Officejet Enterprise Color X555
Officejet Enterprise Color MFP X585

Repair Manual

www.hp.com/support/ojcolorX555
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HP Officejet Enterprise Color X555 and MFP X585 Series

Repair Manual

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Conventions used in this guide

TIP: Tips provide helpful hints or shortcuts.

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

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

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

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1 Removal and replacement

- Removal and replacement strategy
- Service approach
- Removal and replacement procedures

Removal and replacement strategy

WARNING! Turn the product off, wait 5 seconds, and then remove the power cord before attempting to service the product. If this warning is not followed, severe injury can result, in addition to damage to the product. The power must be on for certain functional checks during problem solving. However, the power supply should be disconnected during parts removal.

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

CAUTION: Many repair operations will require you to flatten or straighten flex cables. However, where possible, try to avoid doing so. You *must* make sure that all FFCs are fully seated in their connectors. Failure to fully seat an FFC into a connector can cause a short circuit in a printed circuit-board assembly (PCA).

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.

Throughout this chapter, the reinstallation process should follow the reverse order of the removal process documented. Where necessary, the tasks include reinstallation tips to aid in the installation of replacement parts.

Electrostatic discharge

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

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

Required tools

- #T10 TORX driver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flatblade screwdriver
- Needle-nose pliers
- ESD mat (if one is available) or ESD strap
- Penlight (optional)

Types of screws

WARNING! Make sure that components 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 product or interfere with product operation. Do not intermix screws that are removed from one component with the screws that are removed from another component.

Service approach

CAUTION: When working on the product, do not pick up the unit by the output tray, which will detach under the weight of the product.

Before performing service

- Remove all paper from the product.
- Turn off the power using the power button.
- Unplug the power cable and interface cable or cables.
- Remove the output bin.
- 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 ink cartridges.
- Remove the Tray 2 cassette.
- Remove the ink collection unit, which is located inside the left door.

NOTE: When removing the ink collection unit, avoid making direct contact with the black cylinder to prevent ink smear on skin or clothes. Keep the ink collection unit level to avoid spilling any waste ink.

After performing service

- Plug in the power cable.
- Reinstall the output bin.
- Reinstall the ink cartridges.
- Reinstall the Tray 2 cassette.

- Reinstall the ink collection unit.
- Load paper in the product.

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. Print a configuration page.
5. Print a print quality page, and then verify that there are no lines, streaks, banding, or other print quality defects.
6. Send a print job from the host computer, and then verify that the output meets expectations.
7. Clean the outside of the product with a damp cloth.

Removal and replacement procedures

NOTE: Due to time constraints in producing this manual, the product might look slightly different than what is depicted in the photographs in this section. Most changes will be cosmetic in nature and should not affect the repair procedures.

Customer replaceable parts

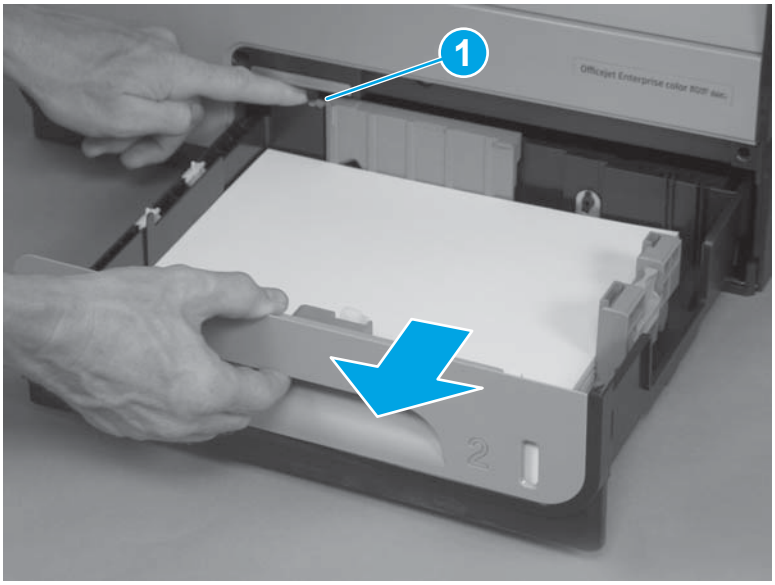
CSR-A parts

CSR-A parts require no tools during installation.

Tray 2

▲ Pull out the tray, and then press the latch (callout 1) in left-rear corner of the tray to remove it from the product.

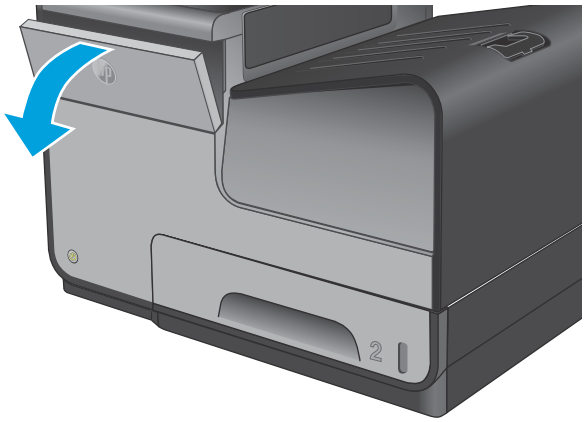
Figure 1-1 Remove Tray 2



Ink cartridges

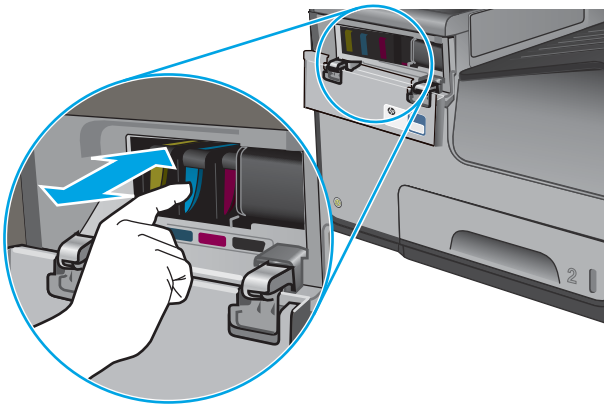
The product uses four colors and has a different ink cartridge for each color: yellow (Y), cyan (C), magenta (M), and black (K).

1. Open the ink cartridge door.

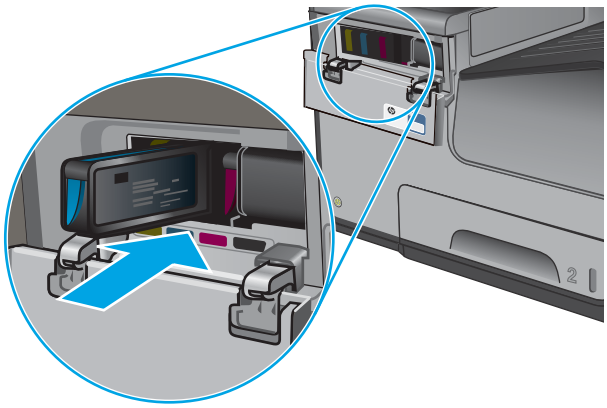


2. Push the old ink cartridge inward to unlock it, and then pull the cartridge straight out to remove it.

   CAUTION: When handling the new ink cartridges, do not touch the gold-colored metal contacts on the cartridges. Fingerprints on the contacts can cause print-quality problems.



3. Insert the new ink cartridge into the product, push the cartridge until it “clicks” into place, and then close the ink cartridge door.

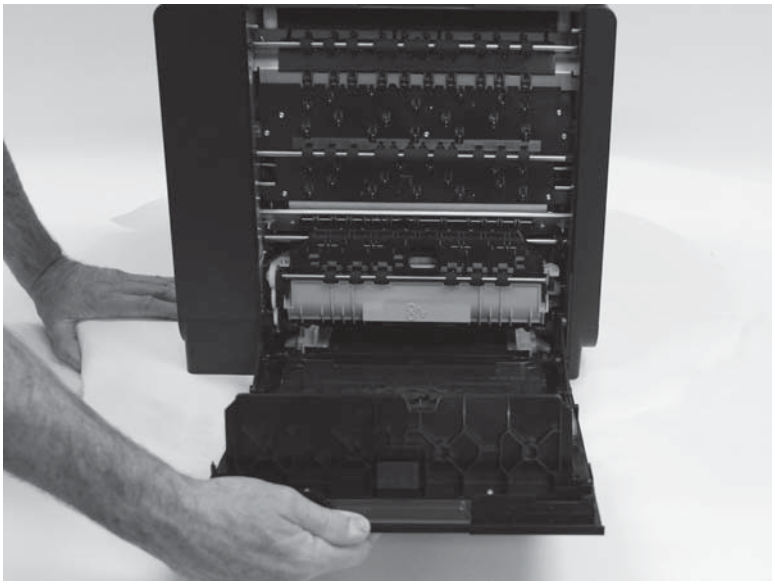


4. Place the old cartridge in the box. Refer to the box for information about recycling used ink cartridges.

Ink collection unit

1. Open the left door.

Figure 1-2 Remove the ink collection unit (1 of 2)



2. Use the green hand-grip to pull the ink collection unit out of the product.

NOTE: When removing the ink collection unit, avoid making direct contact with the black cylinder to prevent ink smear on skin or clothes. Keep the ink collection unit level to avoid spilling any waste ink.

Also, do not let the bottom of the ink collection unit touch or rest on the ribs on the left door, which can damage them and might lead to media damage and jams.

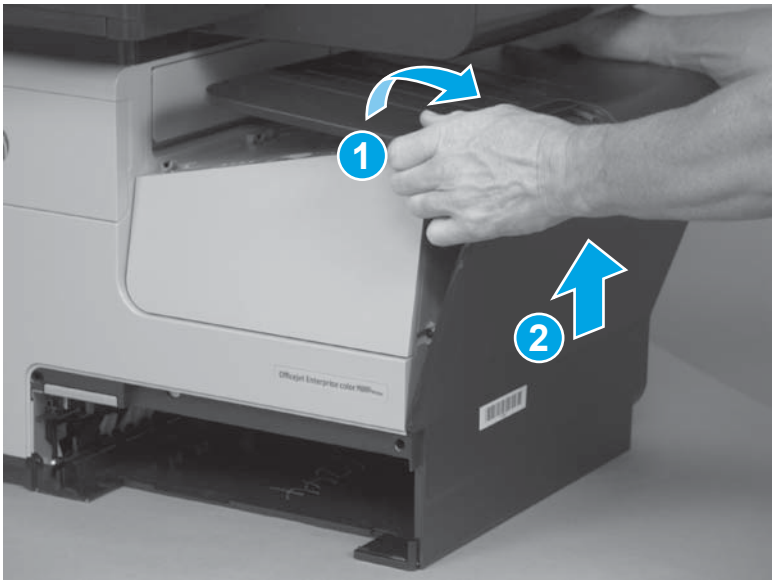
Figure 1-3 Remove the ink collection unit (2 of 2)

Output bin

▲ Lift and unsnap the output bin tabs below the output flap, and then lift the output bin to remove it from the product.

CAUTION: Do not tilt the assembly too far back, as it will damage tabs at bottom seam of the output bin.

Figure 1-4 Remove the output bin



Reinstallation tip Insert the tabs on the bottom edge first, and then snap the top edge into place.

Output bin flap

1. Remove the output bin. See Output bin on page 8.

2. Slightly open the output bin flap, flex the middle of the output bin flap, and then remove the flap by pulling the right pin away from the product first.

Figure 1-5 Remove the output bin flap

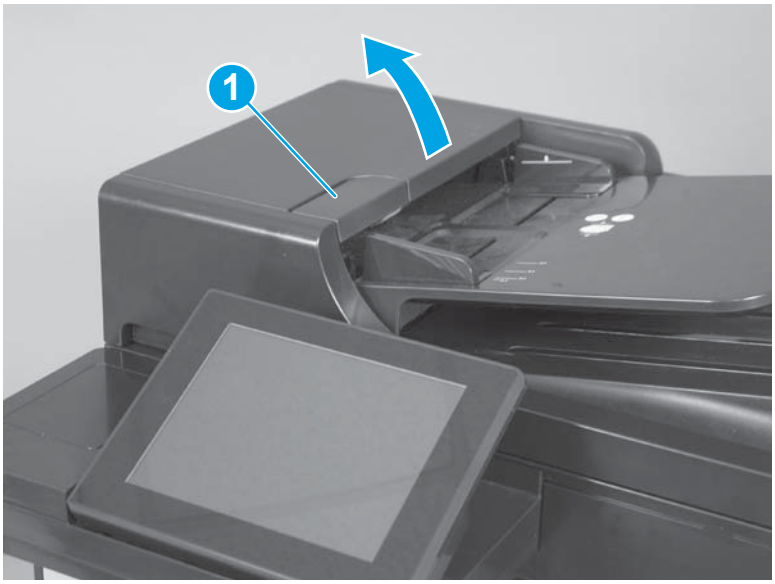
Reinstallation tip Insert the left pin into the product first when reinstalling the flap.

Document feeder roller (X585 models)

⚠ **CAUTION:** If you are replacing the roller, do not touch the surface of the replacement roller. Skin oils deposited on the roller might cause paper pickup problems.

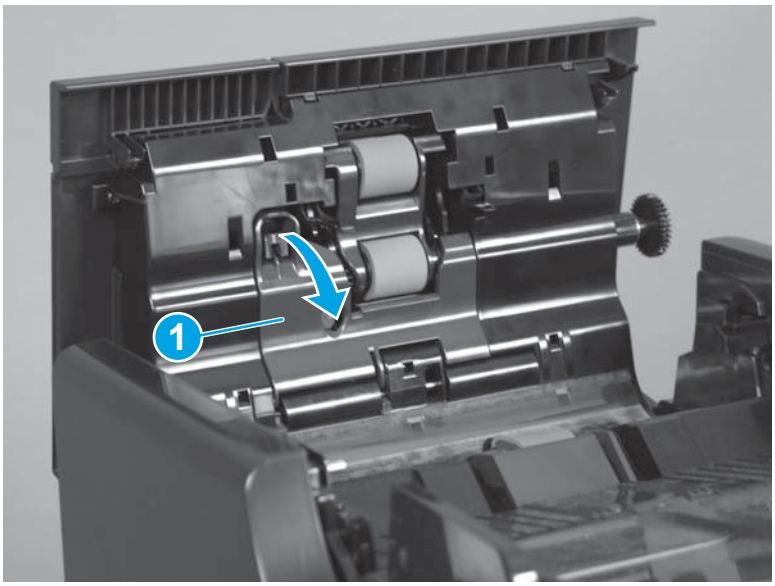
1. Pull the latch (callout 1) to open the document feeder door.

Figure 1-6 Remove the document-feeder roller (1 of 3)



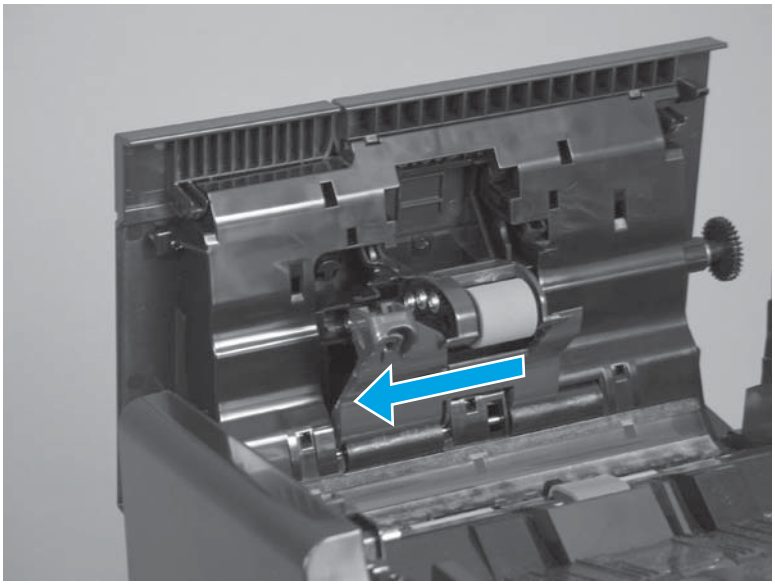
2. Release one tab, and then open the access cover (callout 1).

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



3. Slide the roller assembly left, and then lift it up and out of the product.

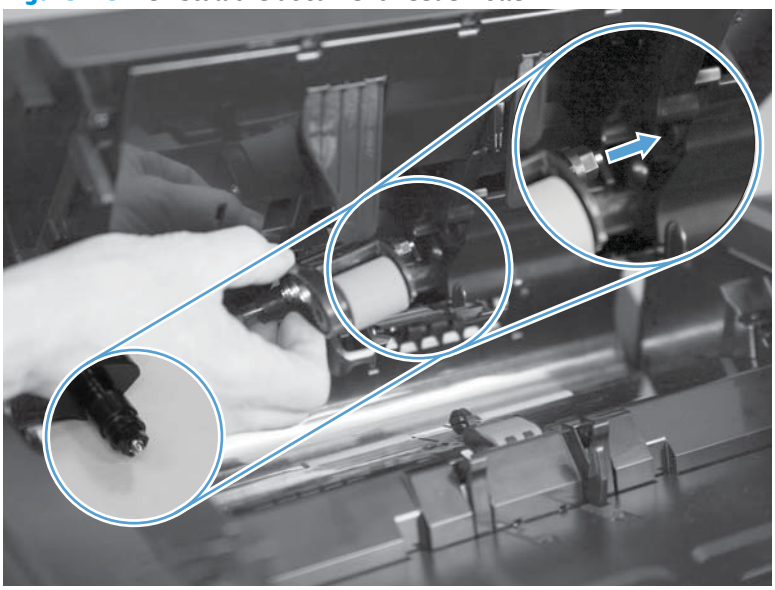
Figure 1-8 Remove the document-feeder roller (3 of 3)



Reinstall the document-feeder roller

The roller assembly is keyed. When reinstalling the roller assembly, position the hex-shaped fitting on the shaft toward the rear of the product.

Figure 1-9 Reinstall the document-feeder roller



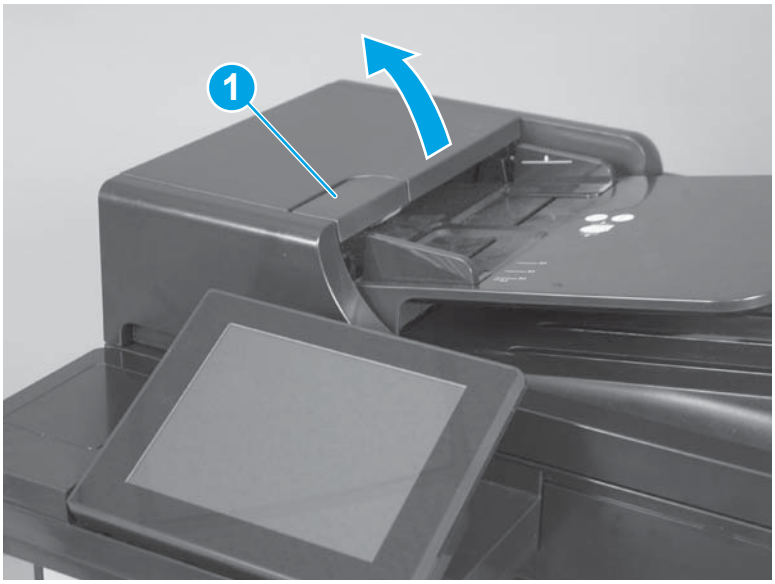
IMPORTANT: When the roller is reinstalled, the access door must be fully closed. When you close the door, you should hear two audible clicks. If, after replacing the roller document feeder, a document feeder jam message appears on the control panel display, make sure that the access door is fully closed.

Document feeder separation pad spring (X585 models)

CAUTION: Do not touch the surface of the separation pad. Skin oils deposited on the pad might cause paper pickup problems.

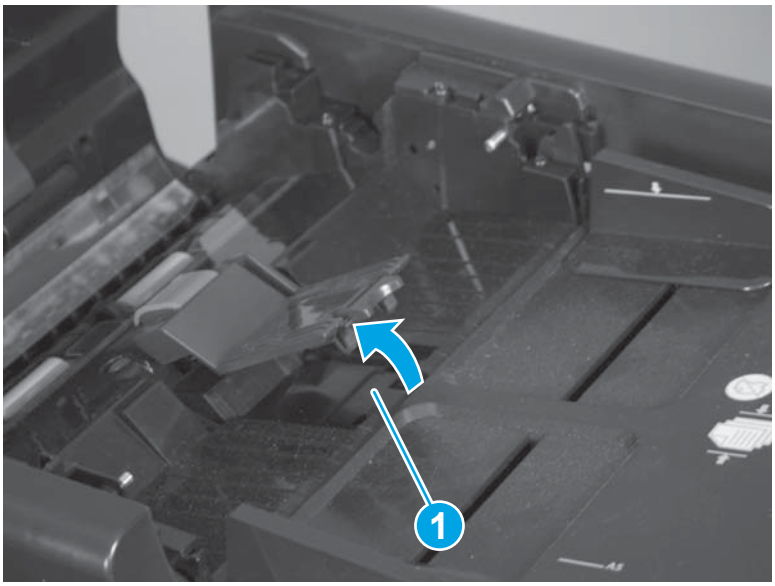
1. Pull the latch (callout 1) to open the document feeder door.

Figure 1-10 Remove the document-feeder separation pad spring (1 of 3)



2. Release one tab (callout 1) to open the separation pad assembly.

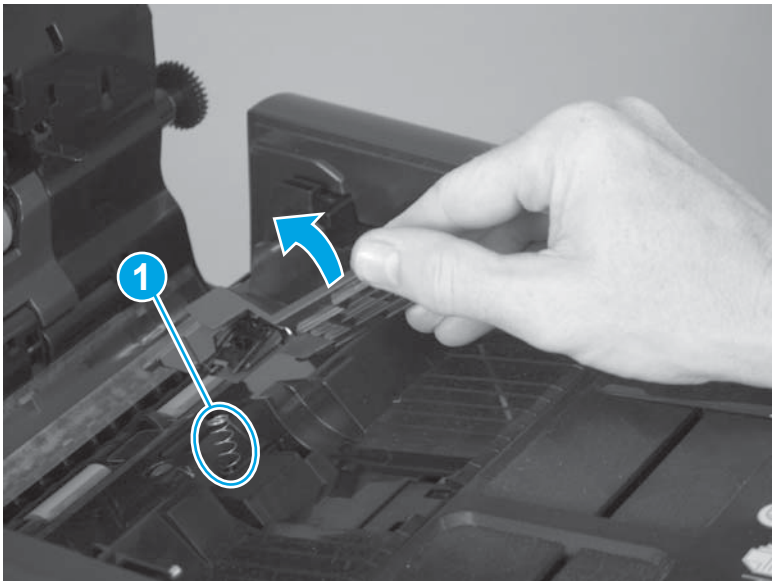
Figure 1-11 Remove the document-feeder separation pad spring (2 of 3)



NOTE: The separation pad assembly is spring-loaded and partially rises when the tab is released.

3. Lift the separation pad assembly up and away from the product, and then remove the spring (callout 1).

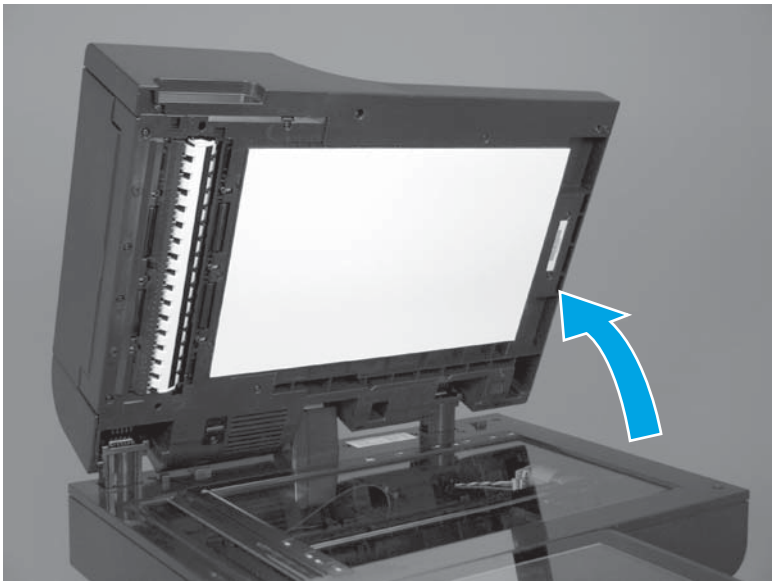
Figure 1-12 Remove the document feeder separation pad spring (3 of 3)



Document feeder white backing (X585 models)

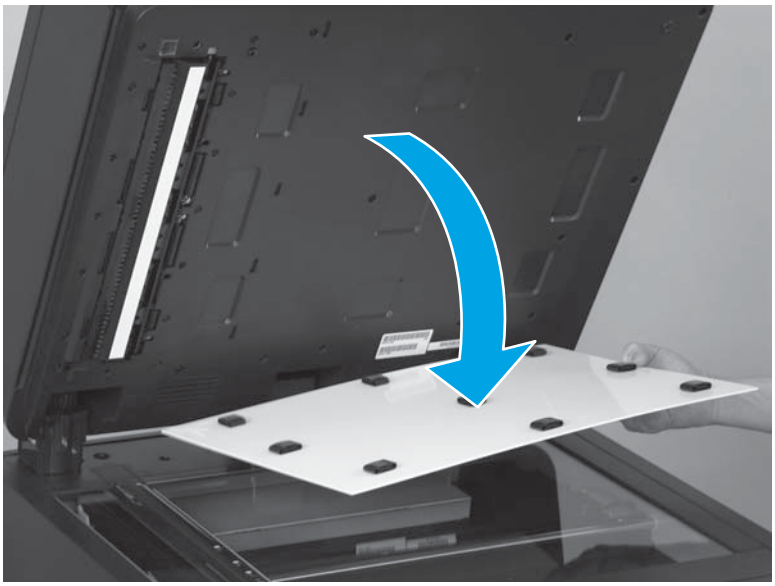
1. Open the document feeder.

Figure 1-13 Remove the document feeder white backing (1 of 3)



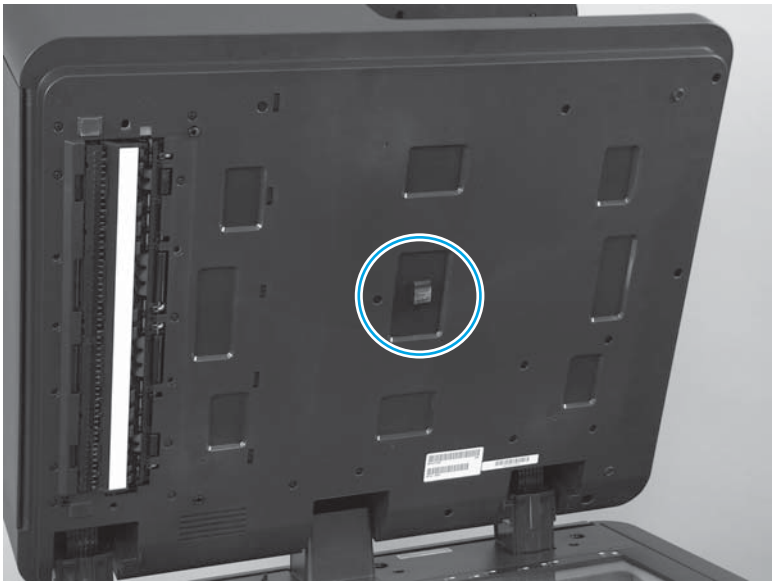
2. Carefully remove the white backing.

Figure 1-14 Remove the document feeder white backing (2 of 3)



3. Remove any rubber stoppers that might still be attached to the document feeder.

Figure 1-15 Remove the document feeder white backing (3 of 3)

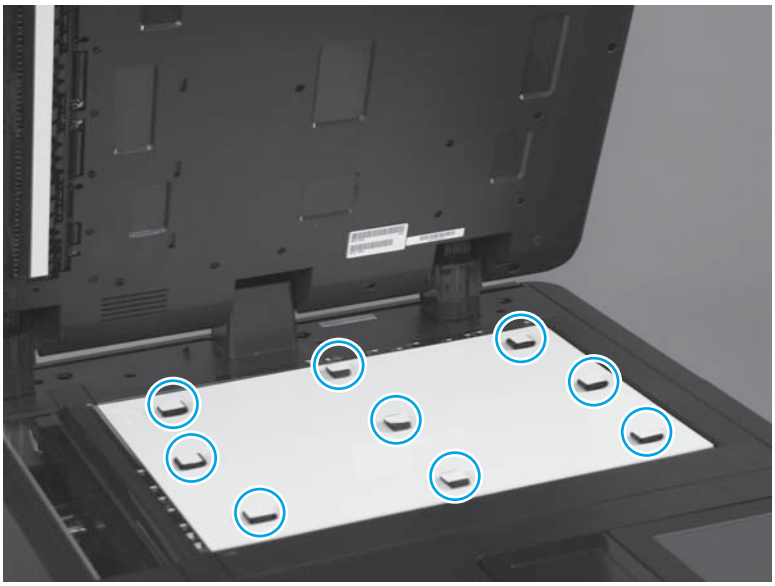


Install a replacement document feeder white backing

1. Position the replacement white backing on the scanner glass. Carefully remove the protective backing from the rubber stoppers.

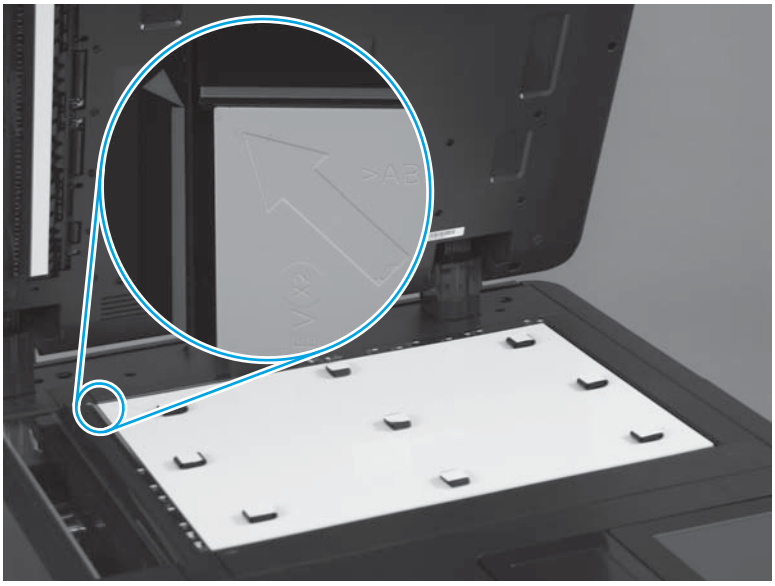
⚠ **CAUTION:** Do not touch the exposed adhesive.

Figure 1-16 Install a replacement document feeder white backing (1 of 6)



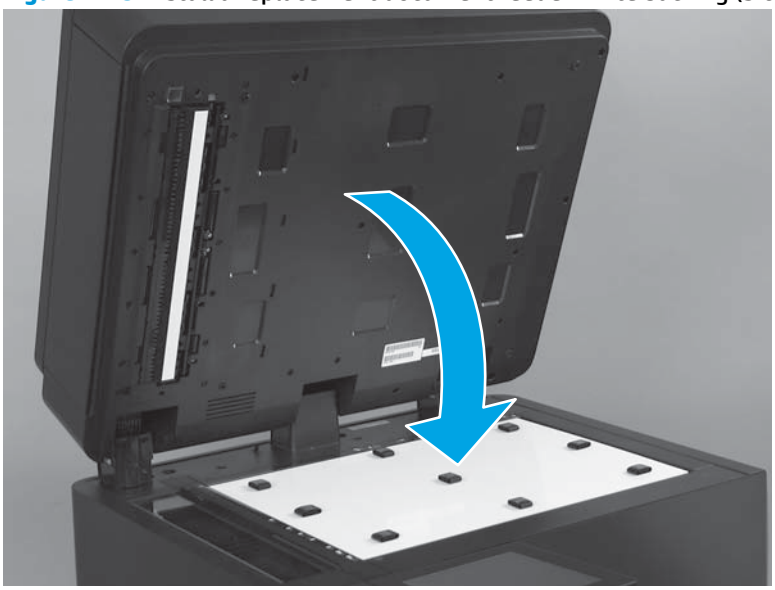
2. Make sure that the arrow on the replacement white backing is positioned in the upper-left corner of the scanner glass.

Figure 1-17 Install a replacement document feeder white backing (2 of 6)



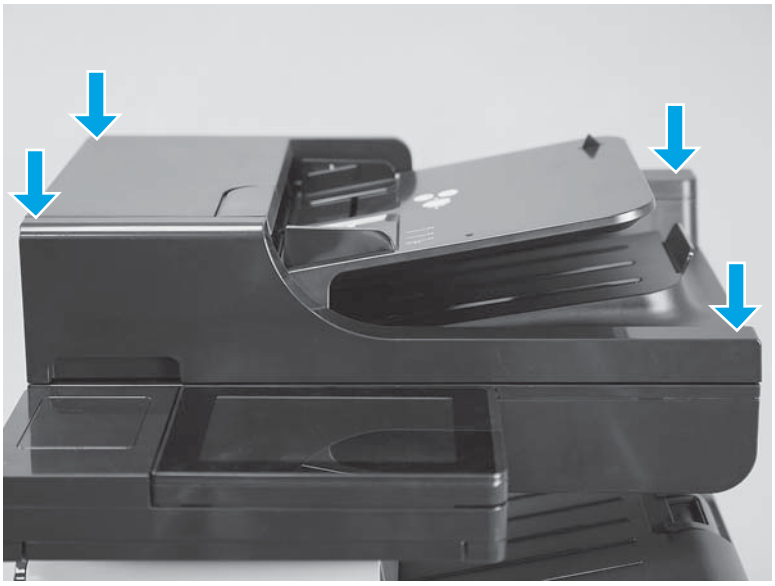
3. Completely close the document feeder.

Figure 1-18 Install a replacement document feeder white backing (3 of 6)



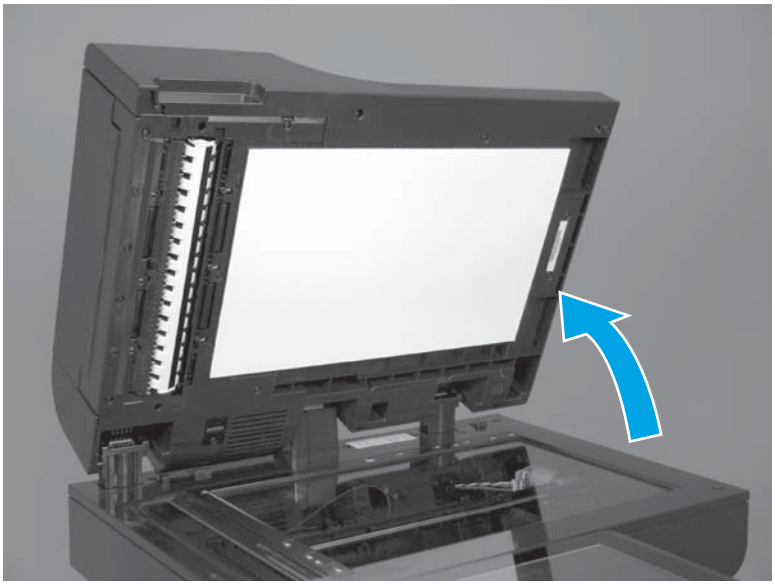
4. Firmly push down on the four corners of the document feeder to adhere the white backing to the document feeder.

Figure 1-19 Install a replacement document feeder white backing (4 of 6)



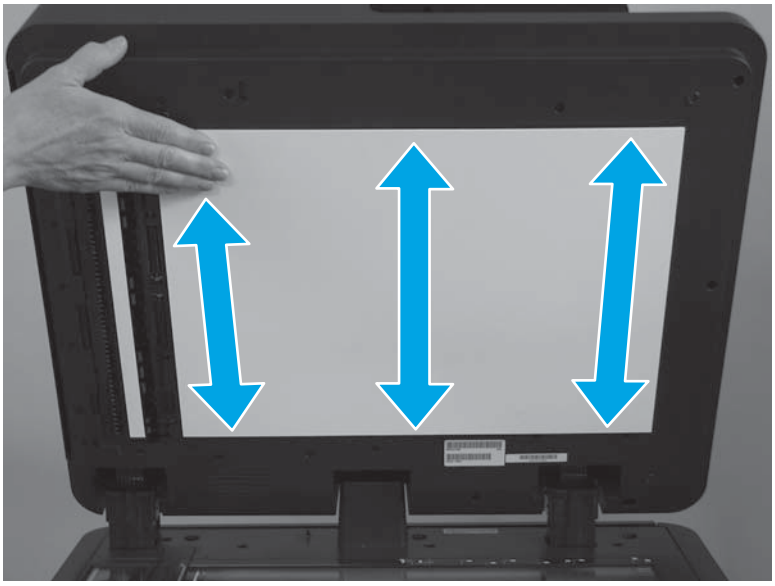
5. Carefully open the document feeder.

Figure 1-20 Install a replacement document feeder white backing (5 of 6)



6. Firmly press on the white backing over the areas shown below to make sure that the rubber stoppers are completely adhered to the document feeder.

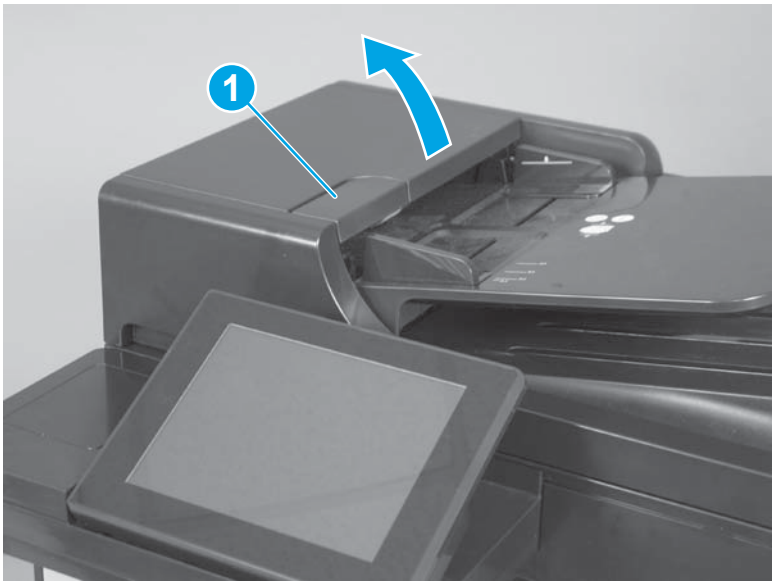
Figure 1-21 Install a replacement document feeder white backing (6 of 6)



Background selector (X585 Flow models only)

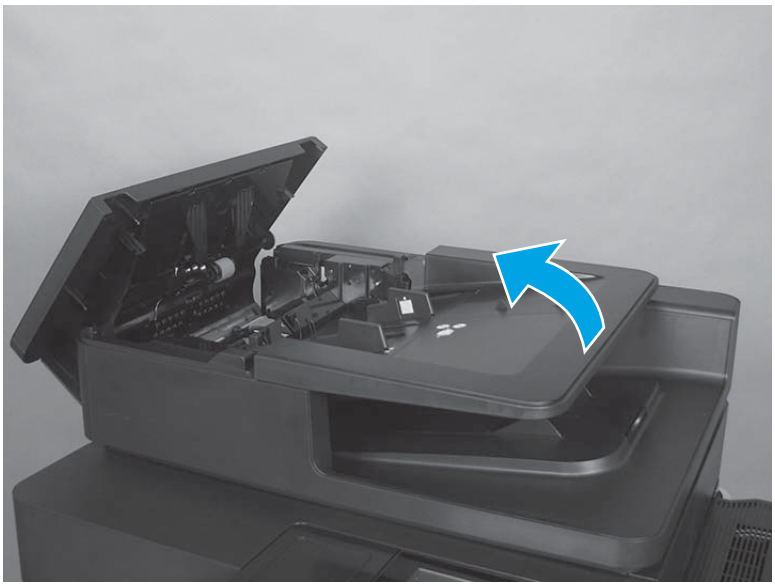
1. Pull the latch (callout 1) to open the document feeder door.

Figure 1-22 Remove the background selector (1 of 4)



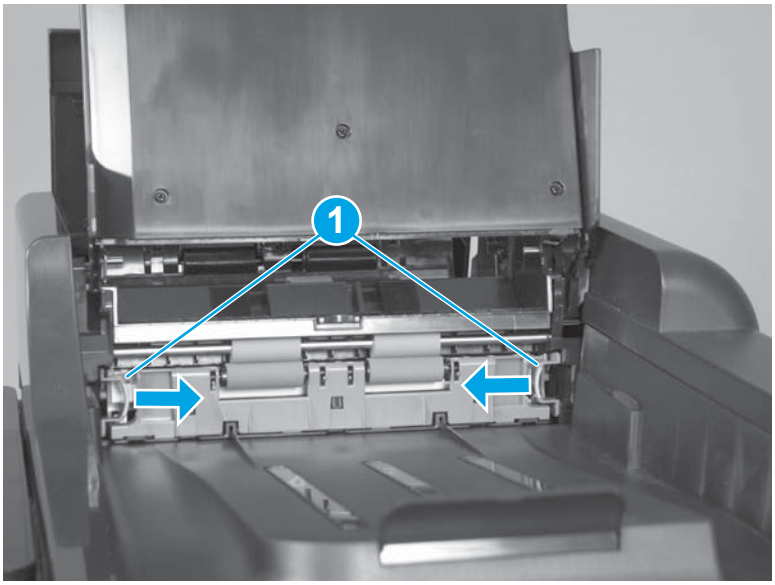
2. Lift the input tray up.

Figure 1-23 Remove the background selector (2 of 4)



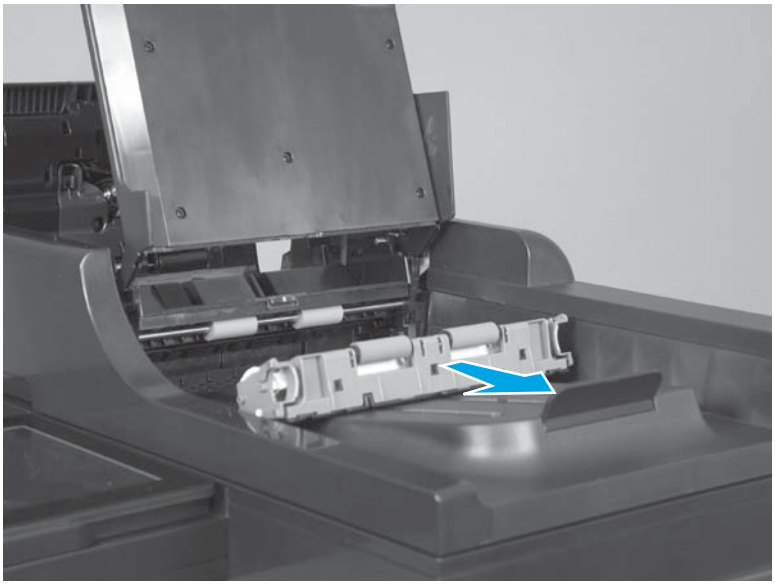
3. Release two tabs (callout 1) on the selector.

Figure 1-24 Remove the background selector (3 of 4)



4. Slide the background selector away from the product to remove it.

Figure 1-25 Remove the background selector (4 of 4)

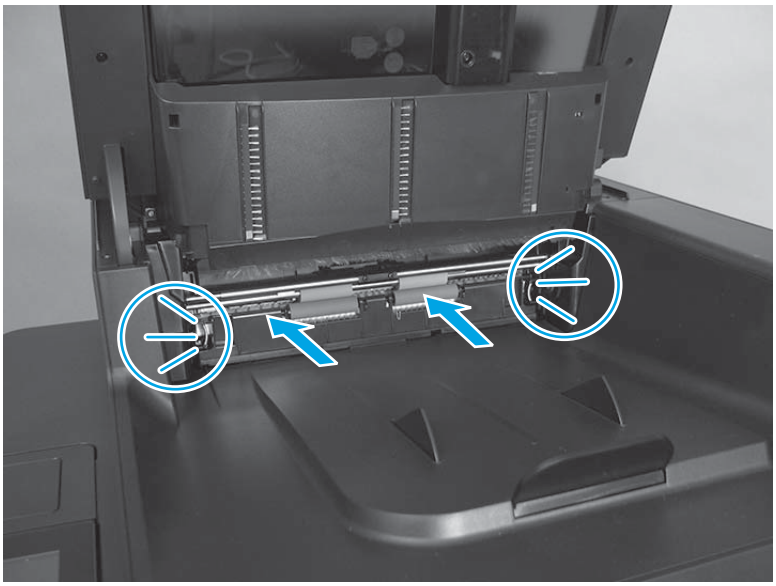


Reinstall the background selector

Push in on the background selector until the tabs snap into place.

NOTE: If jams occur after the assembly is installed, make sure that the assembly is fully seated.

Figure 1-26 Reinstall the background selector



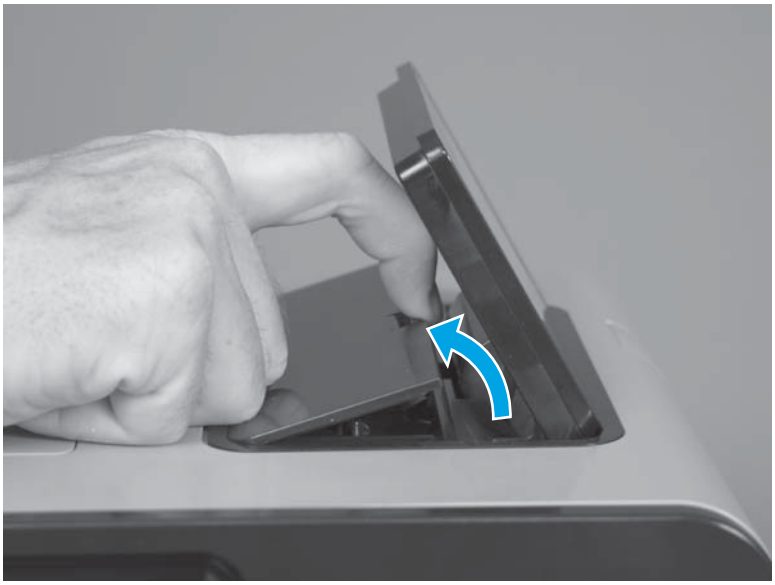
Control panel (X555 models)

1. Tilt the control panel away from the product.

Figure 1-27 Remove the control panel — X555 models (1 of 4)

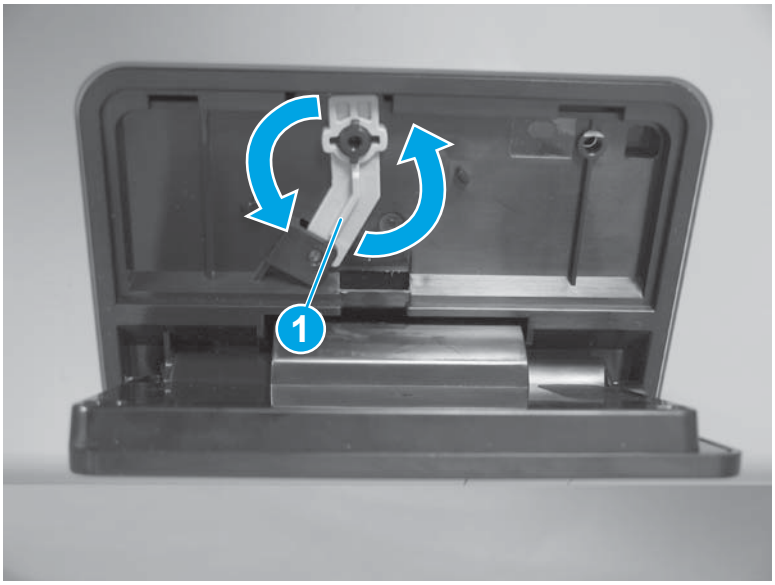
2. Remove the access cover behind the control panel.

Figure 1-28 Remove the control panel — X555 models (2 of 4)



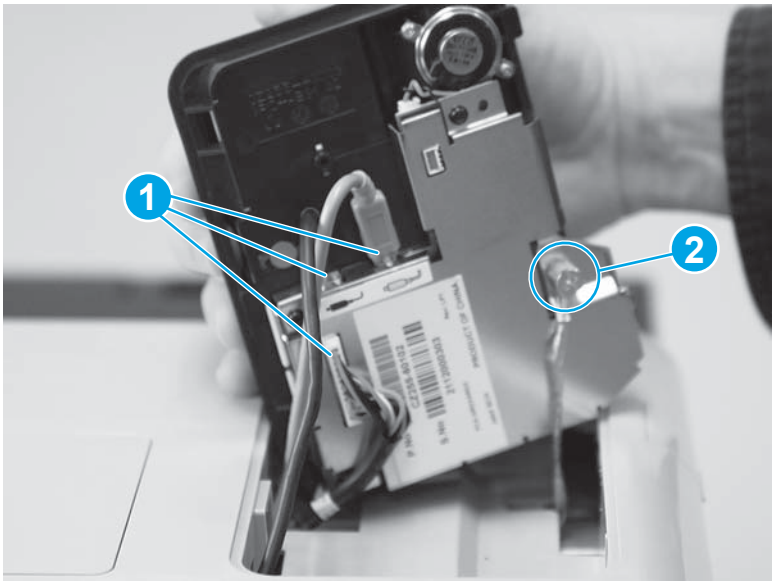
3. Turn the lock lever counterclockwise to release it.

Figure 1-29 Remove the control panel — X555 models (3 of 4)



4. Lift the left end of the control panel up, and then disconnect three connectors (callout 1) and the ground wire (callout 2).

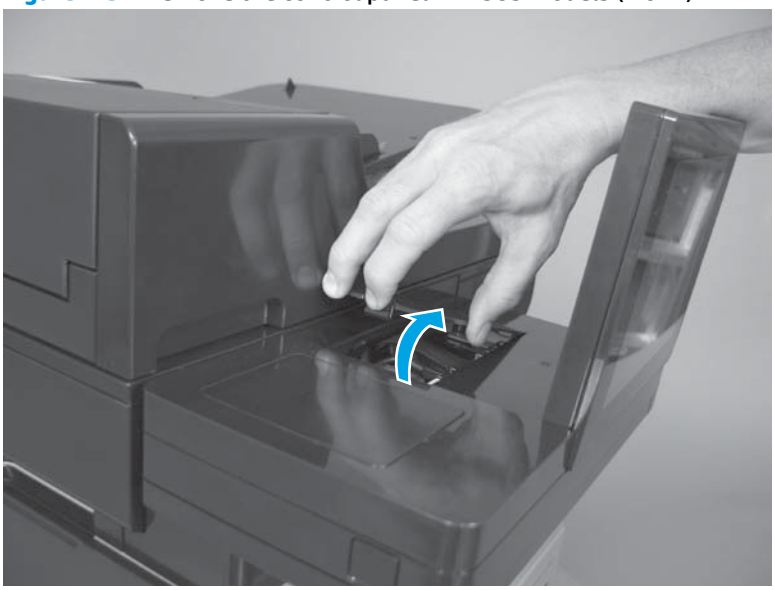
Figure 1-30 Remove the control panel — X555 models (4 of 4)



Control panel (X585 models)

1. Tilt the control panel up, and then open and remove the access cover.

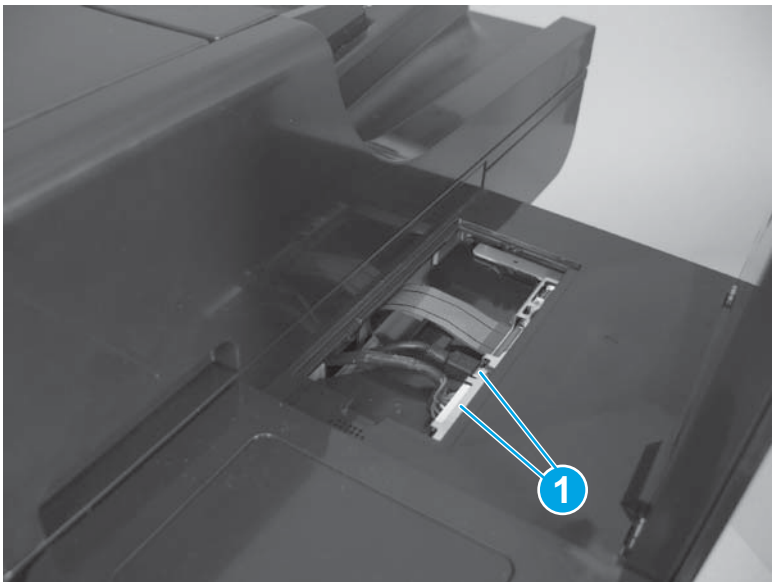
Figure 1-31 Remove the control panel — X585 models (1 of 4)



2. Disconnect two cables (callout 1).

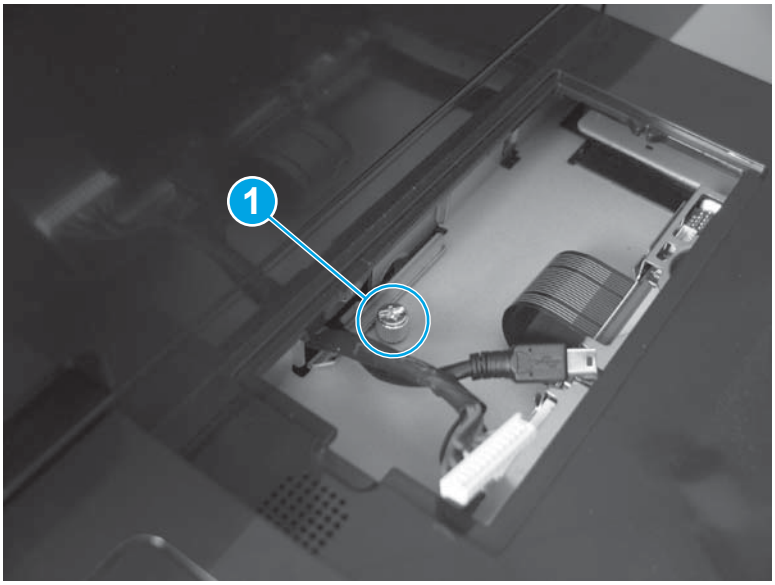
NOTE: Flow models have a third cable, a flat, flexible cable (FFC) for the keyboard. You do *not* need to detach this FFC.

Figure 1-32 Remove the control panel — X585 models (2 of 4)



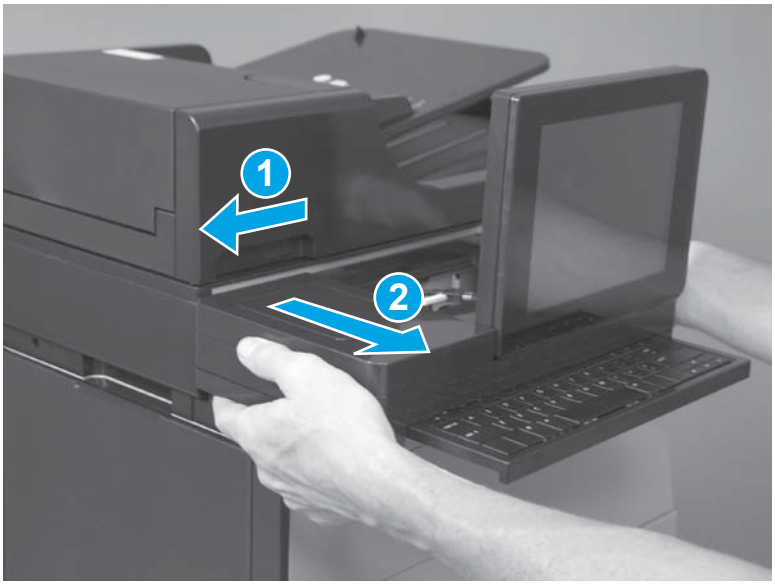
3. Remove the thumbscrew (callout 1).

Figure 1-33 Remove the control panel — X585 models (3 of 4)



4. Slide the control panel to the left, and then carefully pull it away from the product to avoid damaging the cables.

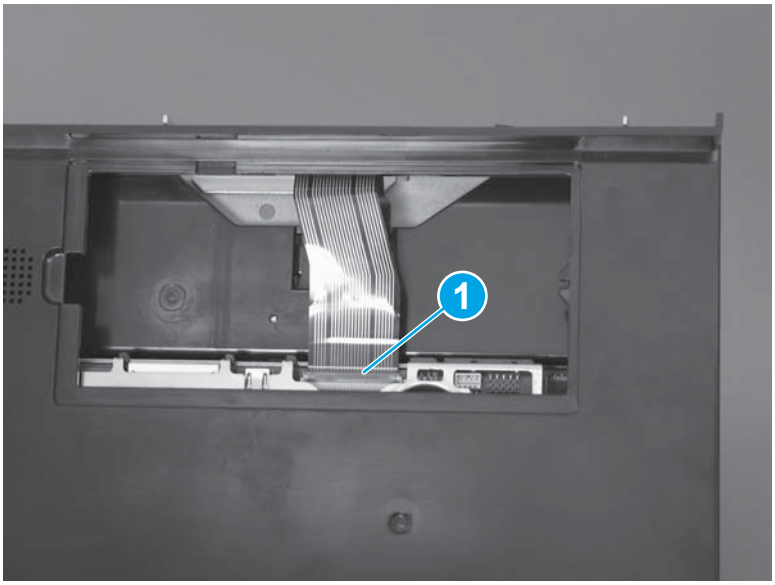
Figure 1-34 Remove the control panel — X585 models (4 of 4)



Remove the control panel keyboard (X585 Flow models only)

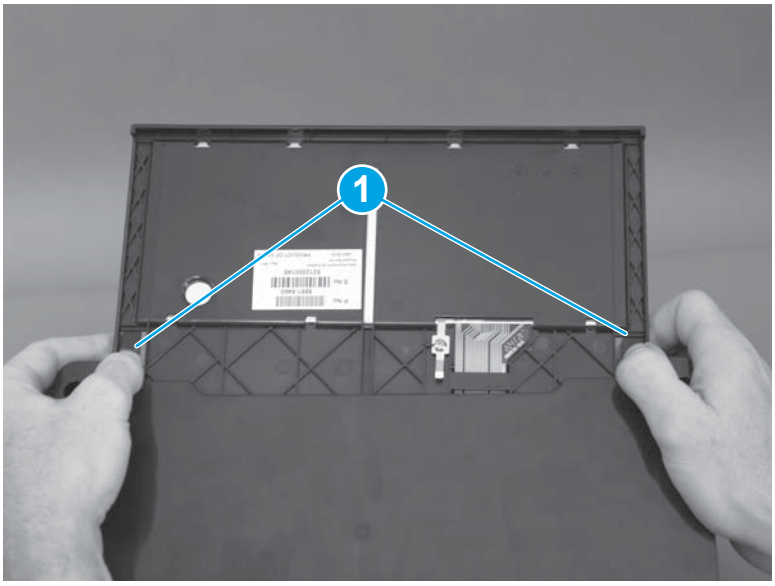
1. Remove the control panel. See Control panel (X585 models) on page 23.
2. Disconnect the keyboard FFC (callout 1).

Figure 1-35 Remove the control panel keyboard — X585 Flow models (1 of 2)



3. Extend the keyboard, turn the control panel assembly over, and release two tabs (callout 1) to remove the keyboard.

Figure 1-36 Remove the control panel keyboard — X585 Flow models (2 of 2)



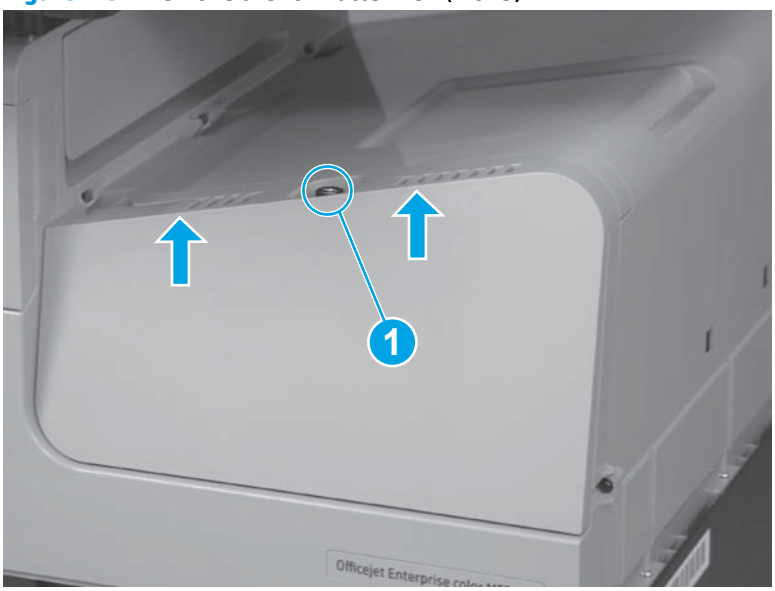
CSR-B parts

CSR-B parts require tools during installation.

Formatter PCA

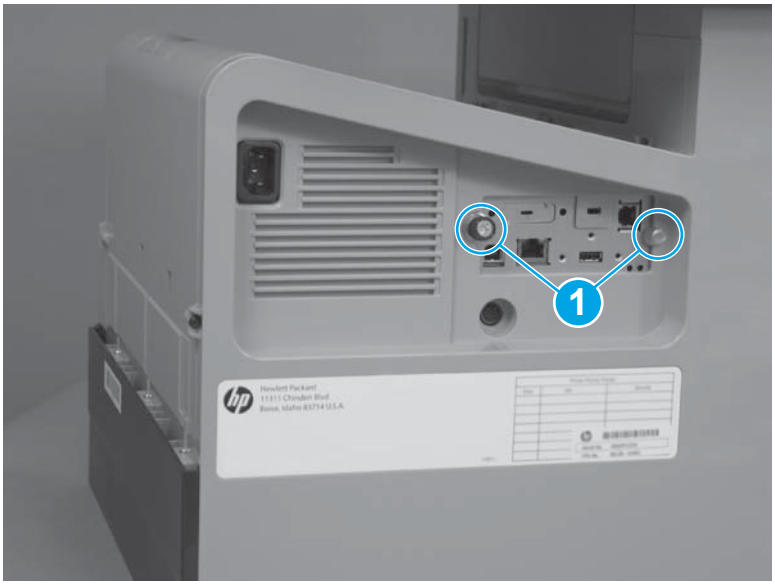
1. Remove the output bin. See Output bin on page 8.
2. At the front of the product, disconnect the thumbscrew (callout 1), and then remove the formatter cover from the product by lifting upward on it.

Figure 1-37 Remove the formatter PCA (1 of 3)



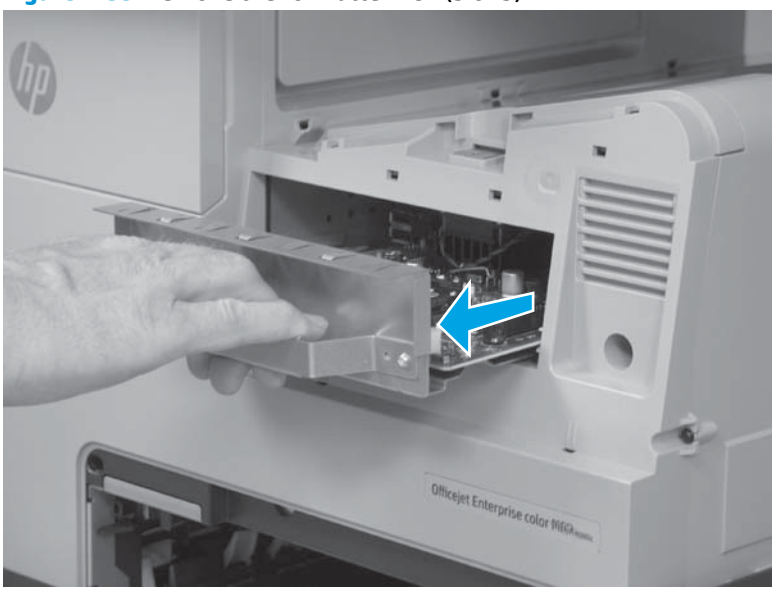
3. On the back of the product, disconnect two thumbscrews (callout 1).

Figure 1-38 Remove the formatter PCA (2 of 3)



4. At the front of the product, grab the formatter handle and pull the formatter out of the product.

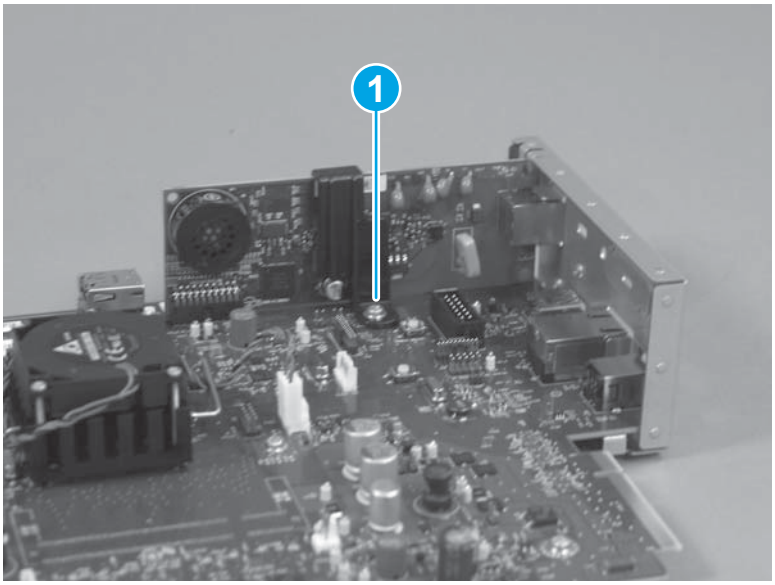
Figure 1-39 Remove the formatter PCA (3 of 3)



Fax PCA (X585 fax models only)

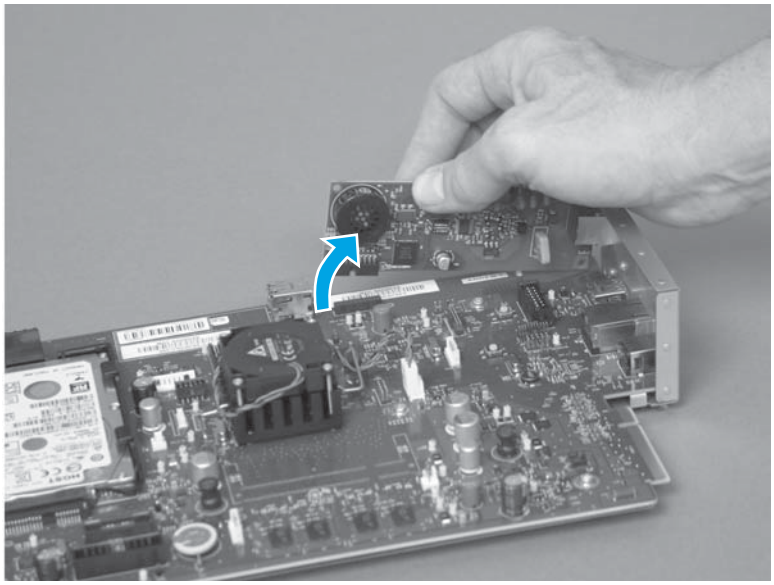
1. Remove the formatter. See Formatter PCA on page 27.
2. On the formatter, remove one screw (callout 1) from the black fax card bracket, and then remove the bracket.

Figure 1-40 Remove the fax PCA (1 of 2)



3. Pull the fax PCA away from the formatter to disconnect the connector to the formatter.

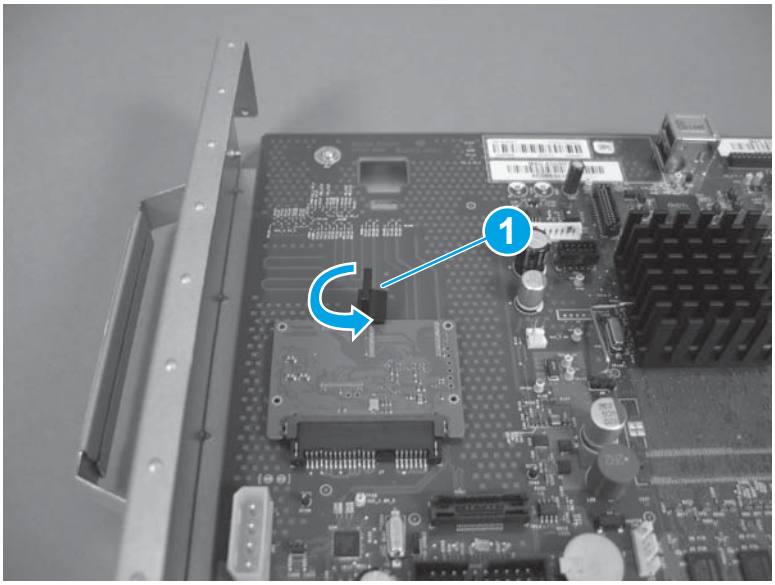
Figure 1-41 Remove the fax PCA (2 of 2)



Solid state drive (SSD) (X555dn models only)

1. Remove the formatter. See Formatter PCA on page 27.
2. Locate the drive on the formatter, and then turn the lock tab (callout 1) counterclockwise.

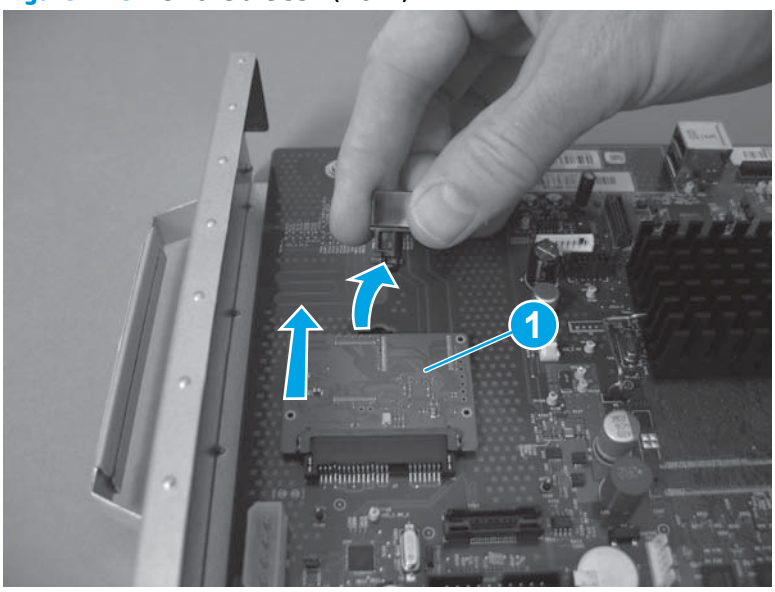
Figure 1-42 Remove the SSD (1 of 2)



3. Pull the lock tab out of the formatter, and then pull the SSD (callout 1) in the direction indicated to disconnect it from the formatter.

NOTE: After replacing the SSD, you must reinstall the firmware. See Reinstall the product firmware on page 31.

Figure 1-43 Remove the SSD (2 of 2)

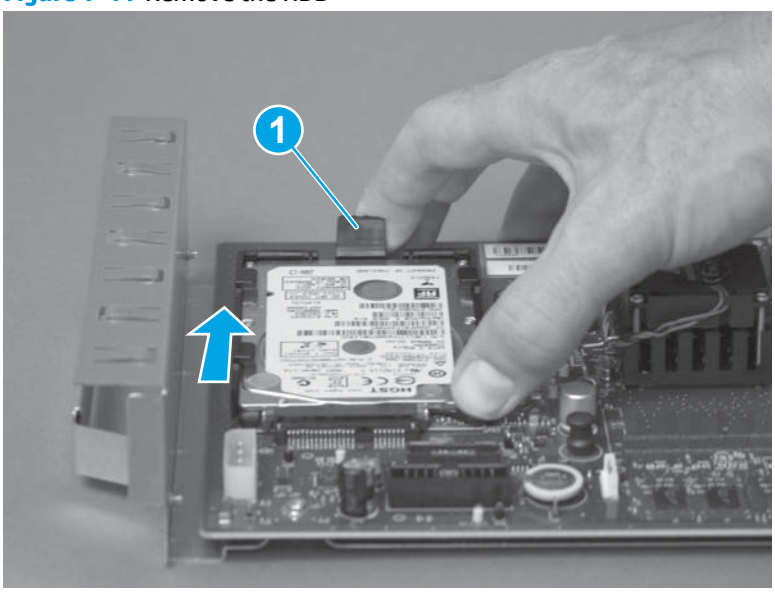


Hard disk drive (HDD) (X555xh and all X585 models)

1. Remove the formatter. See Formatter PCA on page 27.
2. Locate the drive on the formatter, pull the latch tab (callout 1) toward the hard drive, and then move the drive in the direction indicated to remove it from the formatter.

NOTE: After replacing the HDD, you must reinstall the firmware. See Reinstall the product firmware on page 31.

Figure 1-44 Remove the HDD



Reinstall the product firmware

NOTE: If you are installing a replacement HDD or SSM, use this procedure to install the product firmware on the replacement drive.

If you are removing the HDD or SSM so that it can be installed on a replacement formatter, you can skip this procedure.

1. Locate the product support Web site.
   - **In the US:**
     - Go to www.hp.com/support/ojcolorX555 or www.hp.com/support/ojcolorMFPX585.
   - **Outside the US:**
     a. Go to www.hp.com/support.
     b. Select your country/region.
     c. Select **Drivers & Downloads**.
     d. Enter the product name, and then click **Go**.
     e. Select your product model.
2. Select **Cross operating system (BIOS, Firmware, Diagnostics, etc.)**.
3. Locate the firmware download, and then select **Download**.
4. Copy the firmware upgrade file to the root directory of a USB flash drive. The firmware upgrade file has a `.bdl` extension.
5. Insert the USB flash drive into the USB port on the product control panel, and then turn the product power on.
6. The following message displays on the control panel: **Error: 99.09.63 Incorrect Disk**. Touch the OK button to continue.
7. Wait for the Pre-Boot menu to appear on the control-panel display, and then touch the down arrow ▼ button to scroll to **3 Administrator**. Touch the OK button to select it.
8. Touch the down arrow ▼ button to scroll to **6 Manage Disk**. Touch the OK button to select it
9. Touch the down arrow ▼ button to scroll to **+ 6 Boot Device**. Touch the OK button to select it.
10. Touch the down arrow ▼ button to scroll to **2 Erase / Unlock**. Touch the OK button to select it
11. The message **Proceed with Requested Action** displays. Touch the OK button to select it.
12. Touch the back ⮌ button to return to the Pre-Boot menu home screen.
13. Touch the down arrow ▼ button to scroll to **3 Administrator**. Touch the OK button to select it.
14. Touch the down arrow ▼ button to scroll to **1 Download**. Touch the OK button to select it.
15. Touch the down arrow ▼ button to scroll to **3 USB Thumbdrive**. Touch the OK button to select it.

16. Touch the down arrow ▼ button to scroll to the firmware upgrade file that you downloaded in step 4. Touch the OK button to select it.

NOTE: If no `.bdl` files are listed, try saving the file to a different USB flash drive.

17. Wait while the file transfers. When the transfer is complete, the message **Complete** displays on the screen.

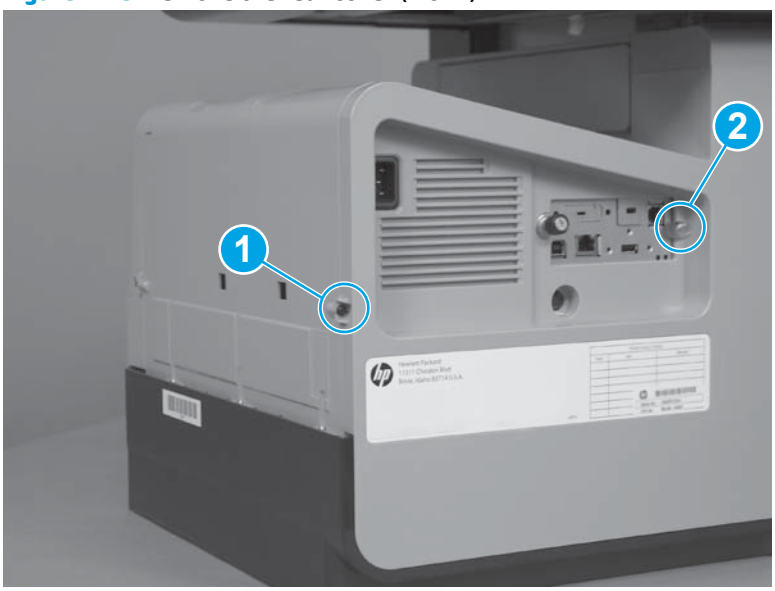
18. Turn the product off, remove the USB flash drive, and then turn the product on. Wait for several minutes while the product initializes.

Covers

Rear cover

1. Remove the following components.
   - Output bin. See Output bin on page 8.
2. Remove one screw (callout 1) and one thumbscrew (callout 2).

Figure 1-45 Remove the rear cover (1 of 2)



3. Pull the cover to the right and remove it.

Figure 1-46 Remove the rear cover (2 of 2)

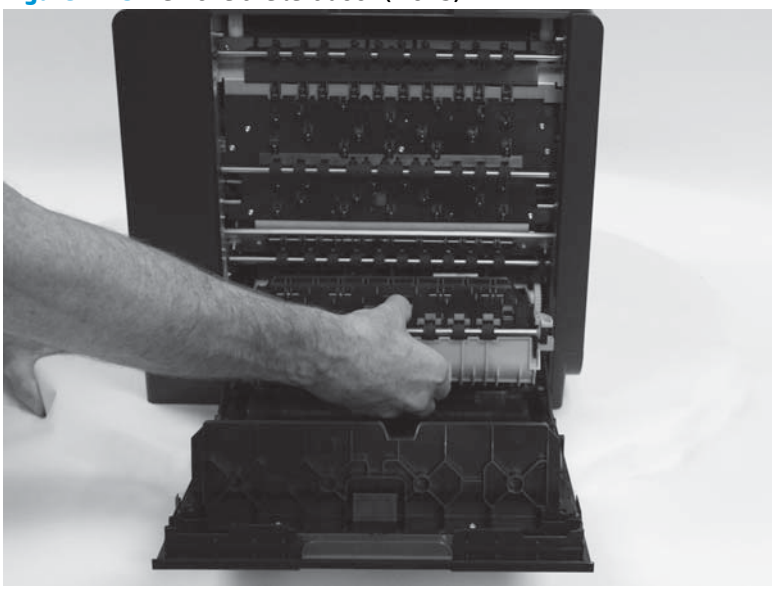
Left door

1. Lower the left door.

Figure 1-47 Remove left door (1 of 5)

2. Remove the ink collection unit.

Figure 1-48 Remove the left door (2 of 5)

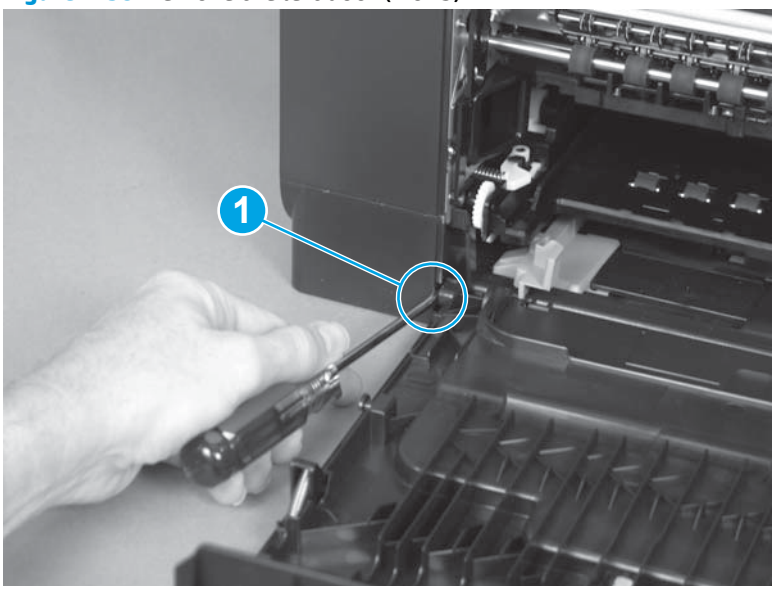


3. Unhook each restraining strap by twisting the bottom end of the strap away from the door.

Figure 1-49 Remove the left door (3 of 5)

4. At the rear door hinge, the door is held in place by a retractable post. Insert a flat-blade screw driver between the door hinge and the chassis to push the post (callout 1) toward the product rear, and then pull that corner of the left door away from the product.

Figure 1-50 Remove the left door (4 of 5)



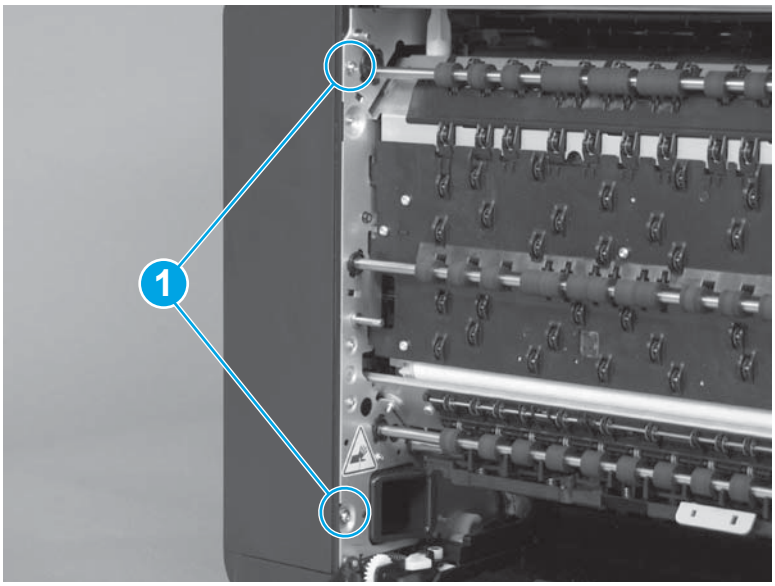
5. With the left end of the door free, remove the door.

Figure 1-51 Remove the left door (5 of 5)

Left rear cover

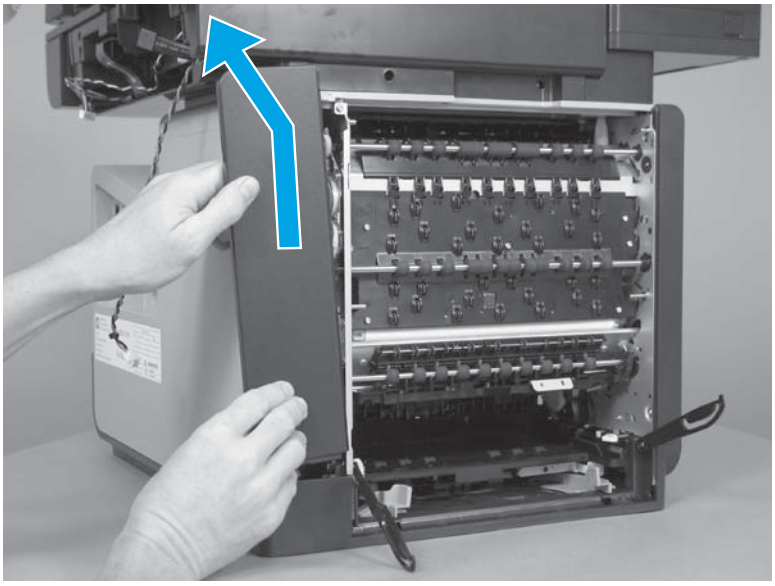
1. Remove the following components.
   - Ink collection unit. See Ink collection unit on page 7.
   - Left door. See Left door on page 33.
   - X555 models only: top cap. See Top cover cap (X555 models only) on page 40.
2. Remove two screws (callout 1).

Figure 1-52 Remove the left rear cover (1 of 2)



3. Remove the cover by sliding the cover up 10 mm (0.4 in), and then rotating the cover away from the product.

Figure 1-53 Remove the left rear cover (2 of 2)

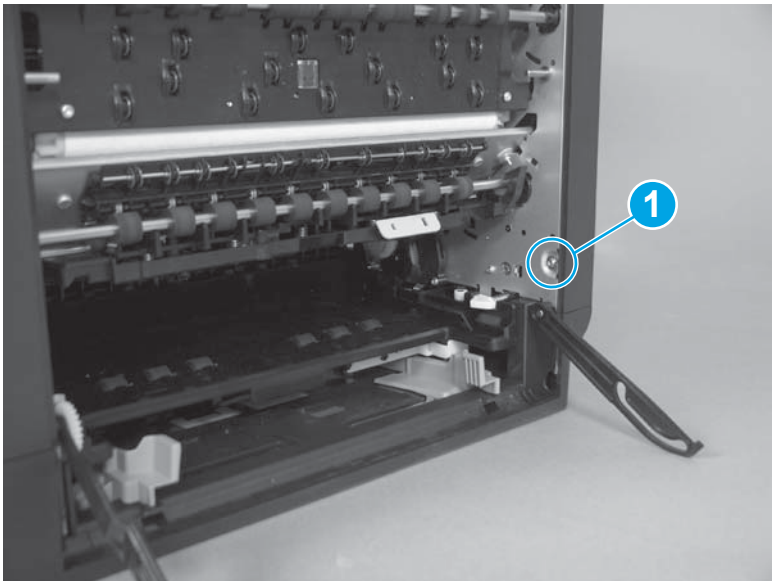


NOTE: This cover can be very difficult to remove. You can use a flat-blade screwdriver to pry the bottom edge of the cover away from the chassis.

Left front cover

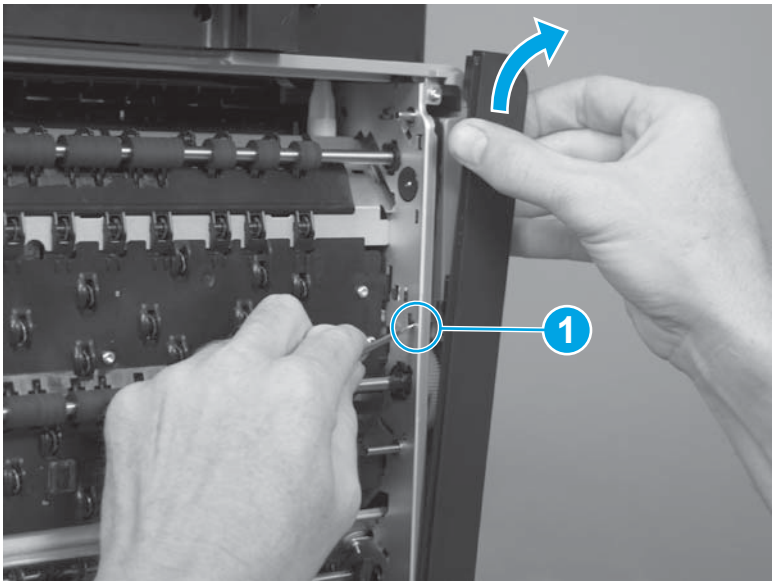
1. Remove the following components:
   - Left door. See Left door on page 33.
   - X555 models only: top cap. See Top cover cap (X555 models only) on page 40.
2. Remove one screw (callout 1).

Figure 1-54 Remove the left front cover (1 of 2)



3. Use a screwdriver to depress the tab (callout 1), and then remove the cover by sliding the it up 10 mm (0.4 in), and then rotating the cover away from the product.

Figure 1-55 Remove the left front cover (2 of 2)

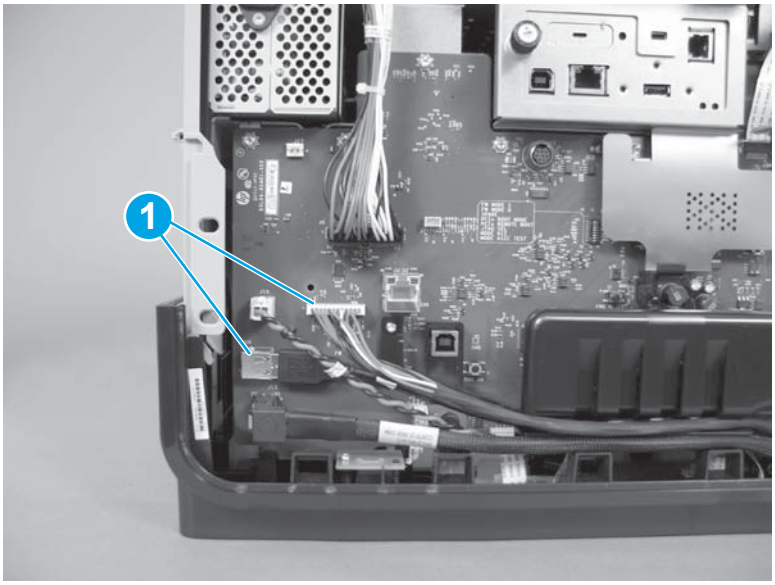


Top cover

1. Remove the following components.
   - Rear cover. See Rear cover on page 33.
   - Left door. See Left door on page 33.
   - Left rear cover. See Left rear cover on page 36.
   - Left front cover. See Left front cover on page 37.
   - Output bin flap. See Output bin flap on page 8.
   - Control panel and control panel support. See Control panel (X585 models) on page 23.
   - Scanner assembly. See Scanner assembly (X585 models only) on page 52.

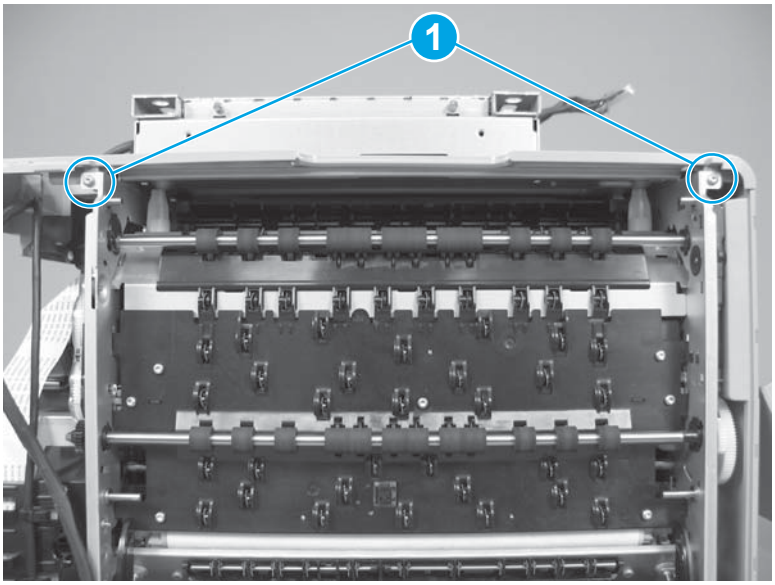
2. Disconnect the control panel cable connectors (callout 1) from the main PCA.

Figure 1-56 Remove the top cover (1 of 4)



3. On the left side of the product, remove two screws (callout 1).

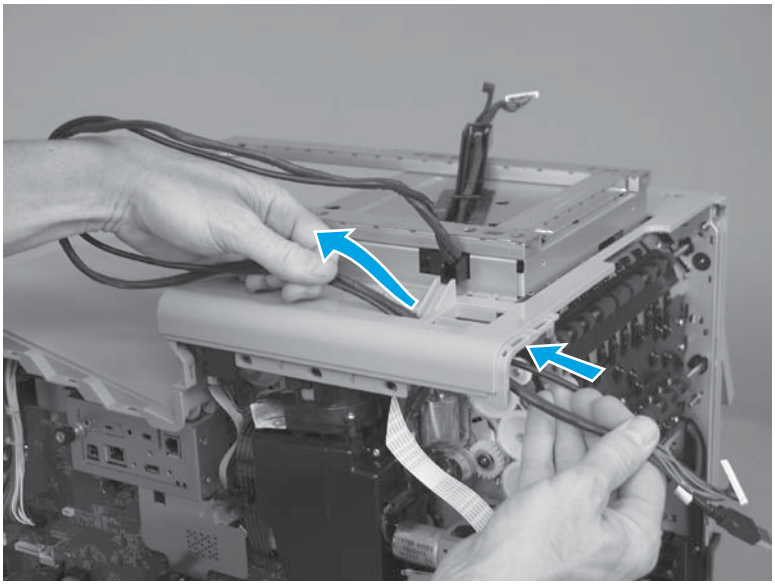
Figure 1-57 Remove the top cover (2 of 4)



4. Unthread the cables through the channel in the top cover.

NOTE: Unthread the cable with the 12-pin connector first, and then unthread the USB cable. Reverse the procedure when reinstalling the cover. To pass the 12-pin connector through the top cover cable channel, turn the connector sideways, parallel to the cable, and then pull it through the channel.

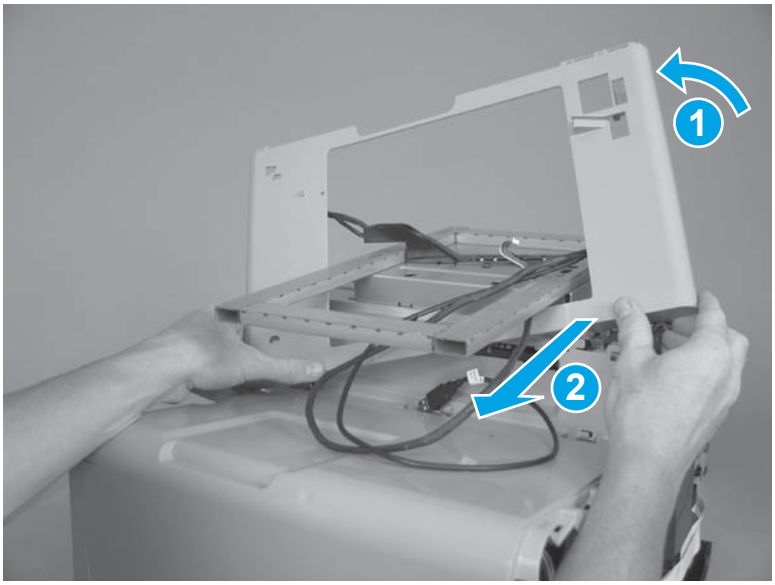
Figure 1-58 Remove the top cover (3 of 4)



5. **X555 models**: Lift the top cover to remove it.

   X585 models: On the top cover, lift the left side part of the cover up and then slide the cover over the scanner assembly support.

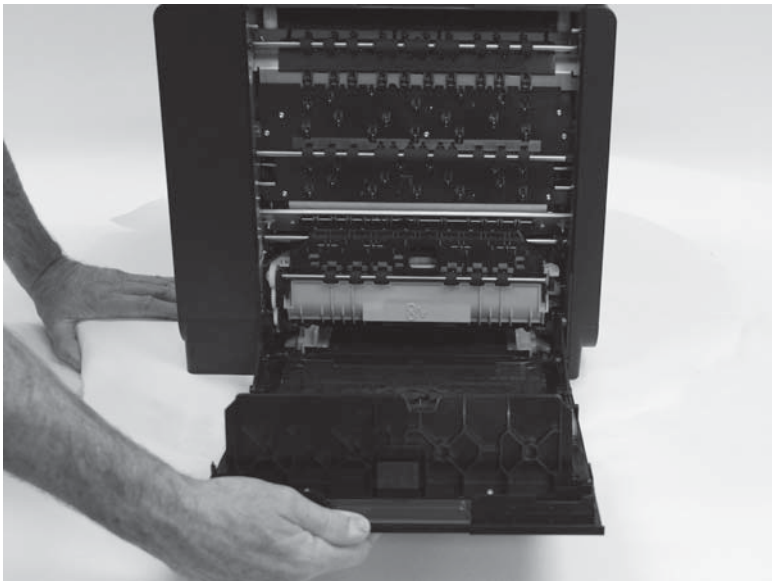
Figure 1-59 Remove the top cover (4 of 4)



Top cover cap (X555 models only)

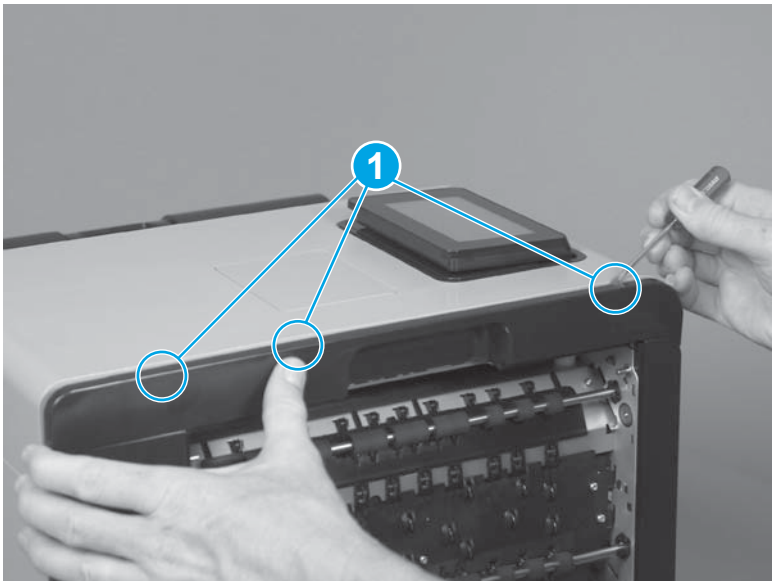
1. Open the left door.

Figure 1-60 Remove the top cover cap (1 of 2)



2. Use a small, flat-blade screwdriver to loosen the top cover cap at three tab points (callout 1), and then pull the cap from the product chassis.

Figure 1-61 Remove the top cover cap (2 of 2)

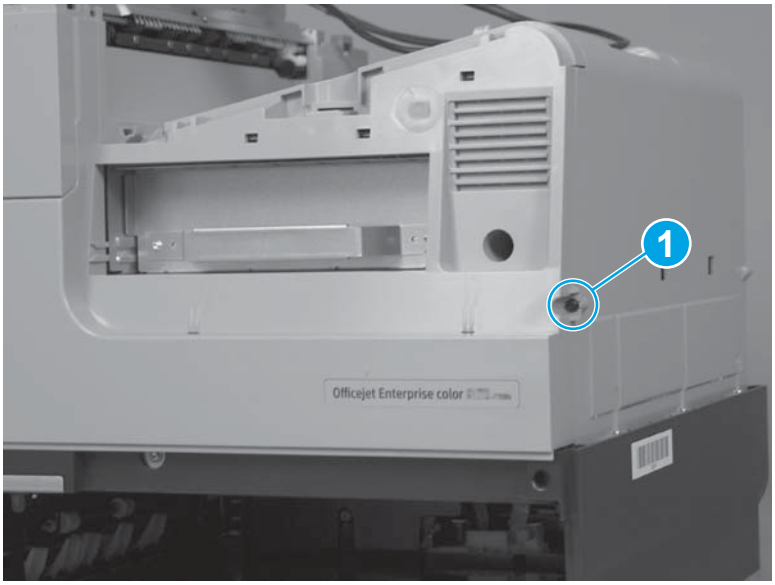


Front cover

1. Remove the following components:
   - Scanner assembly. See Scanner assembly (X585 models only) on page 52.
   - Top cover. See Top cover on page 38.

2. Remove one screw (callout 1).

Figure 1-62 Remove the front cover (1 of 2)



3. Remove the front cover.

NOTE: When removing the front cover, be aware that the power button (callout 1) has a cover that can come loose when the front cover is removed.

Figure 1-63 Remove the front cover (2 of 2)

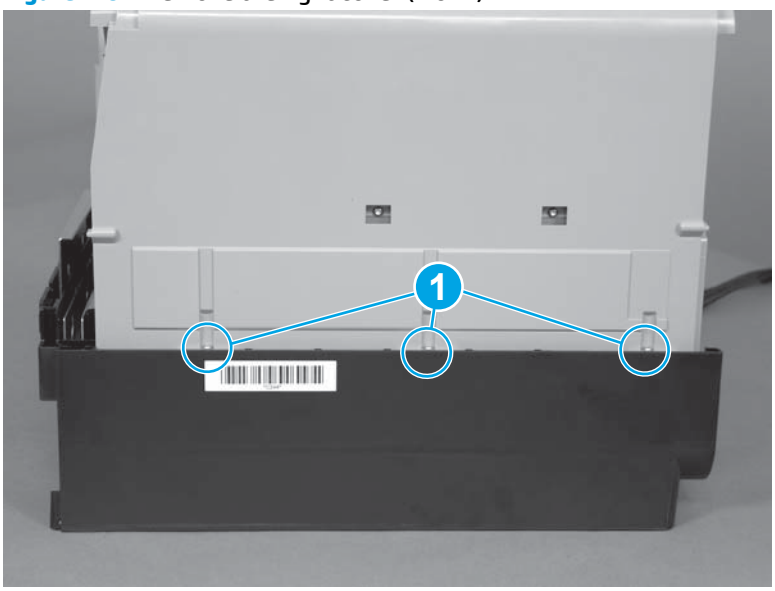
Right cover

1. Remove the following components:
   - Scanner assembly. See Scanner assembly (X585 models only) on page 52.
   - Top cover. See Top cover on page 38.

- Front cover. See Front cover on page 41.
- Rear cover. See Rear cover on page 33.

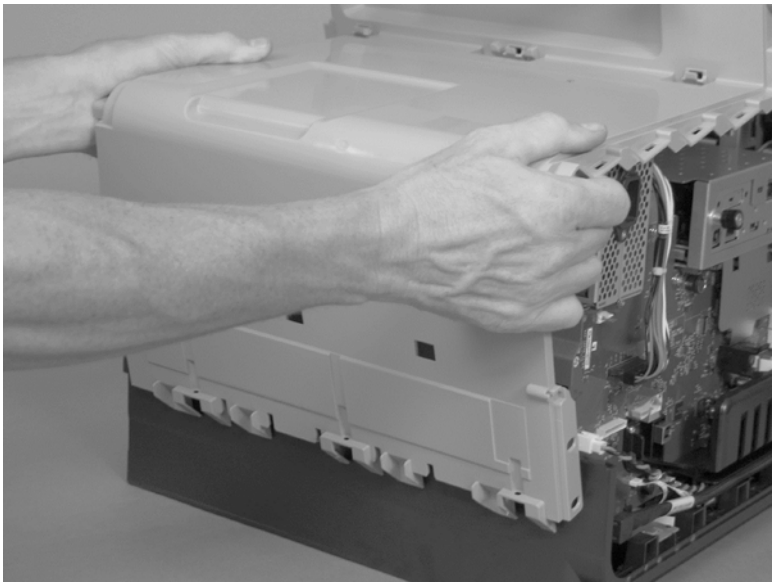
2. Remove three screws (callout 1).

Figure 1-64 Remove the right cover (1 of 2)



3. Remove the right cover from the product.

Figure 1-65 Remove the right cover (2 of 2)

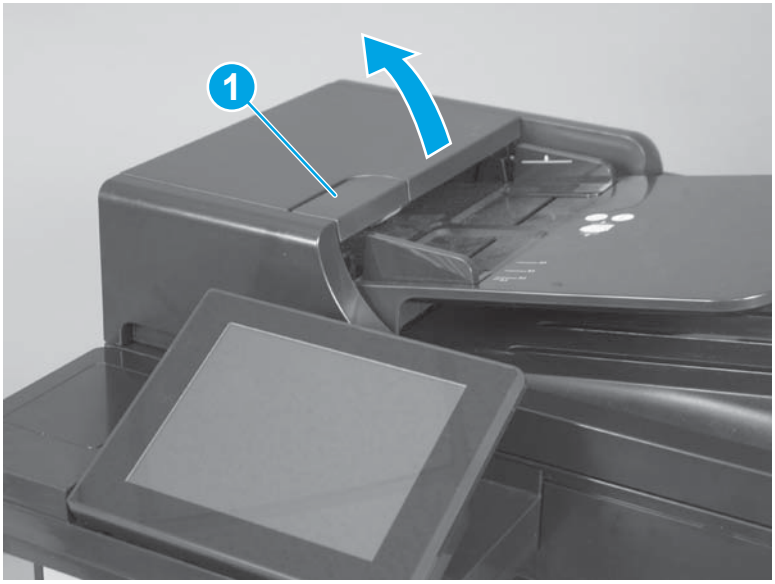


Main assemblies

Document feeder mylar strip (X585 models)

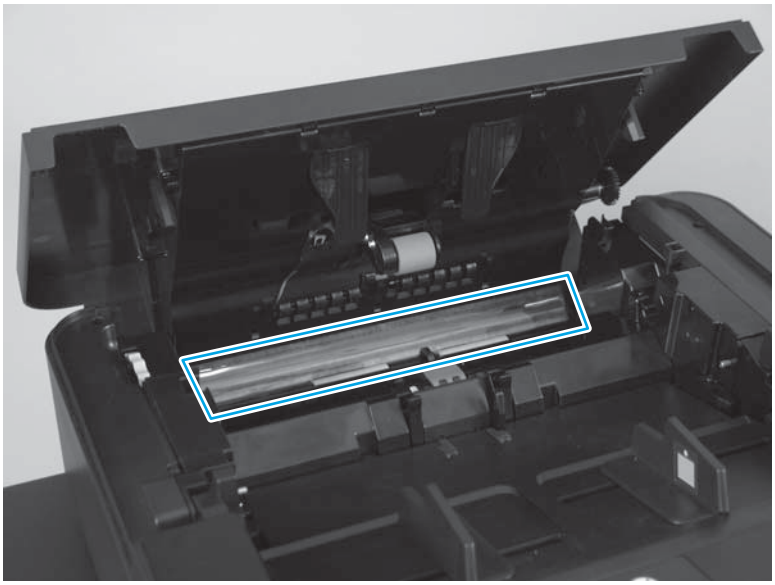
1. Pull the latch (callout 1) to open the document feeder door.

Figure 1-66 Remove the document feeder mylar strip (1 of 4)



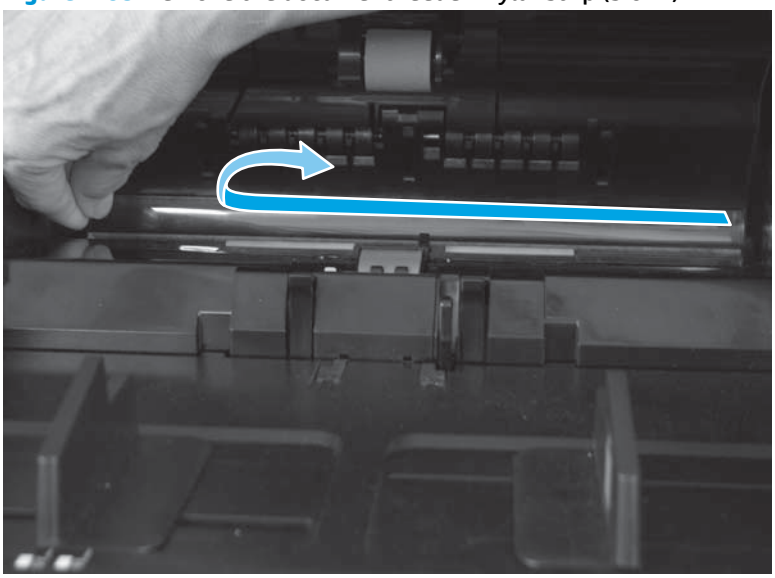
2. Locate the mylar strip.

Figure 1-67 Remove the document feeder mylar strip (2 of 4)



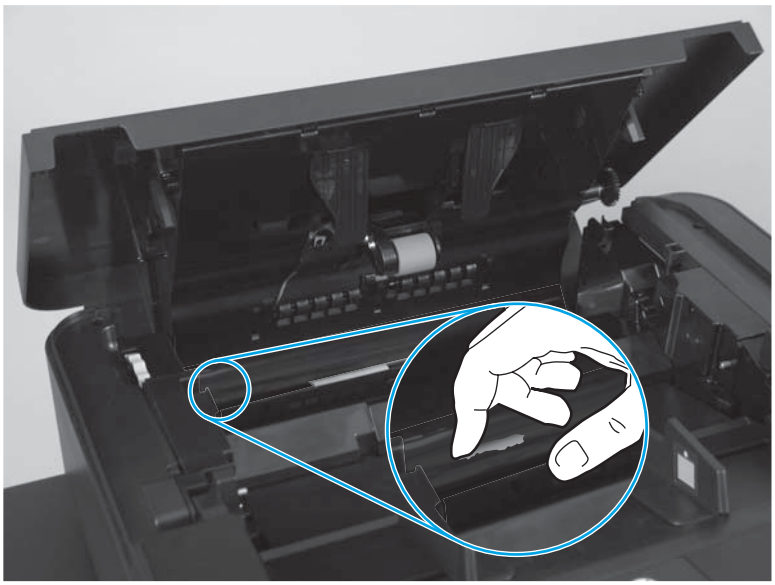
3. Carefully remove the mylar strip.

Figure 1-68 Remove the document feeder mylar strip (3 of 4)



4. Use your finger to remove any adhesive that remains after removing the mylar strip.

Figure 1-69 Remove the document feeder mylar strip (4 of 4)



Install a replacement document feeder mylar strip

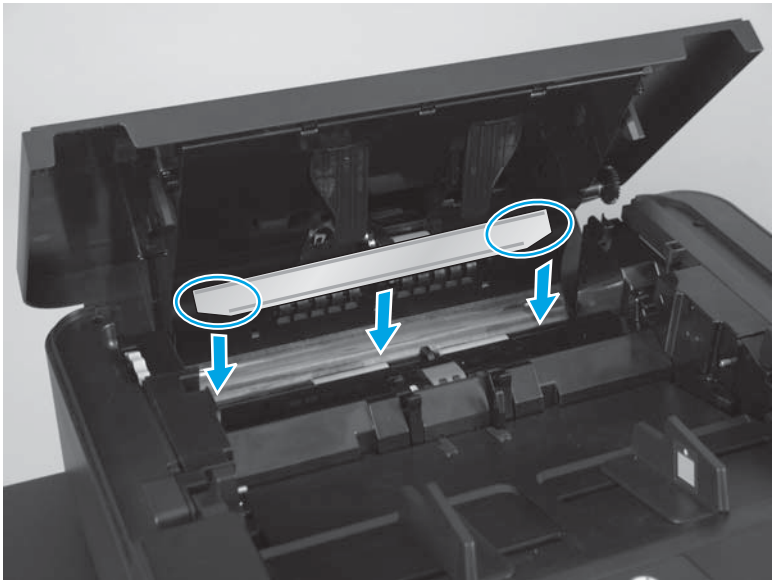
Use the following guidelines when you install the replacement mylar strip:

1. Skin oils on the mylar strip can cause paper pickup problems. Wash your hands before handling the replacement mylar strip.
2. When handling the replacement mylar strip, do not touch the adhesive portion of the strip.

3. Position the replacement mylar strip as shown, with the rounded corners on the strip facing the document tray.

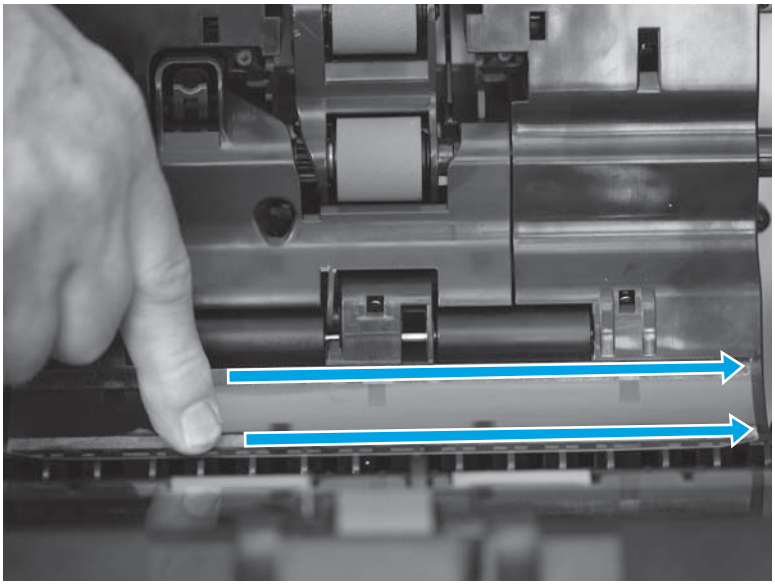
NOTE: Make sure that the adhesive side of the guide is face down.

Figure 1-70 Install a replacement document feeder mylar strip (1 of 2)



4. Press down firmly on the strip to adhere it to the product.

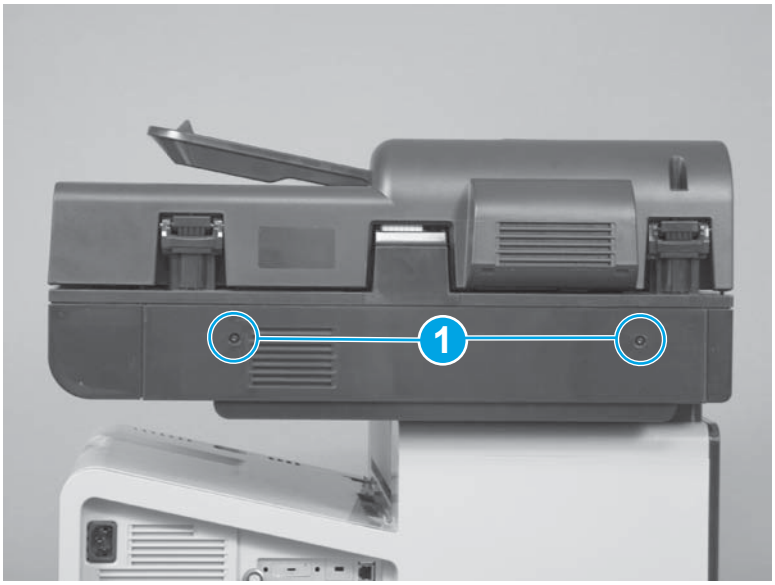
Figure 1-71 Install a replacement document feeder mylar strip (2 of 2)



Document feeder assembly (X585 models only)

1. At the back of the scanner assembly, use a Torx T10 screwdriver to remove two screws (callout 1) from the scanner assembly back cover, and then pull the bottom of the cover away from the product to remove the cover.

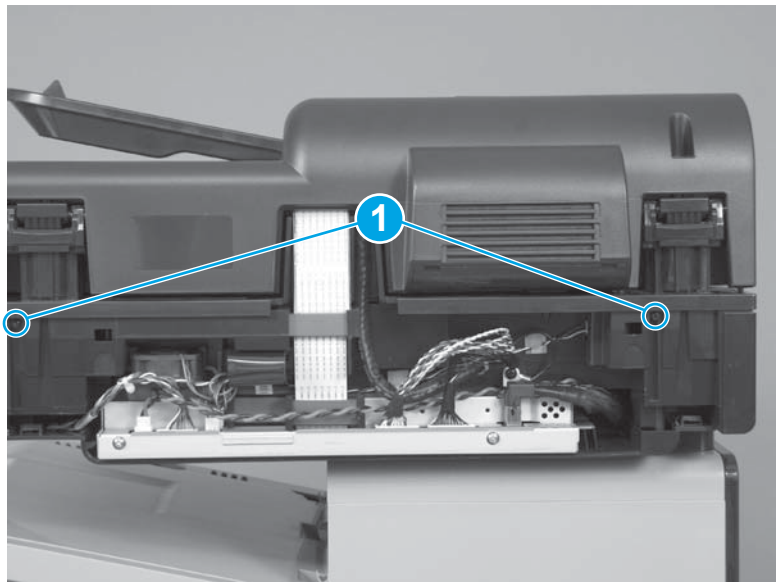
Figure 1-72 Remove the document feeder (1 of 6)



Reinstallation tip Line up the tabs on the bottom of the cover first, and then snap the rest of the cover in place.

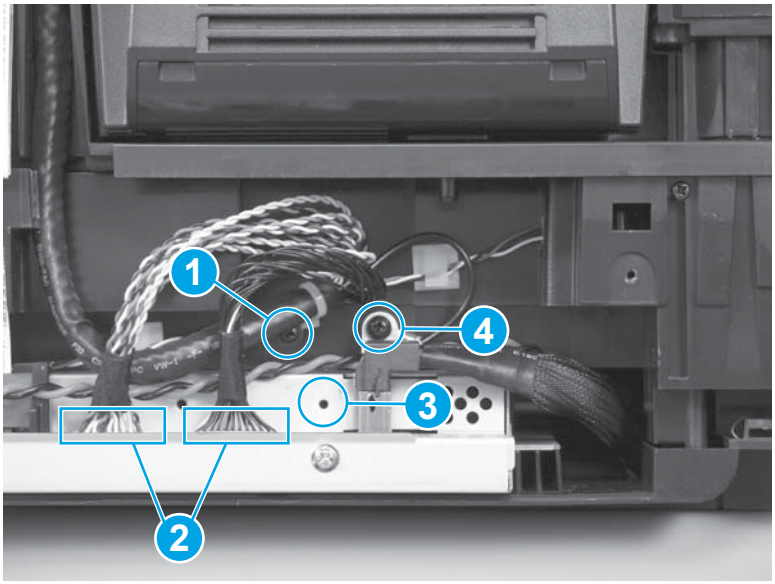
2. At the base of the document feeder hinges, use a Phillips screwdriver to remove two screws (callout 1).

Figure 1-73 Remove the document feeder (2 of 6)



3. Remove a cable clip screw (callout 1), two connectors (callout 2) on the scanner control board (SCB), remove the ground wire screw (callout 3), and then remove one more screw (callout 4).

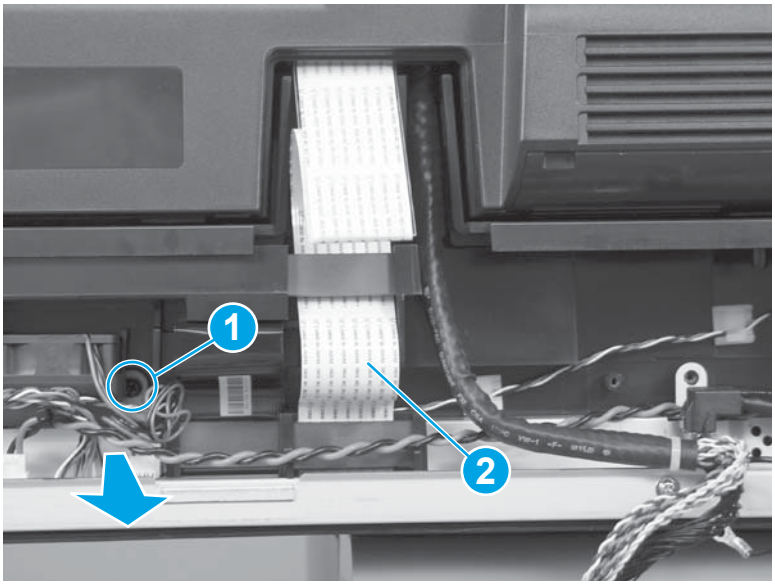
Figure 1-74 Remove the document feeder (3 of 6)



4. Remove one screw (callout 1), and then pull the SCB partially out of the product.

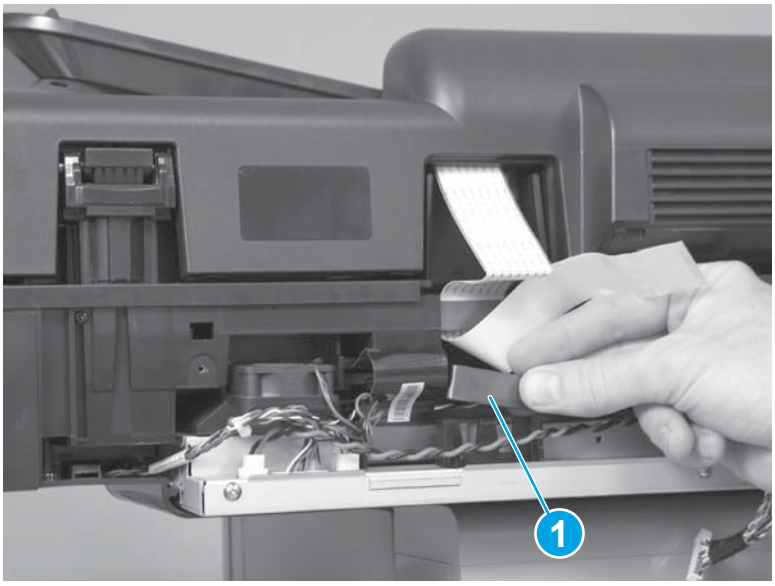
X585 Flow models only: Disconnect the flat flexible cable (callout 2).

Figure 1-75 Remove the document feeder (4 of 6)



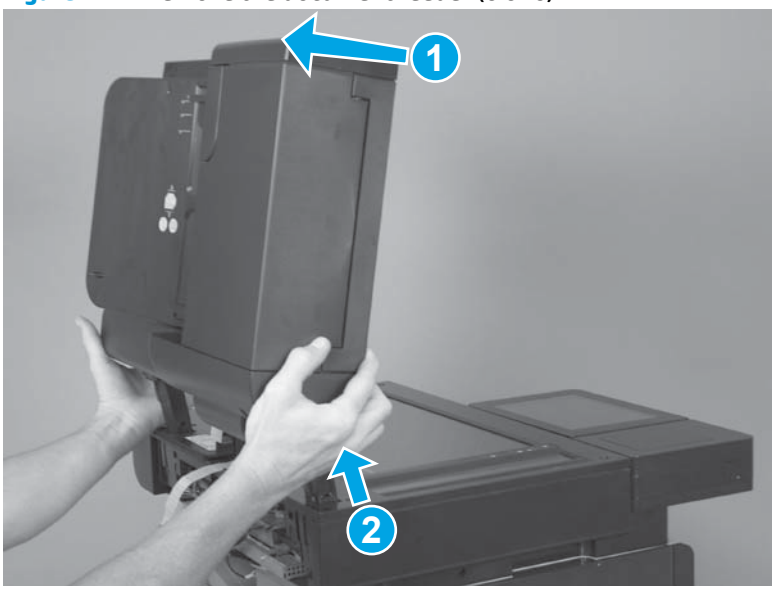
5. **X585 Flow models only**: Unclip and remove the lower FFC ferrite (callout 1) from the assembly. This will make it easier to install the document feeder.

Figure 1-76 Remove the document feeder (5 of 6)



6. Open the document feeder lid and tilt the assembly toward the back of the product as far as possible, and then lift the document feeder up to remove it.

Figure 1-77 Remove the document feeder (6 of 6)

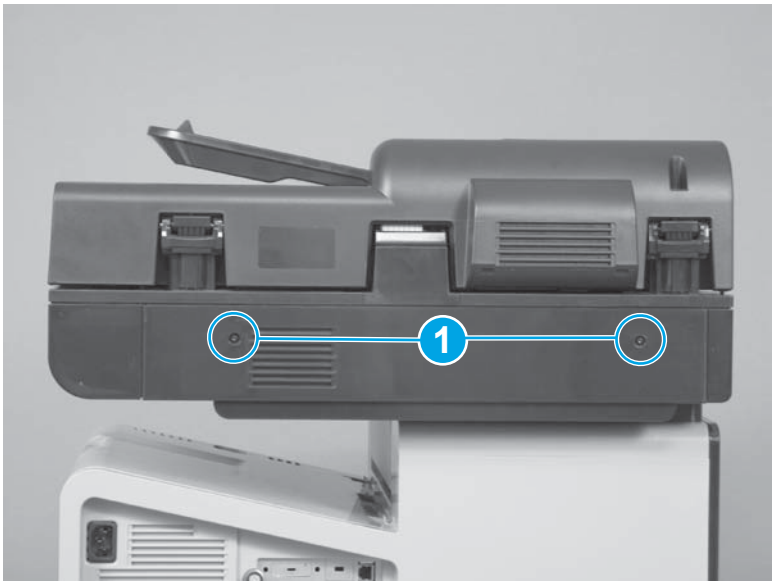


NOTE: If the document feeder is not tipped back as far as possible, it is difficult to remove.

Scanner control board (SCB) (X585 models only)

1. At the back of the scanner assembly, use a Torx T10 screwdriver to remove two screws (callout 1) from the scanner assembly back cover, and then pull the bottom of the cover away from the product to remove the cover.

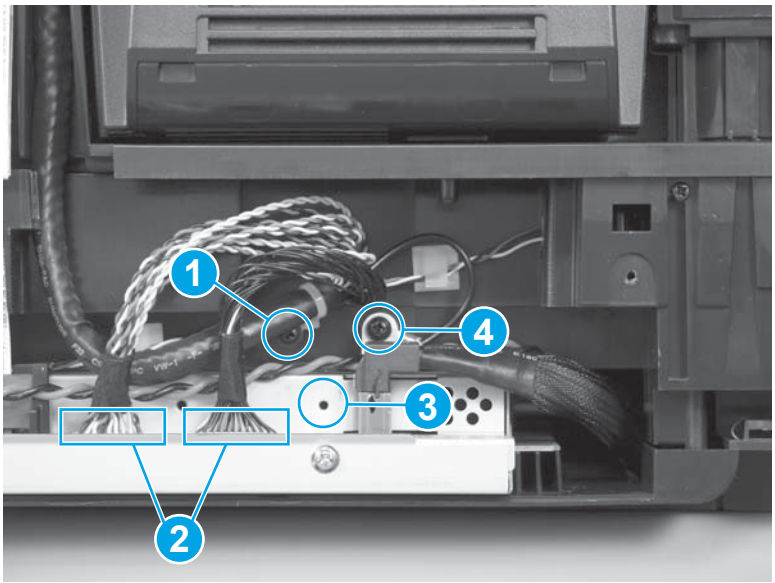
Figure 1-78 Remove the SCB (1 of 6)



Reinstallation tip Line up the tabs on the bottom of the cover first, and then snap the rest of the cover in place.

2. Remove a cable clip screw (callout 1), two connectors (callout 2) on the scanner control board (SCB), remove the ground wire screw (callout 3), and then remove one more screw (callout 4).

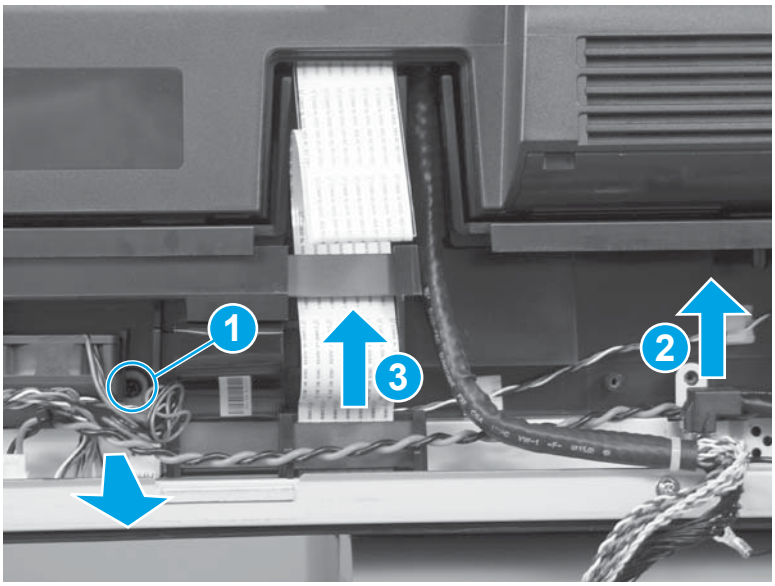
Figure 1-79 Remove the SCB (2 of 6)



3. Remove one screw (callout 1), disconnect one connector (callout 2), and then pull the SCB partially out of the product.

   X585 Flow models only: Disconnect the flat flexible cable (callout 3).

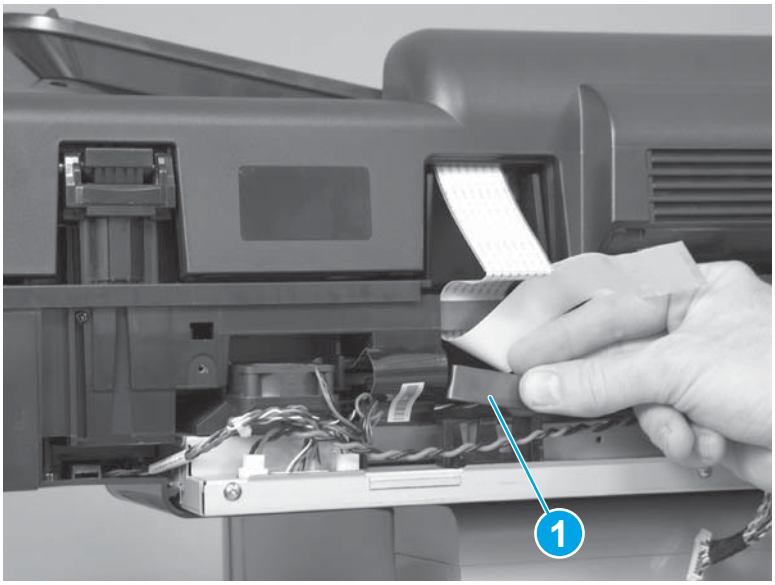
   Figure 1-80 Remove the SCB (3 of 6)



4. **X585 Flow models only**: Unclip and remove the lower FFC ferrite (callout 1) from the assembly. This will make it easier to install the FFC.

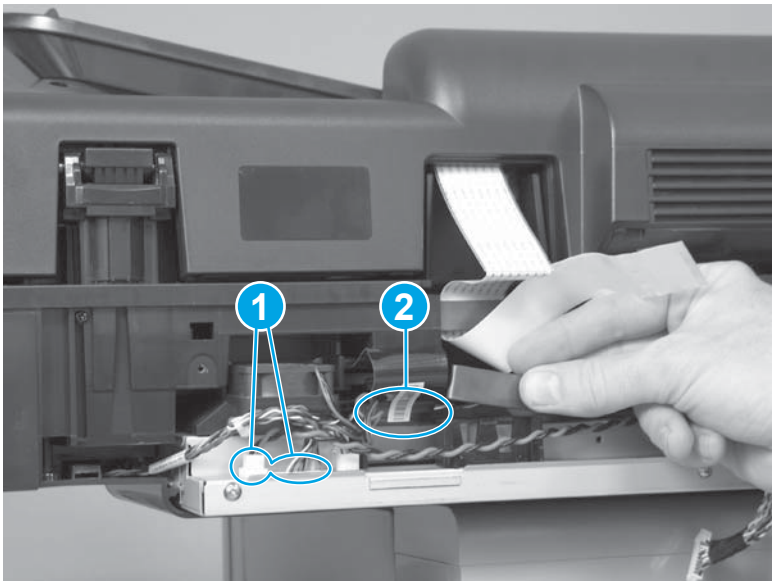
   NOTE: Unclip the ferrite by pulling it forward and rotating the back clips out first, then lift it up and out.

   Figure 1-81 Remove the SCB (4 of 6)



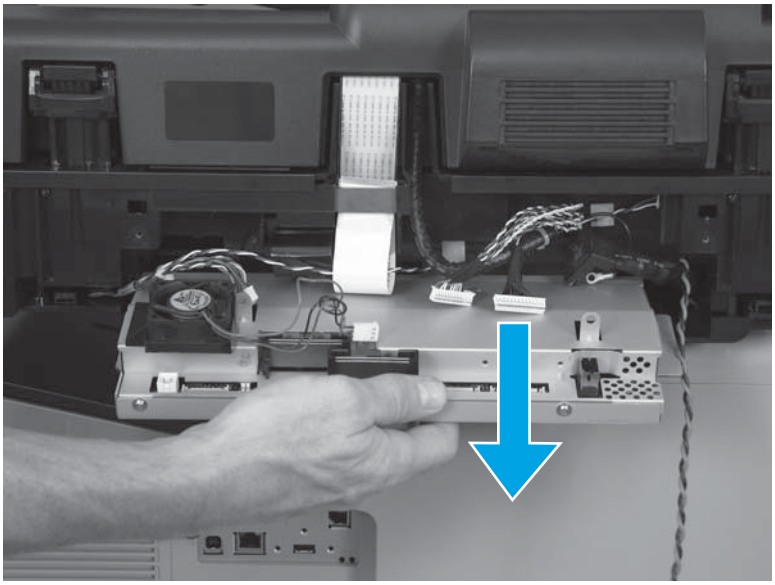
5. Disconnect two connectors (callout 1) and one FFC (callout 2).

Figure 1-82 Remove the SCB (5 of 6)



6. Pull the SCB away from the product to remove it.

Figure 1-83 Remove the SCB (6 of 6)



Scanner assembly (X585 models only)

1. Remove the following components:
   - Output bin. See Output bin on page 8.
   - Document feeder. See Document feeder assembly (X585 models only) on page 46.
   - SCB. See Scanner control board (SCB) (X585 models only) on page 49.

- Rear cover. See Rear cover on page 33.
- Control panel. See Control panel (X585 models) on page 23.

2. Use a flat-blade screwdriver to remove the scanner base cover.

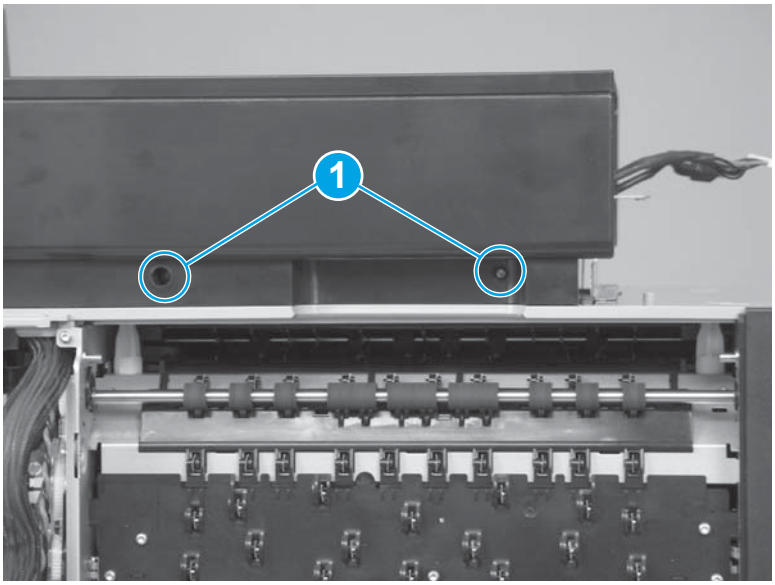
NOTE: This panel can be difficult to remove and might require some force to release it from the scanner assembly. Reinstalling also requires some force to snap the cover in place.

Figure 1-84 Remove the scanner (1 of 7)

3. On the left side of the product, remove two screws (callout 1).

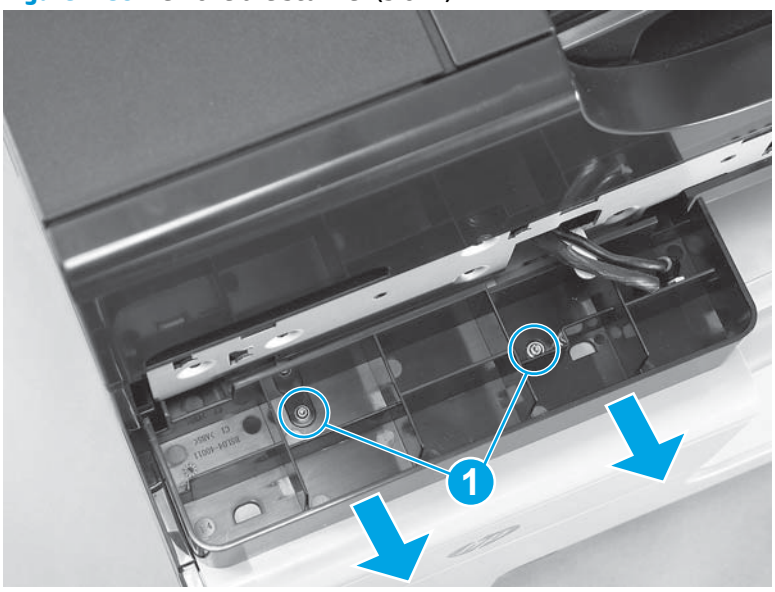
NOTE: The rear screw has a rubber plug over it. Use a flat-blade screwdriver to remove the plug to access the screw.

Figure 1-85 Remove the scanner (2 of 7)



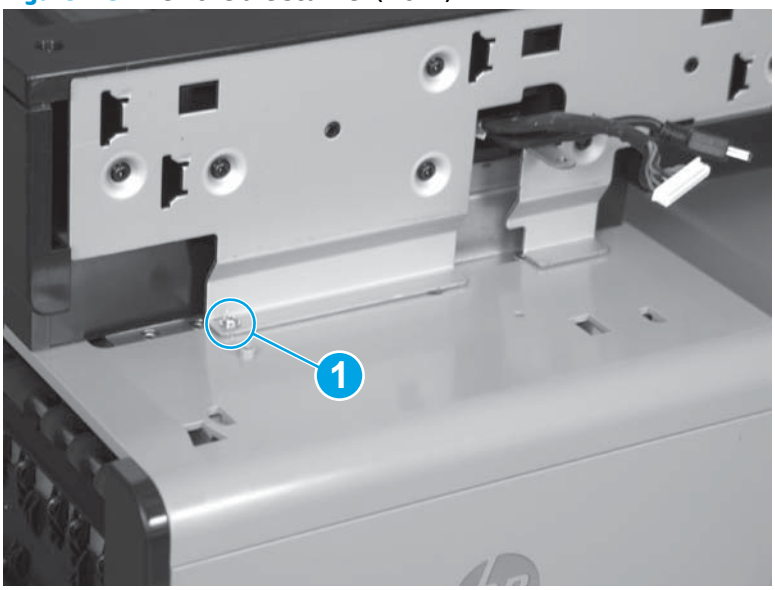
4. At the front of the product, inside the control panel support, remove two screws (callout 1), and then pull the support away from the front of the unit.

Figure 1-86 Remove the scanner (3 of 7)



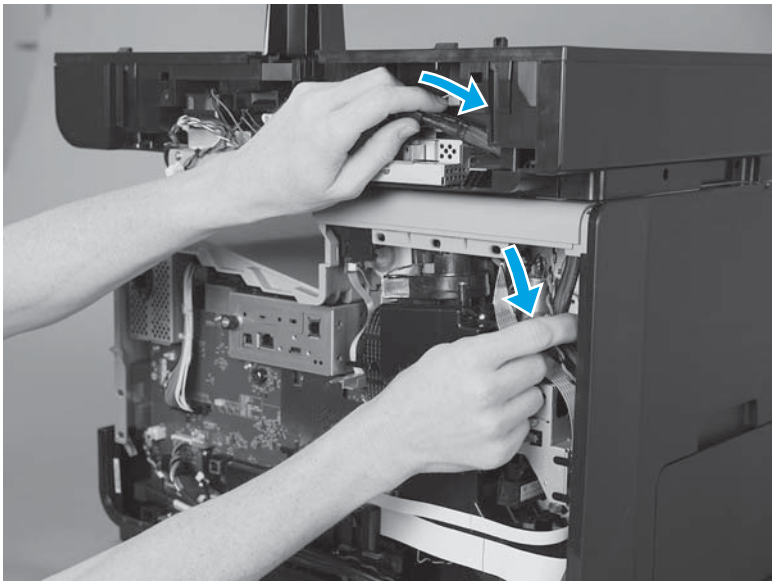
5. In the space where the control panel support was installed, remove one screw (callout 1).

Figure 1-87 Remove the scanner (4 of 7)



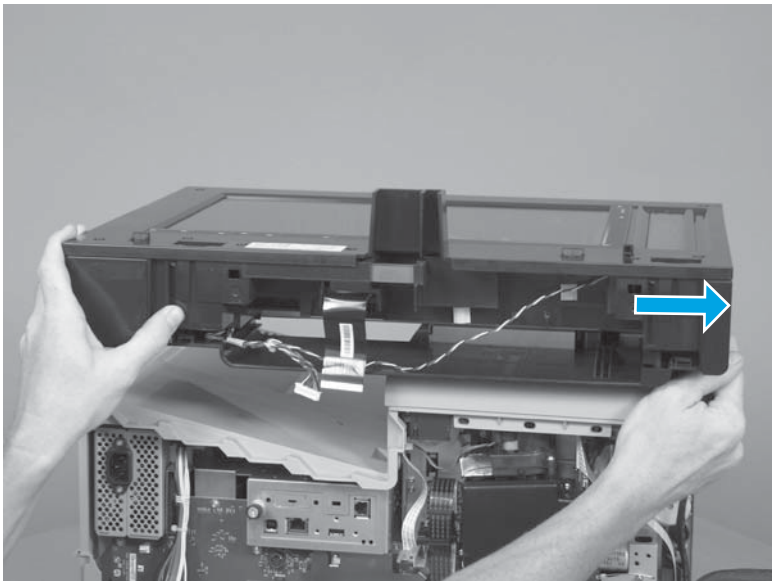
6. Unthread the two scanner cables.

Figure 1-88 Remove the scanner (5 of 7)



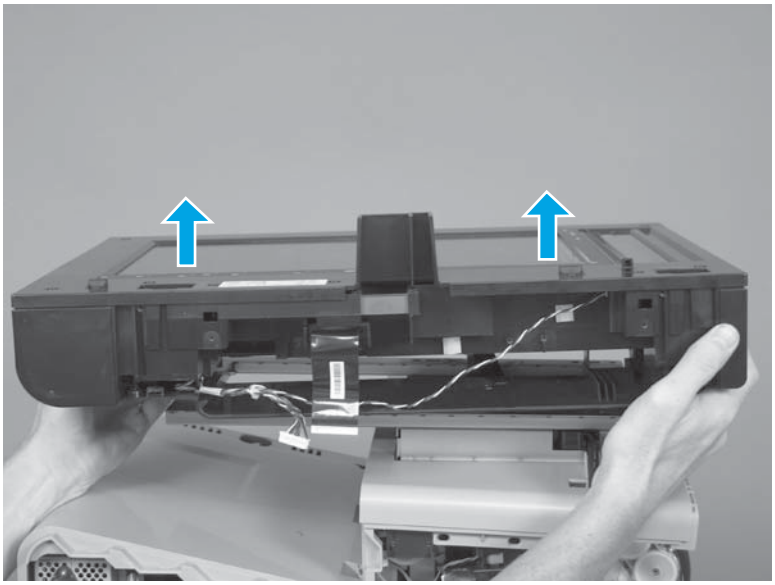
7. Move the scanner assembly toward the left side of the product.

Figure 1-89 Remove the scanner (6 of 7)



8. Lift the assembly to remove it.

Figure 1-90 Remove the scanner (7 of 7)

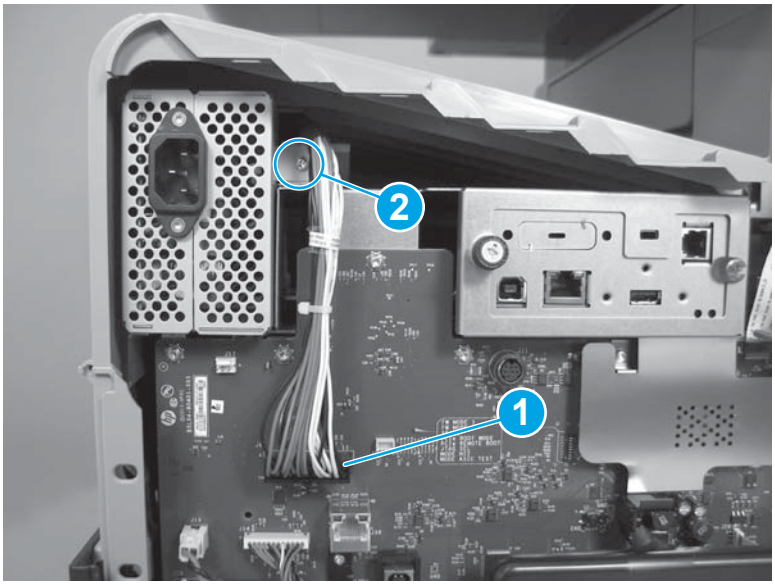


Power supply

CAUTION: Make sure that the power cable is disconnected from the product.

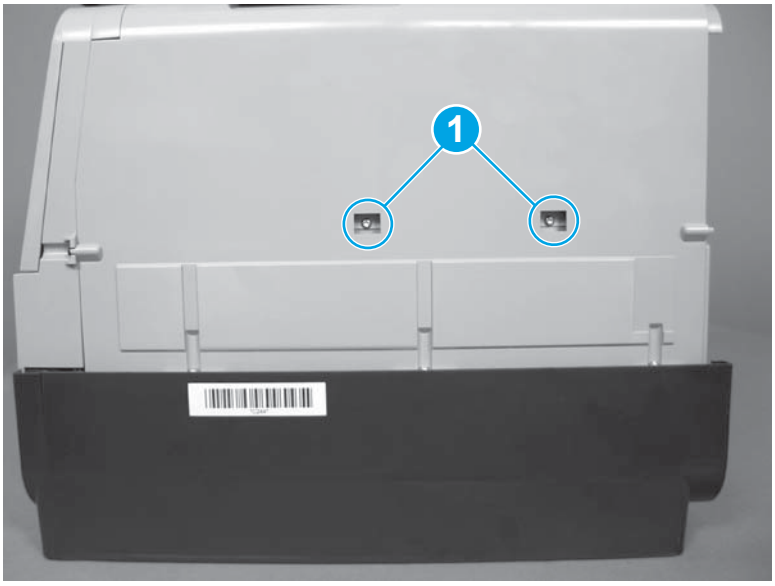
1. Remove the following components.
   - Output bin. See Output bin on page 8.
   - Rear cover. See Rear cover on page 33.
2. Disconnect one connector (callout 1), and remove one screw (callout 2).

Figure 1-91 Remove the power supply (1 of 3)



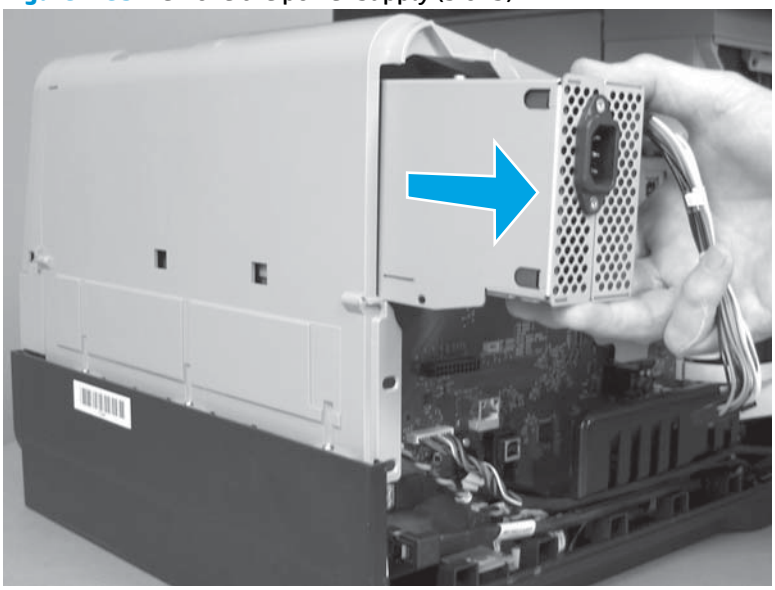
3. On the right side of the product, remove two screws (callout 1). Using a magnetic Torx T10 screwdriver can be helpful when removing these screws.

Figure 1-92 Remove the power supply (2 of 3)



4. Slide the power supply out of the back side of the product.

Figure 1-93 Remove the power supply (3 of 3)



Print mechanism kits

Acclimation

Cold temperatures can affect the print mechanism

The print mechanism kit will not operate properly below 5° C (41° F). The product control panel will display an error message.

Cold temperatures during kit storage or transportation might require extra time before installation to allow the kit and ink cartridges to adjust to a warmer temperature (acclimation). Exposure to extended periods of heat usually requires a minimal amount of acclimation time.

Exposure to extended periods of cold can cause condensation (moisture) to form on the parts when moved into warmer areas. Condensation indicates the need for an acclimation period until the condensation disappears. Exposure to extended cold (below 0° C (32° F)) can cause the ink inside the kit to freeze. The kit and ink cartridges were designed to be exposed to freezing temperatures without being damaged. However, if the ink is frozen and cannot flow properly during installation or during printing, errors might be reported on the control panel or print quality might be poor, or possible damage will occur.

⚠ **CAUTION:** When unsure if the kit and ink cartridges need to be acclimated, always proceed as if they do need to be acclimated. Acclimation will not damage these kits, but the failure to acclimate them can cause errors or print quality issues, or possible damage can occur.

Acclimation process

1. Unpack the kit.
2. Open the doors or remove the covers, and pull out the input tray.
3. Leave the kit in the repair area until there is no visible condensation before proceeding with installation.

The print mechanism kit might need 2 to 4 hours to thaw depending on how frozen the shipping fluid is. The shipping fluid is contained in the printbar, which is inside the print mechanism kit assembly.

The product might display error codes if there is an attempt to install a kit that is not acclimated completely.

Ink cartridge acclimation

Unpack the ink cartridges. It is important to remove the ink cartridges from their packaging and to separate them to speed the acclimation process. The packaging will act as an insulation barrier and prevent frozen ink from thawing quickly.

The ink cartridges might need 2 to 4 hours to thaw, depending on how frozen the ink is.

Move the ink cartridges into a warmer area and keep them separated to accelerate the thawing process.

Do not install ink cartridges that show visible condensation on the outside walls.

⚠ **CAUTION:** Check each ink cartridge's electrical connection (gold colored contacts) for condensation before installing them. Remove condensation by carefully blotting the electrical connections with a lint-free cloth. To prevent damage, do not wipe or drag the cloth across the connections.

Installation notes

Keep the packaging

Do not destroy the box in which the new mechanism kit was shipped. You will use the box to return the defective mechanism.

Necessary tools

This process requires the following tools:

- Magnetized T10 Torx screwdriver
- Magnetized Phillips no. 2 screwdriver
- Small flat-blade screwdriver

Avoid cartridge issues

If the customer has activated the anti-theft feature on the ink cartridges, those cartridges must be installed into the new mechanism after the initial purge and calibration – which uses the startup cartridges – but before 15 pages are printed on the new mechanism.

Use the correct formatter

Do not power on the new mechanism with any formatter other than the formatter from the old mechanism. Using another formatter will cause data loss and require another mechanism kit replacement.

Install the print mechanism kit (X555 models)

1. Remove the new mechanism kit from the box by lifting it out by the bag around it.
2. Remove all the blue shipping tape, and be sure to remove the cartridge shipping restraint in the ink cartridge cavity.

NOTE: The shipping tape and restraint are reusable. Use the shipping tape and shipping restraint from the new mechanism to prepare the old mechanism for shipping.

3. Install the startup cartridges included with the kit and load paper into Tray 2.
4. Turn off the old unit, and then disconnect the power cord and either the USB cable or the network cable.
5. From the old unit, remove the cartridges, and then insert the shipping cartridge restraint from the new print mechanism into the old unit.

NOTE: You can re-use the old cartridges in the future but must use the startup cartridges sent with the new kit for the setup initialization and calibration.

6. From the right side of the old product, remove the output bin. See Output bin on page 8.
7. From the rear of the old product, remove the rear cover. See Rear cover on page 33.

NOTE: In order to retain the model number, serial number, and regulatory information, the new kit will contain a rear cover, but the rear cover from the failed unit needs to be moved to the new kit.

8. Remove the control panel. See Control panel (X555 models) on page 21.
9. Reverse the removal procedures above to attach the control panel to the new kit. Do not reinstall the output bin or rear cover at this time.
10. From the front of the old product, loosen the thumbscrew on the formatter cover. Pull the cover straight up to remove it.
11. From the rear of the old product, loosen the remaining thumbscrew on the formatter assembly. Use the handle on the front of the product to pull the formatter assembly out of the product.
12. Reverse the removal procedures to reinstall the formatter assembly in the new kit.

NOTE: Do not power on the new mechanism with any formatter other than the formatter from the old unit. Using another formatter will cause data loss and require another product kit replacement.

13. From the rear of the old product, disconnect the power supply connector and remove one screw from the power supply. See Power supply on page 56.
14. From the right side of the product, remove two screws (use a magnetized T10 Torx screwdriver), and pull the power supply straight out from the rear of the product.
15. Reverse the removal procedures to reinstall the power supply into the new unit.

NOTE: The new print mechanism includes a new power supply cable. Use this cable with the new print mechanism, and return the old power supply cable with the defective unit.

16. Reinstall the formatter cover, rear cover, and output bin.

Reinstallation tip Reinstall the rear cover by inserting the right side tabs into the rear left cover, and then snapping the remaining clips in place, moving to the left.

17. Reconnect the USB cable or the network cable, and then reconnect the power cord.
18. Turn on the product, and then allow it to initialize and calibrate. These processes will take approximately 26 minutes. Make sure that Tray 2 contains paper.

NOTE: While the product is initializing, re-tape and box up the defective mechanism to be returned.

Install the print mechanism kit (X585 models)

1. Remove the new mechanism kit from the box by lifting it out by the bag around it.
2. Remove all the blue shipping tape, and be sure to remove the cartridge shipping restraint in the ink cartridge cavity.

NOTE: The shipping tape and restraint are reusable. Use the shipping tape and shipping restraint from the new mechanism to prepare the old mechanism for shipping.

3. Install the startup cartridges included with the kit and load paper into Tray 2.
4. Turn off the old unit, and then disconnect the power cord and either the USB cable or the network cable.
5. From the old unit, remove the cartridges, and then insert the shipping cartridge restraint from the new print mechanism into the old unit.

NOTE: You can re-use the old cartridges in the future but must use the startup cartridges sent with the new kit for the setup initialization and calibration.

6. From the right side of the old product, remove the output bin. See Output bin on page 8.
7. From the rear of the product, remove the rear cover. See Rear cover on page 33.

NOTE: In order to retain the model number, serial number, and regulatory information, the new mech kit will contain a rear cover, but the rear cover from the failed unit needs to be moved to the new kit.

8. Remove the control panel. See Control panel (X585 models) on page 23.

NOTE: On models with the work flow keyboard, pull the keyboard out partly to provide more room to remove the thumbscrew.

9. From the front of the product, remove the two T10 Torx screws that secure the control panel support, and then slide the support toward the front of the product to remove it.

NOTE: Hewlett-Packard recommends using a magnetic Torx driver to remove the control panel support screws.

10. From the front of the product, remove the integrated scanner assembly retention screw. See Scanner assembly (X585 models only) on page 52.

11. At the rear of the product, remove the two screws from the scanner assembly rear cover. Pull the bottom of the cover away from the product to remove the rear scanner cover and chimney cover assembly.

Reinstallation tip Align the lower retention hooks on the cover, and then snap the cover into place.

12. From the right side of the product, at the bottom of the scanner assembly, use a flat-blade screwdriver to remove the scanner bottom cover. See Scanner assembly (X585 models only) on page 52.

NOTE: Removing the cover requires a significant amount of force.

13. At the rear of the product, remove the power cable (the red and black cable) and the IPASS cable (the red cables inside a black sheath).

    - On the power cable, depress the connector lock and lift the connector to unhook it. Remove the cable from the cable stay. Pull the cable down through the channel.
    - On the IPASS cable, depress the connector lock to un-hook it. Pull the cable down through the channel keeping the front of the connector facing the rear of the product to make it easier to pull through the channel.

14. From the left side of the product, remove the two screws from the scanner.

NOTE: The rear screw has a rubber cover over it. Use a small flat-blade screwdriver to remove the plug and gain access to the screw.

15. From the front of the product, slide the document feeder/scanner assembly toward the left side, and then lift it to remove it.

16. The document feeder/scanner assembly now can be installed on the new kit. From the front of the new kit, first align the cut out in the front of the assembly sheet metal with the control panel cable channel, and then slide the assembly toward the right side to lock it into place.

17. Reverse the removal procedures above to attach the document feeder/scanner assembly and control panel to the new kit. Do not reinstall the output bin, scanner bottom cover, or rear cover at this time.

18. From the front of the product, loosen the thumbscrew on the formatter cover. Pull the cover straight up to remove it.

19. From the rear of the product, loosen the remaining thumbscrew on the formatter assembly. Use the handle on the front of the product to pull the formatter assembly out of the product.

20. Reverse the removal procedures to reinstall the formatter assembly in the new kit.

NOTE: Do not power on the new mechanism with any formatter other than the formatter from the old unit. Using another formatter will cause data loss and require another mechanism kit replacement.

21. From the rear of the product, disconnect the power supply connector and remove one screw from the power supply. See Power supply on page 56.

22. From the right side of the product, remove two screws (use a magnetized T10 Torx screwdriver), and pull the power supply straight out from the rear of the old product.

23. Reverse the removal procedures to reinstall the power supply into the new unit.

NOTE: The new print mechanism includes a new power supply cable. Use this cable with the new print mechanism, and return the old power supply cable with the defective unit.

24. Reinstall the formatter cover, the scanner base cover, the rear cover, and the output bin.

Reinstallation tip Reinstall the rear cover starting on the right side and snapping in the retaining clips moving to the left.

25. Reconnect the USB cable or the network cable, and then reconnect the power cord.

26. Turn on the product, and then allow it to initialize and calibrate. These processes will take approximately 26 minutes. Make sure that Tray 2 contains paper.

NOTE: While the product is initializing, re-tape and box up the defective mechanism to be returned.

2 Parts and diagrams

NOTE: In this chapter, part numbers are listed only for available replaceable parts.

- Order parts by authorized service providers
- How to use the parts lists and diagrams
- Assembly locations—X555 models
- Assembly locations—X585 models
- Covers, control panels, and doors—X555 models
- Covers, control panels, and doors—X585 models
- Internal assemblies—all models
- Scanner/document feeder assembly—X585 models
- Alphabetical parts list
- Numerical parts list

Order parts by authorized service providers

Order replacement parts

Table 2-1 Order parts, accessories, and supplies

Order supplies	www.hp.com//go/suresupply.
Order genuine HP parts or accessories	www.hp.com/buy/parts
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 product 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.

Related documentation and software

Table 2-2 Related documentation and software

Item	Description	Part number
HP Officejet Enterprise Color X555 User Guide	Product user guide	C2S11-90904
HP Officejet Enterprise Color MFP X585 User Guide		B5L04-90904
HP Officejet Enterprise Color X555 and MFP X585 Repair Manual	English repair manual (this manual)	
HP Officejet Enterprise Color X555 and MFP X585 Troubleshooting Manual	English troubleshooting manual	

Supplies part numbers

The following supplies are available for the product.

Table 2-3 Supplies part numbers

Item	Part number	Product number	Cartridge number	Type/size
Ink cartridges	D8J10-67901	D8J10A	HP 980A	Standard-capacity black ink cartridge with HP Officejet pigment ink
	D8J07-67901	D8J07A	HP 980A	Standard-capacity cyan ink cartridge with HP Officejet pigment ink
	D8J09-67901	D8J09A	HP 980A	Standard-capacity yellow ink cartridge with HP Officejet pigment ink
	D8J08-67901	D8J08A	HP 980A	Standard-capacity magenta ink cartridge with HP Officejet pigment ink

Table 2-3 Supplies part numbers (continued)

Item	Part number	Product number	Cartridge number	Type/size
Ink collection unit	B5L04-67906	B5L09A		HP Officejet Enterprise ink collection unit and duplex module
Document feeder roller maintenance kit (X585 models)	L2725-60002	L2718A		Replacement rollers for X585 document feeder

NOTE: For information about the yield for the cartridges, see www.hp.com/go/pageyield. Actual yield depends on specific use.

Some ink cartridges might not be available in all countries/regions.

The following accessories are available for the product.

Table 2-4 Product accessories

Item	Part number	Product number	Description
Paper-handling accessory	B5L04-67923	B5L07A	HP Officejet Enterprise 500-sheet feeder and paper tray assembly (optional Tray 3)
Paper tray cassette	B5L04-67924		HP Officejet Enterprise 500-sheet paper tray cassette (optional Tray 3)
Product cabinet and stand	B5L04-67925	B5L08A	HP Officejet Enterprise printer cabinet and stand
Network accessory	J8029-61001	J8029A	HP NFC/Wireless Direct Accessory
Fax accessory (X585 models only)	A2W77-67910	CC487A	HP MFP Analog Fax Accessory 500
Wireless print server	J8026-61001	J8026A	USB wireless print server
USB cable	8121-0868		2-meter A-to-B cable

Customer self-repair parts

The following customer self-repair parts are available for the product.

Each kit includes parts and installation instructions. The customer self repair (CSR) level indicates the expected difficulty the customer will experience when replacing this part:

- **A**: Easy
- **B**: More difficult

Table 2-5 Customer self-repair parts

Item	Description	CSR level	Part number
Tray 2 cassette	500-sheet paper tray	A	B5L04-67911

Table 2-5 Customer self-repair parts (continued)

Item	Description	CSR level	Part number
Ink collection unit	Waste ink collection unit and duplex module	A	B5L04-67906
Output bin	Face-down output bin assembly	A	B5L04-67914
Eject assembly flap	Output bin flap	B	B5L04-67913
Control panel assembly—X555 models	Control panel assembly—X555 models	A	5851-5950
Control panel assembly—X585 models	Control panel assembly—X585 models	A	5851-5952
Control panel keyboard assembly, US English—X585 Flow models	Keyboard assembly for US English markets	A	5851-6430
Control panel keyboard assembly, UK English—X585 Flow models	Keyboard assembly for UK English markets	A	5851-6431
Control panel keyboard overlay kits—X585 Flow models	Keyboard overlay for the following languages: FR, IT, RU, DE, ES	A	5851-6019
	Keyboard overlay for the following languages: FR-CN, ES-LA, ES	A	5851-6020
	Keyboard overlay for the following languages: FR-SW, DE-SW, DA	A	5851-6021
	Keyboard overlay for the following languages: ZHTW, ZHCN	A	5851-6022
	Keyboard overlay for the following languages: ES, PT	A	5851-6023
	Keyboard overlay for the following languages: JA-KG, JA-KT	A	5851-6024
Foam reflector—X585 models	Document feeder foam reflector	A	5851-6084
Document feeder maintenance kit—X585 models	Feed rollers for document feeder	A	L2725-60002
Document feeder separation pad spring kit—X585 models	Separation pad spring for document feeder	A	5851-4879
e-Duplex selector assembly—X585 Flow models only	Selector for X585 Flow models	A	5851-5022
Formatter PCA—X555 models	Formatter PCA for X555 models	B	C2S11-67904
Formatter PCA, China only—X555 models	Formatter PCA for X555 models, China only	B	C2S11-67905
Formatter PCA—X585 models	Formatter PCA for X585 models	B	B5L04-67908
Formatter PCA, China only—X585 models	Formatter PCA for X585 models, China only	B	B5L04-67907
Fax PCA—X585 models	HP LaserJet MFP Analog Fax Accessory 500	B	A2W77-67910
Solid state memory (SSM)—X555 models	SSM drive	B	C2S11-67901
Hard disk drive	Hard disk drive assembly	B	B5L04-67909

Table 2-5 Customer self-repair parts (continued)

Item	Description	CSR level	Part number
Formatter access cover	Formatter access cover	A	B5L04-67926
Left door assembly	Left door/Tray 1 assembly	B	B5L04-67916
Left door strap, front	Left door front strap	B	CN598-67002
Left door strap, rear	Left door rear strap	B	CN598-67003
HIP cover—X555 models	Cover for X555 hardware integration pocket	B	C2S11-40005
HIP cover—X585 models	Cover for X585 hardware integration pocket	B	5851-5361
Control panel access cover—X555 models	Access cover for X555 control panel	A	CZ255-40004
Control panel access cover—X585 models	Access cover for X585 control panel	A	5042-9118
Control panel USB cover—X585 models	USB port cover for X585 control panel	A	5851-5360

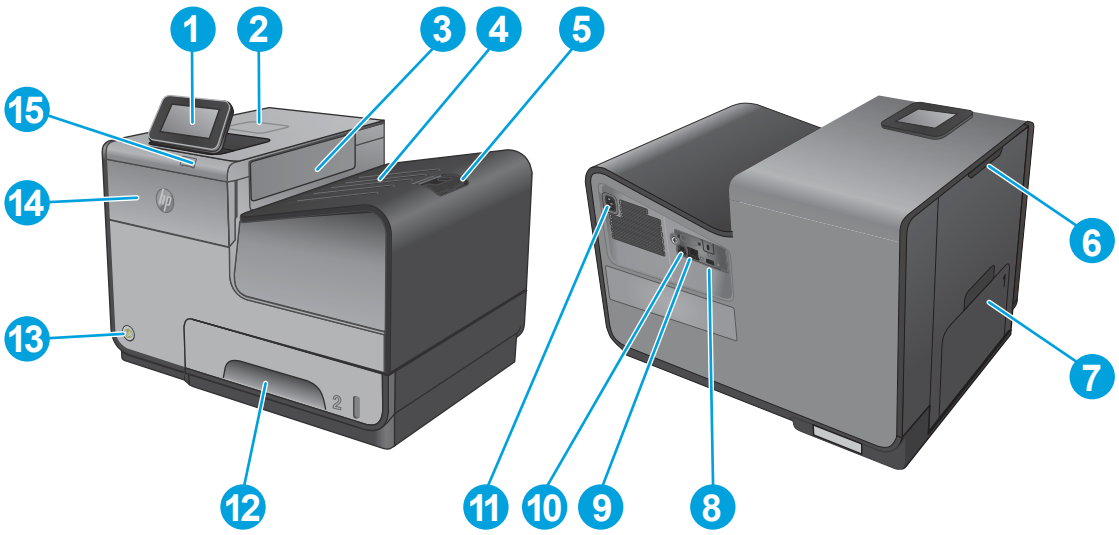
How to use the parts lists and diagrams

The figures in this chapter show the major subassemblies in the product 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).

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.

Assembly locations—X555 models

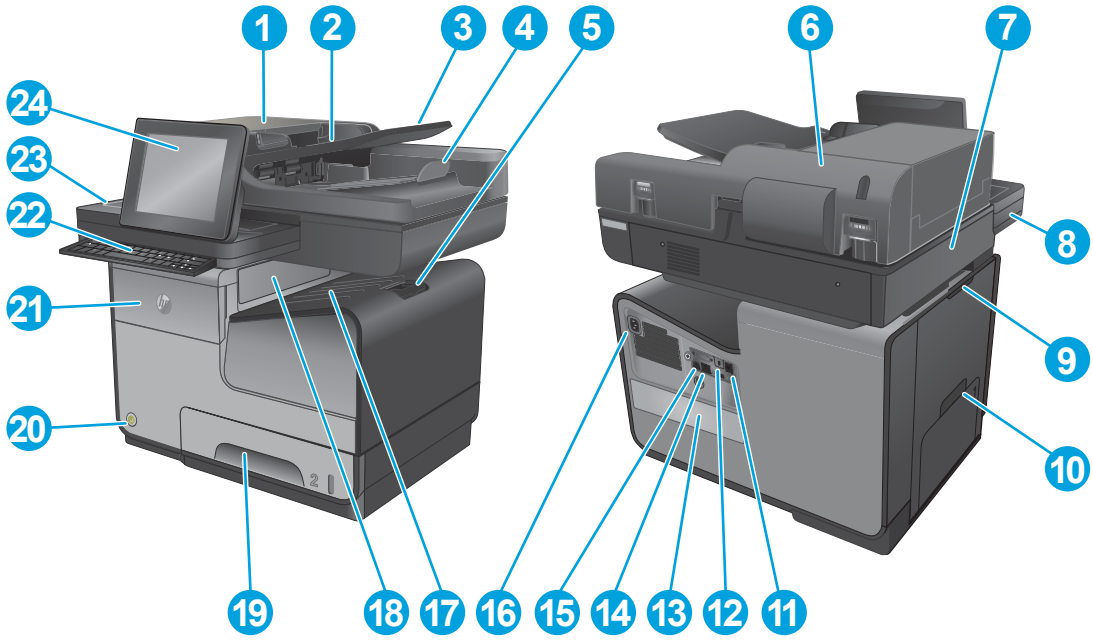
Figure 2-1 Assembly locations—X555 models



1	Color touchscreen control panel
2	Hardware integration pocket (HIP)
3	Eject assembly flap
4	Output bin
5	Output bin extension
6	Left door (access for clearing jams)
7	Tray 1 (Multi-purpose tray)
8	USB host port accepts USB storage devices for Plug and Print
9	Ethernet port
10	USB 2.0 port accepts a USB cable from a computer (alternative to network and wireless connections)
11	Power connection
12	Tray 2 (main paper tray)
13	On/off button
14	Ink cartridge door
15	Walkup USB port

Assembly locations—X585 models

Figure 2-2 Assembly locations—X585 models



1	Document feeder cover (access for clearing jams)
2	Document feeder input tray
3	Document feeder input tray extension
4	Document feeder output bin
5	Output bin extension
6	Document feeder assembly
7	Scanner assembly
8	Walkup USB port
9	Left door (access for clearing jams)
10	Tray 1 (Multi-purpose tray)
11	Fax line port
12	USB host port accepts USB storage devices for Plug and Print
13	Foreign interface harness (FIH) port
14	Ethernet port
15	USB 2.0 port accepts a USB cable from a computer (alternative to network and wireless connections)
16	Power connection
17	Output bin
18	Eject assembly flap
19	Tray 2 (main paper tray)
20	On/off button

21	Ink cartridge door
22	Keyboard (X585 Flow models only)
23	Hardware integration pocket (HIP)
24	Color touchscreen control panel

Covers, control panels, and doors—X555 models

Figure 2-3 Covers, control panels, and doors—X555 models

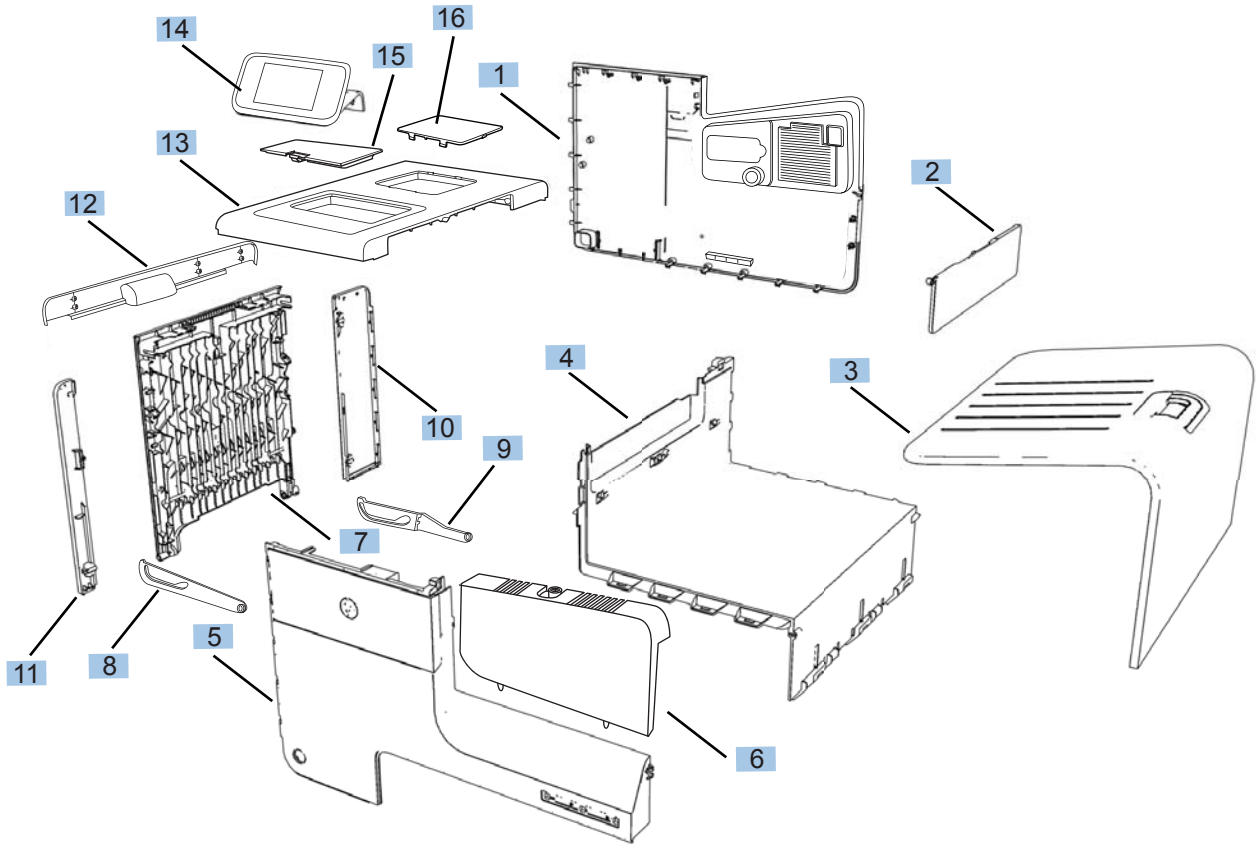


Table 2-8 Covers, control panels, and doors—X555 models

Ref	Description	Part number	Qty
1	Rear cover	B5L04-67915	1
2	Eject assembly flap	B5L04-67913	1
3	Output bin	B5L04-67914	1
4	Right cover	B5L04-67920	1
5	Front cover	B5L04-67919	1
6	Formatter access cover	B5L04-67926	1
7	Left door, tray 1 assembly	B5L04-67916	1
8	Strap, left door, front	CN598-67002	1
9	Strap, left door, rear	CN598-67003	1
10	Left rear cover	B5L04-67918	1
11	Left front cover	B5L04-67917	1
12	Top cover cap	C2S11-67903	1
13	Top cover	C2S11-67902	1
14	Control panel	5851-5950	1
15	Control panel access cover	CZ255-40004	1
16	HIP cover	C2S11-40005	1

Covers, control panels, and doors—X585 models

Figure 2-4 Covers, control panels, and doors—X585 models

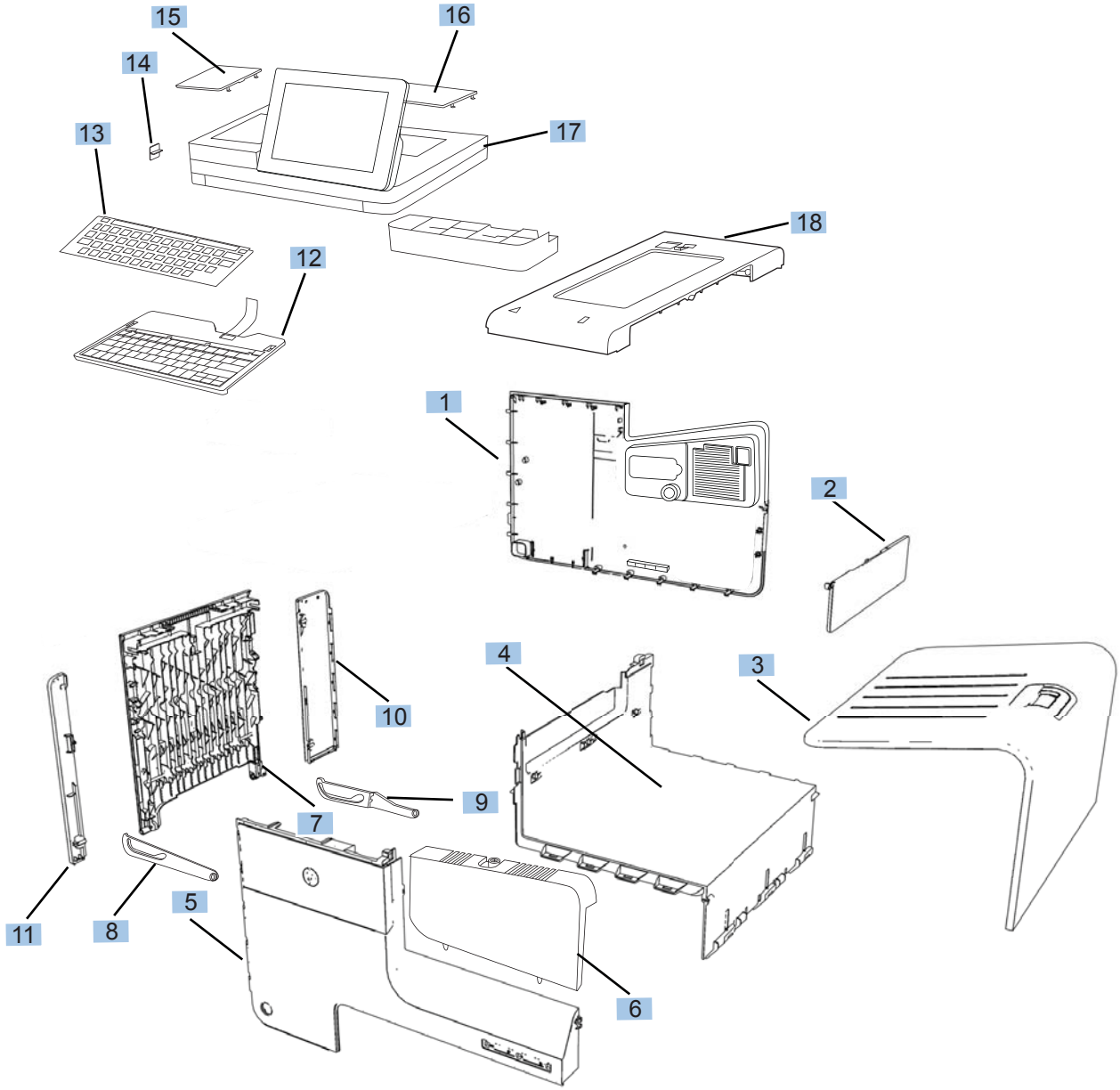


Table 2-9 Covers, control panels, and doors—X585 models

Ref	Description	Part number	Qty
1	Rear cover	B5L04-67915	1
2	Eject assembly flap	B5L04-67913	1
3	Output bin	B5L04-67914	1
4	Right cover	B5L04-67920	1
5	Front cover	B5L04-67919	1
6	Formatter access cover	B5L04-67926	1
7	Left door, tray 1 assembly	B5L04-67916	1
8	Strap, left door, front	CN598-67002	1
9	Strap, left door, rear	CN598-67003	1
10	Left rear cover	B5L04-67918	1
11	Left front cover	B5L04-67917	1
12	US English keyboard (flow models)	5851-6430	1
12	UK English keyboard (flow models)	5851-6431	1
13	Keyboard overlay (flow models)—FR, IT, RU, DE, ES	5851-6019	1
13	Keyboard overlay (flow models)—FR-CN, ES-LA, ES	5851-6020	1
13	Keyboard overlay (flow models)—FR-SW, DE-SW, DA	5851-6021	1
13	Keyboard overlay (flow models)—ZHTW, ZHCN	5851-6022	1
13	Keyboard overlay (flow models)—ES, PT	5851-6023	1
13	Keyboard overlay (flow models)—JA-KG, JA-KT	5851-6024	1
14	Control panel USB cover	5851-5360	1
15	HIP cover	5851-5361	1
16	Control panel access cover	5042-9118	1
17	Control panel assembly	5851-5952	1
18	Top cover	B5L04-67921	1

Internal assemblies—all models

Figure 2-5 Internal assemblies

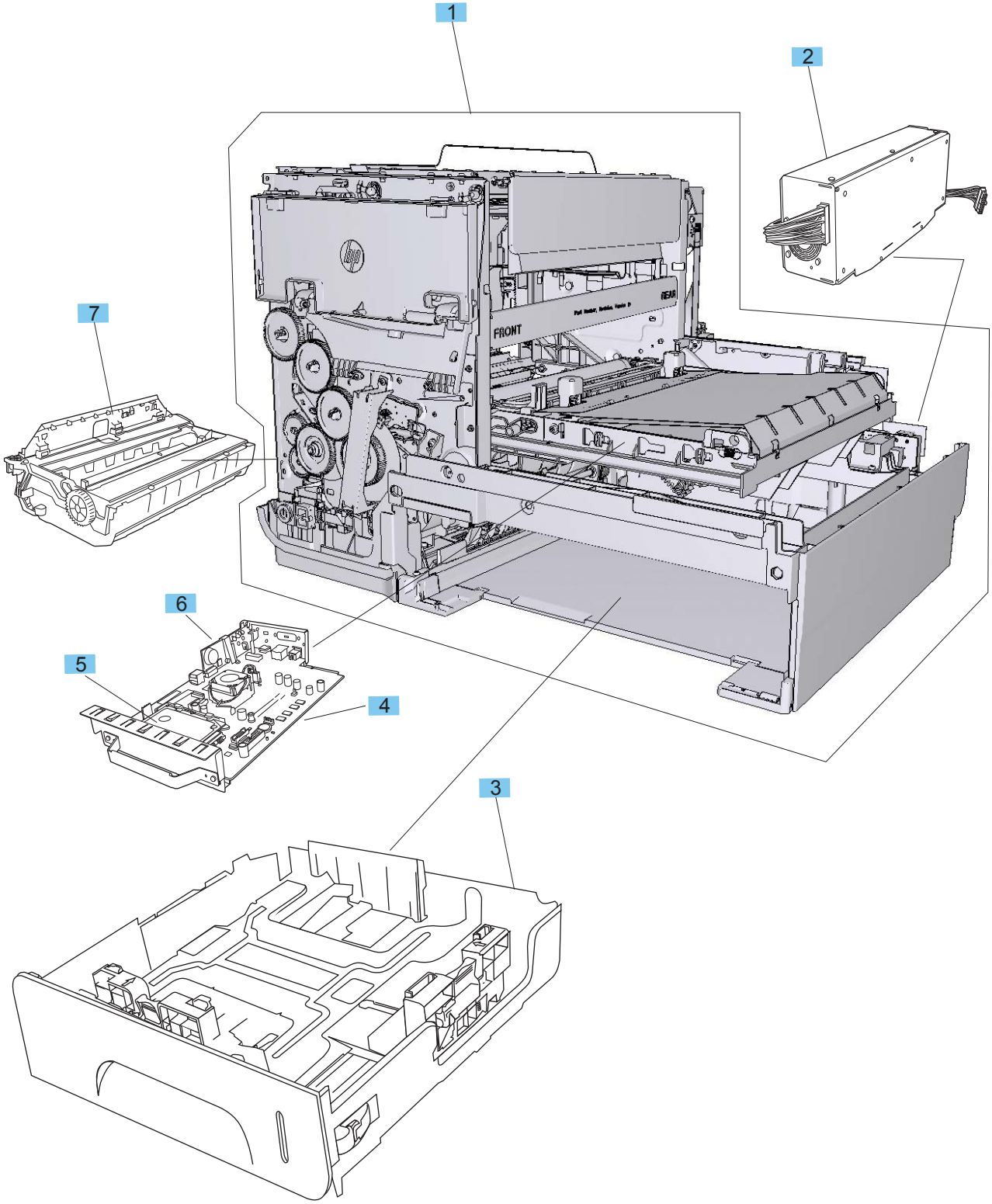


Table 2-10 Internal assemblies

Ref	Description	Part number	Qty
1	Single-fuction print mechanism kit (X555 models)	C2S11-69001	1
1	Multi-function print mechanism kit (X585 models)	B5L04-69001	1
2	Power supply, universal 110V and 220V	B5L04-67910	1
3	Tray 2 assembly	B5L04-67911	1
4	Formatter PCA assembly, X555 models	C2S11-67904	1
4	Formatter PCA assembly—China only, X555 models	C2S11-67905	1
4	Formatter PCA assembly, X585 models	B5L04-67908	1
4	Formatter PCA assembly—China only, X585 models	B5L04-67907	1
5	Hard disk drive assembly	B5L04-67909	1
5	Solid state drive (some X555 models only)	C2S11-67901	1
6	Fax PCA (some X585 models only)	A2W77-67910	1
7	Ink collection unit	B5L04-67906	1

Figure 2-6 Internal assemblies—print mechanism kit

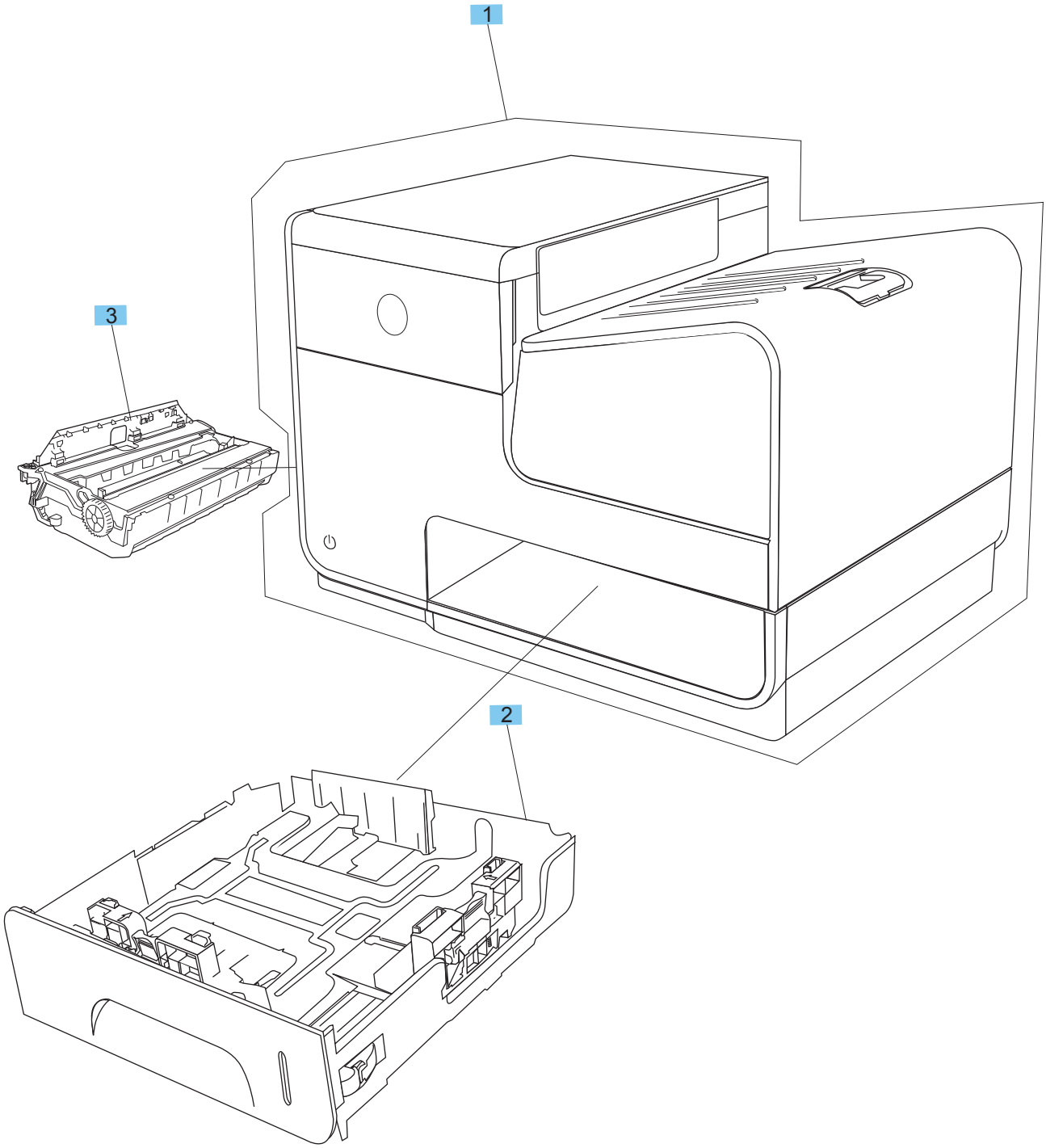


Table 2-11 Internal assemblies—print mechanism kit

Ref	Description	Part number	Qty
1	Single function print mechanism kit	C2S11-69001	1
1	Multifunction print mechanism kit	B5L04-69001	1
2	Tray 2 assembly	B5L04-67911	1
3	Ink collection unit	B5L04-67906	1

[1] The print mechanism kit illustration is for descriptive purposes. A new print mechanism kit comes complete with covers, a new tray 2 assembly, and an ink collection unit. See the instructions included with the print mechanism kit for more repair detail.

Scanner/document feeder assembly—X585 models

Figure 2-7 Scanner/document feeder assembly—X585 models

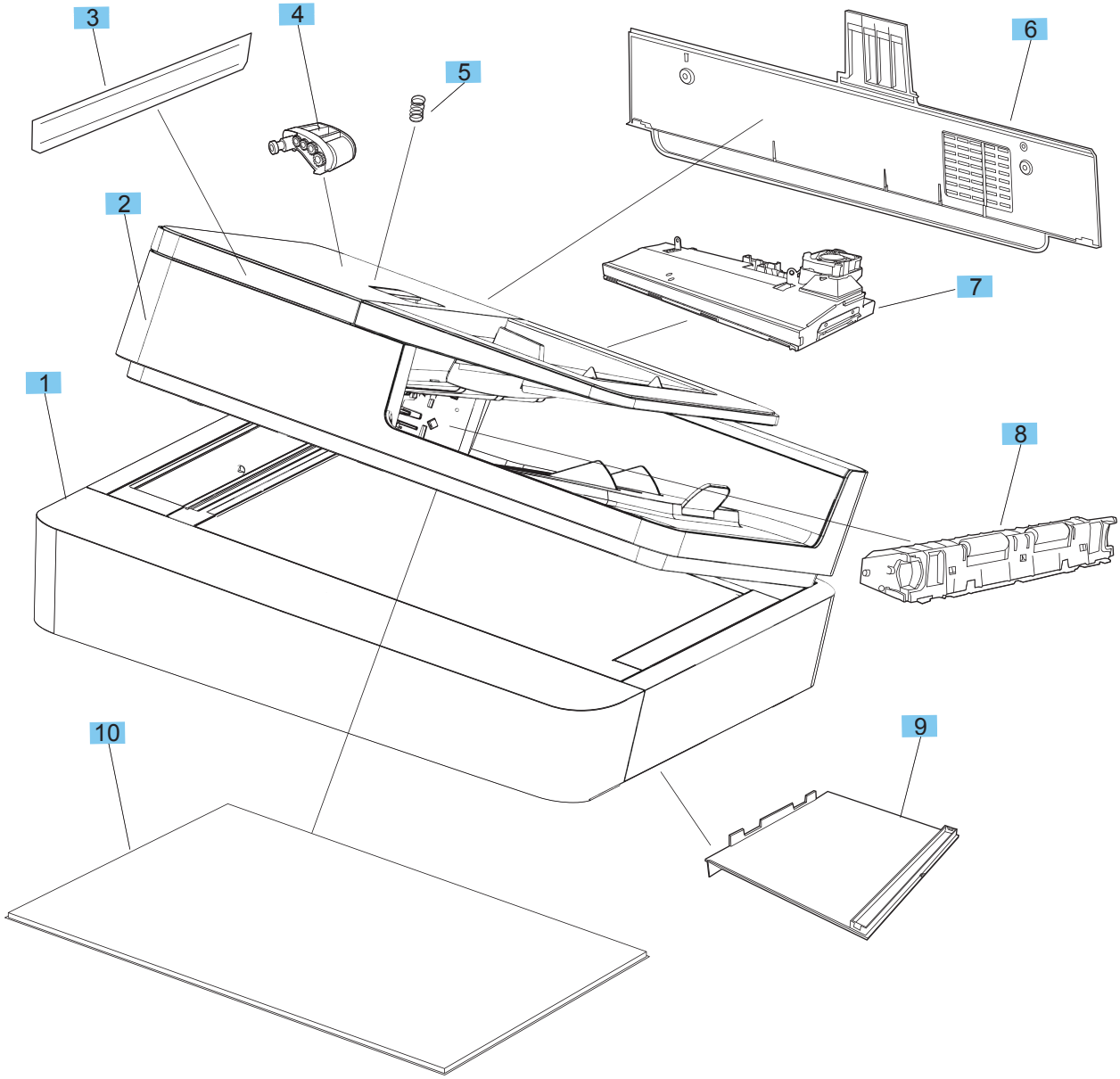


Table 2-12 Scanner/document feeder assembly—X585 models

Ref	Description	Part number	Qty
1	Scanner assembly	B5L04-67903	1
2	Automatic document feeder—standard	B5L04-67901	1
2	Automatic document feeder—flow models	B5L04-67902	1
3	Mylar kit	5851-4998	1
4	Document feeder roller kit	L2725-60002	1
5	Document feeder separation pad spring	5851-4879	1
6	Scanner/document feeder rear cover	B5L04-67905	1
7	Scanner control board PCA, standard models	B5L04-67904	1
7	Scanner control board PCA, flow models	B5L06-67901	1
8	Selector, document feeder e-duplex assembly (flow models only)	5851-5022	1
9	Scanner/document feeder lower cover	B5L04-67922	1
10	Document feeder foam reflector	5851-6084	1

Alphabetical parts list

Table 2-13 Alphabetical parts list

Description	Part number	Table and page
Automatic document feeder—flow models	B5L04-67902	Scanner/document feeder assembly—X585 models on page 81
Automatic document feeder—standard	B5L04-67901	Scanner/document feeder assembly—X585 models on page 81
Control panel	5851-5950	Covers, control panels, and doors—X555 models on page 73
Control panel access cover	CZ255-40004	Covers, control panels, and doors—X555 models on page 73
Control panel access cover	5042-9118	Covers, control panels, and doors—X585 models on page 75
Control panel assembly	5851-5952	Covers, control panels, and doors—X585 models on page 75
Control panel USB cover	5851-5360	Covers, control panels, and doors—X585 models on page 75
Document feeder foam reflector	5851-6084	Scanner/document feeder assembly—X585 models on page 81
Document feeder roller kit	L2725-60002	Scanner/document feeder assembly—X585 models on page 81
Document feeder separation pad spring	5851-4879	Scanner/document feeder assembly—X585 models on page 81
Eject assembly flap	B5L04-67913	Covers, control panels, and doors—X555 models on page 73
Eject assembly flap	B5L04-67913	Covers, control panels, and doors—X585 models on page 75
Fax PCA (some X585 models only)	A2W77-67910	Internal assemblies on page 77
Formatter access cover	B5L04-67926	Covers, control panels, and doors—X555 models on page 73
Formatter access cover	B5L04-67926	Covers, control panels, and doors—X585 models on page 75
Formatter PCA assembly, X555 models	C2S11-67904	Internal assemblies on page 77
Formatter PCA assembly, X585 models	B5L04-67908	Internal assemblies on page 77
Formatter PCA assembly—China only, X555 models	C2S11-67905	Internal assemblies on page 77
Formatter PCA assembly—China only, X585 models	B5L04-67907	Internal assemblies on page 77
Front cover	B5L04-67919	Covers, control panels, and doors—X555 models on page 73

Table 2-13 Alphabetical parts list (continued)

Description	Part number	Table and page
Front cover	B5L04-67919	Covers, control panels, and doors—X585 models on page 75
Hard disk drive assembly	B5L04-67909	Internal assemblies on page 77
HIP cover	C2S11-40005	Covers, control panels, and doors—X555 models on page 73
HIP cover	5851-5361	Covers, control panels, and doors—X585 models on page 75
Ink collection unit	B5L04-67906	Internal assemblies on page 77
Ink collection unit	B5L04-67906	Internal assemblies—print mechanism kit on page 79
Keyboard overlay (flow models)—ES, PT	5851-6023	Covers, control panels, and doors—X585 models on page 75
Keyboard overlay (flow models)—FR, IT, RU, DE, ES	5851-6019	Covers, control panels, and doors—X585 models on page 75
Keyboard overlay (flow models)—FR-CN, ES-LA, ES	5851-6020	Covers, control panels, and doors—X585 models on page 75
Keyboard overlay (flow models)—FR-SW, DE-SW, DA	5851-6021	Covers, control panels, and doors—X585 models on page 75
Keyboard overlay (flow models)—JA-KG, JA-KT	5851-6024	Covers, control panels, and doors—X585 models on page 75
Keyboard overlay (flow models)—ZHTW, ZHCN	5851-6022	Covers, control panels, and doors—X585 models on page 75
Left door, tray 1 assembly	B5L04-67916	Covers, control panels, and doors—X555 models on page 73
Left door, tray 1 assembly	B5L04-67916	Covers, control panels, and doors—X585 models on page 75
Left front cover	B5L04-67917	Covers, control panels, and doors—X555 models on page 73
Left front cover	B5L04-67917	Covers, control panels, and doors—X585 models on page 75
Left rear cover	B5L04-67918	Covers, control panels, and doors—X555 models on page 73
Left rear cover	B5L04-67918	Covers, control panels, and doors—X585 models on page 75
Multi-function print mechanism kit (X585 models)	B5L04-69001	Internal assemblies on page 77
Multifunction print mechanism kit[1]	B5L04-69001	Internal assemblies—print mechanism kit on page 79
Mylar kit	5851-4998	Scanner/document feeder assembly—X585 models on page 81
Output bin	B5L04-67914	Covers, control panels, and doors—X555 models on page 73

Table 2-13 Alphabetical parts list (continued)

Description	Part number	Table and page
Output bin	B5L04-67914	Covers, control panels, and doors—X585 models on page 75
Power supply, universal 110V and 220V	B5L04-67910	Internal assemblies on page 77
Rear cover	B5L04-67915	Covers, control panels, and doors—X555 models on page 73
Rear cover	B5L04-67915	Covers, control panels, and doors—X585 models on page 75
Right cover	B5L04-67920	Covers, control panels, and doors—X555 models on page 73
Right cover	B5L04-67920	Covers, control panels, and doors—X585 models on page 75
Scanner assembly	B5L04-67903	Scanner/document feeder assembly—X585 models on page 81
Scanner control board PCA, flow models	B5L06-67901	Scanner/document feeder assembly—X585 models on page 81
Scanner control board PCA, standard models	B5L04-67904	Scanner/document feeder assembly—X585 models on page 81
Scanner/document feeder lower cover	B5L04-67922	Scanner/document feeder assembly—X585 models on page 81
Scanner/document feeder rear cover	B5L04-67905	Scanner/document feeder assembly—X585 models on page 81
Selector, document feeder e-duplex assembly (flow models only)	5851-5022	Scanner/document feeder assembly—X585 models on page 81
Single function print mechanism kit[1]	C2S11-69001	Internal assemblies—print mechanism kit on page 79
Single-fuction print mechanism kit (X555 models)	C2S11-69001	Internal assemblies on page 77
Solid state drive (some X555 models only)	C2S11-67901	Internal assemblies on page 77
Strap, left door, front	CN598-67002	Covers, control panels, and doors—X555 models on page 73
Strap, left door, front	CN598-67002	Covers, control panels, and doors—X585 models on page 75
Strap, left door, rear	CN598-67003	Covers, control panels, and doors—X555 models on page 73
Strap, left door, rear	CN598-67003	Covers, control panels, and doors—X585 models on page 75
Top cover	C2S11-67902	Covers, control panels, and doors—X555 models on page 73

Table 2-13 Alphabetical parts list (continued)

Description	Part number	Table and page
Top cover	B5L04-67921	Covers, control panels, and doors—X585 models on page 75
Top cover cap	C2S11-67903	Covers, control panels, and doors—X555 models on page 73
Tray 2 assembly	B5L04-67911	Internal assemblies on page 77
Tray 2 assembly	B5L04-67911	Internal assemblies—print mechanism kit on page 79
UK English keyboard (flow models)	5851-6431	Covers, control panels, and doors—X585 models on page 75
US English keyboard (flow models)	5851-6430	Covers, control panels, and doors—X585 models on page 75

Numerical parts list

Table 2-14 Numerical parts list

Part number	Description	Table and page
5042-9118	Control panel access cover	Covers, control panels, and doors—X585 models on page 75
5851-4879	Document feeder separation pad spring	Scanner/document feeder assembly—X585 models on page 81
5851-4998	Mylar kit	Scanner/document feeder assembly—X585 models on page 81
5851-6431	UK English keyboard (flow models)	Covers, control panels, and doors—X585 models on page 75
5851-5022	Selector, document feeder e-duplex assembly (flow models only)	Scanner/document feeder assembly—X585 models on page 81
5851-5360	Control panel USB cover	Covers, control panels, and doors—X585 models on page 75
5851-5361	HIP cover	Covers, control panels, and doors—X585 models on page 75
5851-6430	US English keyboard (flow models)	Covers, control panels, and doors—X585 models on page 75
5851-5950	Control panel	Covers, control panels, and doors—X555 models on page 73
5851-5952	Control panel assembly	Covers, control panels, and doors—X585 models on page 75
5851-6019	Keyboard overlay (flow models)—FR, IT, RU, DE, ES	Covers, control panels, and doors—X585 models on page 75
5851-6020	Keyboard overlay (flow models)—FR-CN, ES-LA, ES	Covers, control panels, and doors—X585 models on page 75
5851-6021	Keyboard overlay (flow models)—FR-SW, DE-SW, DA	Covers, control panels, and doors—X585 models on page 75
5851-6022	Keyboard overlay (flow models)—ZHTW, ZHCN	Covers, control panels, and doors—X585 models on page 75
5851-6023	Keyboard overlay (flow models)—ES, PT	Covers, control panels, and doors—X585 models on page 75
5851-6024	Keyboard overlay (flow models)—JA-KG, JA-KT	Covers, control panels, and doors—X585 models on page 75
5851-6084	Document feeder foam reflector	Scanner/document feeder assembly—X585 models on page 81
A2W77-67910	Fax PCA (some X585 models only)	Internal assemblies on page 77
B5L04-67901	Automatic document feeder—standard	Scanner/document feeder assembly—X585 models on page 81

Table 2-14 Numerical parts list (continued)

Part number	Description	Table and page
B5L04-67902	Automatic document feeder—flow models	Scanner/document feeder assembly—X585 models on page 81
B5L04-67903	Scanner assembly	Scanner/document feeder assembly—X585 models on page 81
B5L04-67904	Scanner control board PCA, standard models	Scanner/document feeder assembly—X585 models on page 81
B5L04-67905	Scanner/document feeder rear cover	Scanner/document feeder assembly—X585 models on page 81
B5L04-67906	Ink collection unit	Internal assemblies on page 77
B5L04-67906	Ink collection unit	Internal assemblies—print mechanism kit on page 79
B5L04-67907	Formatter PCA assembly—China only, X585 models	Internal assemblies on page 77
B5L04-67908	Formatter PCA assembly, X585 models	Internal assemblies on page 77
B5L04-67909	Hard disk drive assembly	Internal assemblies on page 77
B5L04-67910	Power supply, universal 110V and 220V	Internal assemblies on page 77
B5L04-67911	Tray 2 assembly	Internal assemblies on page 77
B5L04-67911	Tray 2 assembly	Internal assemblies—print mechanism kit on page 79
B5L04-67913	Eject assembly flap	Covers, control panels, and doors—X555 models on page 73
B5L04-67913	Eject assembly flap	Covers, control panels, and doors—X585 models on page 75
B5L04-67914	Output bin	Covers, control panels, and doors—X555 models on page 73
B5L04-67914	Output bin	Covers, control panels, and doors—X585 models on page 75
B5L04-67915	Rear cover	Covers, control panels, and doors—X555 models on page 73
B5L04-67915	Rear cover	Covers, control panels, and doors—X585 models on page 75
B5L04-67916	Left door, tray 1 assembly	Covers, control panels, and doors—X555 models on page 73
B5L04-67916	Left door, tray 1 assembly	Covers, control panels, and doors—X585 models on page 75
B5L04-67917	Left front cover	Covers, control panels, and doors—X555 models on page 73
B5L04-67917	Left front cover	Covers, control panels, and doors—X585 models on page 75

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B5L04-67918	Left rear cover	Covers, control panels, and doors—X555 models on page 73
B5L04-67918	Left rear cover	Covers, control panels, and doors—X585 models on page 75
B5L04-67919	Front cover	Covers, control panels, and doors—X555 models on page 73
B5L04-67919	Front cover	Covers, control panels, and doors—X585 models on page 75
B5L04-67920	Right cover	Covers, control panels, and doors—X555 models on page 73
B5L04-67920	Right cover	Covers, control panels, and doors—X585 models on page 75
B5L04-67921	Top cover	Covers, control panels, and doors—X585 models on page 75
B5L04-67922	Scanner/document feeder lower cover	Scanner/document feeder assembly—X585 models on page 81
B5L04-67926	Formatter access cover	Covers, control panels, and doors—X555 models on page 73
B5L04-67926	Formatter access cover	Covers, control panels, and doors—X585 models on page 75
B5L04-69001	Multi-function print mechanism kit (X585 models)	Internal assemblies on page 77
B5L04-69001	Multifunction print mechanism kit[1]	Internal assemblies—print mechanism kit on page 79
B5L06-67901	Scanner control board PCA, flow models	Scanner/document feeder assembly—X585 models on page 81
C2S11-40005	HIP cover	Covers, control panels, and doors—X555 models on page 73
C2S11-67901	Solid state drive (some X555 models only)	Internal assemblies on page 77
C2S11-67902	Top cover	Covers, control panels, and doors—X555 models on page 73
C2S11-67903	Top cover cap	Covers, control panels, and doors—X555 models on page 73
C2S11-67904	Formatter PCA assembly, X555 models	Internal assemblies on page 77
C2S11-67905	Formatter PCA assembly—China only, X555 models	Internal assemblies on page 77
C2S11-69001	Single-fuction print mechanism kit (X555 models)	Internal assemblies on page 77
C2S11-69001	Single function print mechanism kit[1]	Internal assemblies—print mechanism kit on page 79
CN598-67002	Strap, left door, front	Covers, control panels, and doors—X555 models on page 73
CN598-67002	Strap, left door, front	Covers, control panels, and doors—X585 models on page 75

Table 2-14 Numerical parts list (continued)

Part number	Description	Table and page
CN598-67003	Strap, left door, rear	Covers, control panels, and doors—X555 models on page 73
CN598-67003	Strap, left door, rear	Covers, control panels, and doors—X585 models on page 75
CZ255-40004	Control panel access cover	Covers, control panels, and doors—X555 models on page 73
L2725-60002	Document feeder roller kit	Scanner/document feeder assembly—X585 models on page 81

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