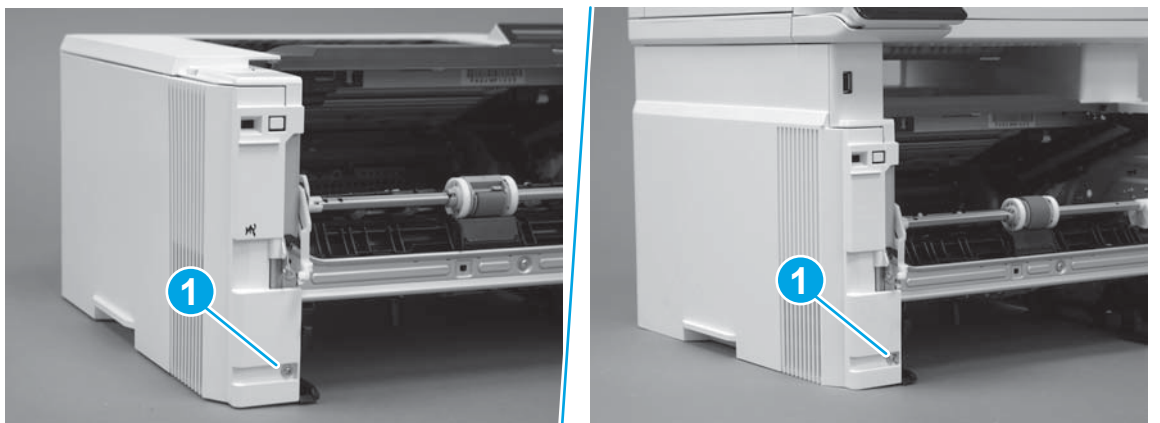
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-111** Engage three tabs and two bosses




3. Install one screw (callout 1).

**Figure 1-112** Install one screw

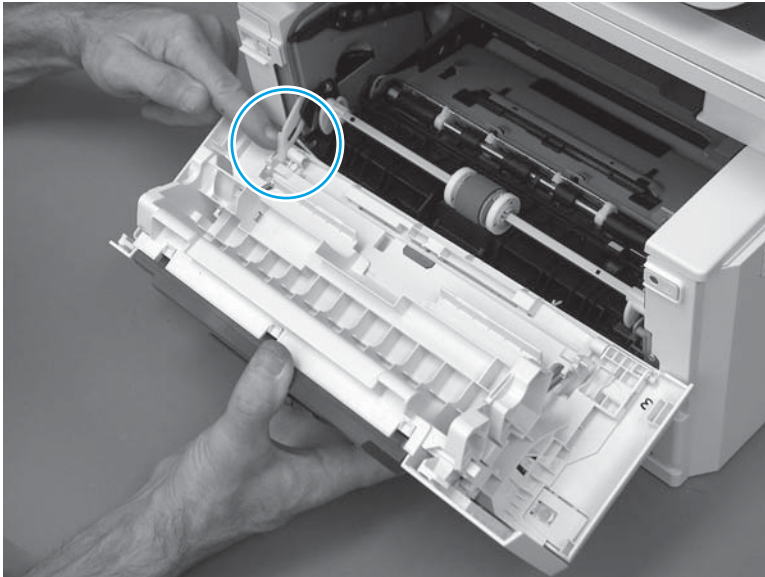


## Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

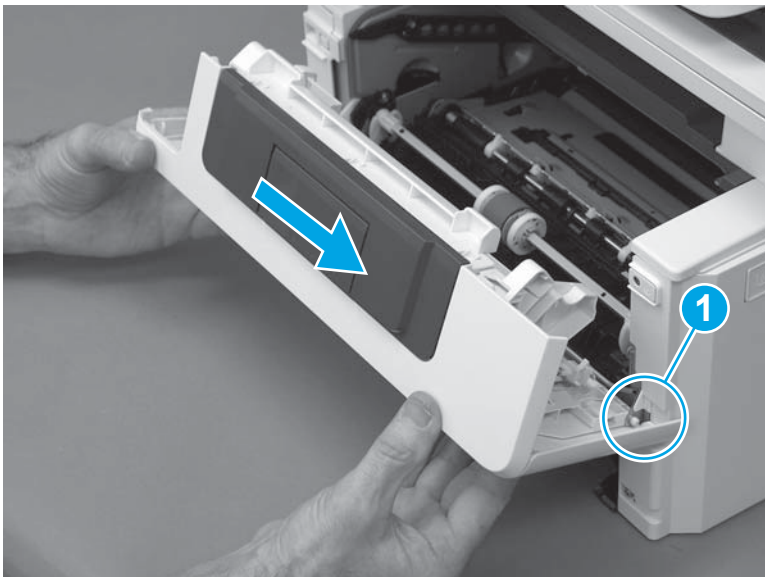
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-113** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

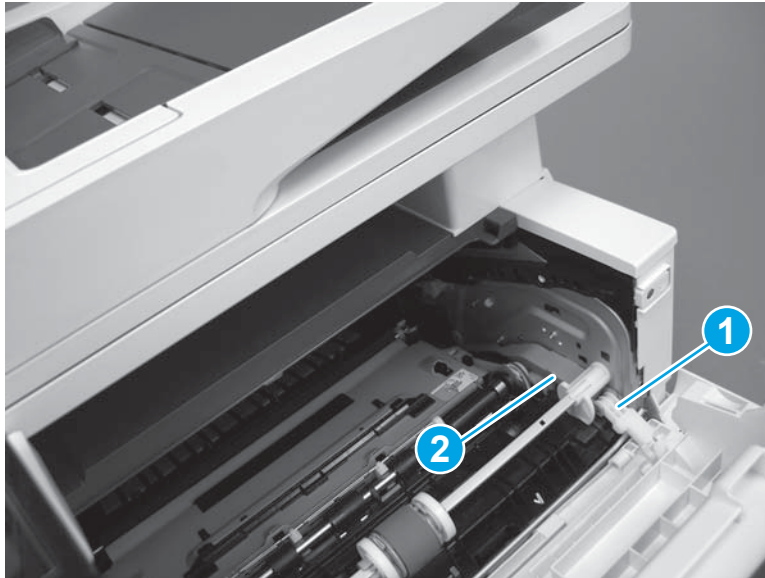
**Figure 1-114** Install the door



3. Install the link (callout 1).

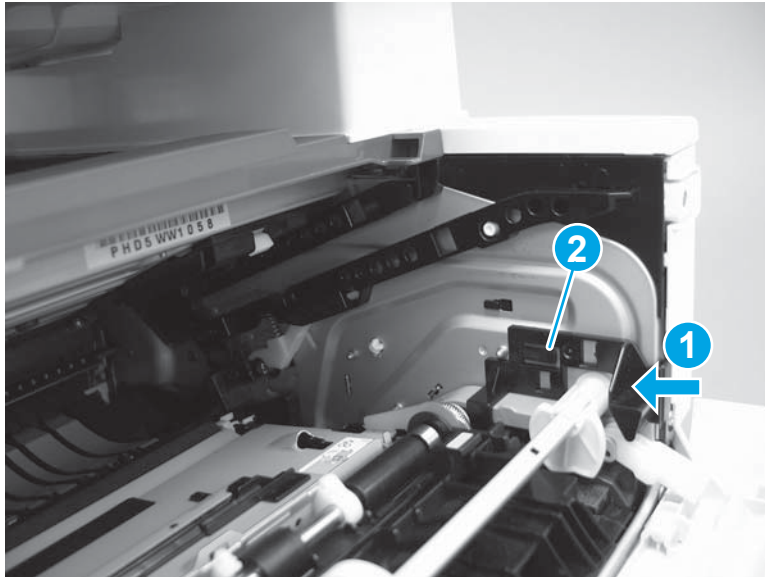
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-115** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

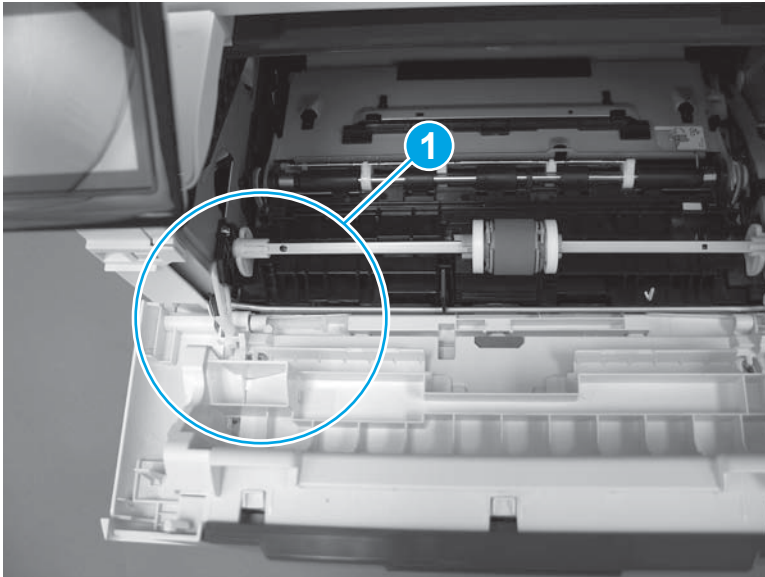
**Figure 1-116** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

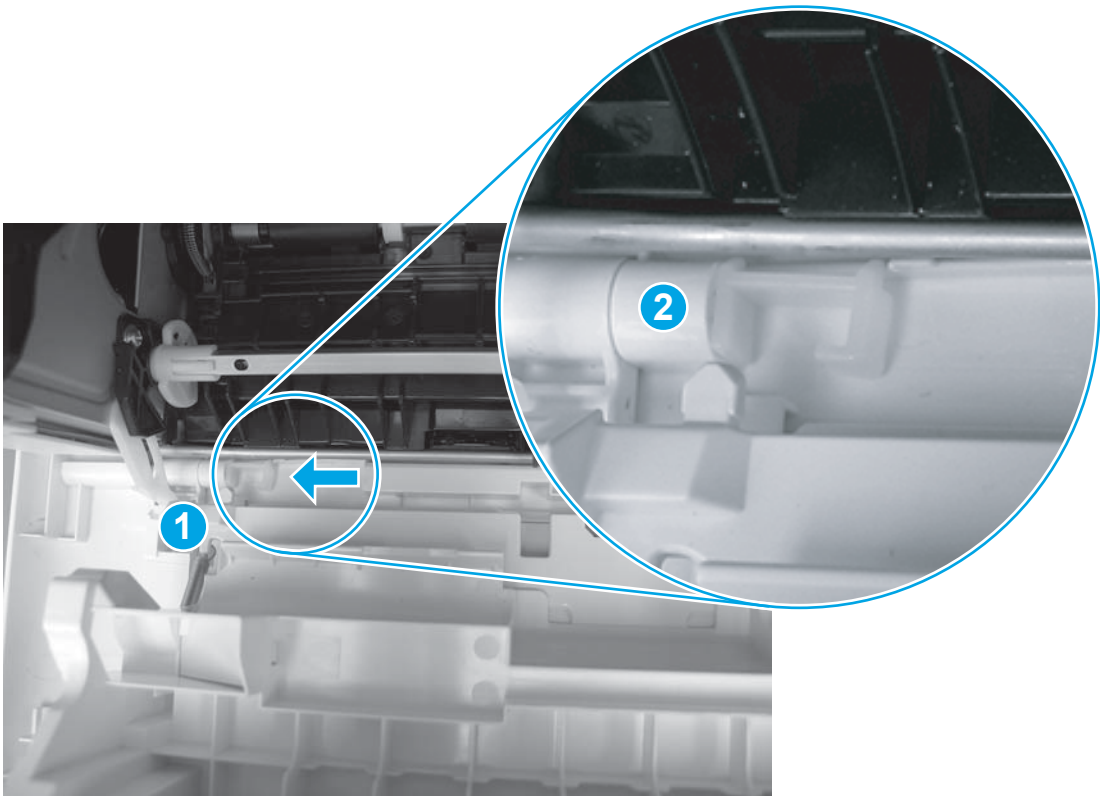
**Figure 1-117** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-118** Install the support shaft



### Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-119** Install the tray

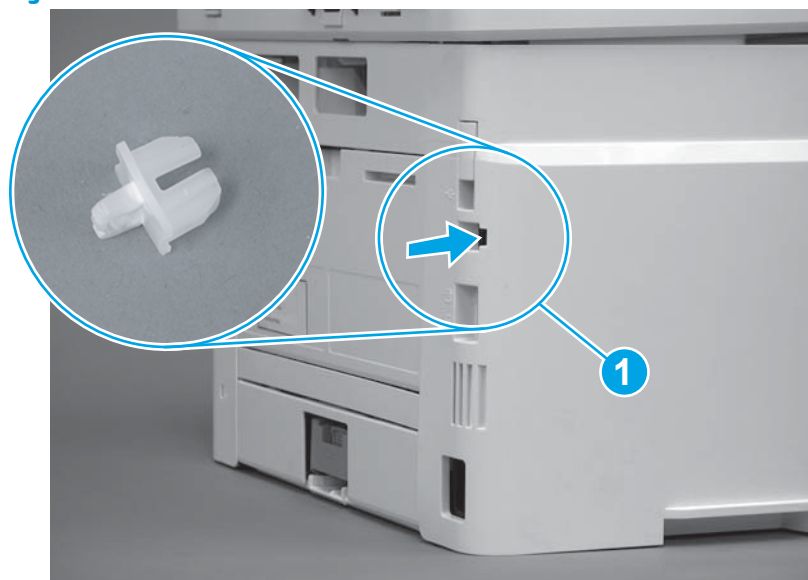


### Step 10: Install the rear network cover (M402d and M403d)

M402d and M403d only.

- ▲ Push the cover straight on to the printer to install it.

**Figure 1-120** Install the cover



### Step 11: Install the rear USB cover

1. Align the tabs on the cover with the slots in the left cover.

**Figure 1-121** Align the tabs on the cover

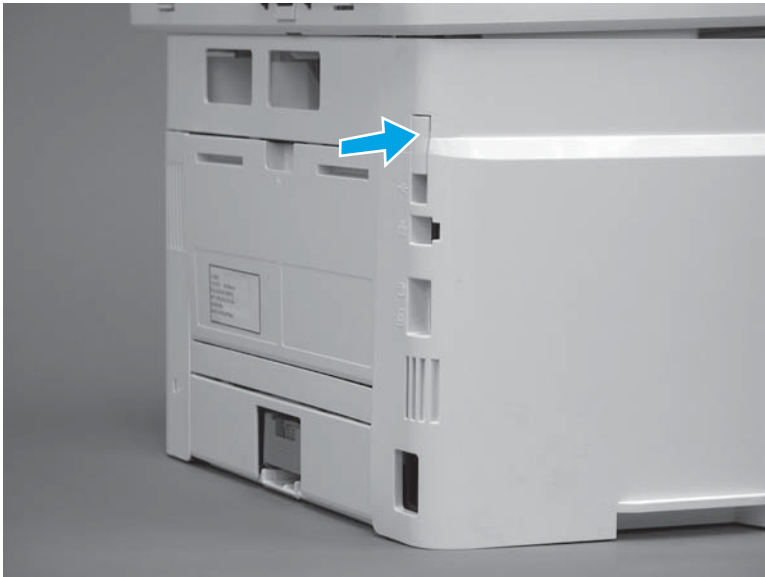


2. Push the cover straight on to the printer to install it.



**NOTE:** For network models, also install the network port cover (not shown; RC4-2907-000CN).

**Figure 1-122** Install the cover





## Removal and replacement: Right cover

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the right cover](#)
- [Step 4: Unpack the replacement assembly](#)
- [Step 5: Install the right cover](#)
- [Step 6: Install the cartridge door assembly](#)
- [Step 7: Install Tray 2](#)


### Introduction

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

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Right cover part number	
RM2-5434-000CN	Right 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

Make sure that the printer initializes to a **Ready** state.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-123** Remove the tray



**Step 2: Remove the cartridge door assembly**



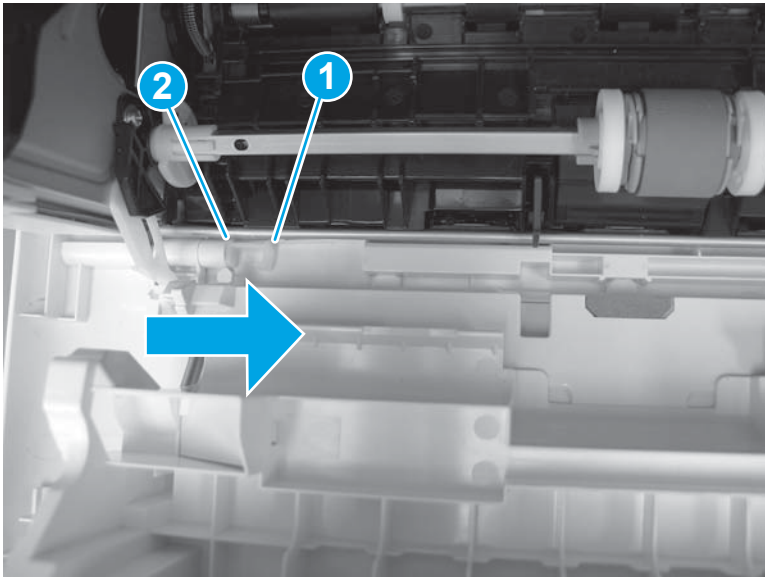
**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-124** Release the support shaft



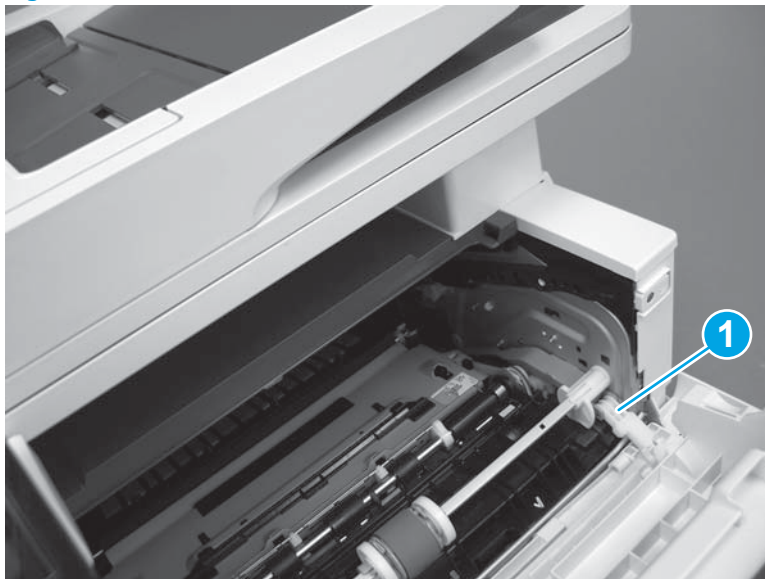
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-125** Remove the guide



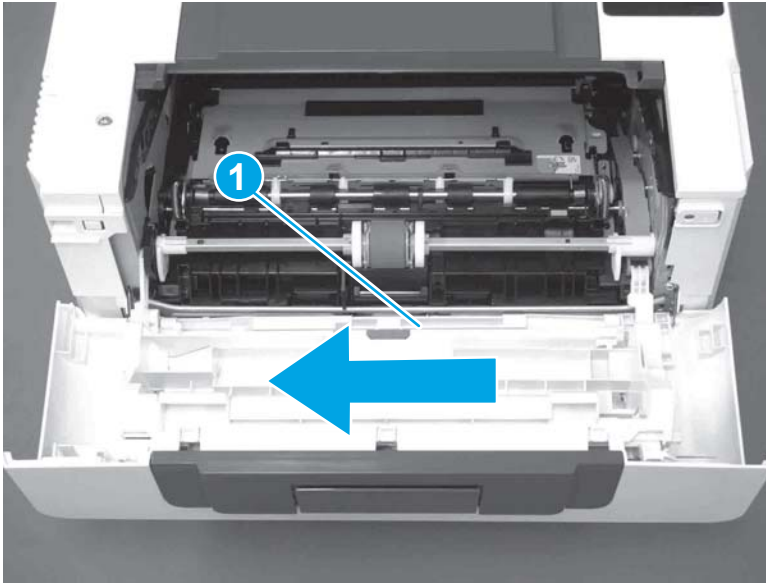
3. Remove the link arm (callout 1).

**Figure 1-126** Remove the link arm



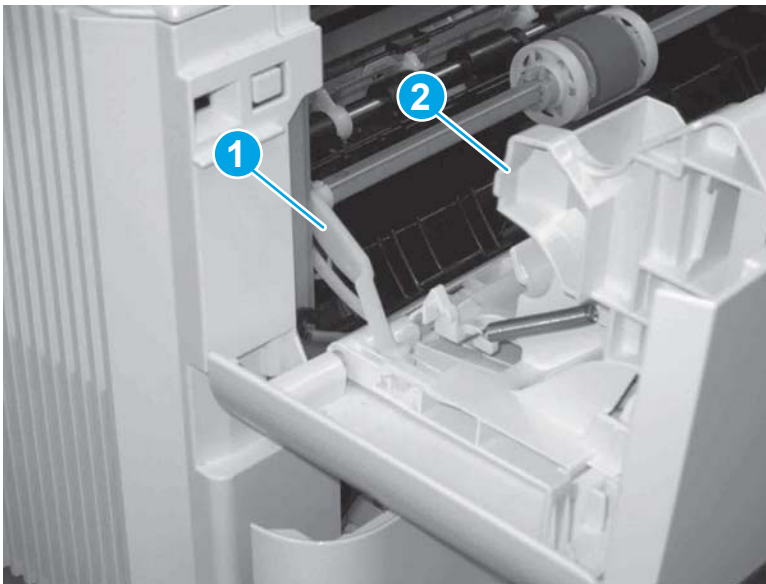
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-127** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

**Figure 1-128** Release the left-side retainer arm



### Step 3: Remove the right cover

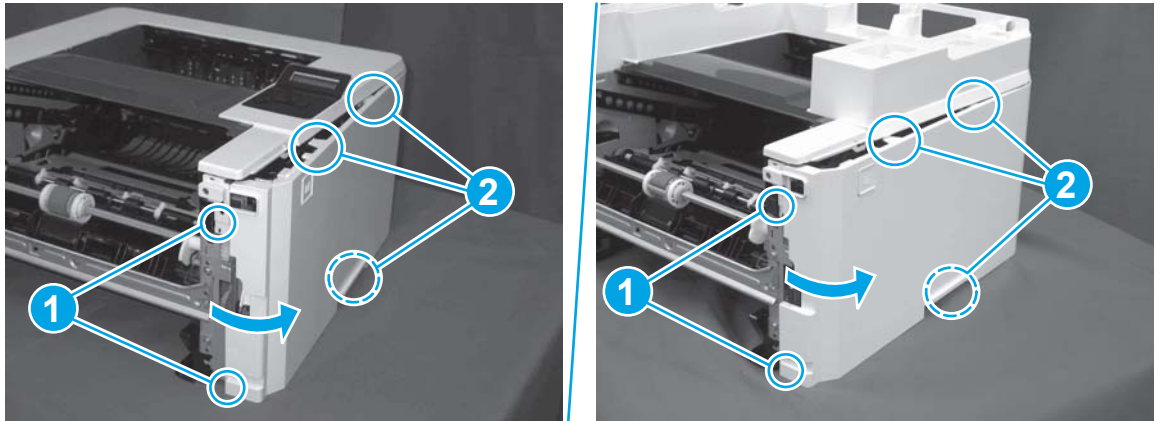
1. Remove one screw (callout 1).

**Figure 1-129** Remove one screw



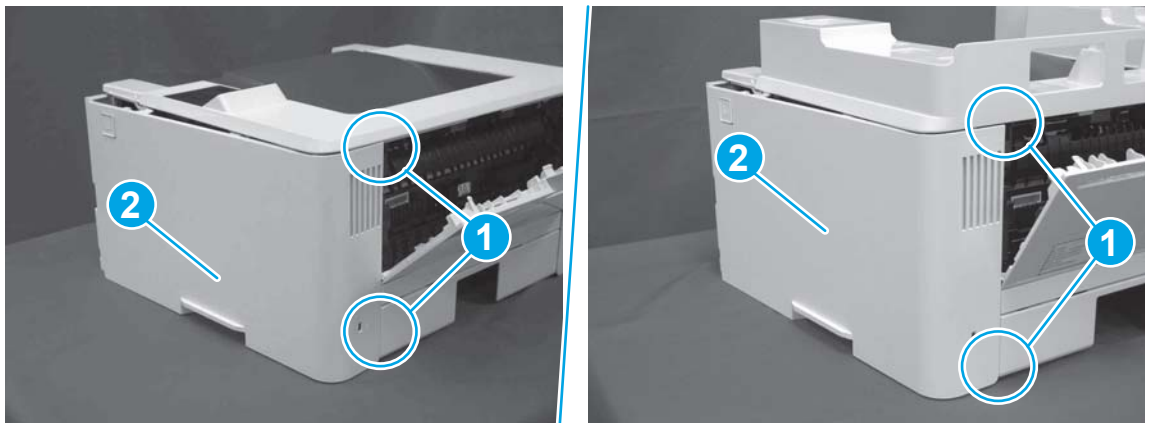
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-130** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-131** Remove the cover



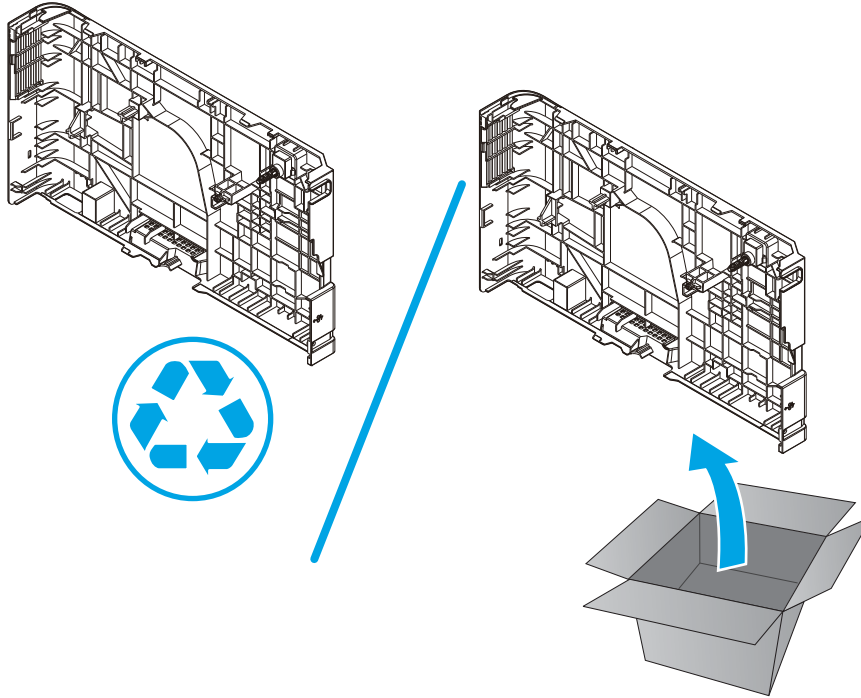
#### Step 4: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

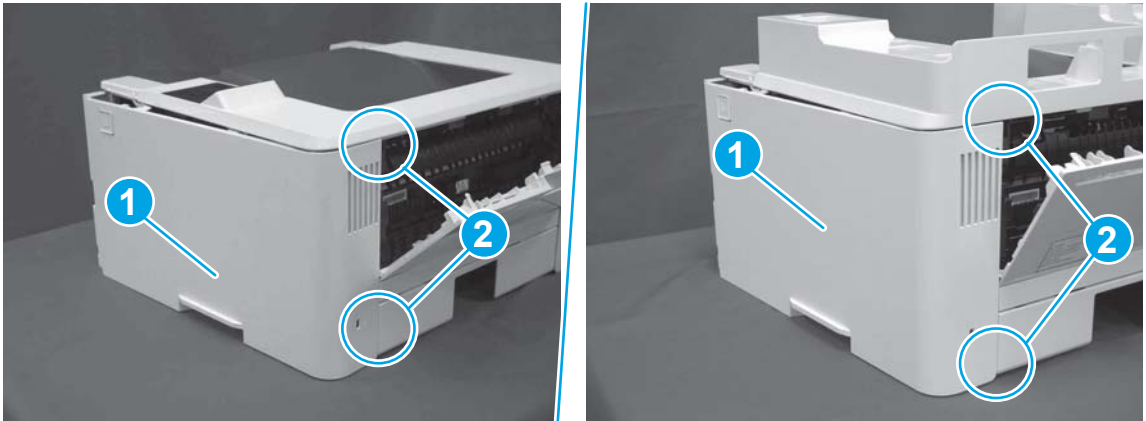
**Figure 1-132** Recycle and unpack



**Step 5: Install the right cover**

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

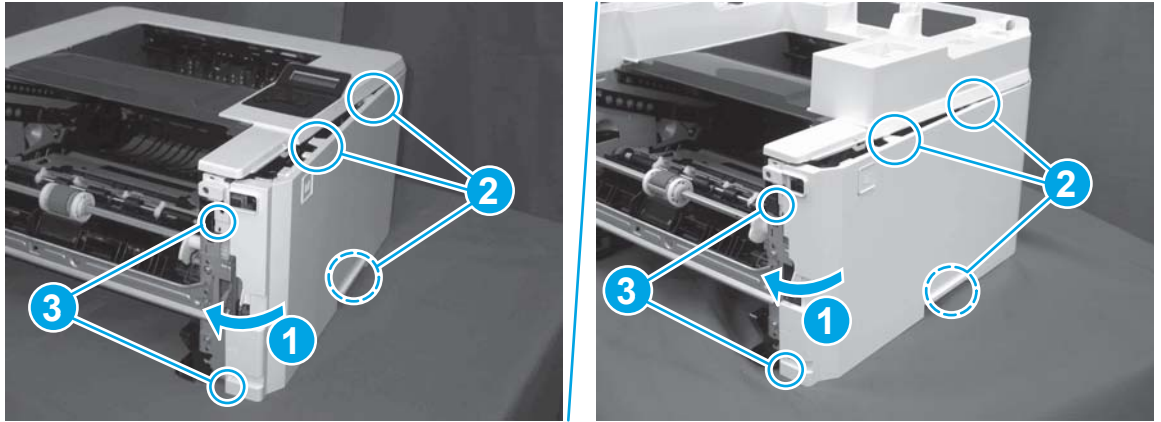
**Figure 1-133** Install the cover





2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-134** Engage two bosses and one tab

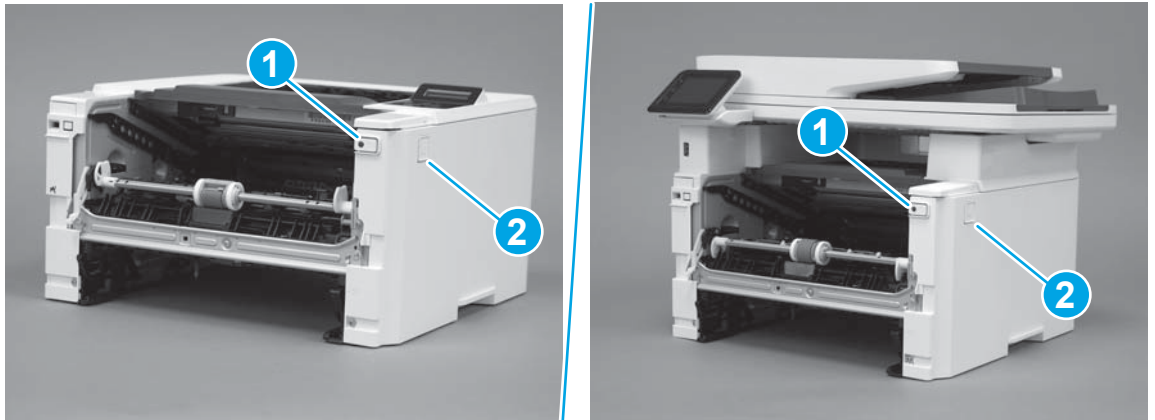


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-135** Check the power switch and cartridge door assembly button




4. Install one screw (callout 1).

**Figure 1-136** Install one screw

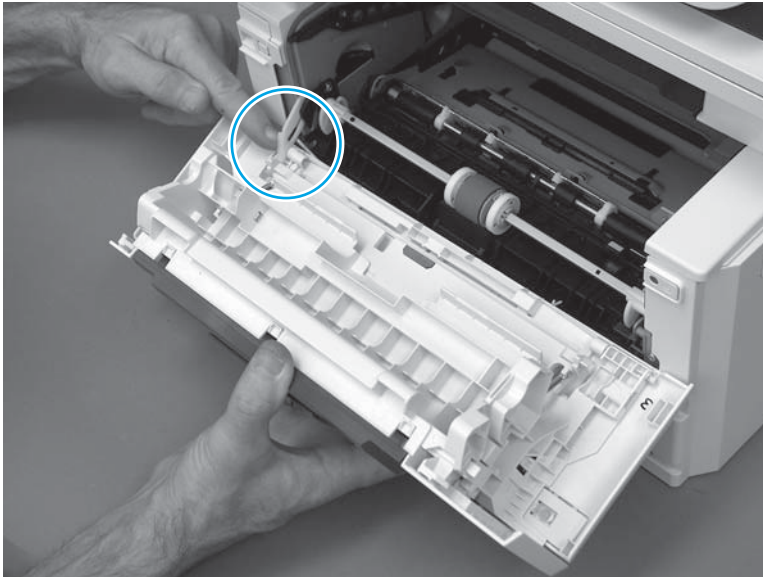


## Step 6: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

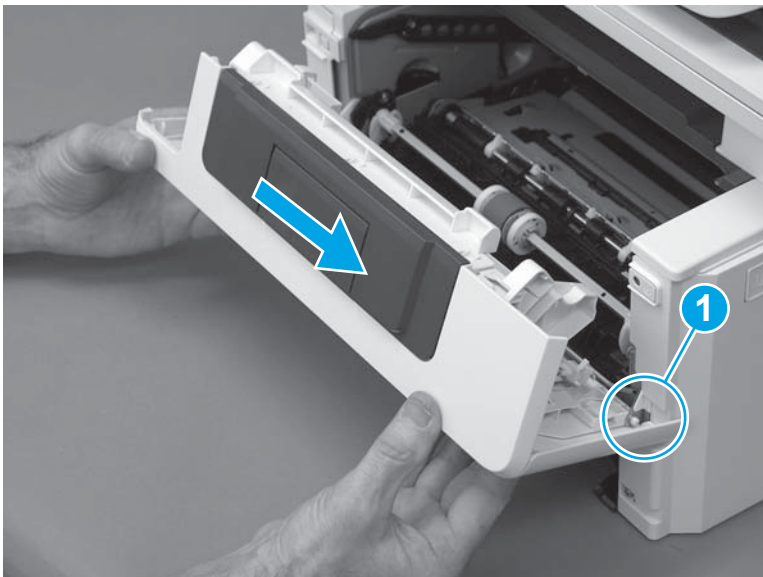
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-137** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

**Figure 1-138** Install the door

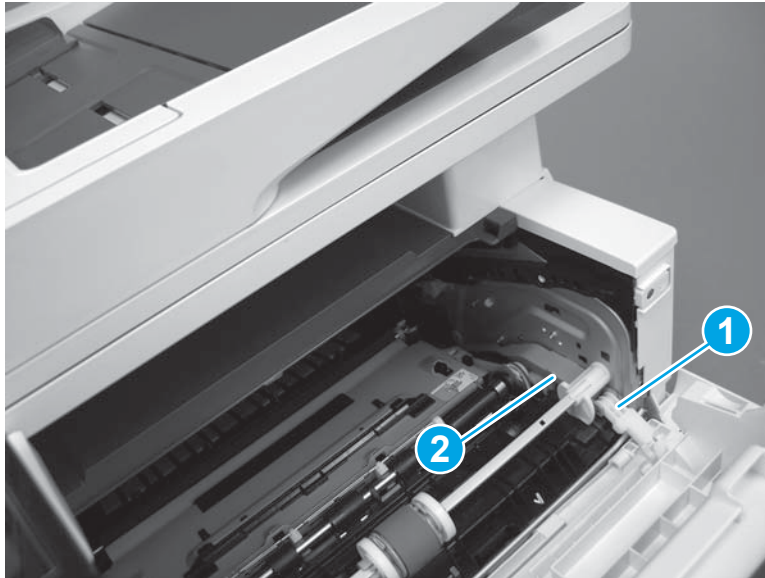




3. Install the link (callout 1).

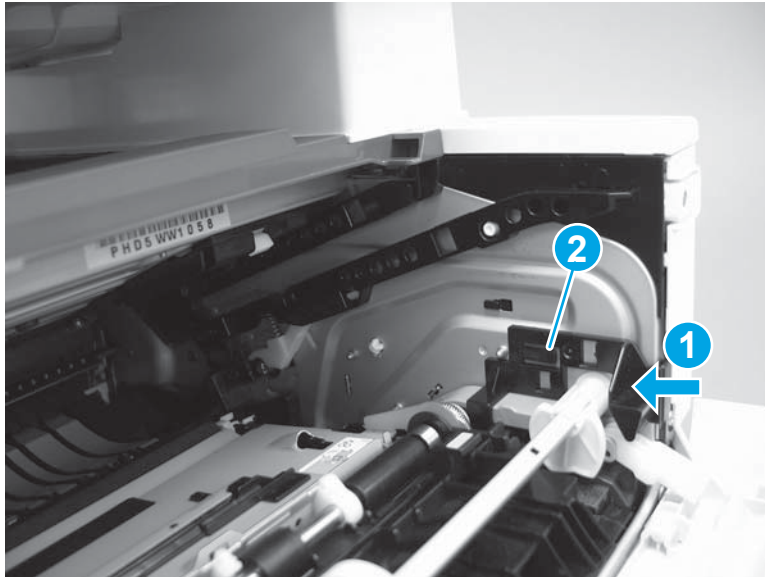
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-139** Install the pressure-release link



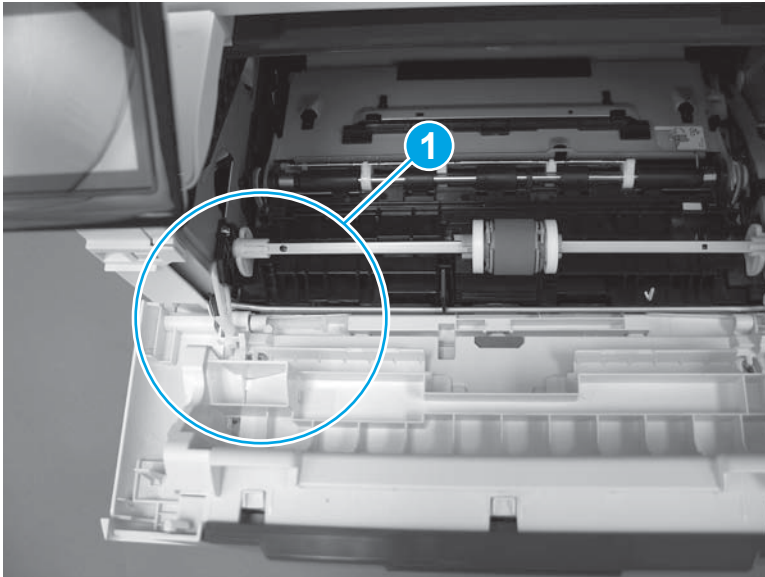
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-140** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

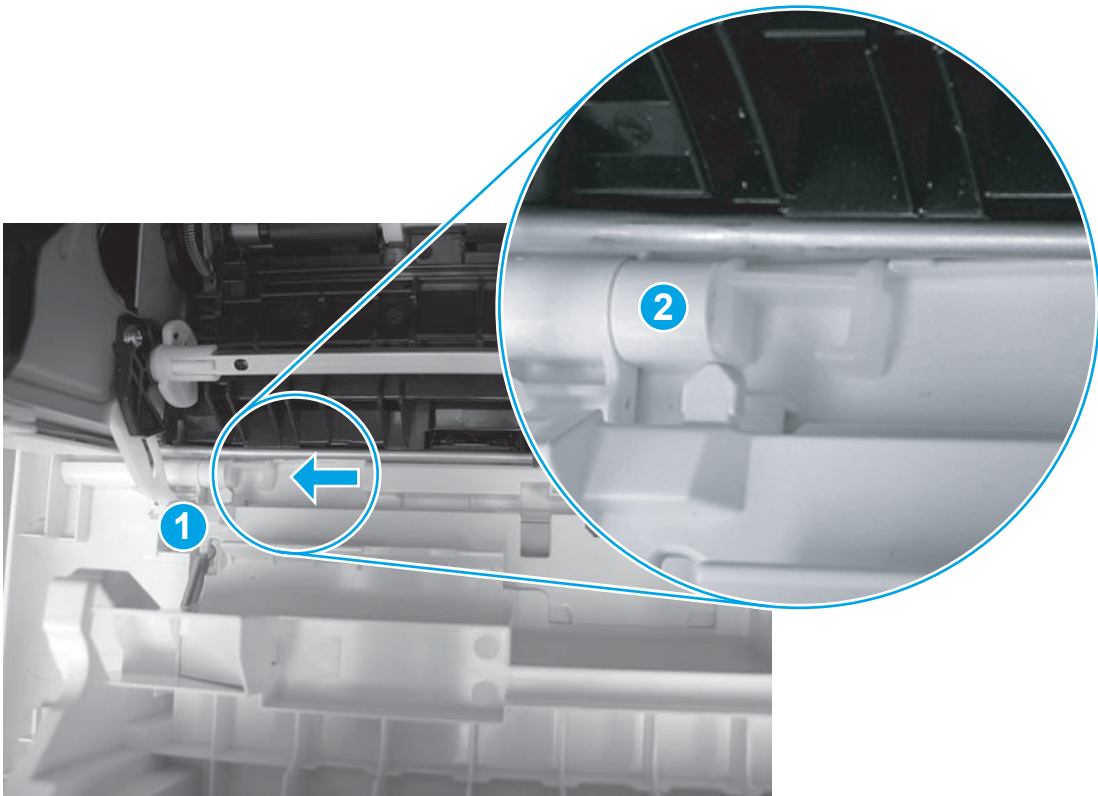
**Figure 1-141** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-142** Install the support shaft



## Step 7: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-143** Install the tray



## Removal and replacement: Rear door assembly



**NOTE:** Only duplex models have a duplex tray assembly installed.

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the rear door assembly](#)
- [Step 6: Unpack the replacement assembly](#)
- [Step 7: Install the rear door assembly](#)
- [Step 8: Install the right cover](#)
- [Step 9: Install the left cover](#)
- [Step 10: Install the cartridge door assembly](#)
- [Step 11: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the rear door assembly.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Rear door assembly part number	
RM2-5430-000CN	Rear door assembly (simplex)
RM2-5405-000CN	Rear door assembly (duplex)

### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-144** Remove the tray



### Step 2: Remove the cartridge door assembly



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**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

---

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

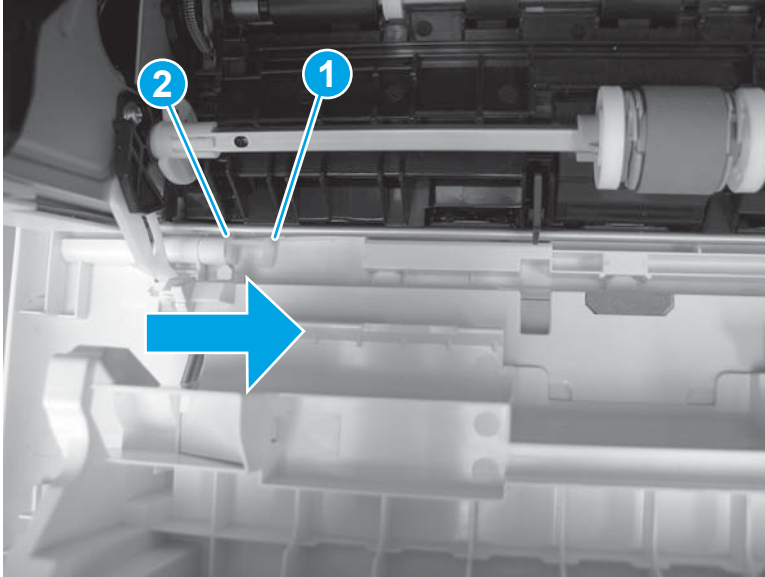


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**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

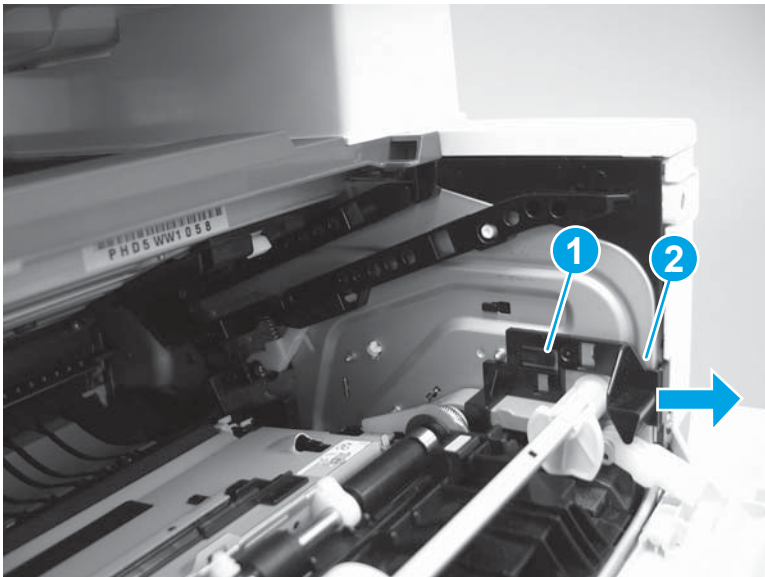
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**Figure 1-145** Release the support shaft



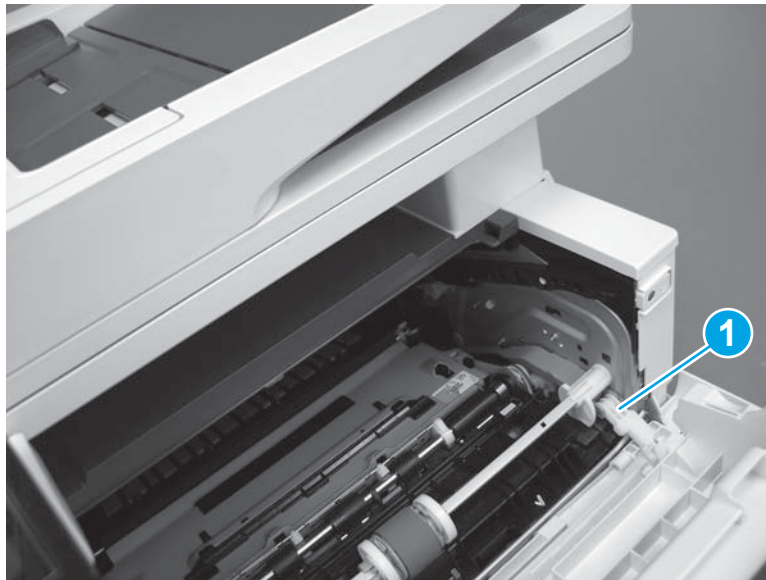
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-146** Remove the guide



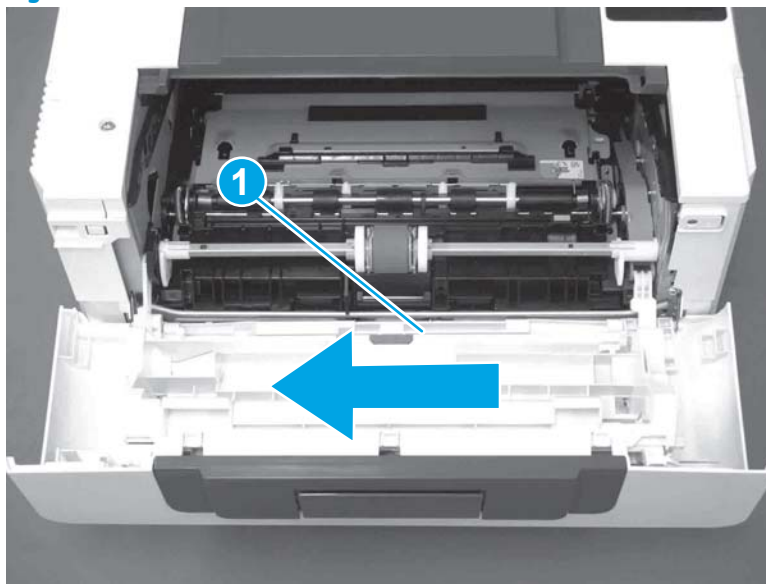
3. Remove the link arm (callout 1).

**Figure 1-147** Remove the link arm



4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

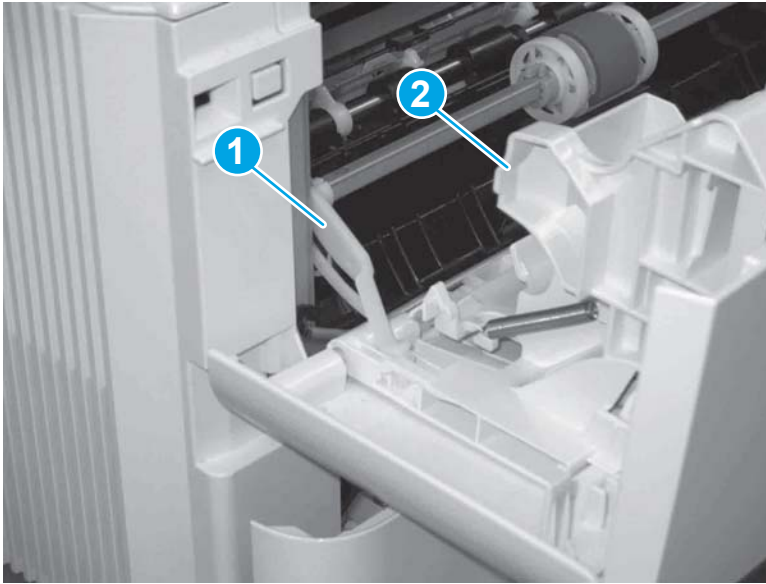
**Figure 1-148** Remove the door





5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

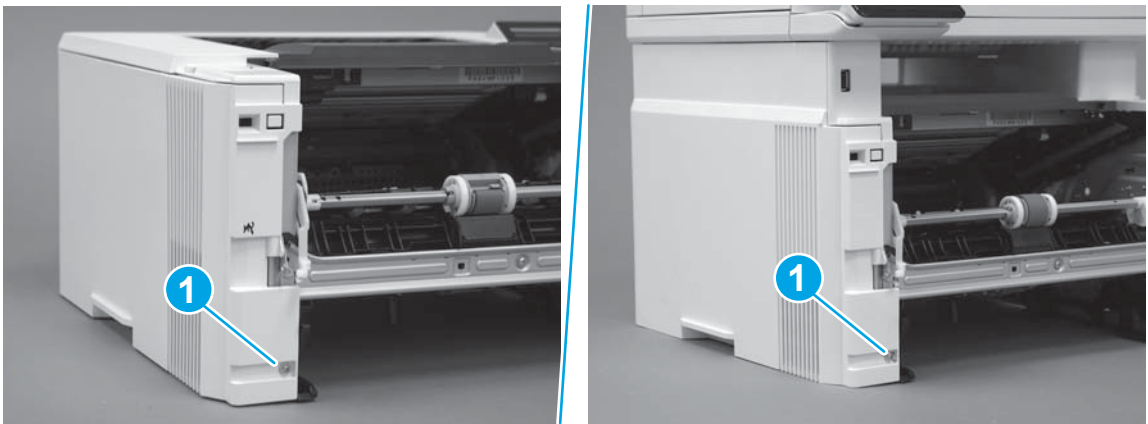
**Figure 1-149** Release the left-side retainer arm



### Step 3: Remove the left cover

1. Remove one screw (callout 1).

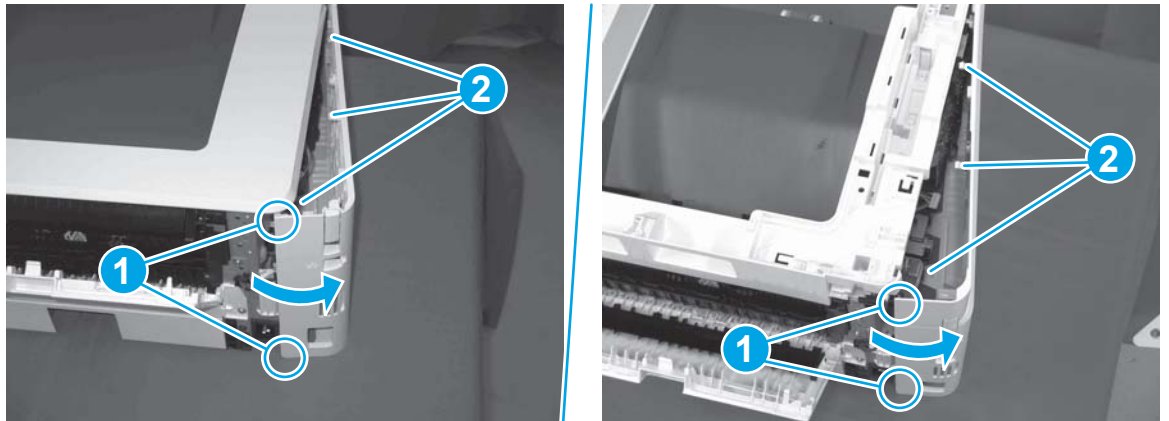
**Figure 1-150** Remove one screw





2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

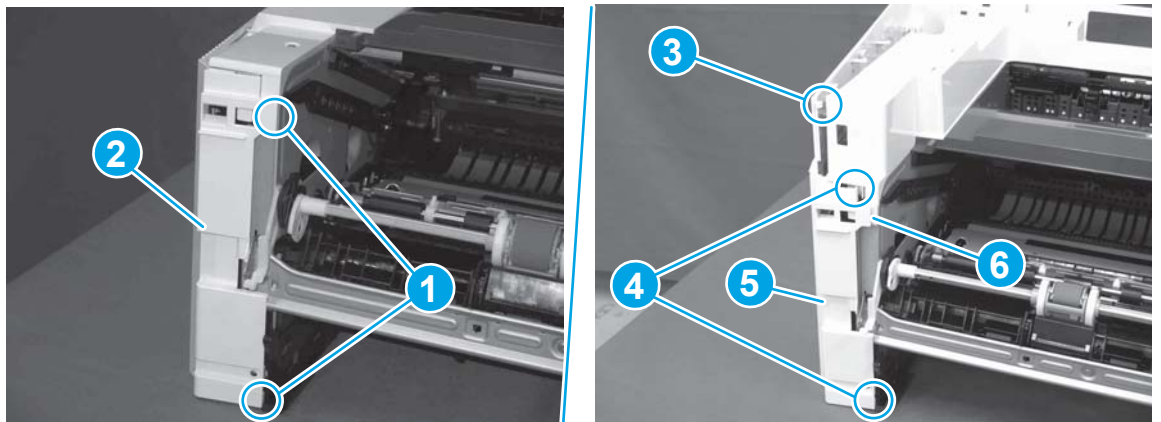
**Figure 1-151** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-152** Remove the cover



#### Step 4: Remove the right cover

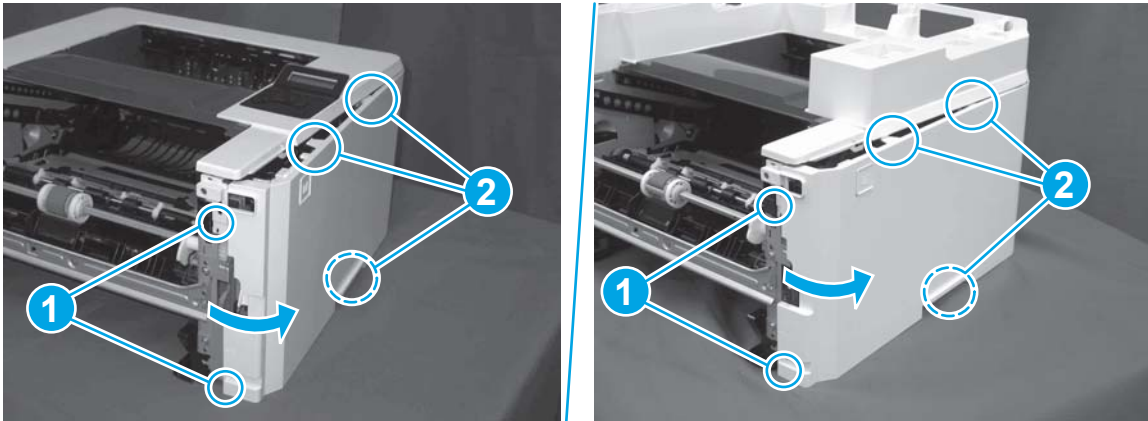
1. Remove one screw (callout 1).

**Figure 1-153** Remove one screw



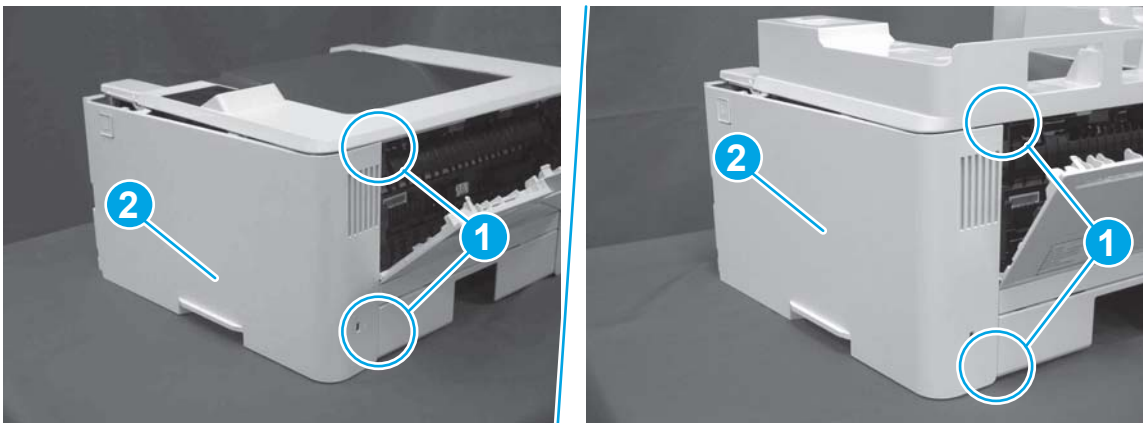
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-154** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

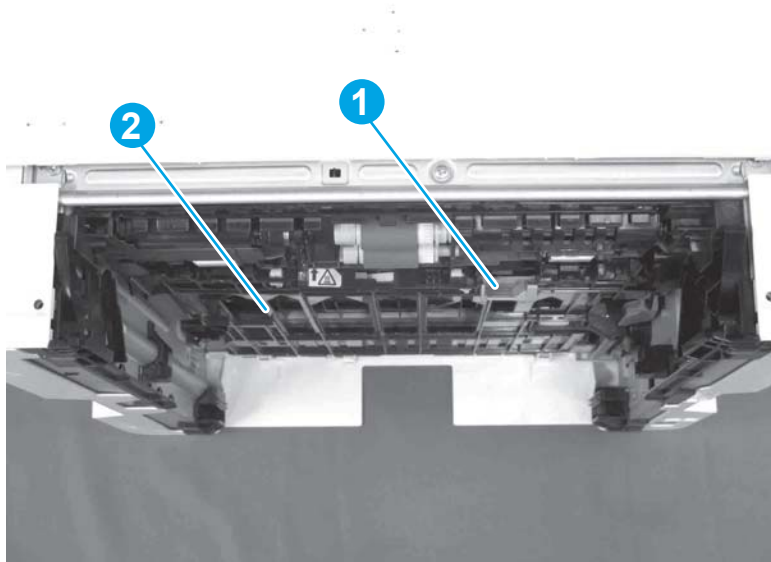
**Figure 1-155** Remove the cover



### Step 5: Remove the rear door assembly

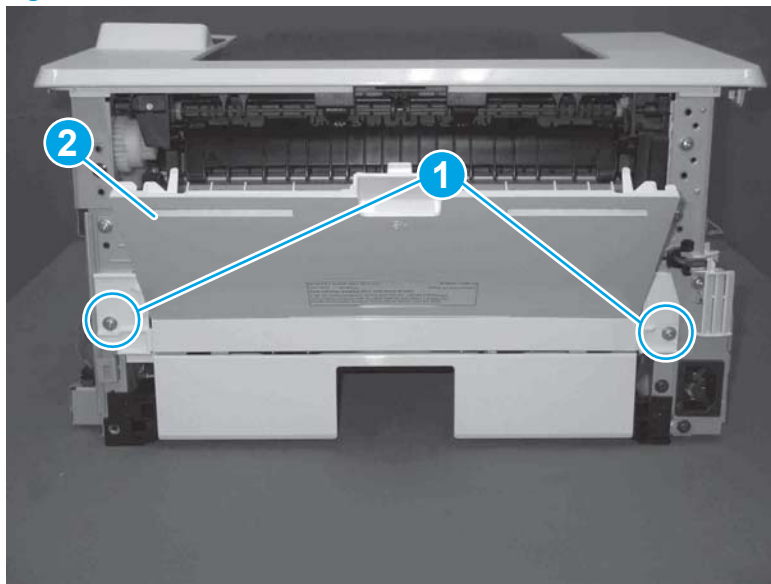
1. **Duplex models only:** Inside the Tray 2 cavity, press the green jam access lever (callout 1), and then lower the duplex feed assembly (callout 2).

**Figure 1-156** Duplex models, lower the duplex feed assembly



2. At the rear of the printer, remove two screws (callout 1), and then remove the rear door assembly (callout 2).

**Figure 1-157** Remove two screws



### Step 6: Unpack the replacement assembly

Unpack the replacement part from the packaging.

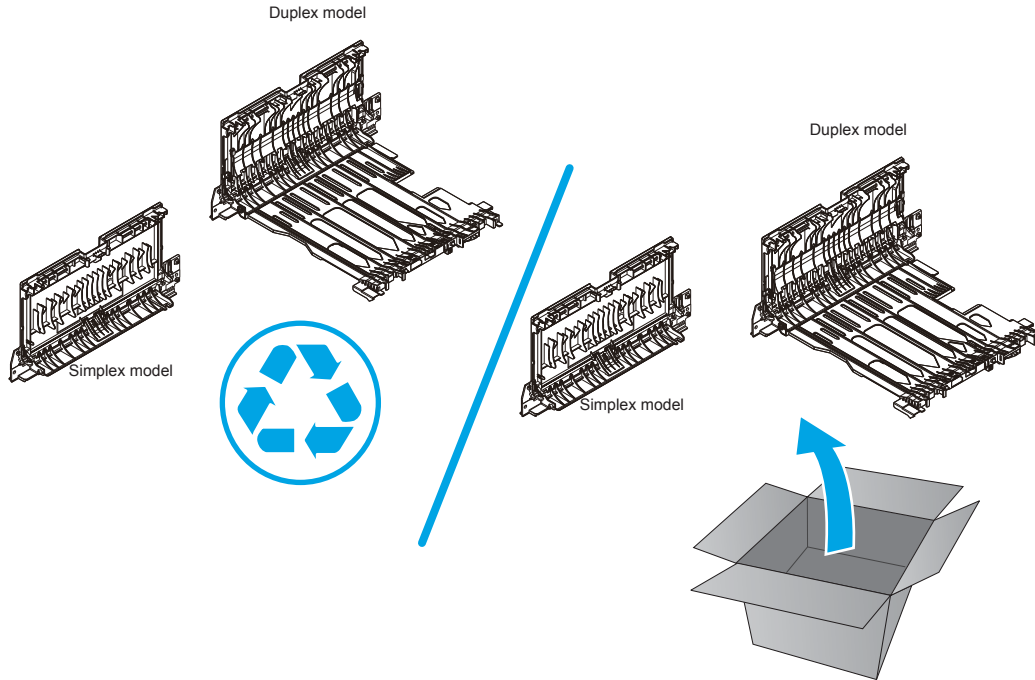
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

---

 **NOTE:** HP recommends responsible disposal of the defective part.


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**Figure 1-158** Recycle and unpack

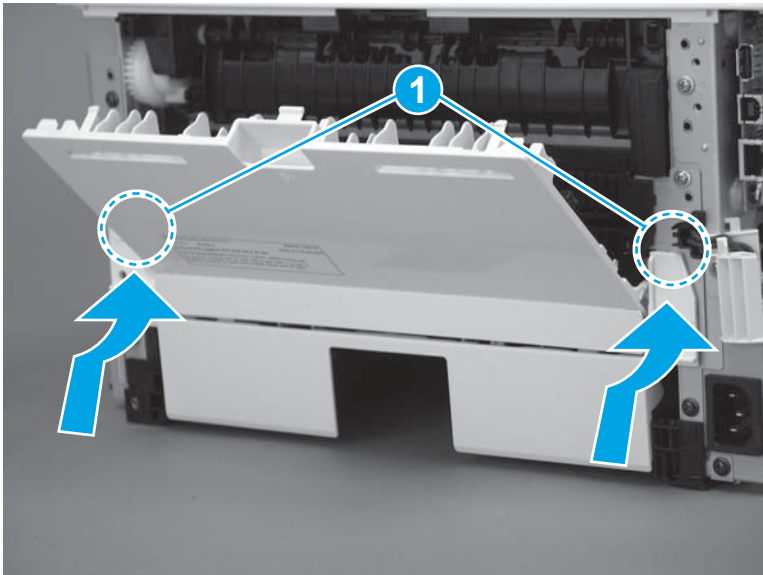


**Step 7: Install the rear door assembly**


1. At the rear of the printer, position the assembly so that the two tabs (callout 1) are installed in the slots (callout 2) in the chassis.

 **NOTE:** Duplex models only: Slide the duplex tray into the Tray 2 cavity.

**Figure 1-159** Install the rear cover



2. Install two screws.

 **NOTE: Duplex models only:** Reach in from the front of the Tray 2 cavity and raise the feed assembly to the up and locked position so that the rear cover will fit flat against the chassis.

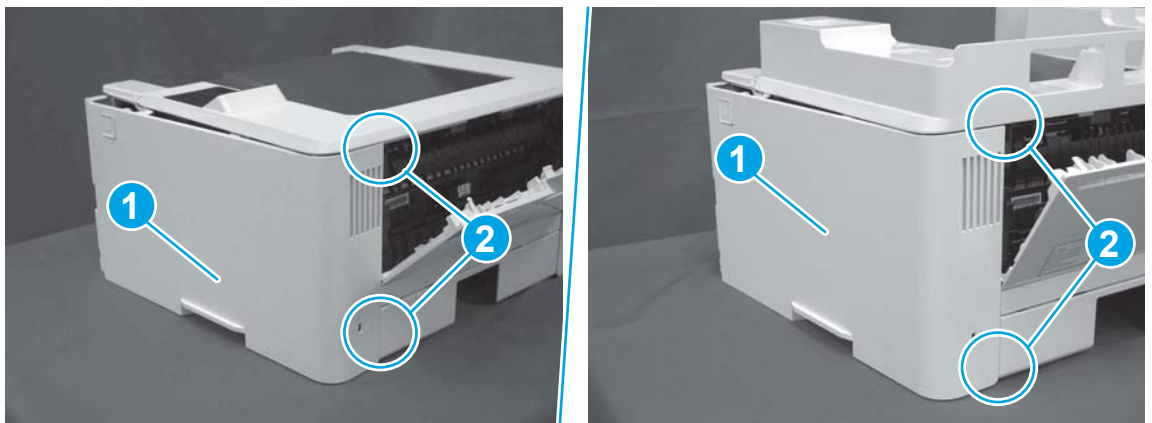
**Figure 1-160** Install two screws



### Step 8: Install the right cover

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

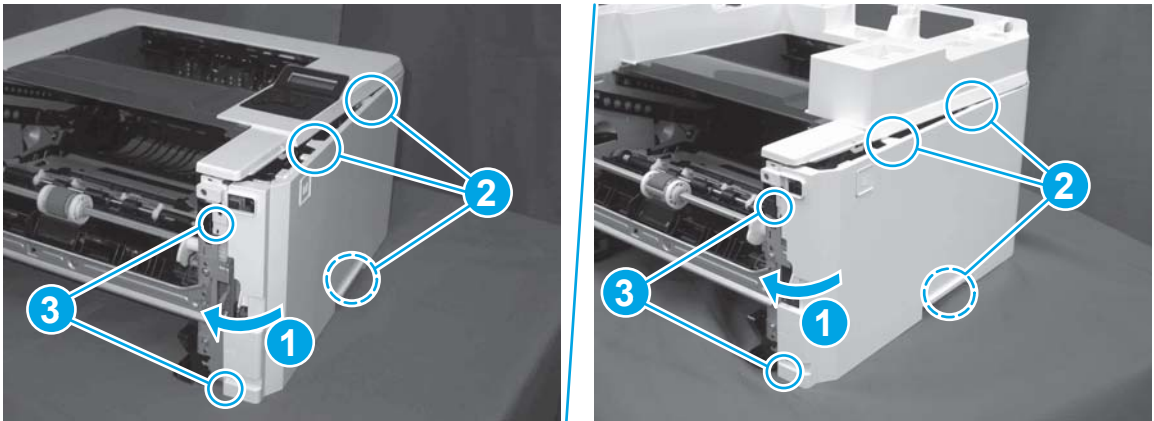
**Figure 1-161** Install the cover





2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-162** Engage two bosses and one tab

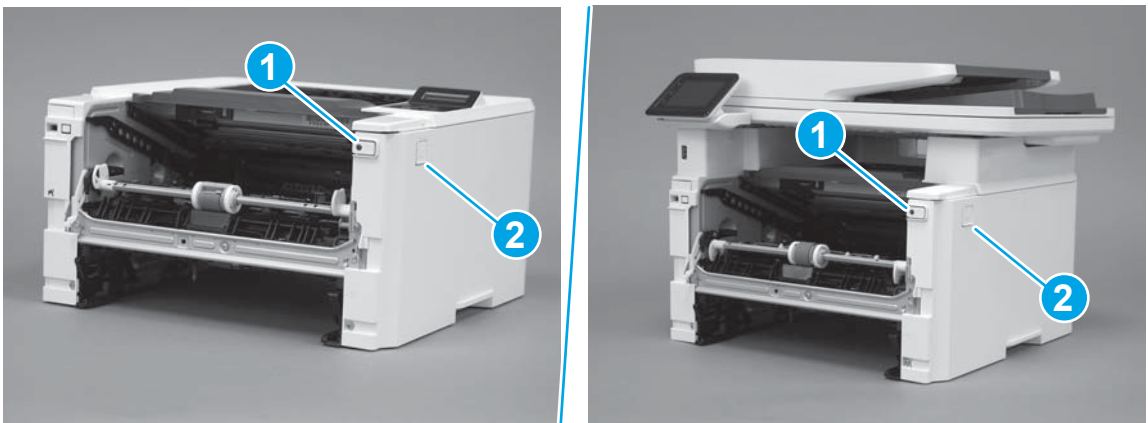


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-163** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

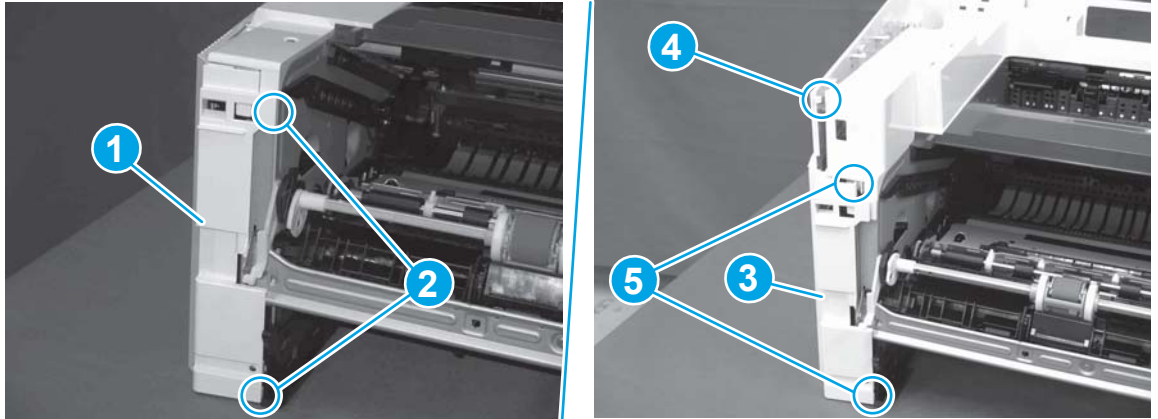
**Figure 1-164** Install one screw



### Step 9: Install the left cover

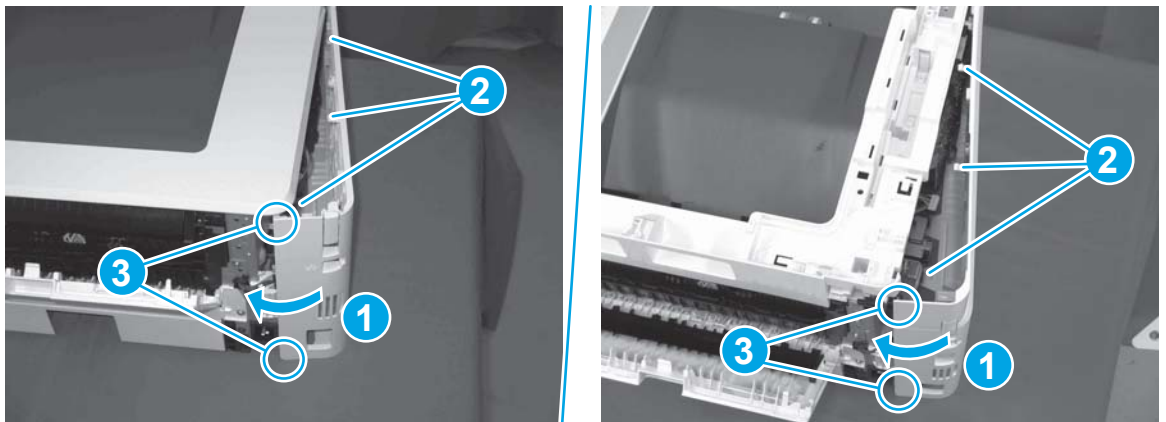
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-165** Install the cover



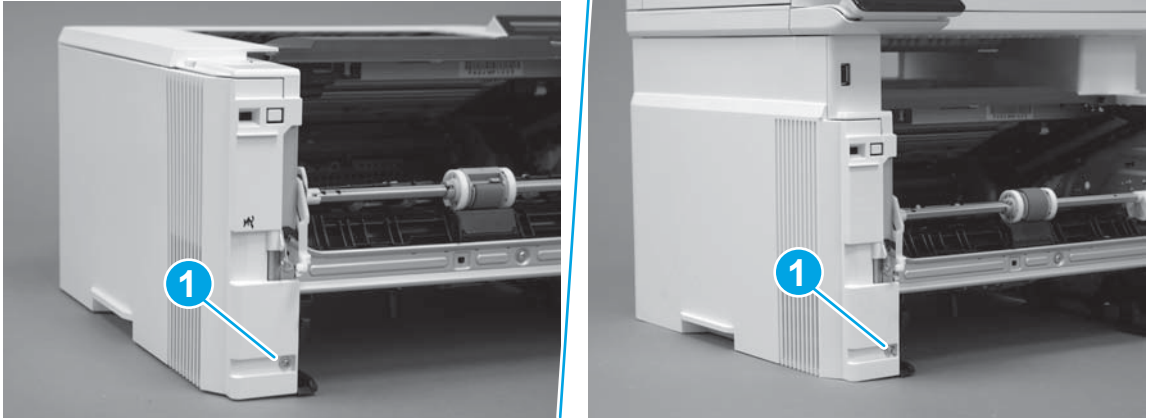
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-166** Engage three tabs and two bosses




3. Install one screw (callout 1).

**Figure 1-167** Install one screw

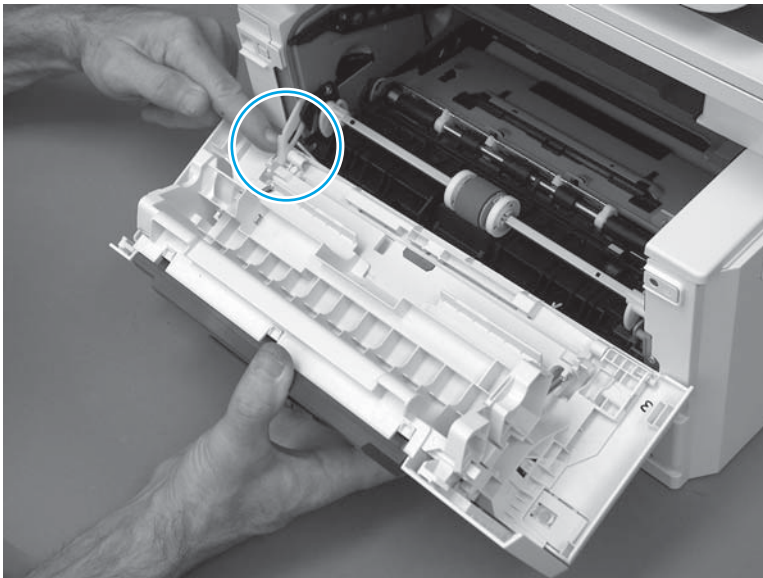


### Step 10: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

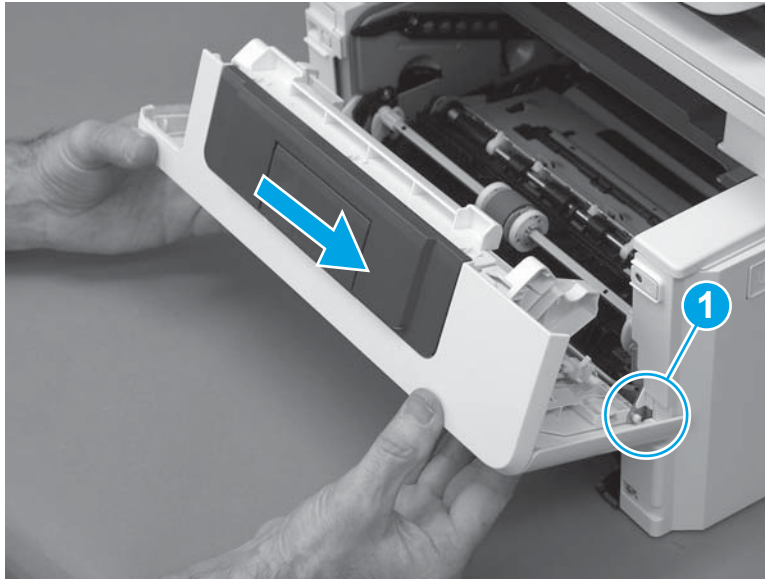
**Figure 1-168** Engage the left-side retainer arm





2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

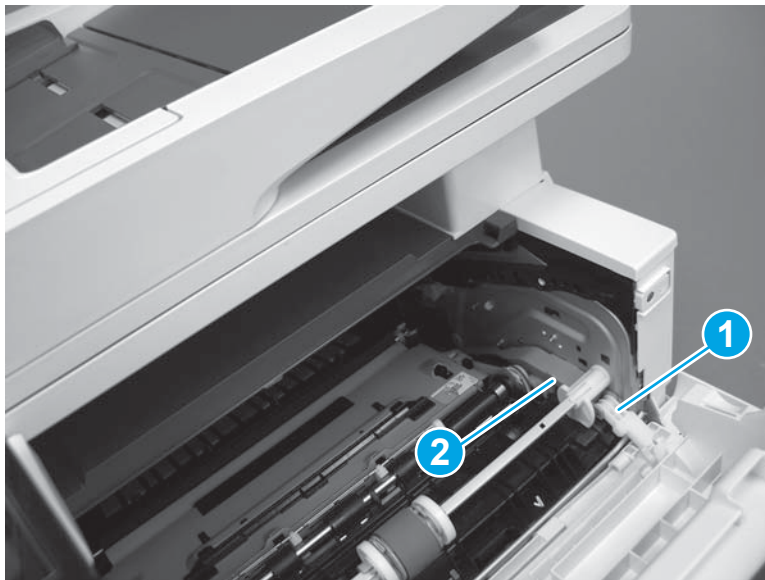
**Figure 1-169** Install the door



3. Install the link (callout 1).

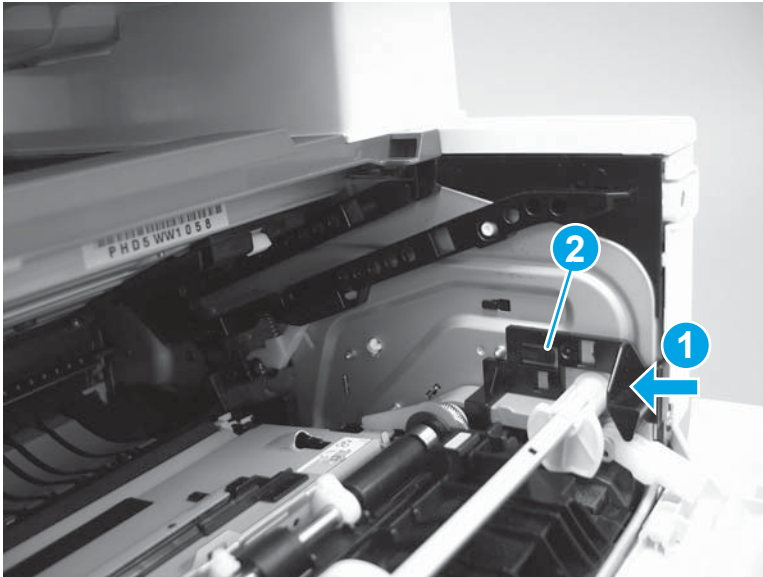
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-170** Install the pressure-release link



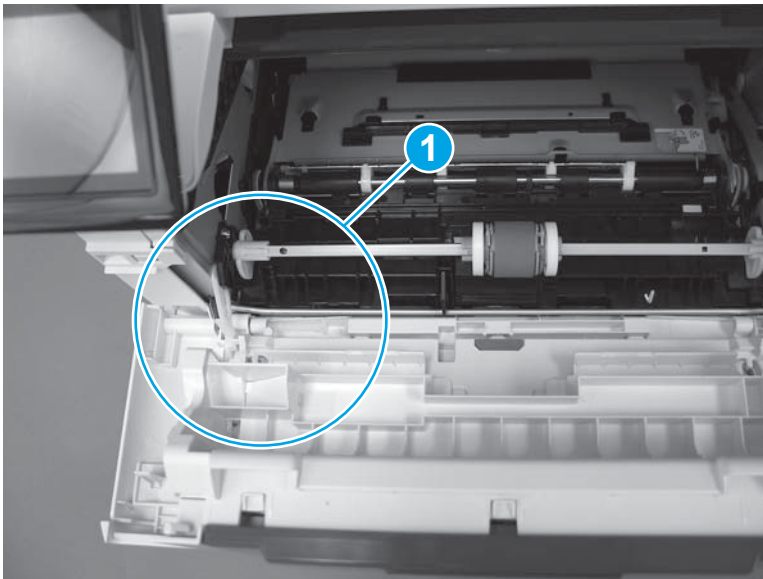
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-171** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

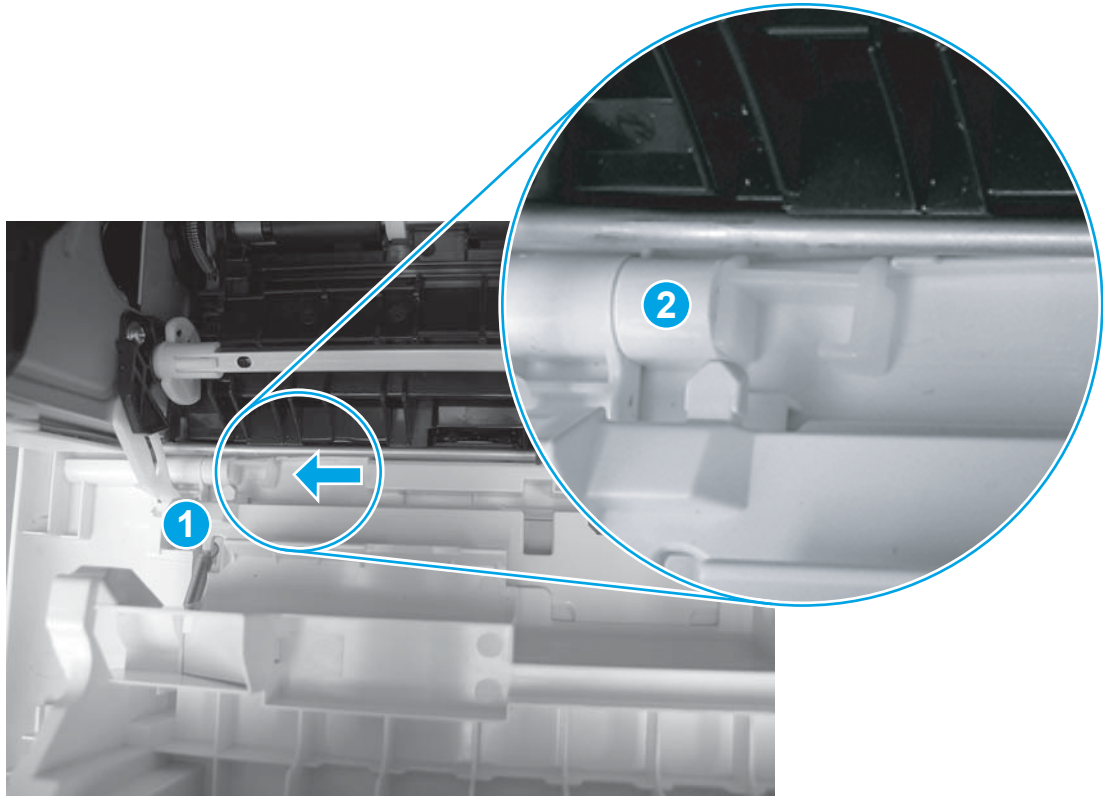
**Figure 1-172** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-173** Install the support shaft



### Step 11: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-174** Install the tray



## Removal and replacement: Cassette rear cover

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the rear door assembly](#)
- [Step 6: Remove the cassette rear cover](#)
- [Step 7: Unpack the replacement assembly](#)
- [Step 8: Install the cassette rear door assembly](#)
- [Step 9: Install the rear door assembly](#)
- [Step 10: Install the right cover](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the cassette rear cover.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

**Cassette rear cover part number**

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**RC4-3082-000CN**Cassette rear cover

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### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-175** Remove the tray



### Step 2: Remove the cartridge door assembly



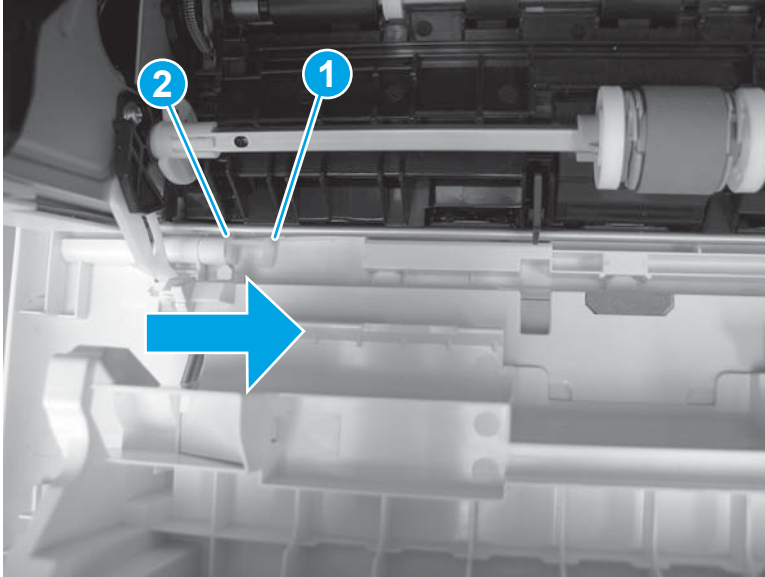
**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



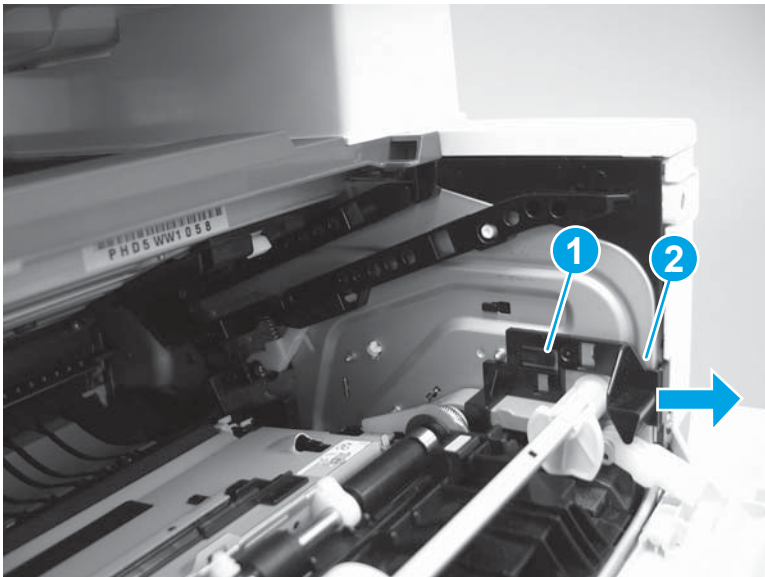
**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-176** Release the support shaft



2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

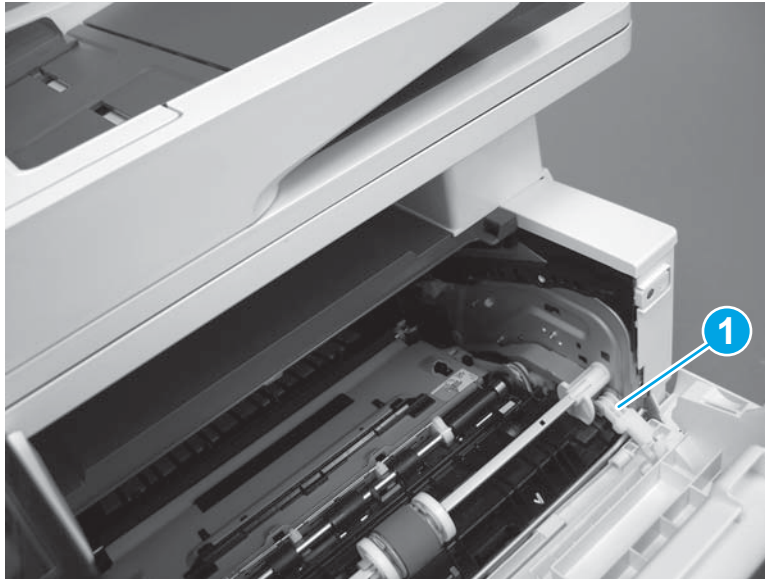
**Figure 1-177** Remove the guide





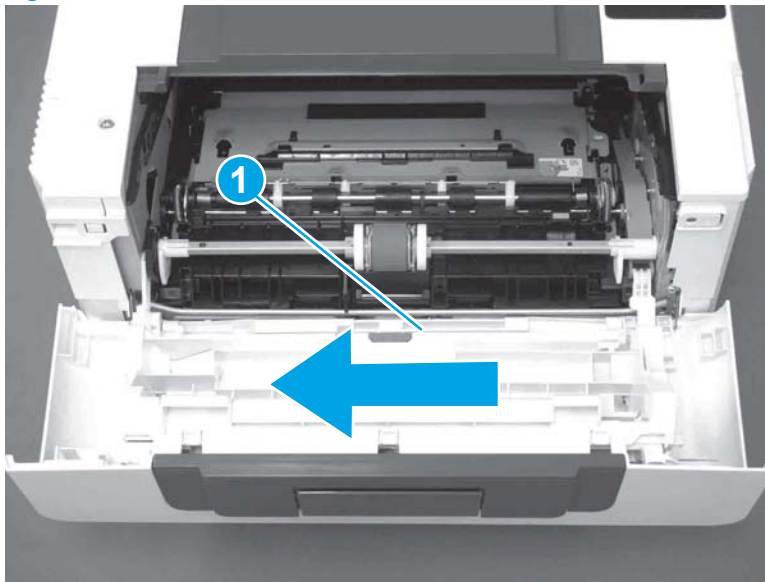
3. Remove the link arm (callout 1).

**Figure 1-178** Remove the link arm



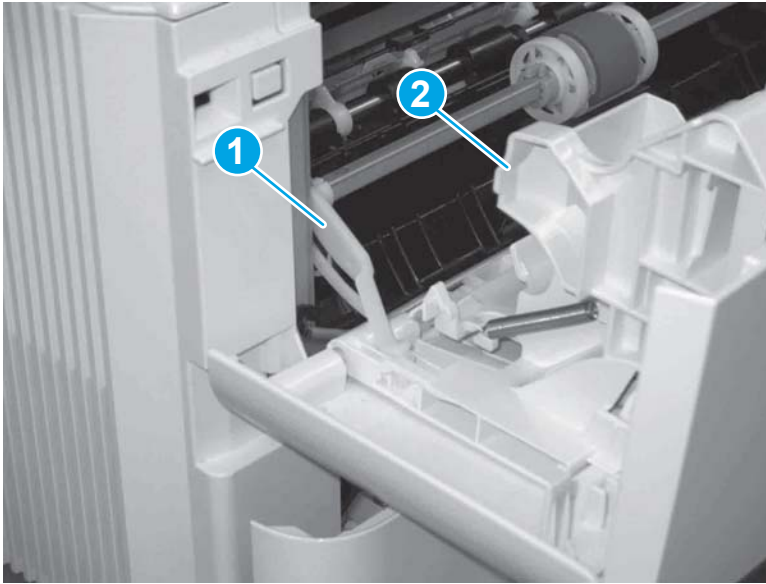
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-179** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

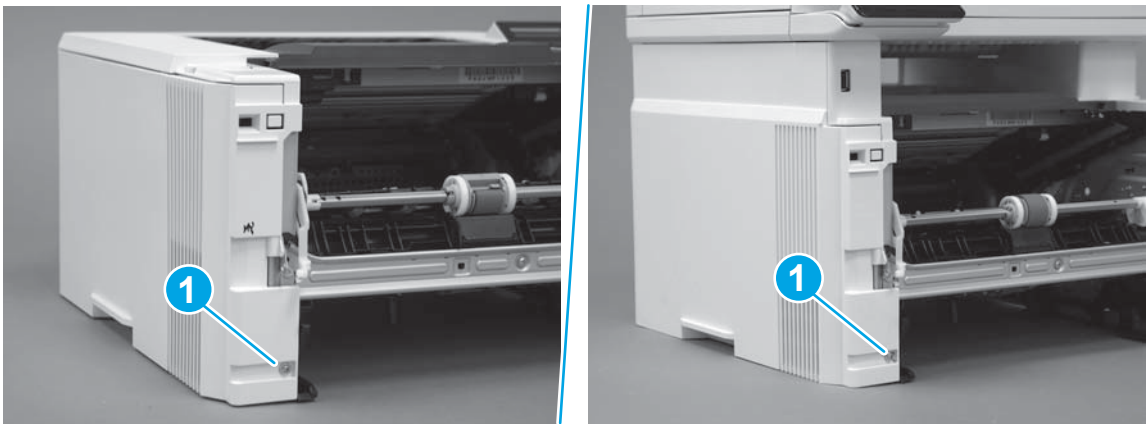
**Figure 1-180** Release the left-side retainer arm



**Step 3: Remove the left cover**

1. Remove one screw (callout 1).

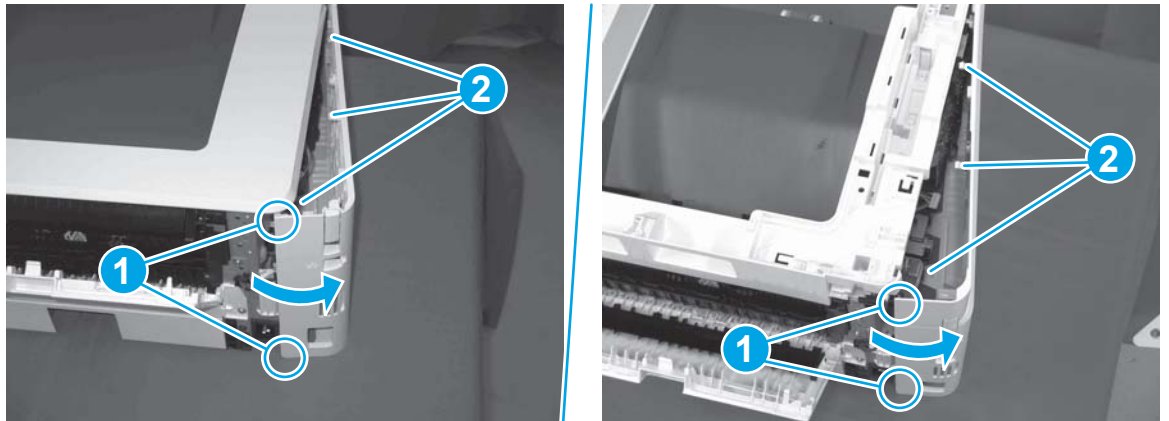
**Figure 1-181** Remove one screw





2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

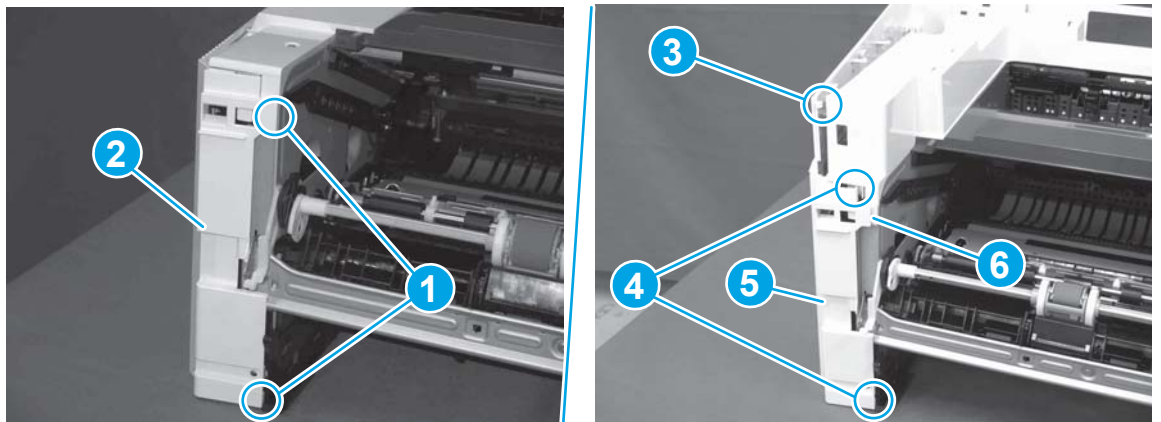
**Figure 1-182** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-183** Remove the cover



#### Step 4: Remove the right cover

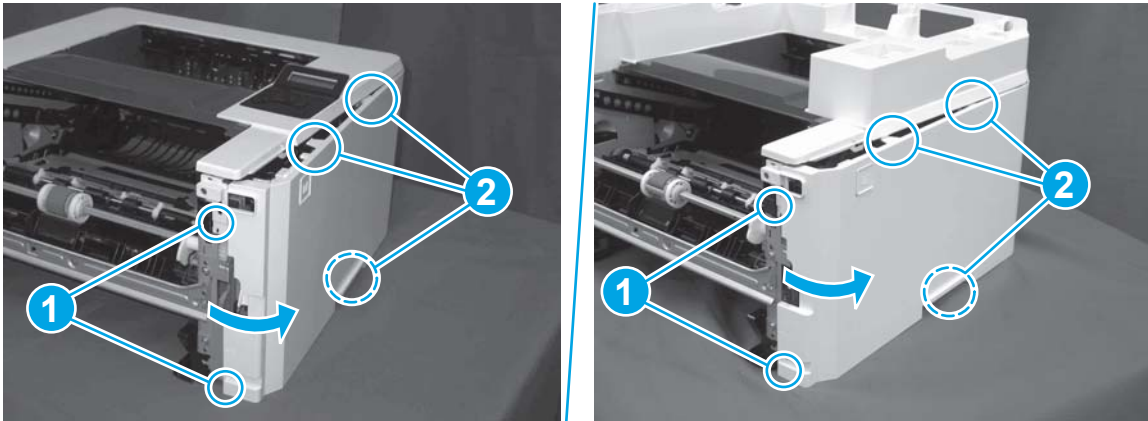
1. Remove one screw (callout 1).

**Figure 1-184** Remove one screw



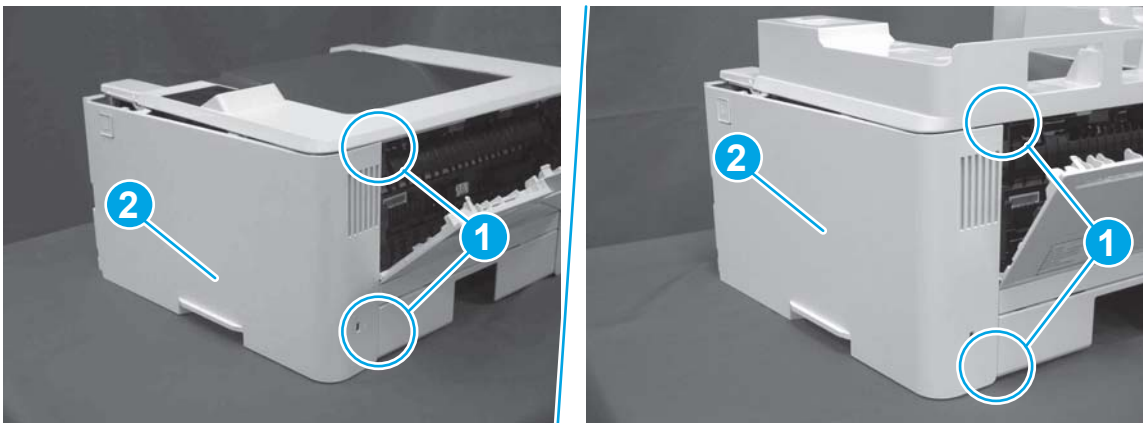
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-185** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

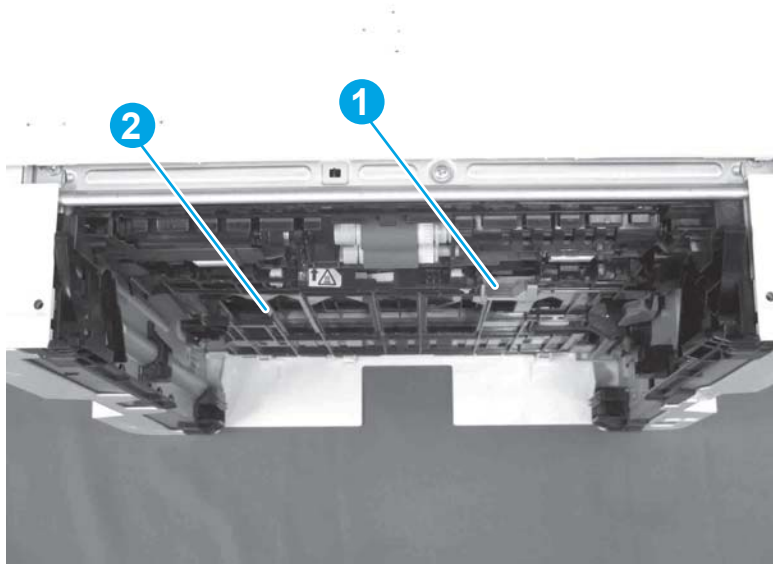
**Figure 1-186** Remove the cover



### Step 5: Remove the rear door assembly

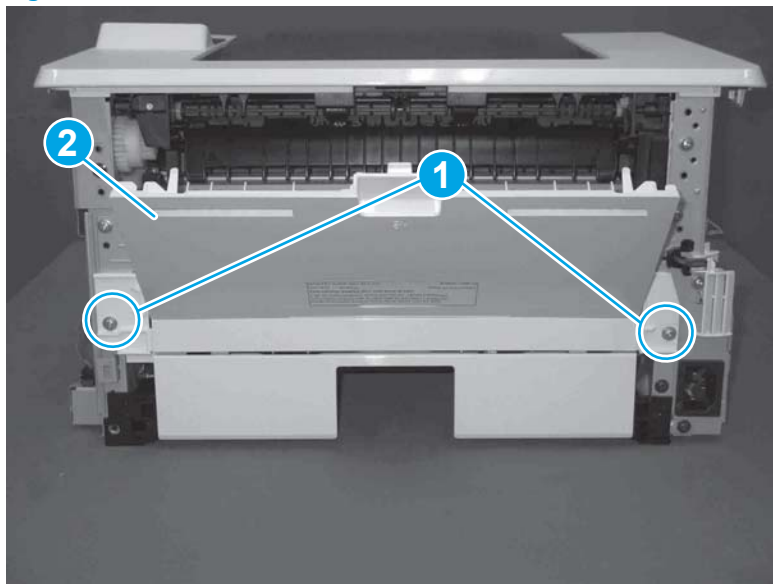
1. **Duplex models only:** Inside the Tray 2 cavity, press the green jam access lever (callout 1), and then lower the duplex feed assembly (callout 2).

**Figure 1-187** Duplex models, lower the duplex feed assembly



2. At the rear of the printer, remove two screws (callout 1), and then remove the rear door assembly (callout 2).

**Figure 1-188** Remove two screws

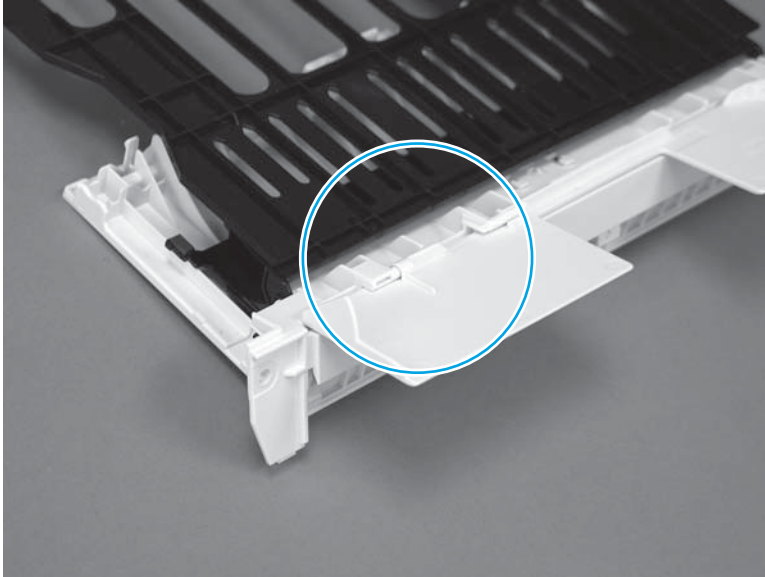


#### **Step 6: Remove the cassette rear cover**

The figures in this procedure show a duplex rear cover assembly. However, the procedure is valid for a simple rear cover.

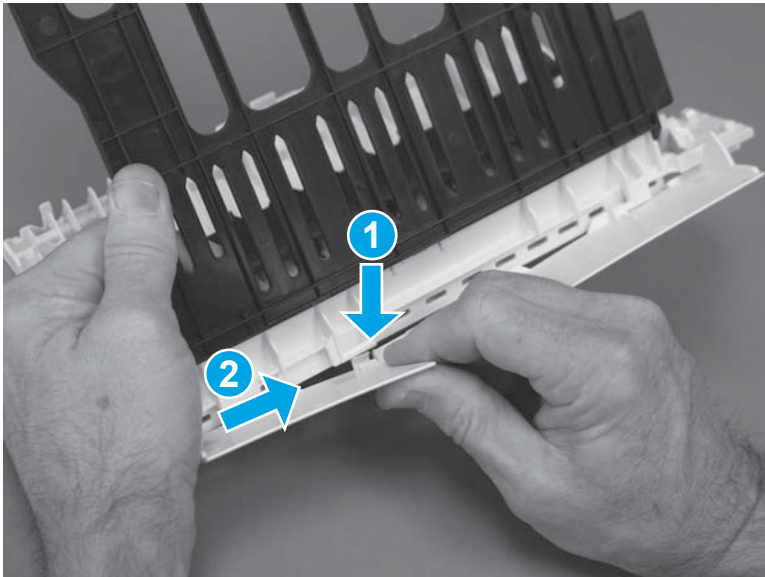
1. Locate the left-side hinge retainer (callout 1).

**Figure 1-189** Locate the hinge retainer



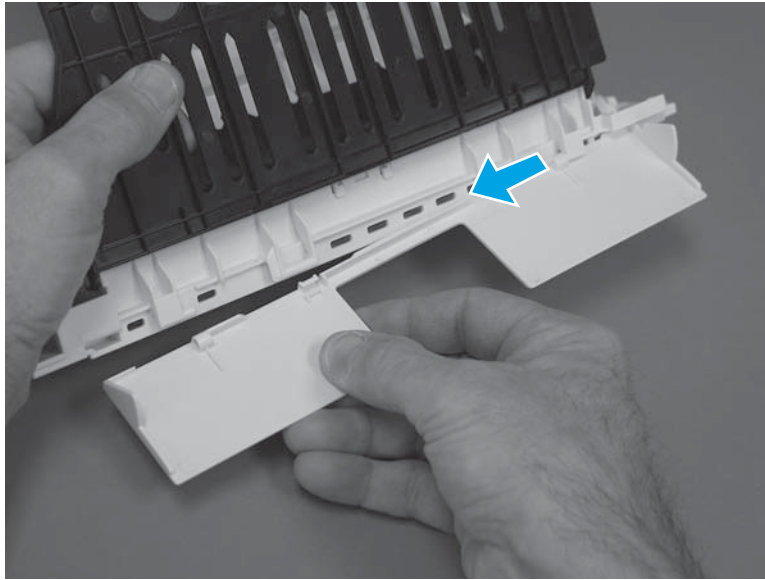
2. Carefully flex the cover to release the retainer (callout 1), and the left-side hinge pin (callout 2).

**Figure 1-190** Release the retainer and the hinge pin



3. Remove the cover.

**Figure 1-191** Remove the cover



### Step 7: Unpack the replacement assembly

Unpack the replacement part from the packaging.

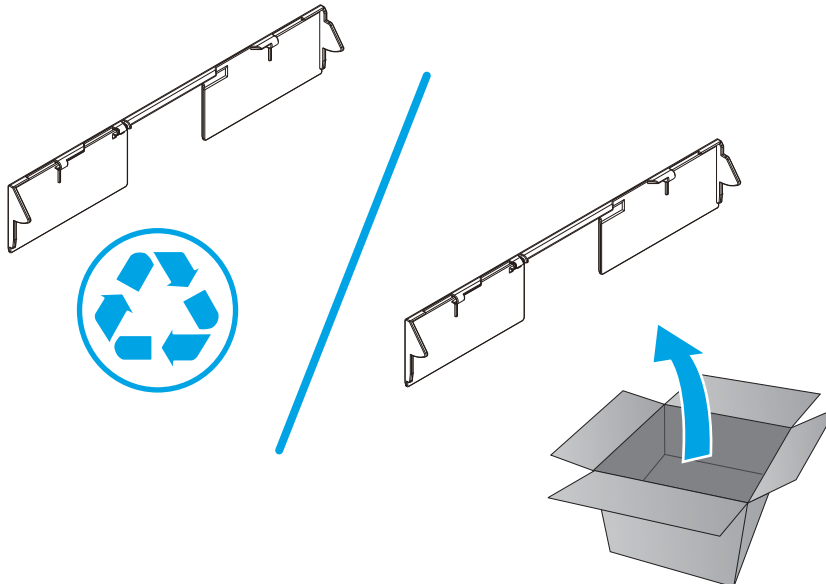
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

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 **NOTE:** HP recommends responsible disposal of the defective part.

---

**Figure 1-192** Recycle and unpack



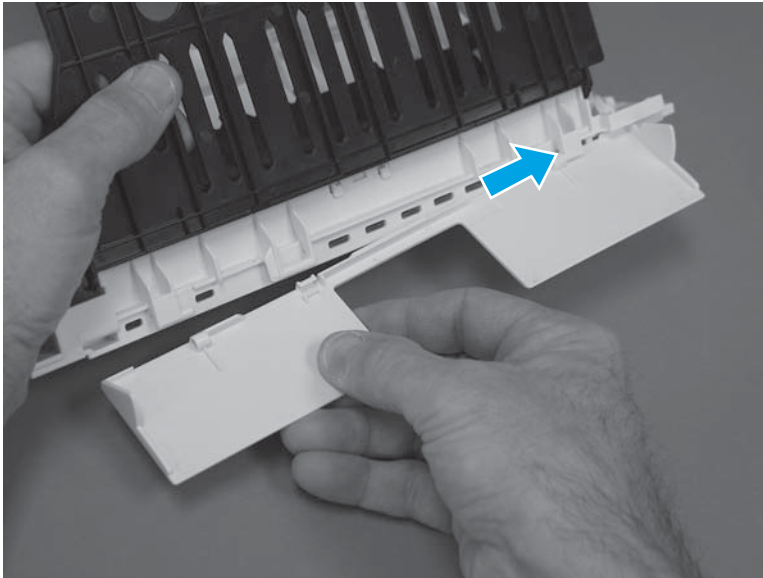


### Step 8: Install the cassette rear door assembly

The figures in this procedure show a duplex rear cover assembly. However, the procedure is valid for a simple rear cover.

1. Position the cover on the rear door with the right-side hinge holder on the cover engaged with the right-side hinge pin on the door.

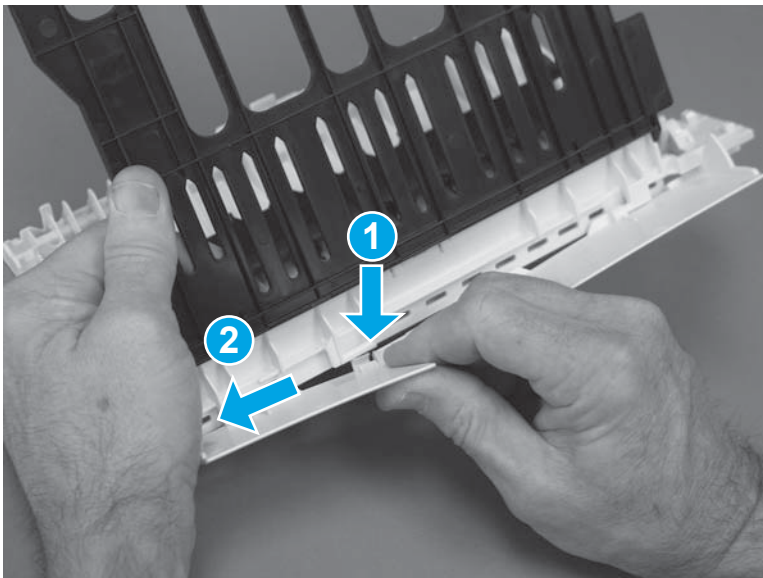
**Figure 1-193** Engage the right-side hinge and pin



2. Carefully flex the cover to engage the left-side hinge pin and holder (callout 1), and the retainer (callout 2).


 **NOTE:** When the cover is correctly installed, it moves freely on the hinge pins.

**Figure 1-194** Engage the left-side hinge and retainer

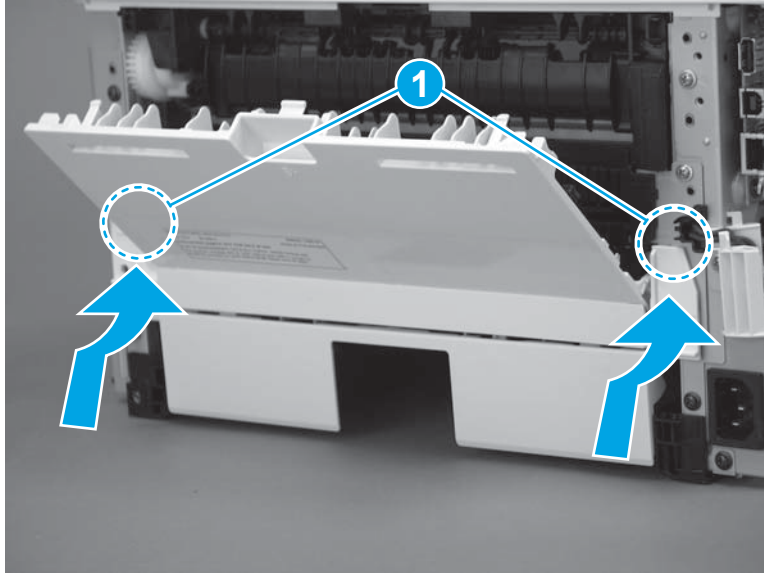


## Step 9: Install the rear door assembly

1. At the rear of the printer, position the assembly so that the two tabs (callout 1) are installed in the slots (callout 2) in the chassis.

 **NOTE:** **Duplex models only:** Slide the duplex tray into the Tray 2 cavity.

**Figure 1-195** Install the rear cover



2. Install two screws.

 **NOTE:** **Duplex models only:** Reach in from the front of the Tray 2 cavity and raise the feed assembly to the up and locked position so that the rear cover will fit flat against the chassis.

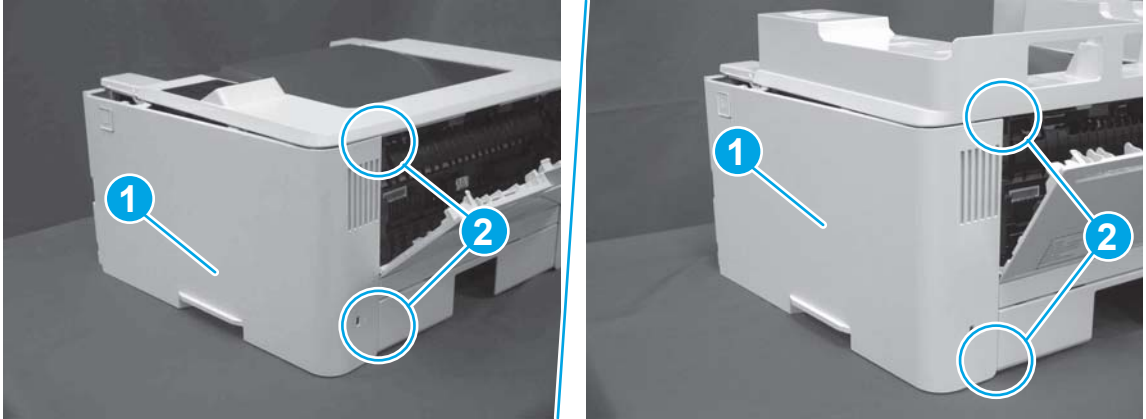
**Figure 1-196** Install two screws



## Step 10: Install the right cover

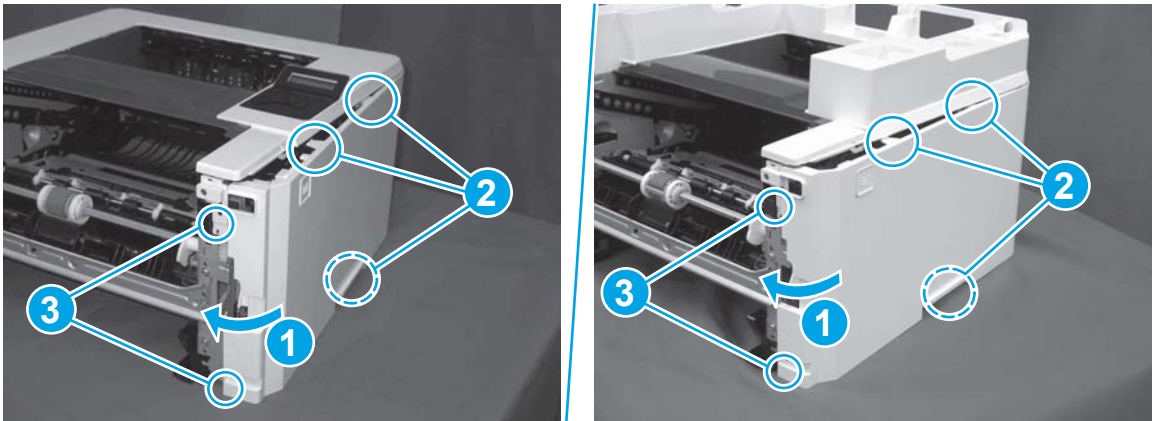
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-197** Install the cover




2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

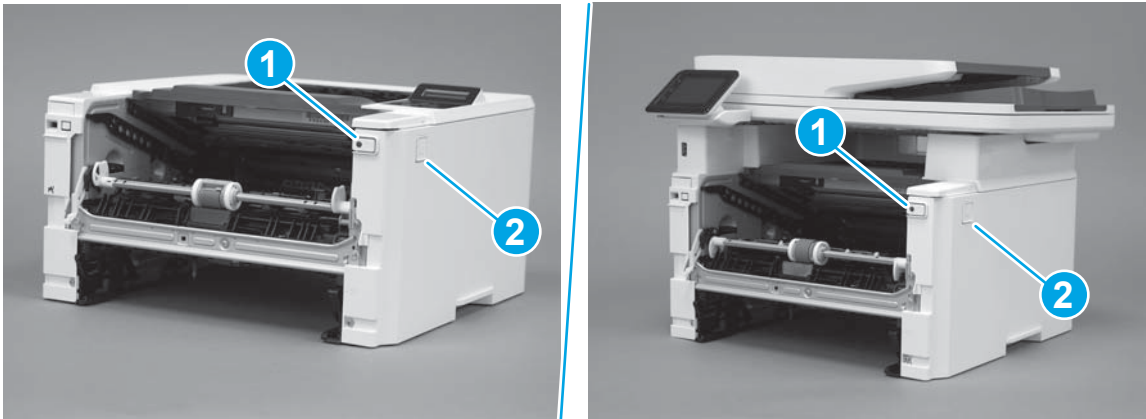
**Figure 1-198** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-199** Check the power switch and cartridge door assembly button





4. Install one screw (callout 1).

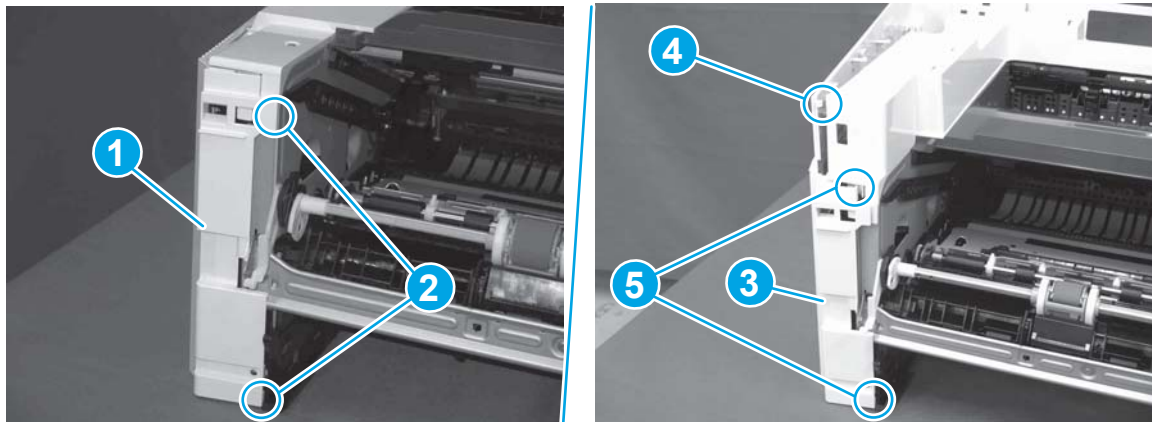
**Figure 1-200** Install one screw



### Step 11: Install the left cover

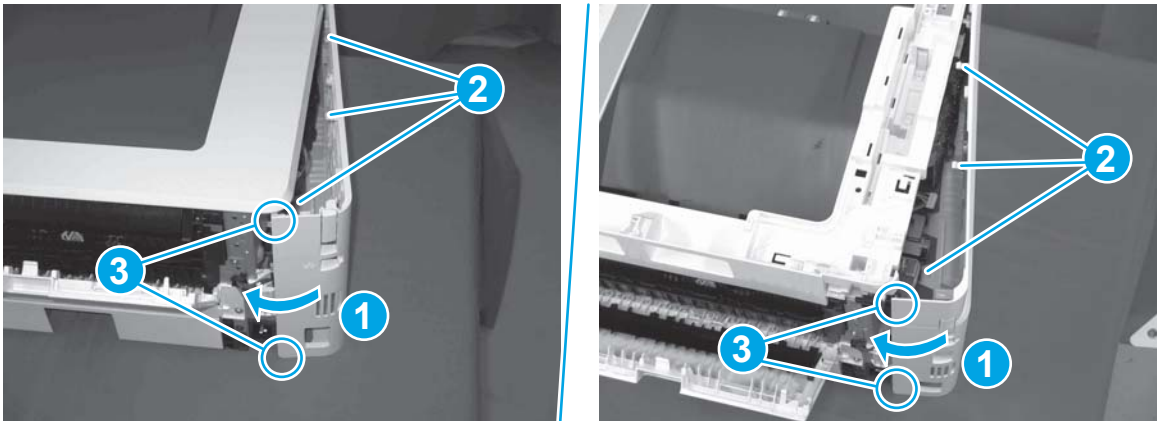
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-201** Install the cover



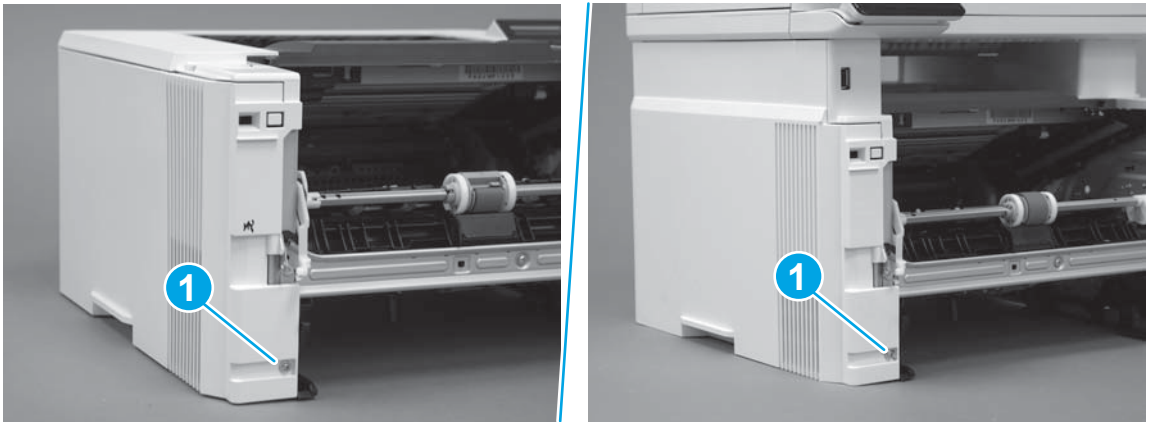
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-202** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-203** Install one screw

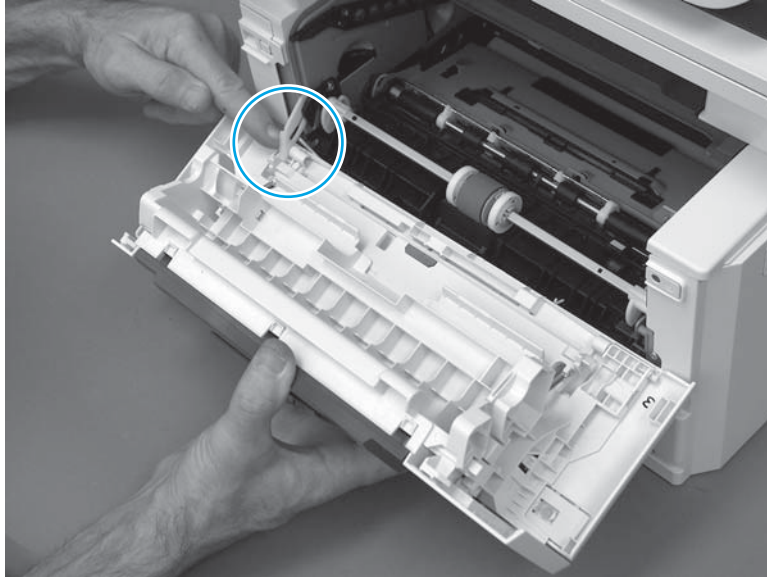


## Step 12: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

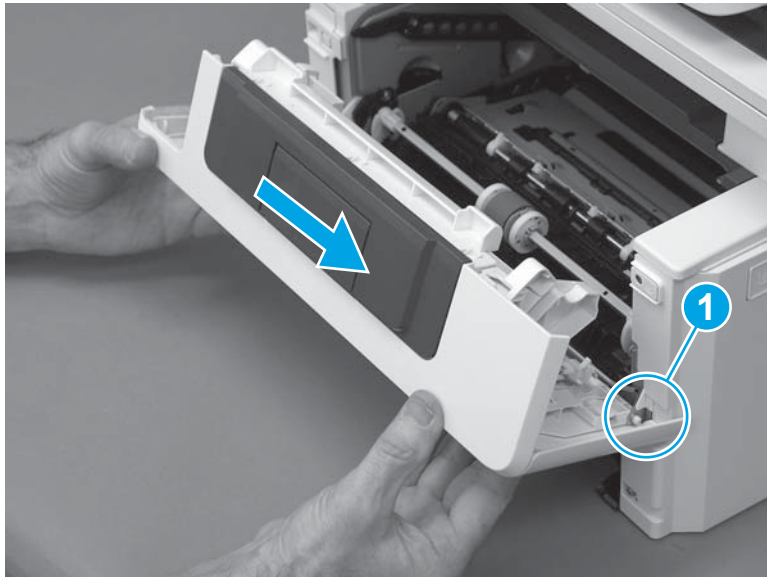
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-204** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

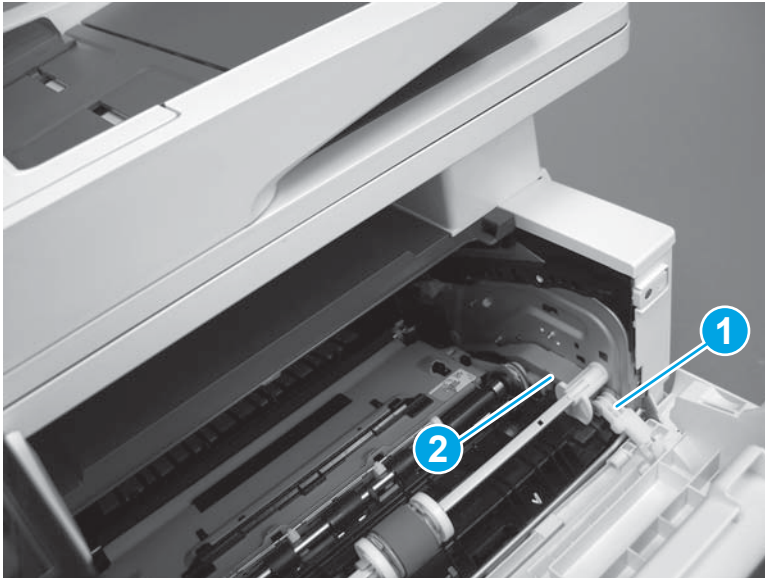
**Figure 1-205** Install the door



3. Install the link (callout 1).

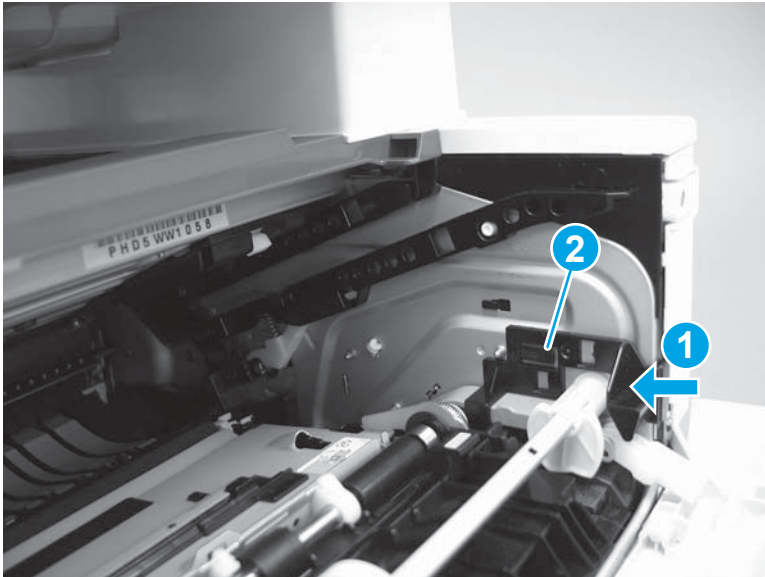
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-206** Install the pressure-release link



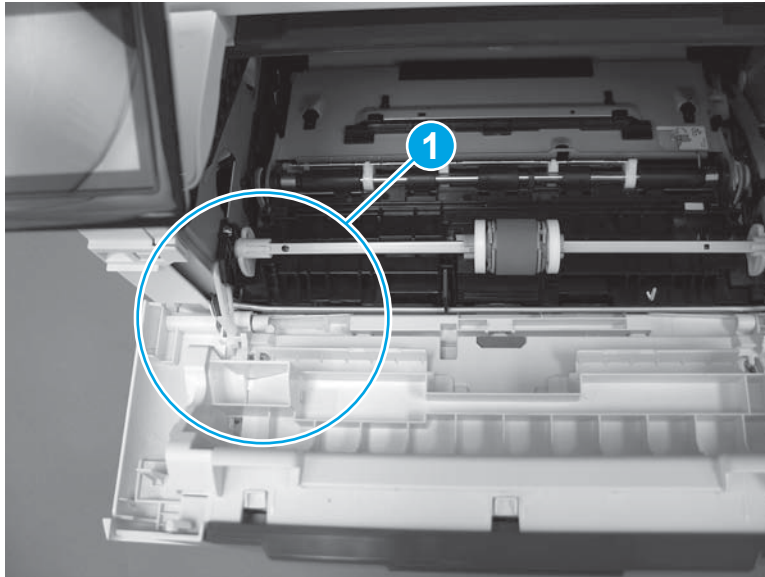
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-207** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

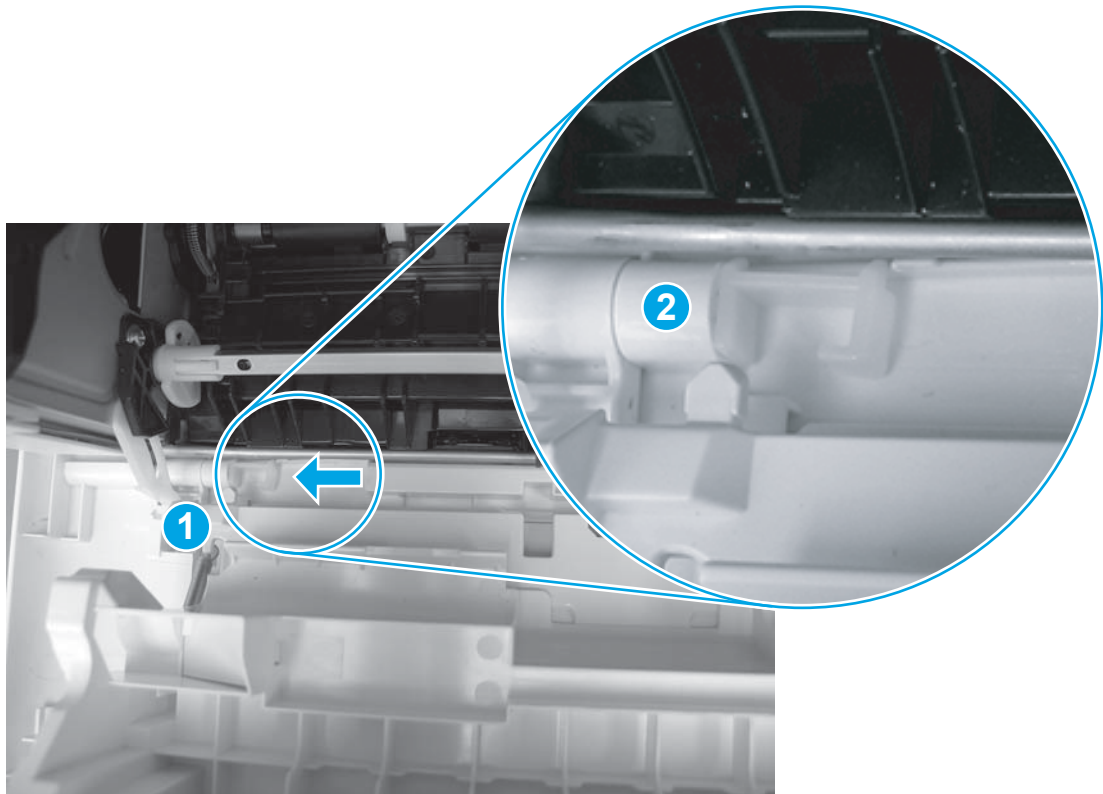
**Figure 1-208** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-209** Install the support shaft





### Step 13: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-210** Install the tray



## Removal and replacement: Top cover (M427/M426)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M426\)](#)
- [Step 6: Remove the control panel \(M427/M426\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Unpack the replacement assembly](#)
- [Step 9: Remove the cable guide \(M427/M426\)](#)
- [Step 10: Install the cable guide \(M427/M426\)](#)
- [Step 11: Install the top cover \(M427/M426\)](#)
- [Step 12: Install the control panel \(M427/M426\)](#)
- [Step 13: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 14: Install the right cover](#)
- [Step 15: Install the left cover](#)
- [Step 16: Install the cartridge door assembly](#)
- [Step 17: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the top cover (M427/M426).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Top cover (M427/M426) part number	
RC4-3207-000CN	Top cover (M427/M426)

## Required tools

- #2 Phillips screwdriver with a magnetic tip.
- Small flat-blade screw driver

## 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.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-211** Remove the tray



### Step 2: Remove the cartridge door assembly



**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

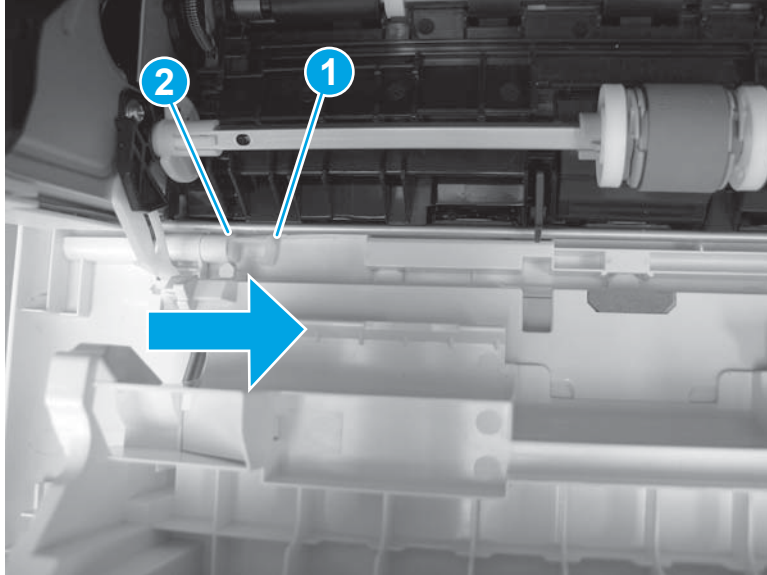
1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

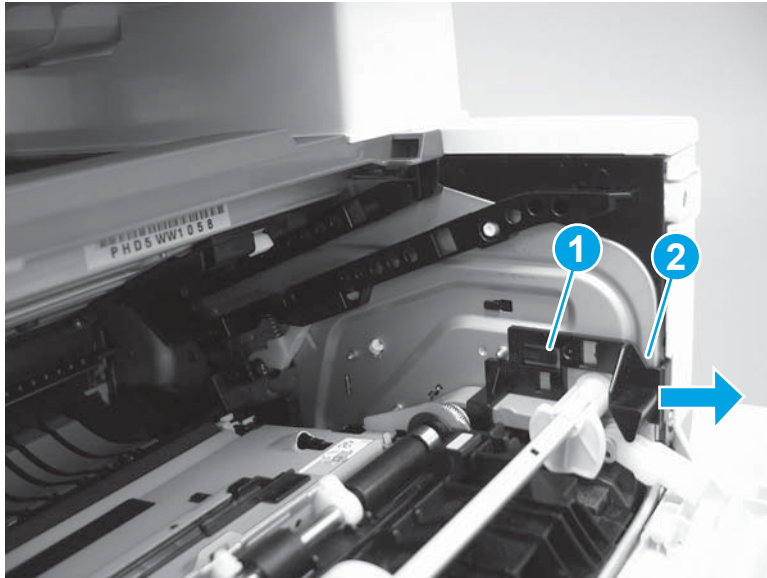


**Figure 1-212** Release the support shaft



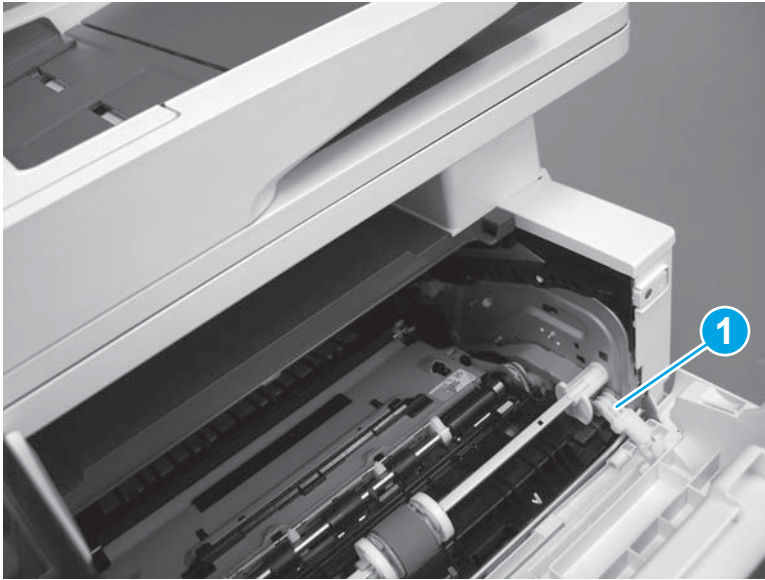
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-213** Remove the guide



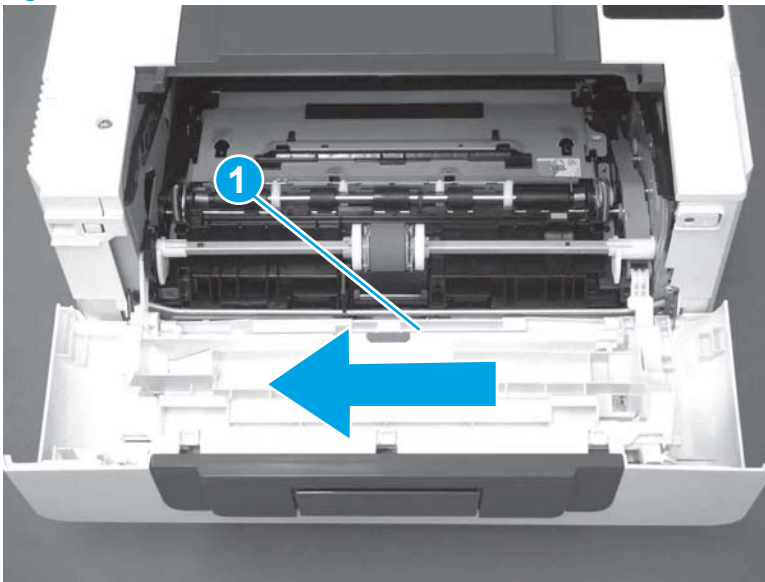
3. Remove the link arm (callout 1).

**Figure 1-214** Remove the link arm



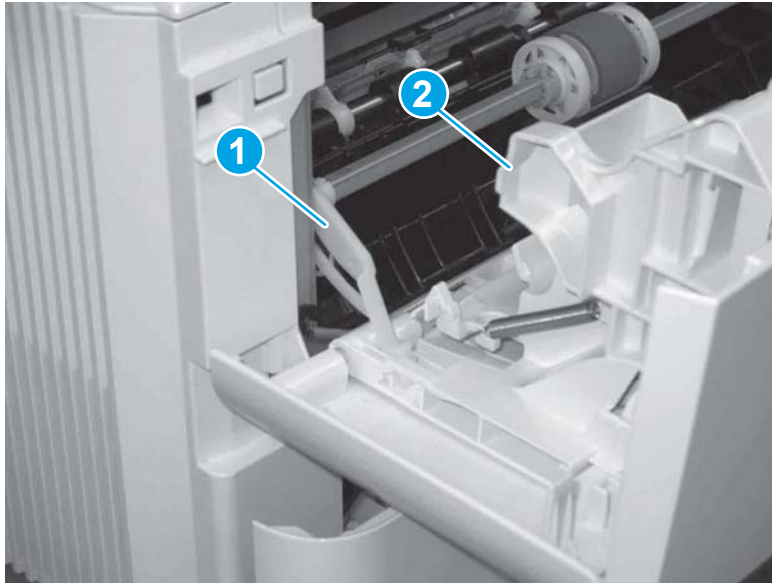
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-215** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

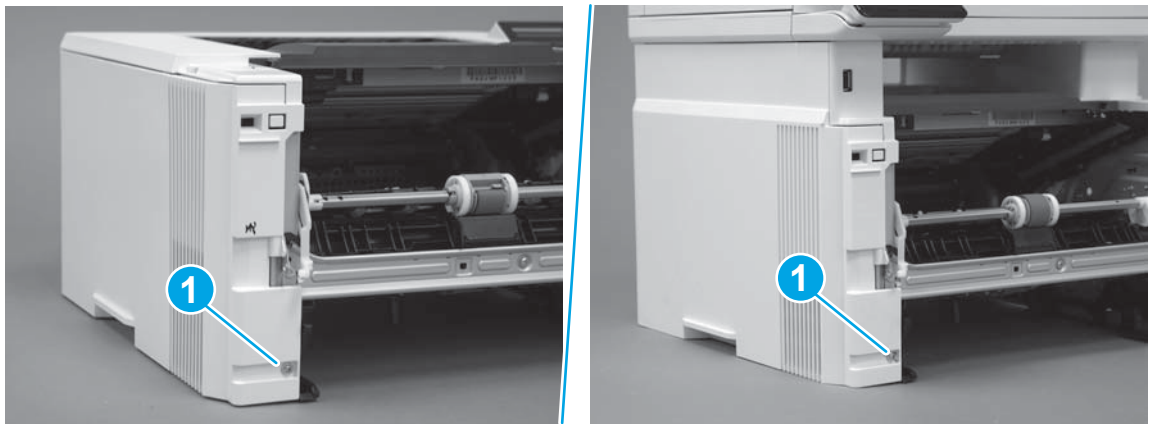
**Figure 1-216** Release the left-side retainer arm



### Step 3: Remove the left cover

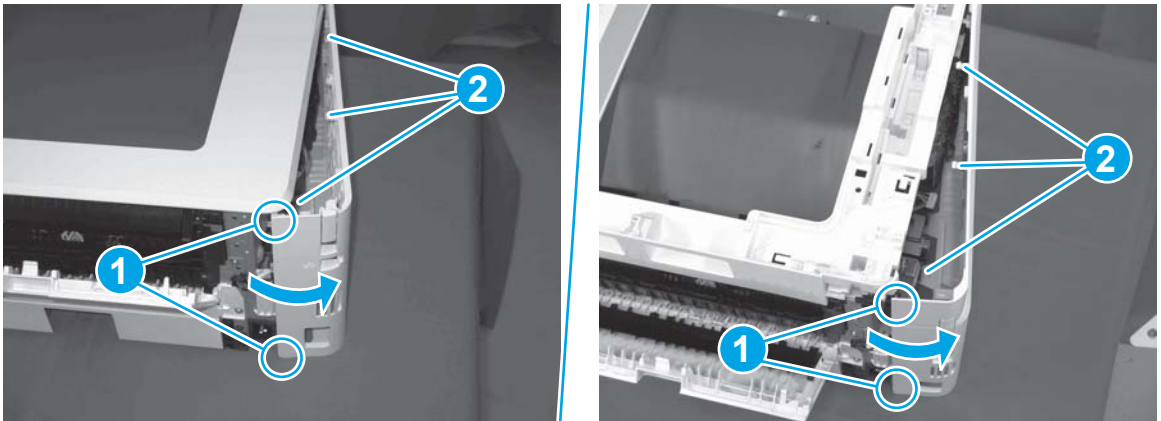
1. Remove one screw (callout 1).

**Figure 1-217** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

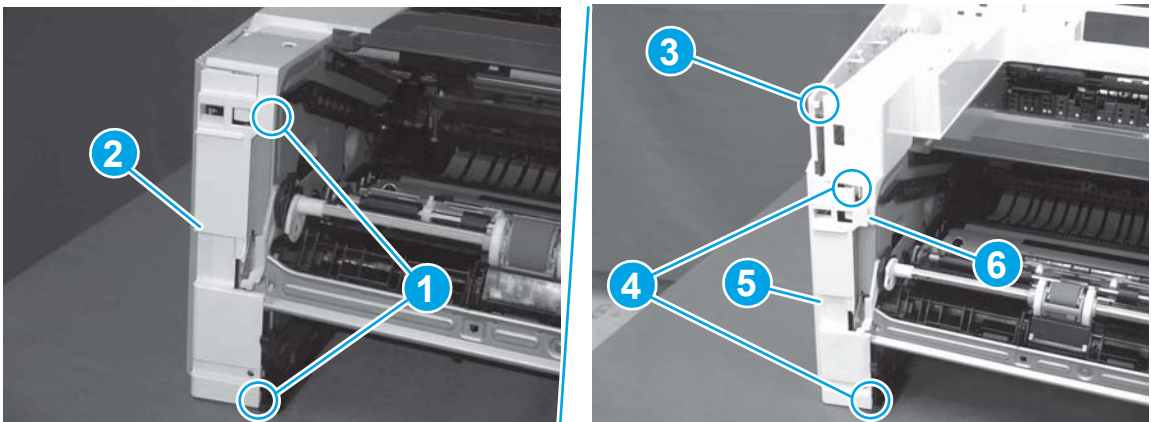
**Figure 1-218** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

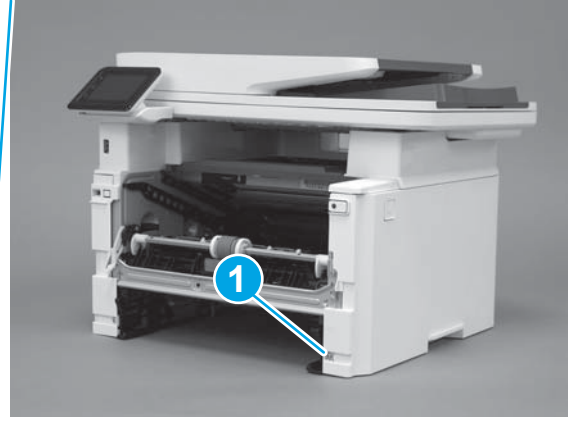
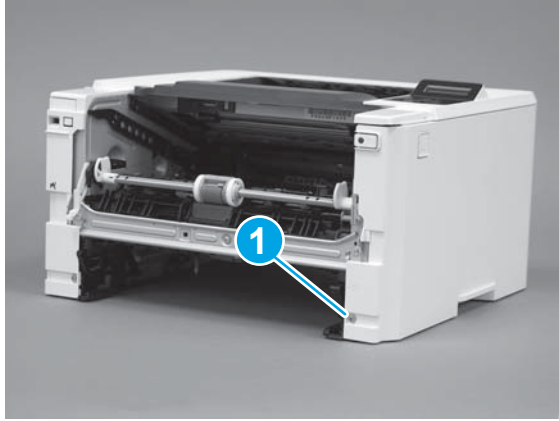
**Figure 1-219** Remove the cover



#### Step 4: Remove the right cover

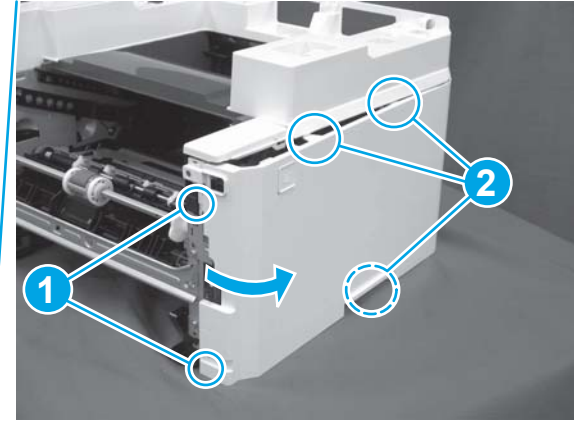
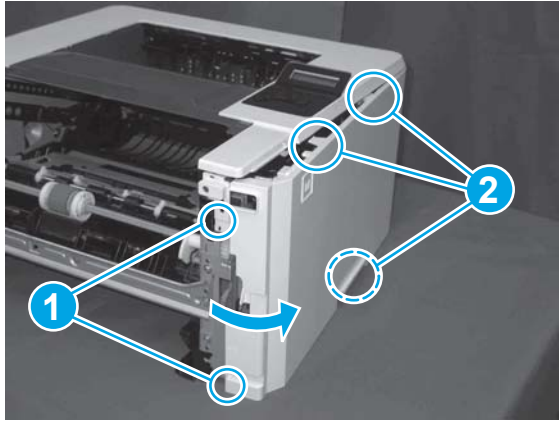
1. Remove one screw (callout 1).

**Figure 1-220** Remove one screw



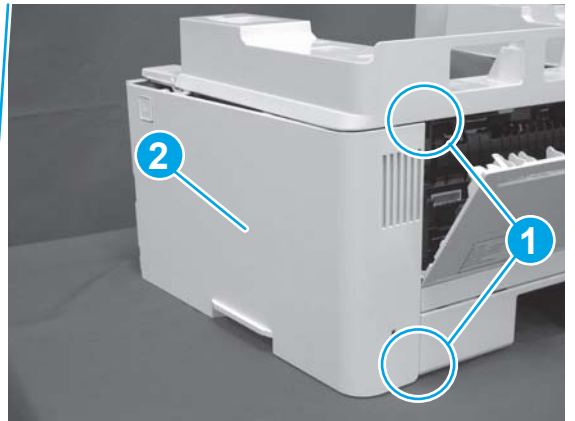
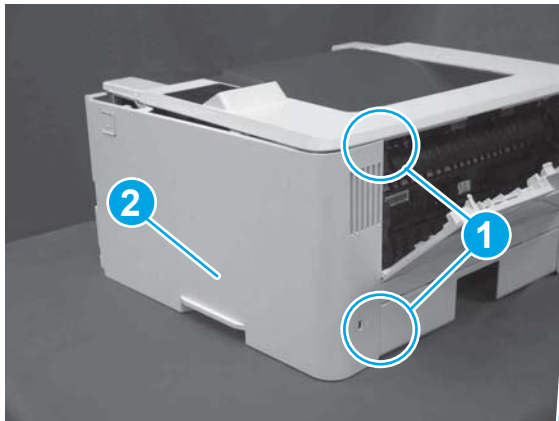
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-221** Release two bosses and three tabs




3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-222** Remove the cover



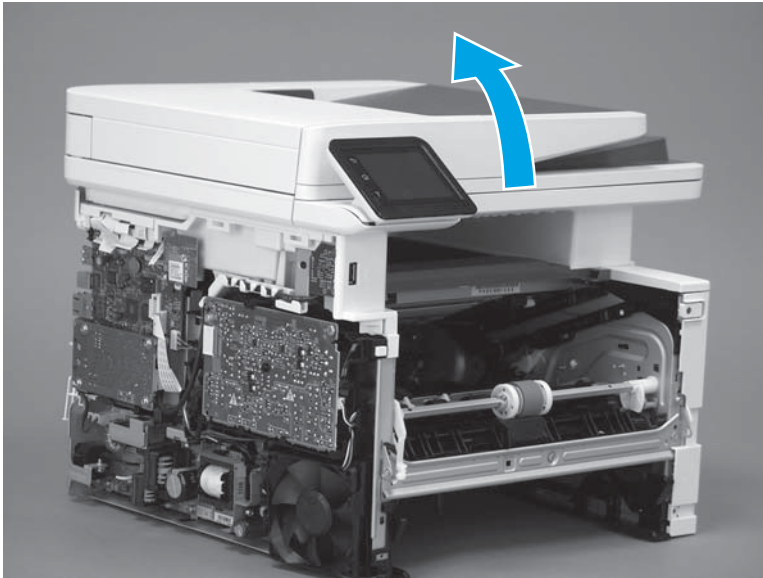


## Step 5: Remove the integrated scanner assembly (M427/M426)

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

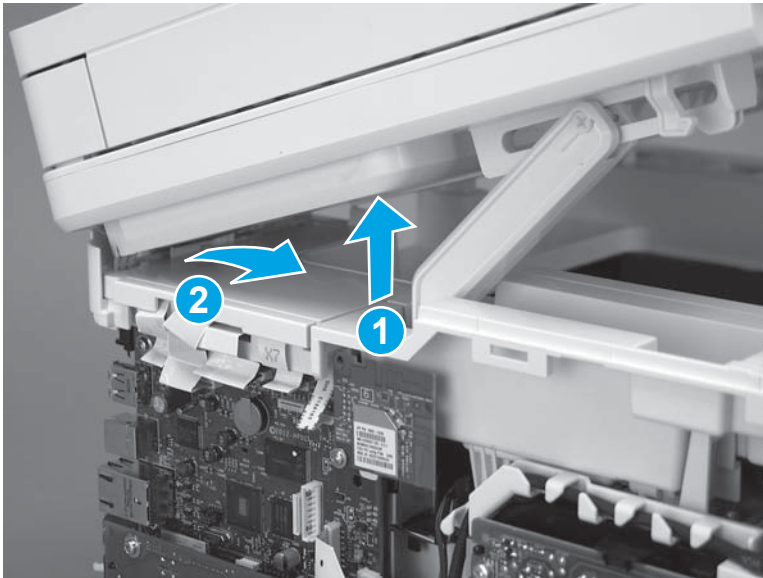
1. Raise the ISA.

**Figure 1-223** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

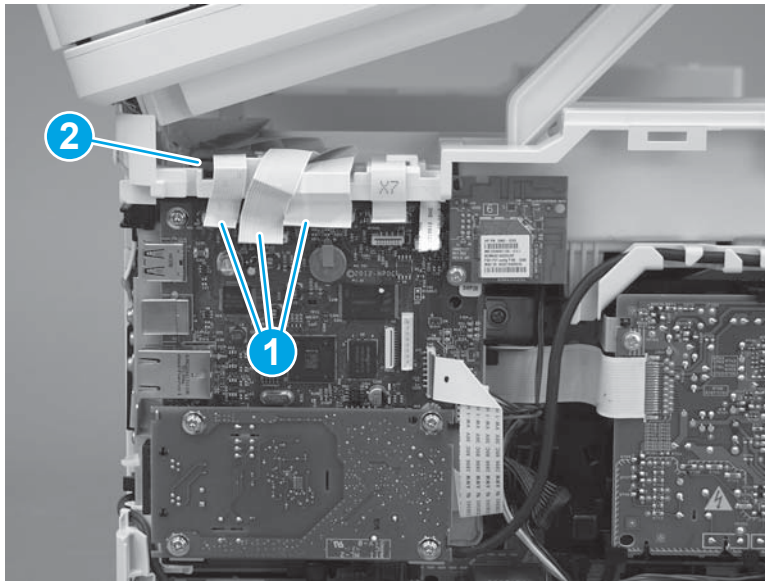
**Figure 1-224** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

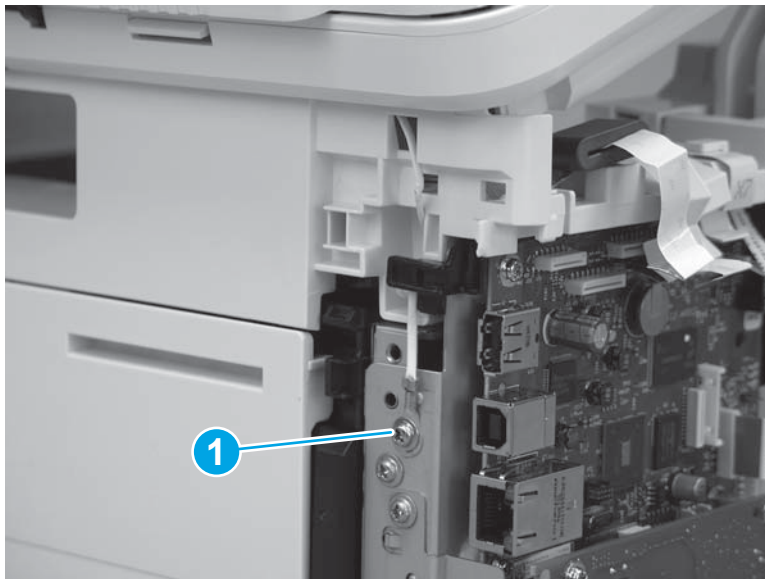
**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-225** Disconnect three FFCs



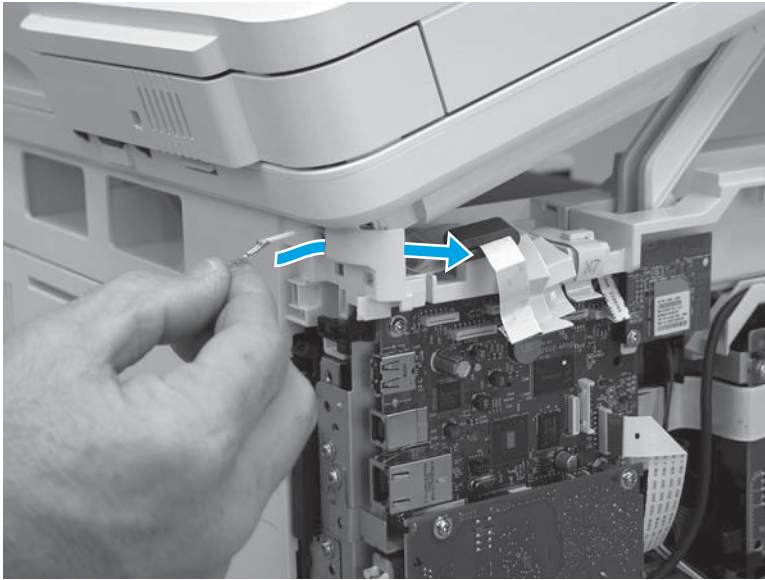
4. Remove one screw (callout 1).

**Figure 1-226** Remove one screw



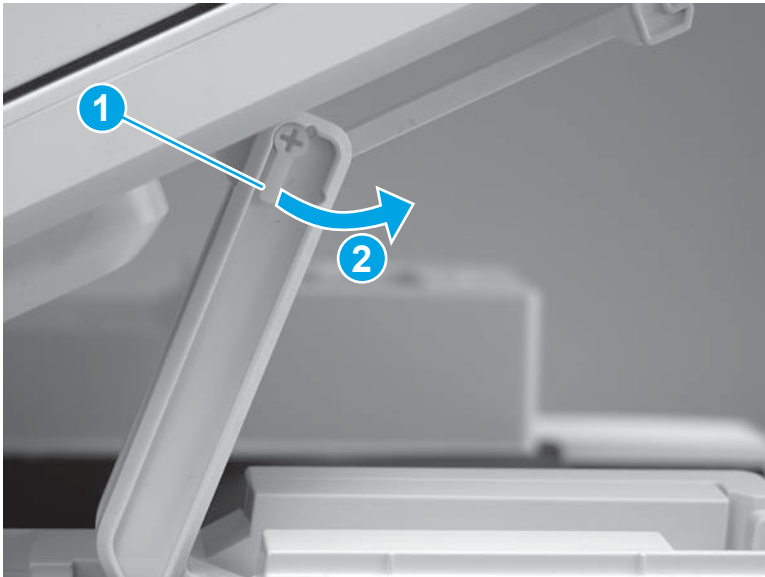
5. Pass the ground wire through the opening in the top cover.

**Figure 1-227** Pass the wire through the opening



6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

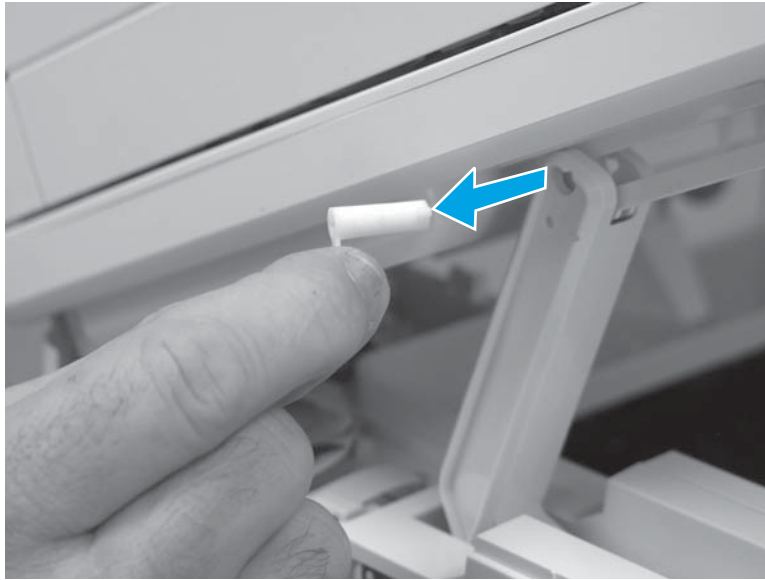
**Figure 1-228** Release one tab and rotate the slider pin





7. Remove the slider pin.

**Figure 1-229** Remove the slider pin



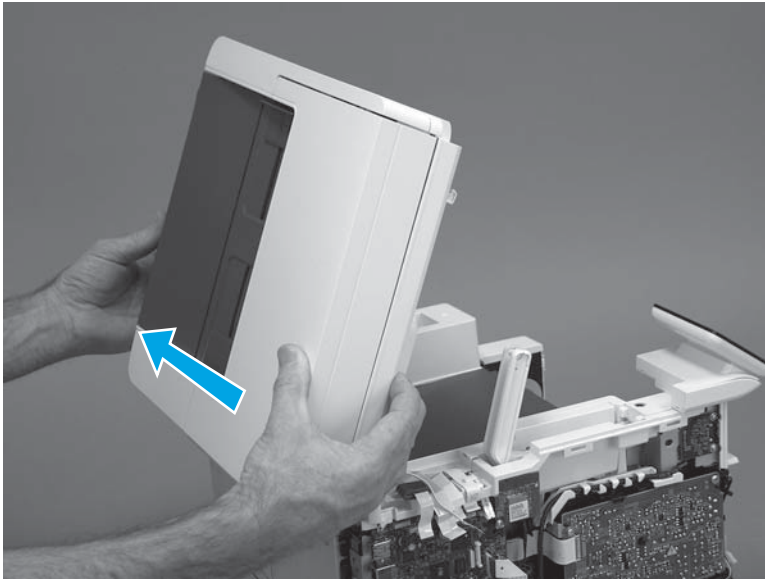
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-230** Rotate the ISA towards the rear of the printer



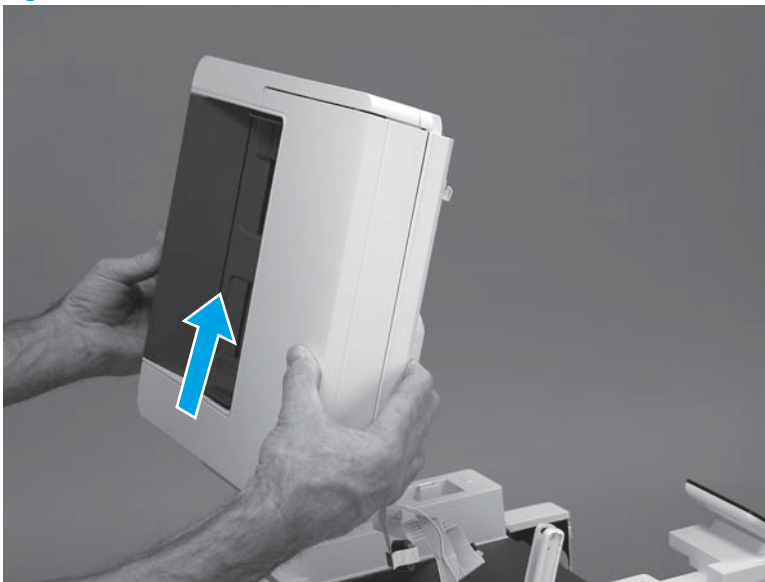
9. Slide the ISA as shown to release it.

**Figure 1-231** Release the ISA



10. Remove the ISA.

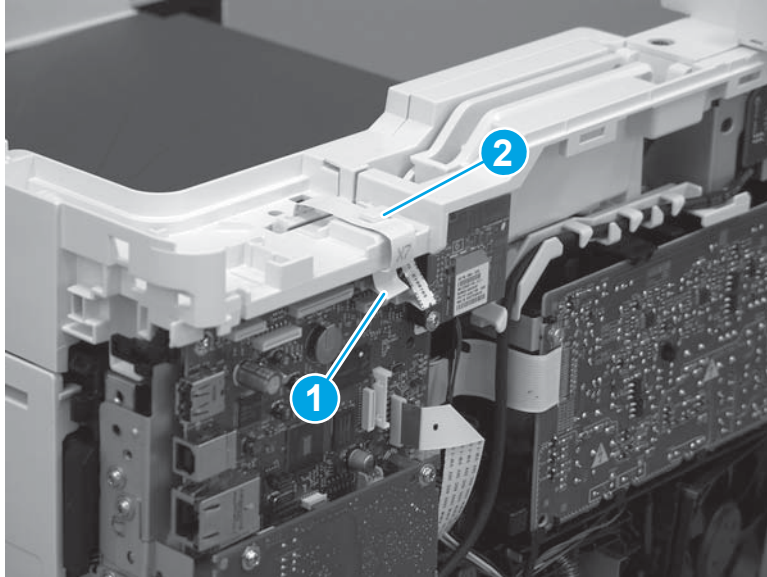
**Figure 1-232** Remove the ISA



### **Step 6: Remove the control panel (M427/M426)**

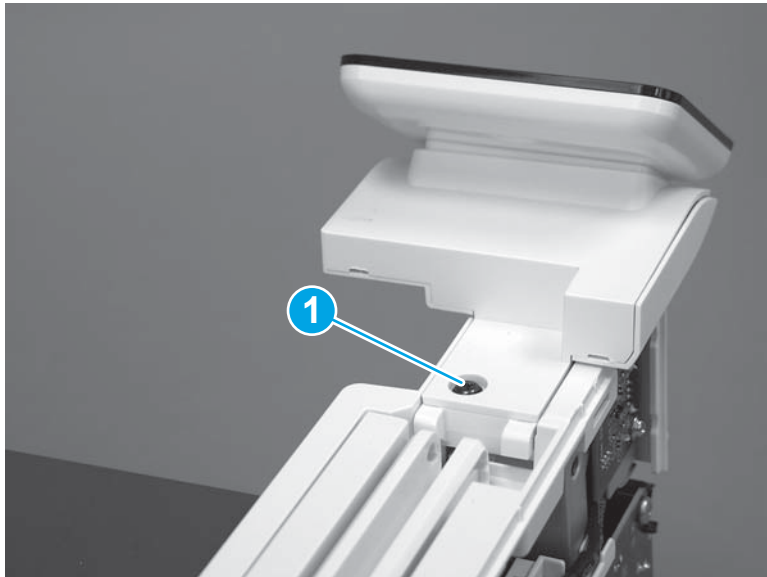
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-233** Disconnect one connector



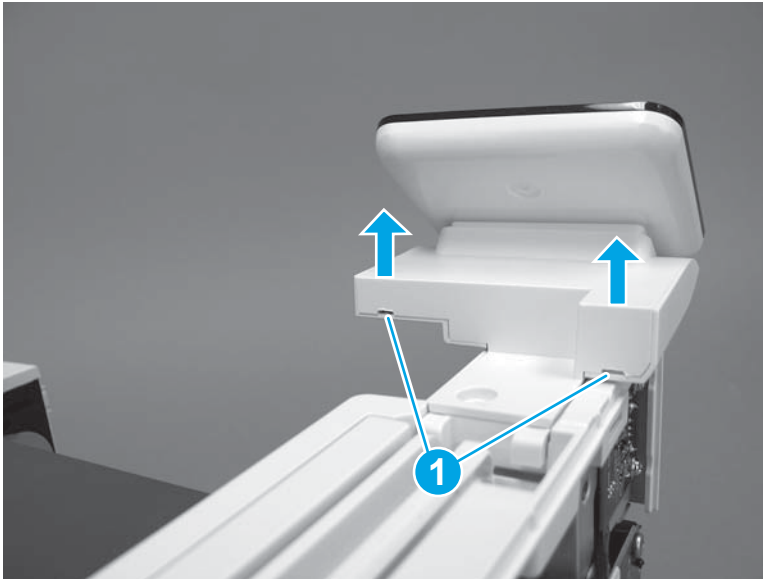
2. Remove one screw (callout 1).

**Figure 1-234** Remove one screw



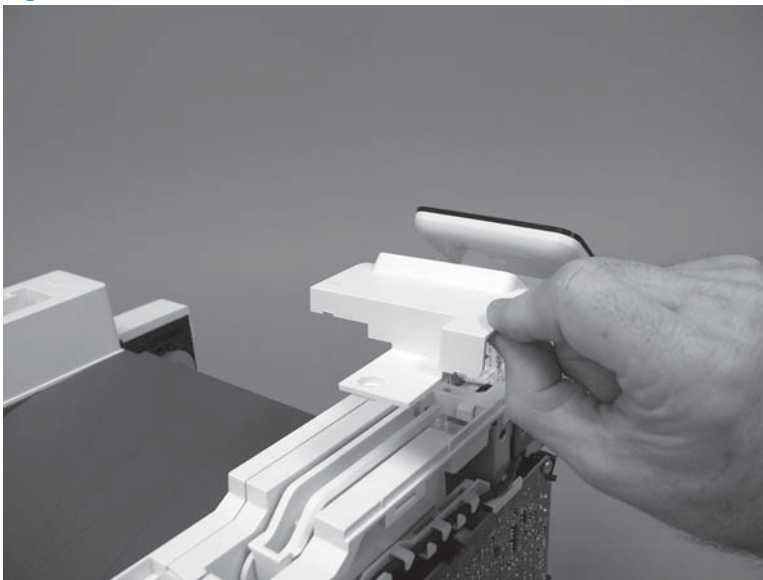
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-235** Release two tabs



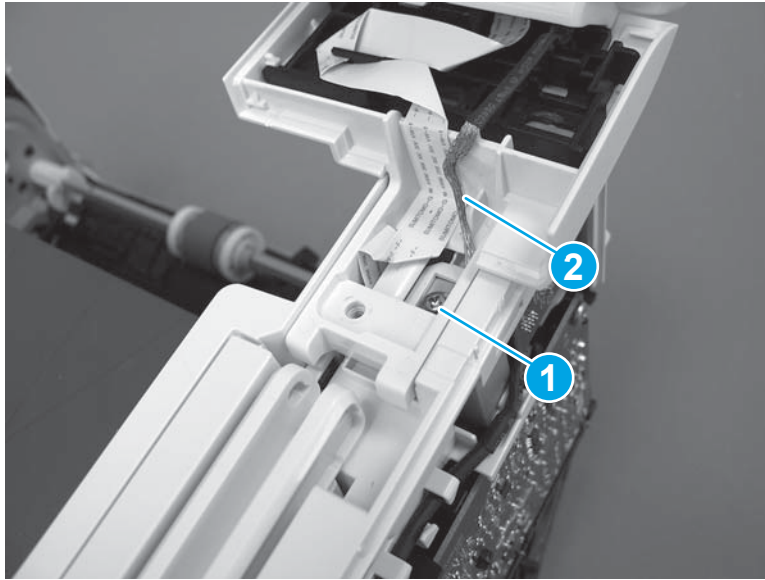
4. Remove the control-panel cable cover.

**Figure 1-236** Remove the cover



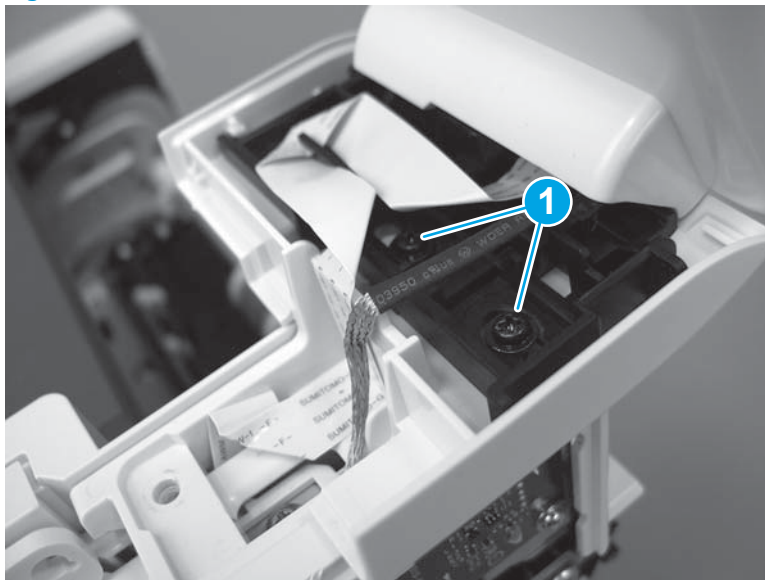
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-237** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

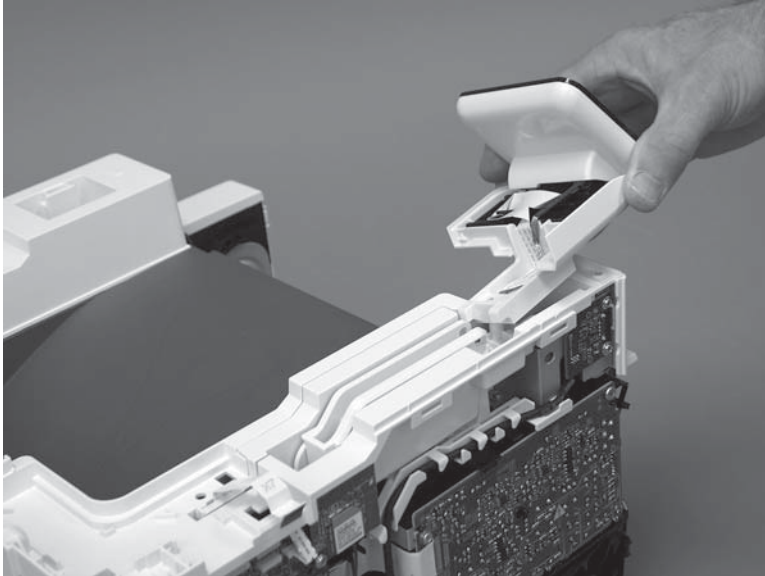
**Figure 1-238** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

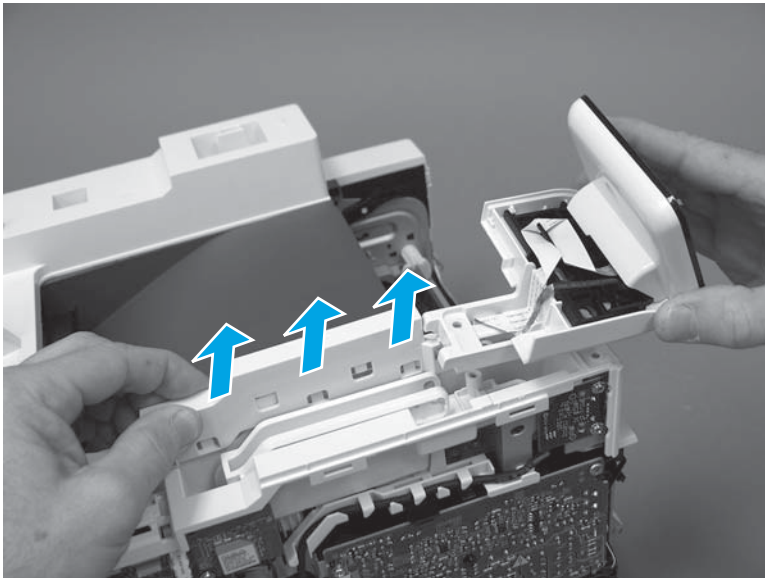
**⚠ CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-239** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-240** Remove the control-panel assembly

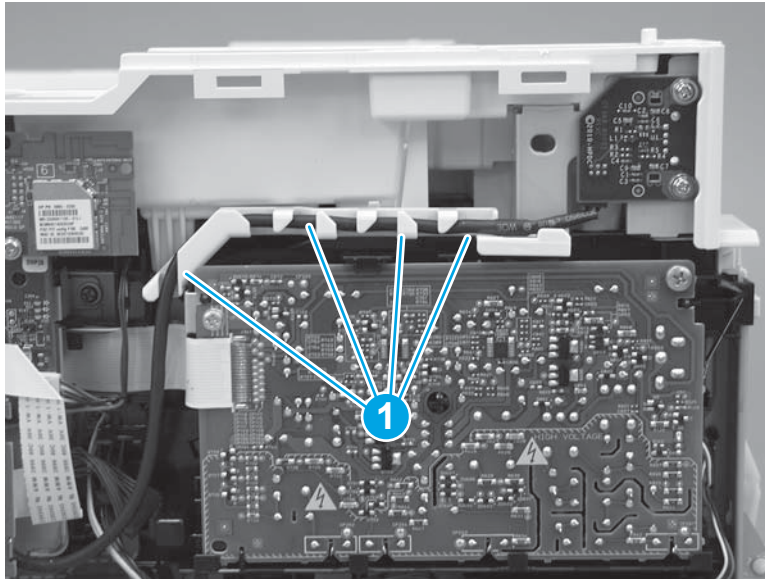


### Step 7: Remove the top cover (M427/M426)

1. Release the USB cable (callout 1) from the cable guide.

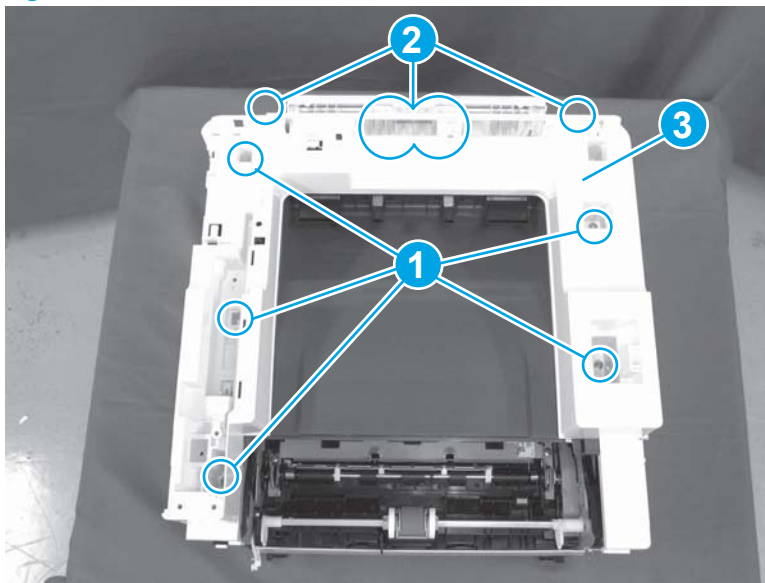


**Figure 1-241** Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-242** Remove the cover



### Step 8: Unpack the replacement assembly

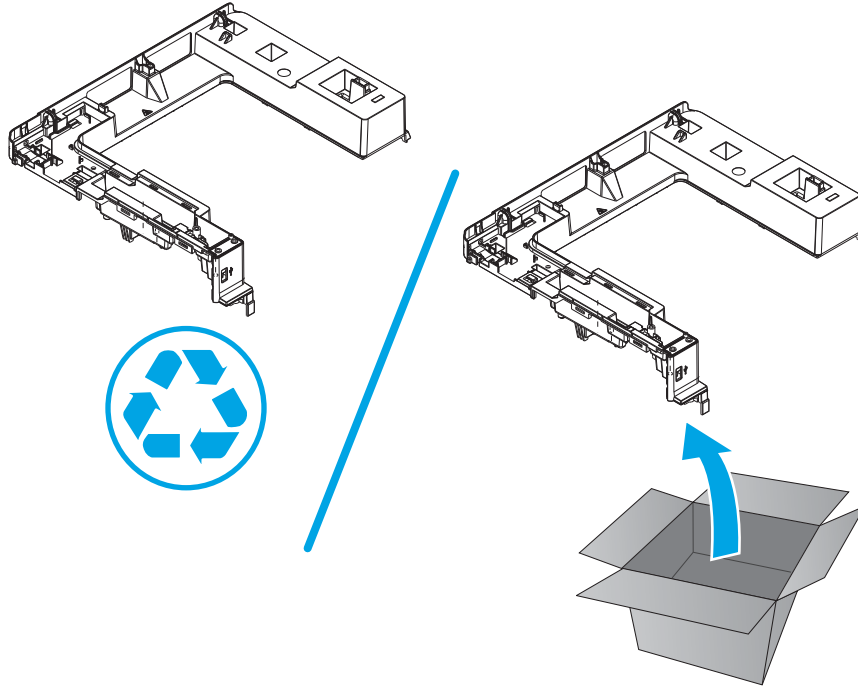
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

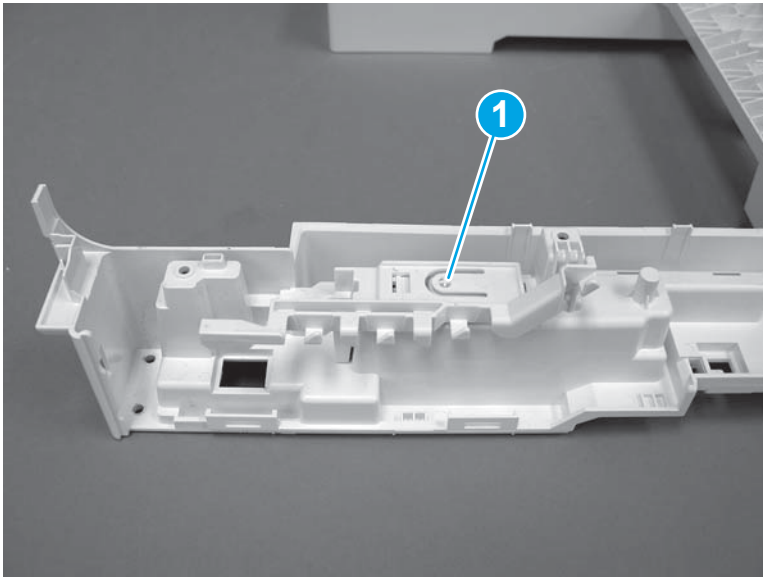
**Figure 1-243** Recycle and unpack



**Step 9: Remove the cable guide (M427/M426)**

1. Turn the top cover over, and then release one tab (callout 1).

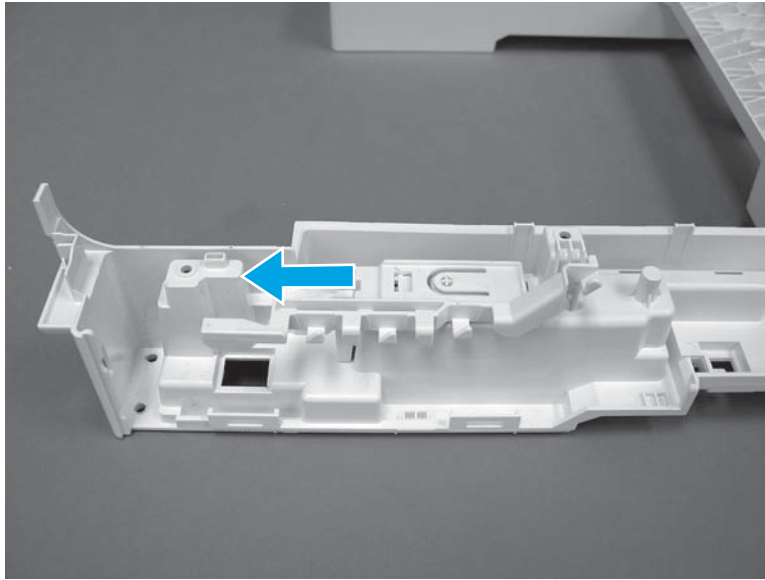
**Figure 1-244** Release one tab





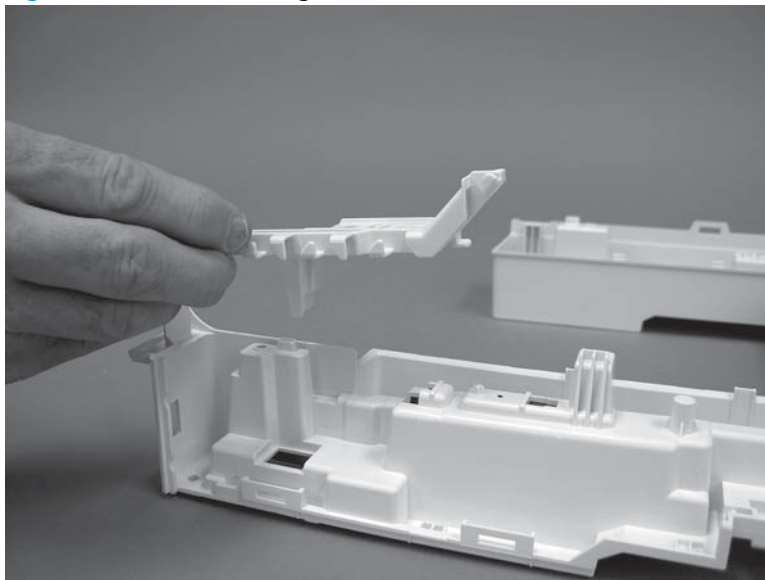
2. Slide the guide as shown to release it.

**Figure 1-245** Release the guide



3. Remove the guide.

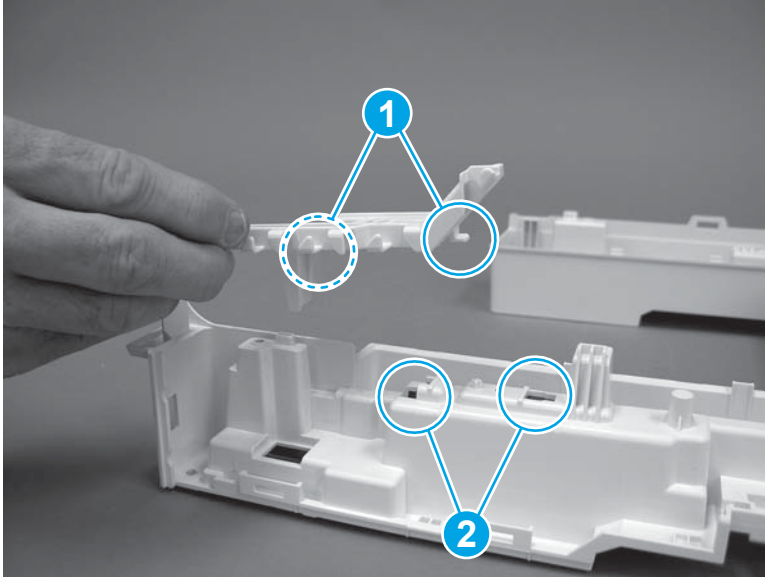
**Figure 1-246** Remove the guide



### **Step 10: Install the cable guide (M427/M426)**

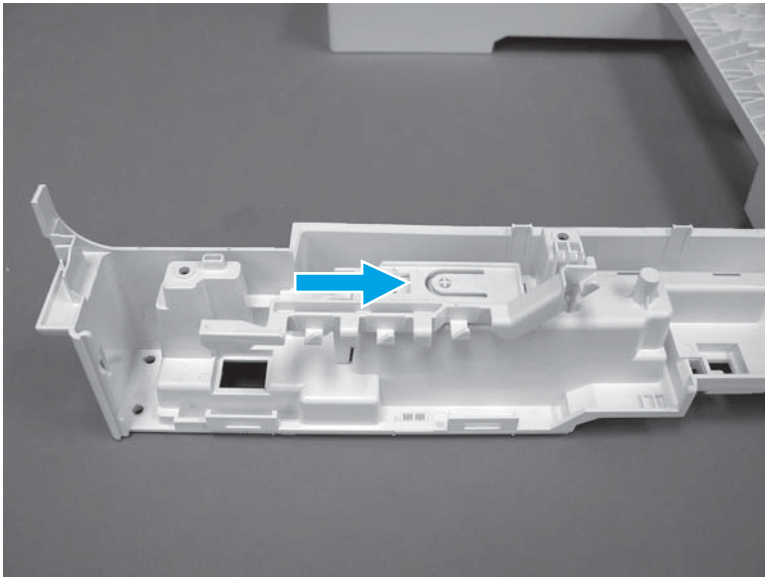
1. Position the guide on the printer with the two tabs (callout 1) in the slots (callout 2) in the chassis.

**Figure 1-247** Position the guide on the printer



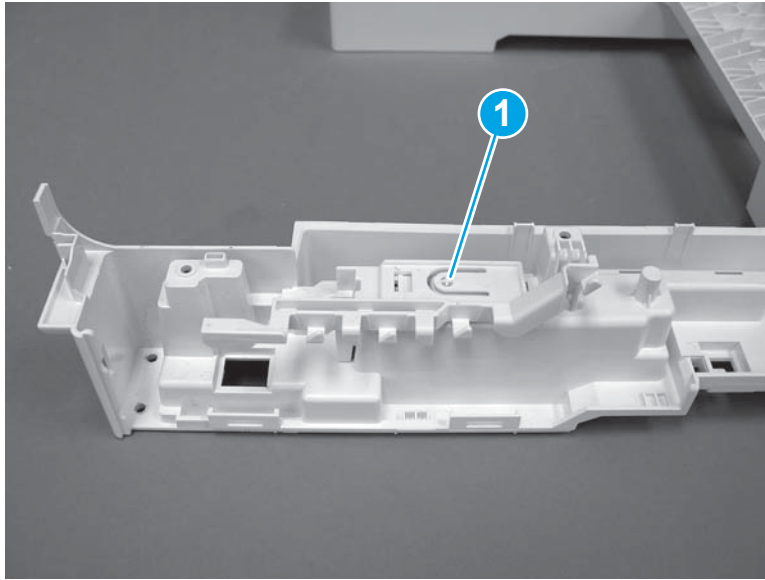
2. Slide the guide as shown (callout 1) to install it.

**Figure 1-248** Install the guide



3. Make sure that the tab (callout 1) snaps into place.

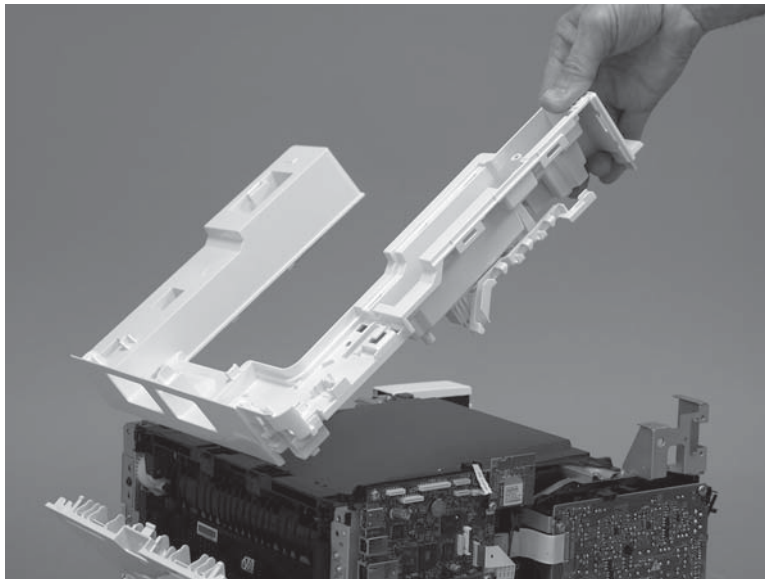
**Figure 1-249** Check the guide



### Step 11: Install the top cover (M427/M426)

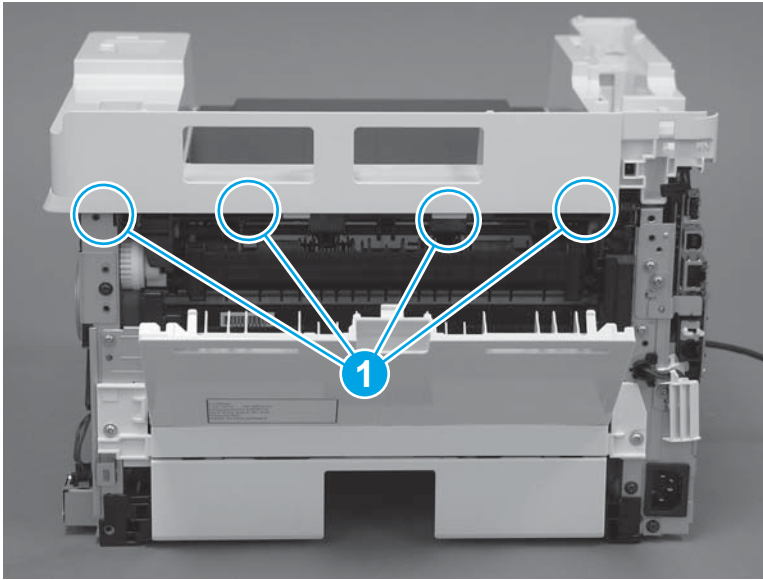
1. Position the rear edge of the top cover on the printer.

**Figure 1-250** Install the cover



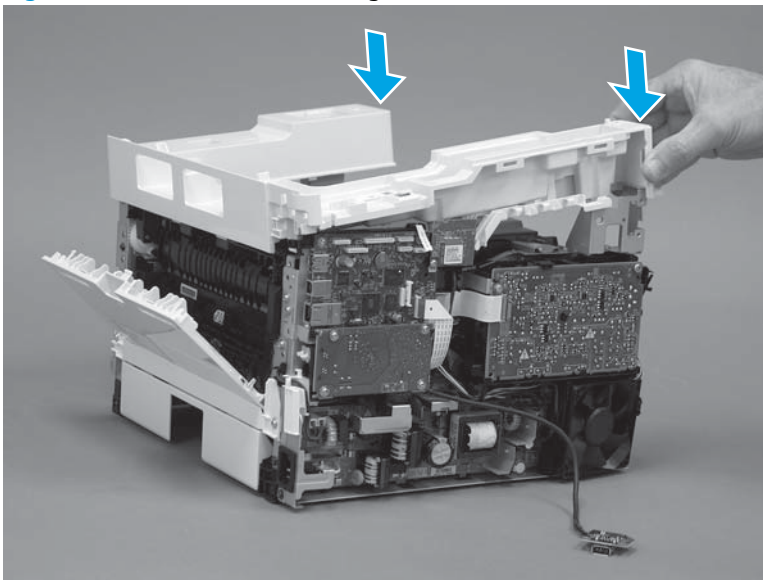
2. Engage four bosses (callout 1).

**Figure 1-251** Engage four bosses



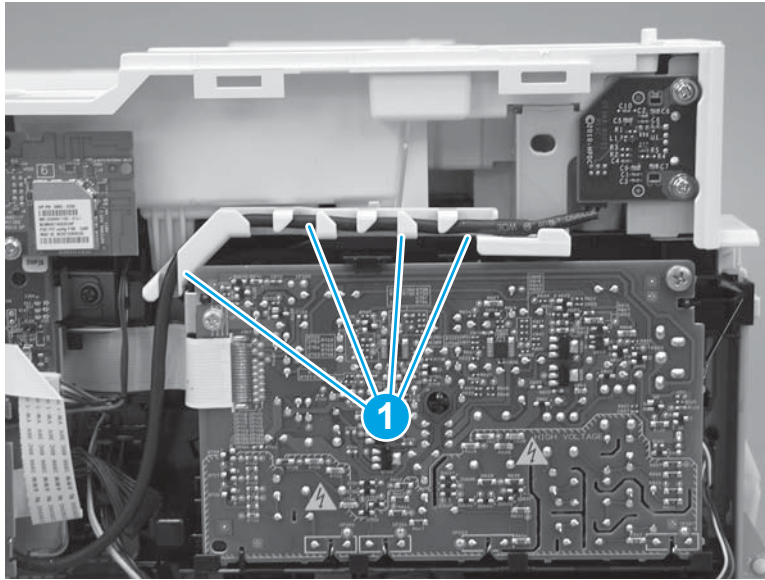
3. Rotate the front edge of the cover down.

**Figure 1-252** Rotate the front edge of the cover down



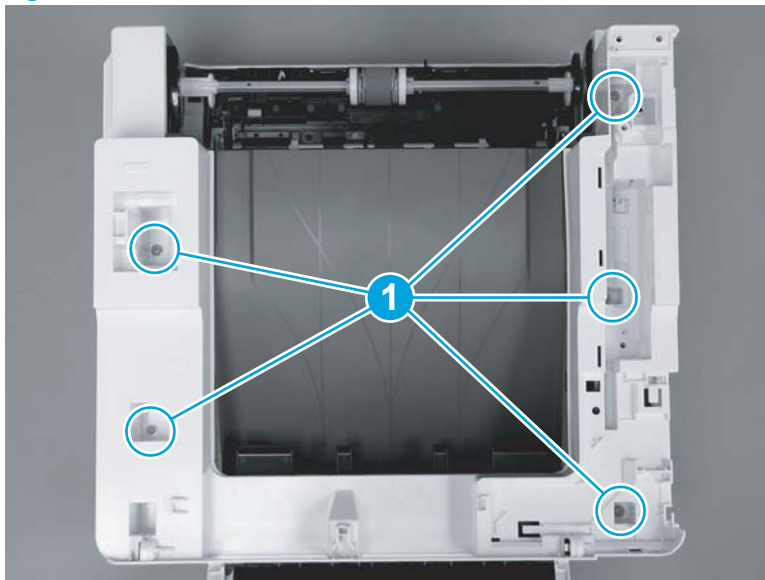
4. Install the USB cable (callout 1) in the guide.

**Figure 1-253** Install the USB PCA



5. Install five screws (callout 1).

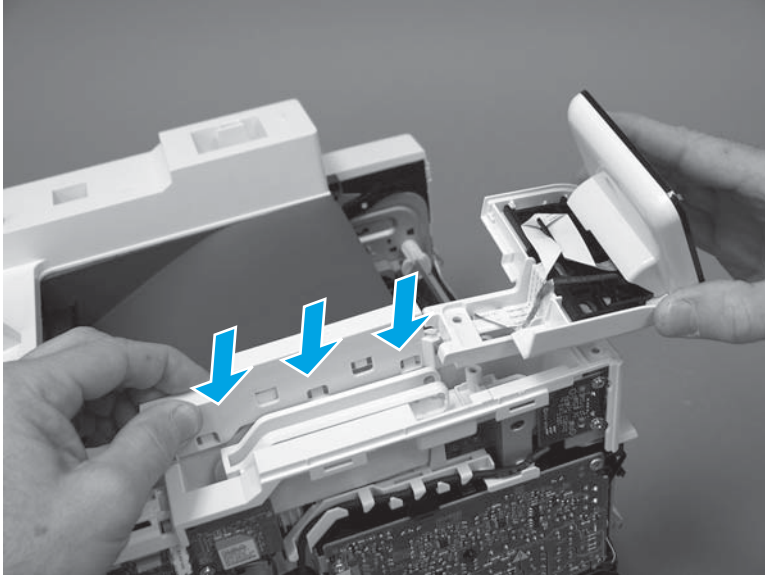
**Figure 1-254** Install five screws



### Step 12: Install the control panel (M427/M426)

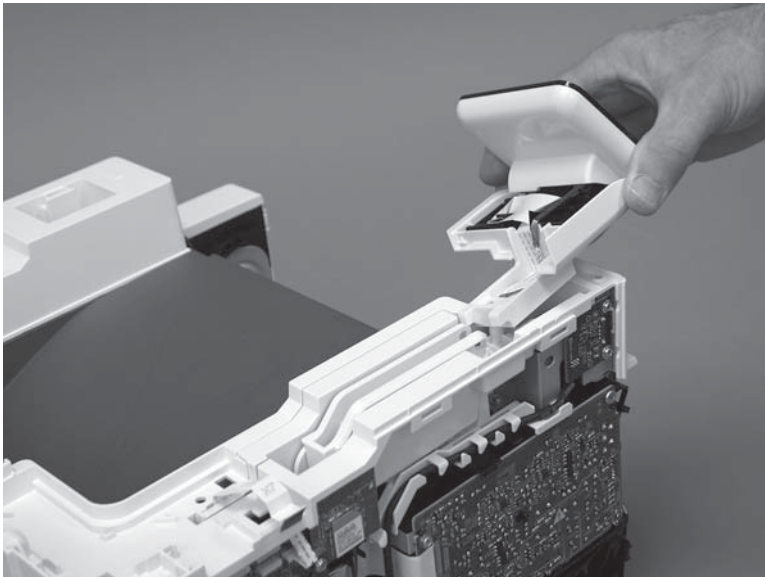
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-255** Install the control-panel FFC cover



2. Install the control-panel assembly on the top cover.

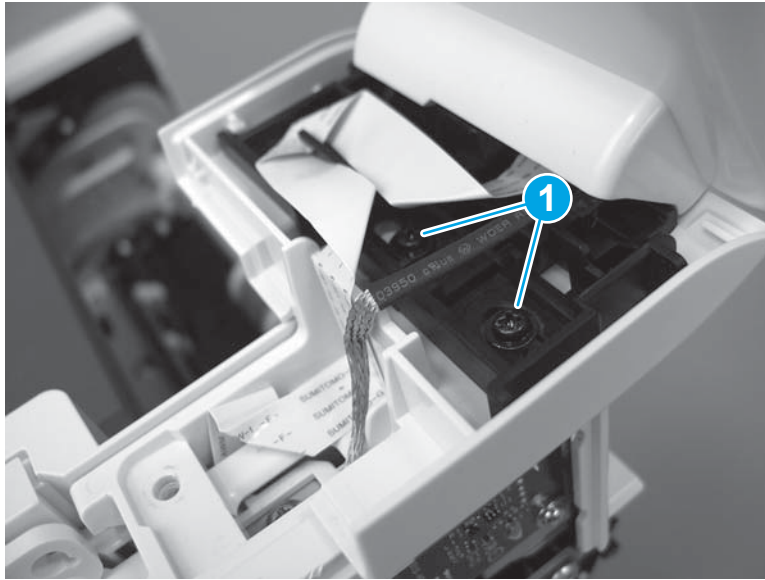
**Figure 1-256** Install the control-panel assembly





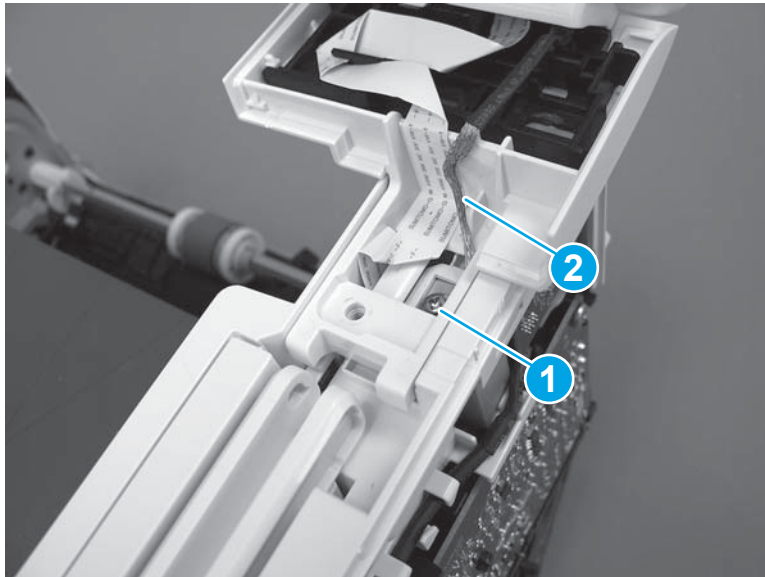
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-257** Install two screws



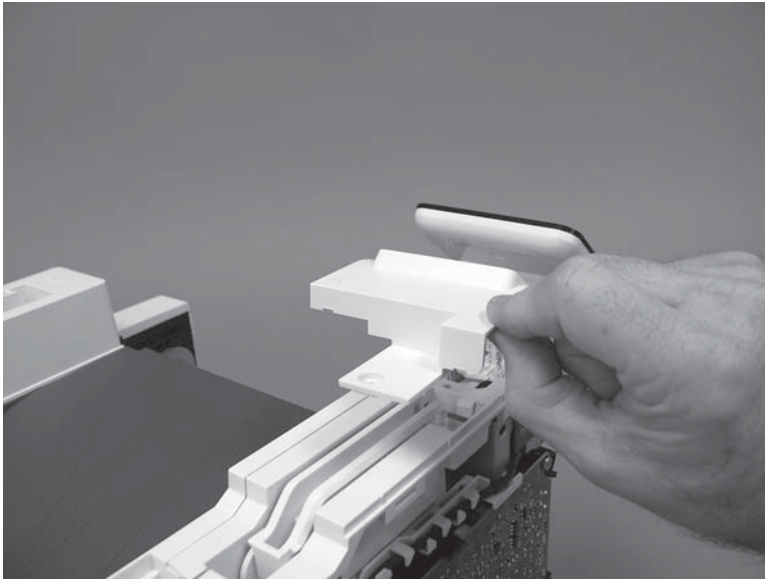
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-258** Remove one screw



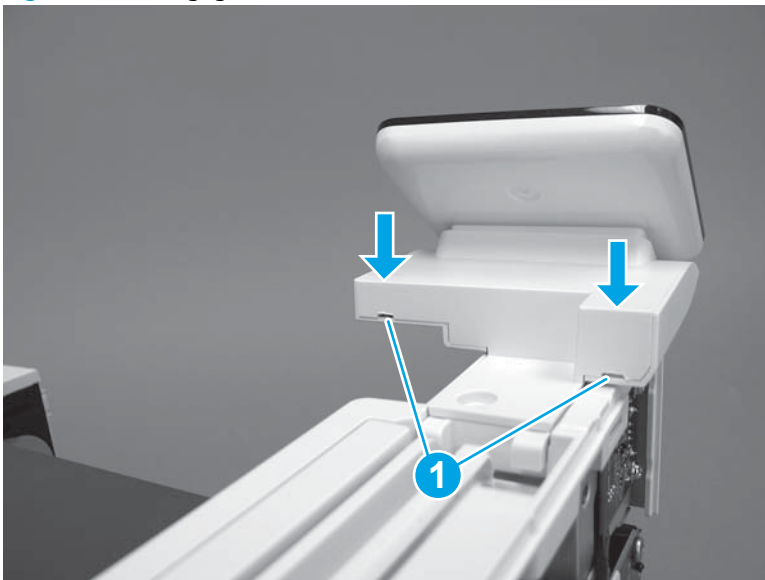
5. Install the control-panel cable cover.

**Figure 1-259** Install the cover



6. Make sure that the two tabs (callout 1) on the cover snap into place.

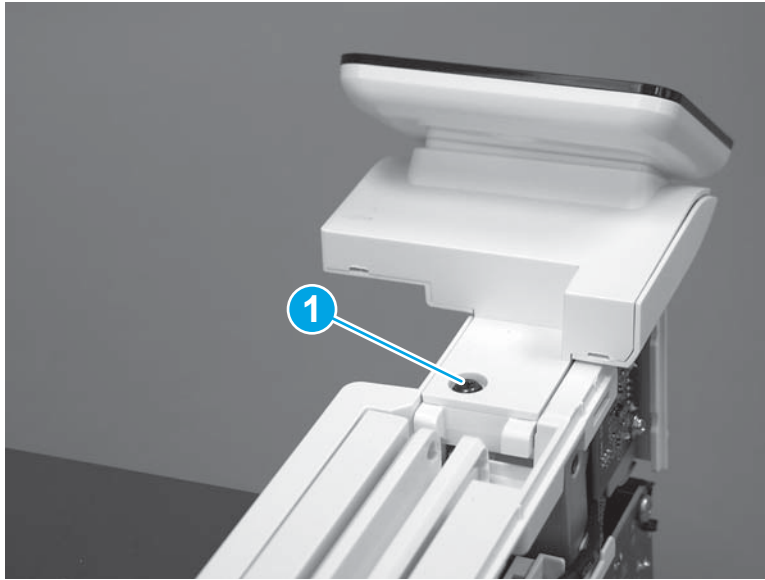
**Figure 1-260** Engage two tabs





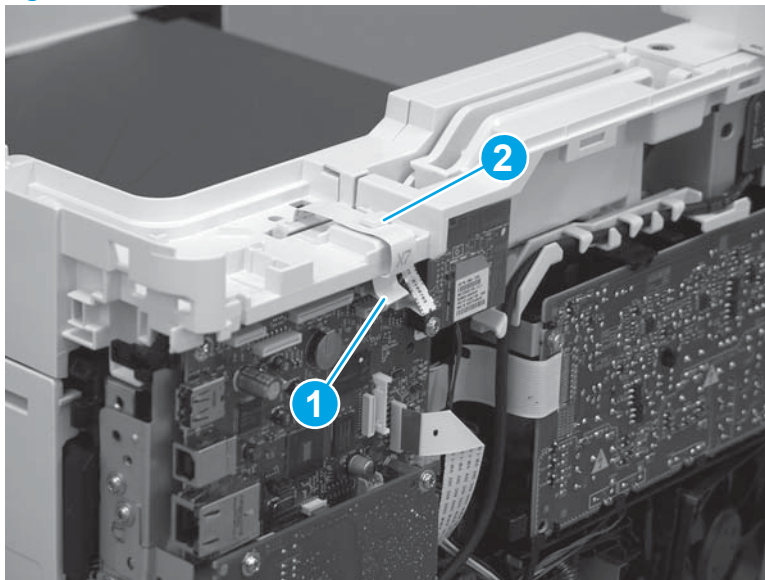
7. Install one screw (callout 1).

**Figure 1-261** Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-262** Connect one connector



### Step 13: Install the integrated scanner assembly (M427/M246)

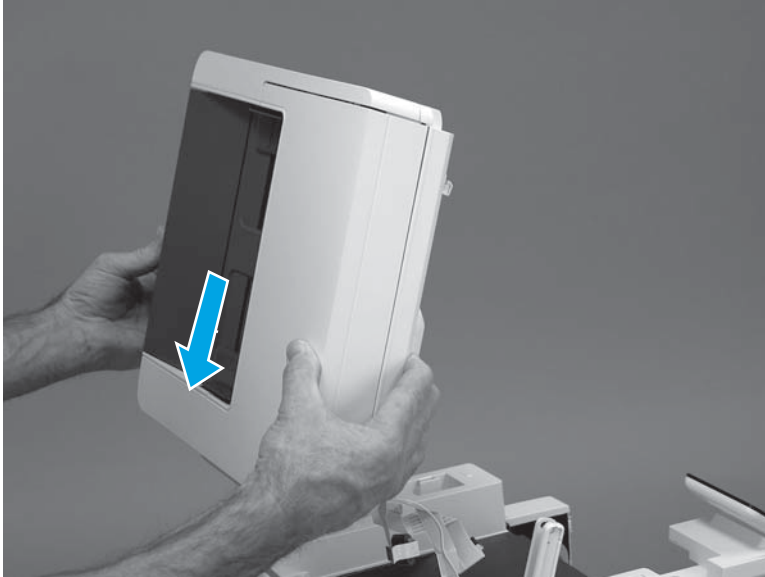
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 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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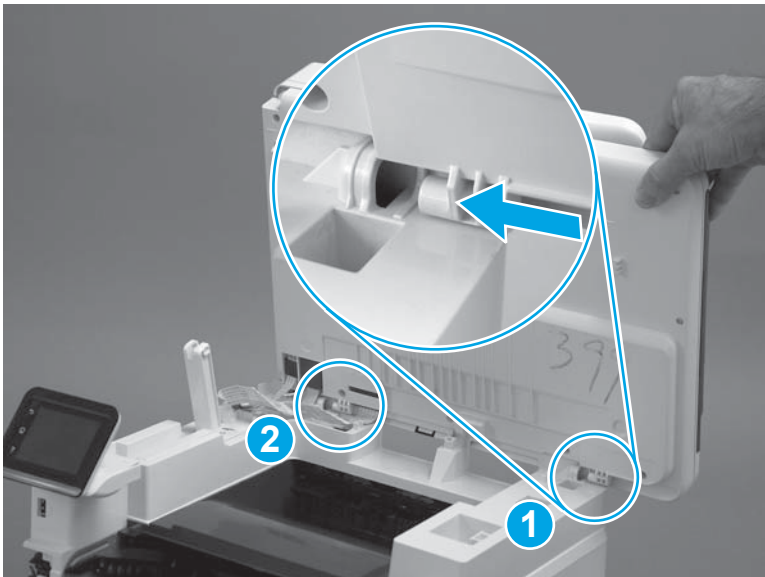
1. Position the ISA on the printer.

**Figure 1-263** Position the ISA on the printer



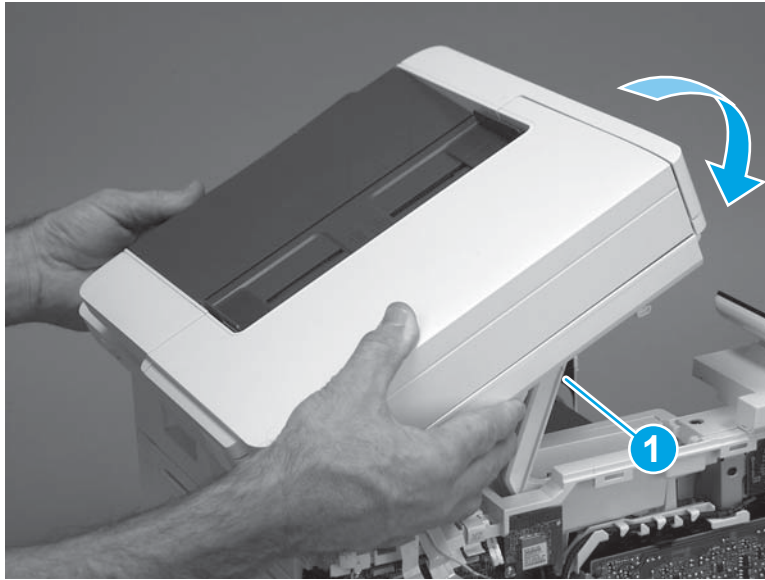
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-264** Engage the hinge pins with the holders



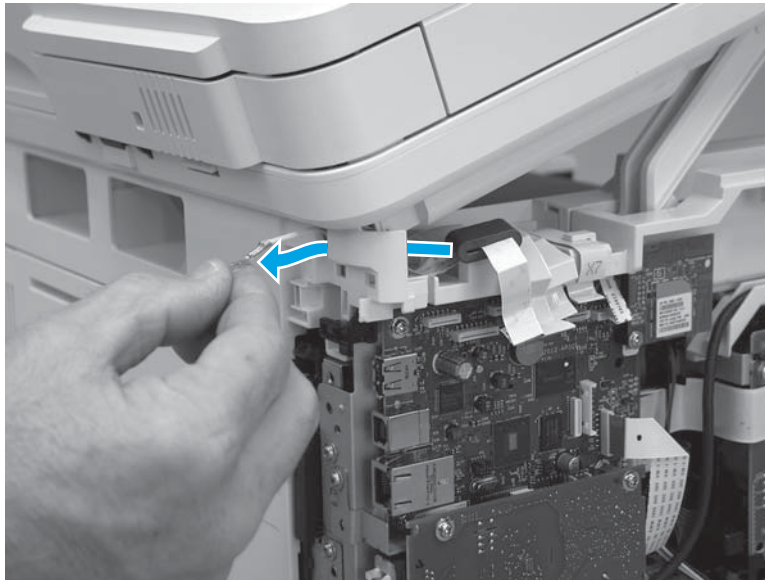
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-265** Rotate the ISA towards the front of the printer



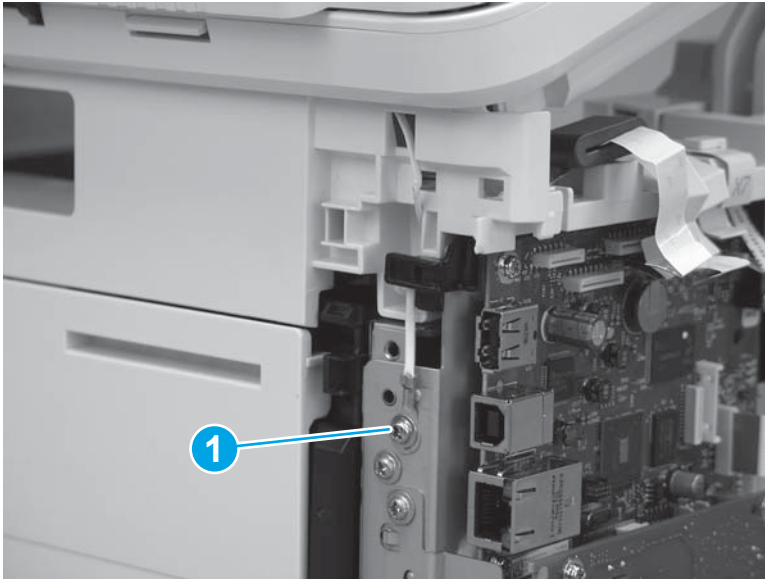
4. Pass the ground wire through the opening in the top cover.

**Figure 1-266** Pass the wire through the opening




5. Install one screw (callout 1).

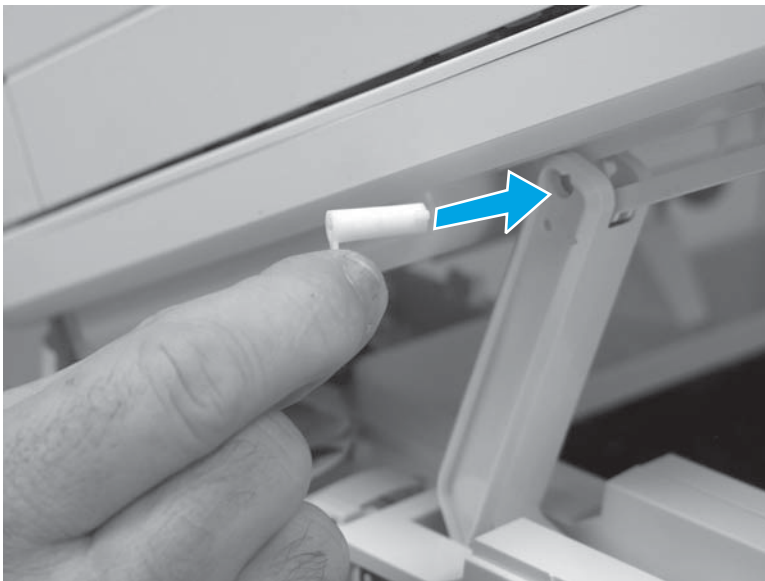
**Figure 1-267** Install one screw



6. Install the ISA lift assembly slider pin.

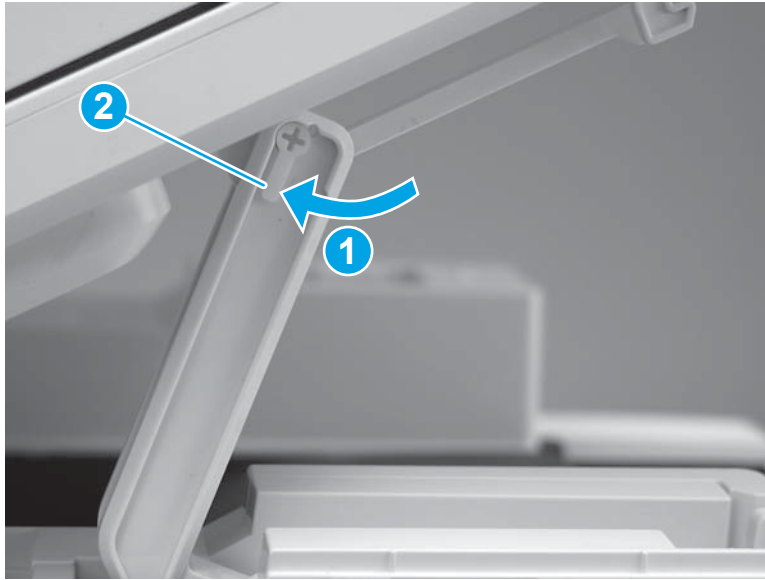
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-268** Install the slider pin



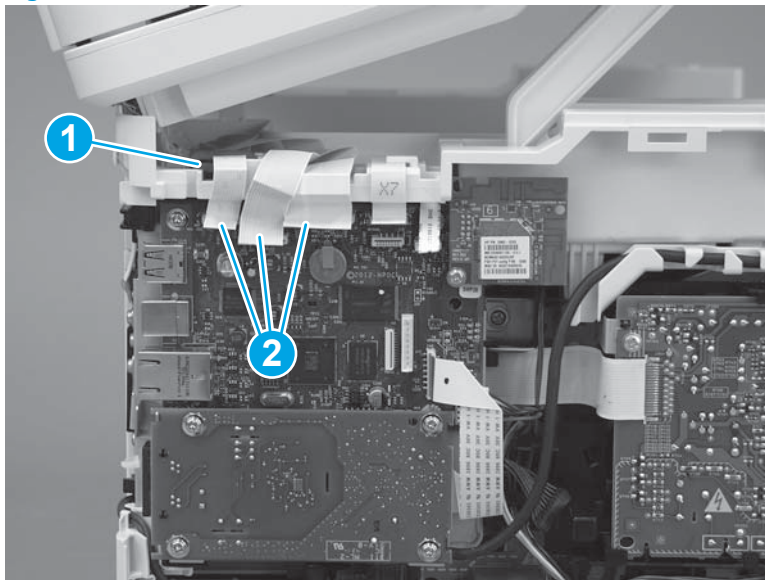
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-269** Secure the slider pin



8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

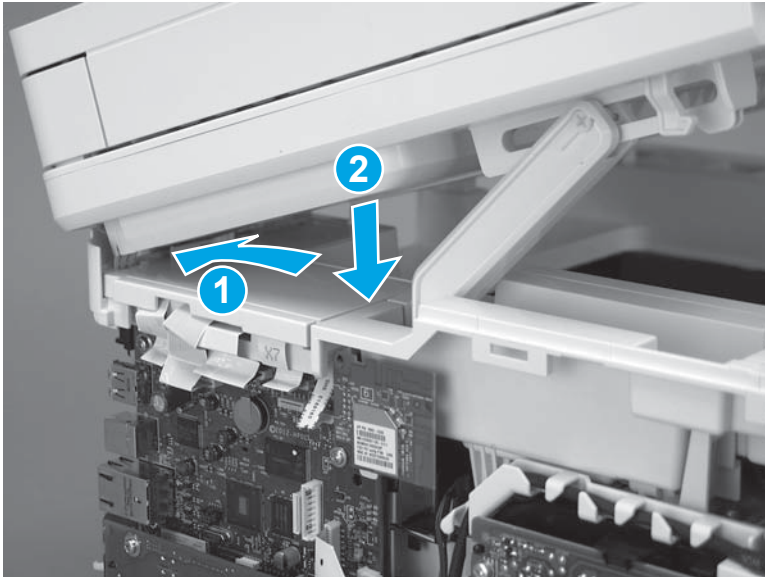
**Figure 1-270** Connect three FFCs





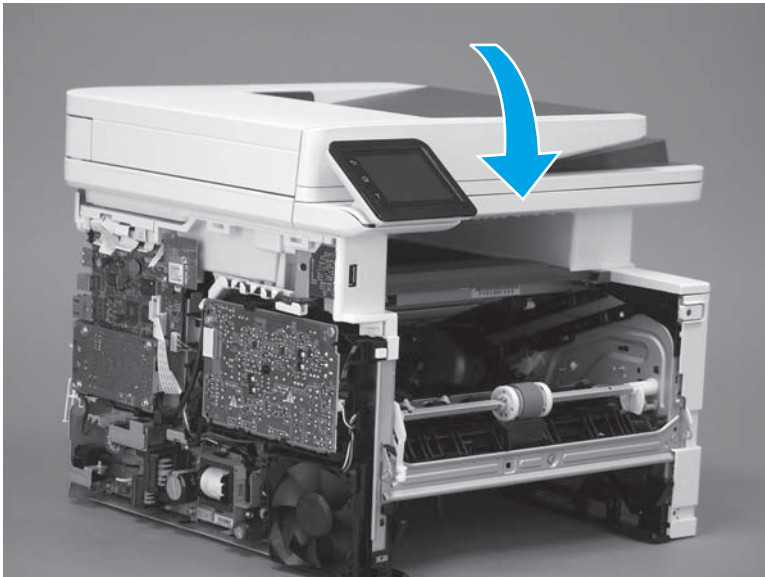
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-271** Install the ISA FFC cover



10. Lower the ISA.

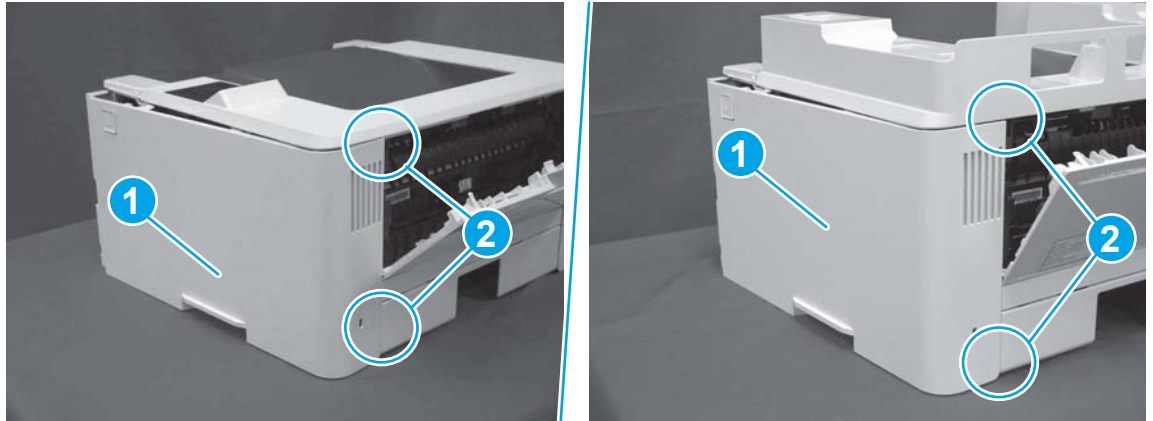
**Figure 1-272** Lower the ISA



#### **Step 14: Install the right cover**

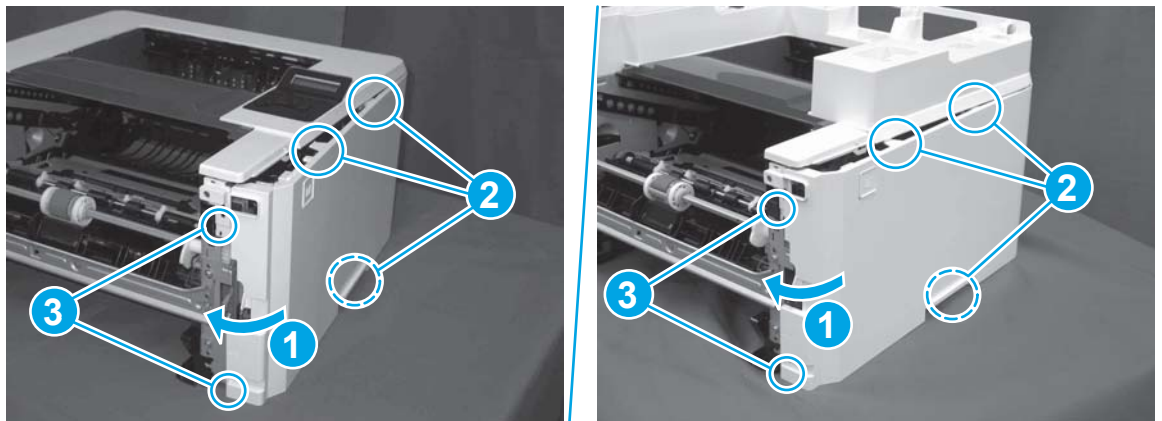
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-273** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-274** Engage two bosses and one tab

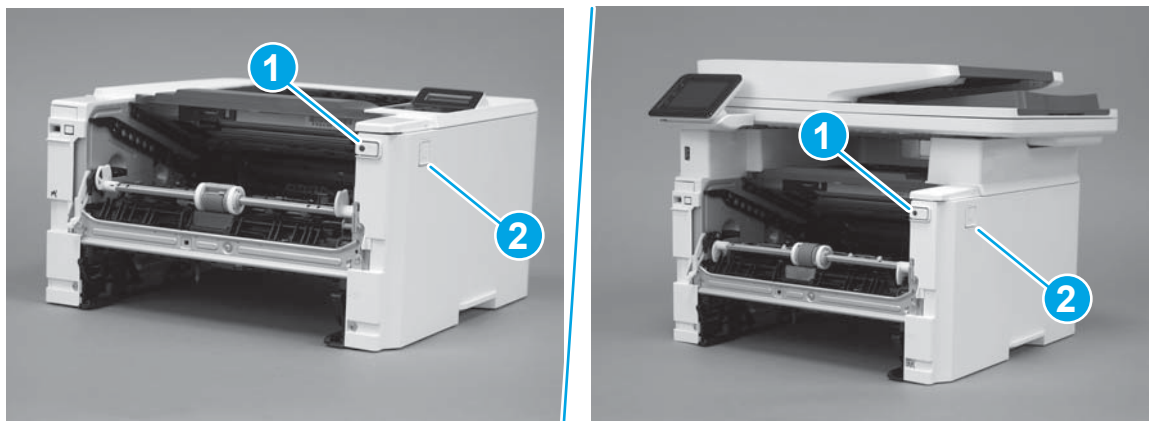


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-275** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

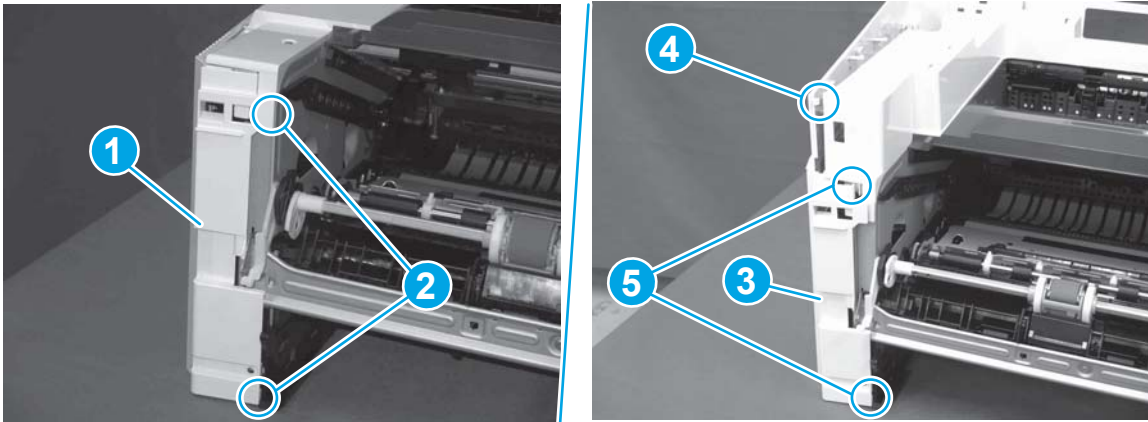
**Figure 1-276** Install one screw



### Step 15: Install the left cover

1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

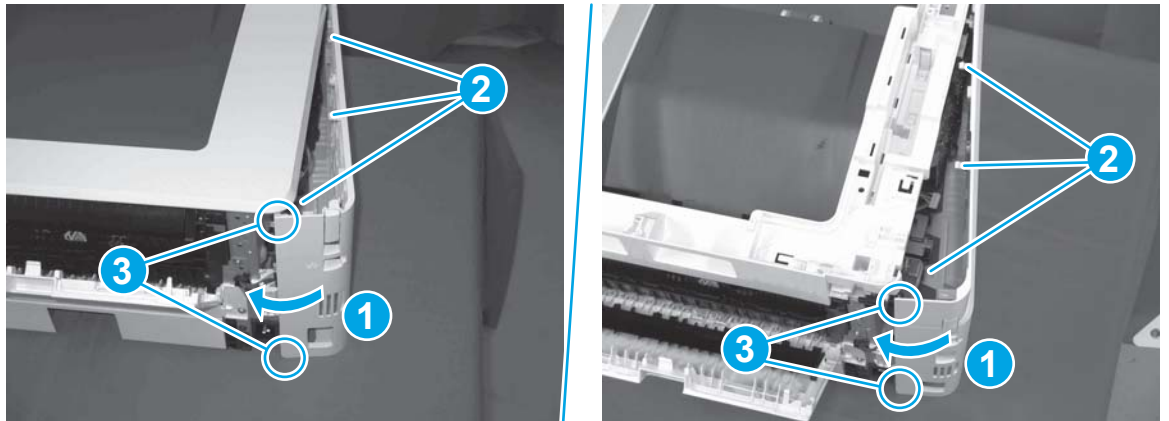
**Figure 1-277** Install the cover





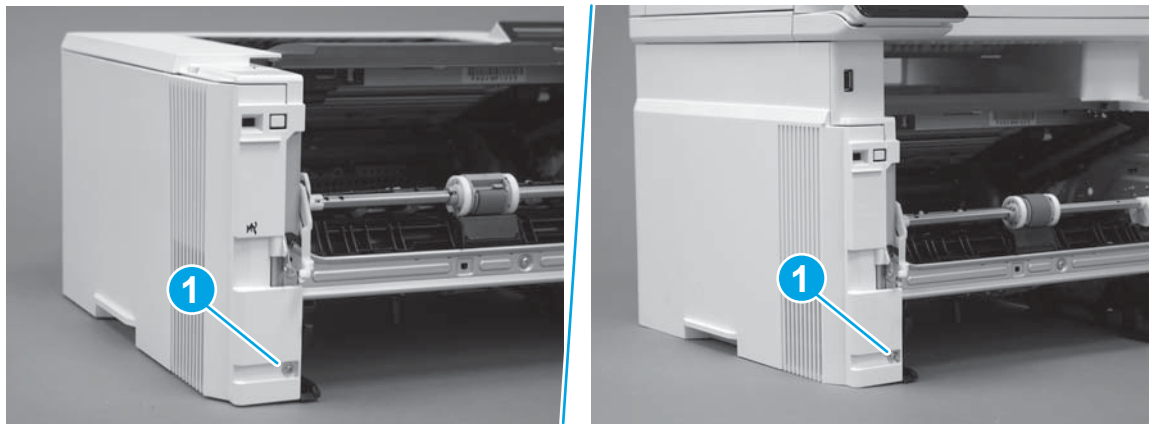
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-278** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-279** Install one screw

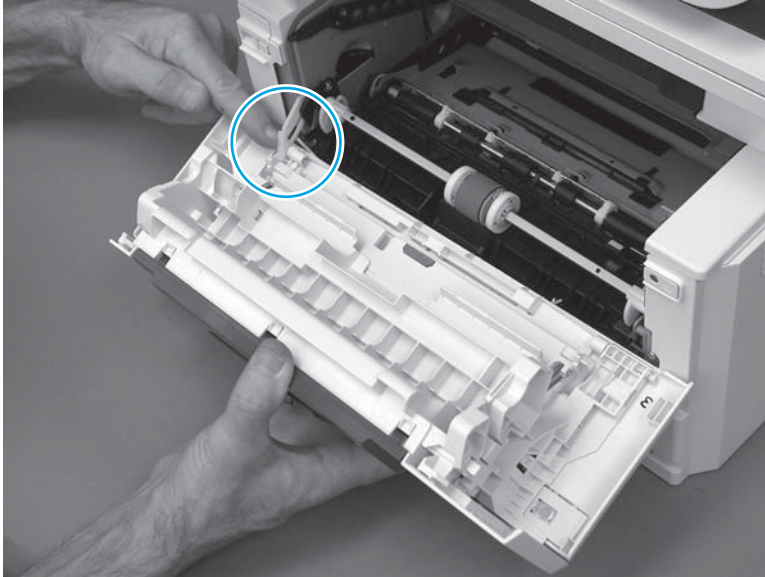


### Step 16: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

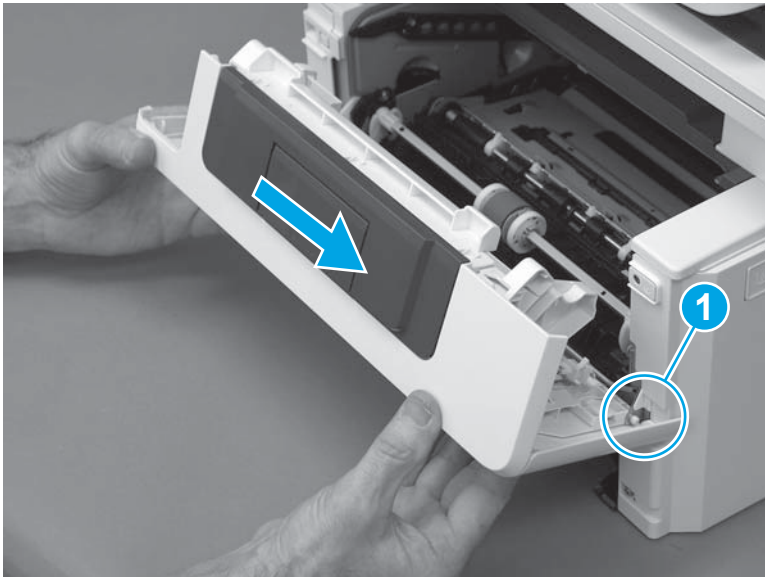
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-280** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

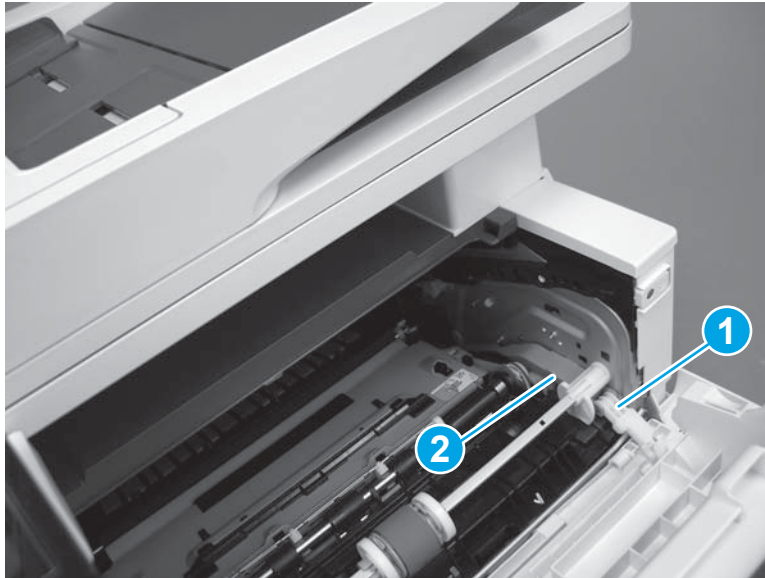
**Figure 1-281** Install the door



3. Install the link (callout 1).

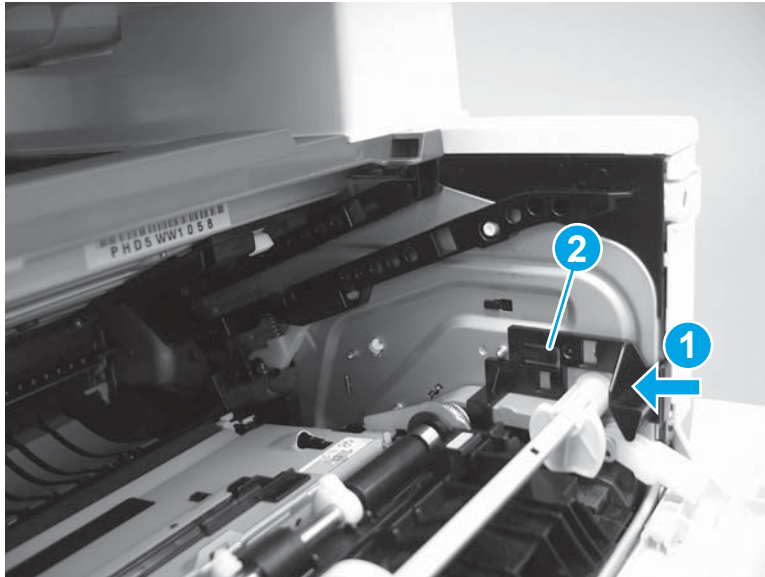
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-282** Install the pressure-release link



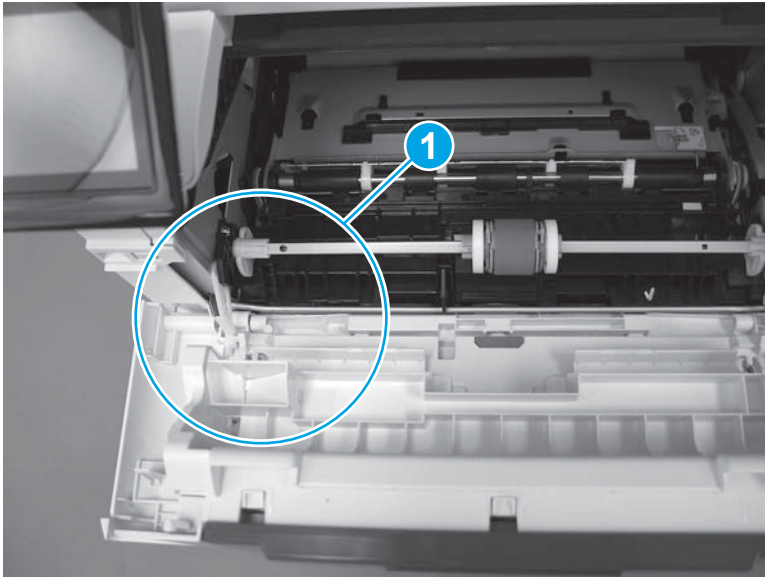
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-283** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

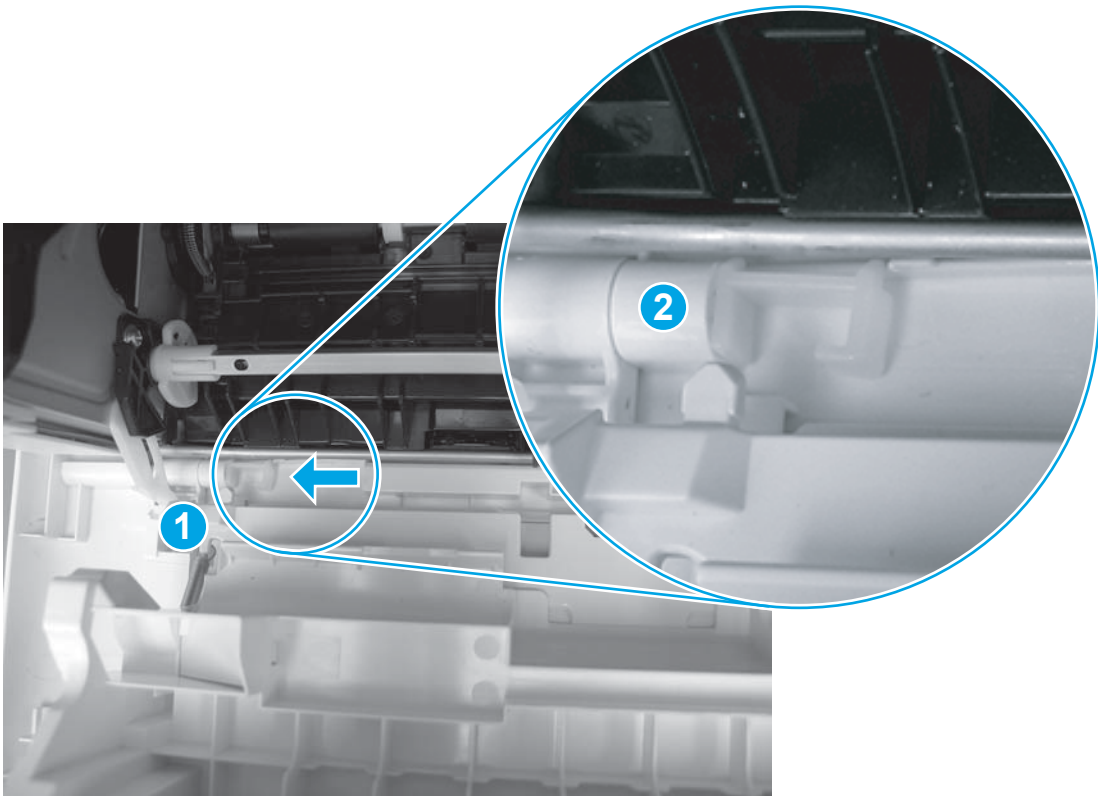
**Figure 1-284** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-285** Install the support shaft



### Step 17: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-286** Install the tray



## Removal and replacement: Cable guide (M427/M426)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the control panel \(M427/M426\)](#)
- [Step 6: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the cable guide \(M427/M426\)](#)
- [Step 9: Unpack the replacement assembly](#)
- [Step 10: Install the cable guide \(M427/M426\)](#)
- [Step 11: install the top cover \(M427/M426\)](#)
- [Step 12: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 13: Install the control panel \(M427/M426\)](#)
- [Step 14: Install the right cover](#)
- [Step 15: Install the left cover](#)
- [Step 16: Install the cartridge door assembly](#)
- [Step 17: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the cable guide (M427/M426).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

**Cable guide (M427/M426) part number**

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RC4-3217-000CN

Cable guide (M427/M426)

---

## Required tools

- #2 Phillips screwdriver with a magnetic tip.
- Small flat-blade screw driver

## 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.

Print a configuration page to make sure that the printer is functioning correctly.

## Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-287** Remove the tray



## Step 2: Remove the cartridge door assembly



**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

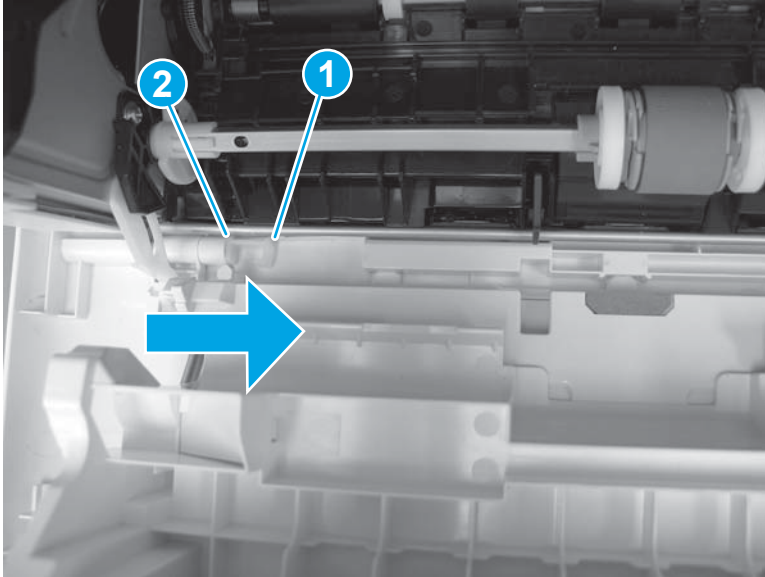
1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

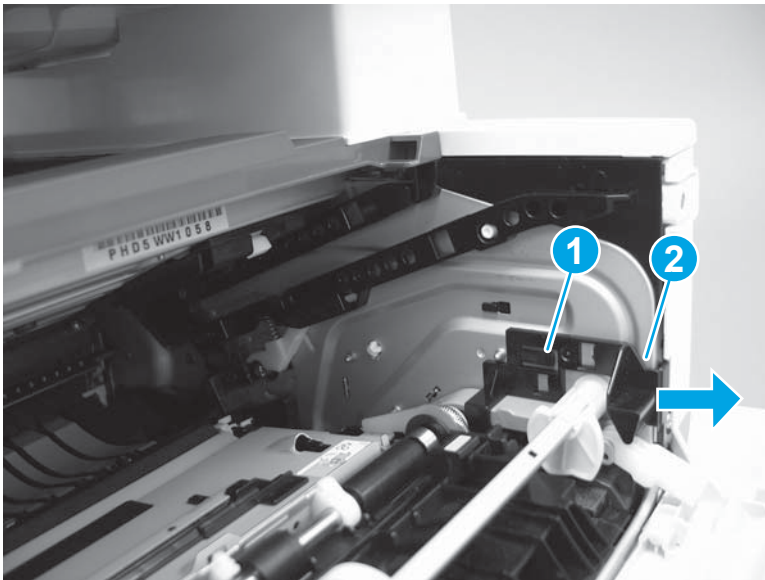


**Figure 1-288** Release the support shaft



2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

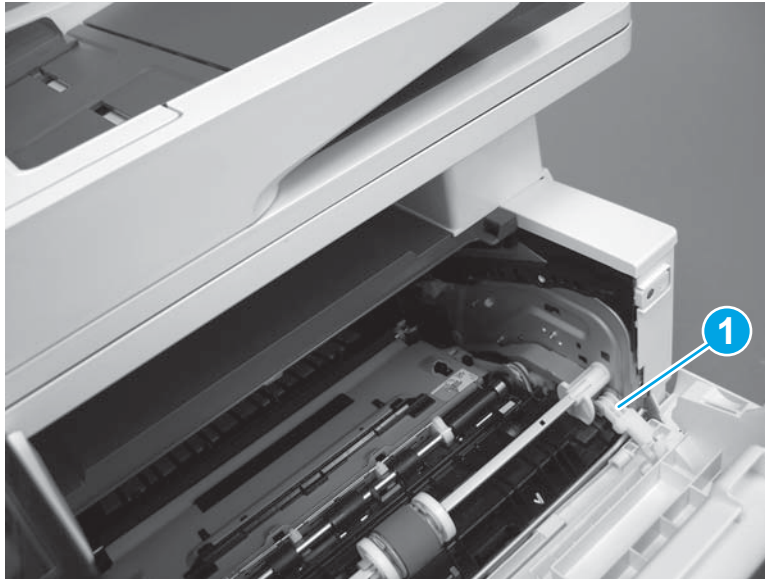
**Figure 1-289** Remove the guide





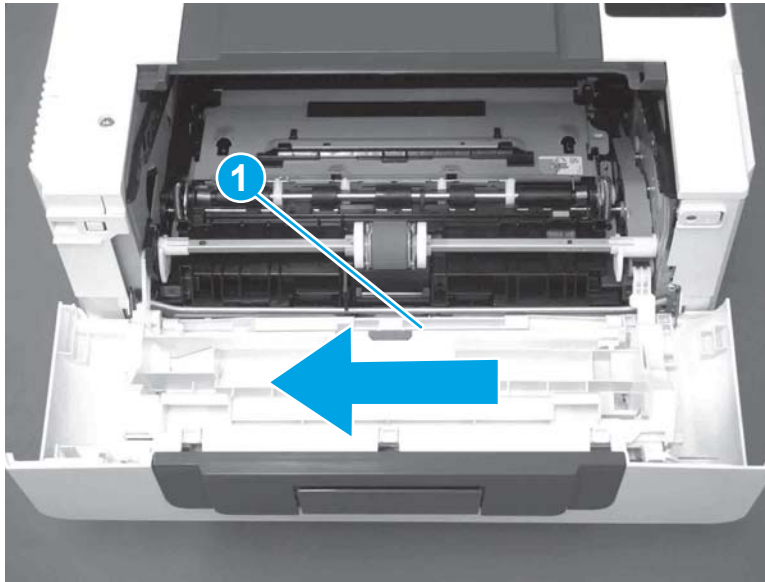
3. Remove the link arm (callout 1).

**Figure 1-290** Remove the link arm



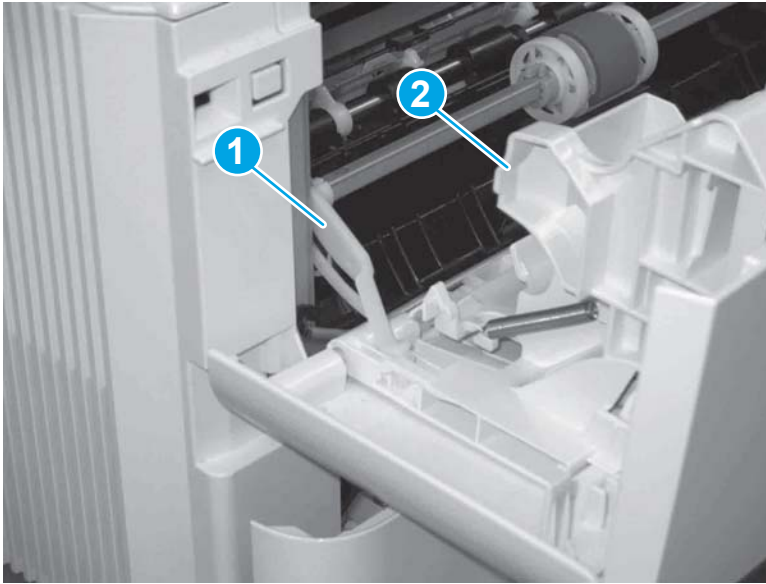
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-291** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

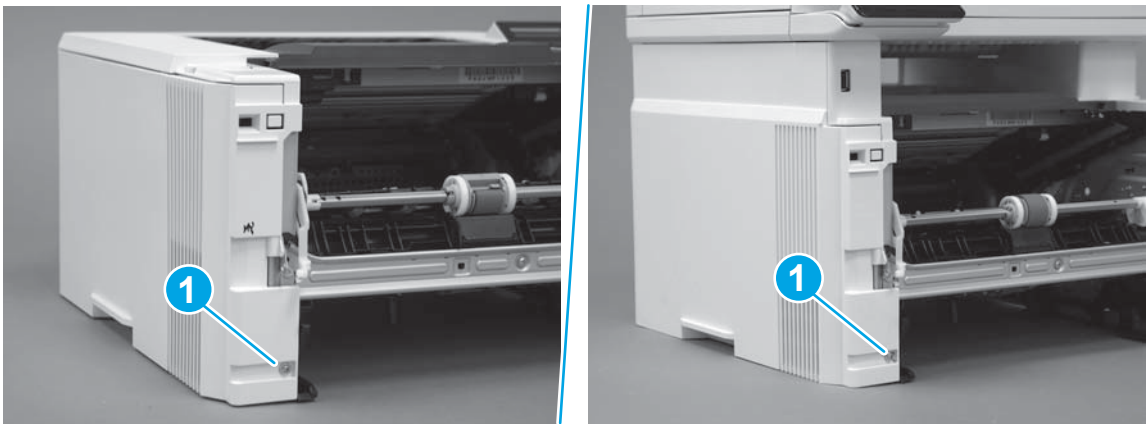
**Figure 1-292** Release the left-side retainer arm



### Step 3: Remove the left cover

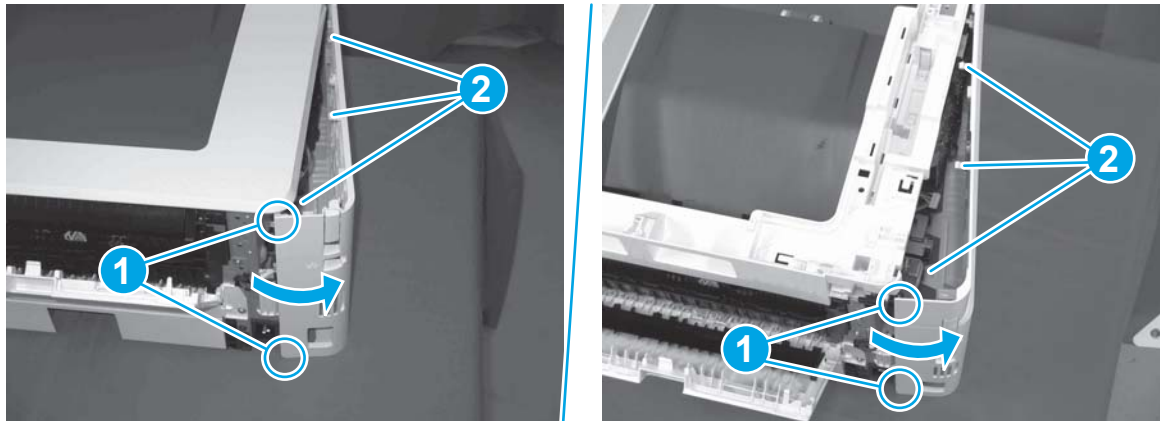
1. Remove one screw (callout 1).

**Figure 1-293** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

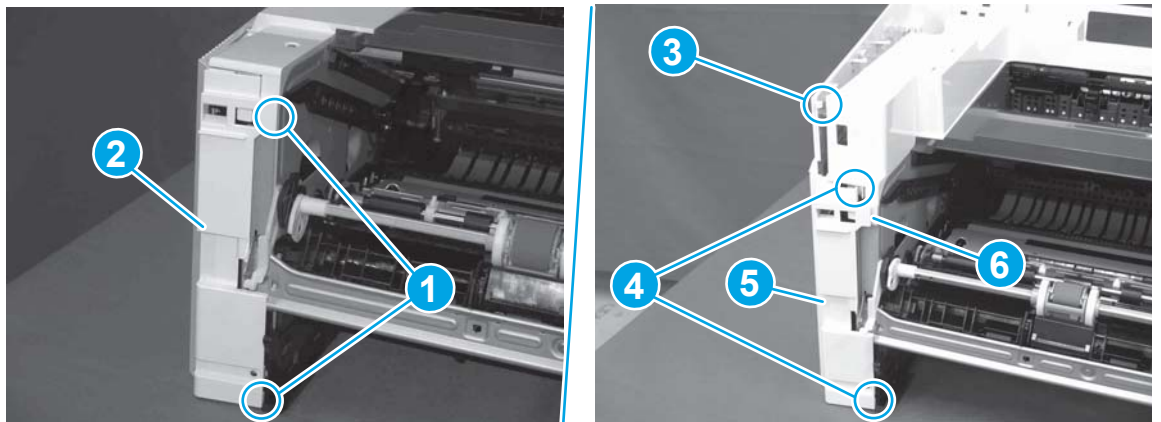
**Figure 1-294** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-295** Remove the cover



#### Step 4: Remove the right cover

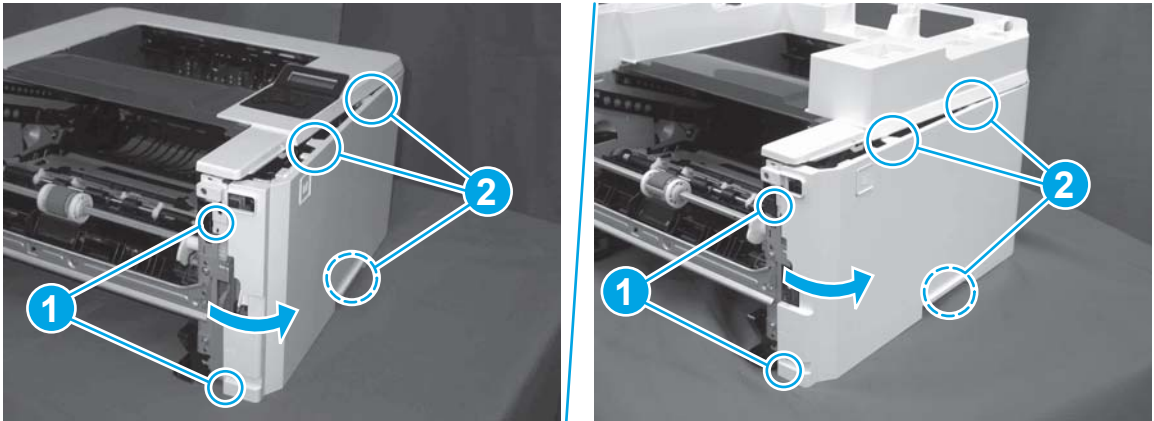
1. Remove one screw (callout 1).

**Figure 1-296** Remove one screw



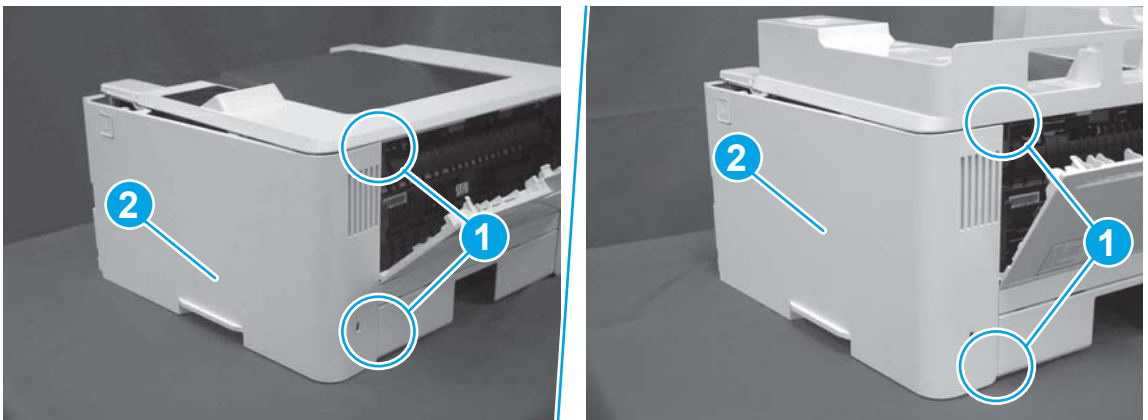
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-297** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

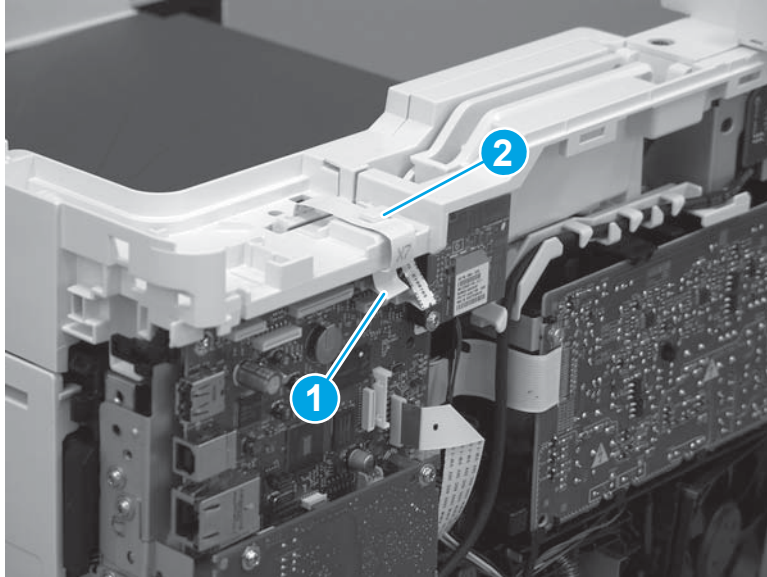
**Figure 1-298** Remove the cover



### Step 5: Remove the control panel (M427/M426)

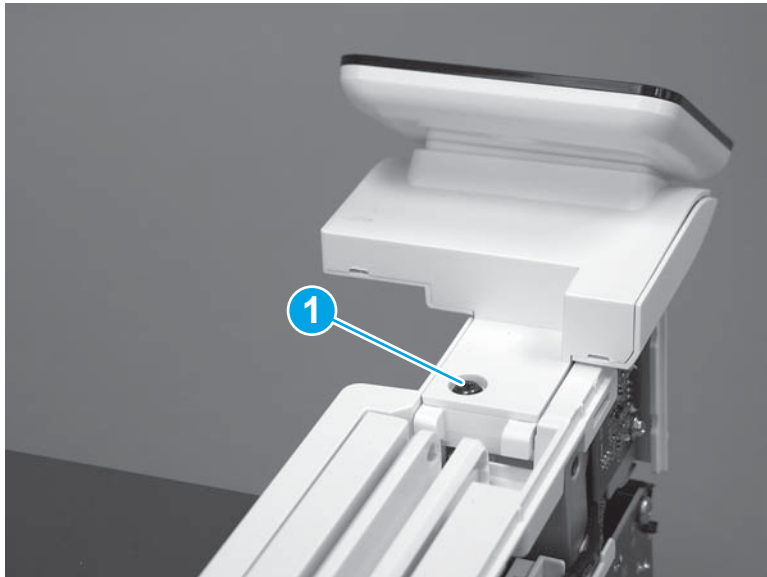
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-299** Disconnect one connector



2. Remove one screw (callout 1).

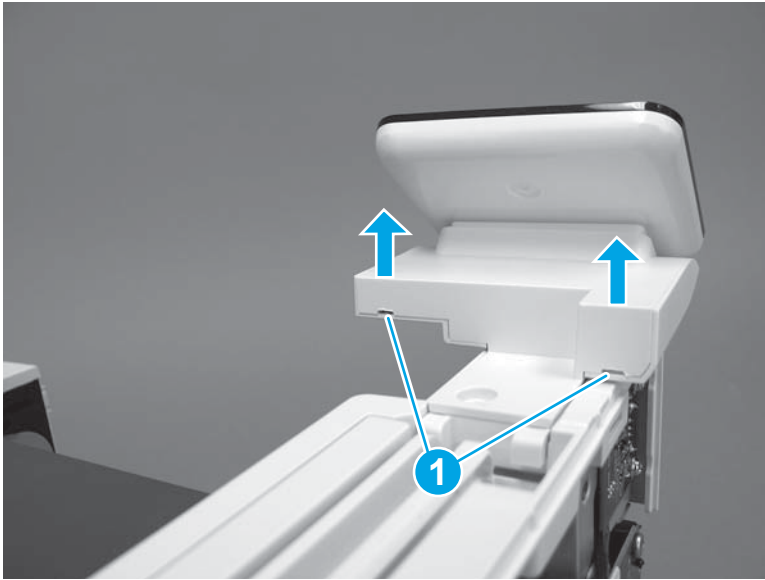
**Figure 1-300** Remove one screw





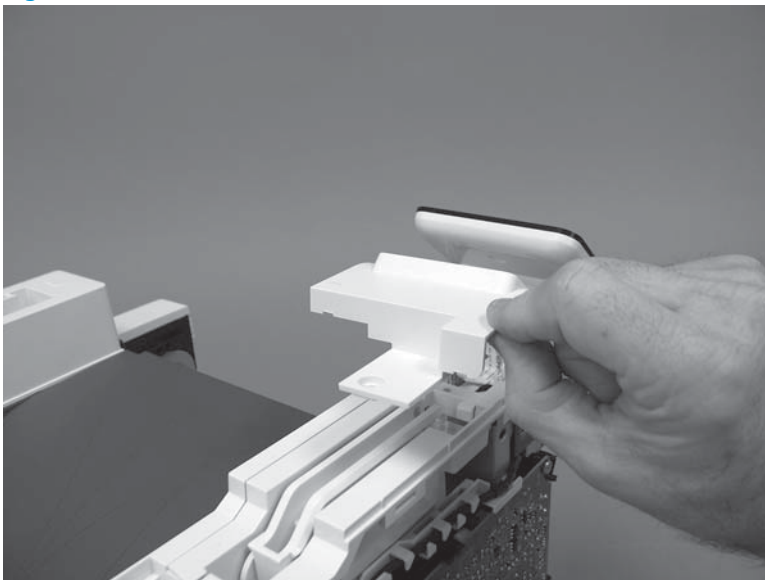
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-301** Release two tabs



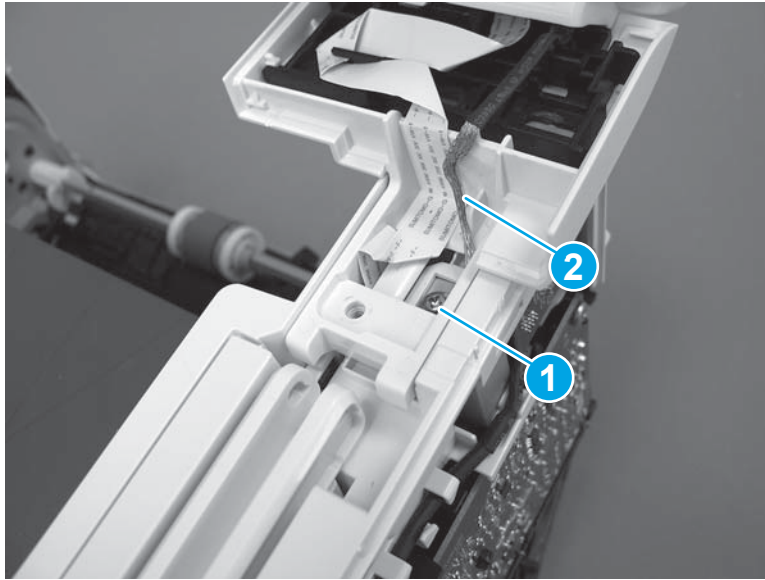
4. Remove the control-panel cable cover.

**Figure 1-302** Remove the cover



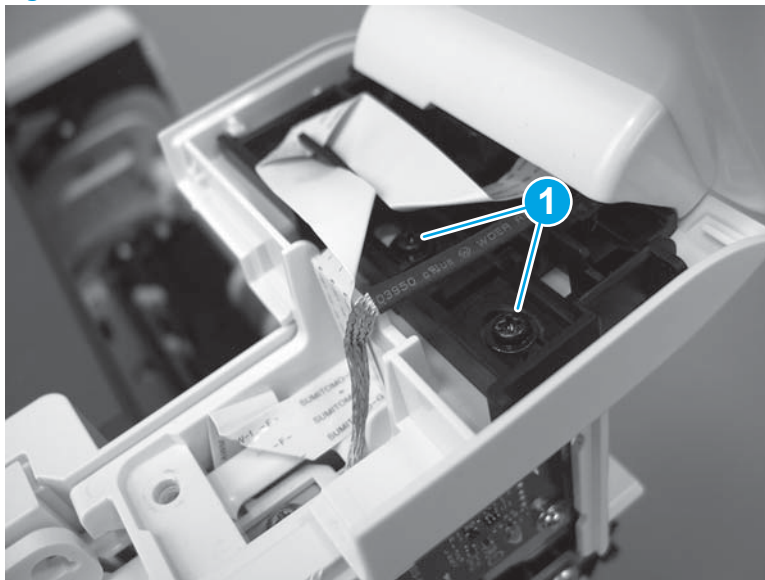
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-303** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

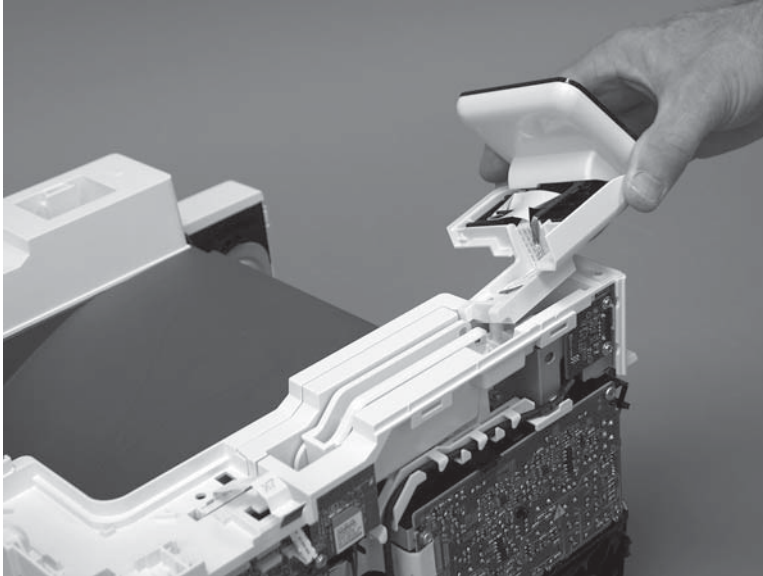
**Figure 1-304** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

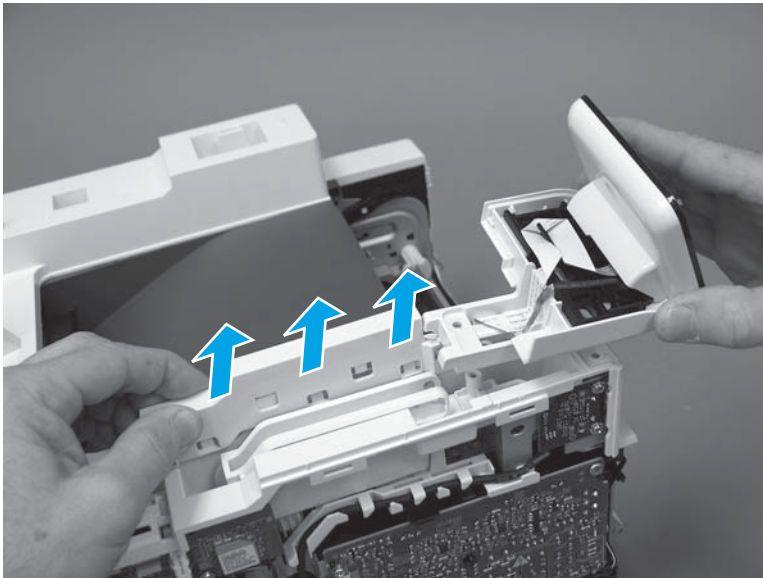
**⚠ CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-305** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-306** Remove the control-panel assembly



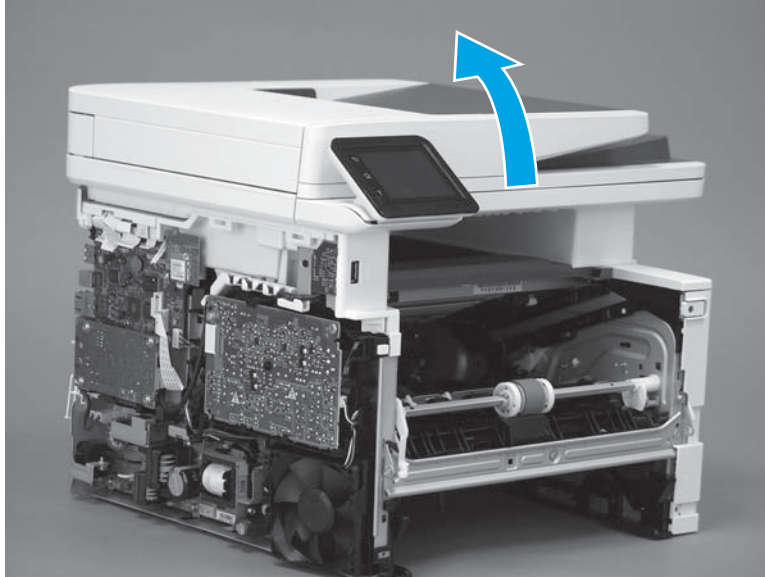
### Step 6: Remove the integrated scanner assembly (M427/M246)

**📄 NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

1. Raise the ISA.

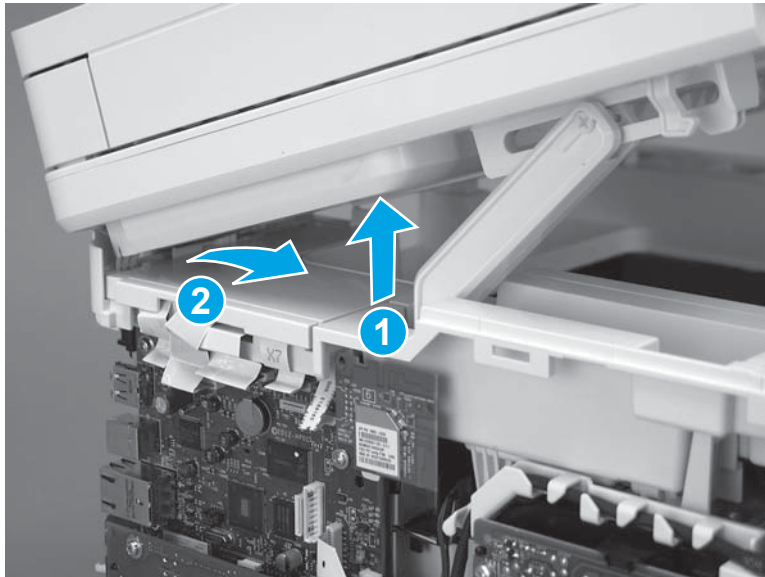


**Figure 1-307** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

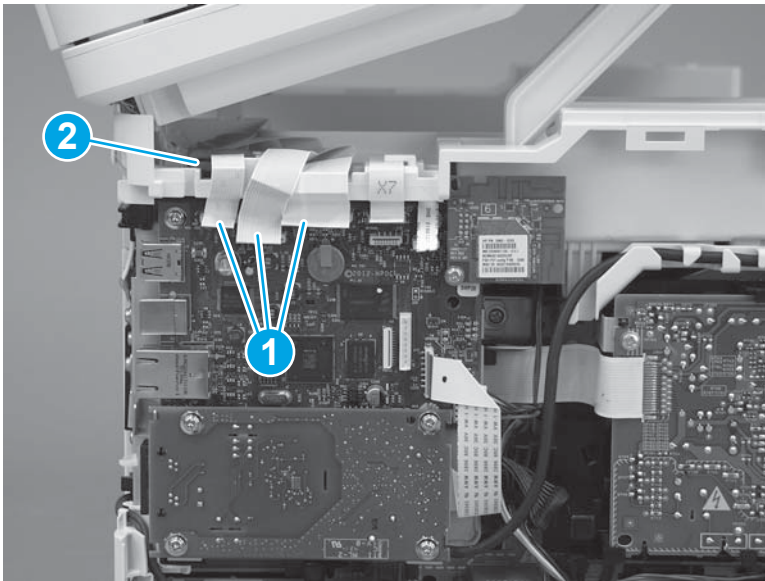
**Figure 1-308** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

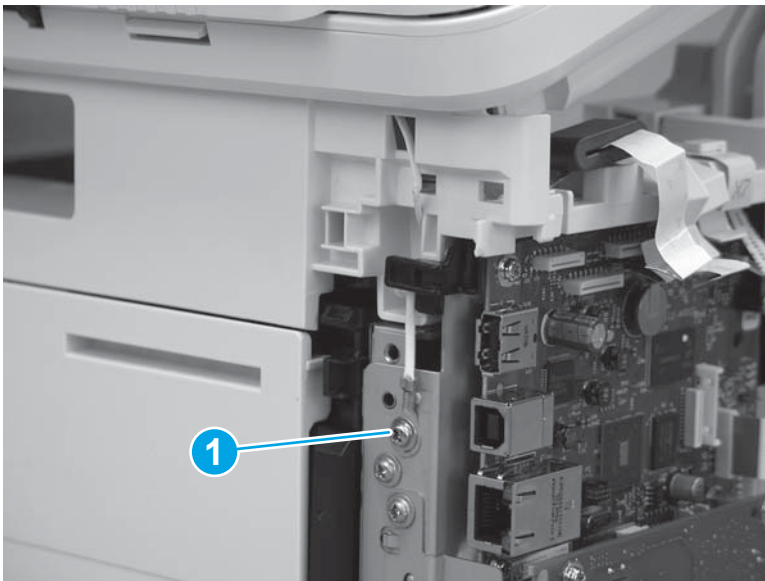
**⚠ CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-309** Disconnect three FFCs



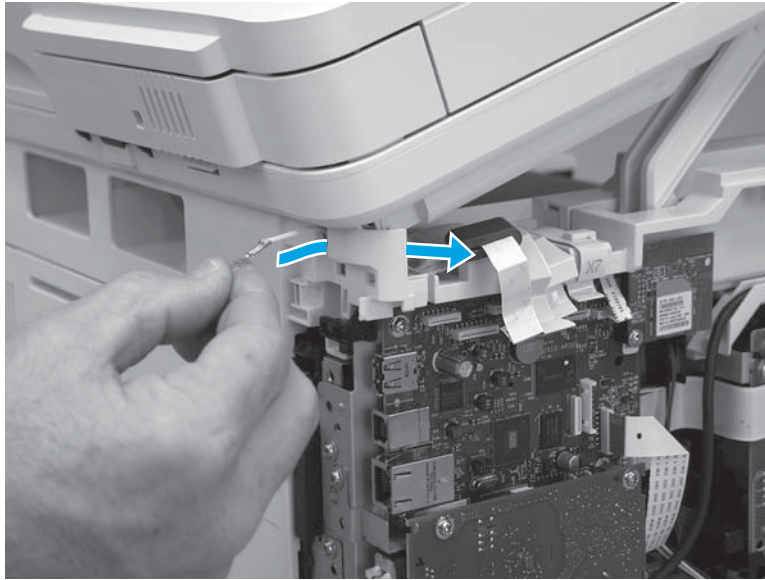
4. Remove one screw (callout 1).

**Figure 1-310** Remove one screw



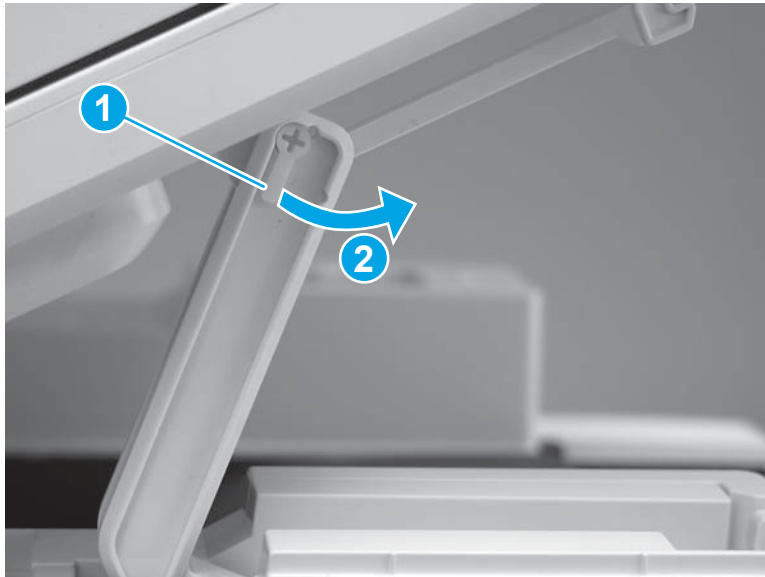
5. Pass the ground wire through the opening in the top cover.

**Figure 1-311** Pass the wire through the opening



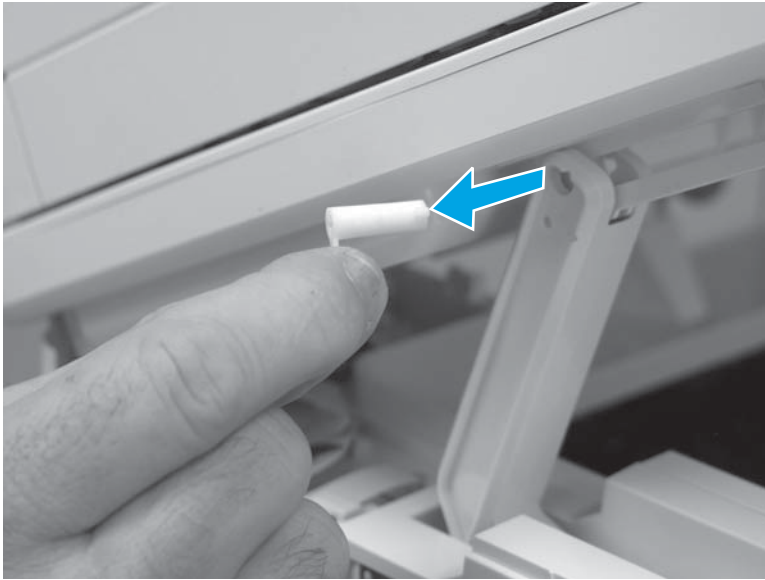
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-312** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-313** Remove the slider pin



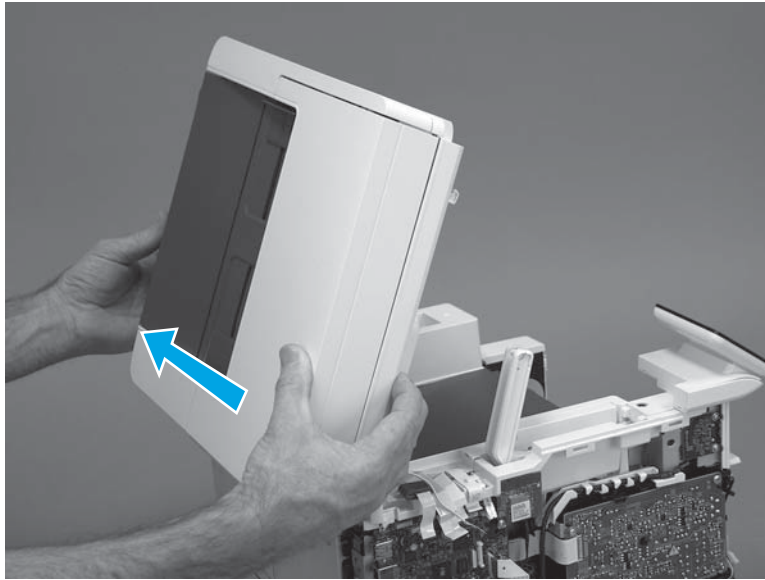
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-314** Rotate the ISA towards the rear of the printer



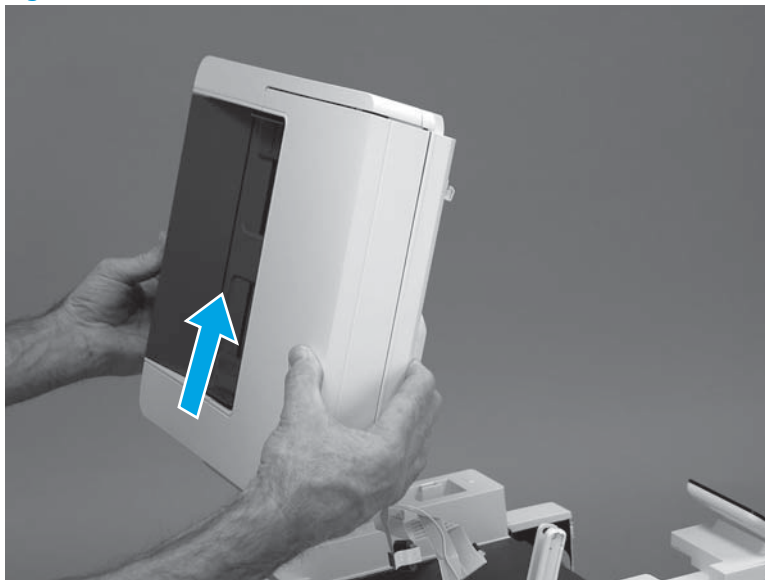
9. Slide the ISA as shown to release it.

**Figure 1-315** Release the ISA



10. Remove the ISA.

**Figure 1-316** Remove the ISA

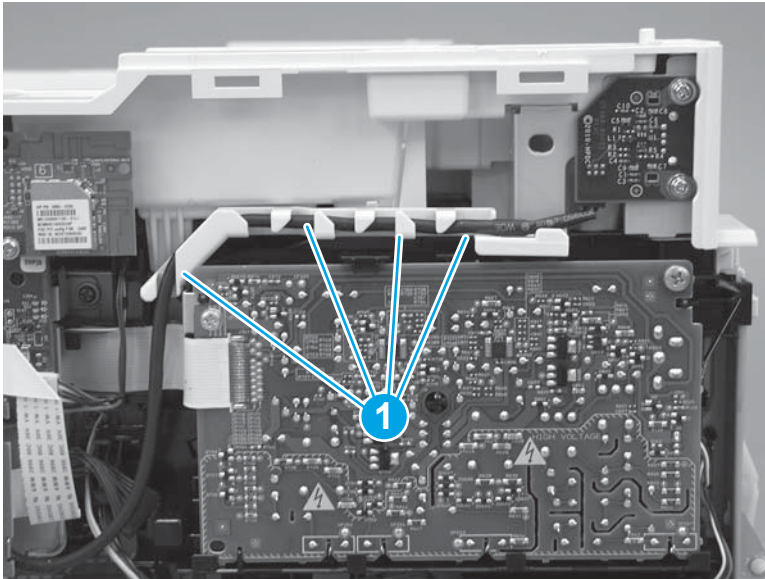


#### **Step 7: Remove the top cover (M427/M426)**

1. Release the USB cable (callout 1) from the cable guide.

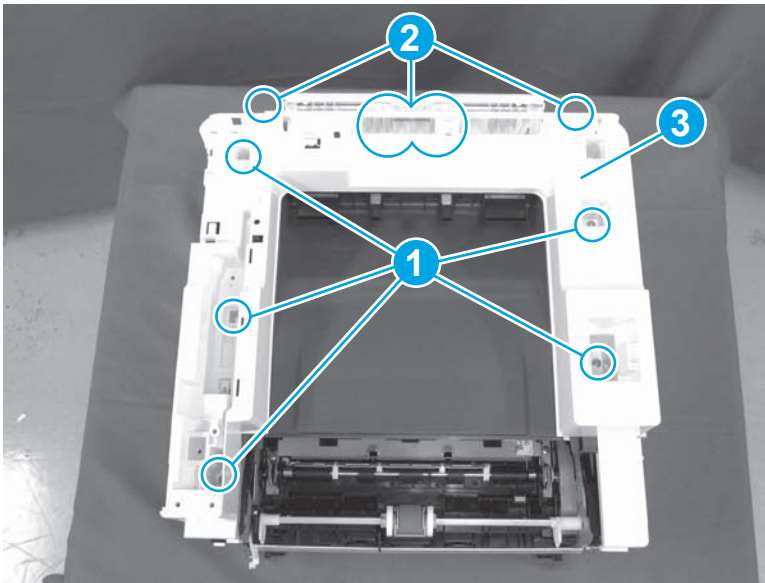


**Figure 1-317** Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

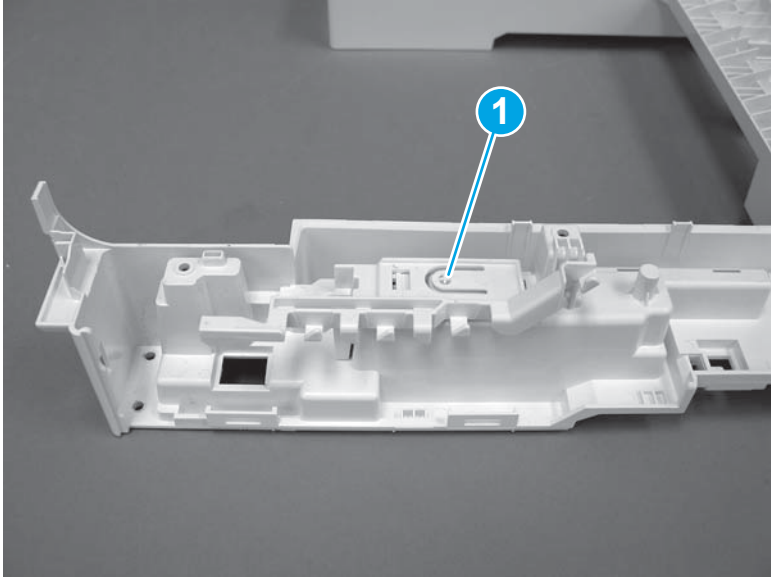
**Figure 1-318** Remove the cover



**Step 8: Remove the cable guide (M427/M426)**

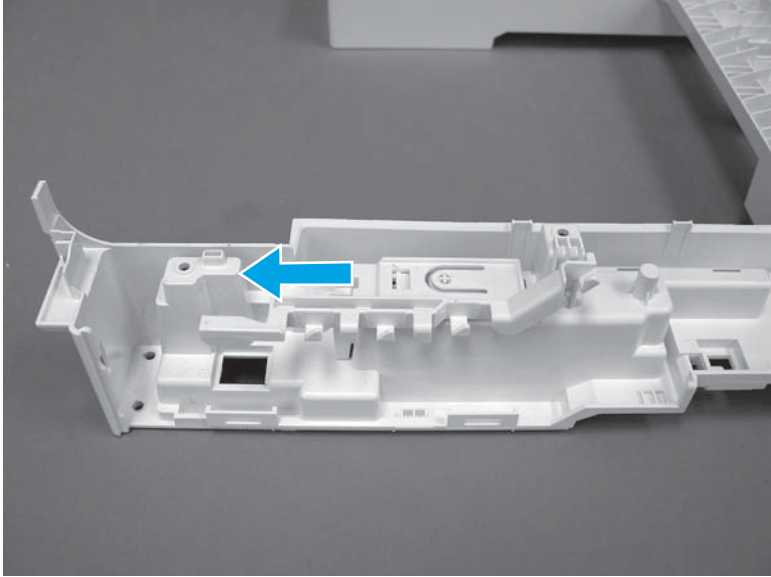
1. Turn the top cover over, and then release one tab (callout 1).

**Figure 1-319** Release one tab



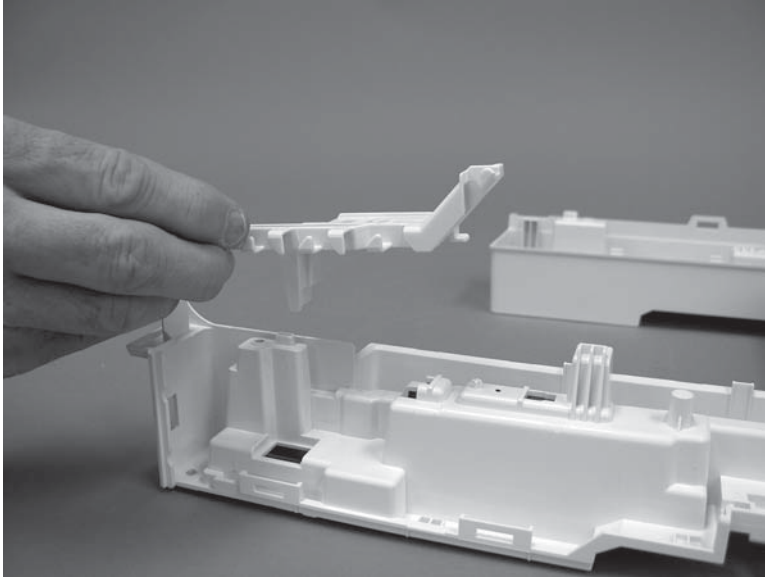
- 2. Slide the guide as shown to release it.

**Figure 1-320** Release the guide



3. Remove the guide.

**Figure 1-321** Remove the guide



### Step 9: Unpack the replacement assembly

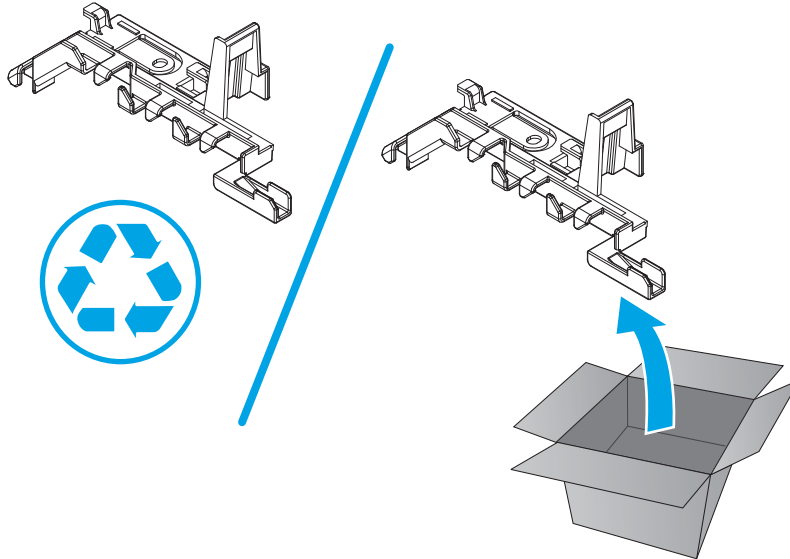
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-322** Recycle and unpack

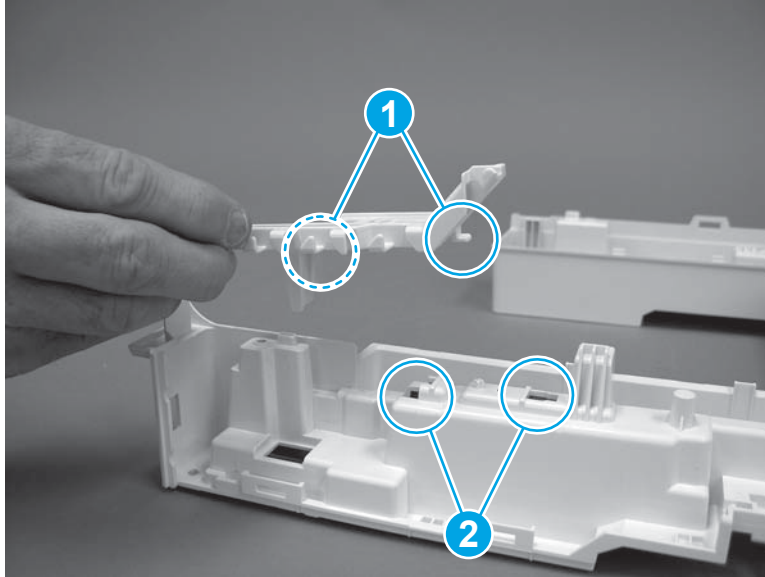


### Step 10: Install the cable guide (M427/M426)

1. Position the guide on the printer with the two tabs (callout 1) in the slots (callout 2) in the chassis.

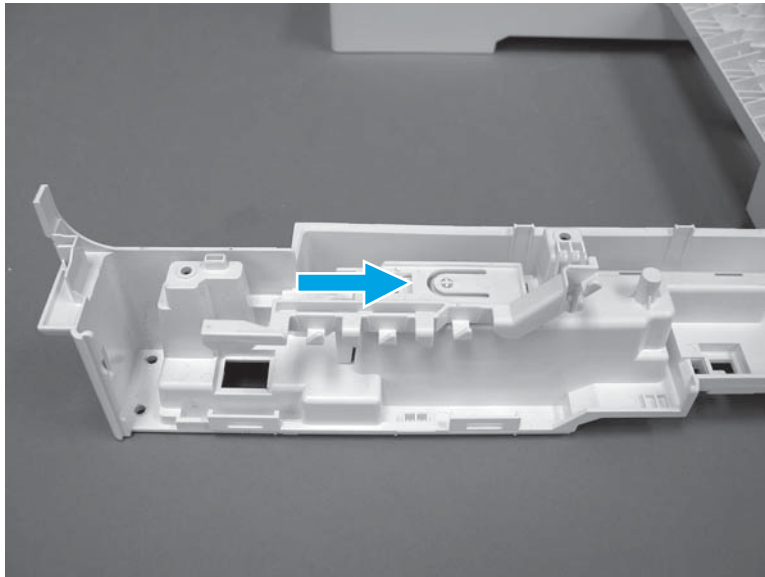


**Figure 1-323** Position the guide on the printer



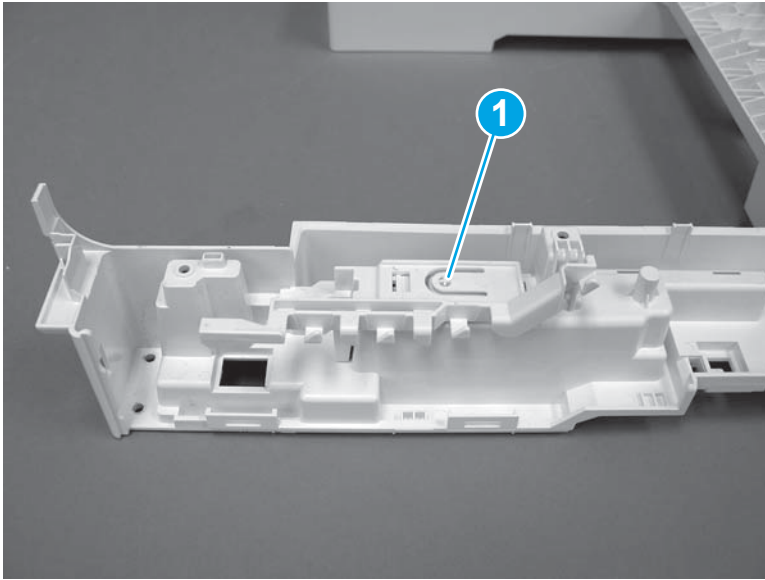
2. Slide the guide as shown (callout 1) to install it.

**Figure 1-324** Install the guide



3. Make sure that the tab (callout 1) snaps into place.

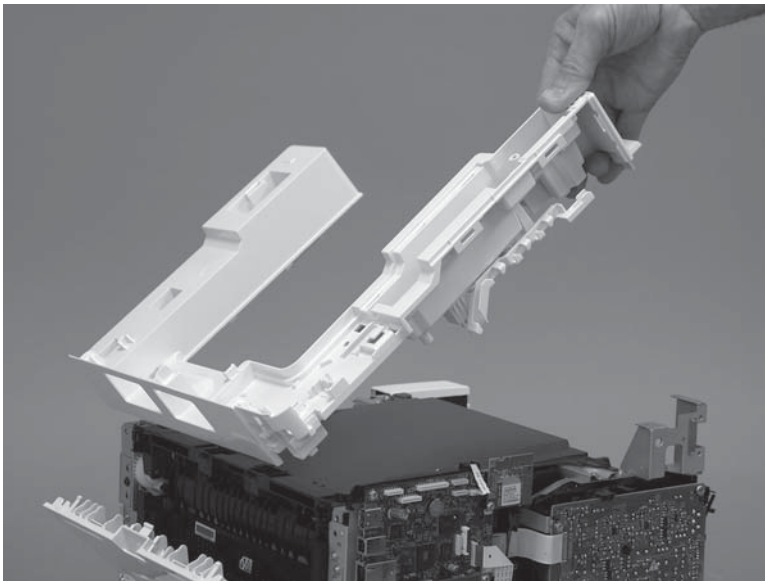
**Figure 1-325** Check the guide



**Step 11: install the top cover (M427/M426)**

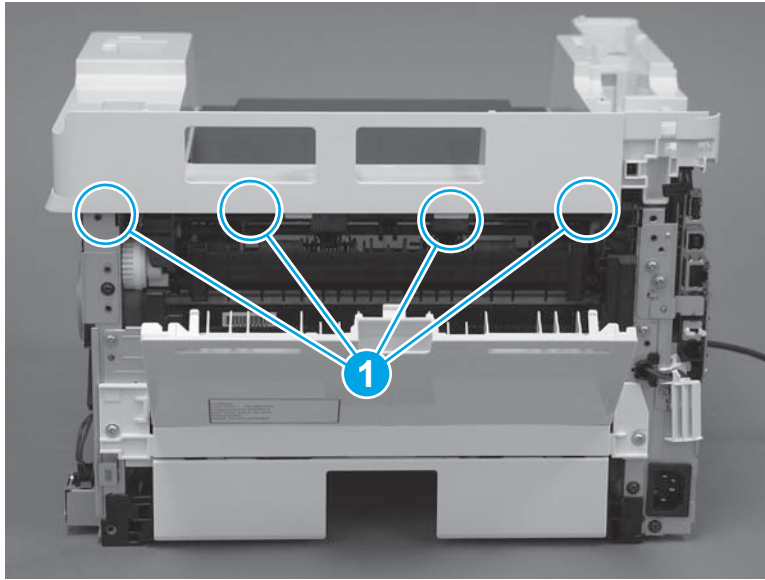
1. Position the rear edge of the top cover on the printer.

**Figure 1-326** Install the cover



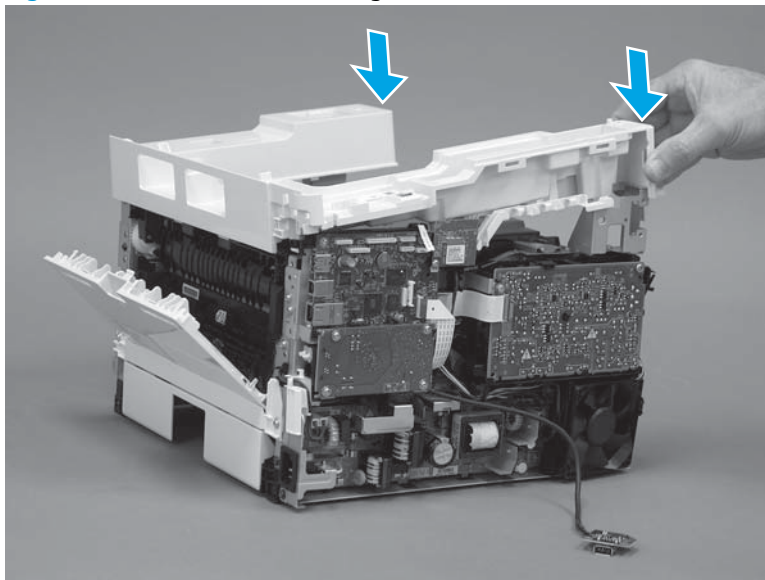
2. Engage four bosses (callout 1).

**Figure 1-327** Engage four bosses



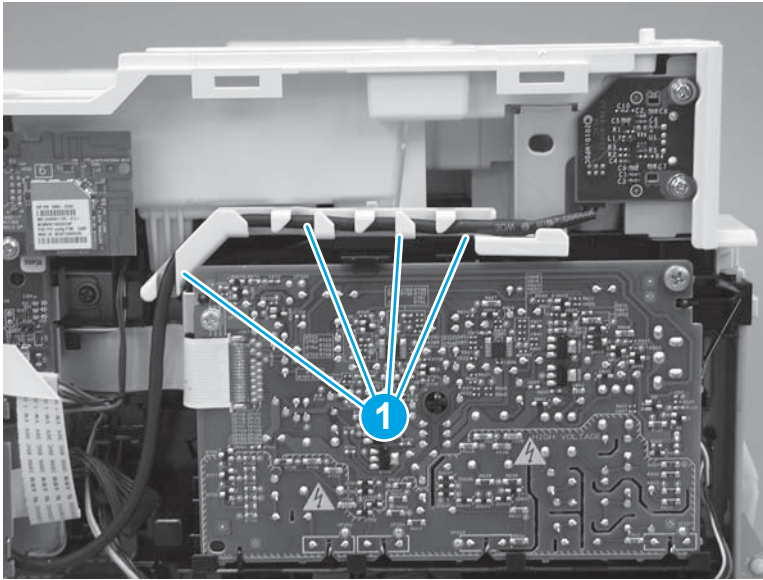
3. Rotate the front edge of the cover down.

**Figure 1-328** Rotate the front edge of the cover down



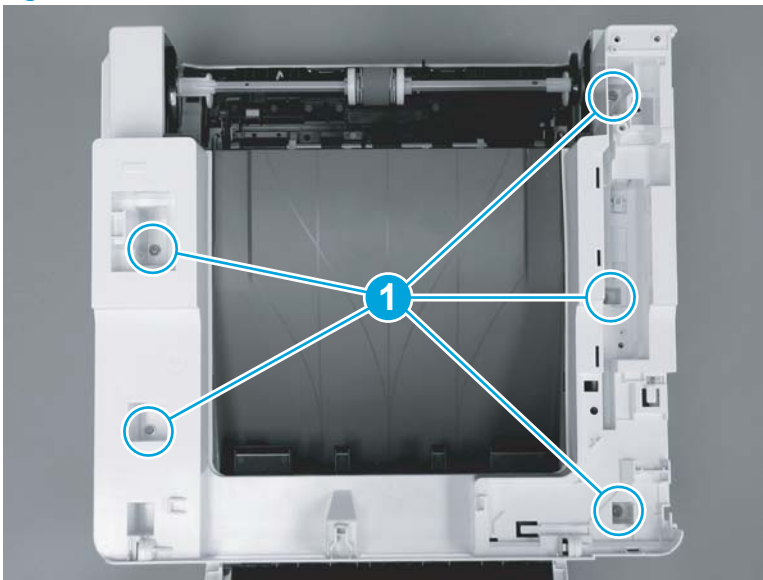
4. Install the USB cable (callout 1) in the guide.

**Figure 1-329** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-330** Install five screws

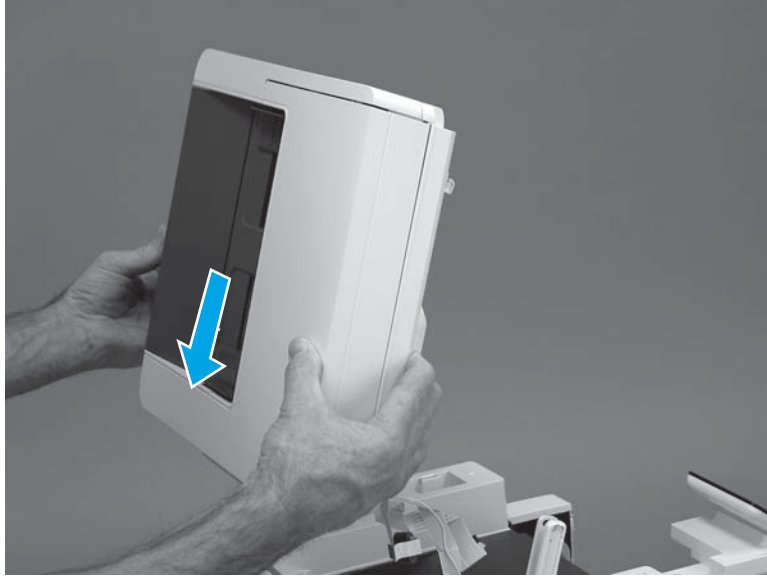


### Step 12: Install the integrated scanner assembly (M427/M246)

 **NOTE:** M427/M246 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

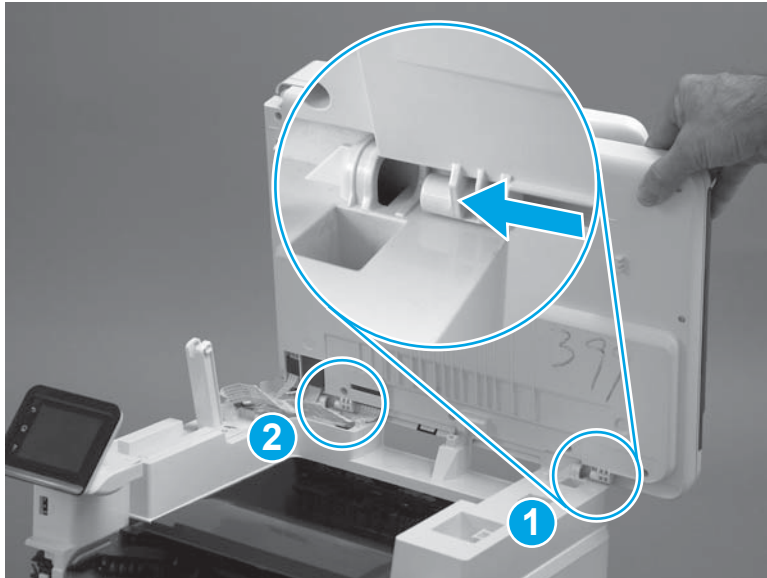
1. Position the ISA on the printer.

**Figure 1-331** Position the ISA on the printer



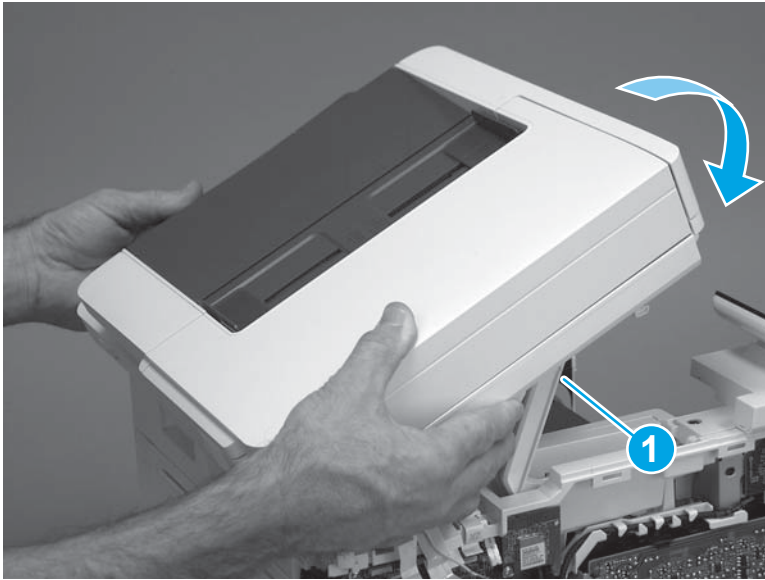
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-332** Engage the hinge pins with the holders



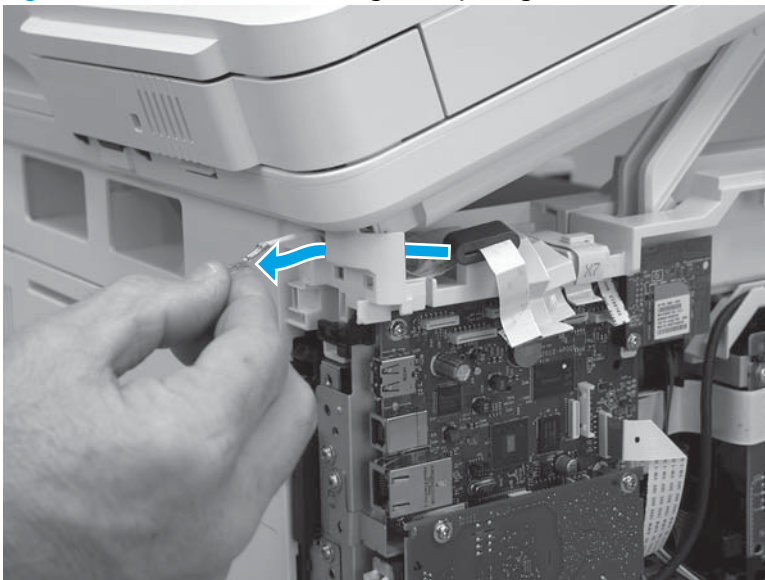
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-333** Rotate the ISA towards the front of the printer



4. Pass the ground wire through the opening in the top cover.

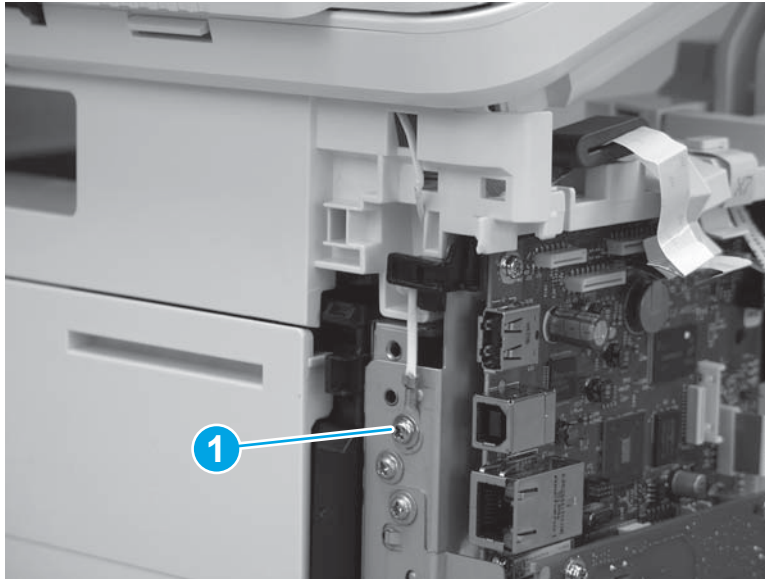
**Figure 1-334** Pass the wire through the opening






5. Install one screw (callout 1).

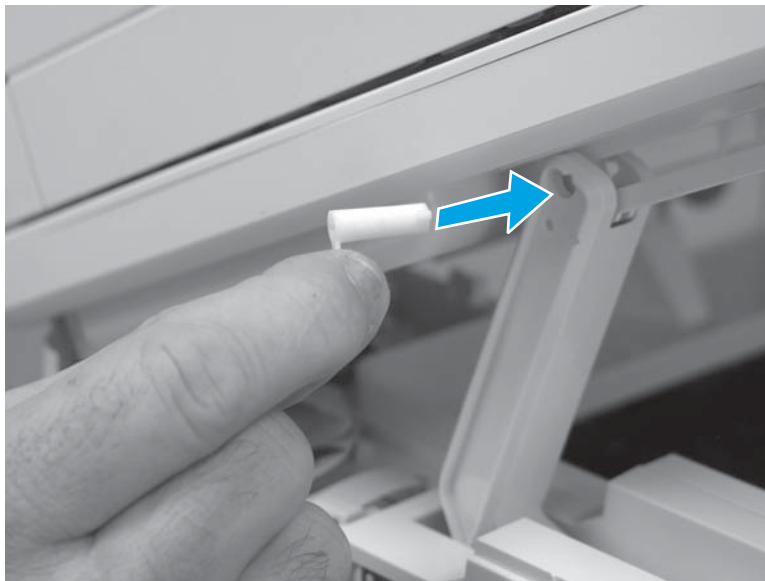
**Figure 1-335** Install one screw



6. Install the ISA lift assembly slider pin.

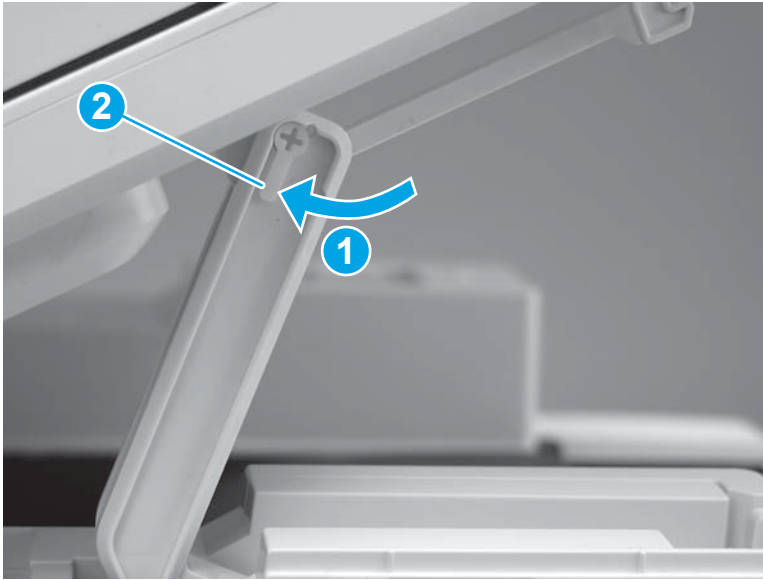
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-336** Install the slider pin



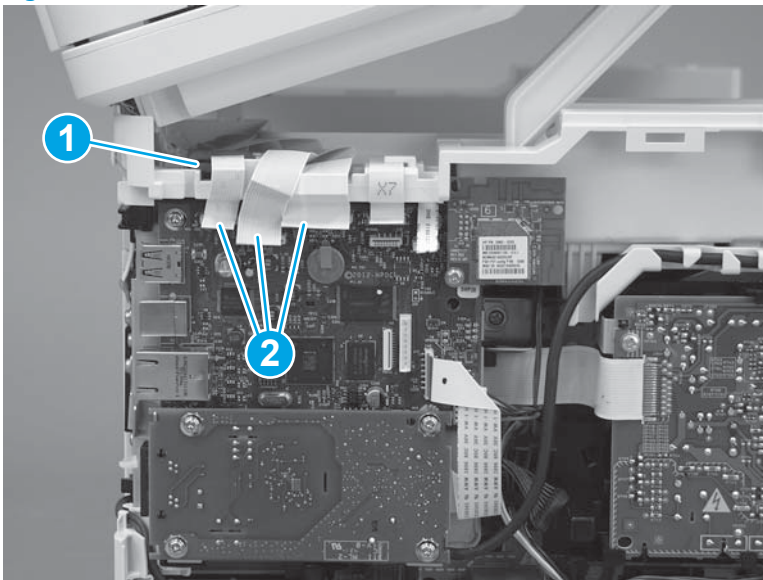
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-337** Secure the slider pin



8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

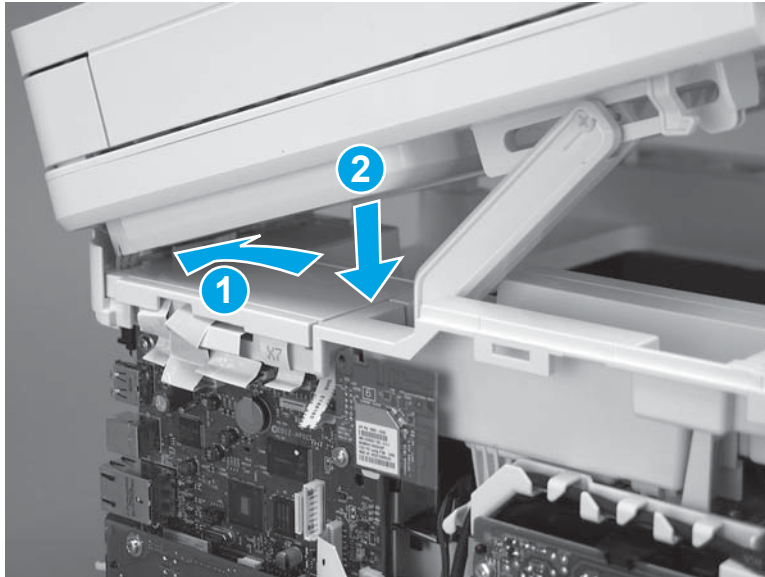
**Figure 1-338** Connect three FFCs





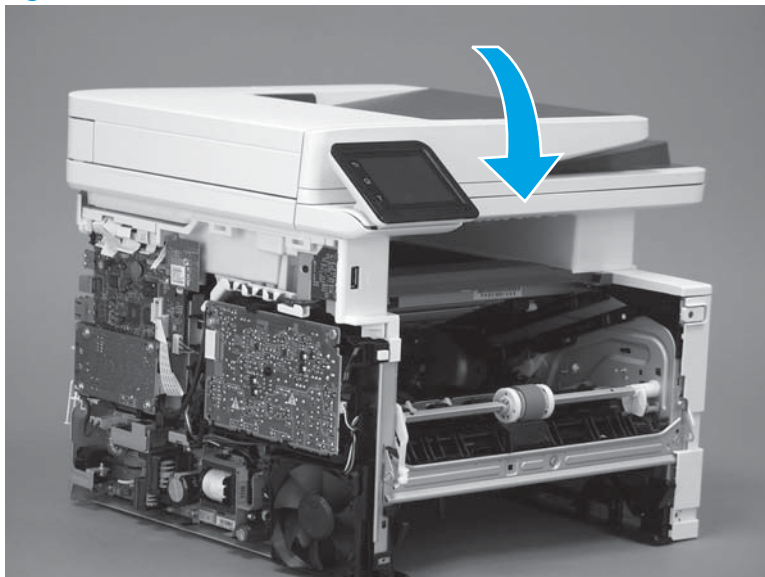
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-339** Install the ISA FFC cover



10. Lower the ISA.

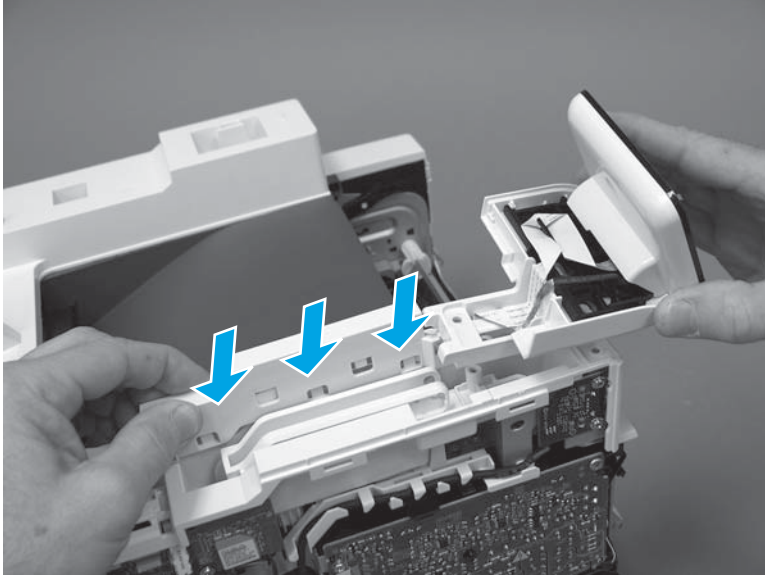
**Figure 1-340** Lower the ISA



### Step 13: Install the control panel (M427/M426)

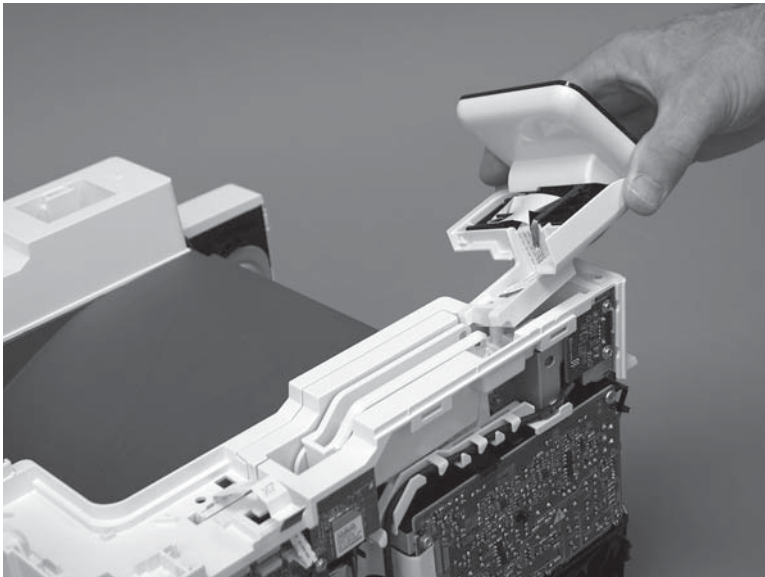
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-341** Install the control-panel FFC cover



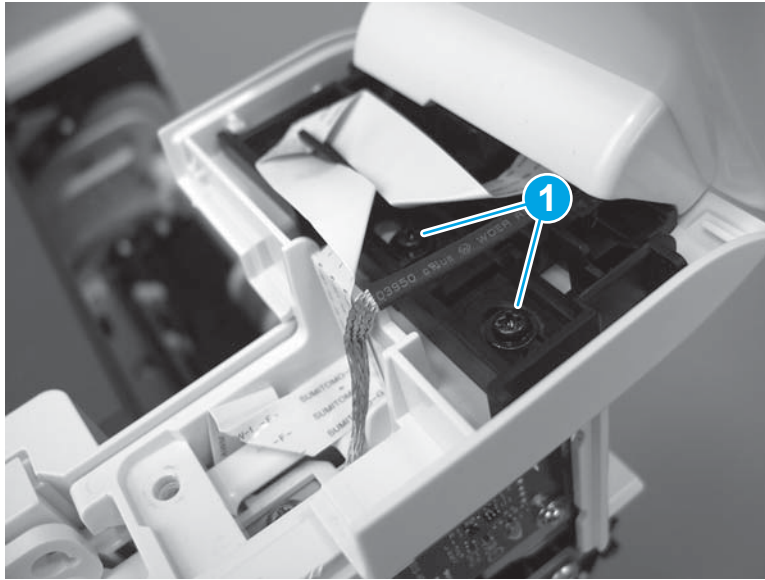
2. Install the control-panel assembly on the top cover.

**Figure 1-342** Install the control-panel assembly



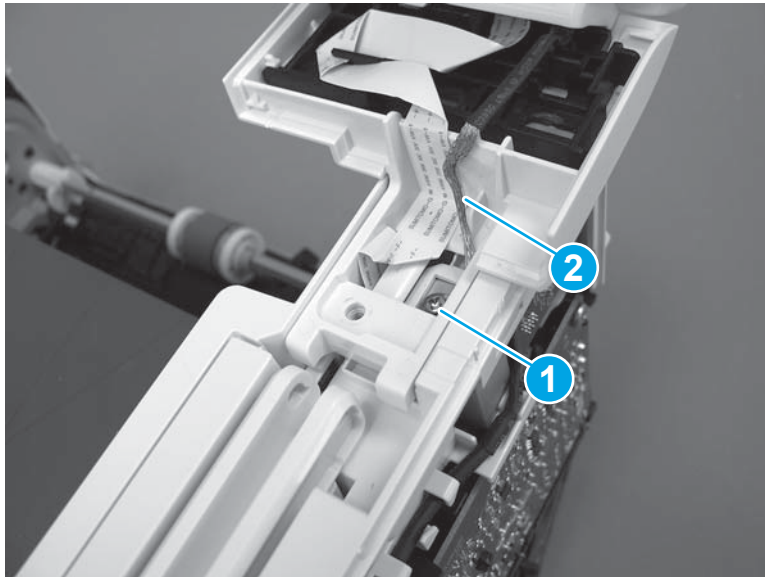
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-343** Install two screws



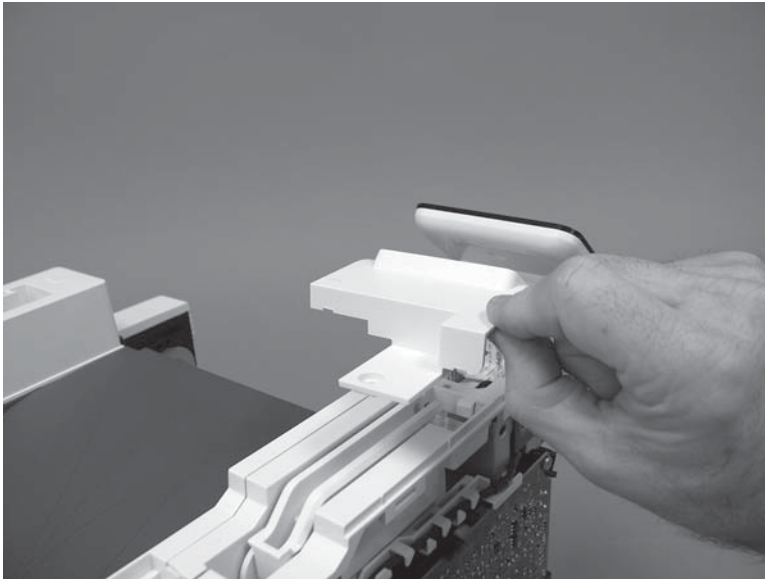
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-344** Remove one screw



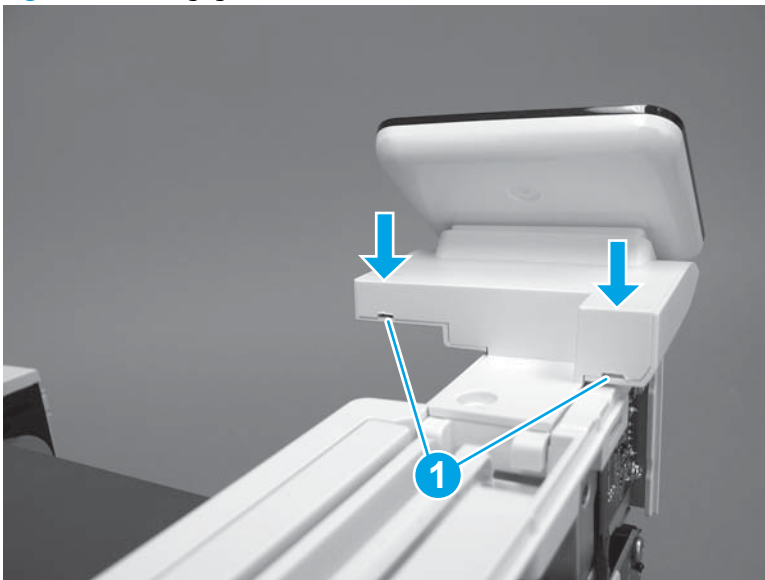
5. Install the control-panel cable cover.

**Figure 1-345** Install the cover



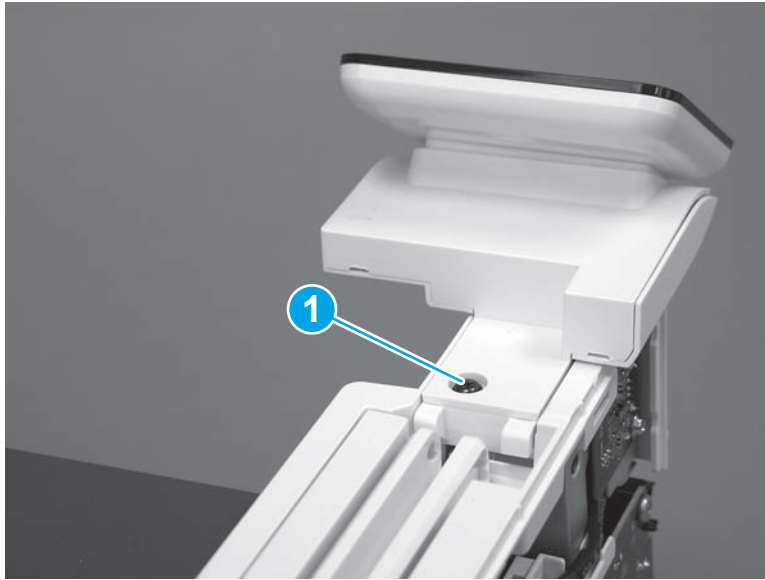
6. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-346** Engage two tabs



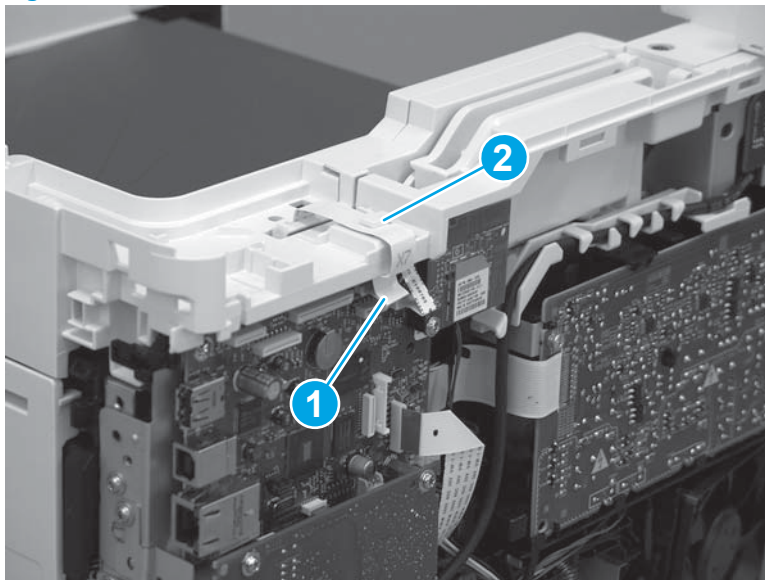
7. Install one screw (callout 1).

**Figure 1-347** Install one screw



8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-348** Connect one connector

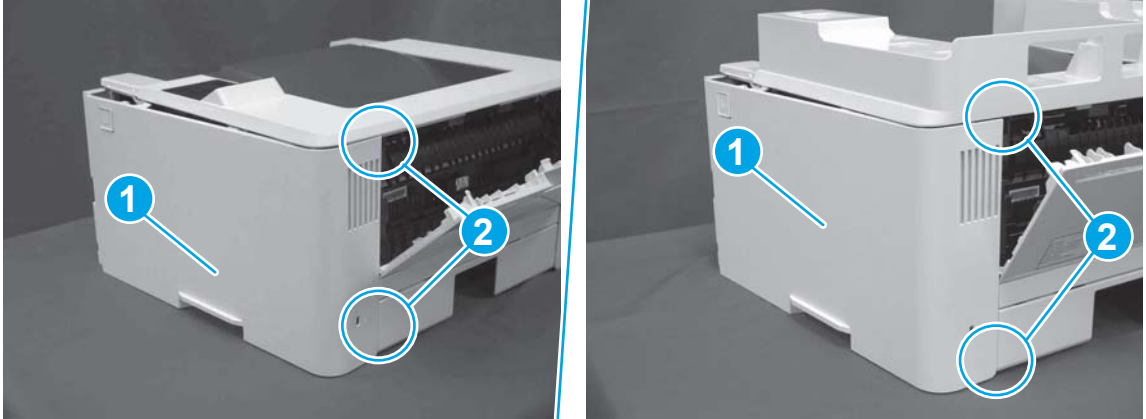


#### **Step 14: Install the right cover**

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

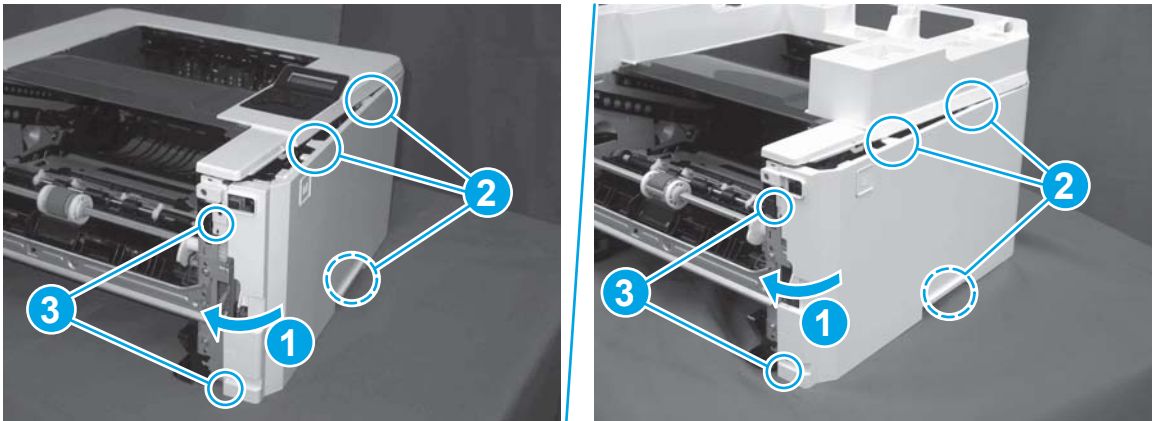


**Figure 1-349** Install the cover




2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

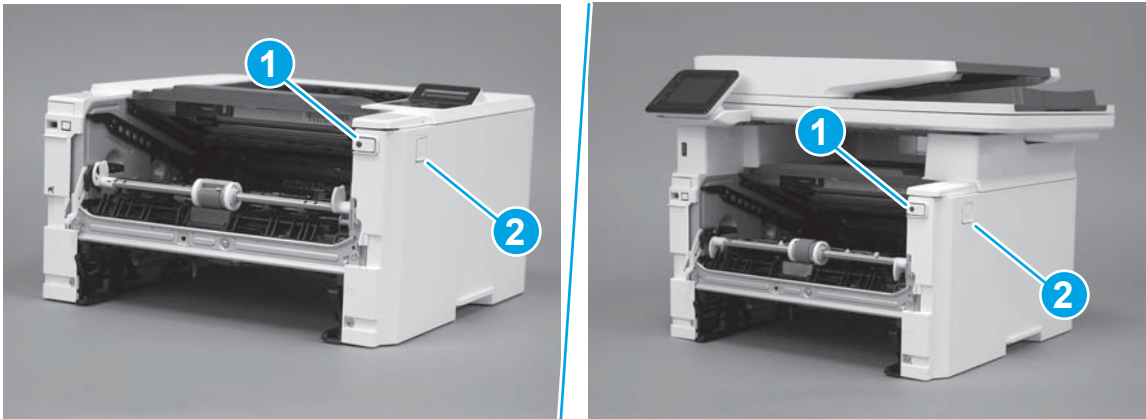
**Figure 1-350** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-351** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

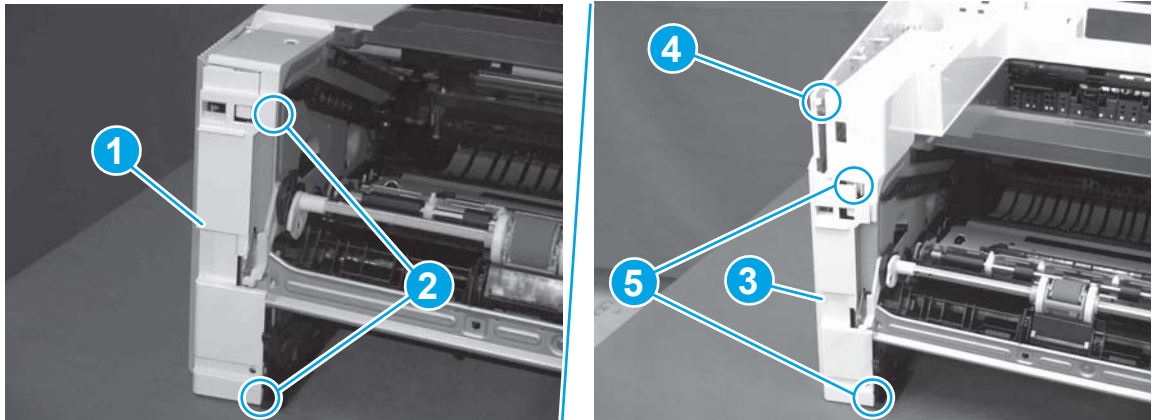
**Figure 1-352** Install one screw



### Step 15: Install the left cover

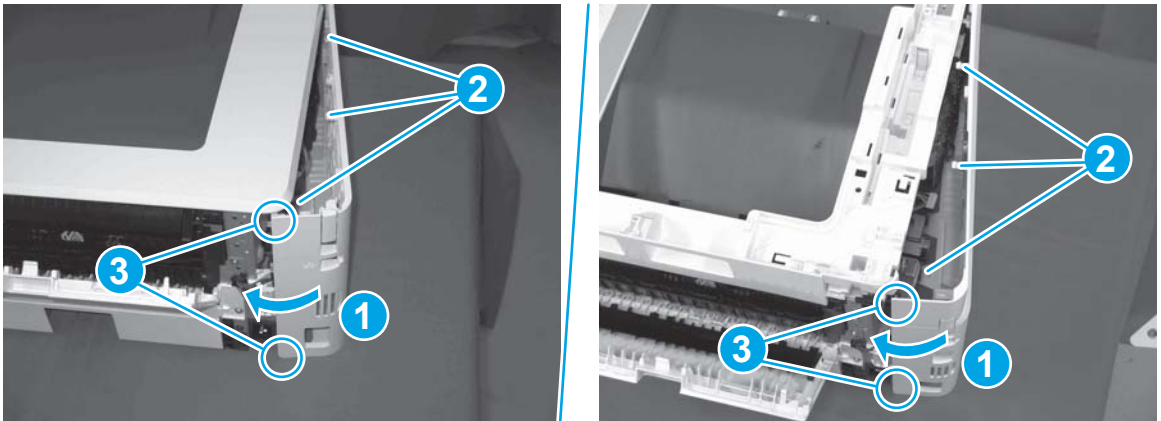
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-353** Install the cover



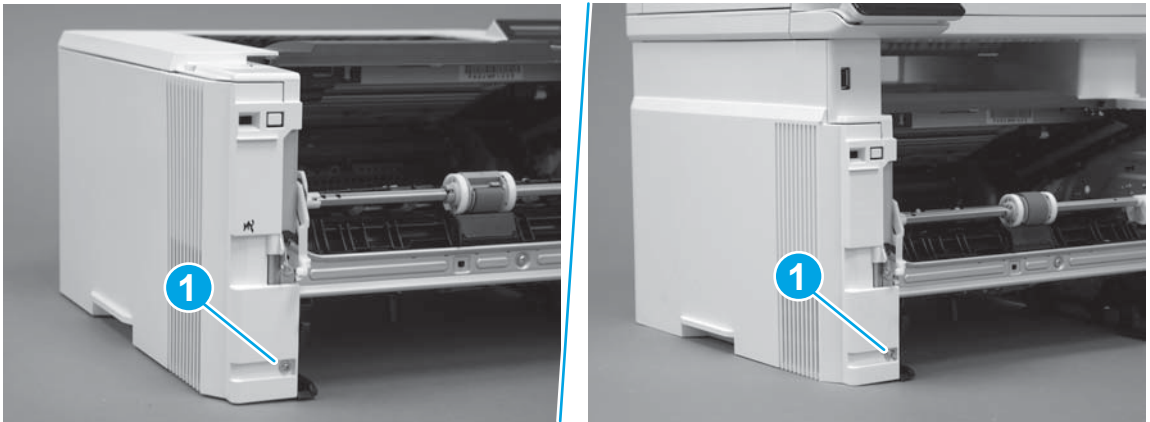
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-354** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-355** Install one screw



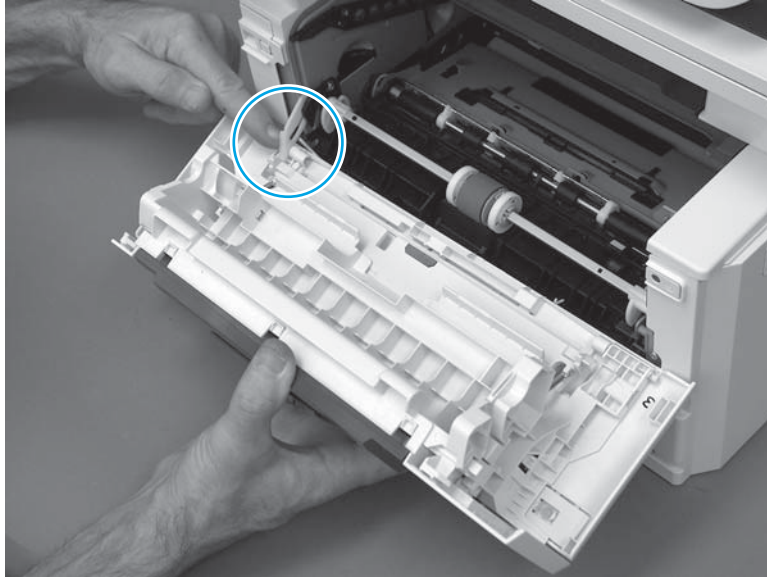
### Step 16: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

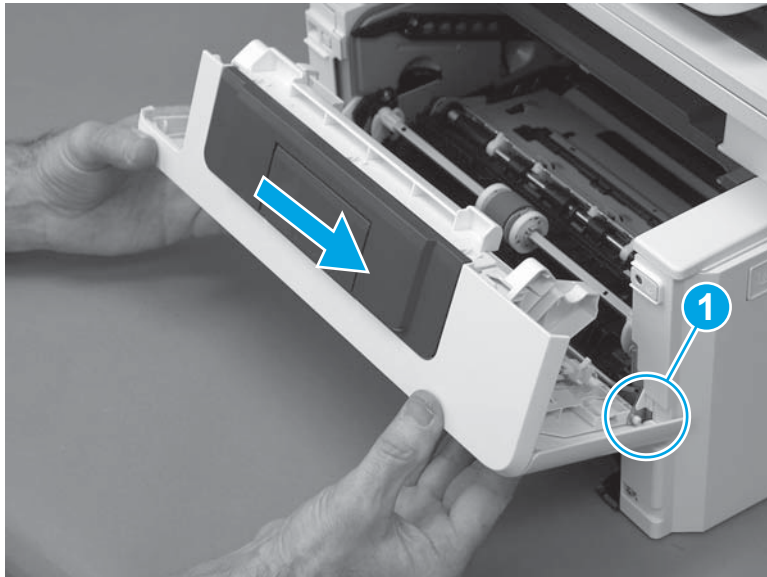


**Figure 1-356** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

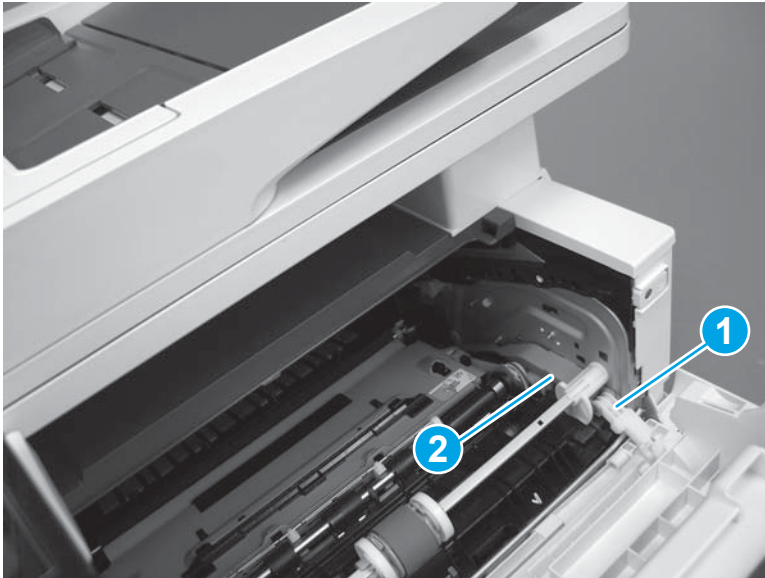
**Figure 1-357** Install the door



3. Install the link (callout 1).

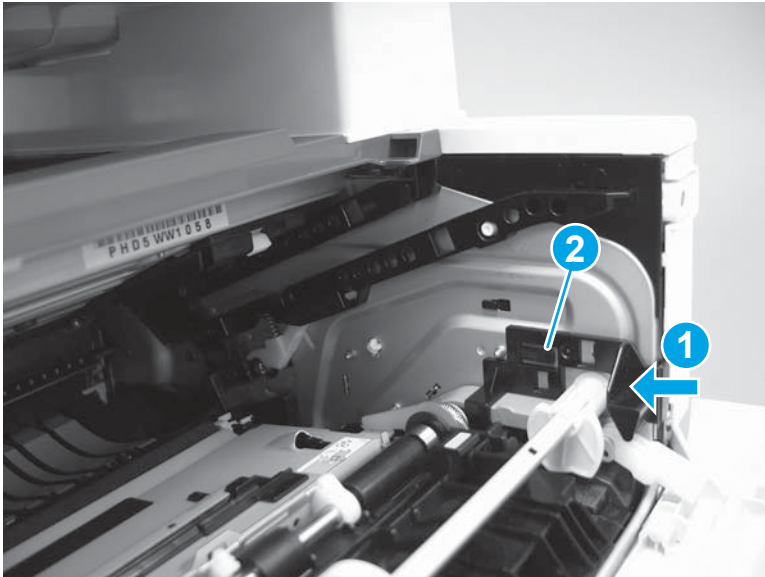
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-358** Install the pressure-release link



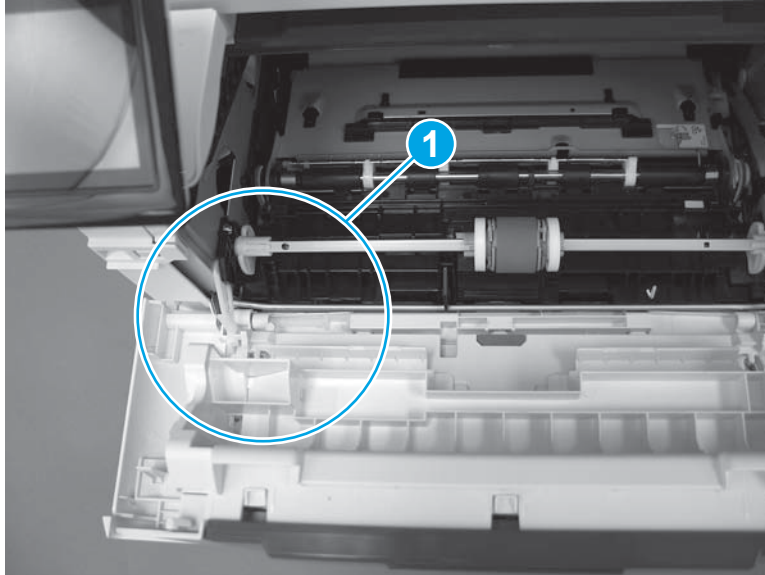
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-359** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

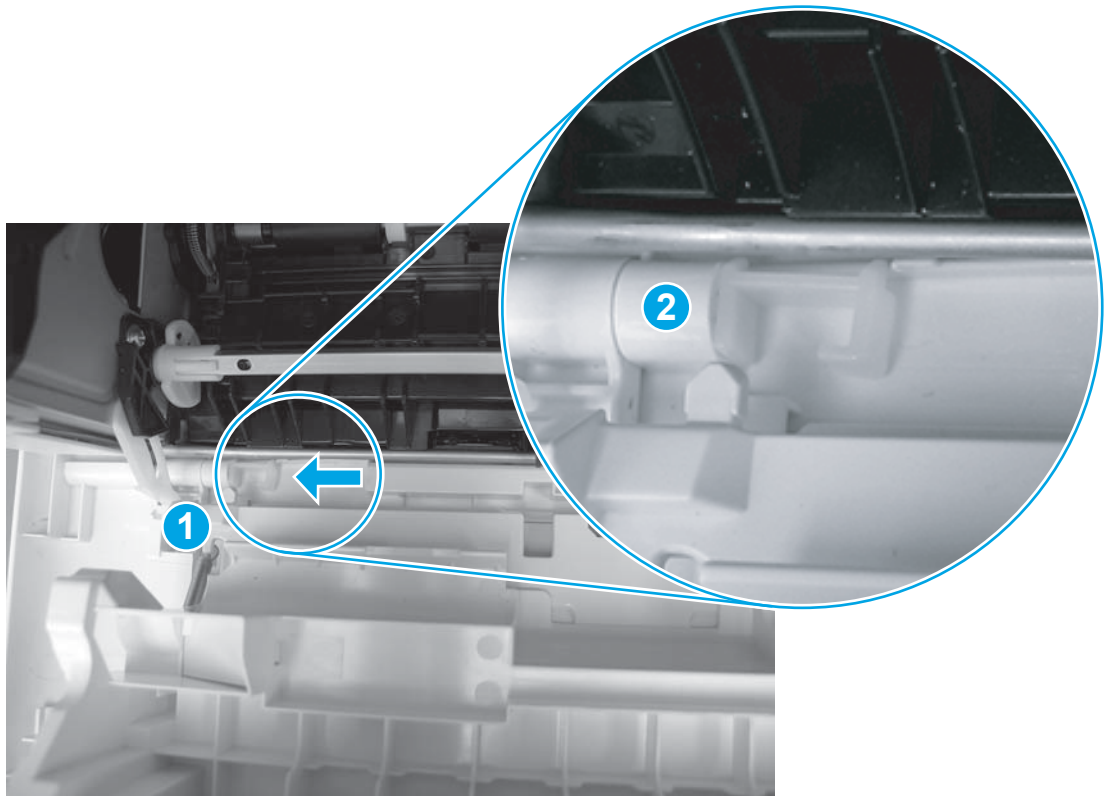
**Figure 1-360** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-361** Install the support shaft



### Step 17: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-362** Install the tray



## Removal and replacement: Top cover (M403/M402)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the top cover \(M403/M402\)](#)
- [Step 6: Remove the 2-line LCD operator and indication covers \(M403/M402\)](#)
- [Step 7: Unpack the replacement assembly](#)
- [Step 8: Install the 2-line LCD operator and indication covers \(M403/M402\)](#)
- [Step 9: Install the top cover \(M403/M402\)](#)
- [Step 10: Install the right cover](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the top cover (M403/M402).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Top cover (M403/M402) part number	
RC4-2956-000CN	Top cover (M403/M402)

### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-363** Remove the tray



### Step 2: Remove the cartridge door assembly

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 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

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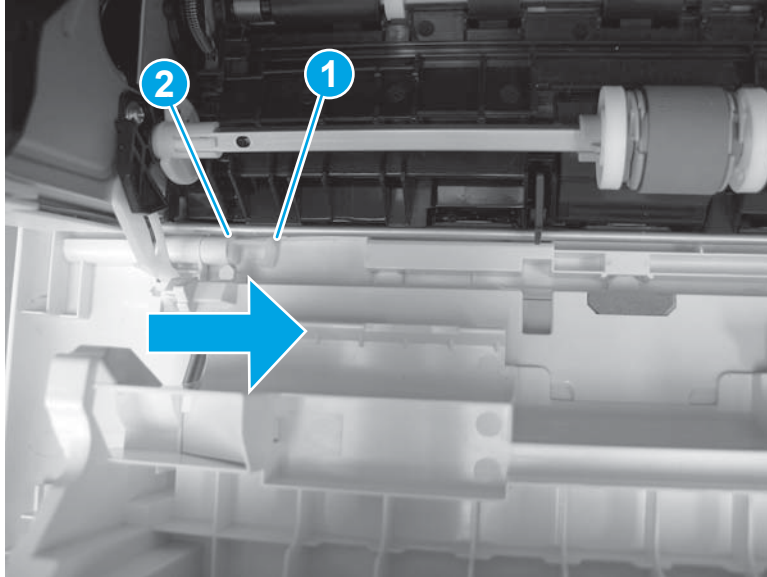
1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

---

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

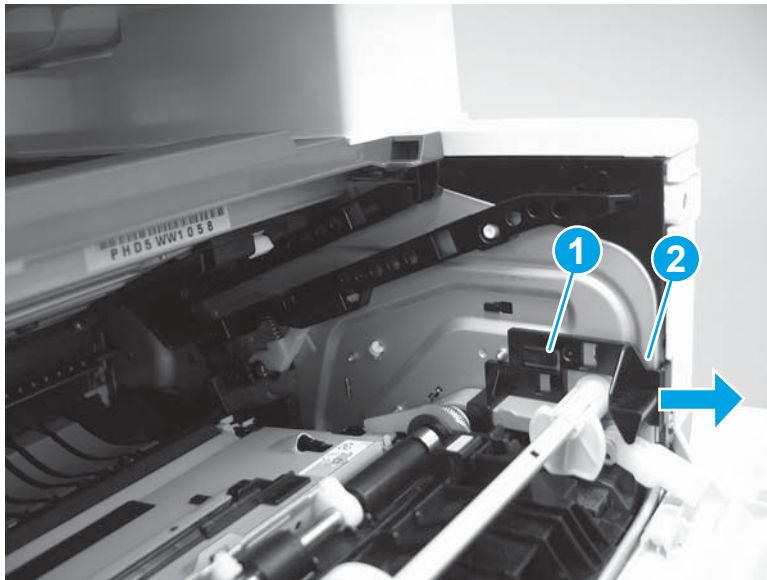
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**Figure 1-364** Release the support shaft



2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

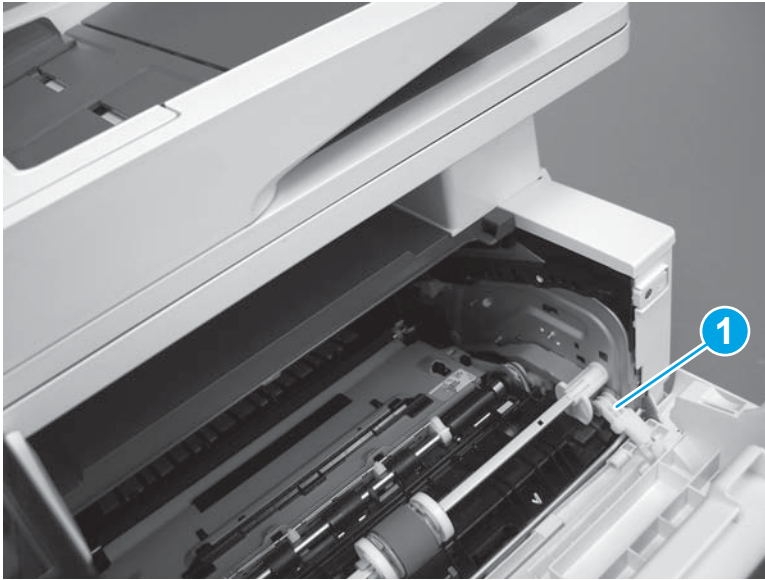
**Figure 1-365** Remove the guide





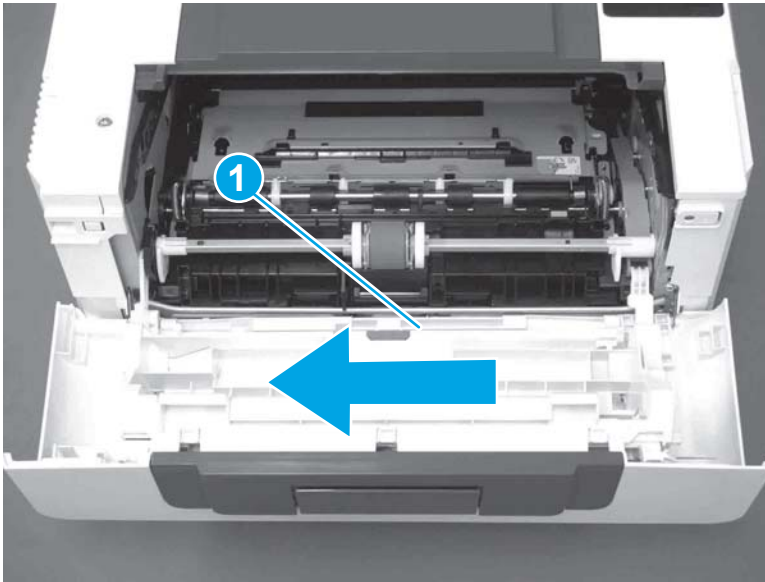
3. Remove the link arm (callout 1).

**Figure 1-366** Remove the link arm



4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

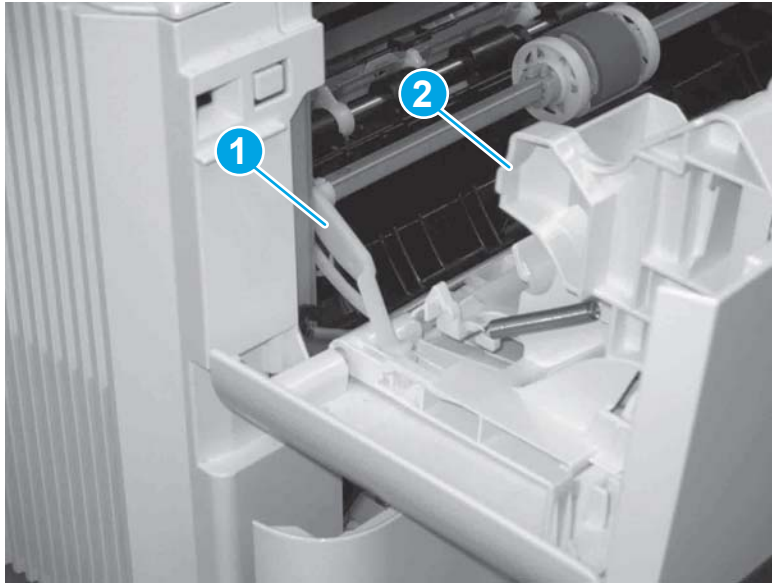
**Figure 1-367** Remove the door





5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

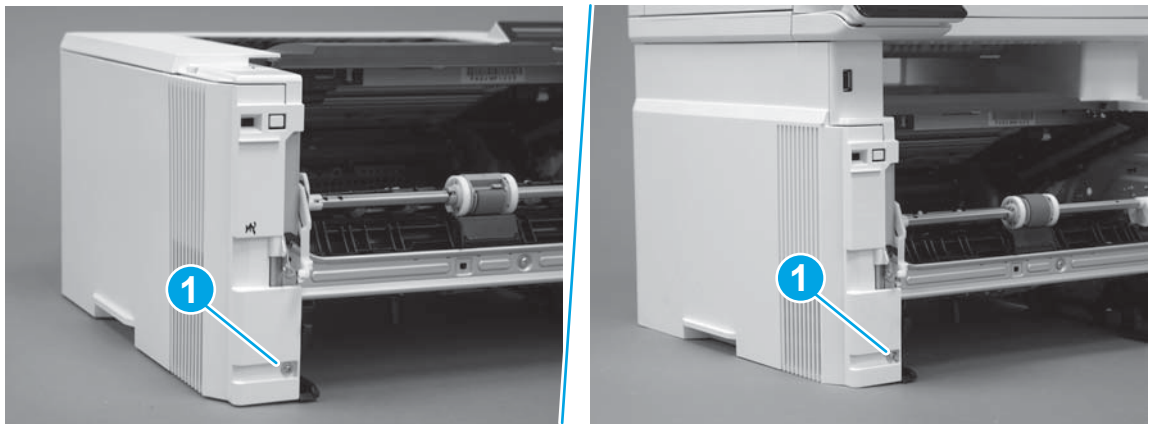
**Figure 1-368** Release the left-side retainer arm



### Step 3: Remove the left cover

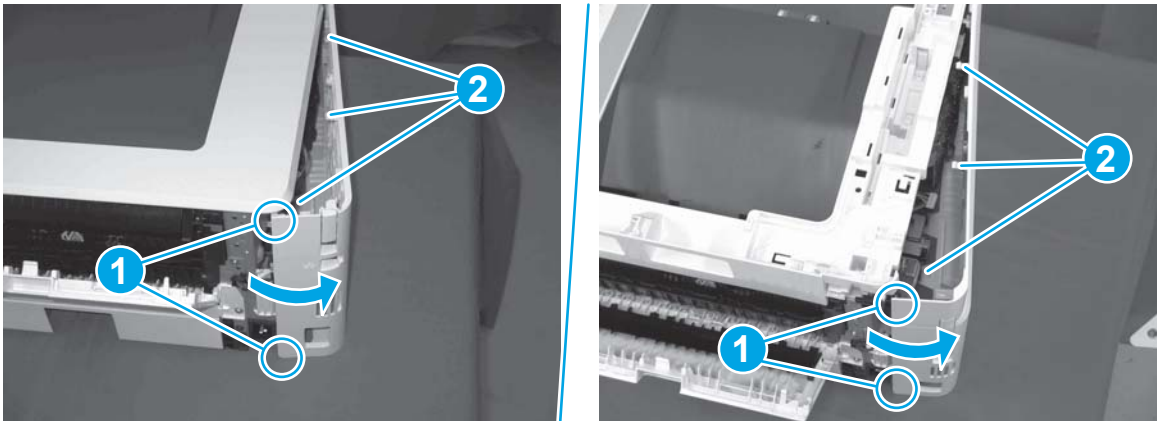
1. Remove one screw (callout 1).

**Figure 1-369** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

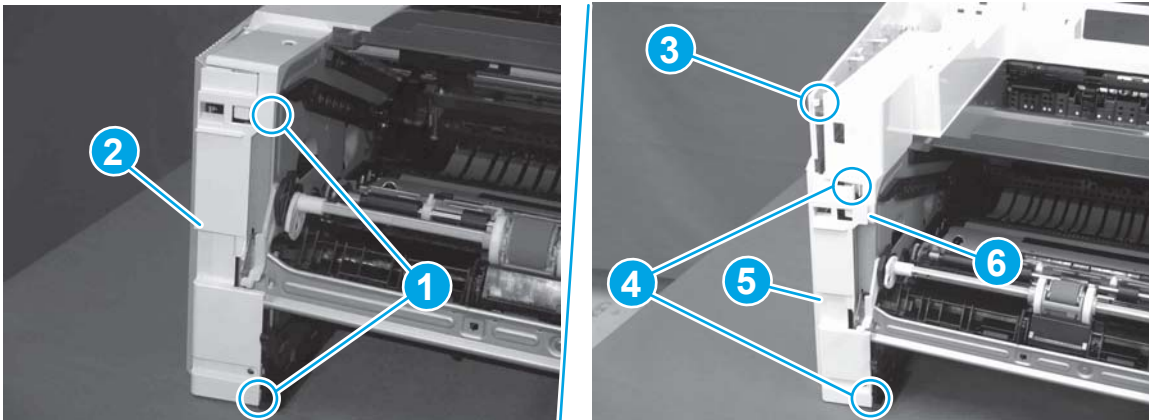
**Figure 1-370** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

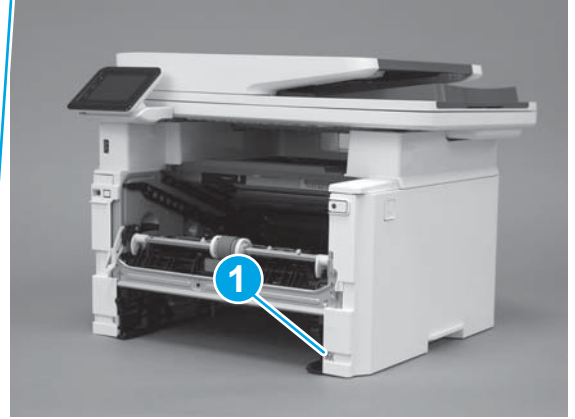
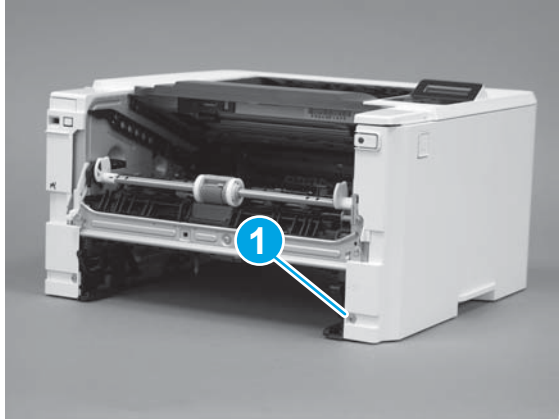
**Figure 1-371** Remove the cover



#### Step 4: Remove the right cover

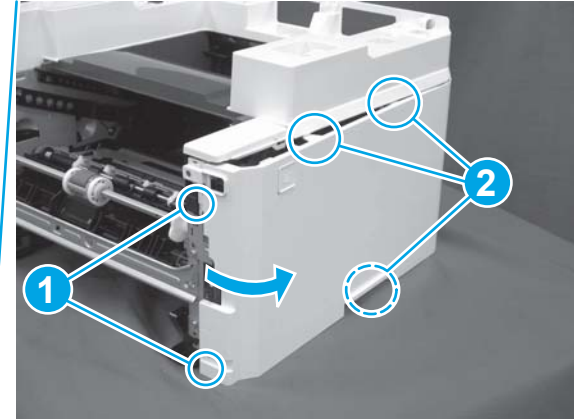
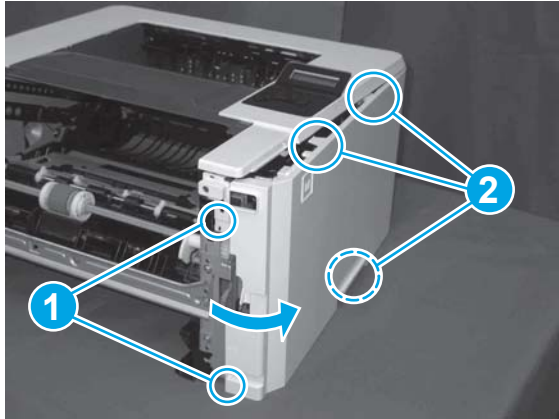
1. Remove one screw (callout 1).

**Figure 1-372** Remove one screw



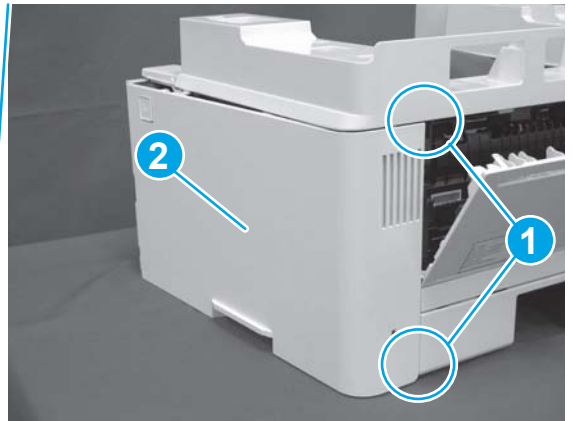
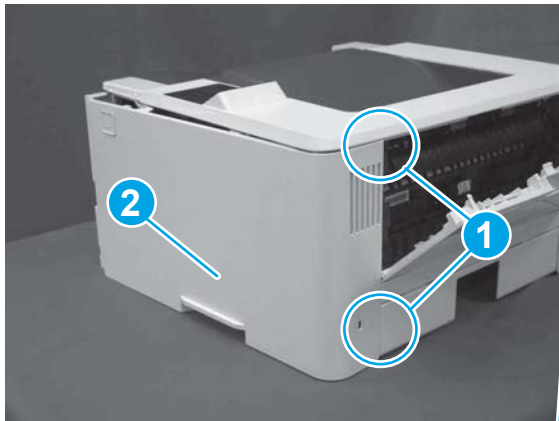
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-373** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-374** Remove the cover



### Step 5: Remove the top cover (M403/M402)

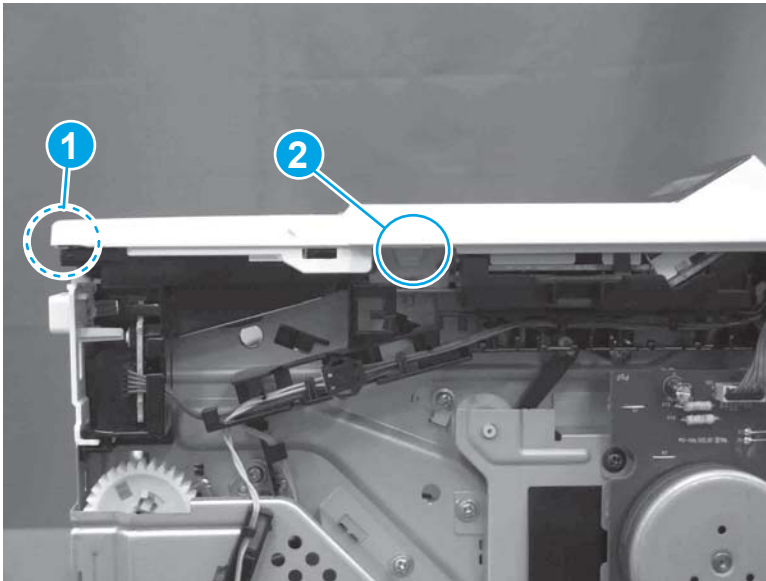
1. Remove one screw (callout 1).

**Figure 1-375** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

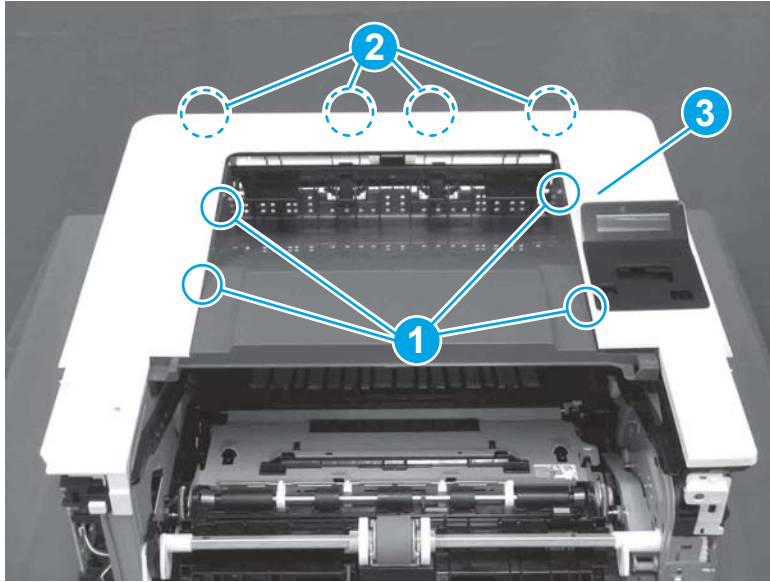
**Figure 1-376** Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

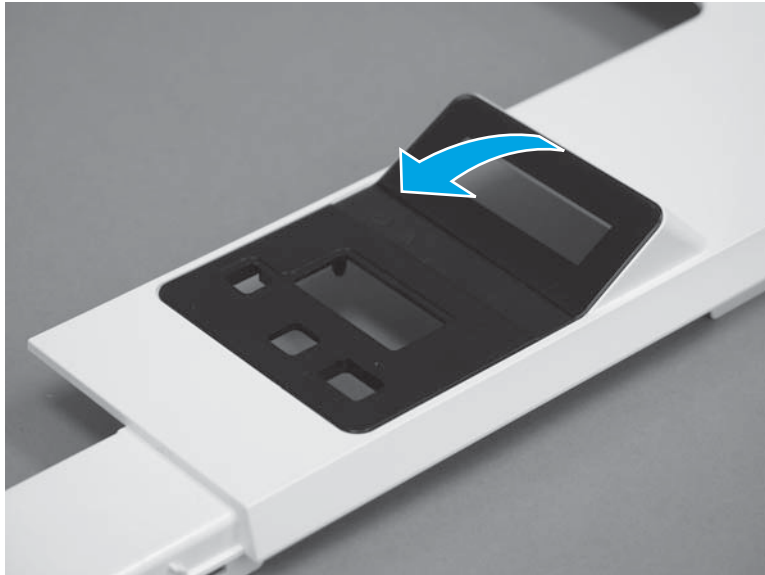
**Figure 1-377** Remove the cover



**Step 6: Remove the 2-line LCD operator and indication covers (M403/M402)**

1. Rotate the top edge of the operator cover away from the printer to release it.

**Figure 1-378** Rotate the top edge of the operator cover



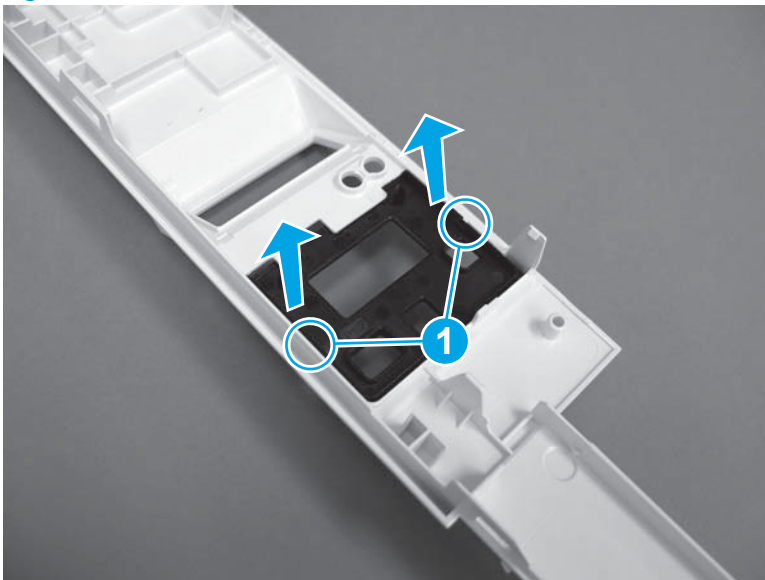
2. Remove the operator cover.

**Figure 1-379** Remove the cover



3. Turn the top cover over, release two tabs (callout 1), and then remove the indication cover.

**Figure 1-380** Remove the cover



### Step 7: Unpack the replacement assembly

Unpack the replacement part from the packaging.

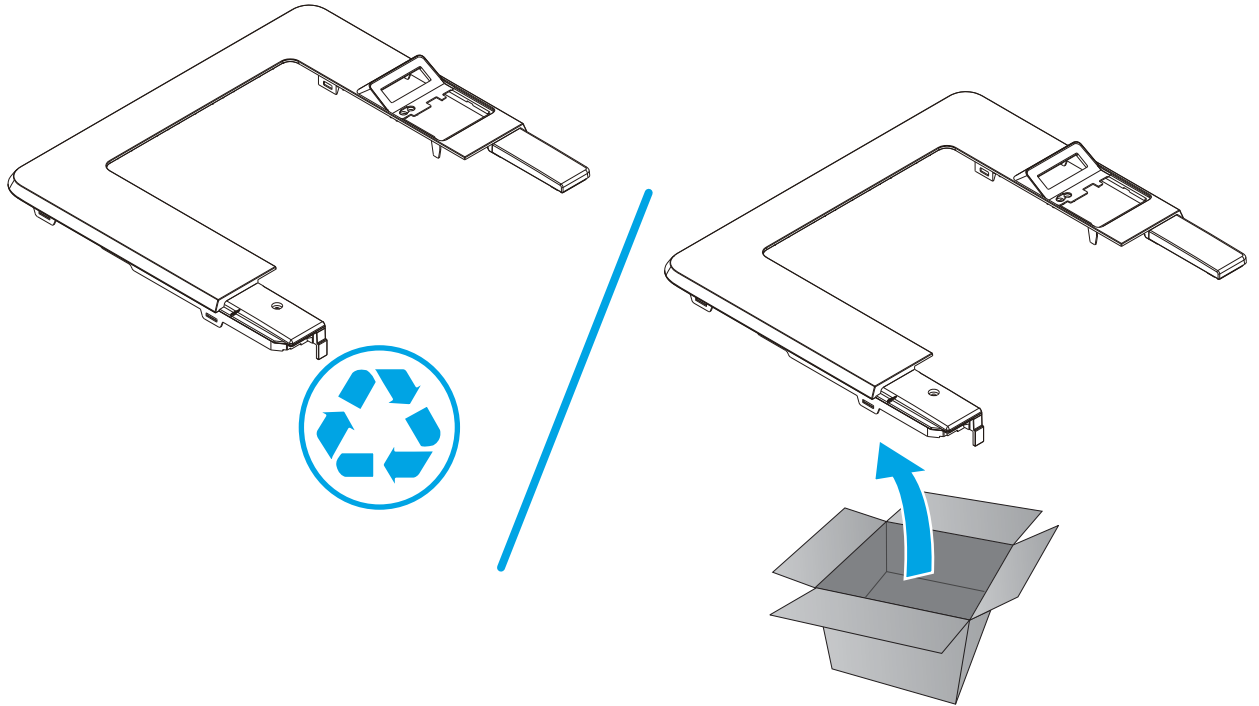
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.



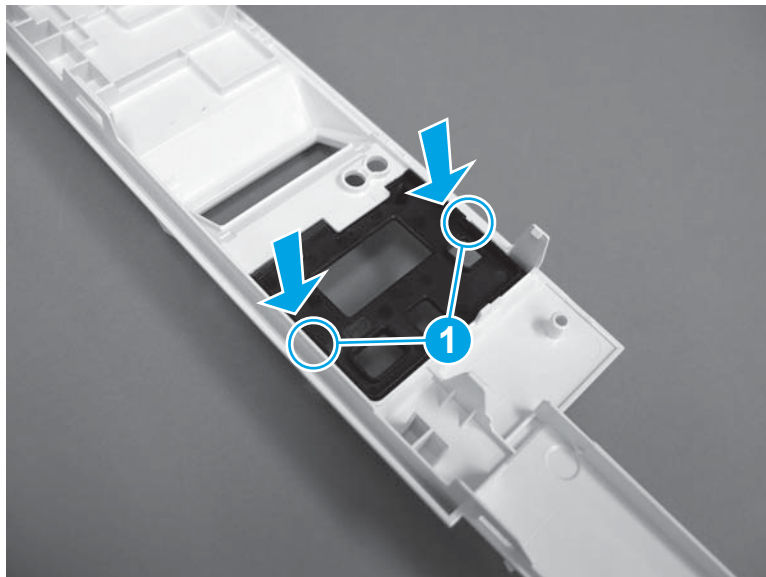
**Figure 1-381** Recycle and unpack



**Step 8: Install the 2-line LCD operator and indication covers (M403/M402)**

1. Position the indication cover on the top cover, and then make sure that the two tabs (callout 1) snap into place.

**Figure 1-382** Install the cover



2. Turn the top cover over, and then position the bottom edge of the operator cover with the tab (callout 1) under the indication cover (callout 2).

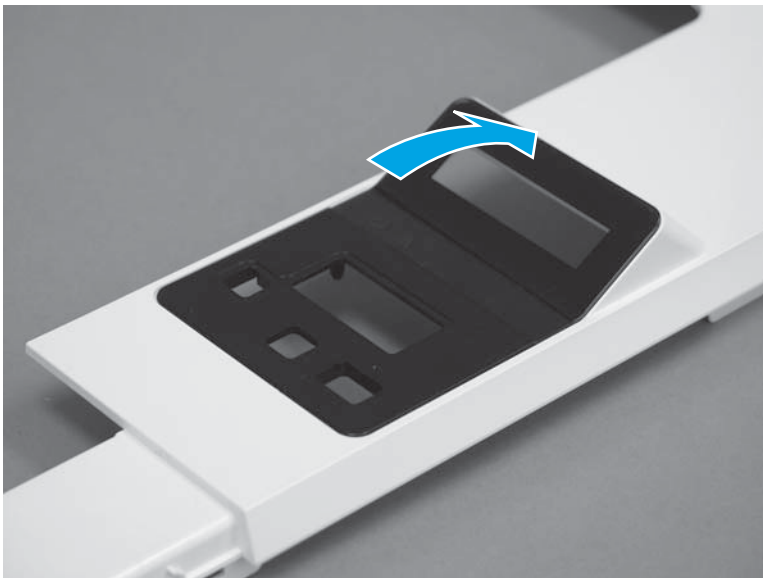
**Figure 1-383** Position the operator cover on the printer



3. Rotate the top edge of the cover towards from the printer to install it.

 **Reinstallation tip:** Use two-sided tape to secure the upper edge of the operator cover to the top cover.

**Figure 1-384** Install the cover

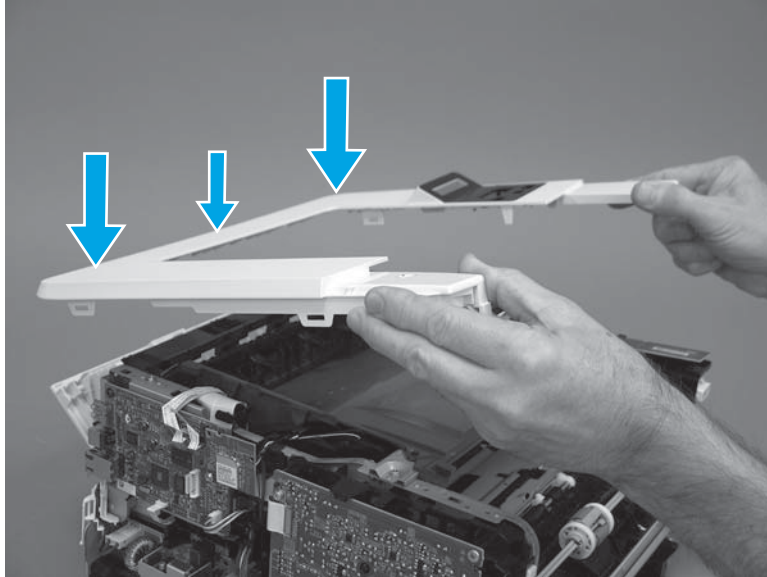


### Step 9: Install the top cover (M403/M402)

1. Position the rear edge of the cover on the printer.

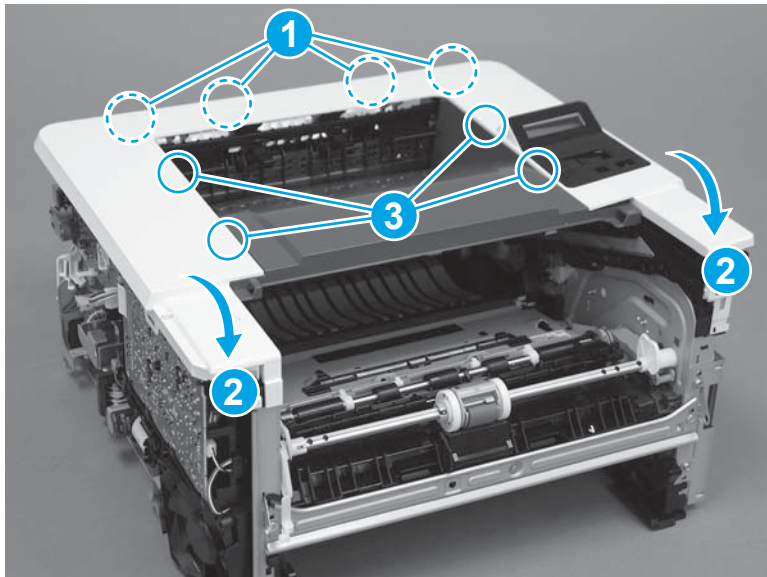


**Figure 1-385** Install the cover



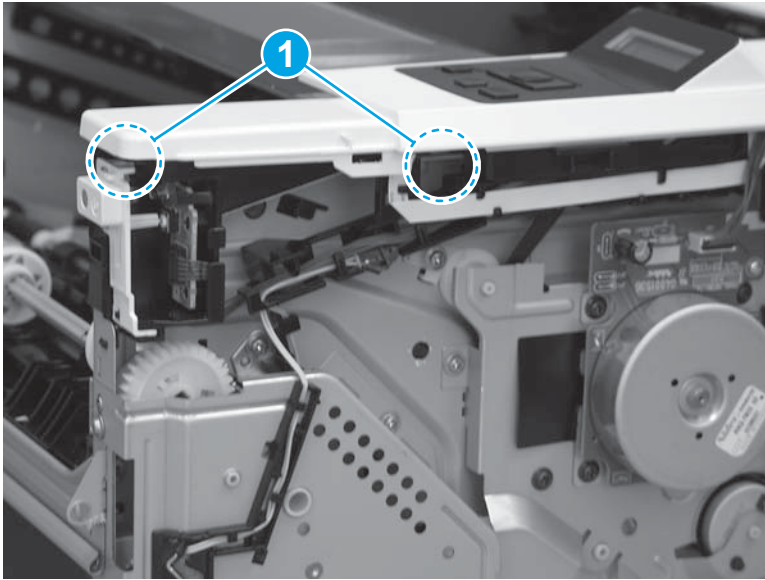
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-386** Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-387** Engage one boss and one tab



4. Install one screw (callout 1).

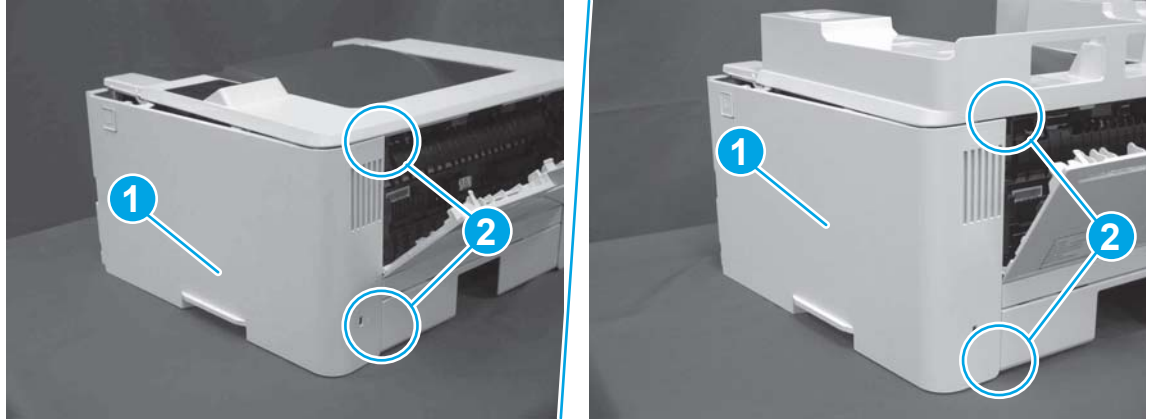
**Figure 1-388** Install one screw



### **Step 10: Install the right cover**

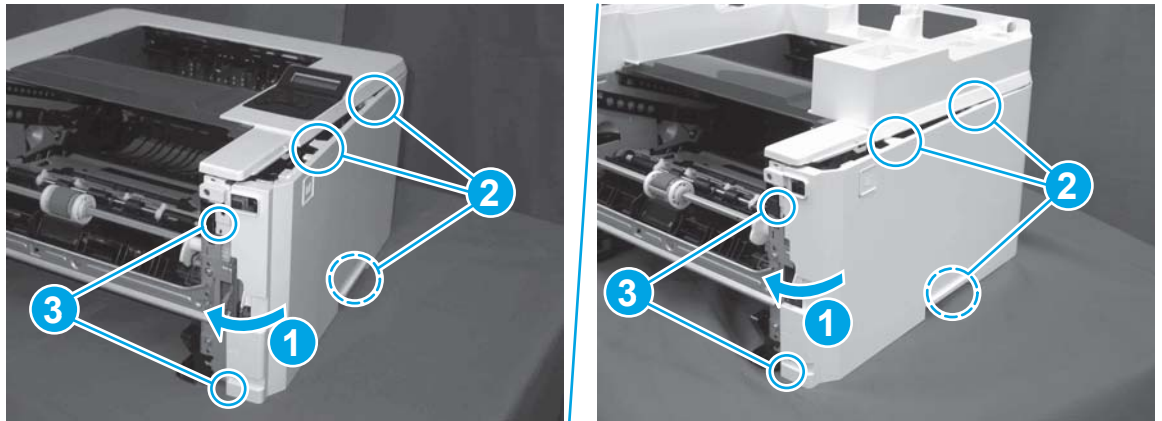
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-389** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-390** Engage two bosses and one tab

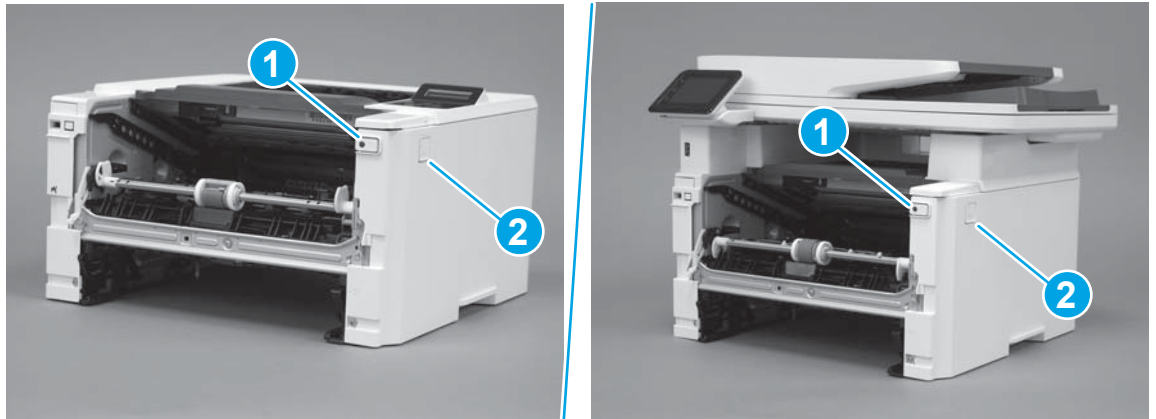


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-391** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

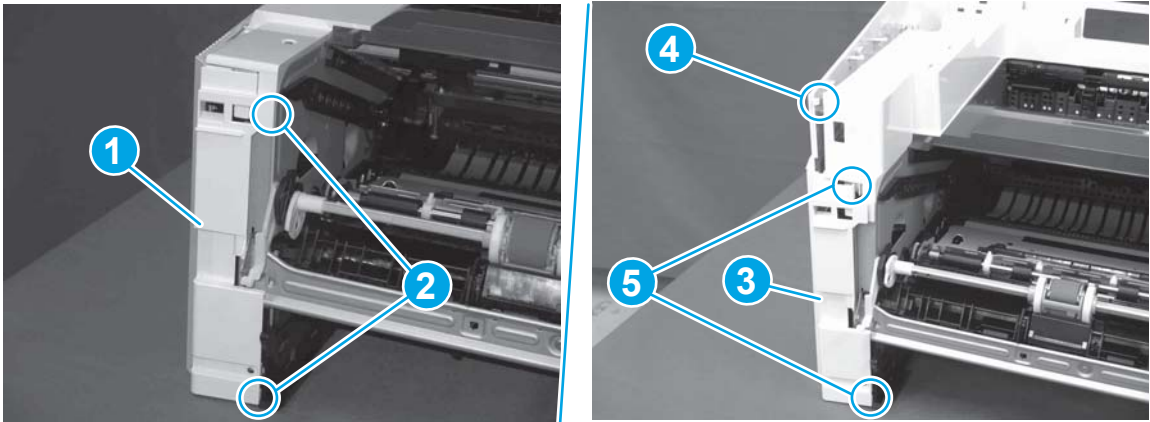
**Figure 1-392** Install one screw



### Step 11: Install the left cover

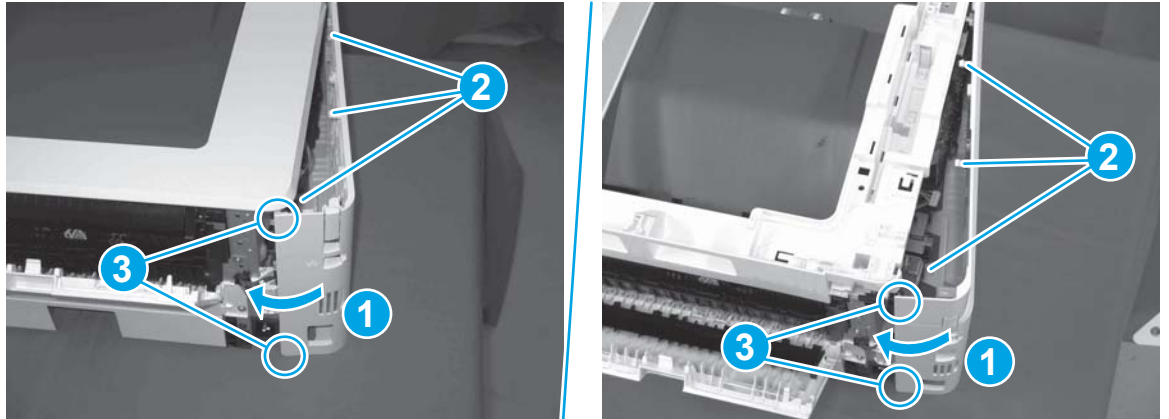
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-393** Install the cover



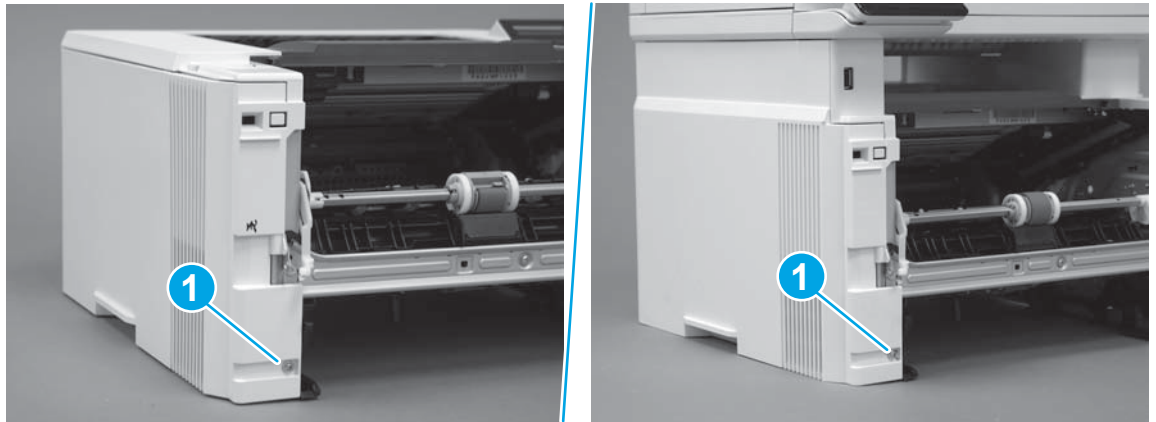
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-394** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-395** Install one screw



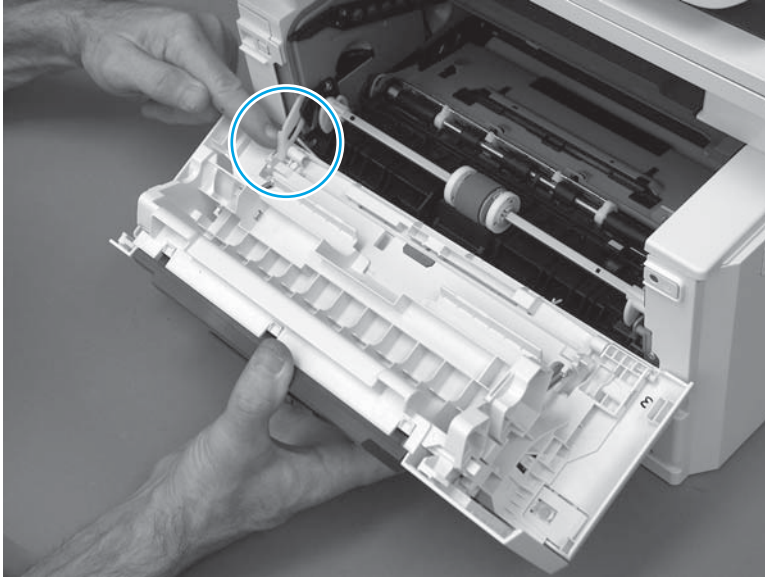
## Step 12: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

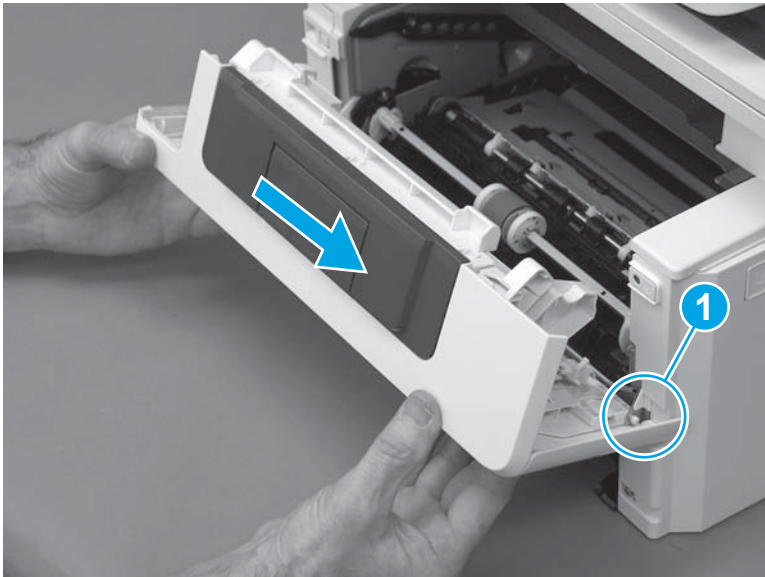


**Figure 1-396** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

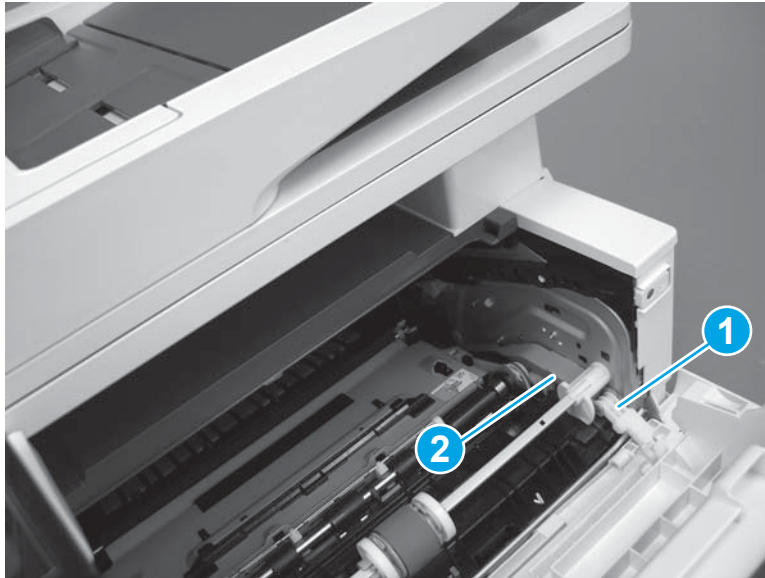
**Figure 1-397** Install the door



3. Install the link (callout 1).

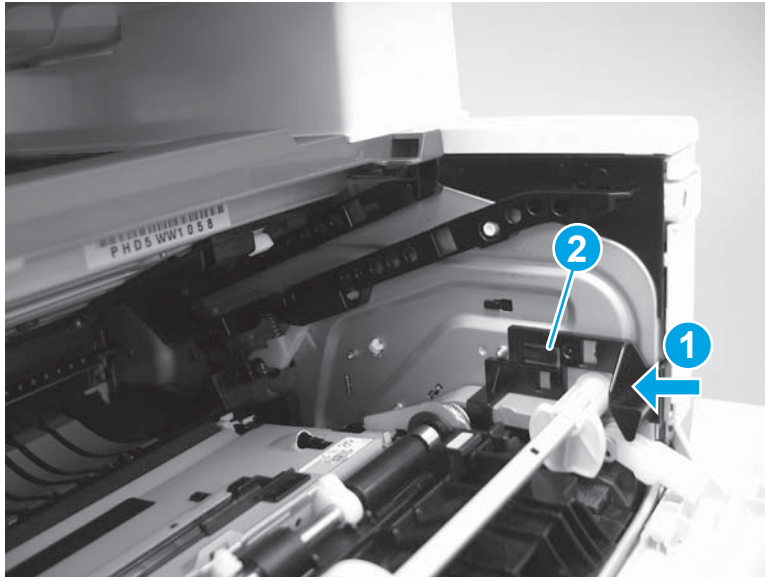
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-398** Install the pressure-release link



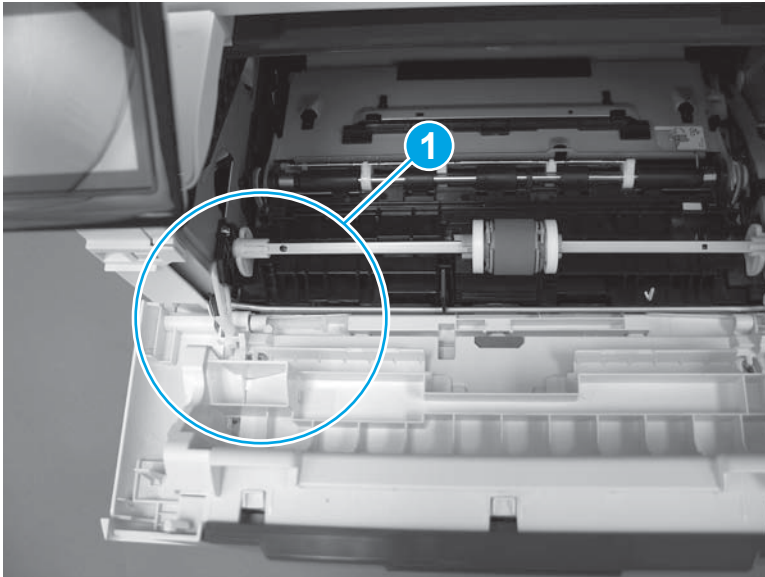
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-399** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

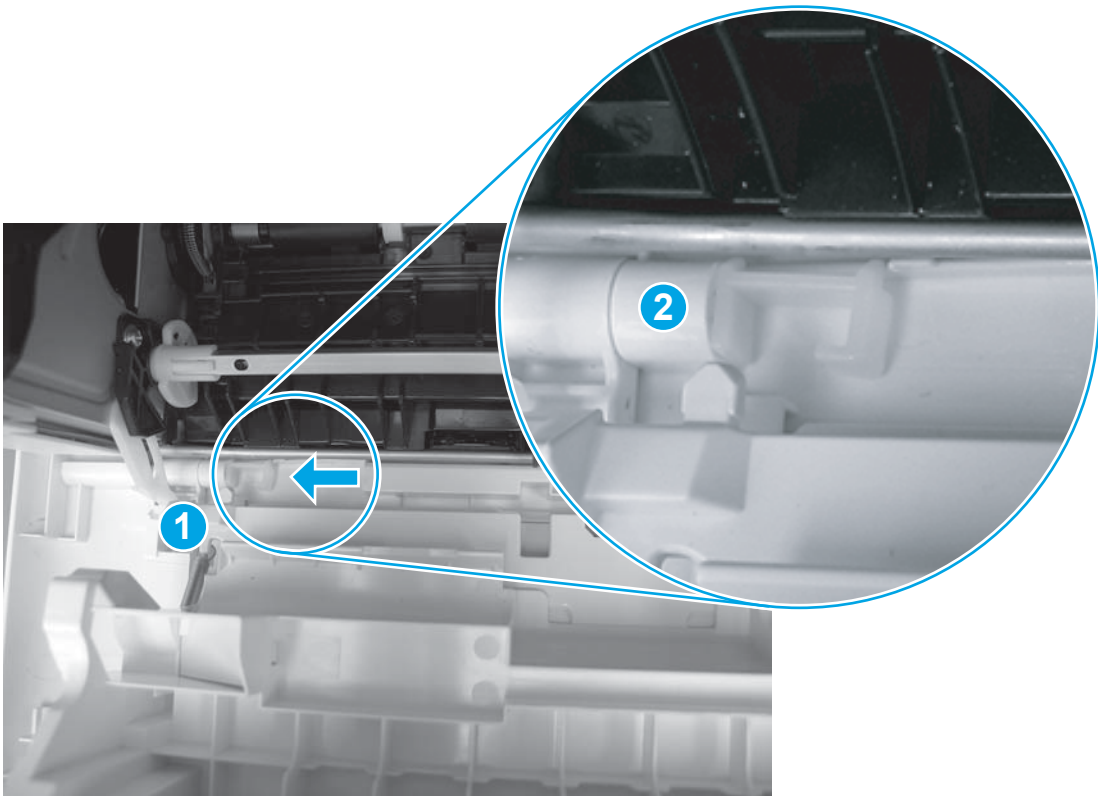
**Figure 1-400** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-401** Install the support shaft





### Step 13: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-402** Install the tray



## Removal and replacement: 2-line LCD operator and indication covers (M403/M402)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the top cover \(M403/M402\)](#)
- [Step 6: Remove the 2-line LCD operator and indication covers \(M403/M402\)](#)
- [Step 7: Unpack the replacement assembly](#)
- [Step 8: Install the 2-line LCD operator and indication covers \(M403/M402\)](#)
- [Step 9: Install the top cover \(M403/M402\)](#)
- [Step 10: Install the right cover](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the 2-line LCD operator and indication covers.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

2-line LCD operator and indication covers (M403/M402) part number	
RC4-3312-000CN	2-line LCD operator cover (M403/M402; non-wireless models)
RC4-3322-000CN	2-line LCD operator cover (M402dw; wireless model)
RL2-0675-000CN	2-line LCD indication cover (M403/M402)

### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-403** Remove the tray



### Step 2: Remove the cartridge door assembly



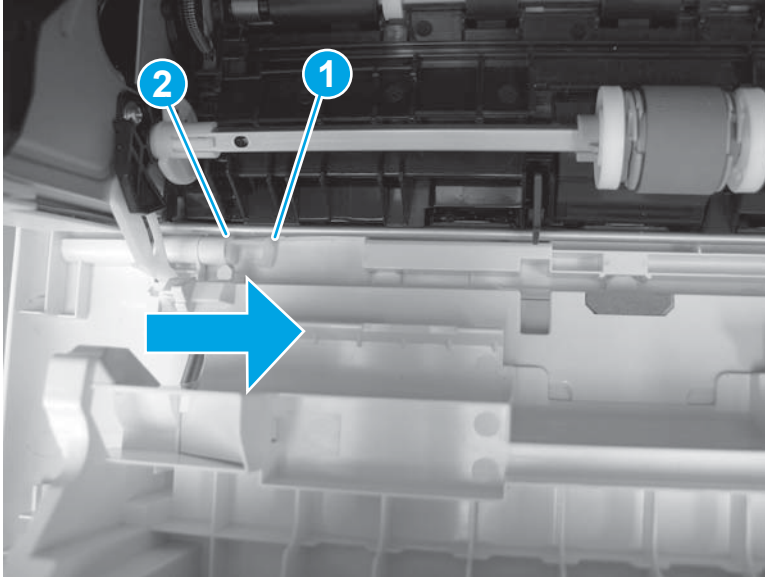
**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



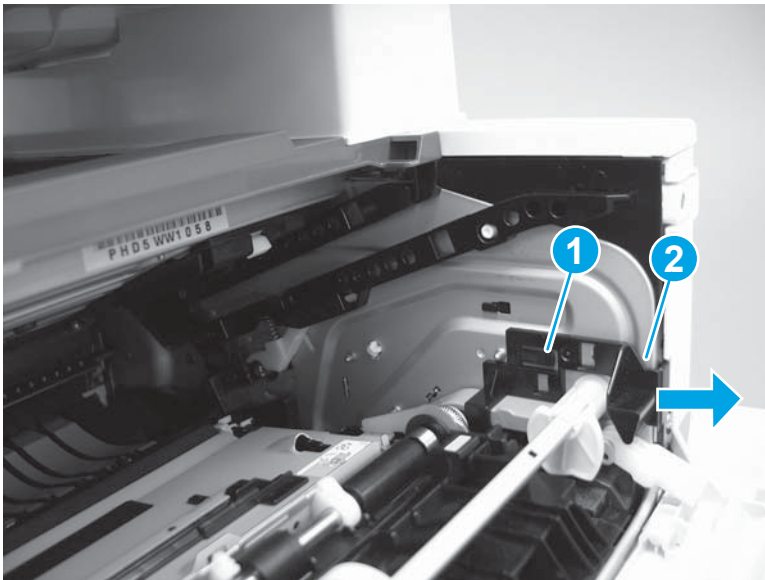
**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-404** Release the support shaft



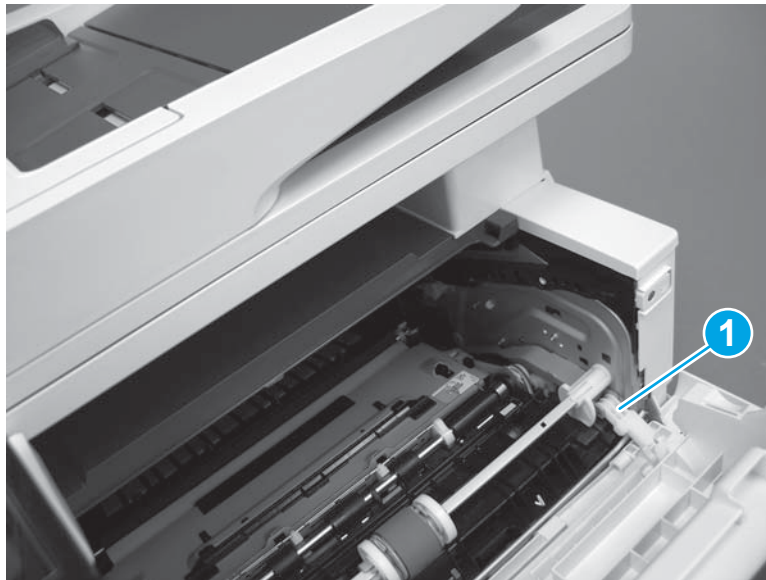
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-405** Remove the guide



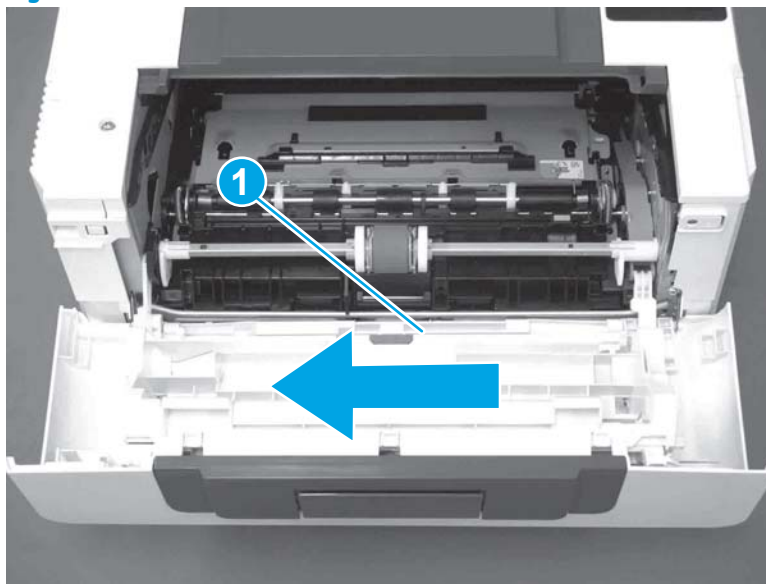
3. Remove the link arm (callout 1).

**Figure 1-406** Remove the link arm



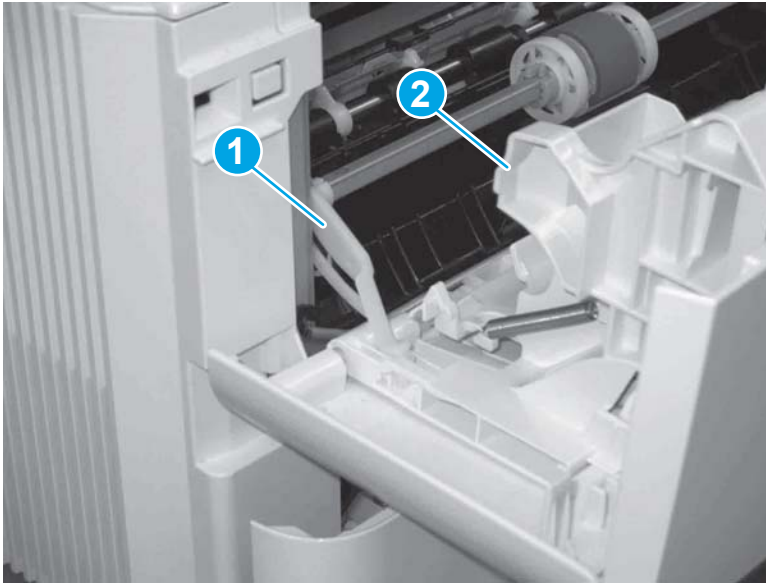
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-407** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

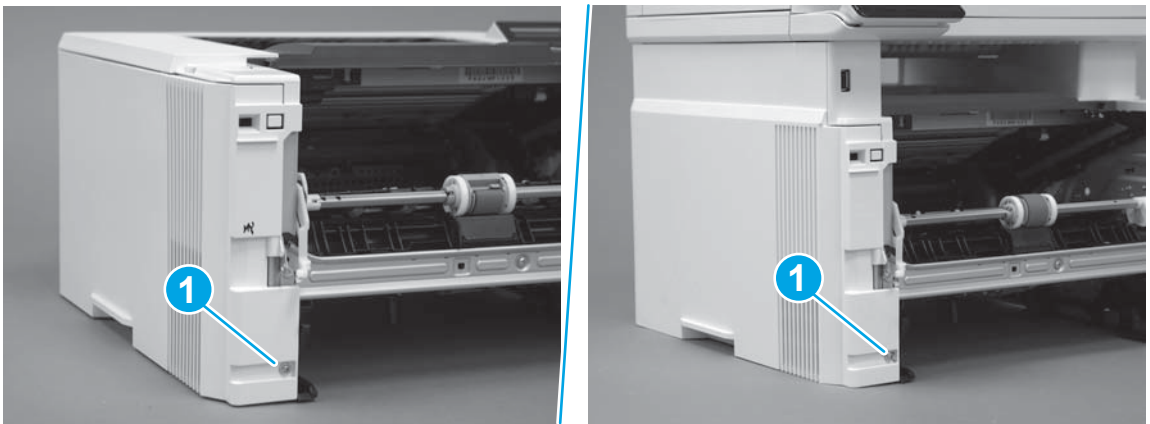
**Figure 1-408** Release the left-side retainer arm



### Step 3: Remove the left cover

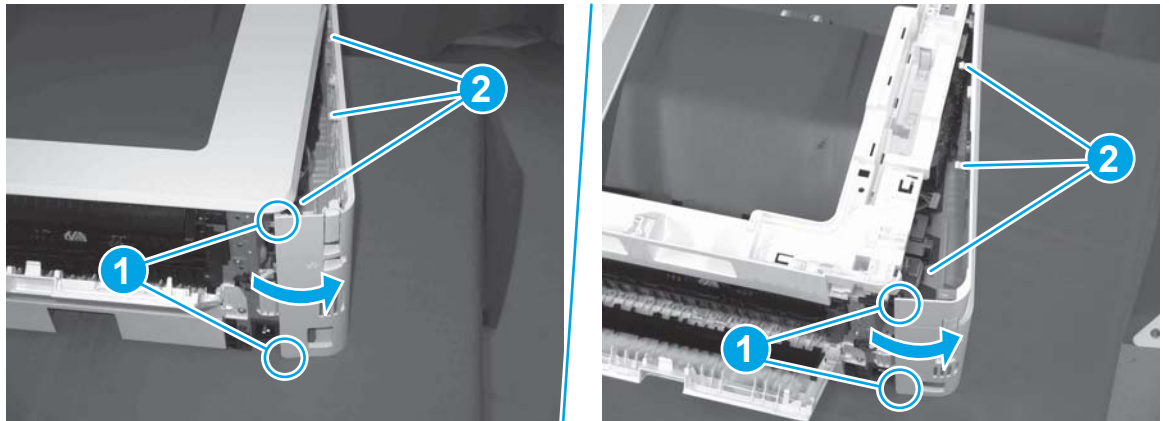
1. Remove one screw (callout 1).

**Figure 1-409** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

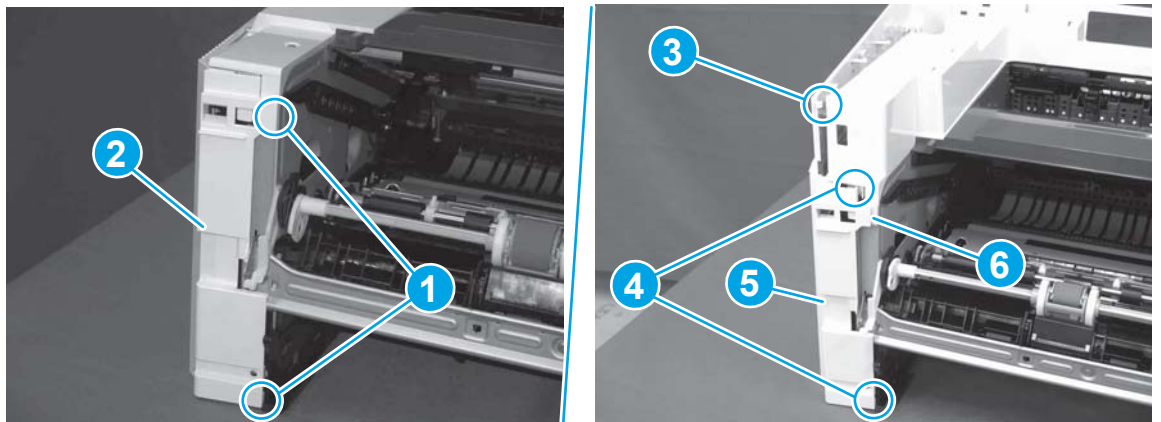
**Figure 1-410** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-411** Remove the cover



#### Step 4: Remove the right cover

1. Remove one screw (callout 1).

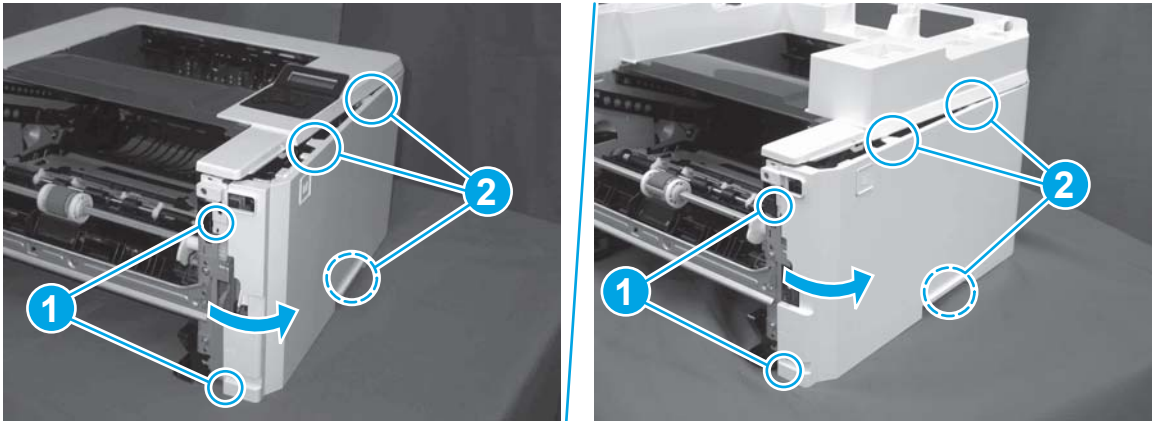


**Figure 1-412** Remove one screw



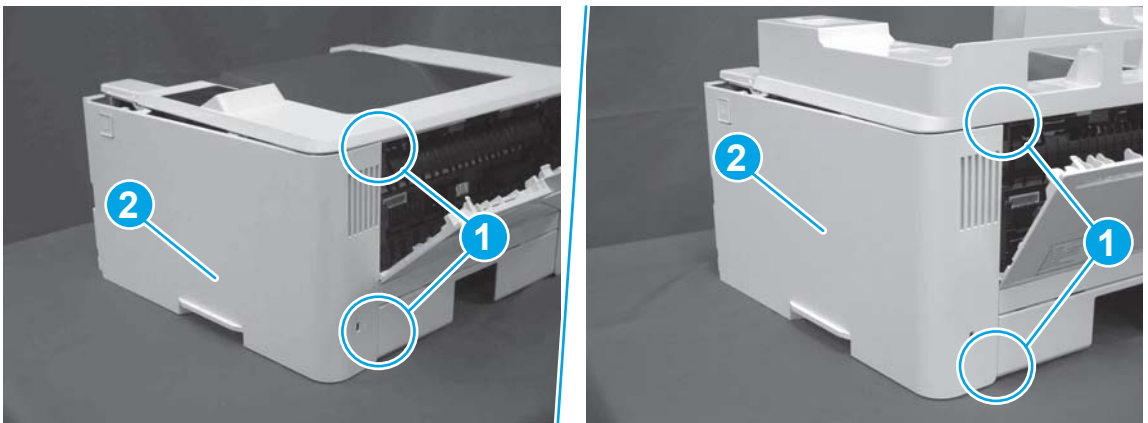
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-413** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-414** Remove the cover



**Step 5: Remove the top cover (M403/M402)**

1. Remove one screw (callout 1).

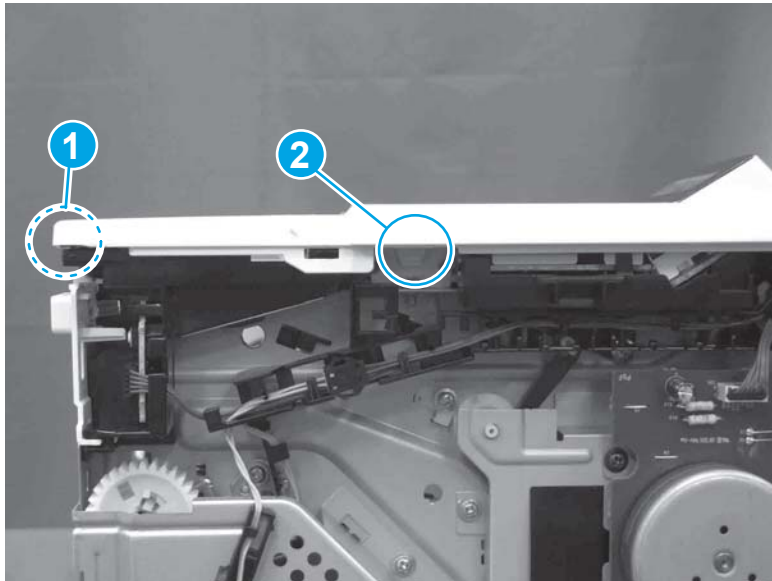


**Figure 1-415** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

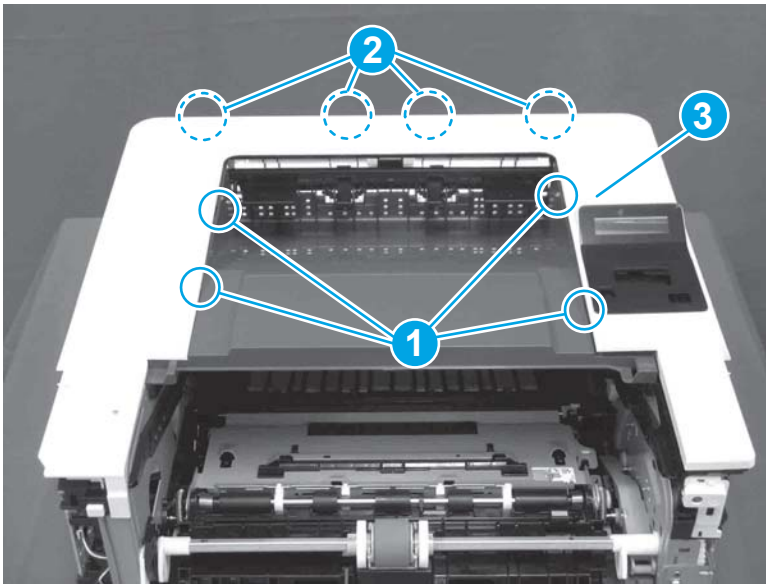
**Figure 1-416** Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

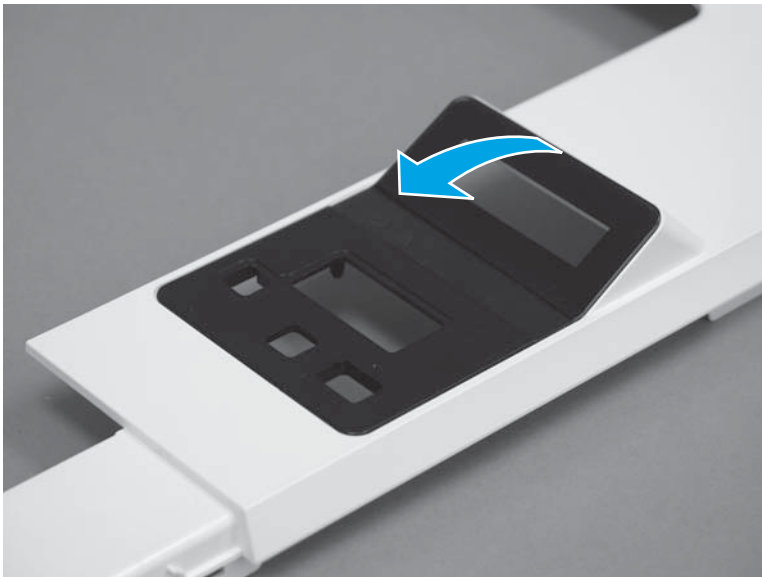
**Figure 1-417** Remove the cover



**Step 6: Remove the 2-line LCD operator and indication covers (M403/M402)**

1. Rotate the top edge of the operator cover away from the printer to release it.

**Figure 1-418** Rotate the top edge of the operator cover



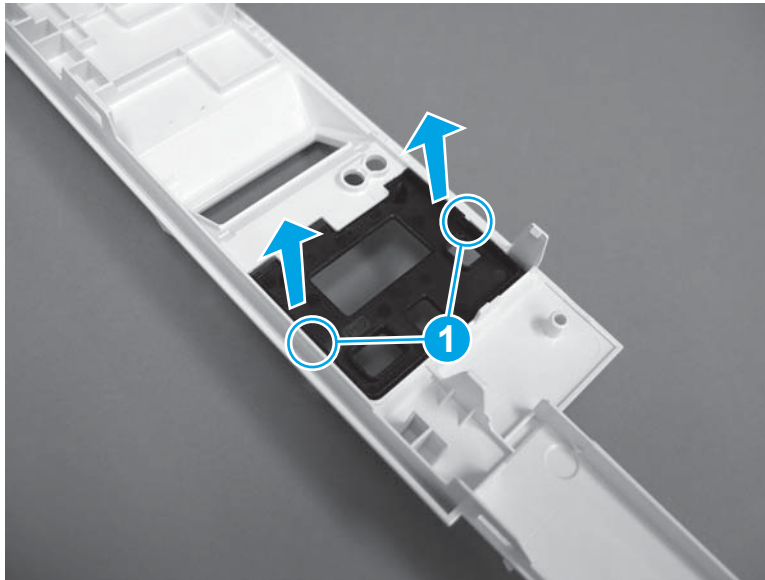
2. Remove the operator cover.

**Figure 1-419** Remove the cover



3. Turn the top cover over, release two tabs (callout 1), and then remove the indication cover.

**Figure 1-420** Remove the cover



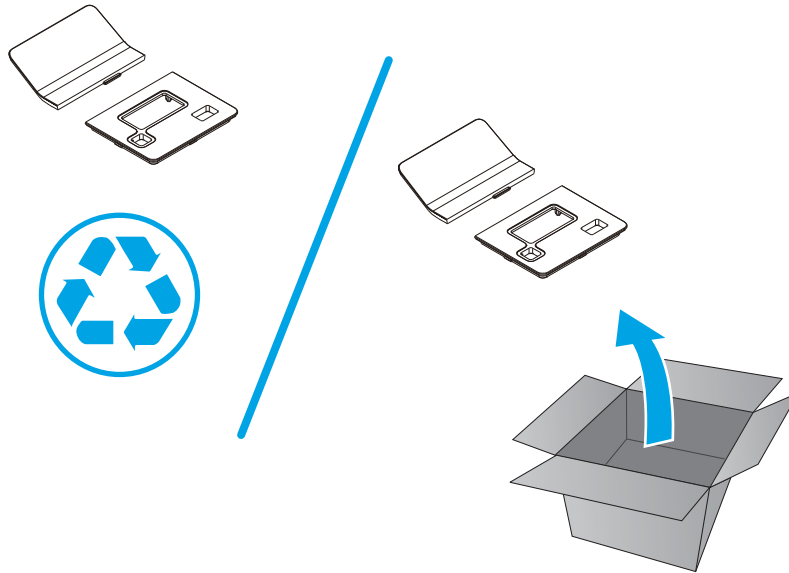
### Step 7: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

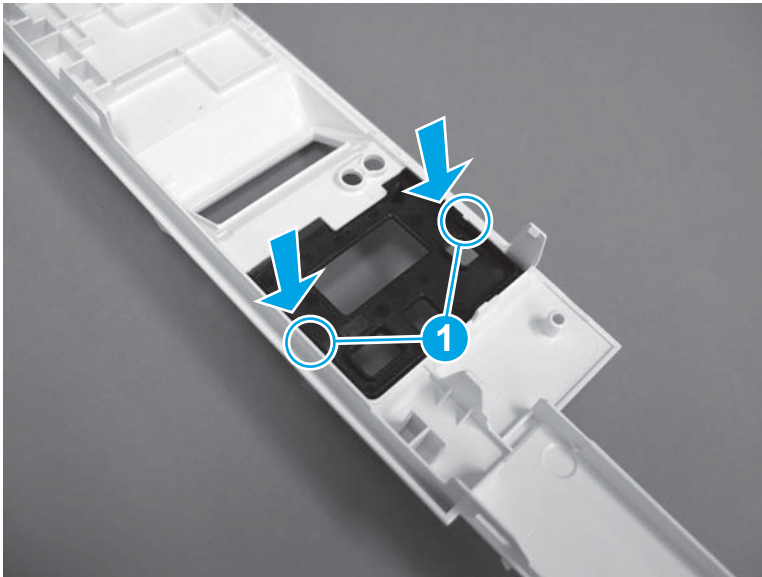
**Figure 1-421** Recycle and unpack



**Step 8: Install the 2-line LCD operator and indication covers (M403/M402)**

1. Position the indication cover on the top cover, and then make sure that the two tabs (callout 1) snap into place.

**Figure 1-422** Install the cover



2. Turn the top cover over, and then position the bottom edge of the operator cover with the tab (callout 1) under the indication cover (callout 2).

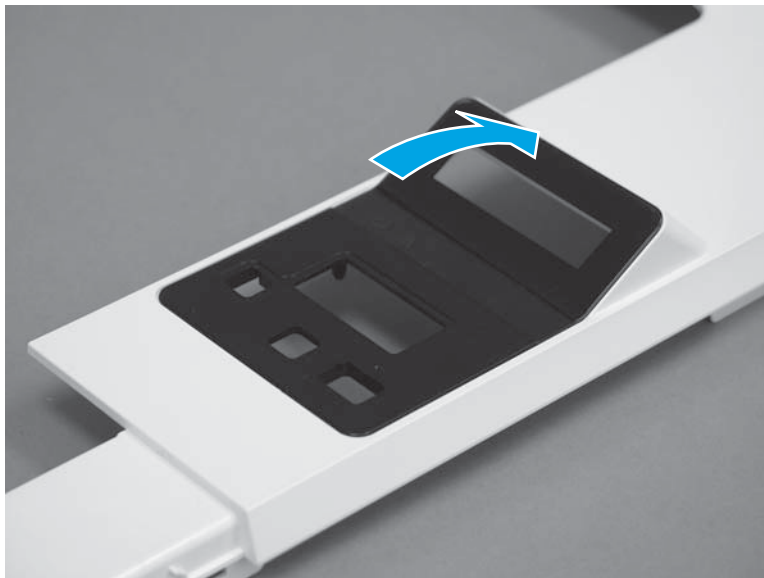
**Figure 1-423** Position the operator cover on the printer



3. Rotate the top edge of the cover towards from the printer to install it.

 **Reinstallation tip:** Use two-sided tape to secure the upper edge of the operator cover to the top cover.

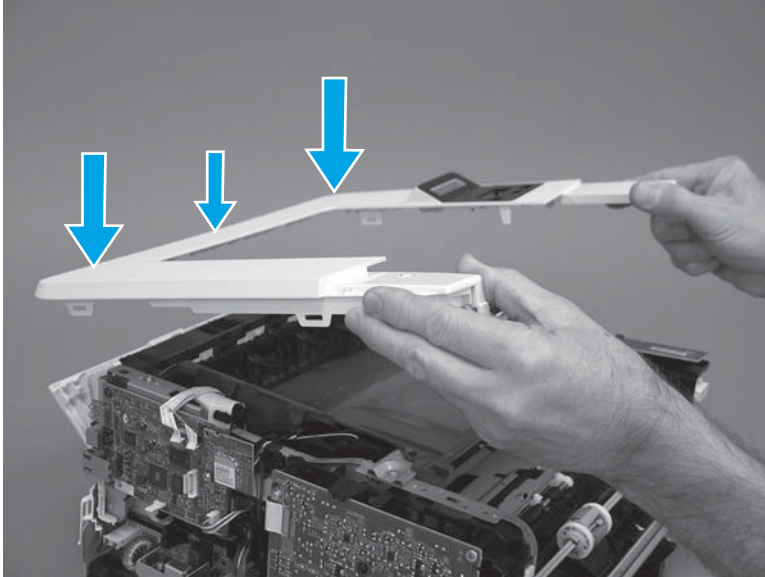
**Figure 1-424** Install the cover



### Step 9: Install the top cover (M403/M402)

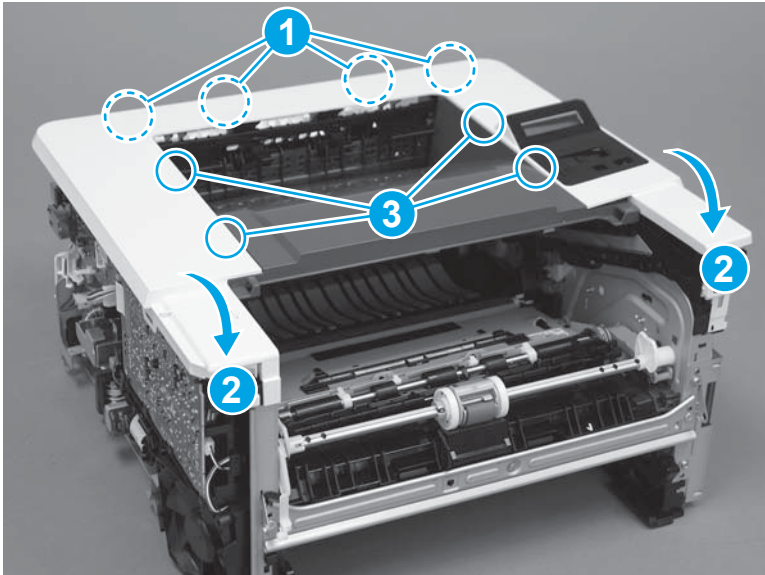
1. Position the rear edge of the cover on the printer.

**Figure 1-425** Install the cover



2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

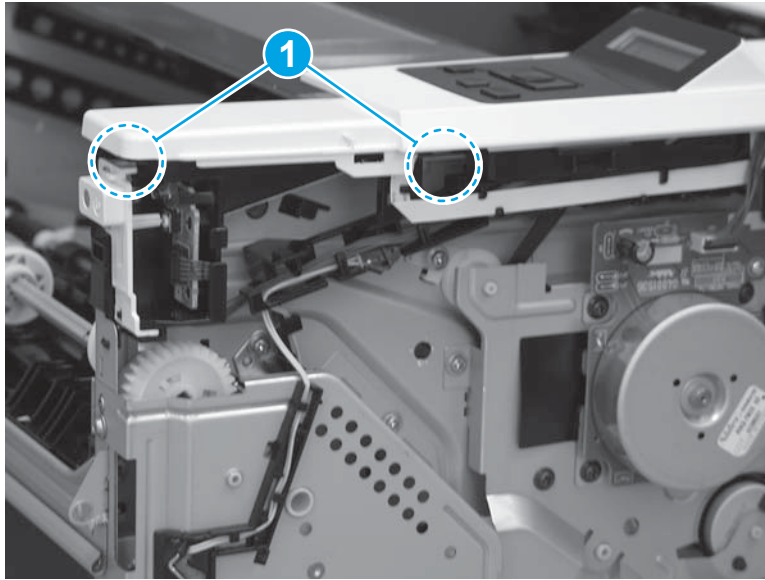
**Figure 1-426** Engage four bosses and tabs





3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-427** Engage one boss and one tab



4. Install one screw (callout 1).

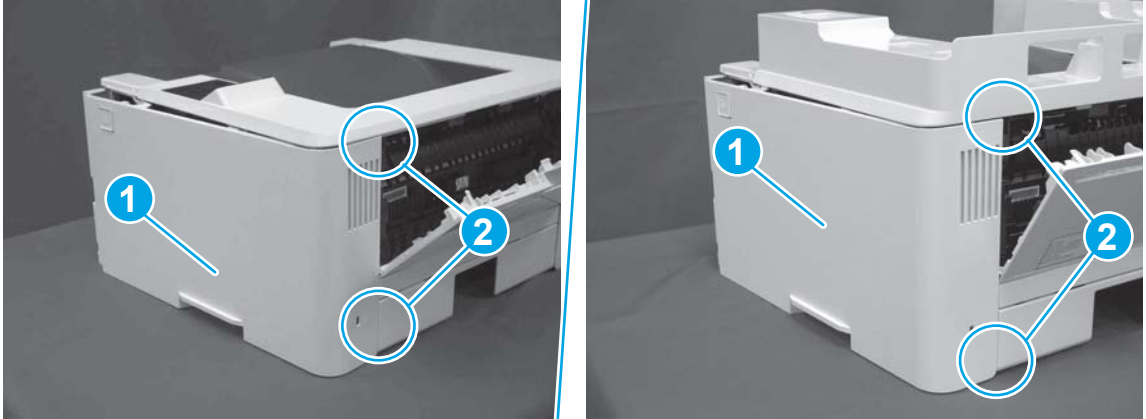
**Figure 1-428** Install one screw



### Step 10: Install the right cover

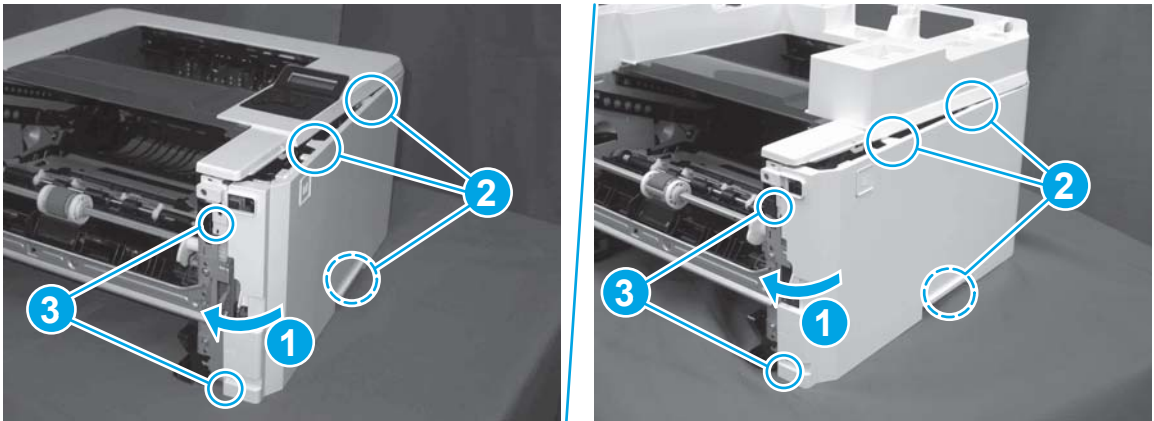
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-429** Install the cover




2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

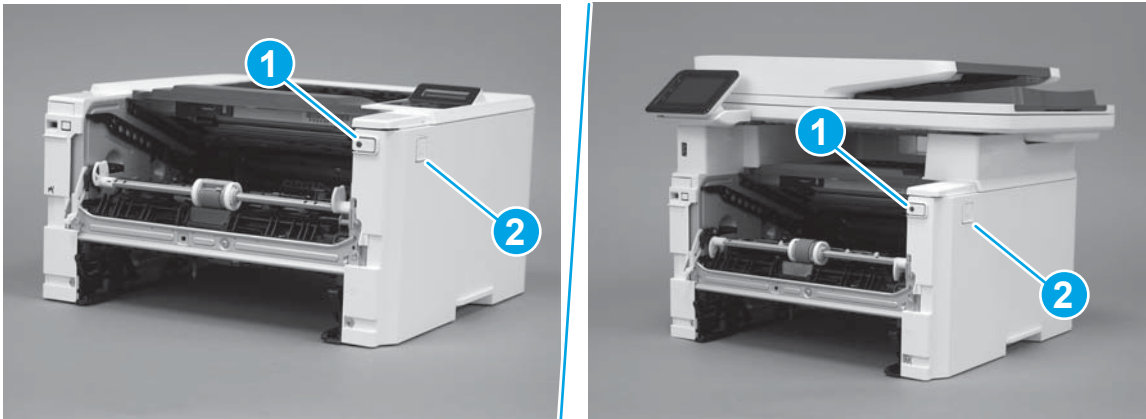
**Figure 1-430** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-431** Check the power switch and cartridge door assembly button





4. Install one screw (callout 1).

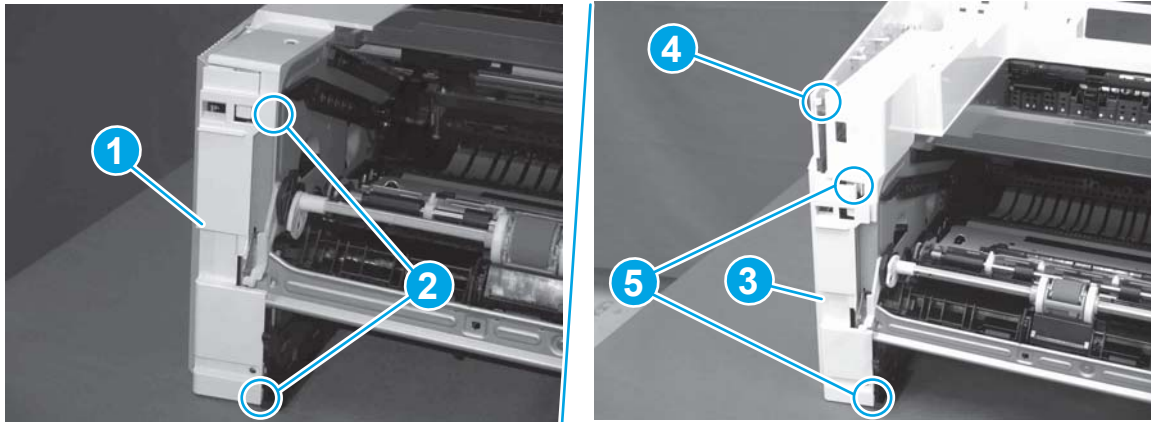
**Figure 1-432** Install one screw



### Step 11: Install the left cover

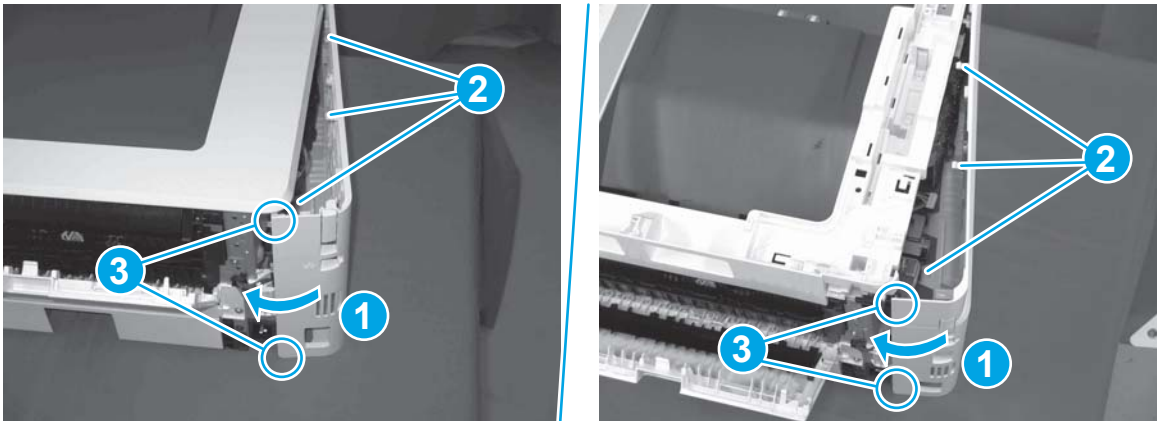
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-433** Install the cover



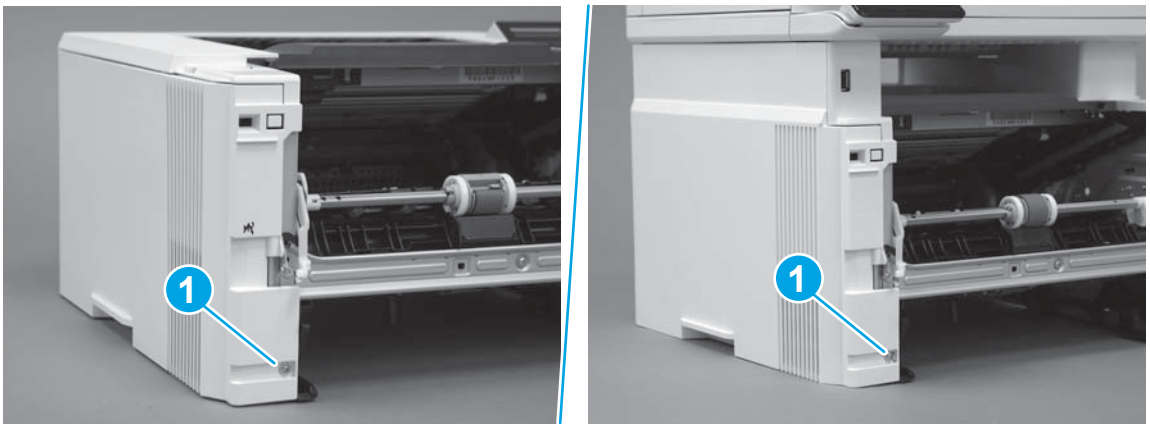
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-434** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-435** Install one screw

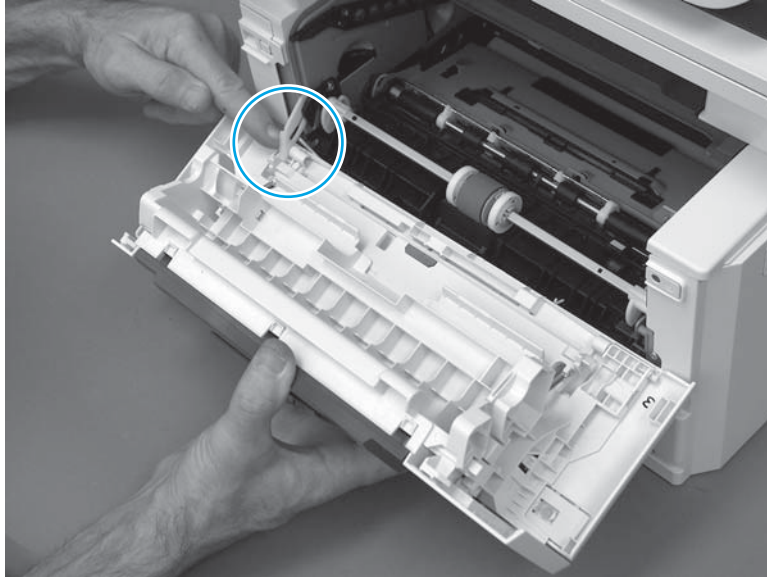


## Step 12: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

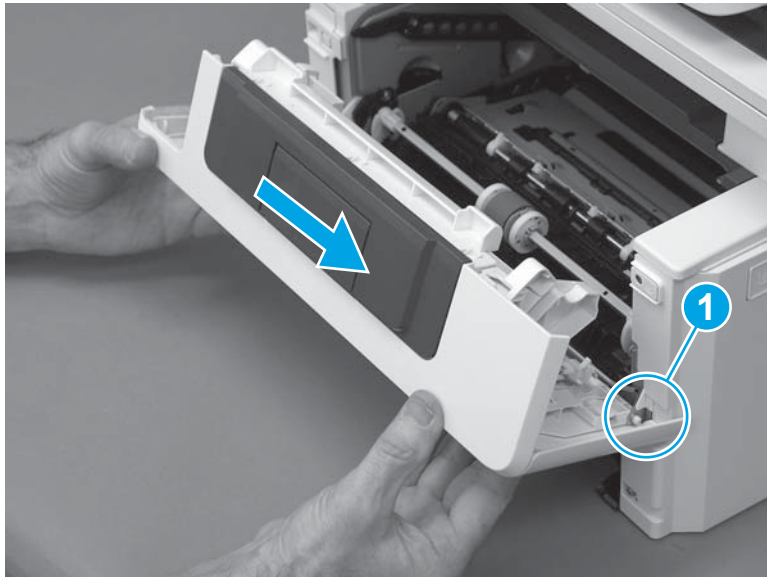
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-436** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

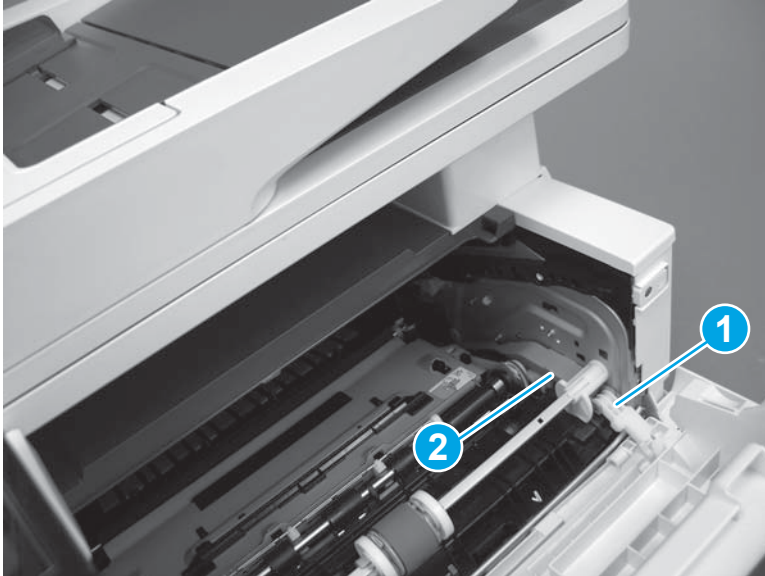
**Figure 1-437** Install the door



3. Install the link (callout 1).

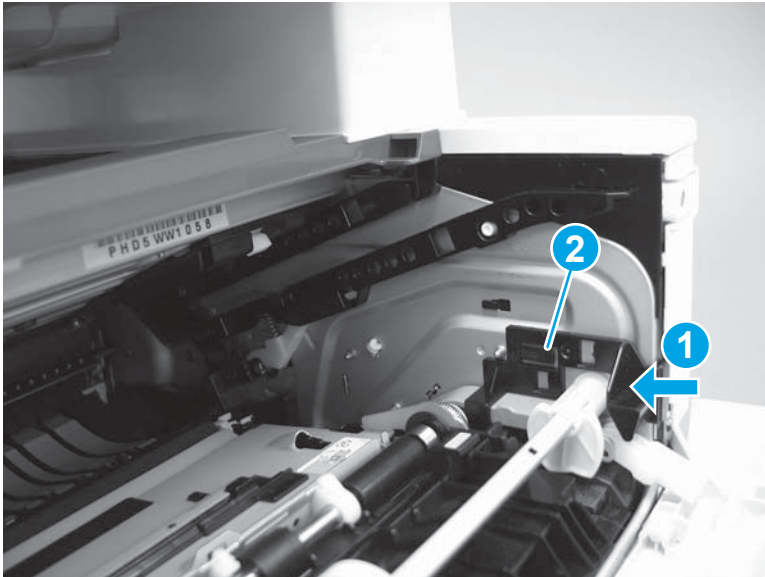
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-438** Install the pressure-release link



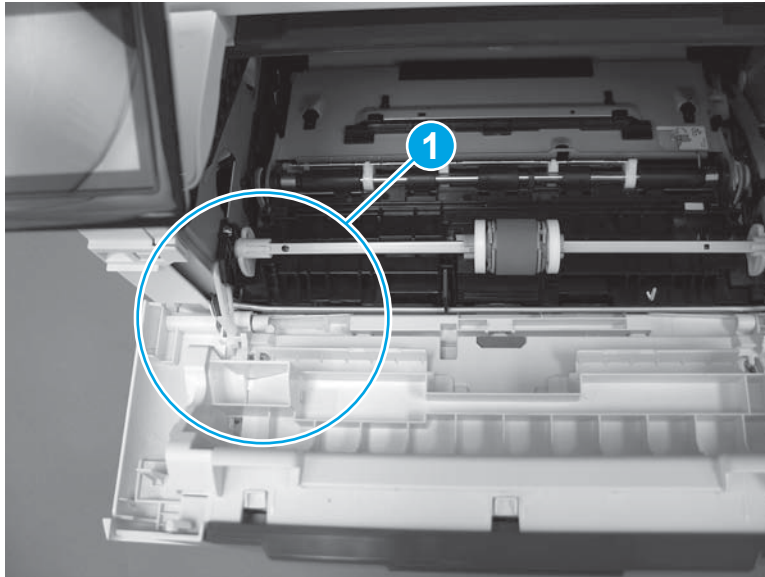
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-439** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

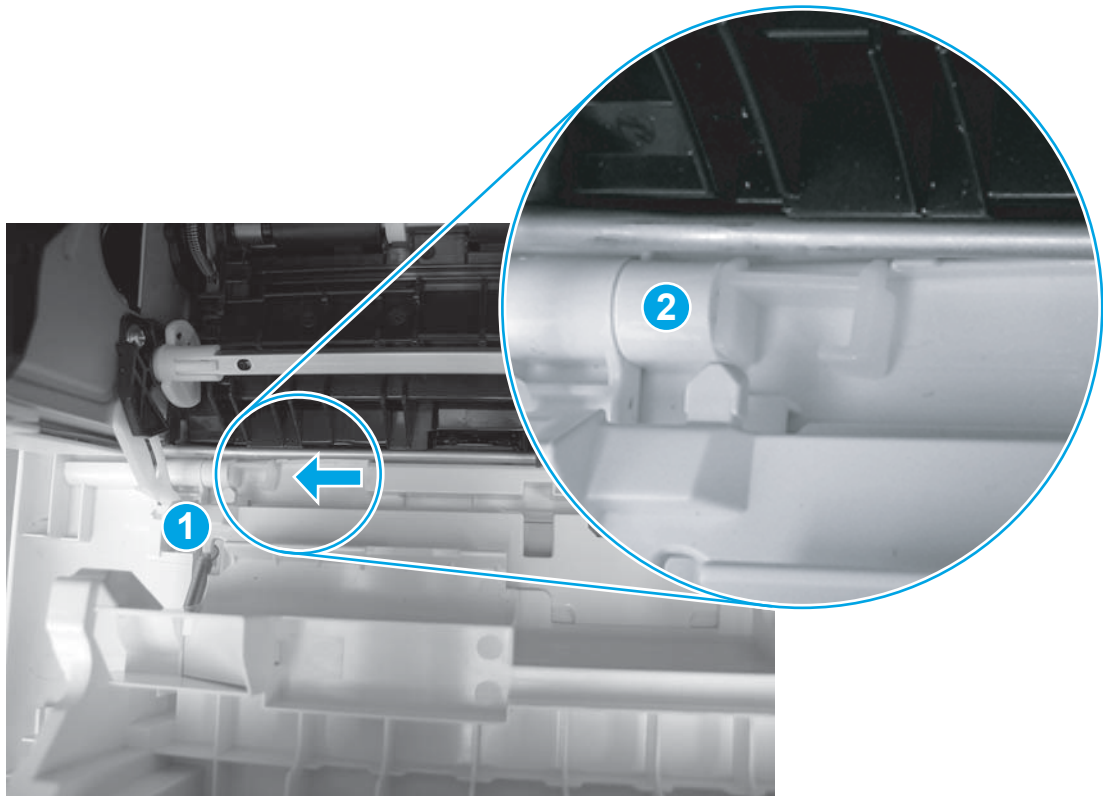
**Figure 1-440** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-441** Install the support shaft





### Step 13: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-442** Install the tray



## Removal and replacement: Paper delivery tray (output bin)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Unpack the replacement assembly](#)
- [Step 11: Install the paper delivery tray \(output bin\)](#)
- [Step 12: Install the top cover \(M403/M402\)](#)
- [Step 13: Install the top cover \(M427/M426\)](#)
- [Step 14: Install the control panel \(M427/M246\)](#)
- [Step 15: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 16: Install the right cover](#)
- [Step 17: Install the left cover](#)
- [Step 18: Install the cartridge door assembly](#)
- [Step 19: Install Tray 2](#)

### Introduction


This document provides the procedures to remove and replace the paper delivery tray (output bin).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

---

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

---

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

**Paper delivery tray (output bin) part number**

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**RC4-3231-000CN**Paper delivery tray (output bin)

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**Required tools**

- #2 Phillips screwdriver with a magnetic tip.
- Small flat-blade screwdriver (M427/M426 required; M403/M402 optional)

**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.

Print a configuration page to make sure that the printer is functioning correctly.


**Step 1: Remove Tray 2**

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-443** Remove the tray



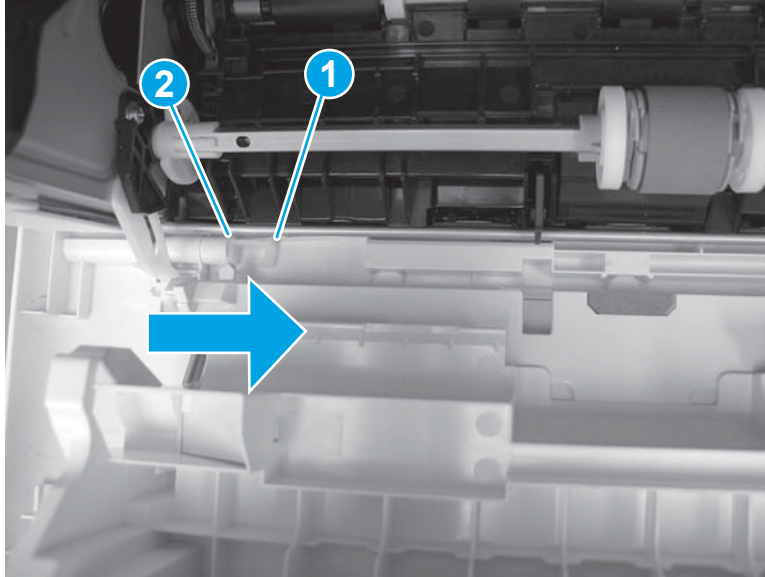
## Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

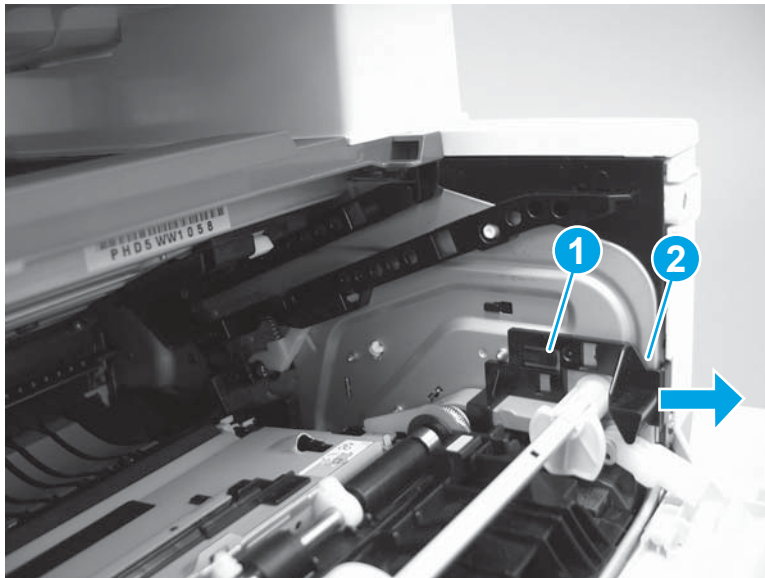
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-444** Release the support shaft



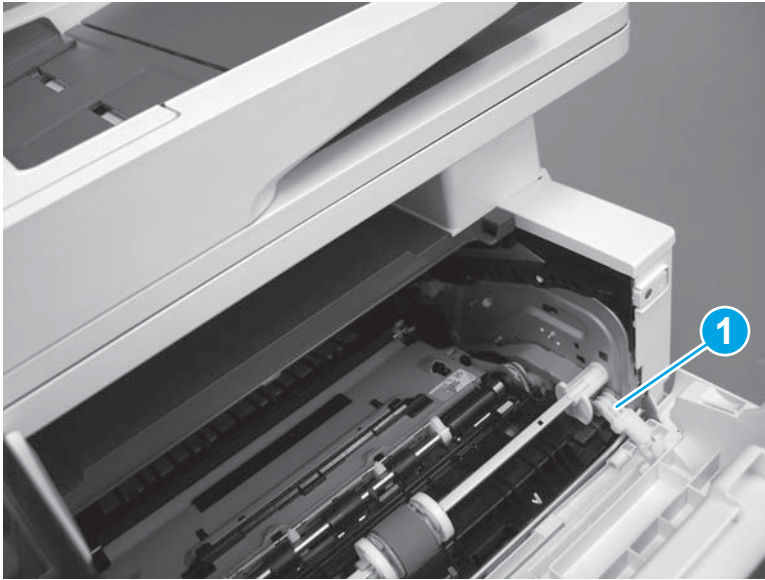
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-445** Remove the guide



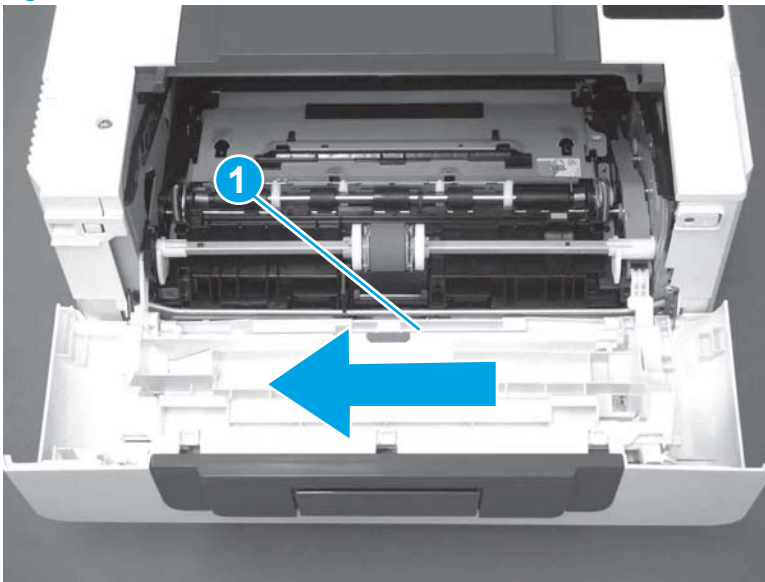
3. Remove the link arm (callout 1).

**Figure 1-446** Remove the link arm



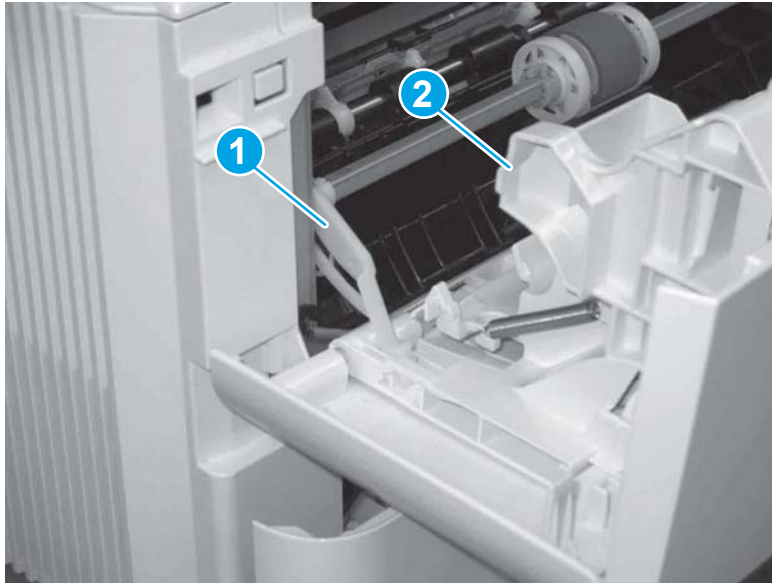
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-447** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

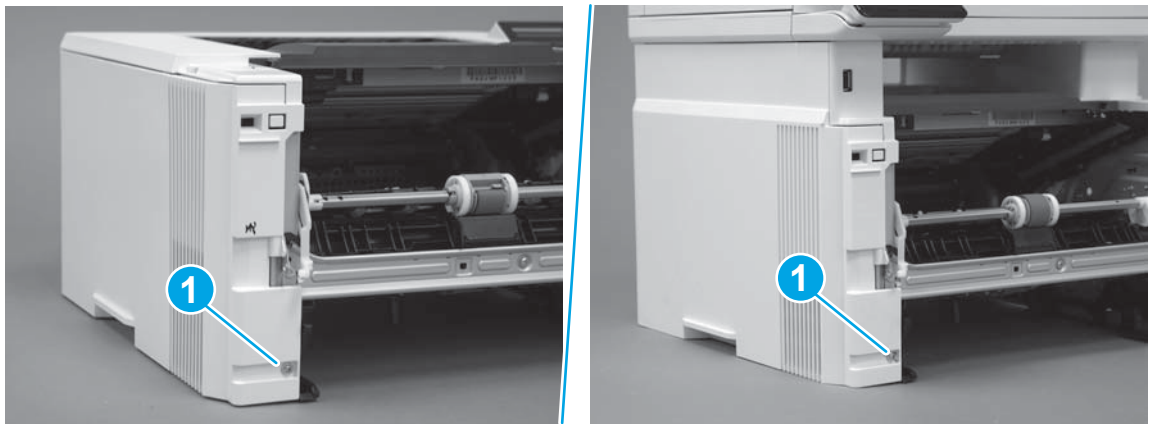
**Figure 1-448** Release the left-side retainer arm



### Step 3: Remove the left cover

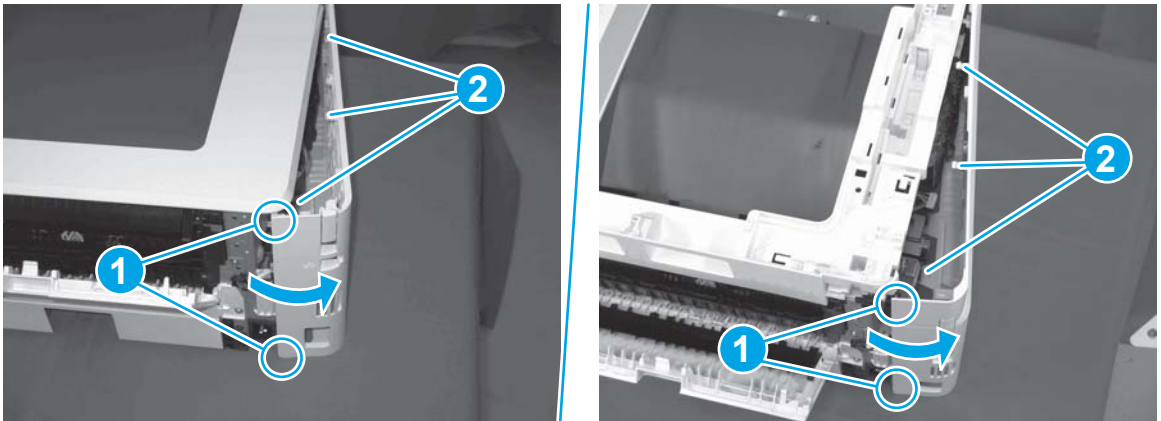
1. Remove one screw (callout 1).

**Figure 1-449** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

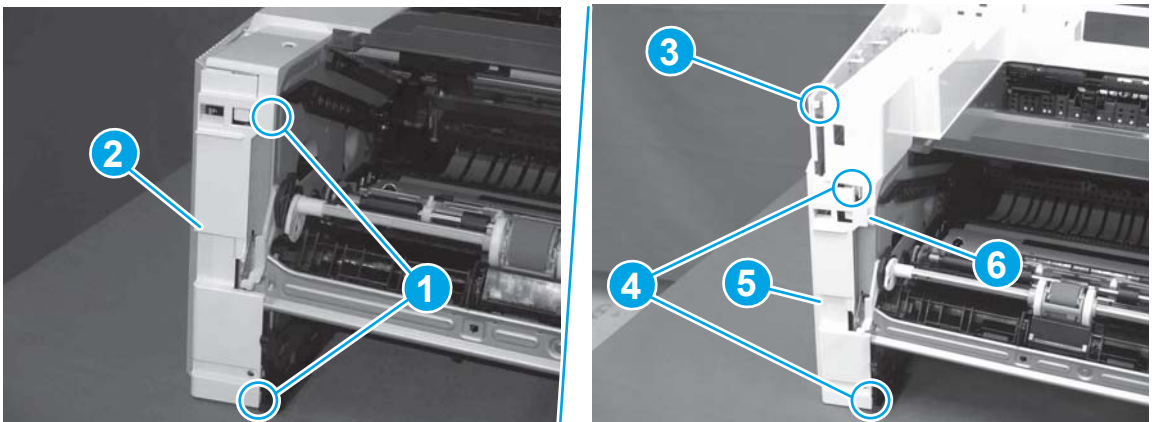
**Figure 1-450** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-451** Remove the cover



#### Step 4: Remove the right cover

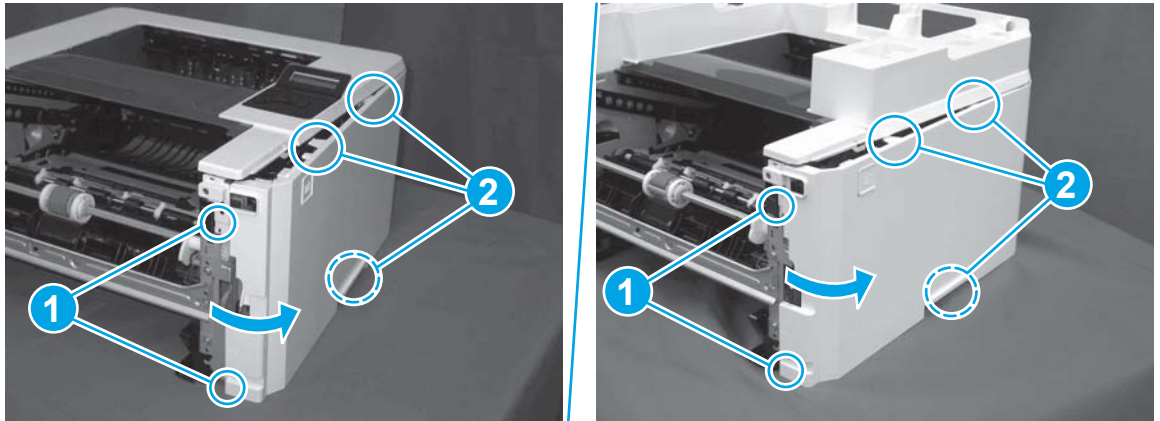
1. Remove one screw (callout 1).

**Figure 1-452** Remove one screw



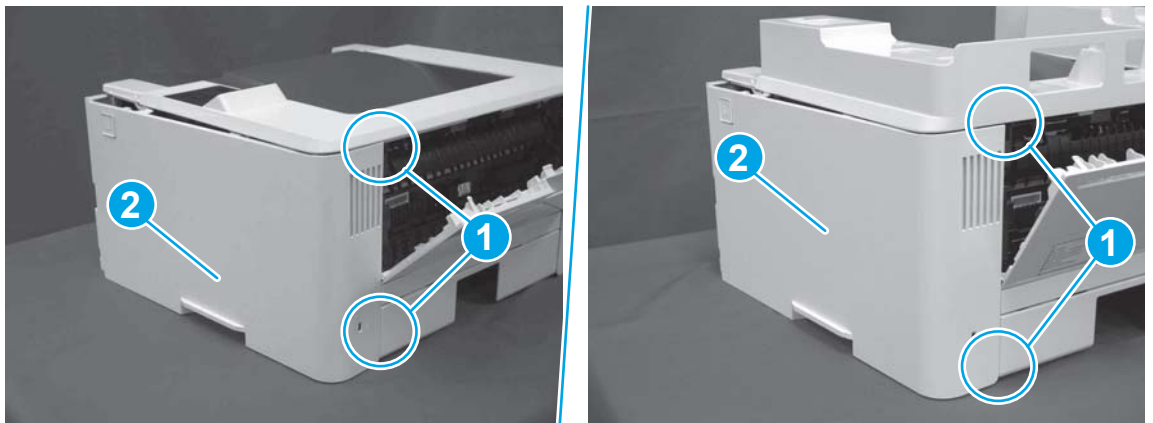
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-453** Release two bosses and three tabs




3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).


**Figure 1-454** Remove the cover



### Step 5: Remove the integrated scanner assembly (M427/M246)

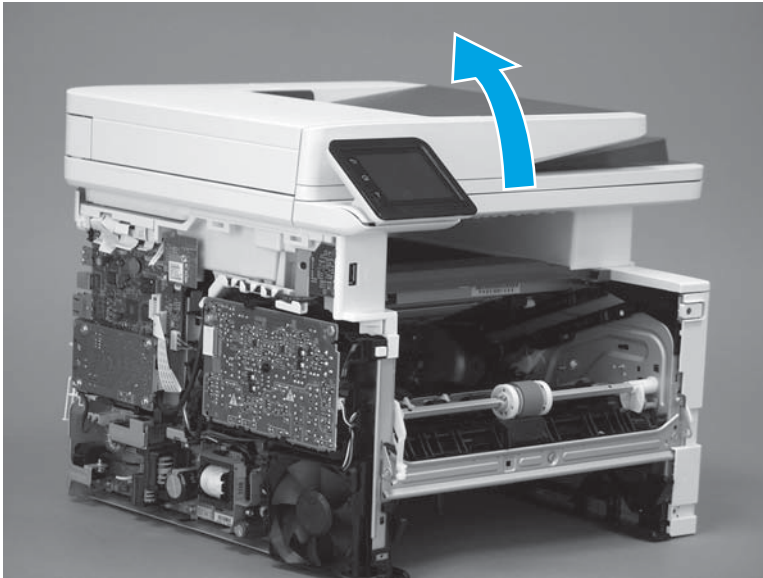
 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 269.



 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

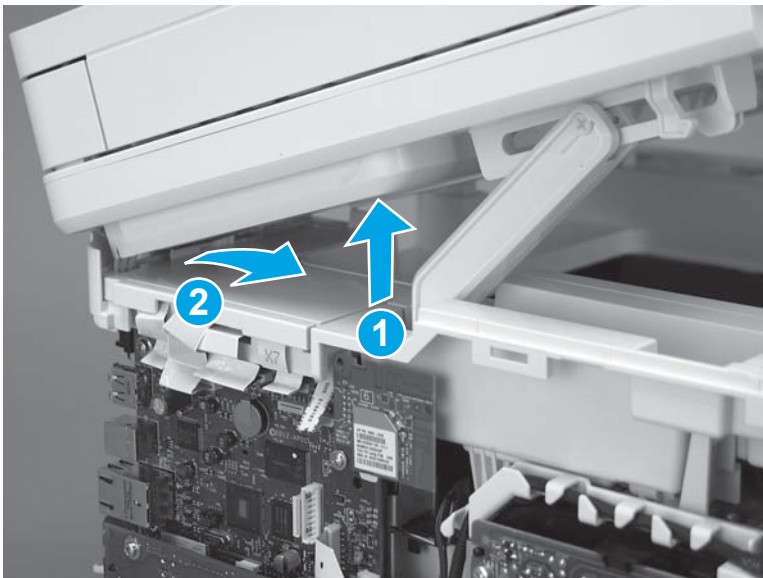
1. Raise the ISA.

**Figure 1-455** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

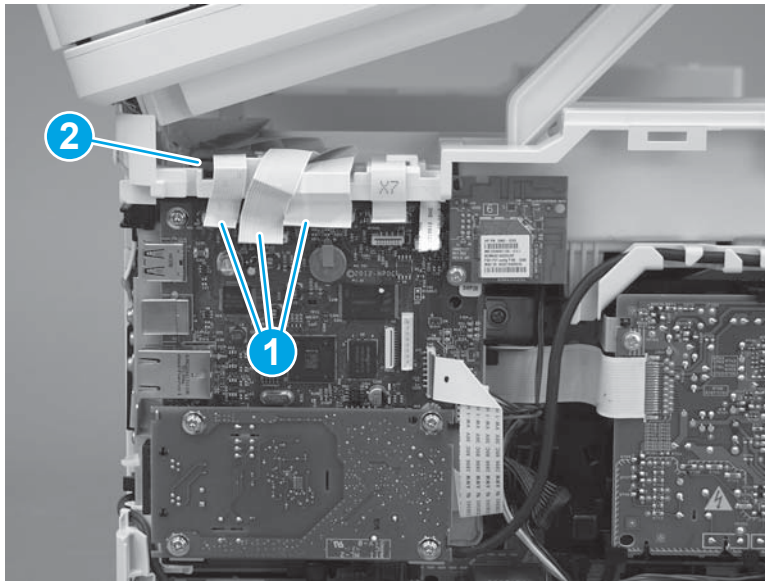
**Figure 1-456** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

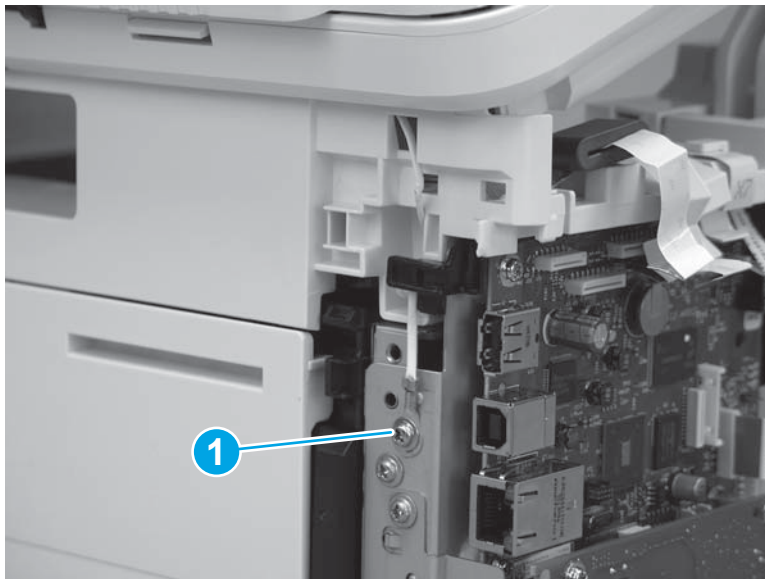
**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-457** Disconnect three FFCs



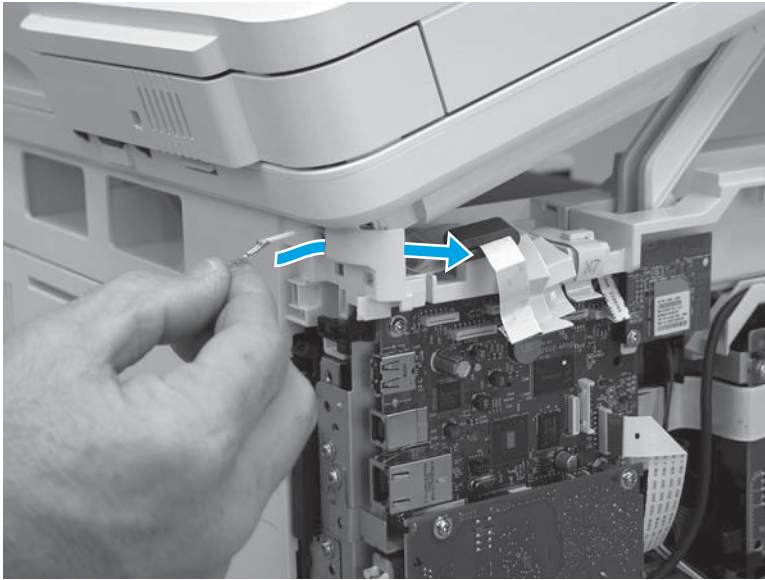
4. Remove one screw (callout 1).

**Figure 1-458** Remove one screw



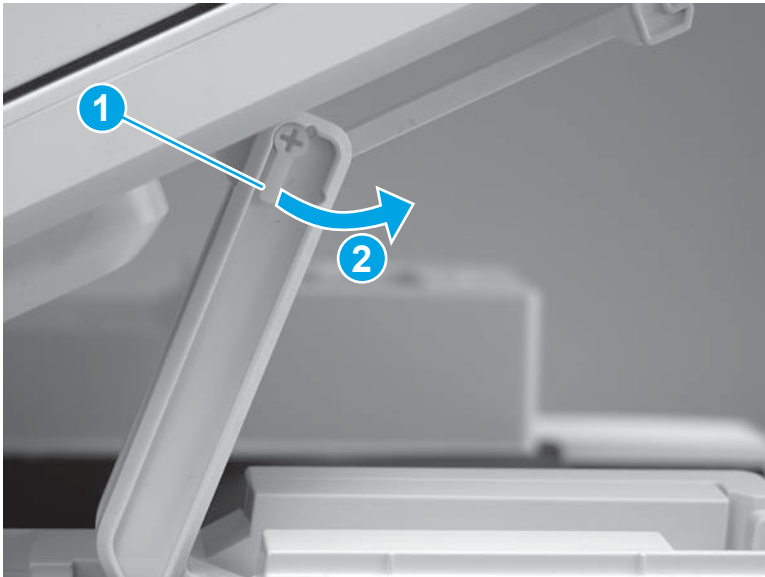
5. Pass the ground wire through the opening in the top cover.

**Figure 1-459** Pass the wire through the opening



6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

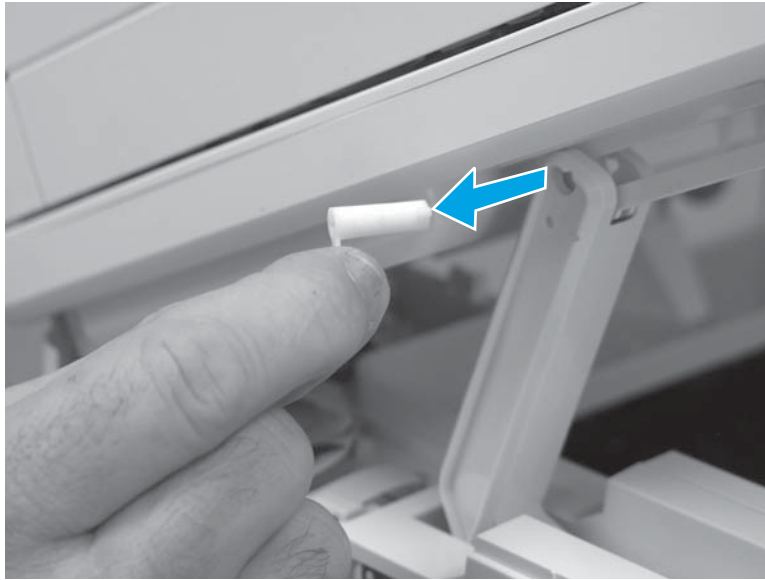
**Figure 1-460** Release one tab and rotate the slider pin





7. Remove the slider pin.

**Figure 1-461** Remove the slider pin



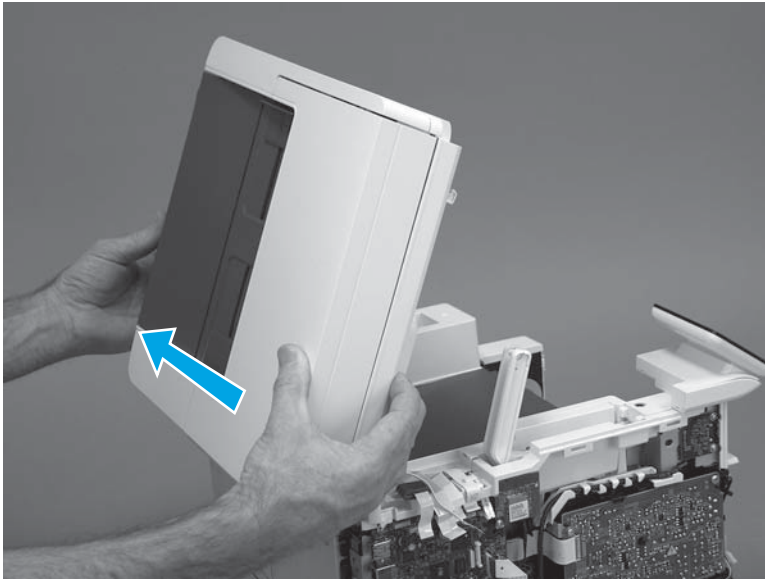
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-462** Rotate the ISA towards the rear of the printer



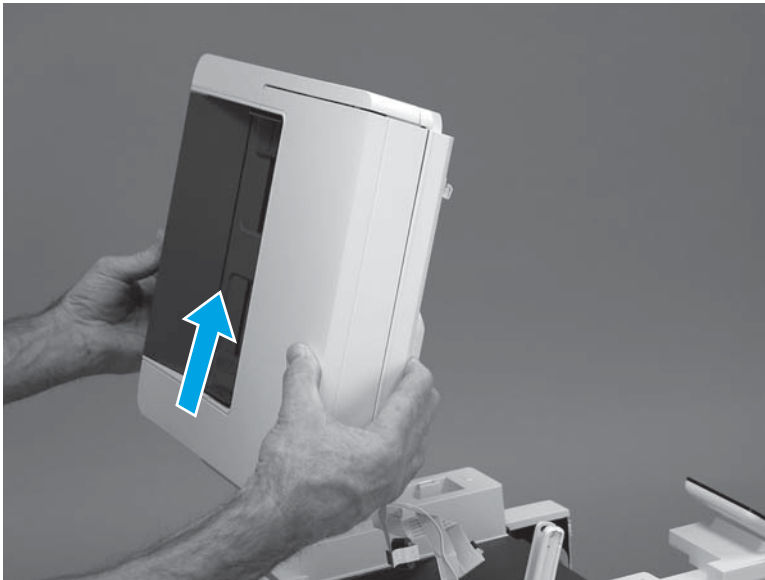
- Slide the ISA as shown to release it.

**Figure 1-463** Release the ISA



- Remove the ISA.

**Figure 1-464** Remove the ISA



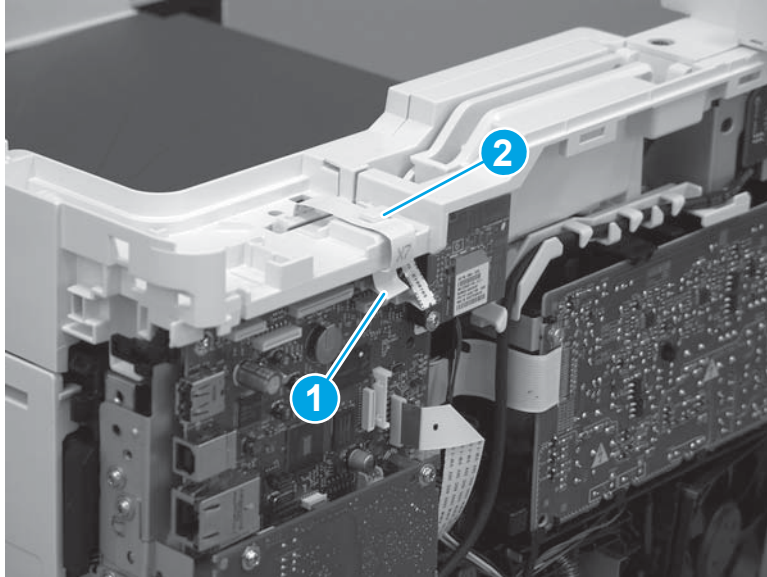
### Step 6: Remove the control panel (M427/M246)



**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 269](#).

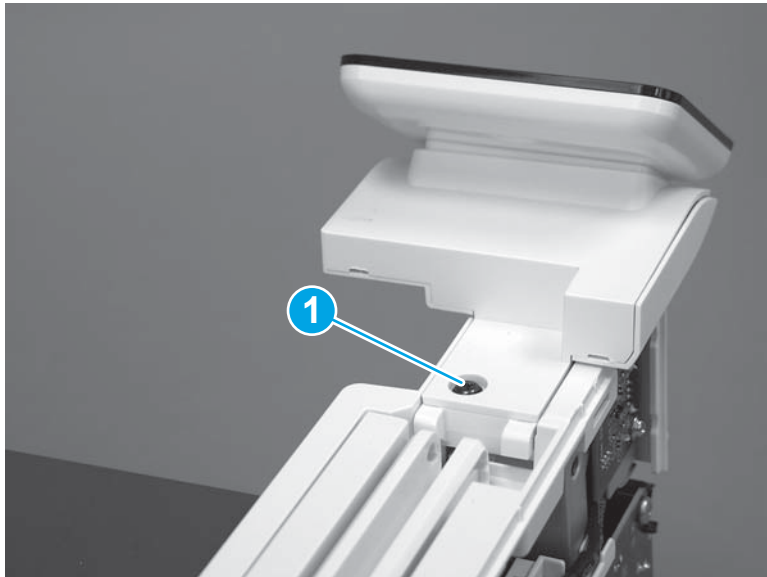
- Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-465** Disconnect one connector



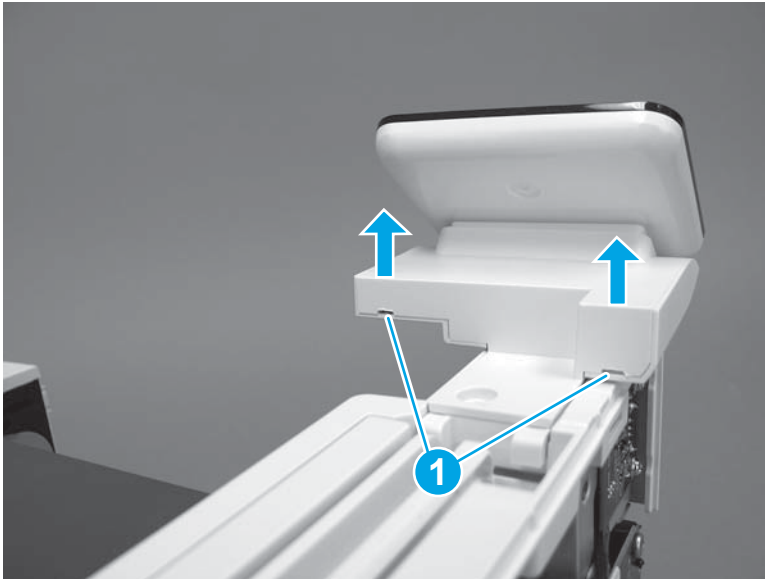
2. Remove one screw (callout 1).

**Figure 1-466** Remove one screw



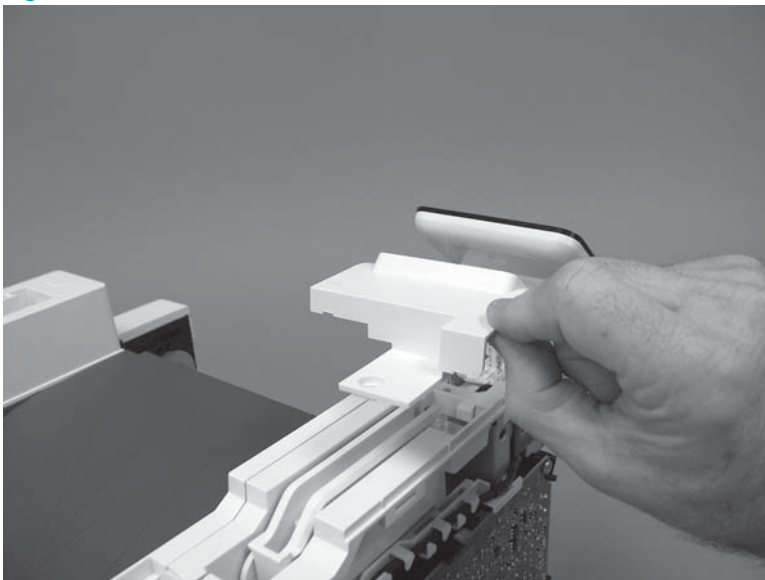
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-467** Release two tabs



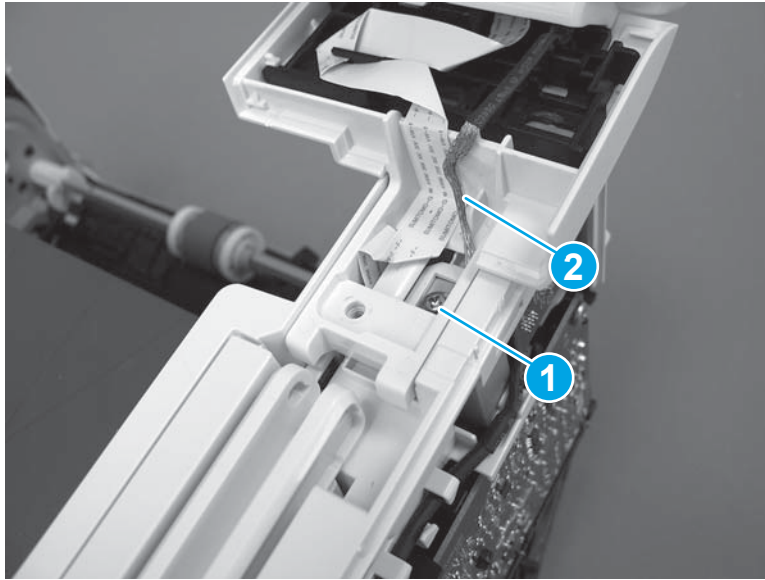
4. Remove the control-panel cable cover.

**Figure 1-468** Remove the cover



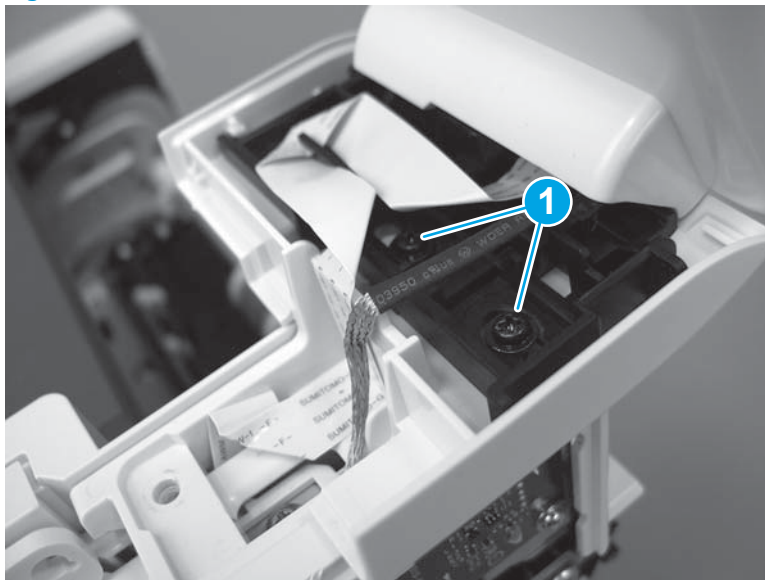
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-469** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

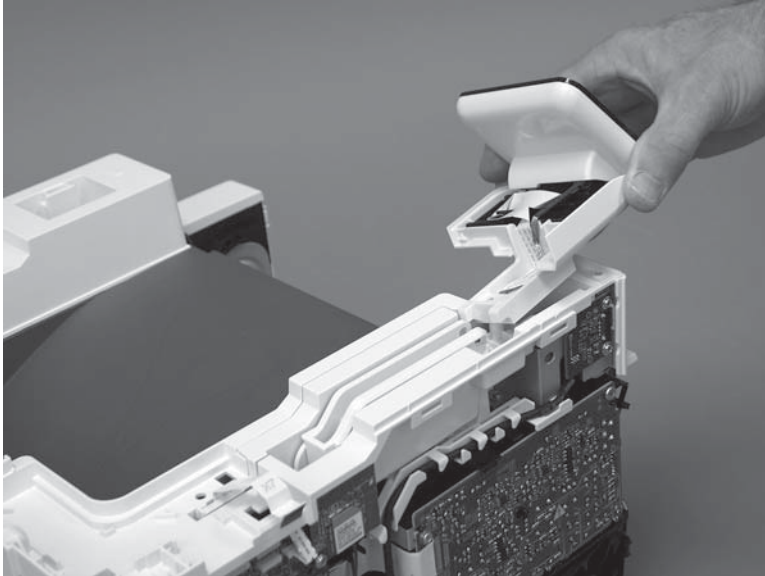
**Figure 1-470** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

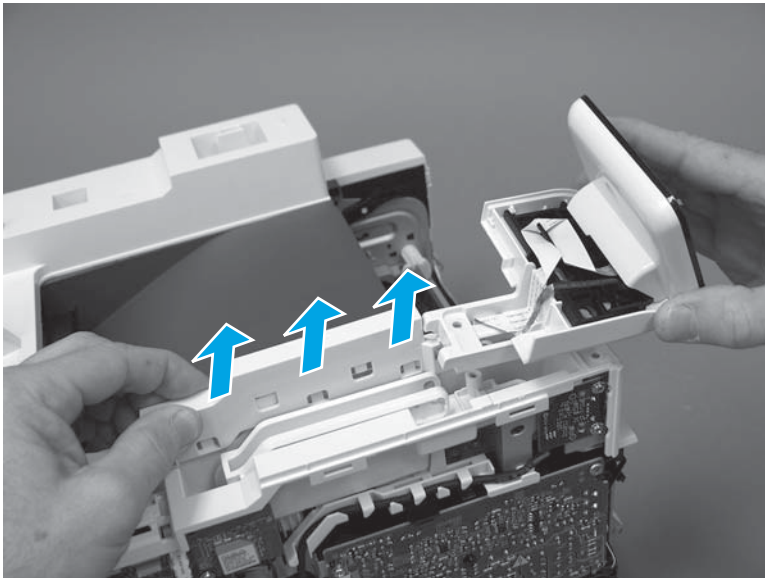
**⚠ CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-471** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-472** Remove the control-panel assembly



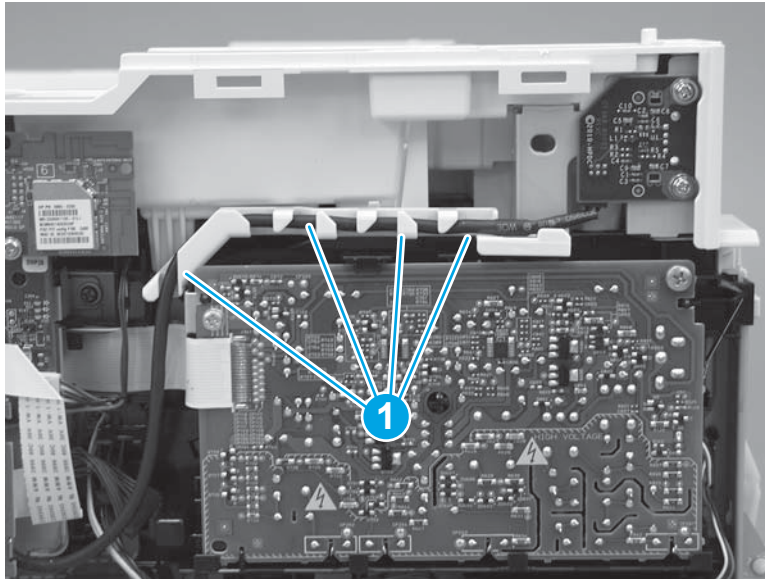
### Step 7: Remove the top cover (M427/M426)

**📝 NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 269](#).

1. Release the USB cable (callout 1) from the cable guide.

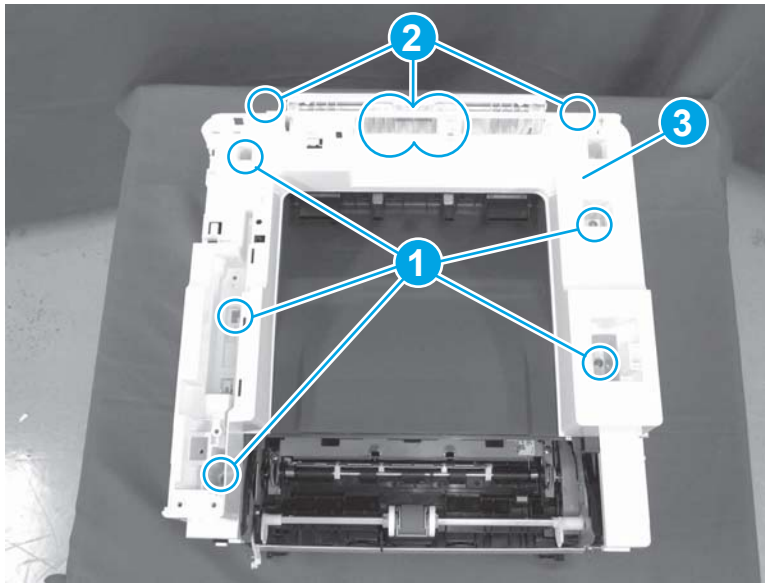


**Figure 1-473** Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-474** Remove the cover



### Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 271.](#)

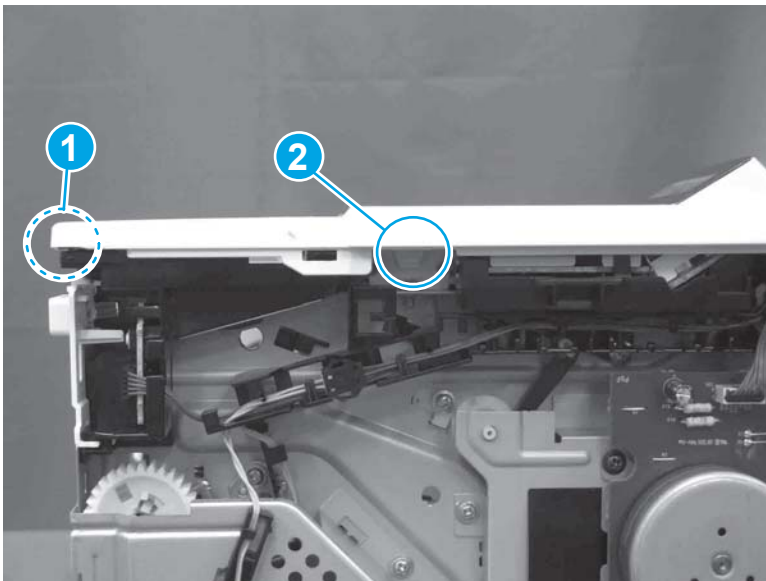
1. Remove one screw (callout 1).

**Figure 1-475** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

**Figure 1-476** Release one boss and one tab

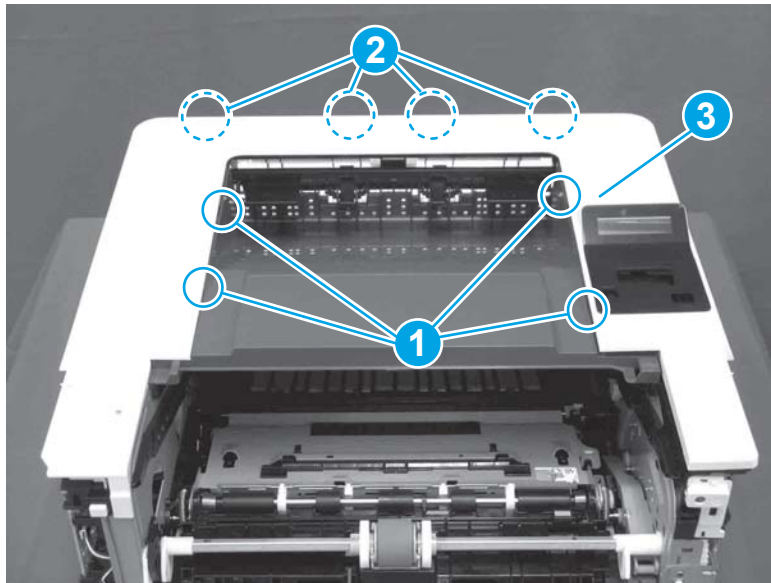





3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-477** Remove the cover

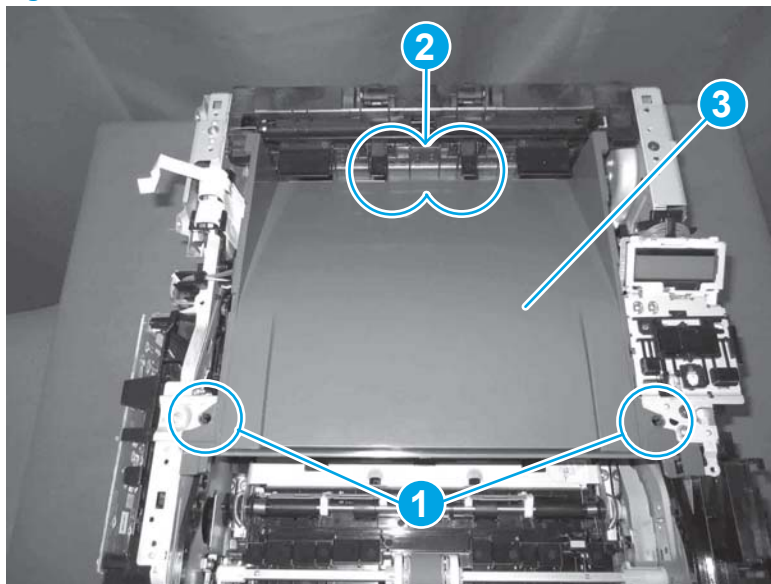


### Step 9: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

**Figure 1-478** Release two tabs



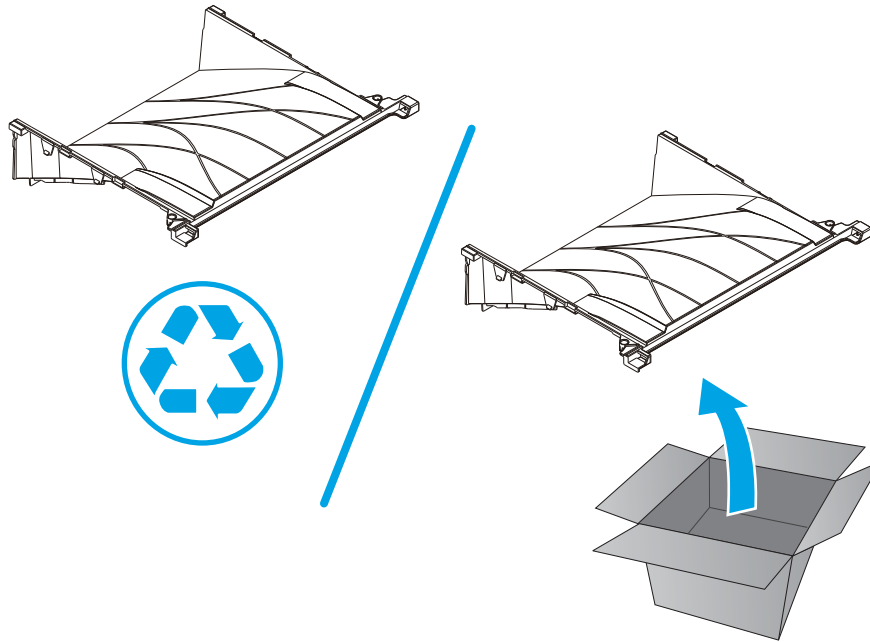
## Step 10: Unpack the replacement assembly

Unpack the replacement part from the packaging.


<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-479** Recycle and unpack

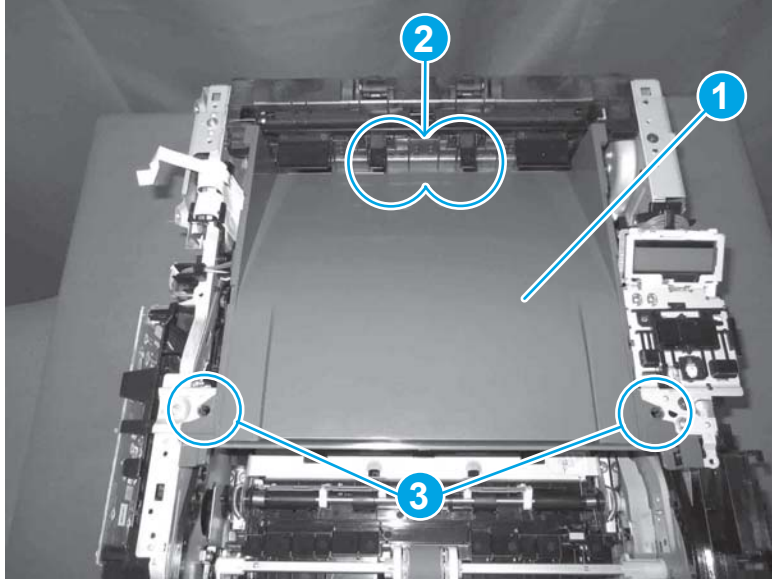


## Step 11: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-480** Engage two tabs

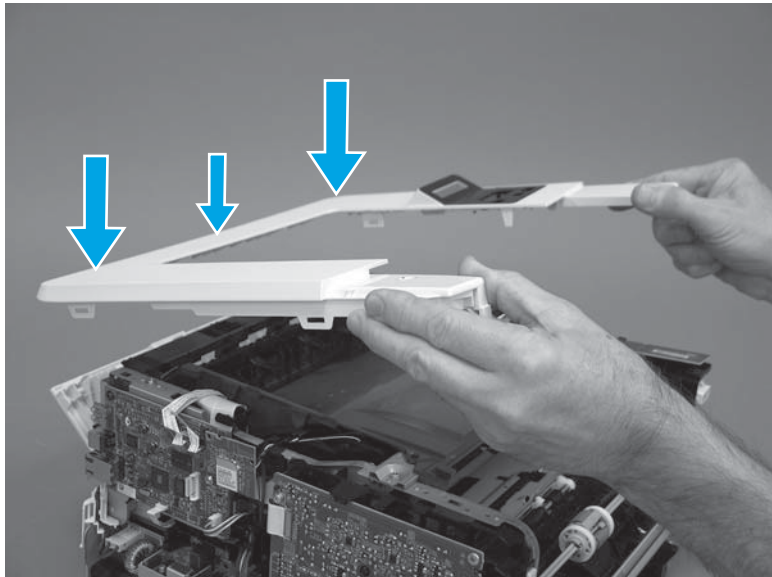


**Step 12: Install the top cover (M403/M402)**

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 13: Install the top cover \(M427/M426\) on page 275](#).

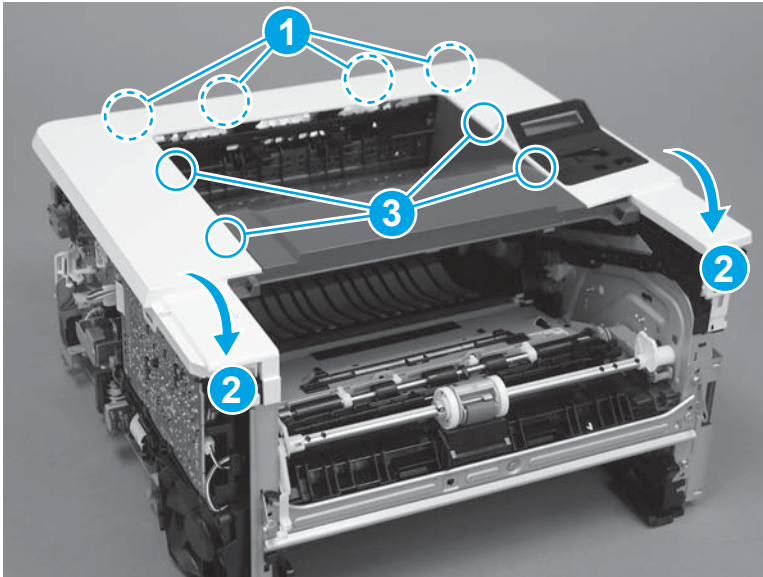
1. Position the rear edge of the cover on the printer.

**Figure 1-481** Install the cover



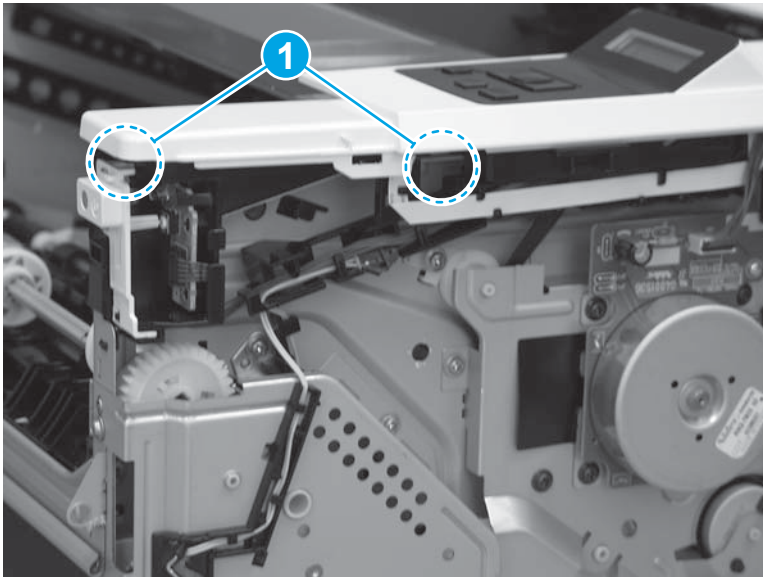
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-482** Engage four bosses and tabs



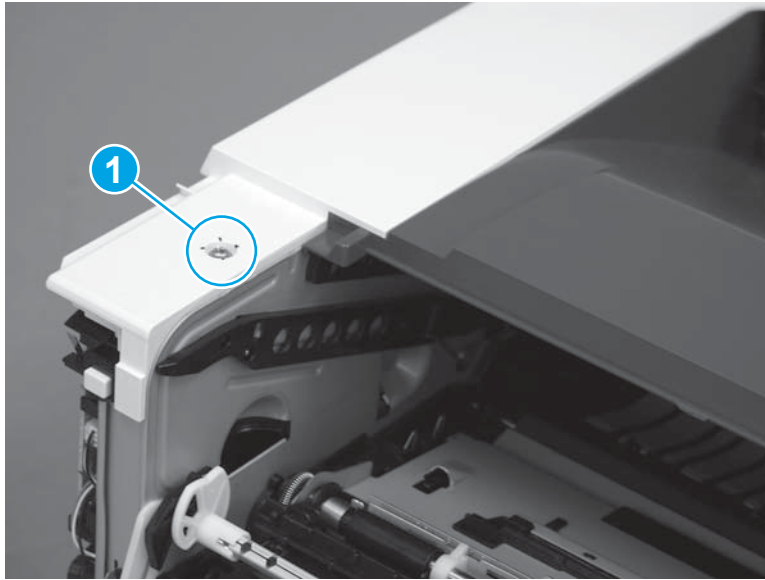
3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-483** Engage one boss and one tab




4. Install one screw (callout 1).

**Figure 1-484** Install one screw

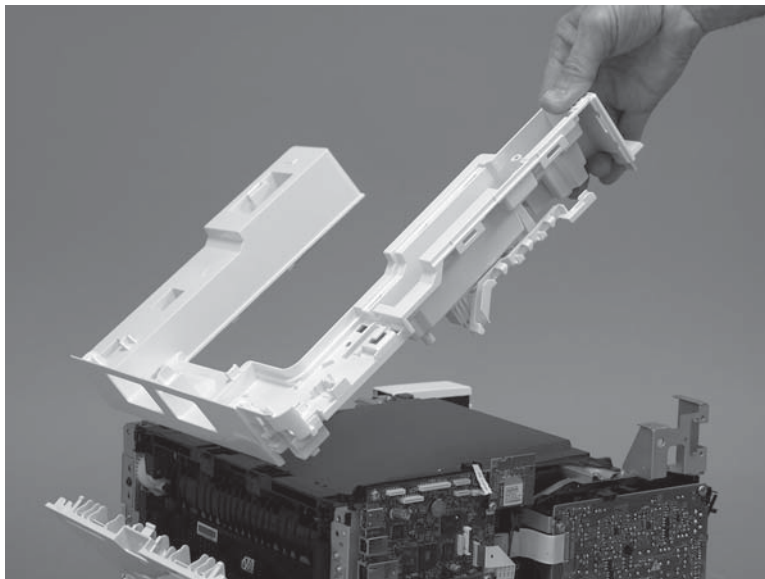


### Step 13: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 16: Install the right cover on page 286](#).

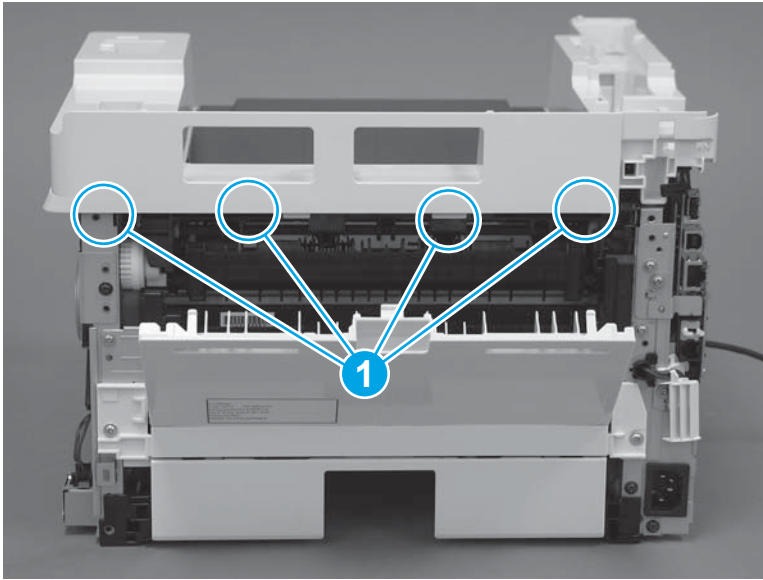
1. Position the rear edge of the top cover on the printer.

**Figure 1-485** Install the cover



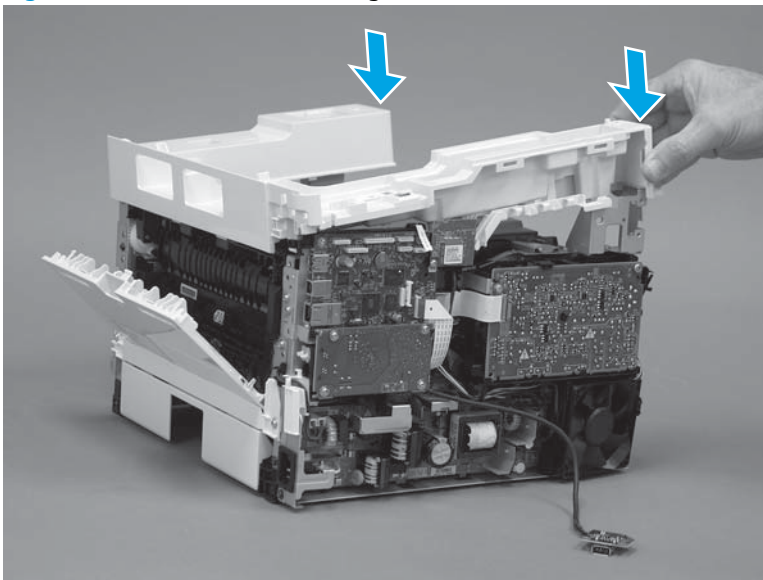
2. Engage four bosses (callout 1).

**Figure 1-486** Engage four bosses



3. Rotate the front edge of the cover down.

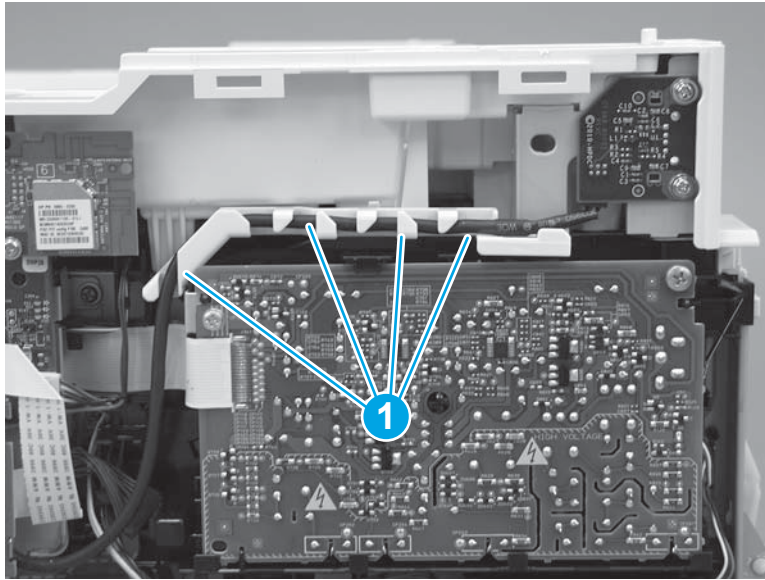
**Figure 1-487** Rotate the front edge of the cover down





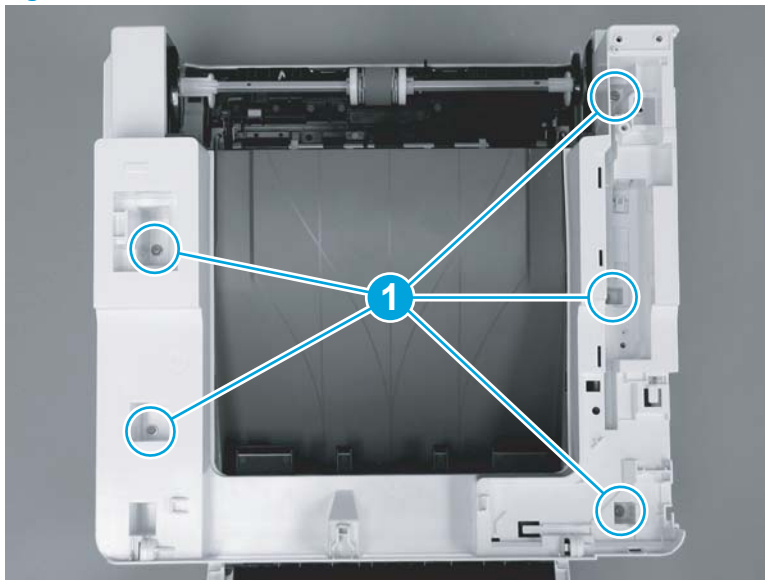
4. Install the USB cable (callout 1) in the guide.

**Figure 1-488** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-489** Install five screws

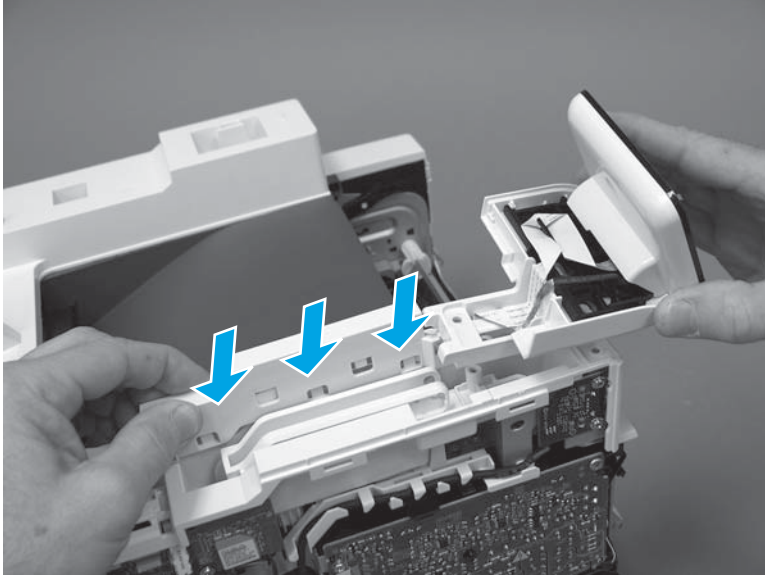


#### Step 14: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 16: Install the right cover on page 286](#).

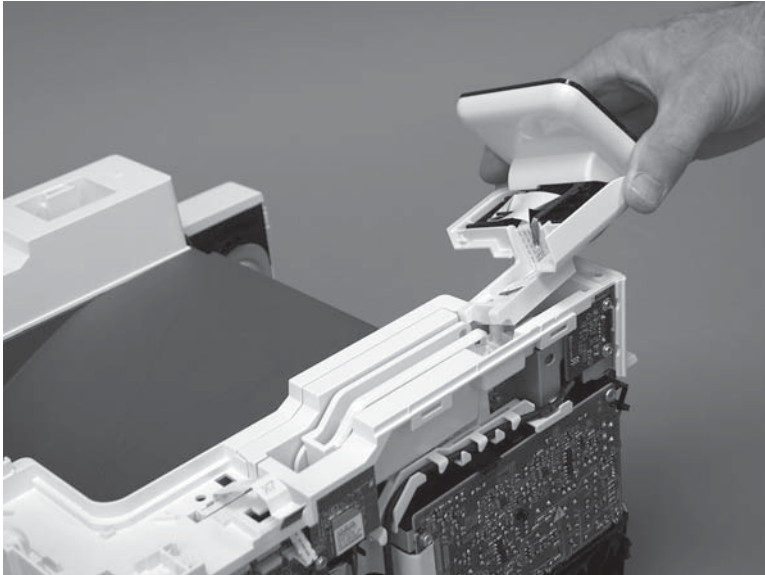
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-490** Install the control-panel FFC cover



2. Install the control-panel assembly on the top cover.

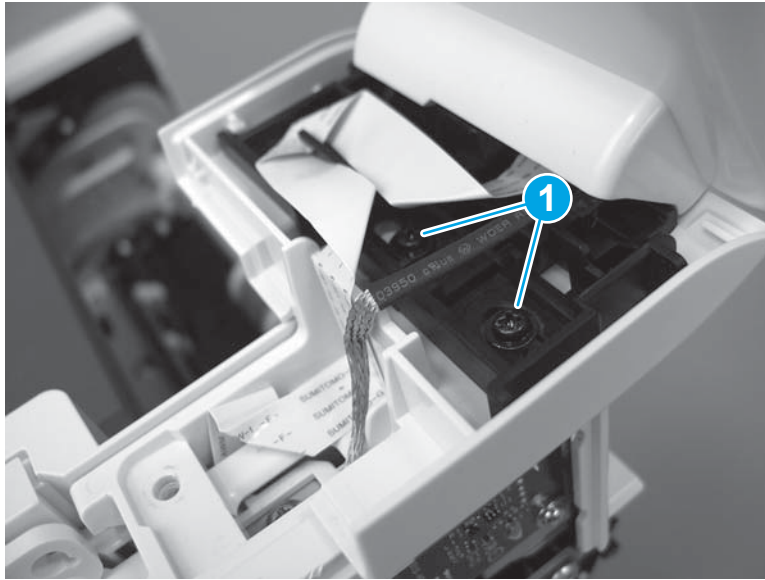
**Figure 1-491** Install the control-panel assembly





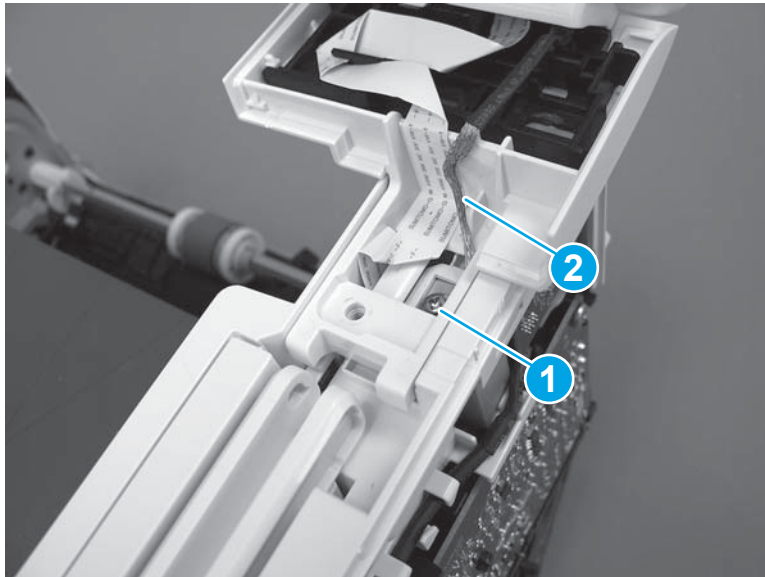
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-492** Install two screws



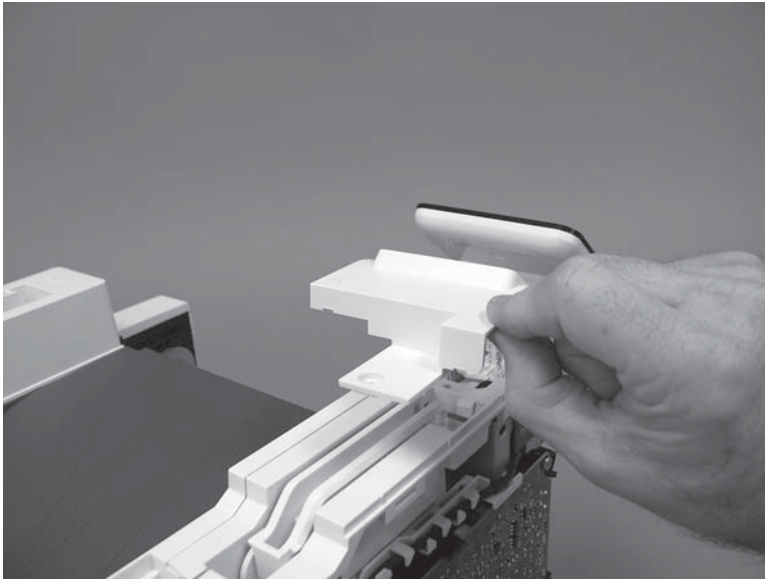
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-493** Remove one screw



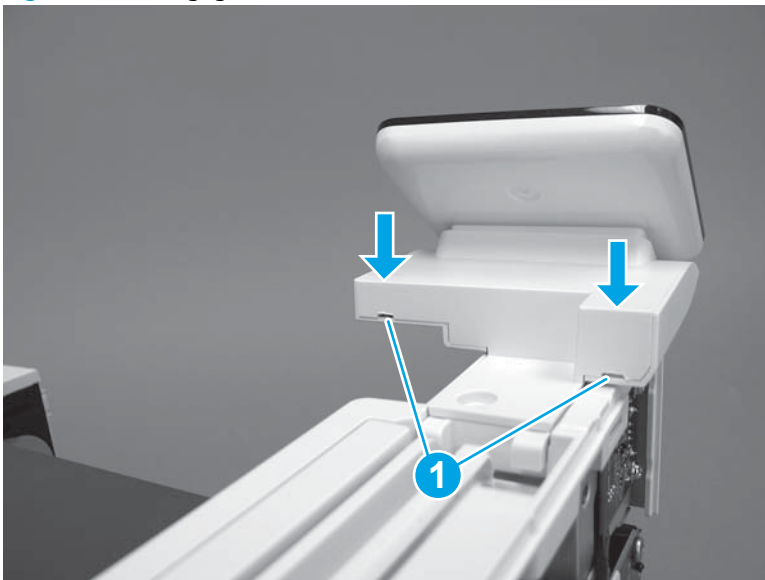
5. Install the control-panel cable cover.

**Figure 1-494** Install the cover



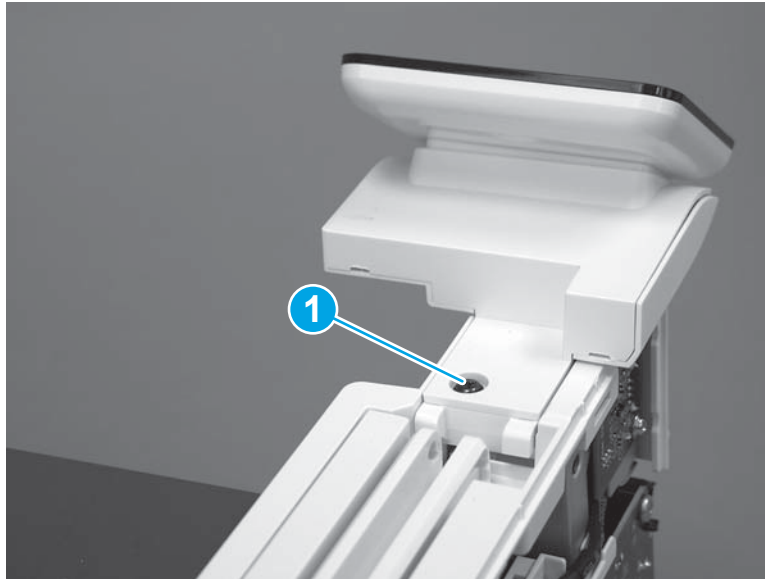
6. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-495** Engage two tabs



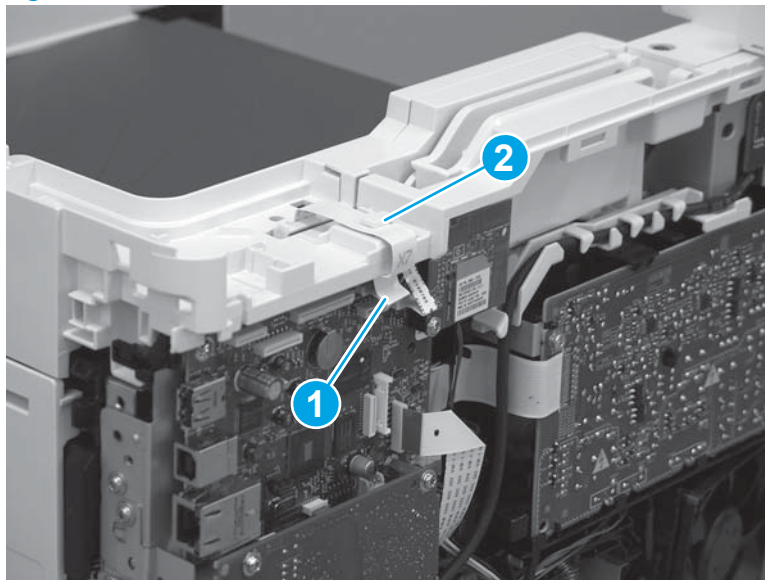
7. Install one screw (callout 1).

**Figure 1-496** Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-497** Connect one connector




### Step 15: Install the integrated scanner assembly (M427/M246)

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 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 16: Install the right cover on page 286](#).

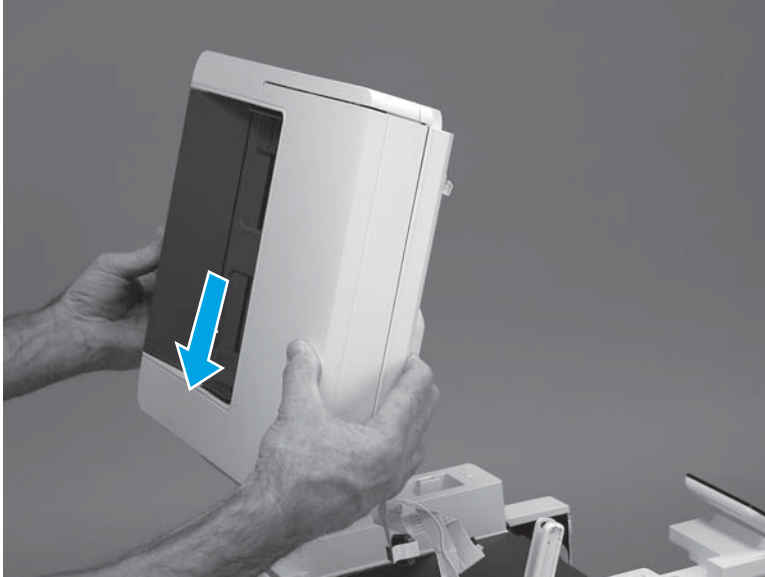
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 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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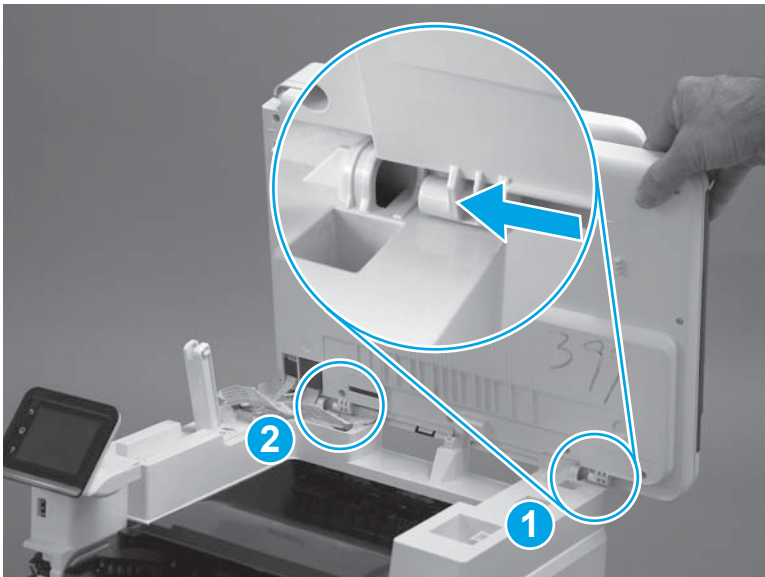
1. Position the ISA on the printer.

**Figure 1-498** Position the ISA on the printer



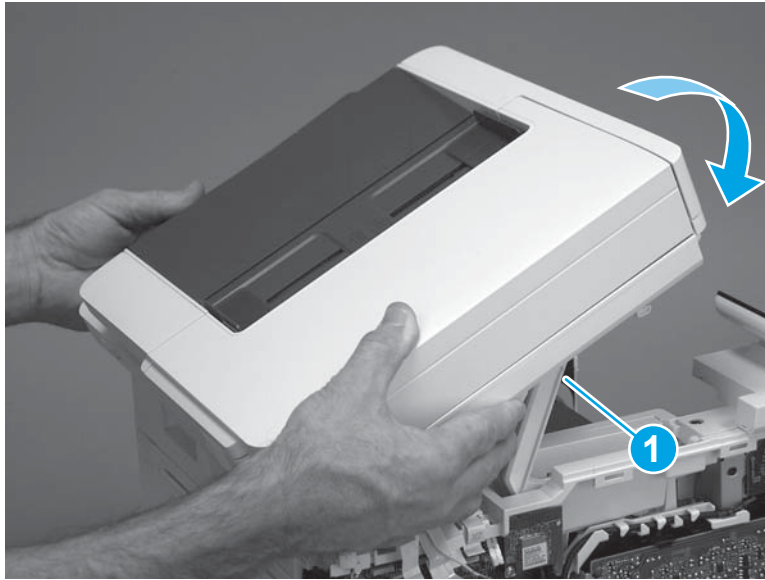
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-499** Engage the hinge pins with the holders



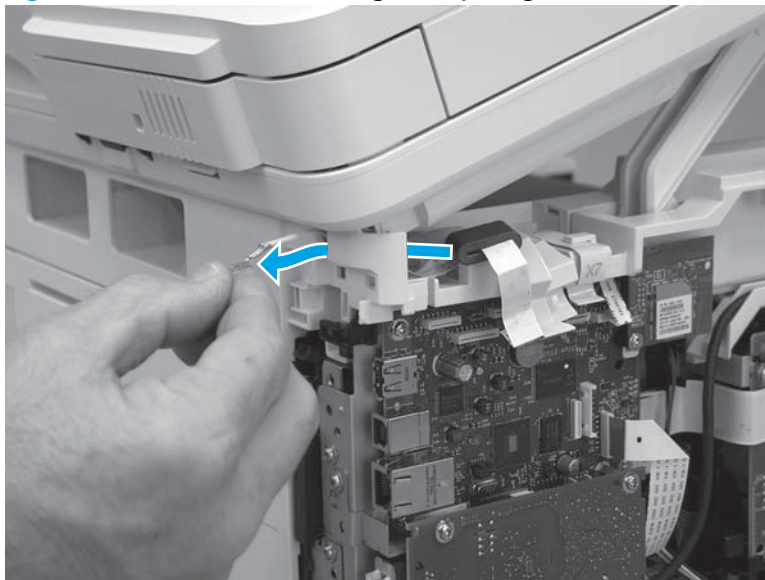
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-500** Rotate the ISA towards the front of the printer



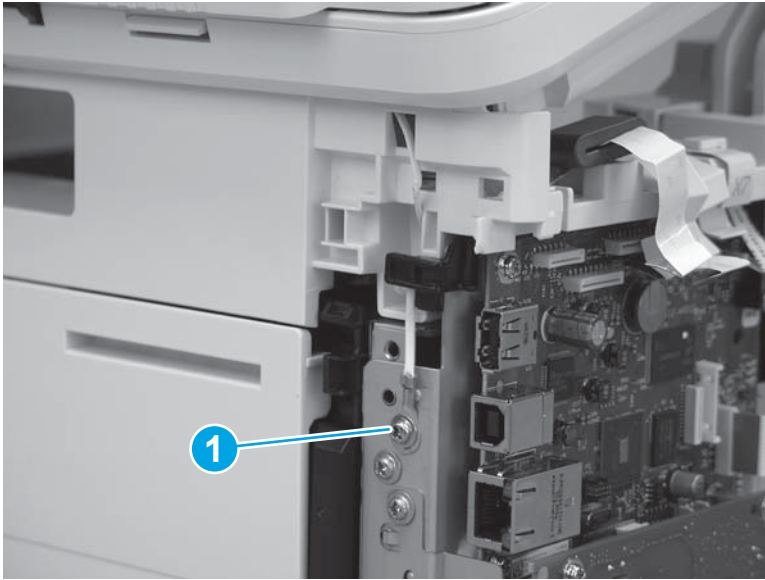
4. Pass the ground wire through the opening in the top cover.

**Figure 1-501** Pass the wire through the opening



5. Install one screw (callout 1).

**Figure 1-502** Install one screw



6. Install the ISA lift assembly slider pin.

 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

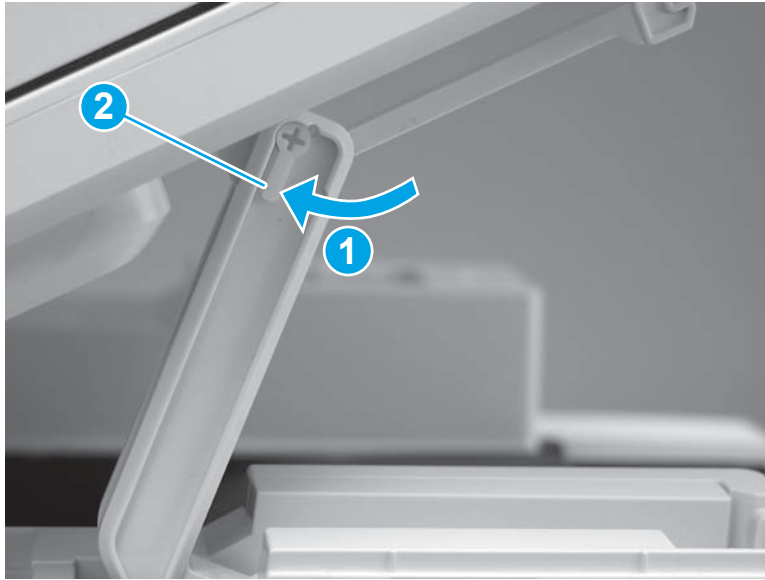
**Figure 1-503** Install the slider pin





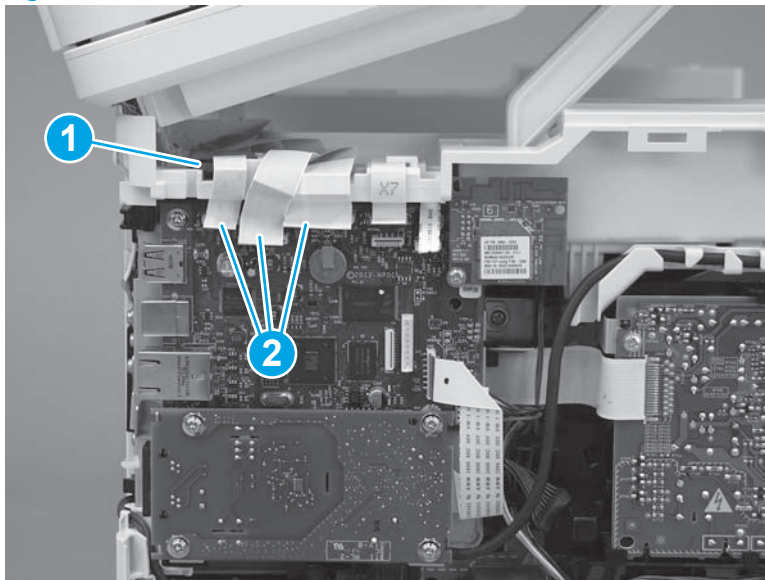
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-504** Secure the slider pin



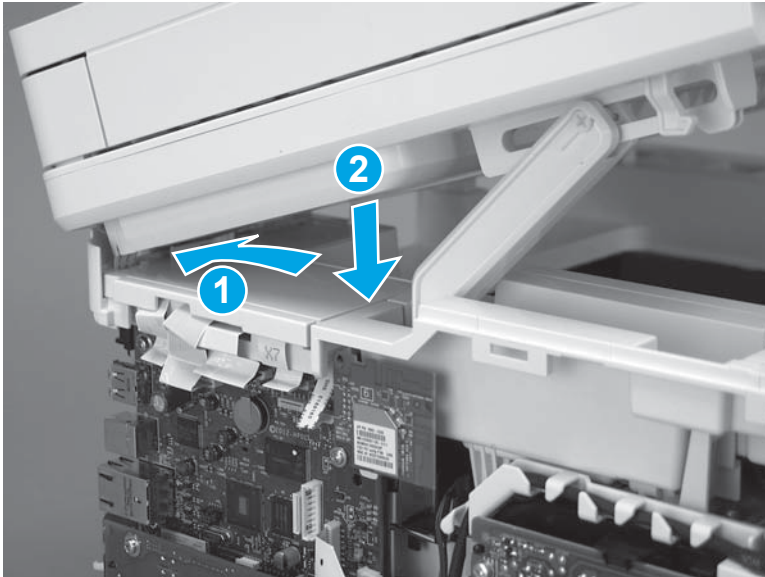
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-505** Connect three FFCs



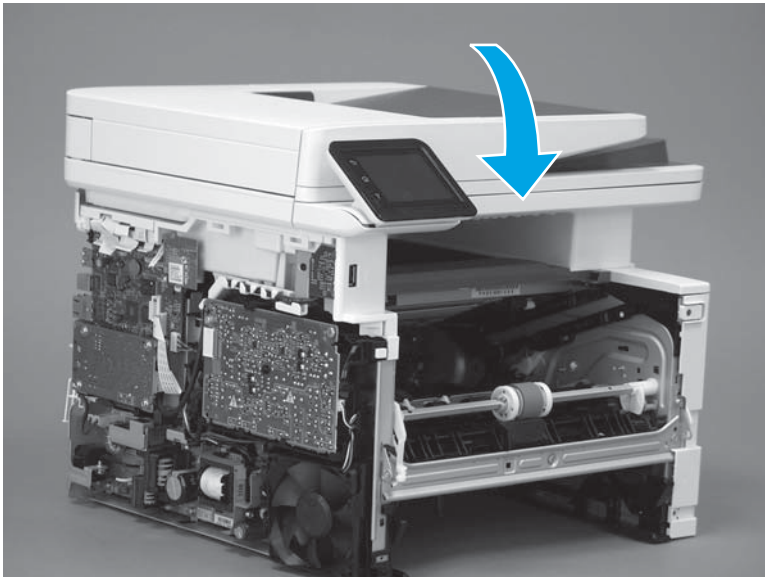
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-506** Install the ISA FFC cover



10. Lower the ISA.

**Figure 1-507** Lower the ISA

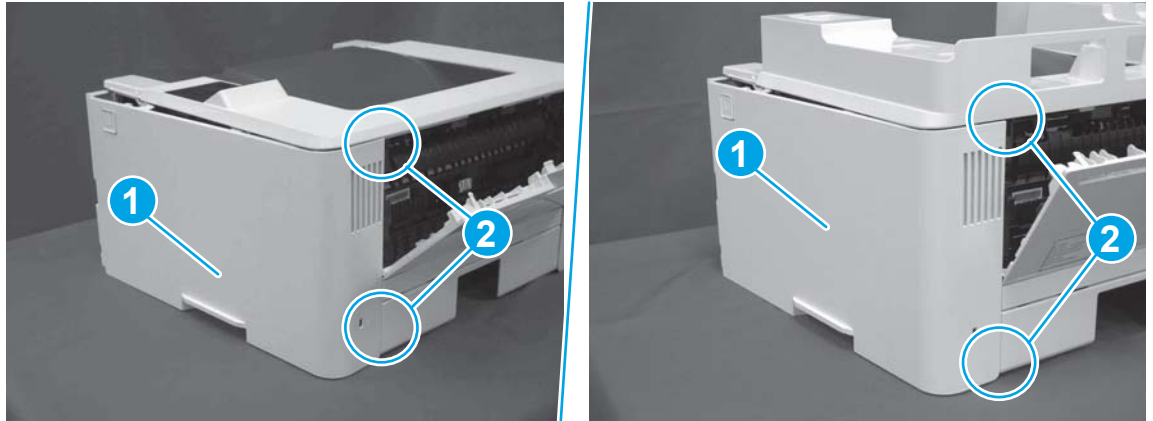


### Step 16: Install the right cover

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

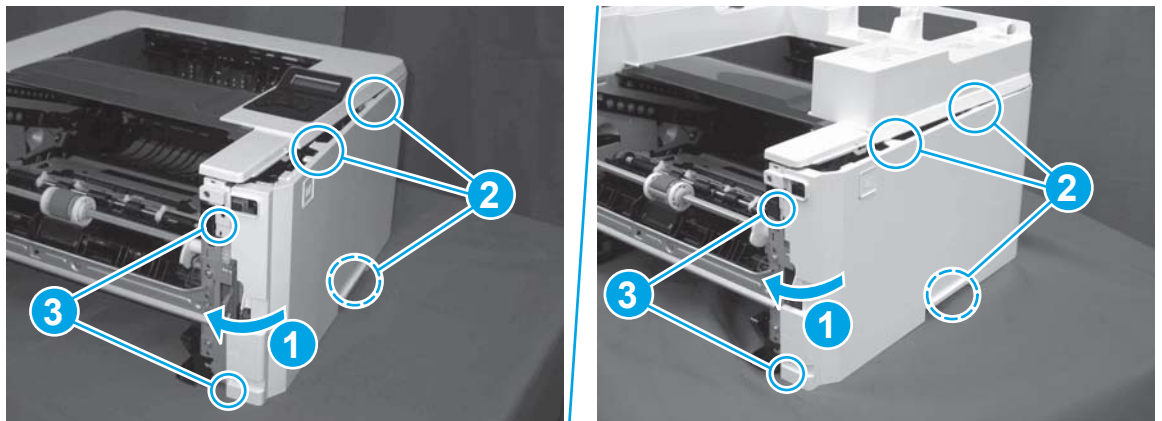


**Figure 1-508** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

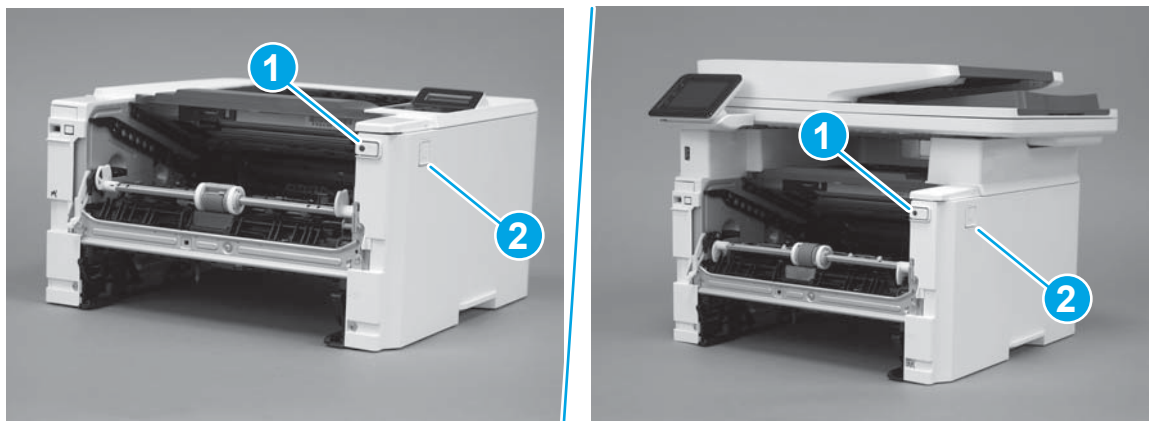
**Figure 1-509** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-510** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

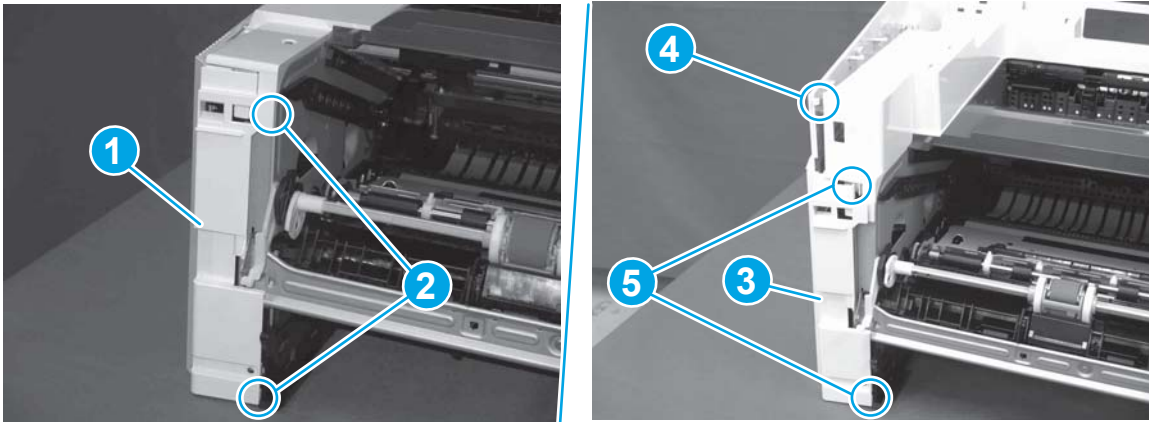
**Figure 1-511** Install one screw



### Step 17: Install the left cover

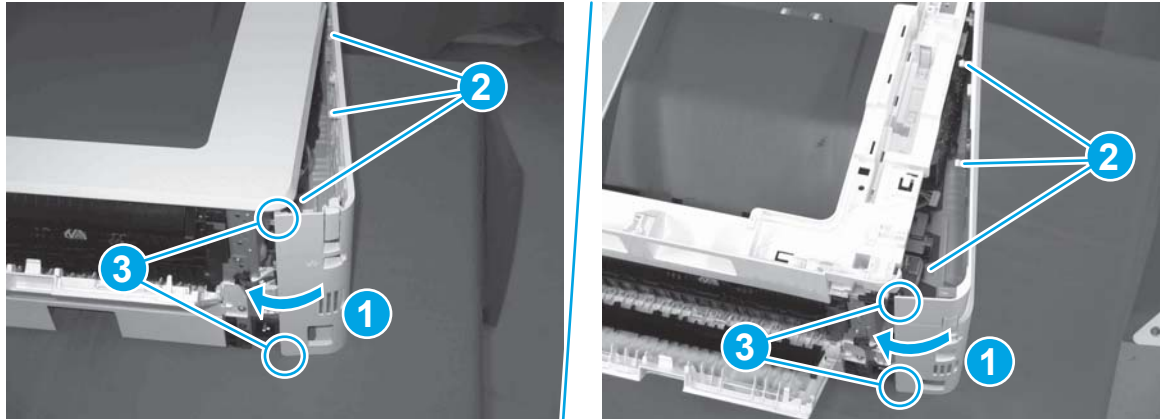
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-512** Install the cover



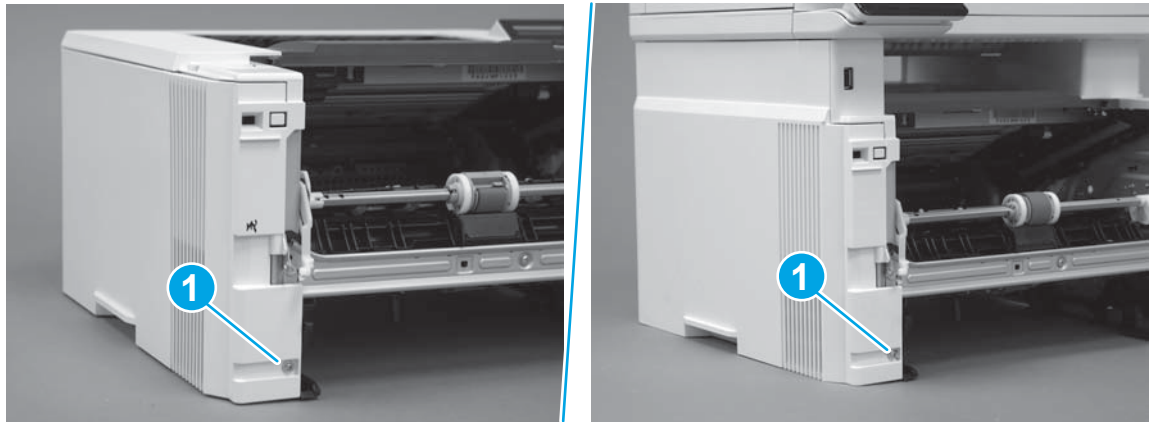
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-513** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-514** Install one screw

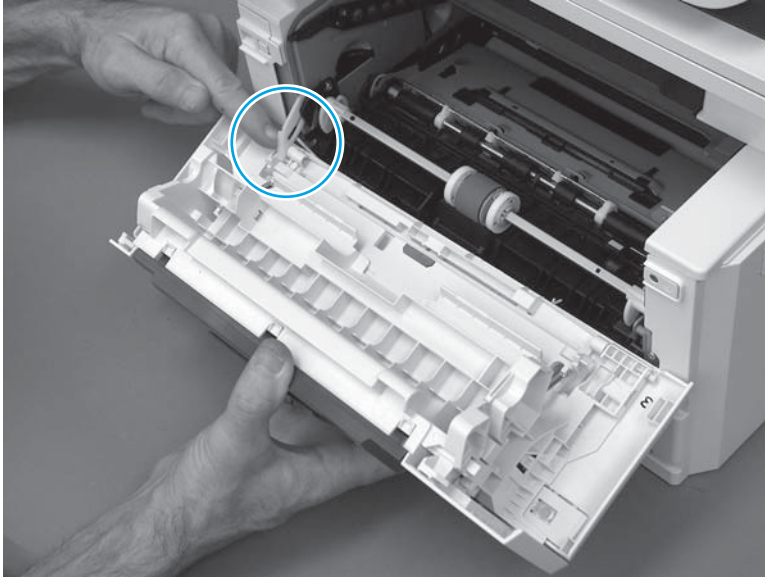


### Step 18: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

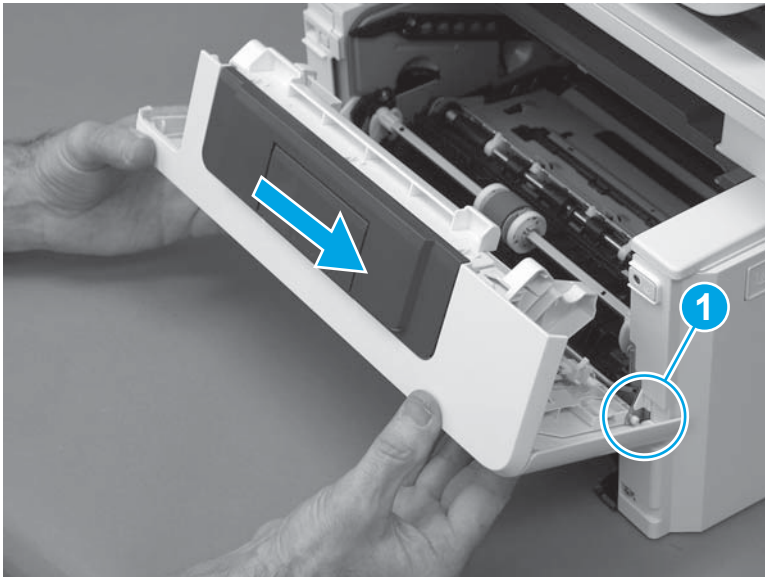
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-515** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

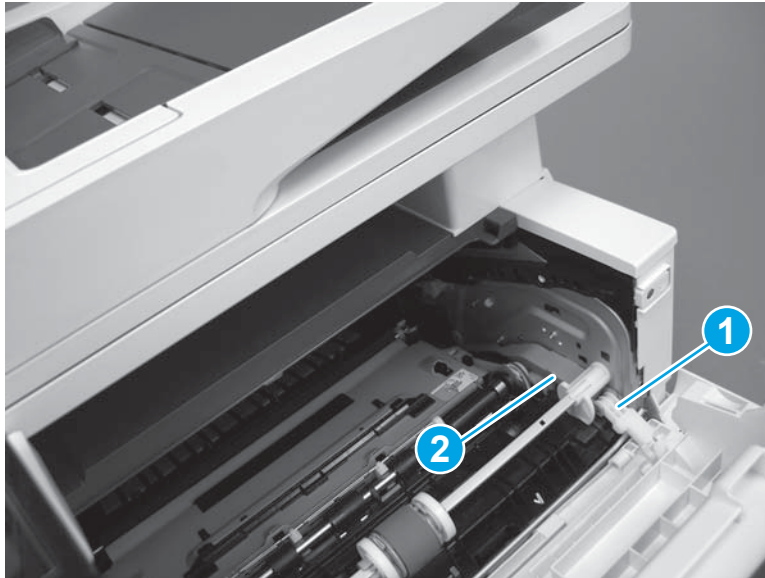
**Figure 1-516** Install the door



3. Install the link (callout 1).

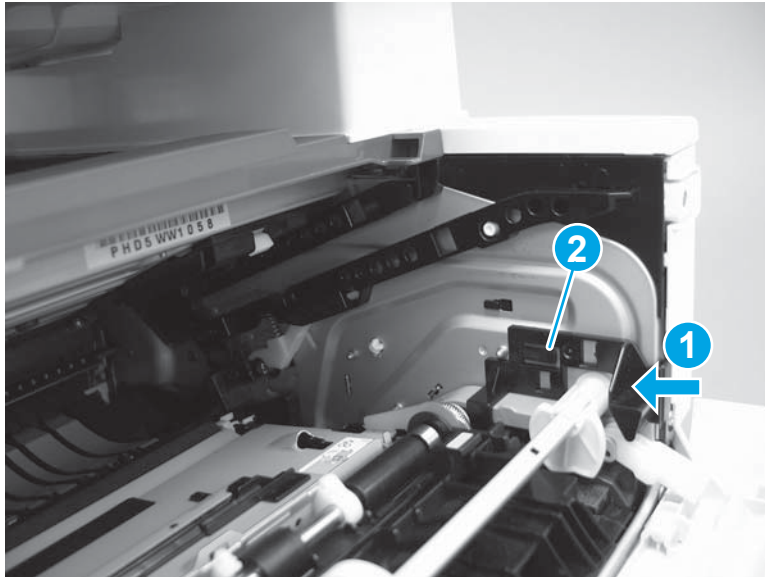
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-517** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

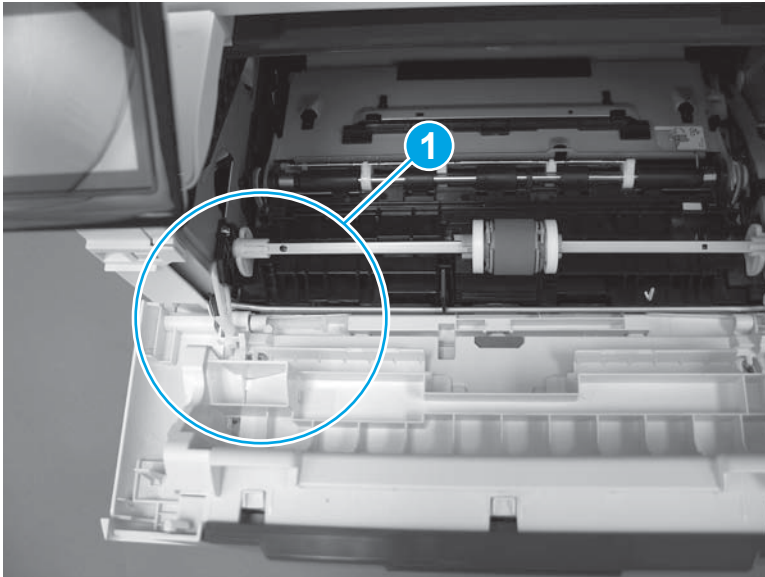
**Figure 1-518** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

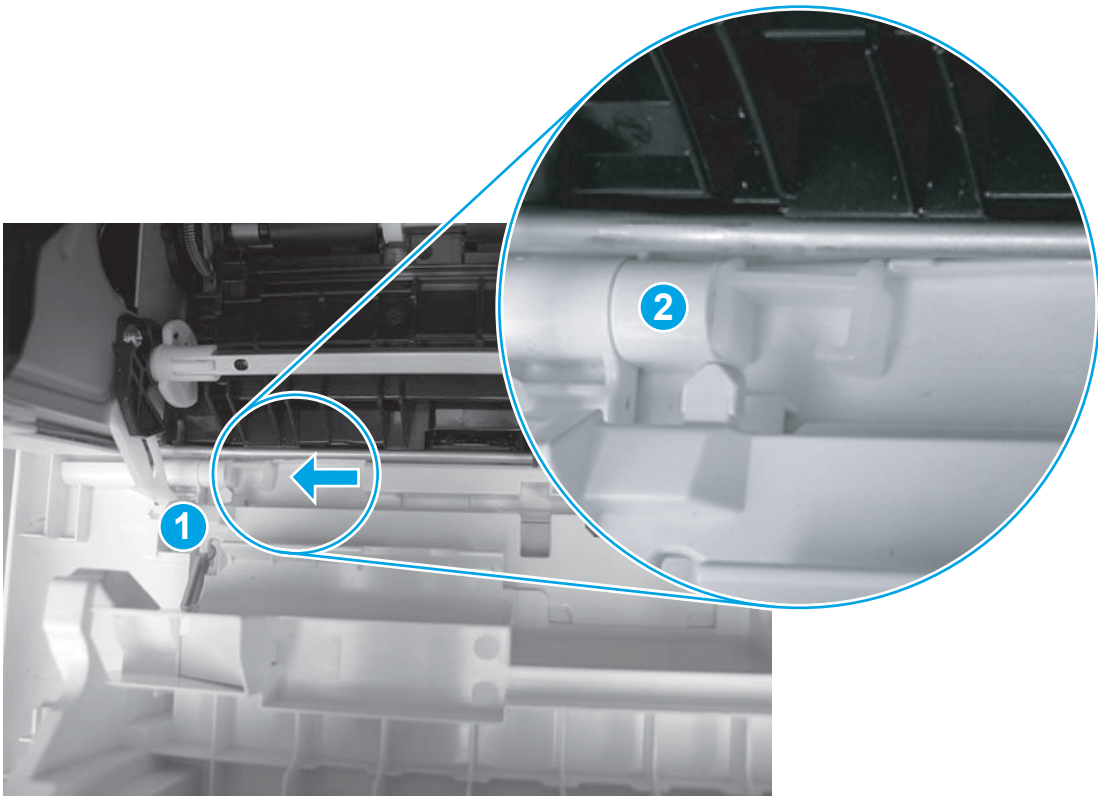
**Figure 1-519** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-520** Install the support shaft



### Step 19: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-521** Install the tray



## Removal and replacement: Integrated scanner assembly (M427/M426)



**NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the ISA \(M427/M426\)](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the ISA \(M427/M426\)](#)
- [Step 7: Install the left cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)

### Introduction

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

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.



**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

ISA part number <sup>1</sup>	
<b>C5F98-60110</b>	ADF/scanner assembly, duplex ADF
<b>C5F98-60109</b>	ADF/scanner assembly, simplex ADF

<sup>1</sup> The ISA includes the SSA and the ADF.

### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page, and then make a copy using the document feeder to make sure that it is properly functioning.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-522** Remove the tray



### Step 2: Remove the cartridge door assembly



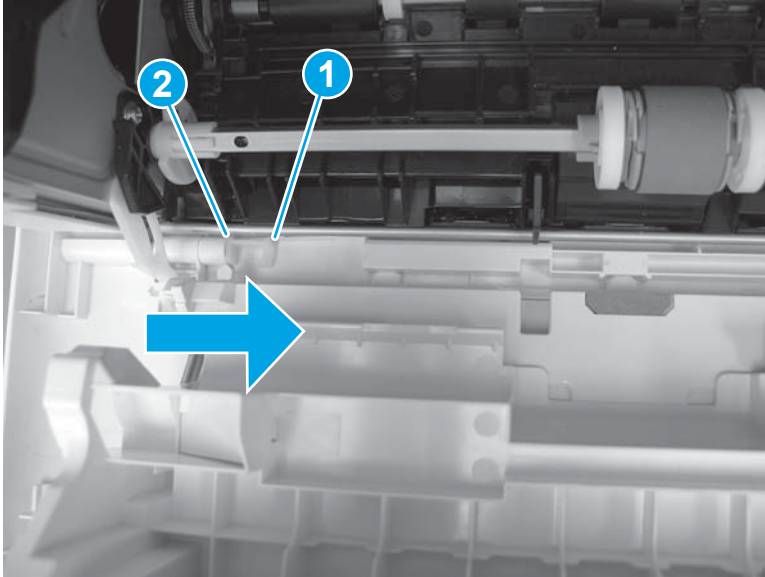
**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



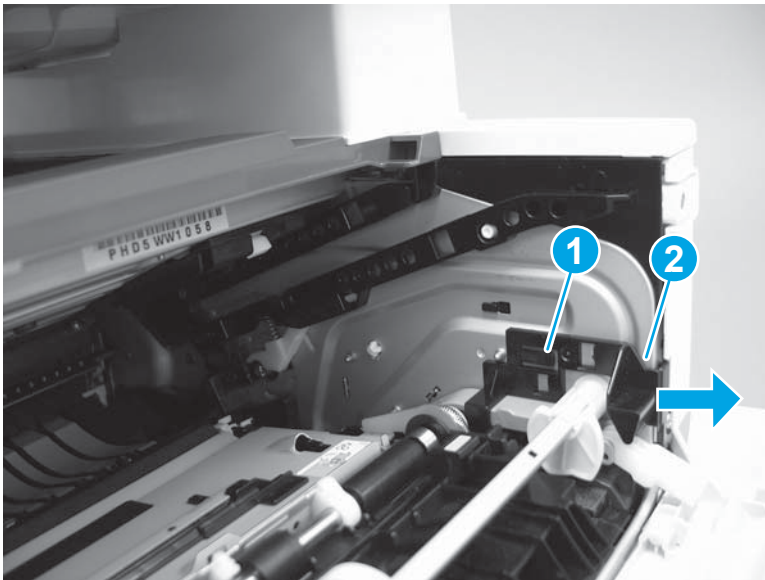
**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-523** Release the support shaft



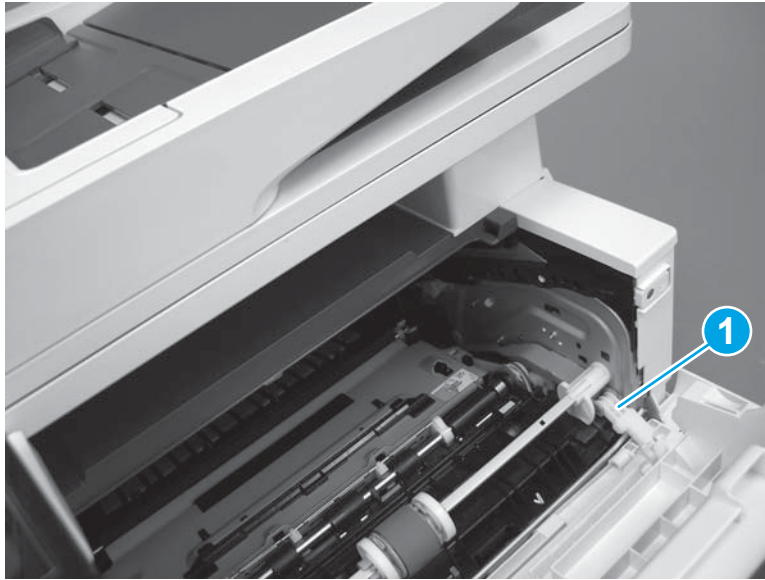
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-524** Remove the guide



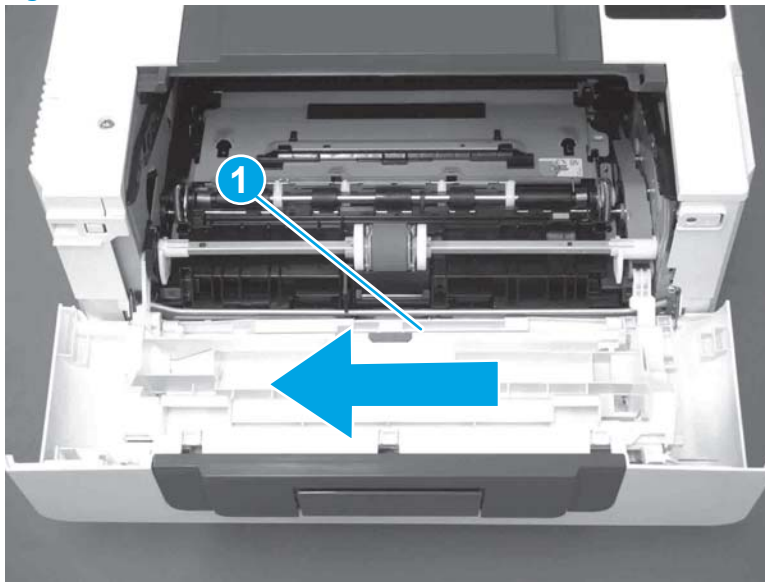
3. Remove the link arm (callout 1).

**Figure 1-525** Remove the link arm



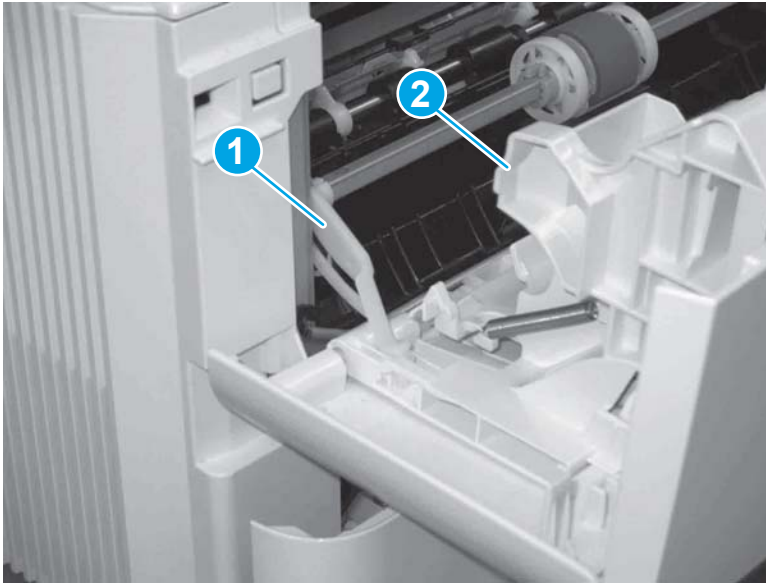
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-526** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

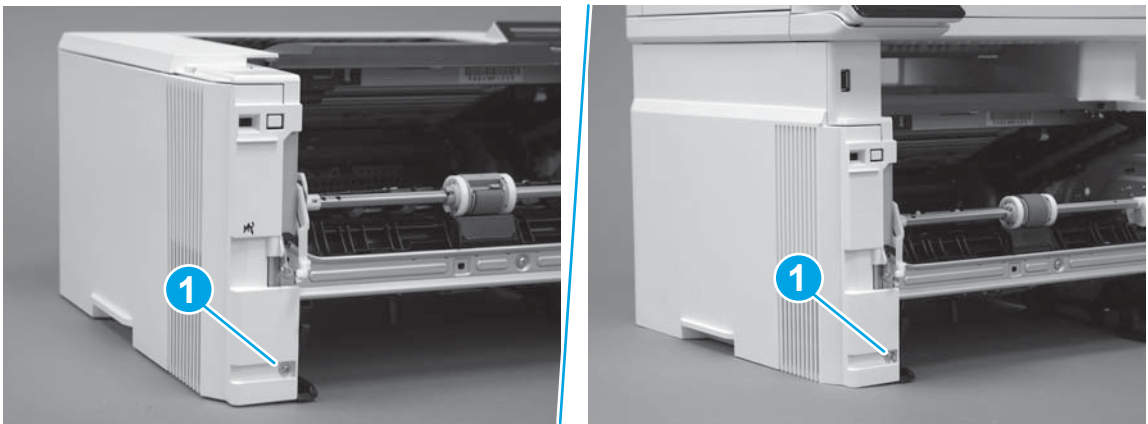
**Figure 1-527** Release the left-side retainer arm



### Step 3: Remove the left cover

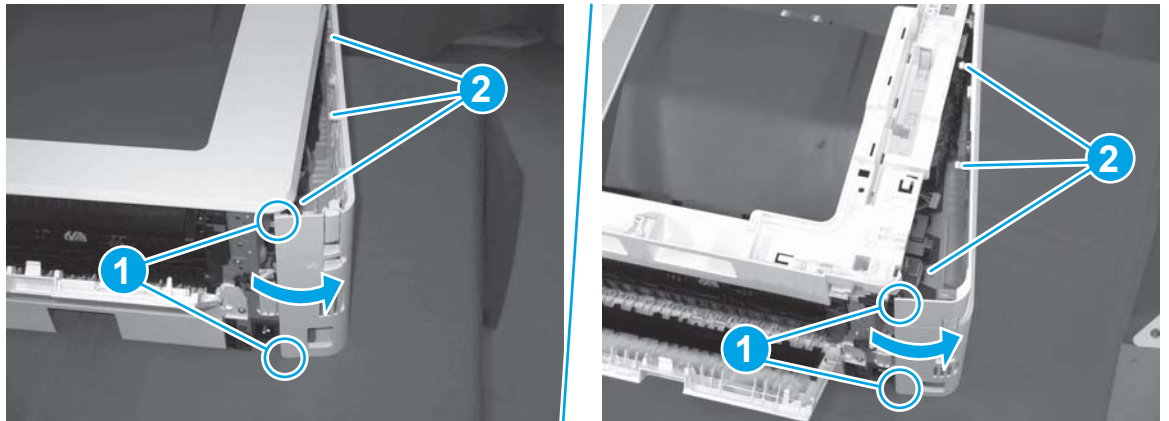
1. Remove one screw (callout 1).

**Figure 1-528** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

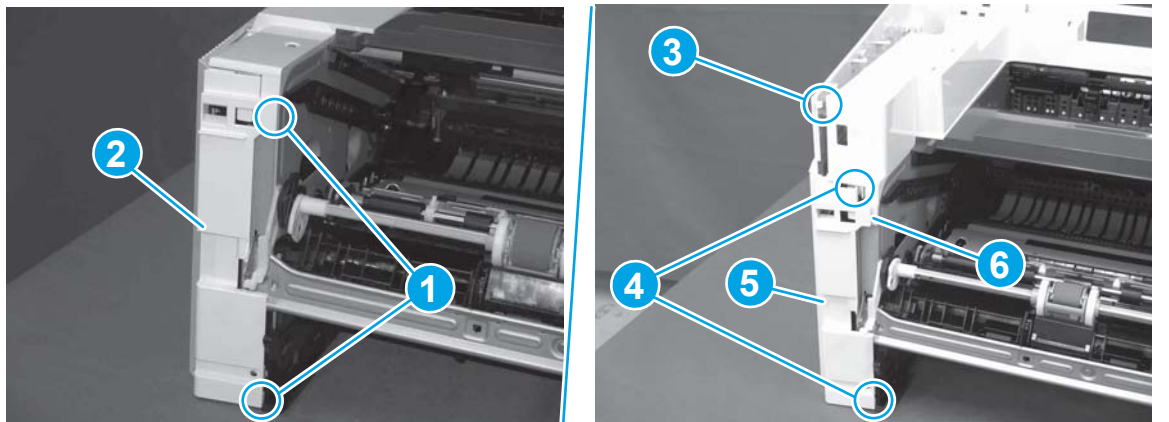
**Figure 1-529** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-530** Remove the cover

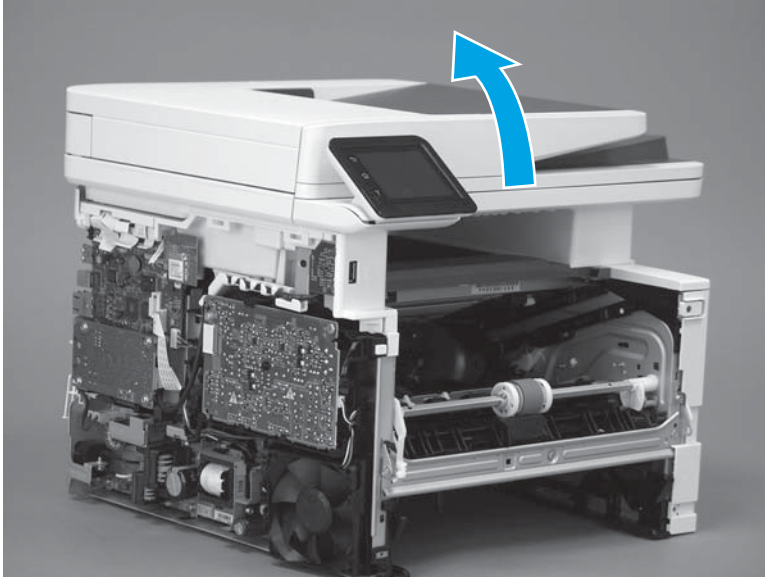


#### Step 4: Remove the ISA (M427/M426)

**NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

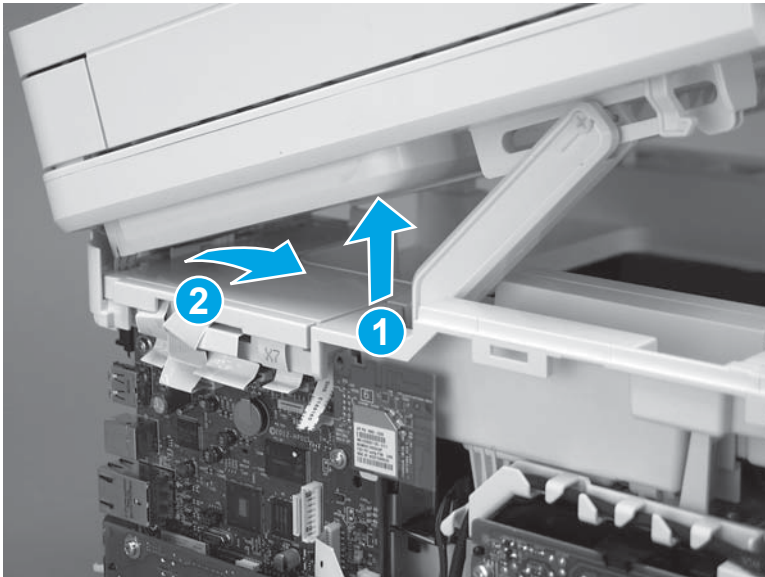
1. Raise the ISA.

**Figure 1-531** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

**Figure 1-532** Remove the ISA FFC cover

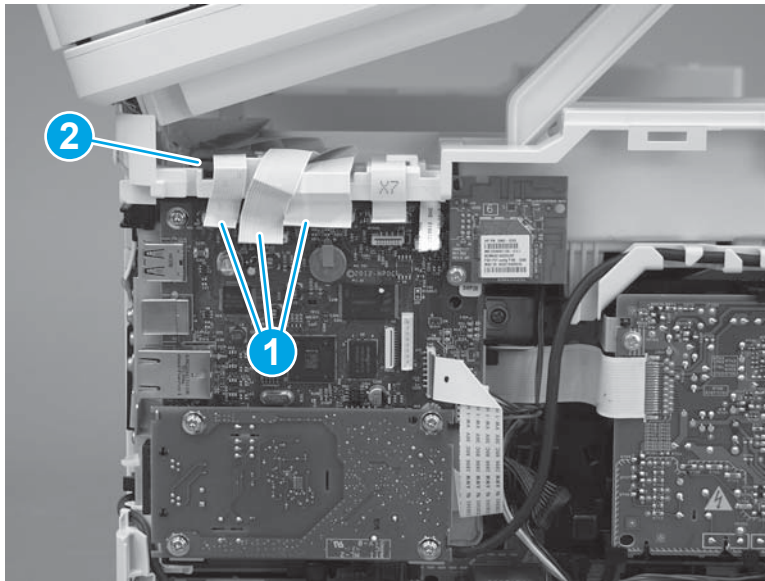




3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

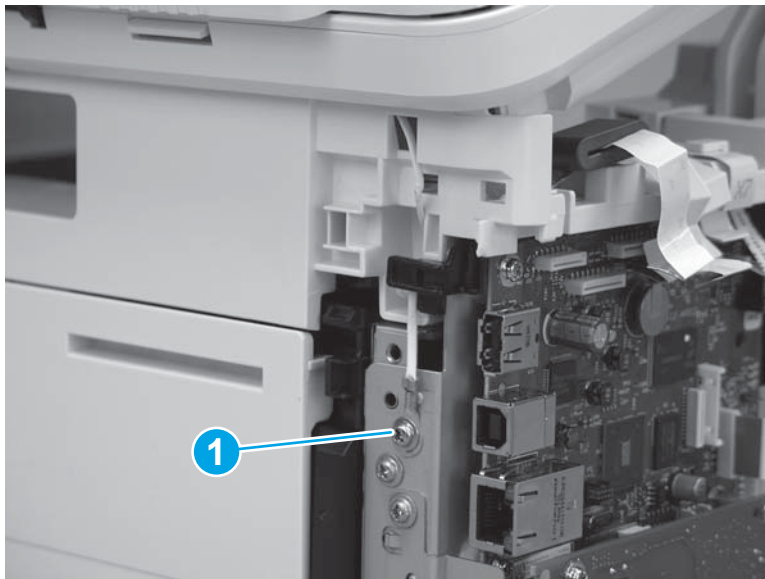
**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-533** Disconnect three FFCs



4. Remove one screw (callout 1).

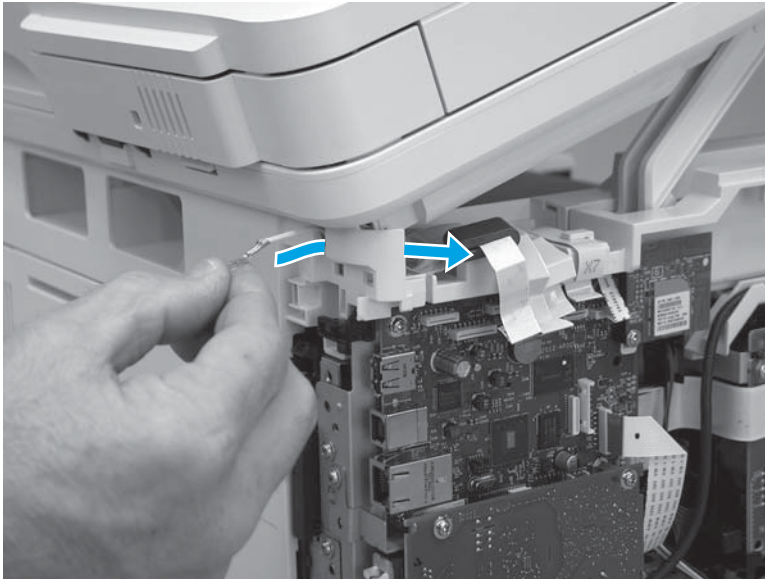
**Figure 1-534** Remove one screw





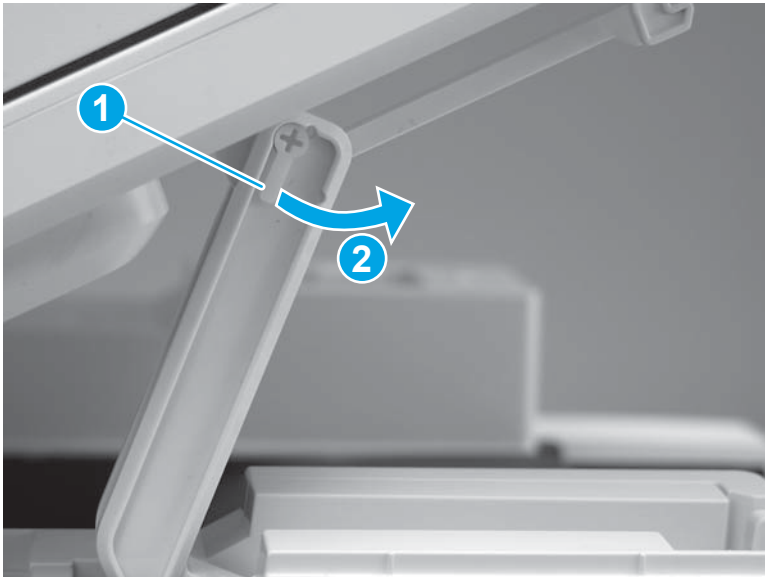
5. Pass the ground wire through the opening in the top cover.

**Figure 1-535** Pass the wire through the opening



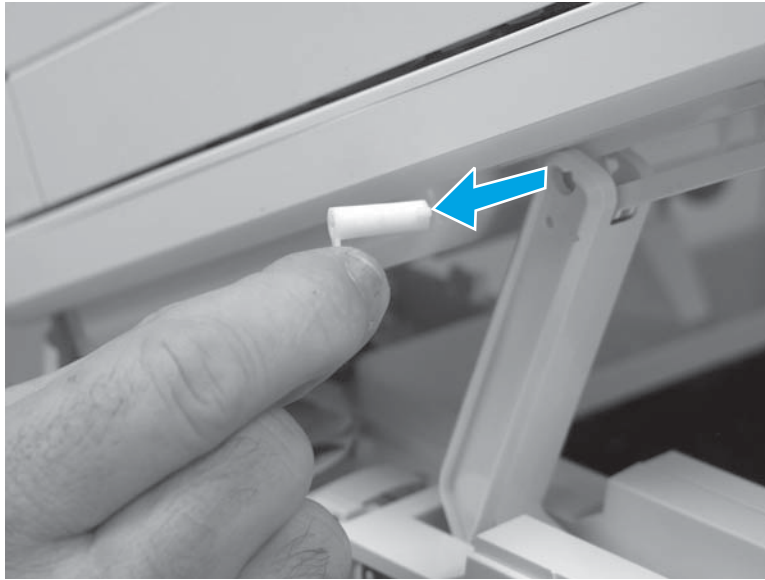
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-536** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-537** Remove the slider pin



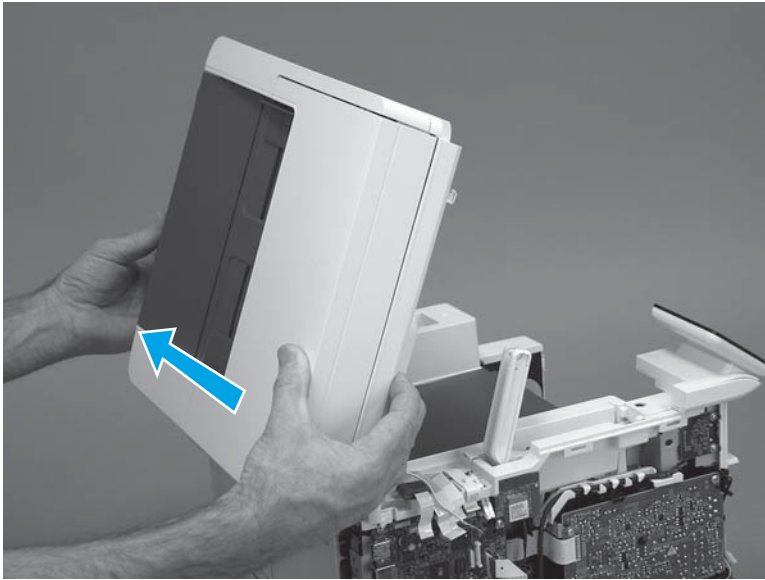
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-538** Rotate the ISA towards the rear of the printer



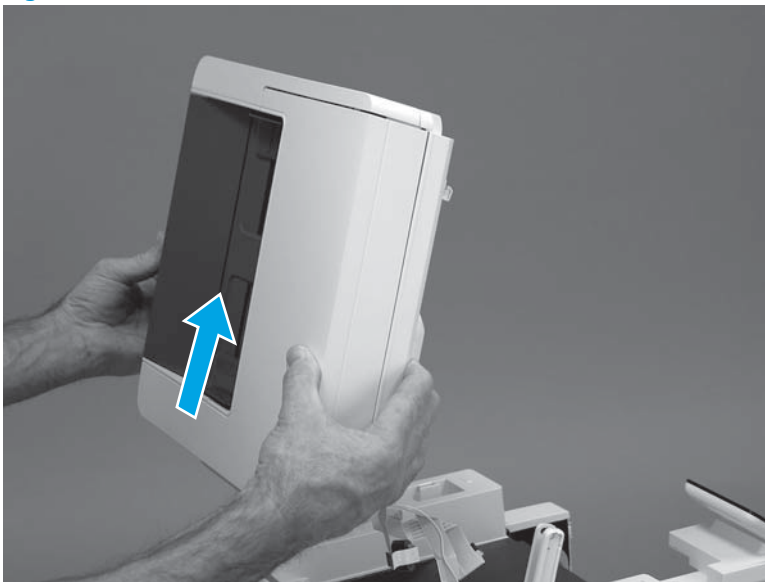
- Slide the ISA as shown to release it.

**Figure 1-539** Release the ISA



- Remove the ISA.

**Figure 1-540** Remove the ISA



### Step 5: Unpack the replacement assembly

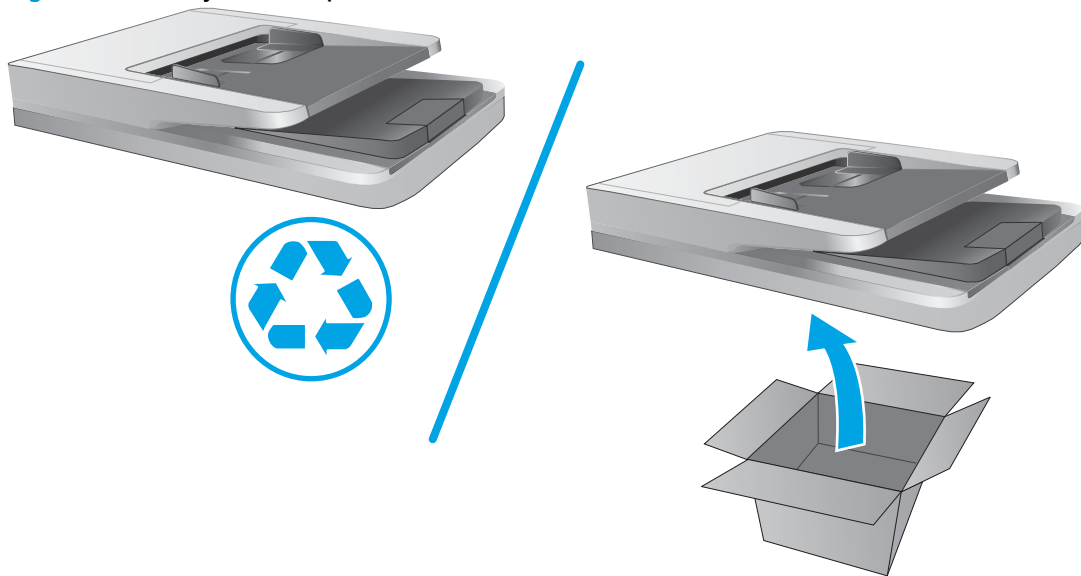
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>




**NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-541** Recycle and unpack

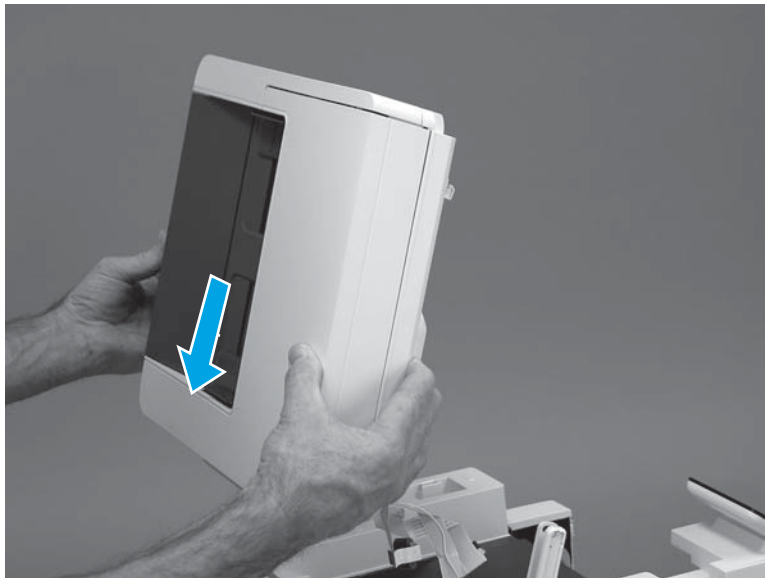


**Step 6: Install the ISA (M427/M426)**

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

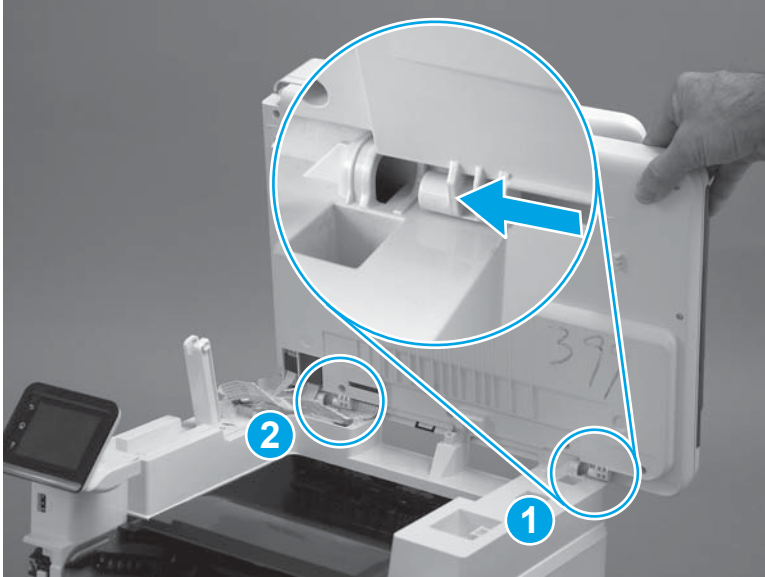
1. Position the ISA on the printer.

**Figure 1-542** Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-543** Engage the hinge pins with the holders



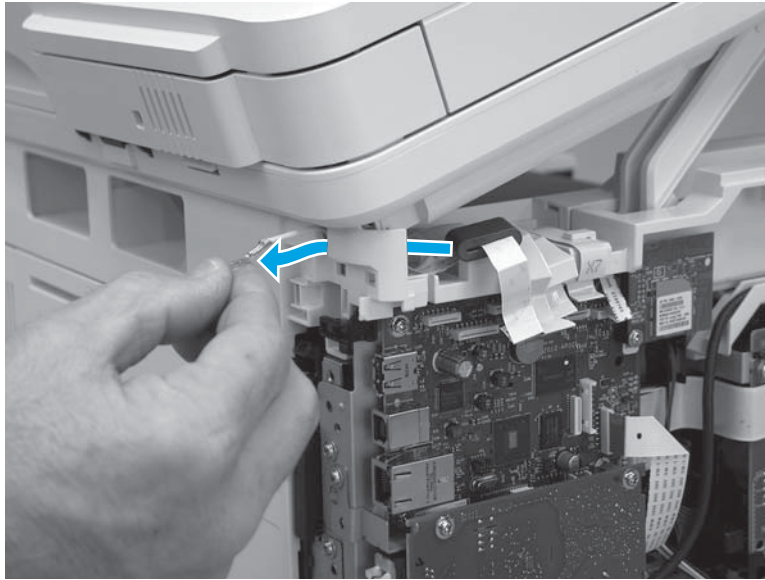
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-544** Rotate the ISA towards the front of the printer



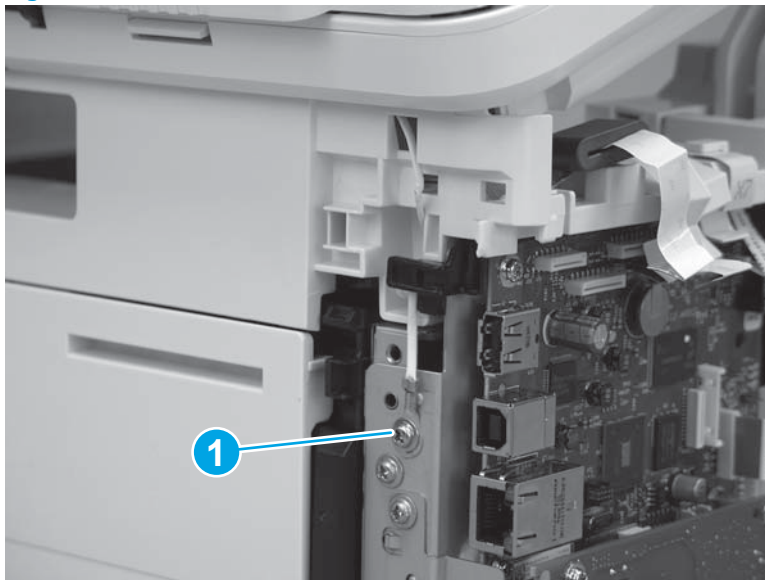
4. Pass the ground wire through the opening in the top cover.

**Figure 1-545** Pass the wire through the opening




5. Install one screw (callout 1).

**Figure 1-546** Install one screw

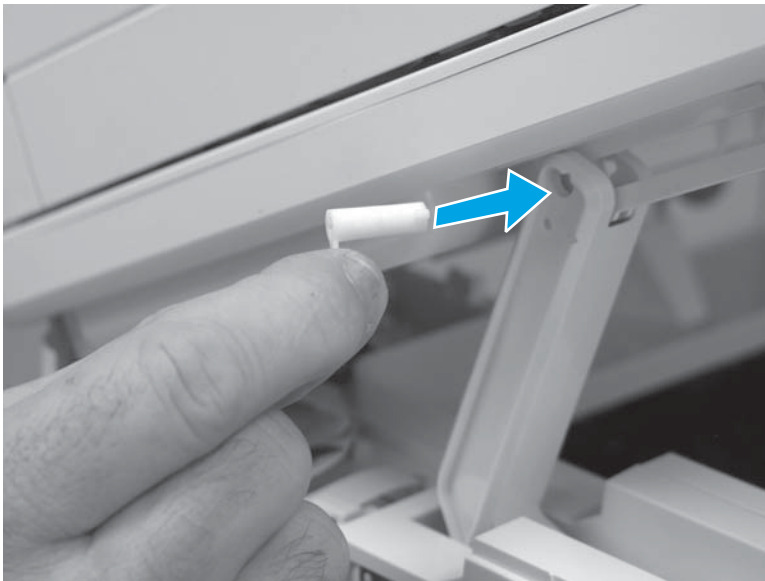




6. Install the ISA lift assembly slider pin.

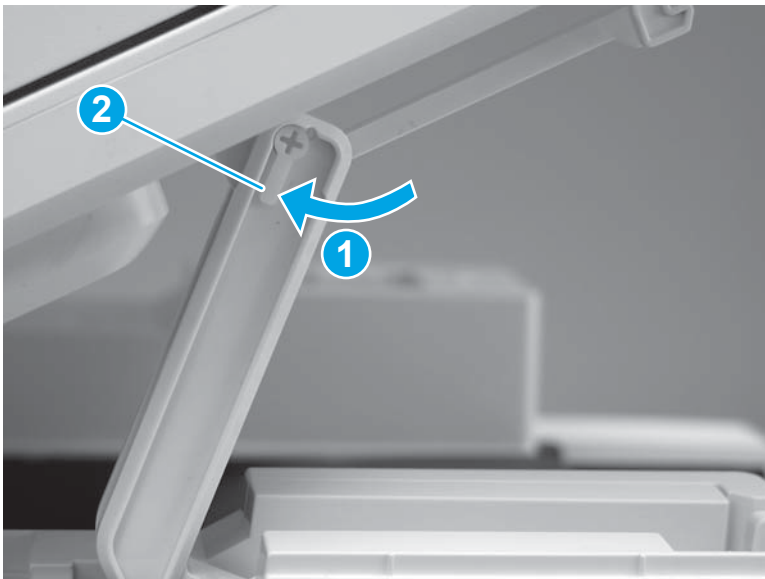
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-547** Install the slider pin



7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

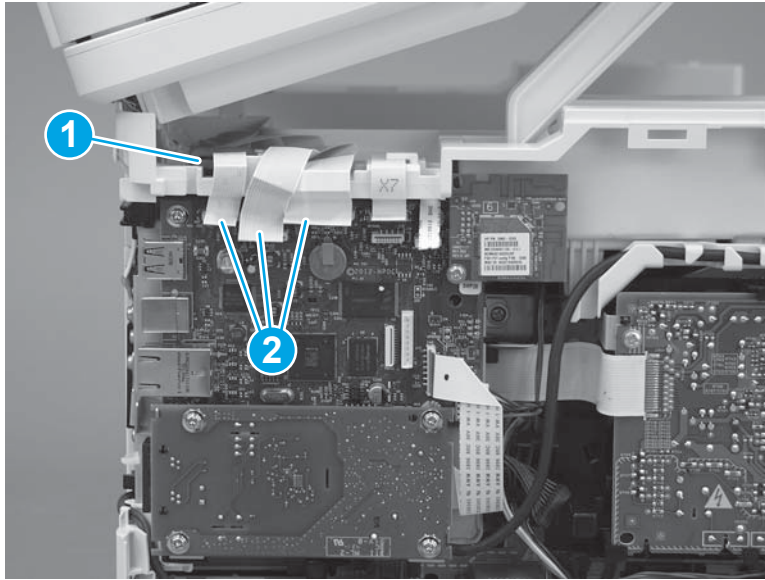
**Figure 1-548** Secure the slider pin





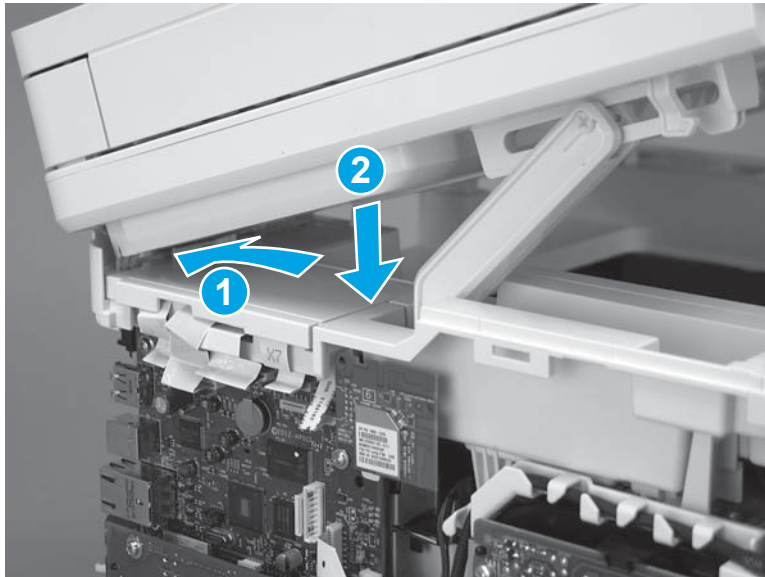
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-549** Connect three FFCs



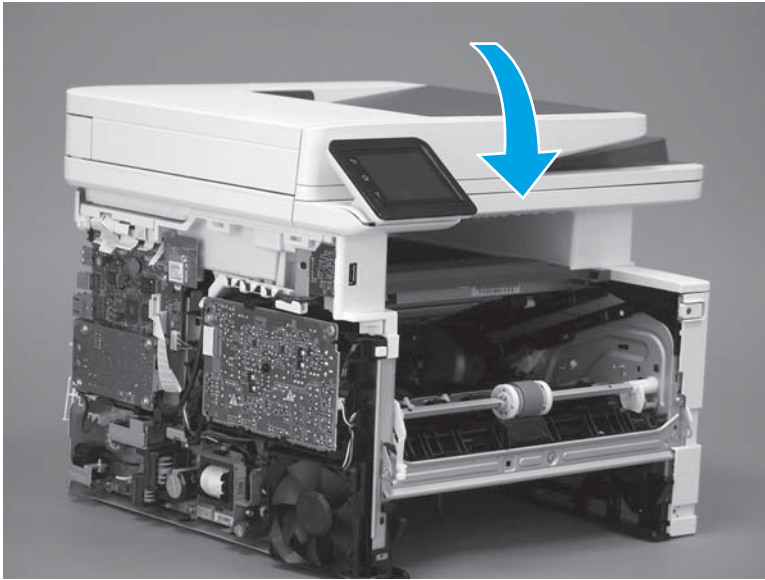
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

**Figure 1-550** Install the ISA FFC cover



10. Lower the ISA.

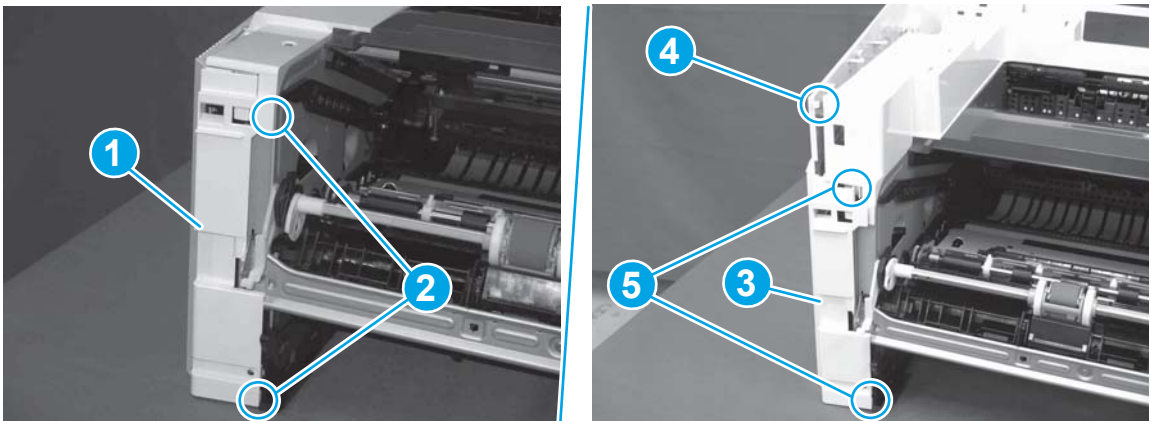
**Figure 1-551** Lower the ISA



### Step 7: Install the left cover

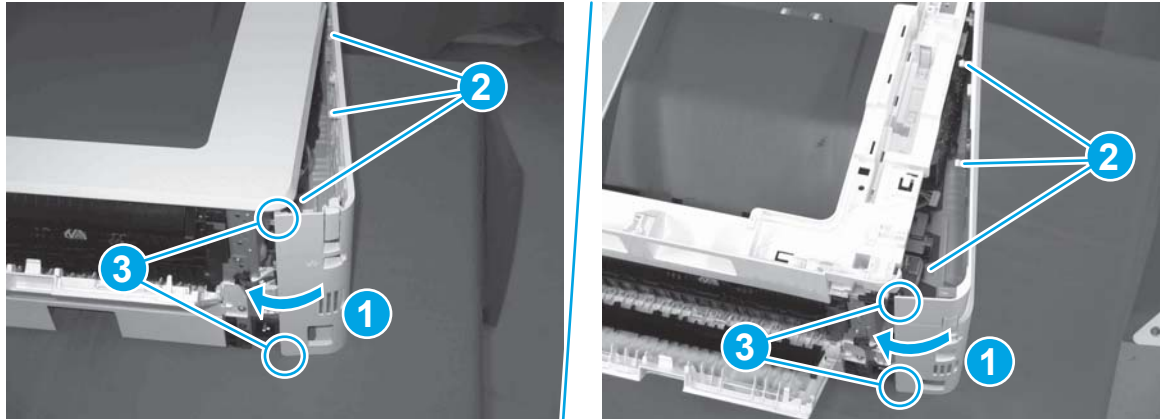
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-552** Install the cover



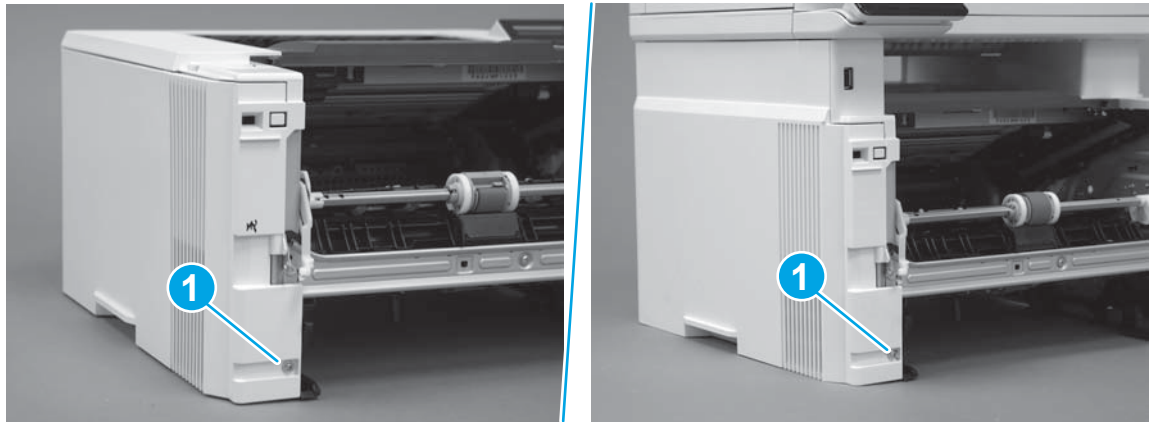
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-553** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-554** Install one screw

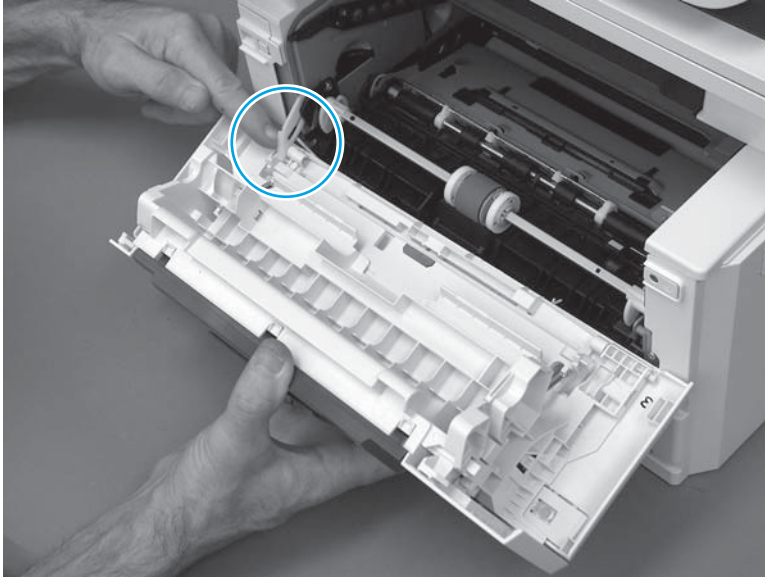


### Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

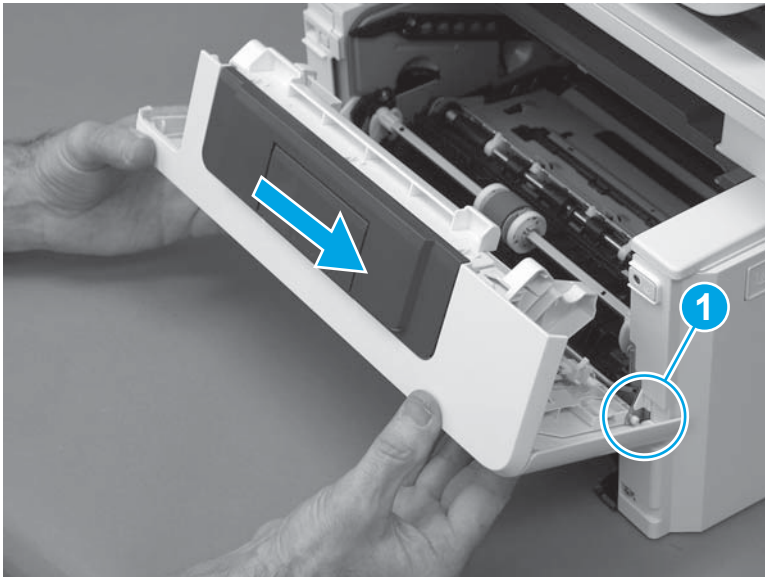
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-555** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

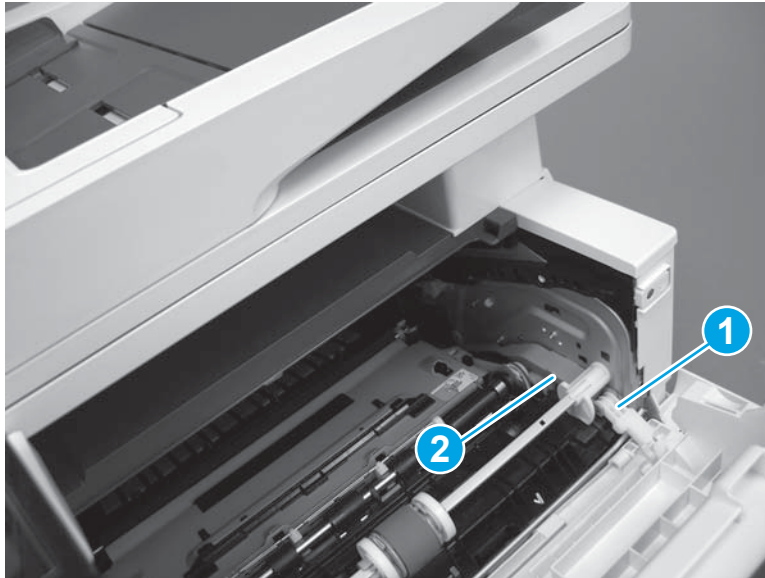
**Figure 1-556** Install the door



3. Install the link (callout 1).

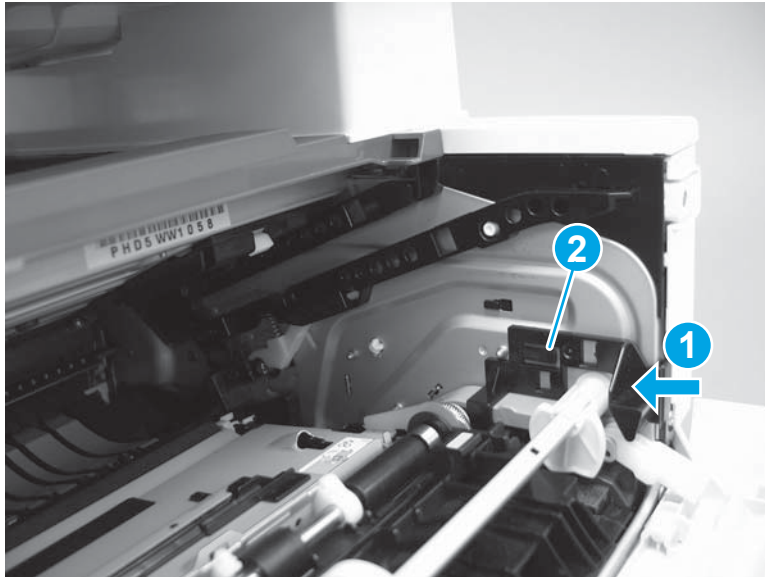
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-557** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

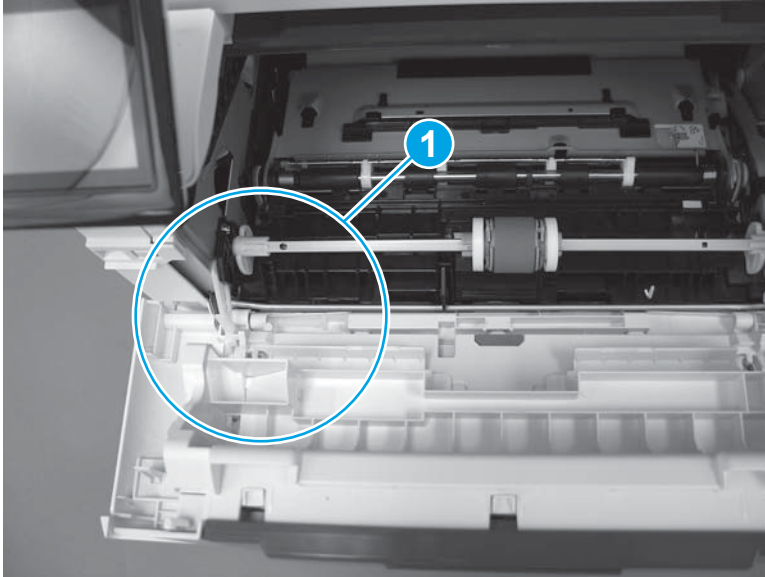
**Figure 1-558** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

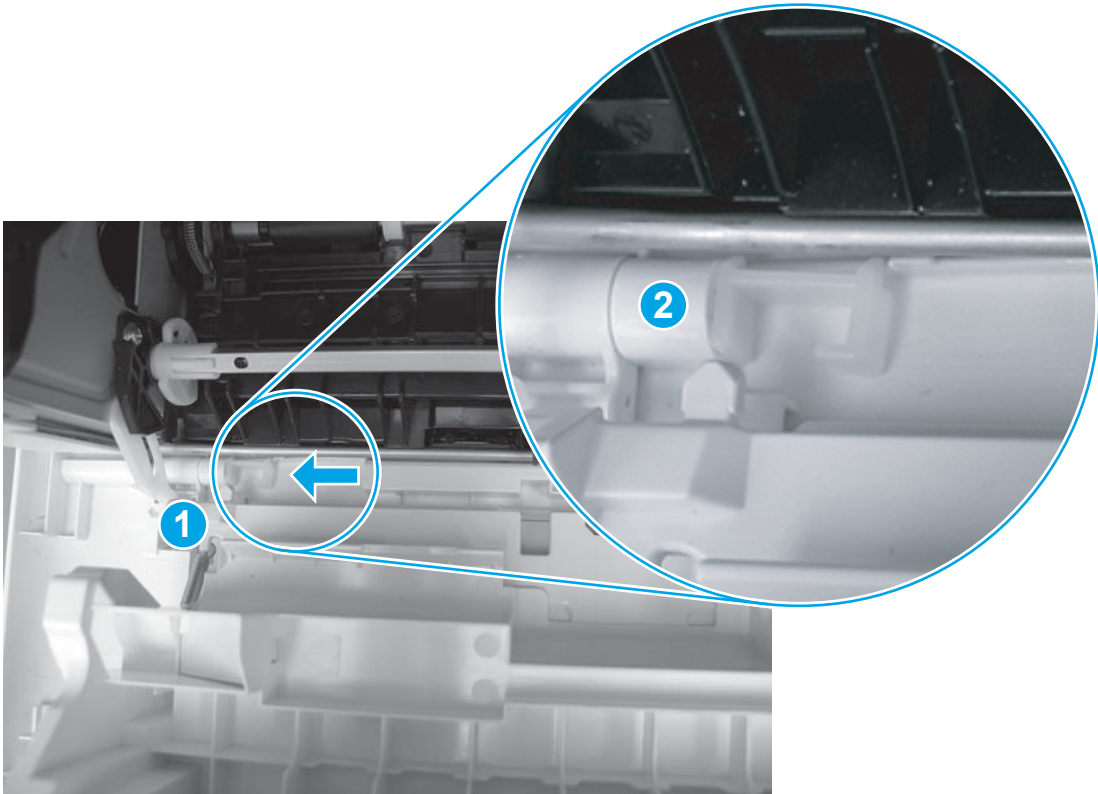
**Figure 1-559** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-560** Install the support shaft



### Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-561** Install the tray





## Removal and replacement: ISA lift assembly and slider pin (M427/M426)



**NOTE:** M427/M426 models only.

- [Introduction](#)
- [Step 1: Remove the slider pin \(M427/M426\)](#)
- [Step 2: Remove the ISA lift assembly \(M427/M426\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the ISA lift assembly \(M427/M426\)](#)
- [Step 5: Install the slider pin \(M427/M426\)](#)

### Introduction

This document provides the procedures to remove and replace the integrated scanner assembly (ISA) support arm.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.



**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

#### ISA lift assembly and slider pin

---

**B3Q10-60128**

ISA lift assembly

**B3Q10-40041**

Slider pin, ISA lift 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

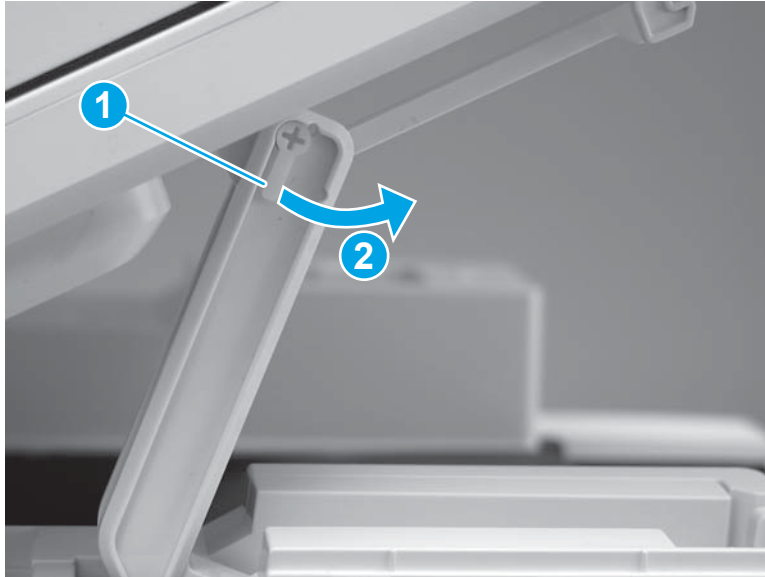
Make sure that the printer initializes to a **Ready** state.

Print a configuration page, and then make a copy using the document feeder to make sure that it is properly functioning.

### Step 1: Remove the slider pin (M427/M426)

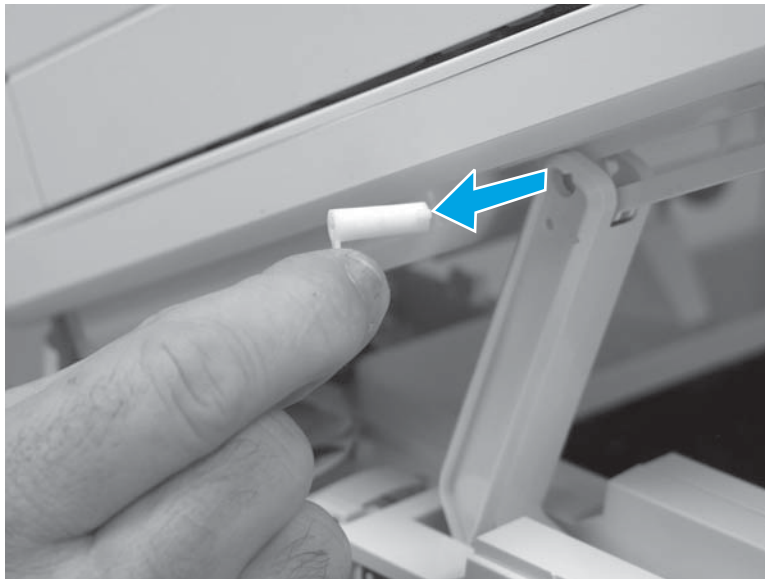
1. Open the ISA, release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-562** Release one tab and rotate the slider pin



2. Remove the slider pin.

**Figure 1-563** Remove the slider pin

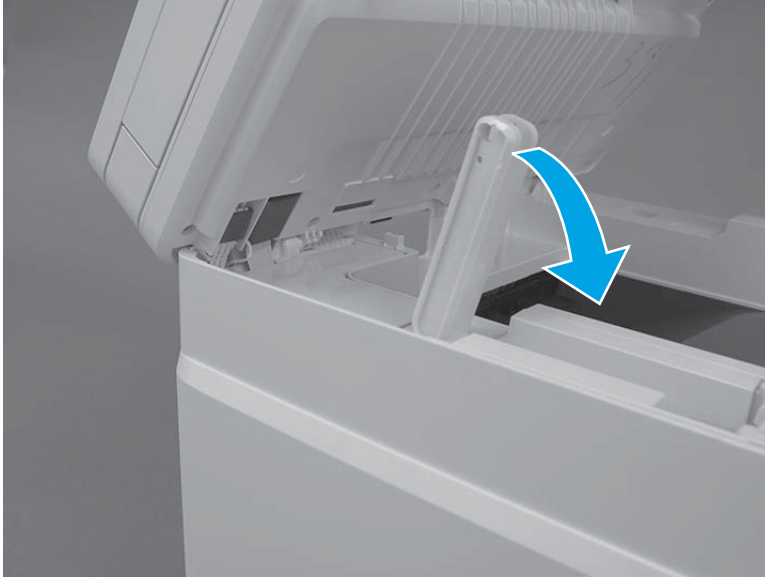


### Step 2: Remove the ISA lift assembly (M427/M426)

1. Move the ISA out of the way, and then lower the support arm to the closed position.

**CAUTION:** The ISA hinges are not captive in the top cover mounting bosses. Do not allow the ISA to slip off of the top cover.

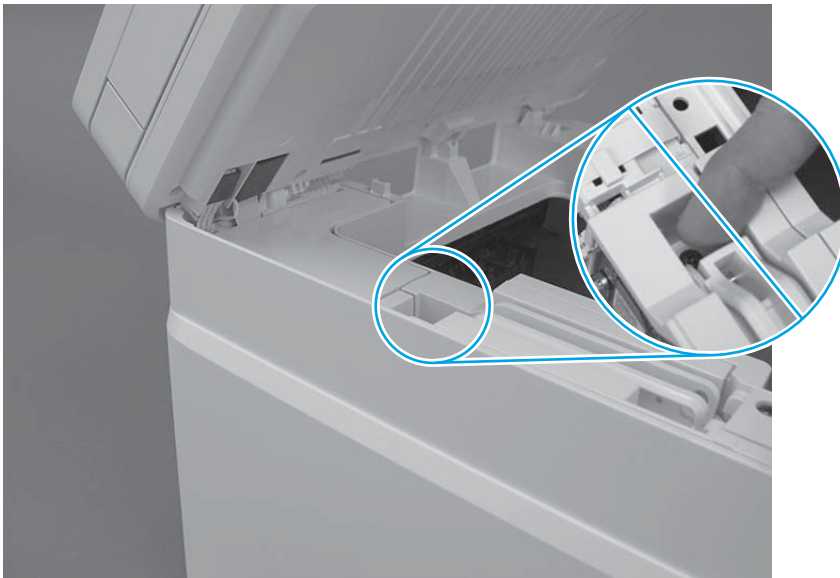
**Figure 1-564** Lower the support arm



2. Before proceeding take note of the following.

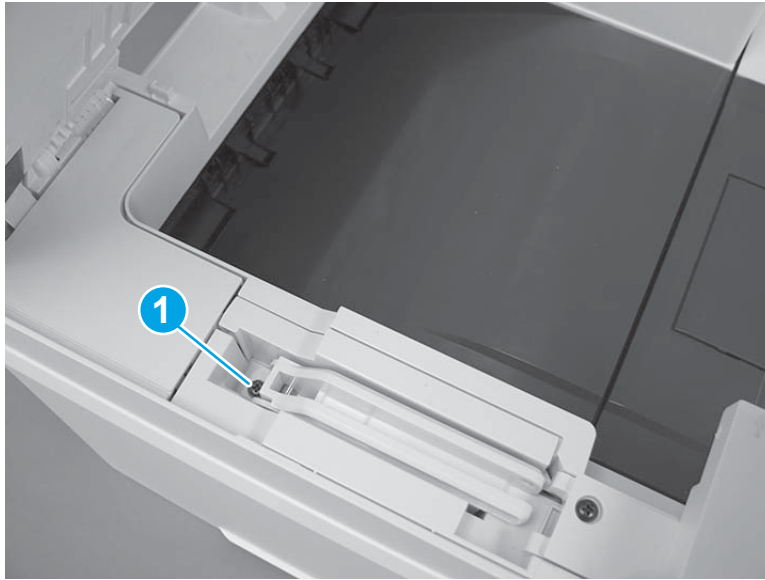
**⚠ CAUTION:** The support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw well when the support arm is in the closed position.

**Figure 1-565** Before proceeding take note



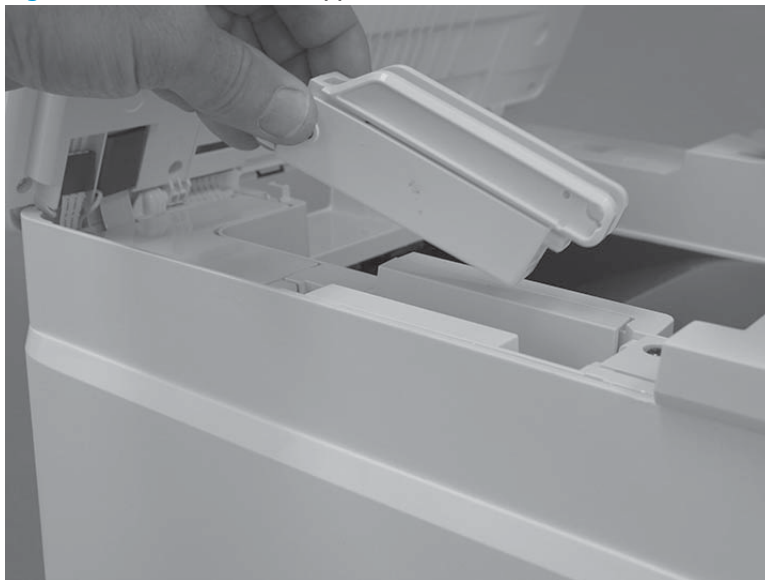
3. Remove one screw (callout 1).

**Figure 1-566** Remove one screw



4. Remove the support arm.

**Figure 1-567** Remove the support arm



### Step 3: Unpack the replacement assembly

Unpack the replacement part from the packaging.

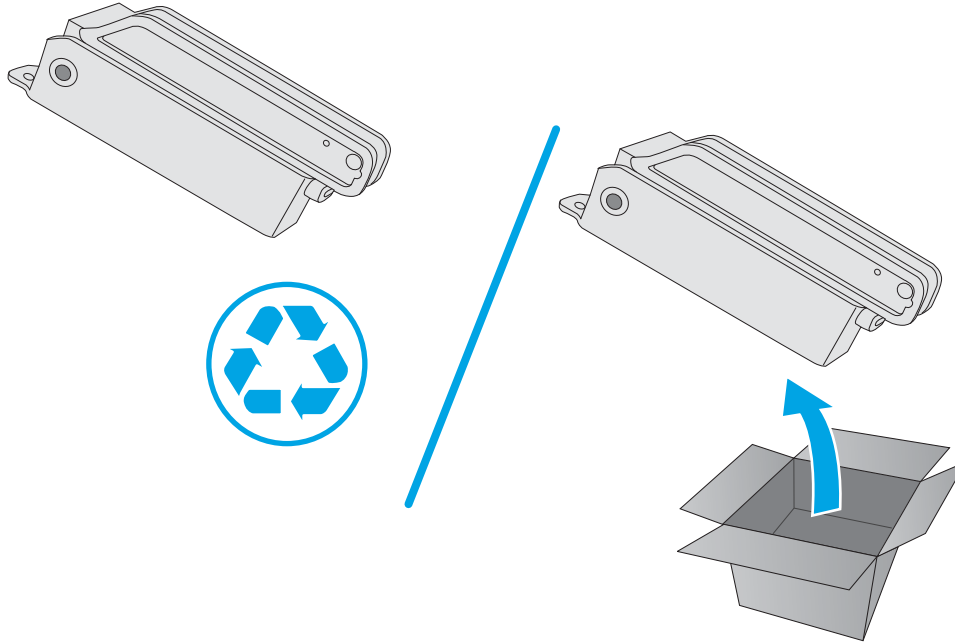
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

---

 **NOTE:** HP recommends responsible disposal of the defective part.

---

**Figure 1-568** Recycle and unpack



**Step 4: Install the ISA lift assembly (M427/M426)**

1. Support the ISA, align the tab (callout 1) on the lift assembly with the slot in the top cover (callout 2), and then install the lift assembly.

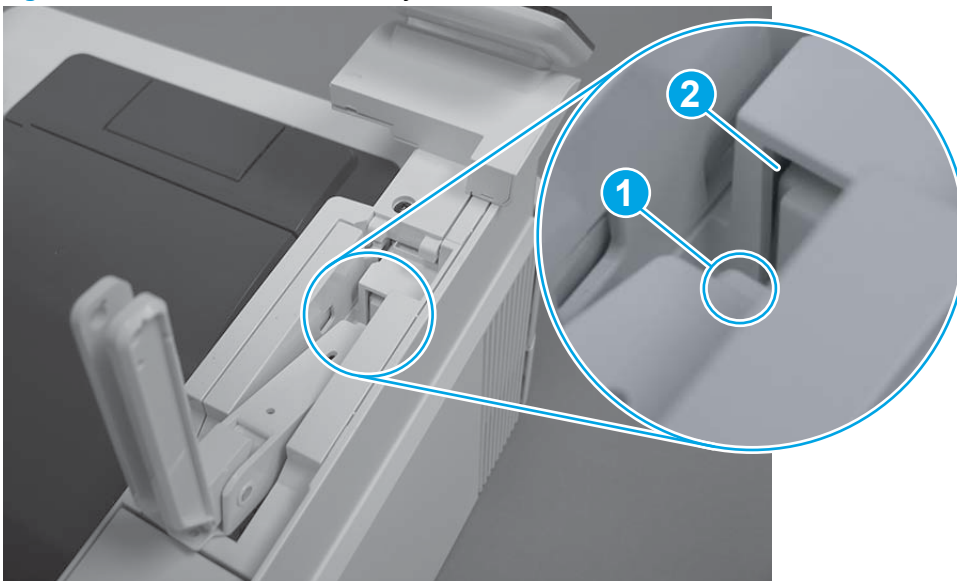
---

**CAUTION:** The ISA hinges are not captive in the top cover mounting bosses. Do not allow the ISA to slip off of the top cover.

**NOTE:** If the replacement lift assembly is in the closed position, place it in the open position.

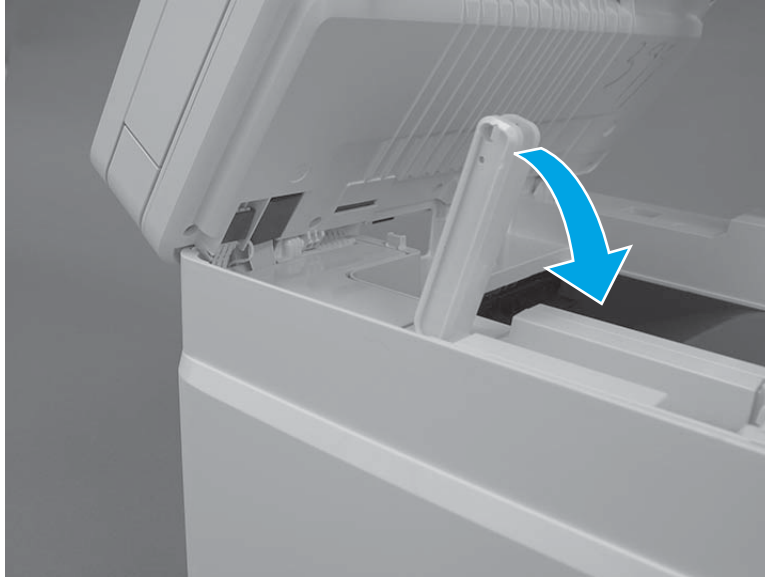
---

**Figure 1-569** Install the lift assembly



2. Lower the lift assembly to the closed position.

**Figure 1-570** Lower the lift assembly



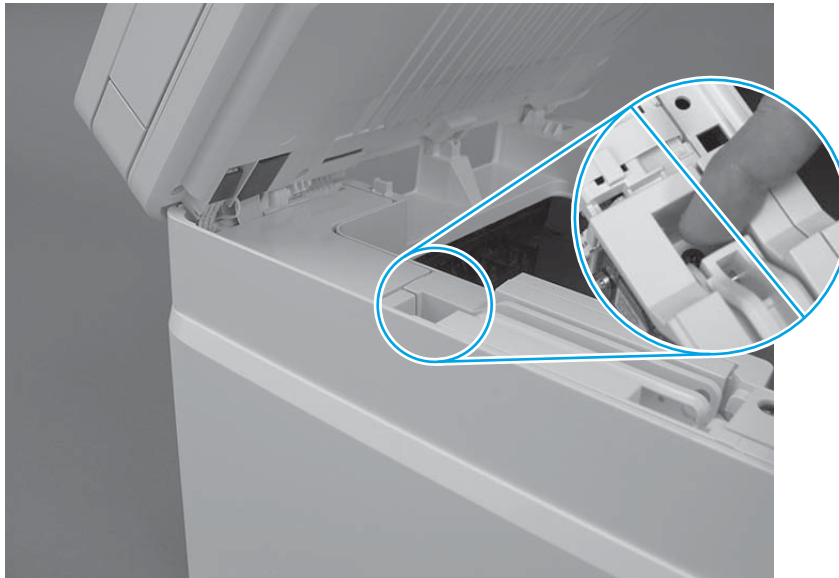
3. Before proceeding take note of the following.

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**⚠ CAUTION:** The lift assembly is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw well when the lift assembly is in the closed position.

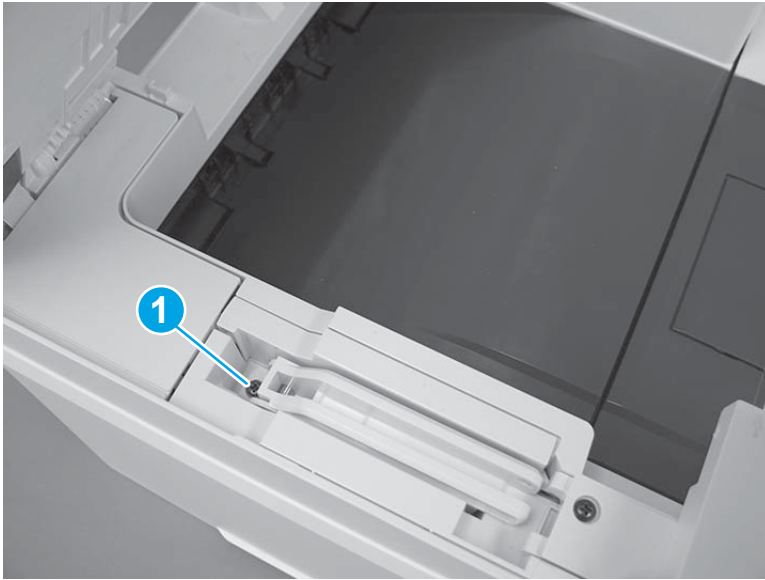
---

**Figure 1-571** Before proceeding take note




4. Install one screw (callout 1).

**Figure 1-572** Install one screw



#### Step 5: Install the slider pin (M427/M426)

1. Raise the ISA lift assembly to the open position, engage the ISA with the lift assembly, and then install the slider pin.

 **Reinstallation tip:** Align the keyed portion of the slider pin with the slot and hole in the lift assembly.

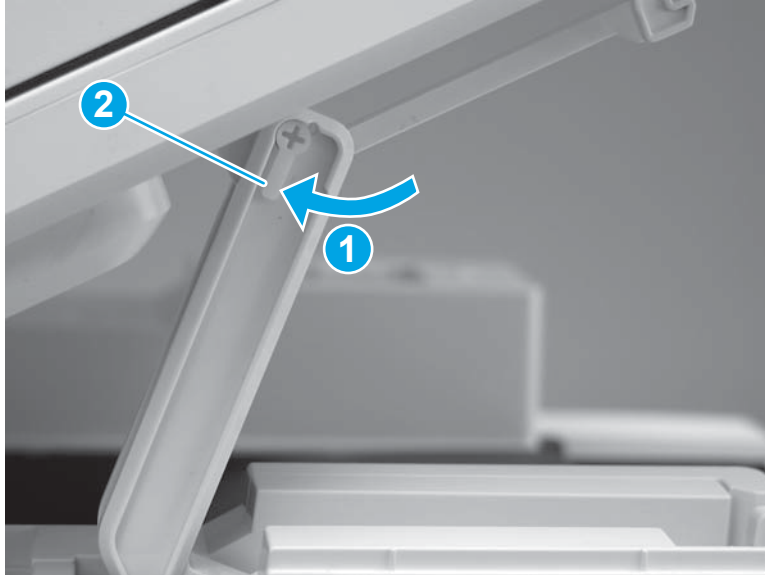
**Figure 1-573** Install the slider pin





2. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place. Close the ISA.

**Figure 1-574** Secure the slider pin



## Removal and replacement: Internal parts and assemblies

- [Removal and replacement: Fuser](#)
- [Removal and replacement: Registration assembly](#)
- [Removal and replacement: Main motor \(M1\)](#)
- [Removal and replacement: Power switch printed circuit assembly](#)
- [Removal and replacement: Fax PCA \(M427/M426\)](#)
- [Removal and replacement: Walkup USB PCA \(M427/M426\)](#)
- [Removal and replacement: Wireless PCA](#)
- [Removal and replacement: Formatter PCA](#)
- [Removal and replacement: Fan \(FM1\)](#)
- [Removal and replacement: Fan holder \(FM1\)](#)
- [Removal and replacement: Laser scanner assembly](#)
- [Removal and replacement: Sheet-metal formatter bracket and formatter PCA](#)
- [Removal and replacement: NFC FFC](#)
- [Removal and replacement: Control panel FFC, \(M403/M402\)](#)
- [Removal and replacement: Formatter FFC](#)
- [Removal and replacement: DC controller](#)
- [Removal and replacement: Tag-cable assembly \(toner-cartridge memory\)](#)
- [Removal and replacement: Connecting PCA](#)
- [Removal and replacement: Laser scanner FFC](#)
- [Removal and replacement: High-voltage power supply](#)
- [Removal and replacement: Low-voltage power supply](#)
- [Removal and replacement: NFC cover \(M427/M426\)](#)
- [Removal and replacement: NFC PCA](#)
- [Removal and replacement: Control-panel assembly \(M403/M402\)](#)
- [Removal and replacement: Control panel \(M427/M426\) and control panel sub assemblies](#)

## Removal and replacement: Fuser

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the rear door assembly](#)
- [Step 6: Remove the fuser](#)
- [Step 7: Unpack the replacement assembly](#)
- [Step 8: Install the fuser](#)
- [Step 9: Install the rear door assembly](#)
- [Step 10: Install the right cover](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)

### Introduction

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

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

**⚠ WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Make sure the correct voltage fuser is installed in the printer.

**⚠ CAUTION:** The fuser is hot. Wait at least 30 minutes after turning the printer off before removing the fuser.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

Fuser part number	
RM2-2554-000CN	Fuser (110V/127V)
RM2-2555-000CN	Fuser (220V/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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-575** Remove the tray



### Step 2: Remove the cartridge door assembly



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**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

---

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

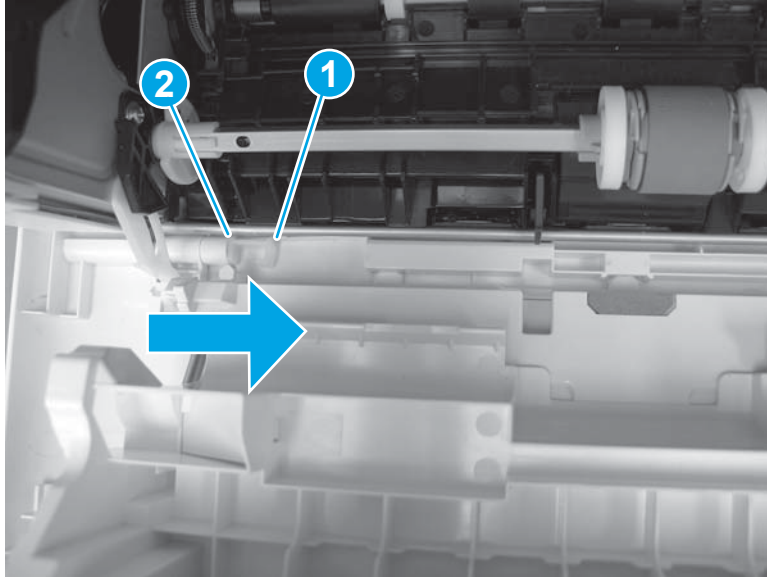


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**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

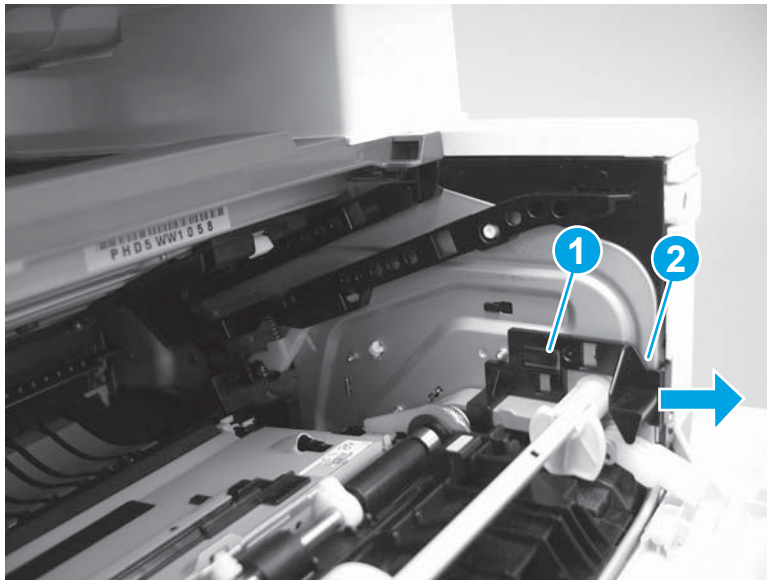
---

**Figure 1-576** Release the support shaft



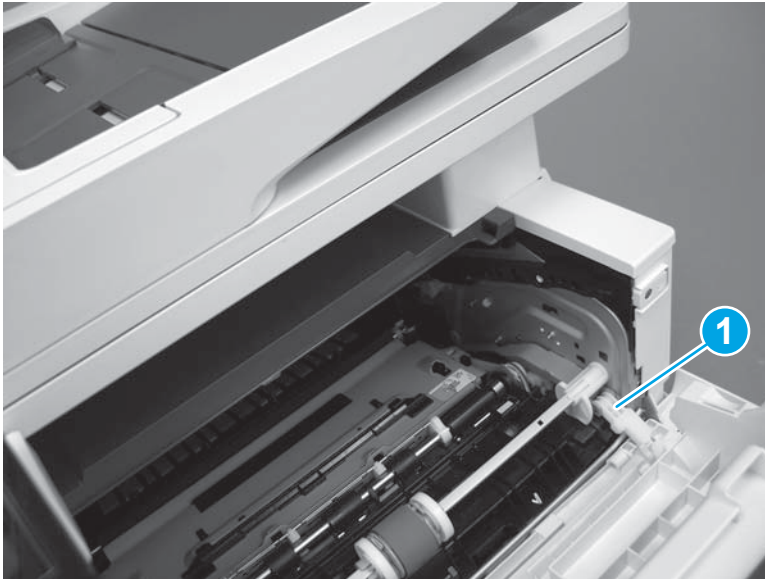
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-577** Remove the guide



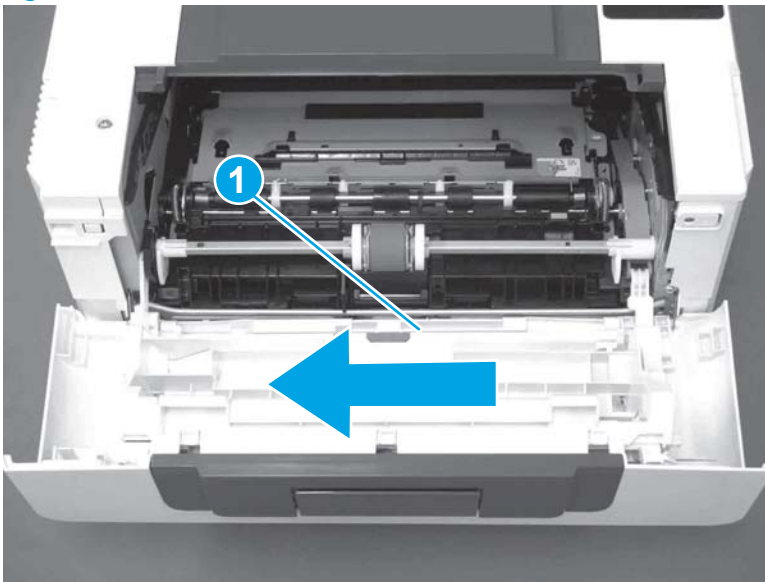
3. Remove the link arm (callout 1).

**Figure 1-578** Remove the link arm



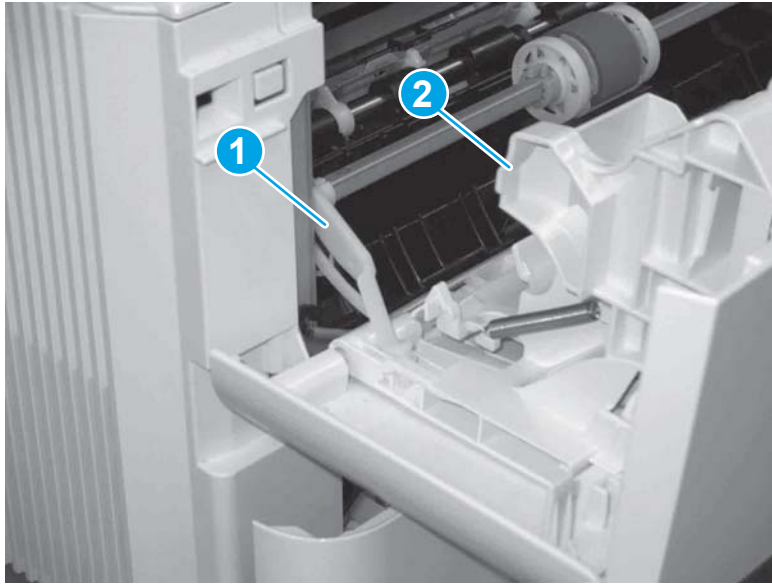
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-579** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

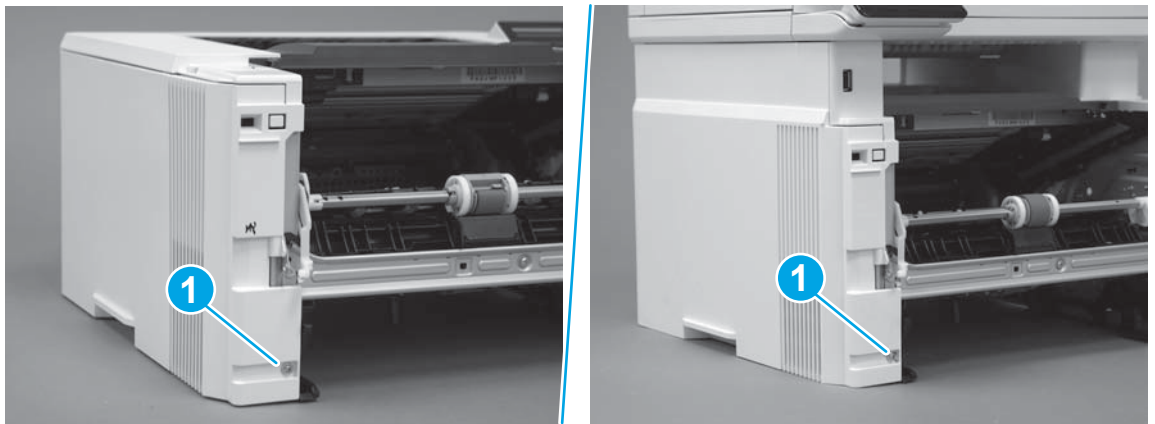
**Figure 1-580** Release the left-side retainer arm



### Step 3: Remove the left cover

1. Remove one screw (callout 1).

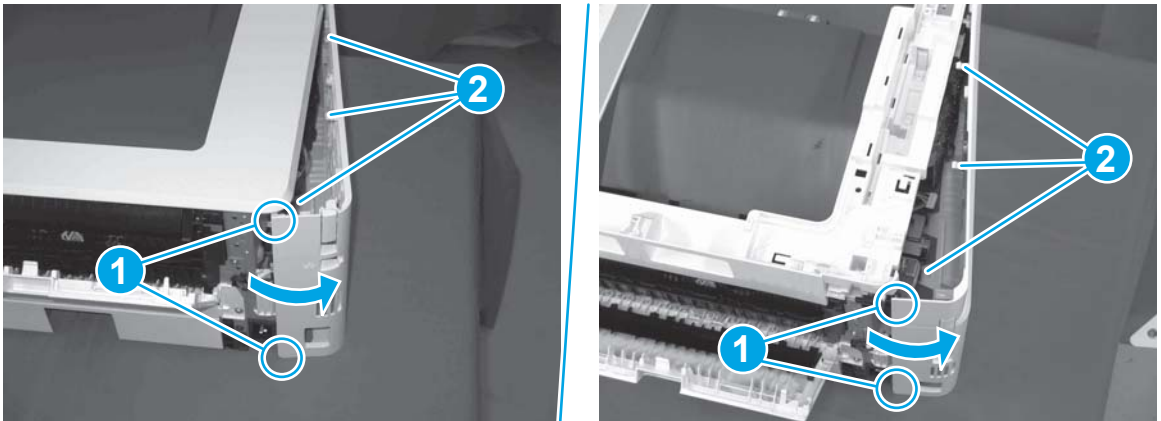
**Figure 1-581** Remove one screw





2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

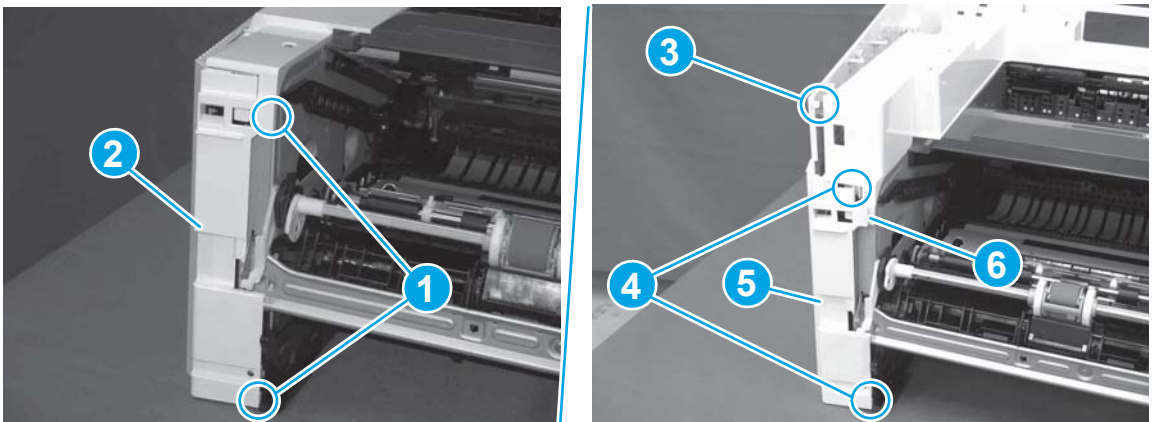
**Figure 1-582** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

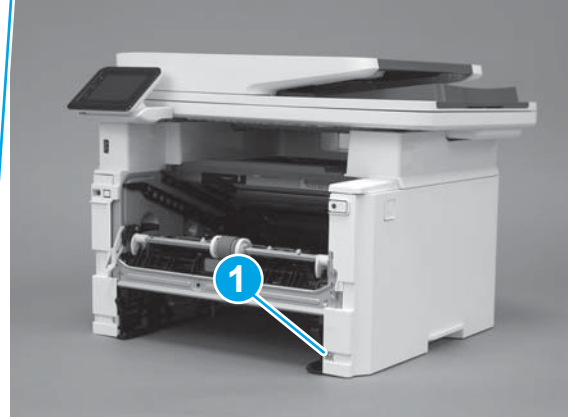
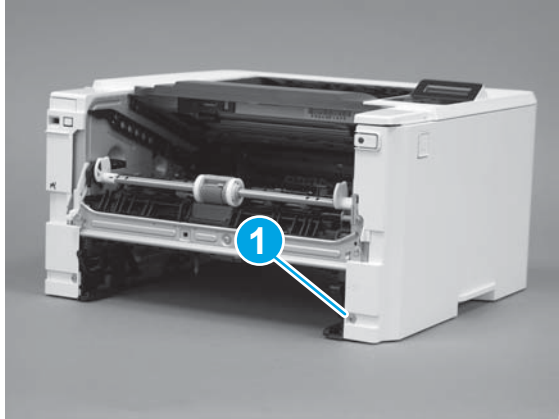
**Figure 1-583** Remove the cover



#### Step 4: Remove the right cover

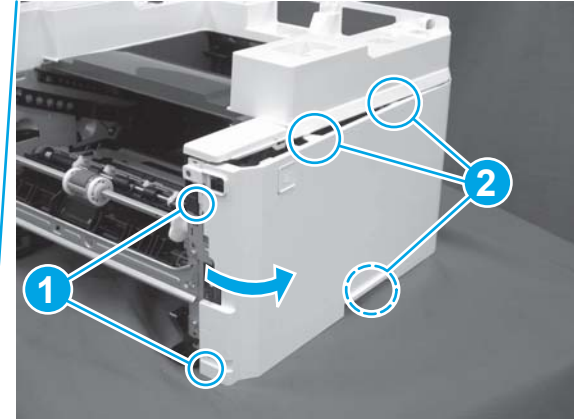
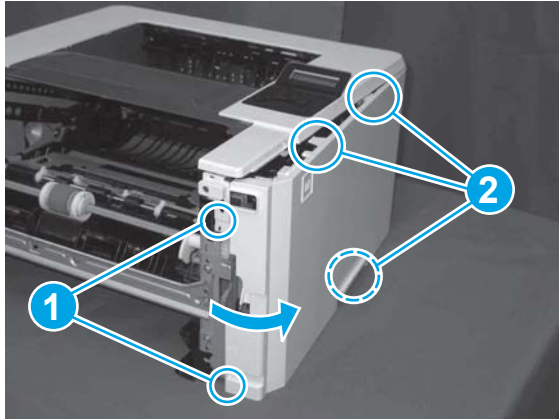
1. Remove one screw (callout 1).

**Figure 1-584** Remove one screw



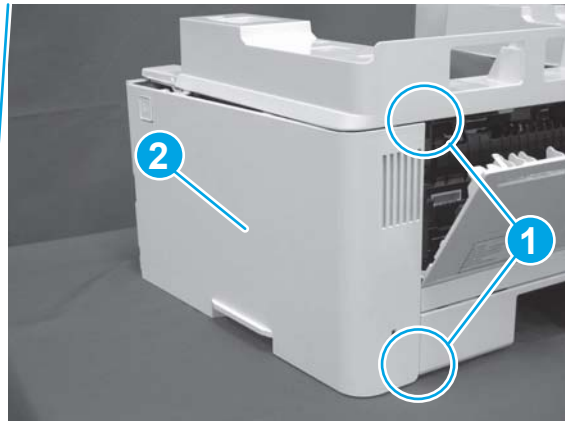
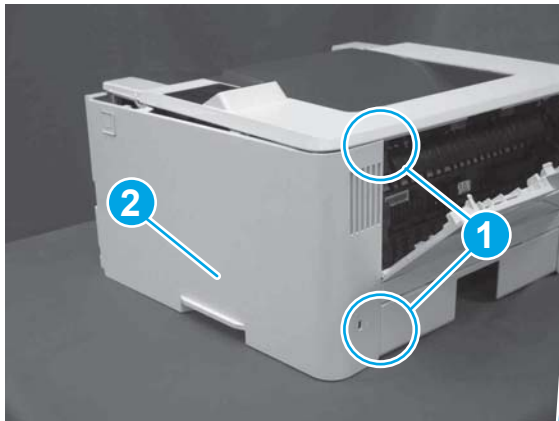
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-585** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

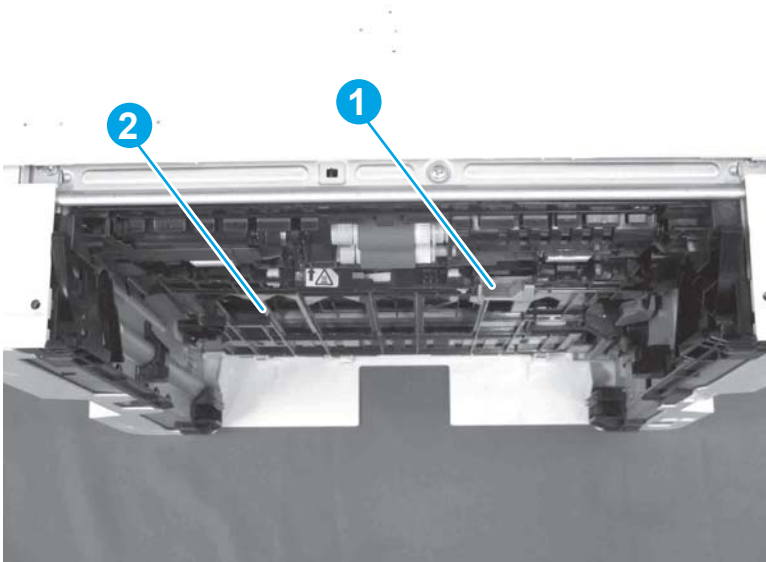
**Figure 1-586** Remove the cover



### Step 5: Remove the rear door assembly

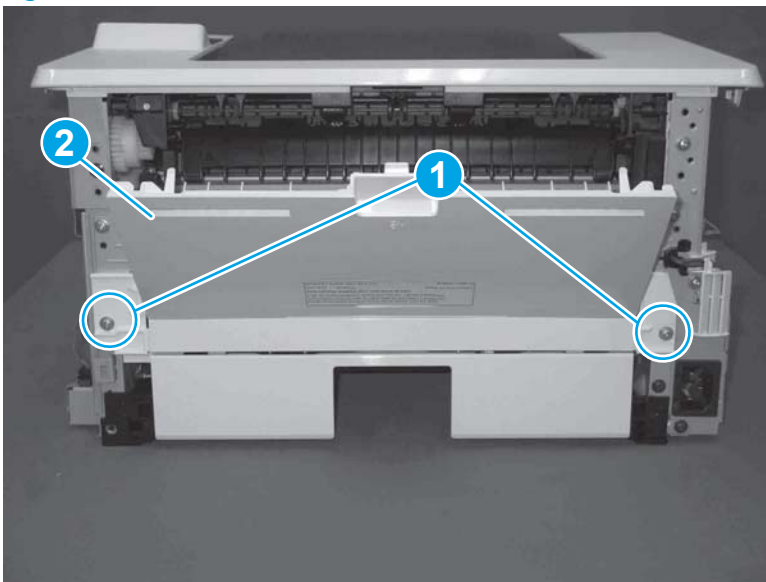
1. **Duplex models only:** Inside the Tray 2 cavity, press the green jam access lever (callout 1), and then lower the duplex feed assembly (callout 2).

**Figure 1-587** Duplex models, lower the duplex feed assembly



2. At the rear of the printer, remove two screws (callout 1), and then remove the rear door assembly (callout 2).

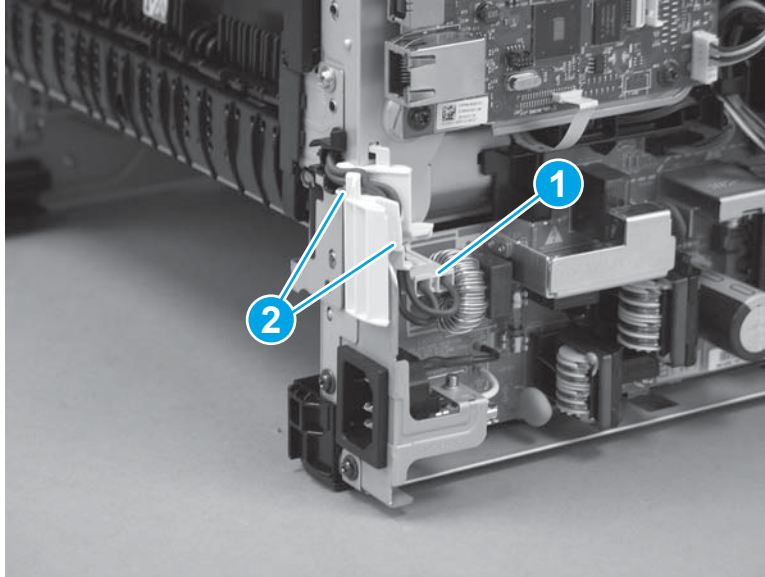
**Figure 1-588** Remove two screws



### Step 6: Remove the fuser

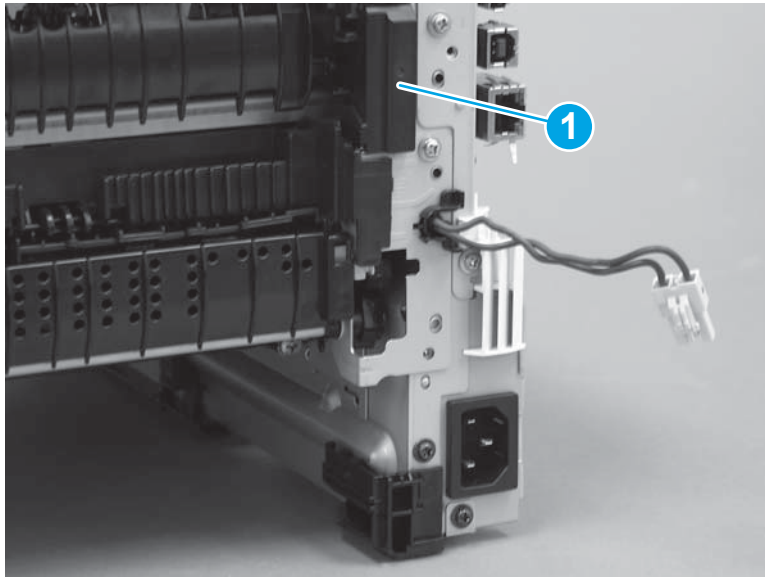
1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-589** Disconnect one connector



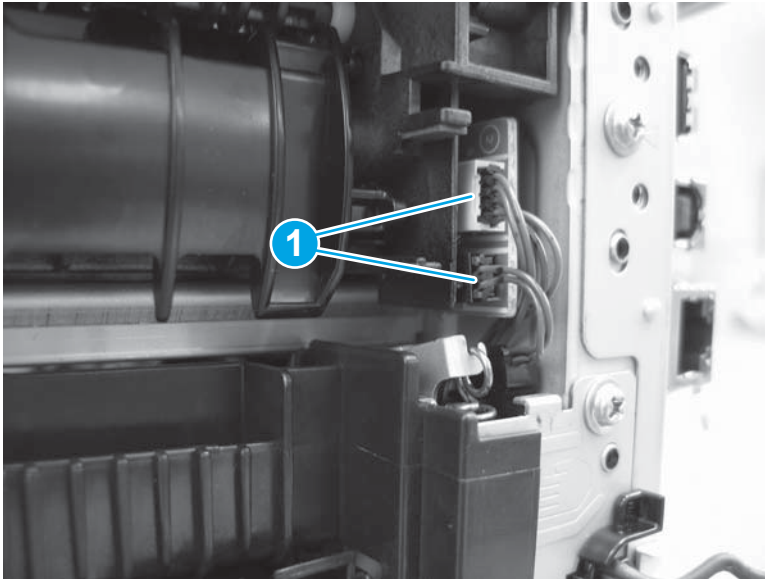
2. Pull the upper connector cover (callout 1) straight off of the printer to remove it.

**Figure 1-590** Remove the cover



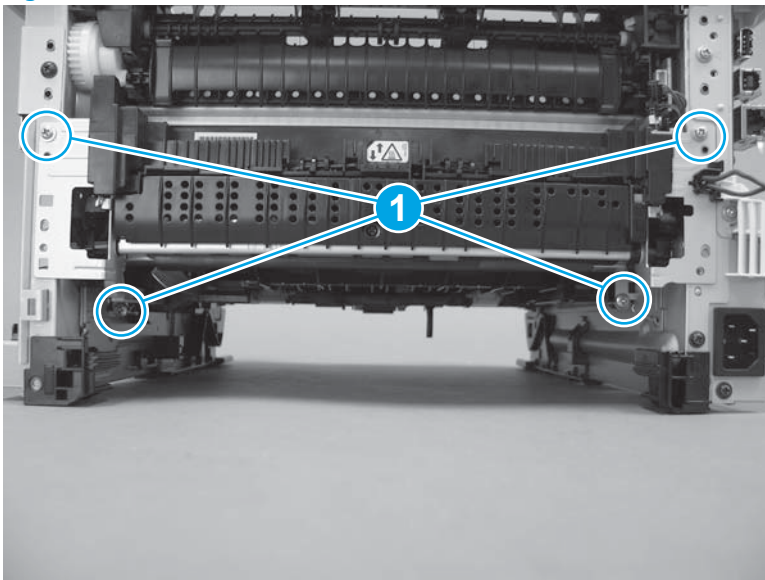
3. Disconnect two connectors (callout 1).

**Figure 1-591** Disconnect two connectors



4. Remove four screws (callout 1).

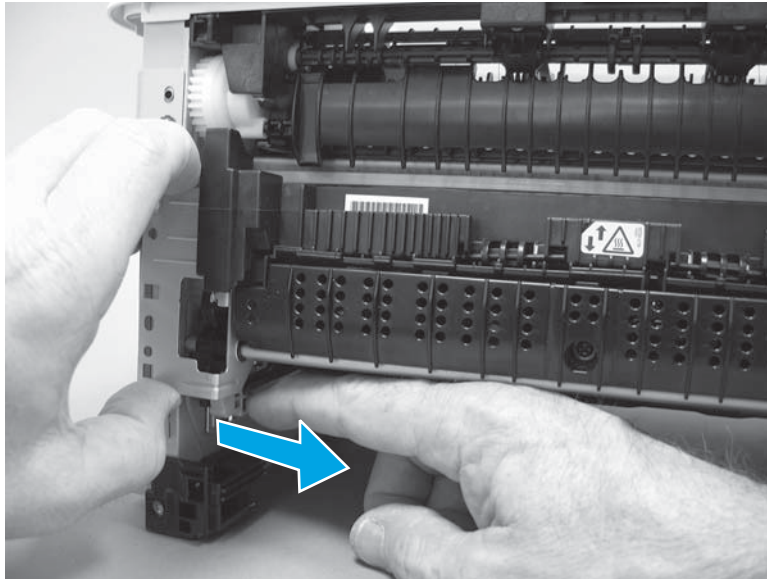
**Figure 1-592** Remove four screws





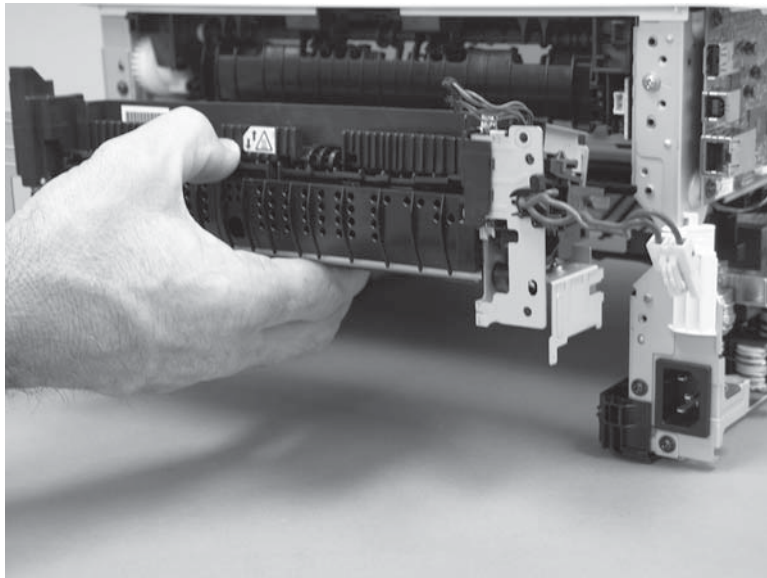
5. Pull the pressure-release link arm as shown to release it from the fuser.

**Figure 1-593** Release the pressure-release arm



6. Slide the fuser straight out of the printer.

**Figure 1-594** Remove the fuser



### Step 7: Unpack the replacement assembly

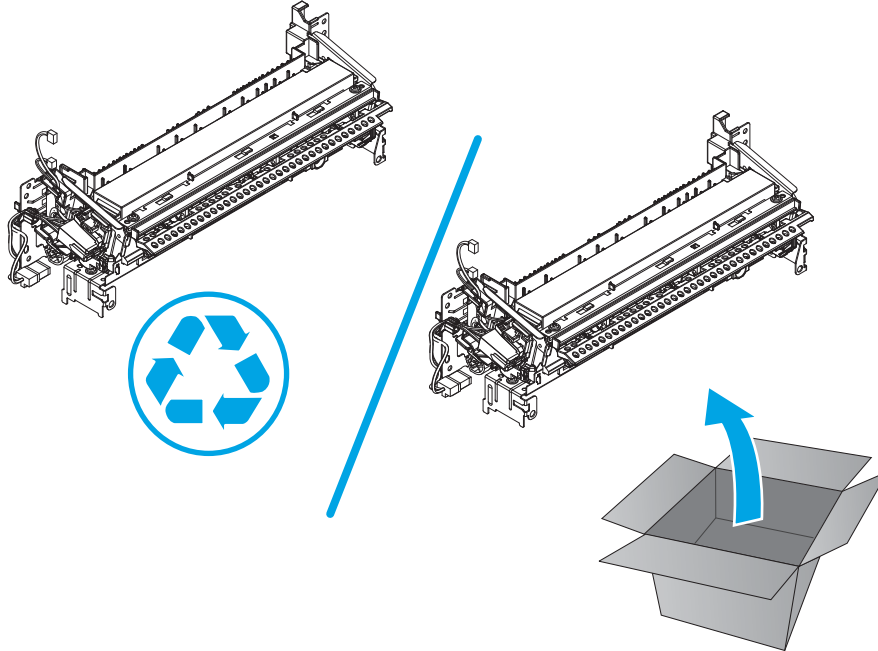
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

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 **NOTE:** HP recommends responsible disposal of the defective part.

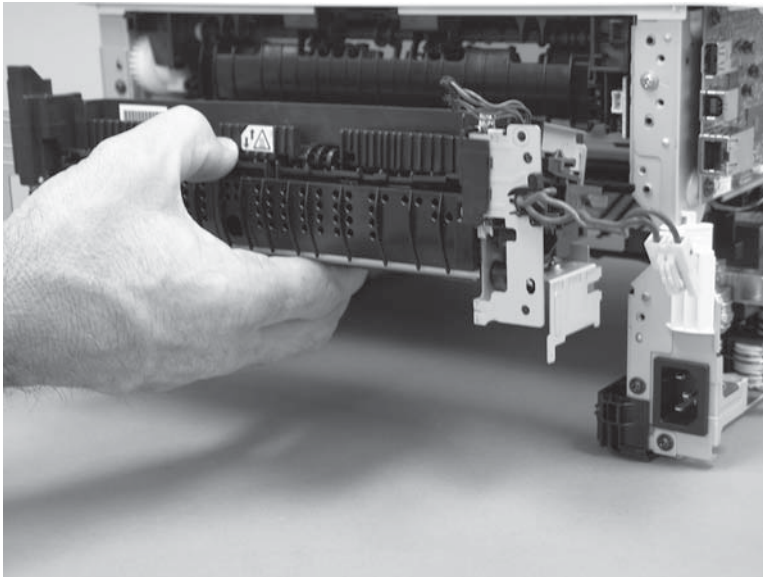
**Figure 1-595** Recycle and unpack



**Step 8: Install the fuser**

1. Slide the fuser straight into the printer.

**Figure 1-596** Install the fuser

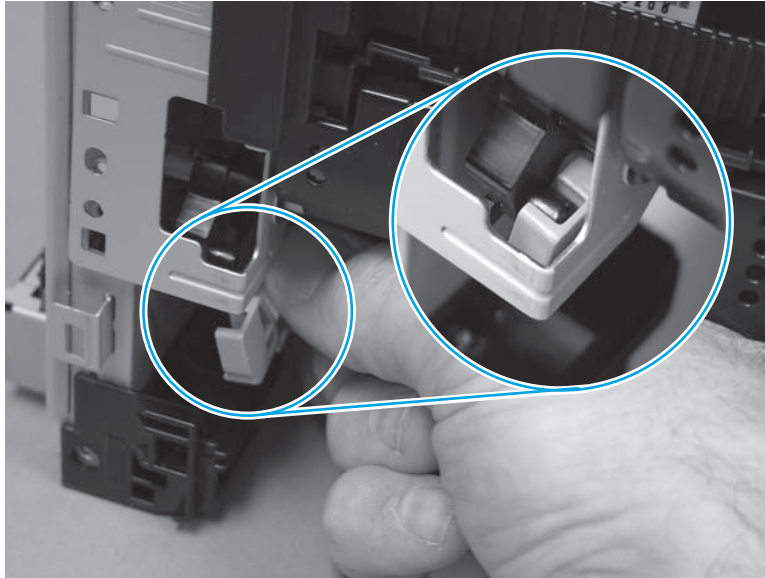




2. Connect the pressure-release link arm to the fuser.

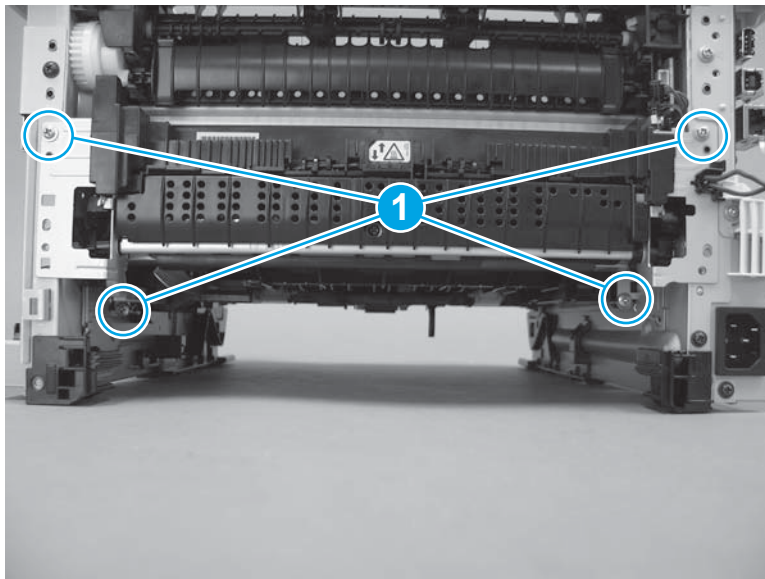
 **IMPORTANT:** Make sure that the pressure-release arm is correctly connected to the fuser.

**Figure 1-597** Connect the pressure-release arm



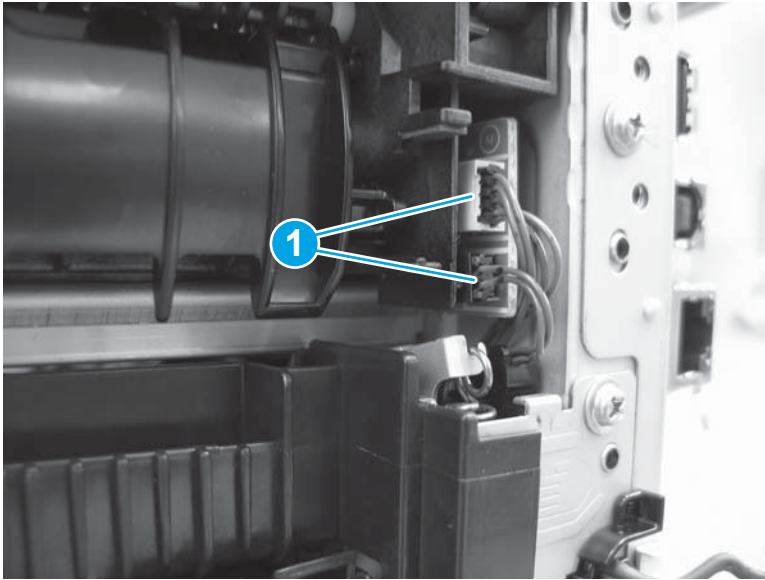
3. Install four screws (callout 1).

**Figure 1-598** Install four screws



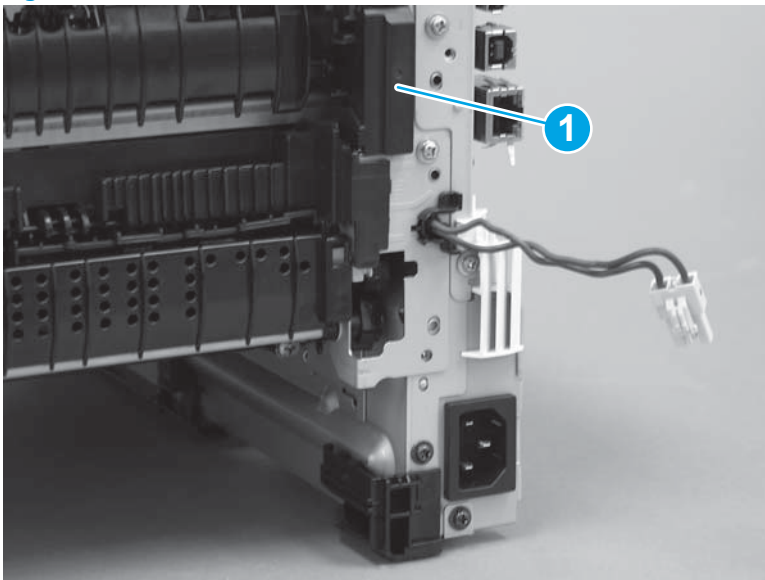
4. Connect two connectors (callout 1).

**Figure 1-599** Connect two connectors



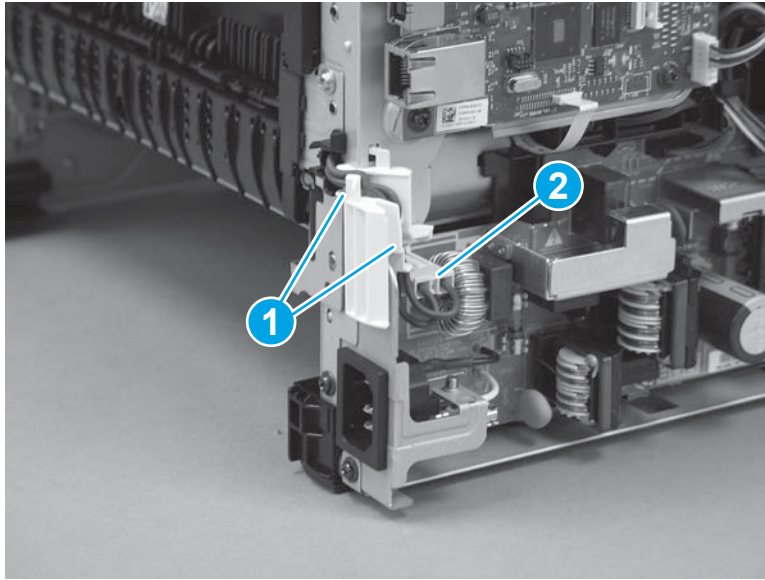
5. Push the upper connector cover (callout 1) straight onto of the printer to install it.

**Figure 1-600** Install the cover



6. Install the wire harness in the guide (callout 1), and then connect one connector (callout 2).

**Figure 1-601** Connect one connector



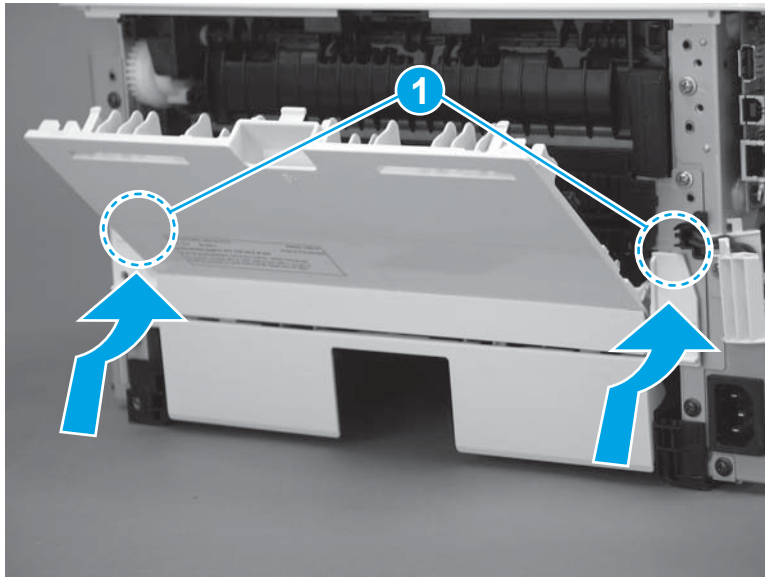
### Step 9: Install the rear door assembly

1. At the rear of the printer, position the assembly so that the two tabs (callout 1) are installed in the slots (callout 2) in the chassis.




**NOTE: Duplex models only:** Slide the duplex tray into the Tray 2 cavity.

**Figure 1-602** Install the rear cover



2. Install two screws.

 **NOTE: Duplex models only:** Reach in from the front of the Tray 2 cavity and raise the feed assembly to the up and locked position so that the rear cover will fit flat against the chassis.

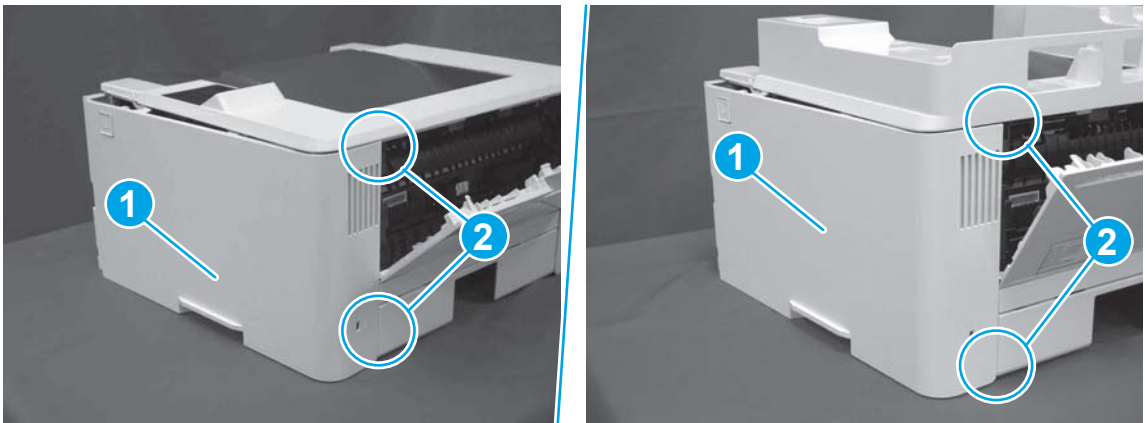
**Figure 1-603** Install two screws



### Step 10: Install the right cover

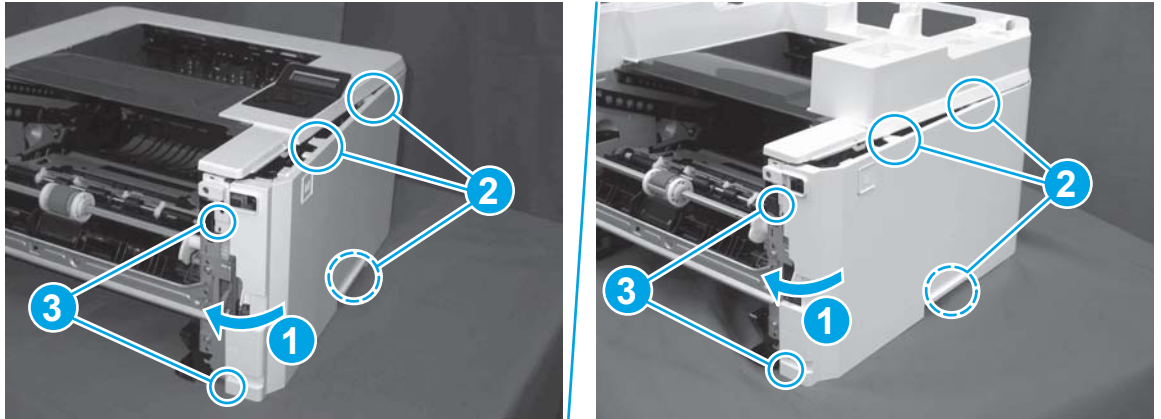
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-604** Install the cover




2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

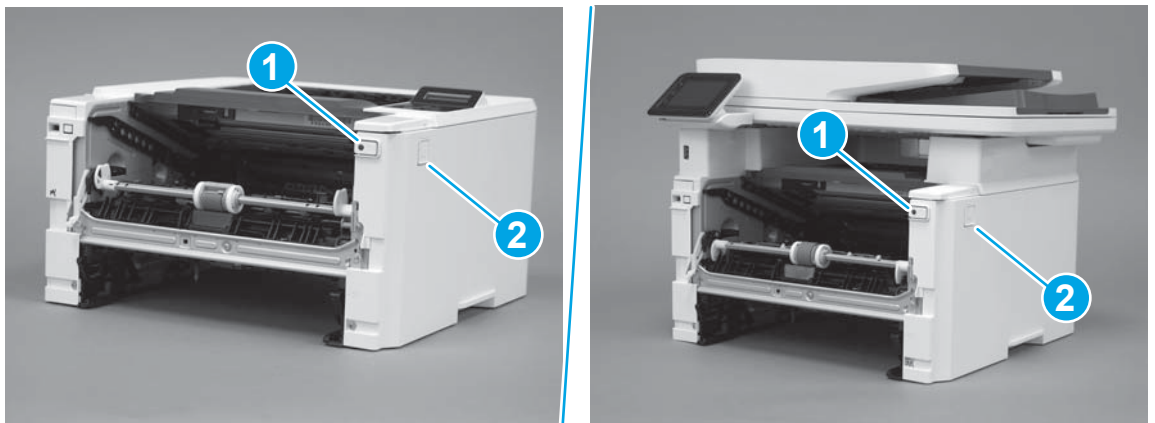
**Figure 1-605** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-606** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

**Figure 1-607** Install one screw

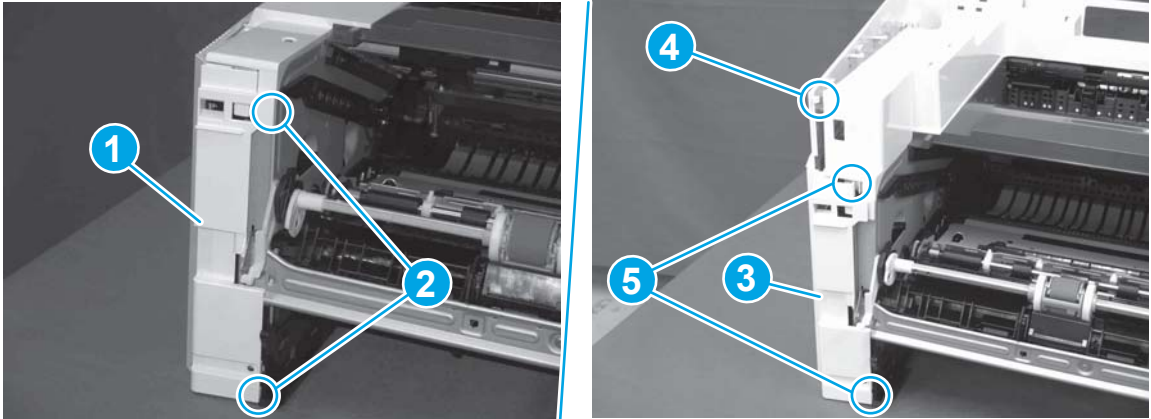




## Step 11: Install the left cover

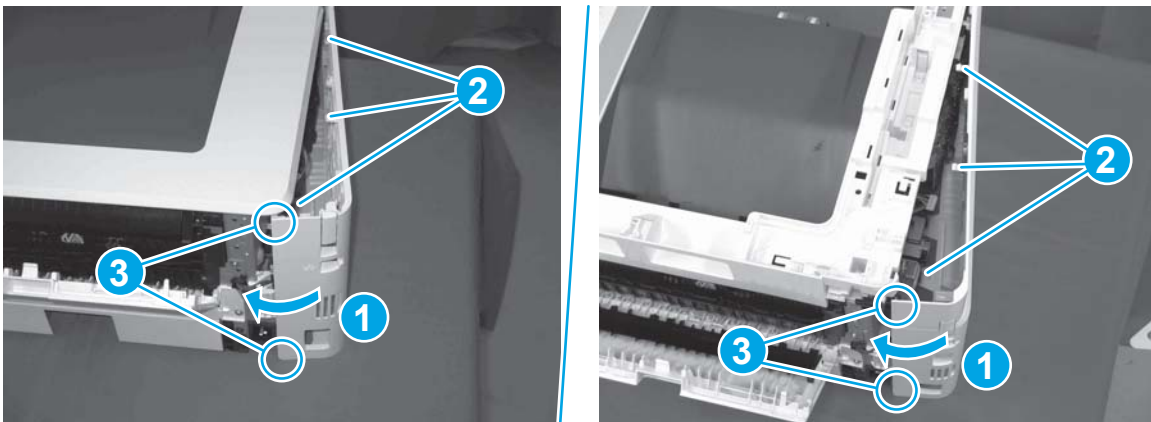
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-608** Install the cover



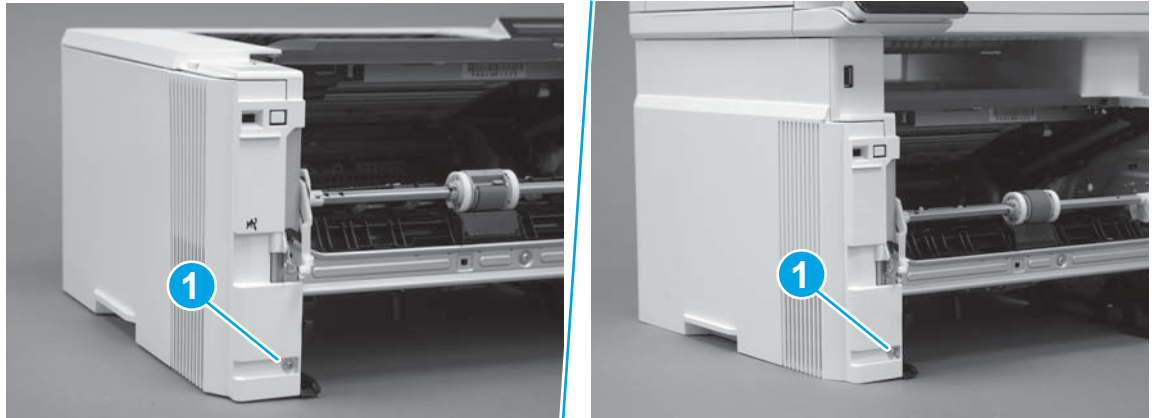
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-609** Engage three tabs and two bosses




3. Install one screw (callout 1).

**Figure 1-610** Install one screw

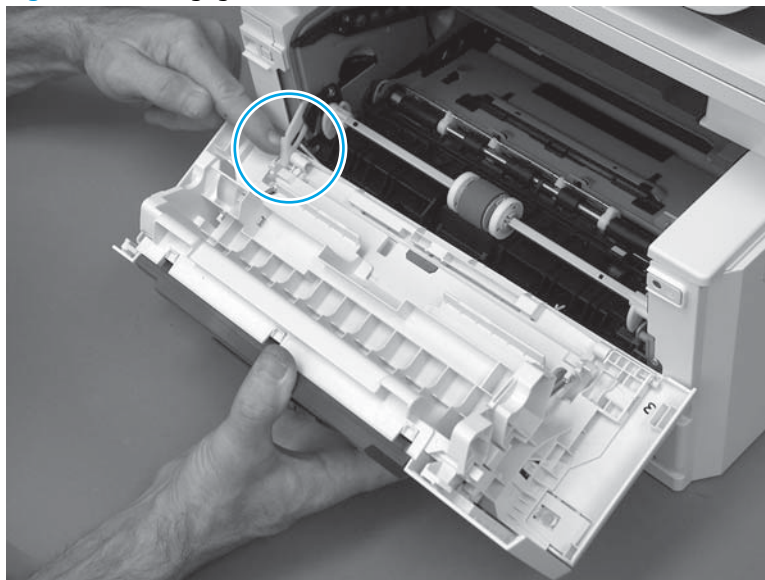


### Step 12: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

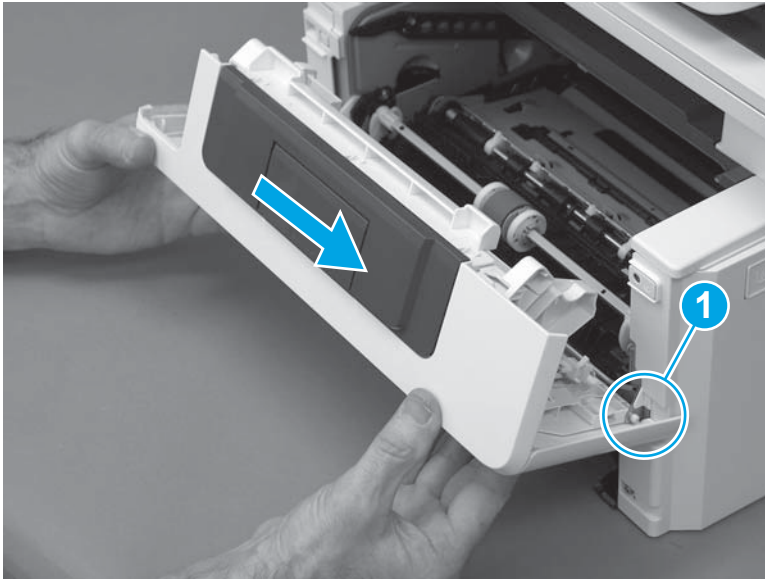
**Figure 1-611** Engage the left-side retainer arm





2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

**Figure 1-612** Install the door



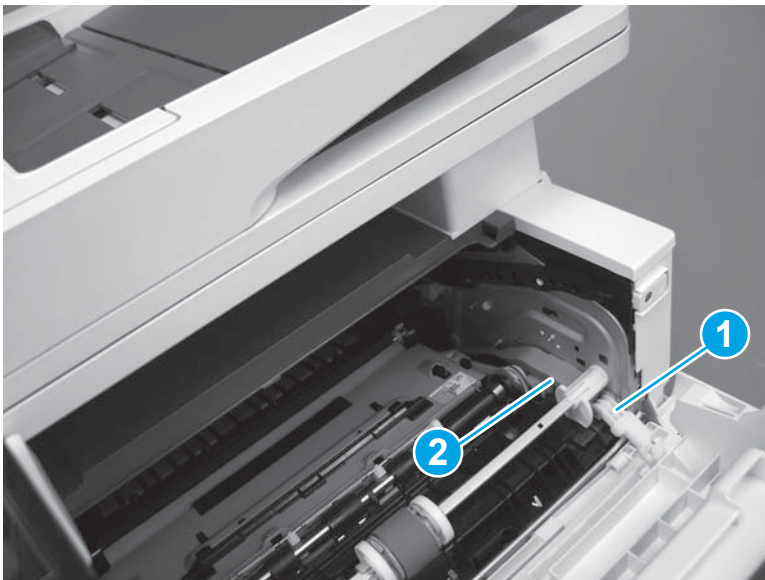
3. Install the link (callout 1).

---

 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

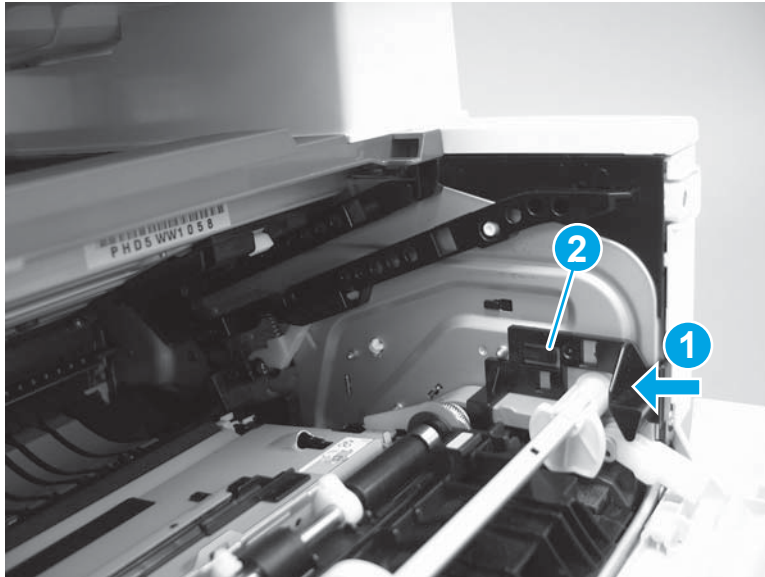
---

**Figure 1-613** Install the pressure-release link



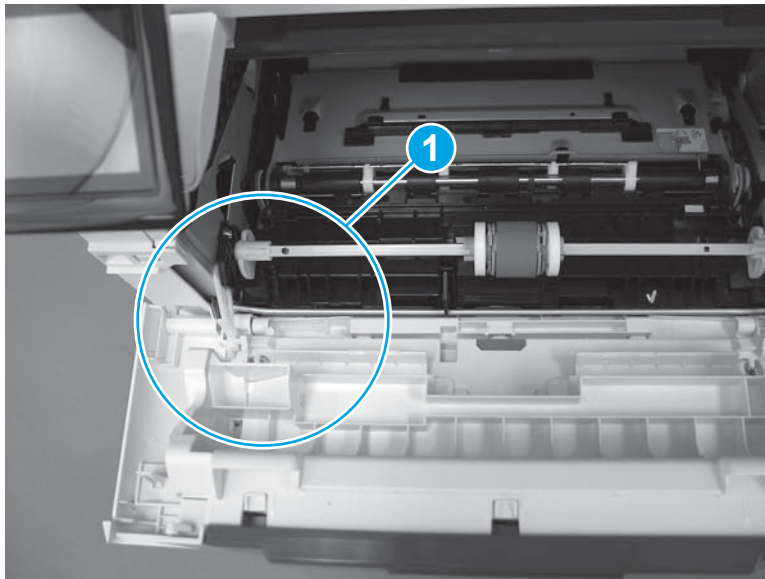
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-614** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

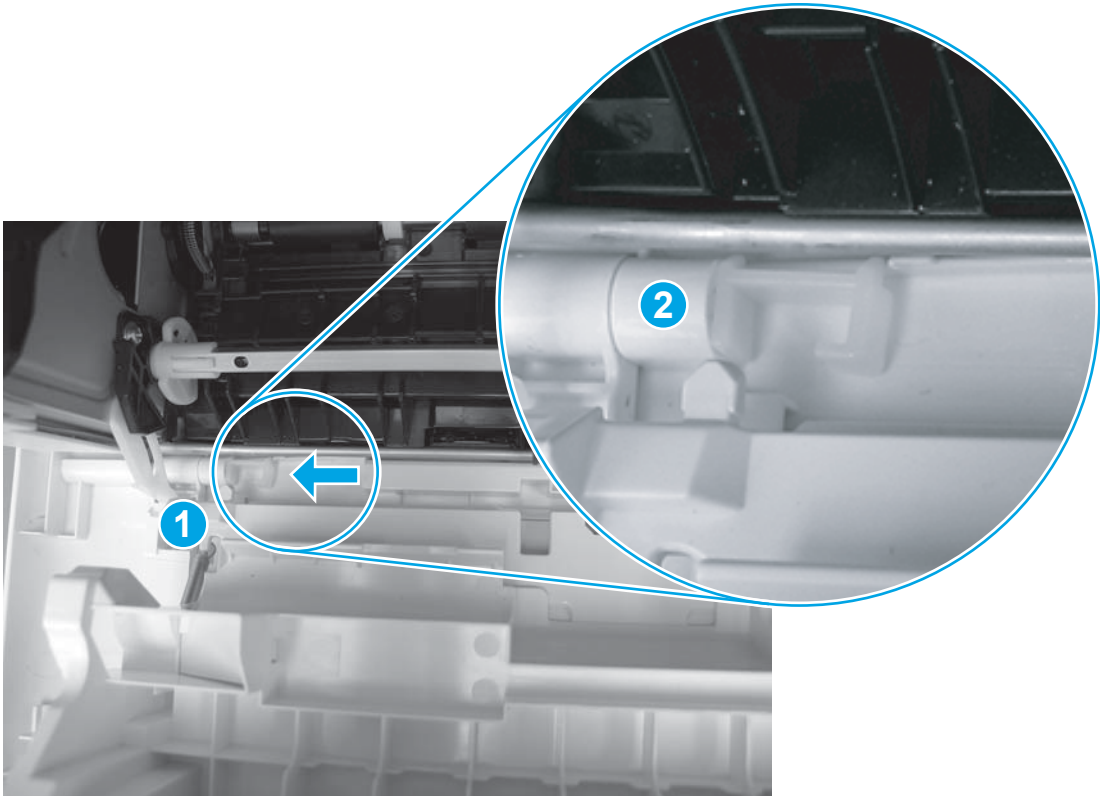
**Figure 1-615** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-616** Install the support shaft



### Step 13: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-617** Install the tray



## Removal and replacement: Registration assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the rear door assembly](#)
- [Step 6: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 7: Remove the control panel \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M427/M426\)](#)
- [Step 9: Remove the top cover \(M403/M402\)](#)
- [Step 10: Remove the paper delivery tray \(output bin\)](#)
- [Step 11: Remove the fuser](#)
- [Step 12: Remove the registration assembly](#)
- [Step 13: Unpack the replacement assembly](#)
- [Step 14: Install the registration assembly](#)
- [Step 15: Install the fuser](#)
- [Step 16: Install the paper delivery tray \(output bin\)](#)
- [Step 17: Install the top cover \(M403/M402\)](#)
- [Step 18: Install the top cover \(M427/M426\)](#)
- [Step 19: Install the control panel \(M427/M246\)](#)
- [Step 20: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 21: Install the rear door assembly](#)
- [Step 22: Install the right cover](#)
- [Step 23: Install the left cover](#)
- [Step 24: Install the cartridge door assembly](#)
- [Step 25: Install Install Tray 2](#)

### Introduction

This document provides the procedures to remove and replace the registration assembly.

## Before performing service

### Turn the printer power off

- Disconnect the power cable.

**⚠ WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Make sure the correct voltage fuser is installed in the printer.

**⚠ CAUTION:** The fuser is hot. Wait at least 30 minutes after turning the printer off before removing the fuser.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

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Registration assembly part number	
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RM2-5671-000CN	Registration assembly
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### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

#### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-618** Remove the tray



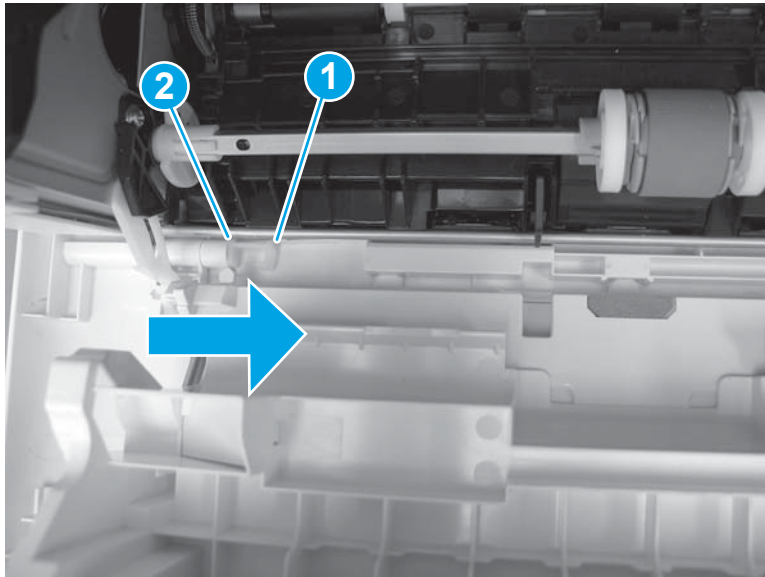
**Step 2: Remove the cartridge door assembly**

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

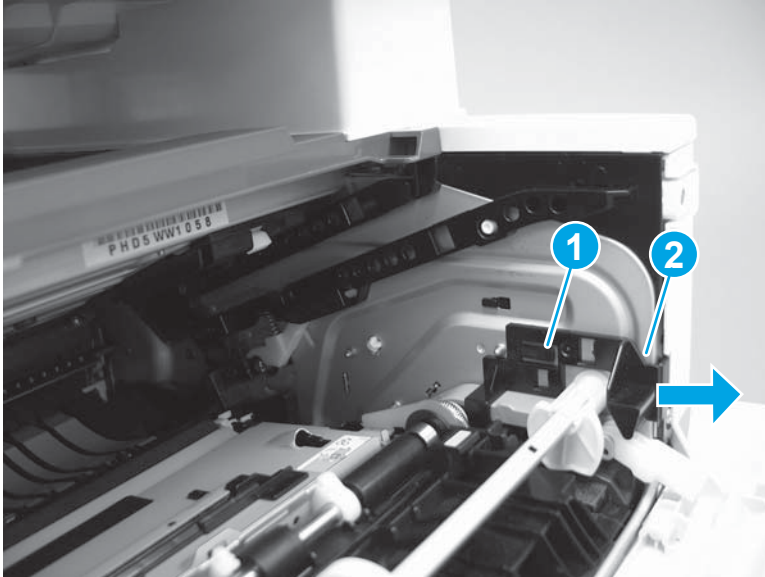
**Figure 1-619** Release the support shaft





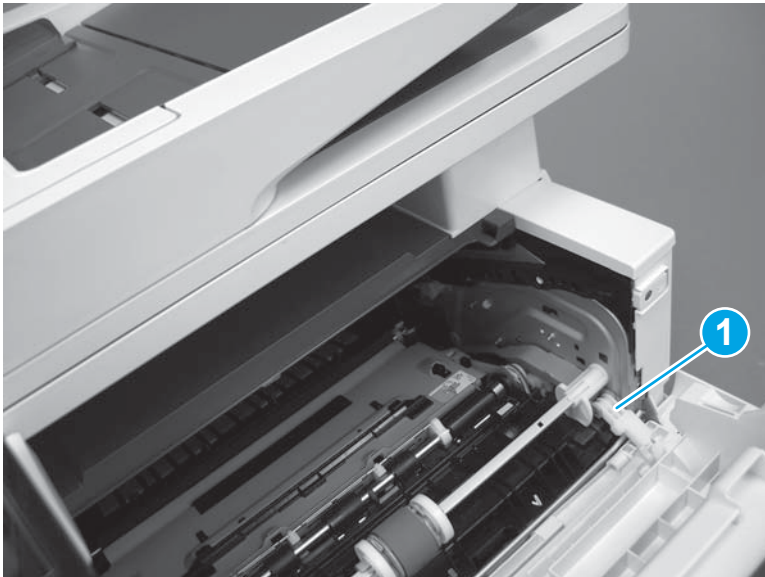
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-620** Remove the guide



3. Remove the link arm (callout 1).

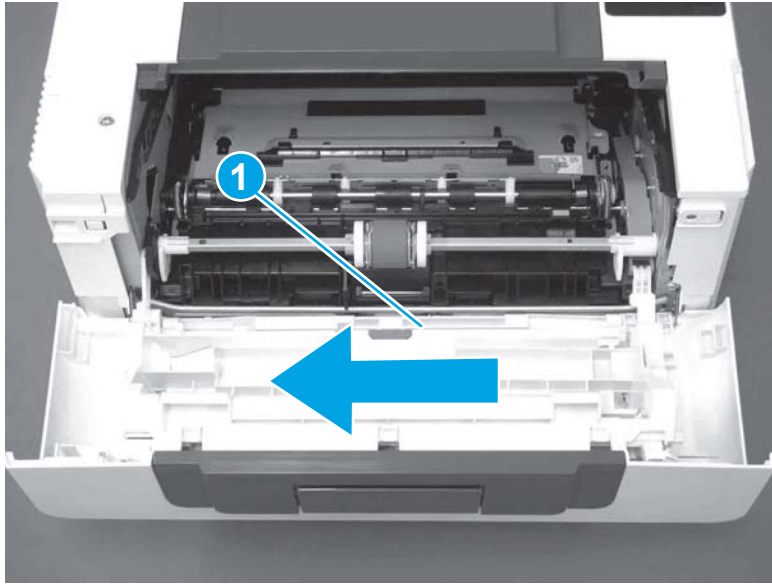
**Figure 1-621** Remove the link arm





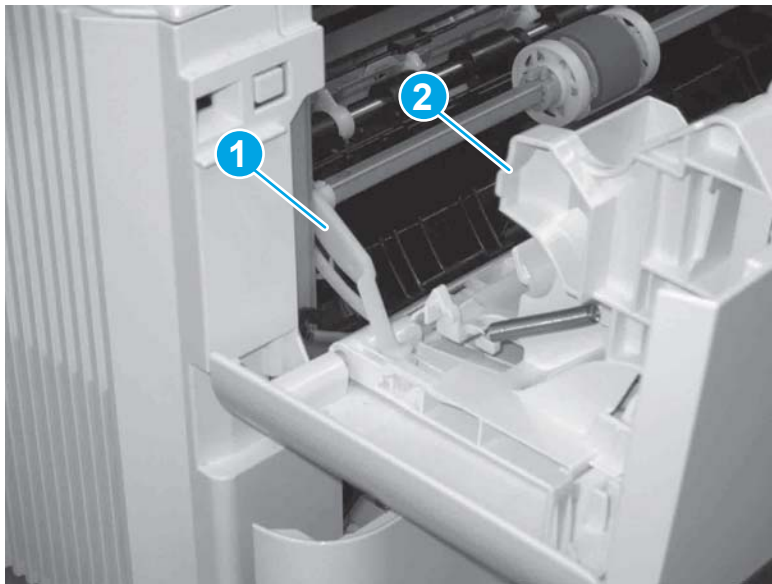
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-622** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

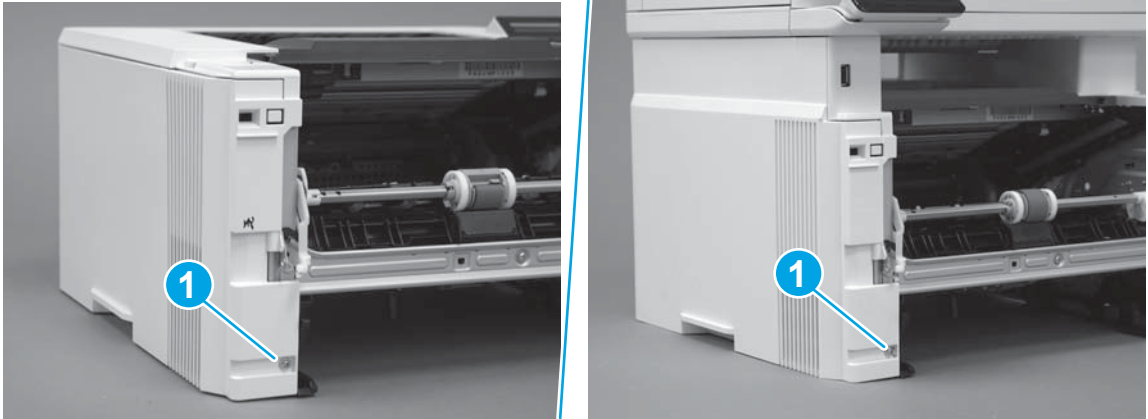
**Figure 1-623** Release the left-side retainer arm



### Step 3: Remove the left cover

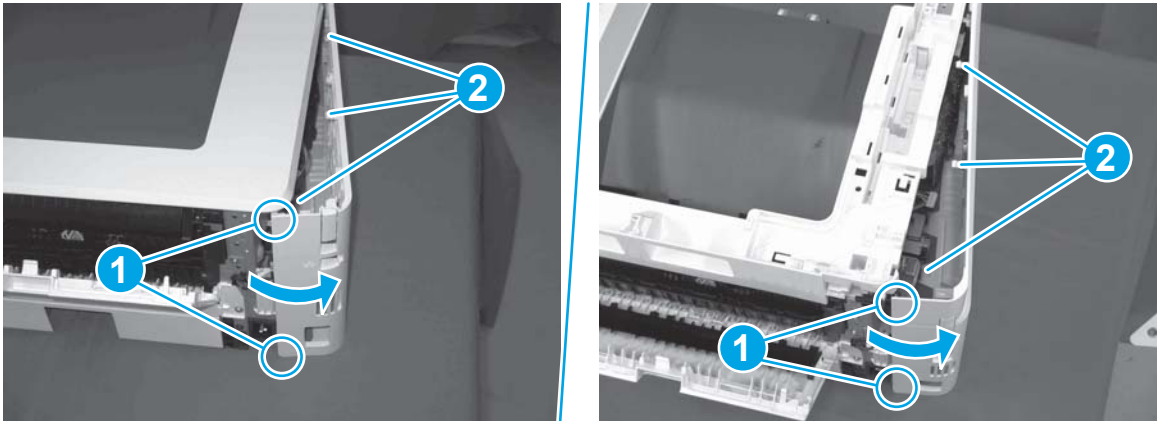
1. Remove one screw (callout 1).

**Figure 1-624** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-625** Release two bosses and three tabs



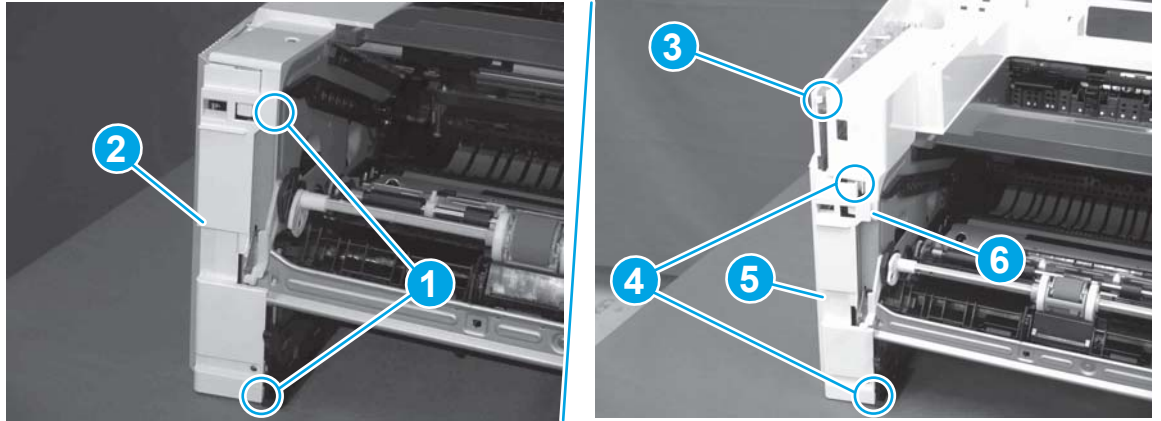
3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

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**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

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**Figure 1-626** Remove the cover



**Step 4: Remove the right cover**

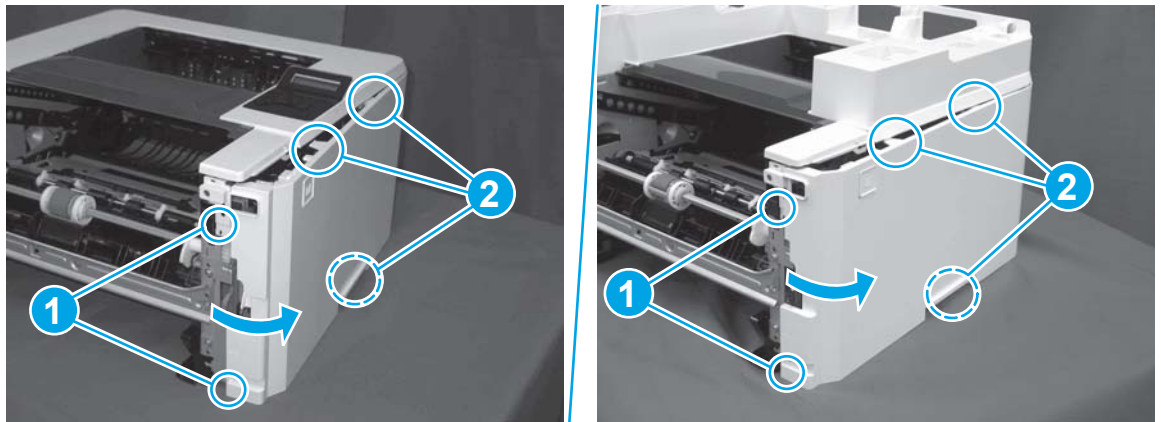
1. Remove one screw (callout 1).

**Figure 1-627** Remove one screw



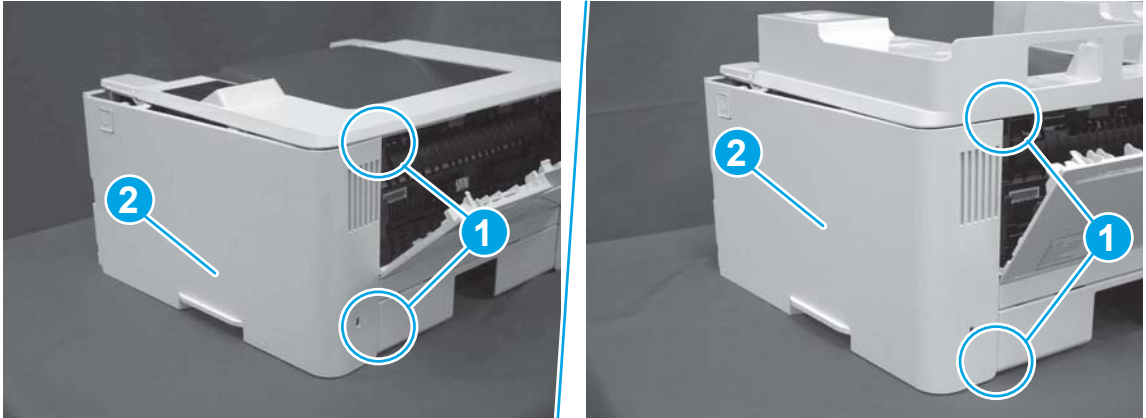
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-628** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

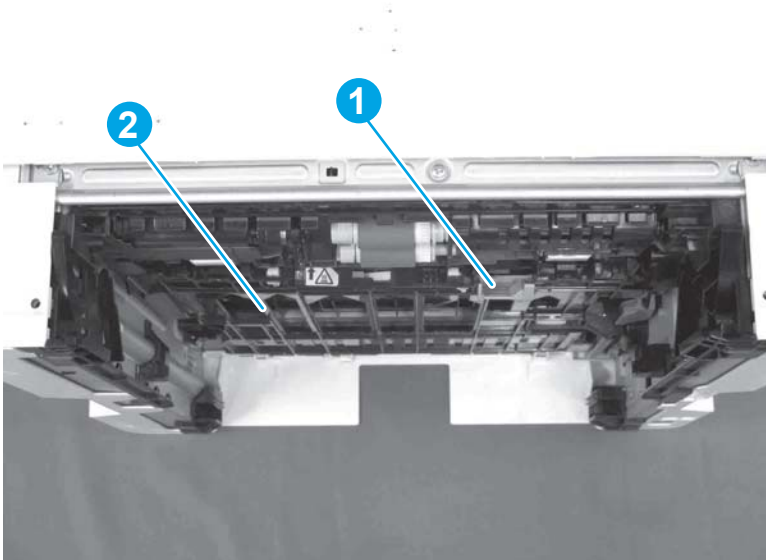
**Figure 1-629** Remove the cover



#### Step 5: Remove the rear door assembly

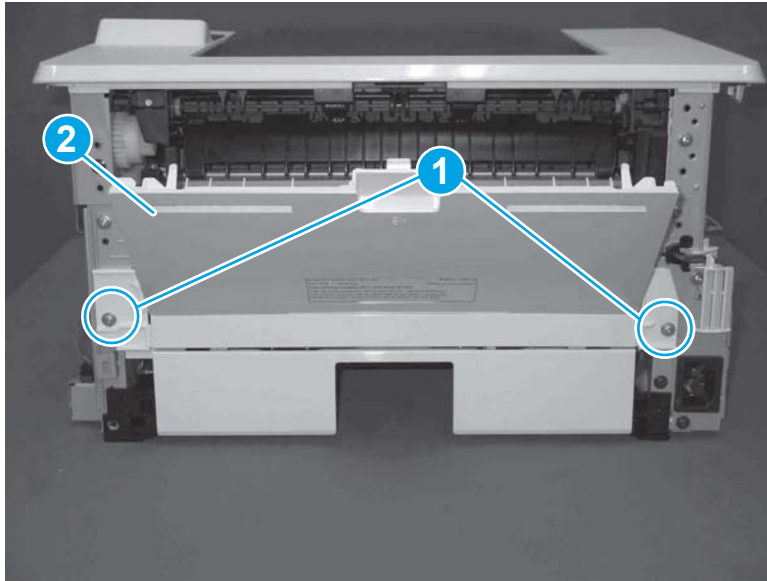
1. **Duplex models only:** Inside the Tray 2 cavity, press the green jam access lever (callout 1), and then lower the duplex feed assembly (callout 2).

**Figure 1-630** Duplex models, lower the duplex feed assembly





2. At the rear of the printer, remove two screws (callout 1), and then remove the rear door assembly (callout 2).

**Figure 1-631** Remove two screws



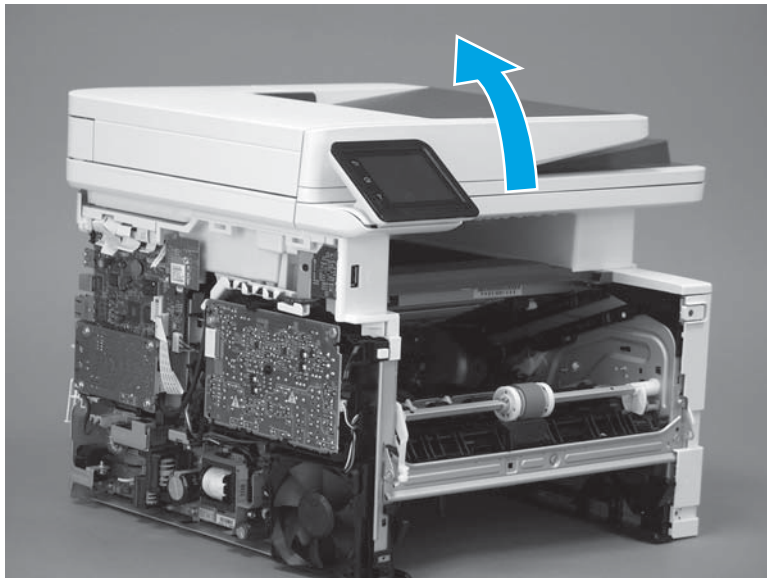
#### Step 6: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 365](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

1. Raise the ISA.

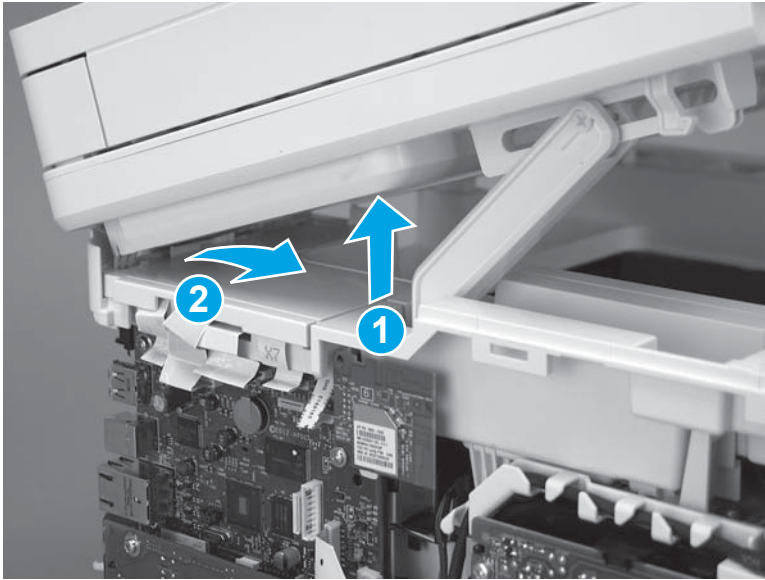
**Figure 1-632** Raise the ISA





2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

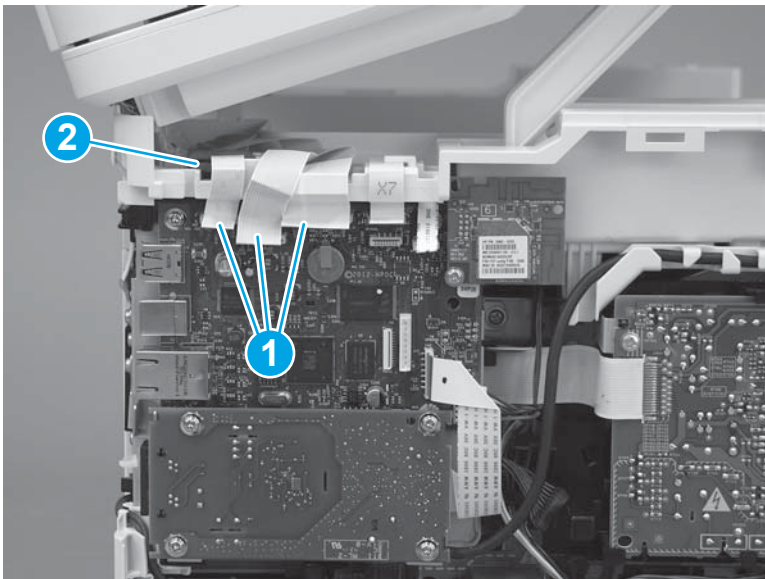
**Figure 1-633** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

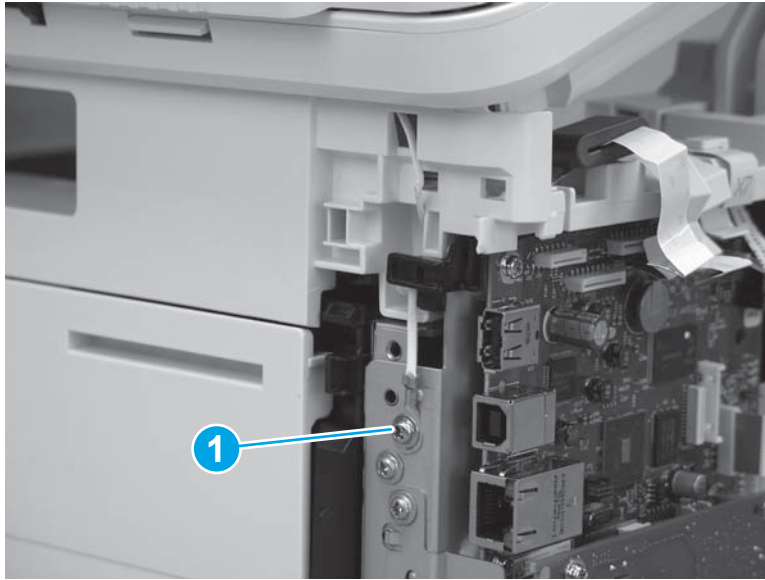
**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-634** Disconnect three FFCs



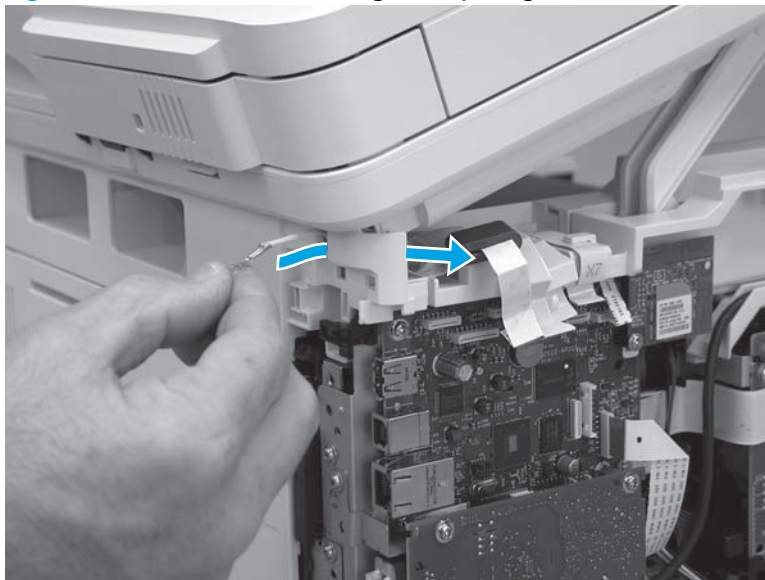
4. Remove one screw (callout 1).

**Figure 1-635** Remove one screw



5. Pass the ground wire through the opening in the top cover.

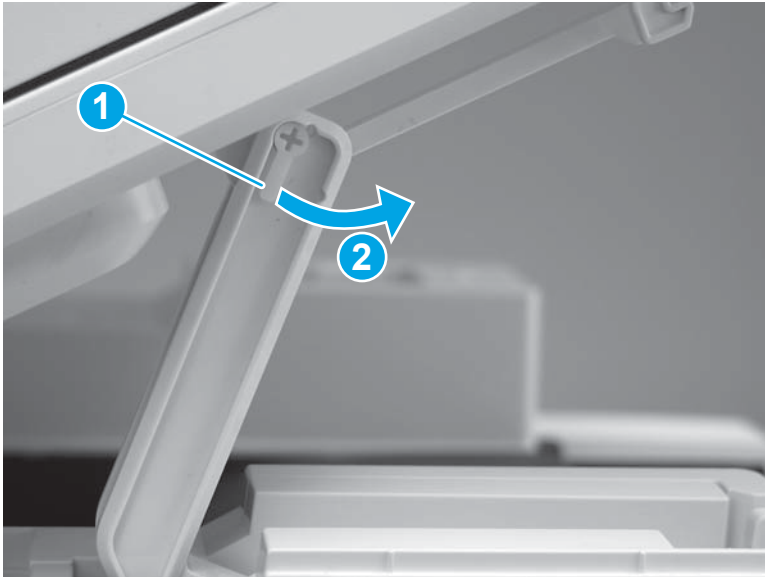
**Figure 1-636** Pass the wire through the opening





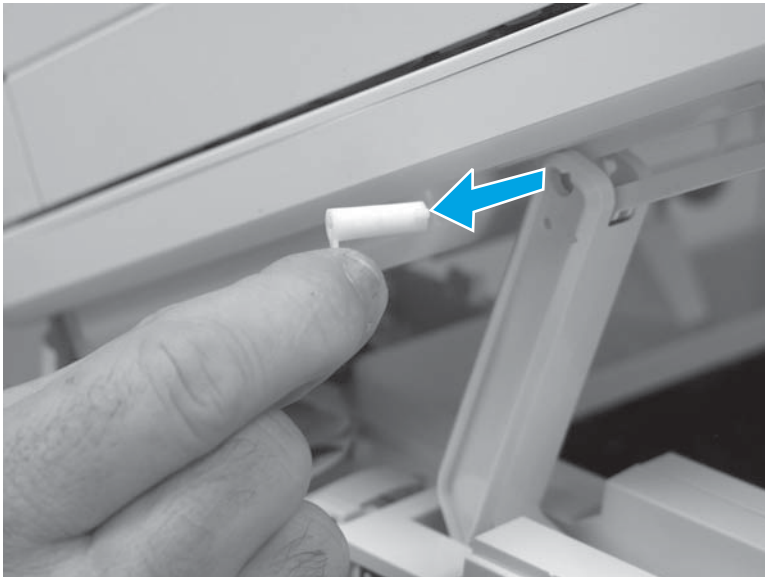
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-637** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-638** Remove the slider pin



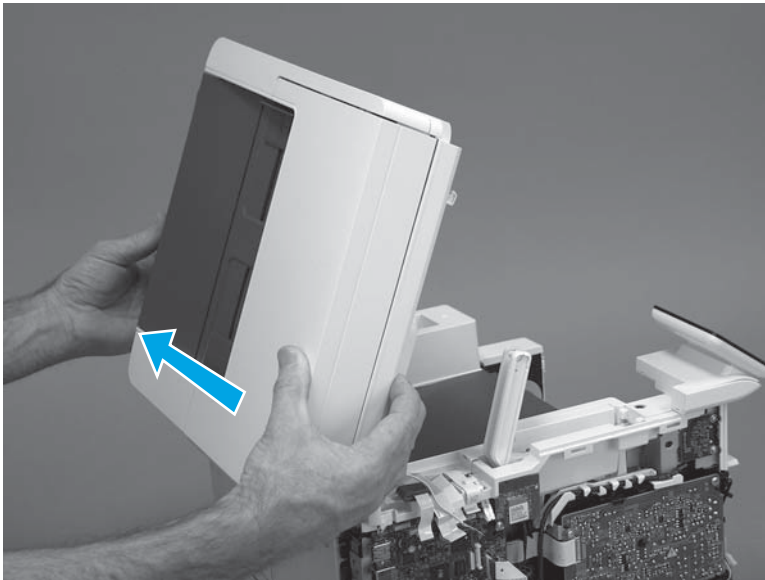
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-639** Rotate the ISA towards the rear of the printer



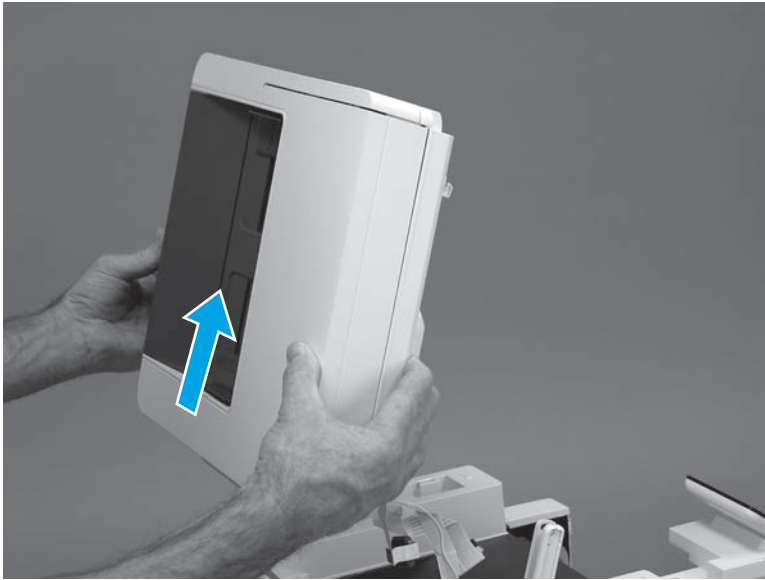
9. Slide the ISA as shown to release it.

**Figure 1-640** Release the ISA



10. Remove the ISA.

**Figure 1-641** Remove the ISA



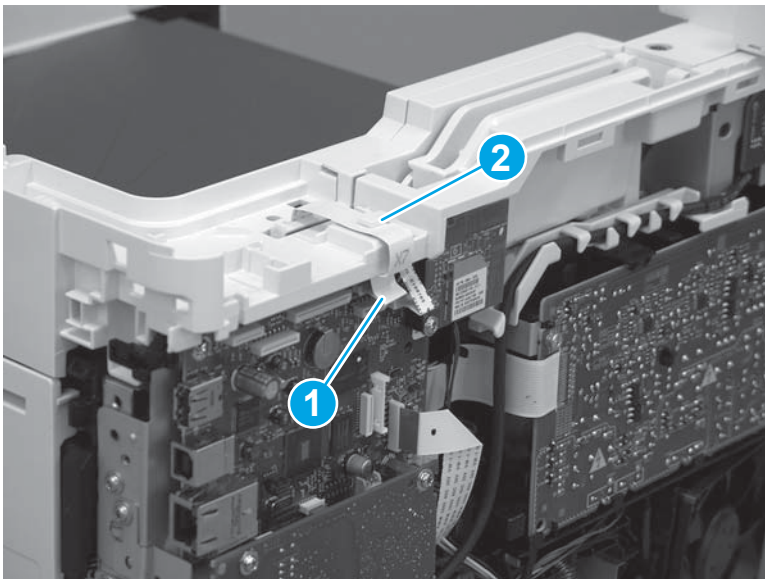
#### Step 7: Remove the control panel (M427/M426)



**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 365](#).

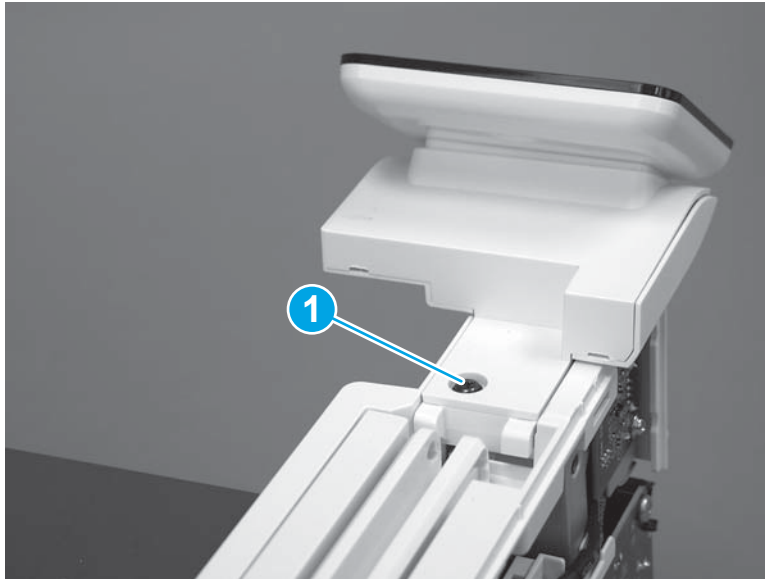
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-642** Disconnect one connector



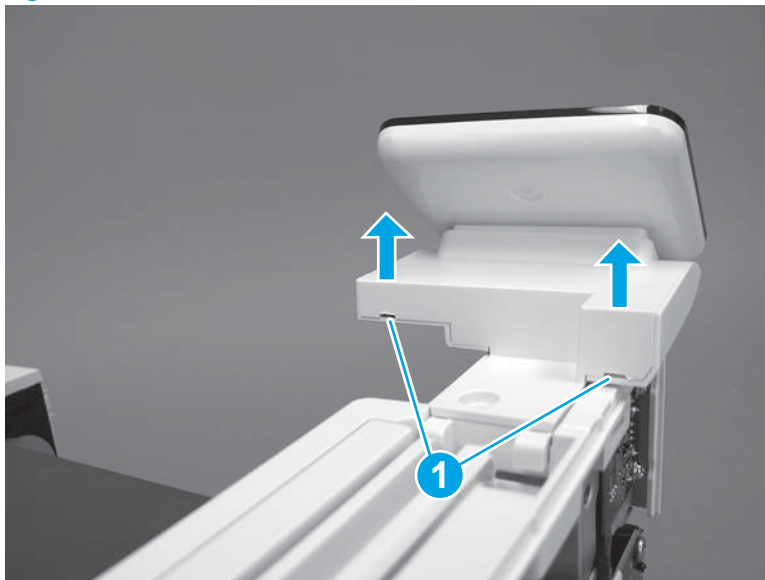
2. Remove one screw (callout 1).

**Figure 1-643** Remove one screw



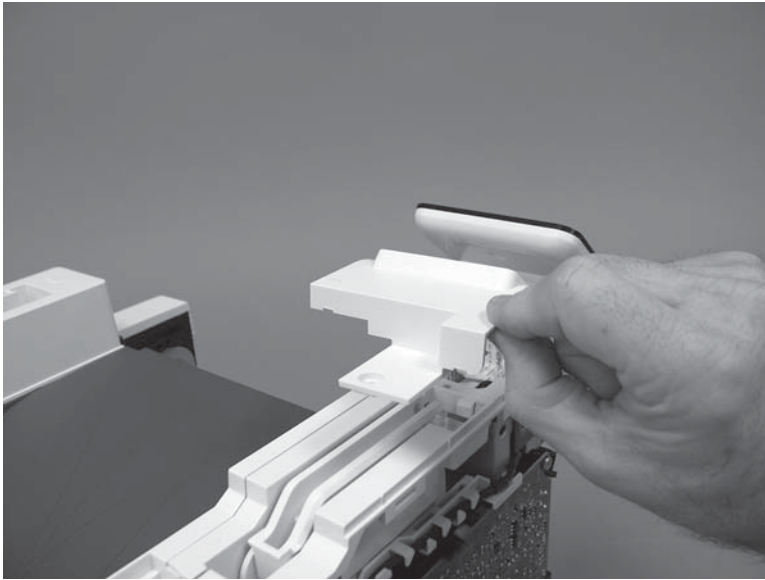
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-644** Release two tabs



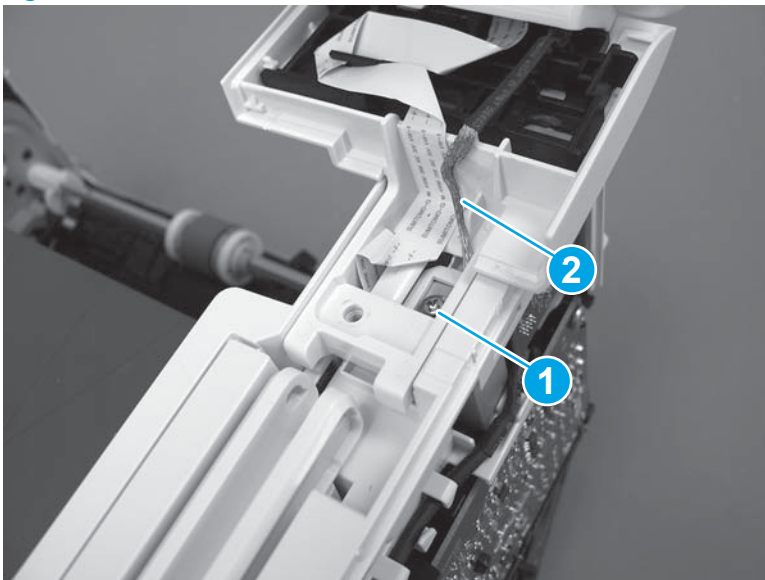
4. Remove the control-panel cable cover.

**Figure 1-645** Remove the cover



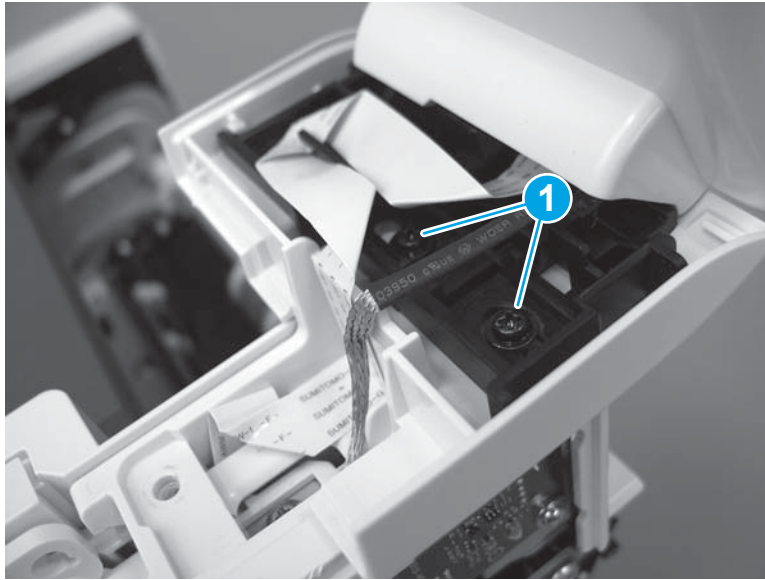
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-646** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

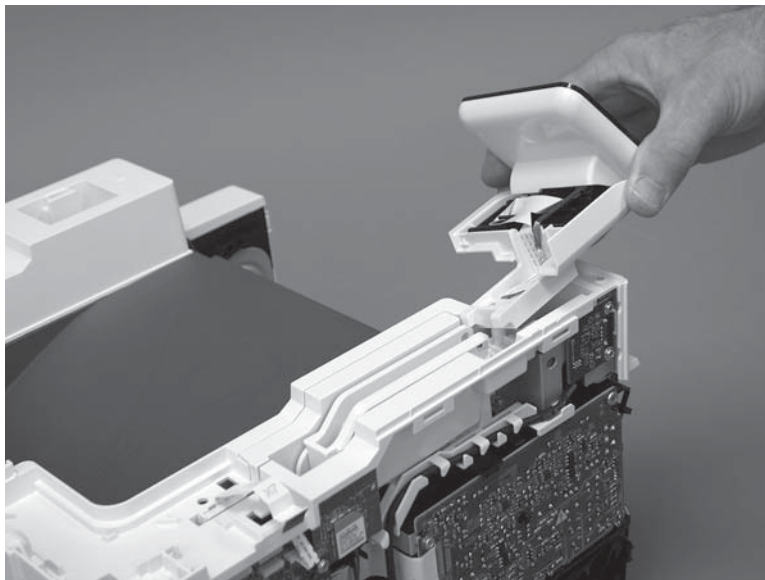
**Figure 1-647** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

**⚠ CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

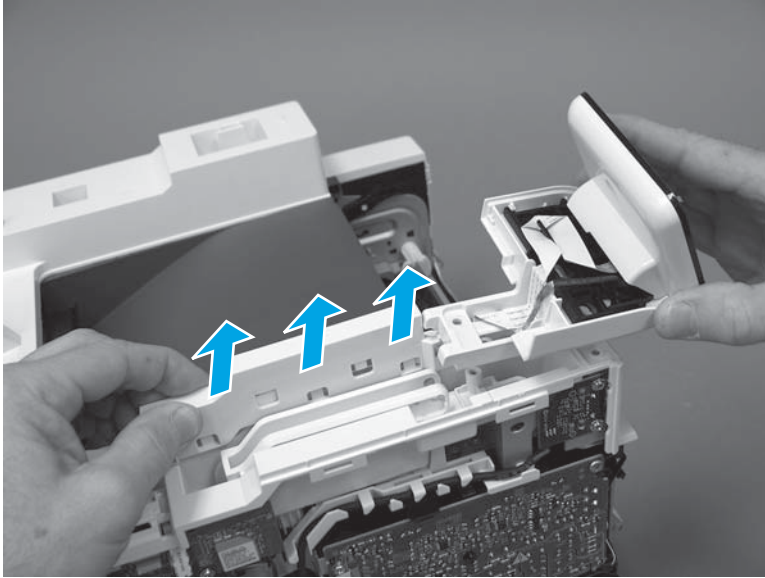
**Figure 1-648** Lift up the control-panel assembly





8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-649** Remove the control-panel assembly



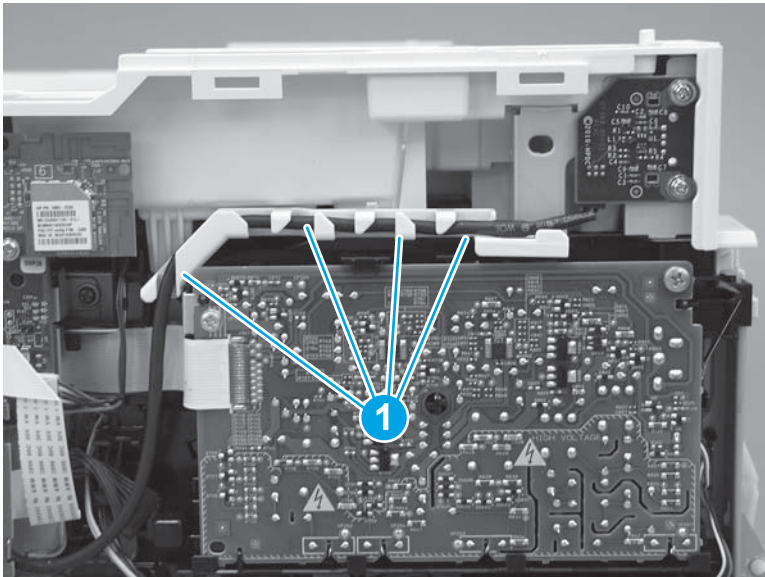
#### Step 8: Remove the top cover (M427/M426)



**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 365](#).

1. Release the USB cable (callout 1) from the cable guide.

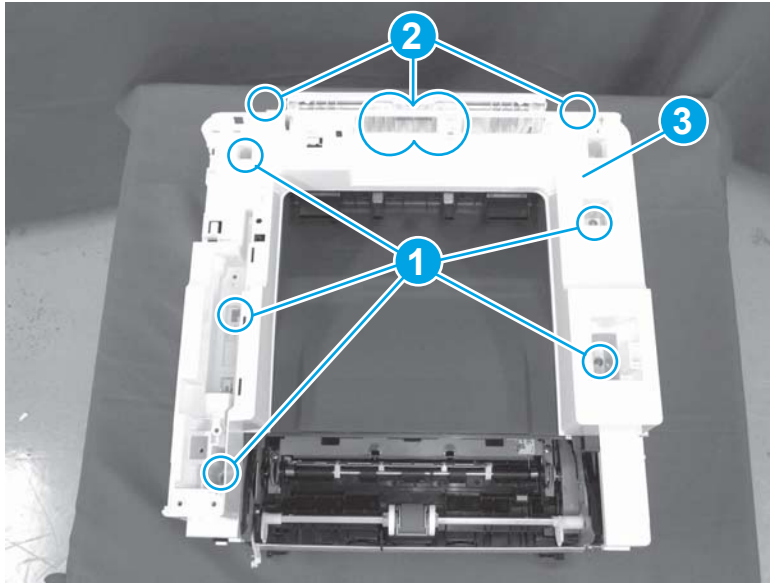
**Figure 1-650** Remove the USB cable






2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-651** Remove the cover



### Step 9: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 10: Remove the paper delivery tray \(output bin\) on page 366](#).

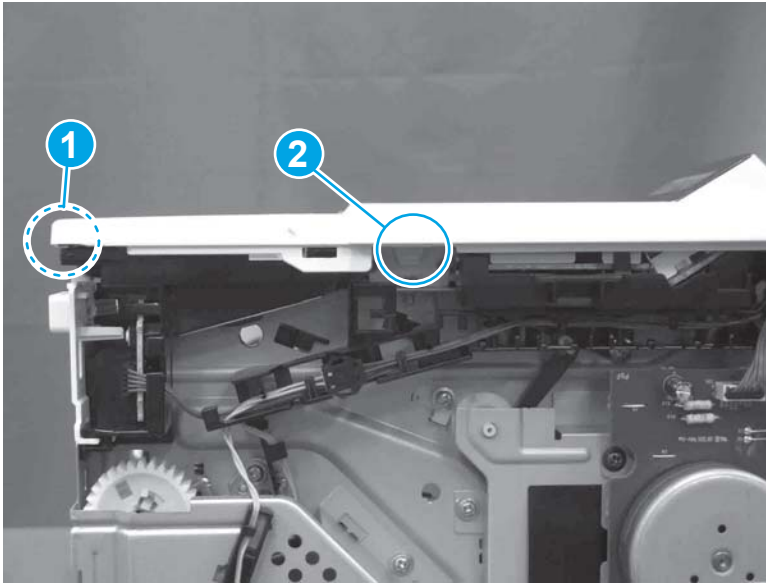
1. Remove one screw (callout 1).

**Figure 1-652** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

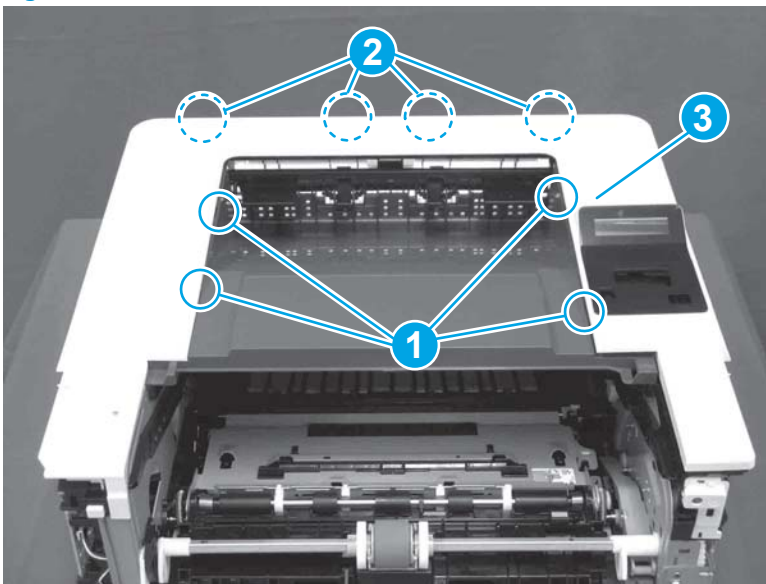
**Figure 1-653** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-654** Remove the cover

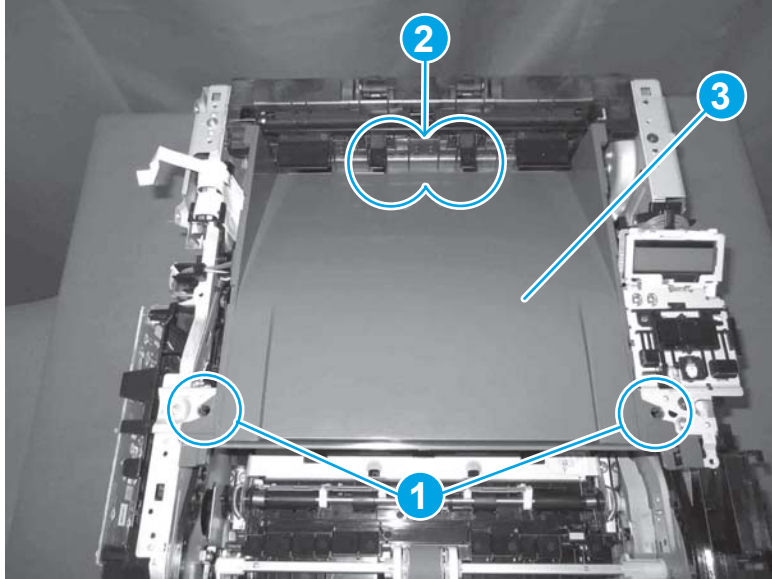


### Step 10: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

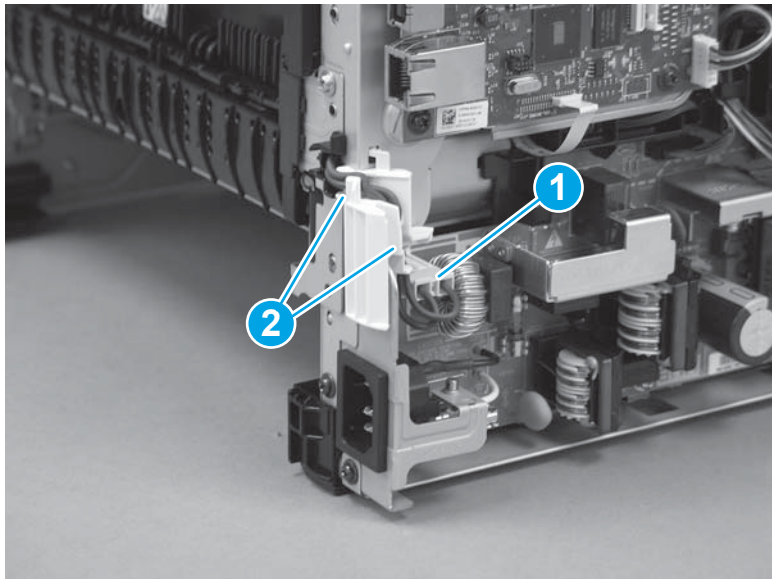
**Figure 1-655** Release two tabs



**Step 11: Remove the fuser**

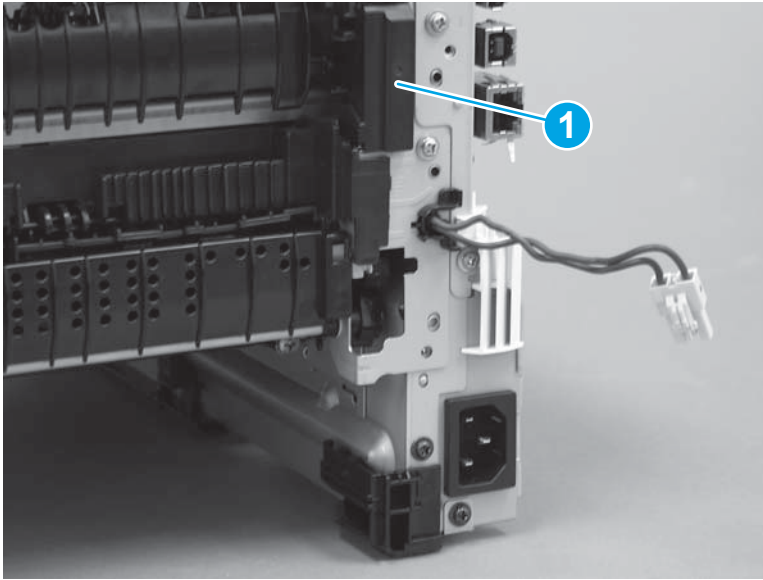
1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-656** Disconnect one connector



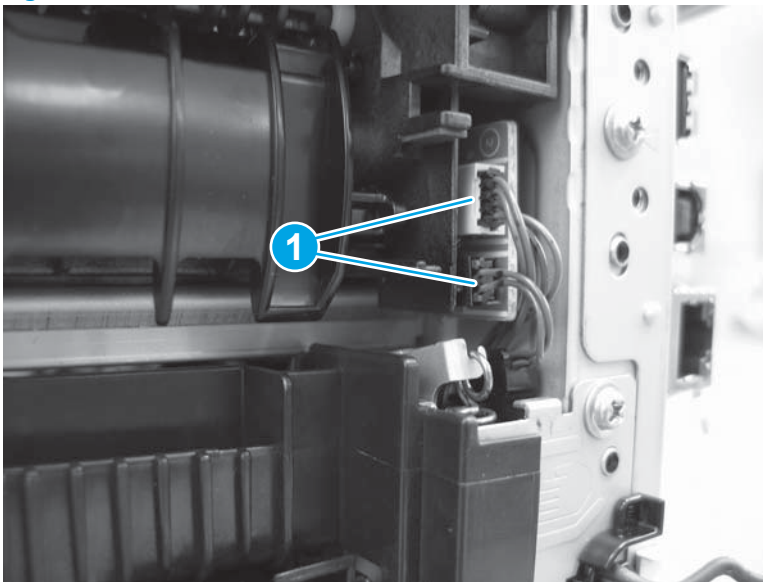
2. Pull the upper connector cover (callout 1) straight off of the printer to remove it.

**Figure 1-657** Remove the cover



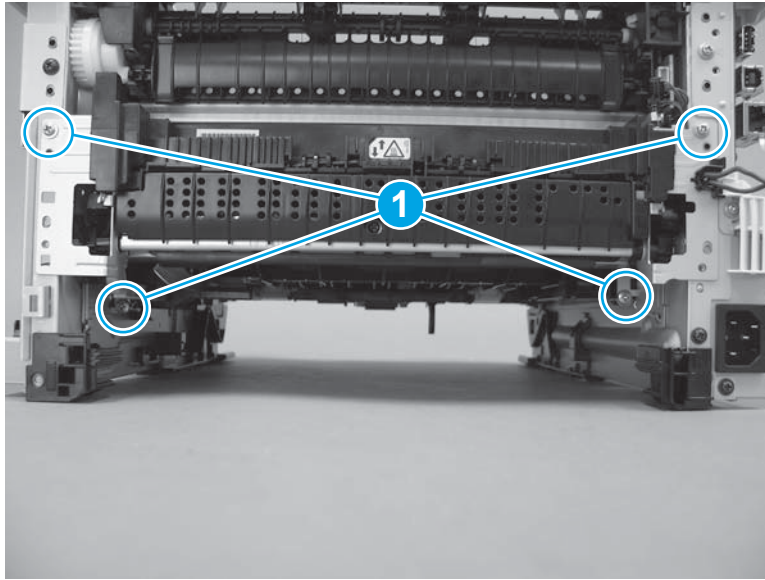
3. Disconnect two connectors (callout 1).

**Figure 1-658** Disconnect two connectors



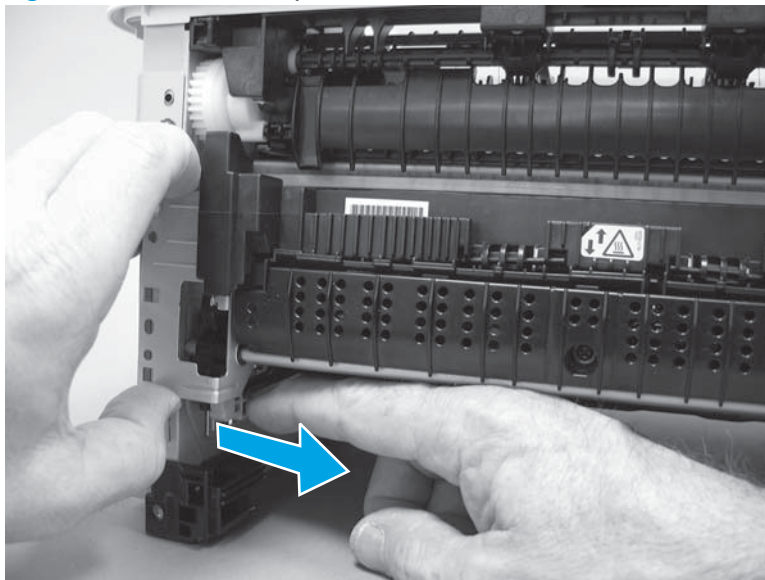
4. Remove four screws (callout 1).

**Figure 1-659** Remove four screws



5. Pull the pressure-release link arm as shown to release it from the fuser.

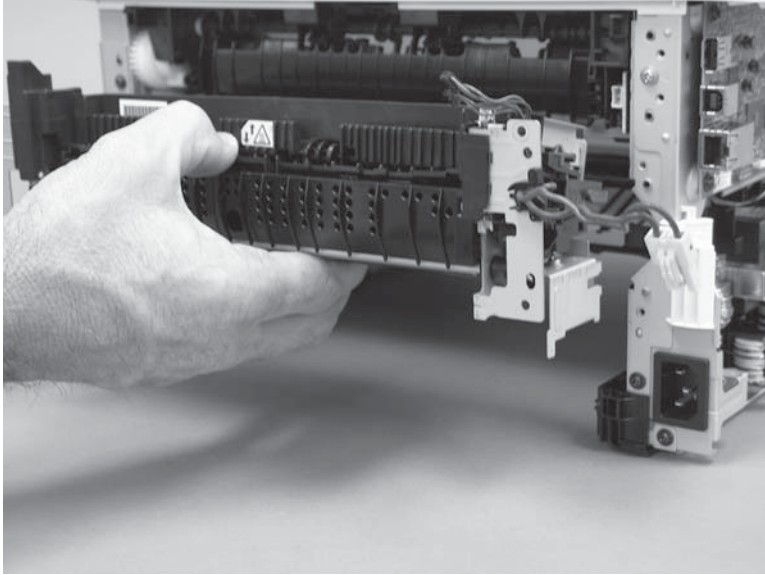
**Figure 1-660** Release the pressure-release arm





6. Slide the fuser straight out of the printer.

**Figure 1-661** Remove the fuser

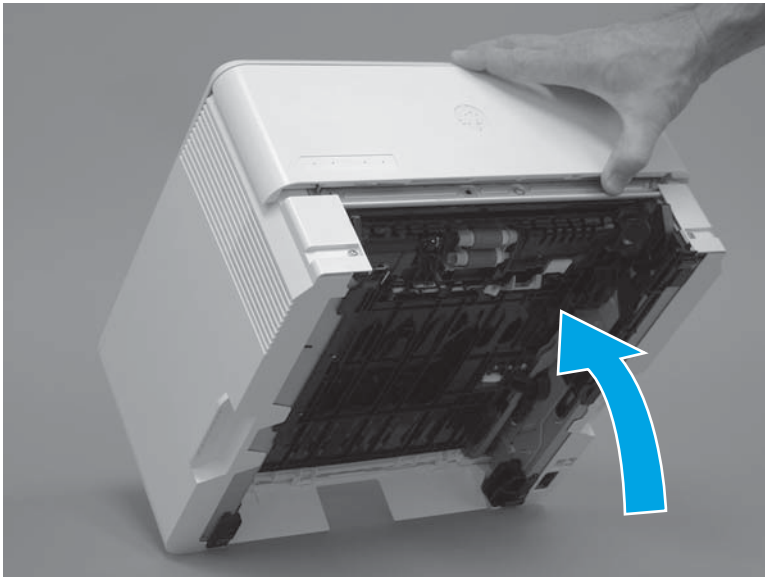


### Step 12: Remove the registration assembly

1. Carefully rotate the printer backward until it rests on the rear side, bottom-side face forward.

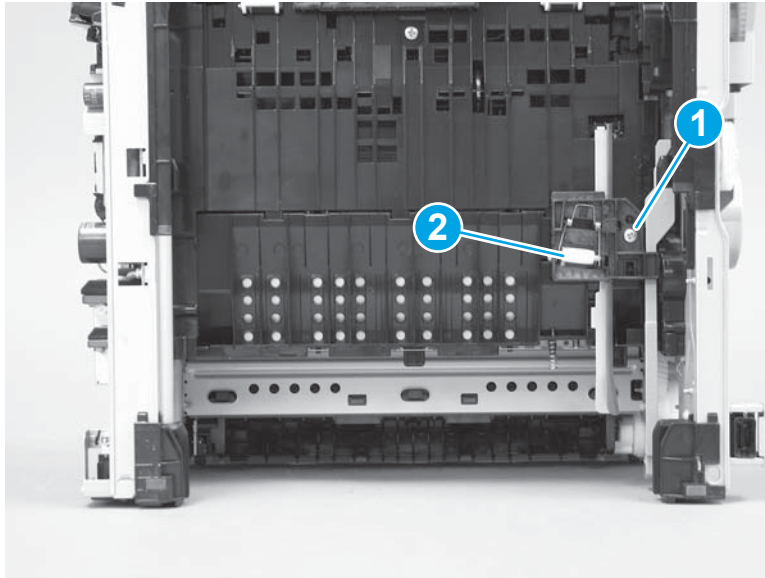
**CAUTION:** The integrated scanner assembly (ISA) on the M427/M426 is not captive and can suddenly open when the printer is tilted backward. Support the ISA when handling the M427/M426 printer.

**Figure 1-662** Place the printer bottom-side face forward



2. Remove one screw (callout 1), and then remove the guide (callout 2).

**Figure 1-663** Remove one screw and the guide

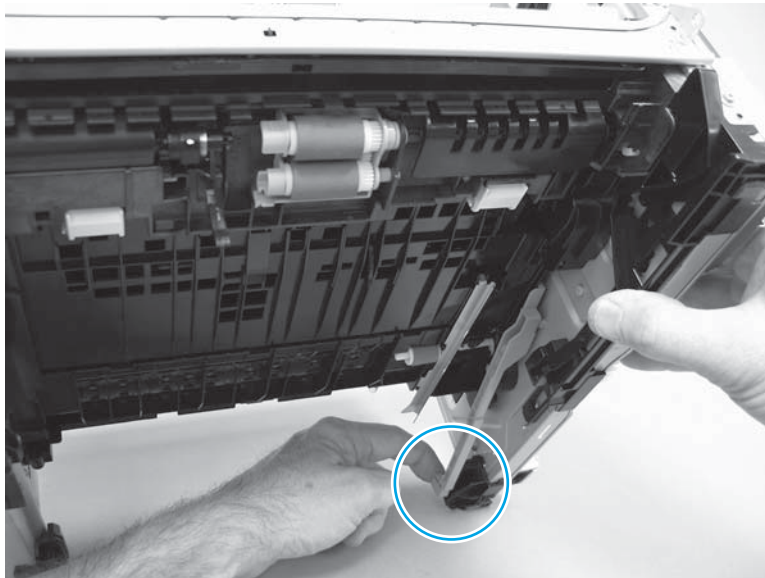


3. Move the end of pressure-release link arm out of the way.



**NOTE:** Doing this makes the other end of the pressure-release arm easier to move out of the way of the later in this procedure.

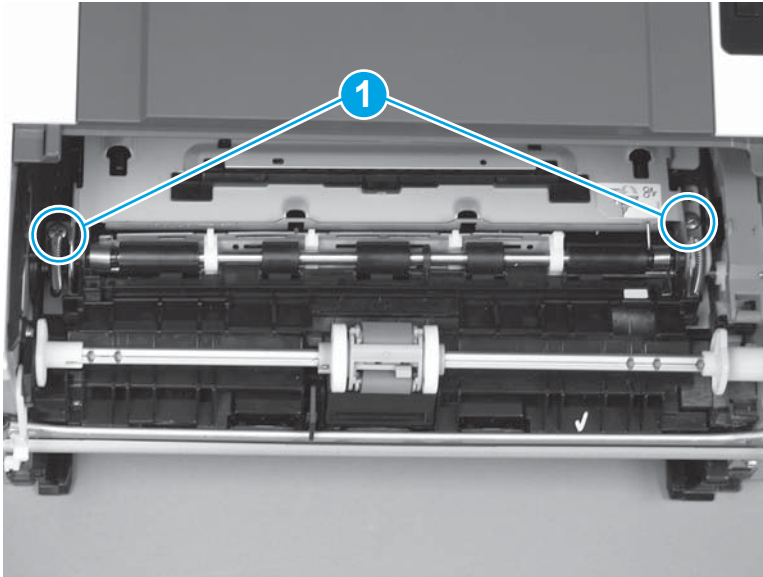
**Figure 1-664** Move the link arm out of the way





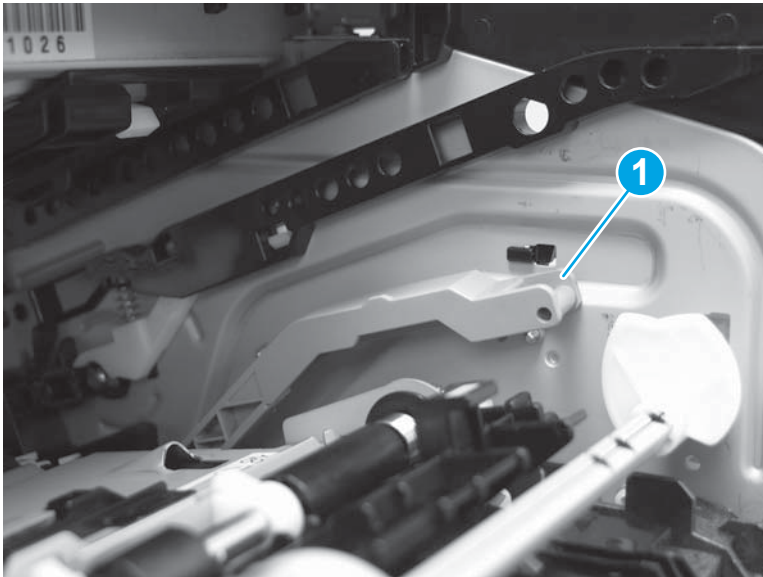
4. Place the printer with the bottom side down, look inside the toner-cartridge cavity, and then remove two screws (callout 1).

**Figure 1-665** Remove two screws



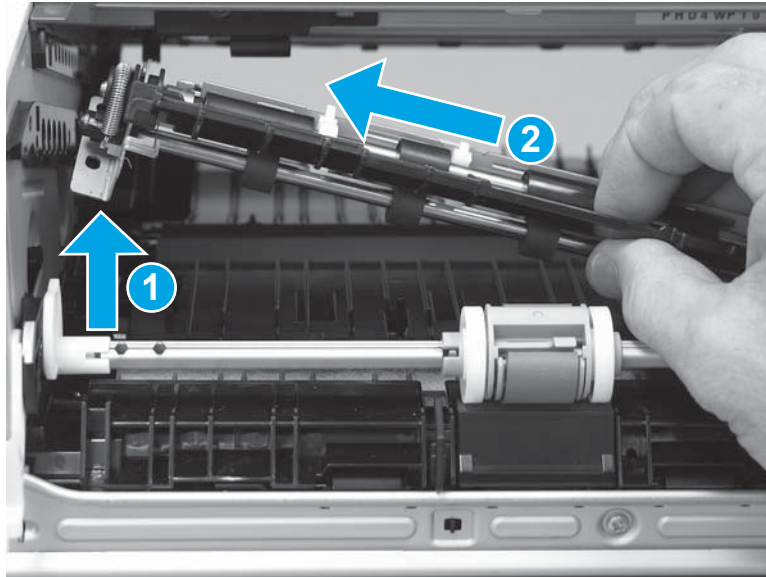
5. Move the end of pressure-release link arm (callout 1) out of the way.

**Figure 1-666** Move the pressure-release arm out of the way



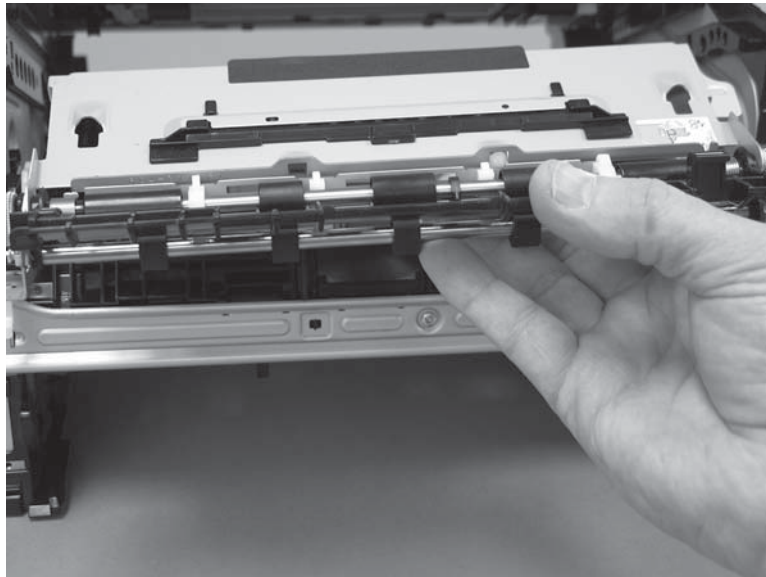
6. Rotate the left end of the registration up and out of the printer (callout 1), and then slide it to the left to release the gear end of the assembly (callout 2).

**Figure 1-667** Release the assembly



7. Remove the assembly.

**Figure 1-668** Remove the assembly



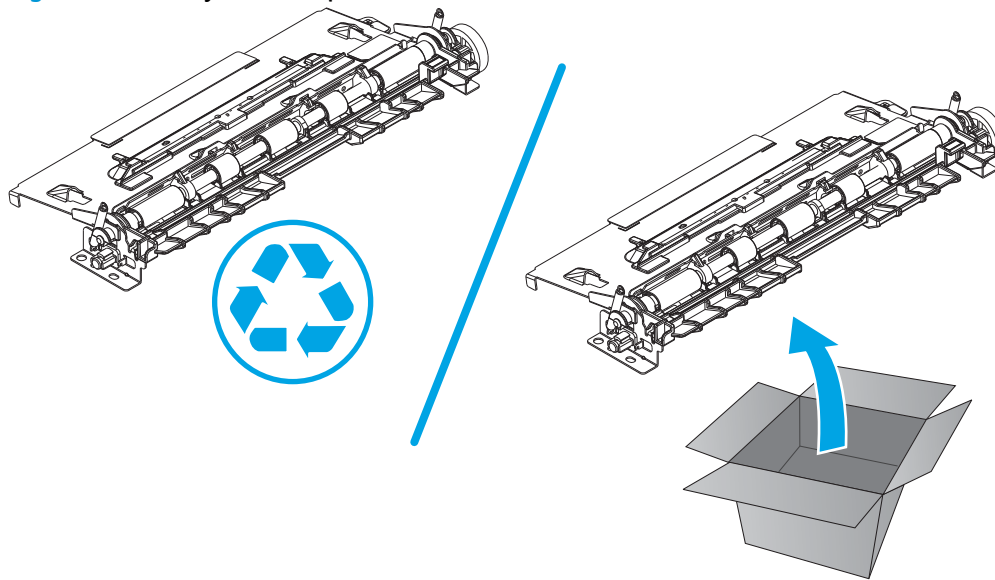
### Step 13: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

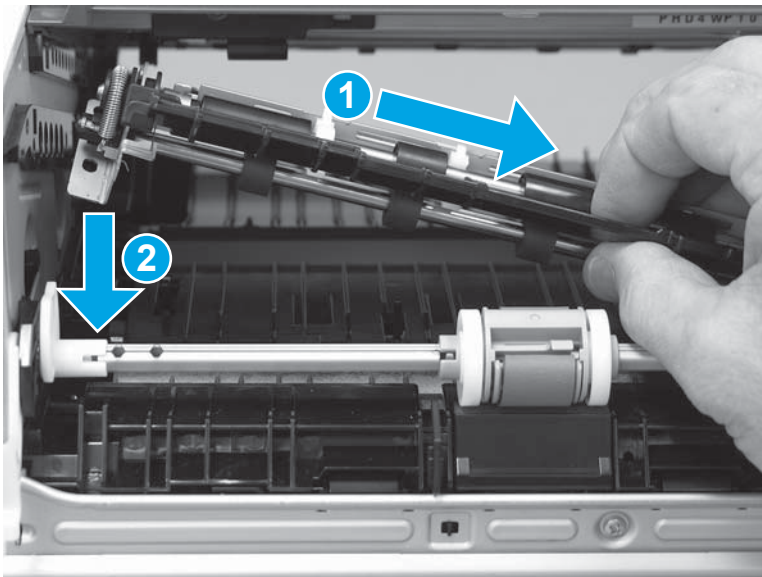
**Figure 1-669** Recycle and unpack



**Step 14: Install the registration assembly**

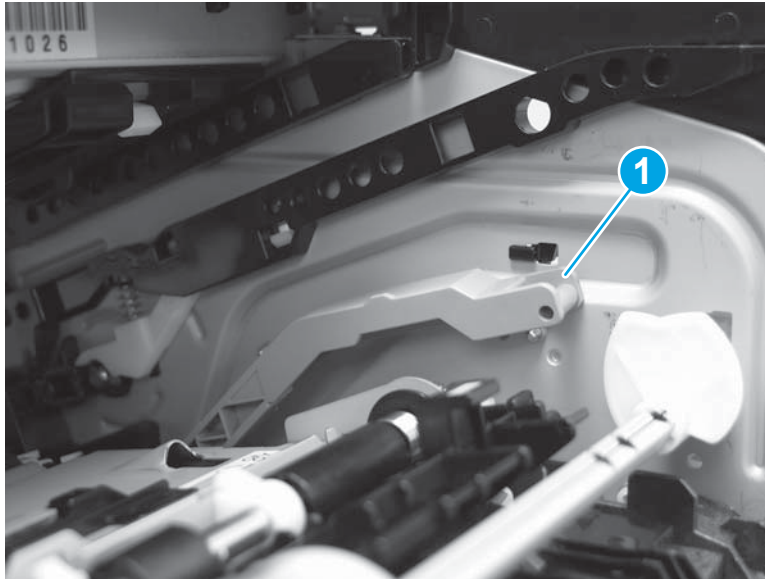
1. Position the gear end of the assembly in the printer (callout 1), and then rotate the left end of the registration down and into of the printer (callout 2).

**Figure 1-670** Install the assembly



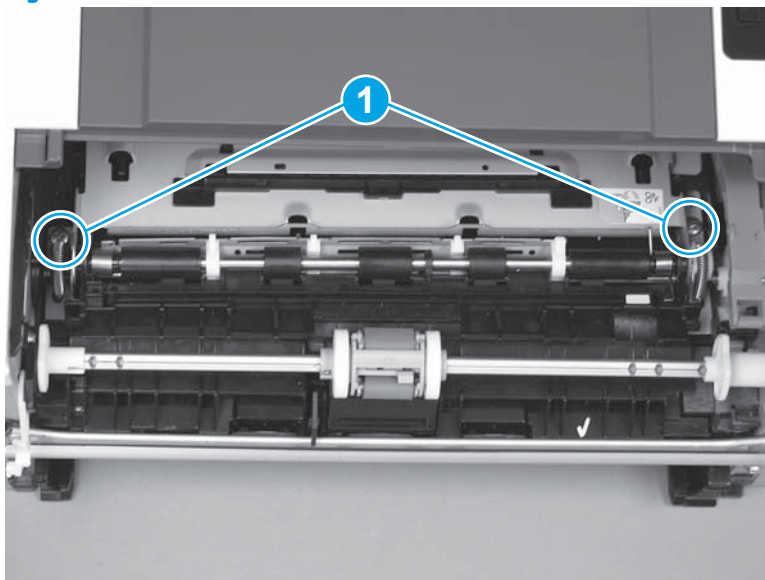
2. Install the end of pressure-release link arm (callout 1).

**Figure 1-671** Install the pressure-release arm



3. Install two screws (callout 1).

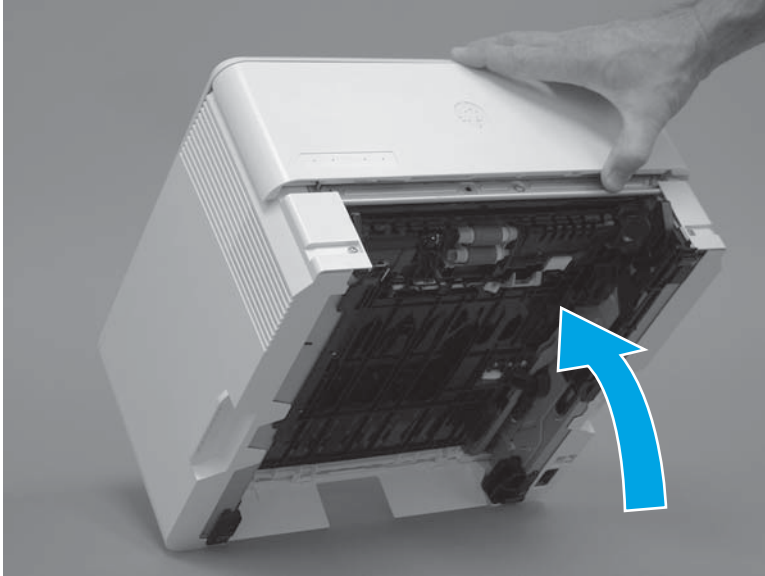
**Figure 1-672** Install two screws



- Carefully rotate the printer backward until it rests on the rear side, bottom-side face forward.

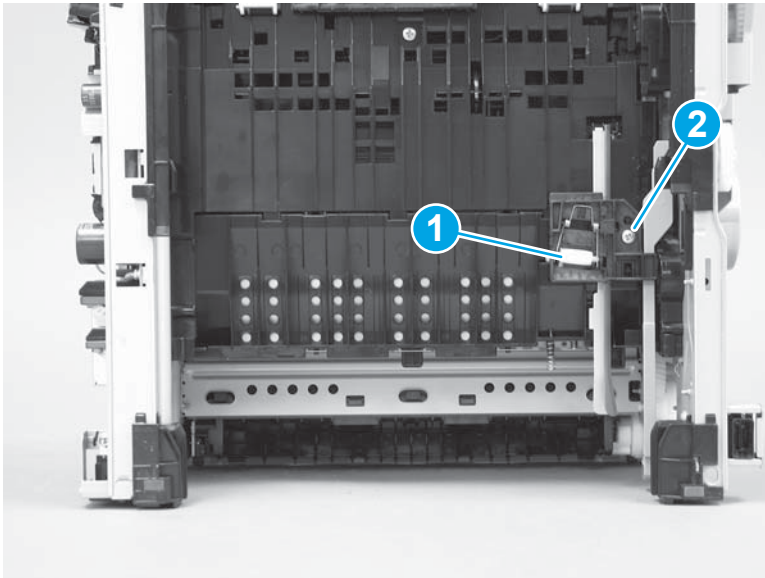
**CAUTION:** The integrated scanner assembly (ISA) on the M427/M426 is not captive and can suddenly open when the printer is tilted backward. Support the ISA when handling the M427/M426 printer.

**Figure 1-673** Place the printer bottom-side face forward



- Install the guide (callout 1), and then install one screw (callout 2).

**Figure 1-674** Install the guide

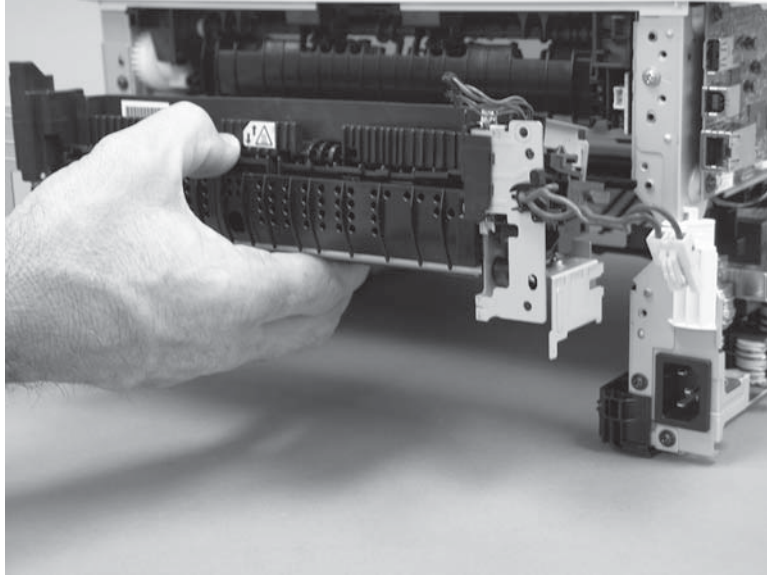


### Step 15: Install the fuser

- Slide the fuser straight into the printer.



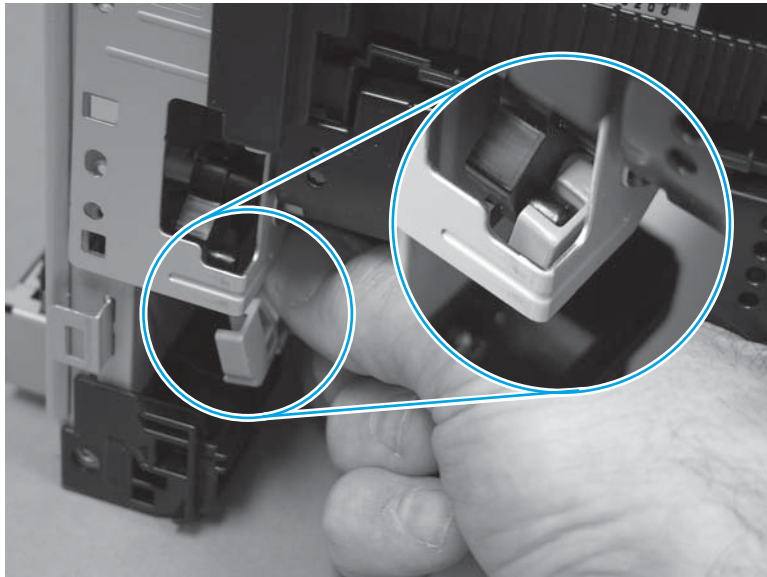
**Figure 1-675** Install the fuser



2. Connect the pressure-release link arm to the fuser.

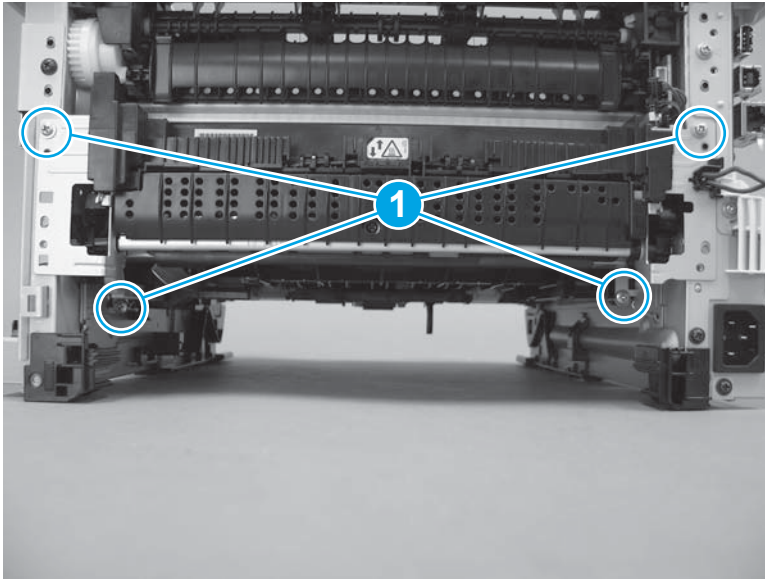
 **IMPORTANT:** Make sure that the pressure-release arm is correctly connected to the fuser.

**Figure 1-676** Connect the pressure-release arm



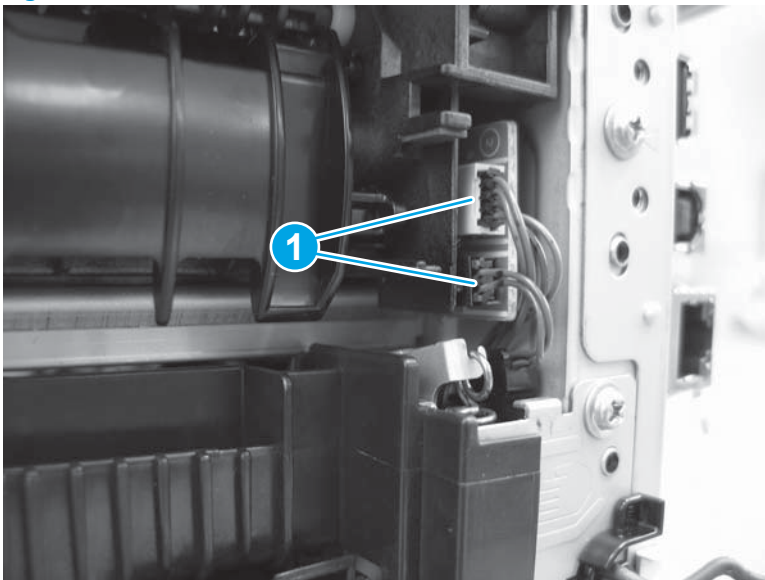
3. Install four screws (callout 1).

**Figure 1-677** Install four screws



4. Connect two connectors (callout 1).

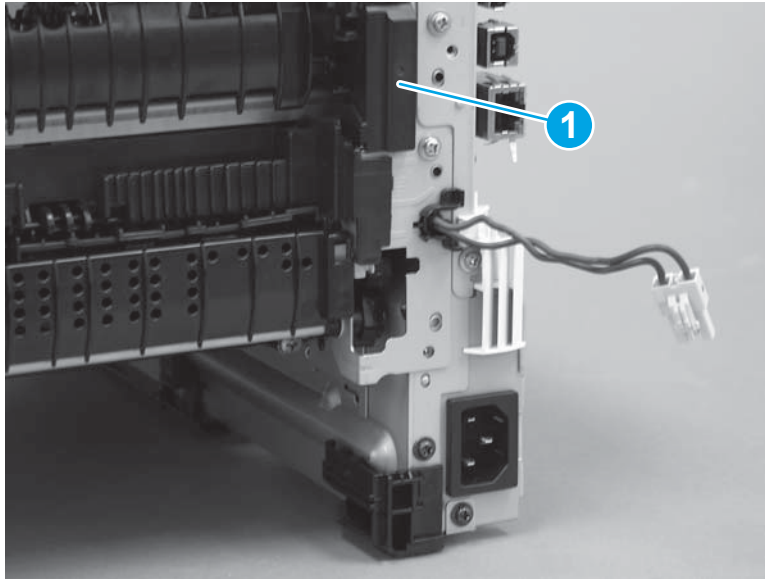
**Figure 1-678** Connect two connectors





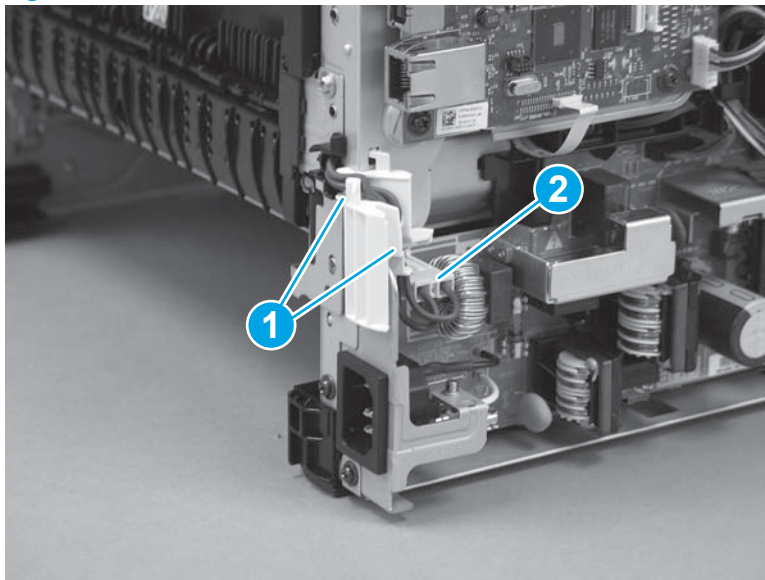
5. Push the upper connector cover (callout 1) straight onto of the printer to install it.

**Figure 1-679** Install the cover




6. Install the wire harness in the guide (callout 1), and then connect one connector (callout 2).

**Figure 1-680** Connect one connector

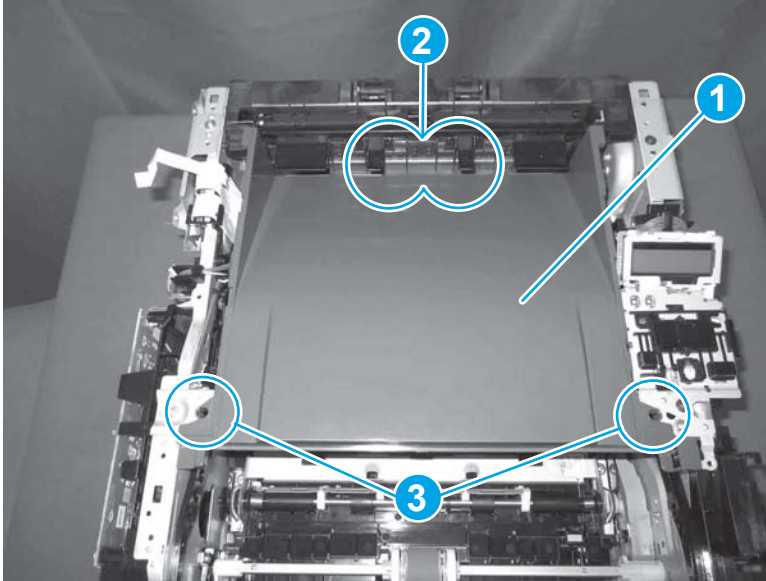


### Step 16: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-681** Engage two tabs

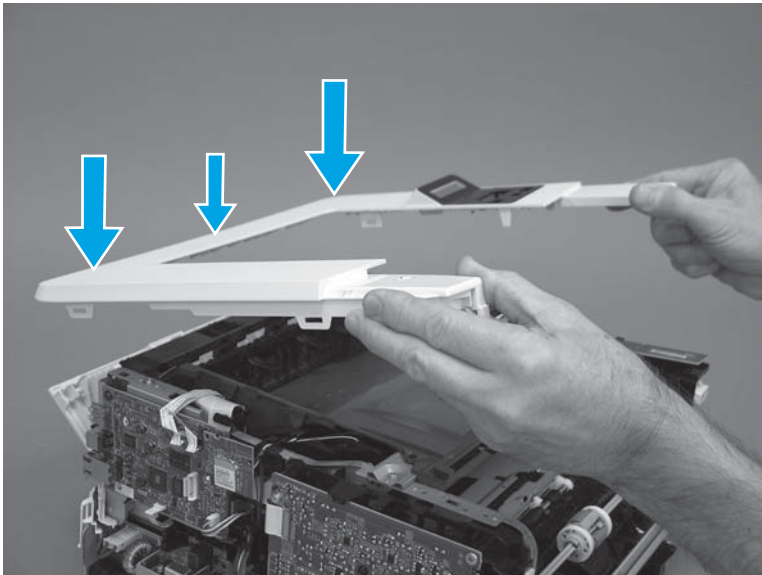


**Step 17: Install the top cover (M403/M402)**

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 18: Install the top cover \(M427/M426\) on page 382](#).

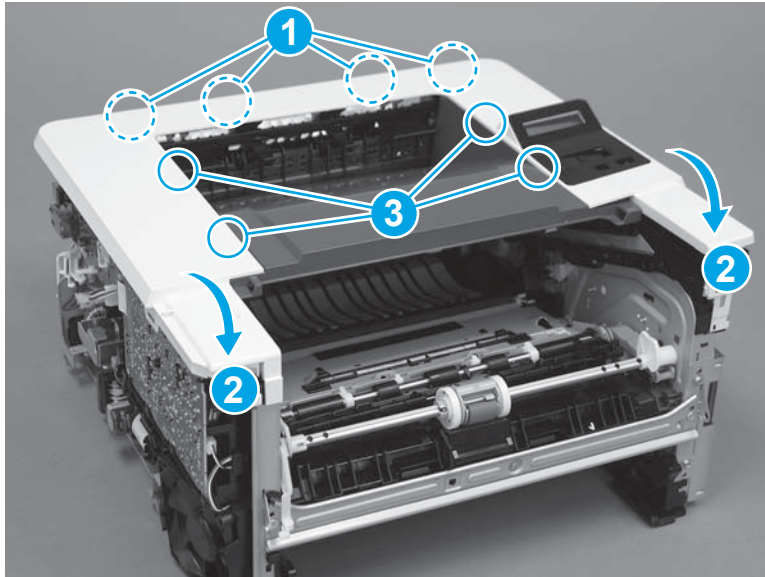
1. Position the rear edge of the cover on the printer.

**Figure 1-682** Install the cover



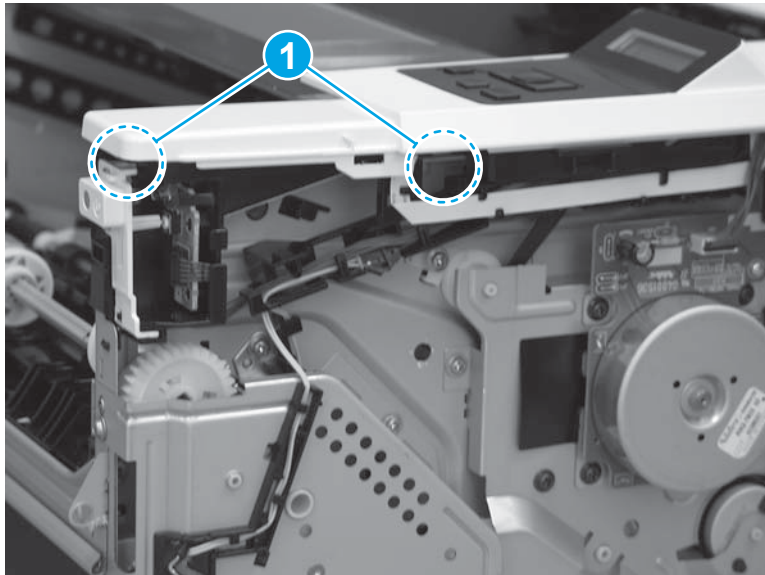
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-683** Engage four bosses and tabs



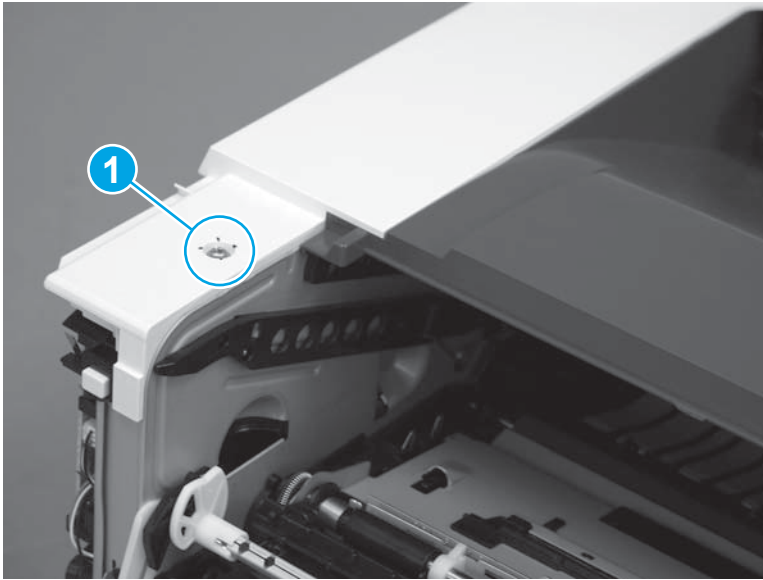
- At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-684** Engage one boss and one tab




4. Install one screw (callout 1).

**Figure 1-685** Install one screw

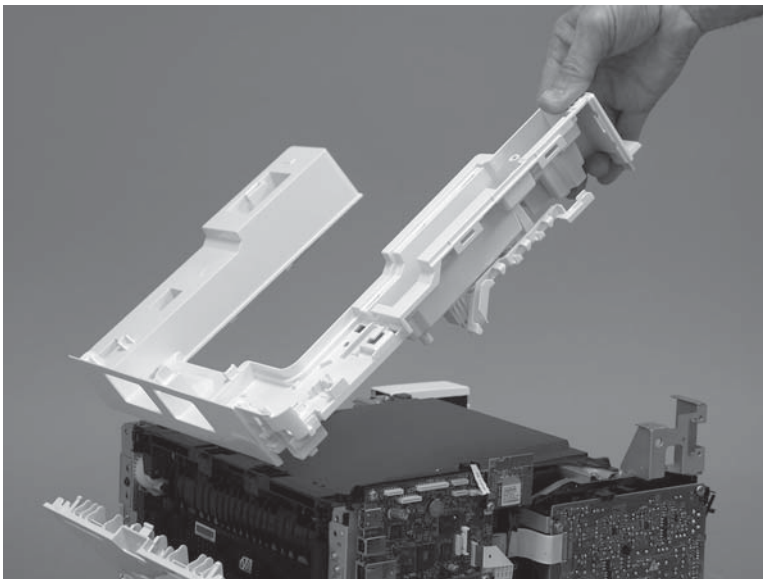


#### Step 18: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 393](#).

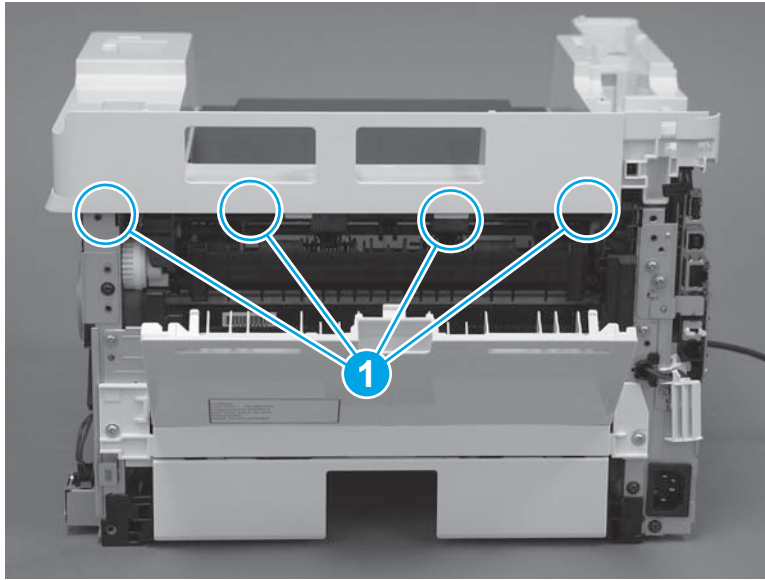
1. Position the rear edge of the top cover on the printer.

**Figure 1-686** Install the cover



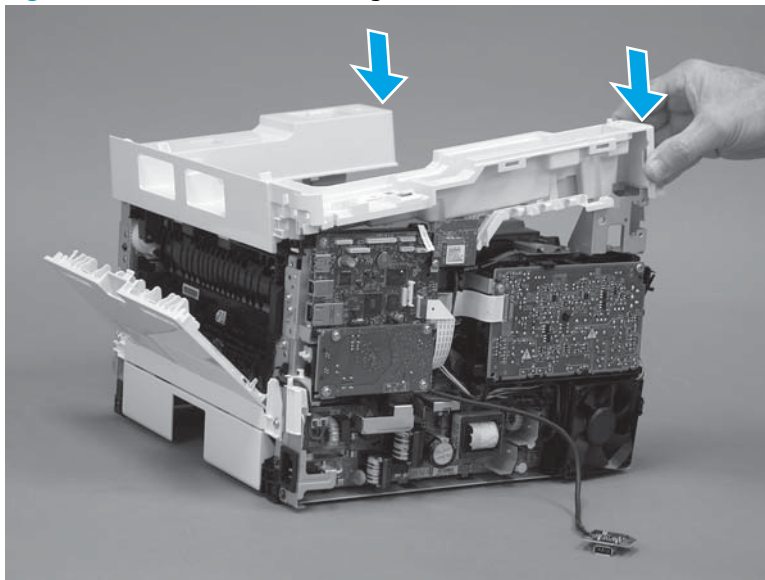
2. Engage four bosses (callout 1).

**Figure 1-687** Engage four bosses



3. Rotate the front edge of the cover down.

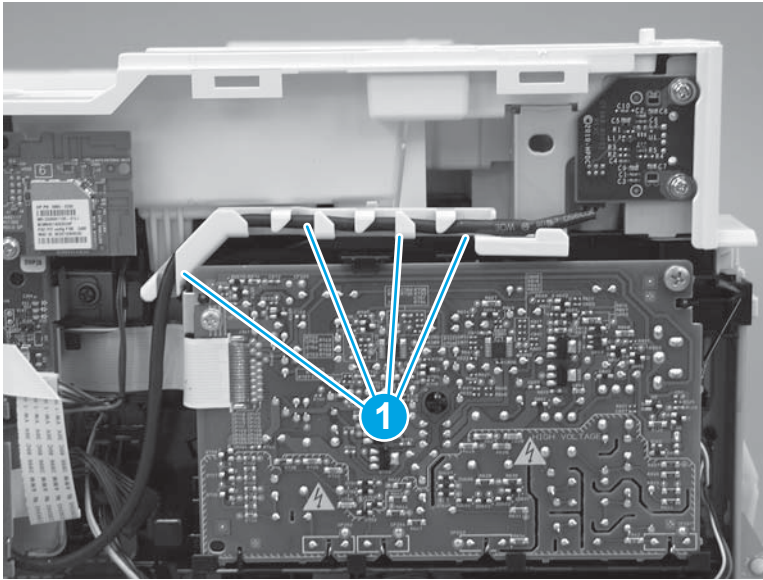
**Figure 1-688** Rotate the front edge of the cover down





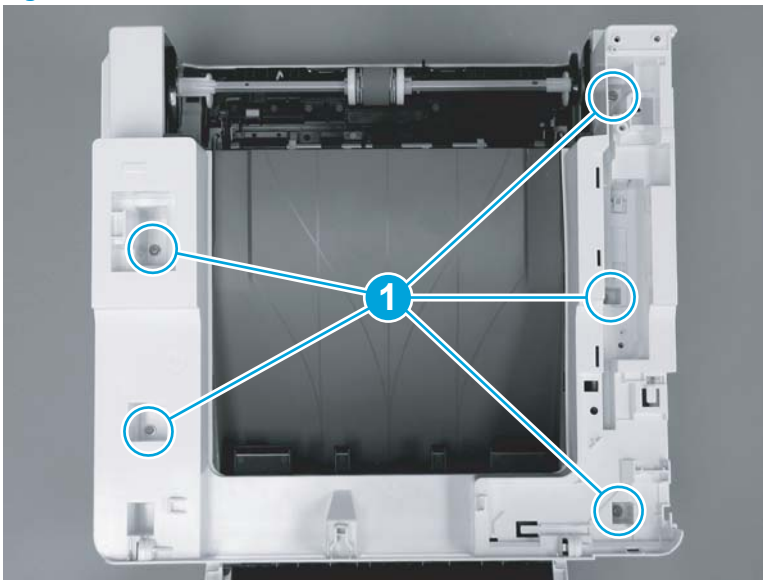
4. Install the USB cable (callout 1) in the guide.

**Figure 1-689** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-690** Install five screws

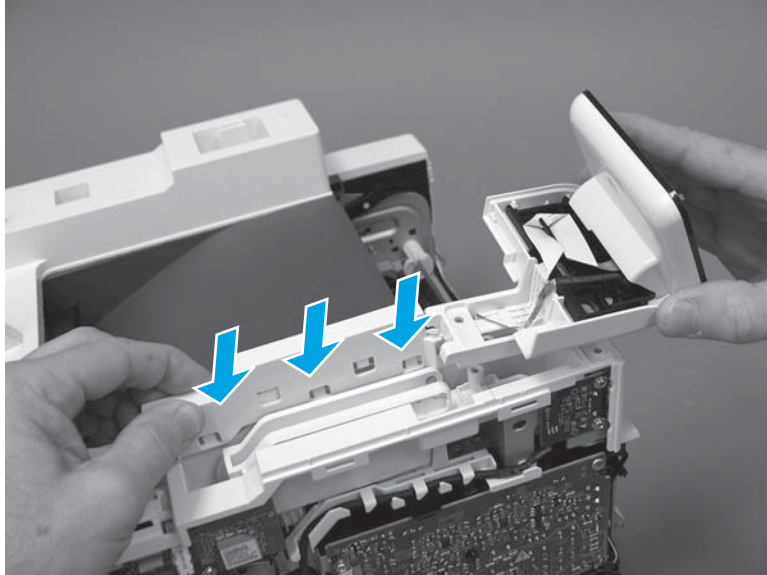


### Step 19: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 393](#).

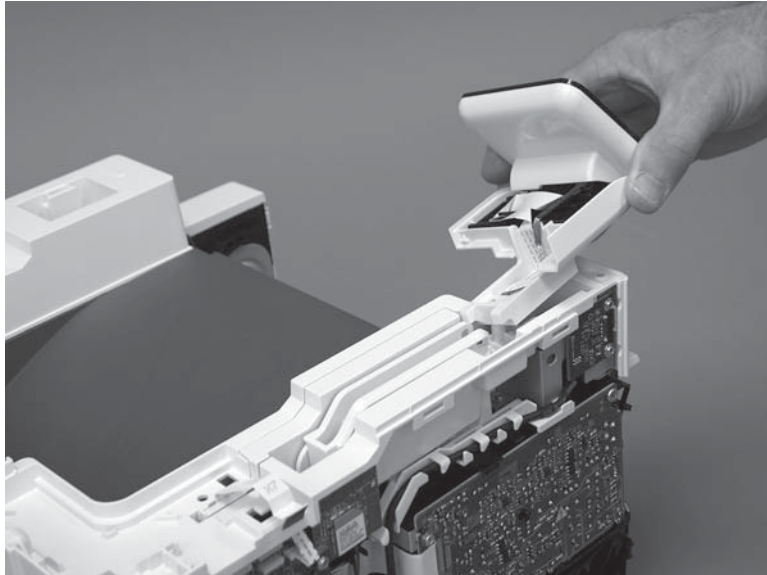
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-691** Install the control-panel FFC cover



2. Install the control-panel assembly on the top cover.

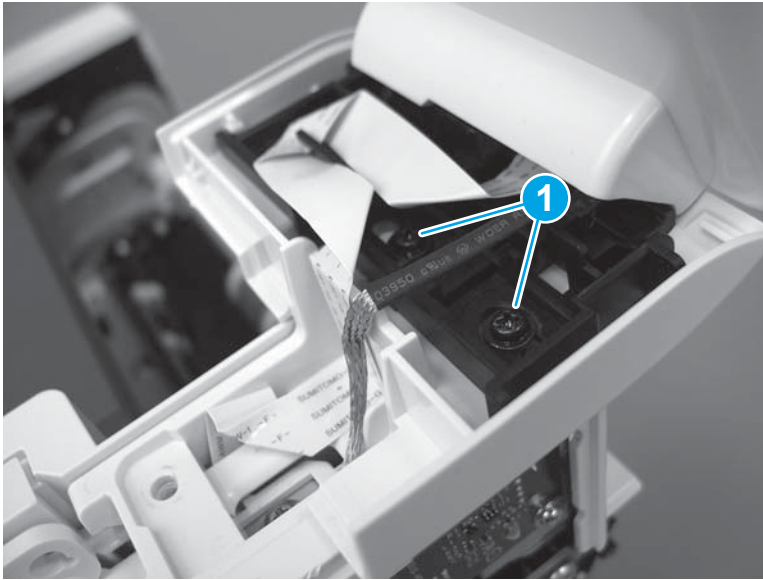
**Figure 1-692** Install the control-panel assembly





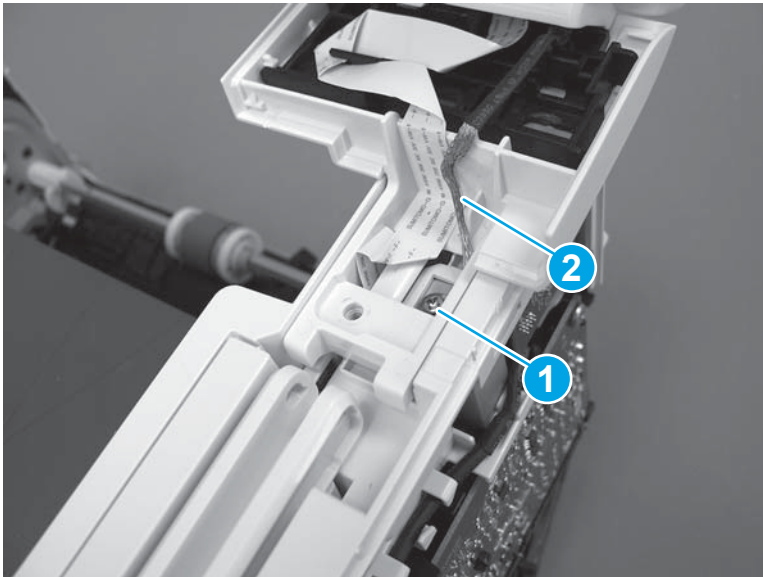
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-693** Install two screws



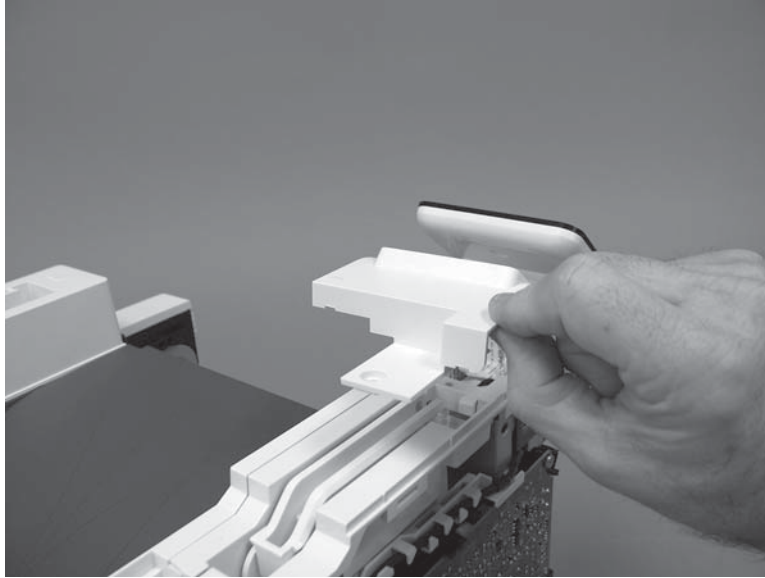
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-694** Remove one screw



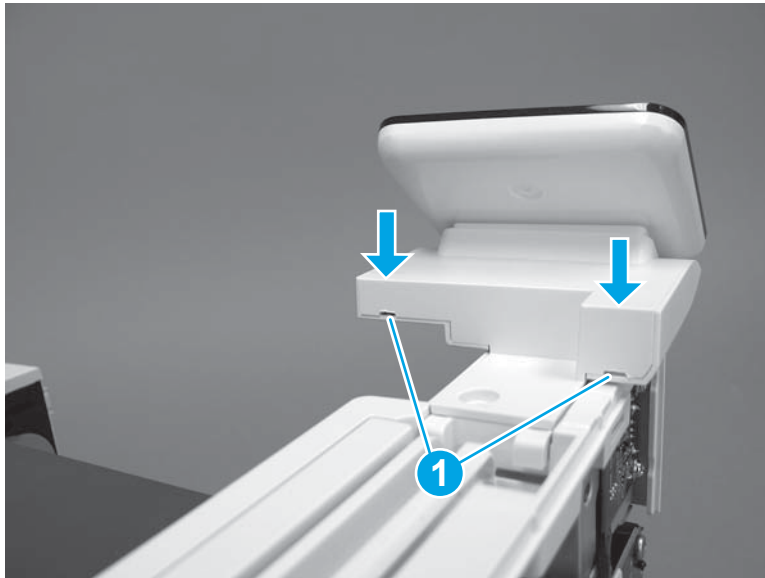
5. Install the control-panel cable cover.

**Figure 1-695** Install the cover



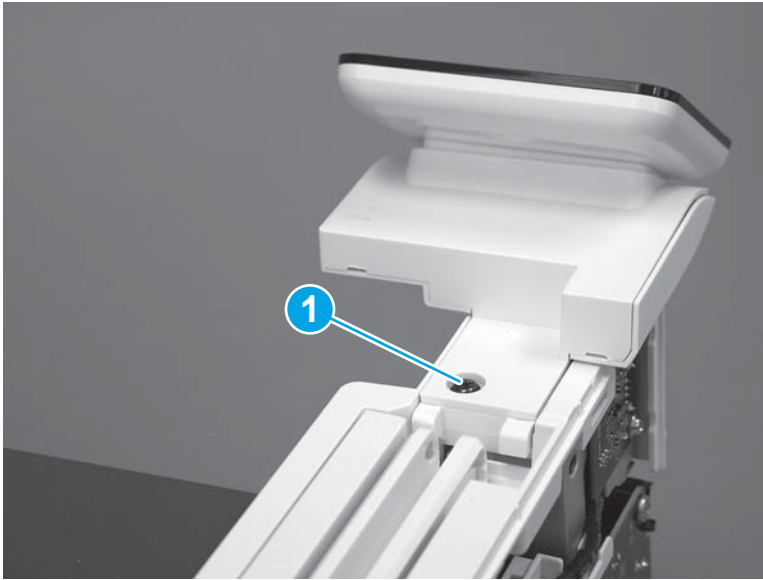
6. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-696** Engage two tabs



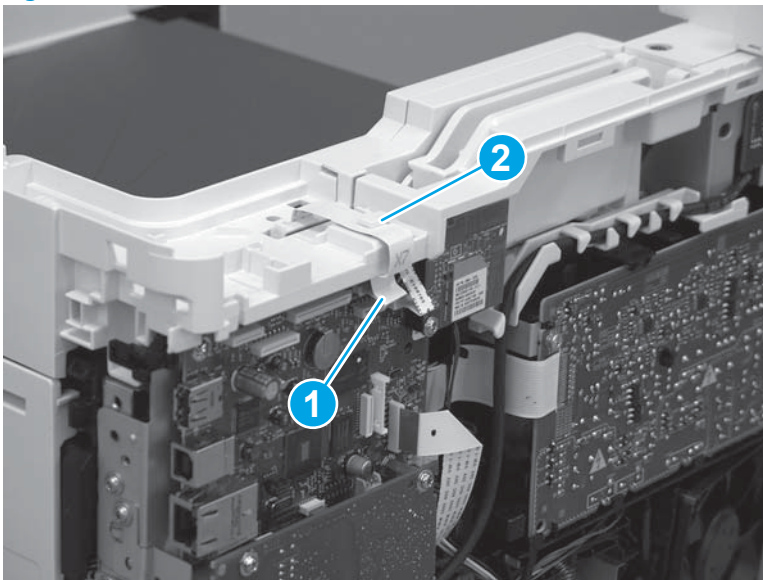
7. Install one screw (callout 1).

**Figure 1-697** Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-698** Connect one connector




### Step 20: Install the integrated scanner assembly (M427/M246)

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 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 393](#).

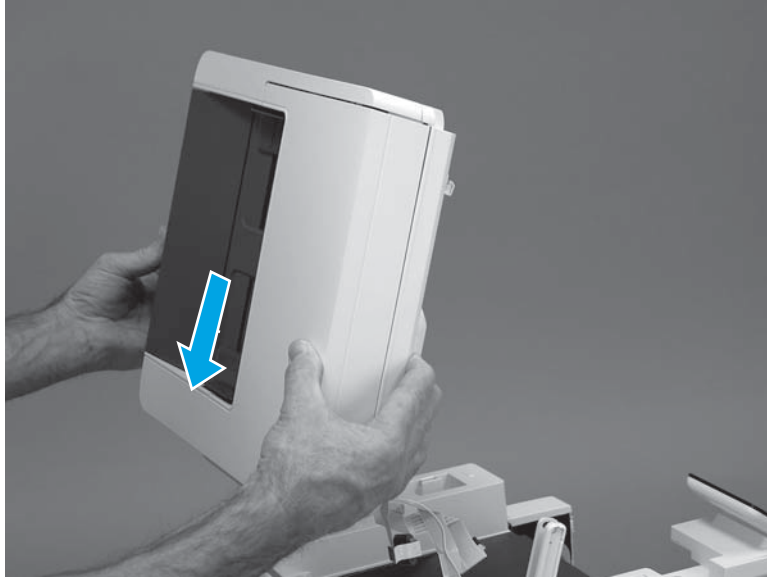
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 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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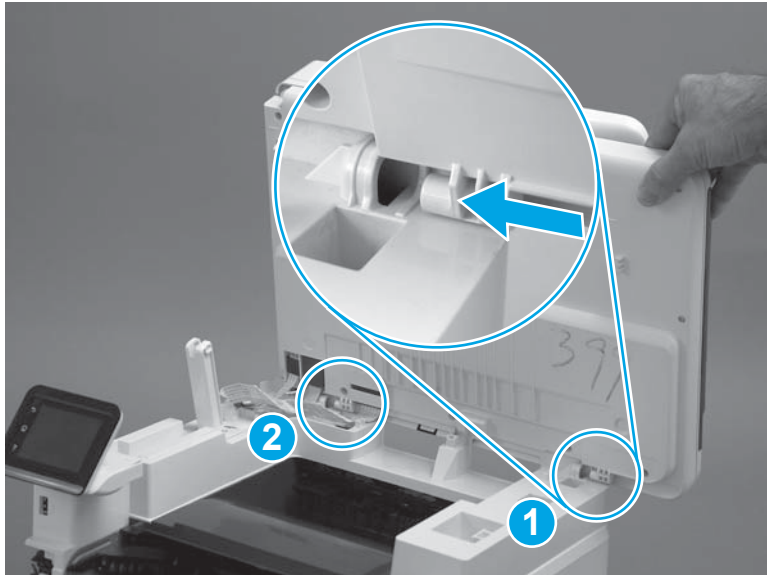
1. Position the ISA on the printer.

**Figure 1-699** Position the ISA on the printer



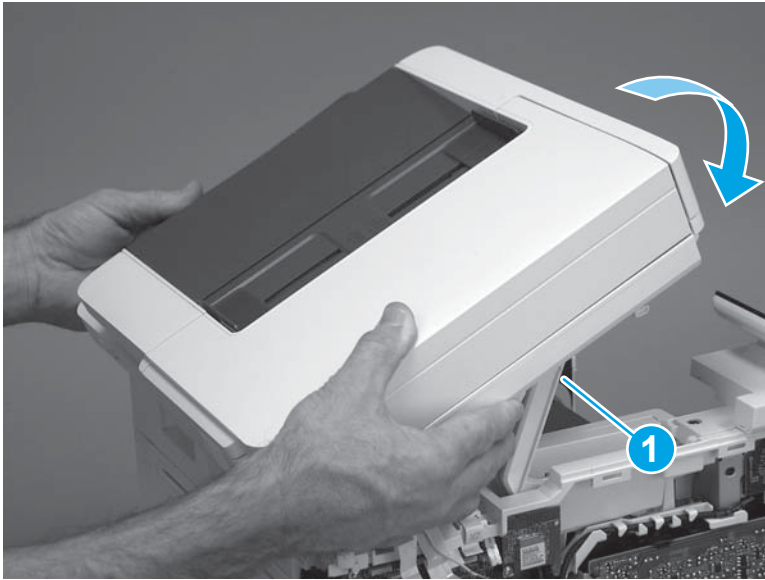
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-700** Engage the hinge pins with the holders



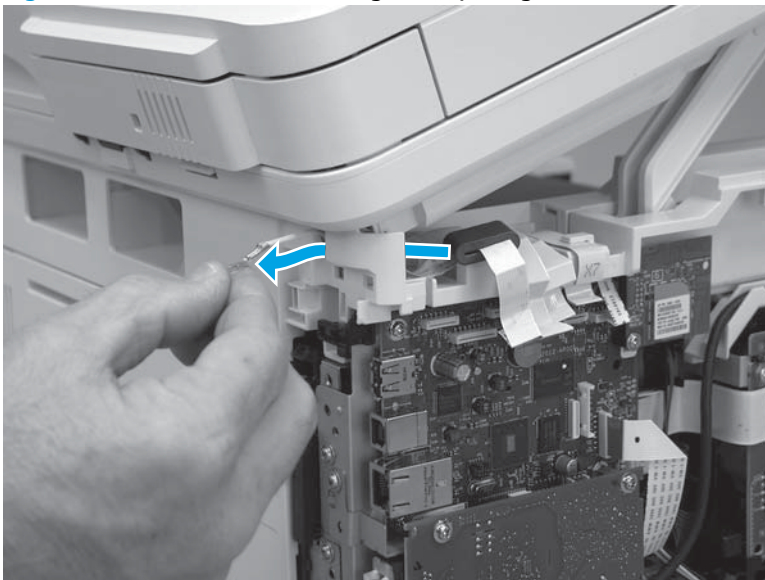
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-701** Rotate the ISA towards the front of the printer



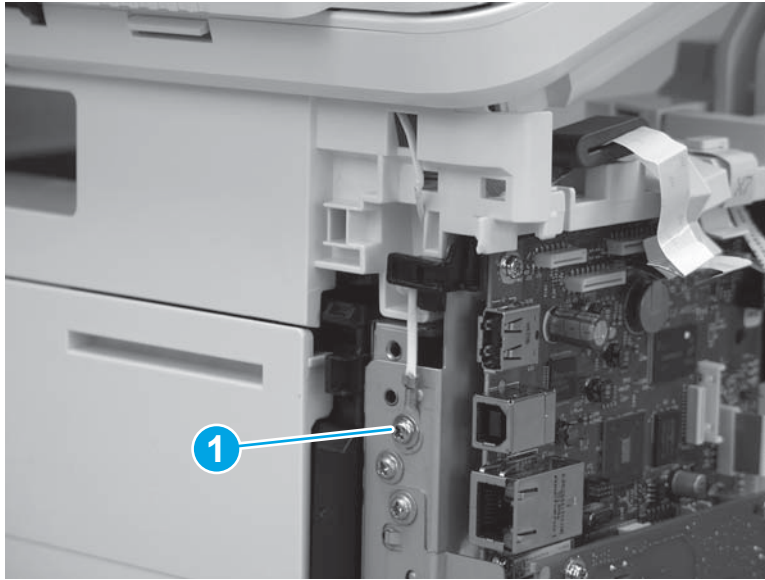
4. Pass the ground wire through the opening in the top cover.

**Figure 1-702** Pass the wire through the opening




5. Install one screw (callout 1).

**Figure 1-703** Install one screw



6. Install the ISA lift assembly slider pin.

 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

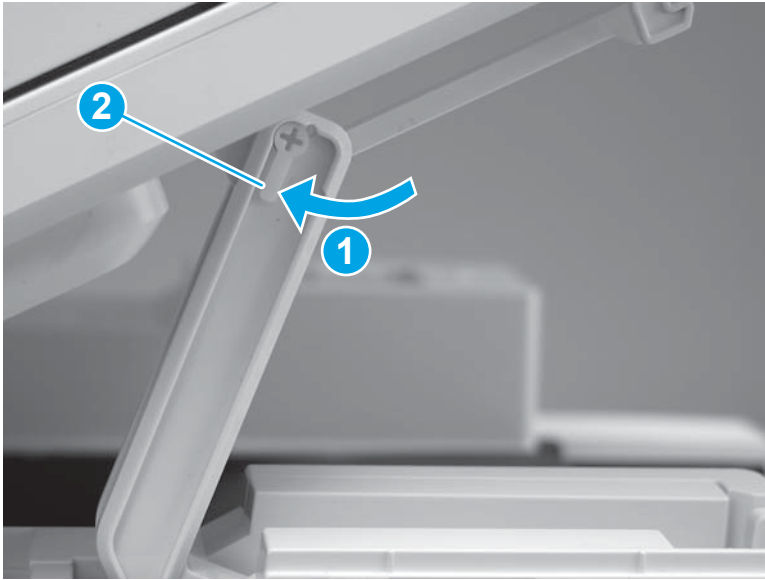
**Figure 1-704** Install the slider pin





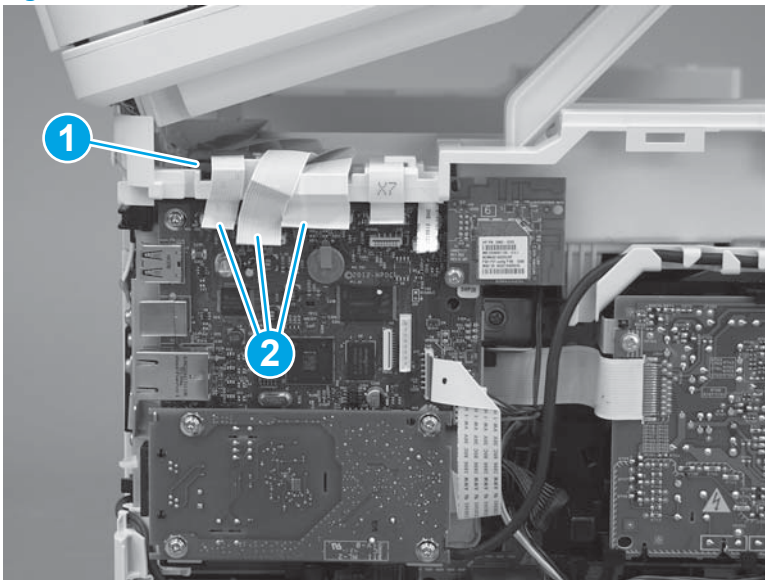
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-705** Secure the slider pin



8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

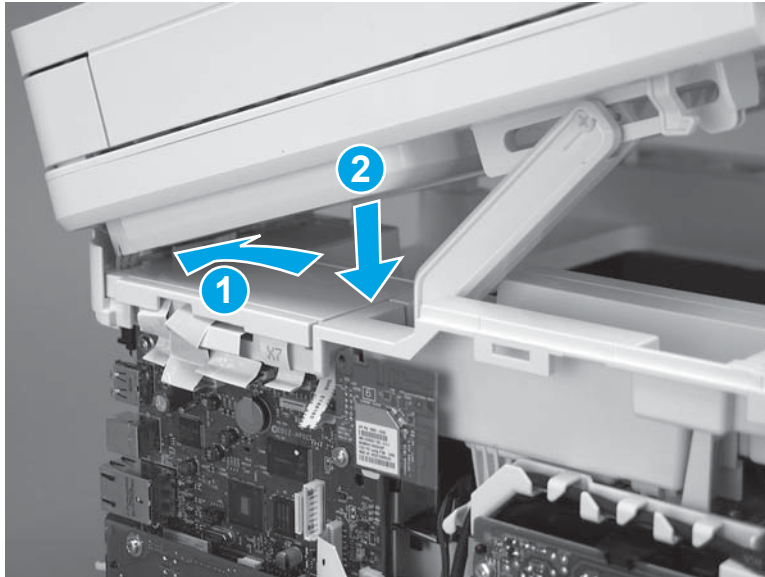
**Figure 1-706** Connect three FFCs





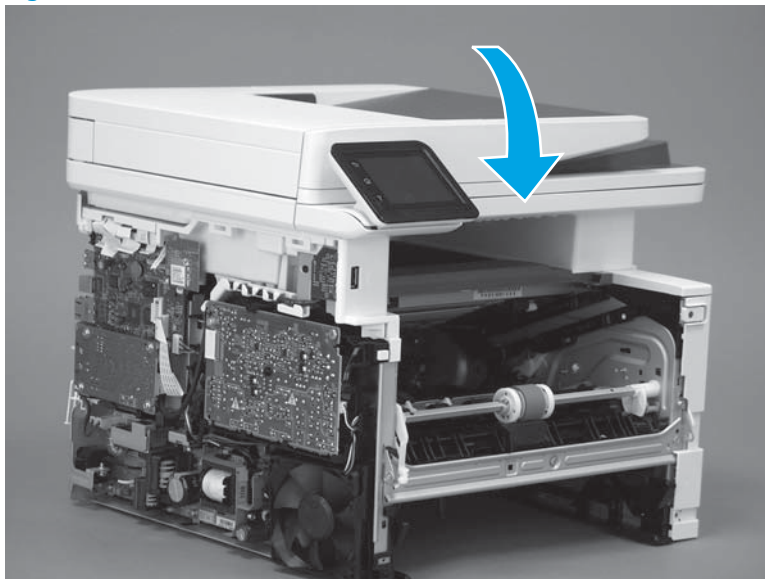
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-707** Install the ISA FFC cover



10. Lower the ISA.


**Figure 1-708** Lower the ISA



### Step 21: Install the rear door assembly

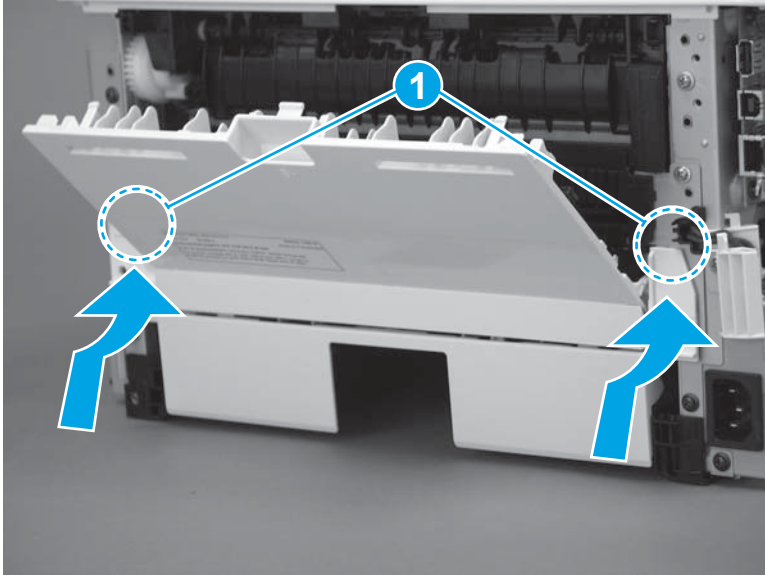
1. At the rear of the printer, position the assembly so that the two tabs (callout 1) are installed in the slots (callout 2) in the chassis.

---

 **NOTE:** Duplex models only: Slide the duplex tray into the Tray 2 cavity.

---

**Figure 1-709** Install the rear cover



2. Install two screws.



**NOTE: Duplex models only:** Reach in from the front of the Tray 2 cavity and raise the feed assembly to the up and locked position so that the rear cover will fit flat against the chassis.

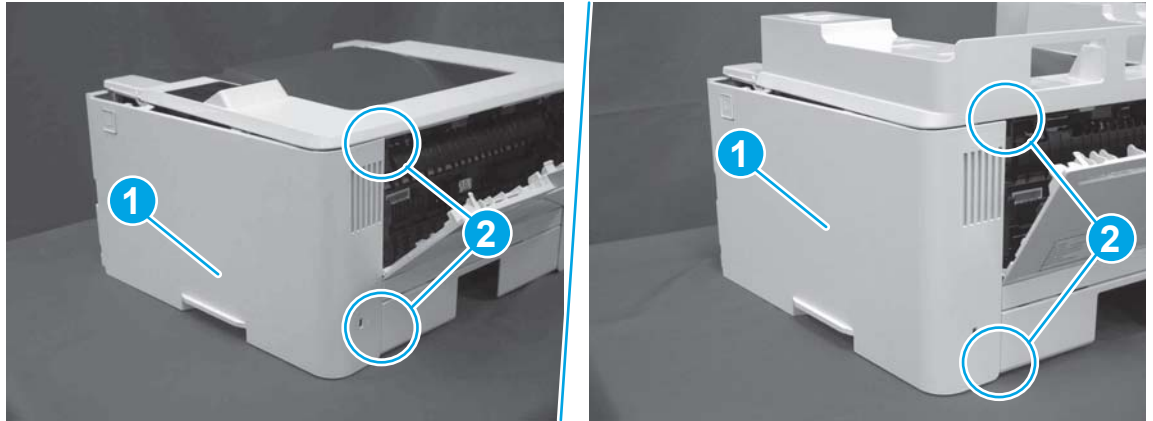
**Figure 1-710** Install two screws



## Step 22: Install the right cover

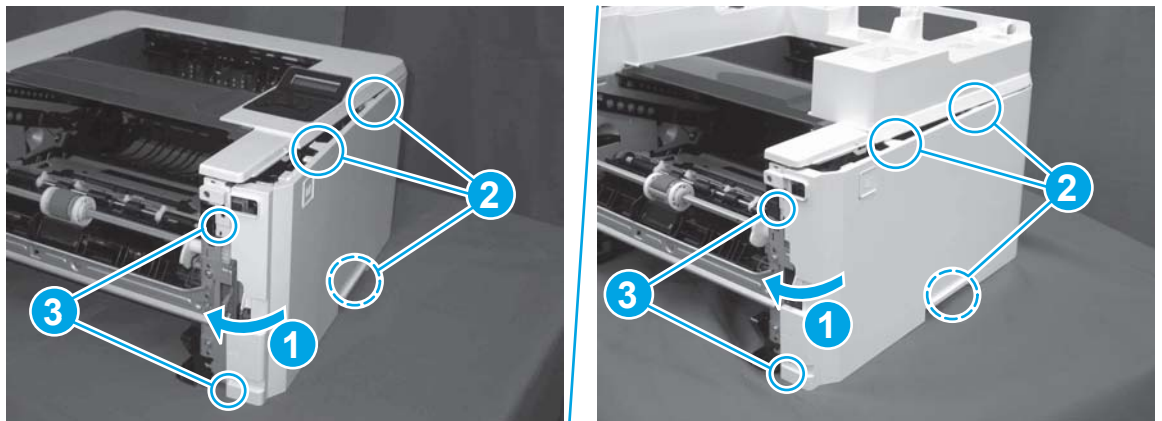
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-711** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-712** Engage two bosses and one tab

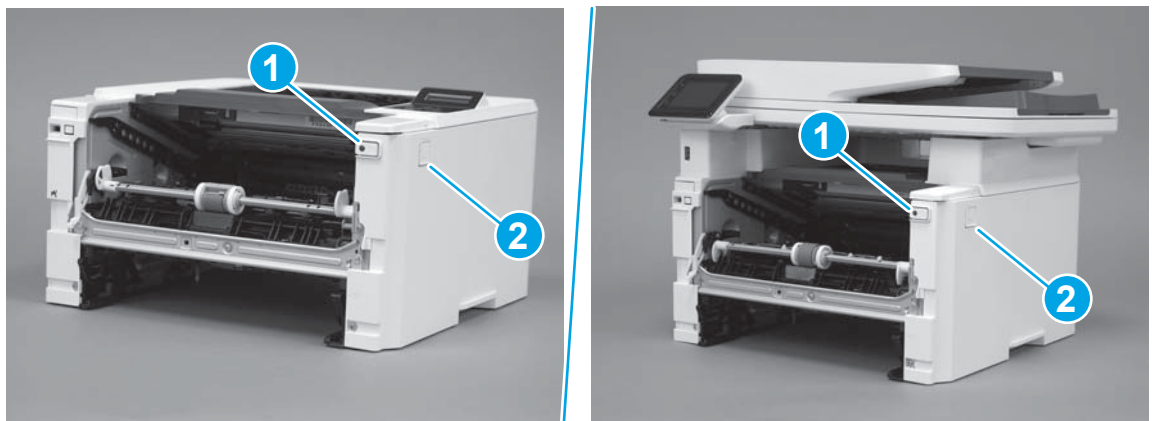


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-713** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

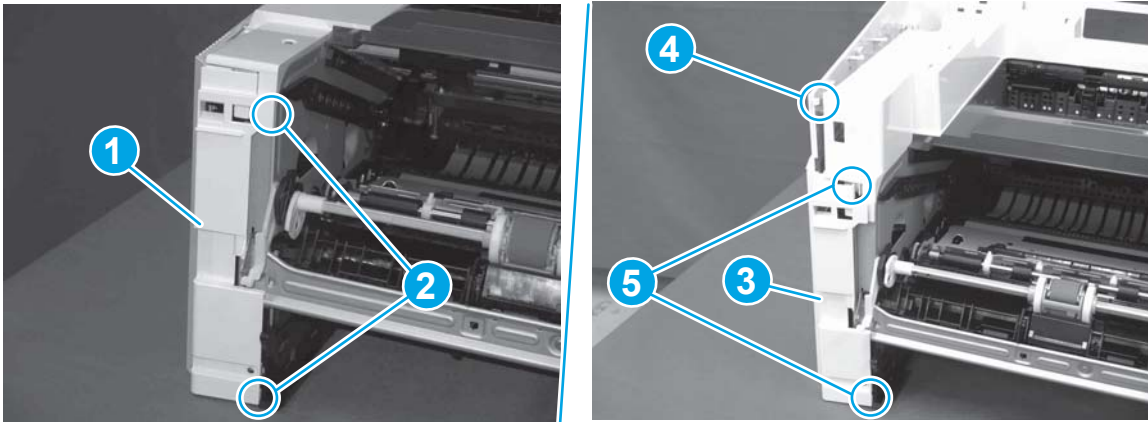
**Figure 1-714** Install one screw



**Step 23: Install the left cover**

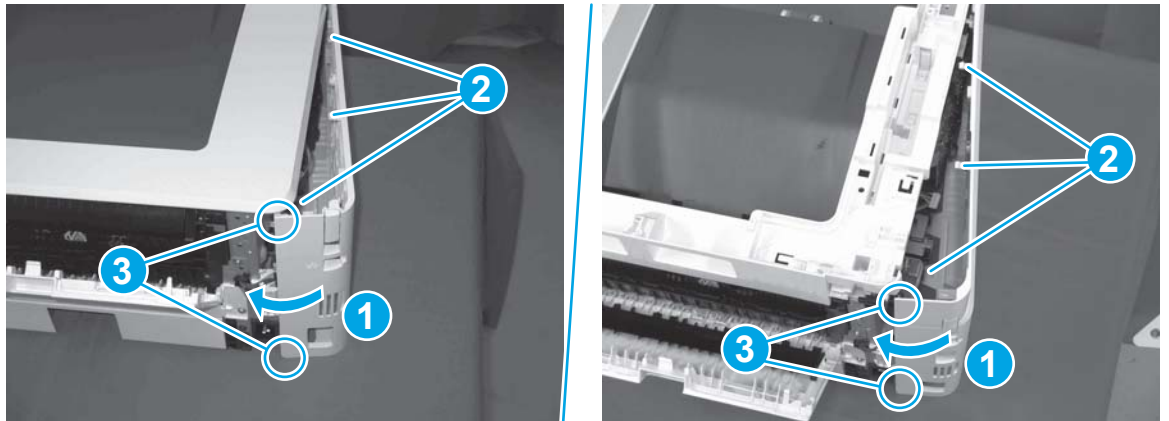
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-715** Install the cover



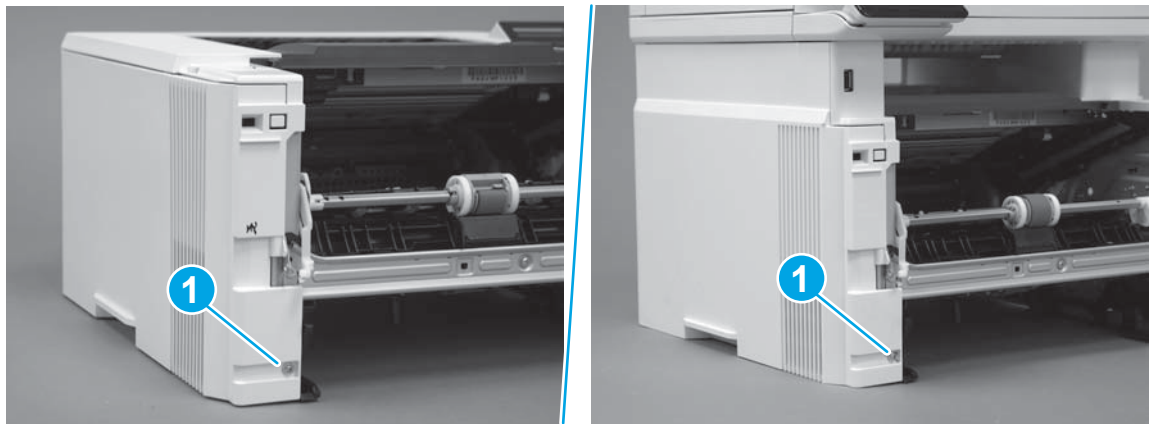
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-716** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-717** Install one screw



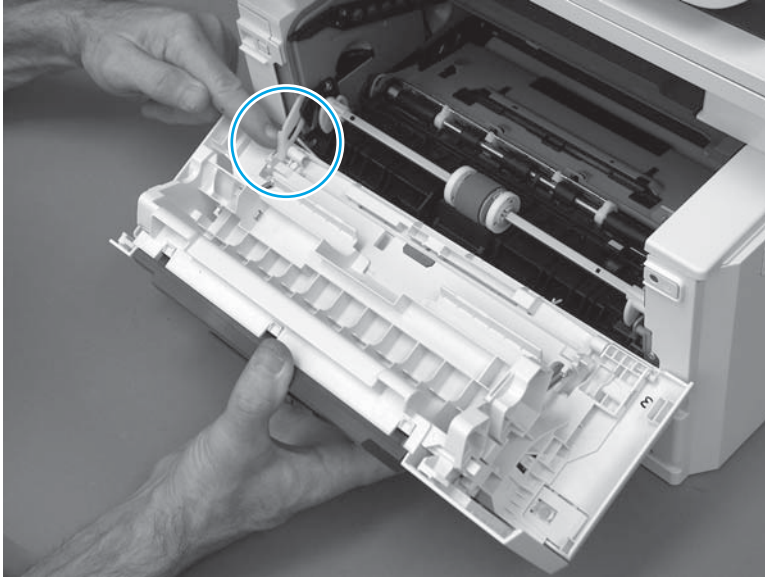
#### Step 24: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

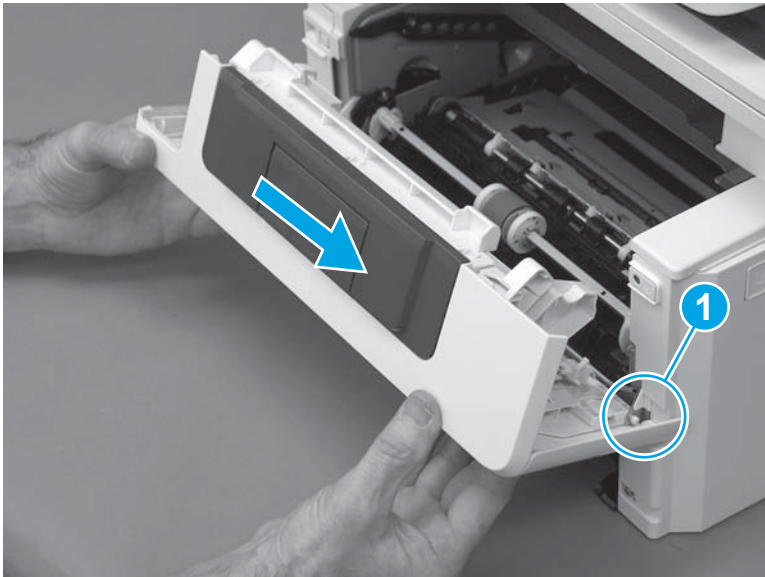


**Figure 1-718** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

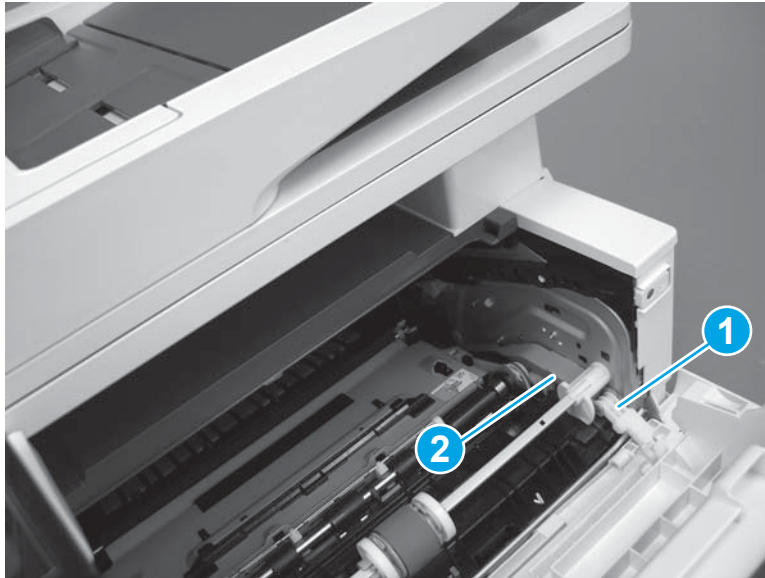
**Figure 1-719** Install the door



3. Install the link (callout 1).

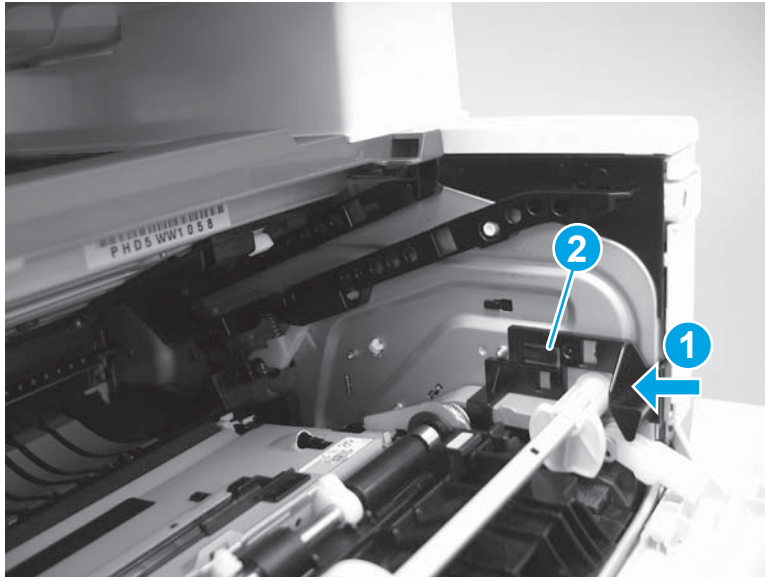
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-720** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

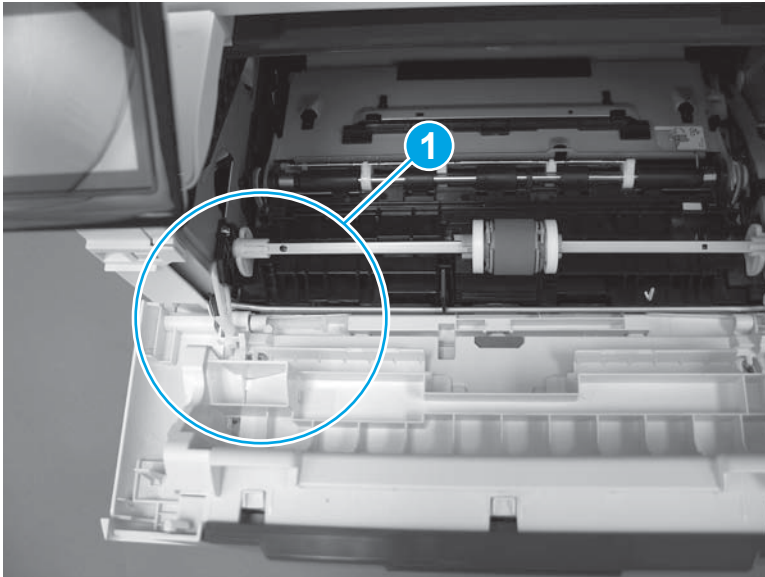
**Figure 1-721** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

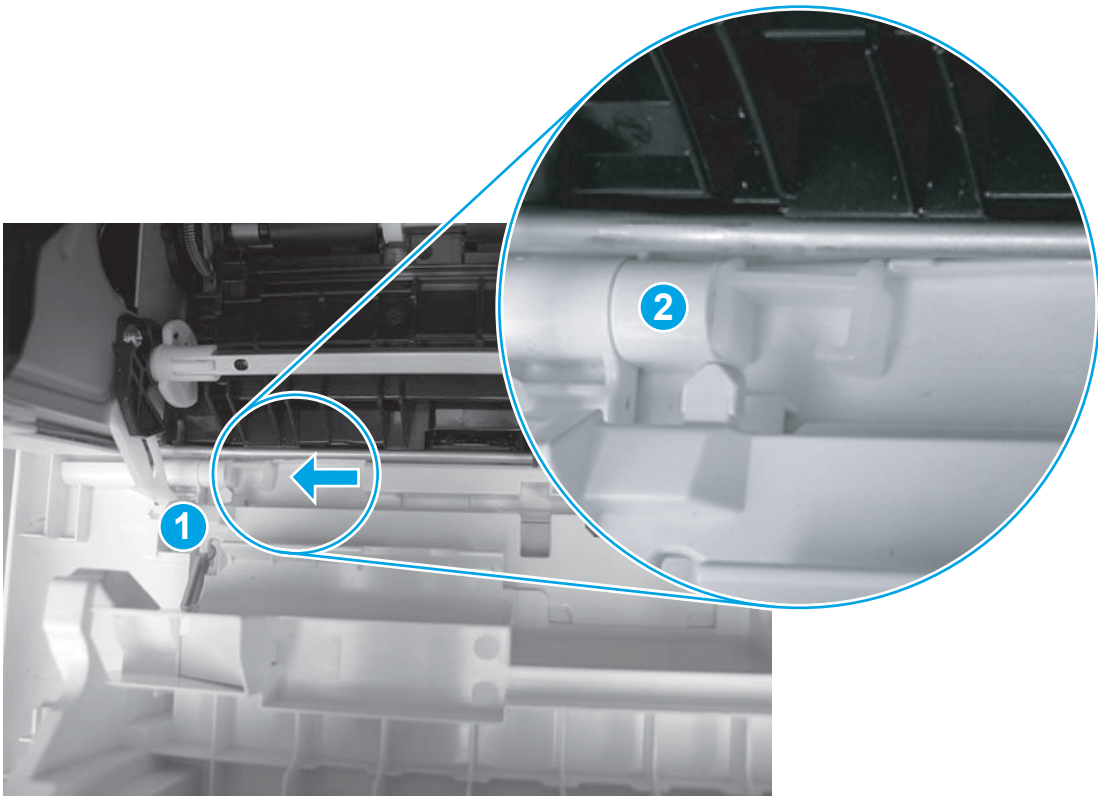
**Figure 1-722** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-723** Install the support shaft



### Step 25: Install Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-724** Install the tray



## Removal and replacement: Main motor (M1)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the right cover](#)
- [Step 4: Remove the main motor \(M1\)](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the main motor \(M1\)](#)
- [Step 7: Install the right cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the main motor (M1).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Main motor (M1) part number	
RM2-9531-000CN	Main motor (M1)

### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-725** Remove the tray



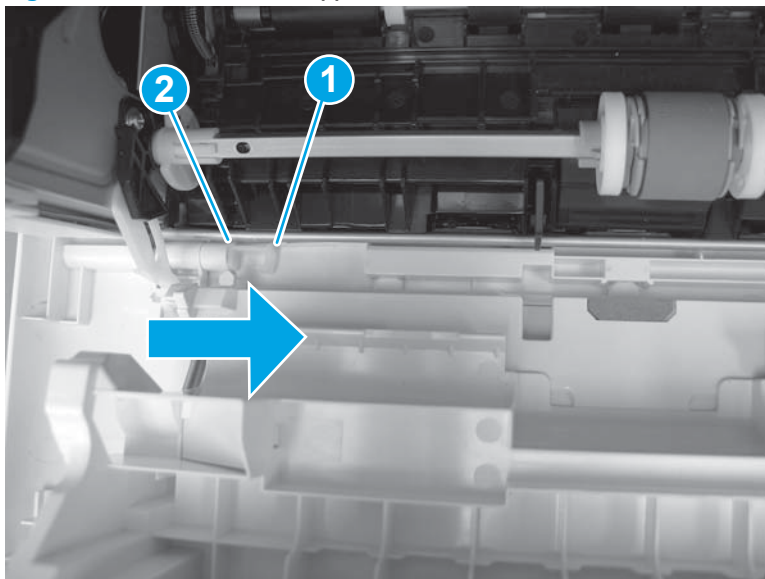
### Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-726** Release the support shaft



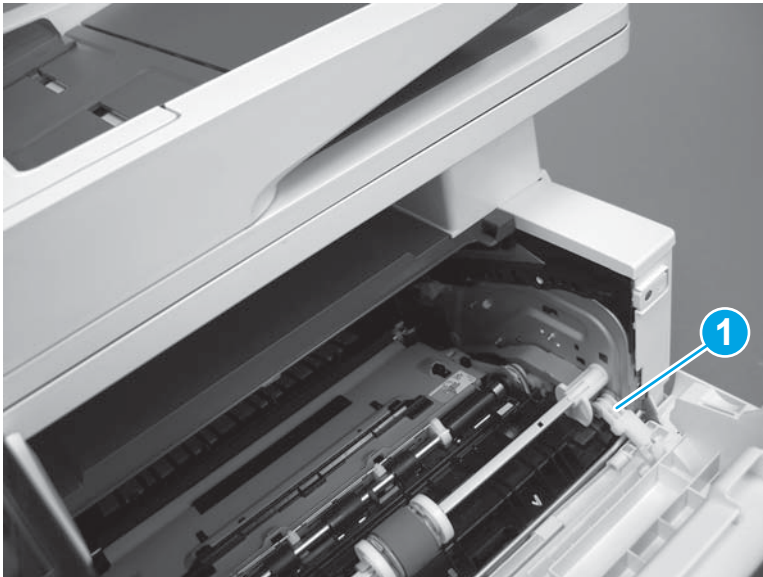
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-727** Remove the guide



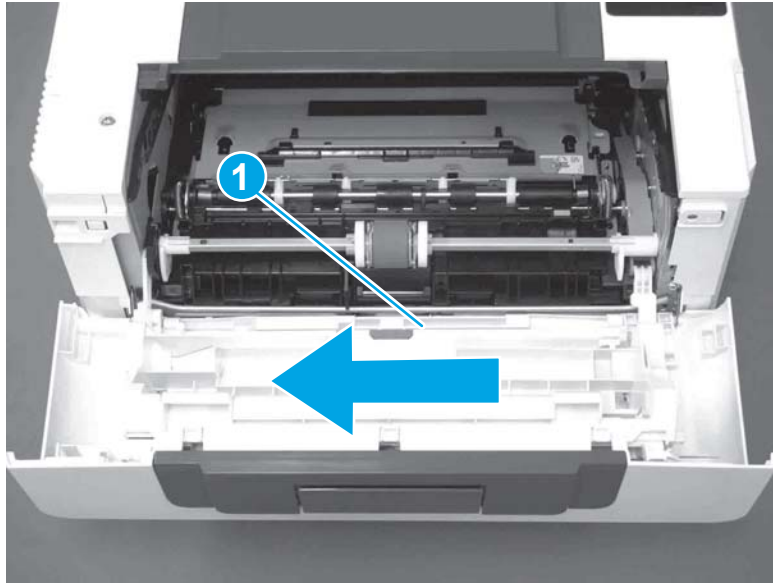
3. Remove the link arm (callout 1).

**Figure 1-728** Remove the link arm



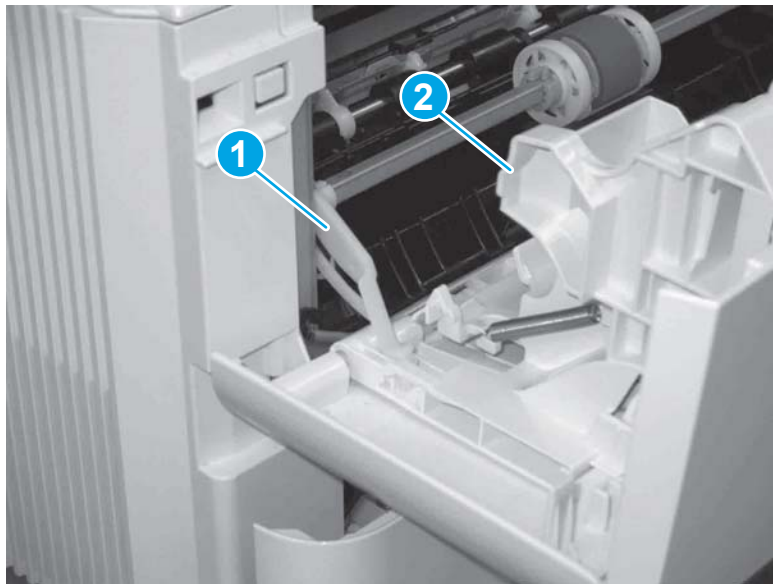
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-729** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

**Figure 1-730** Release the left-side retainer arm



### Step 3: Remove the right cover

1. Remove one screw (callout 1).

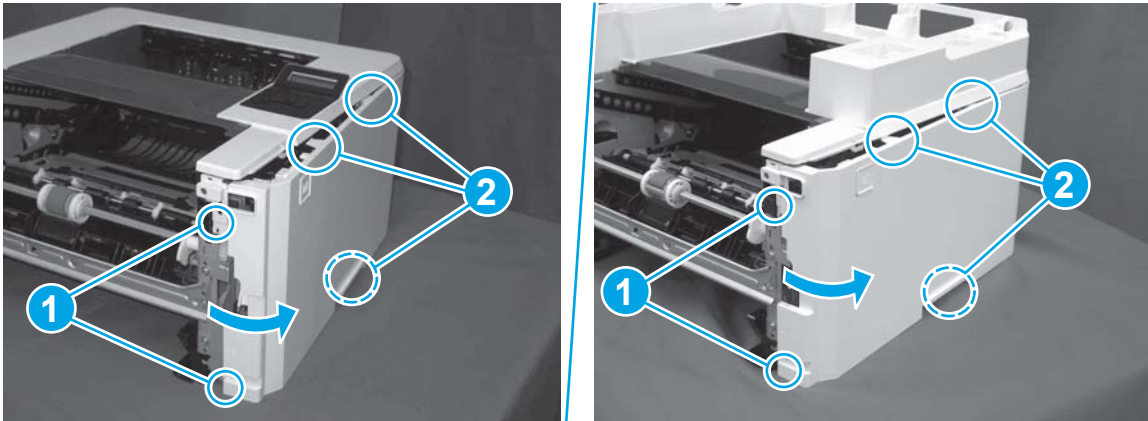


**Figure 1-731** Remove one screw



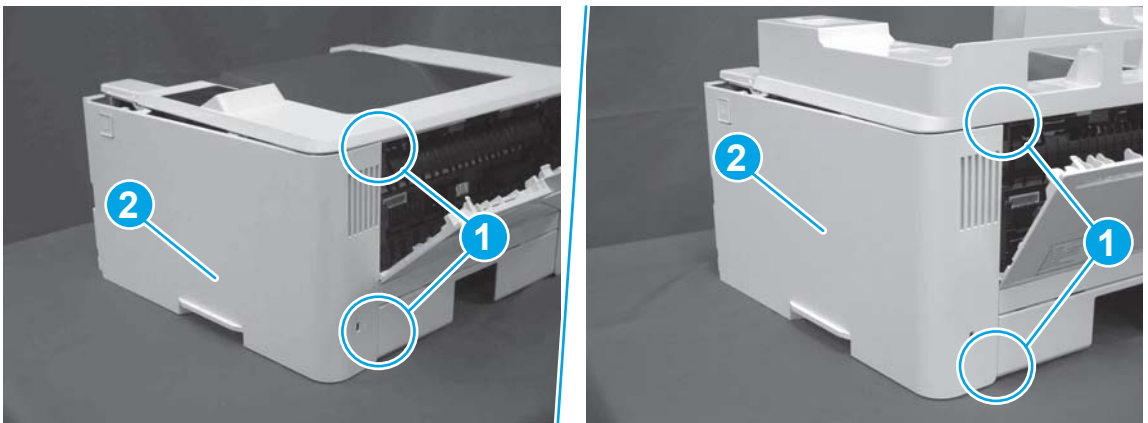
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-732** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-733** Remove the cover

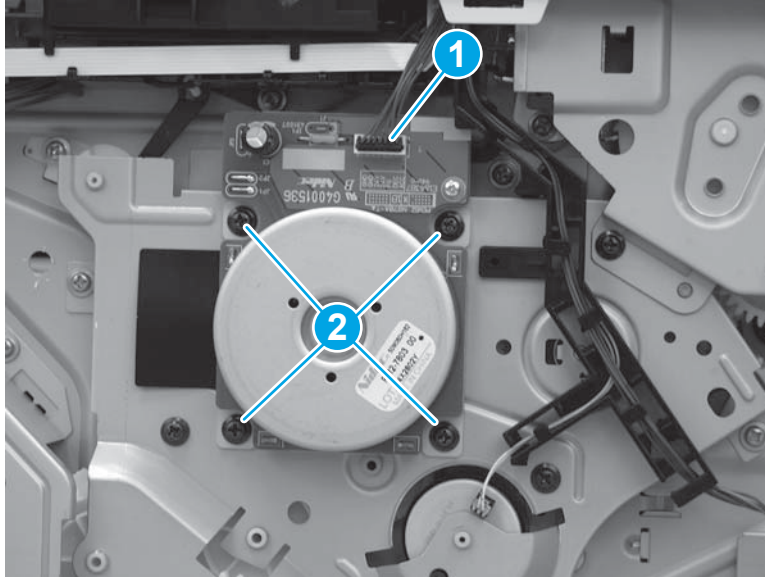


#### **Step 4: Remove the main motor (M1)**

- ▲ Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the main motor (M1).



**Figure 1-734** Remove the motor



### Step 5: Unpack the replacement assembly

Unpack the replacement part from the packaging.

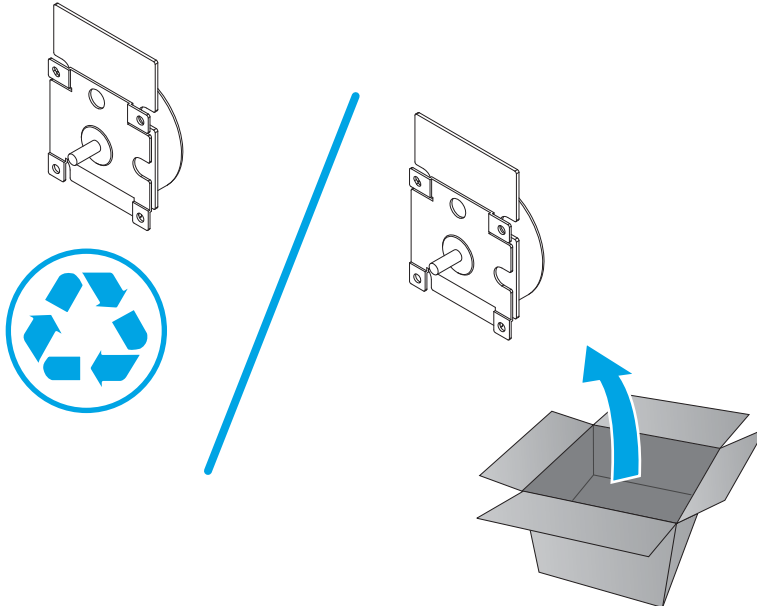
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

---

 **NOTE:** HP recommends responsible disposal of the defective part.

---

### Figure 1-735 Recycle and unpack



### Step 6: Install the main motor (M1)

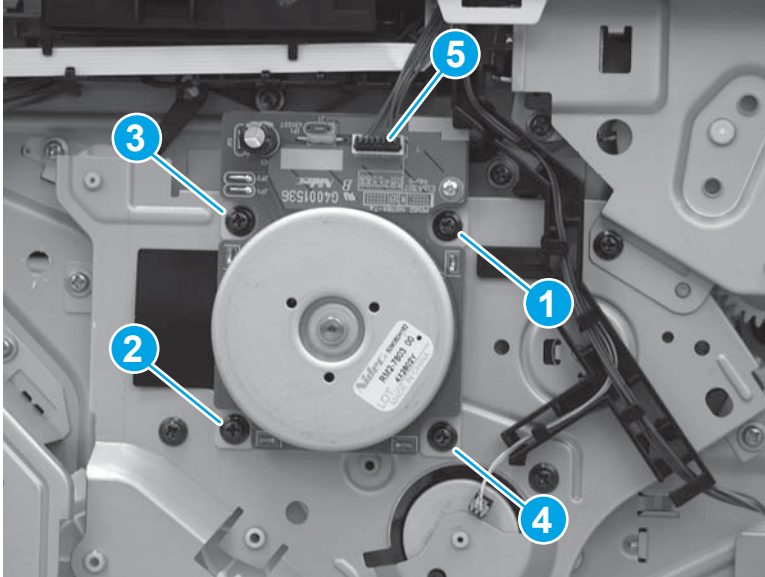
- ▲ Position the motor on the chassis, install four screws in the order shown below (callout 1 to callout 4), and then connect one connector (callout 5).

---

 **CAUTION:** Make sure that the screws are installed in the order shown below.

---

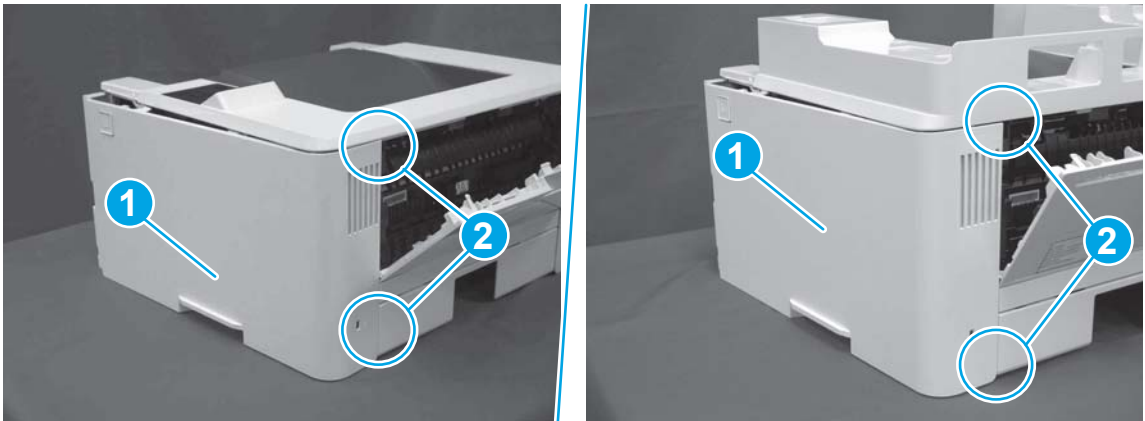
**Figure 1-736** Install the motor



**Step 7: Install the right cover**

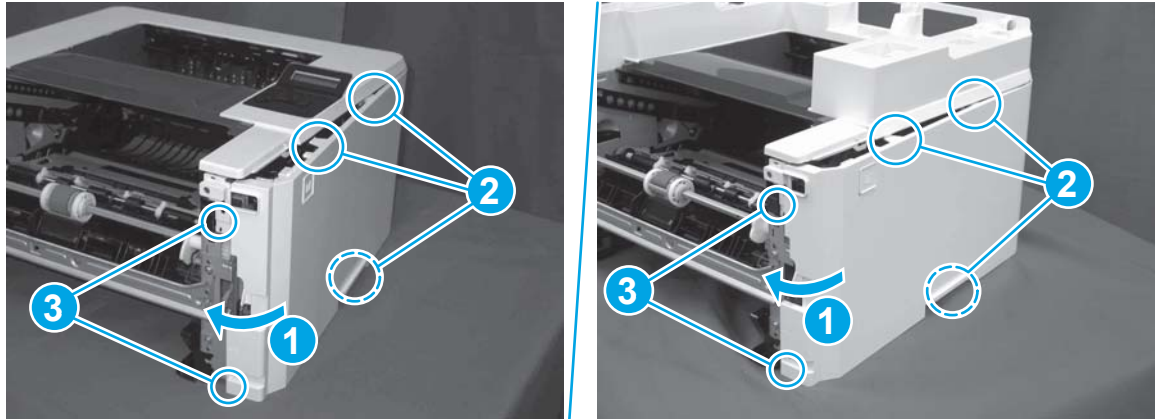
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-737** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-738** Engage two bosses and one tab

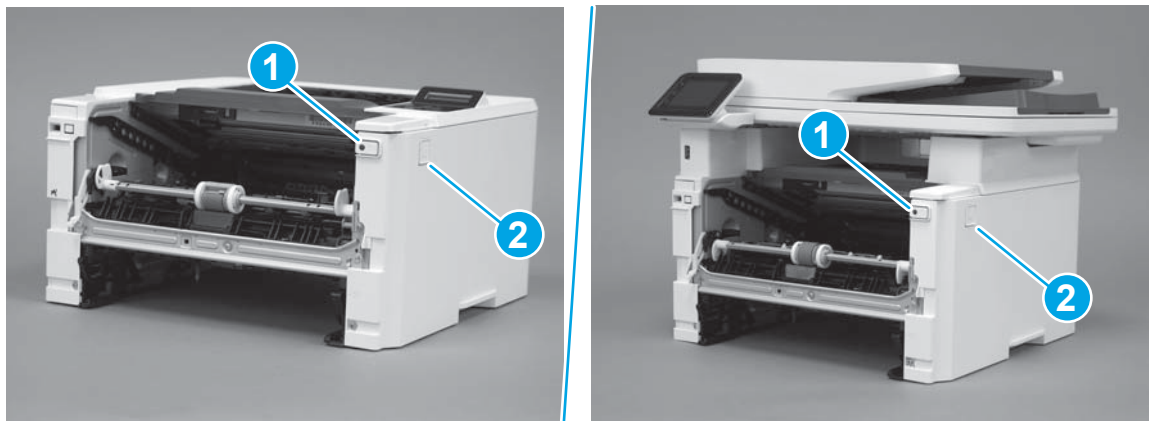


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-739** Check the power switch and cartridge door assembly button




4. Install one screw (callout 1).

**Figure 1-740** Install one screw

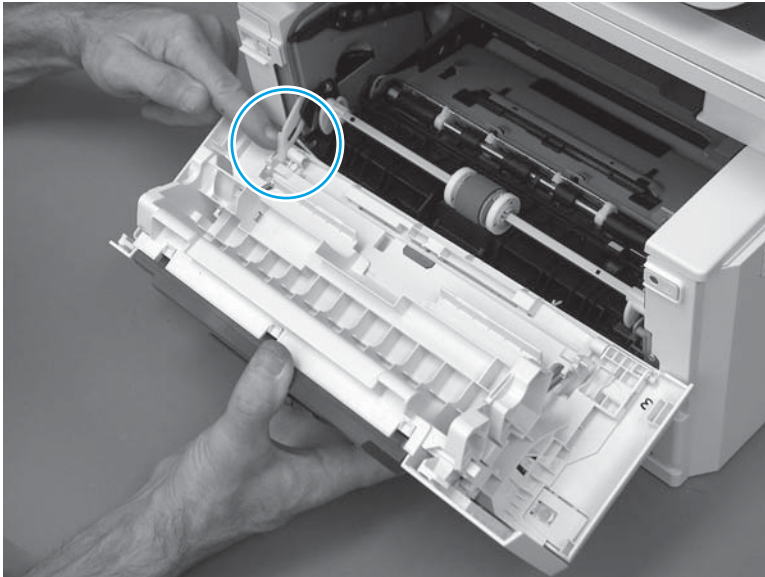


## Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

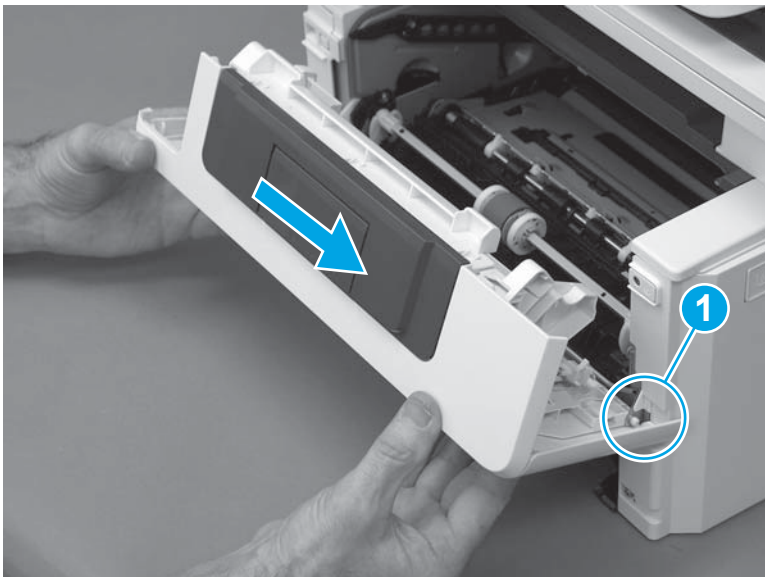
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-741** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

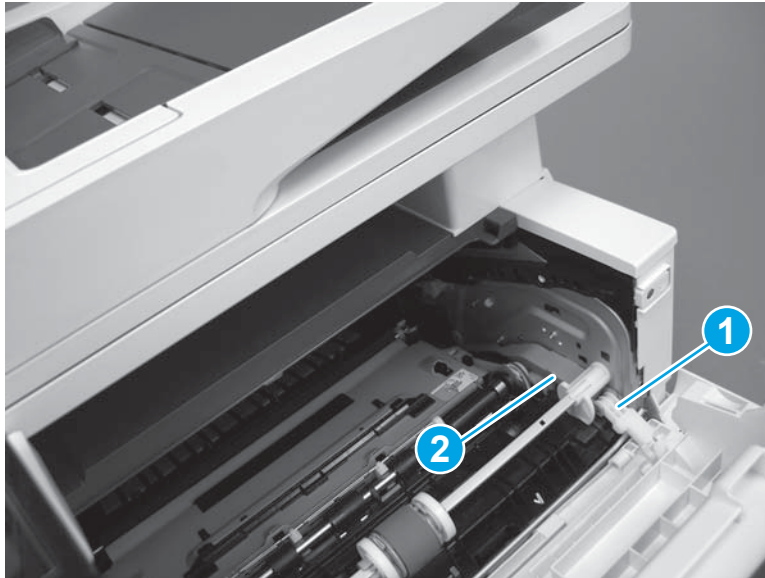
**Figure 1-742** Install the door



3. Install the link (callout 1).

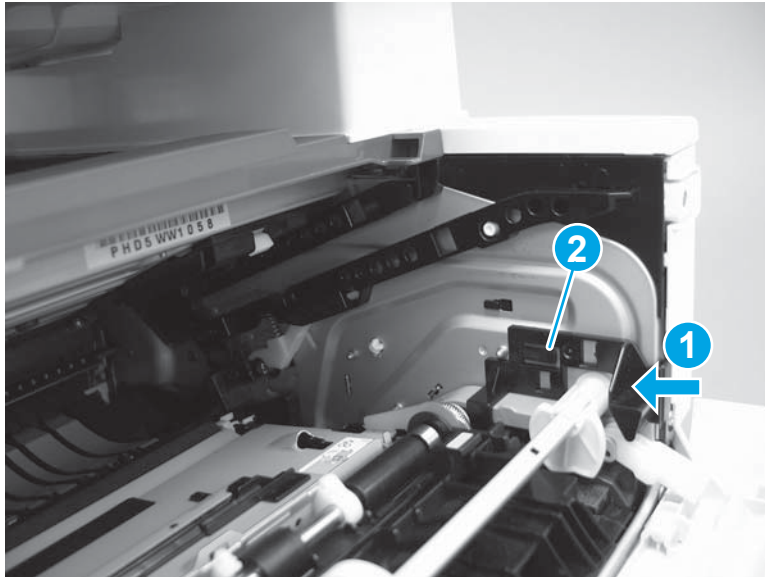
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-743** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

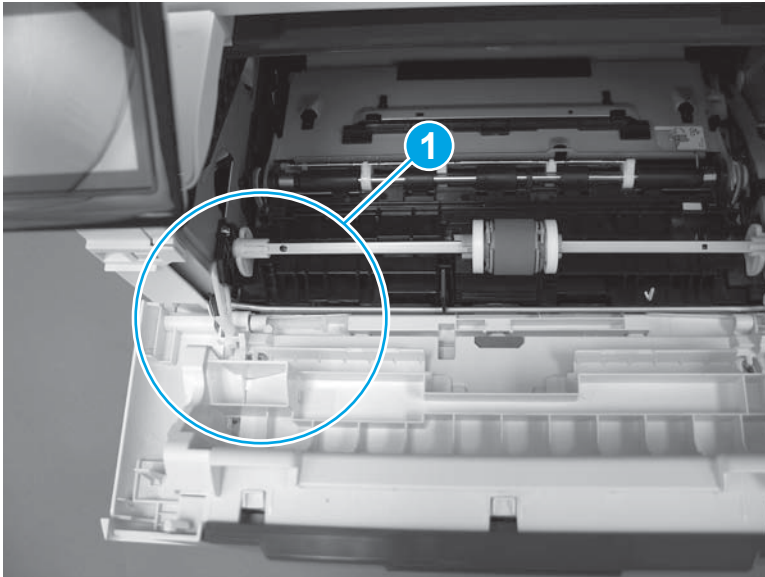
**Figure 1-744** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

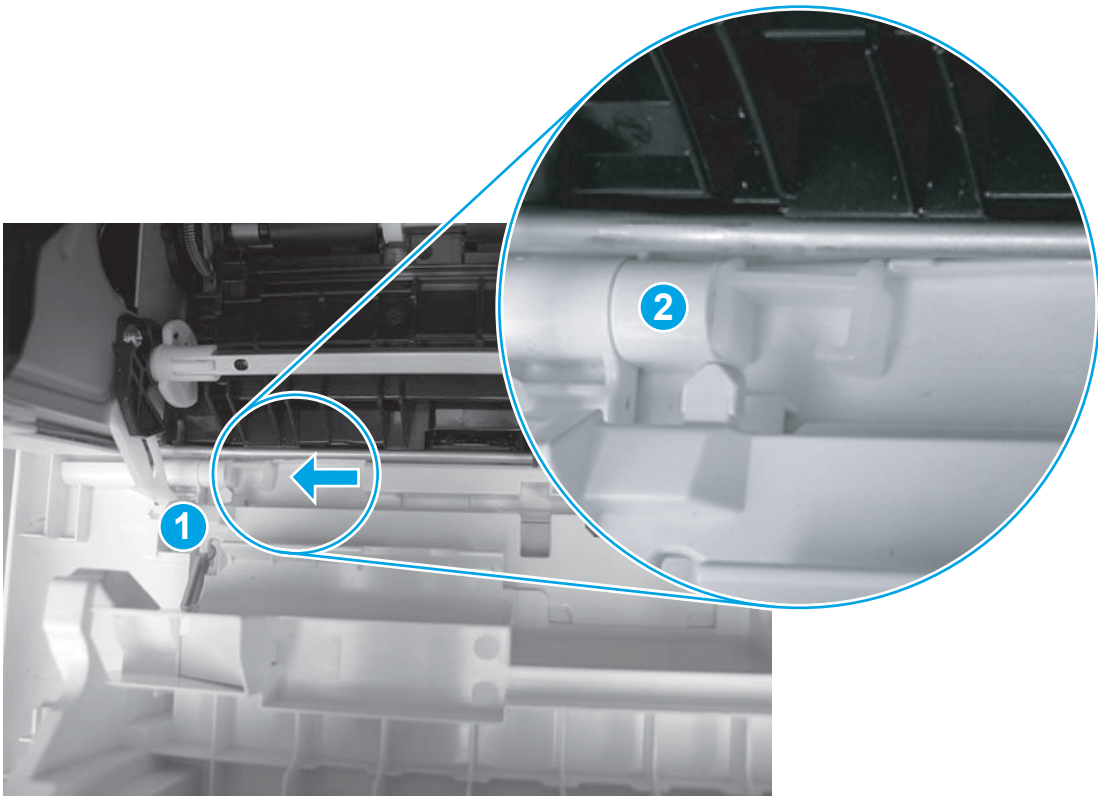
**Figure 1-745** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-746** Install the support shaft



### Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-747** Install the tray





## Removal and replacement: Power switch printed circuit assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the right cover](#)
- [Step 4: Remove the power switch PCA](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the power switch PCA](#)
- [Step 7: Install the right cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the power switch printed circuit assembly (PCA).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Power switch PCA part number	
RM2-8506-000CN	Power switch PCA

### 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

Use the power switch to turn the printer on, and then off.

### Step 1: Remove Tray 2


- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-748** Remove the tray



### Step 2: Remove the cartridge door assembly

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 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

---

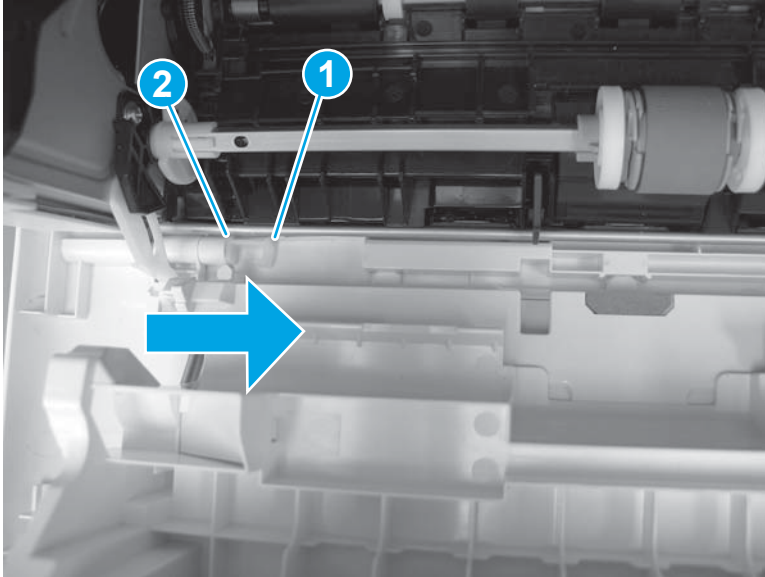
1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

---

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

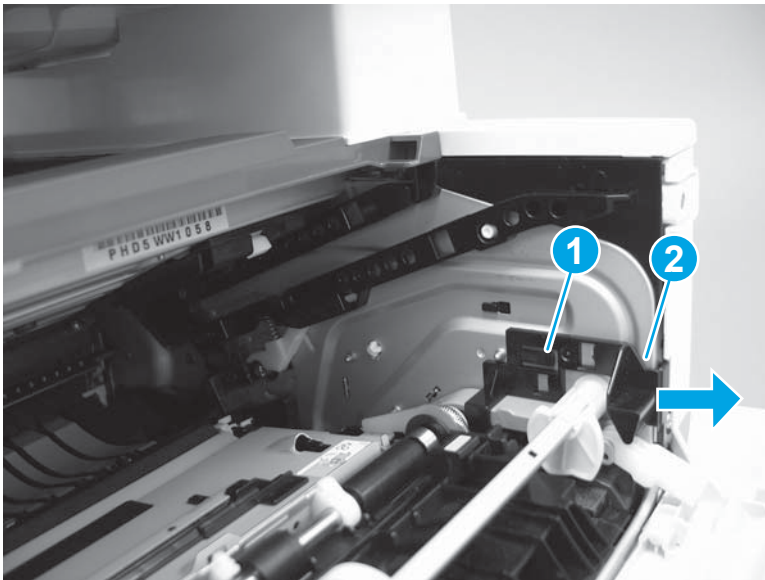
---

**Figure 1-749** Release the support shaft



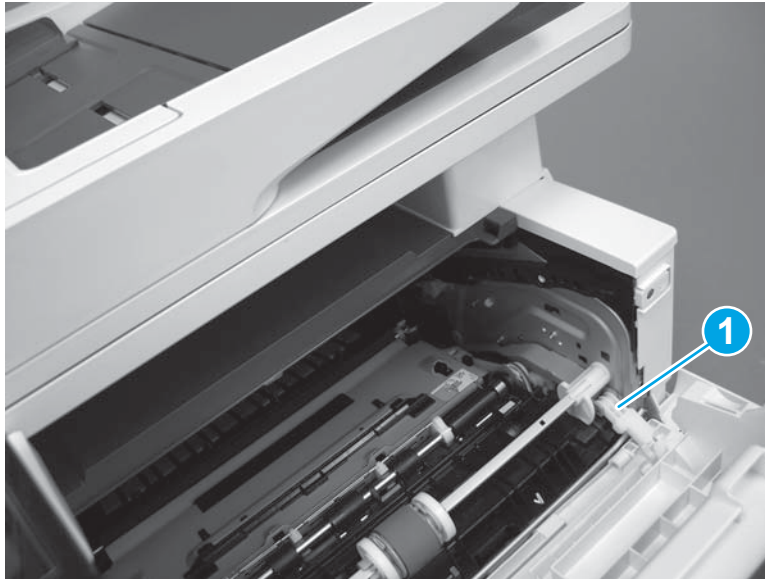
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-750** Remove the guide



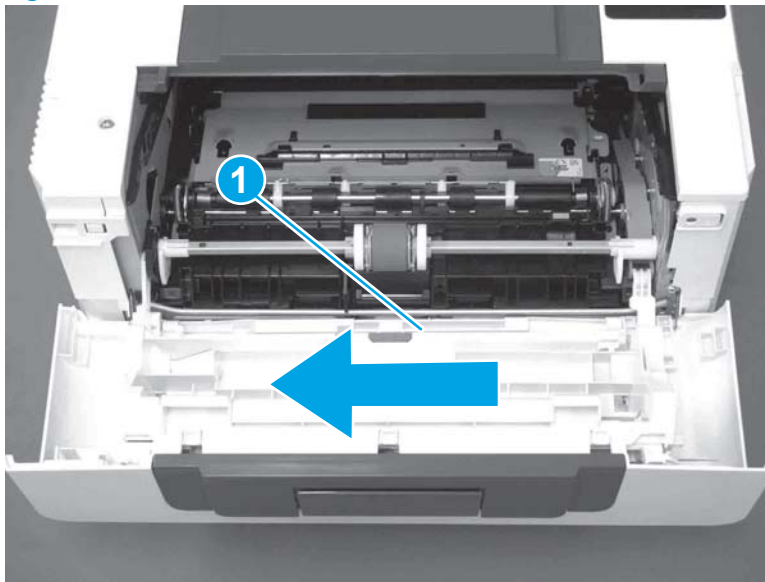
3. Remove the link arm (callout 1).

**Figure 1-751** Remove the link arm



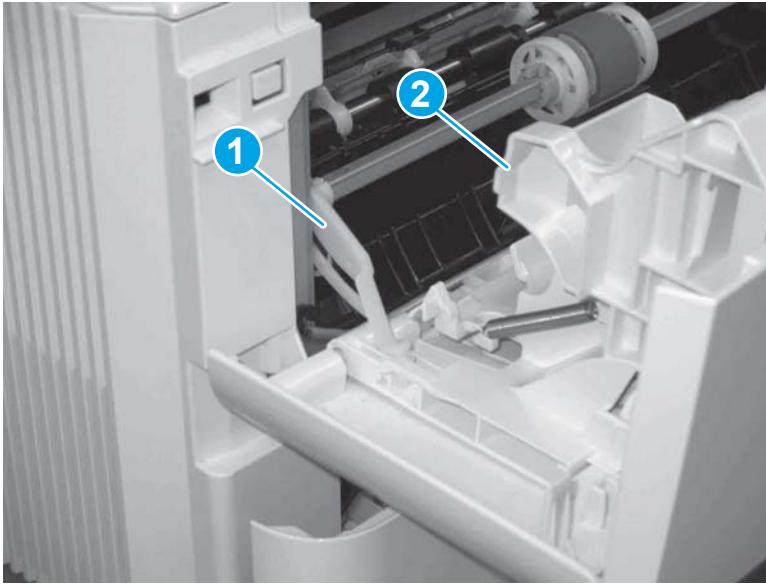
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-752** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

**Figure 1-753** Release the left-side retainer arm



### Step 3: Remove the right cover

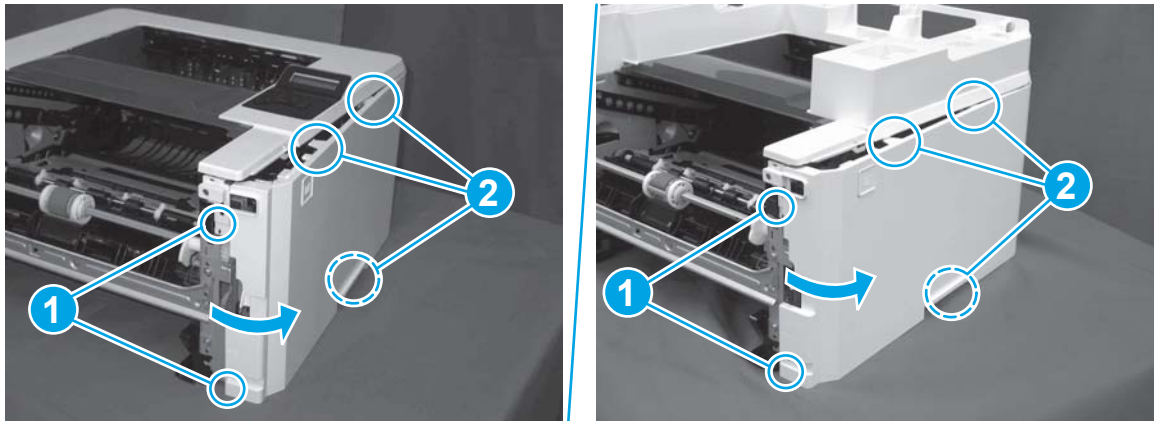
1. Remove one screw (callout 1).

**Figure 1-754** Remove one screw



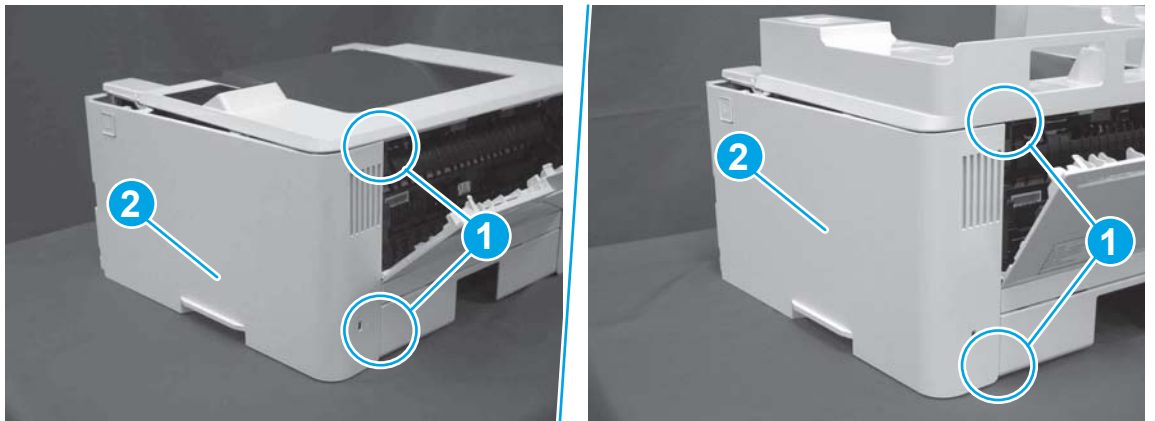
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-755** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

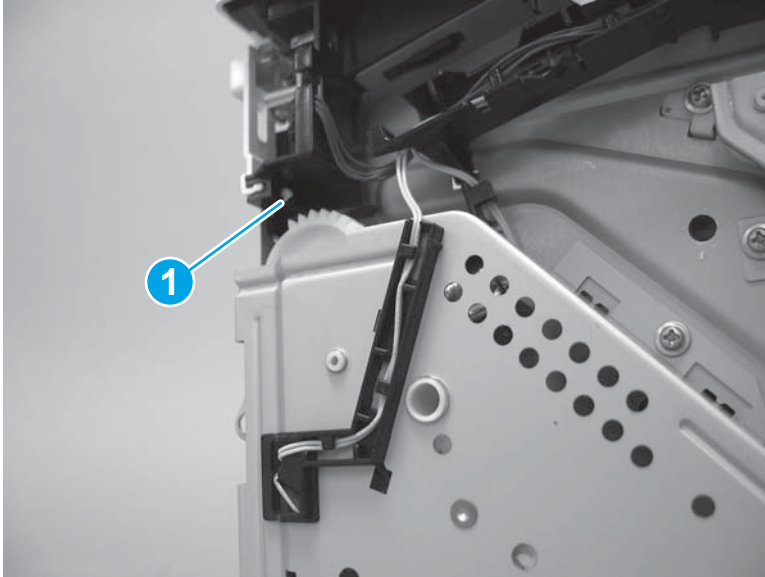
**Figure 1-756** Remove the cover



#### Step 4: Remove the power switch PCA

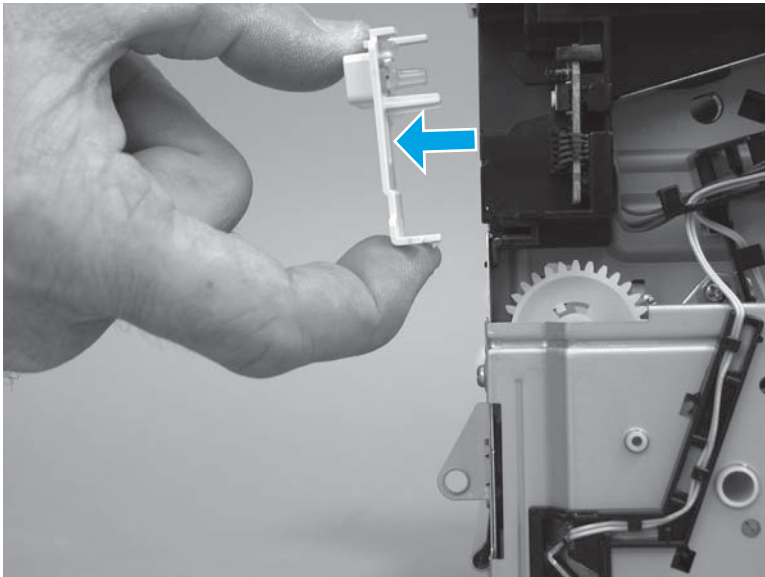
1. Release one tab (callout 1).

**Figure 1-757** Release one tab



2. Remove the switch lever.

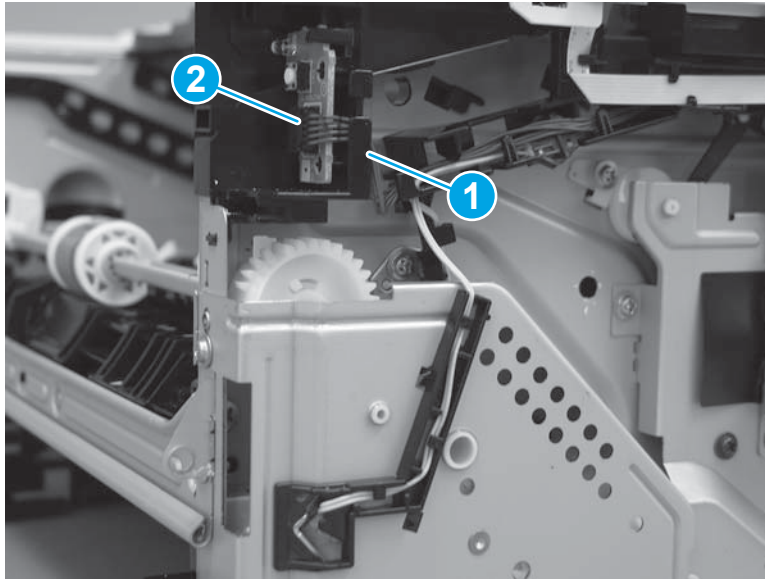
**Figure 1-758** Remove the switch lever





3. Release the wire harness from the guide (callout 1), and then disconnect one connector (callout 2).

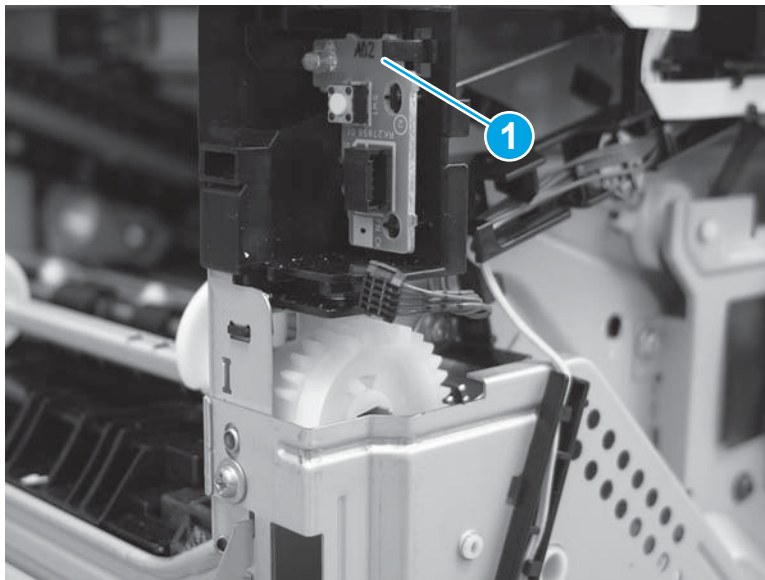
**Figure 1-759** Disconnect one connector



4. Release one tab (callout 1), and then remove the power switch PCA.

**CAUTION:** Do not damage the tab (callout 1) when releasing it. The tab must snap over the PCA when it is reinstalled.

**Figure 1-760** Release one tab and remove the PCA



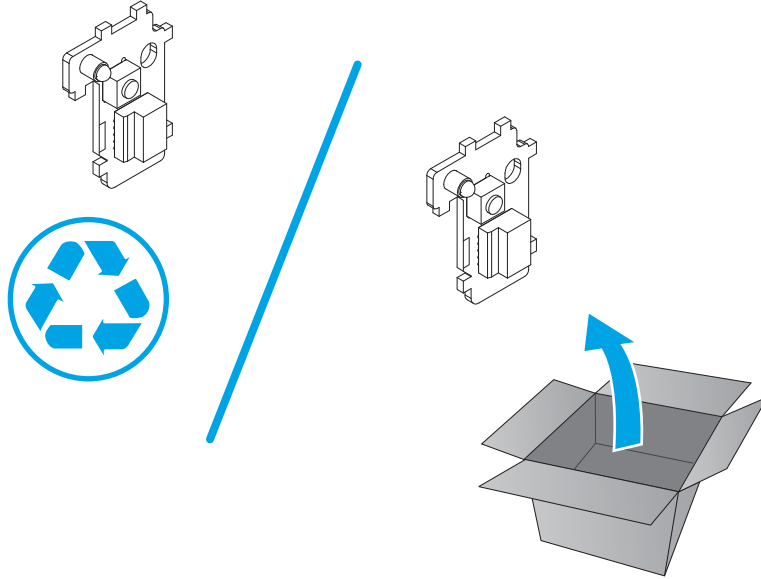
### Step 5: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>


**NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-761** Recycle and unpack



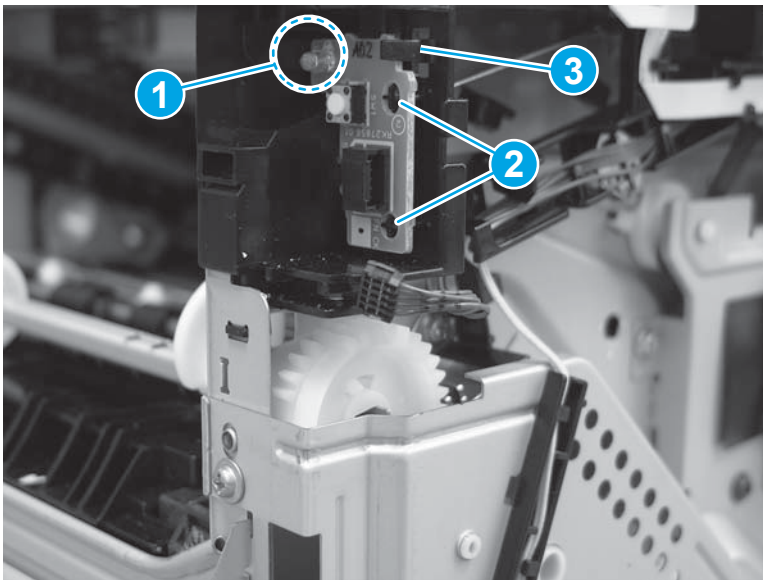
### Step 6: Install the power switch PCA

1. Position the PCA in the holder. The PCA must be securely installed in the holder.

 **IMPORTANT:** Make sure of the following:

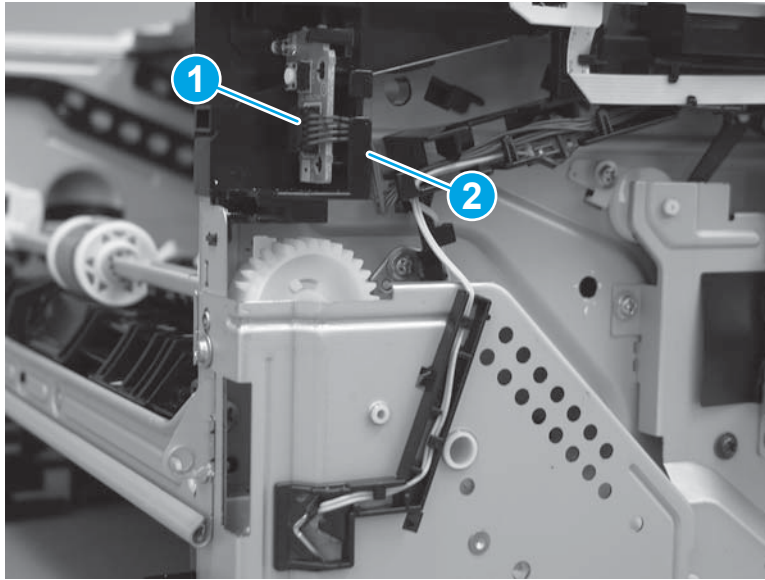
- The inside edge of the PCA is positioned behind the holder (callout 1).
- The two alignment pins are installed in the holes in the PCA (callout 2).
- The tab on the holder snaps in place over the edge of the PCA (callout 3).

**Figure 1-762** Install the PCA



2. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

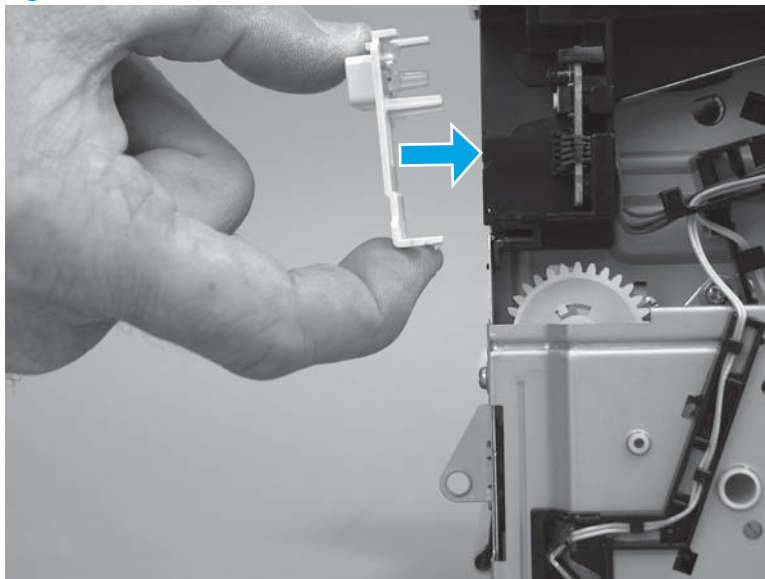
**Figure 1-763** Connect one connector and install the wire harness in the guide



3. Install the switch lever.

Make sure that the switch lever freely moves in and out when pushed, and that it makes proper contact with the monetary switch on the power switch PCA.

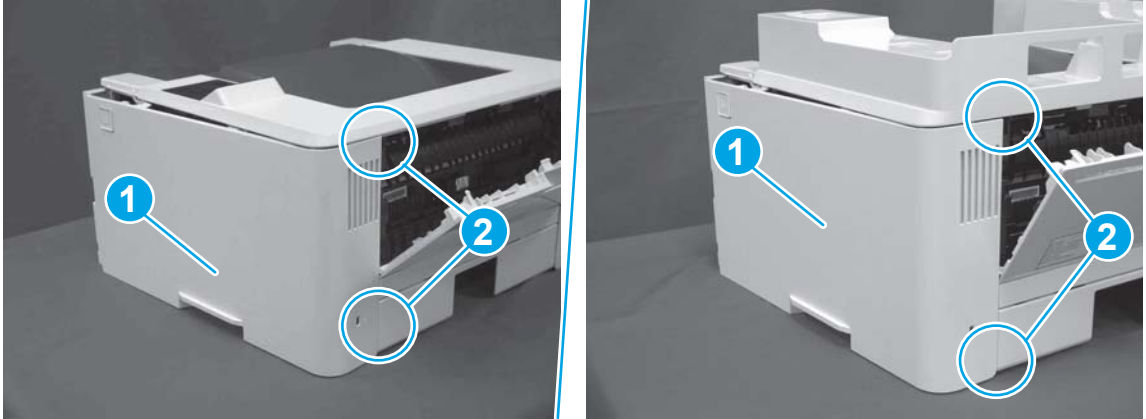
**Figure 1-764** Install the switch lever



### Step 7: Install the right cover

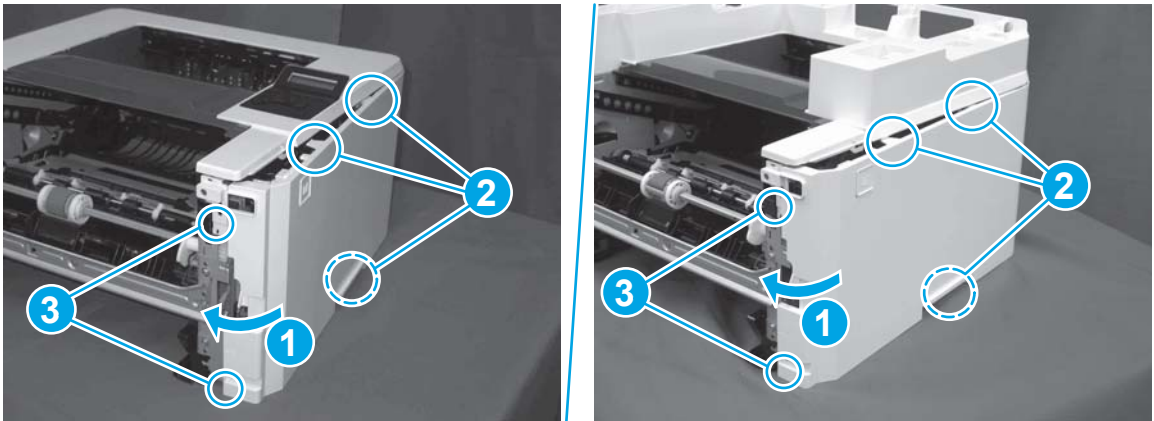
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-765** Install the cover




2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

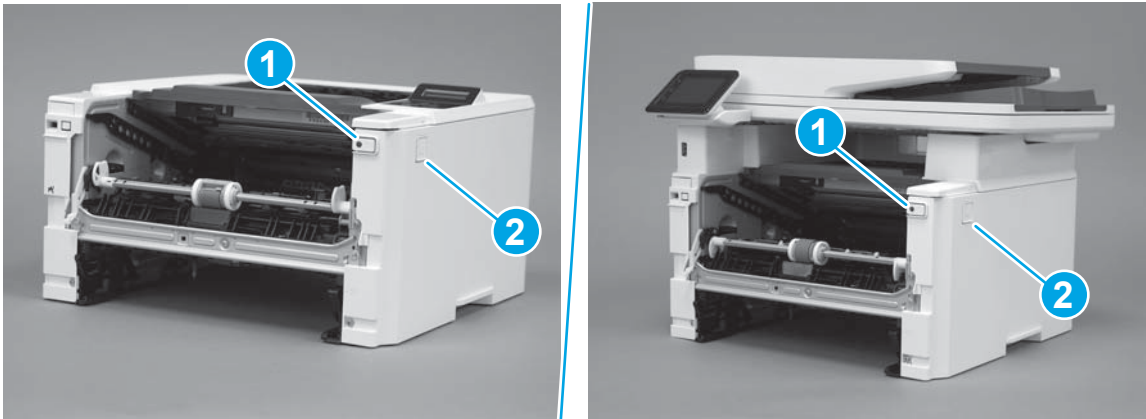
**Figure 1-766** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-767** Check the power switch and cartridge door assembly button




4. Install one screw (callout 1).

**Figure 1-768** Install one screw

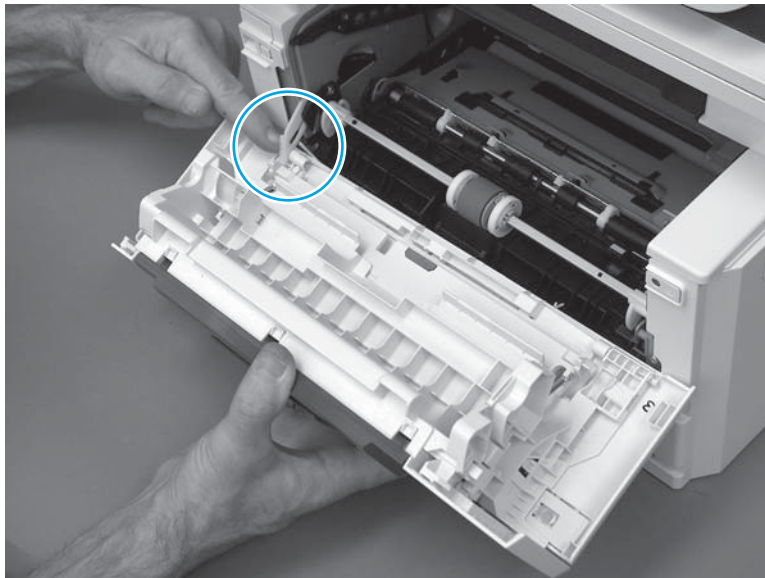


### Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

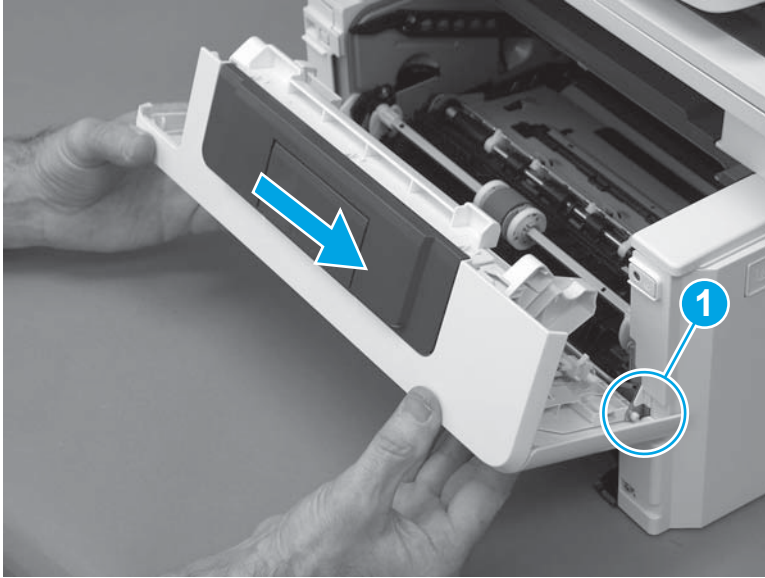
**Figure 1-769** Engage the left-side retainer arm





2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

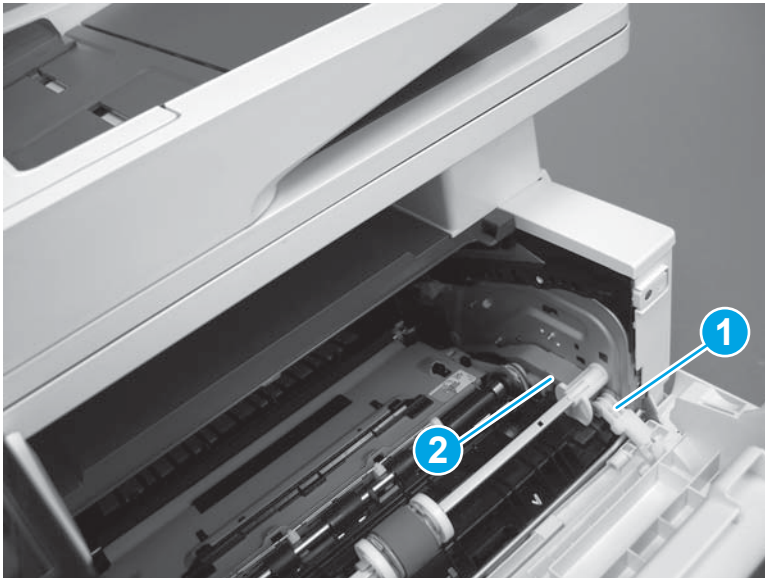
**Figure 1-770** Install the door



3. Install the link (callout 1).

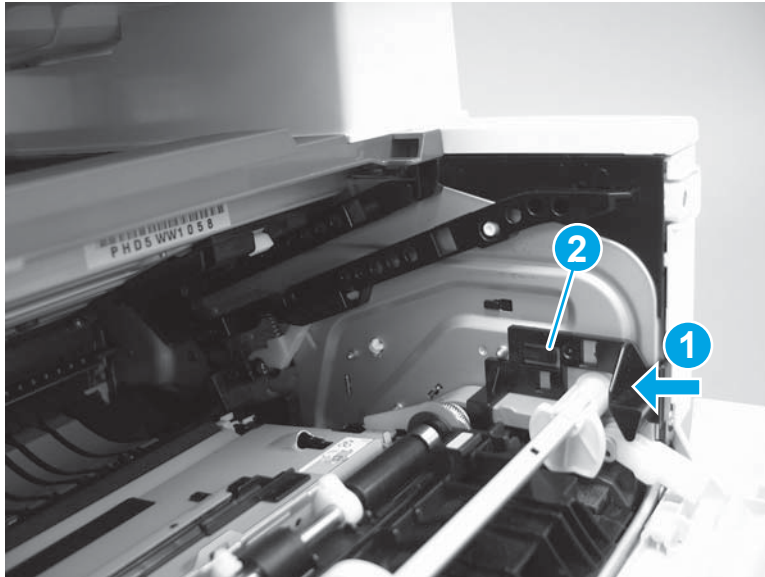
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-771** Install the pressure-release link



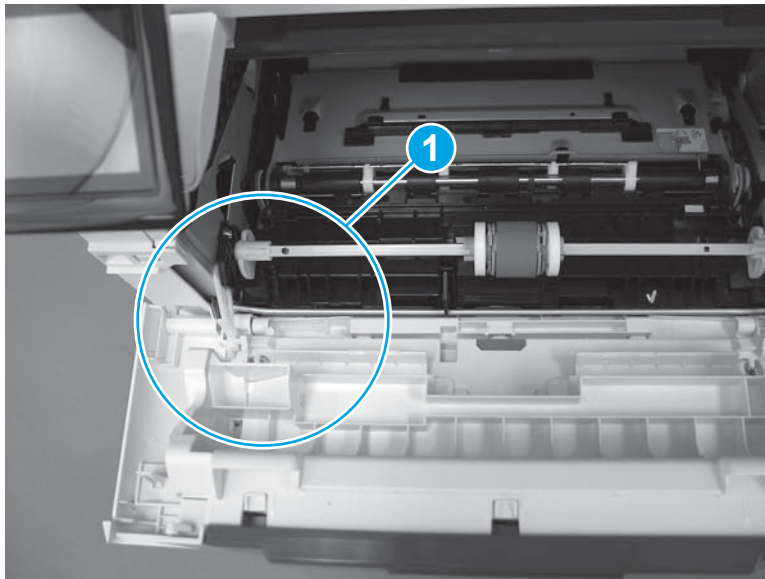
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-772** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

**Figure 1-773** Align the hinge

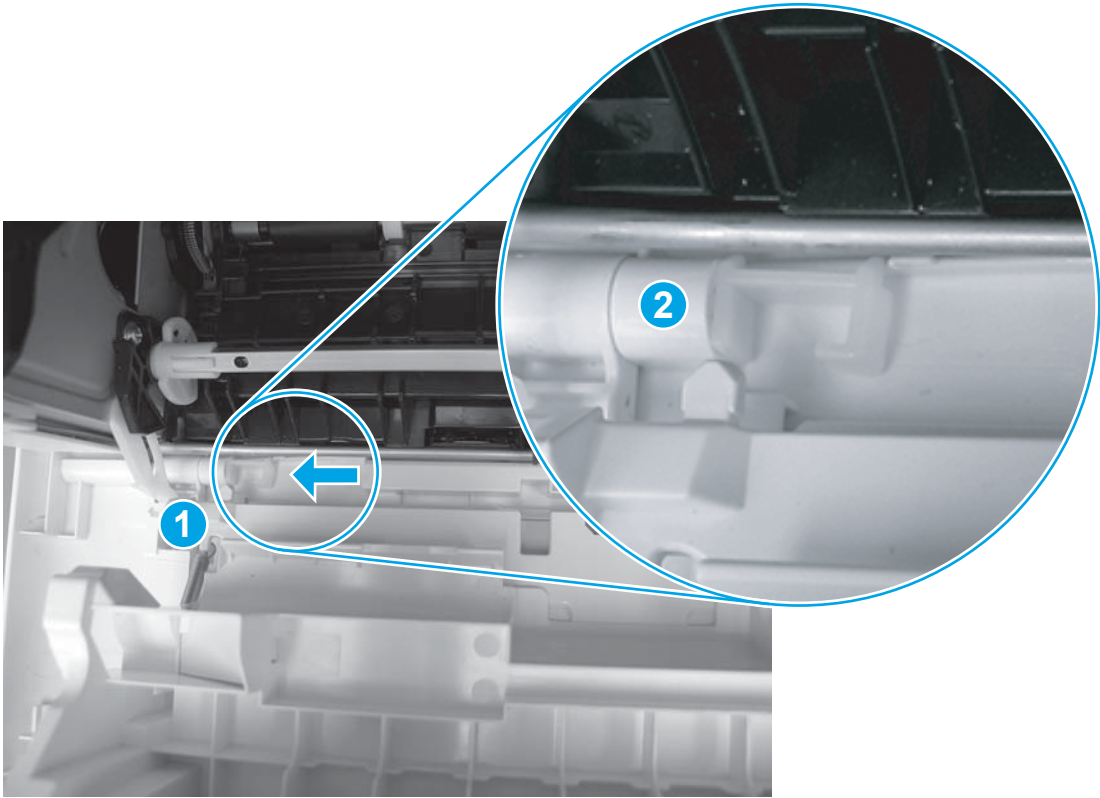




6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-774** Install the support shaft



### Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-775** Install the tray



## Removal and replacement: Fax PCA (M427/M426)



**NOTE:** Fax models only.

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the fax PCA \(M427/M426\)](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the fax PCA \(M427/M426\)](#)
- [Step 7: Install the left cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)

### Introduction

This document provides the procedures to remove and replace the fax printed circuit assembly (PCA).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.



**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Fax PCA part number	
<b>CF206-60001</b>	Fax PCA <sup>1</sup> US/AP
<b>CF207-60001</b>	Fax PCA <sup>1</sup> Euro
<b>CF208-60001</b>	Fax PCA <sup>1</sup> Brazil

<sup>1</sup> M427/M426 fax models only.

### Required tools

- #2 Phillips screwdriver with a magnetic tip.
- Small flat-blade screw driver

## 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.

If possible, send a fax to the printer.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-776** Remove the tray



### Step 2: Remove the cartridge door assembly

---

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

---

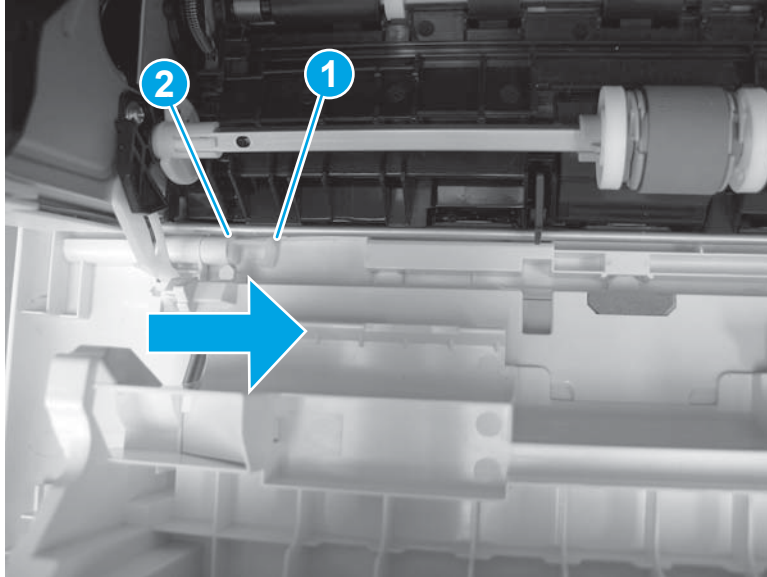
1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

---

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

---

**Figure 1-777** Release the support shaft



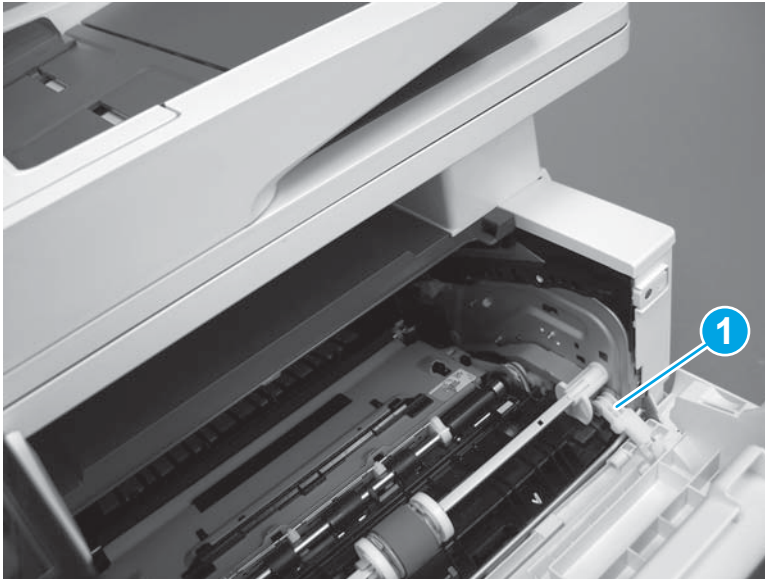
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-778** Remove the guide



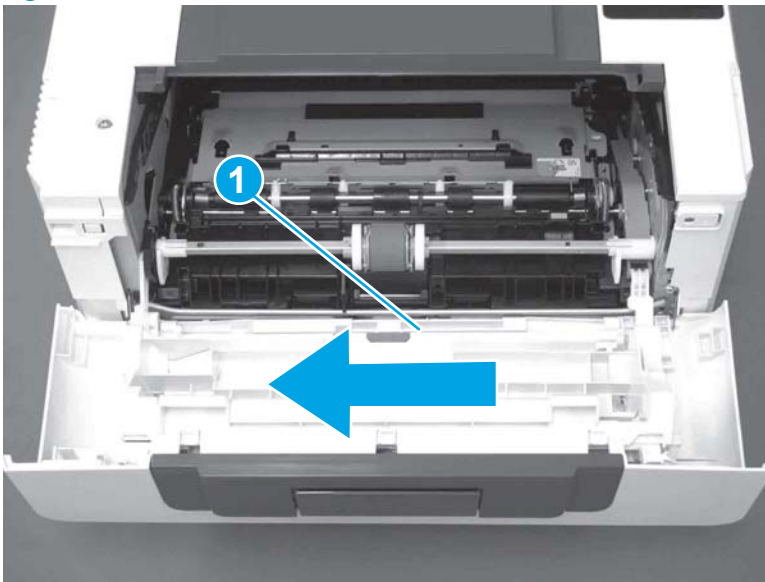
3. Remove the link arm (callout 1).

**Figure 1-779** Remove the link arm



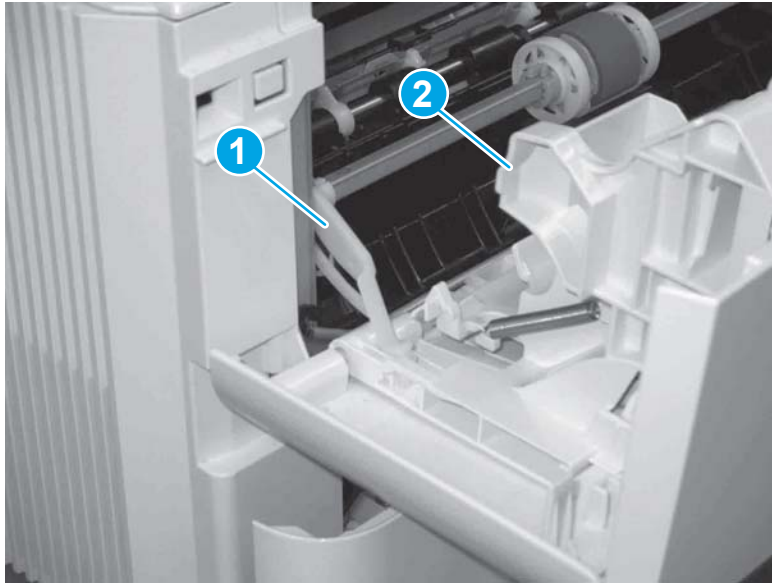
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-780** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

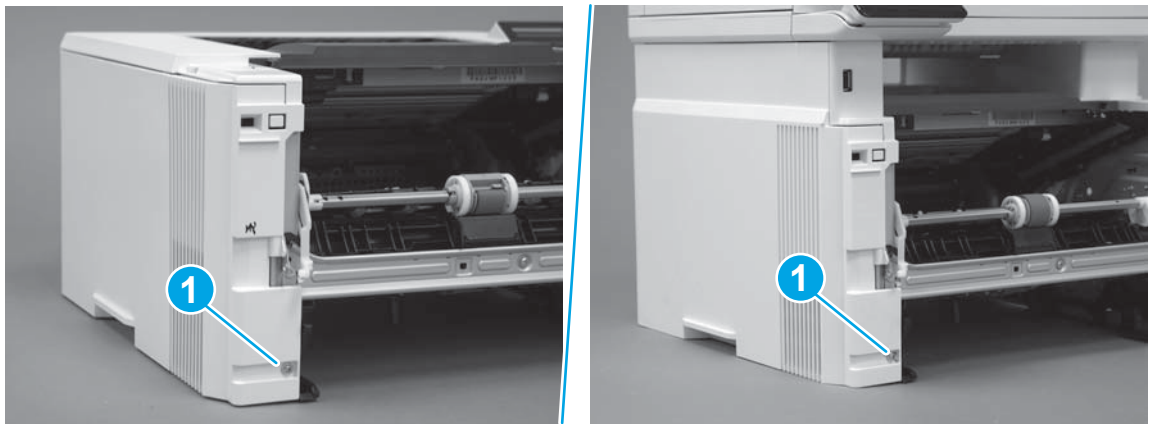
**Figure 1-781** Release the left-side retainer arm



### Step 3: Remove the left cover

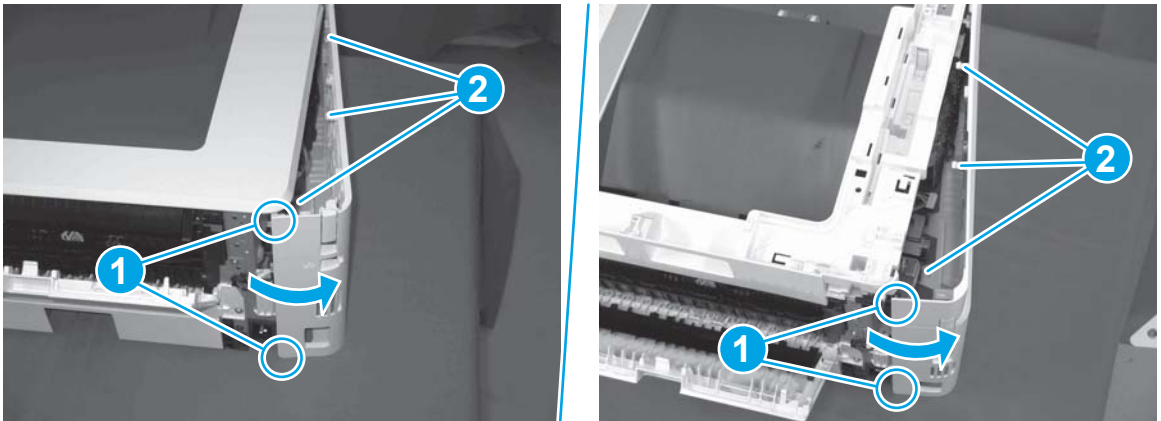
1. Remove one screw (callout 1).

**Figure 1-782** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

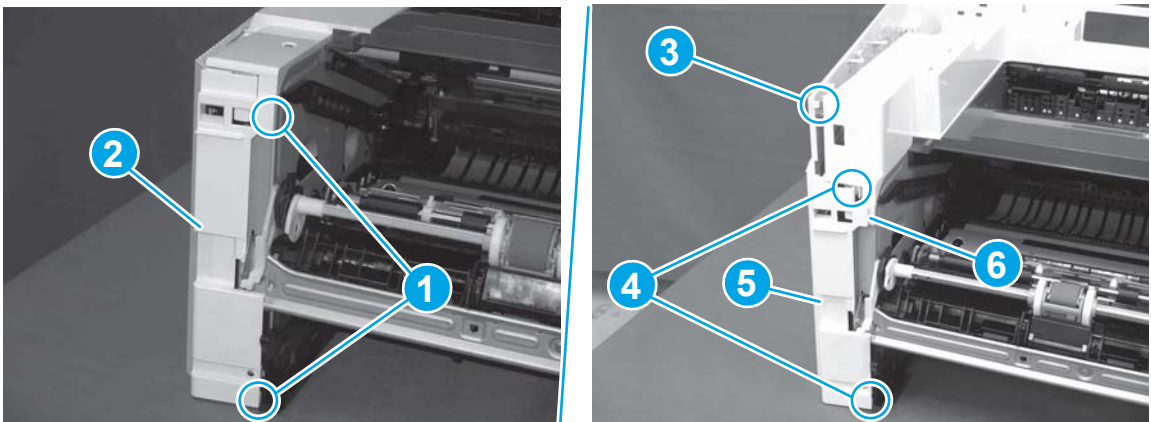
**Figure 1-783** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-784** Remove the cover

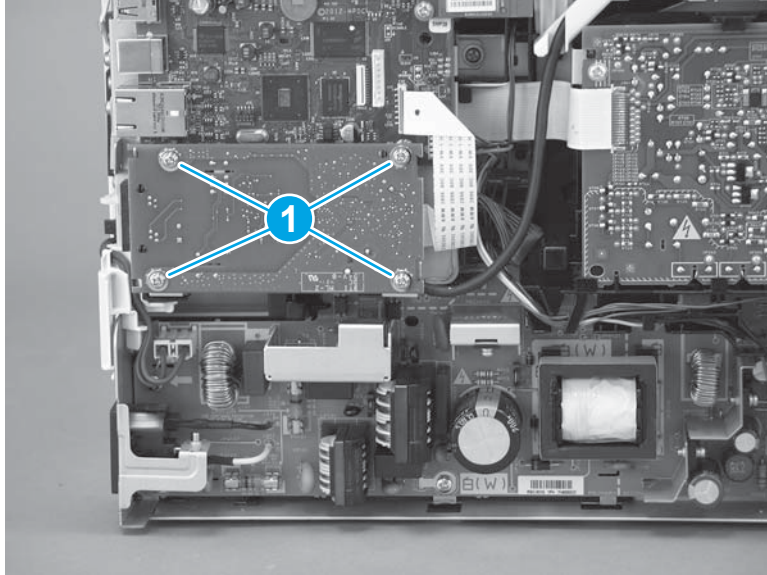


#### Step 4: Remove the fax PCA (M427/M426)

1. Remove four screws (callout 1).

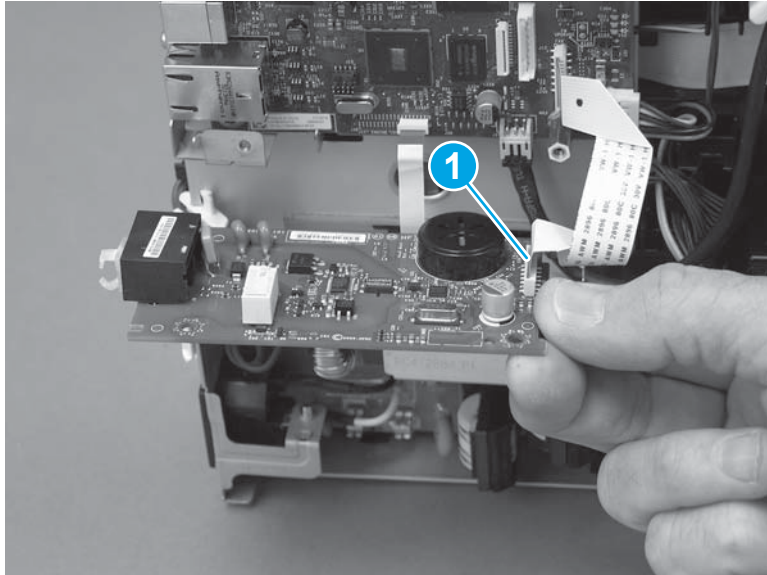


**Figure 1-785** Remove four screws



2. Disconnect one FFC (callout 1), and then remove the fax PCA.

**Figure 1-786** Disconnect one connector and remove the PCA



### Step 5: Unpack the replacement assembly

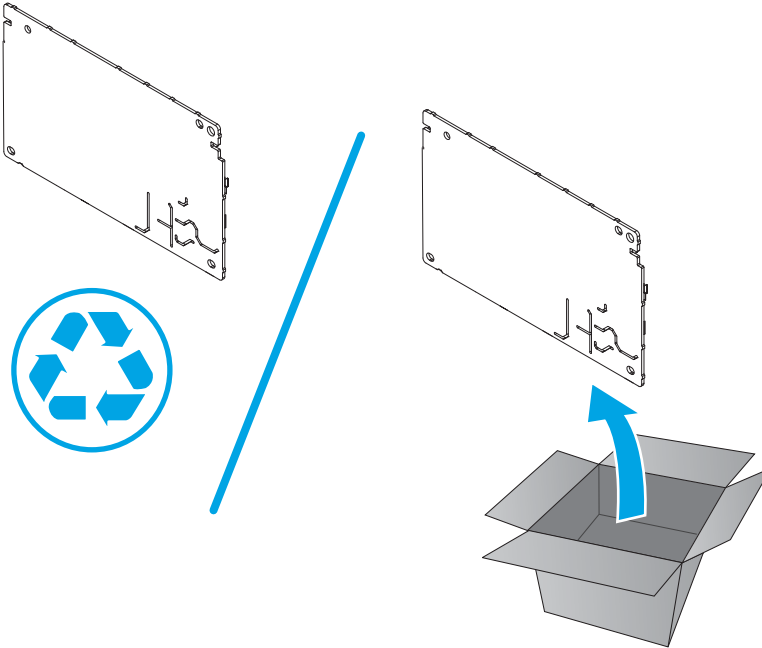
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

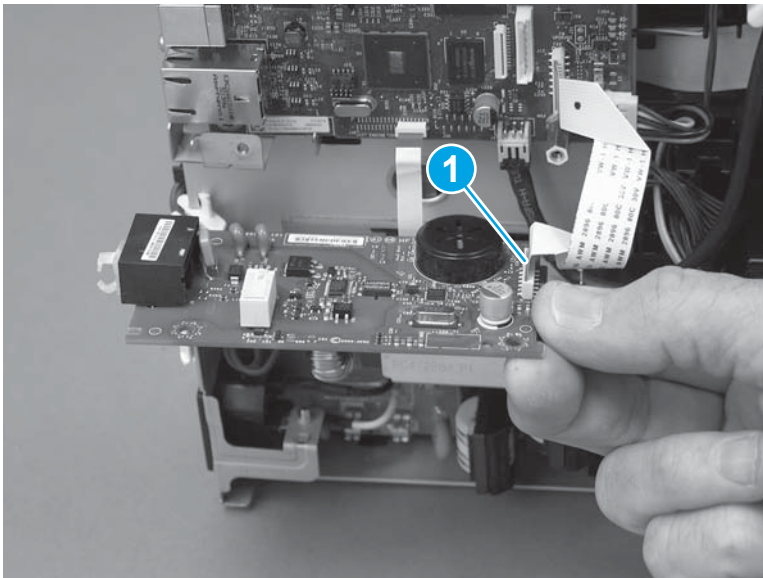
**Figure 1-787** Recycle and unpack



**Step 6: Install the fax PCA (M427/M426)**

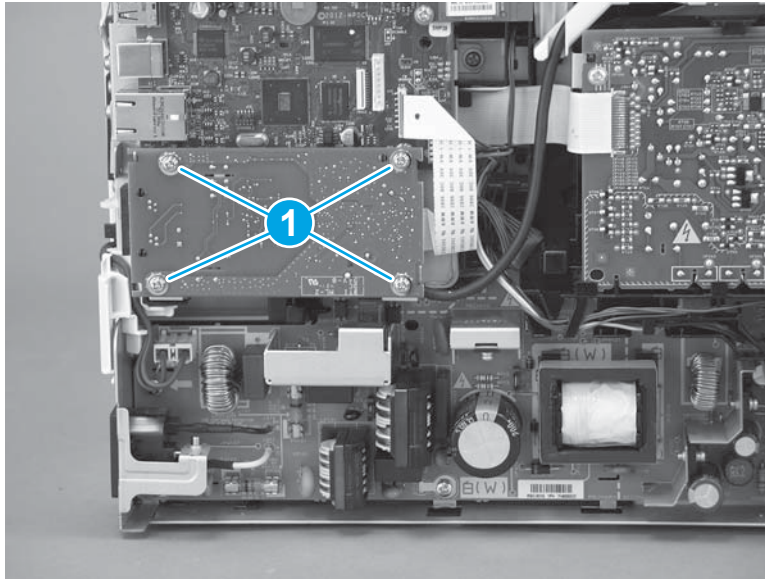
1. Connect one FFC cable (callout 1), and then position the fax PCA on the printer.

**Figure 1-788** Connect one connector and install the PCA



2. Install four screws (callout 1).

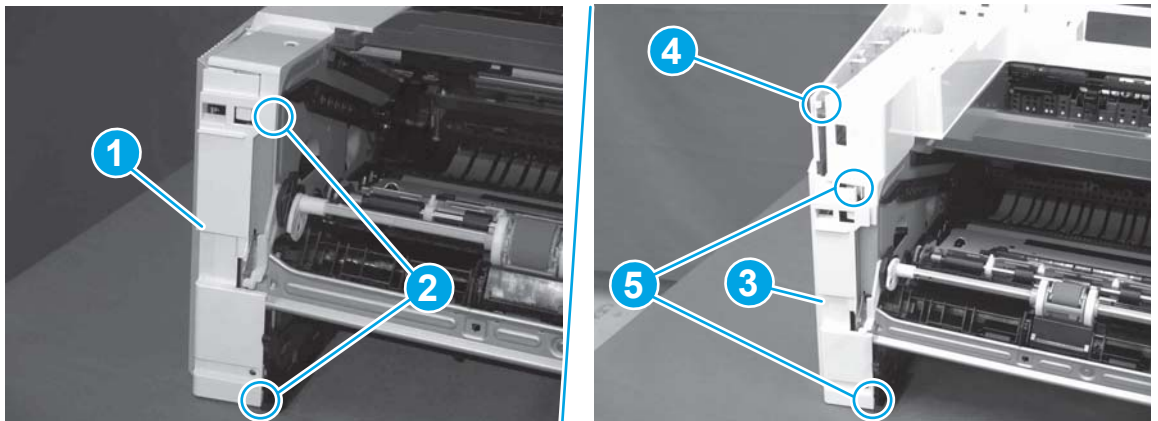
**Figure 1-789** Install four screws



### Step 7: Install the left cover

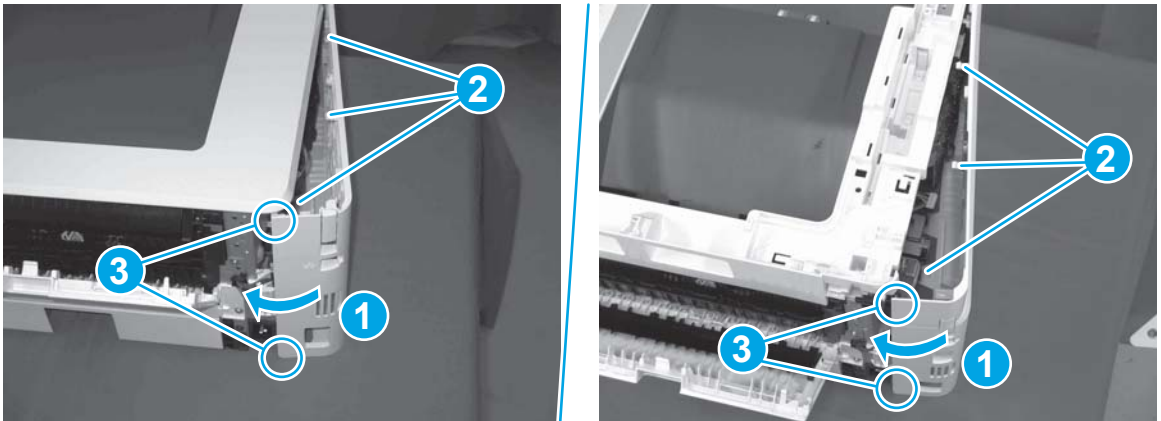
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-790** Install the cover



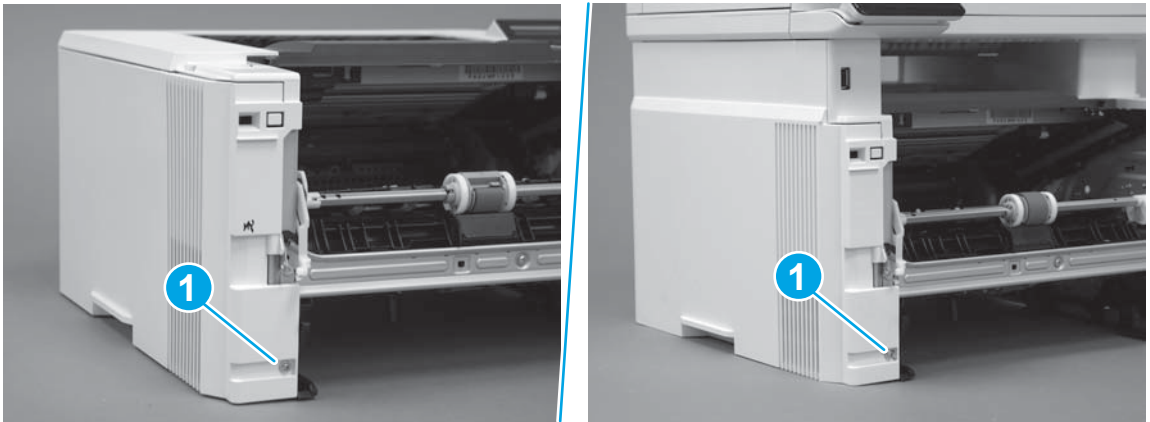
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-791** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-792** Install one screw

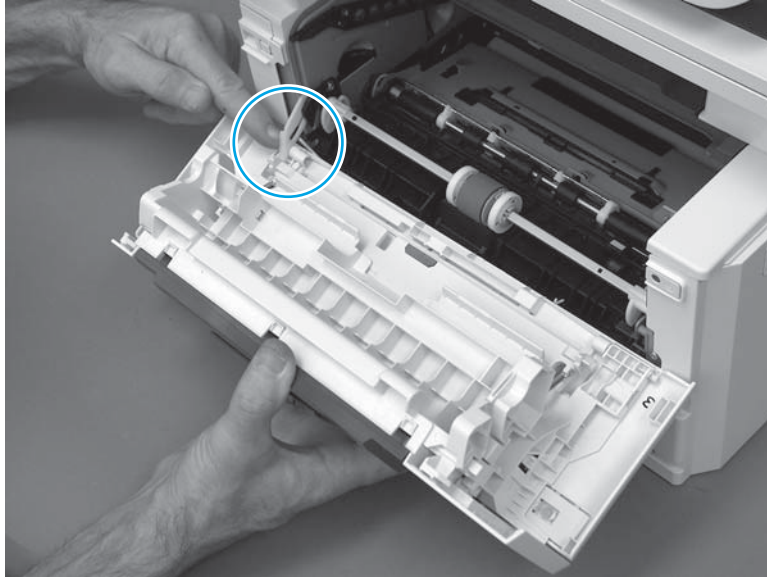


### Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

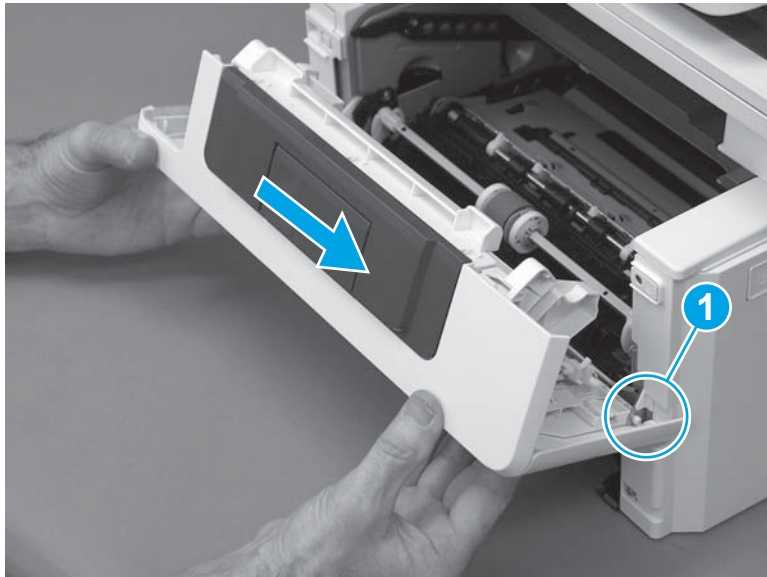
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-793** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

**Figure 1-794** Install the door

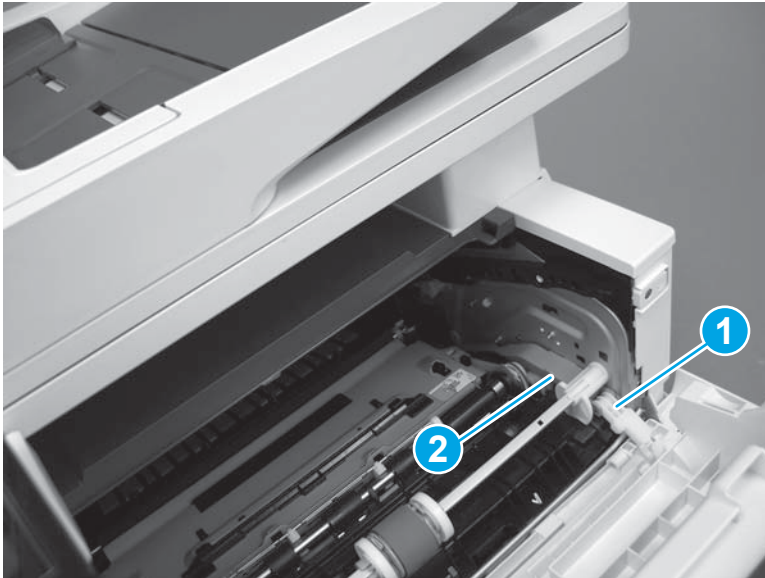




3. Install the link (callout 1).

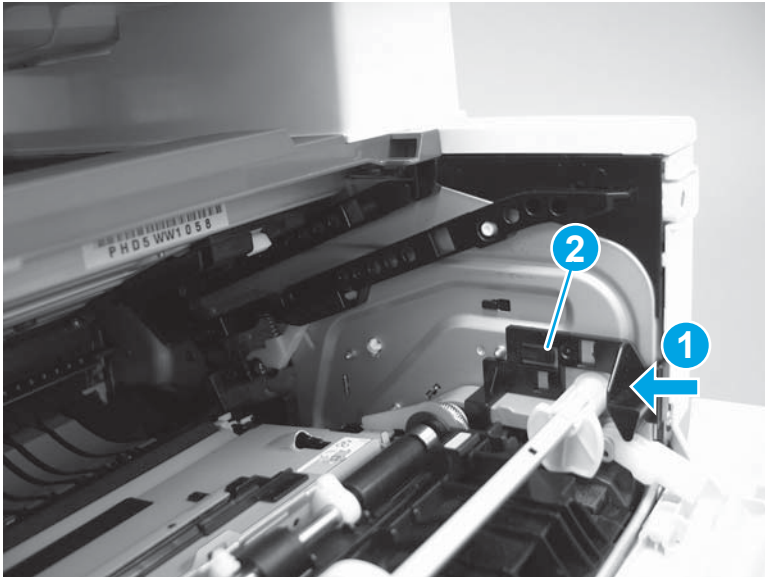
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-795** Install the pressure-release link



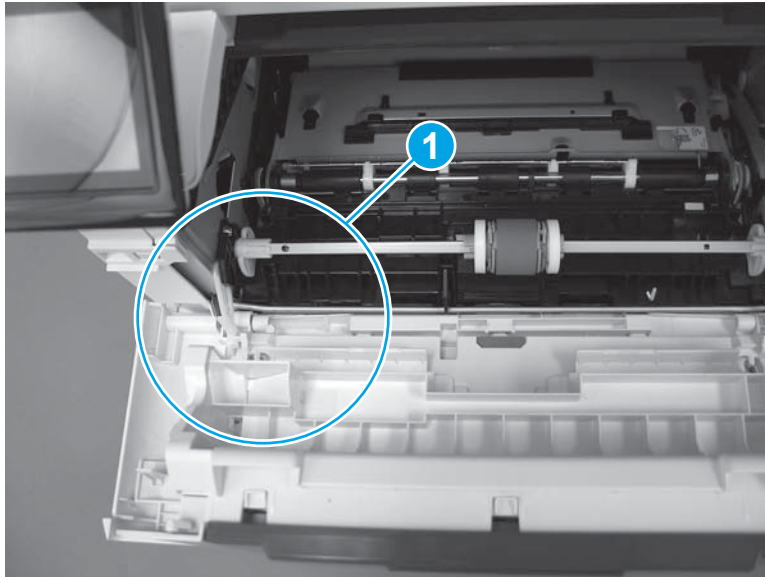
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-796** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

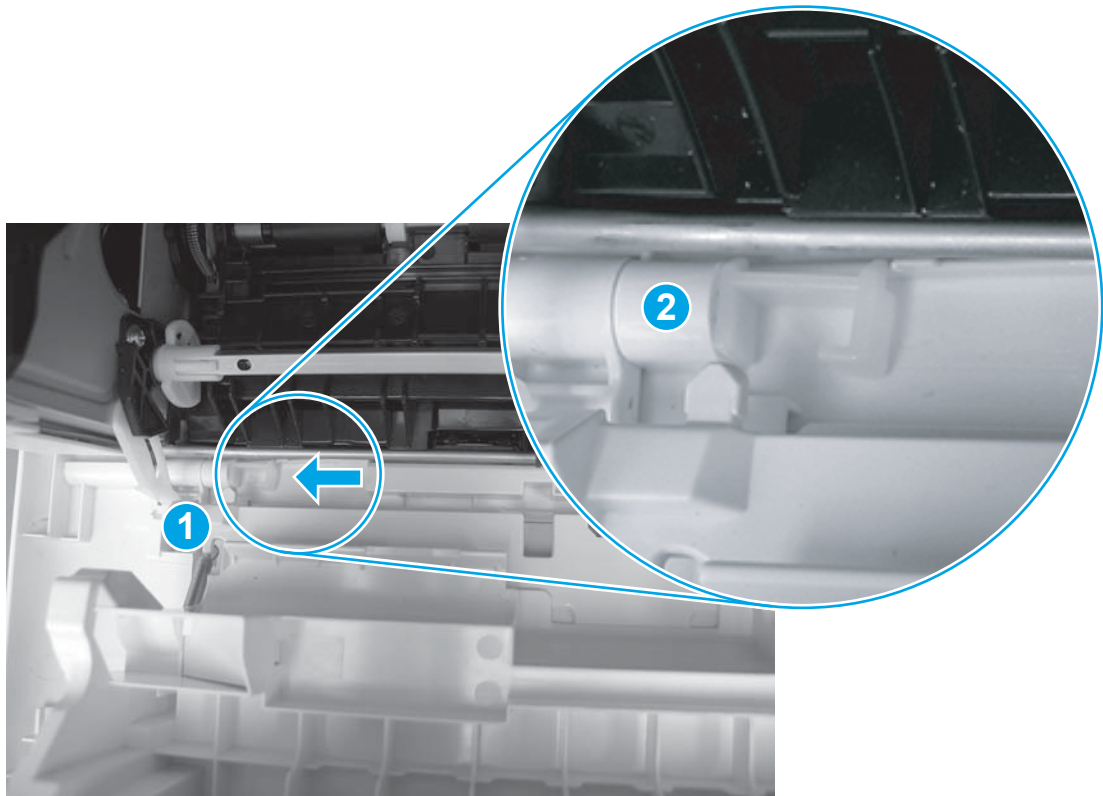
**Figure 1-797** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-798** Install the support shaft





### Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-799** Install the tray



## Removal and replacement: Walkup USB PCA (M427/M426)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the fax PCA](#)
- [Step 5: Remove the walkup USB PCA \(M427/M426\)](#)
- [Step 6: Unpack the replacement assembly](#)
- [Step 7: Install the walkup USB PCA \(M427/M426\)](#)
- [Step 8: Install the fax PCA](#)
- [Step 9: Install the left cover](#)
- [Step 10: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the walkup USB PCA.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Walkup USB PCA part number	
CF368-60001	Walkup USB PCA <sup>1</sup>

<sup>1</sup> M427/M426 only.

### 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

Make sure that the printer initializes to a **Ready** state.

Print a job from the walkup USB PCA.


## Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-800** Remove the tray



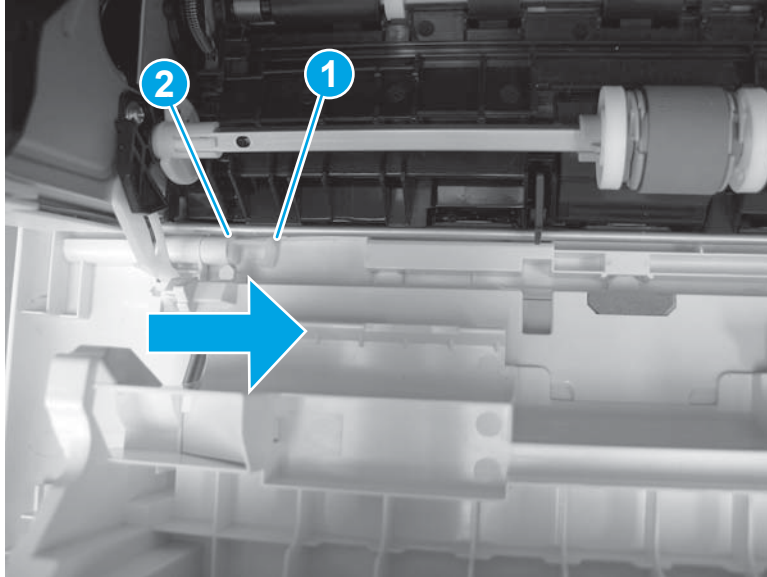
## Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-801** Release the support shaft



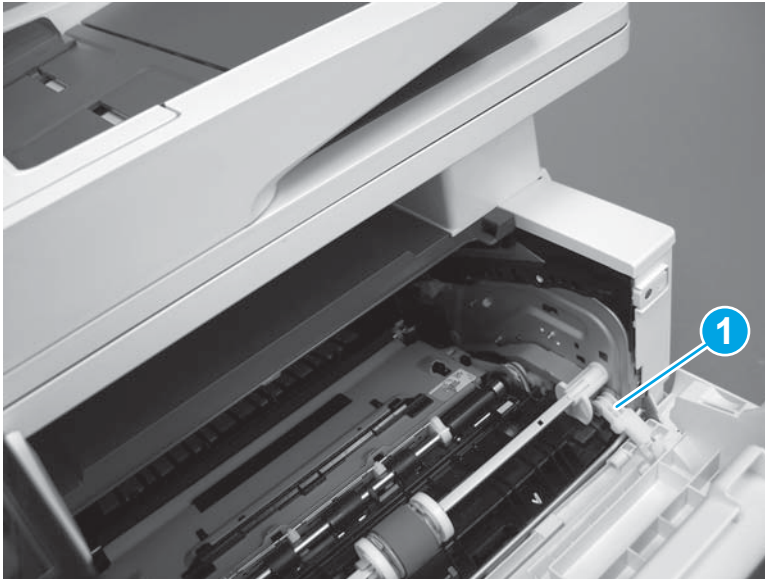
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-802** Remove the guide



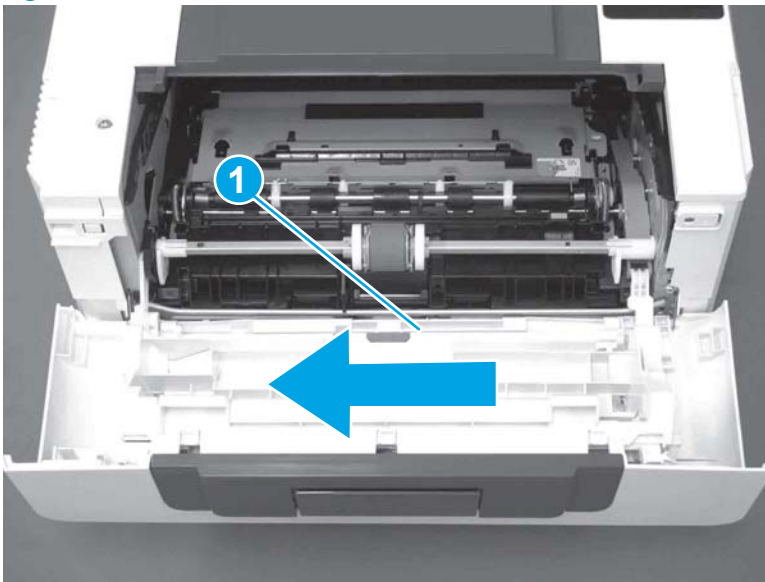
3. Remove the link arm (callout 1).

**Figure 1-803** Remove the link arm



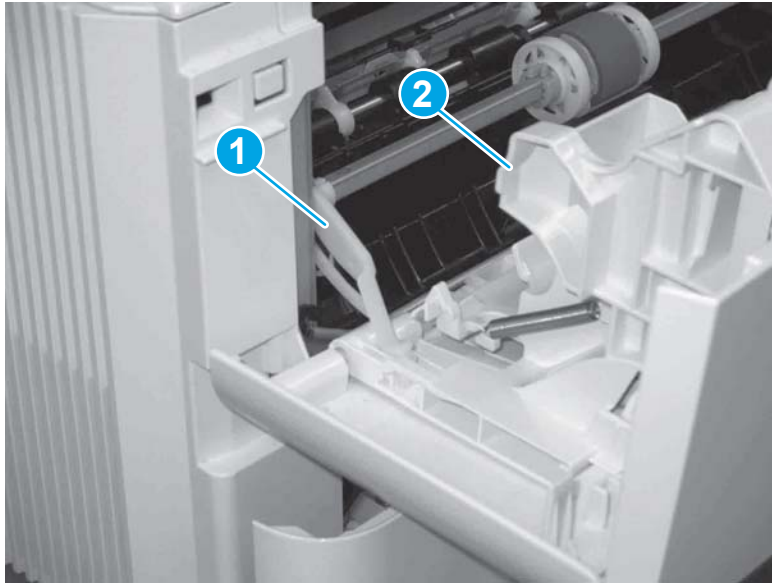
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-804** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

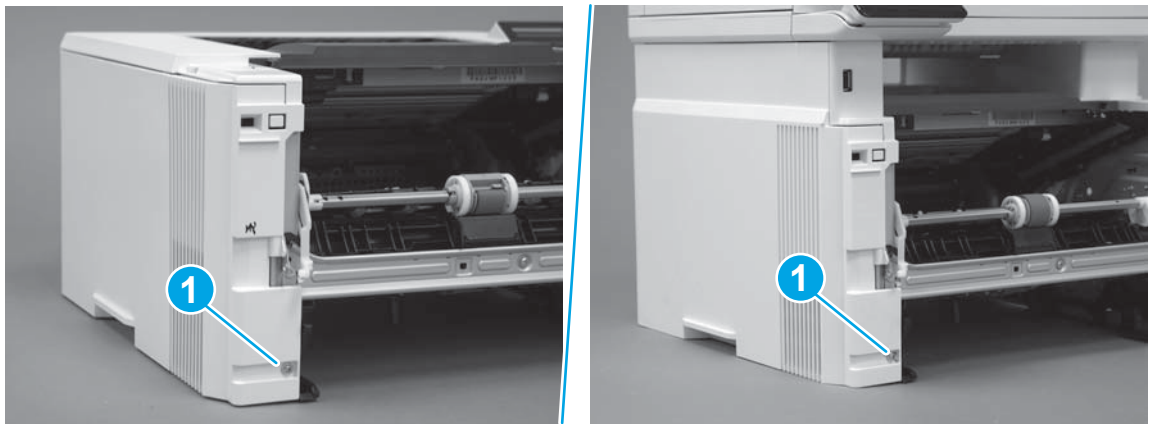
**Figure 1-805** Release the left-side retainer arm



### Step 3: Remove the left cover

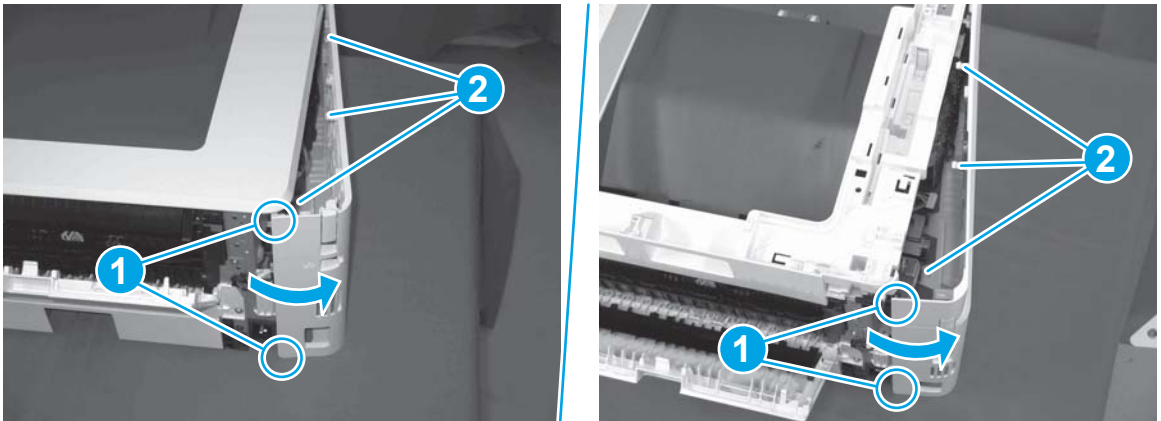
1. Remove one screw (callout 1).

**Figure 1-806** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

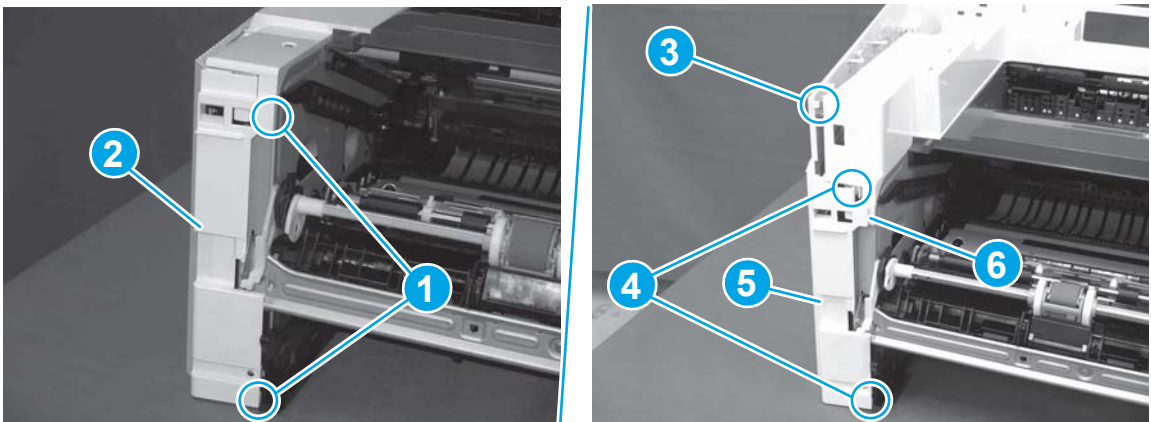
**Figure 1-807** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-808** Remove the cover



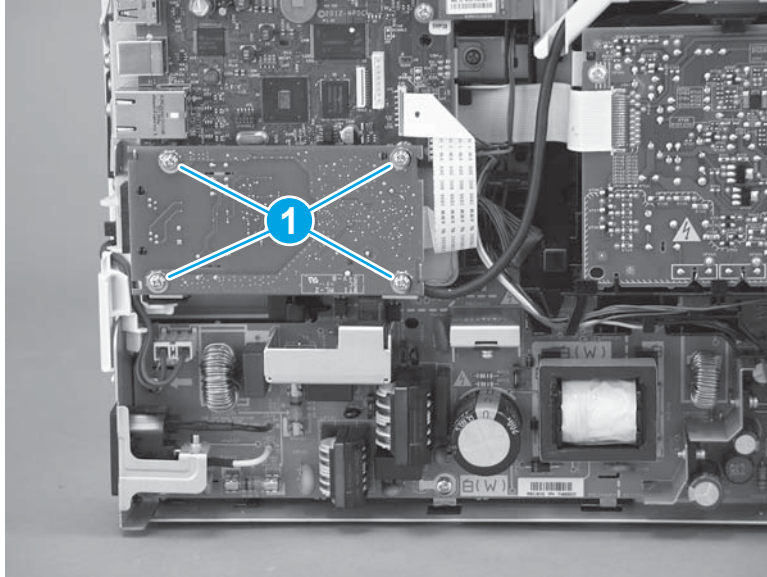
#### Step 4: Remove the fax PCA

**NOTE:** Fax models only. For all other models, skip this step and go to [Step 5: Remove the walkup USB PCA \(M427/M426\)](#) on page 449.

1. Remove four screws (callout 1).

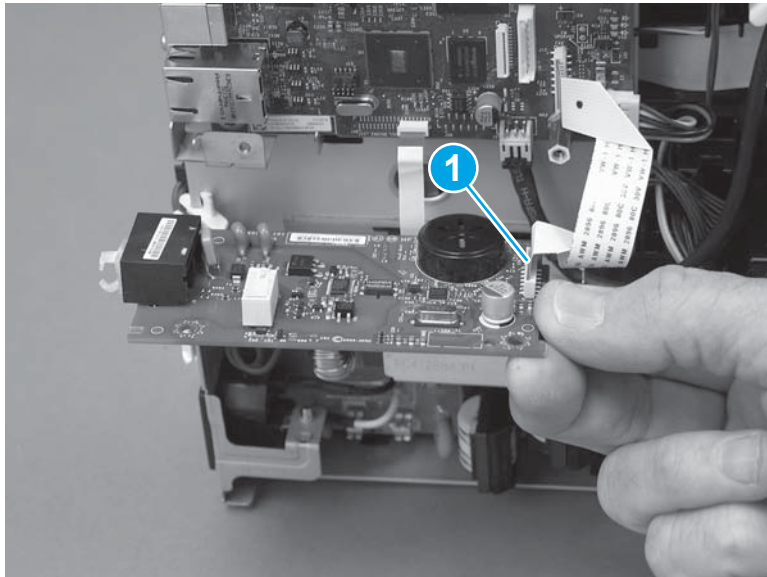


**Figure 1-809** Remove four screws



2. Disconnect one FFC (callout 1), and then remove the fax PCA.

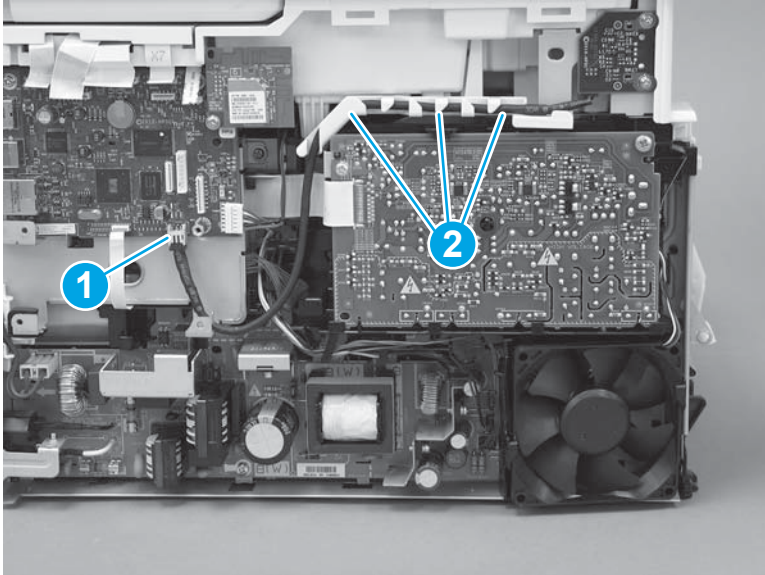
**Figure 1-810** Disconnect one connector and remove the PCA



**Step 5: Remove the walkup USB PCA (M427/M426)**

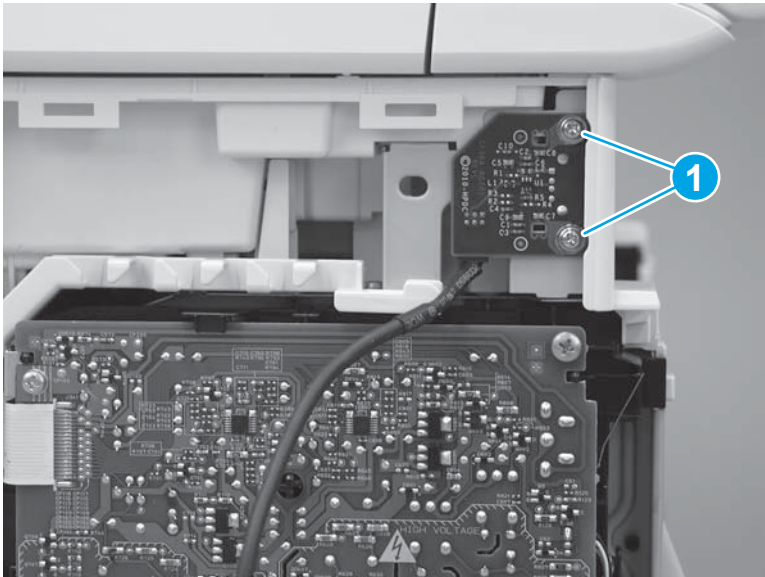
1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-811** Disconnect one connector



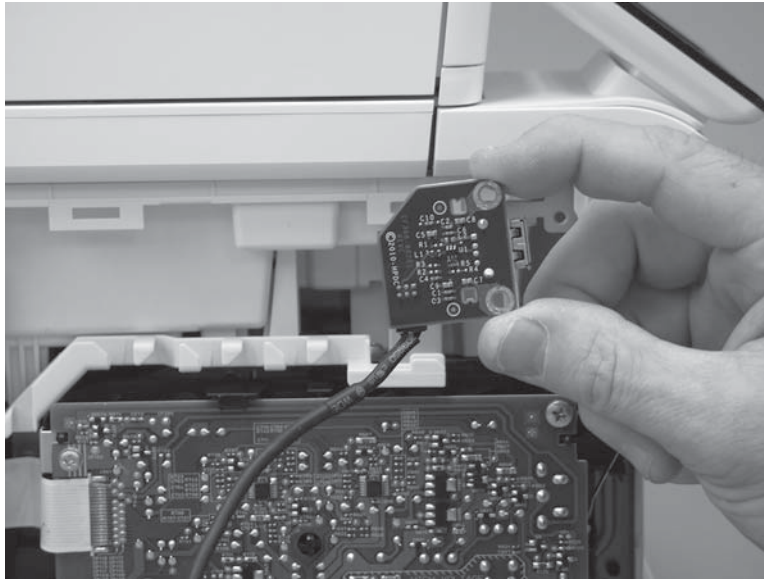
2. Remove two screws (callout 1).

**Figure 1-812** Remove two screws



3. Remove the wakeup USB PCA.

**Figure 1-813** Remove the wakeup USB PCA



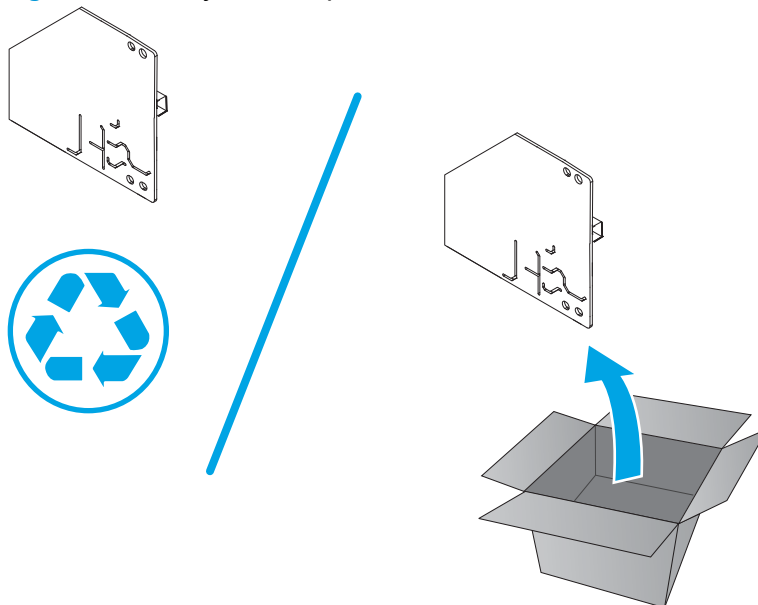
### Step 6: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

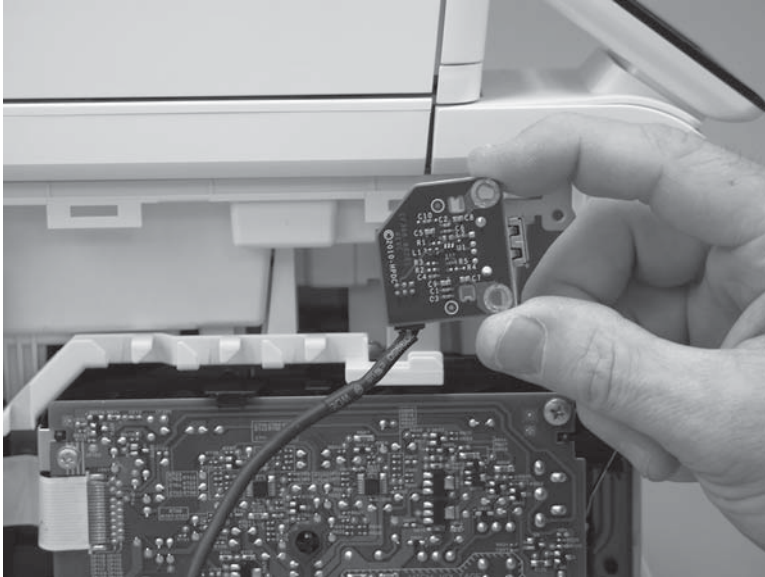
**Figure 1-814** Recycle and unpack



### Step 7: Install the wakeup USB PCA (M427/M426)

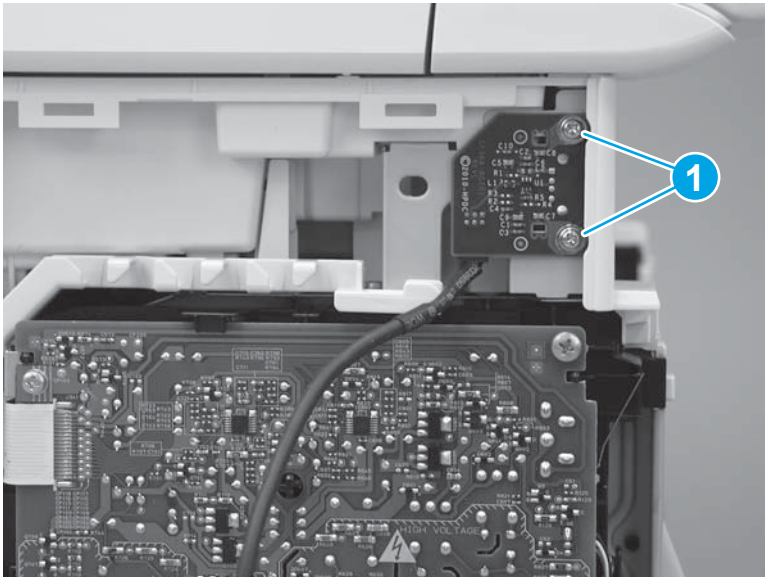
1. Position the wakeup USB PCA on the printer.

**Figure 1-815** Install the walkup USB PCA



2. Install two screws (callout 1).

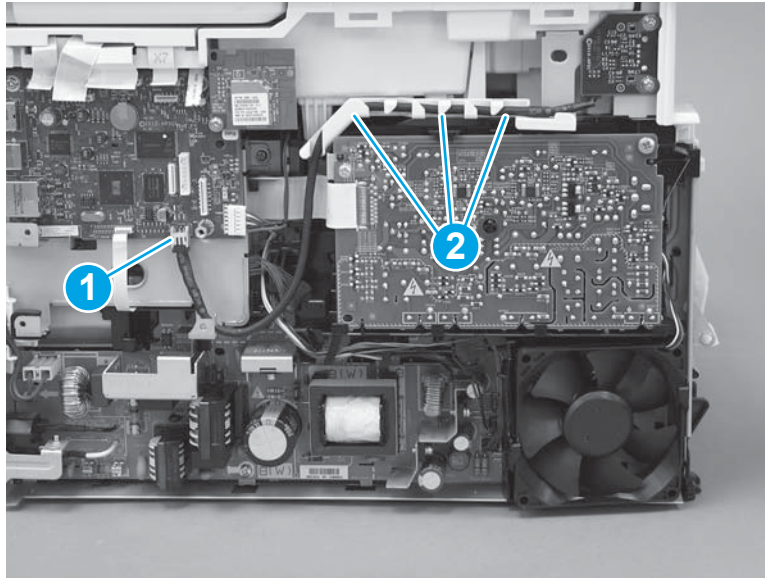
**Figure 1-816** Install two screws






3. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

**Figure 1-817** Connect one connector

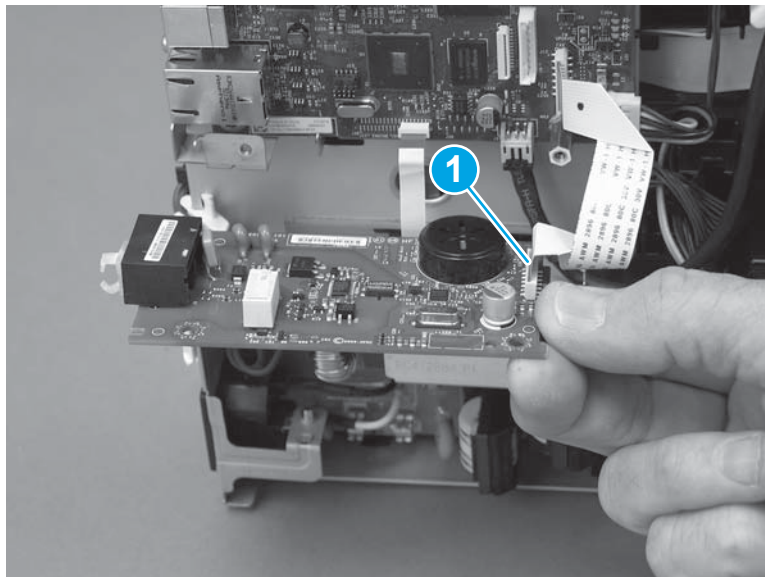


### Step 8: Install the fax PCA

 **NOTE:** Fax models only. For all other models, skip this step and go to [Step 9: Install the left cover on page 454](#).

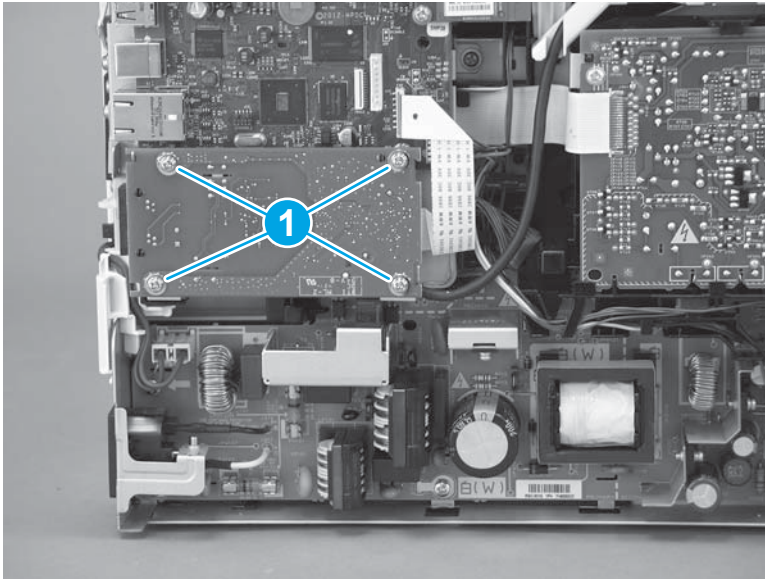
1. Connect one FFC cable (callout 1), and then position the fax PCA on the printer.

**Figure 1-818** Connect one connector and install the PCA



2. Install four screws (callout 1).

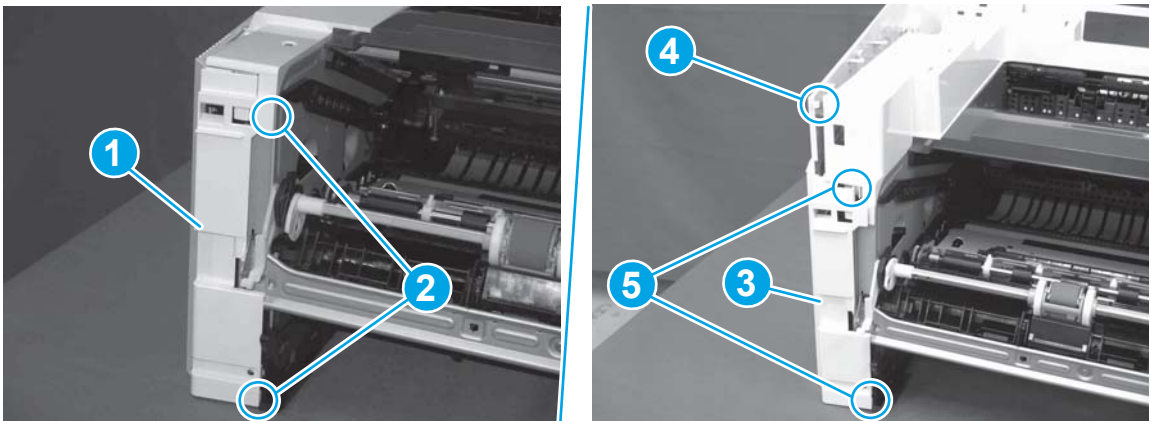
**Figure 1-819** Install four screws



### Step 9: Install the left cover

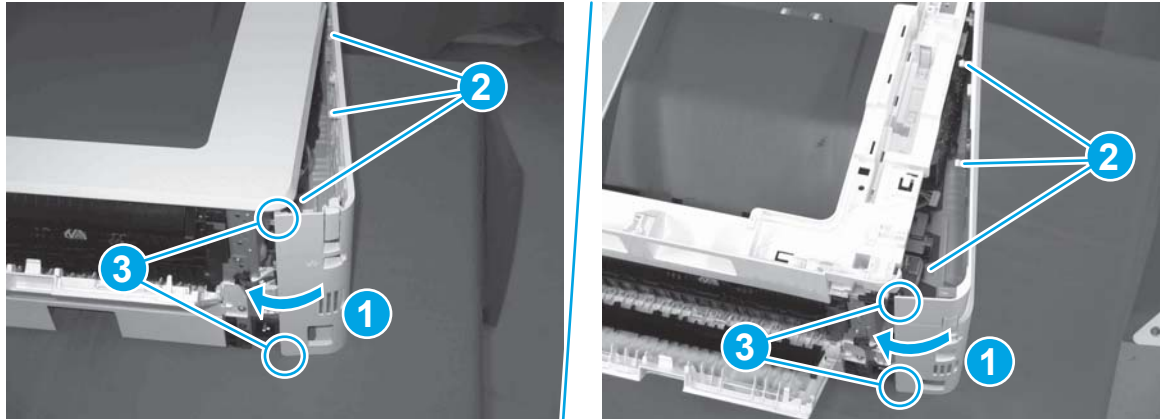
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-820** Install the cover



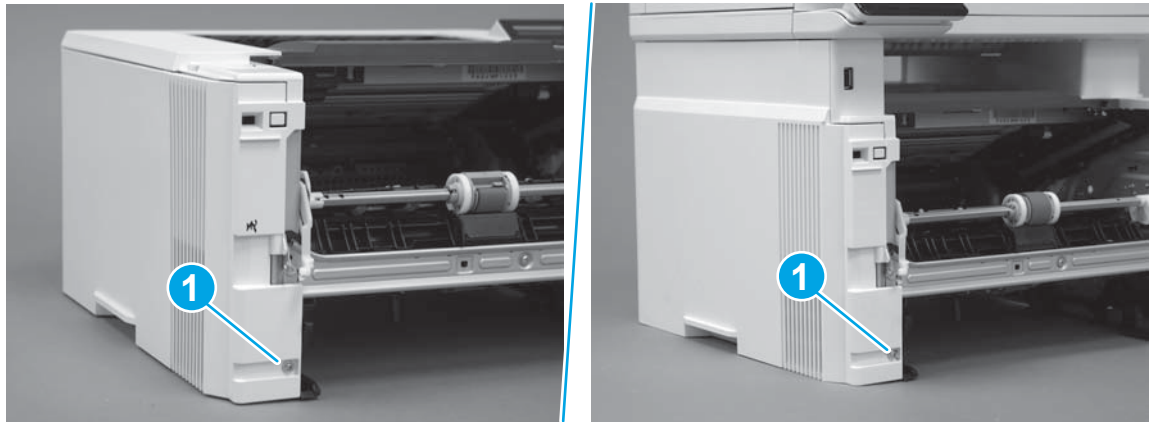
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-821** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-822** Install one screw



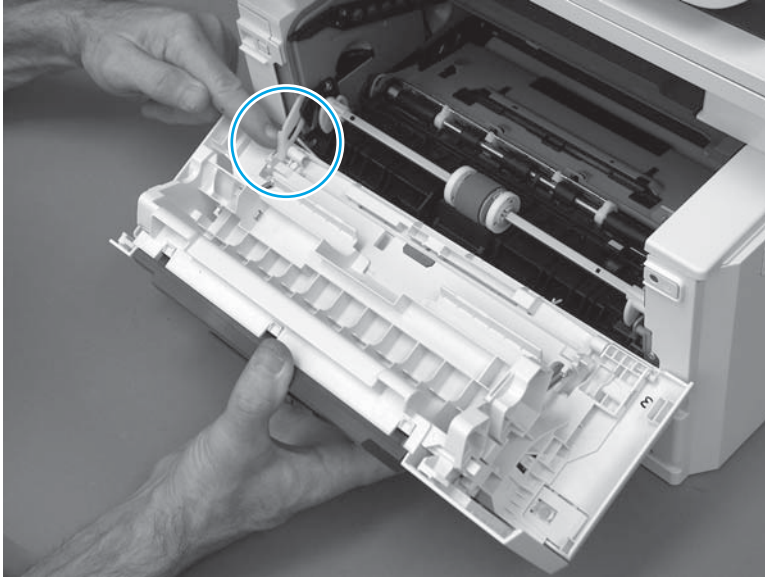
### Step 10: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

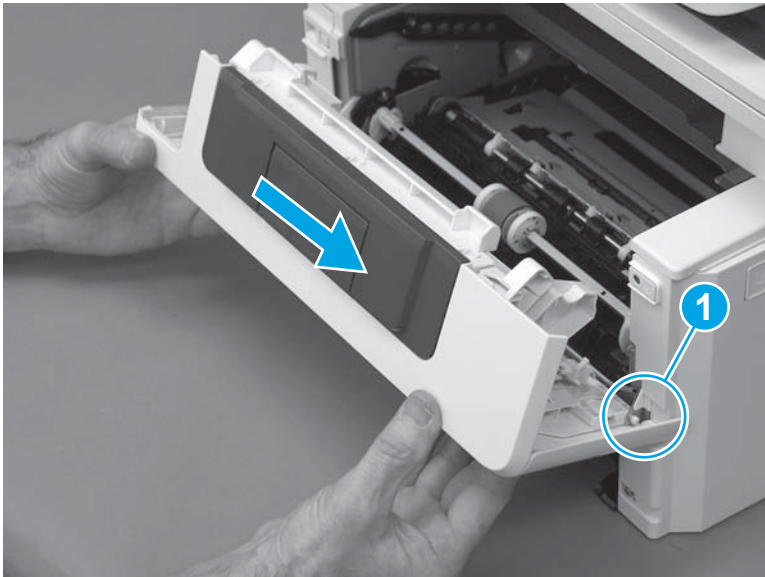


**Figure 1-823** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

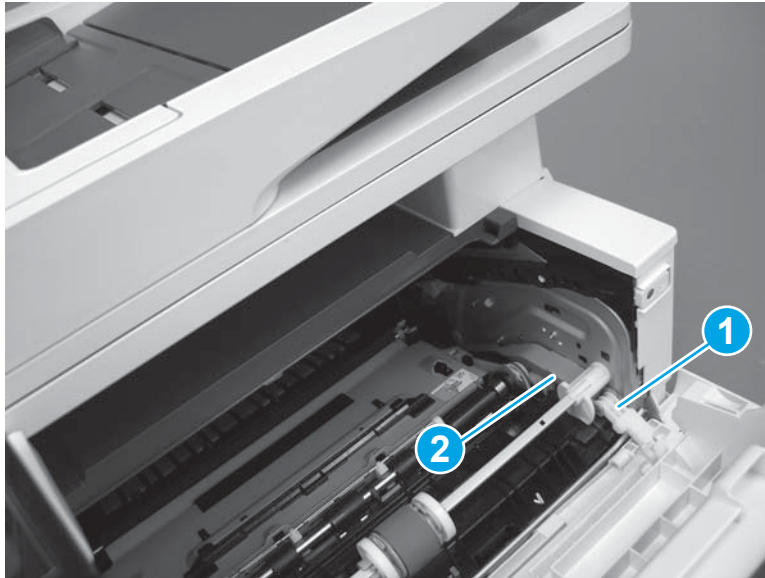
**Figure 1-824** Install the door



3. Install the link (callout 1).

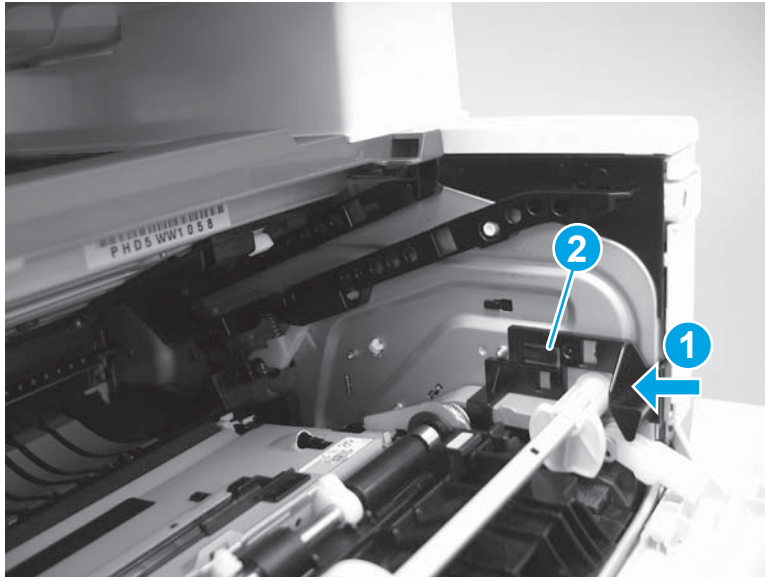
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-825** Install the pressure-release link



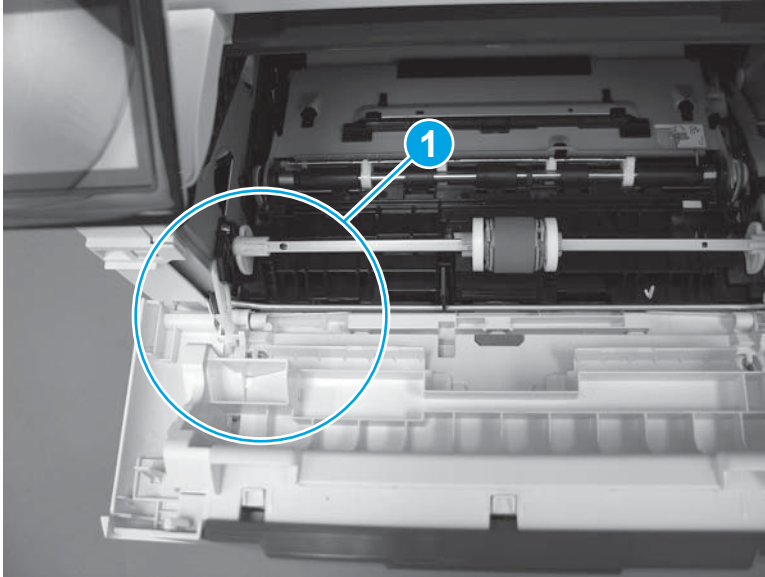
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-826** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

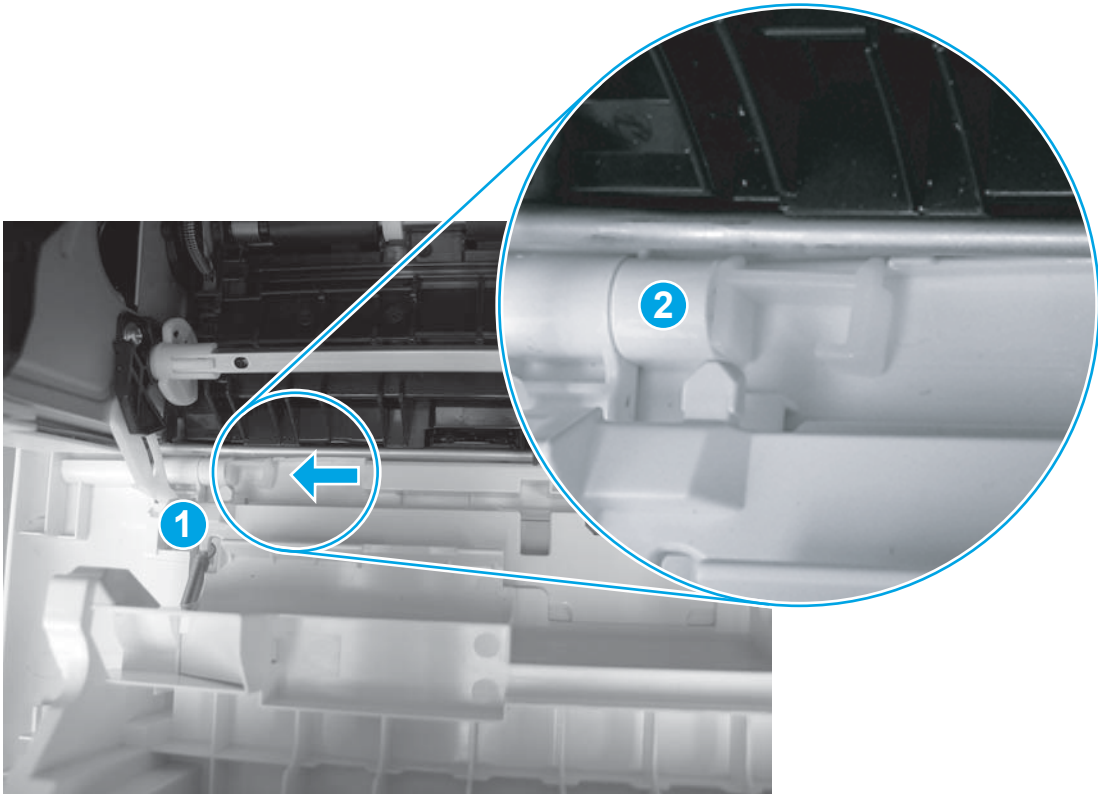
**Figure 1-827** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-828** Install the support shaft



### Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-829** Install the tray



## Removal and replacement: Wireless PCA



**NOTE:** Wireless models only.

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the wireless PCA](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the wireless PCA](#)
- [Step 7: Install the left cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)

### Introduction

This document provides the procedures to remove and replace the wireless printed circuit assembly (PCA).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.



**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Wireless PCA part number	
0960-3293	Wireless module <sup>1</sup>

<sup>1</sup> M427/M426 and M403/M402 wireless models only.

### 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

Make sure that the printer initializes to a **Ready** state.

If possible, send a wireless print job to the printer.

## Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-830** Remove the tray



## Step 2: Remove the cartridge door assembly



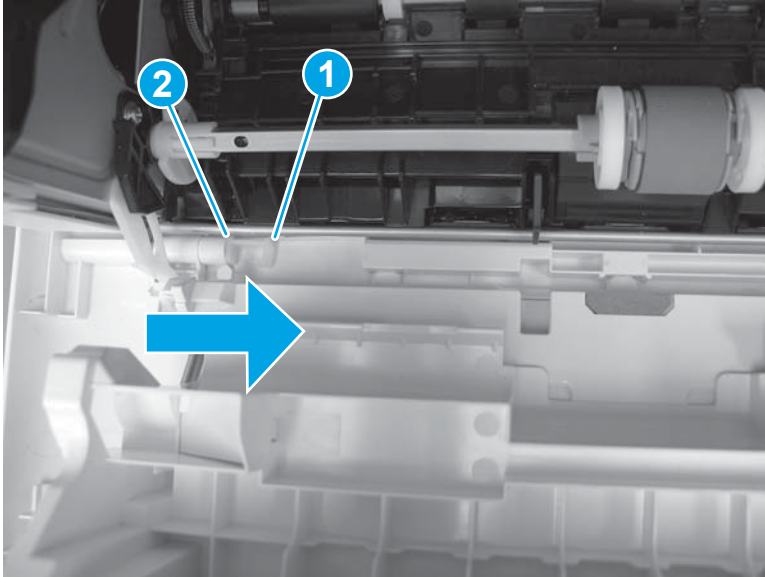
**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



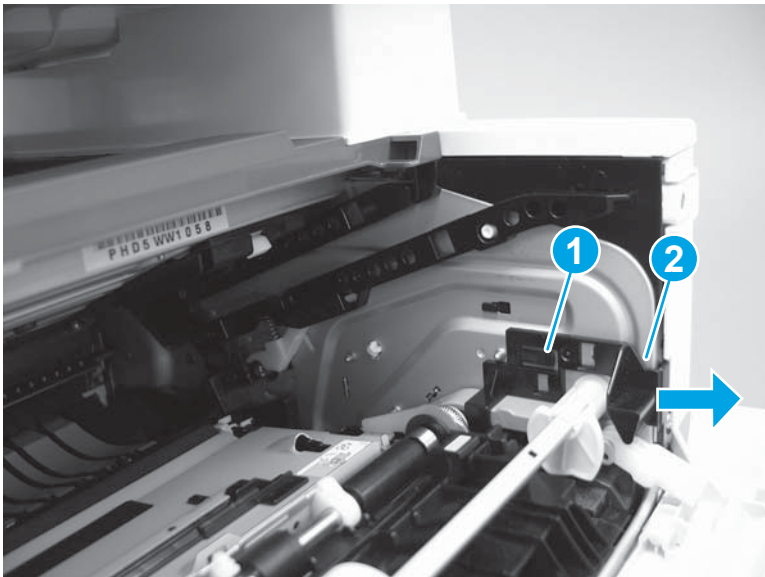
**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-831** Release the support shaft



2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

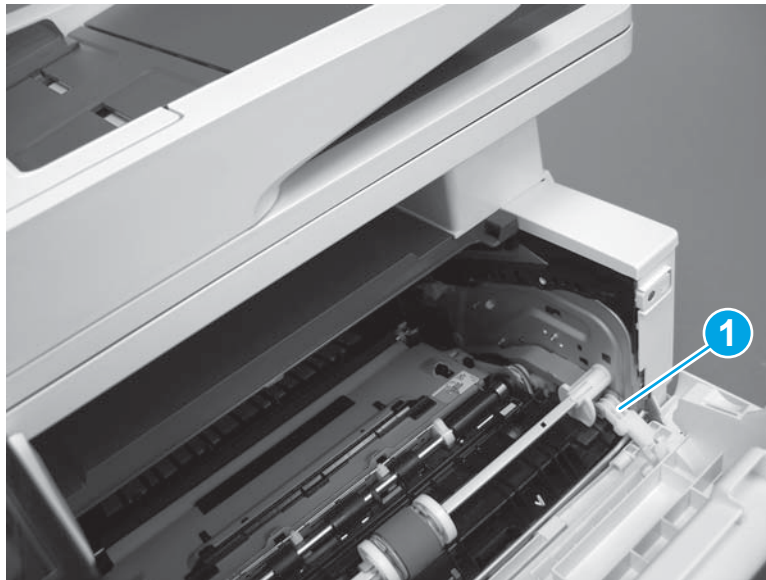
**Figure 1-832** Remove the guide





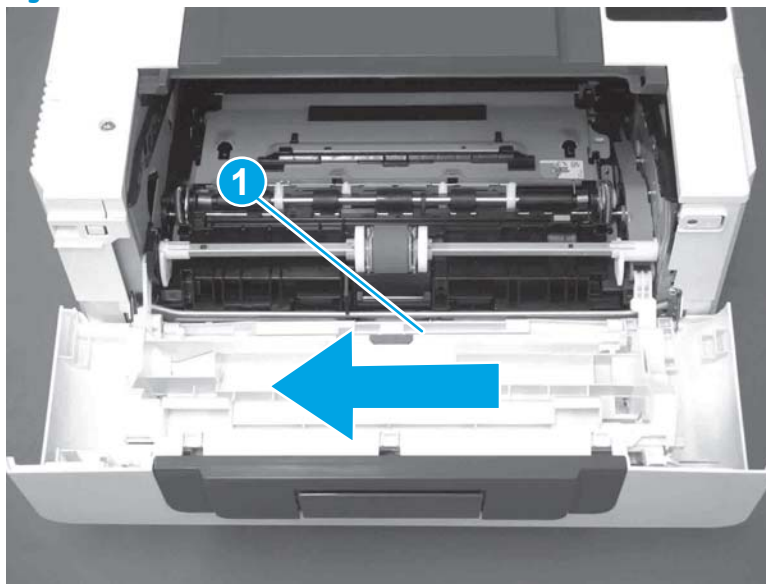
3. Remove the link arm (callout 1).

**Figure 1-833** Remove the link arm



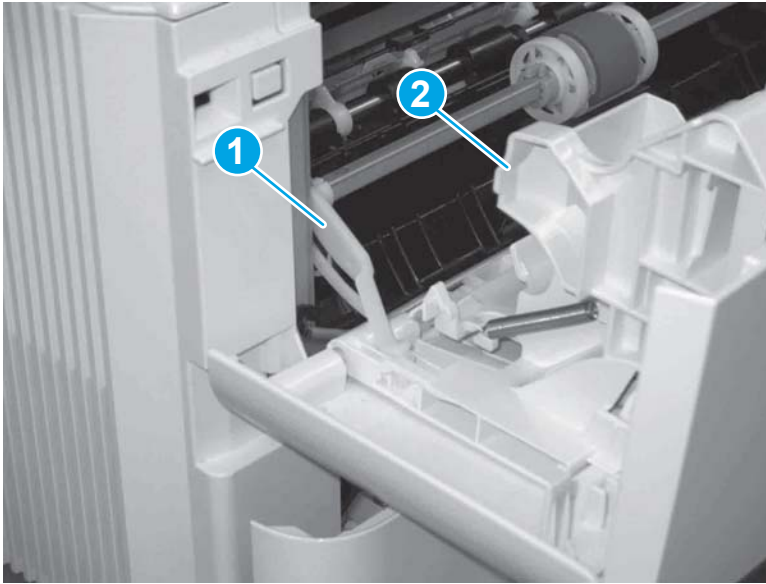
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-834** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

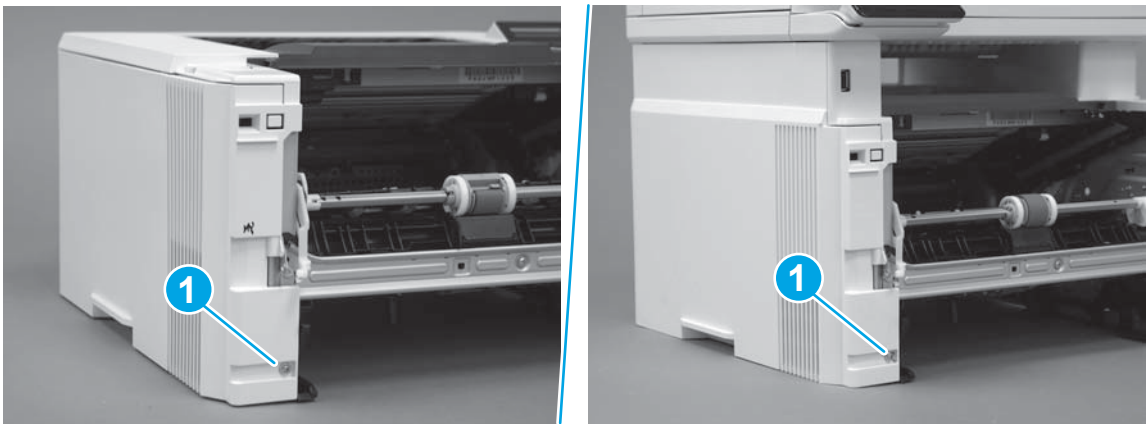
**Figure 1-835** Release the left-side retainer arm



**Step 3: Remove the left cover**

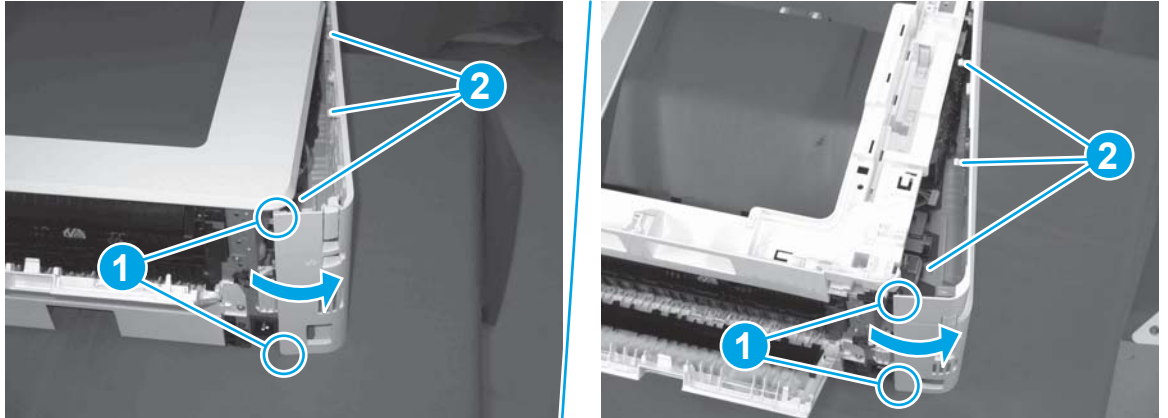
1. Remove one screw (callout 1).

**Figure 1-836** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-837** Release two bosses and three tabs

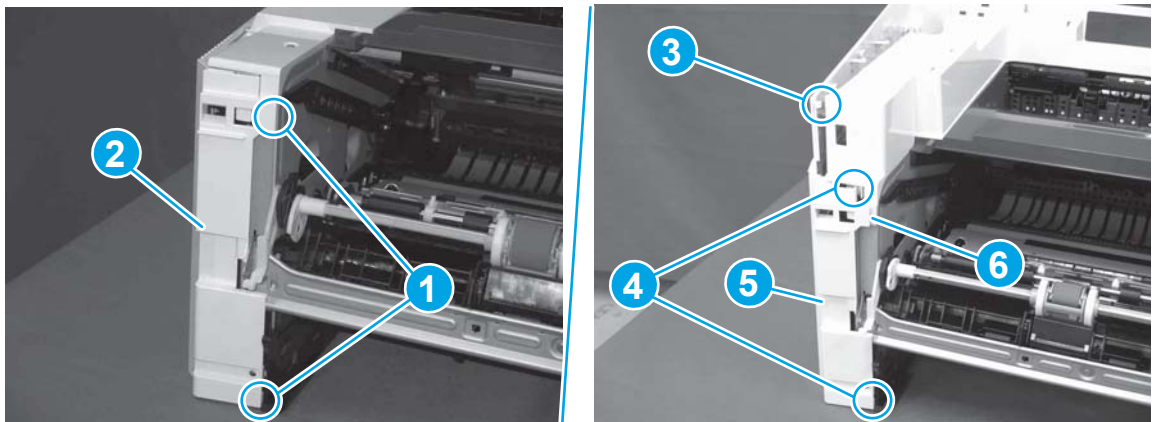


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

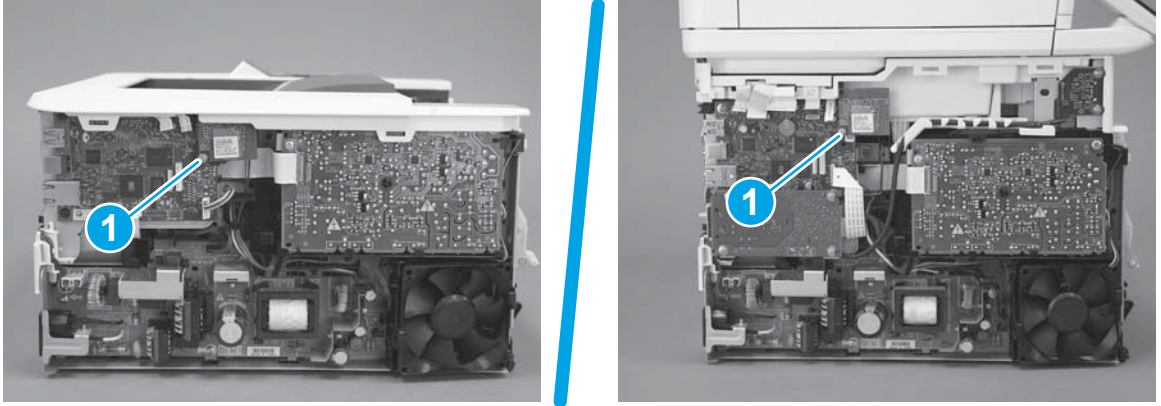
**Figure 1-838** Remove the cover



#### Step 4: Remove the wireless PCA

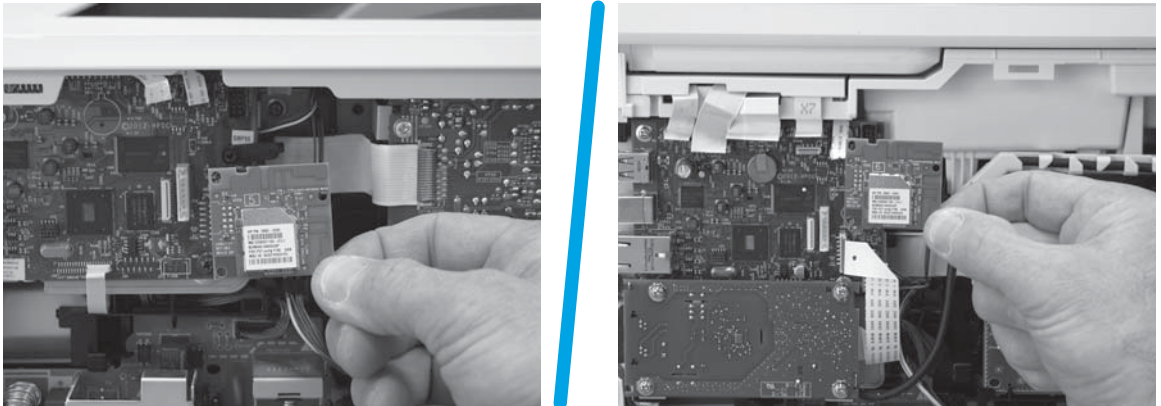
1. Remove one screw (callout 1).

**Figure 1-839** Remove one screw



2. Carefully pull the wireless PCA straight off of the formatter PCA to remove it.

**Figure 1-840** Remove the wireless PCA



### Step 5: Unpack the replacement assembly

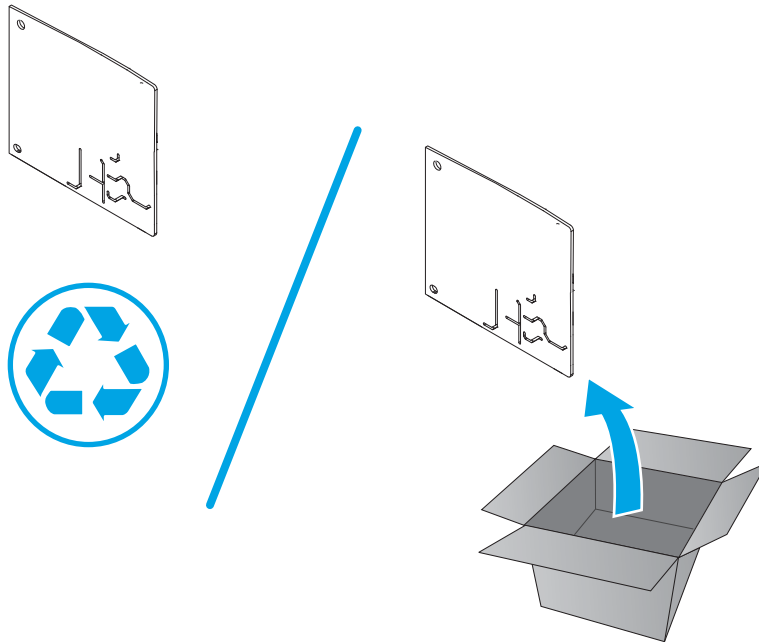
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

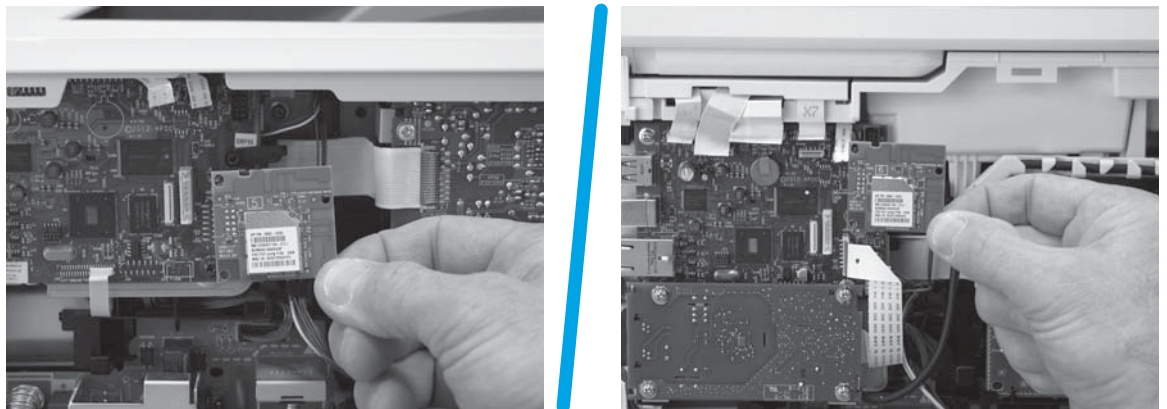
**Figure 1-841** Recycle and unpack



### Step 6: Install the wireless PCA

1. Carefully push the wireless PCA straight onto the formatter PCA to install it.

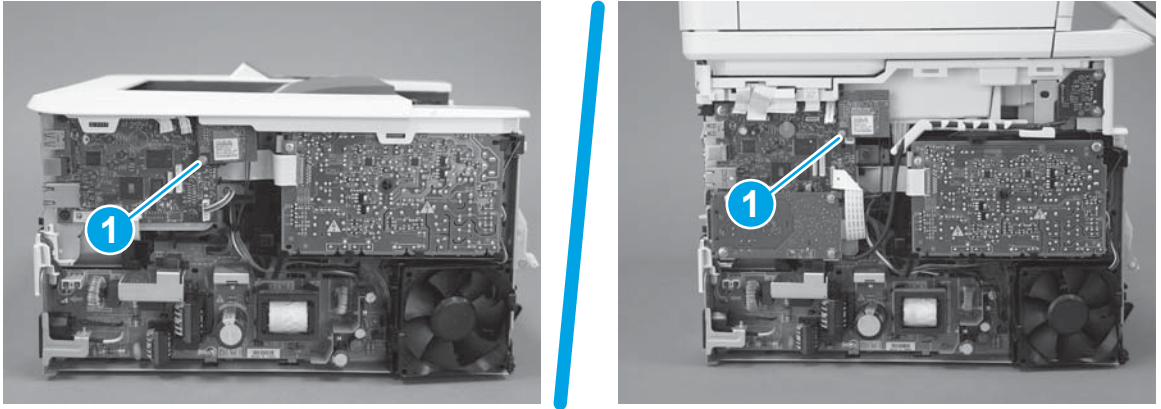
**Figure 1-842** Install the PCA





2. Install one screw (callout 1).

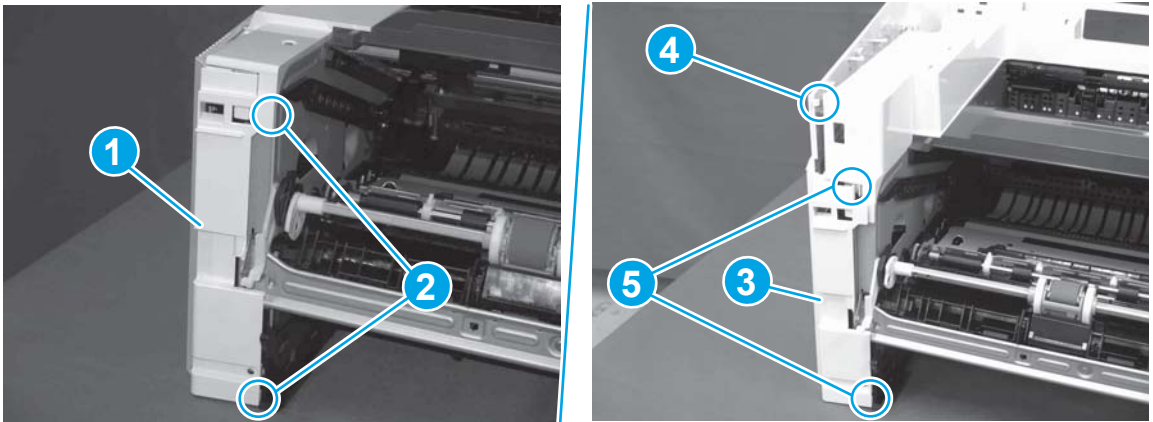
**Figure 1-843** Install one screw



### Step 7: Install the left cover

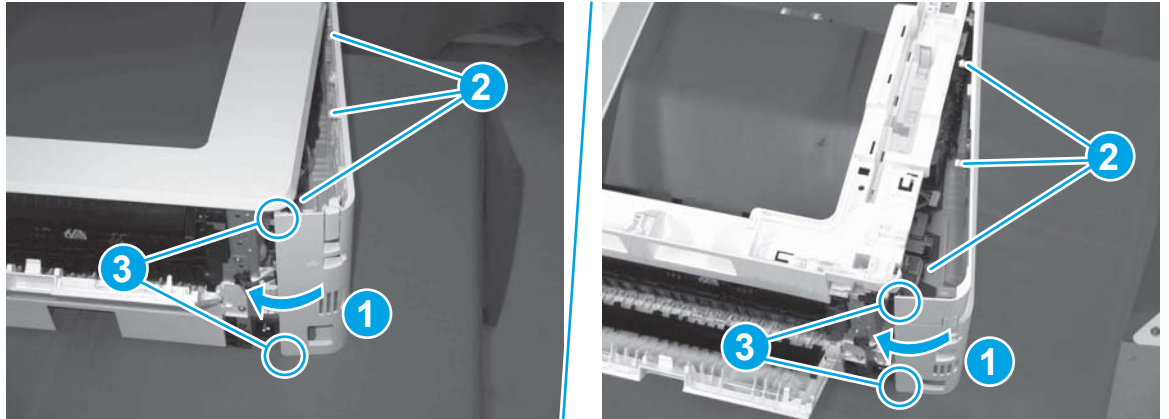
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-844** Install the cover



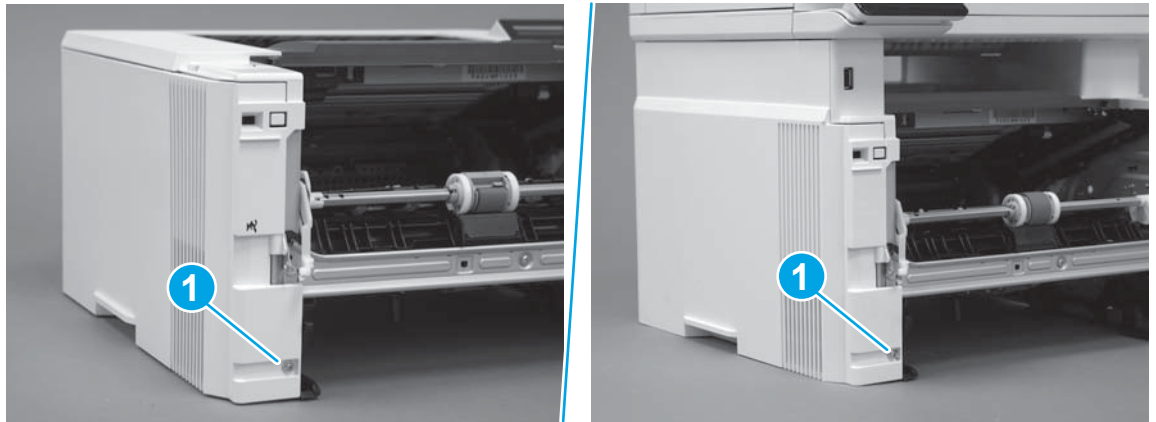
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-845** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-846** Install one screw



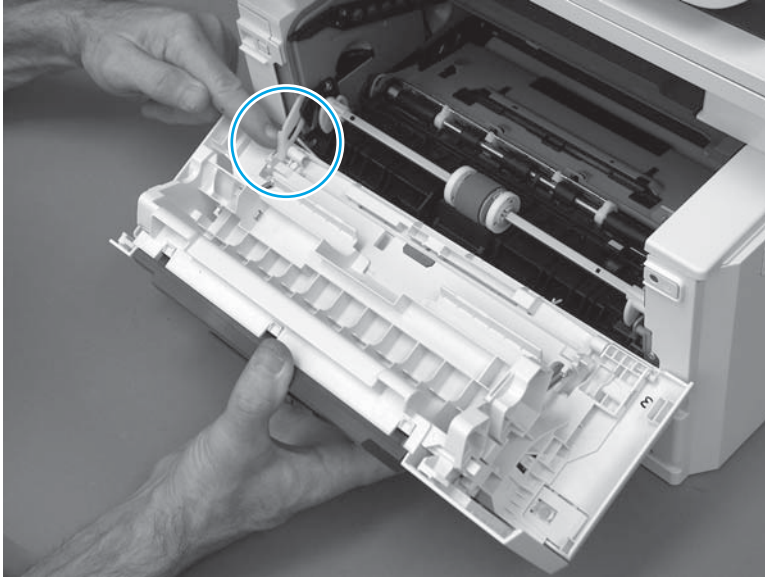
### Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

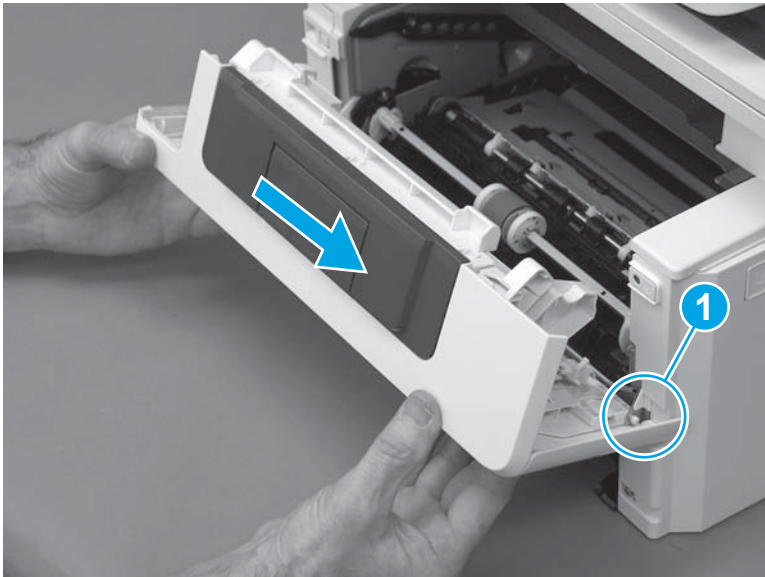


**Figure 1-847** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

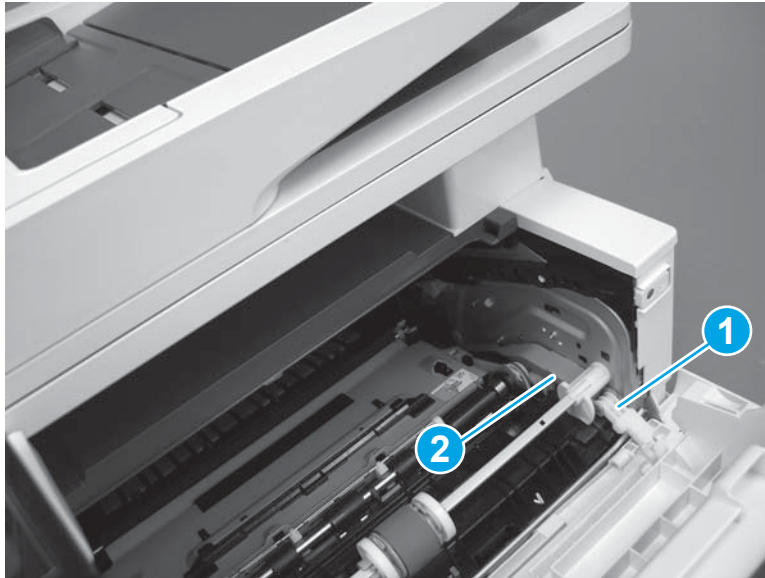
**Figure 1-848** Install the door



3. Install the link (callout 1).

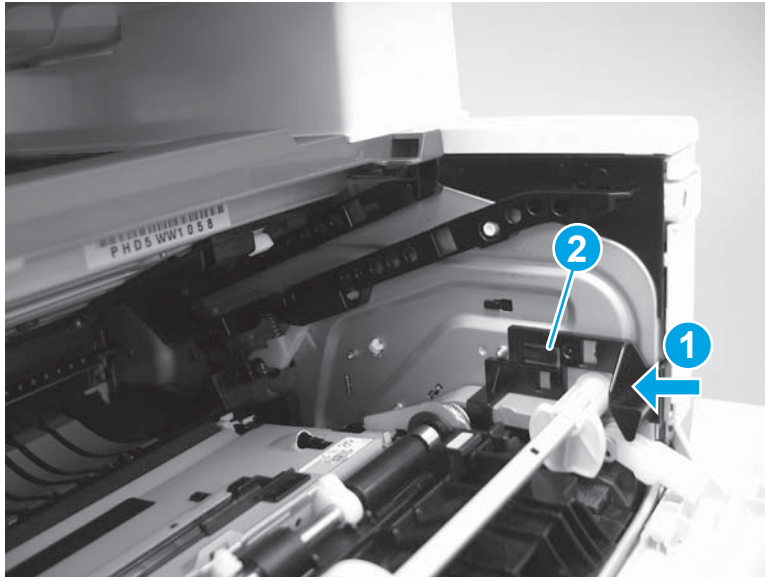
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-849** Install the pressure-release link



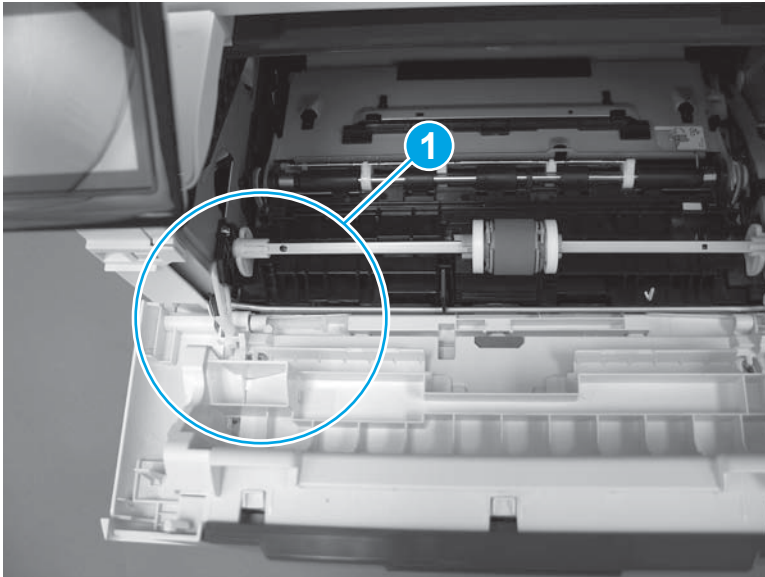
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-850** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

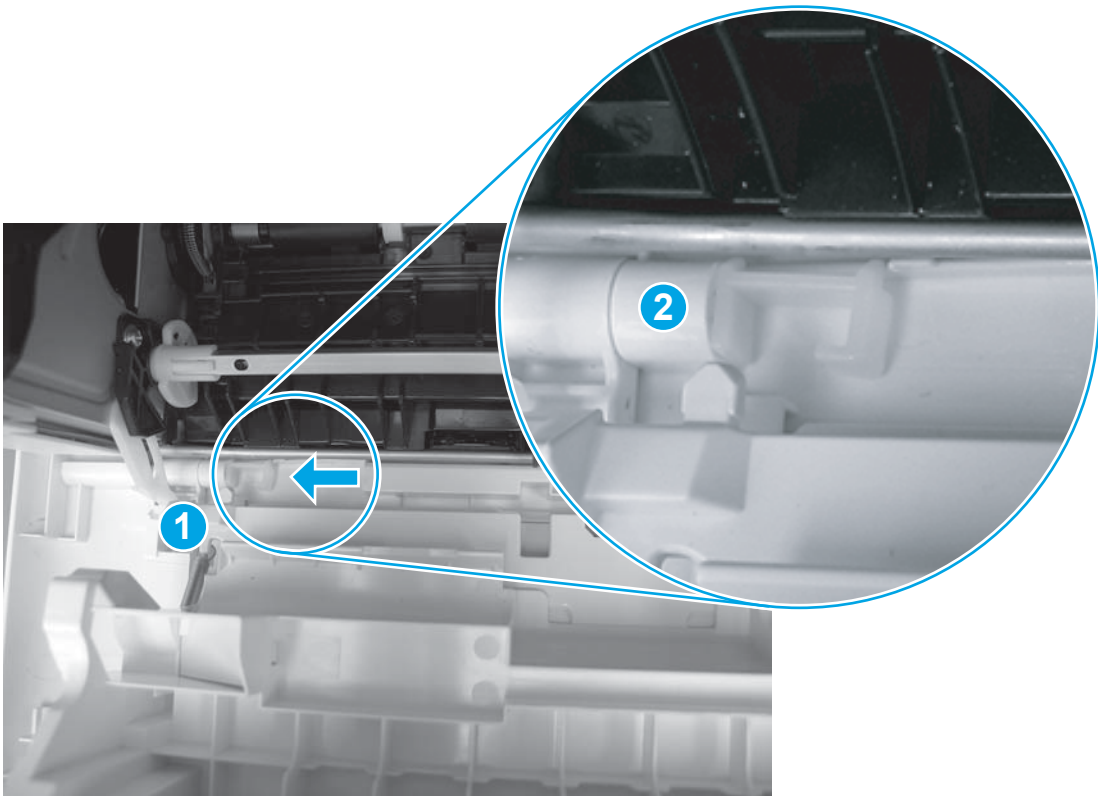
**Figure 1-851** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-852** Install the support shaft



### Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-853** Install the tray



## Removal and replacement: Formatter PCA

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the fax PCA](#)
- [Step 5: Remove the wireless PCA](#)
- [Step 6: Remove the formatter PCA](#)
- [Step 7: Unpack the replacement assembly](#)
- [Step 8: Install the formatter PCA](#)
- [Step 9: Install the wireless PCA](#)
- [Step 10: Install the fax PCA](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)


### Introduction

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

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.



**IMPORTANT:** Always replace the thermal transfer pad (5851-6550) when the formatter is replaced.

---

#### Formatter PCA part numbers

---

<b>C5F99-60001</b>	Formatter PCA (M426dw; M427dw)
<b>C5F98-60001</b>	Formatter PCA (M426fdn; M426fdw; M427fdn; M427fdw)
<b>C5F92-60001</b>	Formatter PCA (M402d; M403d)
<b>C5F93-60001</b>	Formatter PCA (M402n; M402dn; M403n; M403dn)
<b>C5F94-60001</b>	Formatter PCA (M402dw; M403dw)
<b>C5J91-69001</b>	Formatter PCA (M402dne)

---

## Required tools

- #2 Phillips screwdriver with a magnetic tip.
- 5.5 mm (0.22 inch) socket 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-854** Remove the tray



### Step 2: Remove the cartridge door assembly



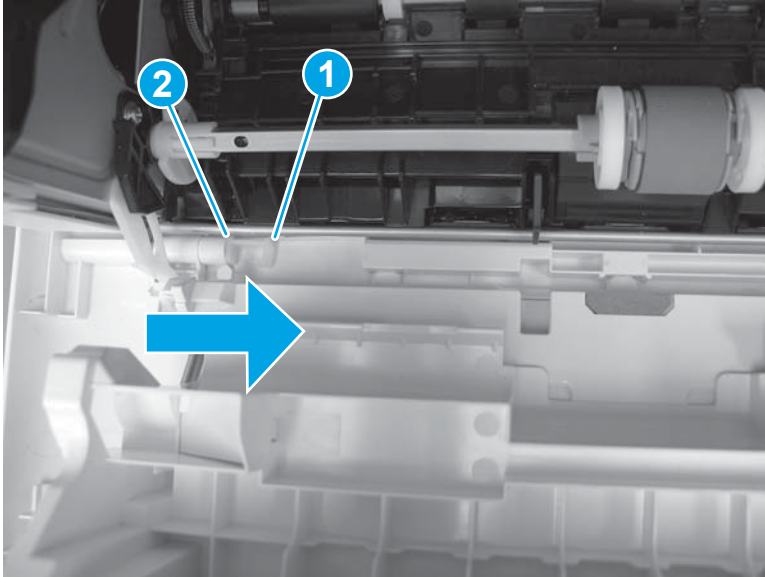
**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



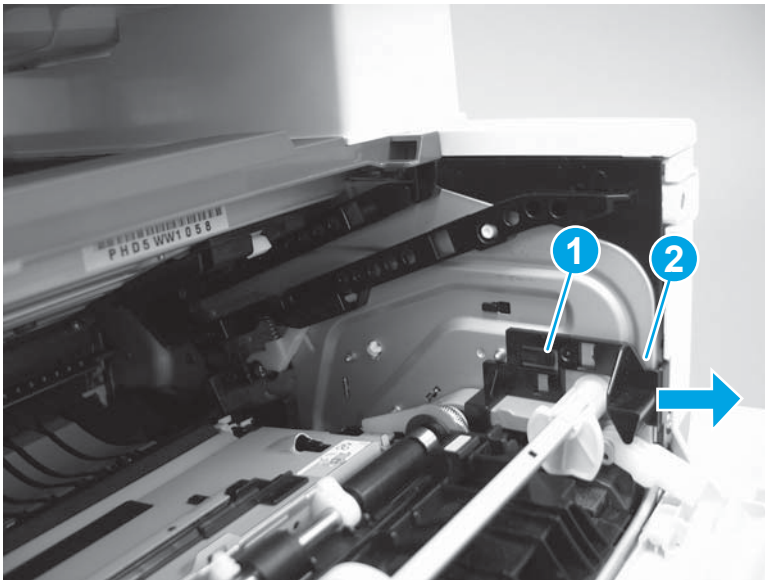
**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-855** Release the support shaft



2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

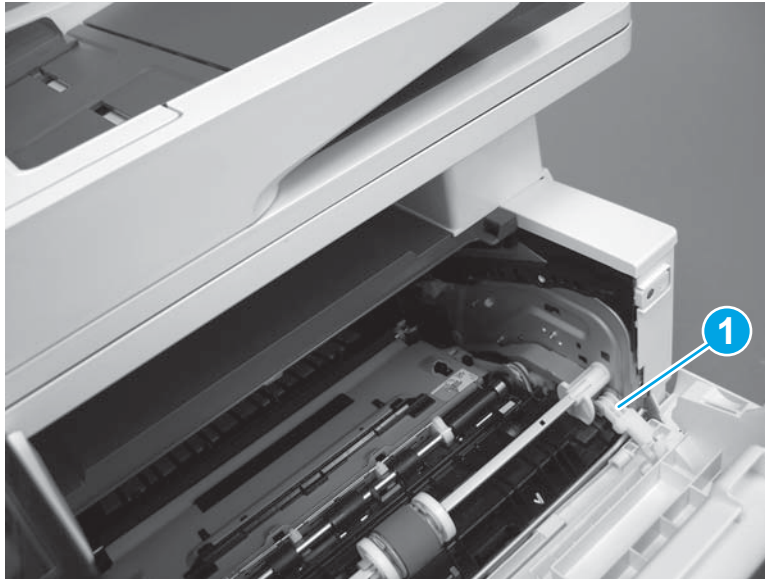
**Figure 1-856** Remove the guide





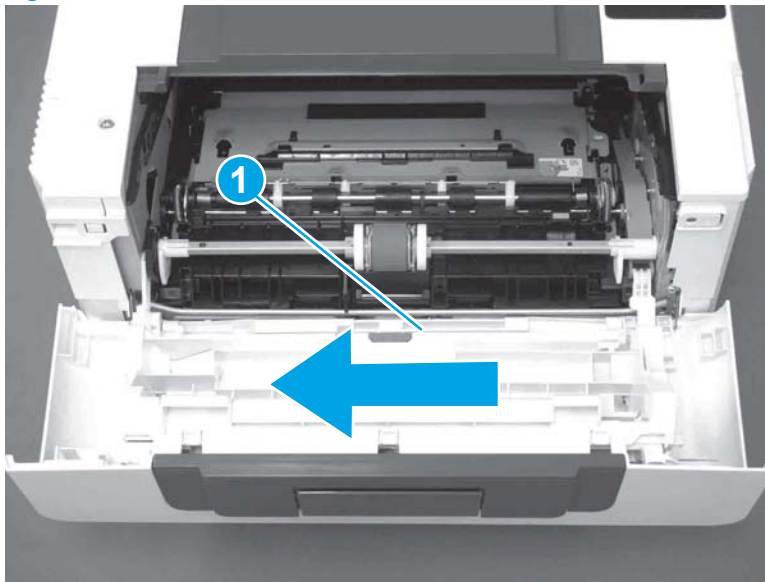
3. Remove the link arm (callout 1).

**Figure 1-857** Remove the link arm



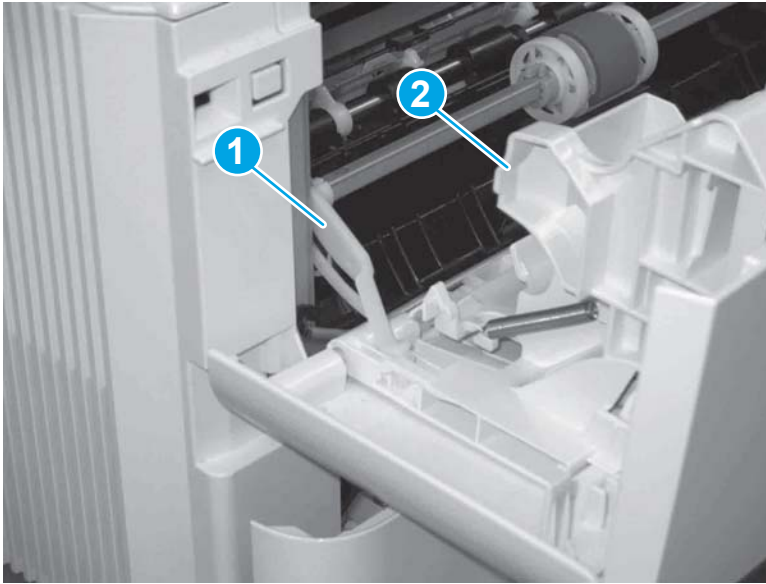
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-858** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

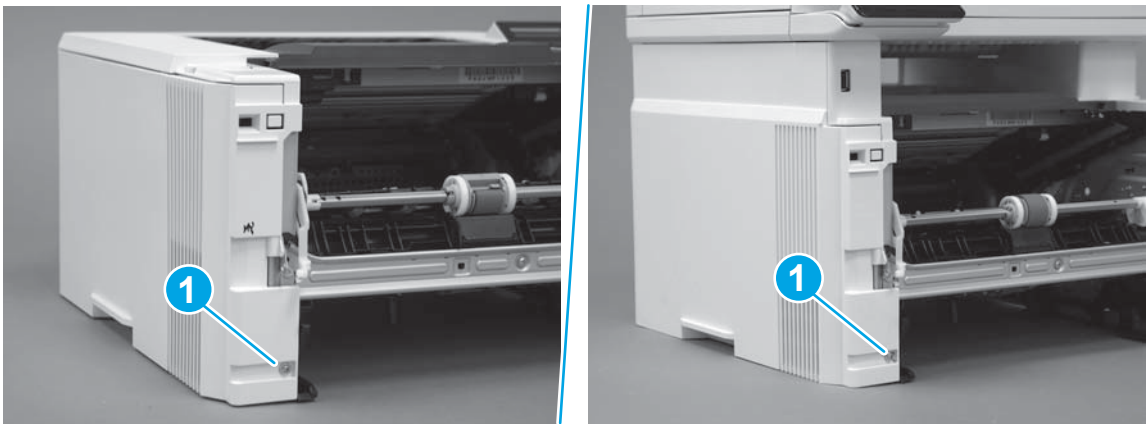
**Figure 1-859** Release the left-side retainer arm



### Step 3: Remove the left cover

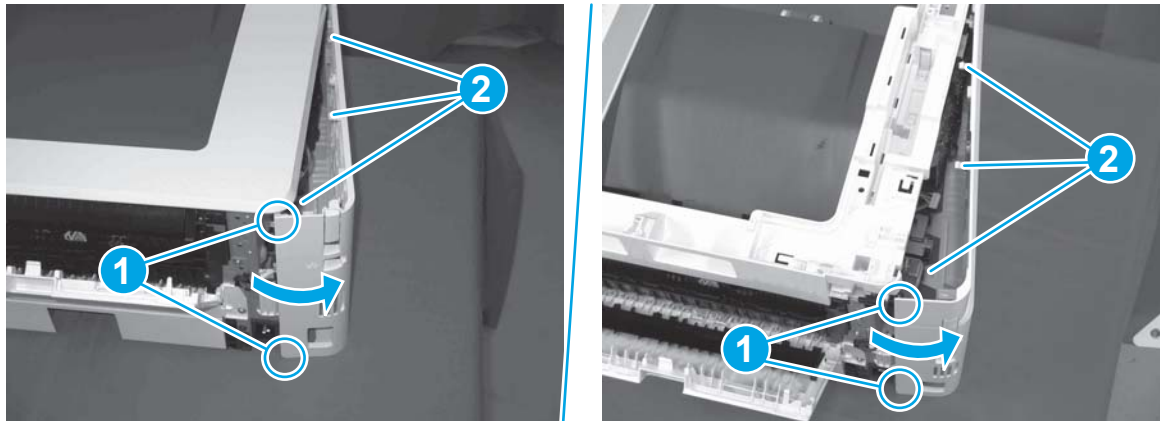
1. Remove one screw (callout 1).

**Figure 1-860** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

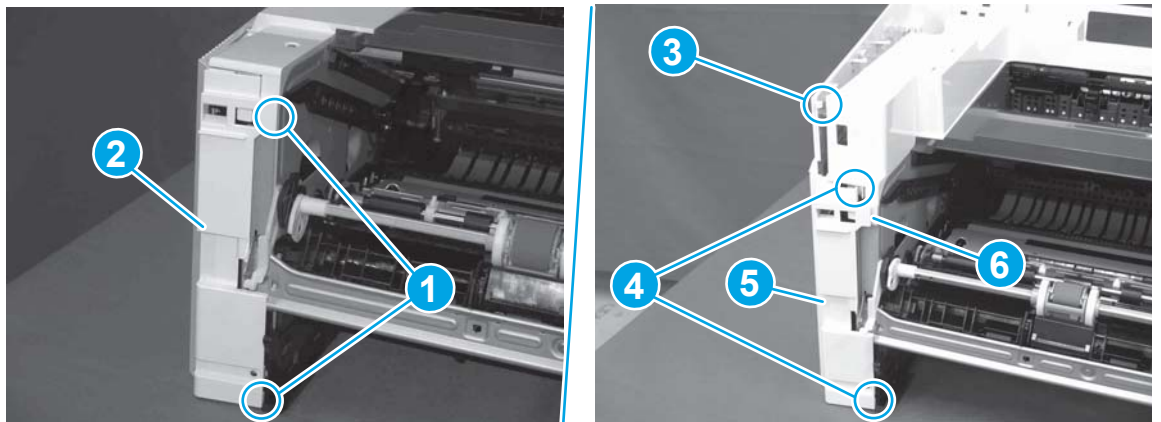
**Figure 1-861** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-862** Remove the cover

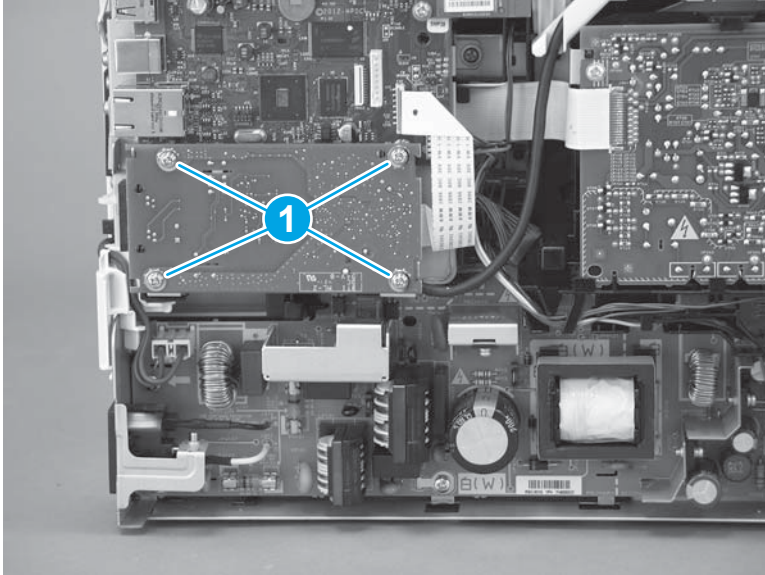


#### Step 4: Remove the fax PCA

**NOTE:** Fax models only. For all other models, skip this step and go to [Step 5: Remove the wireless PCA on page 480](#).

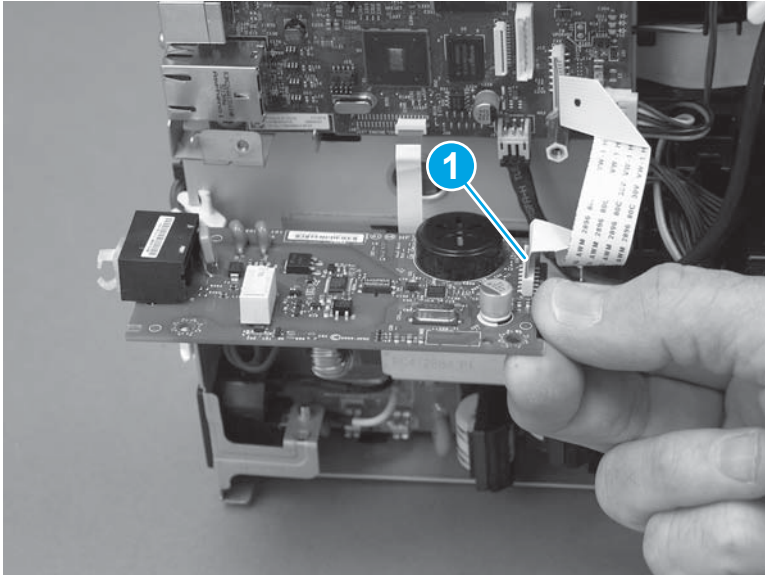
1. Remove four screws (callout 1).

**Figure 1-863** Remove four screws




2. Disconnect one FFC (callout 1), and then remove the fax PCA.

**Figure 1-864** Disconnect one connector and remove the PCA



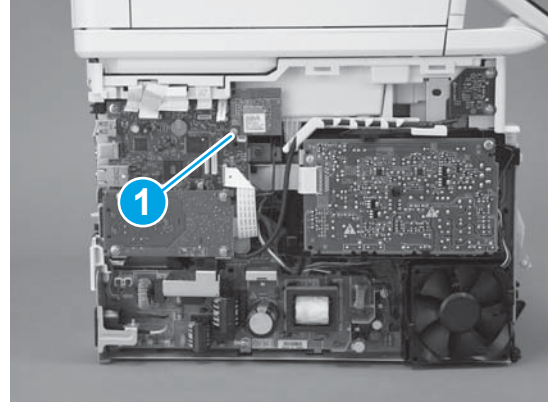
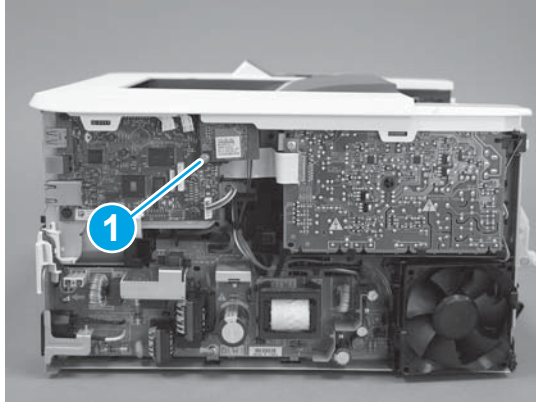
### Step 5: Remove the wireless PCA

 **NOTE:** Wireless models only. For all other models, skip this step and go to [Step 6: Remove the formatter PCA on page 481](#).

1. Remove one screw (callout 1).

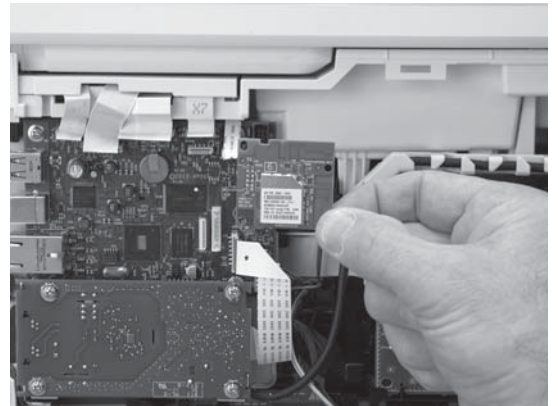
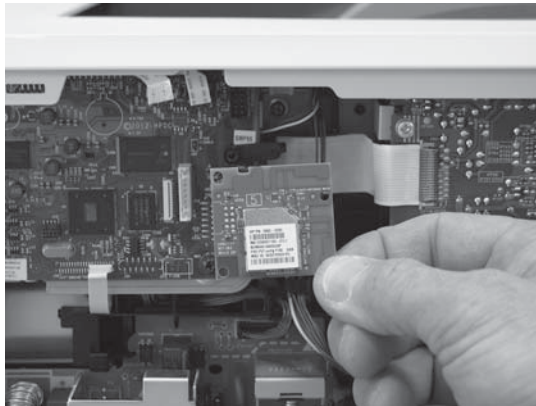


**Figure 1-865** Remove one screw



2. Carefully pull the wireless PCA straight off of the formatter PCA to remove it.

**Figure 1-866** Remove the wireless PCA



## Step 6: Remove the formatter PCA

1. Disconnect all of the connectors and FFCs.

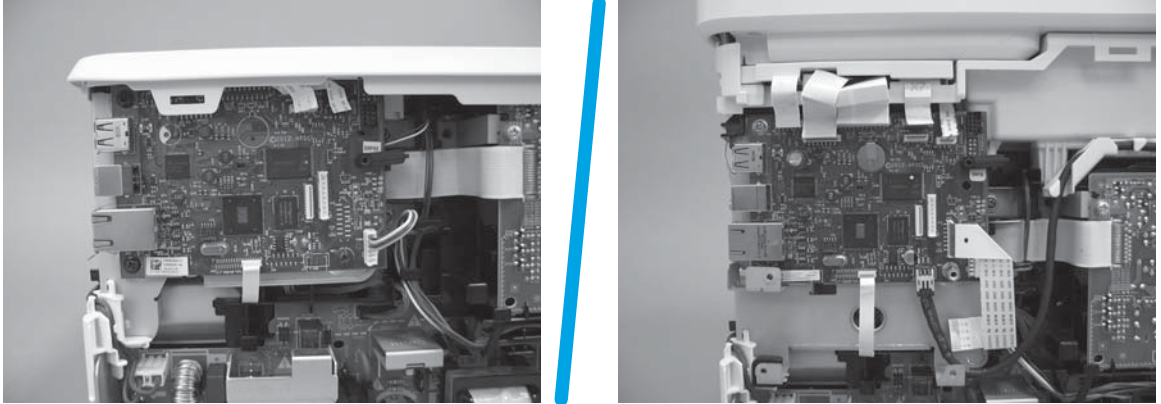
Depending on the M427/M426 model, the following connector locations are empty.

- J6; all models
- J7; all models
- J30; non-wireless models
- J12; non-fax models
- J15; all models
- J17; non-NFC models
- J28; all models

Depending on the M403/M402 model, the following connector locations are empty.

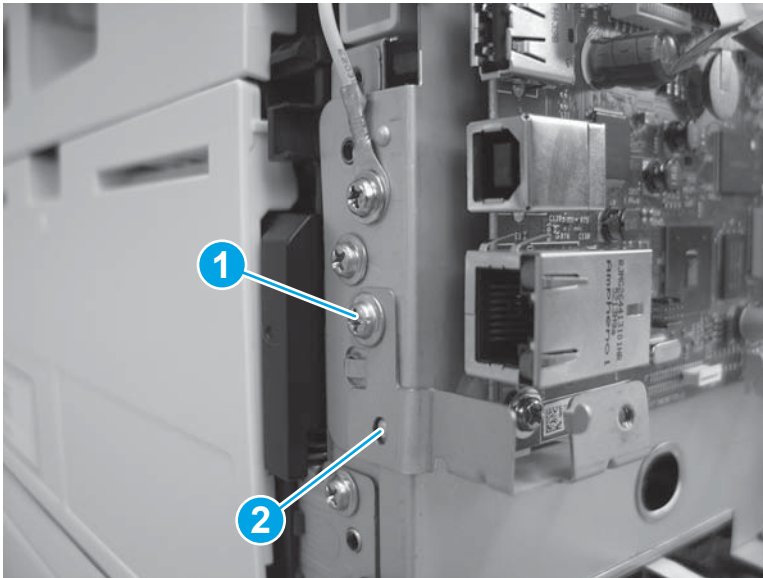
- J6; all models
- J7; all models
- J8; non-wireless models
- J15; all models
- J17; non-NFC models

**Figure 1-867** Disconnect all of the connectors and FFCs



- 2. M427/M426 fax models only:** Remove one screw (callout 1), and then remove the fax PCA support bracket (callout 2).


**Figure 1-868** Remove the fax PCA support bracket



- 3.** Do one of the following:


- **M426/M427:** Remove three screws (callout 1), remove one standoff (callout 2), and then remove the formatter PCA.

---

 **NOTE:** Use a 5.5 mm (0.22 inch) socket screwdriver to remove the standoff (callout 2).

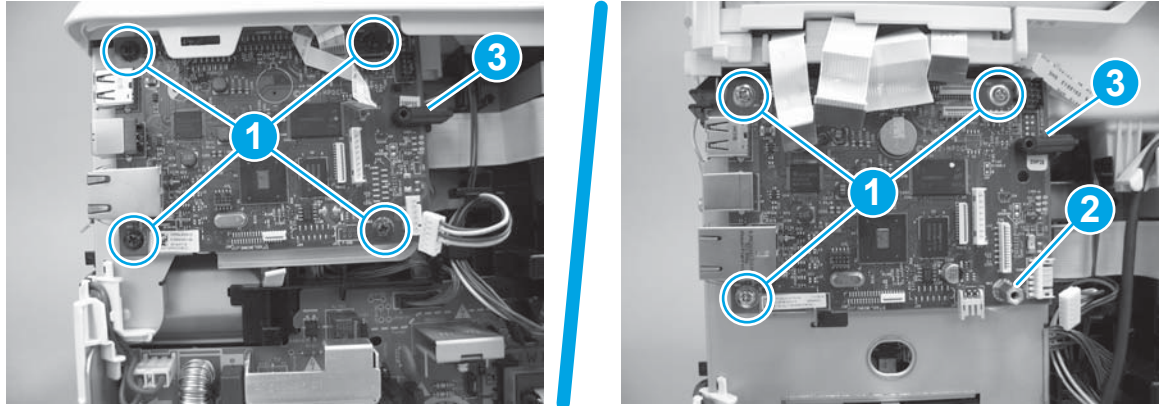
---

- **M403/M402:** Remove four screws (callout 1), and then remove the formatter PCA.

 **Reinstallation tip:** If a replacement formatter will be installed and the printer is a wireless model, make sure that the wireless PCA mounting holder (B3Q10-40054; callout 3) is transferred to the replacement formatter.

---

**Figure 1-869** Remove the formatter PCA



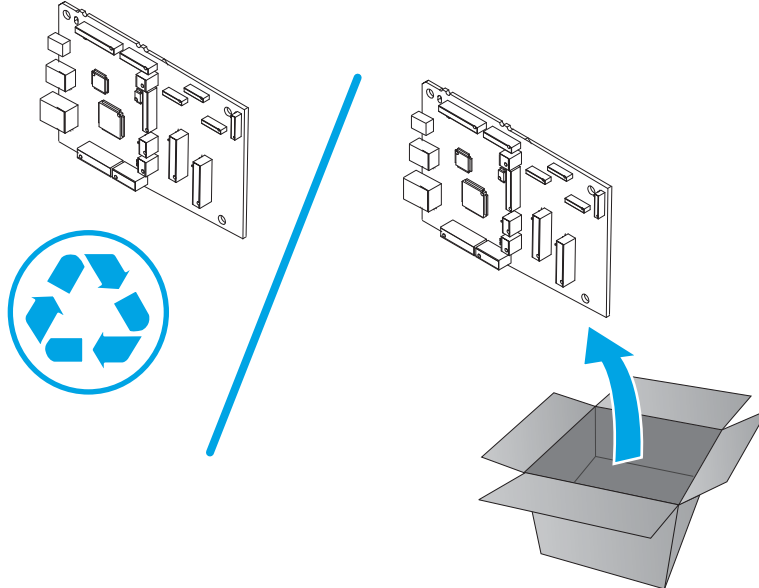
### Step 7: Unpack the replacement assembly

Unpack the replacement part from the packaging.


<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-870** Recycle and unpack



### Step 8: Install the formatter PCA


 **NOTE:** If the formatter PCA thermal pad on the back side of the PCA is broken or damaged, replace the pad (5851-6550).

1. Adhere the pad to the sheet-metal bracket (a positioning line is embossed in the bracket).

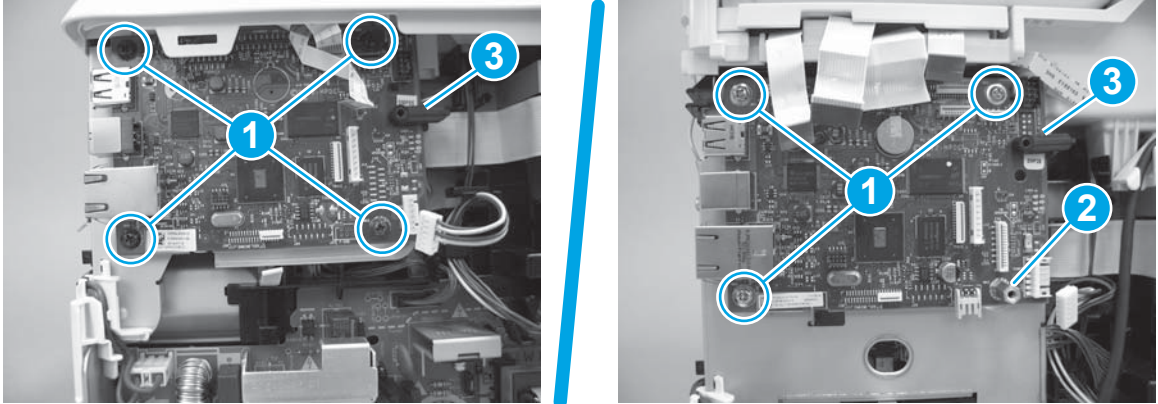
Do one of the following:



- **M426/M427:** Position the formatter PCA on the printer, install three screws (callout 1), and then install one standoff (callout 2).
- **M403/M402:** Position the formatter PCA on the printer, and then install four screws (callout 1).

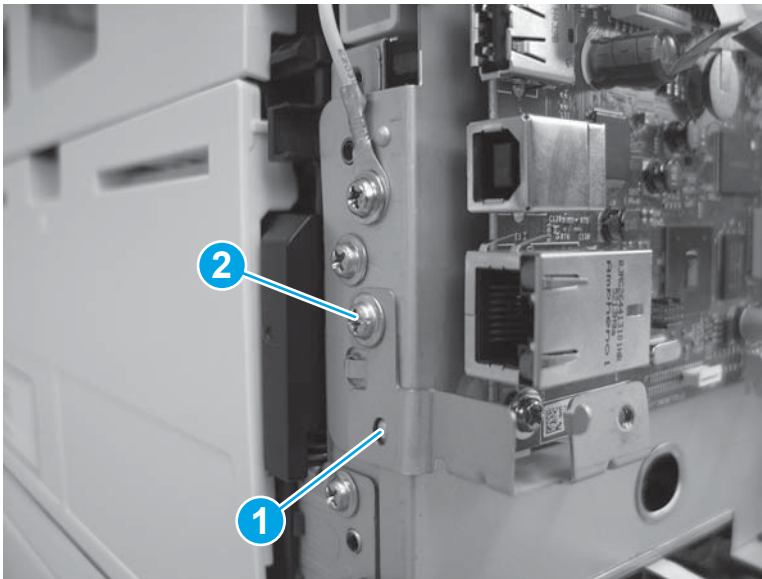
 **Reinstallation tip:** If a replacement formatter PCA will be installed and the printer is a wireless model, make sure that the wireless PCA mounting holder (callout 3) is transferred to the replacement formatter PCA.

**Figure 1-871** Install the formatter PCA



2. **M427/M426 fax models only:** Position the fax PCA support bracket (callout 1) on the printer, and then install one screw (callout 2).

**Figure 1-872** Remove the fax PCA support bracket



3. Connect all of the connectors and FFCs.

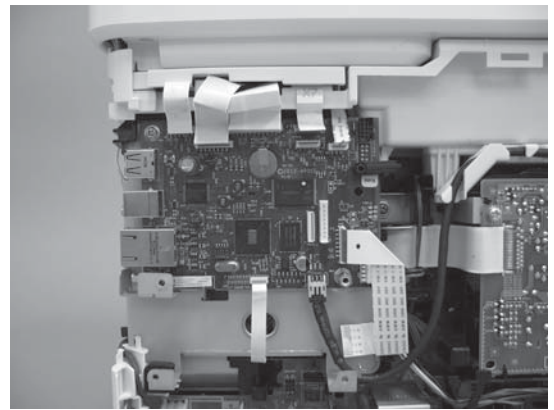
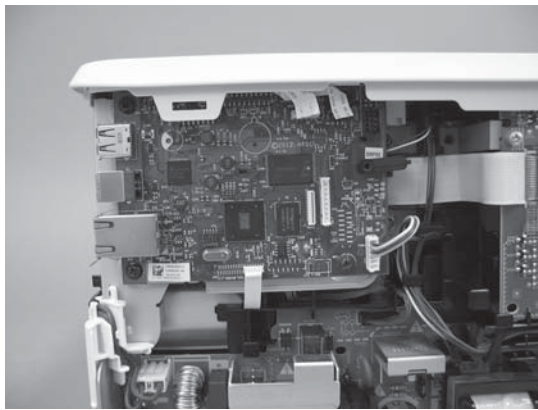
Depending on the M427/M426 model, the following connector locations are empty.

- J6; all models
- J7; all models
- J30; non-wireless models
- J12; non-fax models
- J15; all models
- J17; non-NFC models
- J28; all models


Depending on the M403/M402 model, the following connector locations are empty.

- J6; all models
- J7; all models
- J8; non-wireless models
- J15; all models
- J17; non-NFC models

**Figure 1-873** Connect all of the connectors and FFCs

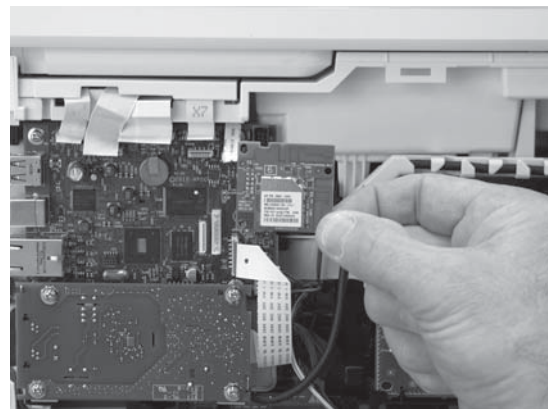
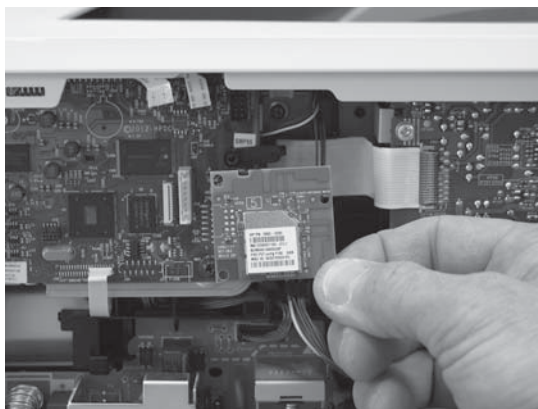


### Step 9: Install the wireless PCA

 **NOTE:** Wireless models only. For all other models, skip this step and go to [Step 10: Install the fax PCA on page 486](#).

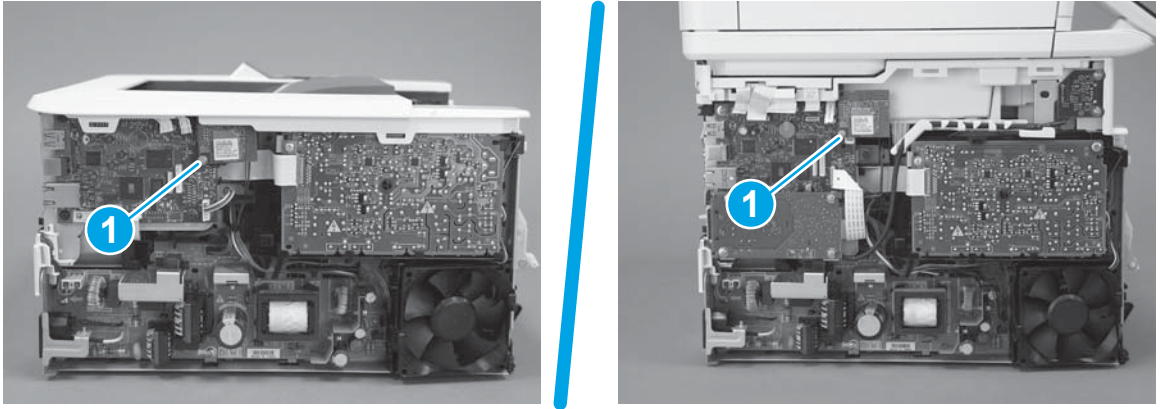
1. Carefully push the wireless PCA straight onto the formatter PCA to install it.

**Figure 1-874** Install the PCA



2. Install one screw (callout 1).

**Figure 1-875** Install one screw



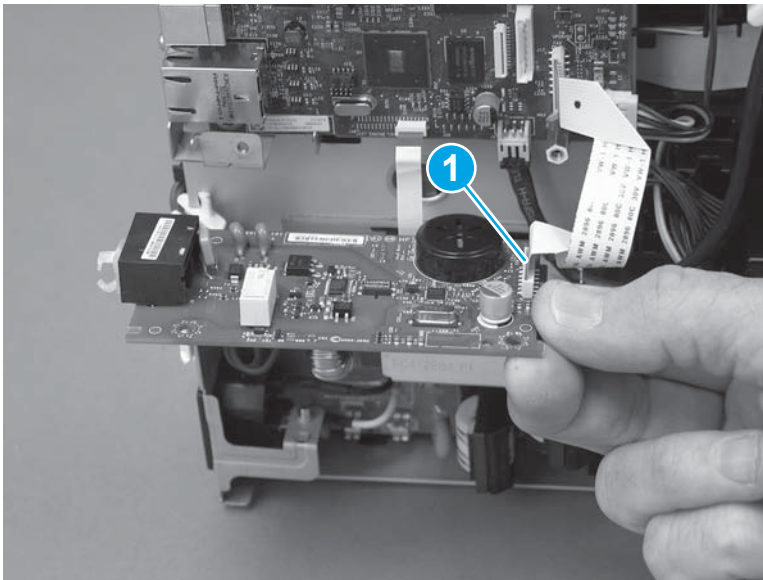
### Step 10: Install the fax PCA



**NOTE:** Fax models only. For all other models, skip this step and go to [Step 11: Install the left cover on page 487](#).

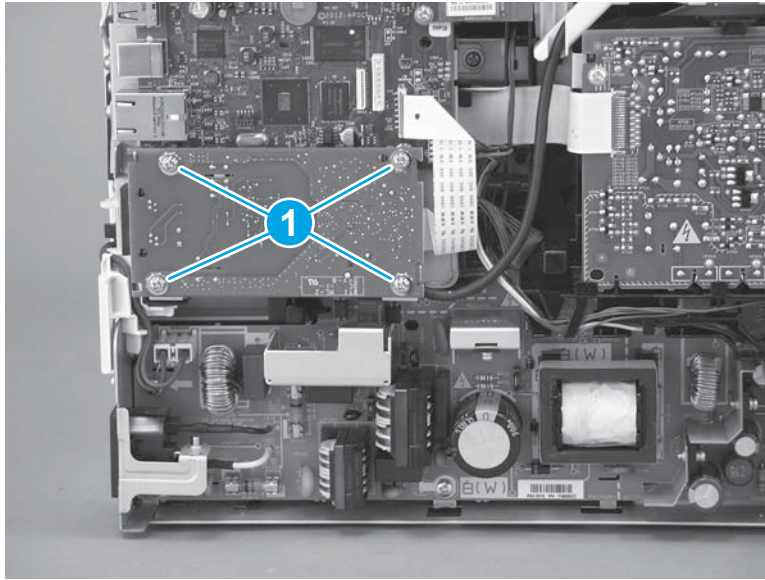
1. Connect one FFC cable (callout 1), and then position the fax PCA on the printer.

**Figure 1-876** Connect one connector and install the PCA



2. Install four screws (callout 1).

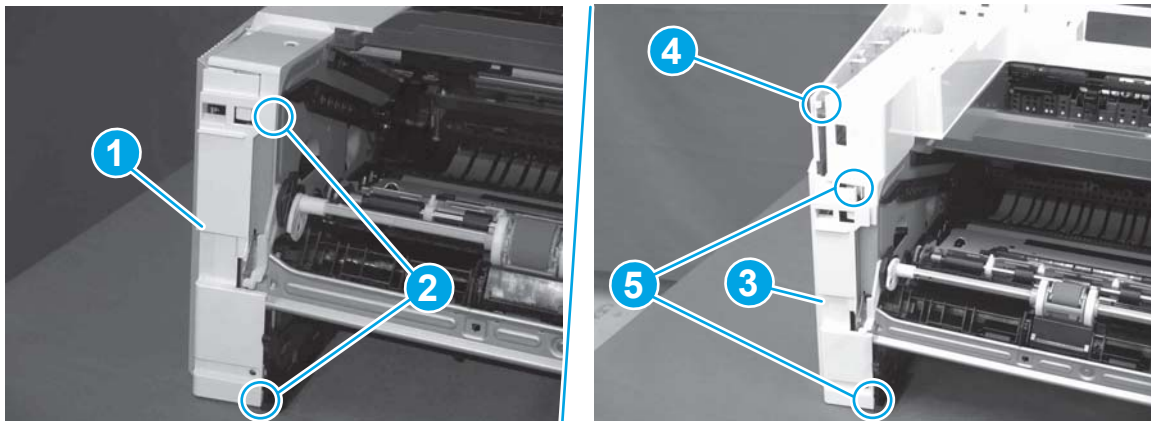
**Figure 1-877** Install four screws



### Step 11: Install the left cover

1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

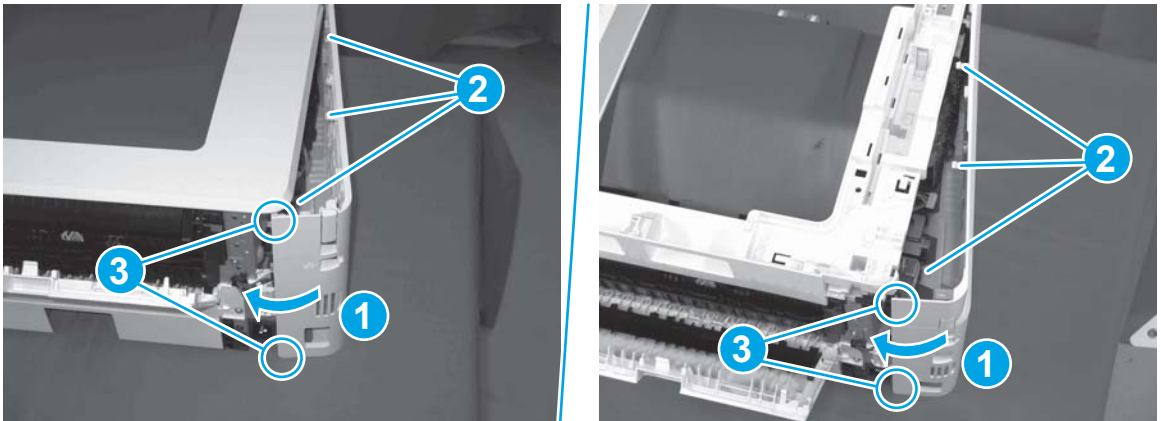
**Figure 1-878** Install the cover





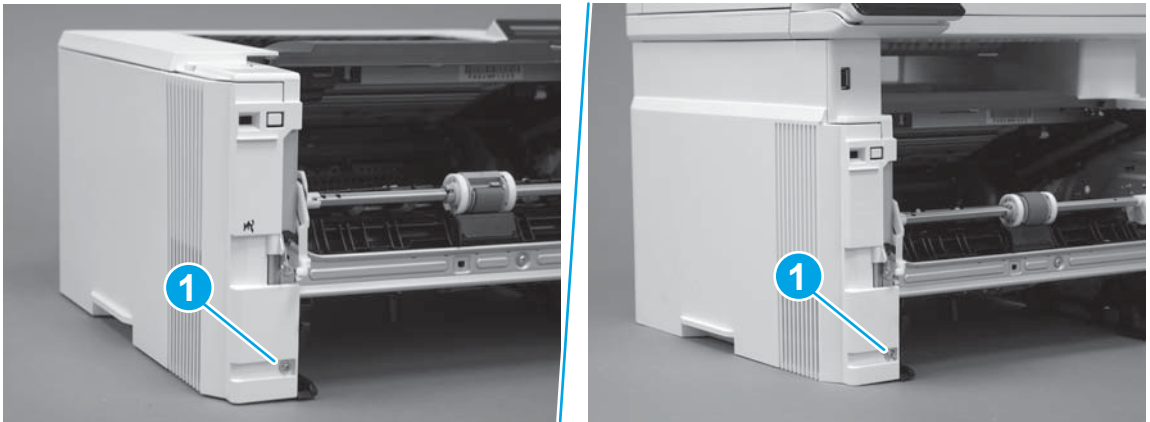
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-879** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-880** Install one screw

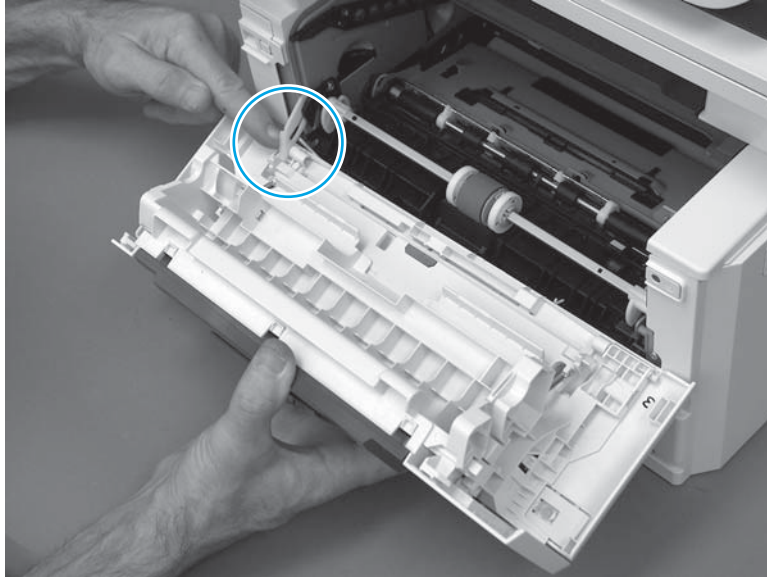


## Step 12: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

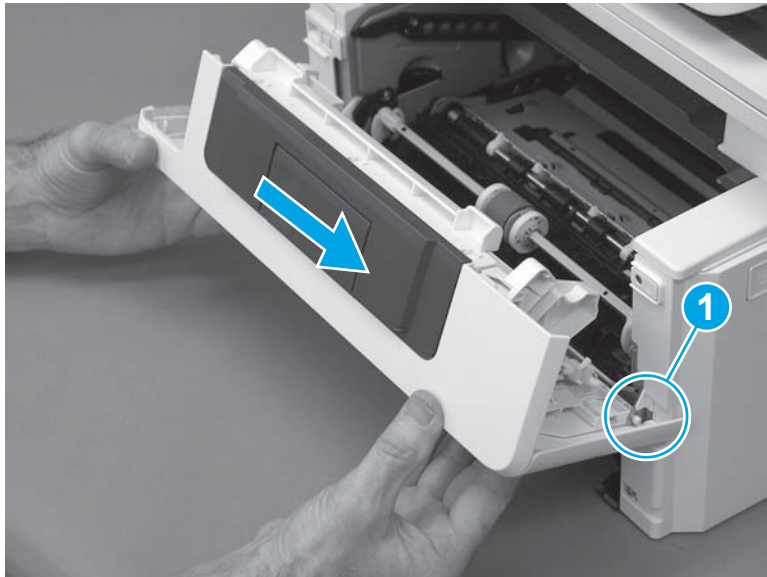
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-881** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

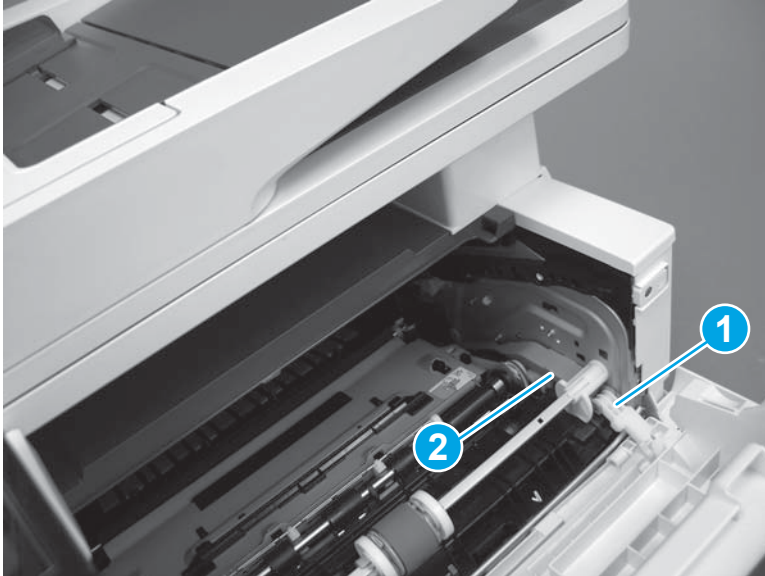
**Figure 1-882** Install the door



3. Install the link (callout 1).

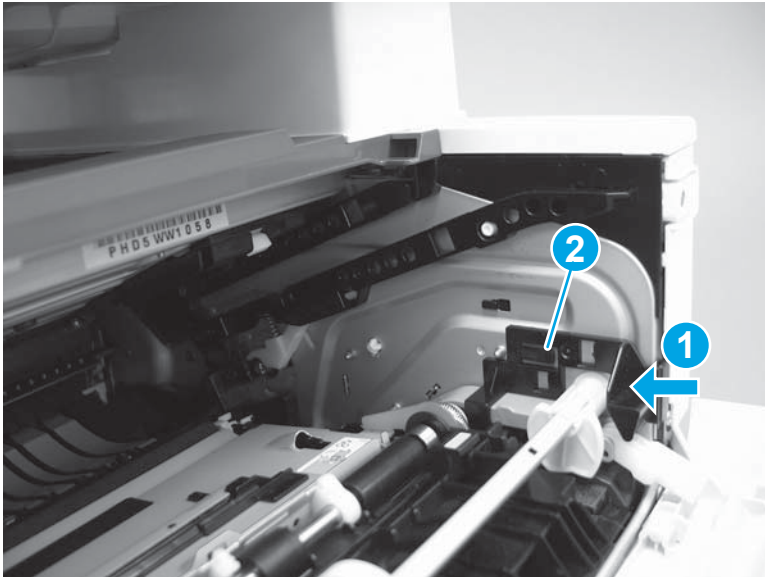
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-883** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

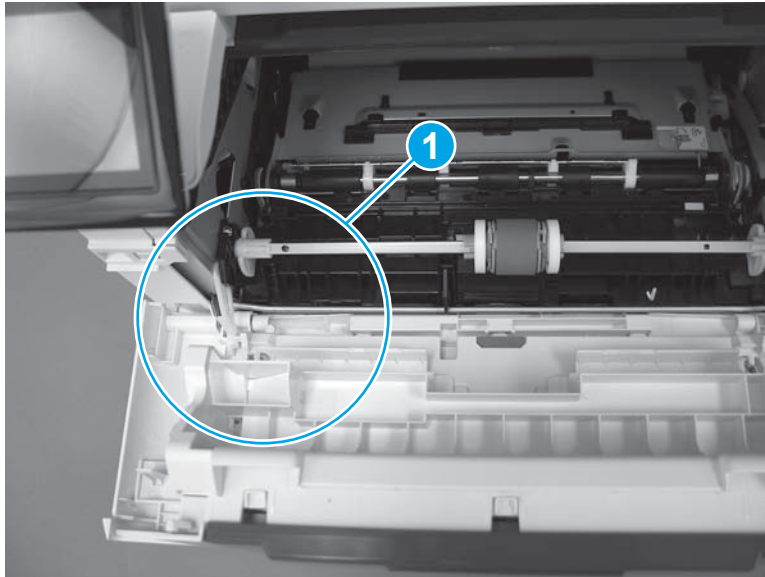
**Figure 1-884** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

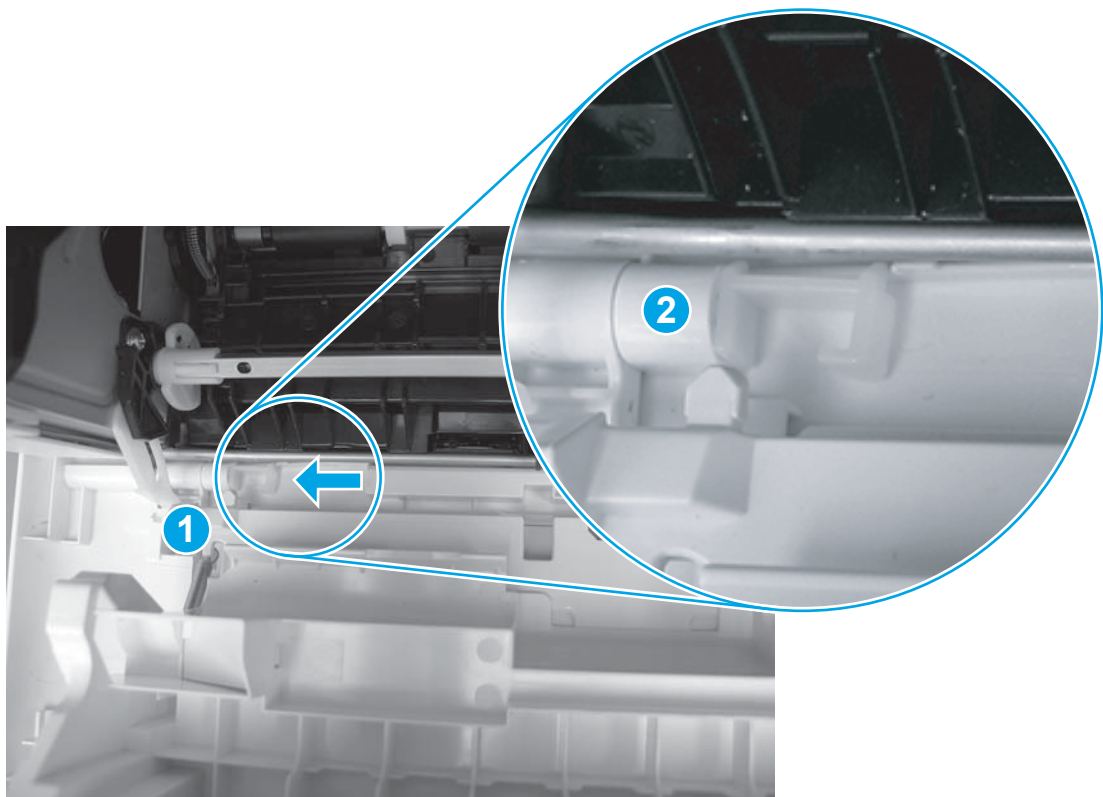
**Figure 1-885** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-886** Install the support shaft



### Step 13: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-887** Install the tray



## Removal and replacement: Fan (FM1)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the fan \(FM1\)](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the fan \(FM1\)](#)
- [Step 7: Install the left cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the fan (FM1).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Fan (FM1) part number	
RK2-8068-000CN	Fan (FM1)

### 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

Listen for the fan to rotate when the printer power is turned on.

## Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-888** Remove the tray



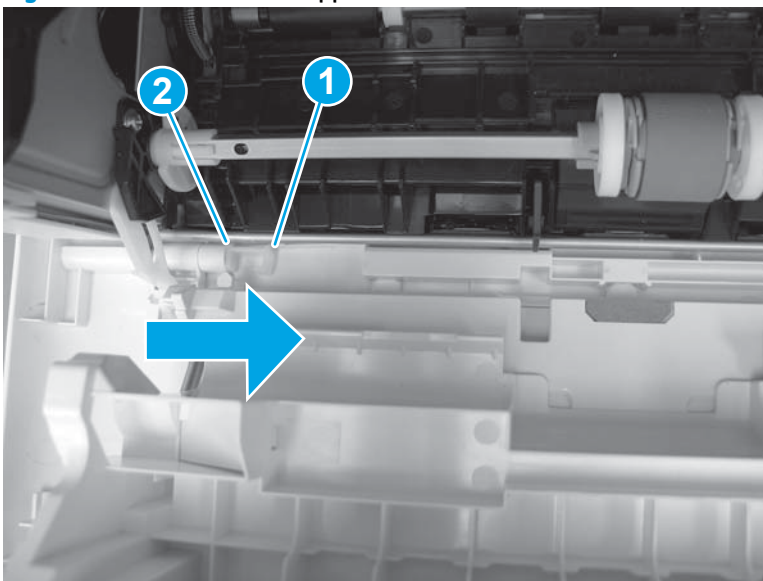
## Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

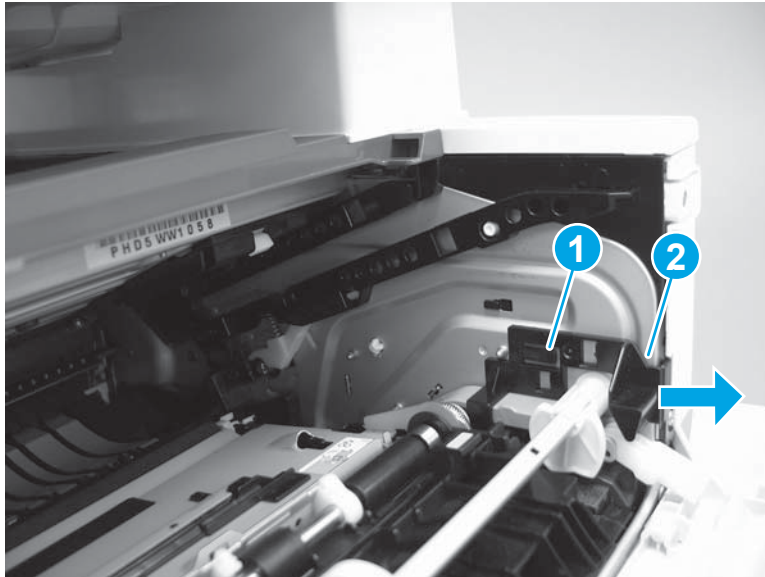
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-889** Release the support shaft



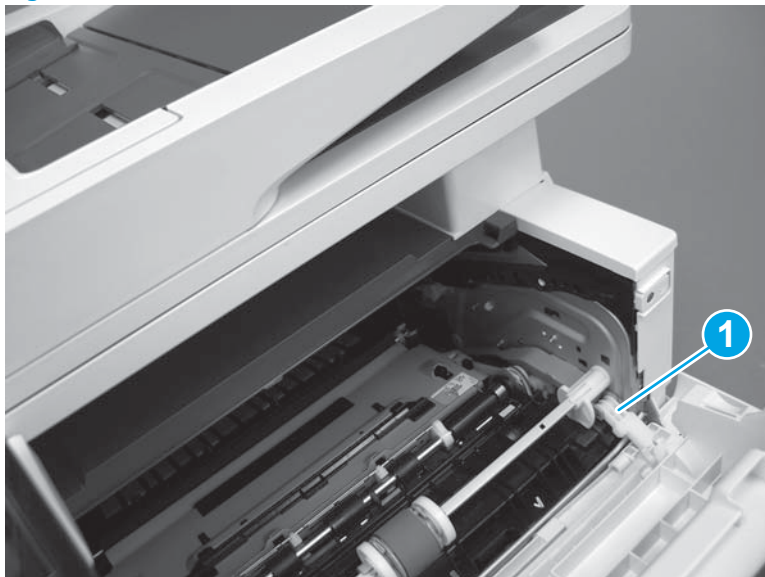
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-890** Remove the guide



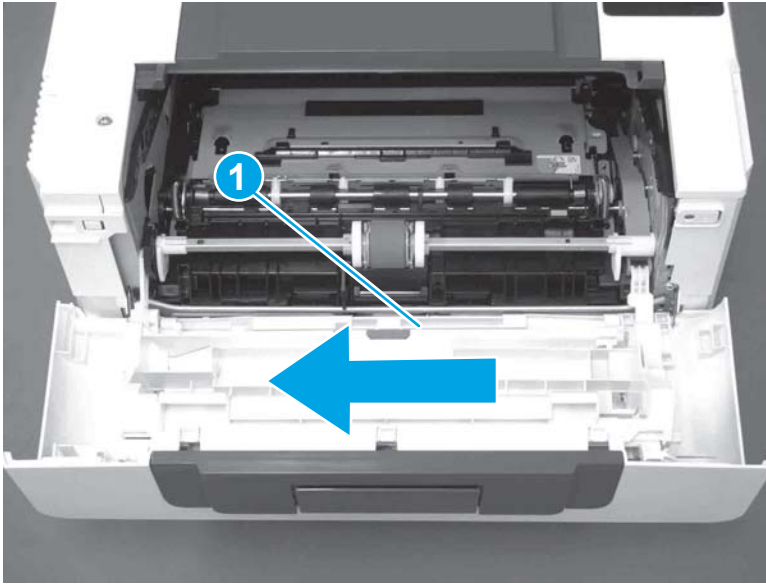
3. Remove the link arm (callout 1).

**Figure 1-891** Remove the link arm



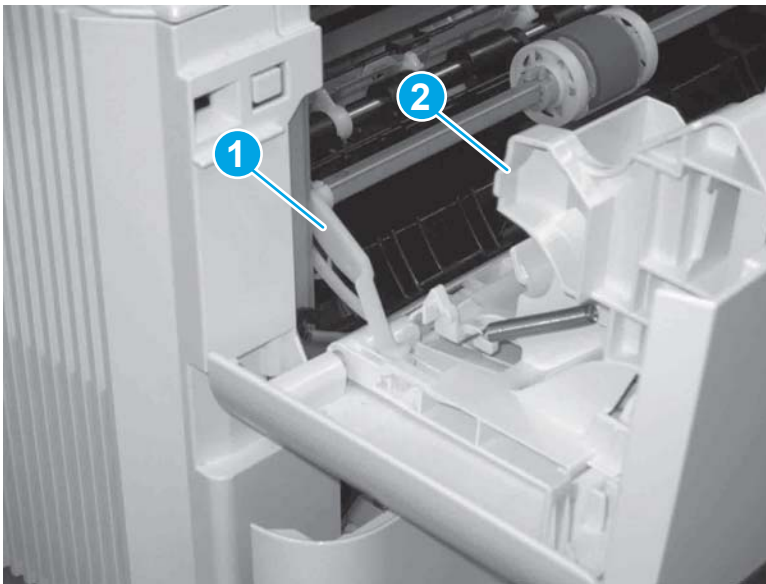
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-892** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

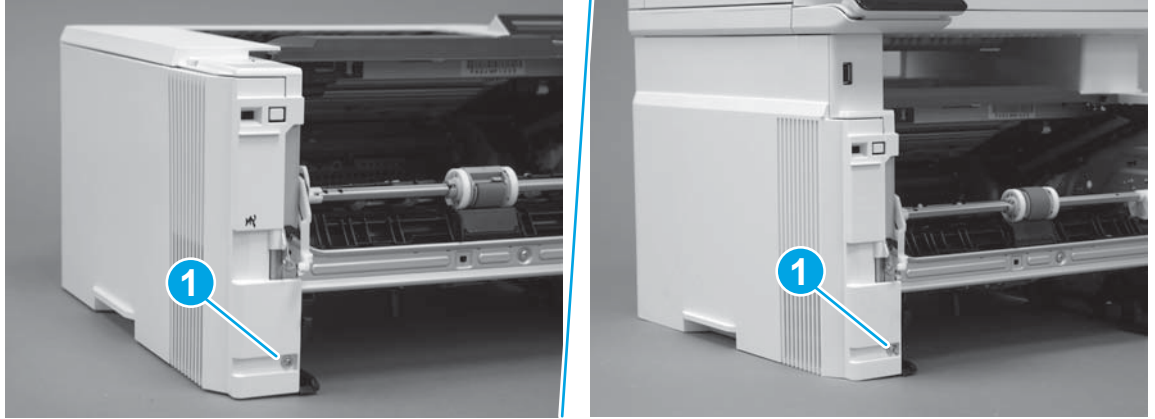
**Figure 1-893** Release the left-side retainer arm



### Step 3: Remove the left cover

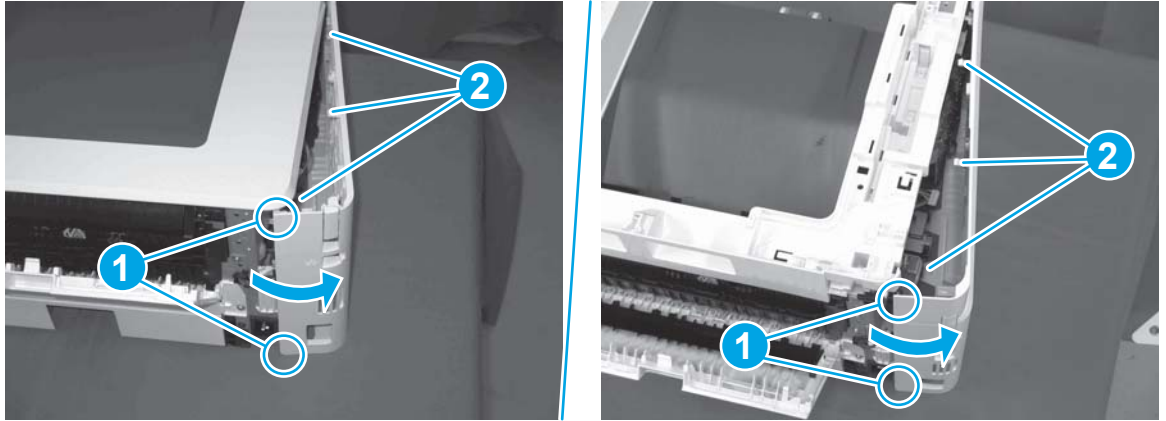
1. Remove one screw (callout 1).

**Figure 1-894** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-895** Release two bosses and three tabs



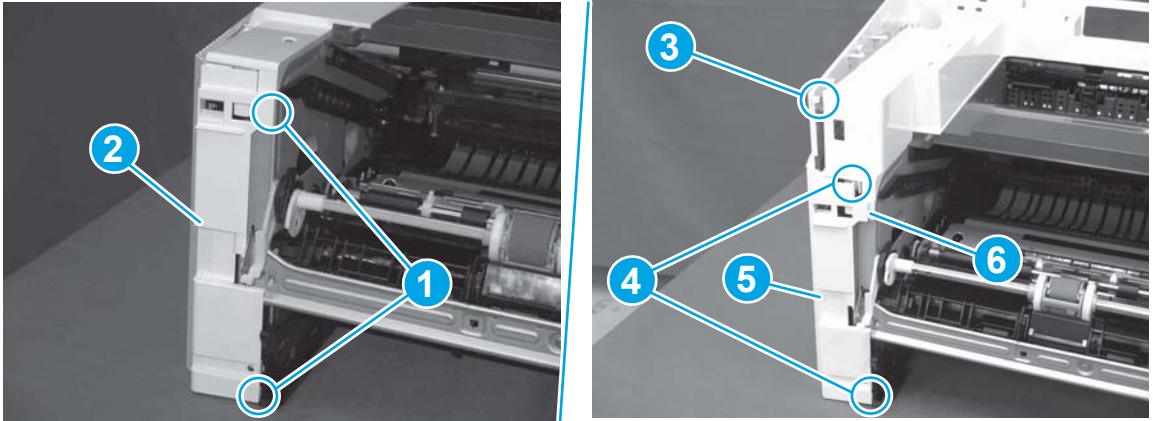
3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.



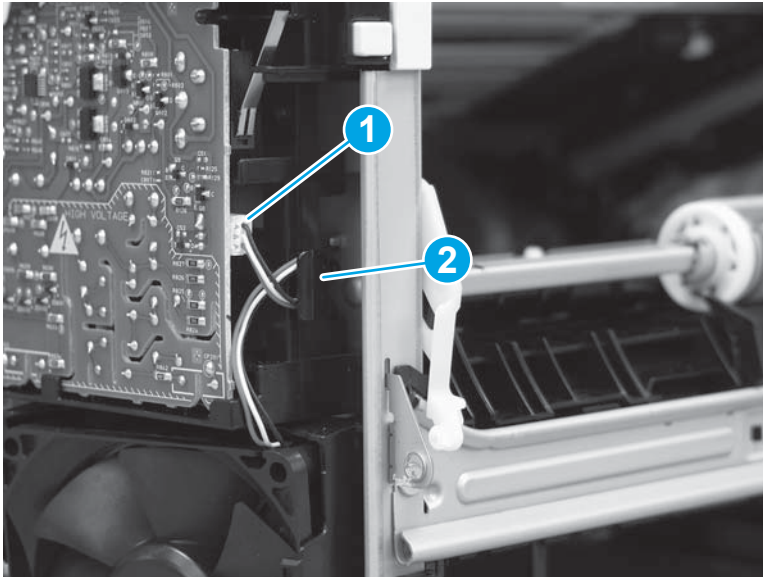
**Figure 1-896** Remove the cover



**Step 4: Remove the fan (FM1)**

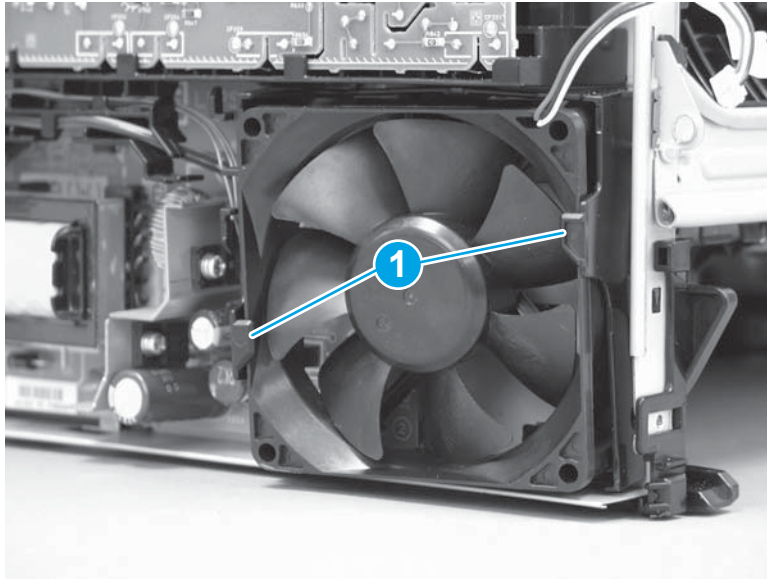
1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).

**Figure 1-897** Disconnect one connector



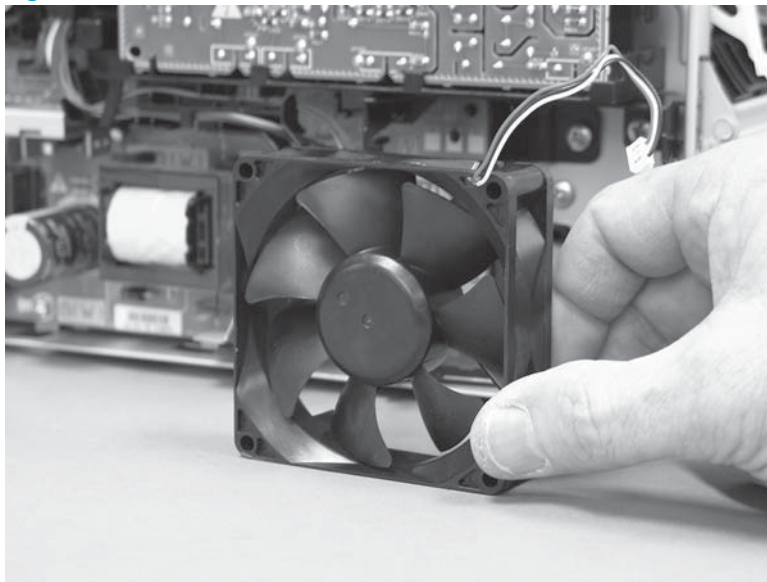
2. Release two tabs (callout 1).

**Figure 1-898** Release two tabs



3. Remove the fan.

**Figure 1-899** Remove the fan



### Step 5: Unpack the replacement assembly

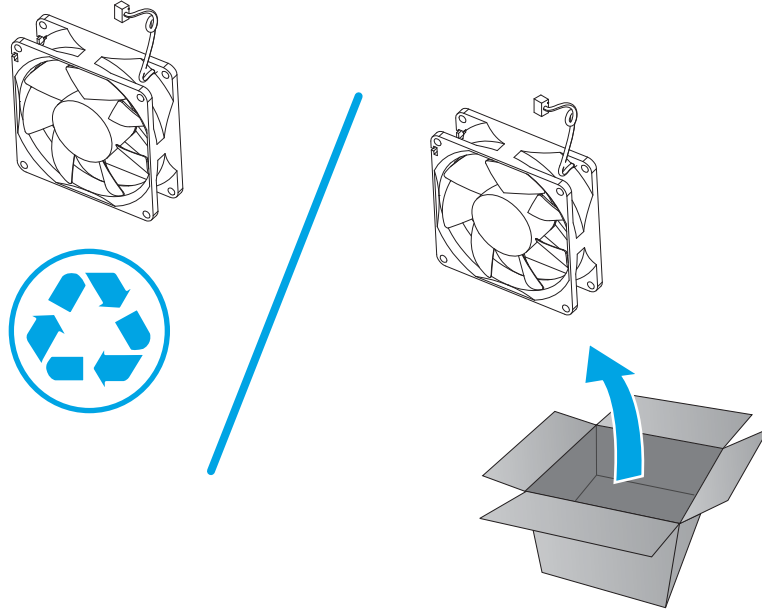
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

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 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-900** Recycle and unpack

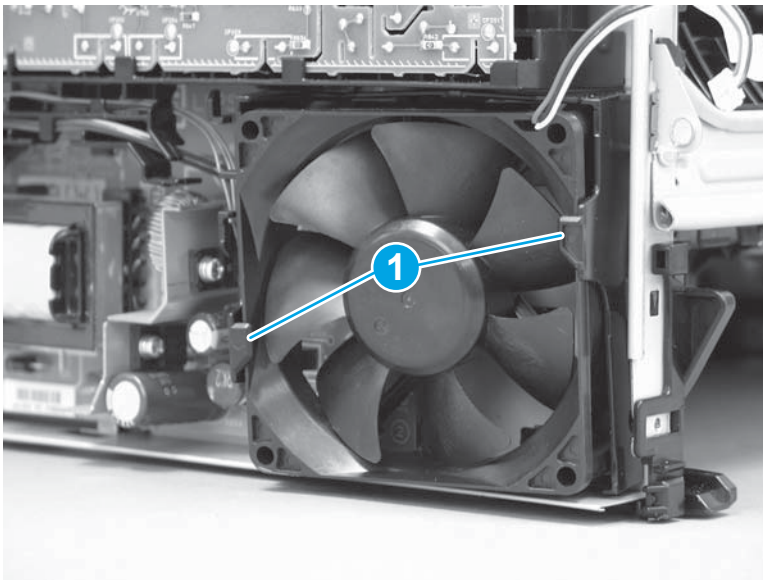


**Step 6: Install the fan (FM1)**

1. Position the fan in the holder. Make sure that the two tabs (callout 1) snap into place on the fan.

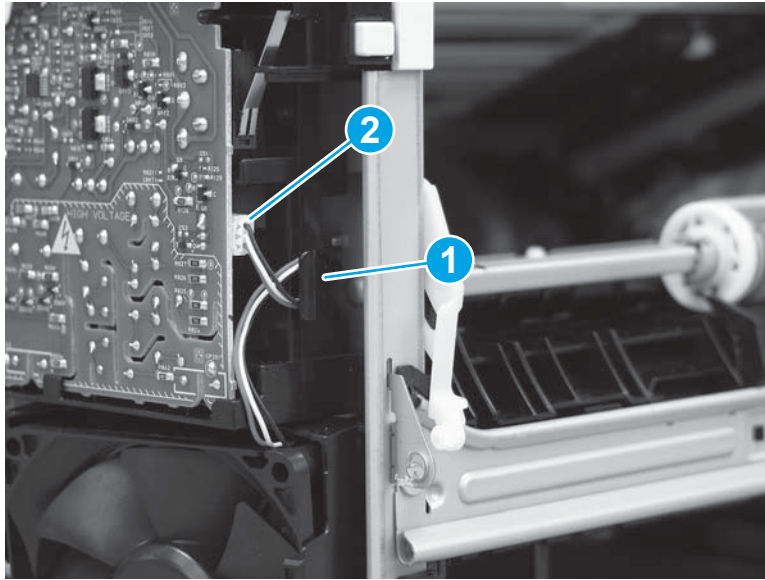
**⚠ CAUTION:** The fan must be correctly installed so that air is drawn into the printer. Make sure that the two arrows embossed on the right-side of the fan body—which indicate air flow direction—face upward and into the printer.

**Figure 1-901** Install the fan



2. Install the wire harness on the retainer (callout 2), and then connect one connector (callout 2).

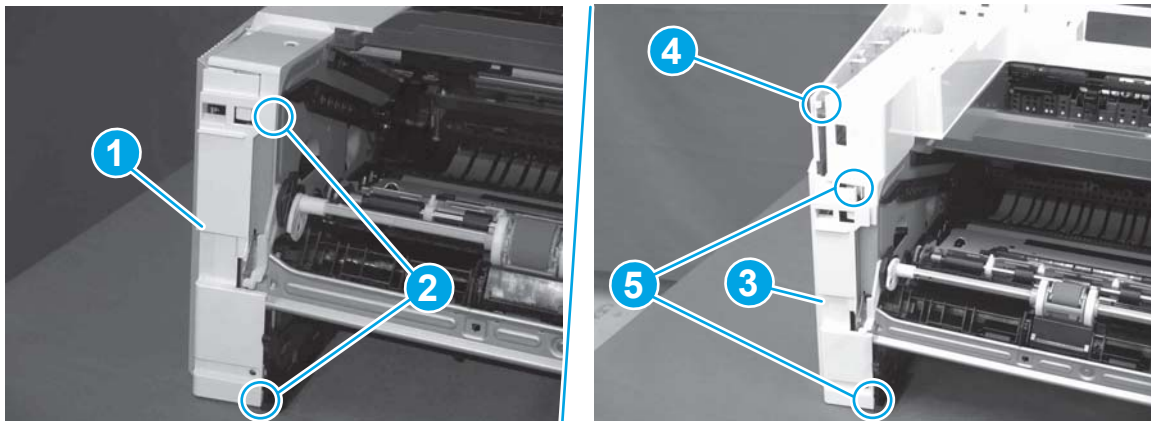
**Figure 1-902** Connect one connector



### Step 7: Install the left cover

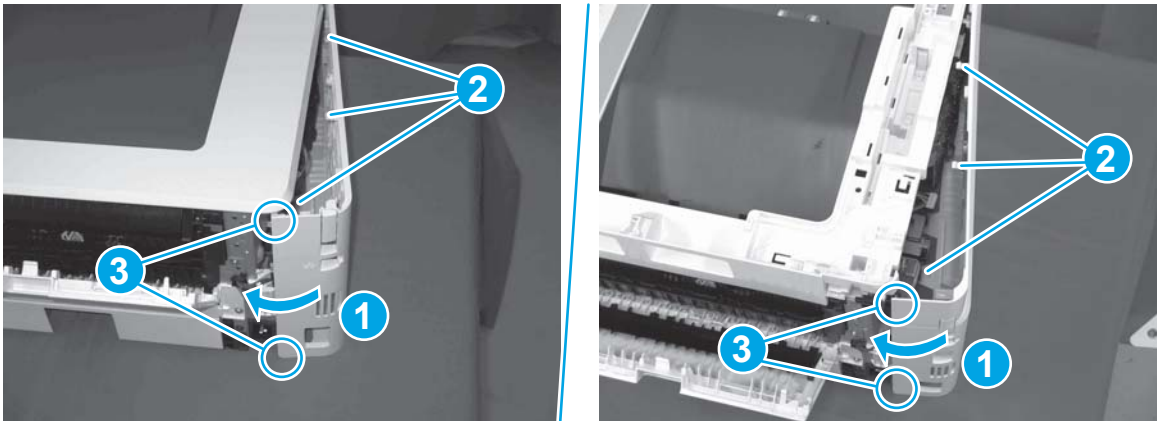
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-903** Install the cover



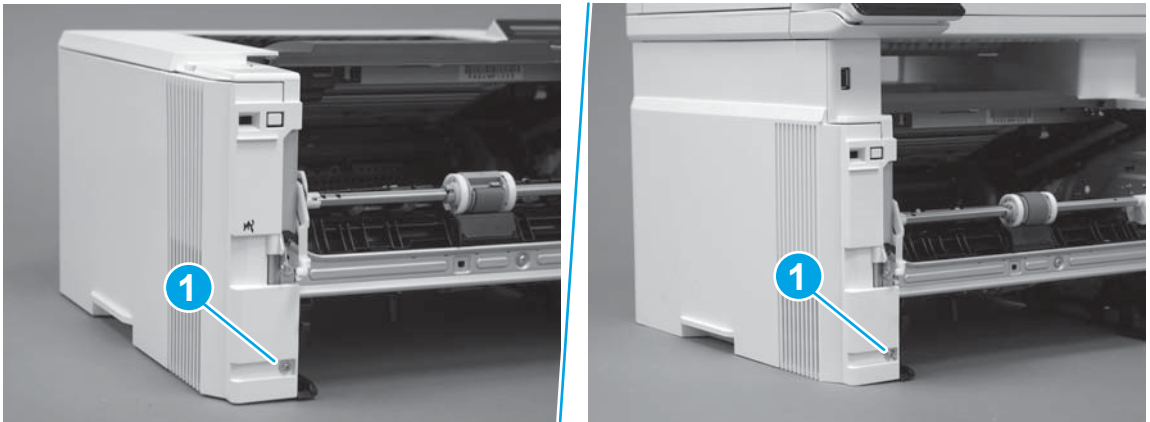
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-904** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-905** Install one screw



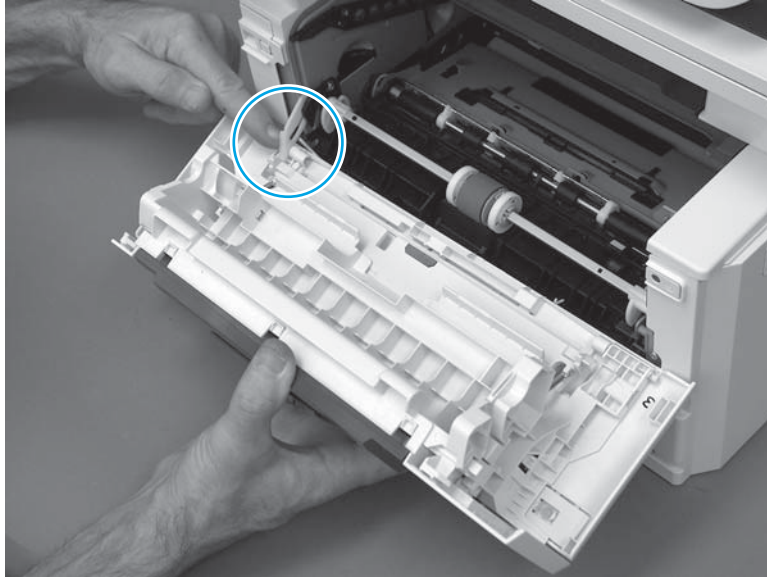
### Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

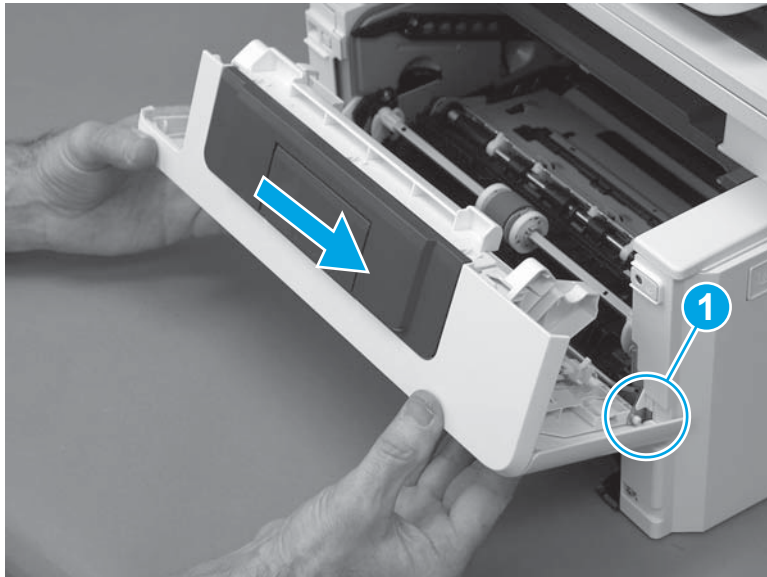


**Figure 1-906** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

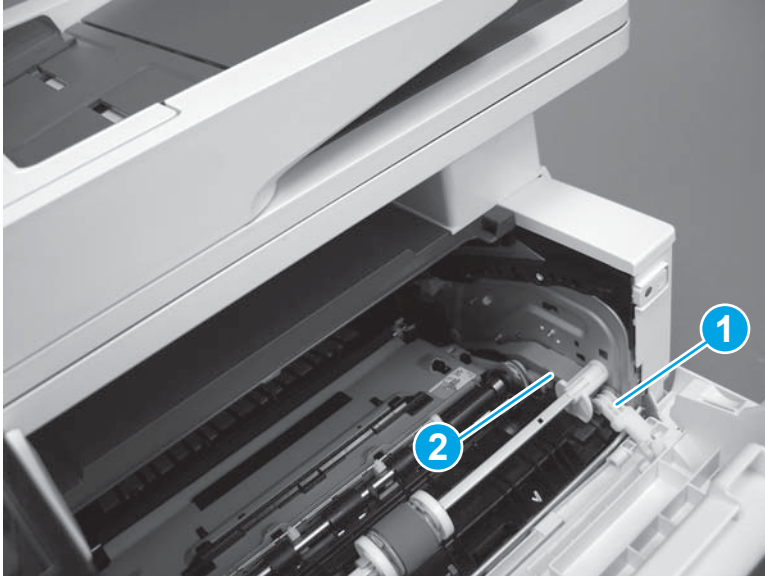
**Figure 1-907** Install the door



3. Install the link (callout 1).

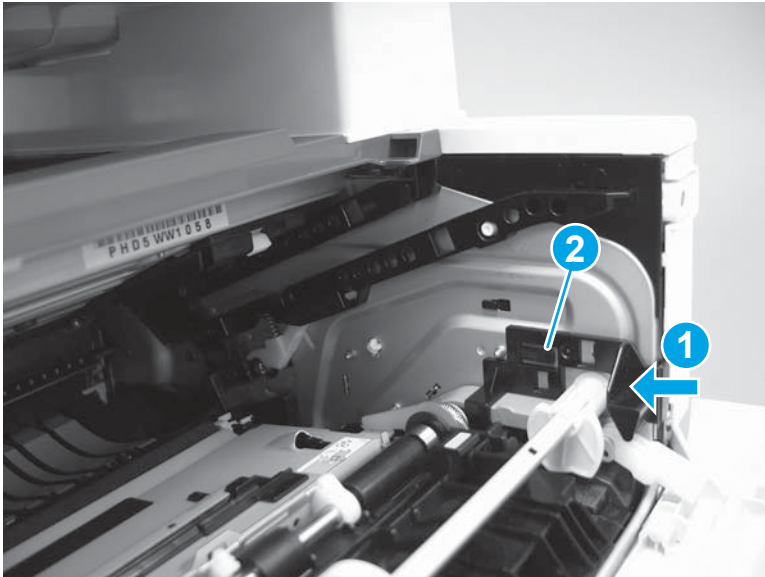
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-908** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

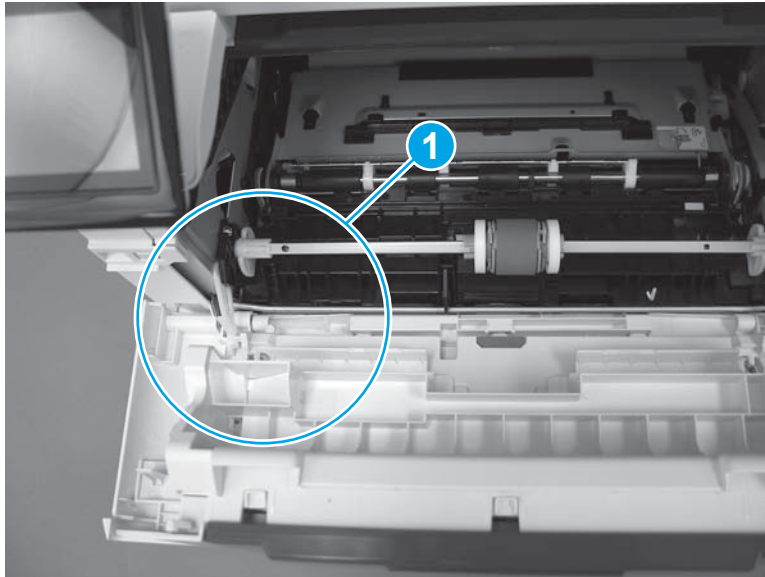
**Figure 1-909** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

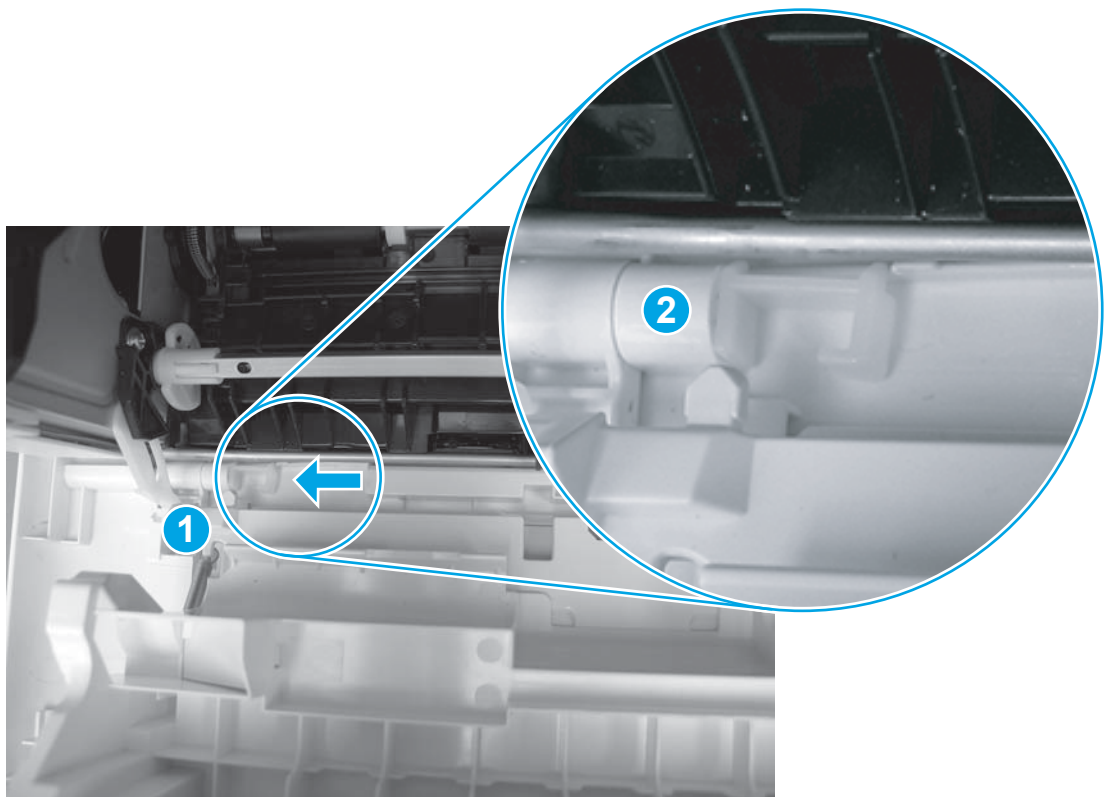
**Figure 1-910** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-911** Install the support shaft



### Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-912** Install the tray



## Removal and replacement: Fan holder (FM1)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the fan \(FM1\)](#)
- [Step 5: Remove the fan holder \(FM1\)](#)
- [Step 6: Unpack the replacement assembly](#)
- [Step 7: Install the fan holder \(FM1\)](#)
- [Step 8: Install the fan \(FM1\)](#)
- [Step 9: Install the left cover](#)
- [Step 10: Install the cartridge door assembly](#)
- [Step 11: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the fan holder (FM1).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Fan holder (FM1) part number	
RC4-2891-000CN	Fan holder (FM1)

### 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

Listen for the fan to rotate when the printer power is turned on.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-913** Remove the tray



### Step 2: Remove the cartridge door assembly



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**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

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1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

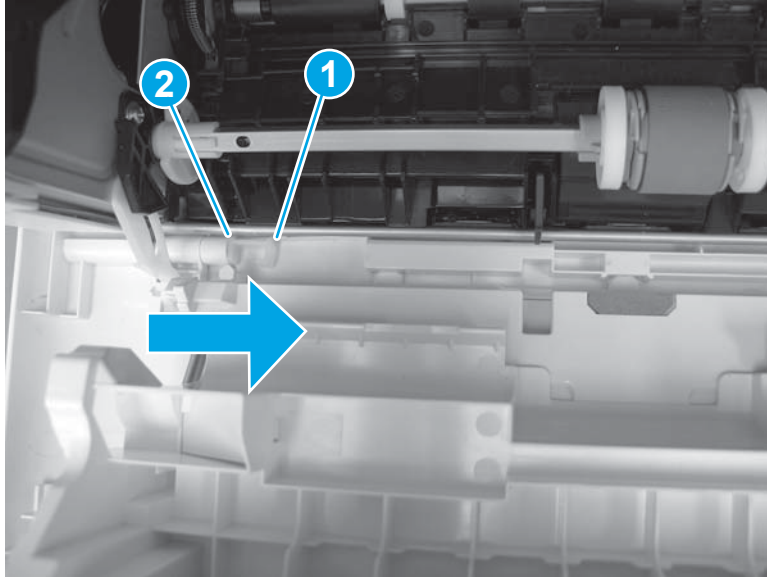


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**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

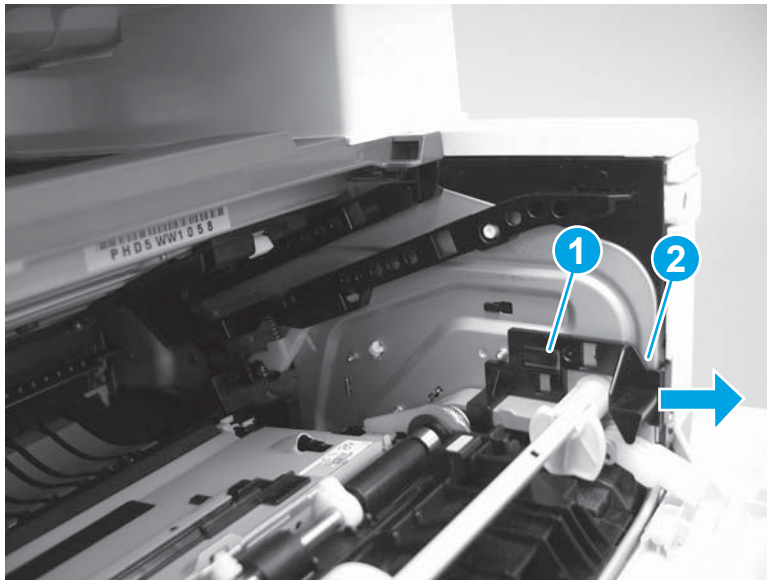
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**Figure 1-914** Release the support shaft



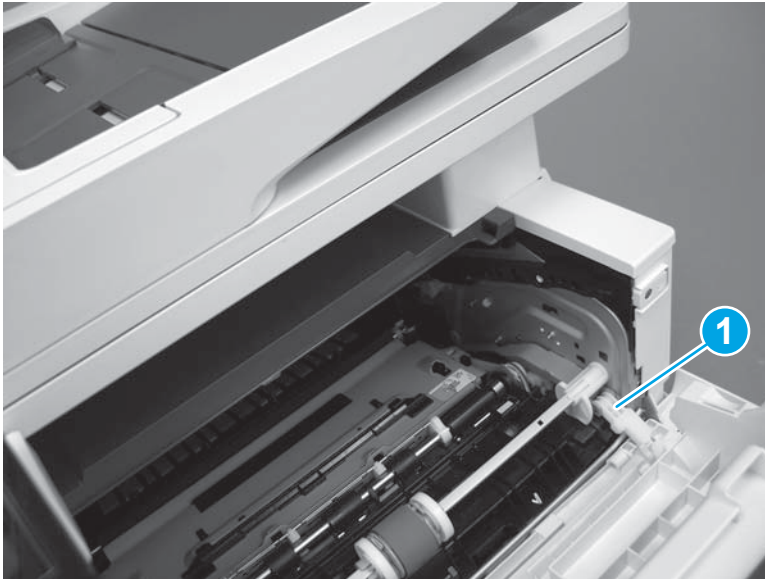
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-915** Remove the guide



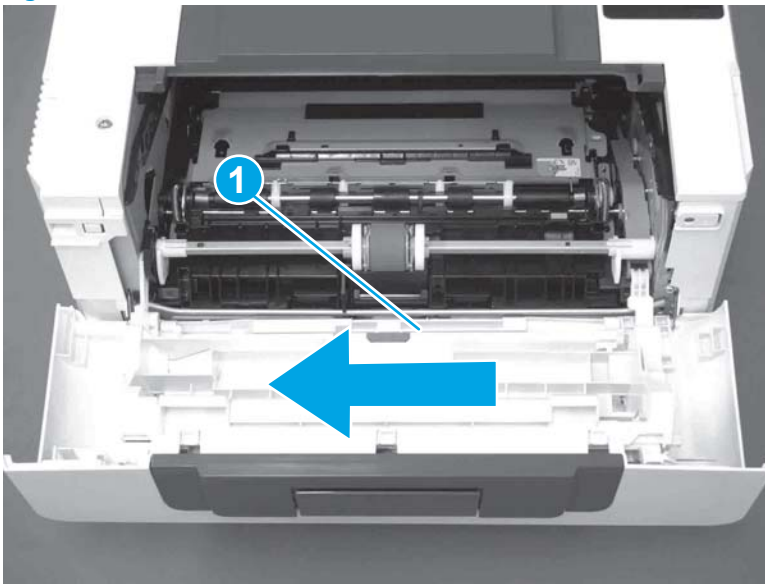
3. Remove the link arm (callout 1).

**Figure 1-916** Remove the link arm



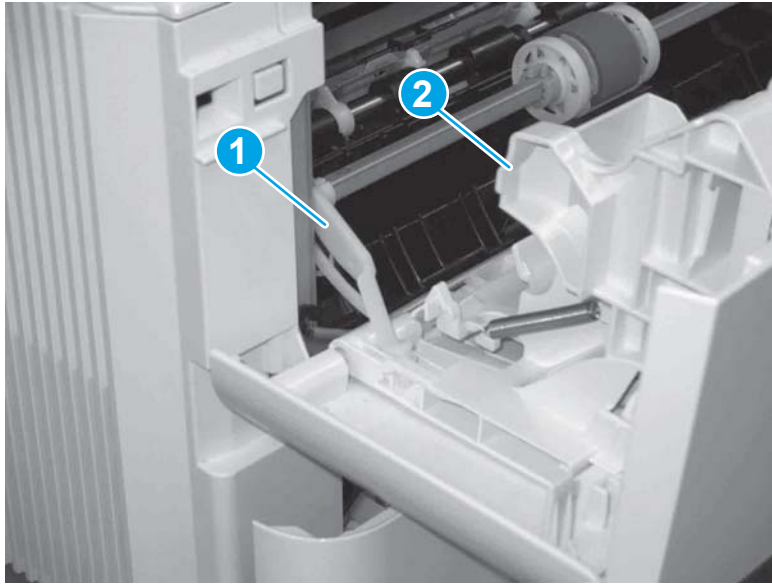
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-917** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

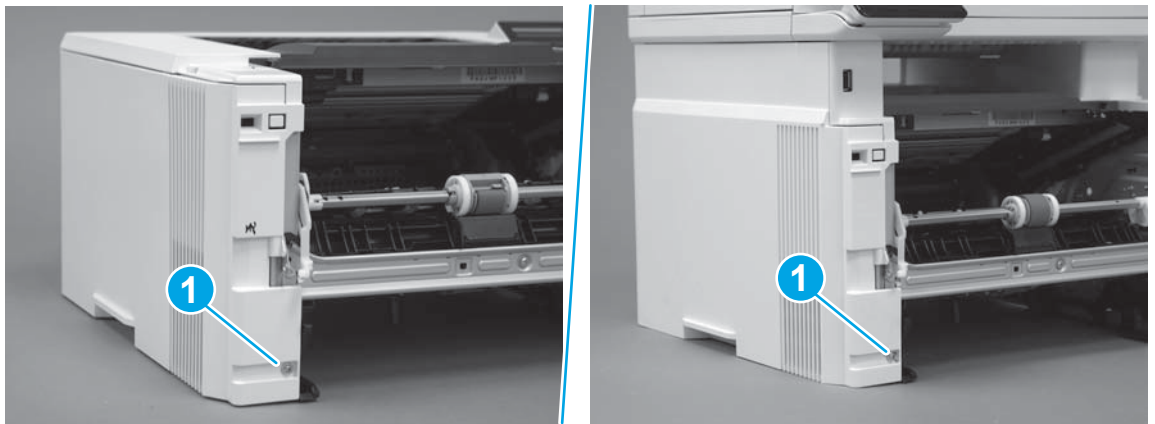
**Figure 1-918** Release the left-side retainer arm



### Step 3: Remove the left cover

1. Remove one screw (callout 1).

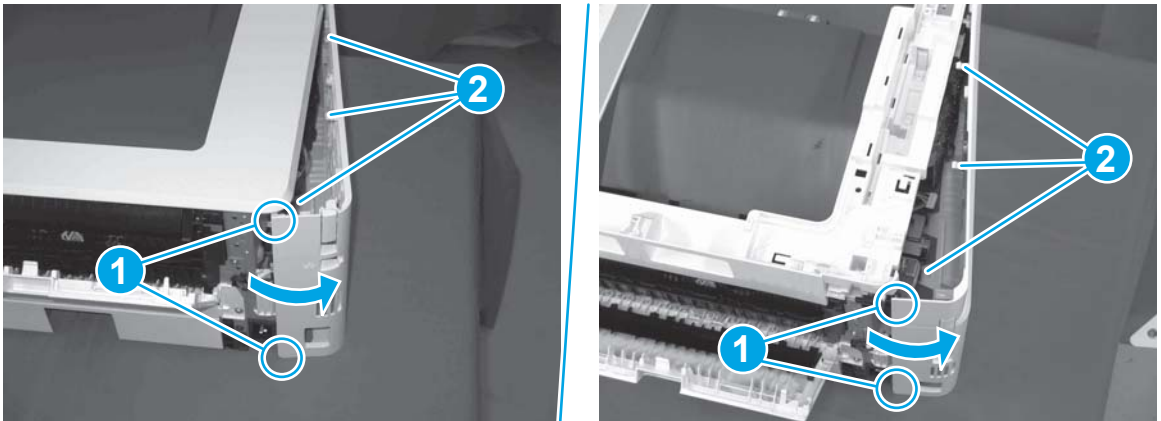
**Figure 1-919** Remove one screw





2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

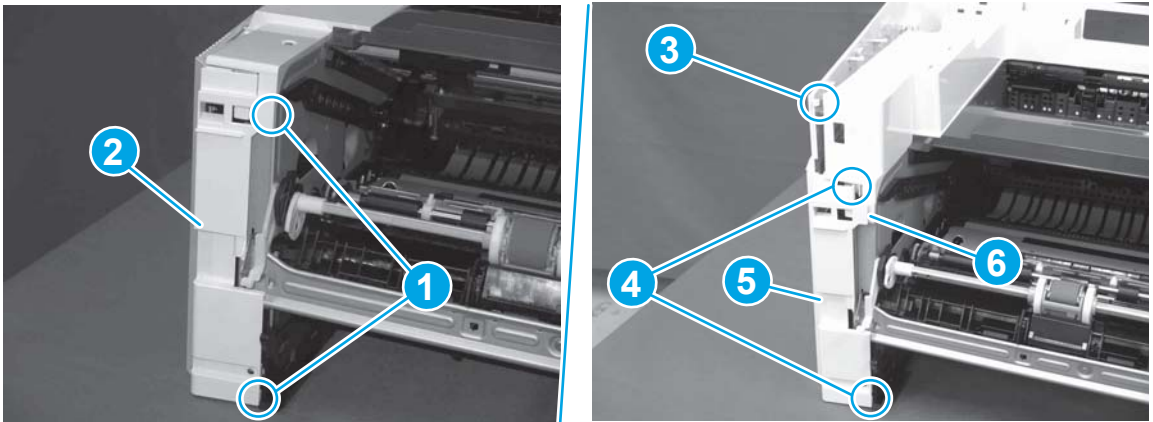
**Figure 1-920** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

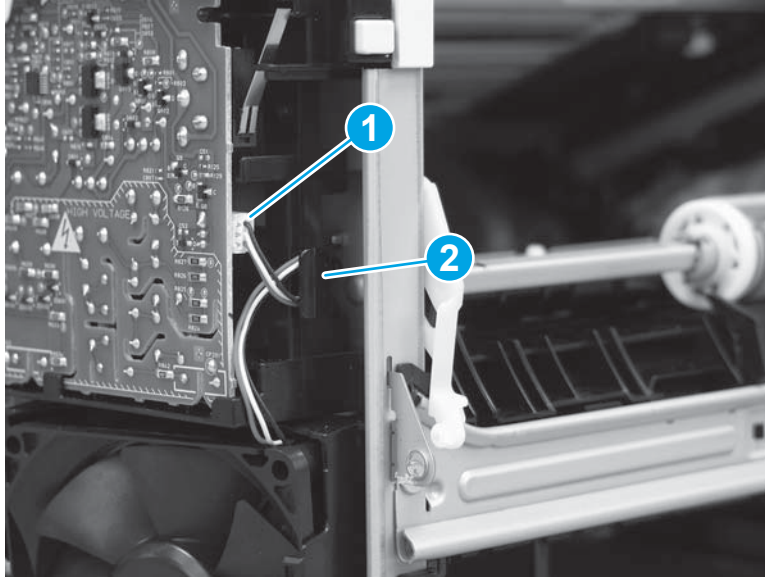
**Figure 1-921** Remove the cover



#### Step 4: Remove the fan (FM1)

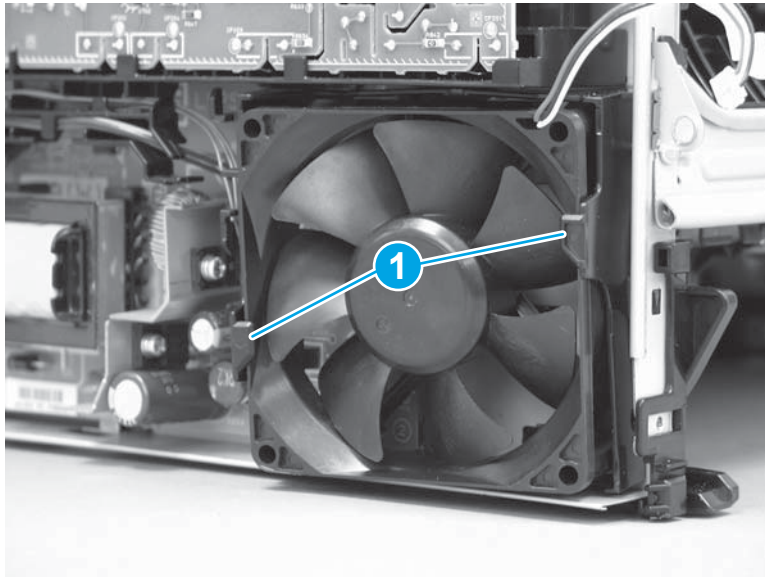
1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).

**Figure 1-922** Disconnect one connector



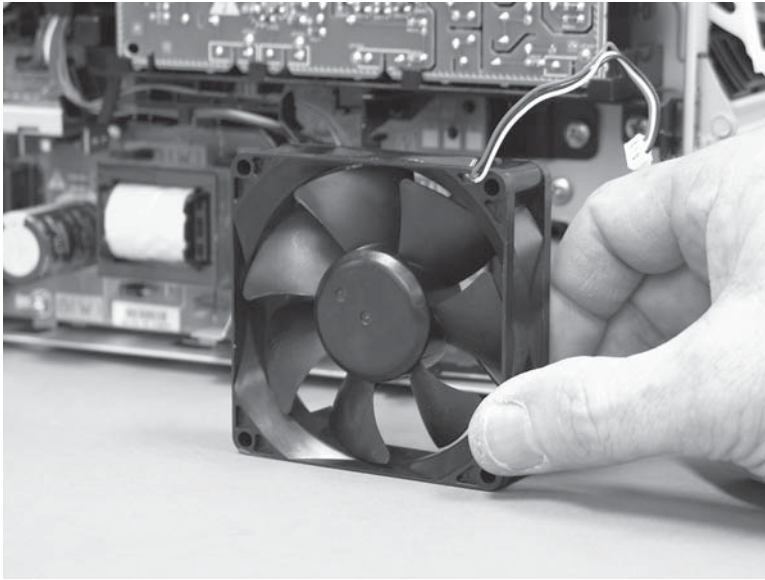
2. Release two tabs (callout 1).

**Figure 1-923** Release two tabs



3. Remove the fan.

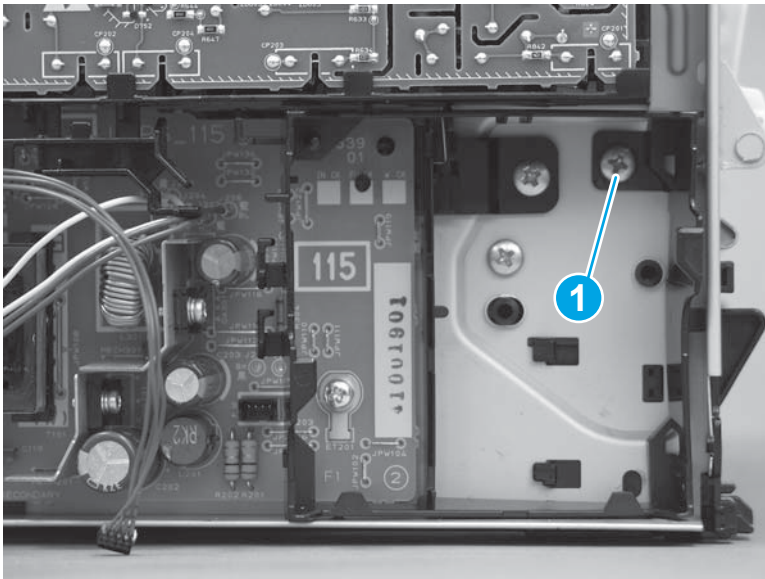
**Figure 1-924** Remove the fan




#### Step 5: Remove the fan holder (FM1)

1. Remove one screw (callout 1).

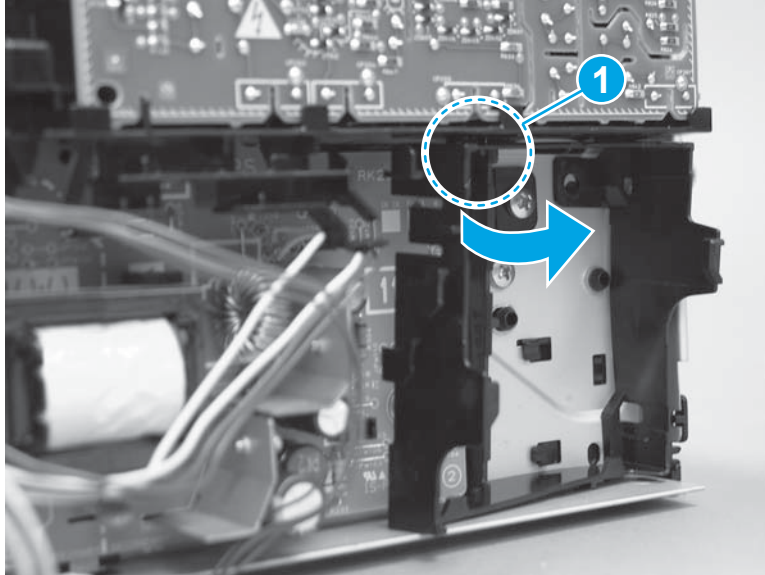
**Figure 1-925** Remove one screw



2. Release one tab at the top-left side of the fan holder (callout 1), and then rotate the top-left side corner of the holder away from the printer.

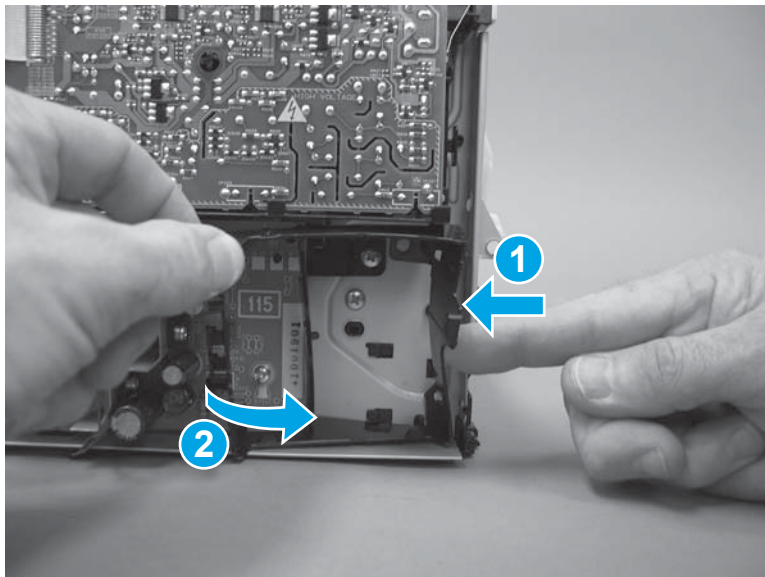
 **Reinstallation tip:** Use a flat-blade screwdriver to slightly flex the top of the holder down to make it easier to disengage this tab.

**Figure 1-926** Release one tab



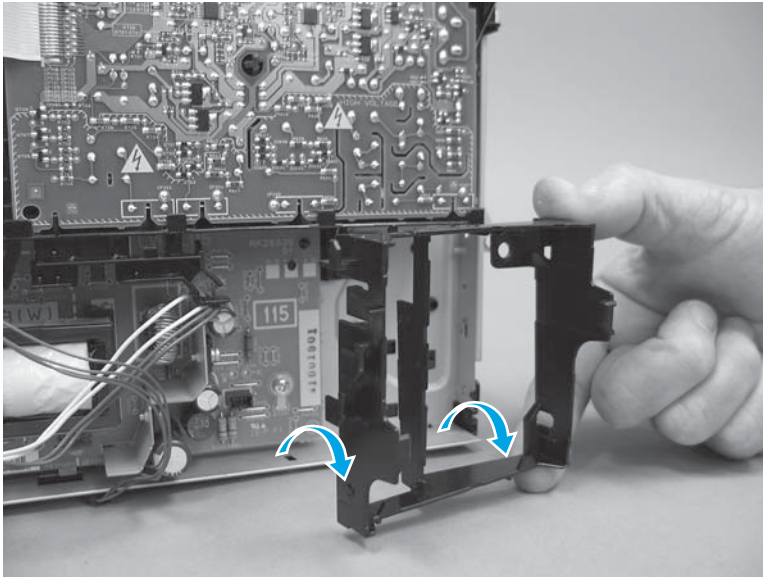
3. Slightly flex the right side of the holder to release one tab (callout 1), and then rotate the top of the holder away from the printer (callout 2).

**Figure 1-927** Release one tab



4. Lift the holder up to release two alignment tabs on the bottom of the holder, and then remove the holder.

**Figure 1-928** Remove the holder



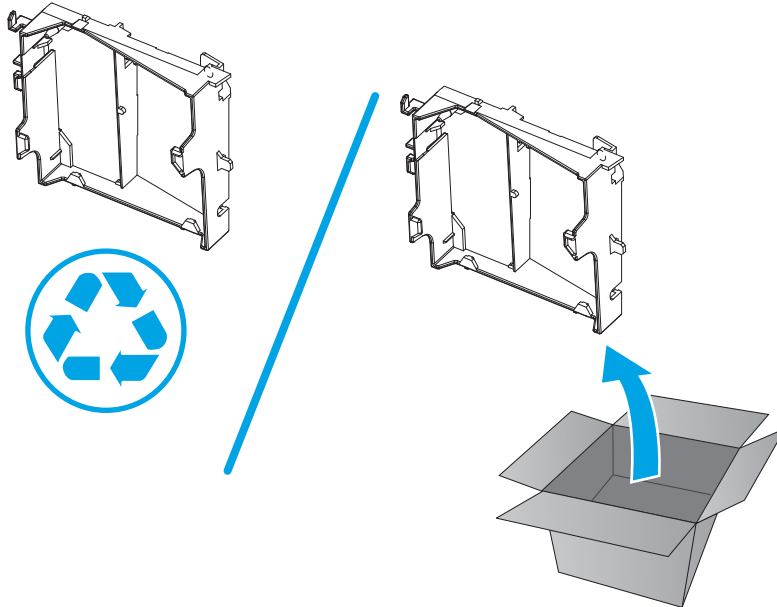
### Step 6: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-929** Recycle and unpack

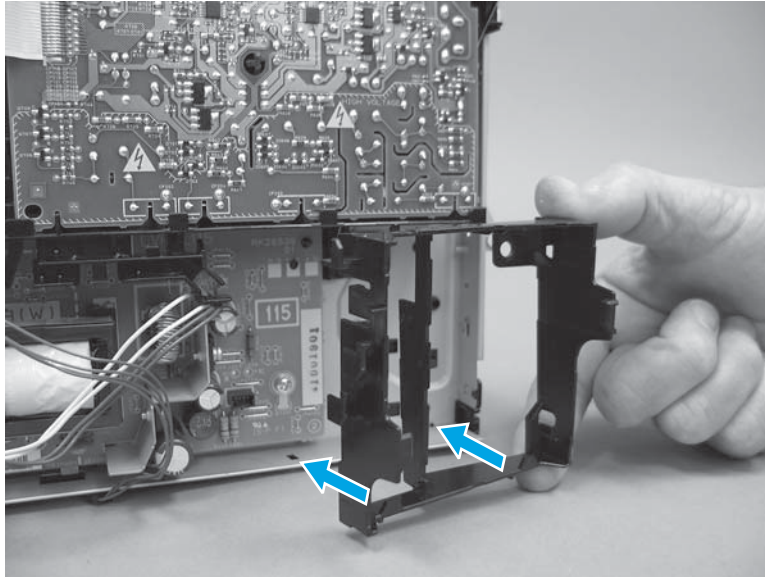




### Step 7: Install the fan holder (FM1)

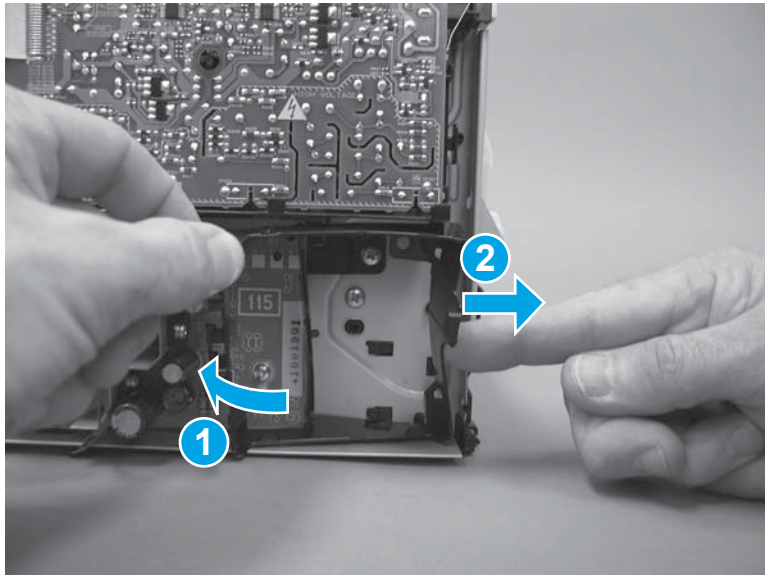
1. Position the bottom edge of the holder on the chassis—engage the two alignment tabs on the bottom of the holder with the slots in the chassis.

**Figure 1-930** Install the holder




2. Rotate the top of the holder toward the printer (callout 1), and then engage one tab on the right side of the holder (callout 2).

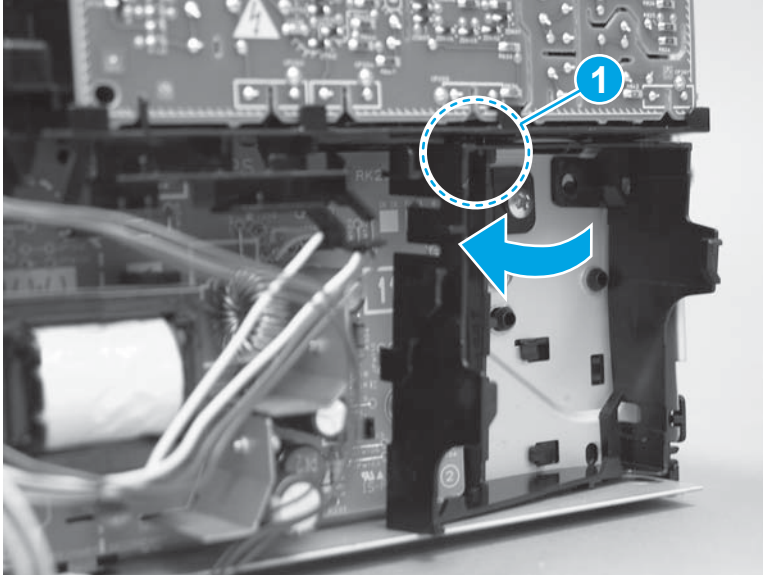
**Figure 1-931** Engage one tab



3. Rotate the top-left side corner of the holder toward the printer, and then engage one tab on the holder (callout 1).

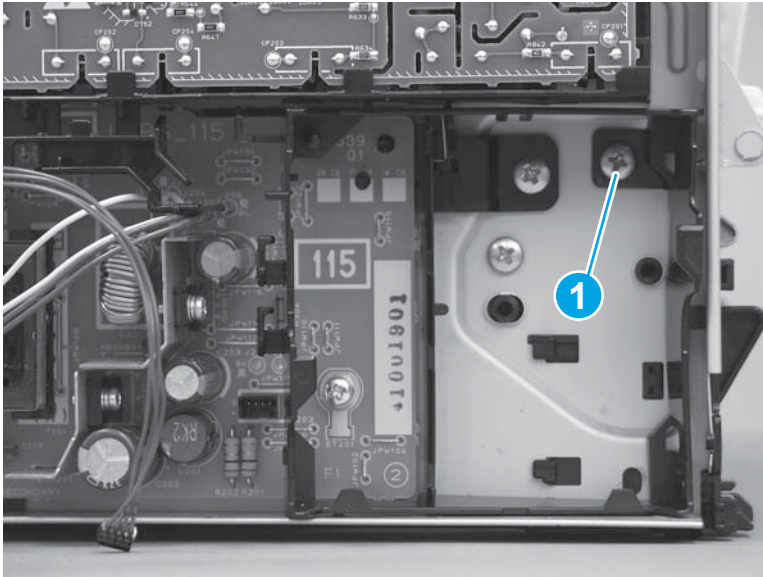
 **Reinstallation tip:** Use a flat-blade screwdriver to slightly flex the top of the holder down to make it easier to engage this tab.

**Figure 1-932** Engage one tab




4. Install one screw (callout 1).

**Figure 1-933** Install one screw



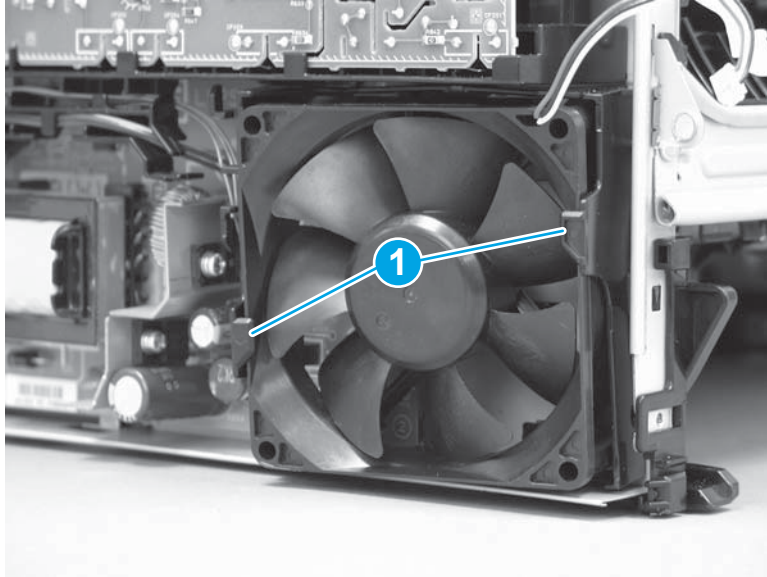
### Step 8: Install the fan (FM1)

1. Position the fan in the holder. Make sure that the two tabs (callout 1) snap into place on the fan.

 **CAUTION:** The fan must be correctly installed so that air is drawn into the printer. Make sure that the two arrows embossed on the right-side of the fan body—which indicate air flow direction—face upward and into the printer.

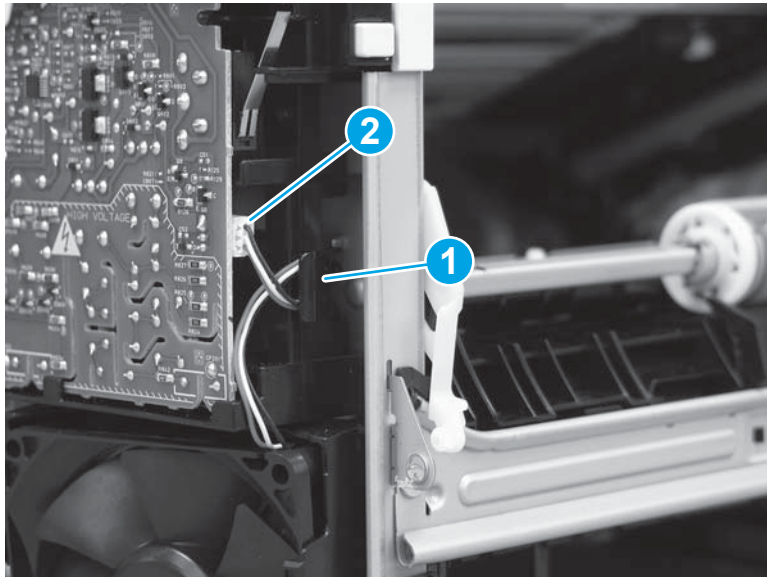


**Figure 1-934** Install the fan



2. Install the wire harness on the retainer (callout 2), and then connect one connector (callout 2).

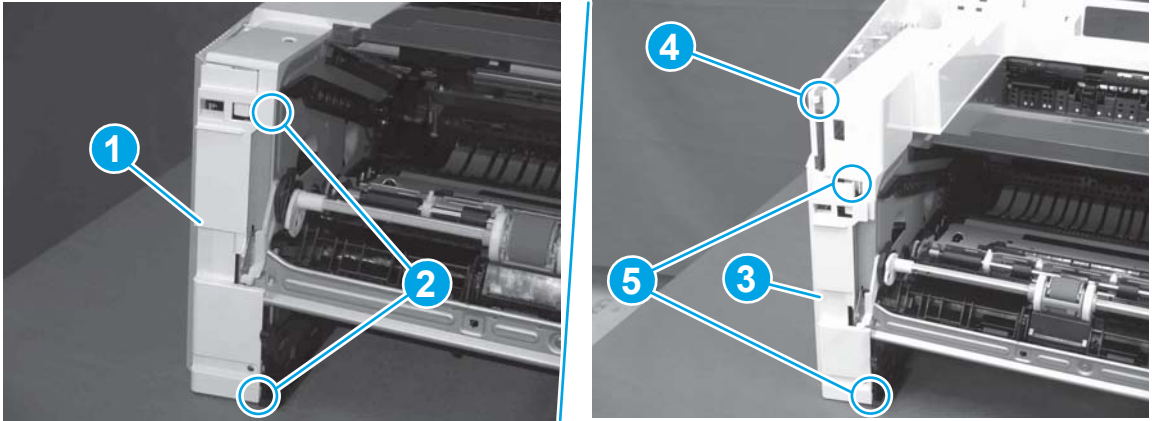
**Figure 1-935** Connect one connector



### Step 9: Install the left cover

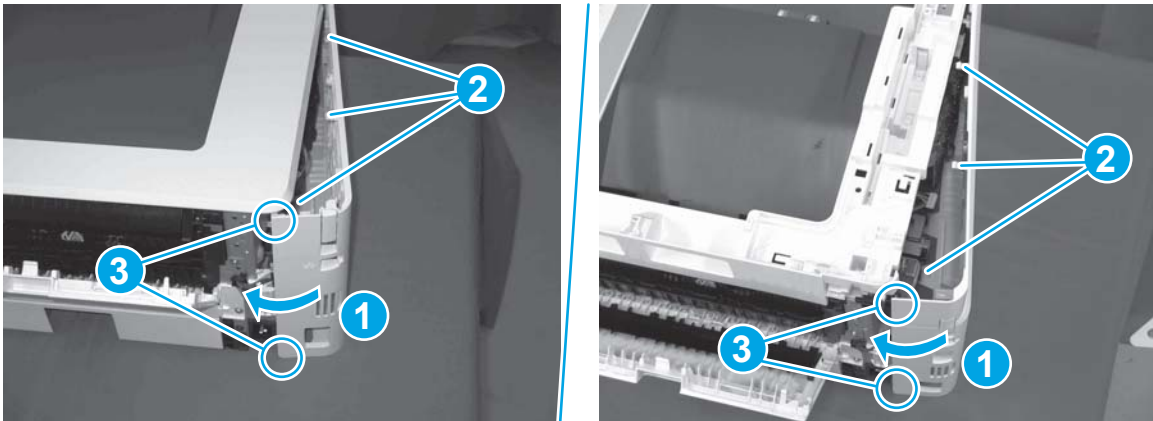
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-936** Install the cover



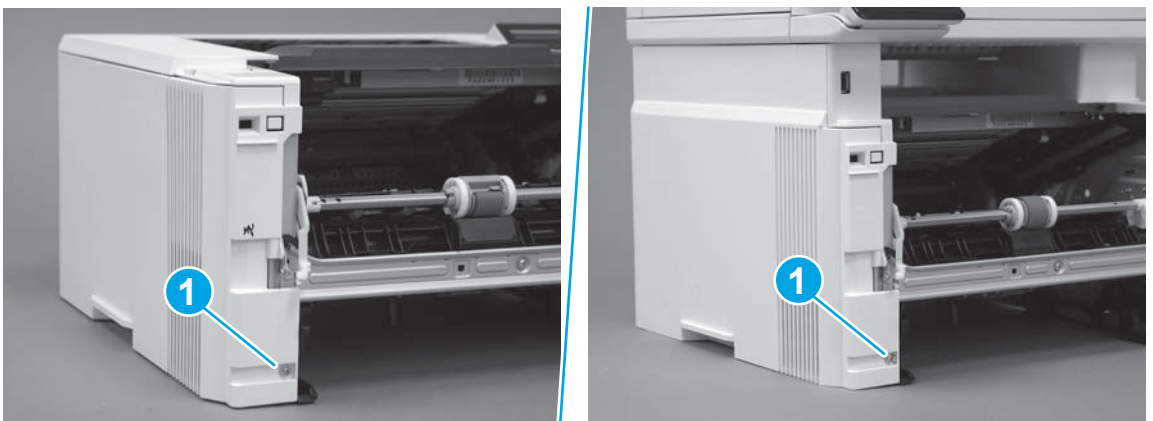
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-937** Engage three tabs and two bosses




3. Install one screw (callout 1).

**Figure 1-938** Install one screw

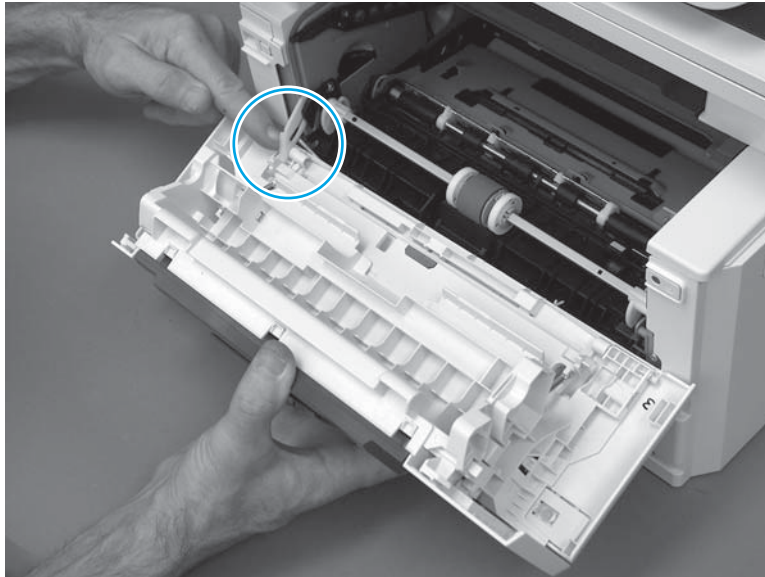


## Step 10: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

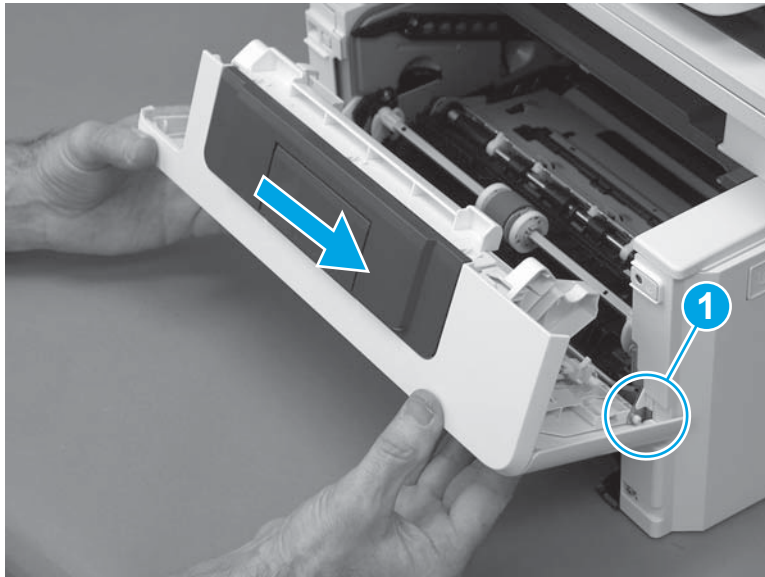
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-939** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

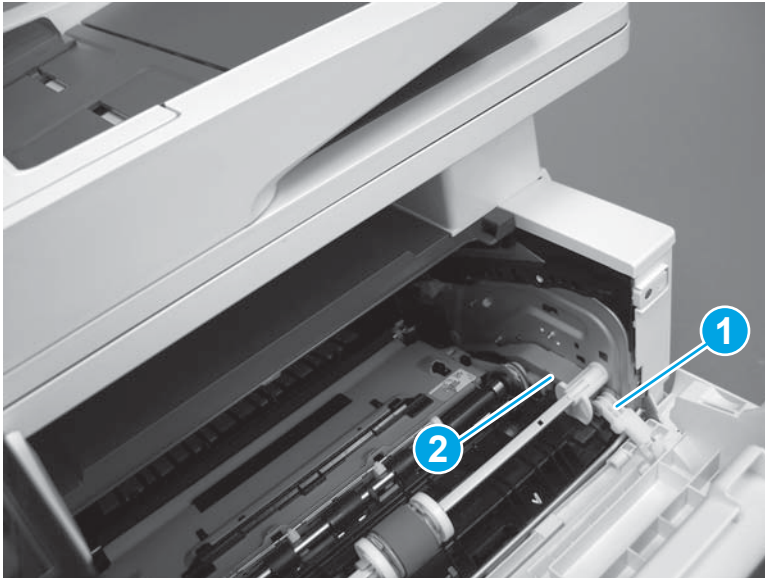
**Figure 1-940** Install the door



3. Install the link (callout 1).

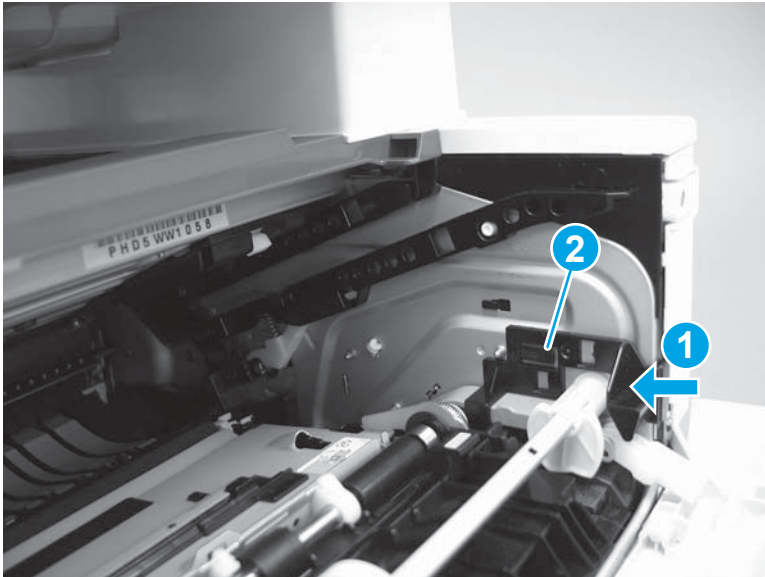
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-941** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

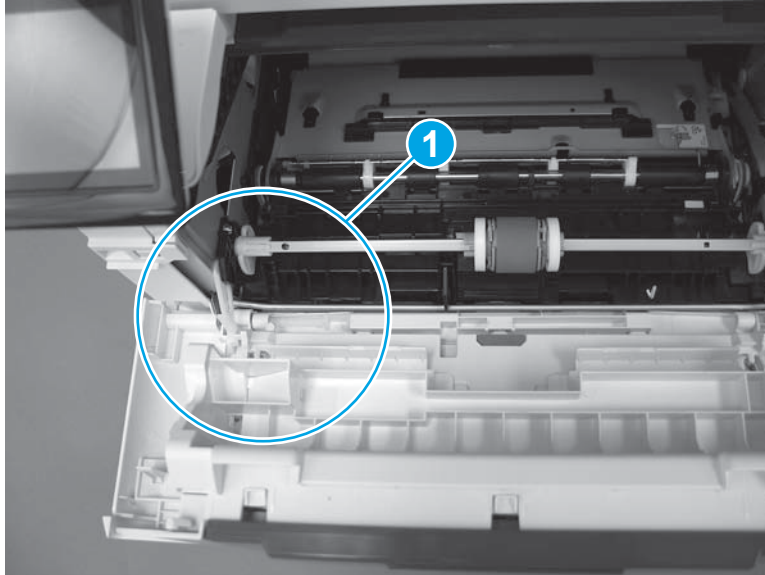
**Figure 1-942** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

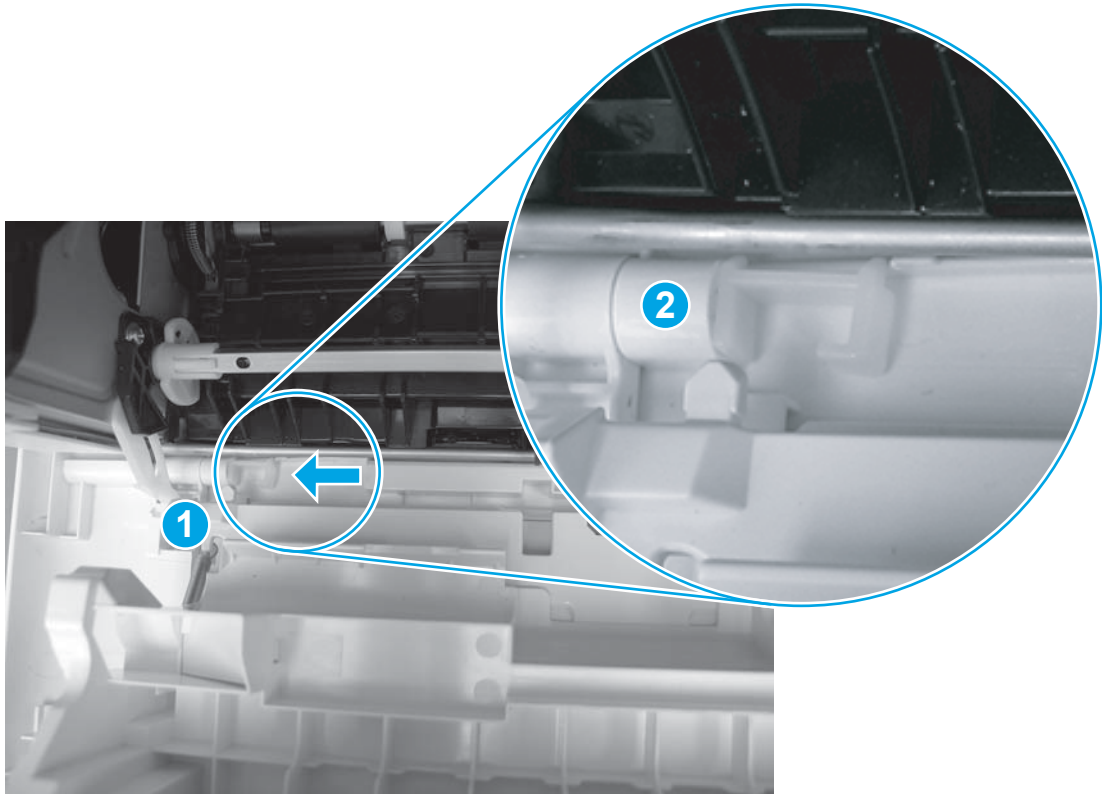
**Figure 1-943** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-944** Install the support shaft



### Step 11: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-945** Install the tray



## Removal and replacement: Laser scanner assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the laser scanner assembly](#)
- [Step 11: Unpack the replacement assembly](#)
- [Step 12: Install the laser scanner assembly](#)
- [Step 13: Install the paper delivery tray \(output bin\)](#)
- [Step 14: Install the top cover \(M403/M402\)](#)
- [Step 15: Install the top cover \(M427/M426\)](#)
- [Step 16: Install the control panel \(M427/M246\)](#)
- [Step 17: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 18: Install the right cover](#)
- [Step 19: Install the left cover](#)
- [Step 20: Install the cartridge door assembly](#)
- [Step 21: Install Tray 2](#)

### Introduction


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

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

---

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

---

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).



---

**Laser scanner assembly part number**

---

RM2-5528-000CN

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**

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

**Step 1: Remove Tray 2**

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-946** Remove the tray**Step 2: Remove the cartridge door assembly**

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**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

---

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

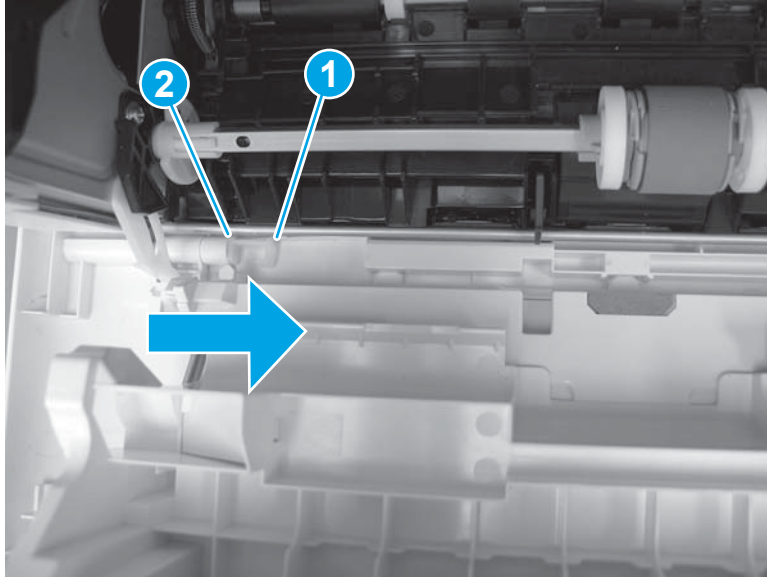


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**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

---

**Figure 1-947** Release the support shaft



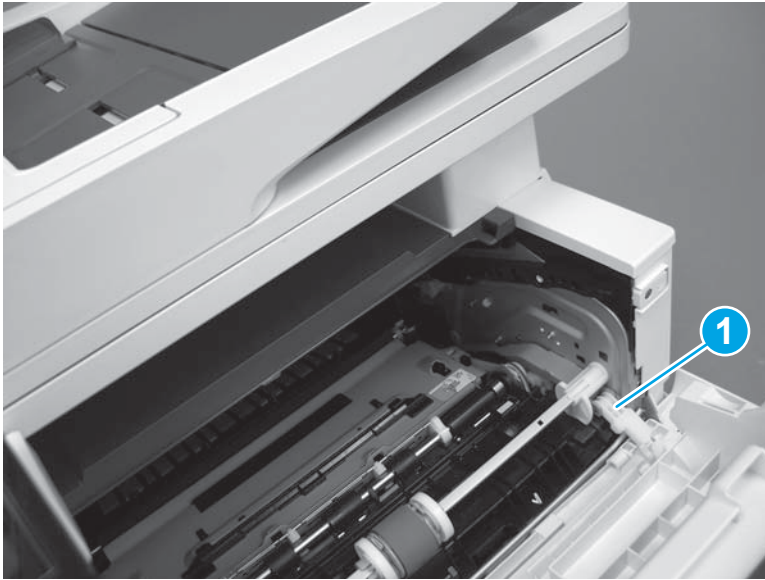
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-948** Remove the guide



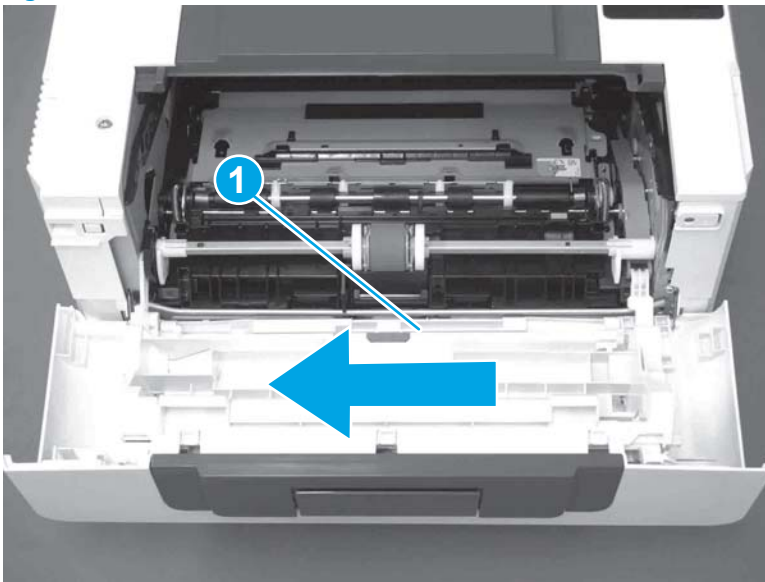
3. Remove the link arm (callout 1).

**Figure 1-949** Remove the link arm



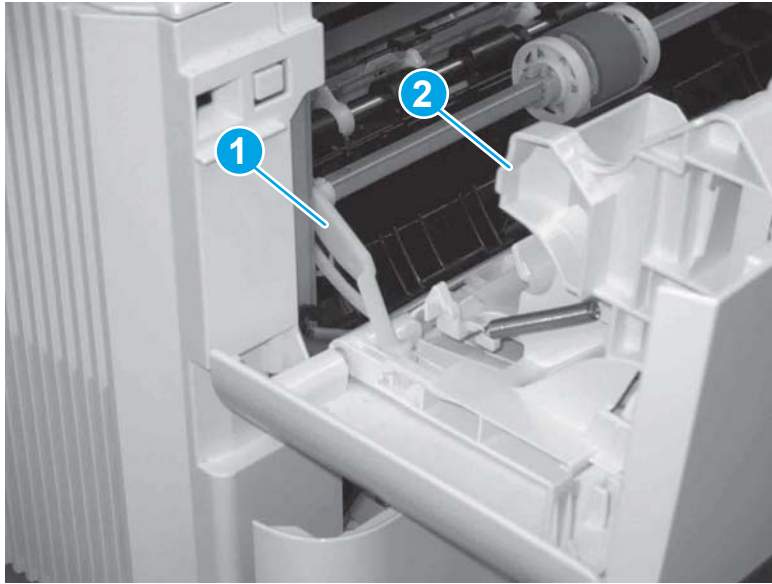
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-950** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

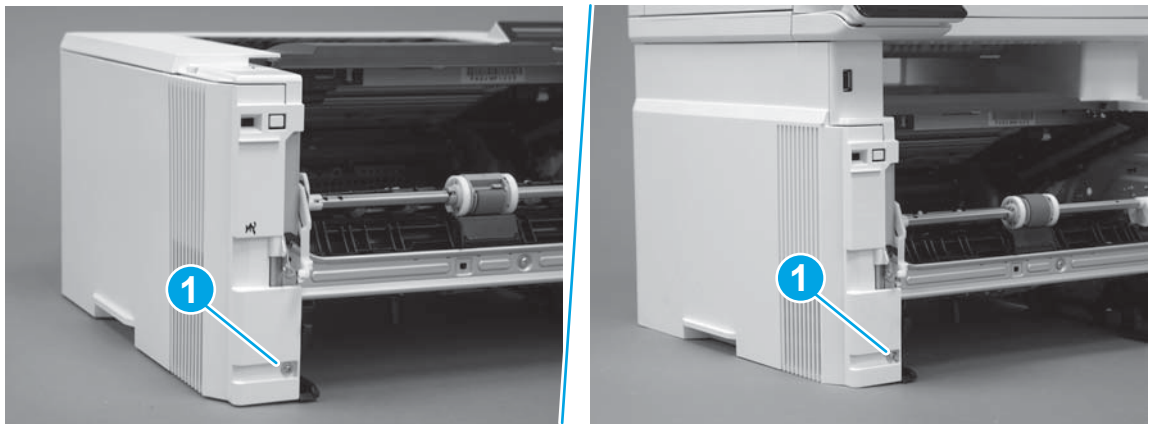
**Figure 1-951** Release the left-side retainer arm



### Step 3: Remove the left cover

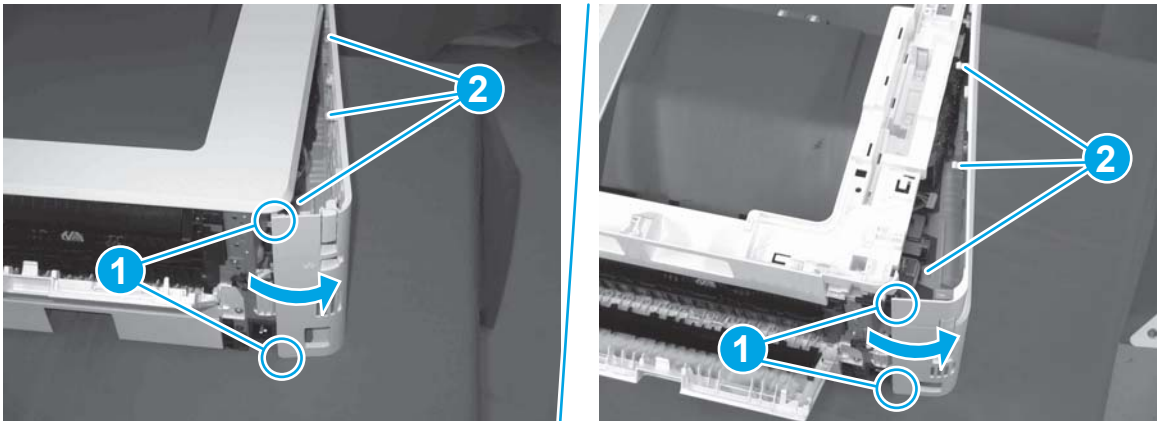
1. Remove one screw (callout 1).

**Figure 1-952** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

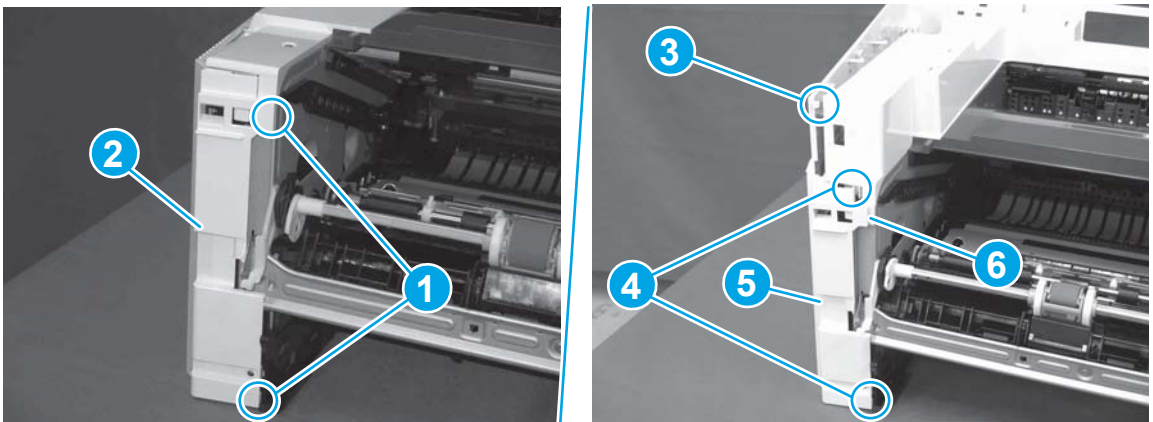
**Figure 1-953** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-954** Remove the cover



#### Step 4: Remove the right cover

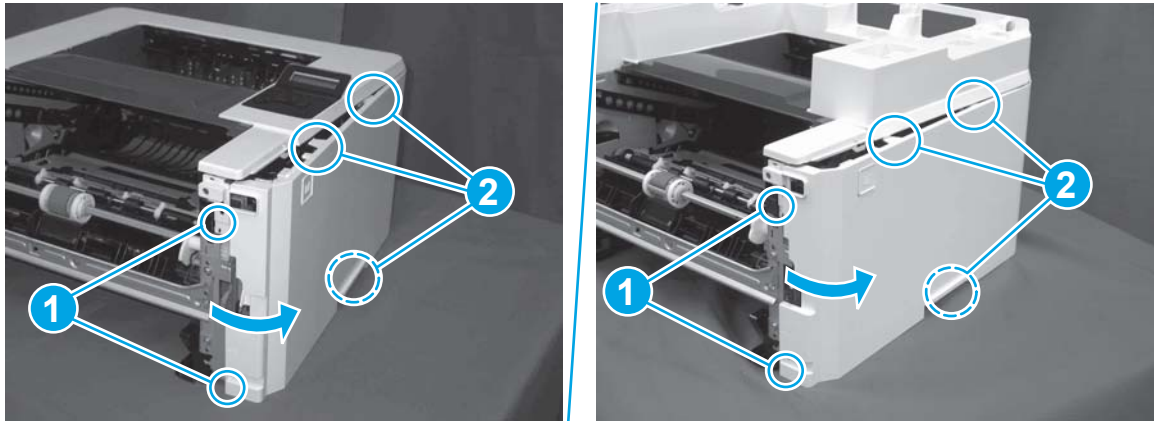
1. Remove one screw (callout 1).

**Figure 1-955** Remove one screw



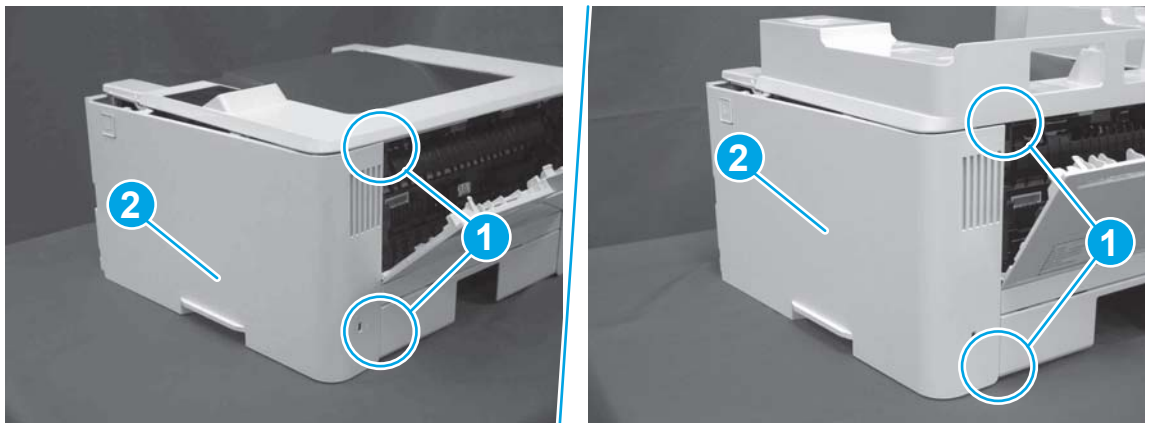
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-956** Release two bosses and three tabs




3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).


**Figure 1-957** Remove the cover



### Step 5: Remove the integrated scanner assembly (M427/M246)

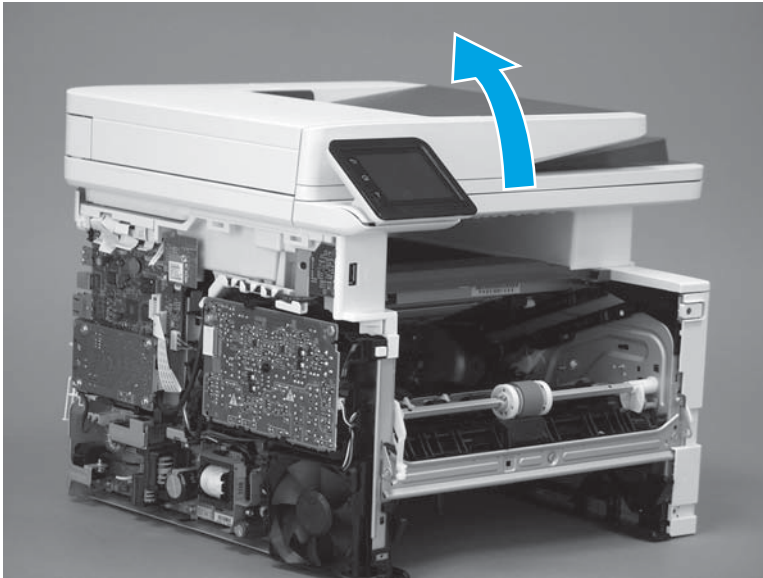
 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 541.



 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

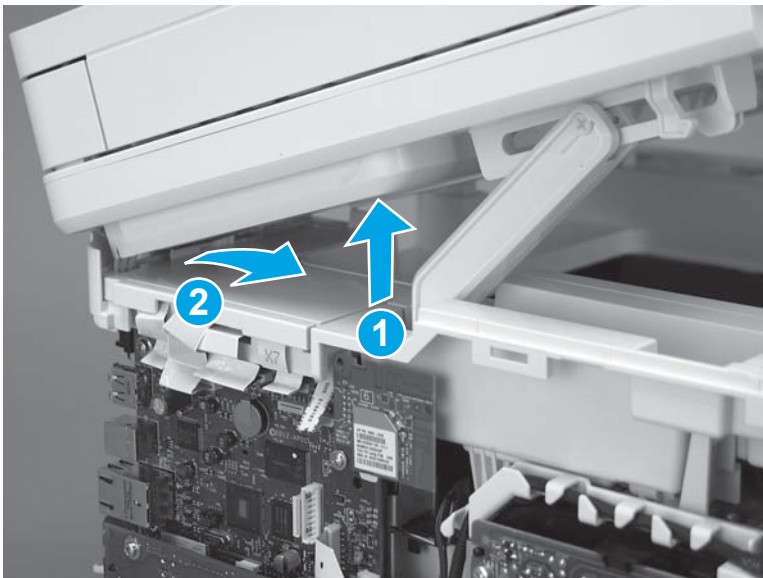
1. Raise the ISA.

**Figure 1-958** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

**Figure 1-959** Remove the ISA FFC cover

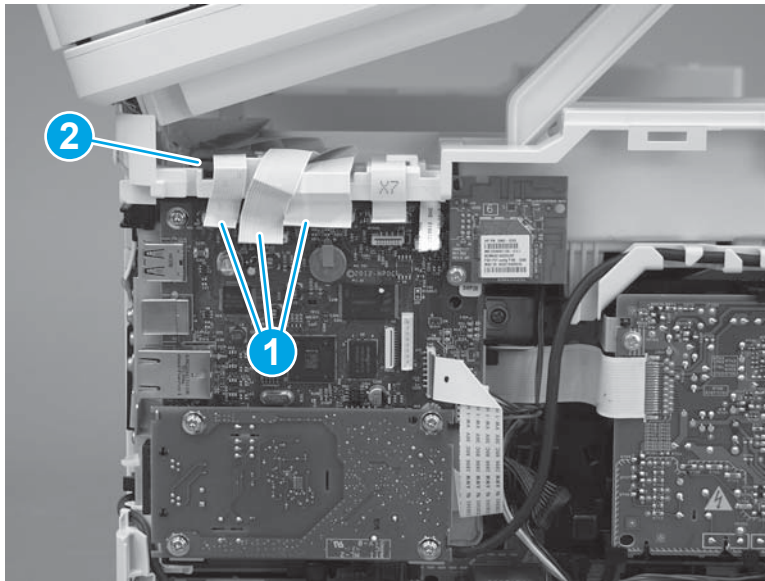




3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

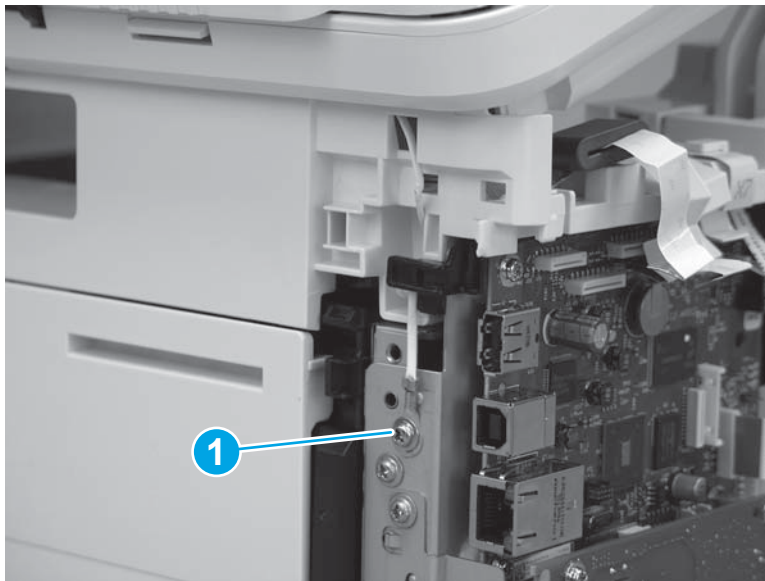
**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-960** Disconnect three FFCs



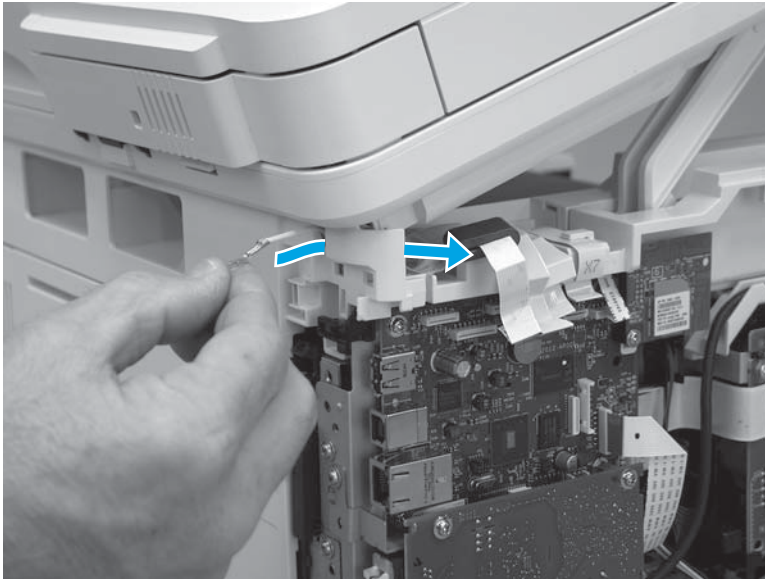
4. Remove one screw (callout 1).

**Figure 1-961** Remove one screw



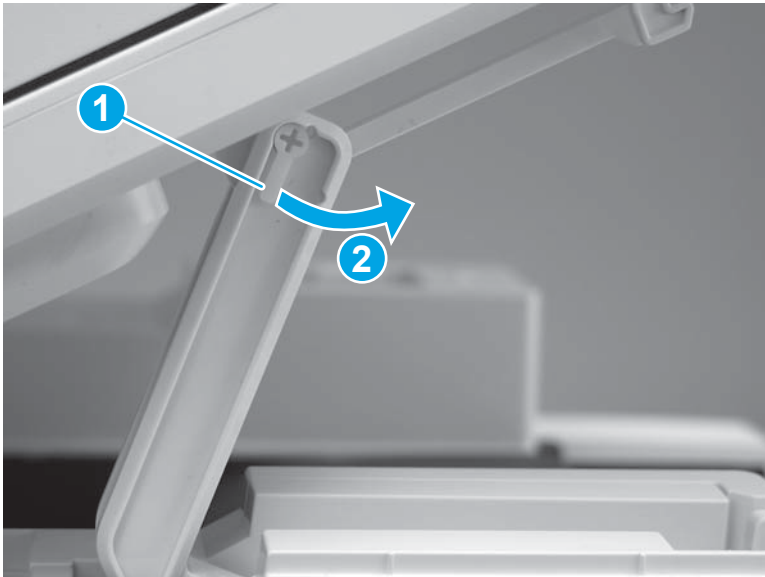
5. Pass the ground wire through the opening in the top cover.

**Figure 1-962** Pass the wire through the opening



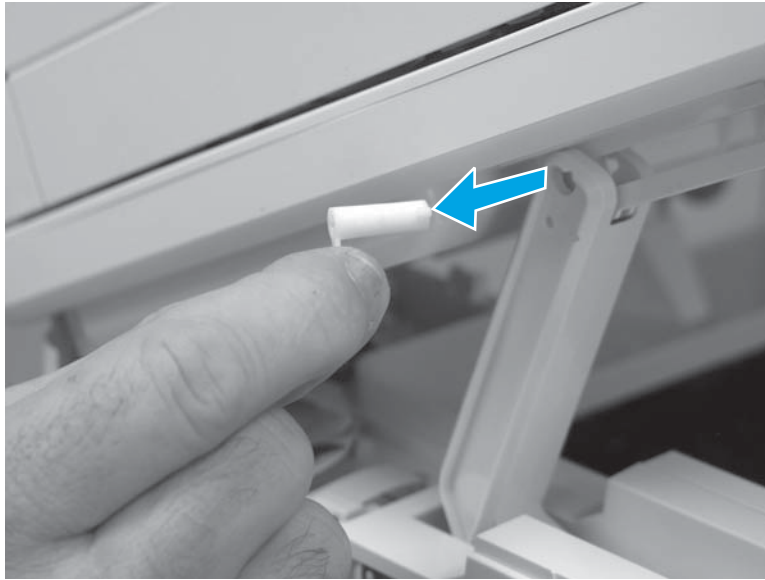
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-963** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-964** Remove the slider pin



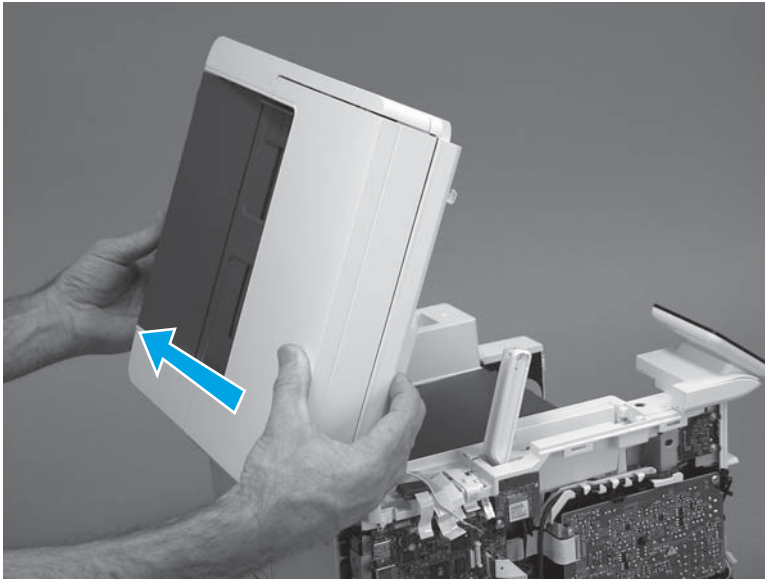
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-965** Rotate the ISA towards the rear of the printer



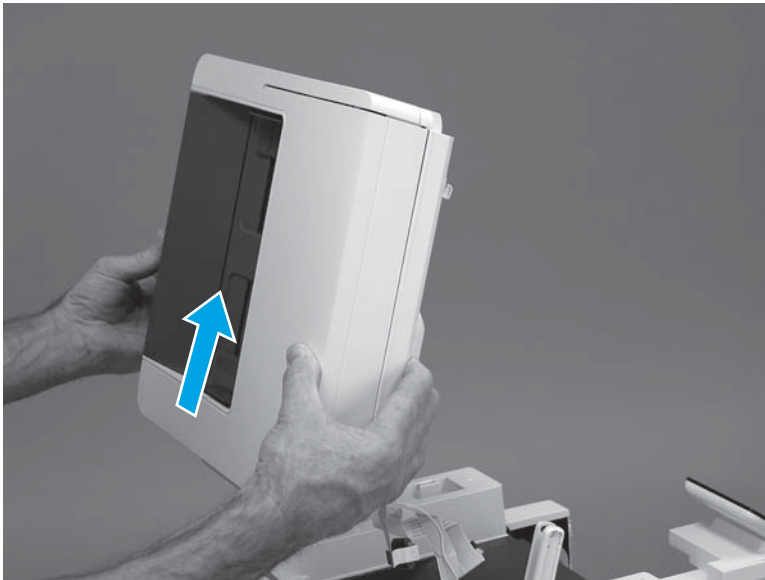
9. Slide the ISA as shown to release it.

**Figure 1-966** Release the ISA



10. Remove the ISA.

**Figure 1-967** Remove the ISA



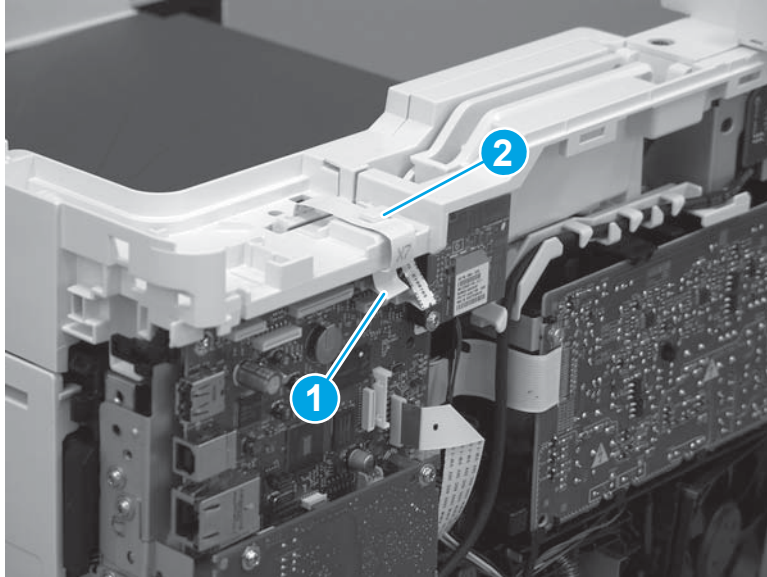
### Step 6: Remove the control panel (M427/M246)



**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 541](#).

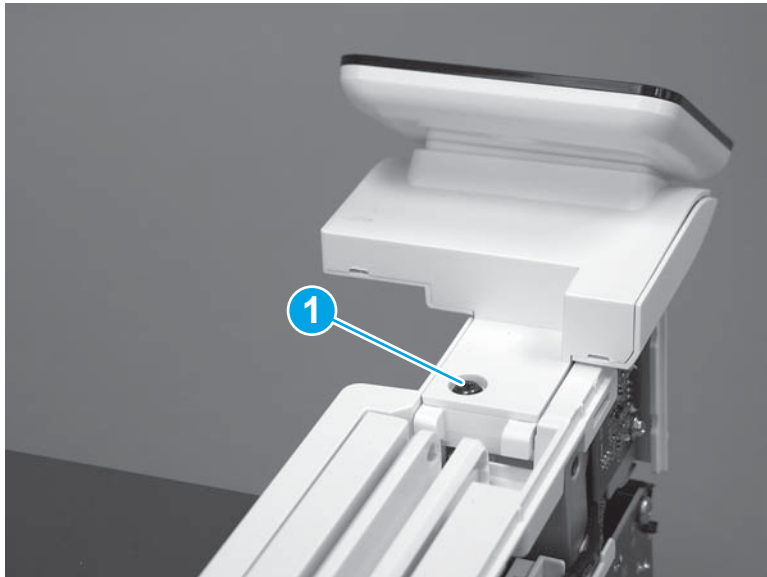
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-968** Disconnect one connector



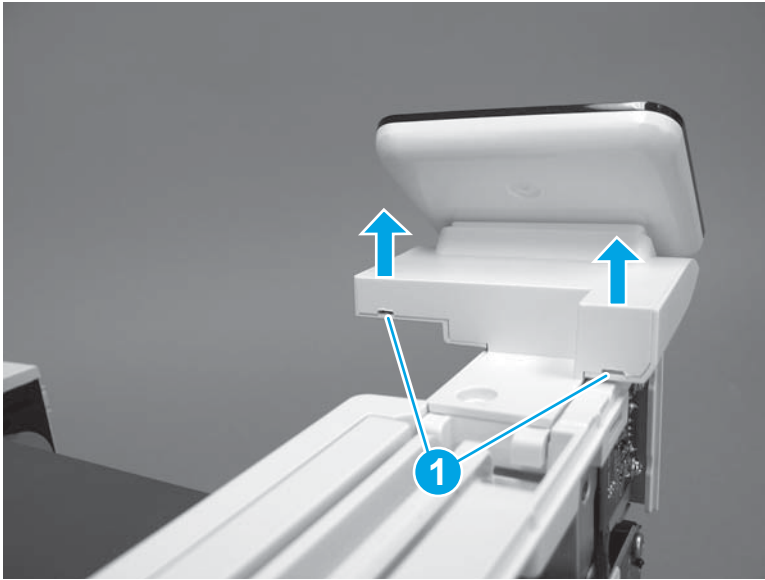
2. Remove one screw (callout 1).

**Figure 1-969** Remove one screw



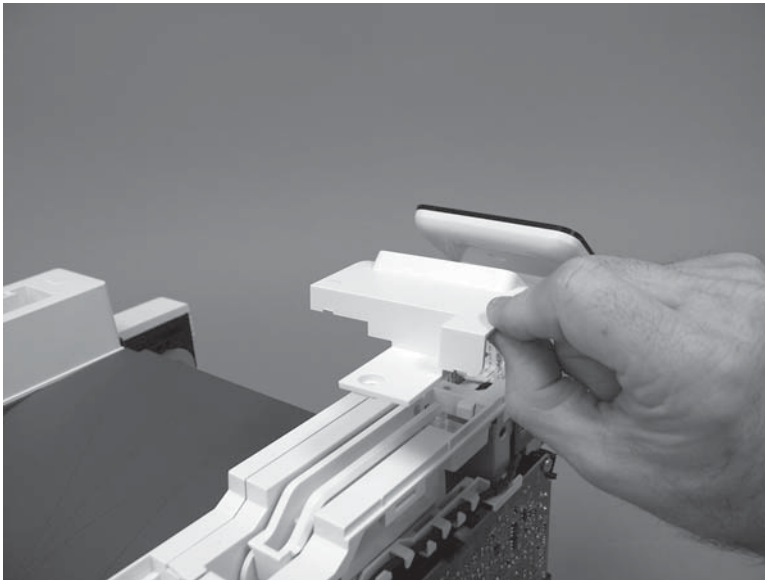
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-970** Release two tabs



4. Remove the control-panel cable cover.

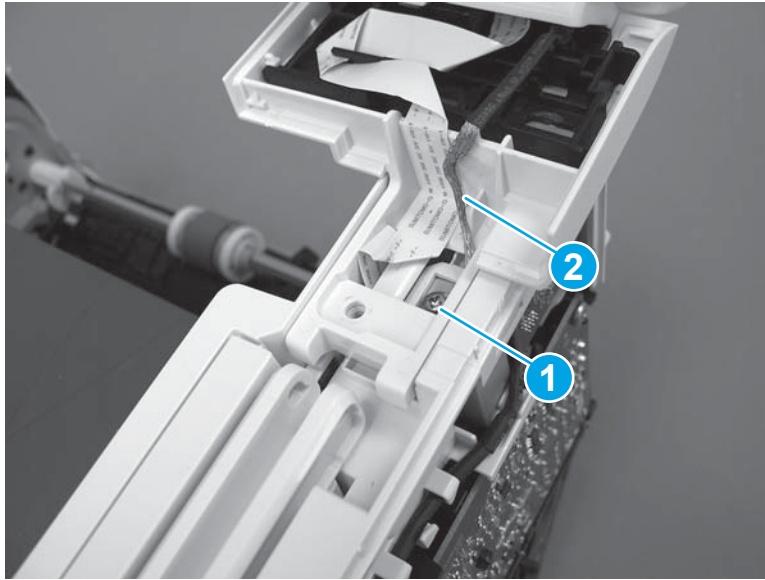
**Figure 1-971** Remove the cover





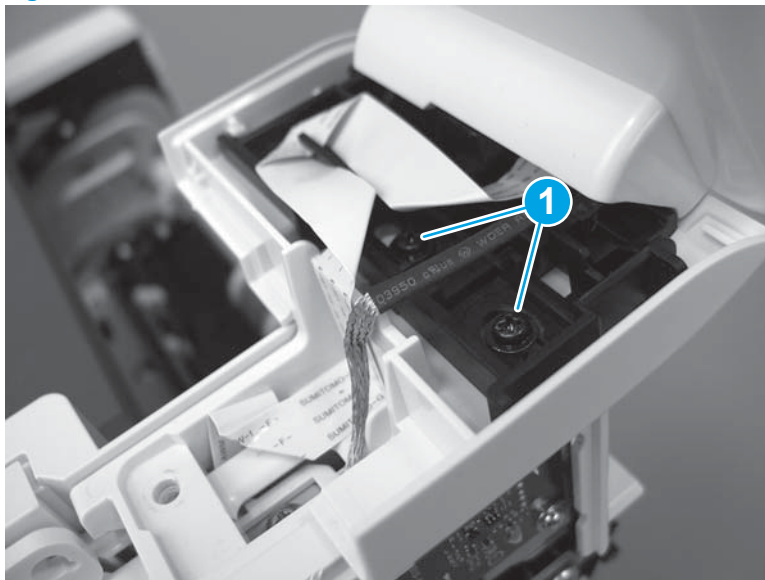
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-972** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

**Figure 1-973** Remove two screws

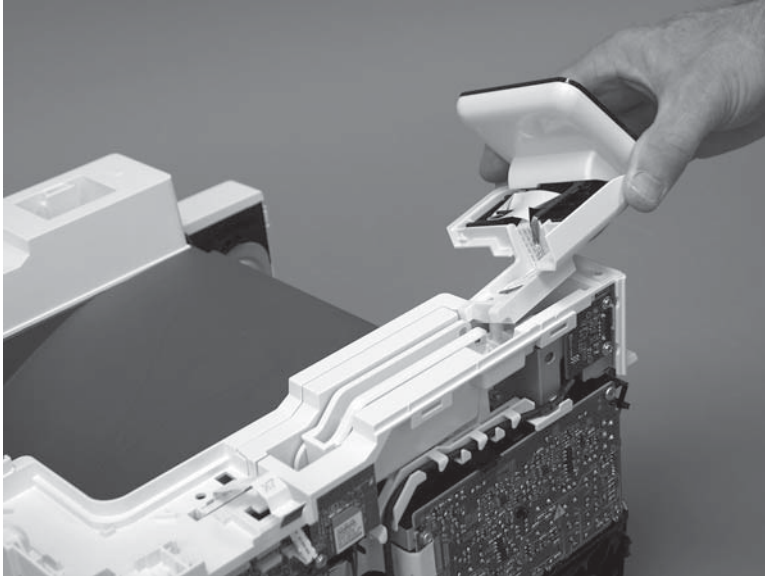




7. Slightly lift up the control-panel assembly to separate it from the top cover.

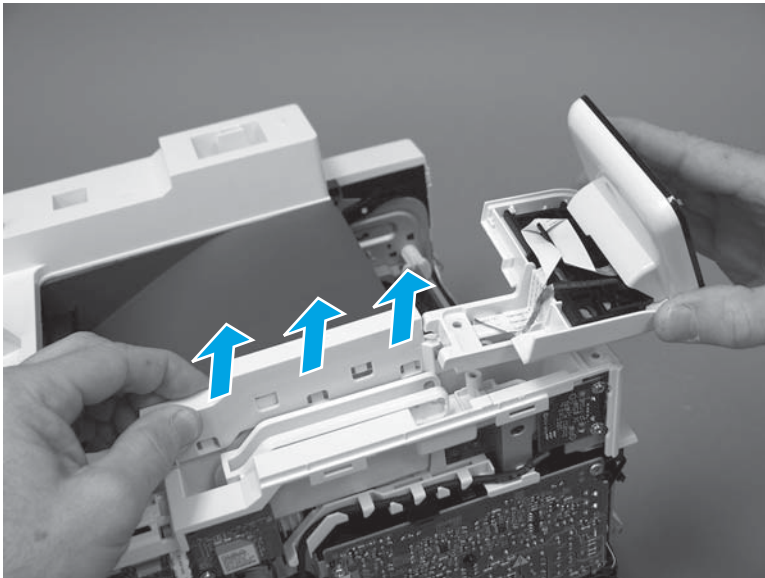
**⚠ CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-974** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-975** Remove the control-panel assembly

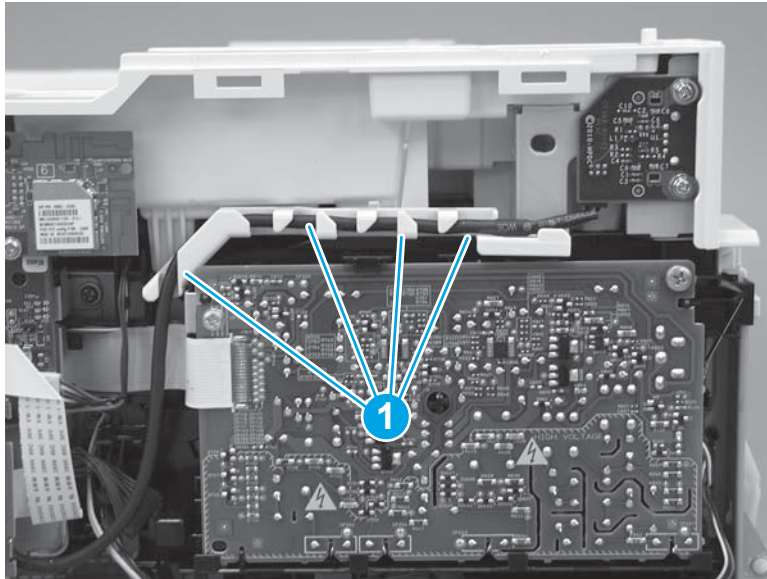


### Step 7: Remove the top cover (M427/M426)

**📝 NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 541](#).

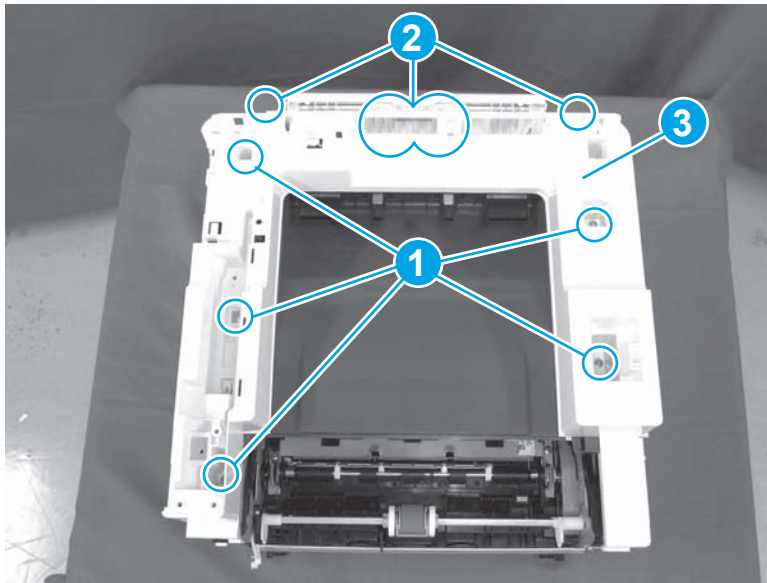
1. Release the USB cable (callout 1) from the cable guide.

**Figure 1-976** Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-977** Remove the cover



### Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 543.](#)

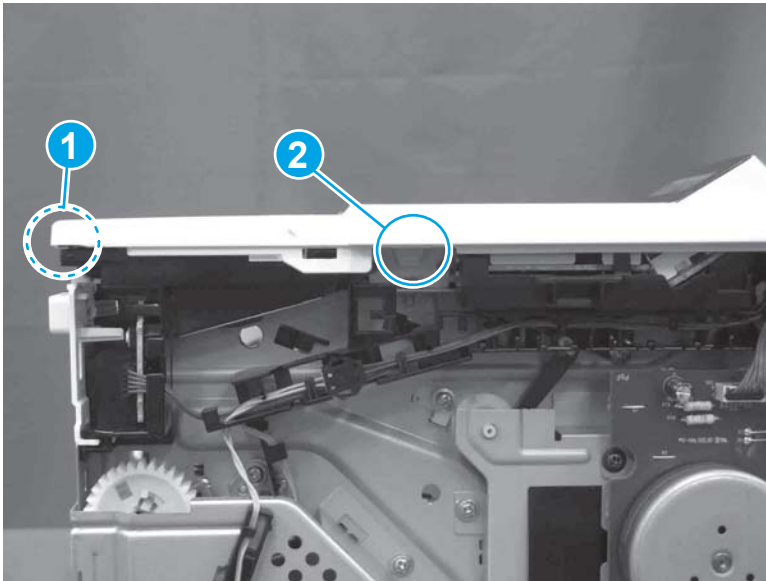
1. Remove one screw (callout 1).

**Figure 1-978** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

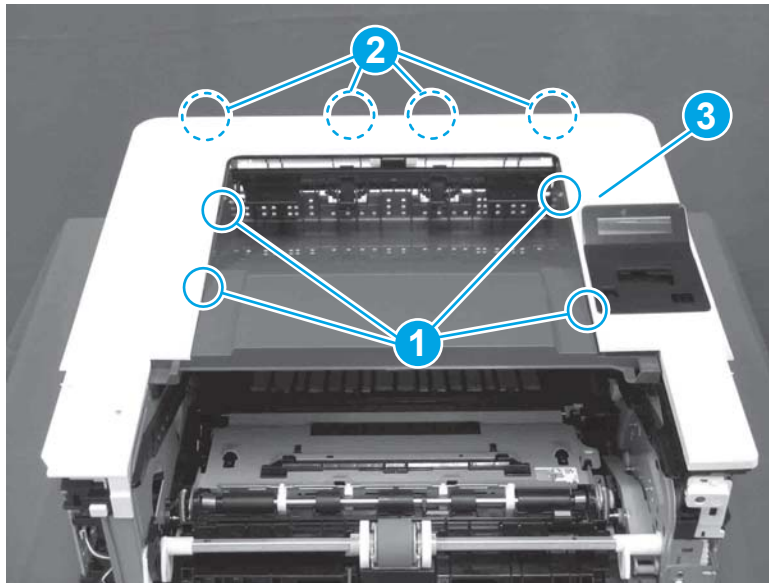
**Figure 1-979** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-980** Remove the cover

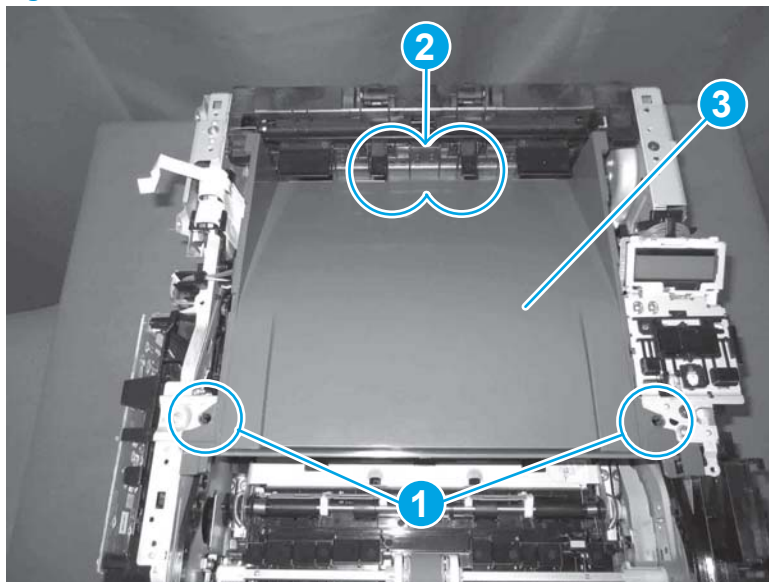


### Step 9: Remove the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).


**Figure 1-981** Release two tabs



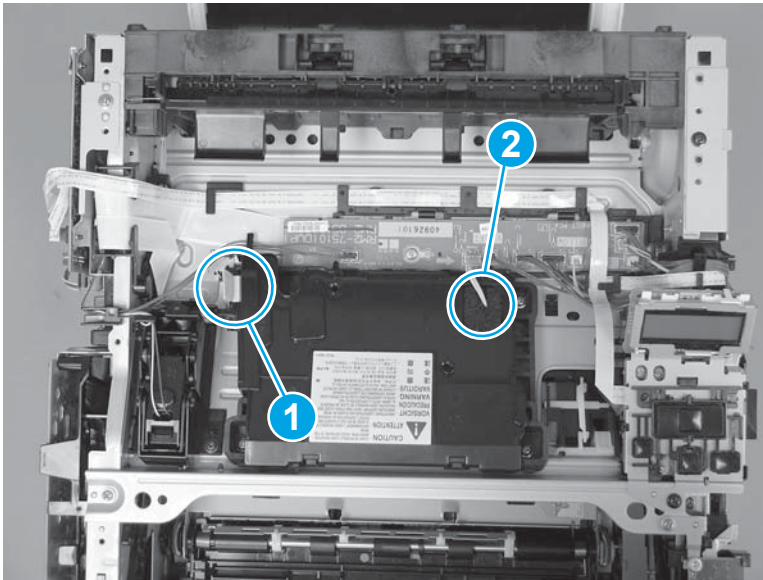
## Step 10: Remove the laser scanner assembly

 **NOTE:** The M403/M402 product is shown in this procedure. However, the procedure is valid for the M427/M426 laser scanner assembly.

1. Disconnect one flat-flexible cable (FFC) (callout 1), and one connector (callout 2).

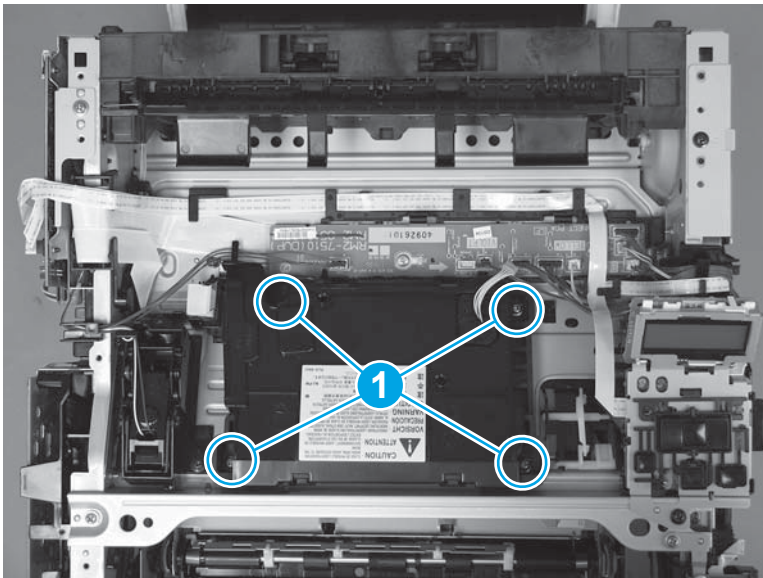
 **Reinstallation tip:** Transfer the antistatic foam pad (callout 2) from the discarded laser/scanner assembly to the replacement assembly.

**Figure 1-982** Disconnect one FFC and one connector



2. Remove four screws (callout 1), and then remove the laser scanner assembly.

**Figure 1-983** Remove the laser scanner



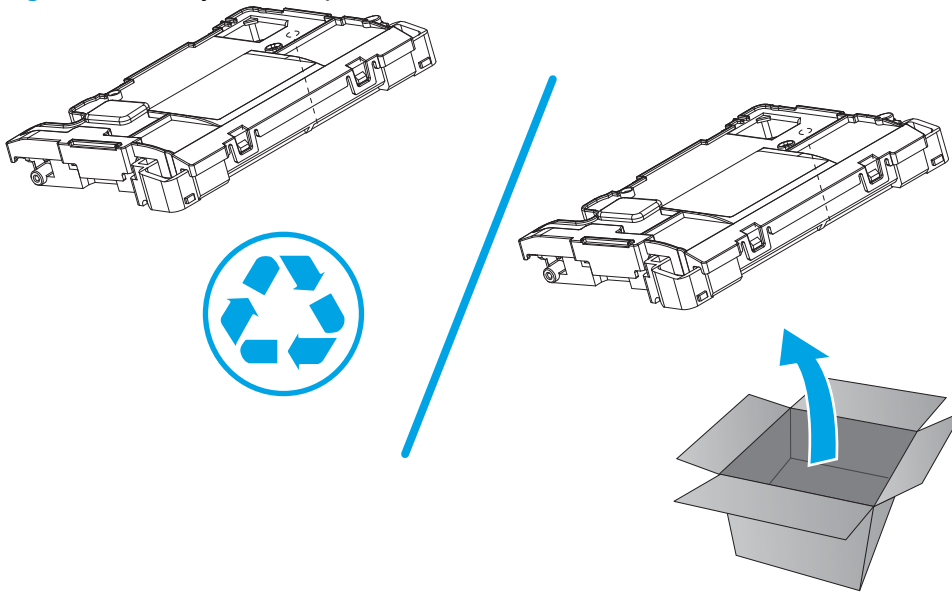
## Step 11: Unpack the replacement assembly

Unpack the replacement part from the packaging.




 **NOTE:** HP recommends responsible disposal of the defective part.


**Figure 1-984** Recycle and unpack



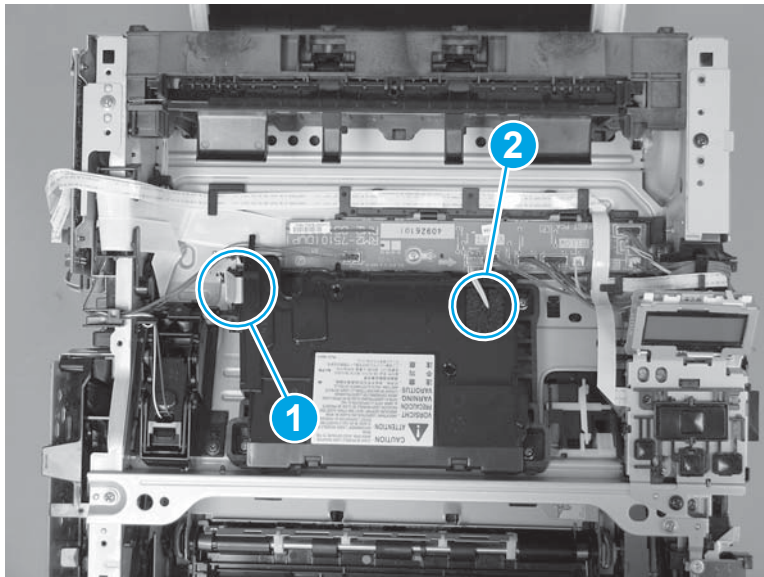
### Step 12: Install the laser scanner assembly

 **NOTE:** The M403/M402 product is shown in this procedure. However, the procedure is valid for the M427/M426 laser scanner assembly.

1. Position the laser scanner assembly in the printer, connect one FFC (callout 1) and one connector (callout 2).

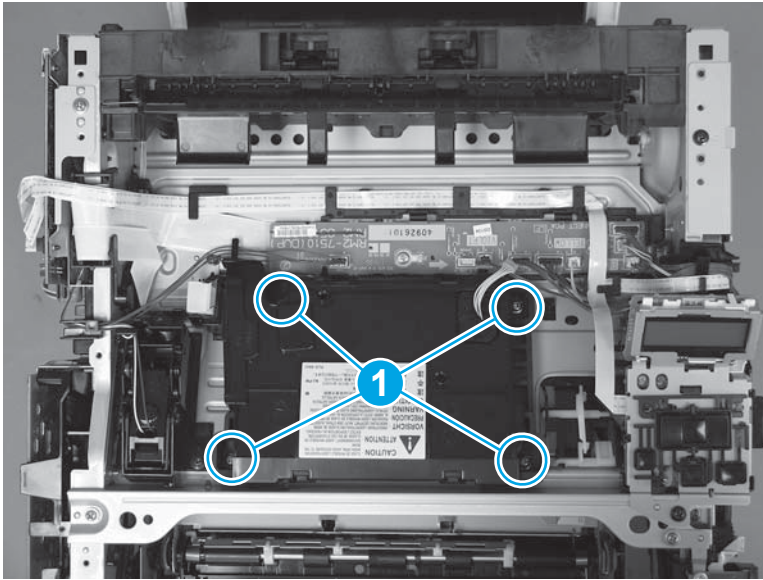
 **Reinstallation tip:** Transfer the antistatic foam pad (callout 2) from the discarded laser scanner assembly to the replacement assembly.

**Figure 1-985** Connect one FFC and one connector



2. Install four screws (callout 1).

**Figure 1-986** Install the laser scanner



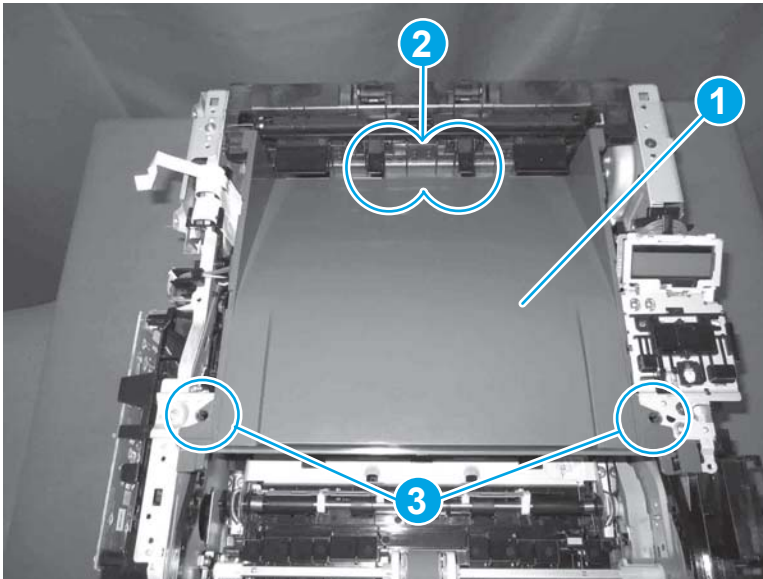
### Step 13: Install the paper delivery tray (output bin)



**NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-987** Engage two tabs



### Step 14: Install the top cover (M403/M402)

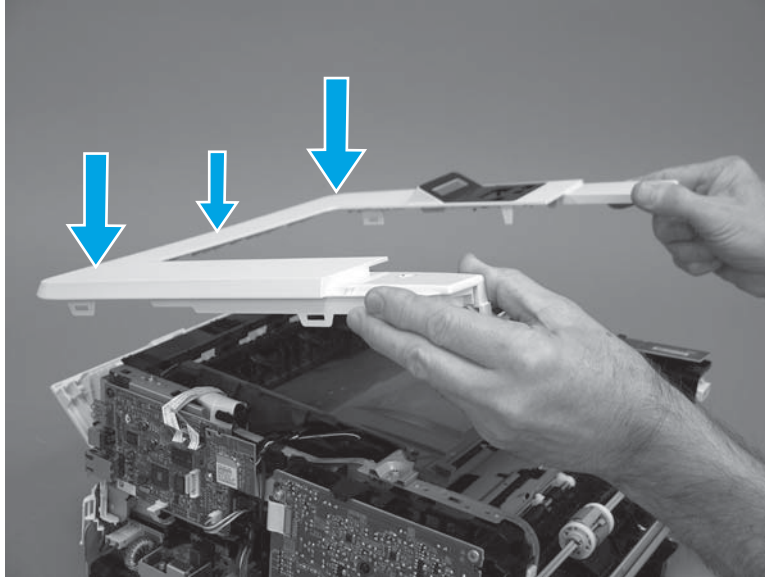


**NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 15: Install the top cover \(M427/M426\) on page 548](#).



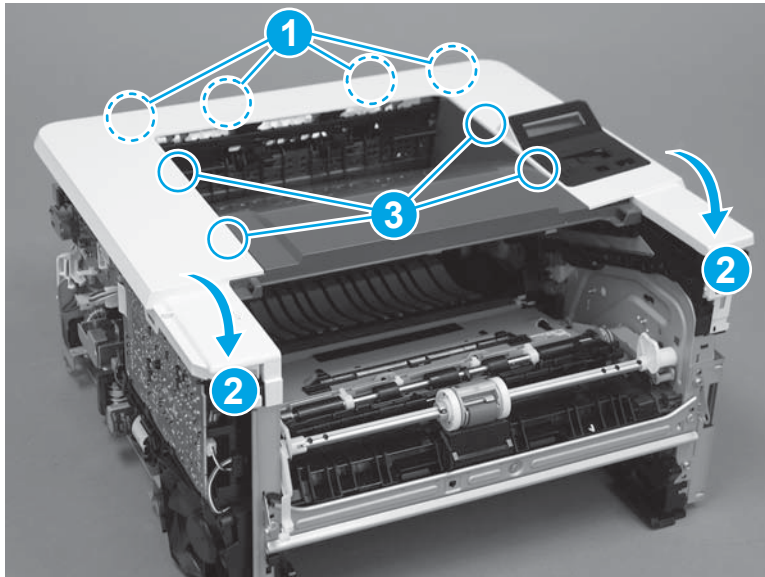
1. Position the rear edge of the cover on the printer.

**Figure 1-988** Install the cover



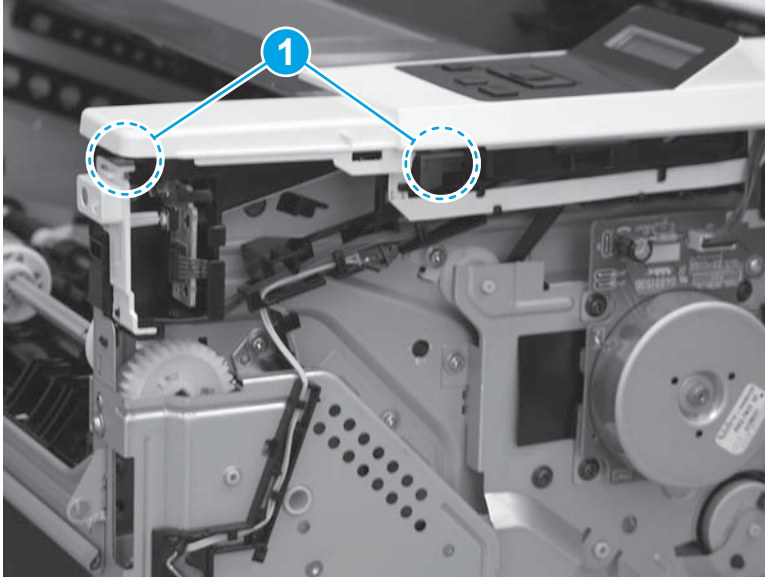
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-989** Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-990** Engage one boss and one tab




4. Install one screw (callout 1).

**Figure 1-991** Install one screw

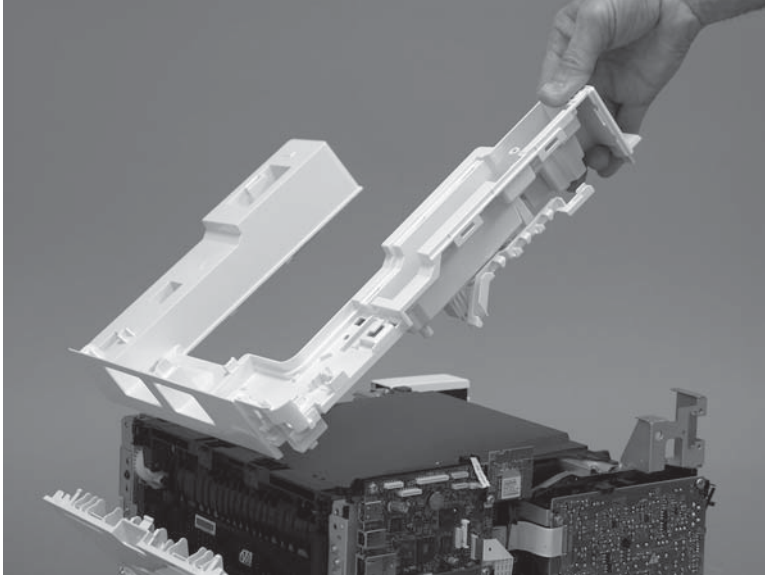


### Step 15: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 560](#).

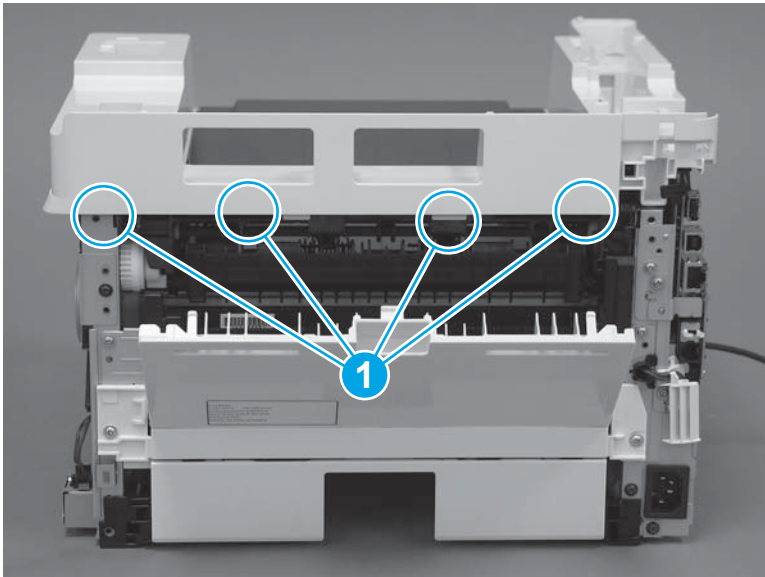
1. Position the rear edge of the top cover on the printer.

**Figure 1-992** Install the cover



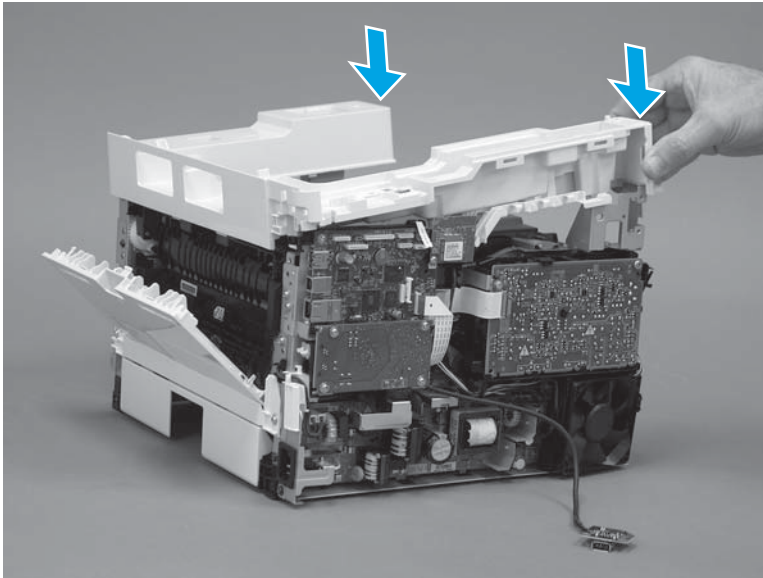
2. Engage four bosses (callout 1).

**Figure 1-993** Engage four bosses



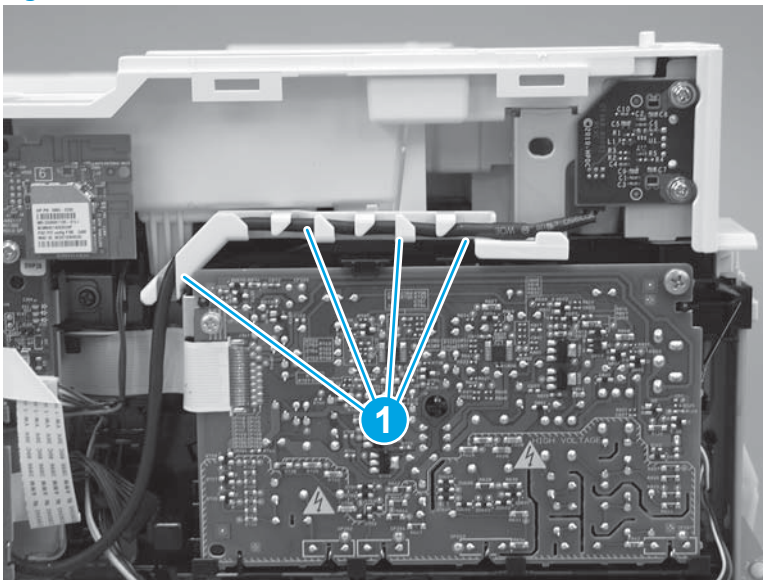
3. Rotate the front edge of the cover down.

**Figure 1-994** Rotate the front edge of the cover down



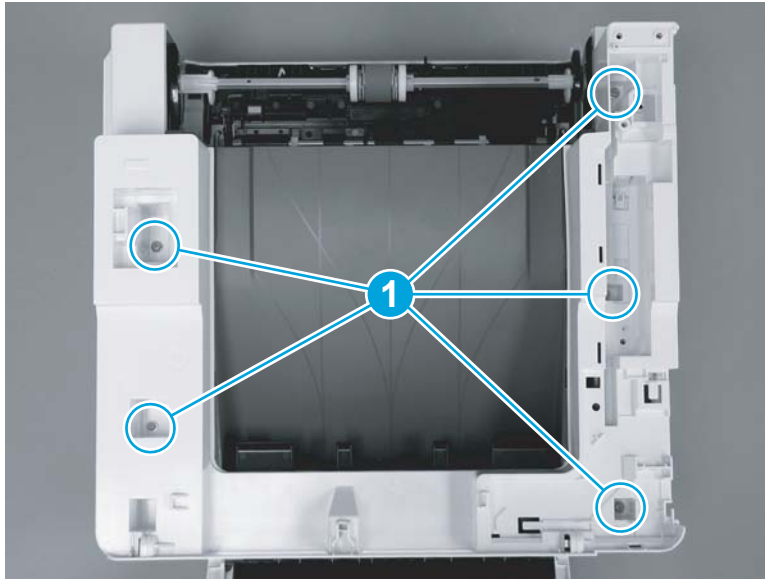
4. Install the USB cable (callout 1) in the guide.

**Figure 1-995** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-996** Install five screws

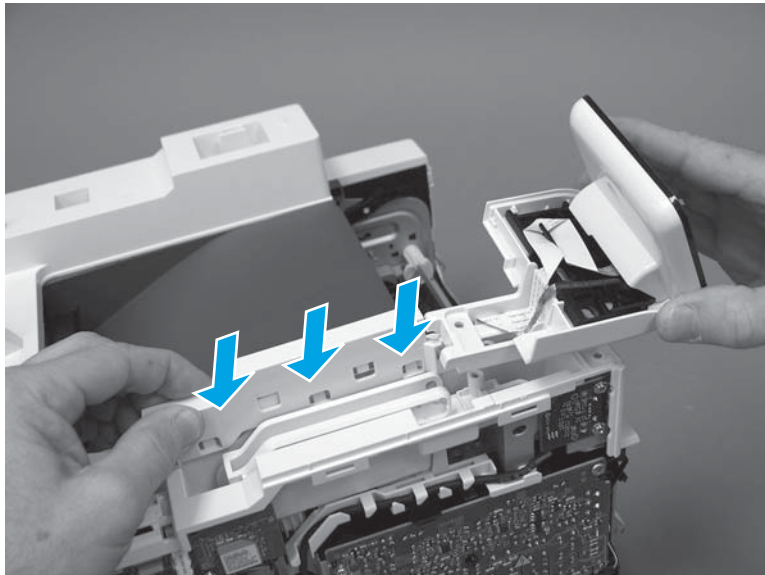


#### Step 16: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 560](#).

1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

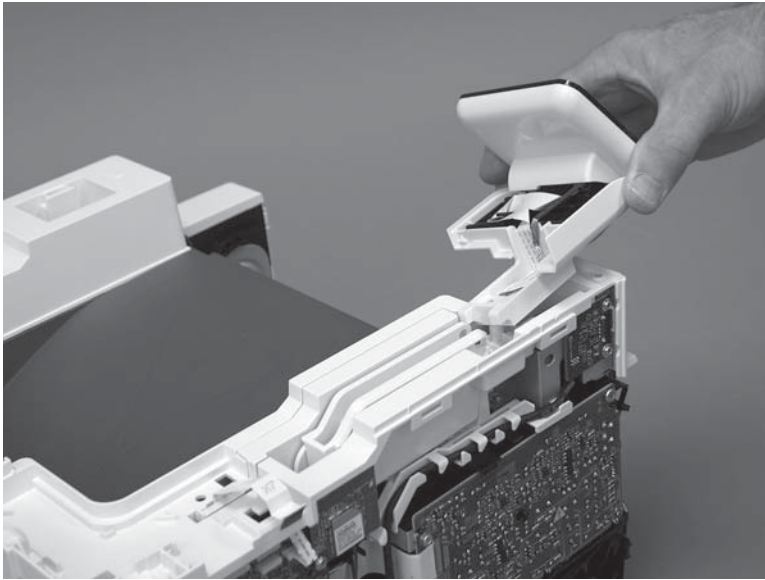
**Figure 1-997** Install the control-panel FFC cover





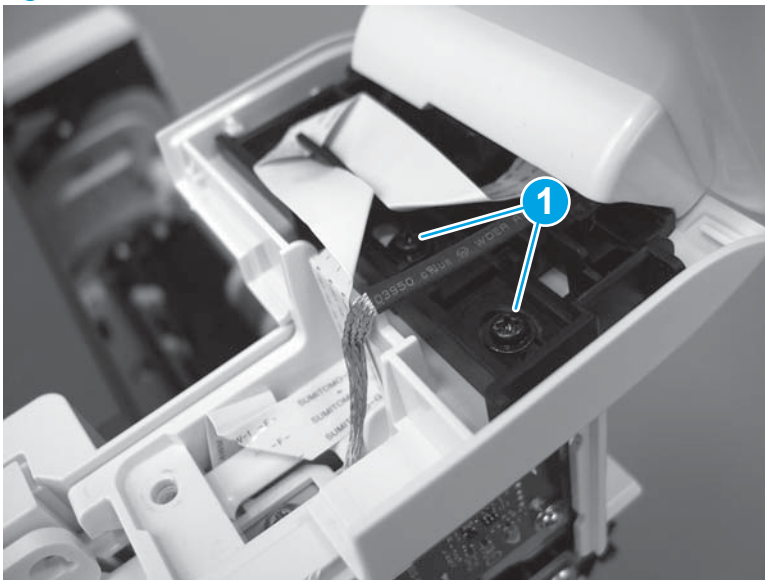
2. Install the control-panel assembly on the top cover.

**Figure 1-998** Install the control-panel assembly



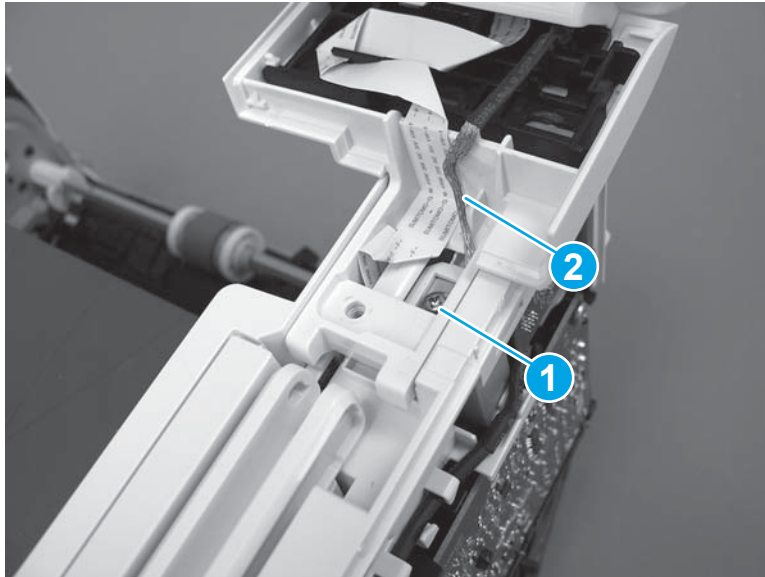
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-999** Install two screws



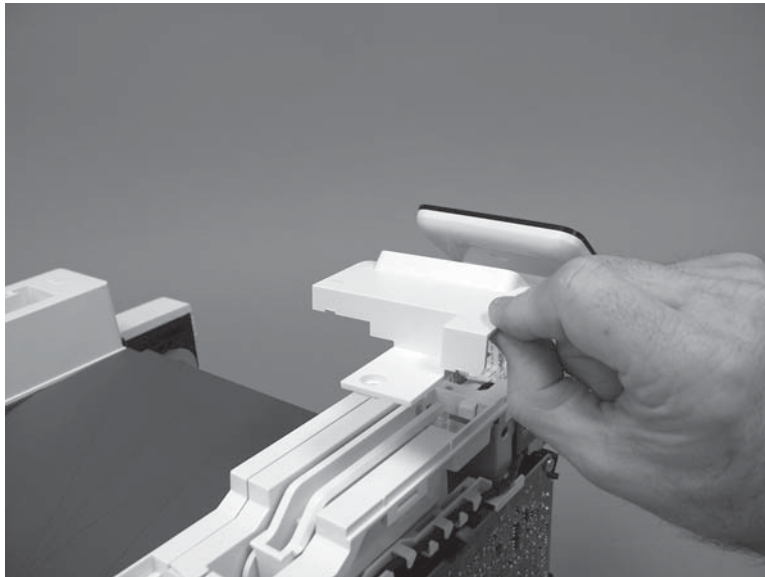
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-1000** Remove one screw



5. Install the control-panel cable cover.

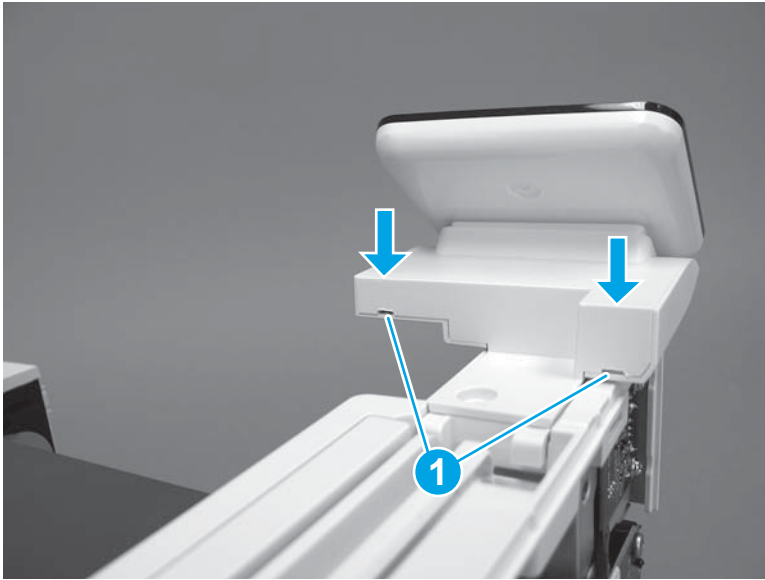
**Figure 1-1001** Install the cover





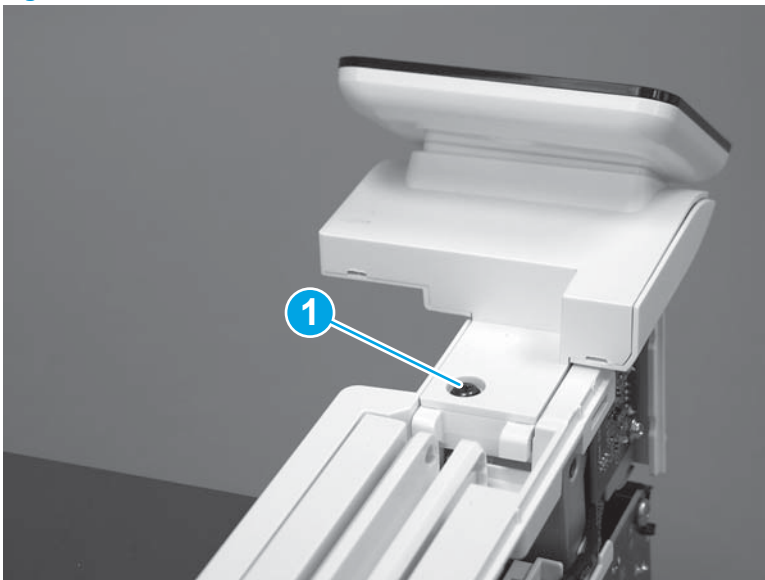
6. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-1002** Engage two tabs



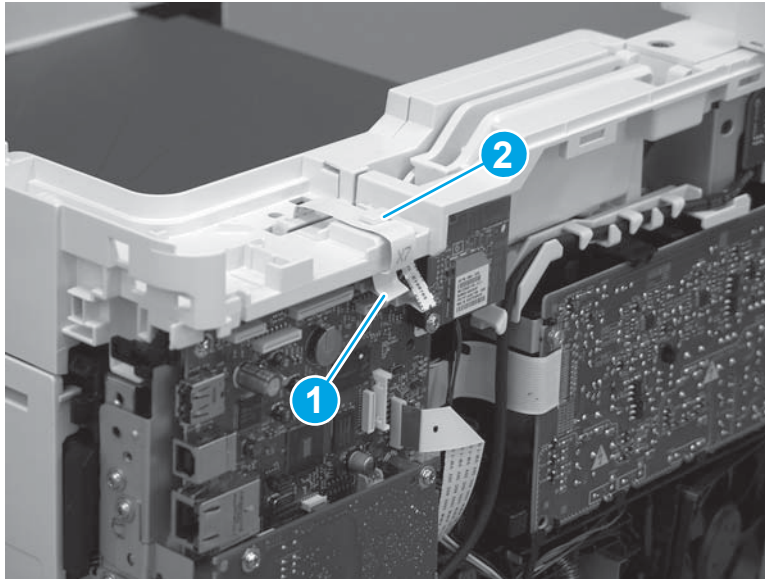
7. Install one screw (callout 1).

**Figure 1-1003** Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 2; J114).

**Figure 1-1004** Connect one connector



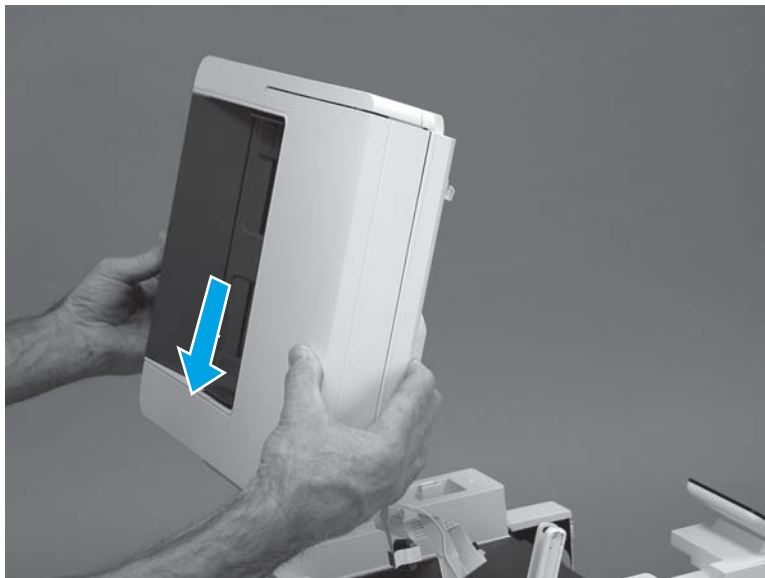
### Step 17: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 560](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

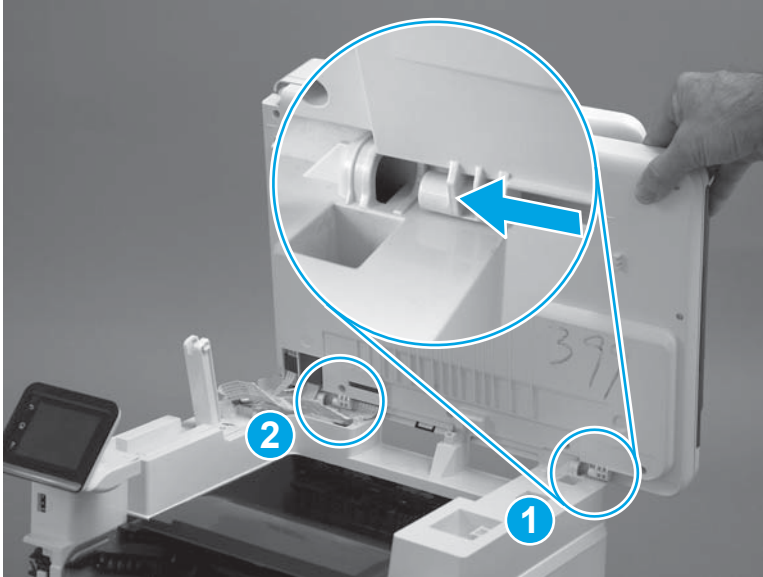
1. Position the ISA on the printer.

**Figure 1-1005** Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-1006** Engage the hinge pins with the holders



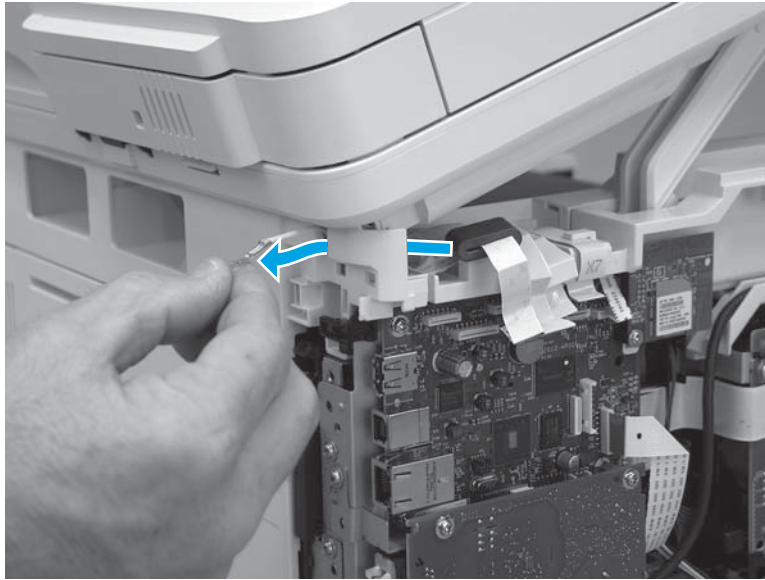
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-1007** Rotate the ISA towards the front of the printer



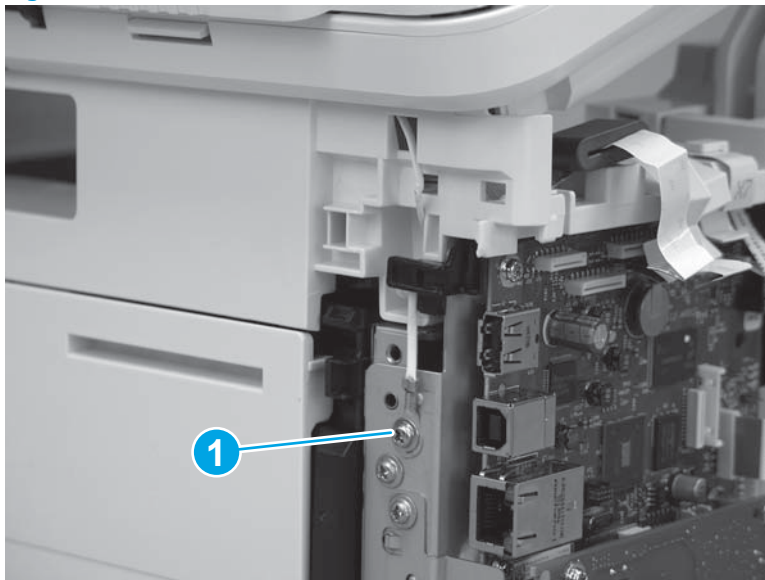
4. Pass the ground wire through the opening in the top cover.

**Figure 1-1008** Pass the wire through the opening




5. Install one screw (callout 1).

**Figure 1-1009** Install one screw



6. Install the ISA lift assembly slider pin.

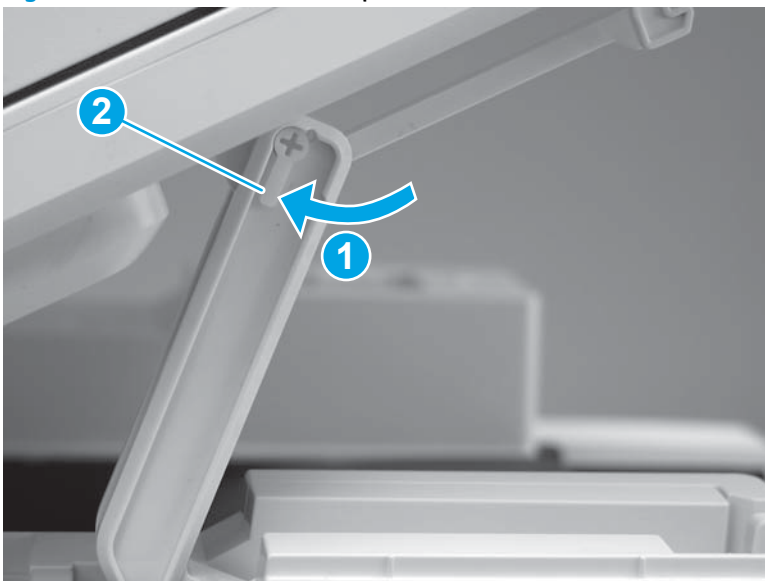
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-1010** Install the slider pin



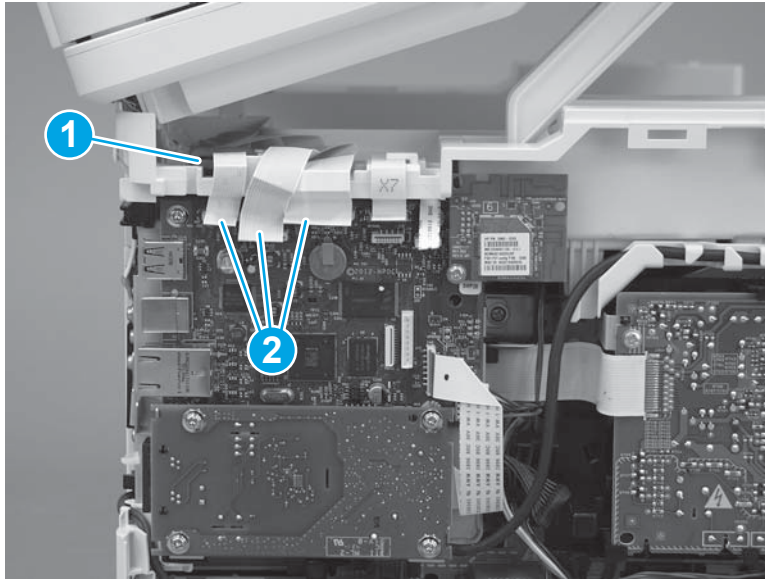
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-1011** Secure the slider pin



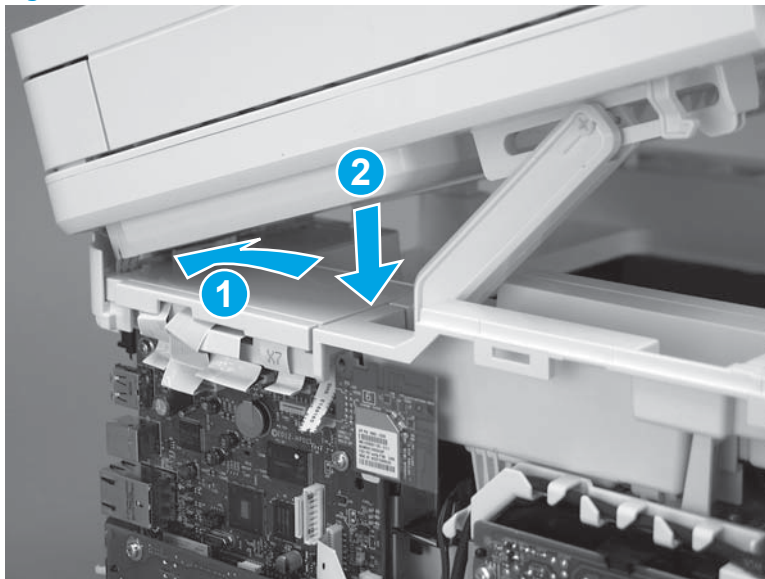
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-1012** Connect three FFCs



9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

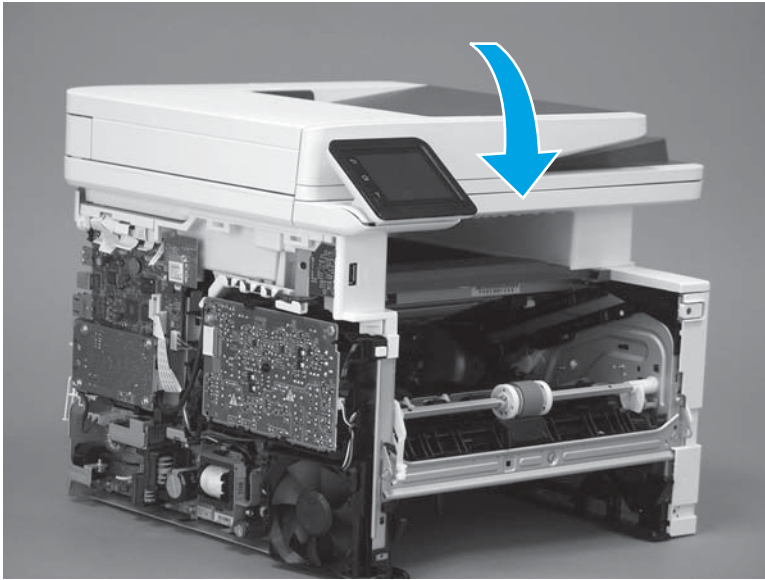
**Figure 1-1013** Install the ISA FFC cover





10. Lower the ISA.

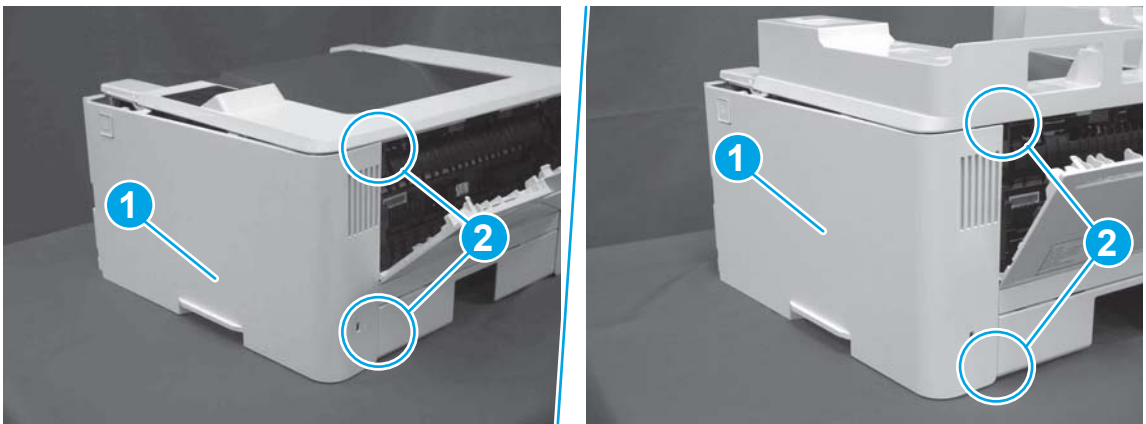
**Figure 1-1014** Lower the ISA



**Step 18: Install the right cover**

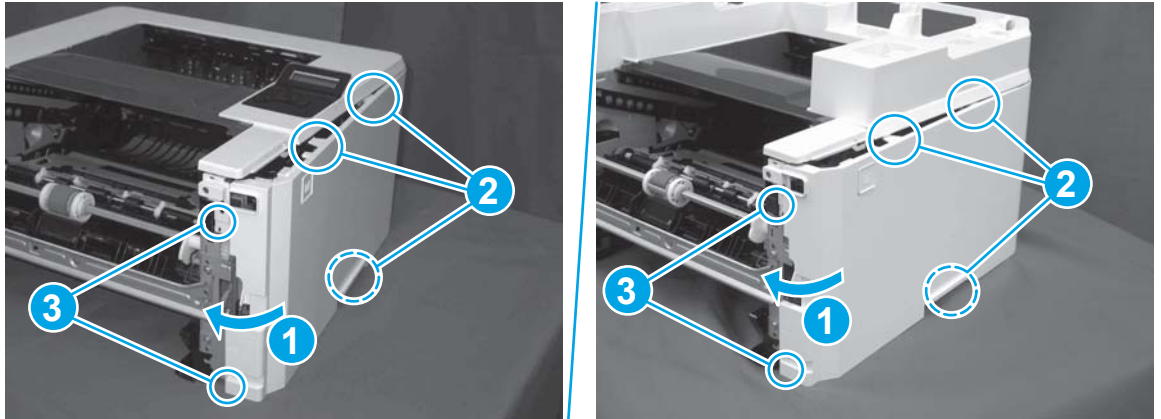
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-1015** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-1016** Engage two bosses and one tab

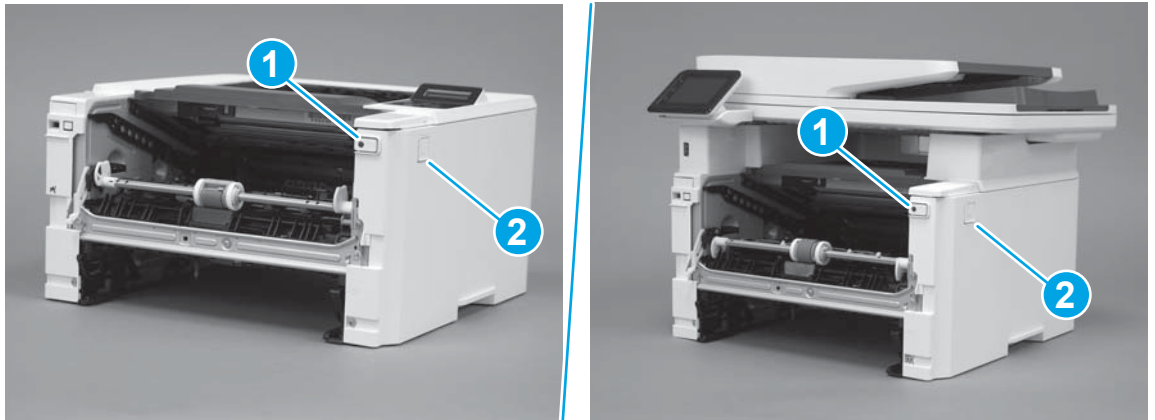


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1017** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

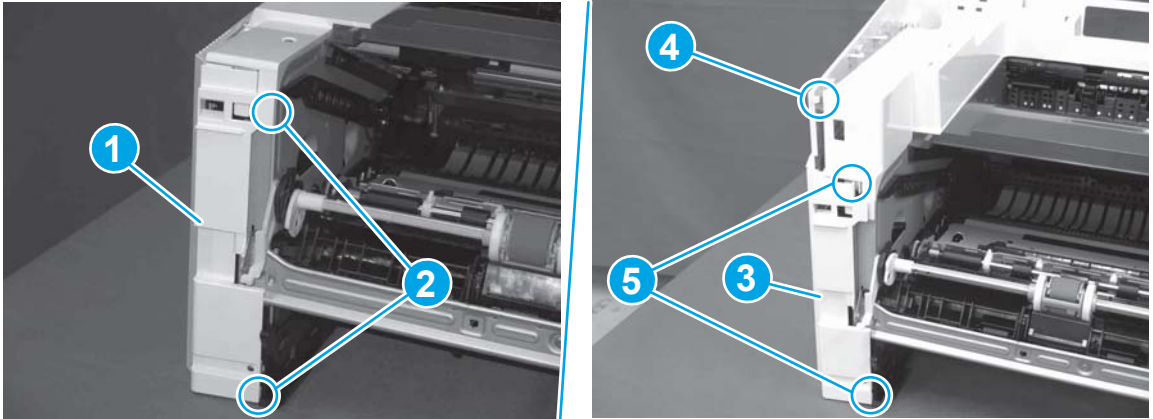
**Figure 1-1018** Install one screw



## Step 19: Install the left cover

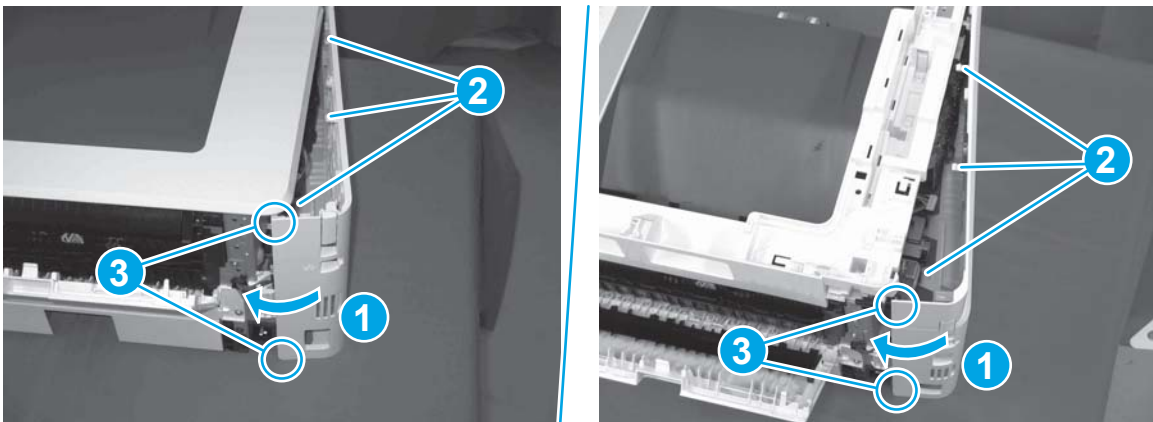
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-1019** Install the cover



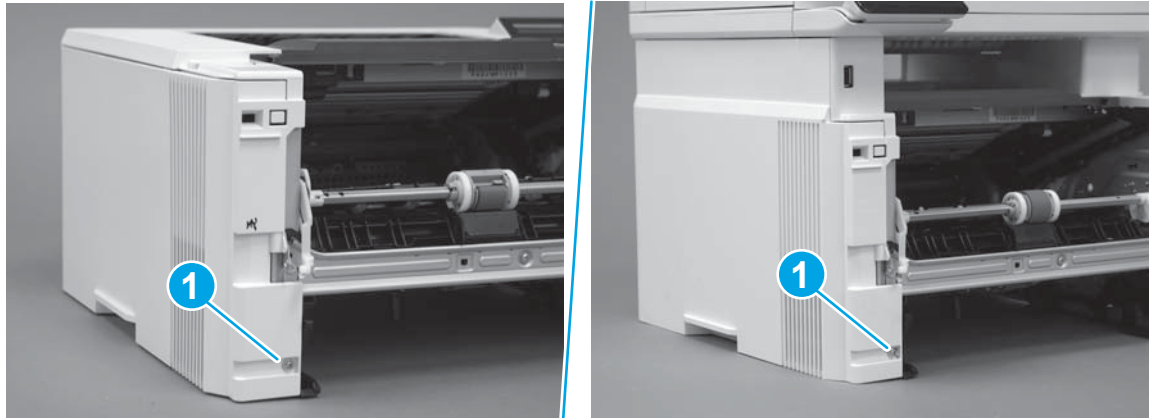
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1020** Engage three tabs and two bosses




3. Install one screw (callout 1).

**Figure 1-1021** Install one screw

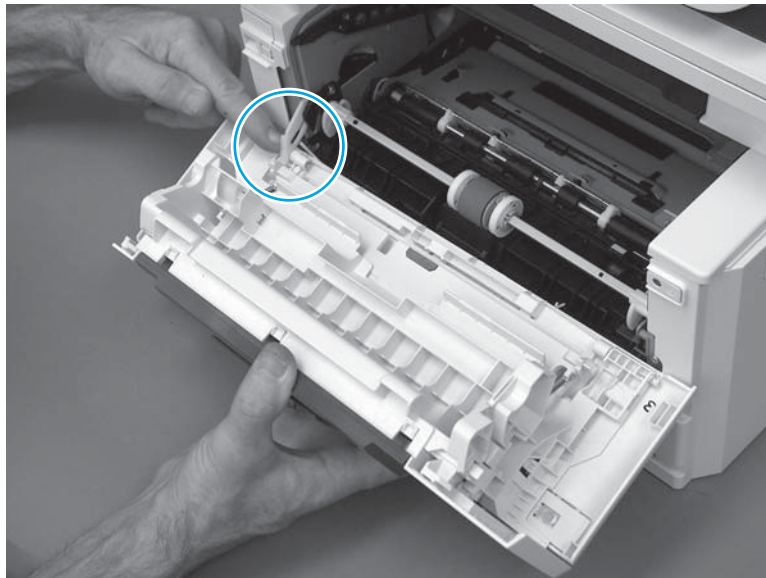


### Step 20: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

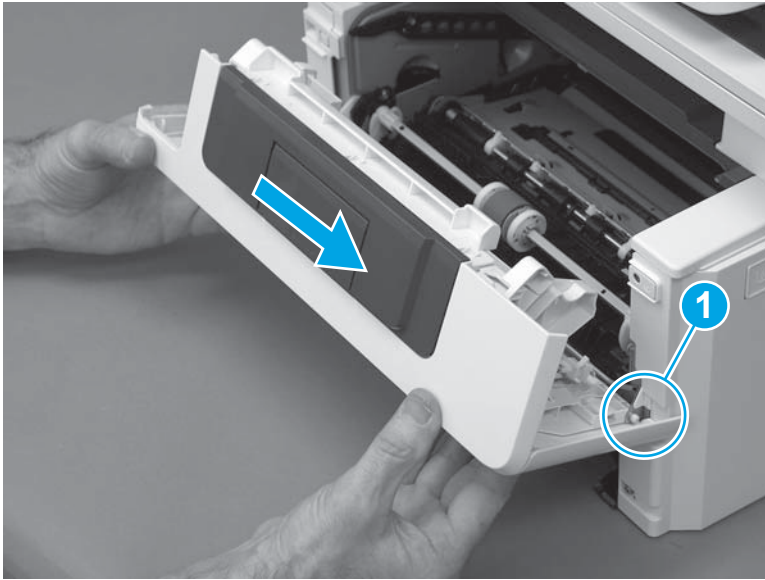
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-1022** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

**Figure 1-1023** Install the door



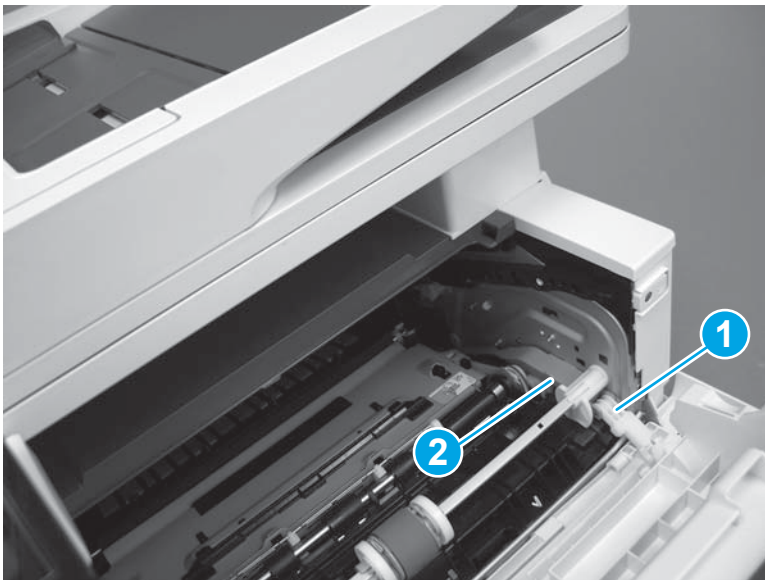
3. Install the link (callout 1).

---

 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

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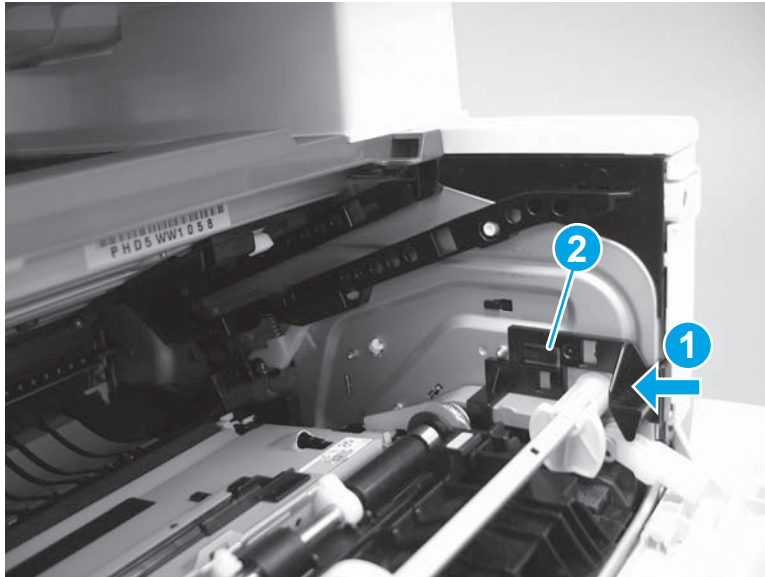
**Figure 1-1024** Install the pressure-release link





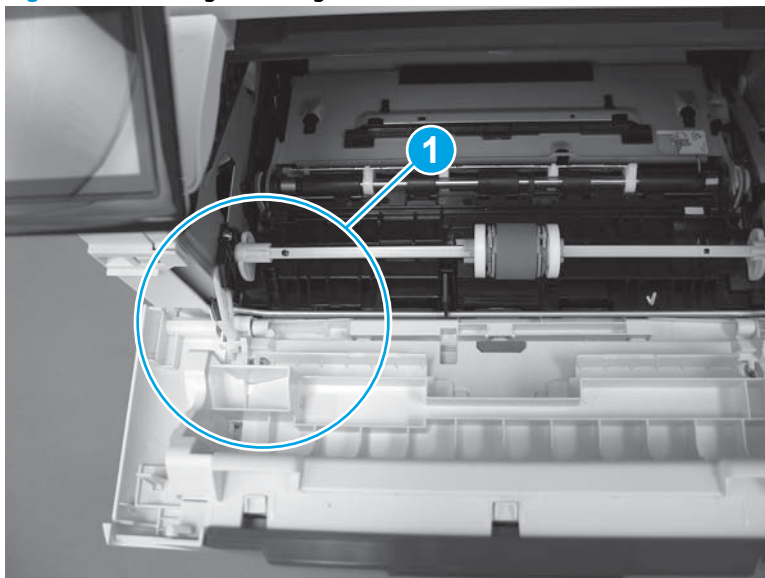
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-1025** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

**Figure 1-1026** Align the hinge

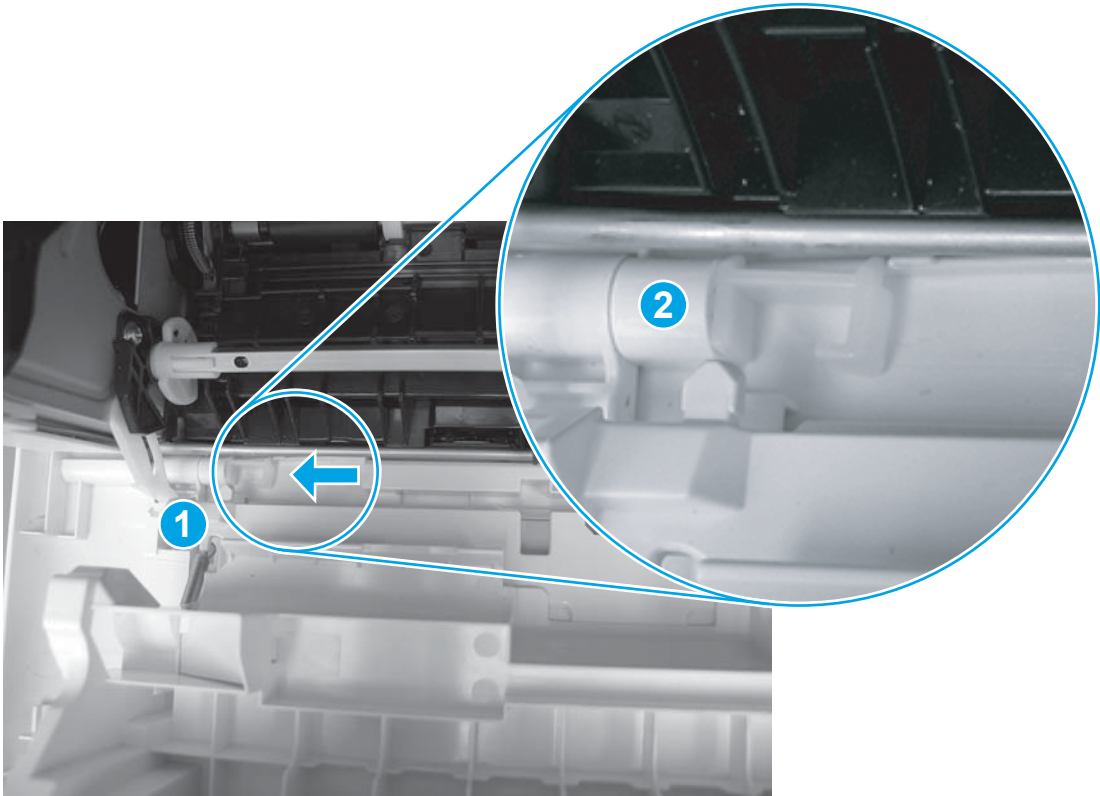




6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1027** Install the support shaft



### Step 21: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1028** Install the tray



## Removal and replacement: Sheet-metal formatter bracket and formatter PCA

- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 10: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 11: Install the top cover \(M403/M402\)](#)
- [Step 12: Install the top cover \(M427/M426\)](#)
- [Step 13: Install the control panel \(M427/M246\)](#)
- [Step 14: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 15: Install the right cover](#)
- [Step 16: Install the left cover](#)
- [Step 17: Install the cartridge door assembly](#)
- [Step 18: Install Tray 2](#)

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1029** Remove the tray



**Step 2: Remove the cartridge door assembly**



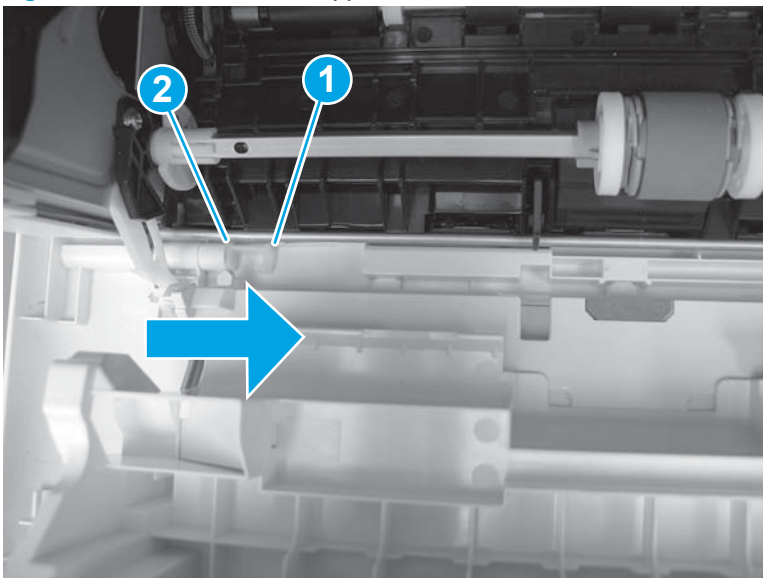
**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-1030** Release the support shaft



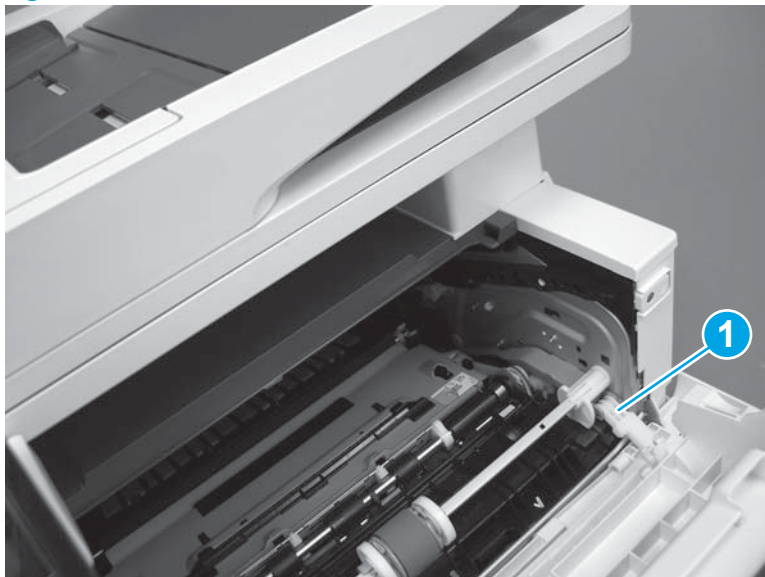
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1031** Remove the guide



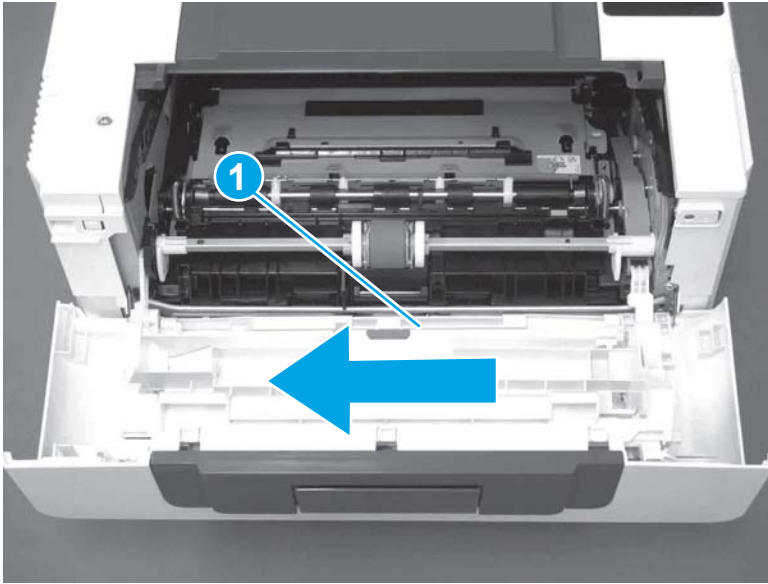
3. Remove the link arm (callout 1).

**Figure 1-1032** Remove the link arm



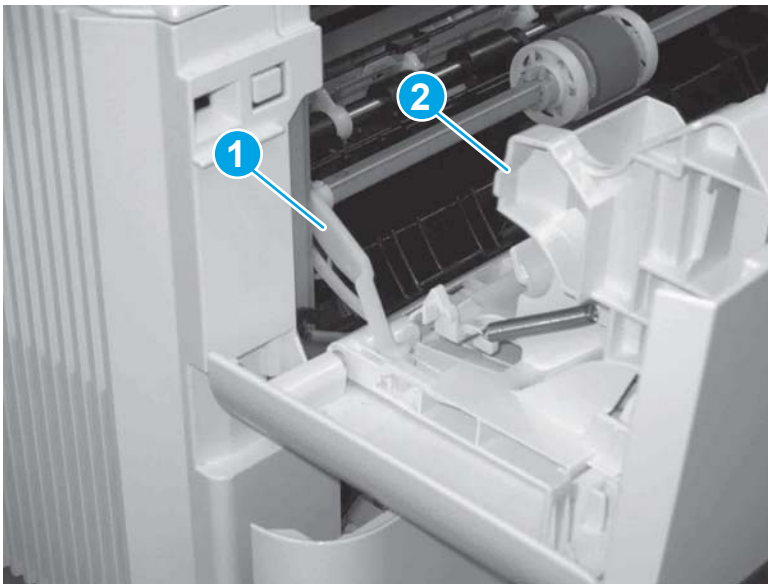
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1033** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

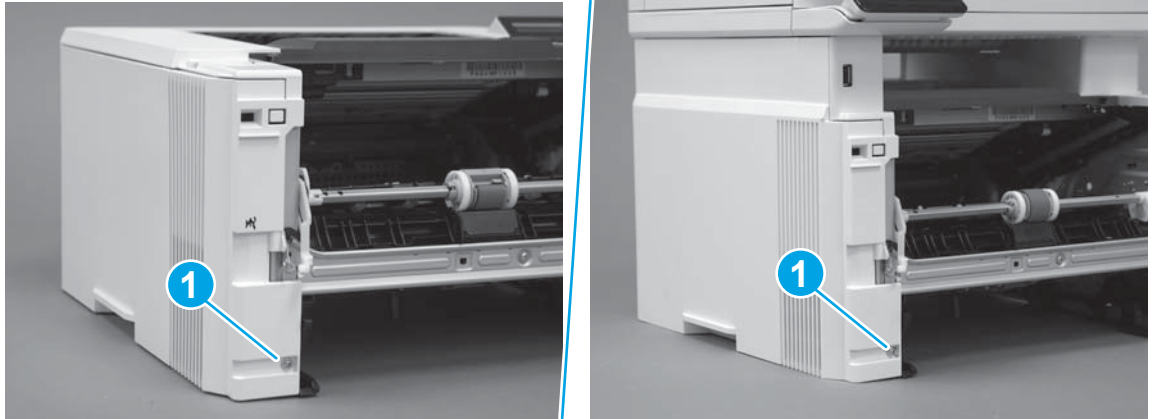
**Figure 1-1034** Release the left-side retainer arm



### Step 3: Remove the left cover

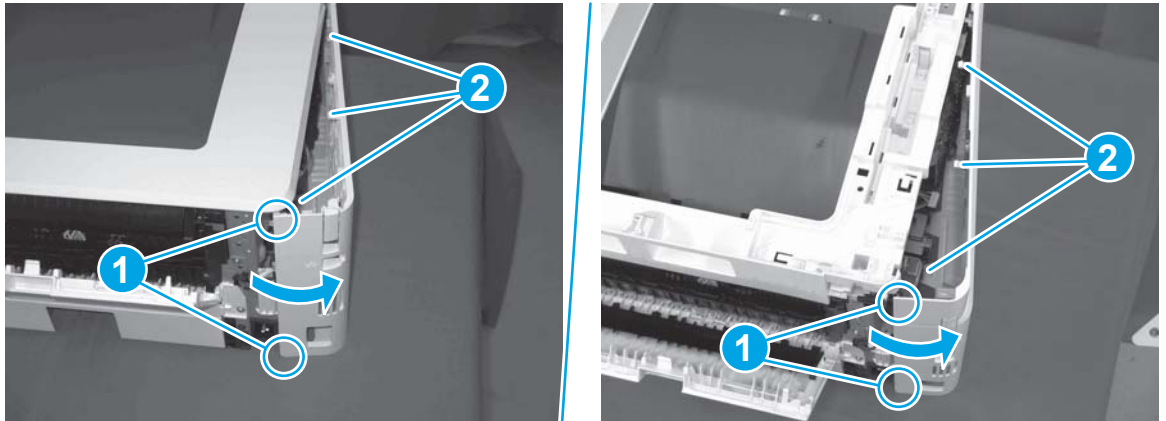
1. Remove one screw (callout 1).

**Figure 1-1035** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1036** Release two bosses and three tabs



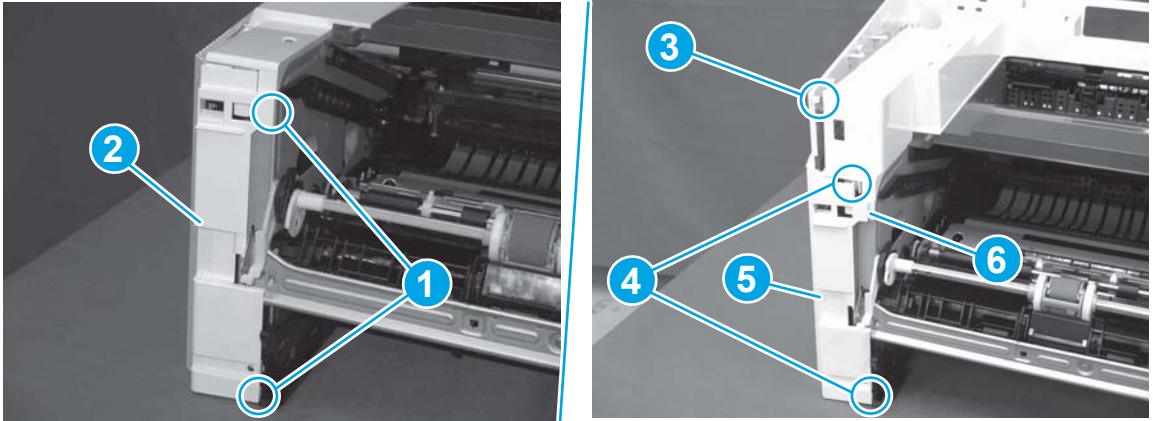
3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.



**Figure 1-1037** Remove the cover



**Step 4: Remove the right cover**

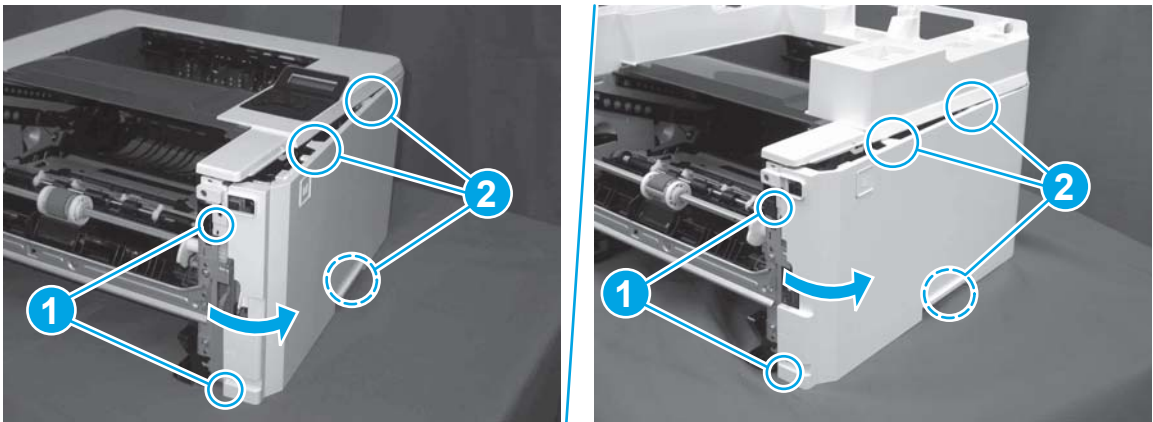
1. Remove one screw (callout 1).

**Figure 1-1038** Remove one screw



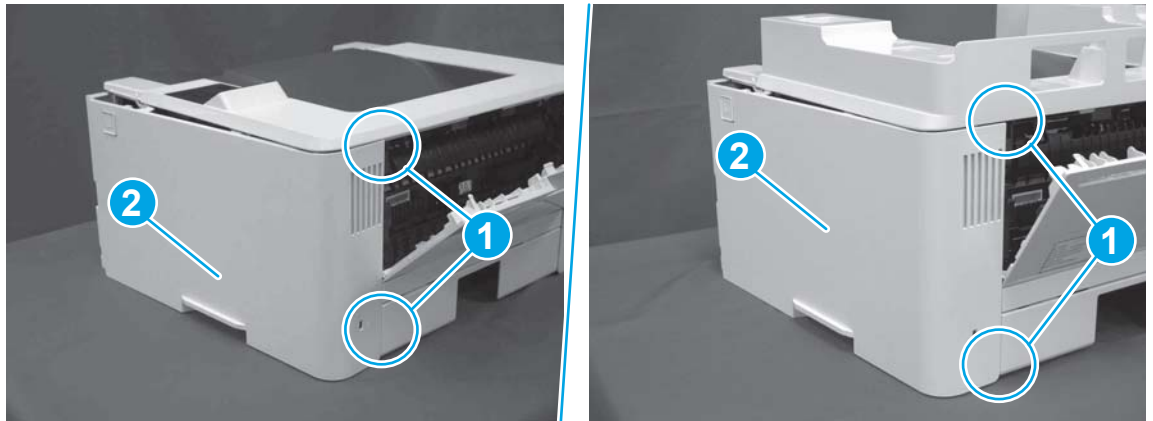
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1039** Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-1040** Remove the cover



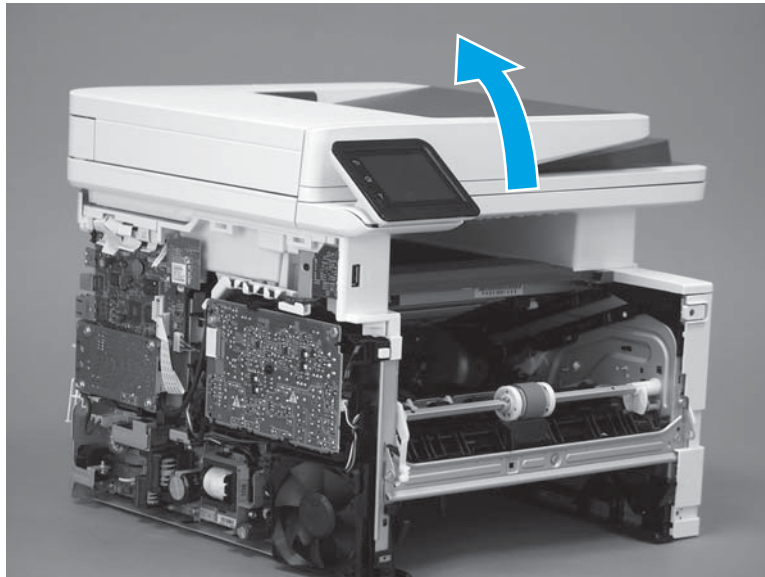
### Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 583.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

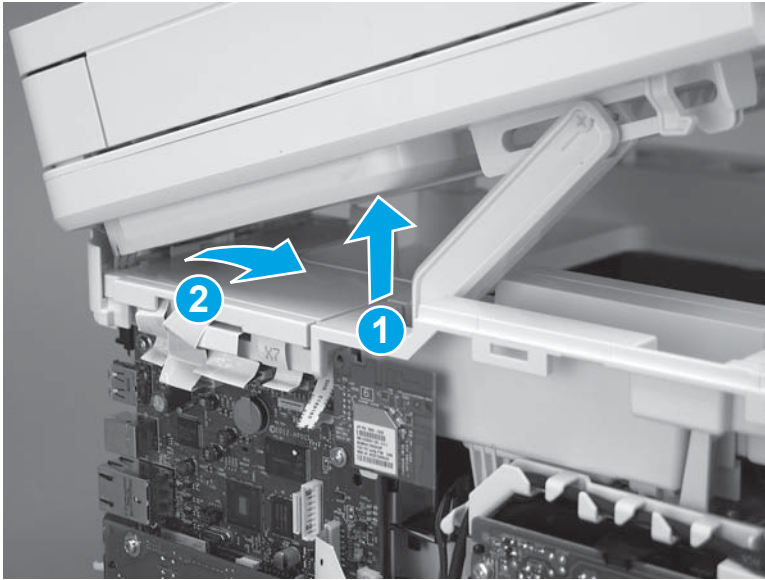
1. Raise the ISA.

**Figure 1-1041** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

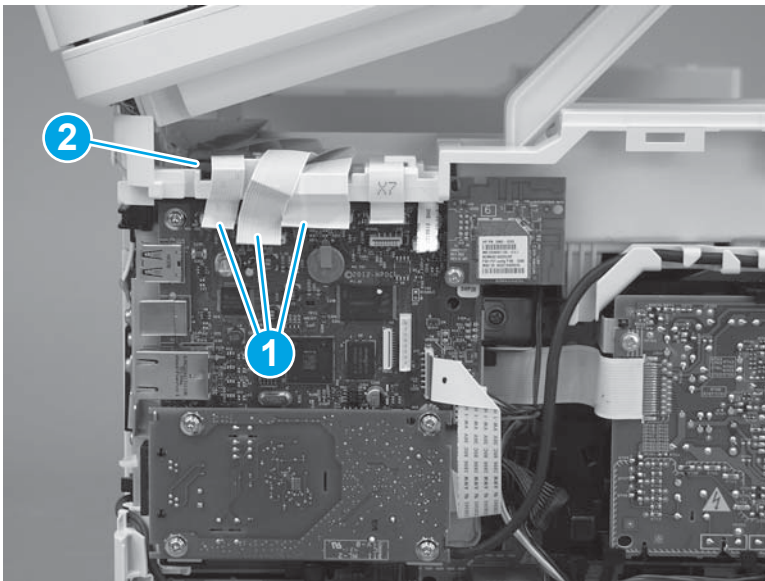
**Figure 1-1042** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

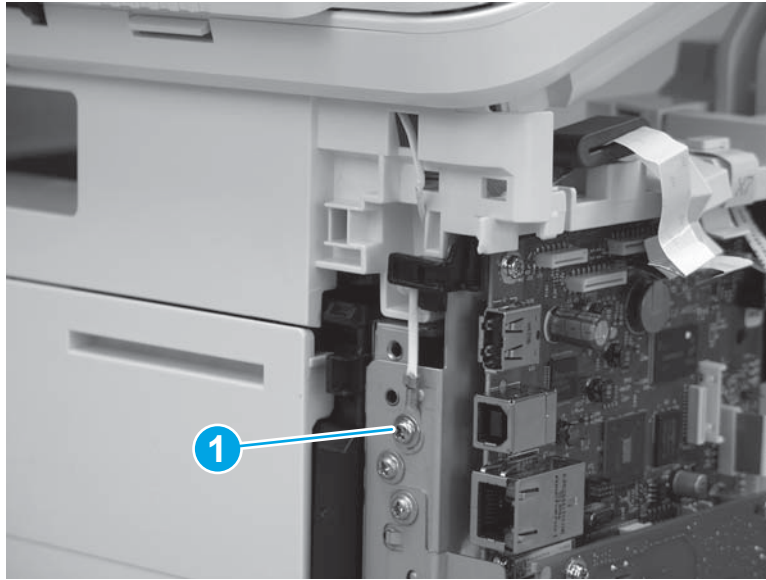
**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-1043** Disconnect three FFCs



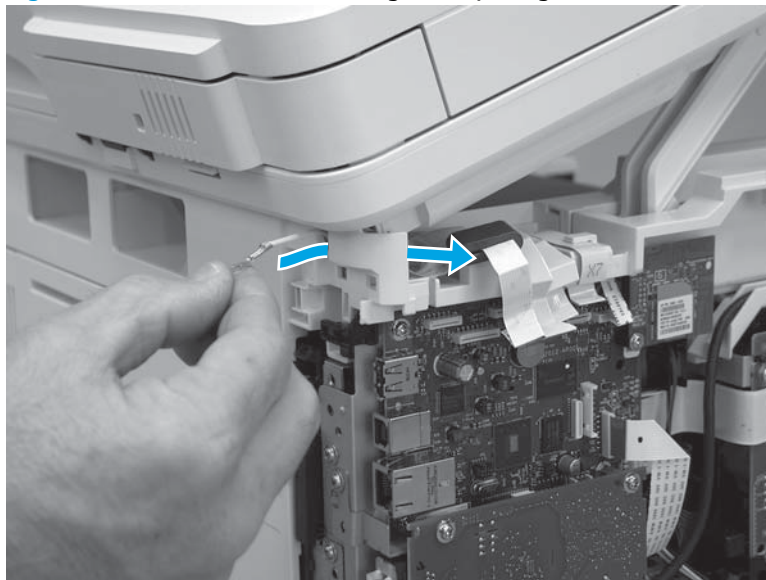
4. Remove one screw (callout 1).

**Figure 1-1044** Remove one screw



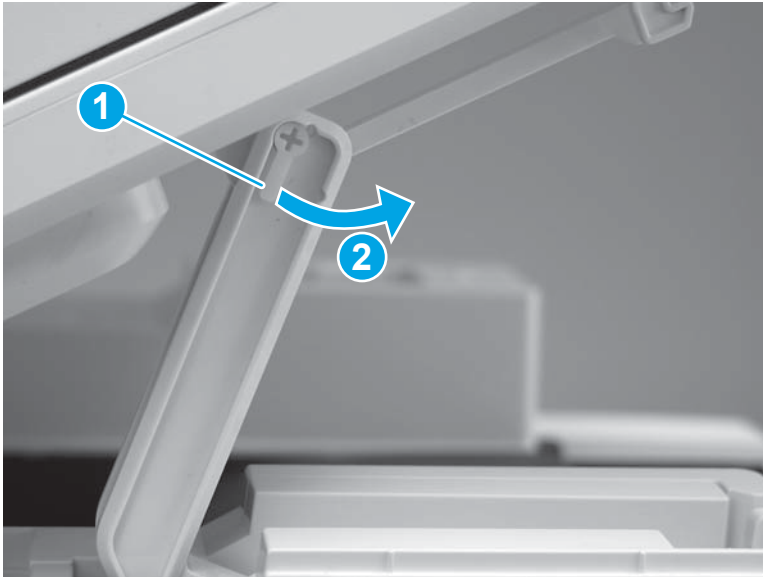
5. Pass the ground wire through the opening in the top cover.

**Figure 1-1045** Pass the wire through the opening



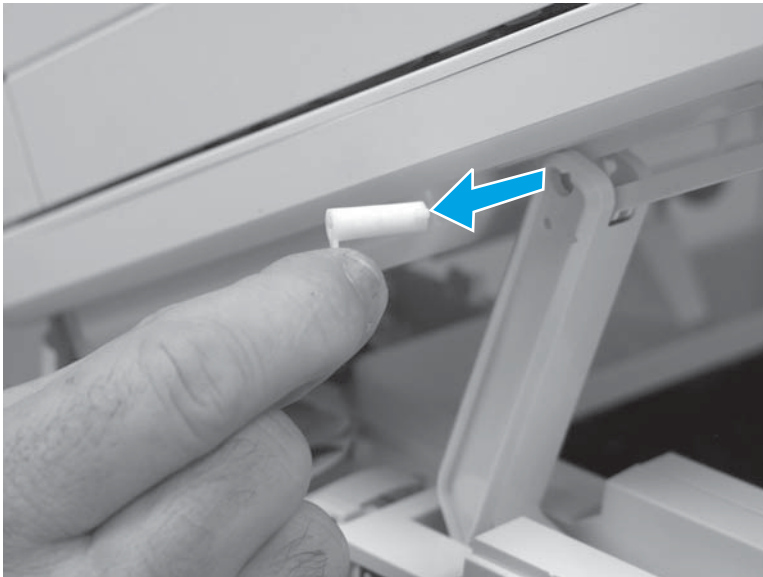
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-1046** Release one tab and rotate the slider pin



7. Remove the slider pin.

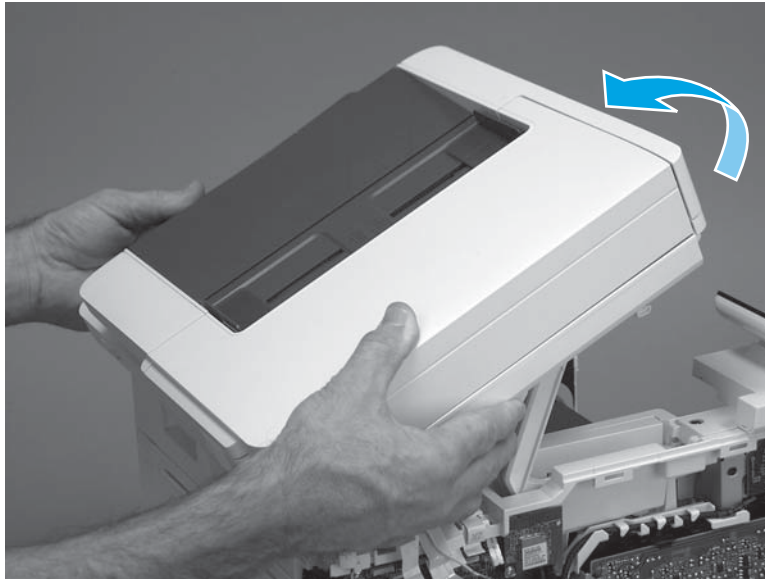
**Figure 1-1047** Remove the slider pin





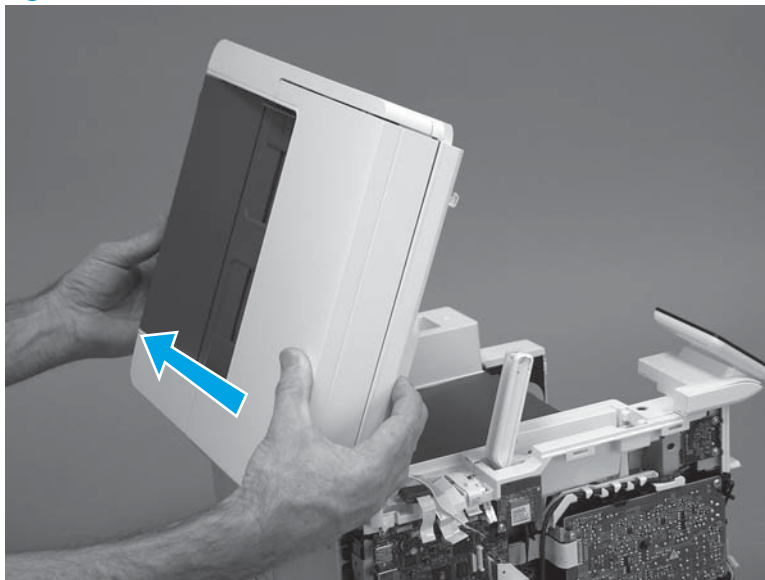
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-1048** Rotate the ISA towards the rear of the printer



9. Slide the ISA as shown to release it.

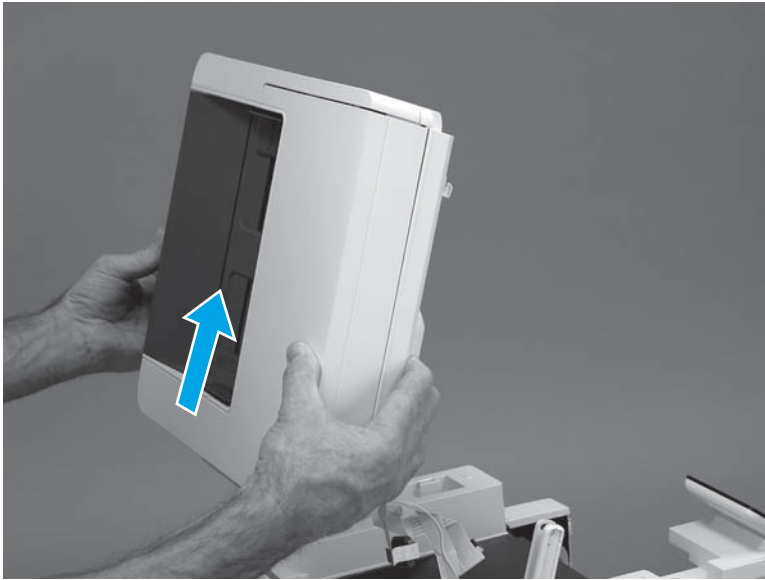
**Figure 1-1049** Release the ISA





10. Remove the ISA.

**Figure 1-1050** Remove the ISA



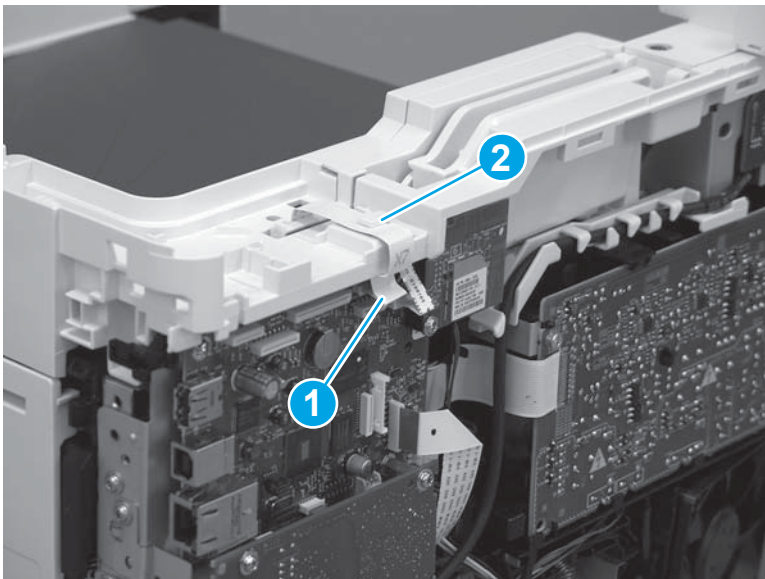
#### Step 6: Remove the control panel (M427/M246)



**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 583](#).

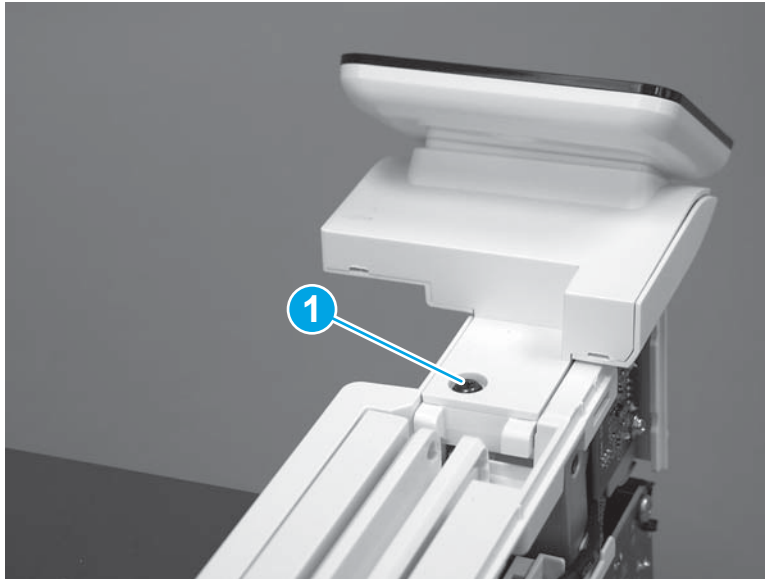
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-1051** Disconnect one connector



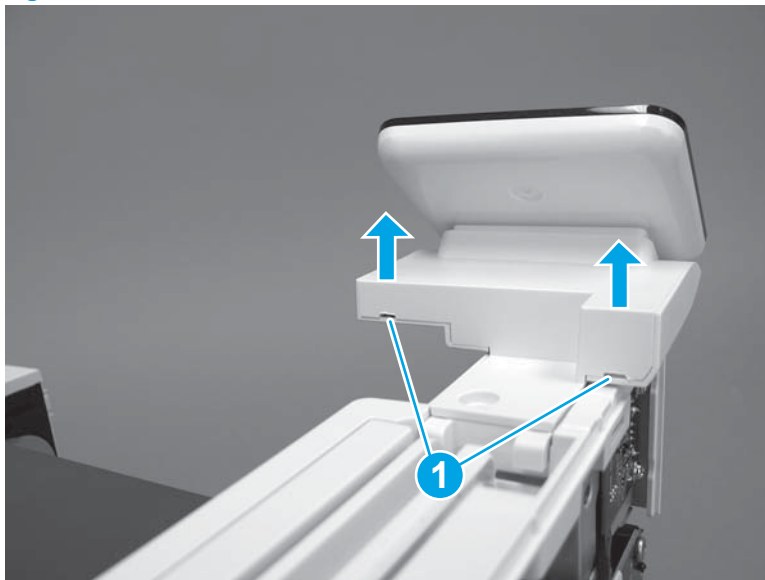
2. Remove one screw (callout 1).

**Figure 1-1052** Remove one screw



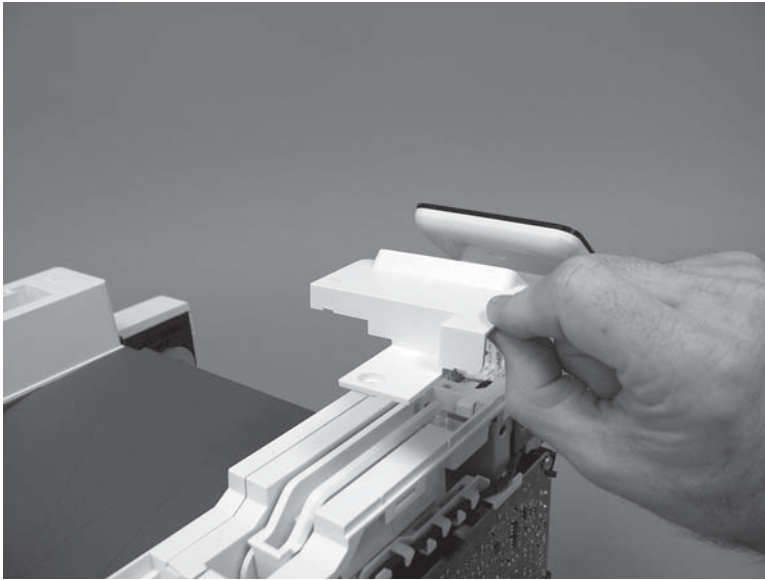
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-1053** Release two tabs



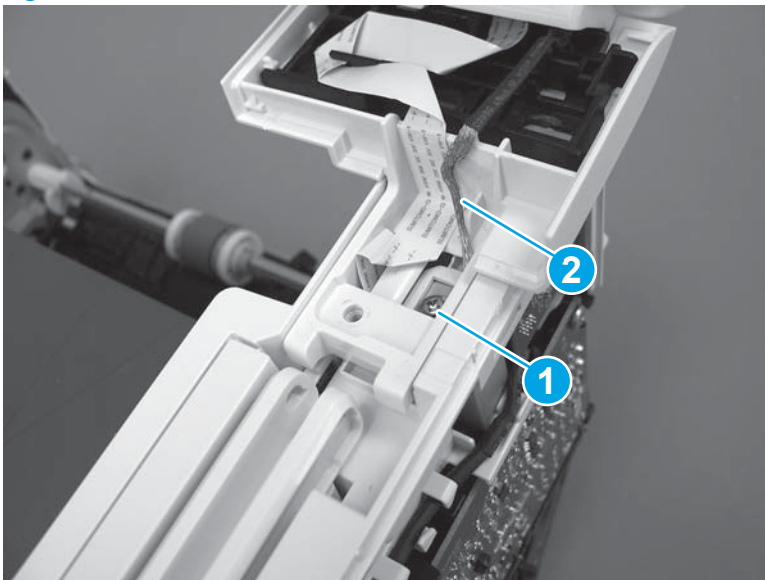
4. Remove the control-panel cable cover.

**Figure 1-1054** Remove the cover



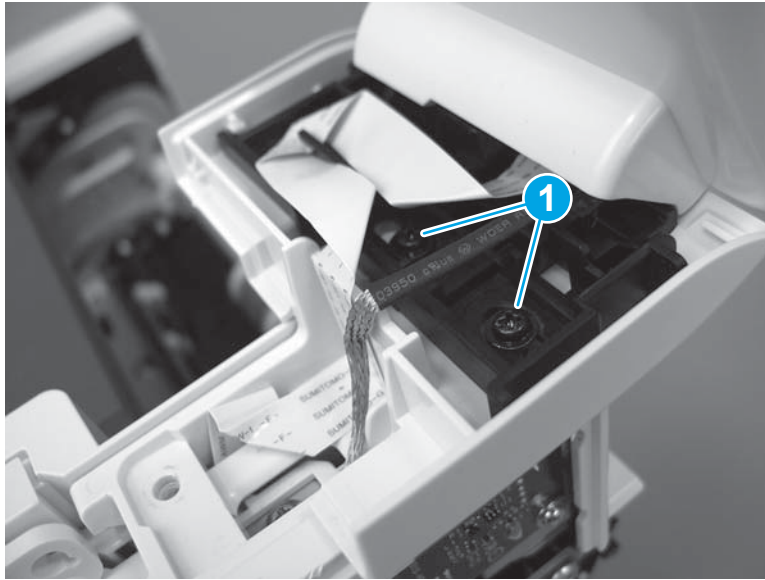
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-1055** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

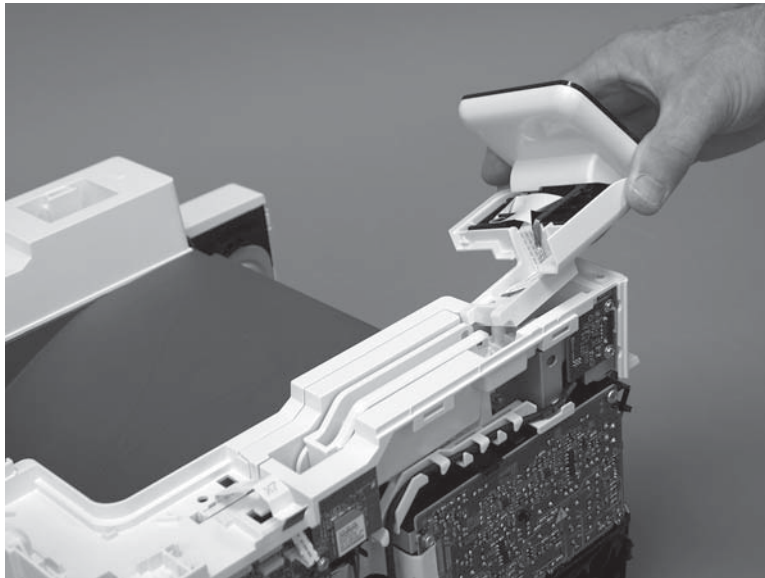
**Figure 1-1056** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

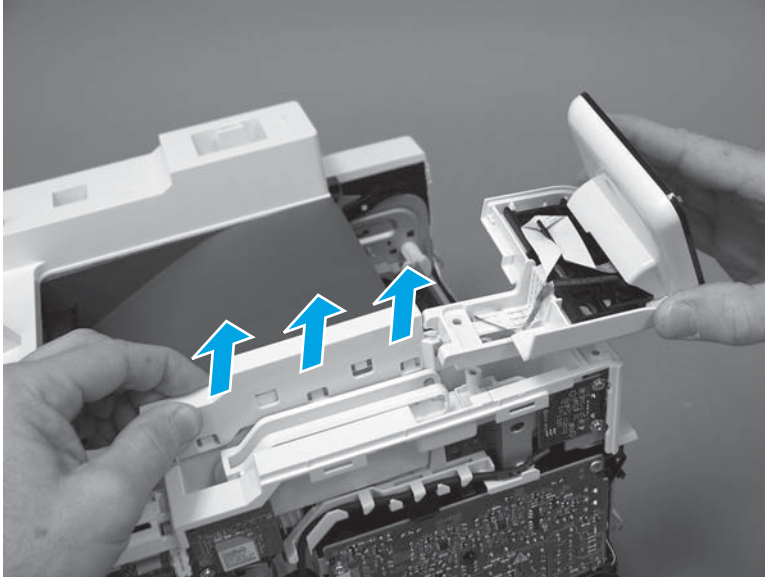
**⚠ CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-1057** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-1058** Remove the control-panel assembly



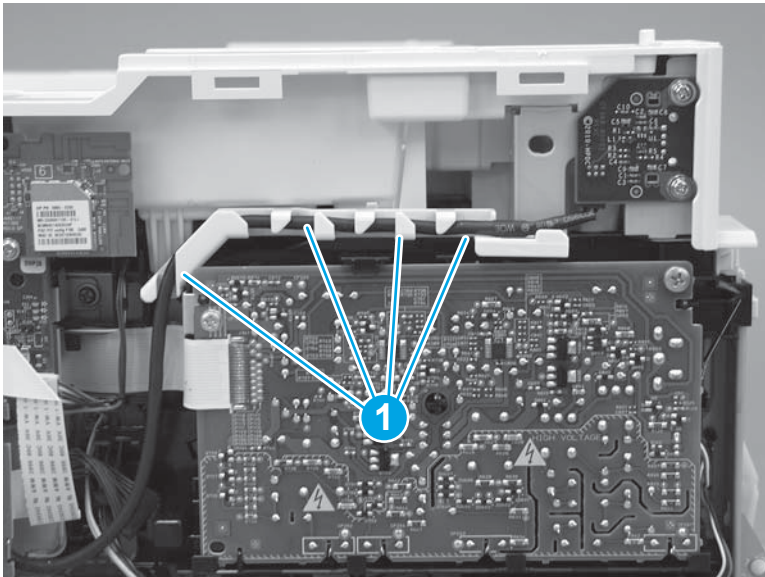
#### Step 7: Remove the top cover (M427/M426)



**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 583](#).

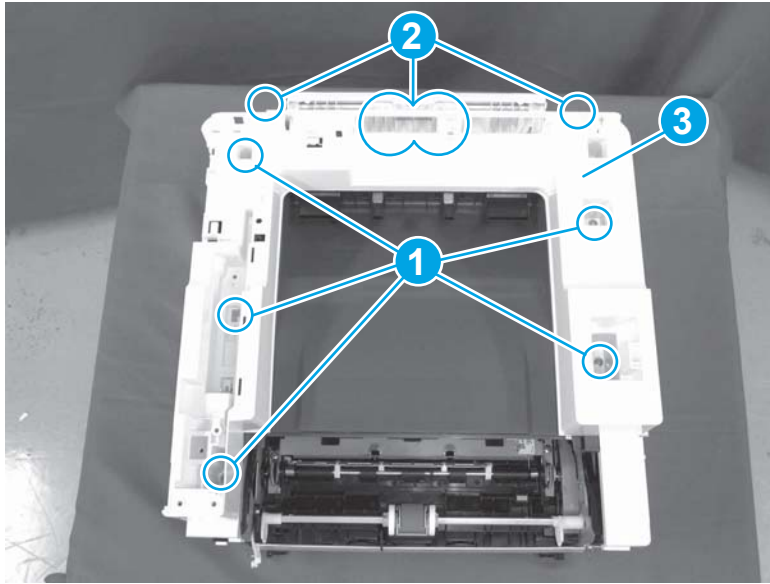
1. Release the USB cable (callout 1) from the cable guide.

**Figure 1-1059** Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-1060** Remove the cover



#### Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the sheet-metal formatter bracket and formatter PCA on page 584.](#)

1. Remove one screw (callout 1).

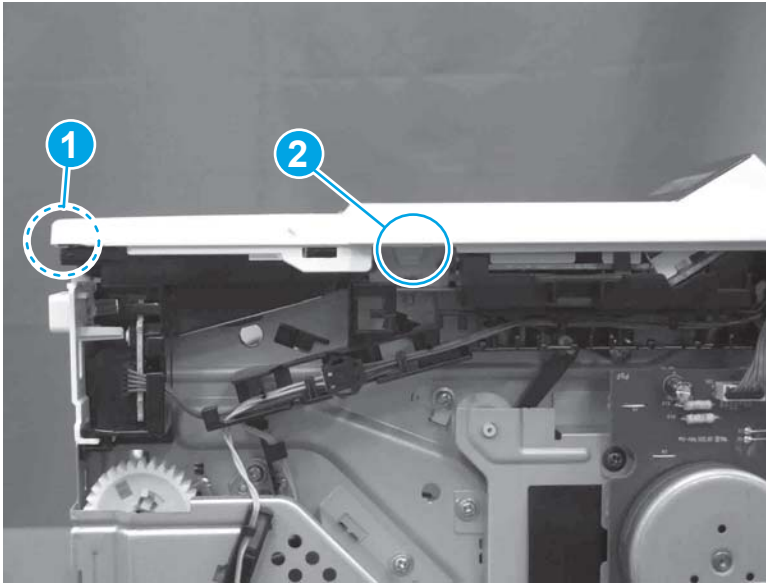
**Figure 1-1061** Remove one screw






2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

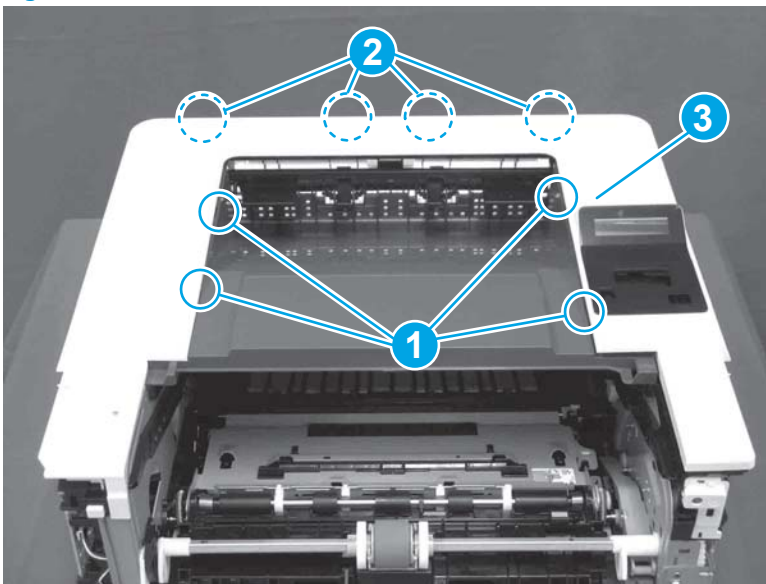
**Figure 1-1062** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-1063** Remove the cover

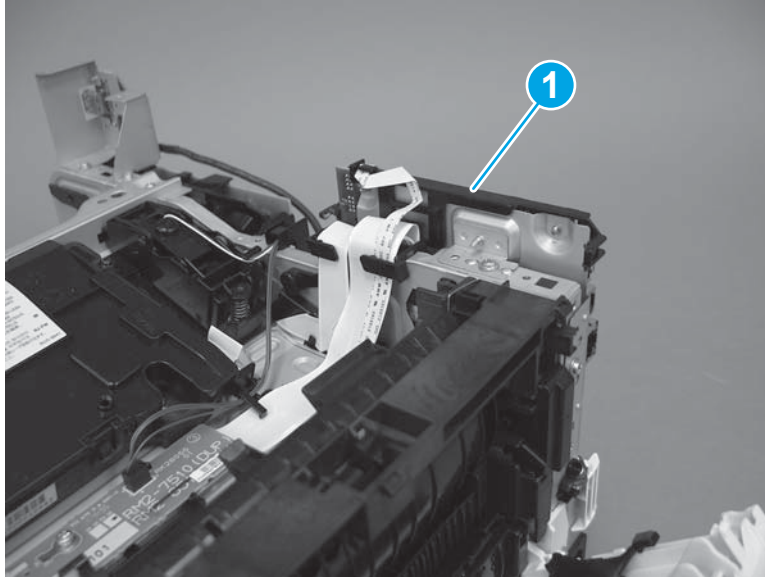


### Step 9: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

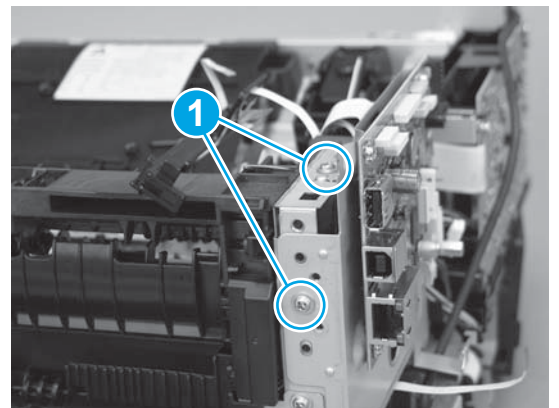
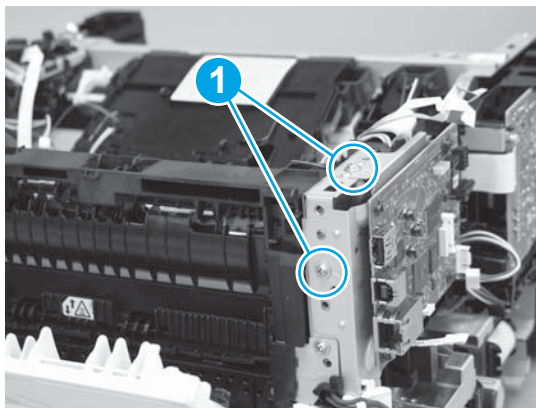
1. **M427/M426 only:** Remove the guide (callout 1).

**Figure 1-1064** Remove the guide



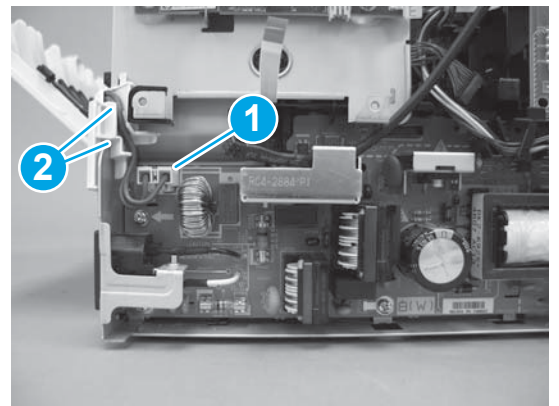
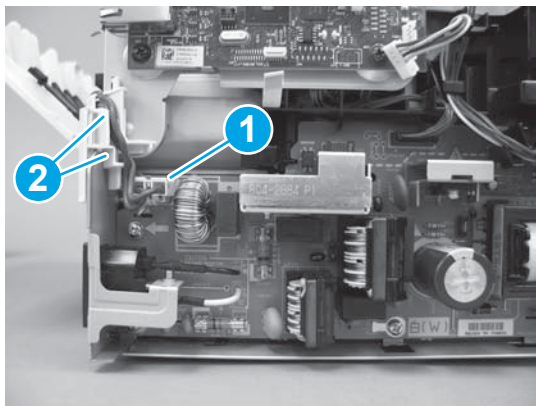
2. Remove two screws (callout 1).

**Figure 1-1065** Remove two screws



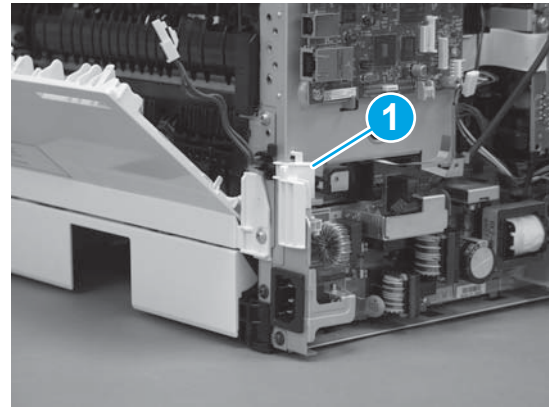
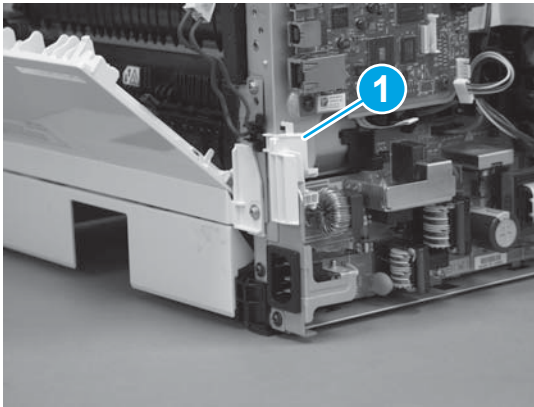
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-1066** Disconnect one connector



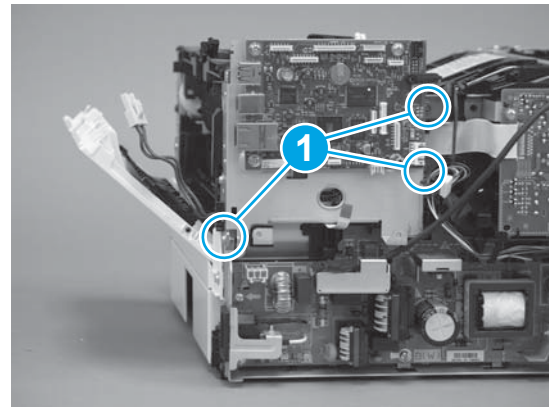
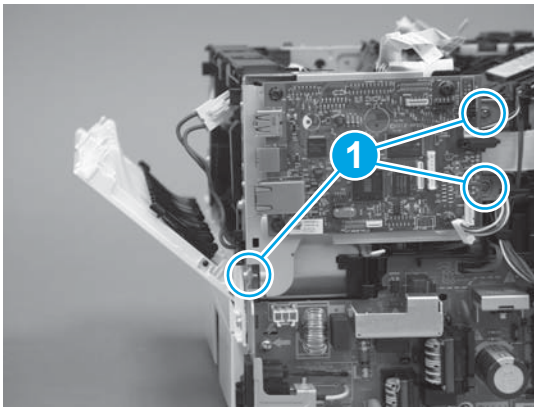
4. Remove the guide (callout 1).

**Figure 1-1067** Remove the guide



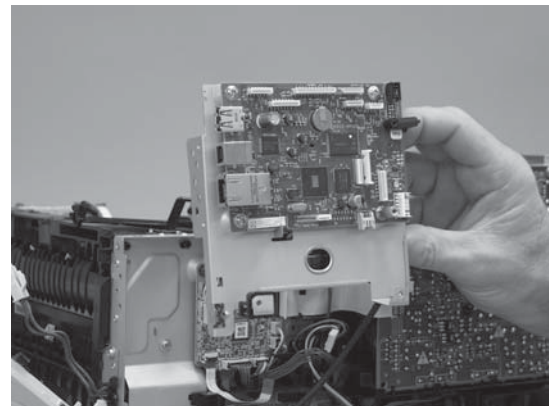
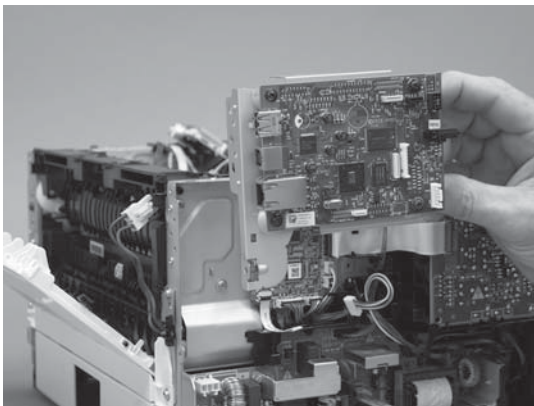
5. Remove three screws (callout 1).

**Figure 1-1068** Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

**Figure 1-1069** Remove the bracket



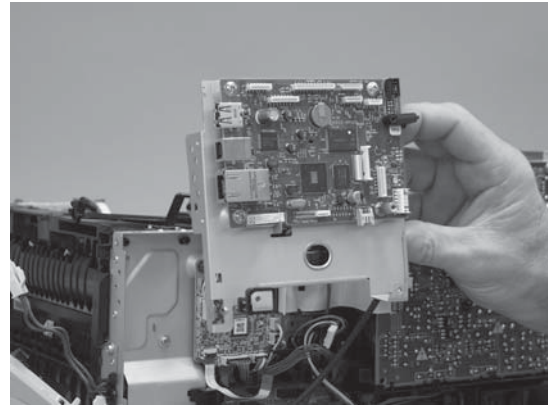
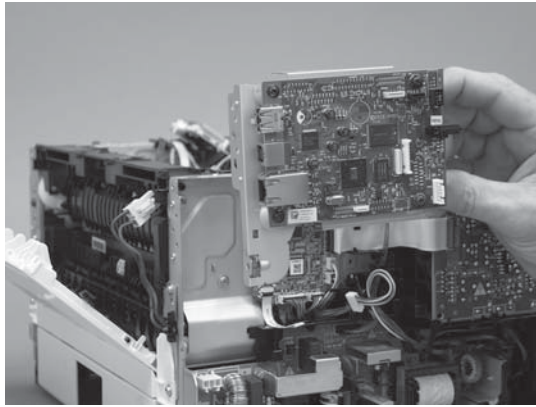


## Step 10: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

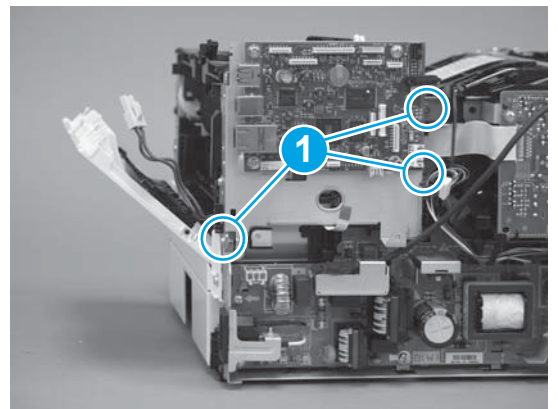
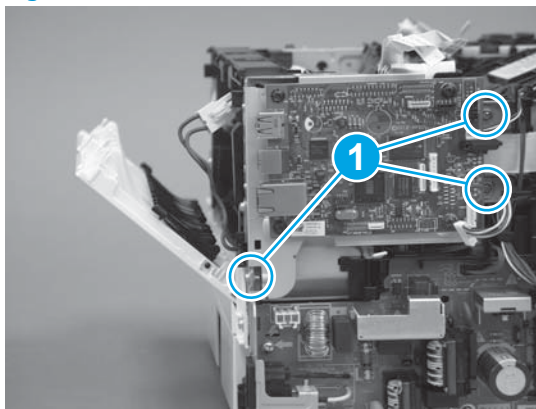
1. Position the sheet-metal bracket and formatter PCA on the printer.

**Figure 1-1070** Install the bracket



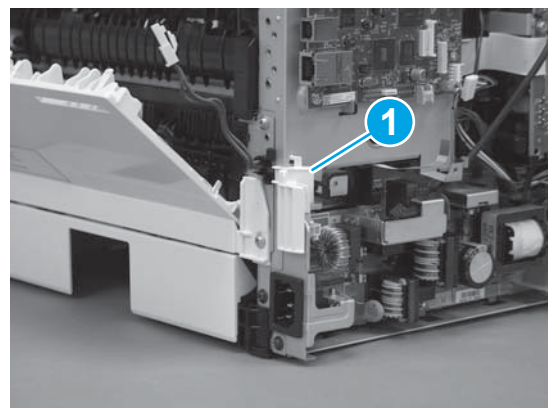
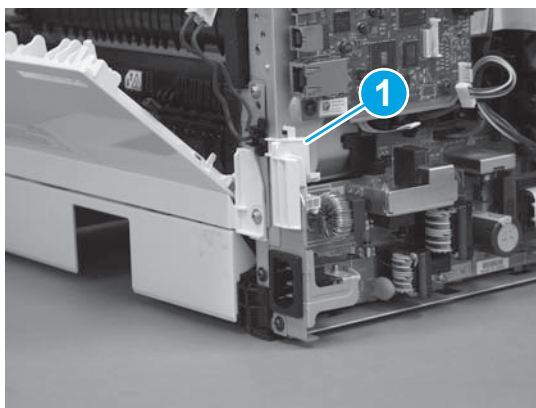
2. Install three screws (callout 1).

**Figure 1-1071** Install three screws



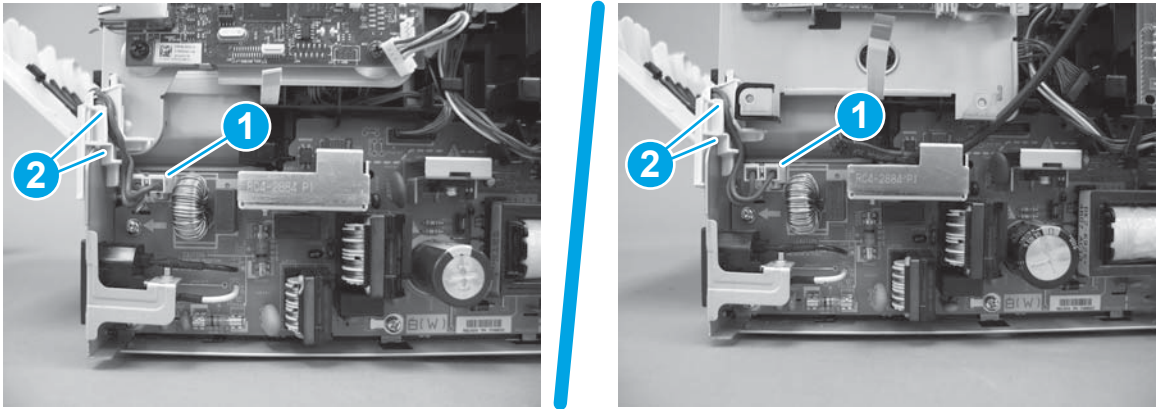
3. Install the guide (callout 1).

**Figure 1-1072** Install the guide



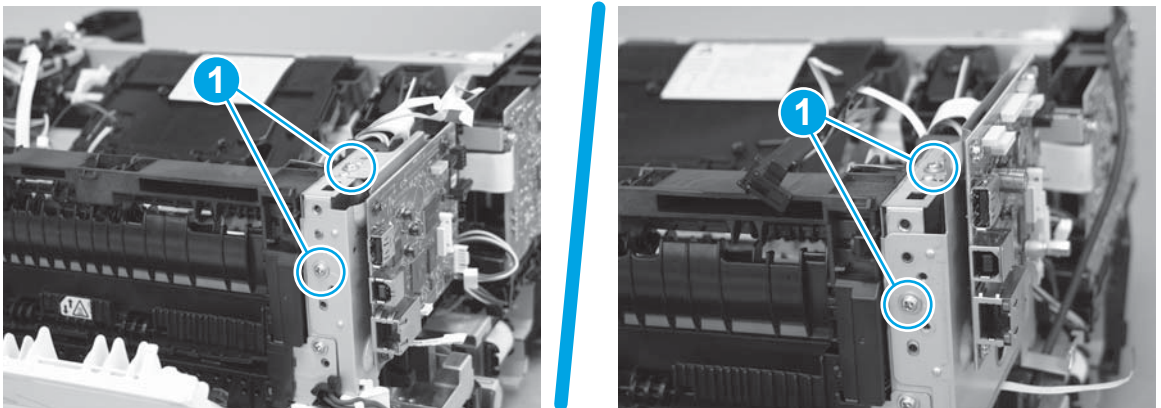
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

**Figure 1-1073** Connect one connector



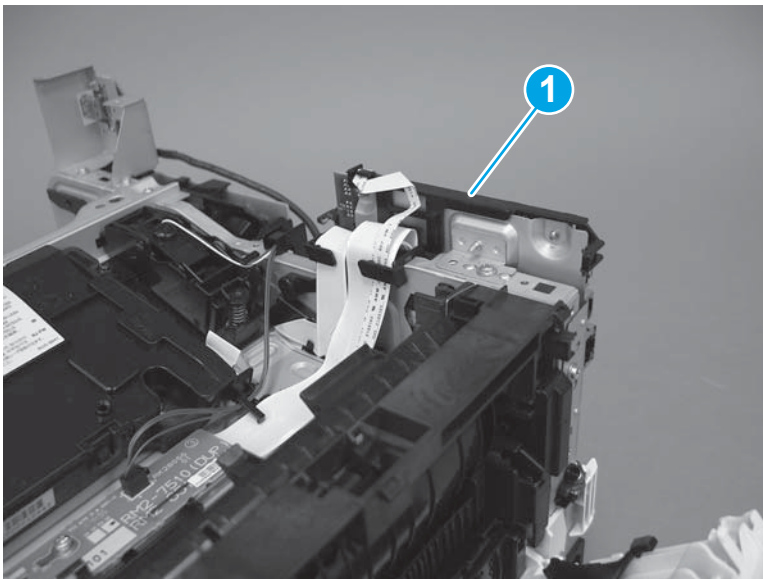
5. Install two screws (callout 1).

**Figure 1-1074** Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

**Figure 1-1075** Install the guide

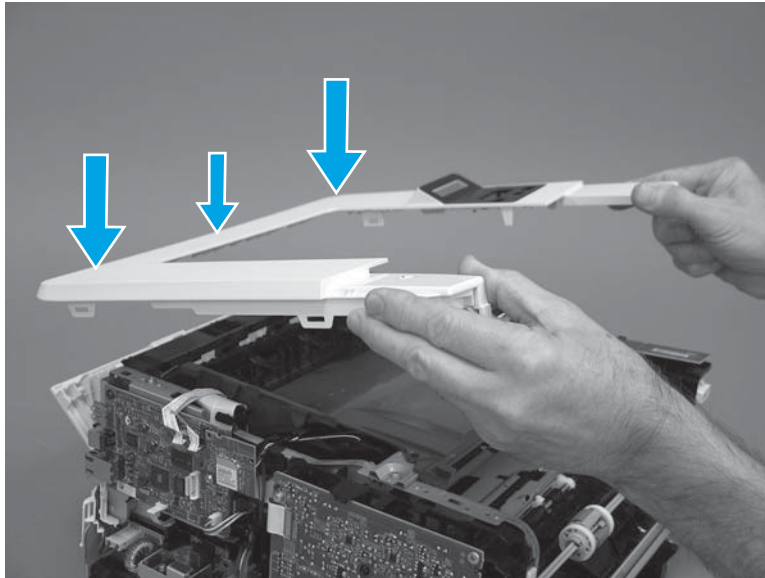


## Step 11: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 12: Install the top cover \(M427/M426\) on page 590](#).

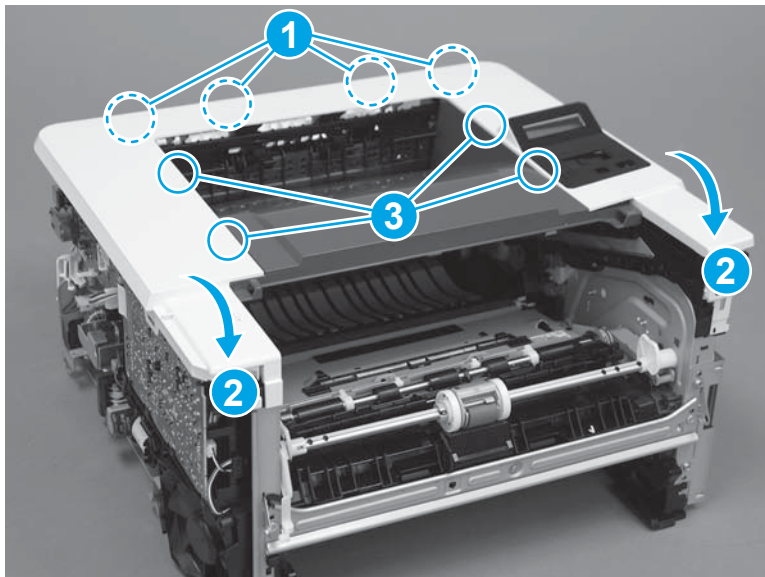
1. Position the rear edge of the cover on the printer.

**Figure 1-1076** Install the cover



2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

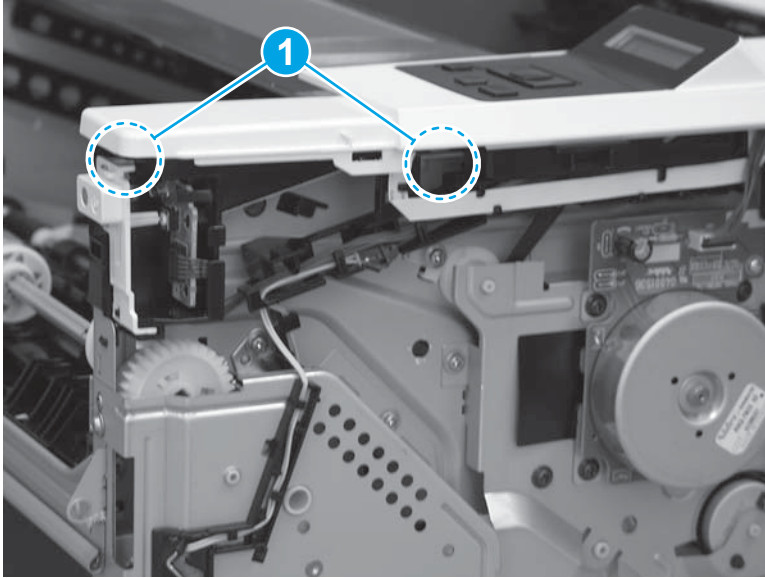
**Figure 1-1077** Engage four bosses and tabs





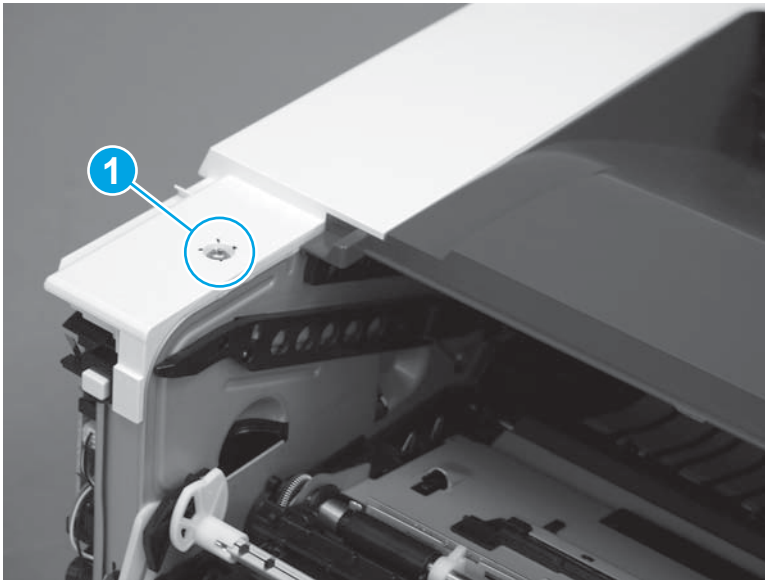
3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-1078** Engage one boss and one tab




4. Install one screw (callout 1).

**Figure 1-1079** Install one screw

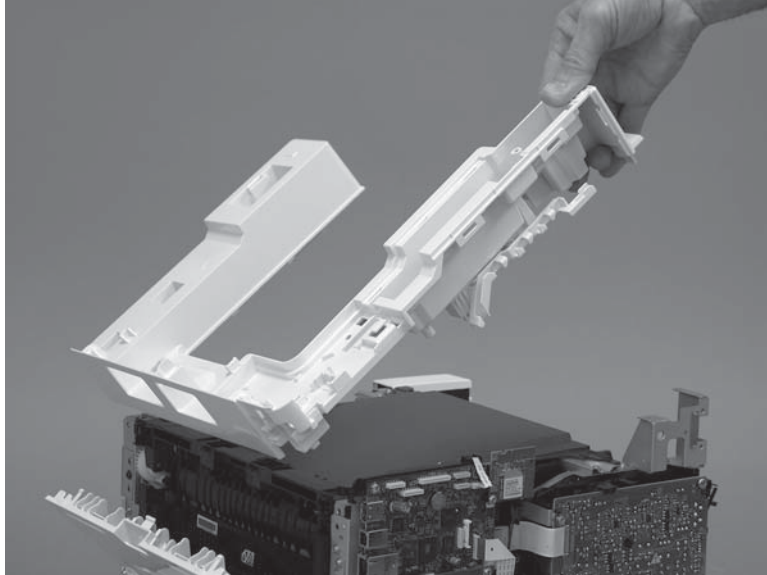


### Step 12: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 15: Install the right cover on page 602](#).

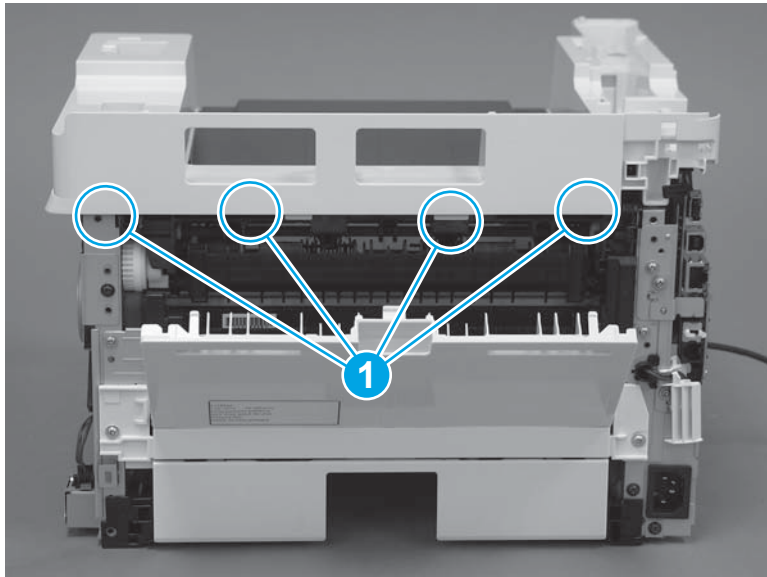
1. Position the rear edge of the top cover on the printer.

**Figure 1-1080** Install the cover



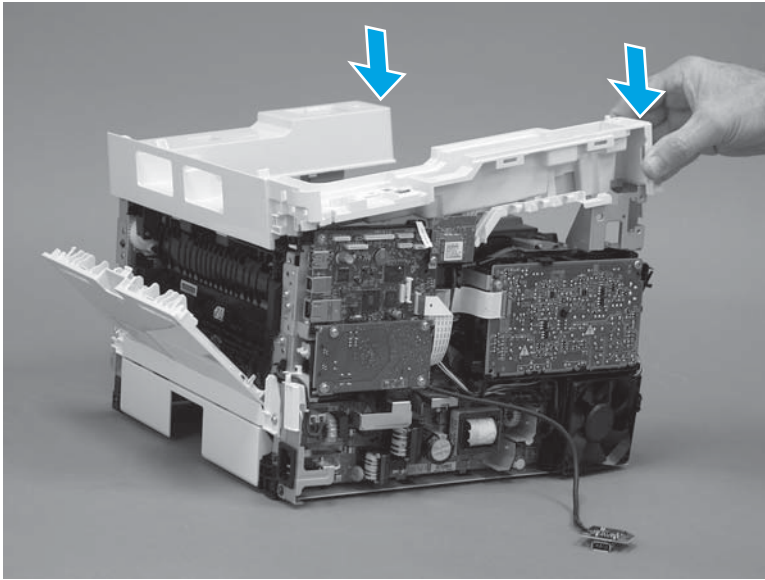
2. Engage four bosses (callout 1).

**Figure 1-1081** Engage four bosses



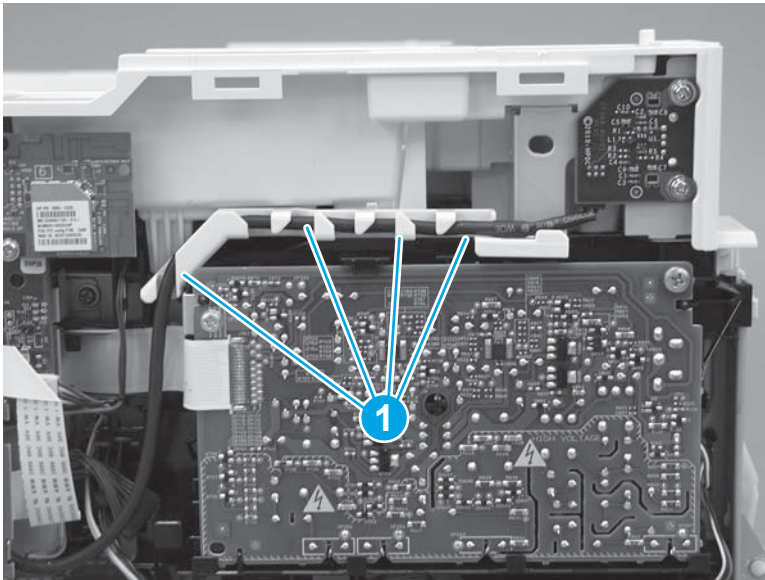
3. Rotate the front edge of the cover down.

**Figure 1-1082** Rotate the front edge of the cover down



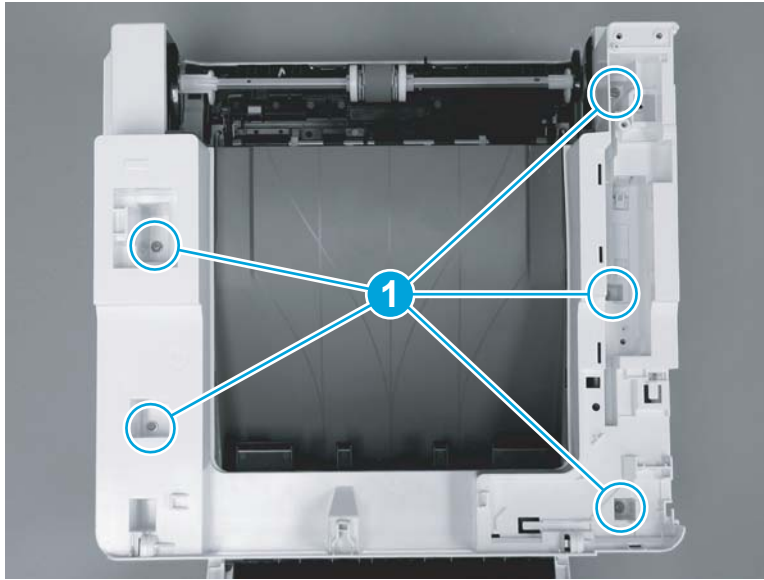
4. Install the USB cable (callout 1) in the guide.

**Figure 1-1083** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-1084** Install five screws

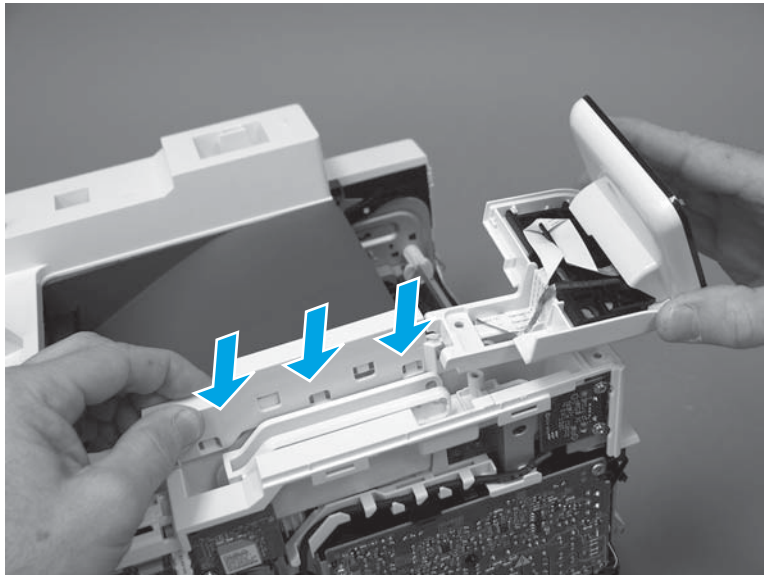


### Step 13: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 15: Install the right cover on page 602](#).

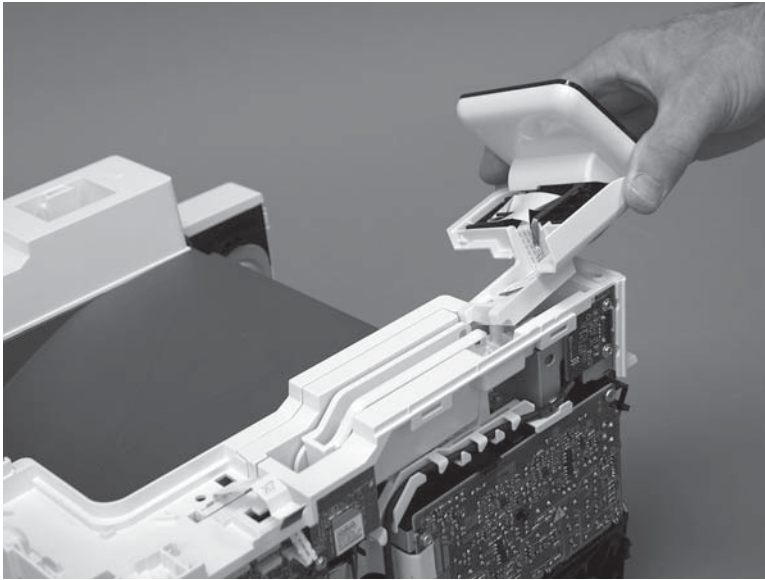
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-1085** Install the control-panel FFC cover



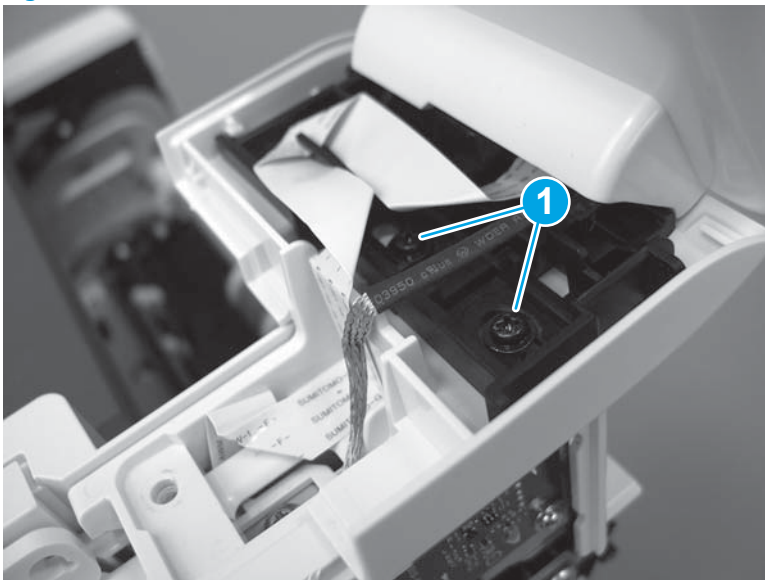
2. Install the control-panel assembly on the top cover.

**Figure 1-1086** Install the control-panel assembly



3. Move the FFC out of the way, and then install two screws (callout 1).

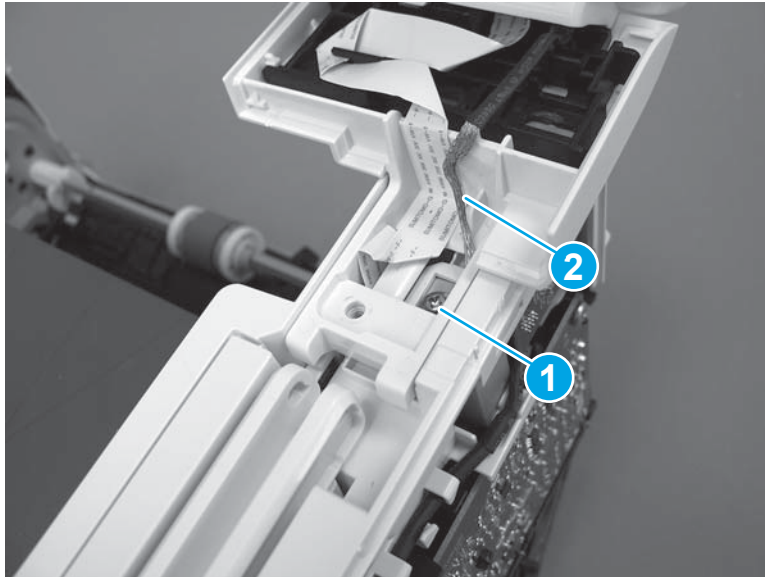
**Figure 1-1087** Install two screws





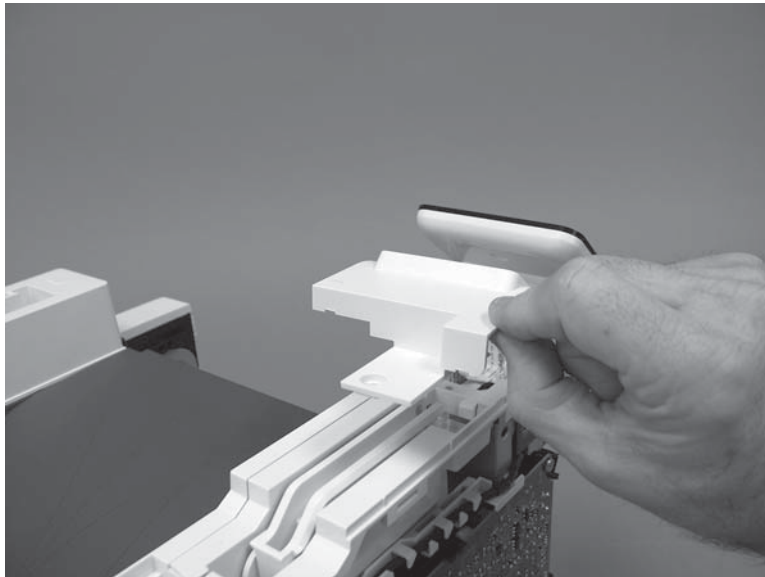
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-1088** Remove one screw



5. Install the control-panel cable cover.

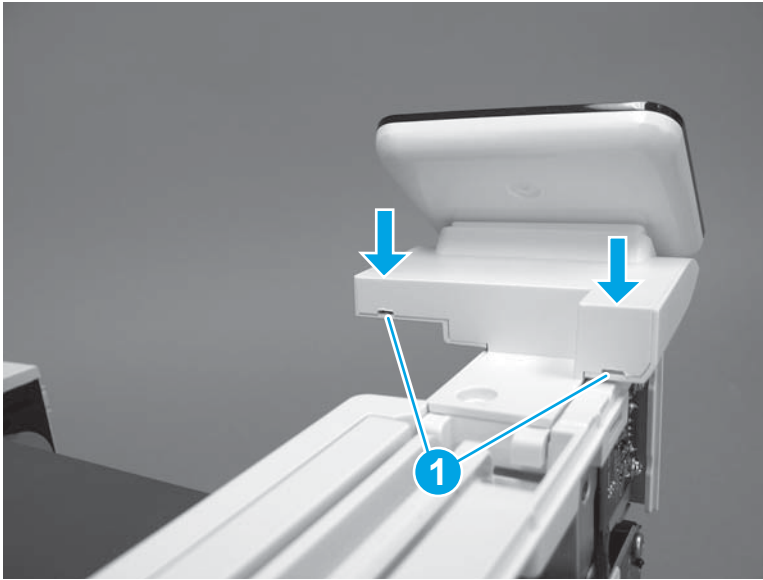
**Figure 1-1089** Install the cover





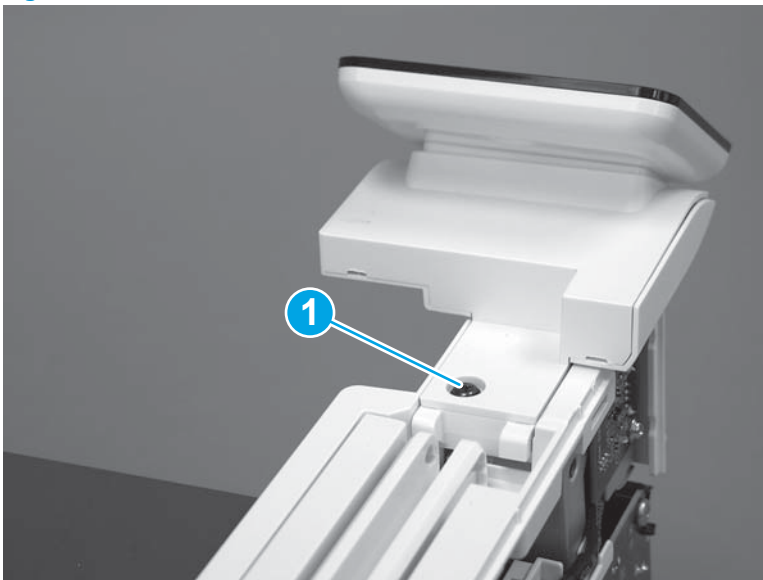
6. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-1090** Engage two tabs



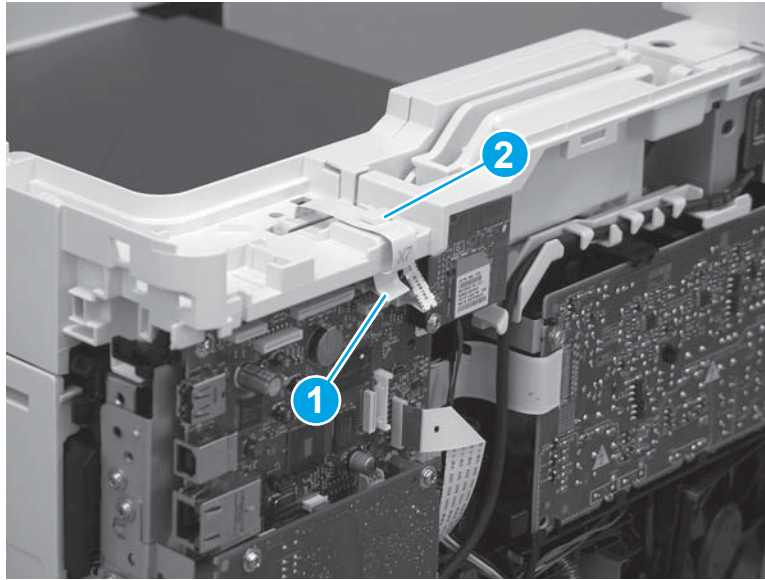
7. Install one screw (callout 1).

**Figure 1-1091** Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 2; J114).

**Figure 1-1092** Connect one connector



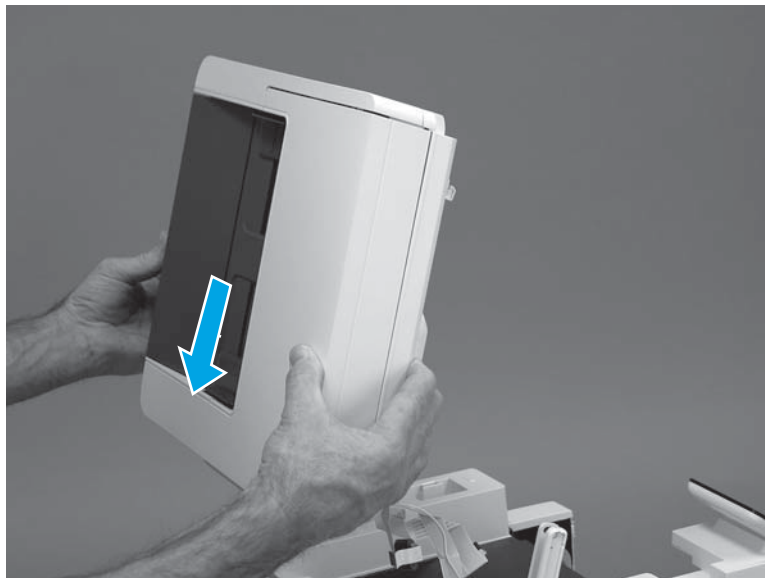
#### Step 14: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 15: Install the right cover on page 602](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

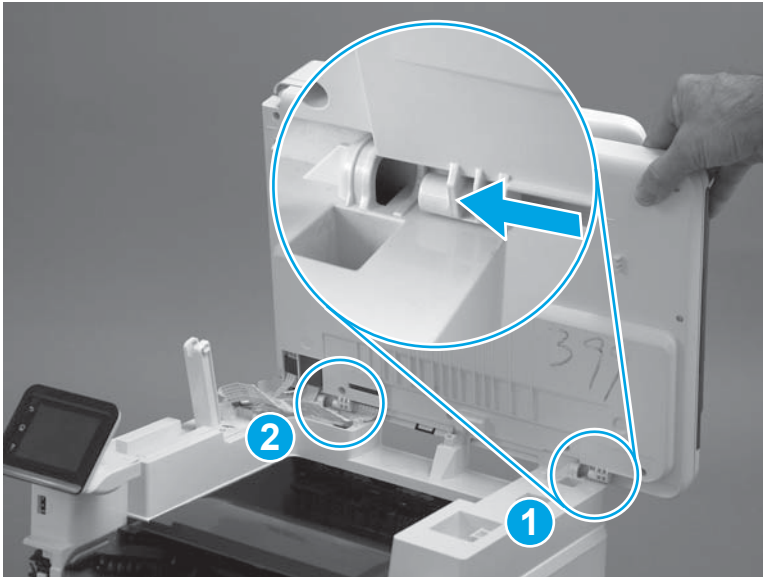
1. Position the ISA on the printer.

**Figure 1-1093** Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-1094** Engage the hinge pins with the holders



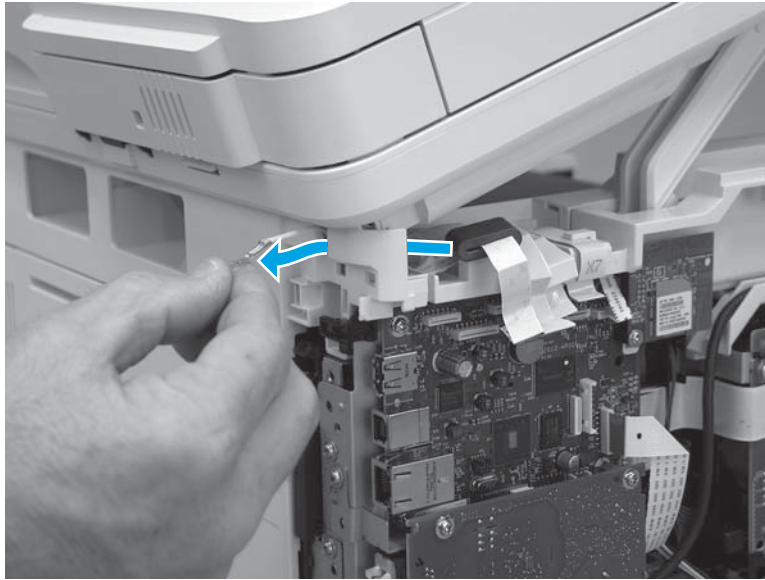
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-1095** Rotate the ISA towards the front of the printer



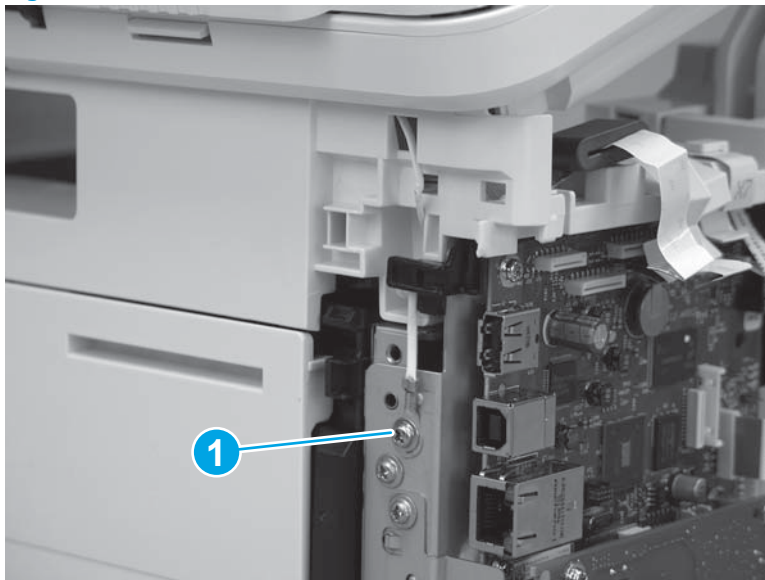
4. Pass the ground wire through the opening in the top cover.

**Figure 1-1096** Pass the wire through the opening




5. Install one screw (callout 1).

**Figure 1-1097** Install one screw



6. Install the ISA lift assembly slider pin.

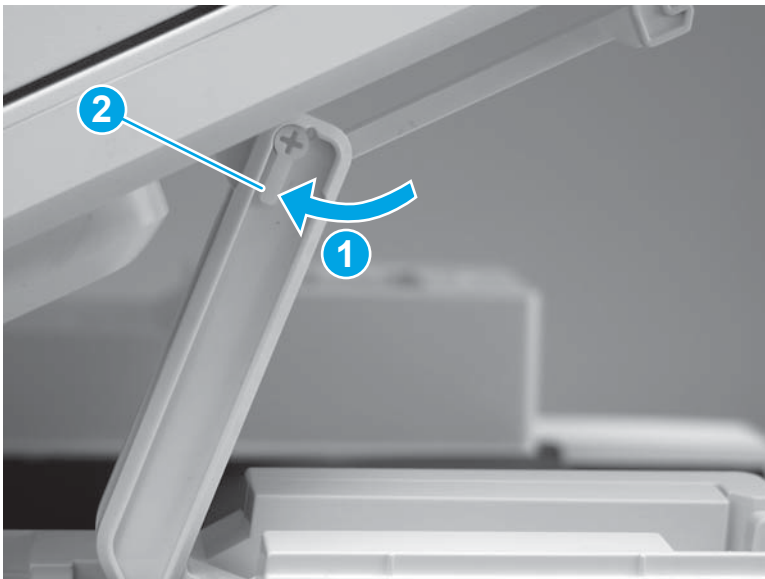
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-1098** Install the slider pin



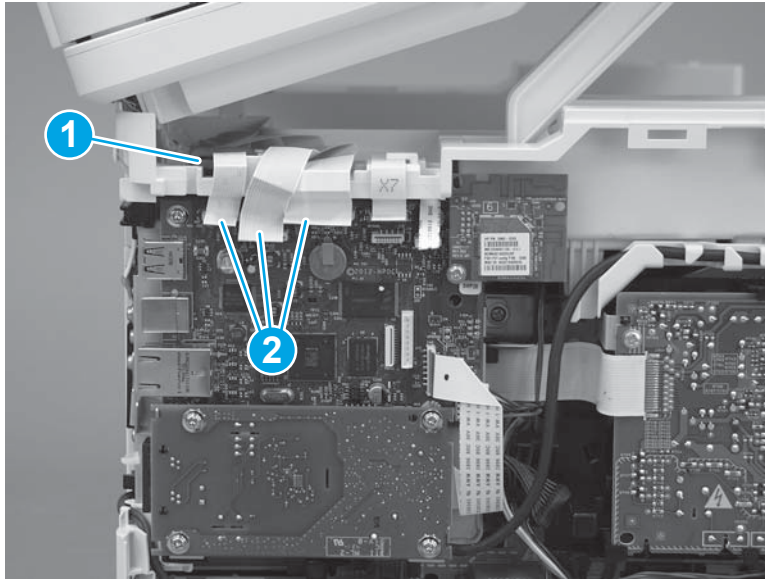
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-1099** Secure the slider pin



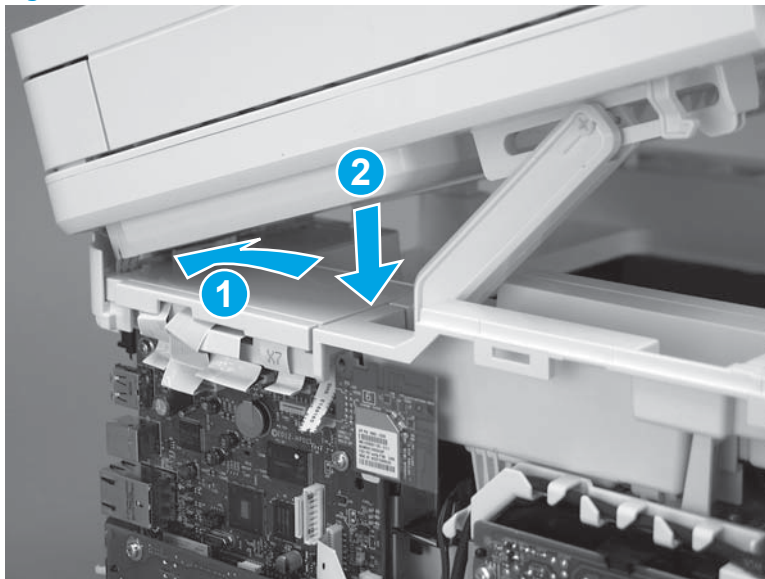
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-1100** Connect three FFCs



9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

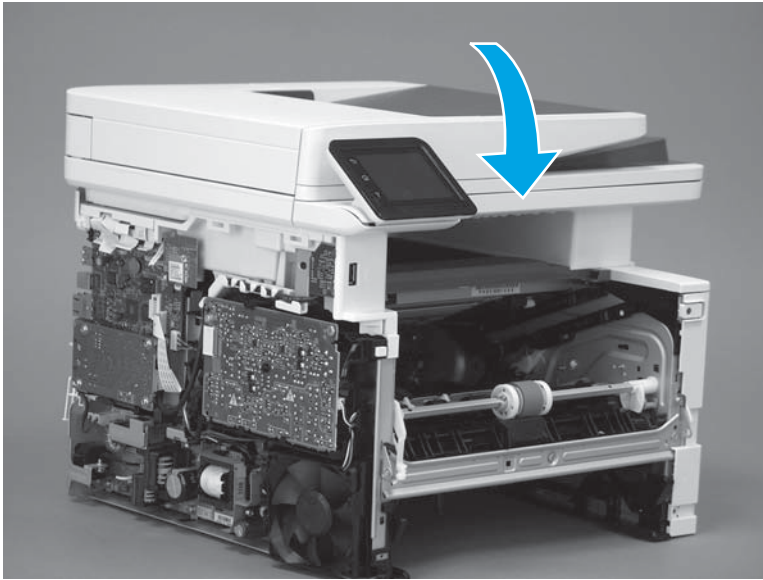
**Figure 1-1101** Install the ISA FFC cover





10. Lower the ISA.

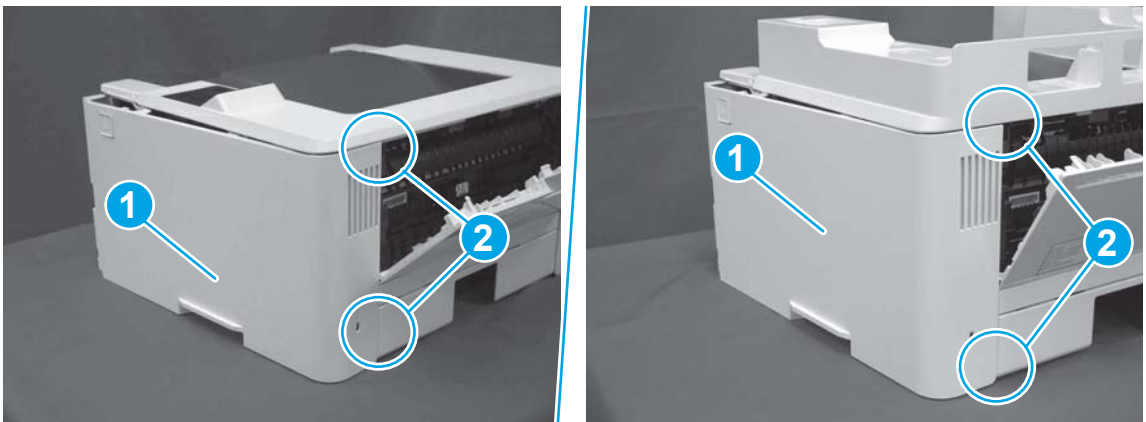
**Figure 1-1102** Lower the ISA



**Step 15: Install the right cover**

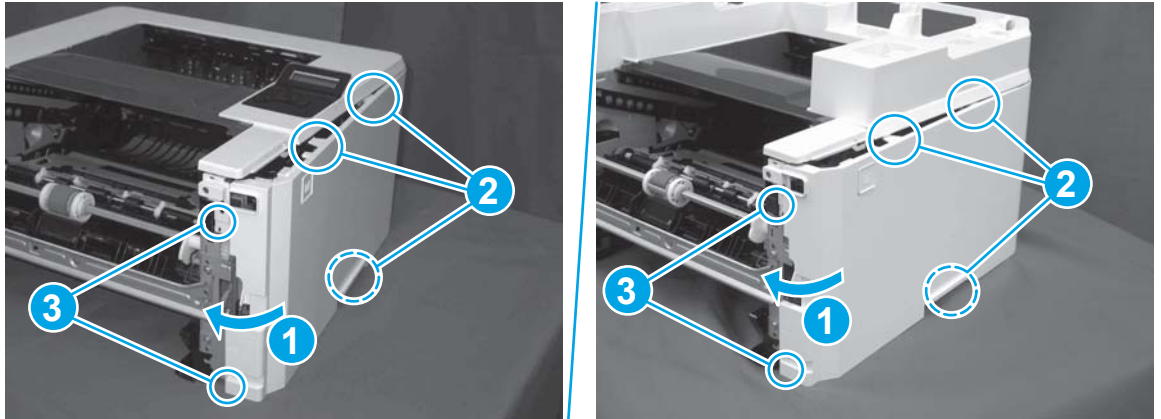
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-1103** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

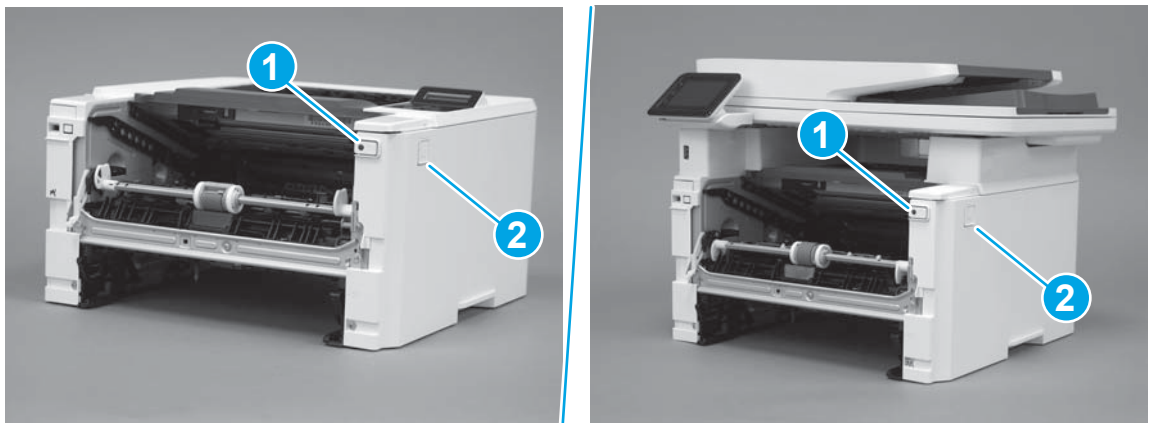
**Figure 1-1104** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1105** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

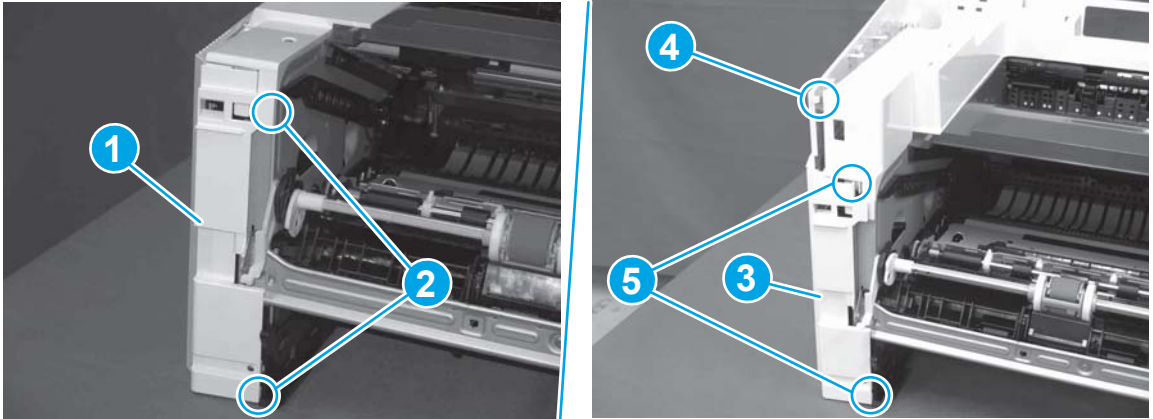
**Figure 1-1106** Install one screw



## Step 16: Install the left cover

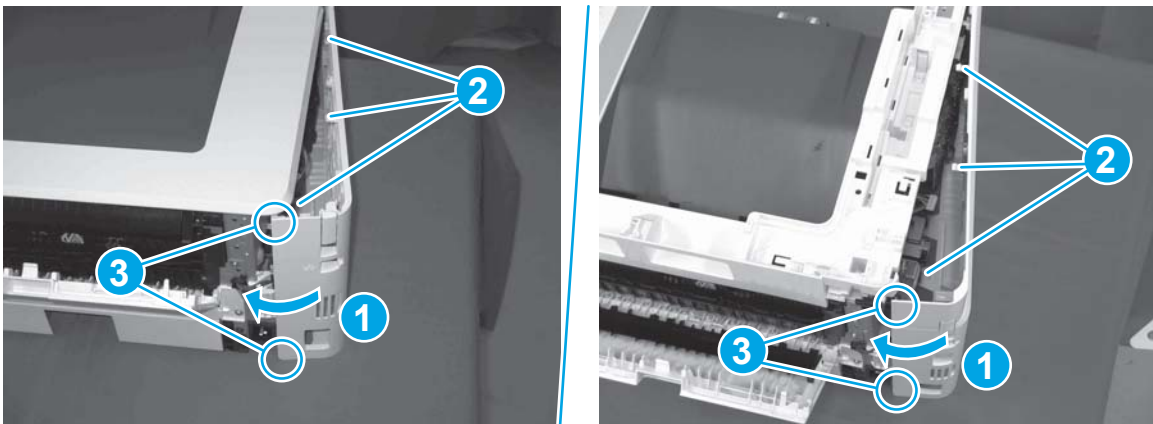
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-1107** Install the cover



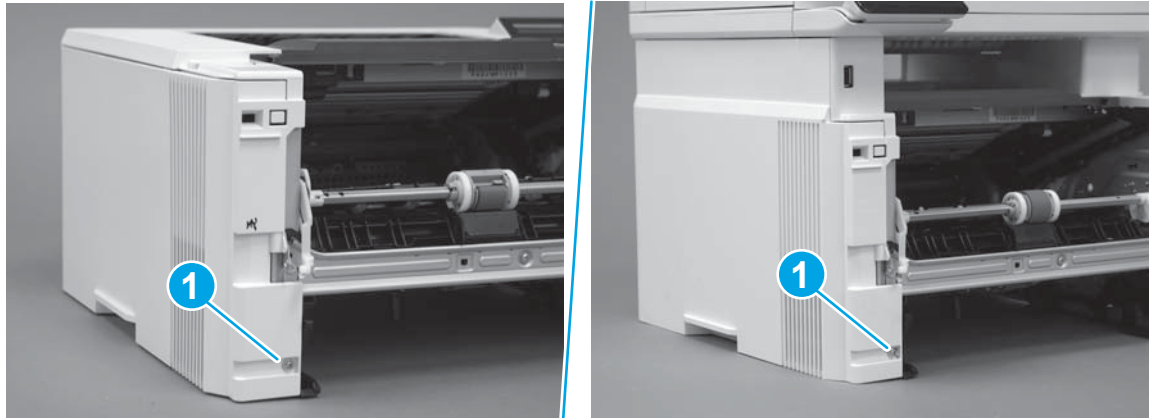
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1108** Engage three tabs and two bosses




3. Install one screw (callout 1).

**Figure 1-1109** Install one screw

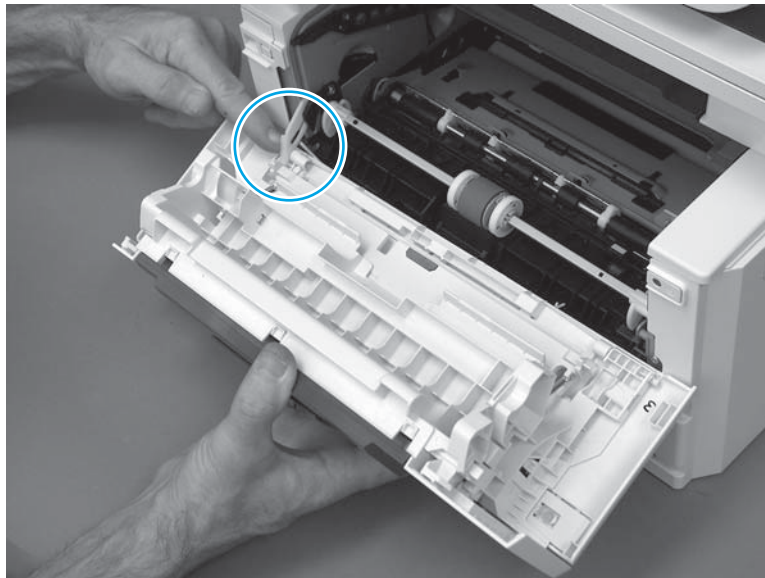


### Step 17: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

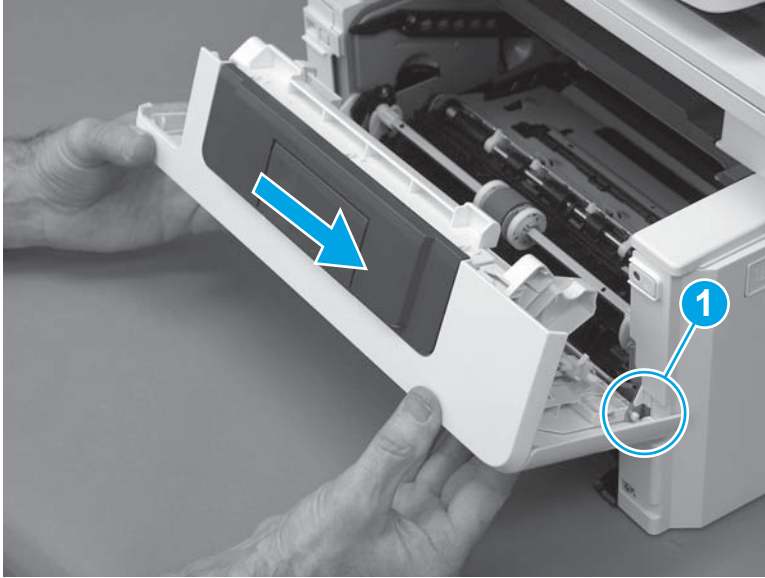
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-1110** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

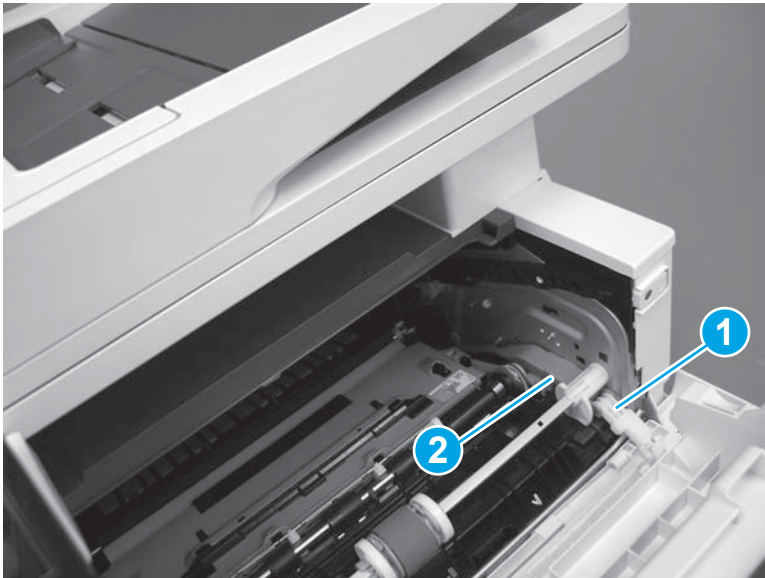
**Figure 1-1111** Install the door



3. Install the link (callout 1).

 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

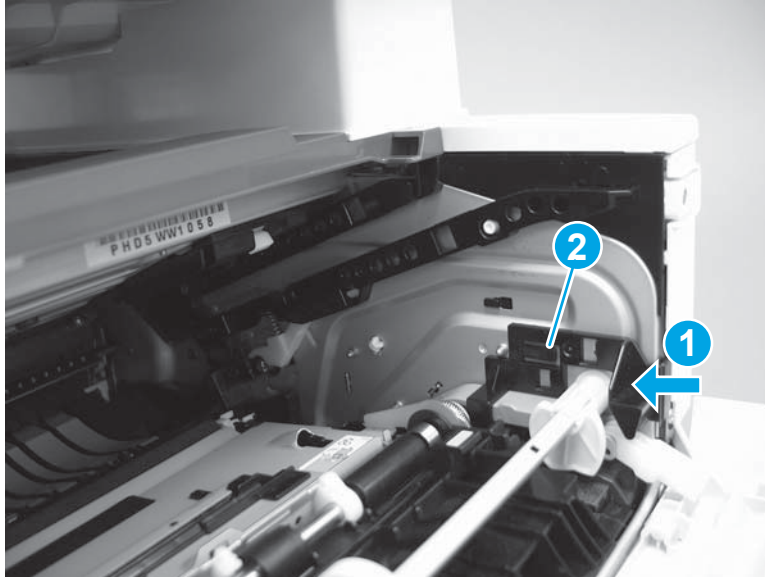
**Figure 1-1112** Install the pressure-release link





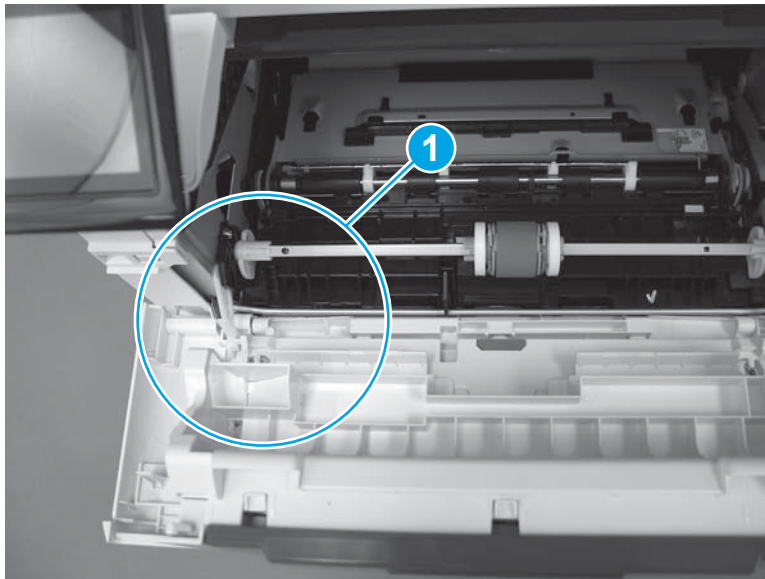
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-1113** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

**Figure 1-1114** Align the hinge

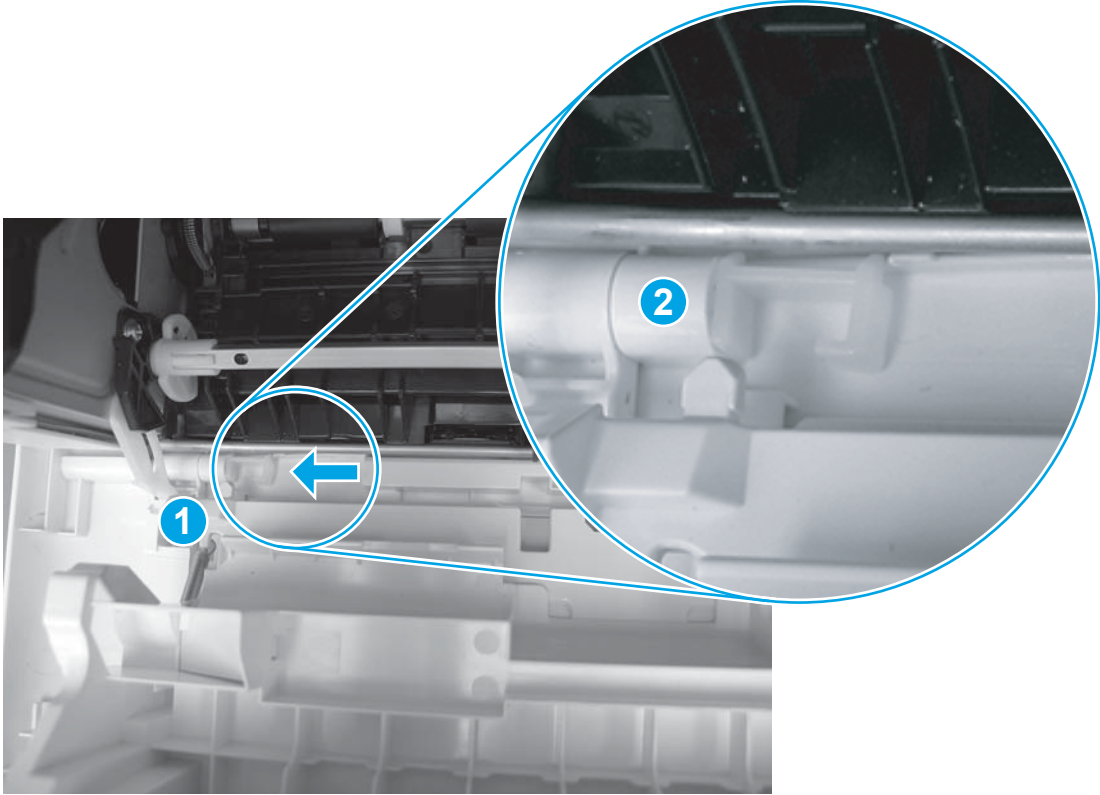




6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1115** Install the support shaft



### Step 18: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1116** Install the tray



## Removal and replacement: NFC FFC

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the NFC PCA cover \(M427/M426\)](#)
- [Step 9: Remove the top cover \(M403/M402\)](#)
- [Step 10: Remove the paper delivery tray \(output bin\)](#)
- [Step 11: Remove the NFC PCA](#)
- [Step 12: Remove the NFC FFC](#)
- [Step 13: Unpack the replacement assembly](#)
- [Step 14: Install the NFC FFC](#)
- [Step 15: Install the NFC PCA](#)
- [Step 16: Install the paper delivery tray \(output bin\)](#)
- [Step 17: Install the top cover \(M403/M402\)](#)
- [Step 18: Install the NFC PCA cover \(M427/M426\)](#)
- [Step 19: Install the top cover \(M427/M426\)](#)
- [Step 20: Install the control panel \(M427/M246\)](#)
- [Step 21: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 22: Install the right cover](#)
- [Step 23: Install the left cover](#)
- [Step 24: Install the cartridge door assembly](#)
- [Step 25: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the near field communication (NFC) flat-flexible cable (FFC; M426fdw/M403dn models only).

## Before performing service

### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

NFC FFC part number	
RK2-6949-000CN	NFC FFC (M427/M426; wireless models)
RK2-6947-000CN	NFC FFC (M403/M402; wireless models)

### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

#### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1117** Remove the tray



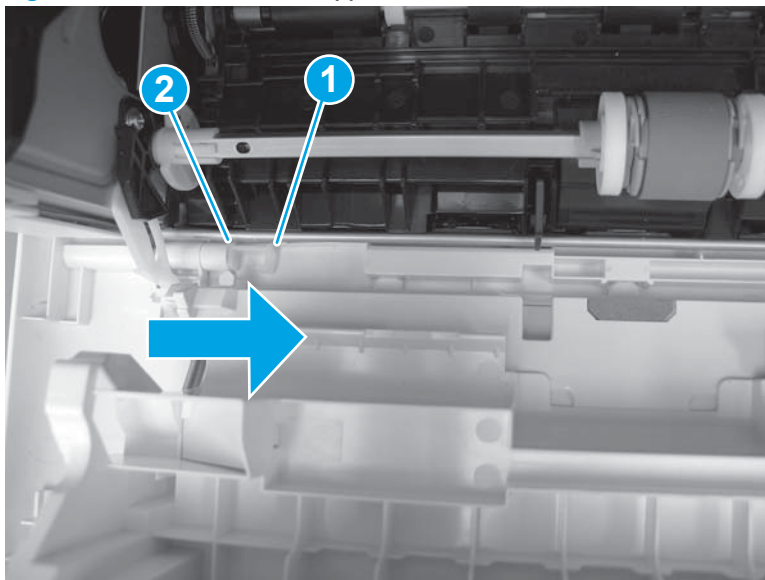
**Step 2: Remove the cartridge door assembly**

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

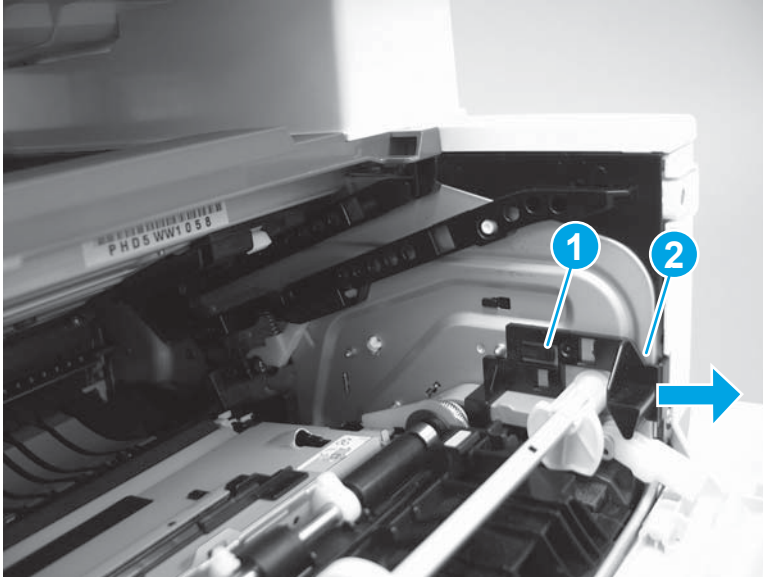
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-1118** Release the support shaft



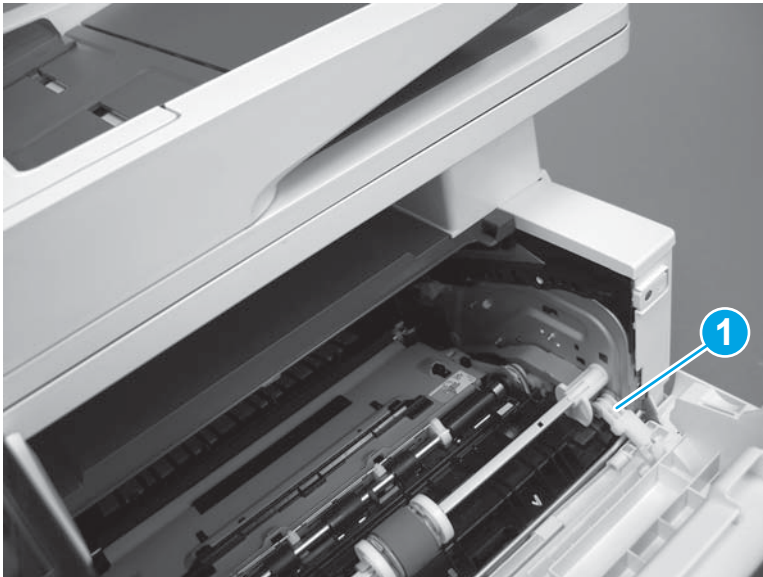
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1119** Remove the guide



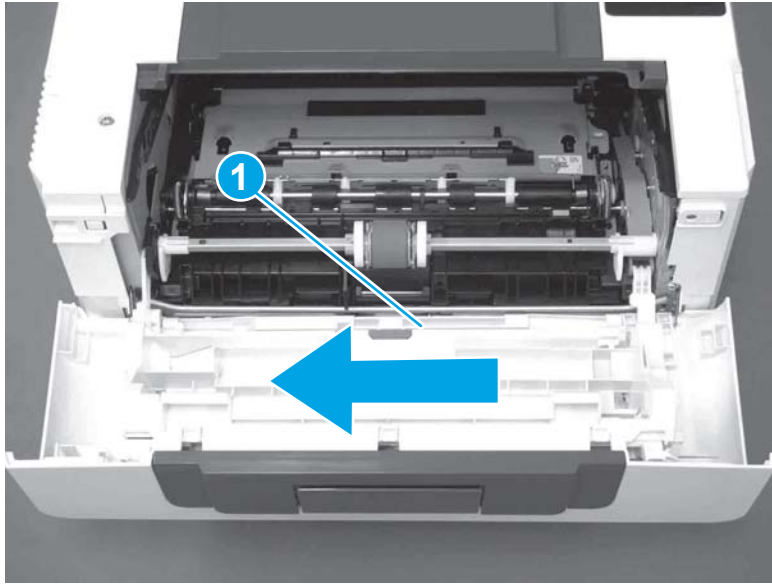
3. Remove the link arm (callout 1).

**Figure 1-1120** Remove the link arm



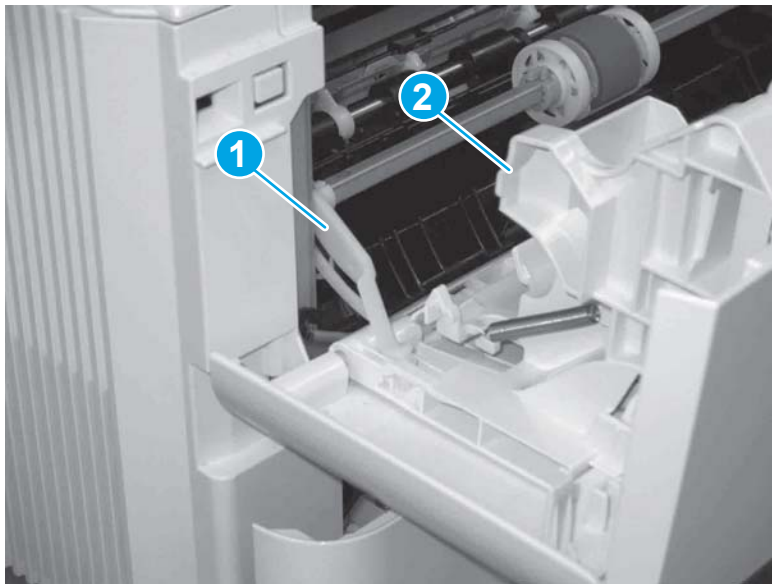
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1121** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

**Figure 1-1122** Release the left-side retainer arm

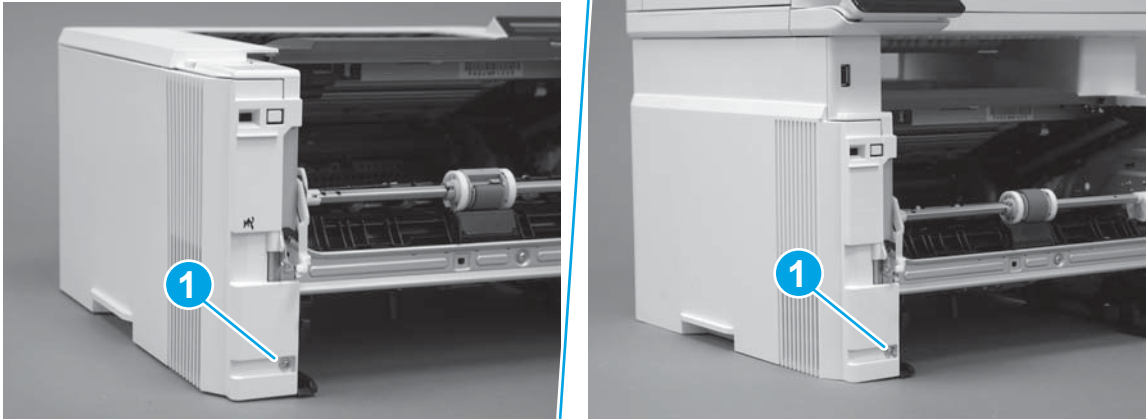


### Step 3: Remove the left cover

1. Remove one screw (callout 1).

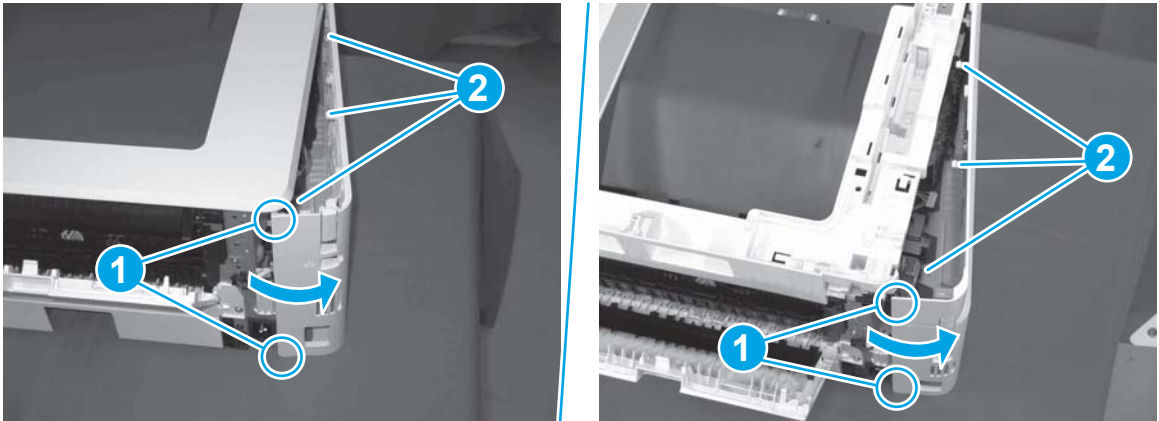


**Figure 1-1123** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1124** Release two bosses and three tabs



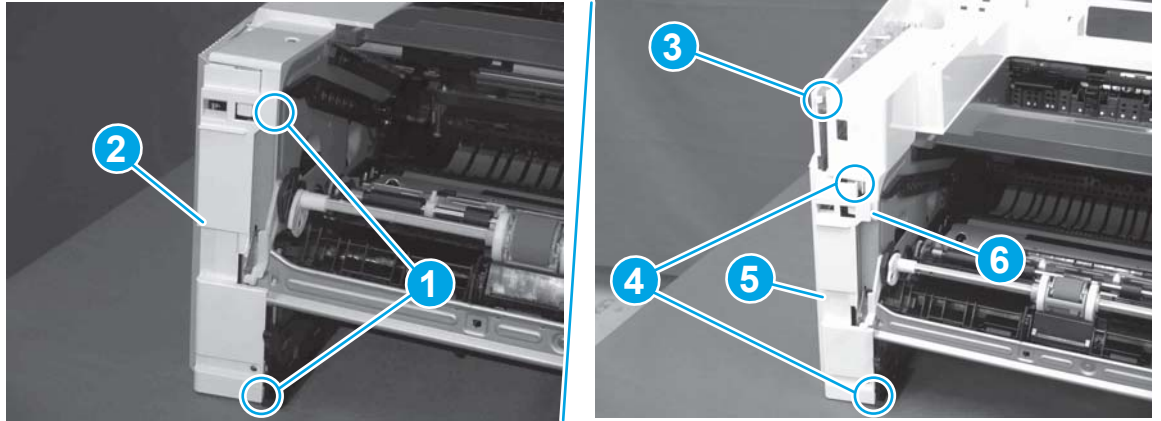
3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

---

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

---

**Figure 1-1125** Remove the cover



**Step 4: Remove the right cover**

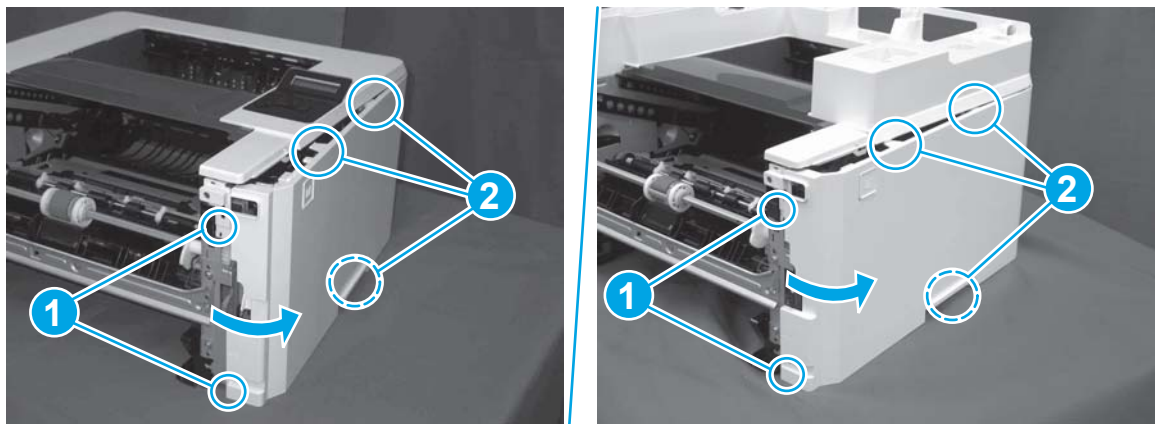
1. Remove one screw (callout 1).

**Figure 1-1126** Remove one screw



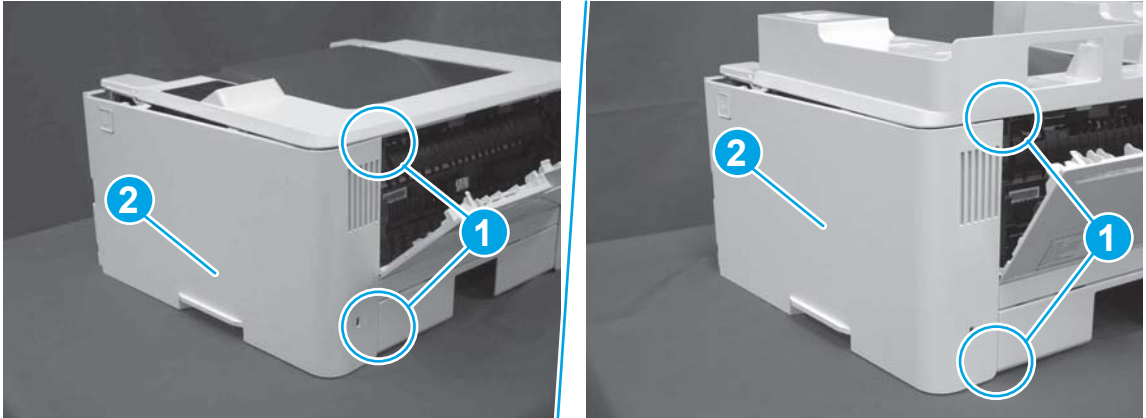
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1127** Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-1128** Remove the cover



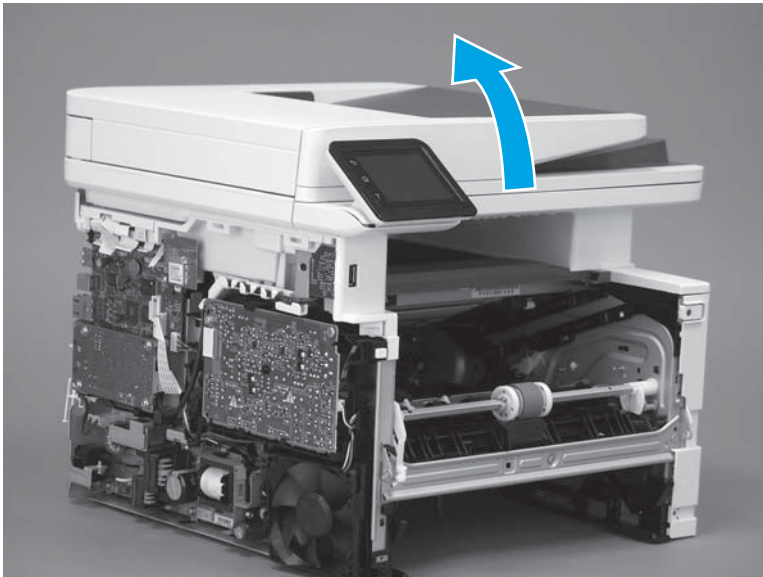
### Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\)](#) on page 627.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

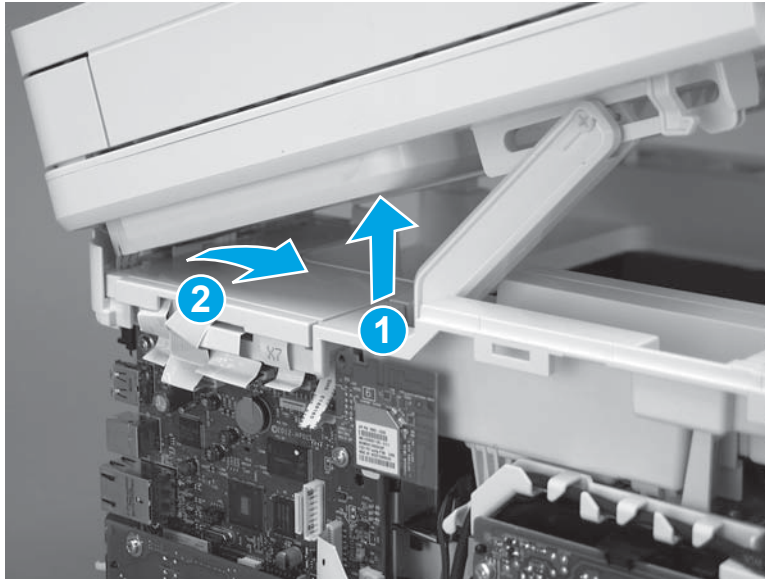
1. Raise the ISA.

**Figure 1-1129** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

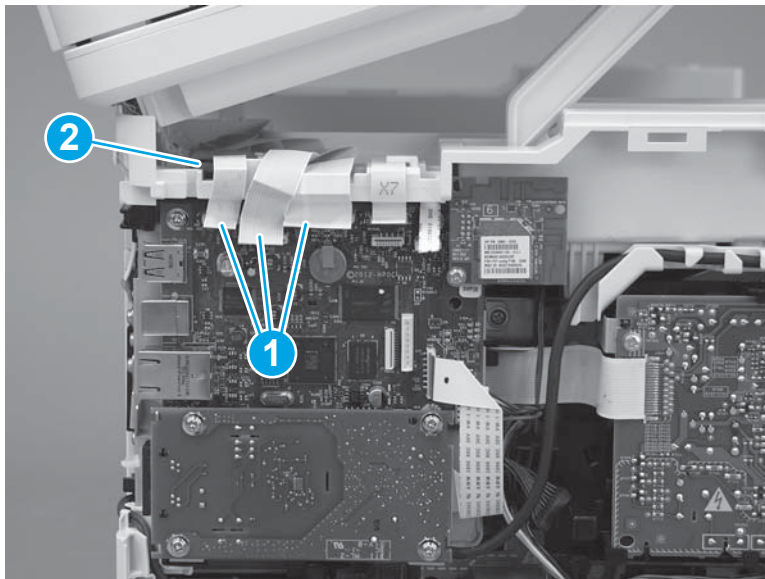
**Figure 1-1130** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

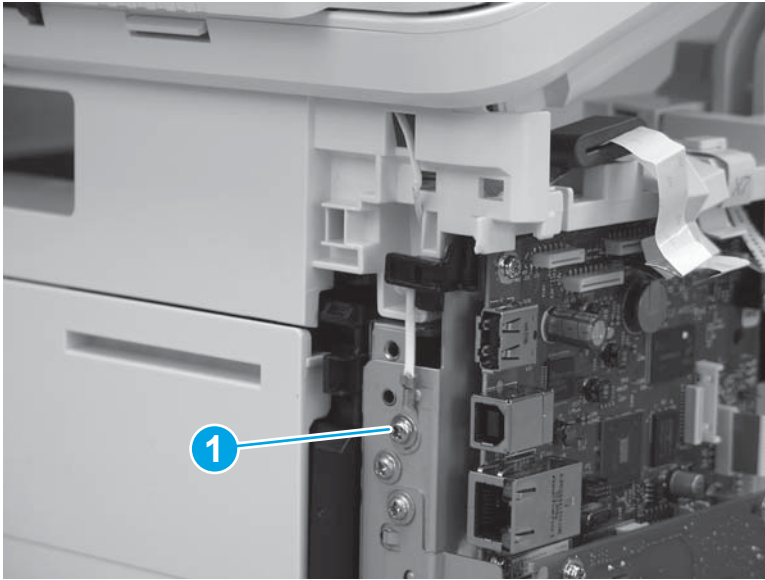
**⚠ CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-1131** Disconnect three FFCs



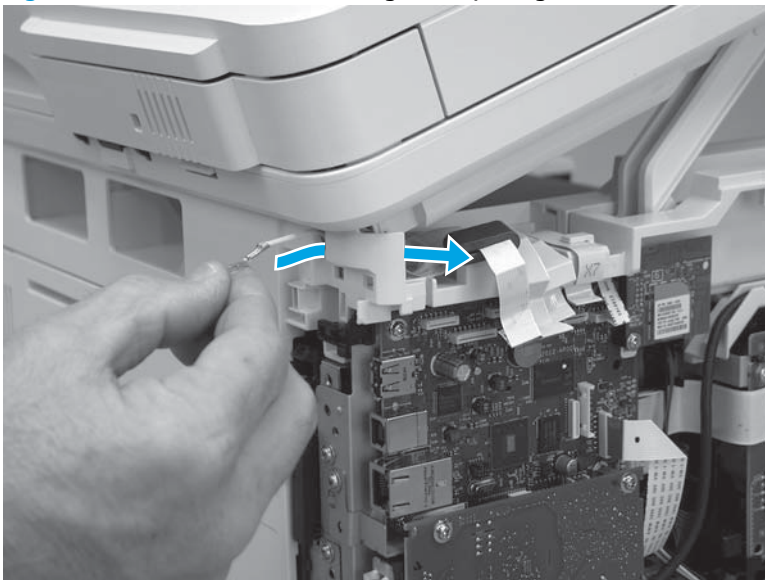
4. Remove one screw (callout 1).

**Figure 1-1132** Remove one screw



5. Pass the ground wire through the opening in the top cover.

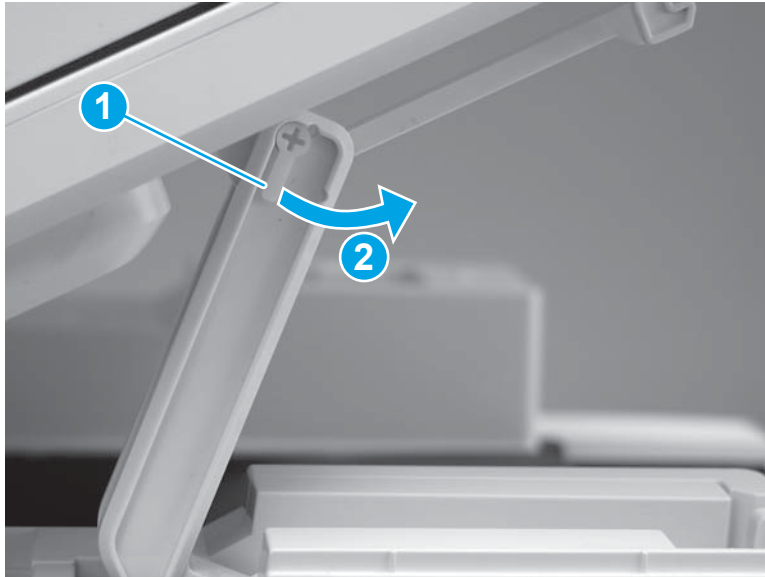
**Figure 1-1133** Pass the wire through the opening





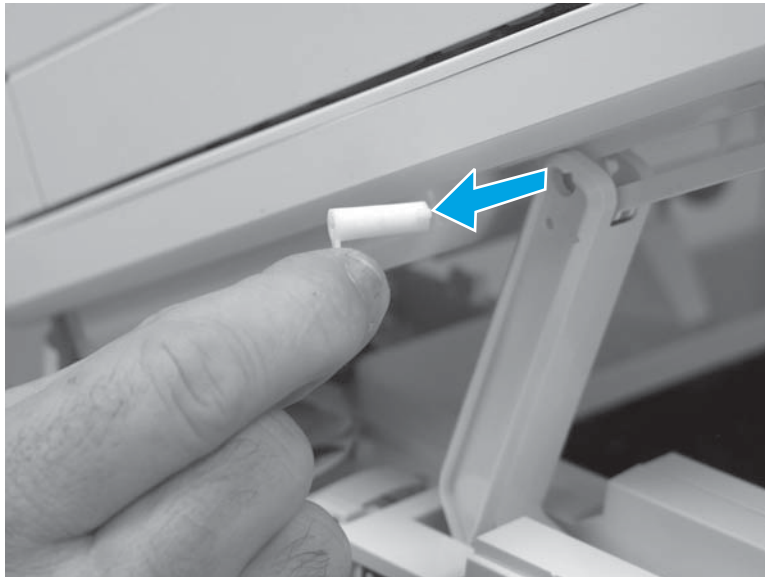
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-1134** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-1135** Remove the slider pin





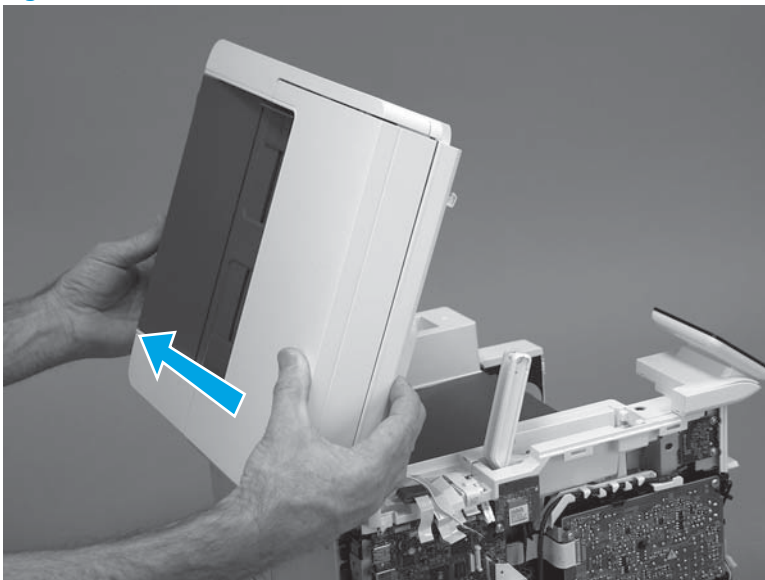
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-1136** Rotate the ISA towards the rear of the printer



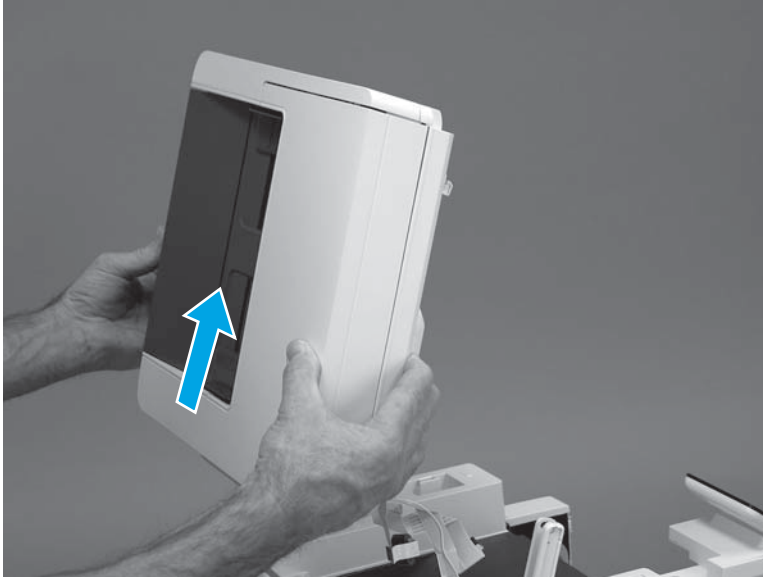
9. Slide the ISA as shown to release it.

**Figure 1-1137** Release the ISA




10. Remove the ISA.

**Figure 1-1138** Remove the ISA

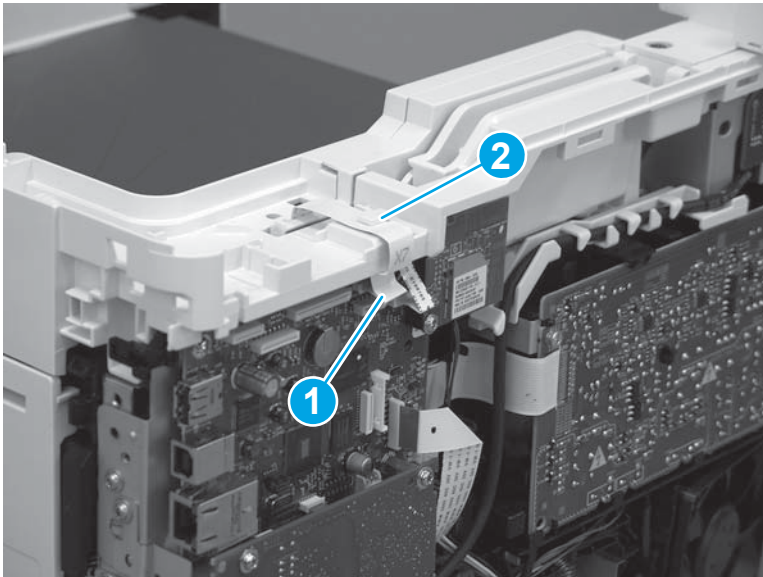


#### Step 6: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\)](#) on page 627.

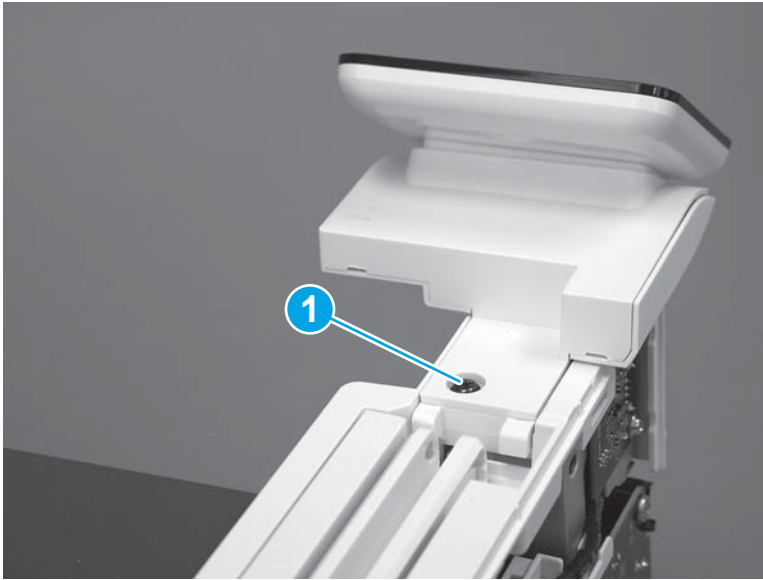
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-1139** Disconnect one connector



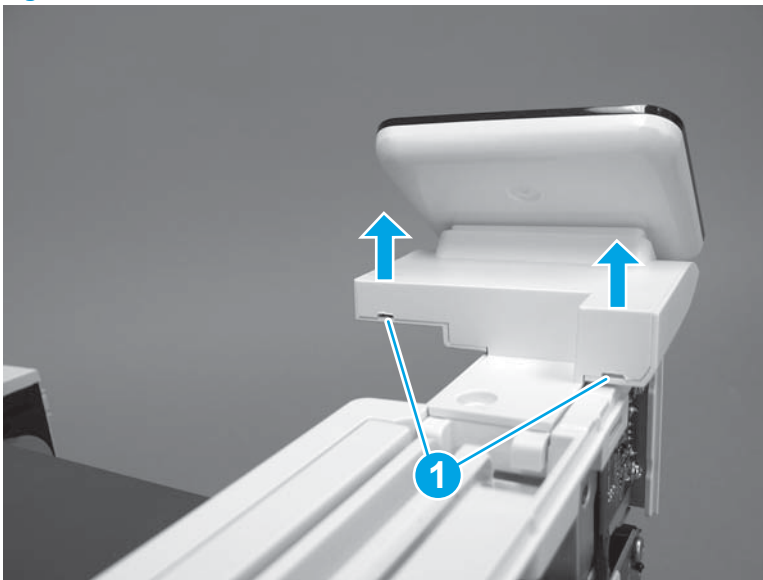
2. Remove one screw (callout 1).

**Figure 1-1140** Remove one screw



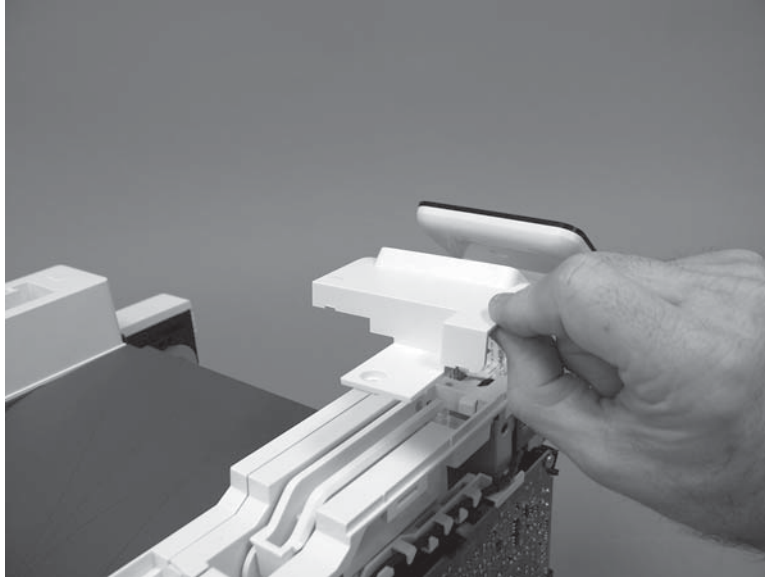
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-1141** Release two tabs



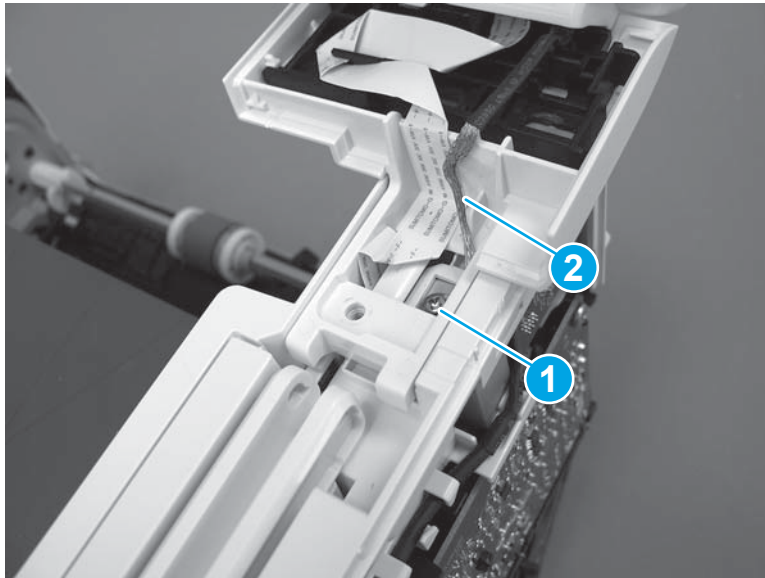
4. Remove the control-panel cable cover.

**Figure 1-1142** Remove the cover



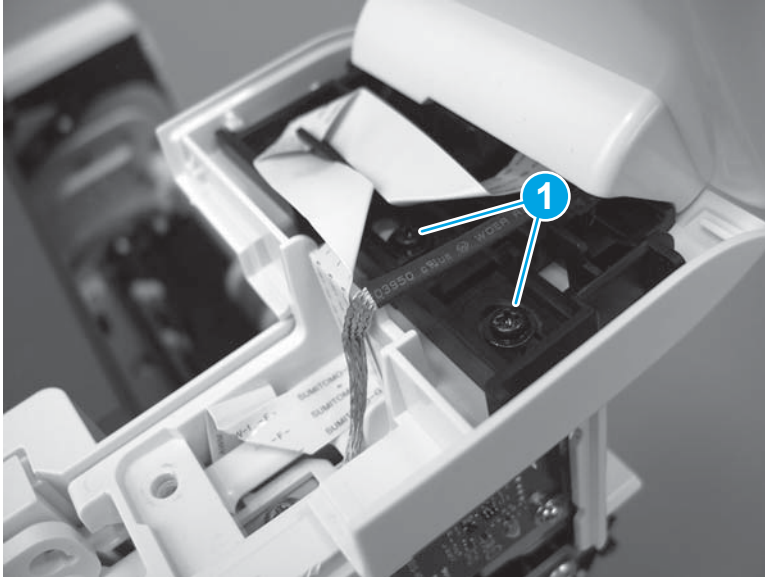
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-1143** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

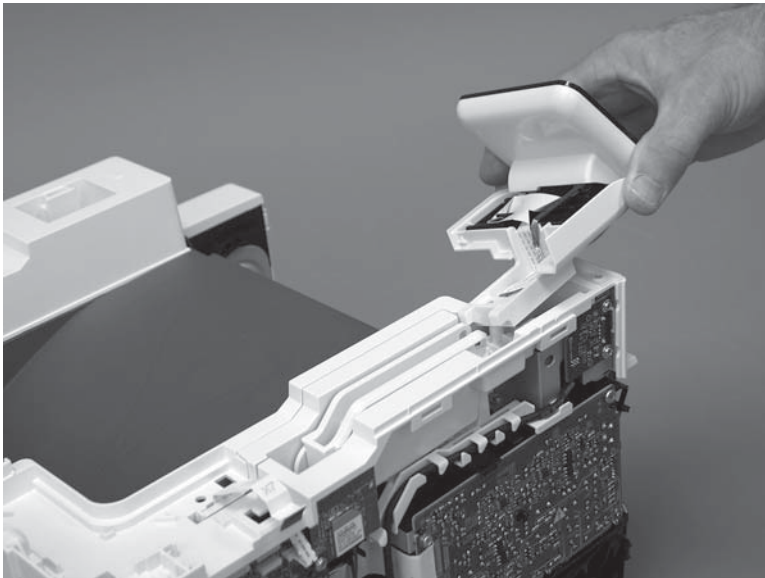
**Figure 1-1144** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

**CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

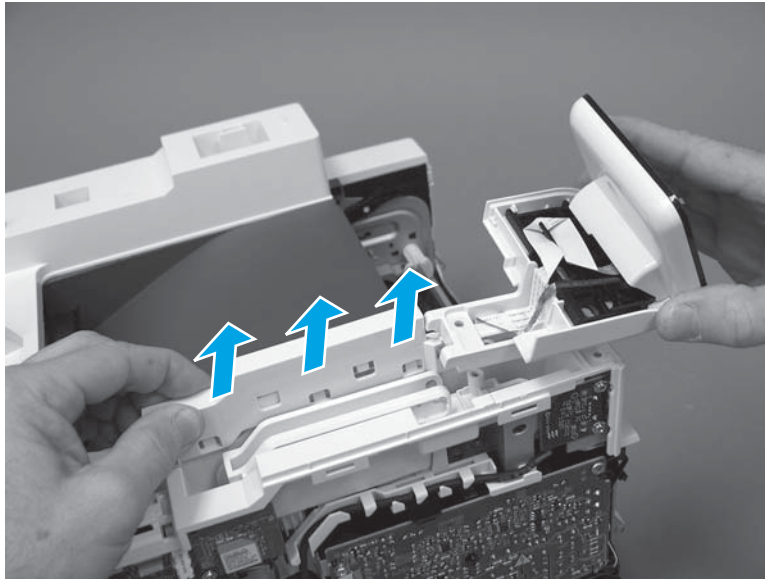
**Figure 1-1145** Lift up the control-panel assembly






8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-1146** Remove the control-panel assembly

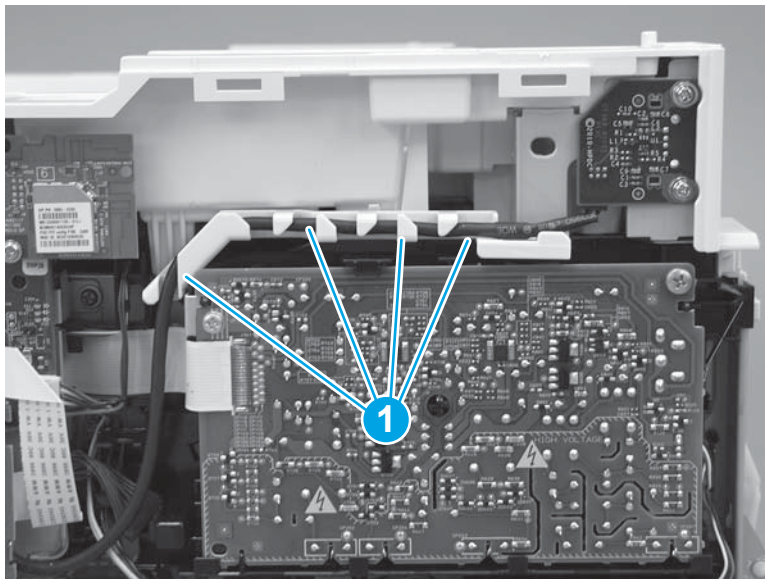


### Step 7: Remove the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 627](#).

1. Release the USB cable (callout 1) from the cable guide.

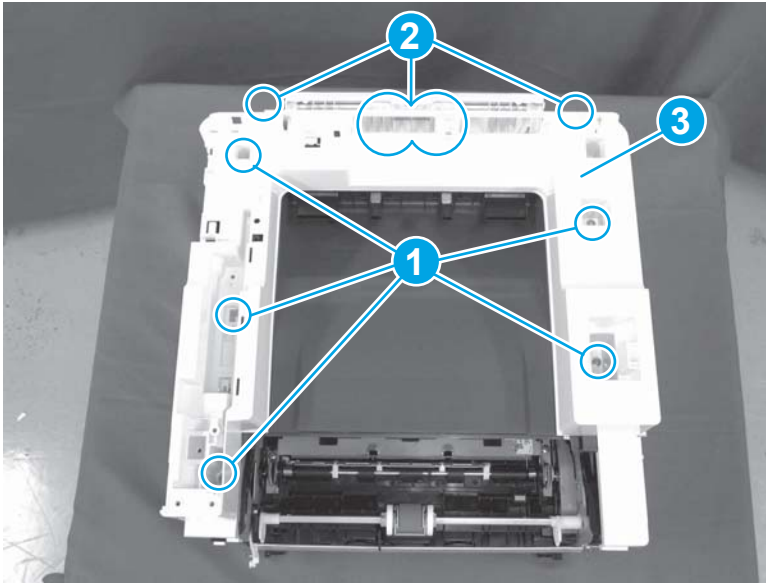
**Figure 1-1147** Remove the USB cable





2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-1148** Remove the cover



#### Step 8: Remove the NFC PCA cover (M427/M426)



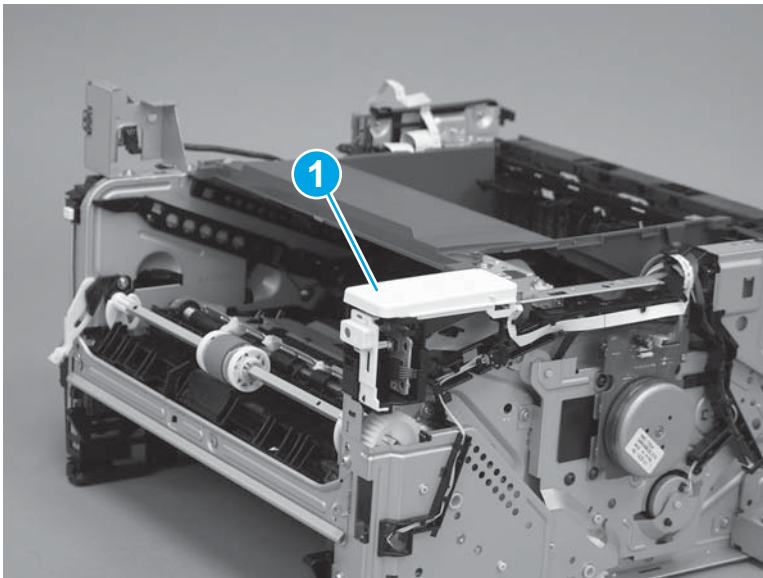
**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 627](#).

- ▲ Carefully pull up on the NFC cover (callout 1) to remove it.




**CAUTION:** Do not damage the NFC PCA when removing the cover.

**Figure 1-1149** Remove the cover



## Step 9: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 10: Remove the paper delivery tray \(output bin\) on page 628](#).

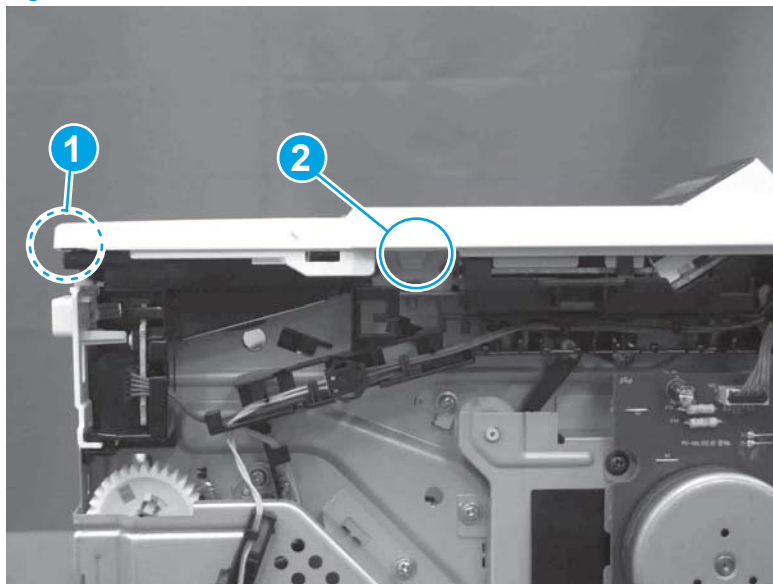
1. Remove one screw (callout 1).

**Figure 1-1150** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

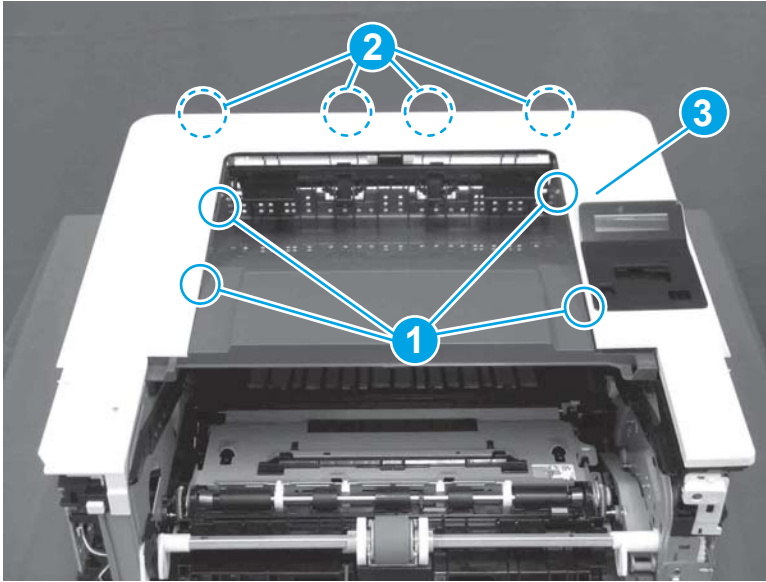
**Figure 1-1151** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-1152** Remove the cover

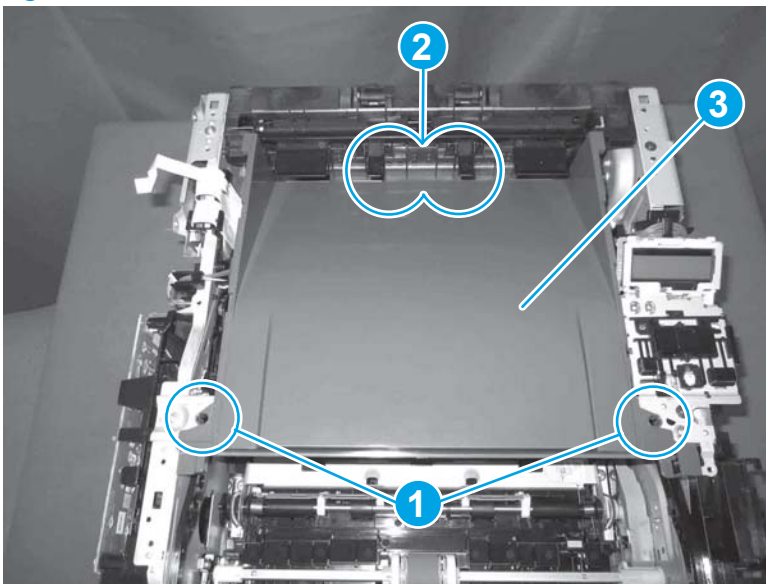


#### Step 10: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

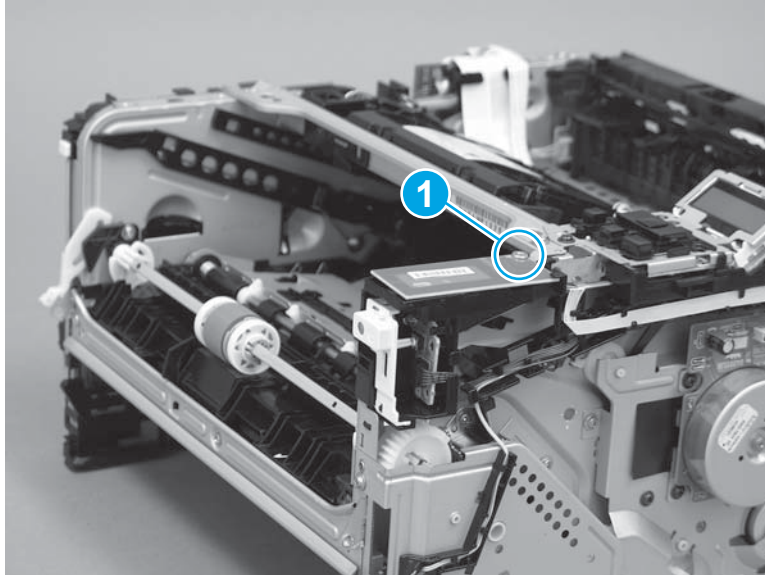
**Figure 1-1153** Release two tabs



### Step 11: Remove the NFC PCA

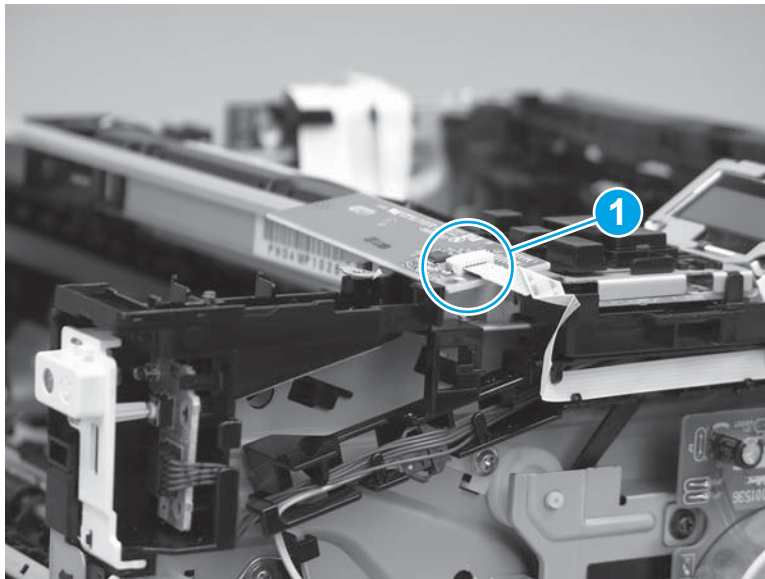
1. Remove one screw (callout 1).

**Figure 1-1154** Remove one screw




2. Turn the NFC PCA over to access the bottom side, disconnect one FFC (callout 1), and then remove the NFC PCA.

**Figure 1-1155** Remove the NFC PCA

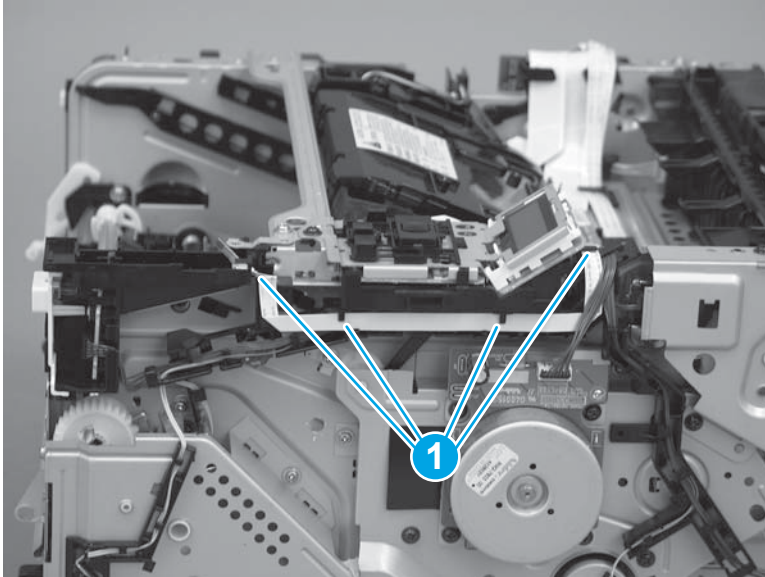


### Step 12: Remove the NFC FFC

 **NOTE:** The M403/M402 product is shown in this procedure. However, the procedure is valid for the M427/M426 connecting PCA.

1. Release the FFC from the guide (callout 1).

**Figure 1-1156** Release the FFC from the guide

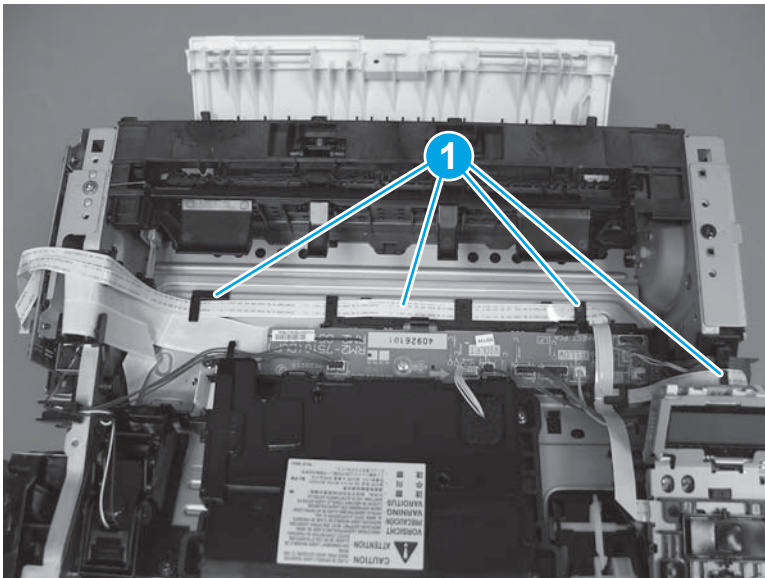


2. Release the FFC from the guide (callout 1).



**NOTE: M403/M402 only:** The control-panel FFC might need to be moved out of the way to gain access to the NFC FFC.

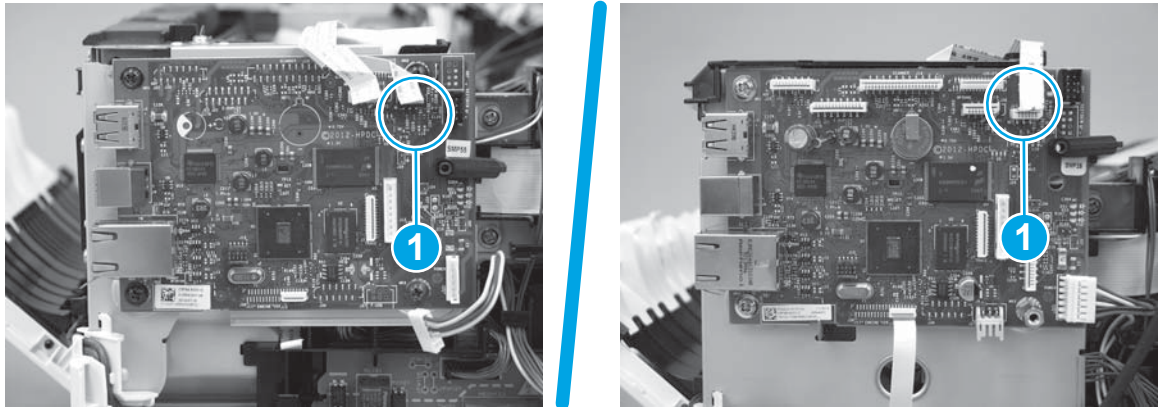
**Figure 1-1157** Release the FFC from the guide





3. Disconnect one FFC (callout 1), and then remove the FFC.


**Figure 1-1158** Disconnect and remove the FFC



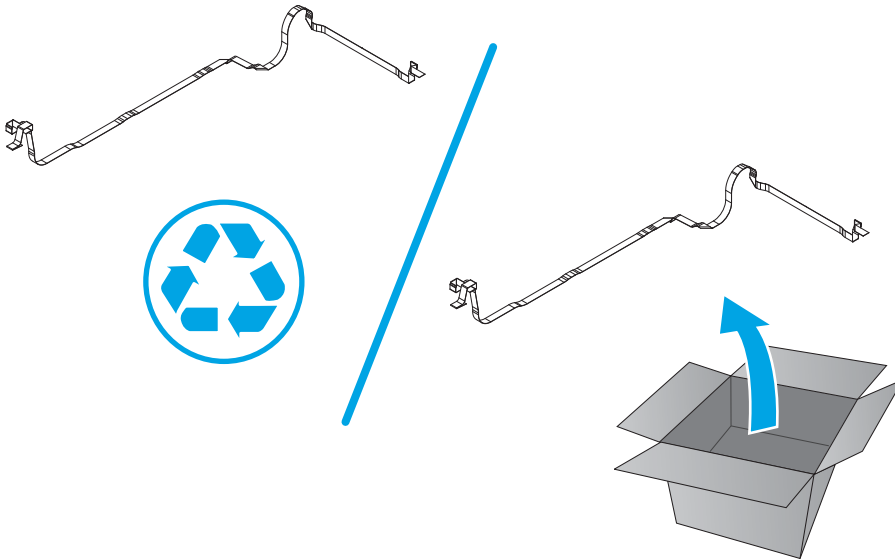
### Step 13: Unpack the replacement assembly

Unpack the replacement part from the packaging.


<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-1159** Recycle and unpack



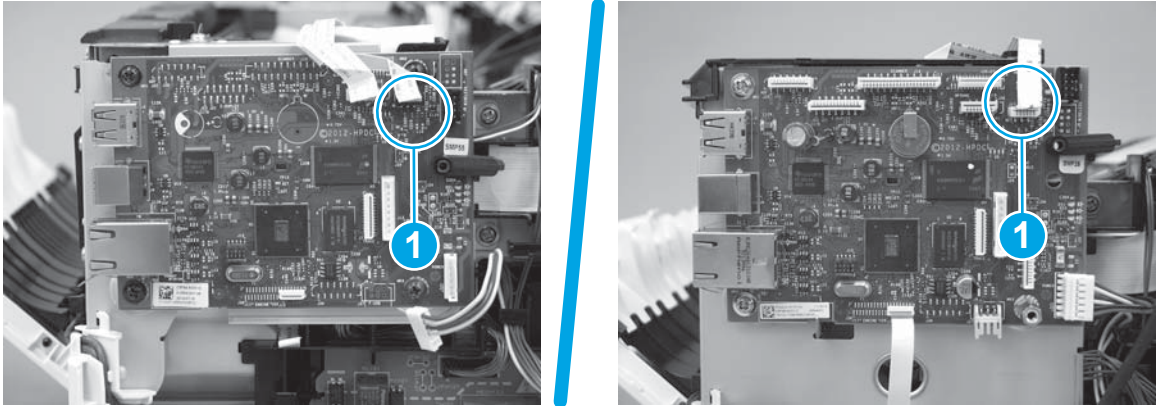
### Step 14: Install the NFC FFC

 **NOTE:** The M403/M402 product is shown in this procedure. However, the procedure is valid for the M427/M426 connecting PCA.

1. Connect one FFC (callout 1) to the formatter PCA.



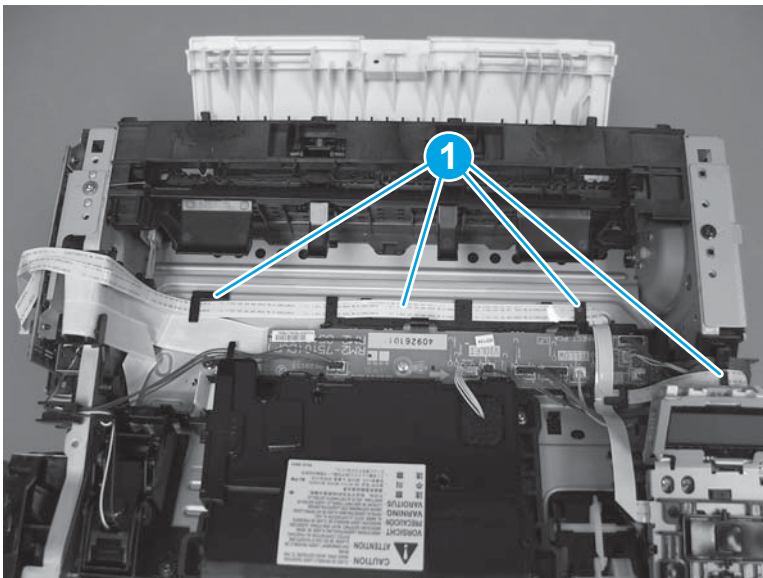
**Figure 1-1160** Connect the FFC



2. Install the NFC FFC in the guide (callout 1).

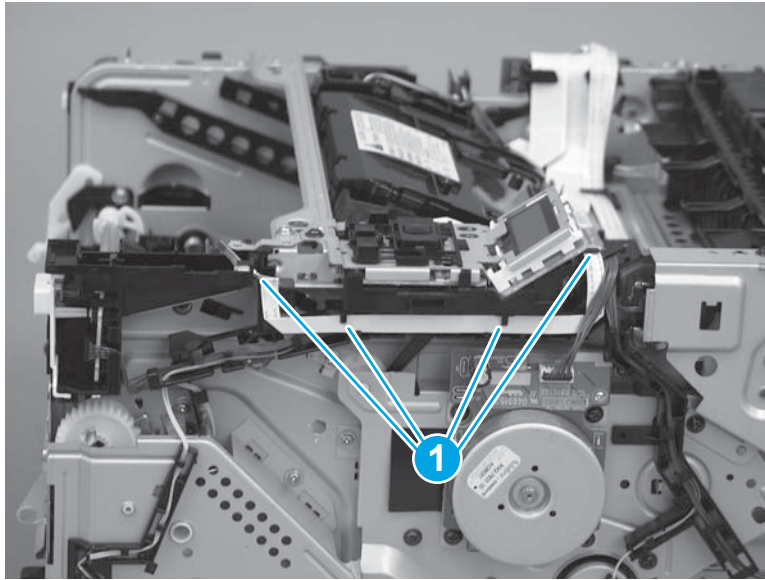
 **NOTE:** **M403/M402 only:** The control-panel FFC might need to be moved out of the way to gain access to the guide.

**Figure 1-1161** Install the FFC in the guide



3. Install the FFC in the guide (callout 1).

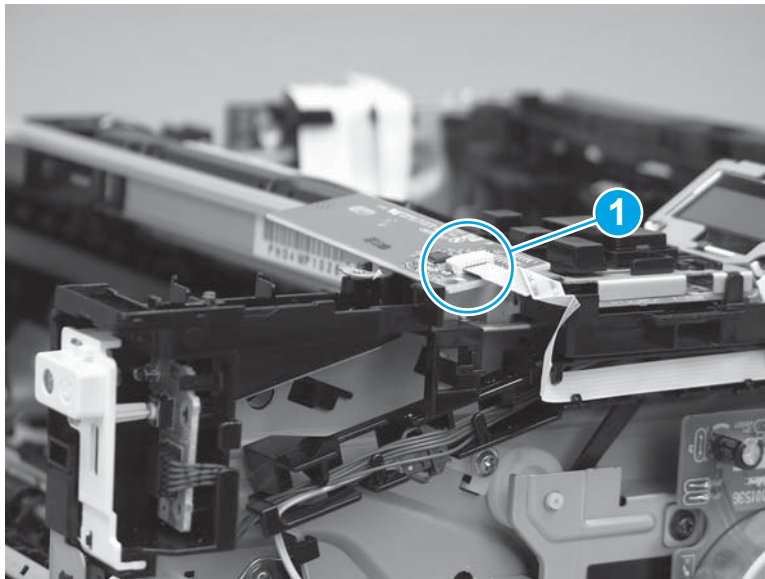
**Figure 1-1162** Install the FFC in the guide



#### Step 15: Install the NFC PCA

1. Connect one FFC (callout 1).

**Figure 1-1163** Connect one FFC

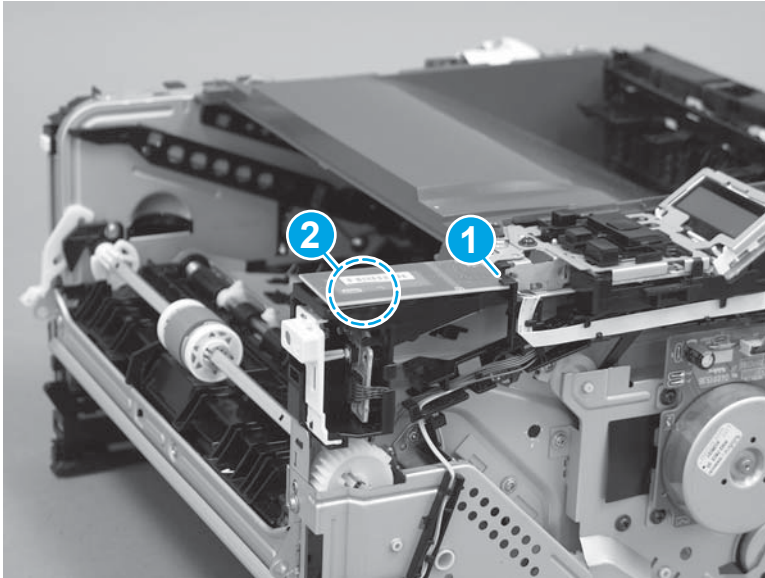


2. Position the NFC PCA on the holder.

**CAUTION:** Make sure that the NFC PCA is correctly positioned on the holder. One corner (callout 1) is under a tab on the holder, and the alignment pins on the holder fit in the hole and slot in the PCA (callout 2).

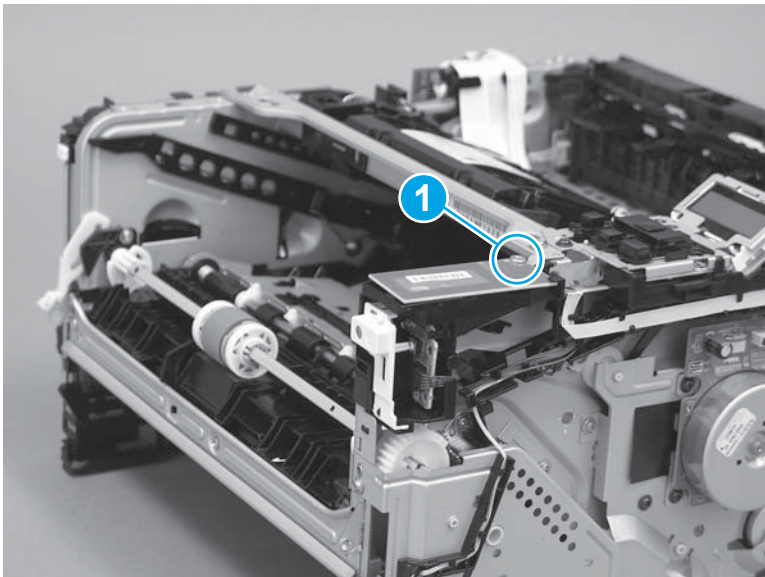
To avoid damage to the PCA, it must be installed flat on the holder **before** installing the mounting screw.

**Figure 1-1164** Install the NFC PCA




3. Install one screw (callout 1).

**Figure 1-1165** Install one screw

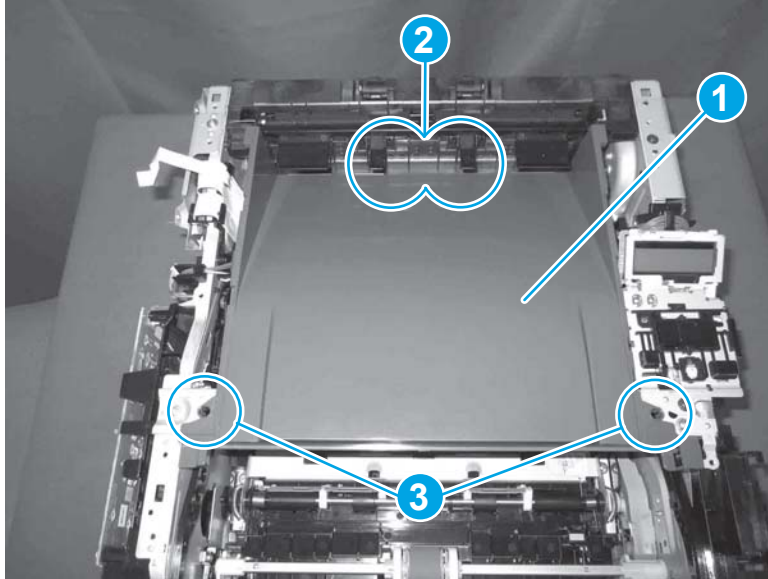


## Step 16: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1166** Engage two tabs

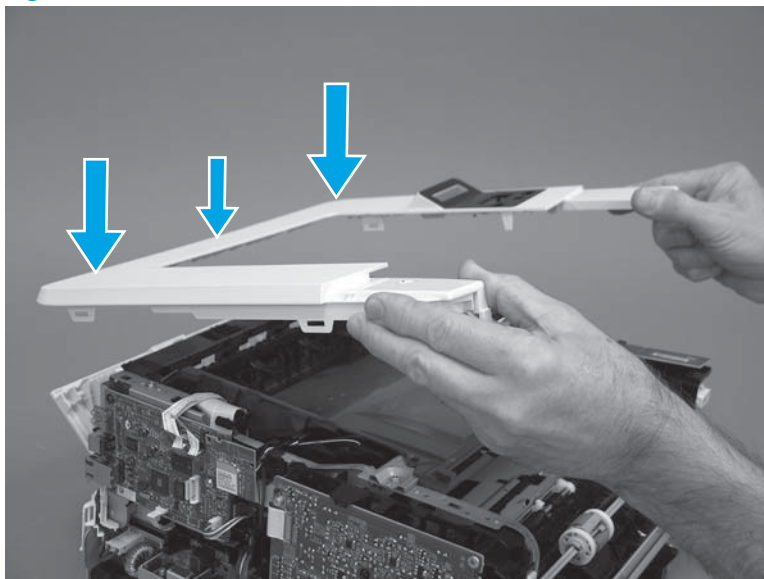


## Step 17: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 18: Install the NFC PCA cover \(M427/M426\) on page 637](#).

1. Position the rear edge of the cover on the printer.

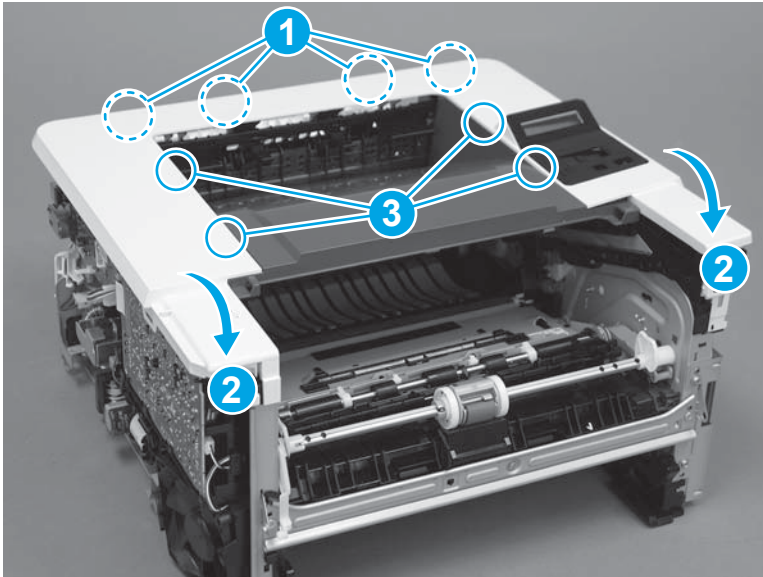
**Figure 1-1167** Install the cover





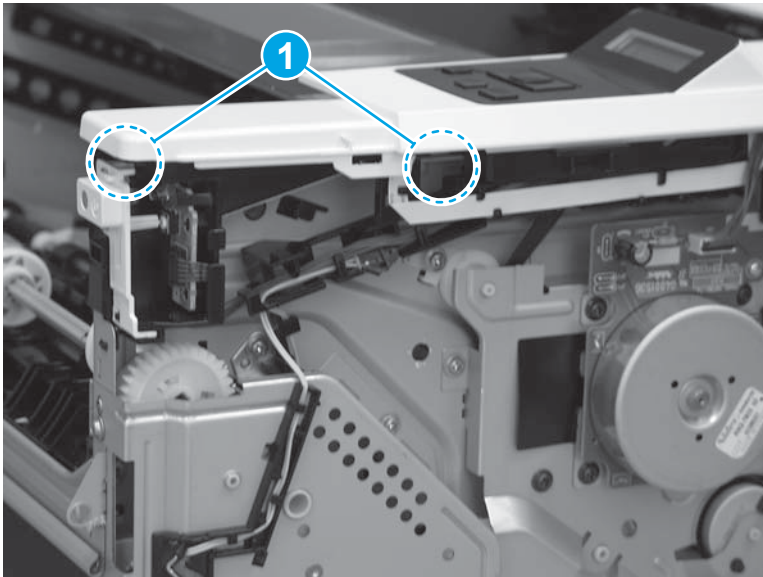
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-1168** Engage four bosses and tabs



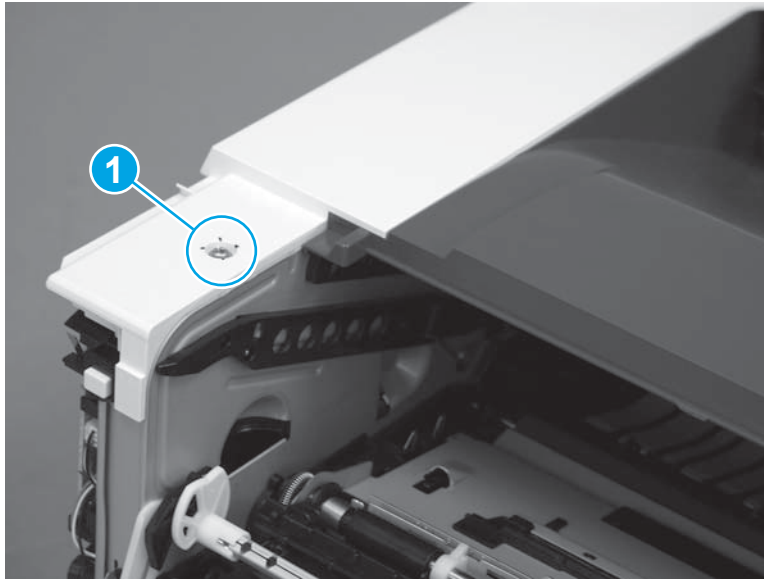
3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-1169** Engage one boss and one tab




4. Install one screw (callout 1).

**Figure 1-1170** Install one screw



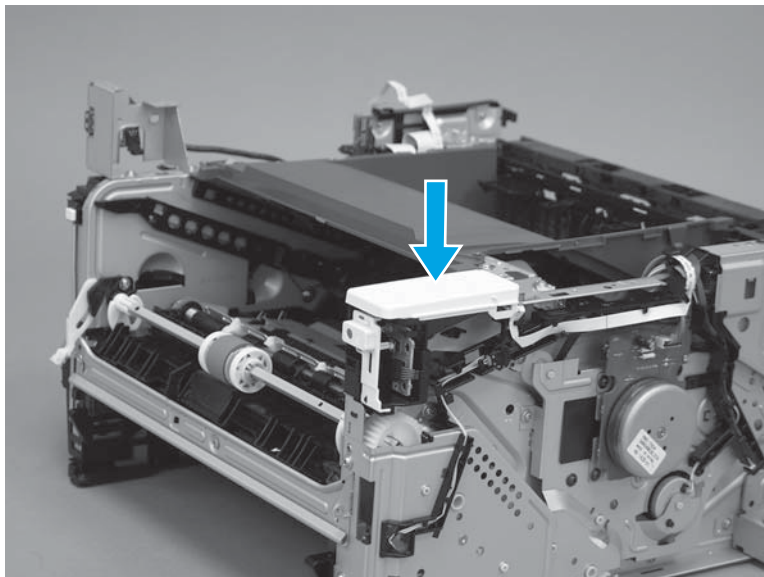
#### Step 18: Install the NFC PCA cover (M427/M426)

 **NOTE:** The step is for the (M427/M426) printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 649](#).

- ▲ Carefully install the NFC cover on the printer.


 **CAUTION:** Do not damage the NFC PCA when installing the cover.

**Figure 1-1171** Remove the cover



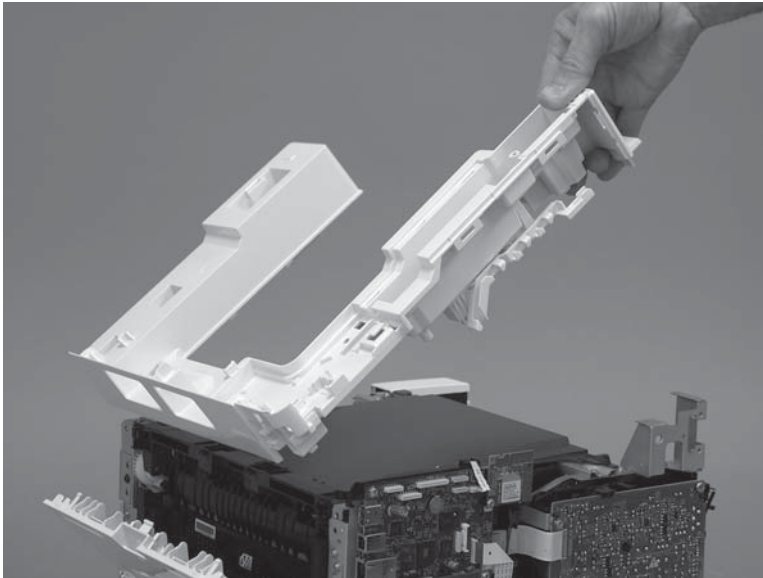


## Step 19: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 649](#).

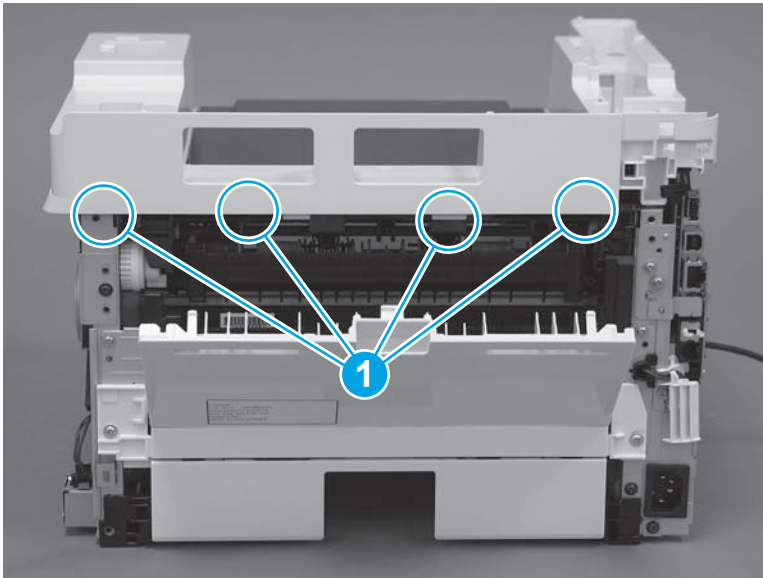
1. Position the rear edge of the top cover on the printer.

**Figure 1-1172** Install the cover



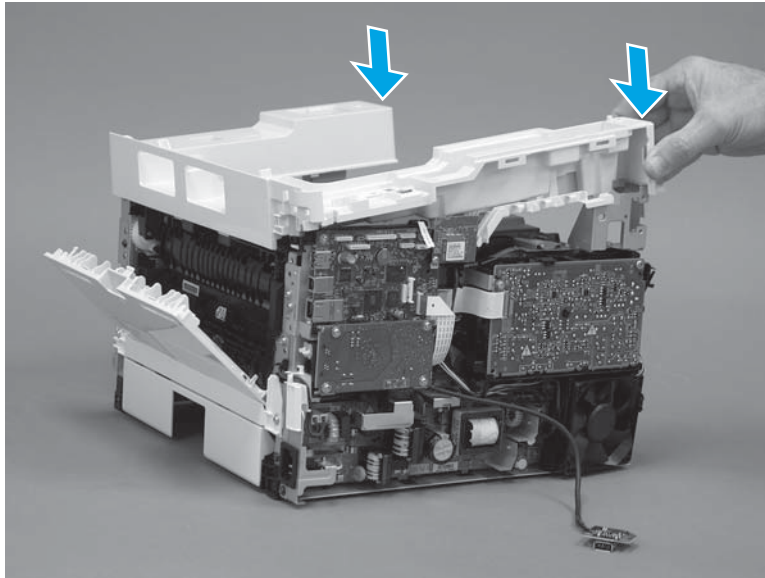
2. Engage four bosses (callout 1).

**Figure 1-1173** Engage four bosses



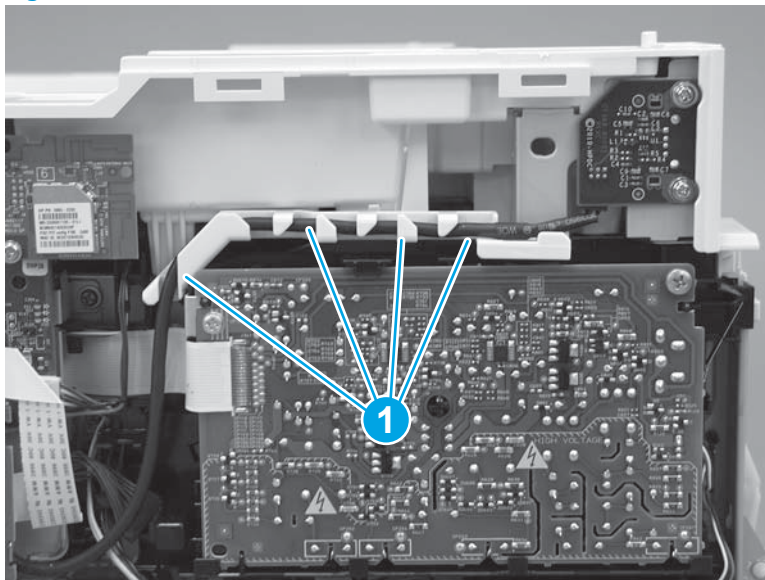
3. Rotate the front edge of the cover down.

**Figure 1-1174** Rotate the front edge of the cover down



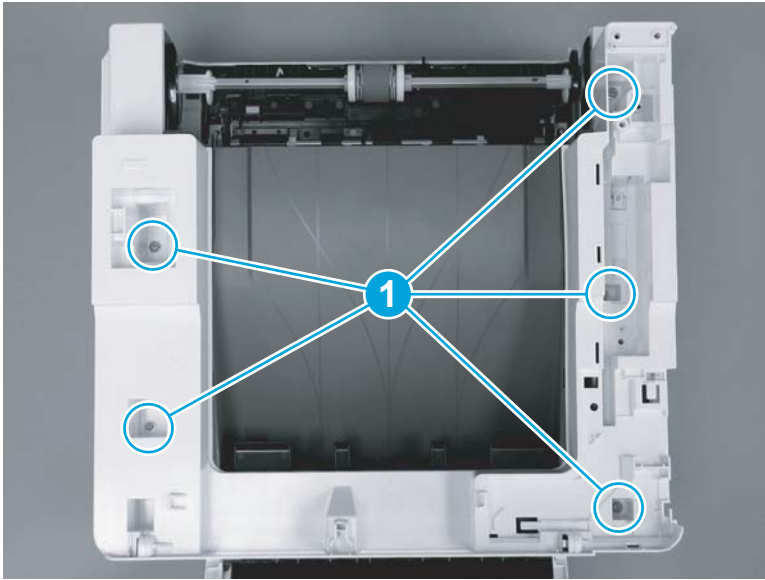
4. Install the USB cable (callout 1) in the guide.

**Figure 1-1175** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-1176** Install five screws

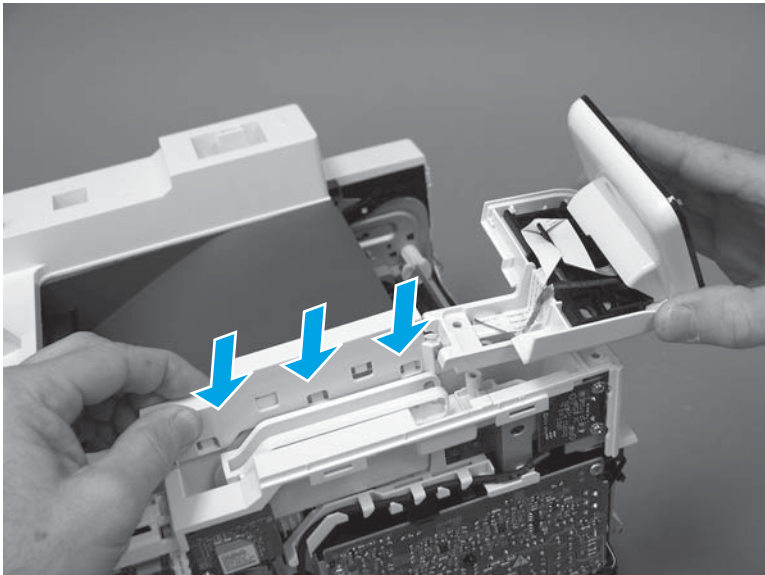


#### Step 20: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 649](#).

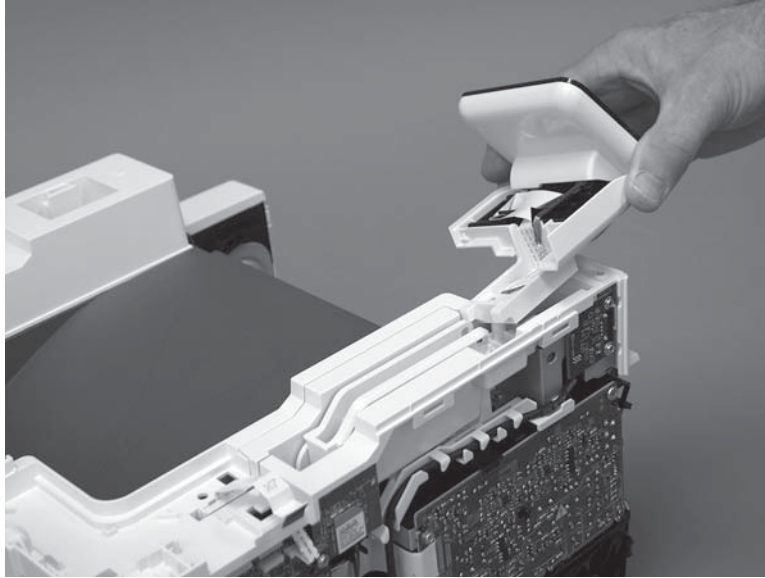
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-1177** Install the control-panel FFC cover



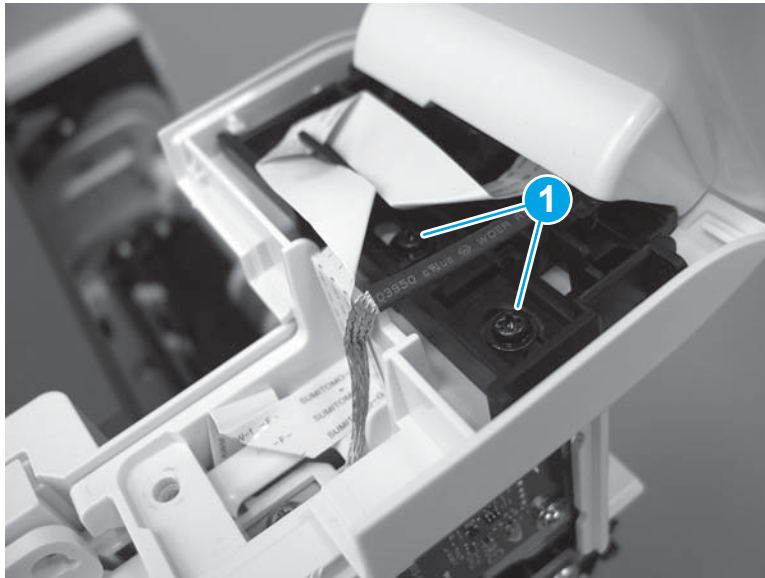
2. Install the control-panel assembly on the top cover.

**Figure 1-1178** Install the control-panel assembly



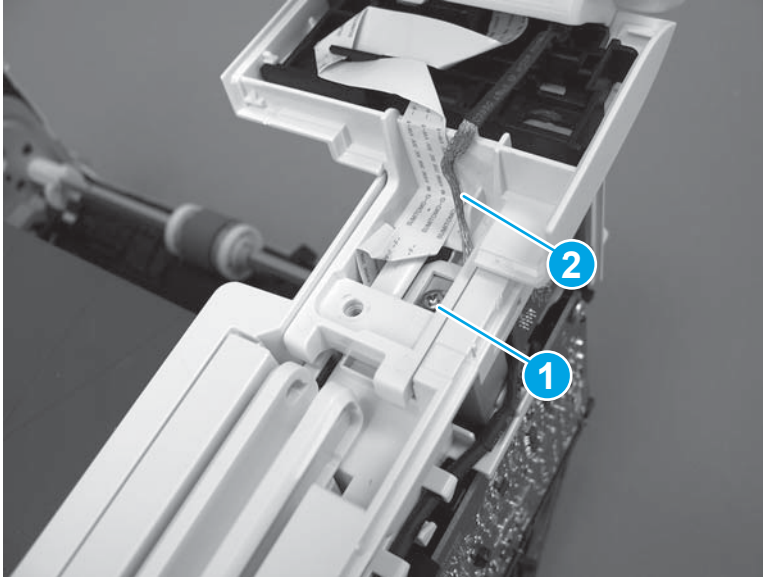
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-1179** Install two screws



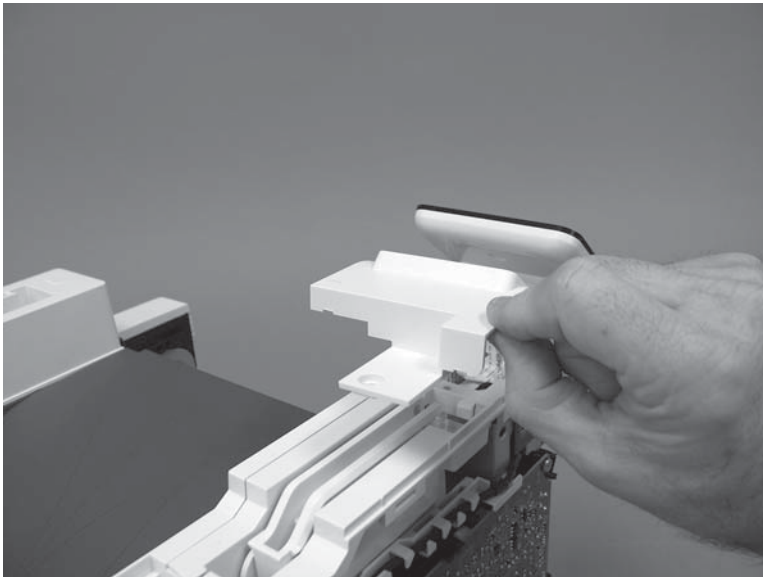
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-1180** Remove one screw



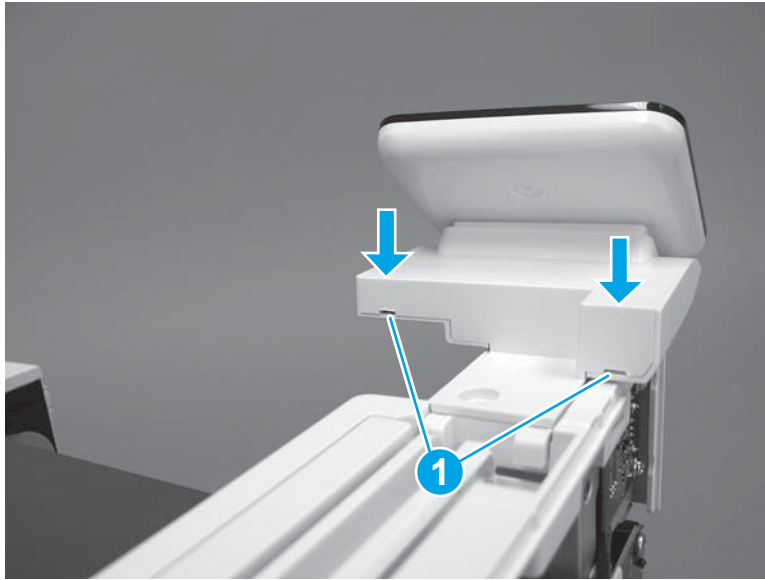
5. Install the control-panel cable cover.

**Figure 1-1181** Install the cover



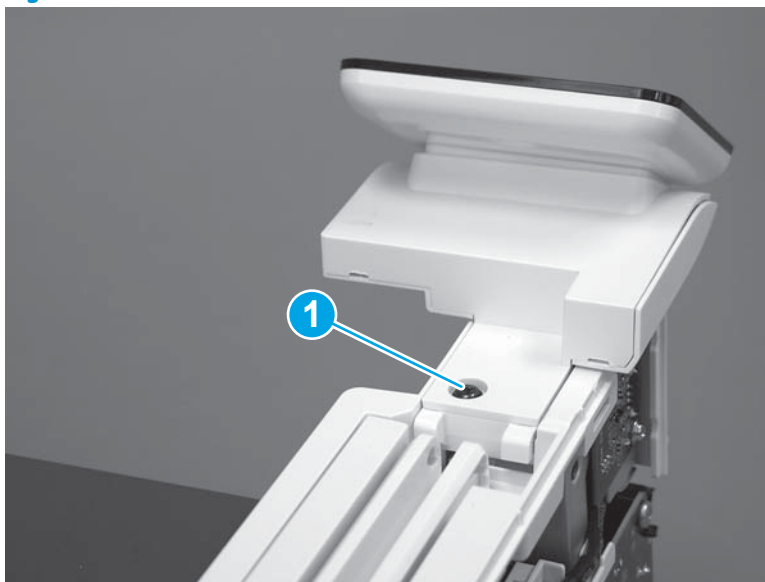
6. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-1182** Engage two tabs



7. Install one screw (callout 1).

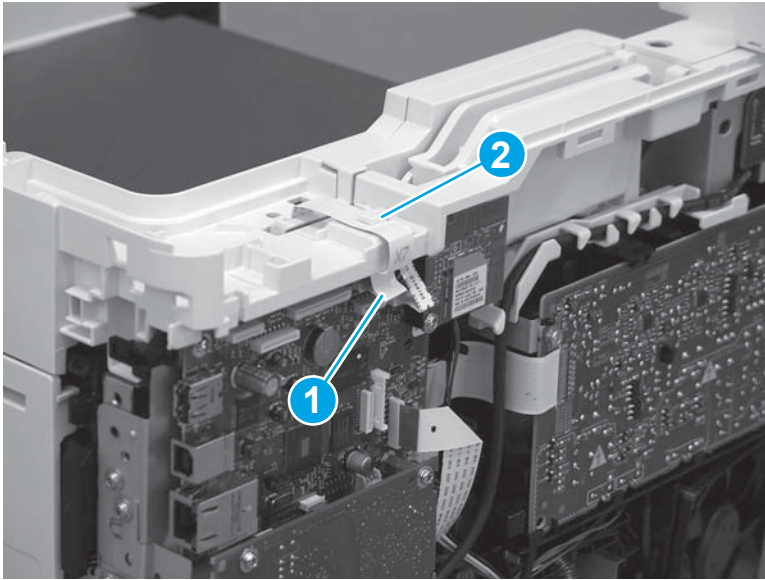
**Figure 1-1183** Install one screw







8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-1184** Connect one connector



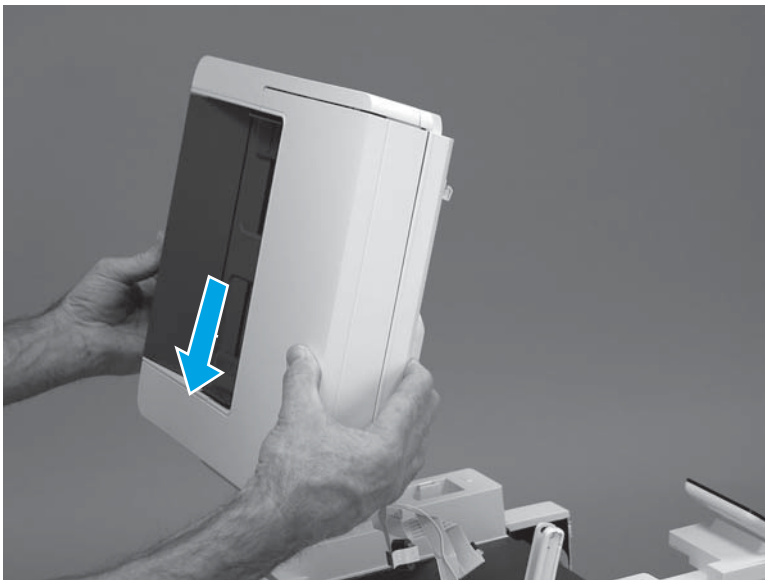
### Step 21: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 649](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

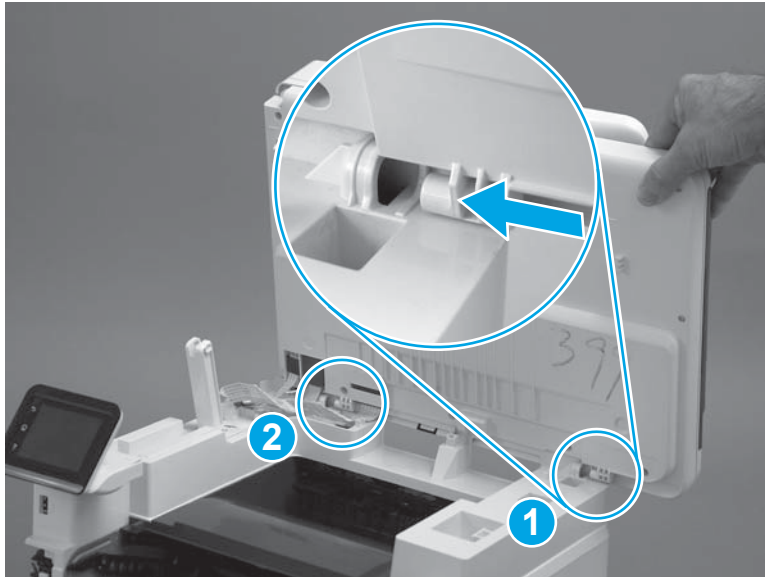
1. Position the ISA on the printer.

**Figure 1-1185** Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-1186** Engage the hinge pins with the holders



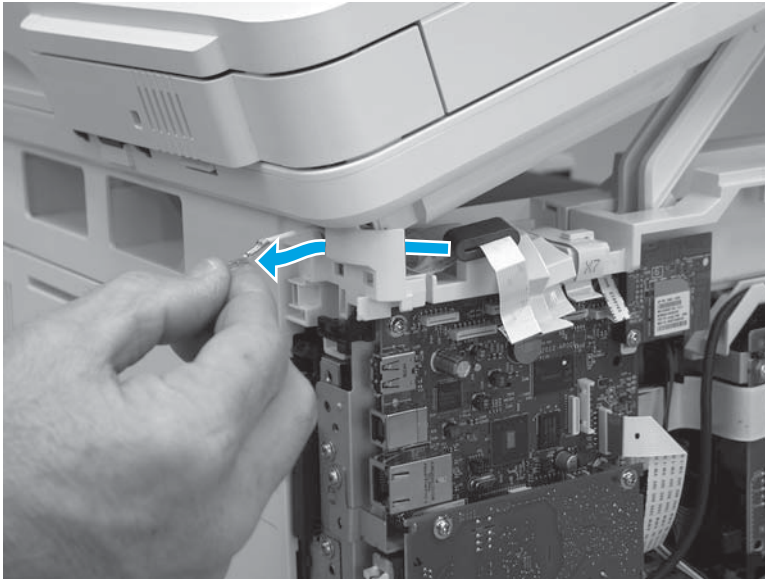
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-1187** Rotate the ISA towards the front of the printer



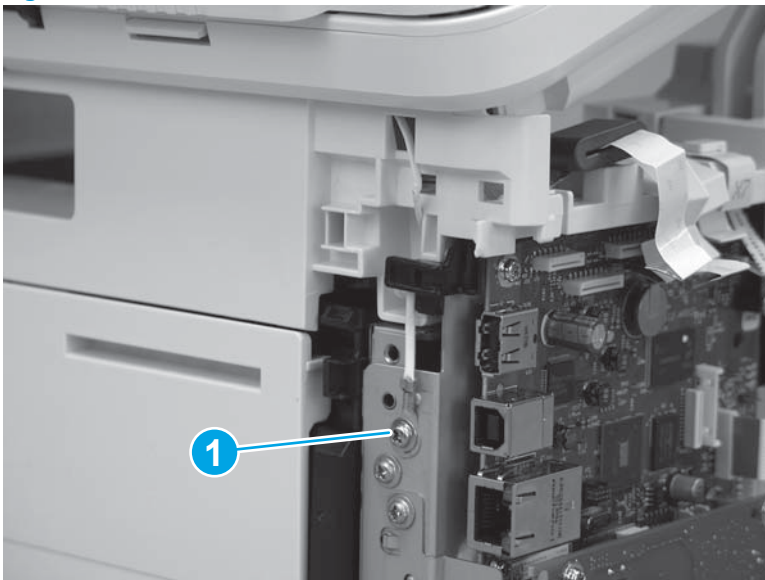
4. Pass the ground wire through the opening in the top cover.

**Figure 1-1188** Pass the wire through the opening




5. Install one screw (callout 1).

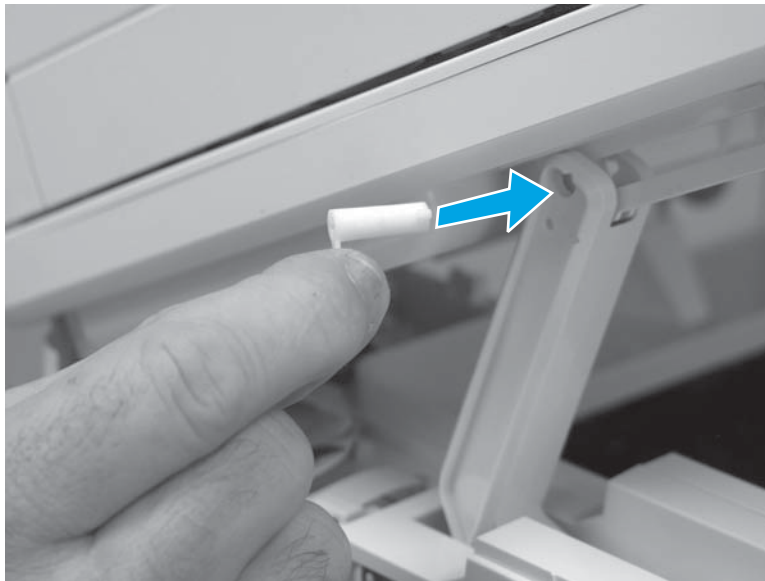
**Figure 1-1189** Install one screw



6. Install the ISA lift assembly slider pin.

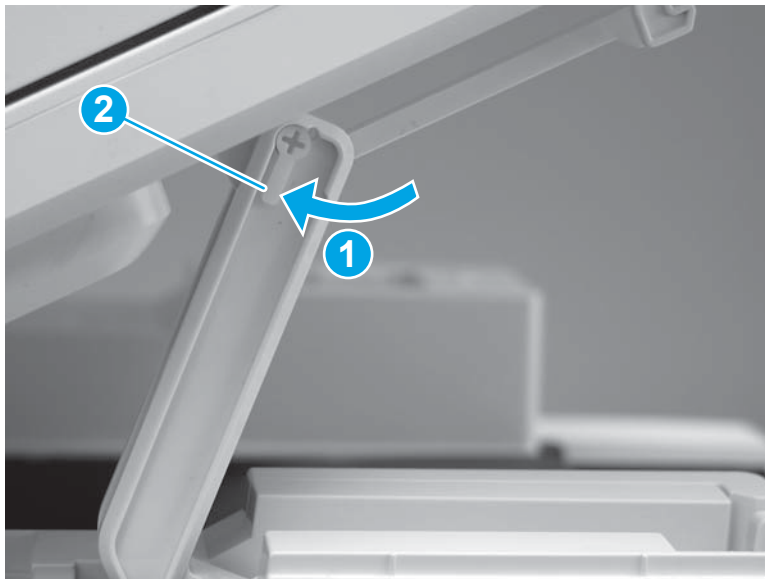
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-1190** Install the slider pin



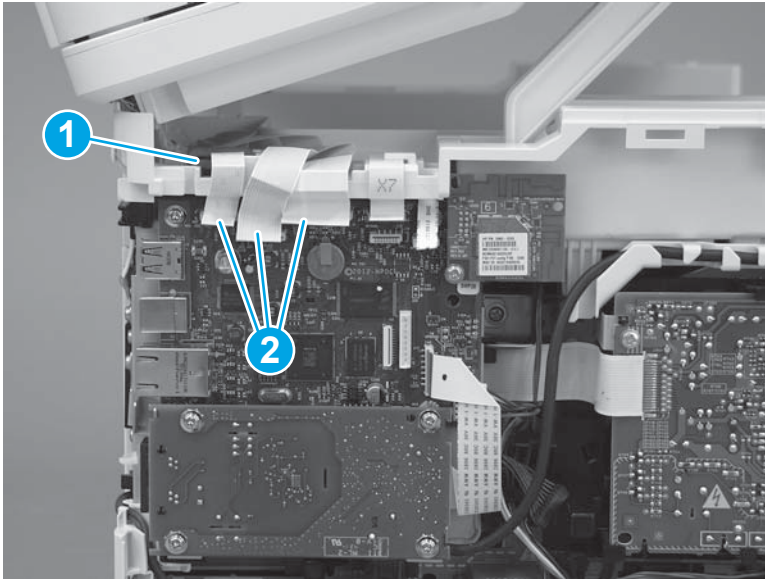
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-1191** Secure the slider pin



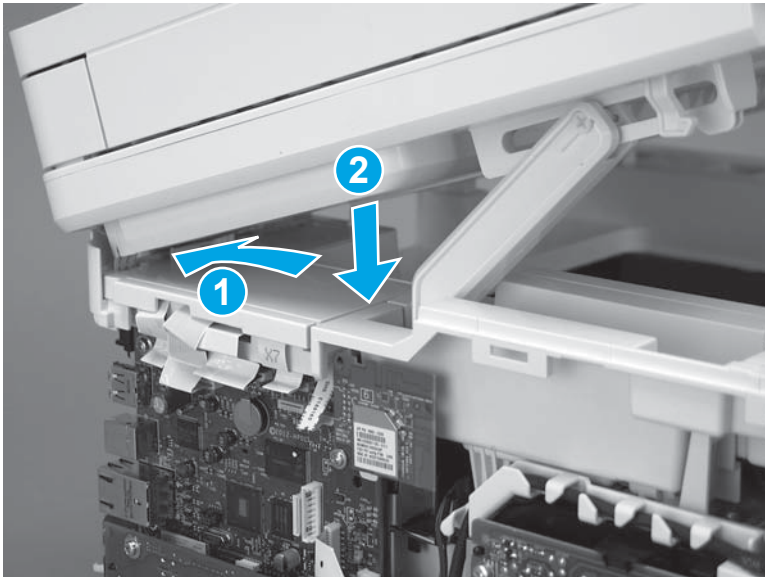
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-1192** Connect three FFCs



9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

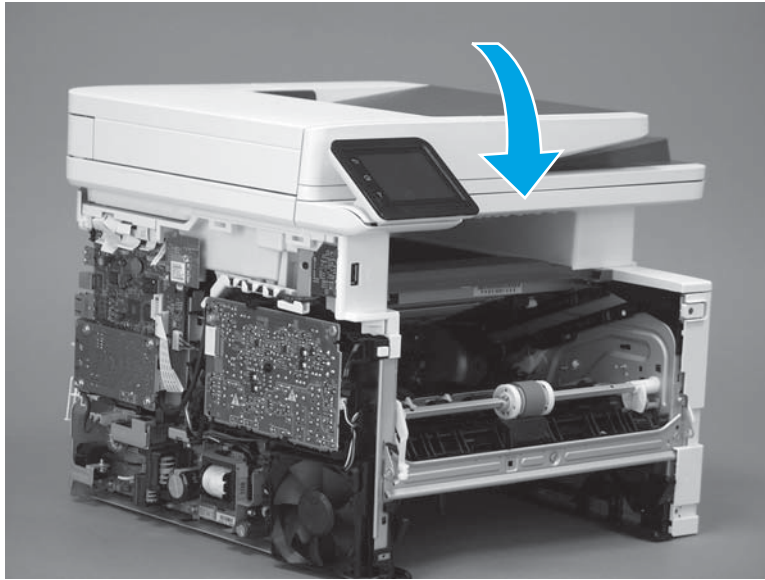
**Figure 1-1193** Install the ISA FFC cover





10. Lower the ISA.

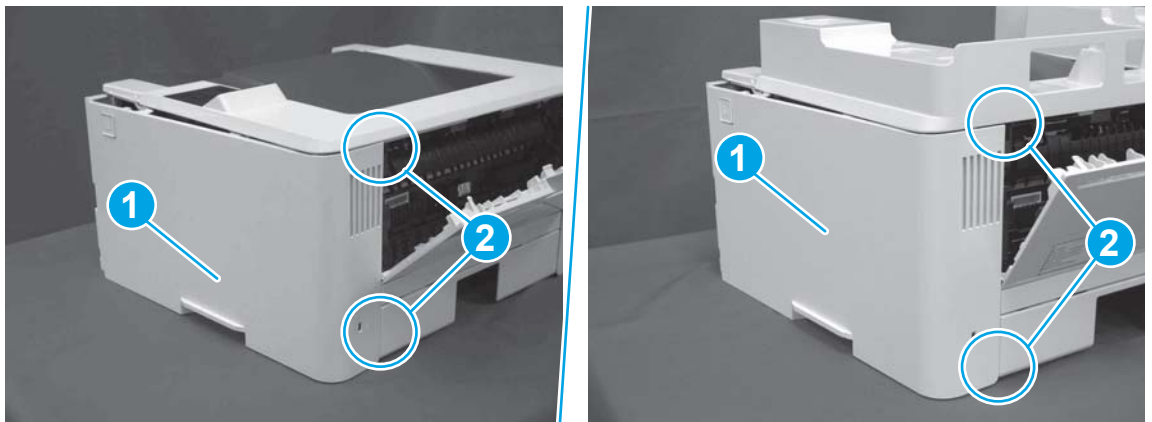
**Figure 1-1194** Lower the ISA



### Step 22: Install the right cover

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

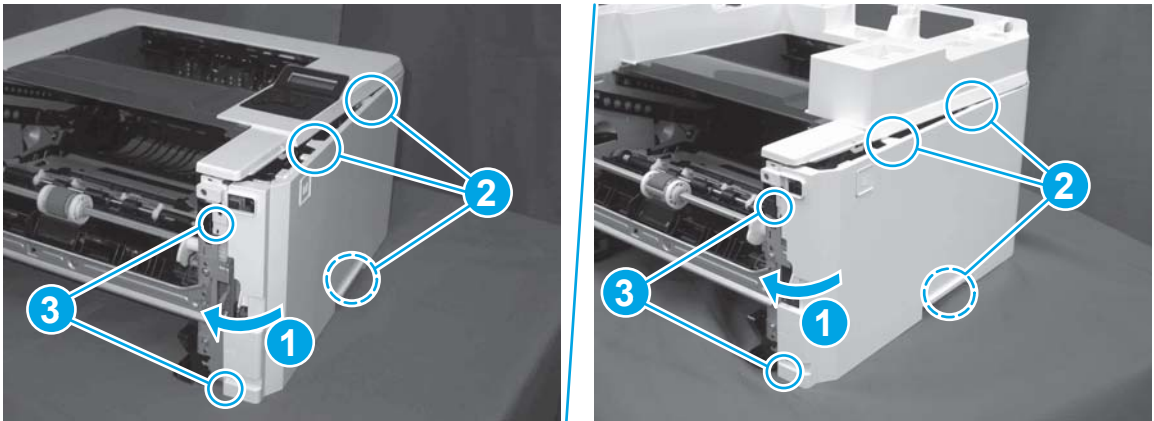
**Figure 1-1195** Install the cover





2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-1196** Engage two bosses and one tab

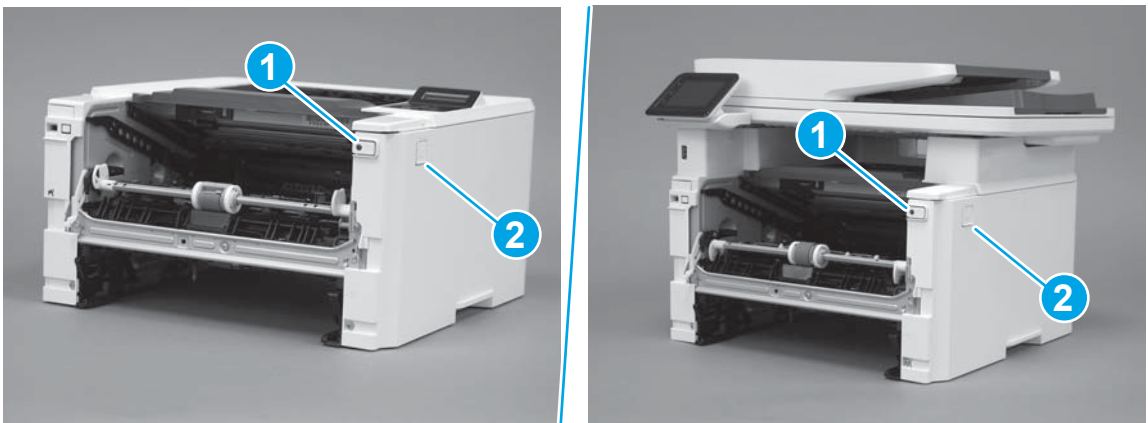


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1197** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

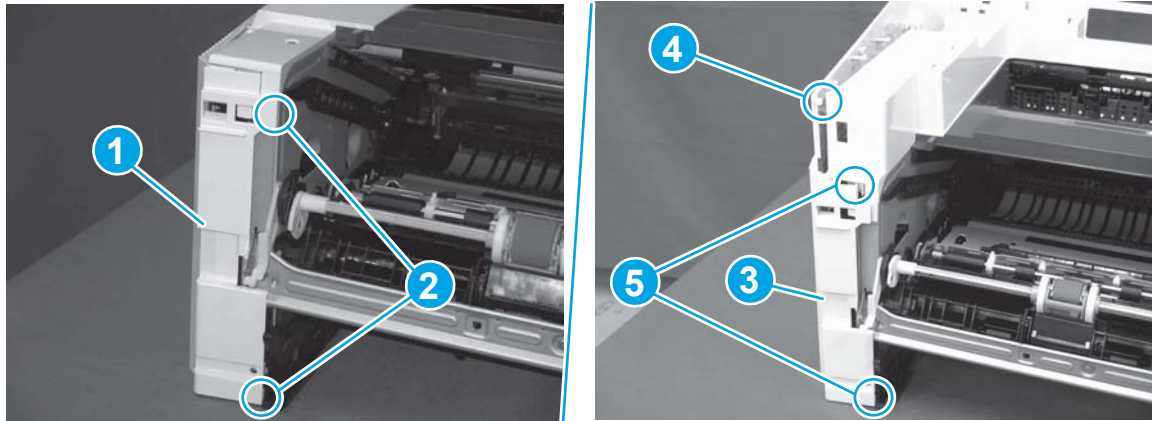
**Figure 1-1198** Install one screw



### Step 23: Install the left cover

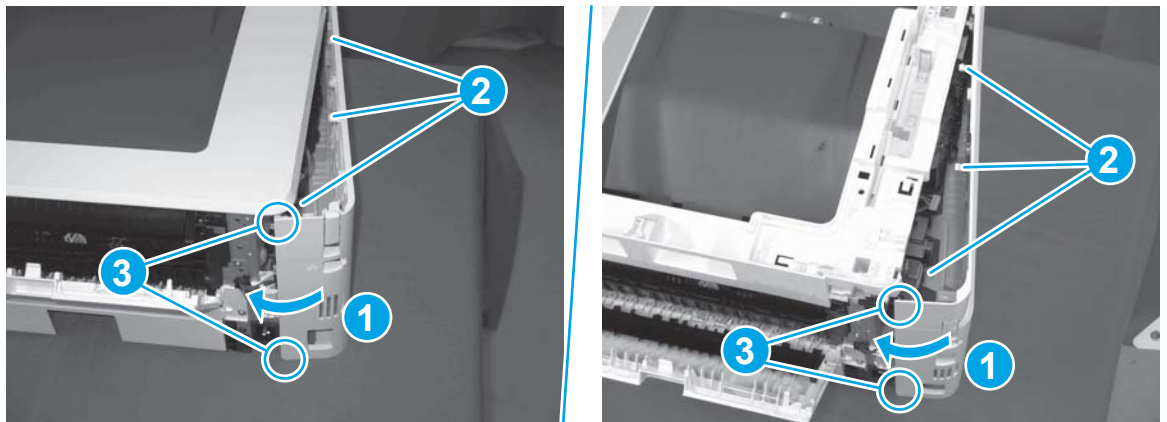
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-1199** Install the cover



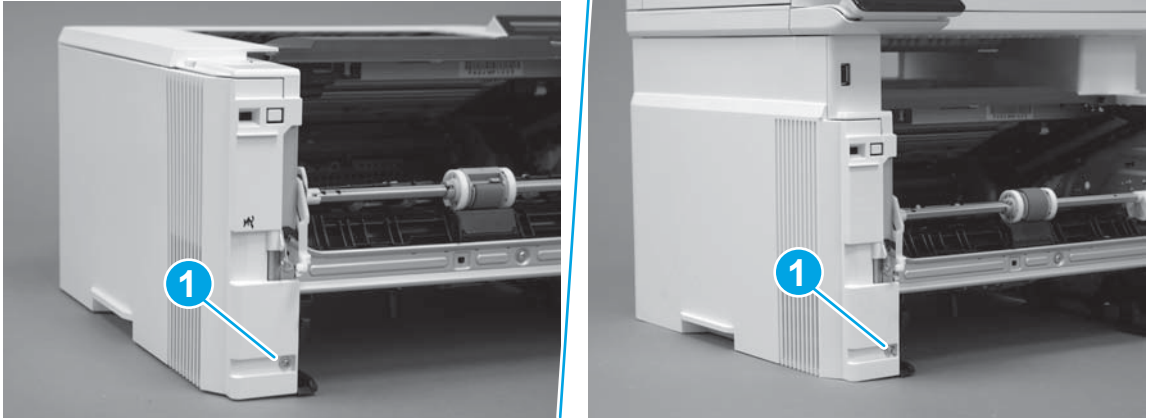
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1200** Engage three tabs and two bosses




3. Install one screw (callout 1).

**Figure 1-1201** Install one screw

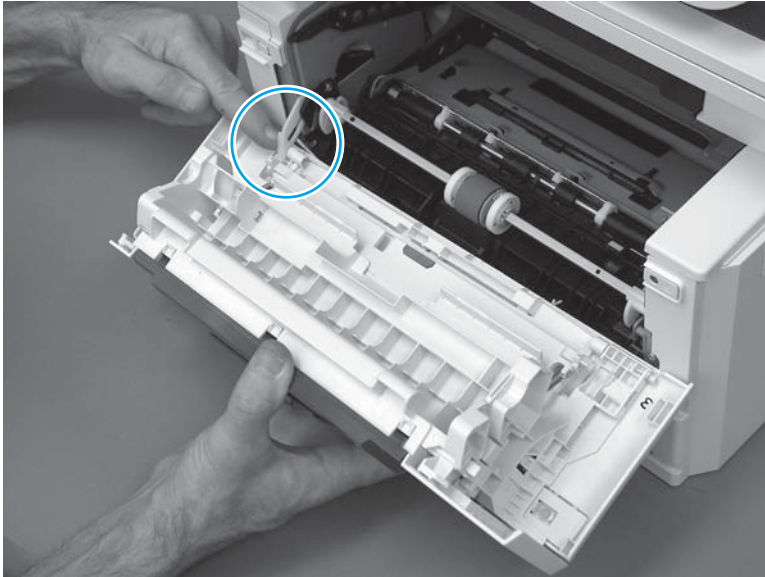


### Step 24: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

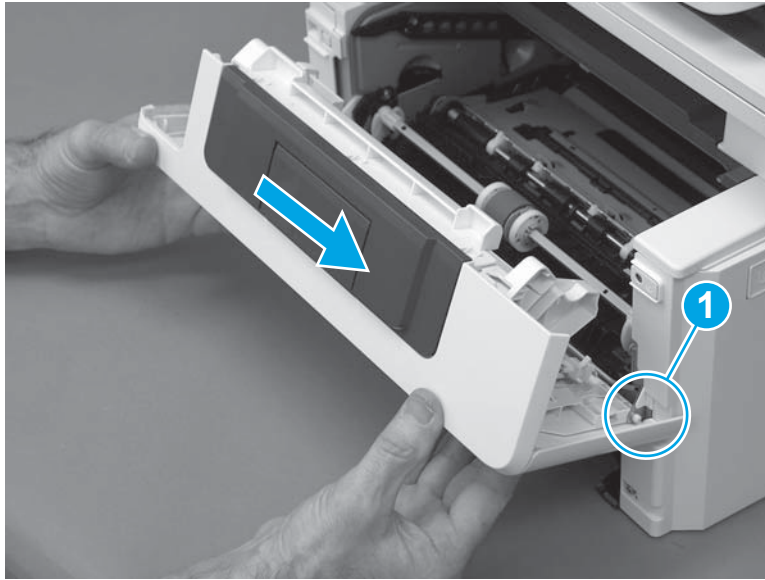
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-1202** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

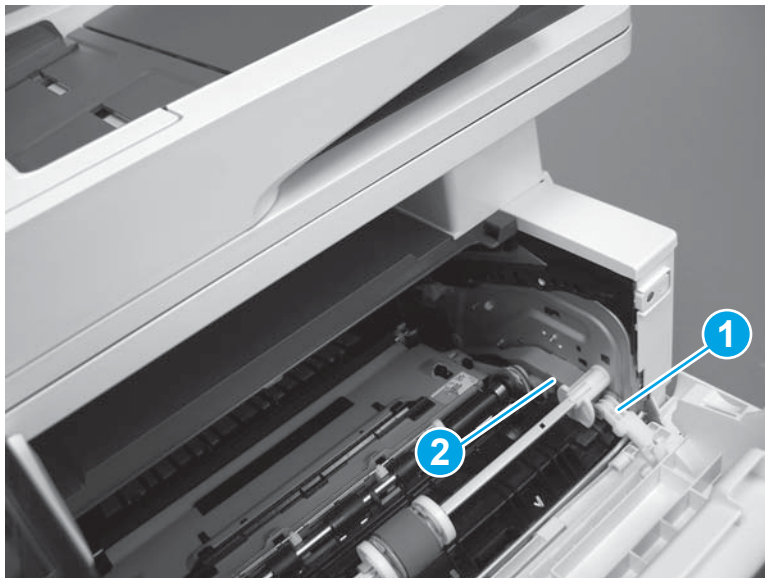
**Figure 1-1203** Install the door



3. Install the link (callout 1).

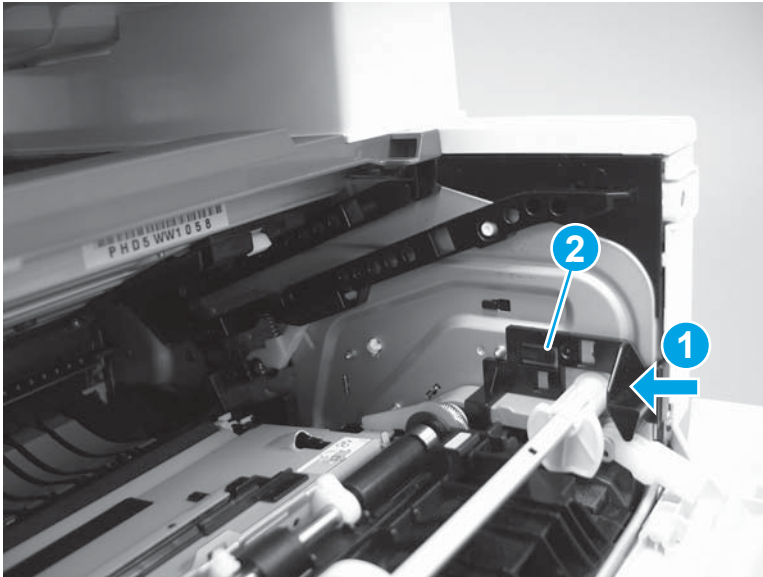
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-1204** Install the pressure-release link



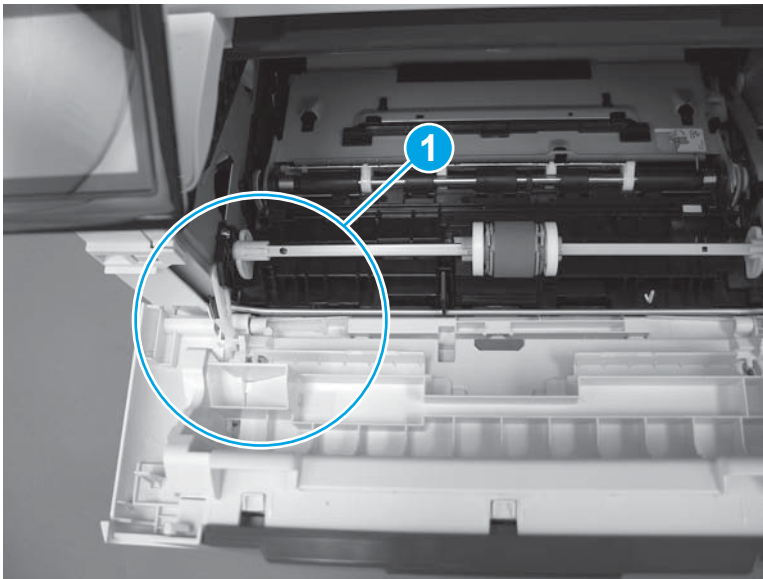
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-1205** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

**Figure 1-1206** Align the hinge

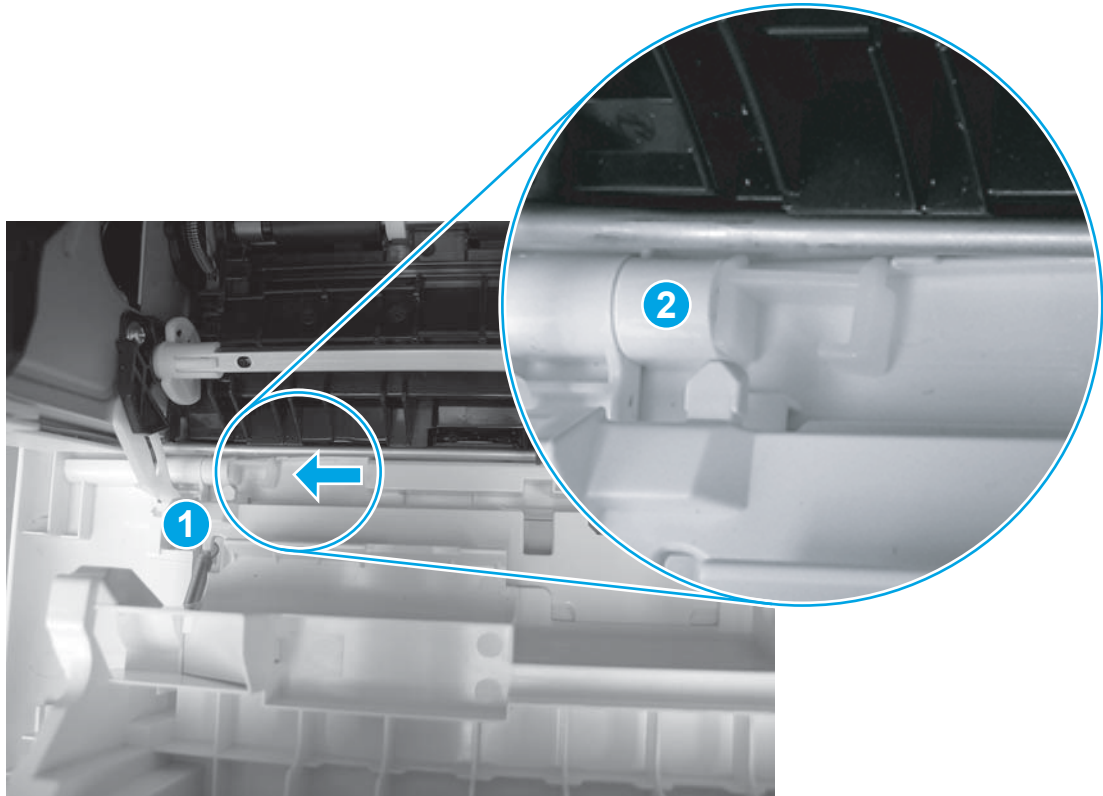




6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1207** Install the support shaft



### Step 25: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1208** Install the tray





## Removal and replacement: Control panel FFC, (M403/M402)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the top cover \(M403/M402\)](#)
- [Step 6: Remove the paper delivery tray \(output bin\)](#)
- [Step 7: Remove the control panel FFC](#)
- [Step 8: Unpack the replacement assembly](#)
- [Step 9: Install the control panel FFC](#)
- [Step 10: Install the paper delivery tray \(output bin\)](#)
- [Step 11: Install the top cover \(M403/M402\)](#)
- [Step 12: Install the right cover](#)
- [Step 13: Install the left cover](#)
- [Step 14: Install the cartridge door assembly](#)
- [Step 15: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the control panel FFC (M403/M402 only).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

**Control panel FFC (M403/M402) part number**

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**RM3-7585-000CN**Control panel FFC (M403/M402)

---

### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1209** Remove the tray



### Step 2: Remove the cartridge door assembly



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**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

---

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

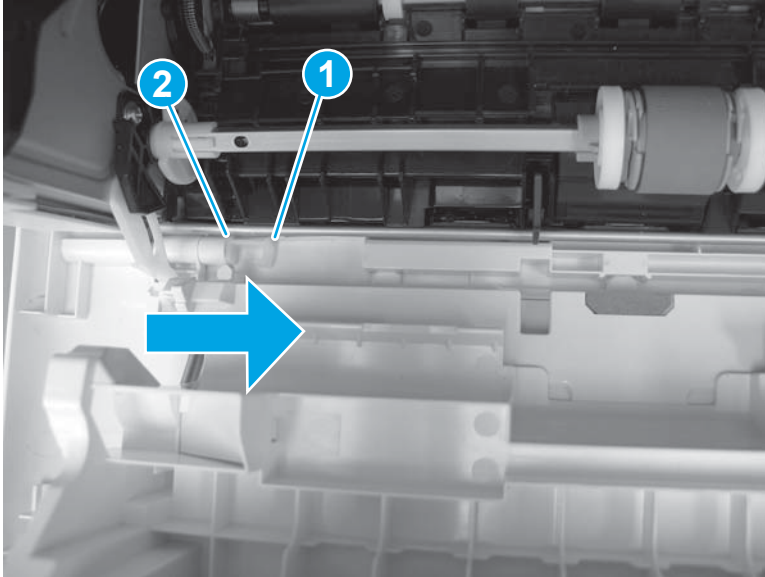


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**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

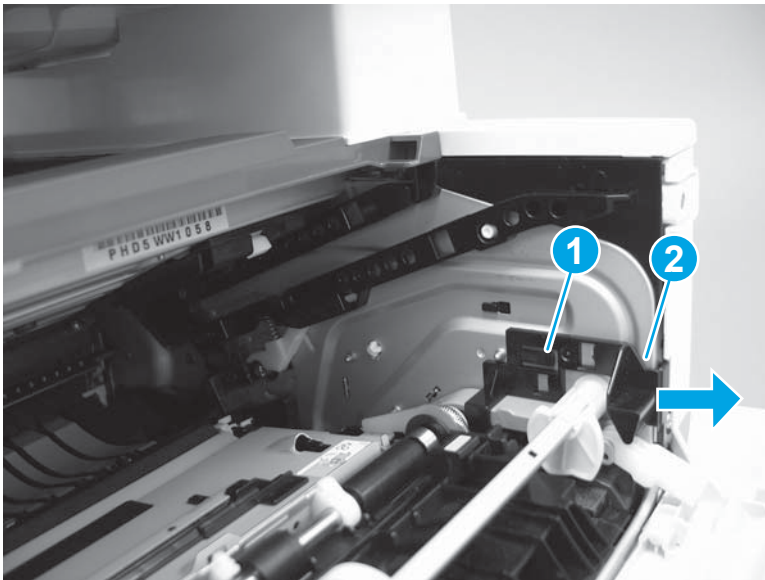
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**Figure 1-1210** Release the support shaft



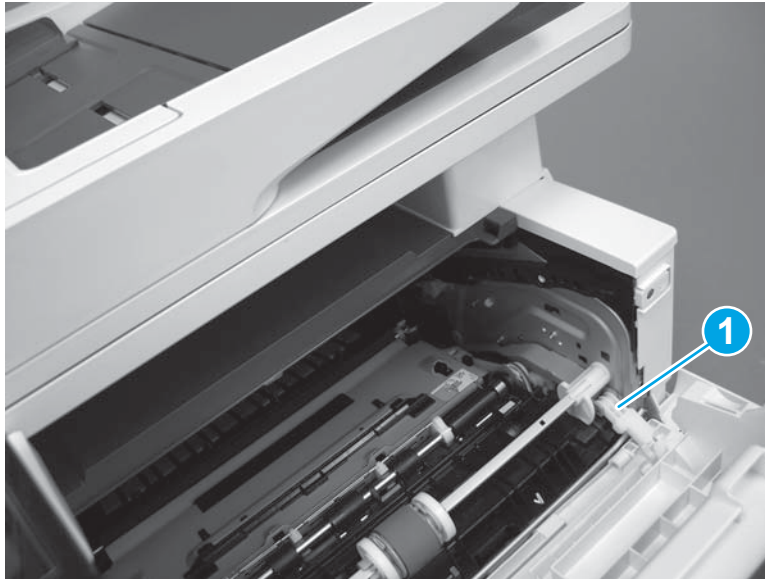
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1211** Remove the guide



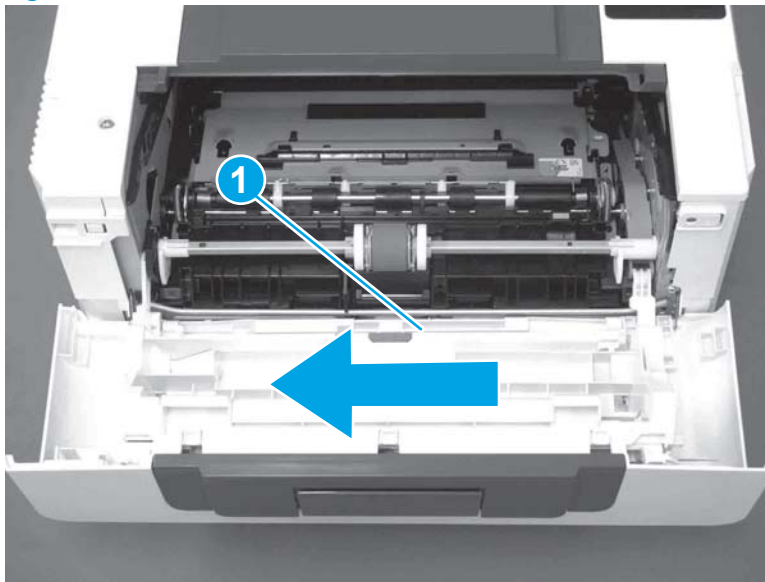
3. Remove the link arm (callout 1).

**Figure 1-1212** Remove the link arm



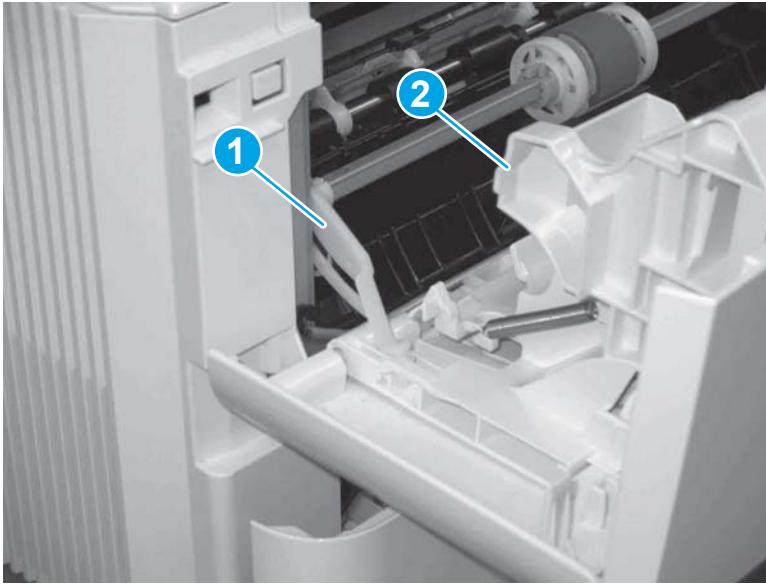
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1213** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

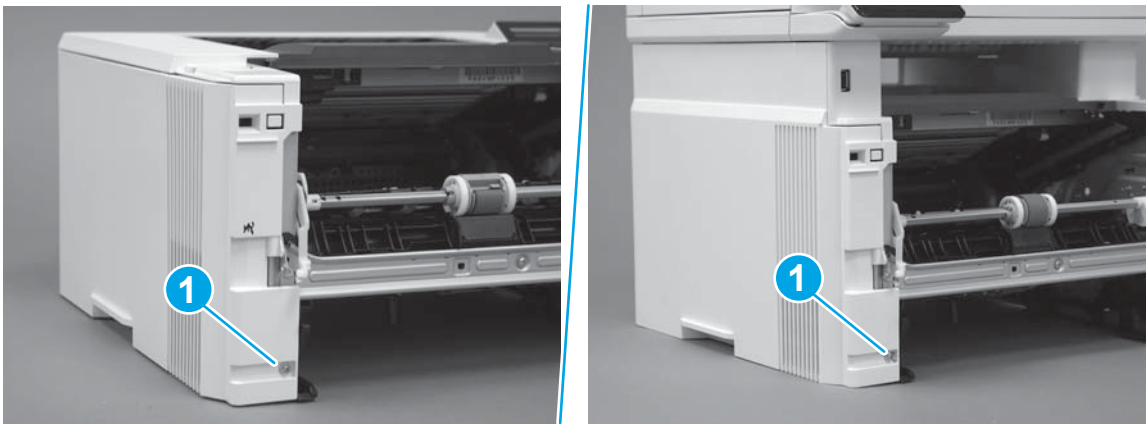
**Figure 1-1214** Release the left-side retainer arm



### Step 3: Remove the left cover

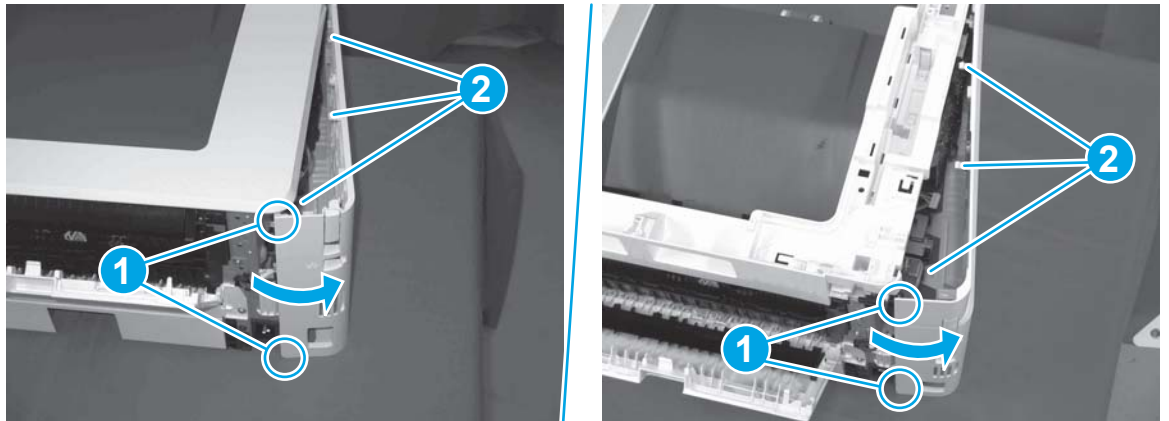
1. Remove one screw (callout 1).

**Figure 1-1215** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

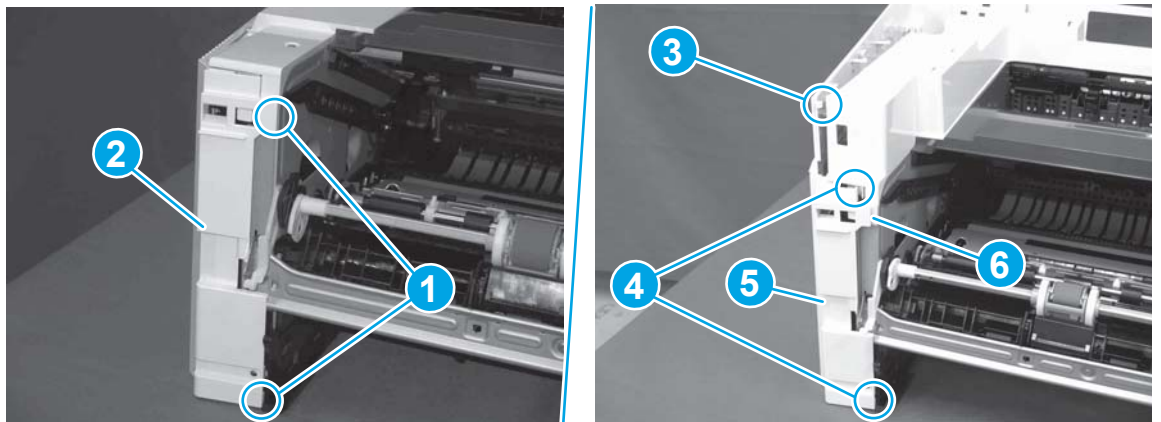
**Figure 1-1216** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-1217** Remove the cover

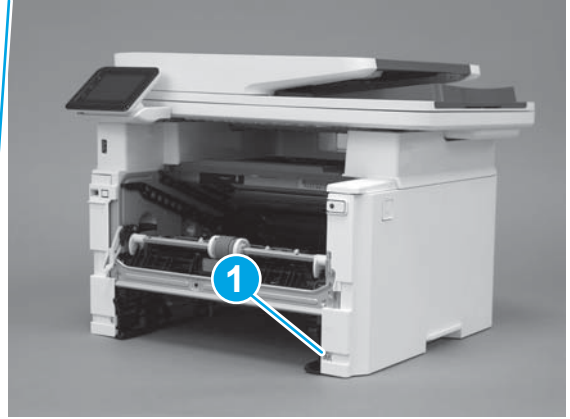
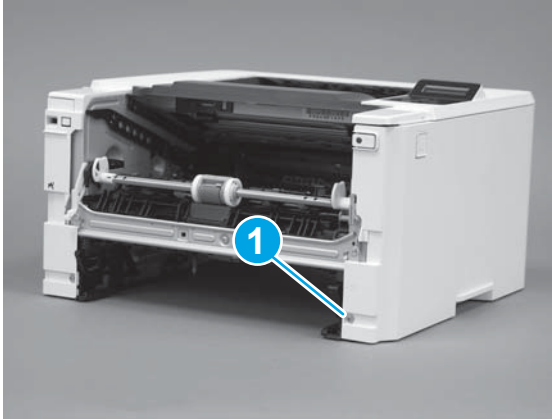


#### Step 4: Remove the right cover

1. Remove one screw (callout 1).

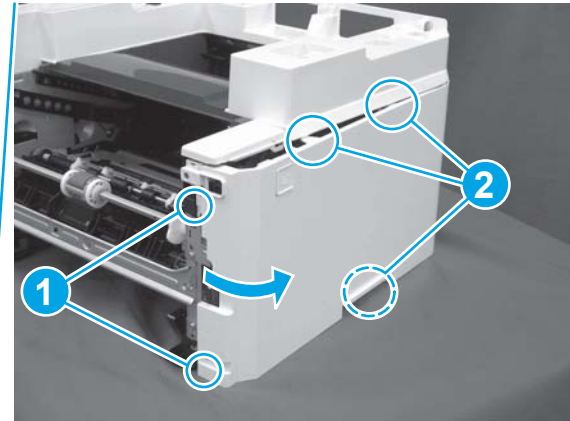
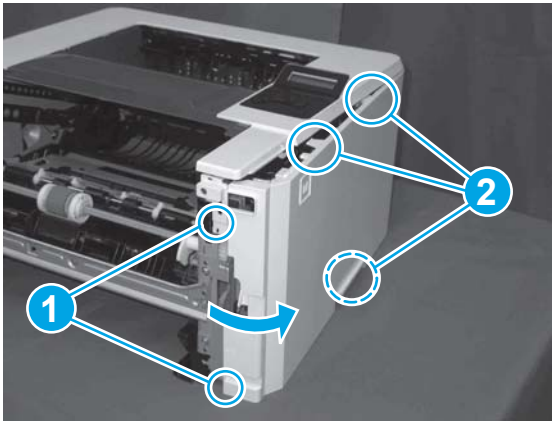


**Figure 1-1218** Remove one screw



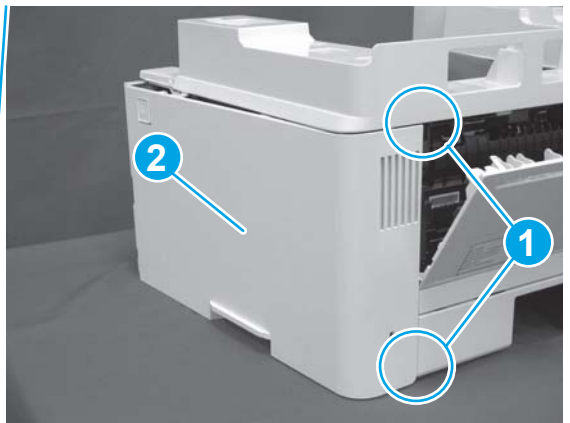
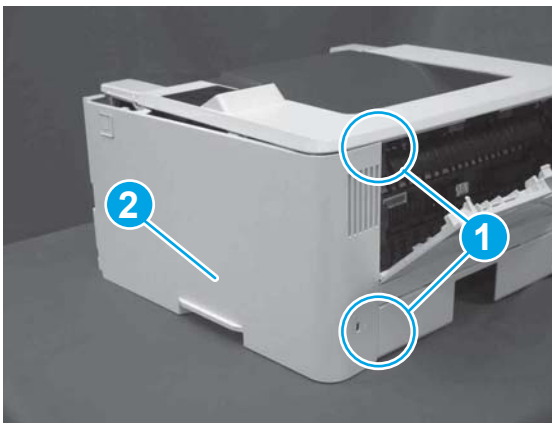
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1219** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-1220** Remove the cover



### Step 5: Remove the top cover (M403/M402)

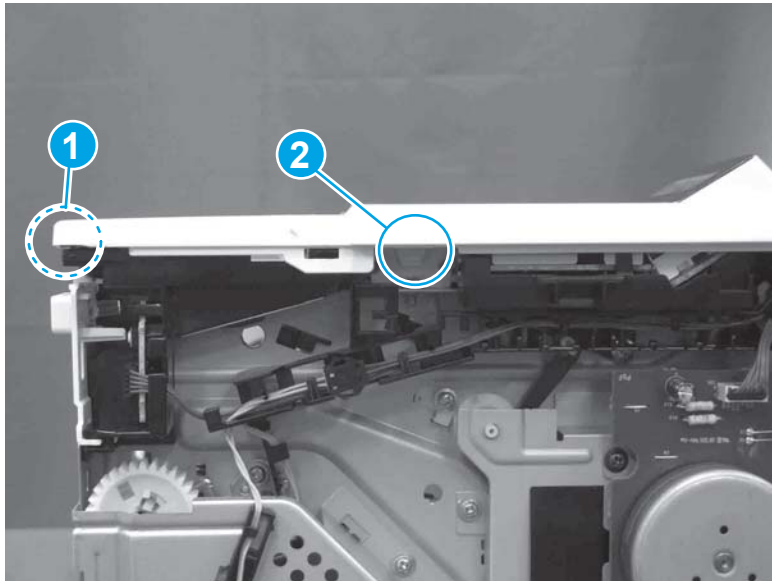
1. Remove one screw (callout 1).

**Figure 1-1221** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

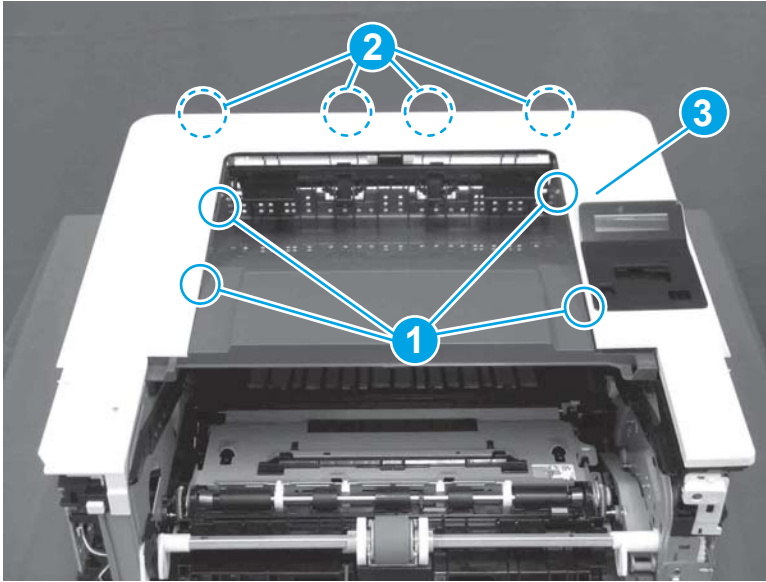
**Figure 1-1222** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-1223** Remove the cover

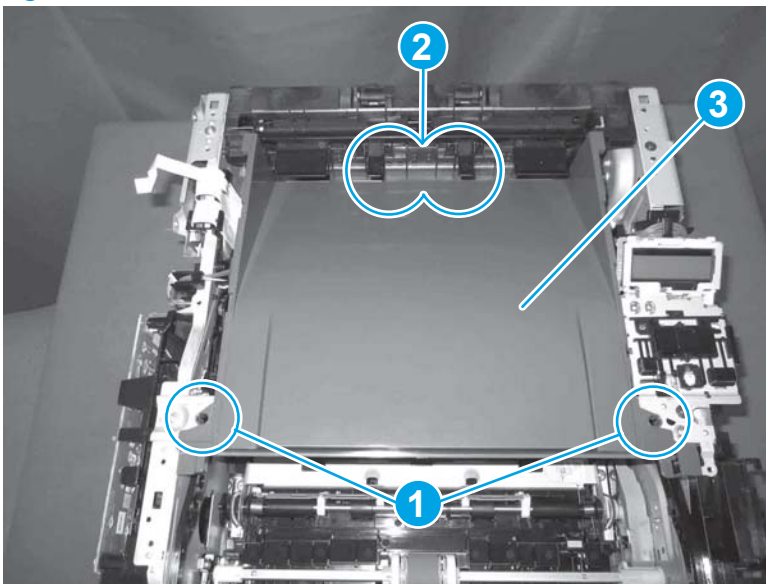


#### Step 6: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

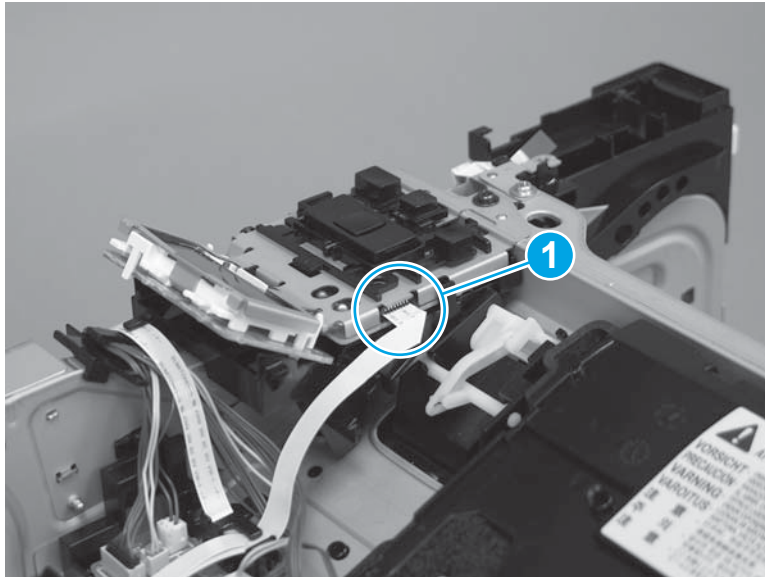
**Figure 1-1224** Release two tabs



## Step 7: Remove the control panel FFC

1. Disconnect the FFC from the control panel (callout 1).

**Figure 1-1225** Disconnect the FFC

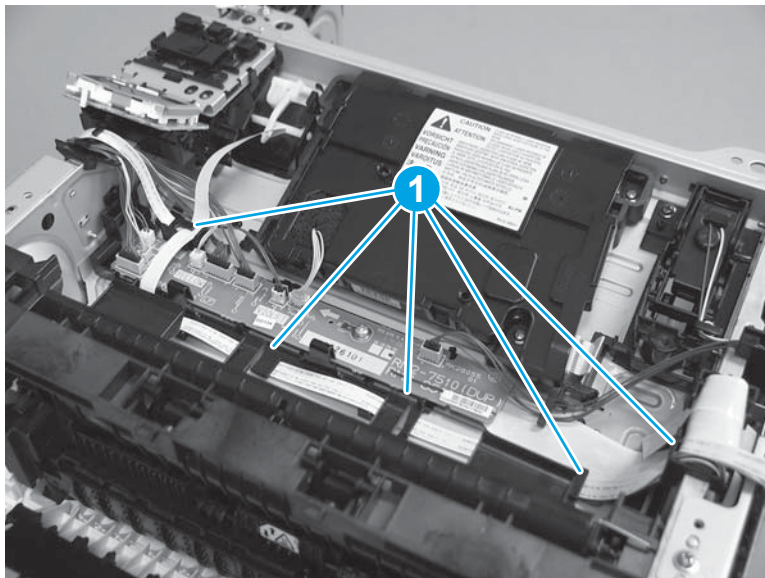


2. Release the FFC from the guide (callout 1).



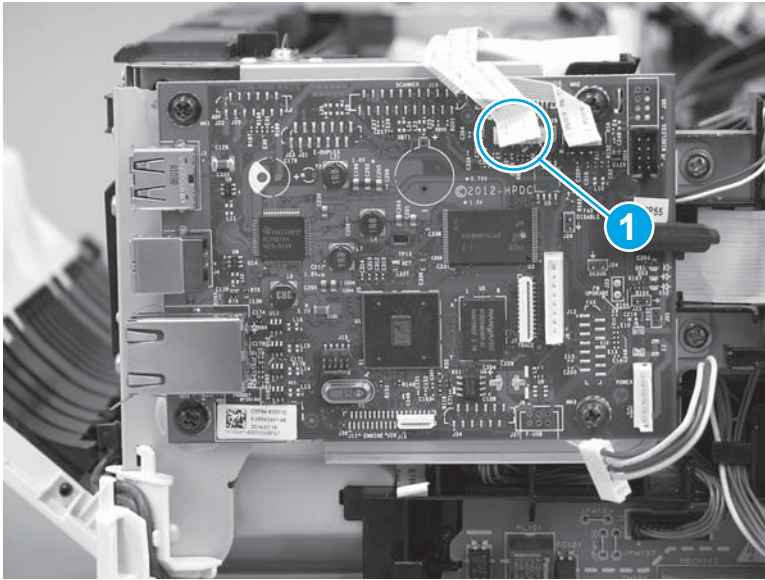
**NOTE:** The near field communication (NFC) FFC might need to be moved out of the way to gain access to the control panel FFC.

**Figure 1-1226** Release the FFC from the guide



3. Disconnect one FFC (callout 1), and then remove the FFC.

**Figure 1-1227** Disconnect and remove the FFC



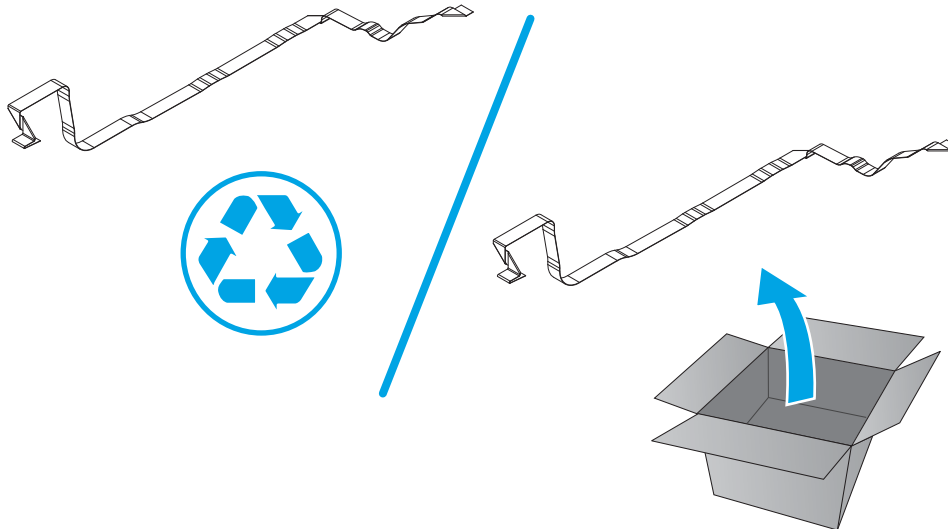
### Step 8: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-1228** Recycle and unpack

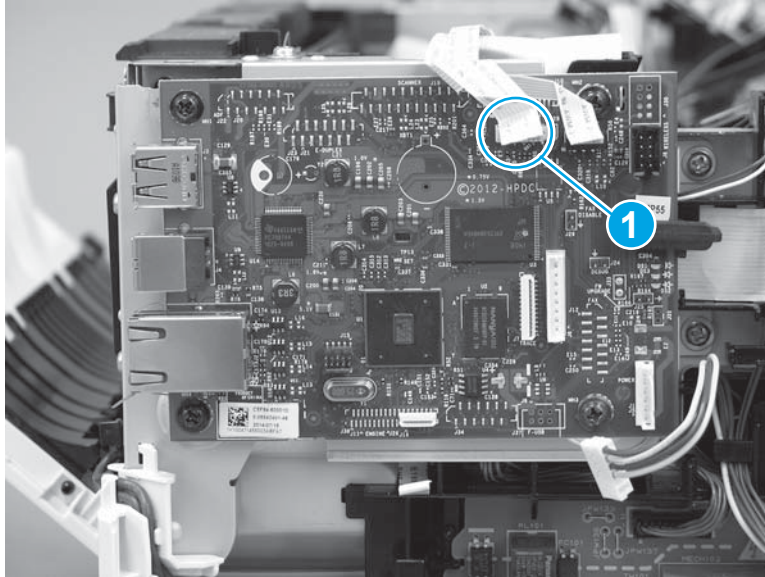


### Step 9: Install the control panel FFC

1. Connect the FFC (callout 1) to the formatter PCA.



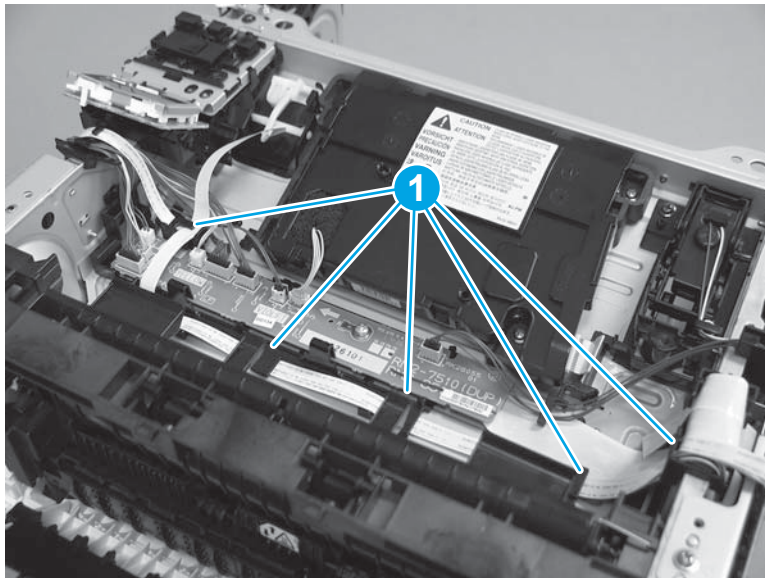
**Figure 1-1229** Connect the FFC



2. Install the FFC in the guide (callout 1).

 **NOTE:** The near field communication (NFC) FFC might need to be moved out of the way to gain access to the control panel FFC.

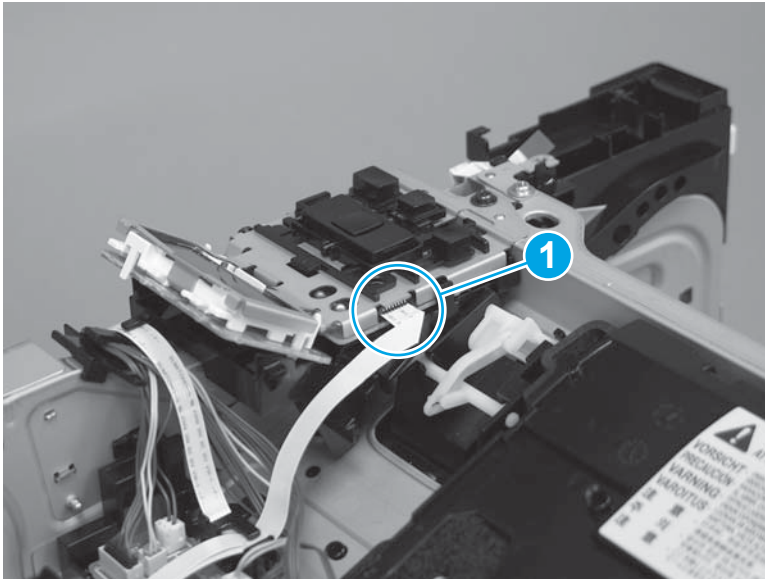
**Figure 1-1230** Install the FFC in the guide





3. Connect the FFC to the control panel (callout 1).

**Figure 1-1231** Connect the FFC



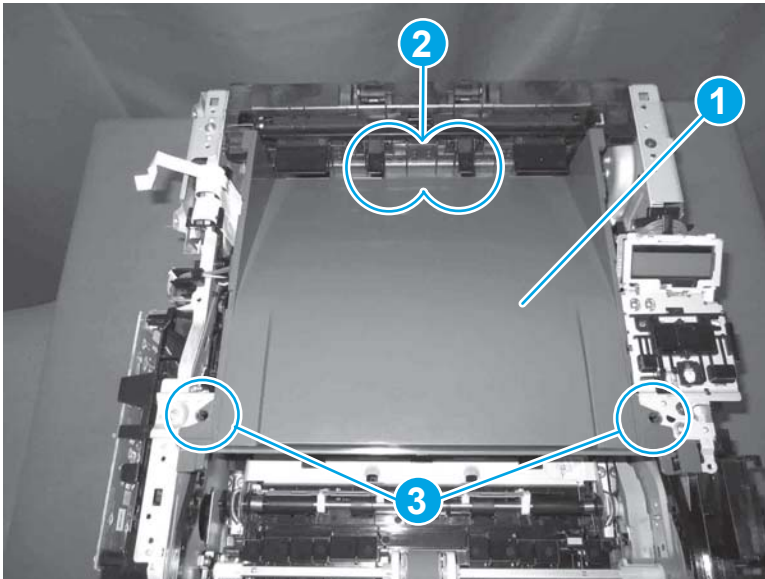
### Step 10: Install the paper delivery tray (output bin)



**NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

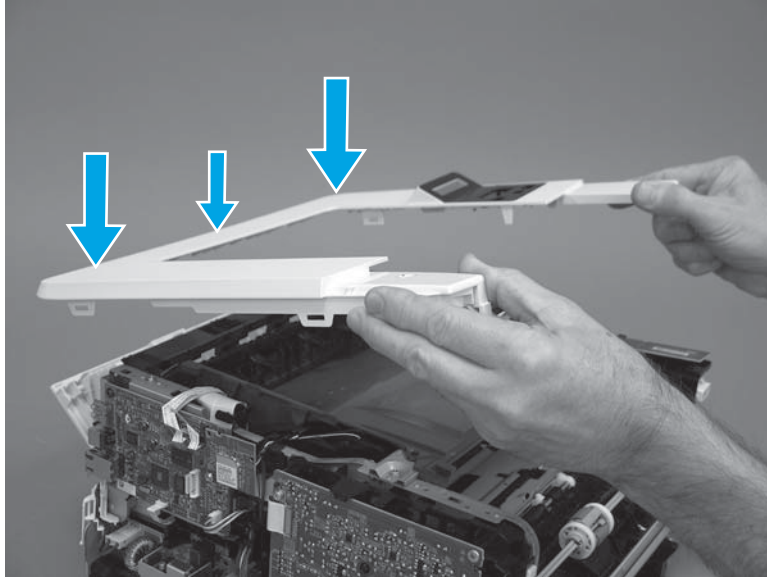
**Figure 1-1232** Engage two tabs



### Step 11: Install the top cover (M403/M402)

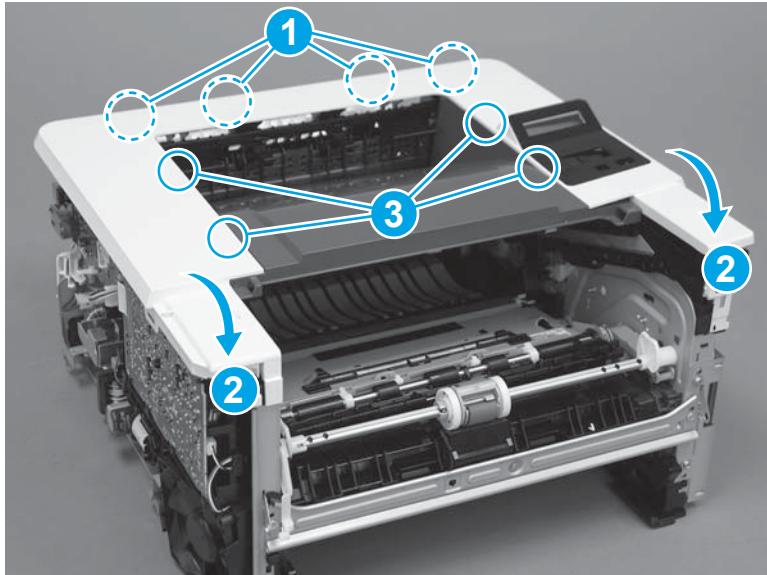
1. Position the rear edge of the cover on the printer.

**Figure 1-1233** Install the cover



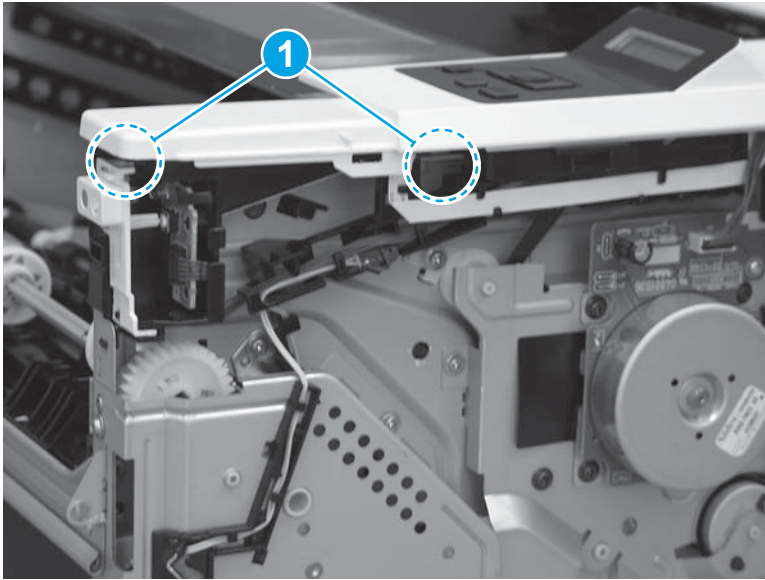
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-1234** Engage four bosses and tabs



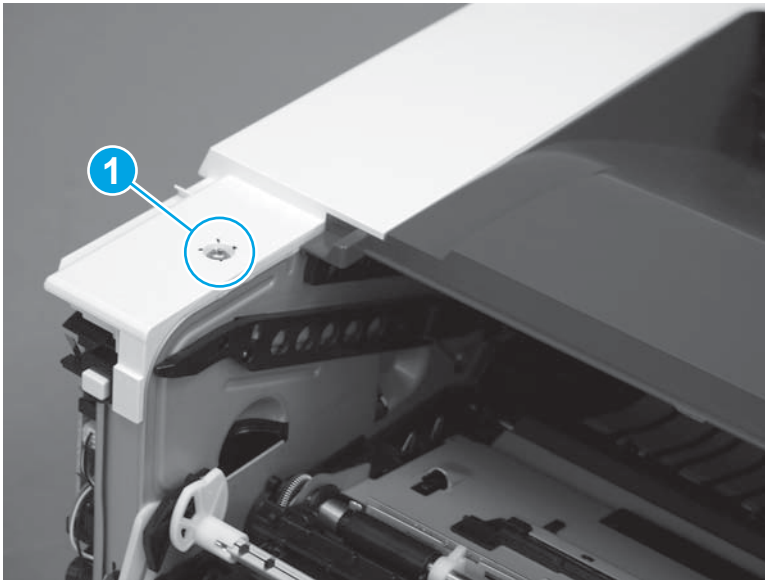
3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-1235** Engage one boss and one tab



4. Install one screw (callout 1).

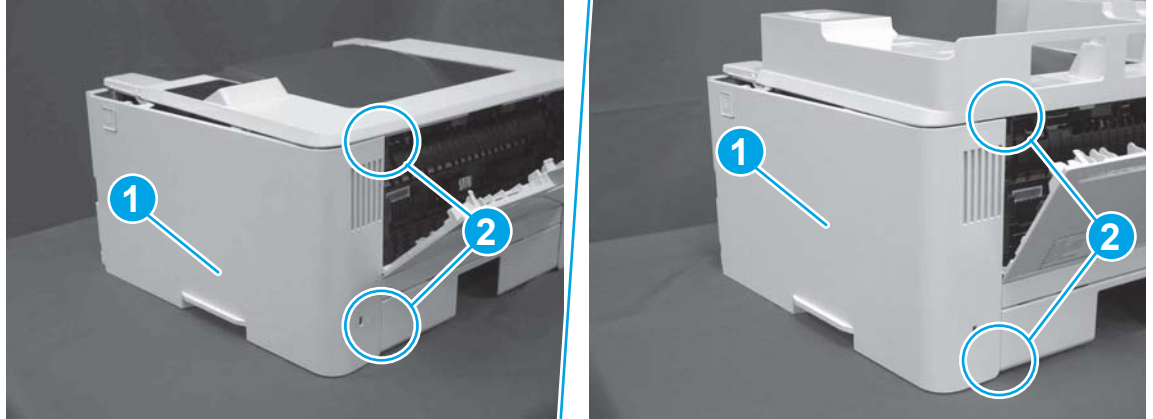
**Figure 1-1236** Install one screw



### **Step 12: Install the right cover**

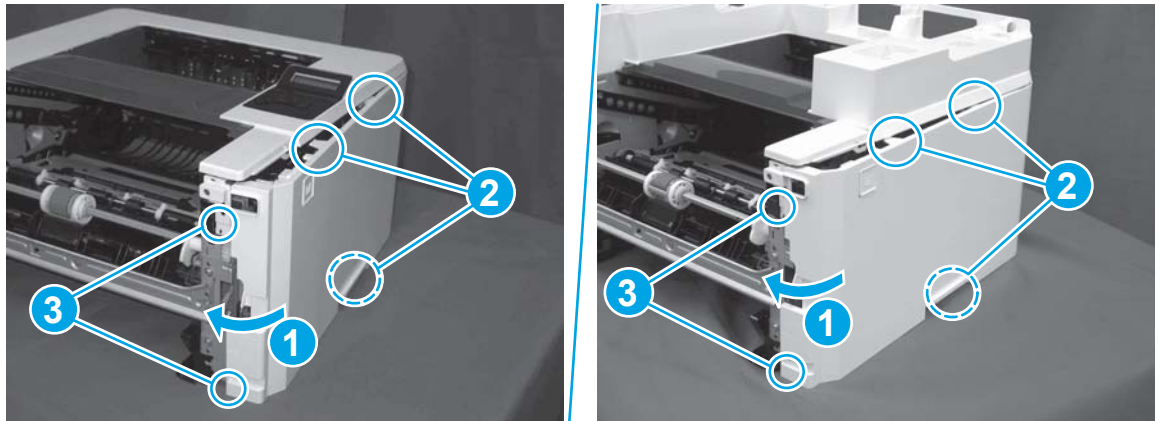
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-1237** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-1238** Engage two bosses and one tab

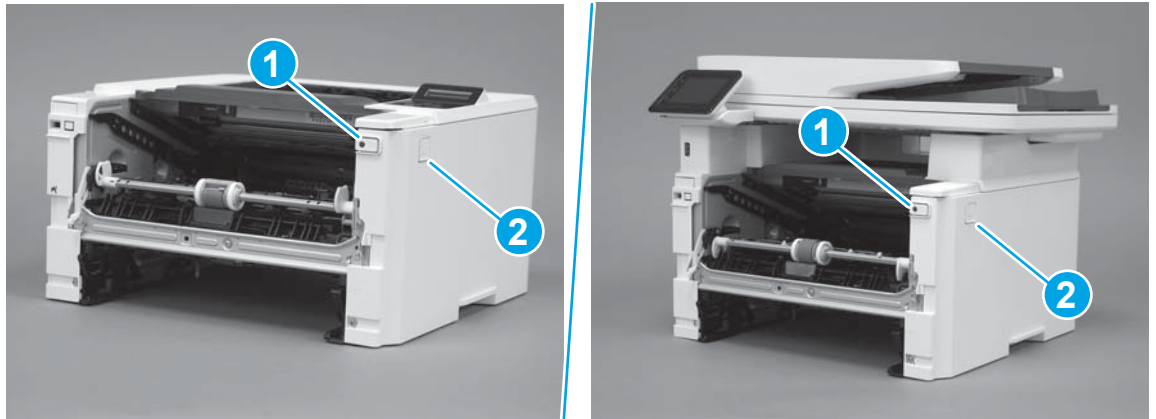


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1239** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

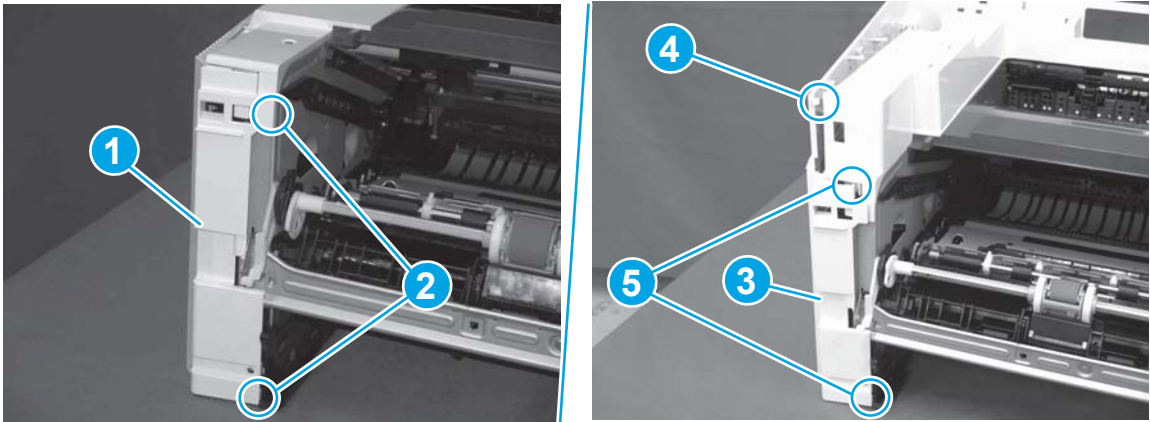
**Figure 1-1240** Install one screw



### Step 13: Install the left cover

1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

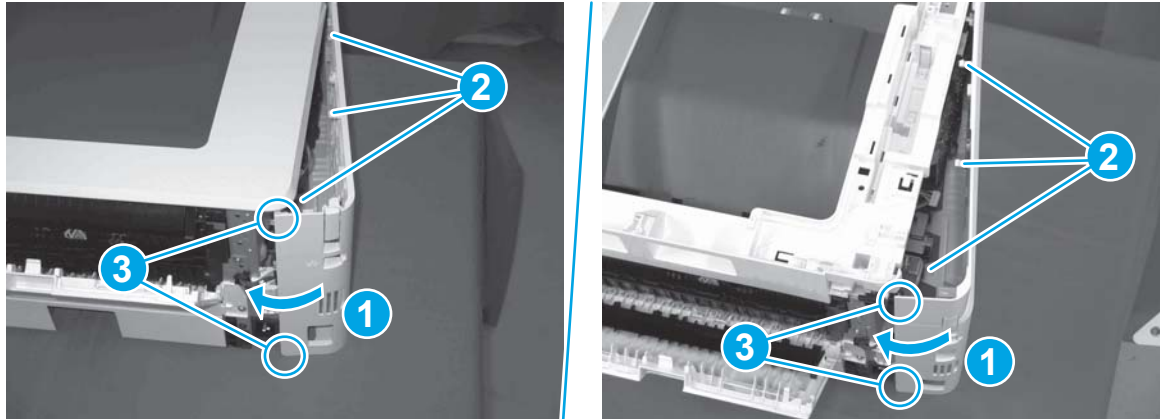
**Figure 1-1241** Install the cover





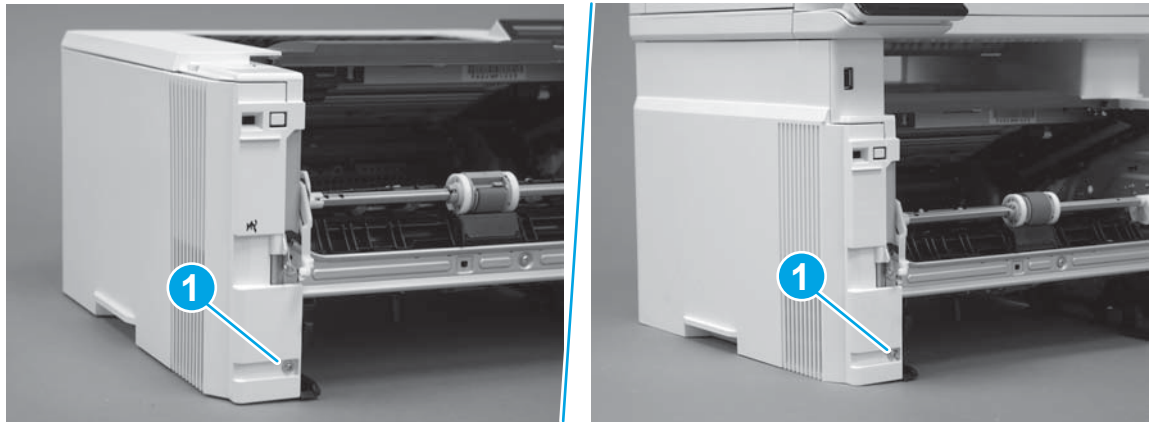
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1242** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-1243** Install one screw



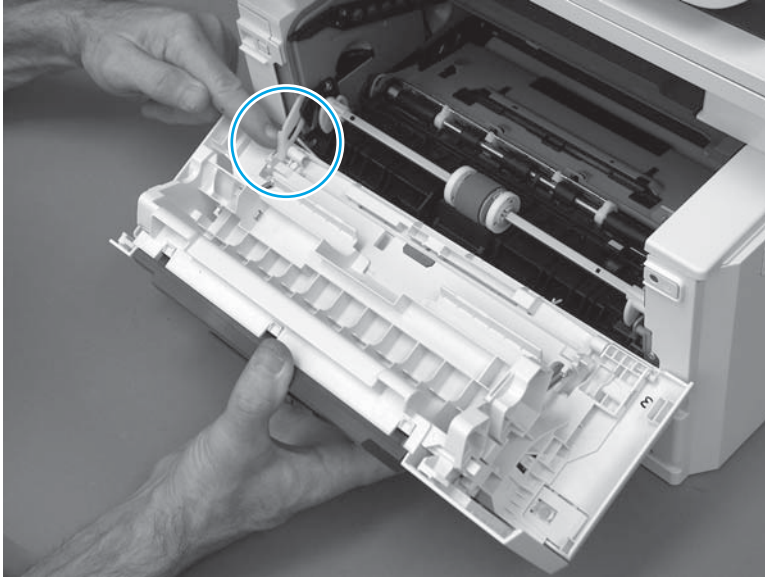
#### Step 14: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

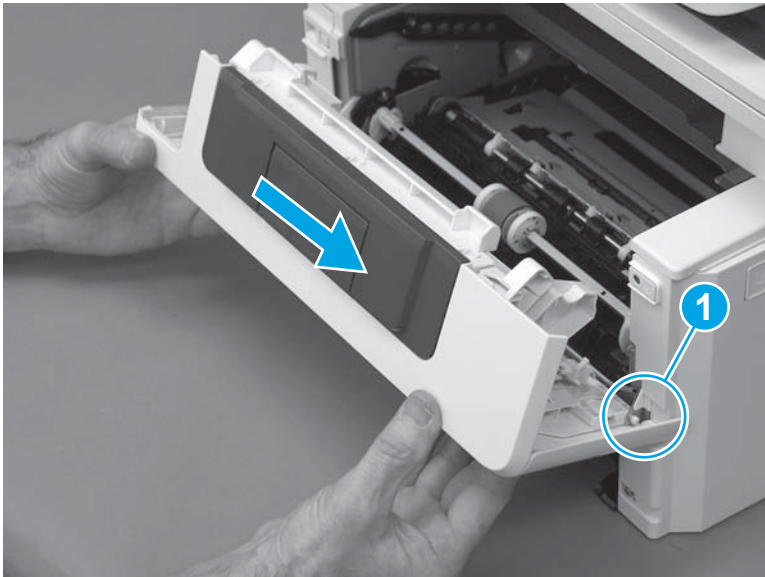


**Figure 1-1244** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

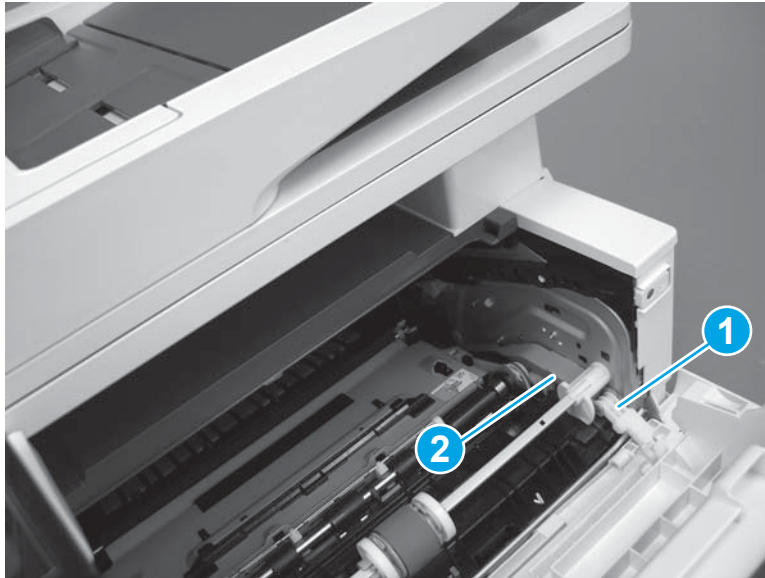
**Figure 1-1245** Install the door



3. Install the link (callout 1).

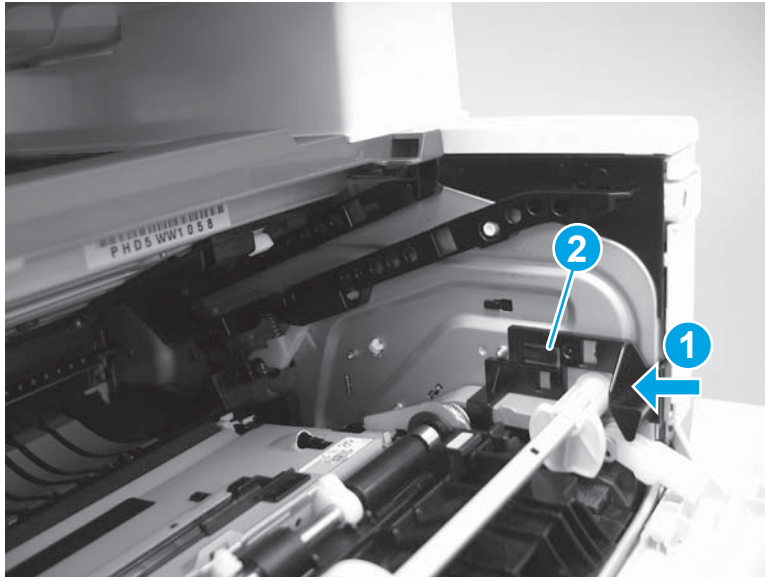
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-1246** Install the pressure-release link



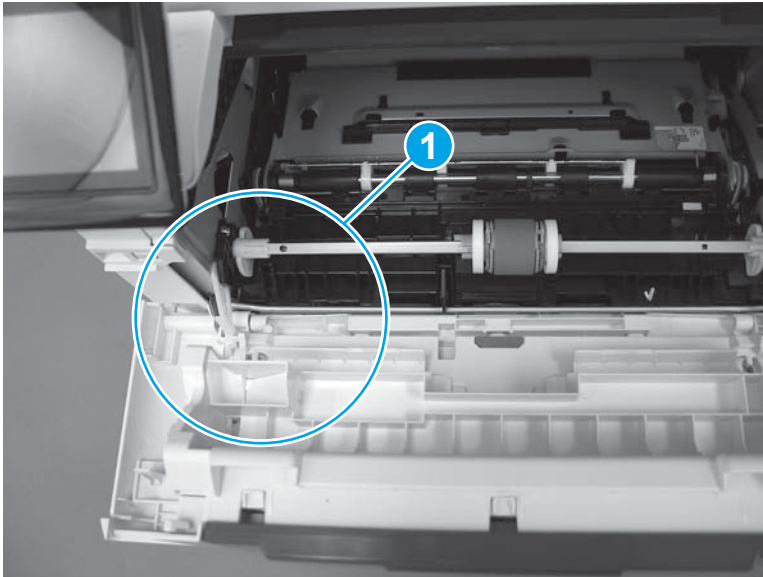
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-1247** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

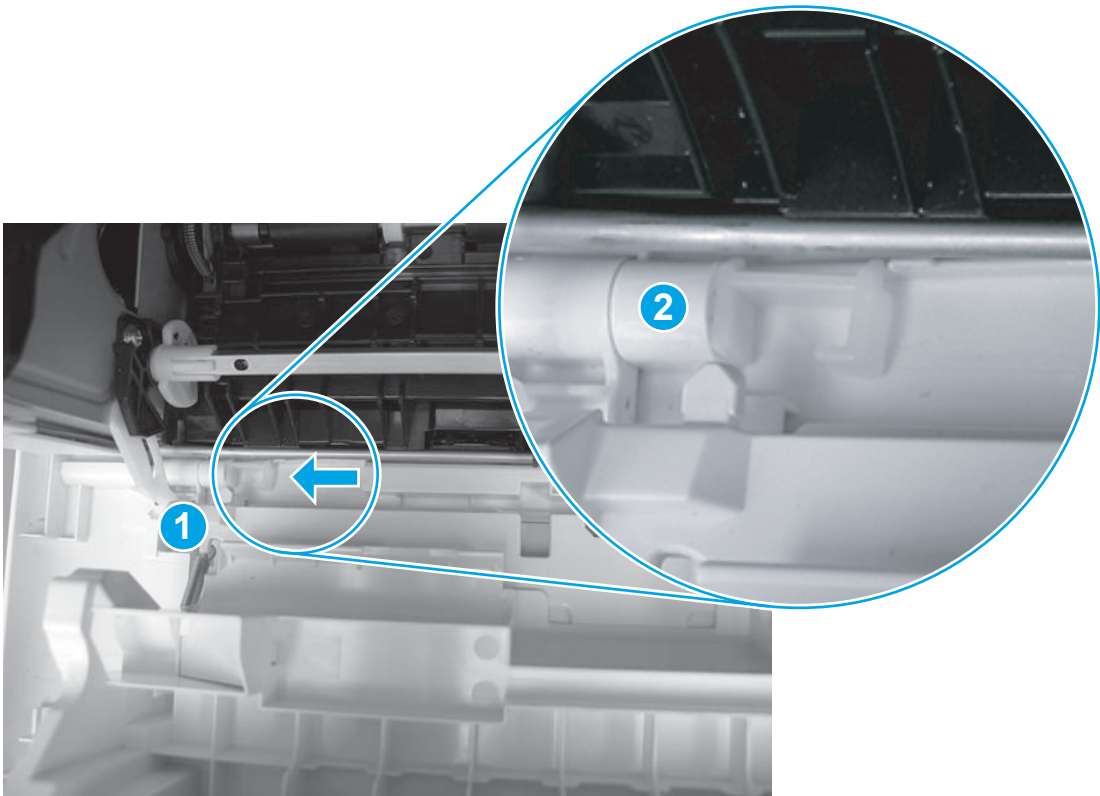
**Figure 1-1248** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1249** Install the support shaft



### Step 15: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1250** Install the tray



## Removal and replacement: Formatter FFC

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 10: Remove the formatter FFC](#)
- [Step 11: Unpack the replacement assembly](#)
- [Step 12: Install the formatter FFC](#)
- [Step 13: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 14: Install the top cover \(M403/M402\)](#)
- [Step 15: Install the top cover \(M427/M426\)](#)
- [Step 16: Install the control panel \(M427/M246\)](#)
- [Step 17: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 18: Install the right cover](#)
- [Step 19: Install the left cover](#)
- [Step 20: Install the cartridge door assembly](#)
- [Step 21: Install Tray 2](#)

### Introduction


This document provides the procedures to remove and replace the formatter flat-flexible cable (FFC).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

---

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

---

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

Formatter FFC part number	
RK2-6931-000CN	Formatter FFC (M427M426)
RK2-6920-000CN	Formatter FFC( M403/M402)

---

### Required tools

- #2 Phillips screwdriver with a magnetic tip.
- 5.5 mm (0.22 inch) socket 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1251** Remove the tray





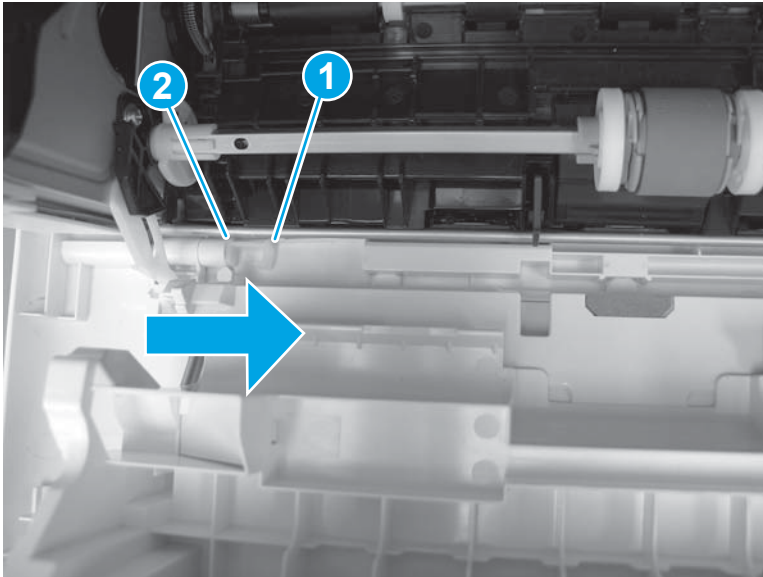
## Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

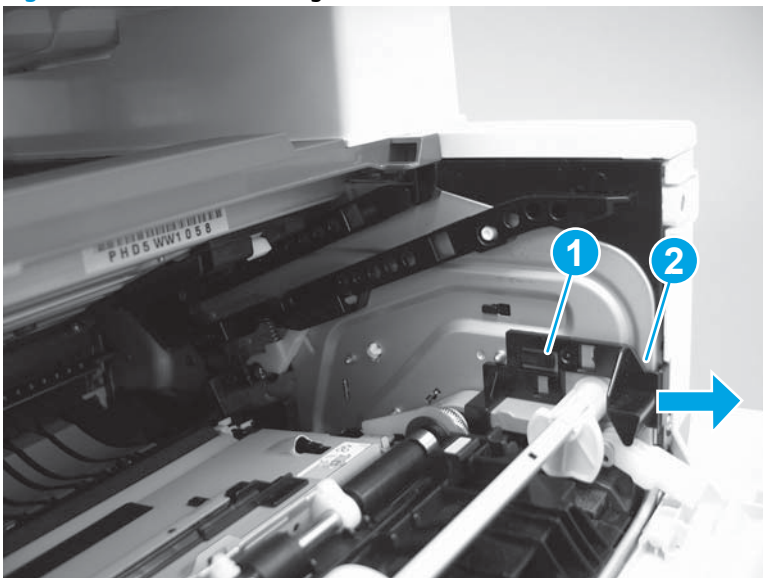
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-1252** Release the support shaft



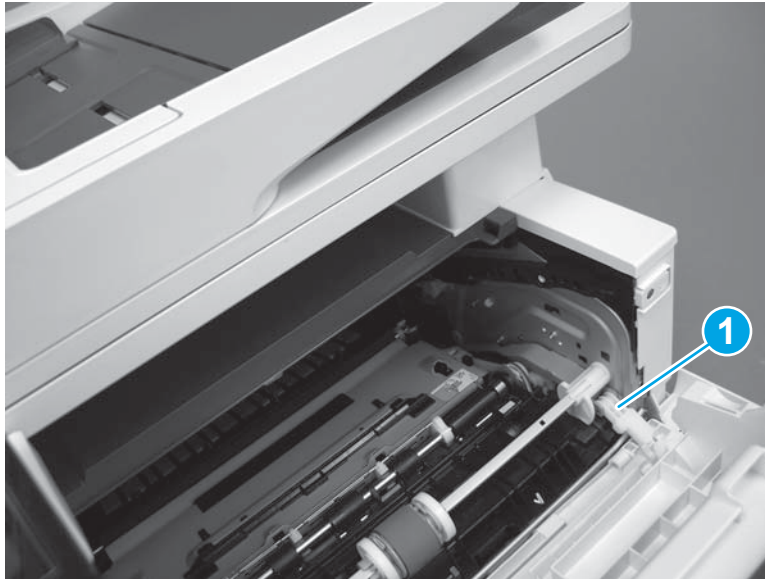
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1253** Remove the guide



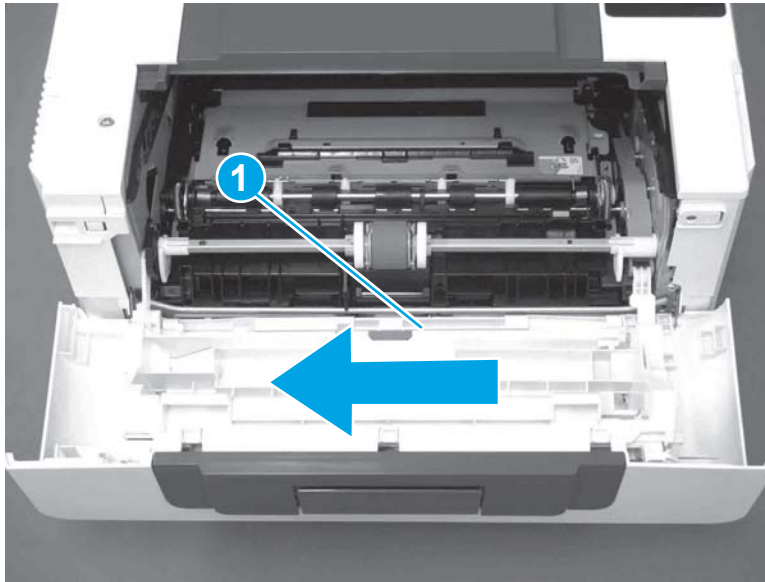
3. Remove the link arm (callout 1).

**Figure 1-1254** Remove the link arm



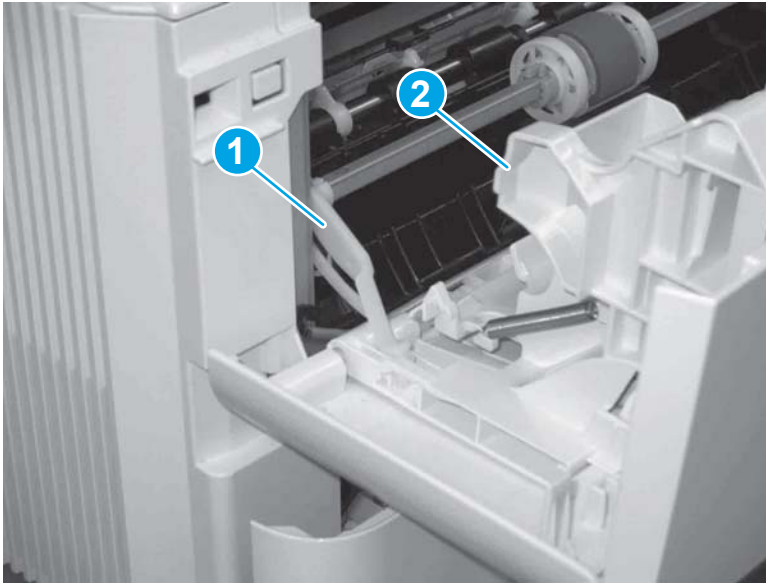
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1255** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

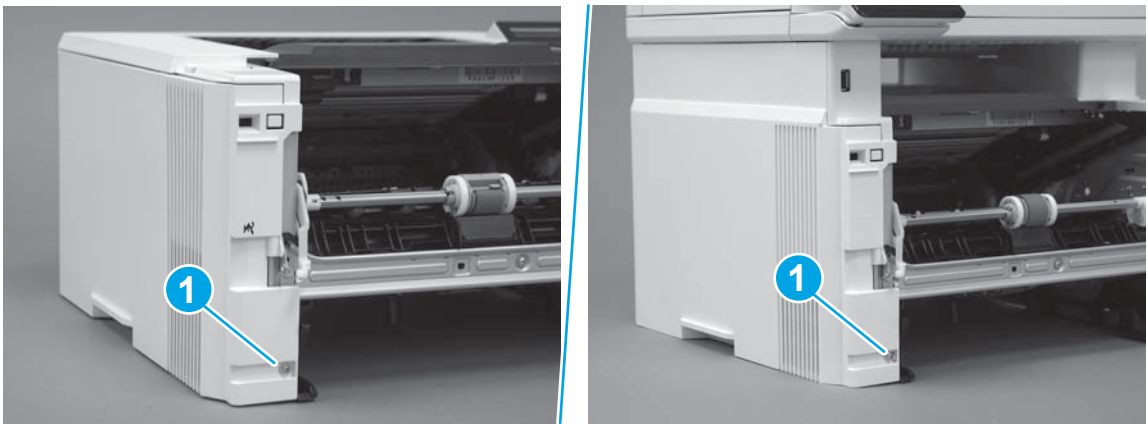
**Figure 1-1256** Release the left-side retainer arm



**Step 3: Remove the left cover**

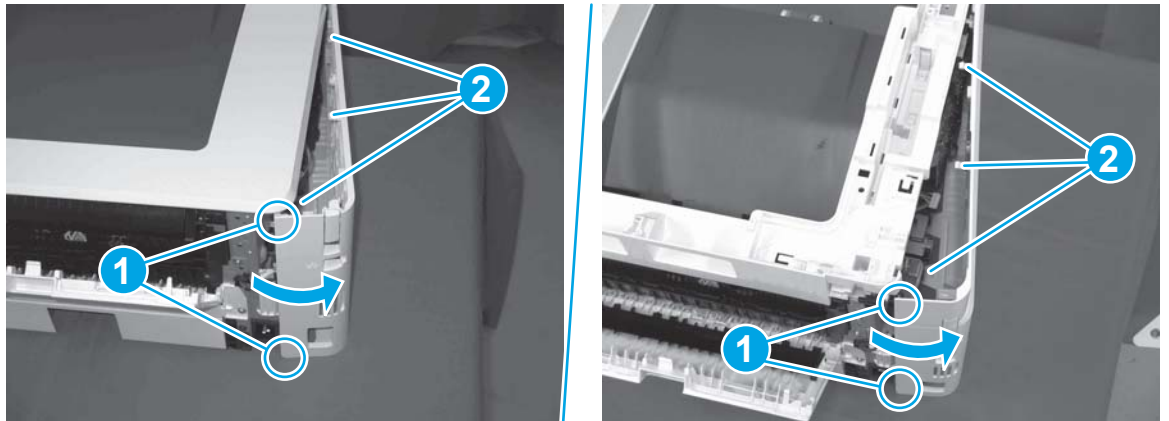
1. Remove one screw (callout 1).

**Figure 1-1257** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1258** Release two bosses and three tabs

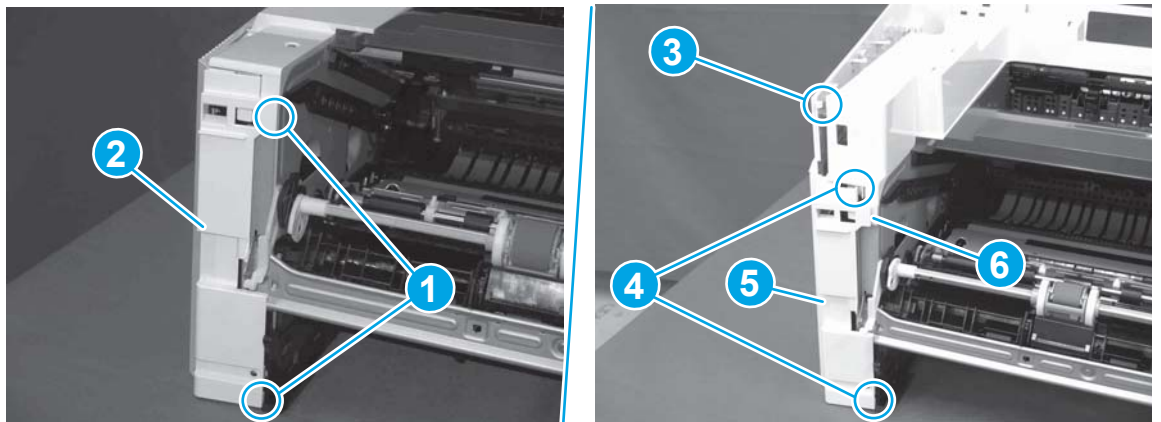


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-1259** Remove the cover



#### Step 4: Remove the right cover

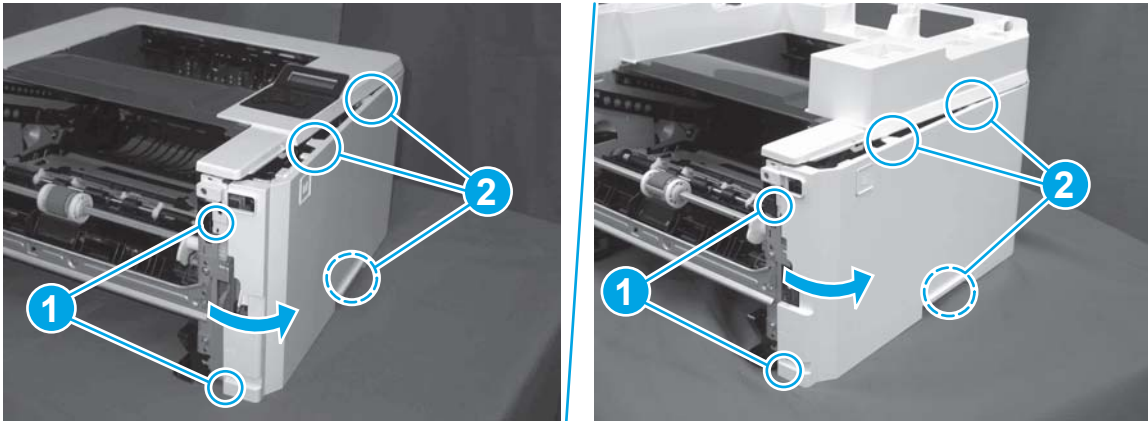
1. Remove one screw (callout 1).

**Figure 1-1260** Remove one screw



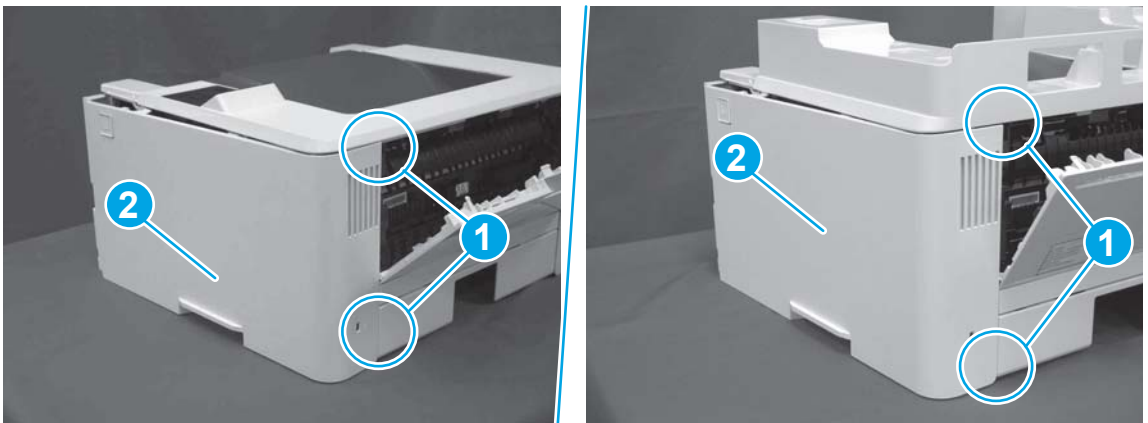
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1261** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-1262** Remove the cover




### Step 5: Remove the integrated scanner assembly (M427/M246)



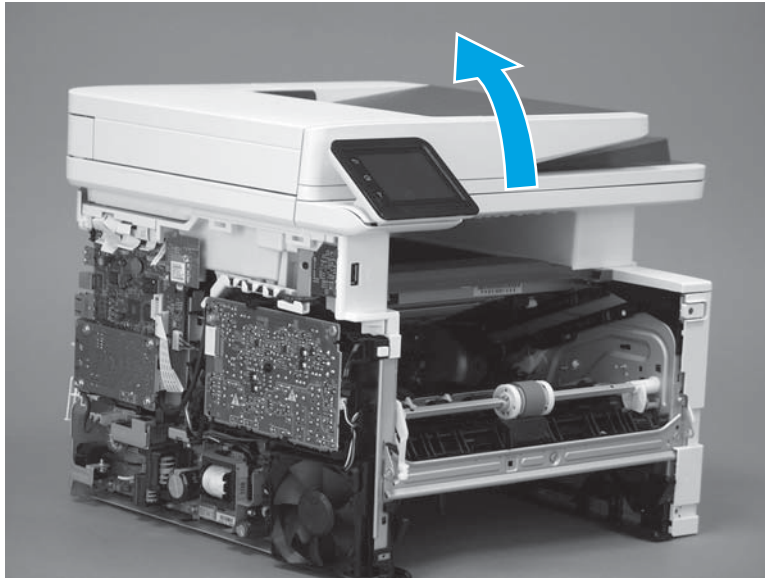
**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 694.



 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

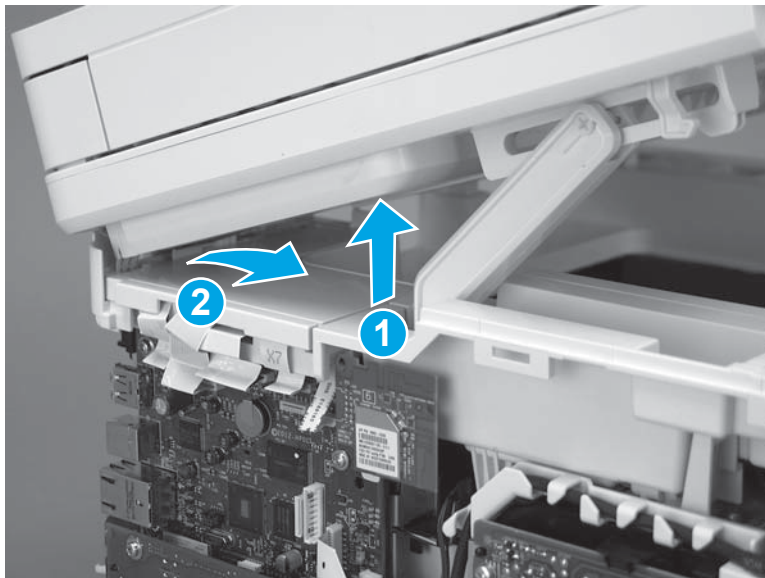
1. Raise the ISA.

**Figure 1-1263** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

**Figure 1-1264** Remove the ISA FFC cover

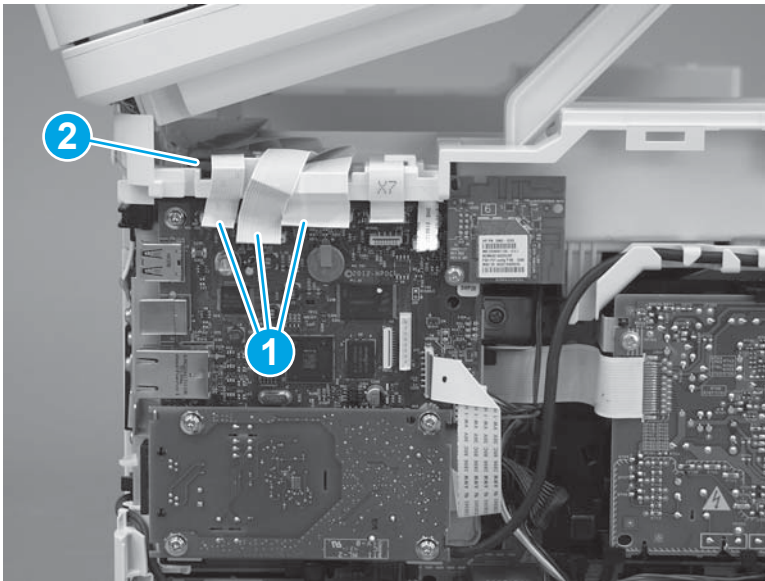




3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

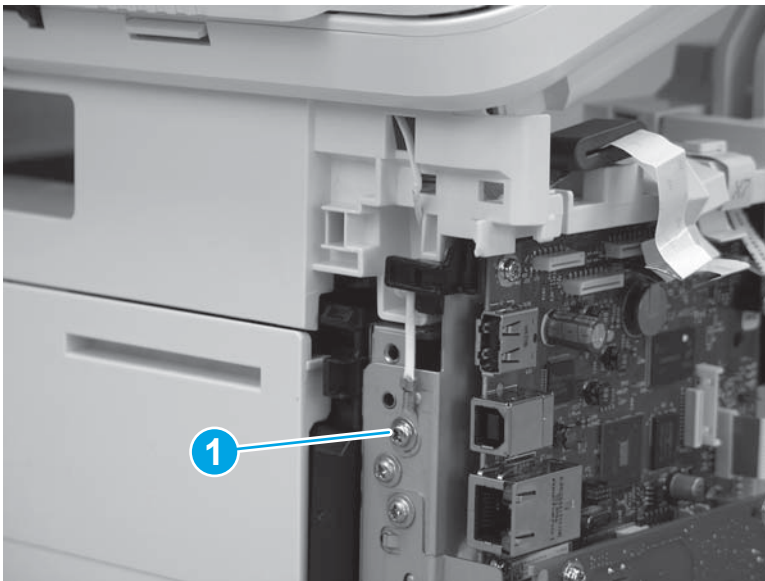
**⚠ CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-1265** Disconnect three FFCs



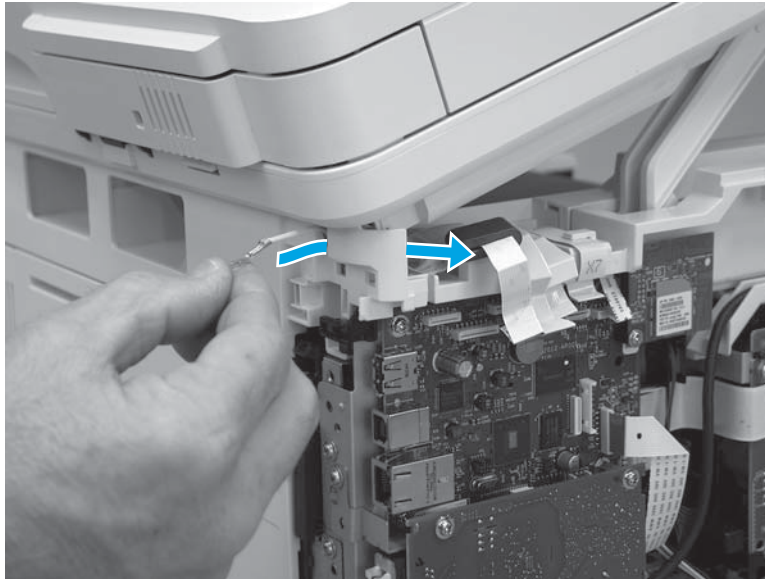
4. Remove one screw (callout 1).

**Figure 1-1266** Remove one screw



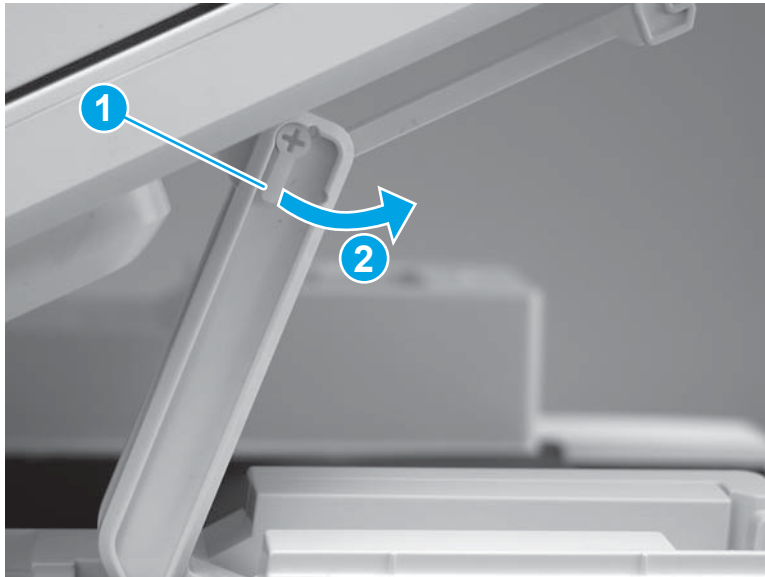
5. Pass the ground wire through the opening in the top cover.

**Figure 1-1267** Pass the wire through the opening



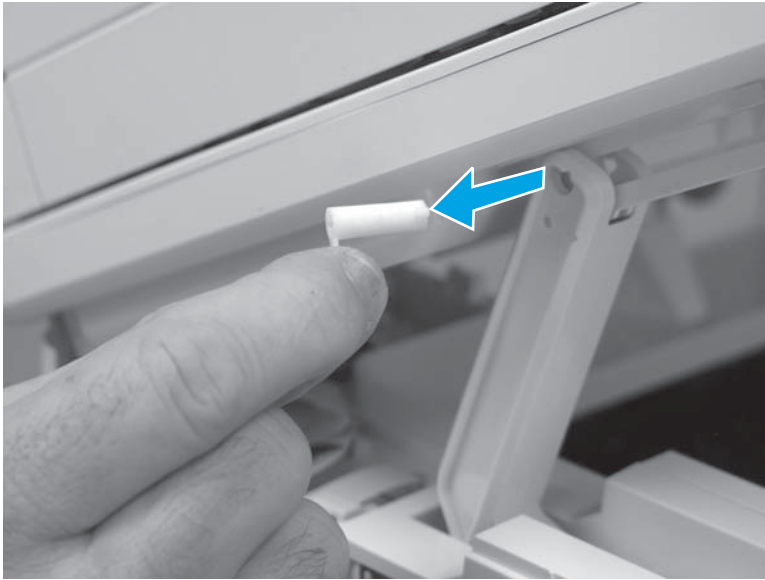
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-1268** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-1269** Remove the slider pin



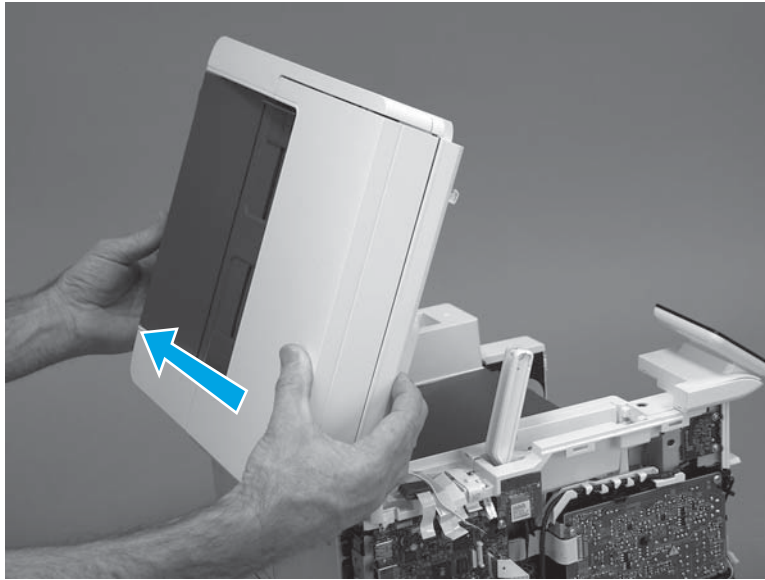
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-1270** Rotate the ISA towards the rear of the printer



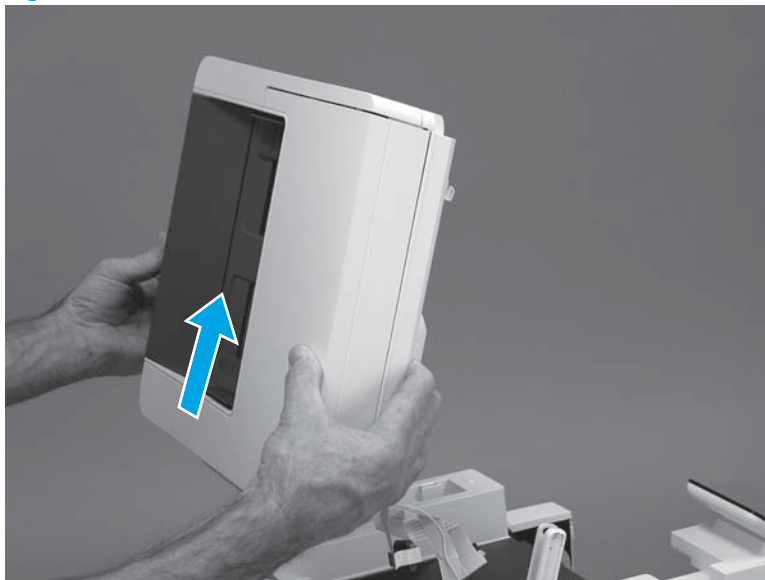
- Slide the ISA as shown to release it.

**Figure 1-1271** Release the ISA




- Remove the ISA.

**Figure 1-1272** Remove the ISA

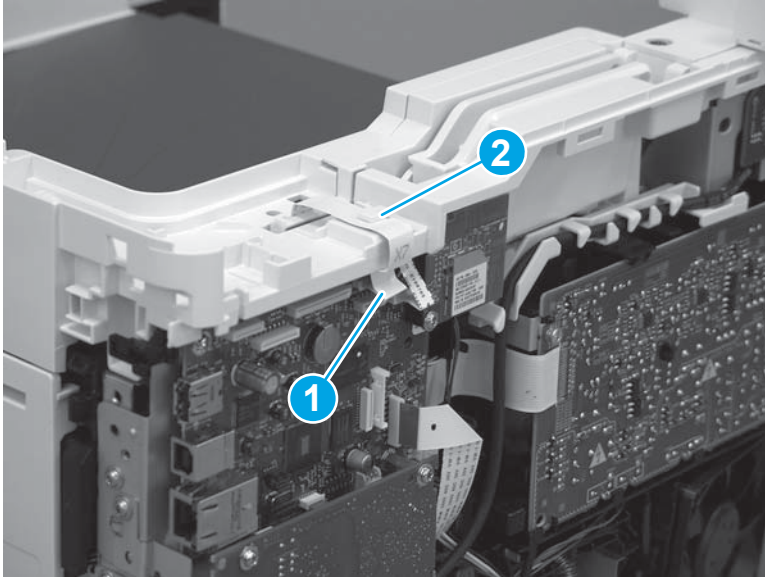


#### **Step 6: Remove the control panel (M427/M246)**

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 694](#).

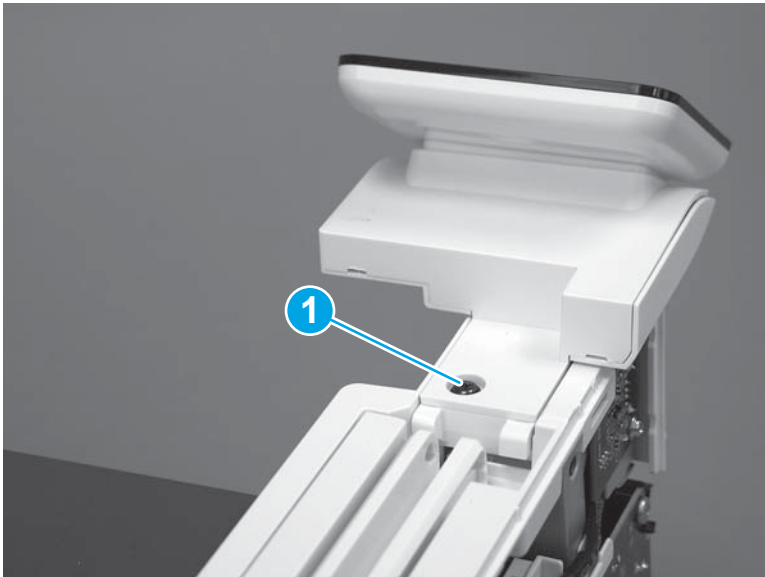
- Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-1273** Disconnect one connector



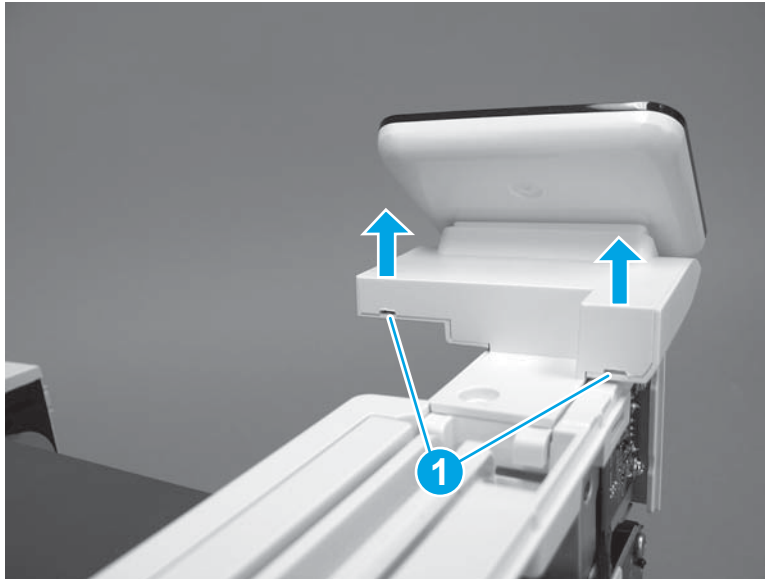
2. Remove one screw (callout 1).

**Figure 1-1274** Remove one screw



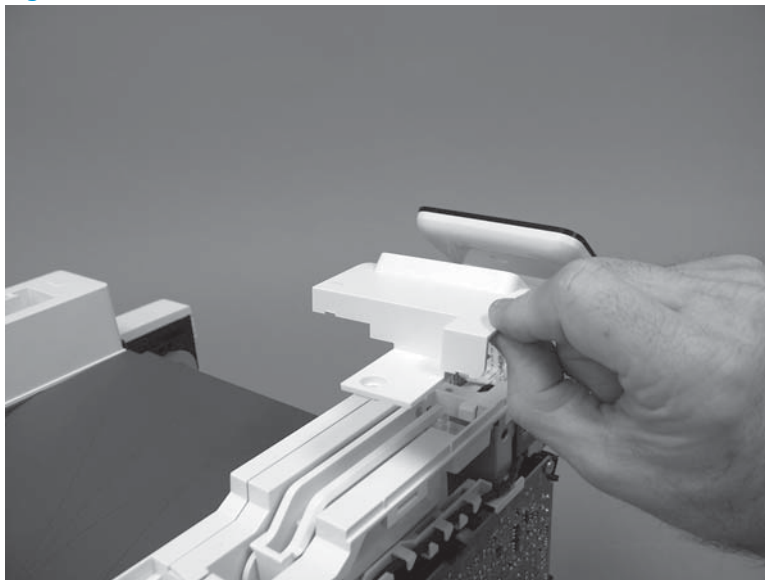
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-1275** Release two tabs



4. Remove the control-panel cable cover.

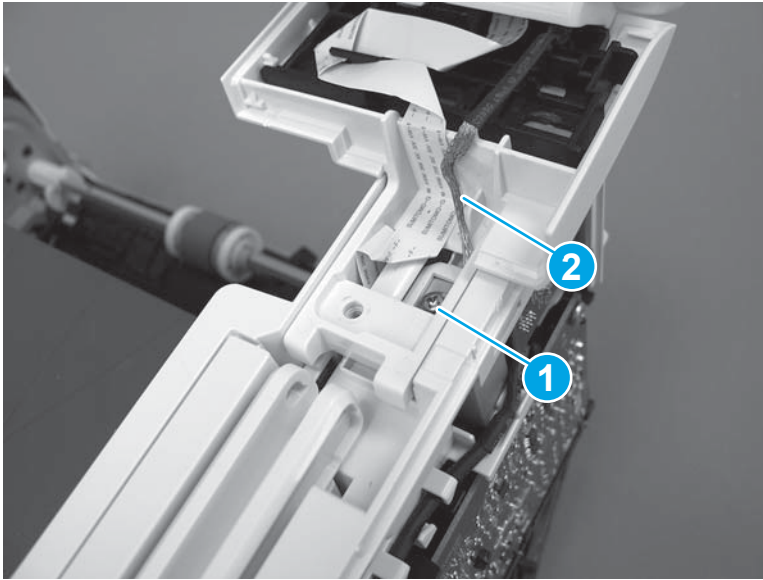
**Figure 1-1276** Remove the cover





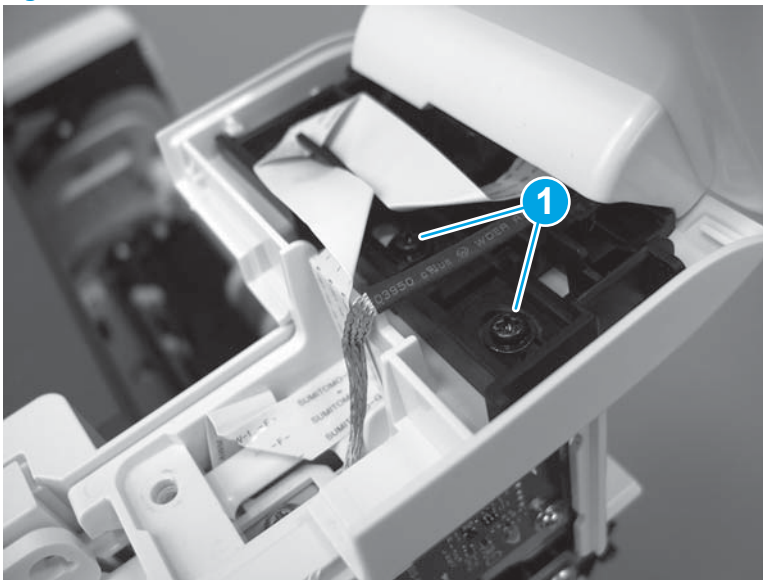
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-1277** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

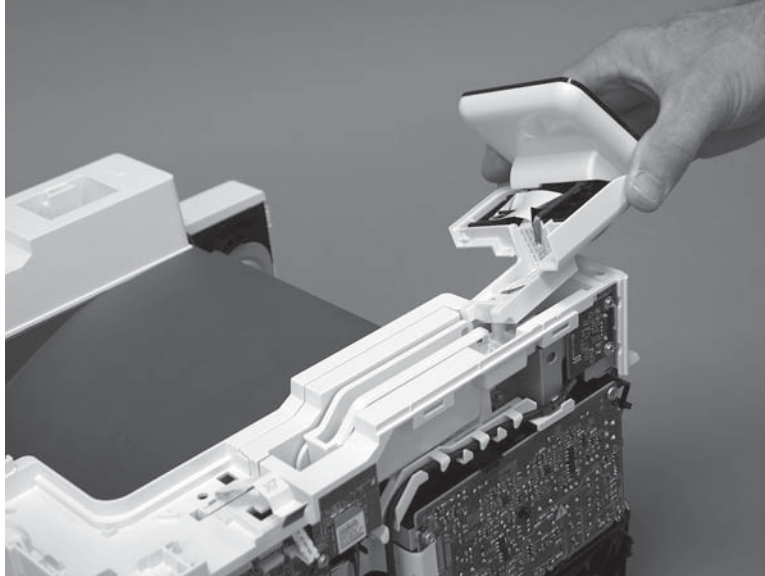
**Figure 1-1278** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

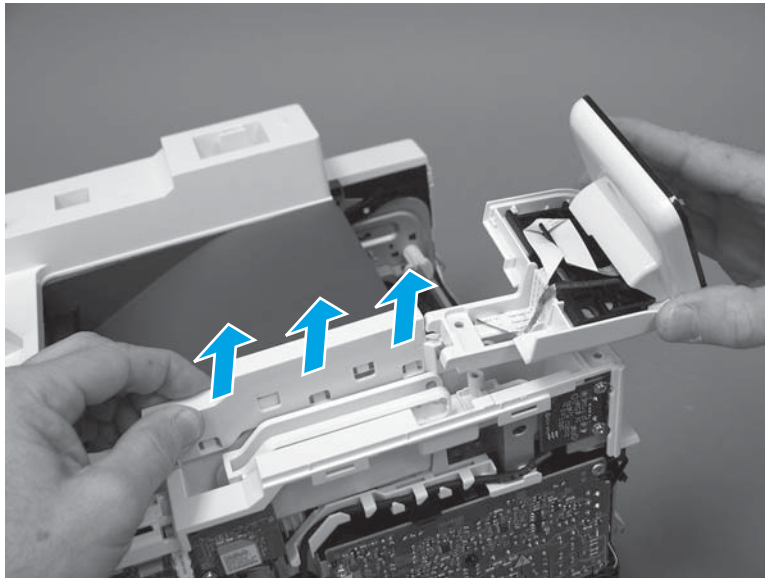
**CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-1279** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-1280** Remove the control-panel assembly

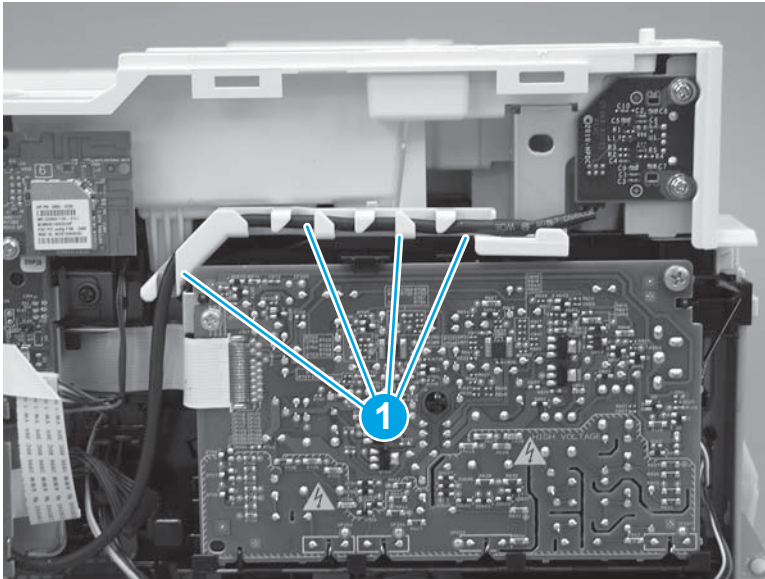


### Step 7: Remove the top cover (M427/M426)

**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 694](#).

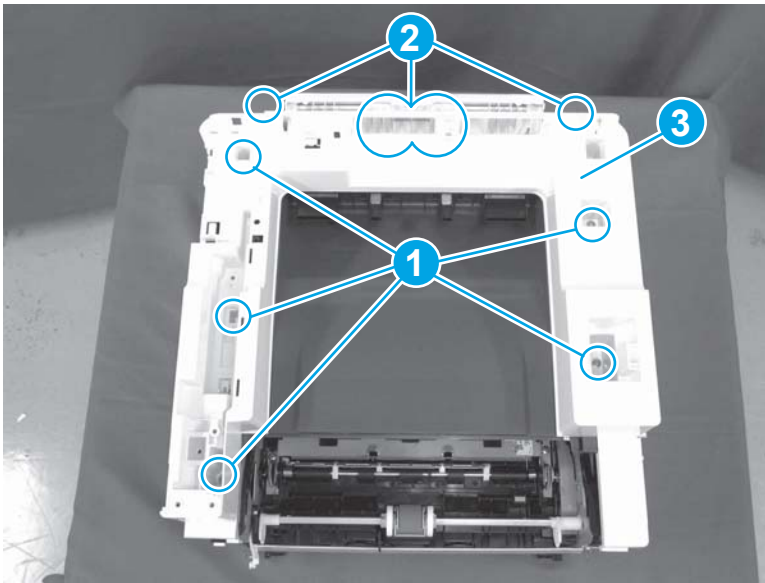
1. Release the USB cable (callout 1) from the cable guide.

**Figure 1-1281** Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-1282** Remove the cover



### Step 8: Remove the top cover (M403/M402)



**NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the sheet-metal formatter bracket and formatter PCA on page 696.](#)

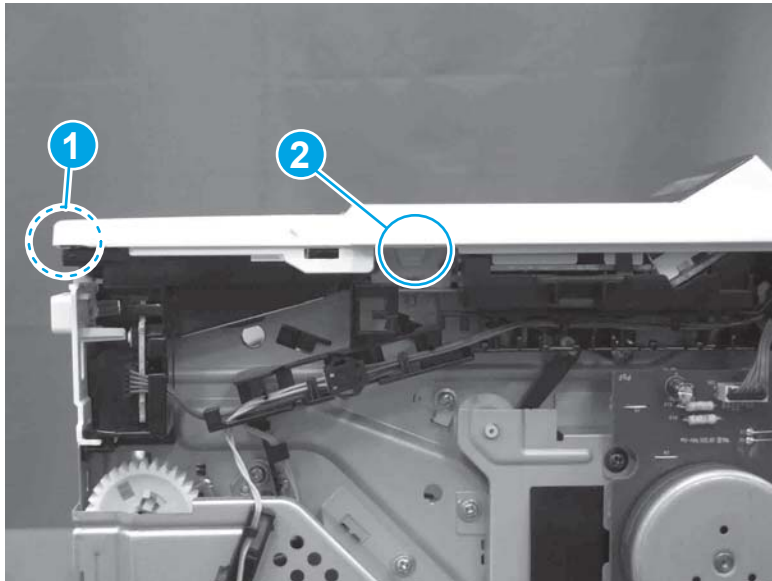
1. Remove one screw (callout 1).

**Figure 1-1283** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

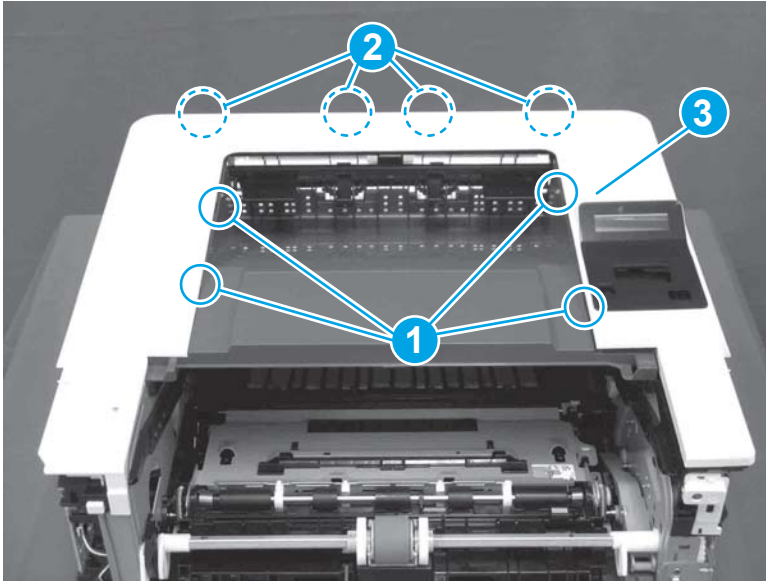
**Figure 1-1284** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-1285** Remove the cover

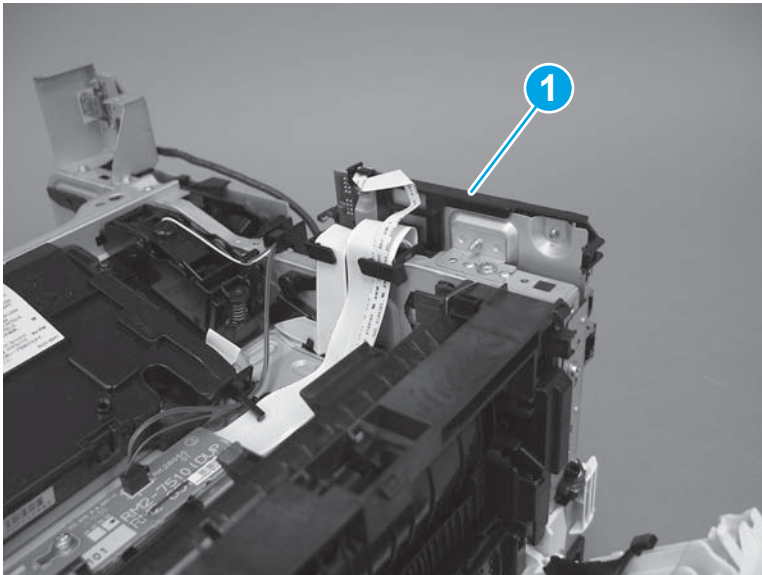


### Step 9: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

1. **M427/M426 only:** Remove the guide (callout 1).

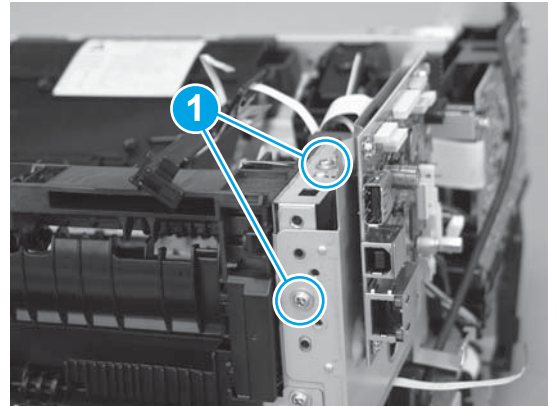
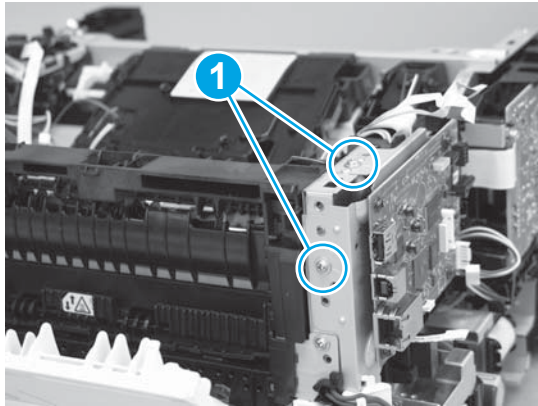
**Figure 1-1286** Remove the guide





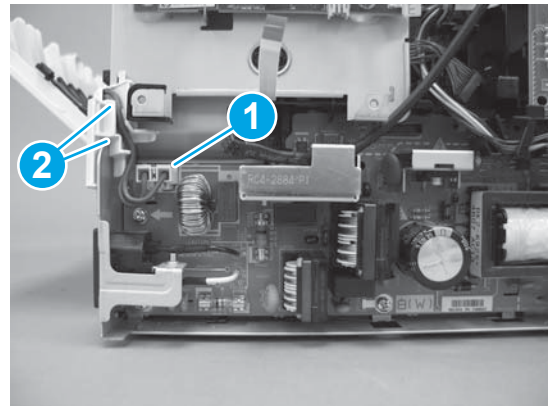
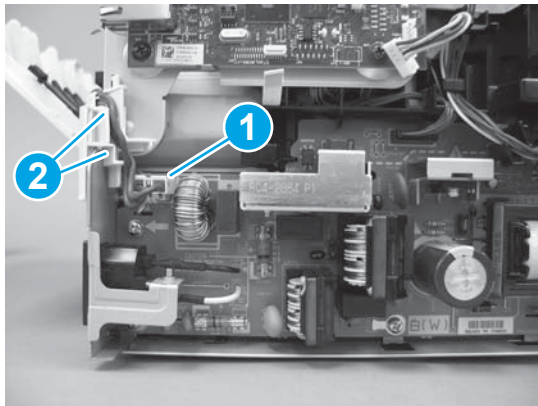
2. Remove two screws (callout 1).

**Figure 1-1287** Remove two screws



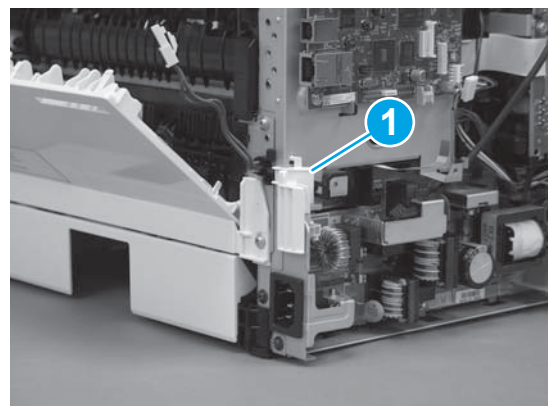
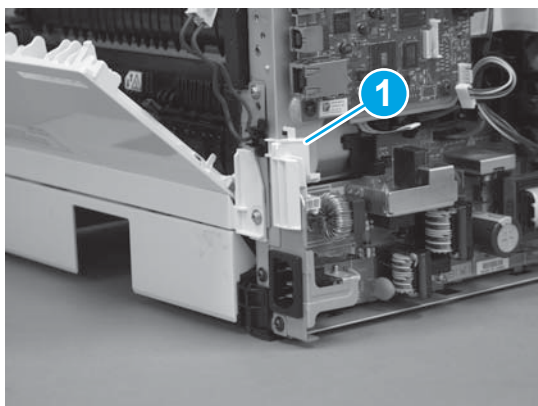
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-1288** Disconnect one connector



4. Remove the guide (callout 1).

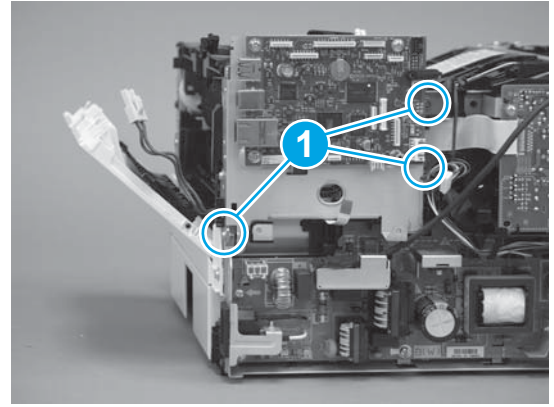
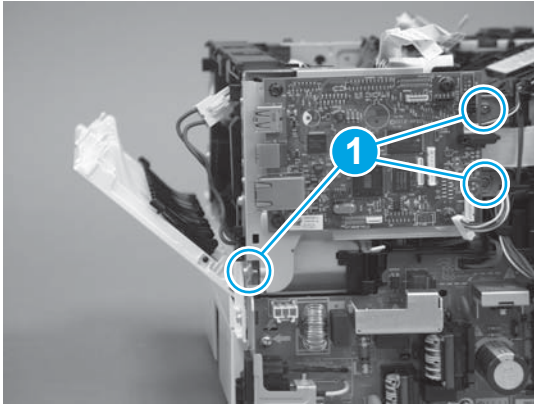
**Figure 1-1289** Remove the guide





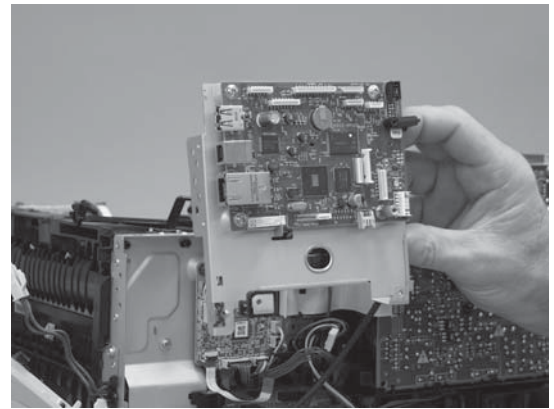
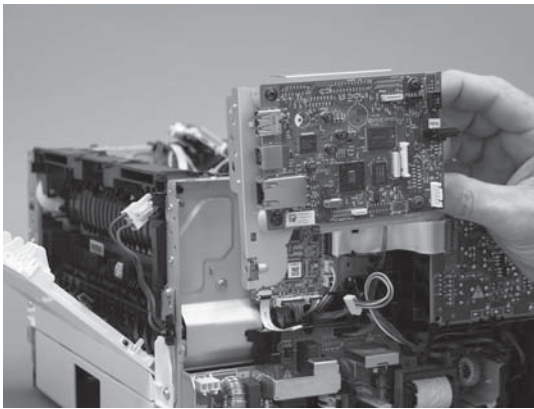
5. Remove three screws (callout 1).

**Figure 1-1290** Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

**Figure 1-1291** Remove the bracket

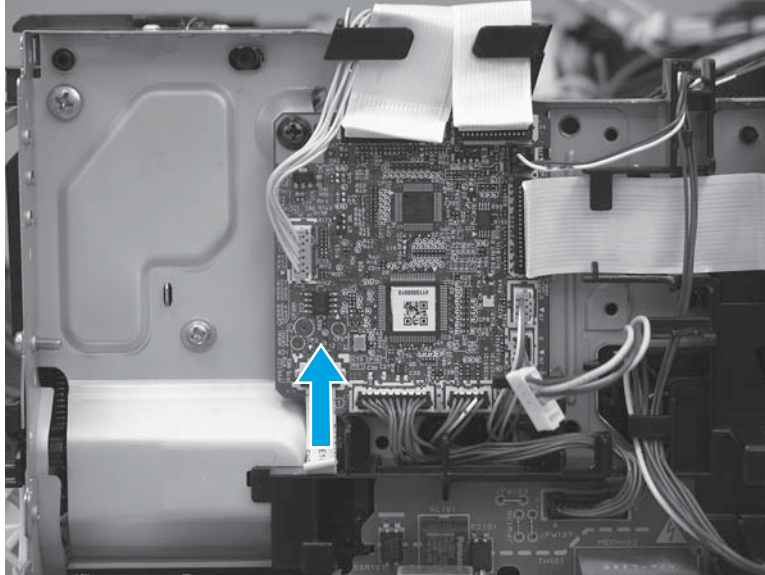


### Step 10: Remove the formatter FFC


1. Carefully pull up on the FFC (callout 1) to release it from the guide—the FFC is attached to the guide with two-sided tape.

**CAUTION:** The FFC is still attached to the DC controller. Do not attempt to completely remove the FFC.

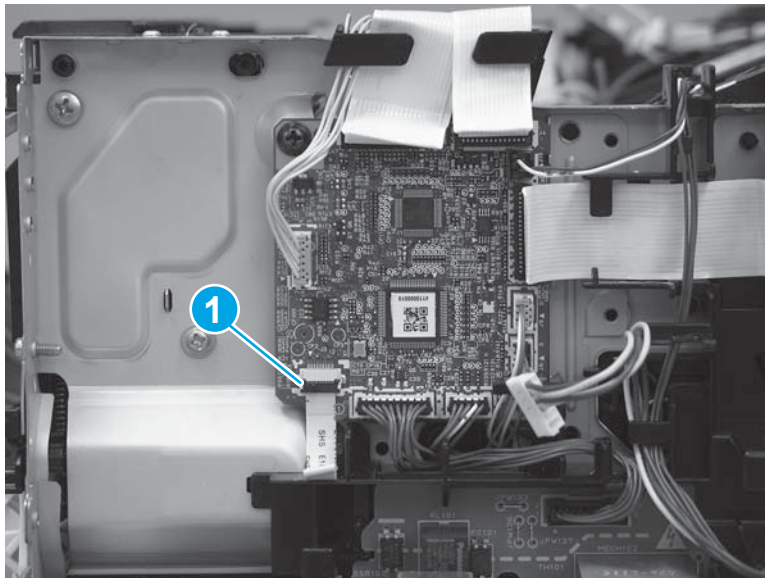
**Figure 1-1292** Release the FFC



2. Disconnect the formatter FFC (callout 1).

 **IMPORTANT:** The FFC connector (callout 2) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the FFC. The hinged retainer must be opened to release the FFC.

**Figure 1-1293** Disconnect the FFC



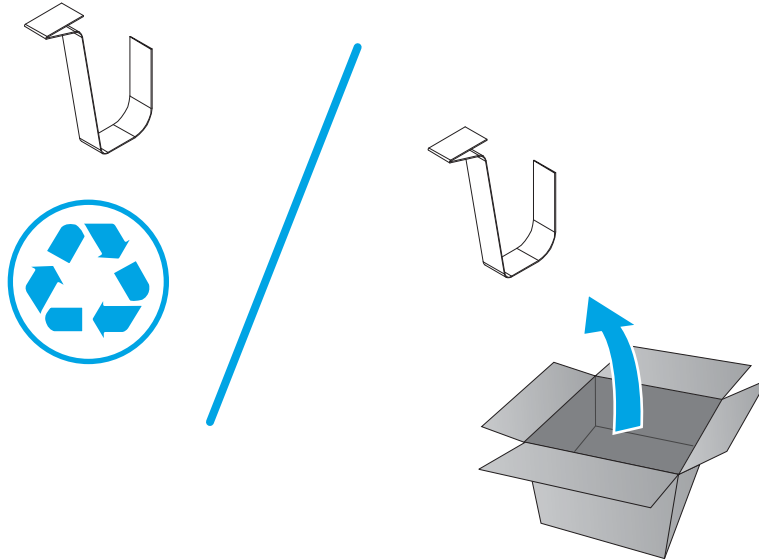
### Step 11: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-1294** Recycle and unpack




### Step 12: Install the formatter FFC

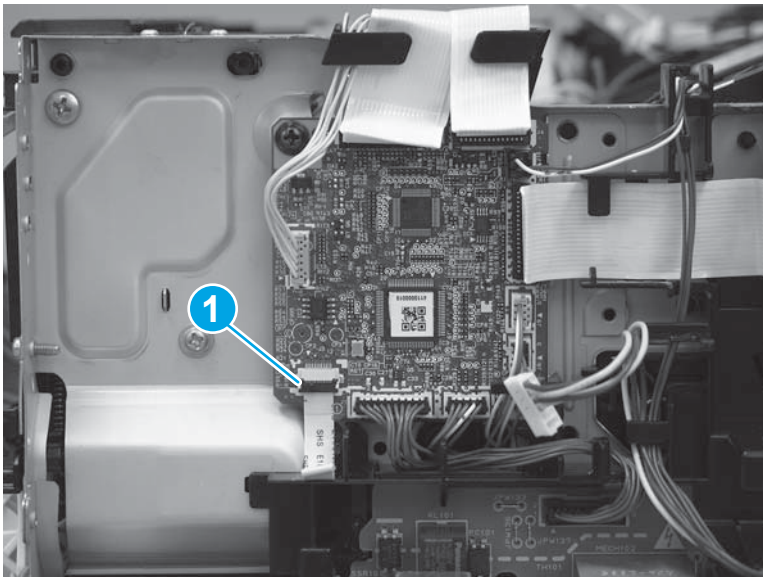
1. Connect the formatter FFC (callout 1) to the DC controller connector (callout 2).

Make sure that the FFC is fully inserted into the connector body, close the hinged retainer to lock the cable in place, and then slightly tug on the cable to make sure it is securely fastened.


 **IMPORTANT:** The ZIF connector hinged retainer must be in the open position to insert the FFC.

 **Reinstallation tip:** The pre-fold end of the FFC will connect to the formatter PCA.

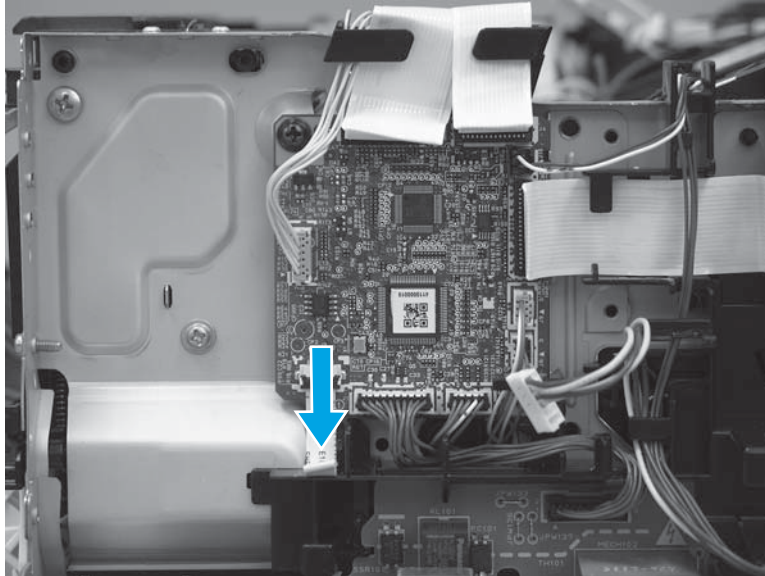
**Figure 1-1295** Connect one the FFC




- Carefully push on the FFC (callout 1) to adhere it to the guide.

 **Reinstallation tip:** Use the discarded FFC as a guide to apply a small section of two-sided tape to the replacement FFC.

**Figure 1-1296** Adhere the FFC to the guide

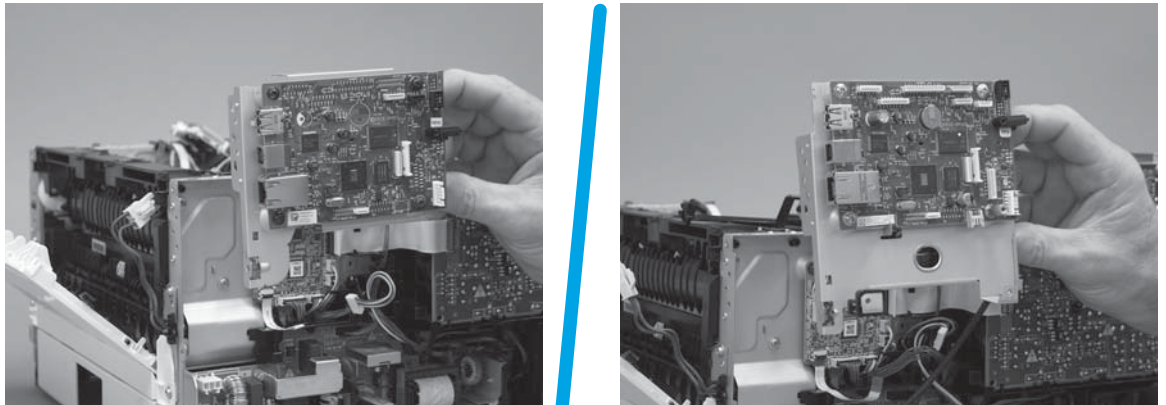


### Step 13: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

- Position the sheet-metal bracket and formatter PCA on the printer.

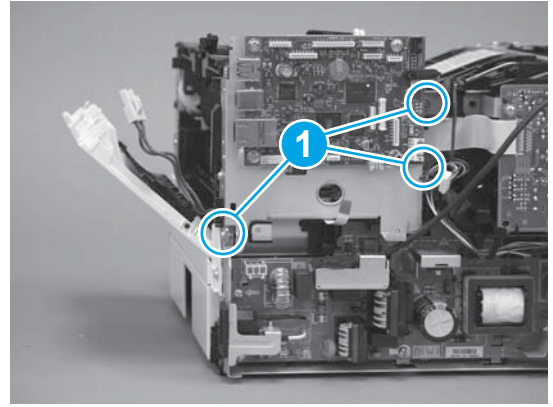
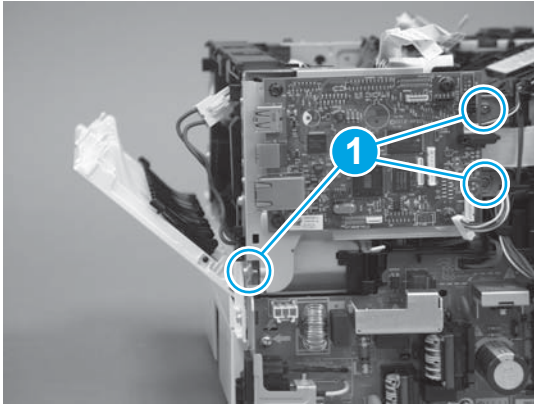
**Figure 1-1297** Install the bracket





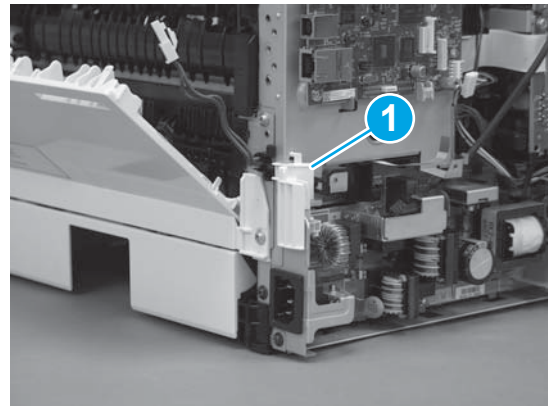
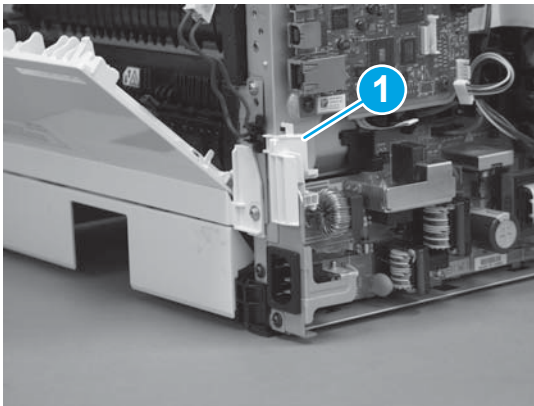
2. Install three screws (callout 1).

**Figure 1-1298** Install three screws



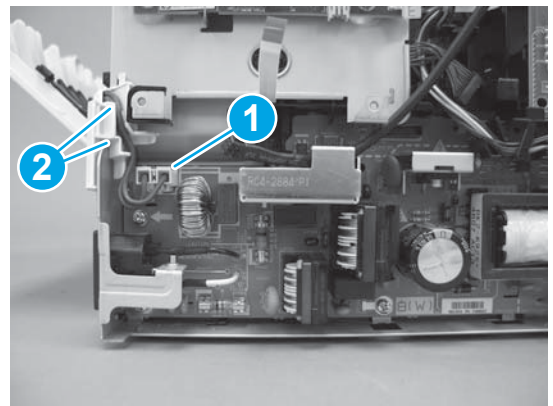
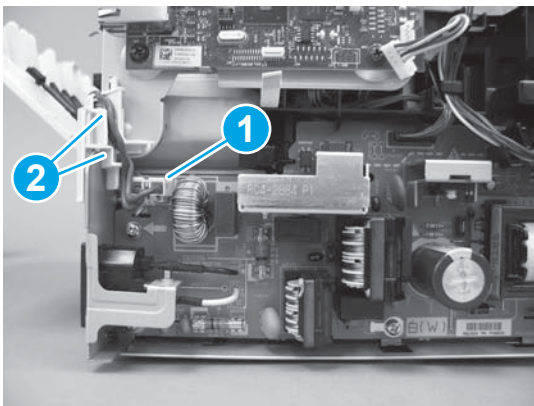
3. Install the guide (callout 1).

**Figure 1-1299** Install the guide



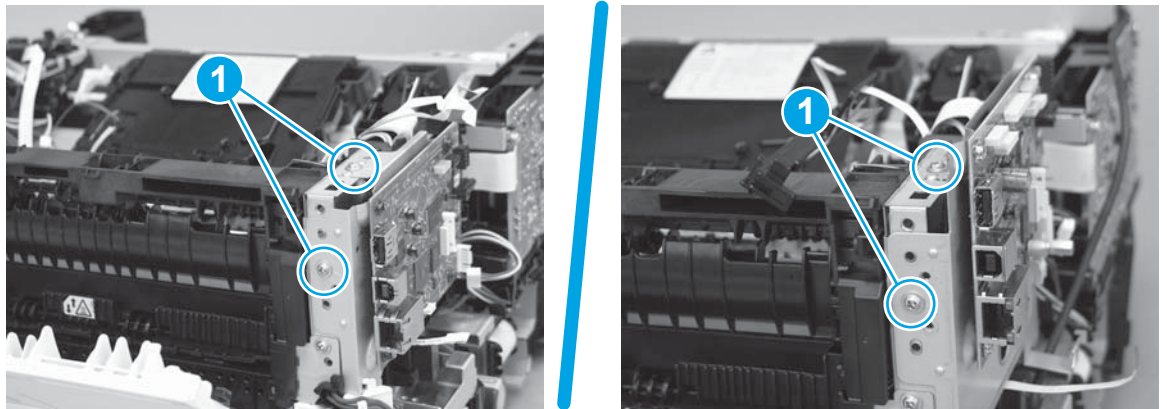
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

**Figure 1-1300** Connect one connector



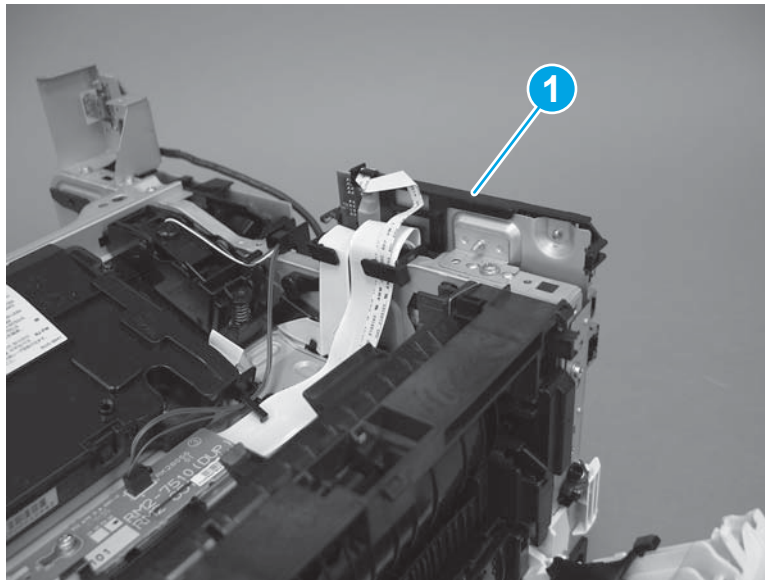
5. Install two screws (callout 1).

**Figure 1-1301** Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

**Figure 1-1302** Install the guide



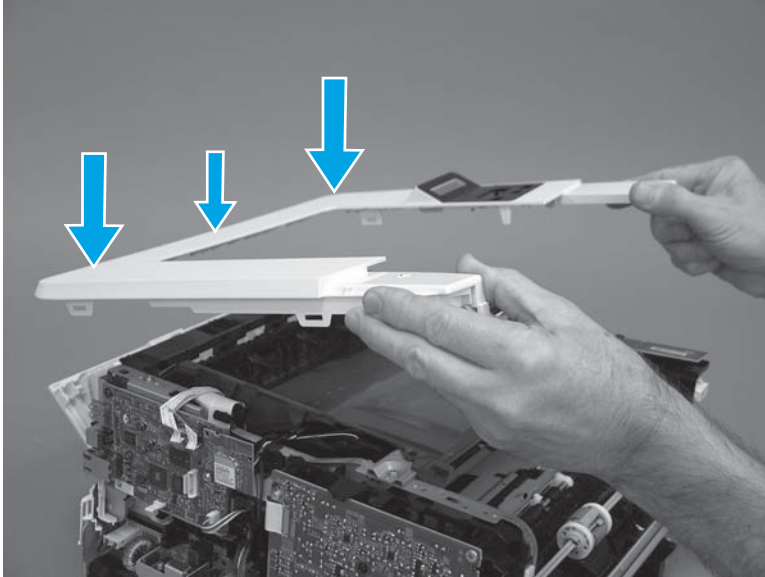
#### Step 14: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 15: Install the top cover \(M427/M426\) on page 705](#).

1. Position the rear edge of the cover on the printer.

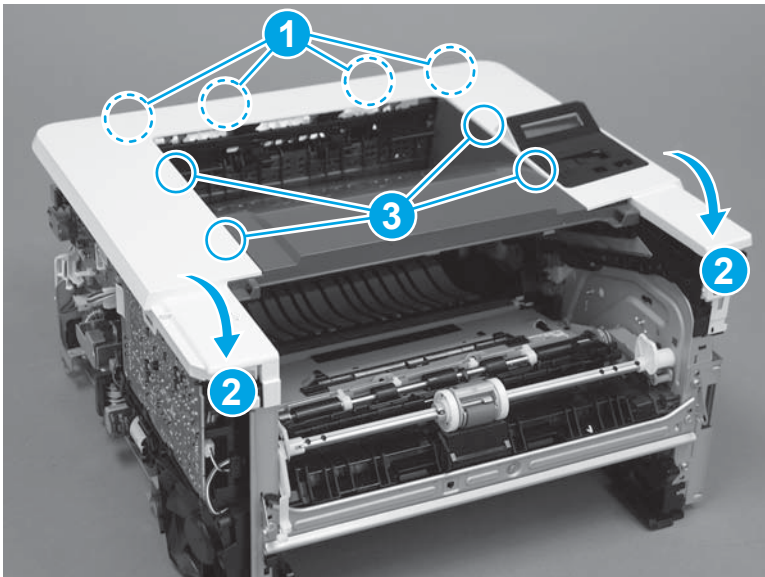


**Figure 1-1303** Install the cover



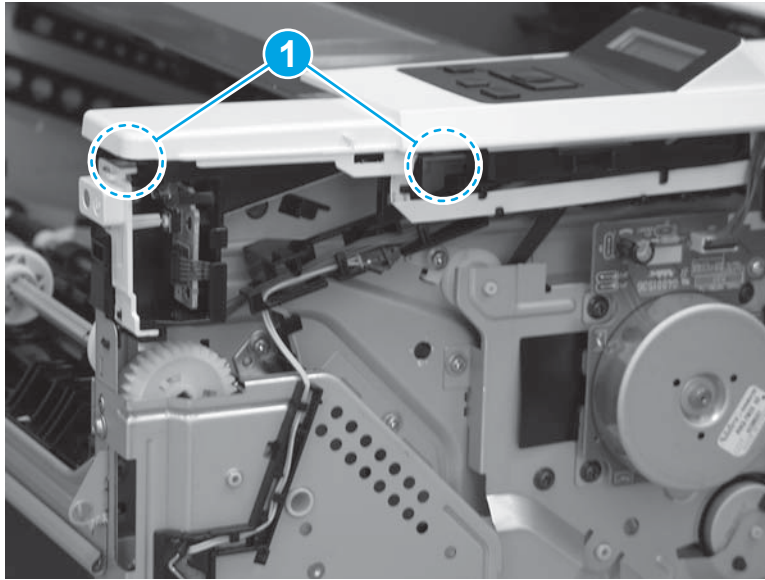
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-1304** Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-1305** Engage one boss and one tab




4. Install one screw (callout 1).

**Figure 1-1306** Install one screw

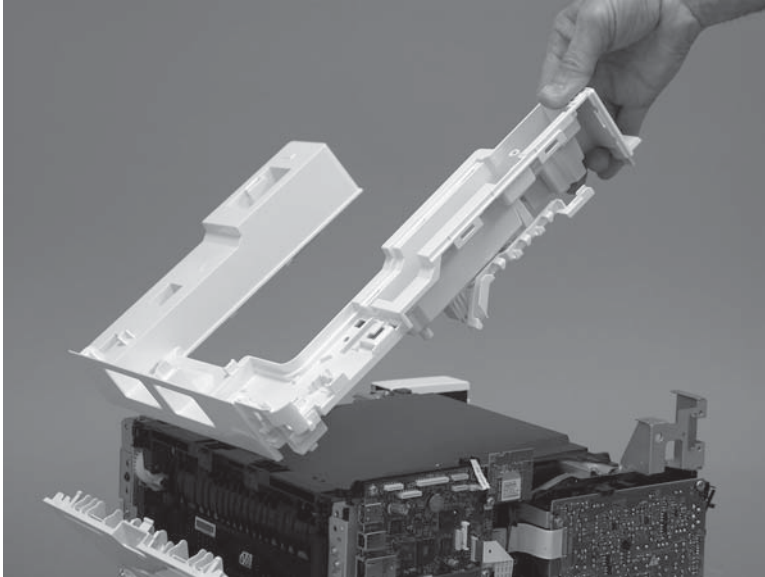


### Step 15: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 717](#).

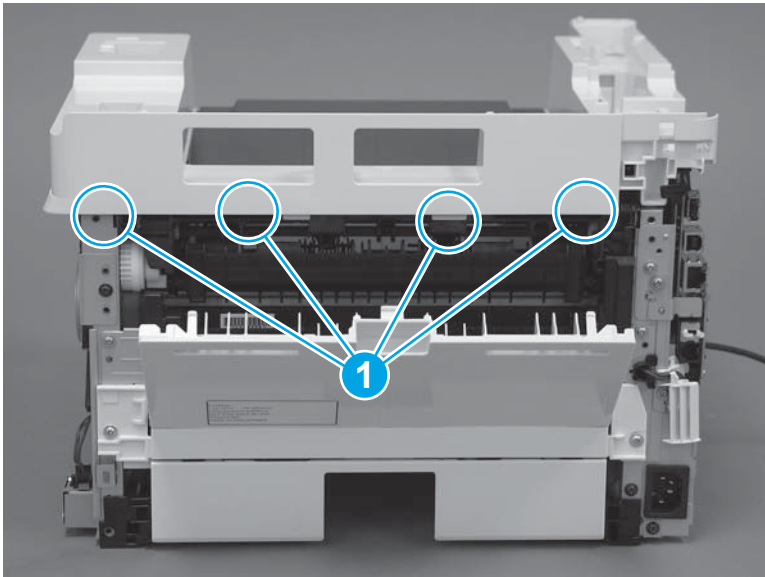
1. Position the rear edge of the top cover on the printer.

**Figure 1-1307** Install the cover



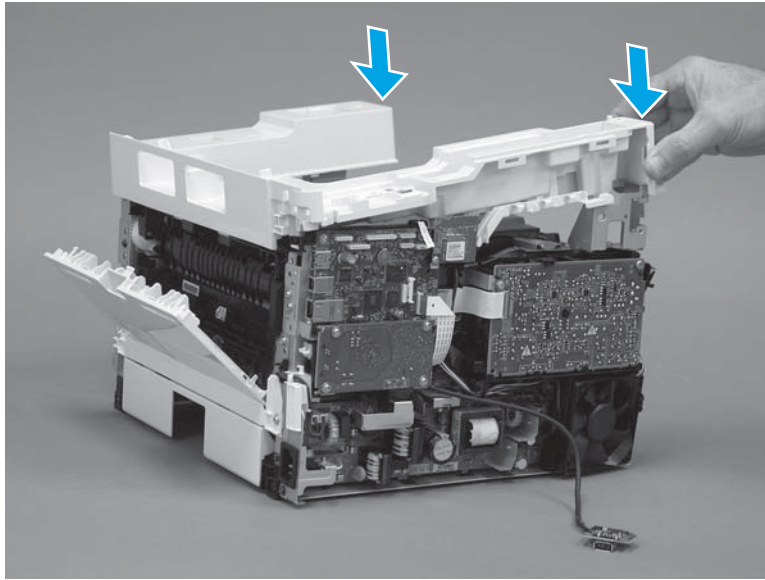
2. Engage four bosses (callout 1).

**Figure 1-1308** Engage four bosses



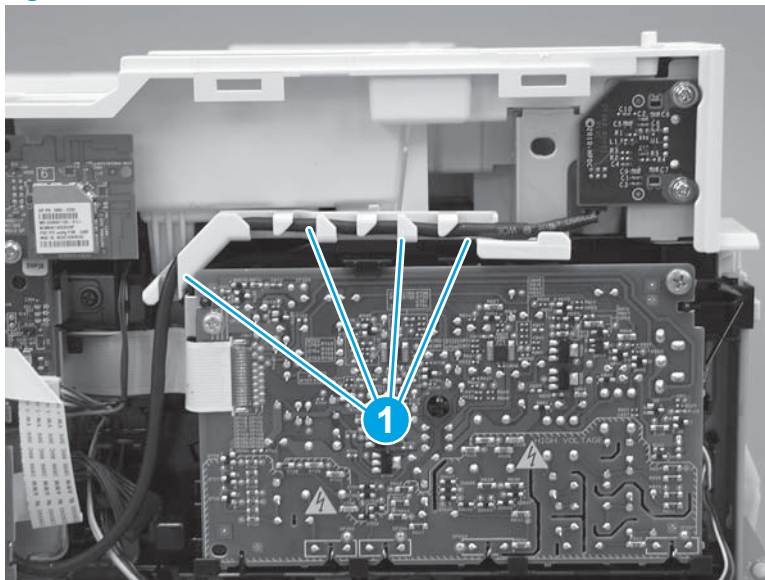
3. Rotate the front edge of the cover down.

**Figure 1-1309** Rotate the front edge of the cover down



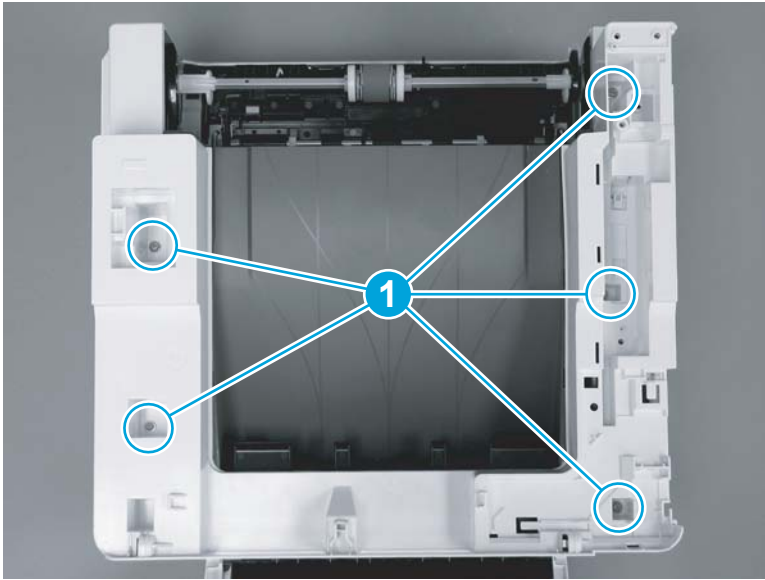
4. Install the USB cable (callout 1) in the guide.

**Figure 1-1310** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-1311** Install five screws

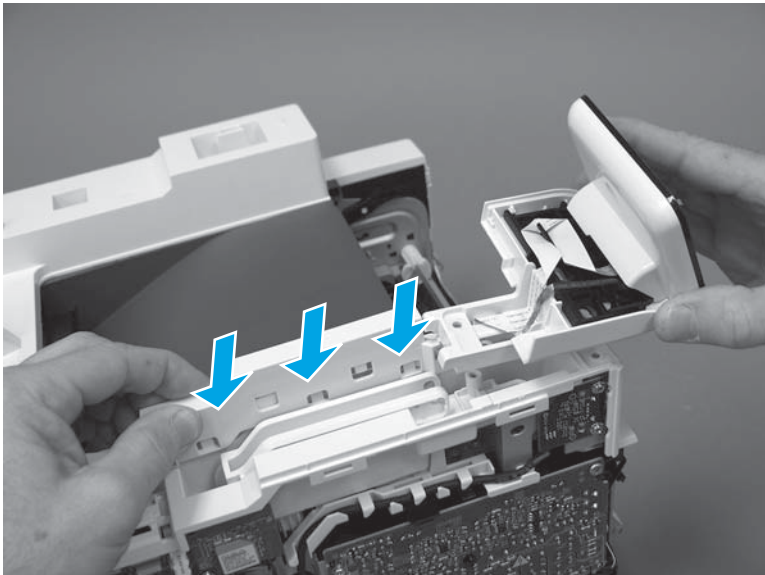


#### Step 16: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 717](#).

1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

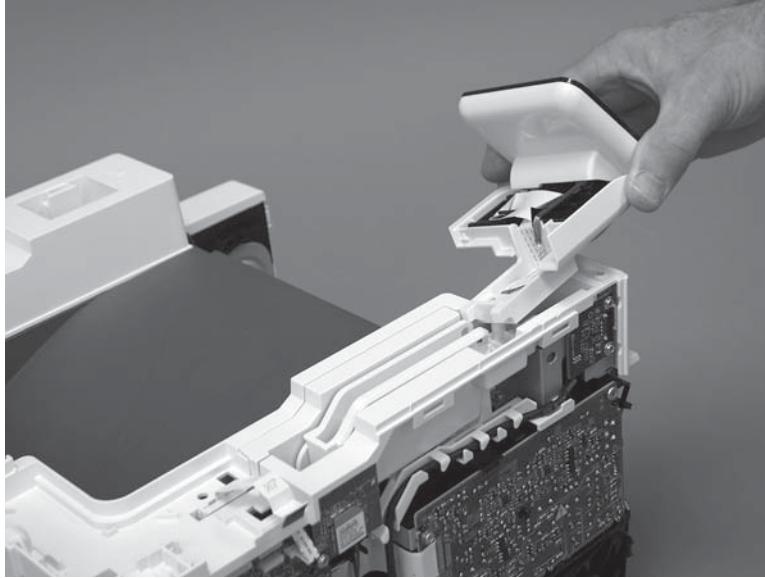
**Figure 1-1312** Install the control-panel FFC cover





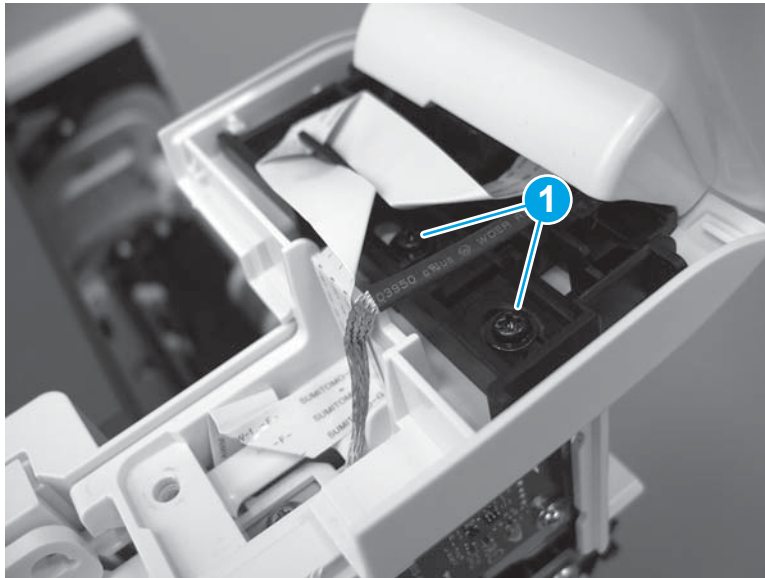
2. Install the control-panel assembly on the top cover.

**Figure 1-1313** Install the control-panel assembly



3. Move the FFC out of the way, and then install two screws (callout 1).

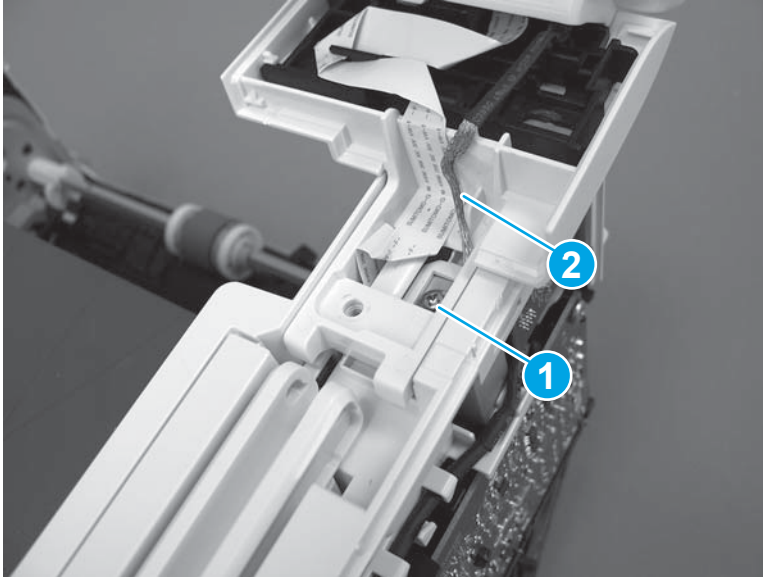
**Figure 1-1314** Install two screws





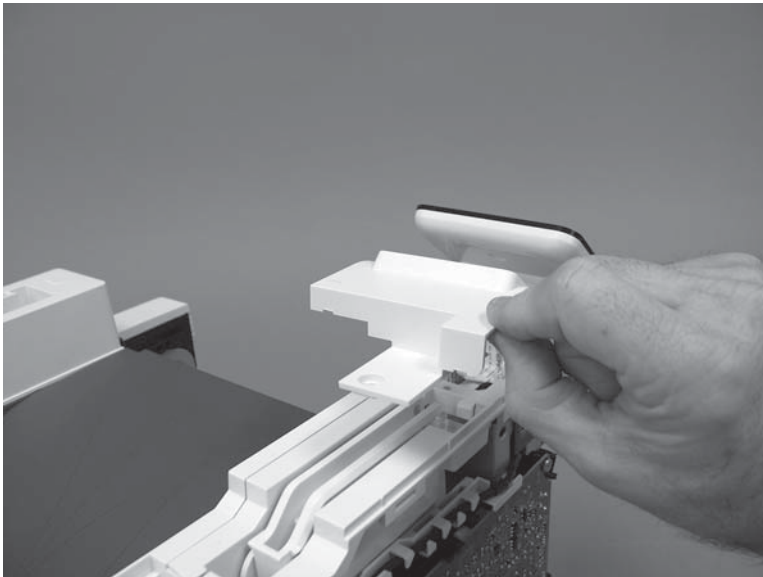
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-1315** Remove one screw



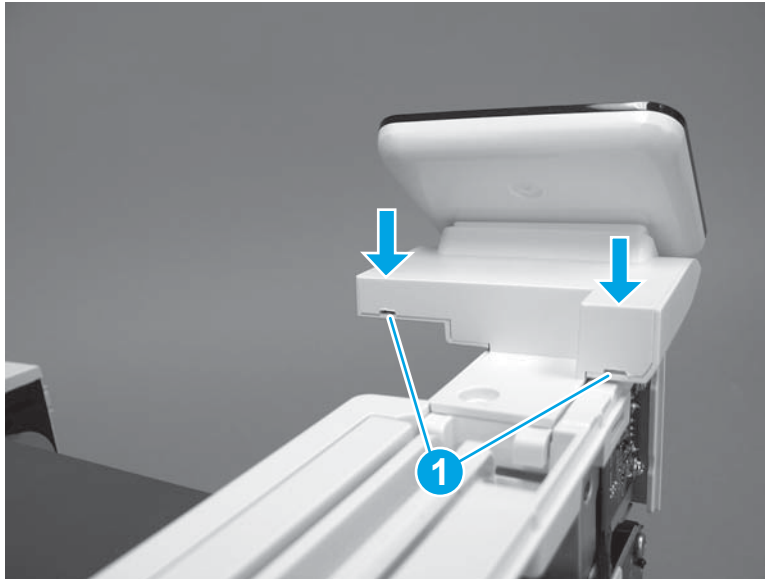
5. Install the control-panel cable cover.

**Figure 1-1316** Install the cover



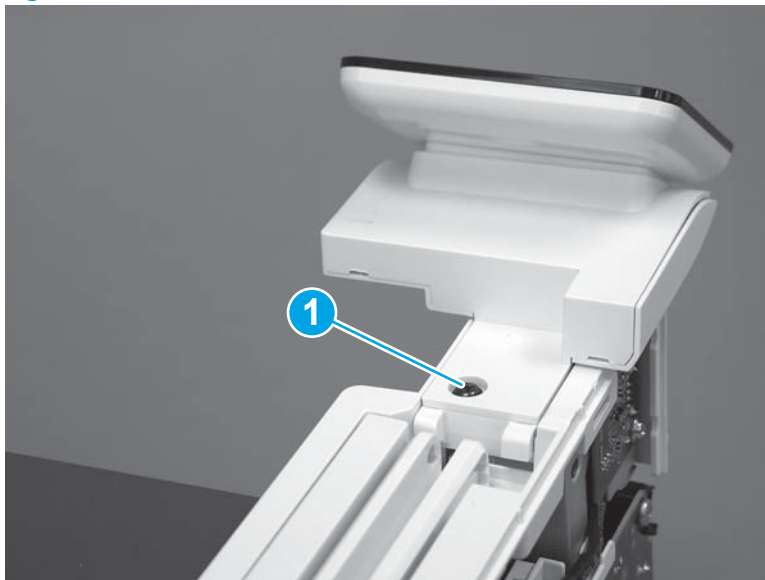
6. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-1317** Engage two tabs



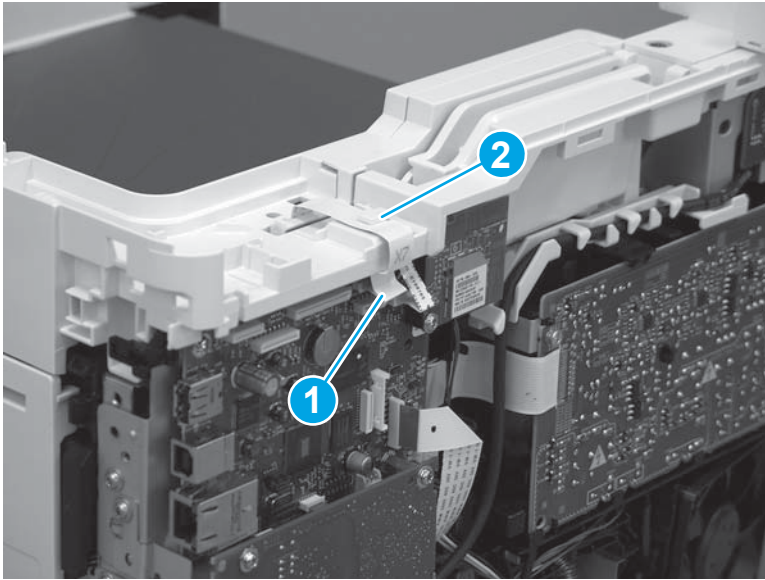
7. Install one screw (callout 1).

**Figure 1-1318** Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-1319** Connect one connector



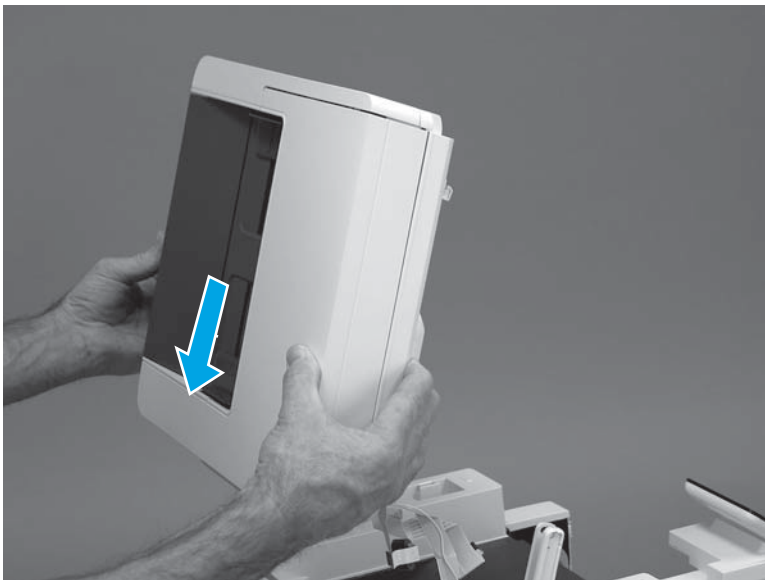
#### Step 17: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 717](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

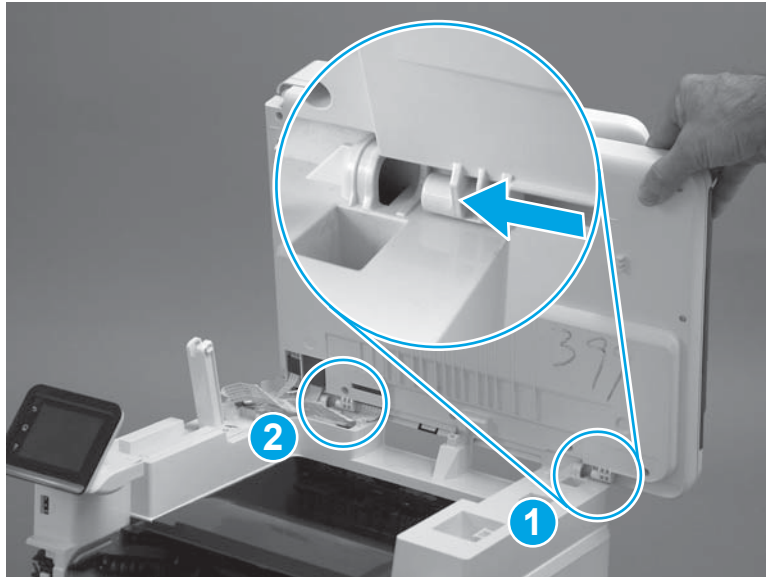
1. Position the ISA on the printer.

**Figure 1-1320** Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-1321** Engage the hinge pins with the holders



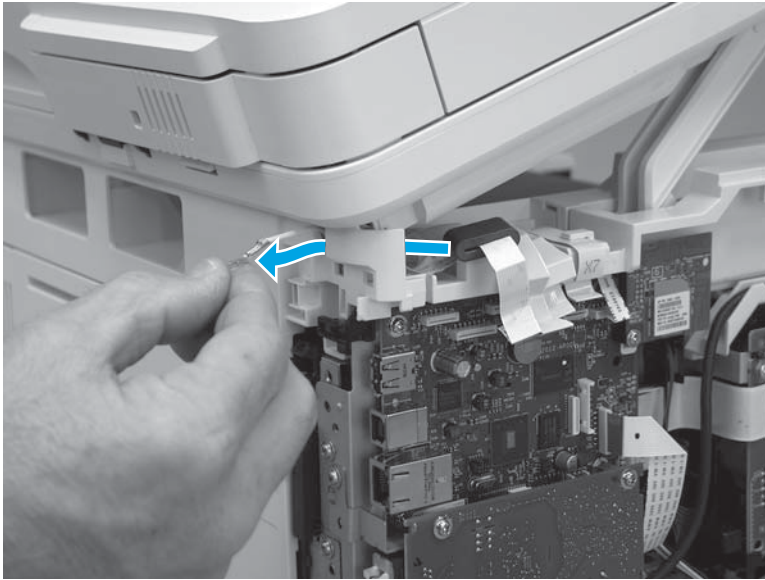
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-1322** Rotate the ISA towards the front of the printer



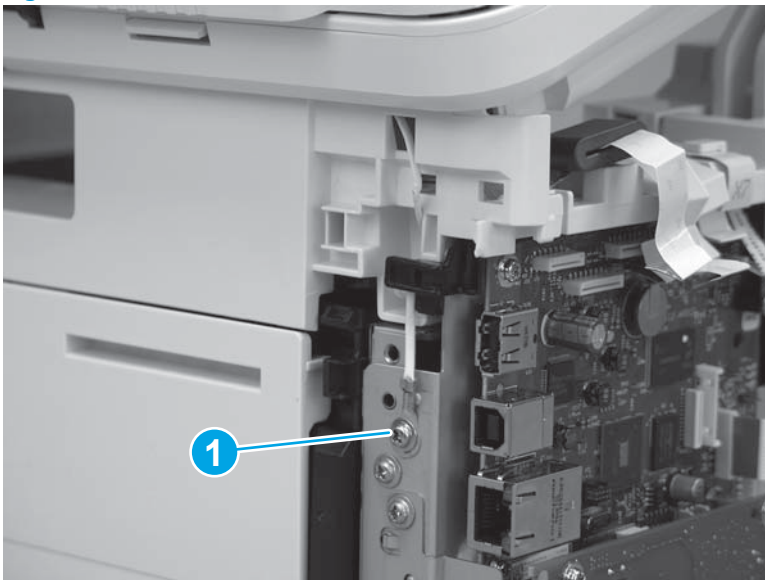
4. Pass the ground wire through the opening in the top cover.

**Figure 1-1323** Pass the wire through the opening




5. Install one screw (callout 1).

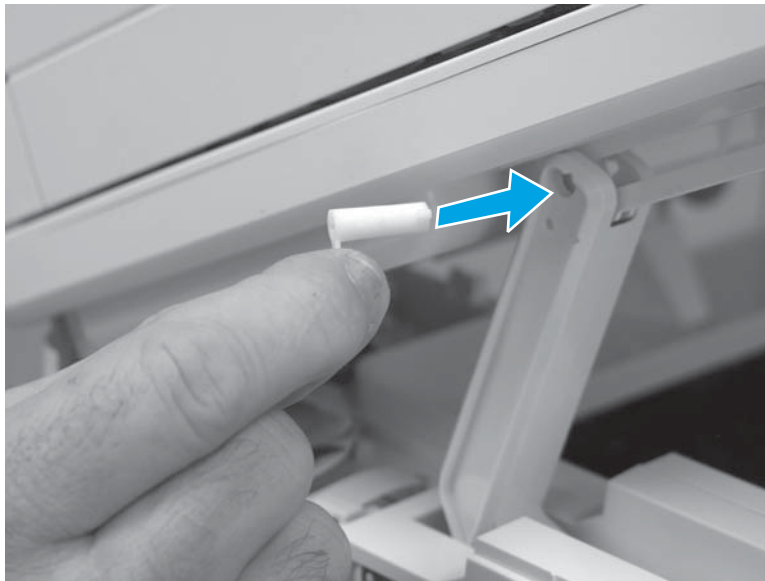
**Figure 1-1324** Install one screw



6. Install the ISA lift assembly slider pin.

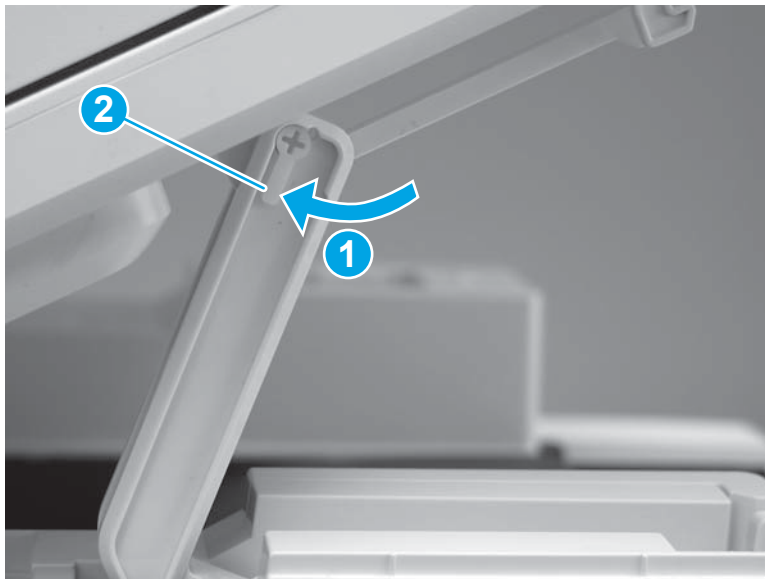
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-1325** Install the slider pin



7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

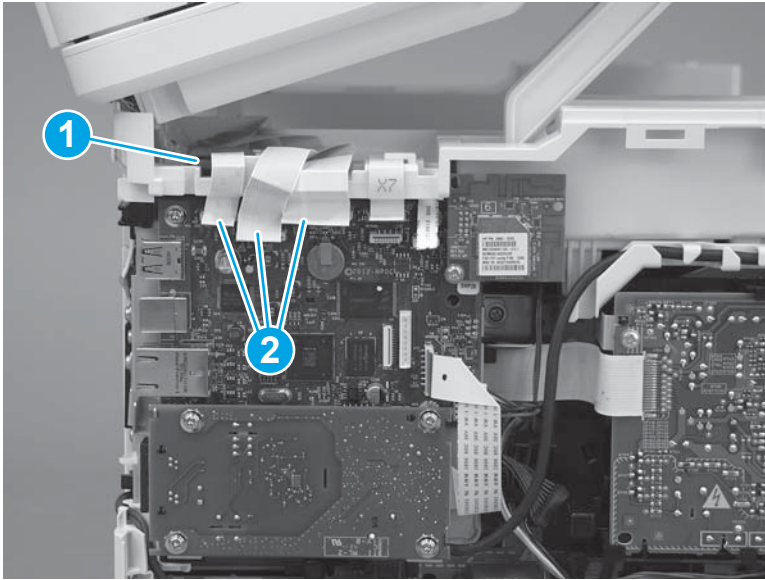
**Figure 1-1326** Secure the slider pin





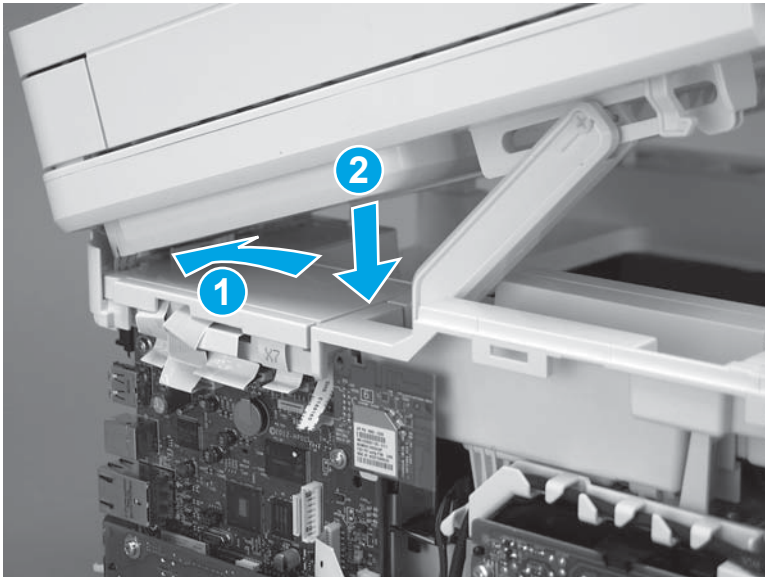
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-1327** Connect three FFCs



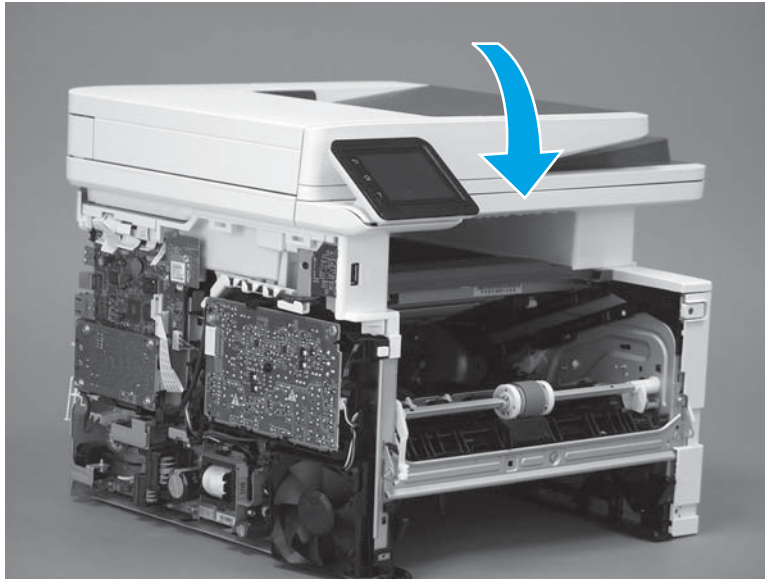
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

**Figure 1-1328** Install the ISA FFC cover



10. Lower the ISA.

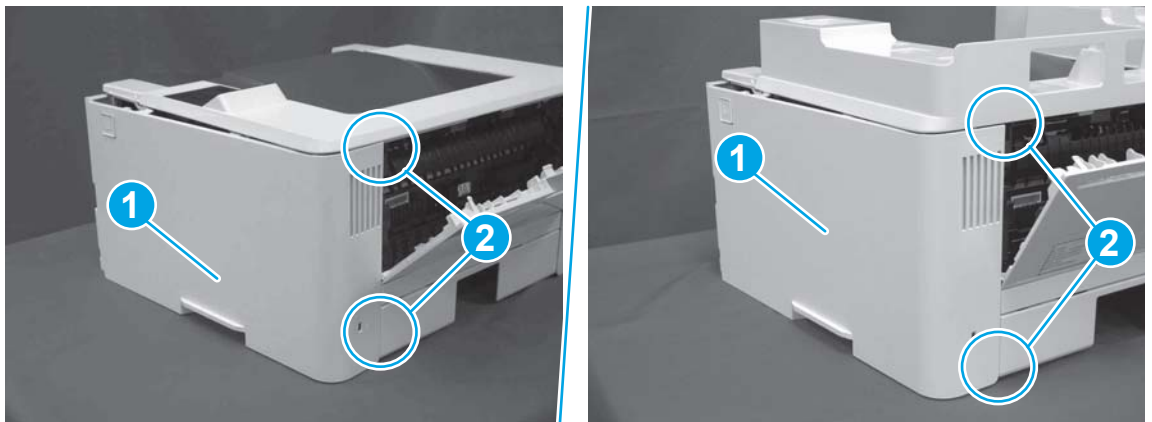
**Figure 1-1329** Lower the ISA



### Step 18: Install the right cover

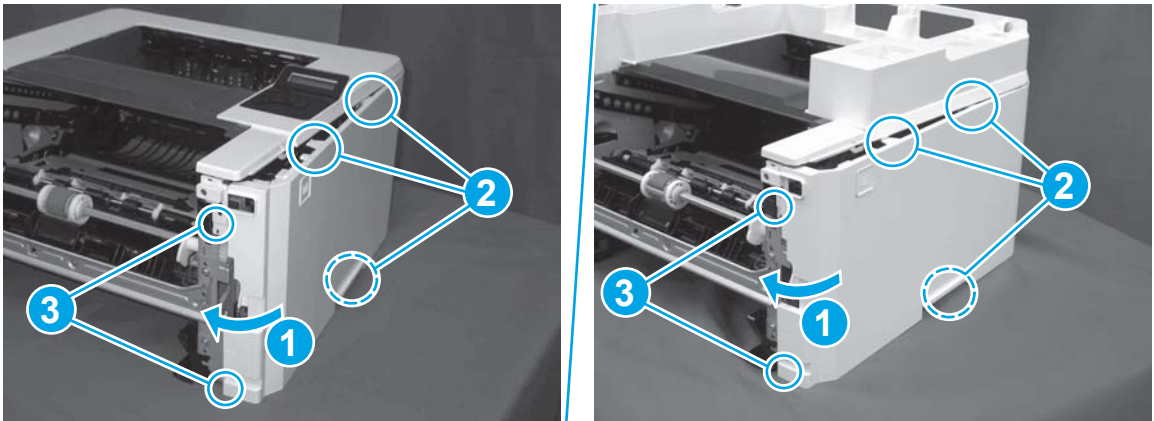
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-1330** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-1331** Engage two bosses and one tab

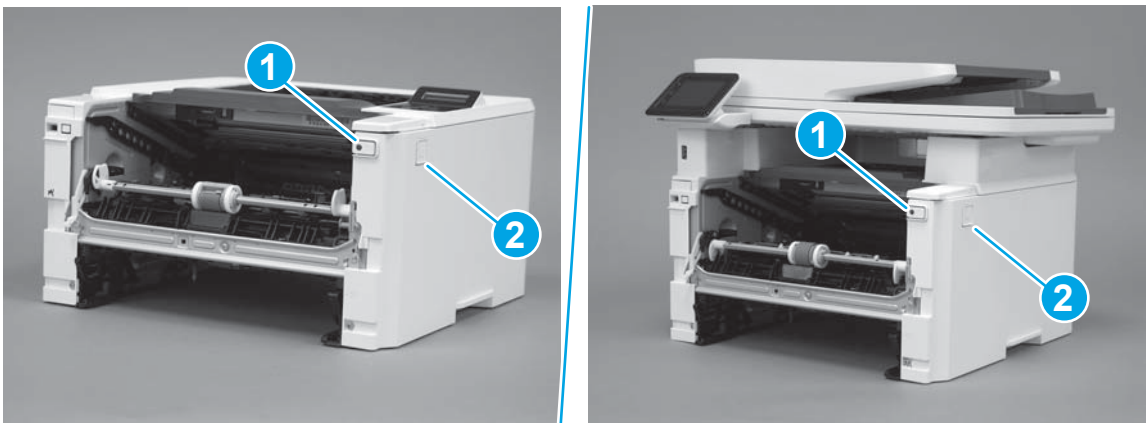


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1332** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

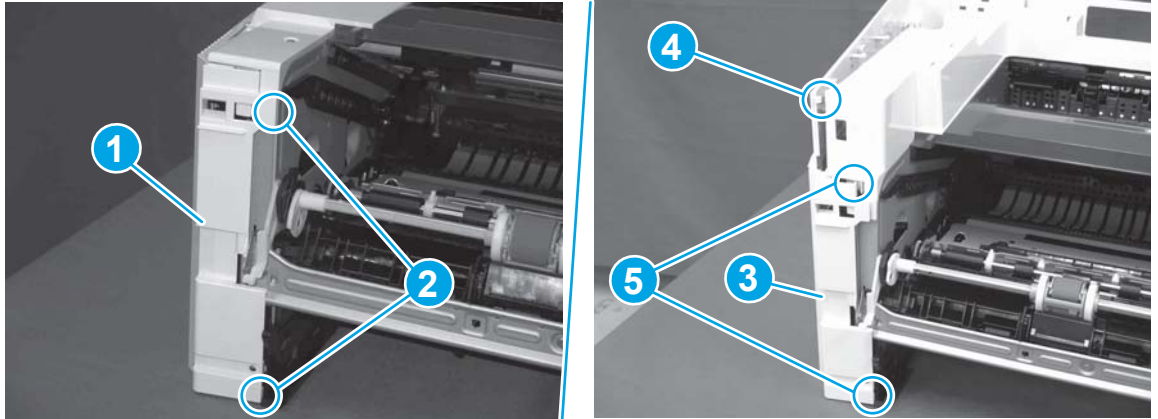
**Figure 1-1333** Install one screw



## Step 19: Install the left cover

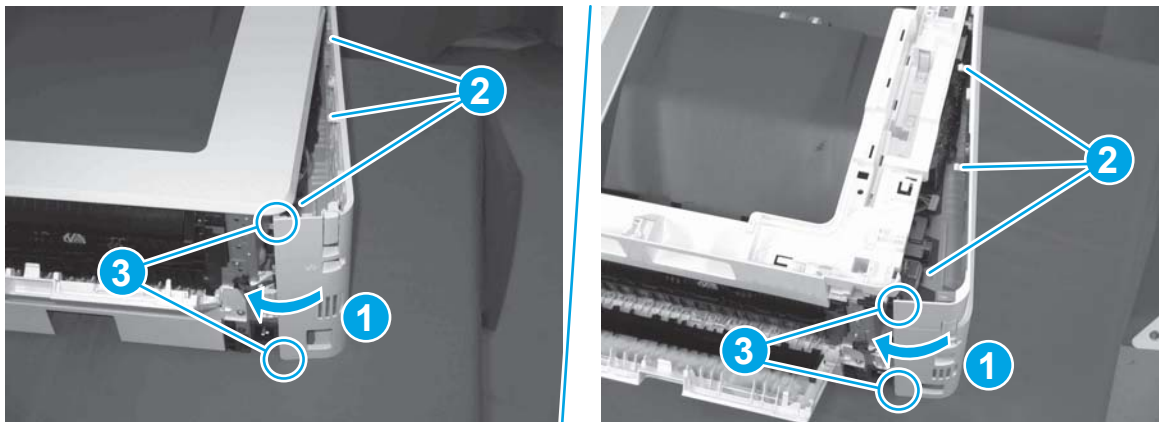
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-1334** Install the cover



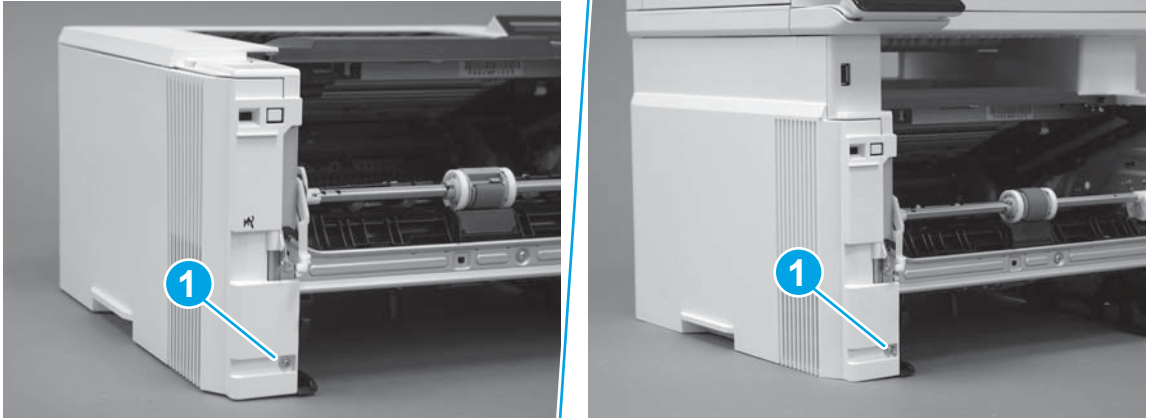
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1335** Engage three tabs and two bosses




3. Install one screw (callout 1).

**Figure 1-1336** Install one screw

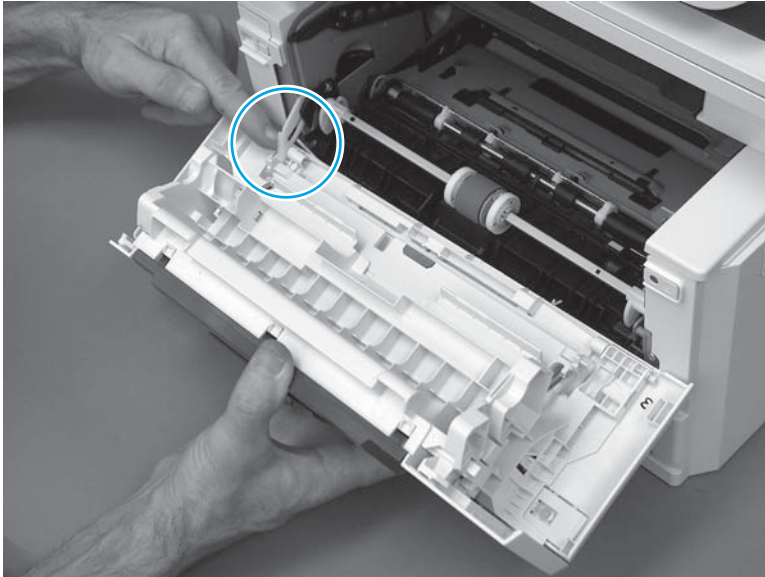


### Step 20: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

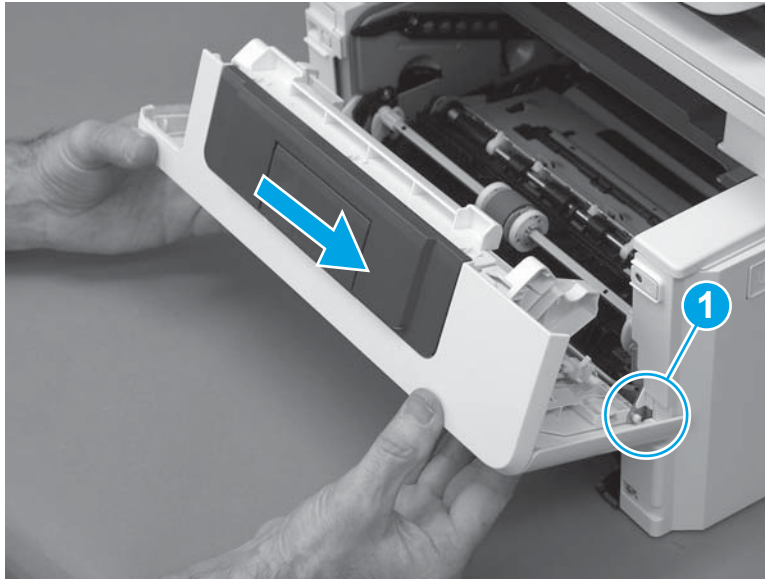
**Figure 1-1337** Engage the left-side retainer arm





2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

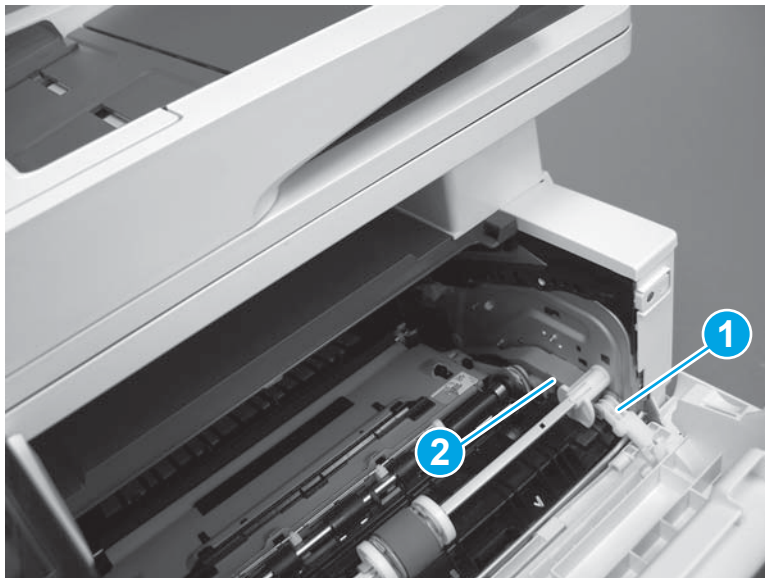
**Figure 1-1338** Install the door



3. Install the link (callout 1).

 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

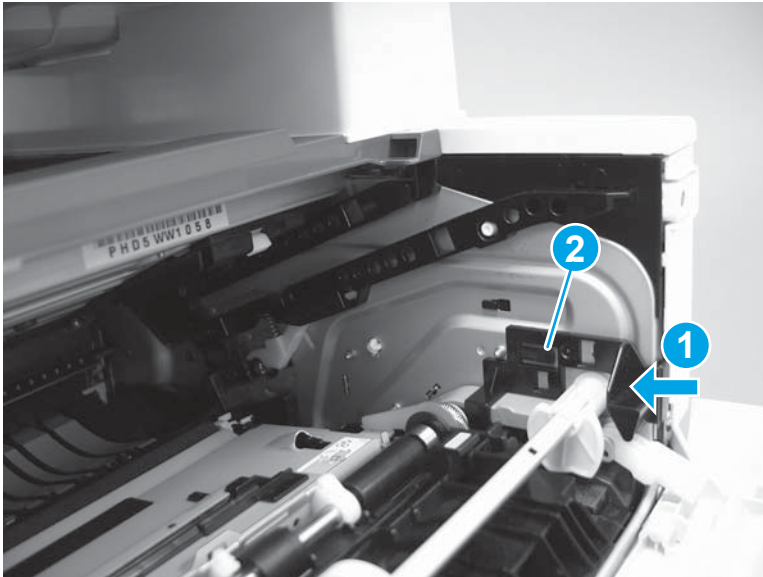
**Figure 1-1339** Install the pressure-release link





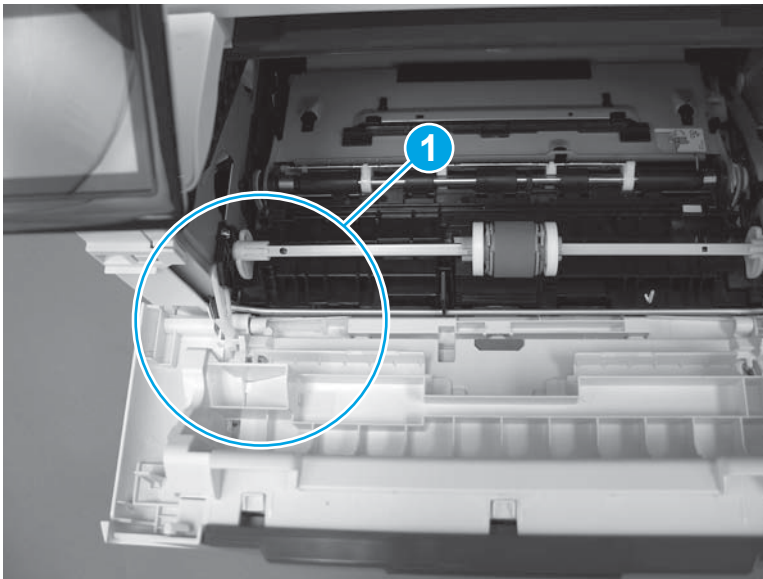
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-1340** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

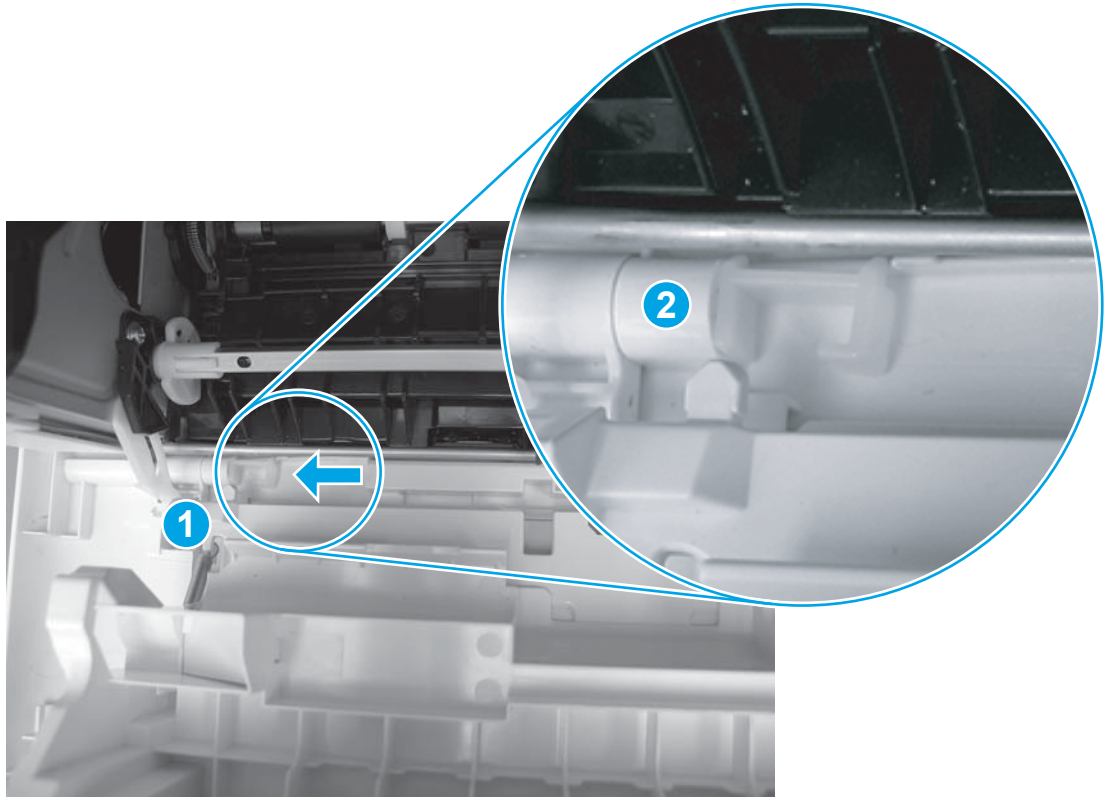
**Figure 1-1341** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1342** Install the support shaft



### Step 21: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1343** Install the tray



## Removal and replacement: DC controller

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the rear door assembly](#)
- [Step 6: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 7: Remove the control panel \(M427/M246\)](#)
- [Step 8: Remove the top cover \(M427/M426\)](#)
- [Step 9: Remove the top cover \(M403/M402\)](#)
- [Step 10: Remove the paper delivery tray \(output bin\)](#)
- [Step 11: Remove the sheet-metal formatter bracket and formatter](#)
- [Step 12: Remove the DC controller](#)
- [Step 13: Unpack the replacement assembly](#)
- [Step 14: Install the DC controller](#)
- [Step 15: Install the sheet-metal formatter bracket and formatter](#)
- [Step 16: Install the paper delivery tray \(output bin\)](#)
- [Step 17: Install the top cover \(M403/M402\)](#)
- [Step 18: Install the top cover \(M427/M426\)](#)
- [Step 19: Install the control panel \(M427/M246\)](#)
- [Step 20: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 21: Install the rear door assembly](#)
- [Step 22: Install the right cover](#)
- [Step 23: Install the left cover](#)
- [Step 24: Install the cartridge door assembly](#)
- [Step 25: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the DC controller.

## Before performing service

### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

DC controller part number	
RM2-8680-030CN	DC controller

### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

#### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1344** Remove the tray



**Step 2: Remove the cartridge door assembly**



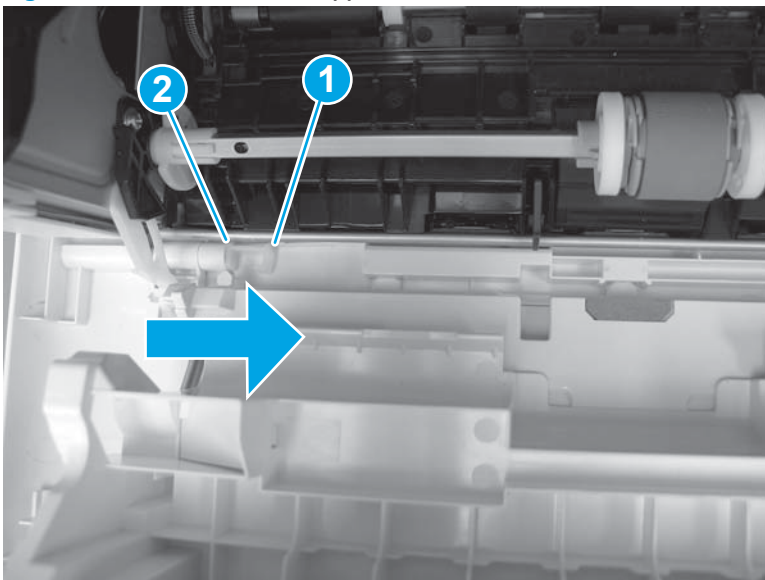
**NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



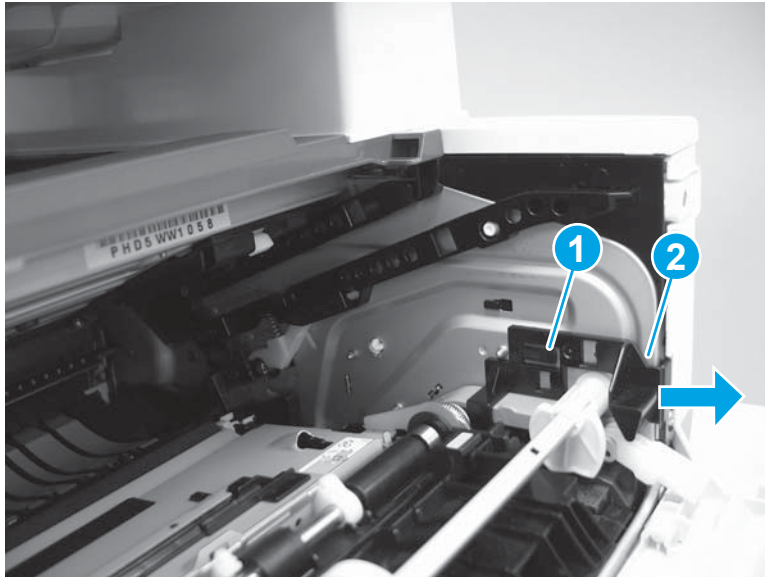
**TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-1345** Release the support shaft



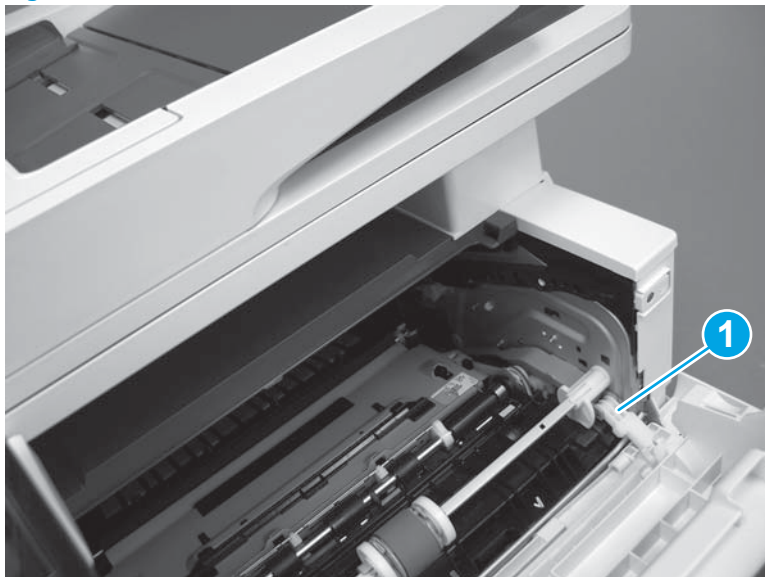
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1346** Remove the guide



3. Remove the link arm (callout 1).

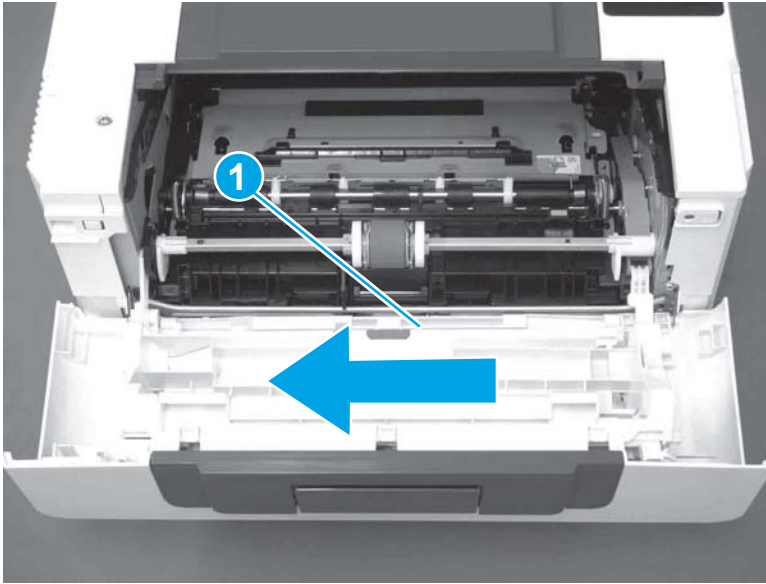
**Figure 1-1347** Remove the link arm





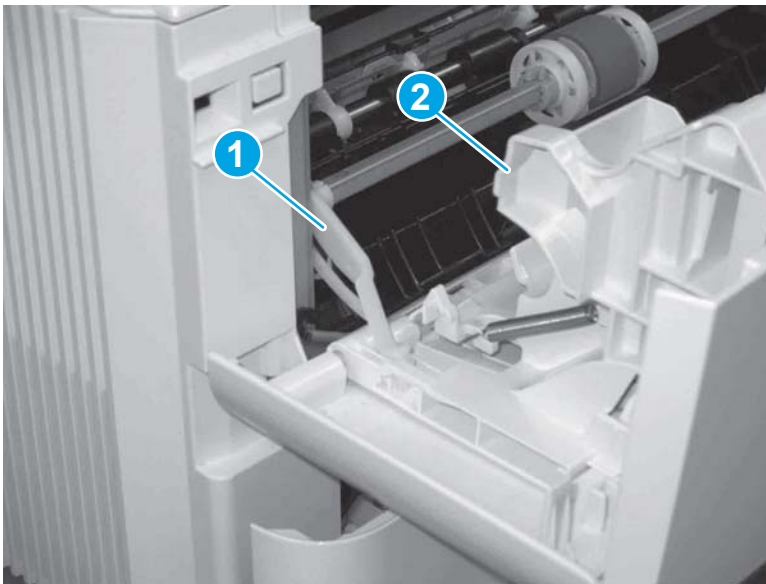
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1348** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

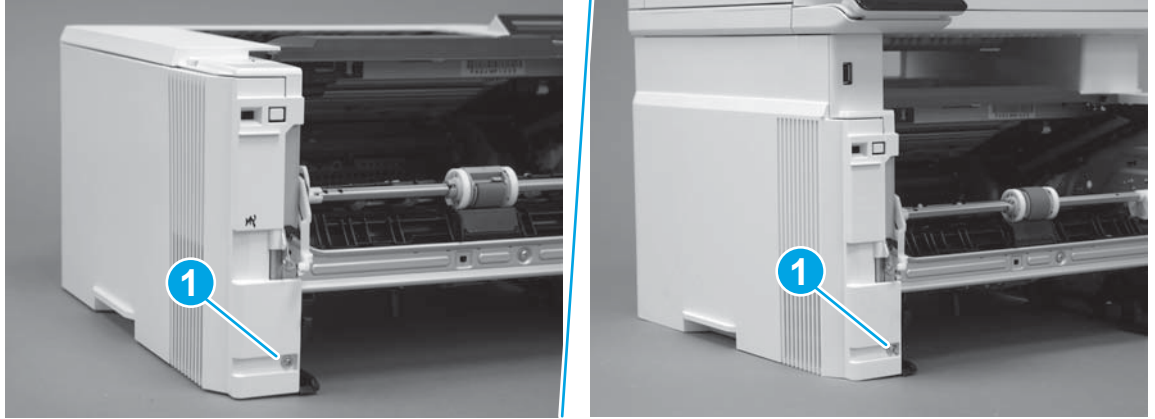
**Figure 1-1349** Release the left-side retainer arm



### Step 3: Remove the left cover

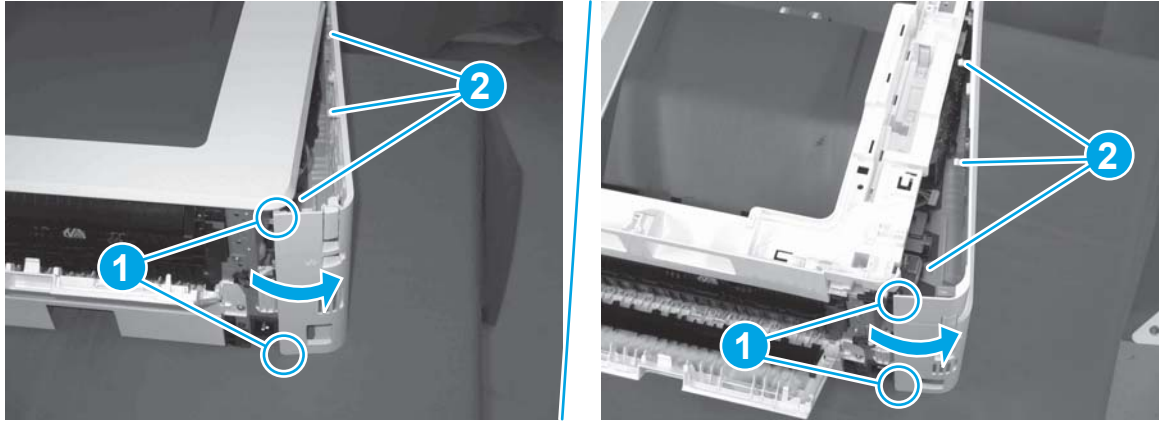
1. Remove one screw (callout 1).

**Figure 1-1350** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1351** Release two bosses and three tabs

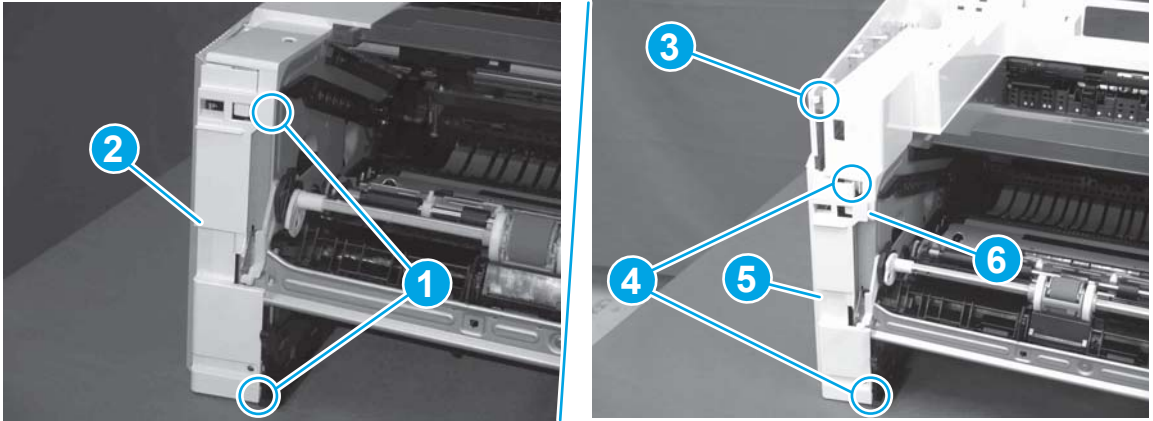


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-1352** Remove the cover



**Step 4: Remove the right cover**

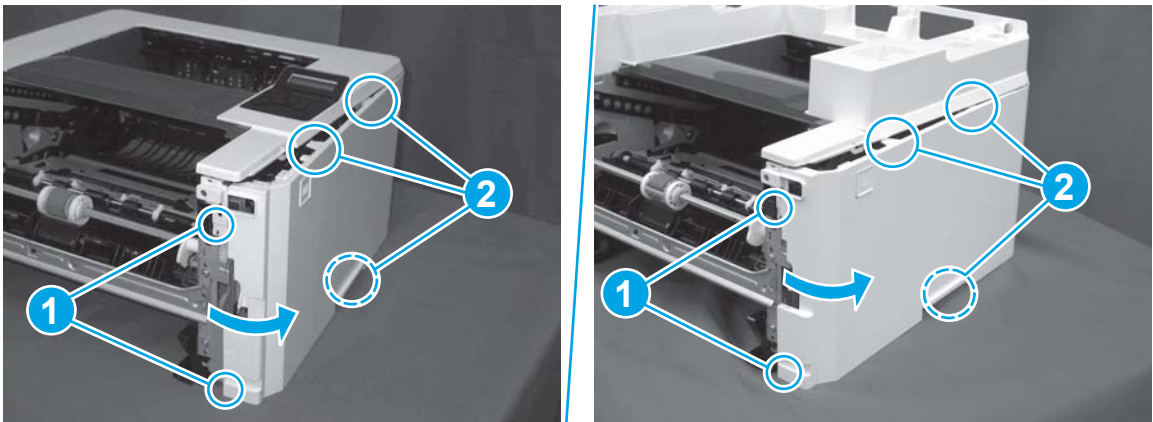
1. Remove one screw (callout 1).

**Figure 1-1353** Remove one screw



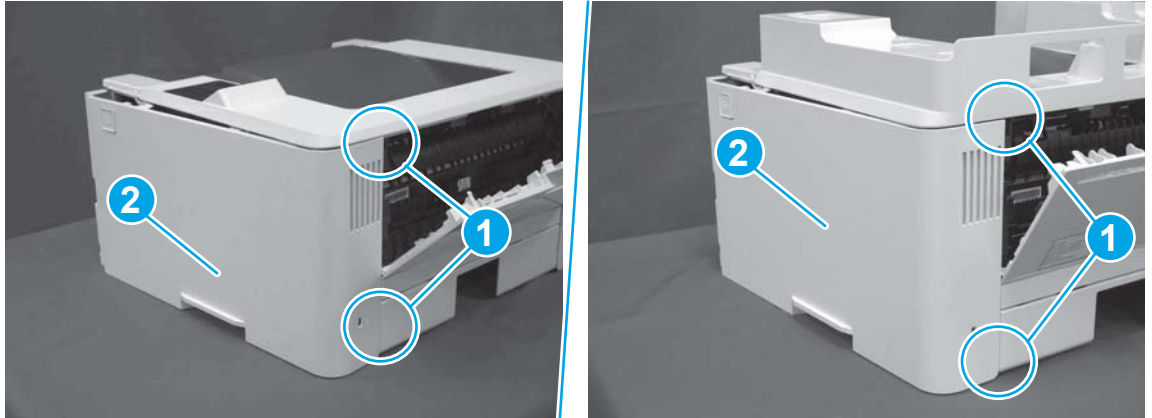
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1354** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

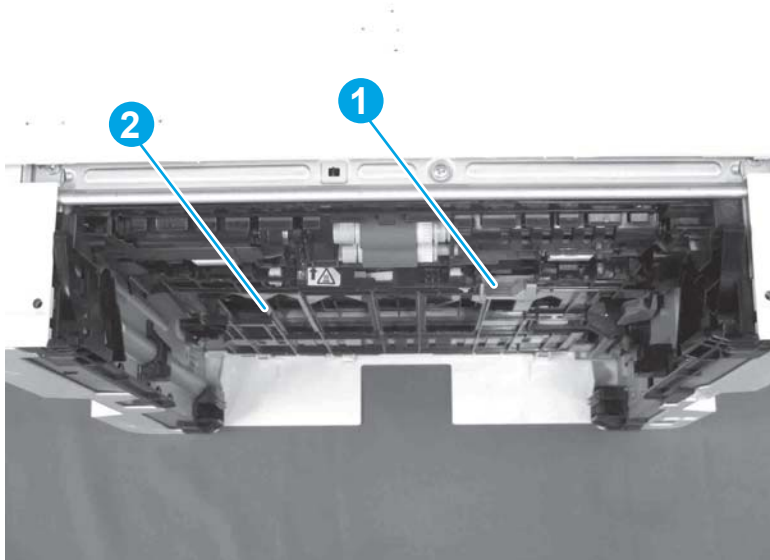
**Figure 1-1355** Remove the cover



**Step 5: Remove the rear door assembly**

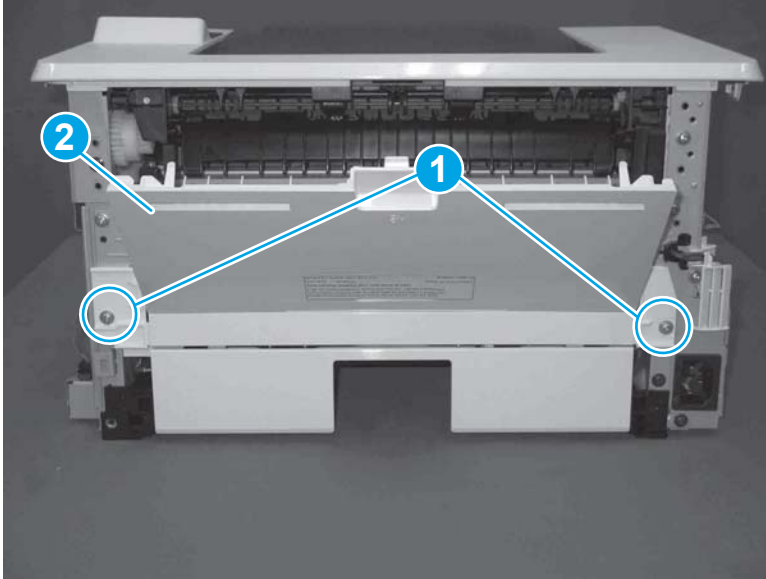
1. **Duplex models only:** Inside the Tray 2 cavity, press the green jam access lever (callout 1), and then lower the duplex feed assembly (callout 2).

**Figure 1-1356** Duplex models, lower the duplex feed assembly





2. At the rear of the printer, remove two screws (callout 1), and then remove the rear door assembly (callout 2).

**Figure 1-1357** Remove two screws



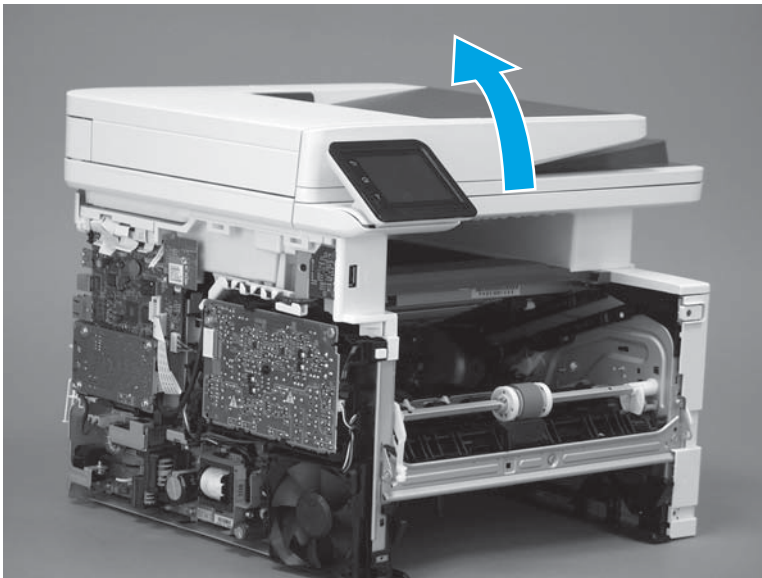
#### Step 6: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 742](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

1. Raise the ISA.

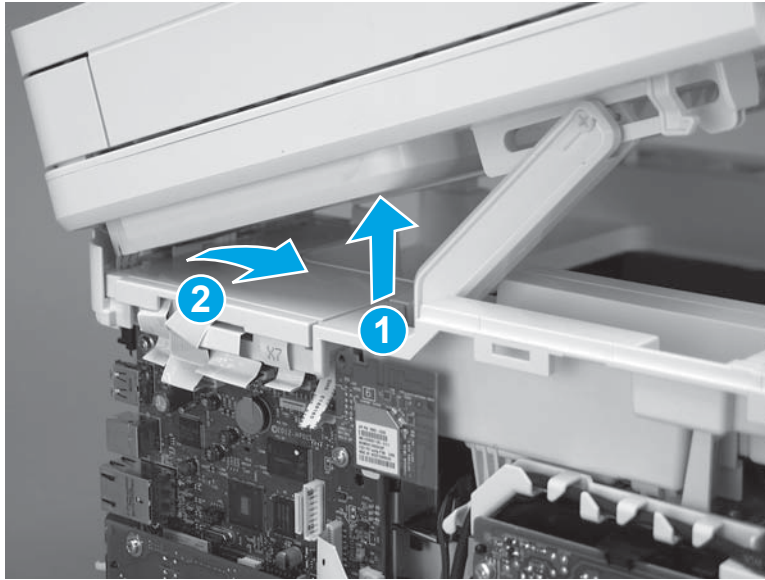
**Figure 1-1358** Raise the ISA





2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

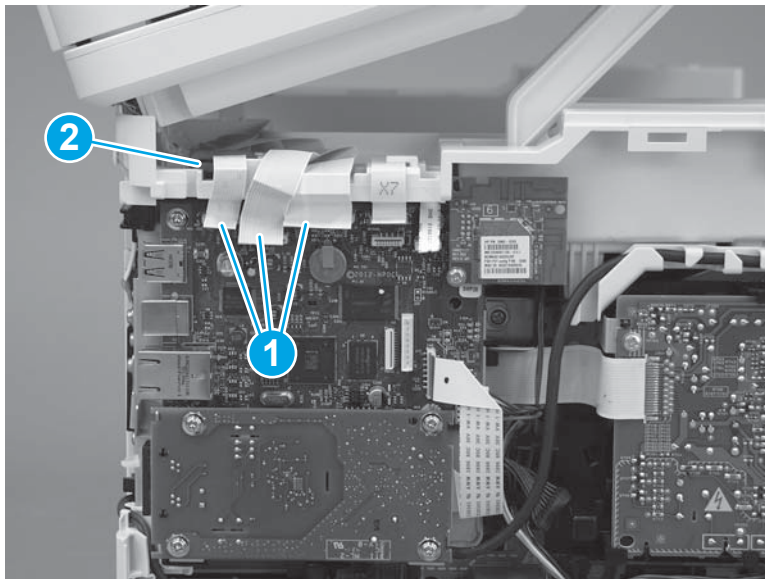
**Figure 1-1359** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

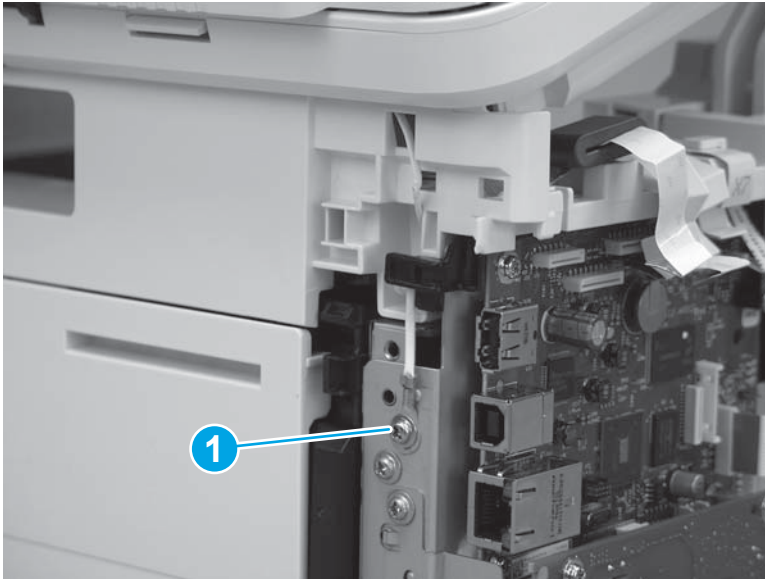
**Figure 1-1360** Disconnect three FFCs





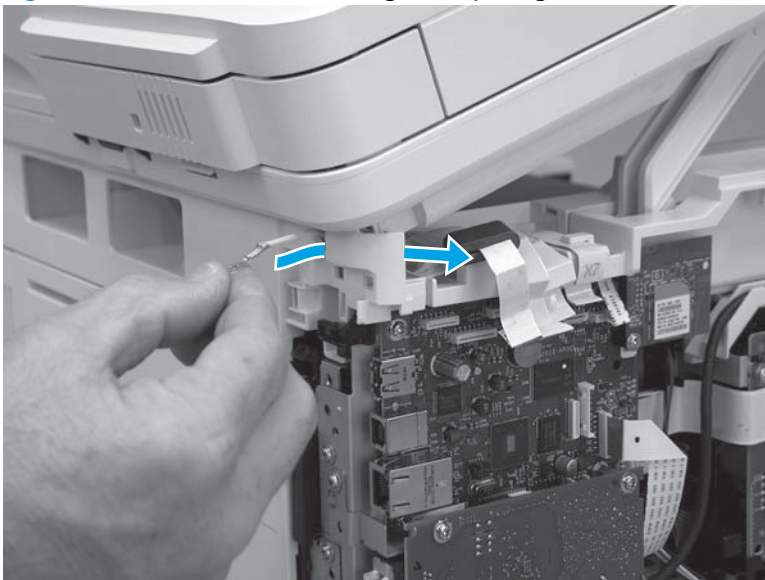
4. Remove one screw (callout 1).

**Figure 1-1361** Remove one screw



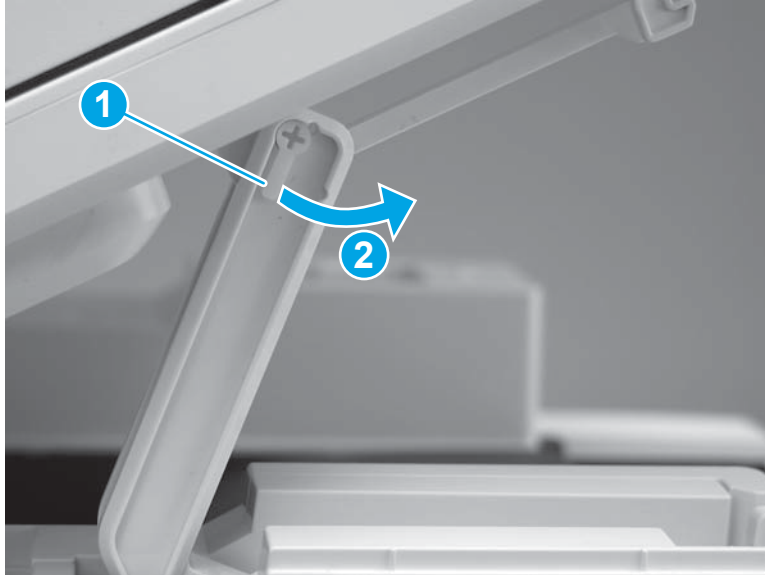
5. Pass the ground wire through the opening in the top cover.

**Figure 1-1362** Pass the wire through the opening



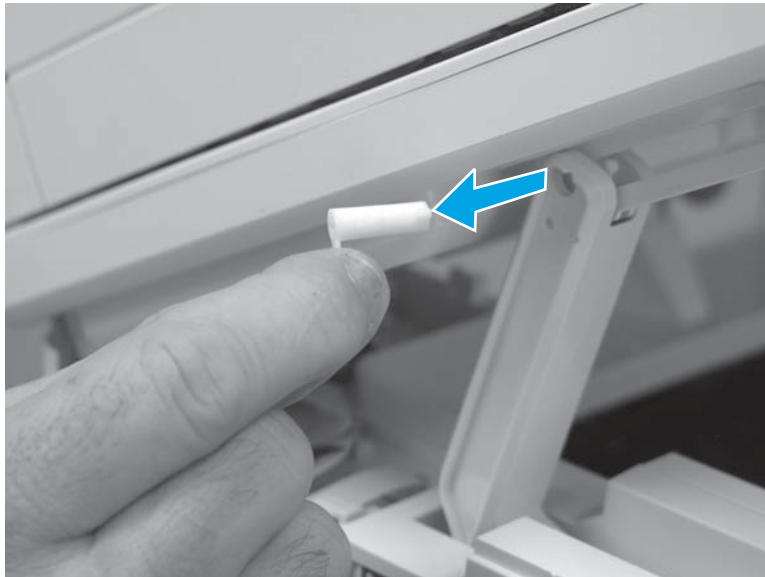
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-1363** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-1364** Remove the slider pin



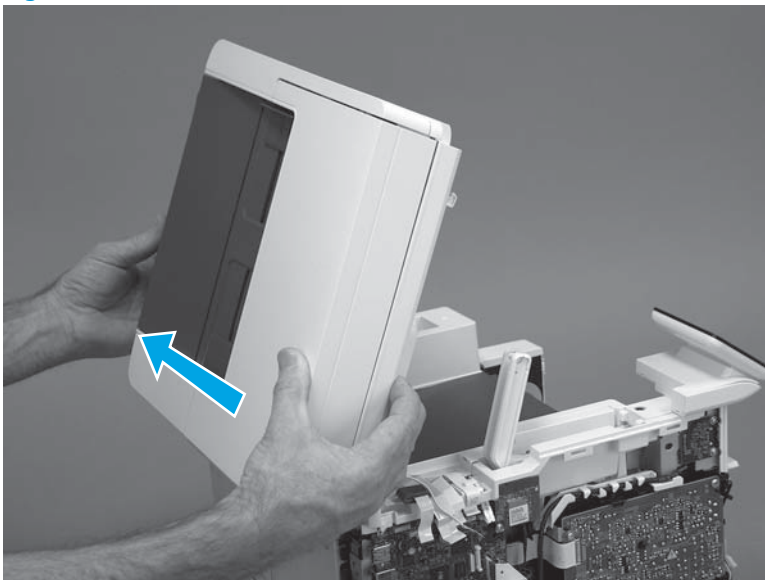
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-1365** Rotate the ISA towards the rear of the printer



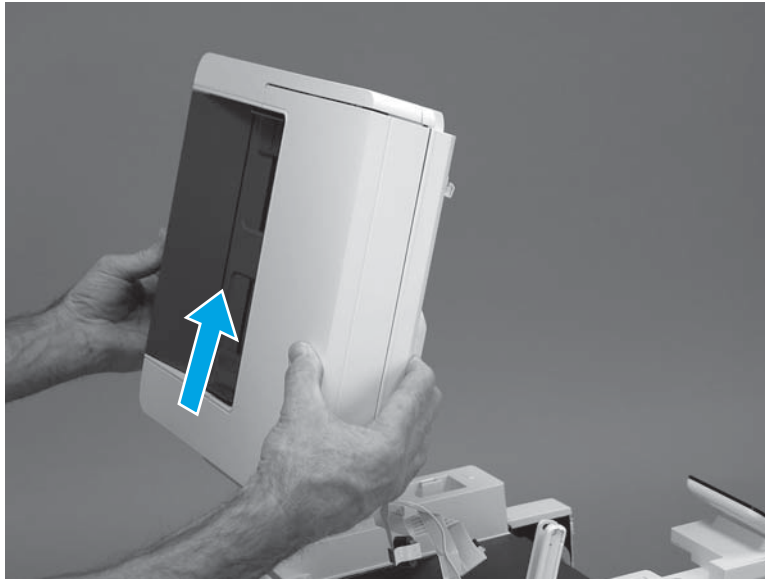
9. Slide the ISA as shown to release it.

**Figure 1-1366** Release the ISA




10. Remove the ISA.

**Figure 1-1367** Remove the ISA

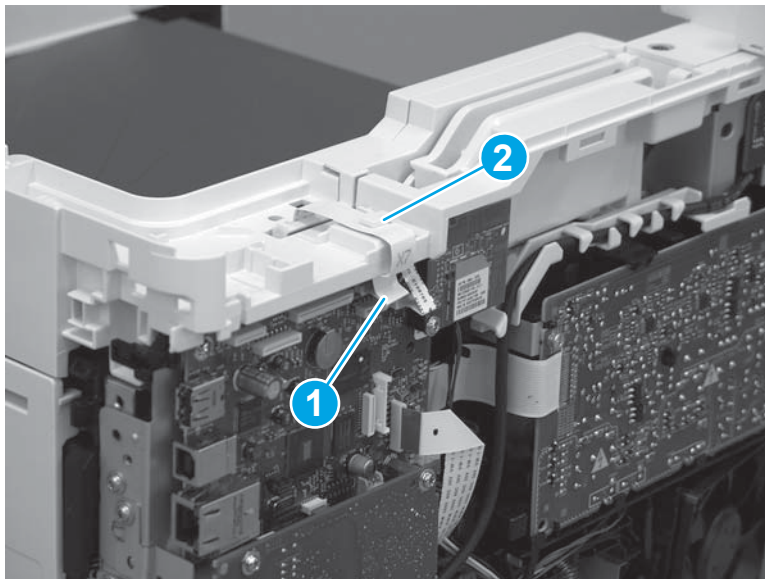


#### Step 7: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 742](#).

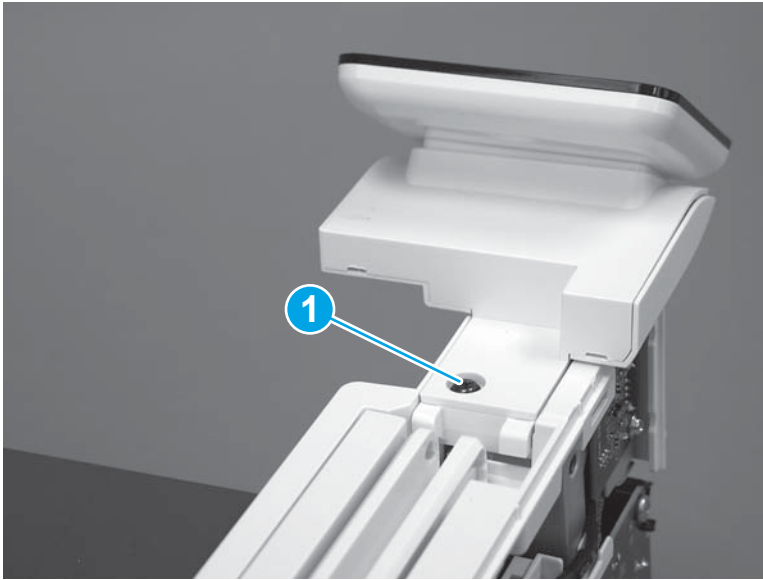
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-1368** Disconnect one connector



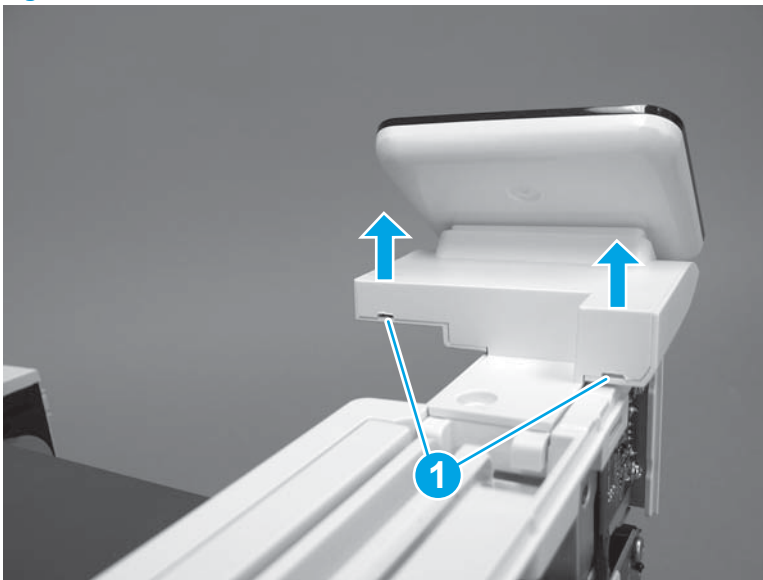
2. Remove one screw (callout 1).

**Figure 1-1369** Remove one screw



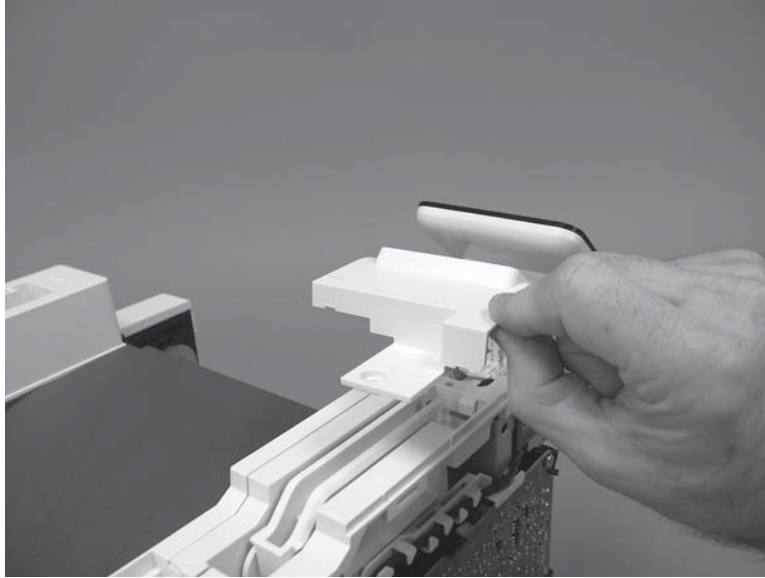
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-1370** Release two tabs



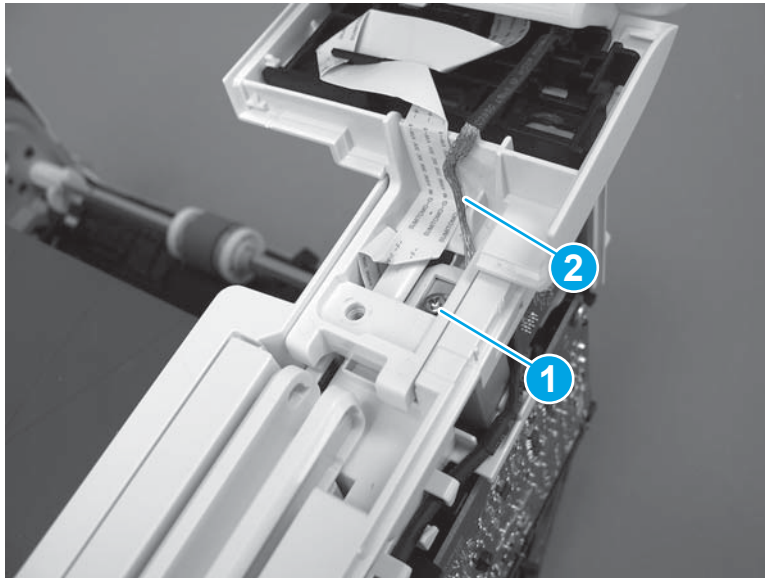
4. Remove the control-panel cable cover.

**Figure 1-1371** Remove the cover



5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

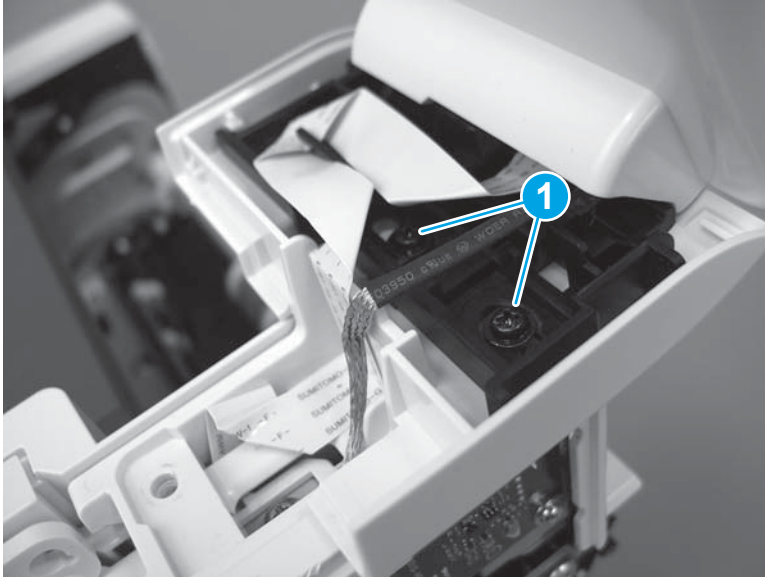
**Figure 1-1372** Remove one screw





6. Move the FFC out of the way, and then remove two screws (callout 1).

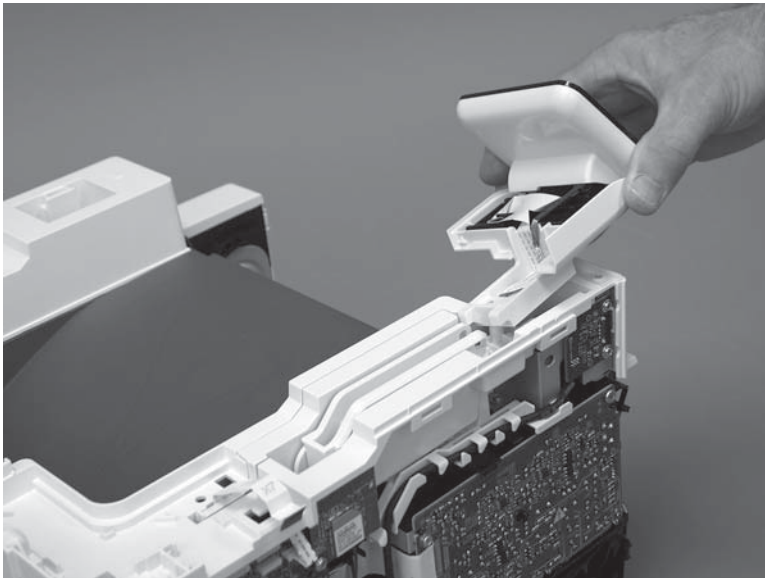
**Figure 1-1373** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

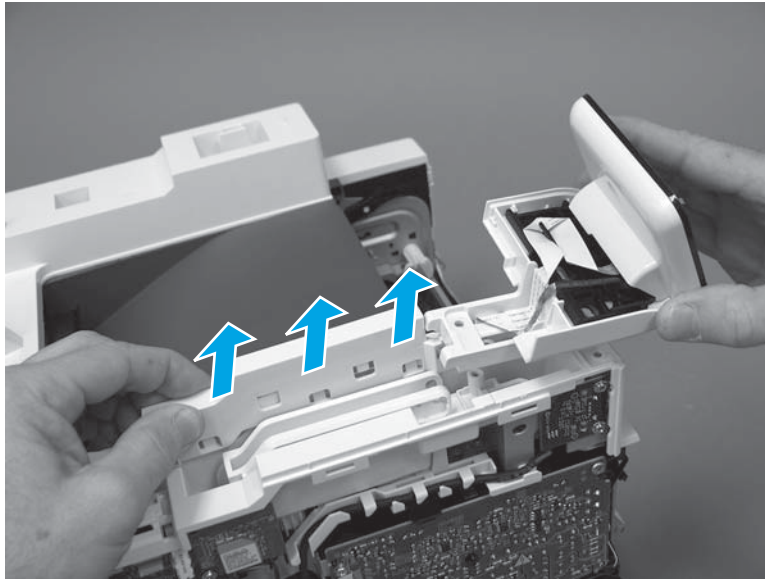
**CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-1374** Lift up the control-panel assembly




8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-1375** Remove the control-panel assembly

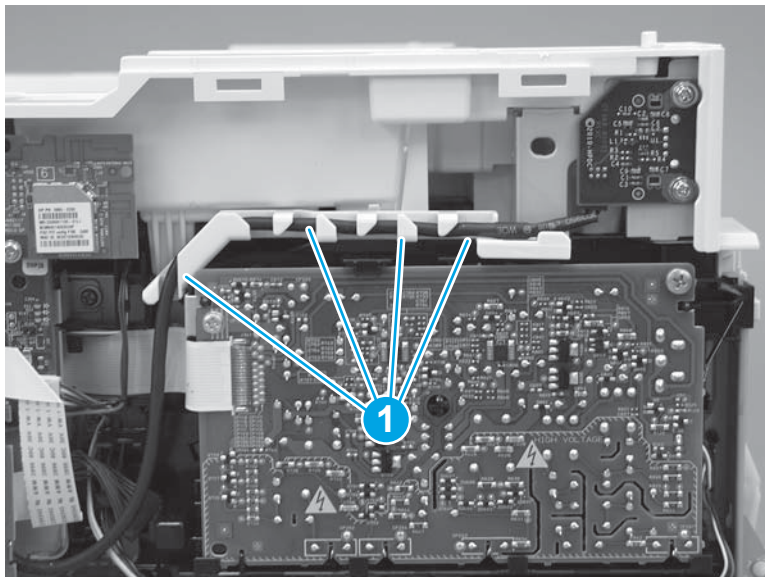


#### Step 8: Remove the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 742](#).

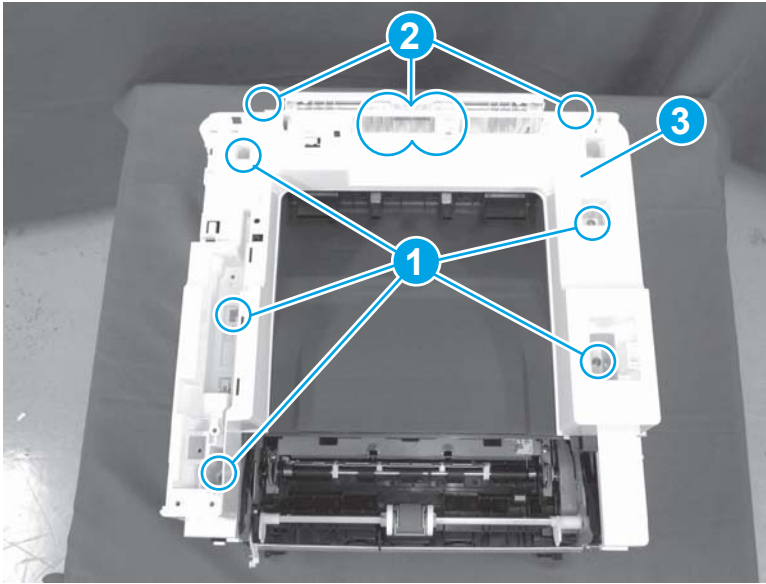
1. Release the USB cable (callout 1) from the cable guide.

**Figure 1-1376** Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-1377** Remove the cover



### Step 9: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 10: Remove the paper delivery tray \(output bin\) on page 743.](#)

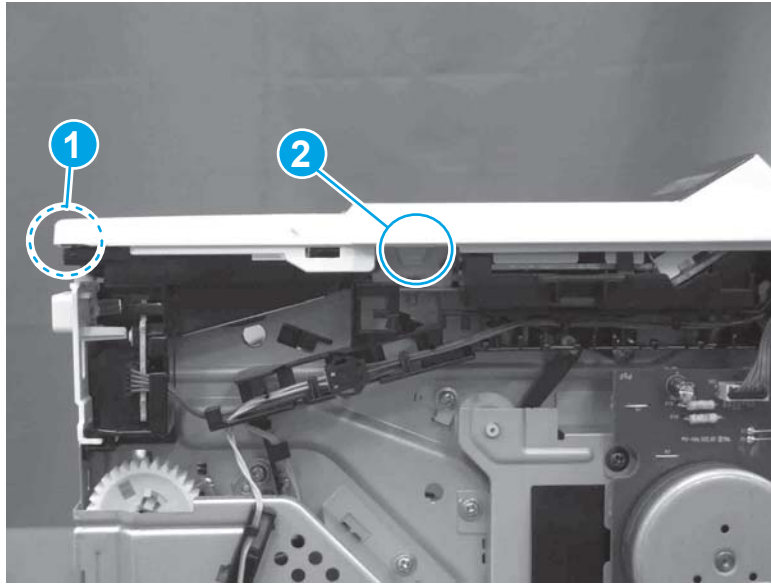
1. Remove one screw (callout 1).

**Figure 1-1378** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

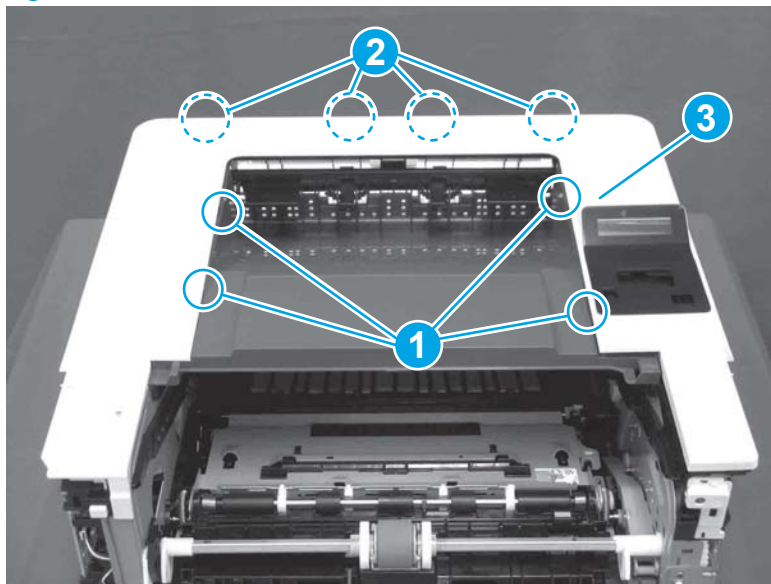
**Figure 1-1379** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-1380** Remove the cover

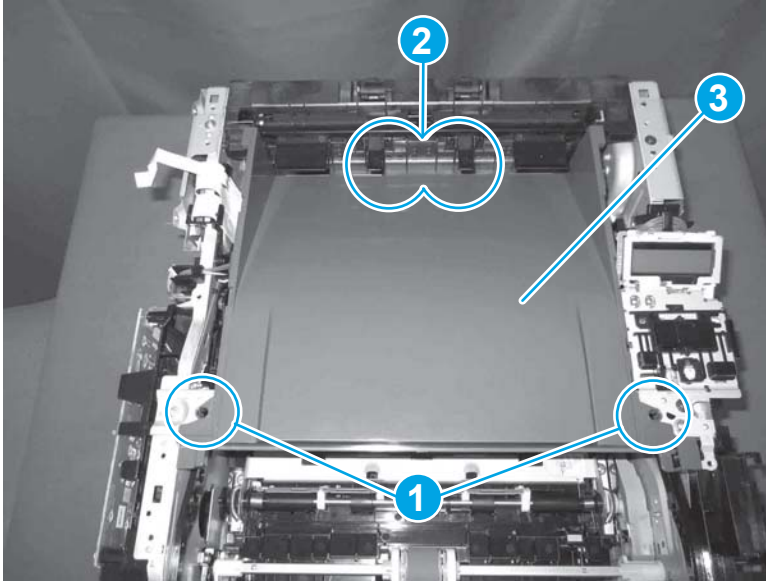


### Step 10: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

**Figure 1-1381** Release two tabs

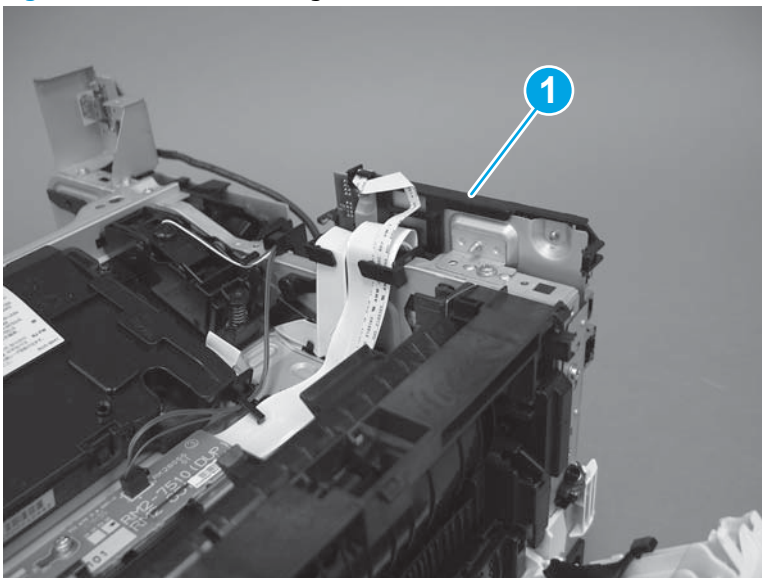


**Step 11: Remove the sheet-metal formatter bracket and formatter**

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

1. **M427/M426 only:** Remove the guide (callout 1).

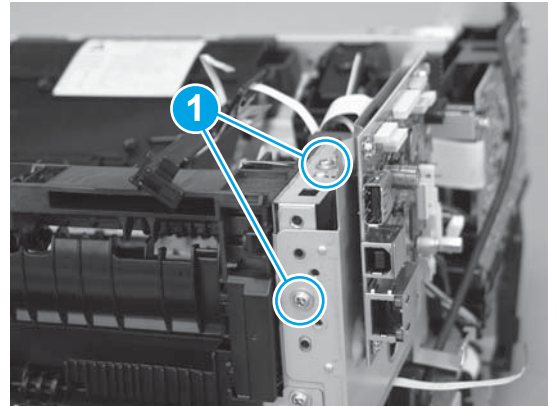
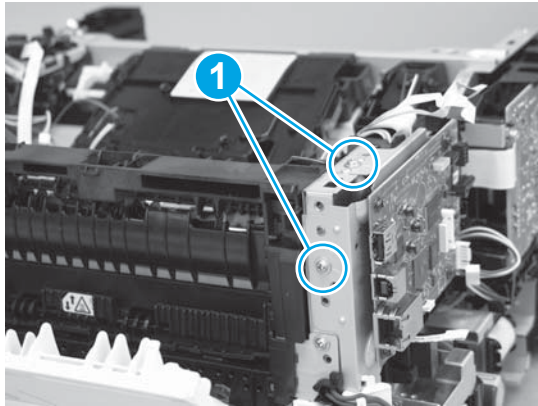
**Figure 1-1382** Remove the guide





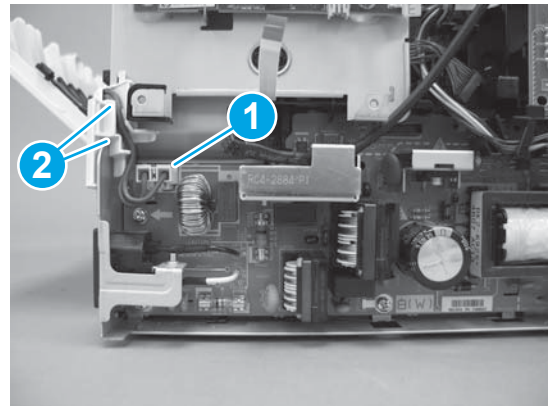
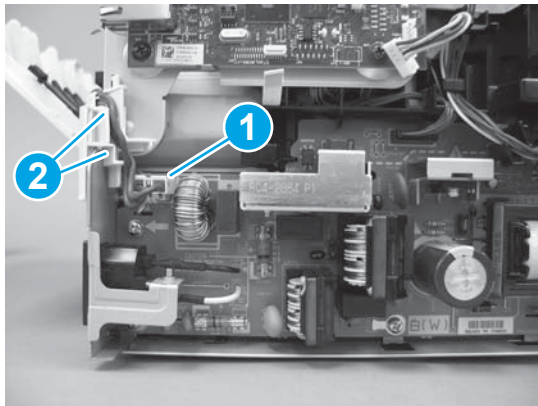
2. Remove two screws (callout 1).

**Figure 1-1383** Remove two screws



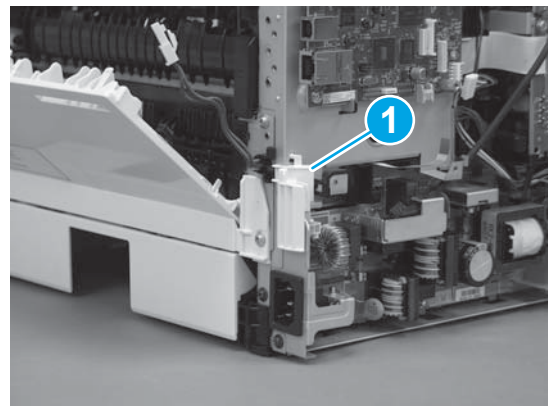
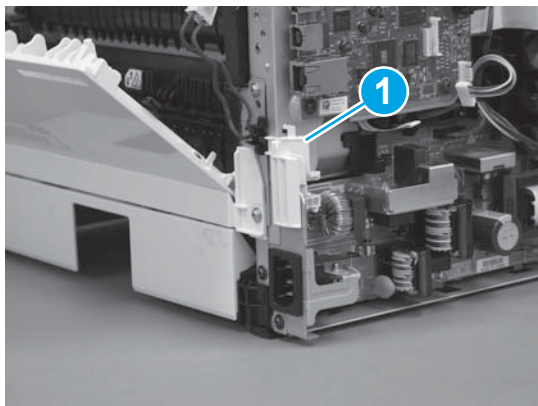
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-1384** Disconnect one connector



4. Remove the guide (callout 1).

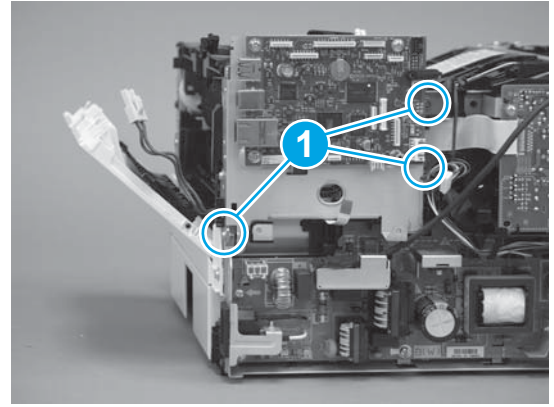
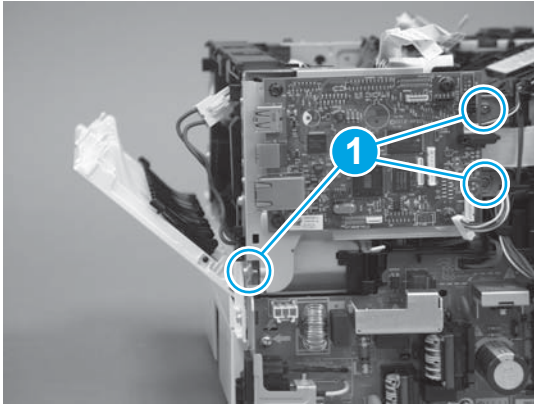
**Figure 1-1385** Remove the guide





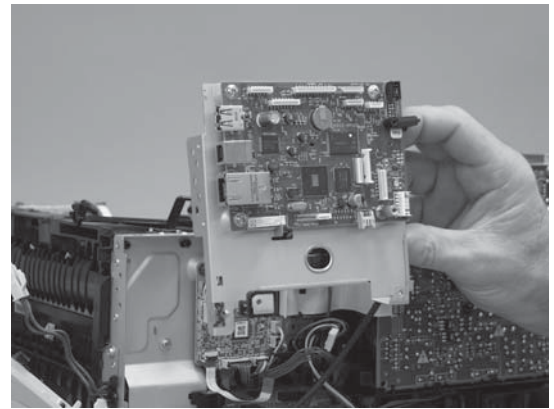
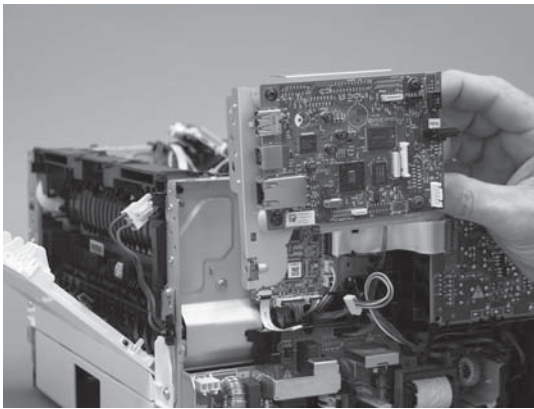
5. Remove three screws (callout 1).

**Figure 1-1386** Remove three screws




6. Remove the sheet-metal bracket and formatter PCA.

**Figure 1-1387** Remove the bracket

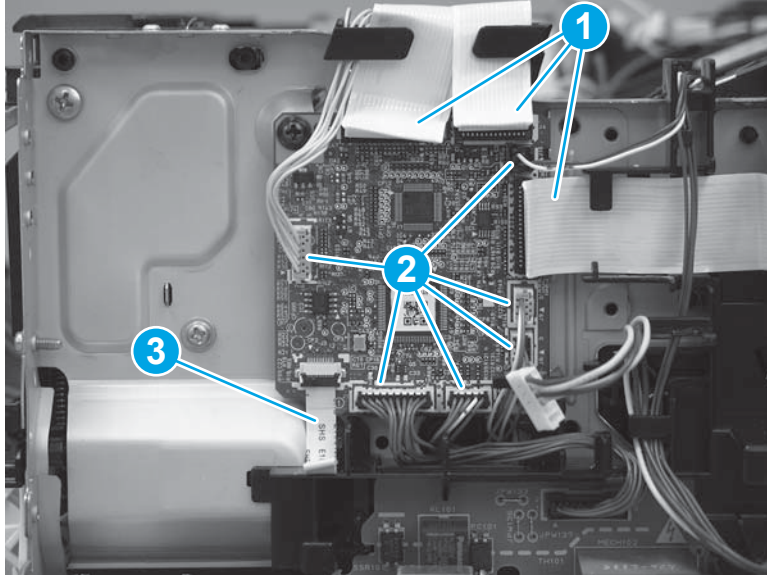


## Step 12: Remove the DC controller

1. Disconnect three FFCs (callout 1), and six connectors (callout 2).

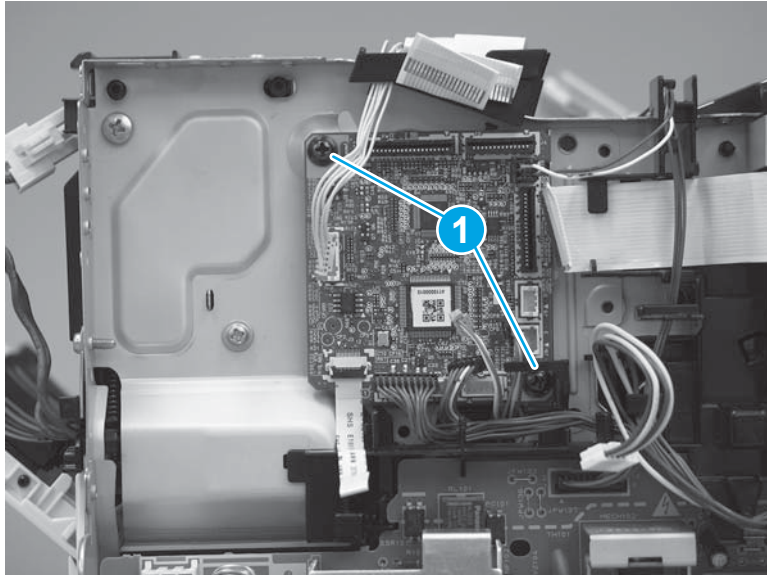
 **IMPORTANT:** One FFC (callout 3) is fastened to the guide with two sided tape. This FFC will be removed later in the procedure.

**Figure 1-1388** Disconnect three FFCs and six connectors



2. Remove two screws (callout 1).

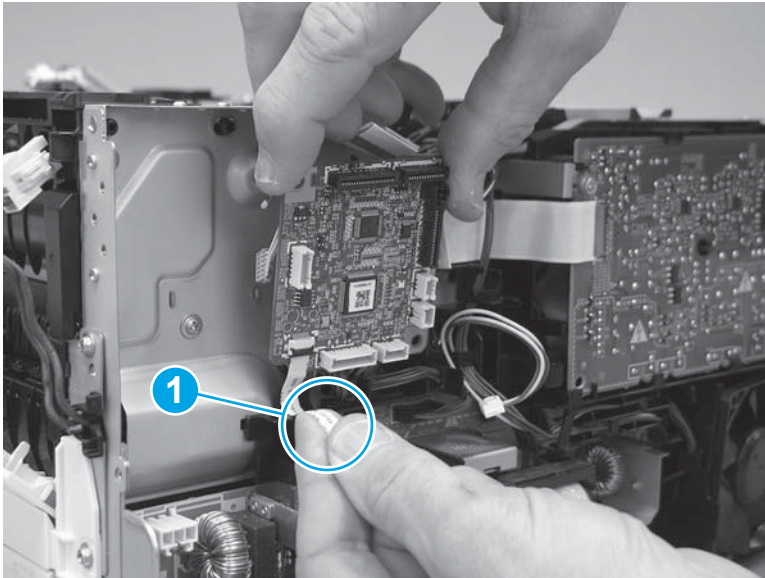
**Figure 1-1389** Remove two screws



3. Separate the DC controller from the printer.

**CAUTION:** Carefully pull up on the FFC (callout 1) to release it from the guide, and then remove the DC controller.

**Figure 1-1390** Remove the DC controller

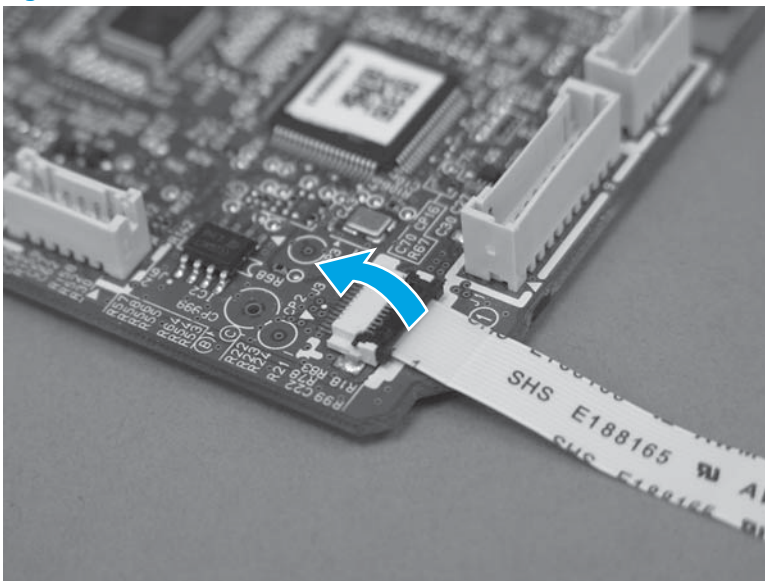


4. Disconnect one the FFC.

**IMPORTANT:** The FFC connector is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the FFC. The hinged retainer must be opened to release the FFC.

Do not discard this FFC. It must be installed on the replacement DC controller

**Figure 1-1391** Disconnect one the FFC

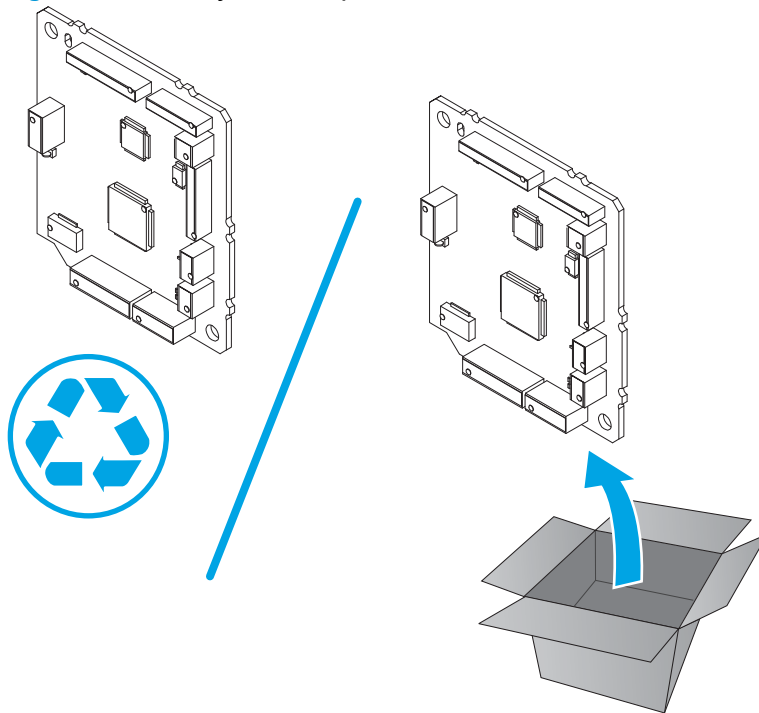


### Step 13: Unpack the replacement assembly

Unpack the replacement part from the packaging.

 **NOTE:** HP recommends responsible disposal of the defective part.


**Figure 1-1392** Recycle and unpack



#### Step 14: Install the DC controller

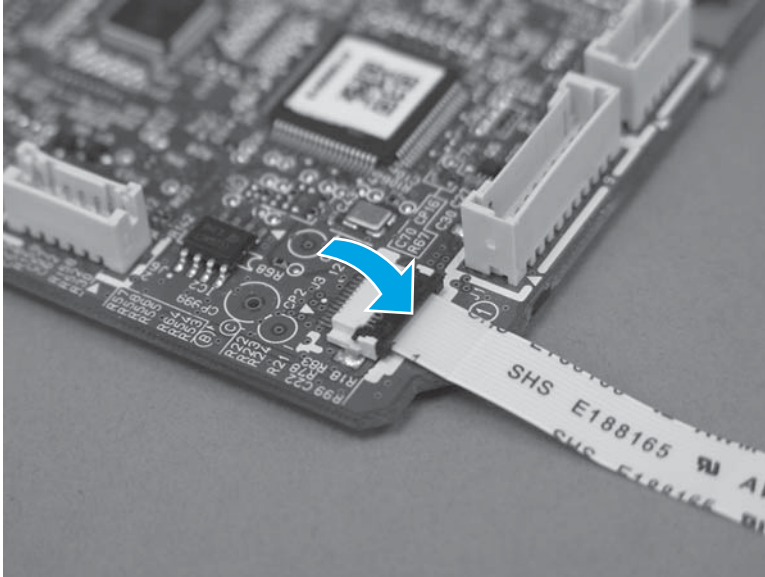
1. Connect the formatter FFC to the replacement DC controller connector.

Make sure that the FFC is fully inserted into the connector body, close the hinged retainer to lock the cable in place, and then slightly tug on the cable to make sure it is securely fastened.

 **IMPORTANT:** The ZIF connector hinged retainer must be in the open position to insert the FFC.

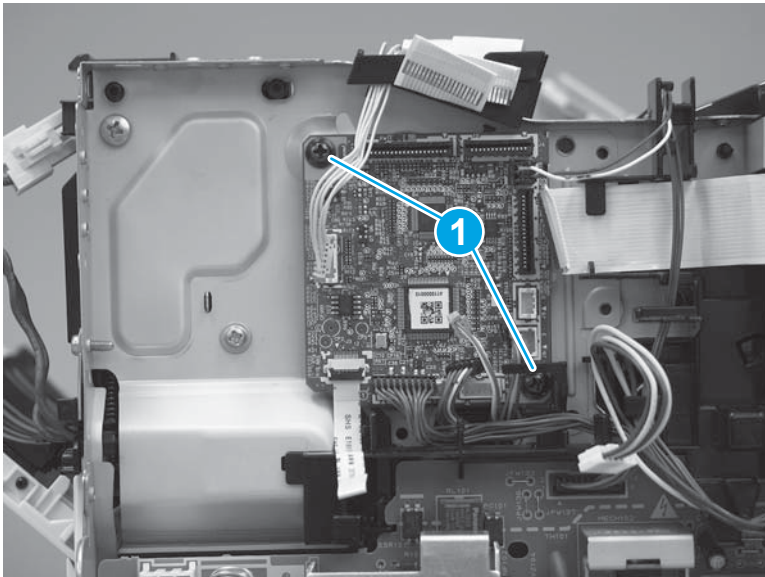


**Figure 1-1393** Connect one the FFC



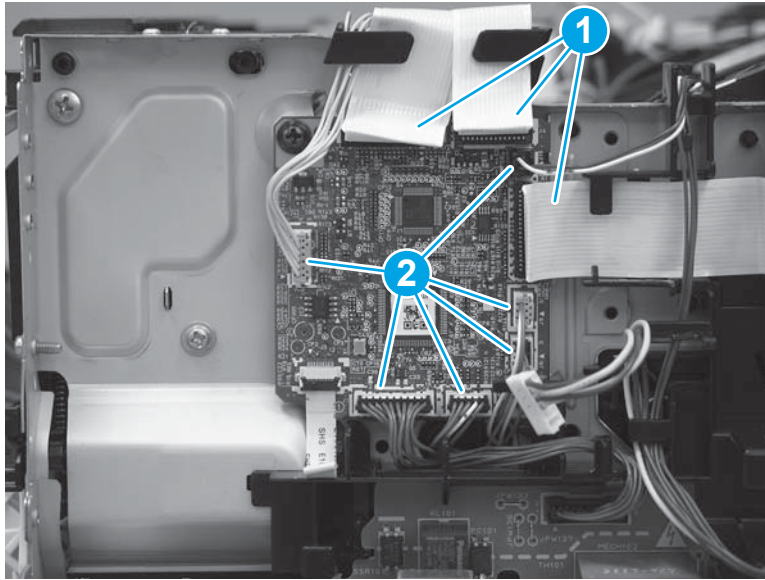
2. Position the DC controller on the printer, and then install two screws (callout 1).

**Figure 1-1394** Install the DC controller




3. Connect three FFCs (callout 1), and six connectors (callout 2).

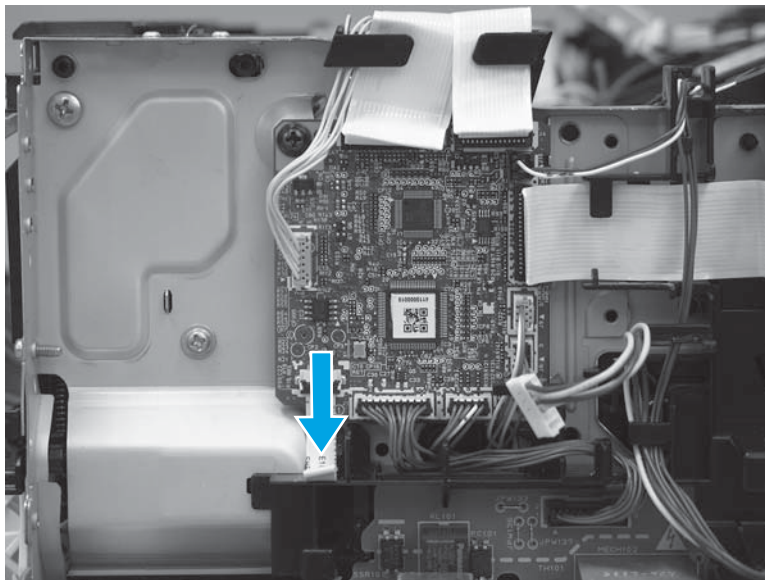
**Figure 1-1395** Connect three FFCs and six connectors



4. Carefully push on the FFC (callout 1) to adhere it to the guide.

 **Reinstallation tip:** The two sided tape on the back side of FFC might need to be replaced if it will not adhere to the guide.

**Figure 1-1396** Adhere the FFC to the guide



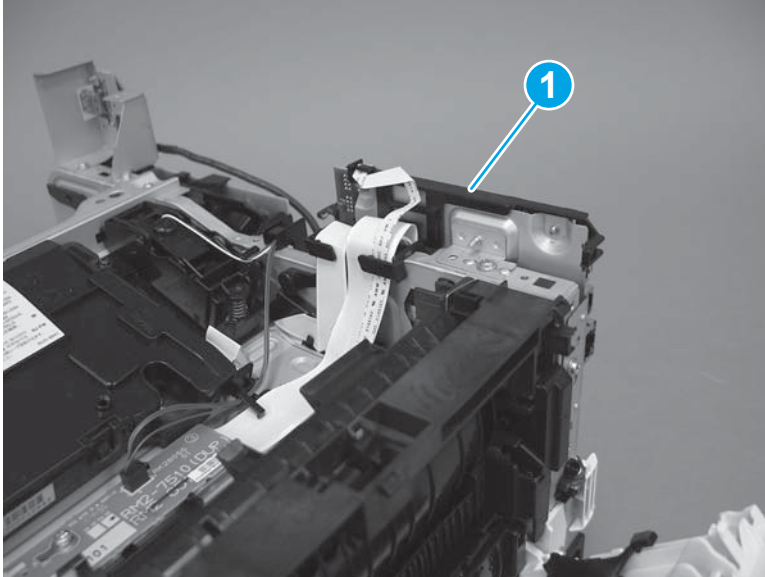
### Step 15: Install the sheet-metal formatter bracket and formatter

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

1. **M427/M426 only:** Remove the guide (callout 1).

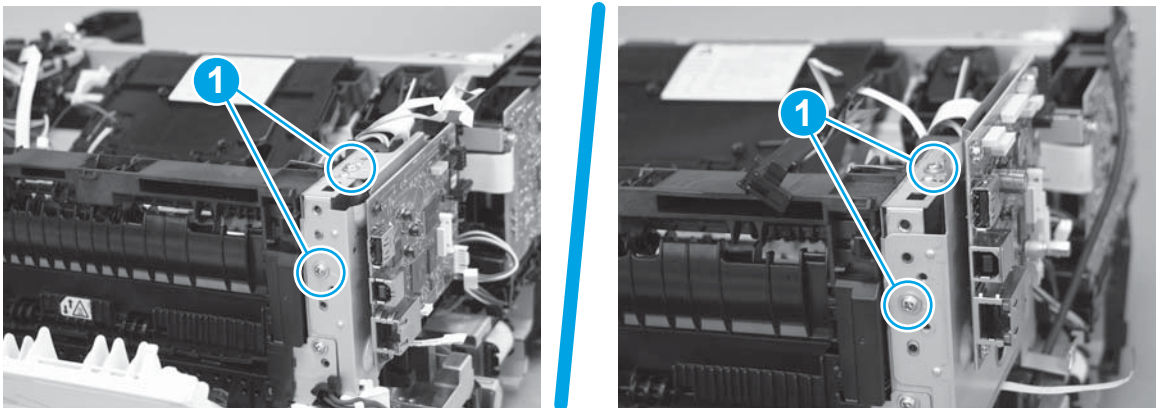


**Figure 1-1397** Remove the guide



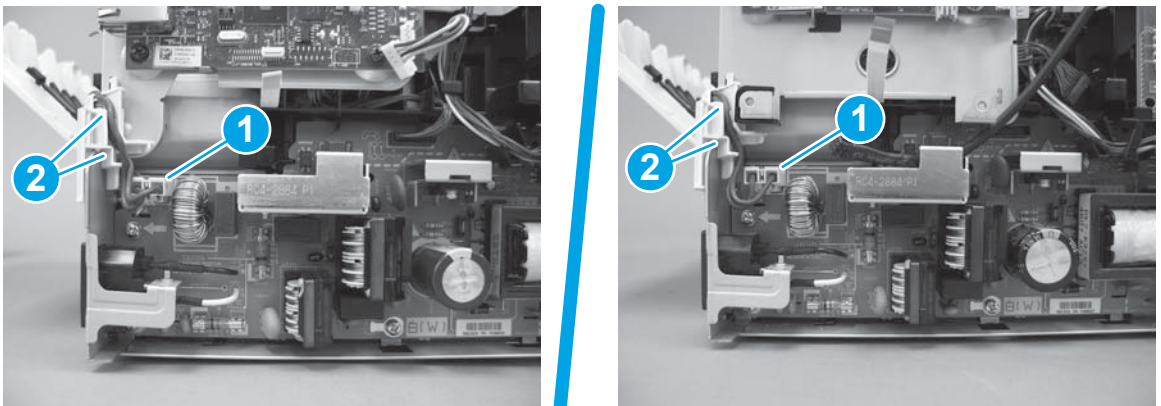
2. Remove two screws (callout 1).

**Figure 1-1398** Remove two screws



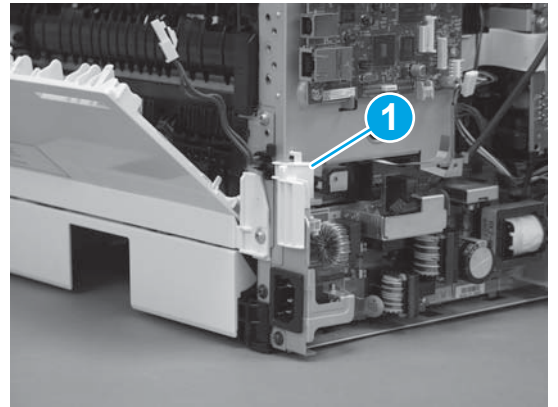
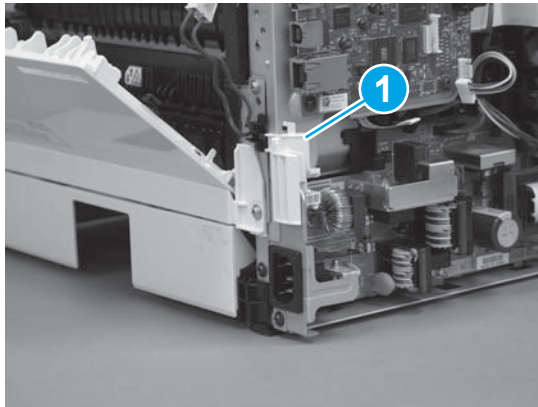
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-1399** Disconnect one connector



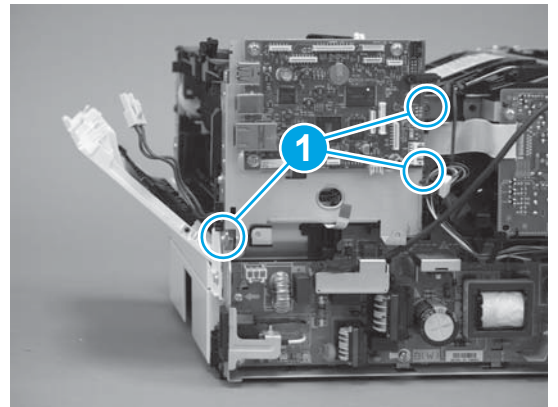
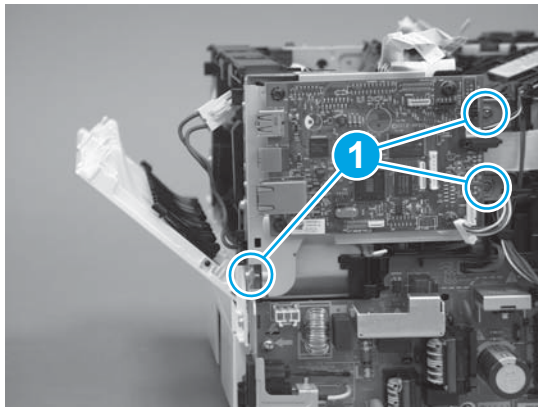
4. Remove the guide (callout 1).

**Figure 1-1400** Remove the guide



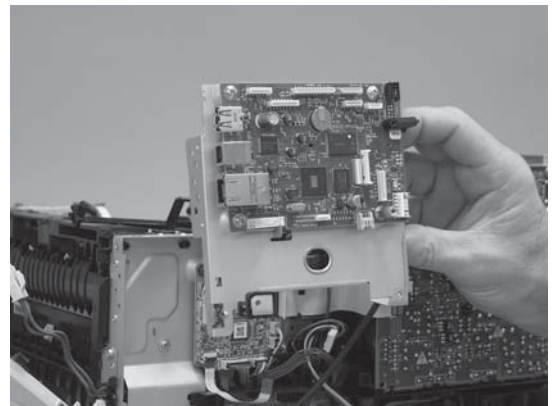
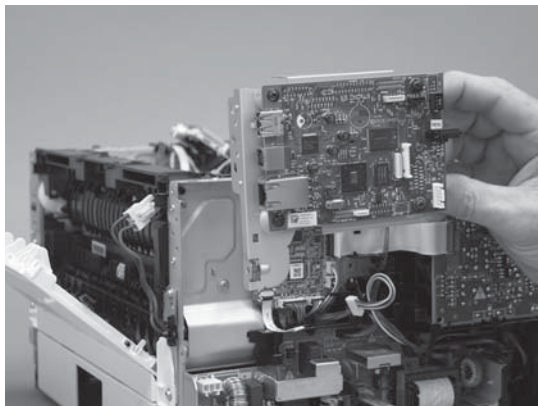
5. Remove three screws (callout 1).

**Figure 1-1401** Remove three screws




6. Remove the sheet-metal bracket and formatter PCA.

**Figure 1-1402** Remove the bracket

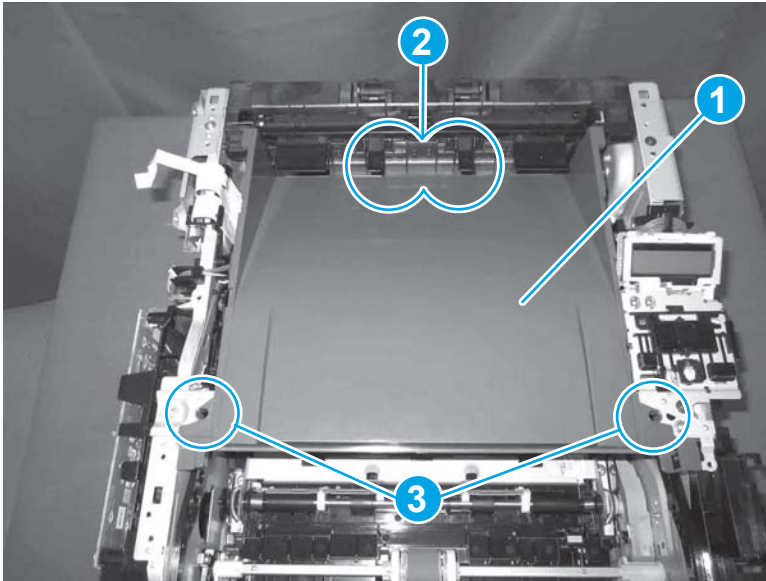


## Step 16: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1403** Engage two tabs

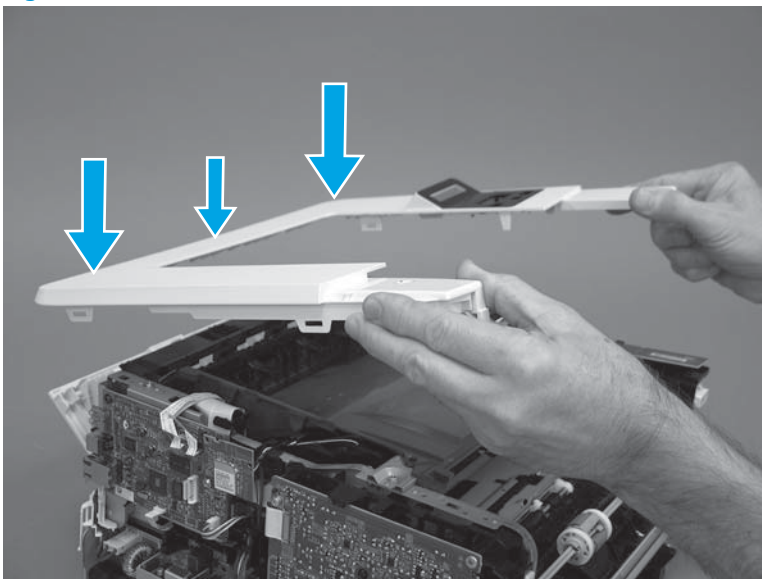


## Step 17: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 18: Install the top cover \(M427/M426\) on page 756](#).

1. Position the rear edge of the cover on the printer.

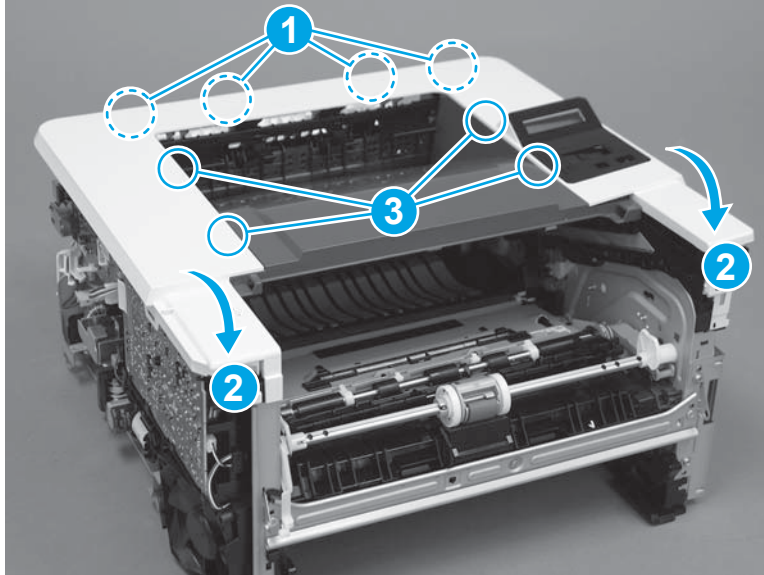
**Figure 1-1404** Install the cover





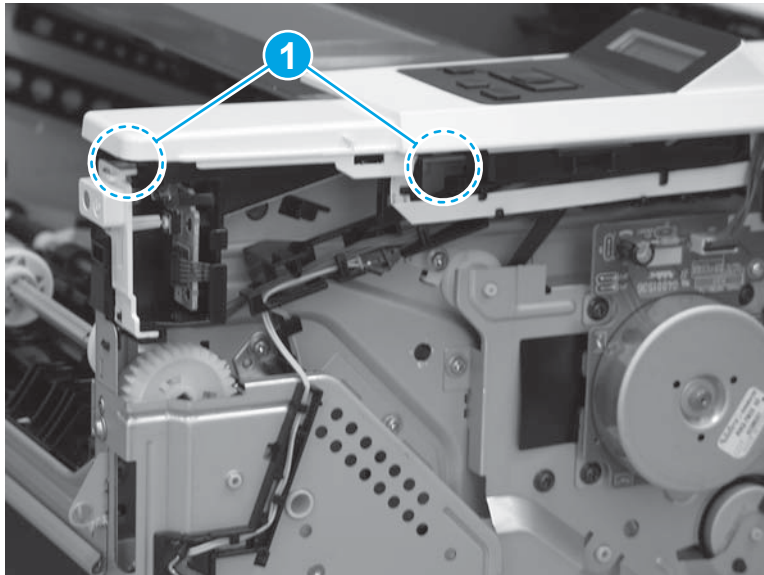
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-1405** Engage four bosses and tabs



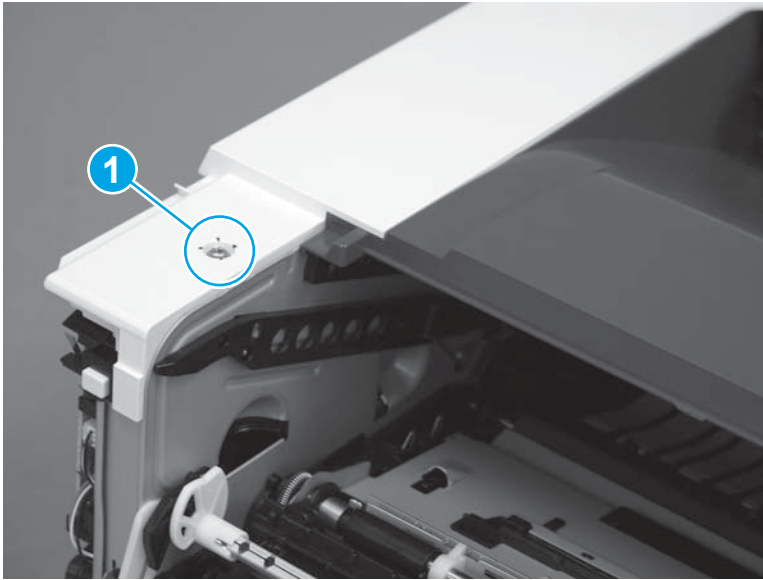
- At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-1406** Engage one boss and one tab




4. Install one screw (callout 1).

**Figure 1-1407** Install one screw

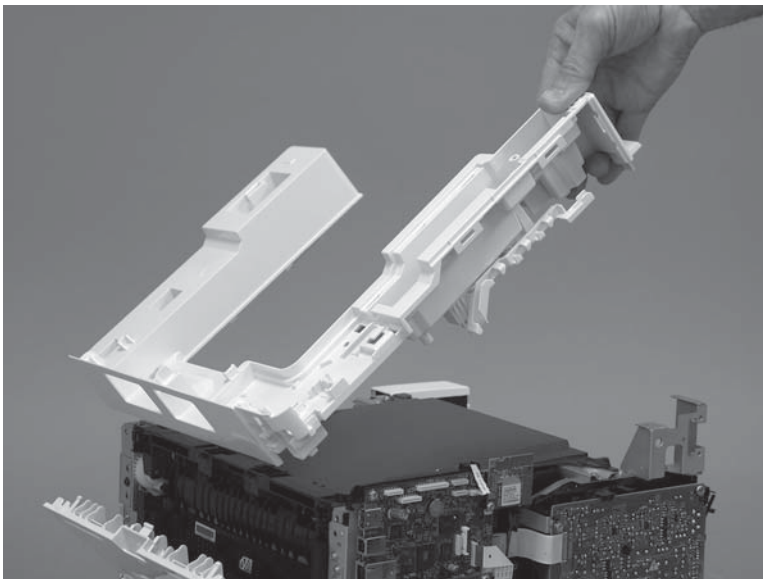


#### Step 18: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 767](#).

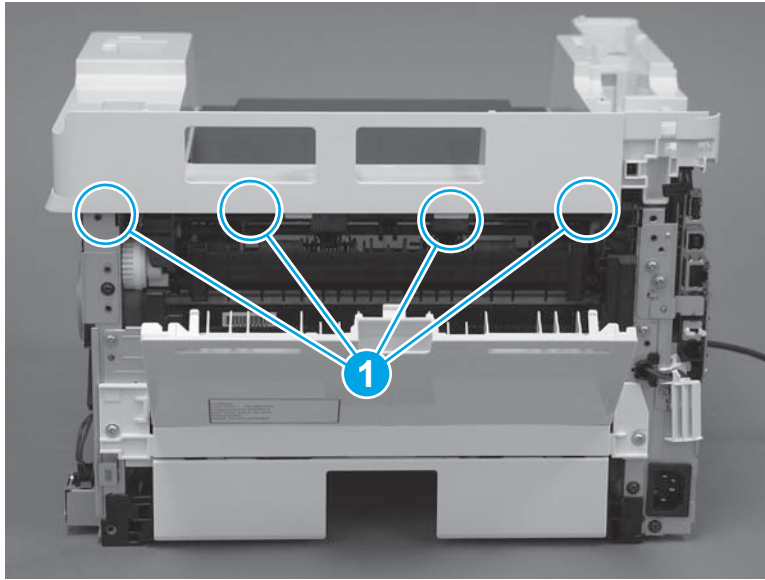
1. Position the rear edge of the top cover on the printer.

**Figure 1-1408** Install the cover



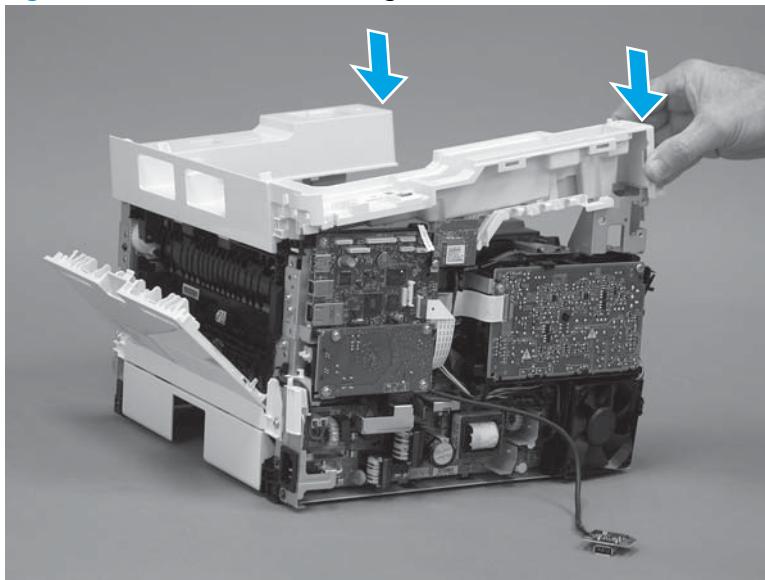
2. Engage four bosses (callout 1).

**Figure 1-1409** Engage four bosses



3. Rotate the front edge of the cover down.

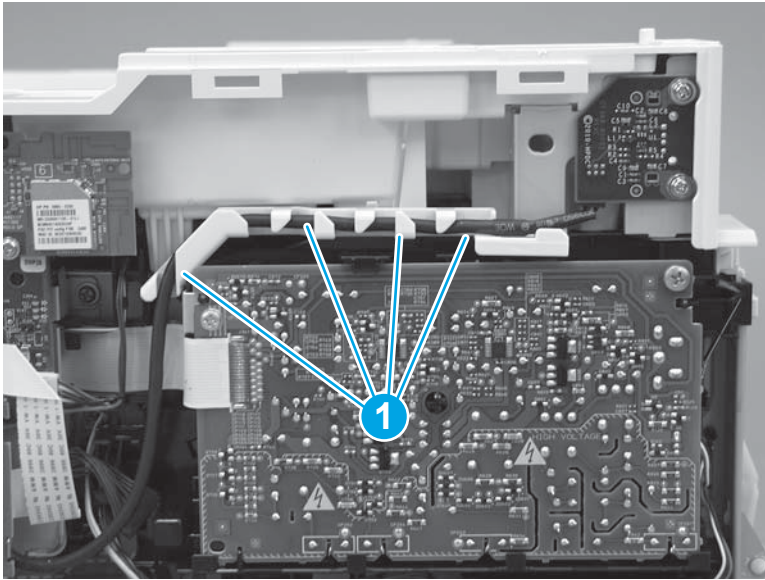
**Figure 1-1410** Rotate the front edge of the cover down





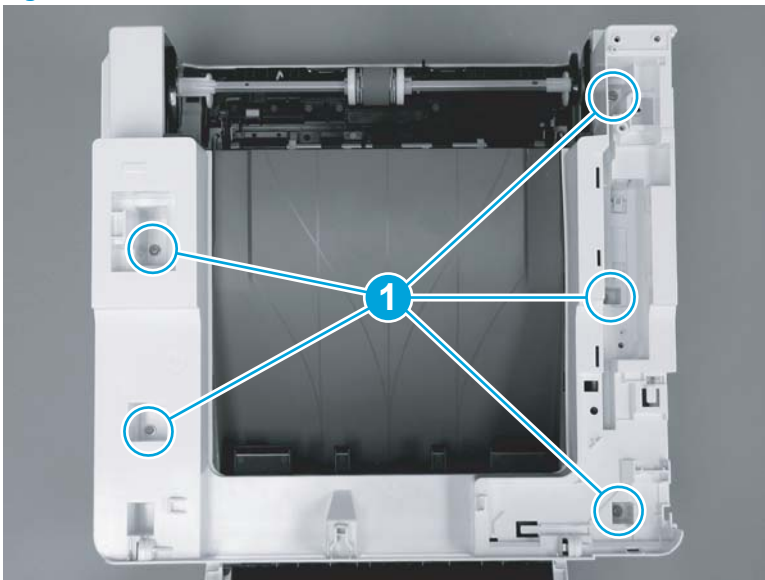
4. Install the USB cable (callout 1) in the guide.

**Figure 1-1411** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-1412** Install five screws

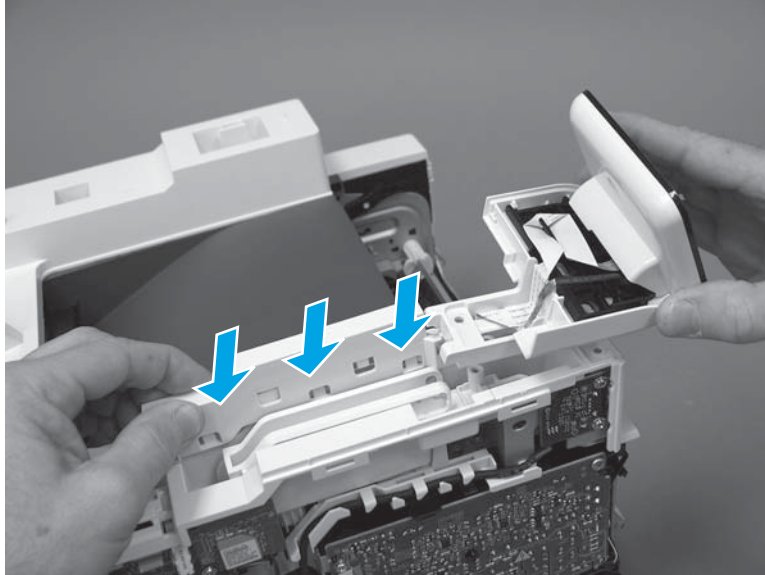


### Step 19: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 767](#).

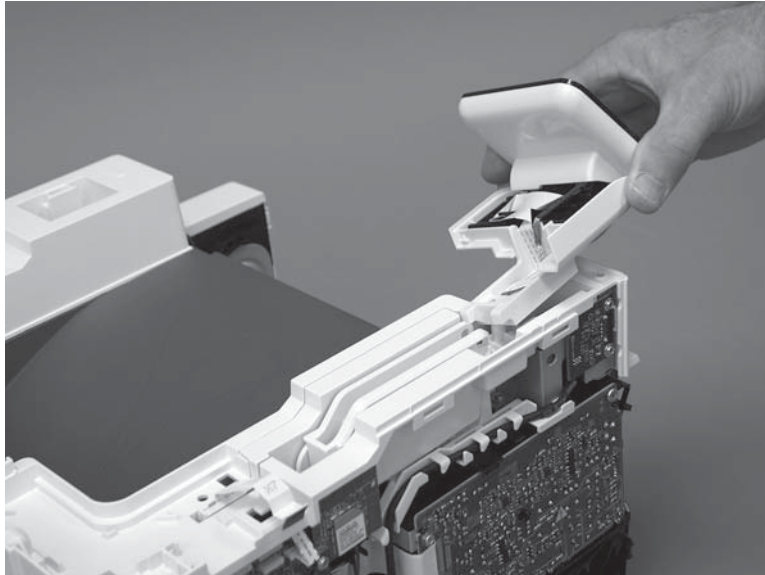
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-1413** Install the control-panel FFC cover



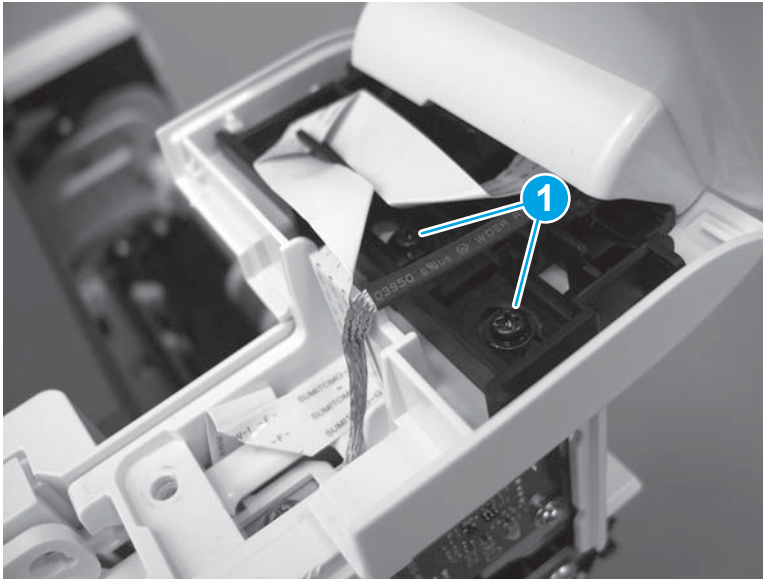
2. Install the control-panel assembly on the top cover.

**Figure 1-1414** Install the control-panel assembly



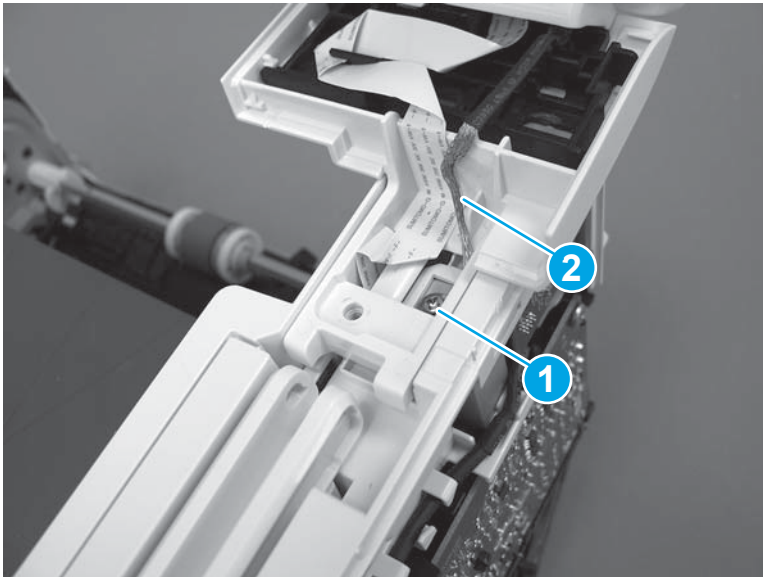
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-1415** Install two screws



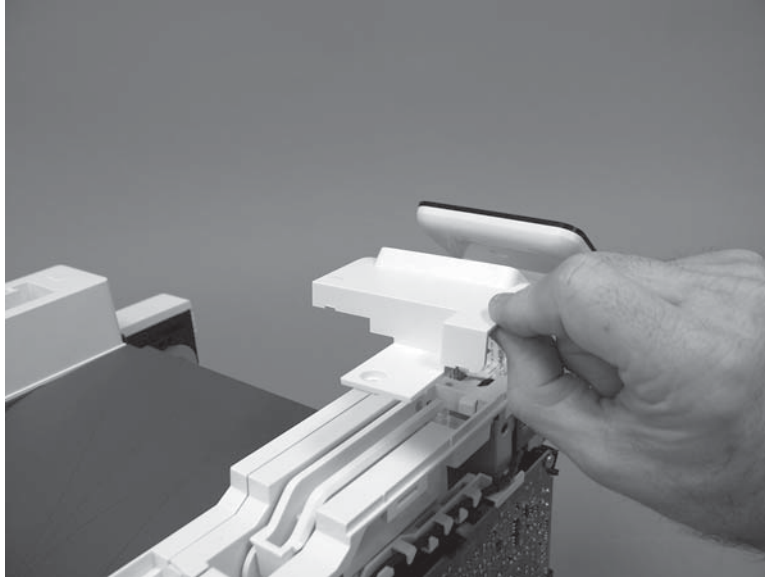
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-1416** Remove one screw



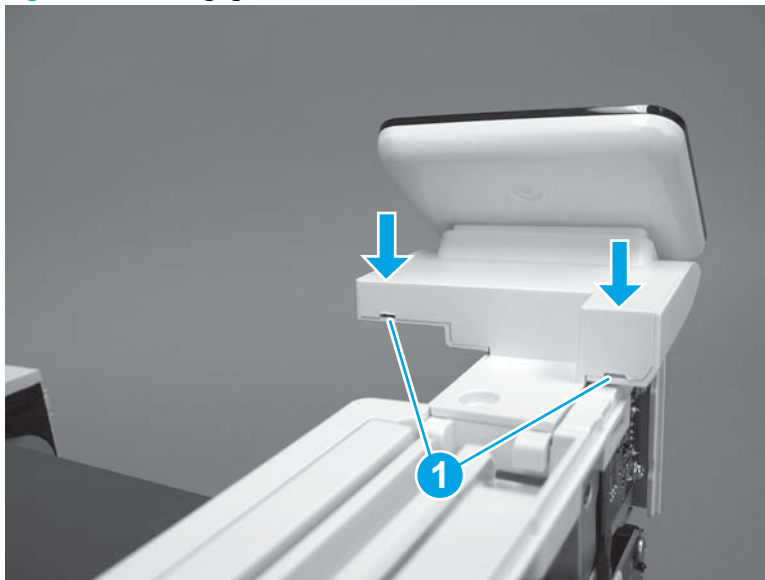
5. Install the control-panel cable cover.

**Figure 1-1417** Install the cover



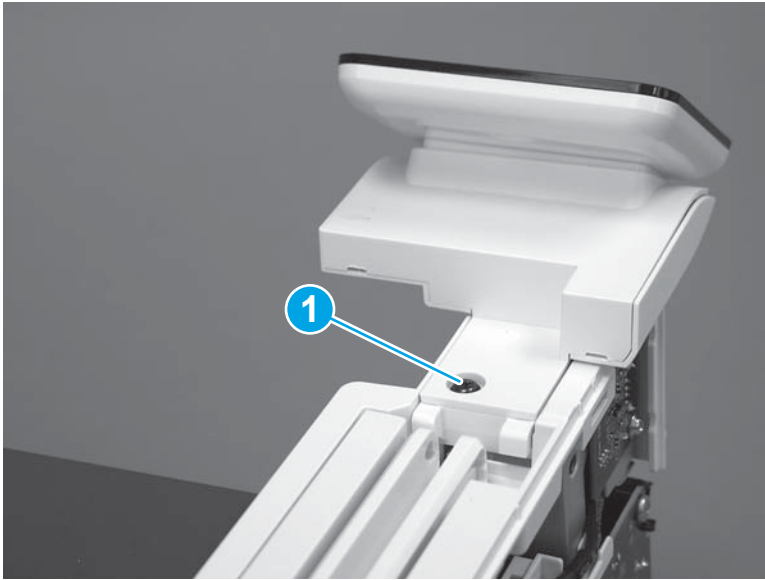
6. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-1418** Engage two tabs



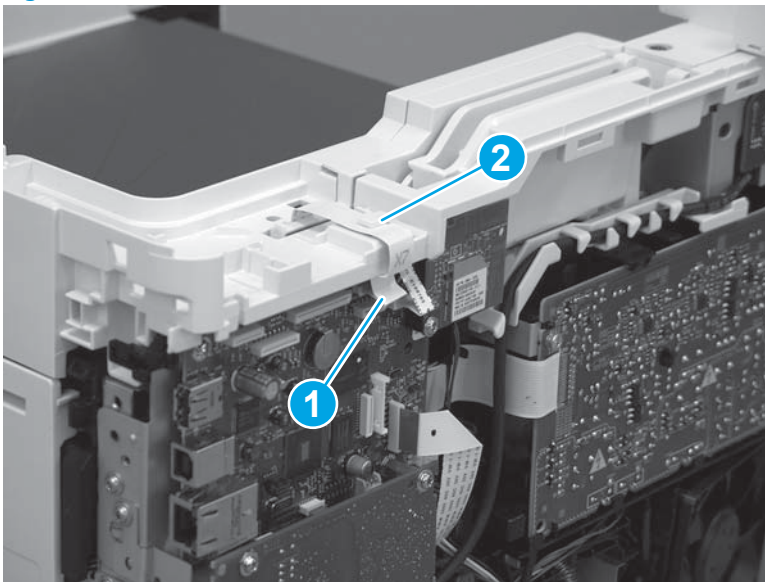
7. Install one screw (callout 1).

**Figure 1-1419** Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-1420** Connect one connector




### Step 20: Install the integrated scanner assembly (M427/M246)

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 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 767](#).

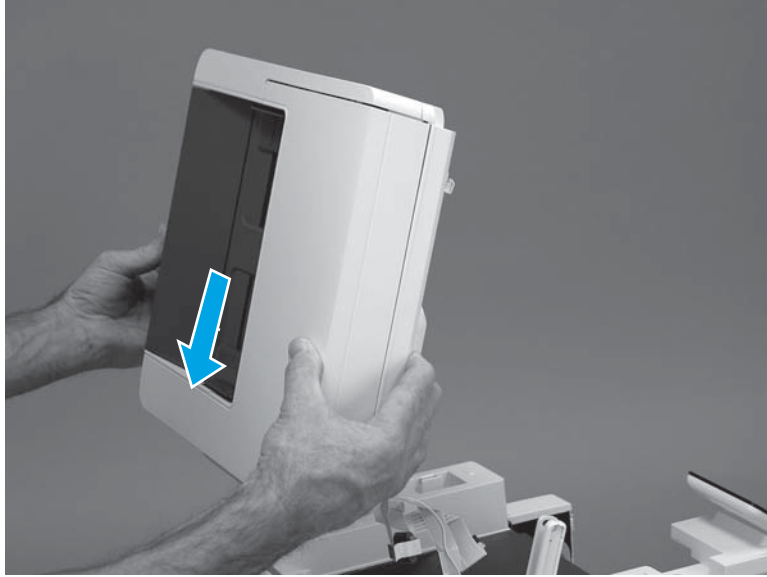
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 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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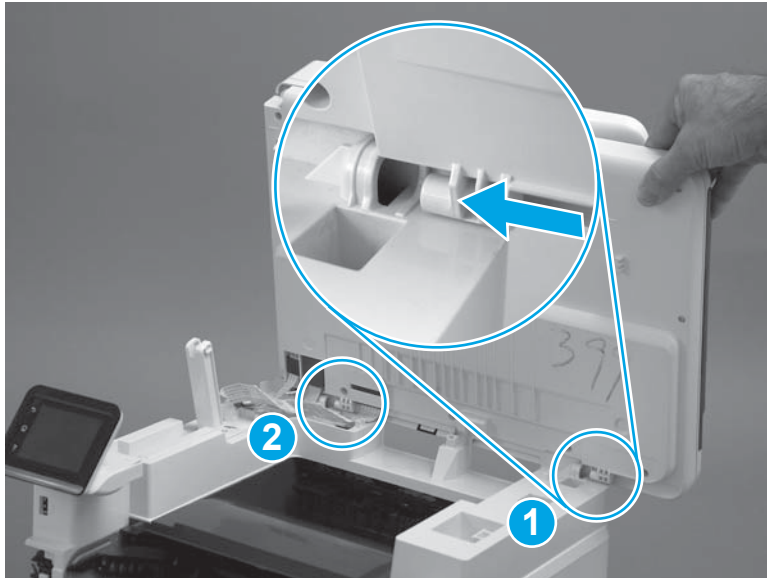
1. Position the ISA on the printer.

**Figure 1-1421** Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

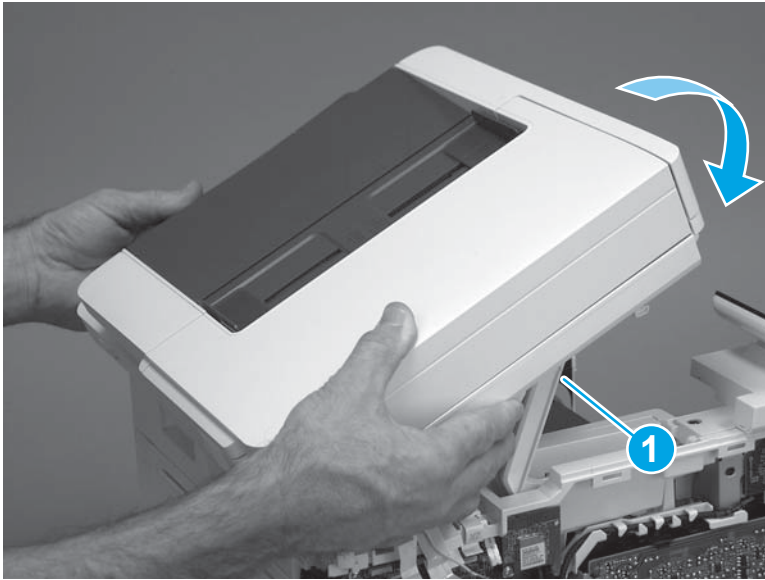
**Figure 1-1422** Engage the hinge pins with the holders





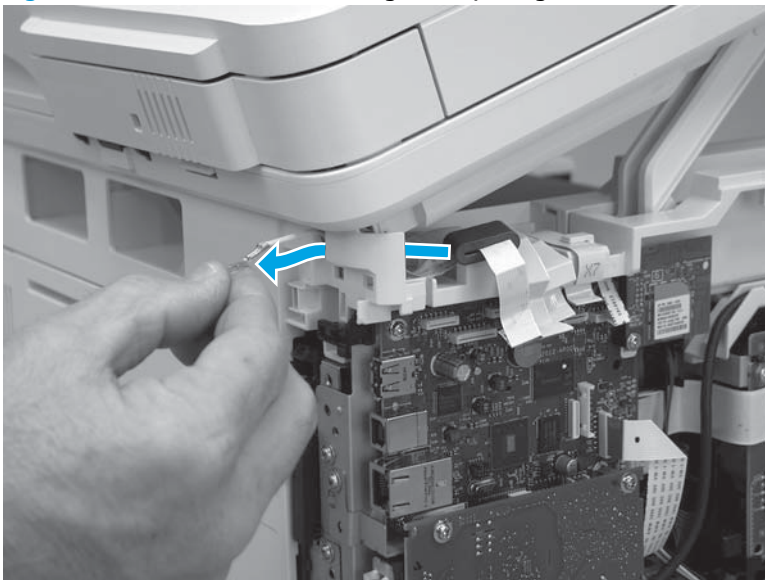
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-1423** Rotate the ISA towards the front of the printer



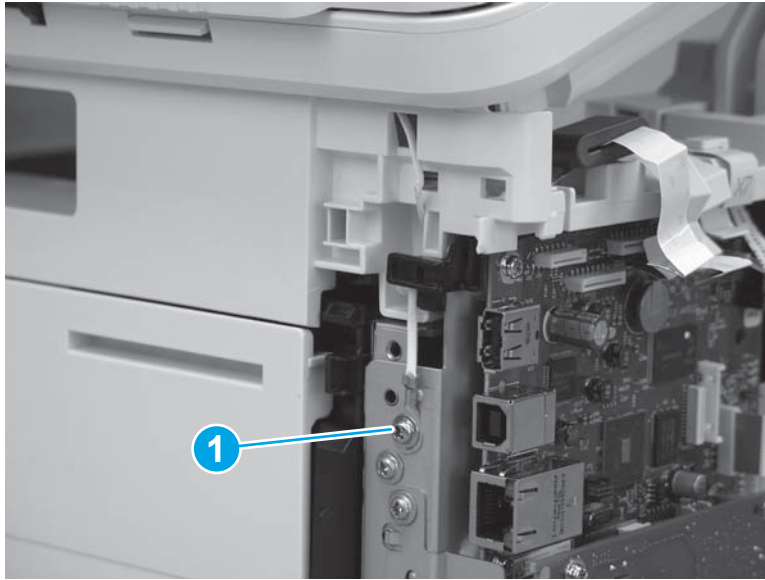
4. Pass the ground wire through the opening in the top cover.

**Figure 1-1424** Pass the wire through the opening




5. Install one screw (callout 1).

**Figure 1-1425** Install one screw



6. Install the ISA lift assembly slider pin.

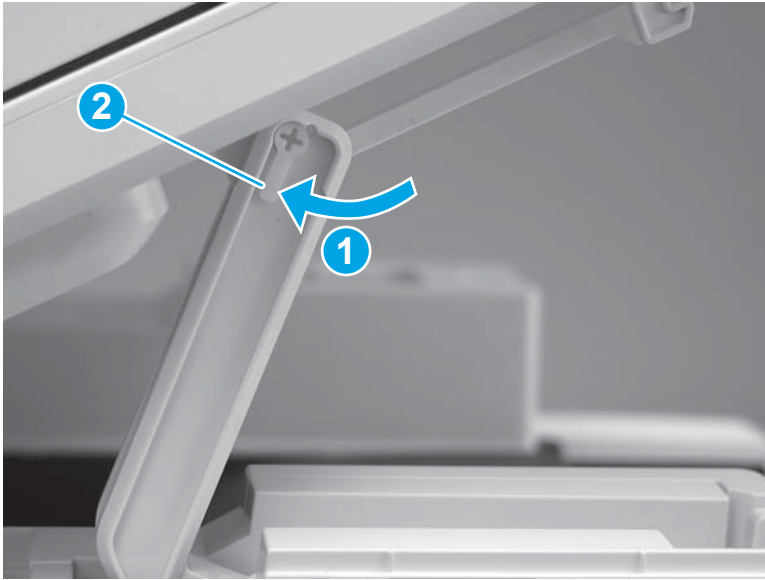
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-1426** Install the slider pin



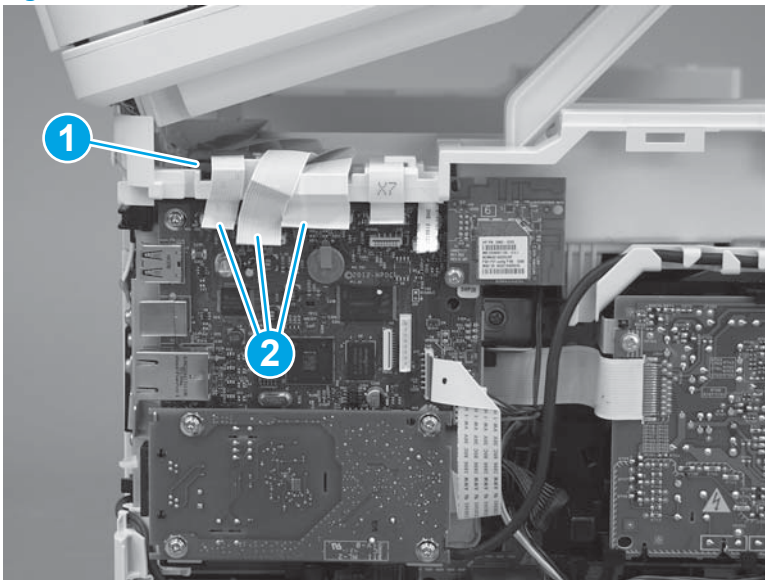
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-1427** Secure the slider pin



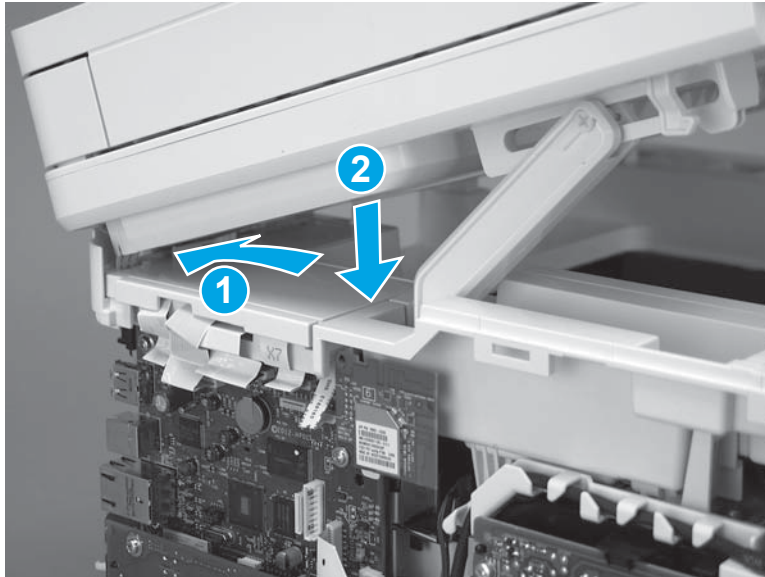
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-1428** Connect three FFCs



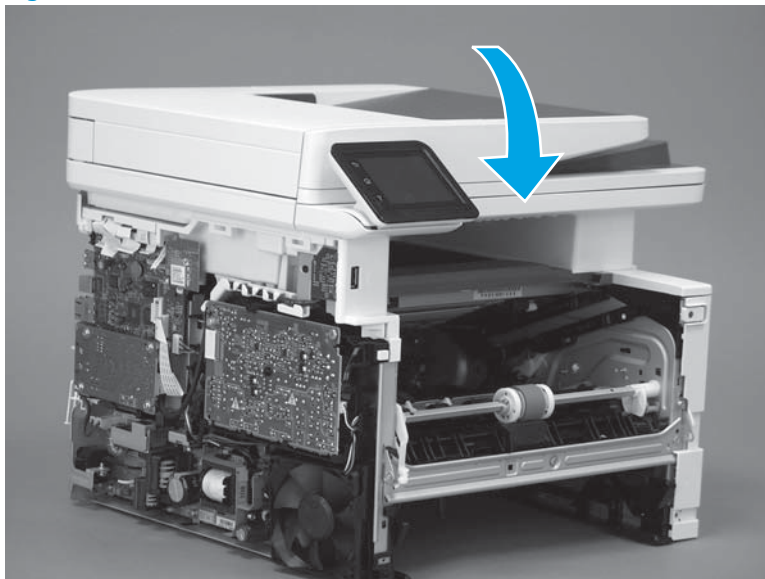
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-1429** Install the ISA FFC cover



10. Lower the ISA.


**Figure 1-1430** Lower the ISA



### Step 21: Install the rear door assembly

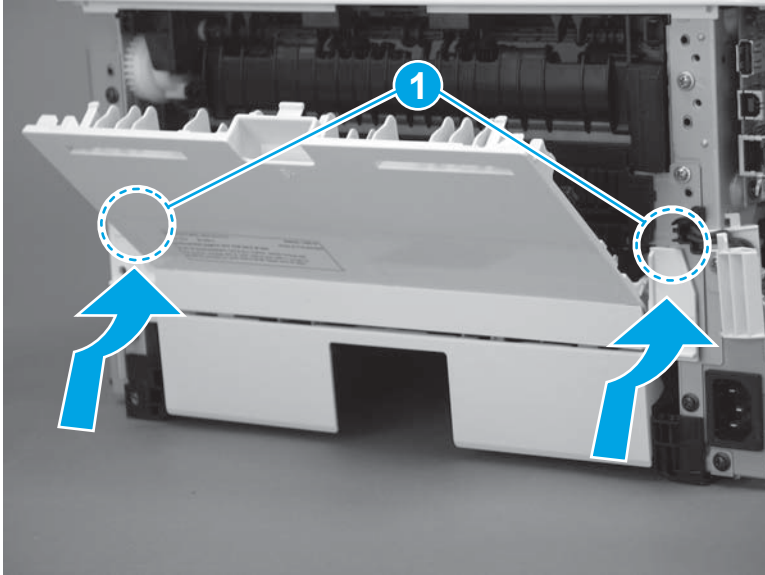
1. At the rear of the printer, position the assembly so that the two tabs (callout 1) are installed in the slots (callout 2) in the chassis.

---

 **NOTE:** **Duplex models only:** Slide the duplex tray into the Tray 2 cavity.

---

**Figure 1-1431** Install the rear cover



2. Install two screws.



**NOTE: Duplex models only:** Reach in from the front of the Tray 2 cavity and raise the feed assembly to the up and locked position so that the rear cover will fit flat against the chassis.

**Figure 1-1432** Install two screws

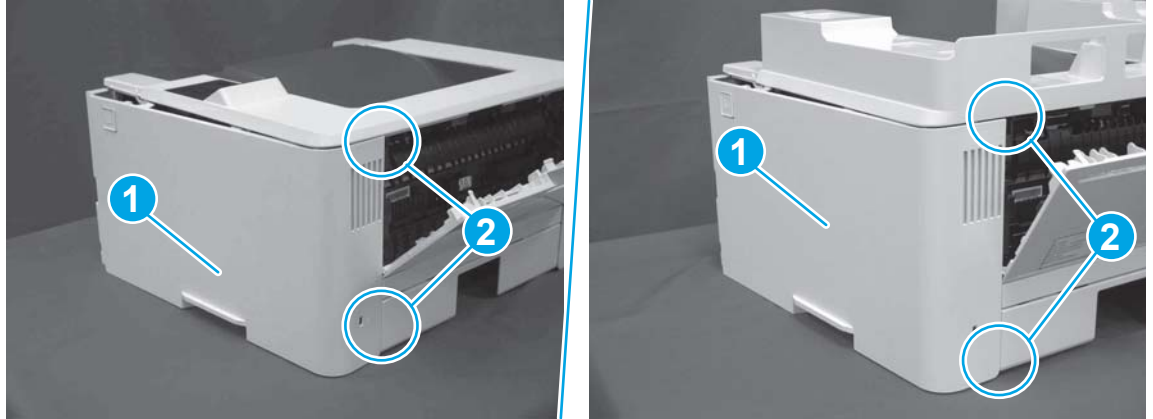


## Step 22: Install the right cover

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

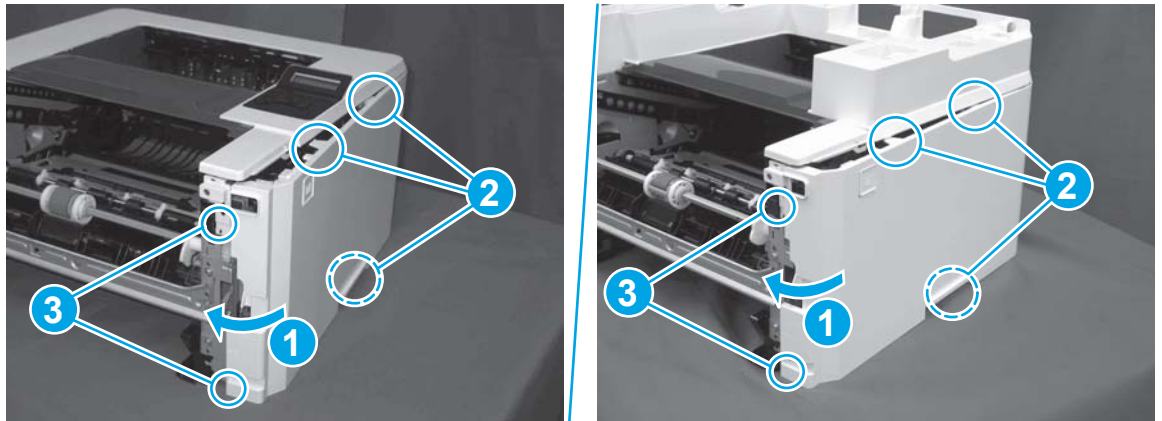


**Figure 1-1433** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-1434** Engage two bosses and one tab

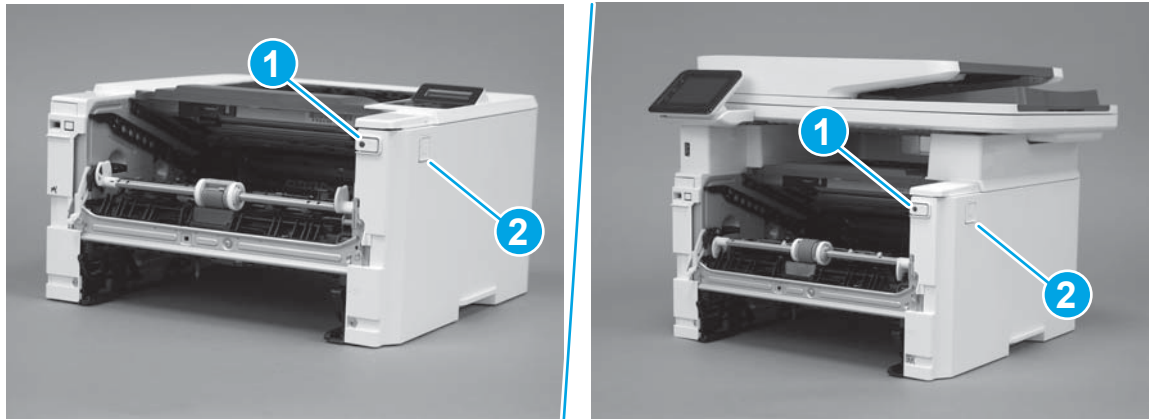


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1435** Check the power switch and cartridge door assembly button





4. Install one screw (callout 1).

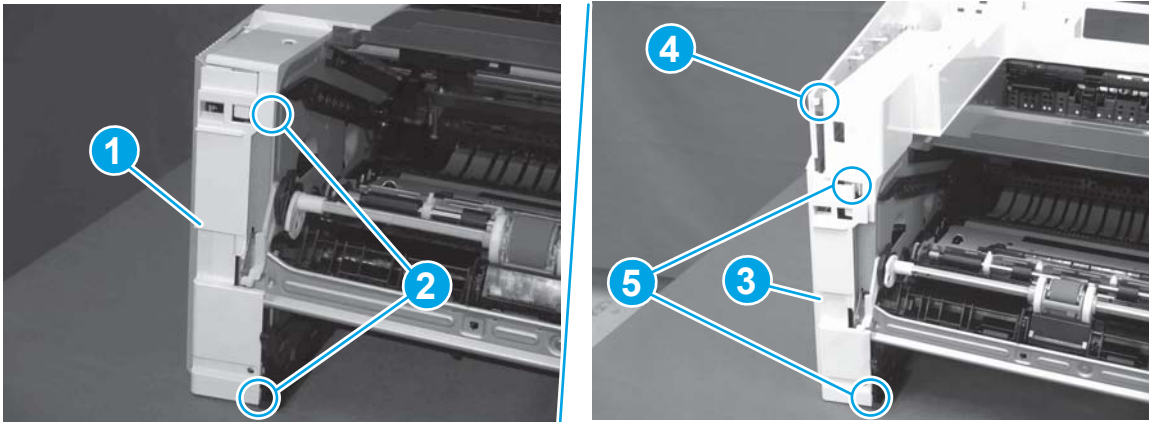
**Figure 1-1436** Install one screw



### Step 23: Install the left cover

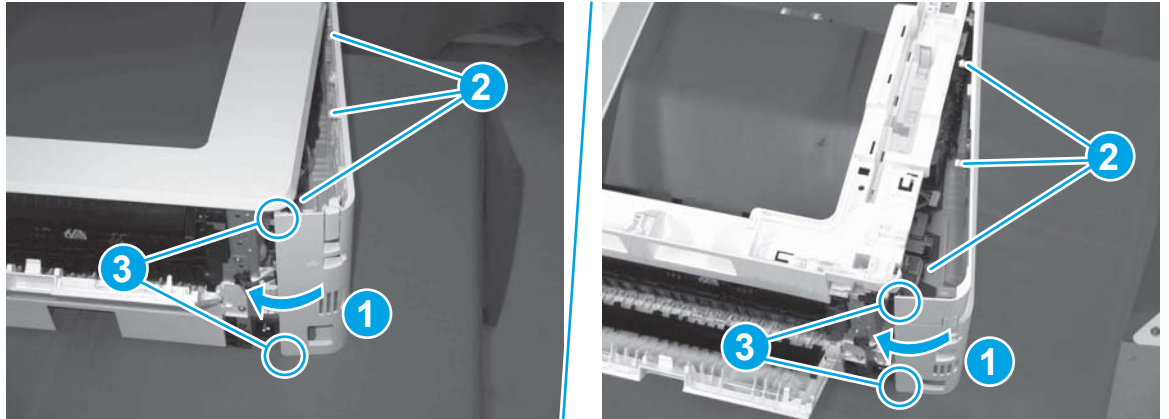
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-1437** Install the cover



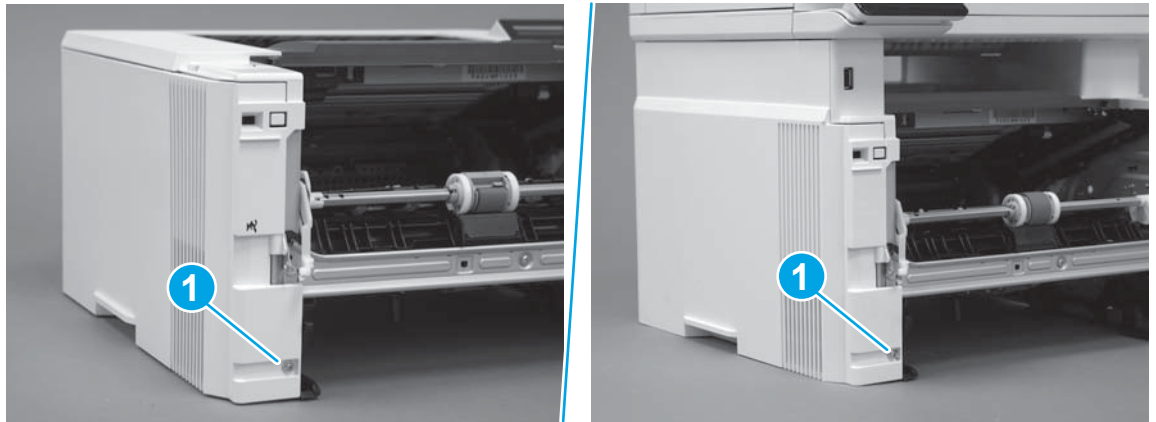
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1438** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-1439** Install one screw

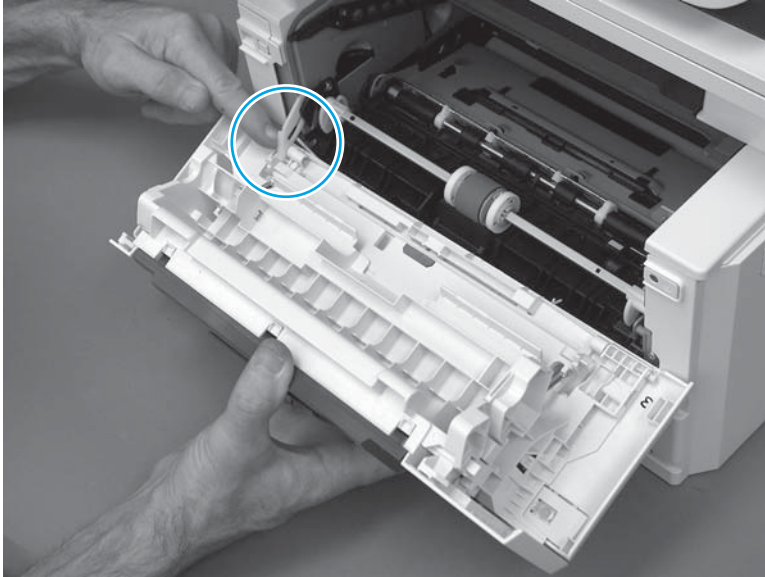


#### Step 24: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

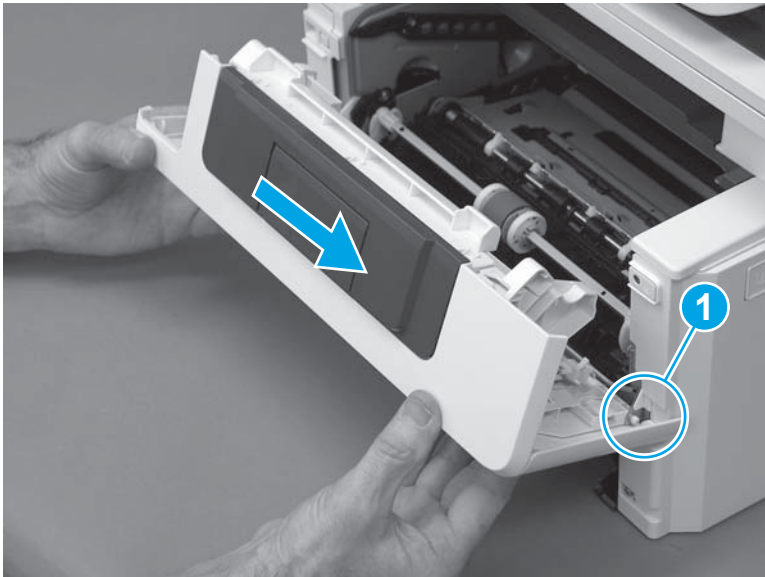
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-1440** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

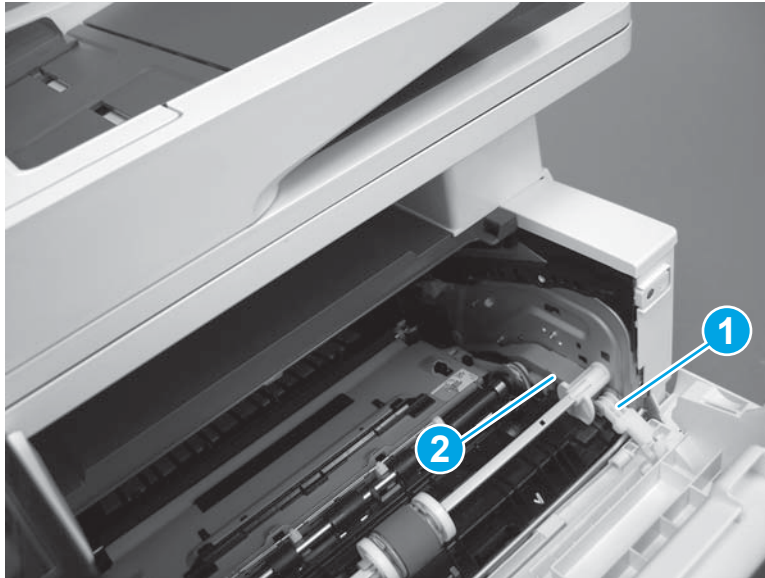
**Figure 1-1441** Install the door



3. Install the link (callout 1).

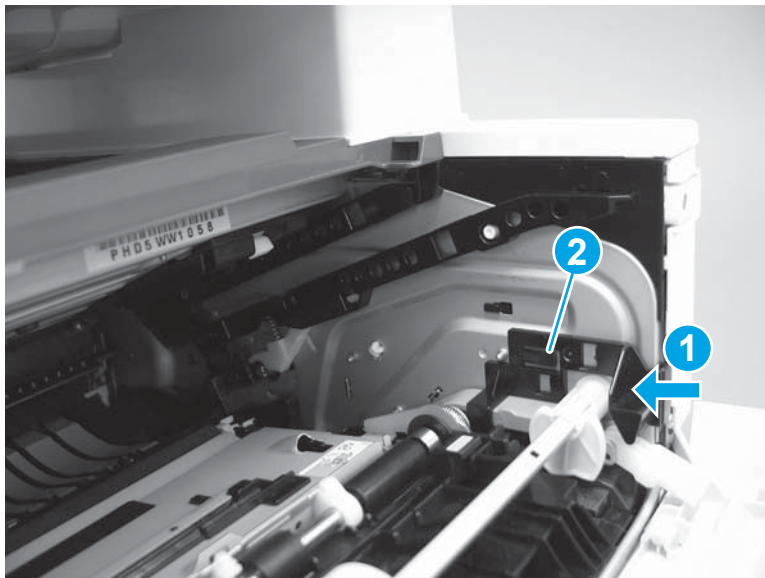
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-1442** Install the pressure-release link



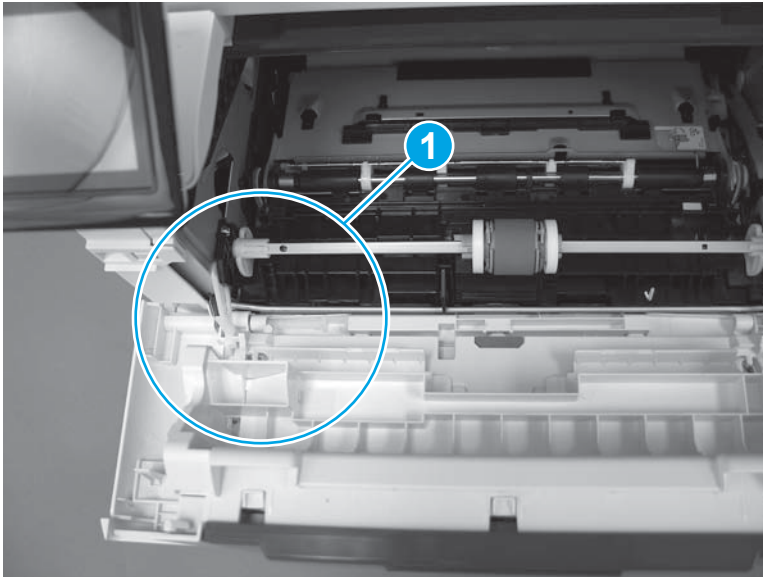
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-1443** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

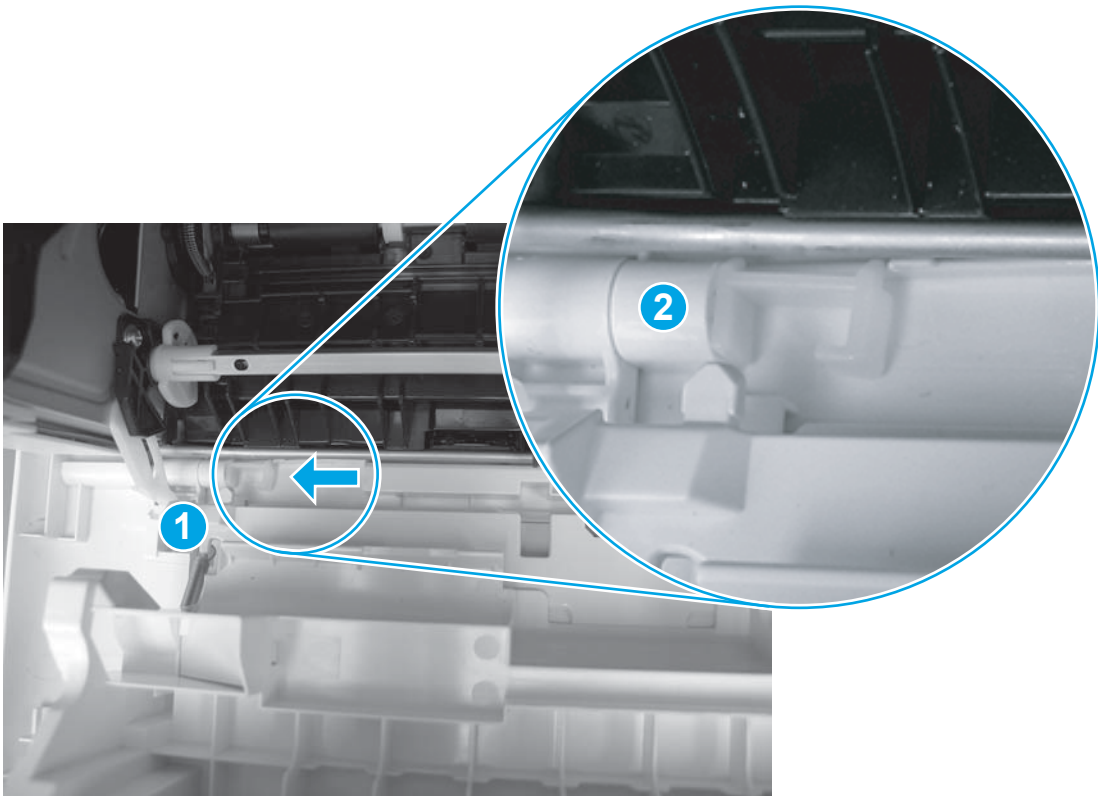
**Figure 1-1444** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1445** Install the support shaft





## Step 25: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1446** Install the tray





## Removal and replacement: Tag-cable assembly (toner-cartridge memory)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 11: Remove the tag-cable assembly \(toner-cartridge memory\)](#)
- [Step 12: Unpack the replacement assembly](#)
- [Step 13: Install the tag-cable assembly \(toner-cartridge memory\)](#)
- [Step 14: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 15: Install the paper delivery tray \(output bin\)](#)
- [Step 16: Install the top cover \(M403/M402\)](#)
- [Step 17: Install the top cover \(M427/M426\)](#)
- [Step 18: Install the control panel \(M427/M246\)](#)
- [Step 19: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 20: Install the right cover](#)
- [Step 21: Install the left cover](#)
- [Step 22: Install the cartridge door assembly](#)
- [Step 23: Install Tray 2](#)

### Introduction

This document provides the procedures to remove and replace the tag-cable assembly (toner-cartridge memory).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

**⚠ WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Tag-cable assembly (toner-cartridge memory) part number	
RM2-5426-000CN	Tag-cable assembly (toner-cartridge memory)

### Required tools

- #2 Phillips screwdriver with a magnetic tip.
- 5.5 mm (0.22 inch) socket 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1447** Remove the tray



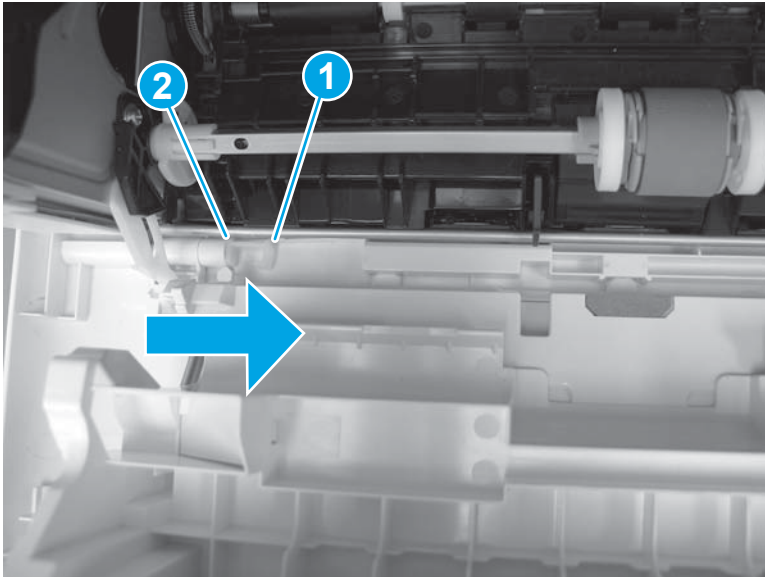
## Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-1448** Release the support shaft



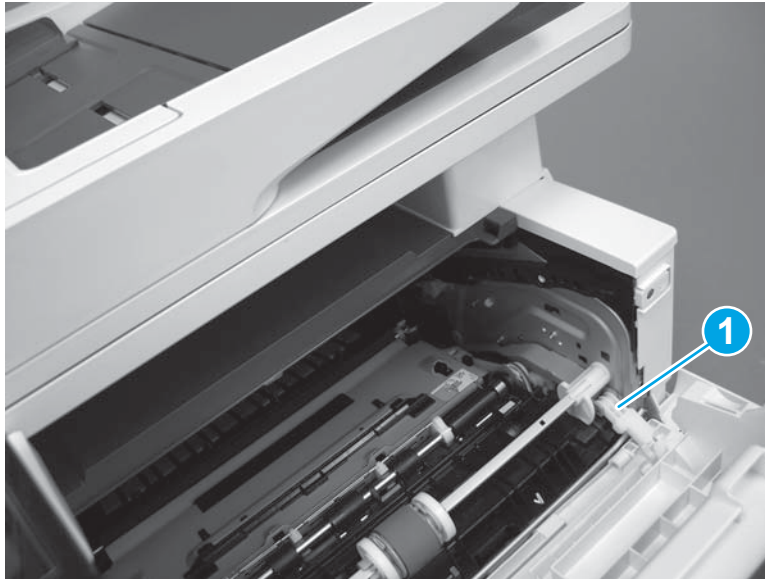
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1449** Remove the guide



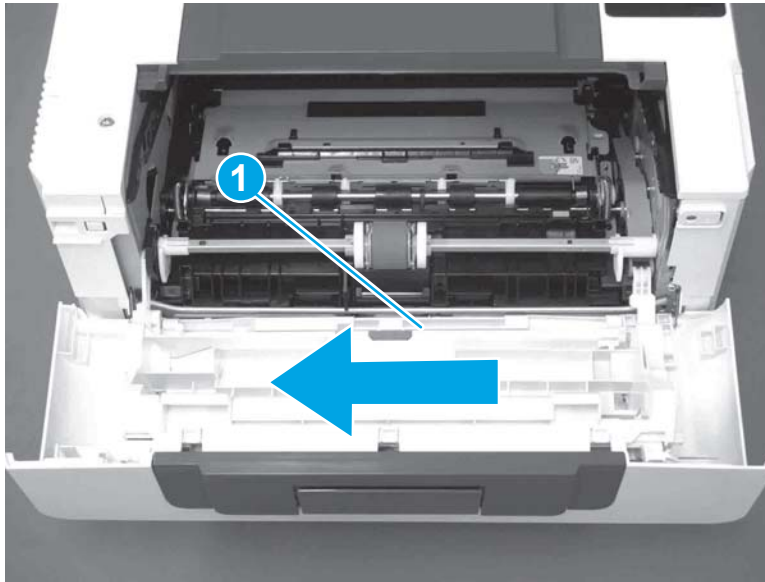
3. Remove the link arm (callout 1).

**Figure 1-1450** Remove the link arm



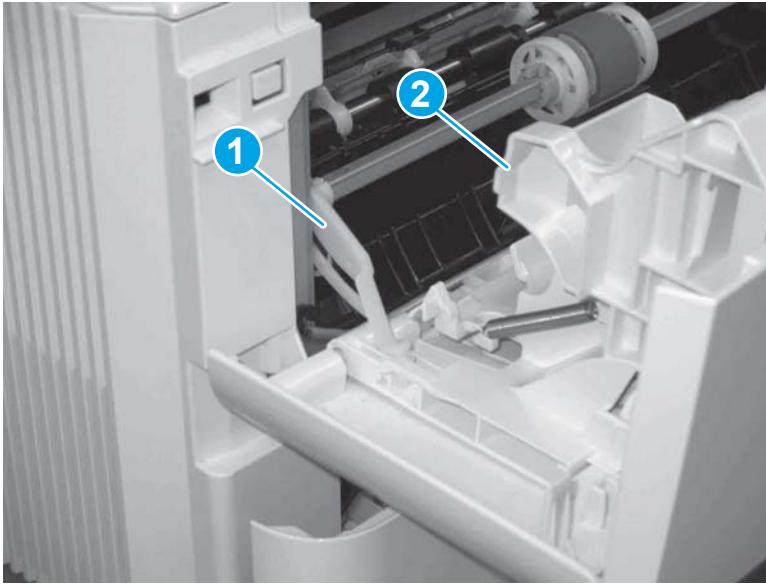
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1451** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

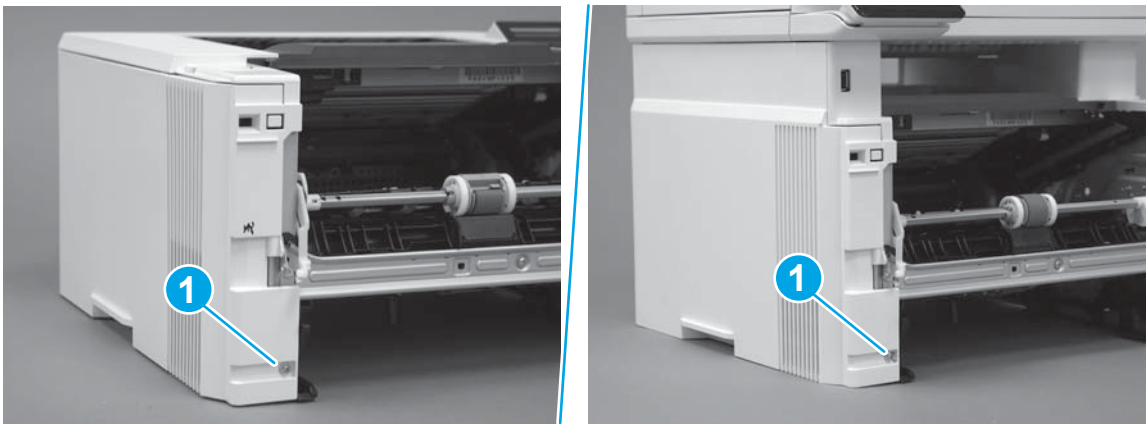
**Figure 1-1452** Release the left-side retainer arm



**Step 3: Remove the left cover**

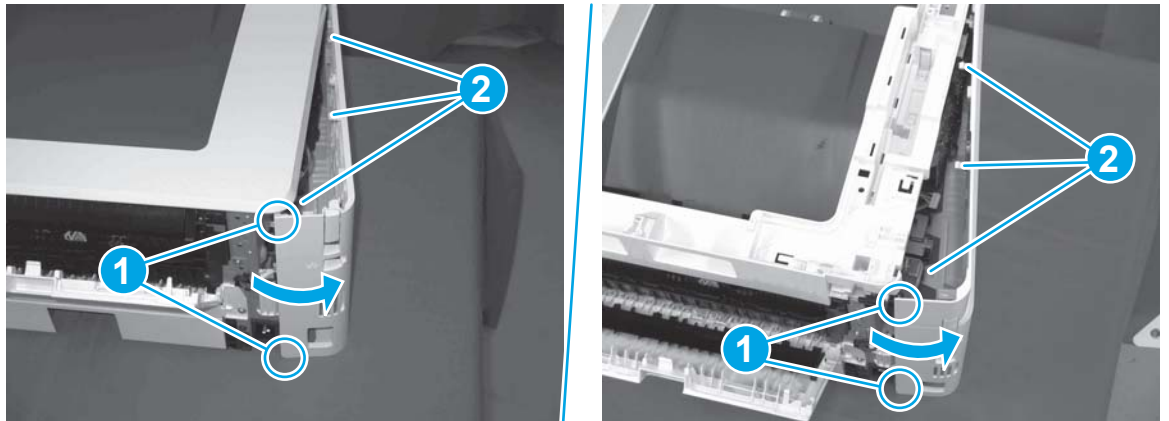
1. Remove one screw (callout 1).

**Figure 1-1453** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1454** Release two bosses and three tabs

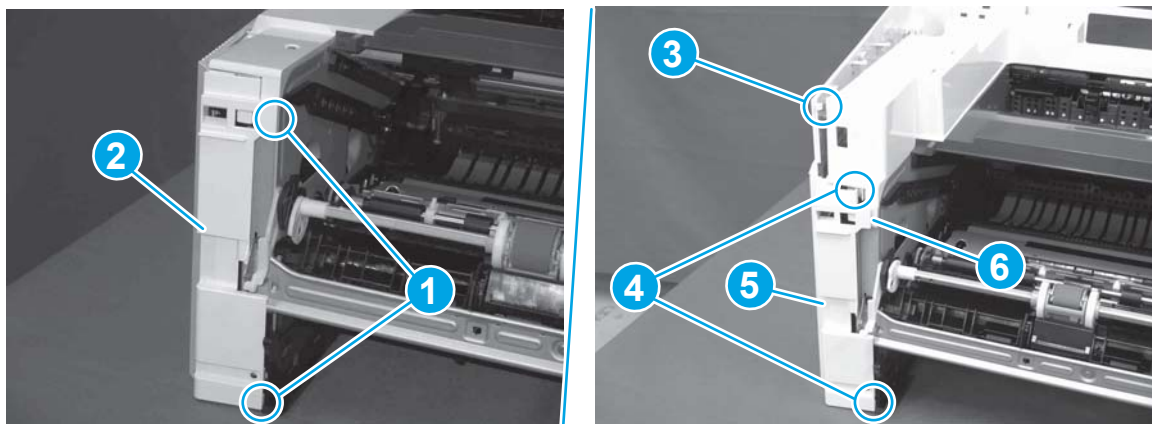


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-1455** Remove the cover



#### Step 4: Remove the right cover

1. Remove one screw (callout 1).

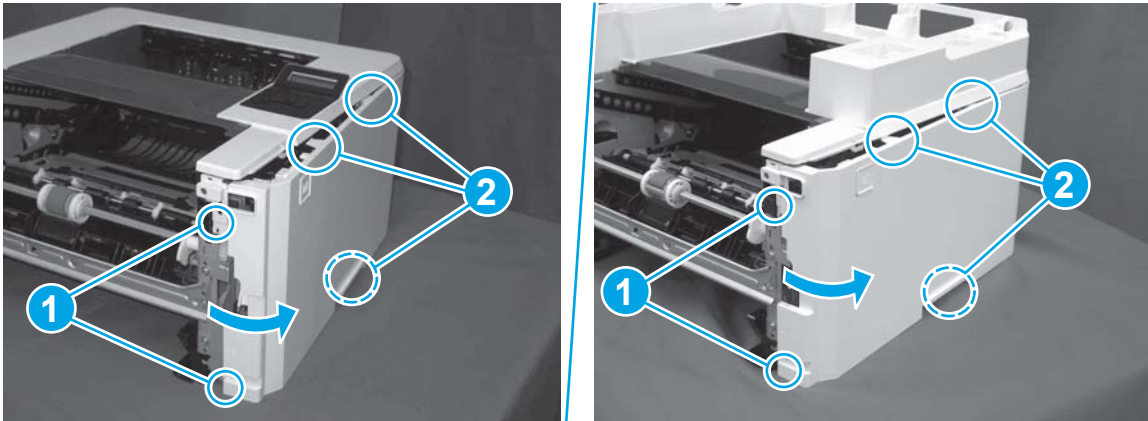


**Figure 1-1456** Remove one screw



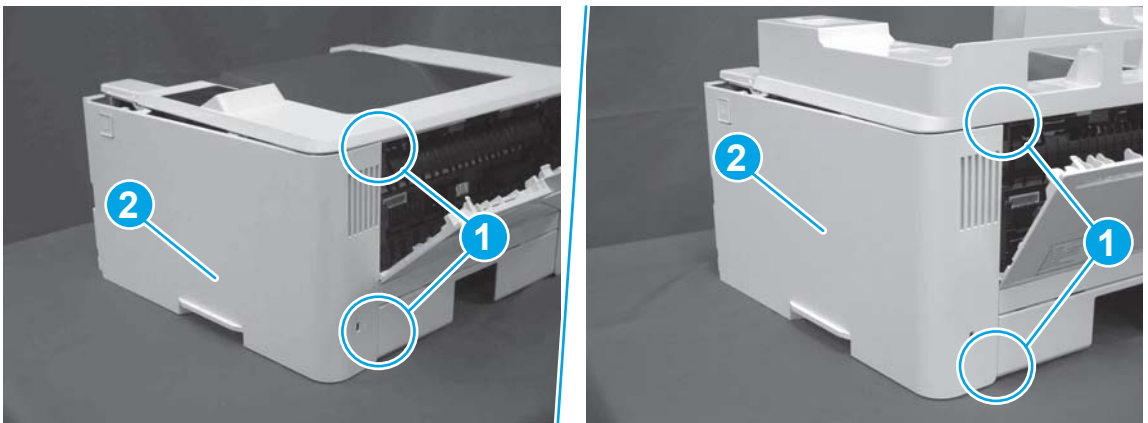
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1457** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).


**Figure 1-1458** Remove the cover



### Step 5: Remove the integrated scanner assembly (M427/M246)

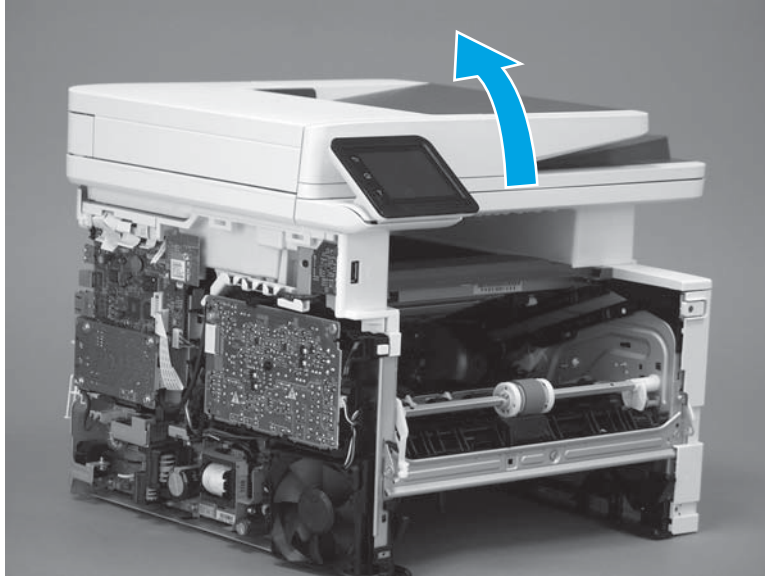


**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 792.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

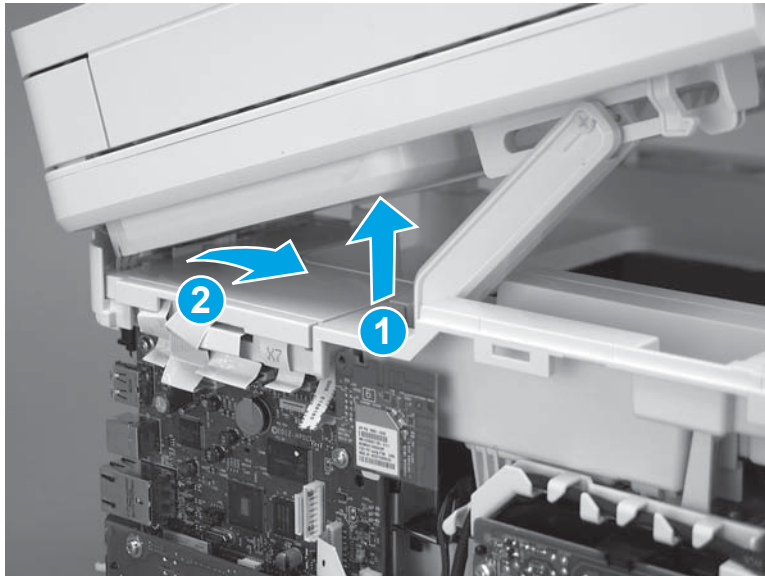
1. Raise the ISA.

**Figure 1-1459** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

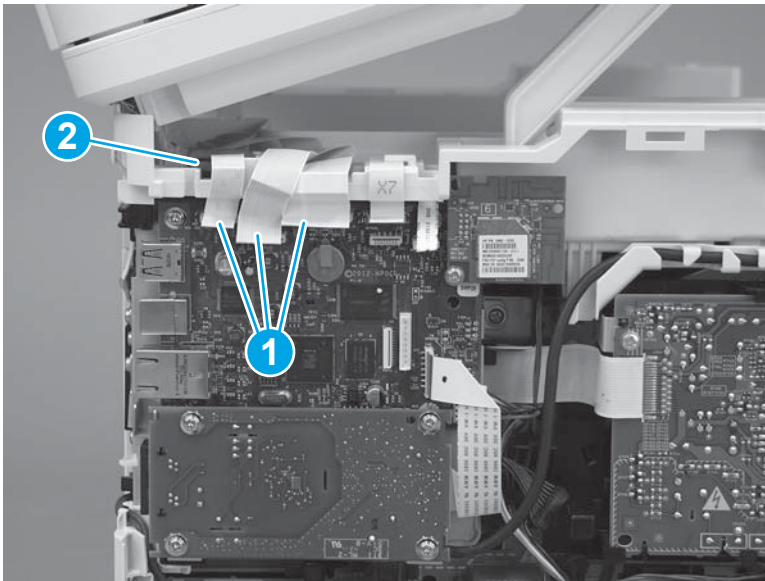
**Figure 1-1460** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

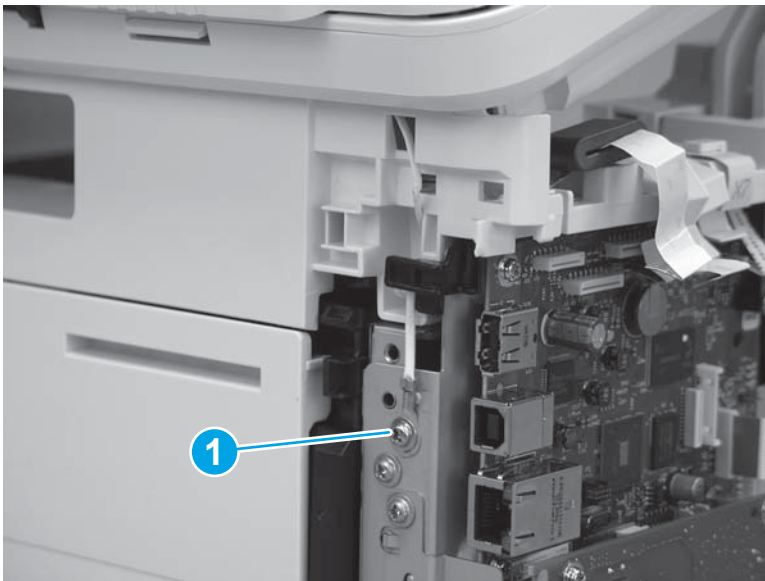
**⚠ CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-1461** Disconnect three FFCs



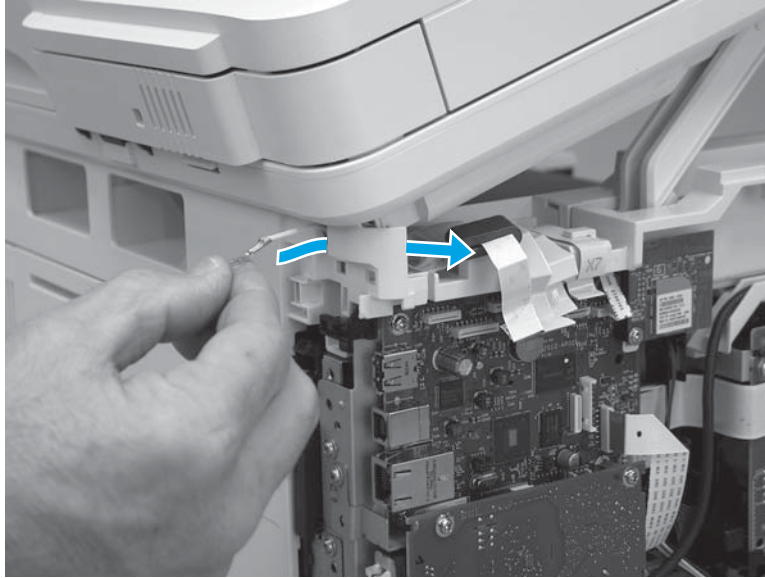
4. Remove one screw (callout 1).

**Figure 1-1462** Remove one screw



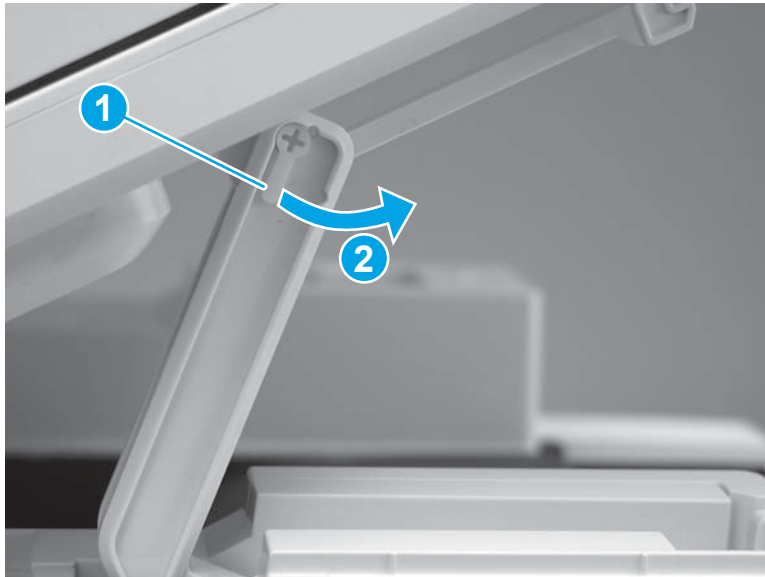
5. Pass the ground wire through the opening in the top cover.

**Figure 1-1463** Pass the wire through the opening



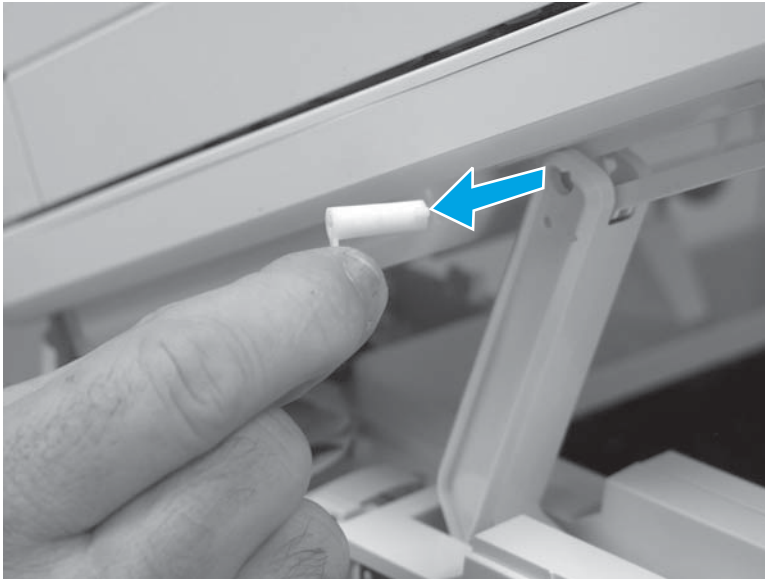
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-1464** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-1465** Remove the slider pin



8. Rotate the ISA towards the rear of the printer until it stops.

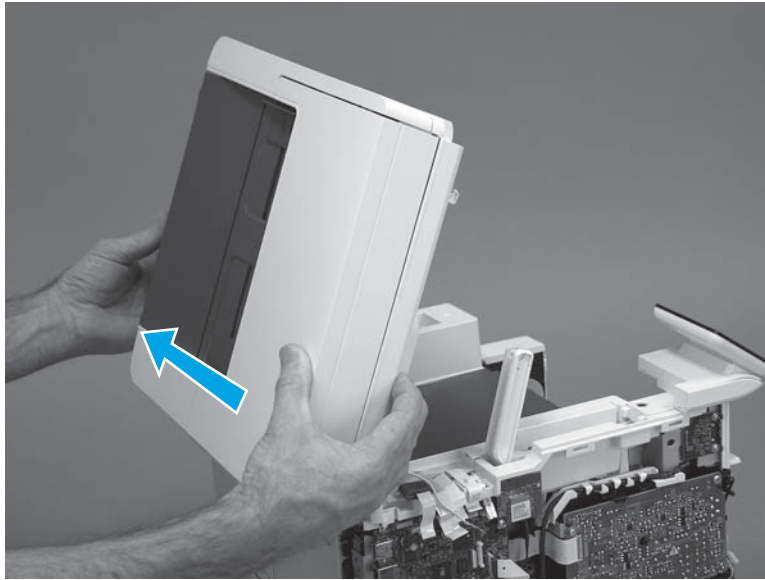
**Figure 1-1466** Rotate the ISA towards the rear of the printer





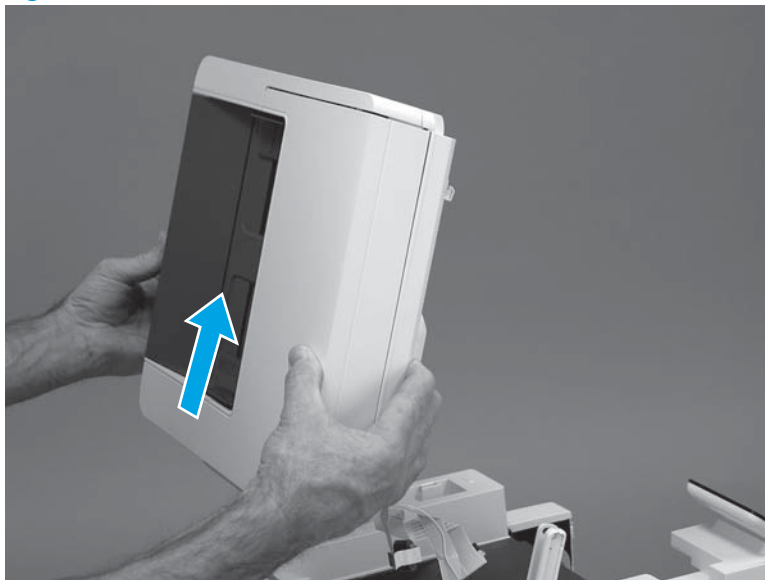
9. Slide the ISA as shown to release it.

**Figure 1-1467** Release the ISA




10. Remove the ISA.

**Figure 1-1468** Remove the ISA



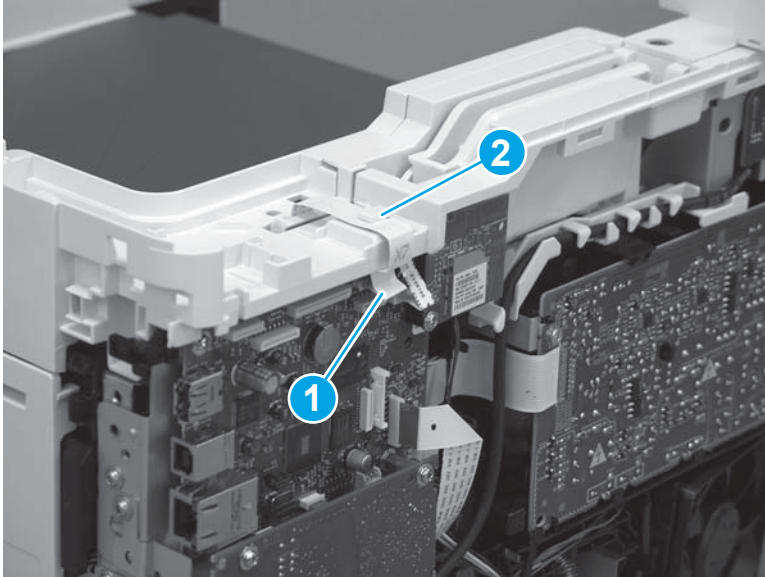
#### Step 6: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 792](#).

1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

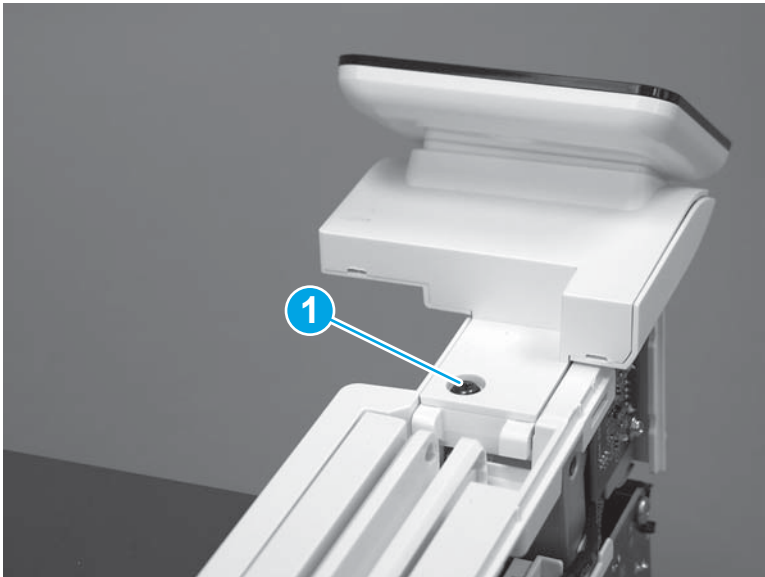


**Figure 1-1469** Disconnect one connector



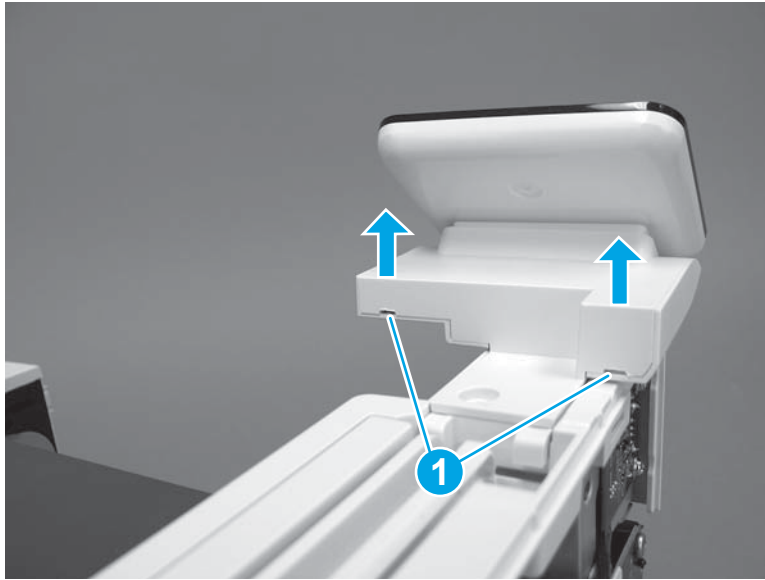
2. Remove one screw (callout 1).

**Figure 1-1470** Remove one screw



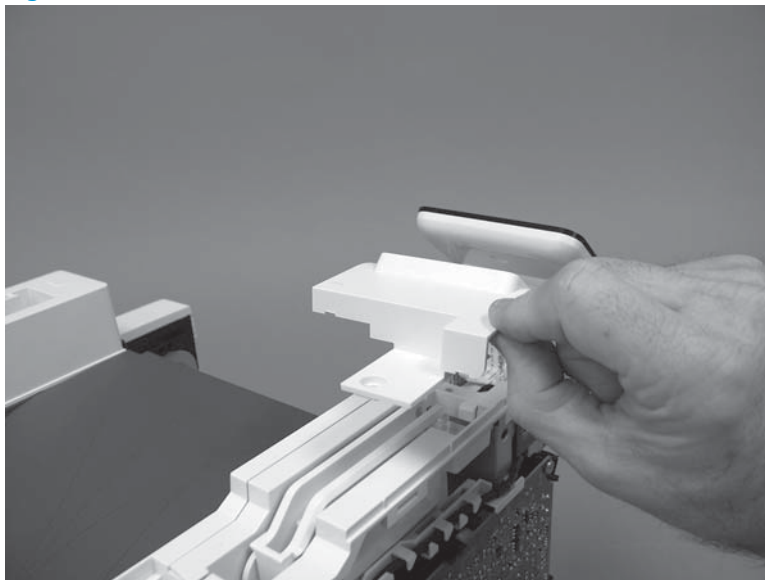
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-1471** Release two tabs



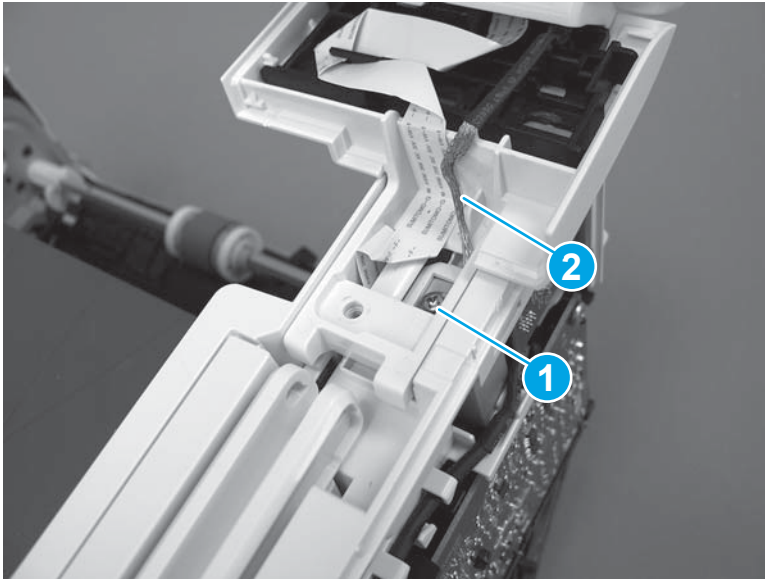
4. Remove the control-panel cable cover.

**Figure 1-1472** Remove the cover



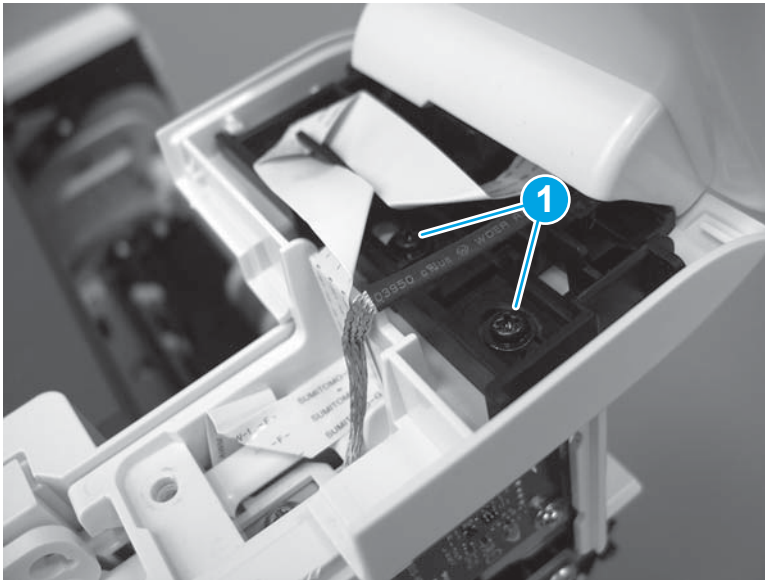
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-1473** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

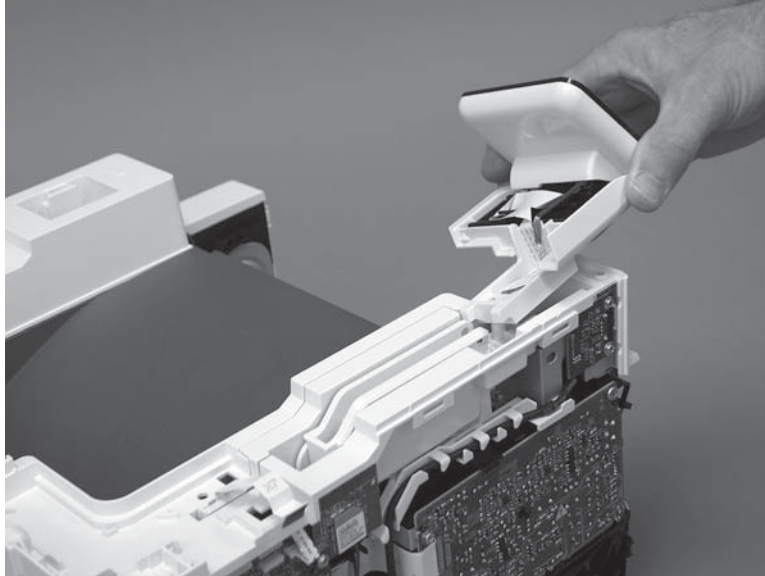
**Figure 1-1474** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

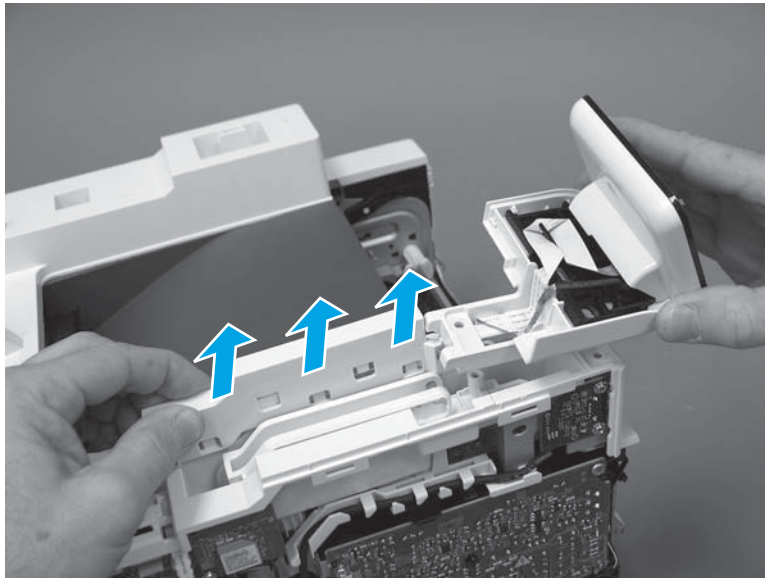
**CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-1475** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-1476** Remove the control-panel assembly

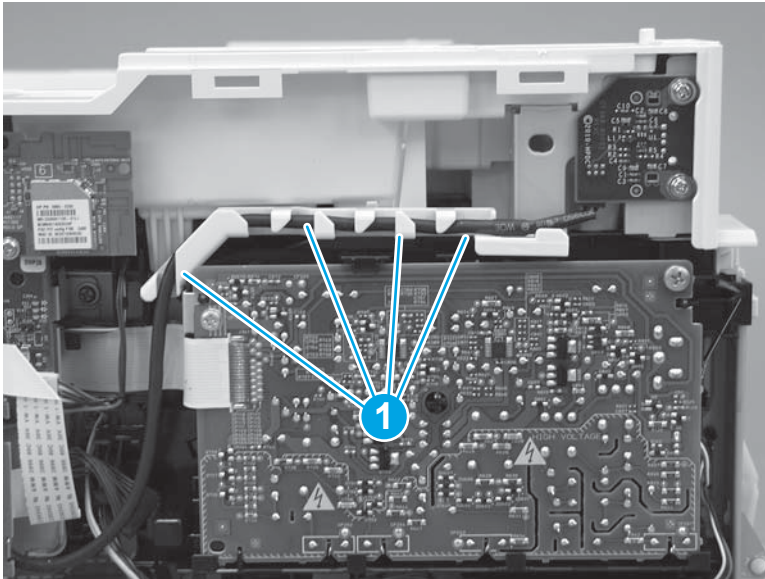


### Step 7: Remove the top cover (M427/M426)

**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 792](#).

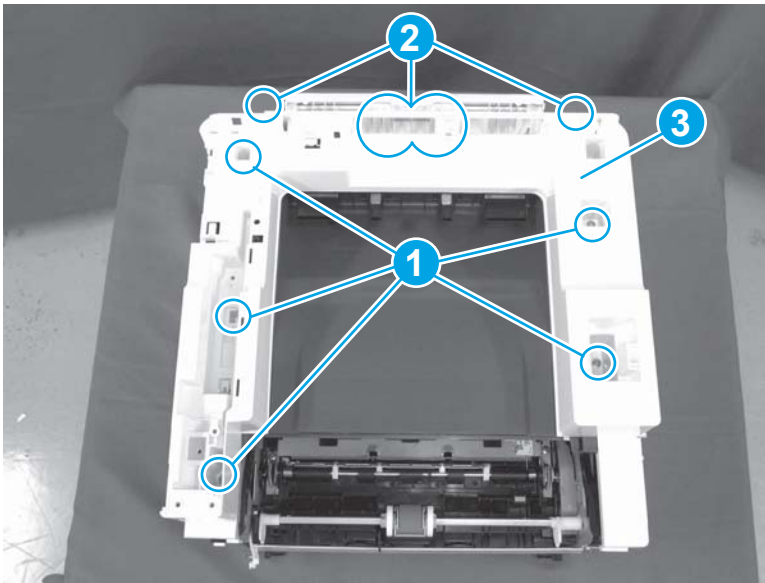
1. Release the USB cable (callout 1) from the cable guide.

**Figure 1-1477** Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-1478** Remove the cover



### Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 794.](#)

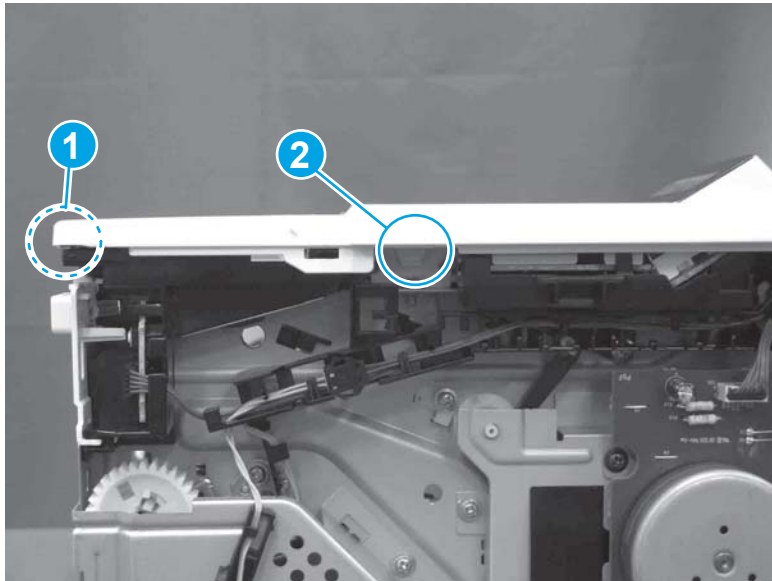
1. Remove one screw (callout 1).

**Figure 1-1479** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

**Figure 1-1480** Release one boss and one tab

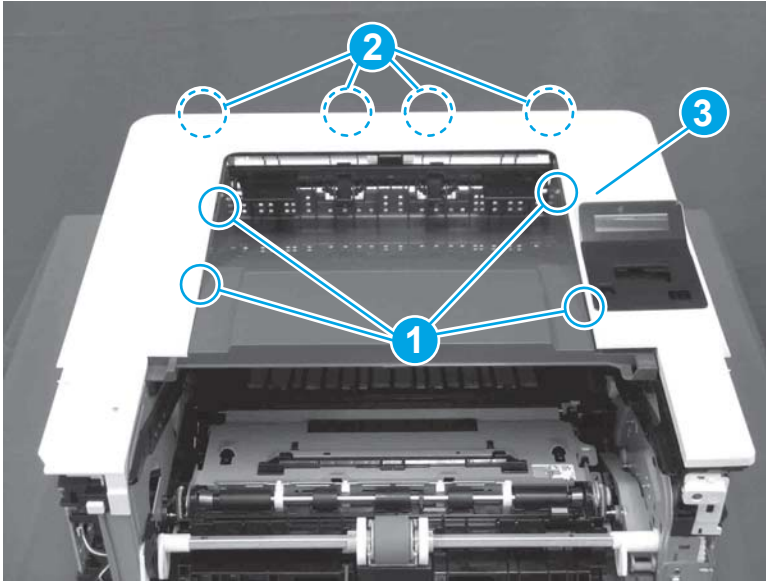





3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-1481** Remove the cover

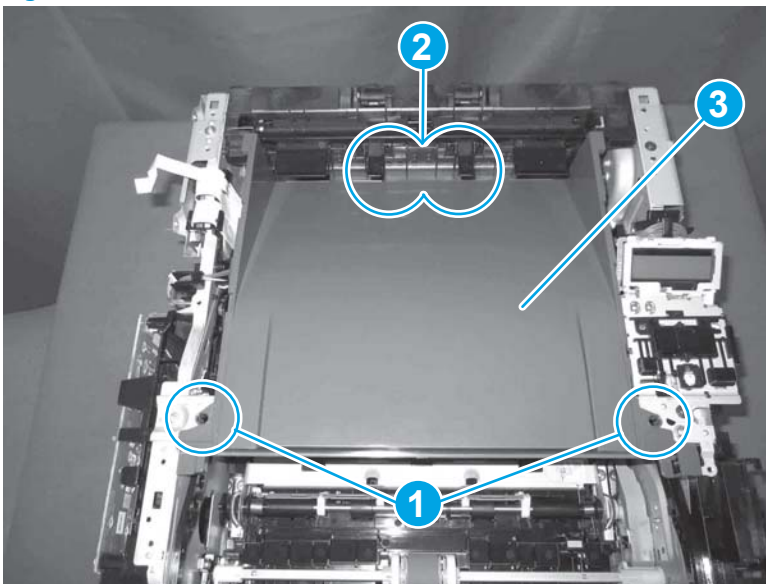


### Step 9: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

**Figure 1-1482** Release two tabs

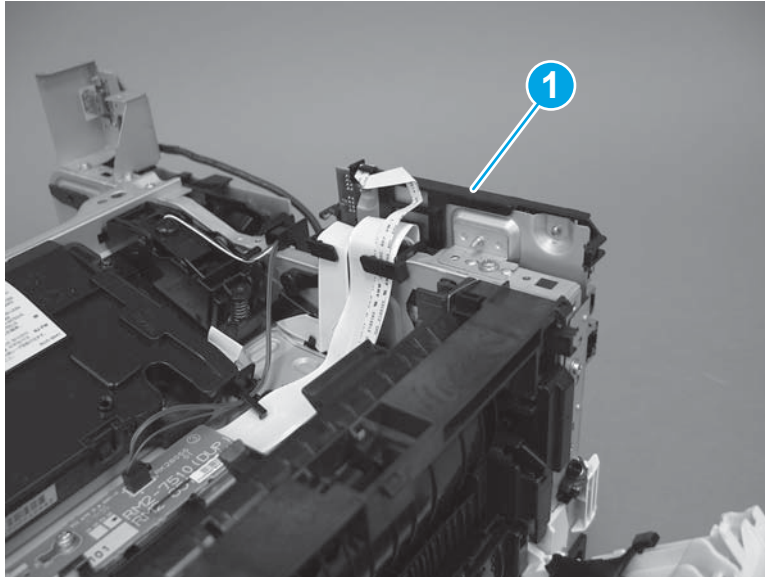


## Step 10: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

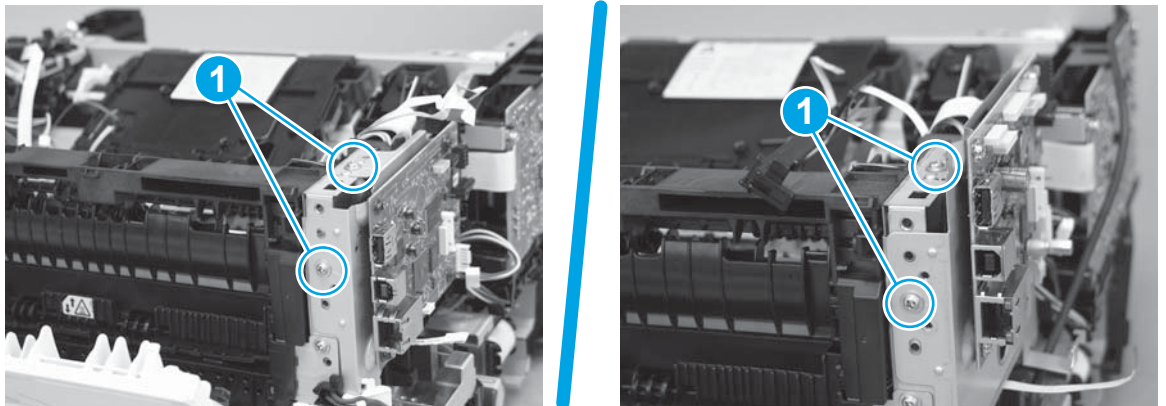
1. **M427/M426 only:** Remove the guide (callout 1).

**Figure 1-1483** Remove the guide



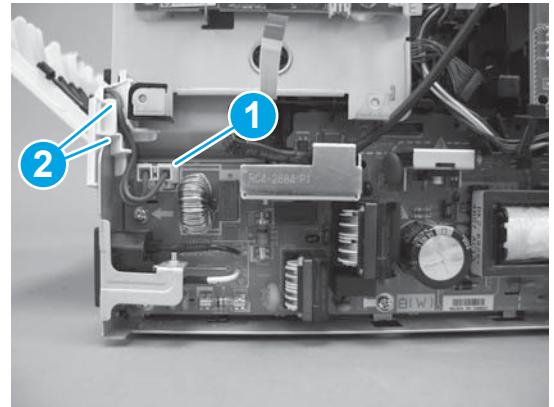
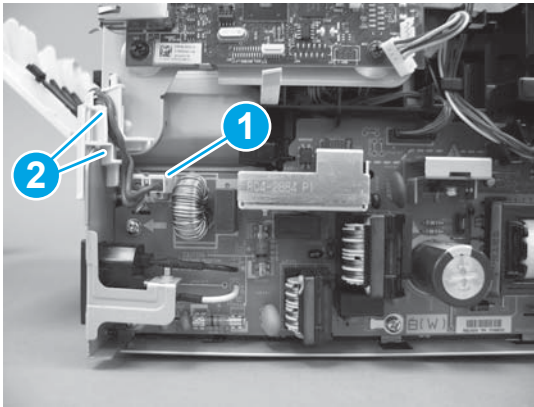
2. Remove two screws (callout 1).

**Figure 1-1484** Remove two screws



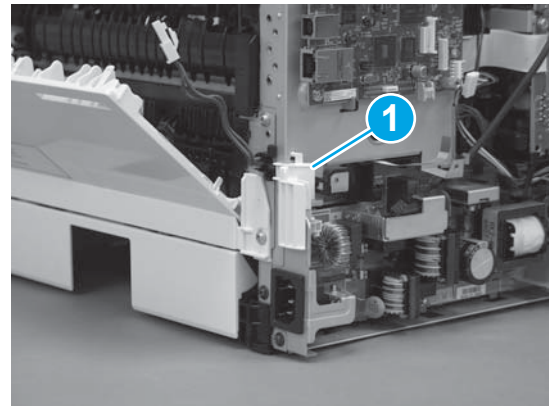
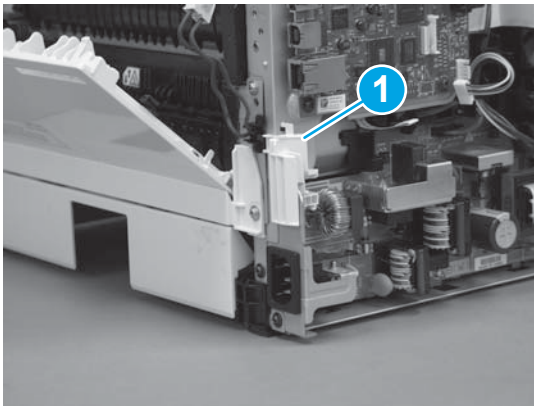
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-1485** Disconnect one connector



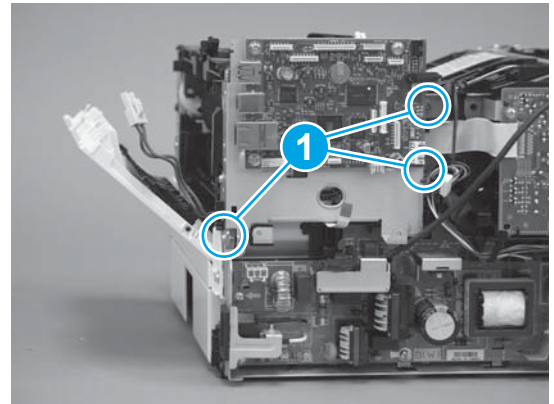
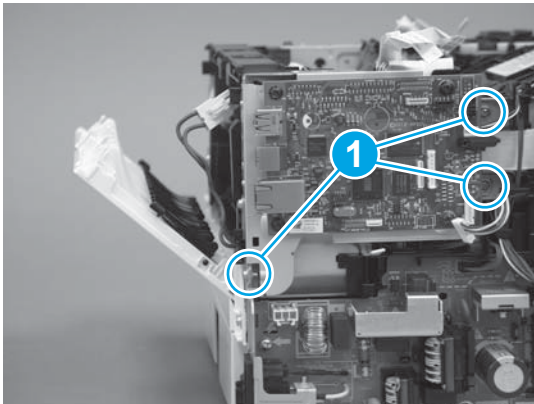
4. Remove the guide (callout 1).

**Figure 1-1486** Remove the guide



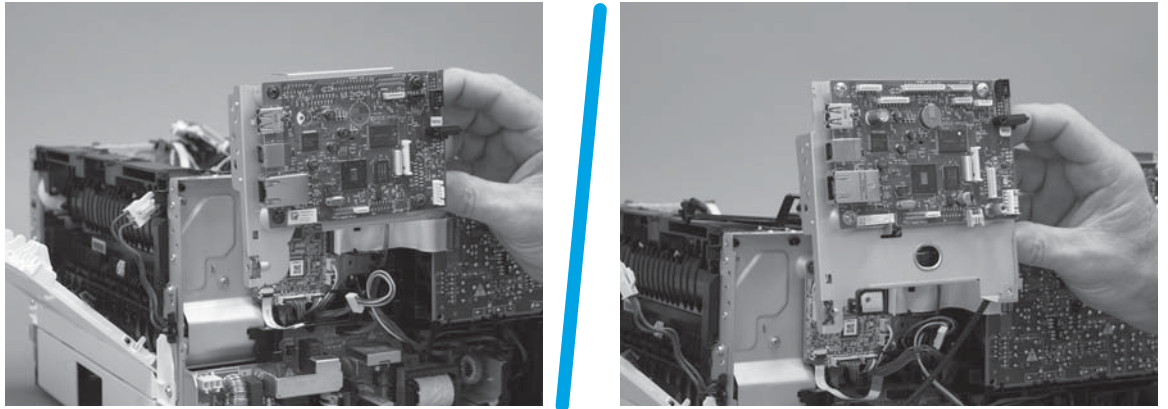
5. Remove three screws (callout 1).

**Figure 1-1487** Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

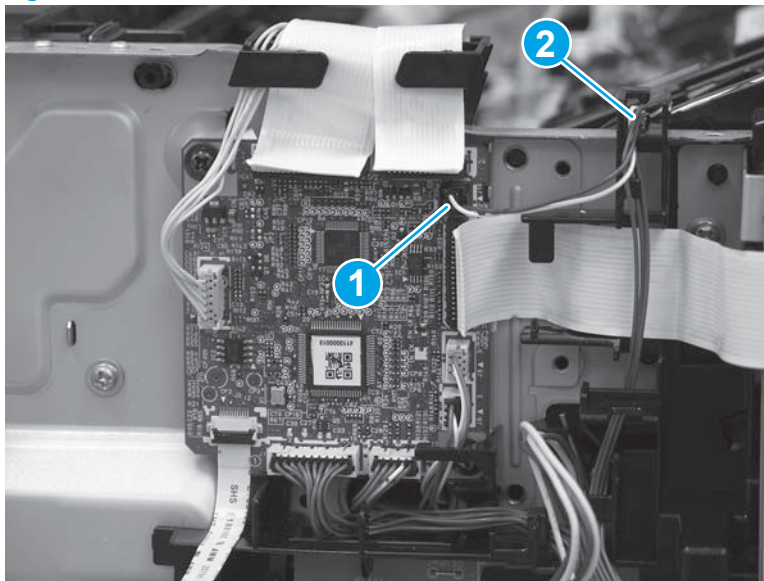
**Figure 1-1488** Remove the bracket



**Step 11: Remove the tag-cable assembly (toner-cartridge memory)**

1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

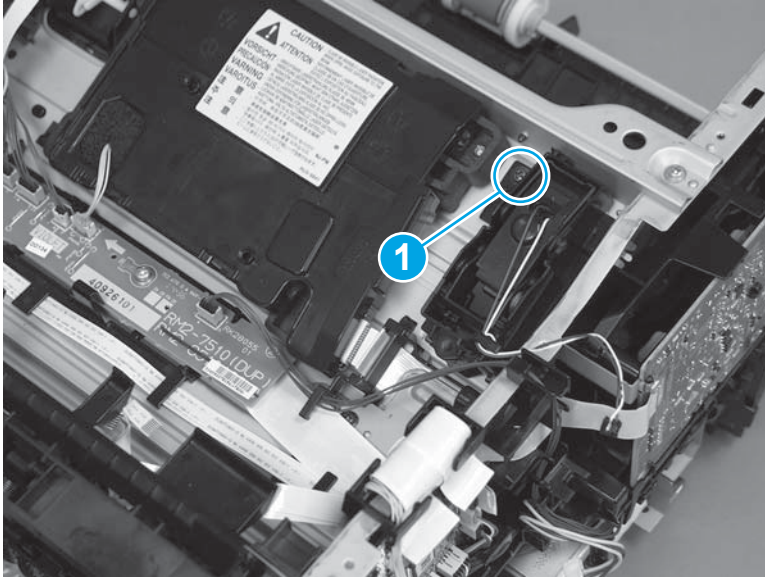
**Figure 1-1489** Disconnect one connector





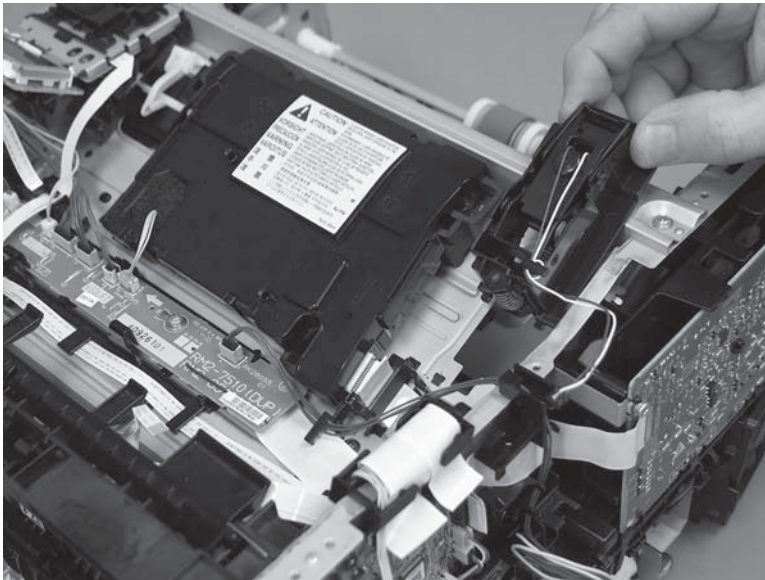
2. Remove one screw (callout 1).

**Figure 1-1490** Remove one screw



3. Remove the tag-cable assembly.

**Figure 1-1491** Remove the tag-cable assembly



### Step 12: Unpack the replacement assembly

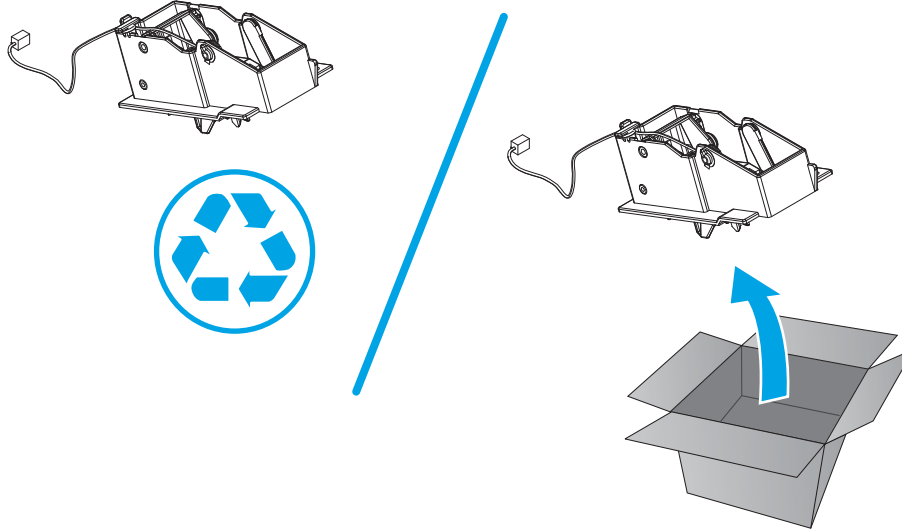
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>




**NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-1492** Recycle and unpack

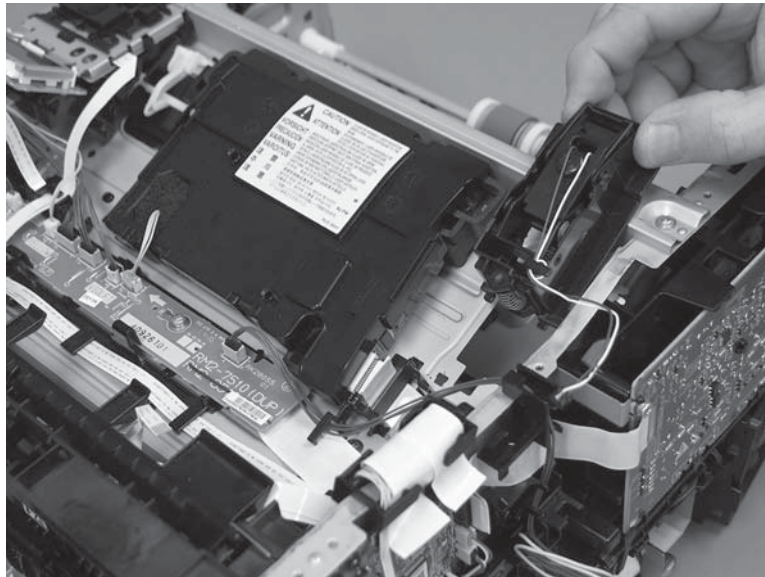


**Step 13: Install the tag-cable assembly (toner-cartridge memory)**

1. Position the assembly on the printer.

 **IMPORTANT:** Make sure that the assembly is flat against the chassis. If the assembly is not correctly installed, it might not make proper contact with the toner cartridge.

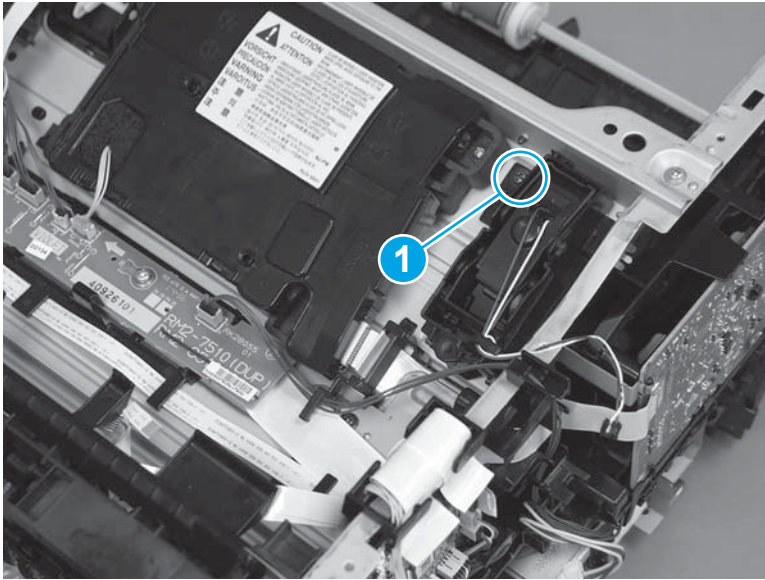
**Figure 1-1493** Install the assembly





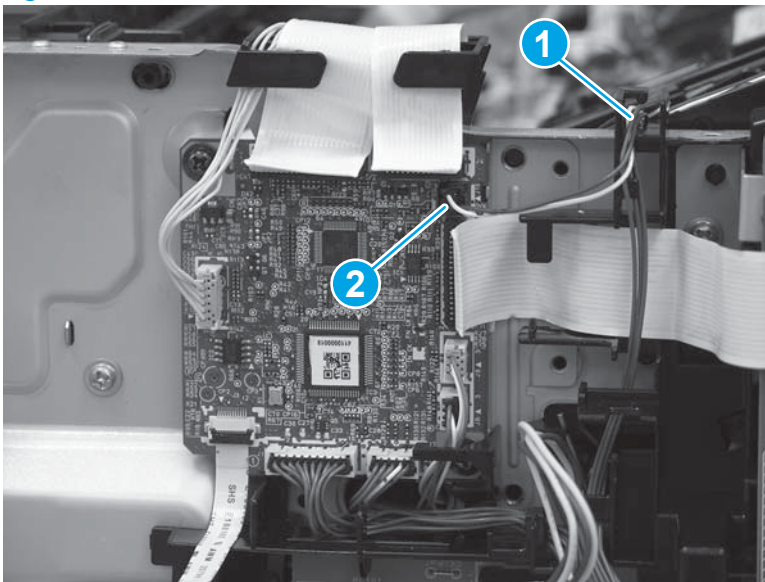
2. Install one screw (callout 1).

**Figure 1-1494** Install one screw



3. Install the wire harness in the guide (callout 1), and then connect one connector (callout 2).

**Figure 1-1495** Connect one connector

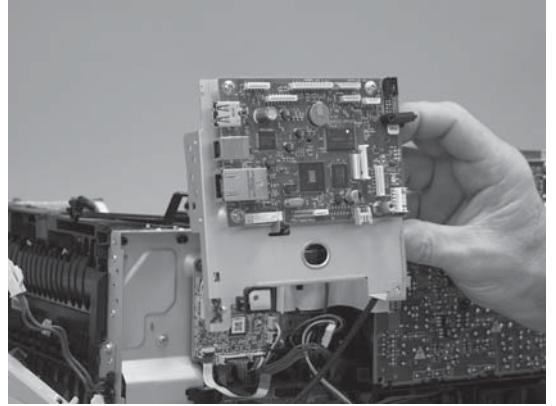
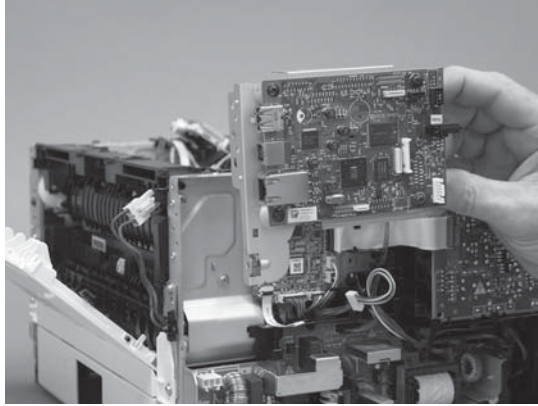


#### Step 14: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

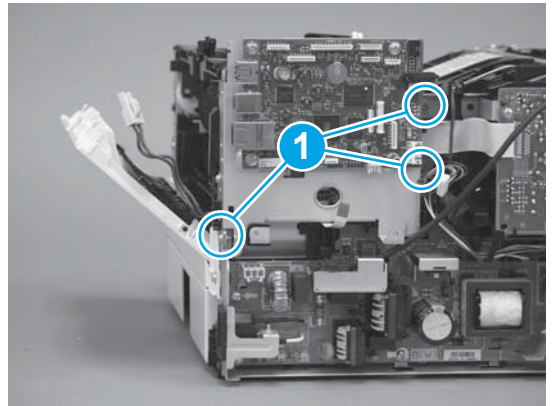
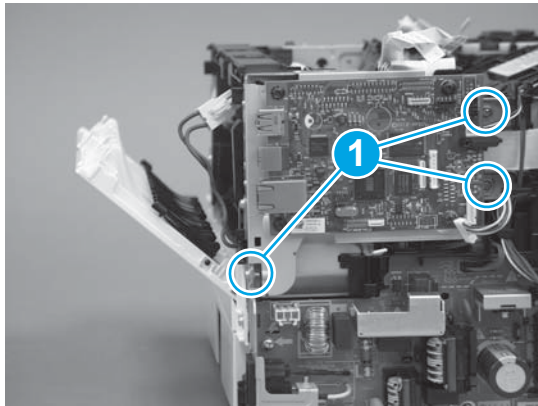
1. Position the sheet-metal bracket and formatter PCA on the printer.

**Figure 1-1496** Install the bracket



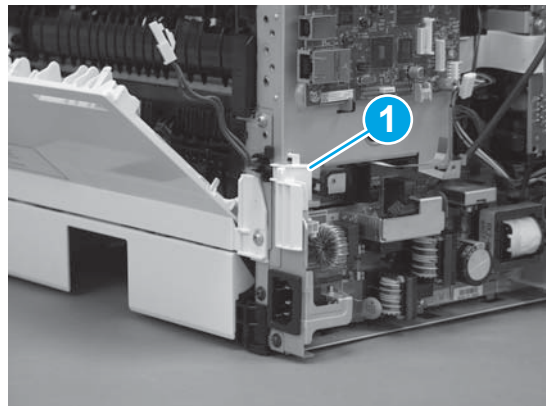
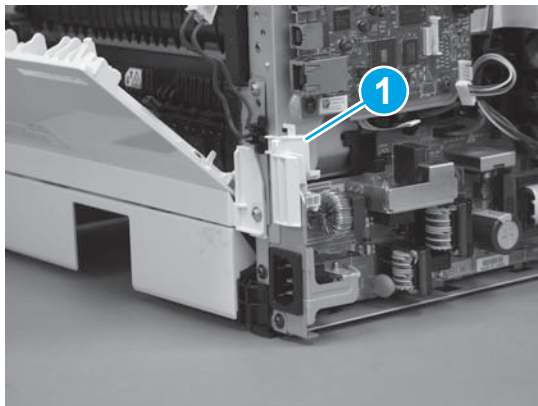
2. Install three screws (callout 1).

**Figure 1-1497** Install three screws



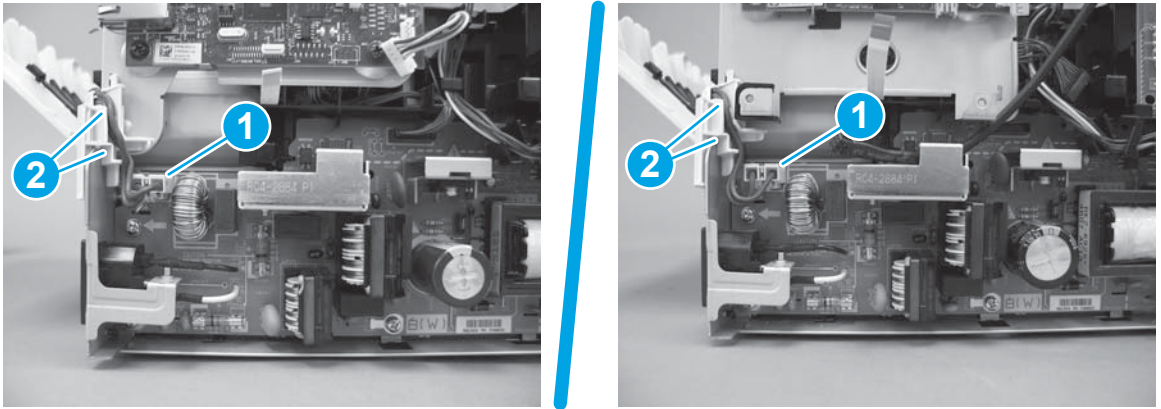
3. Install the guide (callout 1).

**Figure 1-1498** Install the guide



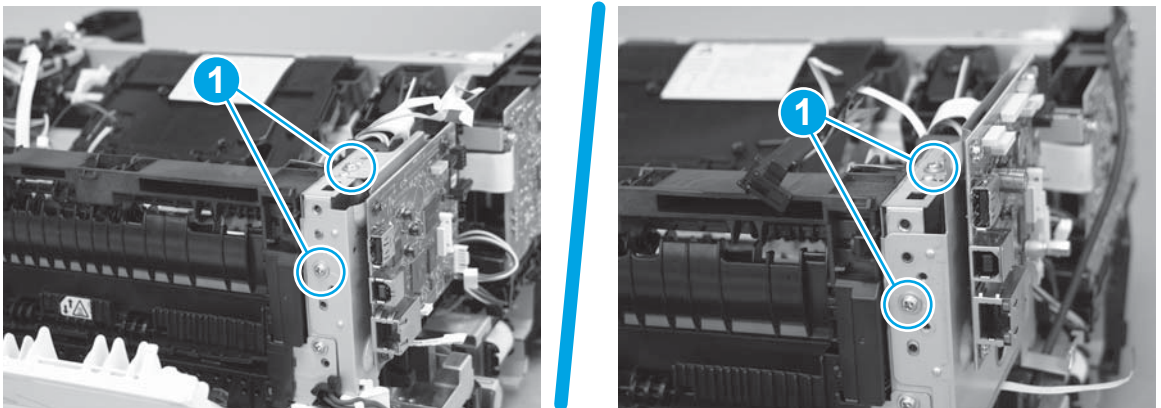
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

**Figure 1-1499** Connect one connector



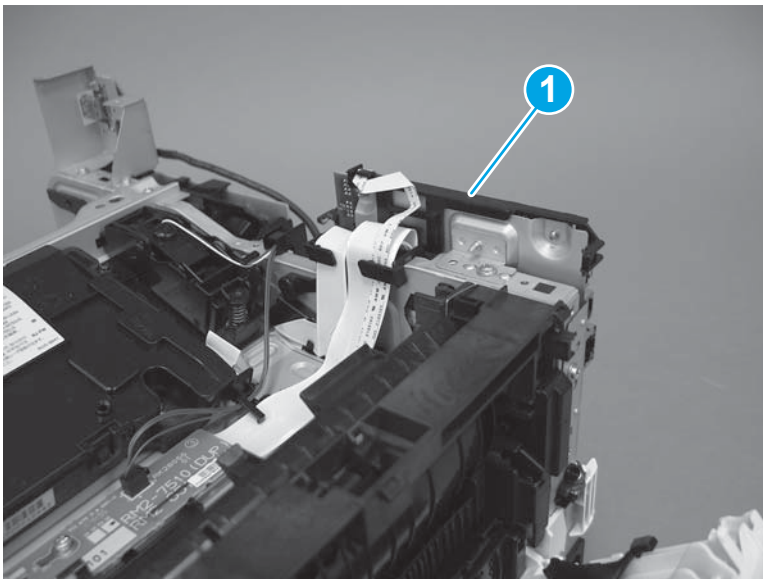
5. Install two screws (callout 1).

**Figure 1-1500** Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

**Figure 1-1501** Install the guide



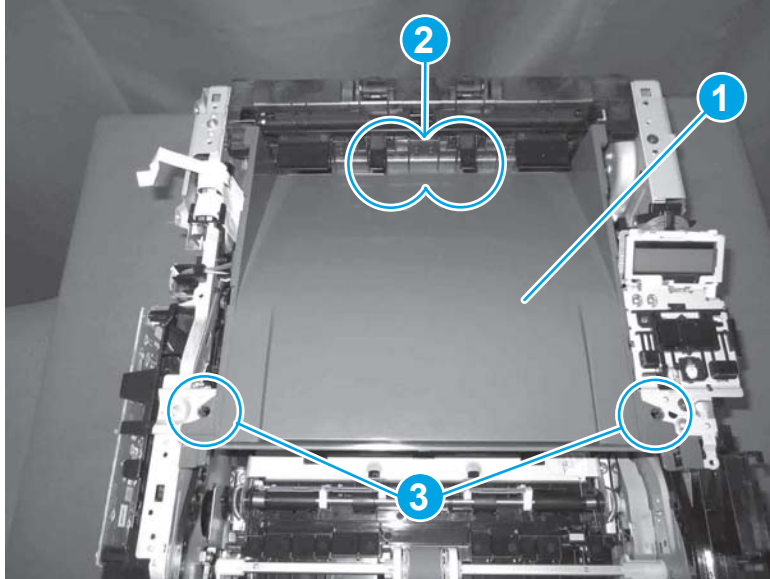


## Step 15: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1502** Engage two tabs

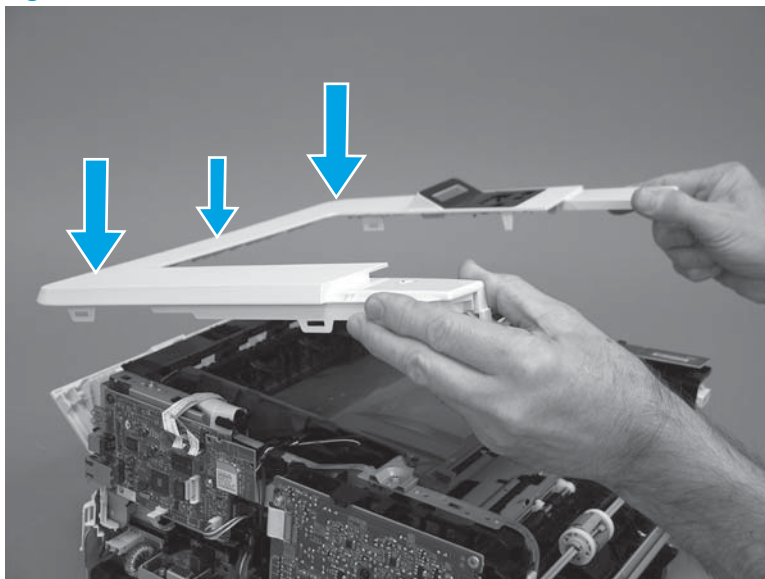


## Step 16: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 17: Install the top cover \(M427/M426\) on page 805](#).

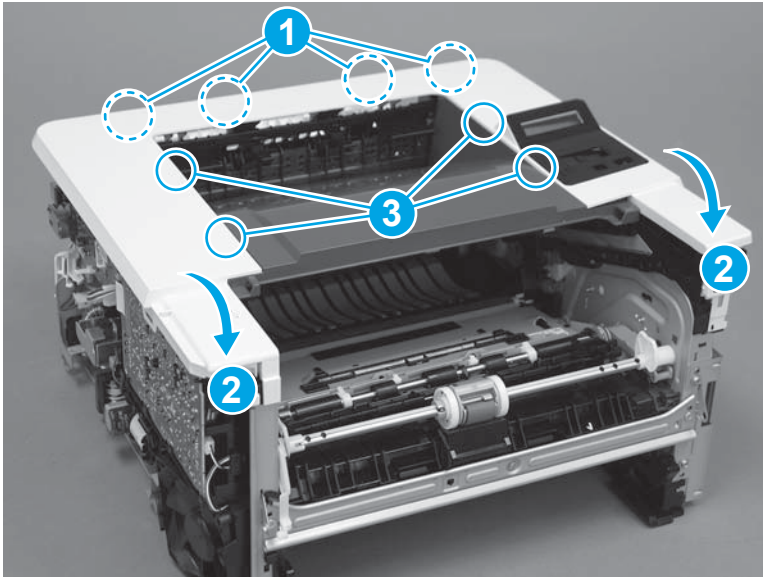
1. Position the rear edge of the cover on the printer.

**Figure 1-1503** Install the cover



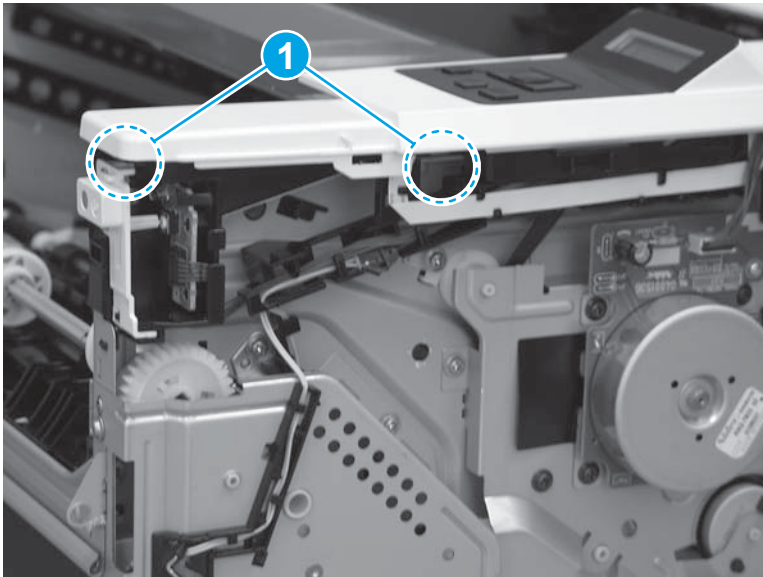
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-1504** Engage four bosses and tabs



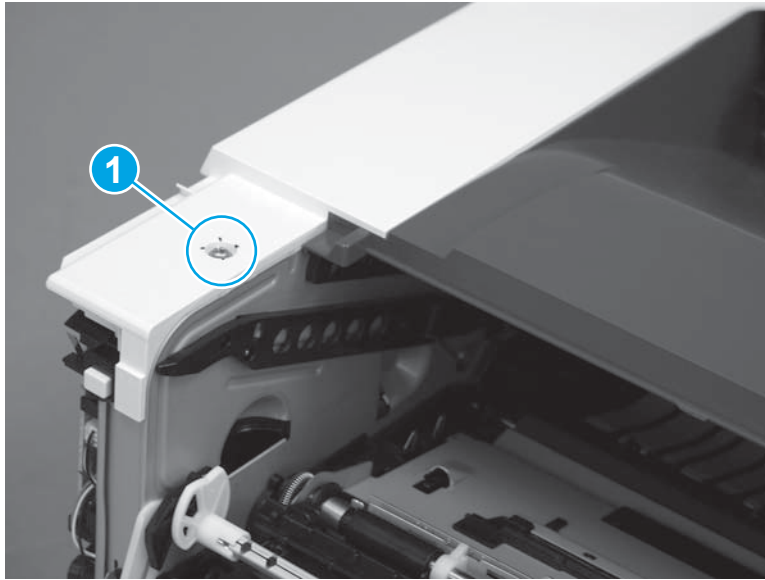
3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-1505** Engage one boss and one tab




4. Install one screw (callout 1).

**Figure 1-1506** Install one screw

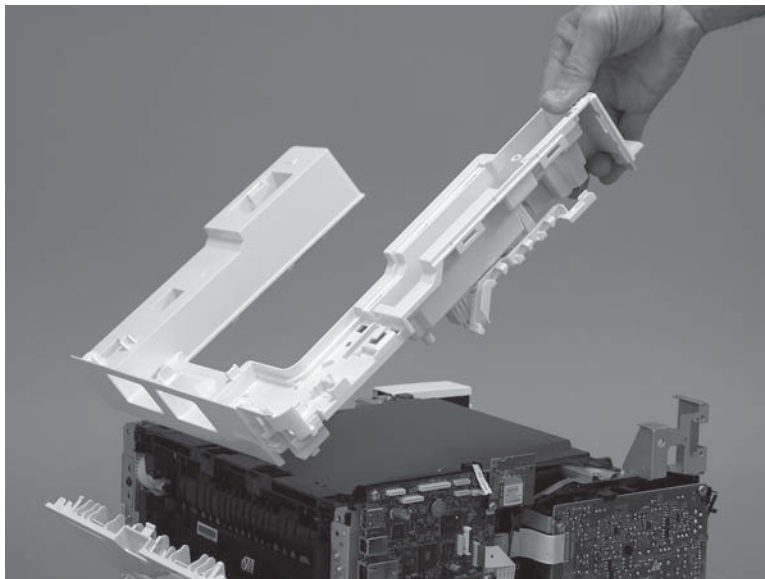


#### Step 17: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 816](#).

1. Position the rear edge of the top cover on the printer.

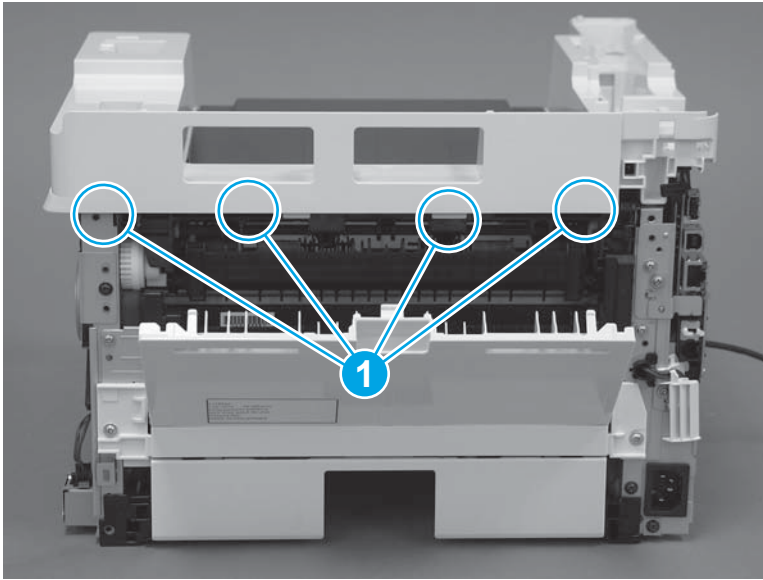
**Figure 1-1507** Install the cover





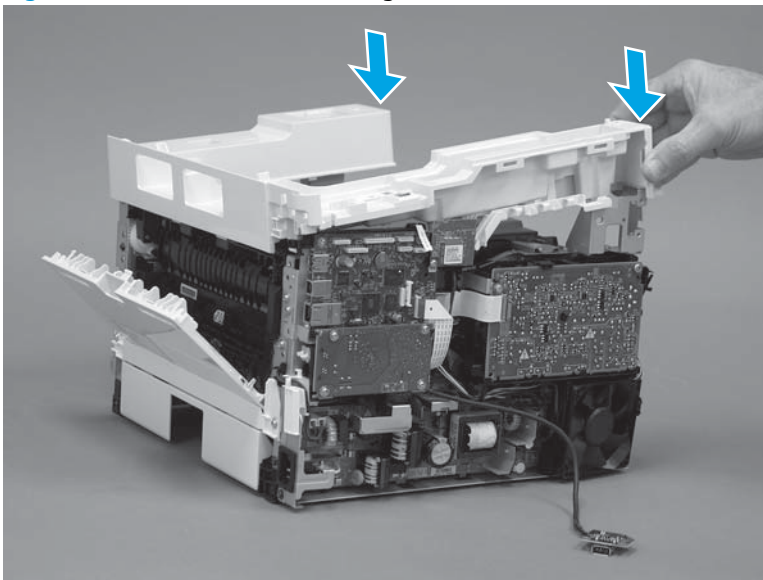
2. Engage four bosses (callout 1).

**Figure 1-1508** Engage four bosses



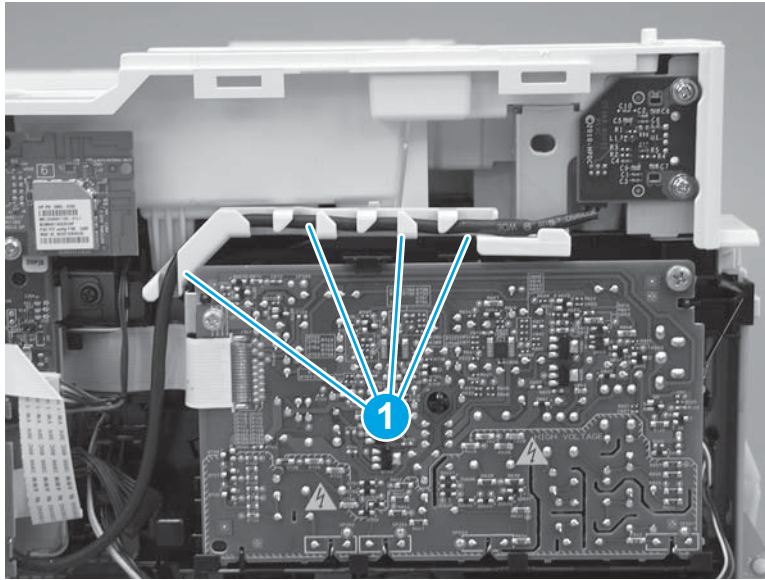
3. Rotate the front edge of the cover down.

**Figure 1-1509** Rotate the front edge of the cover down



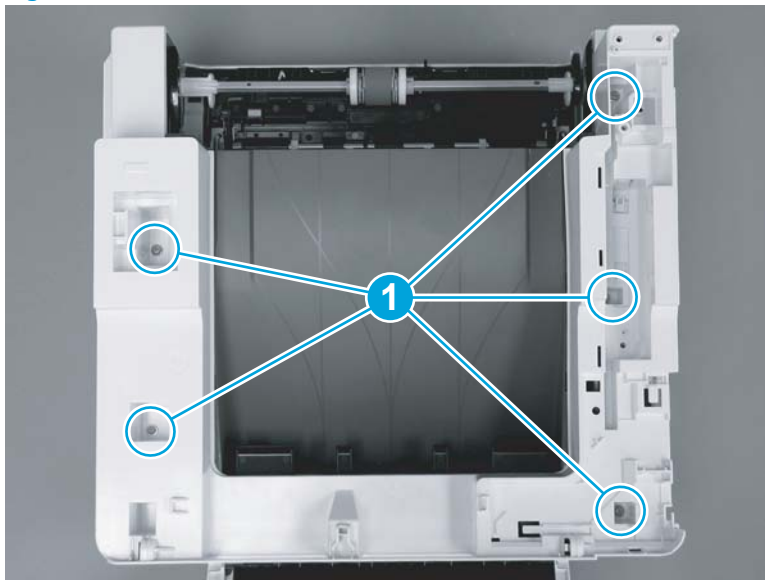
4. Install the USB cable (callout 1) in the guide.

**Figure 1-1510** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-1511** Install five screws

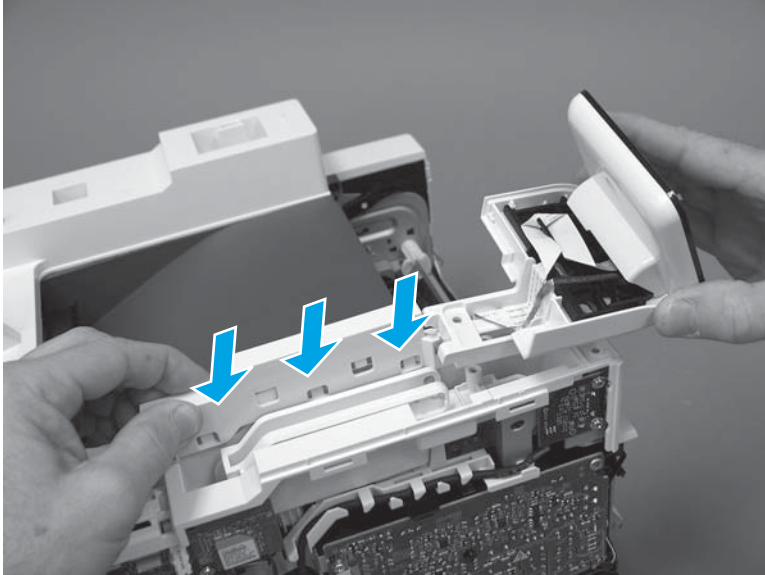


### Step 18: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 816](#).

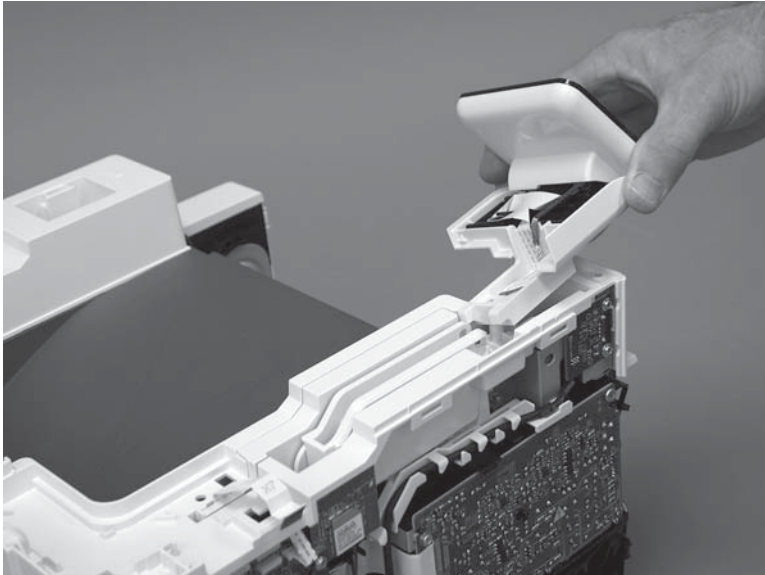
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-1512** Install the control-panel FFC cover



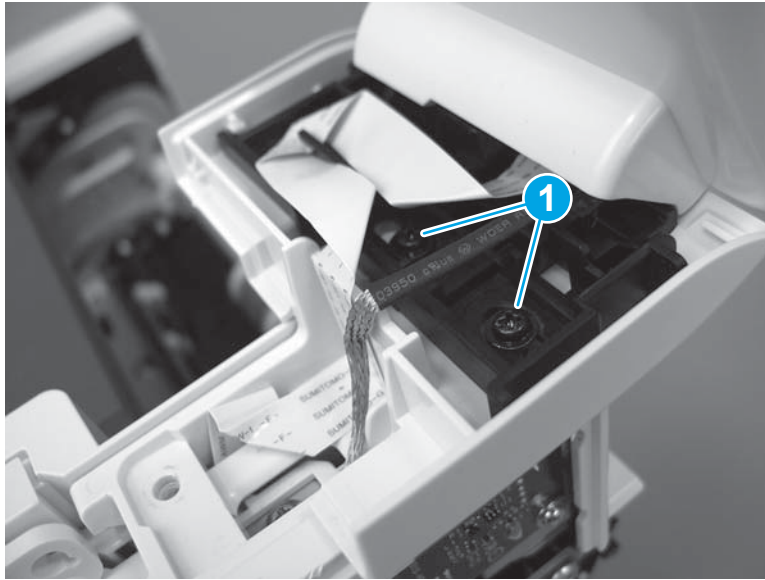
2. Install the control-panel assembly on the top cover.

**Figure 1-1513** Install the control-panel assembly



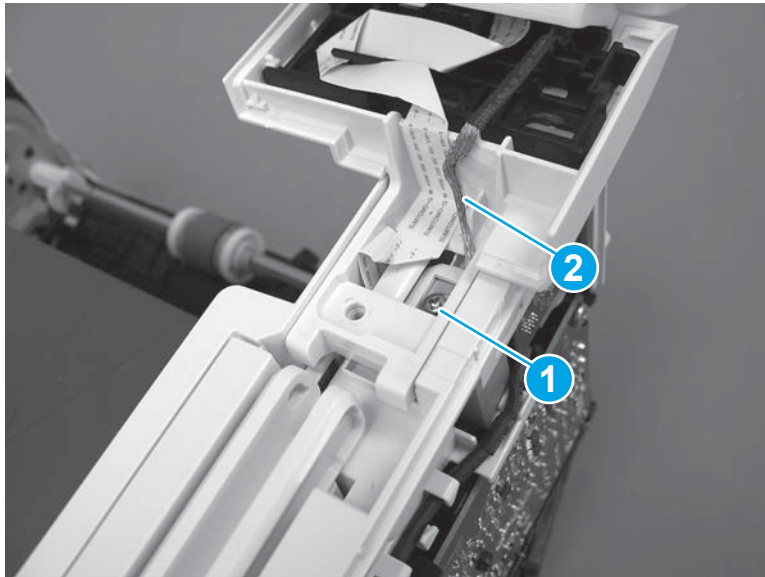
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-1514** Install two screws



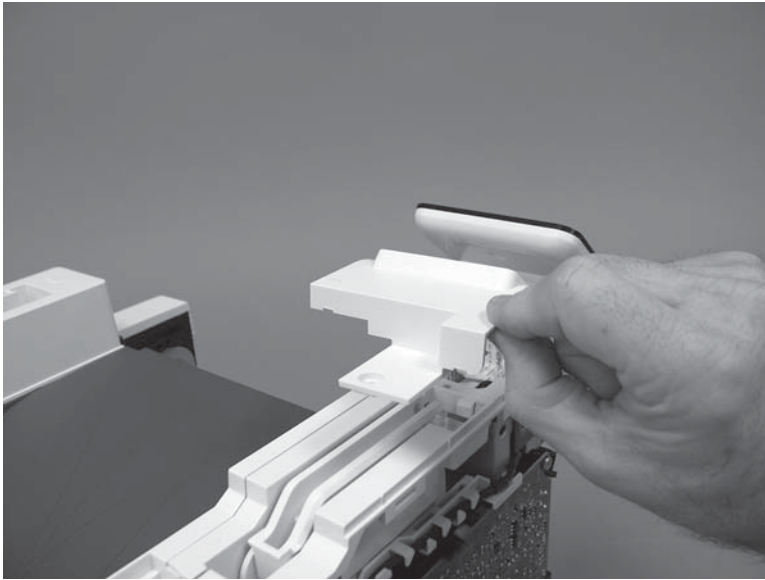
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-1515** Remove one screw



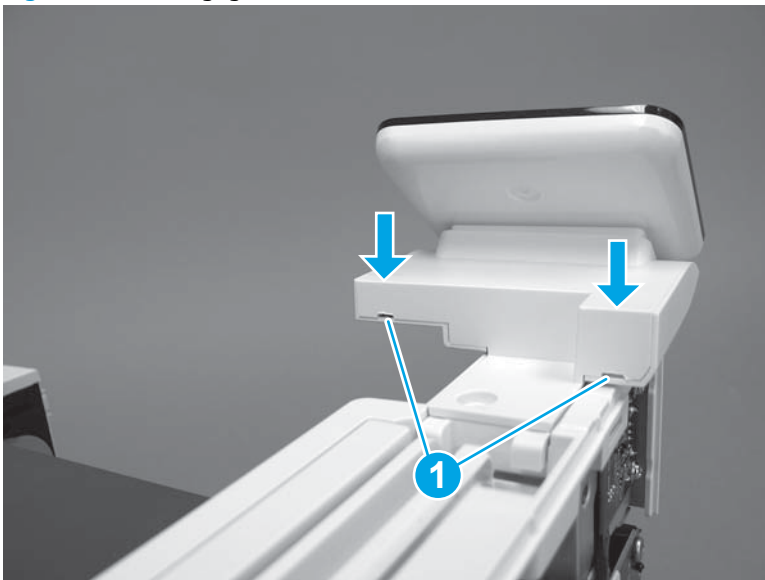
5. Install the control-panel cable cover.

**Figure 1-1516** Install the cover



6. Make sure that the two tabs (callout 1) on the cover snap into place.

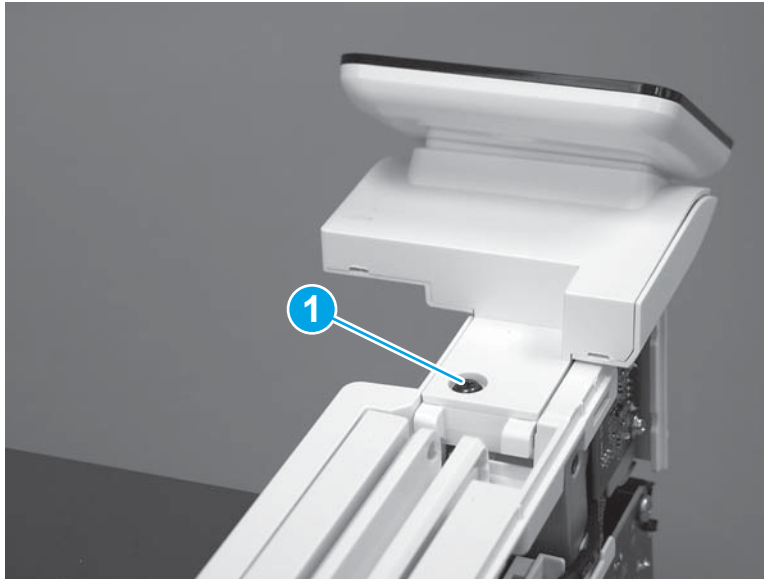
**Figure 1-1517** Engage two tabs





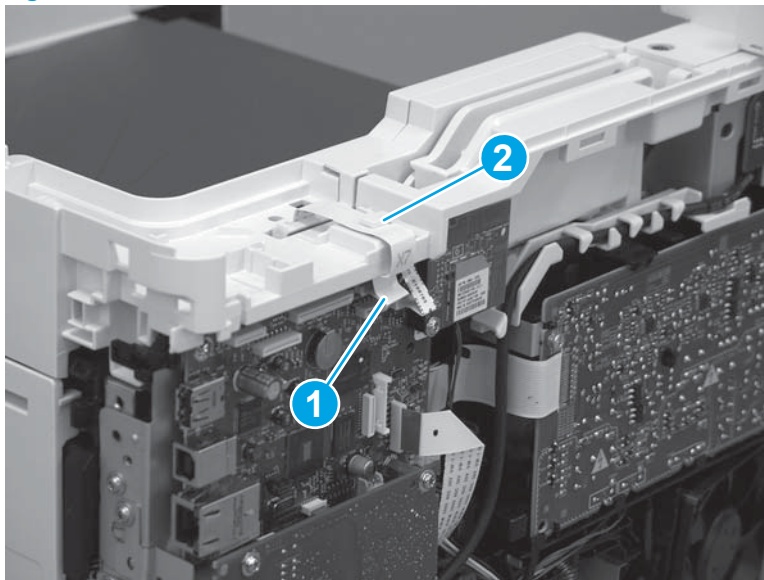
7. Install one screw (callout 1).

**Figure 1-1518** Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-1519** Connect one connector




### Step 19: Install the integrated scanner assembly (M427/M246)

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 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 816](#).

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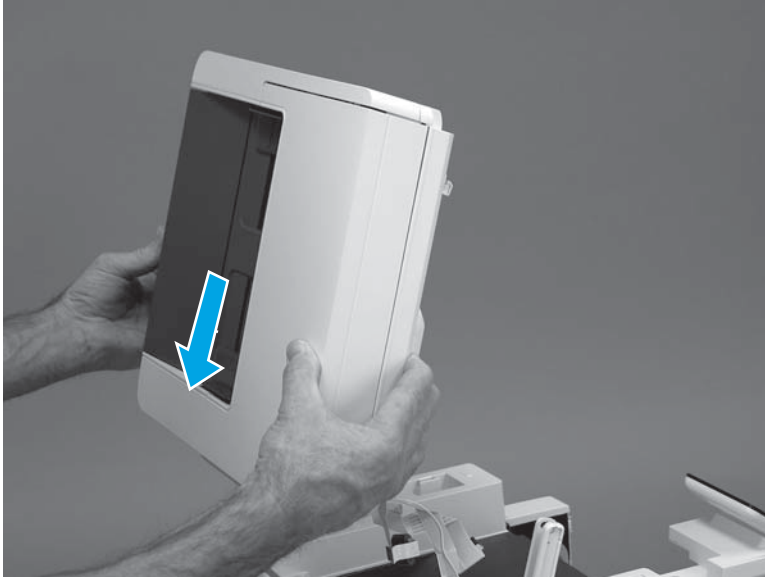
 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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1. Position the ISA on the printer.

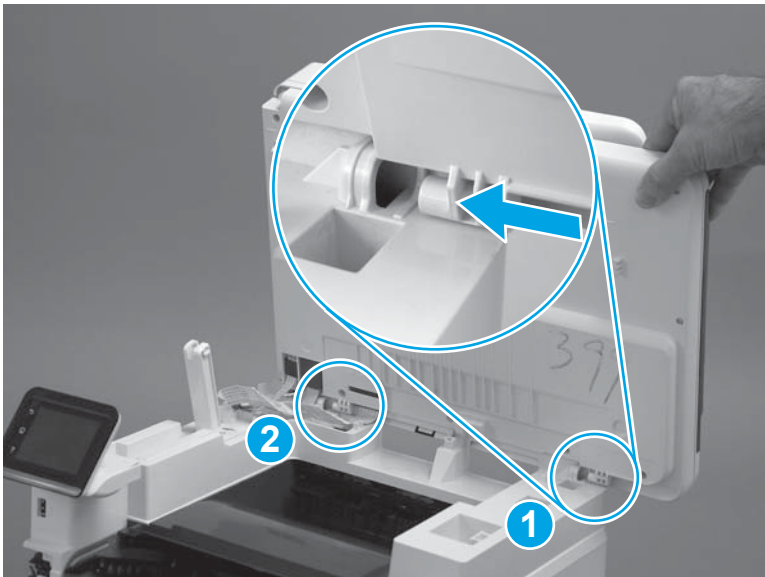


**Figure 1-1520** Position the ISA on the printer



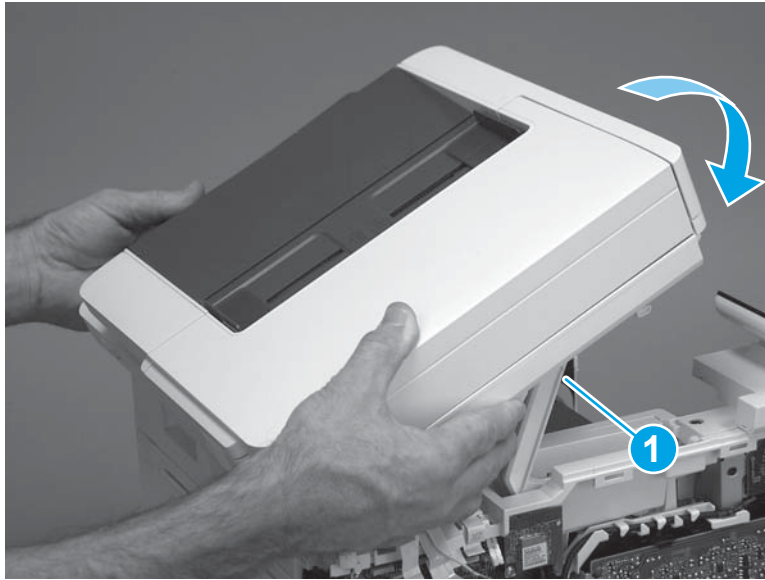
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-1521** Engage the hinge pins with the holders



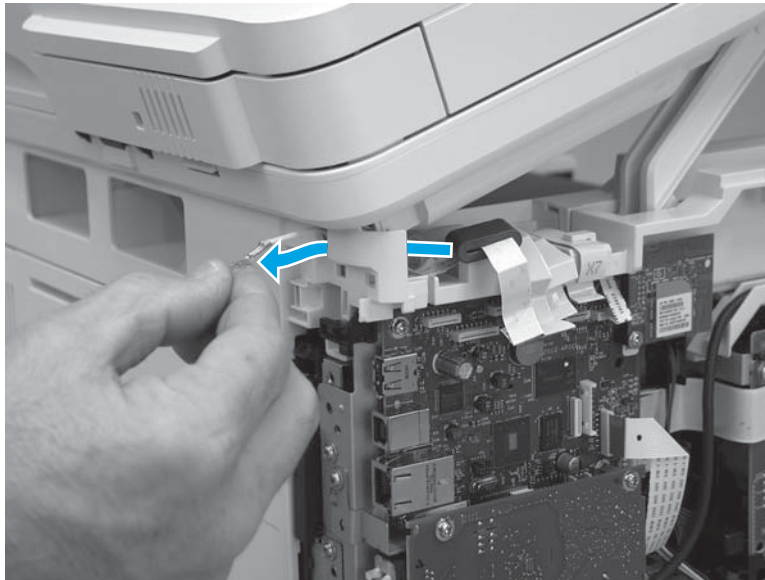
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-1522** Rotate the ISA towards the front of the printer



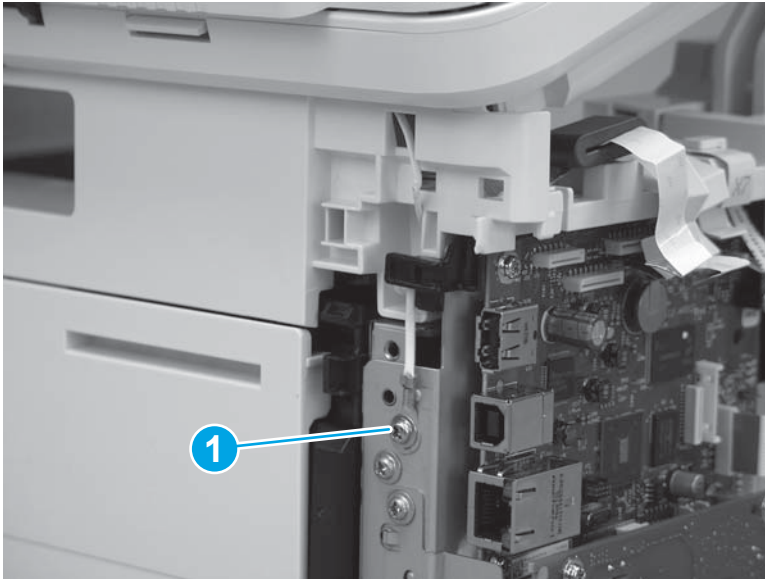
4. Pass the ground wire through the opening in the top cover.

**Figure 1-1523** Pass the wire through the opening



5. Install one screw (callout 1).

**Figure 1-1524** Install one screw



6. Install the ISA lift assembly slider pin.

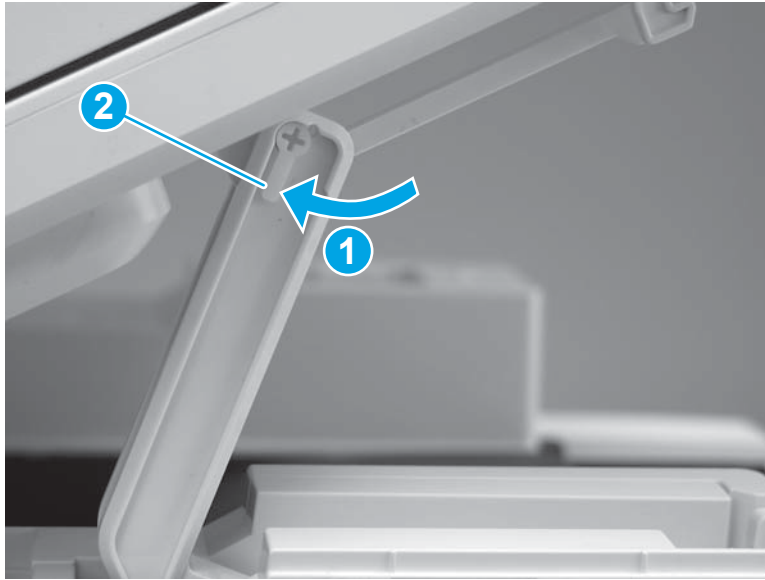
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-1525** Install the slider pin



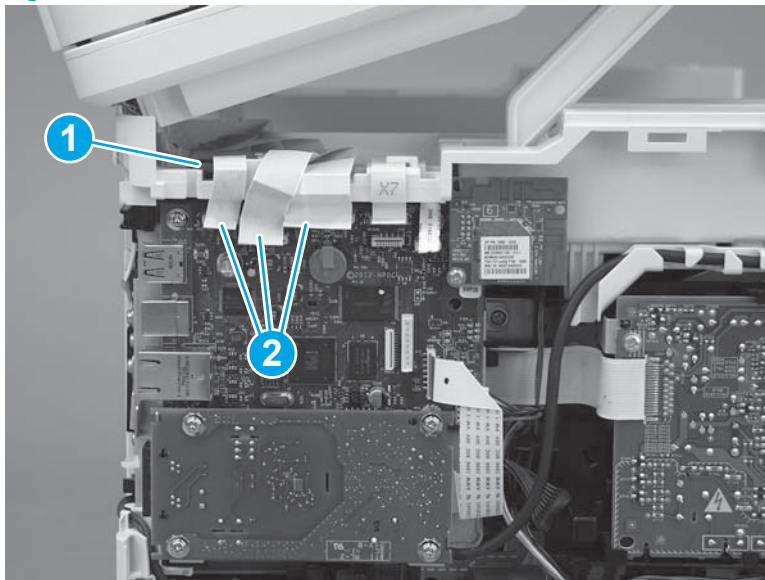
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-1526** Secure the slider pin



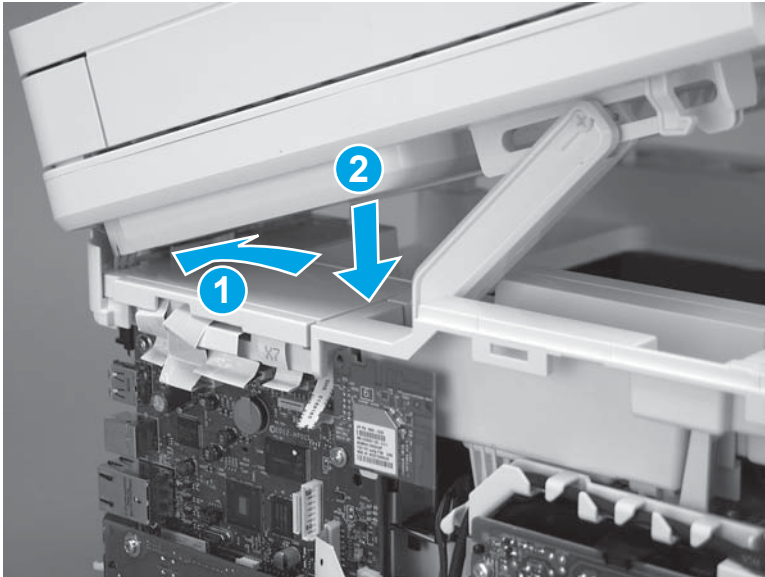
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-1527** Connect three FFCs



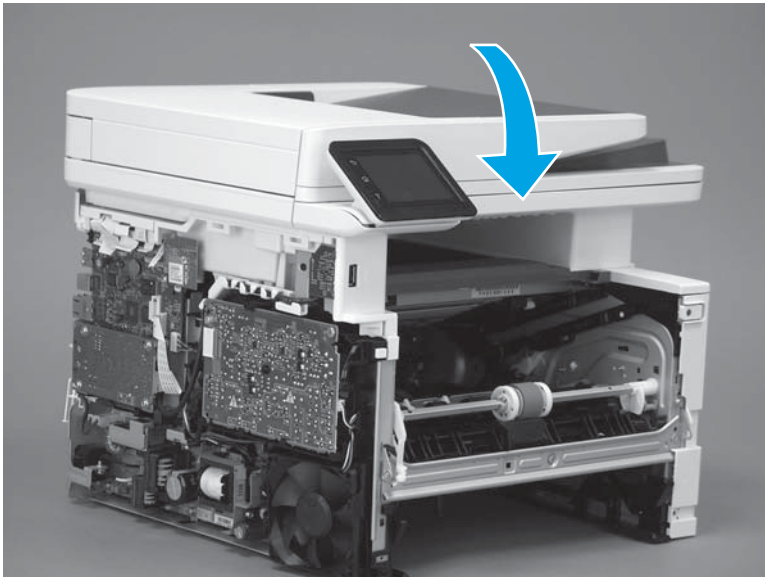
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-1528** Install the ISA FFC cover



10. Lower the ISA.

**Figure 1-1529** Lower the ISA

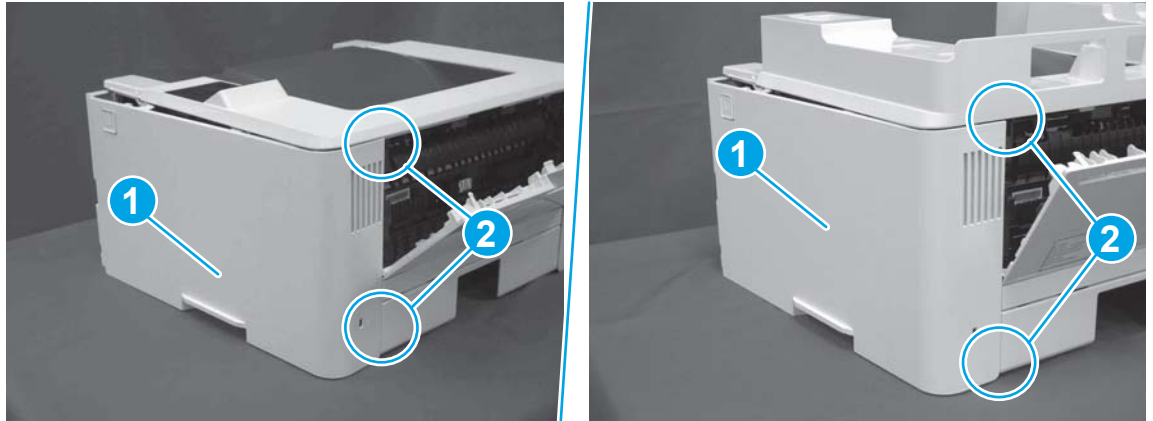


### Step 20: Install the right cover

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

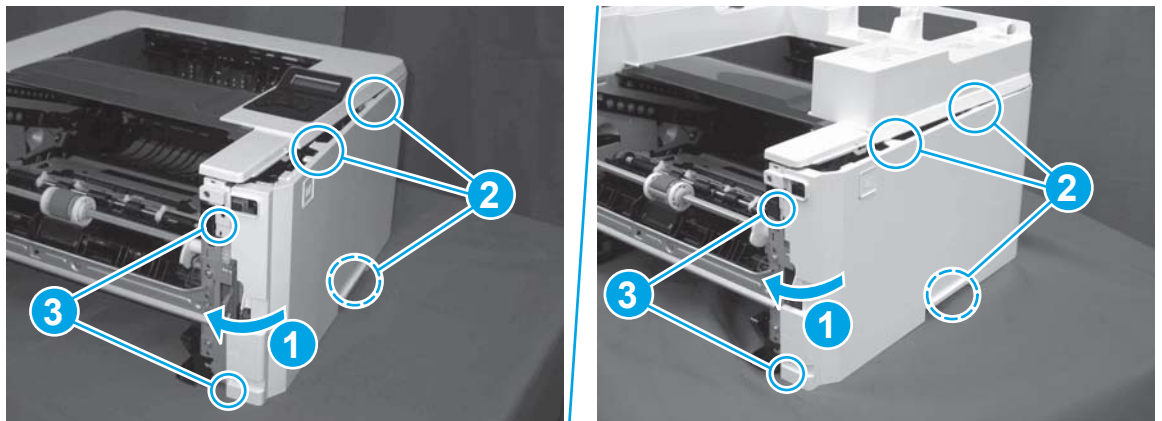


**Figure 1-1530** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-1531** Engage two bosses and one tab

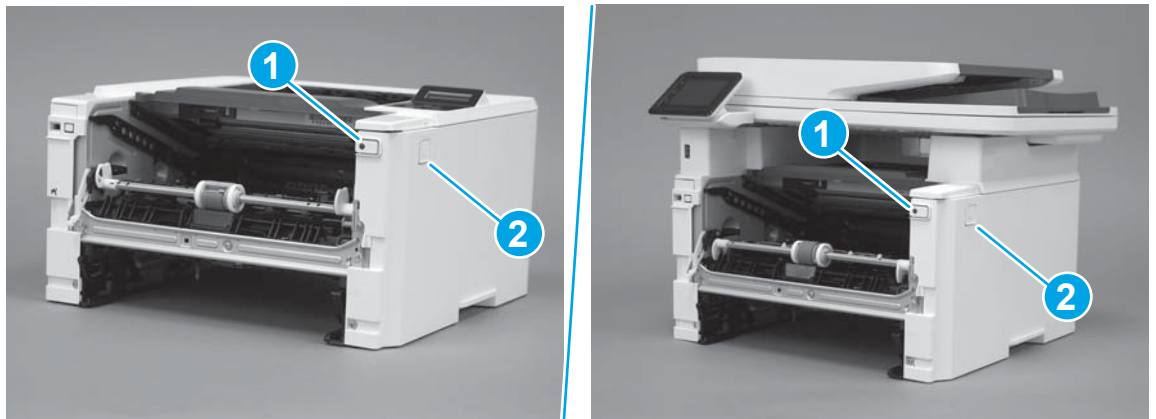


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1532** Check the power switch and cartridge door assembly button





4. Install one screw (callout 1).

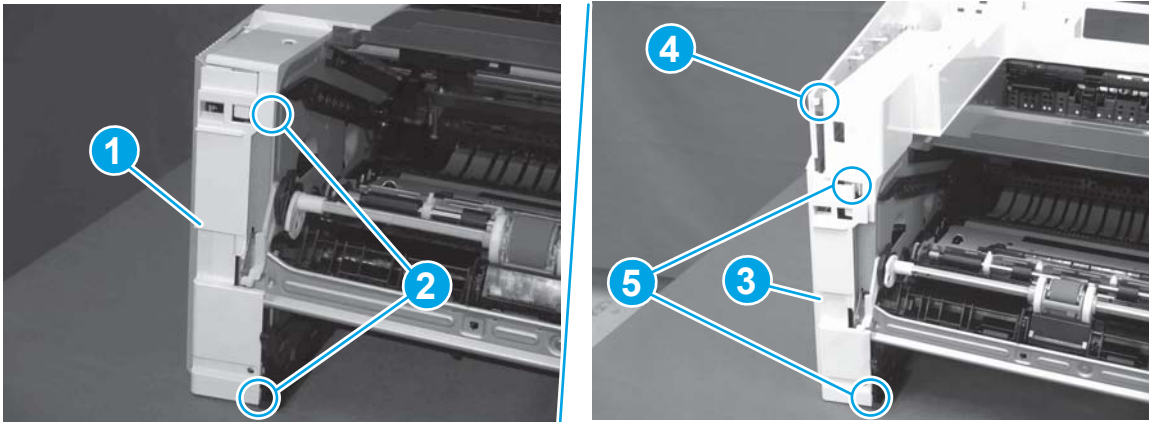
**Figure 1-1533** Install one screw



### Step 21: Install the left cover

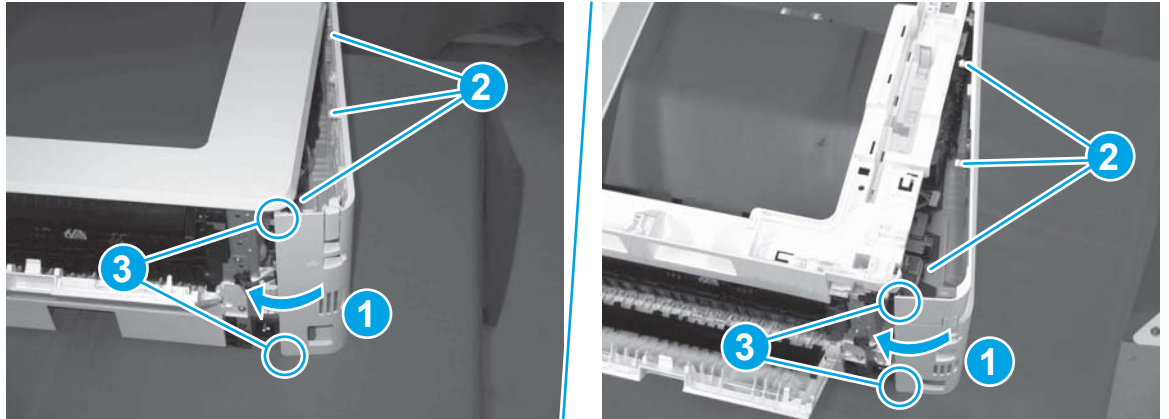
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-1534** Install the cover



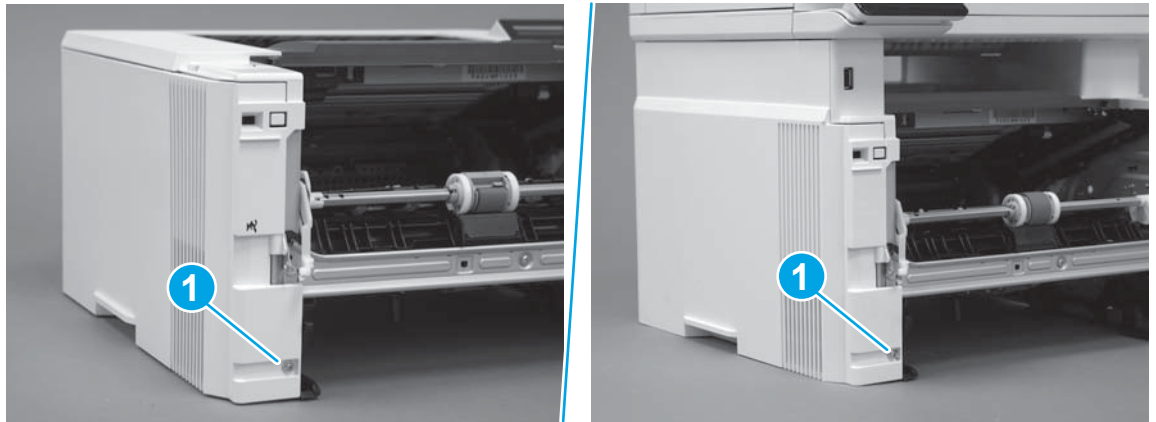
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1535** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-1536** Install one screw

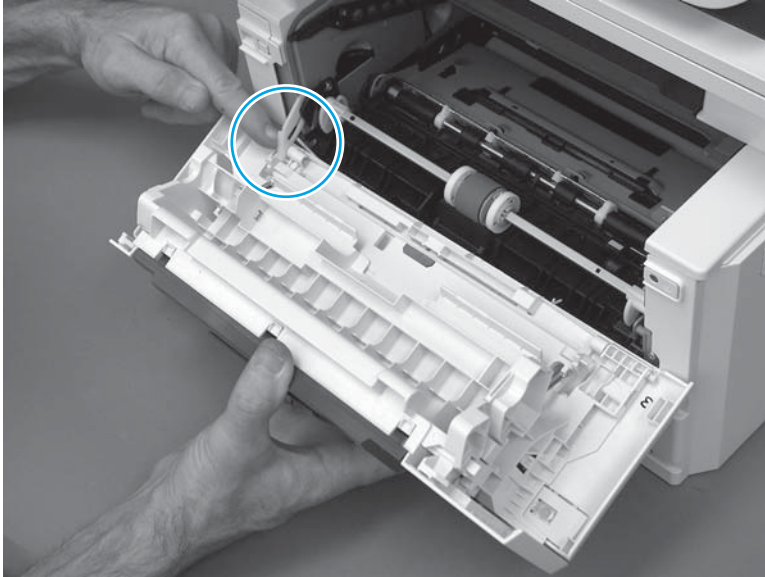


## Step 22: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

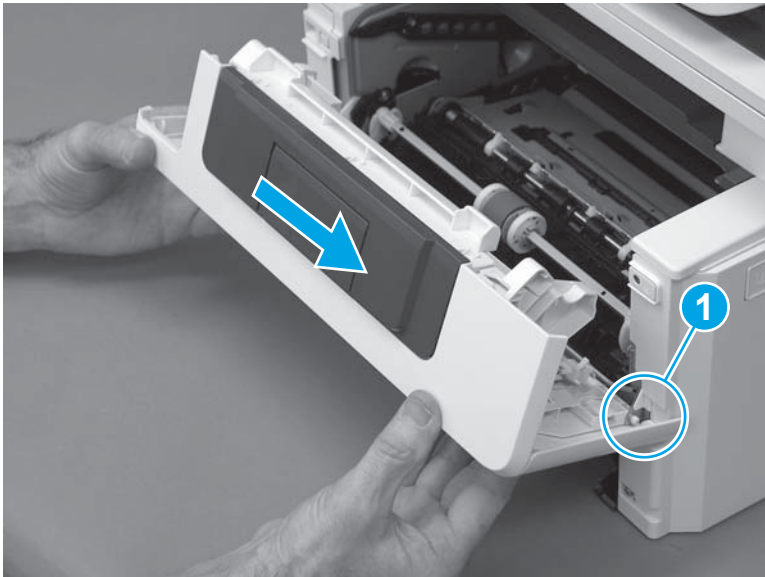
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-1537** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

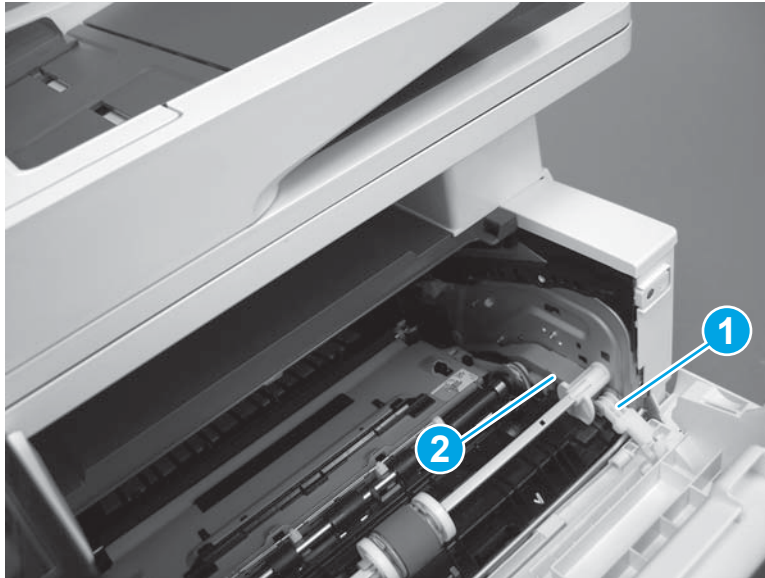
**Figure 1-1538** Install the door



3. Install the link (callout 1).

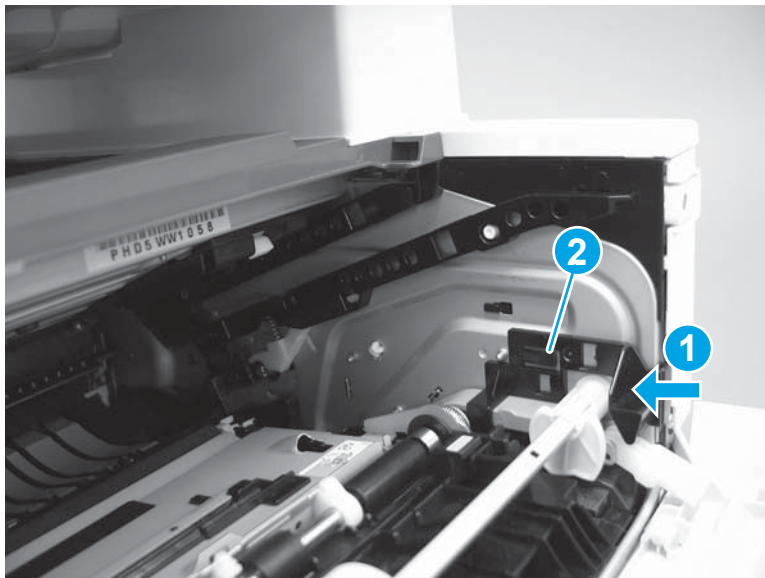
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-1539** Install the pressure-release link



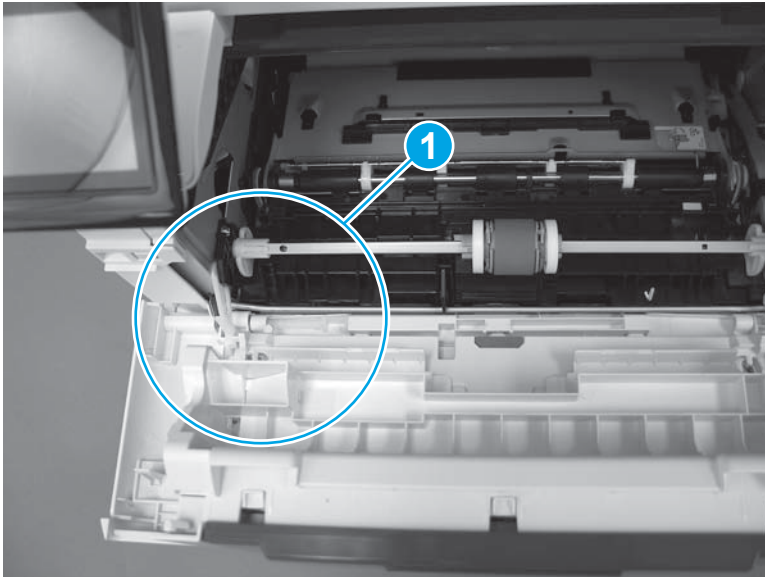
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-1540** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

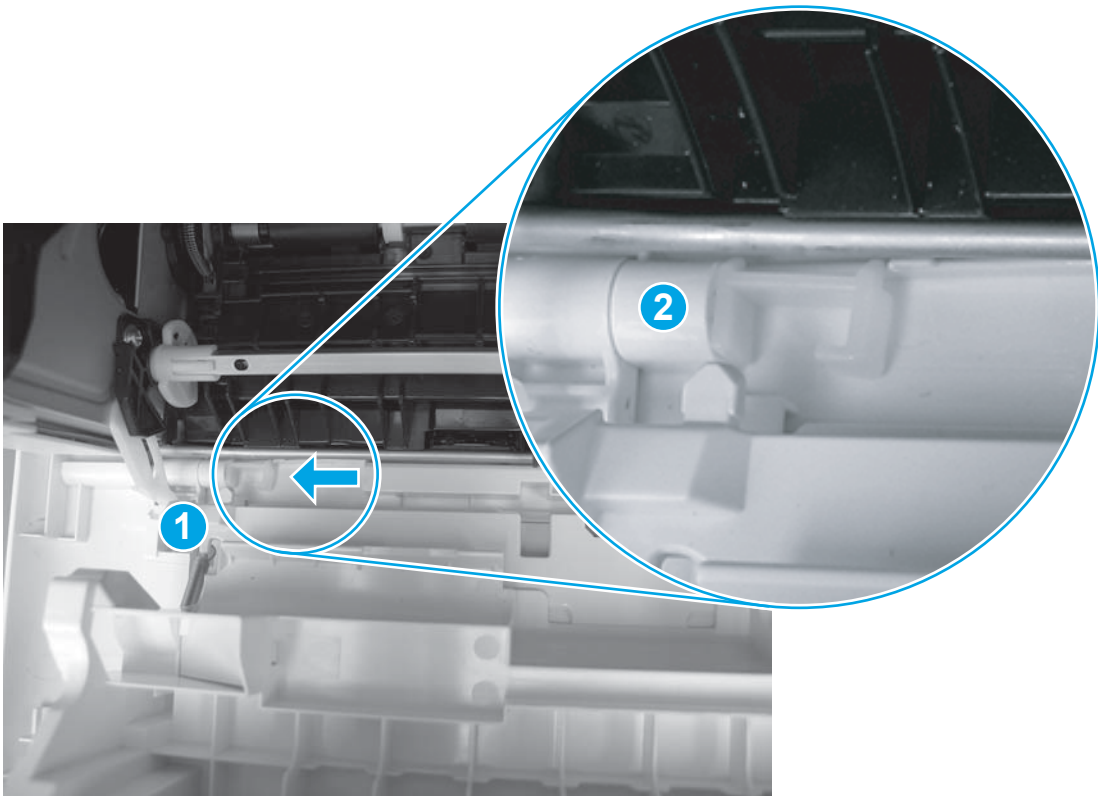
**Figure 1-1541** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1542** Install the support shaft





### Step 23: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1543** Install the tray





## Removal and replacement: Connecting PCA

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 11: Remove the connecting PCA](#)
- [Step 12: Unpack the replacement assembly](#)
- [Step 13: Install the connecting PCA](#)
- [Step 14: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 15: Install the paper delivery tray \(output bin\)](#)
- [Step 16: Install the top cover \(M403/M402\)](#)
- [Step 17: Install the top cover \(M427/M426\)](#)
- [Step 18: Install the control panel \(M427/M246\)](#)
- [Step 19: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 20: Install the right cover](#)
- [Step 21: Install the left cover](#)
- [Step 22: Install the cartridge door assembly](#)
- [Step 23: Install Tray 2](#)

### Introduction


This document provides the procedures to remove and replace the connecting printed circuit assembly (PCA).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

---

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

---

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

Connecting printed circuit assembly (PCA) part number	
<b>RM2-7510-000CN</b>	Connecting PCA (duplex models <sup>1</sup> )
<b>RM2-8510-000CN</b>	Connecting PCA (simplex models)

---

<sup>1</sup> All M426/M427 printers are duplex models and use the RM2-7510-000CN connecting PCA.

### Required tools

- #2 Phillips screwdriver with a magnetic tip.
- 5.5 mm (0.22 inch) socket 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1544** Remove the tray



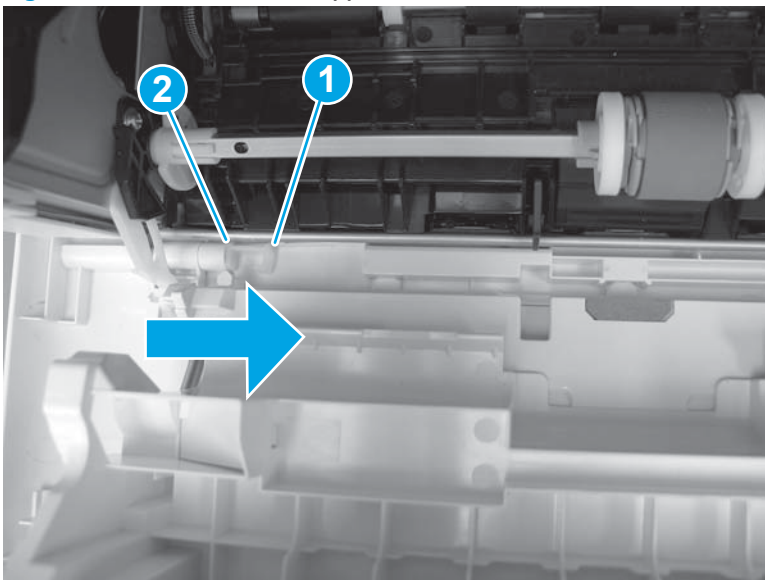
**Step 2: Remove the cartridge door assembly**

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-1545** Release the support shaft



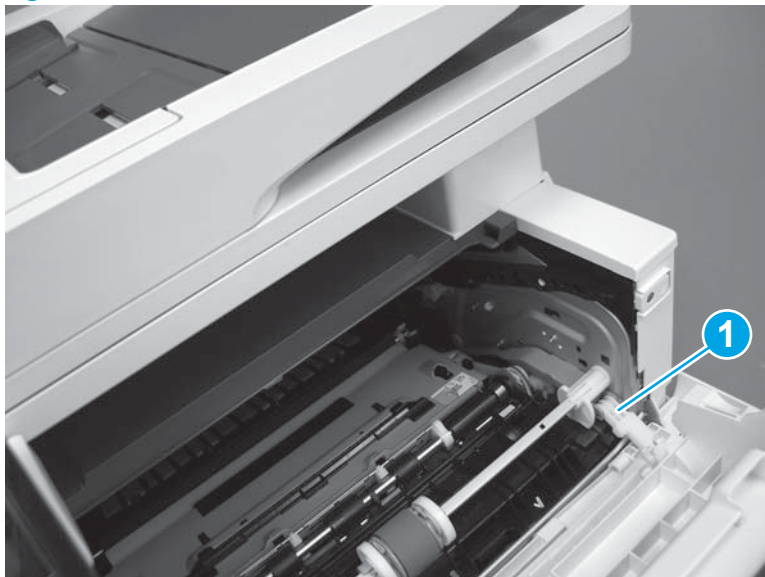
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1546** Remove the guide



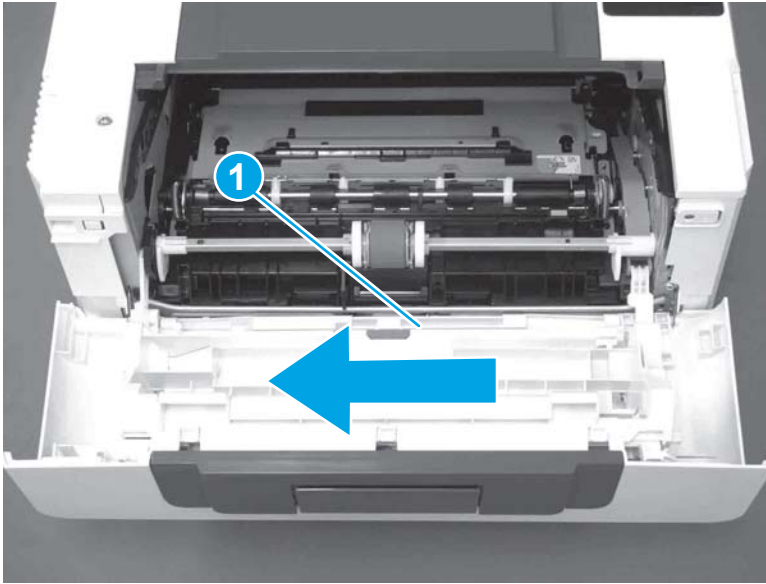
3. Remove the link arm (callout 1).

**Figure 1-1547** Remove the link arm



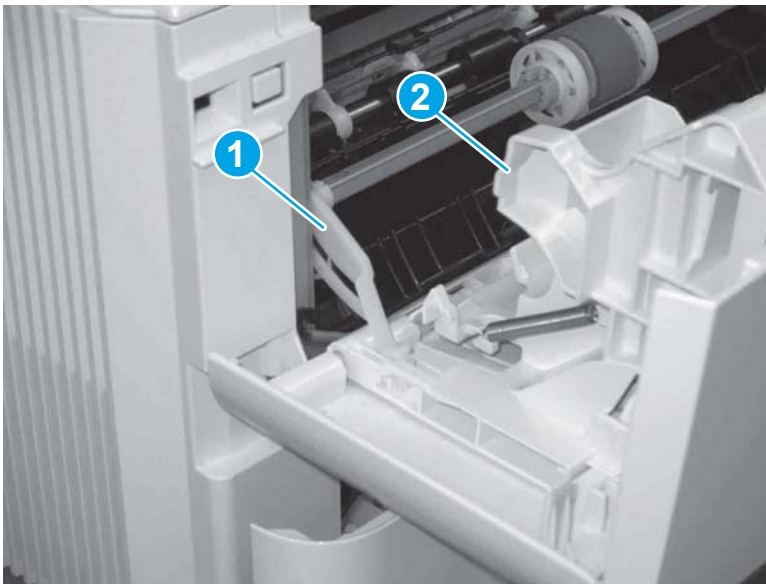
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1548** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

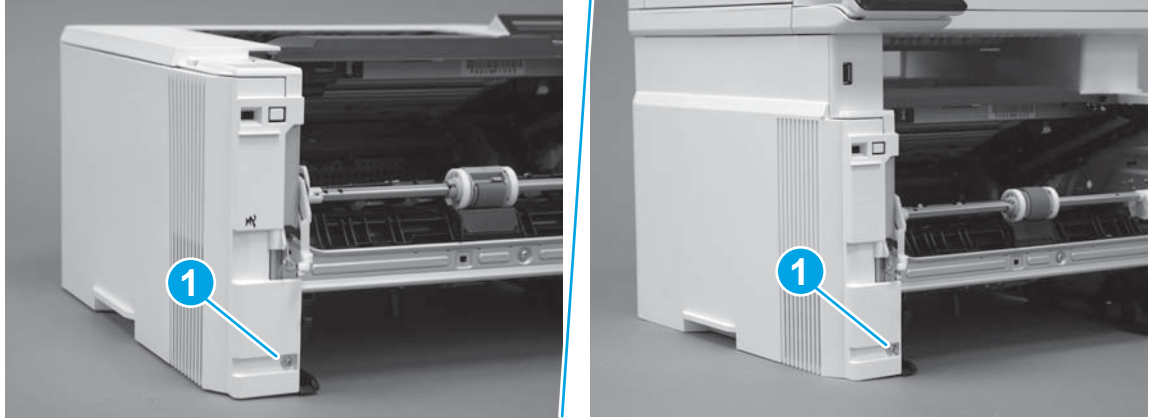
**Figure 1-1549** Release the left-side retainer arm



### Step 3: Remove the left cover

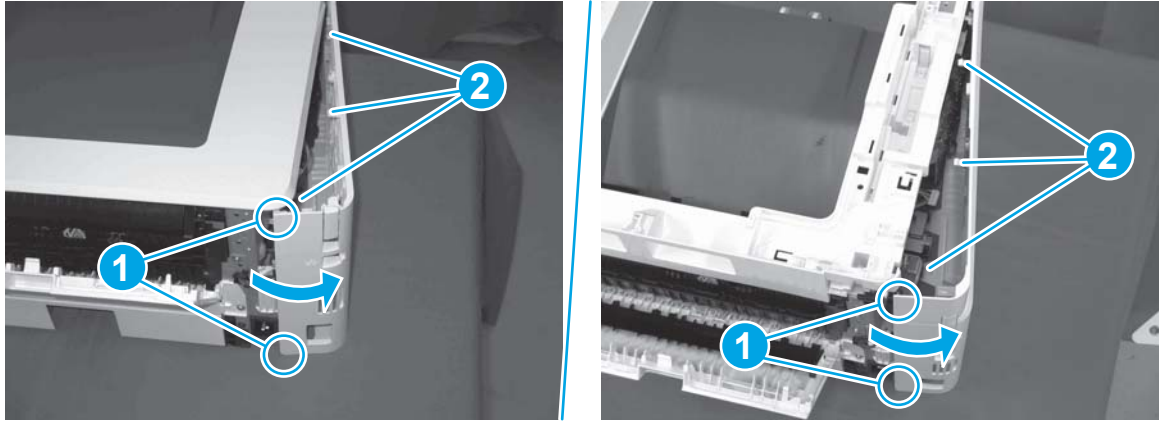
1. Remove one screw (callout 1).

**Figure 1-1550** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1551** Release two bosses and three tabs



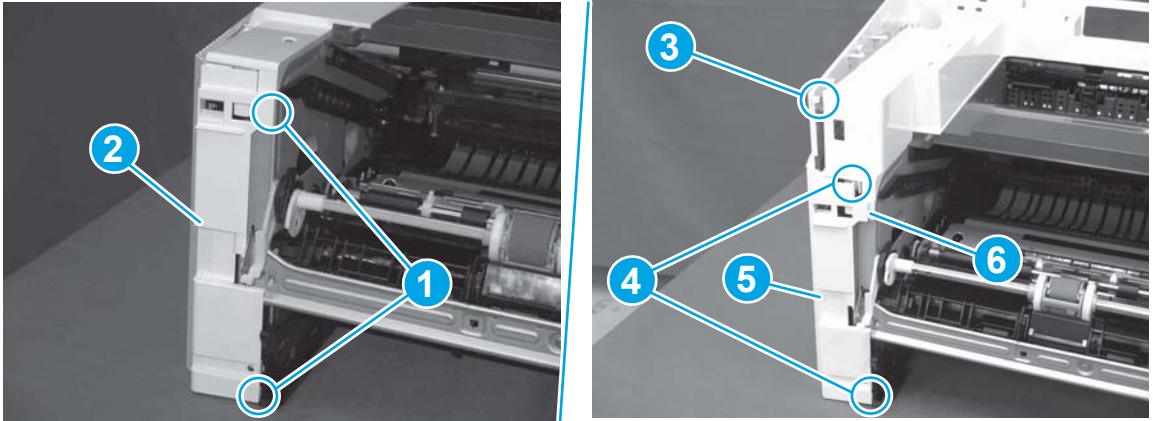
3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.



**Figure 1-1552** Remove the cover



**Step 4: Remove the right cover**

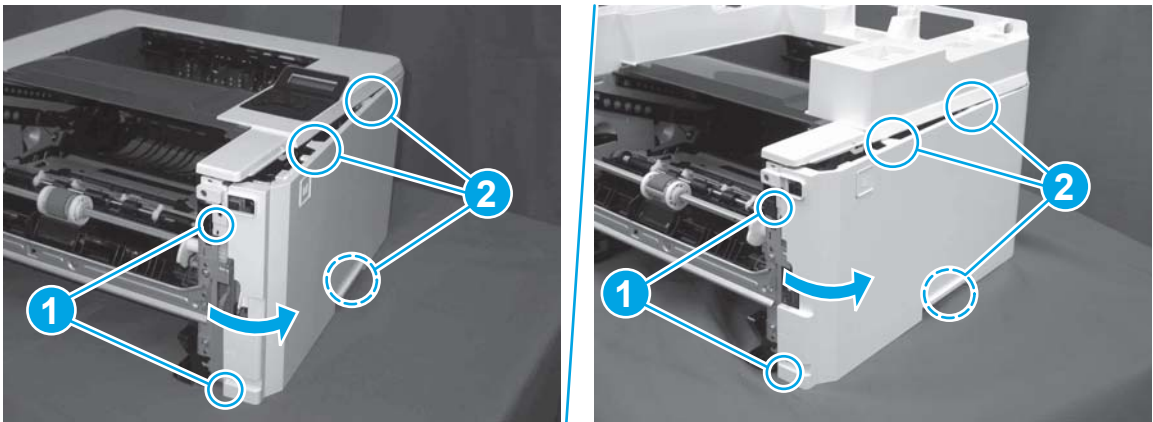
1. Remove one screw (callout 1).

**Figure 1-1553** Remove one screw



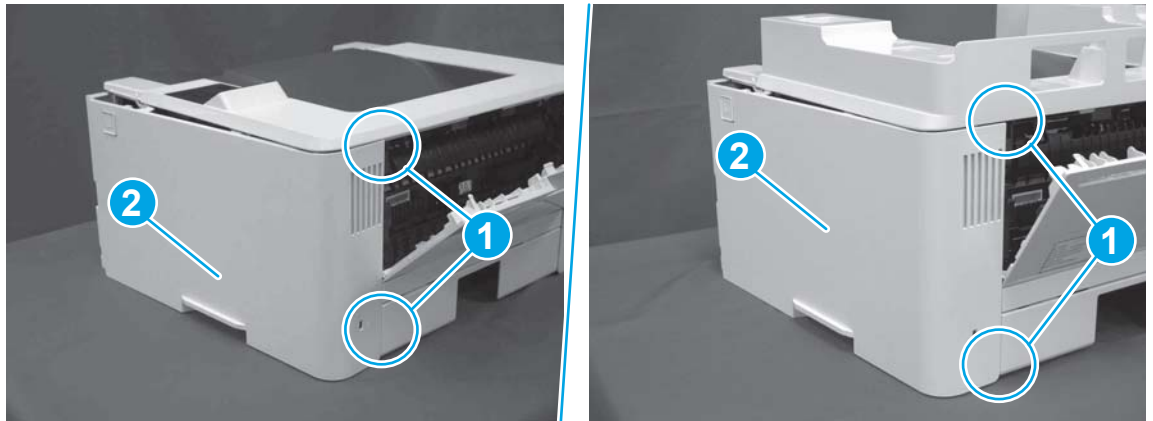
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1554** Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-1555** Remove the cover



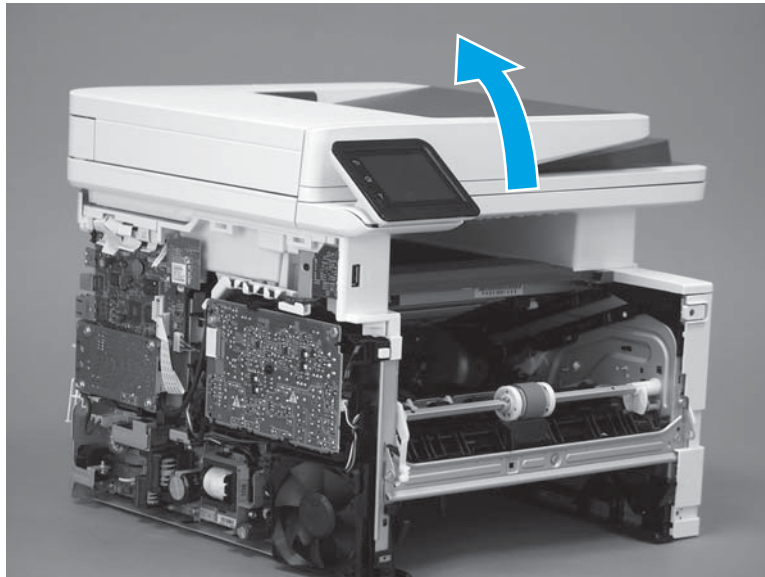
### Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 841.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

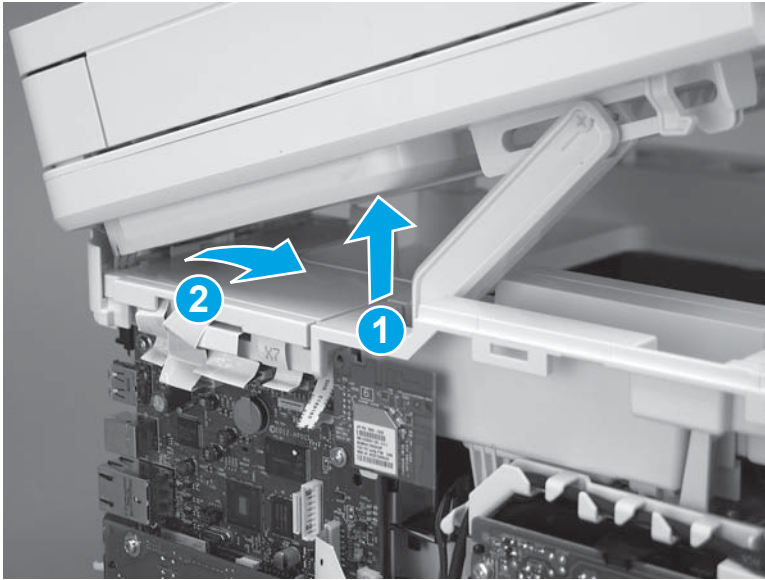
1. Raise the ISA.

**Figure 1-1556** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

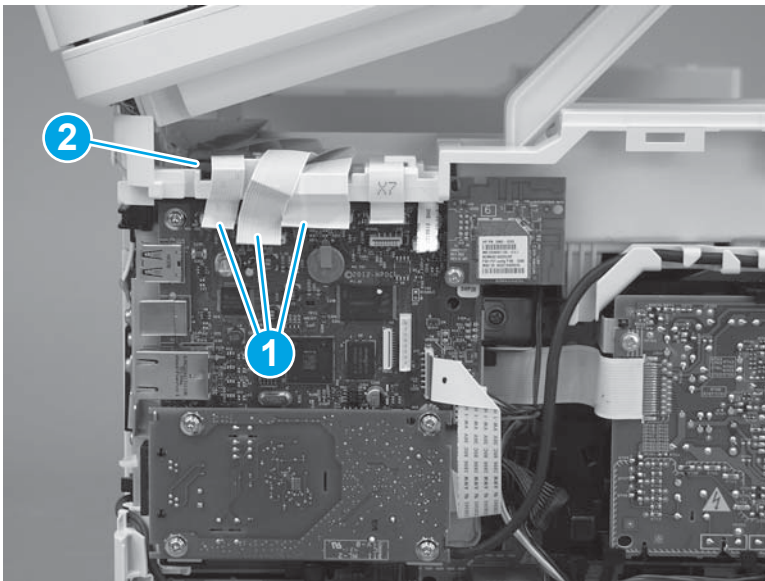
**Figure 1-1557** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

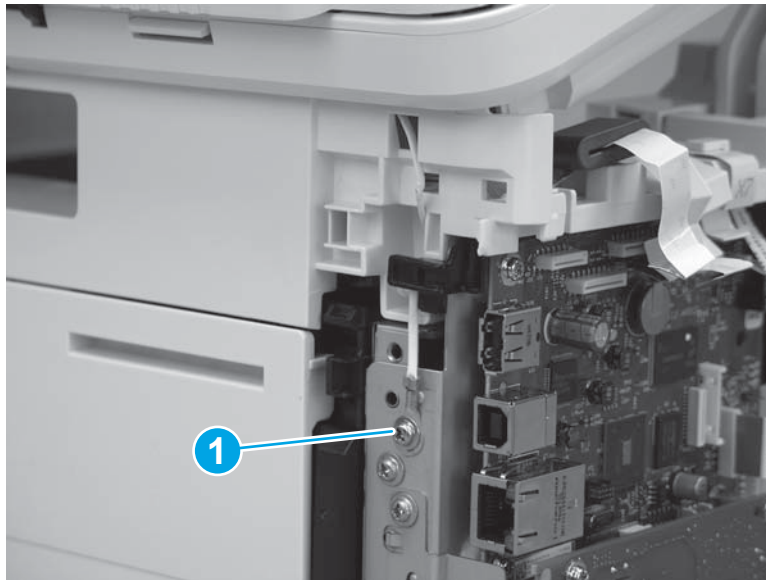
**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-1558** Disconnect three FFCs



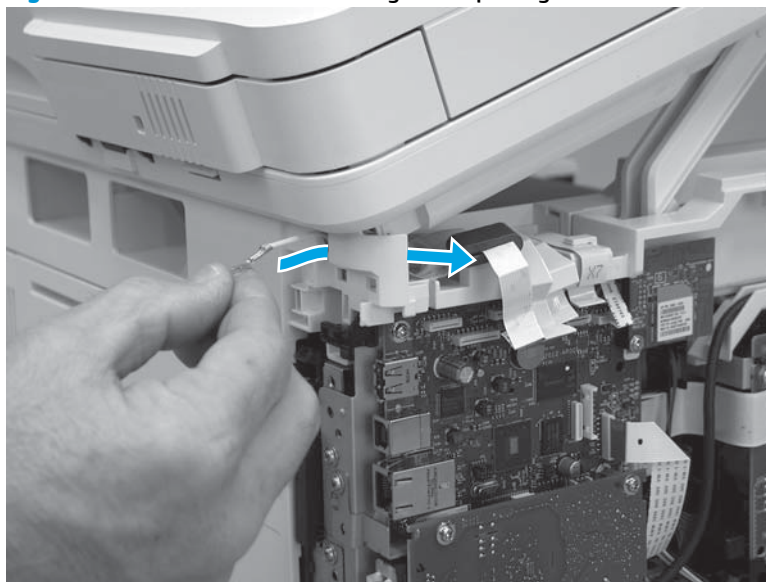
4. Remove one screw (callout 1).

**Figure 1-1559** Remove one screw



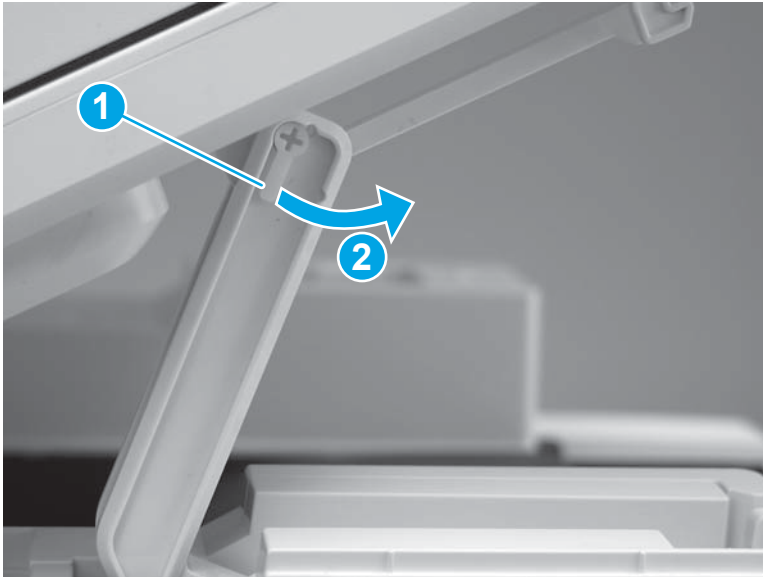
5. Pass the ground wire through the opening in the top cover.

**Figure 1-1560** Pass the wire through the opening



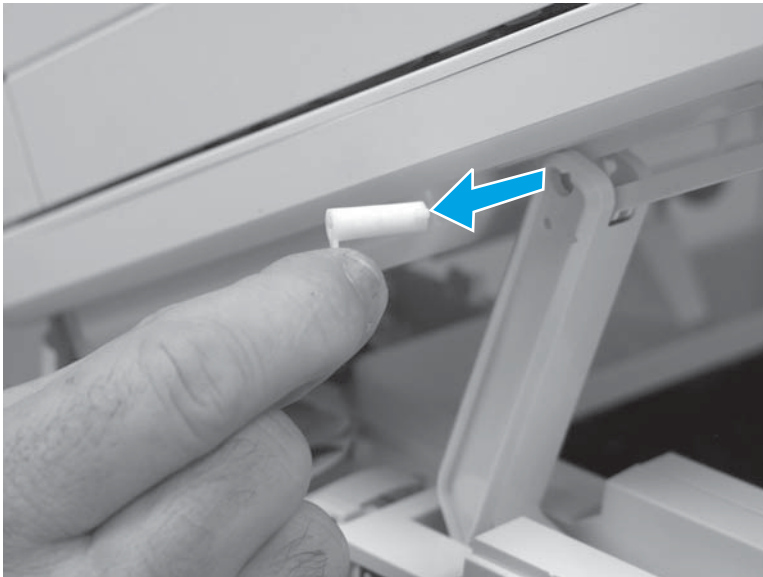
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-1561** Release one tab and rotate the slider pin



7. Remove the slider pin.

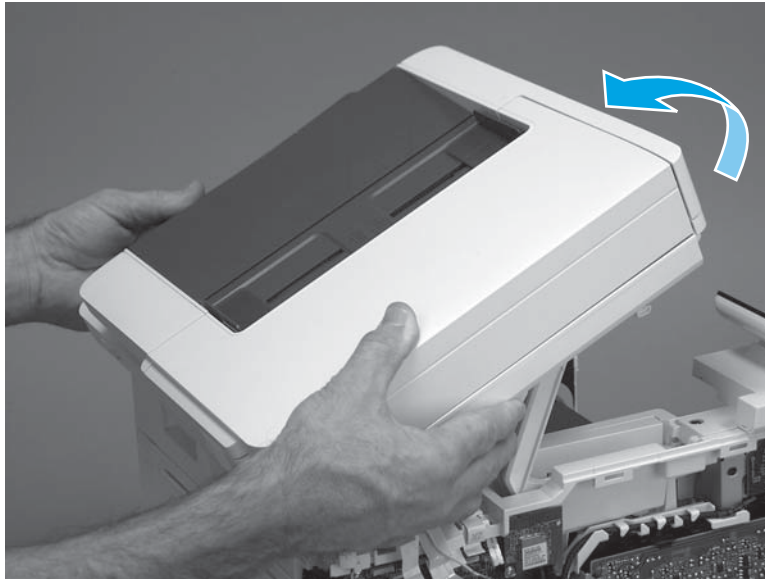
**Figure 1-1562** Remove the slider pin





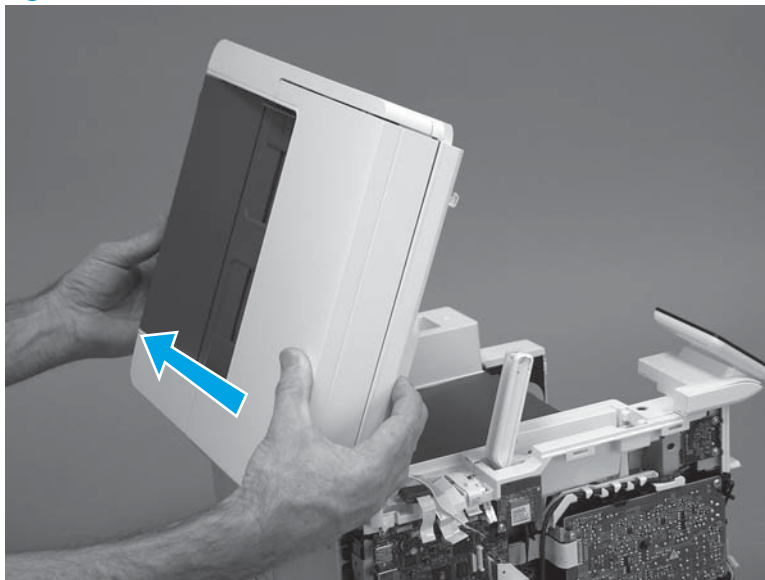
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-1563** Rotate the ISA towards the rear of the printer



9. Slide the ISA as shown to release it.

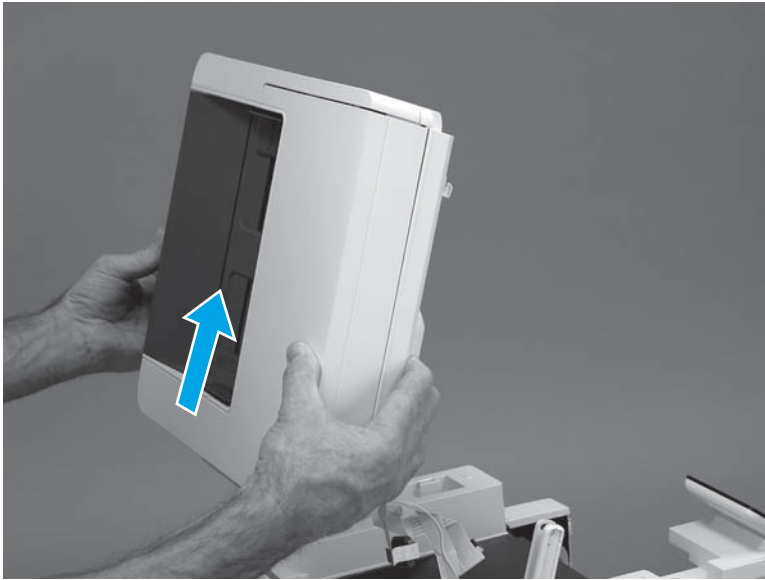
**Figure 1-1564** Release the ISA





10. Remove the ISA.

**Figure 1-1565** Remove the ISA



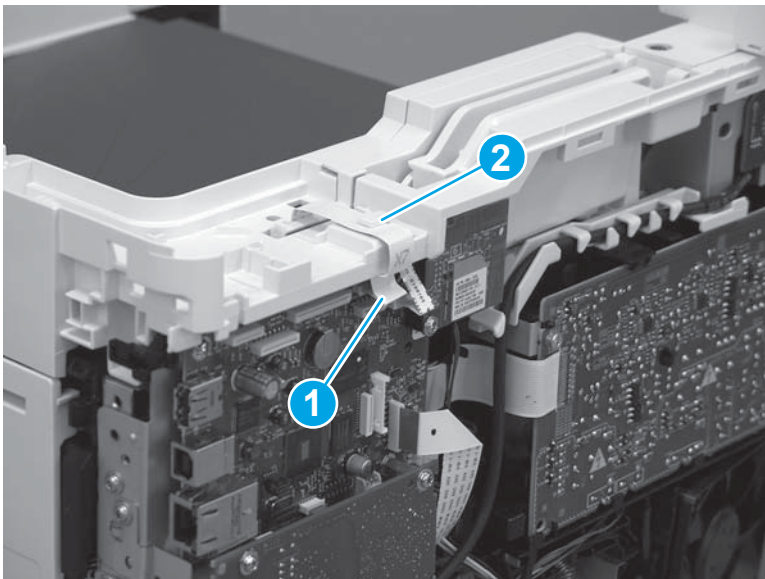
#### Step 6: Remove the control panel (M427/M246)



**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 841.

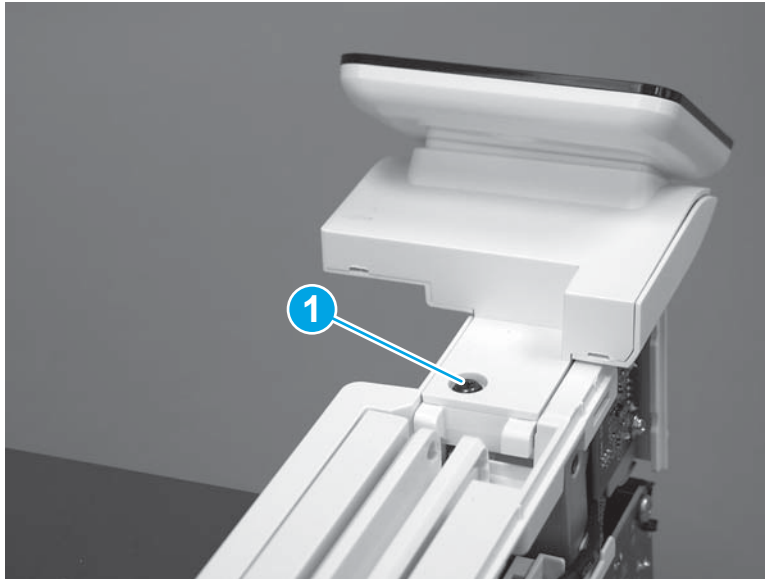
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-1566** Disconnect one connector



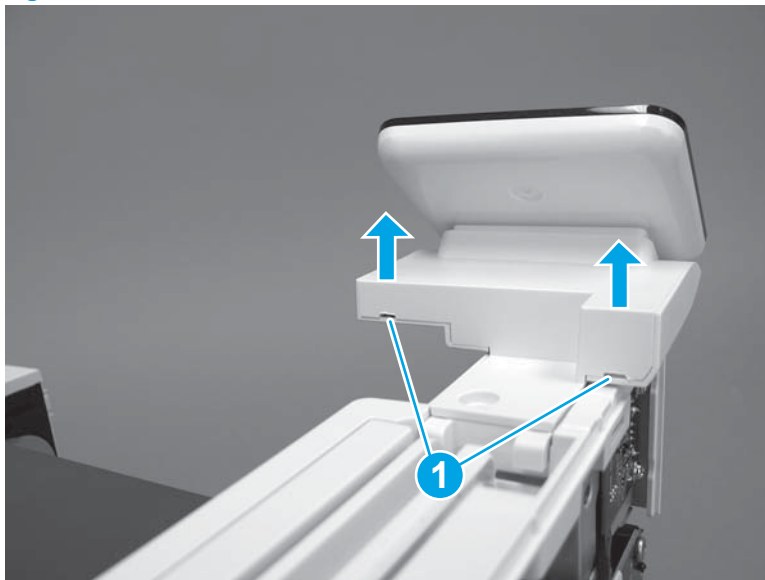
2. Remove one screw (callout 1).

**Figure 1-1567** Remove one screw



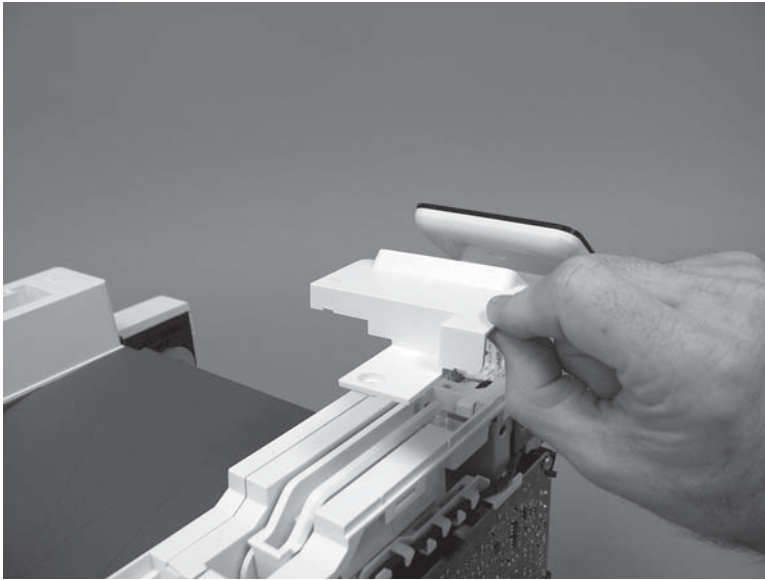
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-1568** Release two tabs



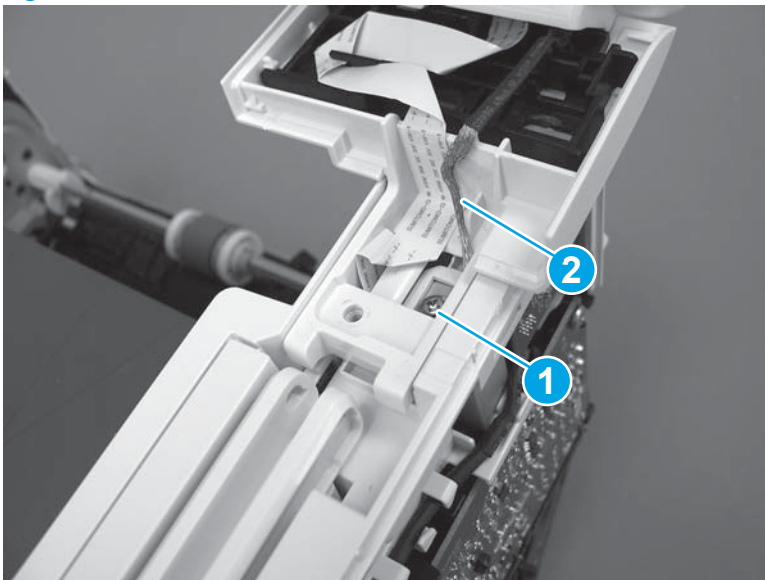
4. Remove the control-panel cable cover.

**Figure 1-1569** Remove the cover



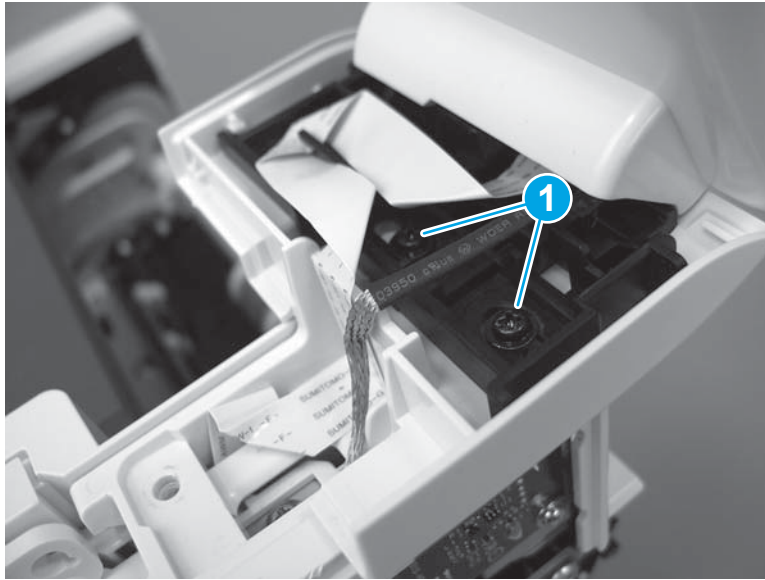
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-1570** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

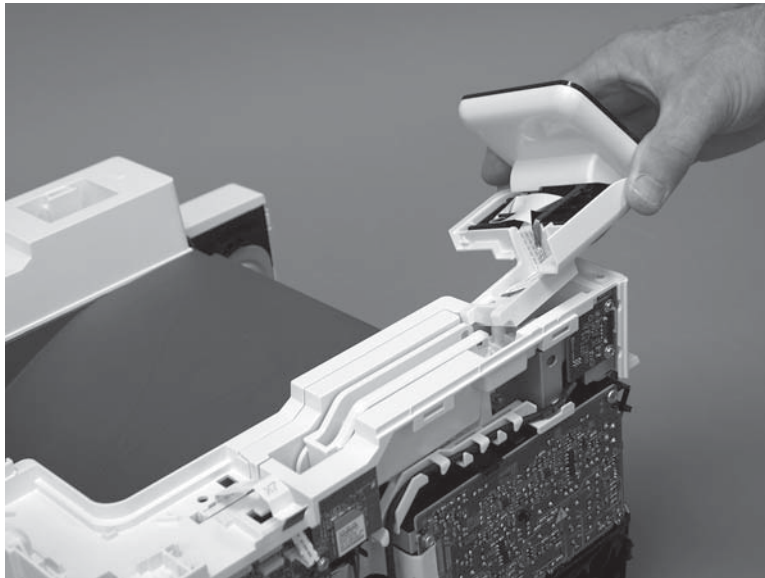
**Figure 1-1571** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

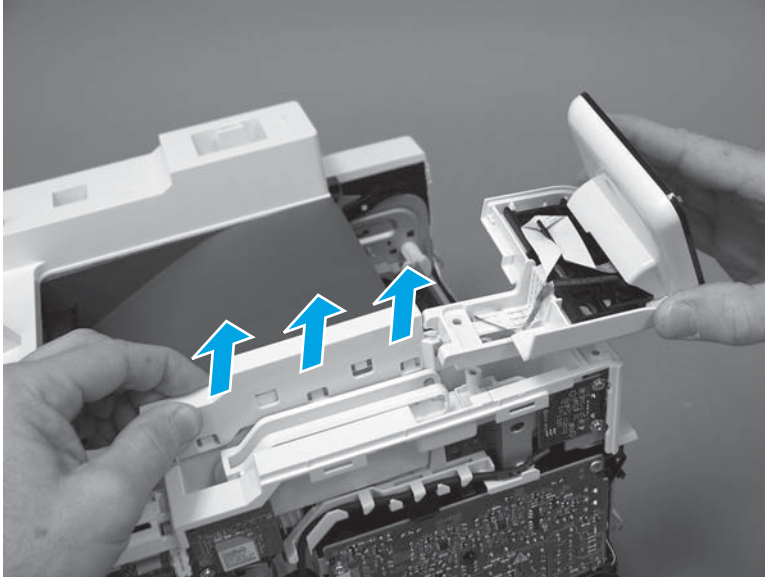
**⚠ CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-1572** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-1573** Remove the control-panel assembly



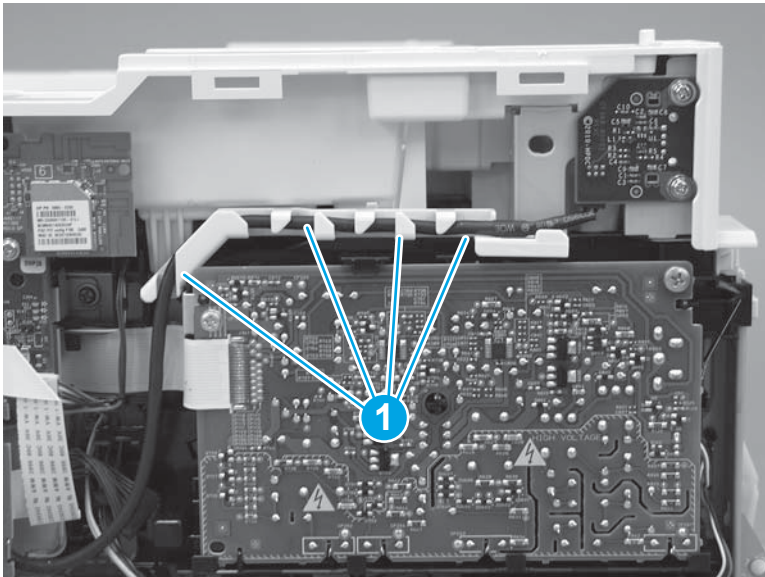
#### Step 7: Remove the top cover (M427/M426)



**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 841](#).

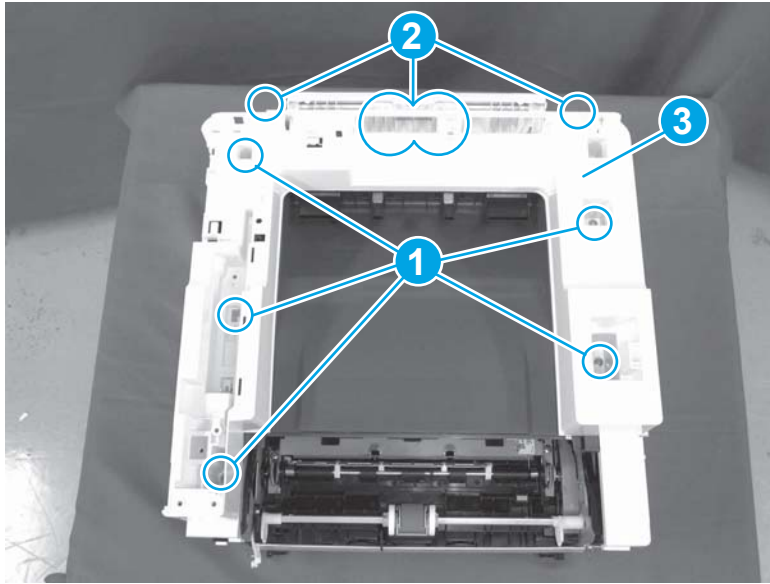
1. Release the USB cable (callout 1) from the cable guide.

**Figure 1-1574** Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-1575** Remove the cover



#### Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 842.](#)

1. Remove one screw (callout 1).

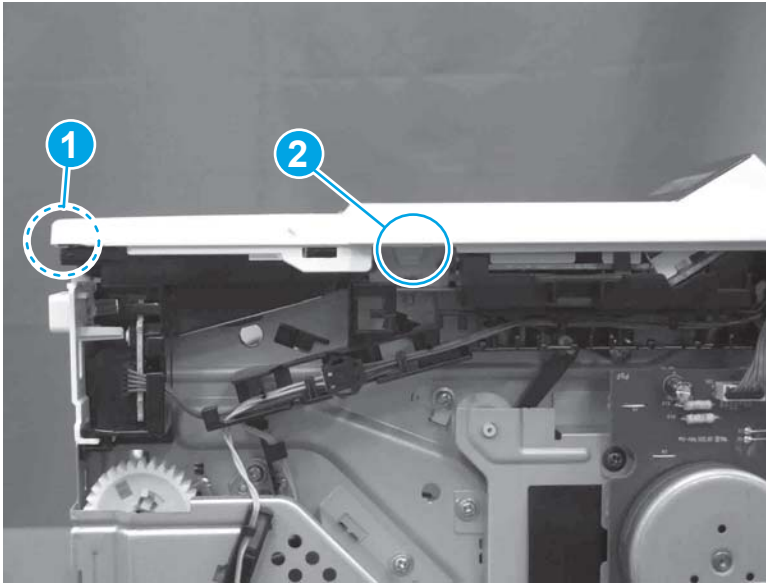
**Figure 1-1576** Remove one screw






2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

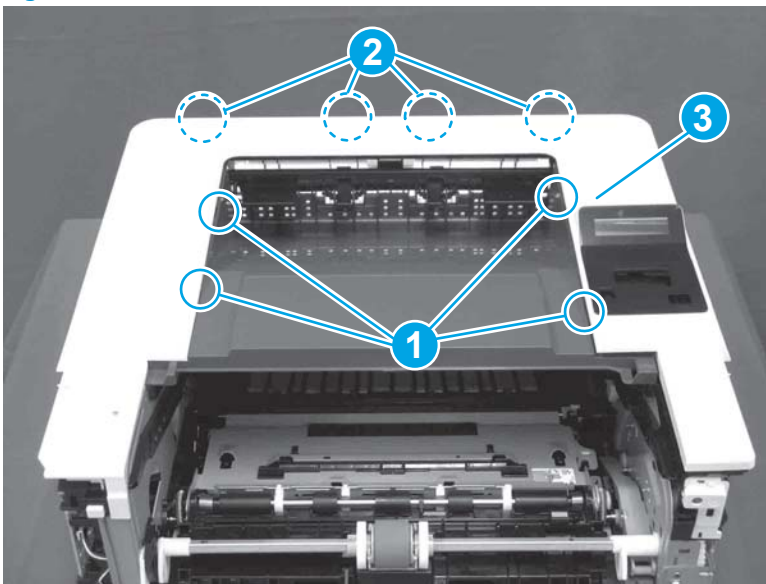
**Figure 1-1577** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-1578** Remove the cover

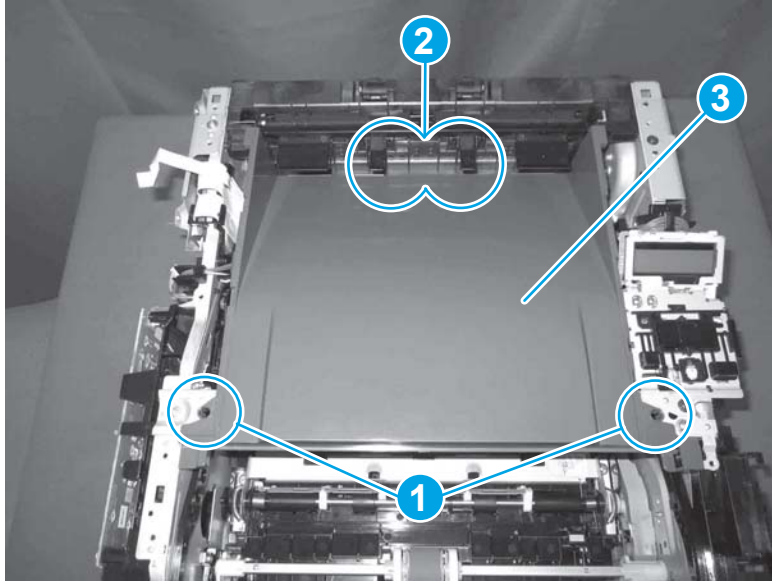


### Step 9: Remove the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

**Figure 1-1579** Release two tabs

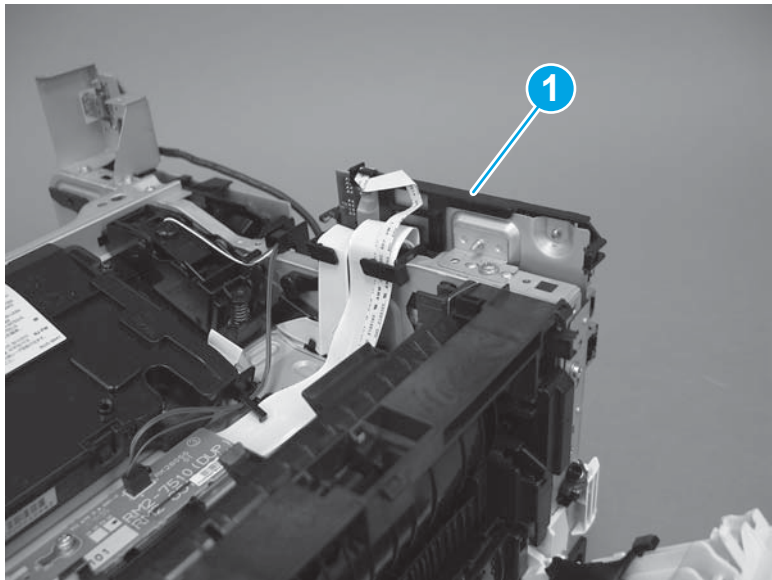


**Step 10: Remove the sheet-metal formatter bracket and formatter PCA**

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

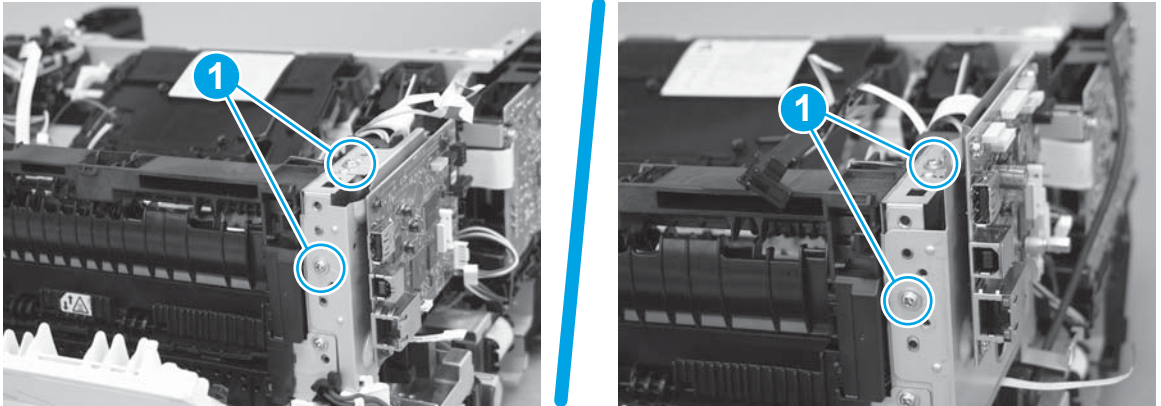
1. **M427/M426 only:** Remove the guide (callout 1).

**Figure 1-1580** Remove the guide



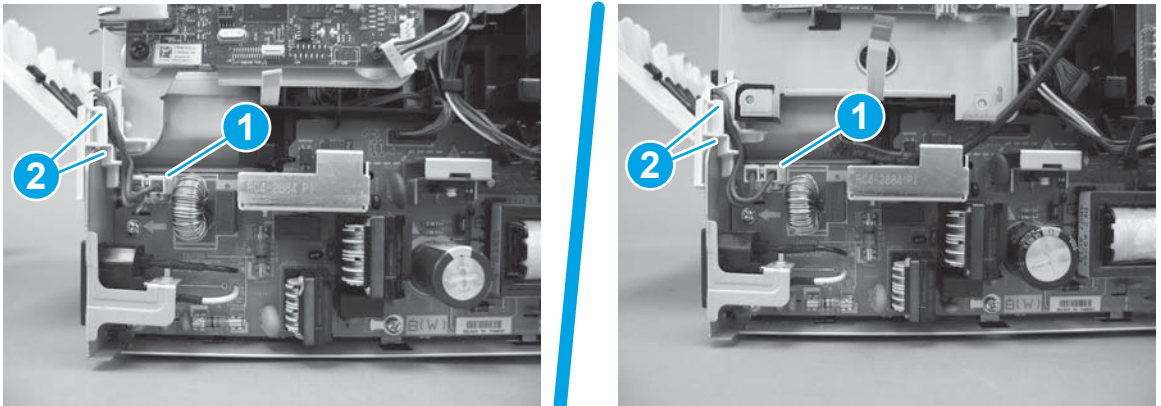
2. Remove two screws (callout 1).

**Figure 1-1581** Remove two screws



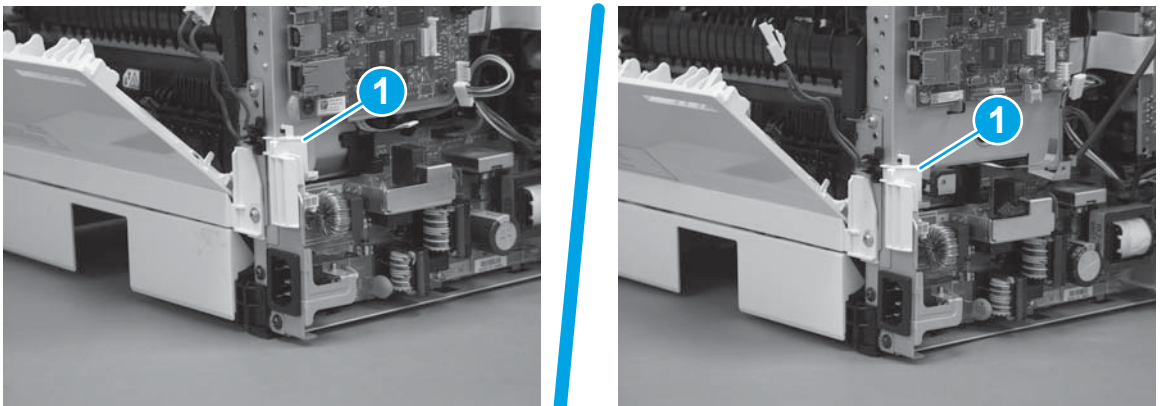
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-1582** Disconnect one connector



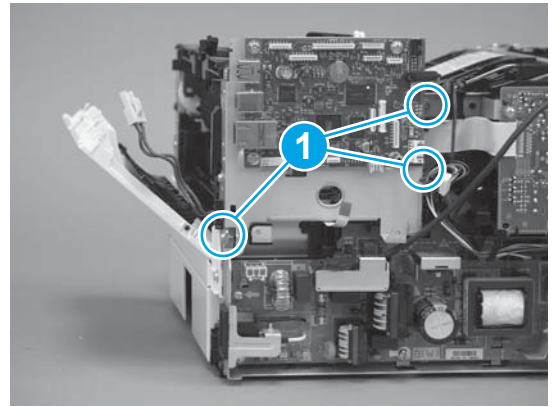
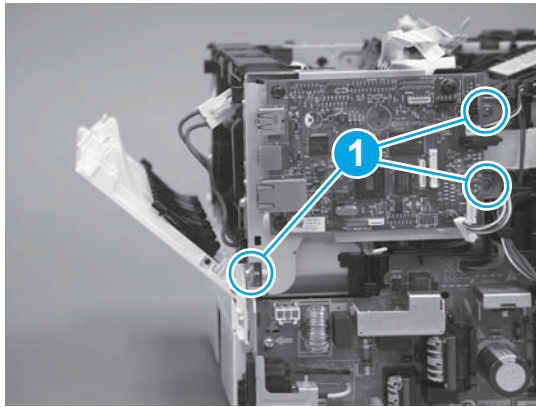
4. Remove the guide (callout 1).

**Figure 1-1583** Remove the guide



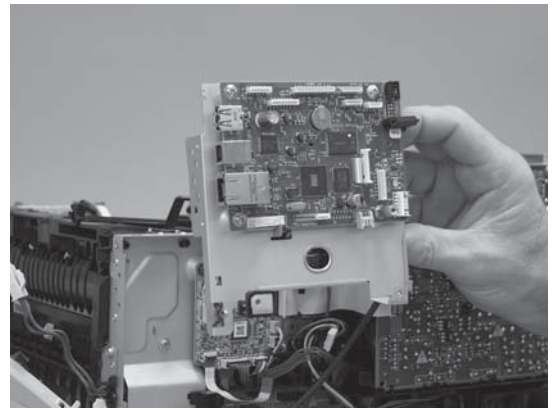
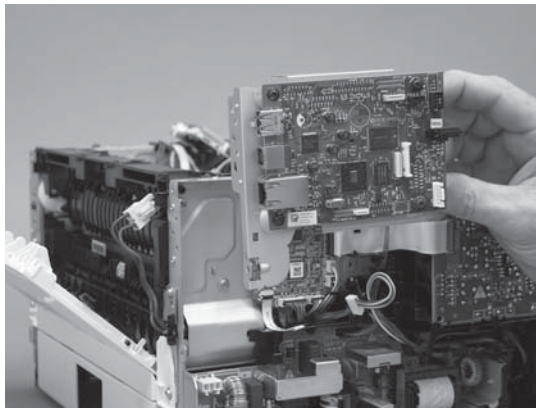
5. Remove three screws (callout 1).

**Figure 1-1584** Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

**Figure 1-1585** Remove the bracket



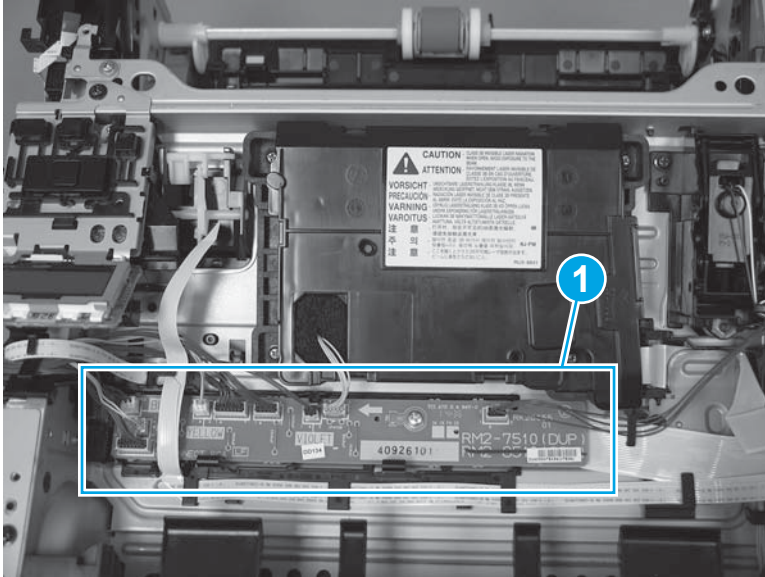
### Step 11: Remove the connecting PCA

1. Disconnect nine connectors (callout 1).

 **TIP:** Some of these connectors might be easier to disconnect if the wire harnesses are removed from the guides.

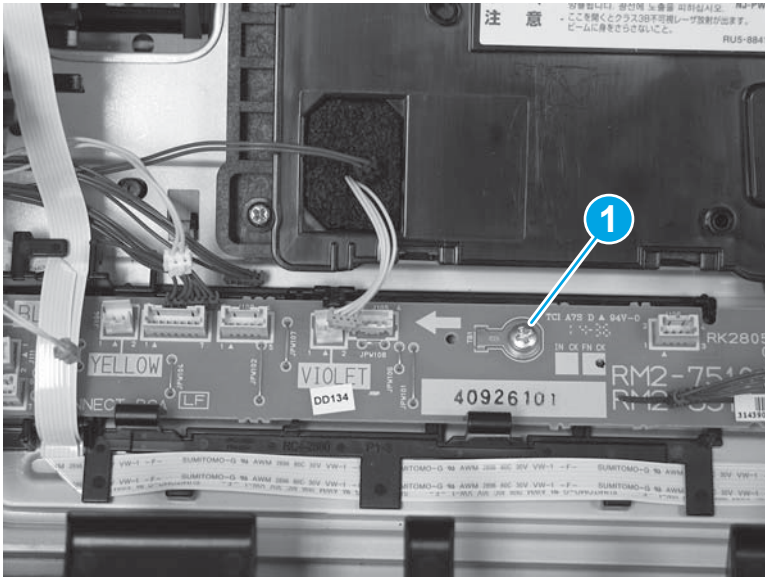


**Figure 1-1586** Disconnect nine connectors



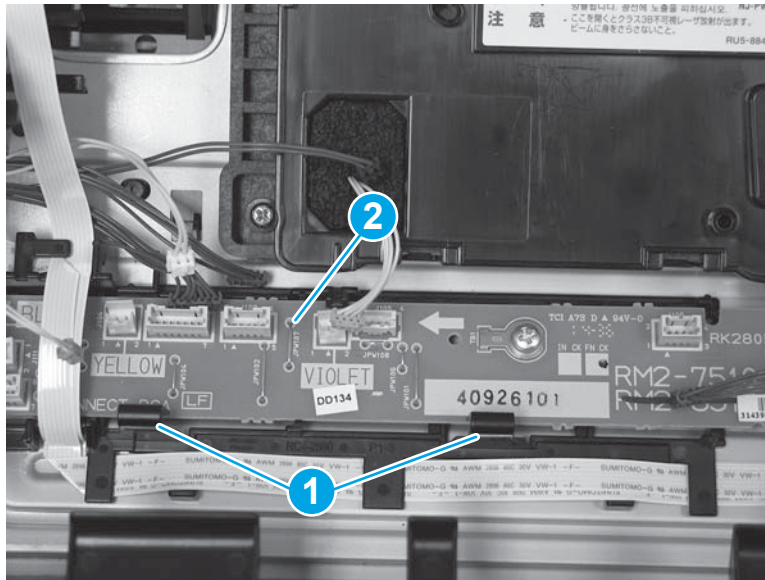
2. Remove one screw (callout 1).

**Figure 1-1587** Remove one screw



3. Release two holders (callout 1), and then remove the connecting PCA (callout 2).

**Figure 1-1588** Remove the connecting PCA



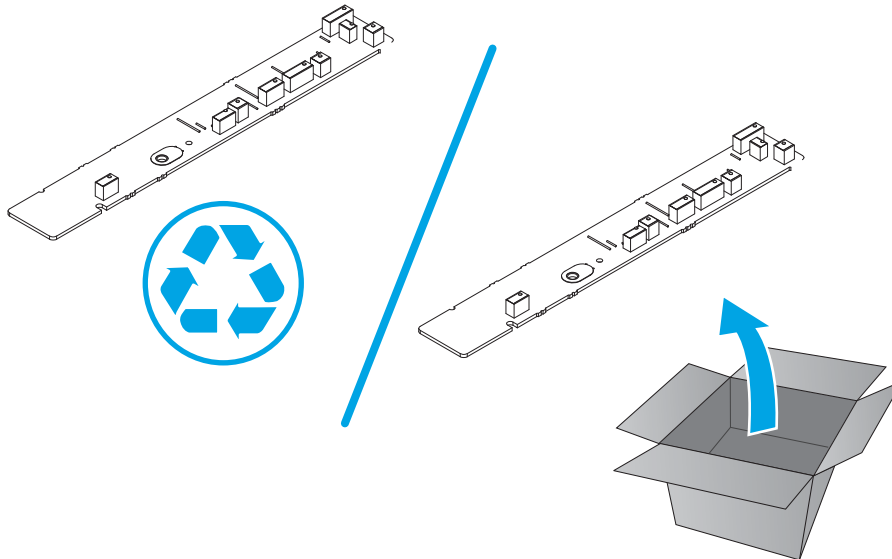
### Step 12: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-1589** Recycle and unpack

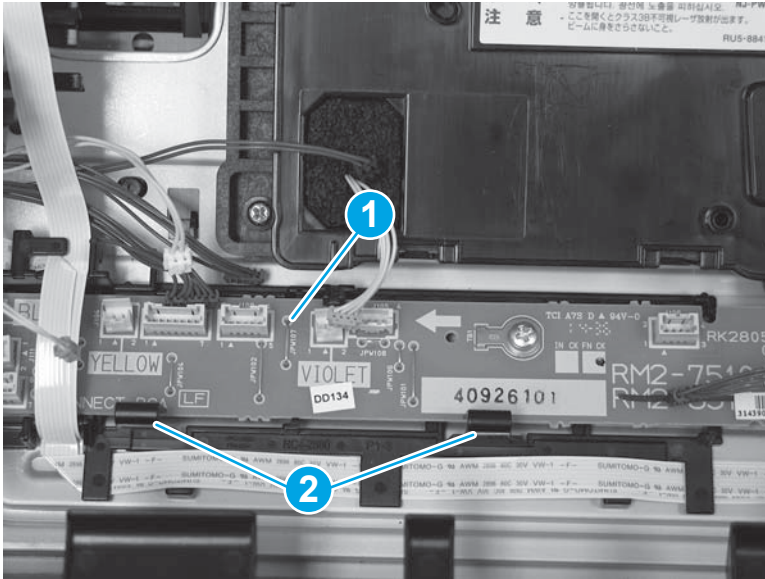


### Step 13: Install the connecting PCA

1. Position the connecting PCA (callout 1) under the two holders (callout 2).

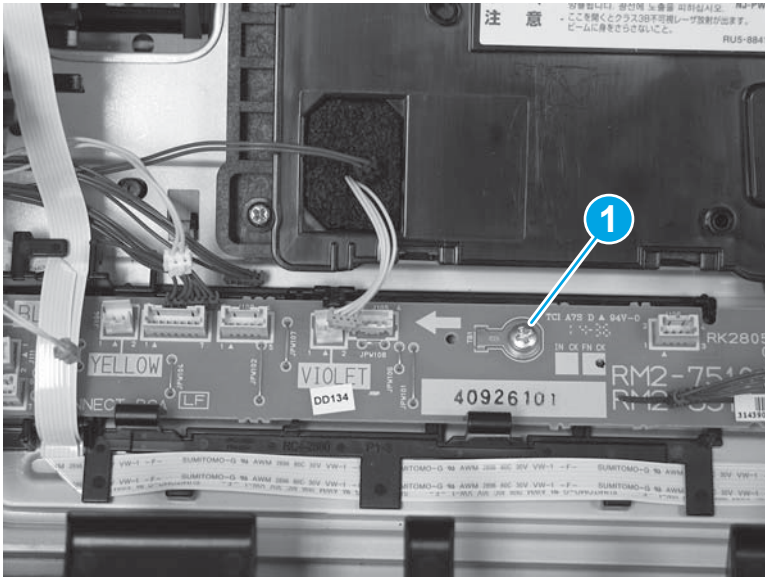


**Figure 1-1590** Install the connecting PCA




2. Install one screw (callout 1).

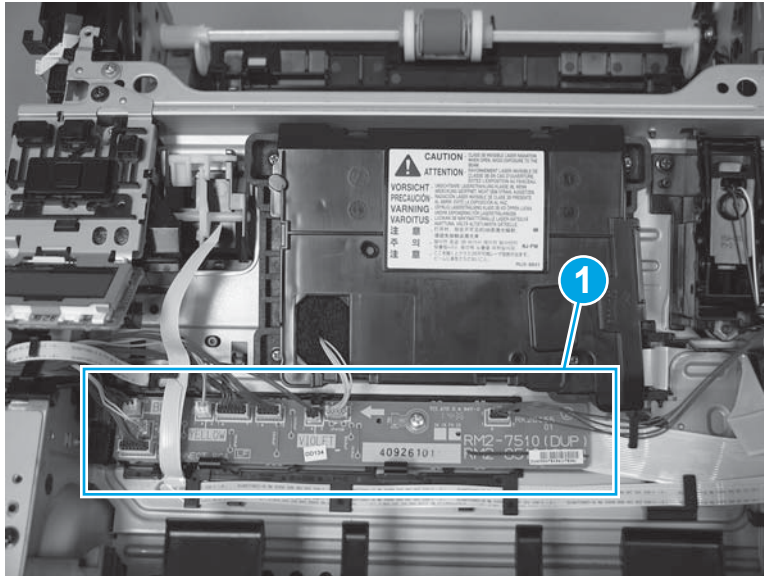
**Figure 1-1591** Install one screw



3. Connect nine connectors (callout 1).

 **Reinstallation tip:** If any of the connectors were removed from the guides, make sure that they are reinstalled now.

**Figure 1-1592** Connect nine connectors

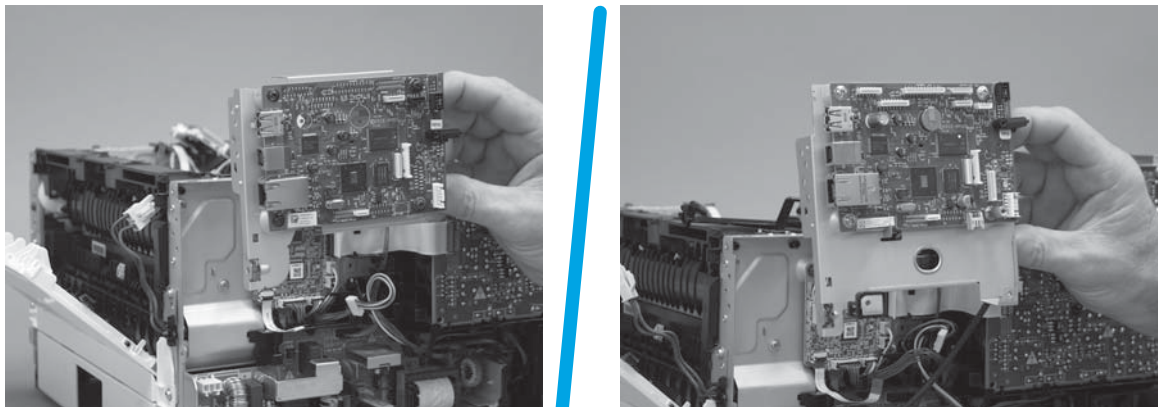


#### Step 14: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

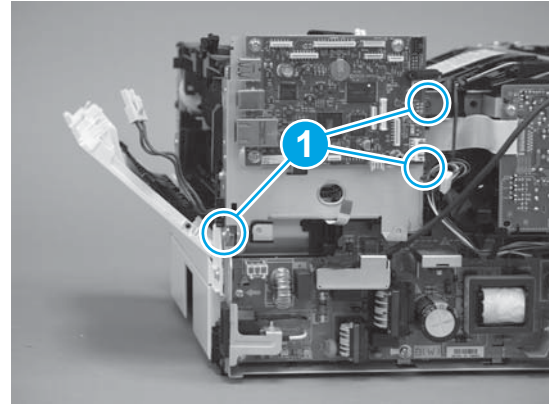
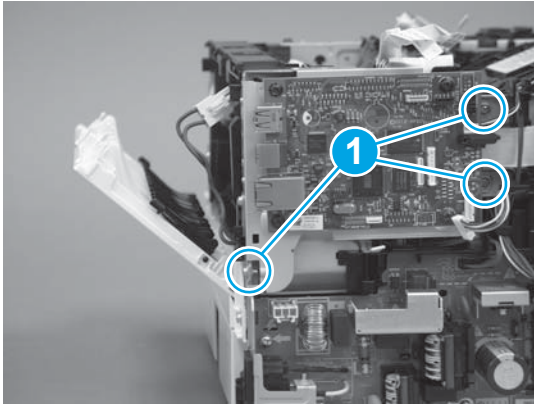
1. Position the sheet-metal bracket and formatter PCA on the printer.

**Figure 1-1593** Install the bracket



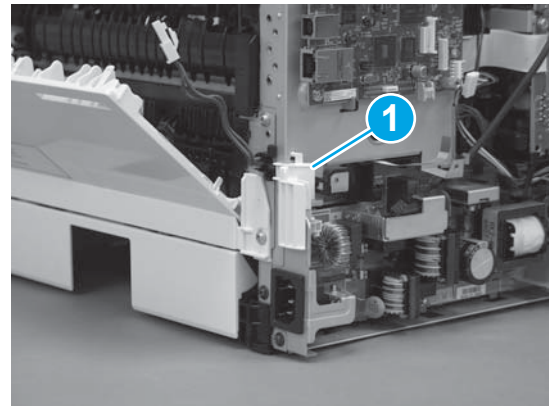
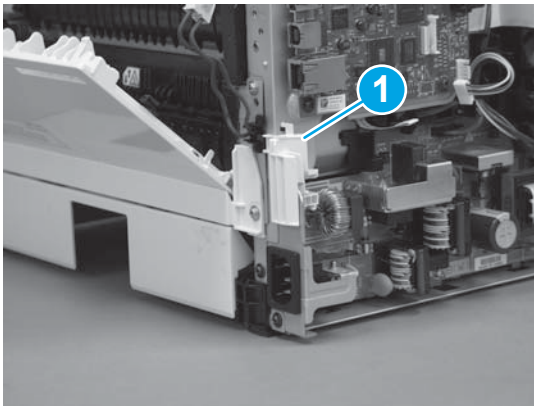
2. Install three screws (callout 1).

**Figure 1-1594** Install three screws



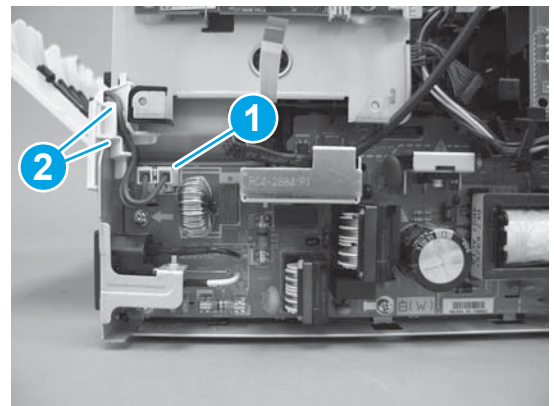
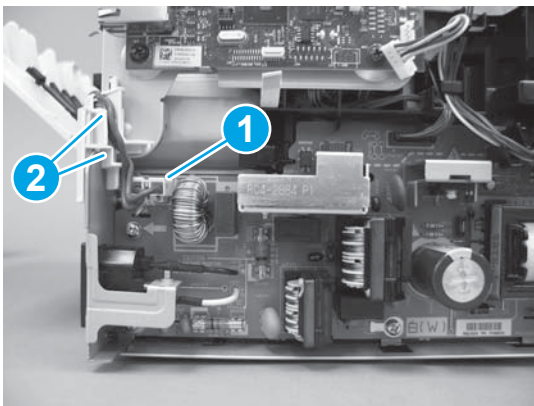
3. Install the guide (callout 1).

**Figure 1-1595** Install the guide



4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

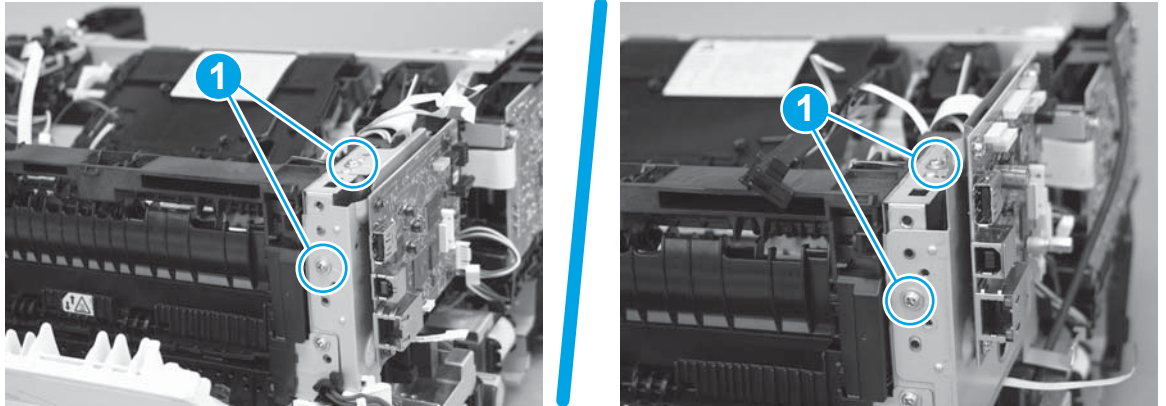
**Figure 1-1596** Connect one connector





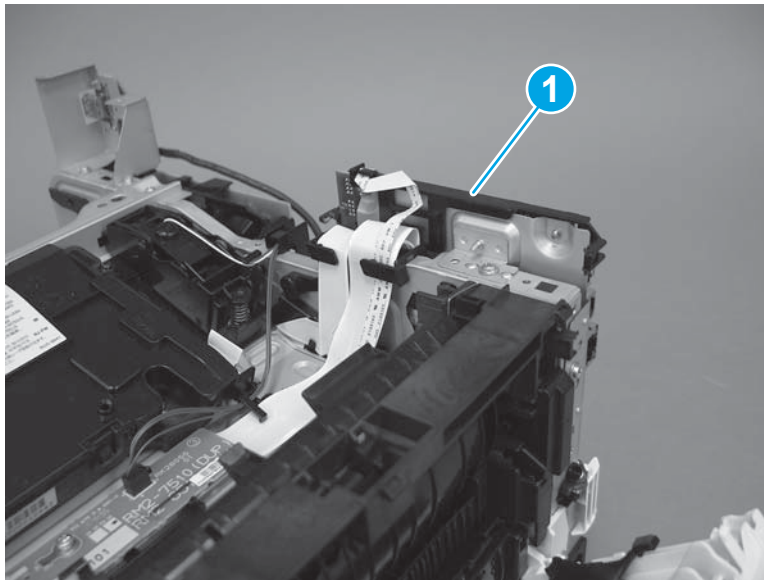
5. Install two screws (callout 1).

**Figure 1-1597** Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

**Figure 1-1598** Install the guide

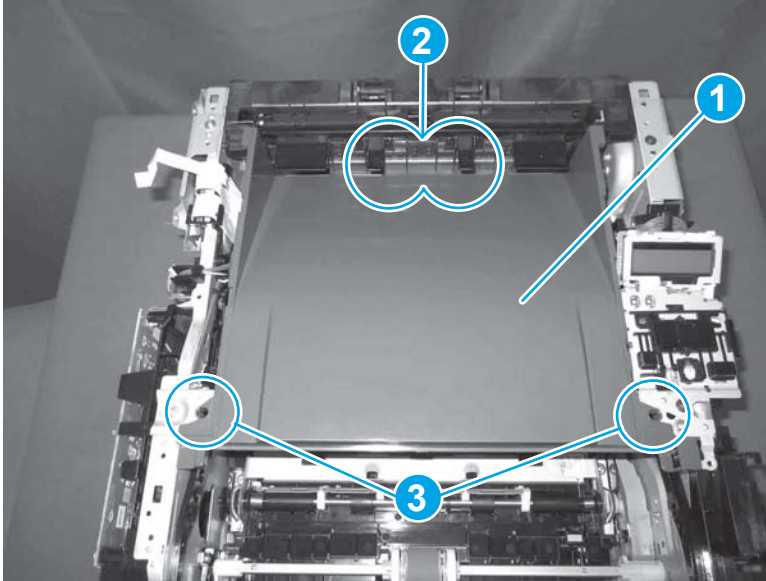


### Step 15: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1599** Engage two tabs

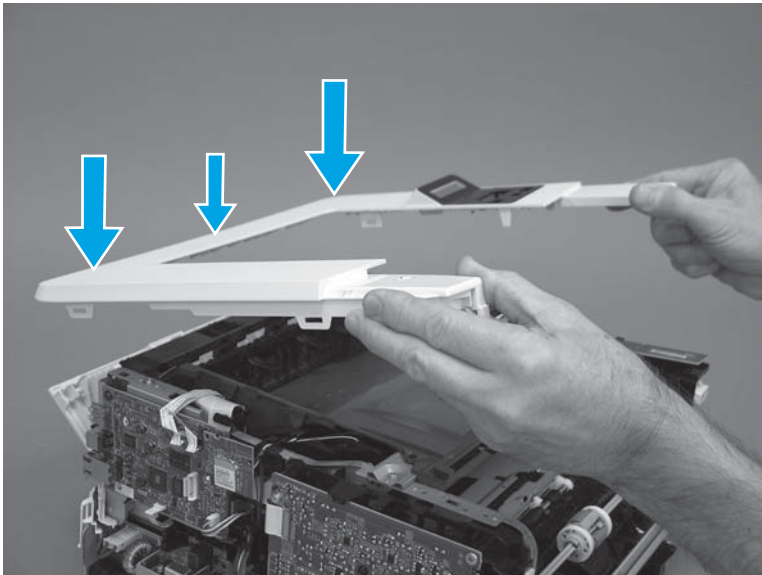


**Step 16: Install the top cover (M403/M402)**

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 17: Install the top cover \(M427/M426\) on page 854](#).

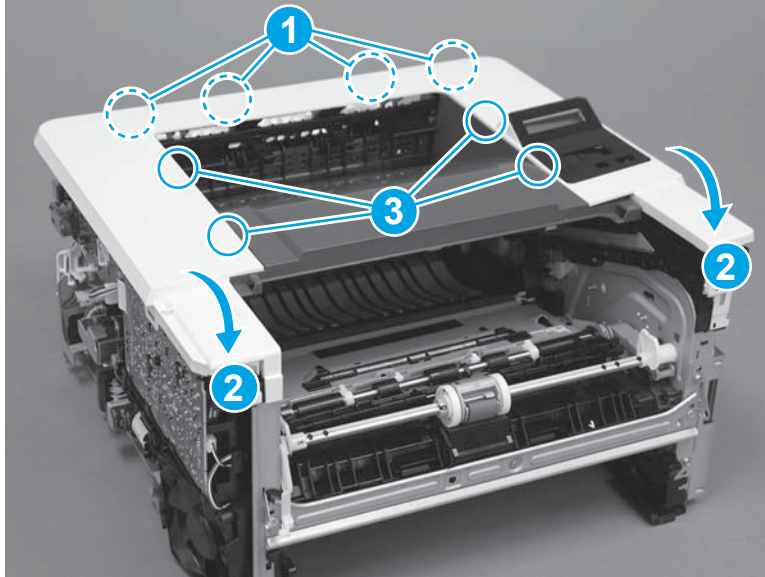
1. Position the rear edge of the cover on the printer.

**Figure 1-1600** Install the cover



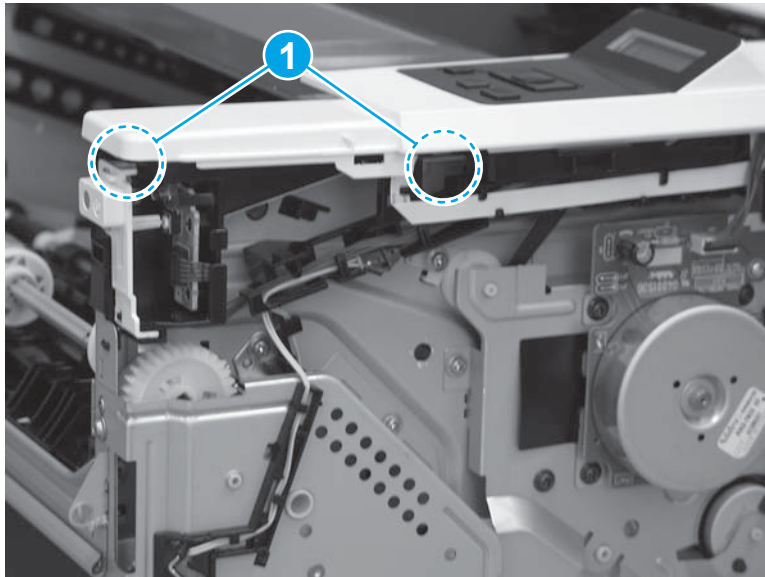
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-1601** Engage four bosses and tabs



- At the right side of the printer, engage the one boss and one tab (callout 1).

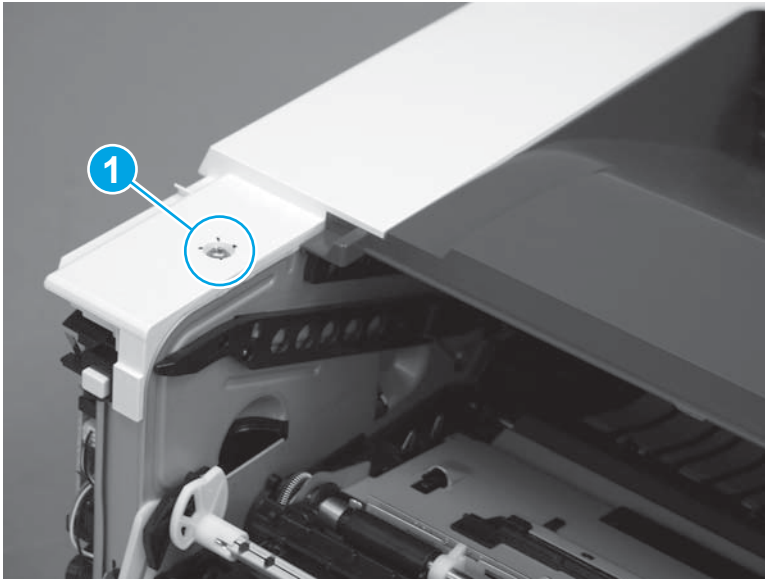
**Figure 1-1602** Engage one boss and one tab






4. Install one screw (callout 1).

**Figure 1-1603** Install one screw

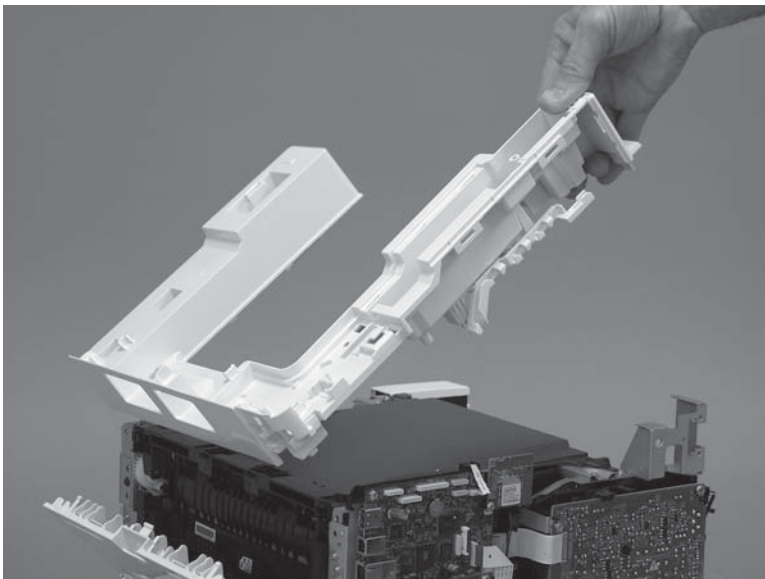


#### Step 17: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 865](#).

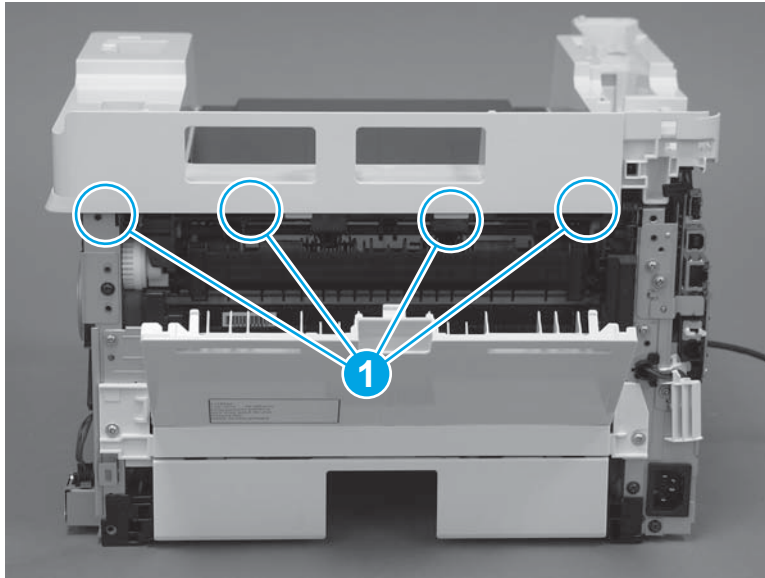
1. Position the rear edge of the top cover on the printer.

**Figure 1-1604** Install the cover



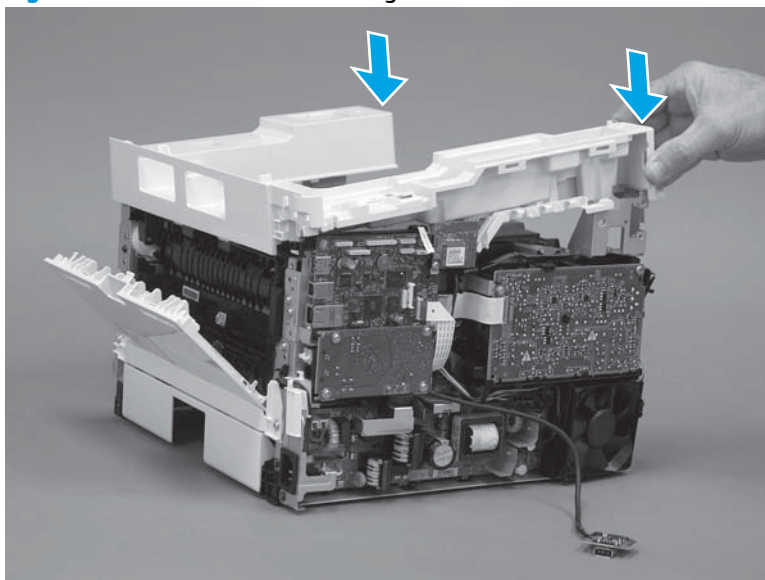
2. Engage four bosses (callout 1).

**Figure 1-1605** Engage four bosses



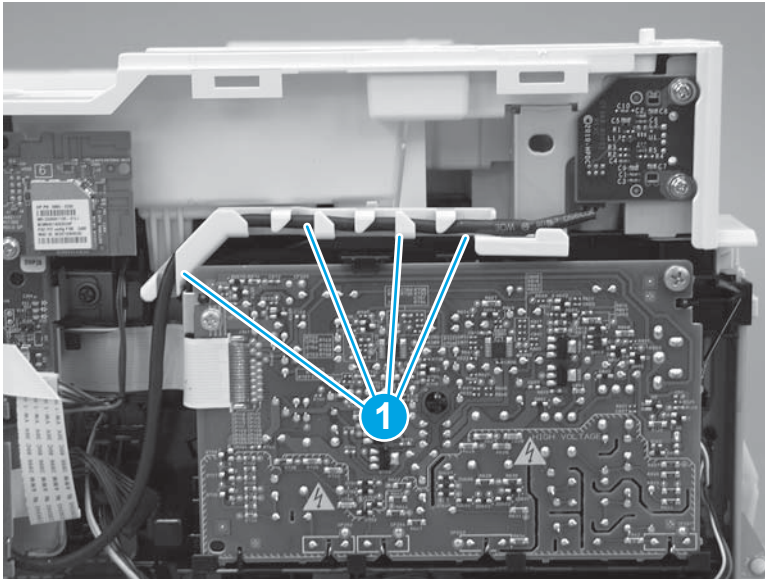
3. Rotate the front edge of the cover down.

**Figure 1-1606** Rotate the front edge of the cover down



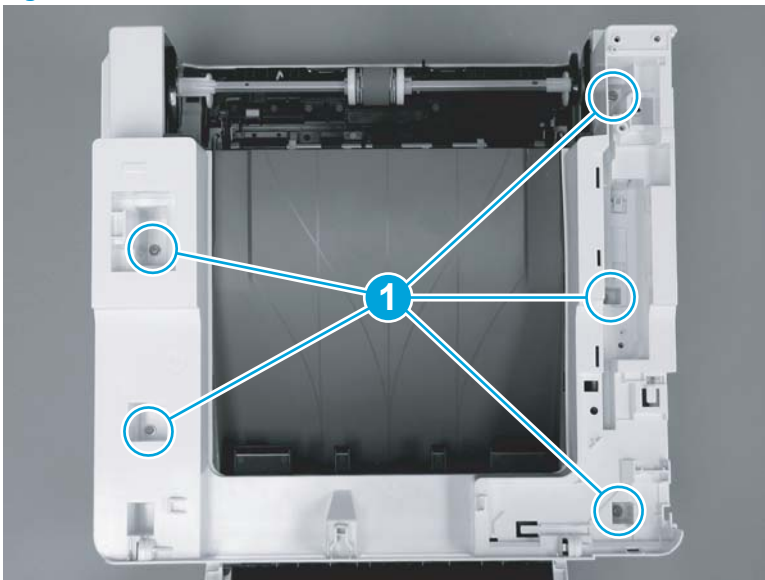
4. Install the USB cable (callout 1) in the guide.

**Figure 1-1607** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-1608** Install five screws

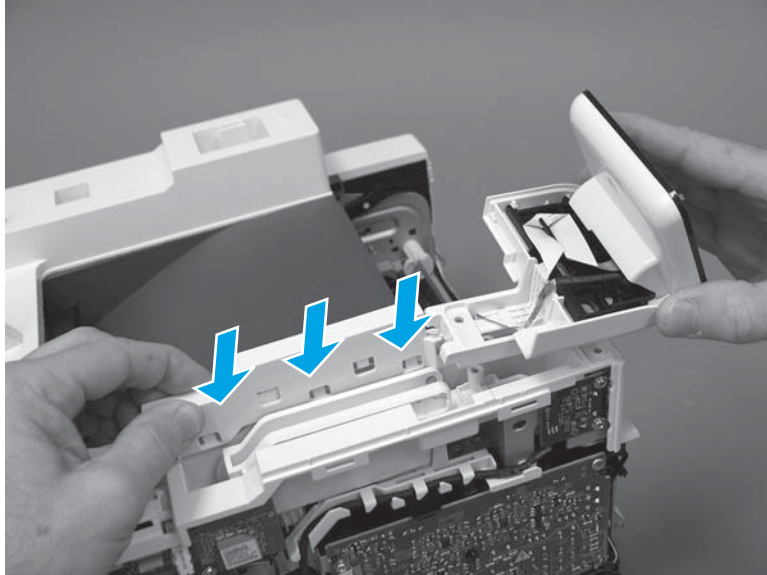


### Step 18: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 865](#).

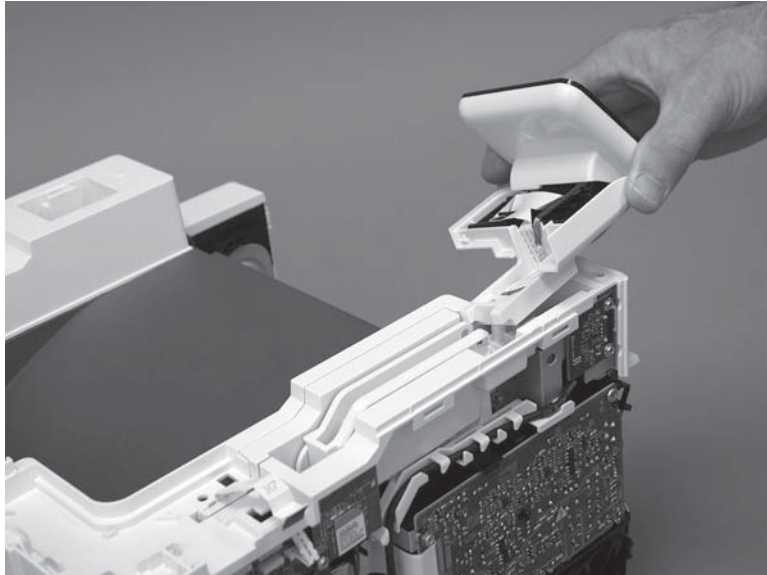
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-1609** Install the control-panel FFC cover



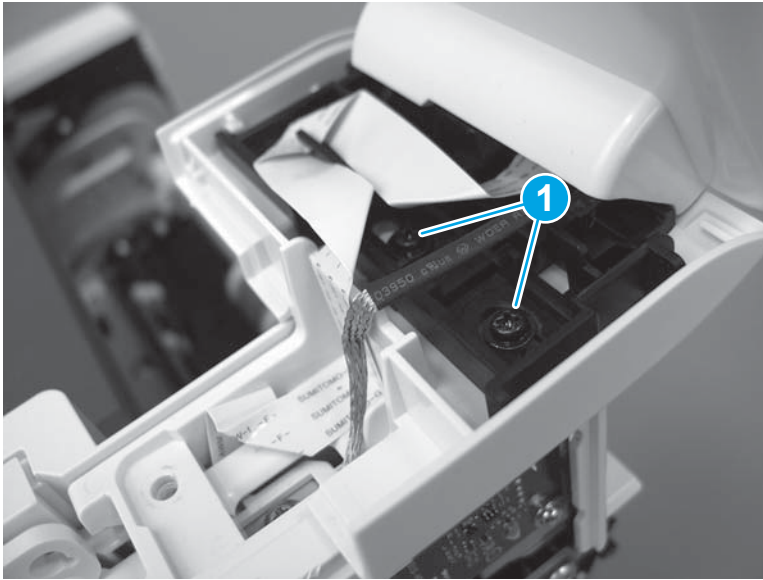
2. Install the control-panel assembly on the top cover.

**Figure 1-1610** Install the control-panel assembly



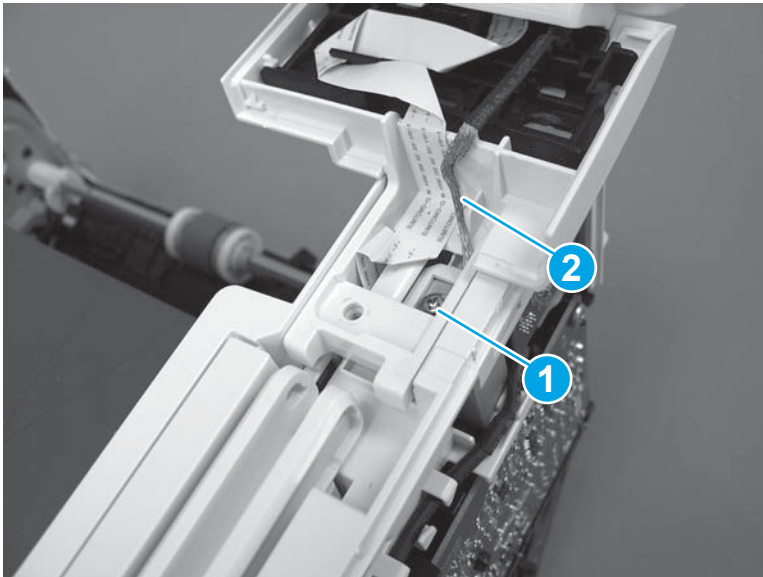
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-1611** Install two screws



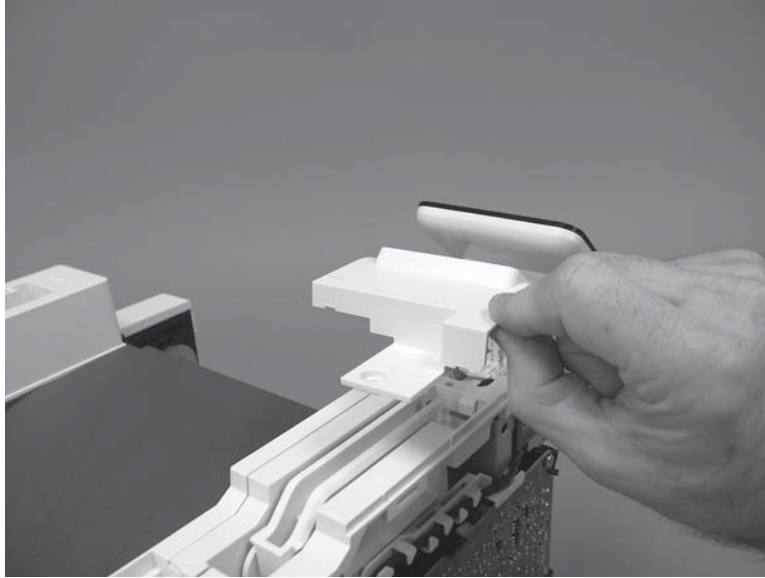
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-1612** Remove one screw



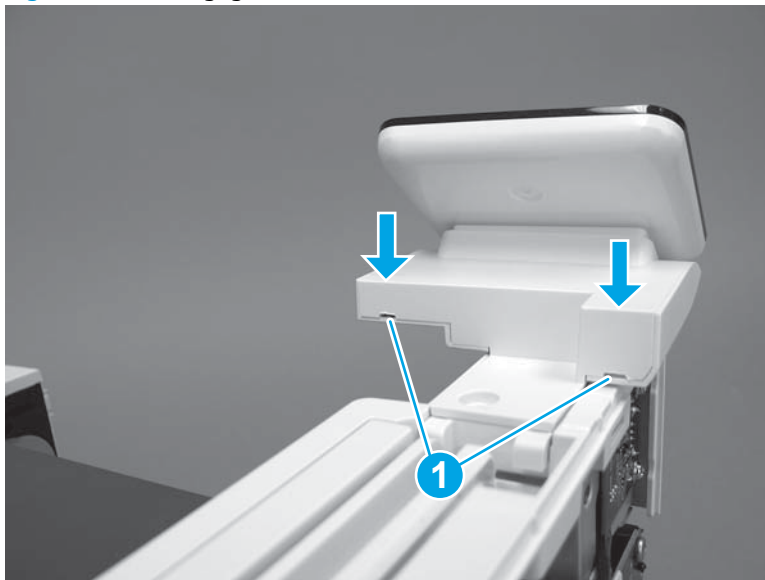
5. Install the control-panel cable cover.

**Figure 1-1613** Install the cover



6. Make sure that the two tabs (callout 1) on the cover snap into place.

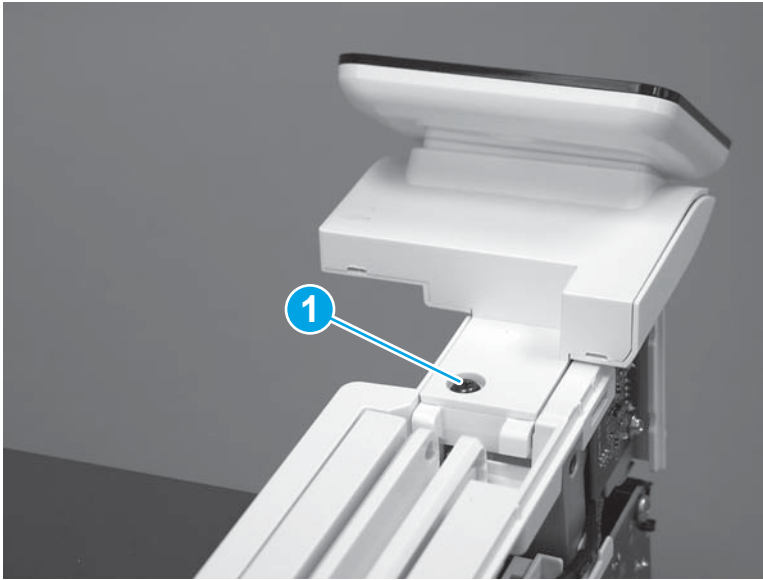
**Figure 1-1614** Engage two tabs





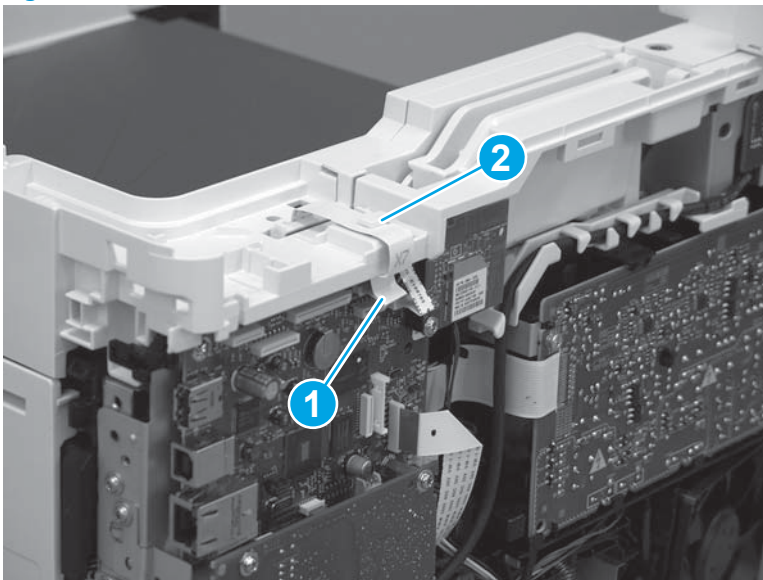
7. Install one screw (callout 1).

**Figure 1-1615** Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-1616** Connect one connector




### Step 19: Install the integrated scanner assembly (M427/M246)

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 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 865](#).

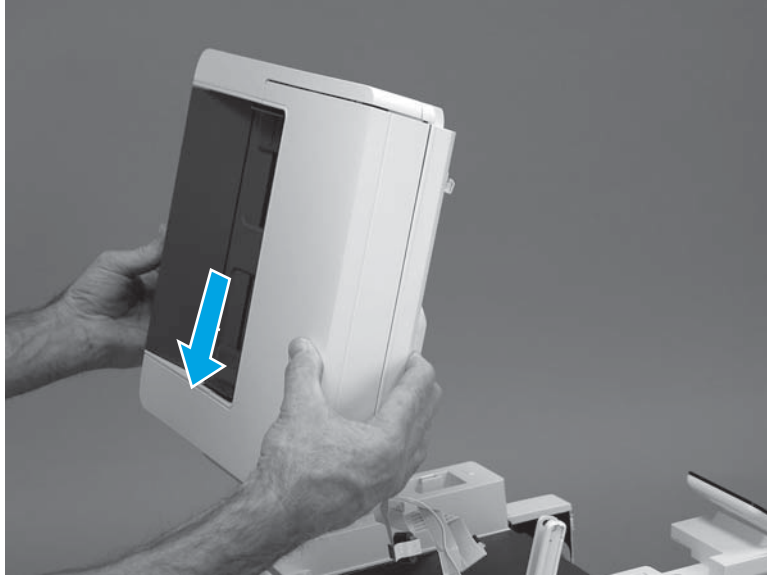
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 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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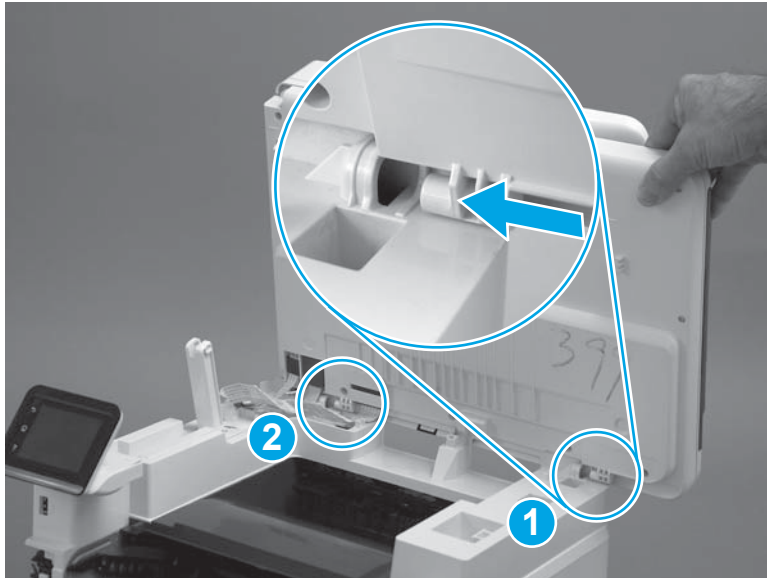
1. Position the ISA on the printer.

**Figure 1-1617** Position the ISA on the printer



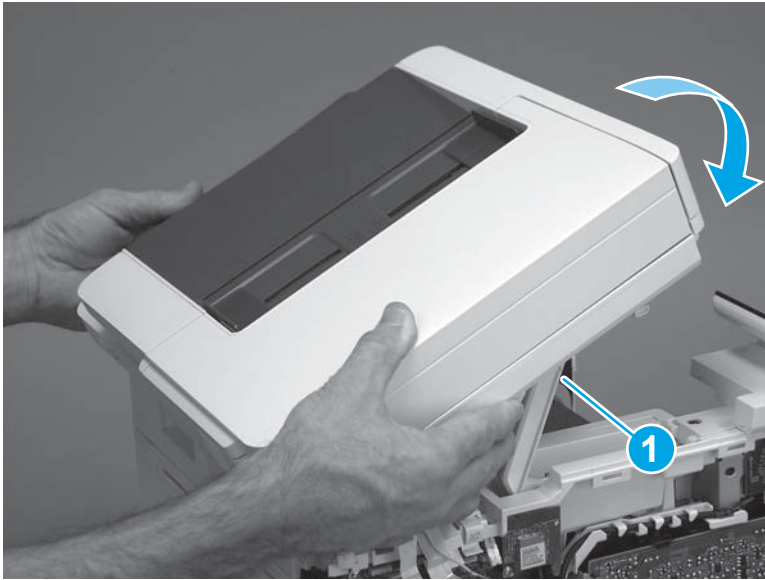
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-1618** Engage the hinge pins with the holders



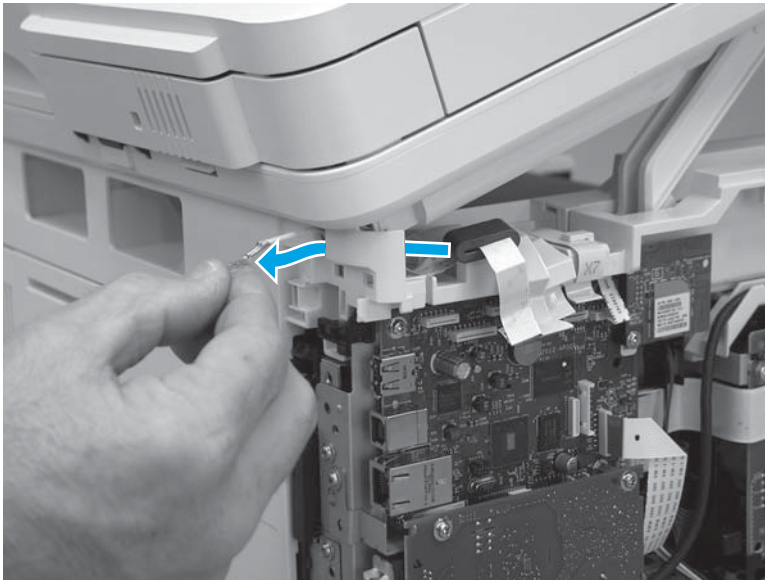
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-1619** Rotate the ISA towards the front of the printer



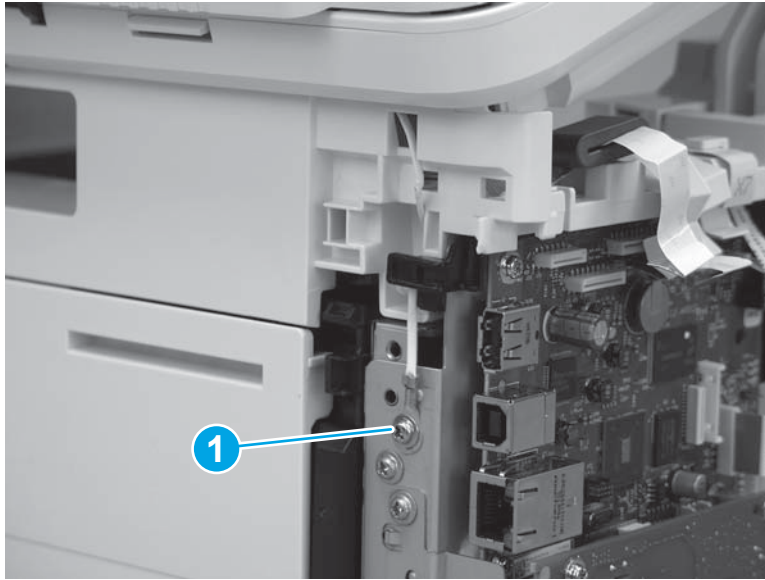
4. Pass the ground wire through the opening in the top cover.

**Figure 1-1620** Pass the wire through the opening




5. Install one screw (callout 1).

**Figure 1-1621** Install one screw



6. Install the ISA lift assembly slider pin.

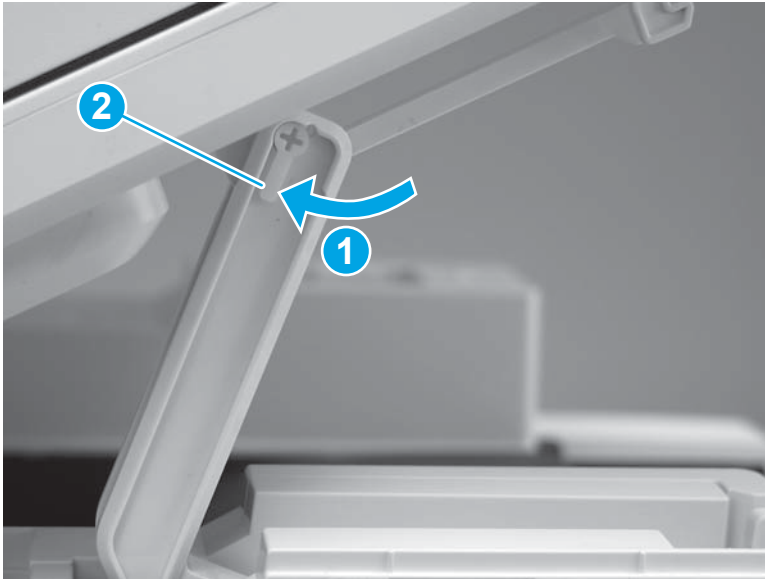
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-1622** Install the slider pin



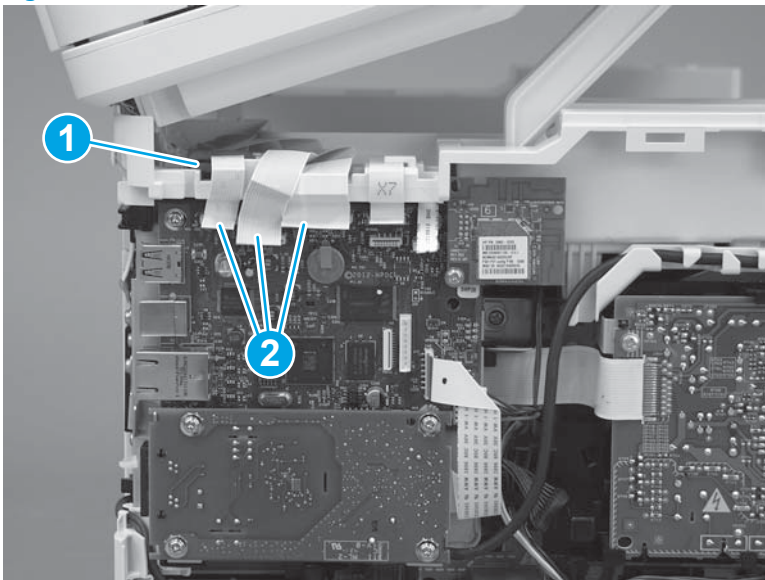
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-1623** Secure the slider pin



8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

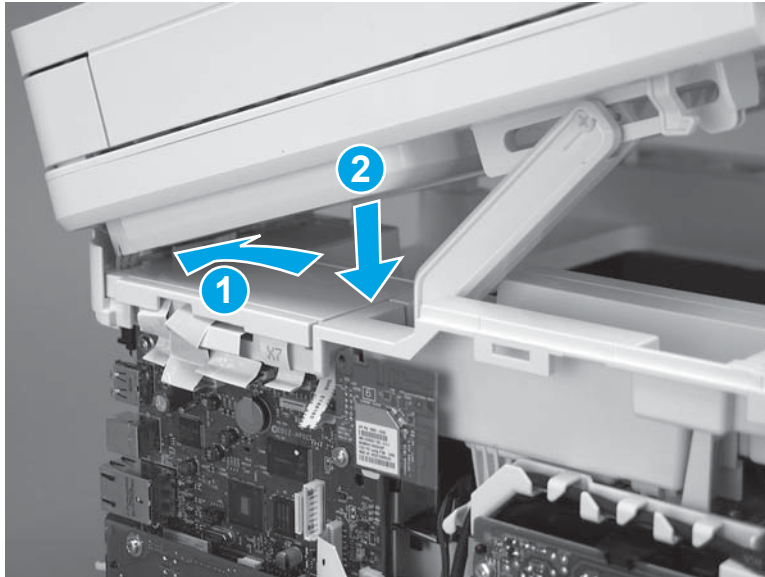
**Figure 1-1624** Connect three FFCs





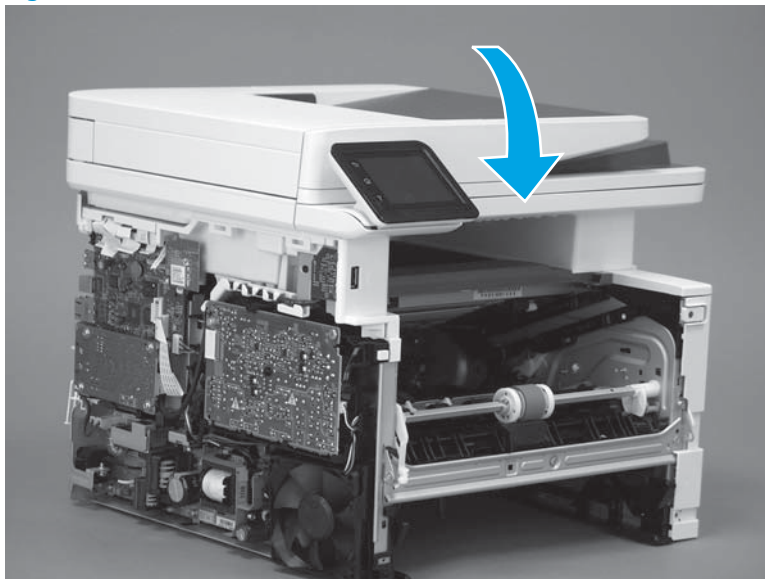
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-1625** Install the ISA FFC cover



10. Lower the ISA.

**Figure 1-1626** Lower the ISA

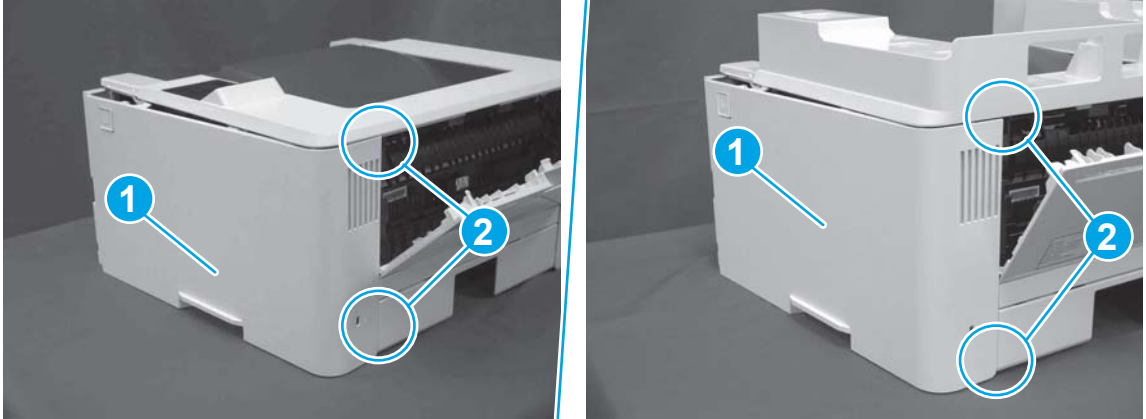


### Step 20: Install the right cover

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

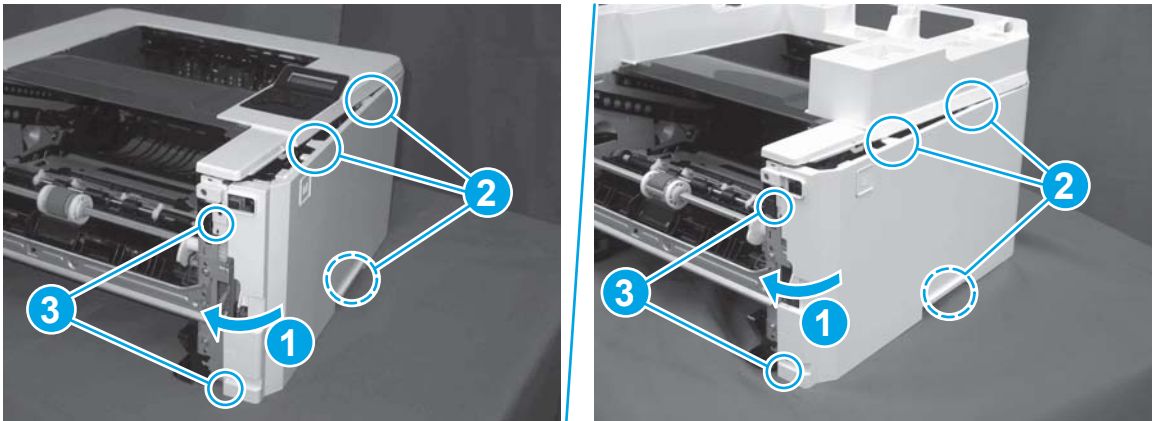


**Figure 1-1627** Install the cover




2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

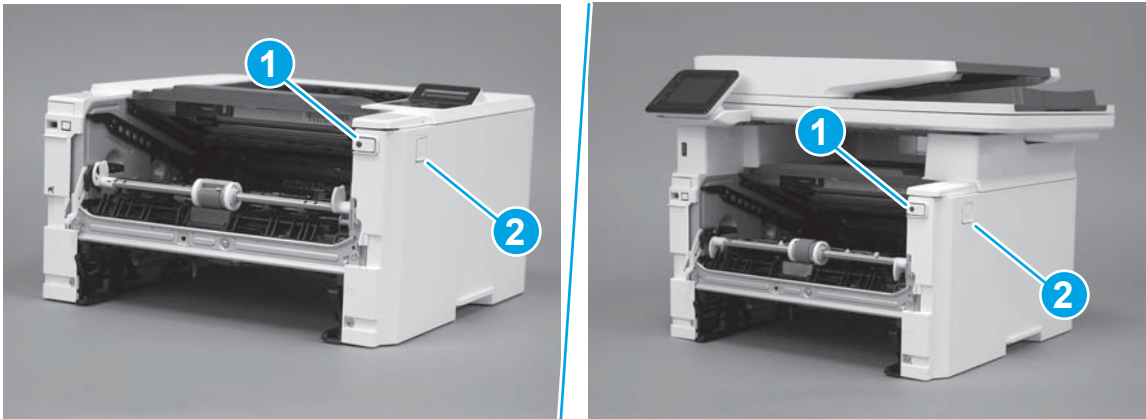
**Figure 1-1628** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1629** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

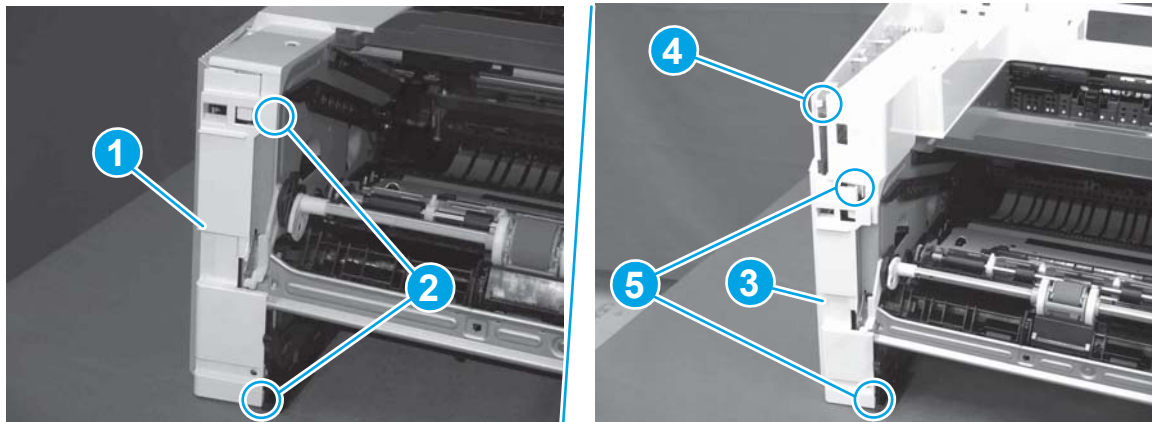
**Figure 1-1630** Install one screw



### Step 21: Install the left cover

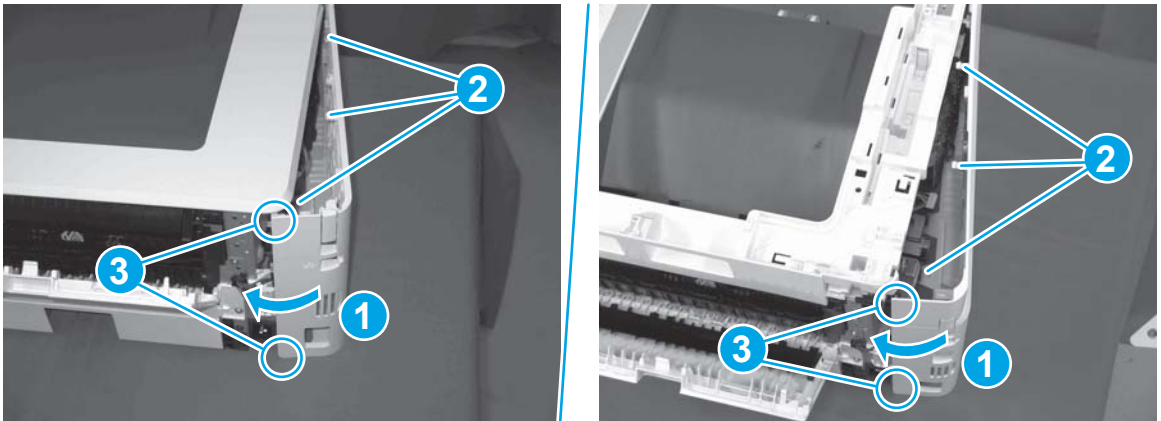
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-1631** Install the cover



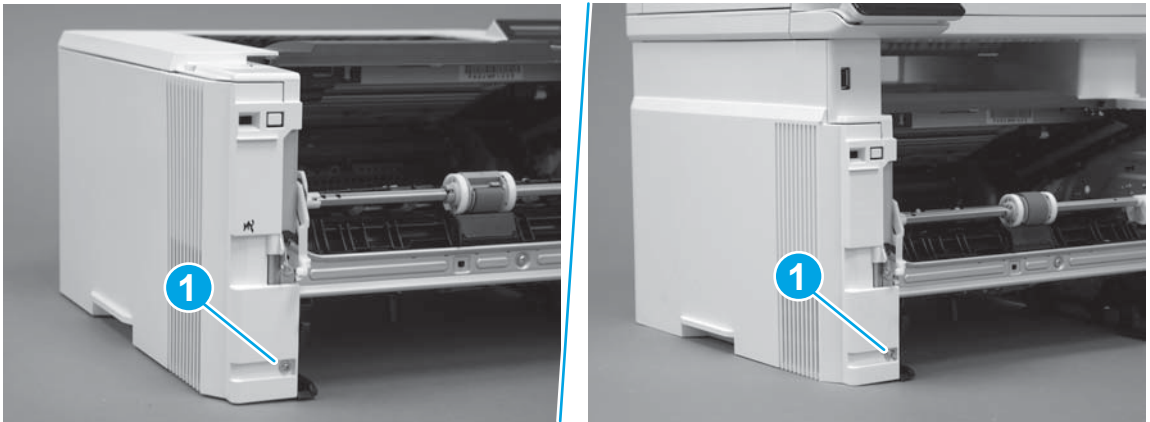
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1632** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-1633** Install one screw

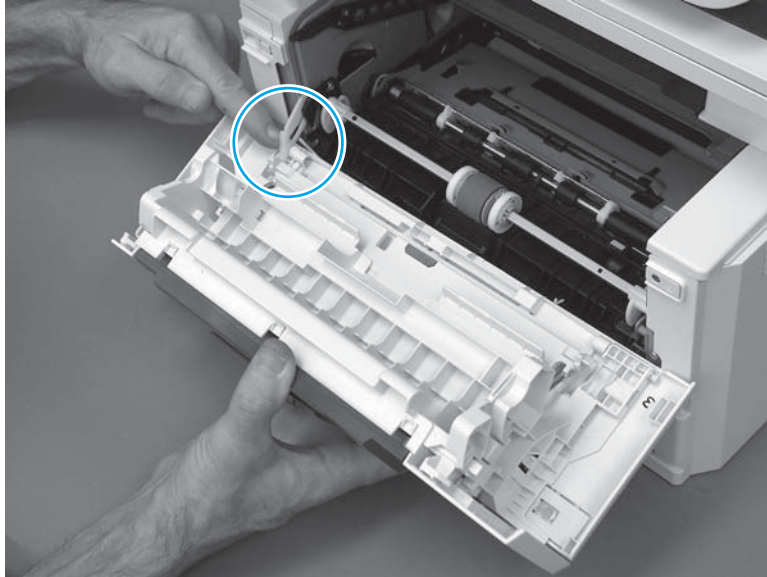


## Step 22: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

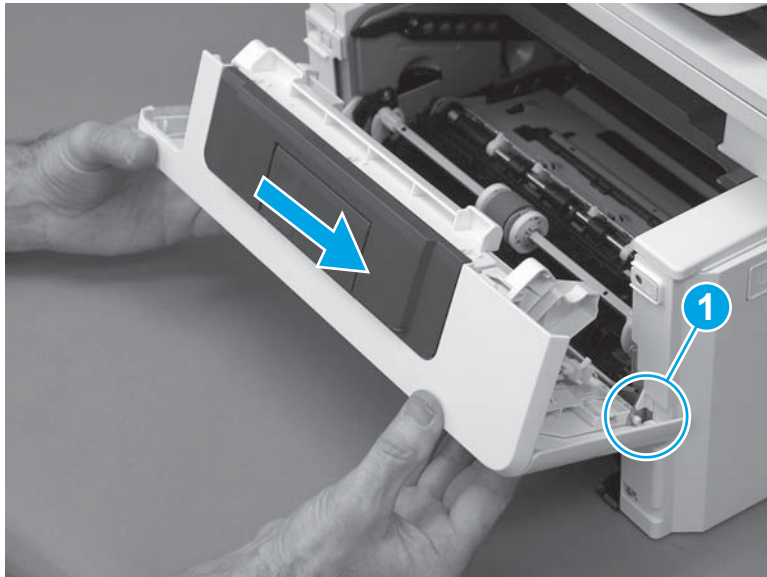
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-1634** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

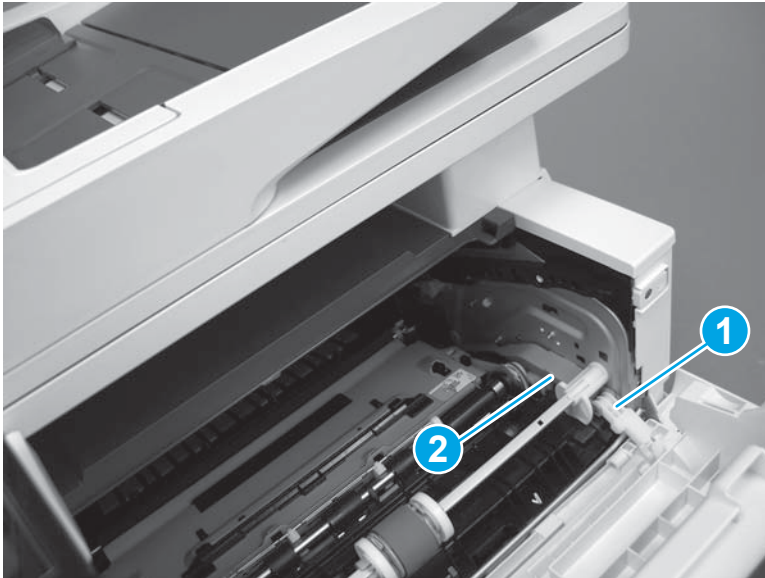
**Figure 1-1635** Install the door



3. Install the link (callout 1).

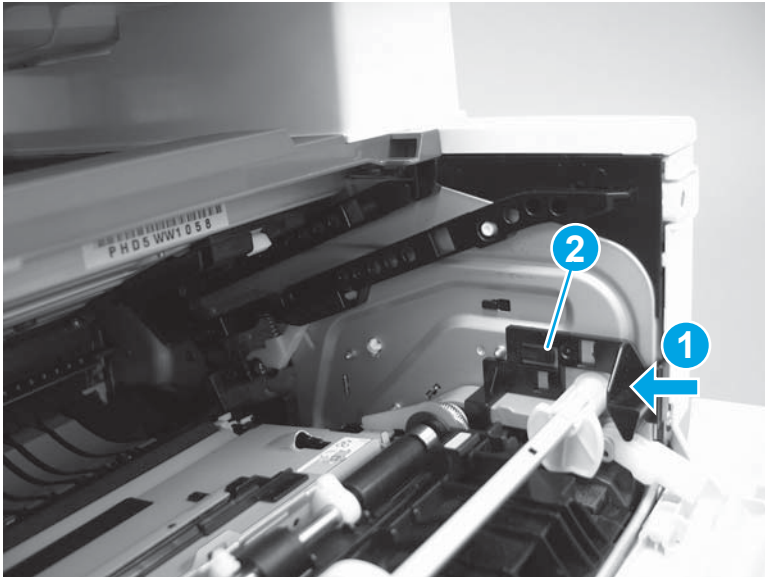
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-1636** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

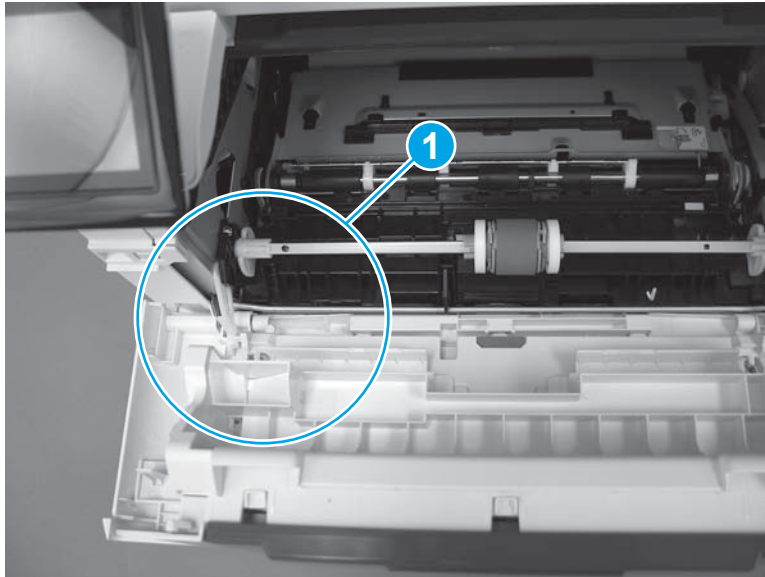
**Figure 1-1637** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

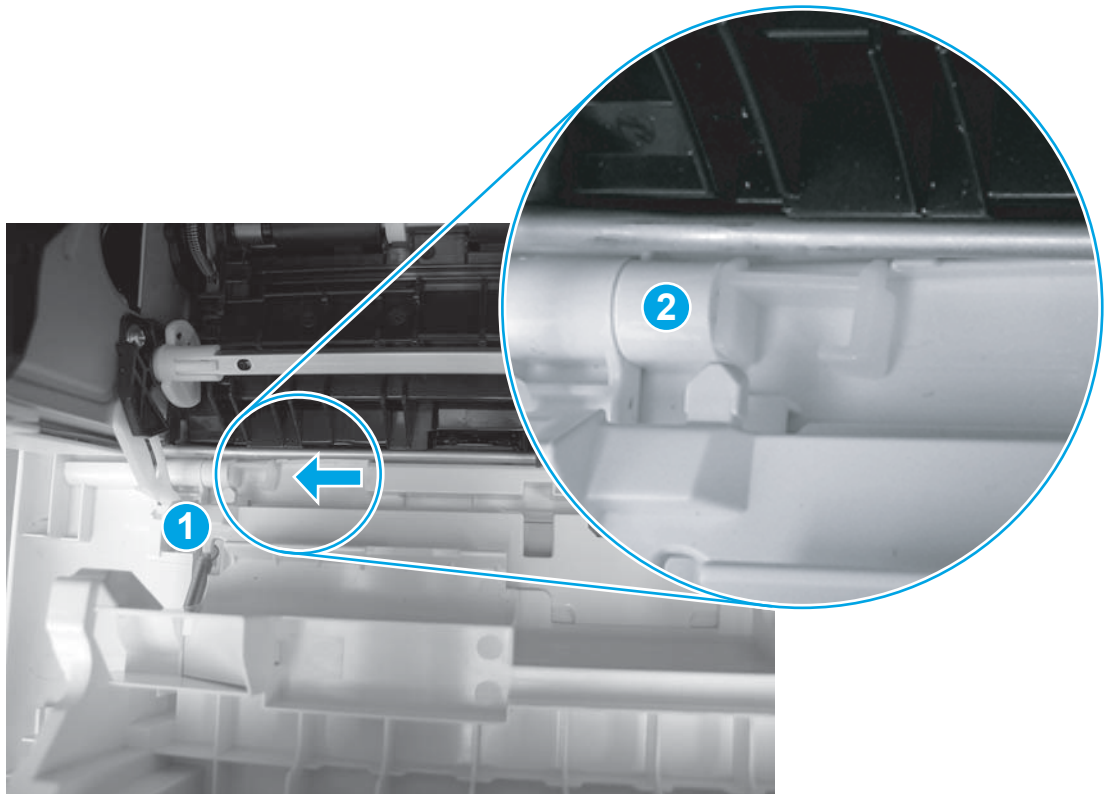
**Figure 1-1638** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1639** Install the support shaft





### Step 23: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1640** Install the tray



## Removal and replacement: Laser scanner FFC

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 11: Remove the tag-cable assembly](#)
- [Step 12: Remove the laser scanner FFC](#)
- [Step 13: Unpack the replacement assembly](#)
- [Step 14: Install the laser scanner FFC](#)
- [Step 15: Install the tag-cable assembly](#)
- [Step 16: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 17: Install the paper delivery tray \(output bin\)](#)
- [Step 18: Install the top cover \(M403/M402\)](#)
- [Step 19: Install the top cover \(M427/M426\)](#)
- [Step 20: Install the control panel \(M427/M246\)](#)
- [Step 21: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 22: Install the right cover](#)
- [Step 23: Install the left cover](#)
- [Step 24: Install the cartridge door assembly](#)
- [Step 25: Install Tray 2](#)

### Introduction


This document provides the procedures to remove and replace the laser scanner flat-flexible cable (FFC).

## Before performing service

### Turn the printer power off

- Disconnect the power cable.

---

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

---

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

Laser scanner FFC part number	
RK2-9901-000CN	Laser scanner FFC

---

### Required tools

- #2 Phillips screwdriver with a magnetic tip.
- 5.5 mm (0.22 inch) socket 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1641** Remove the tray



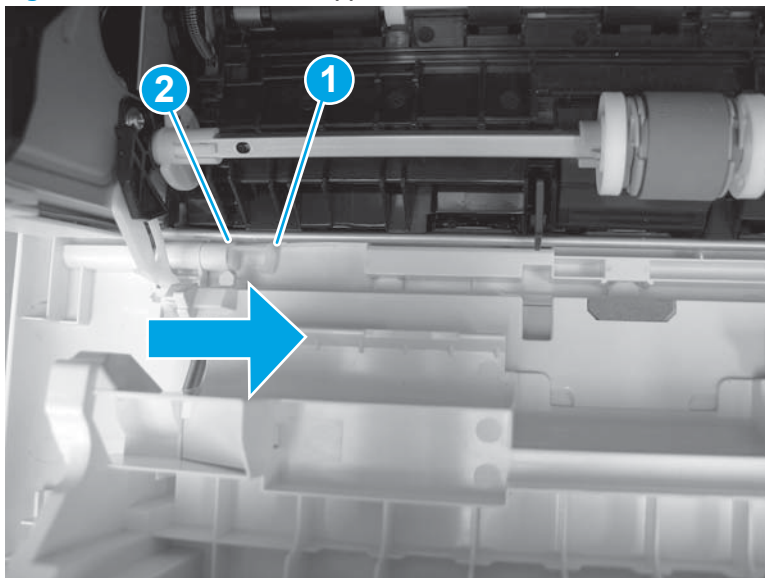
**Step 2: Remove the cartridge door assembly**

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

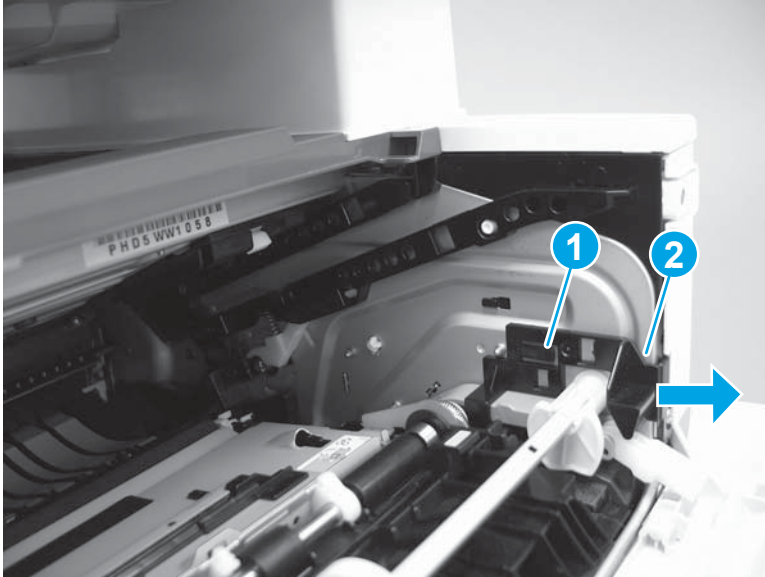
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-1642** Release the support shaft



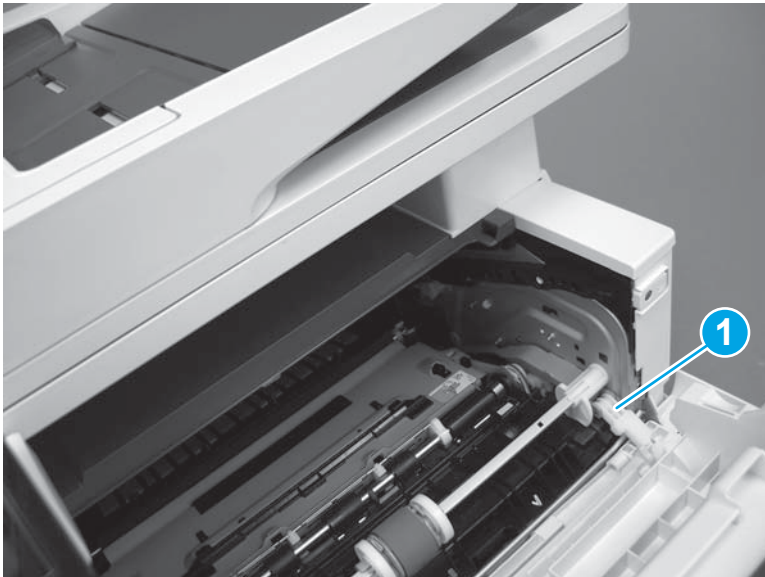
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1643** Remove the guide



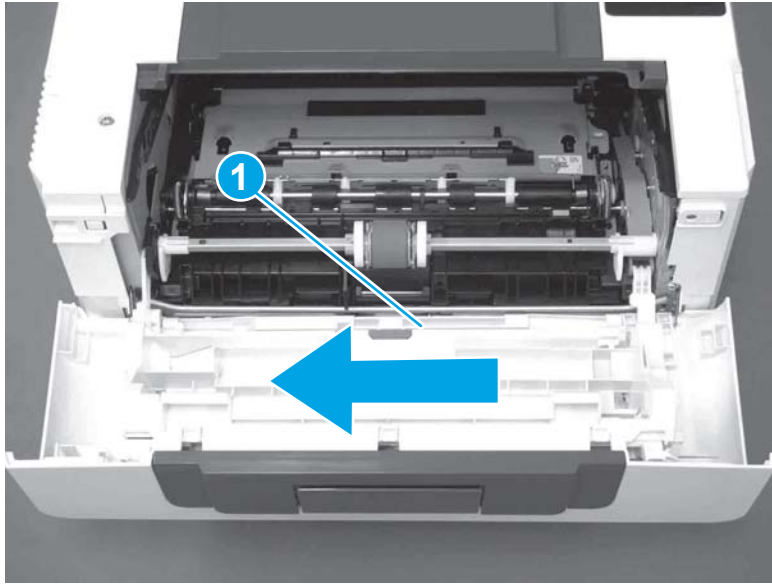
3. Remove the link arm (callout 1).

**Figure 1-1644** Remove the link arm



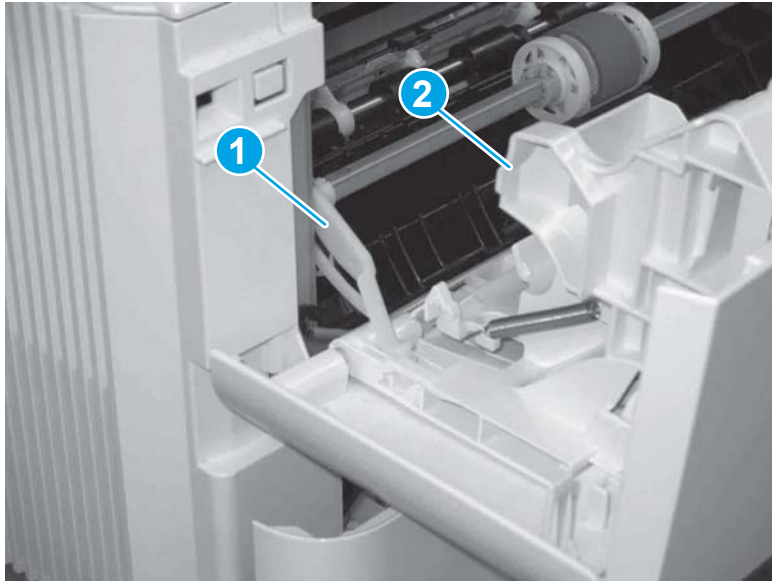
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1645** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

**Figure 1-1646** Release the left-side retainer arm

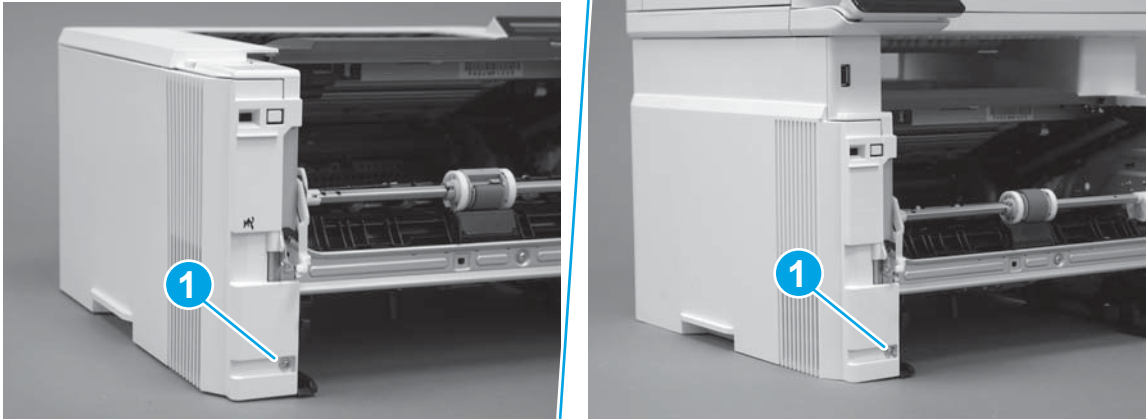


### Step 3: Remove the left cover

1. Remove one screw (callout 1).

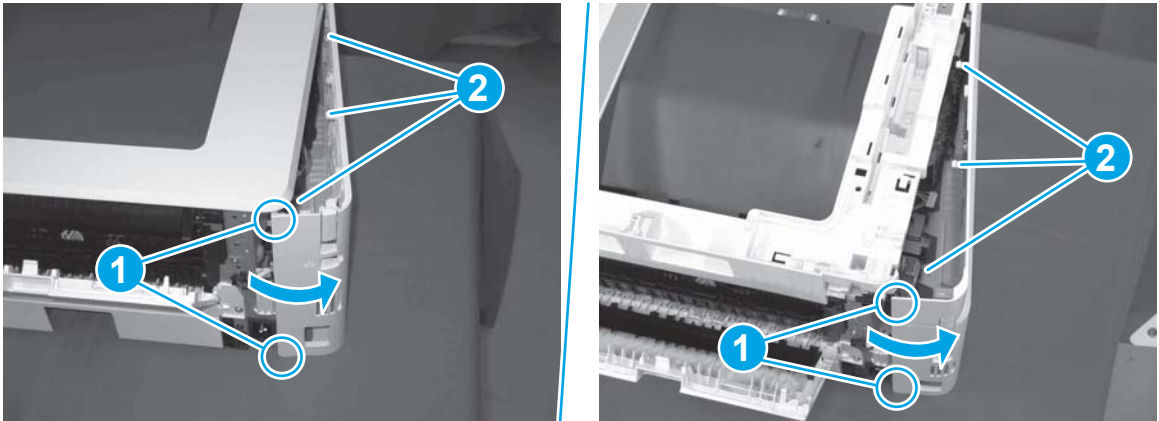


**Figure 1-1647** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

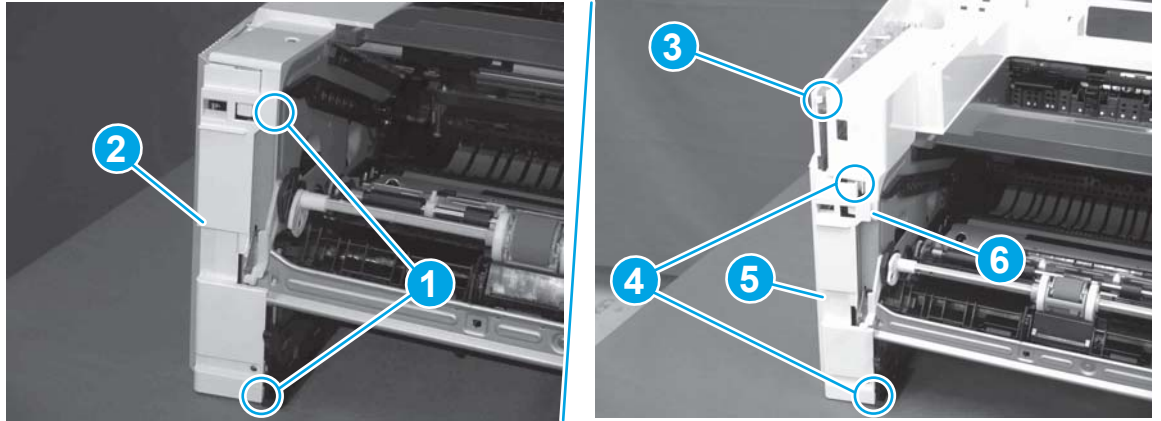
**Figure 1-1648** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-1649** Remove the cover



**Step 4: Remove the right cover**

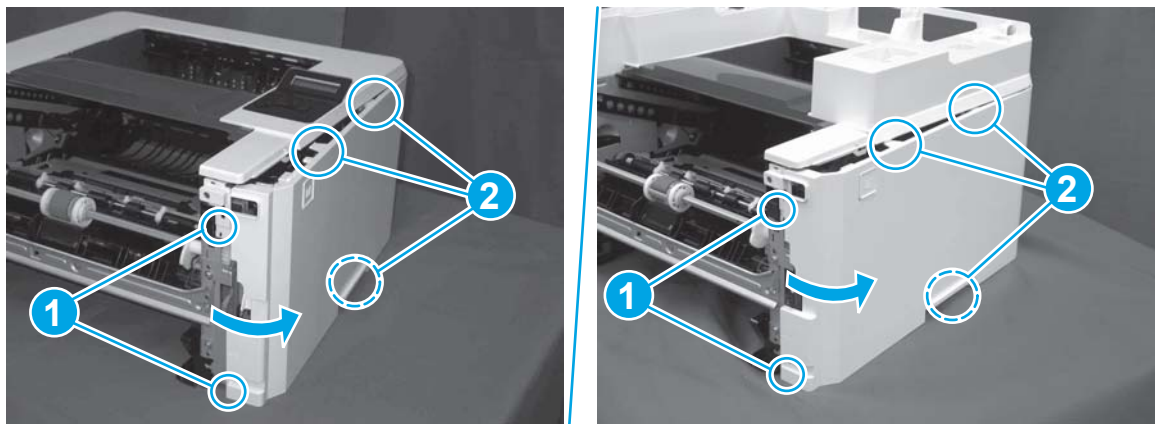
1. Remove one screw (callout 1).

**Figure 1-1650** Remove one screw



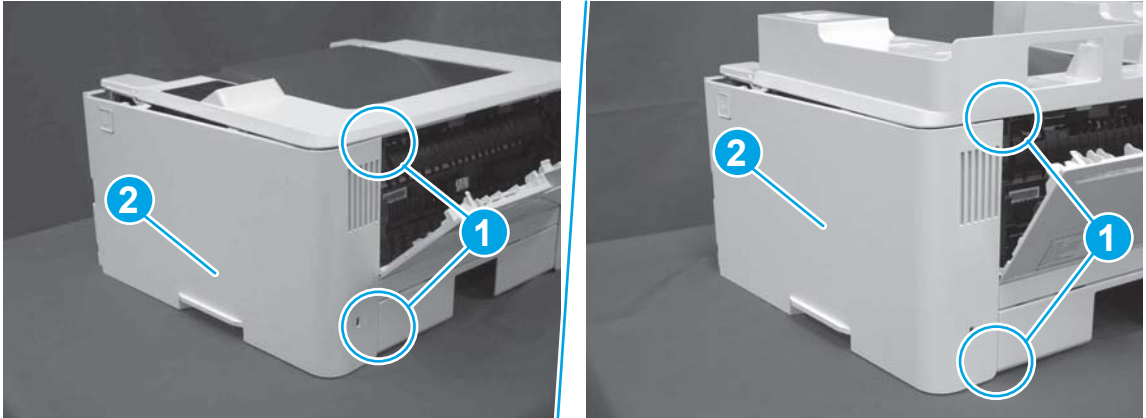
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1651** Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-1652** Remove the cover



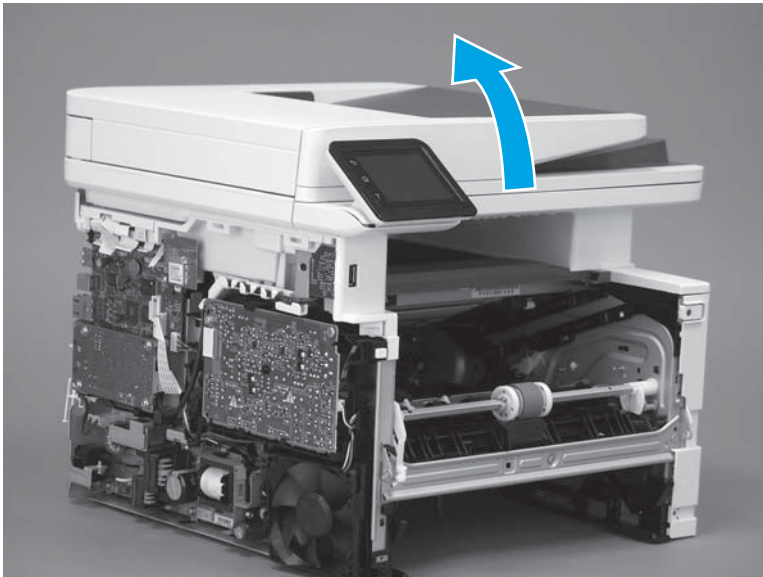
### Step 5: Remove the integrated scanner assembly (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 890.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

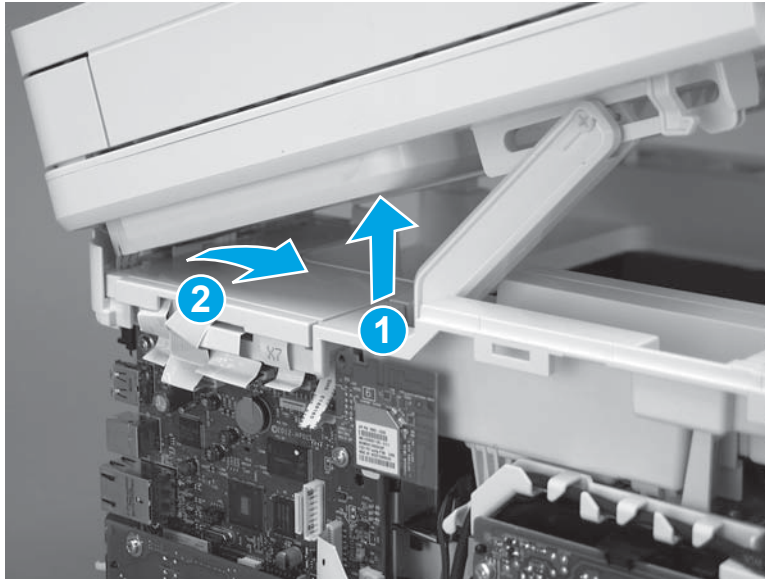
1. Raise the ISA.

**Figure 1-1653** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

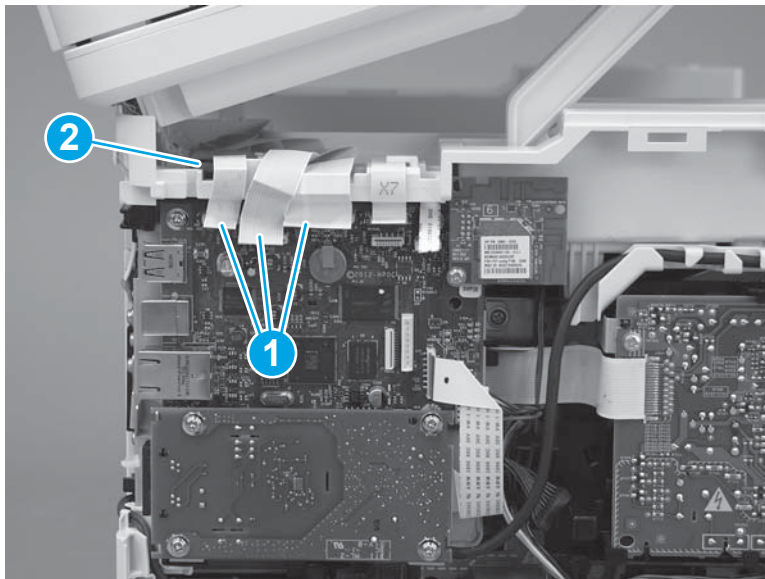
**Figure 1-1654** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

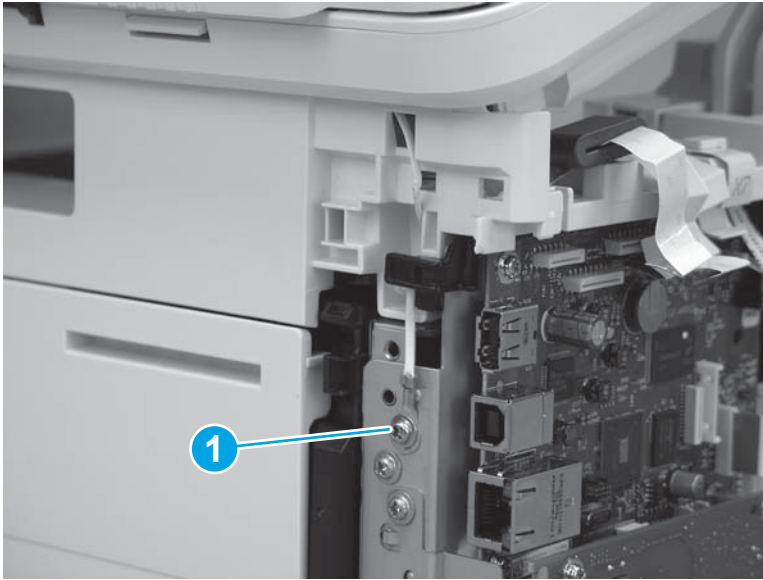
**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-1655** Disconnect three FFCs



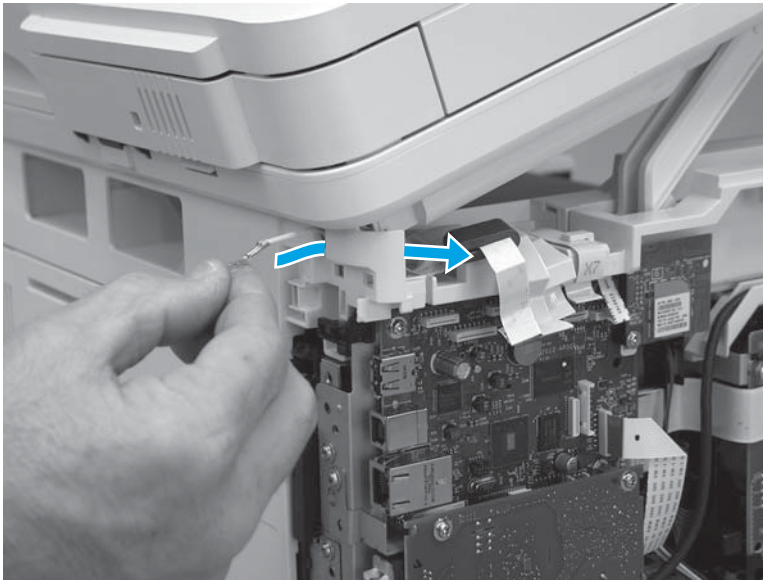
4. Remove one screw (callout 1).

**Figure 1-1656** Remove one screw



5. Pass the ground wire through the opening in the top cover.

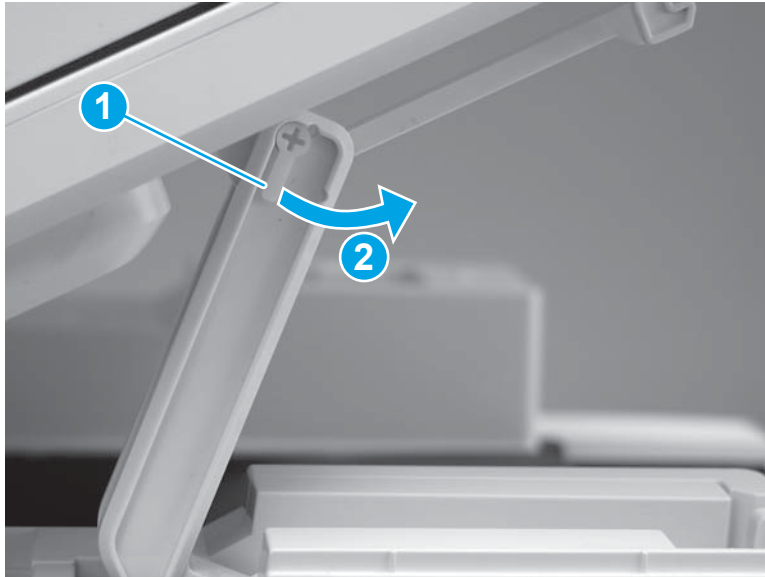
**Figure 1-1657** Pass the wire through the opening





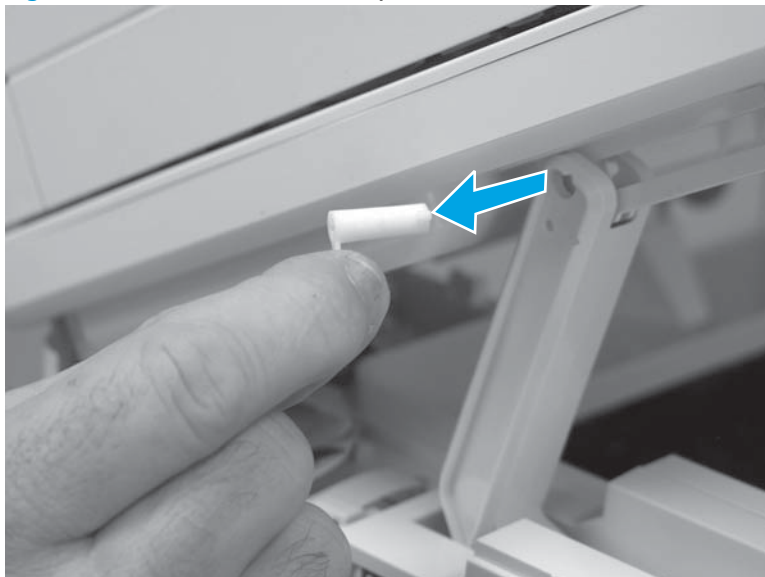
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-1658** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-1659** Remove the slider pin





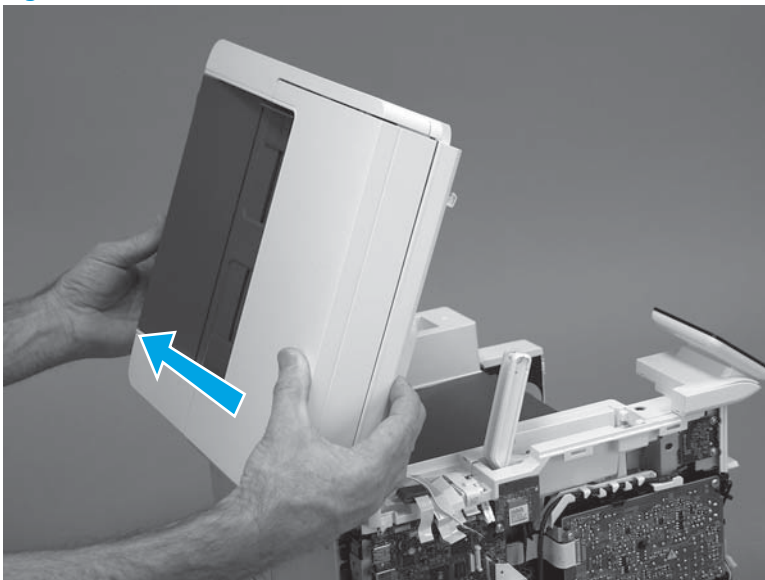
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-1660** Rotate the ISA towards the rear of the printer



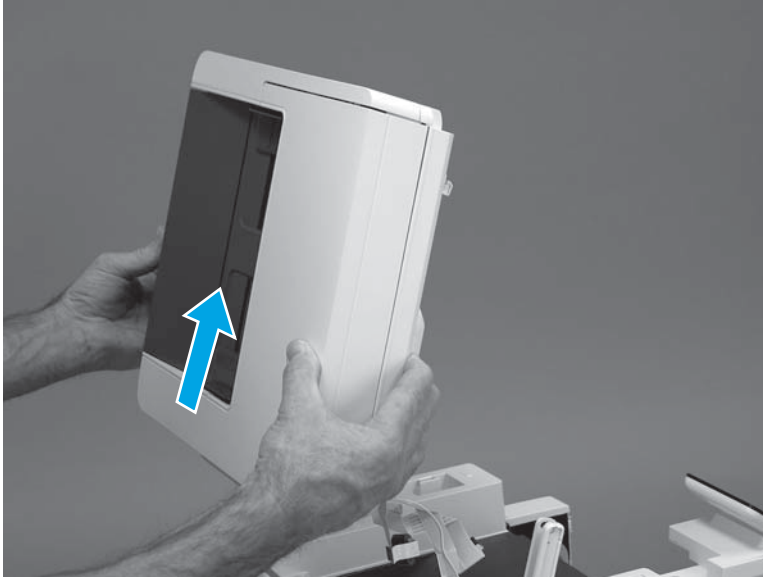
9. Slide the ISA as shown to release it.

**Figure 1-1661** Release the ISA




10. Remove the ISA.

**Figure 1-1662** Remove the ISA

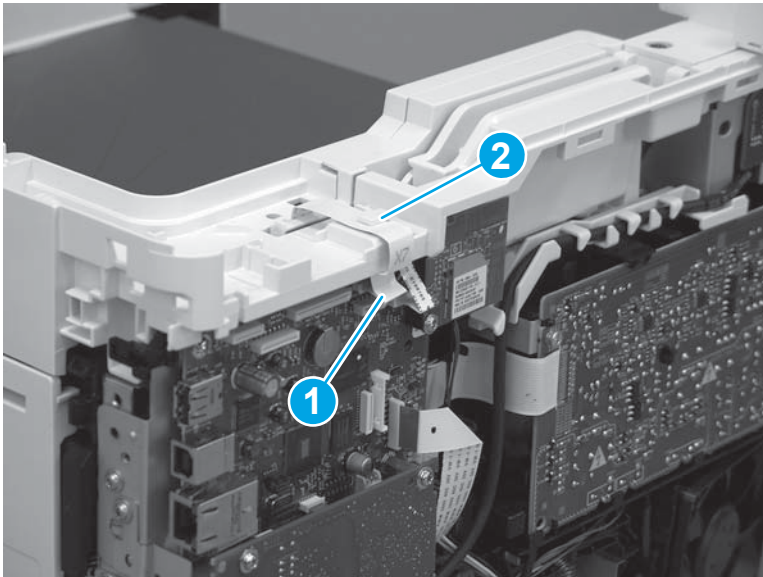


#### Step 6: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 890.

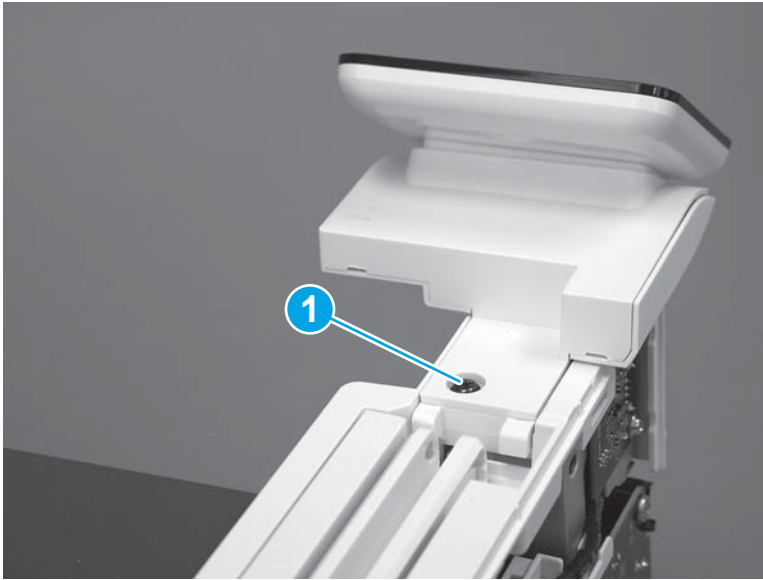
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-1663** Disconnect one connector



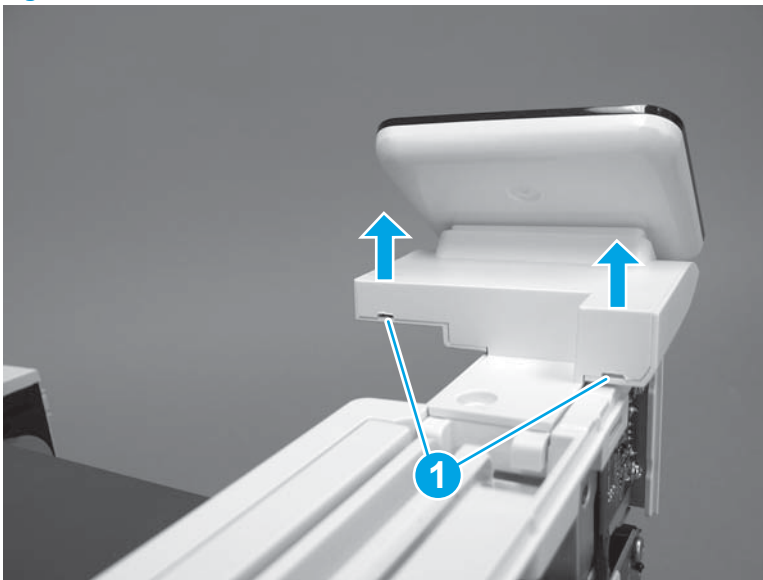
2. Remove one screw (callout 1).

**Figure 1-1664** Remove one screw



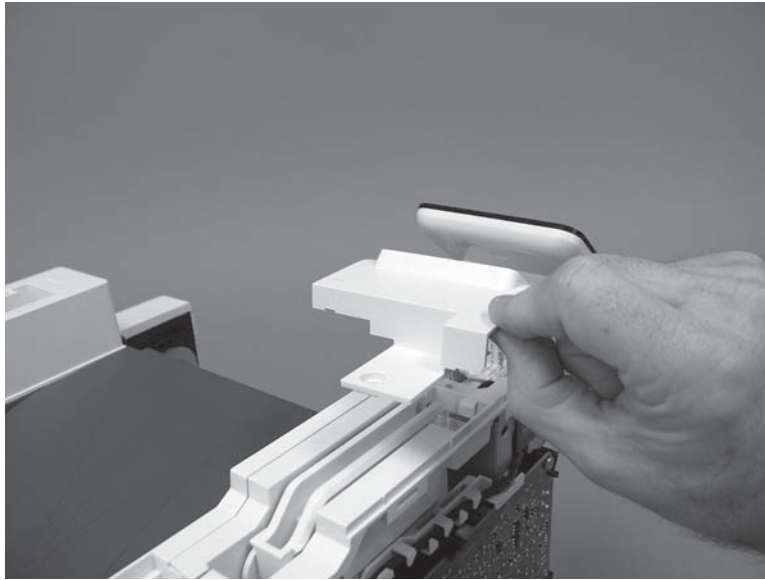
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-1665** Release two tabs



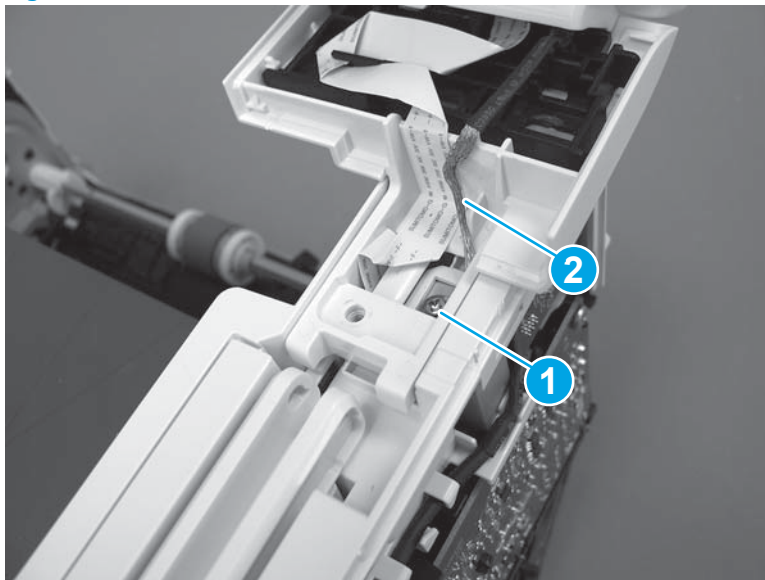
4. Remove the control-panel cable cover.

**Figure 1-1666** Remove the cover



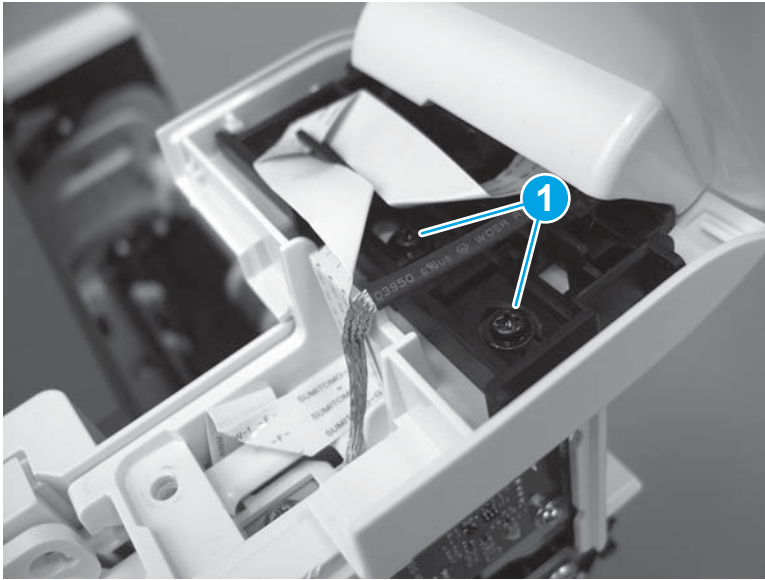
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-1667** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

**Figure 1-1668** Remove two screws



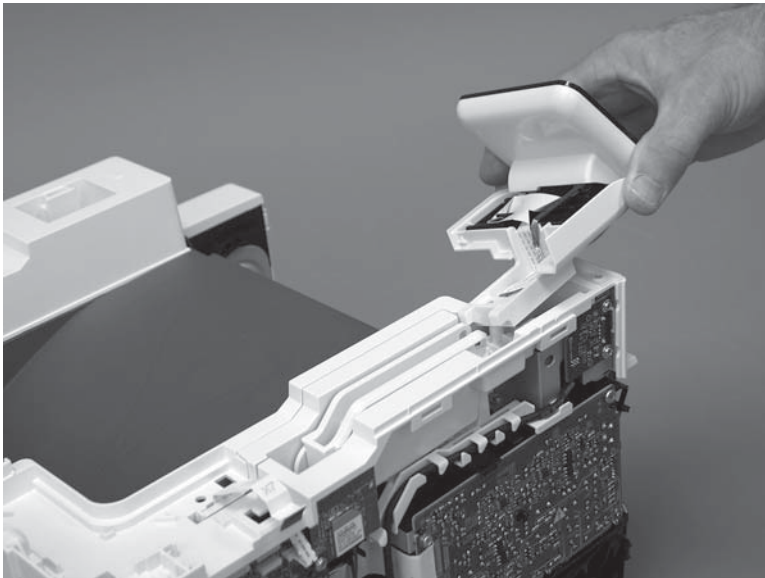
7. Slightly lift up the control-panel assembly to separate it from the top cover.

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**CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

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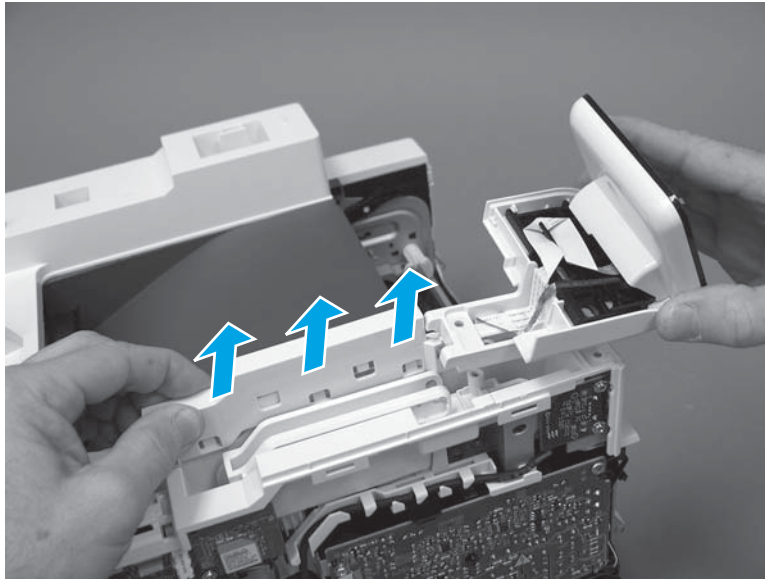
**Figure 1-1669** Lift up the control-panel assembly






8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-1670** Remove the control-panel assembly

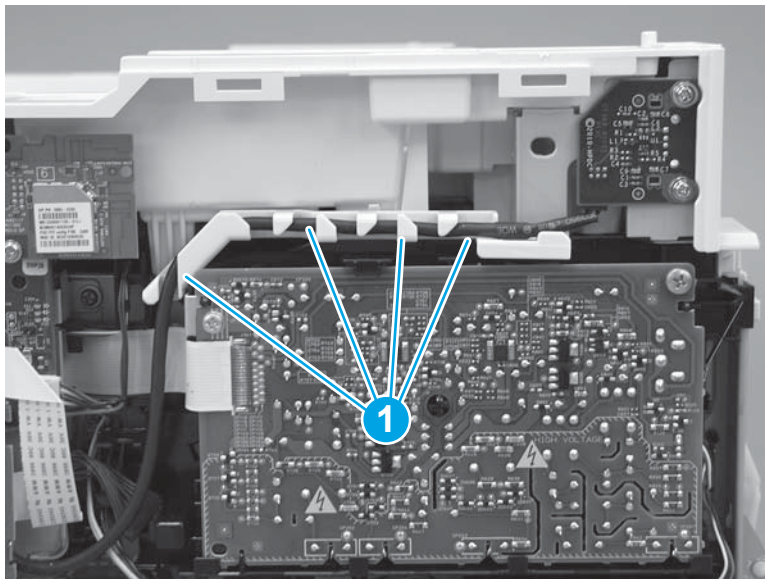


#### Step 7: Remove the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 890](#).

1. Release the USB cable (callout 1) from the cable guide.

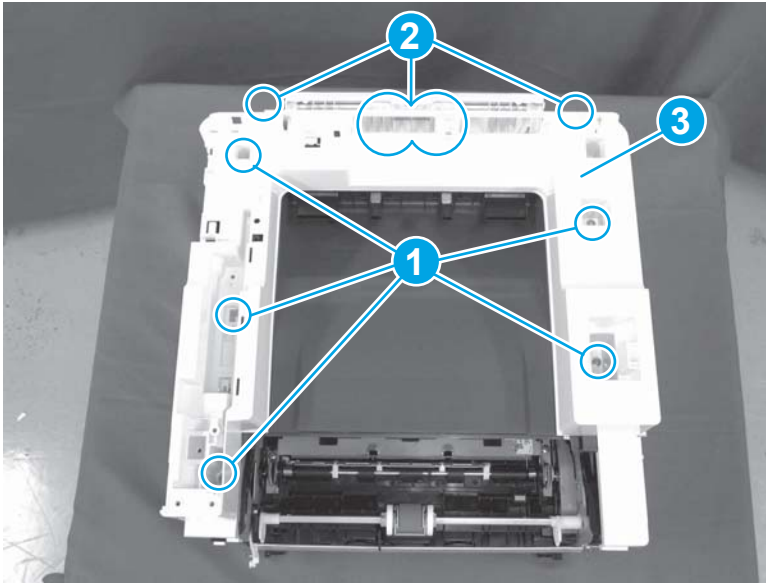
**Figure 1-1671** Remove the USB cable





2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-1672** Remove the cover



### Step 8: Remove the top cover (M403/M402)



**NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 891](#).

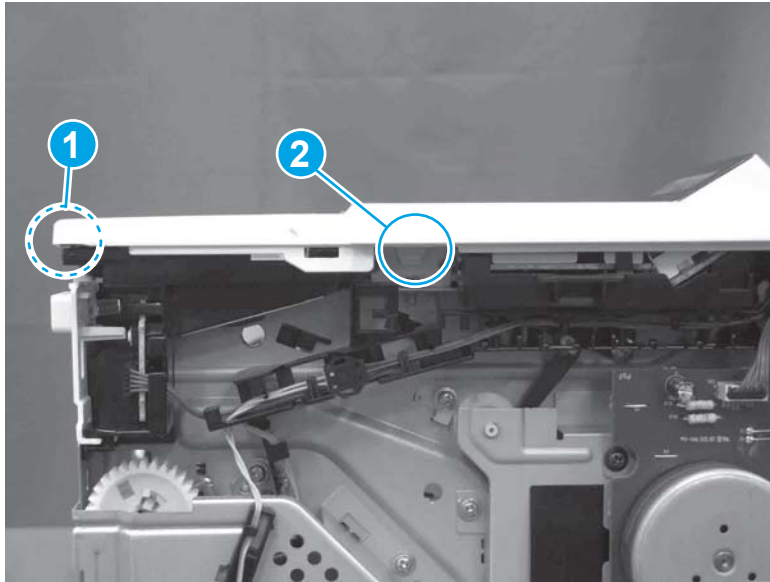
1. Remove one screw (callout 1).

**Figure 1-1673** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

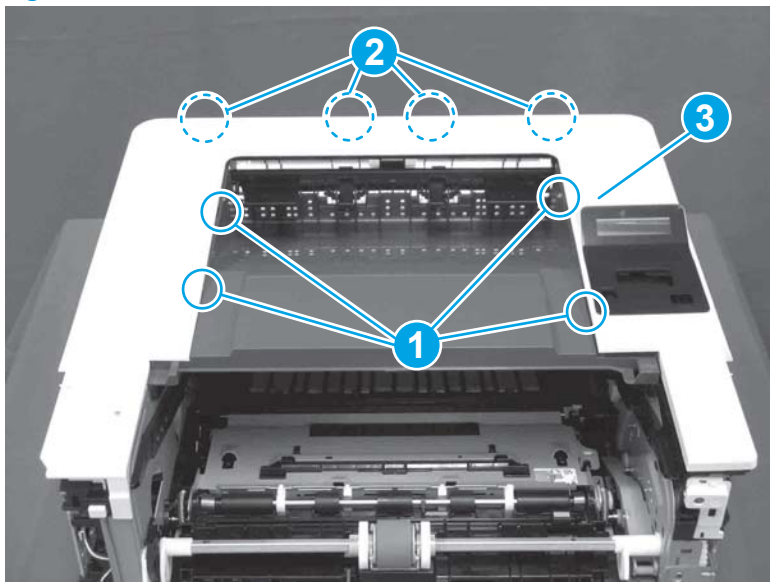
**Figure 1-1674** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-1675** Remove the cover

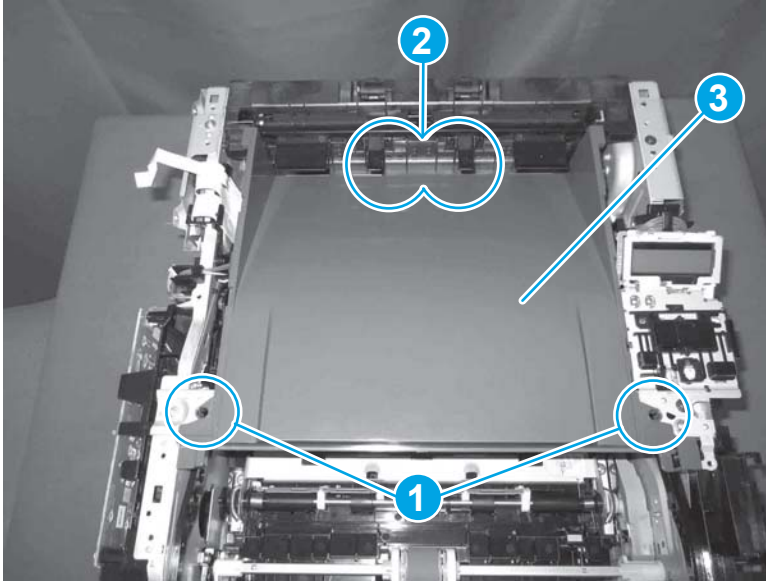


### Step 9: Remove the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

**Figure 1-1676** Release two tabs

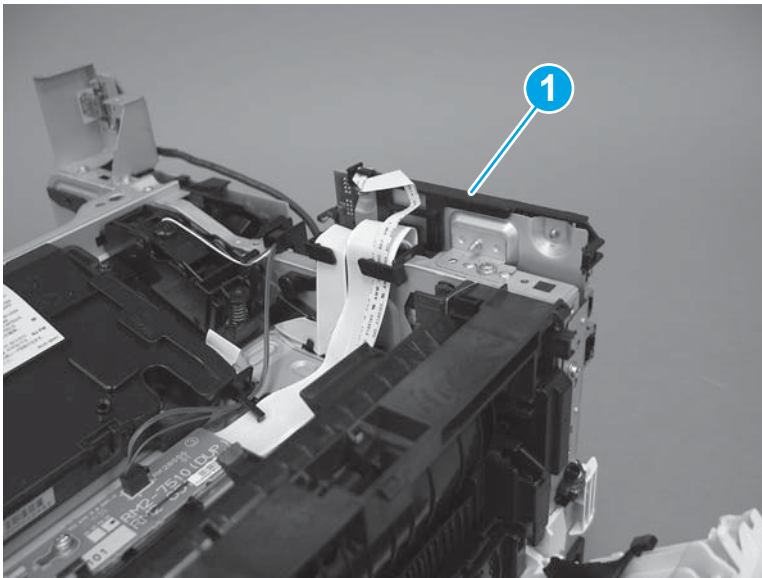


**Step 10: Remove the sheet-metal formatter bracket and formatter PCA**

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

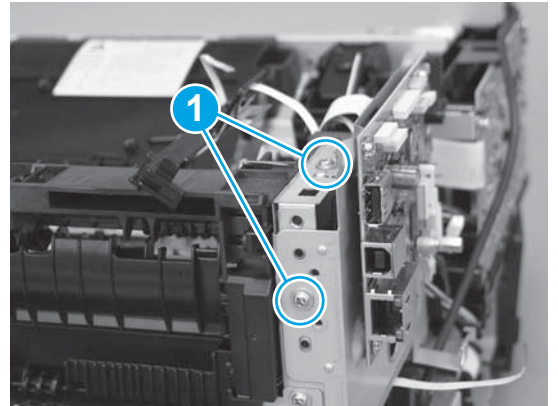
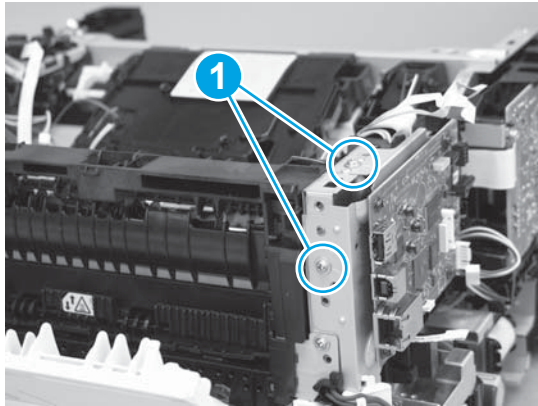
1. **M427/M426 only:** Remove the guide (callout 1).

**Figure 1-1677** Remove the guide



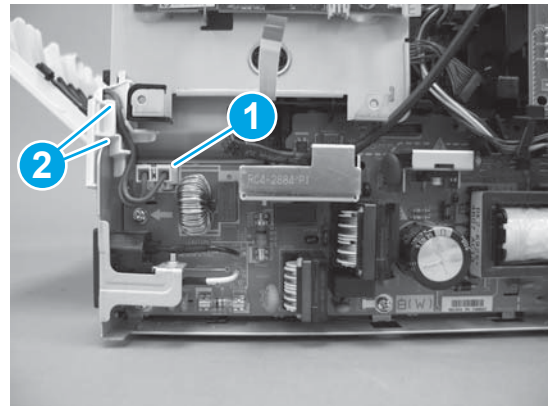
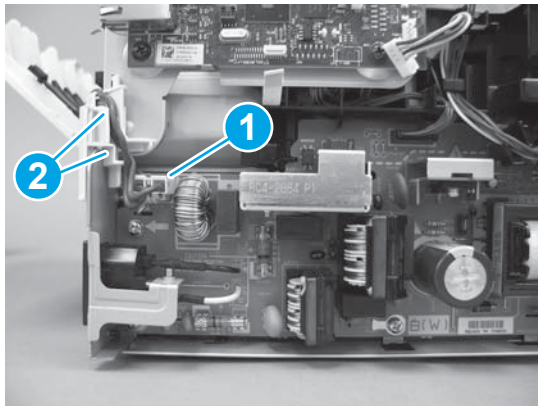
2. Remove two screws (callout 1).

**Figure 1-1678** Remove two screws



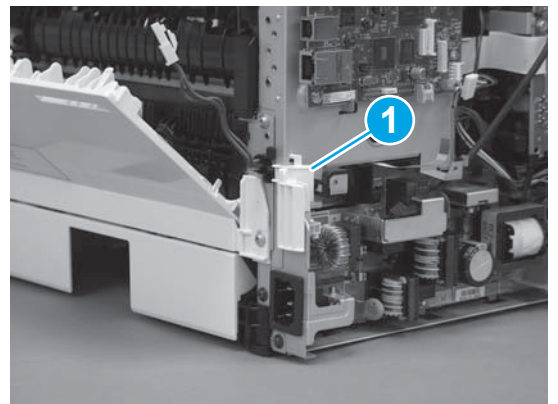
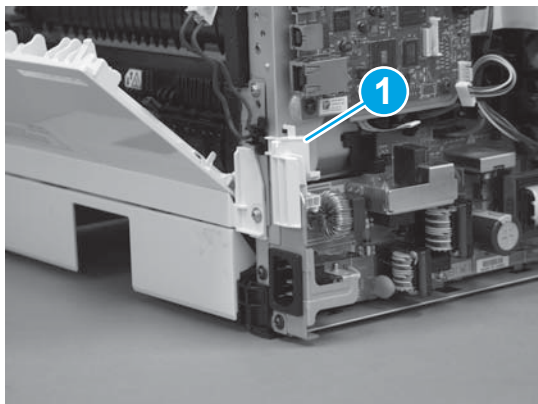
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-1679** Disconnect one connector



4. Remove the guide (callout 1).

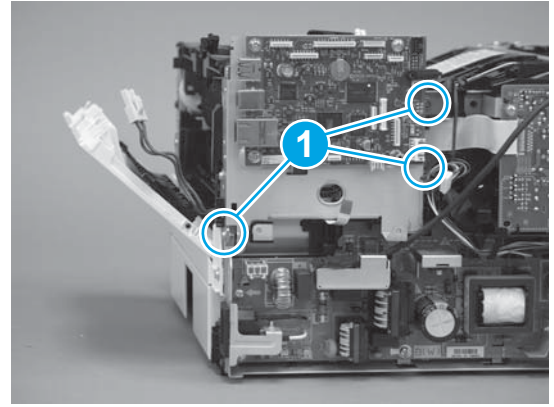
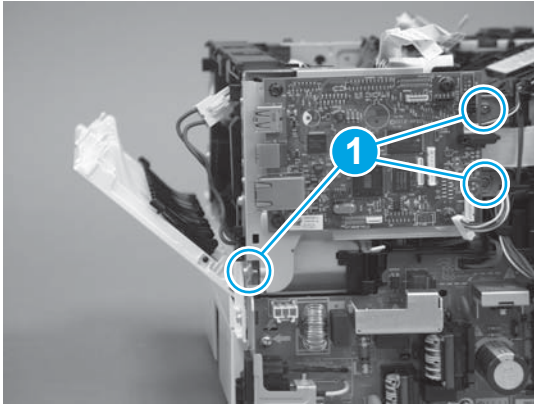
**Figure 1-1680** Remove the guide





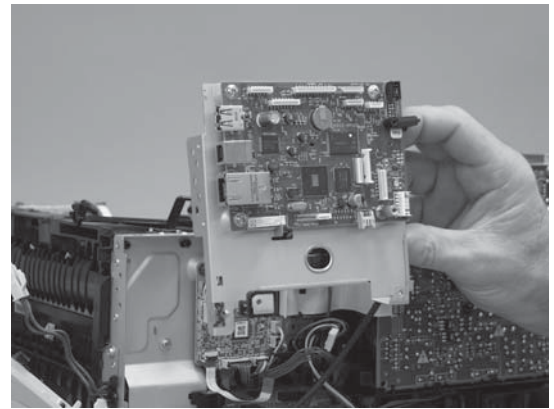
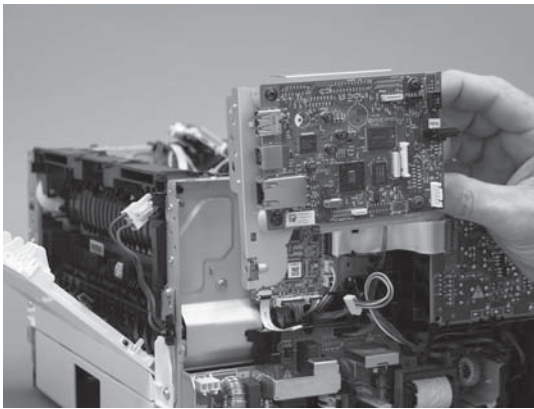
5. Remove three screws (callout 1).

**Figure 1-1681** Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

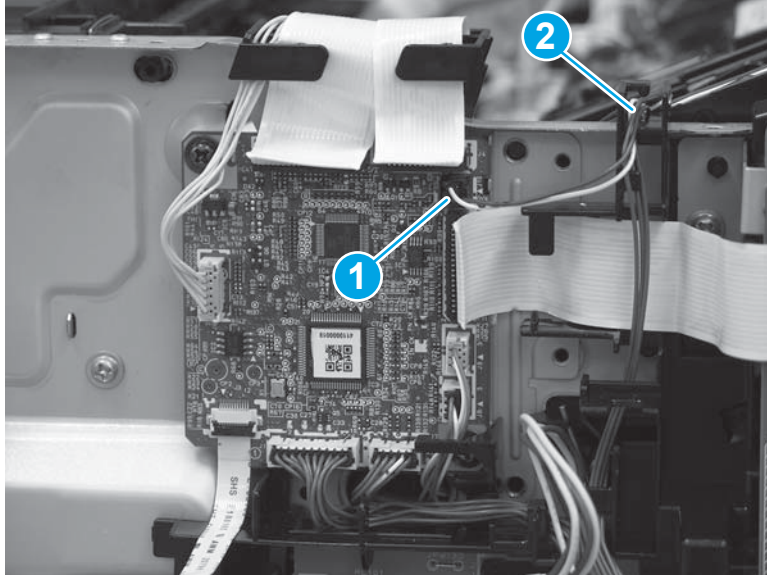
**Figure 1-1682** Remove the bracket



### Step 11: Remove the tag-cable assembly

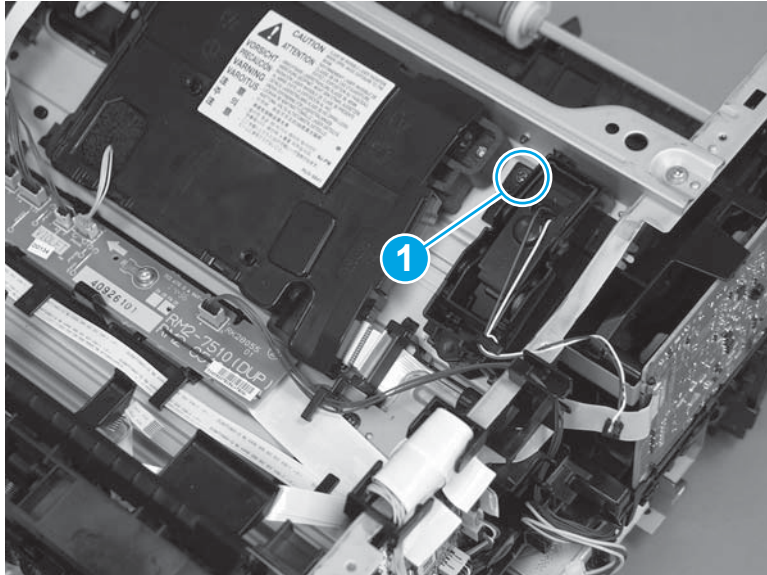
1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-1683** Disconnect one connector



2. Remove one screw (callout 1).

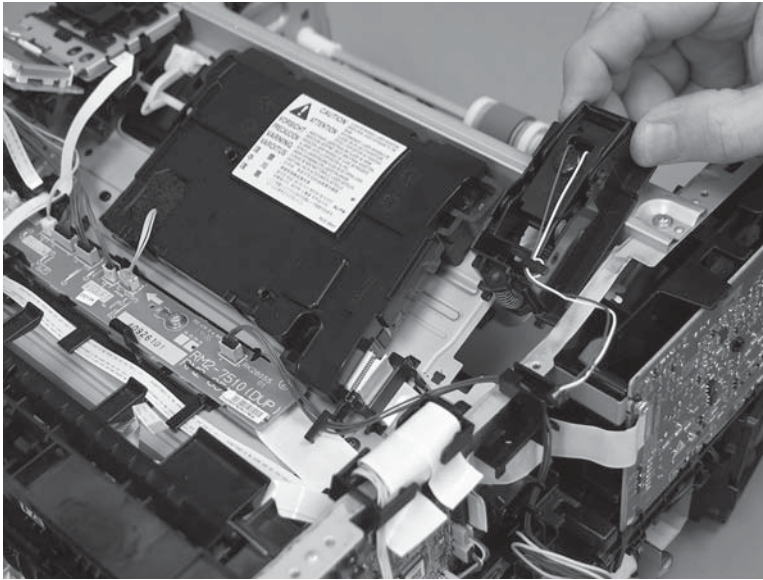
**Figure 1-1684** Remove one screw





3. Remove the tag-cable assembly.

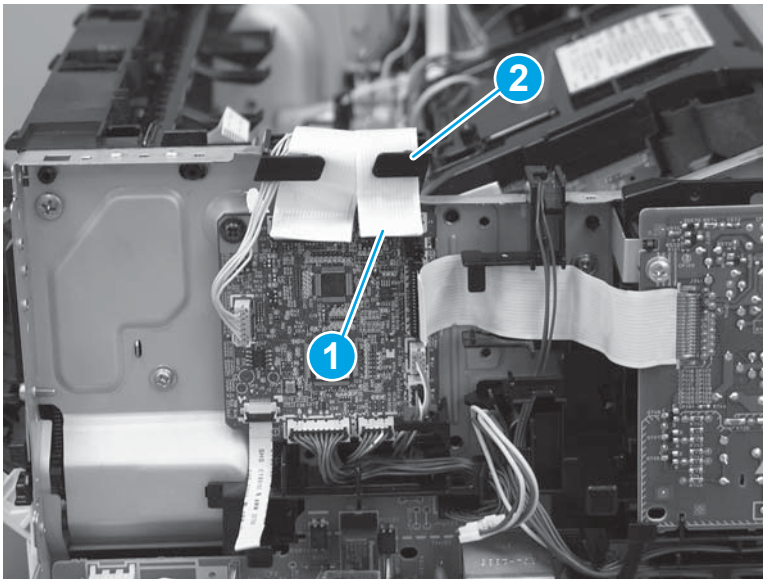
**Figure 1-1685** Remove the tag-cable assembly



#### Step 12: Remove the laser scanner FFC

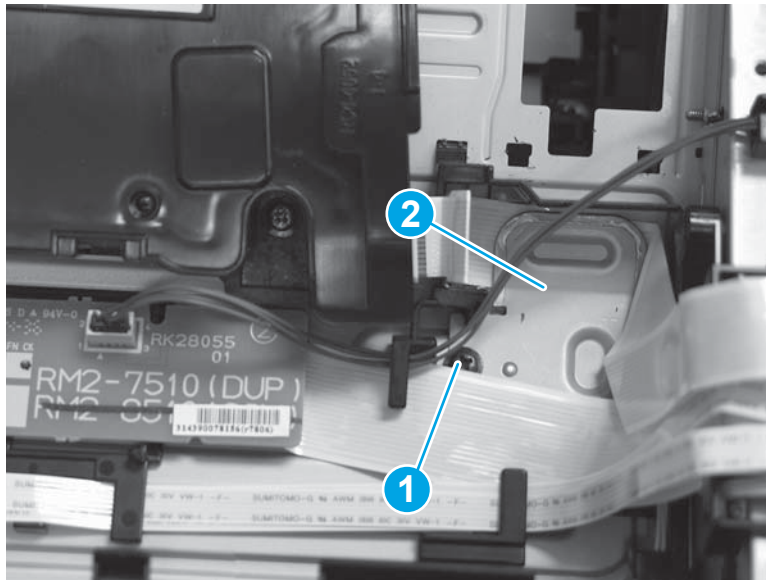
1. Disconnect one FFC (callout 1), and then release it from the guide (callout 2).

**Figure 1-1686** Disconnect one FFC



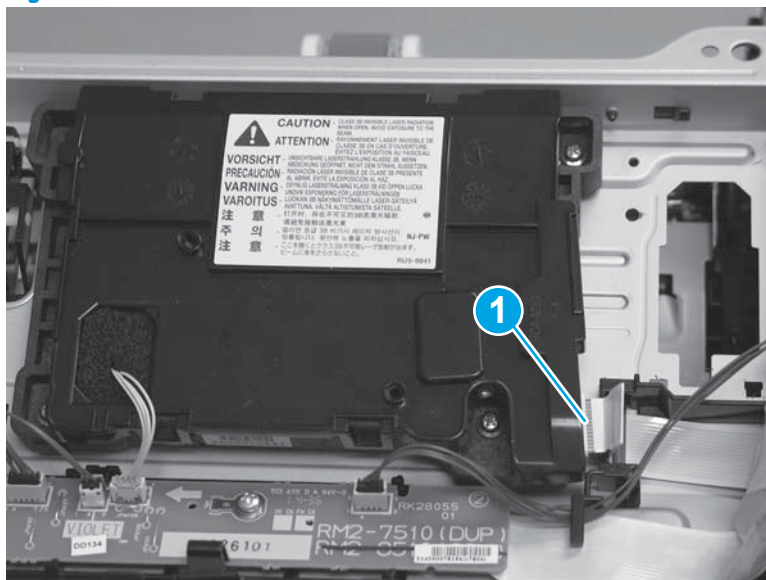
2. Remove one screw (callout 1), and then remove the sheet-metal plate (callout 2).

**Figure 1-1687** Remove one screw and the sheet-metal plate



3. Disconnect one FFC (callout 1).

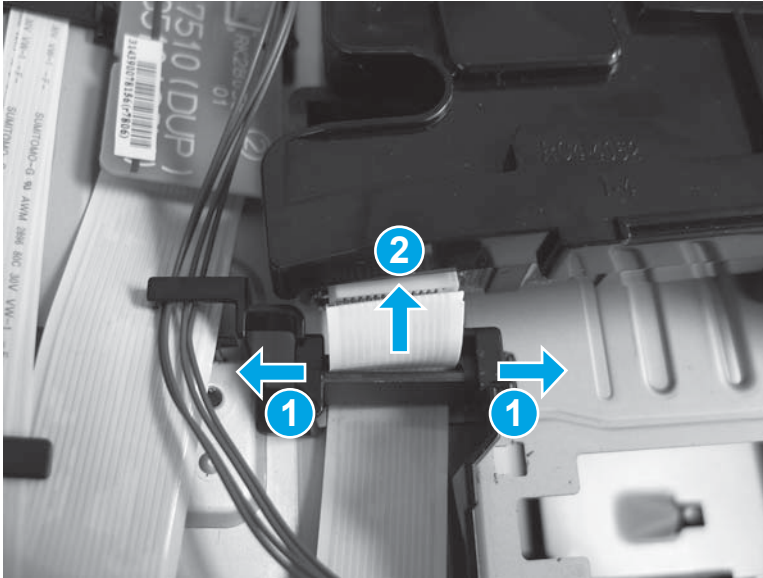
**Figure 1-1688** Disconnect one FFC



4. Slightly flex the holder (callout 1), and then release the FFC ferrite (callout 2).

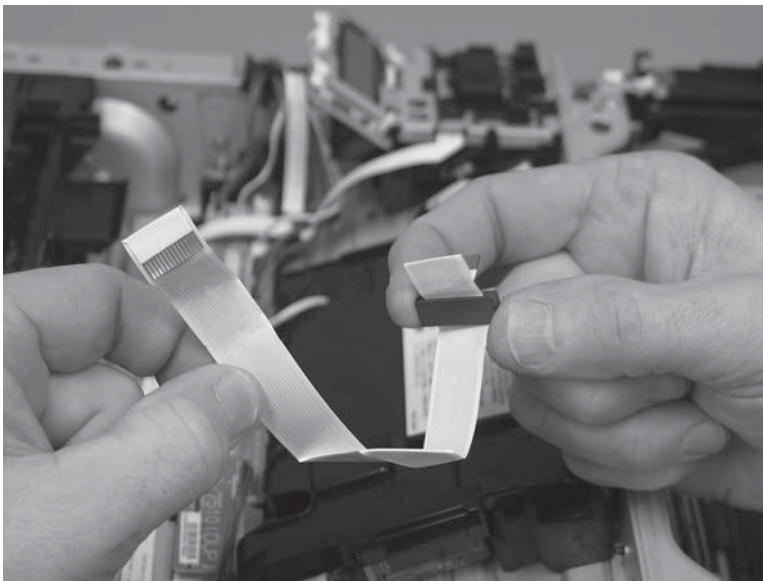
 **Reinstallation tip:** Do not discard the ferrite. It will be installed on the replacement FFC.

**Figure 1-1689** Release the ferrite



5. Remove the FFC.

**Figure 1-1690** Remove the FFC



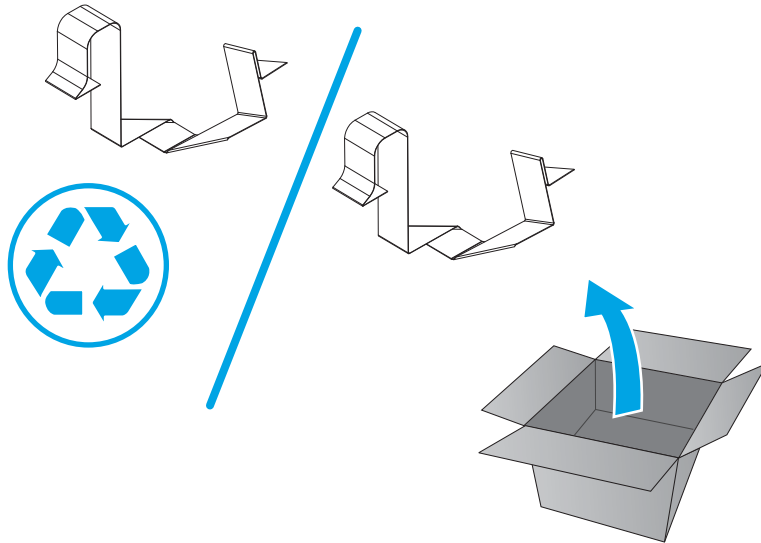
### Step 13: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

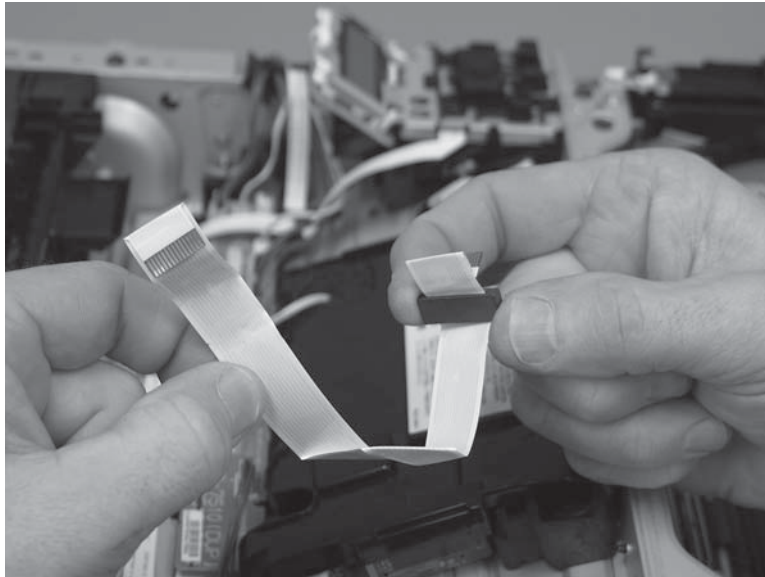
**Figure 1-1691** Recycle and unpack



**Step 14: Install the laser scanner FFC**

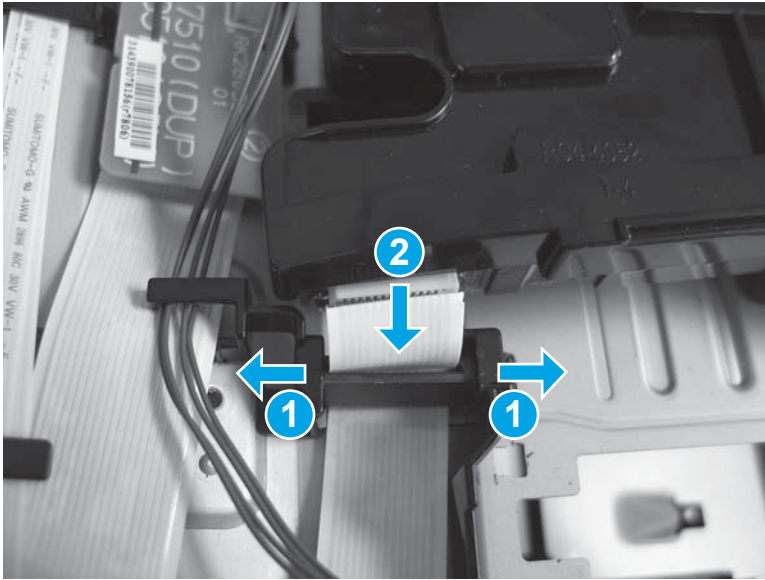
1. Install the ferrite on the replacement FFC.

**Figure 1-1692** Install the ferrite



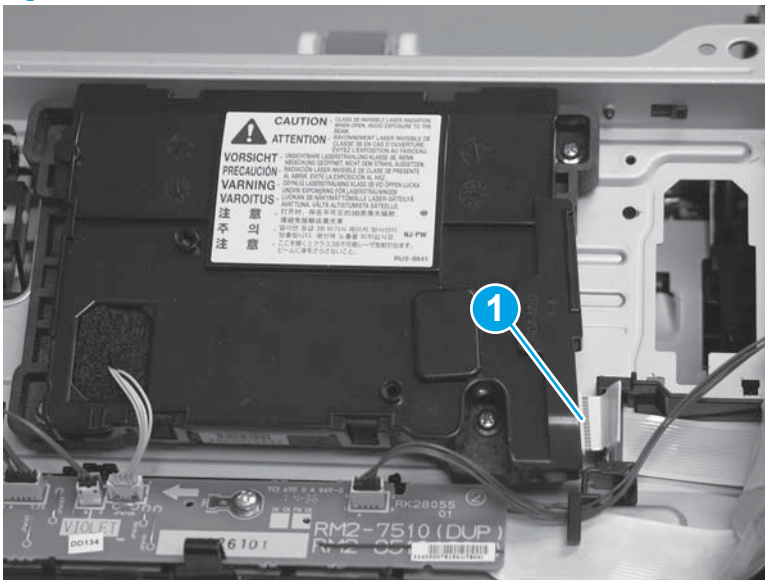
2. Slightly flex the holder (callout 1), and then install the FFC ferrite (callout 2) in the holder.

**Figure 1-1693** Install the FFC



3. Connect one FFC (callout 1).

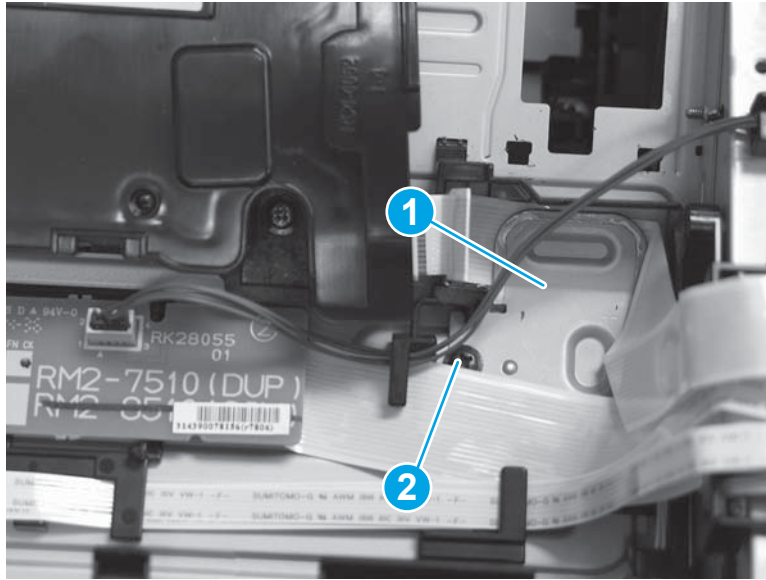
**Figure 1-1694** Connect one FFC





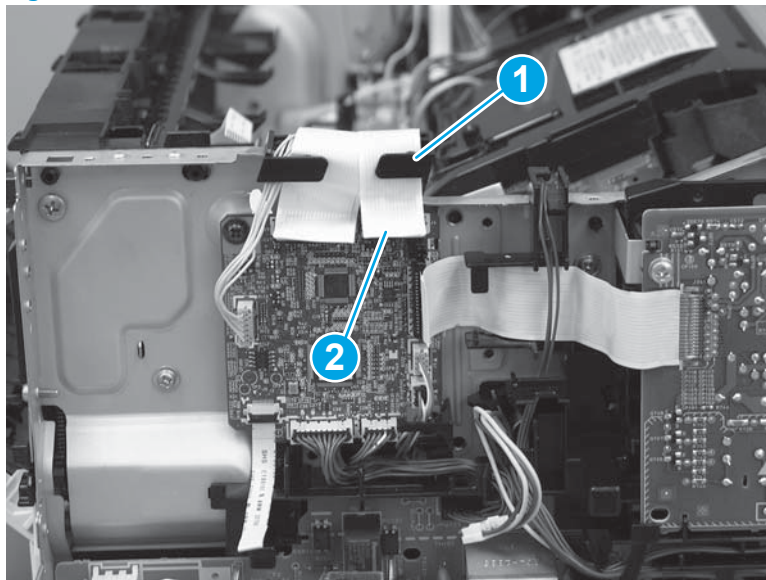
4. Install the sheet-metal plate (callout 1), and then install one screw (callout 2).

**Figure 1-1695** Install the sheet-metal plate and install one screw




5. Install the FFC in the guide (callout 1), and then connect the FFC (callout 1) to the DC controller.

**Figure 1-1696** Connect one FFC



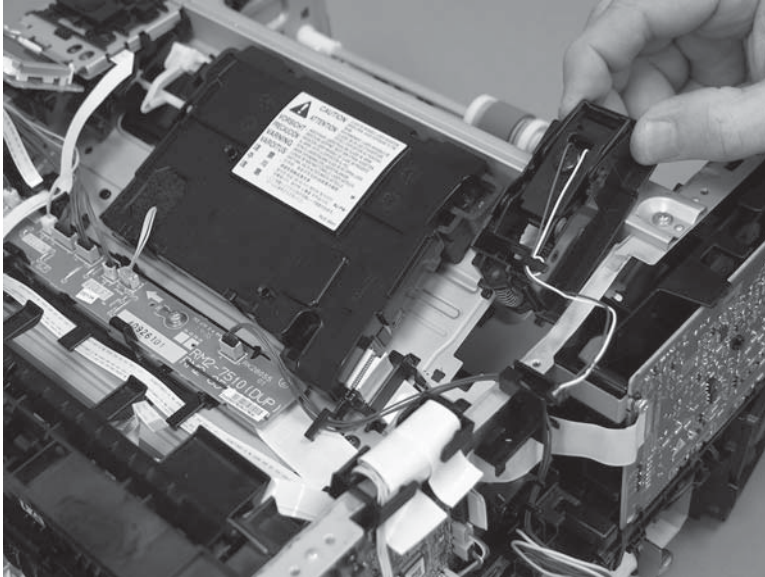
### Step 15: Install the tag-cable assembly

1. Position the assembly on the printer.

 **IMPORTANT:** Make sure that the assembly is flat against the chassis. If the assembly is not correctly installed, it might not make proper contact with the toner cartridge.

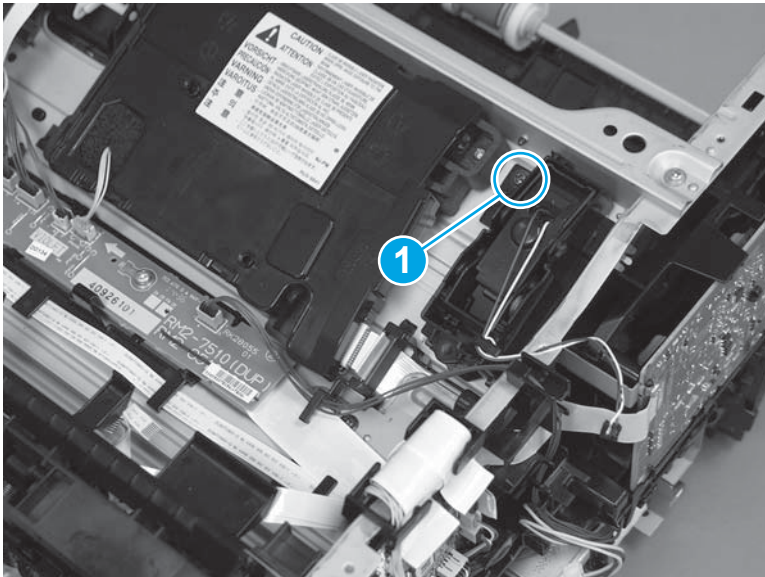


**Figure 1-1697** Install the assembly



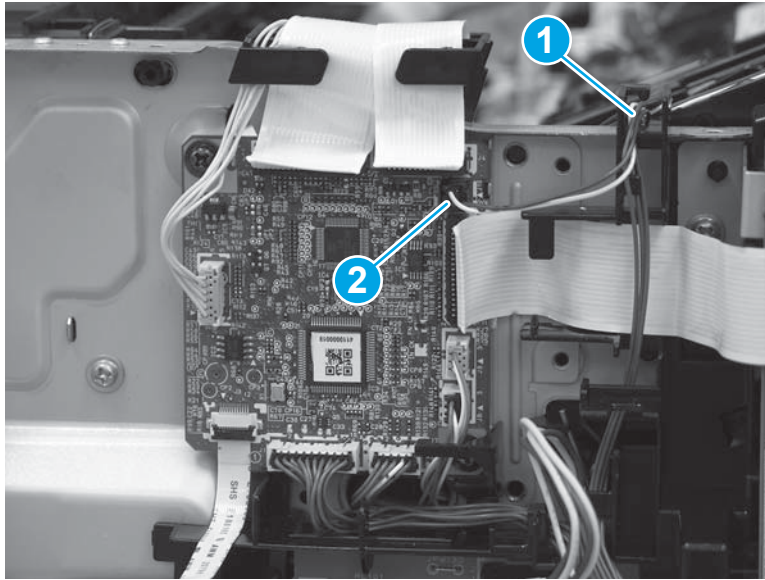
2. Install one screw (callout 1).

**Figure 1-1698** Install one screw



3. Install the wire harness in the guide (callout 1), and then connect one connector (callout 2).

**Figure 1-1699** Connect one connector

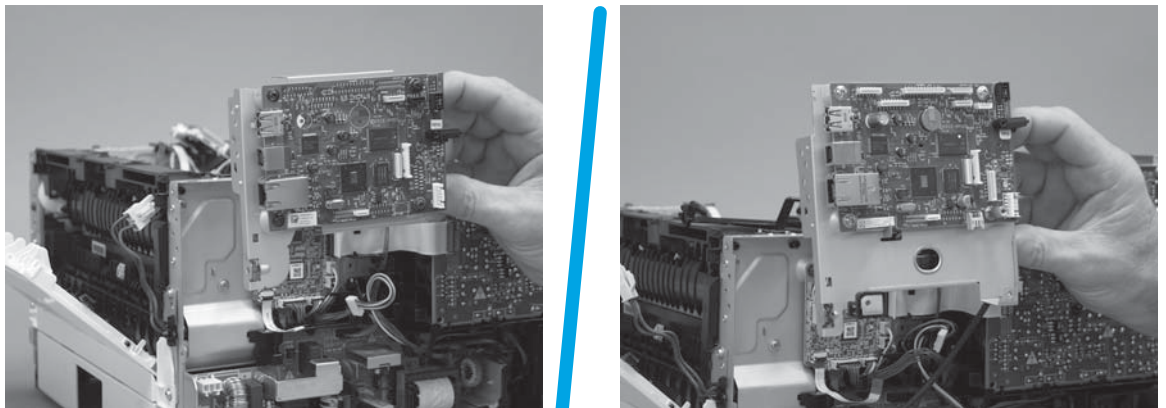


#### Step 16: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

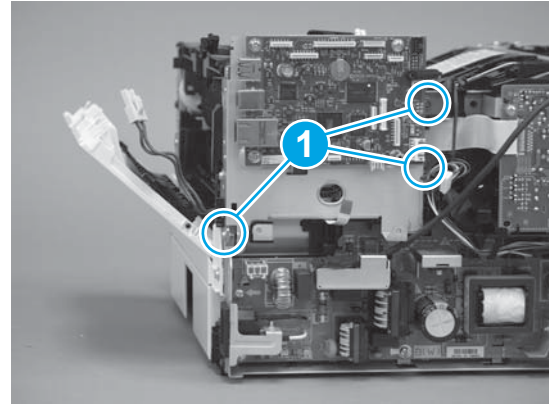
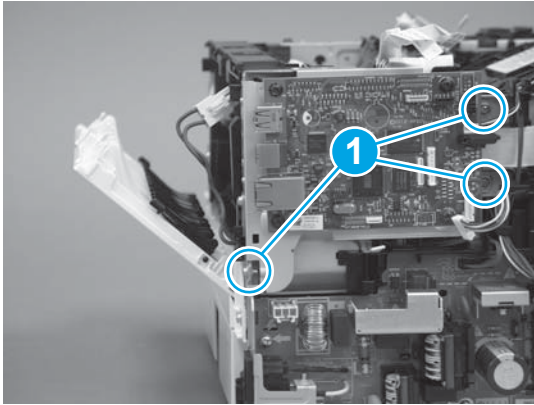
1. Position the sheet-metal bracket and formatter PCA on the printer.

**Figure 1-1700** Install the bracket



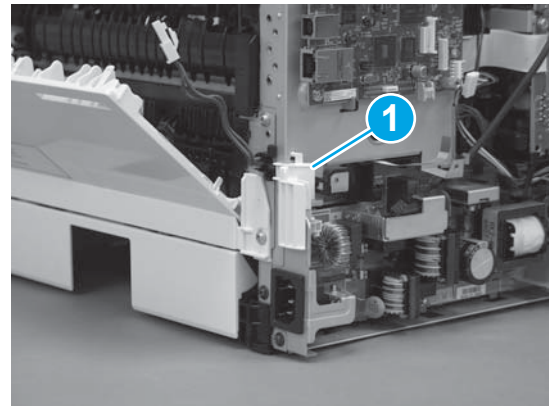
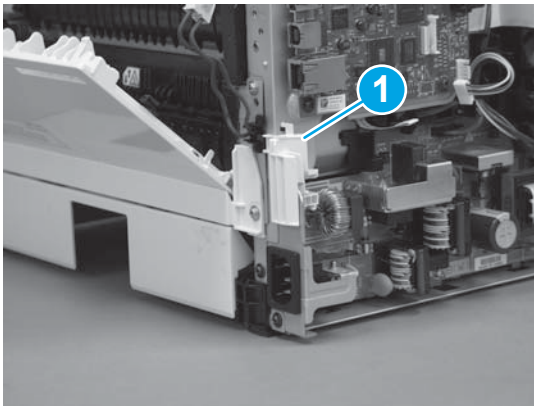
2. Install three screws (callout 1).

**Figure 1-1701** Install three screws



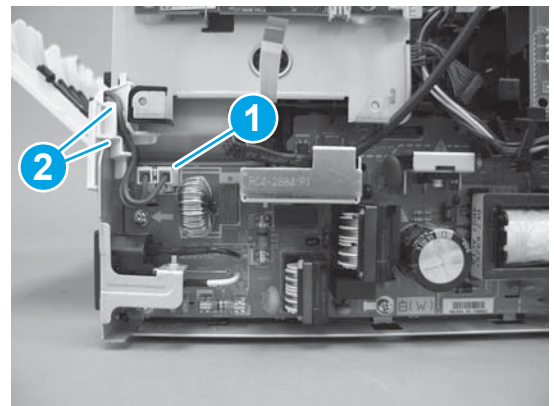
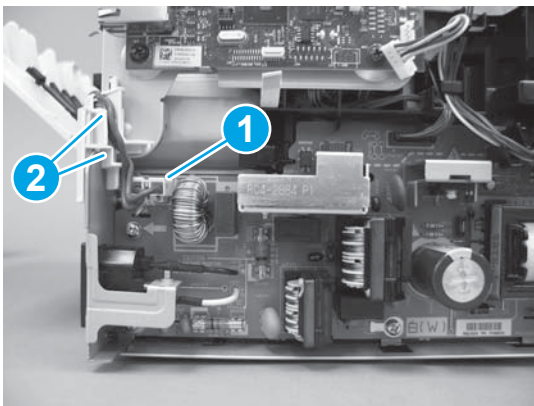
3. Install the guide (callout 1).

**Figure 1-1702** Install the guide



4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

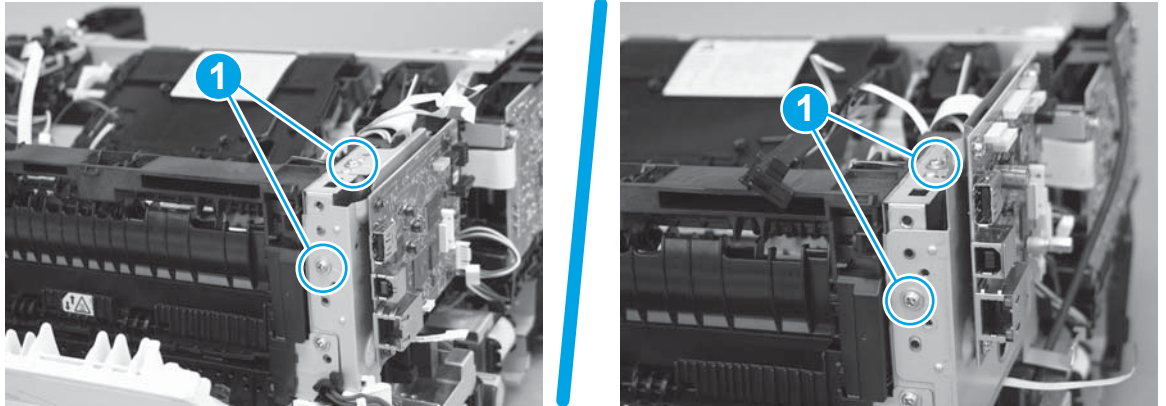
**Figure 1-1703** Connect one connector





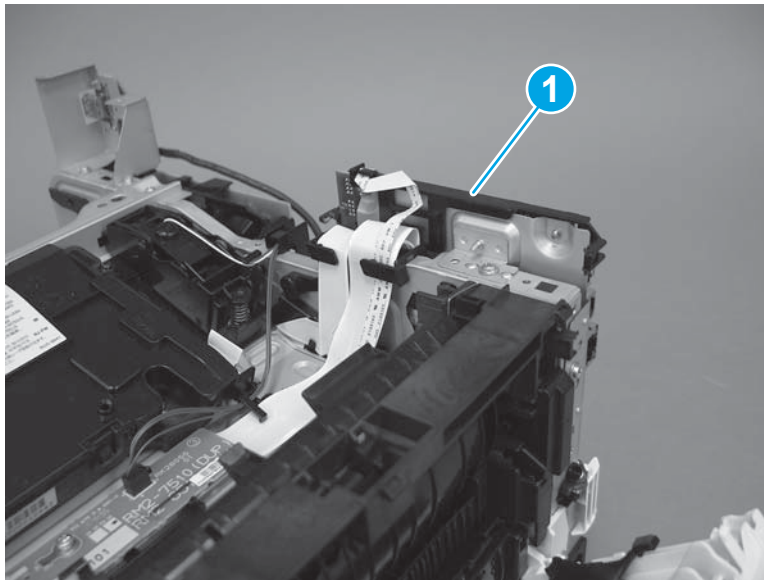
5. Install two screws (callout 1).

**Figure 1-1704** Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

**Figure 1-1705** Install the guide

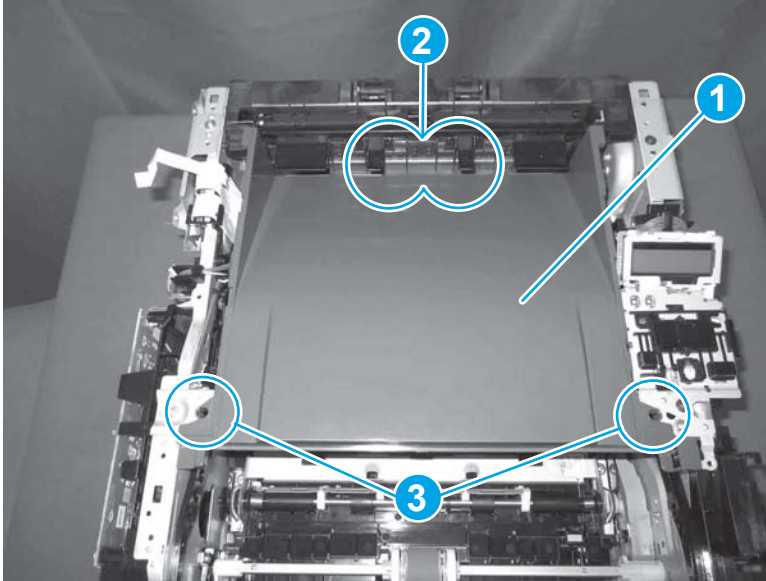


### Step 17: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1706** Engage two tabs

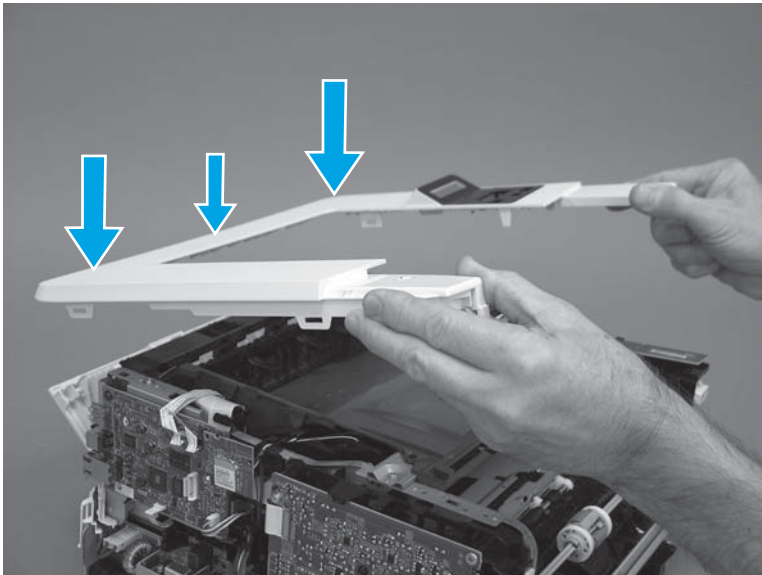


**Step 18: Install the top cover (M403/M402)**

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 19: Install the top cover \(M427/M426\) on page 908](#).

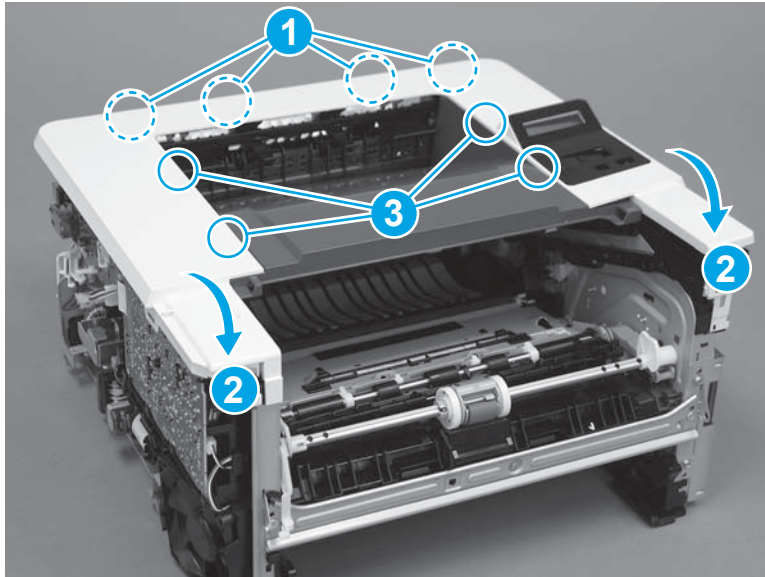
1. Position the rear edge of the cover on the printer.

**Figure 1-1707** Install the cover



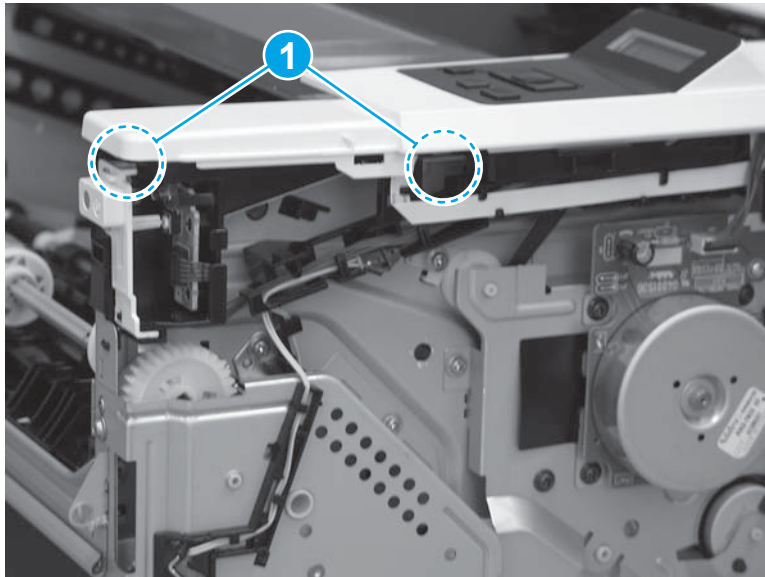
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-1708** Engage four bosses and tabs



- At the right side of the printer, engage the one boss and one tab (callout 1).

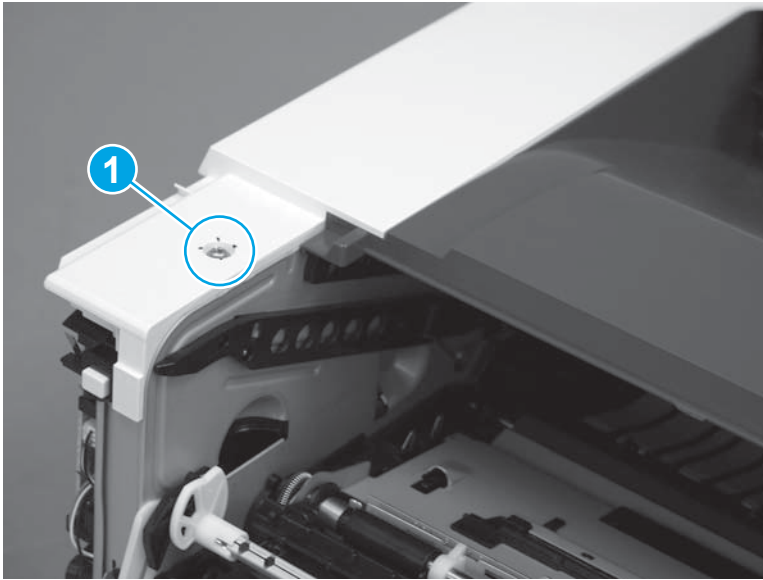
**Figure 1-1709** Engage one boss and one tab






4. Install one screw (callout 1).

**Figure 1-1710** Install one screw

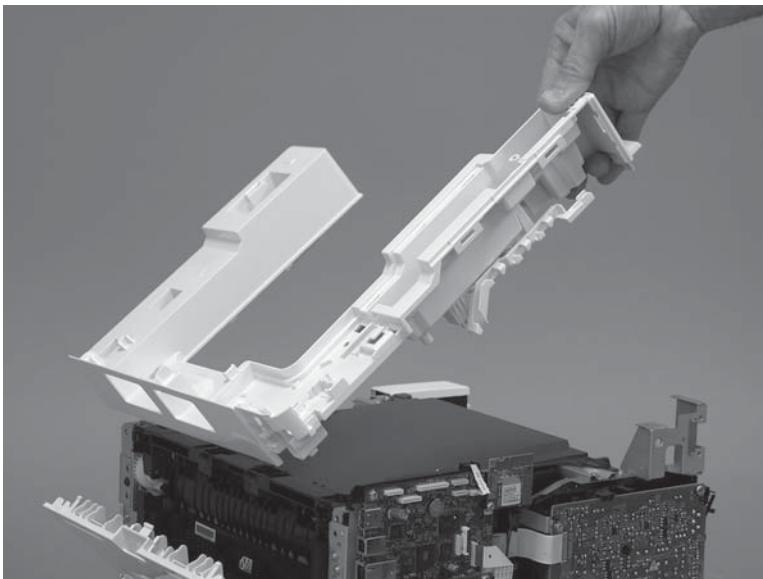


#### Step 19: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 919](#).

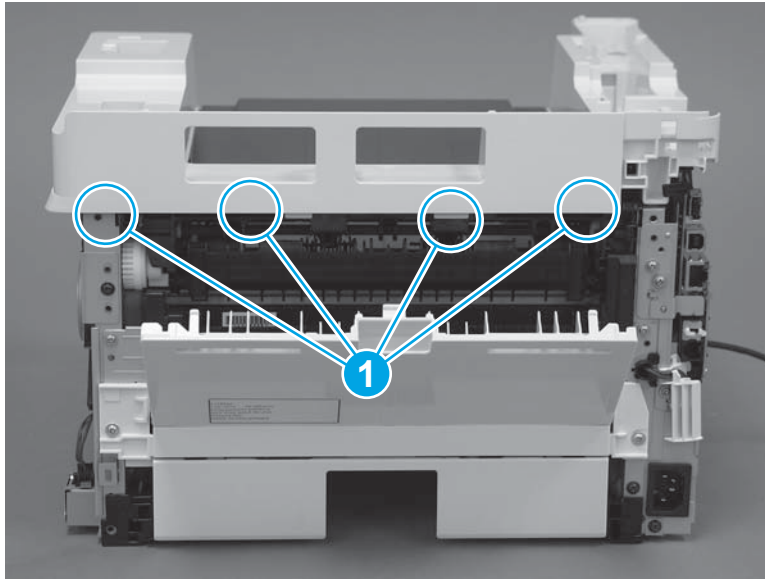
1. Position the rear edge of the top cover on the printer.

**Figure 1-1711** Install the cover



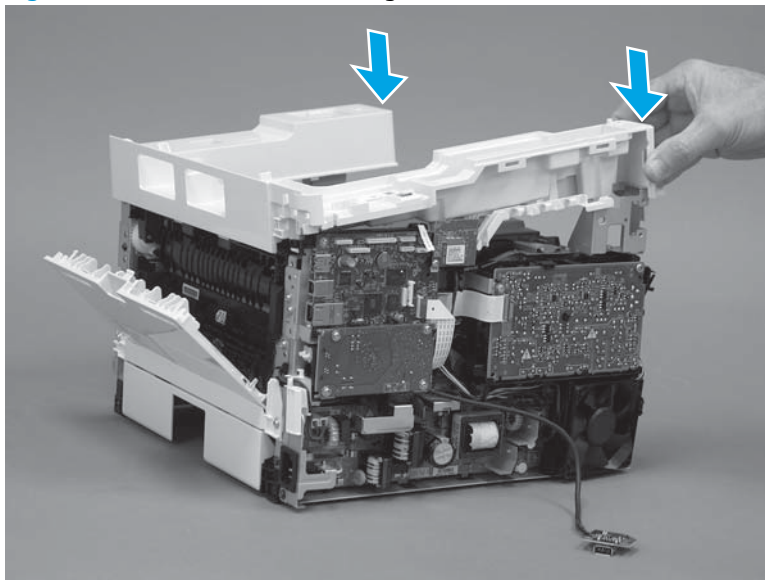
2. Engage four bosses (callout 1).

**Figure 1-1712** Engage four bosses



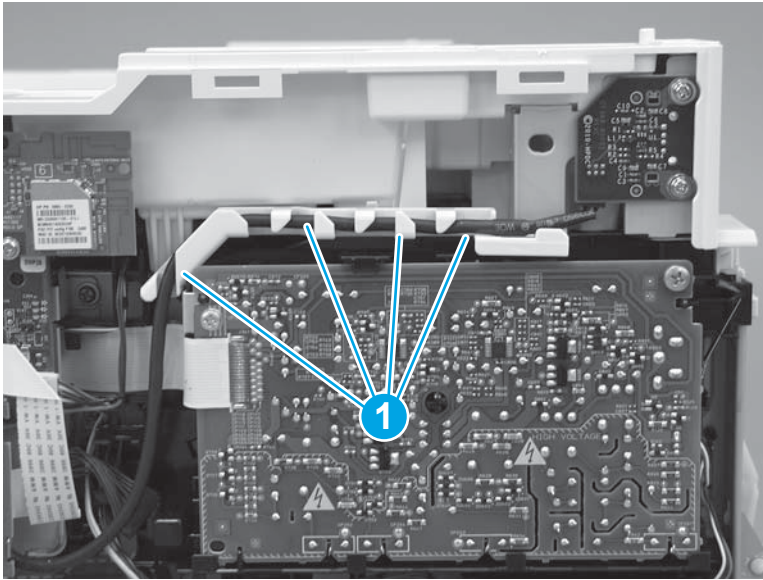
3. Rotate the front edge of the cover down.

**Figure 1-1713** Rotate the front edge of the cover down



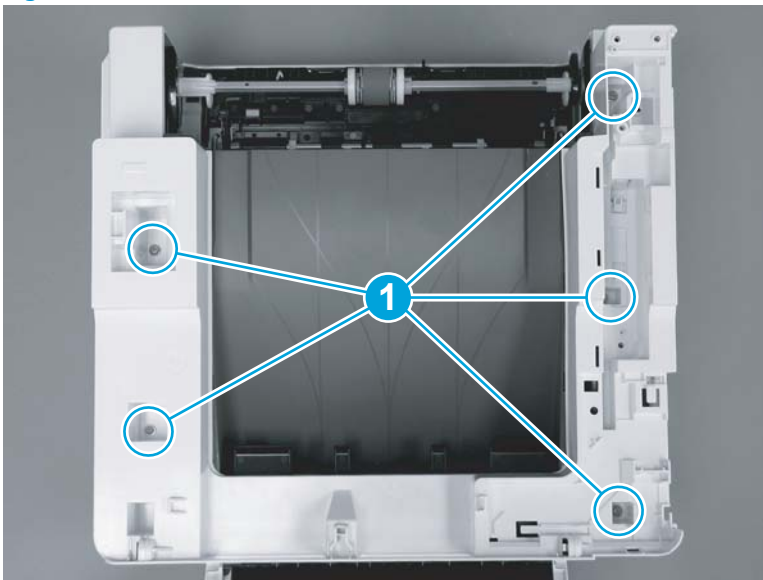
4. Install the USB cable (callout 1) in the guide.

**Figure 1-1714** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-1715** Install five screws

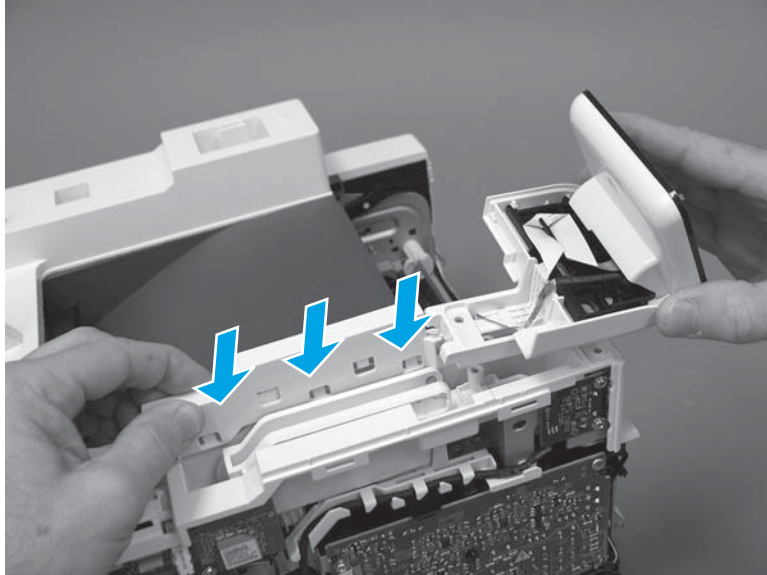


### Step 20: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 919](#).

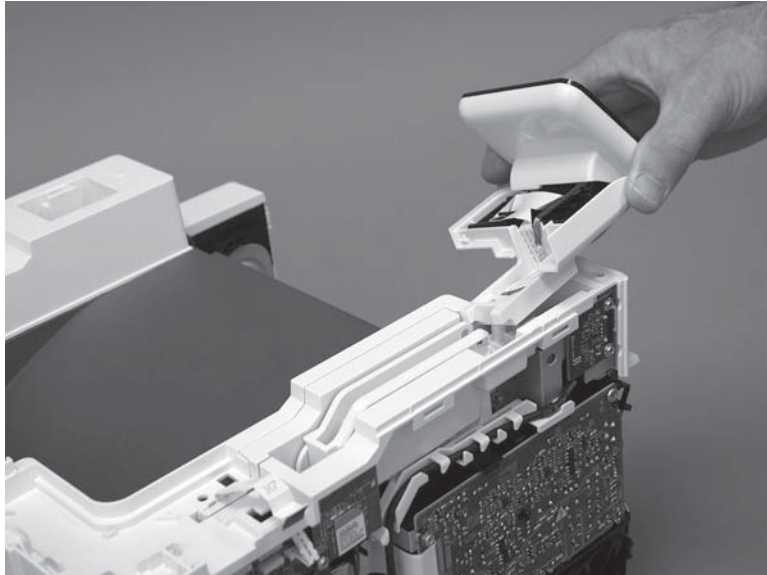
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-1716** Install the control-panel FFC cover



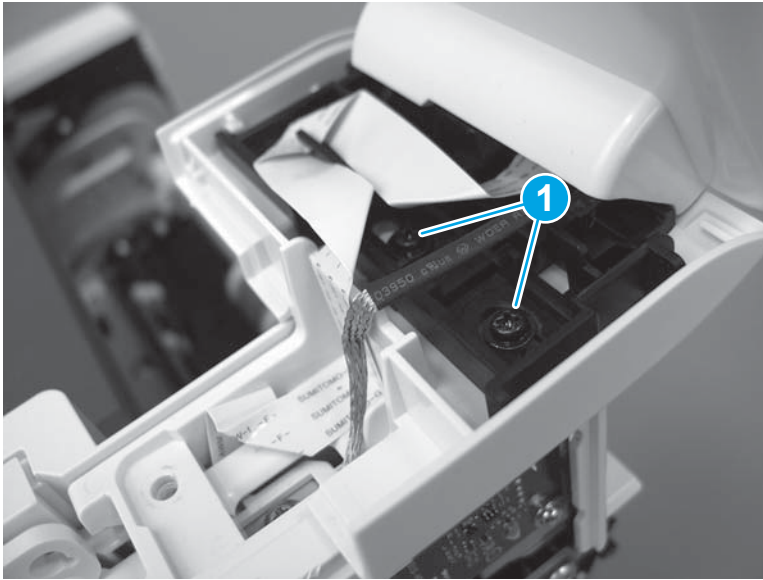
2. Install the control-panel assembly on the top cover.

**Figure 1-1717** Install the control-panel assembly



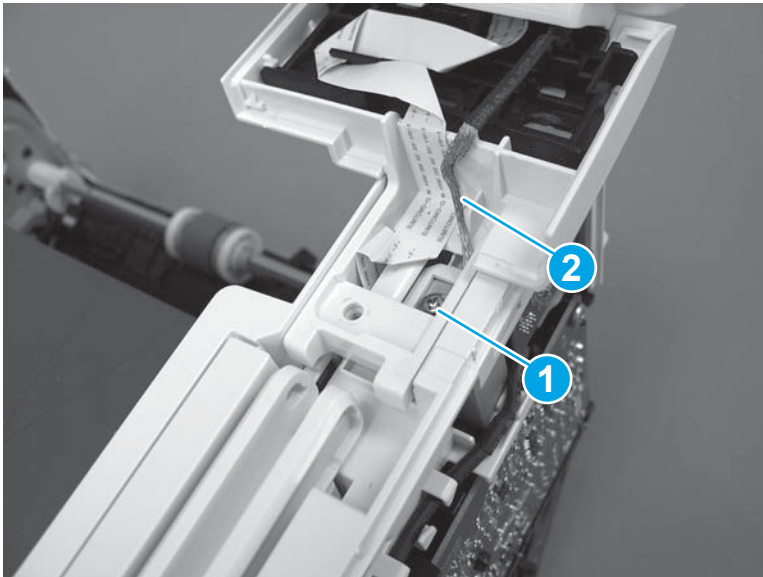
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-1718** Install two screws



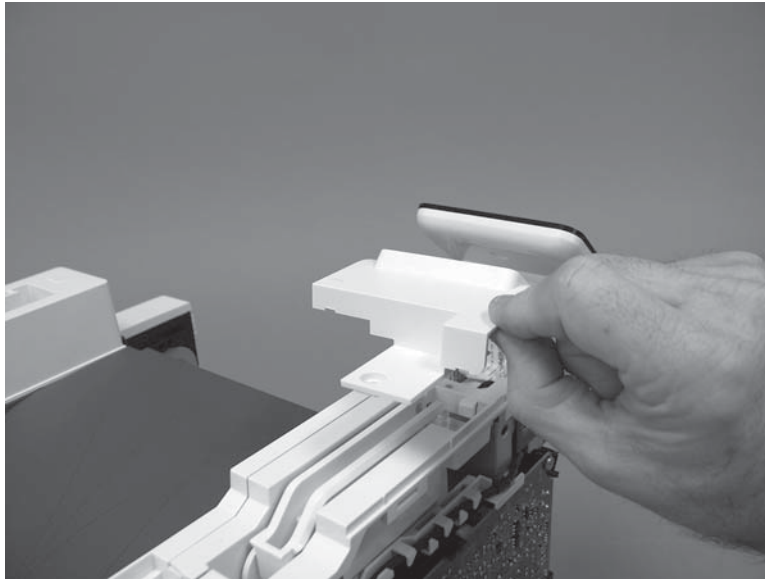
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-1719** Remove one screw



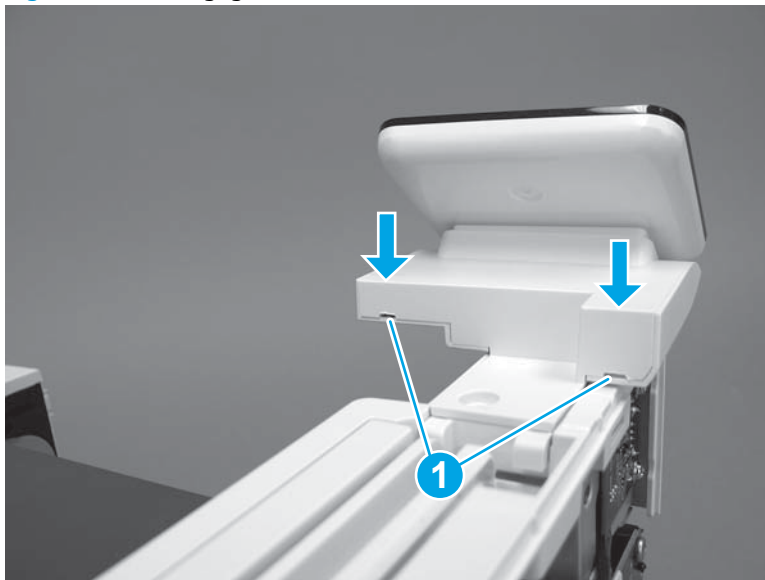
5. Install the control-panel cable cover.

**Figure 1-1720** Install the cover



6. Make sure that the two tabs (callout 1) on the cover snap into place.

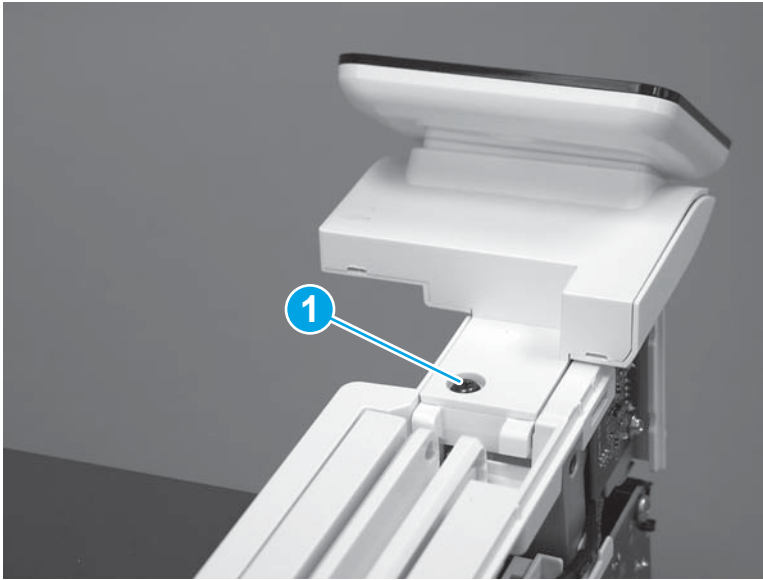
**Figure 1-1721** Engage two tabs





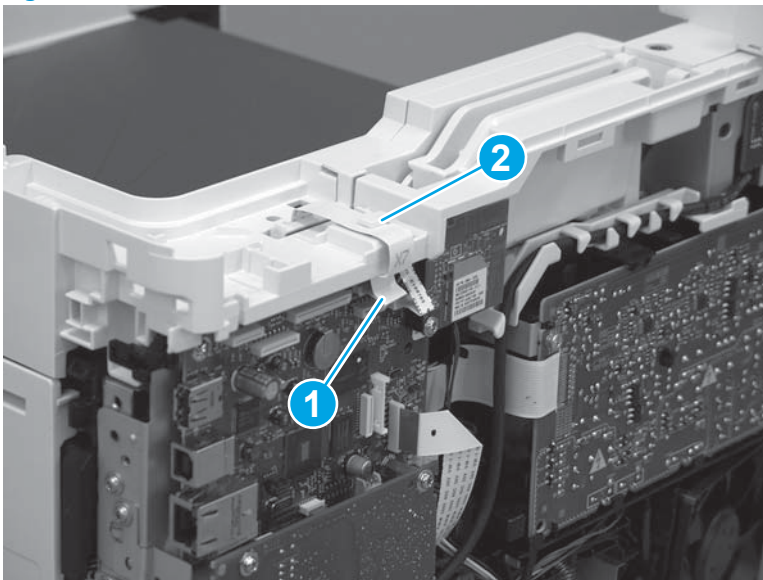
7. Install one screw (callout 1).

**Figure 1-1722** Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-1723** Connect one connector




### Step 21: Install the integrated scanner assembly (M427/M246)

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 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 919](#).

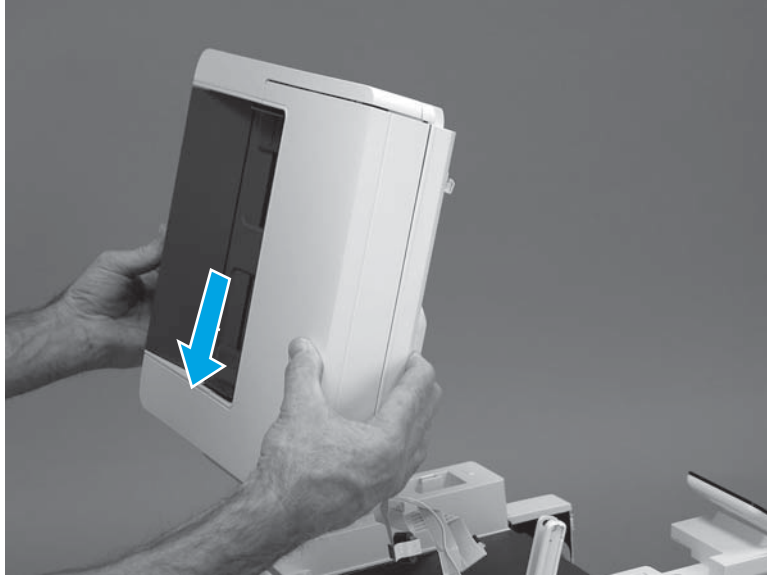
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 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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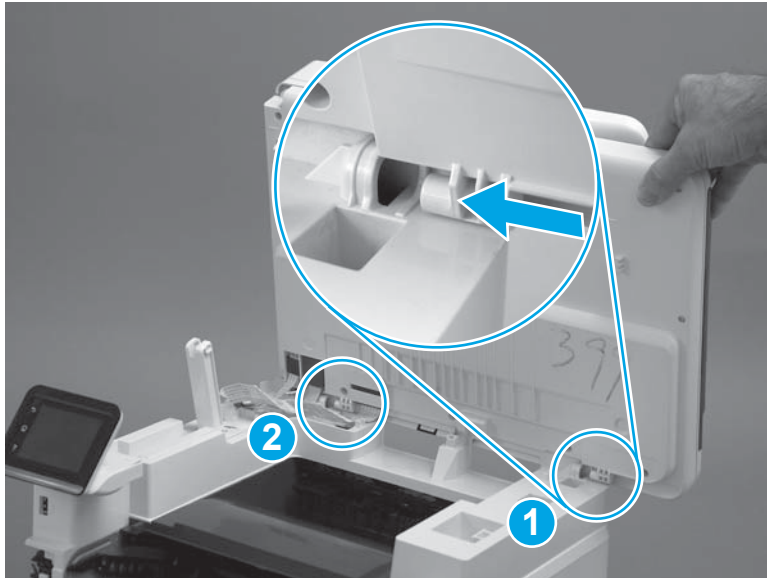
1. Position the ISA on the printer.

**Figure 1-1724** Position the ISA on the printer



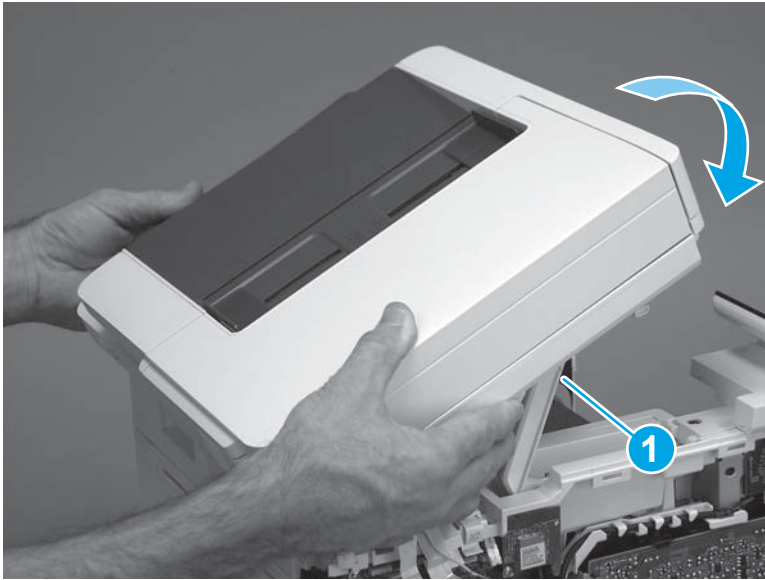
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-1725** Engage the hinge pins with the holders



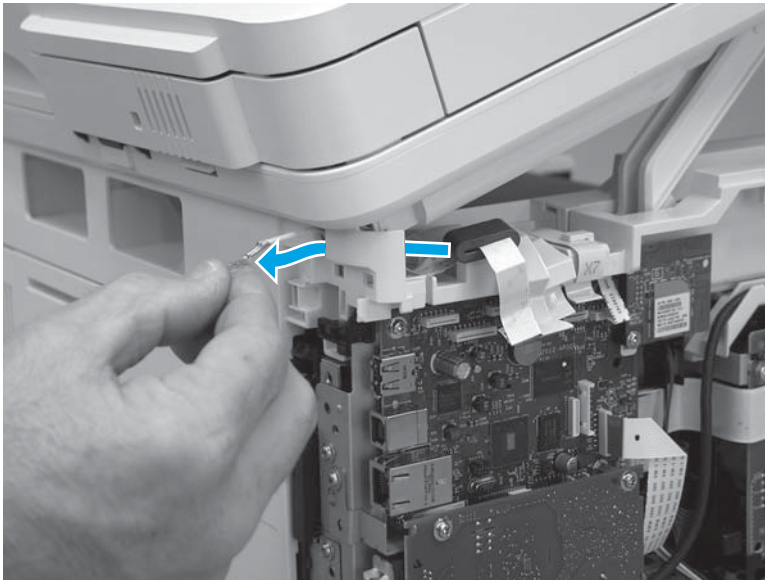
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-1726** Rotate the ISA towards the front of the printer



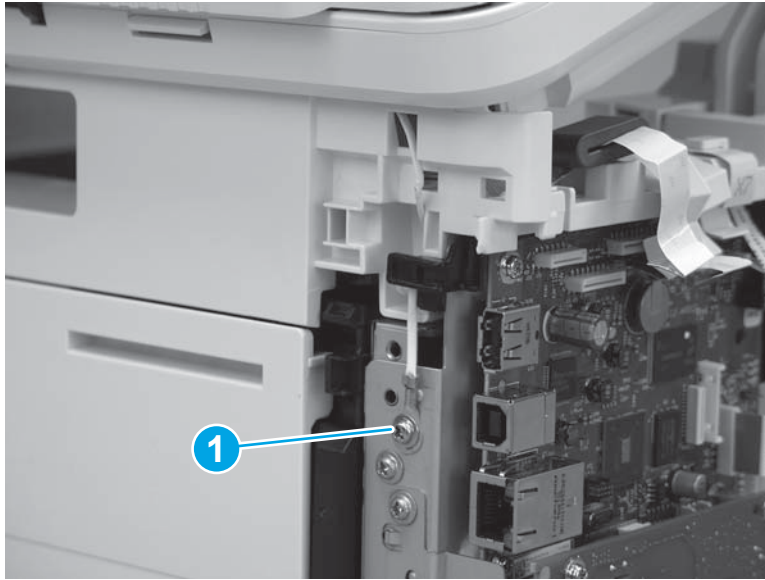
4. Pass the ground wire through the opening in the top cover.

**Figure 1-1727** Pass the wire through the opening




5. Install one screw (callout 1).

**Figure 1-1728** Install one screw



6. Install the ISA lift assembly slider pin.

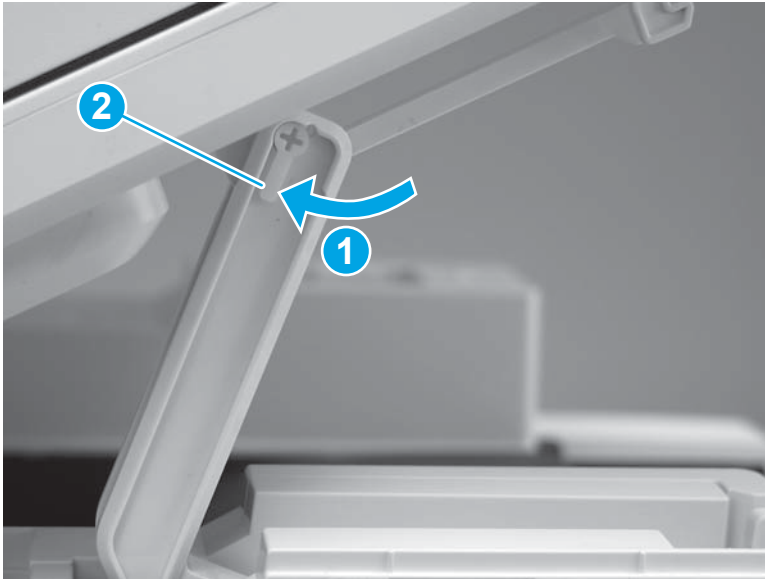
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-1729** Install the slider pin



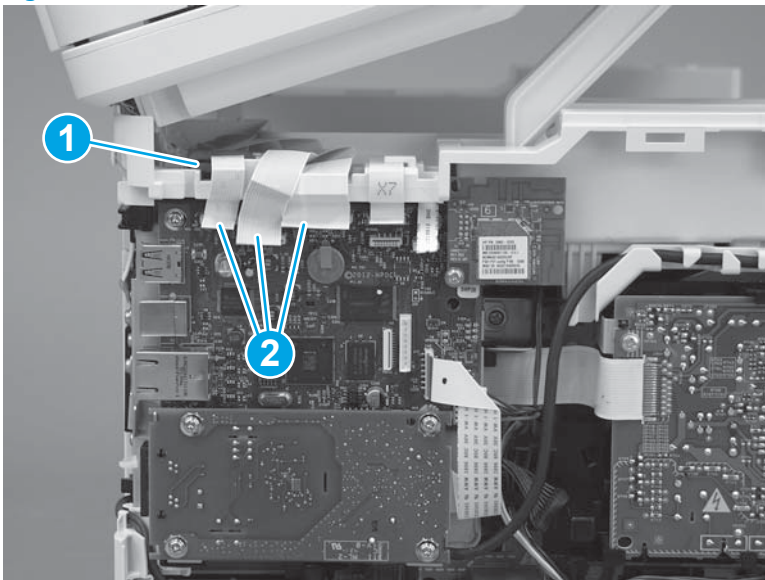
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-1730** Secure the slider pin



8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

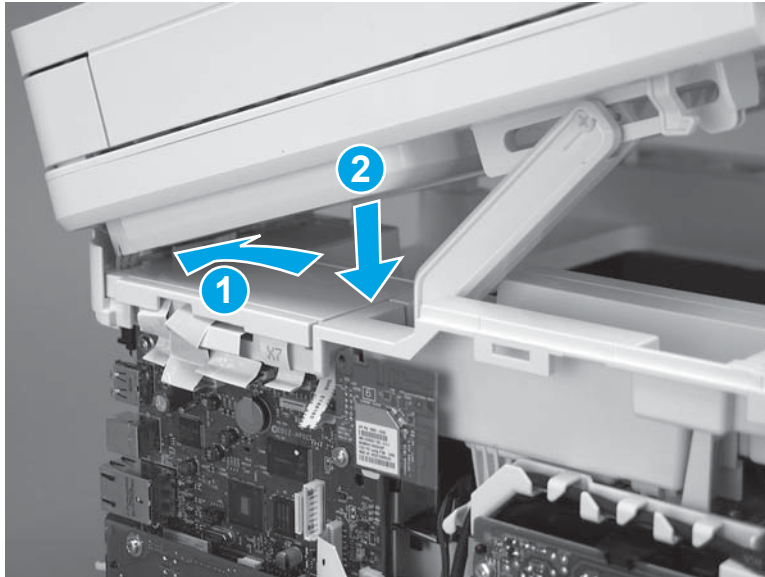
**Figure 1-1731** Connect three FFCs





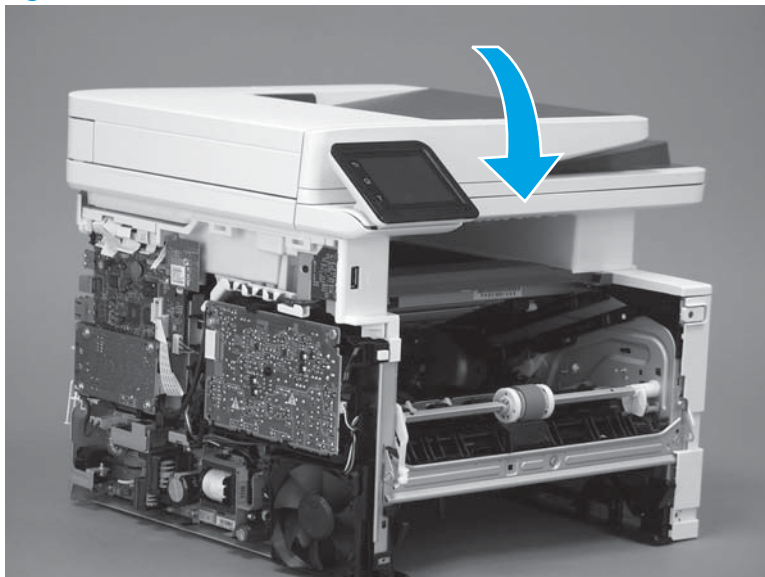
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-1732** Install the ISA FFC cover



10. Lower the ISA.

**Figure 1-1733** Lower the ISA

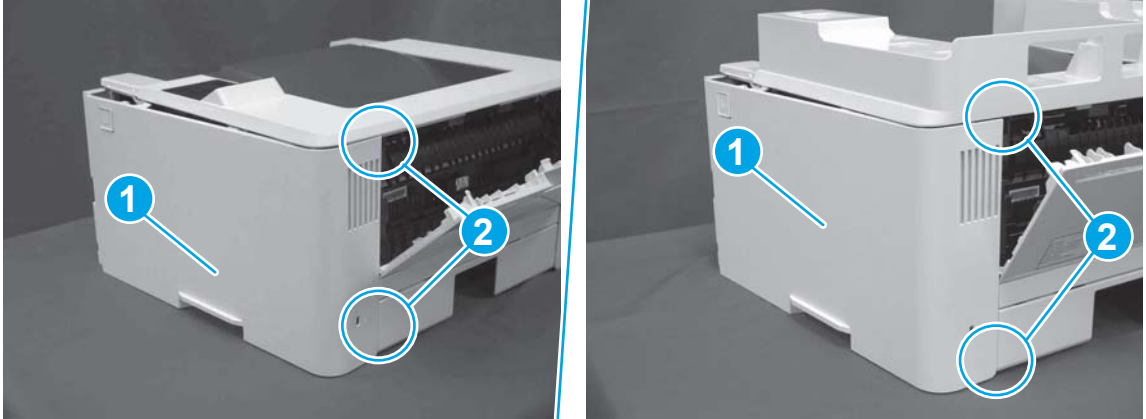


## Step 22: Install the right cover

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

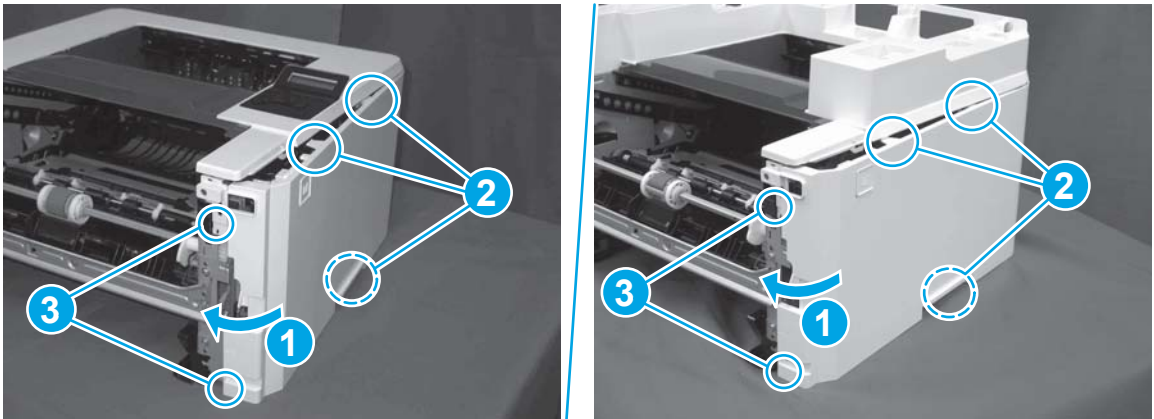


**Figure 1-1734** Install the cover




2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

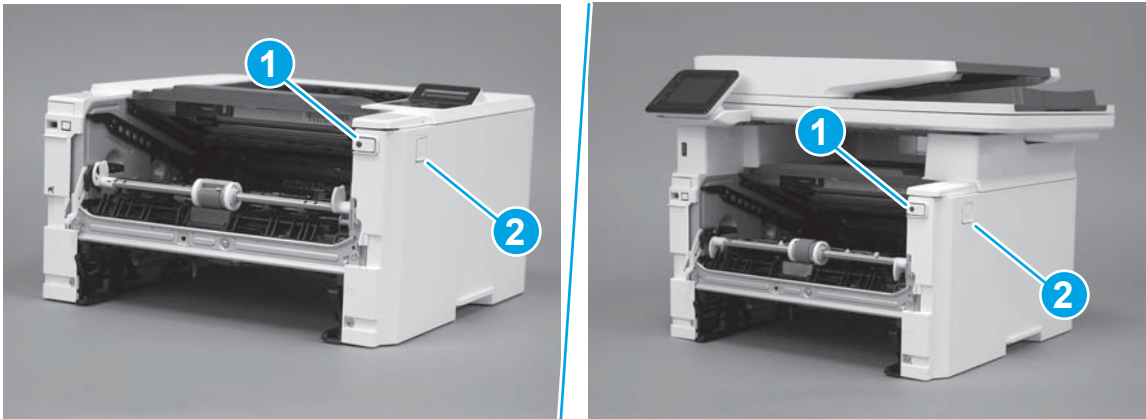
**Figure 1-1735** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1736** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

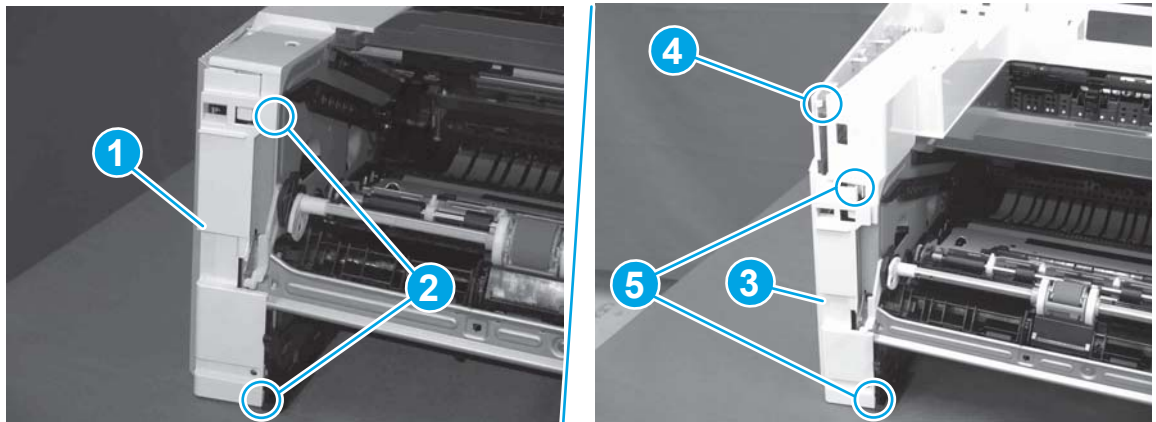
**Figure 1-1737** Install one screw



### Step 23: Install the left cover

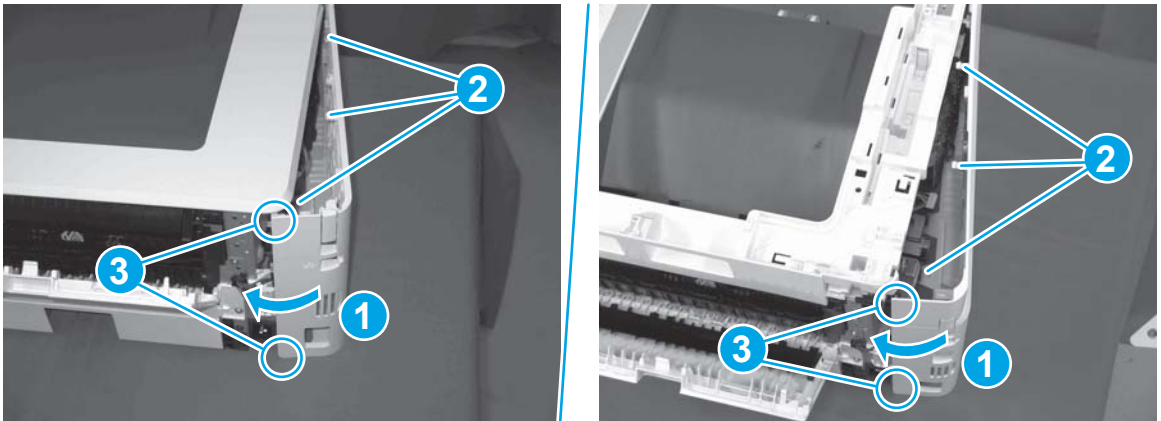
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-1738** Install the cover



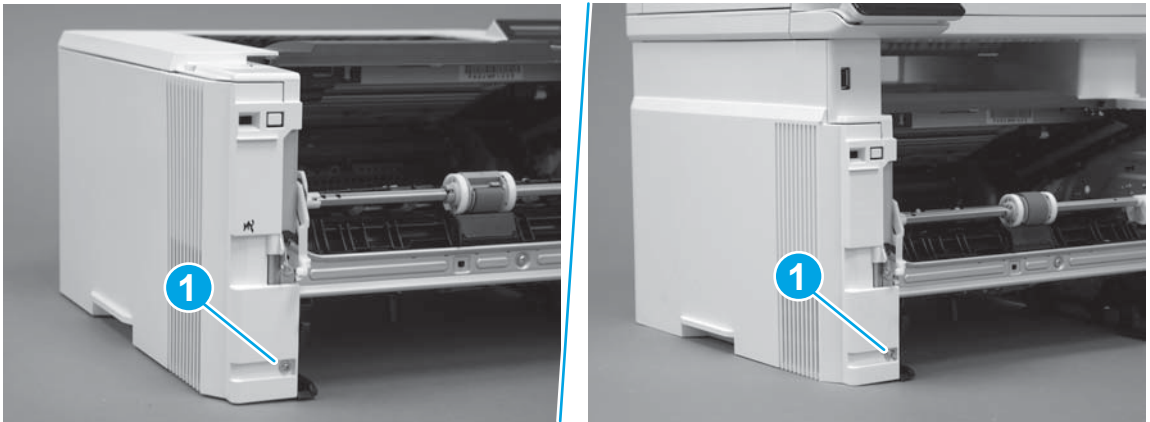
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1739** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-1740** Install one screw

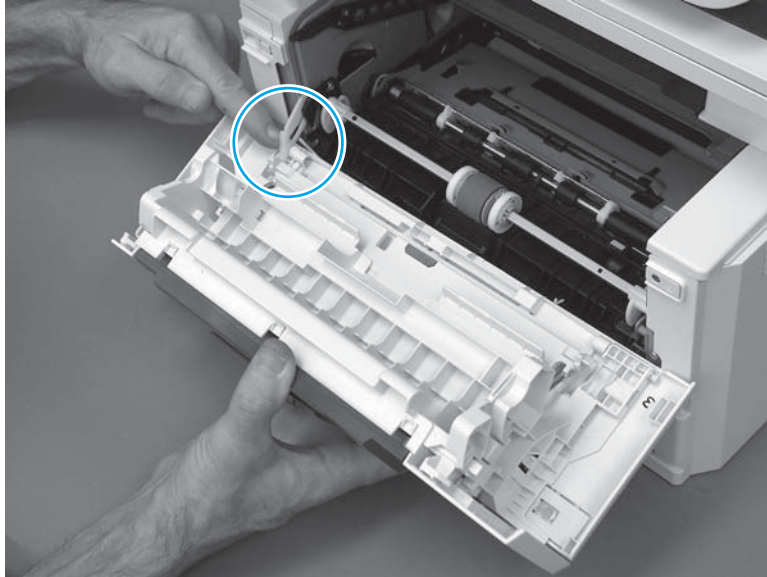


## Step 24: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

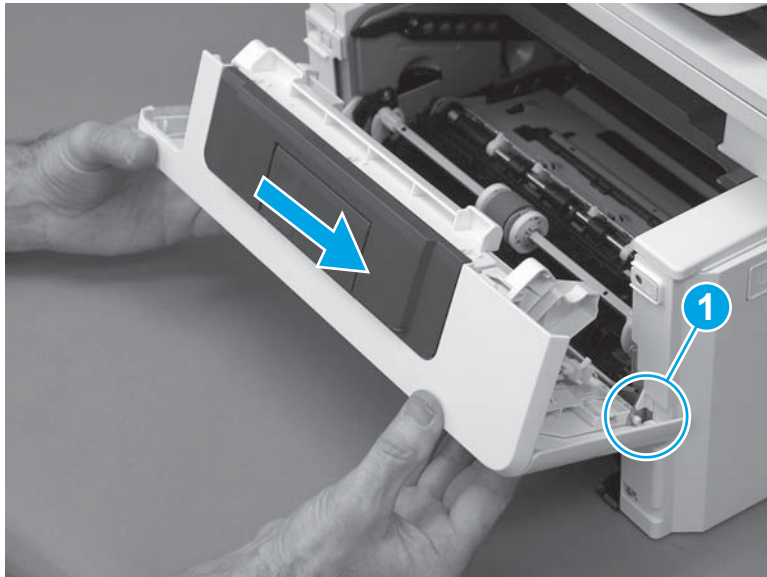
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-1741** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

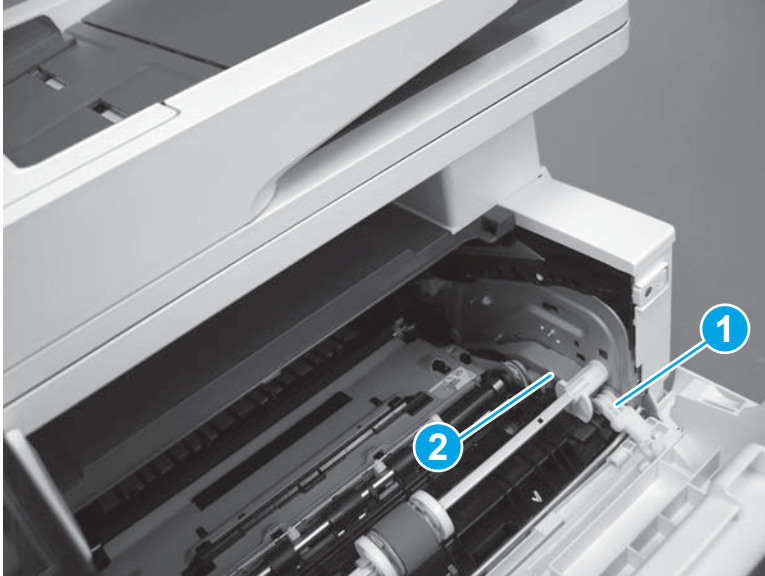
**Figure 1-1742** Install the door



3. Install the link (callout 1).

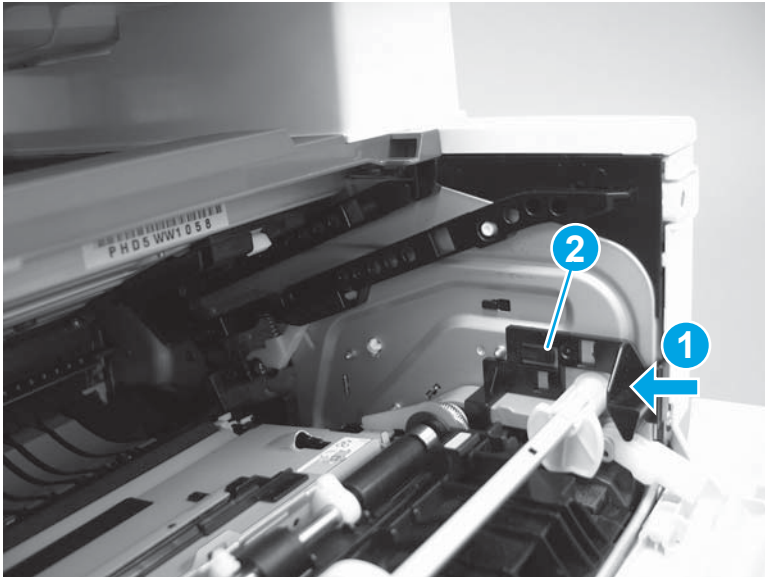
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-1743** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

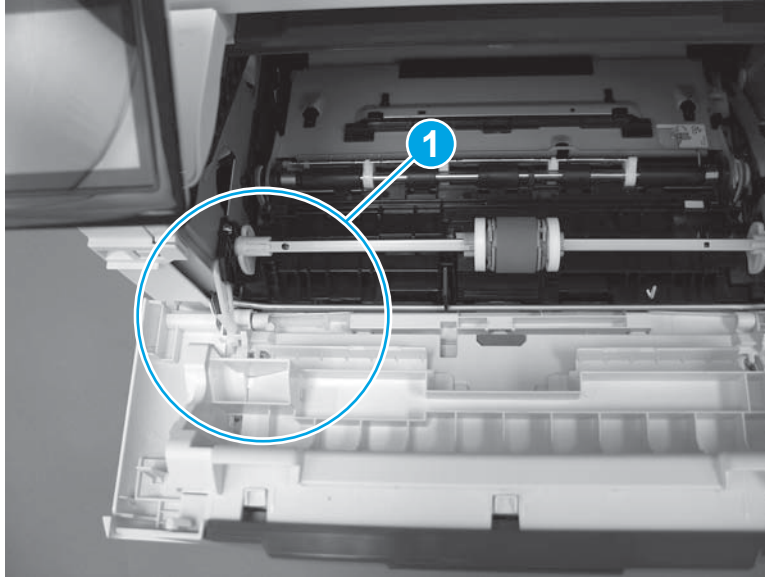
**Figure 1-1744** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

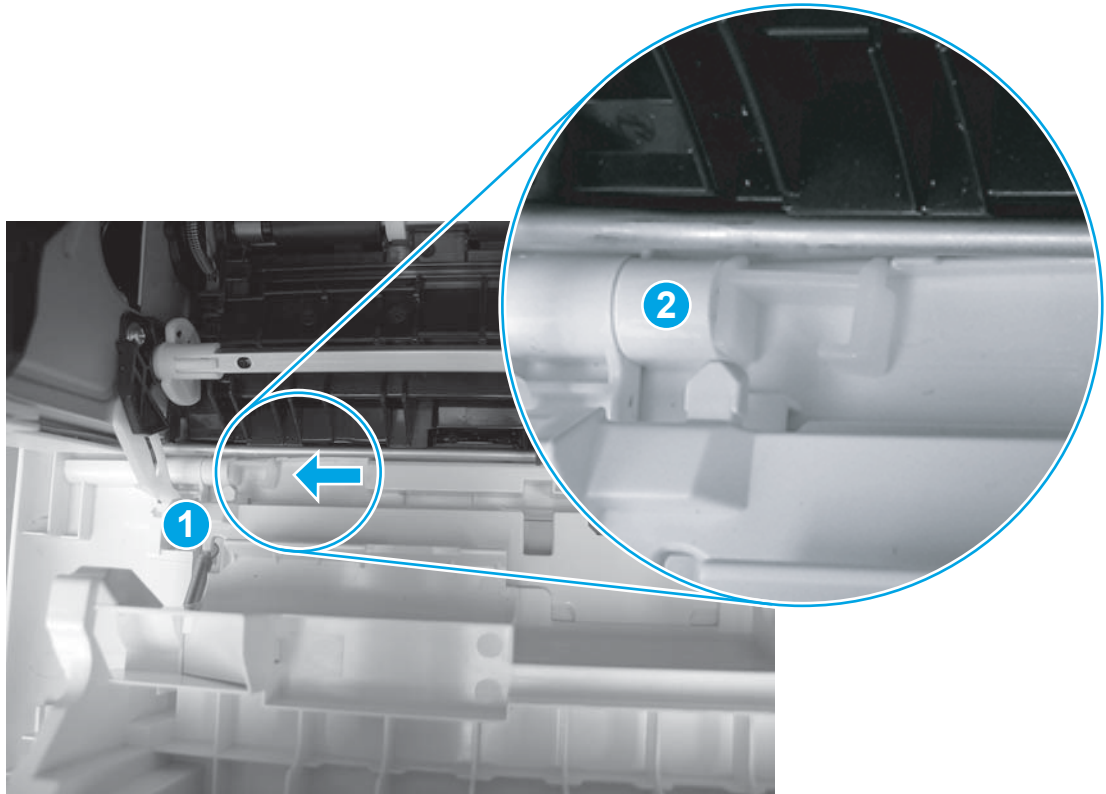
**Figure 1-1745** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1746** Install the support shaft





## Step 25: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1747** Install the tray



## Removal and replacement: High-voltage power supply

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 11: Remove the HVPS](#)
- [Step 12: Unpack the replacement assembly](#)
- [Step 13: Install the HVPS](#)
- [Step 14: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 15: Install the paper delivery tray \(output bin\)](#)
- [Step 16: Install the top cover \(M403/M402\)](#)
- [Step 17: Install the top cover \(M427/M426\)](#)
- [Step 18: Install the control panel \(M427/M246\)](#)
- [Step 19: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 20: Install the right cover](#)
- [Step 21: Install the left cover](#)
- [Step 22: Install the cartridge door assembly](#)
- [Step 23: Install Tray 2](#)

### Introduction

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

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

**⚠ WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

High-voltage power supply (HVPS) part number	
RM2-7508-000CN	High-voltage power supply (HVPS)

### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1748** Remove the tray



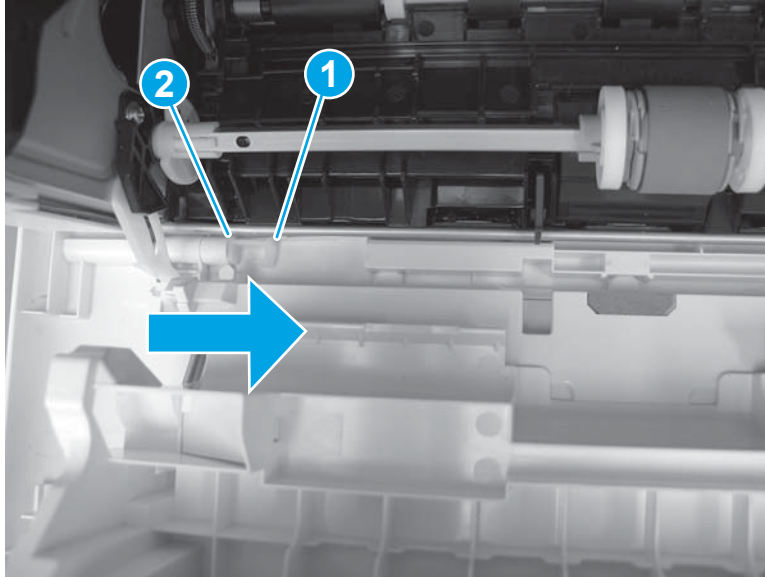
## Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

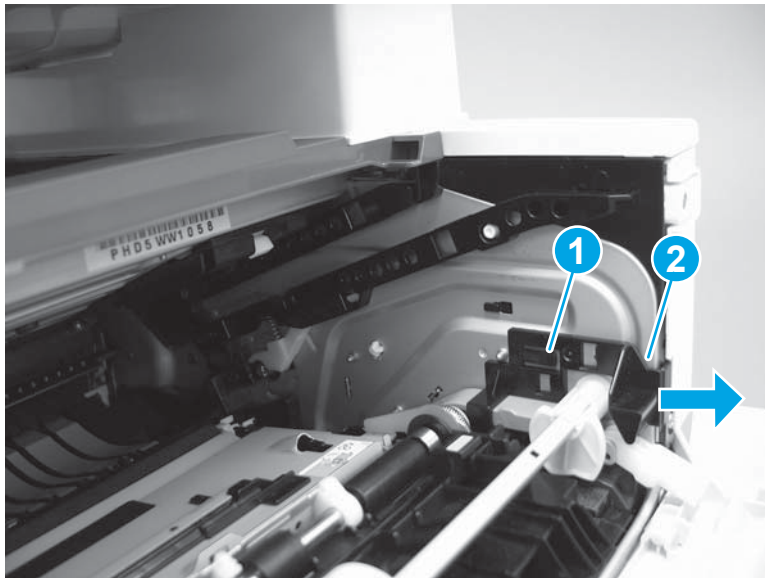
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-1749** Release the support shaft



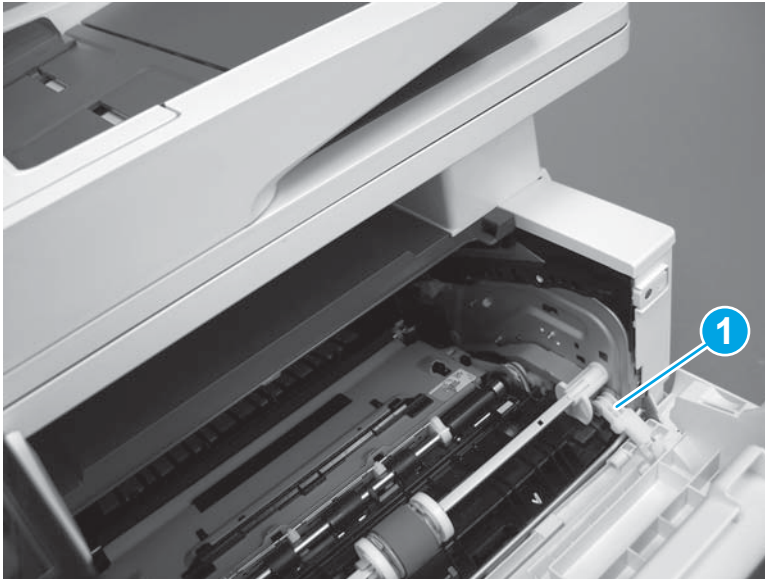
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1750** Remove the guide



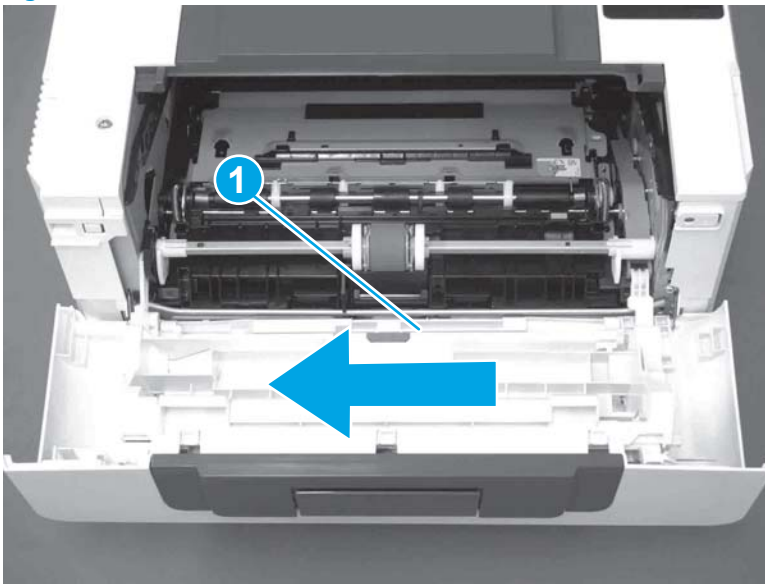
3. Remove the link arm (callout 1).

**Figure 1-1751** Remove the link arm



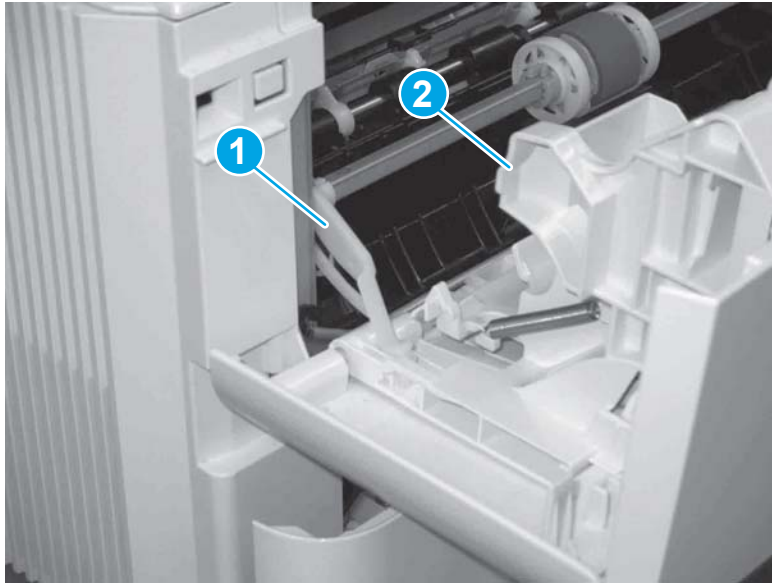
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1752** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

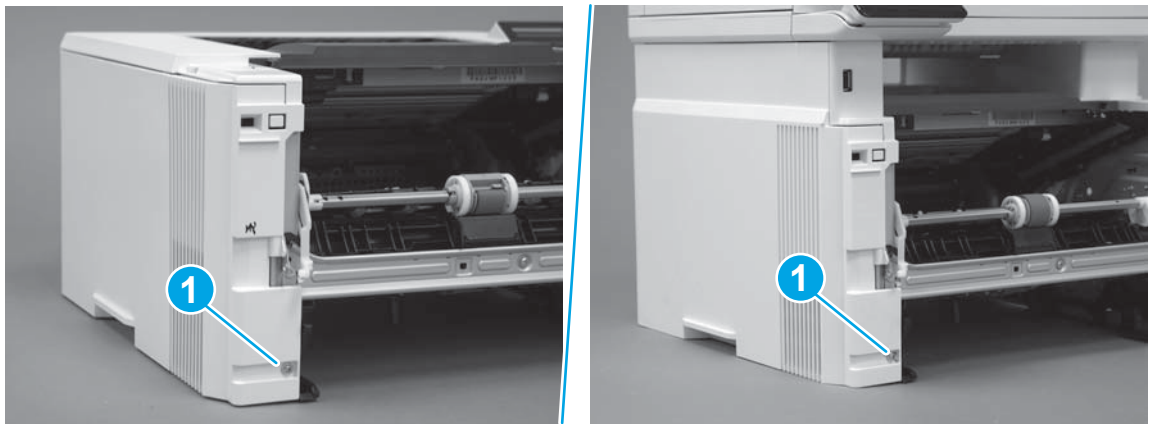
**Figure 1-1753** Release the left-side retainer arm



### Step 3: Remove the left cover

1. Remove one screw (callout 1).

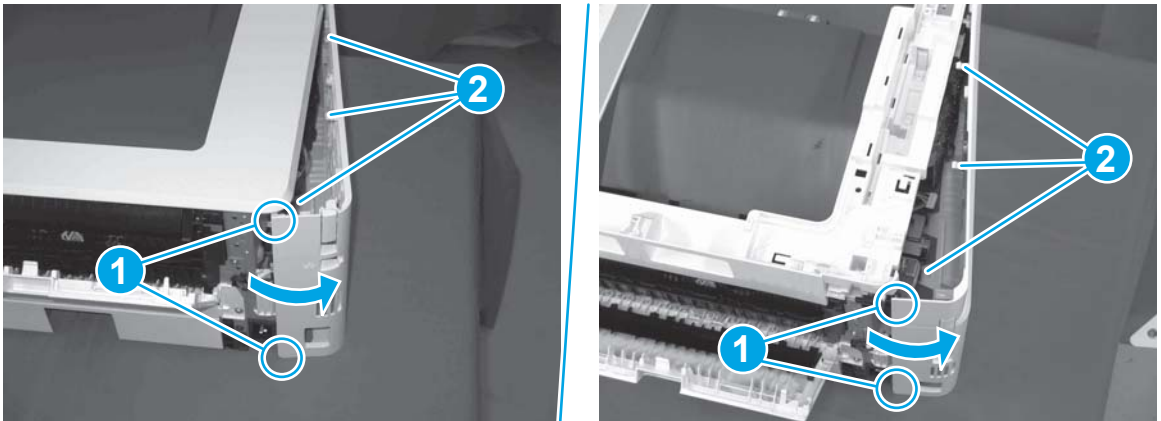
**Figure 1-1754** Remove one screw





2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

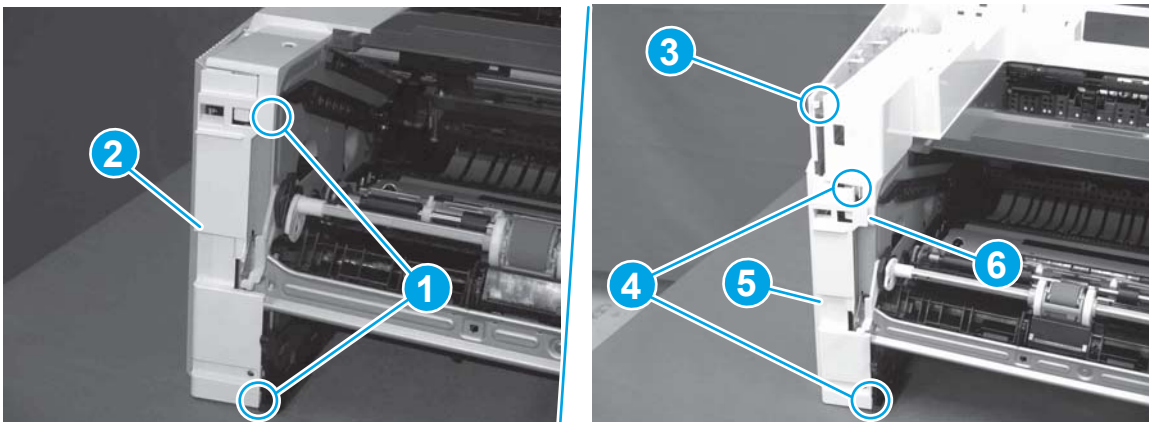
**Figure 1-1755** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

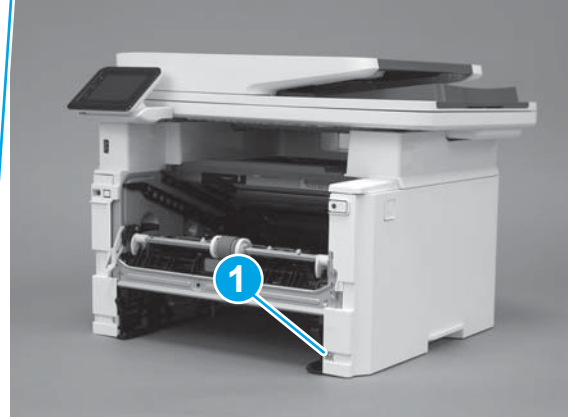
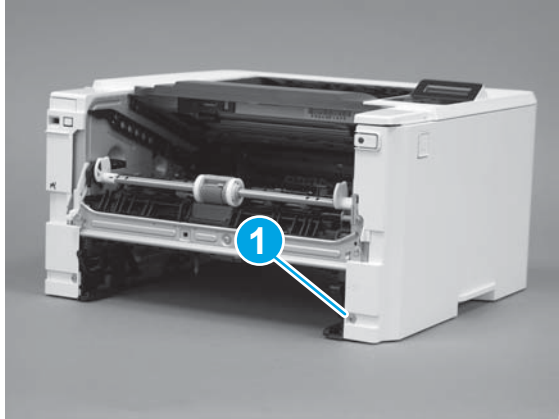
**Figure 1-1756** Remove the cover



#### Step 4: Remove the right cover

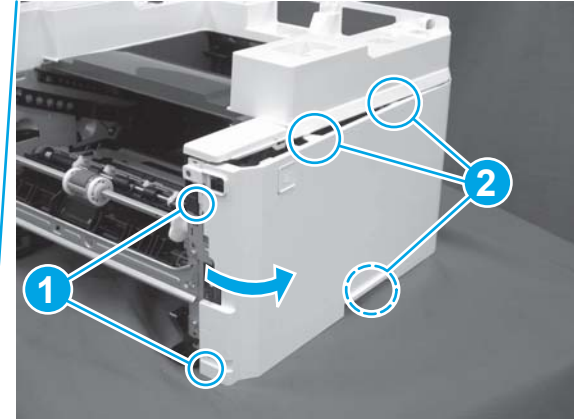
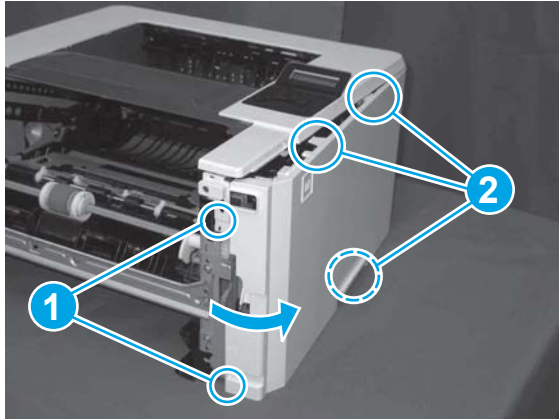
1. Remove one screw (callout 1).

**Figure 1-1757** Remove one screw



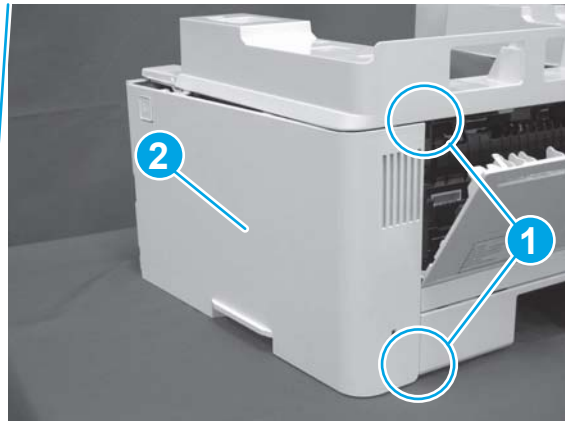
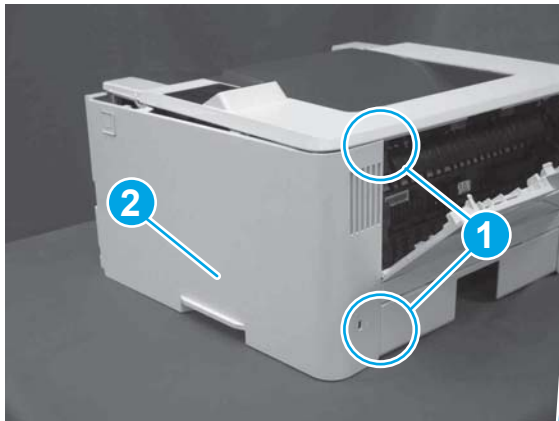
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1758** Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-1759** Remove the cover



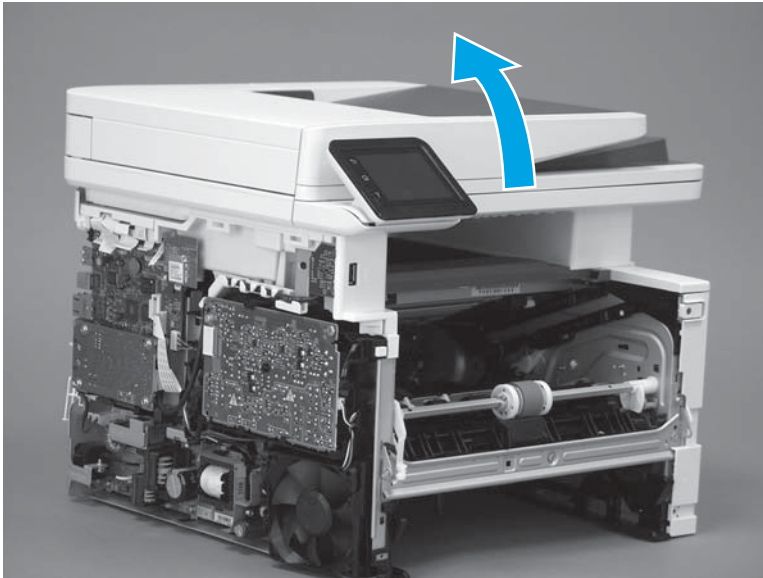
### Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 943.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

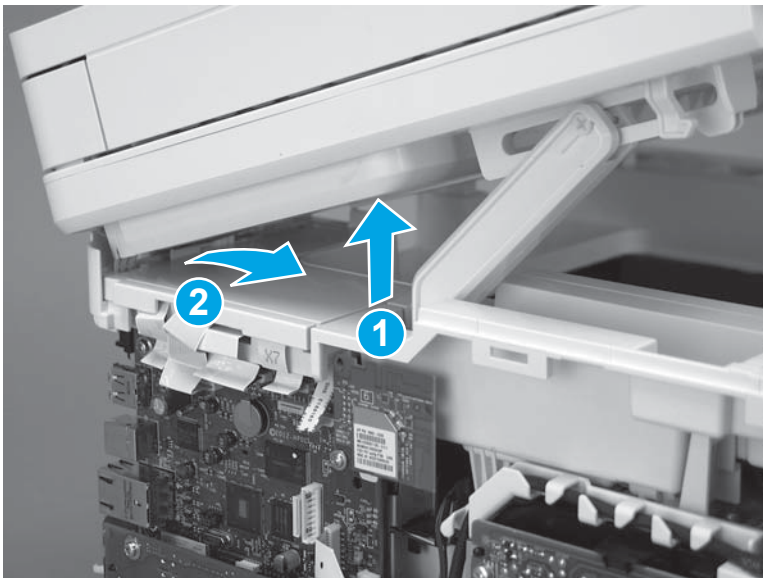
1. Raise the ISA.

**Figure 1-1760** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

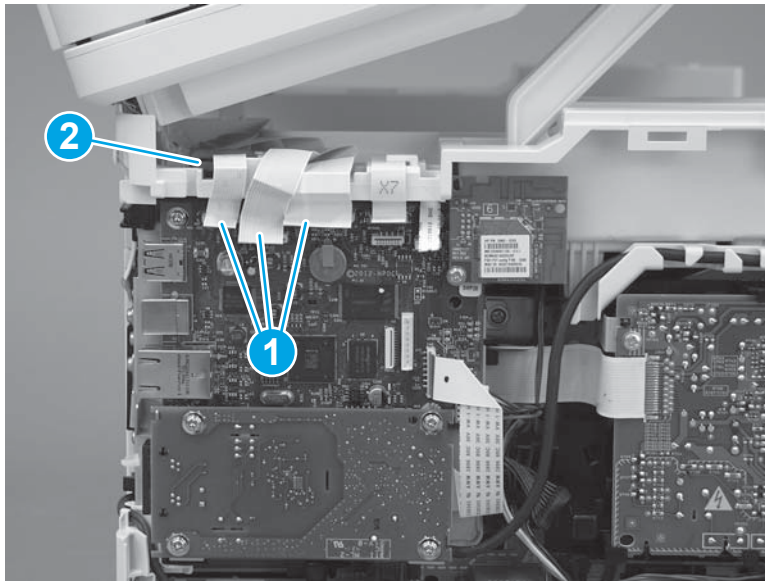
**Figure 1-1761** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

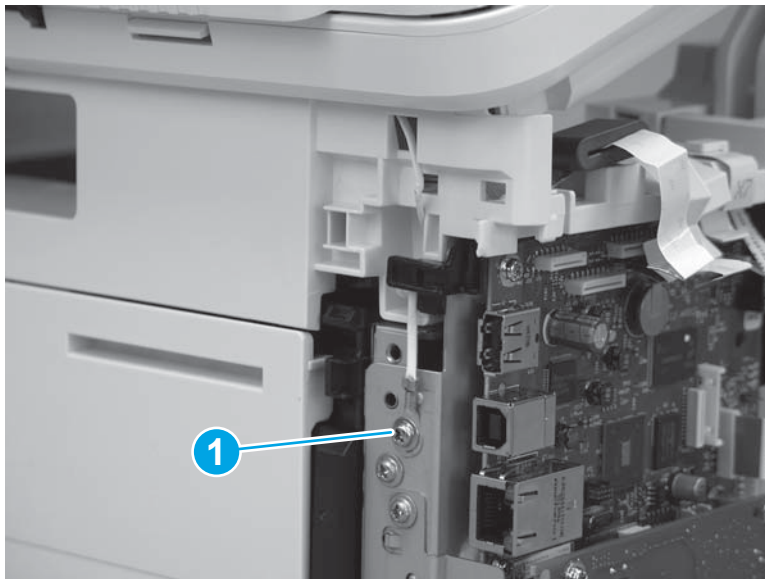
**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-1762** Disconnect three FFCs



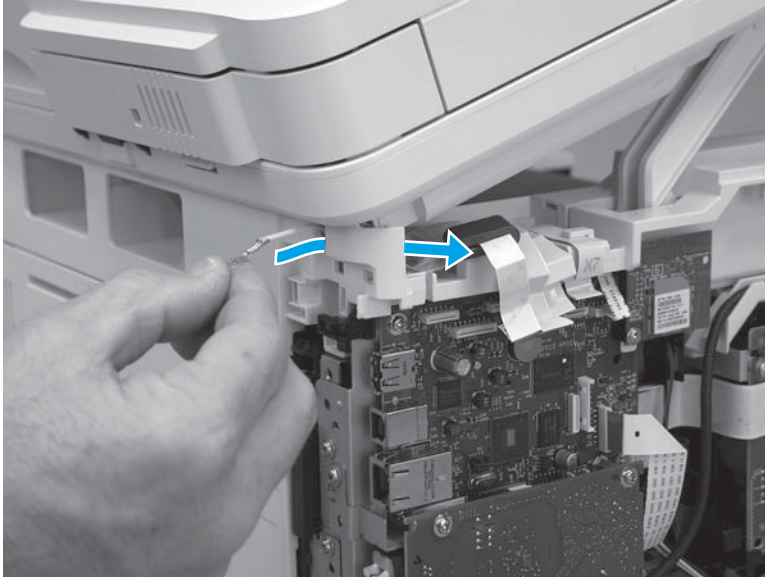
4. Remove one screw (callout 1).

**Figure 1-1763** Remove one screw



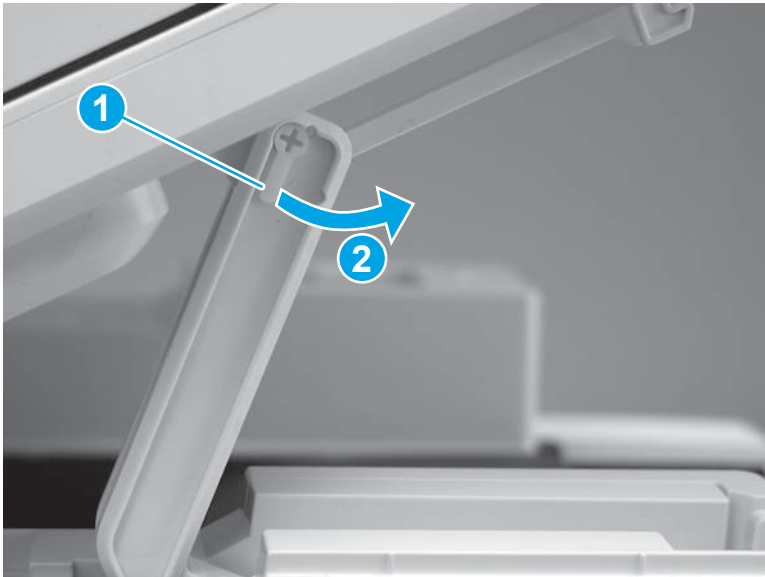
5. Pass the ground wire through the opening in the top cover.

**Figure 1-1764** Pass the wire through the opening



6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

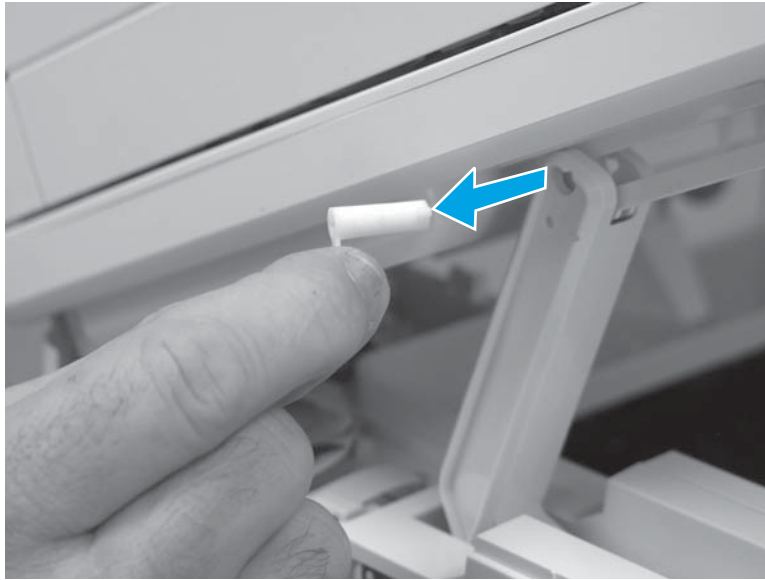
**Figure 1-1765** Release one tab and rotate the slider pin





7. Remove the slider pin.

**Figure 1-1766** Remove the slider pin



8. Rotate the ISA towards the rear of the printer until it stops.

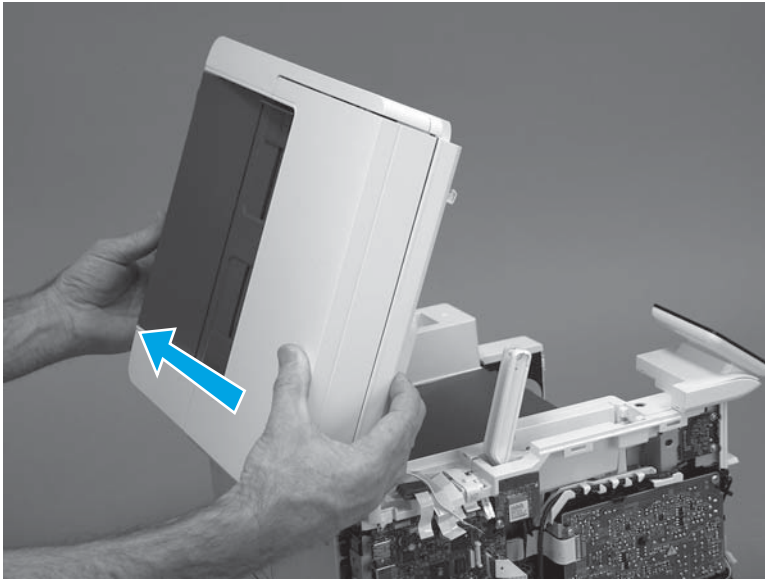
**Figure 1-1767** Rotate the ISA towards the rear of the printer





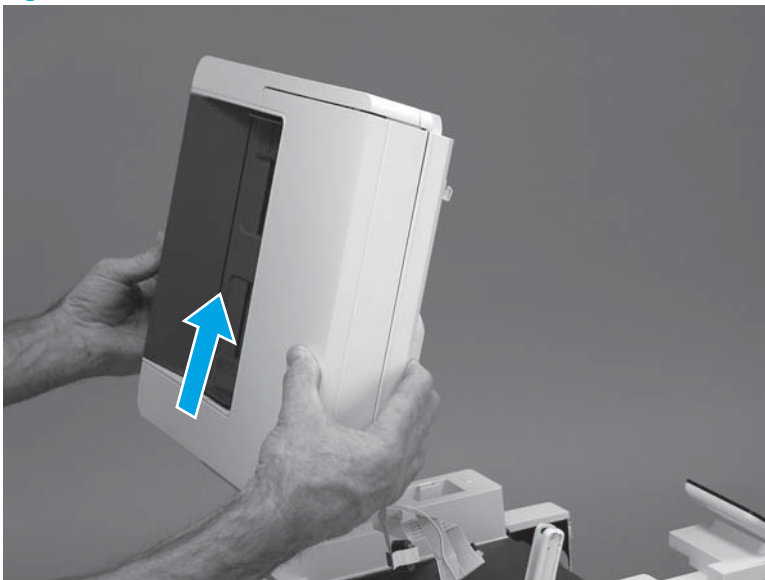
- Slide the ISA as shown to release it.

**Figure 1-1768** Release the ISA



- Remove the ISA.

**Figure 1-1769** Remove the ISA



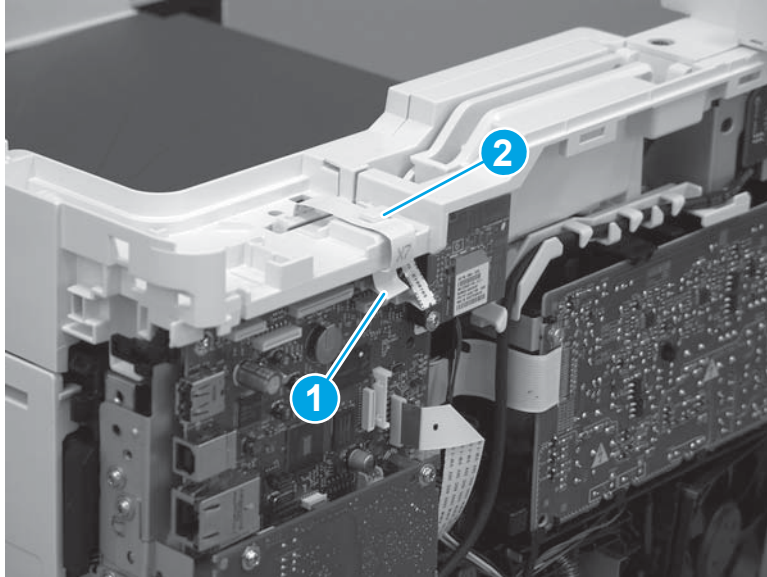
### Step 6: Remove the control panel (M427/M246)



**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 943](#).

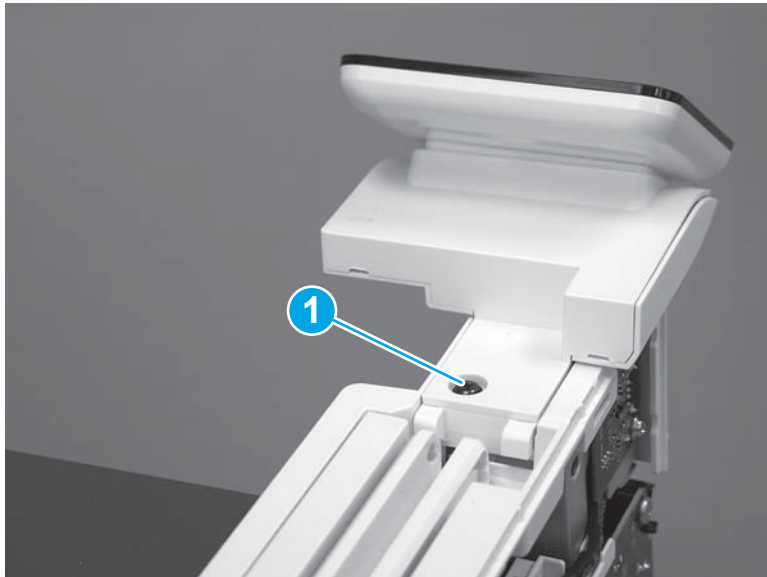
- Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-1770** Disconnect one connector



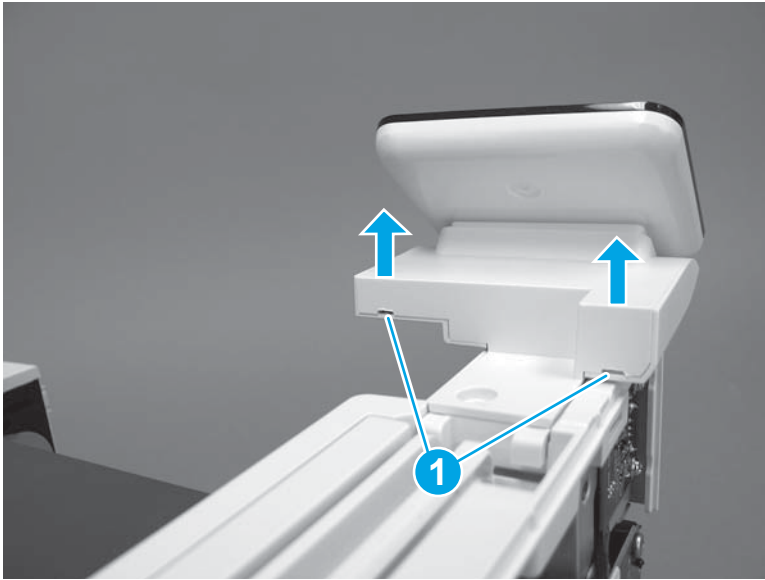
2. Remove one screw (callout 1).

**Figure 1-1771** Remove one screw



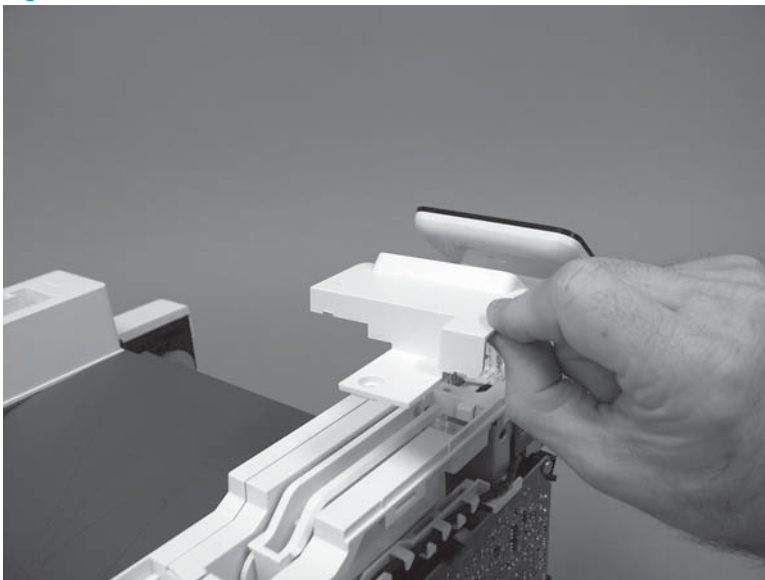
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-1772** Release two tabs



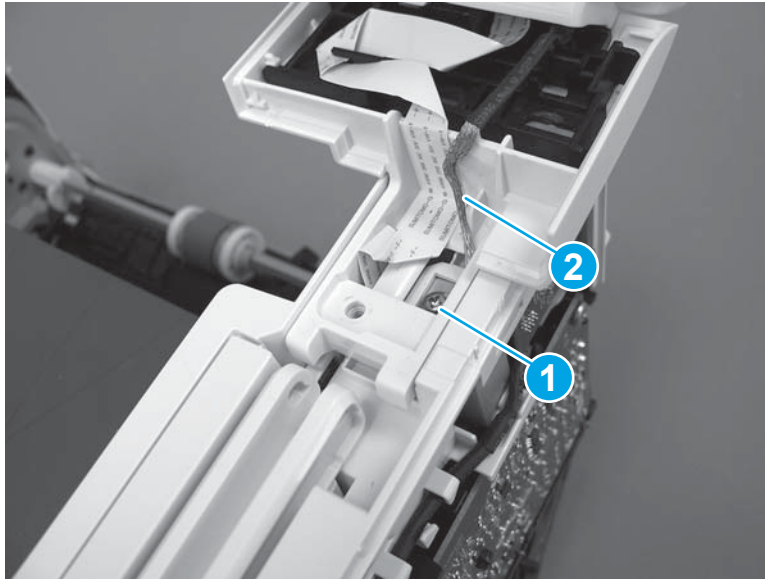
4. Remove the control-panel cable cover.

**Figure 1-1773** Remove the cover



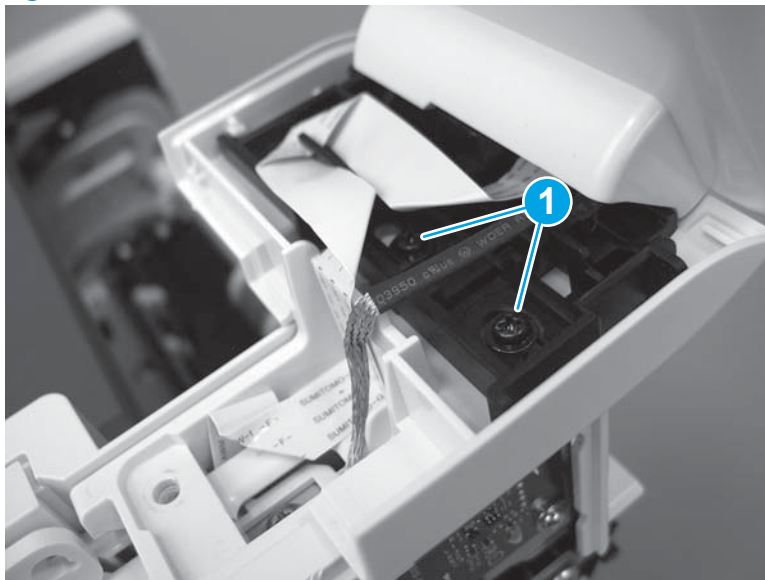
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-1774** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

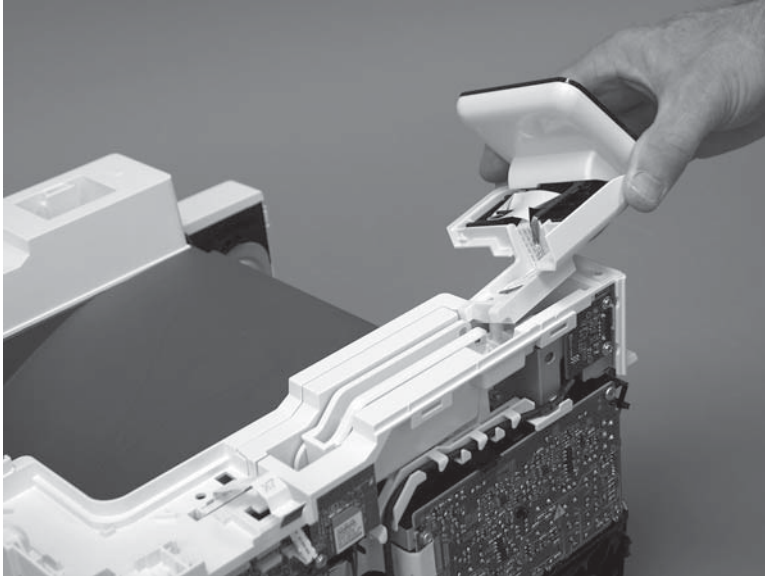
**Figure 1-1775** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

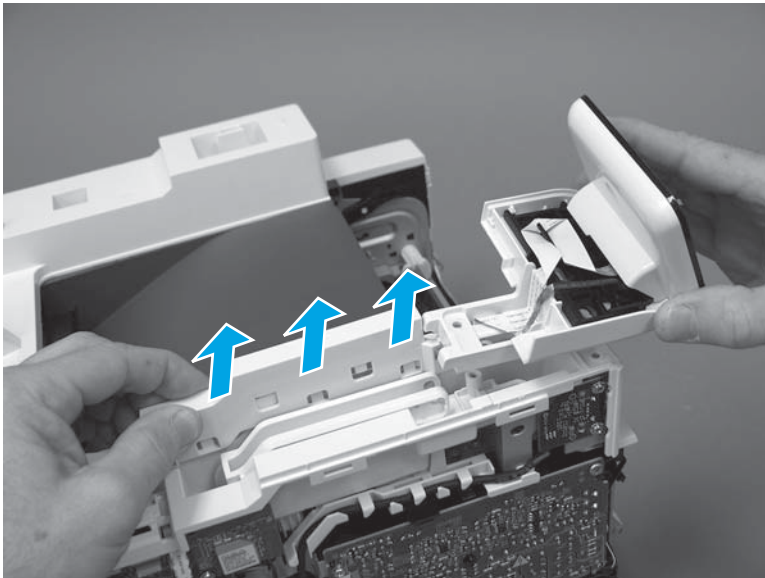
**⚠ CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-1776** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-1777** Remove the control-panel assembly



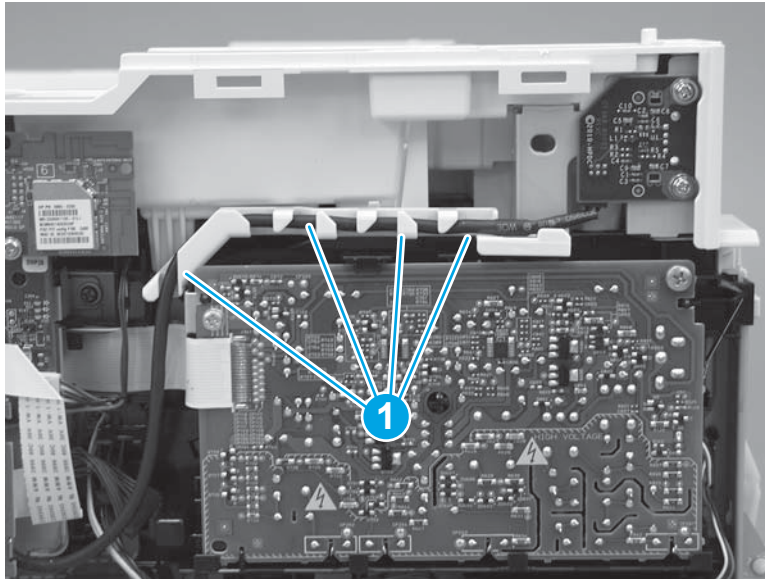
### Step 7: Remove the top cover (M427/M426)

**📝 NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 943](#).

1. Release the USB cable (callout 1) from the cable guide.

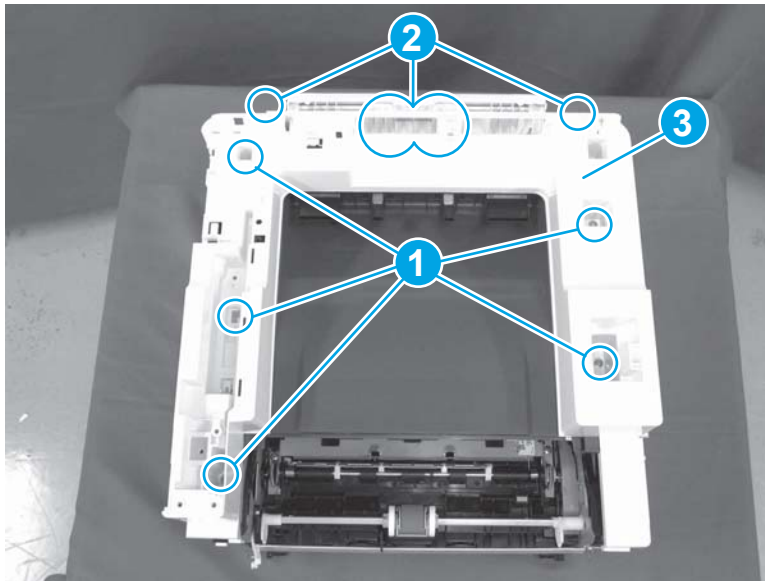


**Figure 1-1778** Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-1779** Remove the cover



### Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 945.](#)

1. Remove one screw (callout 1).

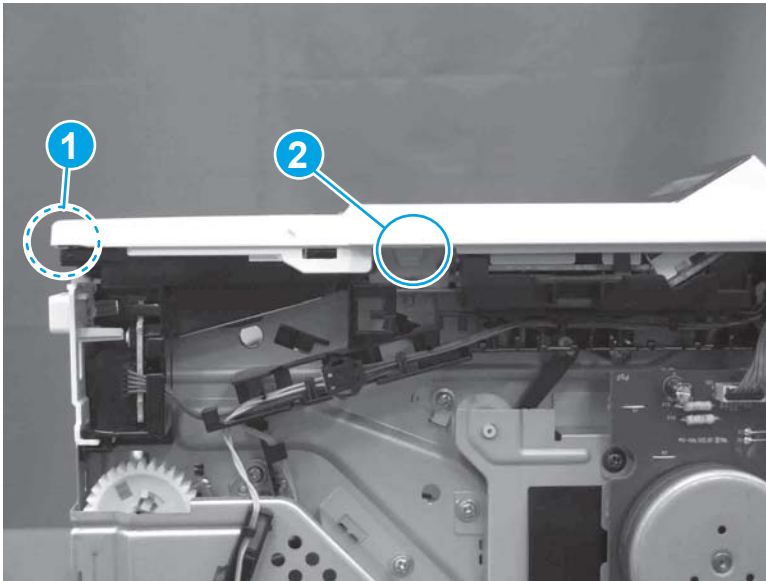


**Figure 1-1780** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

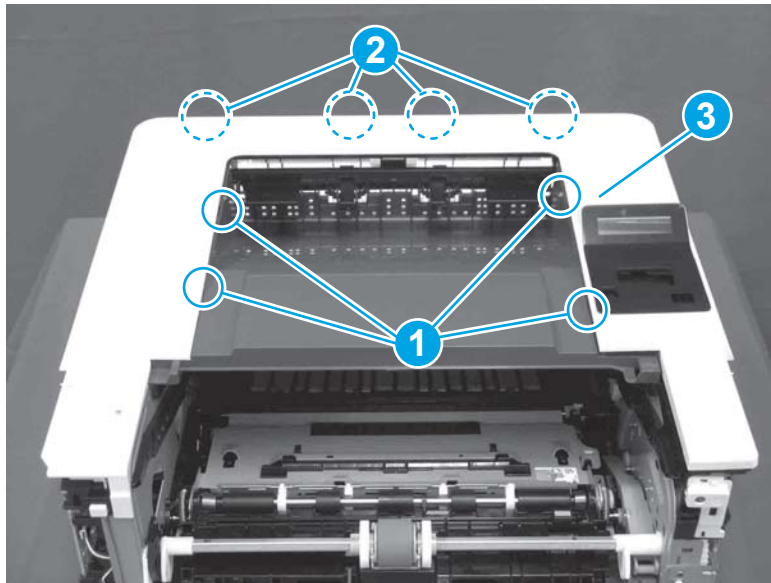
**Figure 1-1781** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-1782** Remove the cover

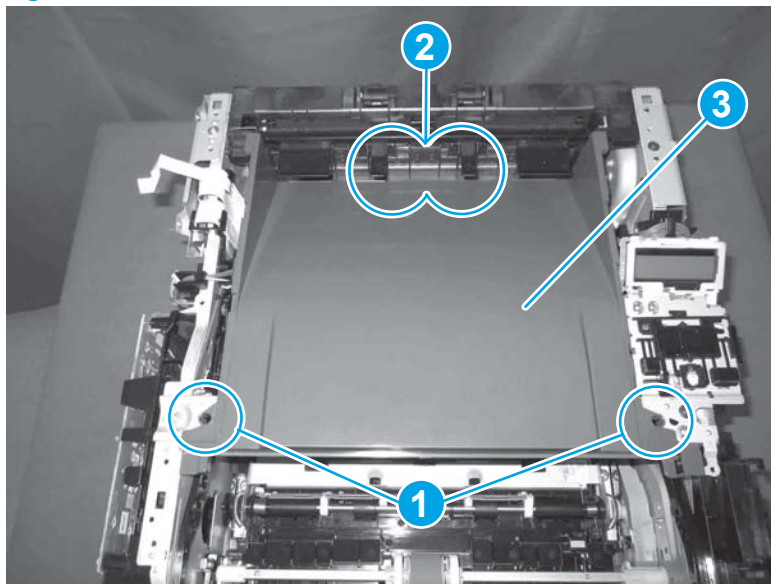


### Step 9: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

**Figure 1-1783** Release two tabs

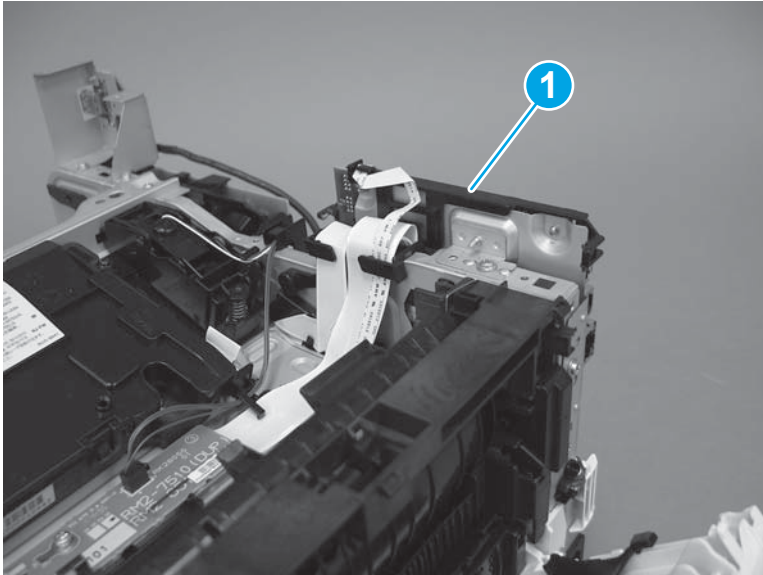


## Step 10: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

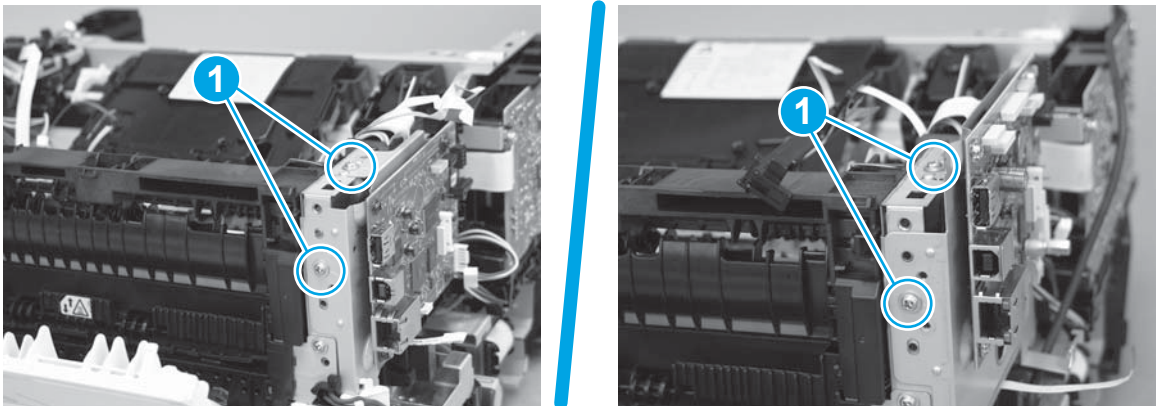
1. **M427/M426 only:** Remove the guide (callout 1).

**Figure 1-1784** Remove the guide



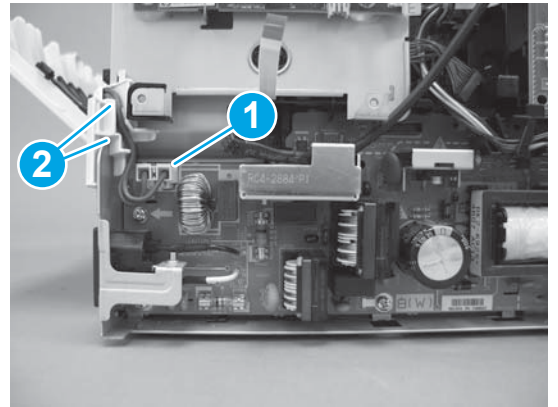
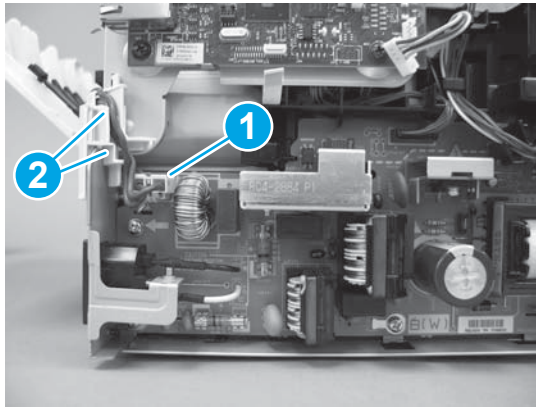
2. Remove two screws (callout 1).

**Figure 1-1785** Remove two screws



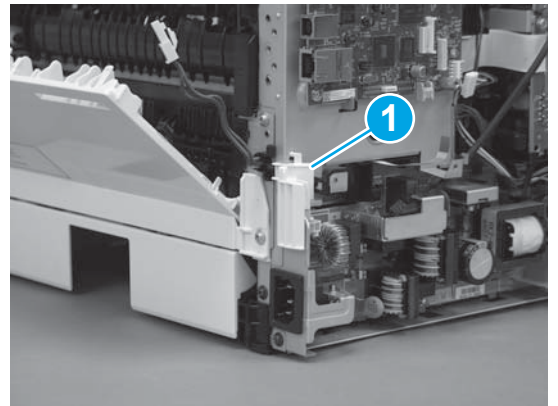
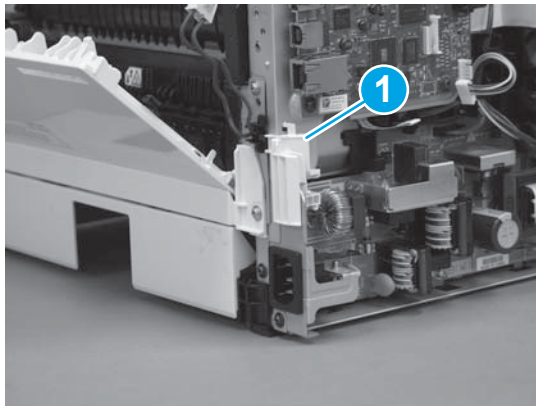
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-1786** Disconnect one connector



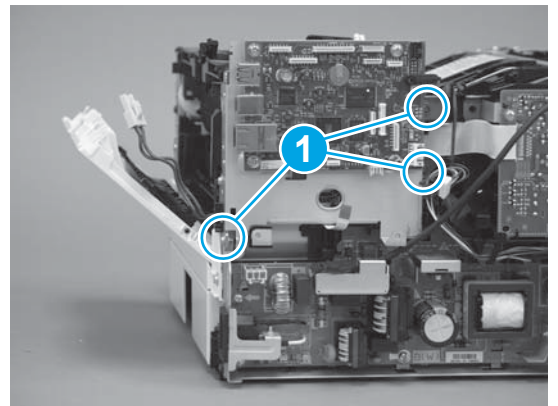
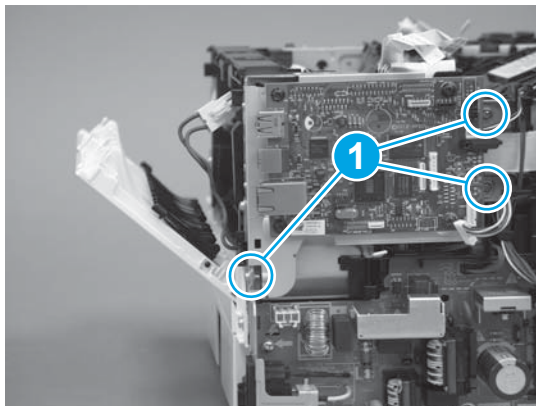
4. Remove the guide (callout 1).

**Figure 1-1787** Remove the guide



5. Remove three screws (callout 1).

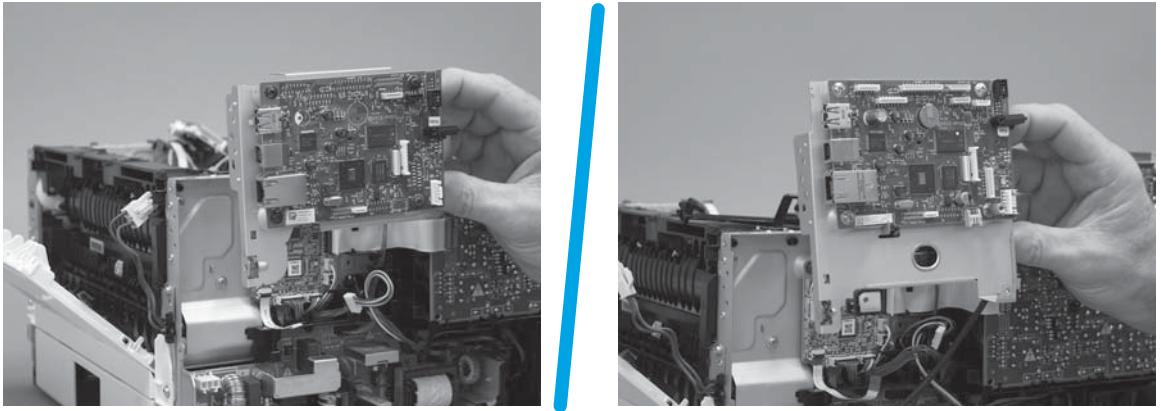
**Figure 1-1788** Remove three screws





6. Remove the sheet-metal bracket and formatter PCA.

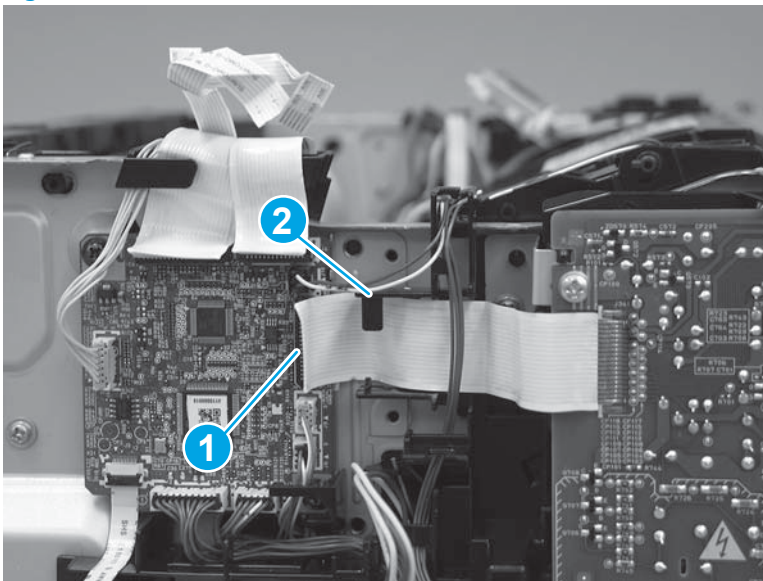
**Figure 1-1789** Remove the bracket



### Step 11: Remove the HVPS

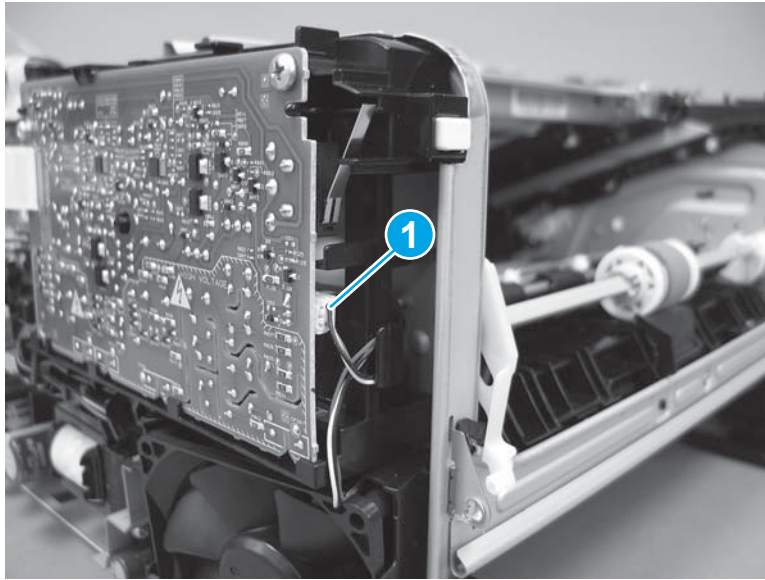
1. Disconnect one FFC (callout 1) on the DC controller, and then release it from the guide (callout 2).

**Figure 1-1790** Disconnect one FFC



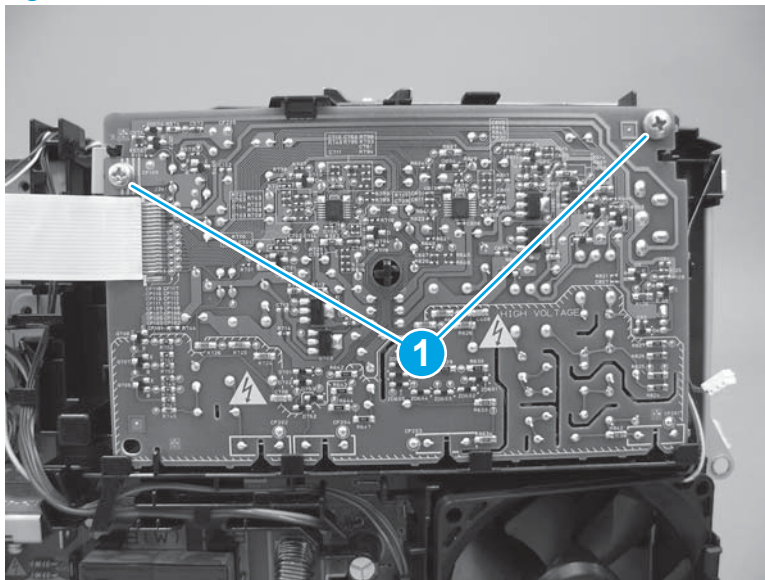
2. Disconnect one connector (callout 1).

**Figure 1-1791** Disconnect one connector



3. Remove two screws (callout 1).

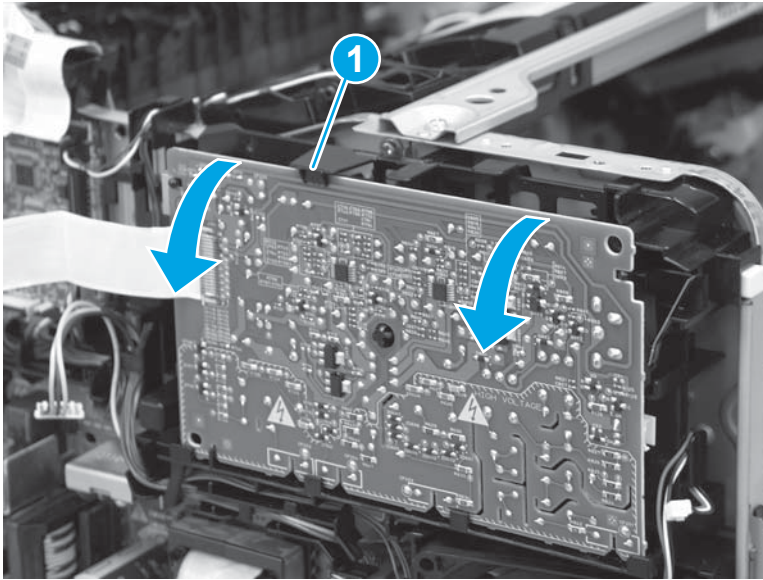
**Figure 1-1792** Remove two screws





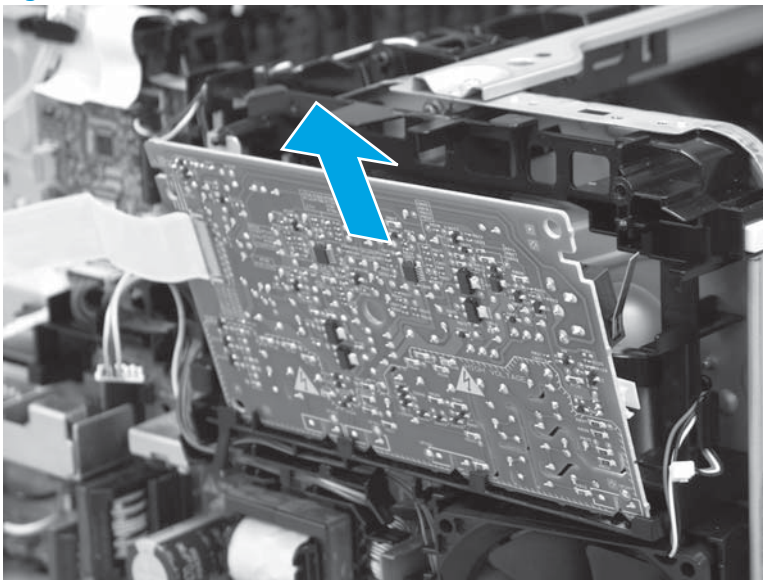
4. Release one tab (callout 1), and then rotate the top of the HVPS away from the printer.

**Figure 1-1793** Release one tab



5. Slide the HVPS up and away from the holder to remove it.

**Figure 1-1794** Remove the HVPS



### Step 12: Unpack the replacement assembly

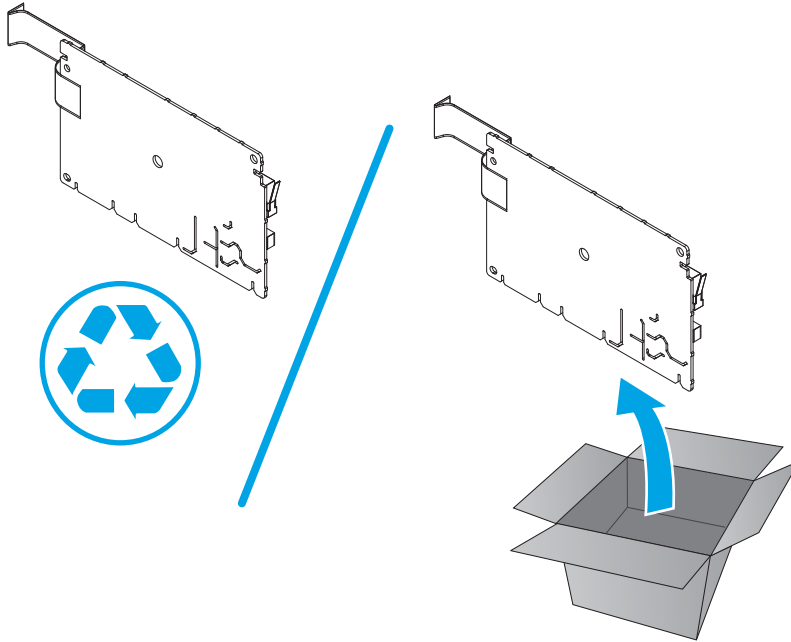
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-1795** Recycle and unpack



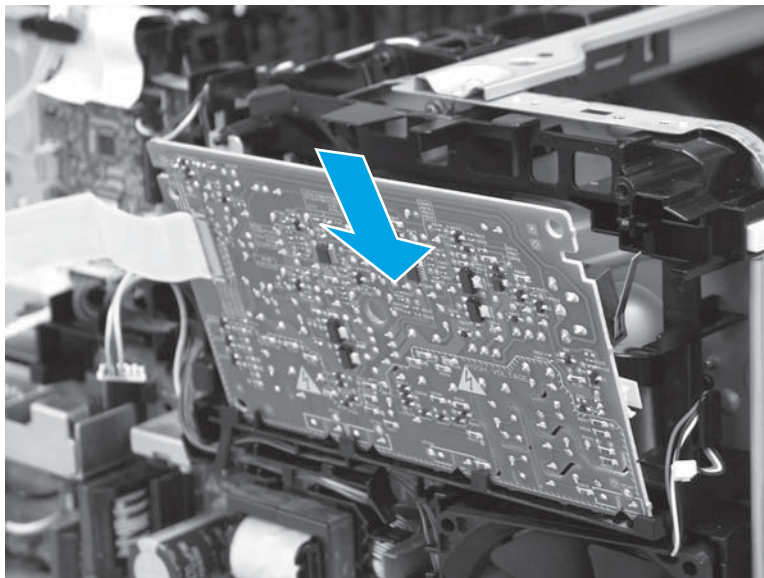
### Step 13: Install the HVPS

1. Position the HVPS in the holder with the bottom edge behind the taps on the holder (callout 1).



**NOTE:** If the HVPS is not correctly installed, the high-voltage springs will not touch the HVPS contacts and the printer will not properly function.

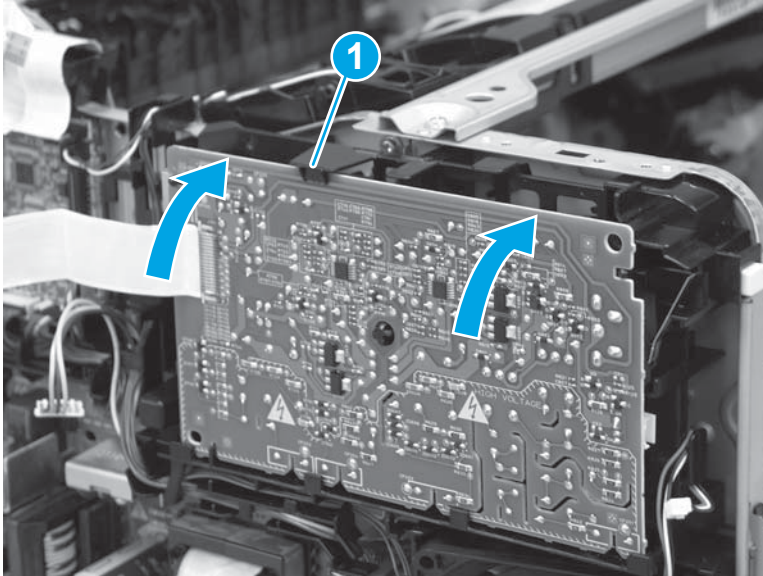
**Figure 1-1796** Position the HVPS in the holder



2. Rotate the top of the HVPS toward the printer (callout 1) until the tab (callout 2) snaps into place.

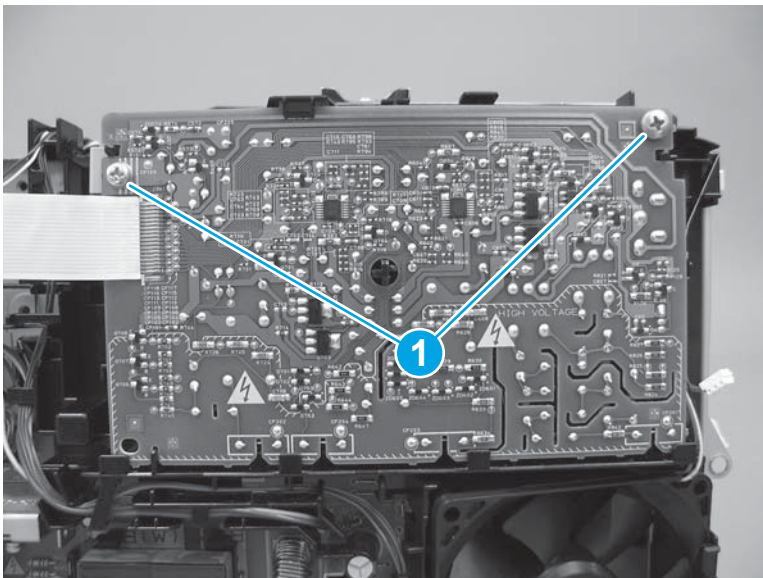
**⚠ CAUTION:** Do not damage the toner-cartridge detection switch lever (callout 3) when installing the HVPS

**Figure 1-1797** Engage one tab



3. Install two screws (callout 1).

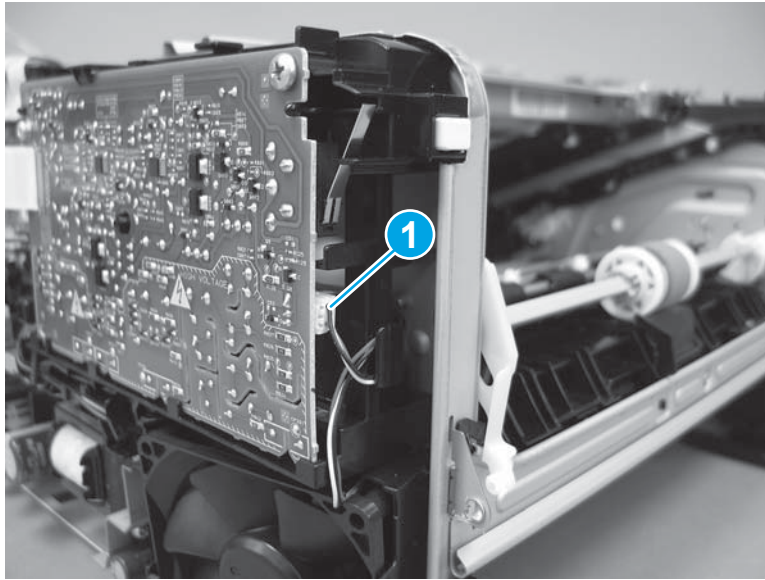
**Figure 1-1798** Install two screws





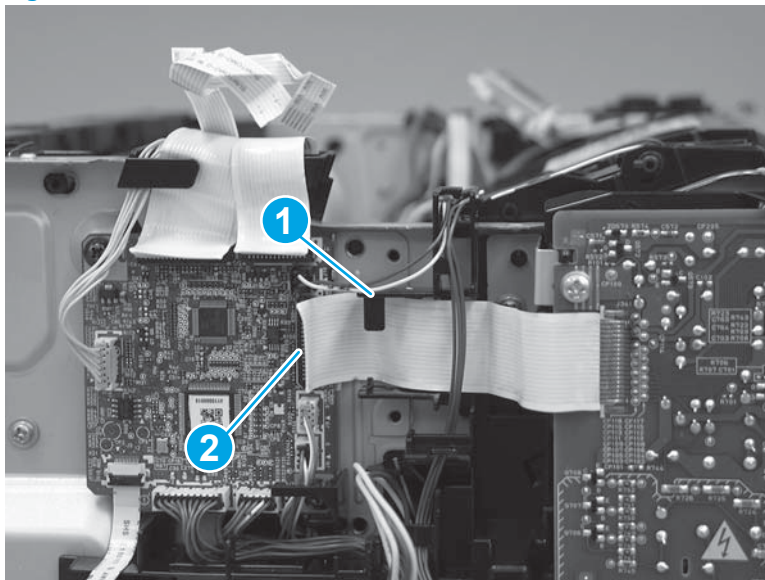
4. Connect one connector (callout 1).

**Figure 1-1799** Connect one connector



5. Install the FFC in the guide (callout 1), and then connect the FFC to the DC controller (callout 2).

**Figure 1-1800** Connect one FFC

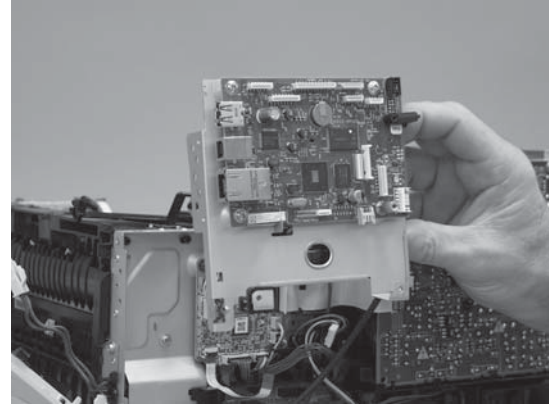
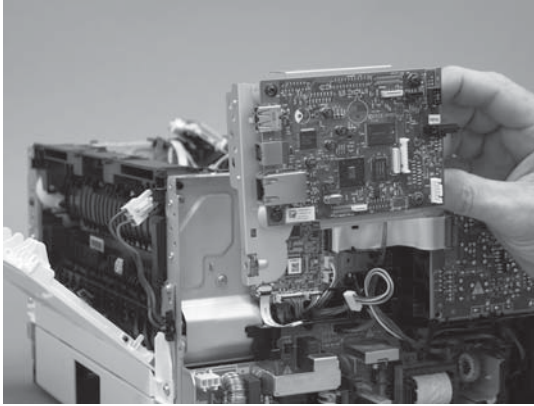


#### Step 14: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

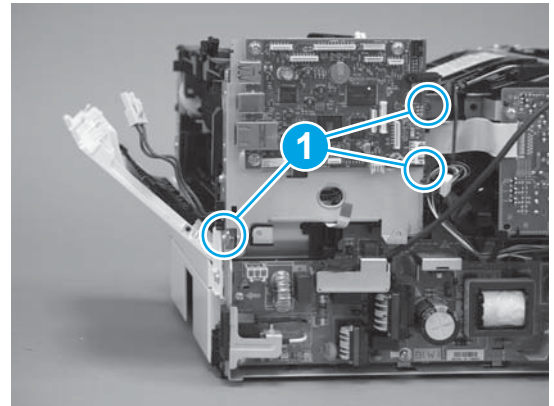
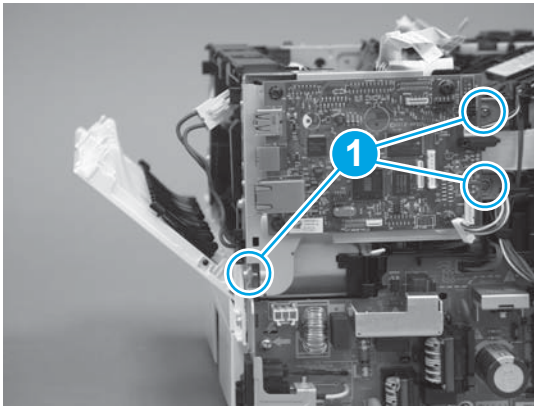
1. Position the sheet-metal bracket and formatter PCA on the printer.

**Figure 1-1801** Install the bracket



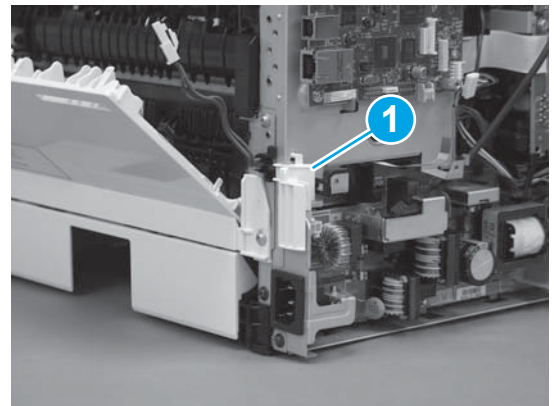
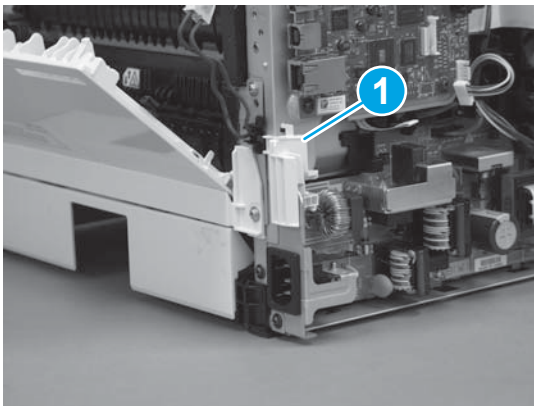
2. Install three screws (callout 1).

**Figure 1-1802** Install three screws



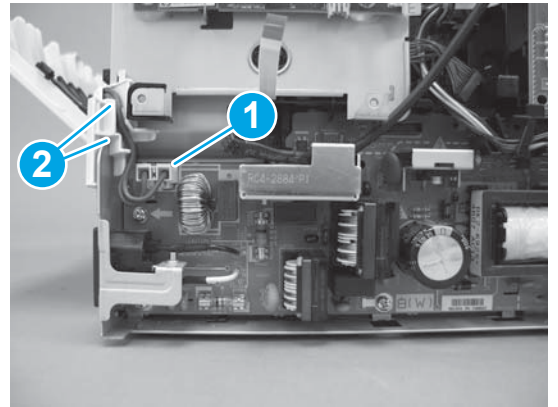
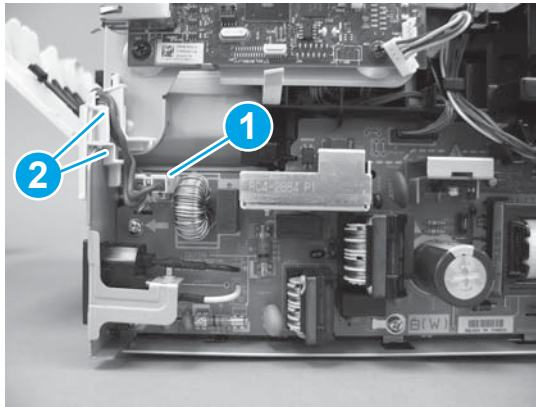
3. Install the guide (callout 1).

**Figure 1-1803** Install the guide



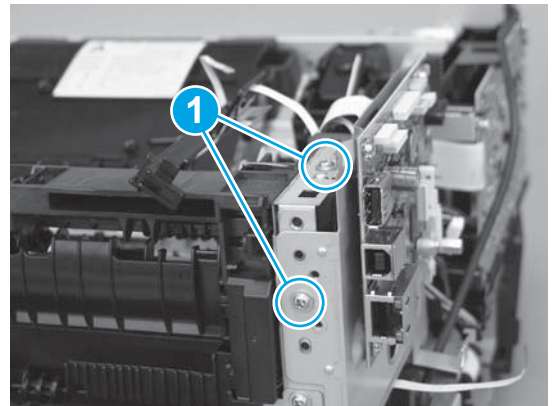
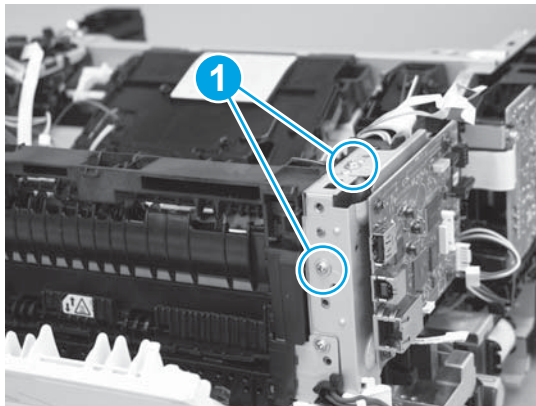
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

**Figure 1-1804** Connect one connector



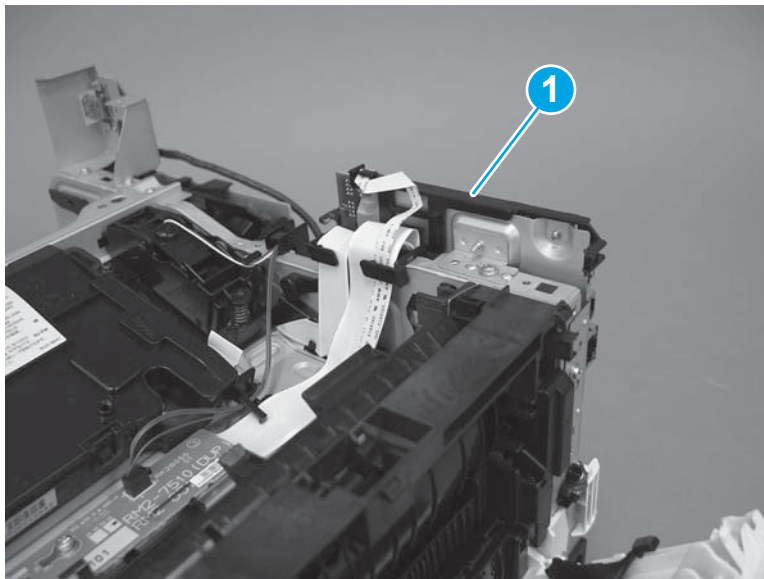
5. Install two screws (callout 1).

**Figure 1-1805** Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

**Figure 1-1806** Install the guide



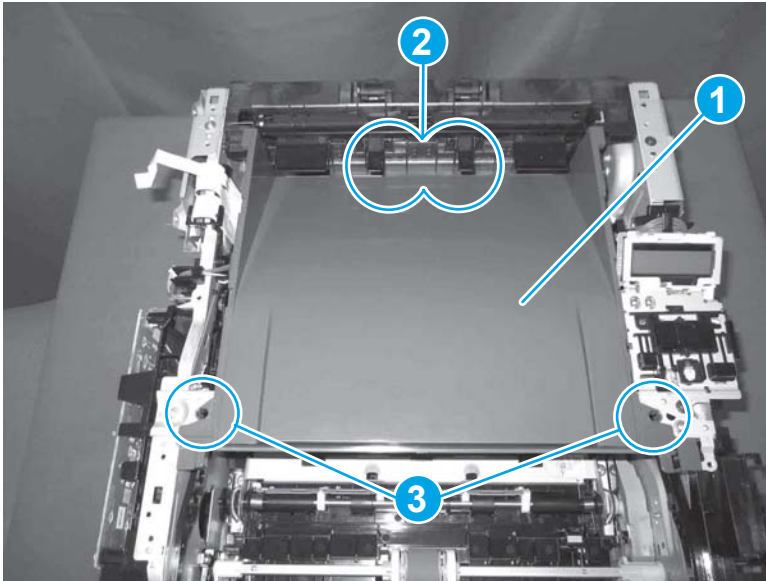


### Step 15: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1807** Engage two tabs

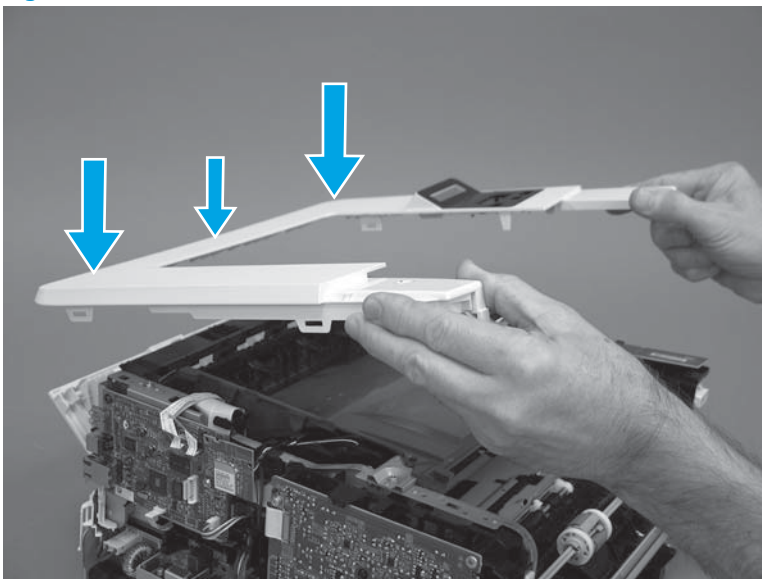


### Step 16: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 17: Install the top cover \(M427/M426\) on page 958](#).

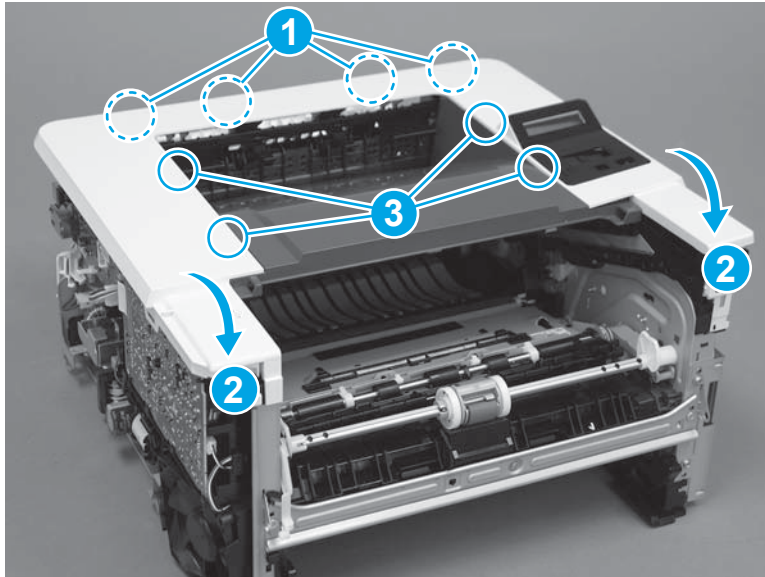
1. Position the rear edge of the cover on the printer.

**Figure 1-1808** Install the cover



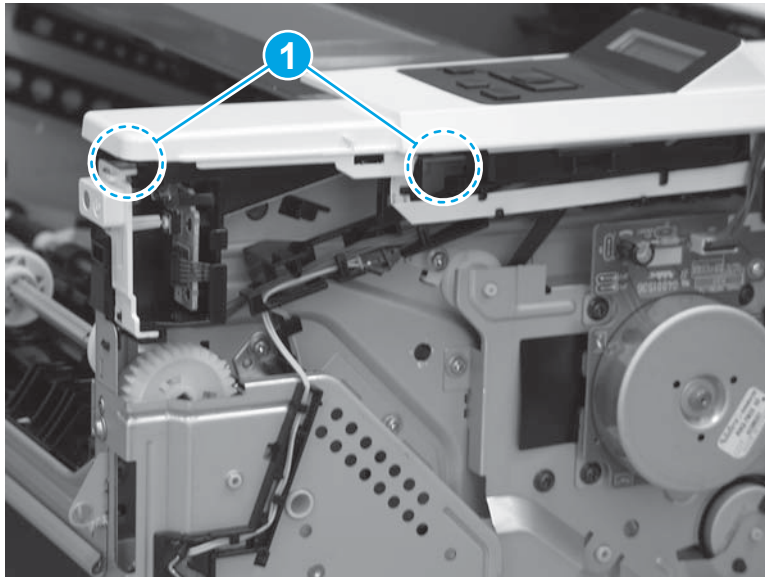
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-1809** Engage four bosses and tabs



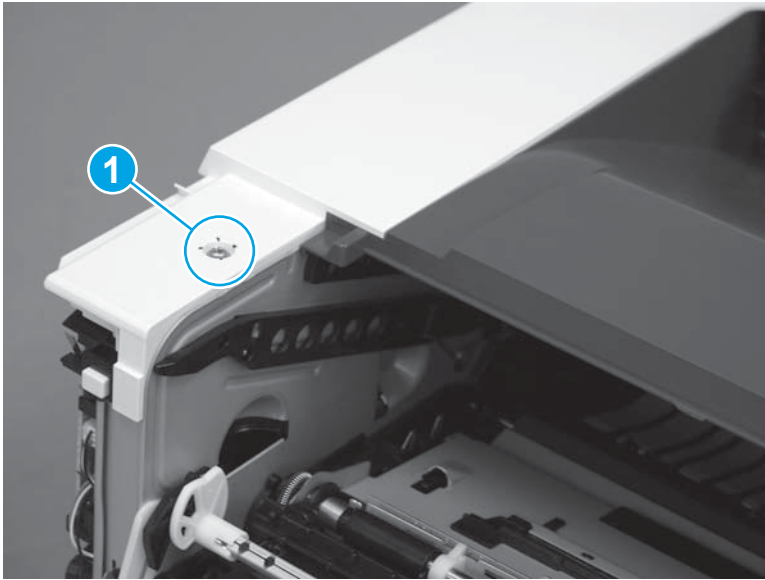
- At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-1810** Engage one boss and one tab




4. Install one screw (callout 1).

**Figure 1-1811** Install one screw

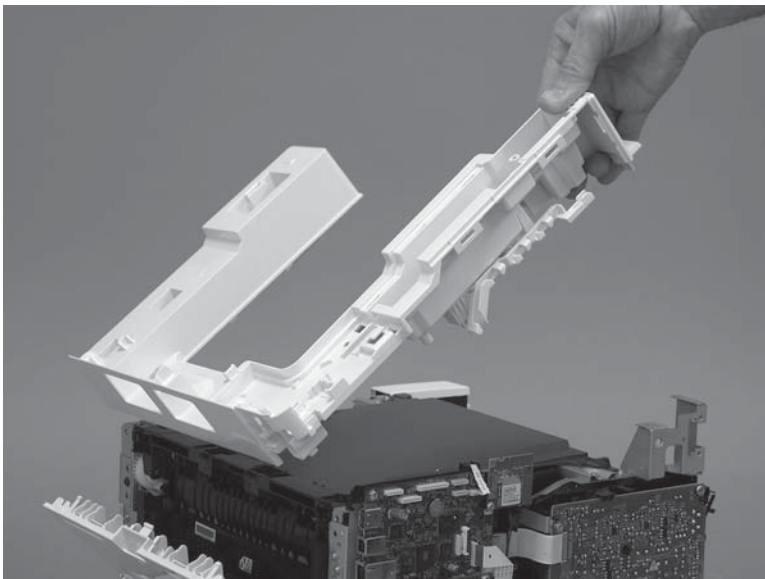


#### Step 17: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 969](#).

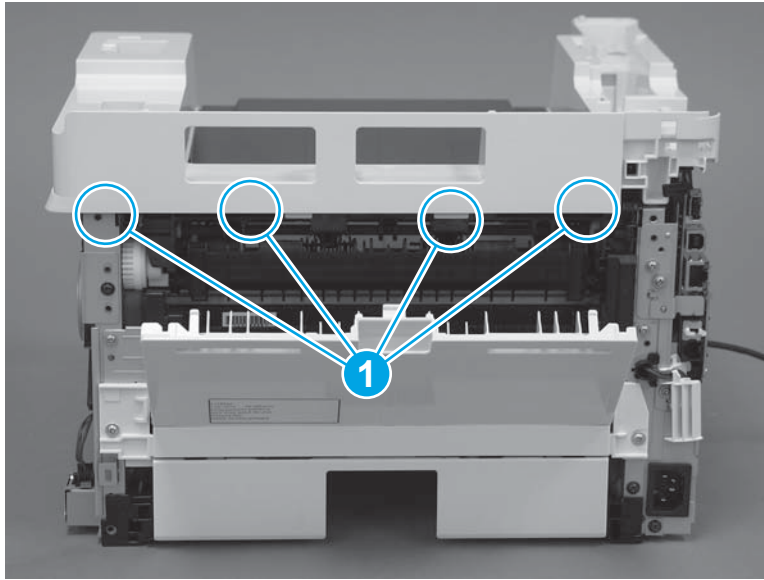
1. Position the rear edge of the top cover on the printer.

**Figure 1-1812** Install the cover



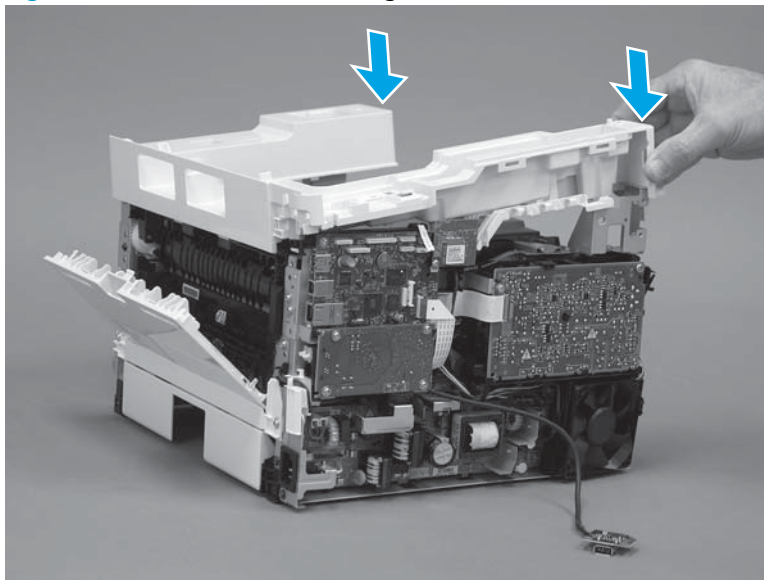
2. Engage four bosses (callout 1).

**Figure 1-1813** Engage four bosses



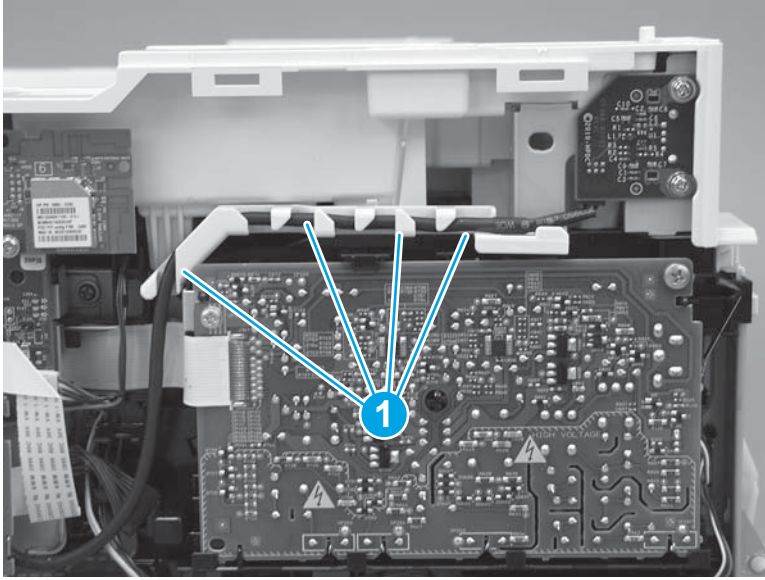
3. Rotate the front edge of the cover down.

**Figure 1-1814** Rotate the front edge of the cover down



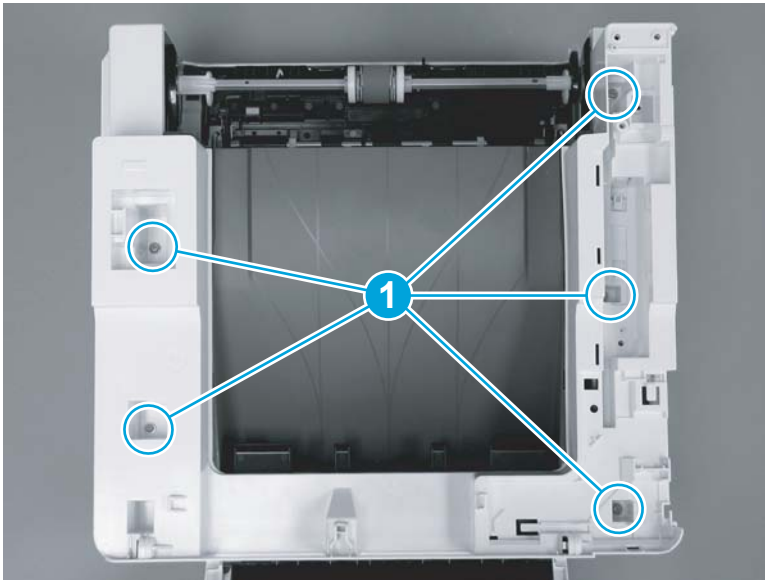
4. Install the USB cable (callout 1) in the guide.

**Figure 1-1815** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-1816** Install five screws



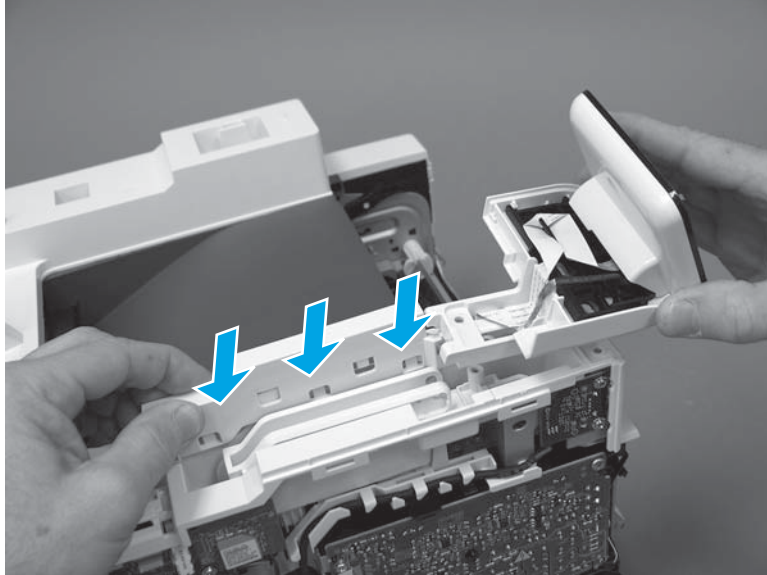
### Step 18: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 969](#).

1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

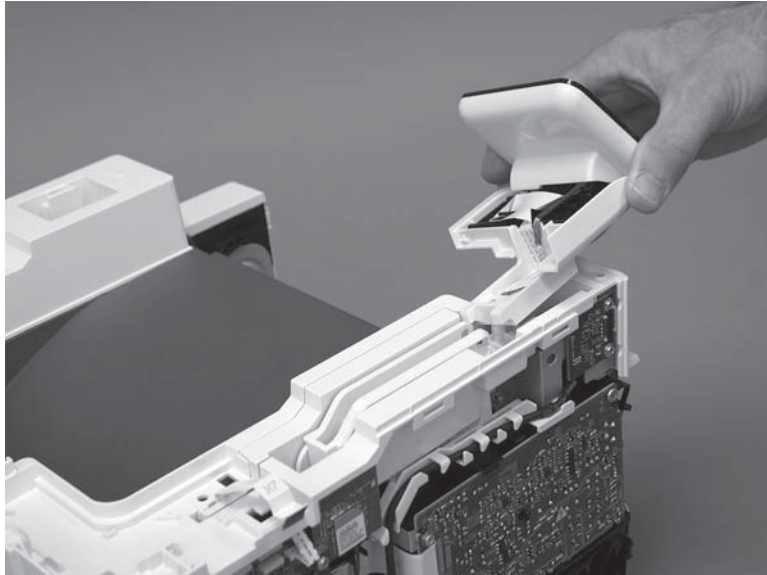


**Figure 1-1817** Install the control-panel FFC cover



2. Install the control-panel assembly on the top cover.

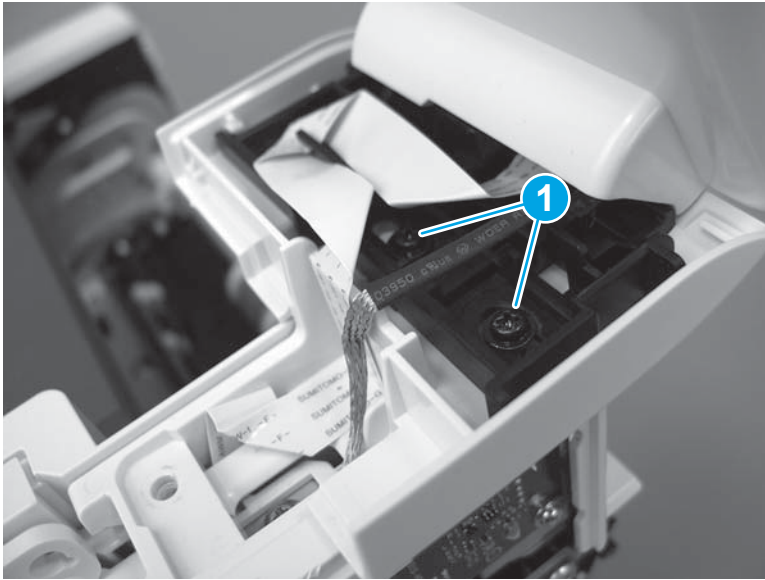
**Figure 1-1818** Install the control-panel assembly





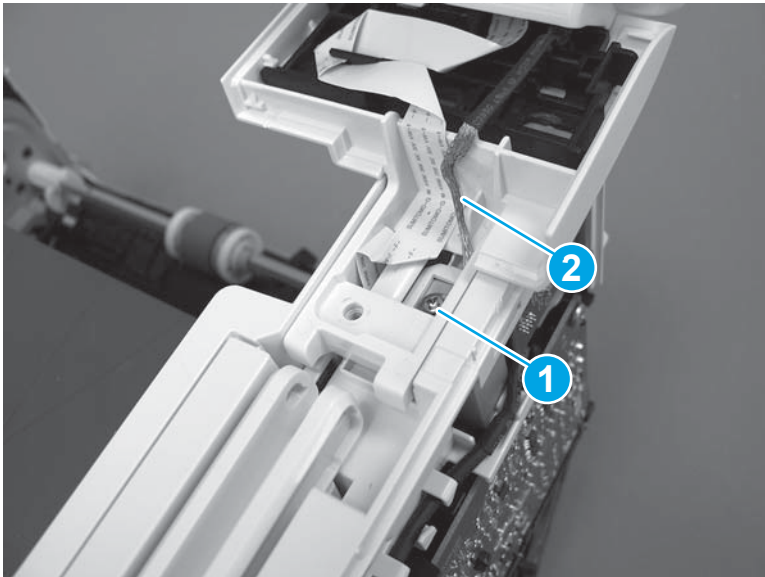
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-1819** Install two screws



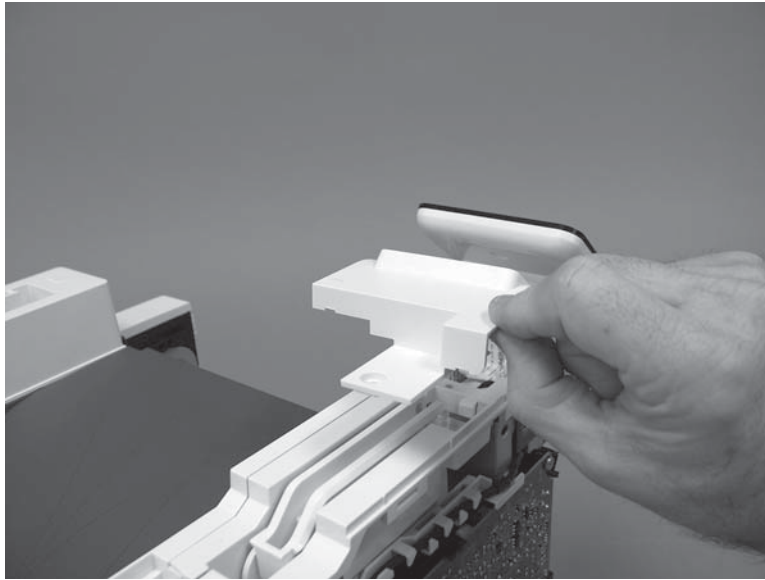
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-1820** Remove one screw



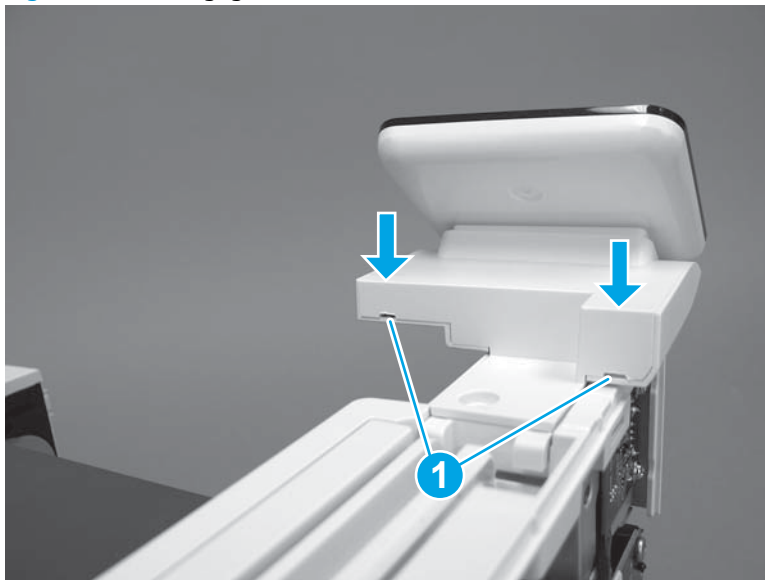
5. Install the control-panel cable cover.

**Figure 1-1821** Install the cover



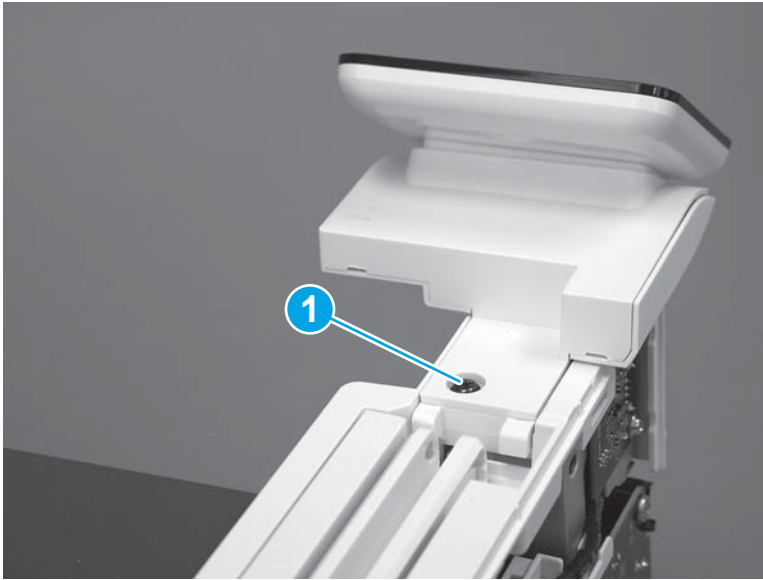
6. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-1822** Engage two tabs



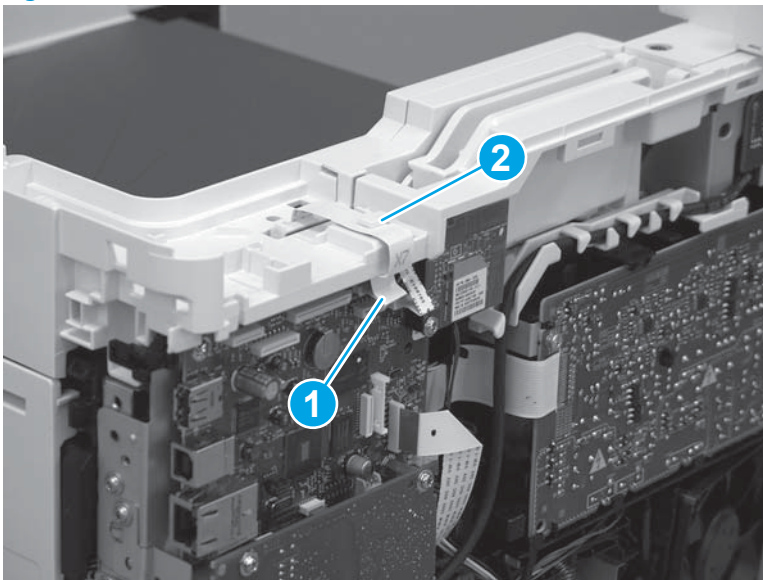
7. Install one screw (callout 1).

**Figure 1-1823** Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-1824** Connect one connector



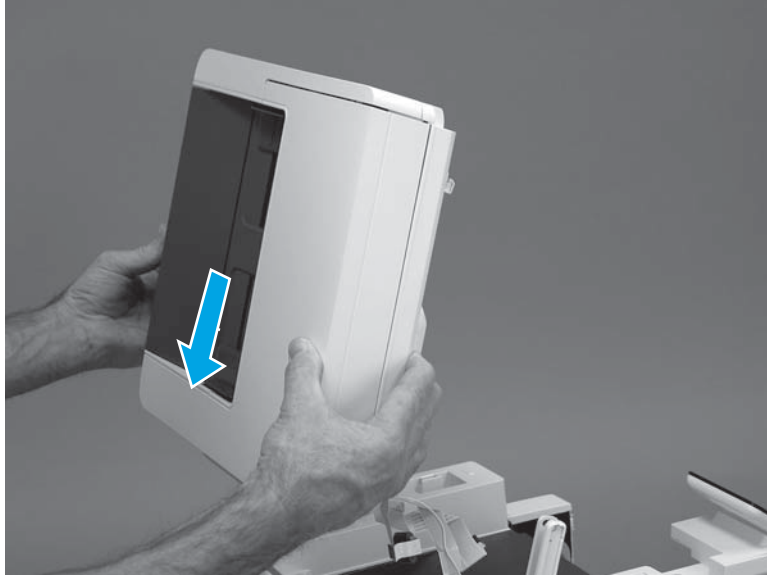
### Step 19: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 969](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

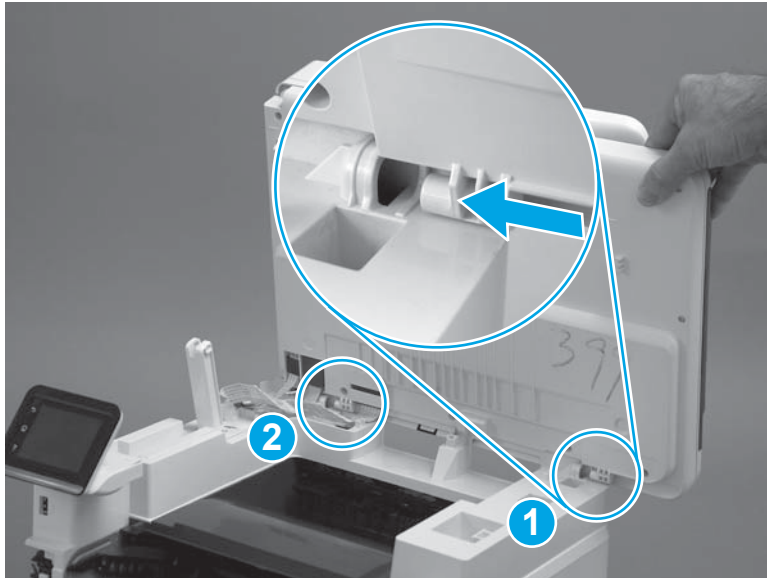
1. Position the ISA on the printer.

**Figure 1-1825** Position the ISA on the printer



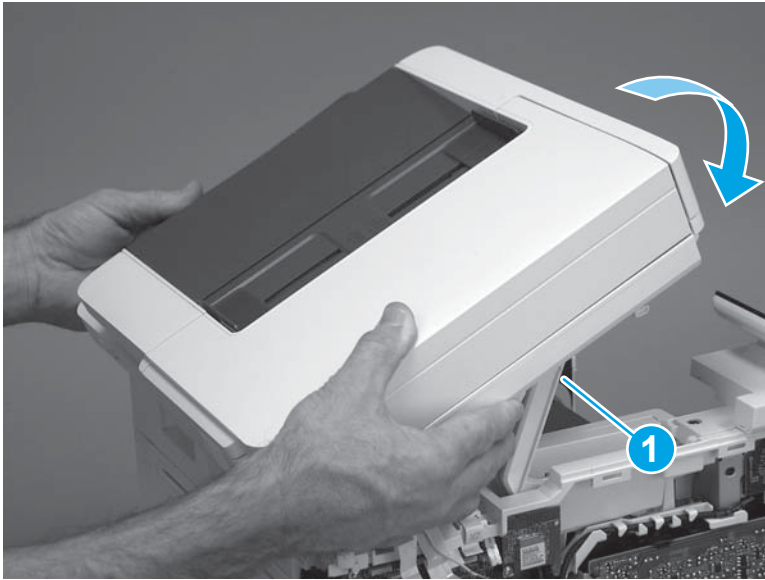
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-1826** Engage the hinge pins with the holders



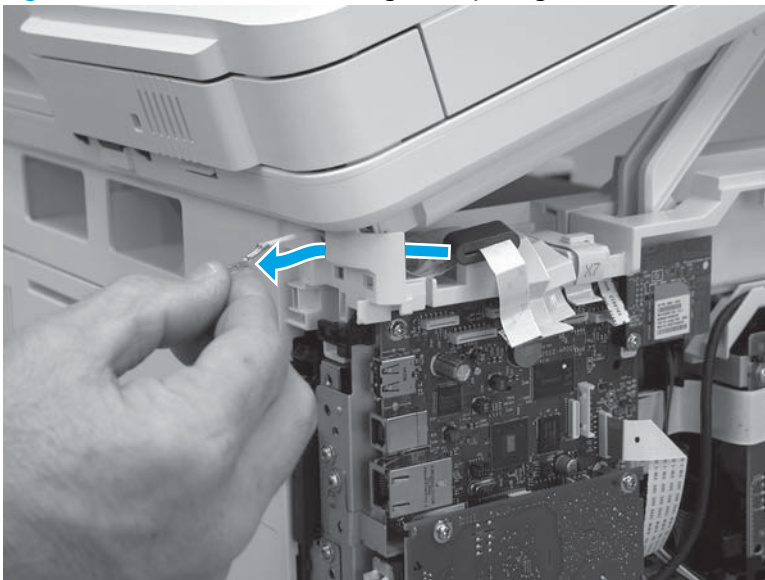
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-1827** Rotate the ISA towards the front of the printer



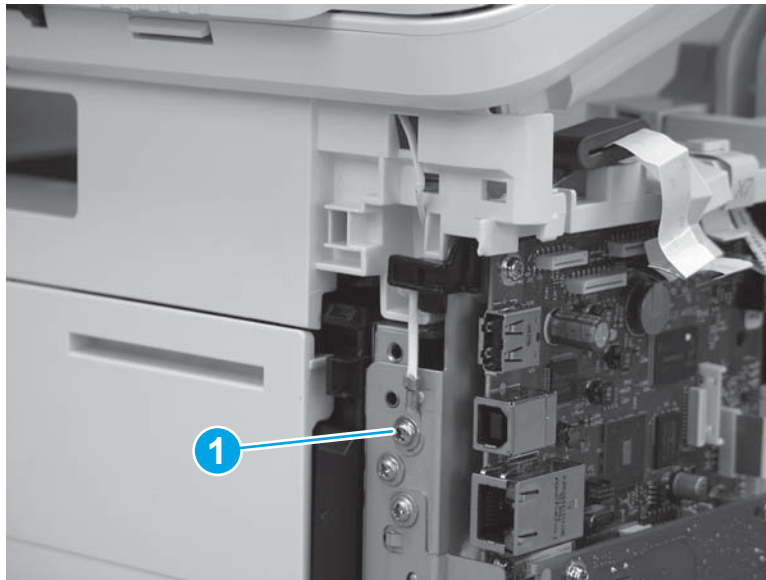
4. Pass the ground wire through the opening in the top cover.

**Figure 1-1828** Pass the wire through the opening




5. Install one screw (callout 1).

**Figure 1-1829** Install one screw



6. Install the ISA lift assembly slider pin.

 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

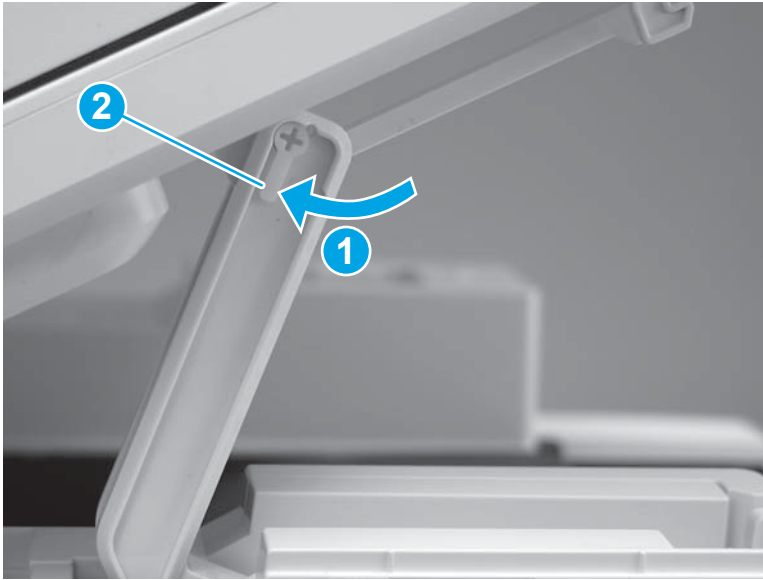
**Figure 1-1830** Install the slider pin





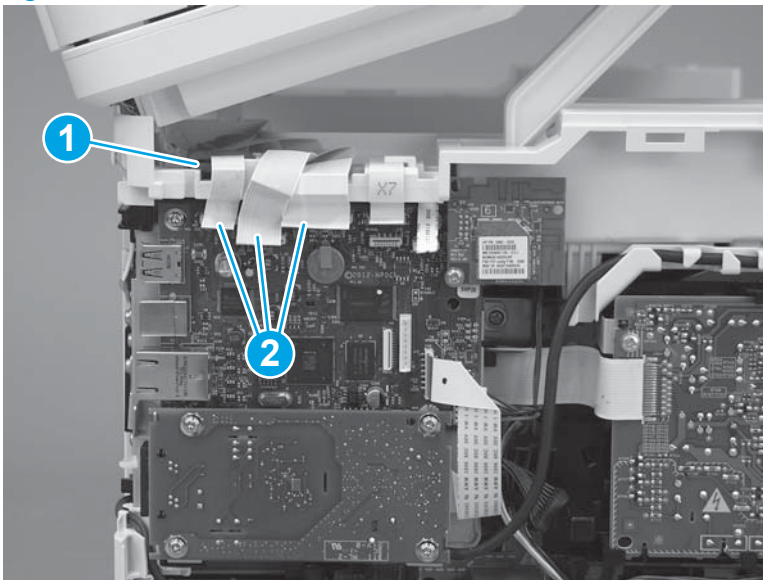
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-1831** Secure the slider pin



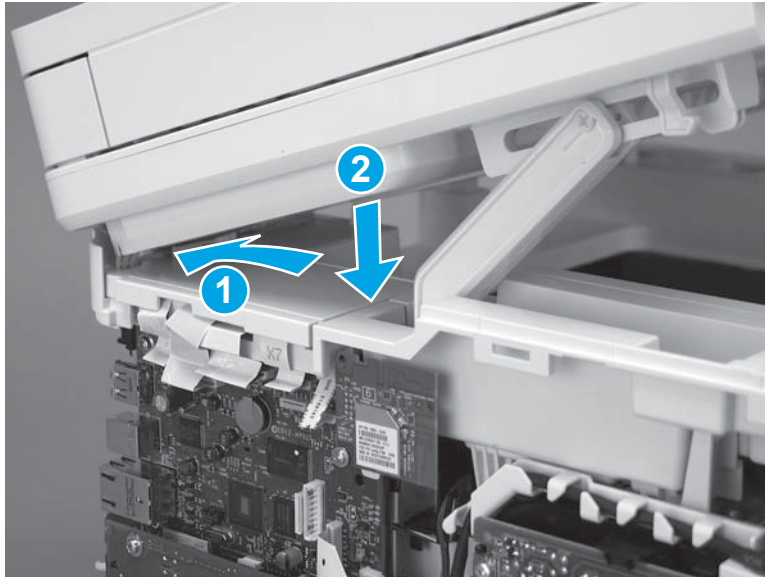
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-1832** Connect three FFCs



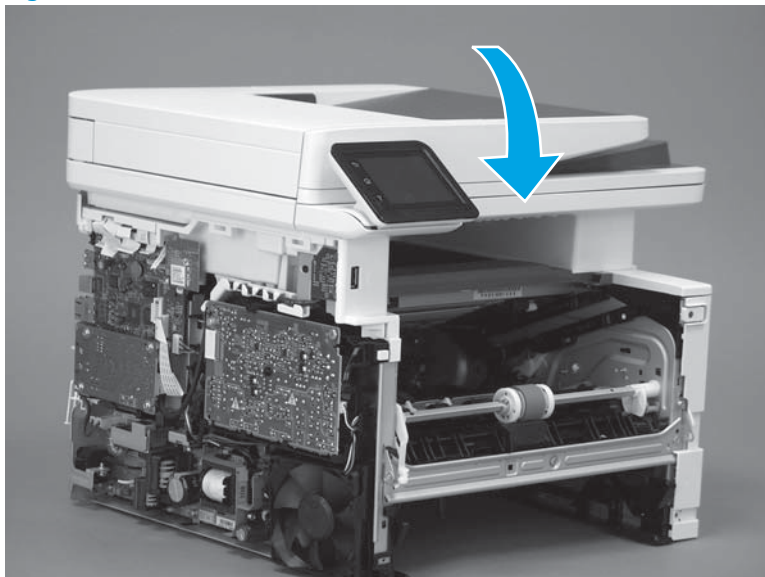
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-1833** Install the ISA FFC cover



10. Lower the ISA.

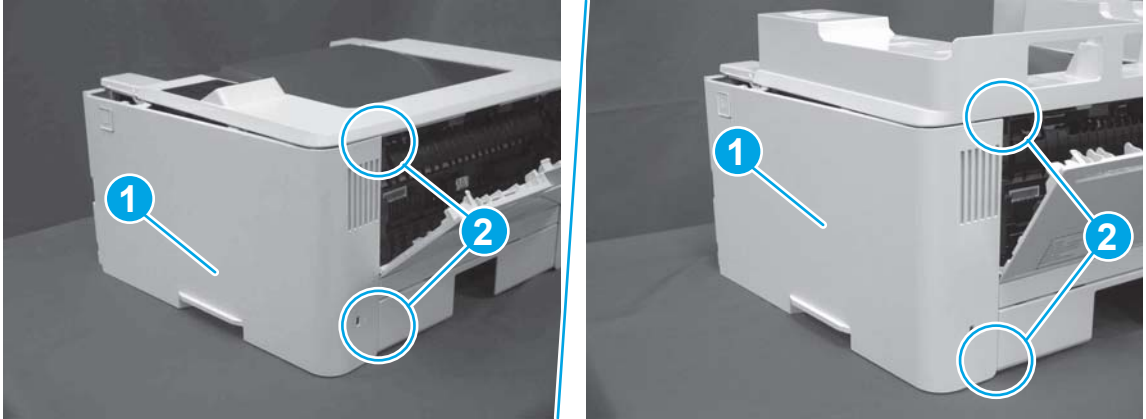
**Figure 1-1834** Lower the ISA



### Step 20: Install the right cover

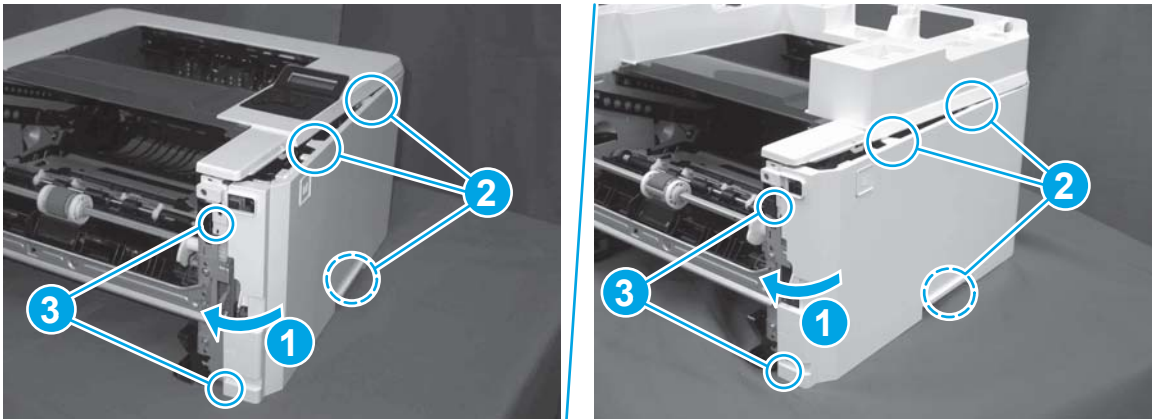
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-1835** Install the cover




2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

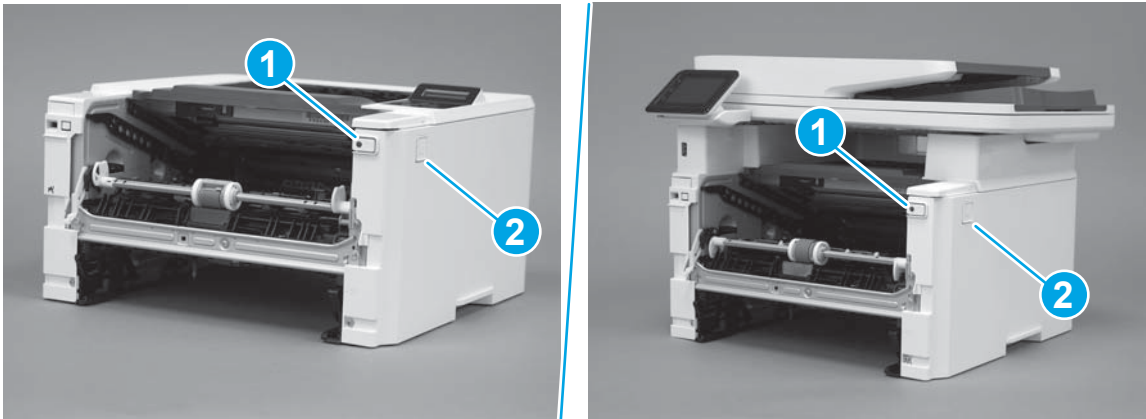
**Figure 1-1836** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1837** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

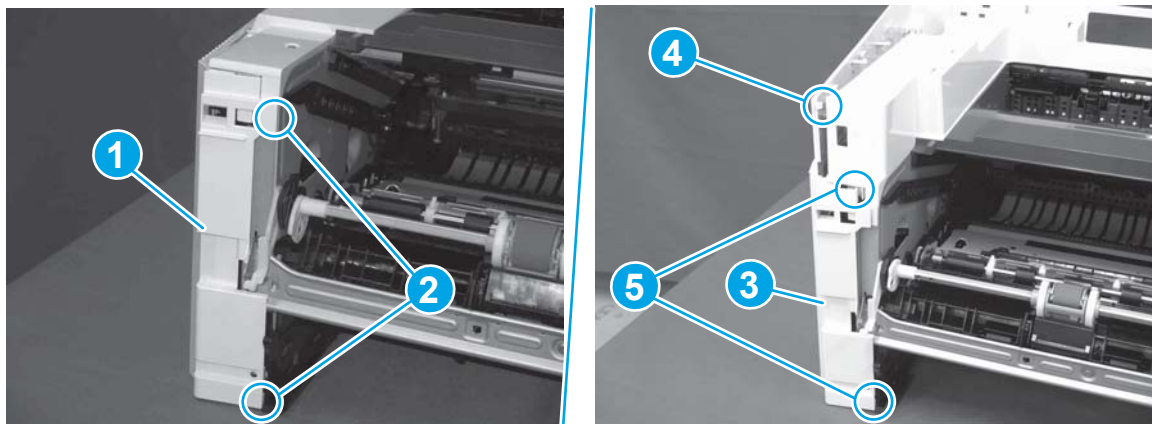
**Figure 1-1838** Install one screw



### Step 21: Install the left cover

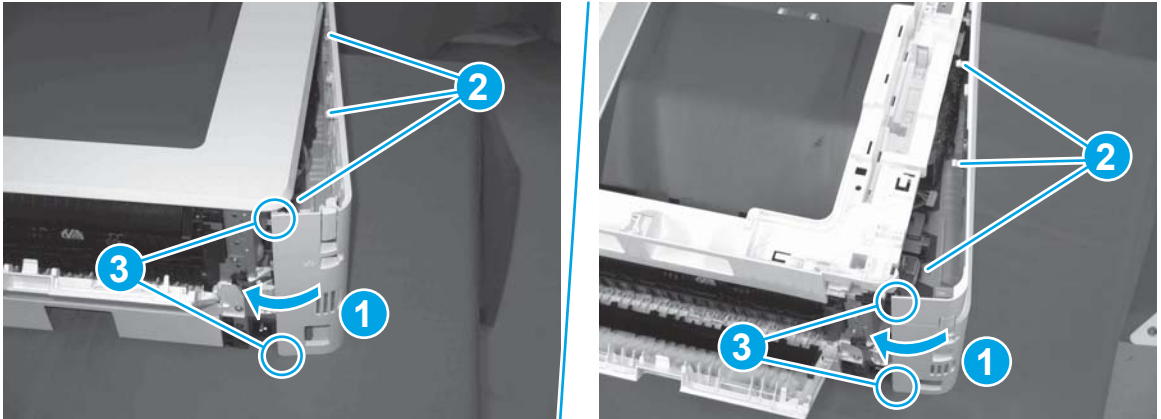
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-1839** Install the cover



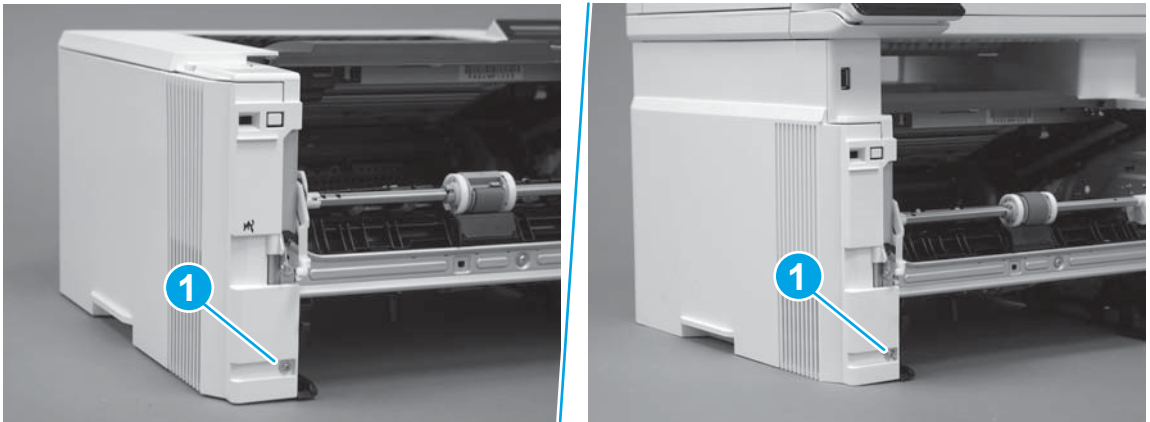
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1840** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-1841** Install one screw



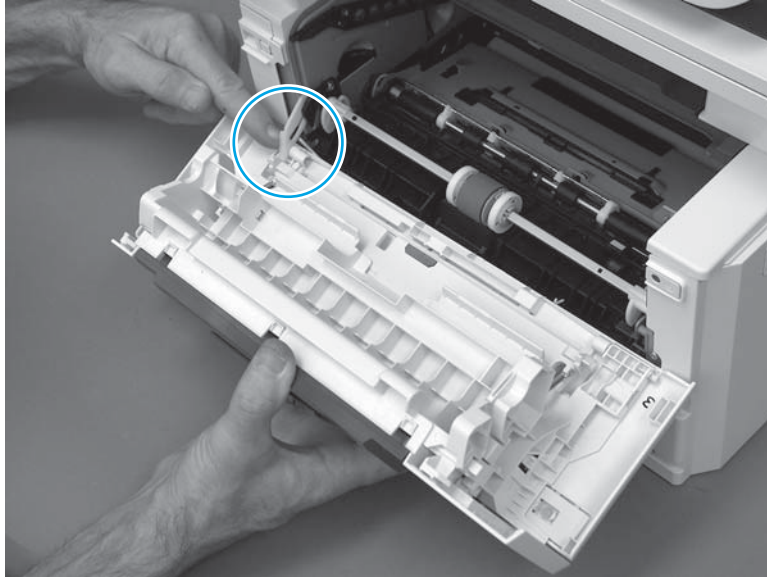
## Step 22: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

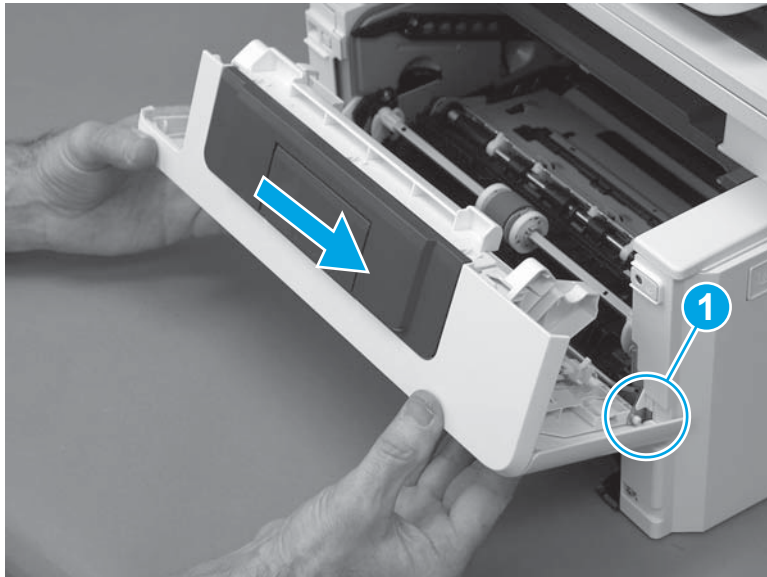


**Figure 1-1842** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

**Figure 1-1843** Install the door

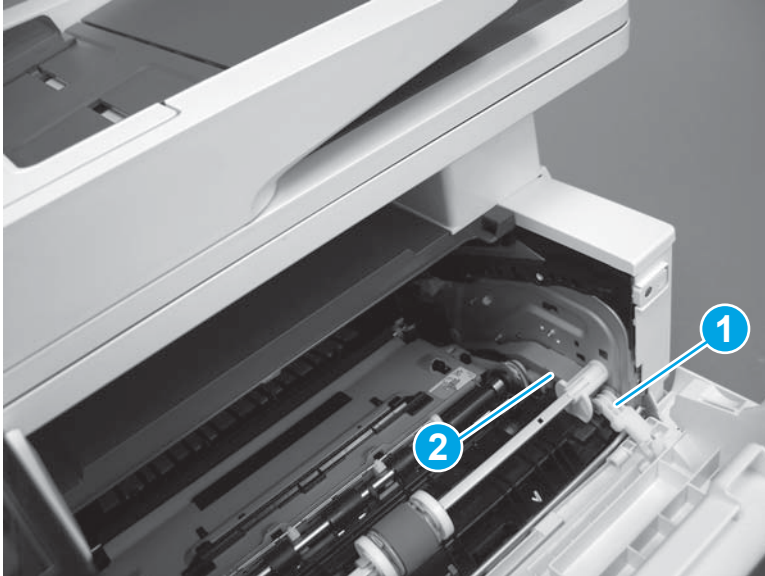




3. Install the link (callout 1).

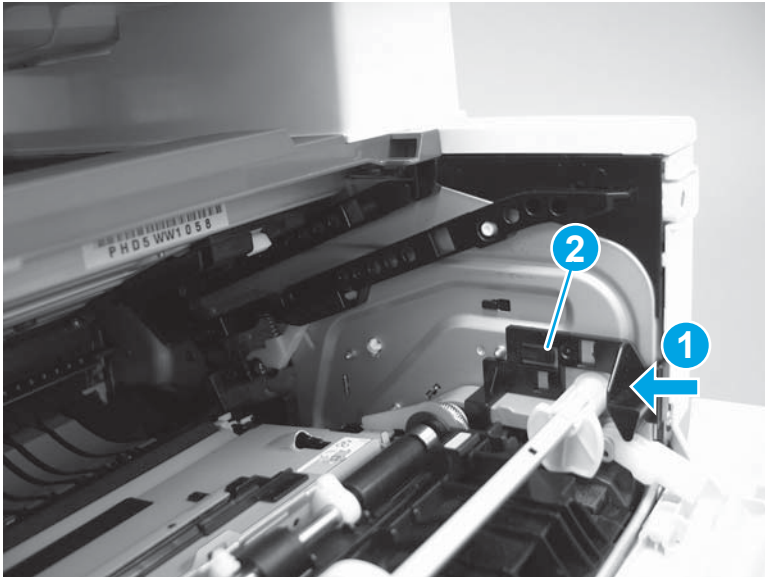
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-1844** Install the pressure-release link



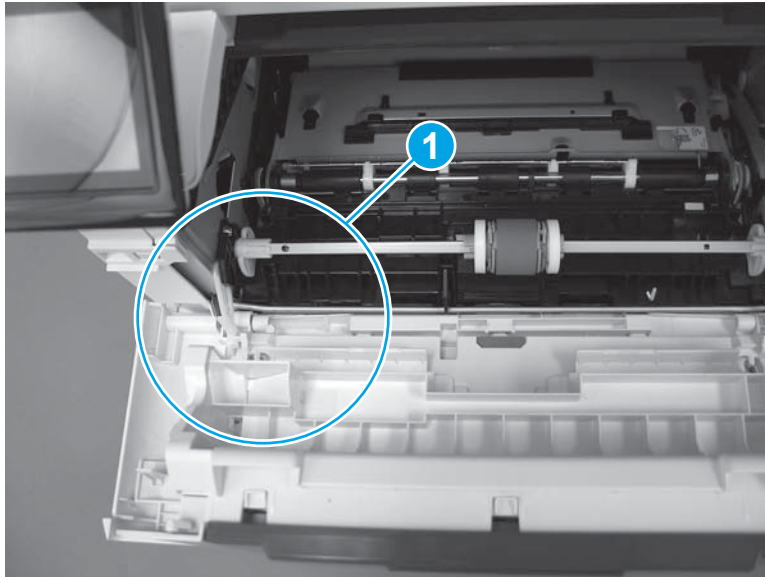
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-1845** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

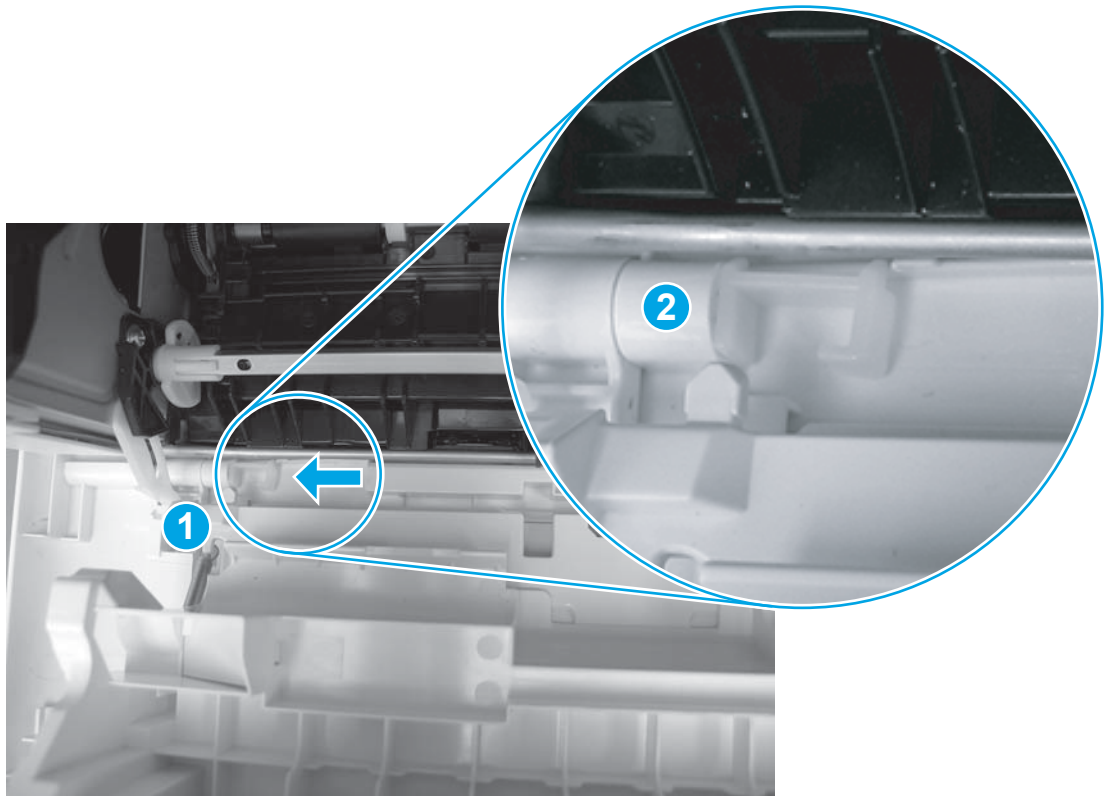
**Figure 1-1846** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1847** Install the support shaft



### Step 23: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1848** Install the tray



## Removal and replacement: Low-voltage power supply

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the fan \(FM1\)](#)
- [Step 11: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 12: Remove the LVPS](#)
- [Step 13: Unpack the replacement assembly](#)
- [Step 14: Install the LVPS](#)
- [Step 15: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 16: Install the fan \(FM1\)](#)
- [Step 17: Install the paper delivery tray \(output bin\)](#)
- [Step 18: Install the top cover \(M403/M402\)](#)
- [Step 19: Install the top cover \(M427/M426\)](#)
- [Step 20: Install the control panel \(M427/M246\)](#)
- [Step 21: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 23: Install the right cover](#)
- [Step 24: Install the left cover](#)
- [Step 25: Install the cartridge door assembly](#)
- [Step 26: Install Tray 2](#)


### Introduction

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

## Before performing service

### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

#### Low-voltage power supply (LVPS) part number

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<b>RM2-9818-000CN</b>	Low-voltage power supply (M427/M426; 110V-127V)
<b>RM2-9819-000CN</b>	Low-voltage power supply (M427/M426; 220V-240V)
<b>RM2-9816-000CN</b>	Low-voltage power supply (M403/M402; 110V-127V)
<b>RM2-9817-000CN</b>	Low-voltage power supply (M403/M402; 220V-240V)

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### 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1849** Remove the tray



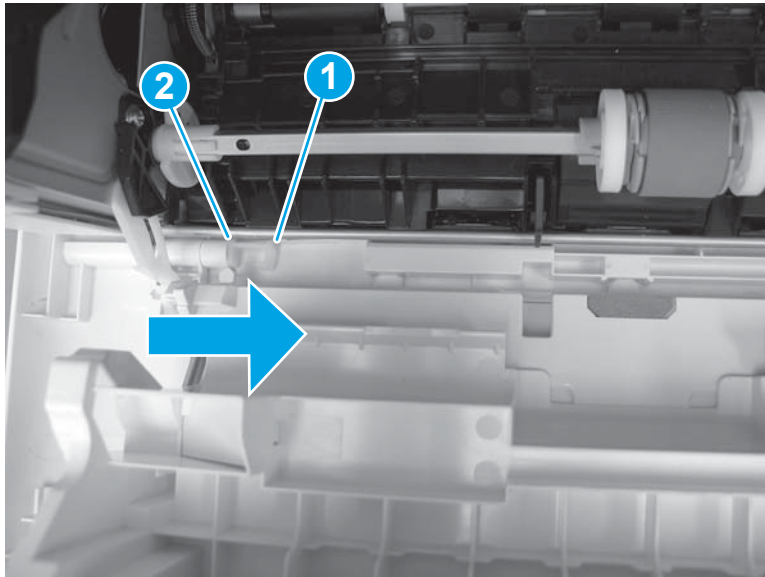
**Step 2: Remove the cartridge door assembly**

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

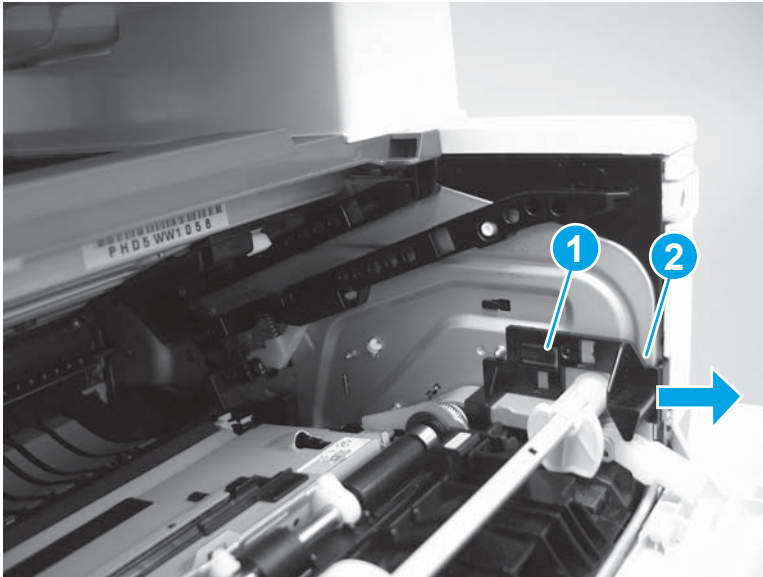
**Figure 1-1850** Release the support shaft





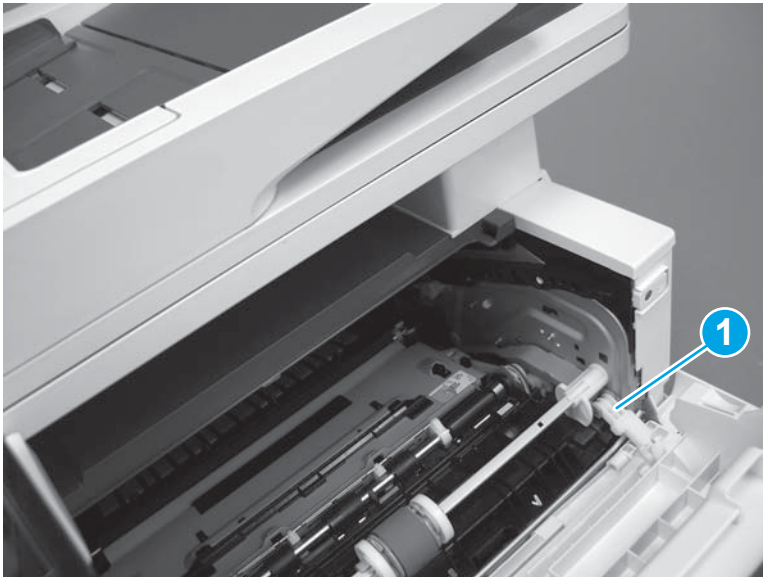
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1851** Remove the guide



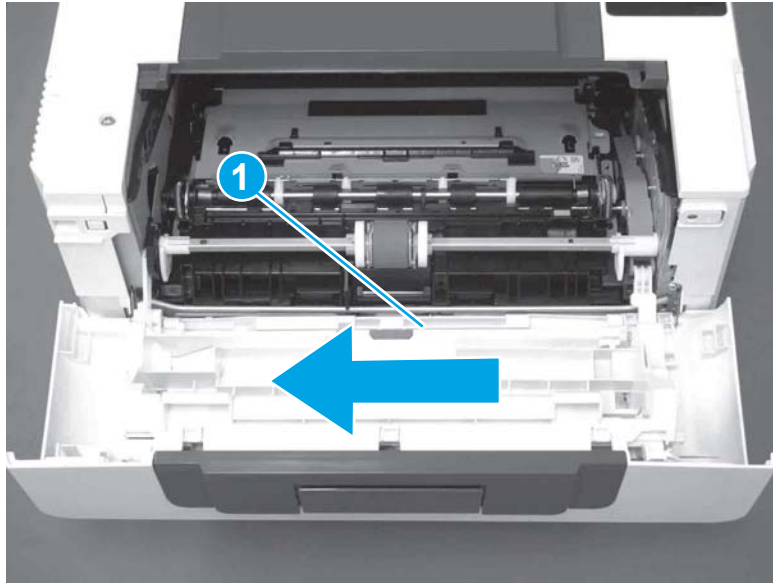
3. Remove the link arm (callout 1).

**Figure 1-1852** Remove the link arm



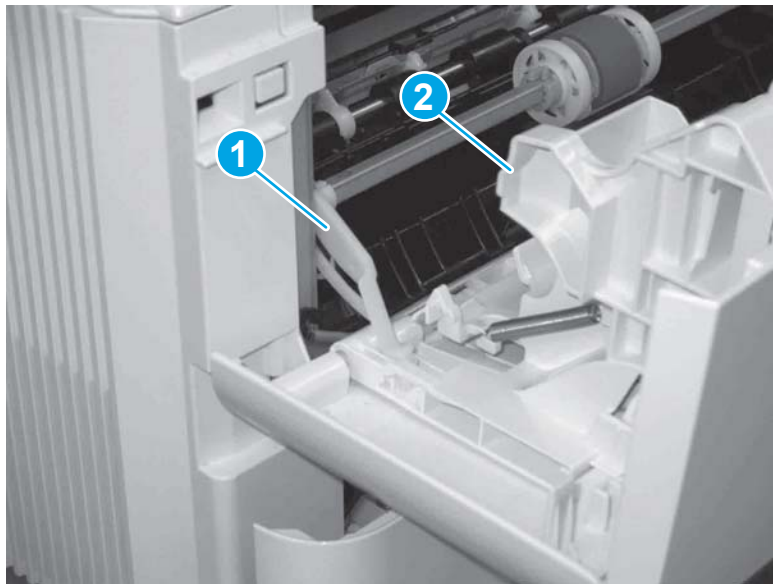
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1853** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

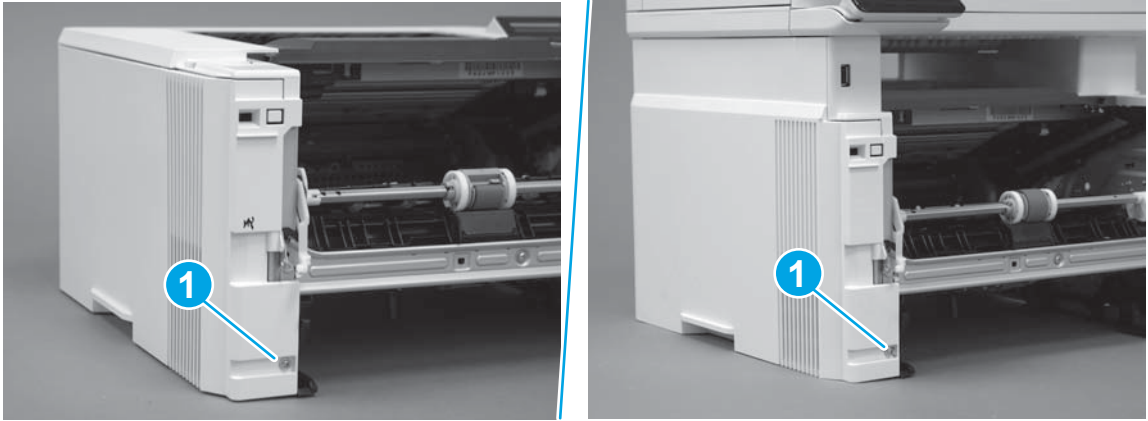
**Figure 1-1854** Release the left-side retainer arm



### Step 3: Remove the left cover

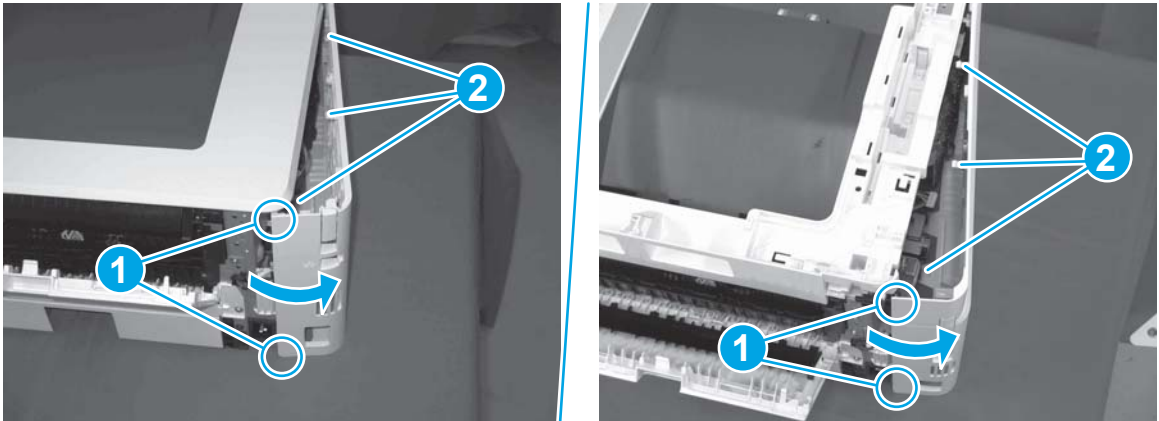
1. Remove one screw (callout 1).

**Figure 1-1855** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

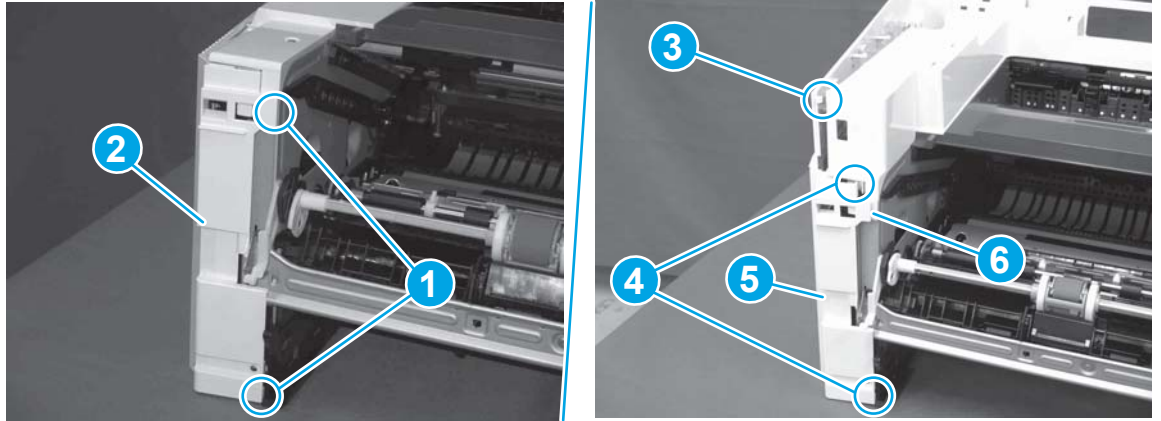
**Figure 1-1856** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-1857** Remove the cover



**Step 4: Remove the right cover**

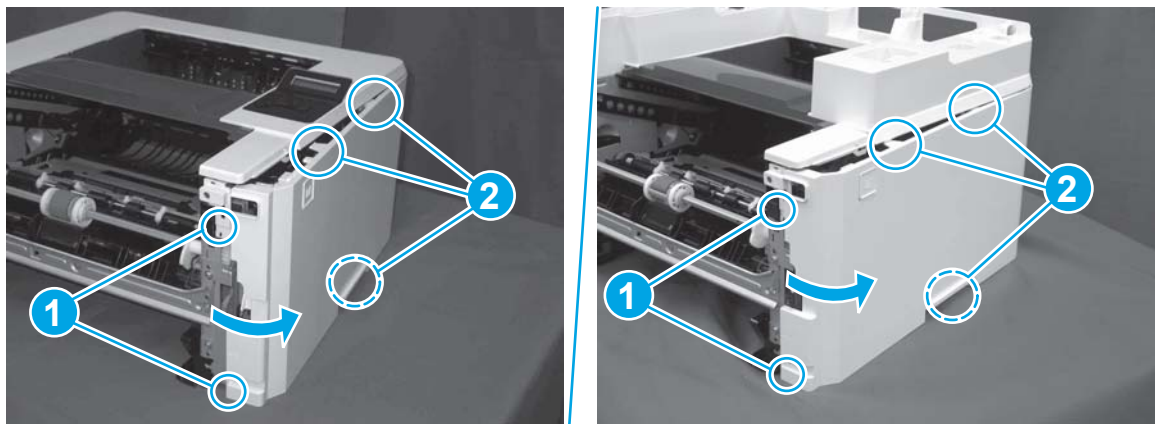
1. Remove one screw (callout 1).

**Figure 1-1858** Remove one screw



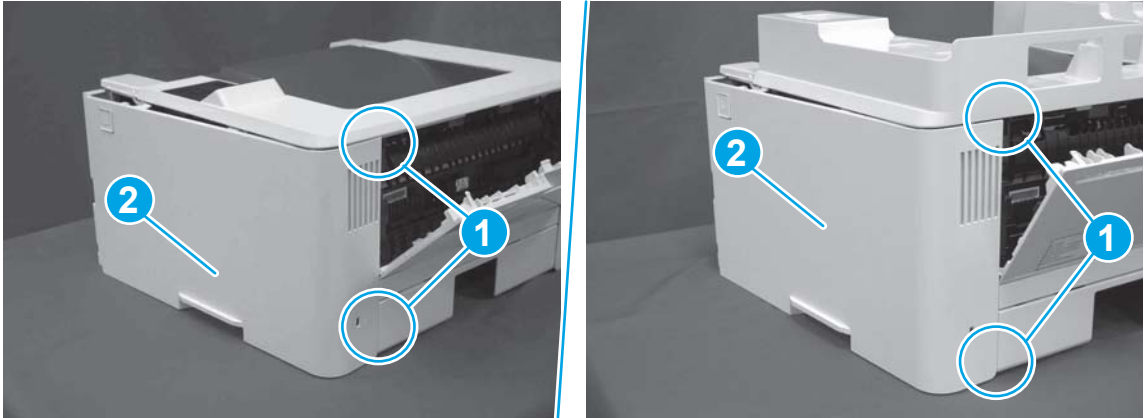
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1859** Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-1860** Remove the cover



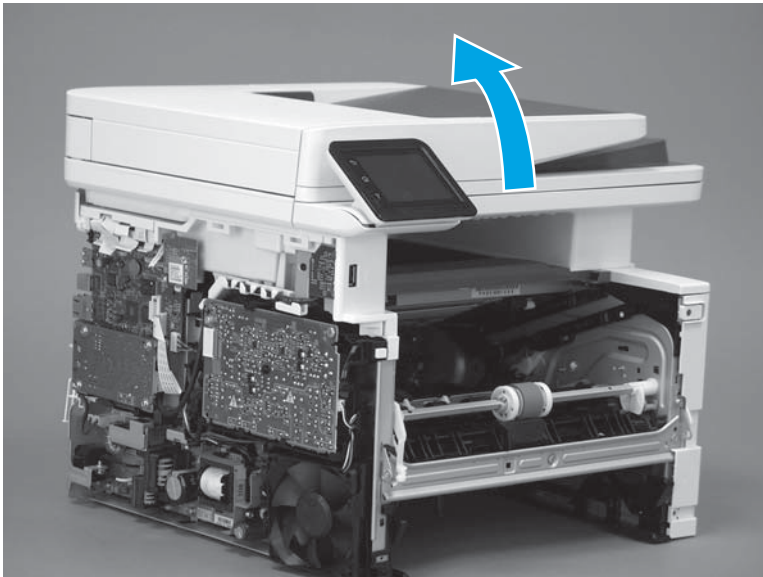
### Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 994](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

1. Raise the ISA.

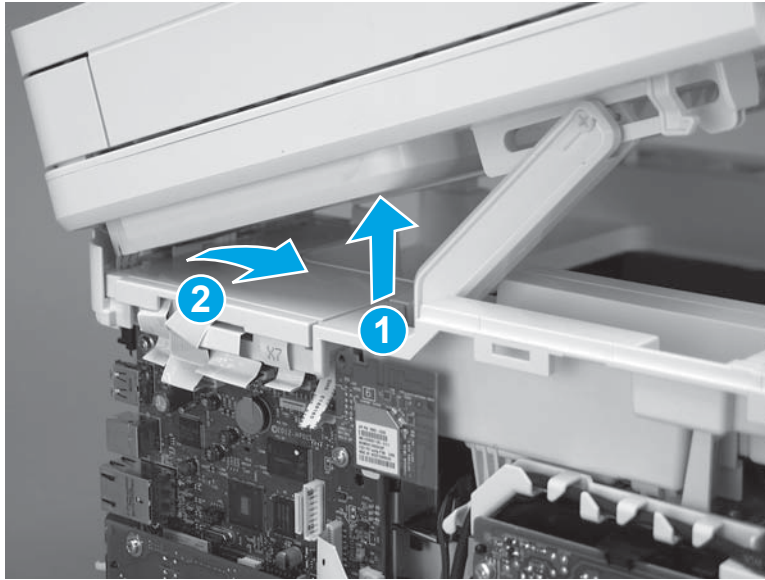
**Figure 1-1861** Raise the ISA





2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

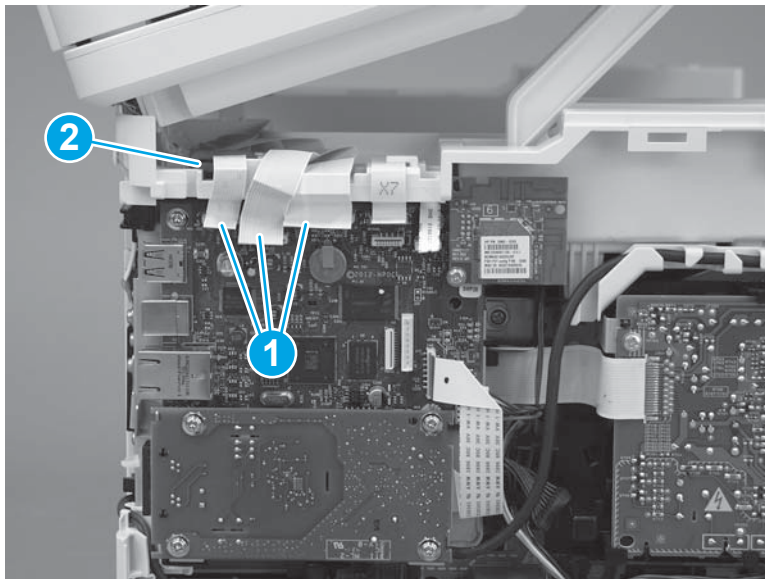
**Figure 1-1862** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

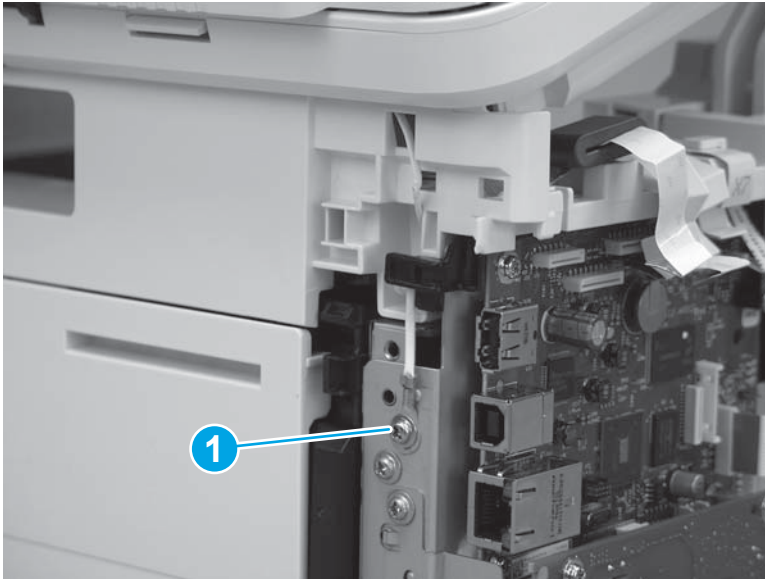
**Figure 1-1863** Disconnect three FFCs





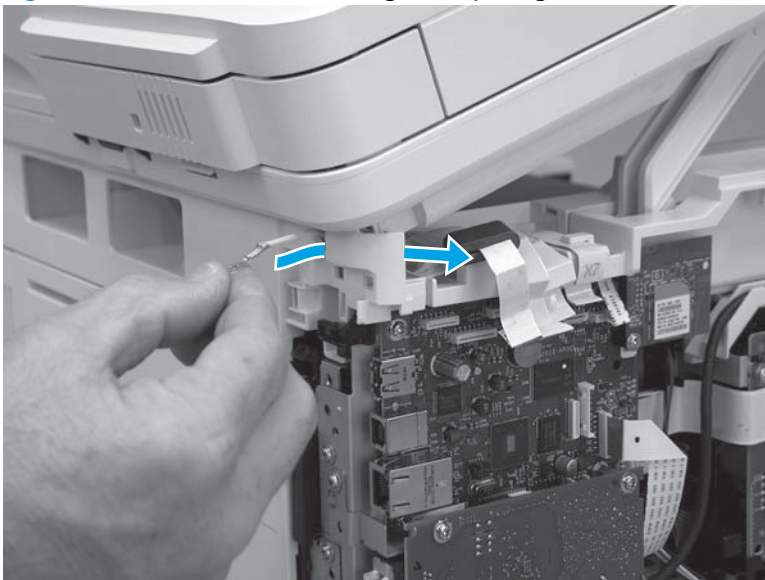
4. Remove one screw (callout 1).

**Figure 1-1864** Remove one screw



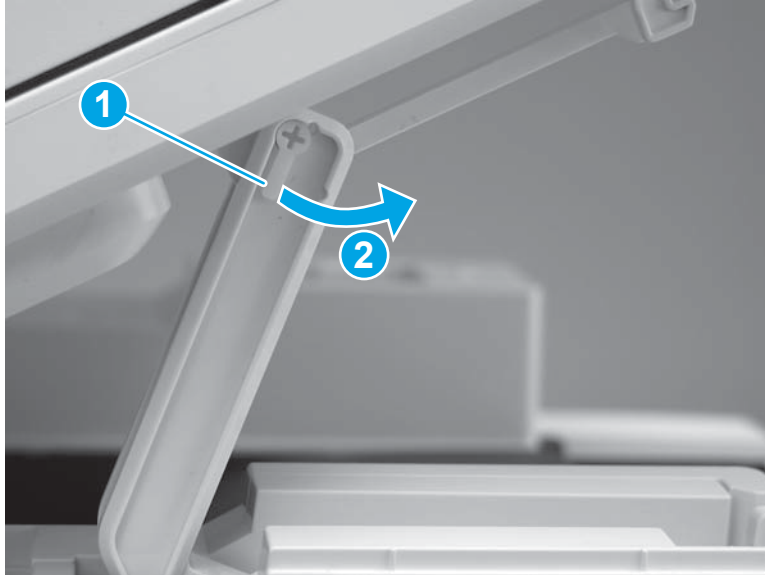
5. Pass the ground wire through the opening in the top cover.

**Figure 1-1865** Pass the wire through the opening



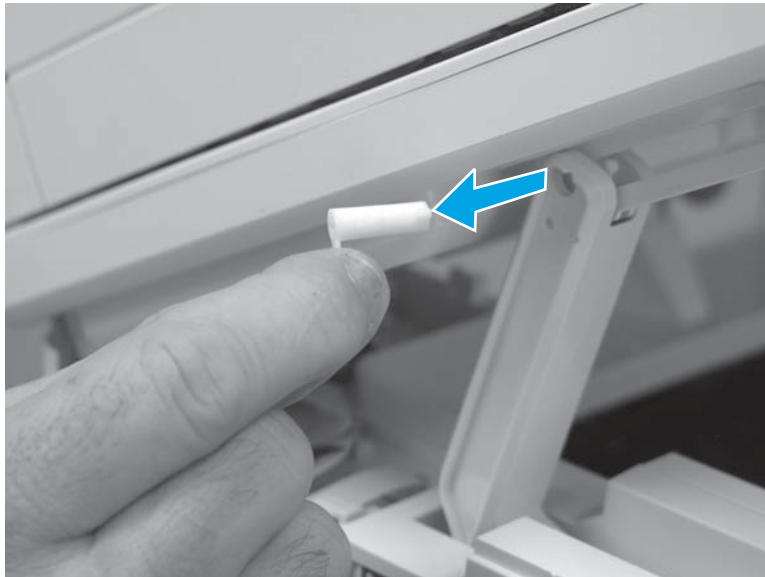
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-1866** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-1867** Remove the slider pin



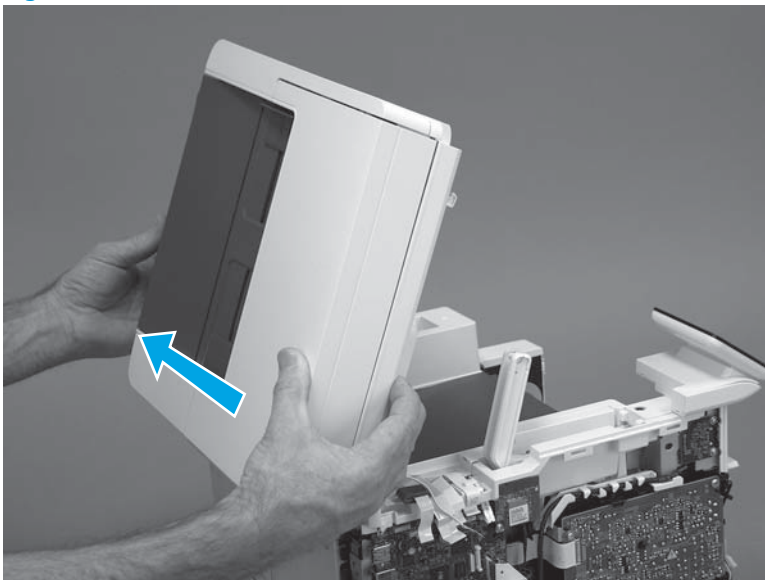
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-1868** Rotate the ISA towards the rear of the printer



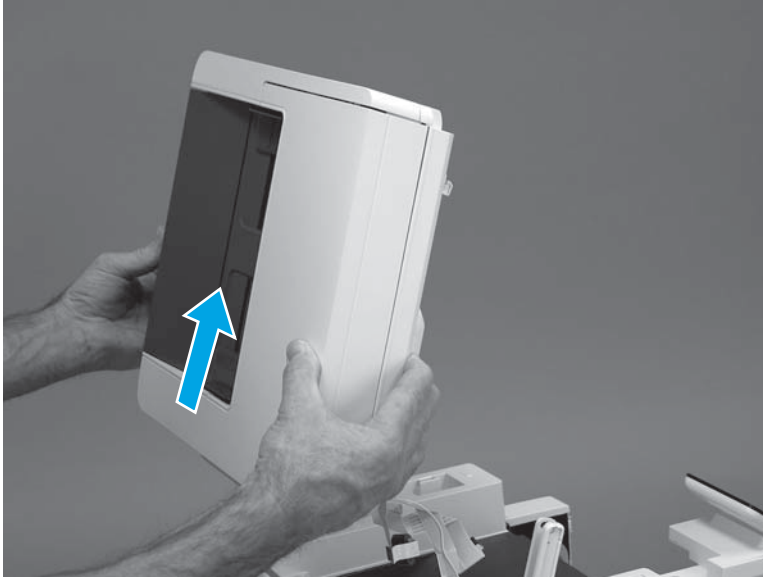
9. Slide the ISA as shown to release it.

**Figure 1-1869** Release the ISA




10. Remove the ISA.

**Figure 1-1870** Remove the ISA

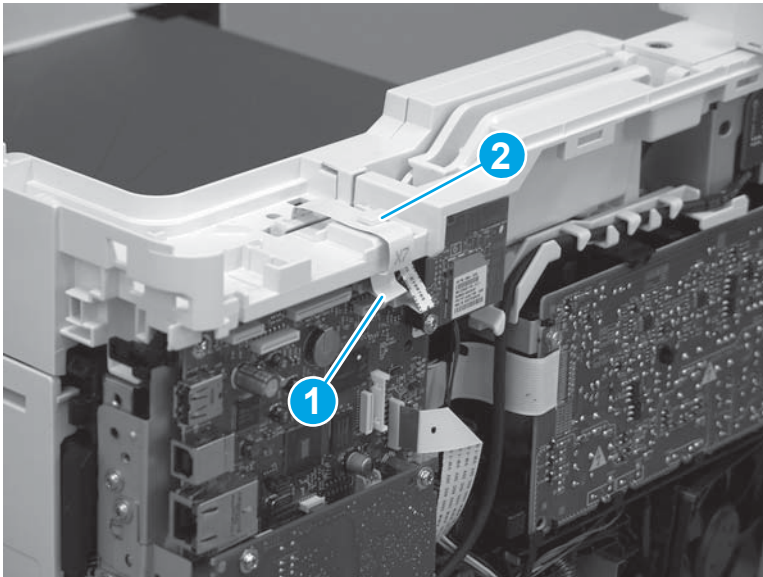


#### Step 6: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 994](#).

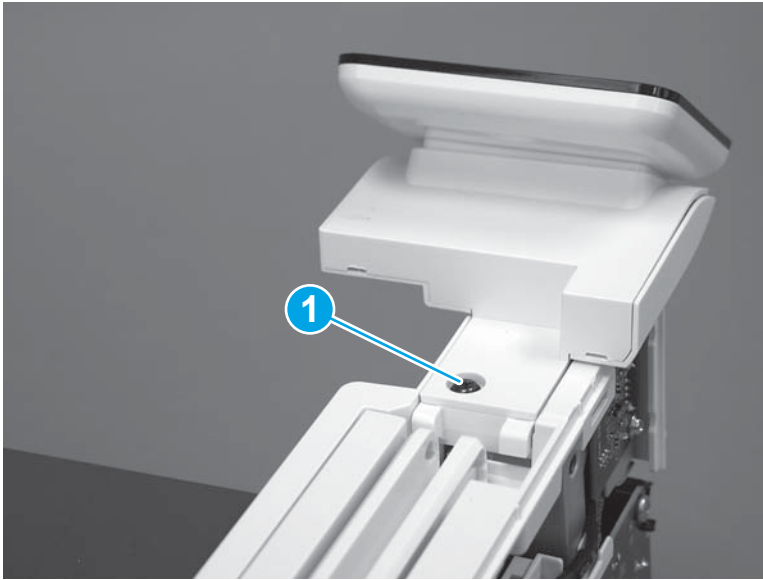
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

**Figure 1-1871** Disconnect one connector



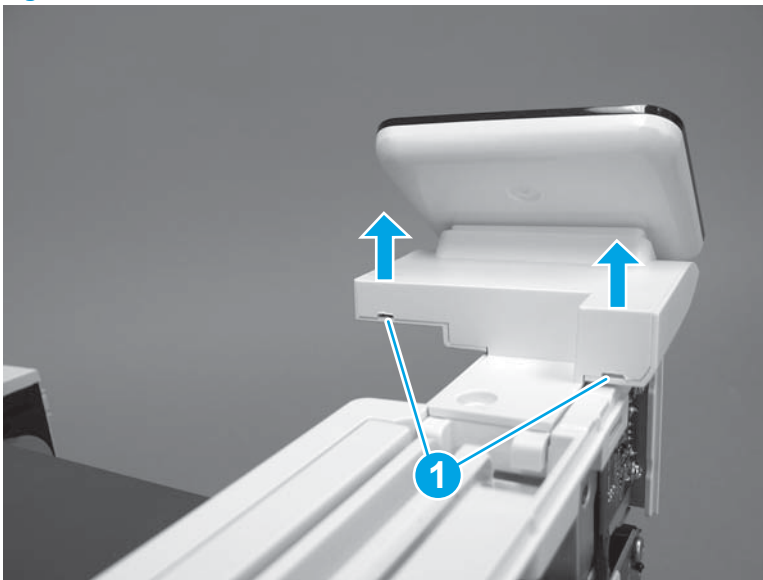
2. Remove one screw (callout 1).

**Figure 1-1872** Remove one screw



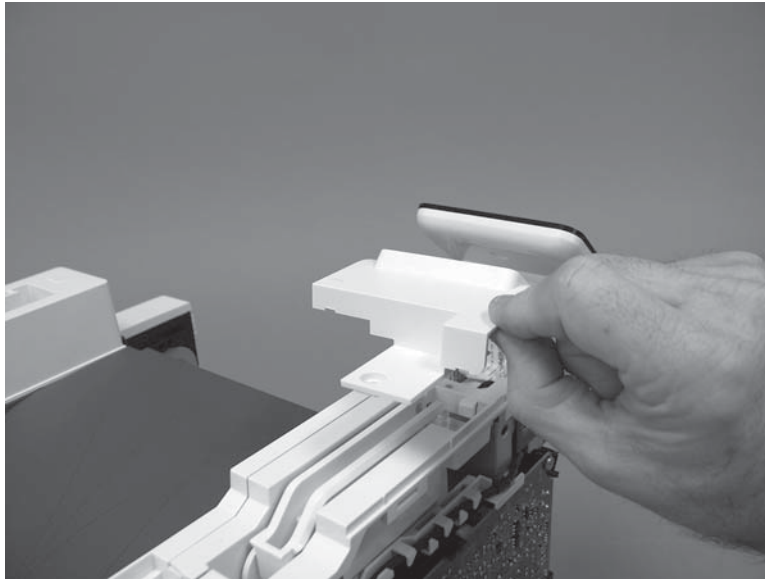
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-1873** Release two tabs



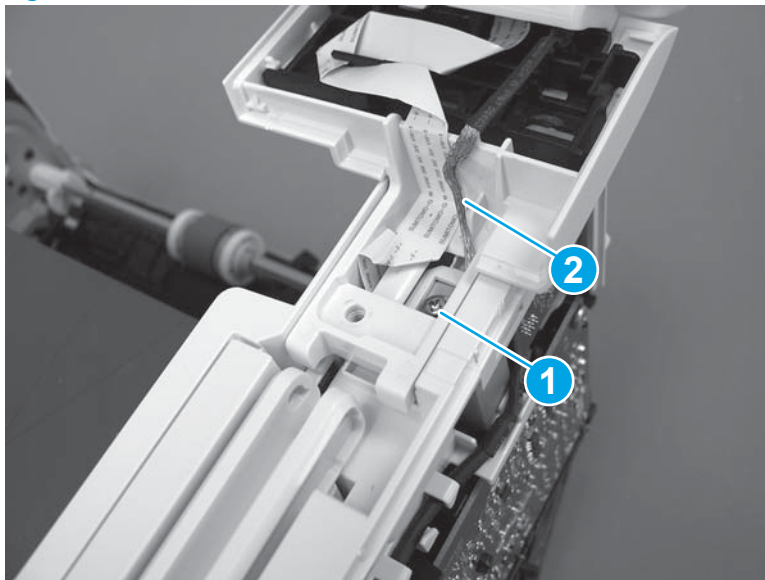
4. Remove the control-panel cable cover.

**Figure 1-1874** Remove the cover



5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

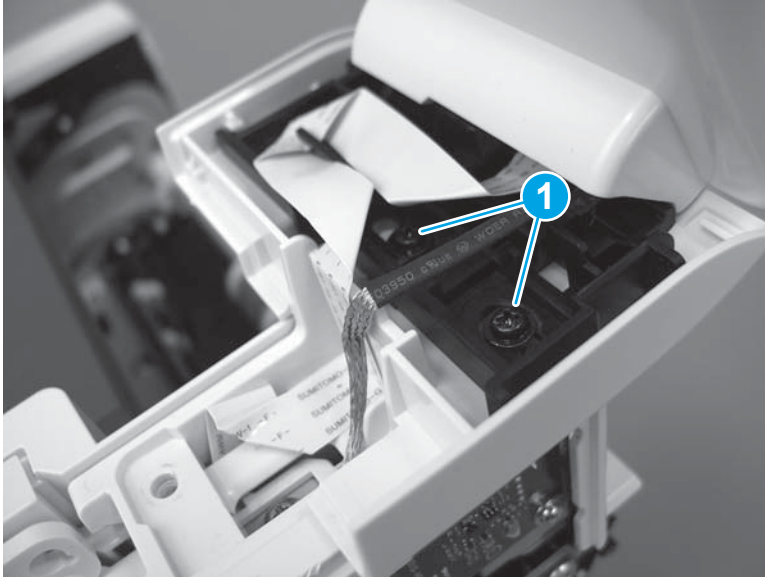
**Figure 1-1875** Remove one screw





6. Move the FFC out of the way, and then remove two screws (callout 1).

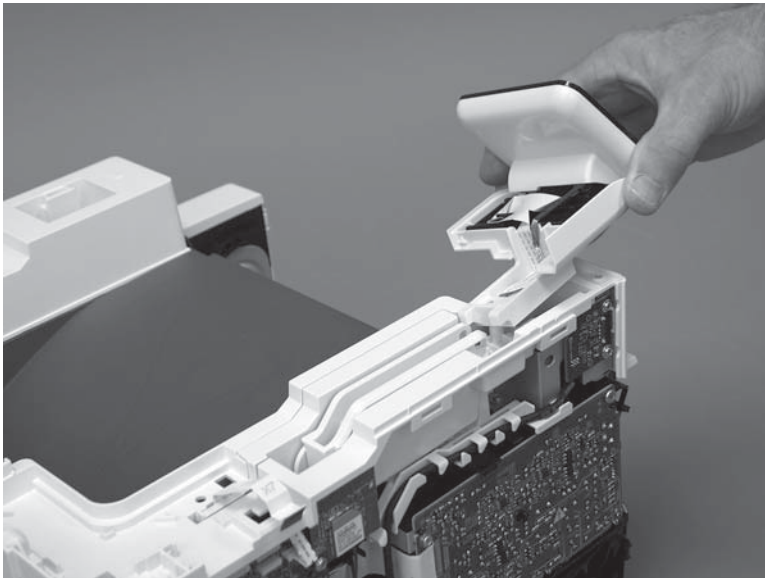
**Figure 1-1876** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

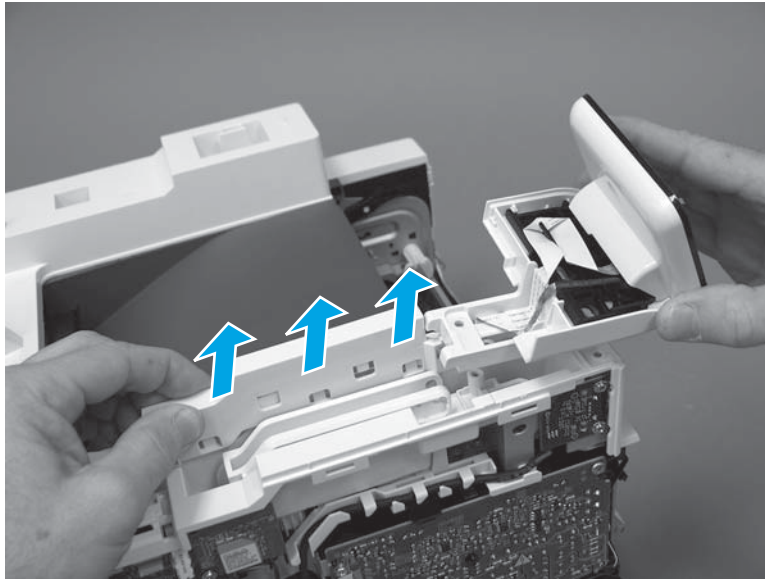
**CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-1877** Lift up the control-panel assembly




8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-1878** Remove the control-panel assembly

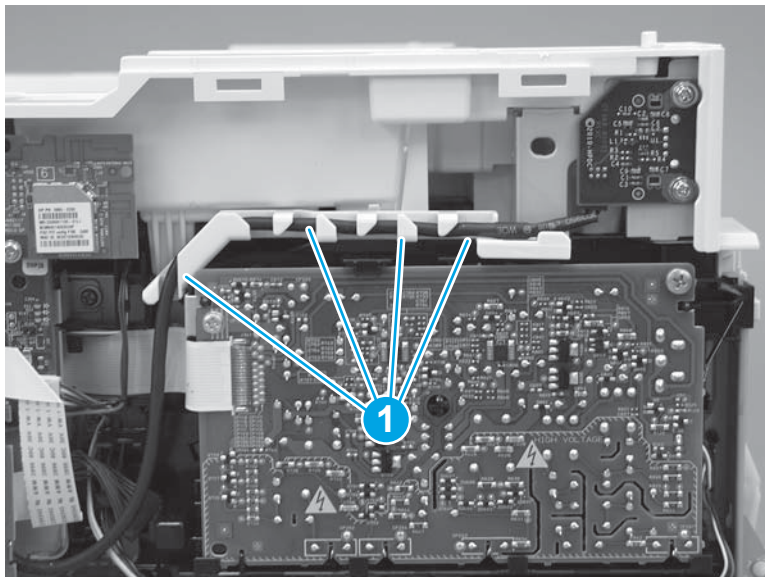


#### Step 7: Remove the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 994](#).

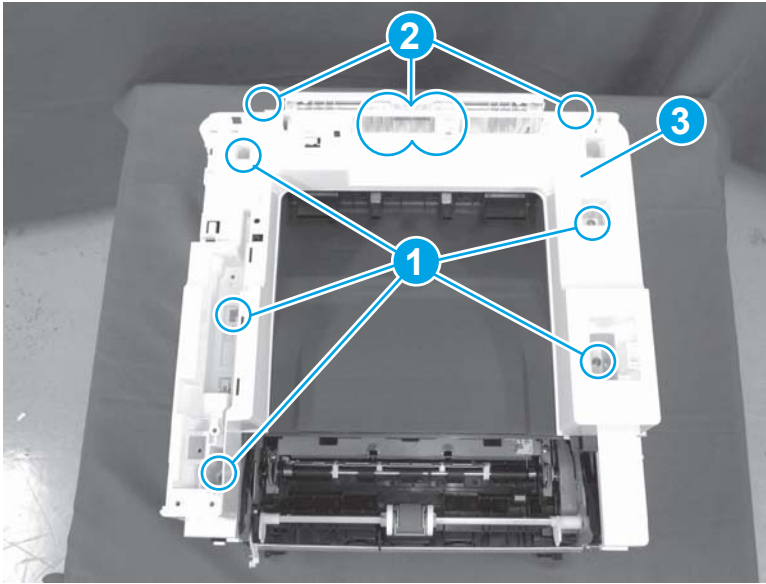
1. Release the USB cable (callout 1) from the cable guide.

**Figure 1-1879** Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-1880** Remove the cover



#### Step 8: Remove the top cover (M403/M402)



**NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 995](#).

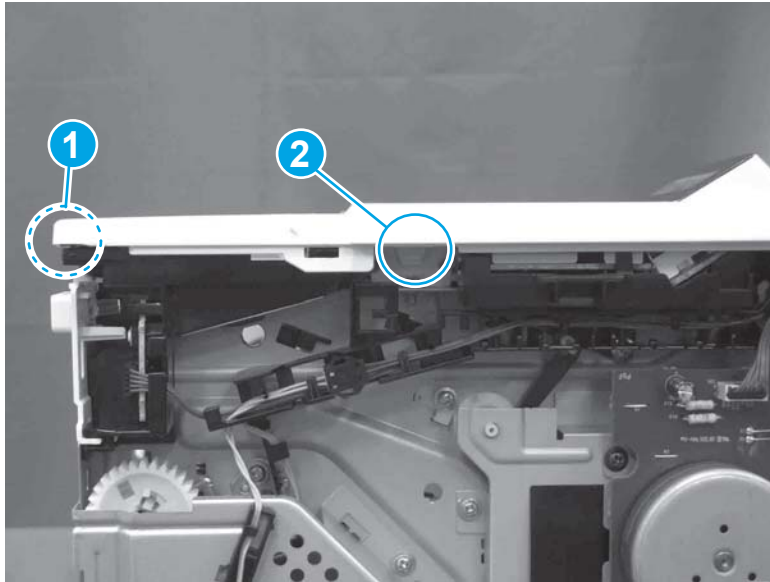
1. Remove one screw (callout 1).

**Figure 1-1881** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

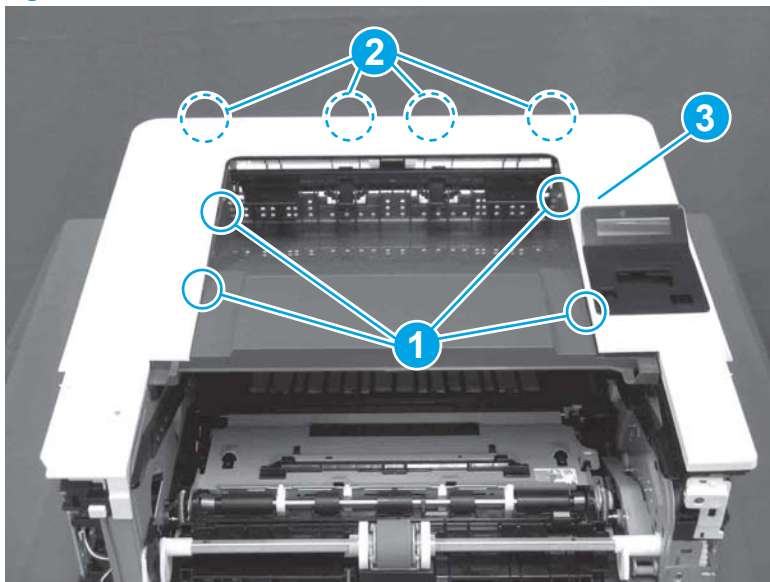
**Figure 1-1882** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-1883** Remove the cover

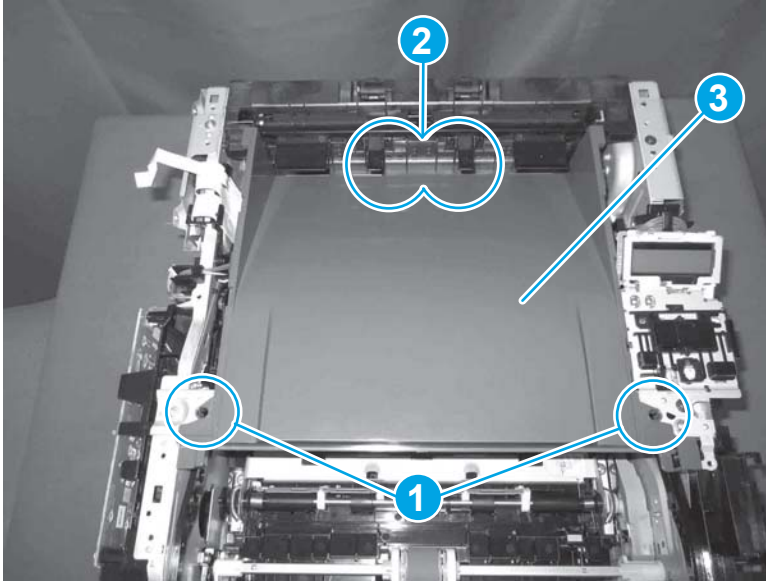


### Step 9: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

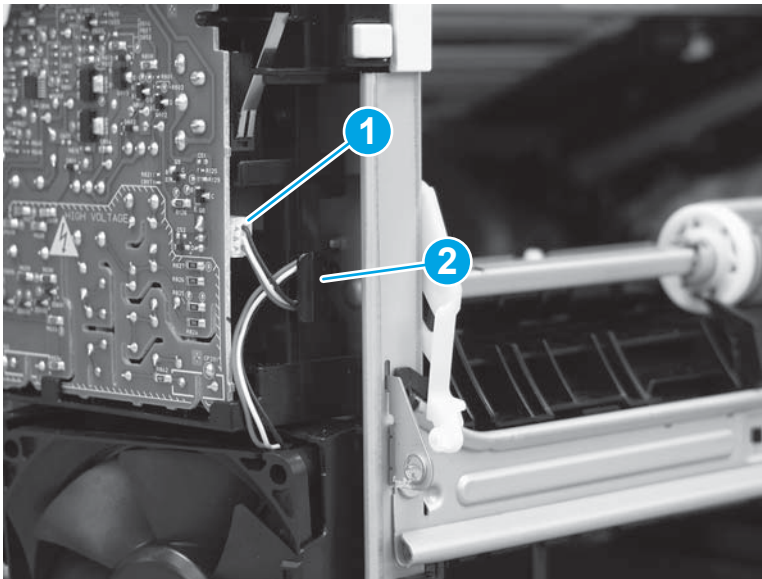
**Figure 1-1884** Release two tabs



**Step 10: Remove the fan (FM1)**

1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).

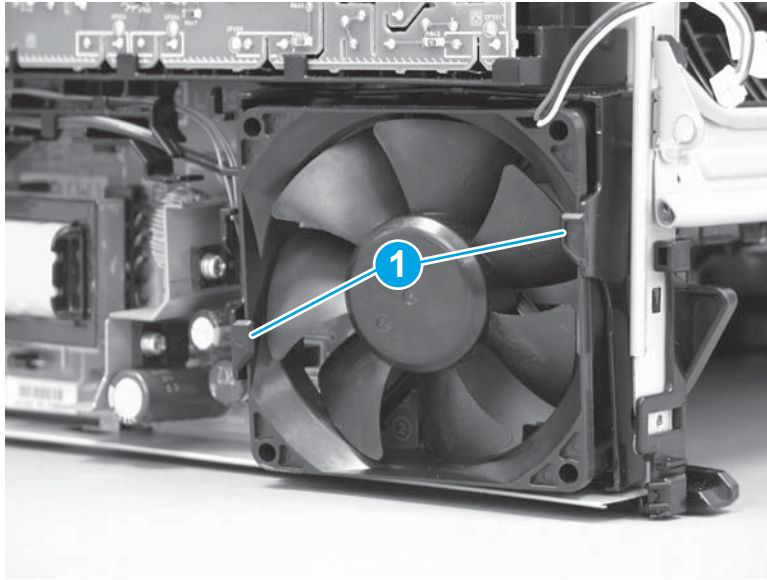
**Figure 1-1885** Disconnect one connector





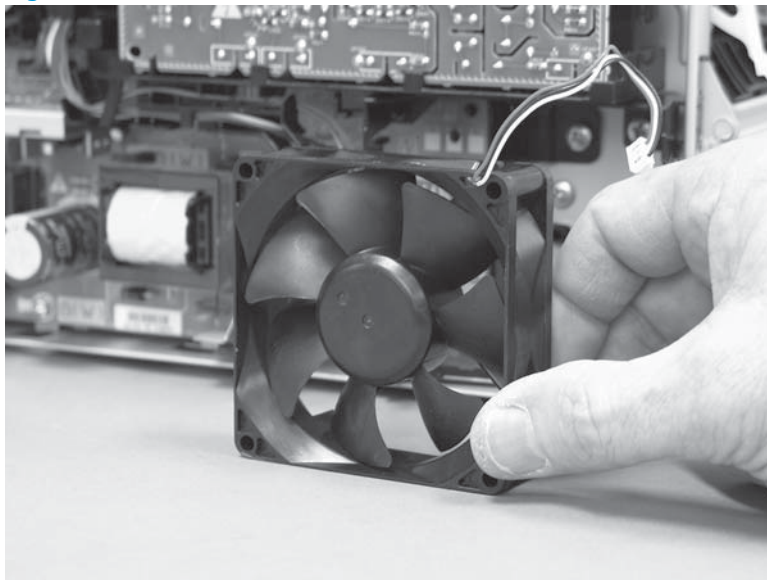
2. Release two tabs (callout 1).

**Figure 1-1886** Release two tabs




3. Remove the fan.

**Figure 1-1887** Remove the fan



### Step 11: Remove the sheet-metal formatter bracket and formatter PCA

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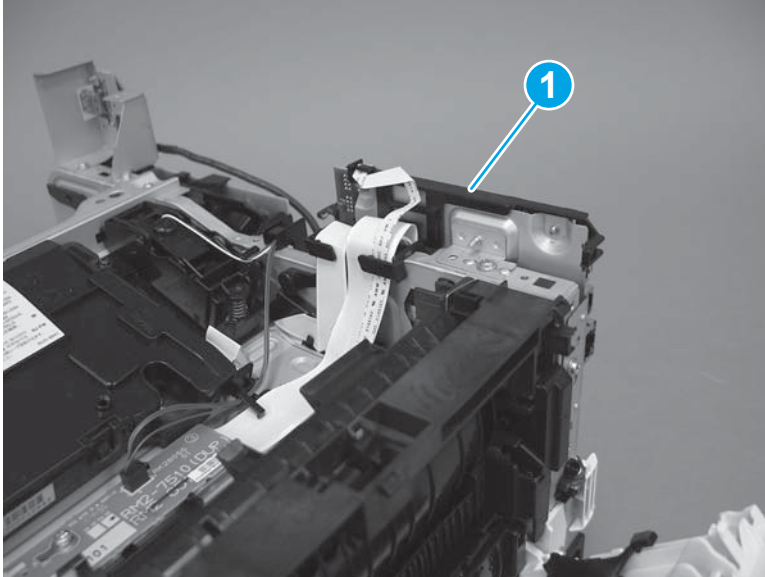
 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

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1. **M427/M426 only:** Remove the guide (callout 1).

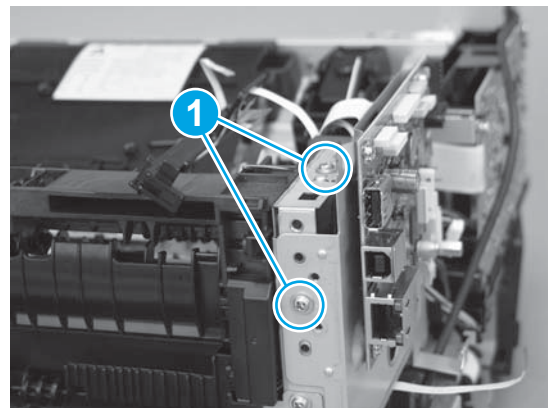
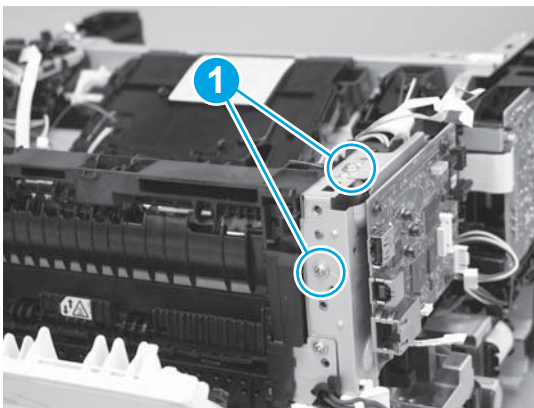


**Figure 1-1888** Remove the guide



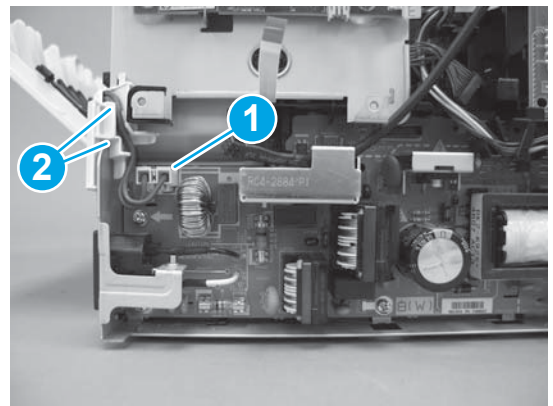
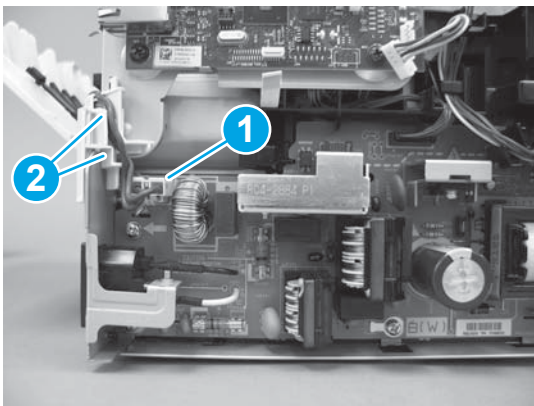
2. Remove two screws (callout 1).

**Figure 1-1889** Remove two screws



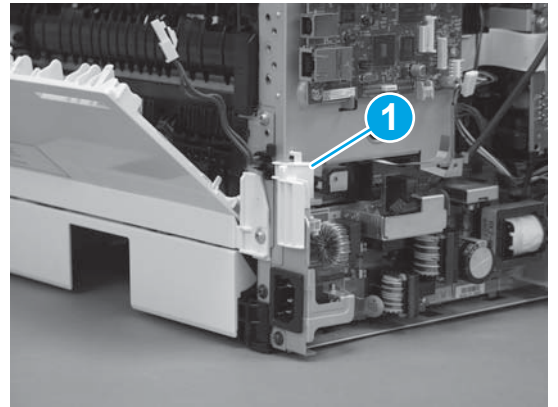
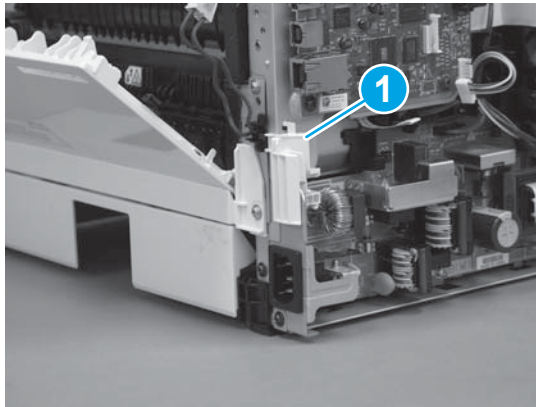
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

**Figure 1-1890** Disconnect one connector



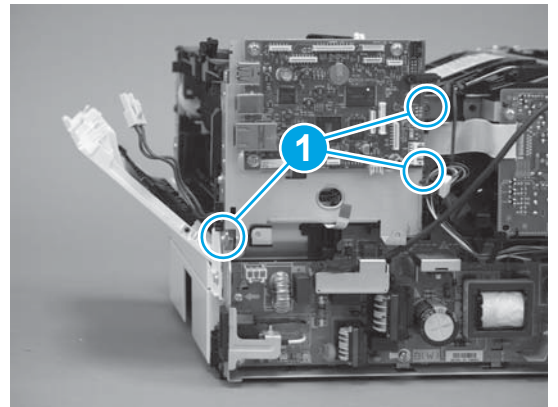
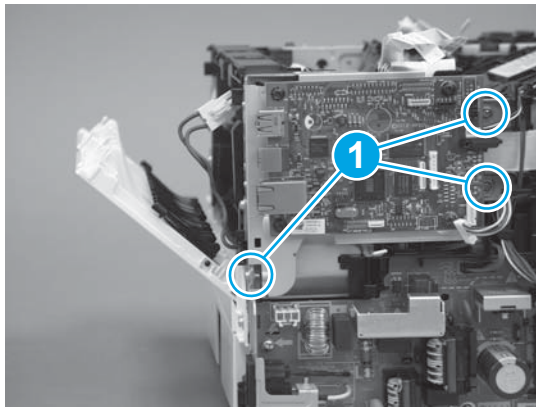
4. Remove the guide (callout 1).

**Figure 1-1891** Remove the guide



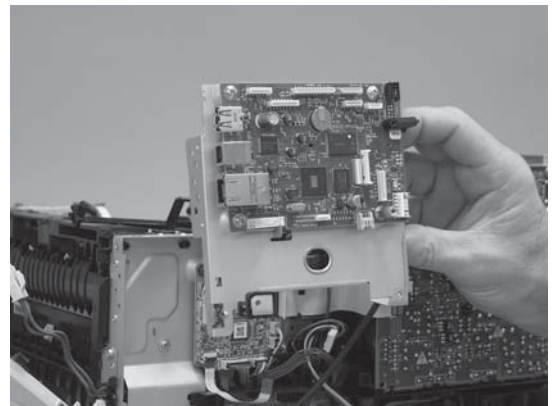
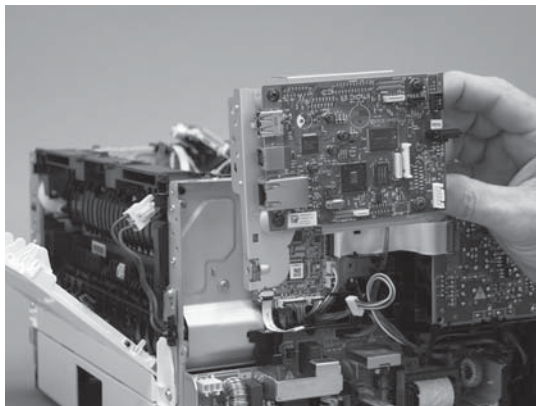
5. Remove three screws (callout 1).

**Figure 1-1892** Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

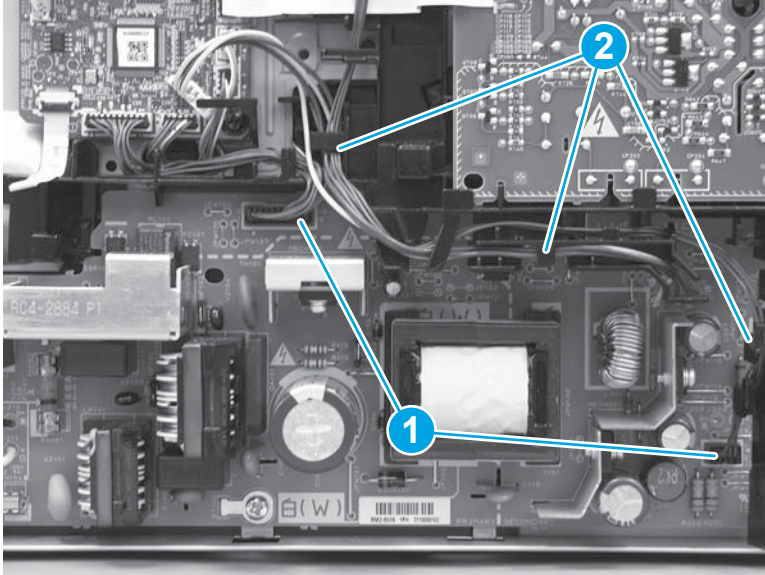
**Figure 1-1893** Remove the bracket



## Step 12: Remove the LVPS

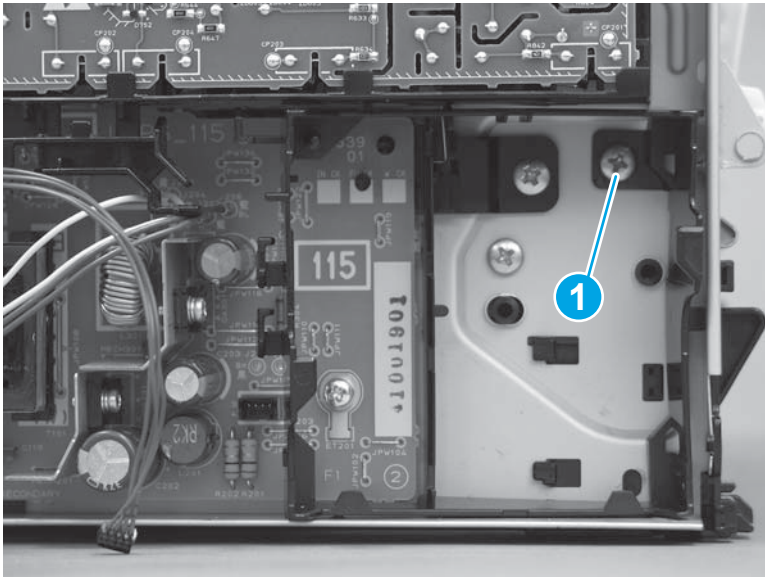
1. Disconnect two connectors (callout 1) on the LVPS, and then release the wire harnesses from the guides (callout 2).

**Figure 1-1894** Disconnect two connectors




2. Remove one screw (callout 1).

**Figure 1-1895** Remove one screw

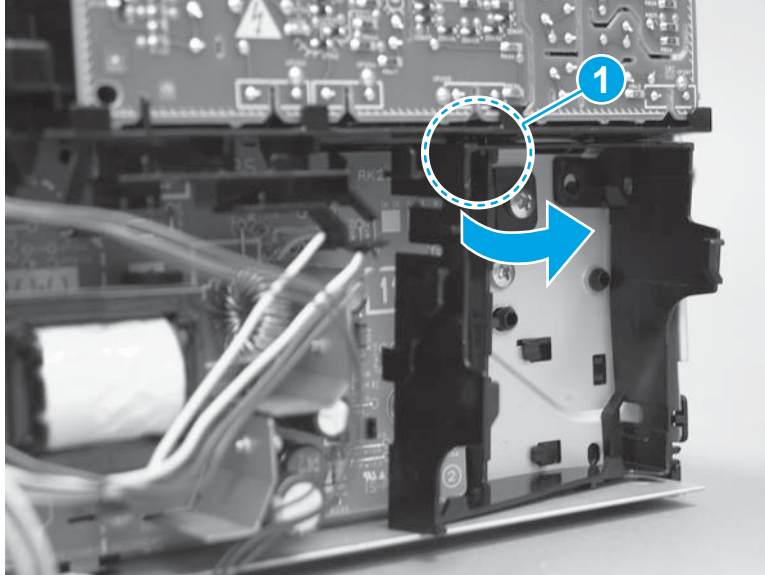




3. Release one tab at the top-left side of the fan holder (callout 1), and then rotate the top-left side corner of the holder away from the printer.

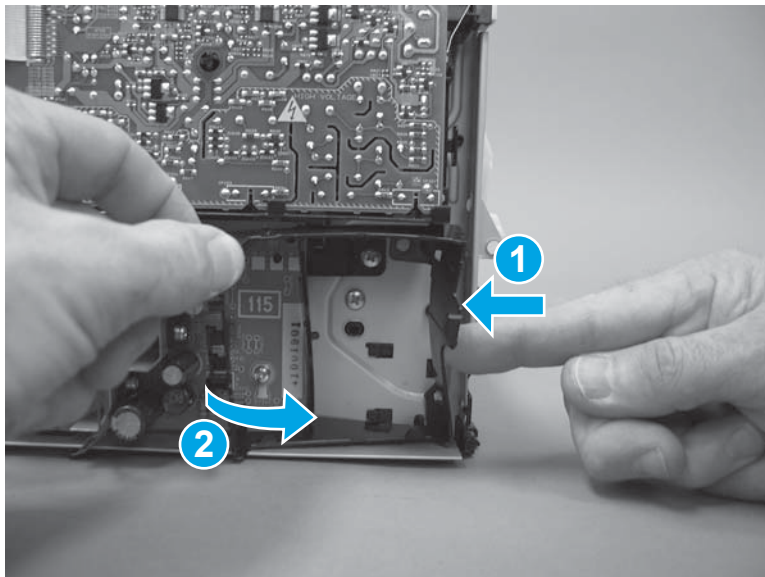
 **Reinstallation tip:** Use a flat-blade screwdriver to slightly flex the top of the holder down to make it easier to disengage this tab.

**Figure 1-1896** Release one tab



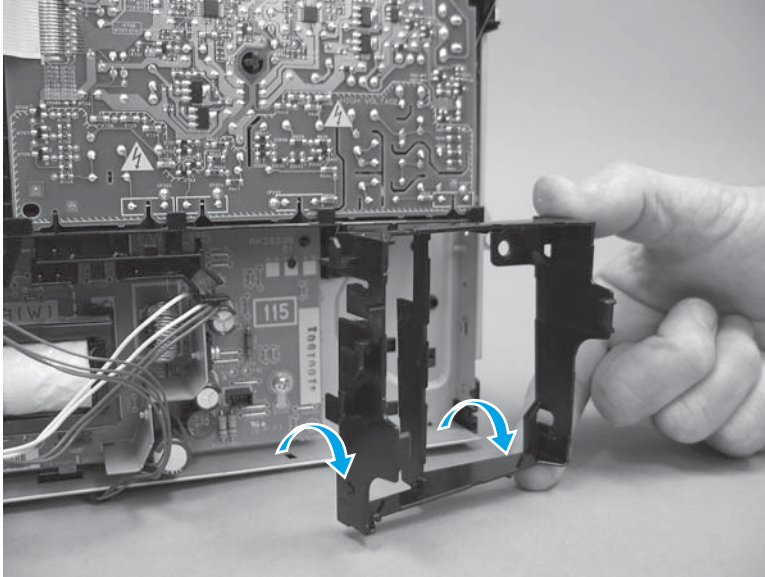
4. Slightly flex the right side of the holder to release one tab (callout 1), and then rotate the top of the holder away from the printer (callout 2).

**Figure 1-1897** Release one tab



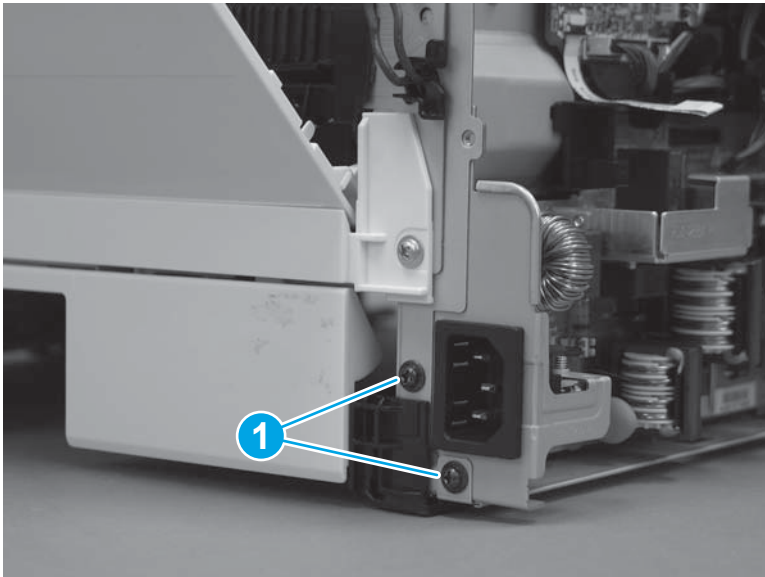
5. Lift the holder up to release two alignment tabs on the bottom of the holder, and then remove the holder.

**Figure 1-1898** Remove the holder



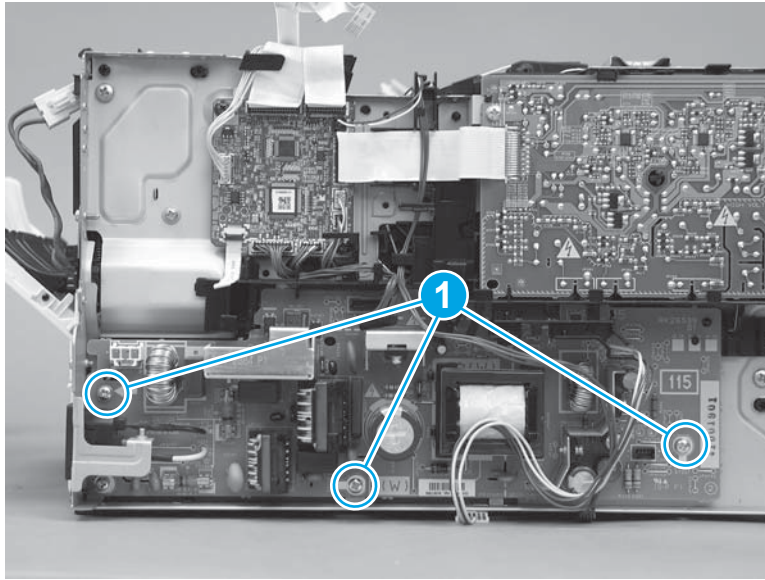
6. Remove two screws (callout 1).

**Figure 1-1899** Remove two screws



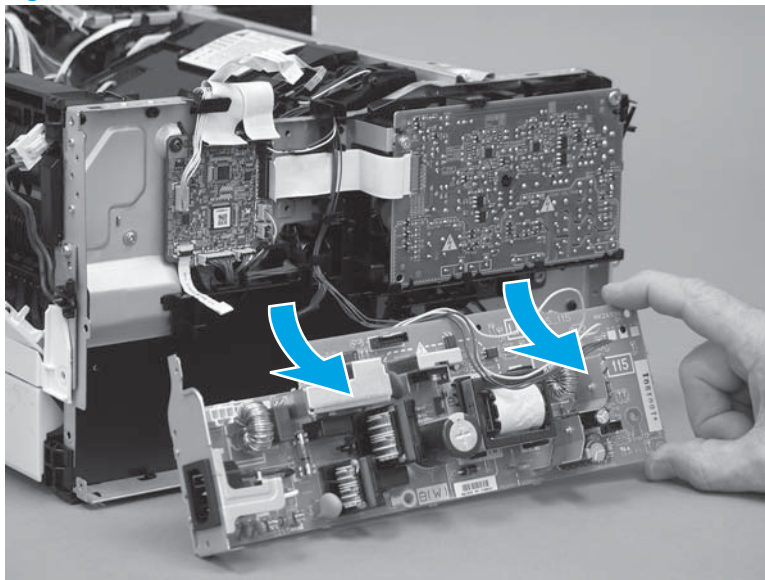
7. Remove three screws (callout 1).

**Figure 1-1900** Remove three screws



8. Rotate the bottom of the LVPS away from the printer, and then remove the LVPS.

**Figure 1-1901** Remove the LVPS



### Step 13: Unpack the replacement assembly

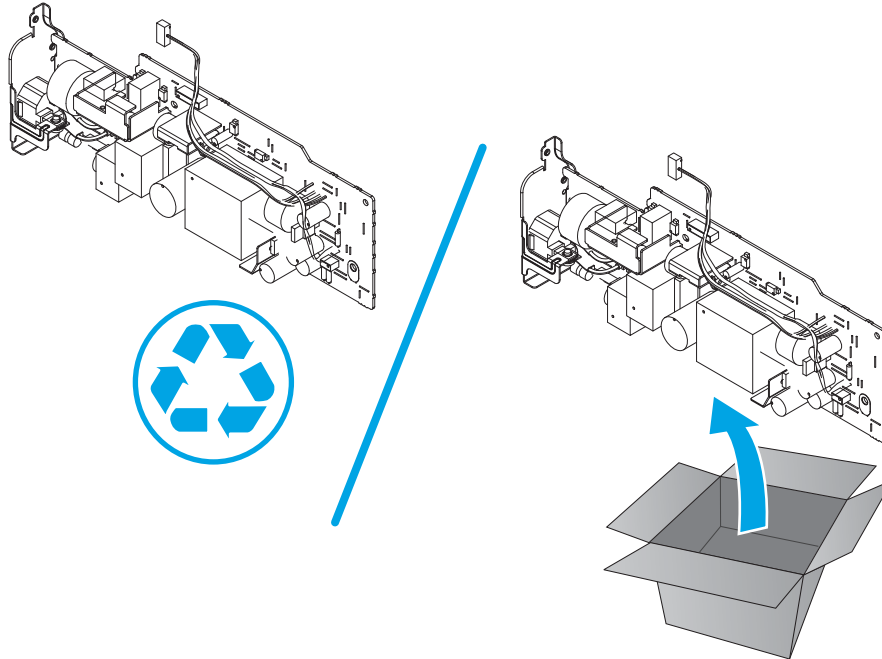
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.



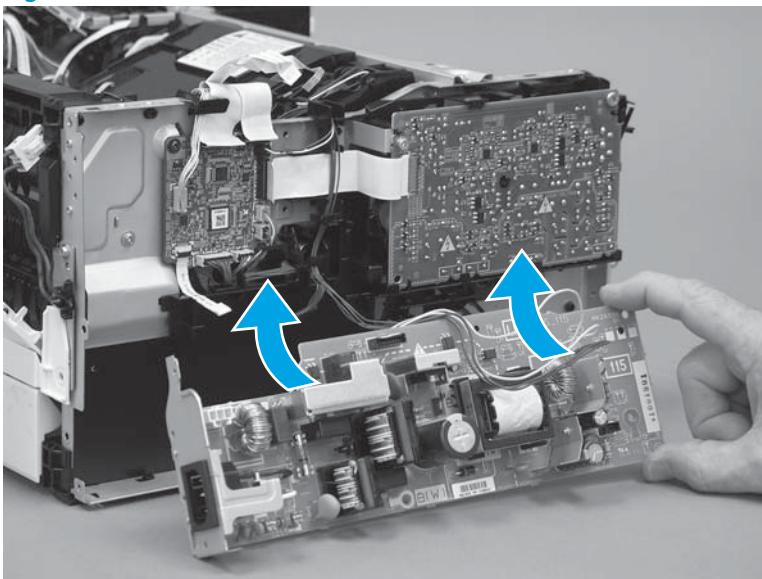
**Figure 1-1902** Recycle and unpack



**Step 14: Install the LVPS**

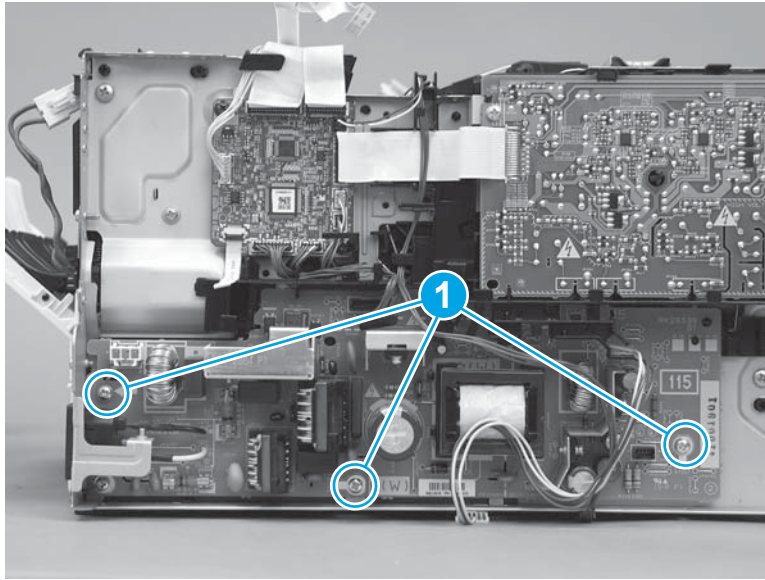
1. Position the top of LVPS in the printer, and then rotate the bottom toward the printer to install the LVPS.

**Figure 1-1903** Install the LVPS



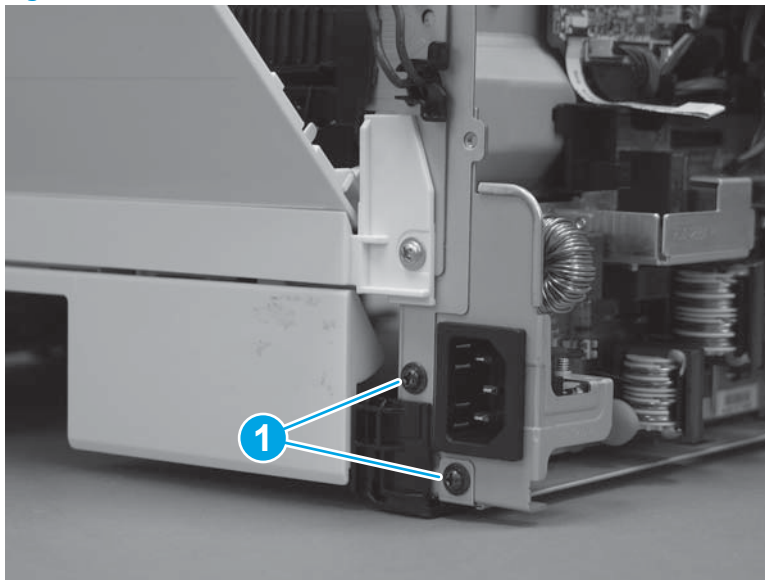
2. Install three screws (callout 1).

**Figure 1-1904** Install three screws



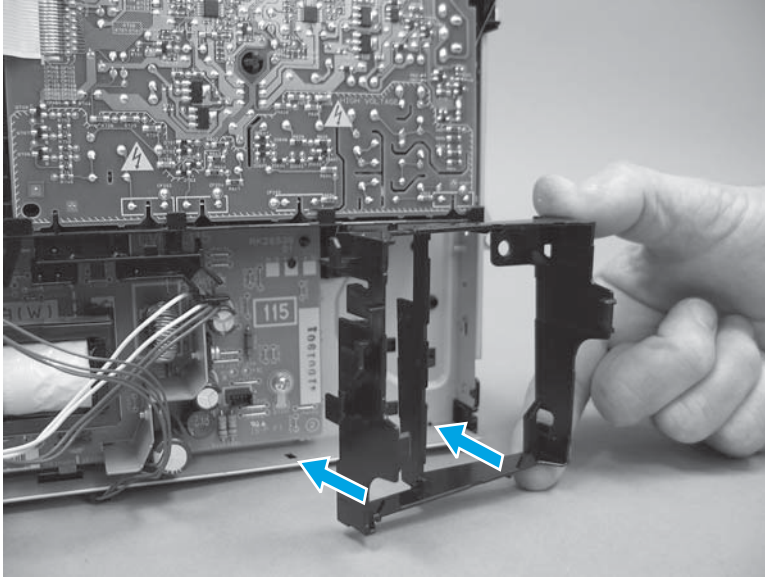
3. Install two screws (callout 1).

**Figure 1-1905** Install two screws



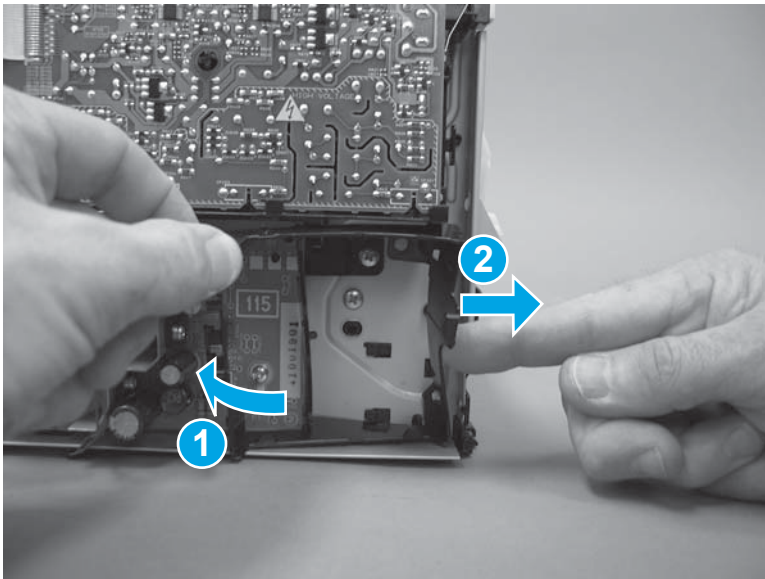
4. Position the bottom edge of the holder on the chassis—engage the two alignment tabs on the bottom of the holder with the slots in the chassis.

**Figure 1-1906** Install the holder




5. Rotate the top of the holder toward the printer (callout 1), and then engage one tab on the right side of the holder (callout 2).

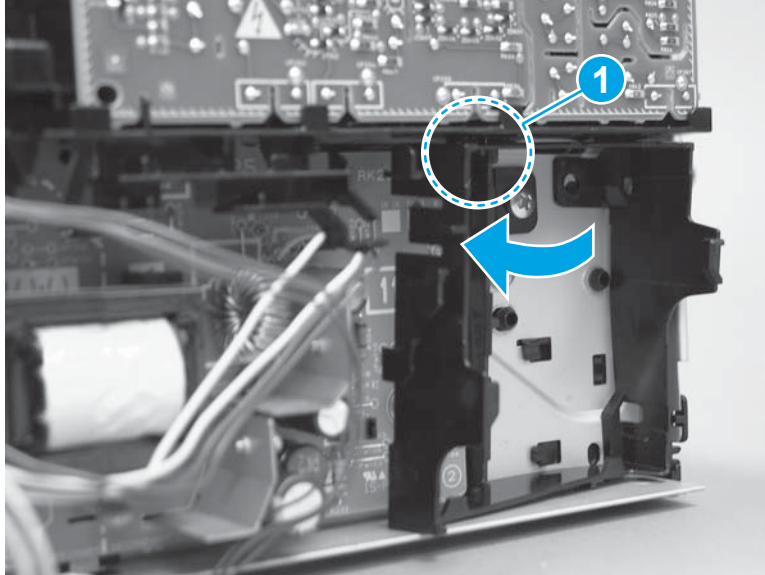
**Figure 1-1907** Engage one tab



6. Rotate the top-left side corner of the holder toward the printer, and then engage one tab on the holder (callout 1).

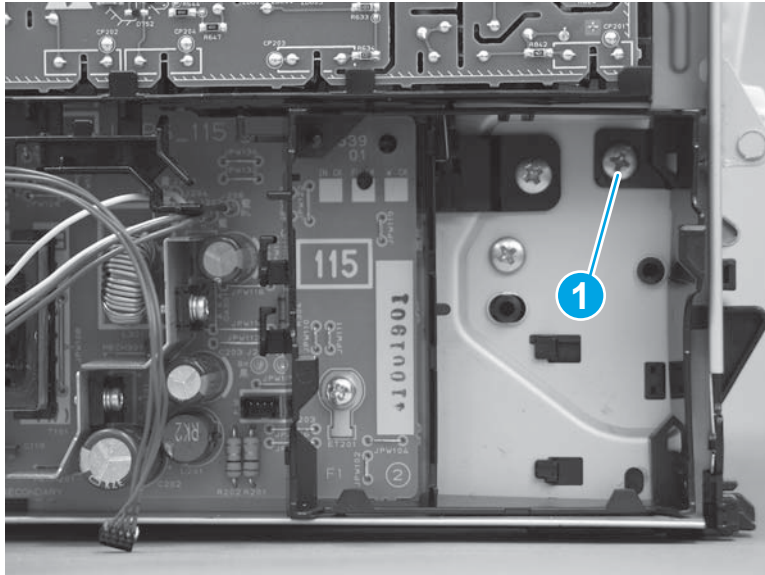
 **Reinstallation tip:** Use a flat-blade screwdriver to slightly flex the top of the holder down to make it easier to engage this tab.

**Figure 1-1908** Engage one tab



7. Install one screw (callout 1).

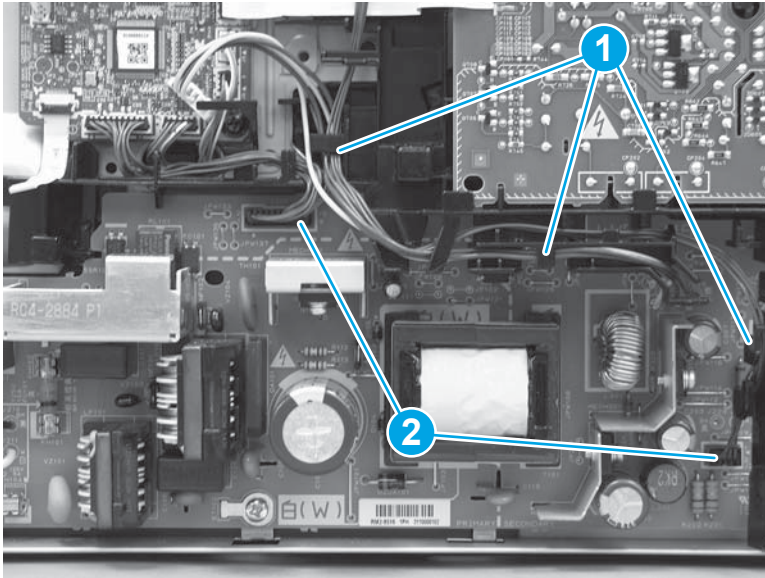
**Figure 1-1909** Install one screw





8. Install the wire harnesses in the guides (callout 1), and then connect two connectors (callout 2).

**Figure 1-1910** Connect two connectors



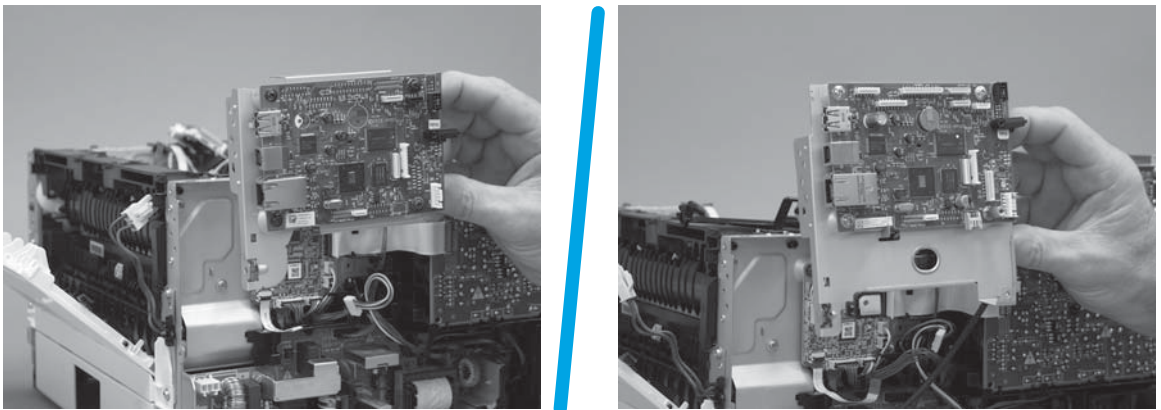
#### Step 15: Install the sheet-metal formatter bracket and formatter PCA



**NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

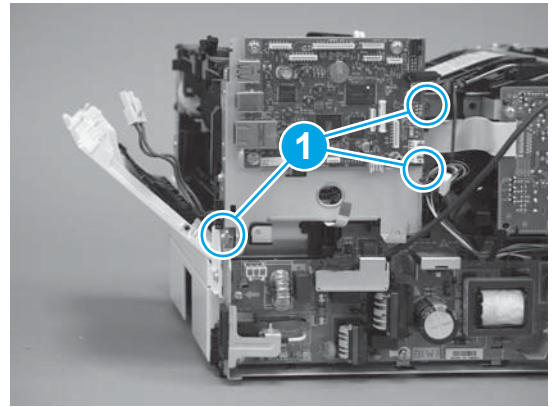
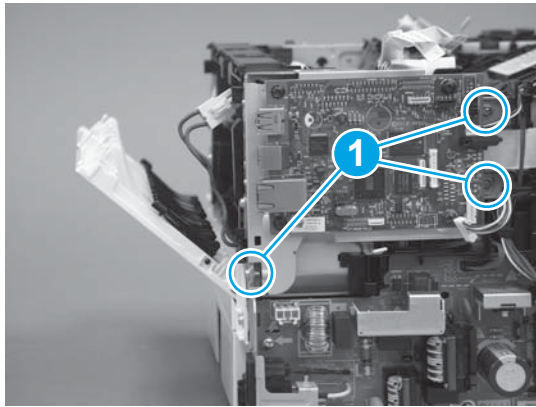
1. Position the sheet-metal bracket and formatter PCA on the printer.

**Figure 1-1911** Install the bracket



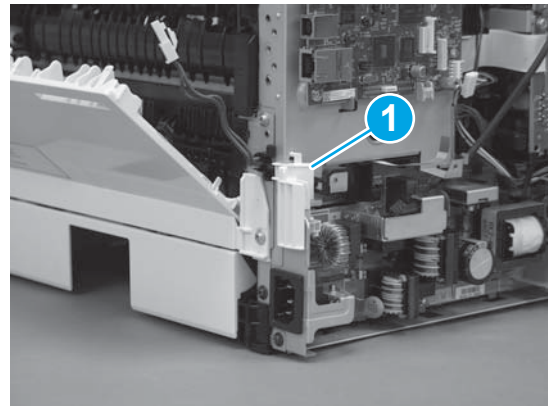
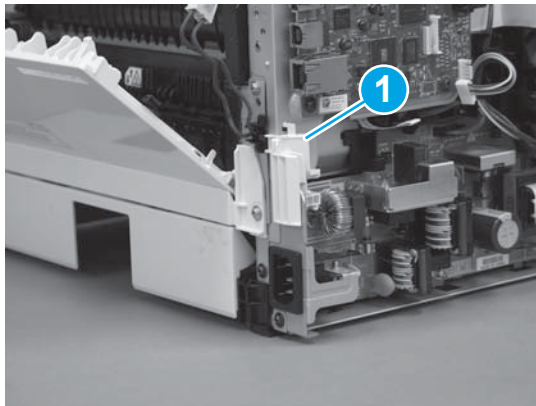
2. Install three screws (callout 1).

**Figure 1-1912** Install three screws



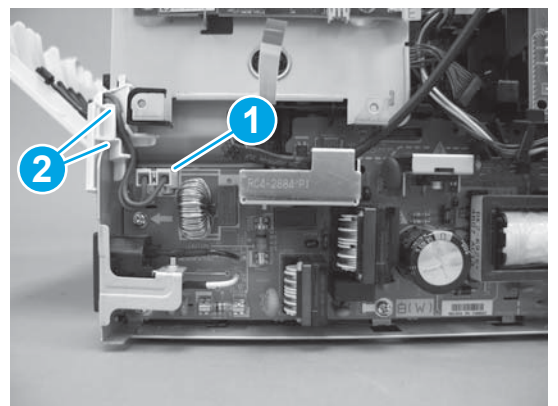
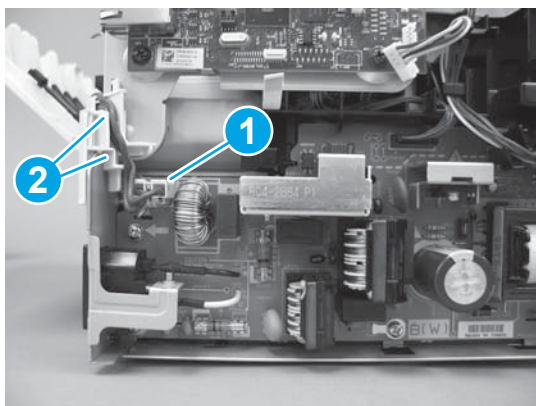
3. Install the guide (callout 1).

**Figure 1-1913** Install the guide



4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

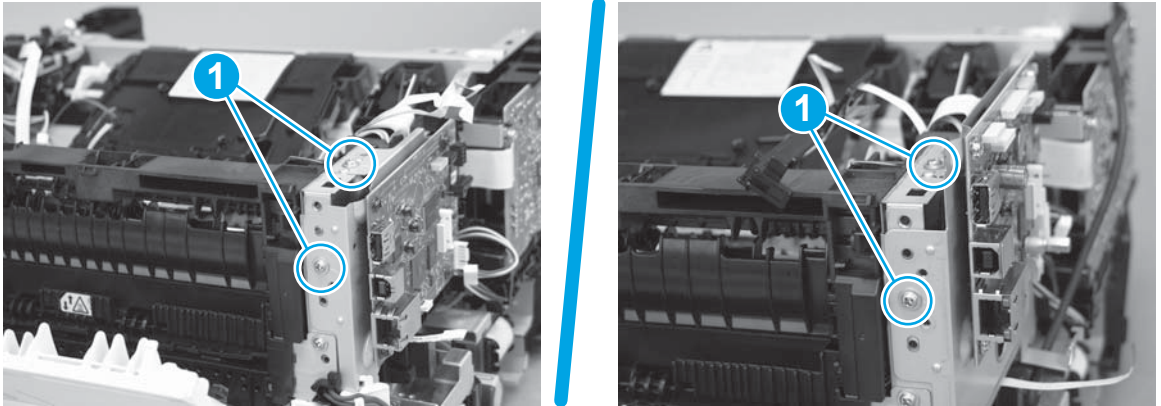
**Figure 1-1914** Connect one connector





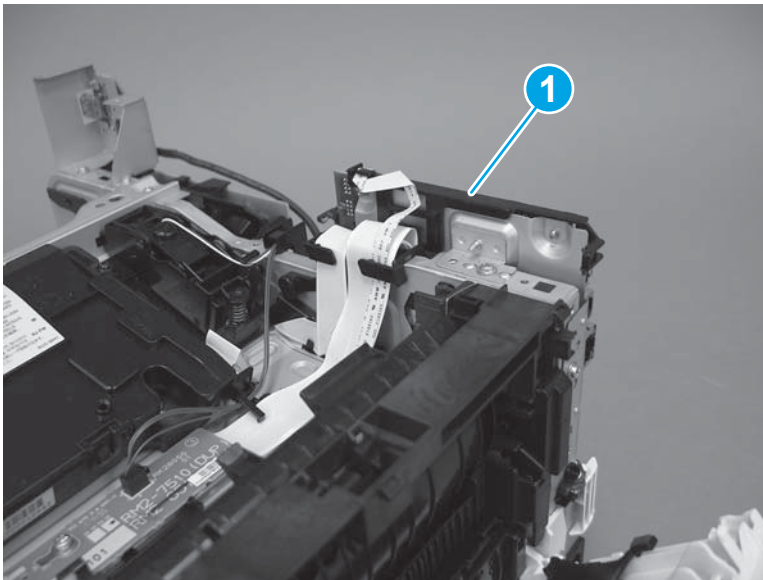
5. Install two screws (callout 1).

**Figure 1-1915** Install two screws



6. **M427/M426 only:** Install the guide (callout 1).

**Figure 1-1916** Install the guide

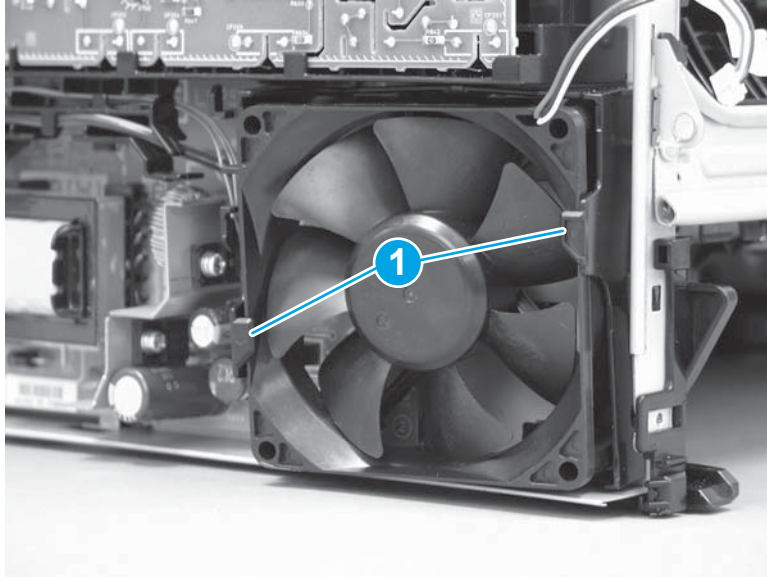


### Step 16: Install the fan (FM1)

1. Position the fan in the holder. Make sure that the two tabs (callout 1) snap into place on the fan.

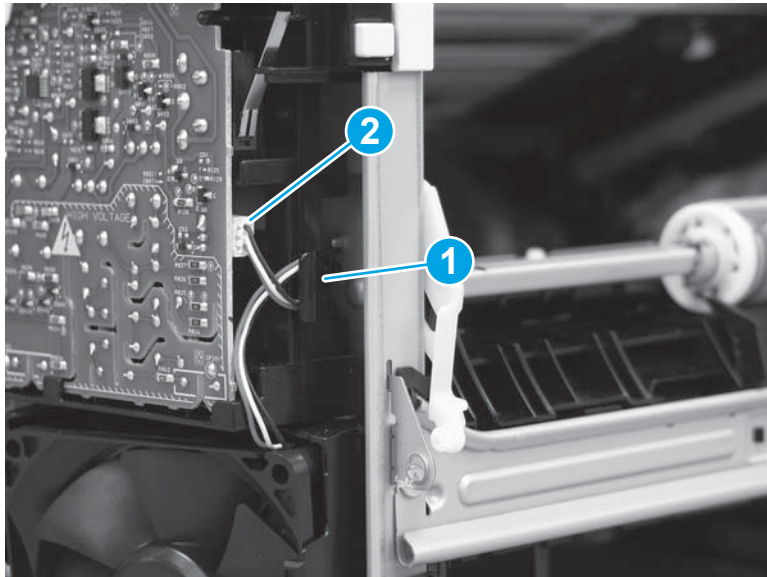
**CAUTION:** The fan must be correctly installed so that air is drawn into the printer. Make sure that the two arrows embossed on the right-side of the fan body—which indicate air flow direction—face upward and into the printer.

**Figure 1-1917** Install the fan




2. Install the wire harness on the retainer (callout 2), and then connect one connector (callout 2).

**Figure 1-1918** Connect one connector

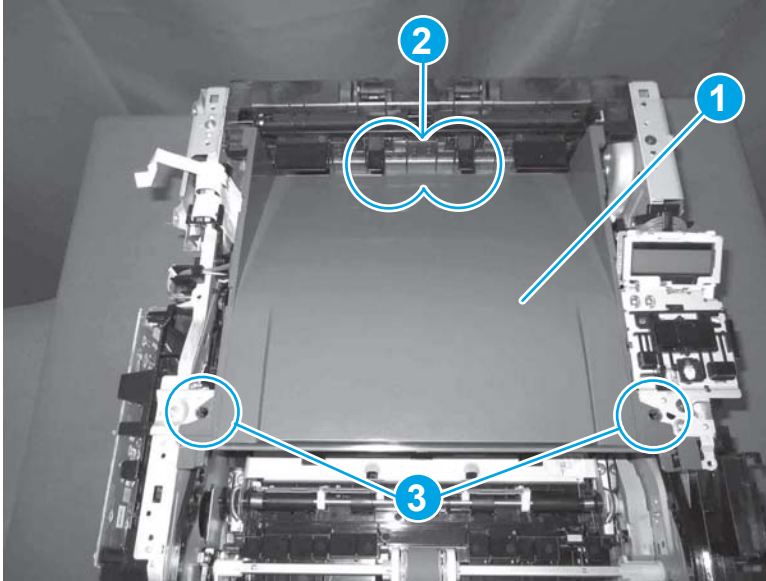


### Step 17: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1919** Engage two tabs

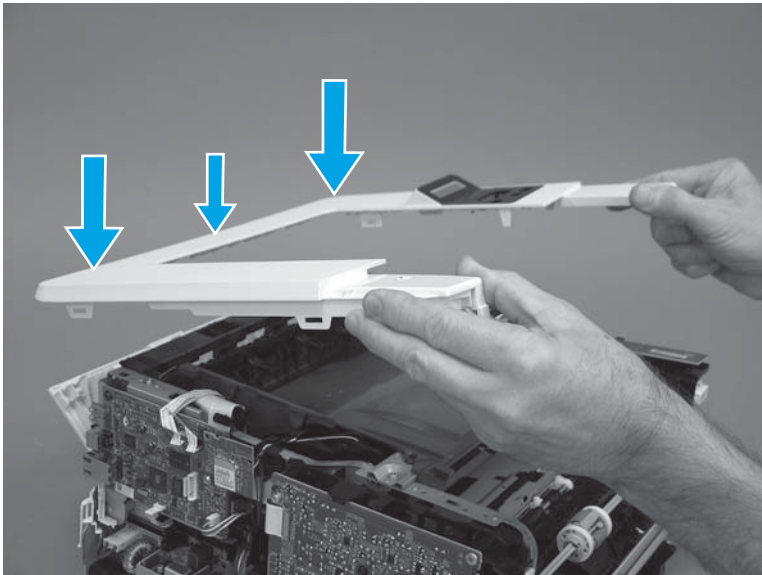


**Step 18: Install the top cover (M403/M402)**

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 19: Install the top cover \(M427/M426\) on page 1014](#).

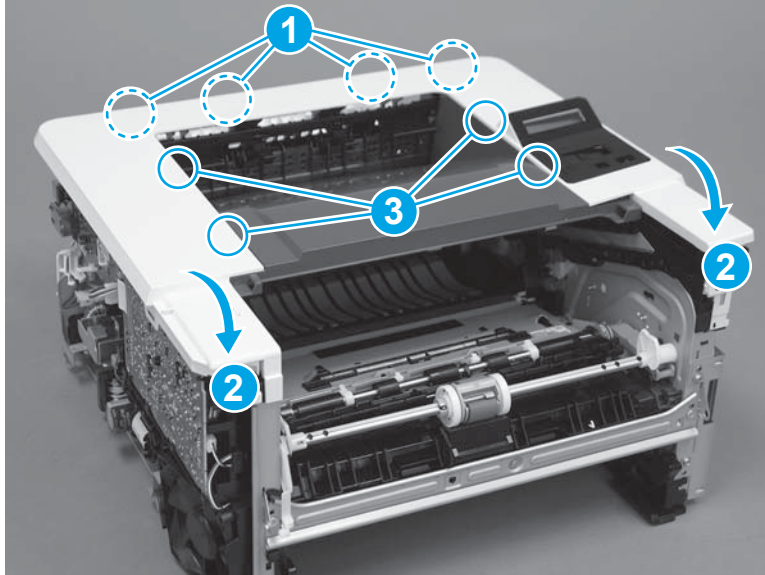
1. Position the rear edge of the cover on the printer.

**Figure 1-1920** Install the cover



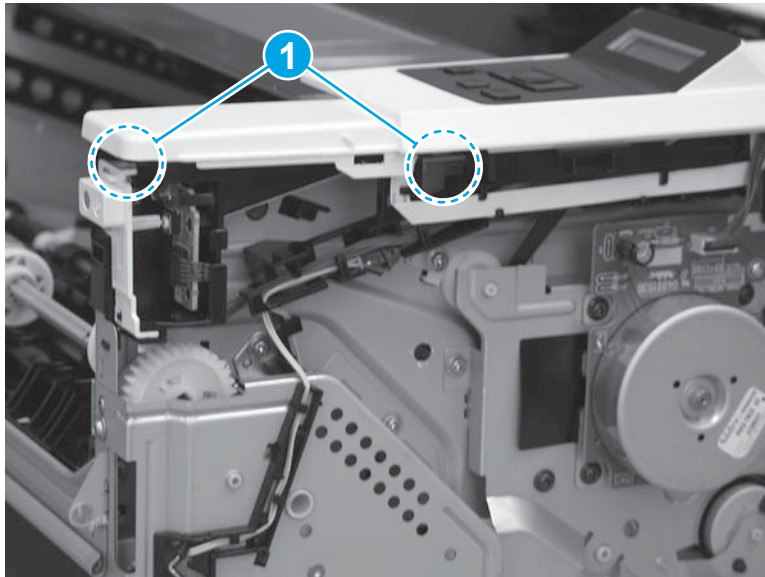
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-1921** Engage four bosses and tabs



- At the right side of the printer, engage the one boss and one tab (callout 1).

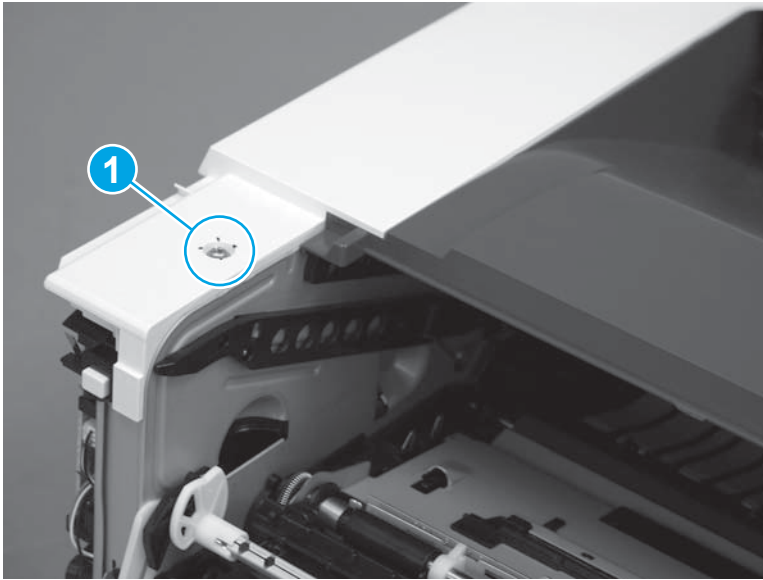
**Figure 1-1922** Engage one boss and one tab






4. Install one screw (callout 1).

**Figure 1-1923** Install one screw

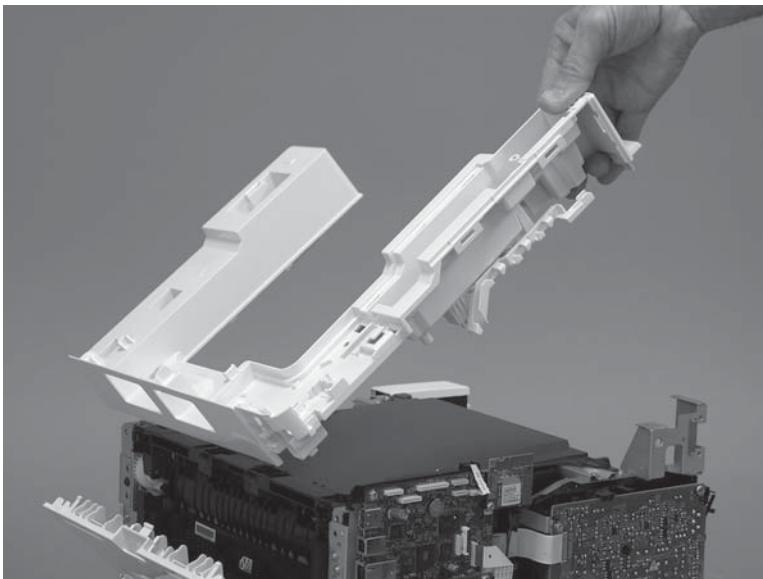


#### Step 19: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 23: Install the right cover on page 1025](#).

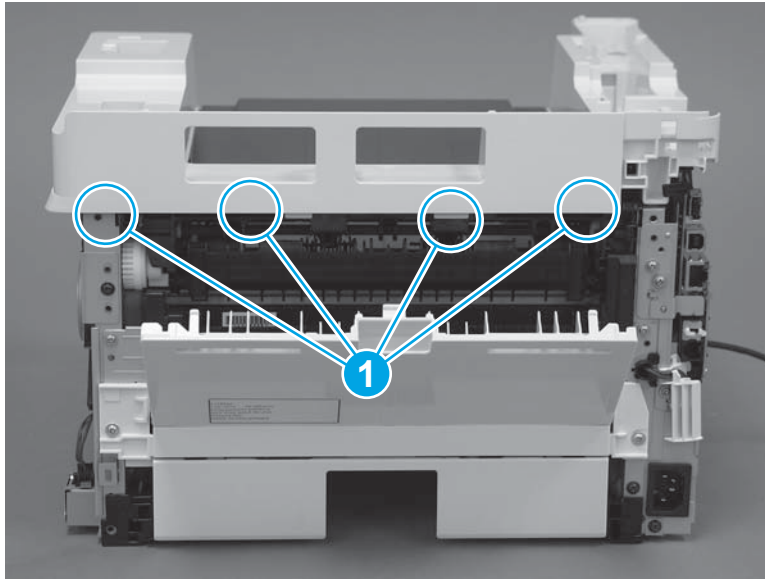
1. Position the rear edge of the top cover on the printer.

**Figure 1-1924** Install the cover



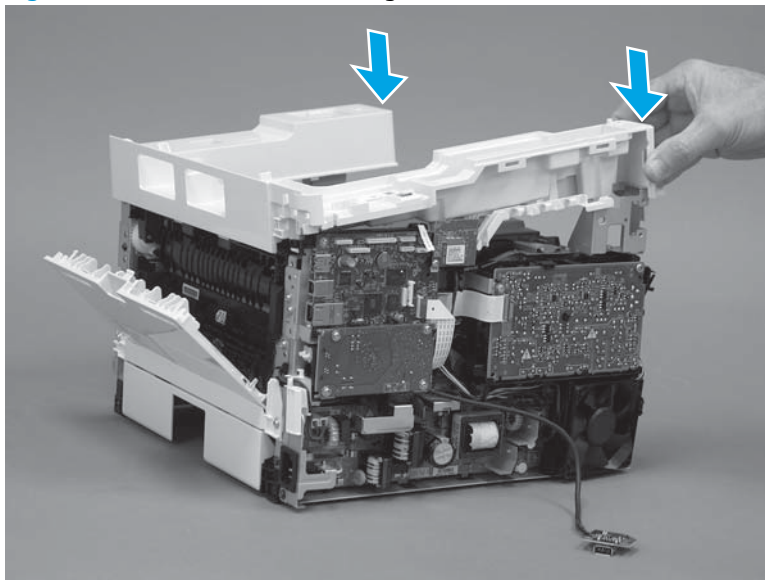
2. Engage four bosses (callout 1).

**Figure 1-1925** Engage four bosses



3. Rotate the front edge of the cover down.

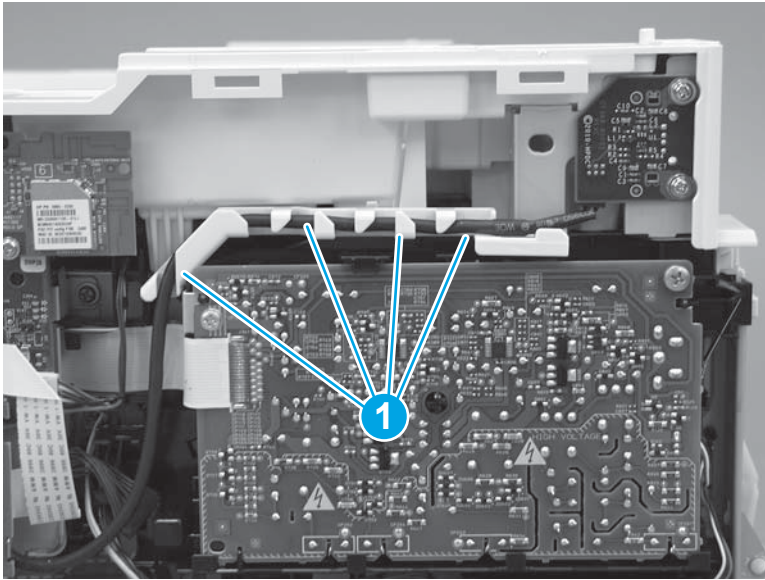
**Figure 1-1926** Rotate the front edge of the cover down





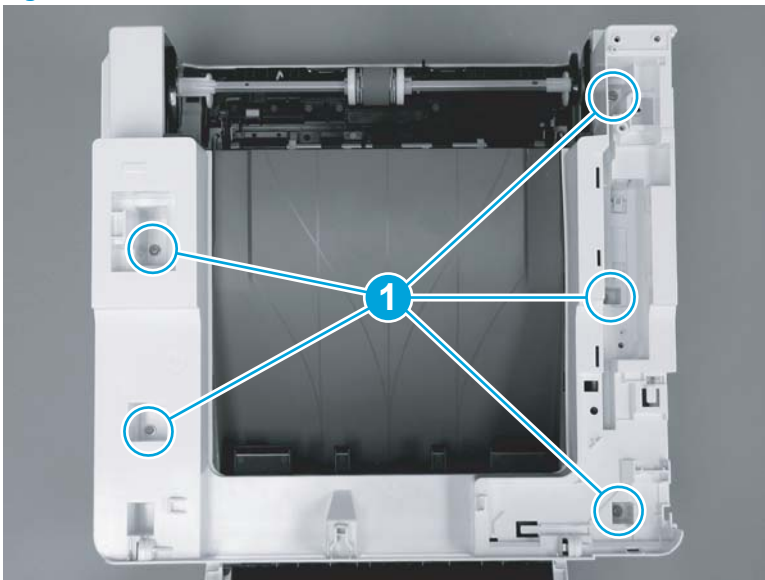
4. Install the USB cable (callout 1) in the guide.

**Figure 1-1927** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-1928** Install five screws

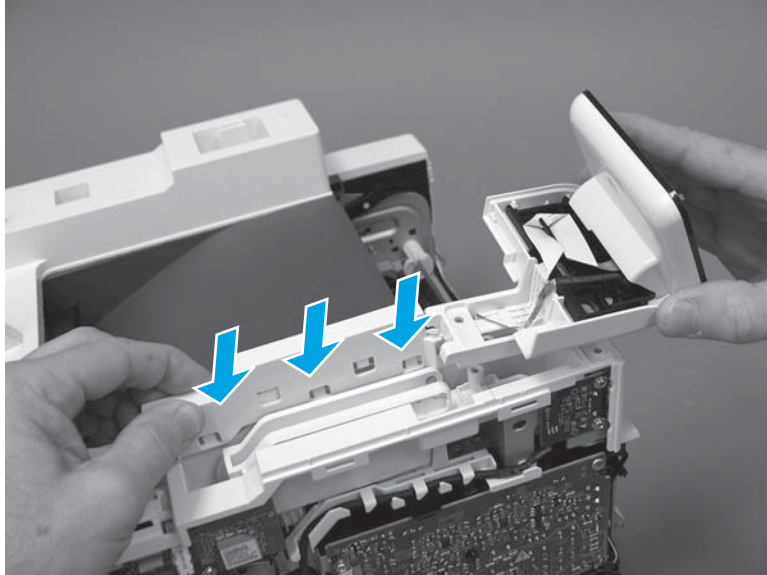


### Step 20: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 23: Install the right cover on page 1025](#).

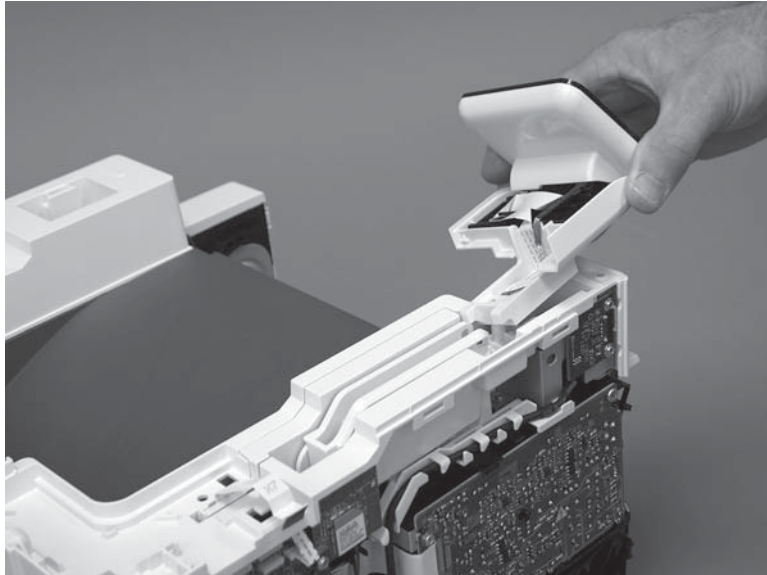
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-1929** Install the control-panel FFC cover



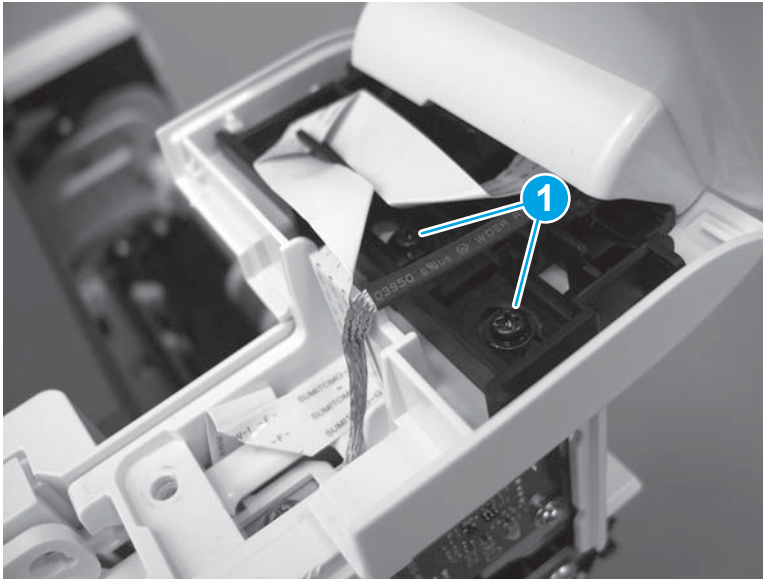
2. Install the control-panel assembly on the top cover.

**Figure 1-1930** Install the control-panel assembly



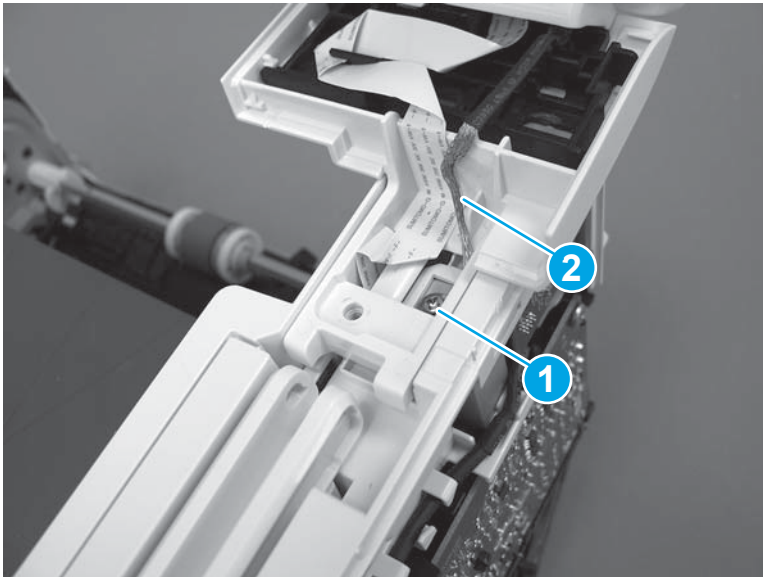
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-1931** Install two screws



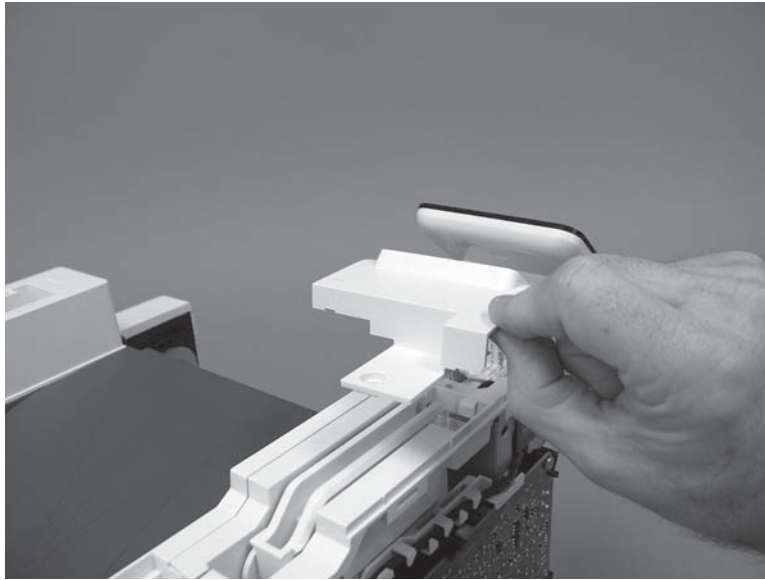
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-1932** Remove one screw



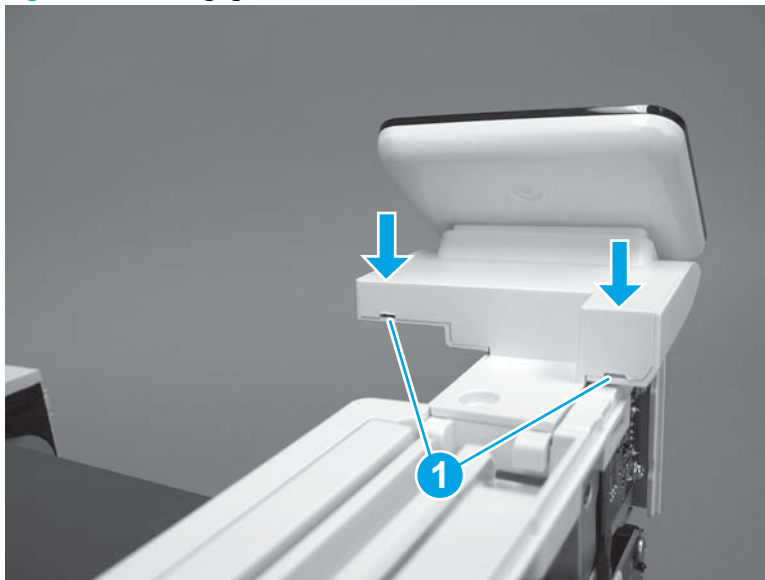
5. Install the control-panel cable cover.

**Figure 1-1933** Install the cover



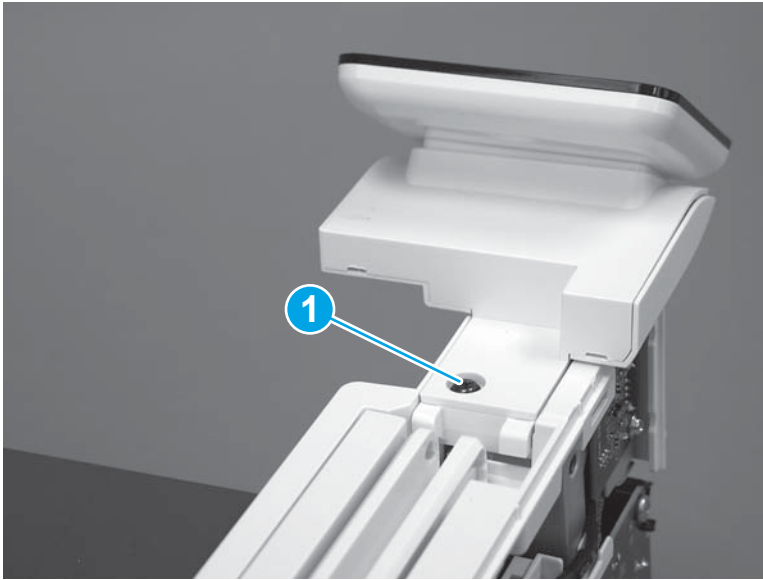
6. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-1934** Engage two tabs



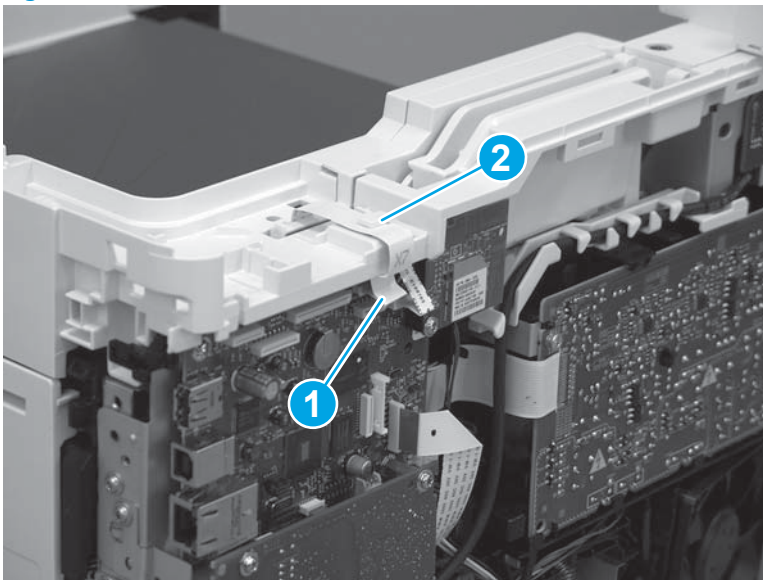
7. Install one screw (callout 1).

**Figure 1-1935** Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-1936** Connect one connector




### Step 21: Install the integrated scanner assembly (M427/M246)

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 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 23: Install the right cover on page 1025](#).

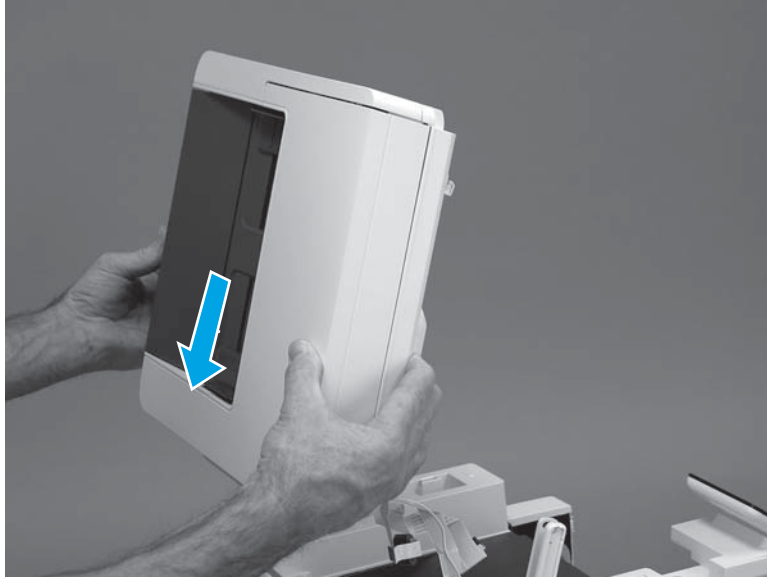
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 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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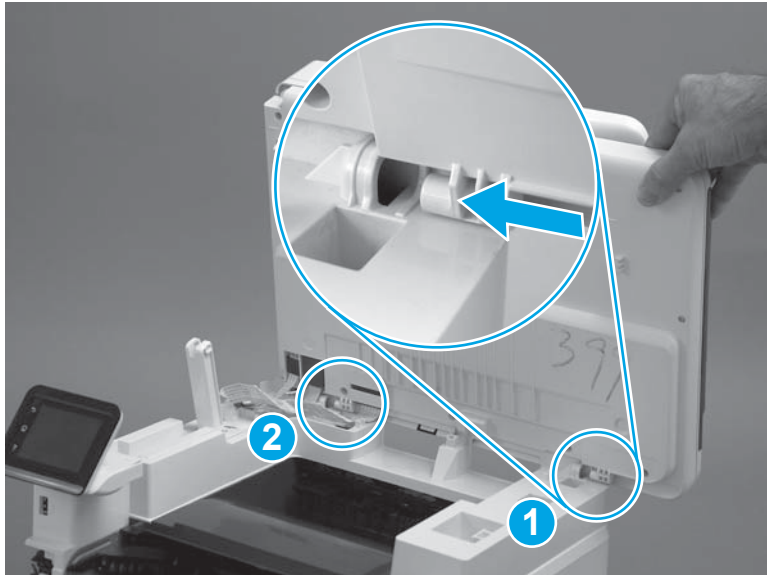
1. Position the ISA on the printer.

**Figure 1-1937** Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

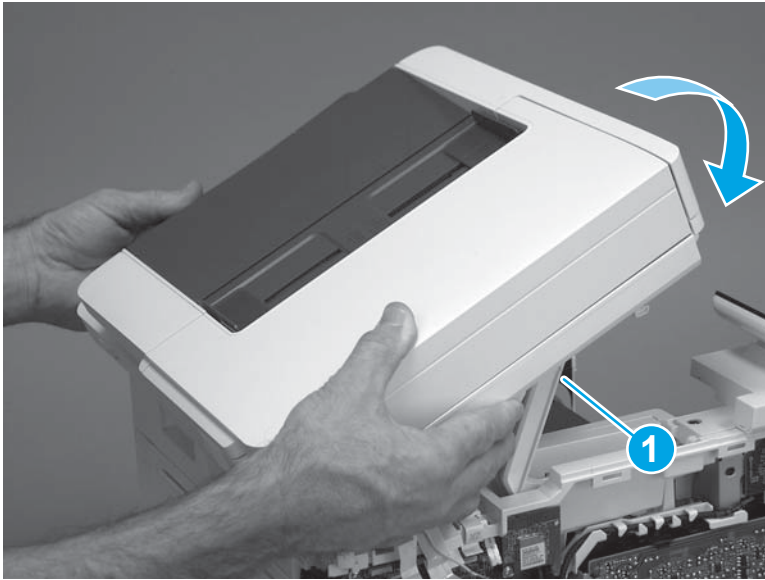
**Figure 1-1938** Engage the hinge pins with the holders





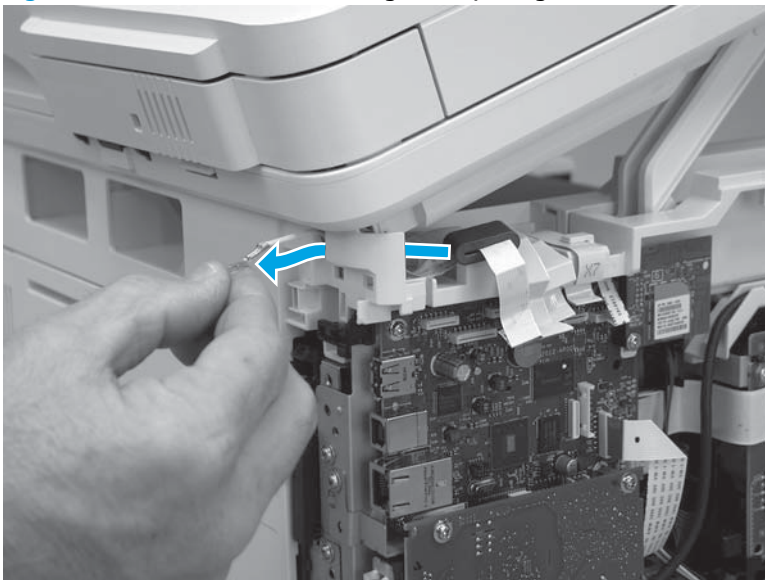
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-1939** Rotate the ISA towards the front of the printer



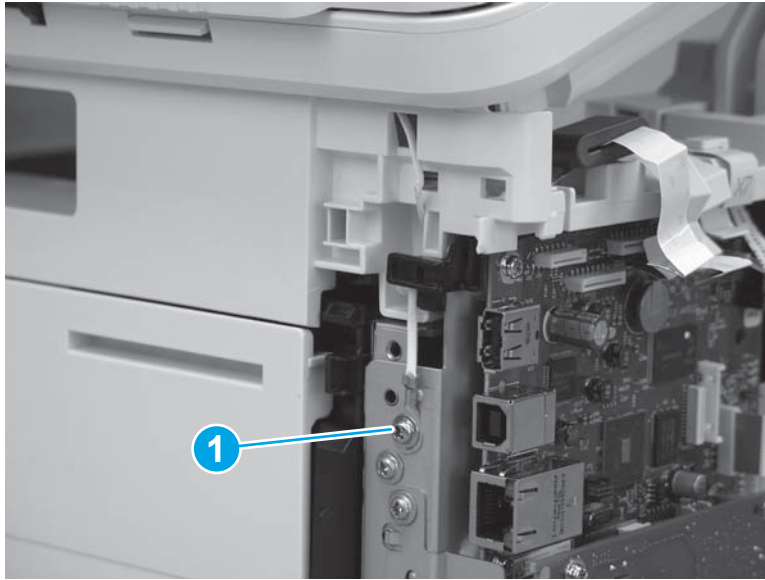
4. Pass the ground wire through the opening in the top cover.

**Figure 1-1940** Pass the wire through the opening




5. Install one screw (callout 1).

**Figure 1-1941** Install one screw



6. Install the ISA lift assembly slider pin.

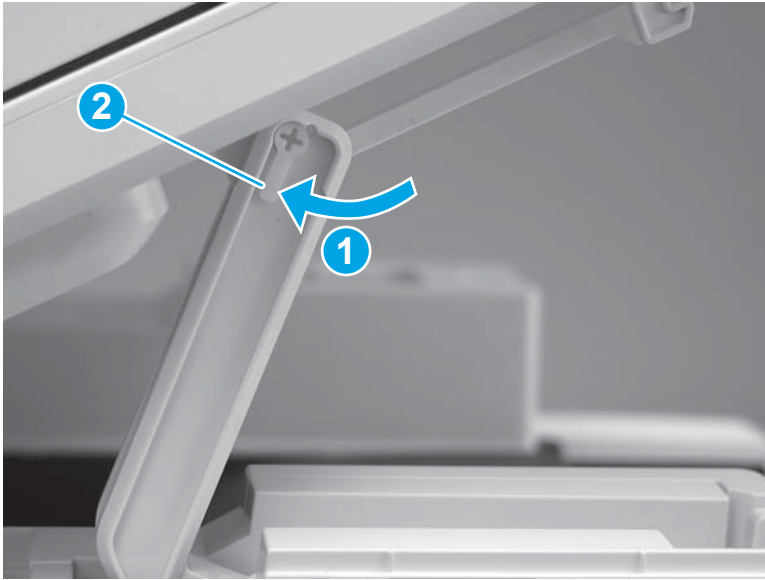
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-1942** Install the slider pin



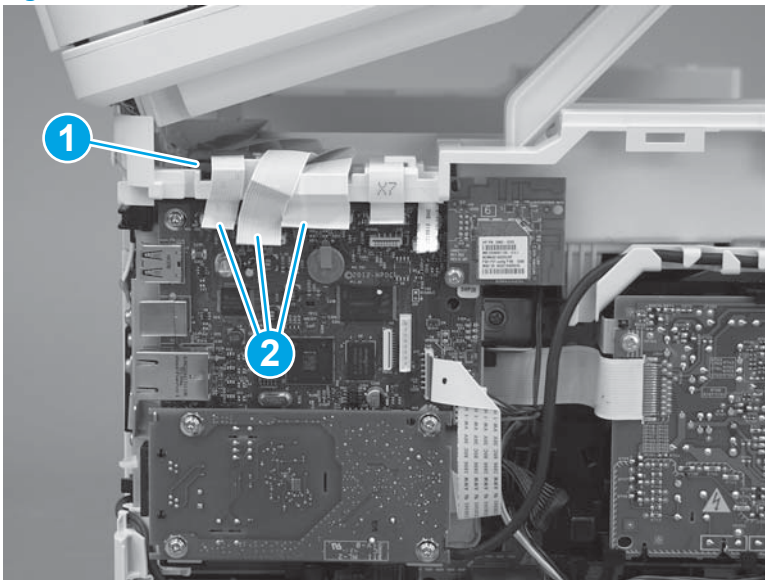
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-1943** Secure the slider pin



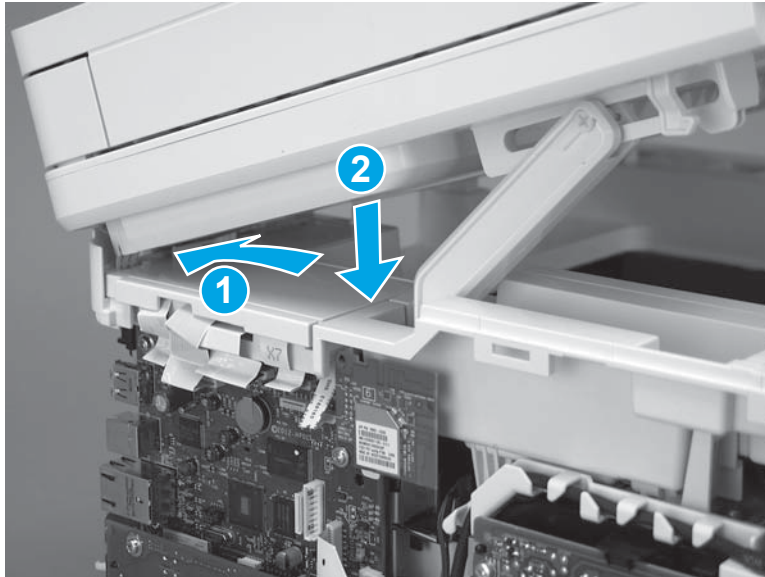
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-1944** Connect three FFCs



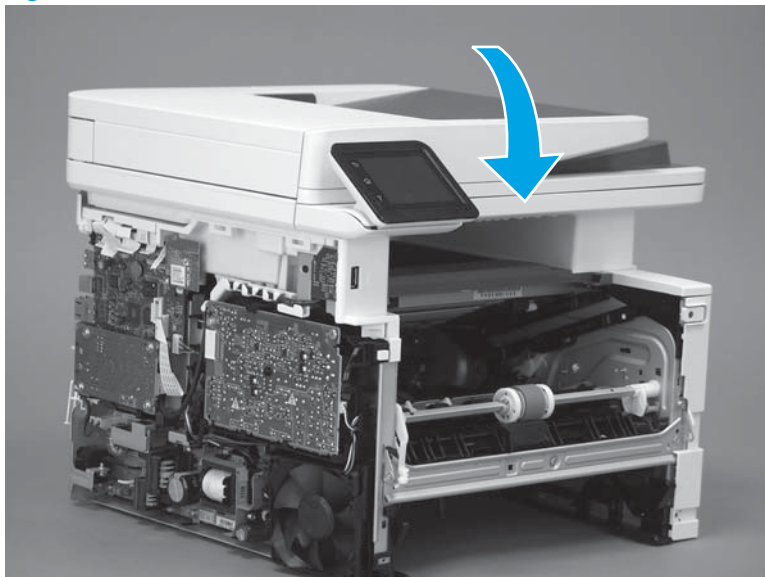
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-1945** Install the ISA FFC cover



10. Lower the ISA.

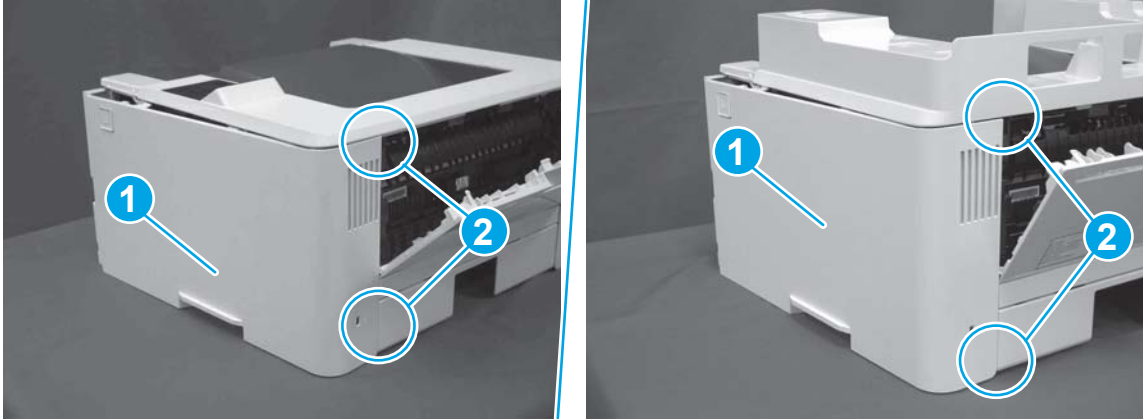
**Figure 1-1946** Lower the ISA



### Step 23: Install the right cover

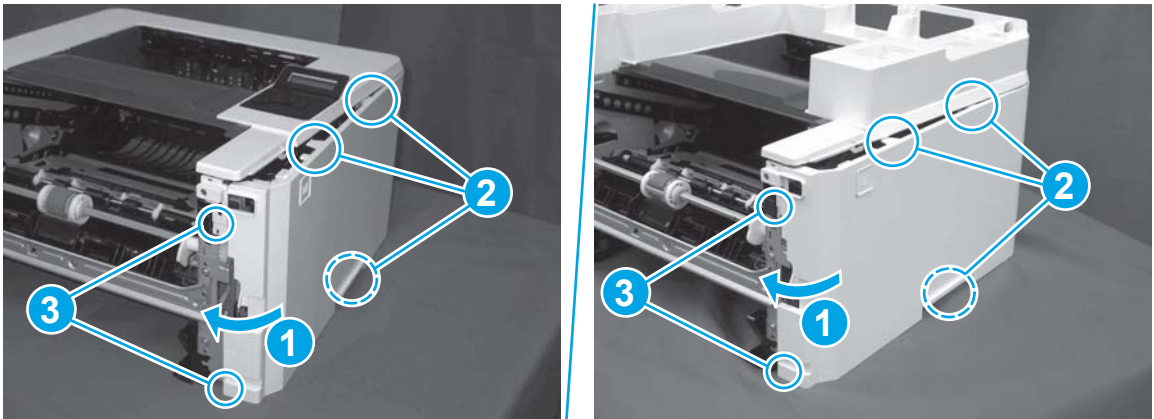
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-1947** Install the cover




2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

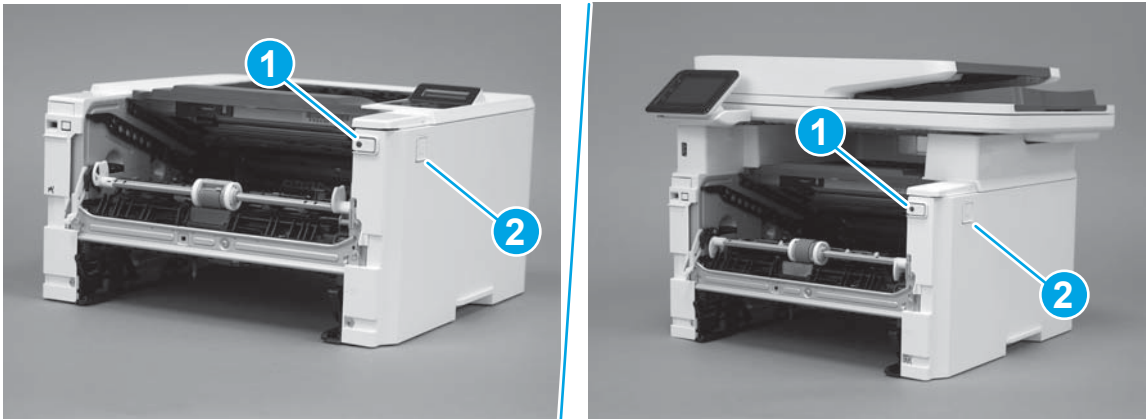
**Figure 1-1948** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-1949** Check the power switch and cartridge door assembly button





4. Install one screw (callout 1).

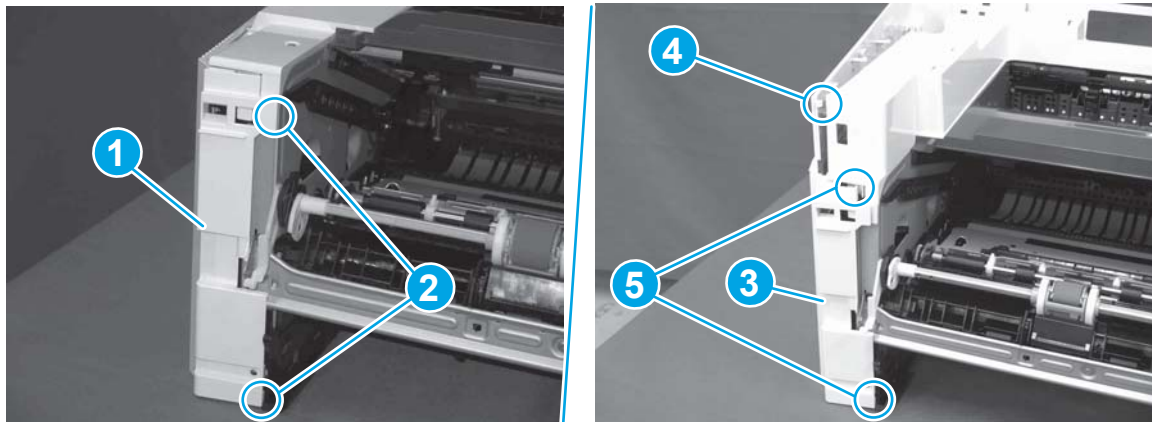
**Figure 1-1950** Install one screw



#### Step 24: Install the left cover

1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

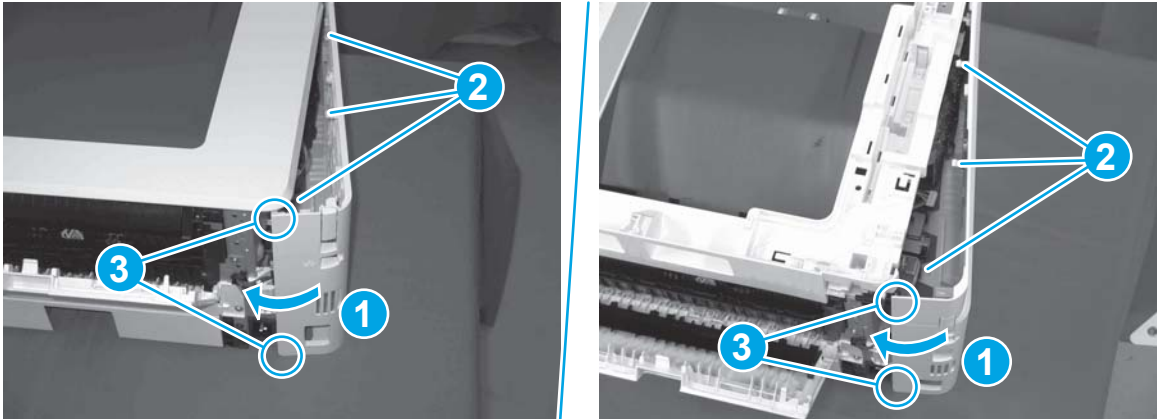
**Figure 1-1951** Install the cover





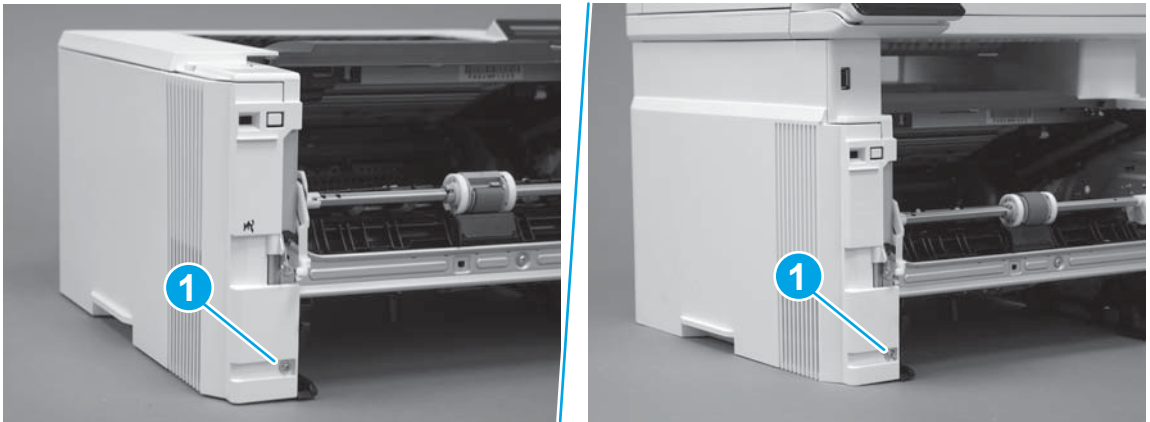
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-1952** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-1953** Install one screw

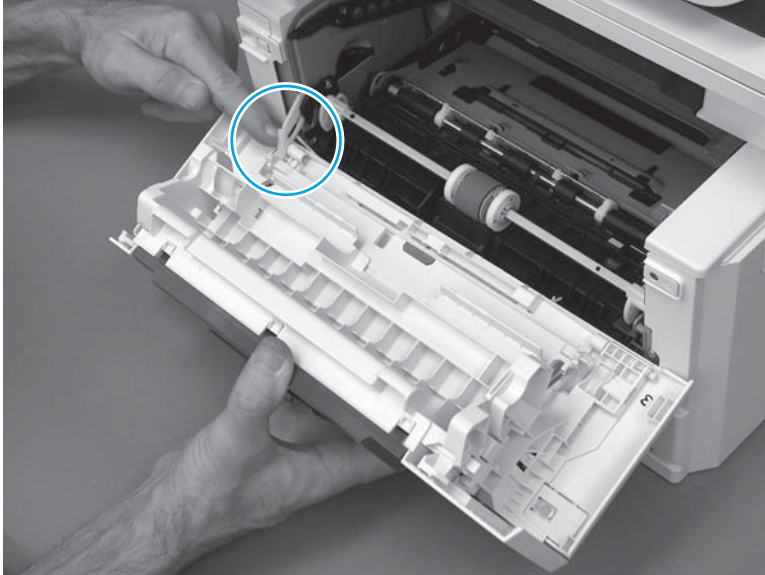


### Step 25: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

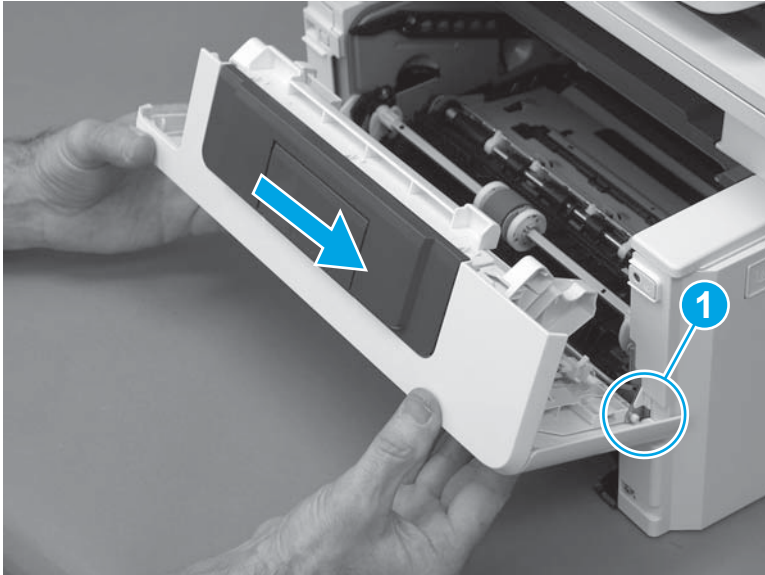
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-1954** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

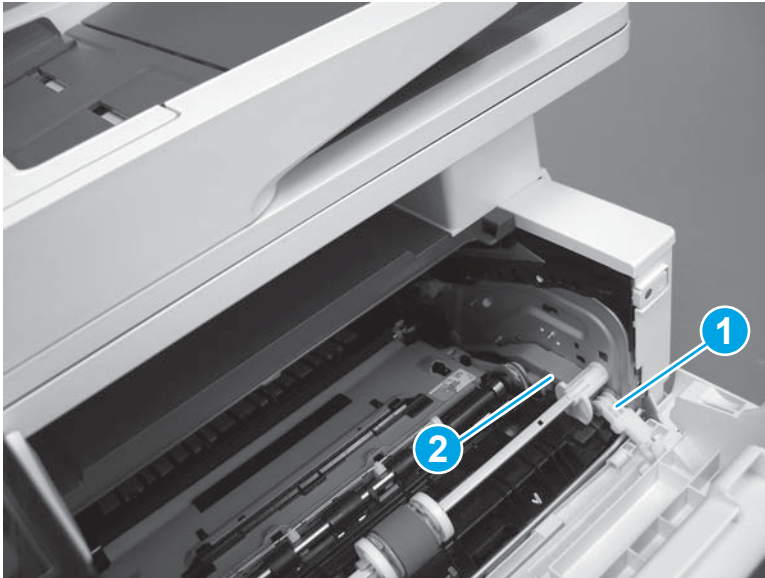
**Figure 1-1955** Install the door



3. Install the link (callout 1).

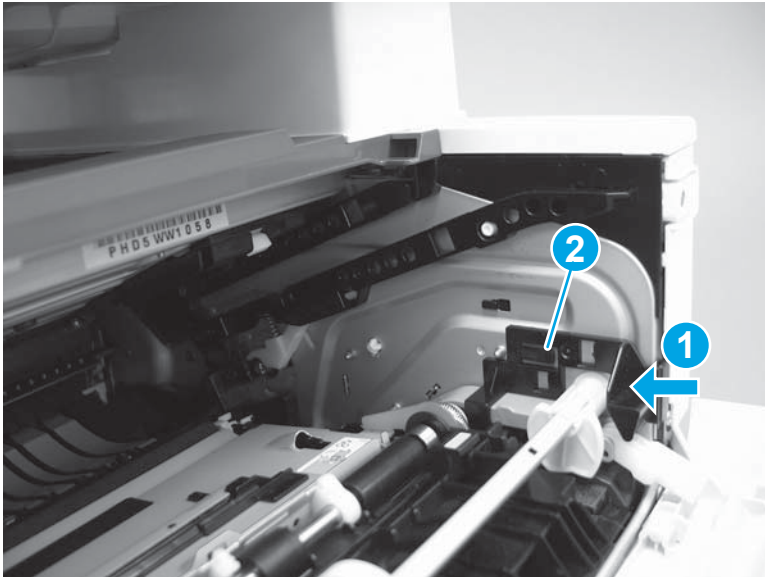
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-1956** Install the pressure-release link



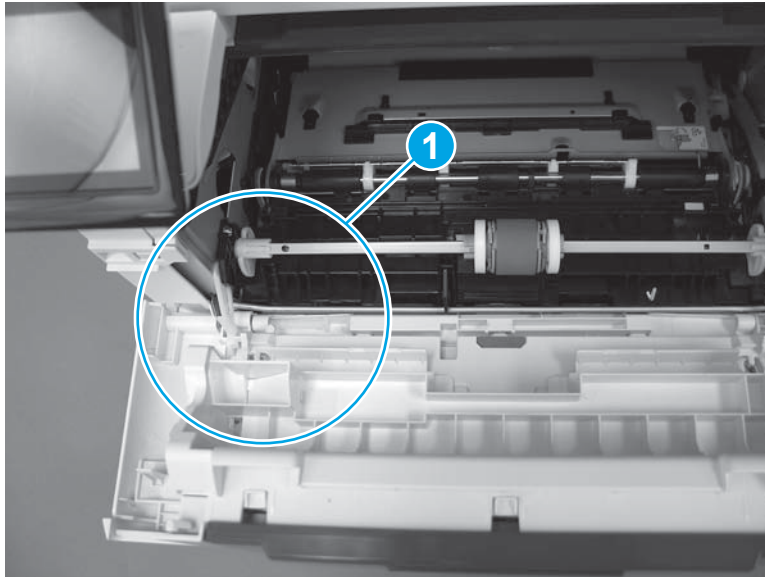
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-1957** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

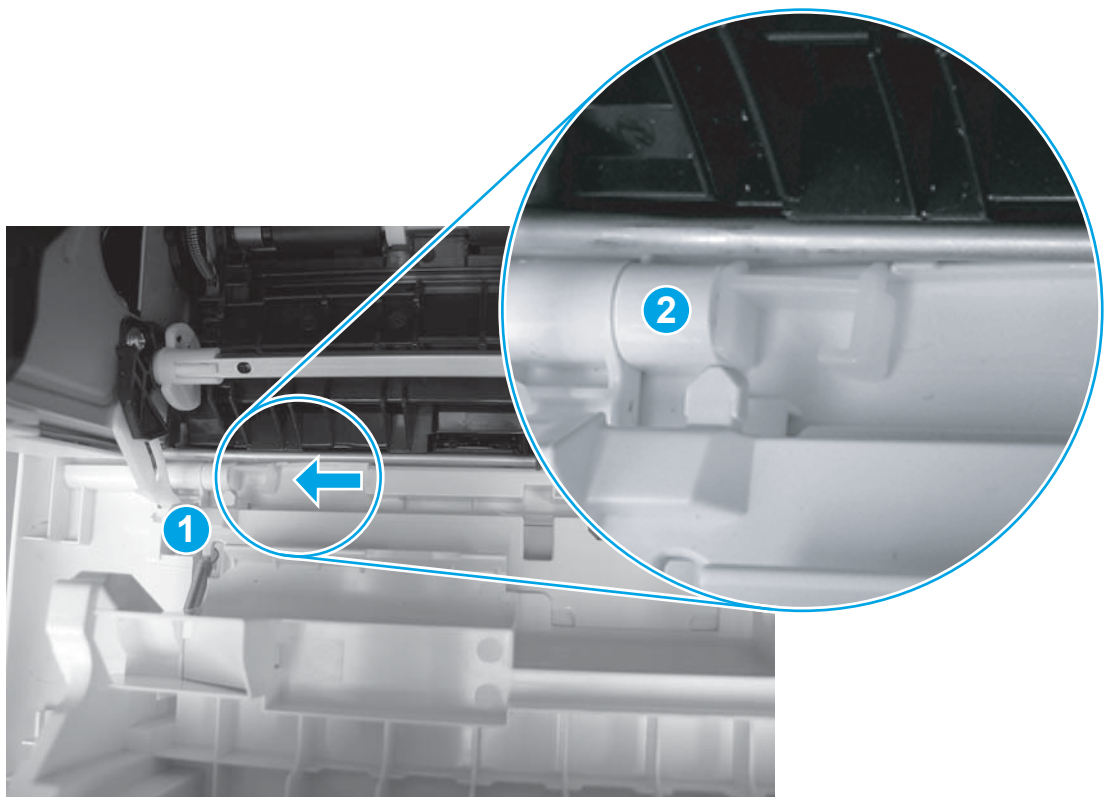
**Figure 1-1958** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-1959** Install the support shaft



## Step 26: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-1960** Install the tray



## Removal and replacement: NFC cover (M427/M426)



**NOTE:** M427/M426 models only.

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 6: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 5: Remove the control panel \(M427/M426\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the NFC cover \(M427/M426\)](#)
- [Step 9: Unpack the replacement assembly](#)
- [Step 10: Install the NFC cover \(M427/M426\)](#)
- [Step 11: Install the top cover \(M427/M426\)](#)
- [Step 12: install the control panel \(M427/M426\)](#)
- [Step 12: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 13: Install the right cover](#)
- [Step 14: Install the left cover](#)
- [Step 15: Remove the cartridge door assembly](#)
- [Step 16: Install Tray 2](#)

### Introduction

This document provides the procedures to remove and replace the near field communication (NFC) cover.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.



**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

NFC cover part number	
RC4-2961-000CN	NFC 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

Make sure that the printer initializes to a **Ready** state.

Use a NFC enabled device to print a job from the printer.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-1961** Remove the tray



### Step 2: Remove the cartridge door assembly

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 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

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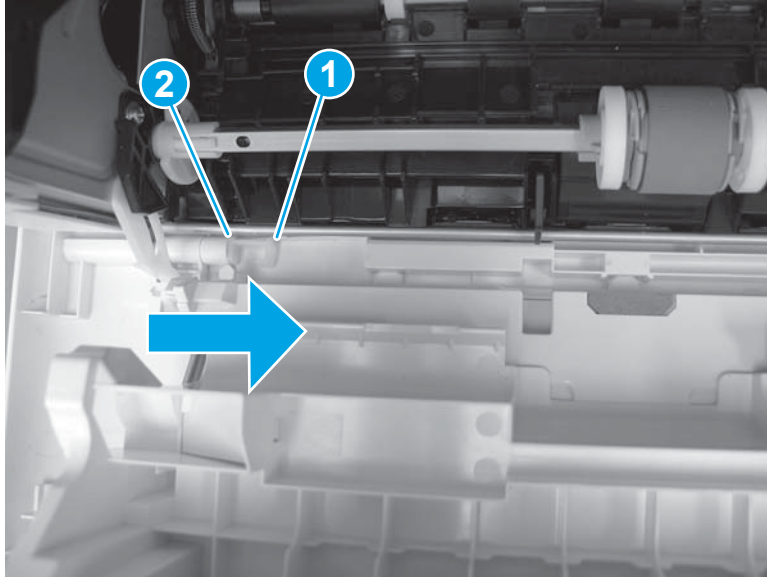
1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

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 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

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**Figure 1-1962** Release the support shaft



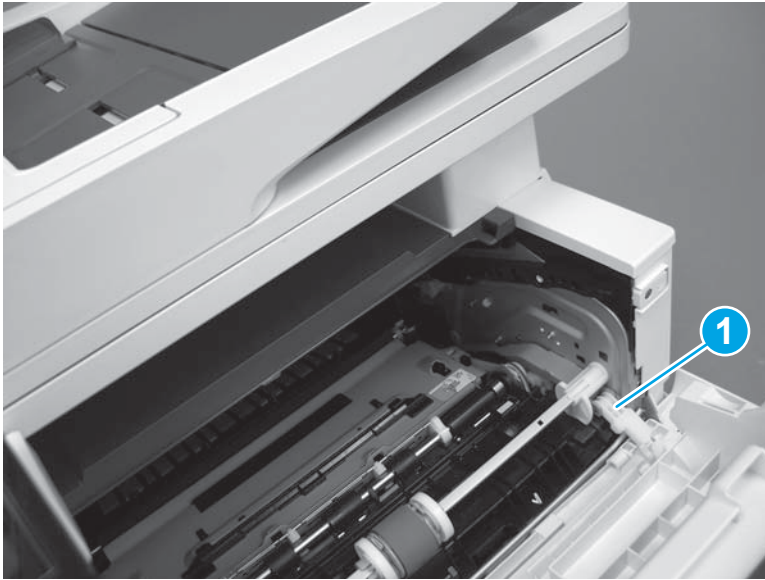
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-1963** Remove the guide



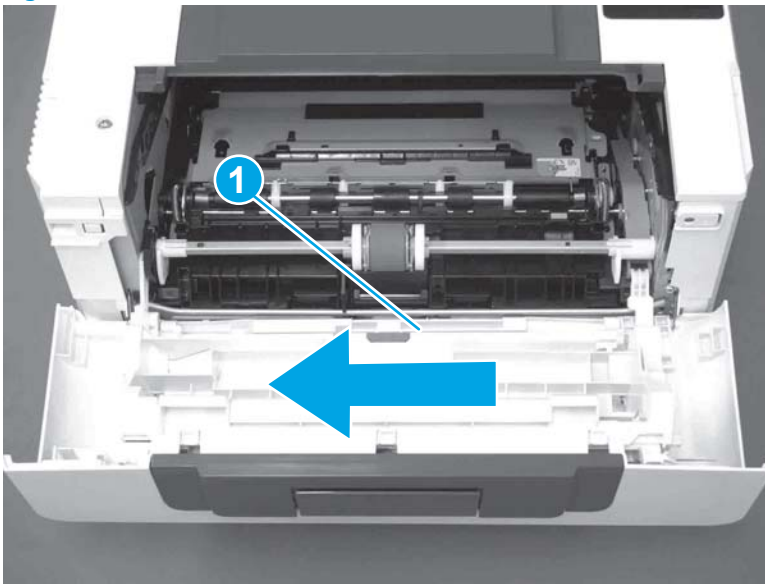
3. Remove the link arm (callout 1).

**Figure 1-1964** Remove the link arm



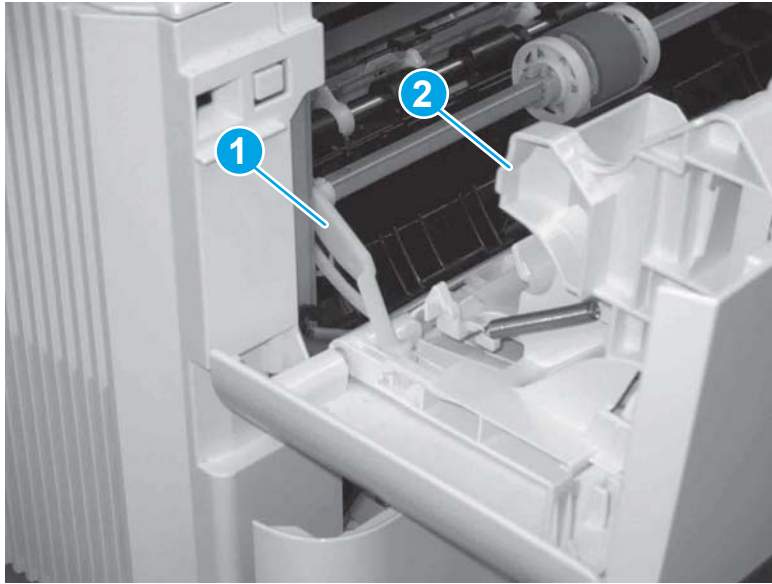
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-1965** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

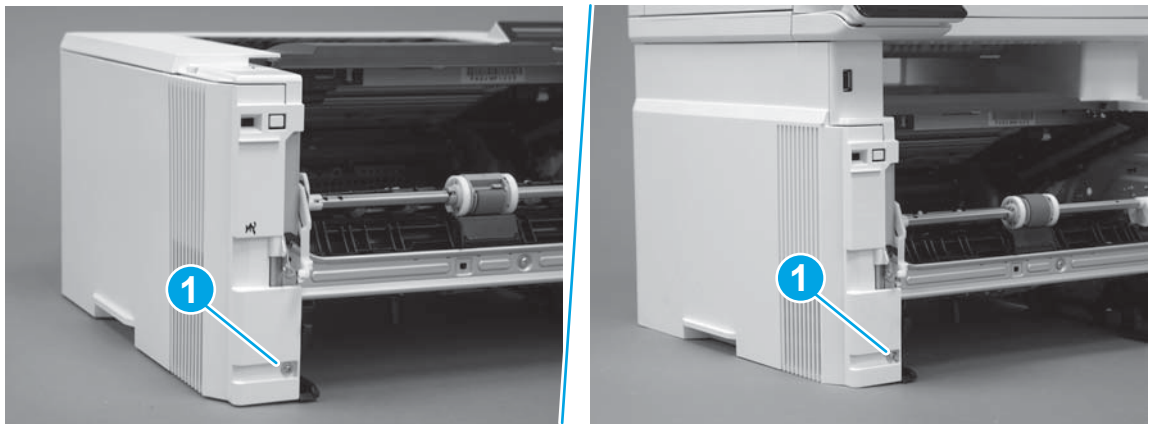
**Figure 1-1966** Release the left-side retainer arm



### Step 3: Remove the left cover

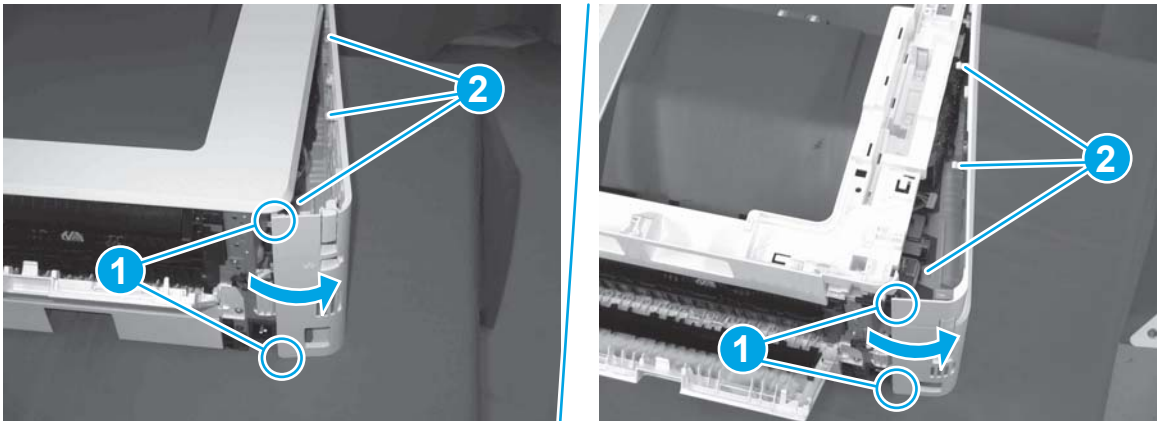
1. Remove one screw (callout 1).

**Figure 1-1967** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

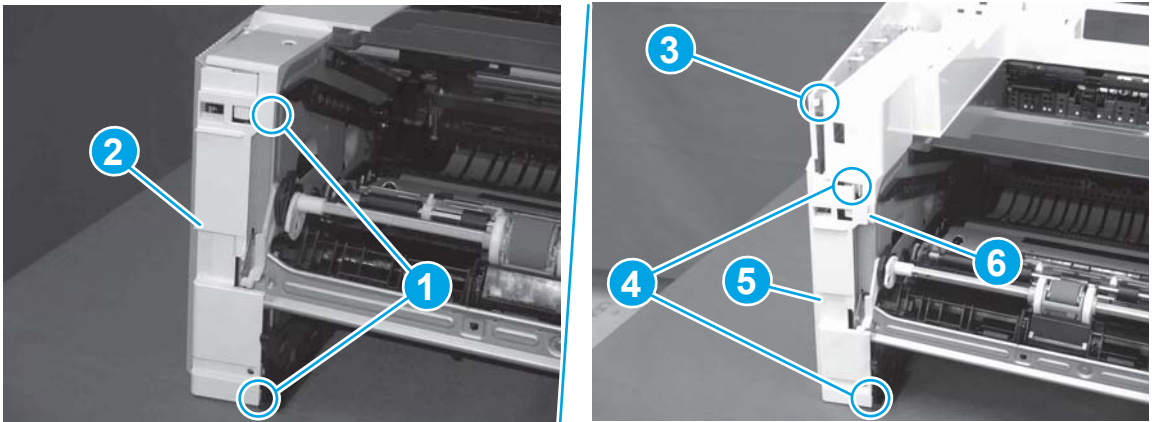
**Figure 1-1968** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

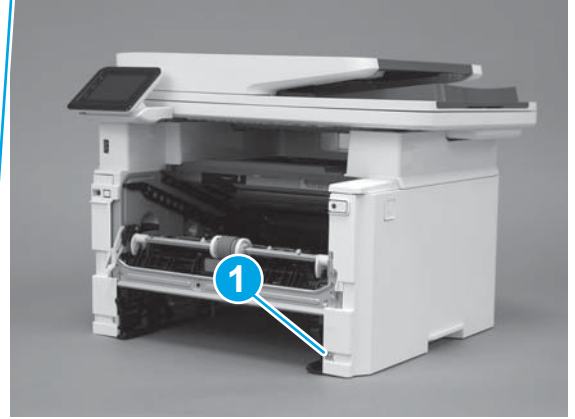
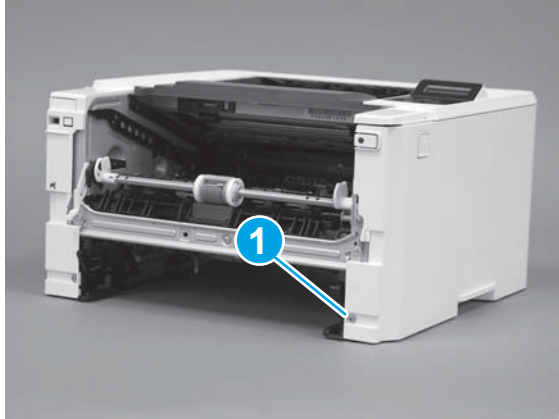
**Figure 1-1969** Remove the cover



#### Step 4: Remove the right cover

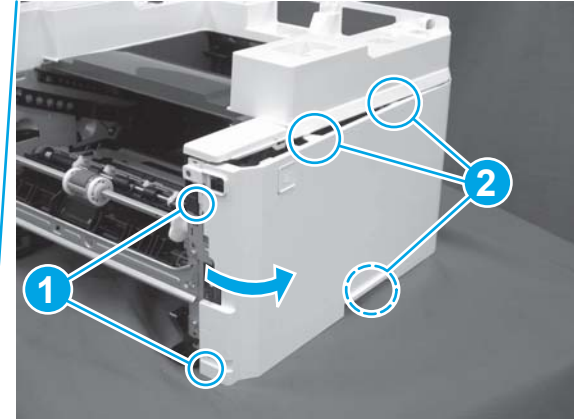
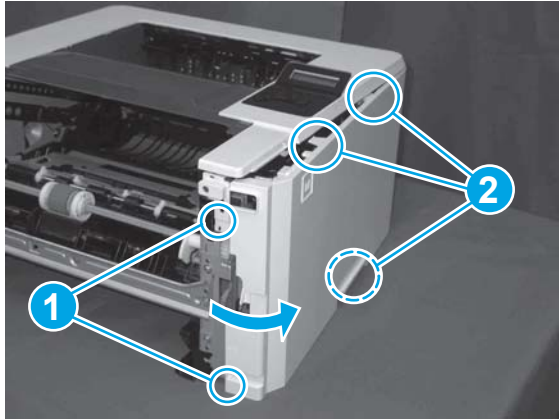
1. Remove one screw (callout 1).

**Figure 1-1970** Remove one screw



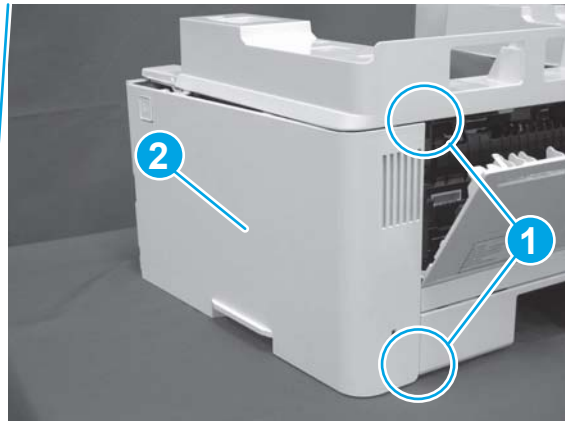
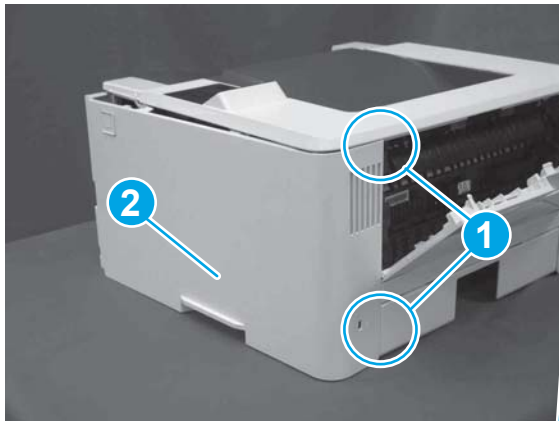
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-1971** Release two bosses and three tabs




3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-1972** Remove the cover



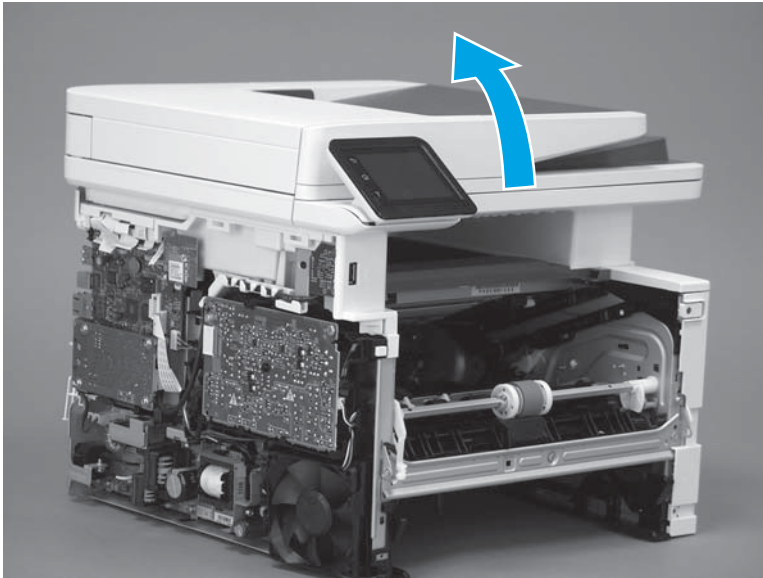


## Step 6: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

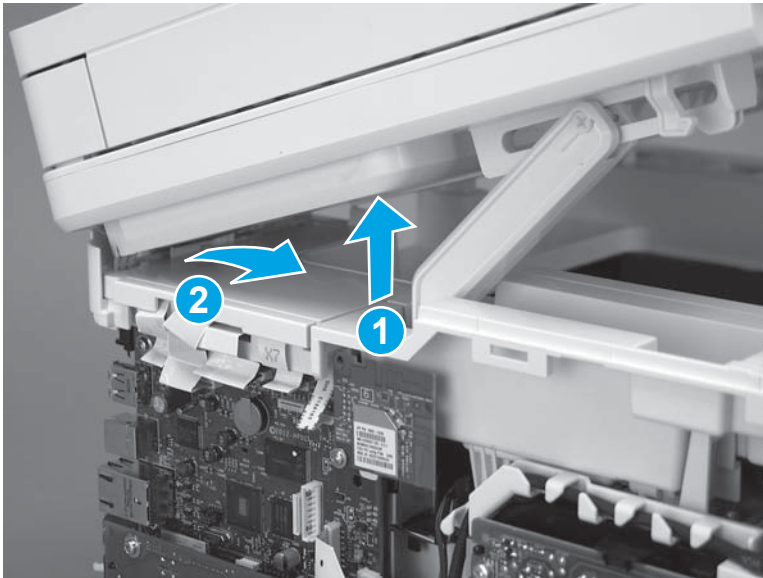
1. Raise the ISA.

**Figure 1-1973** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

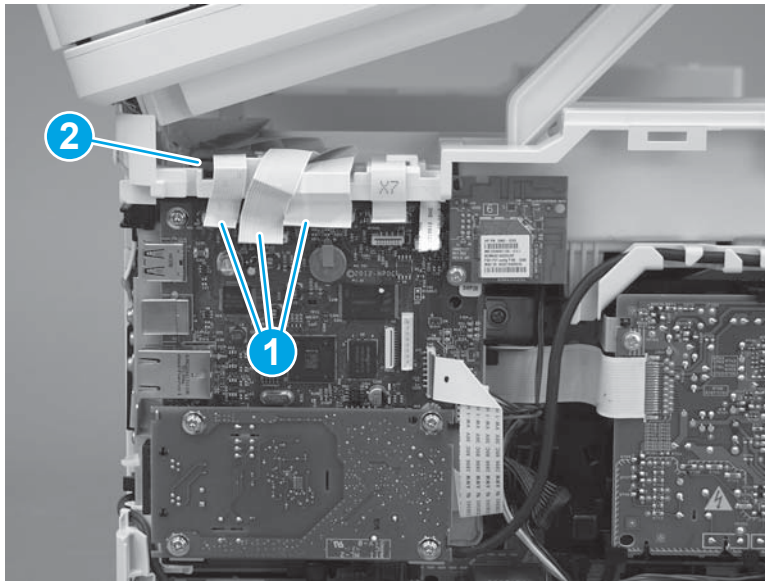
**Figure 1-1974** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

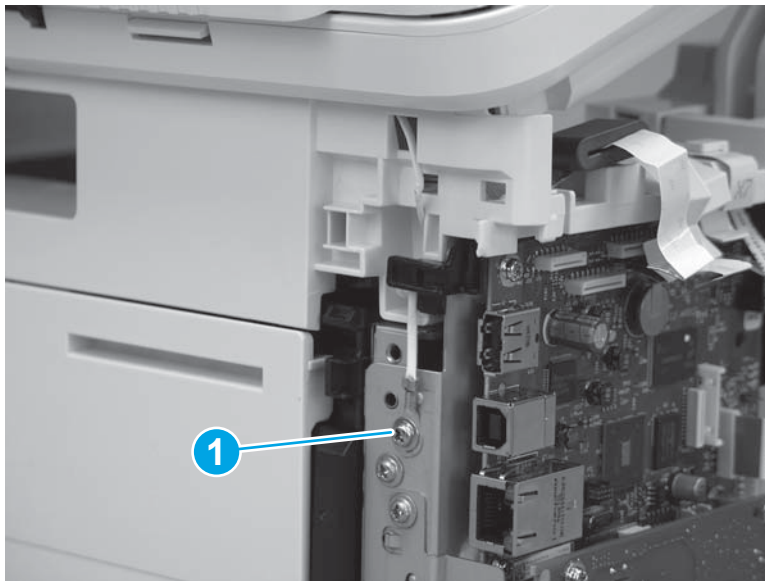
**CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-1975** Disconnect three FFCs



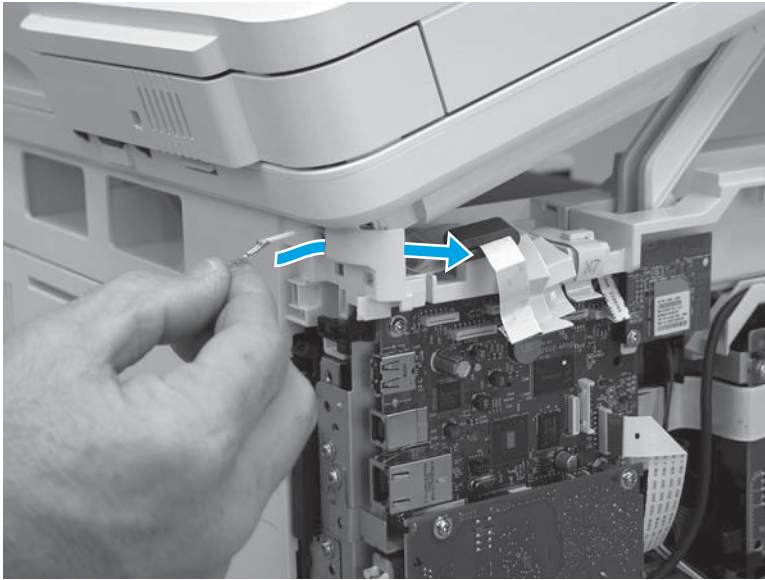
4. Remove one screw (callout 1).

**Figure 1-1976** Remove one screw



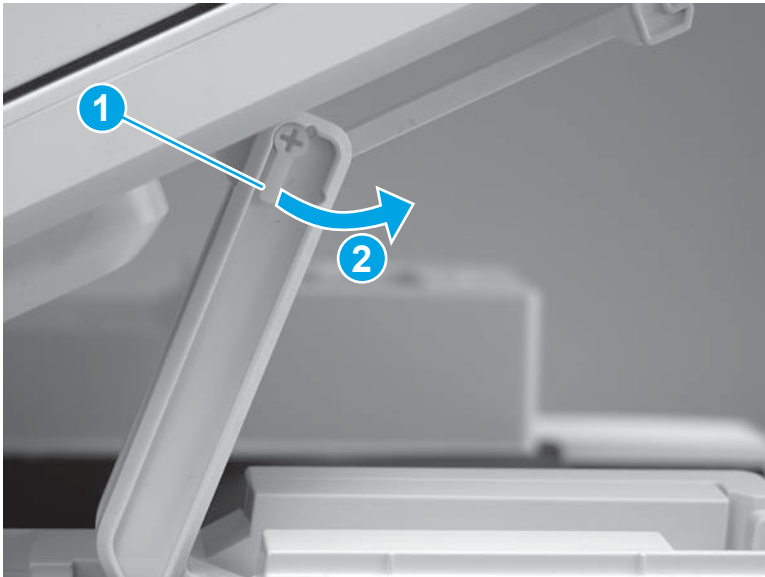
5. Pass the ground wire through the opening in the top cover.

**Figure 1-1977** Pass the wire through the opening



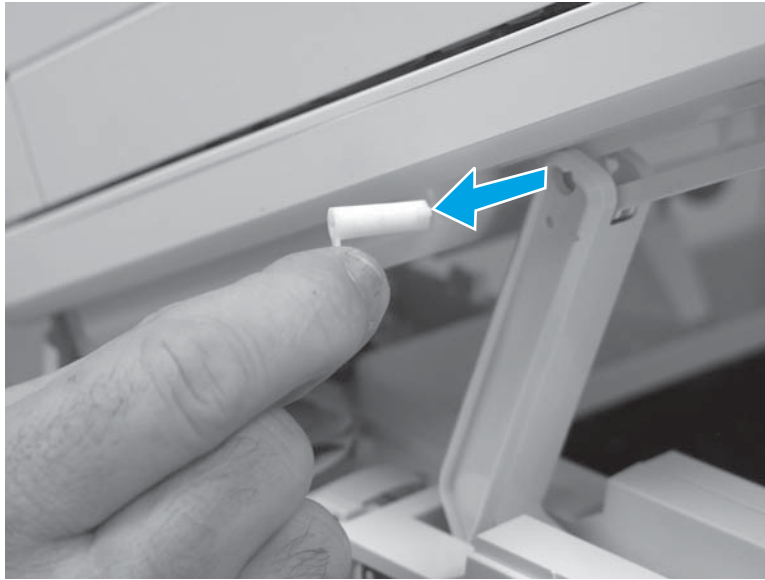
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-1978** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-1979** Remove the slider pin



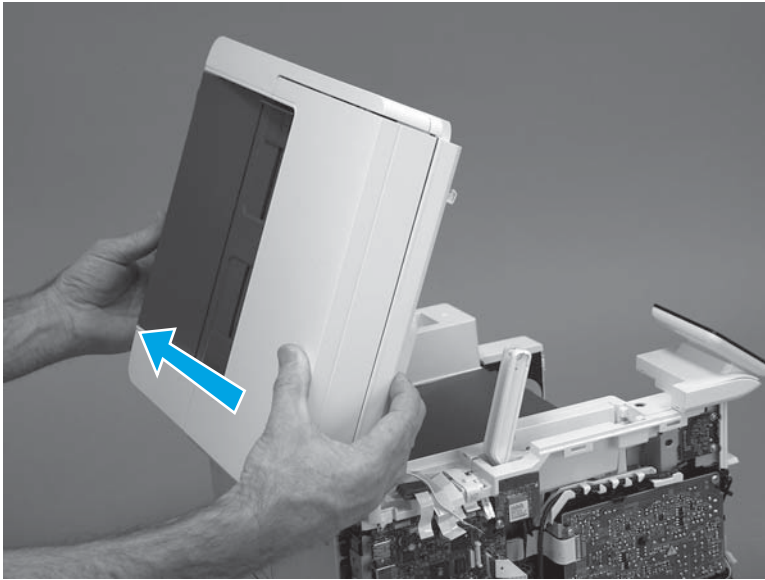
8. Rotate the ISA towards the rear of the printer until it stops.

**Figure 1-1980** Rotate the ISA towards the rear of the printer



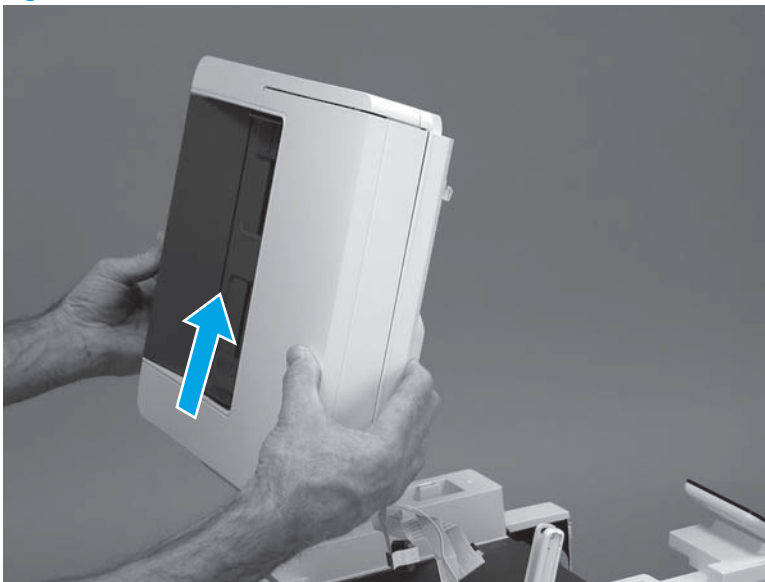
9. Slide the ISA as shown to release it.

**Figure 1-1981** Release the ISA



10. Remove the ISA.

**Figure 1-1982** Remove the ISA

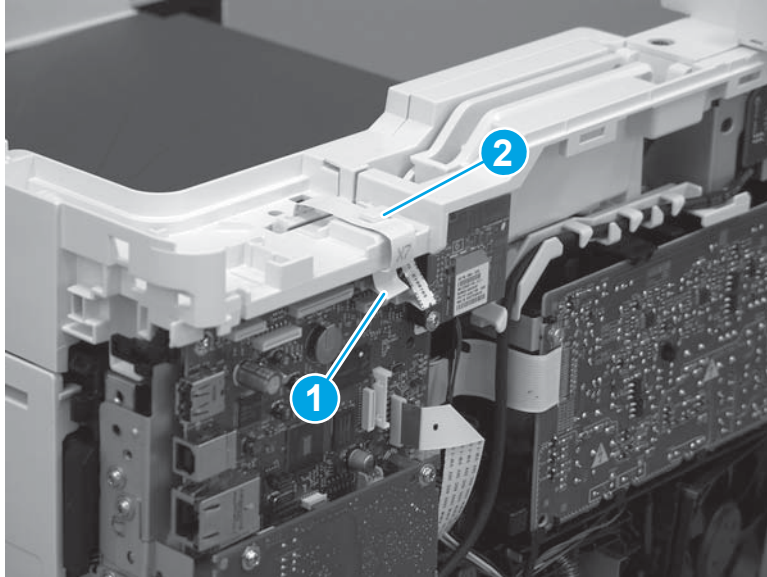


#### **Step 5: Remove the control panel (M427/M426)**

1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

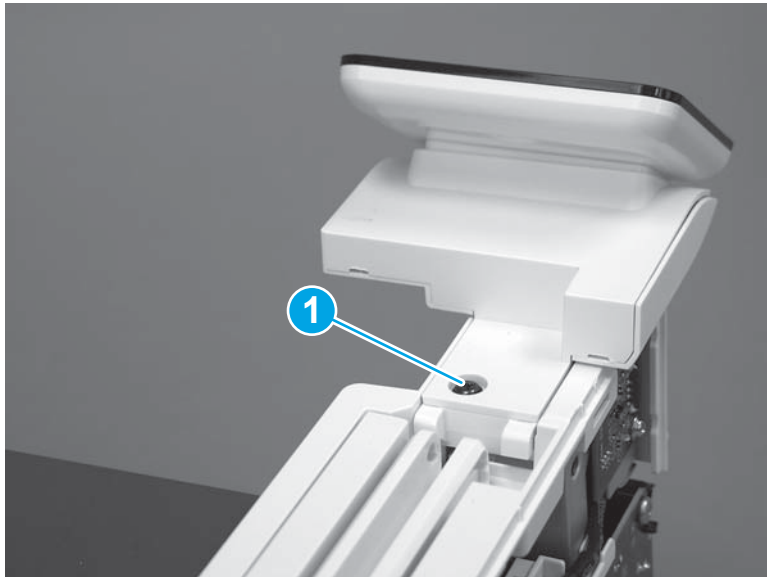


**Figure 1-1983** Disconnect one connector



2. Remove one screw (callout 1).

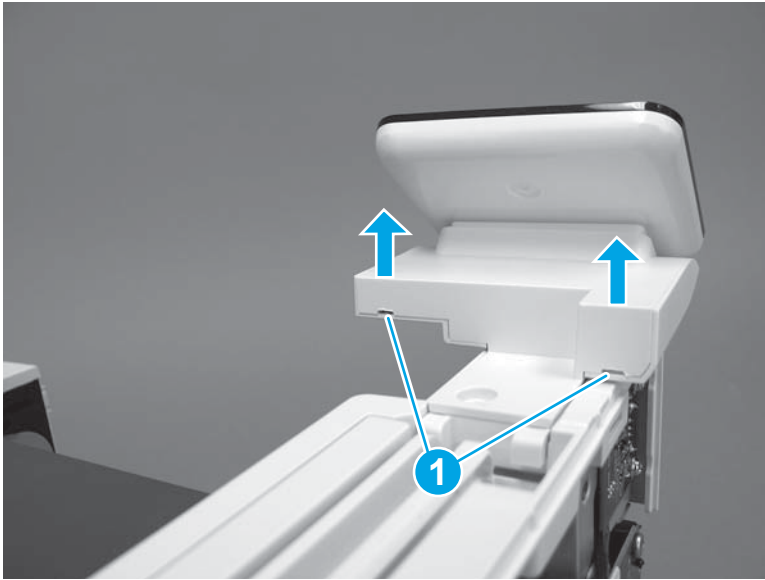
**Figure 1-1984** Remove one screw





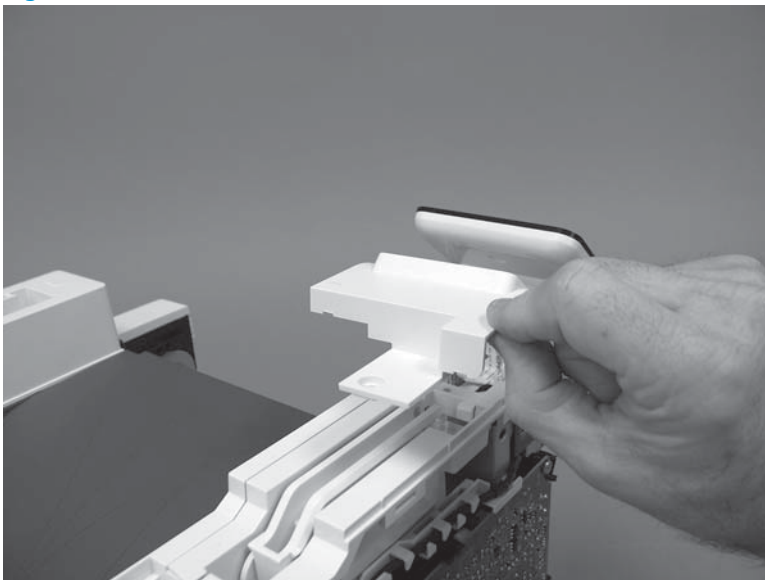
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-1985** Release two tabs



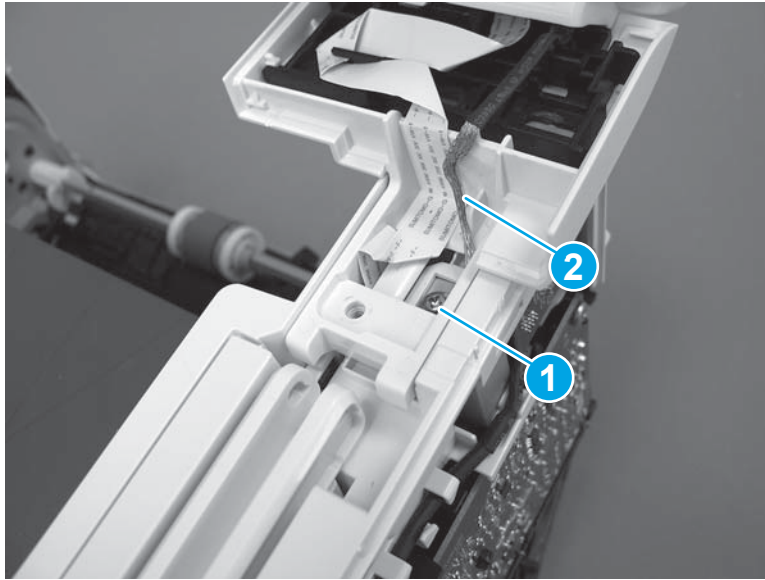
4. Remove the control-panel cable cover.

**Figure 1-1986** Remove the cover



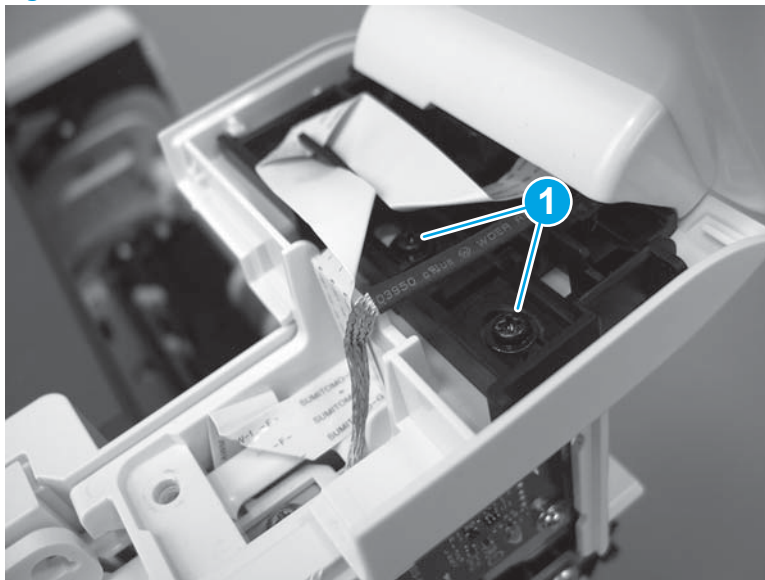
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-1987** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

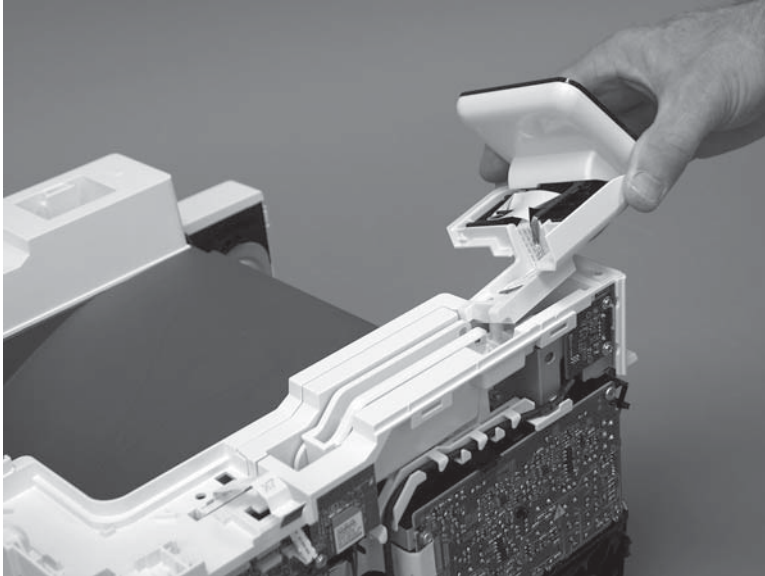
**Figure 1-1988** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

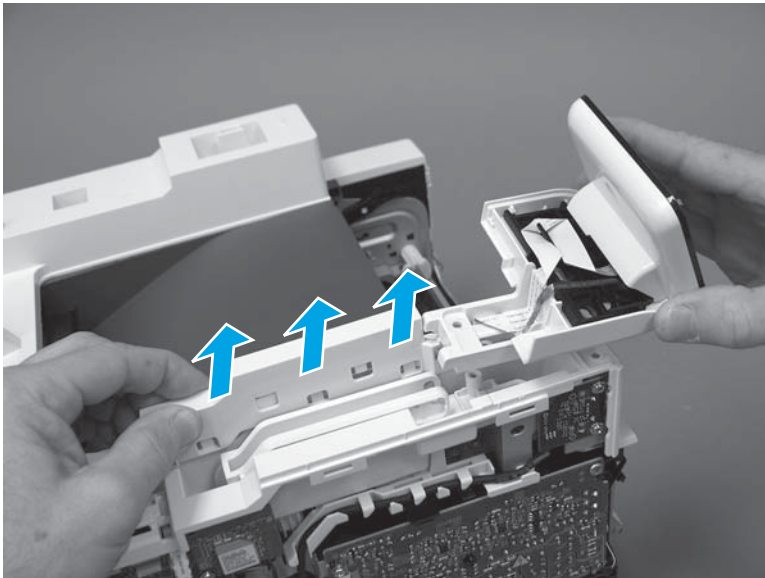
**⚠ CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-1989** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

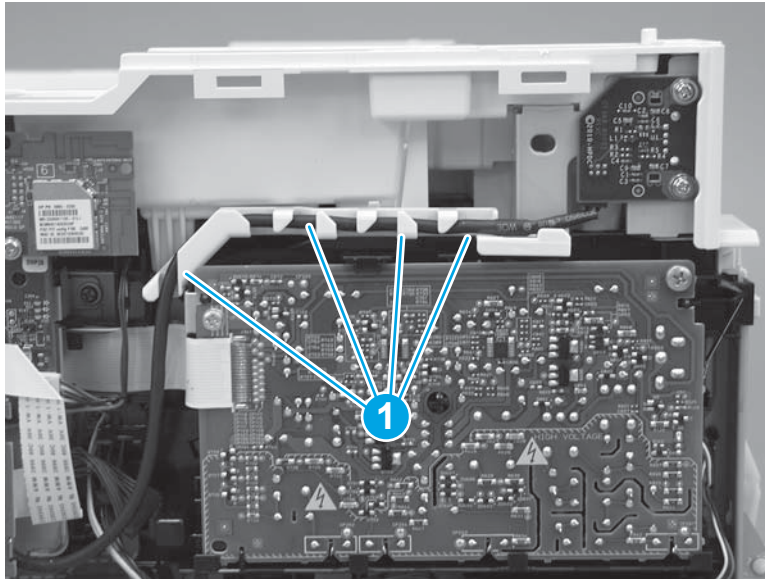
**Figure 1-1990** Remove the control-panel assembly



### Step 7: Remove the top cover (M427/M426)

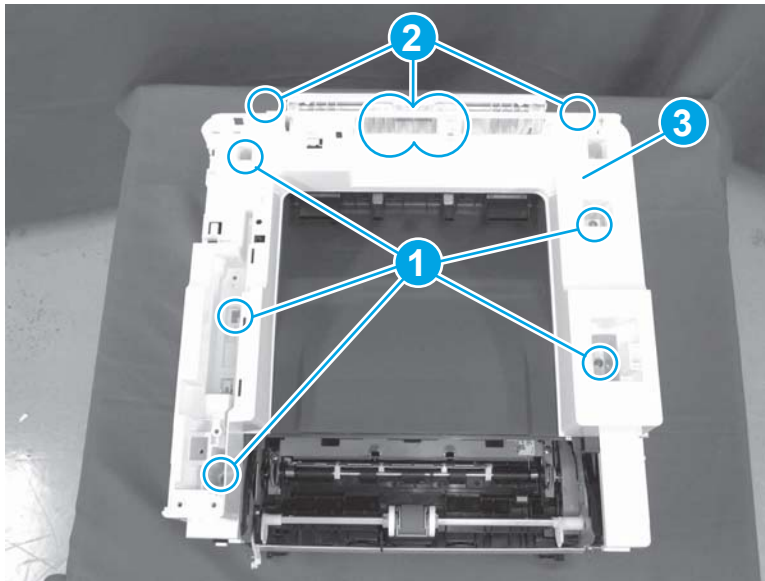
1. Release the USB cable (callout 1) from the cable guide.

**Figure 1-1991** Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-1992** Remove the cover

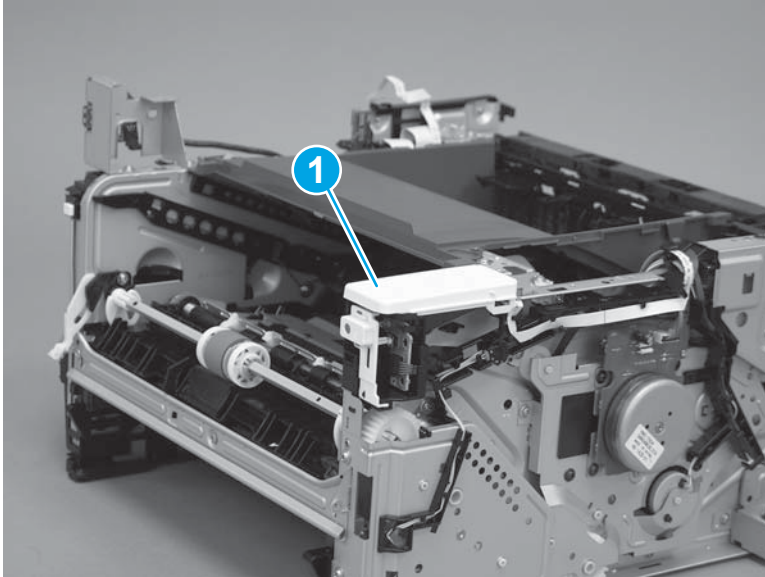


**Step 8: Remove the NFC cover (M427/M426)**

- ▲ Carefully pull up on the NFC cover (callout 1) to remove it.

**⚠ CAUTION:** Do not damage the NFC PCA when removing the cover.

**Figure 1-1993** Remove the cover



**Step 9: Unpack the replacement assembly**

Unpack the replacement part from the packaging.

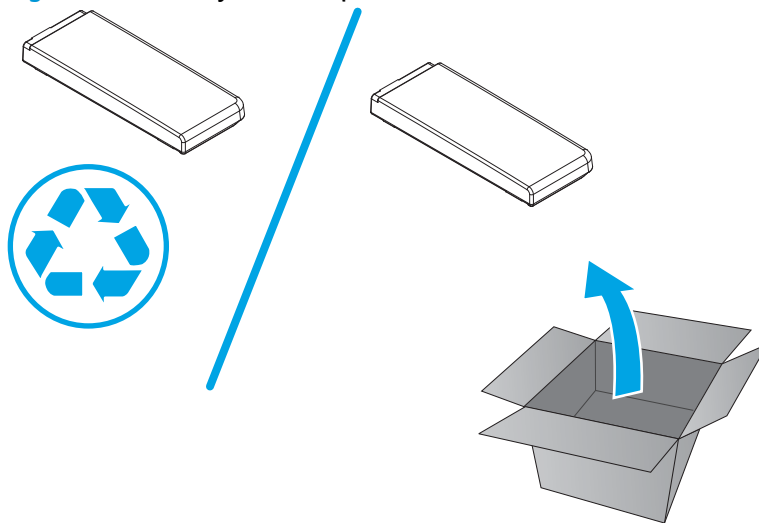
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

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 **NOTE:** HP recommends responsible disposal of the defective part.

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**Figure 1-1994** Recycle and unpack



**Step 10: Install the NFC cover (M427/M426)**

▲ Carefully install the NFC cover on the printer.

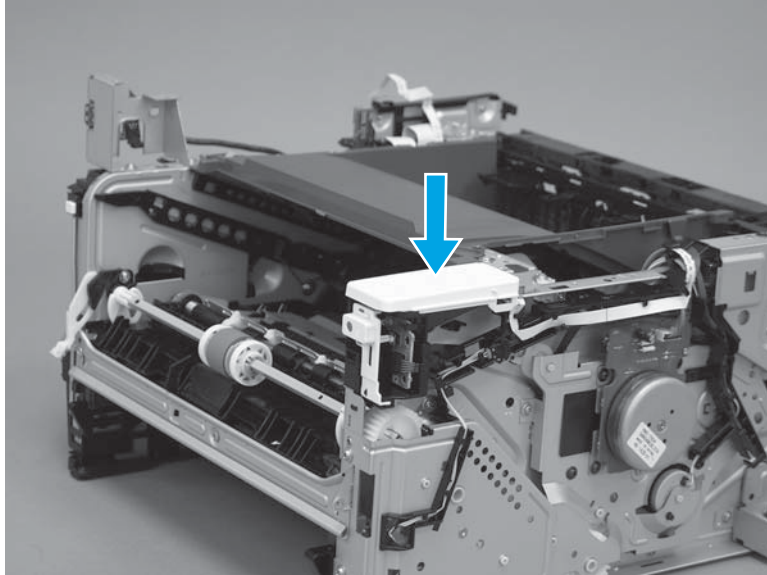
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 **CAUTION:** Do not damage the NFC PCA when installing the cover.

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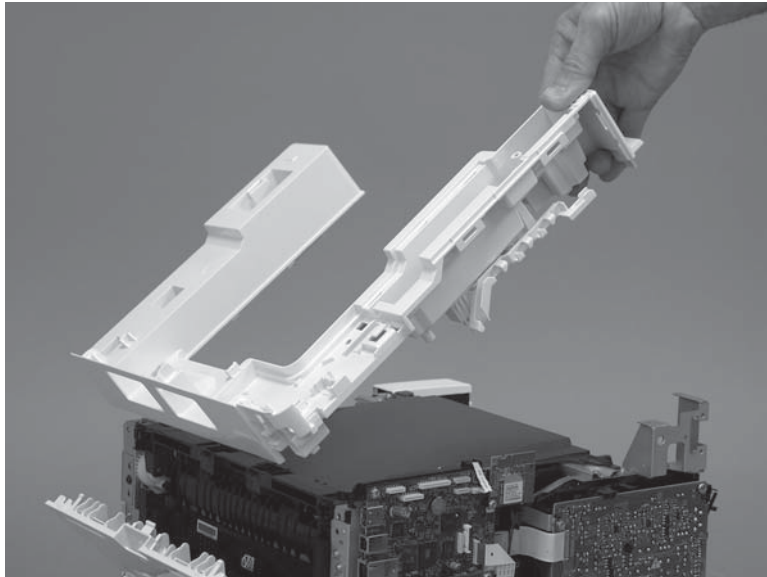
**Figure 1-1995** Remove the cover



**Step 11: Install the top cover (M427/M426)**

1. Position the rear edge of the top cover on the printer.

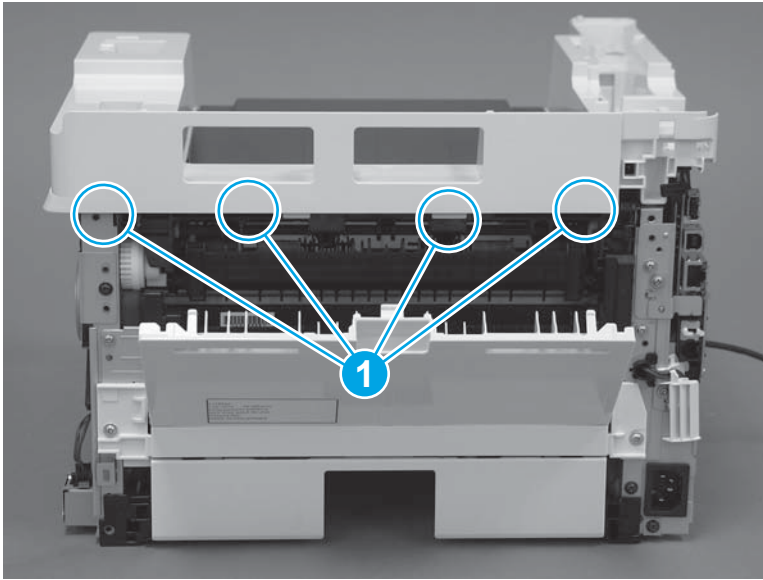
**Figure 1-1996** Install the cover





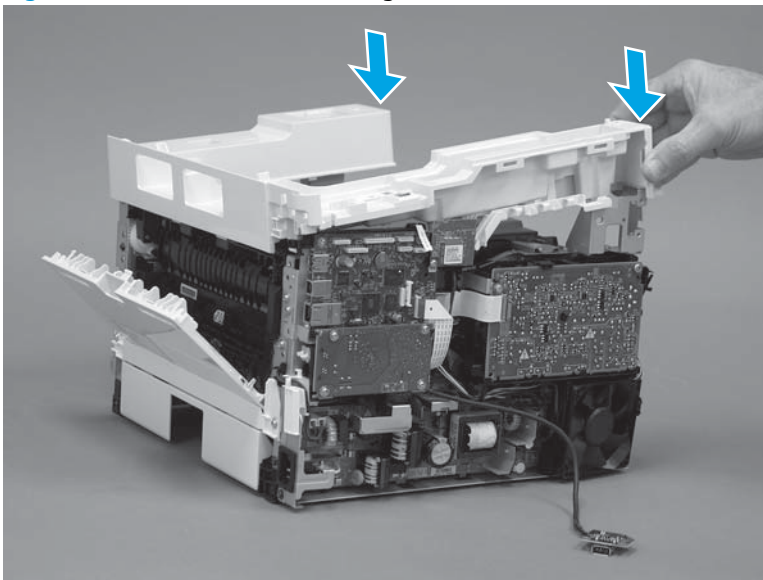
2. Engage four bosses (callout 1).

**Figure 1-1997** Engage four bosses



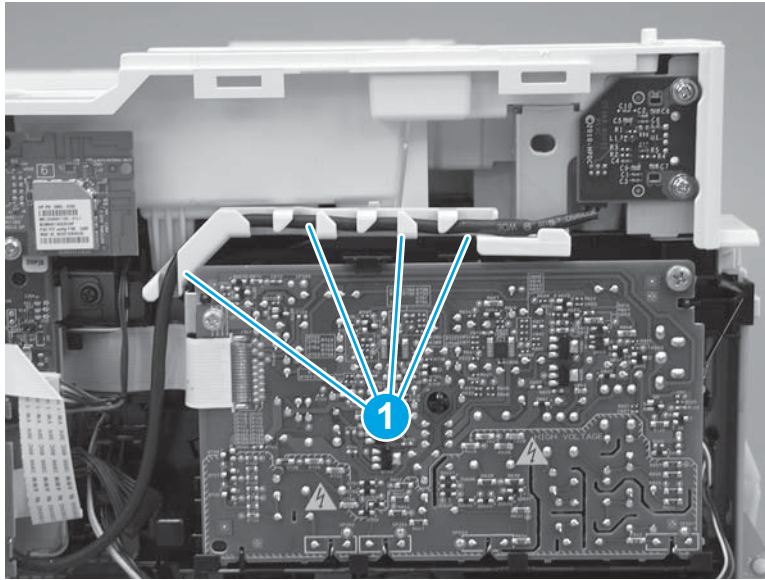
3. Rotate the front edge of the cover down.

**Figure 1-1998** Rotate the front edge of the cover down



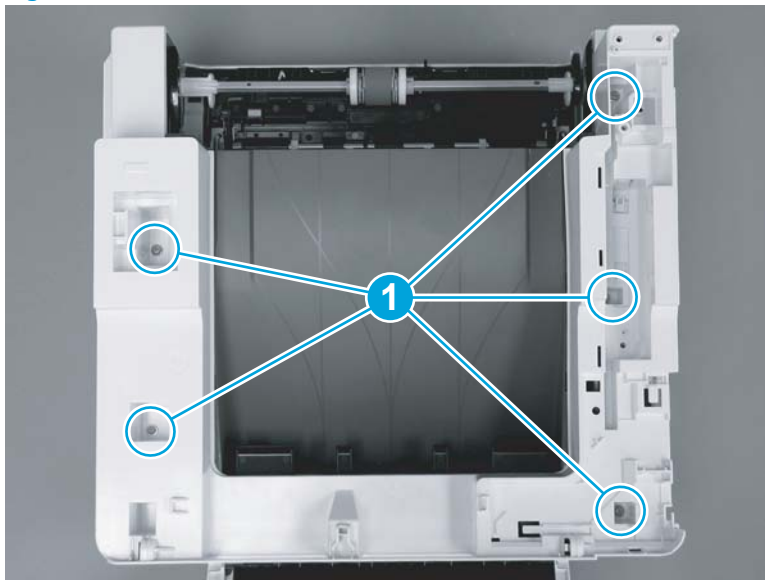
4. Install the USB cable (callout 1) in the guide.

**Figure 1-1999** Install the USB PCA



5. Install five screws (callout 1).

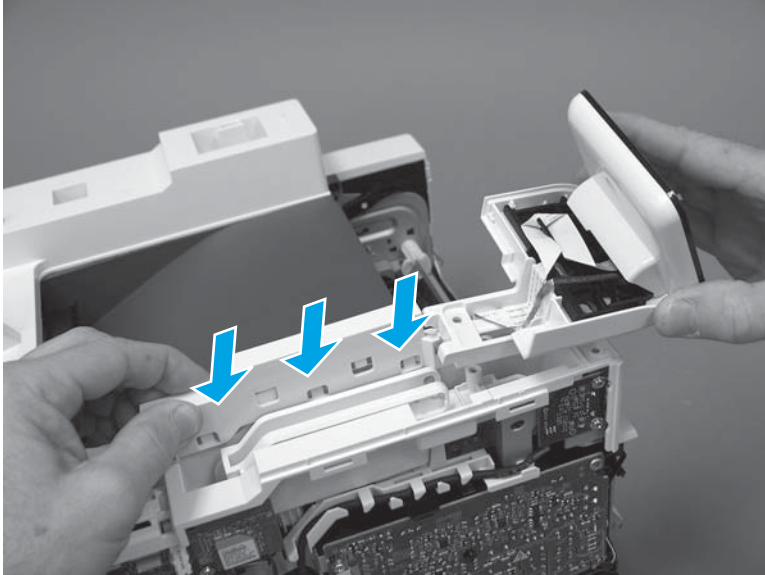
**Figure 1-2000** Install five screws



### Step 12: install the control panel (M427/M426)

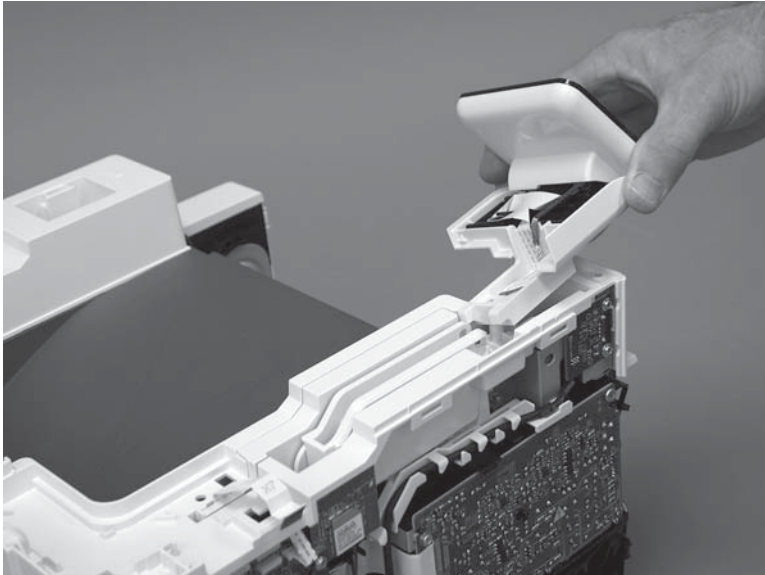
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-2001** Install the control-panel FFC cover



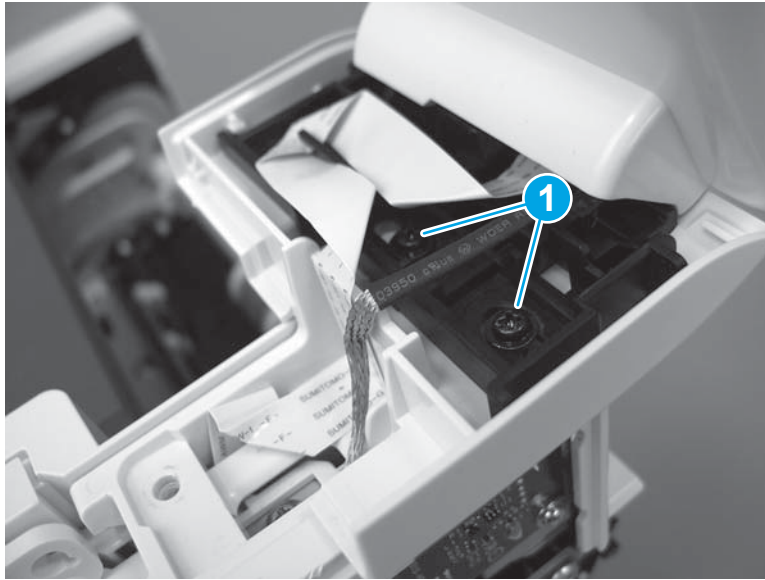
2. Install the control-panel assembly on the top cover.

**Figure 1-2002** Install the control-panel assembly



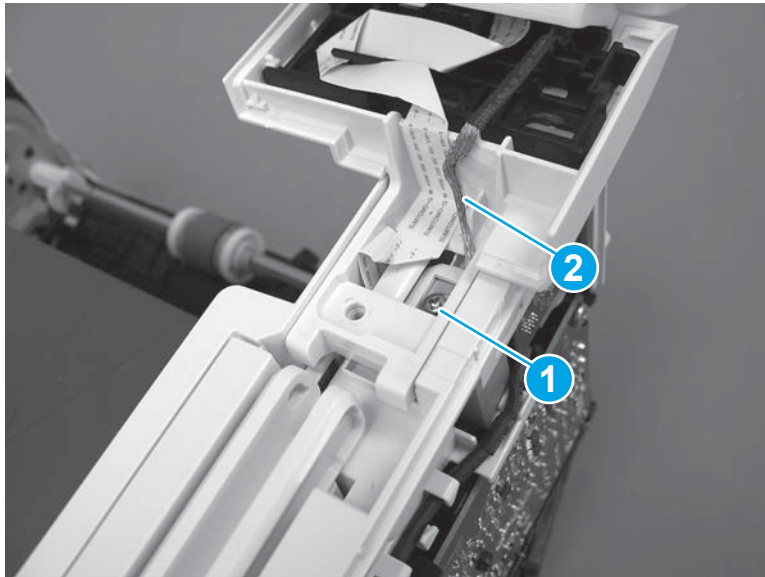
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-2003** Install two screws



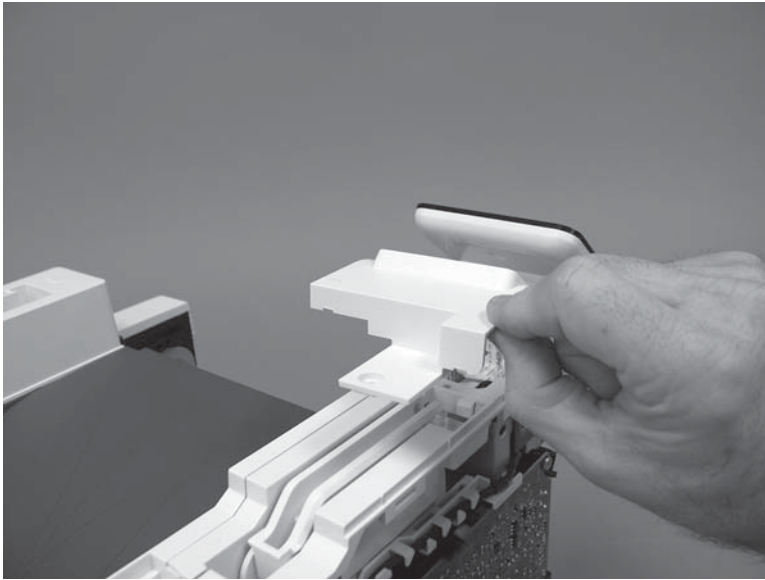
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

**Figure 1-2004** Remove one screw



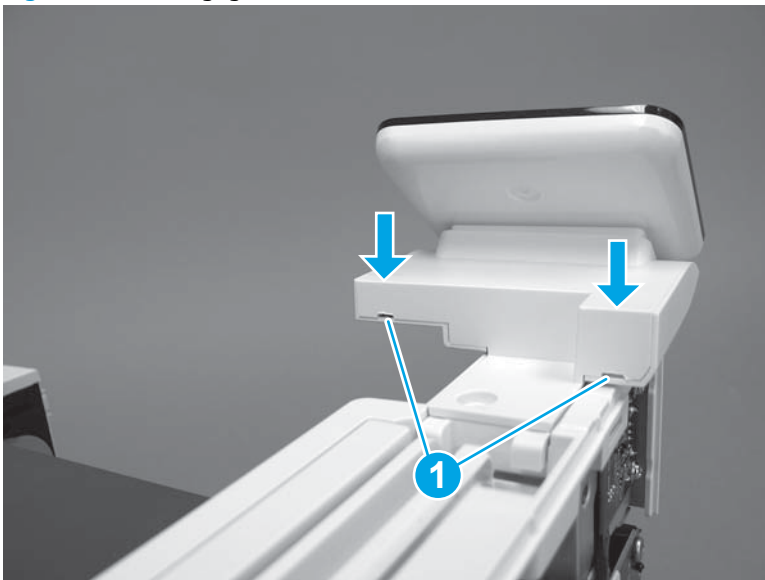
5. Install the control-panel cable cover.

**Figure 1-2005** Install the cover



6. Make sure that the two tabs (callout 1) on the cover snap into place.

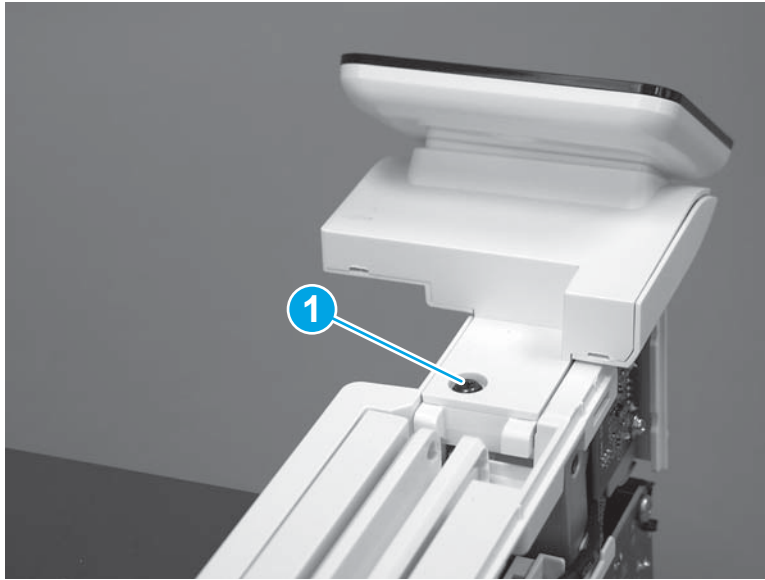
**Figure 1-2006** Engage two tabs





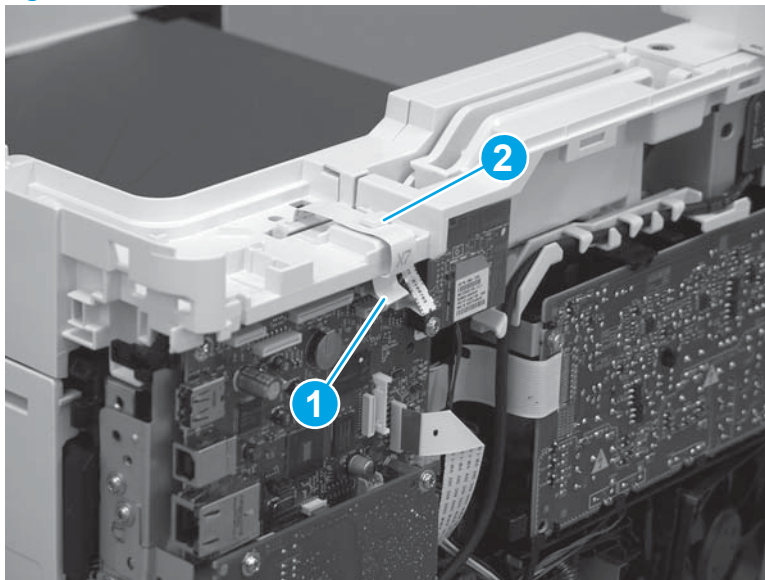
7. Install one screw (callout 1).

**Figure 1-2007** Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-2008** Connect one connector



### Step 12: Install the integrated scanner assembly (M427/M246)

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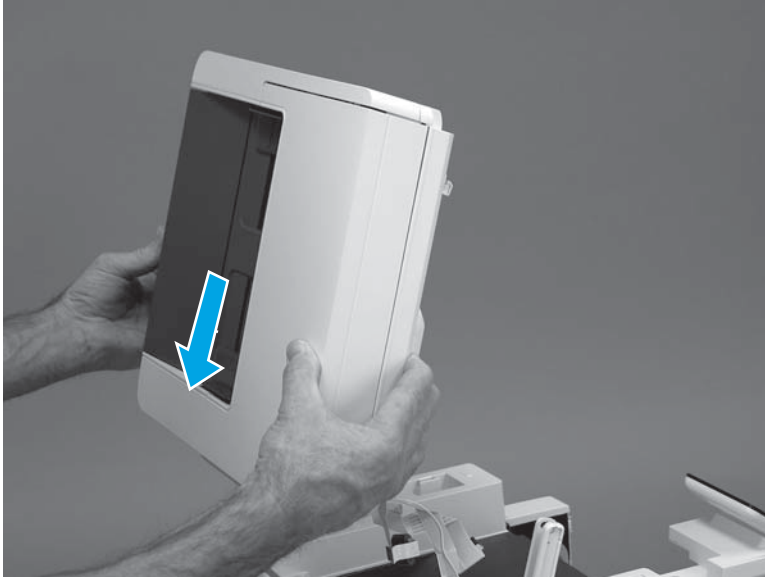
 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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1. Position the ISA on the printer.

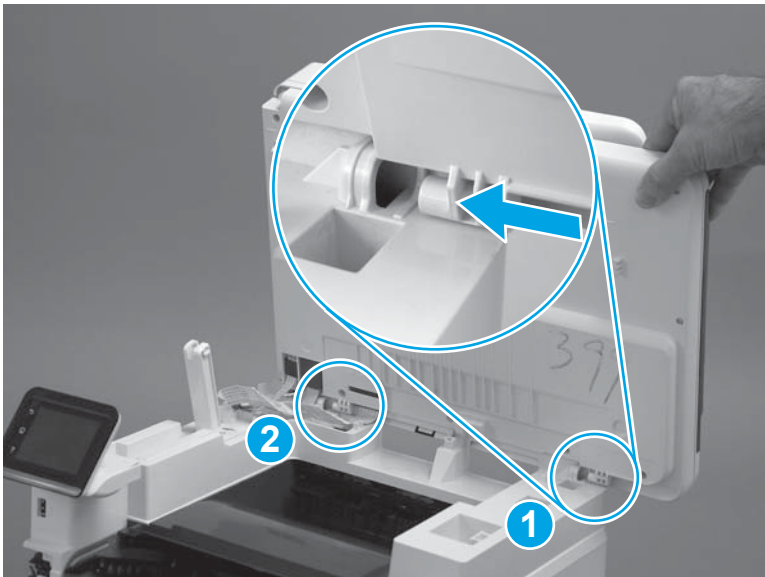


**Figure 1-2009** Position the ISA on the printer



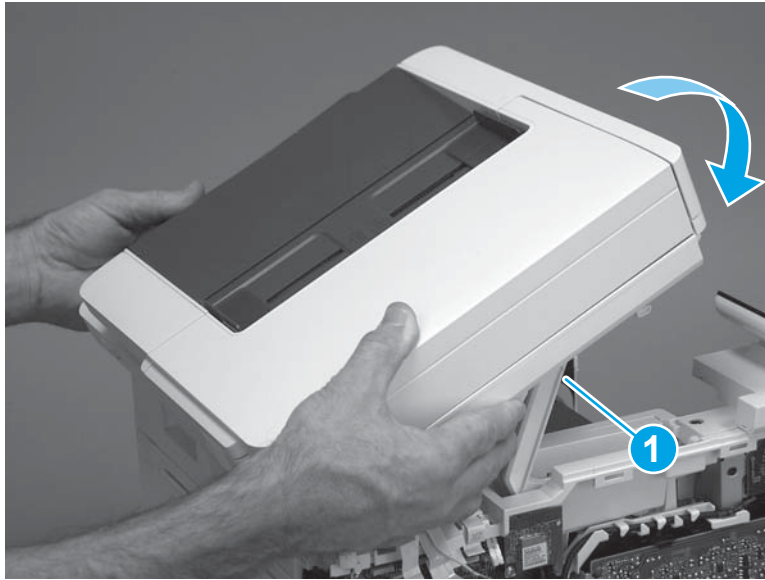
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-2010** Engage the hinge pins with the holders



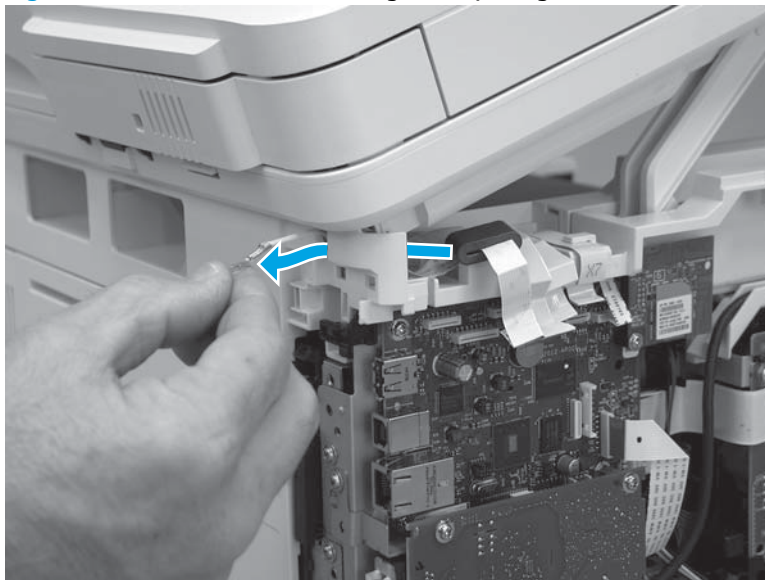
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-2011** Rotate the ISA towards the front of the printer



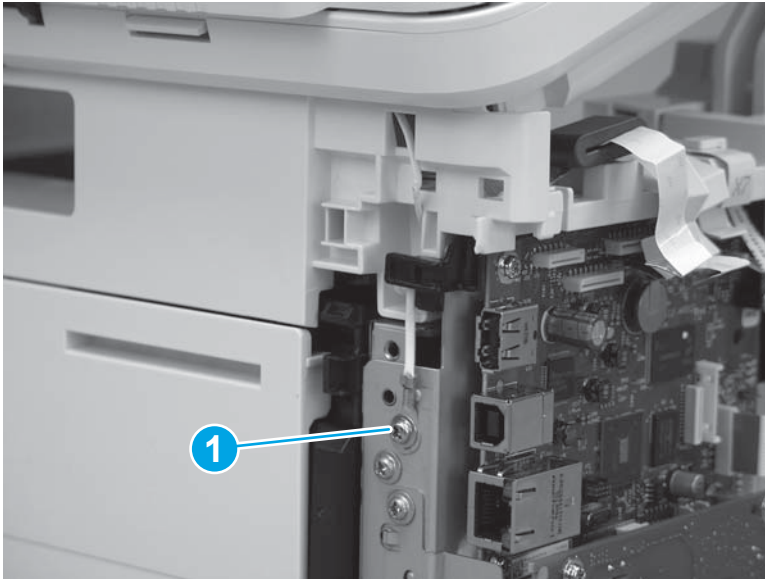
4. Pass the ground wire through the opening in the top cover.

**Figure 1-2012** Pass the wire through the opening



5. Install one screw (callout 1).

**Figure 1-2013** Install one screw



6. Install the ISA lift assembly slider pin.

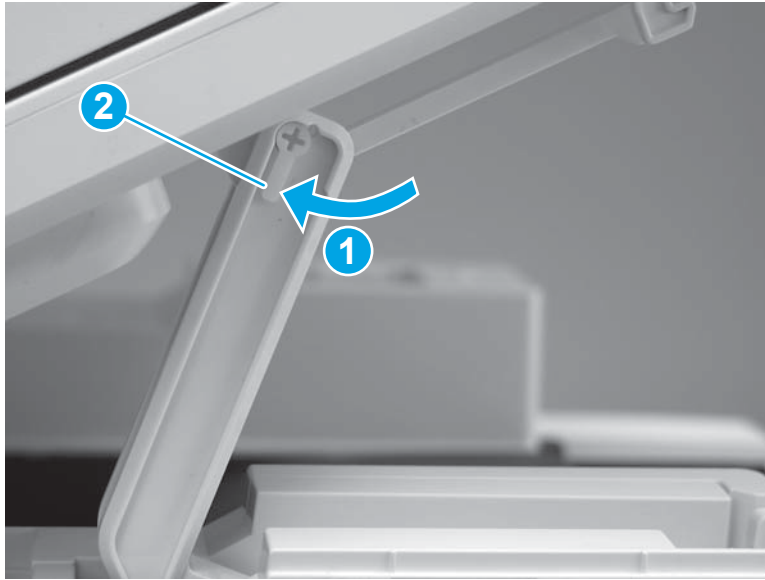
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-2014** Install the slider pin



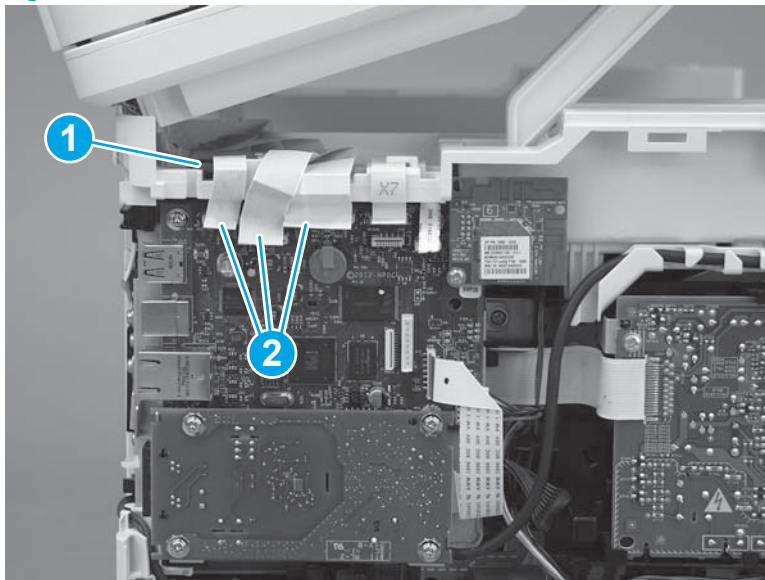
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-2015** Secure the slider pin



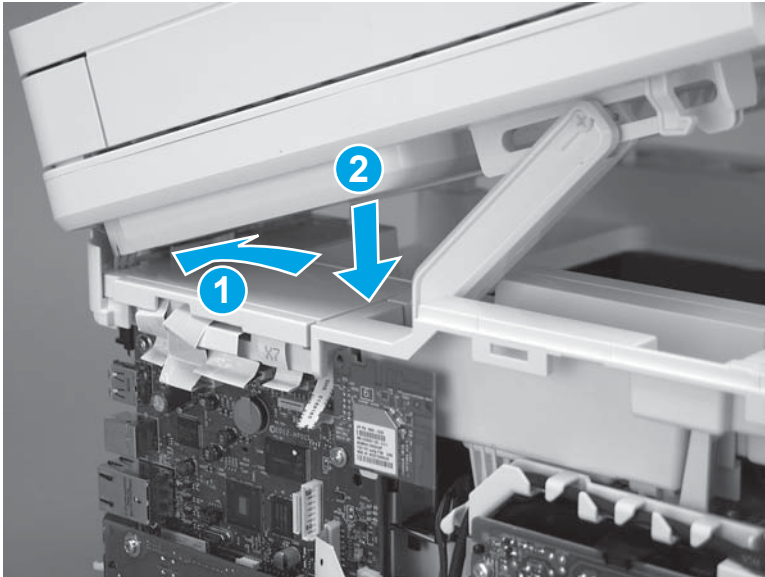
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

**Figure 1-2016** Connect three FFCs



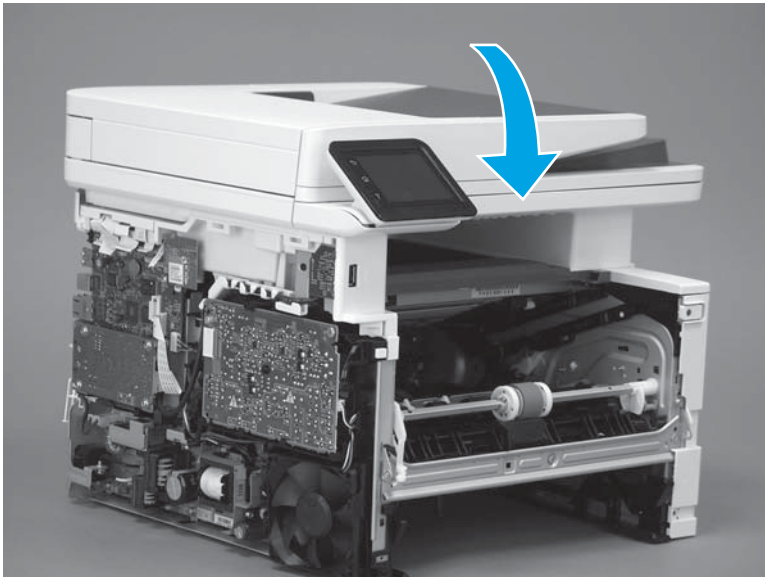
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-2017** Install the ISA FFC cover



10. Lower the ISA.

**Figure 1-2018** Lower the ISA

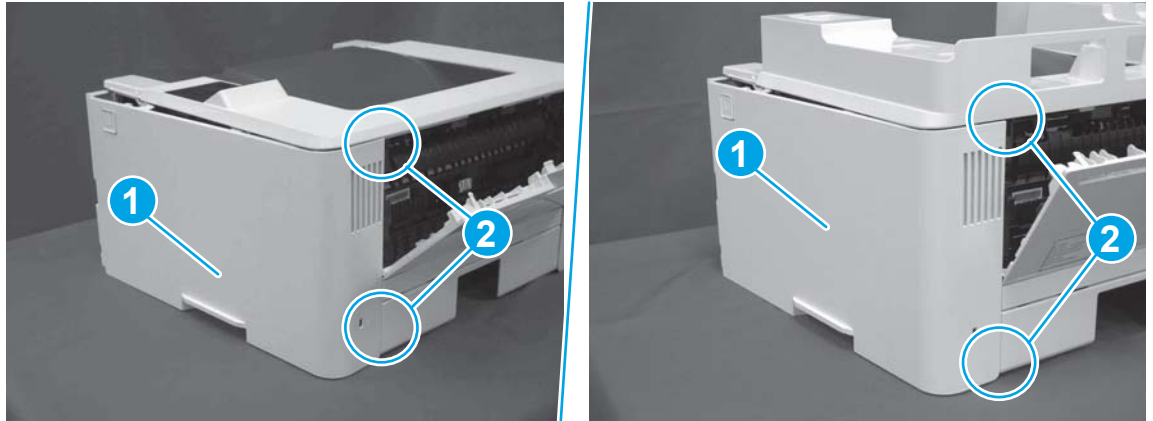


### Step 13: Install the right cover

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

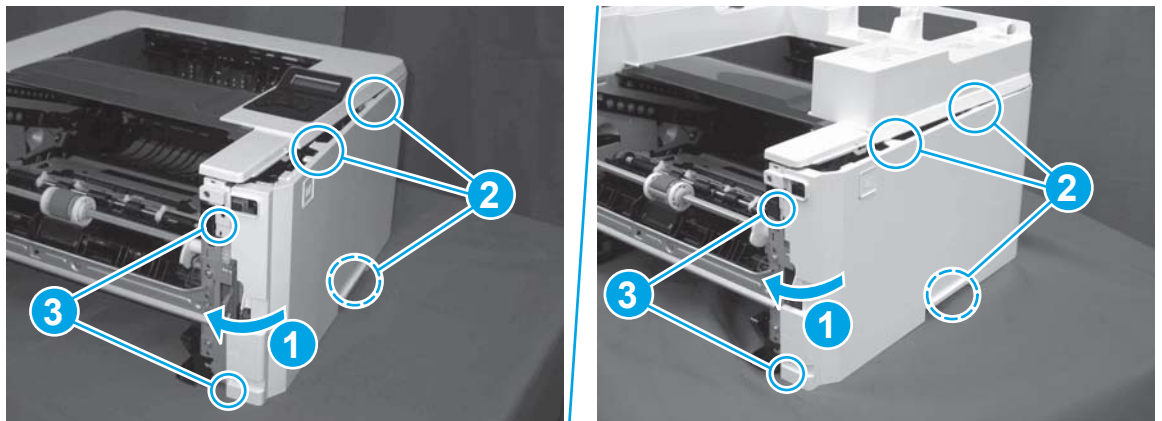


**Figure 1-2019** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

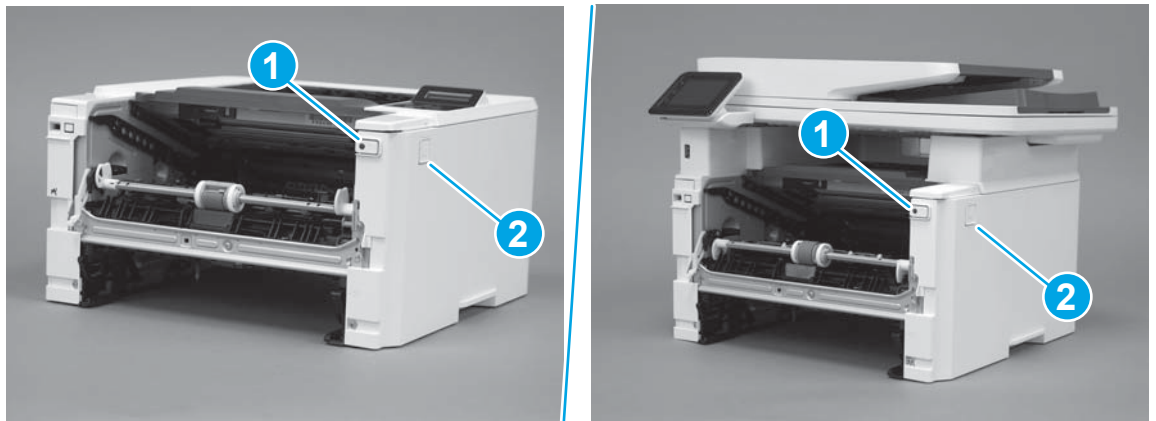
**Figure 1-2020** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-2021** Check the power switch and cartridge door assembly button





4. Install one screw (callout 1).

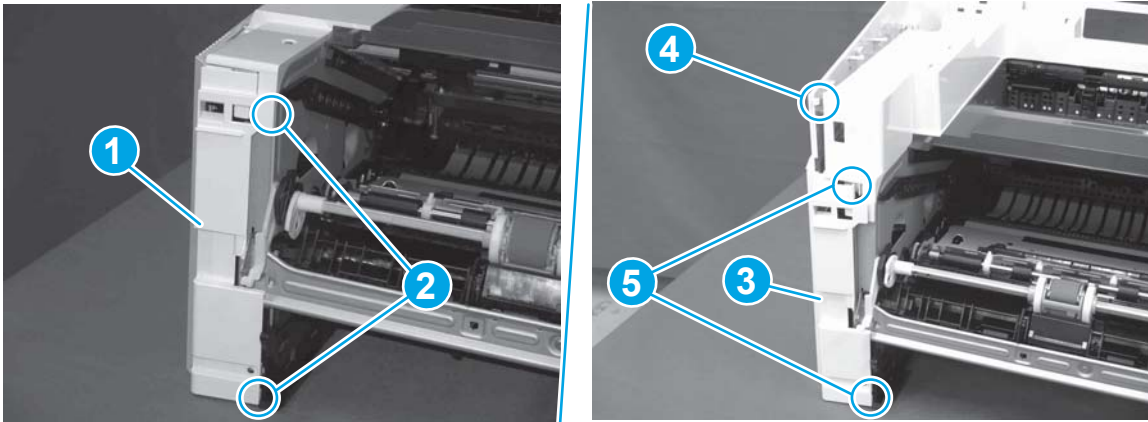
**Figure 1-2022** Install one screw



#### Step 14: Install the left cover

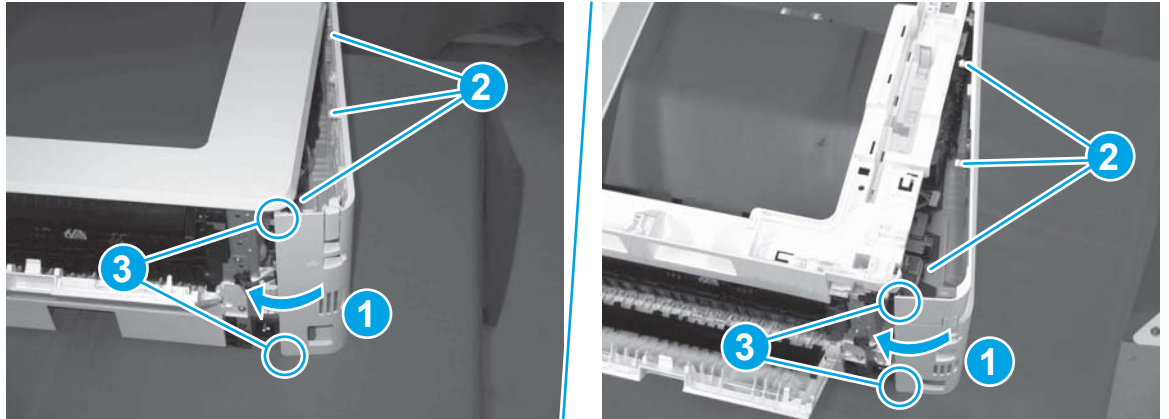
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-2023** Install the cover



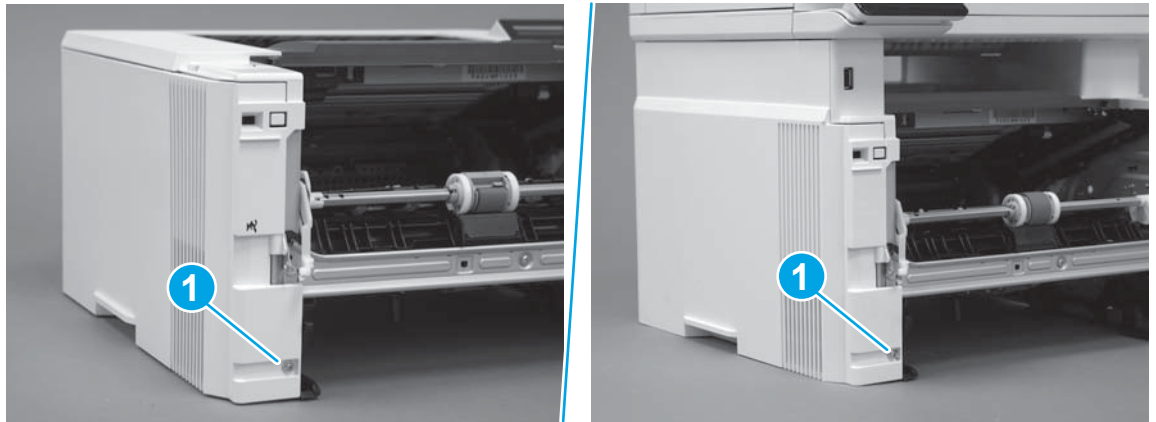
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-2024** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-2025** Install one screw

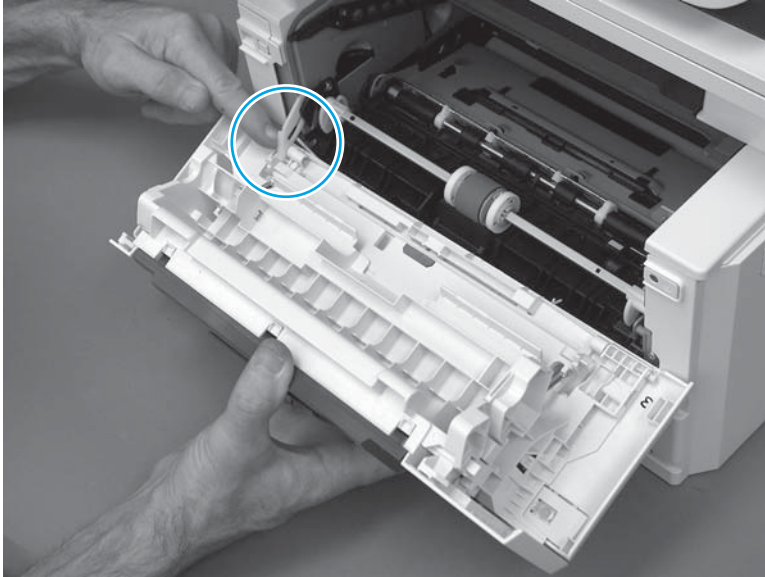


### Step 15: Remove the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

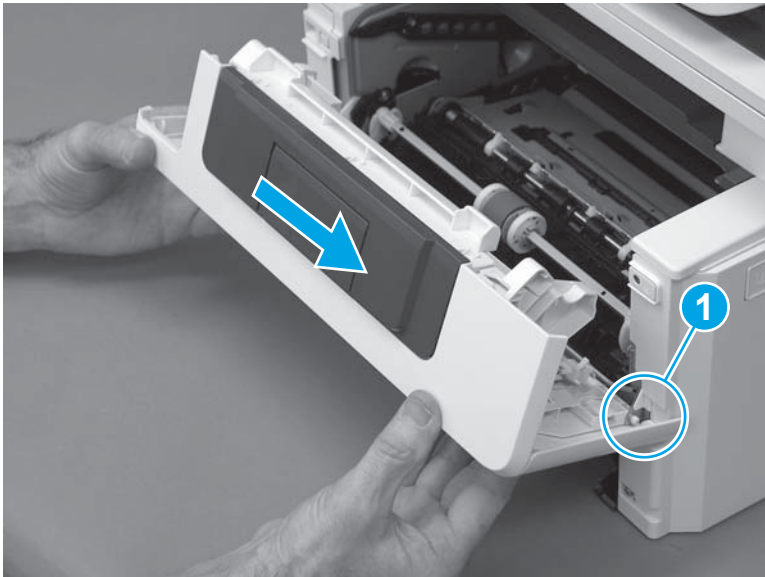
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-2026** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

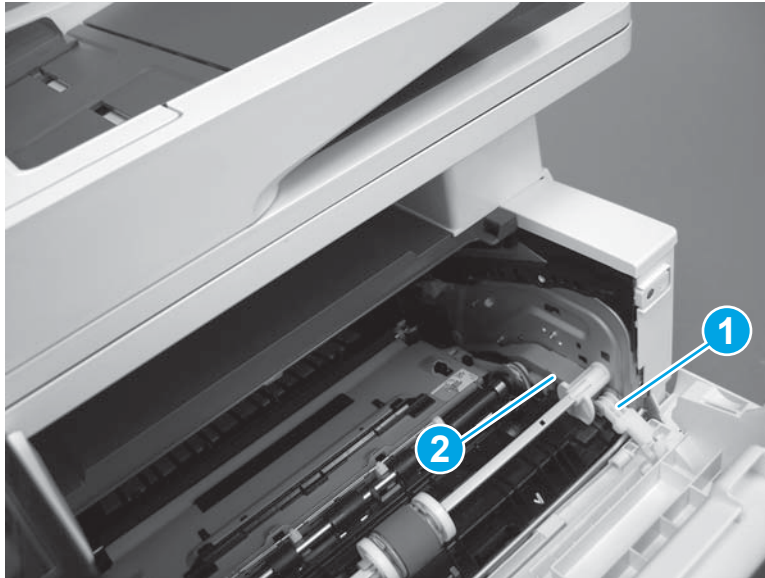
**Figure 1-2027** Install the door



3. Install the link (callout 1).

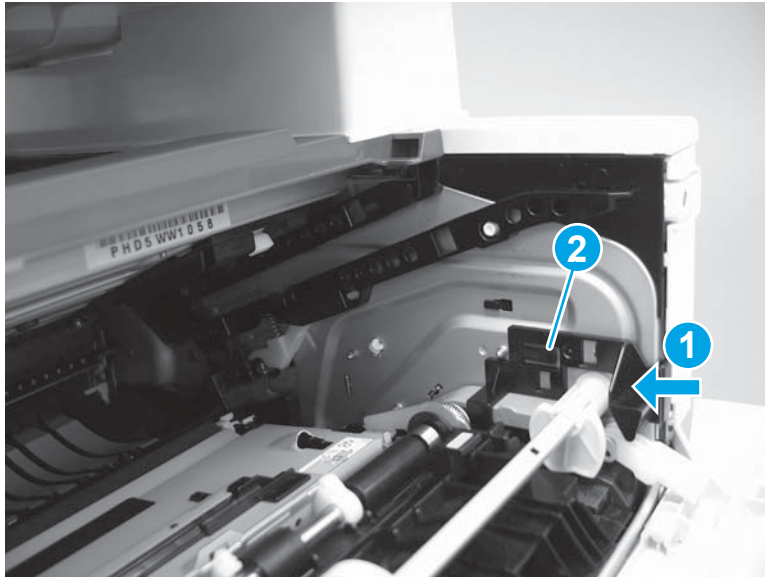
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-2028** Install the pressure-release link



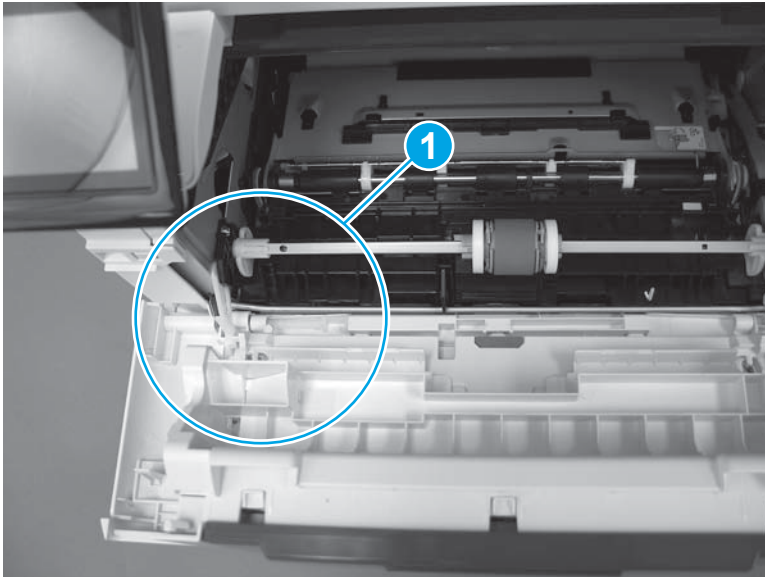
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-2029** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

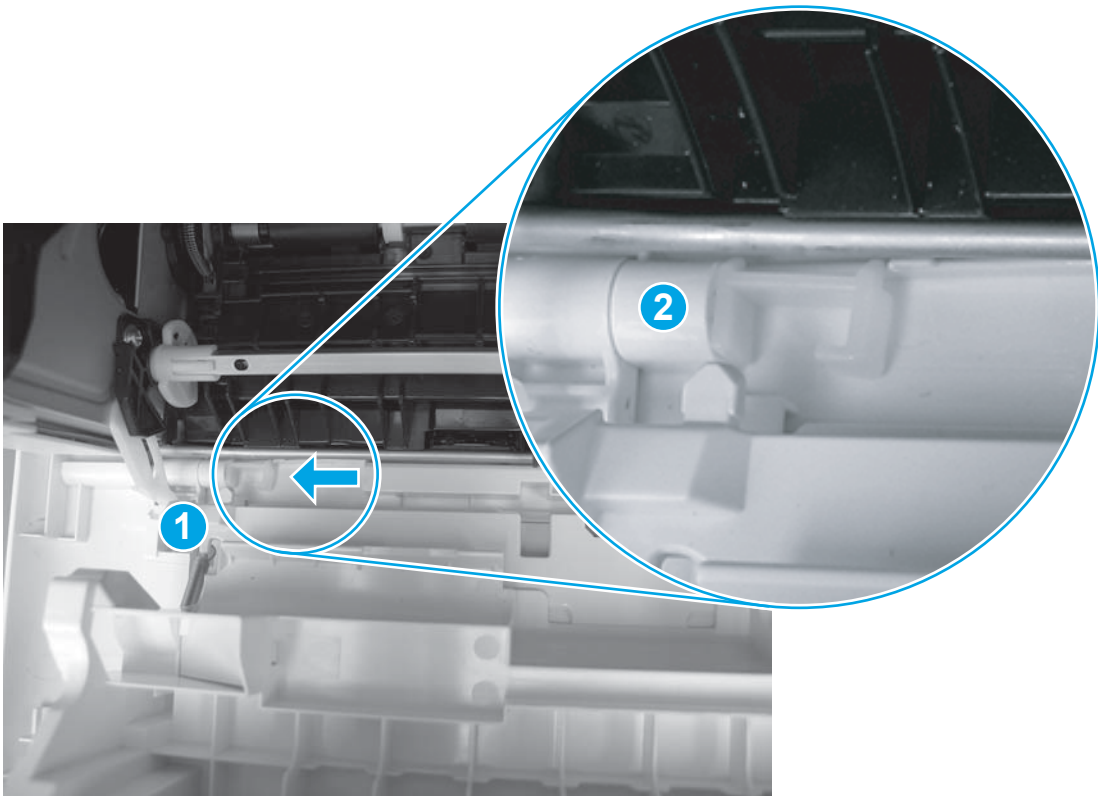
**Figure 1-2030** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-2031** Install the support shaft





## Step 16: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-2032** Install the tray





## Removal and replacement: NFC PCA



**NOTE:** M427fdw/M426fdw/M402dw/M403dw models only.

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- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M426\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the NFC cover \(M427/M426\)](#)
- [Step 9: Remove the top cover \(M403/M402\)](#)
- [Step 10: Remove the NFC PCA](#)
- [Step 11: Unpack the replacement assembly](#)
- [Step 12: Install the NFC PCA](#)
- [Step 13: Install the top cover \(M403/M402\)](#)
- [Step 14: Install the NFC cover \(M427/M426\)](#)
- [Step 15: Install the top cover \(M427/M426\)](#)
- [Step 16: Install the control panel \(M427/M426\)](#)
- [Step 17: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 18: Install the right cover](#)
- [Step 19: Install the left cover](#)
- [Step 20: Remove the cartridge door assembly](#)
- [Step 21: Install Tray 2](#)

### Introduction

This document provides the procedures to remove and replace the near field communication (NFC) printed circuit assembly (PCA; M426fdw/M403dn models only).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

**⚠ WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

NFC PCA part number	
<b>B4K93-60001</b>	NFC PCA <sup>1</sup>

<sup>1</sup> M427fdw/M426fdw/M402dw/M403dw models only.

### 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

Make sure that the printer initializes to a **Ready** state.

Use a NFC enabled device to print a job from the printer.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-2033** Remove the tray



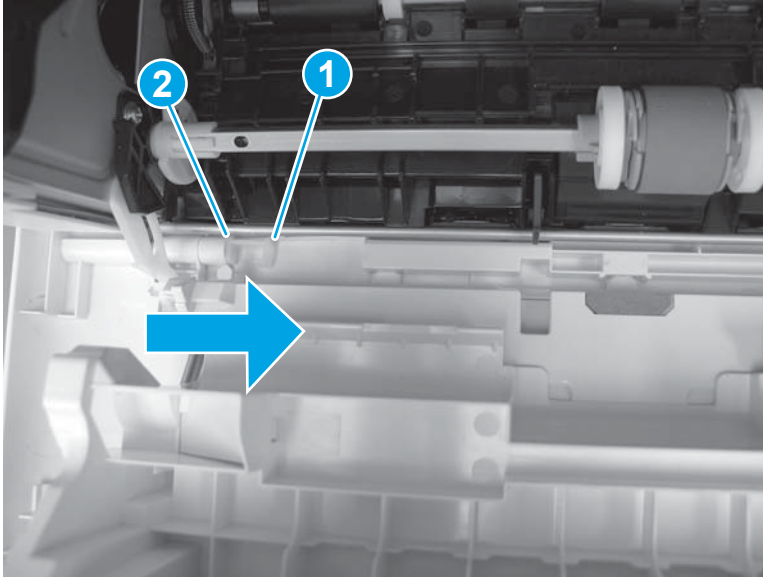
## Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

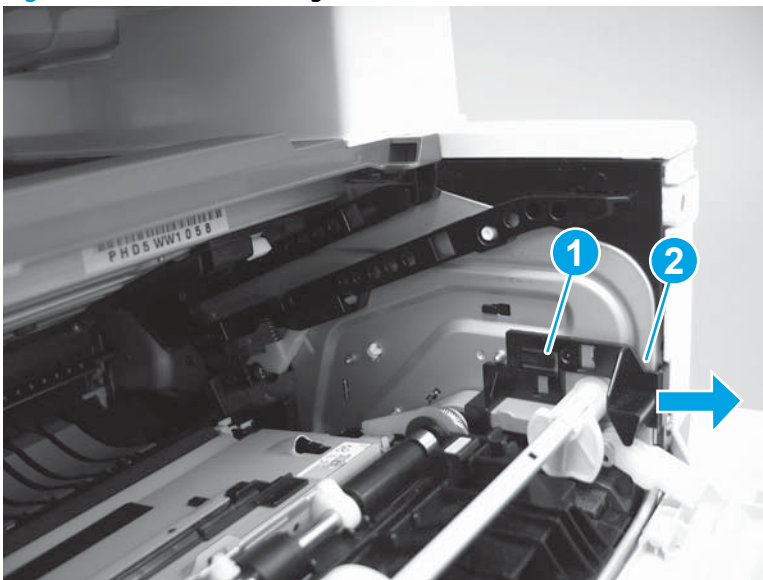
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

**Figure 1-2034** Release the support shaft



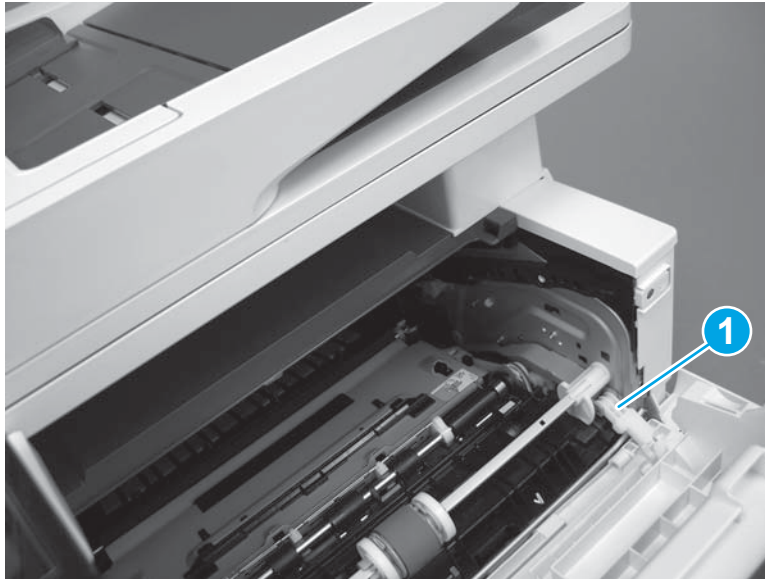
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-2035** Remove the guide



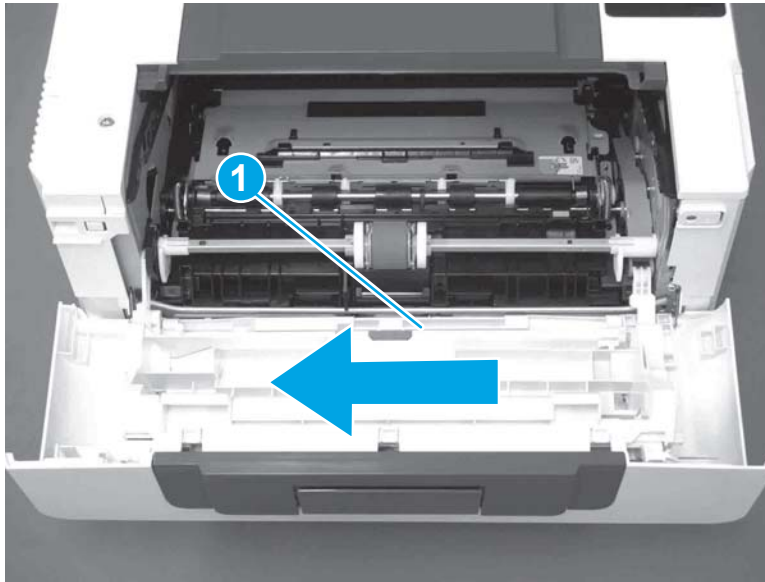
3. Remove the link arm (callout 1).

**Figure 1-2036** Remove the link arm



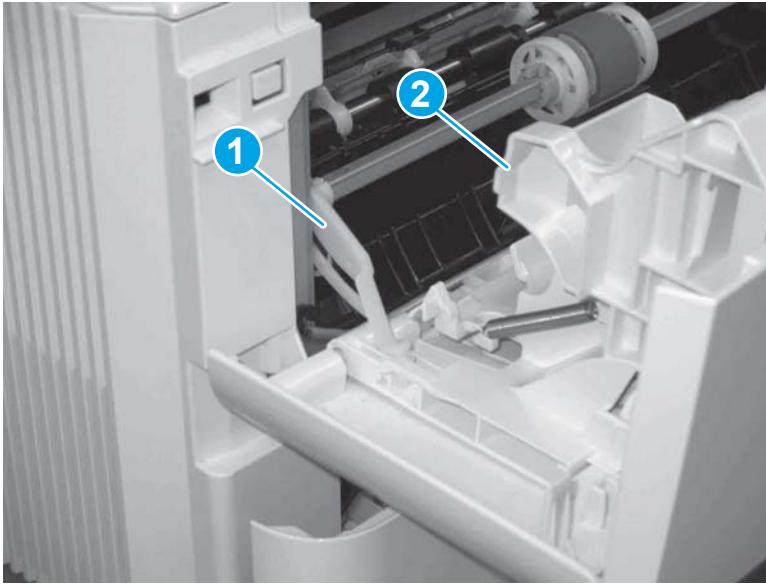
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-2037** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

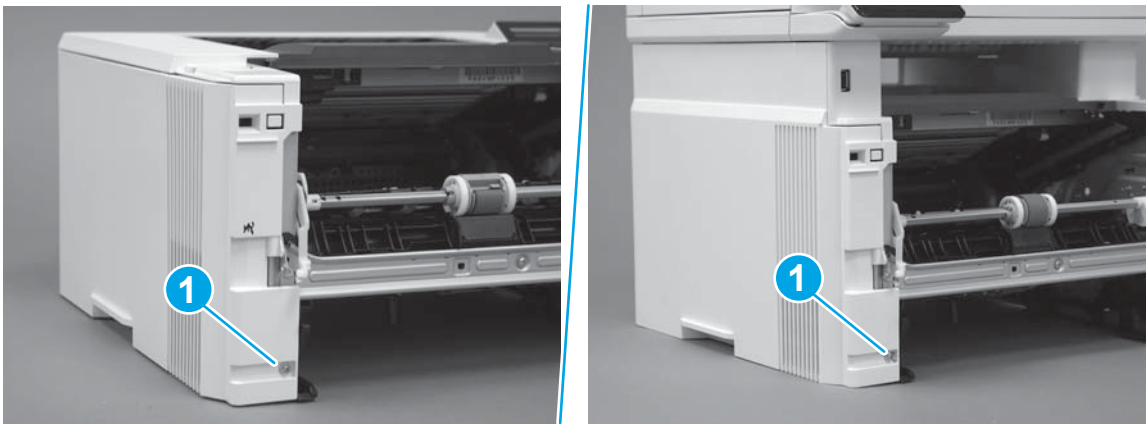
**Figure 1-2038** Release the left-side retainer arm



### Step 3: Remove the left cover

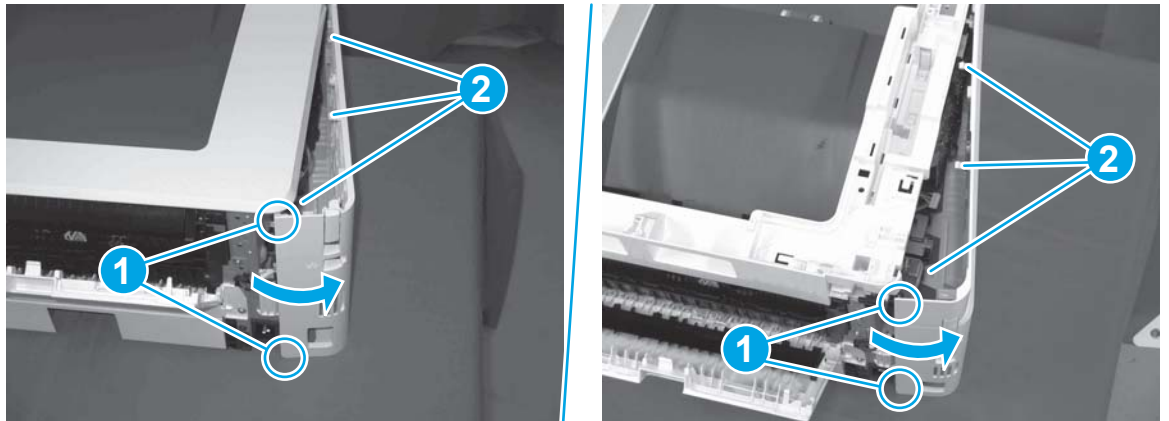
1. Remove one screw (callout 1).

**Figure 1-2039** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-2040** Release two bosses and three tabs

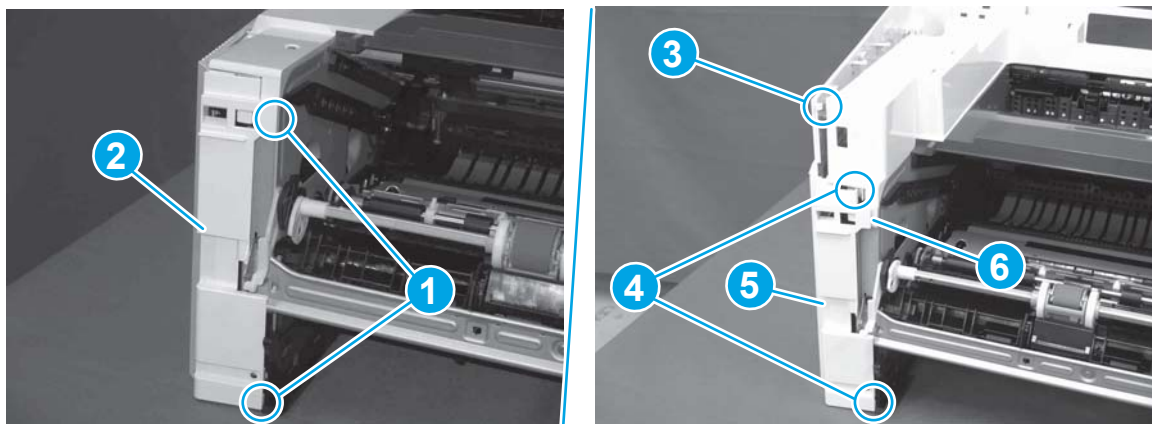


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-2041** Remove the cover

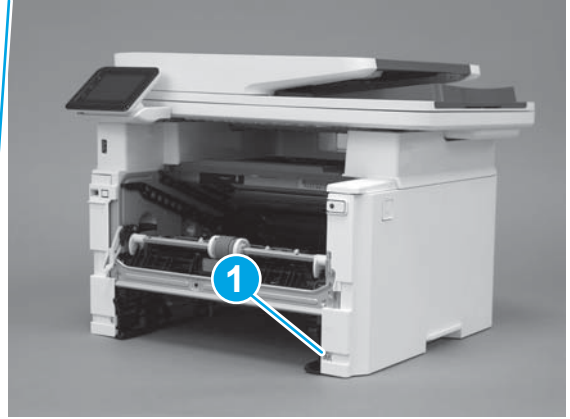
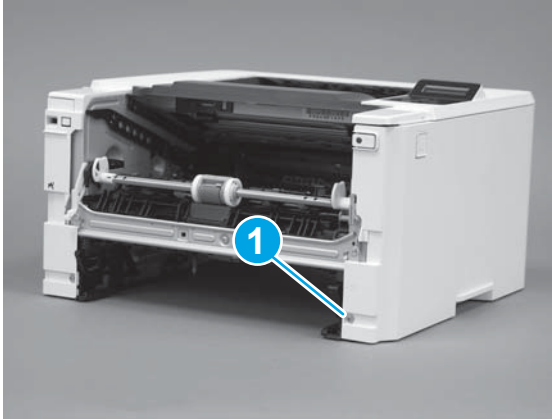


#### Step 4: Remove the right cover

1. Remove one screw (callout 1).

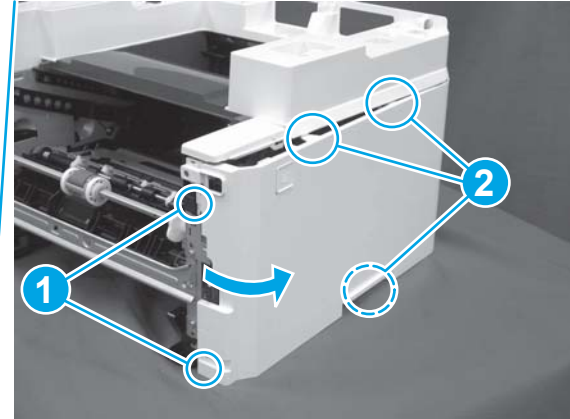
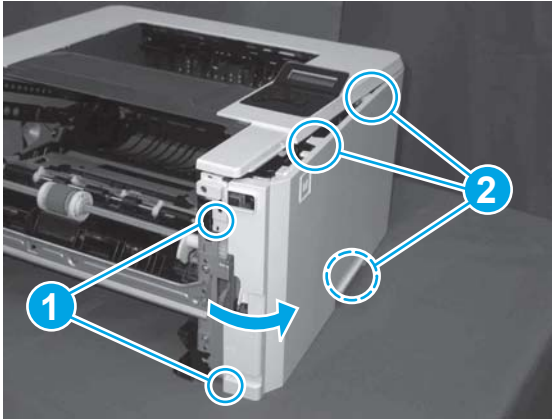


**Figure 1-2042** Remove one screw



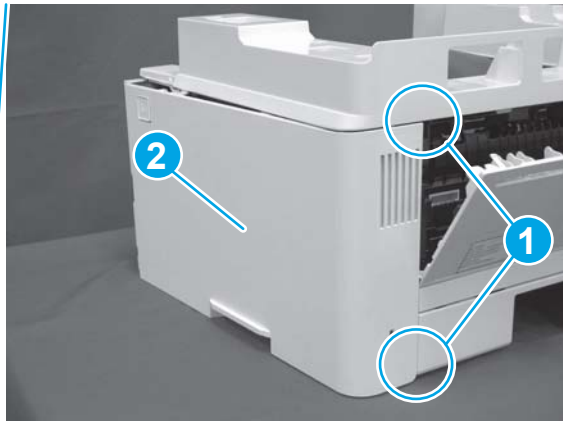
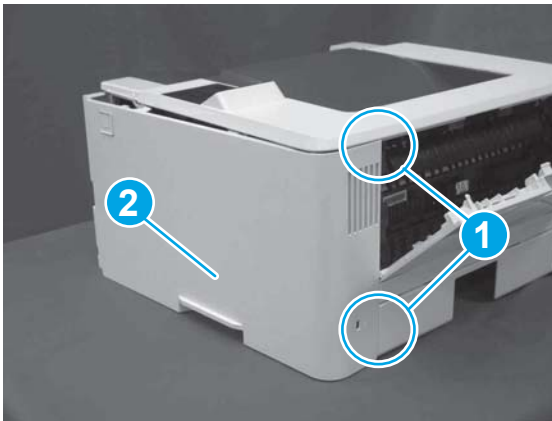
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-2043** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).


**Figure 1-2044** Remove the cover



### Step 5: Remove the integrated scanner assembly (M427/M246)

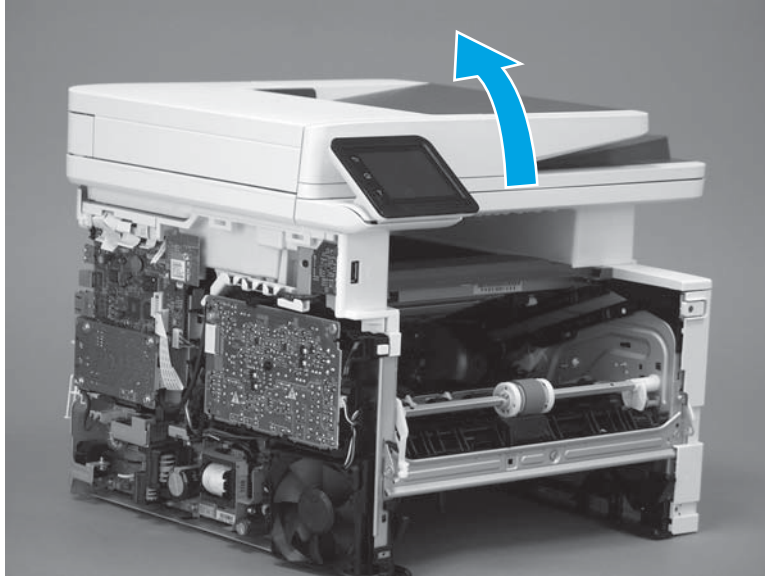


**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 1087](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

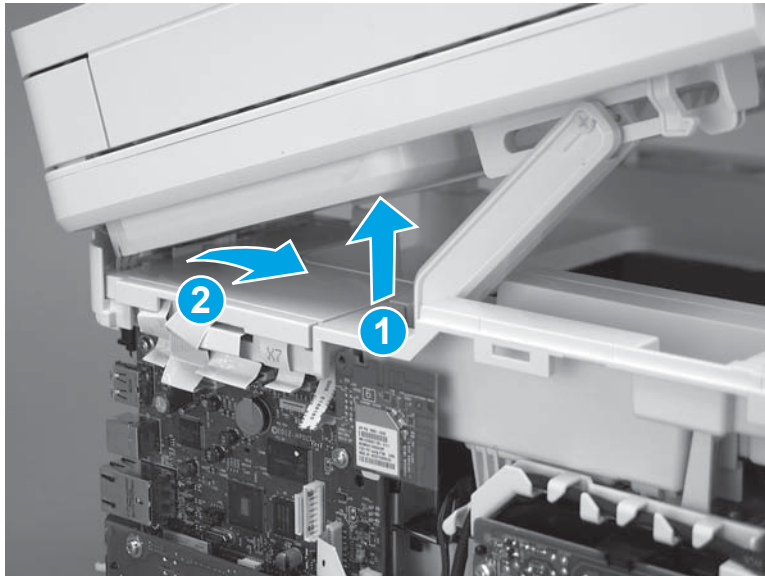
1. Raise the ISA.

**Figure 1-2045** Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

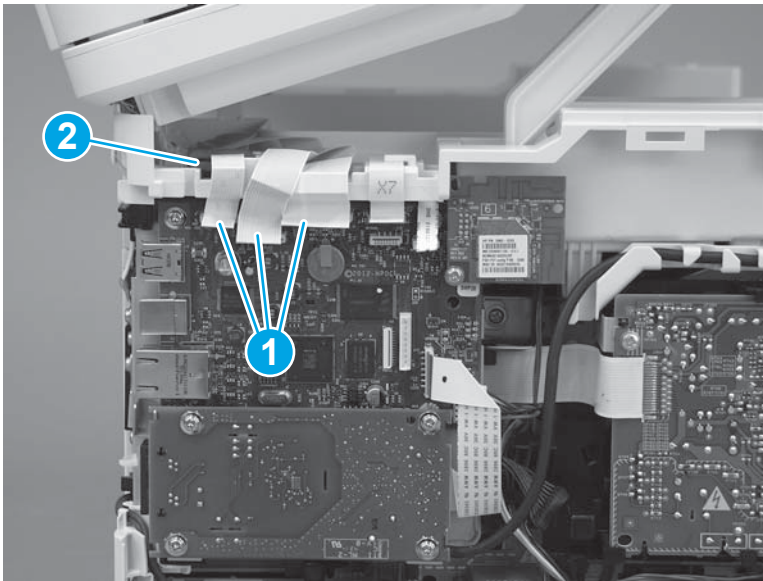
**Figure 1-2046** Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

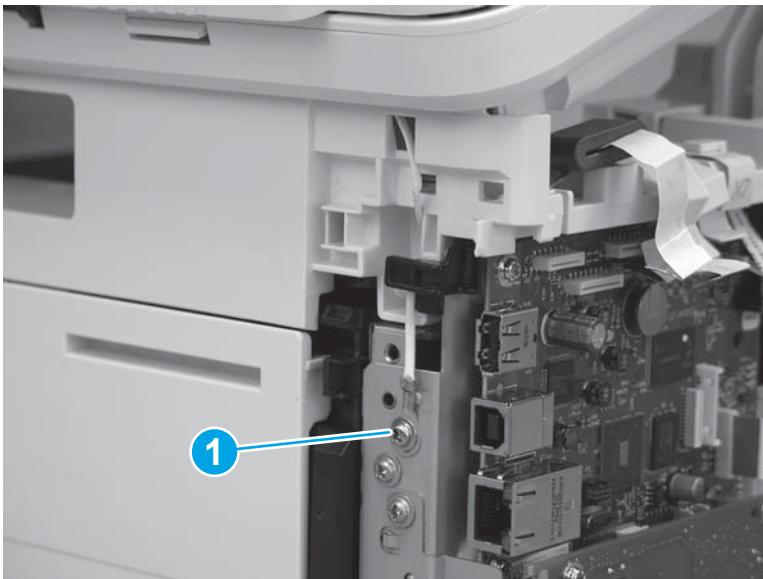
**⚠ CAUTION:** The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

**Figure 1-2047** Disconnect three FFCs



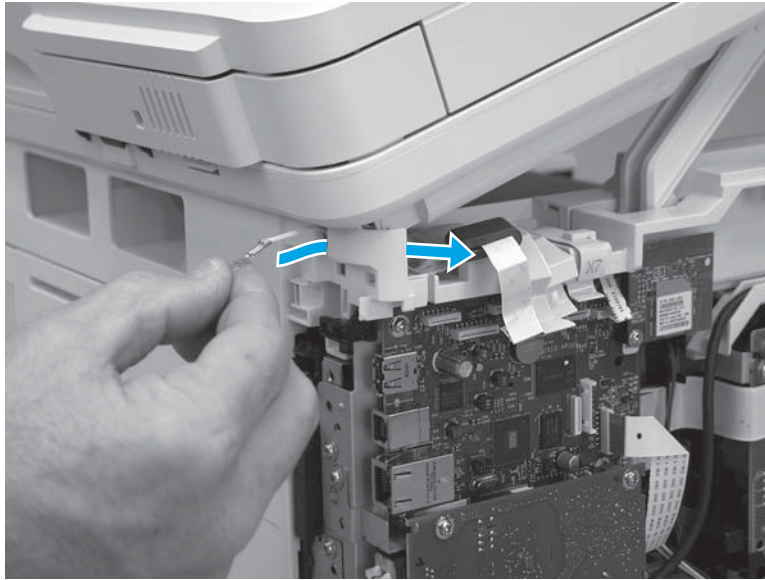
4. Remove one screw (callout 1).

**Figure 1-2048** Remove one screw



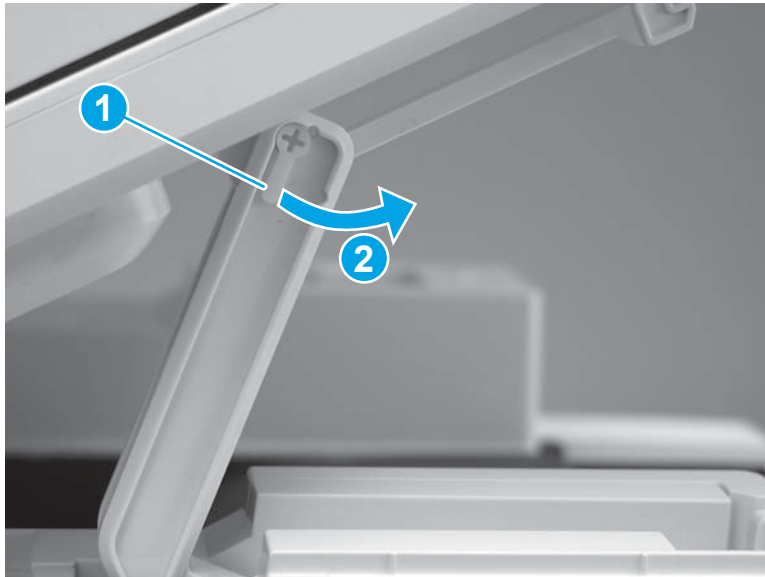
5. Pass the ground wire through the opening in the top cover.

**Figure 1-2049** Pass the wire through the opening



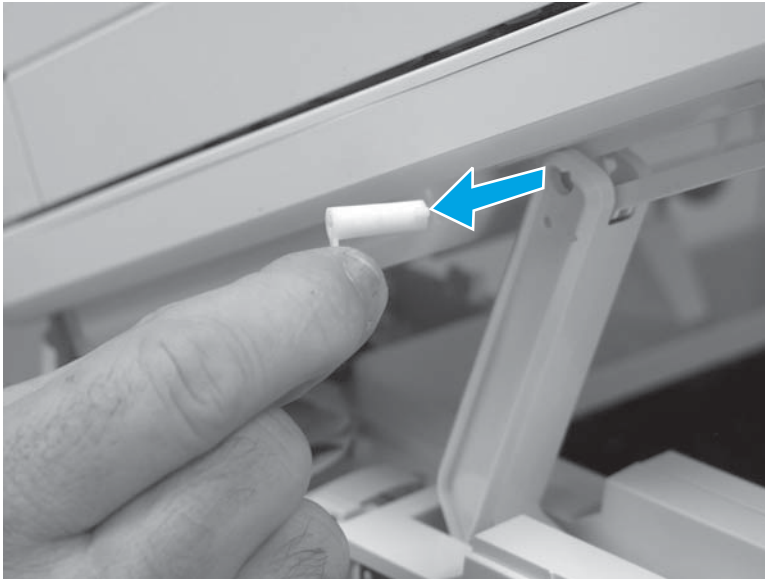
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

**Figure 1-2050** Release one tab and rotate the slider pin



7. Remove the slider pin.

**Figure 1-2051** Remove the slider pin



8. Rotate the ISA towards the rear of the printer until it stops.

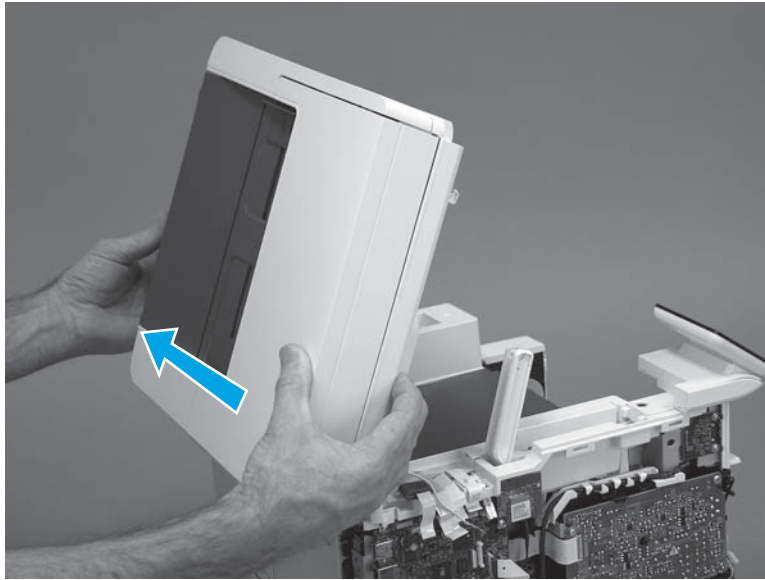
**Figure 1-2052** Rotate the ISA towards the rear of the printer





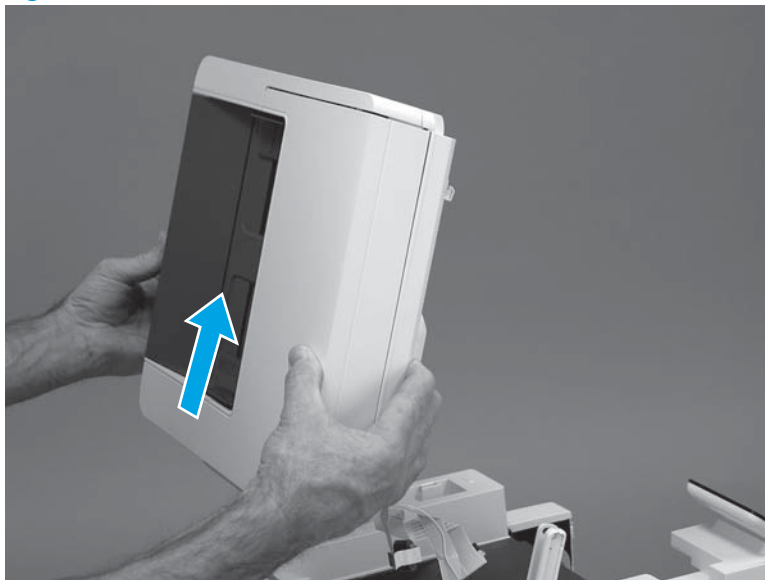
- Slide the ISA as shown to release it.

**Figure 1-2053** Release the ISA




- Remove the ISA.

**Figure 1-2054** Remove the ISA



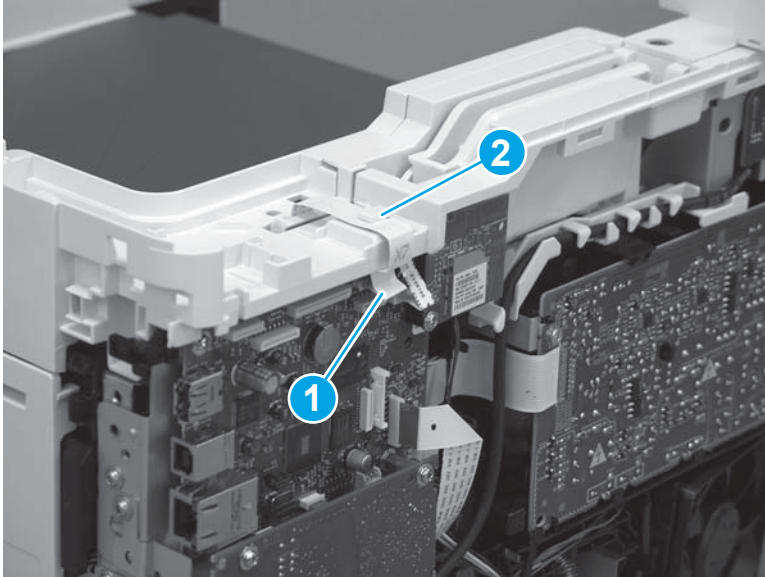
#### Step 6: Remove the control panel (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 1087](#).

- Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

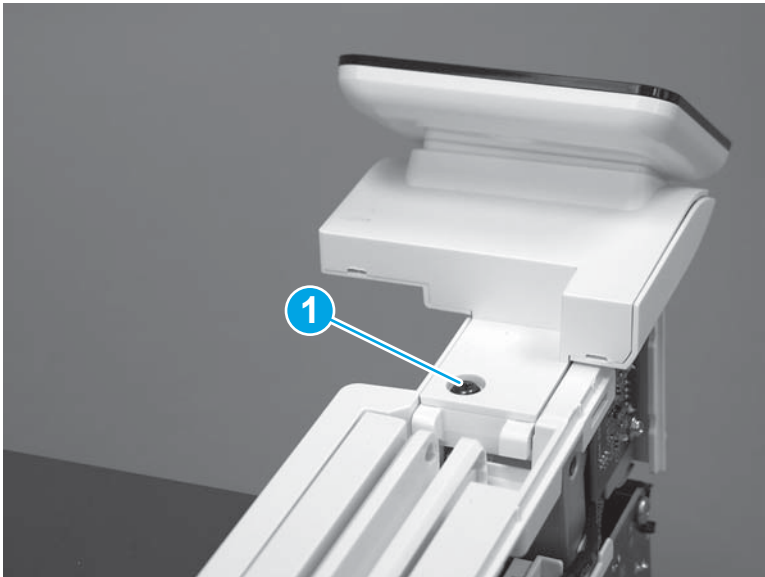


**Figure 1-2055** Disconnect one connector



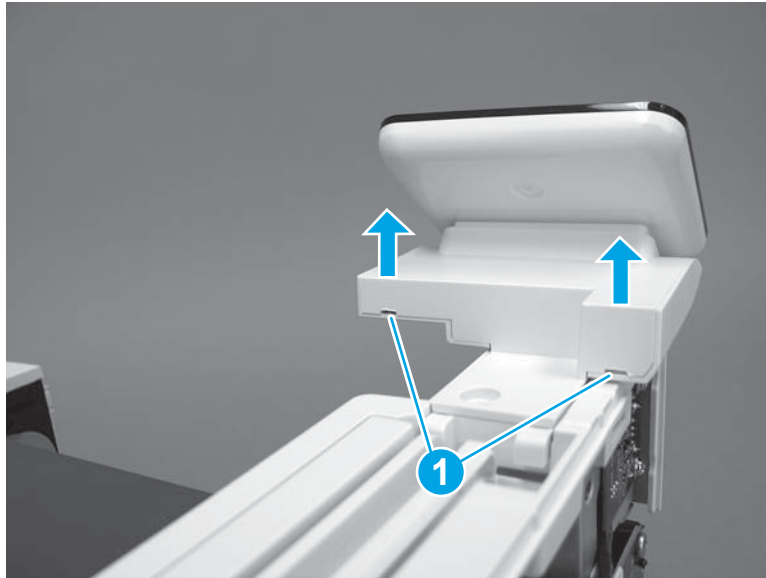
2. Remove one screw (callout 1).

**Figure 1-2056** Remove one screw



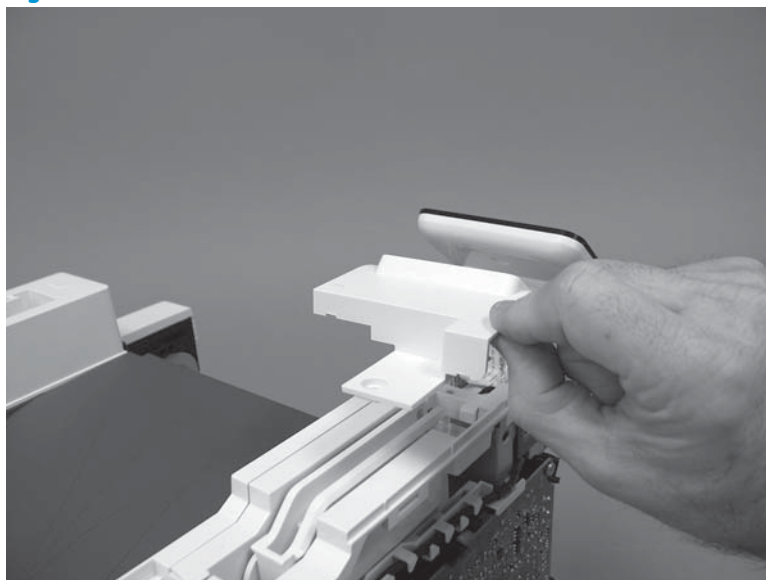
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-2057** Release two tabs



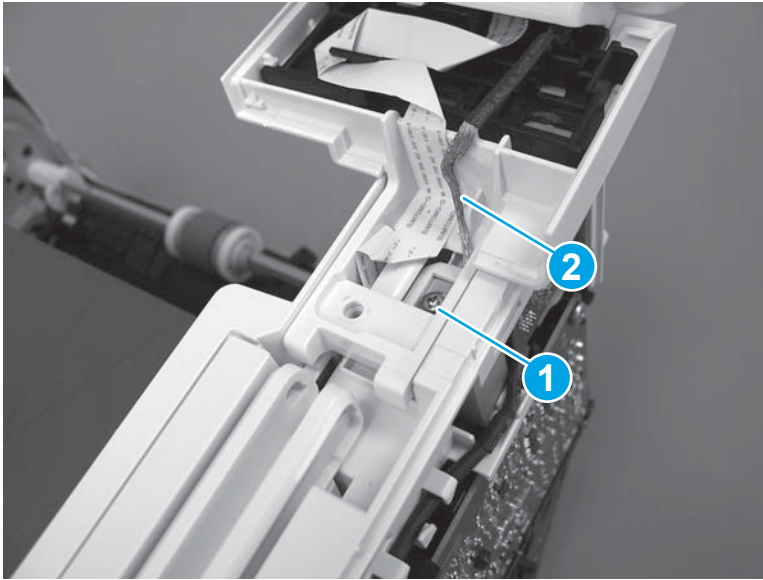
4. Remove the control-panel cable cover.

**Figure 1-2058** Remove the cover



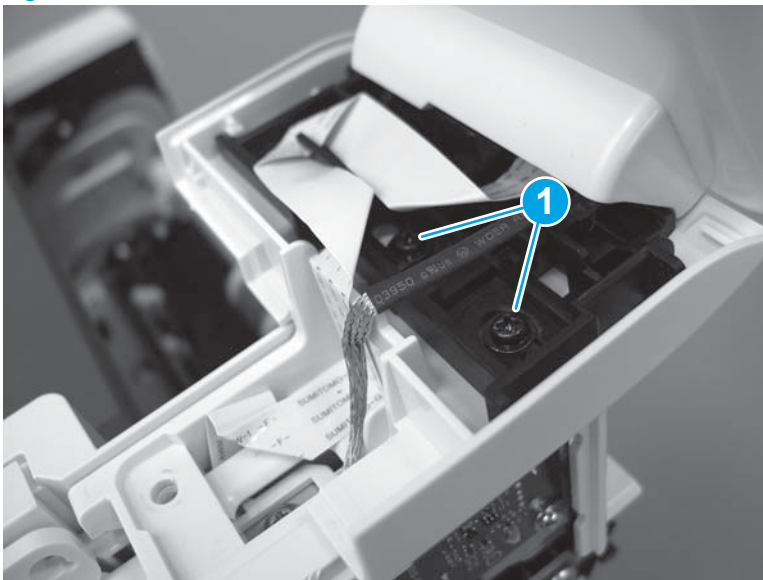
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

**Figure 1-2059** Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

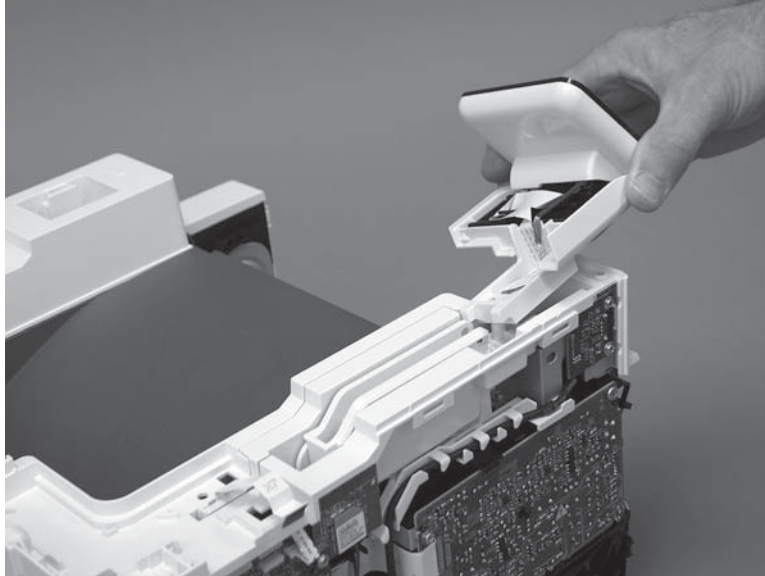
**Figure 1-2060** Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

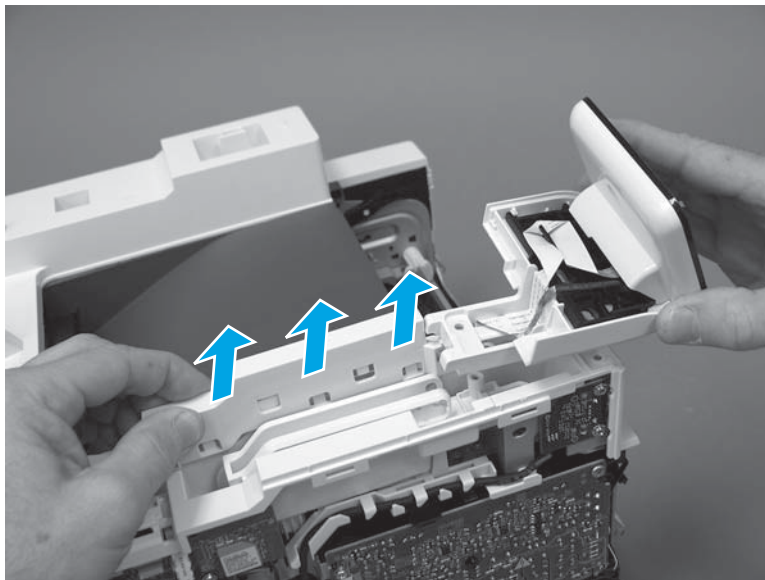
**CAUTION:** The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

**Figure 1-2061** Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

**Figure 1-2062** Remove the control-panel assembly

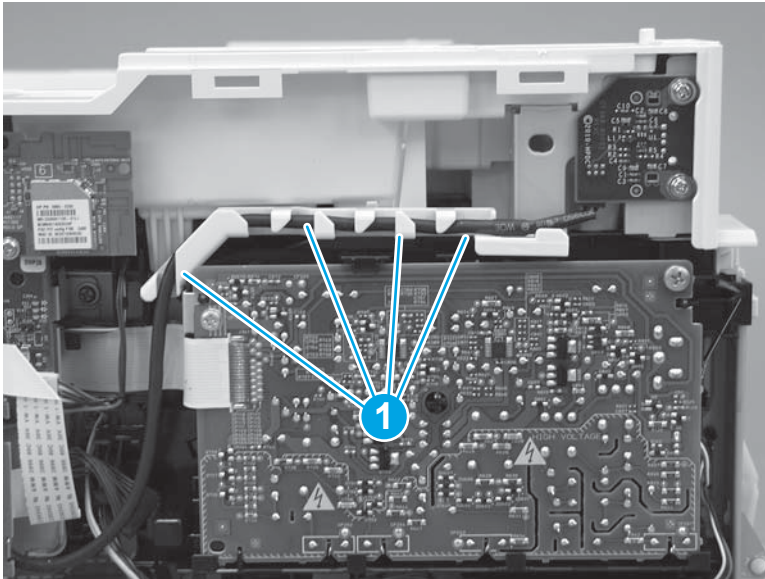


### Step 7: Remove the top cover (M427/M426)

**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 1087](#).

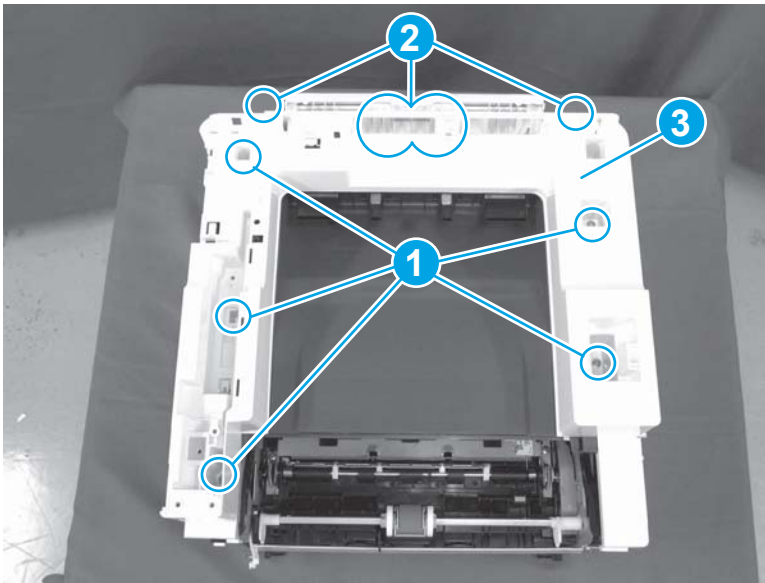
1. Release the USB cable (callout 1) from the cable guide.

**Figure 1-2063** Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

**Figure 1-2064** Remove the cover



### Step 8: Remove the NFC cover (M427/M426)



**NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 1087](#).

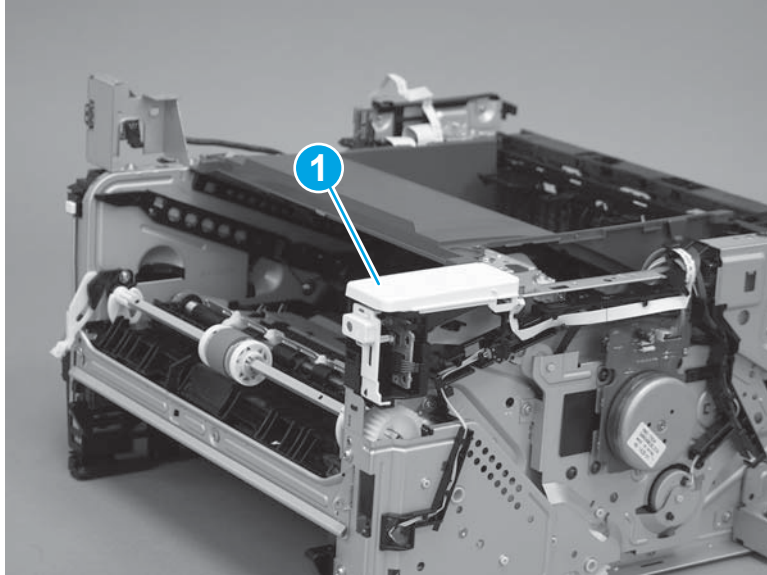
- ▲ Carefully pull up on the NFC cover (callout 1) to remove it.




**CAUTION:** Do not damage the NFC PCA when removing the cover.



**Figure 1-2065** Remove the cover



**Step 9: Remove the top cover (M403/M402)**

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 10: Remove the NFC PCA on page 1088](#).

1. Remove one screw (callout 1).

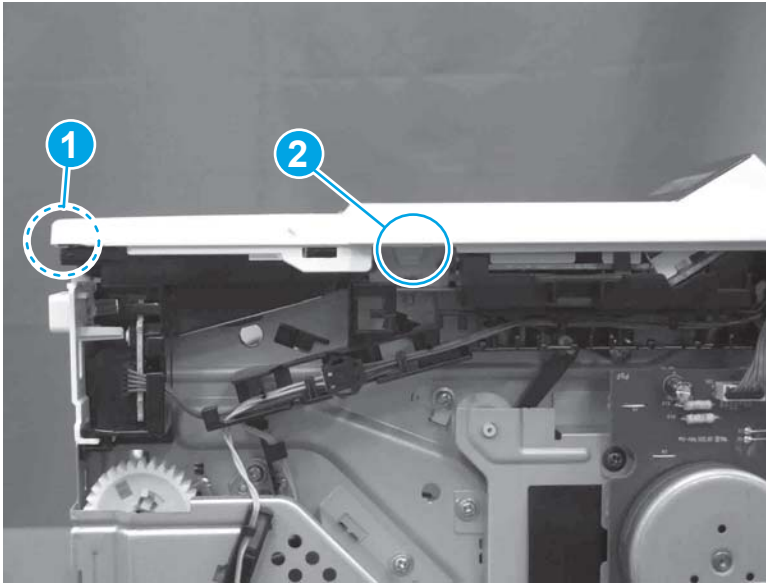
**Figure 1-2066** Remove one screw






2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

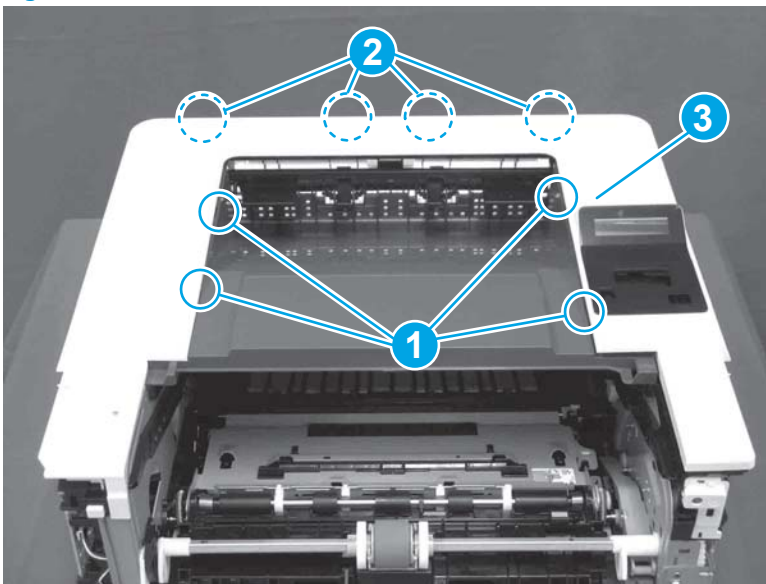
**Figure 1-2067** Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-2068** Remove the cover



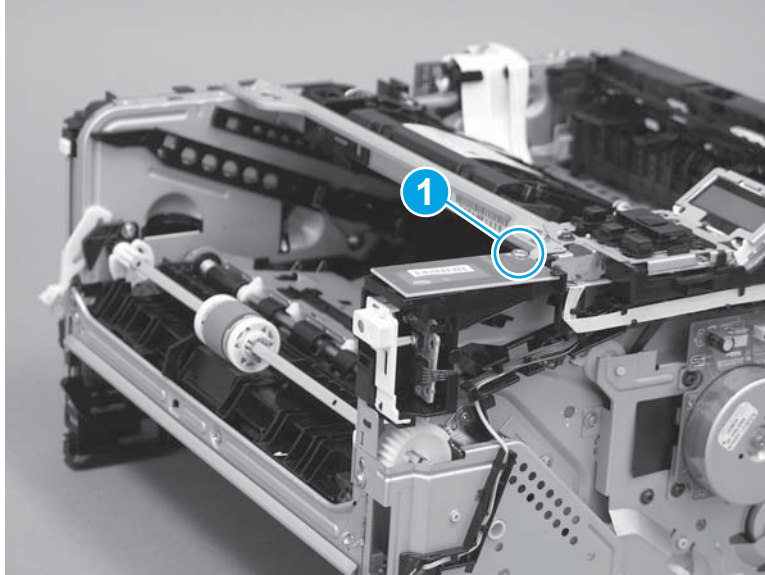
### Step 10: Remove the NFC PCA

 **NOTE:** M427fdw/M426fdw/M402dw/M403dw models only.

The M403 printer is shown in this procedure. However, the procedure is valid for the M427/M426/M402 printers.

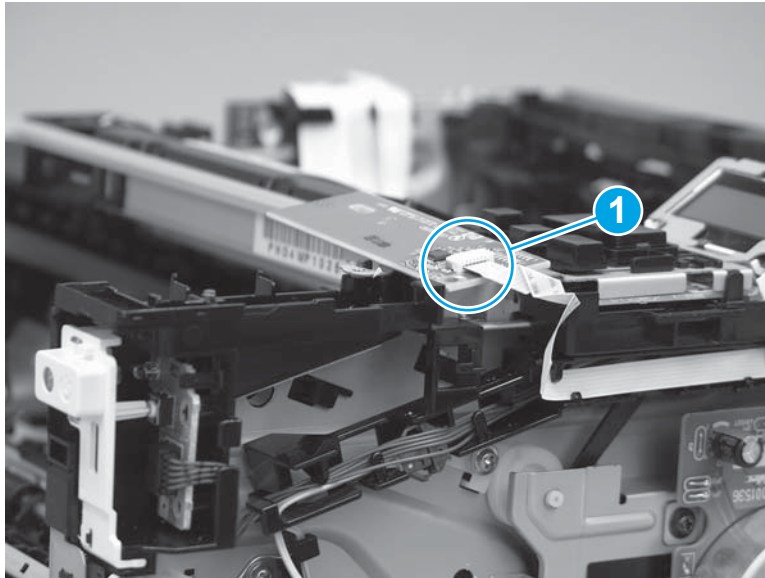
1. Remove one screw (callout 1).

**Figure 1-2069** Remove one screw



2. Turn the NFC PCA over to access the bottom side, disconnect one FFC (callout 1), and then remove the NFC PCA.

**Figure 1-2070** Remove the NFC PCA



### Step 11: Unpack the replacement assembly

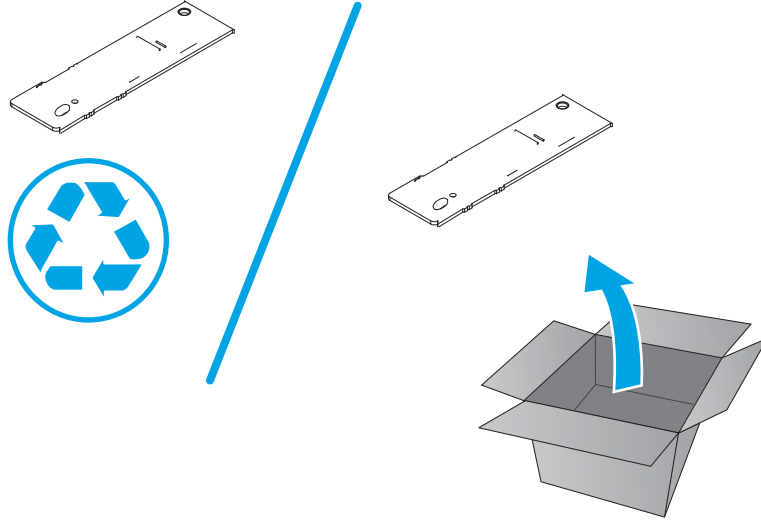
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-2071** Recycle and unpack



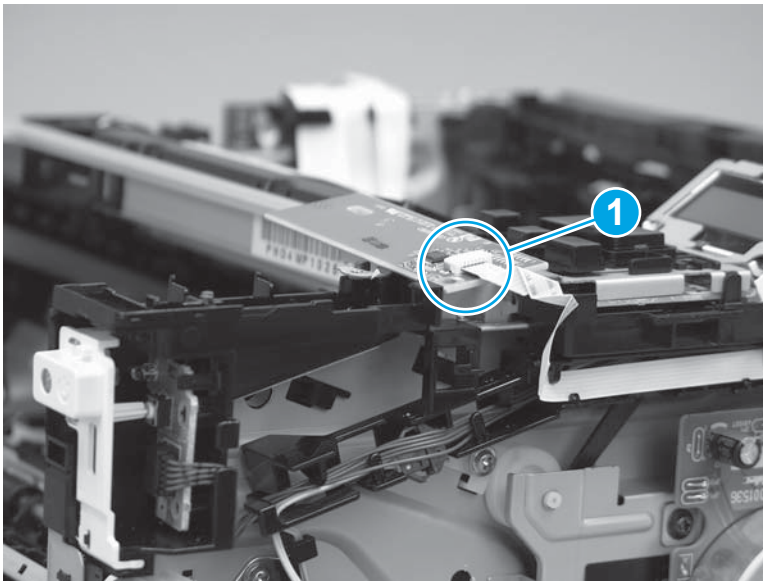
## Step 12: Install the NFC PCA

 **NOTE:** M427fdw/M426fdw/M402dw/M403dw models only.

The M403dw printer is shown in this procedure. However, the procedure is valid for the M427/M426/M402 printers.

1. Connect one FFC (callout 1).

**Figure 1-2072** Connect one FFC

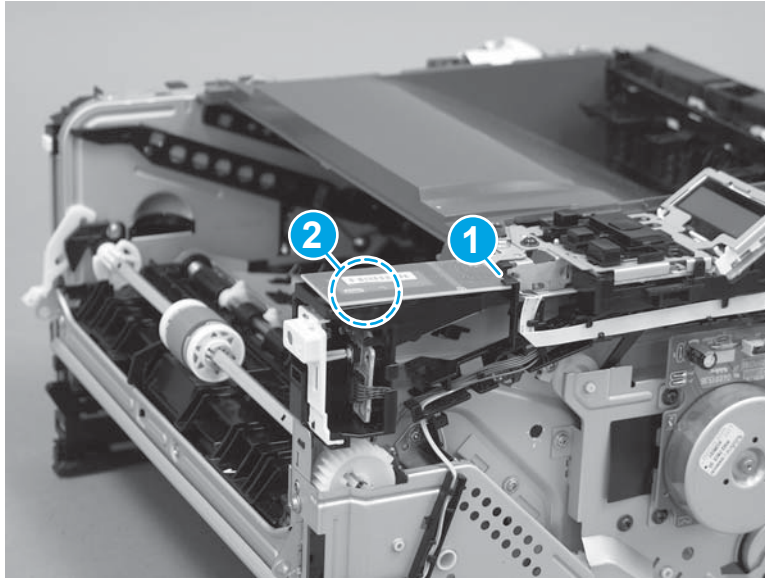


2. Position the NFC PCA on the holder.

**CAUTION:** Make sure that the NFC PCA is correctly positioned on the holder. One corner (callout 1) is under a tab on the holder, and the alignment pins on the holder fit in the hole and slot in the PCA (callout 2).

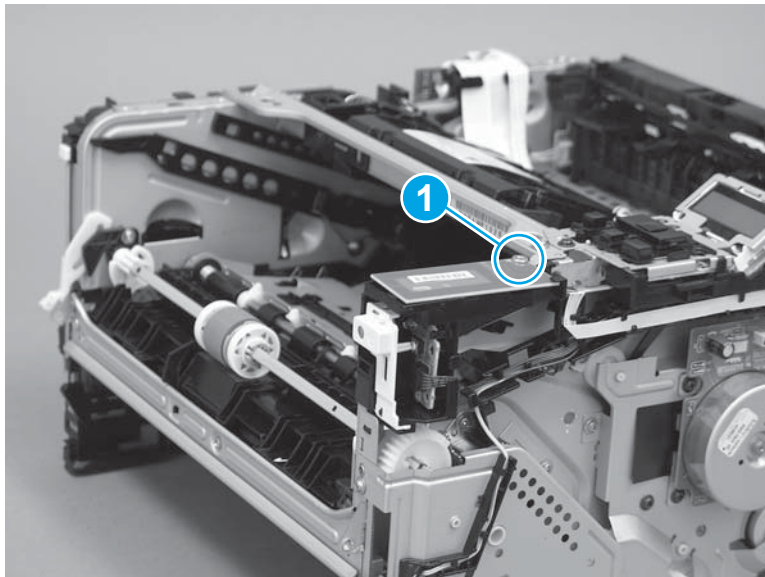
To avoid damage to the PCA, it must be installed flat on the holder **before** installing the mounting screw.

**Figure 1-2073** Install the NFC PCA



3. Install one screw (callout 1).

**Figure 1-2074** Install one screw

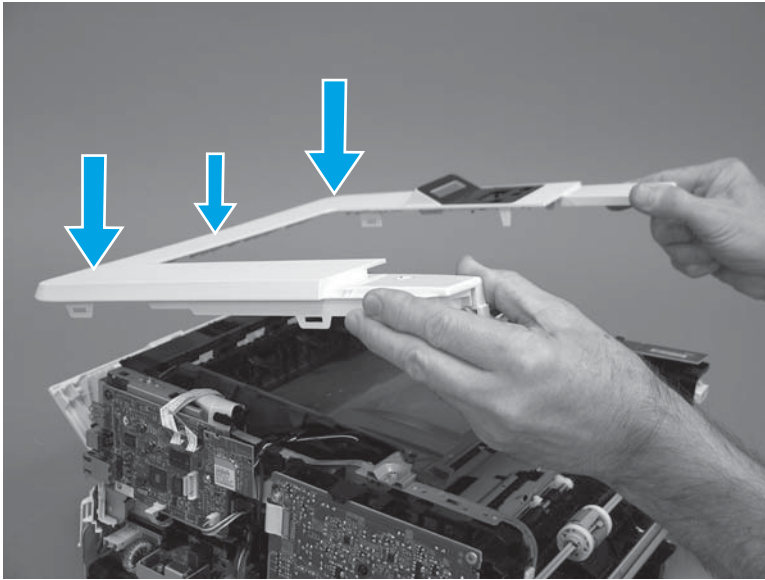


### Step 13: Install the top cover (M403/M402)

**NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 18: Install the right cover on page 1105](#).

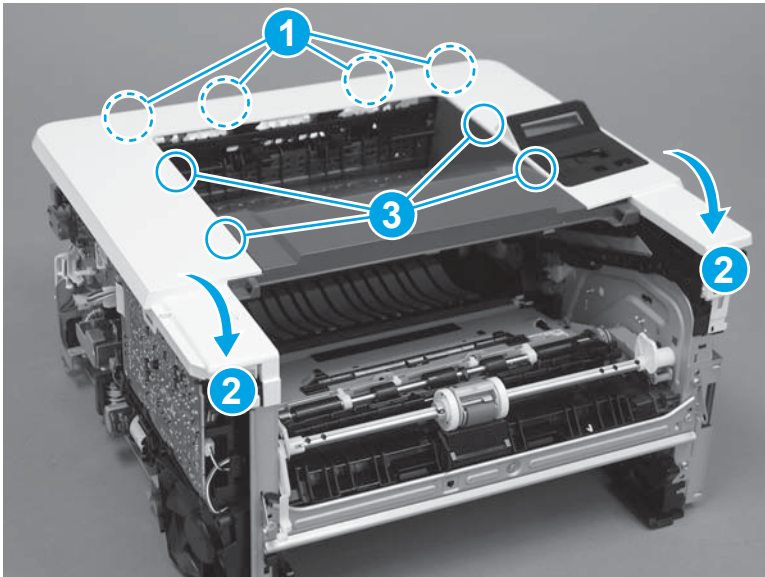
1. Position the rear edge of the cover on the printer.

**Figure 1-2075** Install the cover



2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

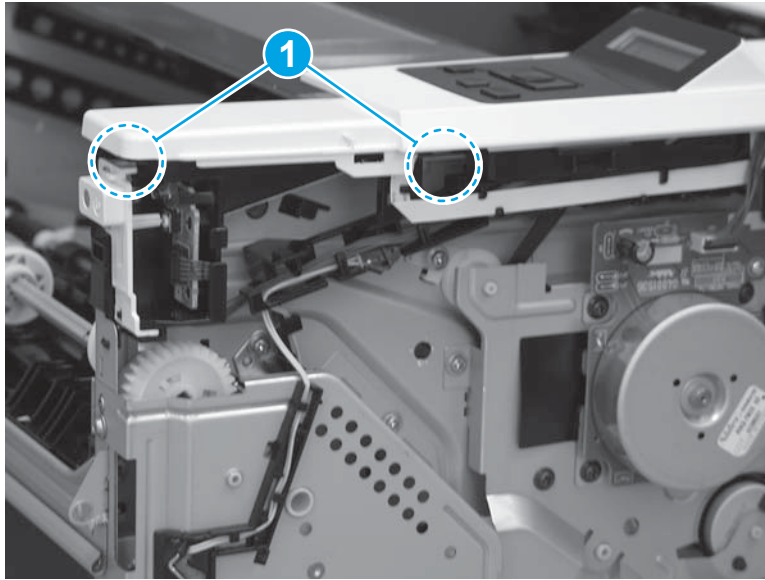
**Figure 1-2076** Engage four bosses and tabs





3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-2077** Engage one boss and one tab




4. Install one screw (callout 1).

**Figure 1-2078** Install one screw



#### Step 14: Install the NFC cover (M427/M426)

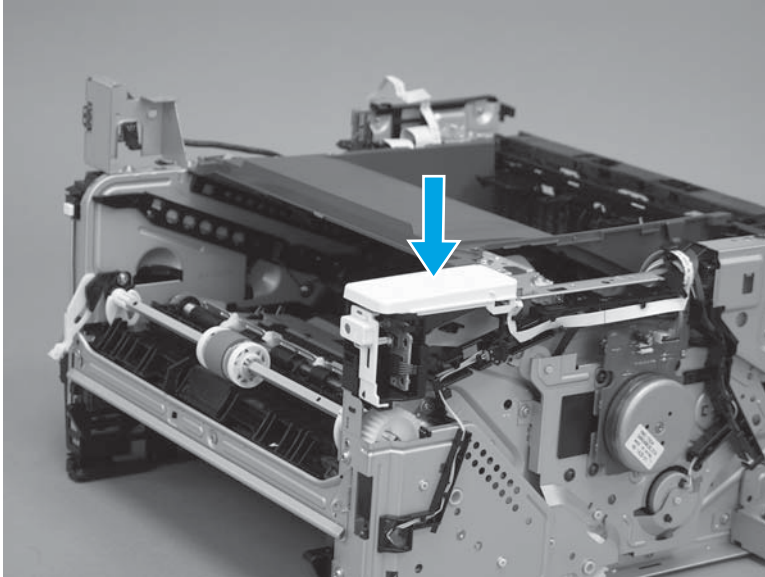
 **NOTE:** The step is for the (M427/M426) printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 1105](#).

- ▲ Carefully install the NFC cover on the printer.


 **CAUTION:** Do not damage the NFC PCA when installing the cover.



**Figure 1-2079** Remove the cover

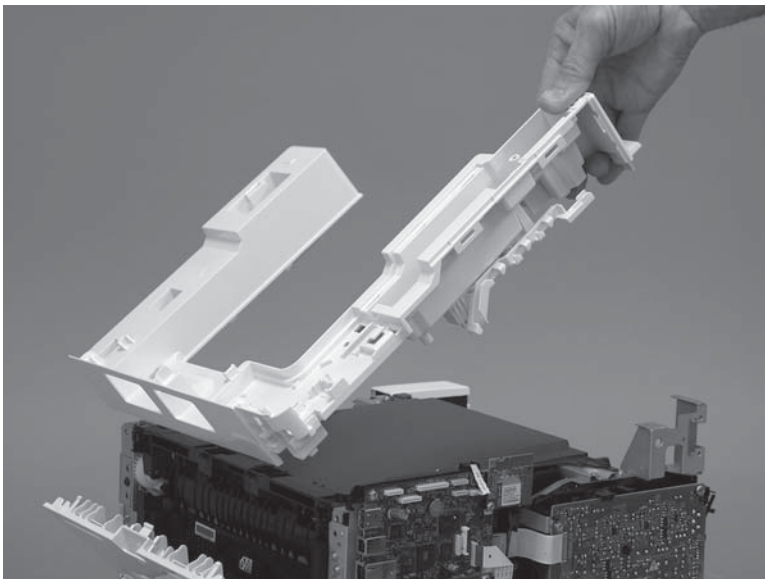


**Step 15: Install the top cover (M427/M426)**

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 1105](#).

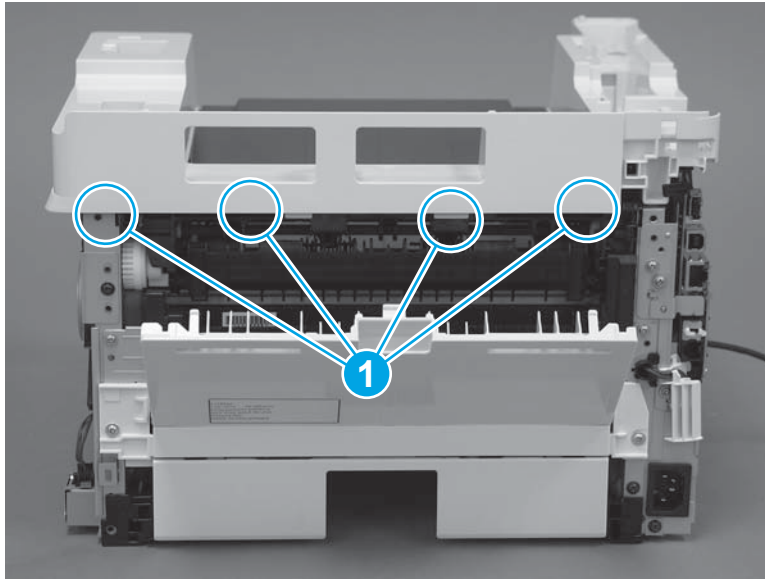
1. Position the rear edge of the top cover on the printer.

**Figure 1-2080** Install the cover



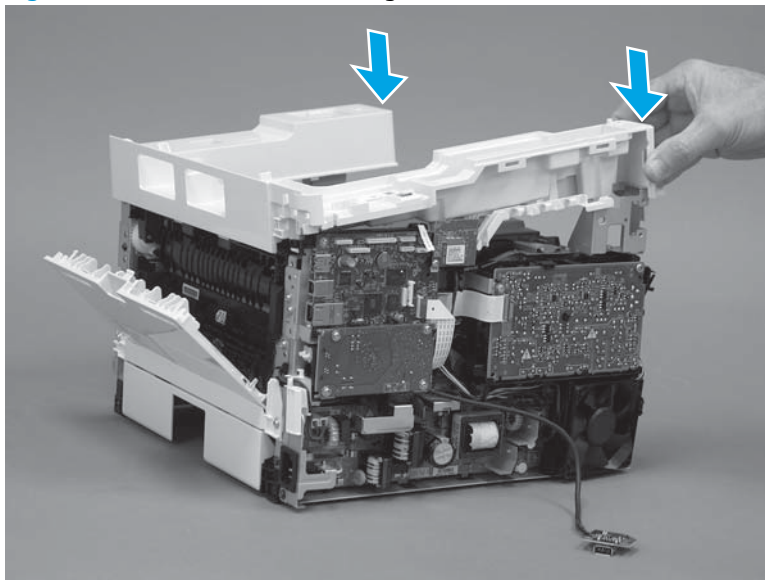
2. Engage four bosses (callout 1).

**Figure 1-2081** Engage four bosses



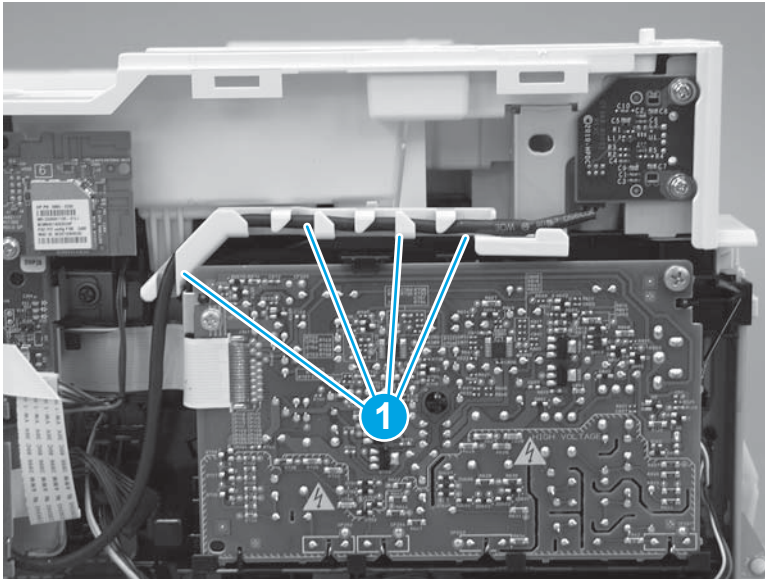
3. Rotate the front edge of the cover down.

**Figure 1-2082** Rotate the front edge of the cover down



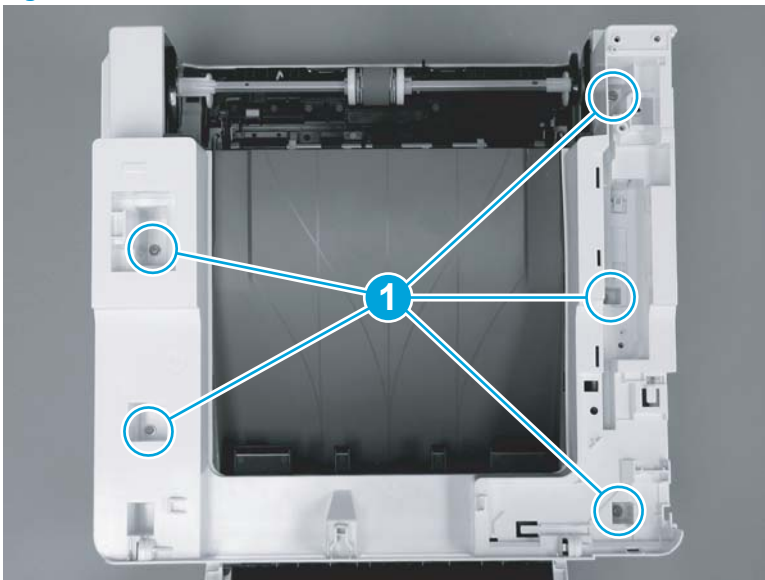
4. Install the USB cable (callout 1) in the guide.

**Figure 1-2083** Install the USB PCA




5. Install five screws (callout 1).

**Figure 1-2084** Install five screws

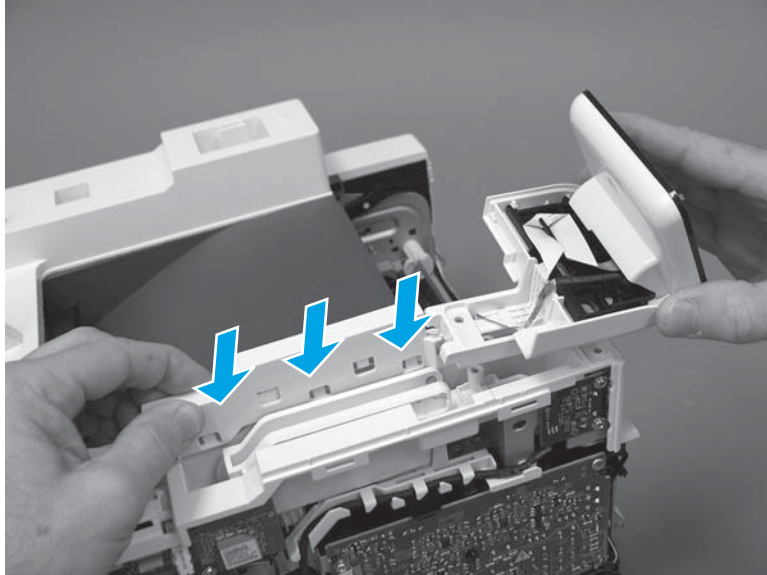


### Step 16: Install the control panel (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 1105](#).

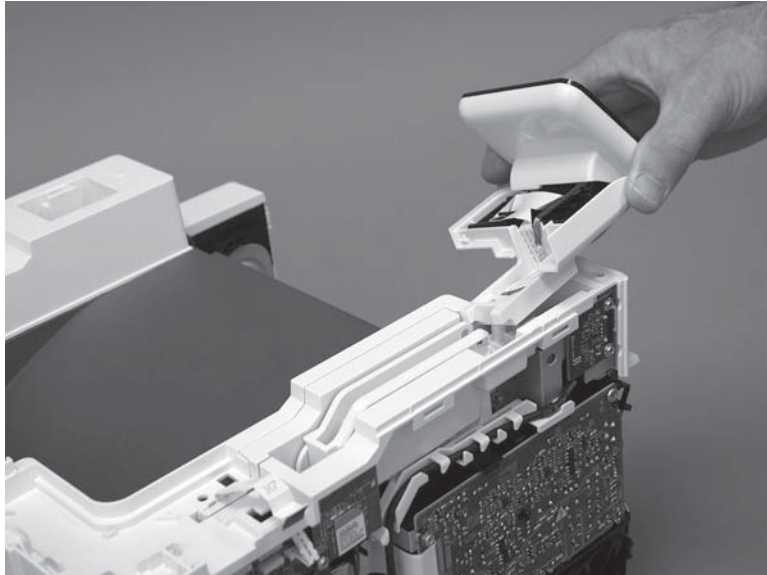
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

**Figure 1-2085** Install the control-panel FFC cover



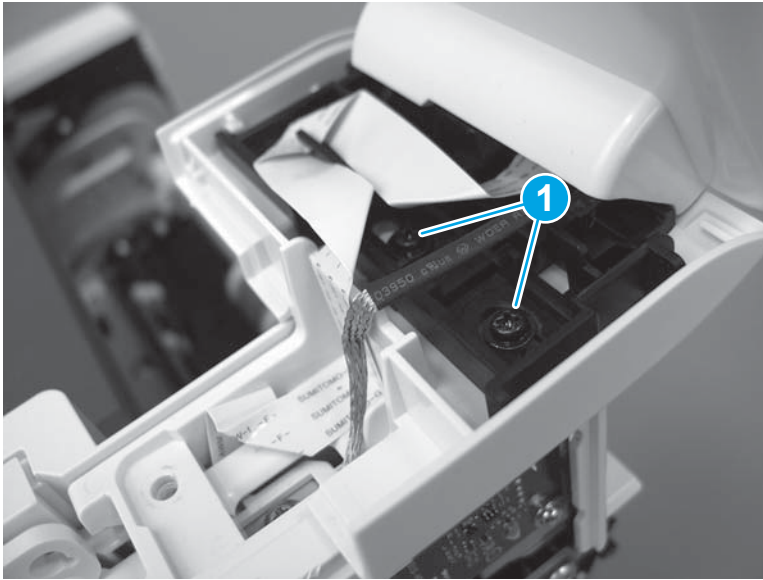
2. Install the control-panel assembly on the top cover.

**Figure 1-2086** Install the control-panel assembly



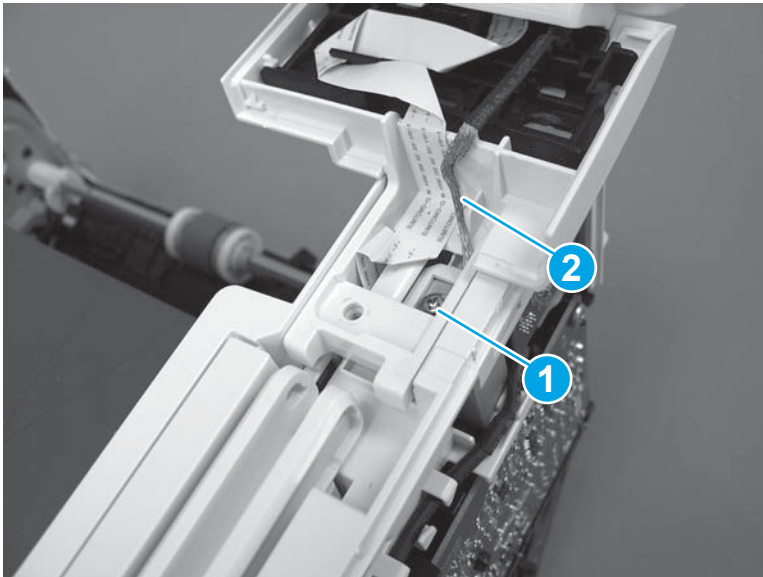
3. Move the FFC out of the way, and then install two screws (callout 1).

**Figure 1-2087** Install two screws



4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

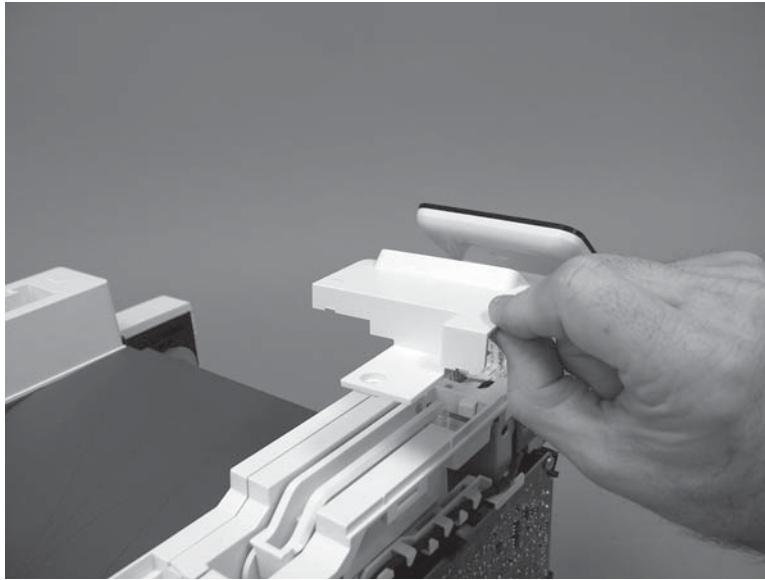
**Figure 1-2088** Remove one screw





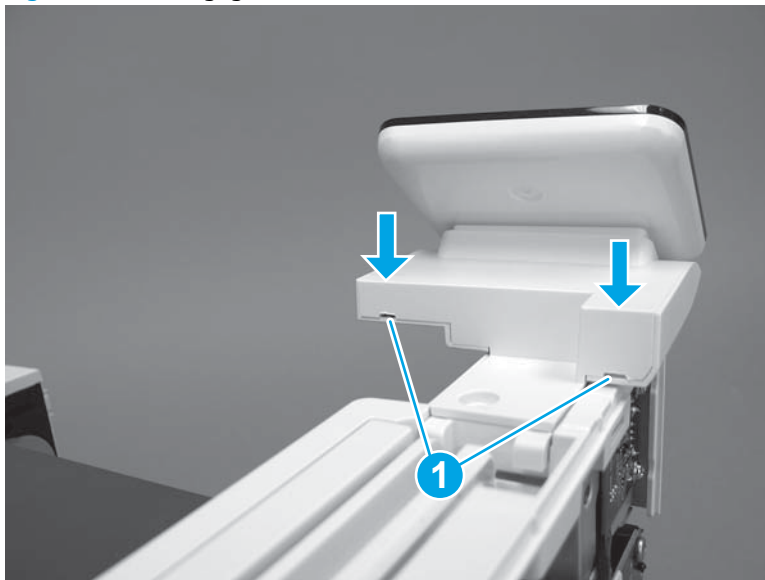
5. Install the control-panel cable cover.

**Figure 1-2089** Install the cover



6. Make sure that the two tabs (callout 1) on the cover snap into place.

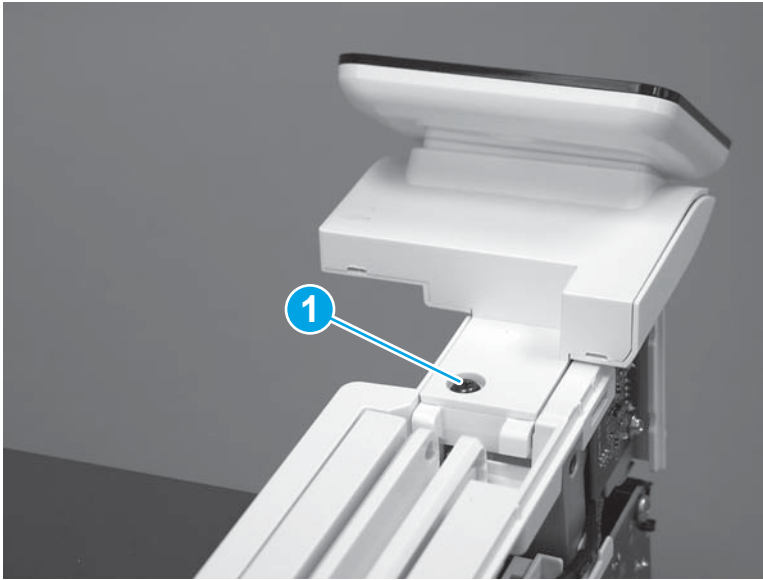
**Figure 1-2090** Engage two tabs





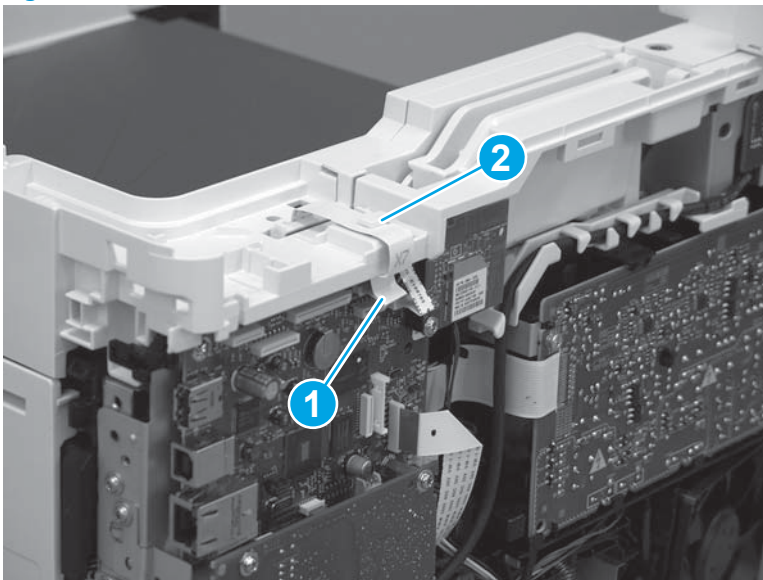
7. Install one screw (callout 1).

**Figure 1-2091** Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

**Figure 1-2092** Connect one connector



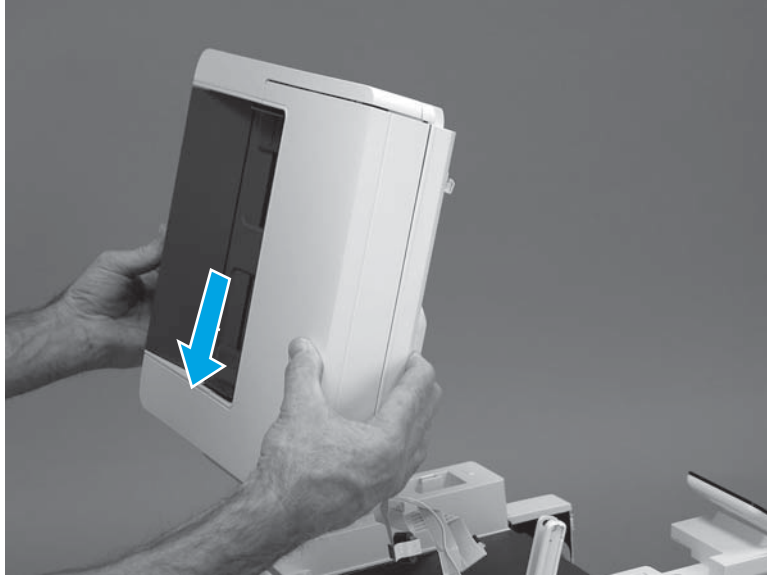
### Step 17: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 1105](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

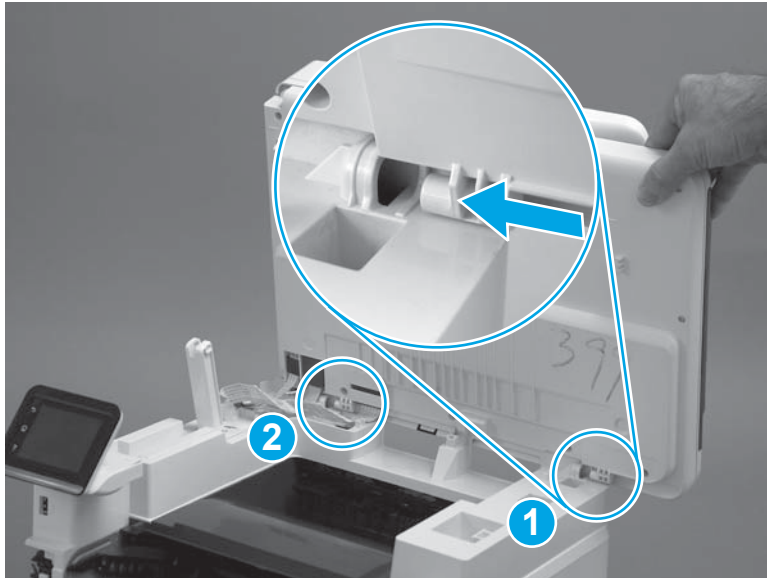
1. Position the ISA on the printer.

**Figure 1-2093** Position the ISA on the printer



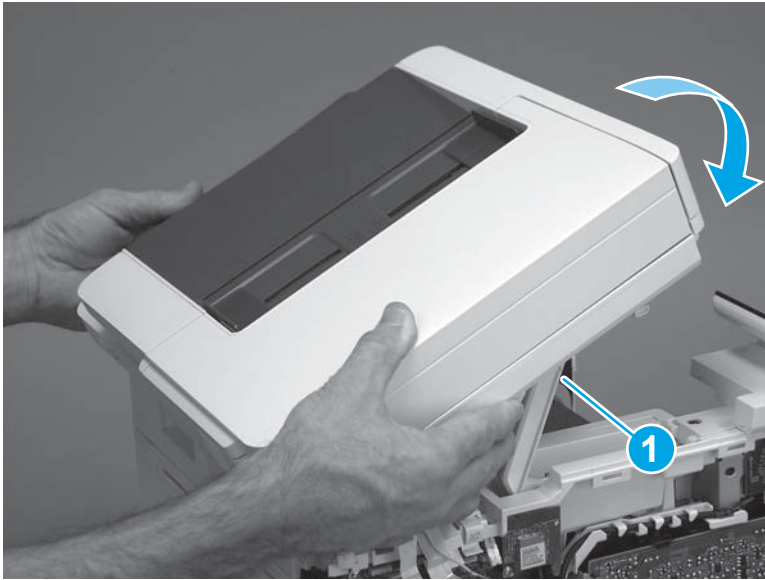
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

**Figure 1-2094** Engage the hinge pins with the holders



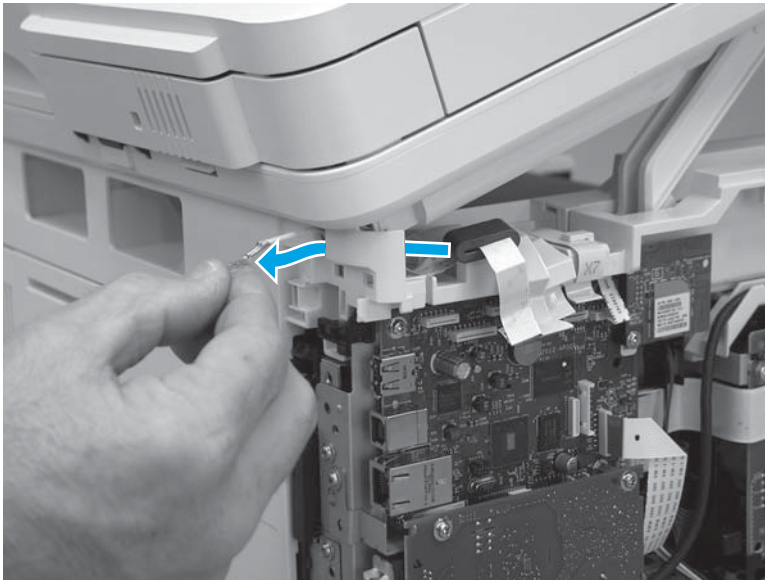
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

**Figure 1-2095** Rotate the ISA towards the front of the printer



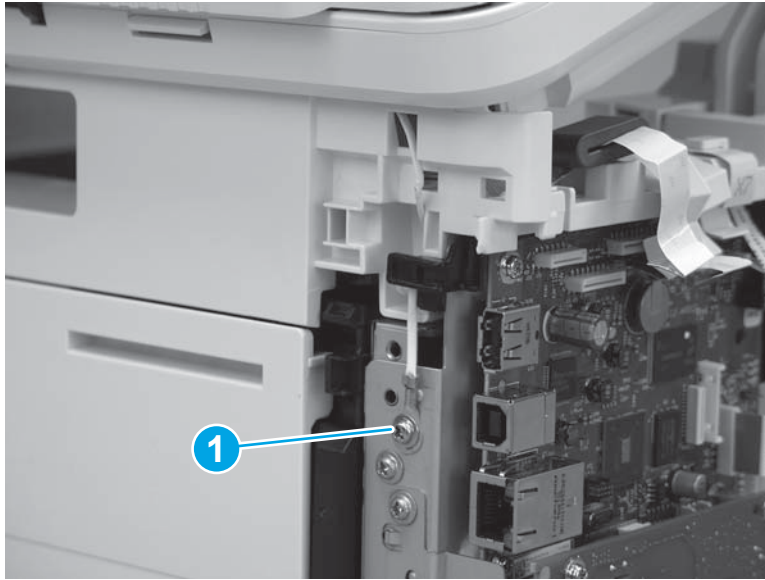
4. Pass the ground wire through the opening in the top cover.

**Figure 1-2096** Pass the wire through the opening




5. Install one screw (callout 1).

**Figure 1-2097** Install one screw



6. Install the ISA lift assembly slider pin.

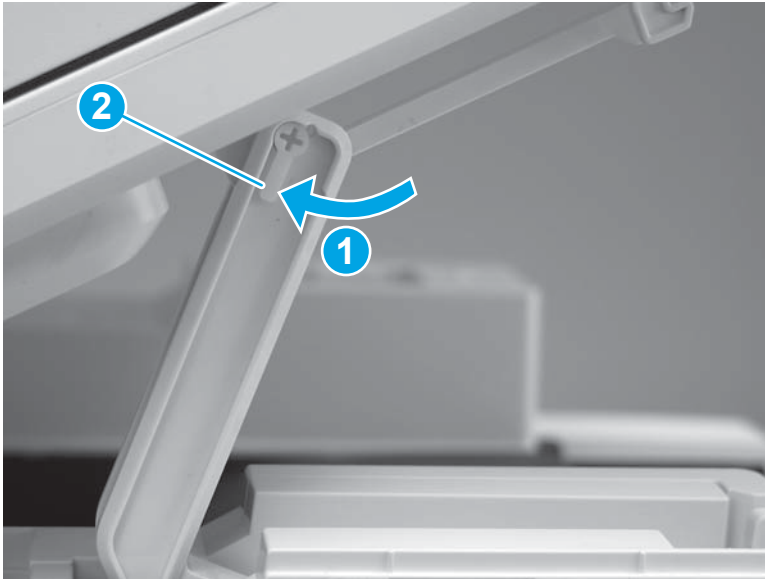
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

**Figure 1-2098** Install the slider pin



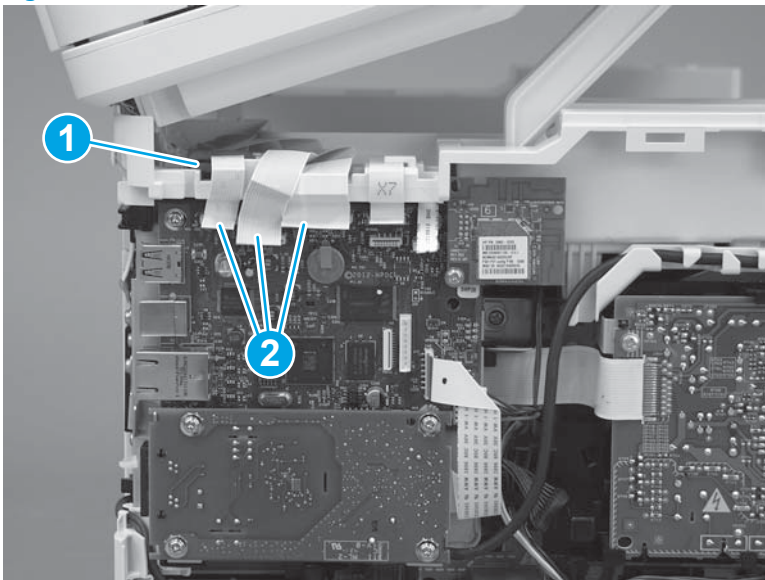
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

**Figure 1-2099** Secure the slider pin



8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

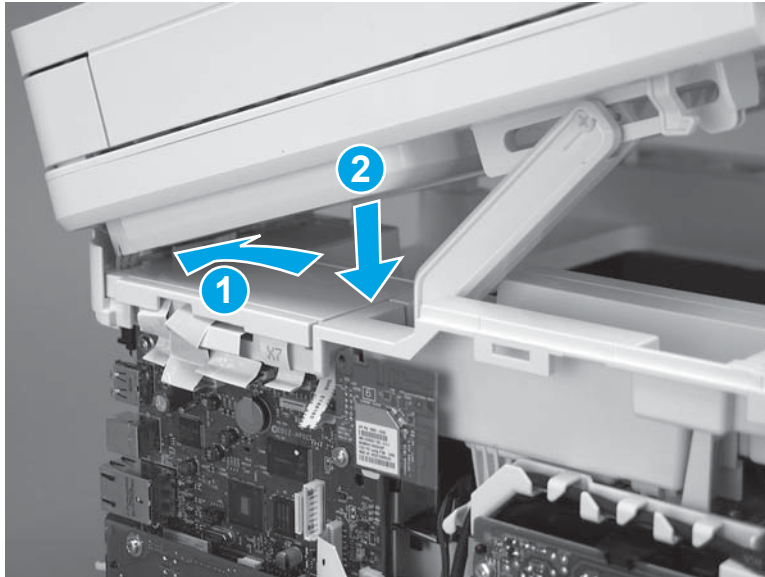
**Figure 1-2100** Connect three FFCs





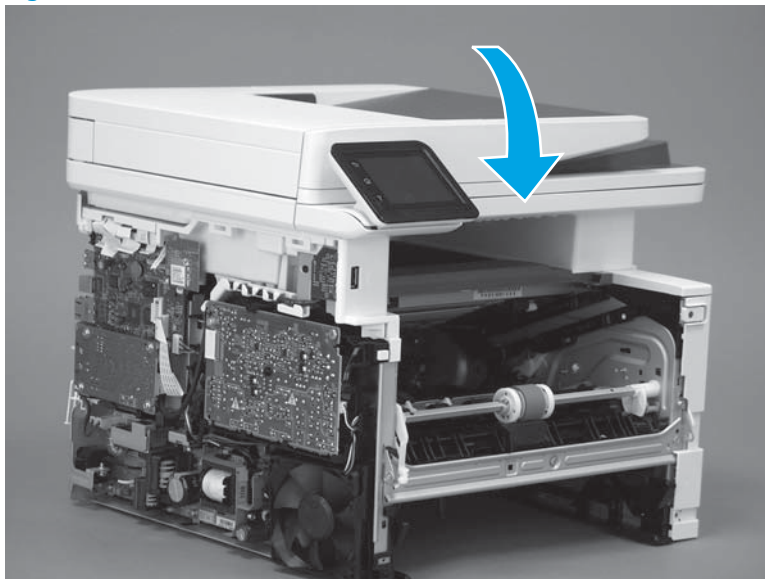
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

**Figure 1-2101** Install the ISA FFC cover



10. Lower the ISA.

**Figure 1-2102** Lower the ISA

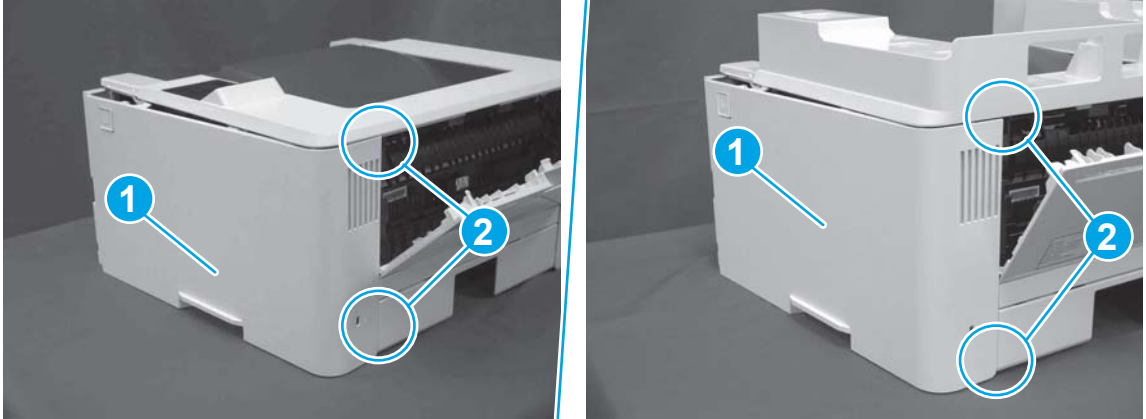


### Step 18: Install the right cover

1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

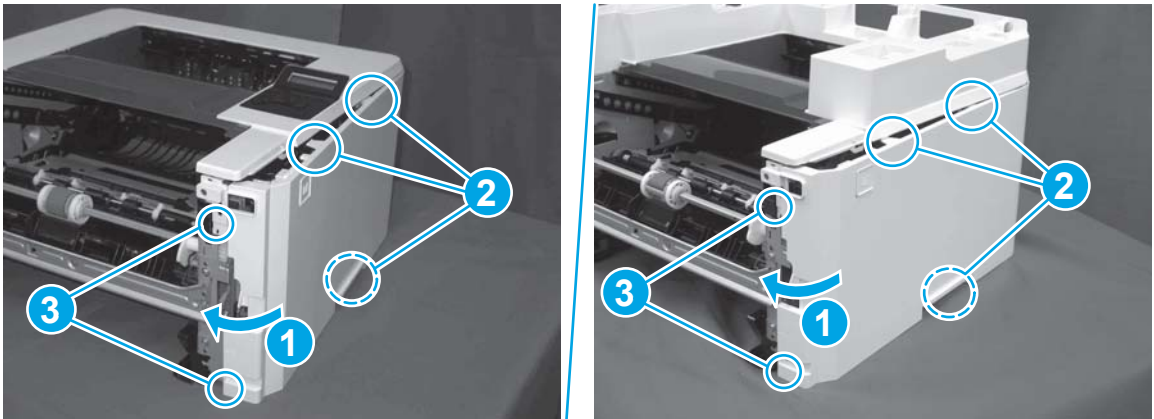


**Figure 1-2103** Install the cover




2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

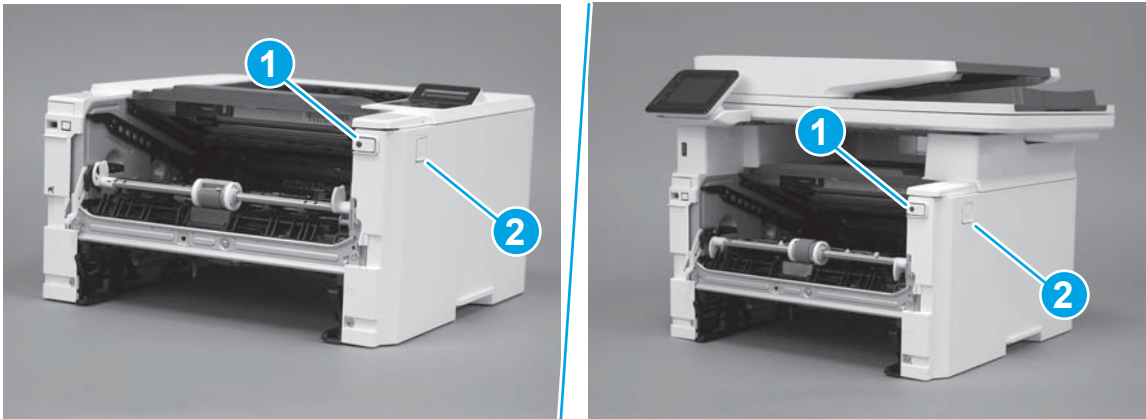
**Figure 1-2104** Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-2105** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

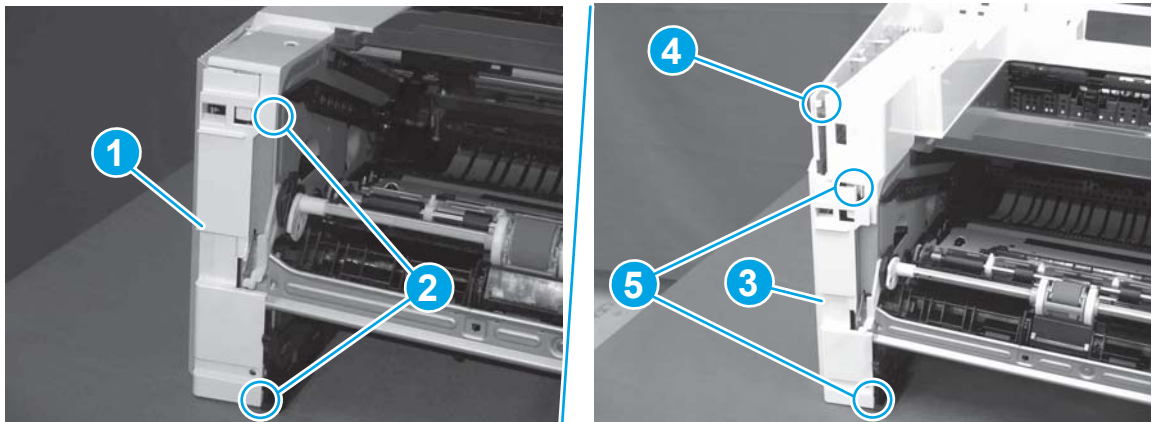
**Figure 1-2106** Install one screw



### Step 19: Install the left cover

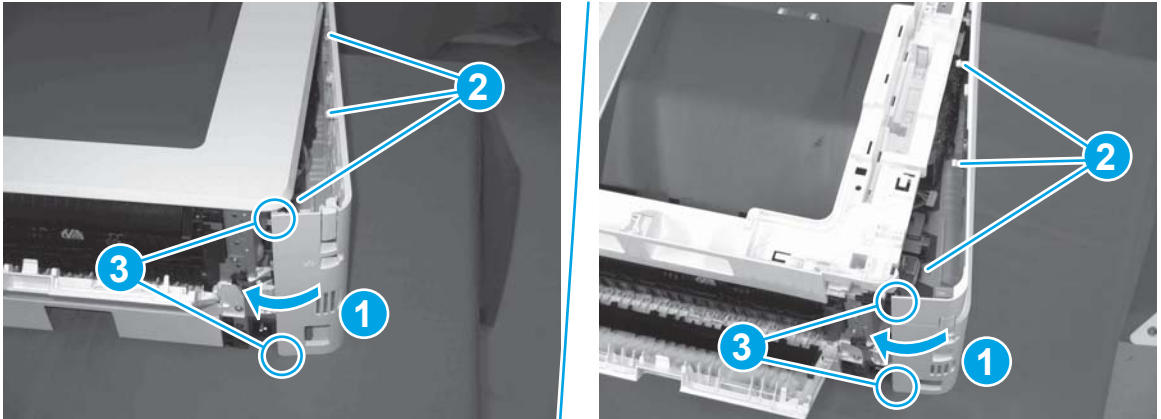
1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

**Figure 1-2107** Install the cover



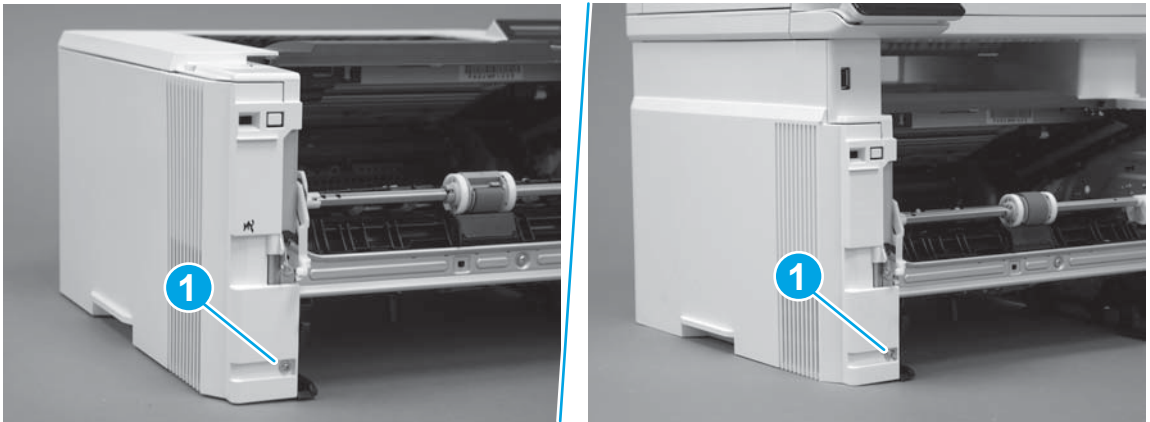
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-2108** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-2109** Install one screw

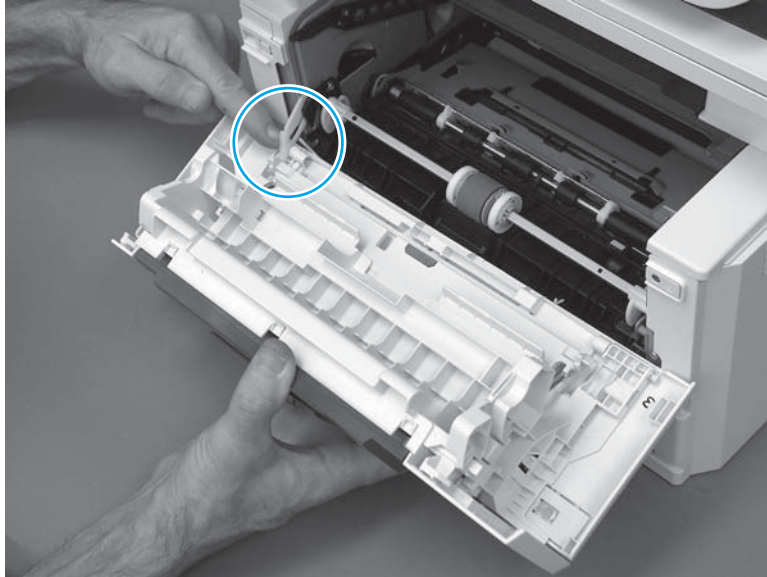


## Step 20: Remove the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

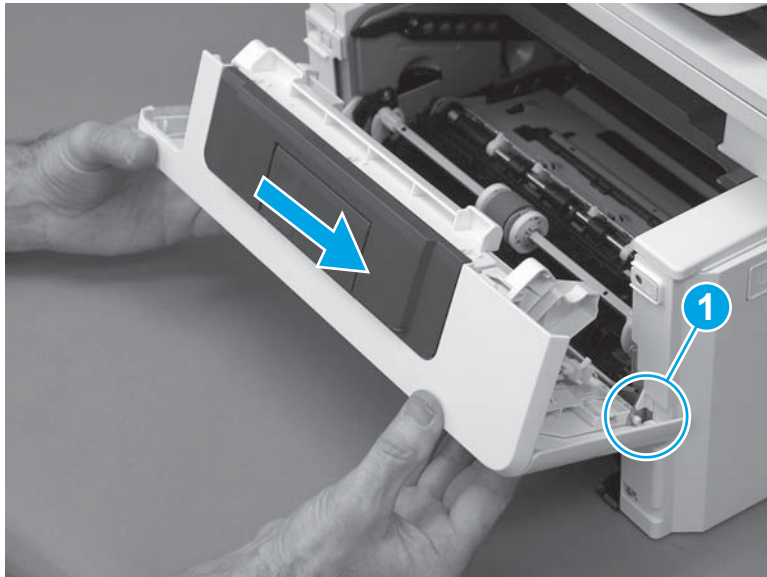
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

**Figure 1-2110** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

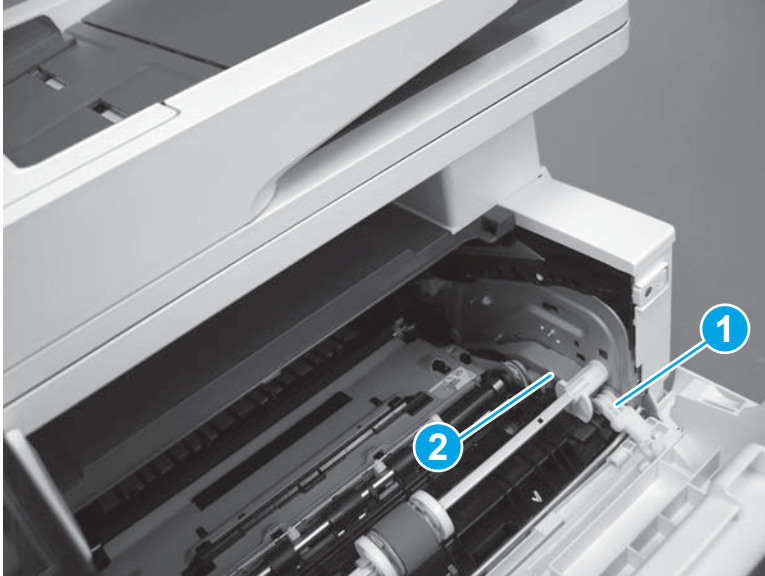
**Figure 1-2111** Install the door



3. Install the link (callout 1).

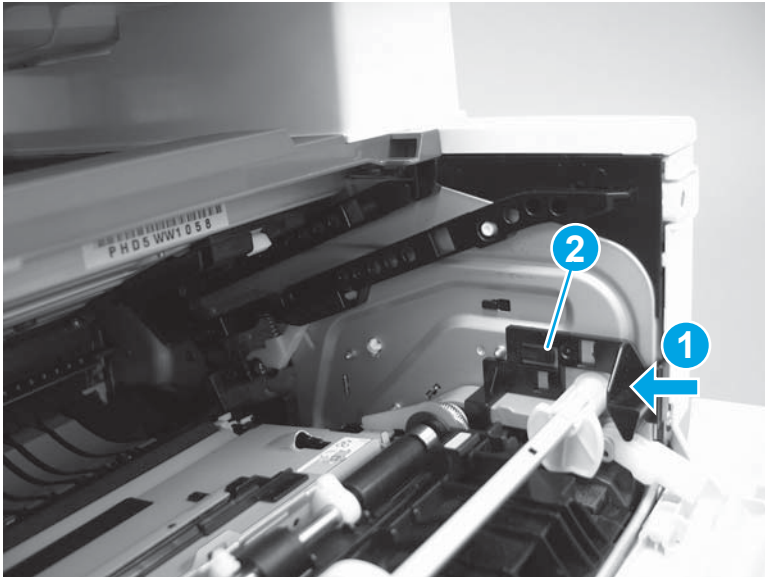
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-2112** Install the pressure-release link



4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

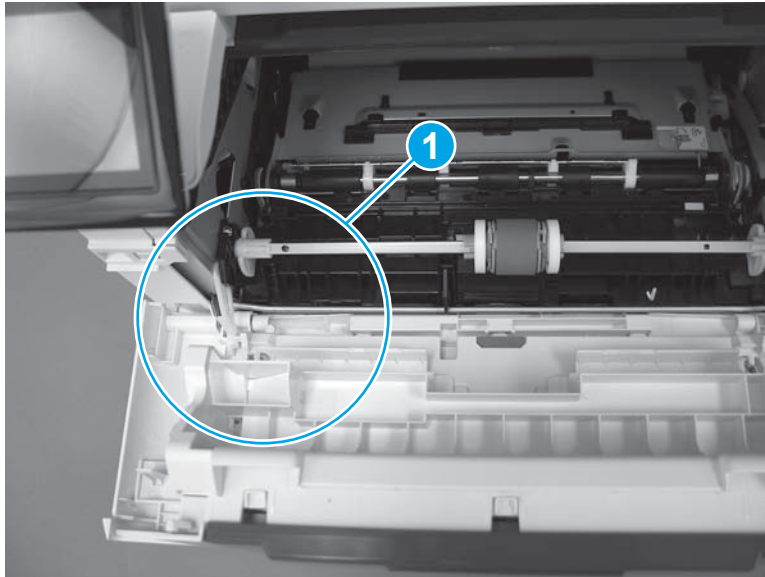
**Figure 1-2113** Install the guide






5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

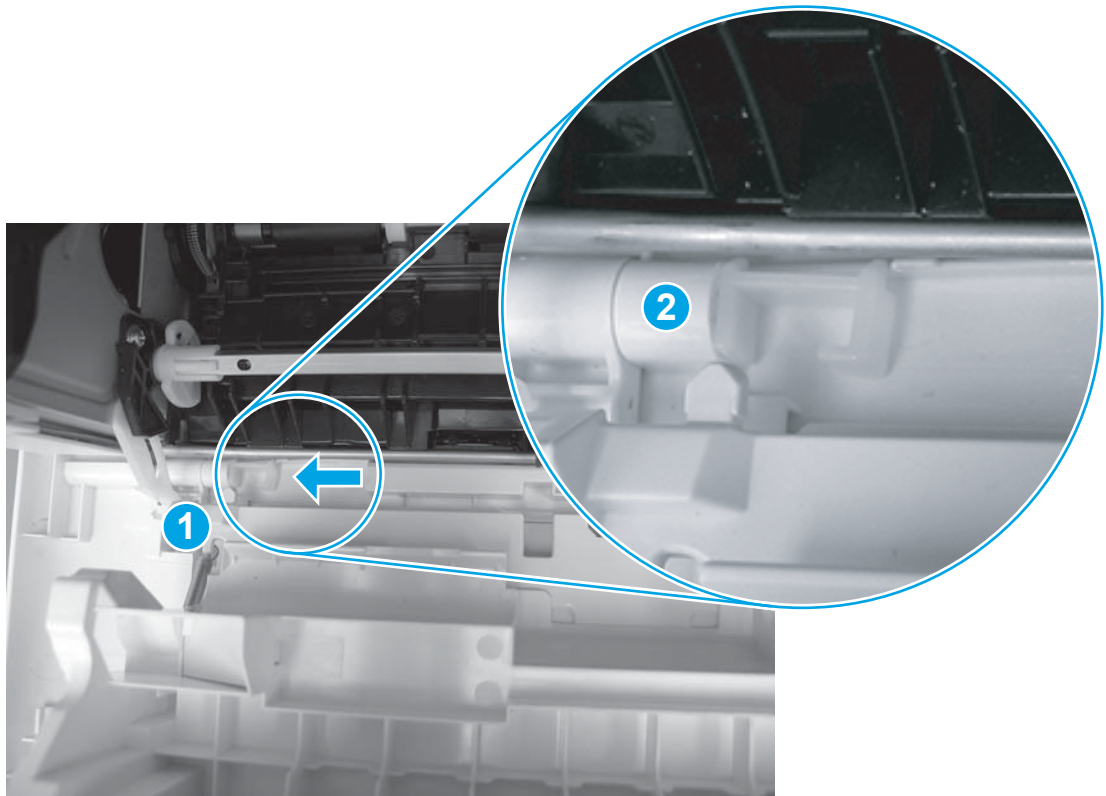
**Figure 1-2114** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-2115** Install the support shaft





## Step 21: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-2116** Install the tray



## Removal and replacement: Control-panel assembly (M403/M402)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the top cover \(M403/M402\)](#)
- [Step 6: Remove the paper delivery tray \(output bin\)](#)
- [Step 7: Remove the control-panel assembly \(M403/M402\)](#)
- [Step 8: Unpack the replacement assembly](#)
- [Step 9: Install the control-panel assembly \(M403/M402\)](#)
- [Step 10: Install the paper delivery tray \(output bin\)](#)
- [Step 11: Install the top cover \(M403/M402\)](#)
- [Step 12: Install the right cover](#)
- [Step 13: Install the left cover](#)
- [Step 14: Install the cartridge door assembly](#)
- [Step 15: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the control-panel assembly (M403/M402).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Control-panel assembly (M403/M402) part number	
RM2-5391-000CN	Control-panel assembly (M403/M402)
RM2-5424-000CN	Control-panel assembly (M403/M402; wireless 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-2117** Remove the tray



### Step 2: Remove the cartridge door assembly

---

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

---

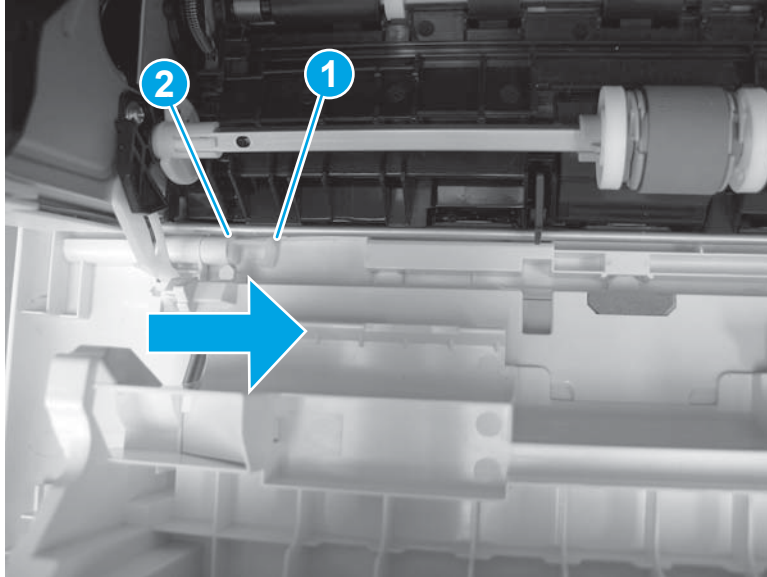
1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

---

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

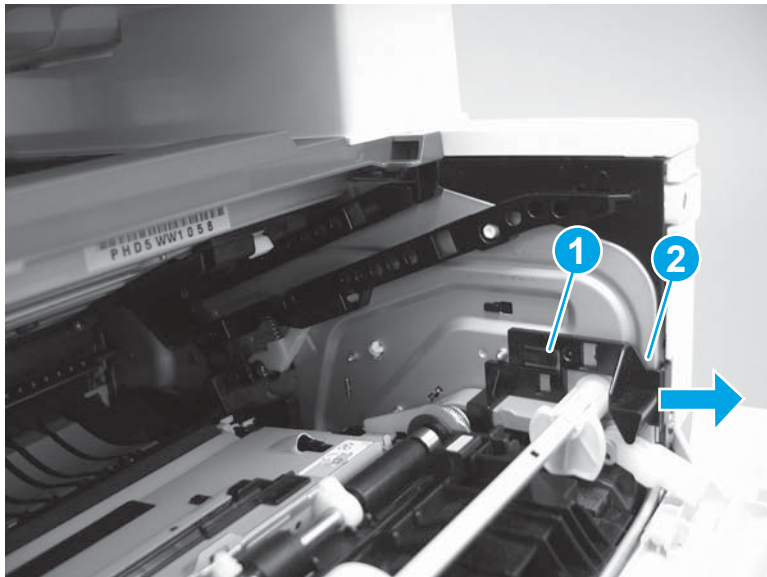
---

**Figure 1-2118** Release the support shaft



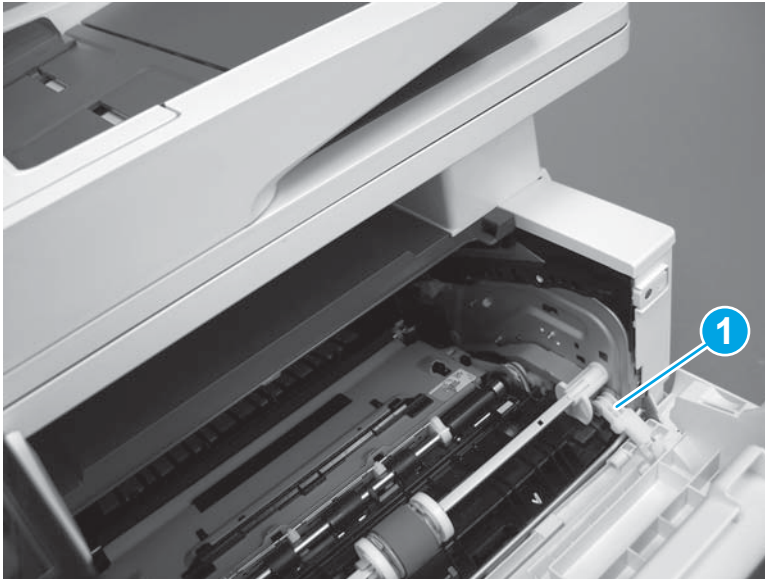
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-2119** Remove the guide



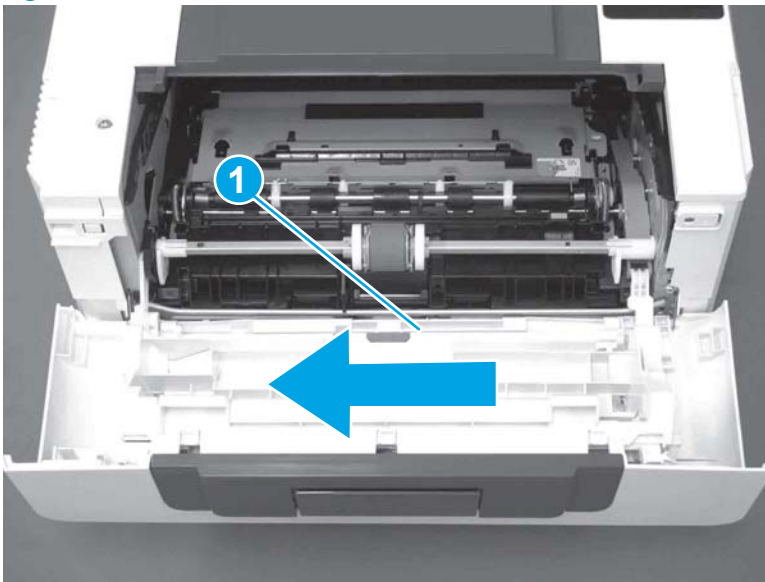
3. Remove the link arm (callout 1).

**Figure 1-2120** Remove the link arm



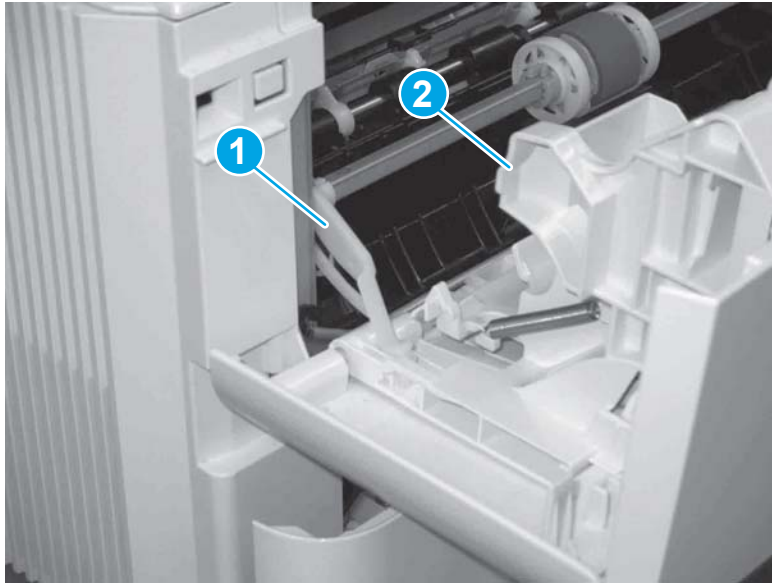
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-2121** Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

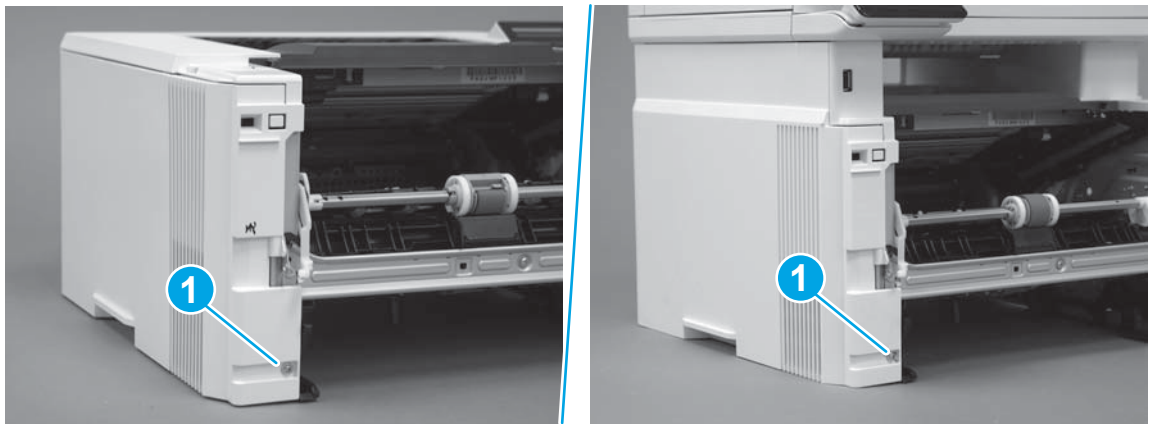
**Figure 1-2122** Release the left-side retainer arm



### Step 3: Remove the left cover

1. Remove one screw (callout 1).

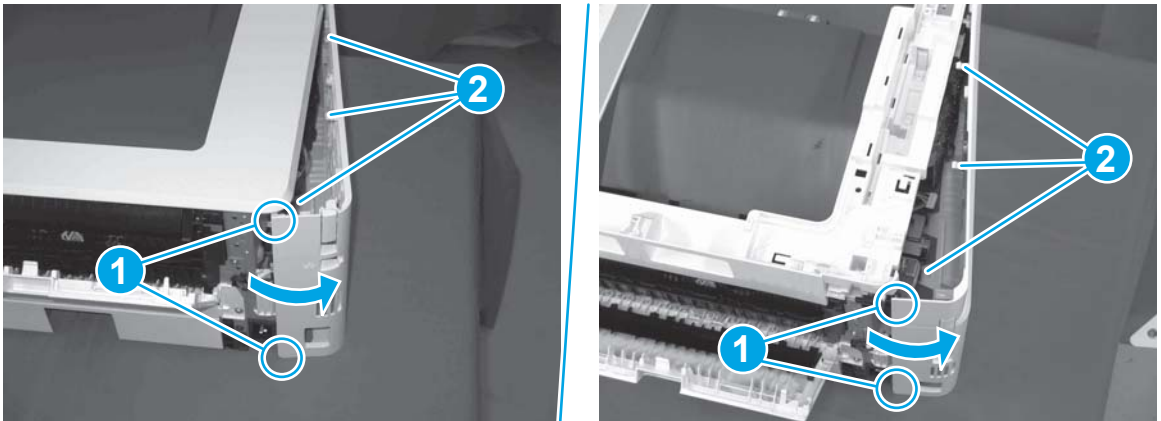
**Figure 1-2123** Remove one screw





2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

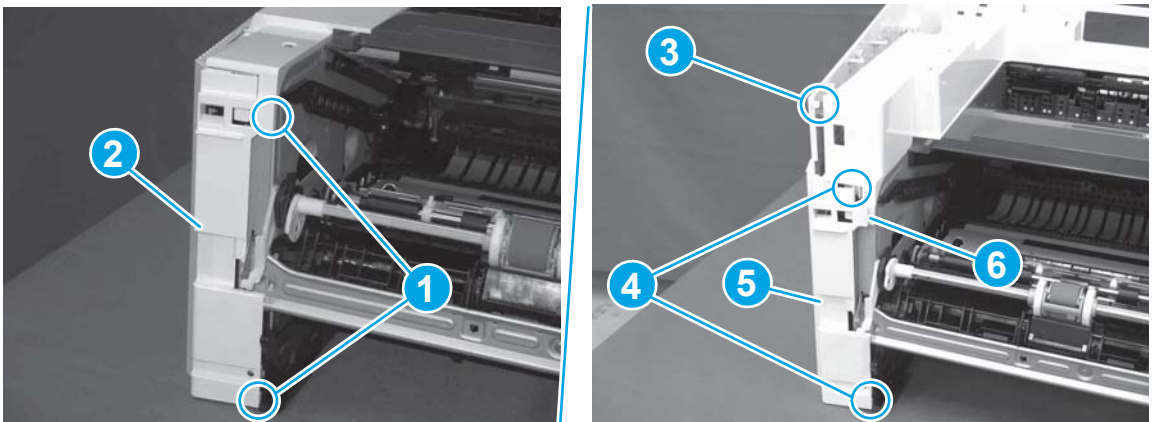
**Figure 1-2124** Release two bosses and three tabs



3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

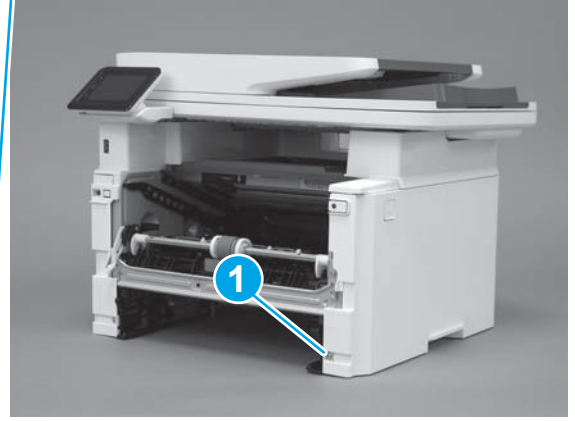
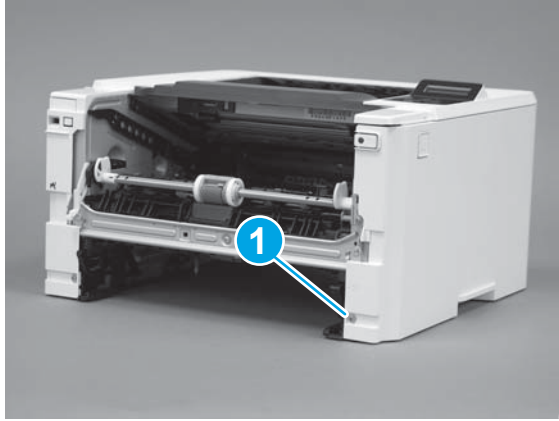
**Figure 1-2125** Remove the cover



#### Step 4: Remove the right cover

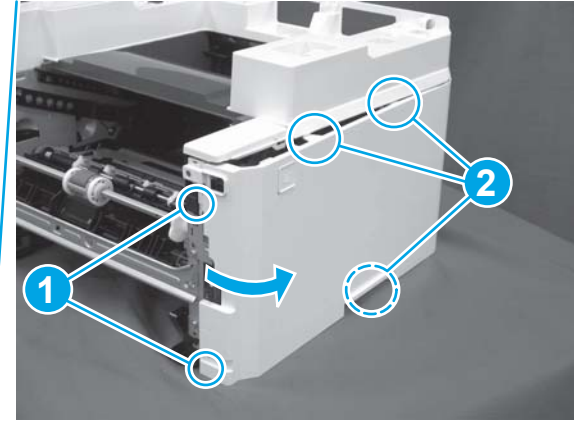
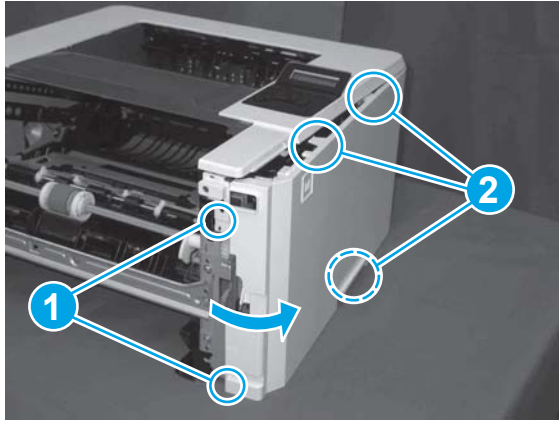
1. Remove one screw (callout 1).

**Figure 1-2126** Remove one screw



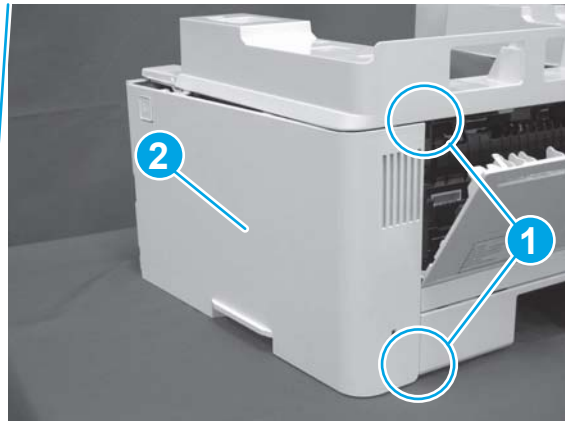
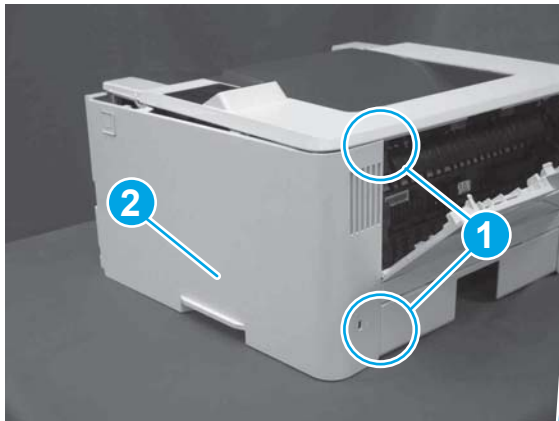
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

**Figure 1-2127** Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

**Figure 1-2128** Remove the cover



### Step 5: Remove the top cover (M403/M402)

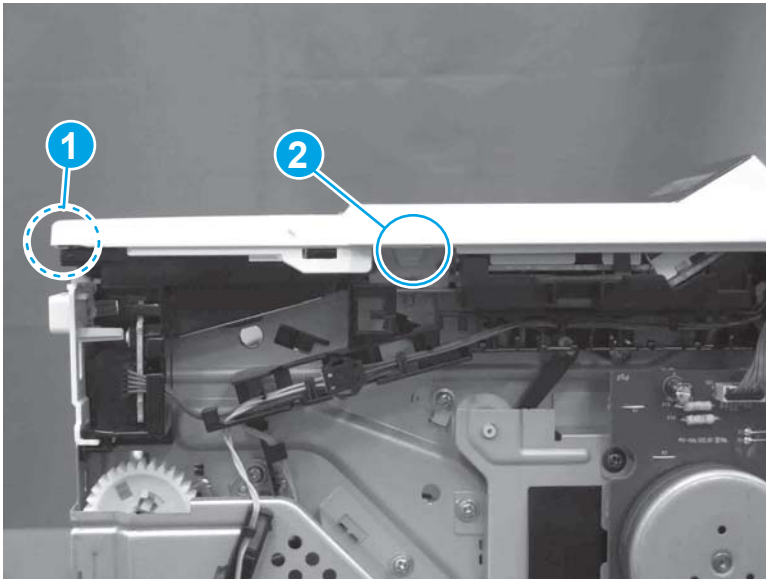
1. Remove one screw (callout 1).

**Figure 1-2129** Remove one screw




2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

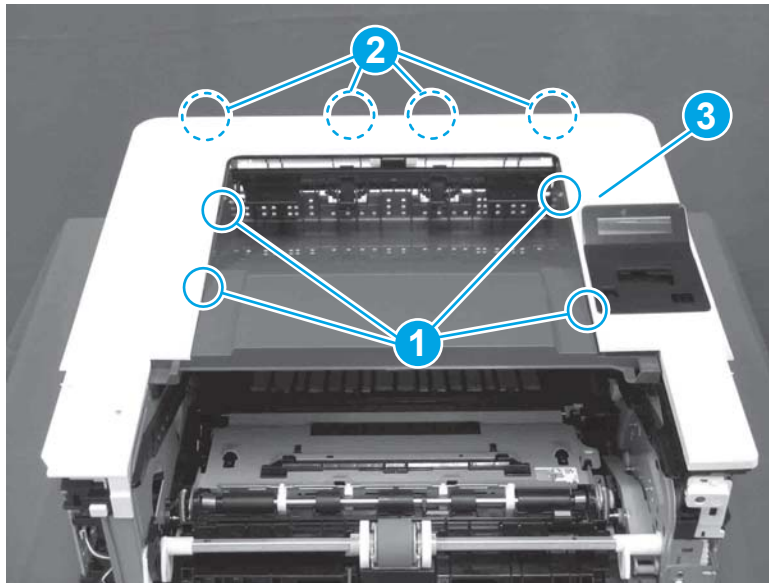
**Figure 1-2130** Release one boss and one tab




3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

**Figure 1-2131** Remove the cover

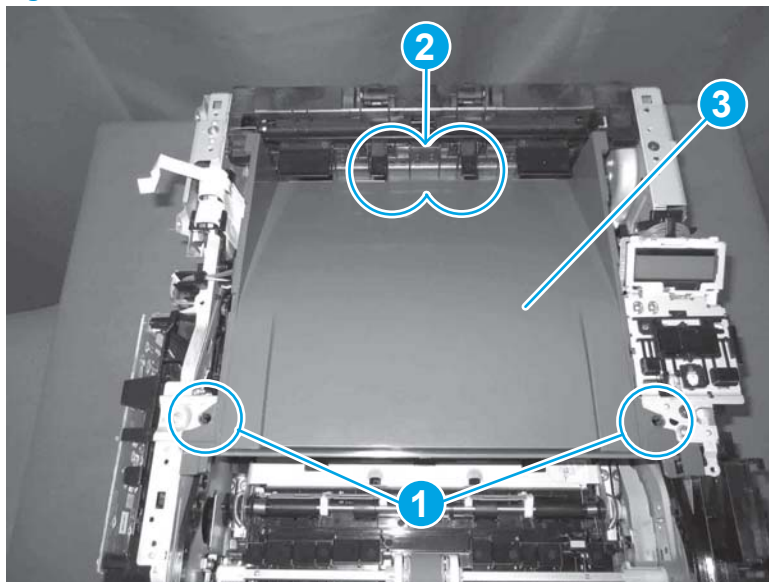


#### Step 6: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

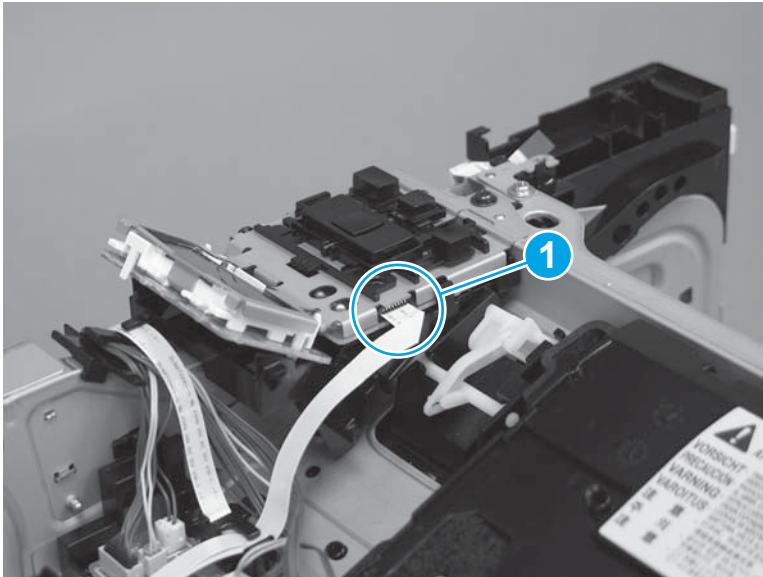
**Figure 1-2132** Release two tabs



### Step 7: Remove the control-panel assembly (M403/M402)

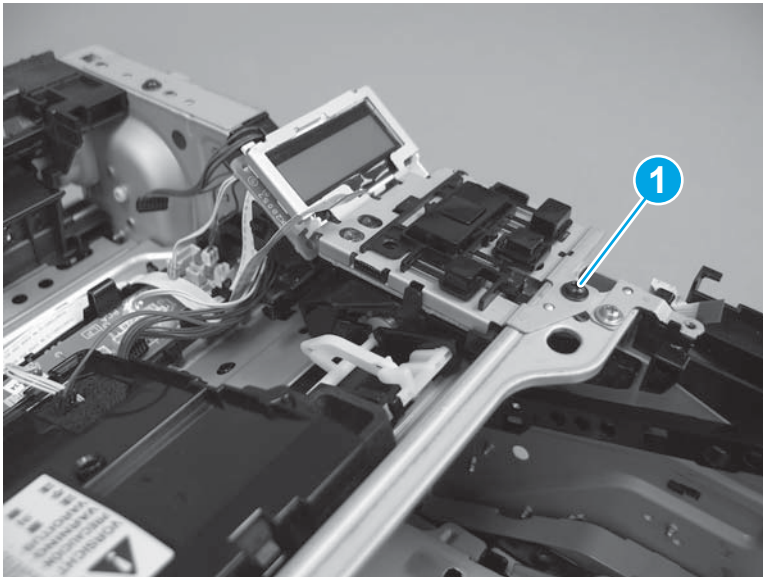
1. Disconnect one FFC (callout 1).

**Figure 1-2133** Disconnect one FFC



2. Remove one screw (callout 1), and then remove the control panel.

**Figure 1-2134** Remove one screw and the control panel



### Step 8: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

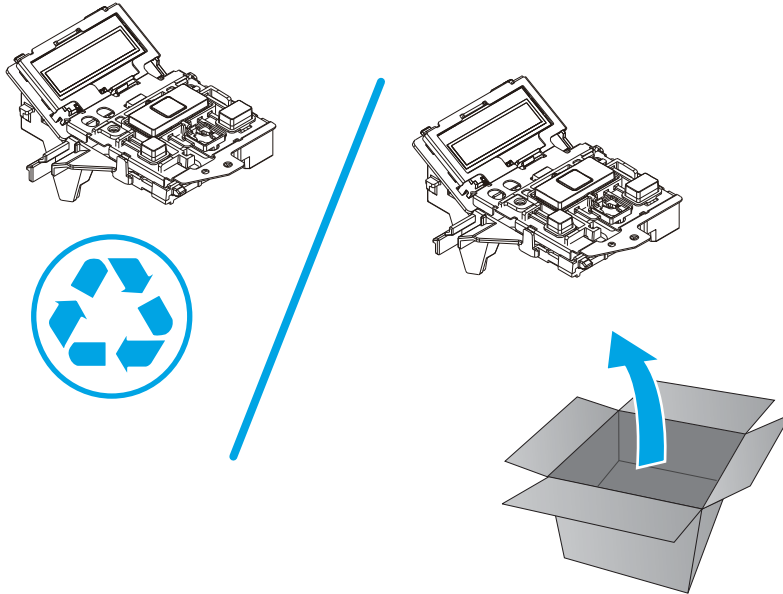
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 **NOTE:** HP recommends responsible disposal of the defective part.

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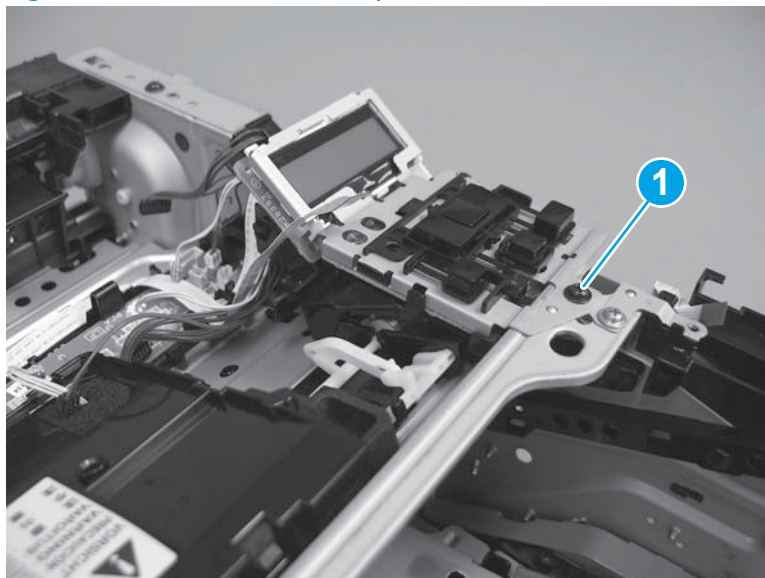
**Figure 1-2135** Recycle and unpack



**Step 9: Install the control-panel assembly (M403/M402)**

1. Position the control panel on the chassis, and then install one screw (callout 1).

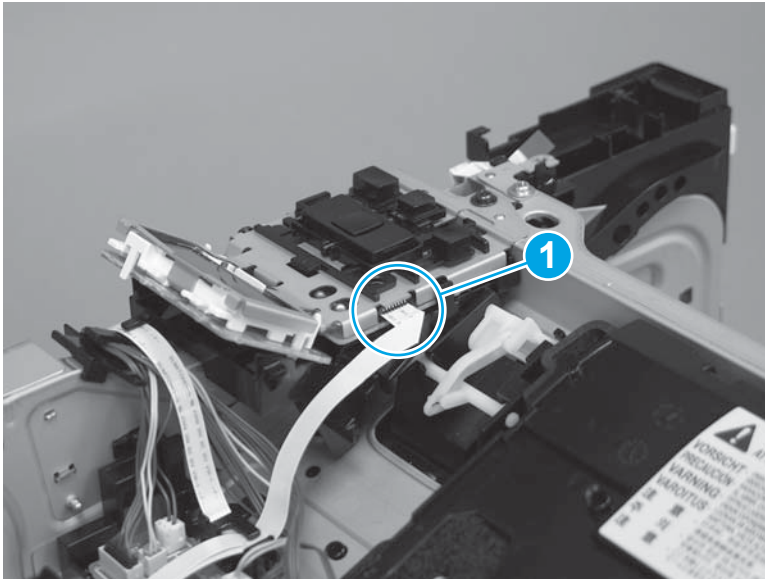
**Figure 1-2136** Install the control panel and one screw





2. Connect one FFC (callout 1).

**Figure 1-2137** Connect one FFC



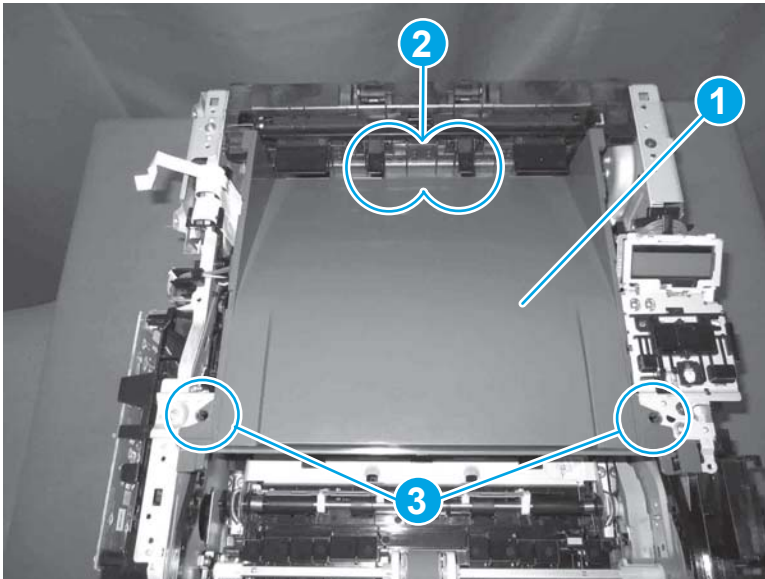
### Step 10: Install the paper delivery tray (output bin)



**NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

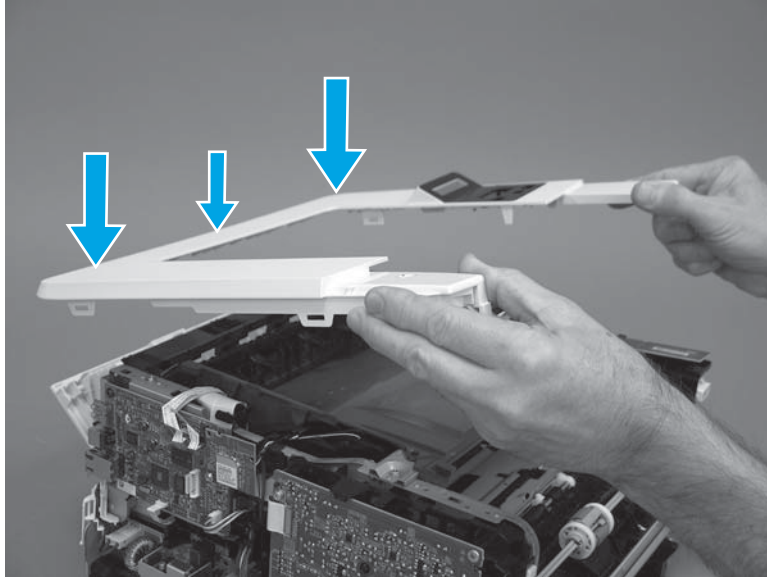
**Figure 1-2138** Engage two tabs



### Step 11: Install the top cover (M403/M402)

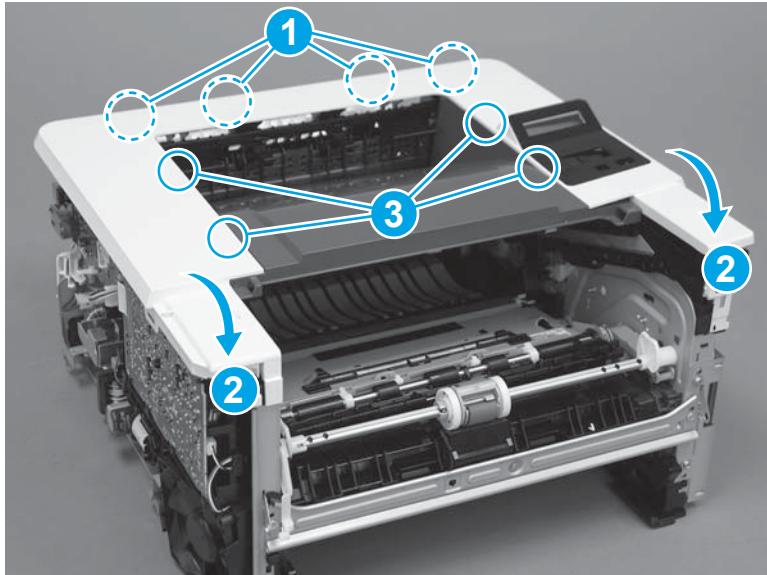
1. Position the rear edge of the cover on the printer.

**Figure 1-2139** Install the cover



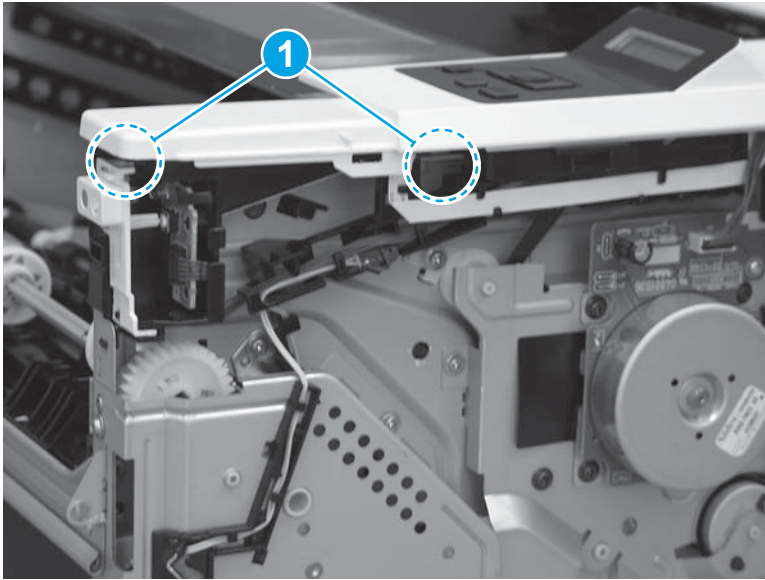
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

**Figure 1-2140** Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

**Figure 1-2141** Engage one boss and one tab



4. Install one screw (callout 1).

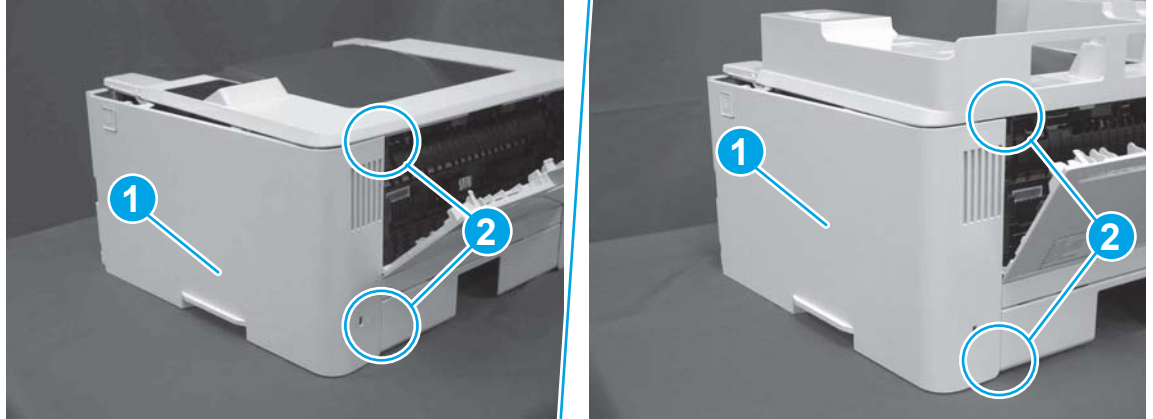
**Figure 1-2142** Install one screw



### **Step 12: Install the right cover**

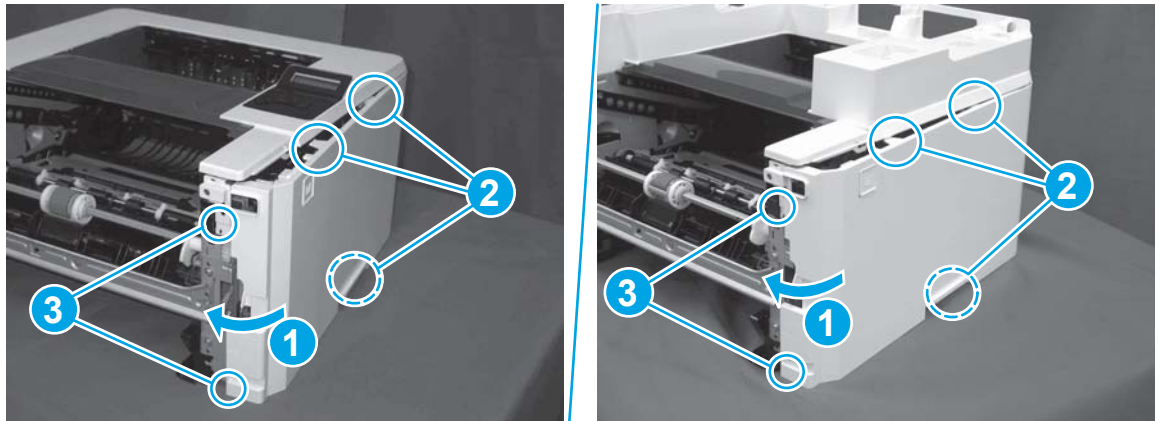
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

**Figure 1-2143** Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

**Figure 1-2144** Engage two bosses and one tab

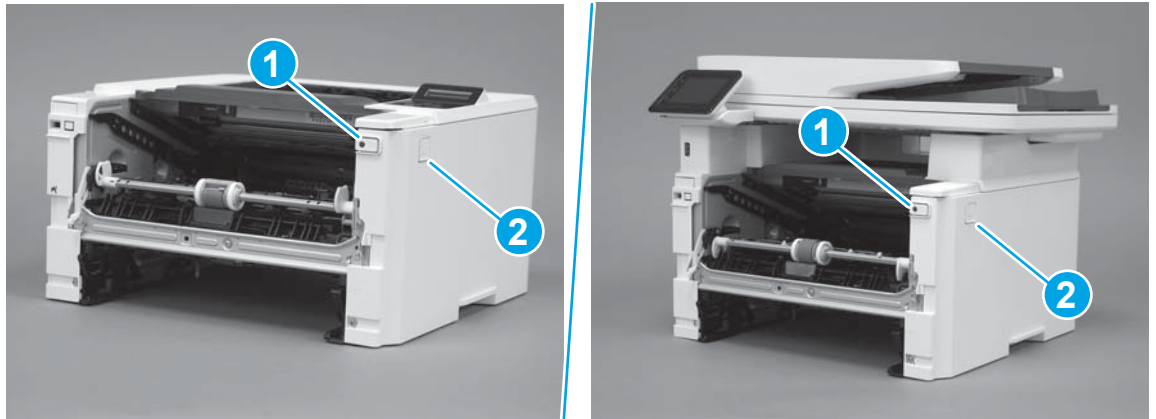


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



**NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

**Figure 1-2145** Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

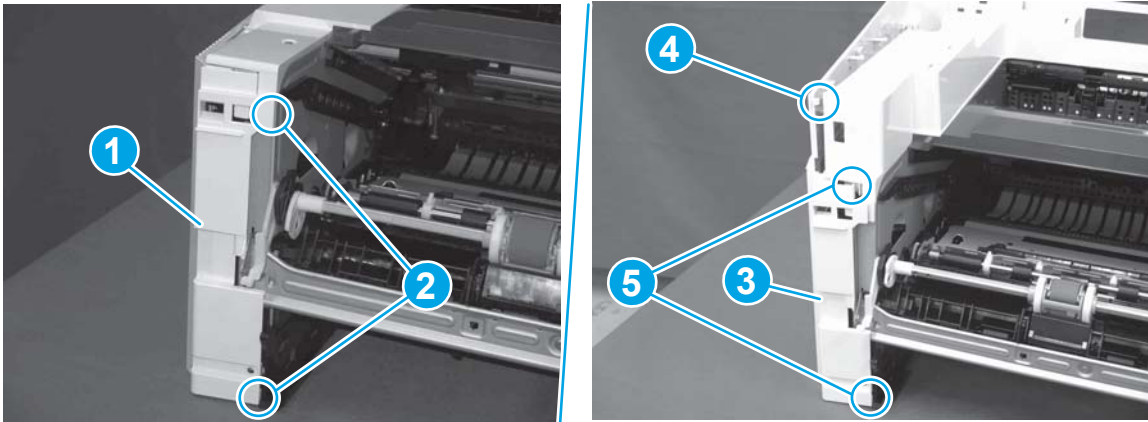
**Figure 1-2146** Install one screw



### Step 13: Install the left cover

1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer ( callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

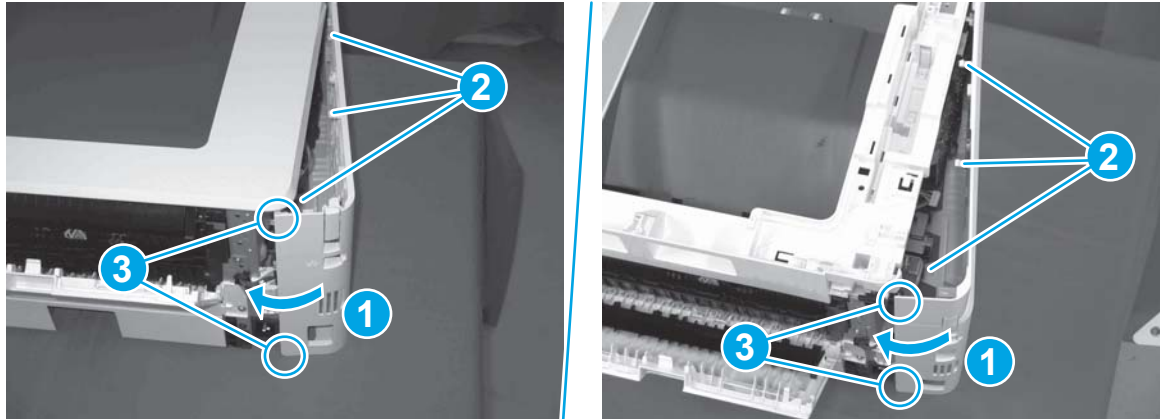
**Figure 1-2147** Install the cover





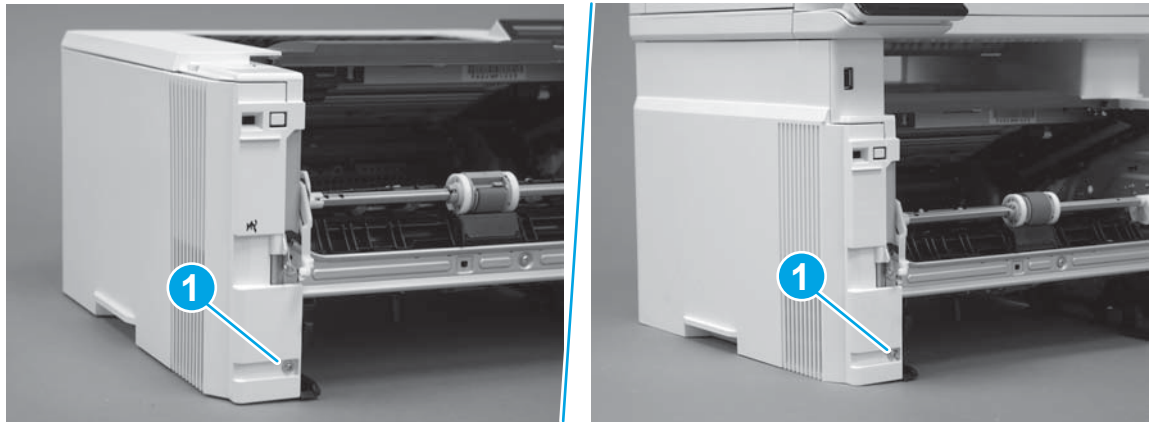
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-2148** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-2149** Install one screw



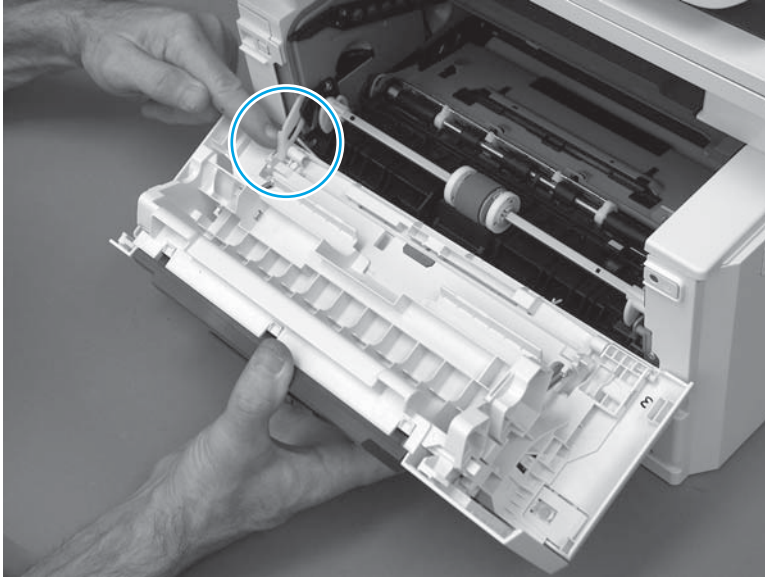
#### Step 14: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

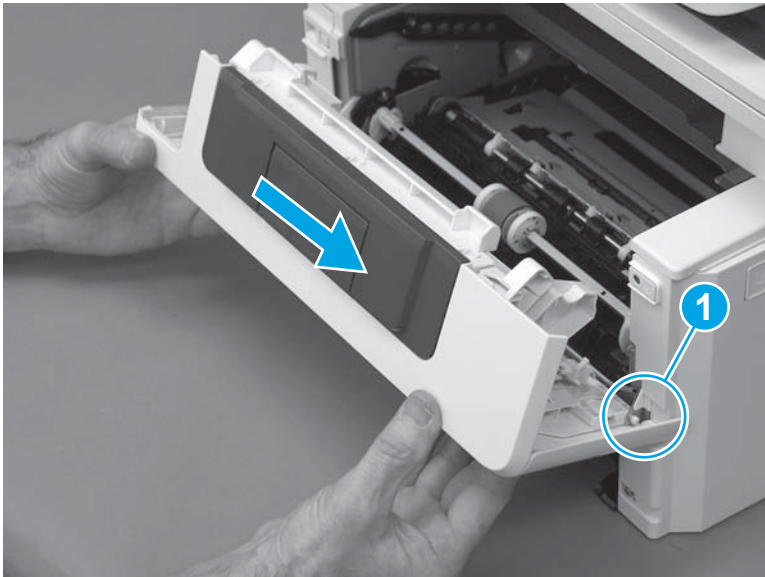


**Figure 1-2150** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

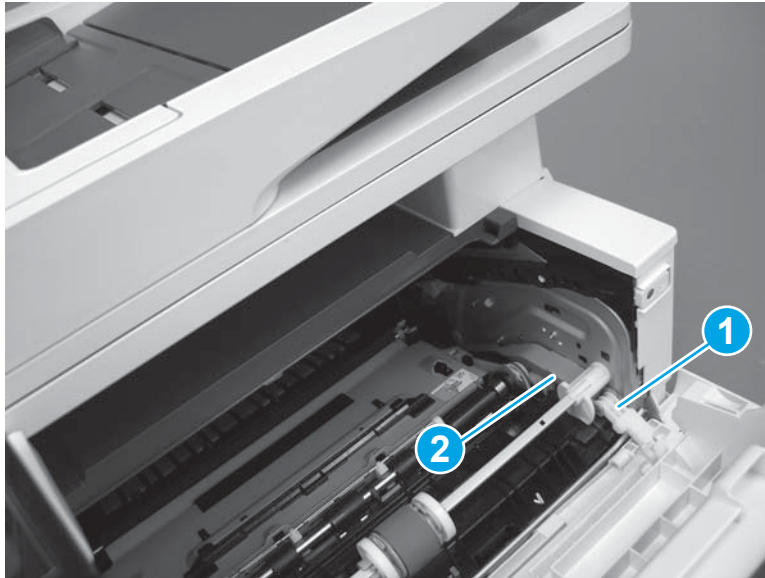
**Figure 1-2151** Install the door



3. Install the link (callout 1).

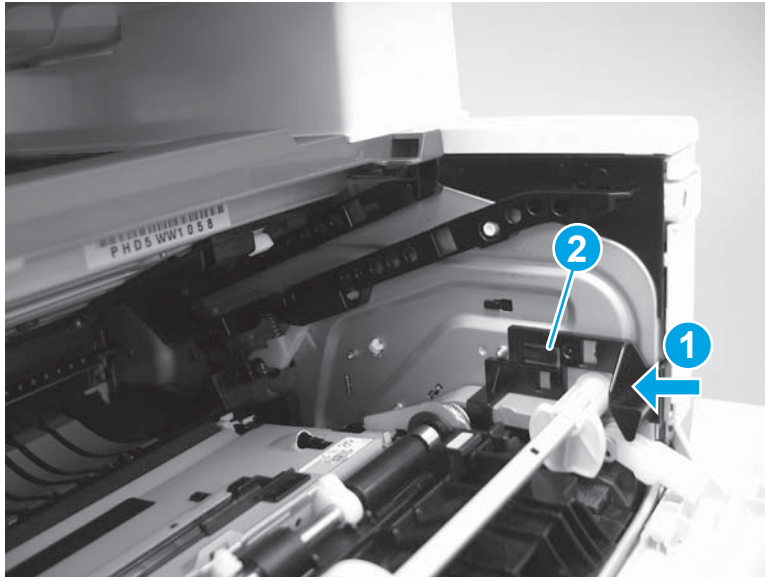
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-2152** Install the pressure-release link



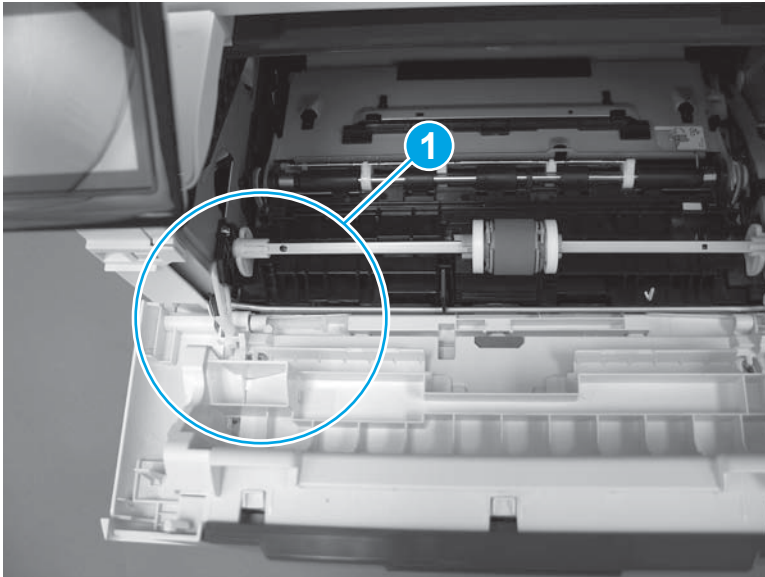
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-2153** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

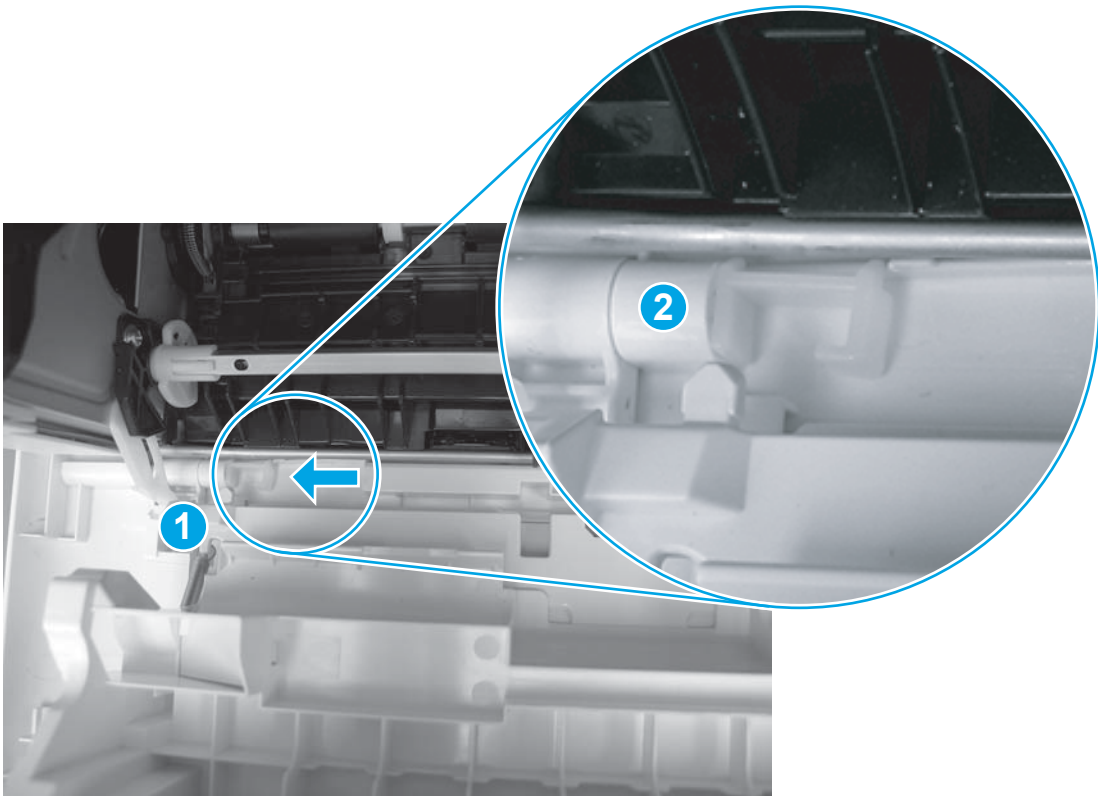
**Figure 1-2154** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-2155** Install the support shaft



### Step 15: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-2156** Install the tray



## Removal and replacement: Control panel (M427/M426) and control panel sub assemblies

- [Introduction](#)
- [Step 1: Remove the control panel mount cover \(M427/M426\)](#)
- [Step 2: Remove the control panel \(M427/M426\)](#)
- [Step 3: Remove the control panel mount base \(M427/M426\)](#)
- [Step 4: Remove the control panel mount chassis assembly \(M427/M426\)](#)
- [Step 5: Remove Tray 2](#)
- [Step 6: Remove the cartridge door assembly](#)
- [Step 7: Remove the left cover](#)
- [Step 8: Remove the control panel 22-pin FFC \(M427/M426\)](#)
- [Step 9: Unpack the replacement assembly](#)
- [Step 10: Install the control panel 22-pin FFC \(M427/M426\)](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)
- [Step 14: Install the control panel mount chassis assembly \(M427/M426\)](#)
- [Step 15: Install the control panel mount base \(M427/M426\)](#)
- [Step 16: Install the control panel \(M427/M426\)](#)
- [Step 17: Install the control panel mount cover \(M427/M426\)](#)

### Introduction


This document provides the procedures to remove and replace the M427/M426 control panel, control panel mount cover, control panel base, control panel mount chassis assembly, and the control panel 22-pin flat flexible cable (FFC).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

---

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

---

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

### Control panel (M427/M426) part numbers

---

<b>B3Q10-60139</b>	Control panel (M427/M426; 76.2 mm (3.0 in))
<b>B3Q10-40056</b>	Cover, back control panel (M427/M426)
<b>B3Q11-40002</b>	Control panel mount cover (M427/M426)
<b>B3Q11-40001</b>	Control panel mount base (M427/M426)
<b>B3Q10-60145</b>	Control panel mount chassis (M427/M426)
<b>C5F98-60104</b>	Control panel 22-pin FFC (M427/M426)

**NOTE:** If the control panel is damaged, order the following parts and assemble them together.

- B3Q10-60139
  - B3Q10-40056
- 

### 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

Make sure that the printer initializes to a **Ready** state.

Navigate the control-panel menus to make sure that the control panel is correctly functioning.

---

 **TIP:** If the control panel is not functioning, check the FFC connections at the formatter and control panel. See [Step 10: Install the control panel 22-pin FFC \(M427/M426\) on page 1150](#) and [Step 16: Install the control panel \(M427/M426\) on page 1159](#).

---

### Step 1: Remove the control panel mount cover (M427/M426)

1. Open the integrated scanner assembly (ISA).

---

 **NOTE:** If the control panel is not fully tilted forward, tilt it forward now until it stops.

---

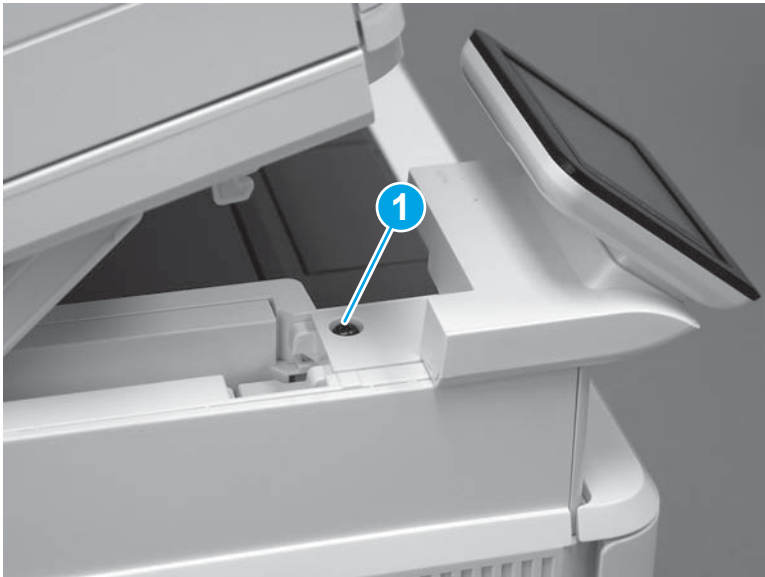


**Figure 1-2157** Open the ISA



2. Remove one screw (callout 1).

**Figure 1-2158** Remove one screw



3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

**Figure 1-2159** Release two tabs



4. Rotate the control-panel cable cover up towards the control panel to release it, and then remove the cover.

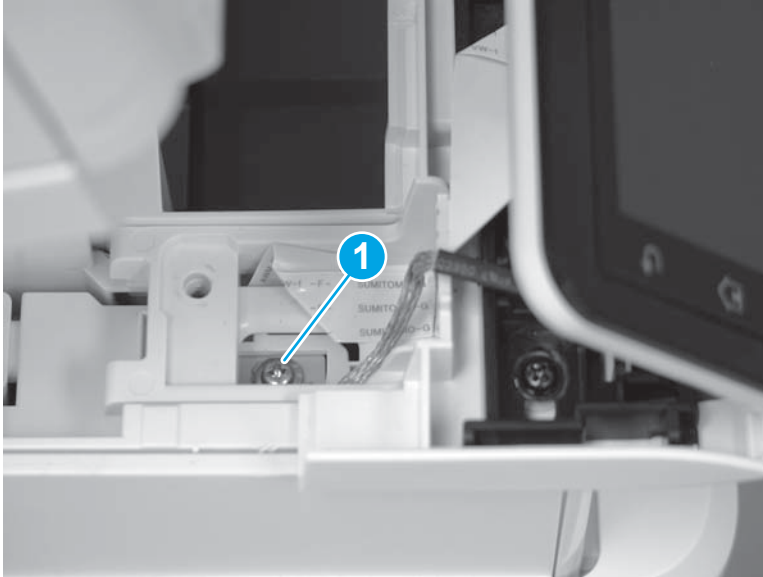
**Figure 1-2160** Remove the cover



### **Step 2: Remove the control panel (M427/M426)**

1. Remove one ground screw (callout 1).

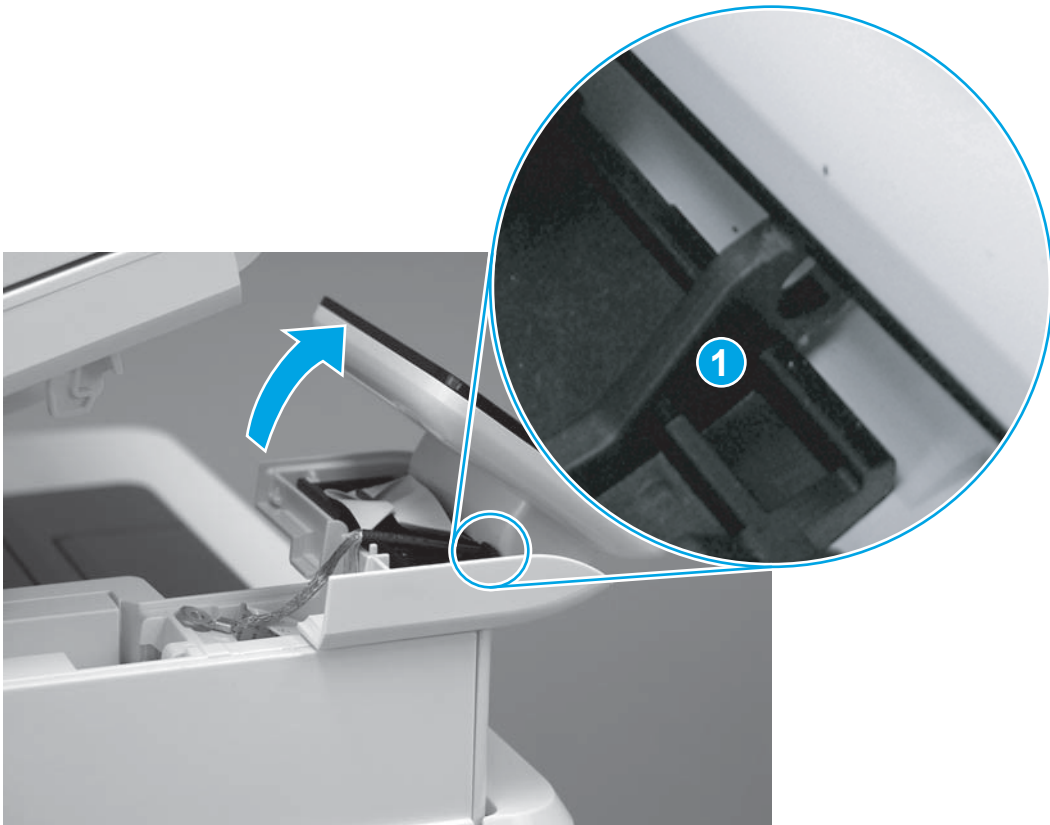
**Figure 1-2161** Remove one screw



2. Gently tilt the control panel farther forward about 3.18 mm (.125 in).

**⚠ CAUTION:** Do not use excessive force. The black-plastic mounting retainer (callout 1) for the control-panel hinge pin is easily broken

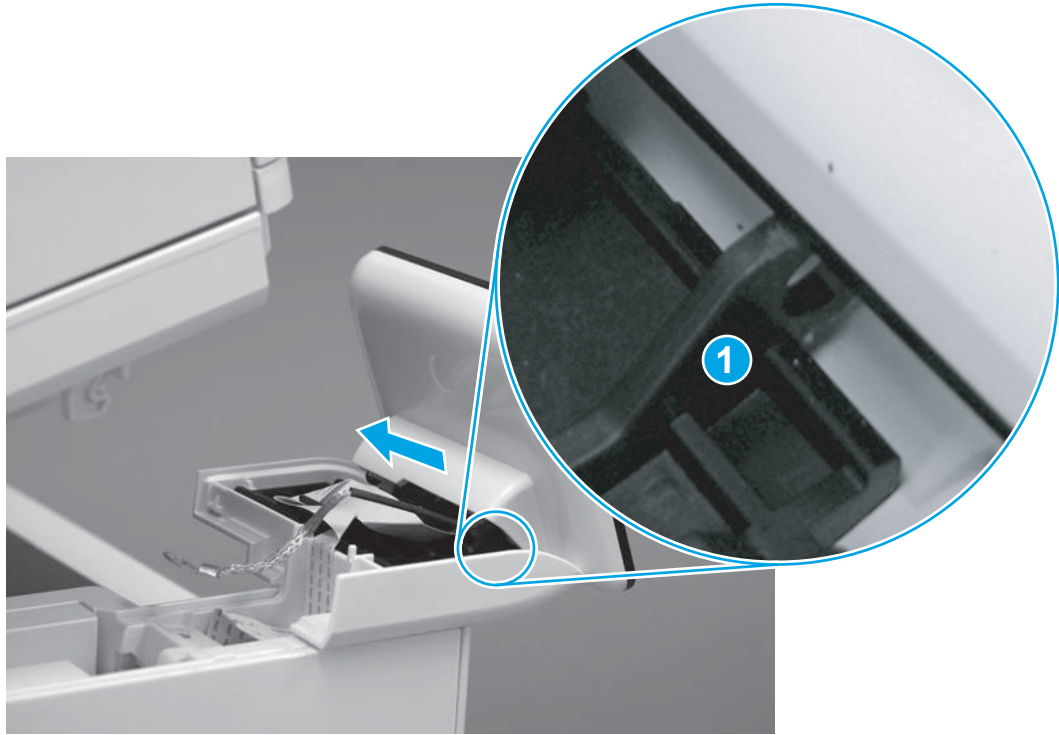
**Figure 1-2162** Tilt the control panel farther forward



3. Slightly shift the control panel in the direction of the arrow about 6.35 mm (.25 in) to remove it.

**CAUTION:** Do not twist the control panel. The black-plastic mounting retainer (callout 1) for the control-panel hinge pin is easily broken

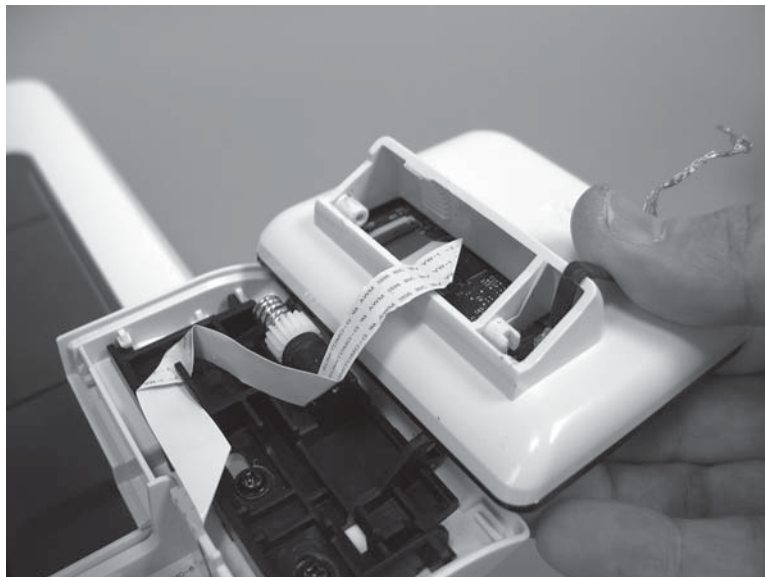
**Figure 1-2163** Release the control panel



4. Separate the control panel from the printer.

**CAUTION:** The control panel is still connected to the mounting printer by a FFC. Do not attempt to completely remove the control panel.

**Figure 1-2164** Separate the control panel from the printer



5. Open the hinged latch to release the FFC, and then remove the control panel.

**⚠ CAUTION:** Be careful. Do not dislodge the latch from the connector.

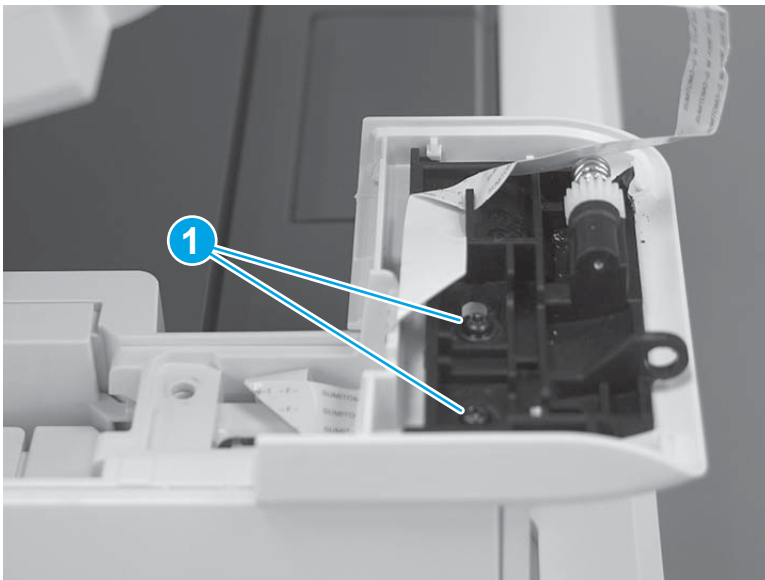
**Figure 1-2165** Release the FFC and remove the control panel



### Step 3: Remove the control panel mount base (M427/M426)

1. Remove two screws (callout 1).

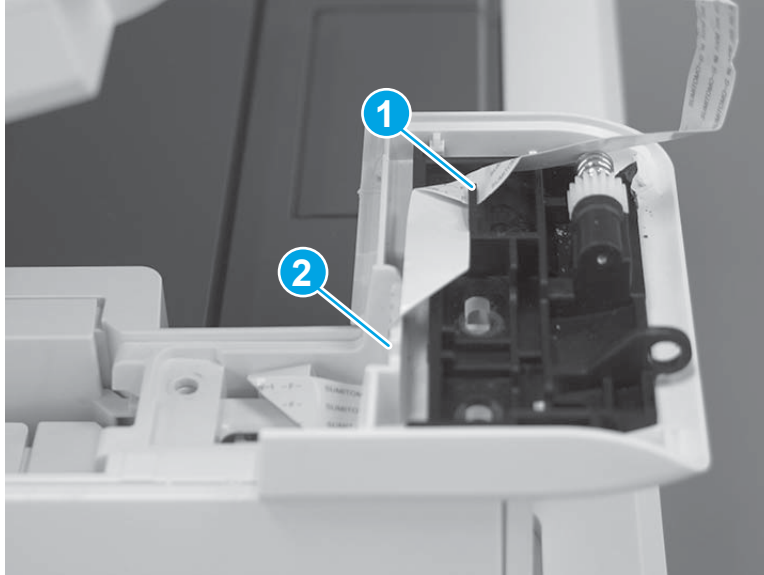
**Figure 1-2166** Remove two screws



2. Release the FFC from the retainer (callout 1), and then gently remove the FFC from mount base (callout 2).

**CAUTION:** The FFC is adhered to the mount base with two-sided tape (callout 2). Do not damage the FFC when removing it from the mount base.

**Figure 1-2167** Remove the FFC



3. Remove the control panel mount base.

**Figure 1-2168** Release the control panel mount base

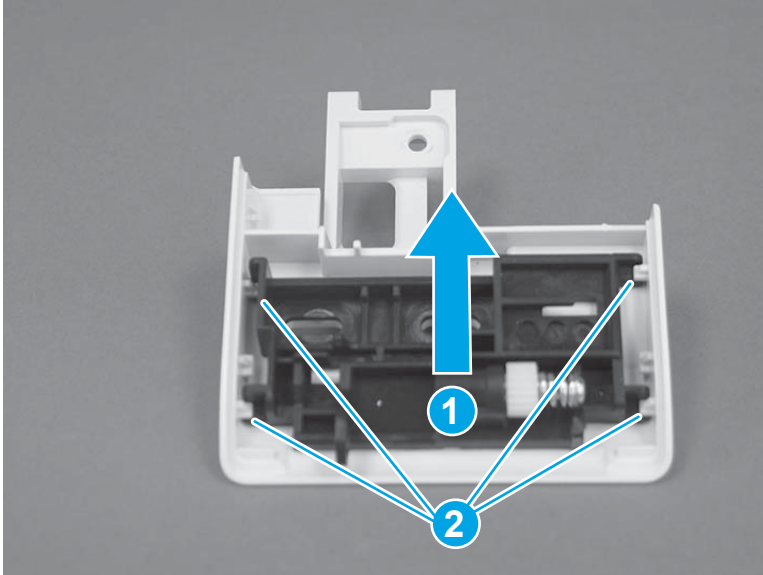


#### **Step 4: Remove the control panel mount chassis assembly (M427/M426)**

1. Slide the mount chassis assembly as shown (callout 1) to release it from four bosses (callout 2).

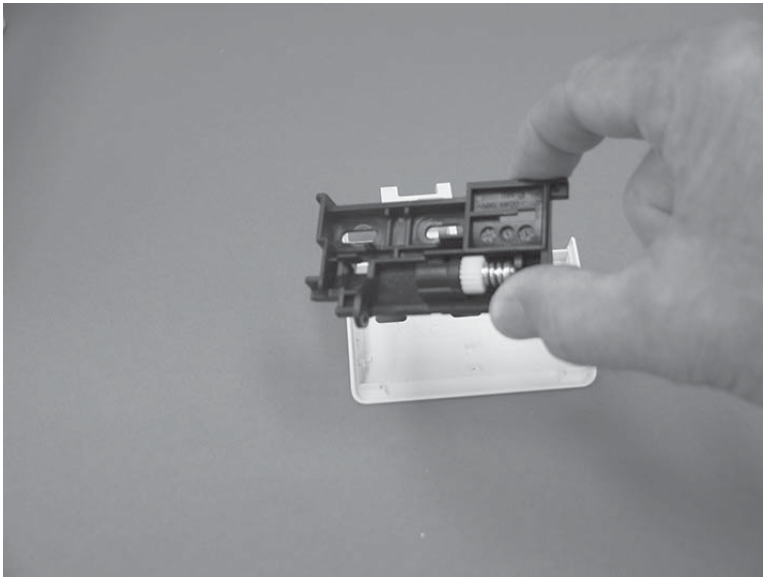


**Figure 1-2169** Release the mount chassis assembly



2. Separate the mount chassis assembly from the mount base.

**Figure 1-2170** Remove the mount chassis assembly



### Step 5: Remove Tray 2



**NOTE:** If the 22-pin control panel FFC does not need to be removed and replaced, skip this step and go to [Step 9: Unpack the replacement assembly on page 1149](#).


- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-2171** Remove the tray



**Step 6: Remove the cartridge door assembly**

---

 **NOTE:** If the 22-pin control panel FFC does not need to be removed and replaced, skip this step and go to [Step 9: Unpack the replacement assembly on page 1149](#).

---

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

---

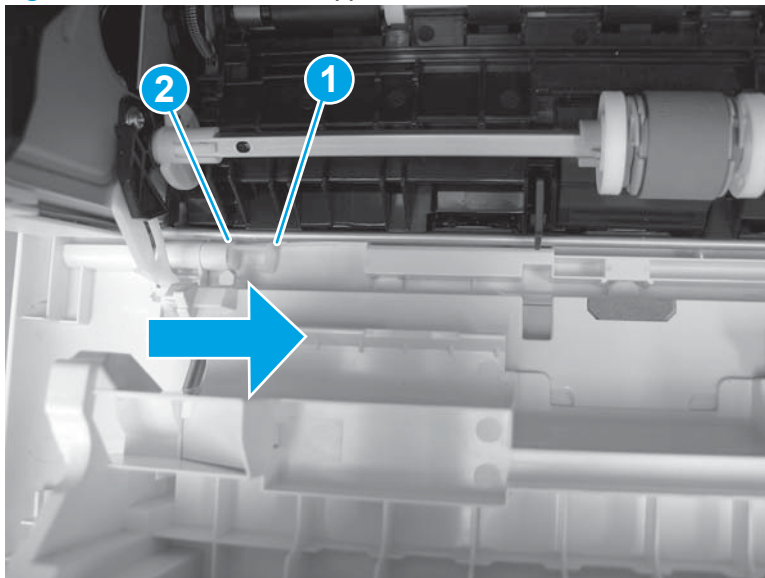
1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

---

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

---

**Figure 1-2172** Release the support shaft



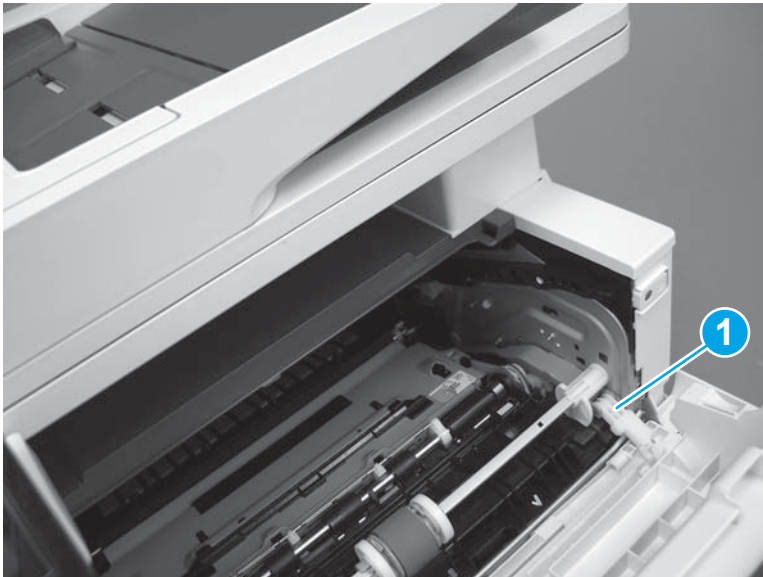
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

**Figure 1-2173** Remove the guide



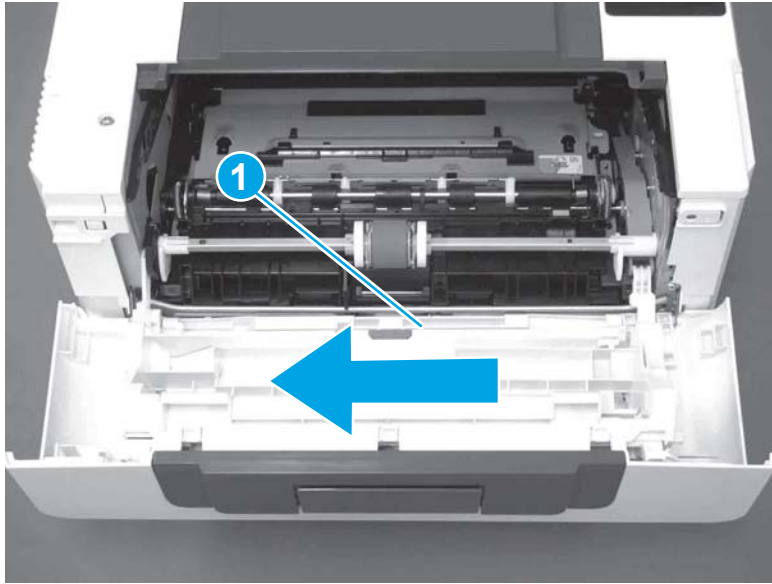
3. Remove the link arm (callout 1).

**Figure 1-2174** Remove the link arm



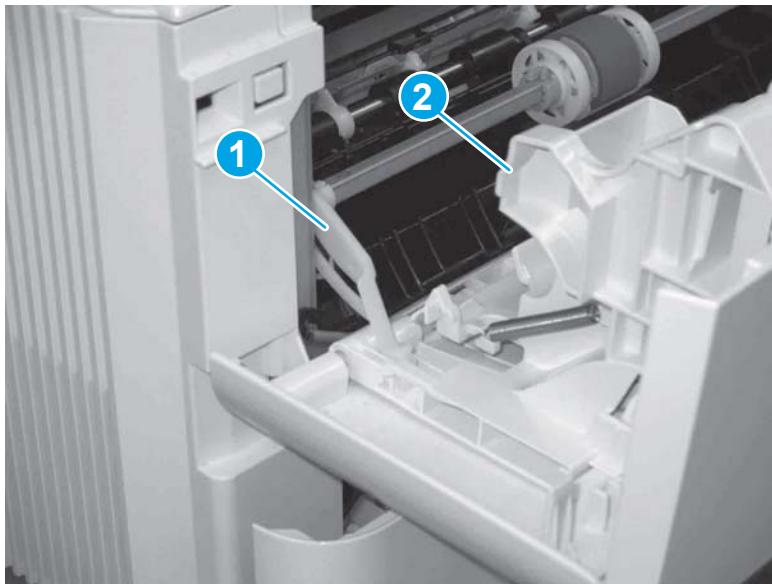
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

**Figure 1-2175** Remove the door




5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

**Figure 1-2176** Release the left-side retainer arm



### Step 7: Remove the left cover

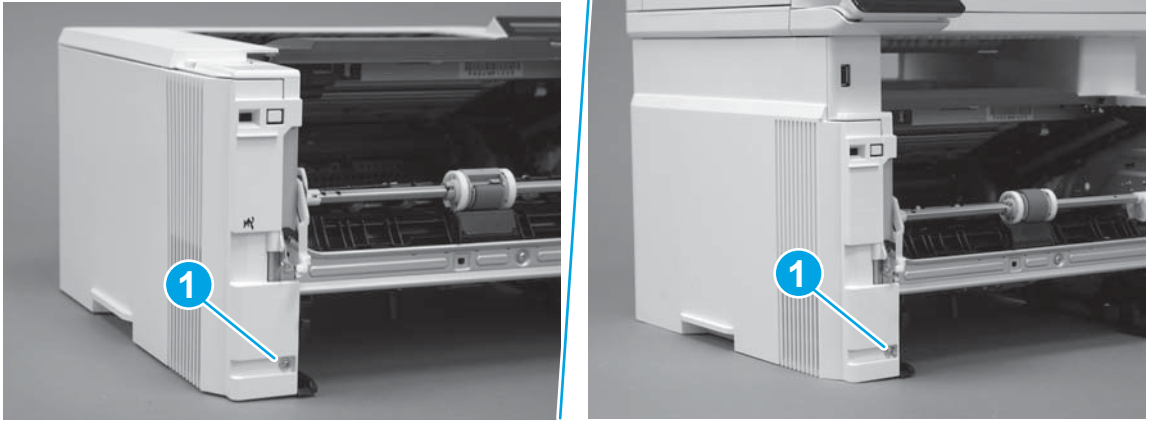
---

 **NOTE:** If the 22-pin control panel FFC does not need to be removed and replaced, skip this step and go to [Step 9: Unpack the replacement assembly on page 1149](#).

---

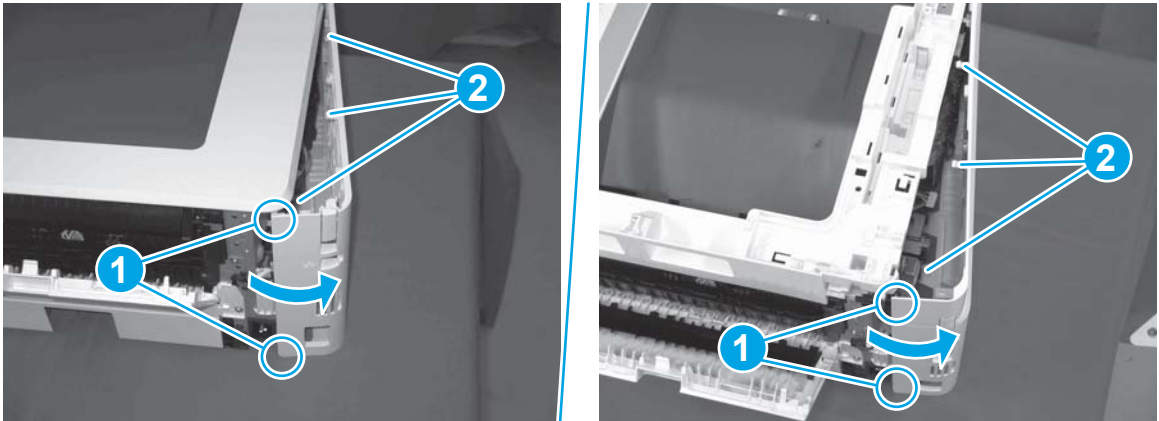
1. Remove one screw (callout 1).

**Figure 1-2177** Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

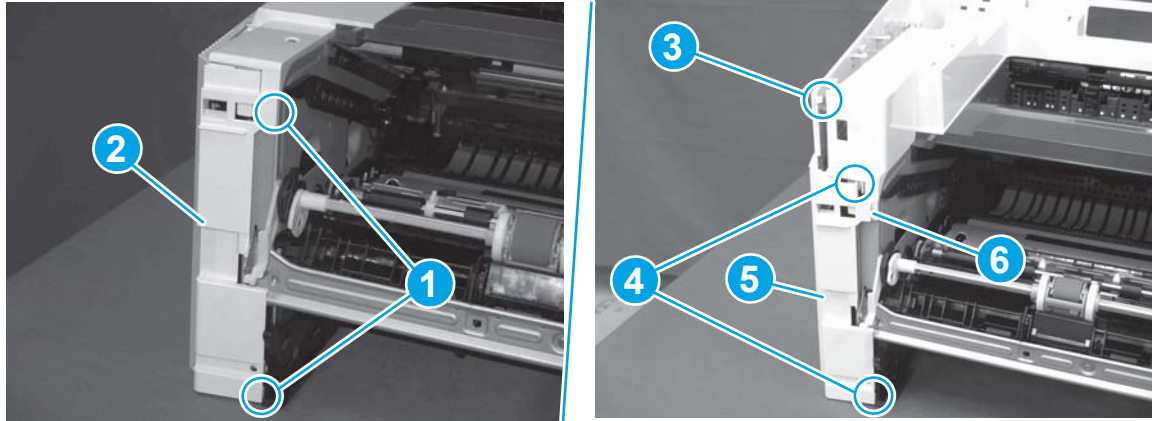
**Figure 1-2178** Release two bosses and three tabs




3. At the front of the printer, do one of the following:
  - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
  - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

**CAUTION:** Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

**Figure 1-2179** Remove the cover

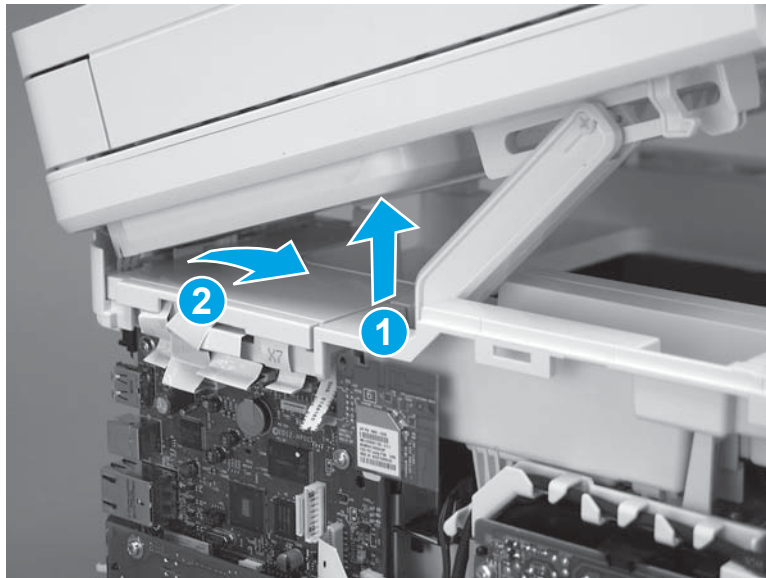


**Step 8: Remove the control panel 22-pin FFC (M427/M426)**

 **NOTE:** If the 22-pin control panel FFC does not need to be removed and replaced, skip this step and go to [Step 9: Unpack the replacement assembly on page 1149](#).

1. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

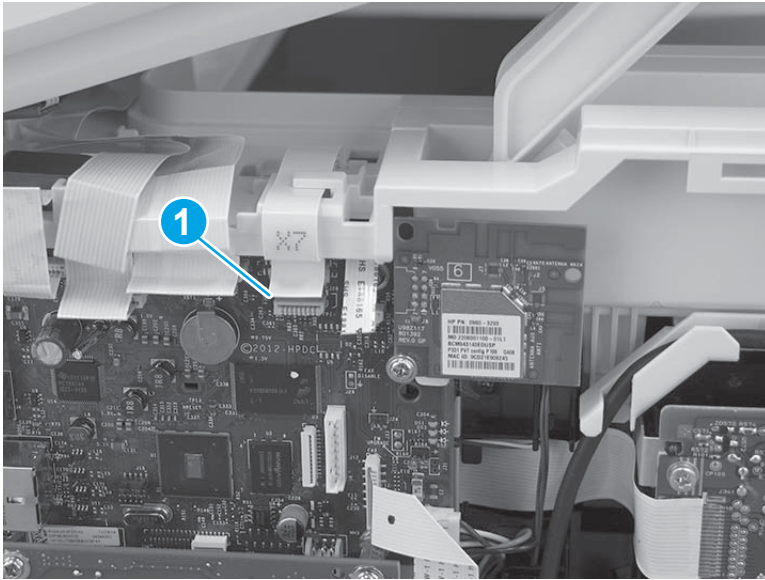
**Figure 1-2180** Remove the ISA FFC cover





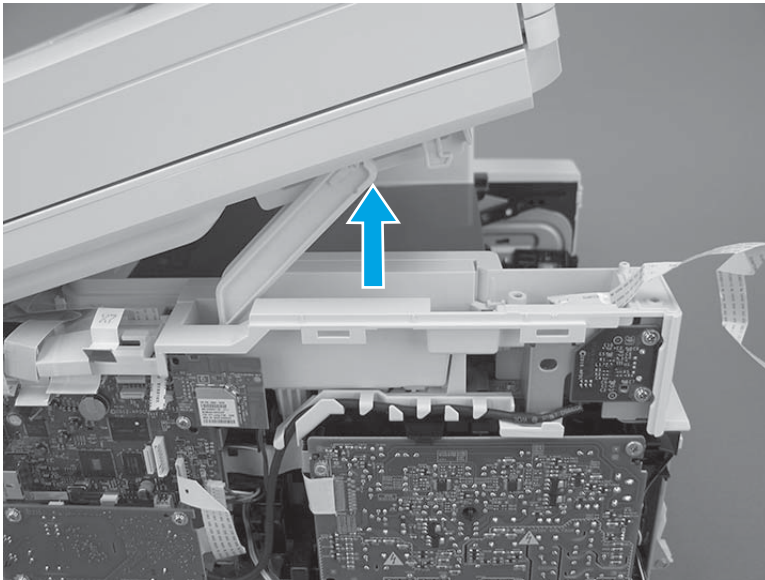
2. Disconnect one FFC (callout 1).

**Figure 1-2181** Disconnect one FFC



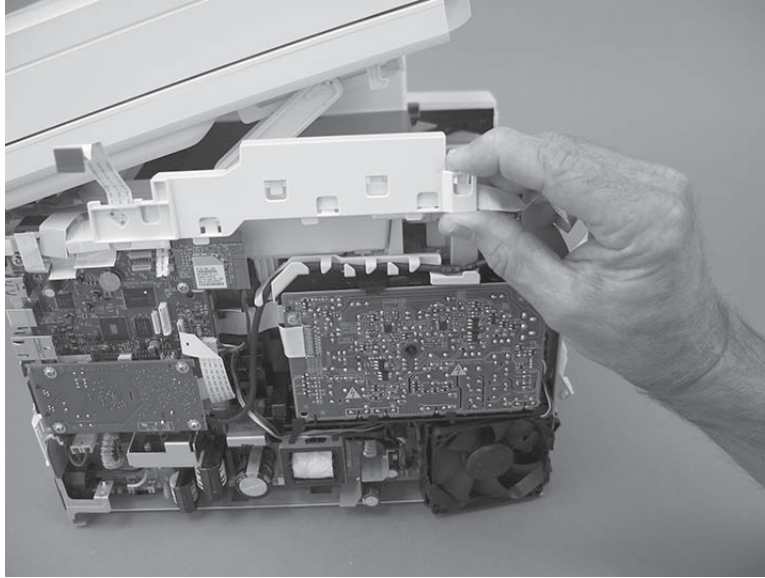
3. Lift up the control-panel FFC cover to release it.

**Figure 1-2182** Release the control-panel FFC cover




4. Remove the cover and FFC.

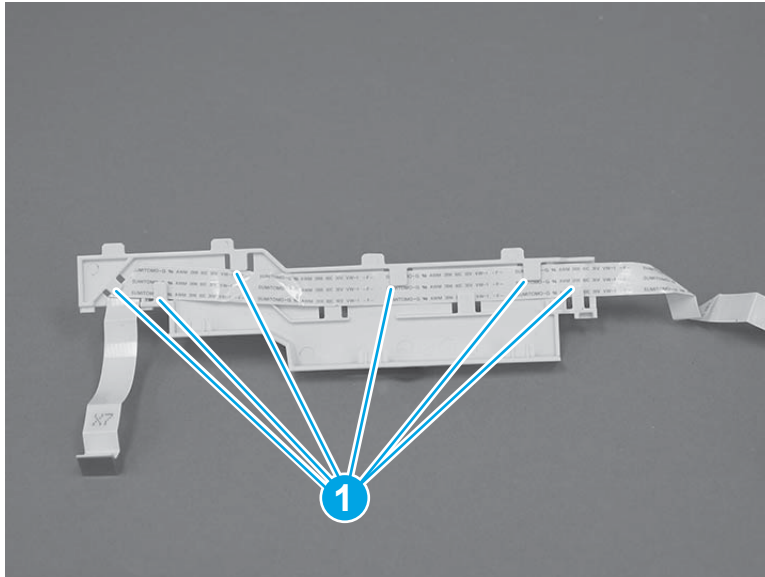
**Figure 1-2183** Remove the cover and FFC



5. Release the FFC from the retainers (callout 1) on the cover to remove it.

 **Reinstallation tip:** Take note of how the FFC is installed on the cover. Make sure that the replacement FFC is installed with the pre-folds in the FFC correctly positioned to reach the formatter and the control panel.

**Figure 1-2184** Remove the FFC



### Step 9: Unpack the replacement assembly

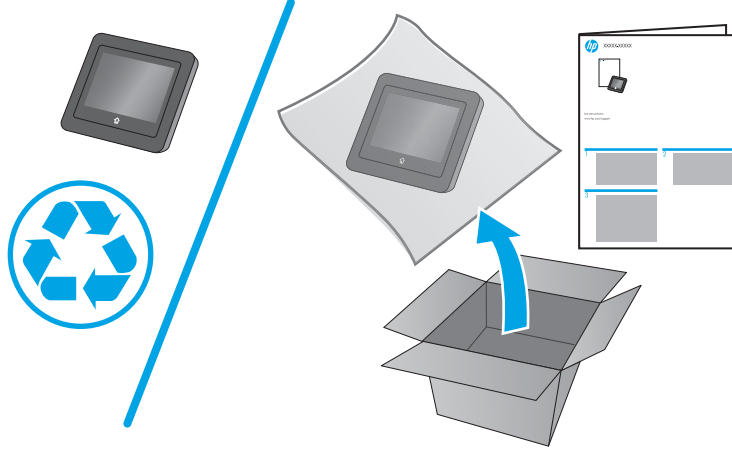
Unpack the replacement part from the packaging.

 **NOTE:** Unpack the appropriate assembly that is being replaced. The control panel is shown below.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.


**Figure 1-2185** Recycle and unpack



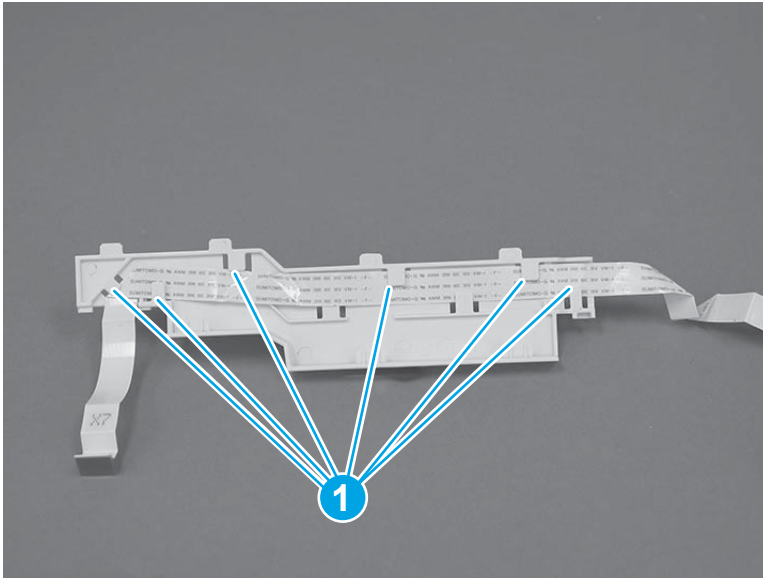
### Step 10: Install the control panel 22-pin FFC (M427/M426)

 **NOTE:** If the 22-pin control panel FFC does not need to be removed and replaced, skip this step and go to [Step 14: Install the control panel mount chassis assembly \(M427/M426\) on page 1157](#).

1. Install the FFC in the retainers (callout 1) on the control-panel FFC.

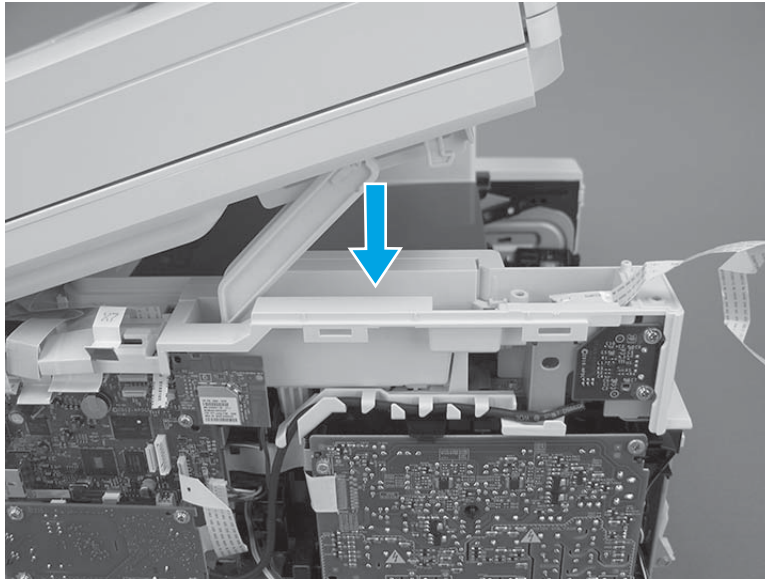
 **Reinstallation tip:** Make sure that the replacement FFC is installed with the pre-folds in the FFC correctly positioned to reach the formatter and the control panel.

**Figure 1-2186** Install the FFC on the cover



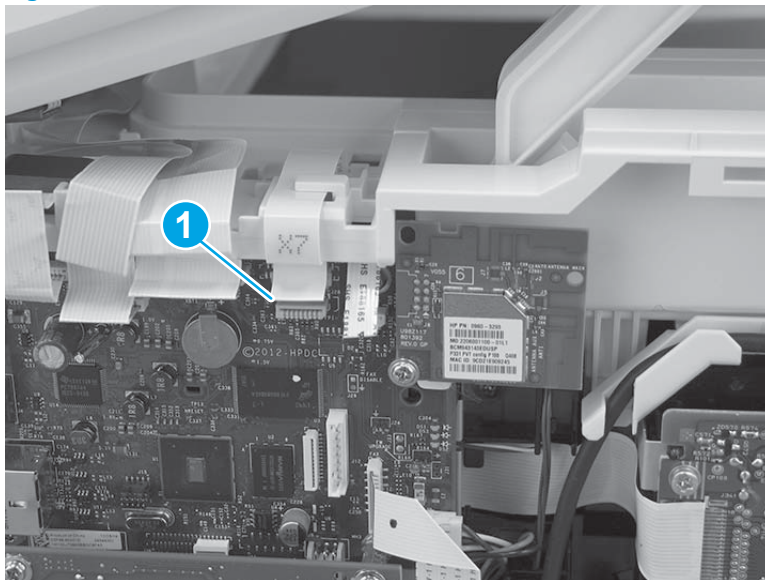
2. Position the cover on the printer, and then push down to install it.

**Figure 1-2187** Install the cover



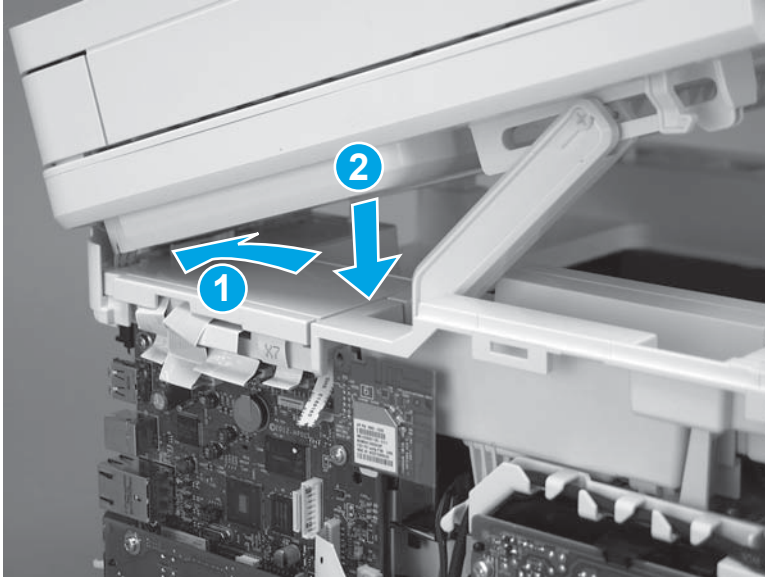
3. Connect one FFC (callout 1).

**Figure 1-2188** Connect one FFC



4. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

**Figure 1-2189** Install the ISA FFC cover

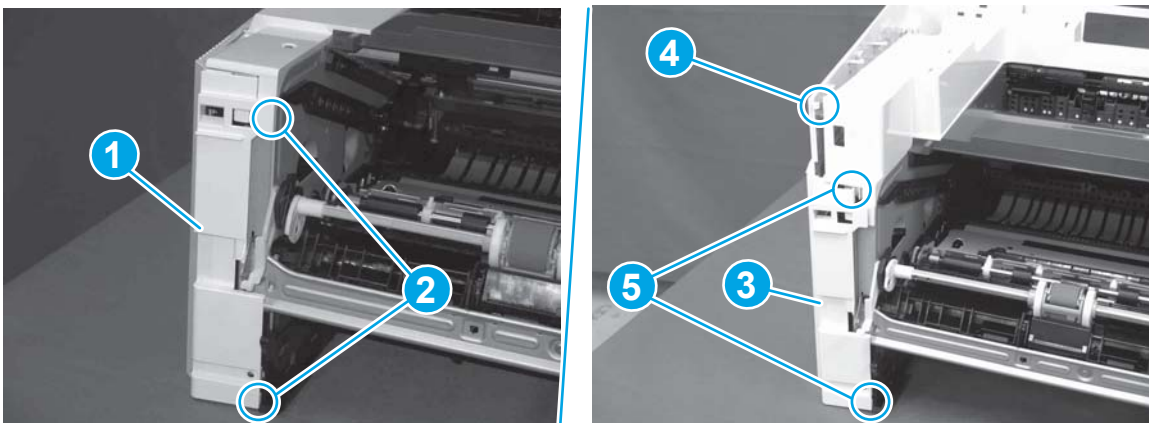


### Step 11: Install the left cover

 **NOTE:** If the 22-pin control panel FFC was not replaced, skip this step and go to [Step 14: Install the control panel mount chassis assembly \(M427/M426\) on page 1157](#).

1. At the front of the printer, do one of the following:
  - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
  - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

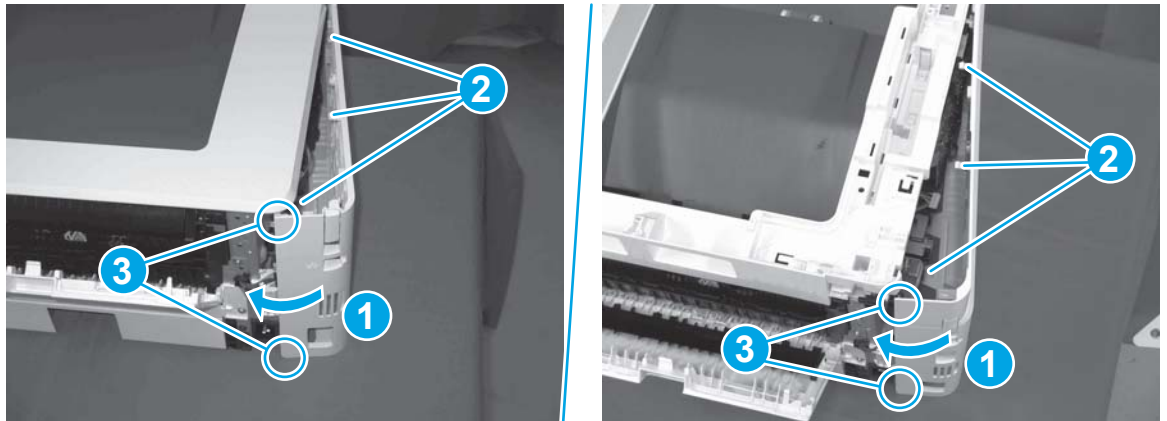
**Figure 1-2190** Install the cover





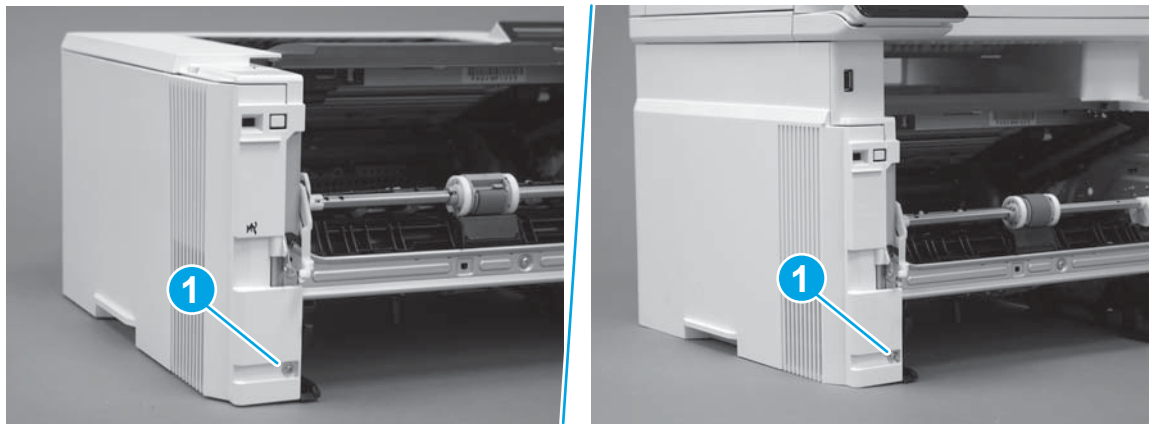
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

**Figure 1-2191** Engage three tabs and two bosses




- Install one screw (callout 1).

**Figure 1-2192** Install one screw



## Step 12: Install the cartridge door assembly

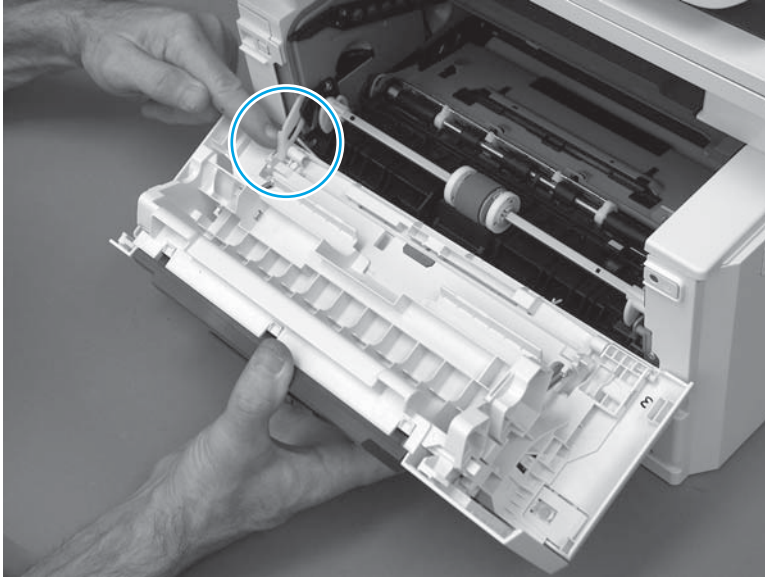
 **NOTE:** If the 22-pin control panel FFC was not replaced, skip this step and go to [Step 14: Install the control panel mount chassis assembly \(M427/M426\)](#) on page 1157.

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

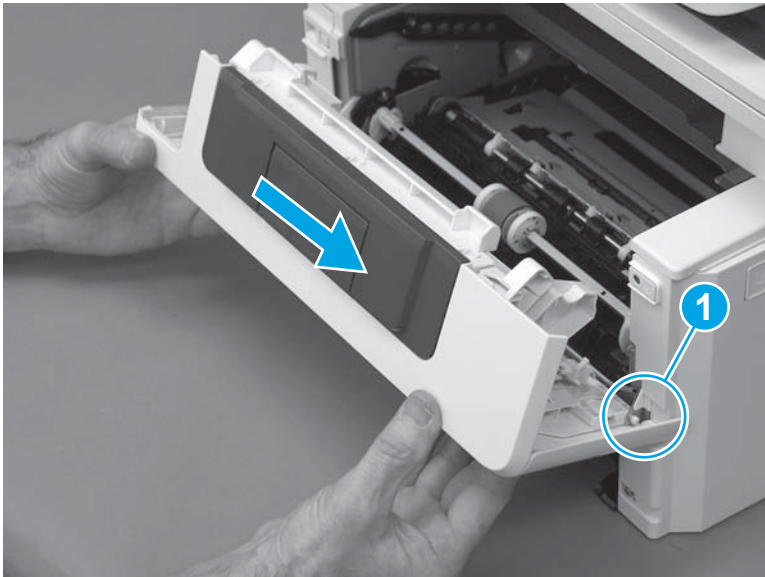


**Figure 1-2193** Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

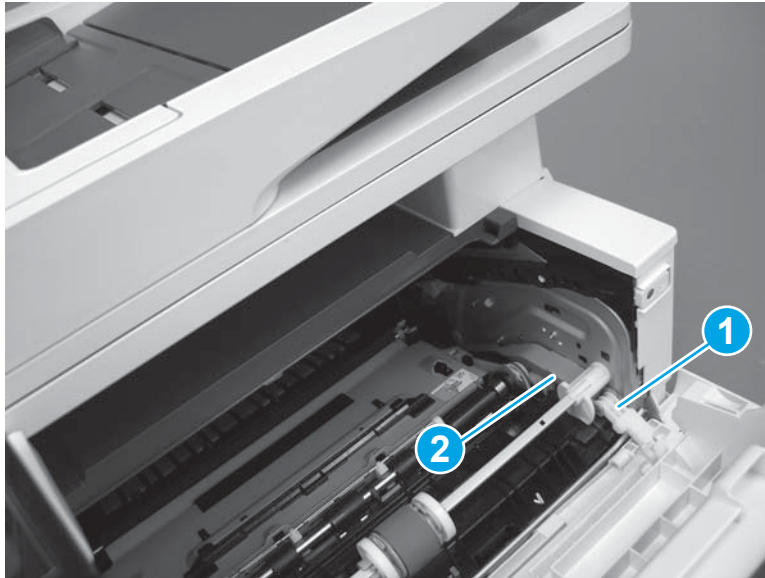
**Figure 1-2194** Install the door



3. Install the link (callout 1).

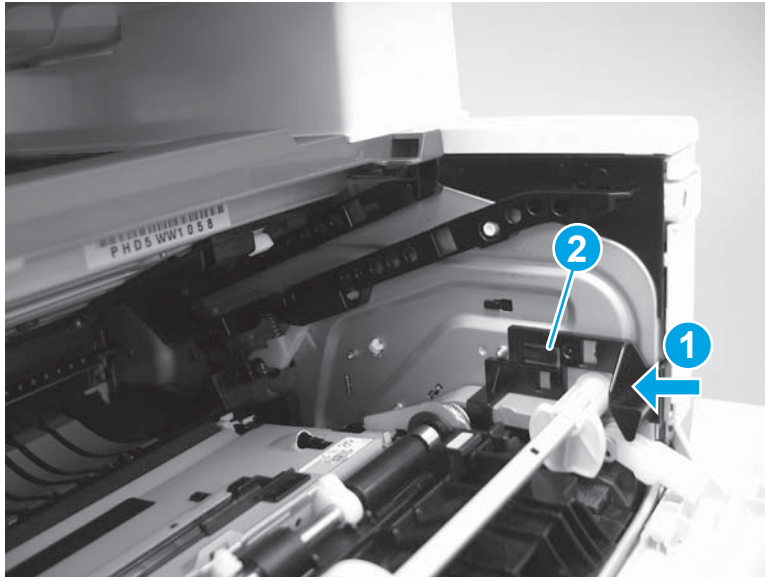
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

**Figure 1-2195** Install the pressure-release link



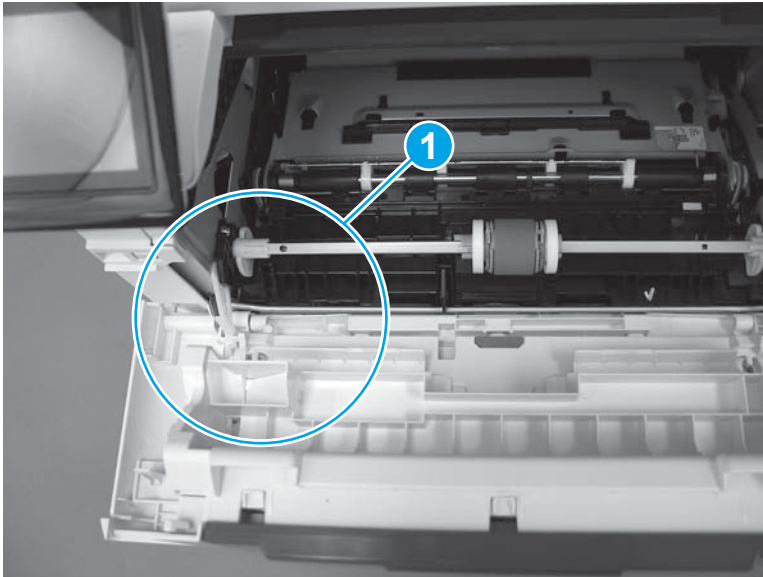
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

**Figure 1-2196** Install the guide




5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

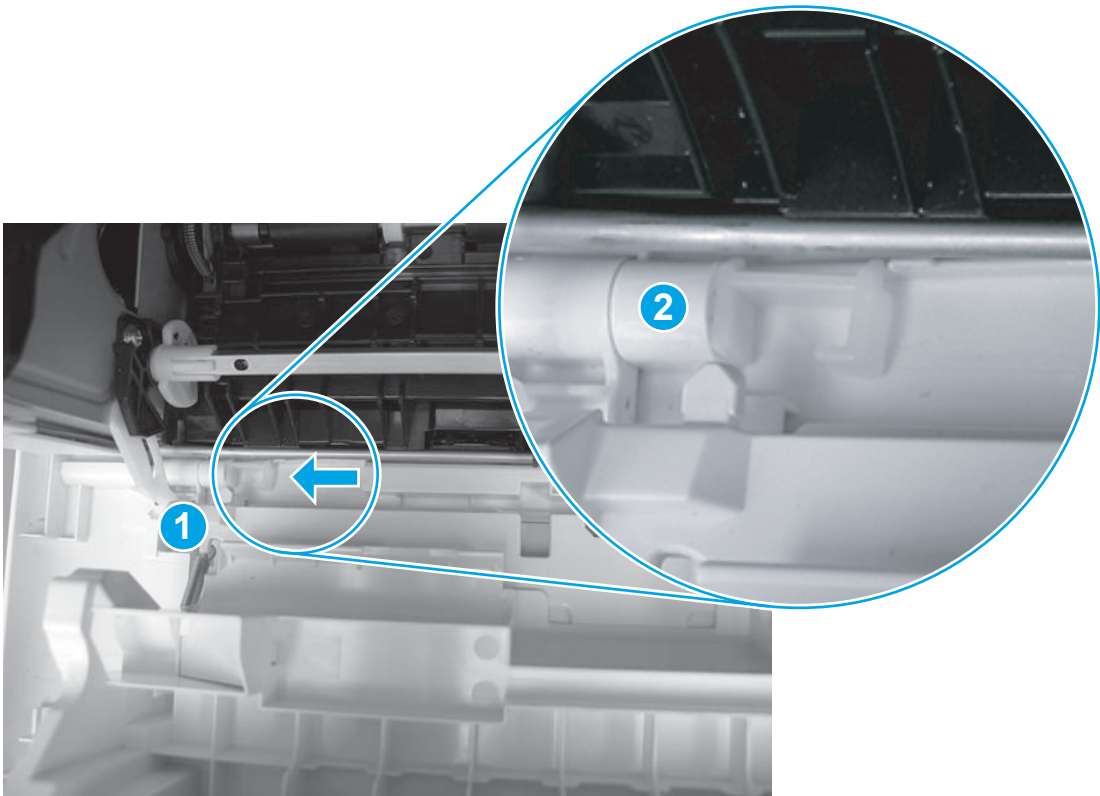
**Figure 1-2197** Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).

 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

**Figure 1-2198** Install the support shaft



### Step 13: Install Tray 2

 **NOTE:** If the 22-pin control panel FFC was not replaced, skip this step and go to [Step 14: Install the control panel mount chassis assembly \(M427/M426\) on page 1157](#).

- ▲ Slide the tray straight into the printer to install it.

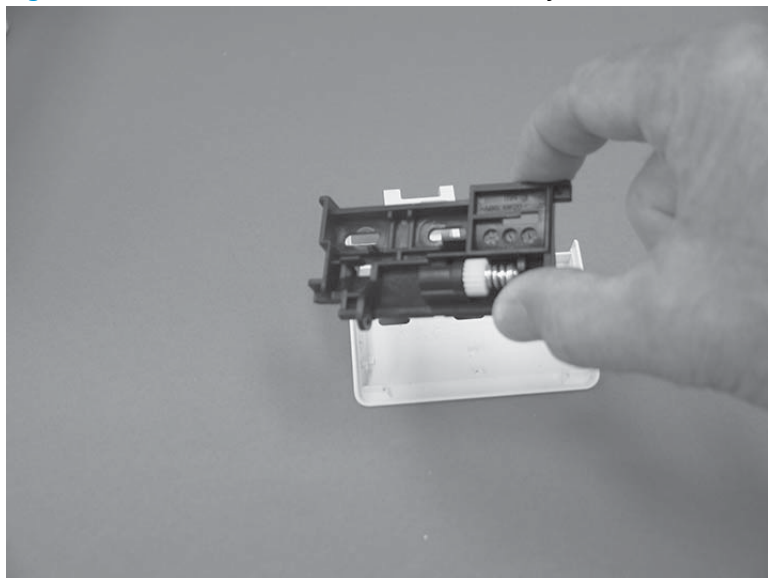
**Figure 1-2199** Install the tray



### Step 14: Install the control panel mount chassis assembly (M427/M426)

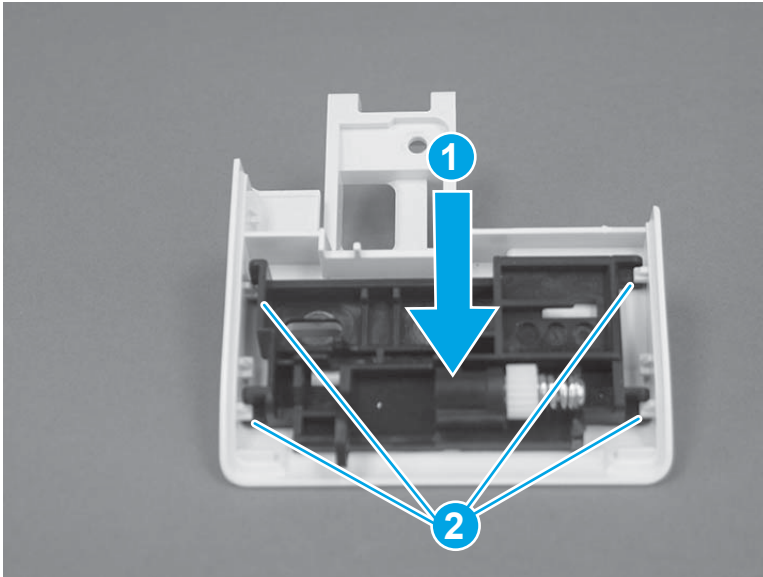
1. Position the mount chassis assembly on the mount base.

**Figure 1-2200** Install the mount chassis assembly



2. Slide the mount chassis assembly as shown (callout 1) to engage it with four bosses (callout 2) on the mount base.

**Figure 1-2201** Release the mount chassis assembly



#### **Step 15: Install the control panel mount base (M427/M426)**

1. Install the control panel mount base on the printer.

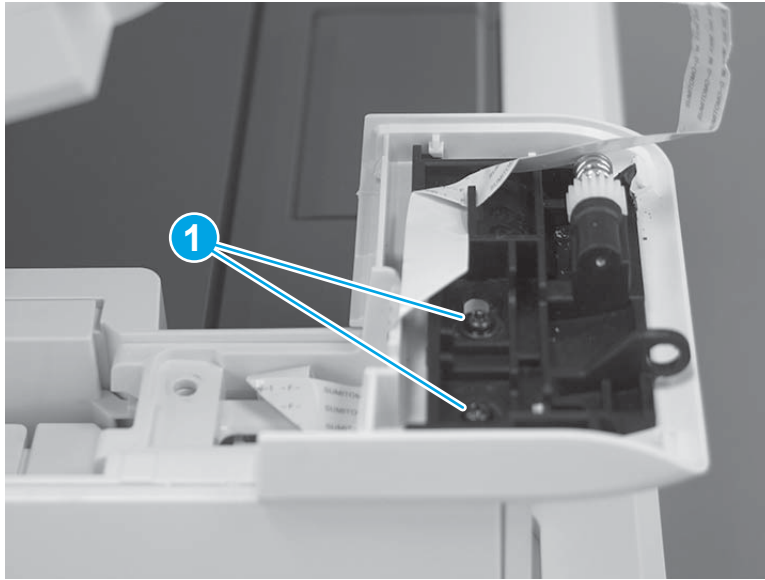
**Figure 1-2202** Install the control panel mount base






2. Install two screws (callout 1).

**Figure 1-2203** Install two screws

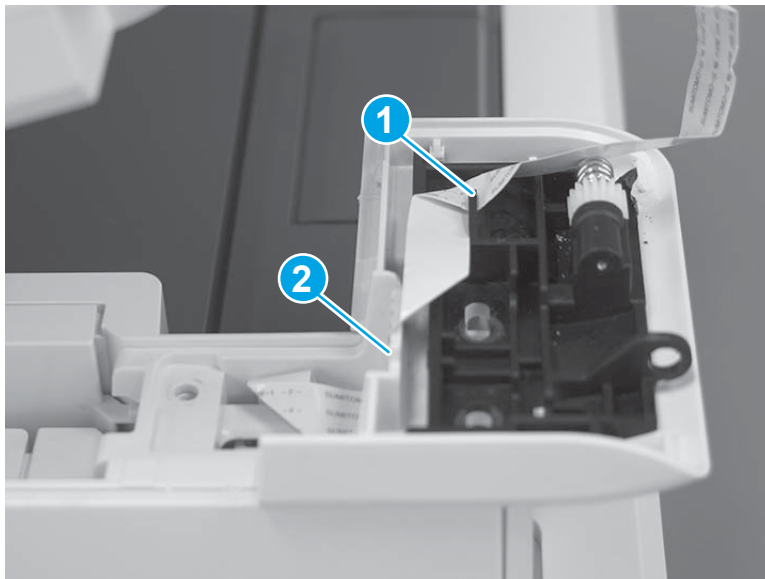


3. Install the FFC in the retainer (callout 1).

 **NOTE:** Remove the protective film from the two-sided tape on the replacement FFC to expose the sticky side of the tape.

Make sure to press the FFC against the mount base (callout 2) to adhere it to the mount base.

**Figure 1-2204** Install the FFC




### Step 16: Install the control panel (M427/M426)

1. Insert the FFC in the connector (the contact portion of the FFC must face towards the PCA), and then close the latch to secure it.

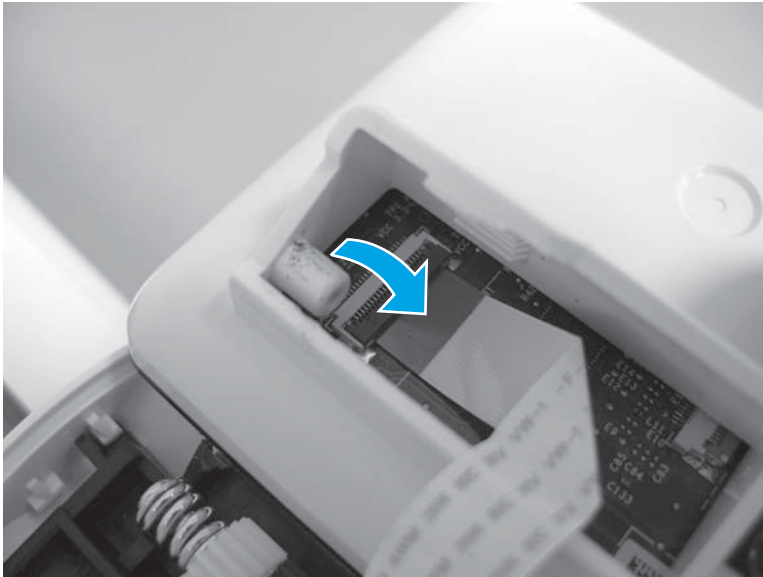
 **CAUTION:** Be careful. Do not dislodge the latch from the connector.



 **Reinstallation tip:** Gently pull on the FFC to make sure it is fully seated and secured by the latch on the connector. Do not forcibly pull on the FFC, a gentle tug is all that is required.

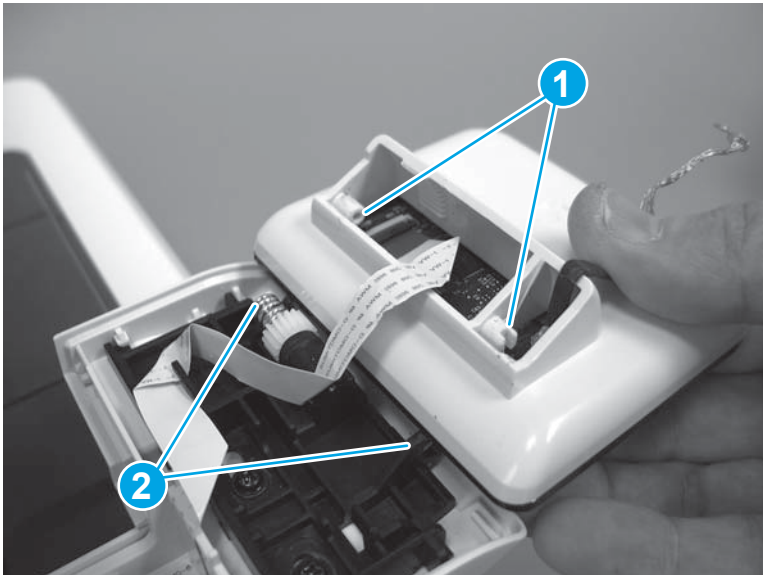
---

**Figure 1-2205** Connect the FFC



2. Align the control-panel hinge pins (callout 1) with the mounting retainers (callout 2) on the printer.

**Figure 1-2206** Align the control-panel hinge pins



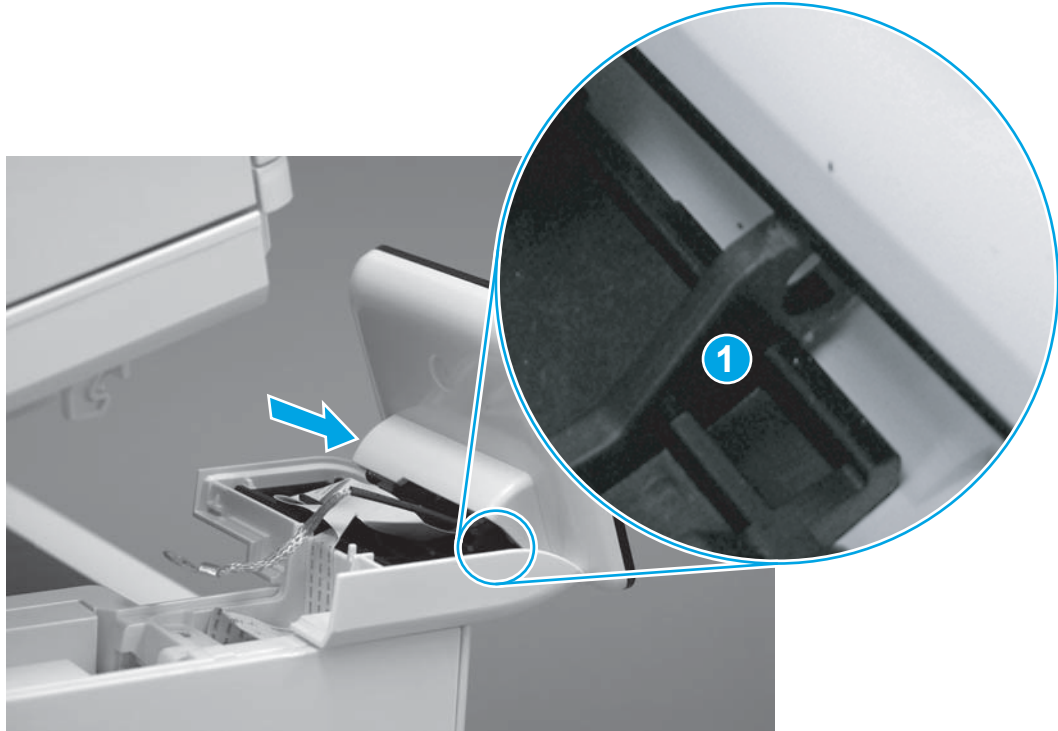
3. Slightly shift the control panel in the direction of the arrow about 6.35 mm (.25 in) to engage the hinge pins.

---

**⚠ CAUTION:** Do not twist the control panel. The black-plastic mounting retainer (callout 1) for the control-panel hinge pin is easily broken

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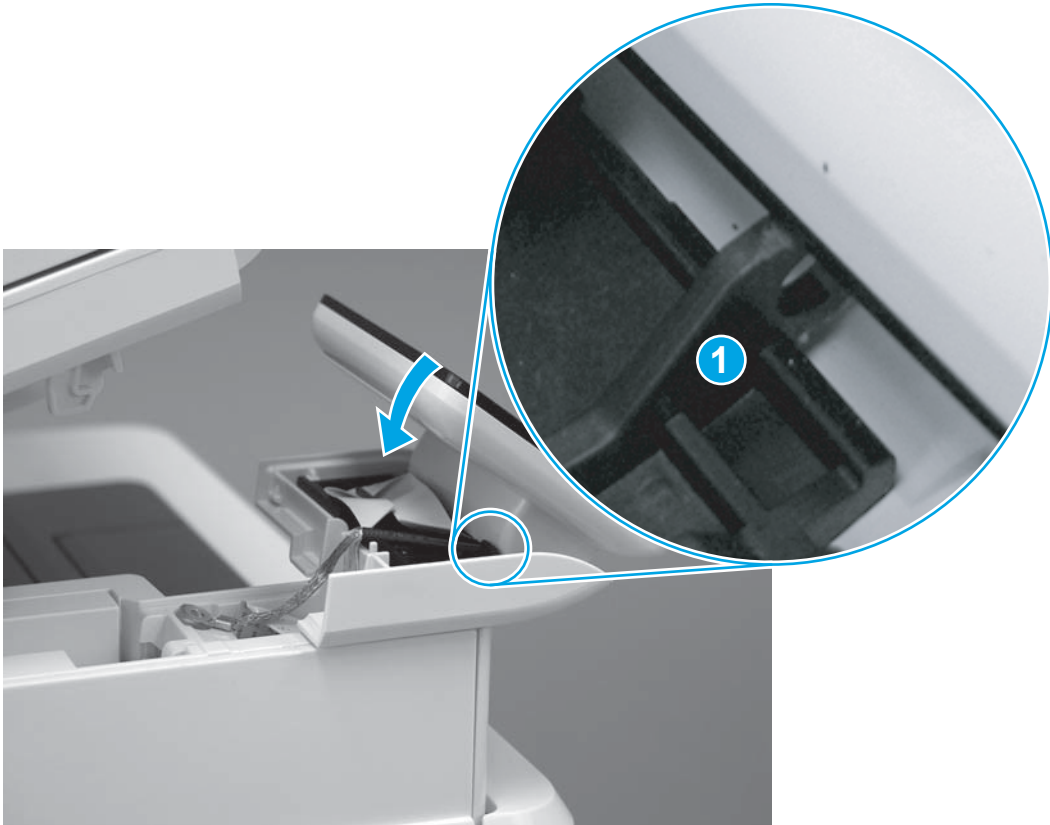
**Figure 1-2207** Engage the control panel



4. With the hinge pins engaged, gently tilt the control panel backward about 3.18 mm (.125 in).

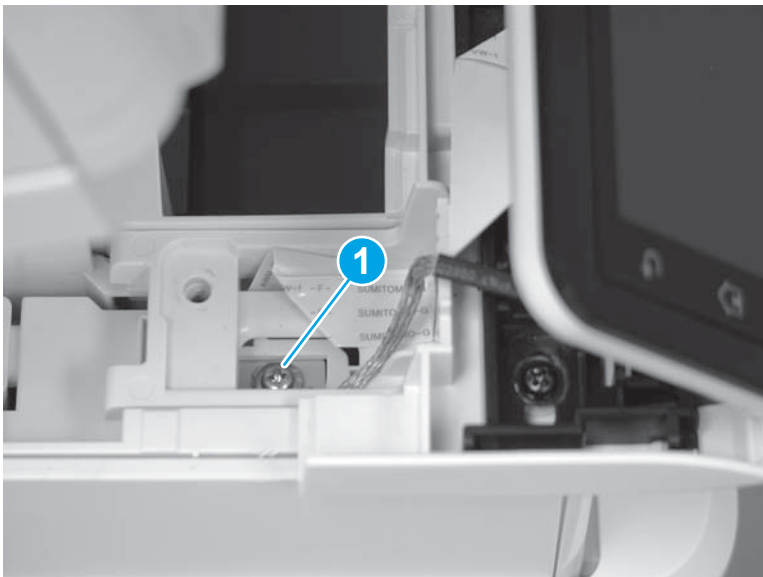
**⚠ CAUTION:** Do not use excessive force. The black-plastic mounting retainer (callout 1) for the control-panel hinge pin is easily broken

**Figure 1-2208** Tilt the control-panel assembly backward



5. Install one ground screw (callout 1).

**Figure 1-2209** Install one screw



### Step 17: Install the control panel mount cover (M427/M426)

1. Position the front edge of the control-panel cable cover at the base of the control panel (callout 1), and then rotate it down to install it (callout 2).

**Figure 1-2210** Install the control-panel cable cover



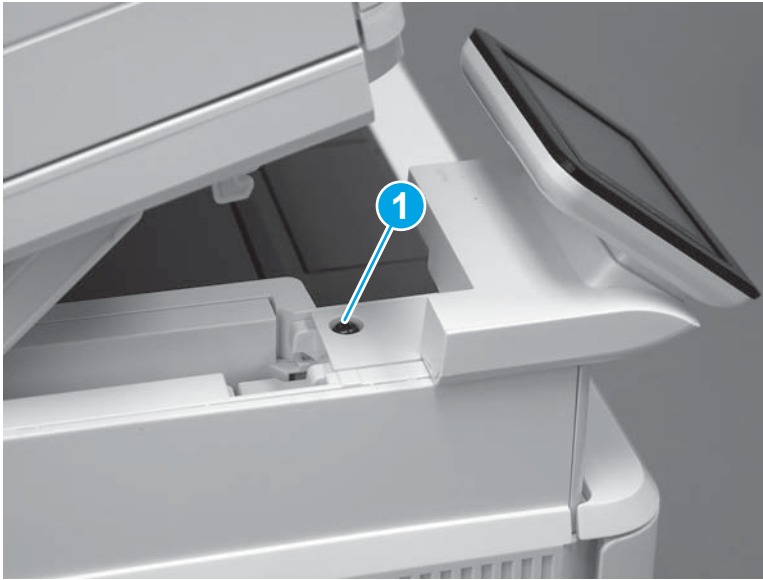
2. Make sure that the two tabs (callout 1) on the cover snap into place.

**Figure 1-2211** Check two tabs



3. Install one screw (callout 1).

**Figure 1-2212** Install one screw



4. Close the ISA.

**Figure 1-2213** Close the ISA



## Removal and replacement: Trays

- [Removal and replacement: Tray 2](#)

### Removal and replacement: Tray 2

- [RM2-5392-010CN 250-sheet paper input tray](#)
- [RM2-5452-010CN Tray 2 paper pickup roller assembly](#)
- [RM2-5397-000CN Tray 2 separation roller assembly](#)



## RM2-5392-010CN 250-sheet paper input tray

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install Tray 2](#)

### Introduction


This document provides the procedures to remove and replace Tray 2.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

---

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

---

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

Tray 2 part number	
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---

<b>RM2-5392-010CN</b>
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Cassette (Tray 2) assembly
----------------------------

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### Required tools

- No special tools are required to remove this part.

### 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.

Print a configuration page (from Tray 2) to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-2214** Remove the tray



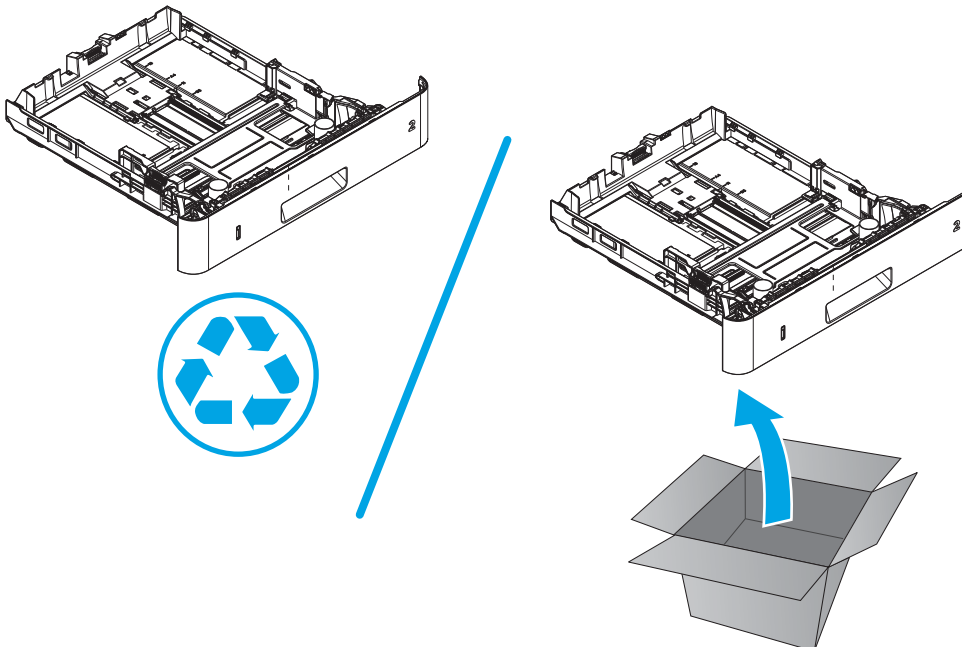
**Step 2: Unpack the replacement assembly**

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-2215** Recycle and unpack



**Step 3: Install Tray 2**

▲ Slide the tray straight into the printer to install it.

**Figure 1-2216** Install the tray



### RM2-5452-010CN Tray 2 paper pickup roller assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the pickup roller assembly \(Tray 2\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the pickup roller assembly \(Tray 2\)](#)
- [Step 5: Install Tray 2](#)

### Introduction

This document provides the procedures to remove and replace the paper pickup roller assembly (Tray 2).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

**⚠ WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

**Paper pickup roller assembly (Tray 2) part number**

---

**RM2-5452-010CN**Paper pickup roller assembly (Tray 2)

---

## Required tools

- No special tools are required to remove this part.

## 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.

Print a page from Tray 2 to make sure that the printer is functioning correctly.

## Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

**Figure 1-2217** Remove the tray



## Step 2: Remove the pickup roller assembly (Tray 2)

---

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

**NOTE:** The M403/M402 printer is shown in this procedure. However, the procedure is valid for the M427/M426 printers.

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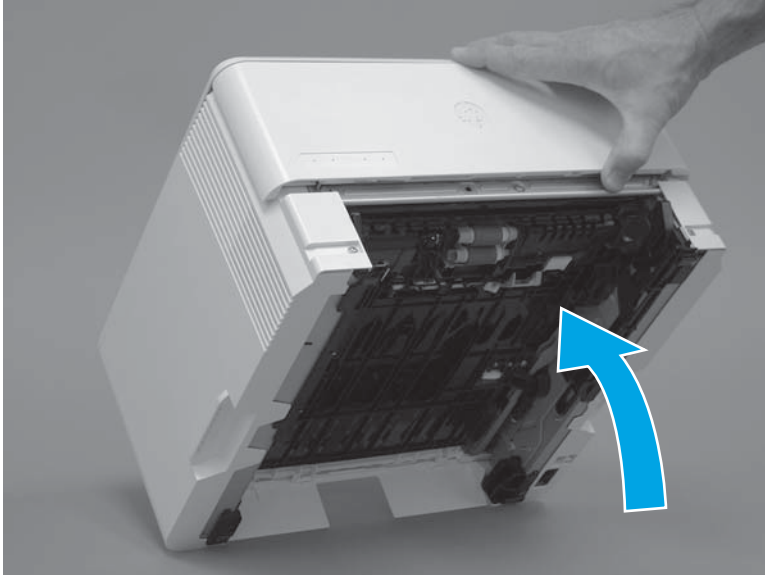
1. Carefully rotate the printer backward.

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**CAUTION:** To avoid damage to the rear cassette cover, keep it in the closed position.

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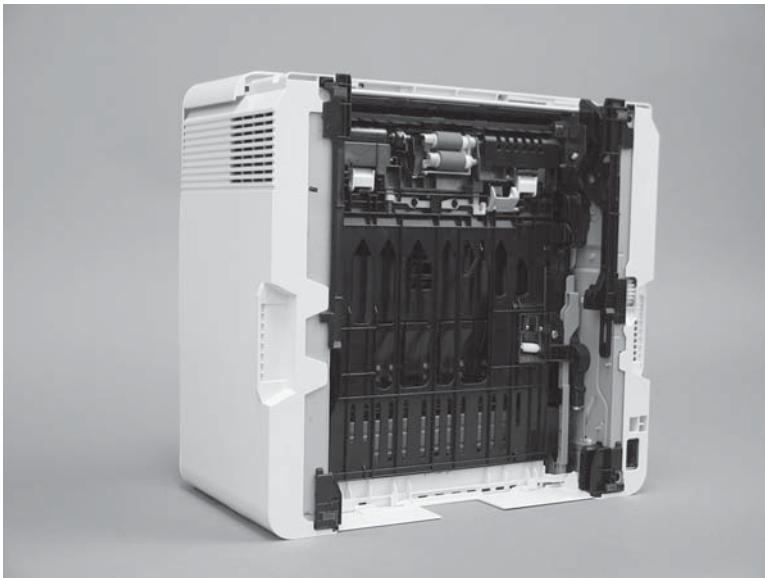
**Figure 1-2218** Tilt the printer backward



2. Continue rotate the printer backward until it rests on the rear cover, bottom-side face forward.

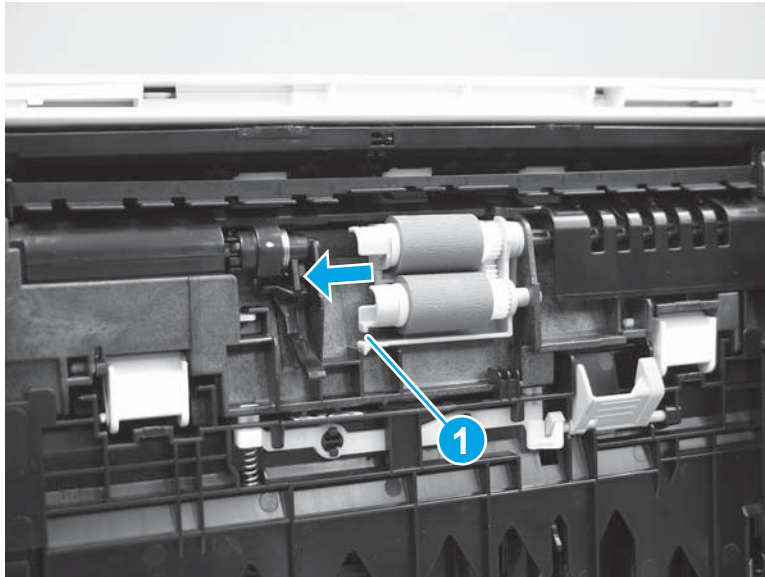
**⚠ CAUTION:** **M427/M426:** The integrated scanner assembly (ISA) is not captive, and can unexpectedly open when the printer is tilted back.

**Figure 1-2219** Place the printer bottom-side face forward



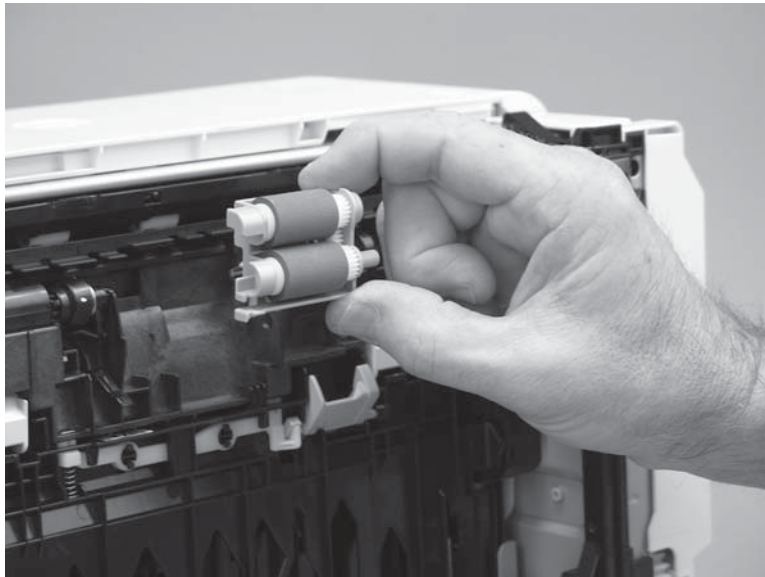
3. Release one tab (callout 1), and then slide the roller holder toward the left side of the printer to release it.

**Figure 1-2220** Release one tab



4. Remove the roller holder.

**Figure 1-2221** Remove the roller holder



### Step 3: Unpack the replacement assembly

Unpack the replacement part from the packaging.

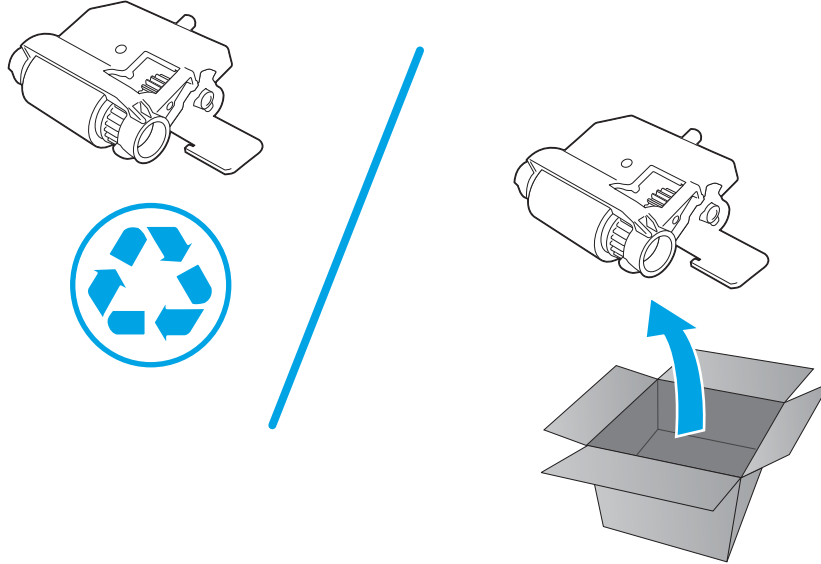
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

**NOTE:** HP recommends responsible disposal of the defective part.



**Figure 1-2222** Recycle and unpack



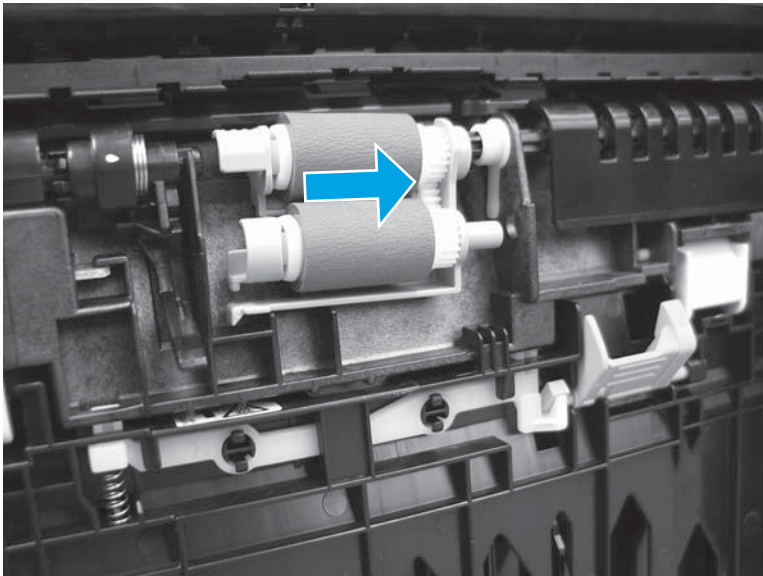
**Step 4: Install the pickup roller assembly (Tray 2)**

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

**NOTE:** The M403/M402 printer is shown in this procedure. However, the procedure is valid for the M427/M426 printers.

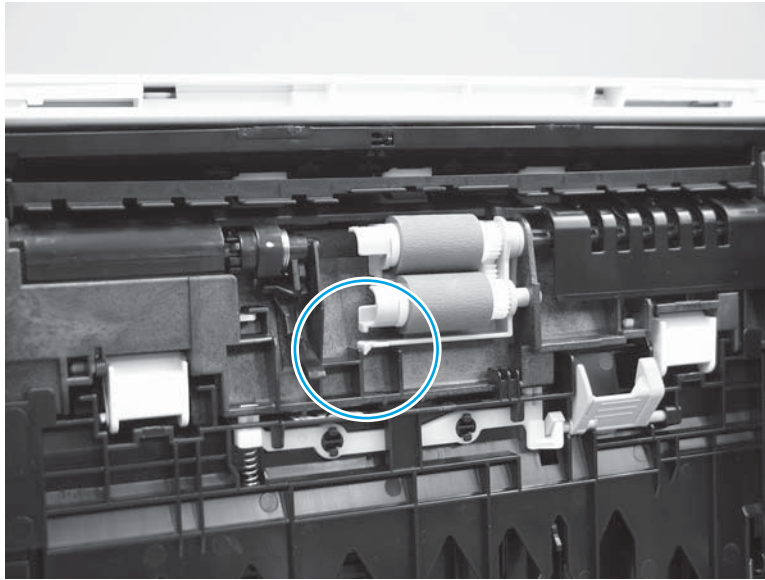
1. Position the roller holder assembly in the printer as shown, and then slide it toward the right side of the printer.

**Figure 1-2223** Install the roller holder



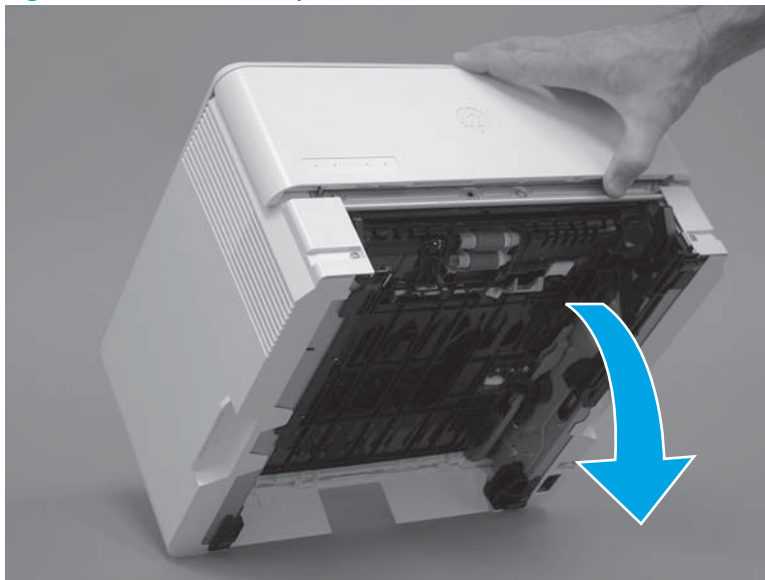
2. Make sure that the tab snaps into place.

**Figure 1-2224** Check the tab



3. Carefully rotate the printer forward.

**Figure 1-2225** Rotate the printer forward



4. Continue rotate the printer forward until it rests in the operational position.

**Figure 1-2226** Place the printer in the operational position



#### Step 5: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-2227** Install the tray



## RM2-5397-000CN Tray 2 separation roller assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the separation pad roller assembly \(Tray 2\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the separation pad roller assembly \(Tray 2\)](#)
- [Step 5: Install Tray 2](#)


### Introduction

This document provides the procedures to remove and replace the separation roller assembly (Tray 2).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Separation roller assembly (Tray 2) part number	
RM2-5397-000CN	Separation roller assembly (Tray 2)

### Required tools

- No special tools are required to install this 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

Make sure that the printer initializes to a **Ready** state.

Print a configuration page to make sure that the printer is functioning correctly.

### Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

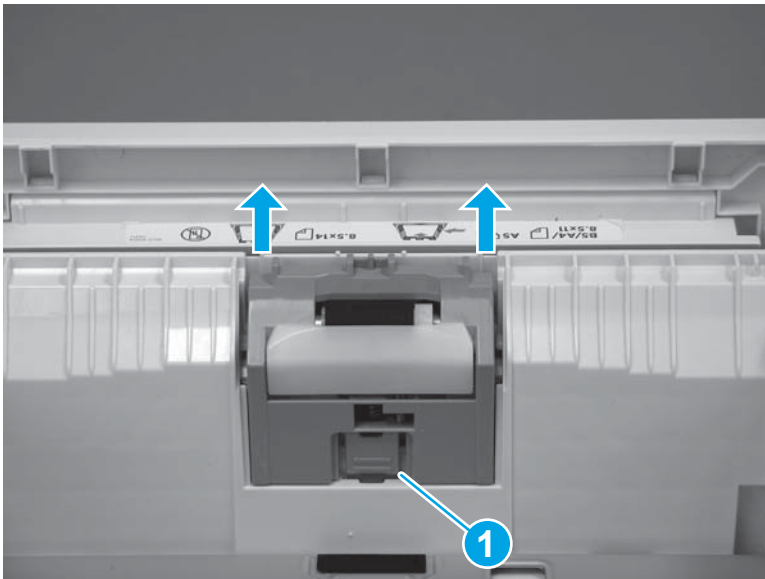
**Figure 1-2228** Remove the tray



**Step 2: Remove the separation pad roller assembly (Tray 2)**

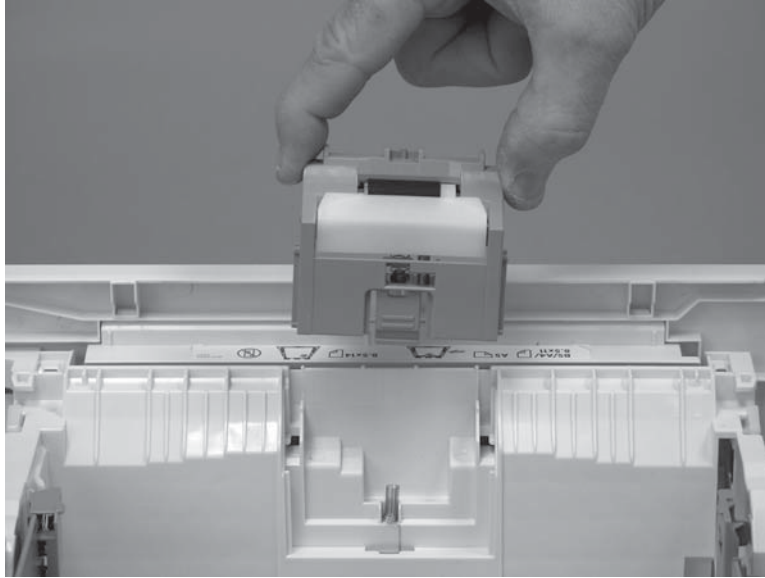
1. Pull the separation pad assembly straight up to release it.

**Figure 1-2229** Release the assembly



2. Remove the assembly.

**Figure 1-2230** Remove the assembly



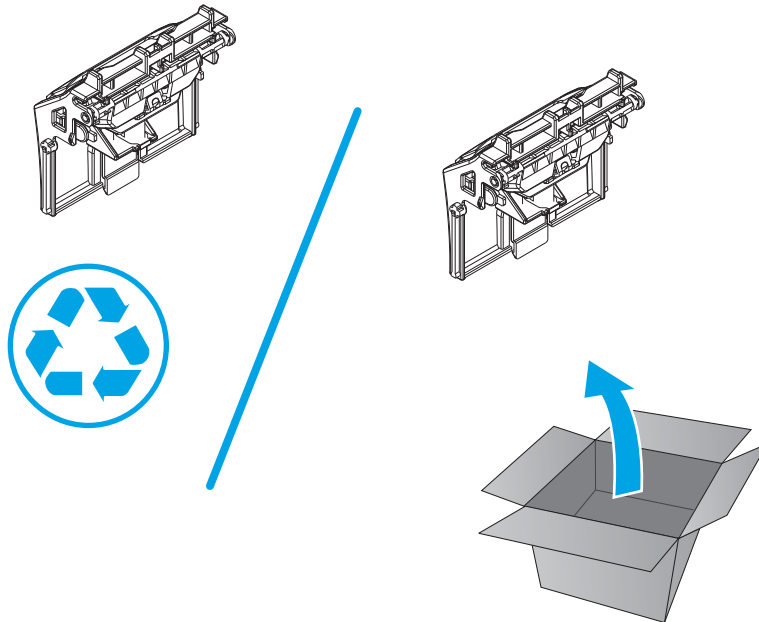
### Step 3: Unpack the replacement assembly

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-2231** Recycle and unpack

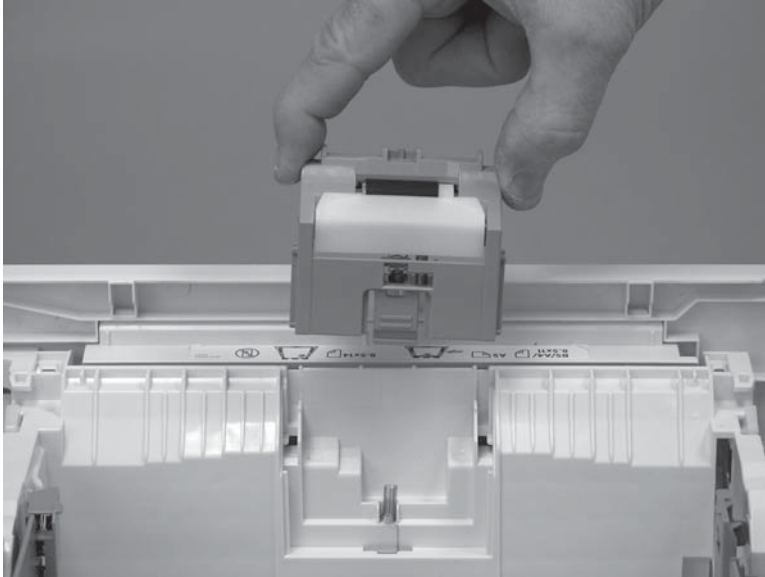


### Step 4: Install the separation pad roller assembly (Tray 2)

1. Install the assembly in the slot in the cassette.

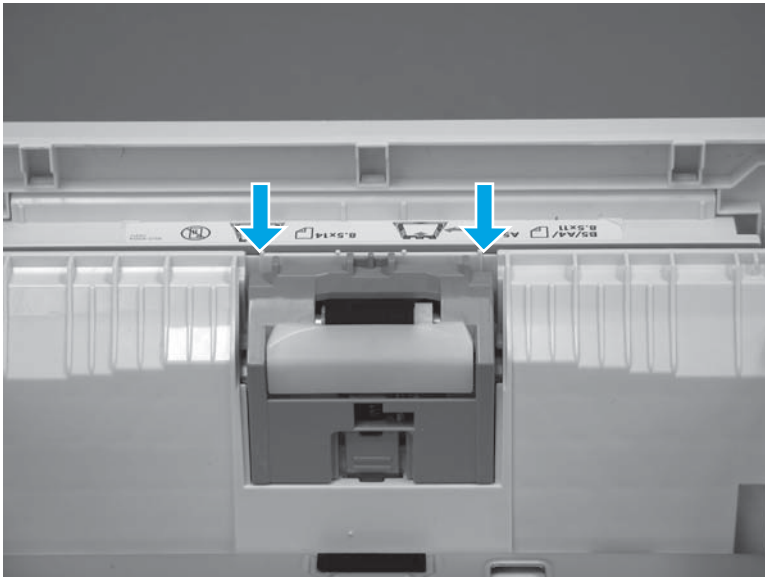


**Figure 1-2232** Install the assembly



2. Push the separation pad assembly straight down until it snaps into place.

**Figure 1-2233** Release the assembly



### Step 5: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

**Figure 1-2234** Install the tray



## Removal and replacement: Accessories

- [550-sheet paper feeder](#)

### 550-sheet paper feeder



---

**NOTE:** HP recommends removing the accessory from the product before servicing them.

---

- [C5F97-69001 optional 550-sheet paper feeder](#)
- [RM2-5413-000CN optional Tray 3](#)
- [RM2-5741-000CN optional Tray 3 paper pickup roller assembly](#)
- [RM2-5745-000CN optional Tray 3 separation roller assembly](#)

## C5F97-69001 optional 550-sheet paper feeder

- [Introduction](#)
- [Step 1: Remove the optional 550-sheet feeder Tray 3](#)
- [Step 2: Unpack the replacement optional paper feeder](#)
- [Step 3: Install the optional 550-sheet feeder Tray 3](#)


### Introduction

This document provides the procedures to remove and replace the optional 550-sheet paper feeder.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Optional 550-sheet paper feeder part number	
C5F697-69001	Optional 550-sheet paper feeder (optional Tray 3)

### Required tools

- No special tools are required to remove this part.

### After performing service

#### Turn the printer power on

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

### Post service test

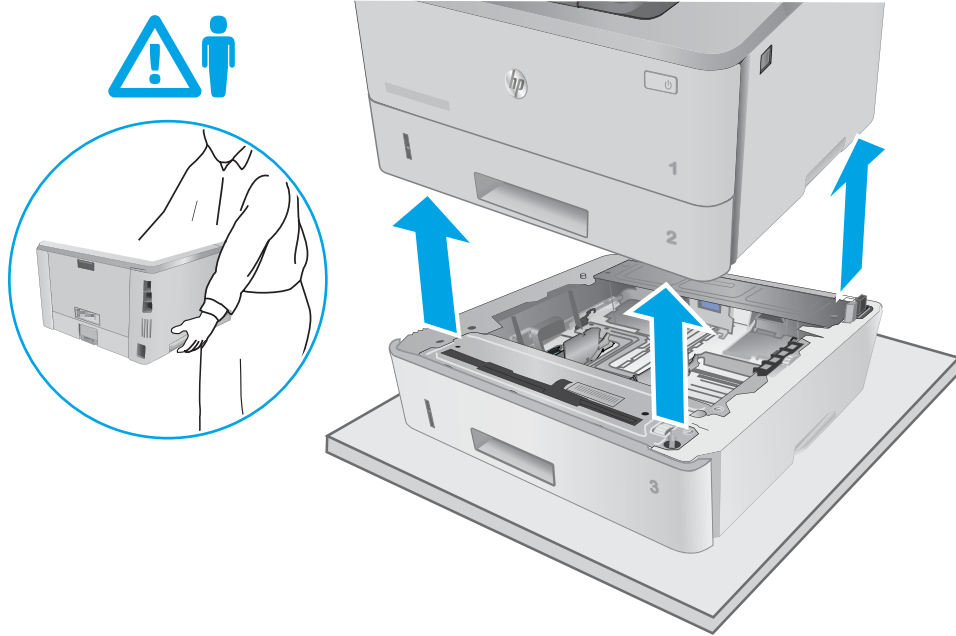
Make sure that the printer initializes to a **Ready** state.

Print a page from the optional Tray 3 to make sure that the paper feeder is functioning correctly.

### Step 1: Remove the optional 550-sheet feeder Tray 3

- ▲ Carefully lift the printer off of the paper feeder assembly.


**Figure 1-2235** Remove the printer



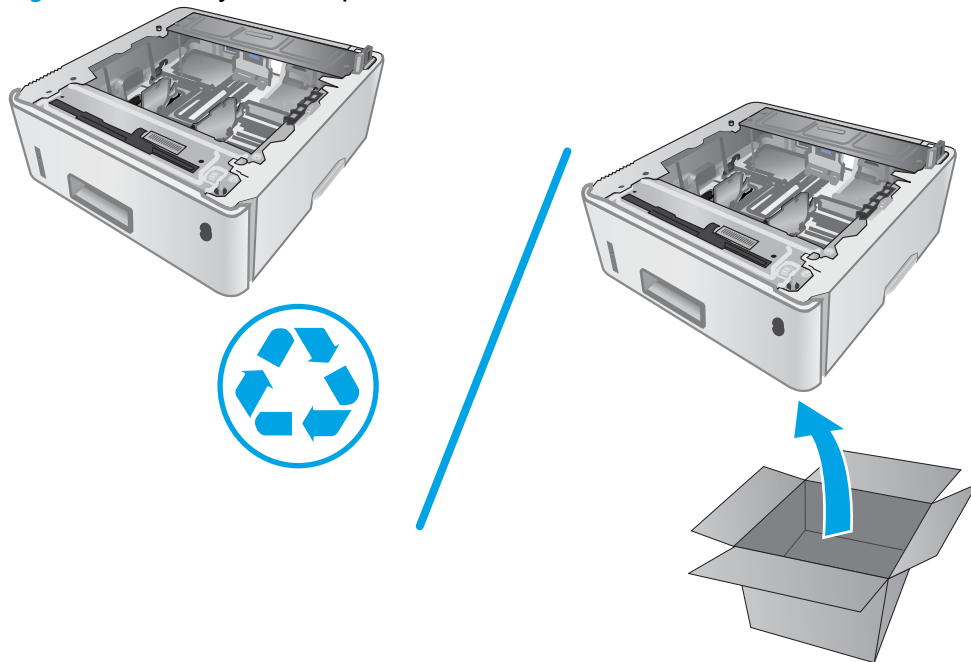
**Step 2: Unpack the replacement optional paper feeder**

Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

 **NOTE:** HP recommends responsible disposal of the defective part.

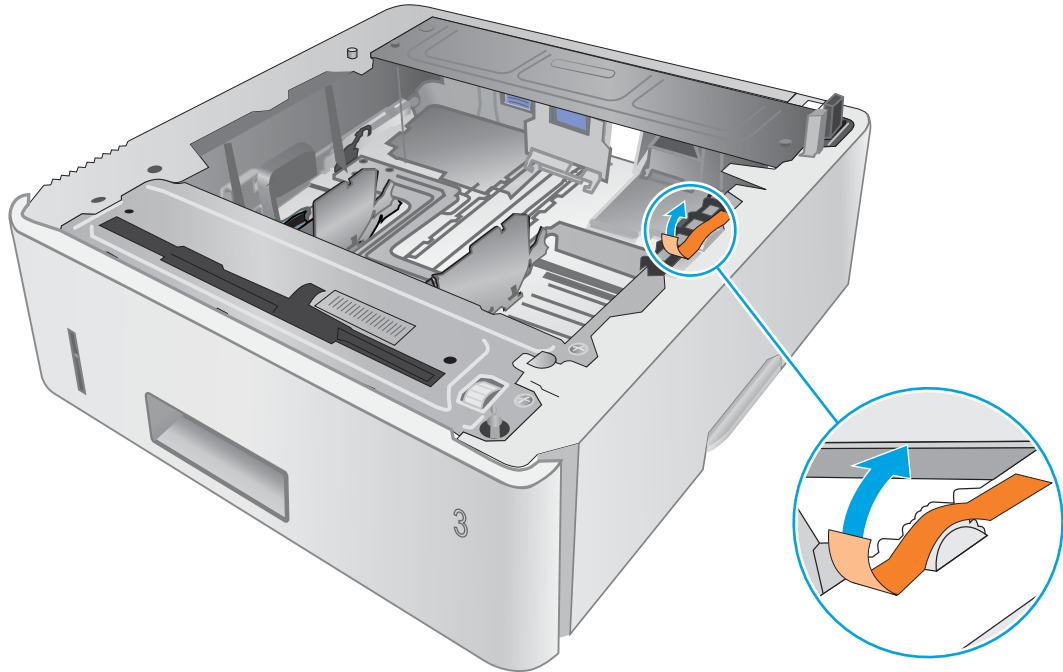
**Figure 1-2236** Recycle and unpack



### Step 3: Install the optional 550-sheet feeder Tray 3

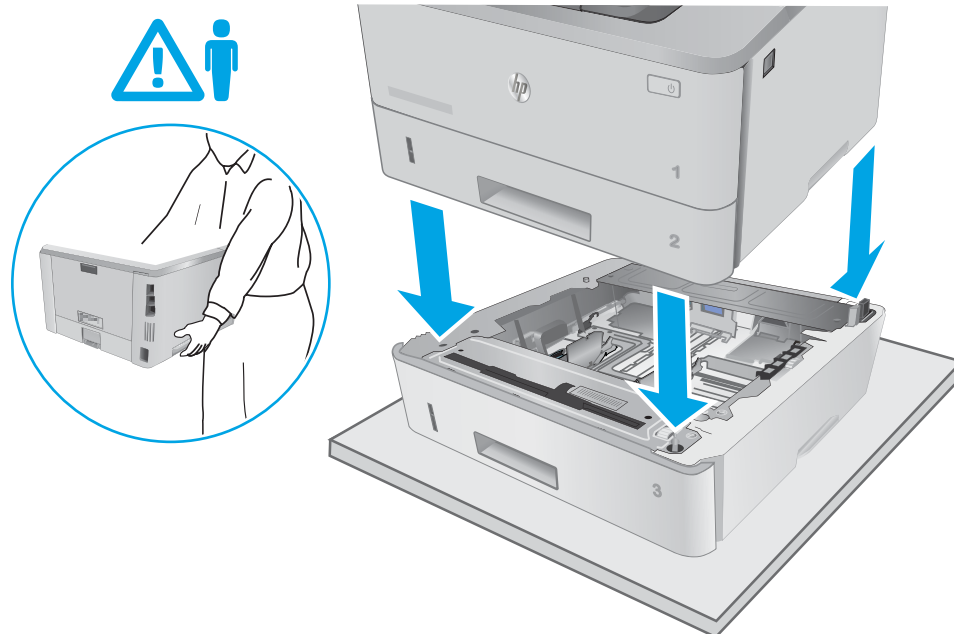
1. Remove the orange shipping tape.

**Figure 1-2237** Remove shipping tape



2. Carefully place the printer on the paper feeder assembly.

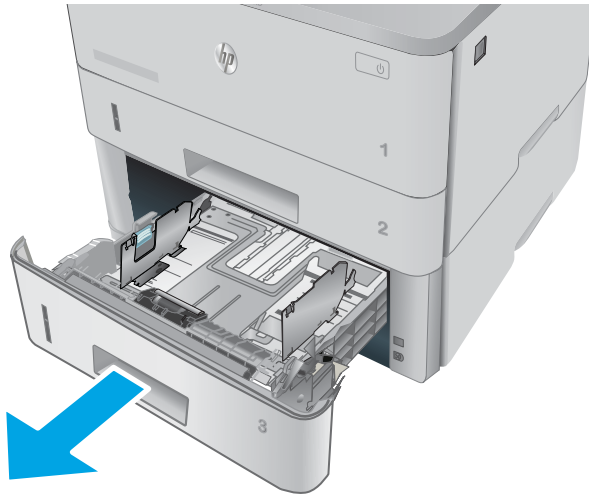
**Figure 1-2238** Install the printer





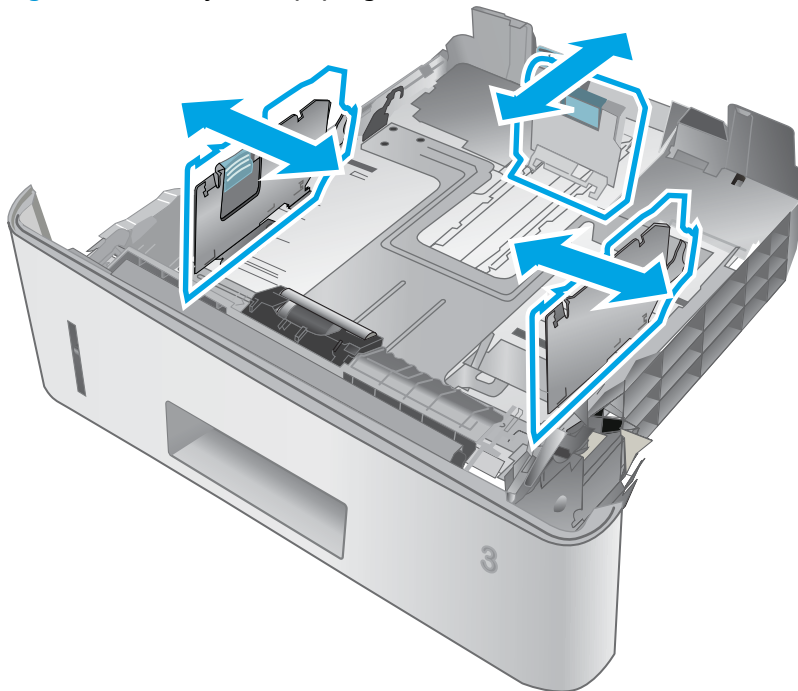
3. Pull Tray 3 out of the paper feeder assembly to remove it.

**Figure 1-2239** Remove Tray 3



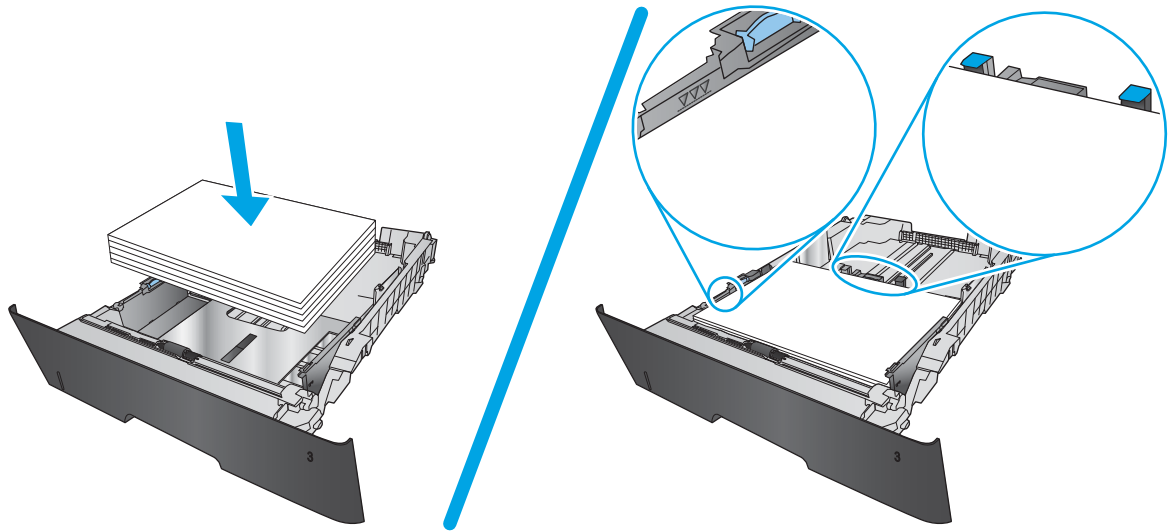
4. Adjust the Tray 3 sliding paper guides.

**Figure 1-2240** Adjust the paper guides



5. Load paper in Tray 3.

**Figure 1-2241** Load paper



6. Slide Tray 3 into the paper feeder assembly to install it.

**Figure 1-2242** Install



## RM2-5413-000CN optional Tray 3

- [Introduction](#)
- [Step 1: Remove optional Tray 3](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install optional Tray 3](#)

### Introduction


This document provides the procedures to remove and replace the optional Tray 3.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

---

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

---

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

Tray 3 part number
--------------------

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<b>RM2-5413-000CN</b>
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---

550-sheet paper feeder cassette (optional Tray 3)
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### Required tools

- No special tools are required to remove this part.

### After performing service

#### Turn the printer power on

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

### Post service test

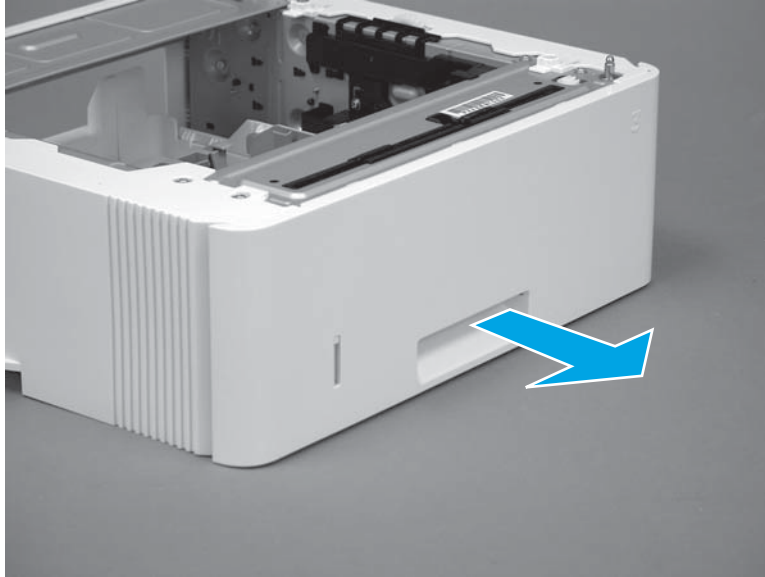
Make sure that the printer initializes to a **Ready** state.

Print a page from Tray 3 to make sure that the paper feeder is functioning correctly.

### Step 1: Remove optional Tray 3

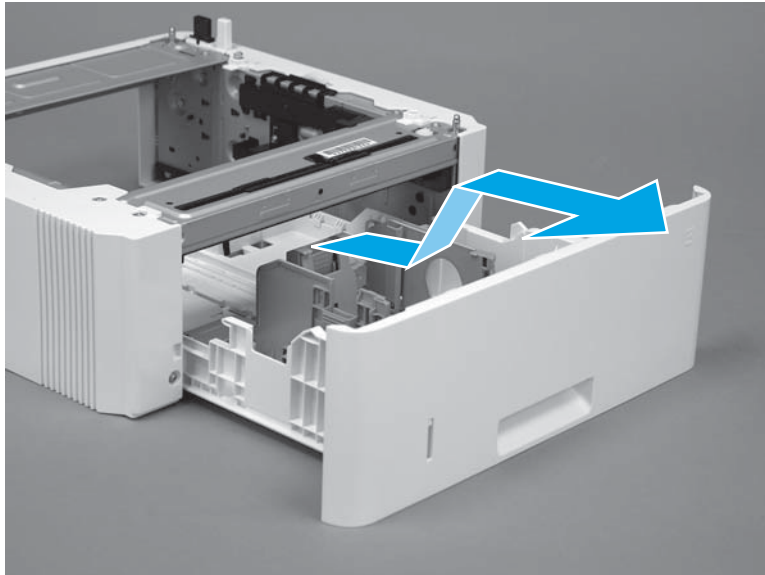
1. Pull the tray straight out of the printer until it stops.

**Figure 1-2243** Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

**Figure 1-2244** Release and remove the tray



## Step 2: Unpack the replacement assembly

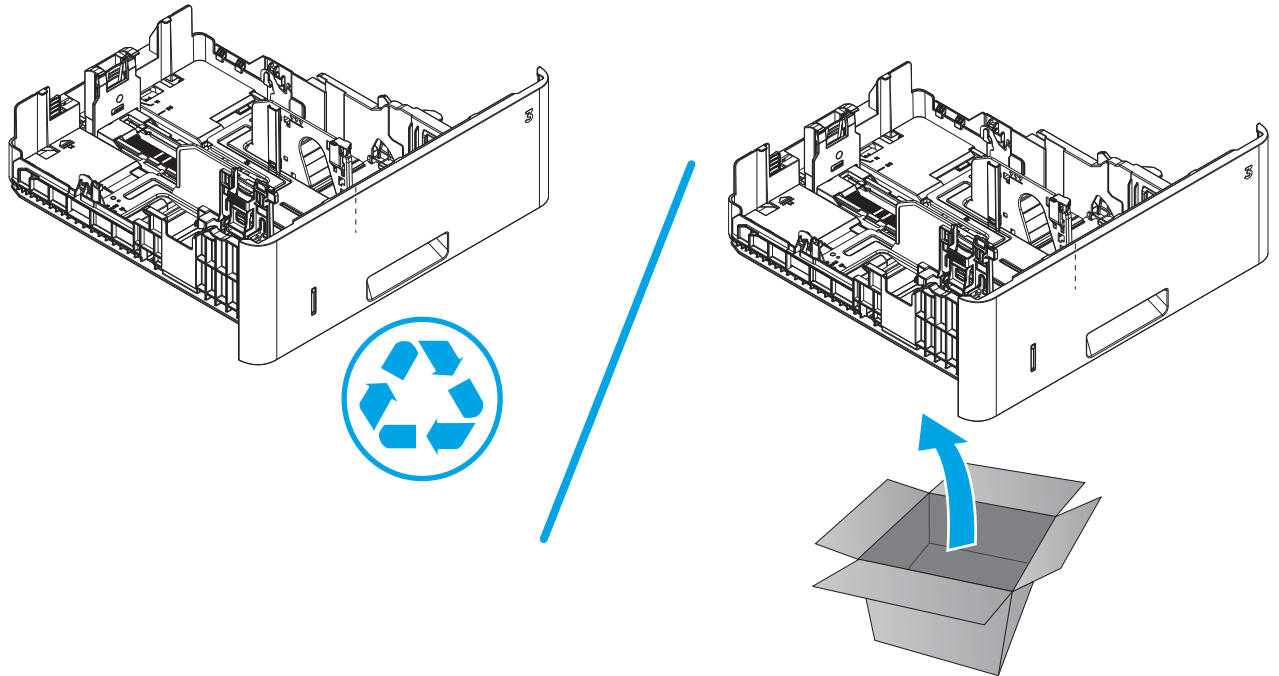
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

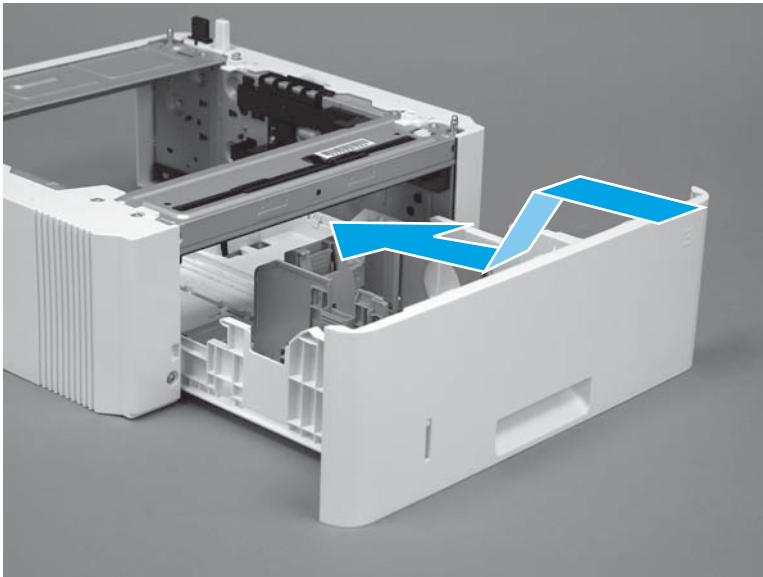
**Figure 1-2245** Recycle and unpack



**Step 3: Install optional Tray 3**

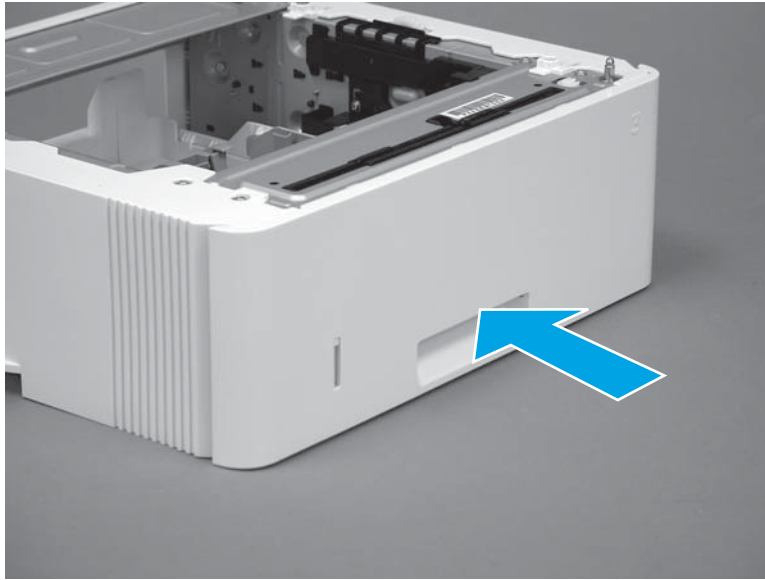
1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

**Figure 1-2246** Install the tray



2. Push the tray straight into the accessory to close it.

**Figure 1-2247** Close the tray





## RM2-5741-000CN optional Tray 3 paper pickup roller assembly

- [Introduction](#)
- [Step 1: Remove optional Tray 3](#)
- [Step 2: Remove the paper pickup roller assembly \(Tray 3\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the paper pickup roller assembly \(Tray 3\)](#)
- [Step 5: Install optional Tray 3](#)

### Introduction


This document provides the procedures to remove and replace the paper pickup roller assembly (Tray 3).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

---

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

---

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

---

Paper pickup roller assembly (Tray 3) part number	
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---

RM2-5741-000N	Paper pickup roller assembly (Tray 3)
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### Required tools

- No special tools are required to remove this part.

### After performing service

#### Turn the printer power on

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

### Post service test

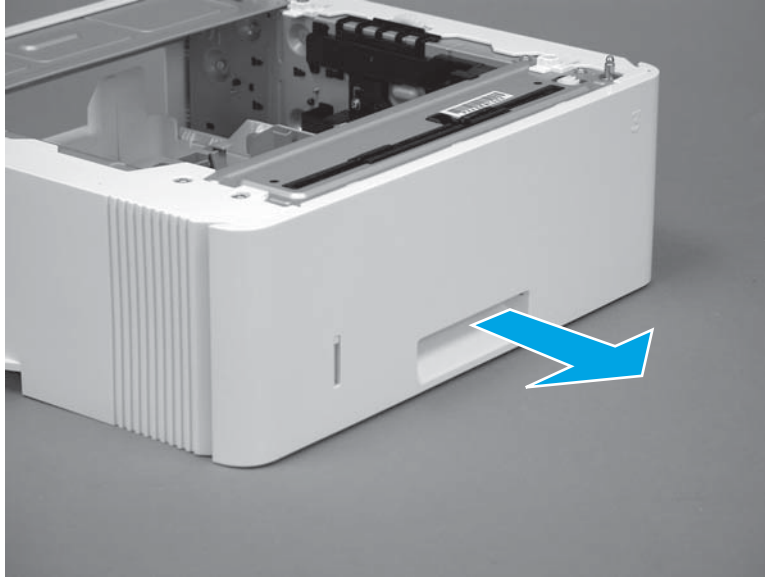
Make sure that the printer initializes to a **Ready** state.

Print a page from the accessory to make sure that the printer is functioning correctly.

### Step 1: Remove optional Tray 3

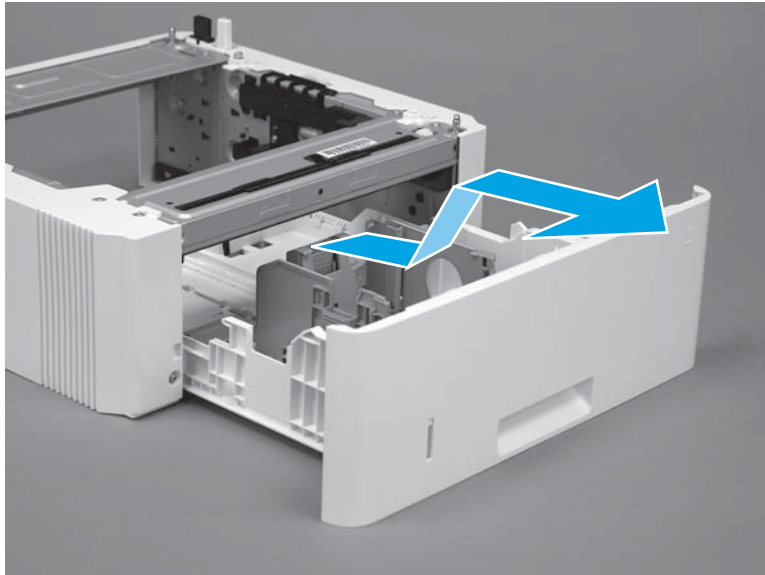
1. Pull the tray straight out of the printer until it stops.

**Figure 1-2248** Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

**Figure 1-2249** Release and remove the tray



### Step 2: Remove the paper pickup roller assembly (Tray 3)

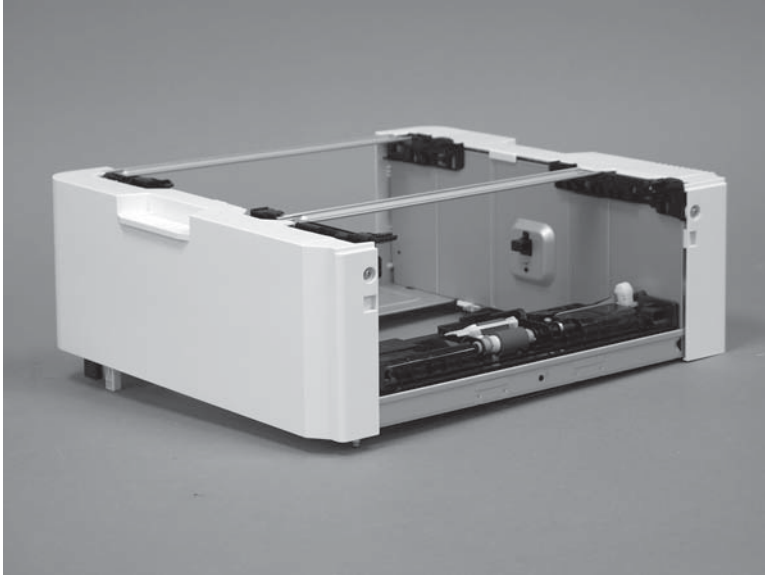
---

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

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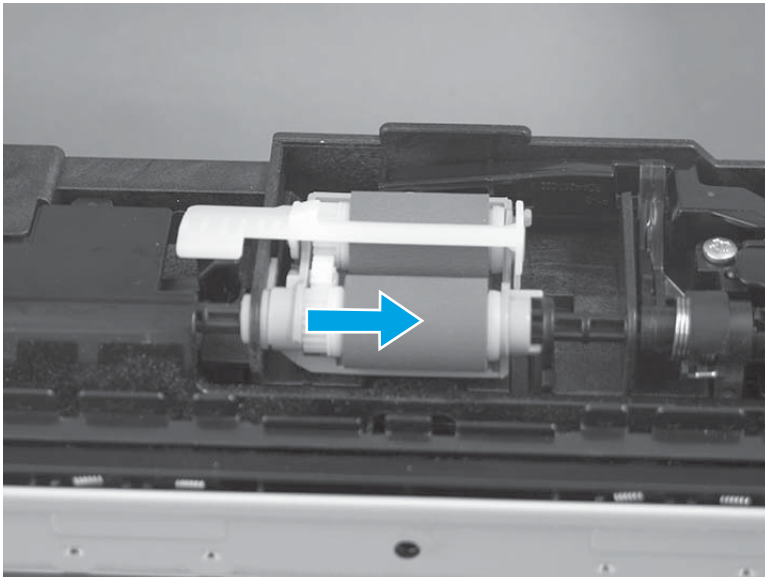
1. Carefully turn the accessory over to expose the roller assembly.

**Figure 1-2250** Turn the accessory over



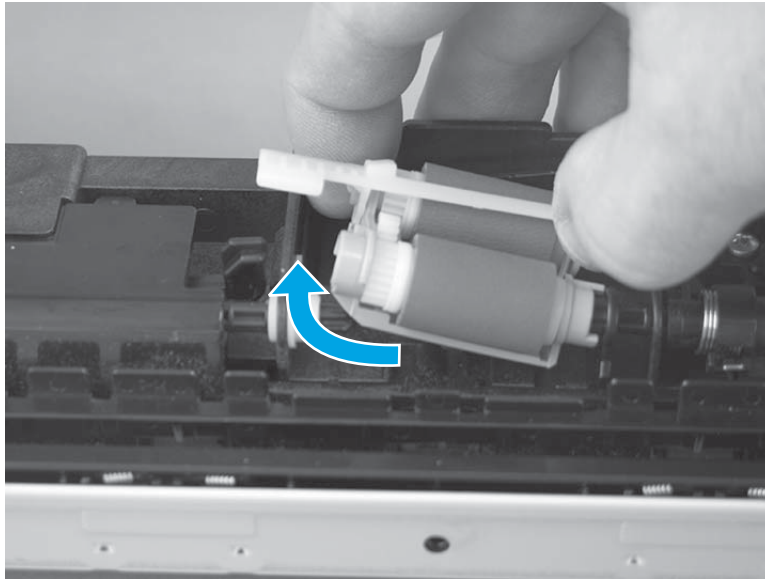
2. Slide the roller holder to the right to compress the spring-loaded shaft and release the assembly.

**Figure 1-2251** Release the assembly



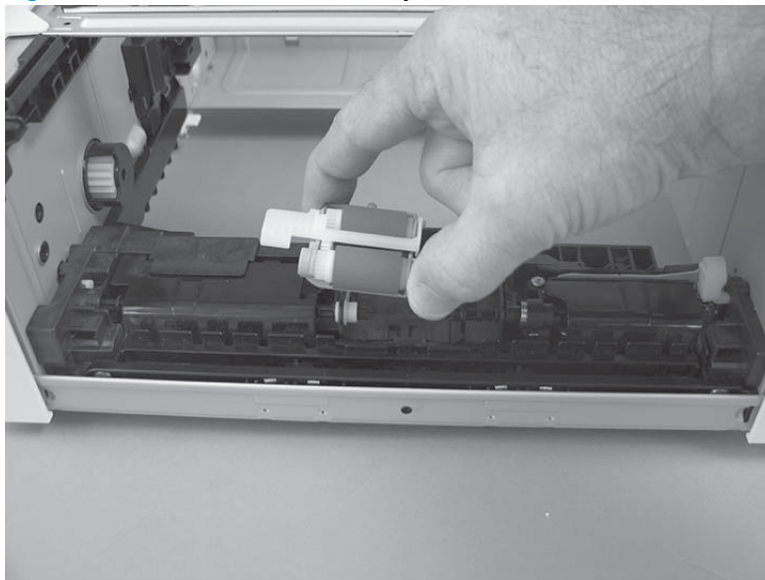
3. Rotate the end of the assembly up and away from the accessory.

**Figure 1-2252** Rotate the assembly up



4. Remove the roller assembly.

**Figure 1-2253** Remove the assembly



### Step 3: Unpack the replacement assembly

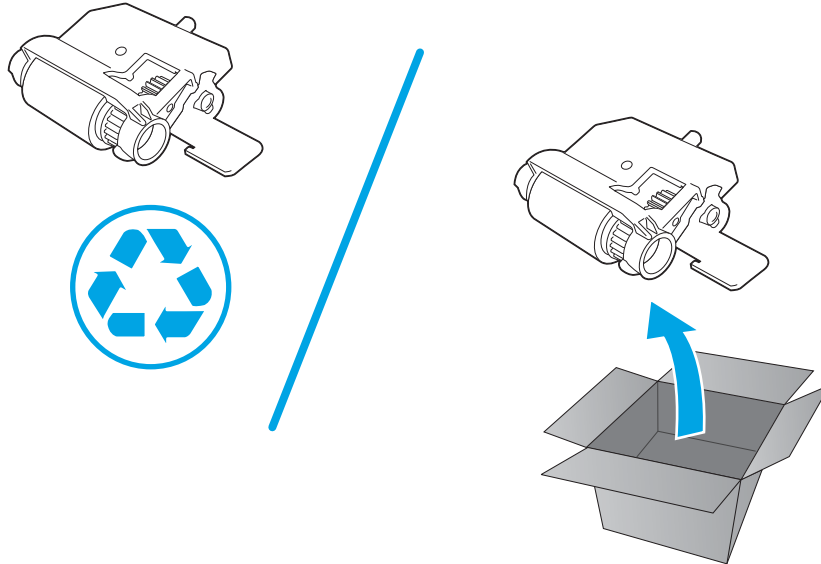
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

**NOTE:** HP recommends responsible disposal of the defective part.

**Figure 1-2254** Recycle and unpack



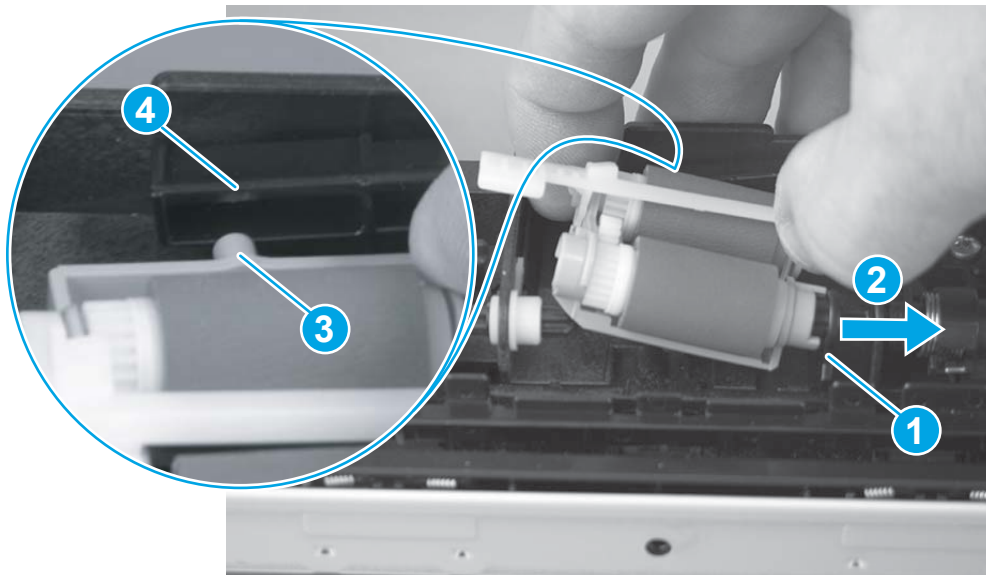
**Step 4: Install the paper pickup roller assembly (Tray 3)**

**CAUTION:** When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

1. Install the right end of the assembly on the spring-loaded shaft (callout 1), and then slide it to the right to compress the shaft (callout 2).

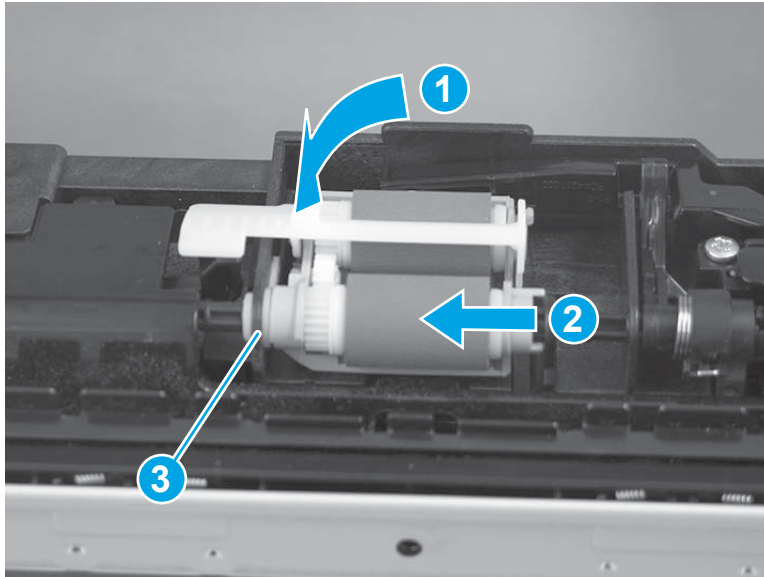
**IMPORTANT:** Make sure that the pin on the back of the holder (callout 3) is inserted in the slot (callout 4) in the lever arm. If the pin is not correctly installed, the accessory will not pick paper.

**Figure 1-2255** Install the roller assembly



2. Rotate the left end of the assembly down and into place (callout 1), and then slide the assembly to the left (callout 2) to engage the drive end of the assembly with the drive shaft (callout 3).

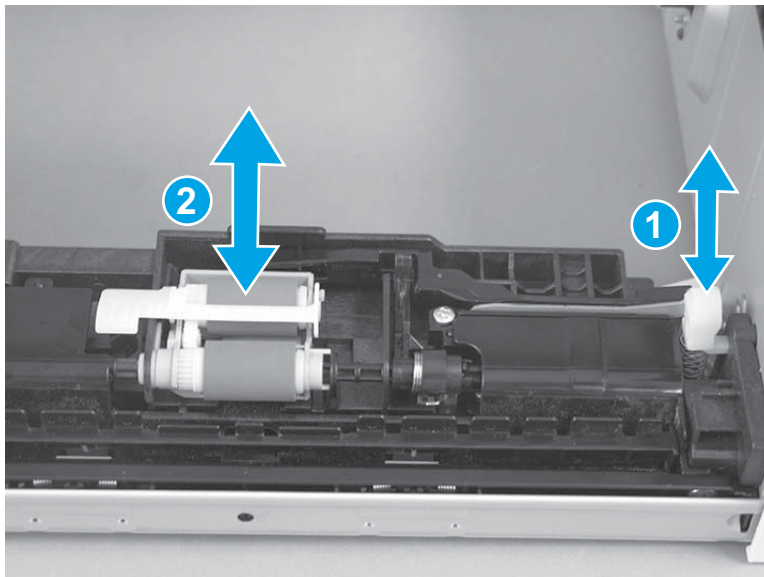
**Figure 1-2256** Release the assembly



3. Push down and then release the tray-roller actuator (callout 1) and observe the roller assembly. It should move up and down (callout 2) in response to the actuator.

 **NOTE:** If it does not, remove the roller assembly and reinstall it making sure that the pin on the back of the assembly is in the lever arm. See [Figure 1-35 Install the roller assembly on page 31](#).

**Figure 1-2257** Check the installation

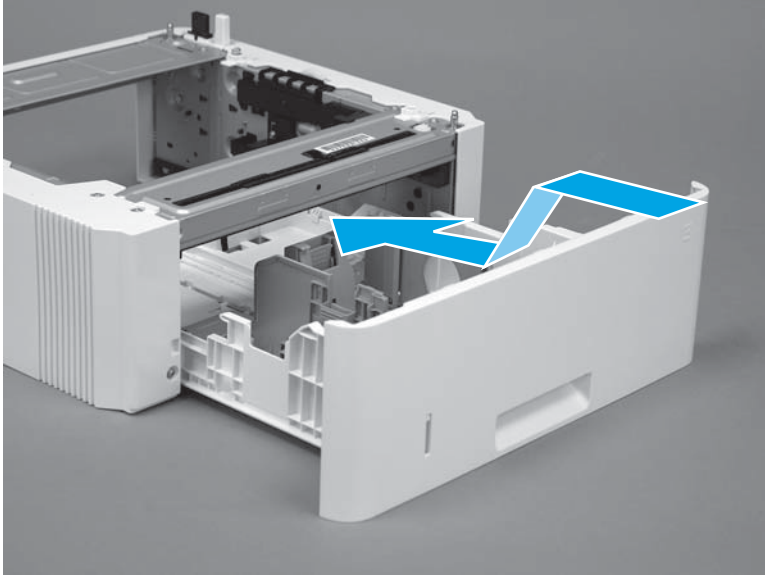


### Step 5: Install optional Tray 3

1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

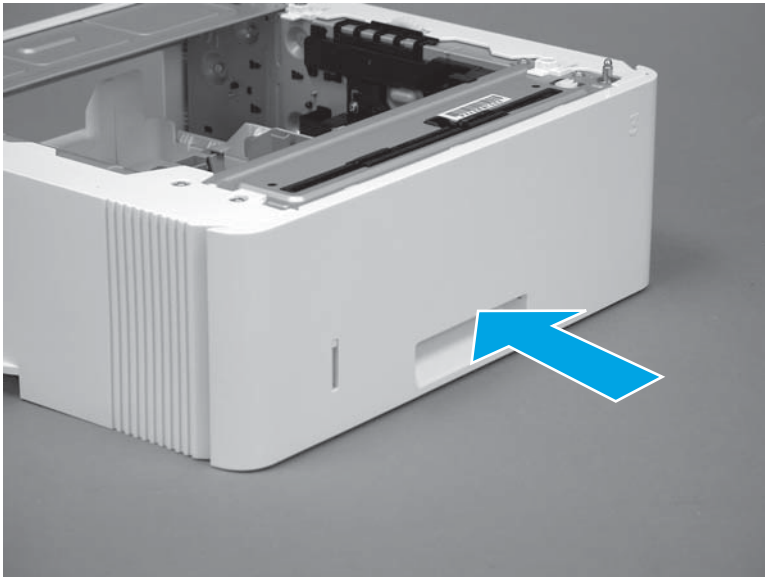


**Figure 1-2258** Install the tray



2. Push the tray straight into the accessory to close it.

**Figure 1-2259** Close the tray



## RM2-5745-000CN optional Tray 3 separation roller assembly

- [Introduction](#)
- [Step 1: Remove optional Tray 3](#)
- [Step 2: Remove the separation pad assembly \(550-sheet feeder\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the separation pad assembly \(550-sheet feeder\)](#)
- [Step 5: Install optional Tray 3](#)


### Introduction

This document provides the procedures to remove and replace the separation roller assembly (500-sheet feeder).

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

Separation roller assembly (550-sheet feeder) part number	
RM2-5745-000CN	Separation roller assembly (550-sheet feeder)

### Required tools

- No special tools are required to install this 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

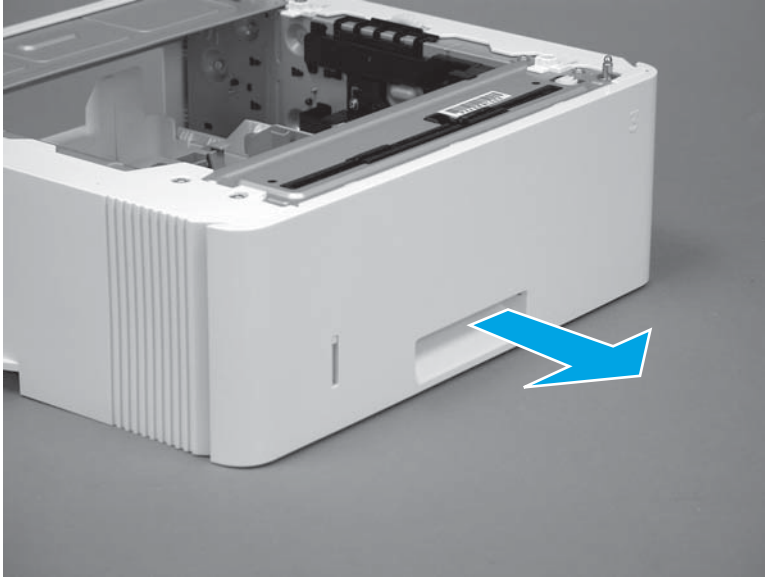
Make sure that the printer initializes to a **Ready** state.

Print a page from the accessory to make sure that the accessory is functioning correctly.

### Step 1: Remove optional Tray 3

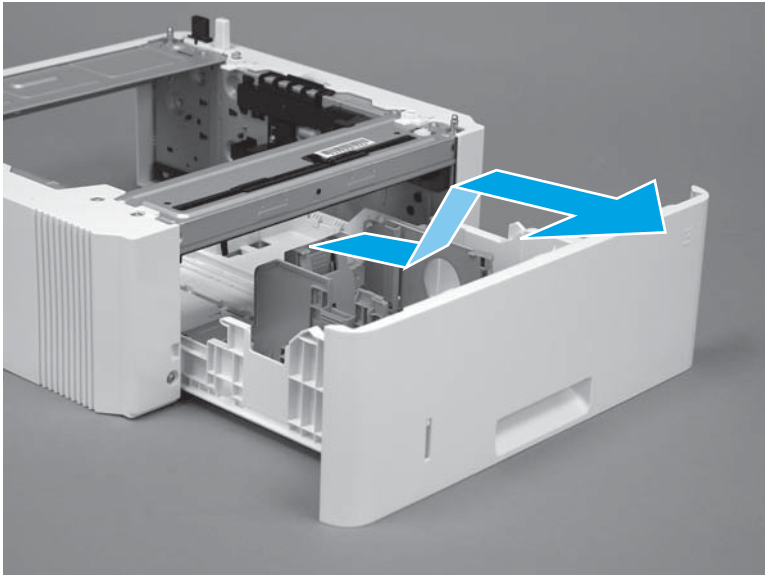
1. Pull the tray straight out of the printer until it stops.

**Figure 1-2260** Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

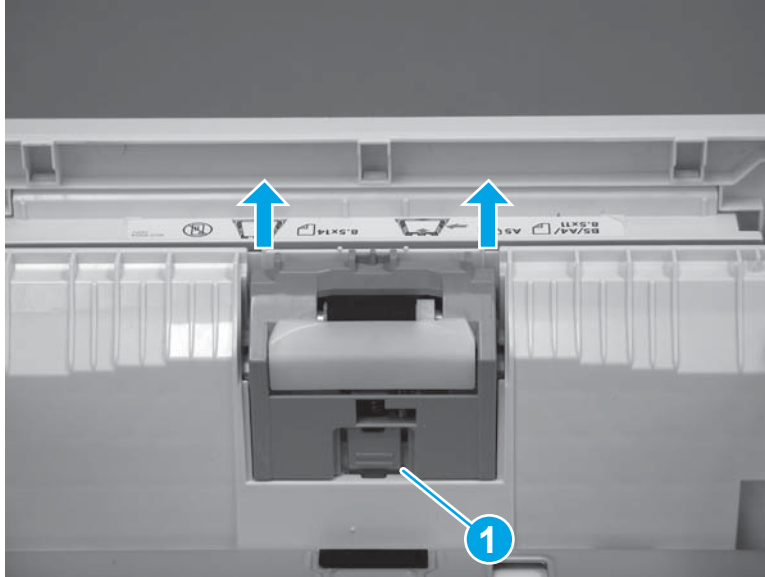
**Figure 1-2261** Release and remove the tray



### **Step 2: Remove the separation pad assembly (550-sheet feeder)**

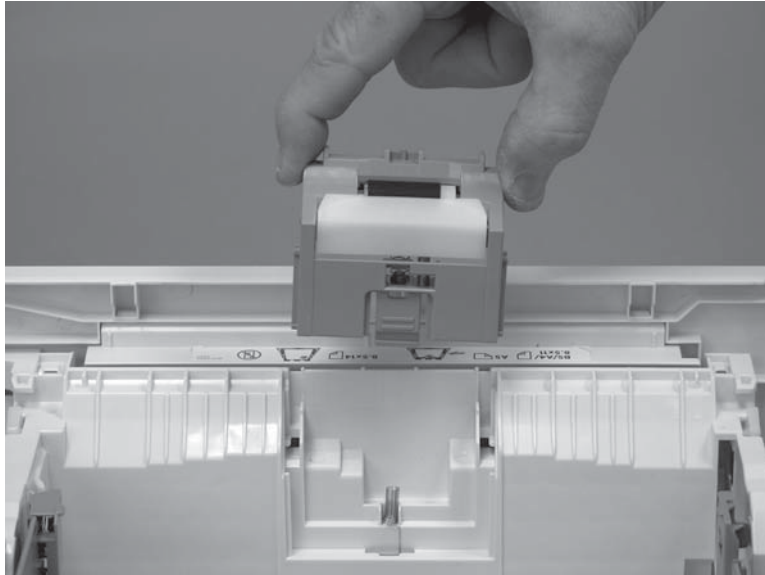
1. Press the locking lever (callout 1), and then pull the separation roller assembly straight up to release it.

**Figure 1-2262** Release the assembly



2. Remove the assembly.

**Figure 1-2263** Remove the assembly



### Step 3: Unpack the replacement assembly

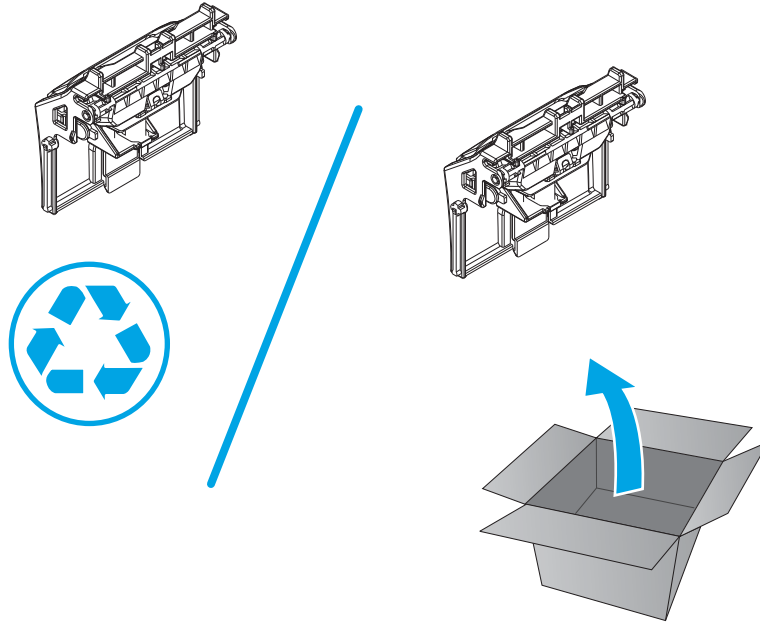
Unpack the replacement part from the packaging.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



**NOTE:** HP recommends responsible disposal of the defective part.

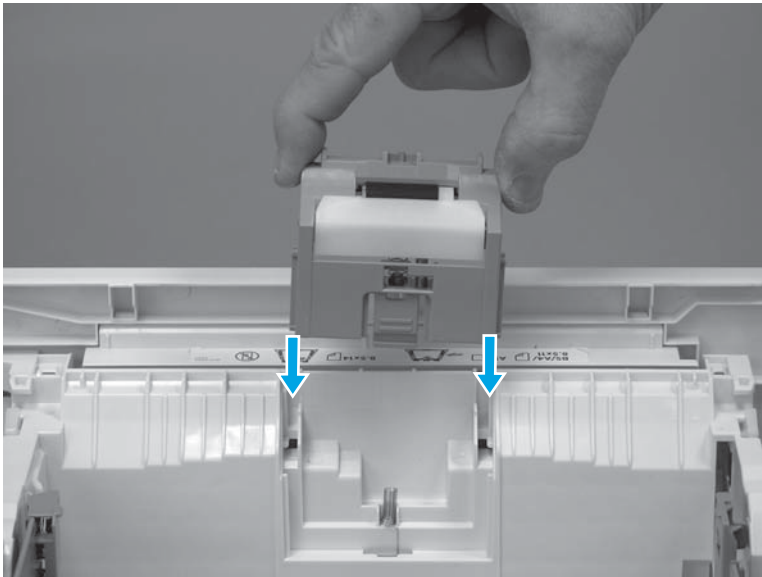
**Figure 1-2264** Recycle and unpack



**Step 4: Install the separation pad assembly (550-sheet feeder)**

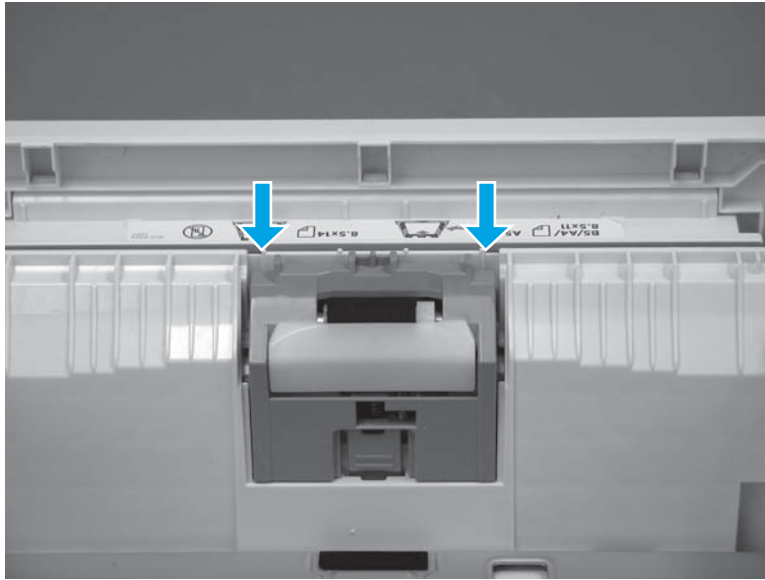
1. Install the assembly in the slots in the cassette.

**Figure 1-2265** Install the assembly



2. Push the separation roller assembly straight down until it snaps into place.

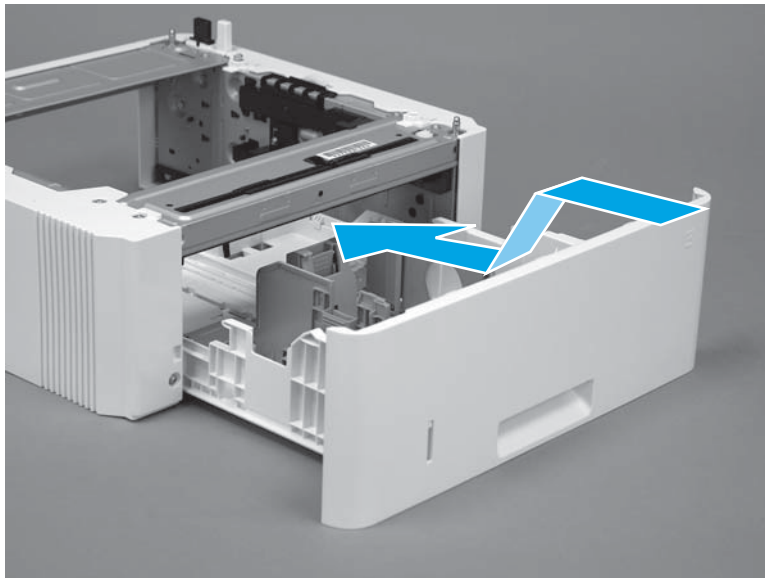
**Figure 1-2266** Release the assembly



### Step 5: Install optional Tray 3

1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

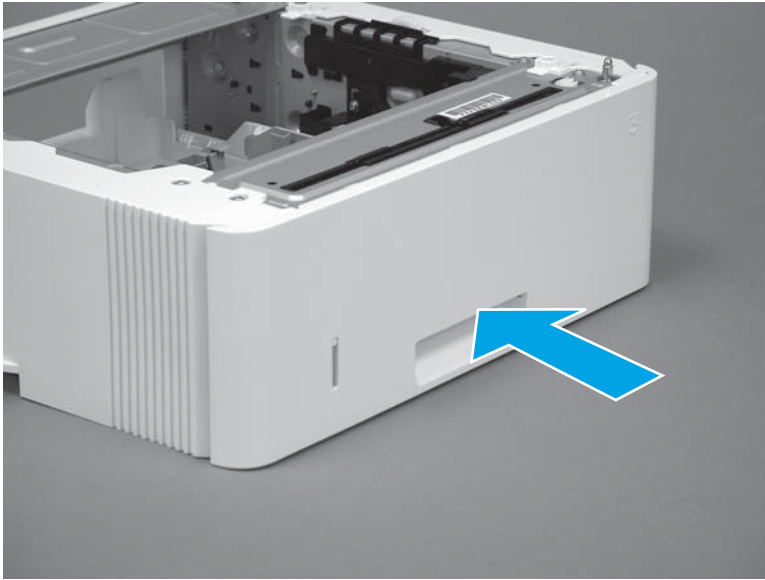
**Figure 1-2267** Install the tray





2. Push the tray straight into the accessory to close it.

**Figure 1-2268** Close the tray



---

## 2 Parts and diagrams

- [For additional service and support](#)
- [Order parts, accessories, and supplies](#)
- [How to use the parts lists and diagrams](#)
- [Document feeder and image scanner](#)
- [Covers, printer base](#)
- [Internal components, printer base](#)
- [550-sheet paper feeder](#)
- [Alphabetical parts list](#)
- [Numerical parts list](#)

## For additional service and support

HP service personnel, go to the Service Access Work Bench (SAW) at <http://h41302.www4.hp.com/km/saw/home.do>.

Channel partners, go to HP Channel Services Network (CSN) at <https://h30125.www3.hp.com/hpcsn>.

- To access HP PartSurfer information from any mobile device, go to <http://partsurfermobile.hp.com/> or scan the Quick Response (QR) code below.



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

# Order parts, accessories, and supplies

## Ordering

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

## Orderable parts

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

## Supplies

Following are the part numbers for the supplies available for the printers.

**Table 2-1 Supplies**

Item	Description	Cartridge number	Part number
<b>Supplies</b>			
HP 26A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	26A	CF226A
<b>NOTE:</b> M402 and M426 models only			
HP 28A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	28A	CF228A
<b>NOTE:</b> M403 and M427 models only			
HP 26X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	26X	CF226X
<b>NOTE:</b> M402 and M426 models only			
HP 28X High Yield Black Original LaserJet Toner Cartridge)	High-capacity replacement black toner cartridge	28X	CF228X
<b>NOTE:</b> M403 and M427 models only			

## Accessories

Following are the part numbers for the accessories available for the printer.

**Table 2-2 Accessories**

Item	Part number
550-sheet paper feeder (optional Tray 3)	C5F97-69001

## Customer self-repair parts

Customer Self-Repair (CSR) parts are available for many HP LaserJet printers to reduce repair time. More information about the CSR program and benefits can be found at [www.hp.com/go/csr-support](http://www.hp.com/go/csr-support) and [www.hp.com/go/csr-faq](http://www.hp.com/go/csr-faq).

Genuine HP replacement parts can be ordered at [www.hp.com/buy/parts](http://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), printer number, or printer name.


- Parts listed as **Mandatory** self-replacement are to be installed by customers, unless you are willing to pay HP service personnel to perform the repair. For these parts, on-site or return-to-depot support is not provided under the HP printer warranty.
- Parts listed as **Optional** self-replacement can be installed by HP service personnel at your request for no additional charge during the printer warranty period.


Item	Description	Self-replacement options	Part number
250-sheet paper input tray	Replacement cassette for Tray 2	Mandatory	RM2-5392-010CN
Optional 550-sheet accessory tray	Replacement cassette for Tray 3	Mandatory	RM2-5413-000CN
Tray 2 separation roller assembly	Tray 2 separation roller	Mandatory	RM2-5397-000CN
Optional Tray 3 separation roller assembly	Optional Tray 3 separation roller	Mandatory	RM2-5745-000CN
Multipurpose roller	Multipurpose roller	Mandatory	RL2-0656-000CN
Tray 2 paper pickup roller assembly	Tray 2 pickup roller	Mandatory	RM2-5452-010CN
Optional Tray 3 paper pickup roller assembly	Optional Tray 3 pickup roller	Mandatory	RM2-5741-000CN

## How to use the parts lists and diagrams

The figures in this chapter show the major subassemblies in the printer and their component parts. A parts list table follows each exploded view assembly diagram. Each table lists the item number, the associated part number, and the description of each part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

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 **CAUTION:** Be sure to order the correct part. When looking for part numbers for electrical components, pay careful attention to the voltage that is listed in the description column. Doing so will ensure that the part number selected is for the correct model.

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

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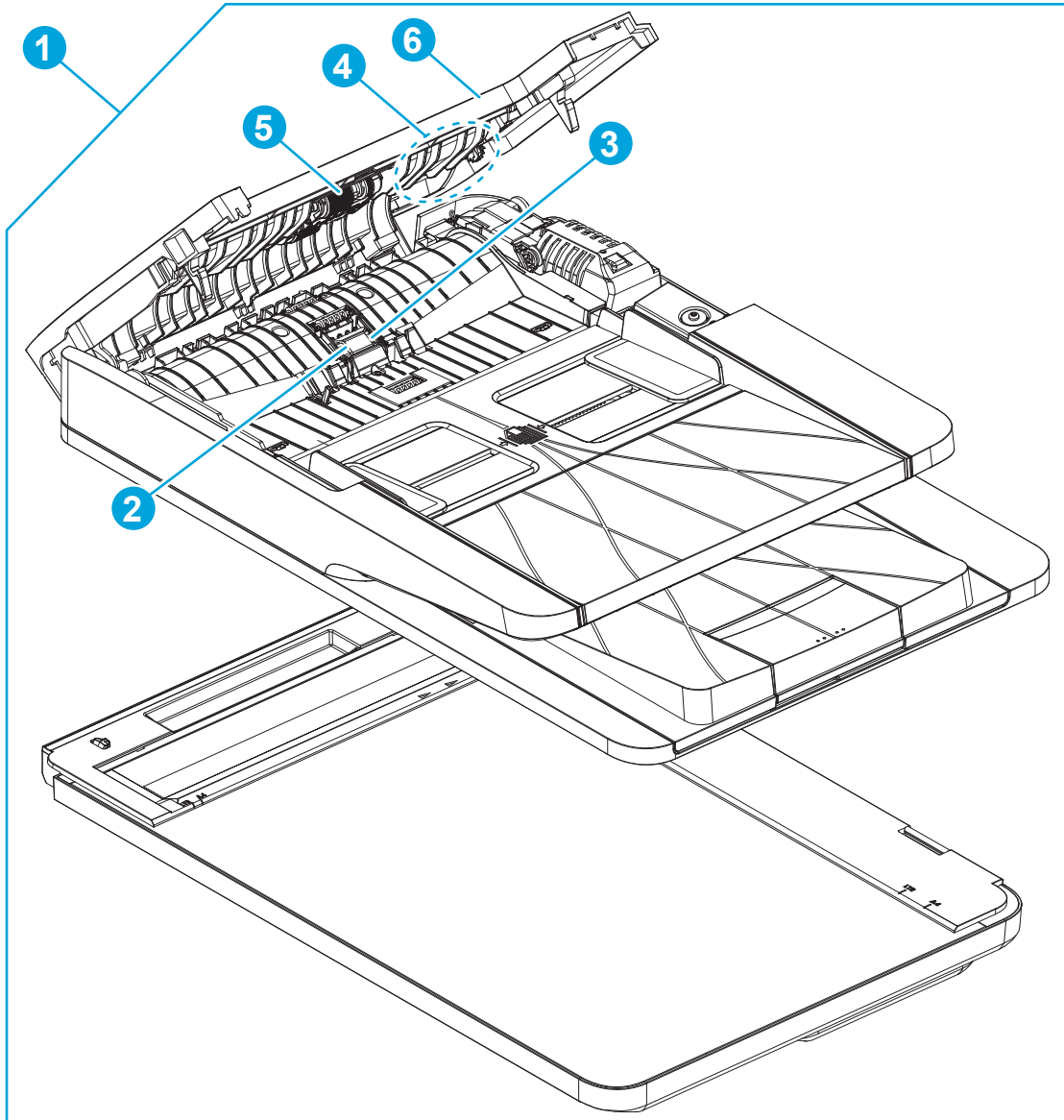


# Document feeder and image scanner

 **NOTE:** Parts listed in this section are for the M426 and M427 printers.

## Main assemblies

Figure 2-1 Main assemblies (document feeder and image scanner)



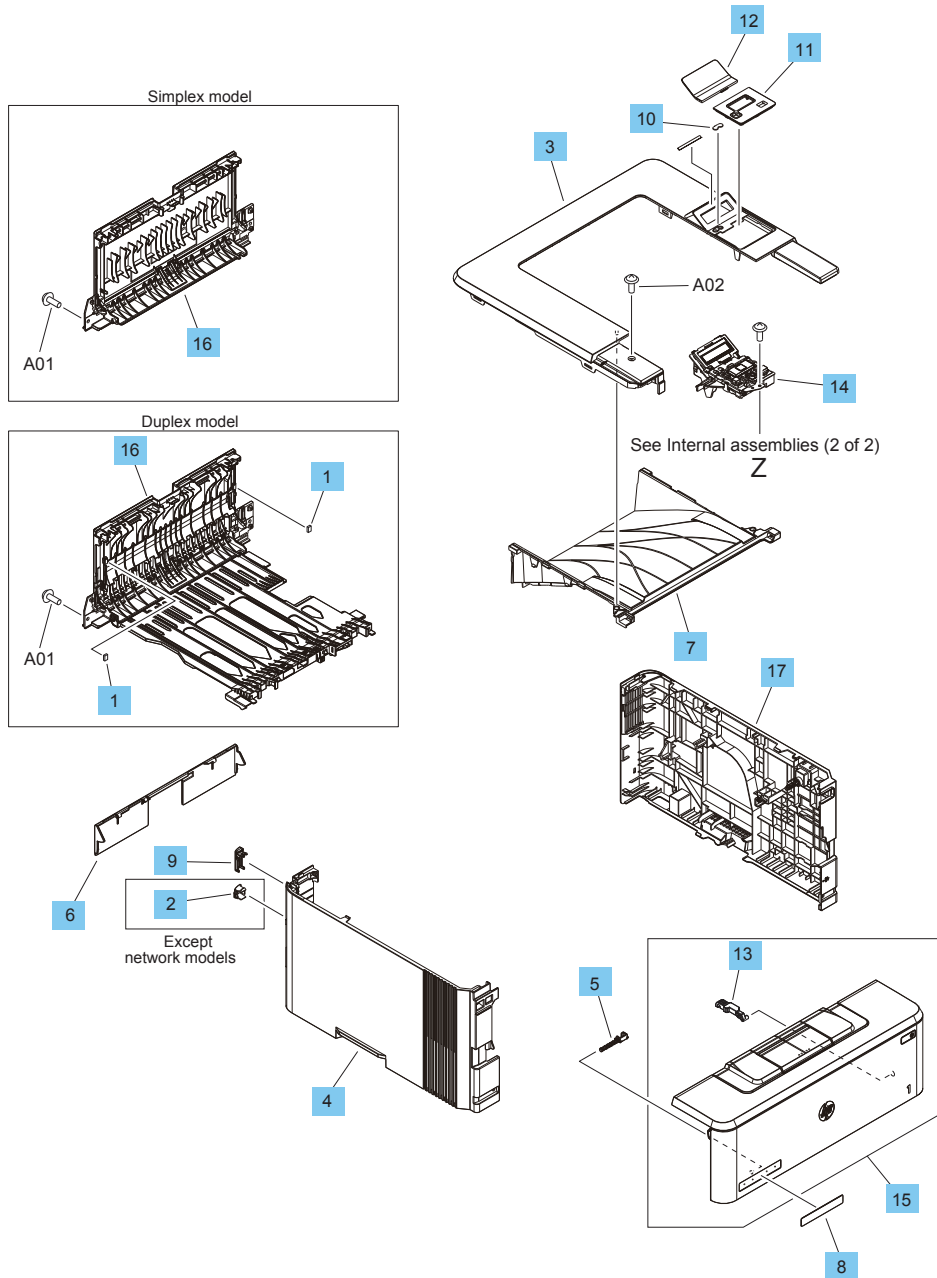
**Table 2-3 Main assemblies (document feeder and image scanner)**

<b>Ref</b>	<b>Description</b>	<b>Part number</b>	<b>Qty</b>
1	Document feeder and image scanner assembly (simplex models M426/M427)	C5F98-60109	1
1	Document feeder and image scanner assembly (duplex models M426/M427)	C5F98-60110	1
2	ADF separation pad	B3Q10-40080	1
3	Support, ADF separation pad	B3Q10-40079	1
Not shown	Spring, ADF separation pad (under the separation pad)	B3Q10-00019	1
4	Shaft, ADF pick extension	B3Q10-40081	1
5	ADF pick roller assembly	B3Q10-60105	1
6	Cover, ADF outer	B3Q10-40013	1
Not shown	Cover, ADF inner (under the out cover)	B3Q10-40012	1
Not shown	Ferrite ISA (M426fdn; M426fdw; M427fdn; M427fdw)	9170-2664	1
Not shown	Ferrite, ISA	9170-2437	1
Not shown	Ferrite, motor	9170-2659	1
Not shown	Cover, FFC	C5F98-40002	1
Not shown	Cover, core	C5F98-40003	1
Not shown	ISA lift	B3Q10-60128	1
Not shown	Slider pin, ISA lift	B3Q10-40041	1
Not Shown	Holder-Mylar	B3Q10-40048	1
Not Shown	Mylar-Ramp	B3Q10-40060	1

# Covers, printer base

## Covers, M402 and M403

Figure 2-2 Covers, M402 and M403

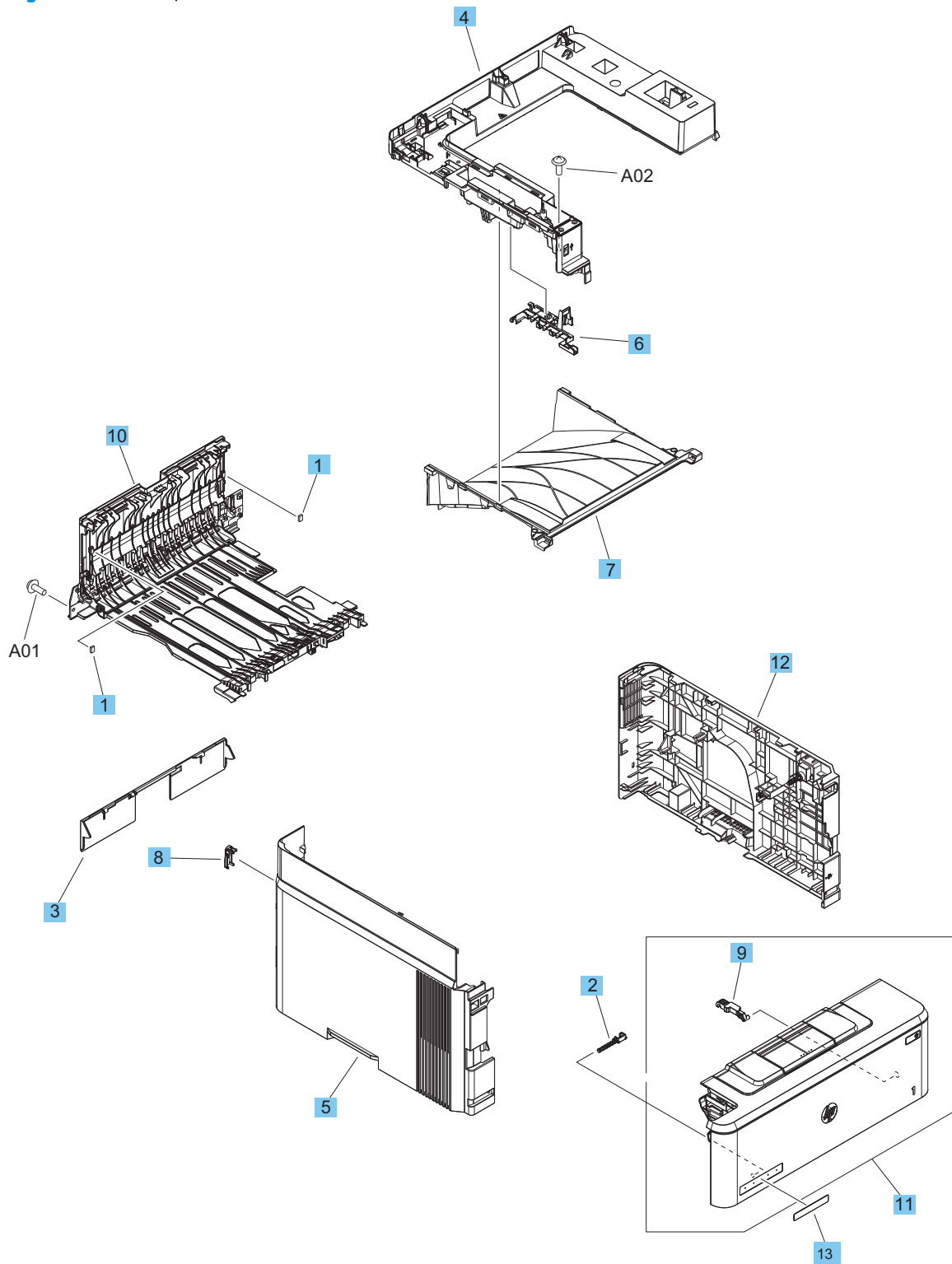


**Table 2-4 Covers, M402 and M403**

<b>Ref</b>	<b>Description</b>	<b>Part number</b>	<b>Qty</b>
1	Sheet, damper (duplex models only)	RC2-6075-000CN	2
2	Cover, network (non-network models M402/M403)	RC4-2907-000CN	1
3	Cover, top (M402/M403)	RC4-2956-000CN	1
4	Cover, left (M402/M403)	RL2-0673-000CN	1
5	Shaft, support	RC4-3002-000CN	1
6	Cover, cassette rear	RC4-3082-000CN	1
7	Tray, paper delivery	RC4-3231-000CN	1
8	Plate, name M402d	RC4-3288-000CN	1
8	Plate, name M402n	RC4-3270-000CN	1
8	Plate, name M403n	RC4-3267-000CN	1
8	Plate, name M403d	RC4-3266-000CN	1
8	Plate, name M402dn	RC4-3264-000CN	1
8	Plate, name M403dn	RC4-3268-000CN	1
8	Plate, name M402dw	RC4-3265-000CN	1
8	Plate, name M403dw	RC4-3269-000CN	1
9	Cover, rear USB (M402/M403)	RC4-3298-000CN	1
10	Guide, LED light	RC4-3311-000CN	1
11	Cover, operation (non-wireless models M402/M403)	RC4-3312-000CN	1
11	Cover, operation (wireless models M402/M403)	RC4-3322-000CN	1
12	Cover, indication	RL2-0675-000CN	1
13	Link, pressure release	RC4-4479-000CN	1
14	Control-panel assembly (non-wireless models M402/M403)	RM2-5391-000CN	1
14	Control-panel assembly (wireless models M402/M403)	RM2-5424-000CN	1
15	Cartridge door assembly (non-NFC models M402/M403)	RM2-5390-000CN	1
15	Cartridge door assembly (NFC models M402/M403)	RM2-5436-000CN	1
16	Door, rear assembly (simplex models M402/M403)	RM2-5430-000CN	1
16	Door, rear assembly (duplex models only)	RM2-5405-000CN	1
17	Cover, right assembly	RM2-5434-000CN	1
Not shown	HP logo jewel	7121-8686	1

## Covers, M426 and M427

Figure 2-3 Covers, M426 and M427



**Table 2-5 Covers, M426 and M427**

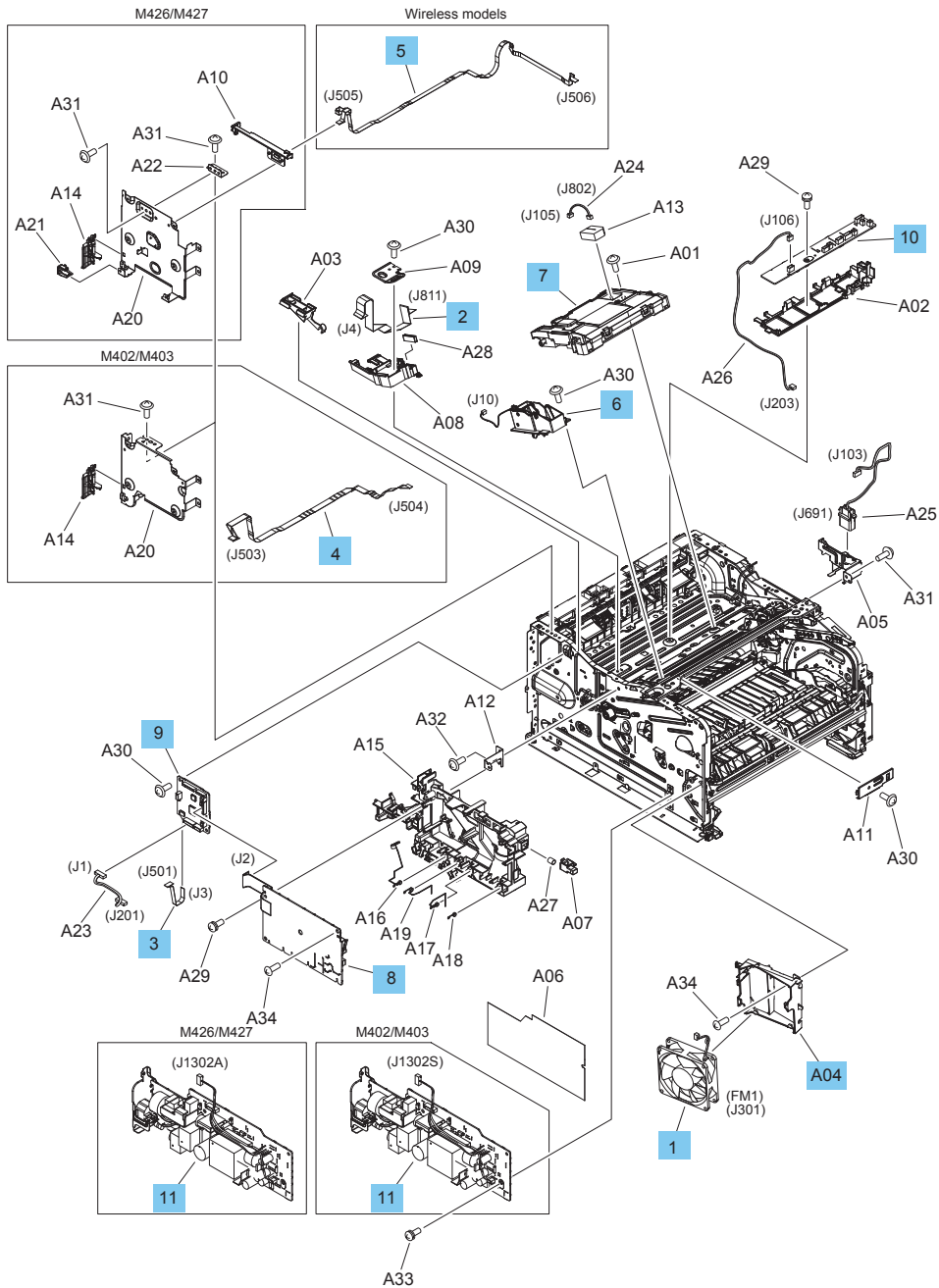
Ref	Description	Part number	Qty
1	Sheet, damper	RC2-6075-000CN	2
2	Shaft, support	RC4-3002-000CN	1
3	Cover, cassette rear	RC4-3082-000CN	1
4	Cover, top (M426/M427)	RC4-3207-000CN	1
5	Cover, left (M426/M427)	RL2-0674-000CN	1
6	Guide, cable	RC4-3217-000CN	1
7	Tray, paper delivery	RC4-3231-000CN	1
8	Cover, rear USB (M426 and M427)	RC4-3299-000CN	1
9	Link, pressure release	RC4-4479-000CN	1
10	Door, rear (duplex models only)	RM2-5405-000CN	1
11	Door, cartridge assembly (non-NFC models M426/M427)	RM2-5408-000CN	1
11	Door, cartridge assembly (NFC models M426/M427)	RM2-5435-000CN	1
12	Cover, right assembly	RM2-5434-000CN	1
13	Name plate M427dw	C5F97-40001	1
13	Name plate M427dn	C5F98-40004	1
13	Name plate M427fdw	C5F99-40002	1
13	Name plate M426dw	F6W13-40002	1
13	Name plate M426fdn	F6W14-40002	1
13	Name plate M426fdw	F6W15-40002	1
Not shown	Control panel (M426/M427)	B3Q10-60139	1
Not shown	Control panel mount cover	B3Q11-40002	1
Not shown	Control panel mount base	B3Q11-40001	1
Not shown	Control panel mount chassis assembly	B3Q10-60145	1
Not shown	Control panel 22-pin FFC	C5F98-60104	1
Not shown	Cover, fax port (M426fdn; M426fdw; 427fdn; M427fdw)	C5F99-40003	1
Not shown	HP logo jewel	7121-8686	1



# Internal components, printer base

## Internal components, printer base (1 of 3)

Figure 2-4 Internal components, printer base (1 of 5)

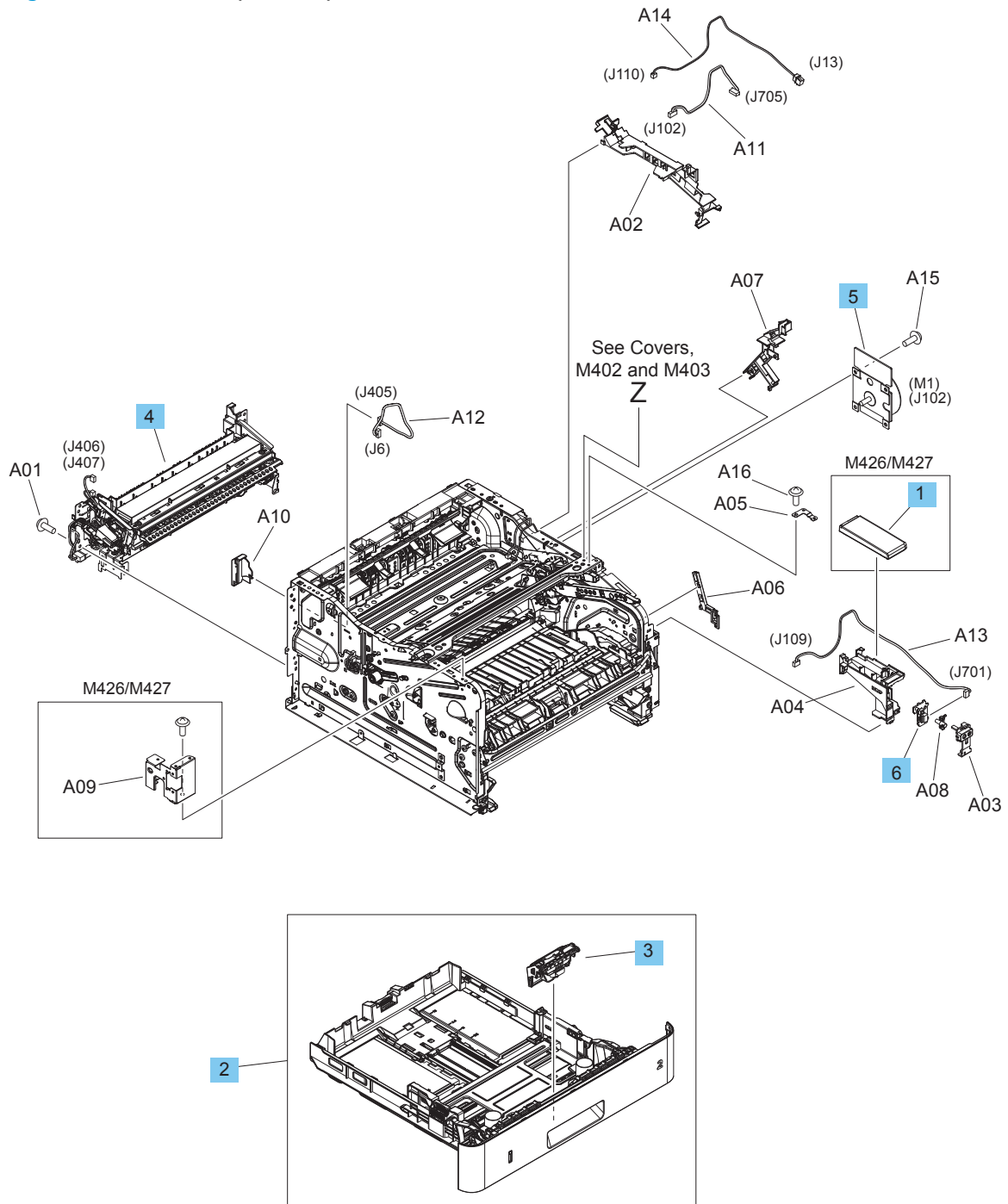


**Table 2-6 Internal components, printer base (1 of 3)**

Ref	Description	Part number	Qty
1	Fan, FM1	RK2-8068-000CN	1
2	Cable, laser-scanner FFC	RK2-9901-000CN	1
3	Cable, formatter FFC (M246/M247)	RK2-6931-000CN	1
3	Cable, formatter FFC (M402/M403)	RK2-6920-000CN	1
4	Cable, panel FFC (M402/M403)	RM3-7585-000CN	1
5	Cable, Near field communication (NFC) FFC (wireless models M402/M403)	RK2-6947-000CN	1
5	Cable, Near field communication (NFC) FFC (wireless models M426/M427)	RK2-6949-000CN	1
6	Cable, tag assembly	RM2-5426-000CN	1
7	Laser-scanner assembly	RM2-5528-000CN	1
8	High-voltage power supply (HVPS) PCA	RM2-7508-000CN	1
9	DC controller PCA	RM2-8680-030CN	1
10	Connecting PCA (duplex models)	RM2-7510-000CN	1
10	Connecting PCA (simplex models)	RM2-8510-000CN	1
11	Low-voltage power supply (LVPS) PCA (110–127 V M426/M427)	RM2-9818-000CN	1
11	Low-voltage power supply (LVPS) PCA (220–240 V M426/M427)	RM2-9819-000CN	1
11	Low-voltage power supply (LVPS) PCA (110–127 V M402/M403)	RM2-9816-000CN	1
11	Low-voltage power supply (LVPS) PCA (220–240 V M402/M403)	RM2-9817-000CN	1
A04	Duct, fan	RC4-2891-000CN	1
Not shown	Duplex release button	RC2-6075-000CN	1
Not shown	Pad, thermal transfer	5851-6550	1
Not shown	Formatter PCA (M426dw; M427dw)	C5F99-60001	1
Not shown	Formatter PCA (M426fdn; M426fdw; M427fdn; M427fdw)	C5F98-60001	1
Not shown	Formatter PCA (M402d; M403d)	C5F92-60001	1
Not shown	Formatter PCA (M402n; M402dn; M403n; M403dn)	C5F93-60001	1
Not shown	Formatter PCA (M402dw; M403dw)	C5F94-60001	1
Not shown	Fax PCA (US/AP; M426fdn; M426fdw; 427fdn; M427fdw)	CF206-60001	1
Not shown	Fax PCA (Euro; M426fdn; M426fdw; 427fdn; M427fdw)	CF207-60001	1
Not shown	Fax PCA (Brazil; M426fdn; M426fdw; 427fdn; M427fdw)	CF208-60001	1
Not shown	Spacer, hexagonal fax (M426fdn; M426fdw; 427fdn; M427fdw)	C5F98-20001	1
Not shown	Wireless module	0960-3293	1
Not shown	Wireless holder	B3Q10-40054	1

## Internal components, printer base (2 of 3)

Figure 2-5 Internal components, printer base (2 of 3)

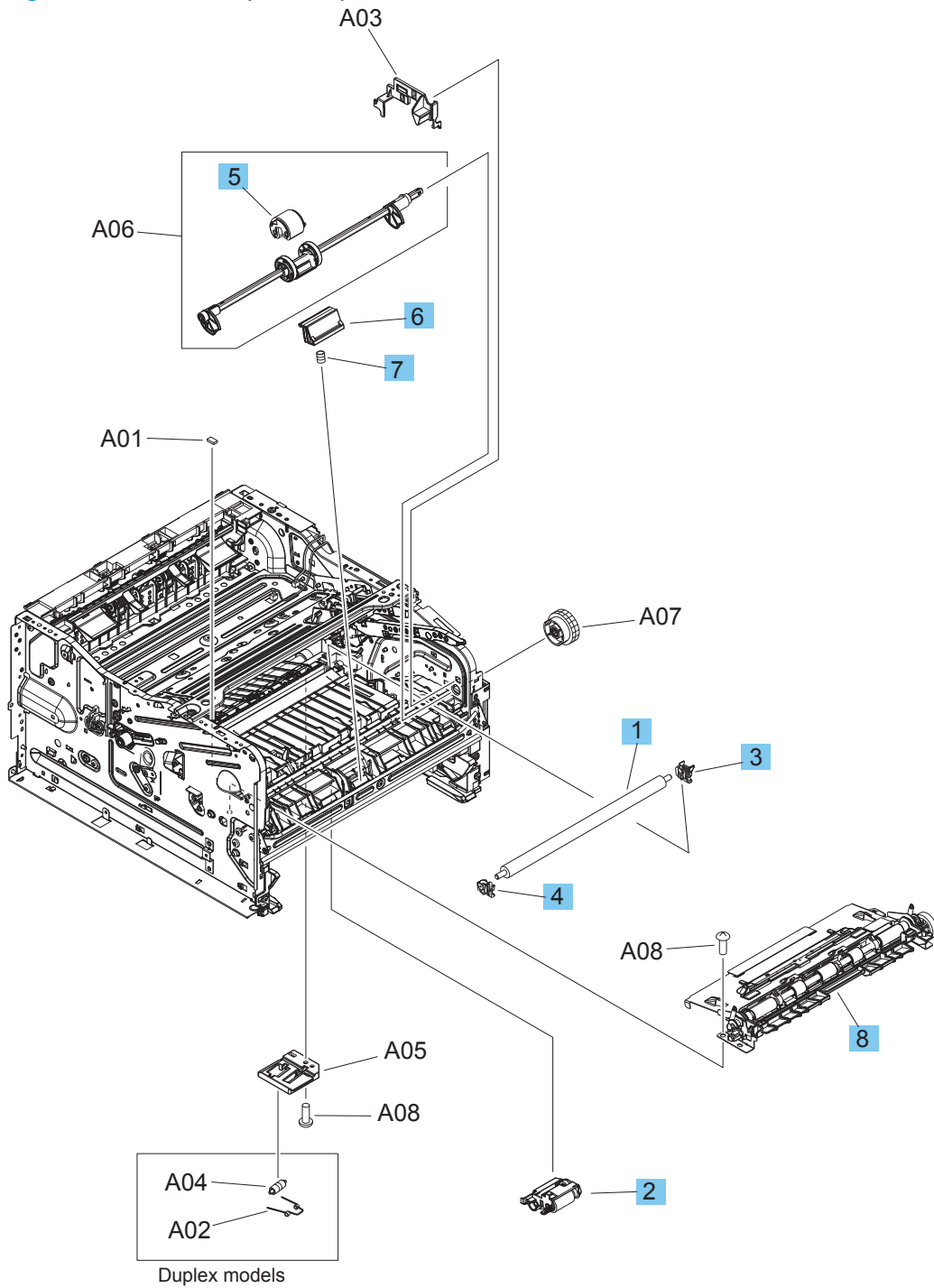


**Table 2-7 Internal components, printer base (2 of 3)**

<b>Ref</b>	<b>Description</b>	<b>Part number</b>	<b>Qty</b>
1	Cover, Near field communication (NFC) (M426/M427)	RC4-2961-000CN	1
2	Cassette (Tray 2) assembly	RM2-5392-010CN	1
3	Roller, separation assembly	RM2-5397-000CN	1
4	Fixing (fuser) assembly (110-127 V)	RM2-2554-000CN	1
4	Fixing (fuser) assembly (220-240 V)	RM2-2555-000CN	1
5	Main motor assembly	RM2-9531-000CN	1
6	Switch, power PCA	RM2-8506-000CN	1
Not shown	Ferrite, motor	9170-2659	1
Not shown	Walkup USB PCA (M426/M427)	CF368-60001	1
Not shown	Cable, walkup USB (M426/M427)	C5F98-60105	1
Not shown	NFC module	B4K93-60001	1

## Internal components, printer base (3 of 3)

Figure 2-6 Internal components, printer base (3 of 3)



**Table 2-8 Internal components, printer base (3 of 3)**

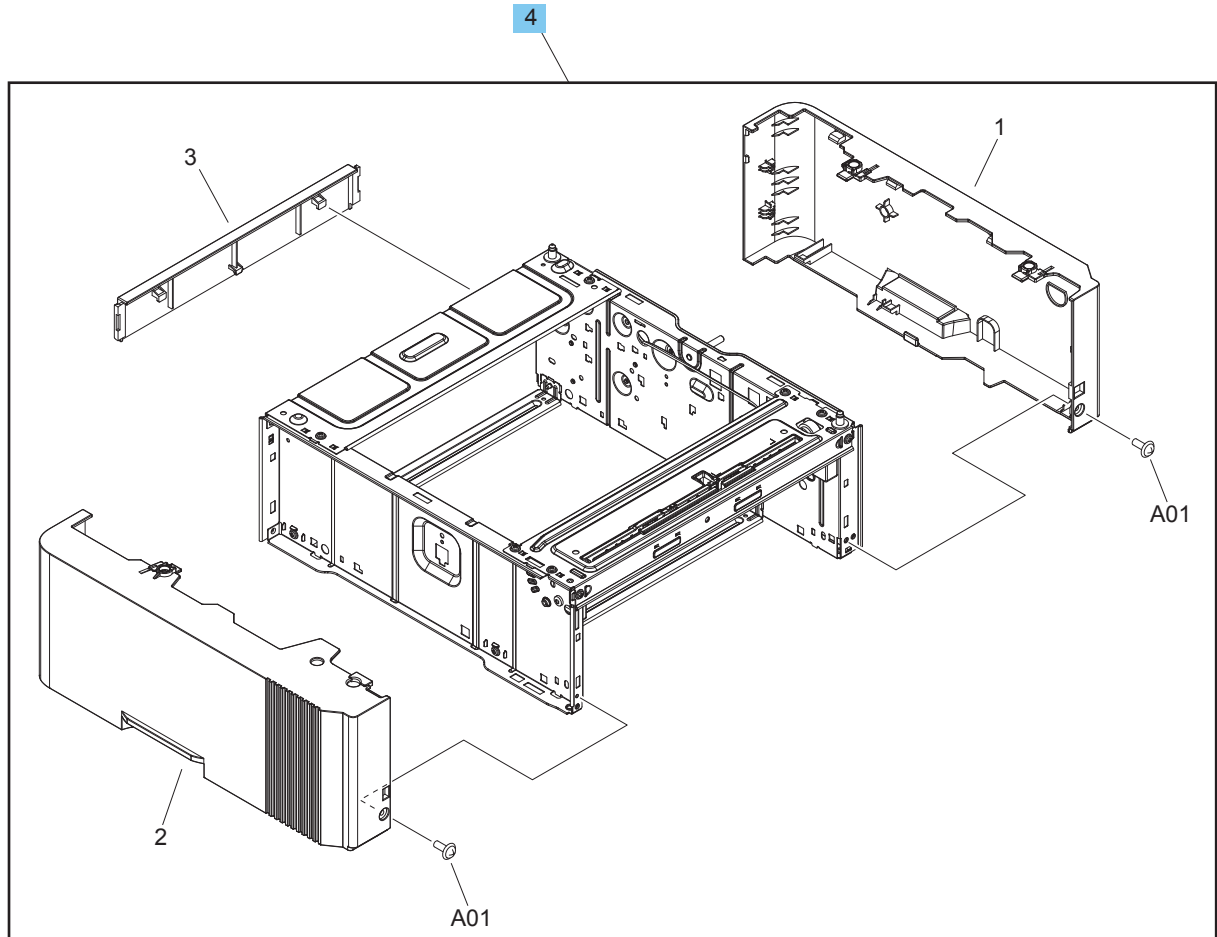
<b>Ref</b>	<b>Description</b>	<b>Part number</b>	<b>Qty</b>
1	Roller, transfer	RM1-4023-000CN	1
2	Roller, paper pickup assembly	RM2-5452-010CN	1
3	Holder, transfer roller right	RC4-3133-000CN	1
4	Holder, transfer roller left	RC4-3134-000CN	1
5	Roller, multi-purpose (Tray 1)	RL2-0656-000CN	1
6	Pad, multi-purpose (Tray 1) separation	RL2-0657-000CN	1
7	Spring, compression	RU8-2935-000CN	1
8	Registration assembly	RM2-5671-000CN	1



# 550-sheet paper feeder

## Covers, 550-sheet paper feeder

Figure 2-7 Covers, 550-sheet paper feeder

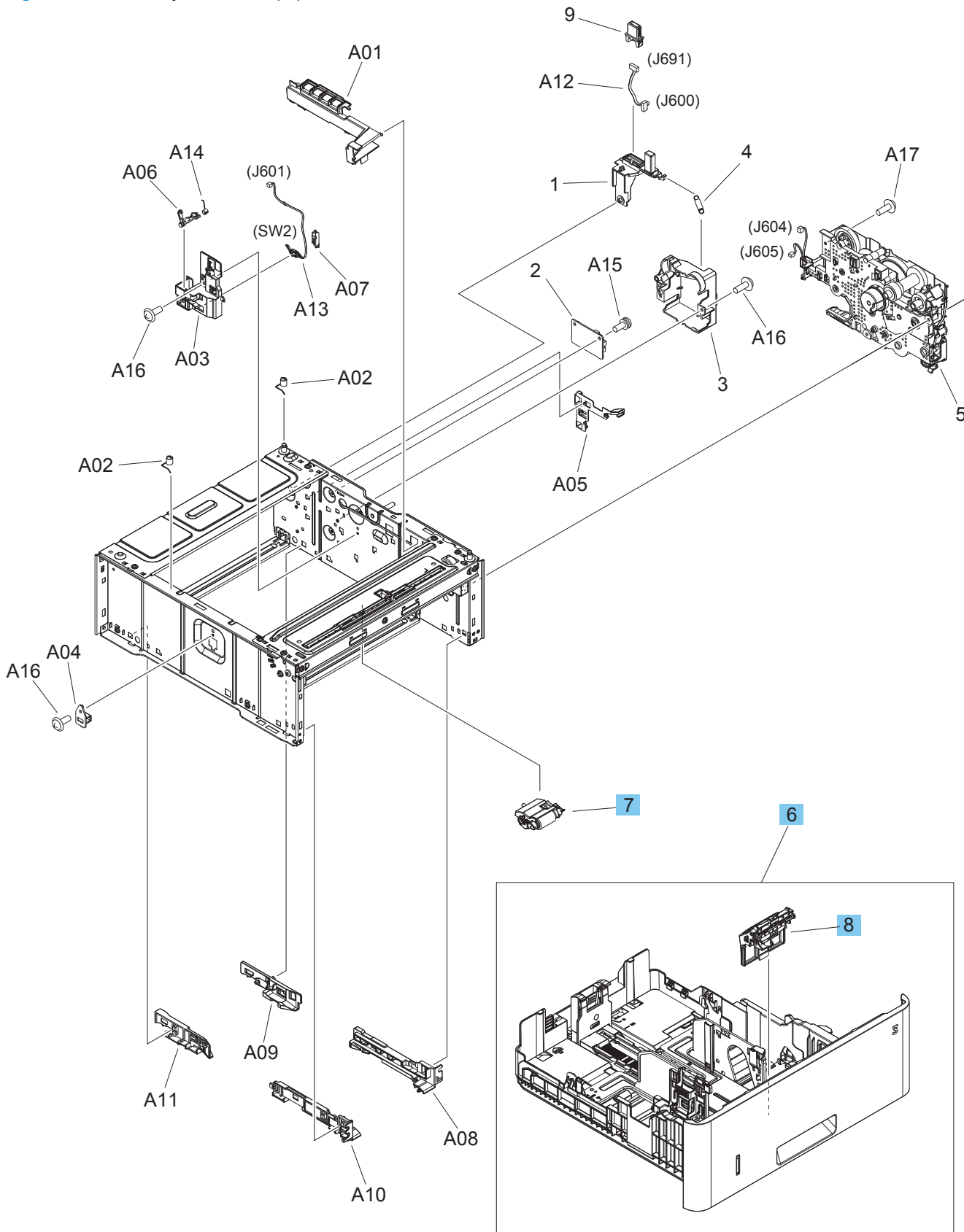


**Table 2-9 Covers, 550-sheet paper feeder**

<b>Ref</b>	<b>Description</b>	<b>Part number</b>	<b>Qty</b>
4	Paper feeder, 550-sheet assembly (whole unit)	C5F97-69001	1

# Main body, 550-sheet paper feeder

Figure 2-8 Main body, 550-sheet paper feeder



**Table 2-10 Main body, 550-sheet paper feeder**

<b>Ref</b>	<b>Description</b>	<b>Part number</b>	<b>Qty</b>
6	Cassette assembly (550-sheet feeder)	RM2-5413-000CN	1
7	Roller, paper pickup assembly (550-sheet feeder)	RM2-5741-000CN	1
8	Roller, separation assembly (550-sheet feeder)	RM2-5745-000CN	1

# Alphabetical parts list

**Table 2-11 Alphabetical parts list**

<b>Description</b>	<b>Part number</b>	<b>Table and page</b>
ADF pick roller assembly	B3Q10-60105	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
ADF separation pad	B3Q10-40080	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Cable, formatter FFC (M246/M247)	RK2-6931-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Cable, formatter FFC (M402/M403)	RK2-6920-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Cable, laser-scanner FFC	RK2-9901-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Cable, Near field communication (NFC) FFC (wireless models M402/M403)	RK2-6947-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Cable, Near field communication (NFC) FFC (wireless models M426/M427)	RK2-6949-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Cable, panel FFC (M402/M403)	RM3-7585-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Cable, tag assembly	RM2-5426-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Cable, walkup USB (M426/M427)	C5F98-60105	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Cartridge door assembly (NFC models M402/M403)	RM2-5436-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cartridge door assembly (non-NFC models M402/M403)	RM2-5390-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cassette (Tray 2) assembly	RM2-5392-010CN	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Cassette assembly (550-sheet feeder)	RM2-5413-000CN	<a href="#">Main body, 550-sheet paper feeder on page 1223</a>
Connecting PCA (duplex models)	RM2-7510-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Connecting PCA (simplex models)	RM2-8510-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Control panel (M426/M427)	B3Q10-60139	<a href="#">Covers, M426 and M427 on page 1213</a>
Control panel 22-pin FFC	C5F98-60104	<a href="#">Covers, M426 and M427 on page 1213</a>
Control panel mount base	B3Q11-40001	<a href="#">Covers, M426 and M427 on page 1213</a>
Control panel mount chassis assembly	B3Q10-60145	<a href="#">Covers, M426 and M427 on page 1213</a>

**Table 2-11 Alphabetical parts list (continued)**

<b>Description</b>	<b>Part number</b>	<b>Table and page</b>
Control panel mount cover	B3Q11-40002	<a href="#">Covers, M426 and M427 on page 1213</a>
Control-panel assembly (non-wireless models M402/M403)	RM2-5391-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Control-panel assembly (wireless models M402/M403)	RM2-5424-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cover, ADF inner (under the out cover)	B3Q10-40012	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Cover, ADF outer	B3Q10-40013	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Cover, cassette rear	RC4-3082-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cover, cassette rear	RC4-3082-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Cover, core	C5F98-40003	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Cover, fax port (M426fdn; M426fdw; 427fdn; M427fdw)	C5F99-40003	<a href="#">Covers, M426 and M427 on page 1213</a>
Cover, FFC	C5F98-40002	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Cover, indication	RL2-0675-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cover, left (M402/M403)	RL2-0673-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cover, left (M426/M427)	RL2-0674-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Cover, Near field communication (NFC) (M426/M427)	RC4-2961-000CN	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Cover, network (non-network models M402/M403)	RC4-2907-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cover, operation (non-wireless models M402/M403)	RC4-3312-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cover, operation (wireless models M402/M403)	RC4-3322-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cover, rear USB (M402/M403)	RC4-3298-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cover, rear USB (M426 and M427)	RC4-3299-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Cover, right assembly	RM2-5434-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>



**Table 2-11 Alphabetical parts list (continued)**

<b>Description</b>	<b>Part number</b>	<b>Table and page</b>
Cover, right assembly	RM2-5434-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Cover, top (M402/M403)	RC4-2956-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Cover, top (M426/M427)	RC4-3207-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
DC controller PCA	RM2-8680-030CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Document feeder and image scanner assembly (duplex models M426/M427)	C5F98-60110	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Document feeder and image scanner assembly (simplex models M426/M427)	C5F98-60109	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Door, cartridge assembly (NFC models M426/M427)	RM2-5435-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Door, cartridge assembly (non-NFC models M426/M427)	RM2-5408-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Door, rear (duplex models only)	RM2-5405-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Door, rear assembly (duplex models only)	RM2-5405-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Door, rear assembly (simplex models M402/M403)	RM2-5430-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Duct, fan	RC4-2891-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Duplex release button	RC2-6075-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Fan, FM1	RK2-8068-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Fax PCA (Brazil; M426fdn; M426fdw; 427fdn; M427fdw)	CF208-60001	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Fax PCA (Euro; M426fdn; M426fdw; 427fdn; M427fdw)	CF207-60001	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Fax PCA (US/AP; M426fdn; M426fdw; 427fdn; M427fdw)	CF206-60001	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Ferrite ISA (M426fdn; M426fdw; M427fdn; M427fdw)	9170-2664	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Ferrite, ISA	9170-2437	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Ferrite, motor	9170-2659	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>

**Table 2-11 Alphabetical parts list (continued)**

<b>Description</b>	<b>Part number</b>	<b>Table and page</b>
Ferrite, motor	9170-2659	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Fixing (fuser) assembly (110-127 V)	RM2-2554-000CN	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Fixing (fuser) assembly (220-240 V)	RM2-2555-000CN	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Formatter PCA (M402d; M403d)	C5F92-60001	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Formatter PCA (M402dw; M403dw)	C5F94-60001	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Formatter PCA (M402n; M402dn; M403n; M403dn)	C5F93-60001	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Formatter PCA (M402dne)	C5J91-69001	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Formatter PCA (M426dw; M427dw)	C5F99-60001	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Formatter PCA (M426fdn; M426fdw; M427fdn; M427fdw)	C5F98-60001	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Guide, cable	RC4-3217-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Guide, LED light	RC4-3311-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
High-voltage power supply (HVPS) PCA	RM2-7508-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Holder, transfer roller left	RC4-3134-000CN	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
Holder, transfer roller right	RC4-3133-000CN	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
HP logo jewel	7121-8686	<a href="#">Covers, M402 and M403 on page 1211</a>
HP logo jewel	7121-8686	<a href="#">Covers, M426 and M427 on page 1213</a>
ISA lift	B3Q10-60128	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Laser-scanner assembly	RM2-5528-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Link, pressure release	RC4-4479-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Link, pressure release	RC4-4479-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Low-voltage power supply (LVPS) PCA (110-127 V M402/M403)	RM2-9816-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Low-voltage power supply (LVPS) PCA (110-127 V M426/M427)	RM2-9818-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>

**Table 2-11 Alphabetical parts list (continued)**

<b>Description</b>	<b>Part number</b>	<b>Table and page</b>
Low-voltage power supply (LVPS) PCA (220–240 V M402/M403)	RM2-9817-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Low-voltage power supply (LVPS) PCA (220–240 V M426/M427)	RM2-9819-000CN	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Main motor assembly	RM2-9531-000CN	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Name plate M426dw	F6W13-40002	<a href="#">Covers, M426 and M427 on page 1213</a>
Name plate M426fdn	F6W14-40002	<a href="#">Covers, M426 and M427 on page 1213</a>
Name plate M426fdw	F6W15-40002	<a href="#">Covers, M426 and M427 on page 1213</a>
Name plate M427dn	C5F98-40004	<a href="#">Covers, M426 and M427 on page 1213</a>
Name plate M427dw	C5F97-40001	<a href="#">Covers, M426 and M427 on page 1213</a>
Name plate M427fdw	C5F99-40002	<a href="#">Covers, M426 and M427 on page 1213</a>
NFC module	B4K93-60001	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Pad, multi-purpose (Tray 1) separation	RL2-0657-000CN	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
Pad, thermal transfer	5851-6550	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Paper feeder, 550-sheet assembly (whole unit)	C5F97-69001	<a href="#">Covers, 550-sheet paper feeder on page 1221</a>
Plate, name M402d	RC4-3288-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Plate, name M402dn	RC4-3264-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Plate, name M402dw	RC4-3265-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Plate, name M402n	RC4-3270-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Plate, name M403d	RC4-3266-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Plate, name M403dn	RC4-3268-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Plate, name M403dw	RC4-3269-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Plate, name M403n	RC4-3267-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>

**Table 2-11 Alphabetical parts list (continued)**

<b>Description</b>	<b>Part number</b>	<b>Table and page</b>
Registration assembly	RM2-5671-000CN	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
Roller, multi-purpose (Tray 1)	RL2-0656-000CN	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
Roller, paper pickup assembly	RM2-5452-010CN	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
Roller, paper pickup assembly (550-sheet feeder)	RM2-5741-000CN	<a href="#">Main body, 550-sheet paper feeder on page 1223</a>
Roller, separation assembly	RM2-5397-000CN	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Roller, separation assembly (550-sheet feeder)	RM2-5745-000CN	<a href="#">Main body, 550-sheet paper feeder on page 1223</a>
Roller, transfer	RM1-4023-000CN	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
Shaft, ADF pick extension	B3Q10-40081	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Shaft, support	RC4-3002-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Shaft, support	RC4-3002-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Sheet, damper	RC2-6075-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>
Sheet, damper (duplex models only)	RC2-6075-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Slider pin, ISA lift	B3Q10-40041	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Spacer, hexagonal fax (M426fdn; M426fdw; 427fdn; M427fdw)	C5F98-20001	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Spring, ADF separation pad (under the separation pad)	B3Q10-00019	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Spring, compression	RU8-2935-000CN	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
Support, ADF separation pad	B3Q10-40079	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
Switch, power PCA	RM2-8506-000CN	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Tray, paper delivery	RC4-3231-000CN	<a href="#">Covers, M402 and M403 on page 1211</a>
Tray, paper delivery	RC4-3231-000CN	<a href="#">Covers, M426 and M427 on page 1213</a>

**Table 2-11 Alphabetical parts list (continued)**

<b>Description</b>	<b>Part number</b>	<b>Table and page</b>
Walkup USB PCA (M426/M427)	CF368-60001	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
Wireless holder	B3Q10-40054	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
Wireless module	0960-3293	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>

# Numerical parts list

**Table 2-12 Numerical parts list**

Part number	Description	Table and page
0960-3293	Wireless module	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
5851-6550	Pad, thermal transfer	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
7121-8686	HP logo jewel	<a href="#">Covers, M402 and M403 on page 1211</a>
7121-8686	HP logo jewel	<a href="#">Covers, M426 and M427 on page 1213</a>
9170-2437	Ferrite, ISA	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
9170-2659	Ferrite, motor	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
9170-2659	Ferrite, motor	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
9170-2664	Ferrite ISA (M426fdn; M426fdw; M427fdn; M427fdw)	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
B3Q10-00019	Spring, ADF separation pad (under the separation pad)	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
B3Q10-40012	Cover, ADF inner (under the out cover)	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
B3Q10-40013	Cover, ADF outer	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
B3Q10-40041	Slider pin, ISA lift	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
B3Q10-40054	Wireless holder	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
B3Q10-40079	Support, ADF separation pad	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
B3Q10-40080	ADF separation pad	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
B3Q10-40081	Shaft, ADF pick extension	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
B3Q10-60105	ADF pick roller assembly	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>



**Table 2-12 Numerical parts list (continued)**

<b>Part number</b>	<b>Description</b>	<b>Table and page</b>
B3Q10-60128	ISA lift	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
B3Q10-60139	Control panel (M426/M427)	<a href="#">Covers, M426 and M427 on page 1213</a>
B3Q10-60145	Control panel mount chassis assembly	<a href="#">Covers, M426 and M427 on page 1213</a>
B3Q11-40001	Control panel mount base	<a href="#">Covers, M426 and M427 on page 1213</a>
B3Q11-40002	Control panel mount cover	<a href="#">Covers, M426 and M427 on page 1213</a>
B4K93-60001	NFC module	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
C5F92-60001	Formatter PCA (M402d; M403d)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
C5F93-60001	Formatter PCA (M402n; M402dn; M403n; M403dn)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
C5F94-60001	Formatter PCA (M402dw; M403dw)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
C5F97-40001	Name plate M427dw	<a href="#">Covers, M426 and M427 on page 1213</a>
C5F97-69001	Paper feeder, 550-sheet assembly (whole unit)	<a href="#">Covers, 550-sheet paper feeder on page 1221</a>
C5F98-20001	Spacer, hexagonal fax (M426fdn; M426fdw; 427fdn; M427fdw)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
C5F98-40002	Cover, FFC	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
C5F98-40003	Cover, core	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
C5F98-40004	Name plate M427dn	<a href="#">Covers, M426 and M427 on page 1213</a>
C5F98-60001	Formatter PCA (M426fdn; M426fdw; M427fdn; M427fdw)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
C5F98-60104	Control panel 22-pin FFC	<a href="#">Covers, M426 and M427 on page 1213</a>
C5F98-60105	Cable, walkup USB (M426/M427)	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
C5F98-60109	Document feeder and image scanner assembly (simplex models M426/M427)	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>
C5F98-60110	Document feeder and image scanner assembly (duplex models M426/M427)	<a href="#">Main assemblies (document feeder and image scanner) on page 1209</a>

**Table 2-12 Numerical parts list (continued)**

<b>Part number</b>	<b>Description</b>	<b>Table and page</b>
C5F99-40002	Name plate M427fdw	<a href="#">Covers, M426 and M427 on page 1213</a>
C5F99-40003	Cover, fax port (M426fdn; M426fdw; 427fdn; M427fdw)	<a href="#">Covers, M426 and M427 on page 1213</a>
C5F99-60001	Formatter PCA (M426dw; M427dw)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
C5J91-69001	Formatter PCA (M402dne)	
CF206-60001	Fax PCA (US/AP; M426fdn; M426fdw; 427fdn; M427fdw)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
CF207-60001	Fax PCA (Euro; M426fdn; M426fdw; 427fdn; M427fdw)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
CF208-60001	Fax PCA (Brazil; M426fdn; M426fdw; 427fdn; M427fdw)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
CF368-60001	Walkup USB PCA (M426/M427)	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
F6W13-40002	Name plate M426dw	<a href="#">Covers, M426 and M427 on page 1213</a>
F6W14-40002	Name plate M426fdn	<a href="#">Covers, M426 and M427 on page 1213</a>
F6W15-40002	Name plate M426fdw	<a href="#">Covers, M426 and M427 on page 1213</a>
RC2-6075-000CN	Sheet, damper (duplex models only)	<a href="#">Covers, M402 and M403 on page 1211</a>
RC2-6075-000CN	Sheet, damper	<a href="#">Covers, M426 and M427 on page 1213</a>
RC2-6075-000CN	Duplex release button	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RC4-2891-000CN	Duct, fan	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RC4-2907-000CN	Cover, network (non-network models M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-2956-000CN	Cover, top (M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-2961-000CN	Cover, Near field communication (NFC) (M426/M427)	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
RC4-3002-000CN	Shaft, support	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3002-000CN	Shaft, support	<a href="#">Covers, M426 and M427 on page 1213</a>
RC4-3082-000CN	Cover, cassette rear	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3082-000CN	Cover, cassette rear	<a href="#">Covers, M426 and M427 on page 1213</a>

**Table 2-12 Numerical parts list (continued)**

<b>Part number</b>	<b>Description</b>	<b>Table and page</b>
RC4-3133-000CN	Holder, transfer roller right	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
RC4-3134-000CN	Holder, transfer roller left	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
RC4-3207-000CN	Cover, top (M426/M427)	<a href="#">Covers, M426 and M427 on page 1213</a>
RC4-3217-000CN	Guide, cable	<a href="#">Covers, M426 and M427 on page 1213</a>
RC4-3231-000CN	Tray, paper delivery	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3231-000CN	Tray, paper delivery	<a href="#">Covers, M426 and M427 on page 1213</a>
RC4-3264-000CN	Plate, name M402dn	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3265-000CN	Plate, name M402dw	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3266-000CN	Plate, name M403d	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3267-000CN	Plate, name M403n	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3268-000CN	Plate, name M403dn	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3269-000CN	Plate, name M403dw	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3270-000CN	Plate, name M402n	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3288-000CN	Plate, name M402d	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3298-000CN	Cover, rear USB (M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3299-000CN	Cover, rear USB (M426 and M427)	<a href="#">Covers, M426 and M427 on page 1213</a>
RC4-3311-000CN	Guide, LED light	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3312-000CN	Cover, operation (non-wireless models M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-3322-000CN	Cover, operation (wireless models M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-4479-000CN	Link, pressure release	<a href="#">Covers, M402 and M403 on page 1211</a>
RC4-4479-000CN	Link, pressure release	<a href="#">Covers, M426 and M427 on page 1213</a>

**Table 2-12 Numerical parts list (continued)**

<b>Part number</b>	<b>Description</b>	<b>Table and page</b>
RK2-9901-000CN	Cable, laser-scanner FFC	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RK2-6920-000CN	Cable, formatter FFC (M402/M403)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RK2-6931-000CN	Cable, formatter FFC (M246/M247)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RM3-7585-000CN	Cable, panel FFC (M402/M403)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RK2-6947-000CN	Cable, Near field communication (NFC) FFC (wireless models M402/M403)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RK2-6949-000CN	Cable, Near field communication (NFC) FFC (wireless models M426/M427)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RK2-8068-000CN	Fan, FM1	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RL2-0656-000CN	Roller, multi-purpose (Tray 1)	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
RL2-0657-000CN	Pad, multi-purpose (Tray 1) separation	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
RL2-0673-000CN	Cover, left (M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RL2-0674-000CN	Cover, left (M426/M427)	<a href="#">Covers, M426 and M427 on page 1213</a>
RL2-0675-000CN	Cover, indication	<a href="#">Covers, M402 and M403 on page 1211</a>
RM1-4023-000CN	Roller, transfer	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
RM2-5390-000CN	Cartridge door assembly (non-NFC models M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RM2-5391-000CN	Control-panel assembly (non-wireless models M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RM2-5392-010CN	Cassette (Tray 2) assembly	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
RM2-5397-000CN	Roller, separation assembly	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
RM2-2554-000CN	Fixing (fuser) assembly (110-127 V)	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
RM2-5405-000CN	Door, rear assembly (duplex models only)	<a href="#">Covers, M402 and M403 on page 1211</a>
RM2-5405-000CN	Door, rear (duplex models only)	<a href="#">Covers, M426 and M427 on page 1213</a>
RM2-5408-000CN	Door, cartridge assembly (non-NFC models M426/M427)	<a href="#">Covers, M426 and M427 on page 1213</a>

**Table 2-12 Numerical parts list (continued)**

<b>Part number</b>	<b>Description</b>	<b>Table and page</b>
RM2-5413-000CN	Cassette assembly (550-sheet feeder)	<a href="#">Main body, 550-sheet paper feeder on page 1223</a>
RM2-5424-000CN	Control-panel assembly (wireless models M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RM2-2555-000CN	Fixing (fuser) assembly (220-240 V)	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
RM2-5426-000CN	Cable, tag assembly	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RM2-5430-000CN	Door, rear assembly (simplex models M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RM2-5434-000CN	Cover, right assembly	<a href="#">Covers, M402 and M403 on page 1211</a>
RM2-5434-000CN	Cover, right assembly	<a href="#">Covers, M426 and M427 on page 1213</a>
RM2-5435-000CN	Door, cartridge assembly (NFC models M426/M427)	<a href="#">Covers, M426 and M427 on page 1213</a>
RM2-5436-000CN	Cartridge door assembly (NFC models M402/M403)	<a href="#">Covers, M402 and M403 on page 1211</a>
RM2-5452-010CN	Roller, paper pickup assembly	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
RM2-5528-000CN	Laser-scanner assembly	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RM2-5671-000CN	Registration assembly	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>
RM2-5741-000CN	Roller, paper pickup assembly (550-sheet feeder)	<a href="#">Main body, 550-sheet paper feeder on page 1223</a>
RM2-5745-000CN	Roller, separation assembly (550-sheet feeder)	<a href="#">Main body, 550-sheet paper feeder on page 1223</a>
RM2-7508-000CN	High-voltage power supply (HVPS) PCA	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RM2-7510-000CN	Connecting PCA (duplex models)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RM2-8506-000CN	Switch, power PCA	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
RM2-8510-000CN	Connecting PCA (simplex models)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RM2-9817-000CN	Low-voltage power supply (LVPS) PCA (220-240 V M402/M403)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RM2-9816-000CN	Low-voltage power supply (LVPS) PCA (110-127 V M402/M403)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RM2-9818-000CN	Low-voltage power supply (LVPS) PCA (110-127 V M426/M427)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>

**Table 2-12 Numerical parts list (continued)**

<b>Part number</b>	<b>Description</b>	<b>Table and page</b>
RM2-9819-000CN	Low-voltage power supply (LVPS) PCA (220–240 V M426/M427)	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RM2-8680-030CN	DC controller PCA	<a href="#">Internal components, printer base (1 of 3) on page 1215</a>
RM2-9531-000CN	Main motor assembly	<a href="#">Internal components, printer base (2 of 3) on page 1217</a>
RU8-2935-000CN	Spring, compression	<a href="#">Internal components, printer base (3 of 3) on page 1219</a>





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# Addendum 1

## Removal and replacement: Scanner Glass Mylar

- [Introduction](#)
- [Remove the Mylar holder](#)
- [Install the Mylar](#)
- [Inspect the installed mylar](#)
- [Perform PQ Quality testing](#)

### Introduction

This document provides the procedures to remove and replace the scanner glass mylar.

### Before performing service

#### Turn the printer power off

- Disconnect the power cable.

**⚠ WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord 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](http://www.hp.com/buy/parts).

Damper sheets part number	
B3Q10-40048	Holder-Mylar
B3Q10-00060	Mylar-Ramp

### tools

- Flat blade screw driver
- Clean room/Booth (Recommended)
- Ionizer Fan (Recommended)

### After performing service

#### Turn the printer power on

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


### Post service test

- Inspect installed mylar.
- Perform PQ quality check

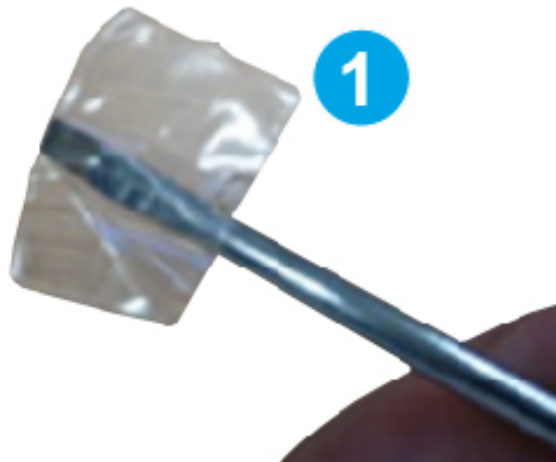


## Step 1: Remove Mylar holder

In a clean room/booth, take the Mylar-Holder off from the left area of Bezel by screwdriver.

 **TIP:** Put tape on screwdriver edge to avoid scratches when working (callout 1)

Place tape on screw driver



Remove the Mylar Holder

Use the screw driver in the two circled areas to carefully pry the Mylar holder off.



Remove the mylar holder



Step 2: Clean any left over glue residue using tape

- Alcohol or chemical adhesive remover is not advisable as it may damage white calibration label

Make sure the area with Blue rectangle (callout 1) is free from dust, small foreign material, clean this area by using a clothe or cotton ball.

Always keep the ion fan (if available) blowing towards to the sticking area (callout 3).

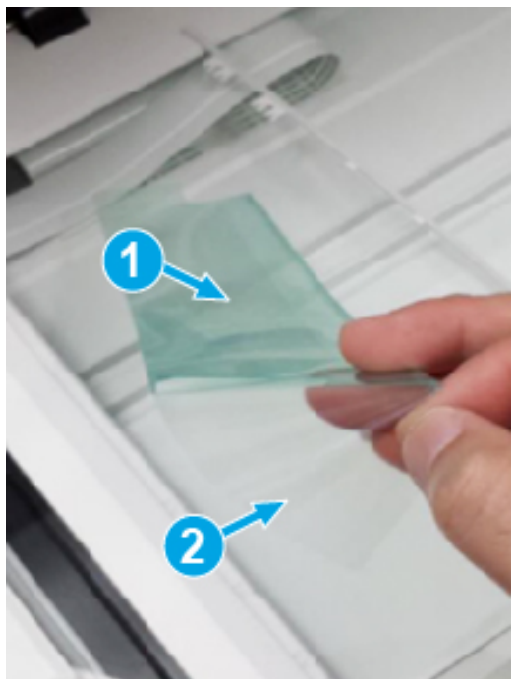


### Step 3: Install the Mylar

1. Prepare the Mylar for installation on the ADF glass.(Callout 2) Mylar




Remove the Film (callout 2 Under the Mylar) off (non color one/ clear) to expose the adhesive/glue side in preparation for installation.



- Align the Mylar to the edge of ramp, press the apex downwards and press the vertical area to the left, make sure the vertical Mylar is registered against the wall of Bezel.



- Press firmly on the ramp area and slide finger firmly down the Myllar to make ensure the adhesive (glue/tape) is securing correctly.

 **NOTE:** Ensure that the adhesive is firmly secured and minimal bubbles are present in adhesive area.



**Incorrect Installation**

(callout 1)  
Bubbles present under adhesive



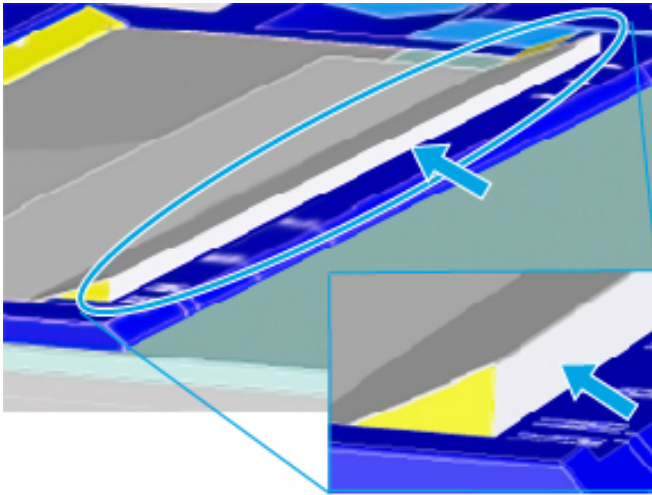
**Correct Installation**

(callout 2)  
NO Bubbles present under adhesive

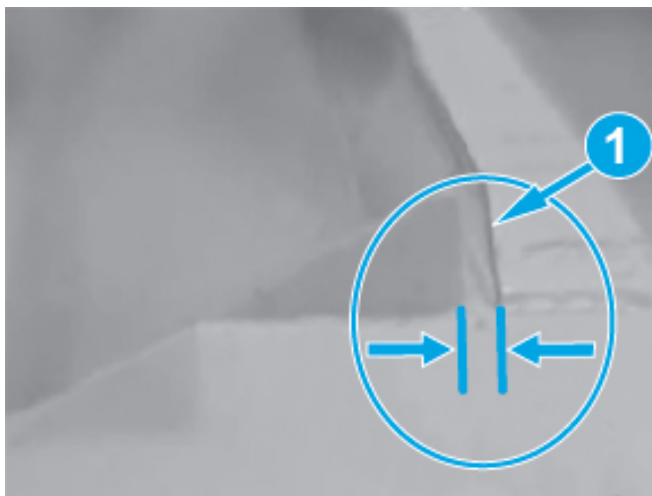
5. Press down on the two edges of upper/lower section of the Mylar where adhesive is present, as well as all other surfaces with adhesive to ensure secure installation.



6. Firmly press areas indicated with arrows to ensure that the Mylar is secured with the plastic wall. There should be no gap between the overhanging Mylar and the plastic wall.



Example of improper mylar installation. (Gap between Mylar and wall)



(callout 1) Overhanging Mylar not secured

7. Remove the protective film from the top of the Mylar.



8. Reinstall the Mylar-Holder into the left area of Bezel by aligning the two positions (Blue circles) as firmly pressing in place. Make sure it is securely assembled.





9. Check the installation

Open and close the cover to verify there is no noise from Mylar.

No wrinkles or wavy mylar allowed, mylar should rest flat on ADF glass -No Rainbow allowed on critical area. Refer to Inspection to view details.

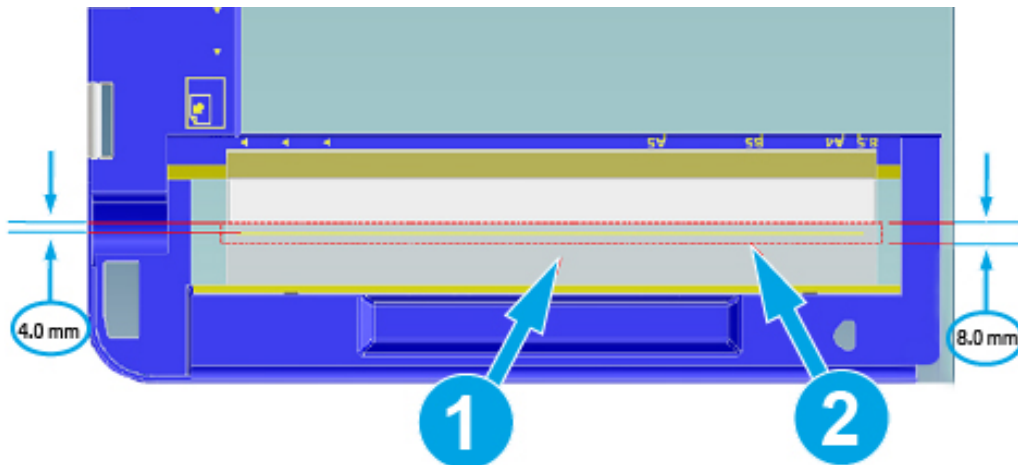


10. Clean the Mylar and proceed to Inspection Check prior to Print Quality Verification  
If no issue are present during inspection and Print Quality Verification unit is consider Good.

## Inspect the installed mylar

### Step 4: Inspect Mylar

1. No rainbows are allowed on scan window which is 8mm along entire length shown in red dot box.

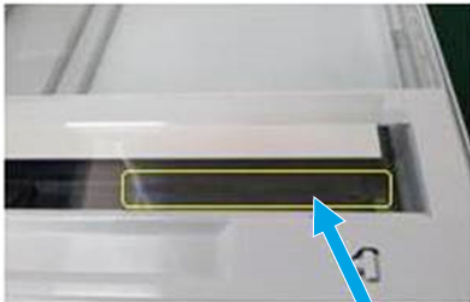


- Callout 1 - Rainbows allowed in this area
- Callout 2 - NO Rainbows allowed in ADF Scan window

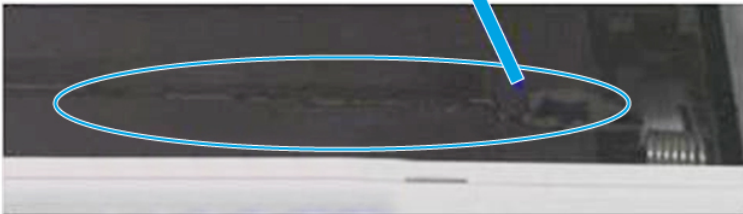
 **NOTE:** Potential cause of rainbows is the ADF glass is not thoroughly cleaned prior adhering the Mylar.



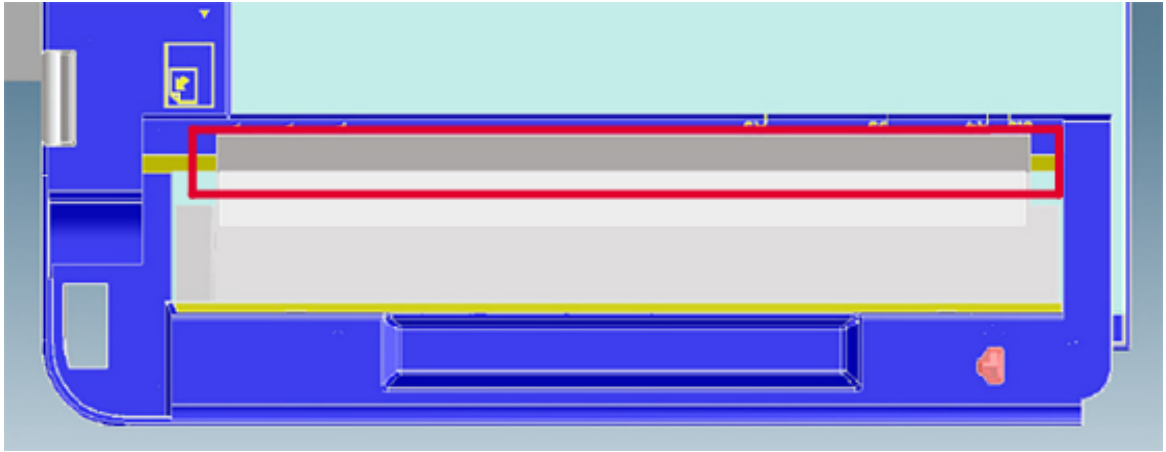
Rainbows are discolored areas between the Mylar applies and the ADF glass.



This image shows discolored section along the ADF glass.

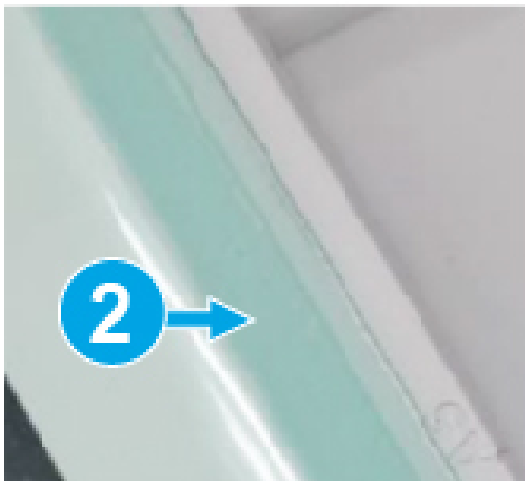


3. Minimize bubbles, not more than 30% allowed on the entire length of pasting surface shown in red dot box



**Incorrect Installation**

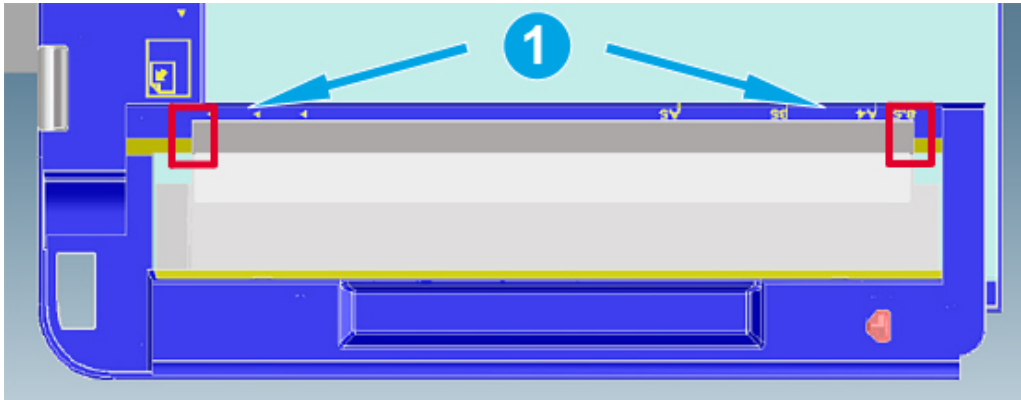
Callout 1  
Bubbles are present under adhesive



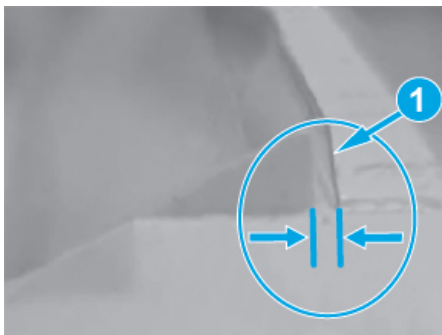
**Correct Installation**

Callout 2  
No Bubbles are present under adhesive

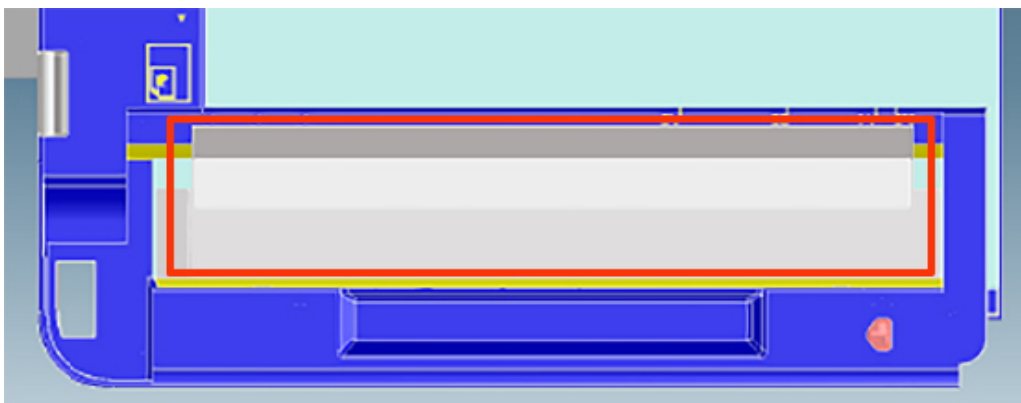
5. The Mylar should not overhang on the ramp on both edge show in the red dot boxes in the 2 positions shown (callout 1).



6. Verify tha there is no gap or overhang. (This was mention in Step 6 during assembly, make sure to do final check.



7. Ensure there are no obvious Wrinkles or Waves in the mylar, mylar should rest flat on ADF glass surface shown in red box.



## Testing / Validation

1. Print a Demo page and do ADF Job Copy or Scan using the demo page as a target. Ensure there are no paper jams using the document feeder (ADF). Ensure there are no abnormal issues on Copy/Scan image.



2. Perform a document feeder ( ADF) Job Copy/Scan using plain white paper. Checking the following items:
  - \* Check Print Quality to ensure there are no vertical lines.
  - (This may be due to contamination during Mylar installation process)

Countermeasure:

- \* Clean Mylar Top Surface and recheck print quality
- \* If issue still present, replace the Mylar.



Scan Image shows Vertical Lines – this is due to dirty Mylar

Small particle or foreign objects may have been trapped between Mylar and ADF Glass during the process