

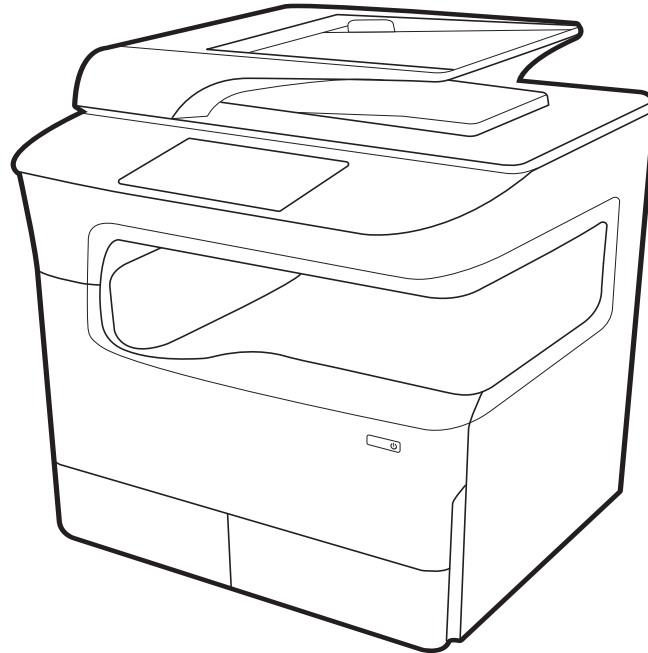


HP PageWide Pro 750 and MFP 772, 777

HP PageWide Managed P75050

HP PageWide Managed MFP P77740, P77750, P77760

Service Manual: Repair



www.hp.com/videos/pagewide

www.hp.com/support/pagewidecolor750



HP PageWide Pro 750 and MFP 772, 777
HP PageWide Managed P75050 and
MFP P77740, P77750, P77760

Repair Manual

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Edition 3, 9/2022

Related documentation and software

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

AMS

- <https://support.hp.com/wise/home/ams-en>
- <https://support.hp.com/wise/home/ams-es>
- <https://support.hp.com/wise/home/ams-pt>

APJ

- <https://support.hp.com/wise/home/apj-en>
- <https://support.hp.com/wise/home/apj-ja>
- <https://support.hp.com/wise/home/apj-ko>
- <https://support.hp.com/wise/home/apj-zh-Hans>
- <https://support.hp.com/wise/home/apj-zh-Hant>

EMEA

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

Channel partners, go to HP Channel Services Network (CSN) at www.hp.com/partners/csn.

Channel partners, access training materials in the HP University and Partner Learning Center at <https://content.ext.hp.com/sites/LMS/HPU.page>.

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1 Removal and replacement

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

For additional service and support

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

AMS

- <https://support.hp.com/wise/home/ams-en>
- <https://support.hp.com/wise/home/ams-es>
- <https://support.hp.com/wise/home/ams-pt>

APJ

- <https://support.hp.com/wise/home/apj-en>
- <https://support.hp.com/wise/home/apj-ja>
- <https://support.hp.com/wise/home/apj-ko>
- <https://support.hp.com/wise/home/apj-zh-Hans>
- <https://support.hp.com/wise/home/apj-zh-Hant>

EMEA

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

Channel partners, go to HP Channel Services Network (CSN) at www.hp.com/partners/csn.

At these locations, find information on the following topics:

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

Channel partners, access training materials in the HP University and Partner Learning Center at <https://content.ext.hp.com/sites/LMS/HPU.page>.

To access HP PartSurfer information from any mobile device, go to <http://partsurfermobile.hp.com/>.

Removal and replacement strategy

Introduction

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

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



IMPORTANT: See the separate Control Panel Message Document (CPMD) for this printer for control-panel error message descriptions and solutions (also available online).

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

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

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

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

Considerations during removal and replacement

This chapter describes the FRUs.


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

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




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


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

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



Do not bend or fold the FFCs during removal or installation.

Many repair operations will require you to flatten or straighten flex cables. However, try to avoid doing so. Before inserting the FFC, examine the foil connectors for damage. 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 PCA or errors when restarting the printer. FFCs have a line on them that is parallel to the connector body when the FFC is correctly seated.

 **NOTE:** For some removal and replacement procedures it is necessary to remove the supplies. When the cartridges are removed, install the cartridge shipping restraint and cap.

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

Electrostatic discharge

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

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

Required tools

- #20 TORX driver with a magnetic tip and a 152 mm (6 in) shaft length
- #T10 TORX driver with a magnetic tip and a 152 mm (6 in) shaft length
- #T10 TORX (**thin shaft**) driver with a magnetic tip and a 152 mm (6 in) shaft length


 **NOTE:** Not required for all assemblies.


- #T10 TORX (**short haft**) driver with a magnetic tip
- #T8 TORX driver with a magnetic tip and a 152 mm (6 in) shaft length
- #T6 TORX driver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flat-blade screwdriver
- Needle-nose pliers
- ESD mat (if one is available) or ESD strap

 **TIP:** If an ESD mat or strap is not available, always touch the sheet metal chassis to create a ground *before* touching PCAs or other ESD sensitive assemblies.

- Penlight

Fasteners types

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

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

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

Service approach

Before performing service

- Remove all paper from the printer.
- Turn off the power using the power button.
- Unplug the power cable and interface cable or cables.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the supplies (optional). If the cartridges are removed, install the cartridge shipping restraint and cap.
- Remove the tray(s).

After performing service

- Plug in the power cable.
- Reinstall the supplies (if removed).
- Reinstall the tray cassette(s).
- Load paper in the product.

Post-service test

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

Print-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the tray contains clean, unmarked paper.
3. Attach the power cord and interface cable or interface cables, and then turn on the printer.
4. Print a printer status 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.

Copy-quality test (MFP models)

1. Verify that you have completed the necessary reassembly steps.
2. Ensure that the input tray contains clean, unmarked paper.
3. With the power cord attached to the printer, turn on the printer.
4. Verify that the expected start up sounds occur.
5. Print a configuration page, and then verify that the expected printing sounds occur.
6. Place the configuration page in the document feeder or on the flatbed glass.
7. Print a copy job, and then verify the results.
8. Clean the outside of the printer with a damp cloth.

Fax-quality test (fax models)

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

Parts removal order


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

Removal and replacement procedures

Customer self-repair (CSR) parts and assemblies

Customer Self-Repair (CSR) parts are available for many HP PageWide Inkjet printers to reduce repair time. More information about the CSR program and benefits can be found at www.hp.com/go/csr-support and www.hp.com/go/csr-faq.

Genuine HP replacement parts can be ordered at www.hp.com/buy/parts or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number, printer number, or printer name.

 **NOTE:** Parts listed as **CSR A** are easy for the customer to remove and then replace them.

Parts listed as **CSR B** are more difficult and/or require tools for the customer to remove and then replace them.

- [Removal and replacement: Printhead wiper kit](#)
- [Removal and replacement: Service fluid container kit](#)
- [Removal and replacement: Document feeder roller kit \(MFP models only\)](#)
- [Removal and replacement: Tray 1 roller kit](#)
- [Removal and replacement: Tray roller kit](#)
- [Removal and replacement: Document feeder reflector \(MFP models only\)](#)
- [Removal and replacement: Control panel \(MFP large touchscreen models\)](#)
- [Removal and replacement: High capacity input \(HCI\) 4000-sheet feeder left tray](#)
- [Removal and replacement: High capacity input \(HCI\) 4000-sheet feeder right tray](#)

Removal and replacement: Printhead wiper kit

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

Introduction

This document provides the procedures to remove and replace the printhead wiper (CSR A).

[Click here to view a video of this procedure.](#)

Before performing service



IMPORTANT: To remove this assembly, the printer power must be turned on for the first step.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Printhead wiper kit part number	
A7W93-67080	Printhead wiper kit with instruction guide

Required tools

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

After performing service

Turn the printer power on

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


Post service test

No post service test is available for this assembly.

Step 1: Remove the printhead wiper

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. From the printer control panel, do the following:
 - a. Scroll to, and then touch the [Support Tools](#) button.
 - b. Touch the [Maintenance](#) button.
 - c. Touch [Printhead Wiper](#) to select it, and then touch the [Next](#) button.
 - d. Touch the [Replace the Printhead wiper](#) item, and then touch the [Next](#) button.
 - e. Use the following steps in this section to remove and install a printhead wiper.

 **NOTE:** Be sure to follow the prompts and instructions on the control-panel display.

2. Open the right door.

Figure 1-1 Open the right door



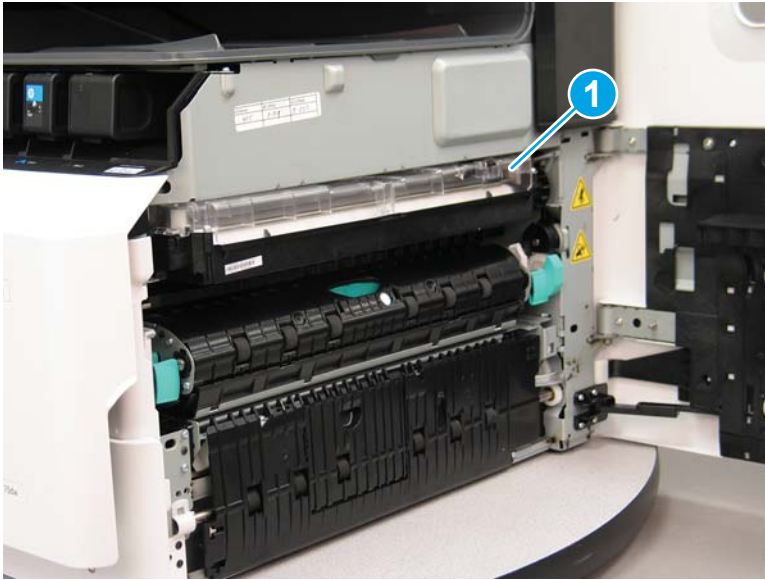
3. Open the cartridge door.

Figure 1-2 Open the cartridge door



4. Wait for the printhead wiper to eject, and then locate the printhead wiper (callout 1).

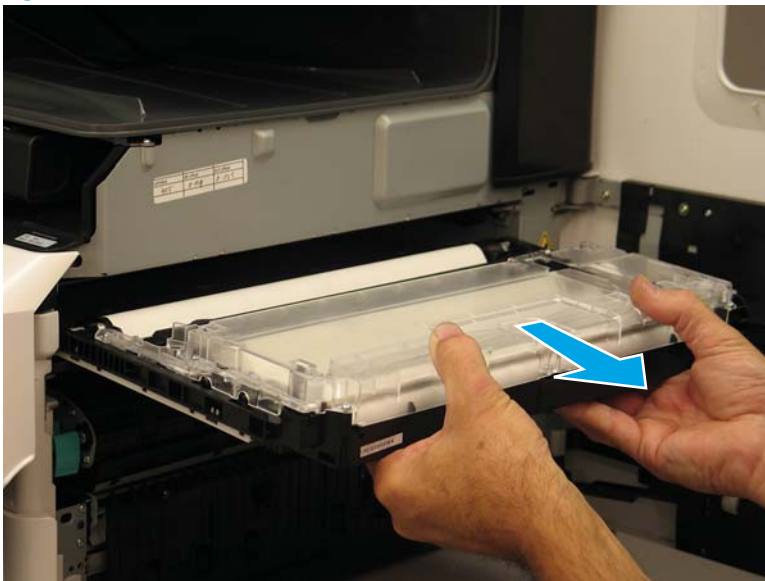
Figure 1-3 Locate the printhead wiper



5. Grasp the printhead wiper, and then pull it straight out of the printer.

 **TIP:** Touch the **Next** button to advance the corresponding control-panel display steps.

Figure 1-4 Remove the printhead wiper



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

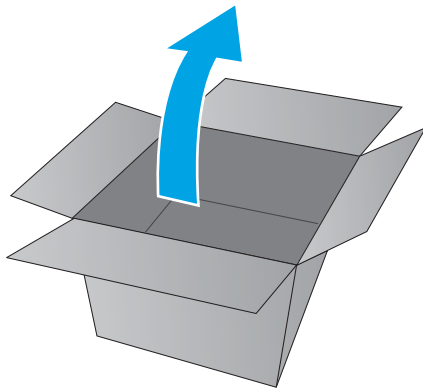
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



2. Unpack the replacement part from the packaging.

⚠ CAUTION: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



Step 3: Install the printhead wiper

A printer MFP model is shown in this procedure. However, the instructions are correct for single function printer models.

1. Position the printhead wiper in the printer, and then push it *straight* in to install it.

Continue to push the printhead wiper into the printer until it begins to move on its own, and then at the control panel touch the [Next](#) button.

📋 NOTE: Prompts appear on the control-panel display to remove and then reinstall the printhead wiper if it is not correctly installed.

Figure 1-5 Install the printhead wiper



2. Close the cartridge door.

Figure 1-6 Close the cartridge door



3. Close the right door, and then wait for the printer to verify the replacement printhead wiper installation.

Figure 1-7 Close the right door



4. At the printer control panel, do the following:
 - a. Touch the [Done](#) button to return to the [Printhead Wiper](#) maintenance menu.
 - b. Touch the Done button again to return to the [Maintenance](#) menu, or touch the [Home](#) button to return to the printer home screen.

Removal and replacement: Service fluid container kit

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

Introduction

This document provides the procedures to remove and replace the service fluid container (CSR A).

[Click here to view a video of this procedure.](#)

Before performing service

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Service fluid container kit part number	
A7W93-67081	Service fluid container kit with instruction guide

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the service fluid container

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the left door.

Figure 1-8 Open the left door



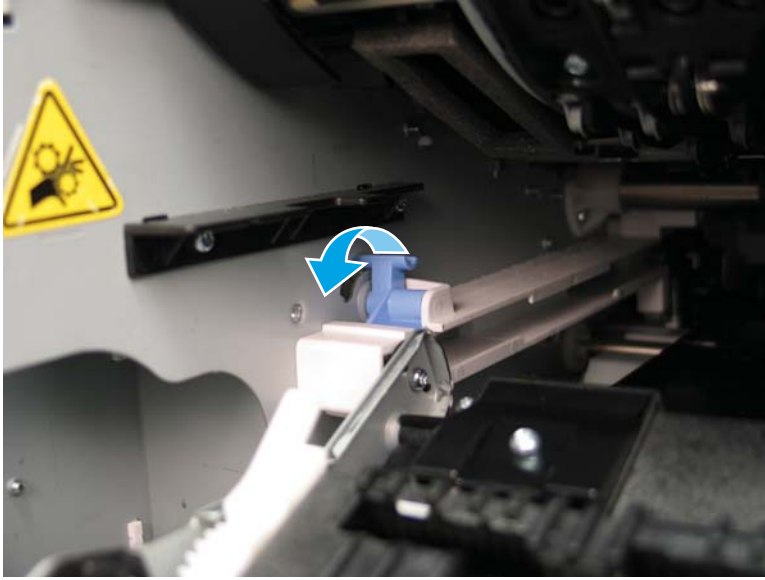
2. Grasp the green handle on the service fluid container, and then pull it straight out of the printer.

Figure 1-9 Pull the service fluid container out



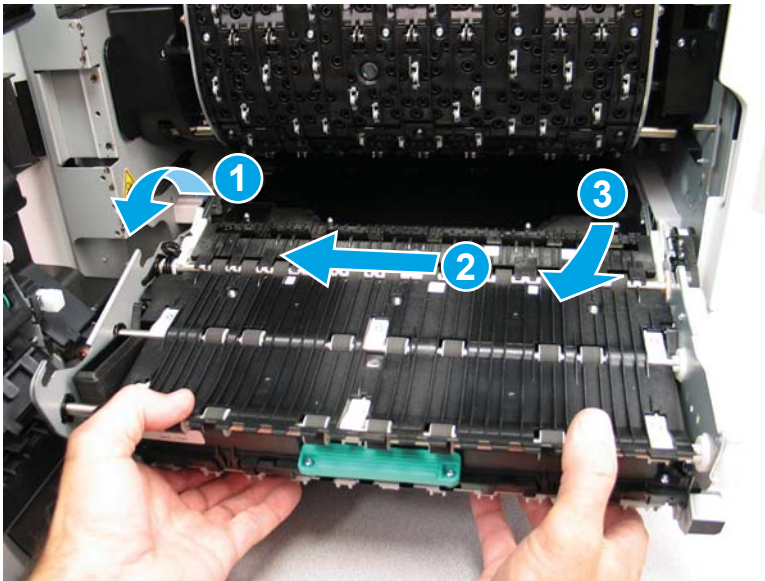
3. At the left side service fluid container mounting rail, rotate the blue latch to the open position.

Figure 1-10 Open the blue latch



4. Rotate the left rail mounting pin up and out of the rail (callout 1), slightly slide the service fluid container to the left (callout 2) to release the right rail mounting pin, and then remove the service fluid container (callout 3).

Figure 1-11 Remove the service fluid container



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

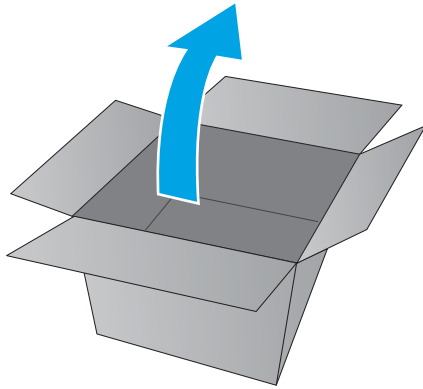
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



2. Unpack the replacement part from the packaging.

⚠ CAUTION: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

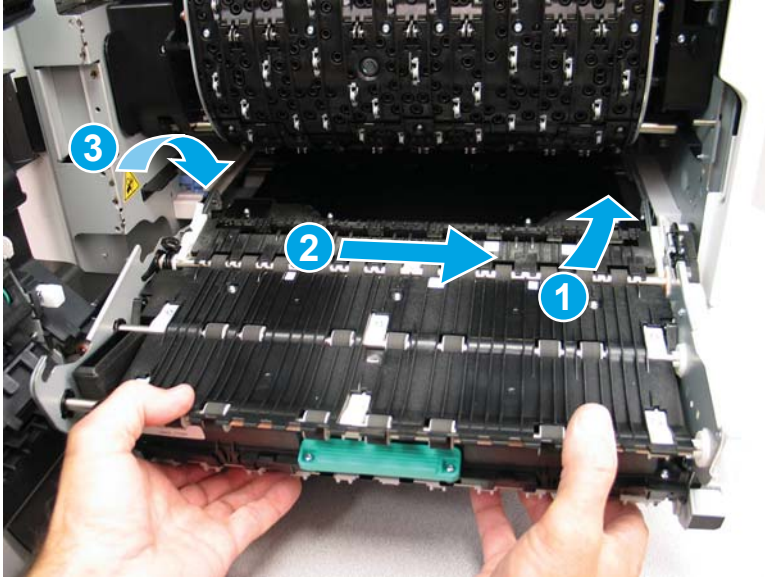


Step 3: Install the service fluid container

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

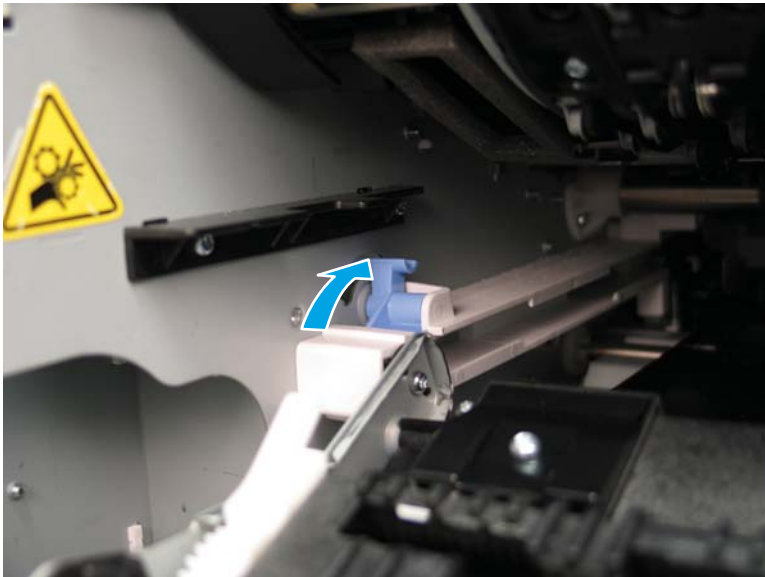
1. Position the service fluid container right rail pin in the mounting rail (callout 1/2), and then rotate the left rail mounting pin down and into the rail (callout 3).

Figure 1-12 Install the service fluid container



2. At the left side service fluid mounting rail, rotate the blue latch to the closed position.

Figure 1-13 Close the blue latch



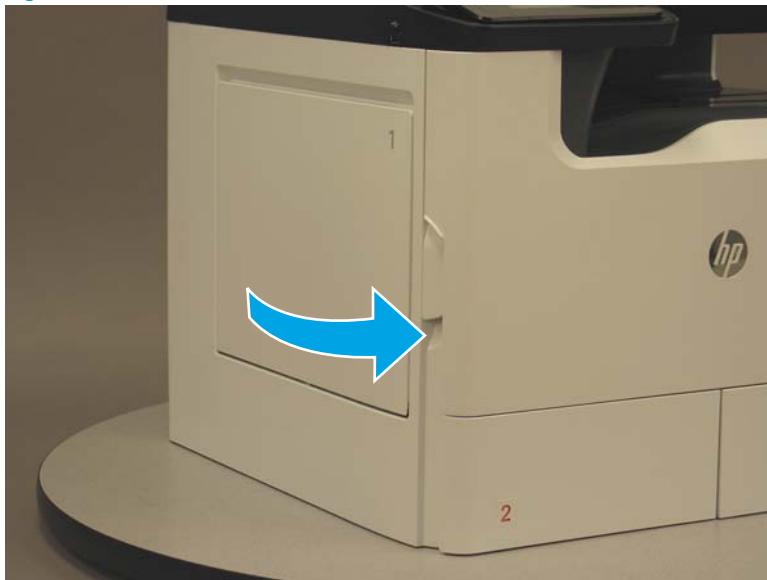
3. Grasp the green handle on the service fluid container, and then push it straight into the printer.

Figure 1-14 Push the service fluid container in



4. Close the left door.

Figure 1-15 Close the left door



Removal and replacement: Document feeder roller kit (MFP models only)

- [Introduction](#)
- [Step 1: Remove the document feeder pickup and reed rollers, and separation pad](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the document feeder pickup and reed rollers, and separation pad](#)

Introduction


This document provides the procedures to remove and replace the document feeder pickup and feed rollers, and separation pad (MFP models only) (CSR A).

[Click here to visit the HP video library.](#)

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Document feeder roller kit part number	
A7W93-67083	Document feeder roller kit with instruction guide

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Use the document feeder to make a copy.

Step 1: Remove the document feeder pickup and reed rollers, and separation pad

1. Release the document feeder jam access cover latch (located on the cover near the front of the printer), and then open the cover.


 **CAUTION:** To avoid damage to the cover, do not pull on the center of the cover to open it.

Figure 1-16 Open the document feeder cover



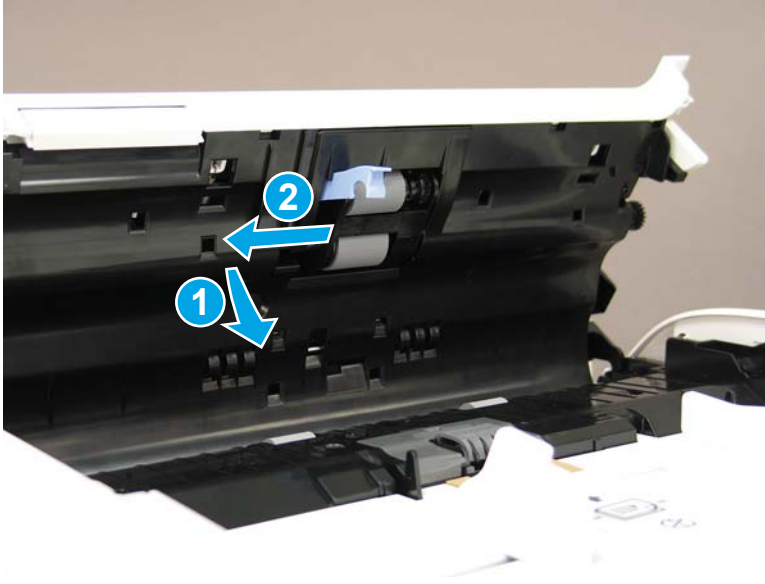
2. Rotate the blue latch (next to the roller assembly) up to release it.

Figure 1-17 Release the latch



3. Rotate the left side of the roller assembly out and away from the document feeder (callout 1), and then slide the assembly to the left (callout 2).

Figure 1-18 Release the roller assembly



4. Remove the roller assembly.

Figure 1-19 Remove the roller assembly



5. Rotate the top edge of the separation pad assembly up and away from the document feeder to release it.

Figure 1-20 Release the separation pad assembly



6. Lift the separation pad assembly straight up to remove it.

Figure 1-21 Remove the separation pad assembly



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

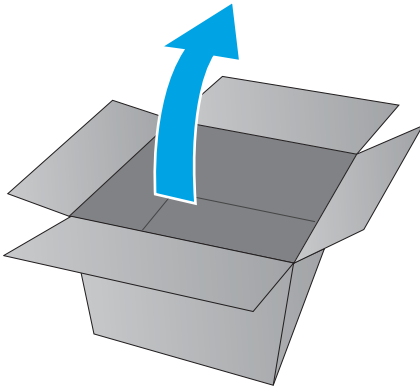
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



2. Unpack the replacement part from the packaging.

⚠ CAUTION: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



Step 3: Install the document feeder pickup and reed rollers, and separation pad

1. Install the separation pad assembly in the holder.

📋 NOTE: The top edge of the pad assembly will be slightly raised above the holder.

Figure 1-22 Install the separation pad assembly



2. Rotate the top edge of the separation pad assembly down and toward the document feeder to seat it in the holder.

Figure 1-23 Engage the separation pad assembly



3. Position the roller assembly in the holder.


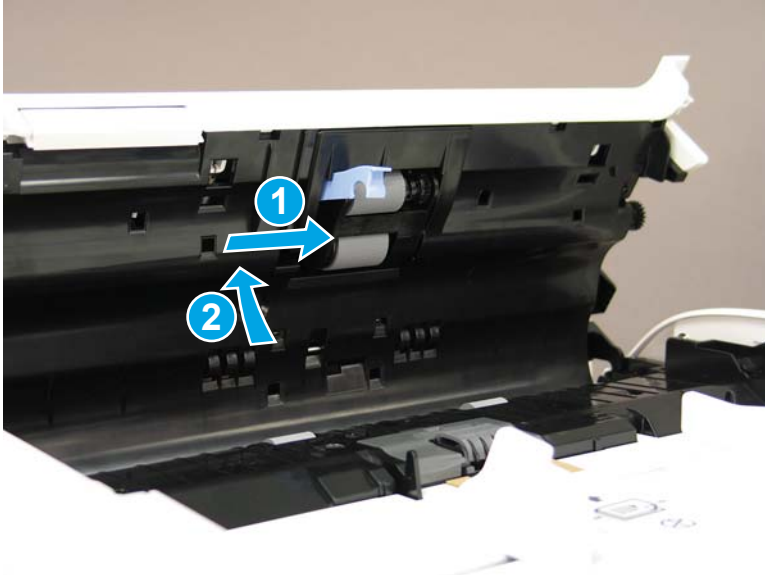
 **NOTE:** The two short drive shafts face the rear of the document feeder. The single long shaft faces the front of the document feeder.

Figure 1-24 Position the roller assembly



4. Install the right end (two short drive shafts) into the holder (callout 1), and then rotate the left side of the roller assembly into the holder (callout 2).

Figure 1-25 Install the roller assembly



5. Rotate the blue latch (next to the roller assembly) down to engage it.


 **NOTE:** If the latch interferes with the roller assembly, make sure that the roller assembly drive shafts are completely seated in the holder.

Figure 1-26 Close the latch



6. Close the document feeder jam access cover.

Figure 1-27 Close the document feeder cover



7. At the printer control panel, do the following:
 - a. Scroll to, and then touch the [Support Tools](#) button.
 - b. Touch the [Maintenance](#) button.
 - c. Touch the [Document Feeder Rollers](#) item.
 - d. Touch the [Next](#) button, and then touch the [Settings](#) item.

- e. Touch the [Reset the Remaining Life Counter](#) item, and then touch [OK](#) to reset the counter.
- f. Touch the [Done](#) button to return to the [Document Feeder Rollers](#) maintenance menu, or touch the [Home](#) button to return to the printer home screen.

Removal and replacement: Tray 1 roller kit

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

Introduction


This document provides the procedures to remove and replace the tray 1 pickup and separation rollers (CSR B).

[Click here to visit the HP video library.](#)

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 1 roller kit part number	
A7W93-67039	Tray 1 roller kit with instruction guide

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer, and use Tray 1 as the source tray.

Step 1: Remove the Tray 1 pickup and separation rollers

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open Tray 1.

Figure 1-28 Open Tray 1



2. Locate the roller cover, and then rotate the bottom of the cover away from the printer to remove it.

Figure 1-29 Remove the roller cover



3. Release one tab (callout 1), and then slide pickup roller off of the shaft (callout 2).


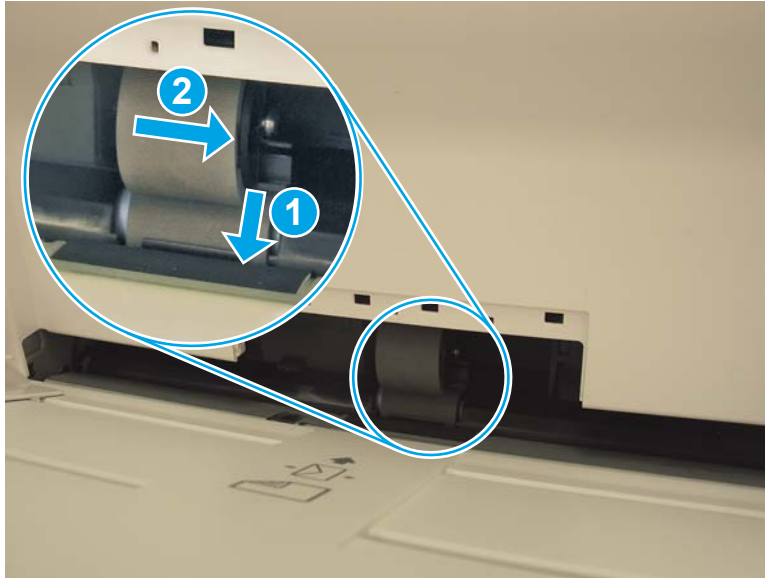
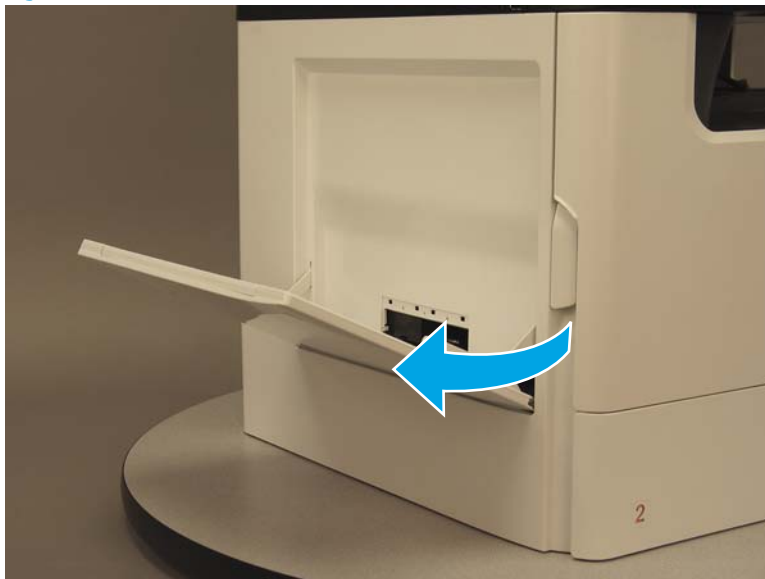
 **TIP:** If the tab is not visible, rotate the roller.

Figure 1-30 Remove the Tray 1 pickup roller



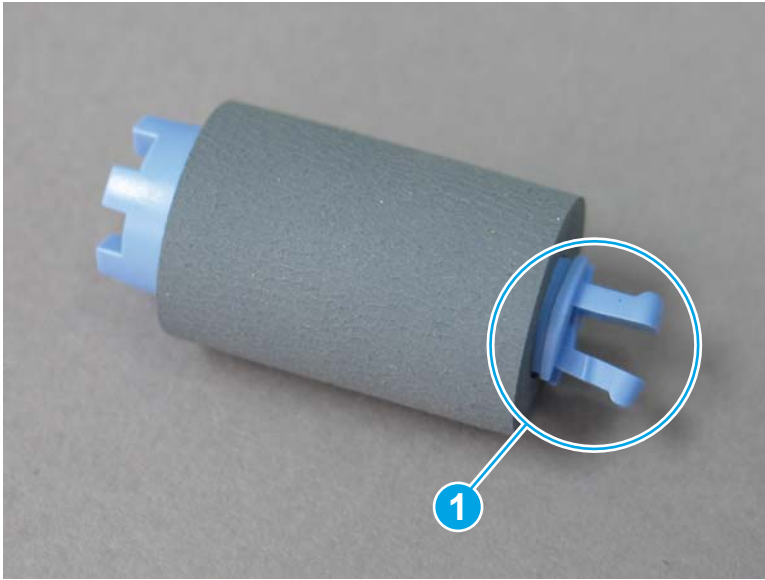
4. Open the right door.

Figure 1-31 Open the right door



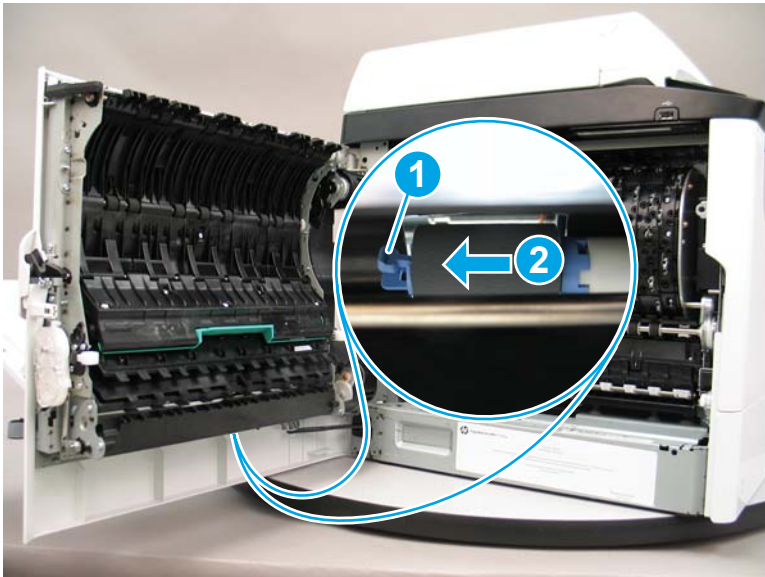
5. Before proceeding, take note of the locking tab (callout 1) on the Tray 1 separation roller.

Figure 1-32 Tray 1 separation roller tab



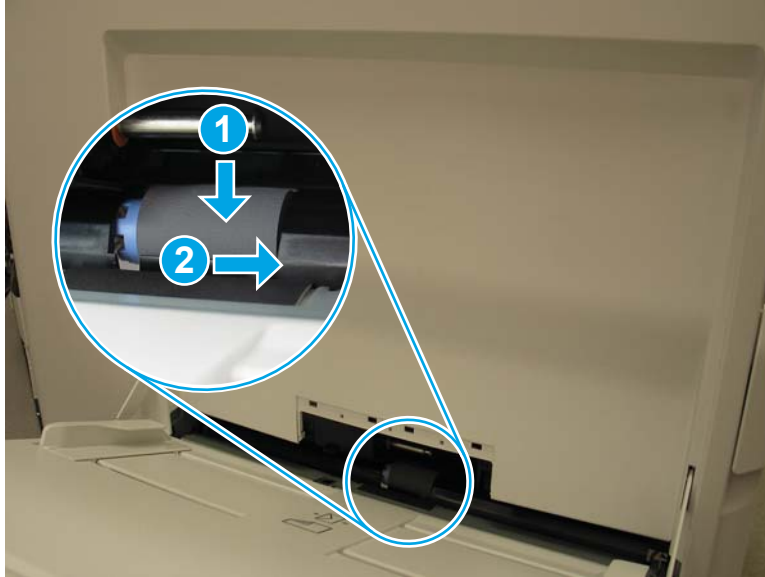
6. Reach up under the right door assembly, pinch the locking tab (callout 1) on the Tray 1 separation roller, and then slightly slide the roller away from the printer to release it (callout 2).

Figure 1-33 Release the Tray 1 separation roller



7. With the roller released, push down on it from the Tray 1 side (callout 1), and then continue to slide it off of the shaft to remove it (callout 2).

Figure 1-34 Remove the Tray 1 separation roller



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

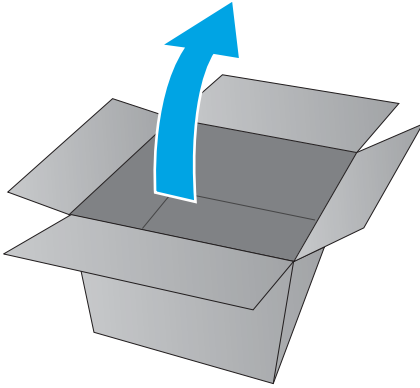
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



2. Unpack the replacement part from the packaging.

⚠ CAUTION: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

📄 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

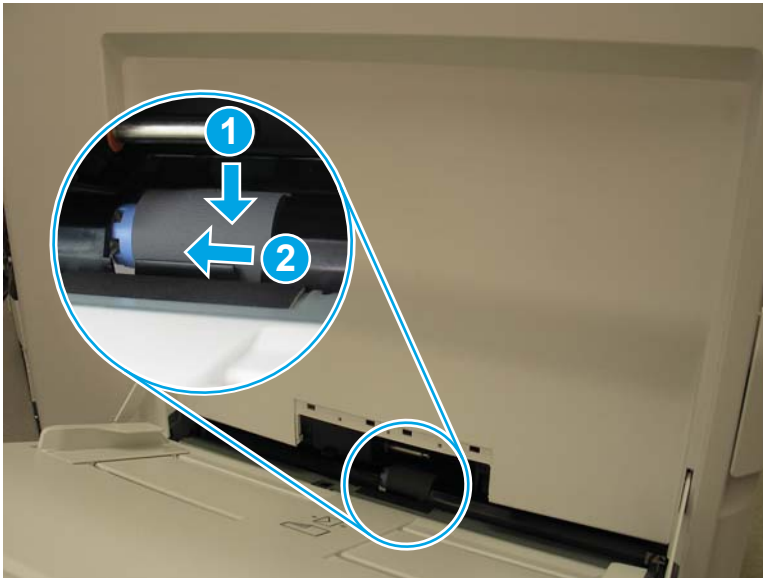


Step 3: Install the Tray 1 pickup and separation rollers

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

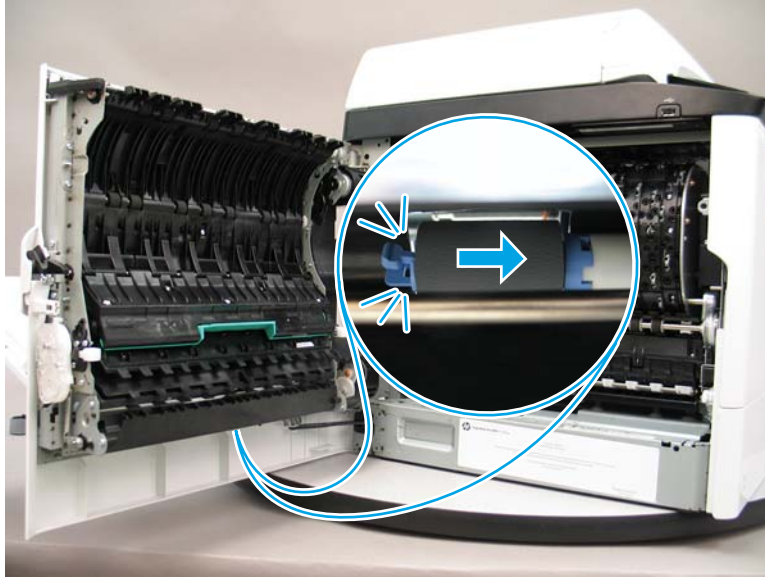
1. Start the separation roller onto the shaft (from under the right door assembly), push down on it from the Tray 1 side (callout 1), and then continue to slide it on of the shaft (callout 2) to install it.

Figure 1-35 Install the Tray 1 separation roller



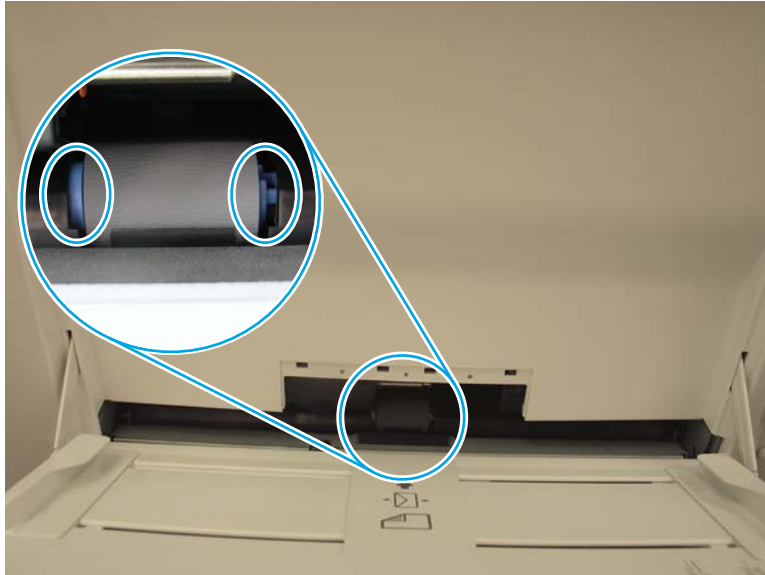
2. Continue to slide the roller onto the shaft until the locking tab snaps onto the shaft.

Figure 1-36 Slide the Tray 1 separation roller onto the shaft



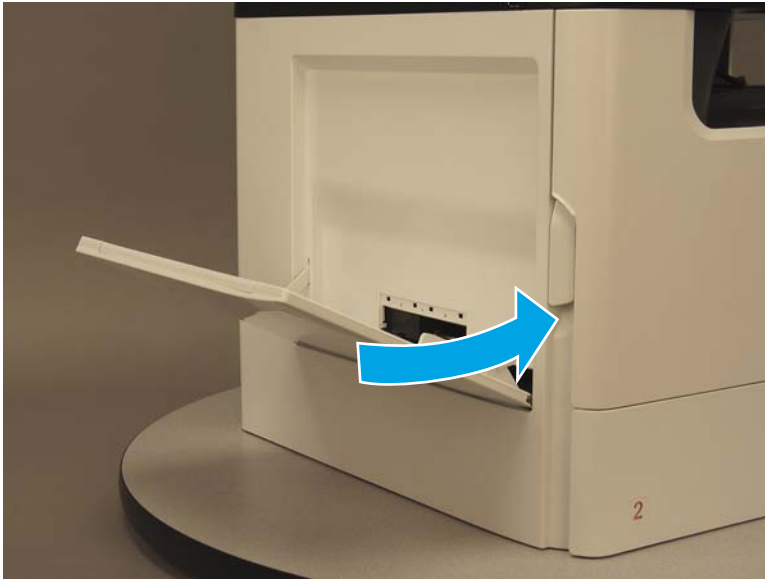
3. Verify that the Tray 1 separation roller is correctly installed. When the roller is correctly installed, there is an equal amount of space on both sides of the roller when it is viewed from the Tray 1 side of the printer.

Figure 1-37 Verify that the Tray 1 separation roller is correctly installed



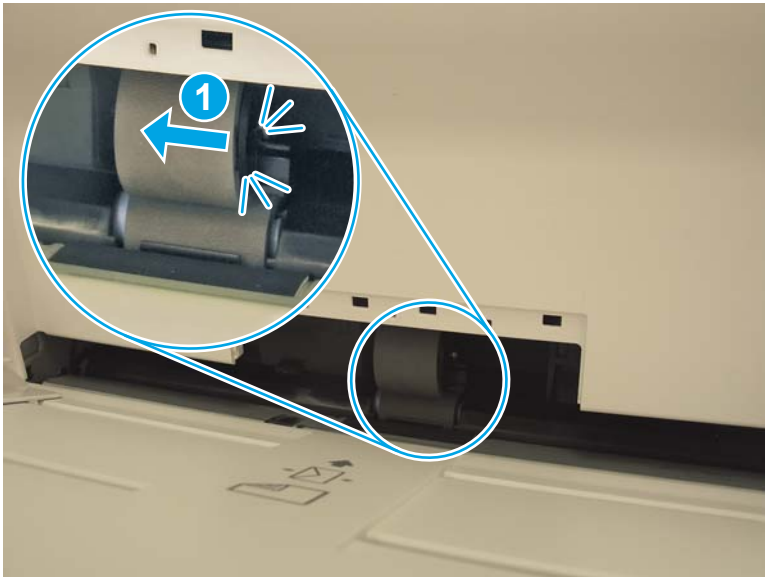
4. Close the right door.

Figure 1-38 Close the right door



5. Slide pickup roller onto the shaft (callout 1). Continue to slide the roller onto the shaft until the locking tab snaps onto the shaft.

Figure 1-39 Install the Tray 1 pickup roller



6. Position the top edge of the roller cover on the printer, and then rotate the bottom of the cover down toward the printer to install it.

Figure 1-40 Remove the roller cover



7. Close Tray 1.

Figure 1-41 Close Tray 1



8. At the printer control panel, do the following:
 - a. Scroll to, and then touch the [Support Tools](#) button.
 - b. Touch the [Maintenance](#) button.
 - c. Touch the [Tray 1 Rollers](#) item.
 - d. Touch the [Next](#) button, and then touch the [Settings](#) item.

- e. Touch the [Reset the Remaining Life Counter](#) item, and then touch [OK](#) to reset the counter.
- f. Touch the [Done](#) button to return to the [Tray 1 Rollers](#) maintenance menu, or touch the [Home](#) button to return to the printer home screen.

Removal and replacement: Tray roller kit

NOTE:

- Depending on printer configuration, Tray 2 might be a single 500-sheet A3 Tray 2 or a tandem 500-sheet A4 Tray 2/3. The procedures for removing and installing the pickup, feed, and separation rollers are similar for each configuration (differences are noted below).
- The procedure for removing the pickup, feed, and separation rollers for optional 500-sheet feeders, are similar to the A3 tray instructions.
- This section also includes instructions for removing and installing rollers in the high-capacity input (HCI) feeder.
- Use the figures below to identify a printer with an A4 tandem Tray 2/3 (callout 1) or an A3 Tray 2 (callout 2) configuration



- [Introduction](#)
- [Step 1: Remove tray pickup, feed, and separation rollers](#)
- [Step 2: Remove the HCI left tray rollers](#)
- [Step 3: Remove the HCI right tray rollers](#)
- [Step 4: Unpack the replacement assembly](#)
- [Step 5: Install the HCI right tray rollers](#)
- [Step 6: Install the HCI left tray rollers](#)
- [Step 7: Install the tray pickup, feed, and separation rollers](#)

Introduction

This document provides the procedures to remove and replace the tray pickup, feed, and separation rollers (CSR A).

[Click here to visit the HP video library.](#)

Jump to a task


Use the links below to quickly find a removal or installation procedure.

- [Step 1: Remove tray pickup, feed, and separation rollers on page 40](#)
- [Step 2: Remove the HCl left tray rollers on page 45](#)
- [Step 3: Remove the HCl right tray rollers on page 48](#)
- [Step 5: Install the HCl right tray rollers on page 51](#)
- [Step 6: Install the HCl left tray rollers on page 54](#)
- [Step 7: Install the tray pickup, feed, and separation rollers on page 56](#)

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 roller kit part number	
A7W93-67082	Tray roller kit with instruction guide

Required tools

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

After performing service

Turn the printer power on

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


Post service test

Send a print job to the printer, and use the tray with the replaced rollers as the source tray.


Step 1: Remove tray pickup, feed, and separation rollers

A printer MFP model is shown in this procedure. However, the instructions are correct for single function printers.

This section is for a single 500-sheet A3 Tray 2, a tandem 500-sheet A4 Tray 2/3 or an optional 500-sheet feeder. For the left or right high-capacity input (HCl) feeder rollers, go to [Step 2: Remove the HCl left tray rollers on page 45](#) or [Step 3: Remove the HCl right tray rollers on page 48](#).

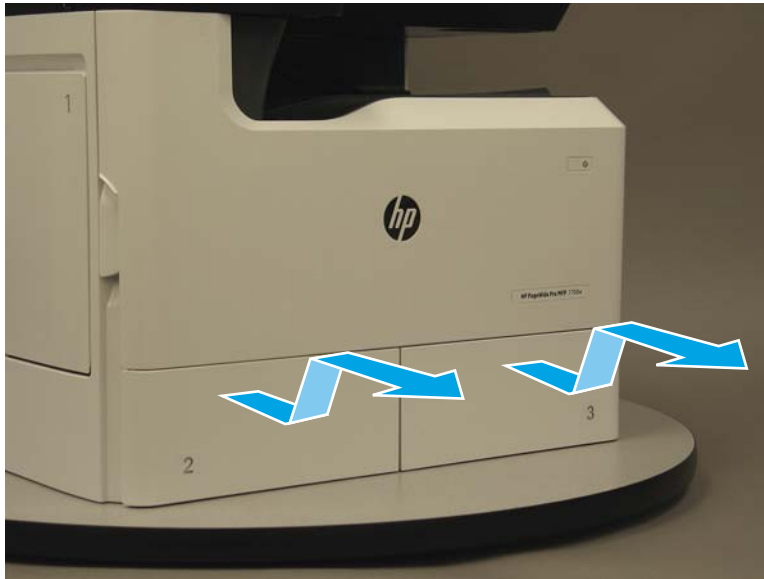
 **NOTE:** The procedure for removing the pickup, feed, and separation rollers for optional 500-sheet feeders, are similar to the A3 tray instructions.

1. Pull the tray out until it stops, slightly lift up, and then slide the tray out of the printer.

 **NOTE:** The tandem A4 Tray 2/3 is shown below. Removing a single A3 Tray 2 is similar.

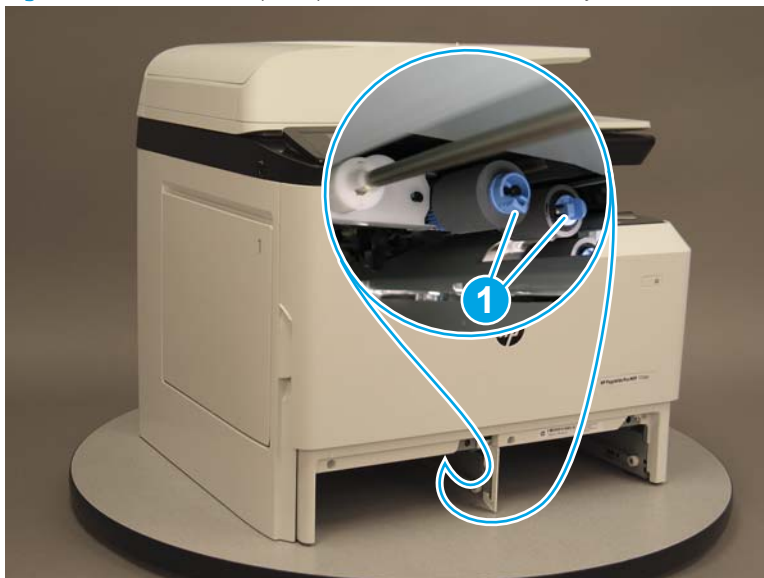
The procedure for removing the pickup, feed, and separation rollers for optional 500-sheet feeders, are similar to the A3 tray instructions.

Figure 1-42 Remove the tray(s)



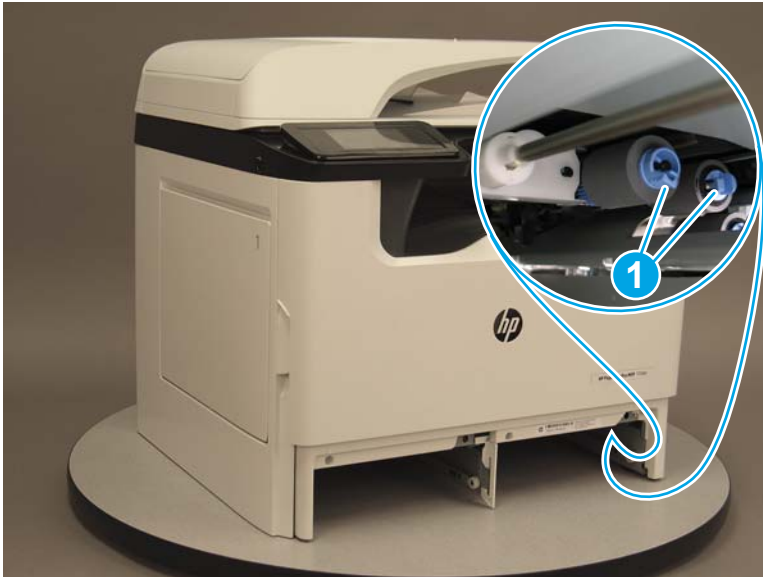
2. **A4 tandem Tray 2 pickup and feed rollers:** Look up into the tray cavity, and locate pickup and feed rollers (callout 1).

Figure 1-43 Locate the pickup and feed rollers (A4 Tray 2)



3. **A3 Tray 2 or A4 tandem Tray 3 pickup and feed rollers:** Look up into the tray cavity, and locate pickup and feed rollers (callout 1).

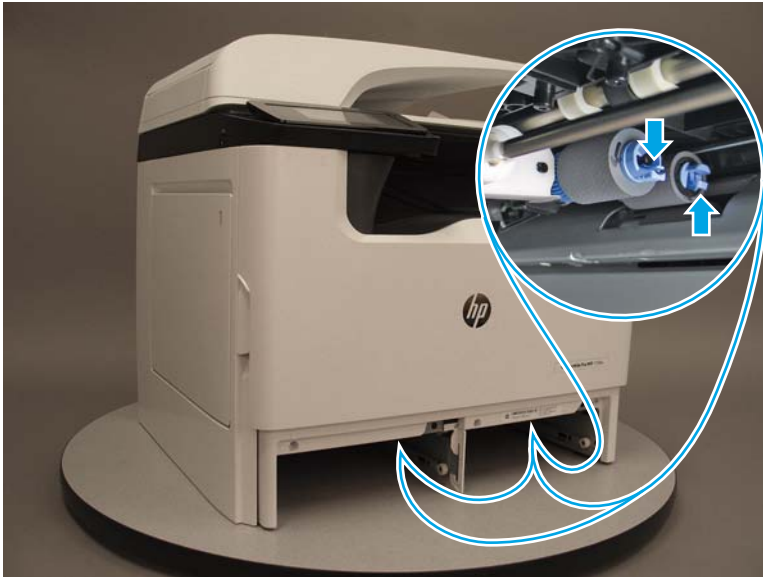
Figure 1-44 Locate the pickup and feed rollers (A3 Tray 2 or A4 Tray 3)



4. **A3 Tray 2 or A4 tandem Tray 2/3 pickup and feed rollers:** Squeeze the locking tab on a roller, and then slide the roller off of the shaft.

 **NOTE:** The A3 Tray 2 only has the far right side rollers.

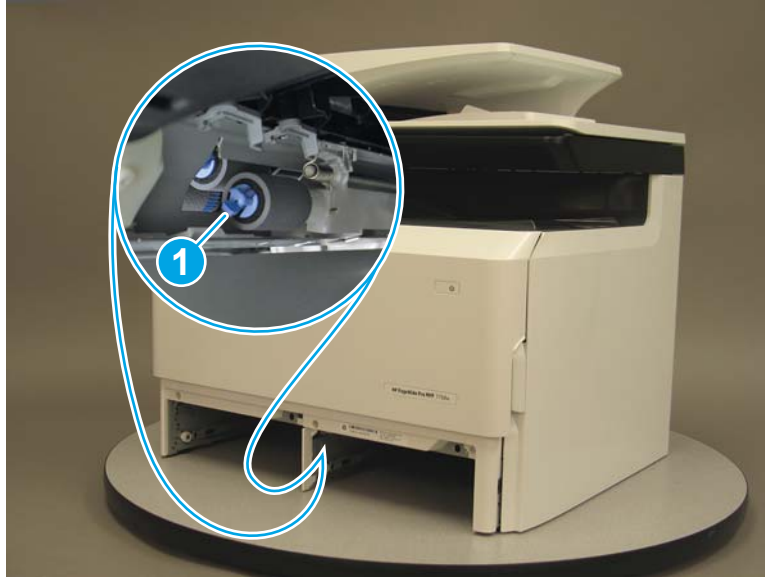
Figure 1-45 Remove the pickup and feed rollers (A3 Tray 2 or A4 Tray 2/3)



5. **A4 tandem Tray 2 separation roller:** Do the following:
 - a. Look up into the tray cavity, and locate separation roller (callout 1).

 **NOTE:** The A4 tandem Tray 2 separation roller is located on the Tray 3 side of the Tray 2/3 divider.

Figure 1-46 Locate the separation roller (A4 Tray 2)



- b. Squeeze the locking tab on the roller, and then slide the roller off of the shaft.

Figure 1-47 Remove the separation roller (A4 Tray 2)



- 6. A3 Tray 2 or A4 tandem Tray 3 separation roller: Do the following:
 - a. Open the right door.

Figure 1-48 Open the right door



- b. Open the right door, and then open the separation roller door.

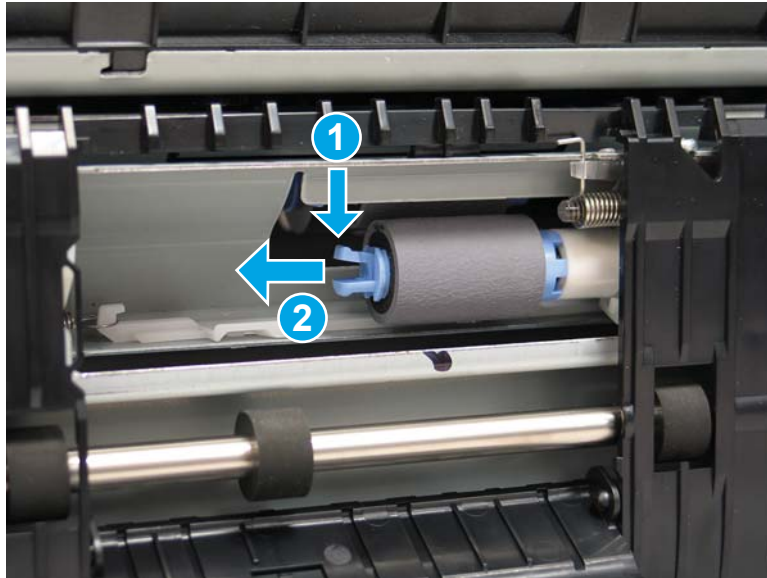
Figure 1-49 Open the separation roller door (A3 Tray 2 or A4 tandem Tray 3)



- c. Squeeze the locking tab on the roller (callout 1), and then slide the roller off of the shaft (callout 2).

 **Reinstallation tip:** To jump to the roller installation procedure, go to [Step 7: Install the tray pickup, feed, and separation rollers on page 56](#).

Figure 1-50 Remove the separation roller (A3 Tray 2 or A4 tandem Tray 3)



Step 2: Remove the HCI left tray rollers

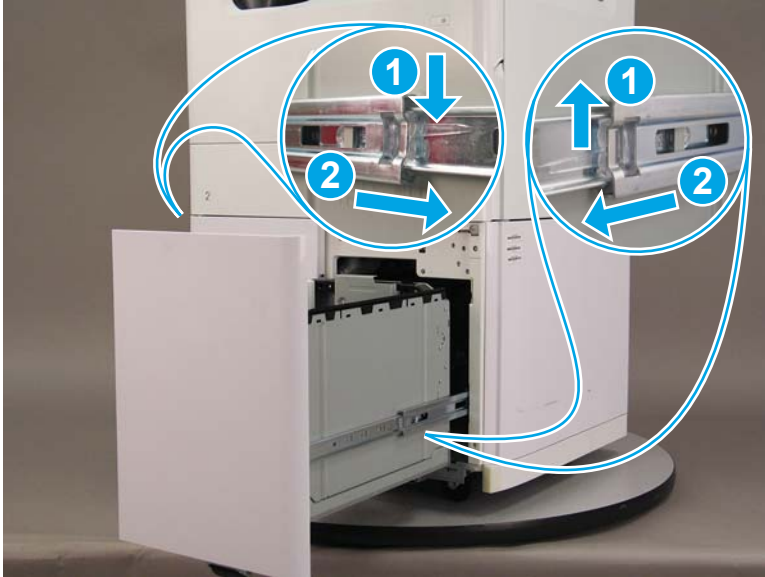
This section is for the left HCI feeder rollers, for the right side HCI rollers go to [Step 3: Remove the HCI right tray rollers on page 48](#). For a single 500-sheet A3 Tray 2, a tandem 500-sheet A4 Tray 2/3 or an optional 500-sheet feeder, go to [Step 4: Unpack the replacement assembly on page 50](#).

1. Pull the right tray out of the HCI until it stops, locate the left and right retention levers on the tray rails, and then do the following:

 **NOTE:** The HCI right tray must be removed to access the left tray separation roller.

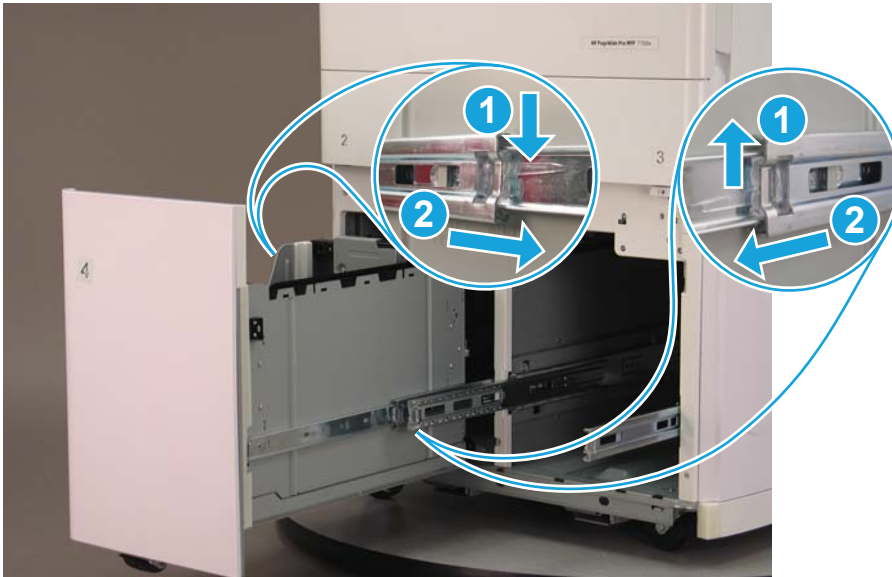
- a. Push down and hold the left-side lever down to release it.
- b. Push up on and hold the right-side lever up to release it.
- c. Pull the tray straight away from the HCI to remove it.

Figure 1-51 Remove the HCI right tray



2. Pull the left tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up on and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCI to remove it.

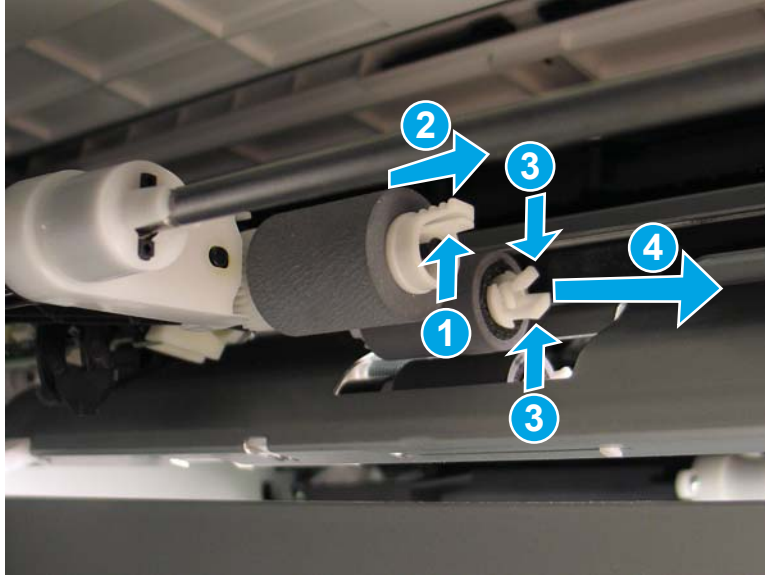
Figure 1-52 Remove the HCI left tray



3. Look up inside the **left** tray cavity, pinch the tab (callout 1) and then slide the pick roller off of the shaft (callout 2).

Look up inside the **left** tray cavity, pinch the tab (callout 3) and then slide the feed roller off of the shaft (callout 4).

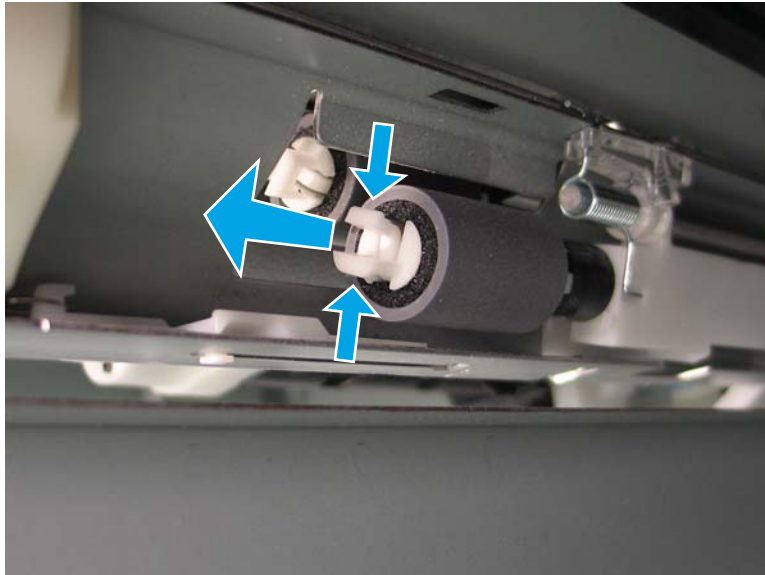
Figure 1-53 Remove the pick and feed rollers



4. Look up inside the **right** tray cavity, pinch the tab and then slide the separation roller off of the shaft.

 **Reinstallation tip:** To jump to the roller installation procedure, go to [Step 6: Install the HCI left tray rollers on page 54](#).

Figure 1-54 Remove the separation roller



Step 3: Remove the HCI right tray rollers

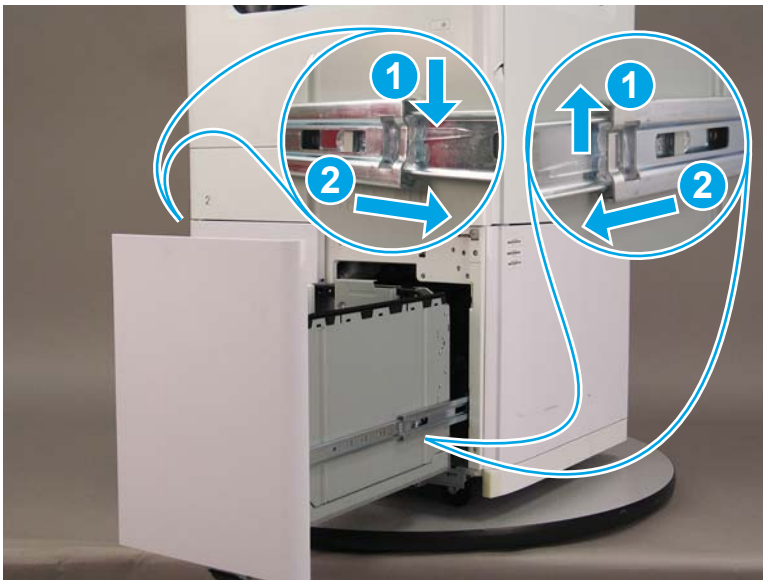
This section is for the right HCI feeder rollers, for a single 500-sheet A3 Tray 2, a tandem 500-sheet A4 Tray 2/3, an optional 500-sheet feeder or the left side HCI rollers, go to [Step 4: Unpack the replacement assembly on page 50](#).

1. Pull the right tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:

 **NOTE:** If the HCI left tray rollers have been replaced, skip this step (the right tray is already removed).

- a. Push down and hold the left-side lever down to release it.
- b. Push up on and hold the right-side lever up to release it.
- c. Pull the tray straight away from the HCI to remove it.

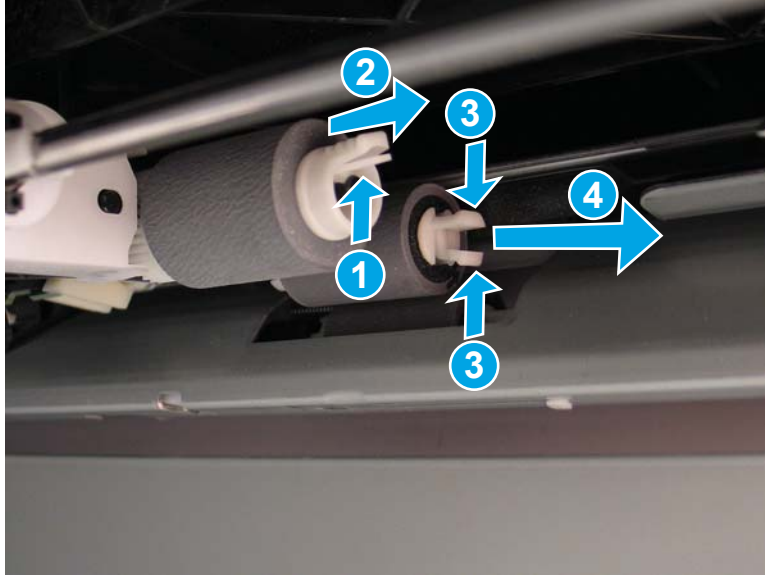
Figure 1-55 Remove the HCI right tray



2. Look up inside the tray cavity, pinch the tab (callout 1) and then slide the pick roller off of the shaft (callout 2).

Look up inside the tray cavity, pinch the tab (callout 3) and then slide the feed roller off of the shaft (callout 4).

Figure 1-56 Remove the pick and feed rollers



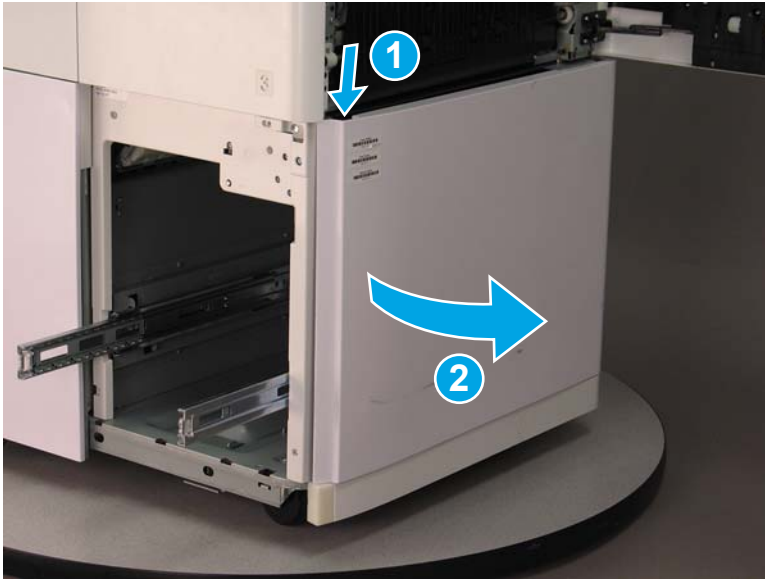
3. Open the printer right door.

Figure 1-57 Open the printer right door



4. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-58 Open the HCI right door



5. Pinch the tab (callout 1) and then slide the separation roller off of the shaft.


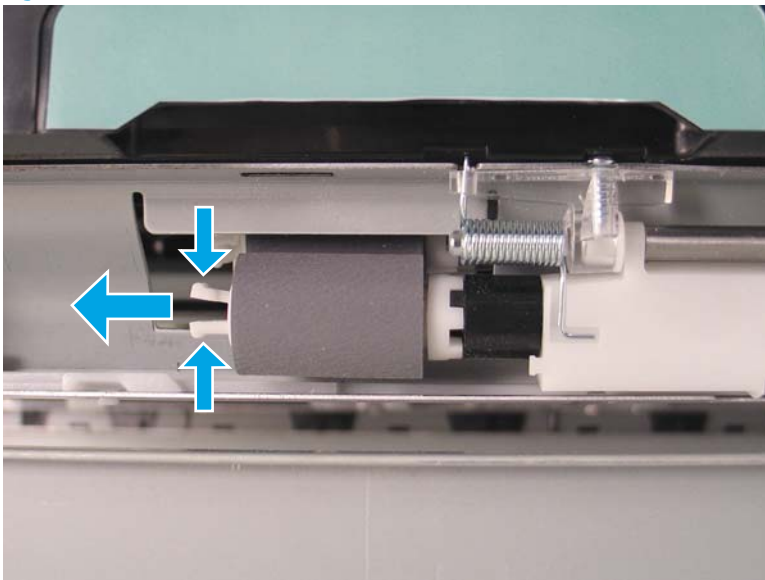
 **Reinstallation tip:** To jump to the roller installation procedure, go to [Step 5: Install the HCI right tray rollers on page 51](#).

Figure 1-59 Remove the separation roller



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

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

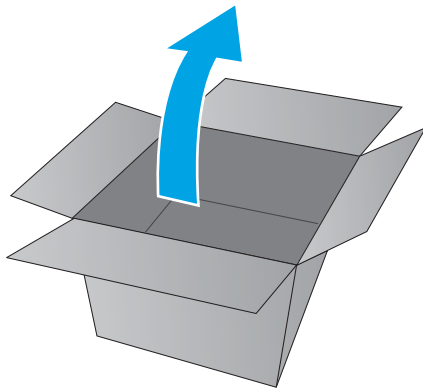
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



2. Unpack the replacement part from the packaging.

⚠ CAUTION: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



Step 5: Install the HCI right tray rollers

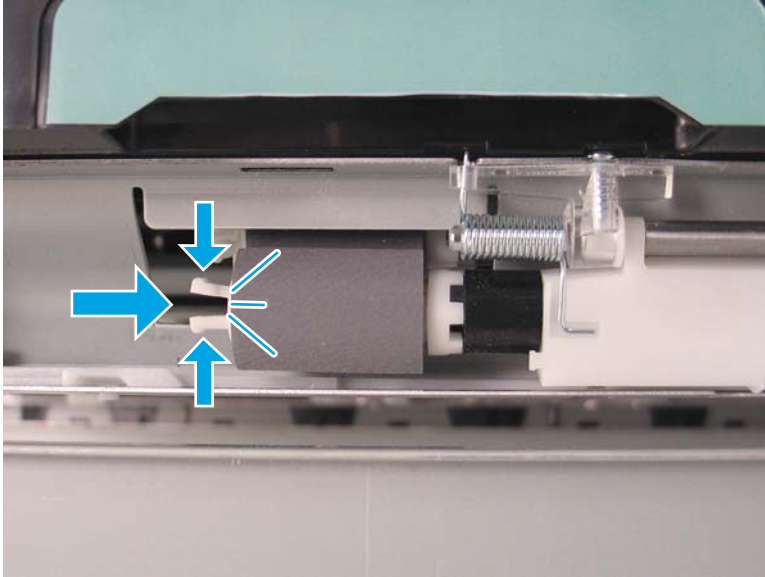
This section is for the right HCI feeder rollers, for a single 500-sheet A3 Tray 2, a tandem 500-sheet A4 Tray 2/3, an optional 500-sheet feeder or the left side HCI rollers, go to [Step 6: Install the HCI left tray rollers on page 54](#) or [Step 7: Install the tray pickup, feed, and separation rollers on page 56](#).

1. Pinch the tab, and then slide the replacement separation roller onto the shaft.

📋 NOTE: Make sure that the locking tab secures the roller to the shaft.

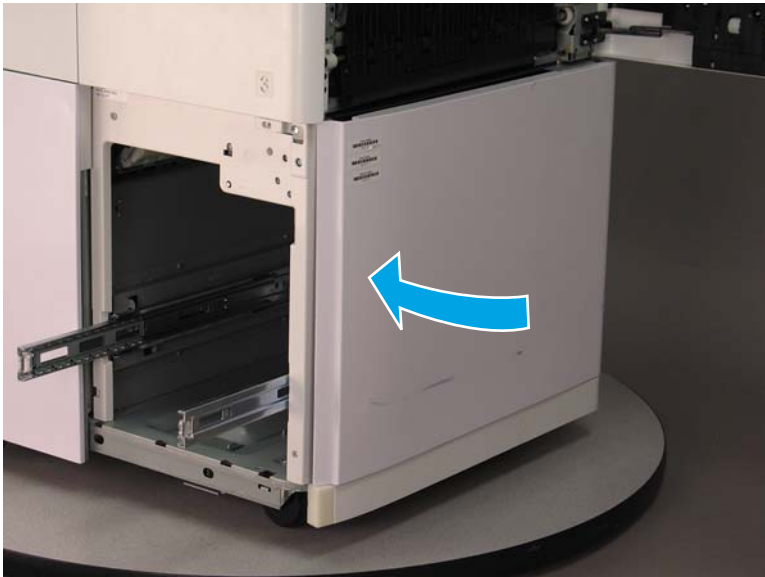
An audible click is heard when the roller is fully installed.

Figure 1-60 Install the separation roller



2. Close the HCI right door.

Figure 1-61 Close the HCI right door



3. Close the printer right door.

Figure 1-62 Close the printer right door



4. Look up inside the tray cavity, and then slide the pick roller onto the shaft (callout 1).
Look up inside the tray cavity, and then slide the feed roller onto the shaft (callout 2).


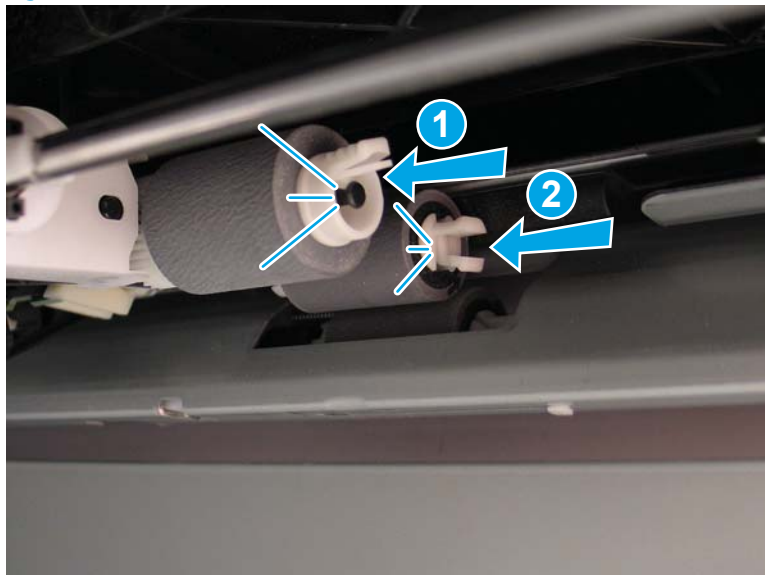
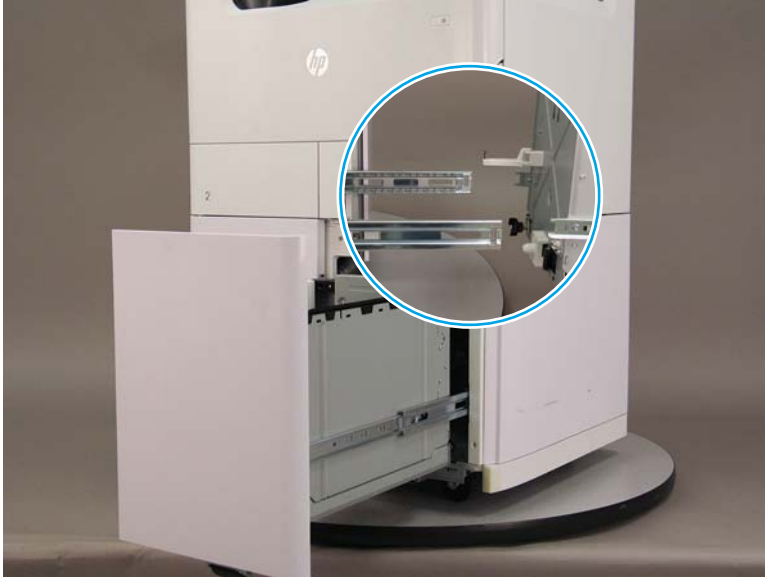
 **NOTE:** An audible click is heard when the rollers are fully installed.

Figure 1-63 Install the pick and feed rollers



5. Align the left- and right-side rails on the tray with the rails in the HCI, and then slide the tray into the cabinet.

Figure 1-64 Install the HCI right tray



Step 6: Install the HCI left tray rollers

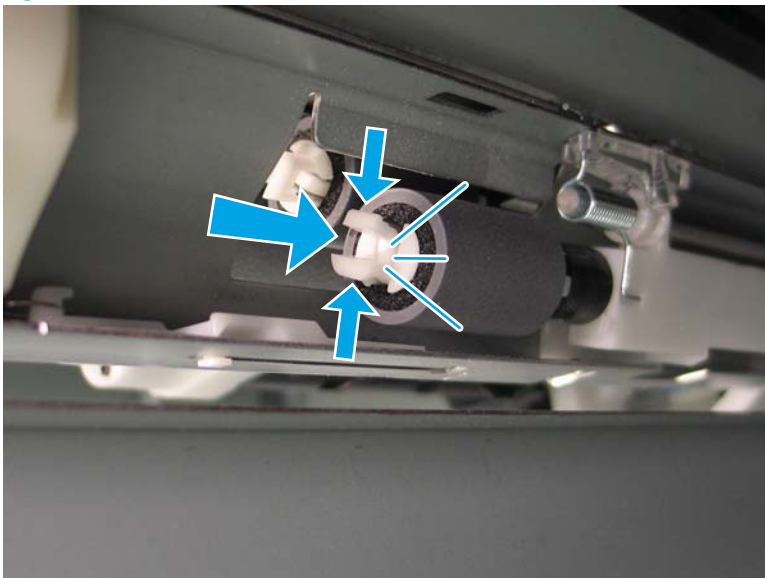
This section is for the left HCI feeder rollers, for a single 500-sheet A3 Tray 2, a tandem 500-sheet A4 Tray 2/3, or an optional 500-sheet feeder go to [Step 7: Install the tray pickup, feed, and separation rollers on page 56](#).

1. Look up inside the **right** tray cavity, pinch the tab, and then slide the replacement separation roller onto the shaft.

 **NOTE:** Make sure that the locking tab secures the roller to the shaft.

An audible click is heard when the roller is fully installed.

Figure 1-65 Remove the separation roller



2. Look up inside the **left** tray cavity, pinch the tab and then slide the pick roller onto the shaft (callout 1).
Look up inside the **left** tray cavity, pinch the tab and then slide the feed roller onto the shaft (callout 2).


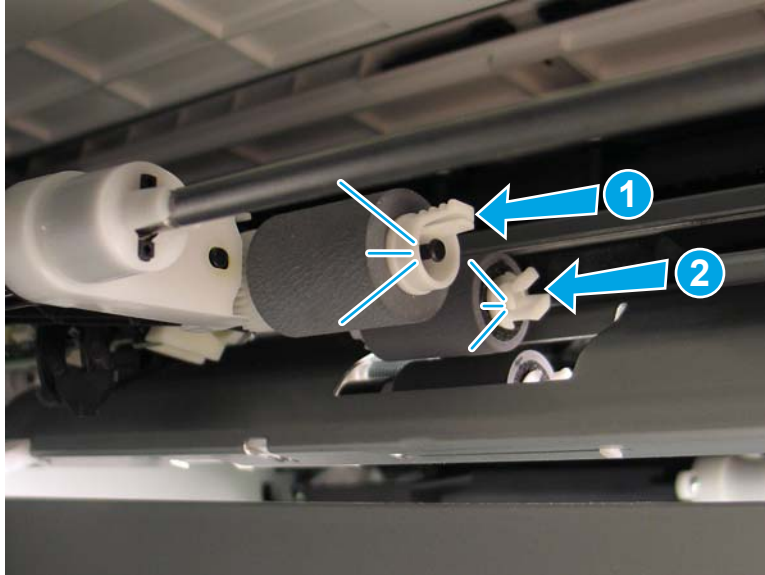
 **NOTE:** An audible click is heard when the rollers are fully installed.

Figure 1-66 Install the pick and feed rollers



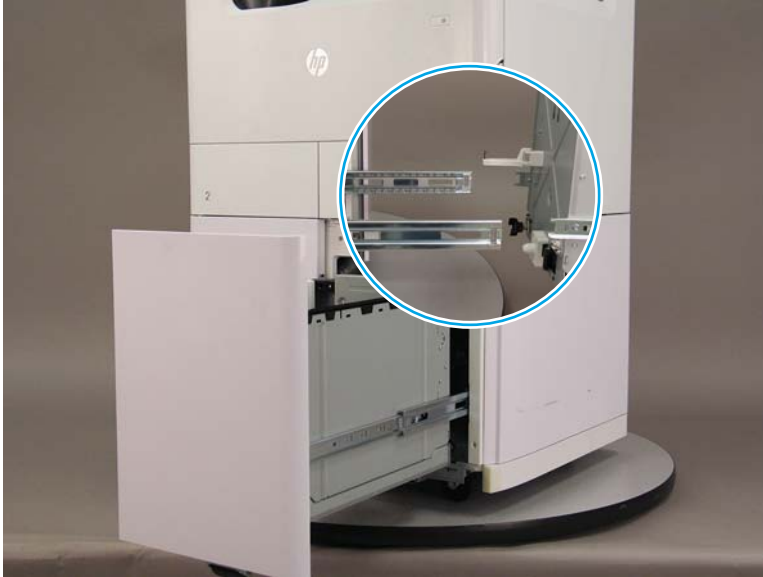
3. Align the left- and right-side rails on the left tray with the rails in the HCI, and then slide the tray into the cabinet.

Figure 1-67 Install the HCI left tray



4. Align the left- and right-side rails on the right tray with the rails in the HCI, and then slide the tray into the cabinet.


Figure 1-68 Install the HCI right tray



Step 7: Install the tray pickup, feed, and separation rollers

A printer MFP model is shown in this procedure. However, the instructions are correct for single function printers.

This section is for a single 500-sheet A3 Tray 2, a tandem 500-sheet A4 Tray 2/3 or an optional 500-sheet feeder. For the left and right high-capacity input (HCI) feeder rollers, go to [Step 2: Remove the HCI left tray rollers on page 45](#) or [Step 3: Remove the HCI right tray rollers on page 48](#).

 **NOTE:** The procedure for removing the pickup, feed, and separation rollers for optional 500-sheet feeders, are similar to the A3 tray instructions.

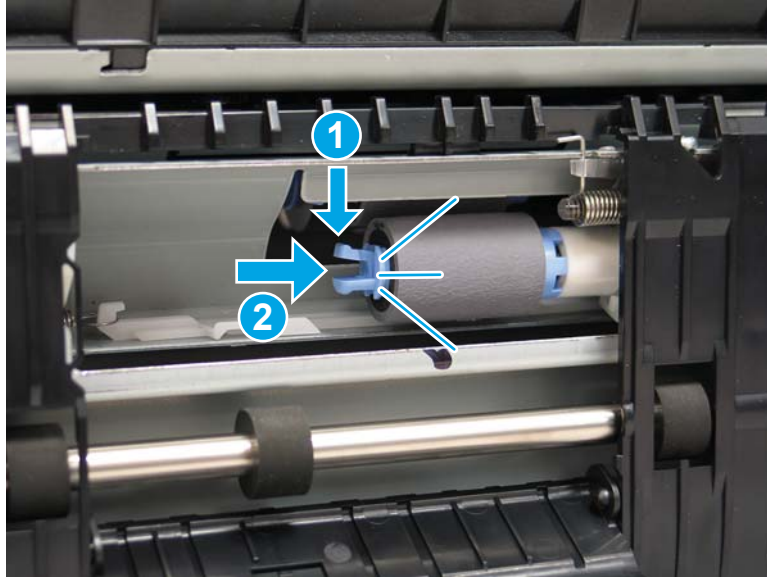
The procedure for installing the pickup, feed, and separation rollers for optional 500-sheet feeders, are similar to the A3 tray instructions.

1. **A3 Tray 2 or A4 tandem Tray 3 separation roller:** Do the following:
 - a. Squeeze the locking tab on the roller (callout 1), and then slide the roller all of the way onto the shaft (callout 2).

 **NOTE:** Make sure that the locking tab secures the roller to the shaft.

An audible click is heard when the roller is fully installed.

Figure 1-69 Install the separation roller (A3 Tray 2 or A4 tandem Tray 3)



- b. Close the separation roller door, and then close the right door.

 **IMPORTANT:** Make sure that the roller door is fully closed and seated before closing the right door.

Figure 1-70 Close the separation roller door (A3 Tray 2 or A4 tandem Tray 3)



- 2. A4 tandem Tray 2 separation roller: Do the following:

- a. Squeeze the locking tab on the roller, and then slide the roller all of the way onto the shaft.

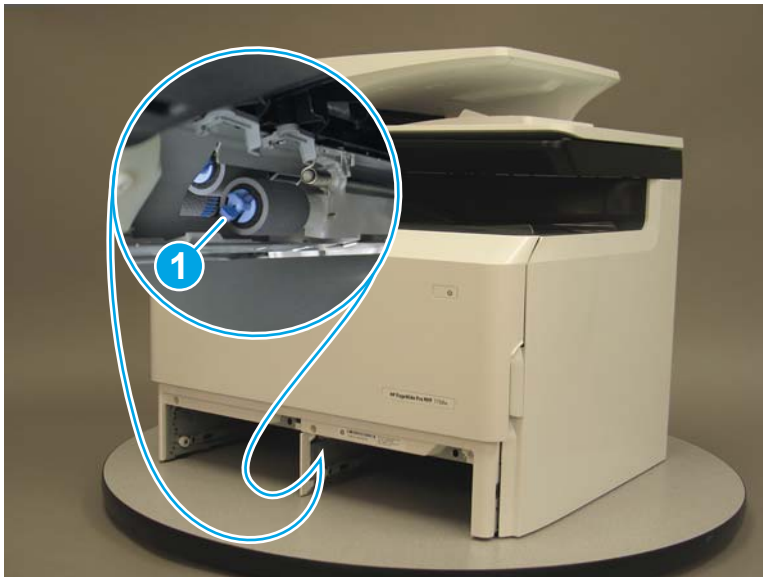
 **NOTE:** The A4 tandem Tray 2 separation roller is located on the Tray 3 side of the Tray 2/3 divider.

Figure 1-71 Install the separation roller (A4 Tray 2)




- b. Look up into the tray cavity, and make sure that the locking tab secures the roller to the shaft (callout 1).

Figure 1-72 Verify the separation roller is correctly installed (A4 Tray 2)

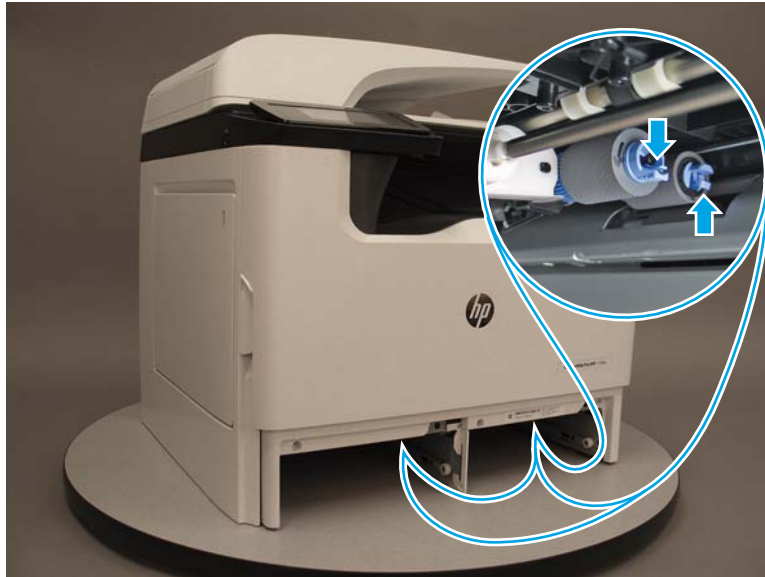


3. **A3 Tray 2 or A4 tandem Tray 2/3 pickup and feed rollers:** Squeeze the locking tab on a roller, and then slide the roller all of the way onto the shaft.

 **NOTE:** The A3 Tray 2 only has the far right side rollers.

Make sure that the locking tab secures the each roller to the shaft.

Figure 1-73 Install the pickup and feed rollers (A3 Tray 2 or A4 Tray 2/3)



4. Align the rollers on the tray with the rails in the tray cavity (slightly tilt the front of the tray up), and then slide the tray into the printer (drop the front of the tray as it is installed)


 **NOTE:** The tandem A4 Tray 2/3 is shown below. Installing a single A3 Tray 2 is similar.

Figure 1-74 Install the tray(s)



5. At the printer control panel, do the following:

- a. Scroll to, and then touch the [Support Tools](#) button.
- b. Touch the [Maintenance](#) button.
- c. Touch the appropriate roller item.



NOTE: The list of available menu items depends on the printer configuration.

- [Tray 2 Rollers](#)
 - [Tray 3 Rollers](#)
 - [Tray 4 Rollers](#)
 - [Tray 5 Rollers](#)
 - [Tray 6 Rollers](#)
- d. Touch the [Next](#) button, and then touch the [Settings](#) item.
 - e. Touch the [Reset the Remaining Life Counter](#) item, and then touch [OK](#) to reset the counter.
 - f. Touch the [Done](#) button to return to the [Tray <X> Rollers](#) maintenance menu. Touch the [Done](#) button again to return to the [Replaceable Parts](#) maintenance menu.
 - g. Repeat these steps to reset the roller life counter for all rollers that received replacement rollers.
 - h. Touch the [Home](#) button to return to the printer home screen.

Removal and replacement: Document feeder reflector (MFP models only)

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

Introduction

This document provides the procedures to remove and replace the document feeder reflector (MFP models only) (CSR A).

[Click here to visit the HP video library.](#)

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Document feeder reflector part number	
A7W94-67007	Document feeder reflector with instruction guide

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Use the document feeder to make a copy.

Step 1: Remove the document feeder reflector

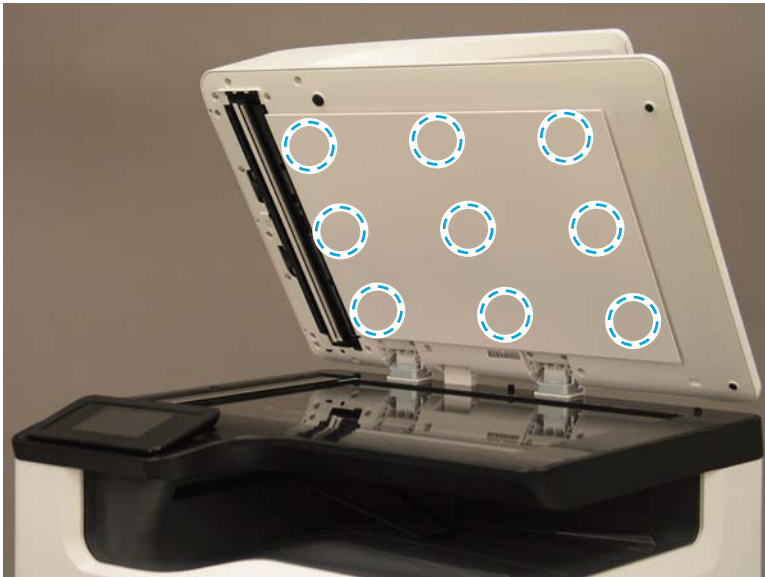
1. Open the sub scanner assembly (SSA).

Figure 1-75 Open the SSA



2. Before proceeding, take note of the location of the tabs that fasten the reflector to the document feeder.

Figure 1-76 Locate the reflector tabs



3. Starting along the top edge of the reflector, carefully pull it away from the document feeder to release it.

Figure 1-77 Release the reflector



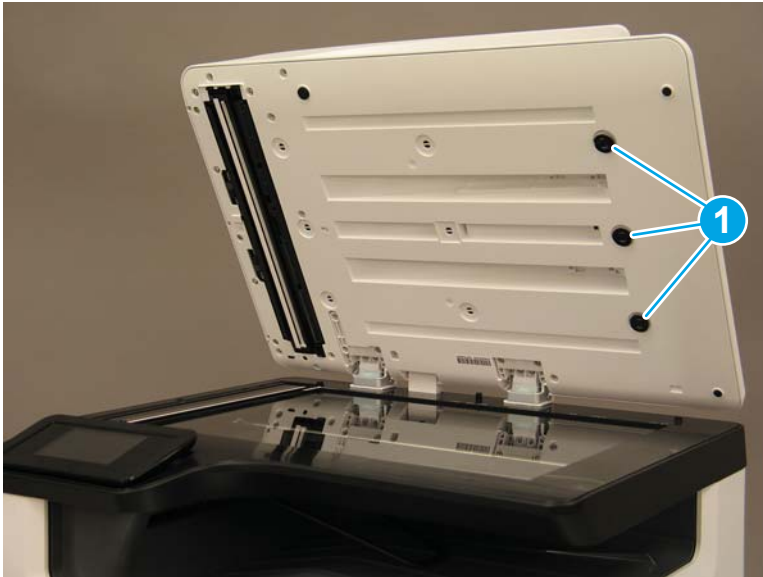
4. Remove the reflector.

Figure 1-78 Remove the reflector



5. Check the document feeder for any reflector tabs (callout 1) that were not removed with the reflector. Remove any tabs still attached to the document feeder.

Figure 1-79 Check the document feeder left over reflector tabs



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

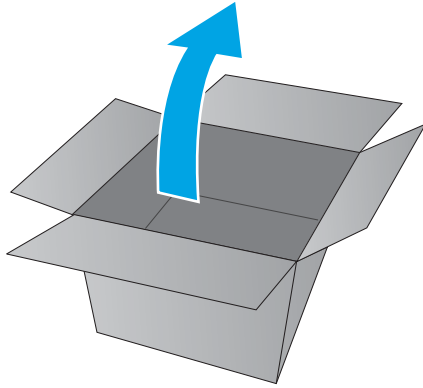
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



2. Unpack the replacement part from the packaging.

⚠ CAUTION: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

📄 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

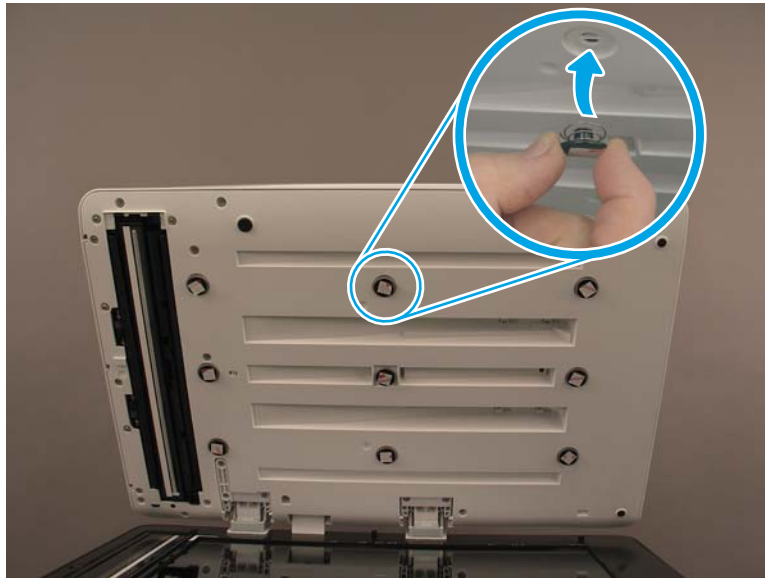


Step 3: Install the document feeder reflector

1. Install nine clips (provided in the kit) into the mounting holes in document feeder.

💡 TIP: The clips make an audible click when they are snapped into place.

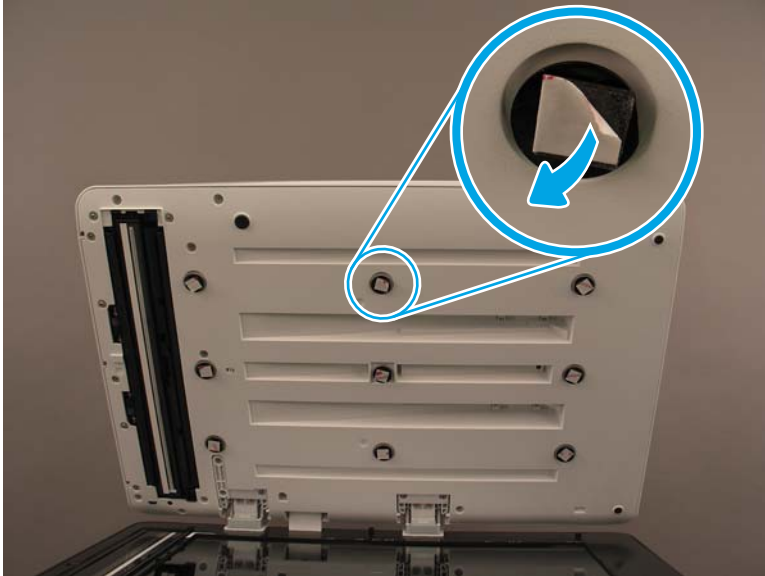
Figure 1-80 Install the clips



2. Peel the protective backing off of the adhesive pads on each clip.

 **IMPORTANT:** Do not touch the exposed sticky side of the adhesive pad after removing the protective backing.

Figure 1-81 Peel the protective backing off of the adhesive pads



3. Place the reflector on the scanner glass.


 **IMPORTANT:** Make sure that the embossed arrow on the reflector is orientated to the bottom-left corner.

Figure 1-82 Place the reflector on the scanner glass



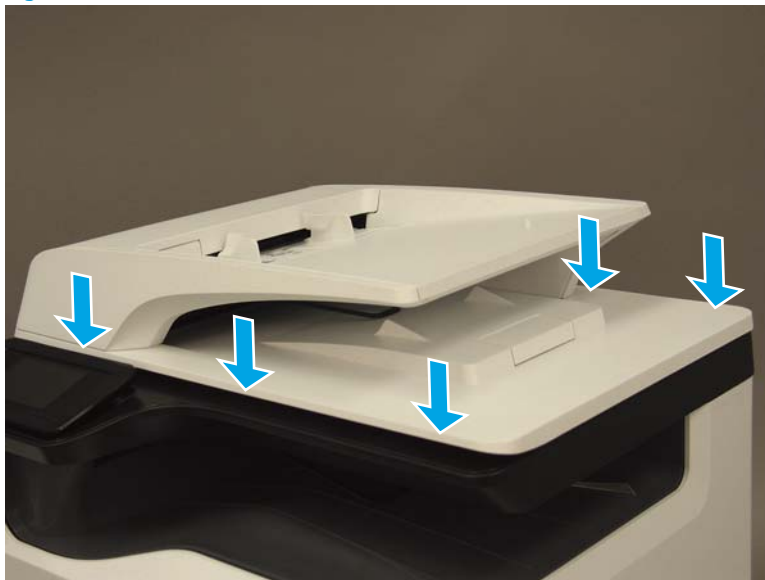
4. Close the document feeder.

Figure 1-83 Close the document feeder



5. Push down on it to adhere the reflector to the mounting clips.

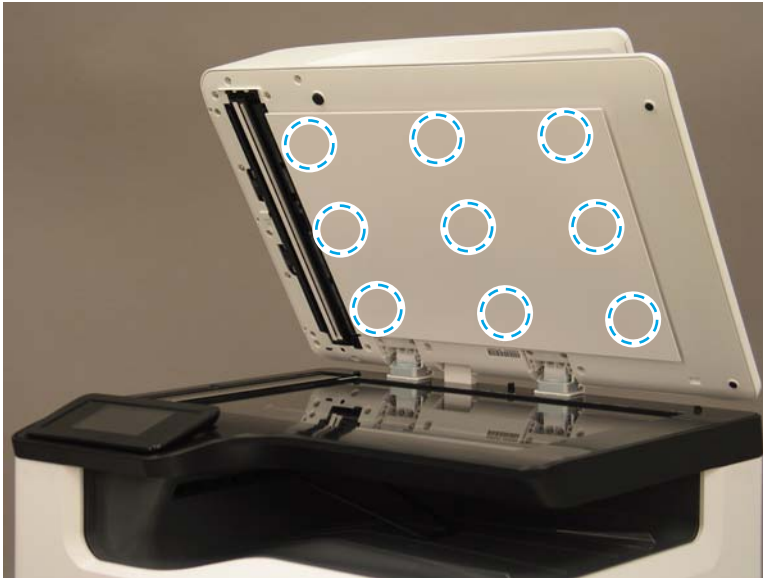
Figure 1-84 Push down on the document feeder



6. Open the document feeder, and then push in on the nine reflector tabs to make sure they are fully adhered to the reflector.

 **IMPORTANT:** Peel the protective plastic sheet off of the reflector.

Figure 1-85 Check the reflector install



Removal and replacement: Control panel (MFP large touchscreen models)

- [Introduction](#)
- [Step 1: Remove the control panel 203 mm 8 in](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the control panel 203 mm 8 in](#)

Introduction

This document provides the procedures to remove and replace the 203 mm (8 in) control panel (MFP models only) (CSR B).

[Click here to visit the HP video library.](#)

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Control panel 203 mm (8 in) part number	
A7W95-67020	Control panel 203 mm (8 in) with instruction guide

Required tools

- Small flat-blade screwdriver.

After performing service

Turn the printer power on

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

Post service test

Turn the printer power on, and then verify that the touchscreen is correctly functioning.

Step 1: Remove the control panel 203 mm (8 in)

1. If the control panel is in the down position, push the release button, and then rotate the control panel to the fully raised position.

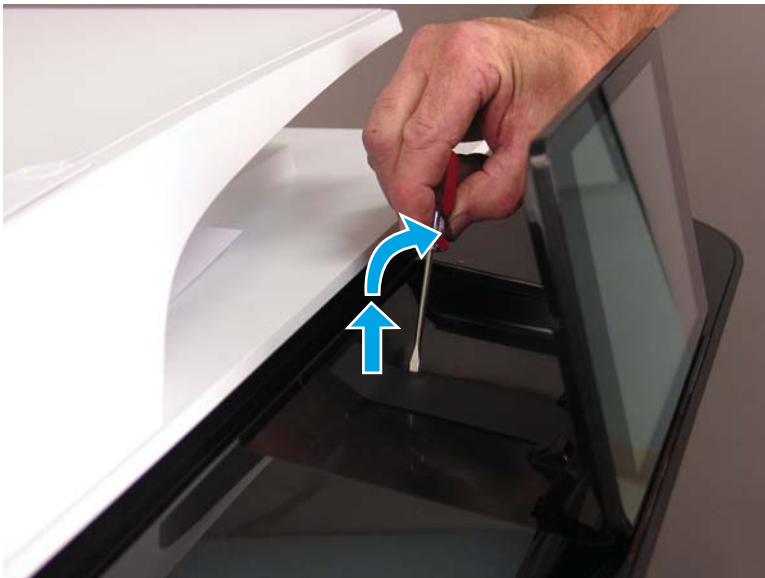
Figure 1-86 Raise the control panel



2. Use a small flat-blade screw driver to carefully release the control-panel connector cover, and then rotate the end of the cover (near the document feeder) up.

⚠ CAUTION: The cover is still attached to the control panel. Do not attempt to completely remove the cover.

Figure 1-87 Remove the cover



3. Rotate the small FFC clip up to release the flat-flexible cable (FFC).

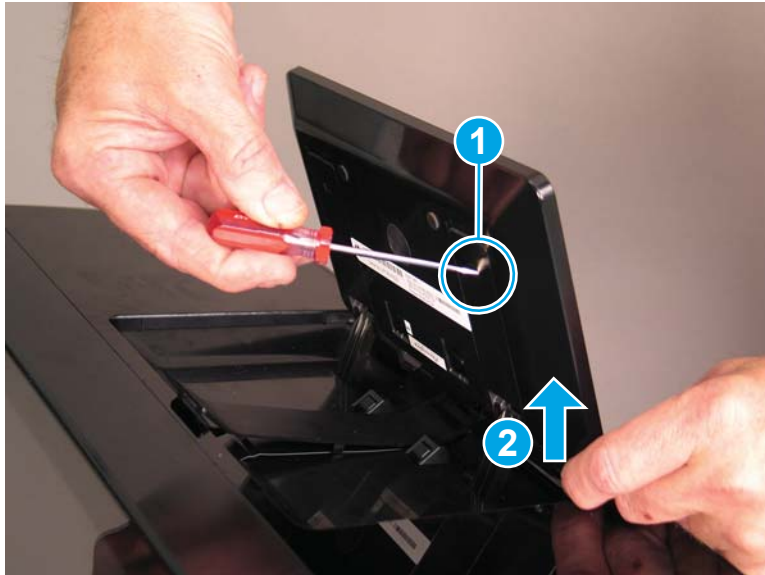
⚠ CAUTION: This connector is a zero insertion force (ZIF) connector. The clip on this connector is easily dislodged and lost.

Figure 1-88 Release the FFC



4. Use a small flat-blade screwdriver to release one tab (callout 1), and then slight lift up the corner of the control panel (callout 2).

Figure 1-89 Release the control panel (1 of 2)



- Support the raised control panel (callout 1), use a small flat-blade screwdriver to release one tab (callout 2), and then lift up the control panel (callout 3) to release it from the hinges.

⚠ CAUTION: Keep the control panel level when sliding it up and off of the hinges. An excessive side-to-side rocking motion of the control panel might damage the hinges.

Figure 1-90 Release the control panel (2 of 2)



- Remove the control panel.

Figure 1-91 Remove the control panel



Step 2: Unpack the replacement assembly

- Dispose of the defective part.

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

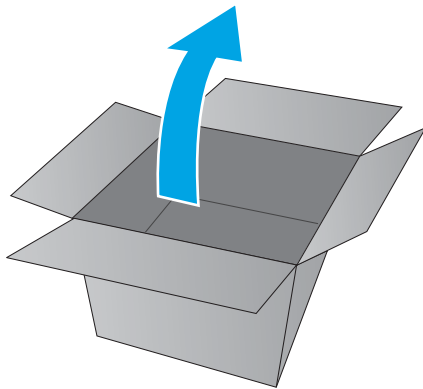
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



2. Unpack the replacement part from the packaging.

⚠ CAUTION: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

📋 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

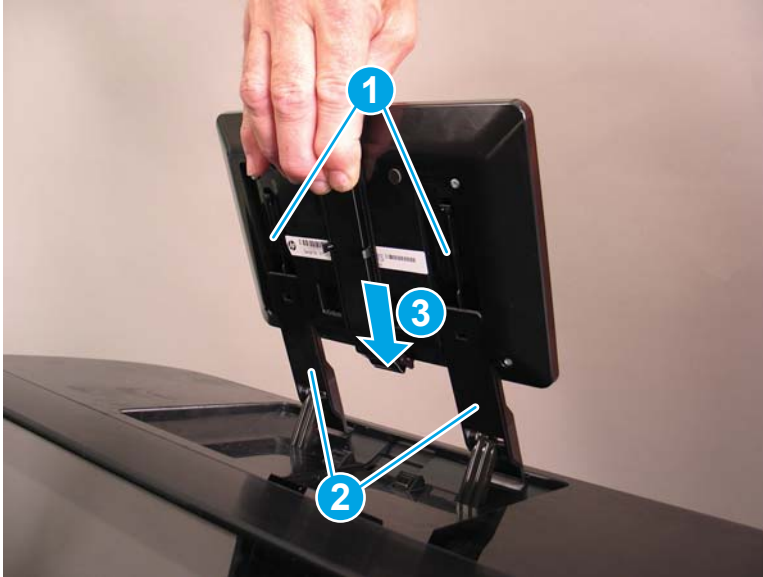


Step 3: Install the control panel 203 mm (8 in)

1. Align the slots in the control panel body (callout 1) with the hinges (callout 2), and then slide the control panel straight down and onto the hinges (callout 3).

⚠ CAUTION: Keep the control panel level when sliding it down and onto the hinges. An excessive side-to-side rocking motion of the control panel might damage the hinges.

Figure 1-92 Install the control panel



2. Insert the FFC into the connector body, and then rotate the small FFC clip down

⚠ CAUTION: This connector is a zero insertion force (ZIF) connector. The clip on this connector is easily dislodged and lost.

📌 IMPORTANT: When correctly installed and connected, the black line on the FFC is parallel to the connector clip. If the black line is at an angle to the clip, open the clip and reinsert the FFC into the connector body. Close the clip and check the FFC black line again.

Figure 1-93 Connect the FFC



3. Install the FFC cover, and then lower the control panel.

CAUTION: The control panel will not completely lower if the FFC cover is not correctly installed.

NOTE: Peel the plastic protective sheet off of the control-panel display.

Figure 1-94 Install the FFC cover, and lower the control panel



Removal and replacement: High capacity input (HCI) 4000-sheet feeder left tray

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

Introduction

This document provides the procedures to remove and replace the high capacity input (HCI) 4000-sheet feeder left tray.

[Click here to view a video of this procedure.](#)

⚠ CAUTION: Do not extend more than one tray at a time.

Do not use paper trays as a step.

Keep hands out of paper trays when closing.

All trays must be closed when moving the printer.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCI 4000-sheet feeder left tray part numbers

A7W97-67008	HCI left tray
-------------	---------------

Required tools

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

After performing service

Turn the printer power on

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

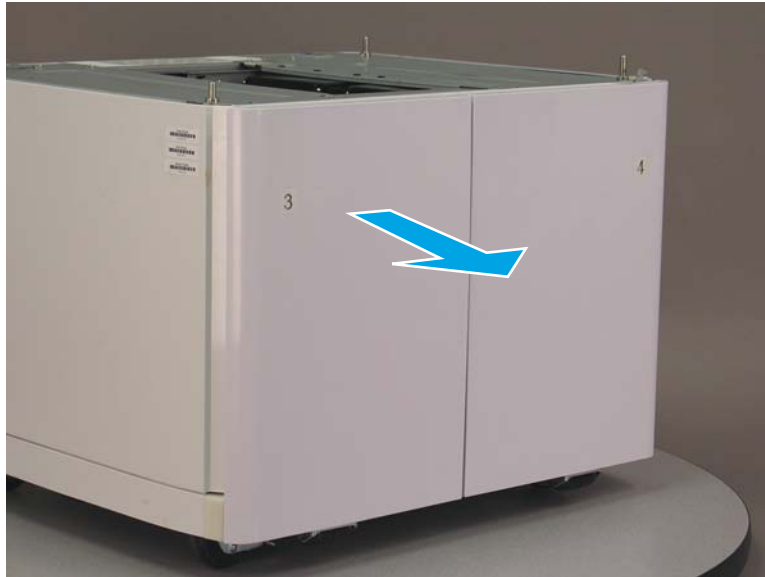
Post service test

Send a print job to the printer and use the replaced tray as the paper source.

Step 1: Remove the HCI left tray

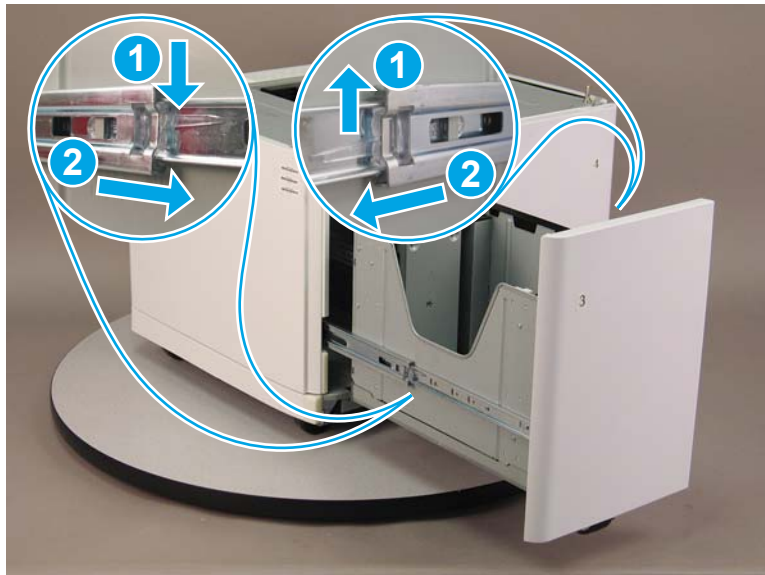
1. Pull the left tray out of the HCI until it stops.

Figure 1-95 Pull the left tray out




2. Locate the left and right retention levers (callout 1) on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCI to remove it.

Figure 1-96 Release and remove the HCI tray



Step 2: Unpack the replacement assembly


1. Dispose of the defective part.


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

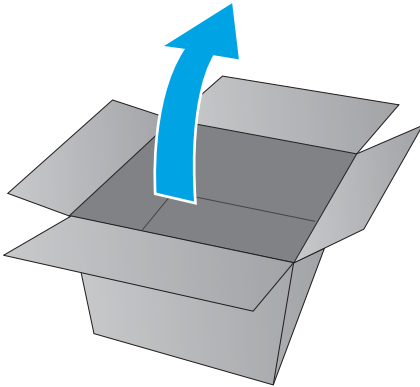
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



2. Unpack the replacement part from the packaging.

 **CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

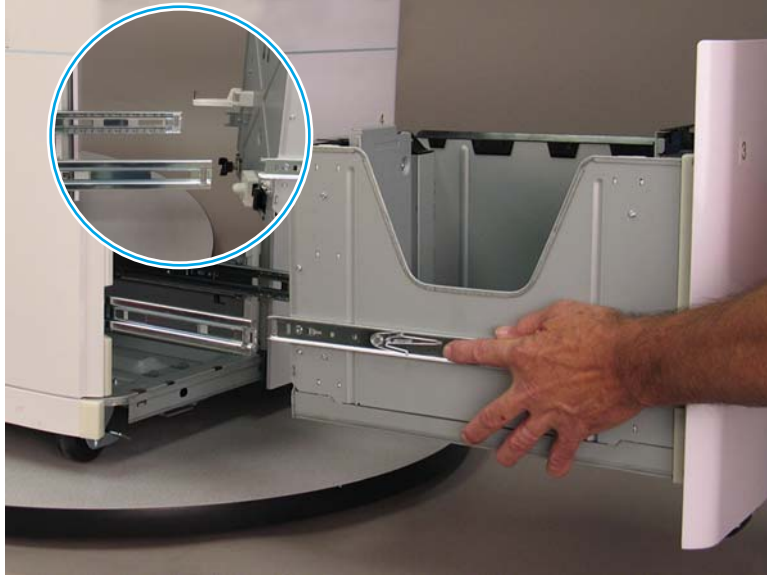
 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



Step 3: Install the HCL left tray

1. Engage the rails on the tray with the sliding rails on the HCL.

Figure 1-97 Engage the tray rails



2. Close the left HCI tray.


 **IMPORTANT:** Self-sticking tray number inserts are included in this kit. Select the correct insert for the replacement tray, peel the protective backing off the insert, and then adhere the insert to the replacement tray.

Figure 1-98 Close the tray



Removal and replacement: High capacity input (HCI) 4000-sheet feeder right tray

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

Introduction

This document provides the procedures to remove and replace the high capacity input (HCI) 4000-sheet feeder right tray.

[Click here to view a video of this procedure.](#)

⚠ CAUTION: Do not extend more than one tray at a time.

Do not use paper trays as a step.

Keep hands out of paper trays when closing.

All trays must be closed when moving the printer.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCI 4000-sheet feeder right tray part numbers

A7W97-67012	HCI right tray
-------------	----------------

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer and use the replaced tray as the paper source.

Step 1: Remove the HCI right tray

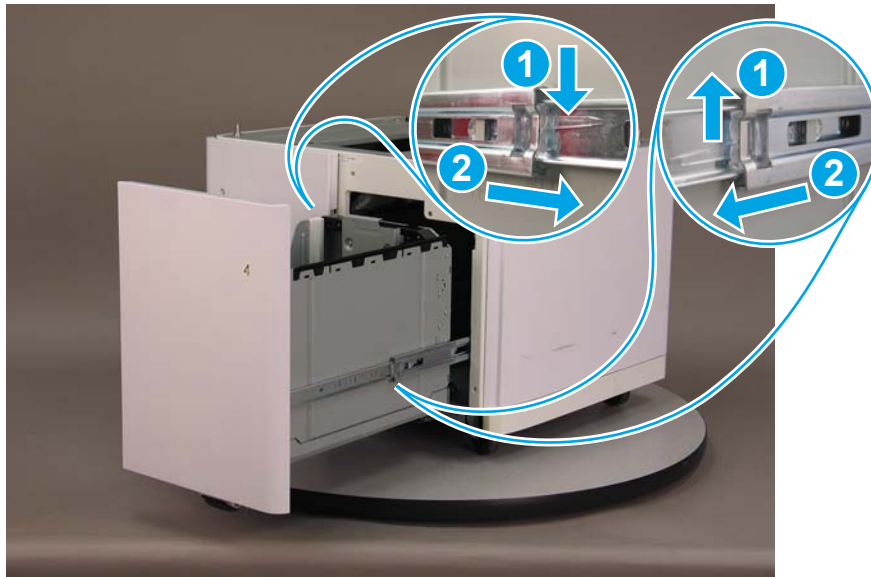
1. Pull the right tray out of the HCI until it stops.

Figure 1-99 Pull the left tray out




2. Locate the left and right retention levers (callout 1) on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCI to remove it.

Figure 1-100 Release and remove the HCI tray



Step 2: Unpack the replacement assembly


1. Dispose of the defective part.


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

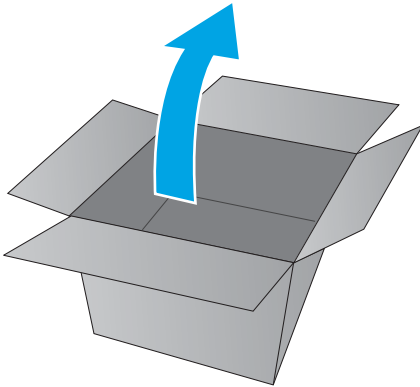
<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>



2. Unpack the replacement part from the packaging.

 **CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

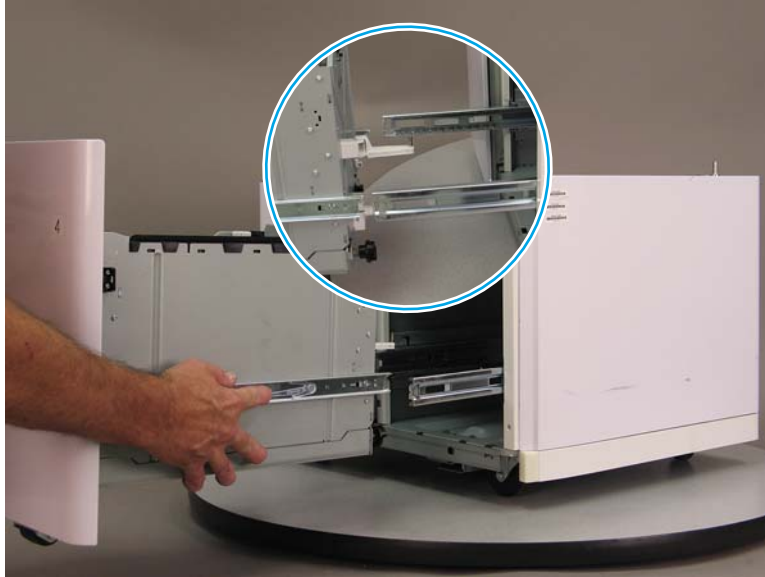
 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



Step 3: Install the HCl right tray

1. Engage the rails on the tray with the sliding rails on the HCl.

Figure 1-101 Engage the tray rails



2. Close the right HCl tray.



IMPORTANT: Self-sticking tray number inserts are included in this kit. Select the correct insert for the replacement tray, peel the protective backing off the insert, and then adhere the insert to the replacement tray.

Figure 1-102 Close the tray



Field replaceable units (FRUs)

Removal and replacement: External panels, covers, and doors

- [Removal and replacement: Cartridge door](#)
- [Removal and replacement: Front tower cover](#)
- [Removal and replacement: Right tower cover](#)
- [Removal and replacement: Middle internal front cover](#)
- [Removal and replacement: Lower internal front cover](#)
- [Removal and replacement: Rear cover](#)
- [Removal and replacement: Rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Removal and replacement: Left cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Removal and replacement: Front cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Removal and replacement: Right cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Removal and replacement: Control-panel bezel \(772zt and 777hc/z only; large touchscreen\)](#)
- [Removal and replacement: Left door \(printer\)](#)
- [Removal and replacement: Right door \(printer\)](#)
- [Removal and replacement: Standard output bin](#)
- [Removal and replacement: Eject shroud and underside cover, floor standing spacers \(772zt and 777hc/z only\)](#)
- [Removal and replacement: Document feeder \(non 772zt and 777hc/z models\)](#)
- [Removal and replacement: Document feeder \(772zt and 777hc/z only\)](#)
- [Removal and replacement: Control panel \(MFP/SFP small touchscreen models\)](#)
- [Removal and replacement: Top cover \(SFP\)](#)
- [Removal and replacement: Scanner assembly \(small touchscreen; tabletop\)](#)
- [Removal and replacement: Scanner assembly \(large touchscreen; floor standing\)](#)

Removal and replacement: Cartridge door

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

Introduction

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

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Cartridge door part number	
A7W93-67066	Cartridge door

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

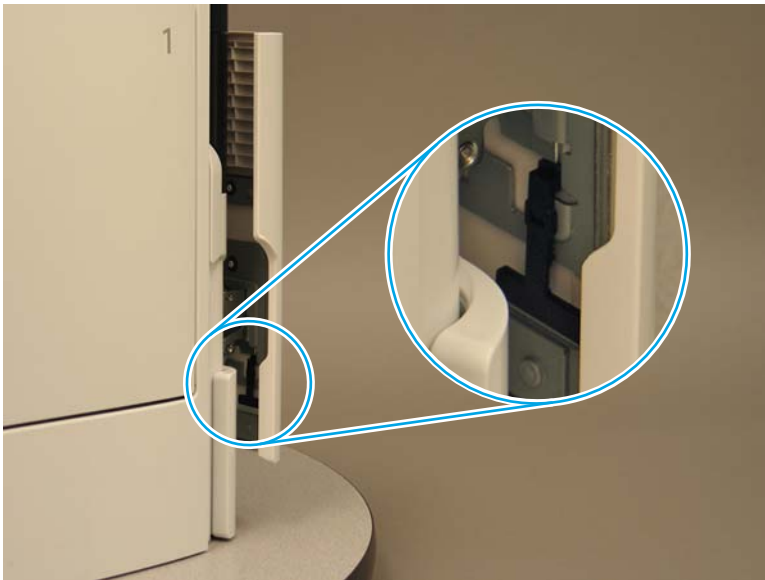
1. Open the cartridge door.

Figure 1-103 Open the cartridge door



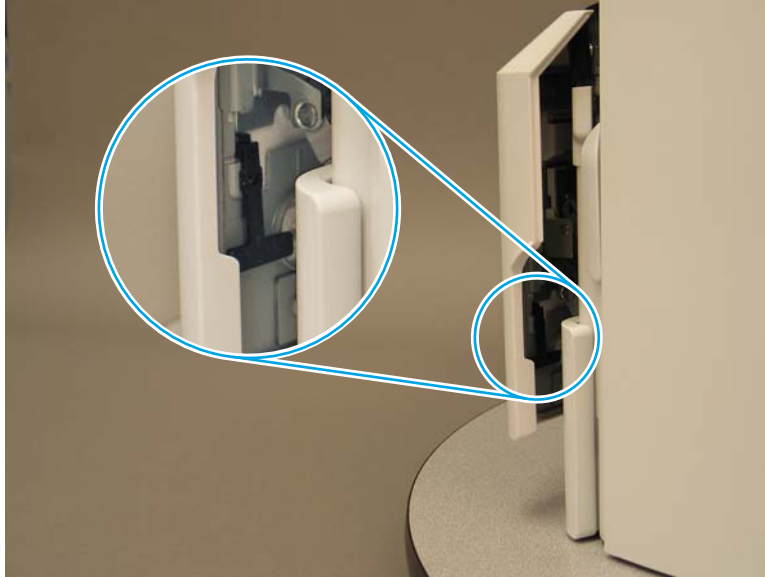
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-104 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-105 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-106 Remove the cartridge door



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

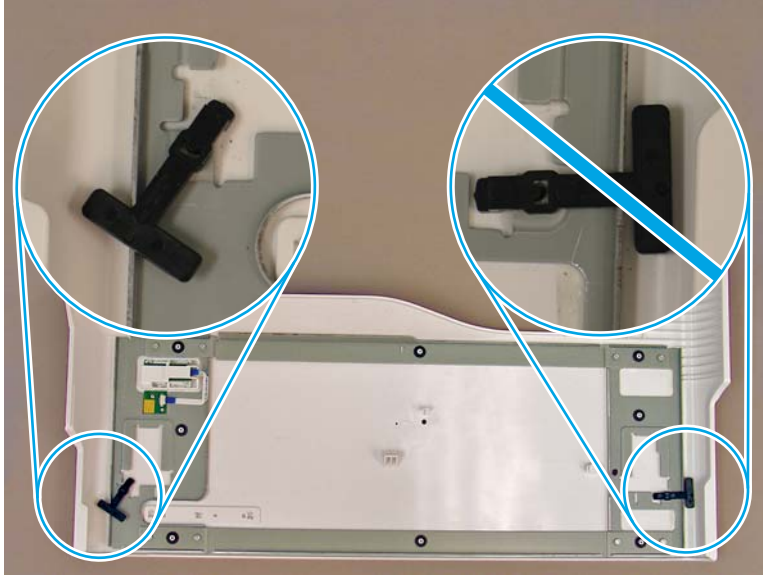
Special installation instructions: Cartridge door

- a. It is easier to install the door if the retainers are positioned as shown in the figure below.




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

Figure 1-107 Preposition the retainers

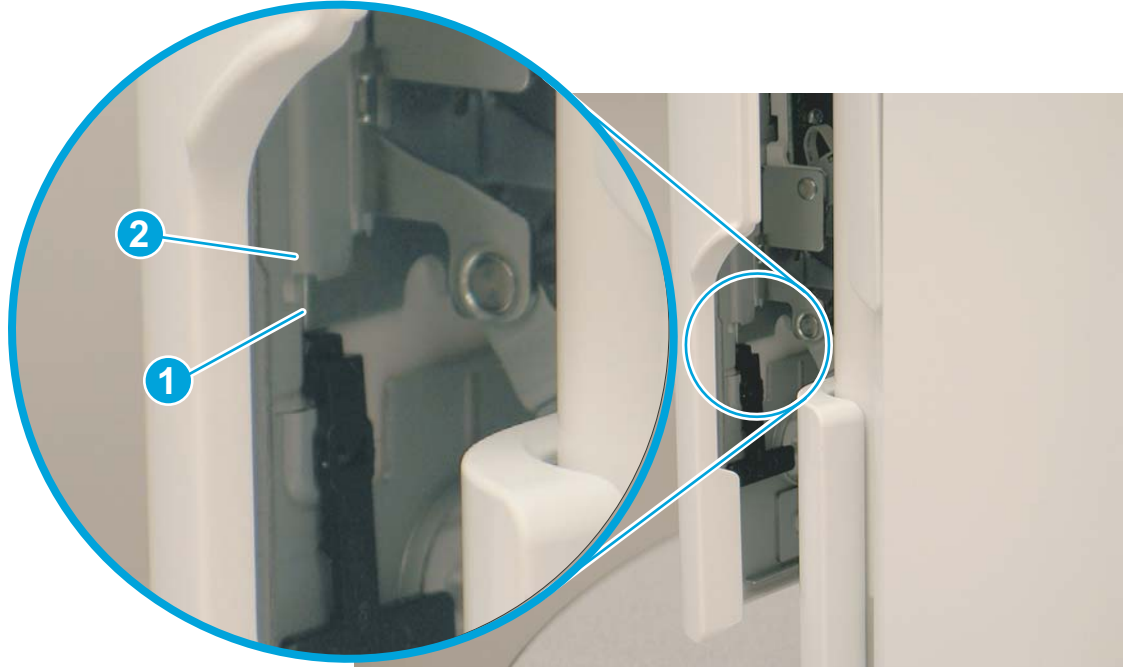


- b. Make sure that the door is correctly installed on the door bracket (left side shown below).

 **IMPORTANT:** The sheet-metal tab (callout 1) on the support bar must be fully inserted in the pocket (callout 2) on the door before closing the retainer.


If the door does not properly close (or the printer power turns on and then off intermittently) after reinstalling the door, make sure that it is fully seated on the support bar tabs.

Figure 1-108 Check the cartridge door installation





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front tower cover

- [Introduction](#)
- [Step 1: Remove the front tower cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the front tower cover.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Front tower cover part number	
A7W93-67004	Front tower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the front tower cover



TIP: Removing the cartridge door (as shown below) is not necessary, but it might be easier to remove the cover with the door removed.

1. Open the left door.

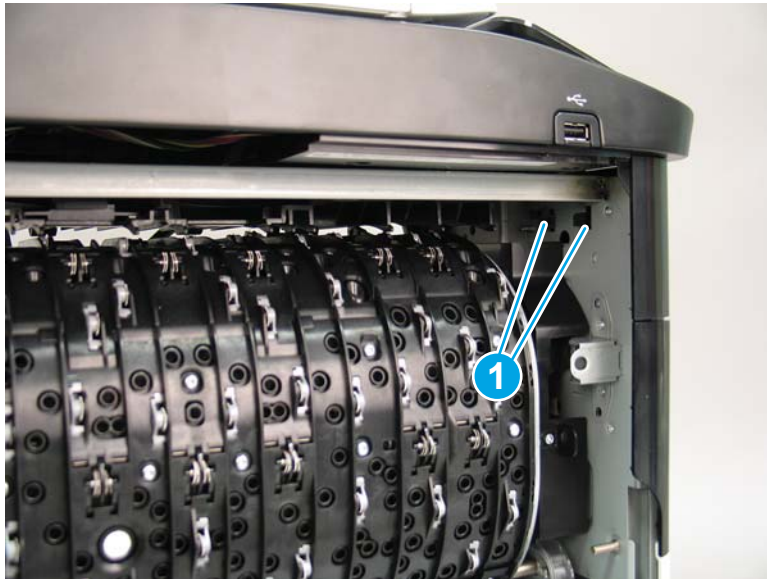
Figure 1-109 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-110 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-111 Release the front tower cover



4. Remove the cover.

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

Figure 1-112 Remove the cover





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right tower cover

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

Introduction

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

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Right tower cover part number	
A7W93-67003	Right tower cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the right tower cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-113 Open the right door

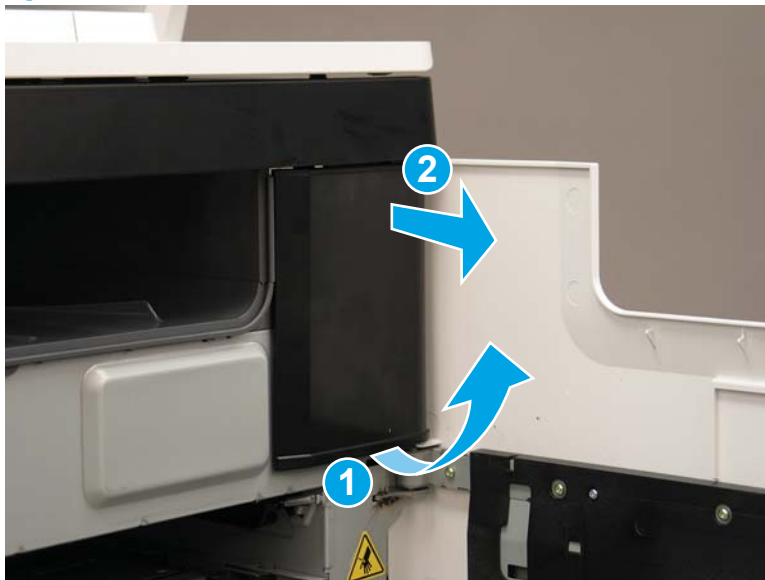


2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.


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

Figure 1-114 Remove the right tower cover





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Middle internal front cover

- [Introduction](#)
- [Step 1: Remove the cartridge door](#)
- [Step 2: Remove the front tower cover](#)
- [Step 3: Remove the middle internal front cover](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the middle internal front cover.

[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Middle internal front cover part number	
A7W93-67065	Middle internal front cover

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

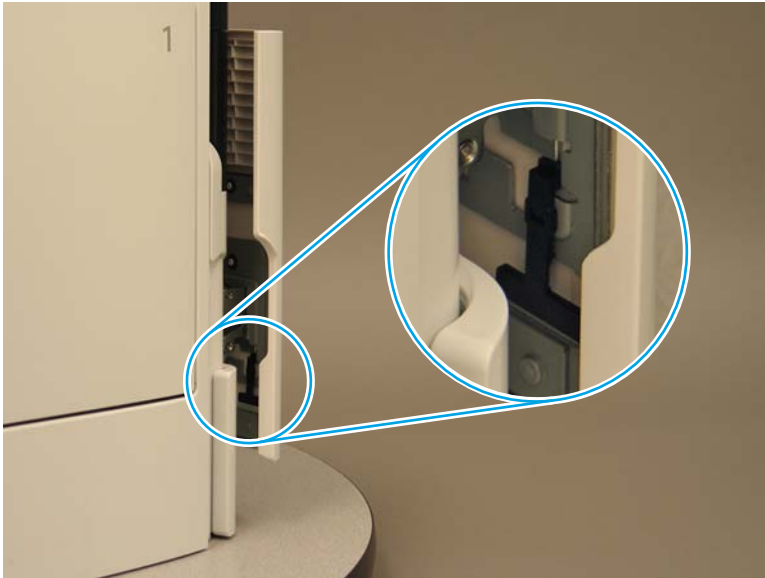
1. Open the cartridge door.

Figure 1-115 Open the cartridge door



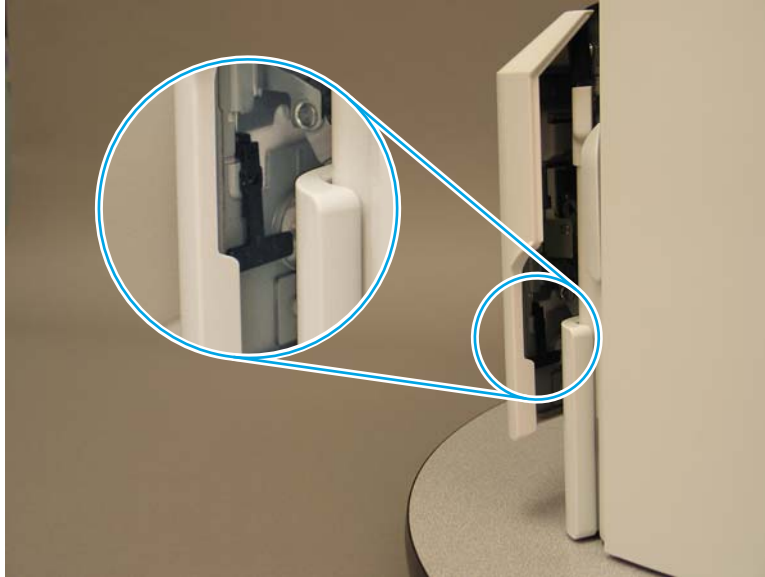
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-116 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-117 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-118 Remove the cartridge door



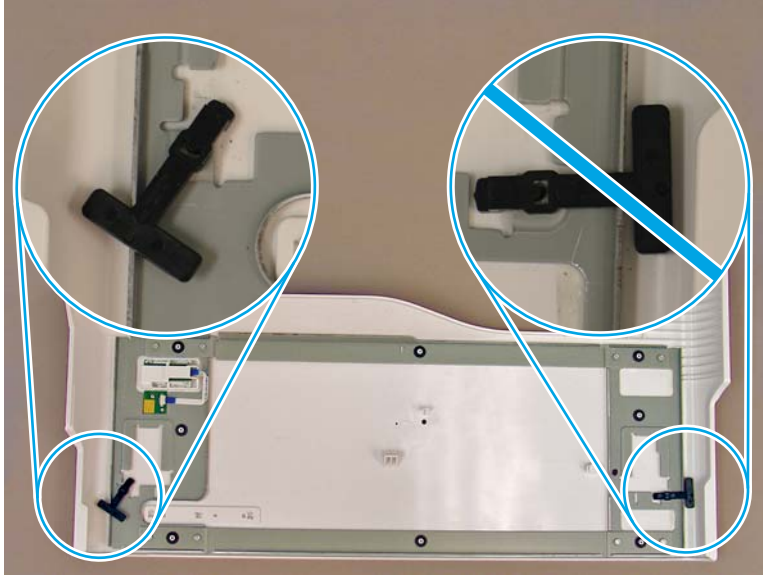
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.

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

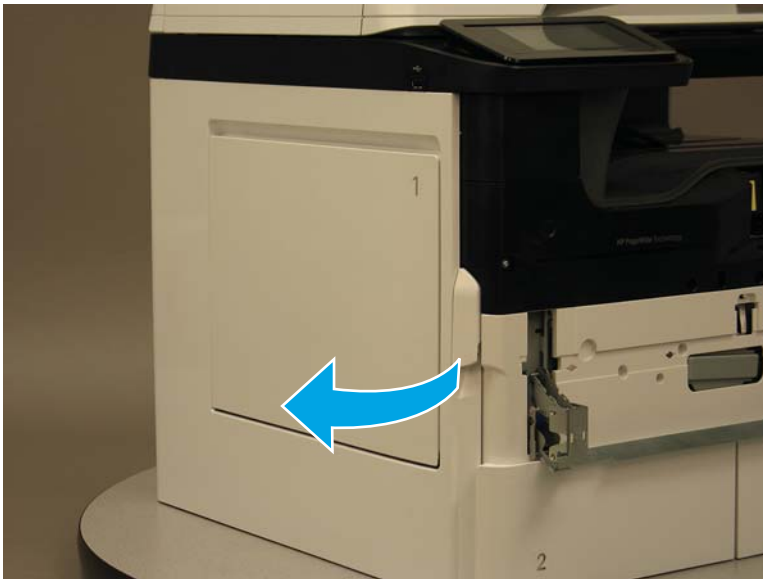
Figure 1-119 Preposition the retainers



Step 2: Remove the front tower cover

1. Open the left door.

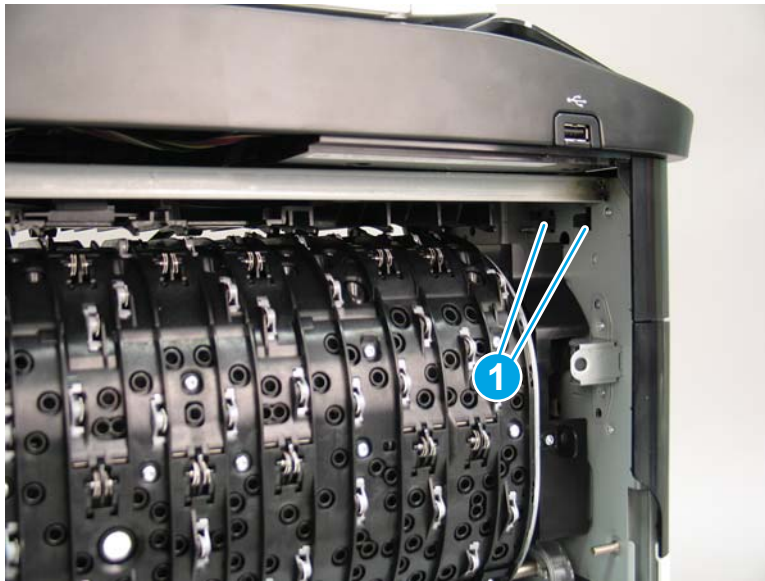
Figure 1-120 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-121 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-122 Release the front tower cover



4. Remove the cover.


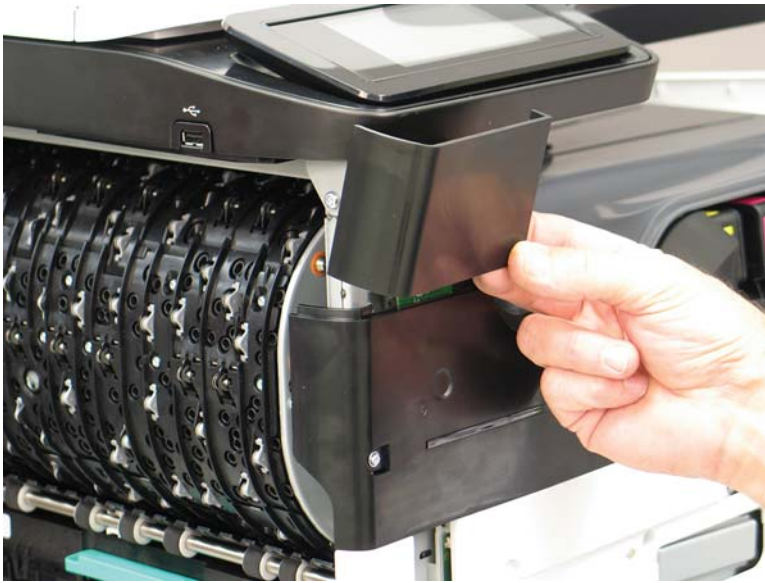
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-123 Remove the cover

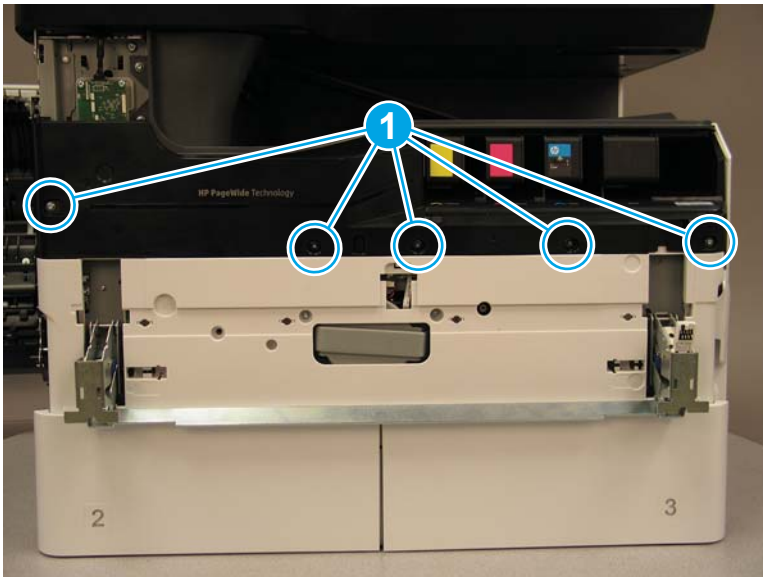


Step 3: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-124 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

Figure 1-125 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-126 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


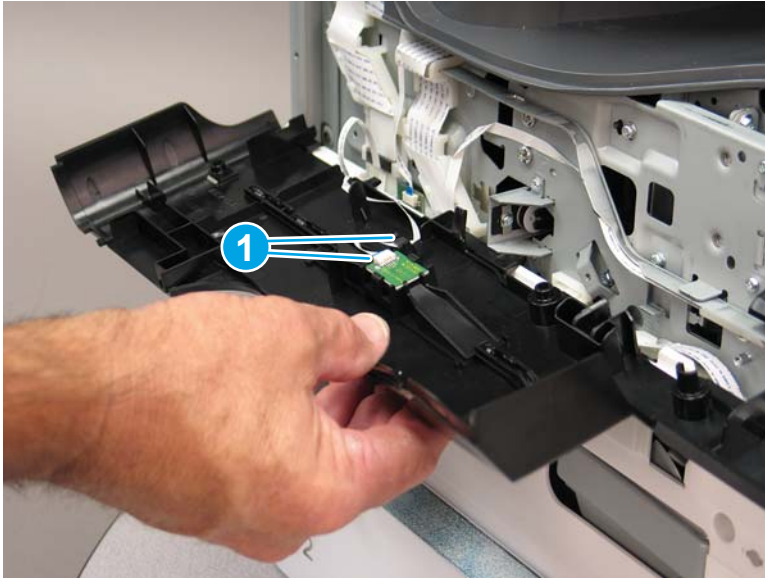

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-127 Remove the middle internal front cover





Step 4: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Lower internal front cover

- [Introduction](#)
- [Step 1: Remove the cartridge door](#)
- [Step 2: Remove the front tower cover](#)
- [Step 3: Remove the middle internal front cover](#)
- [Step 4: Remove the lower internal front cover](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the lower internal front cover.

[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Lower internal front cover part number	
A7W93-67075	Lower internal front cover

Required tools

- #10 TORX driver with a magnetized tip
- Needle-nose pliers

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

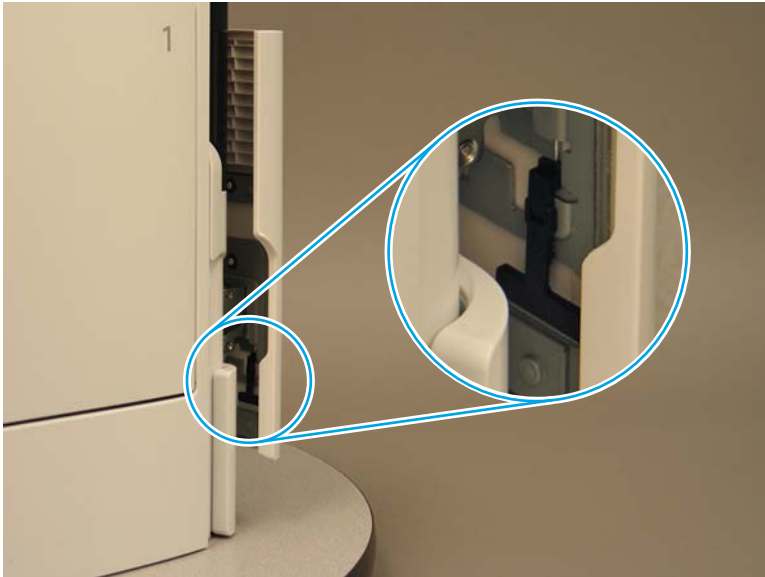
1. Open the cartridge door.

Figure 1-128 Open the cartridge door



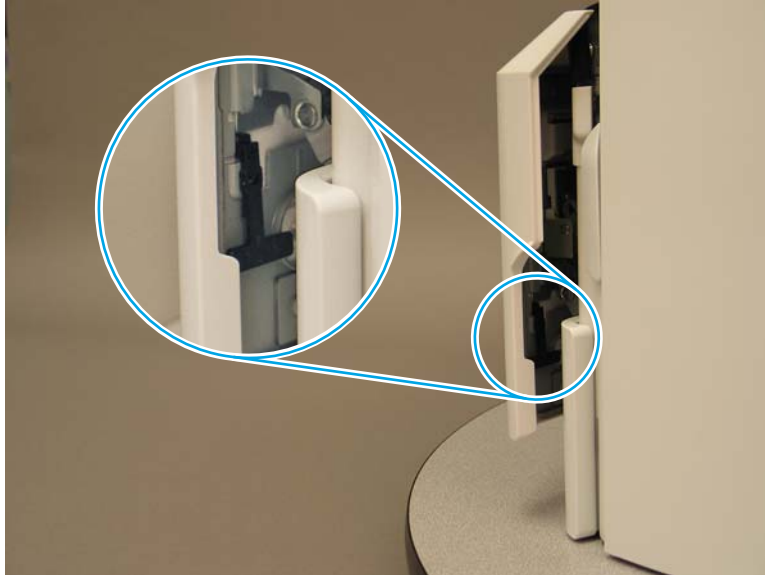
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-129 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-130 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-131 Remove the cartridge door



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

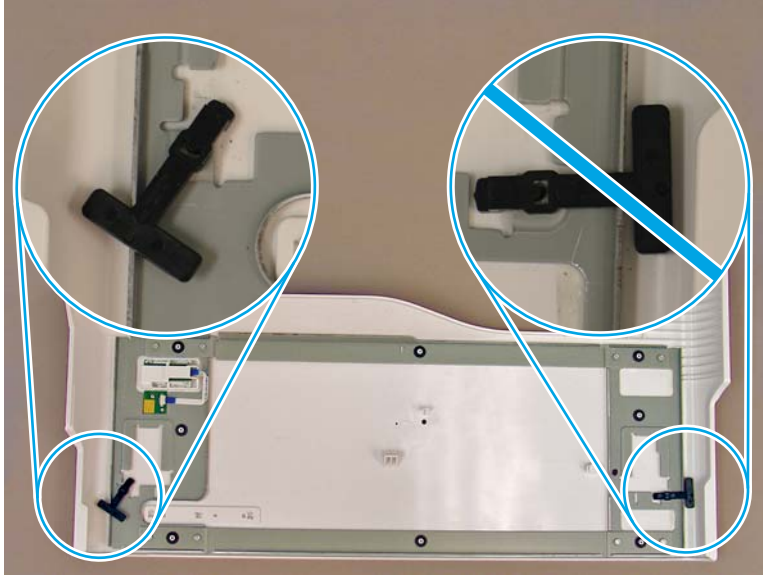
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

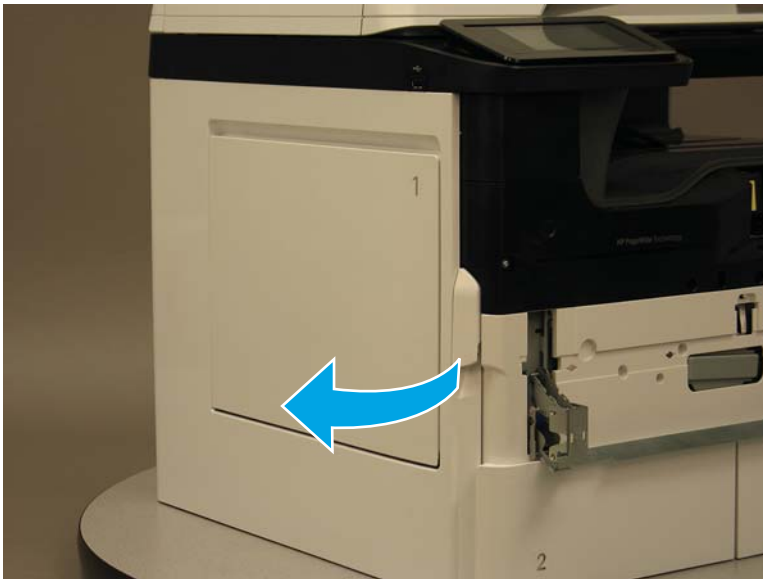
Figure 1-132 Preposition the retainers



Step 2: Remove the front tower cover

1. Open the left door.

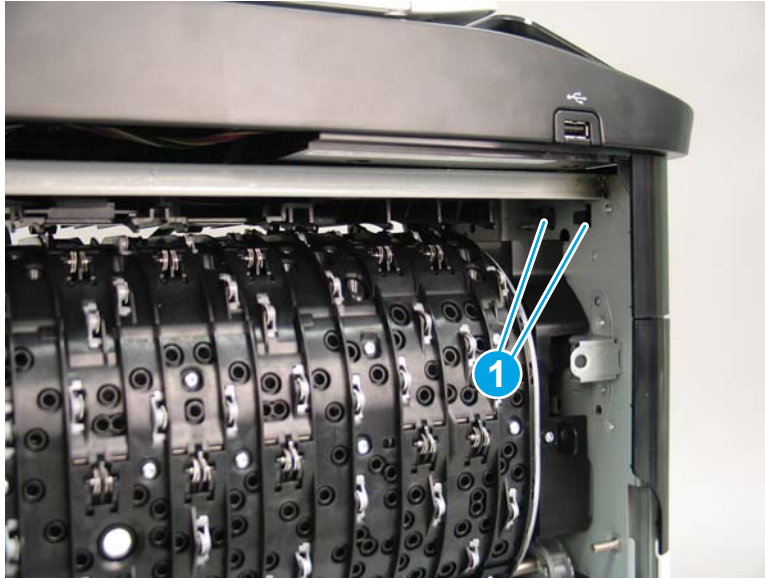
Figure 1-133 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-134 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-135 Release the front tower cover



4. Remove the cover.


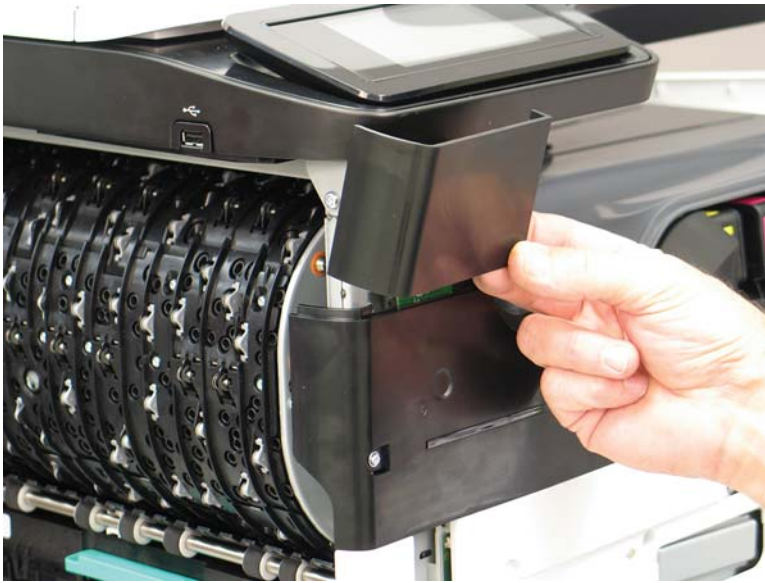
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-136 Remove the cover

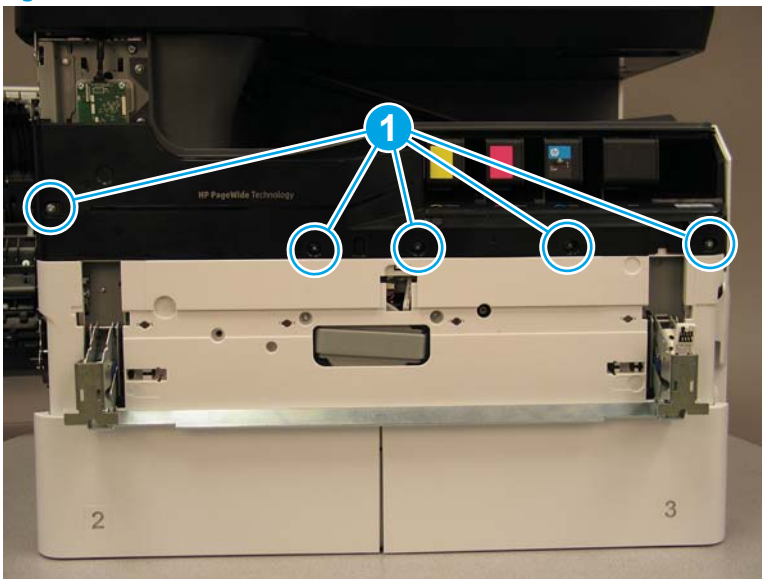


Step 3: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-137 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

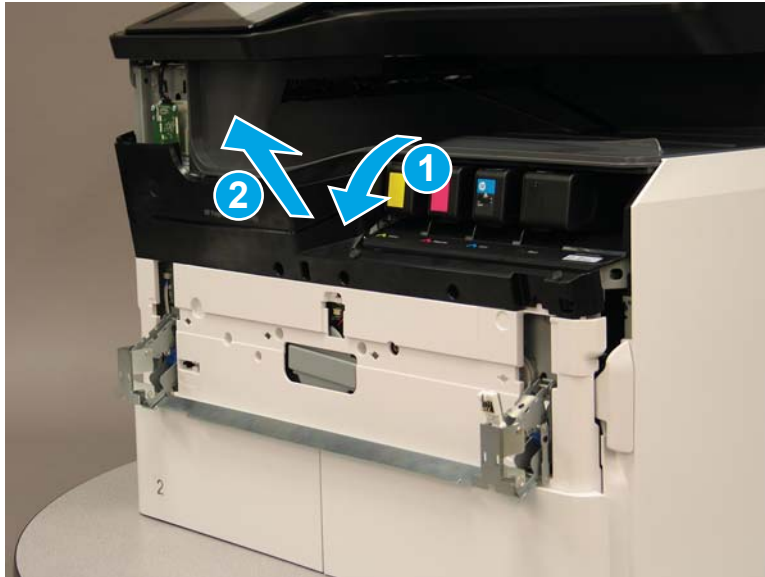
Figure 1-138 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-139 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


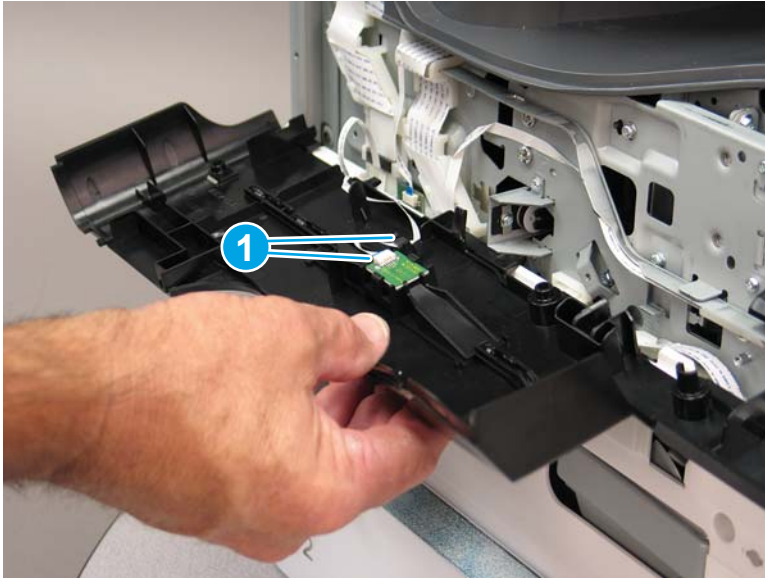
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-140 Remove the middle internal front cover

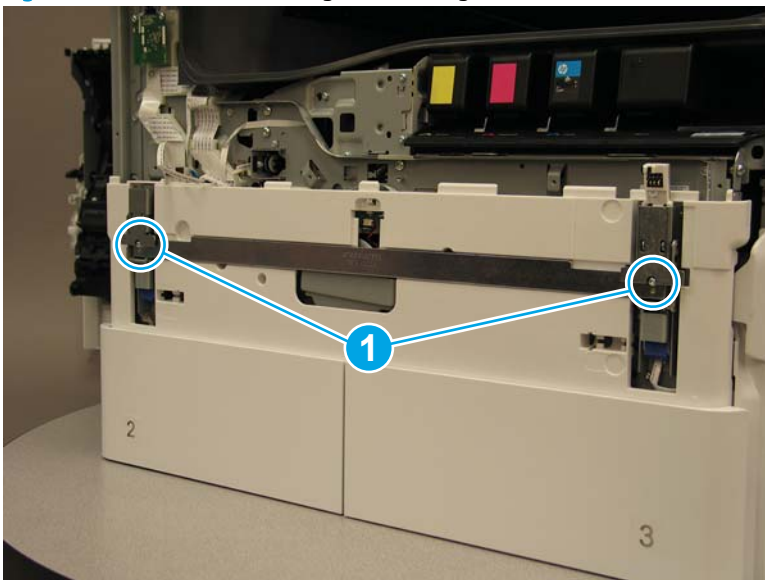


Step 4: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.
2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-141 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


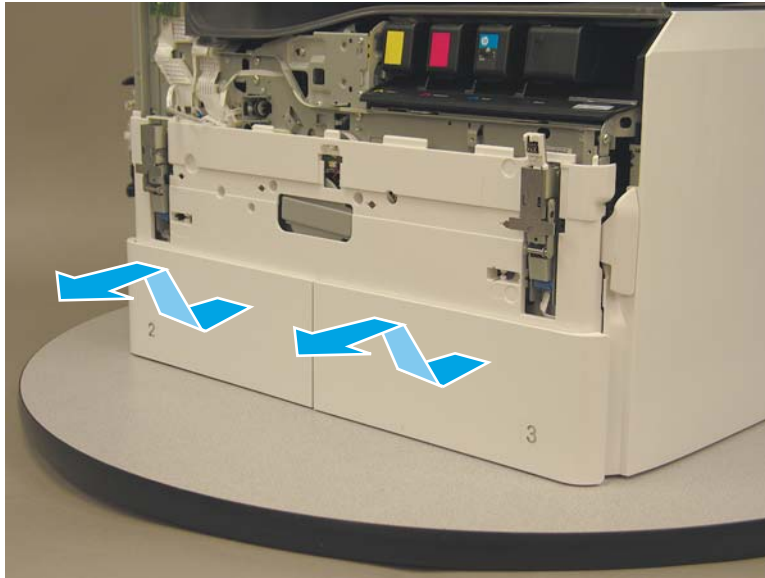
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-142 Remove the tray(s)



4. Locate the cover lock near one of the hinges.

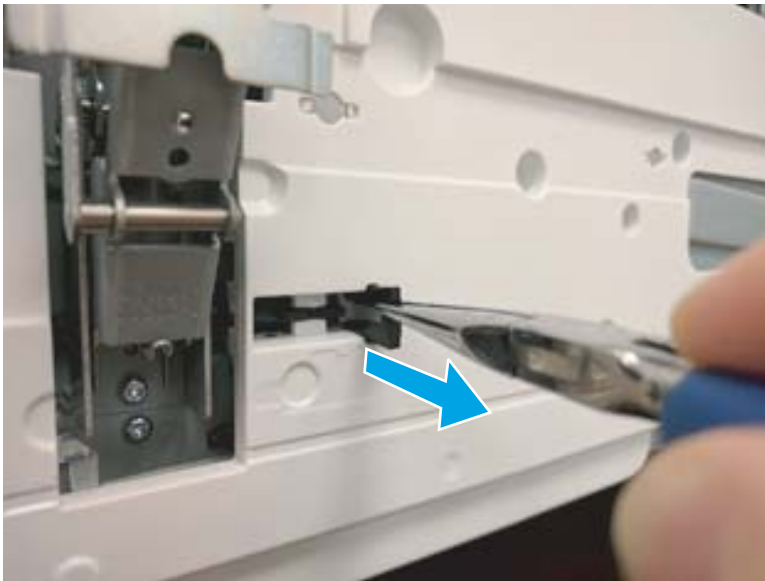
Figure 1-143 Locate the cover lock feature



5. Use needle-nose pliers to gently pull the locking lever out until it stops.

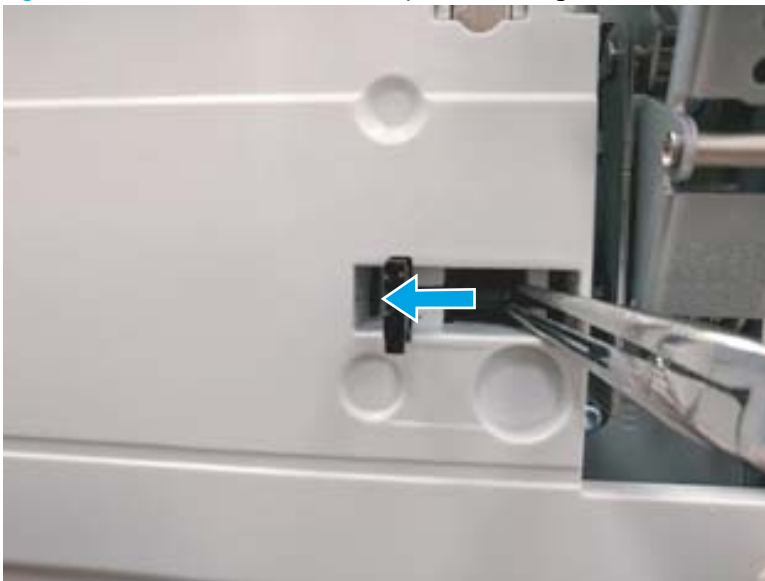
⚠ CAUTION: To avoid damage to the lever, do not use excessive force when pulling it out.

Figure 1-144 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

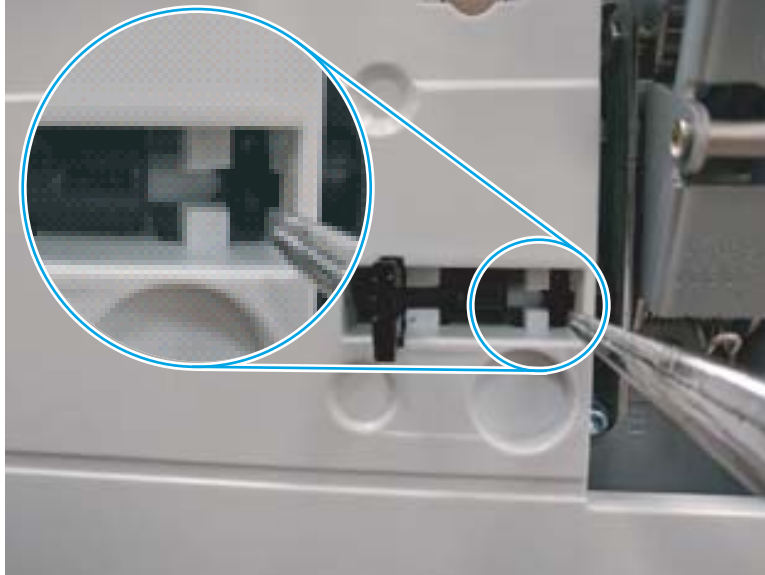
Figure 1-145 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

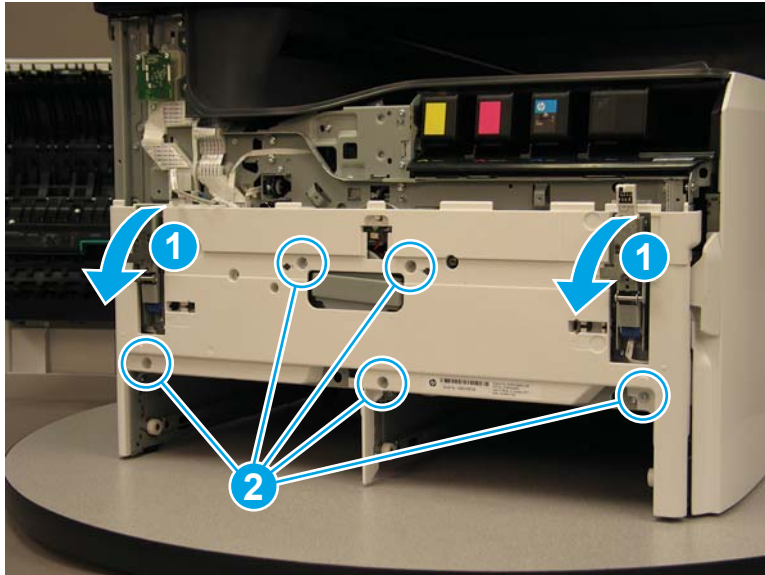
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-146 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-147 Remove five screws



9. Remove the cover.


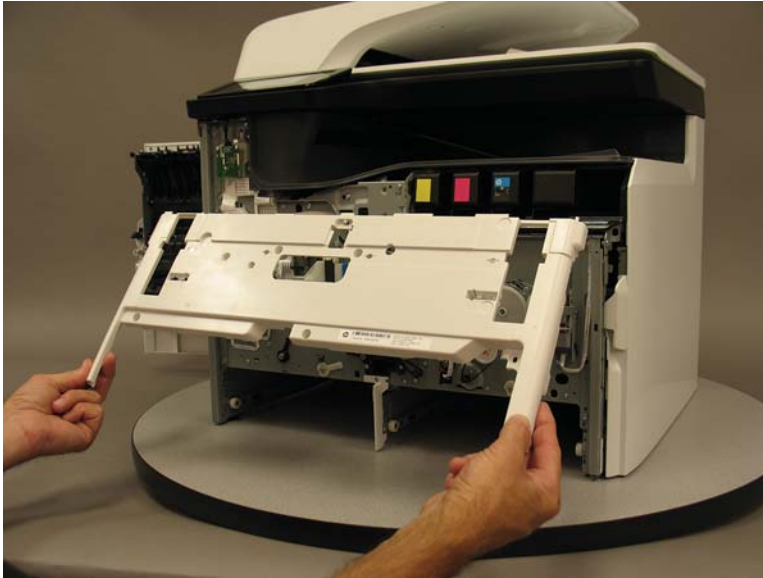
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-148 Remove the lower internal front cover





Step 5: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear cover

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

Introduction

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

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Rear cover part number	
A7W93-67044	Rear cover

Required tools

- Small flat-blade screw driver

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover



CAUTION:  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-149 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-150 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


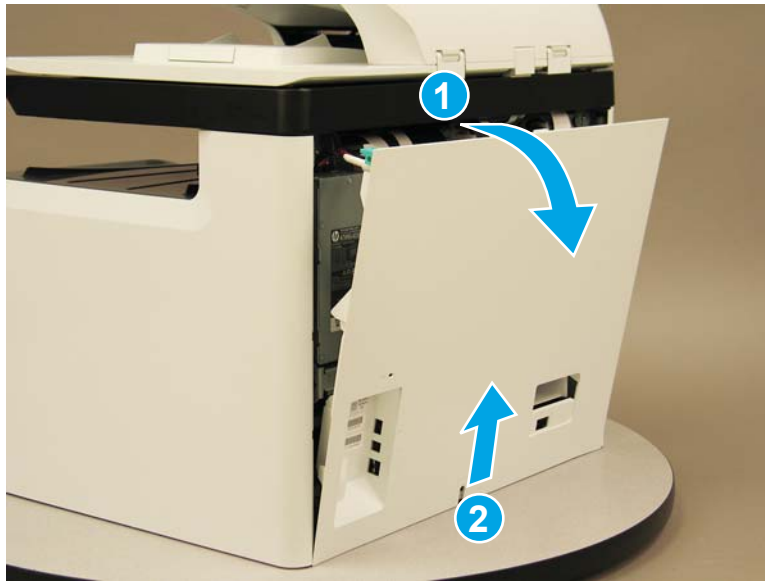
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-151 Remove the rear cover





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Rear cover, floor standing spacer (772zt and 777hc/z only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the rear cover, floor standing spacer (772zt and 777hc/z only).


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Rear cover, floor standing spacer (772zt and 777hc/z only) part number

A7W95-67009

Rear cover, floor standing spacer (772zt and 777hc/z only)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


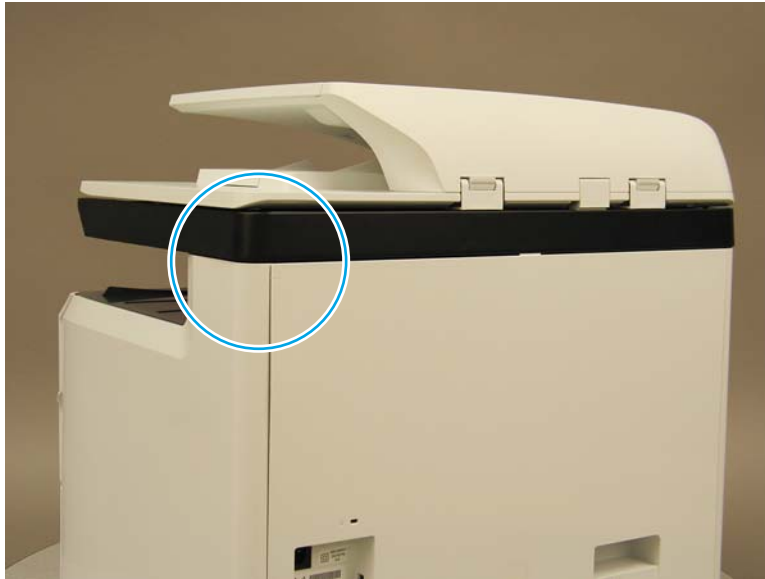
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-152 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-153 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


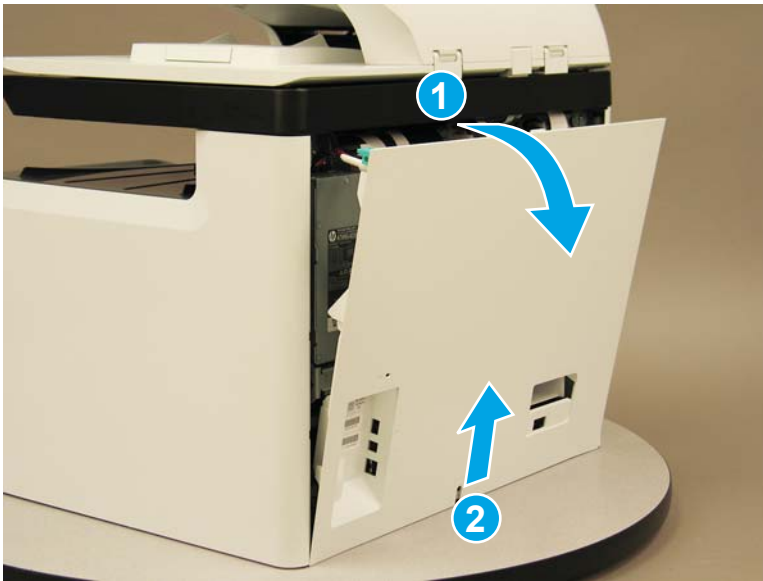
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-154 Remove the rear cover



Step 2: Remove the rear cover, floor standing spacer (772zt and 777hc/z only)

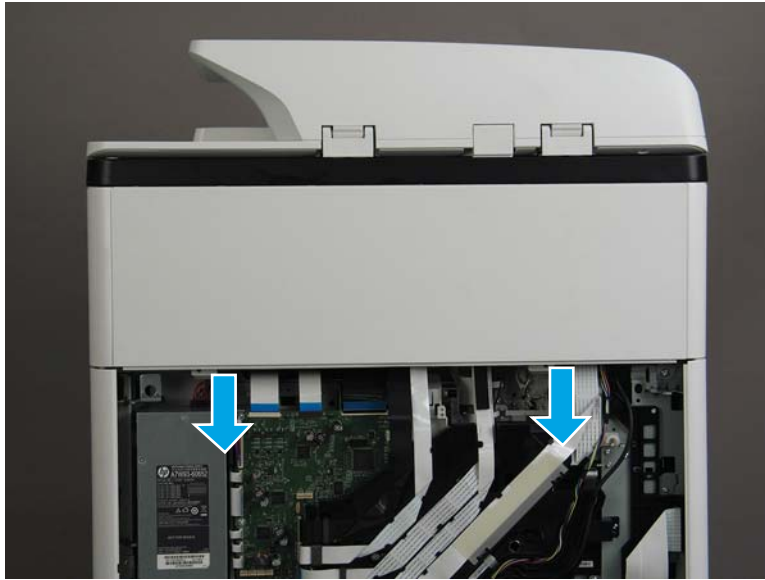
1. Remove two screws (callout 1).

Figure 1-155 Remove two screws



2. Pull down on the cover to release it.

Figure 1-156 Release the cover



3. Remove the rear cover, floor standing spacer.



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

Figure 1-157 Remove the rear cover, floor standing spacer





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left cover, floor standing spacer (772zt and 777hc/z only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 3: Remove the left cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the left cover, floor standing spacer (772zt and 777hc/z only).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Left cover, floor standing spacer (772zt and 777hc/z only) part number	
A7W95-67007	Left cover, floor standing spacer (772zt and 777hc/z only)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

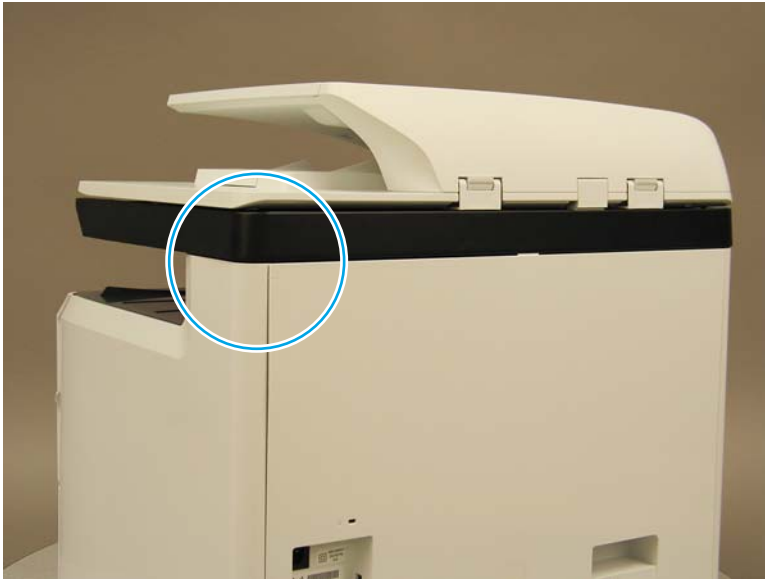
 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-158 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-159 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


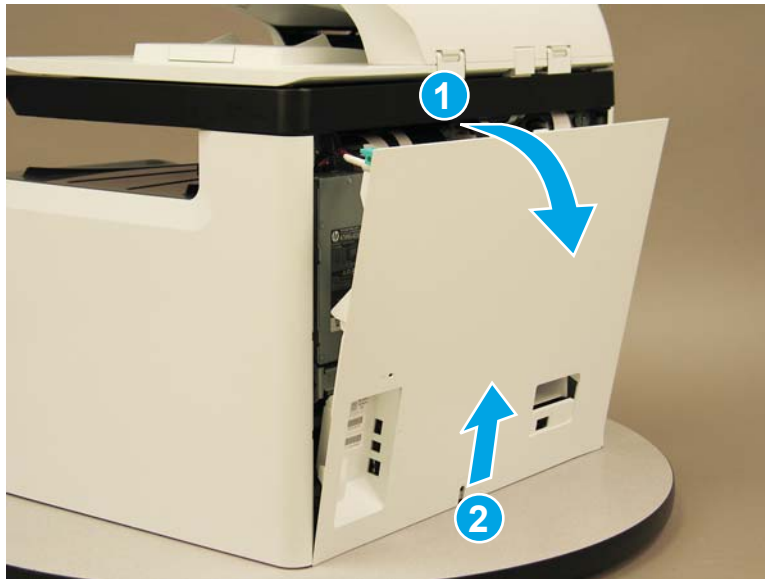
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

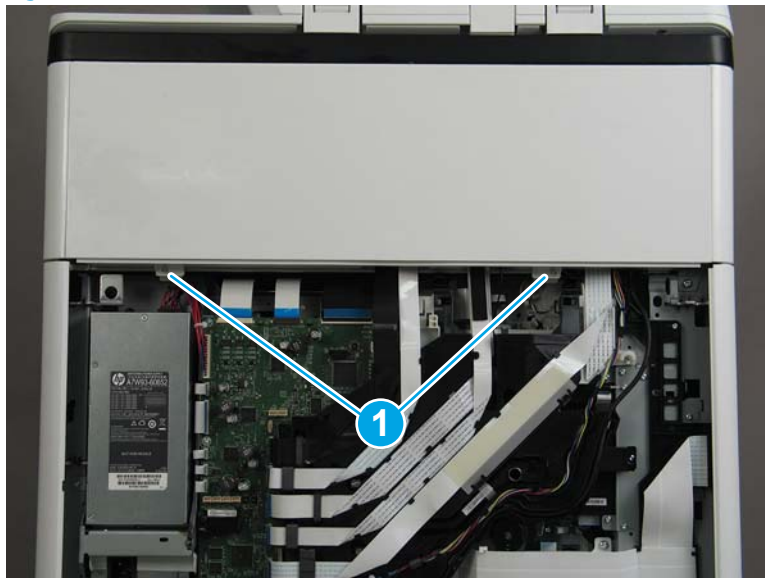
Figure 1-160 Remove the rear cover



Step 2: Remove the rear cover, floor standing spacer (772zt and 777hc/z only)

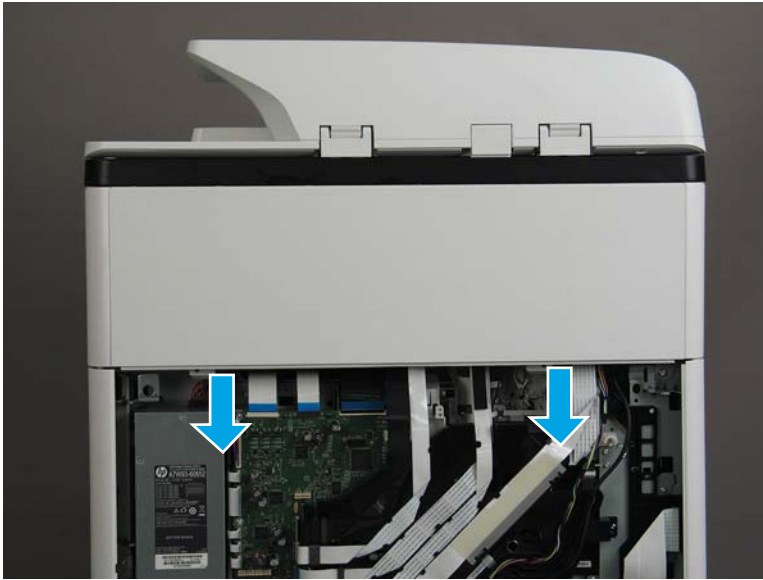
1. Remove two screws (callout 1).

Figure 1-161 Remove two screws



2. Pull down on the cover to release it.

Figure 1-162 Release the cover



3. Remove the rear cover, floor standing spacer.


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

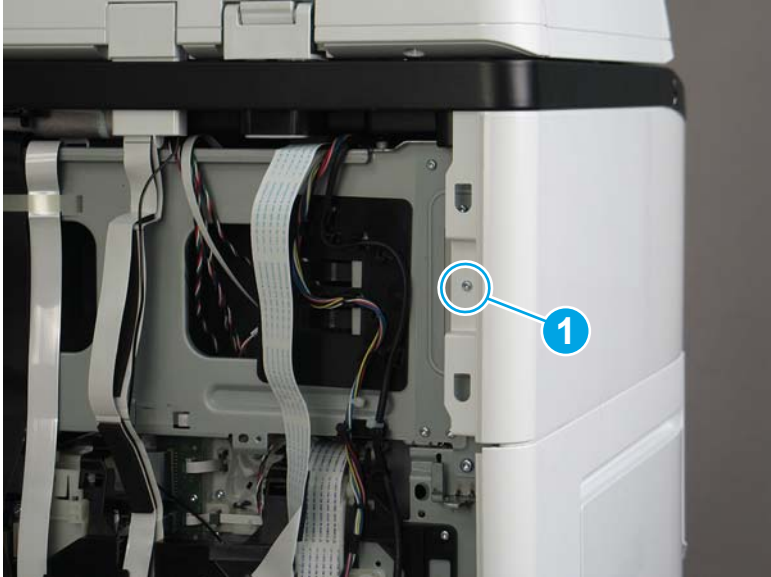
Figure 1-163 Remove the rear cover, floor standing spacer



Step 3: Remove the left cover, floor standing spacer (772zt and 777hc/z only)

1. Remove one screw (callout 1).

Figure 1-164 Remove one screw



- 2. Open the left door.

Figure 1-165 Open the left door



3. Slide the cover towards the rear of the printer to release it.

Figure 1-166 Release the cover



4. Remove the left cover, floor standing spacer.



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

Figure 1-167 Remove the left cover, floor standing spacer





Step 4: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front cover, floor standing spacer (772zt and 777hc/z only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 3: Remove the left cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 4: Remove the front cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the front cover, floor standing spacer (772zt and 777hc/z only).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Front cover, floor standing spacer (772zt and 777hc/z only) part number

A7W95-67006

Front cover, floor standing spacer (772zt and 777hc/z only)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


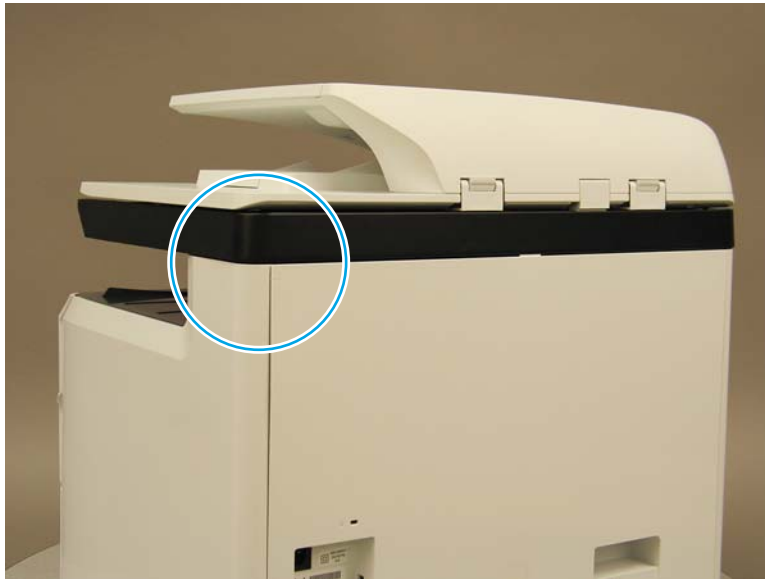
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-168 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

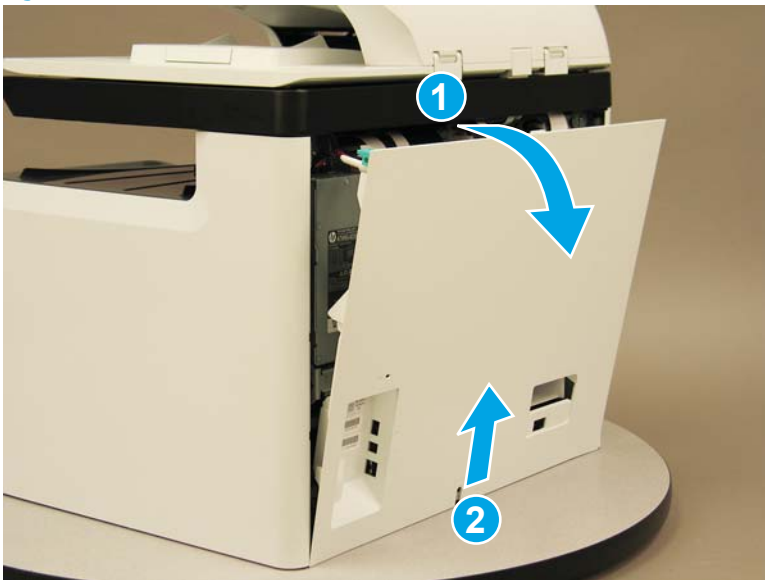
Figure 1-169 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-170 Remove the rear cover



Step 2: Remove the rear cover, floor standing spacer (772zt and 777hc/z only)

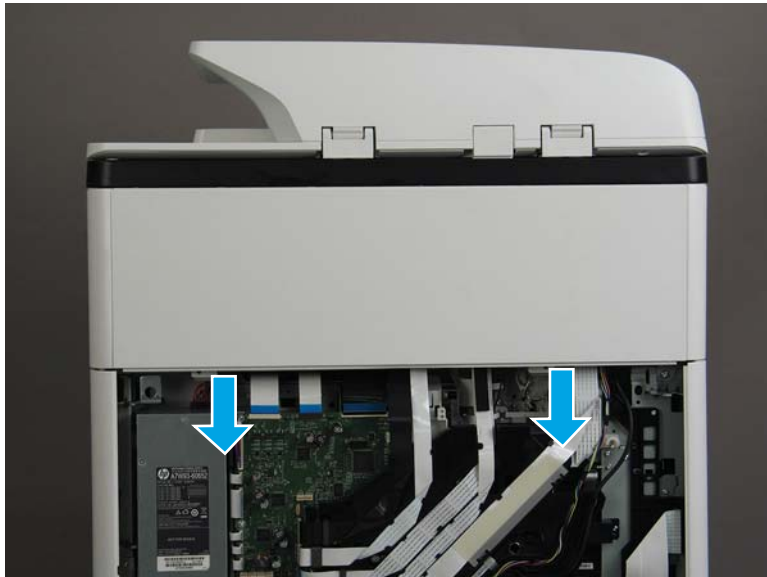
1. Remove two screws (callout 1).

Figure 1-171 Remove two screws



2. Pull down on the cover to release it.

Figure 1-172 Release the cover



3. Remove the rear cover, floor standing spacer.


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

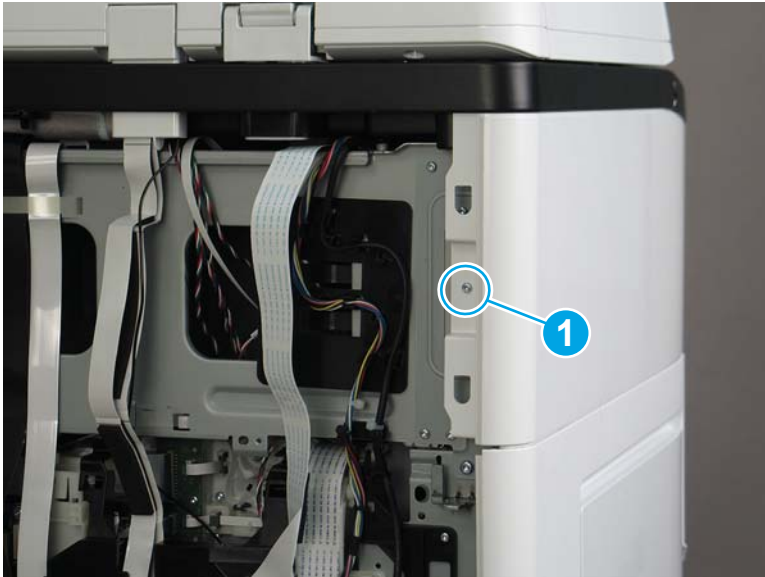
Figure 1-173 Remove the rear cover, floor standing spacer



Step 3: Remove the left cover, floor standing spacer (772zt and 777hc/z only)

1. Remove one screw (callout 1).

Figure 1-174 Remove one screw



2. Open the left door.

Figure 1-175 Open the left door



3. Slide the cover towards the rear of the printer to release it.

Figure 1-176 Release the cover



4. Remove the left cover, floor standing spacer.

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

Figure 1-177 Remove the left cover, floor standing spacer



Step 4: Remove the front cover, floor standing spacer (772zt and 777hc/z only)

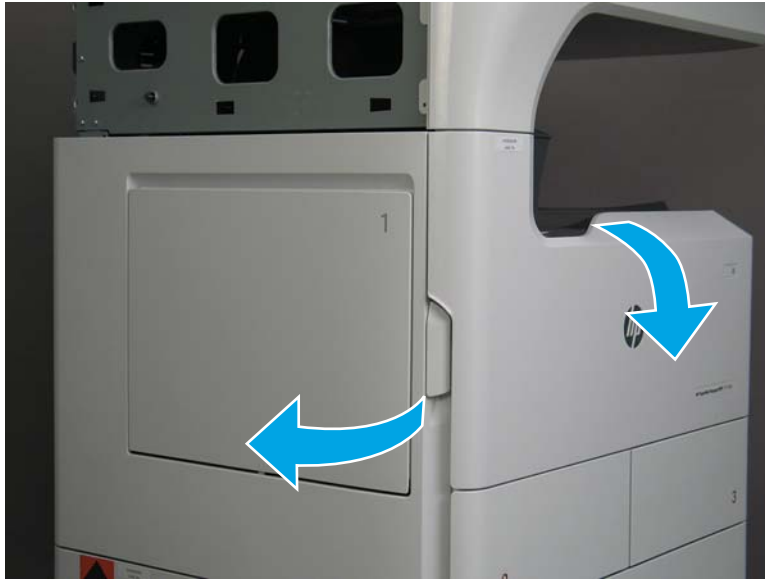
1. Remove two screws (callout 1).

Figure 1-178 Remove two screws



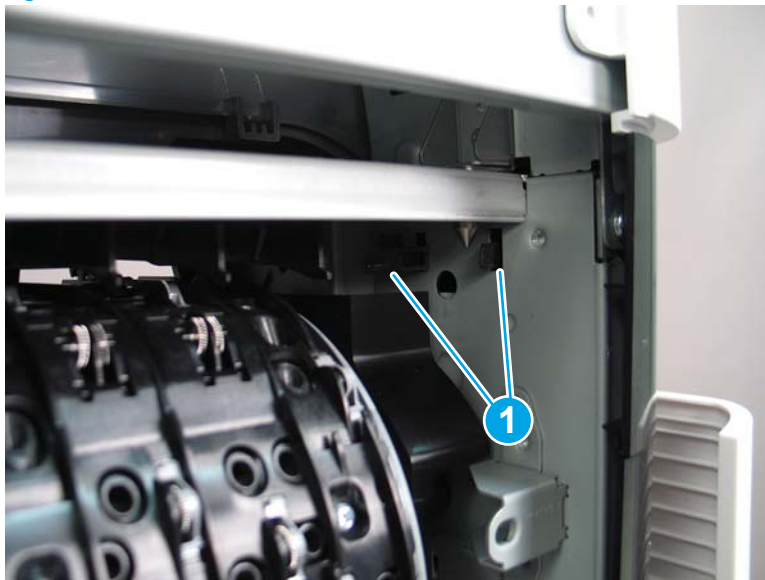
2. Open the left door and the cartridge door.

Figure 1-179 Open the left and cartridge doors



3. At the left side of the printer, release two tabs.

Figure 1-180 Release two tabs



4. At the front of the printer, flex the corner of the front tower cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

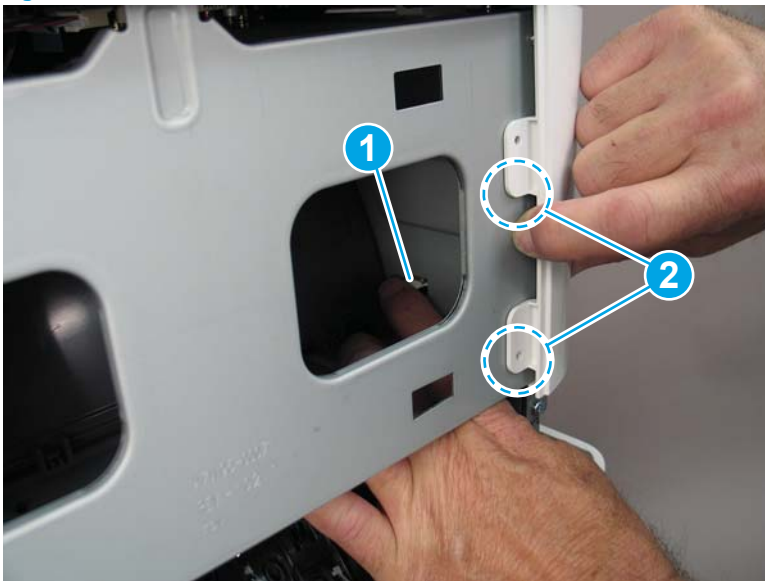
Remove the front tower cover.

Figure 1-181 Remove the front tower cover



5. At the left side of the printer, release one tab (callout 1), and then release two bosses (callout 2).

Figure 1-182 Release one tab and two bosses



6. At the front of the printer, flex the left end of the cover away (and slightly down) from the printer to release one tab.

 **NOTE:** This also releases some small bosses along the top of the cover.

Figure 1-183 Release one tab



7. Continue to flex the left end of the cover away from the printer to release two tabs.

Figure 1-184 Release two tabs



8. Remove the front cover, floor standing spacer.



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

Figure 1-185 Remove the front cover, floor standing spacer





Step 5: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Right cover, floor standing spacer (772zt and 777hc/z only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 3: Remove the left cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 4: Remove the front cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 5: Remove the right cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the right cover, floor standing spacer (772zt and 777hc/z only).


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Right cover, floor standing spacer (772zt and 777hc/z only) part number	
A7W95-67008	Right cover, floor standing spacer (772zt and 777hc/z only)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


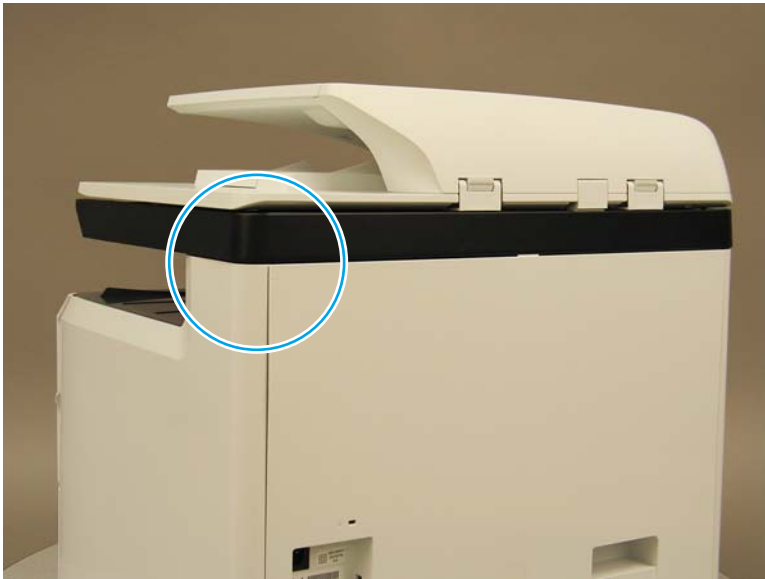
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-186 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

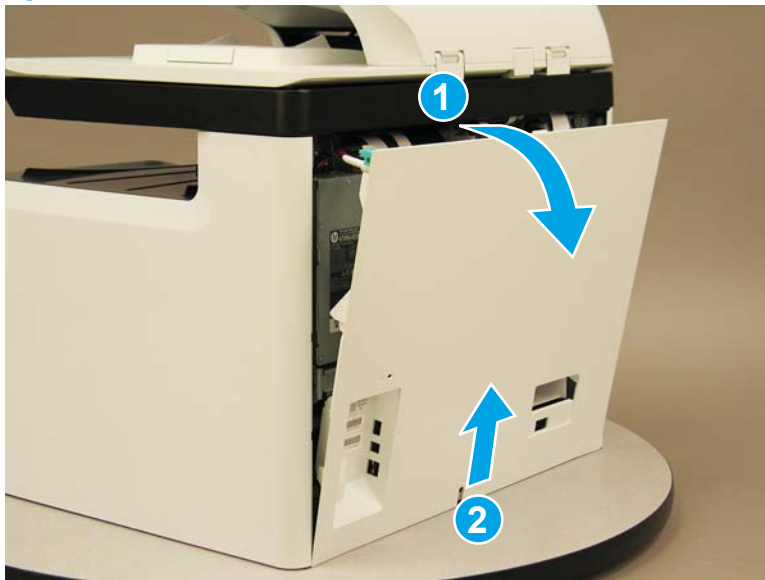
Figure 1-187 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-188 Remove the rear cover



Step 2: Remove the rear cover, floor standing spacer (772zt and 777hc/z only)

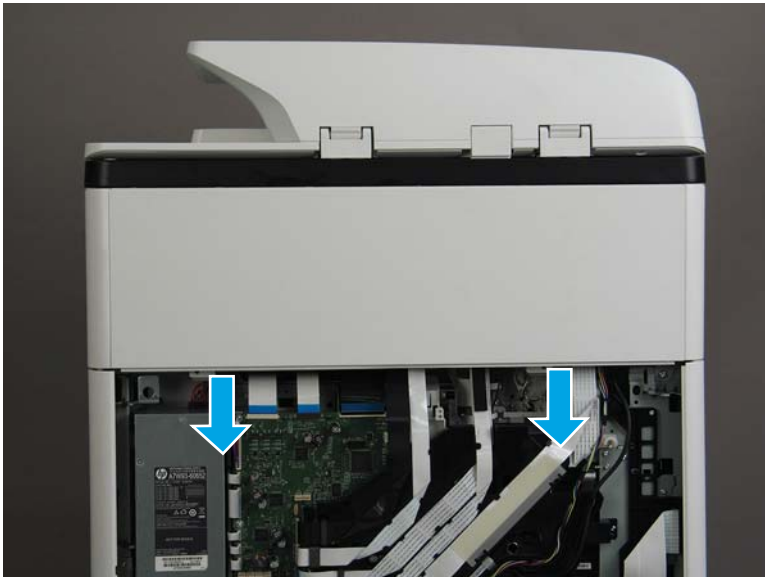
1. Remove two screws (callout 1).

Figure 1-189 Remove two screws



2. Pull down on the cover to release it.

Figure 1-190 Release the cover



3. Remove the rear cover, floor standing spacer.


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

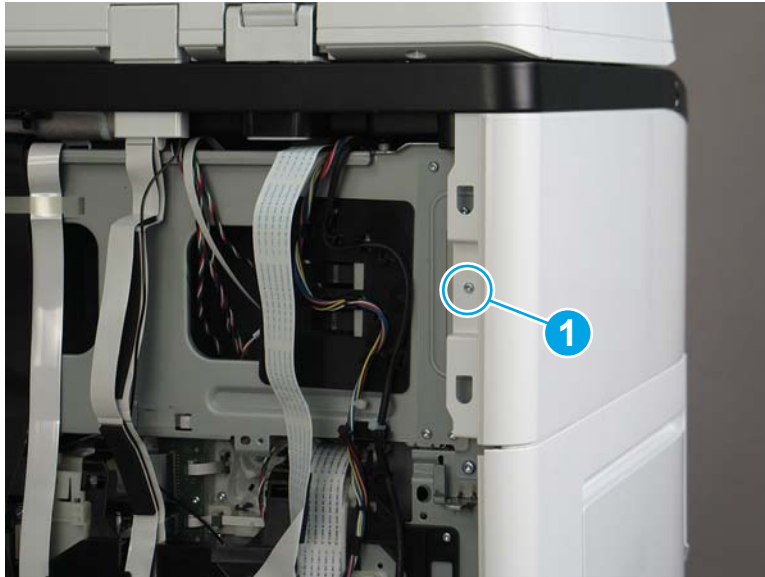
Figure 1-191 Remove the rear cover, floor standing spacer



Step 3: Remove the left cover, floor standing spacer (772zt and 777hc/z only)

1. Remove one screw (callout 1).

Figure 1-192 Remove one screw



2. Open the left door.

Figure 1-193 Open the left door



3. Slide the cover towards the rear of the printer to release it.

Figure 1-194 Release the cover



4. Remove the left cover, floor standing spacer.


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

Figure 1-195 Remove the left cover, floor standing spacer



Step 4: Remove the front cover, floor standing spacer (772zt and 777hc/z only)

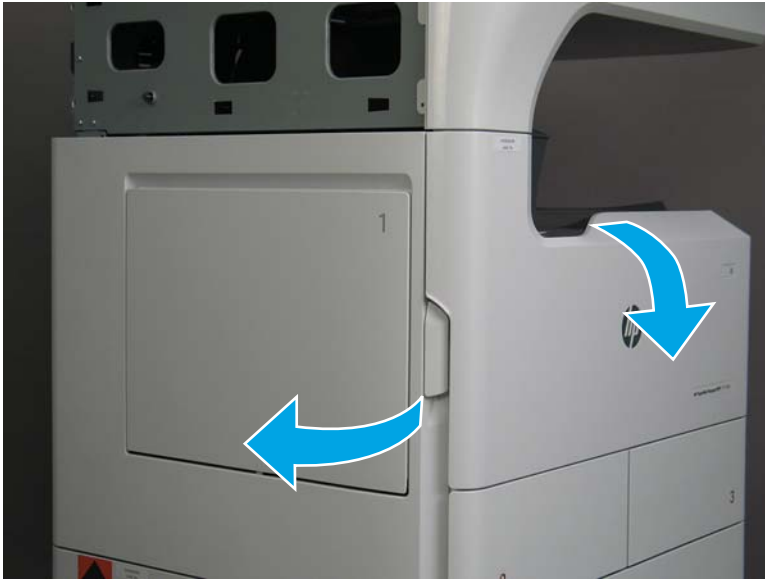
1. Remove two screws (callout 1).

Figure 1-196 Remove two screws



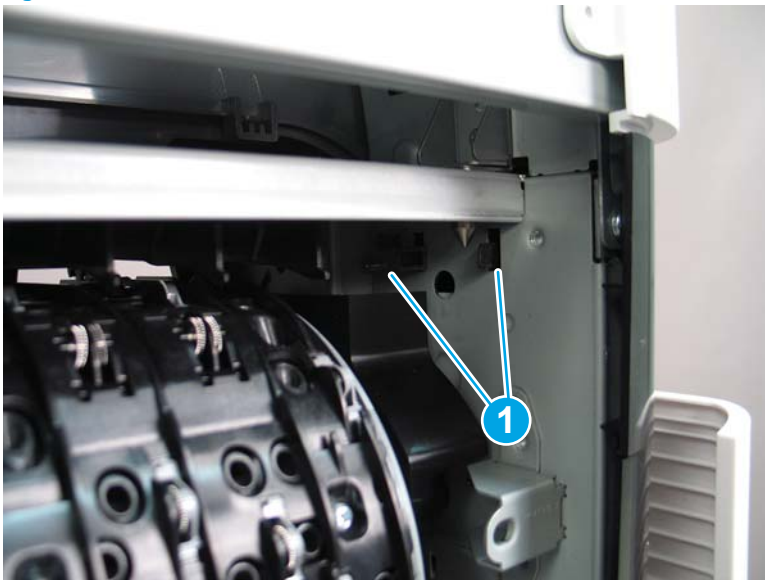
2. Open the left door and the cartridge door.

Figure 1-197 Open the left and cartridge doors



3. At the left side of the printer, release two tabs.

Figure 1-198 Release two tabs



4. At the front of the printer, flex the corner of the front tower cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

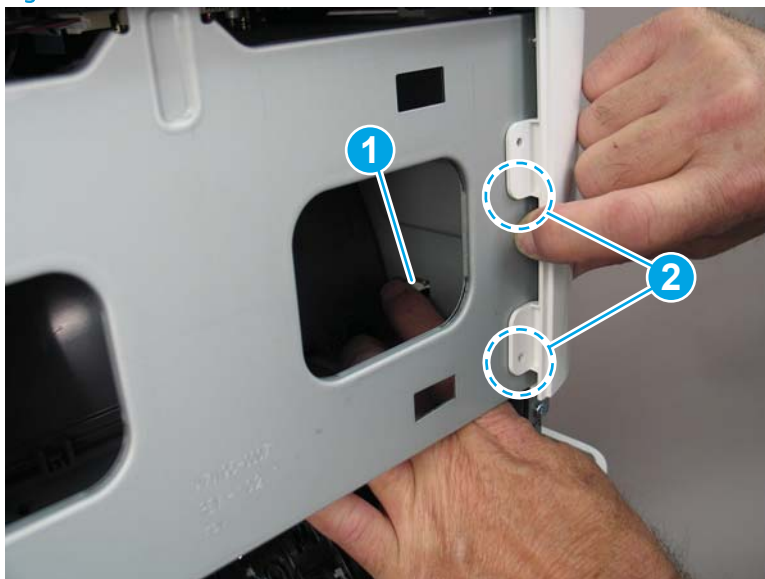
Remove the front tower cover.

Figure 1-199 Remove the front tower cover



5. At the left side of the printer, release one tab (callout 1), and then release two bosses (callout 2).

Figure 1-200 Release one tab and two bosses



6. At the front of the printer, flex the left end of the cover away (and slightly down) from the printer to release one tab.


 **NOTE:** This also releases some small bosses along the top of the cover.

Figure 1-201 Release one tab



7. Continue to flex the left end of the cover away from the printer to release two tabs.

Figure 1-202 Release two tabs



8. Remove the front cover, floor standing spacer.


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

Figure 1-203 Remove the front cover, floor standing spacer



Step 5: Remove the right cover, floor standing spacer (772zt and 777hc/z only)

1. Open the right door.

Figure 1-204 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.


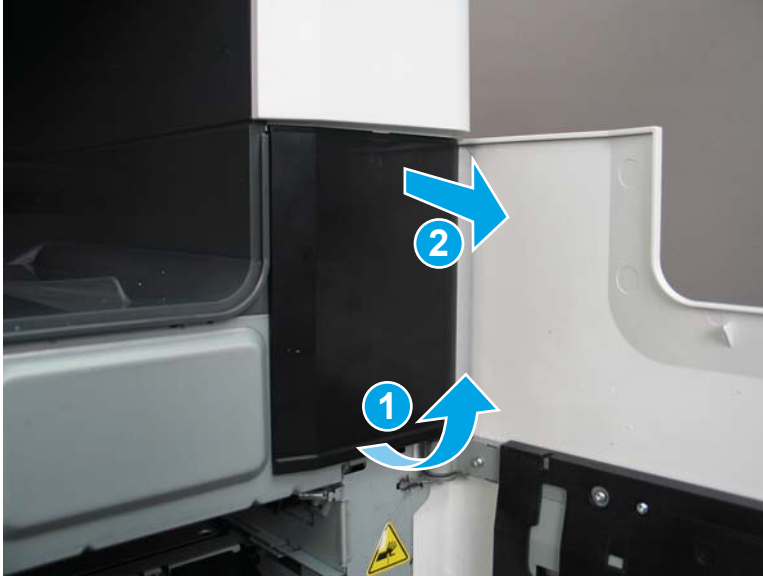
 **NOTE:** It might take considerable force to remove this cover.

Figure 1-205 Remove the right tower cover



3. Remove one screw (callout 1).

Figure 1-206 Remove one screw



4. Flex the top of the cover away from the printer to release two bosses (callout 1).

Figure 1-207 Release two bosses



5. Continue to flex the cover to release three bosses (callout 1).

Figure 1-208 Release three bosses



6. Rotate the top of the cover away from the printer to release two tabs (callout 1).

Figure 1-209 Release two tabs



7. Remove the right cover, floor standing spacer.


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

Figure 1-210 Remove the right cover, floor standing spacer





Step 6: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Control-panel bezel (772zt and 777hc/z only; large touchscreen)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 3: Remove the left cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 4: Remove the front cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 5: Control-panel bezel \(772zt and 777hc/z only; large touchscreen\)](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the control-panel bezel (772zt and 777hc/z only; large touchscreen).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Control-panel bezel (772zt and 777hc/z only; large touchscreen) part number

A7W93-67094	Control-panel bezel (772zt and 777hc/z only; large touchscreen, with HIP)
A7W93-67093	Control-panel bezel (772zt and 777hc/z only; large touchscreen, no HIP)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-211 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

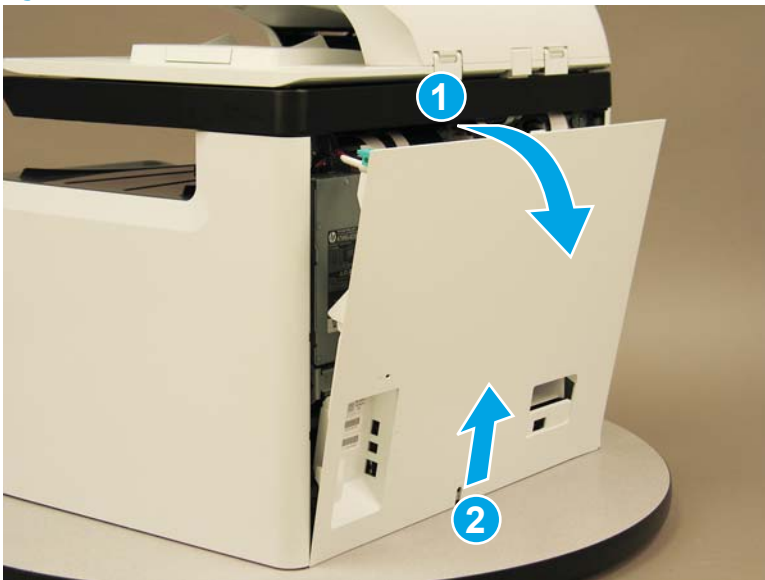
Figure 1-212 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

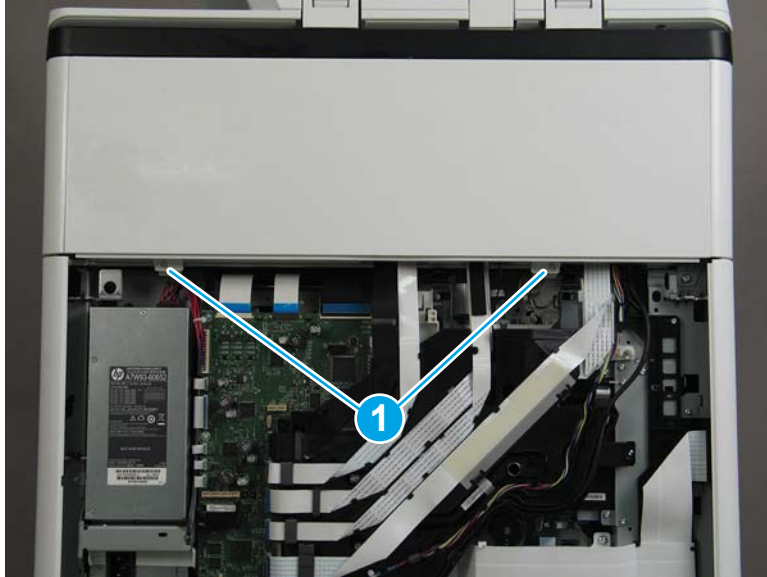
Figure 1-213 Remove the rear cover



Step 2: Remove the rear cover, floor standing spacer (772zt and 777hc/z only)

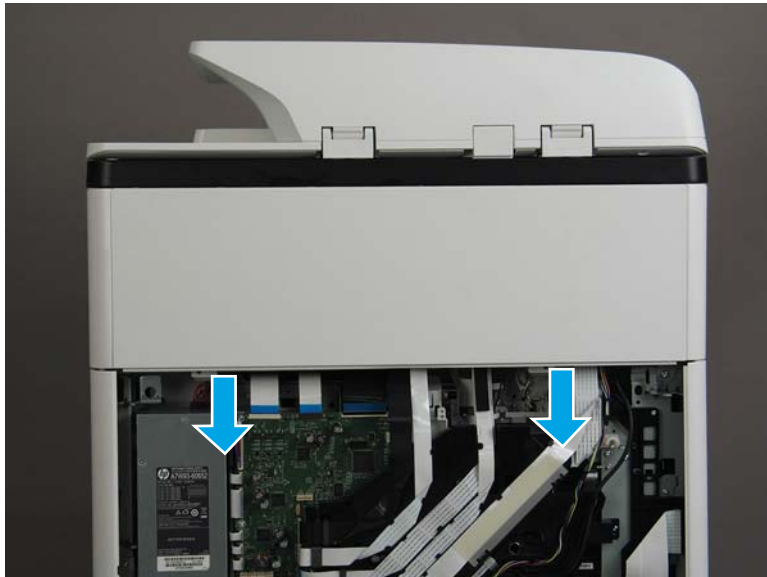
1. Remove two screws (callout 1).

Figure 1-214 Remove two screws



2. Pull down on the cover to release it.

Figure 1-215 Release the cover



3. Remove the rear cover, floor standing spacer.


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

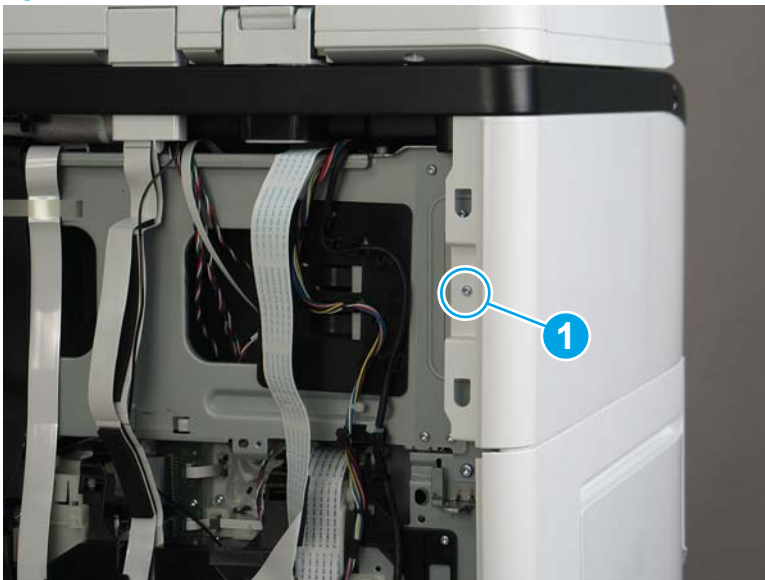
Figure 1-216 Remove the rear cover, floor standing spacer



Step 3: Remove the left cover, floor standing spacer (772zt and 777hc/z only)

1. Remove one screw (callout 1).

Figure 1-217 Remove one screw



2. Open the left door.

Figure 1-218 Open the left door



3. Slide the cover towards the rear of the printer to release it.

Figure 1-219 Release the cover



4. Remove the left cover, floor standing spacer.


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

Figure 1-220 Remove the left cover, floor standing spacer



Step 4: Remove the front cover, floor standing spacer (772zt and 777hc/z only)

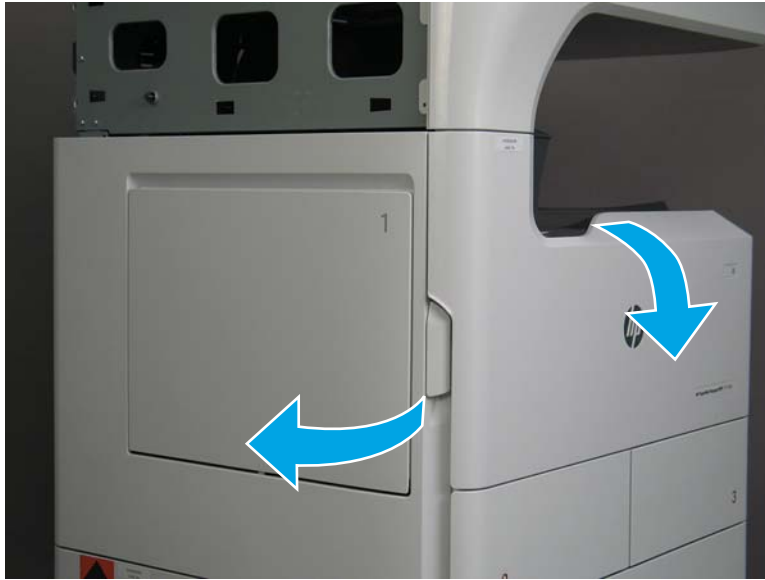
1. Remove two screws (callout 1).

Figure 1-221 Remove two screws



2. Open the left door and the cartridge door.

Figure 1-222 Open the left and cartridge doors



3. At the left side of the printer, release two tabs.

Figure 1-223 Release two tabs



4. At the front of the printer, flex the corner of the front tower cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

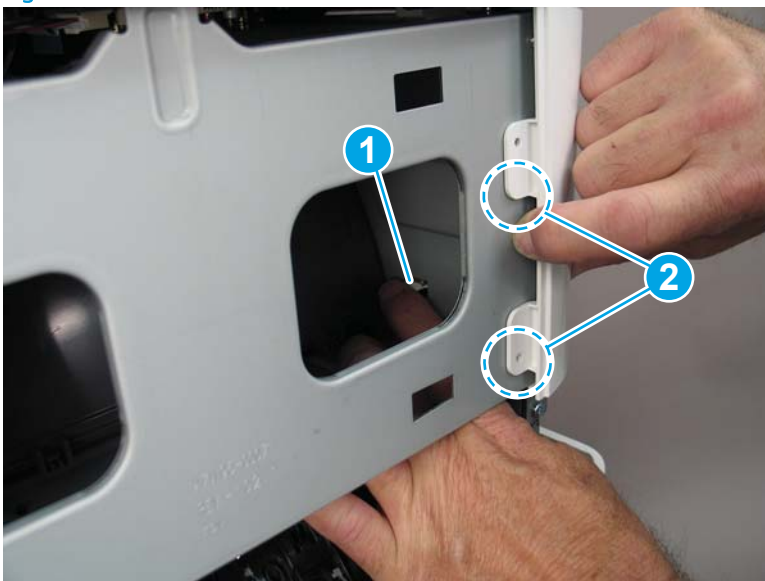
Remove the front tower cover.

Figure 1-224 Remove the front tower cover



5. At the left side of the printer, release one tab (callout 1), and then release two bosses (callout 2).

Figure 1-225 Release one tab and two bosses



6. At the front of the printer, flex the left end of the cover away (and slightly down) from the printer to release one tab.


 **NOTE:** This also releases some small bosses along the top of the cover.

Figure 1-226 Release one tab



7. Continue to flex the left end of the cover away from the printer to release two tabs.

Figure 1-227 Release two tabs



8. Remove the front cover, floor standing spacer.


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

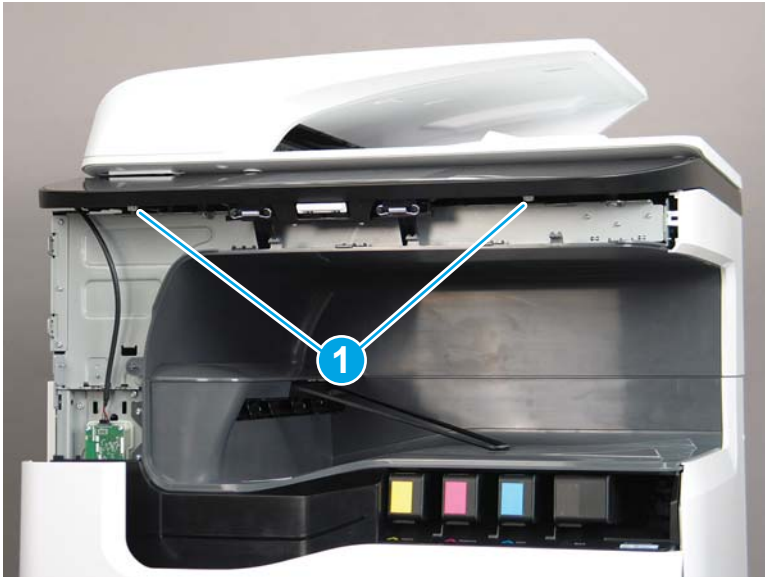
Figure 1-228 Remove the front cover, floor standing spacer



Step 5: Control-panel bezel (772zt and 777hc/z only; large touchscreen)

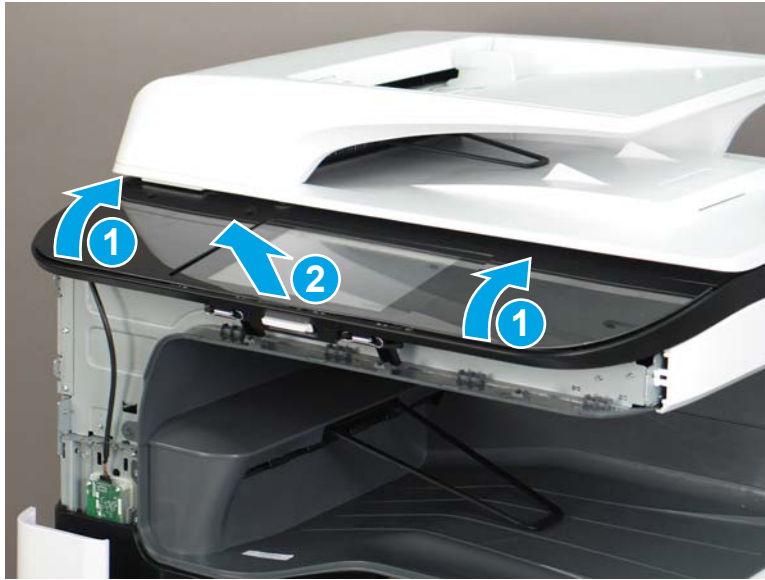
1. Remove two thumbscrews (callout 1).

Figure 1-229 Remove two thumbscrews



2. Rotate the front edge of the bezel up (callout 1), and then pull the bezel forward (callout 2) to release it.

Figure 1-230 Release the bezel



3. Remove the control-panel bezel.



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

Figure 1-231 Remove the control-panel bezel





Step 6: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left door (printer)

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

Introduction

This document provides the procedures to remove and replace the left door (printer) assembly.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Left door (printer) part number	
A7W93-67033	Left door (printer)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


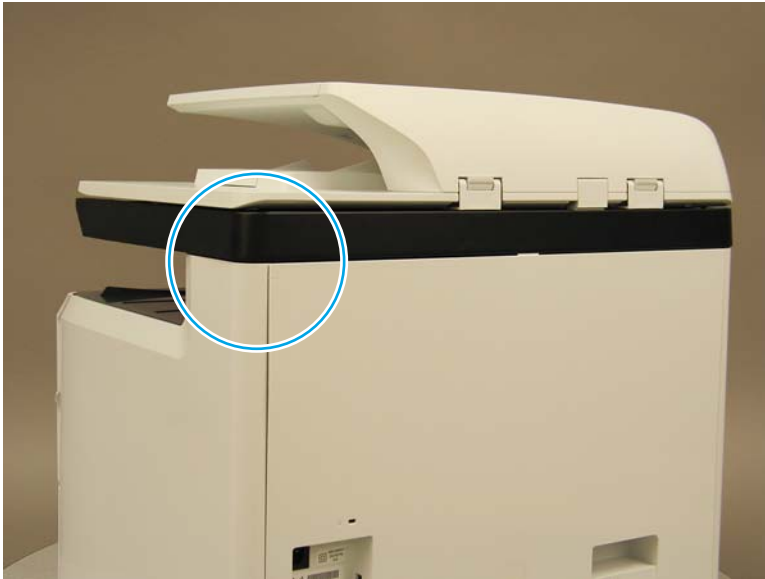
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-232 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

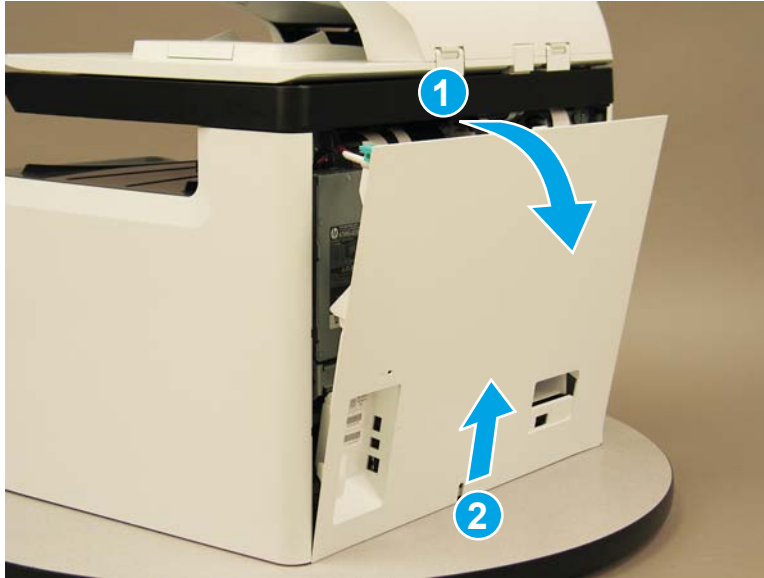
Figure 1-233 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-234 Remove the rear cover

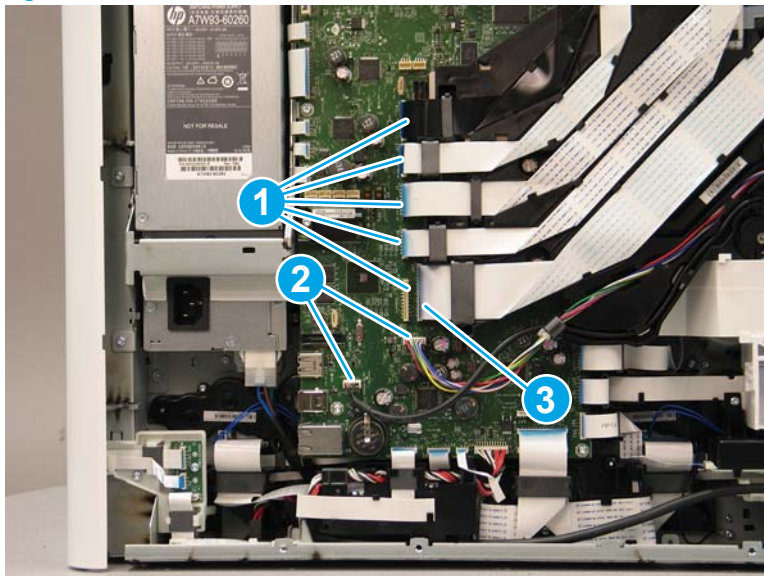


Step 2: Remove the left door (printer)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Do one of the following:
 - **MFP models:** Disconnect five flat-flexible cables (FFCs) (callout 1) and two connectors (callout 2).
 - **SFP models:** Disconnect two connectors (callout 2) and one FFC (callout 3).

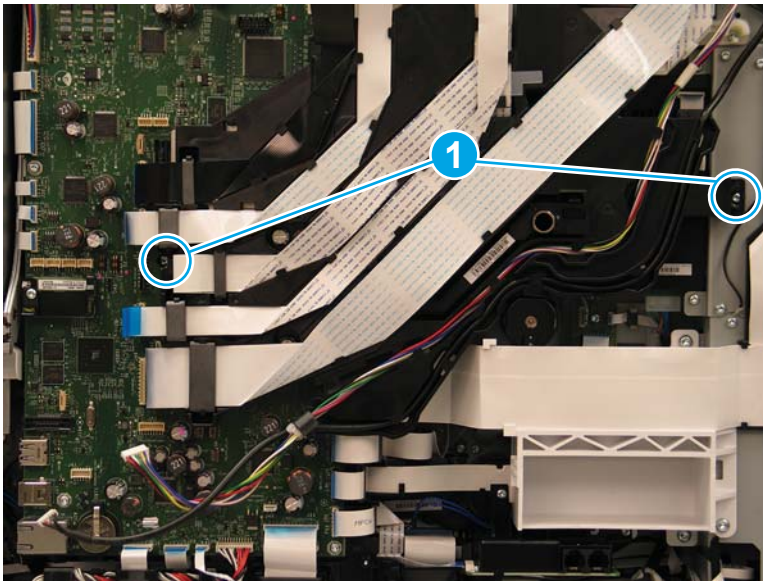
Figure 1-235 Disconnect FFCs and connectors



2. Remove two screws (callout 1).

 **NOTE:** These screws are captive.

Figure 1-236 Remove two screws (MFP models)



3. Rotate the FFC tray guide up and out of the way.

 **NOTE:** The tray guide locks in the raised position.

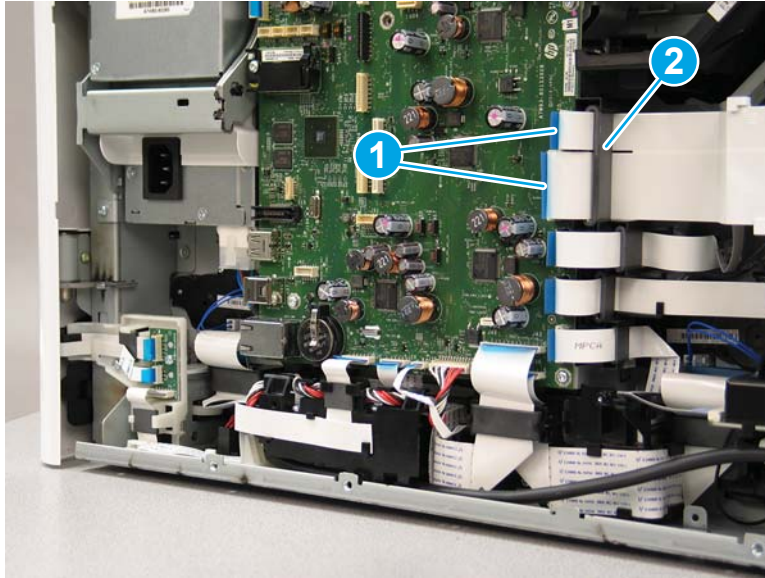
Figure 1-237 Rotate the FFC tray guide up (MFP models)



4. Disconnect two FFCs (callout 1), and then release the ferrite (callout 2) from the holder.

 **TIP:** The FFCs are labeled *Left Door 1* and *Left Door 2*.

Figure 1-238 Disconnect two FFCs



5. **Optional step:** If a replacement left door is being installed, remove the ferrite from the FFCs. If the door is being removed to gain access to another assembly, skip this step.


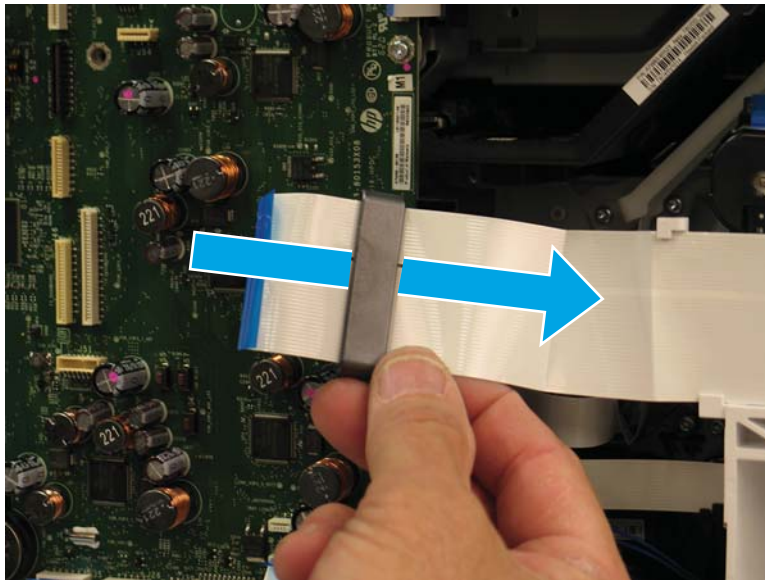
 **NOTE:** Set this part aside, it needs to be installed on the replacement assembly.

Figure 1-239 Remove the ferrite



6. Release two FFCs (callout 1) from the guide.


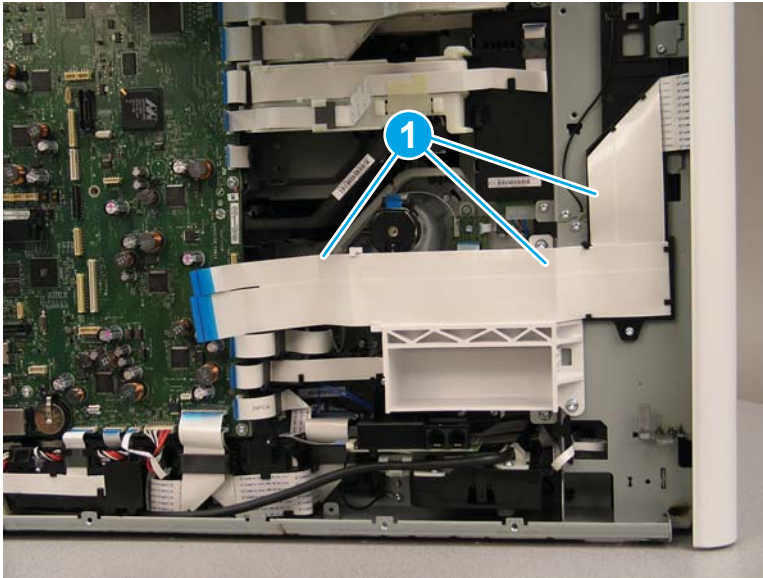
 **TIP:** It might be easier to release the FFCs by starting at the lower right side, where the FFCs fold to make a 90 degree turn.

Figure 1-240 Release two FFCs



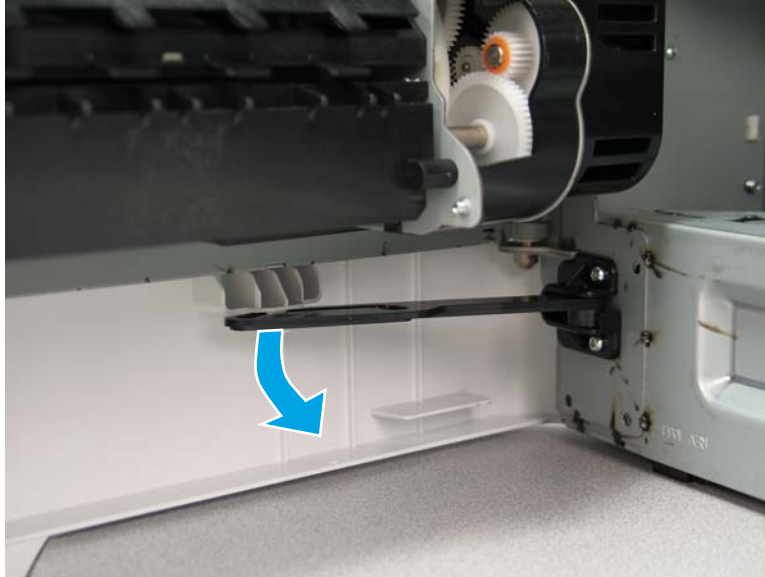
7. Open the left door.

Figure 1-241 Open the left door



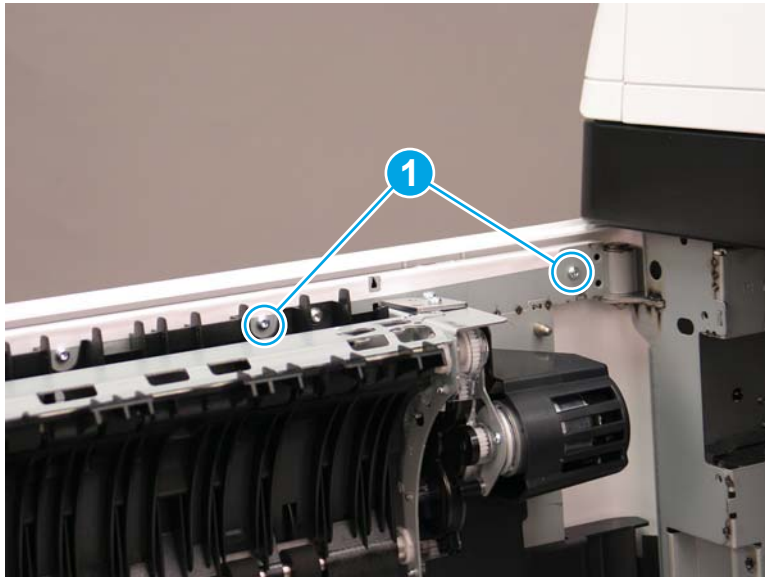
8. Locate the retention strap at the bottom of the door. Flex the back side of the strap down and over the pin on the door to release it.

Figure 1-242 Release the door retention strap



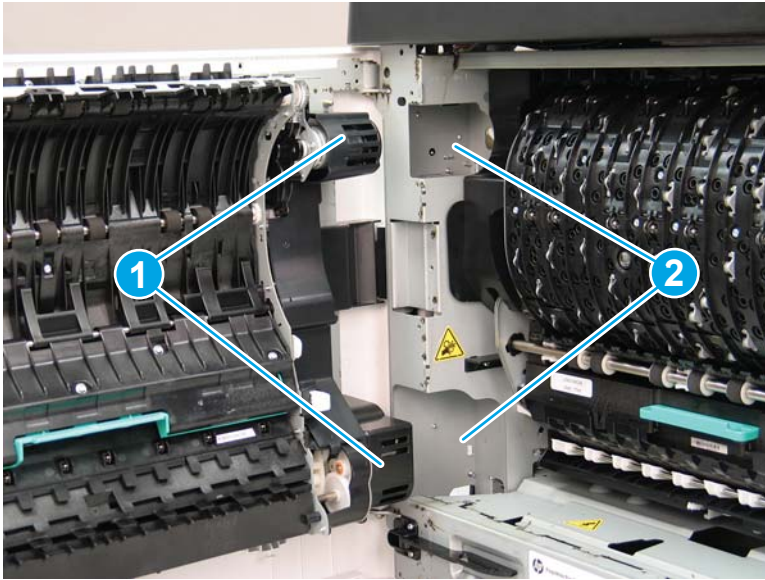
9. Remove two screws (callout 1).

Figure 1-243 Remove two screws



10. Open the left door far enough that the two drive motors (callout 1) can clear the chassis (callout 2).

Figure 1-244 Fully open the left door



11. As shown in the figure below, slightly flex the corner of the left door cover (callout 1), and then lift the door straight up to remove it (callout 2).



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

Figure 1-245 Remove the left door (printer)





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right door (printer)

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

Introduction

This document provides the procedures to remove and replace the right door (printer) assembly.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Right door (printer) part number

A7W93-67024

Right door (printer)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

Check the control-panel display for error messages that indicate that the temperature/humidity sensor is not correctly functioning.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-246 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-247 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


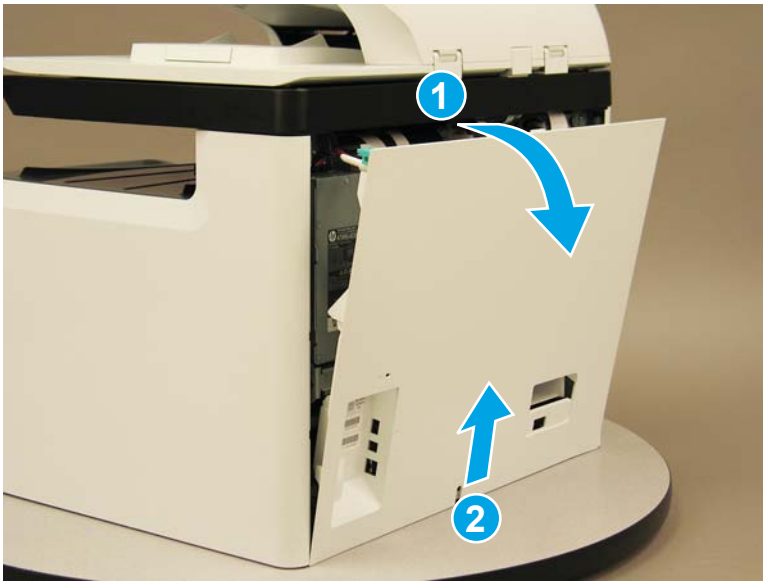
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-248 Remove the rear cover



Step 2: Remove the right door (printer)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-249 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.


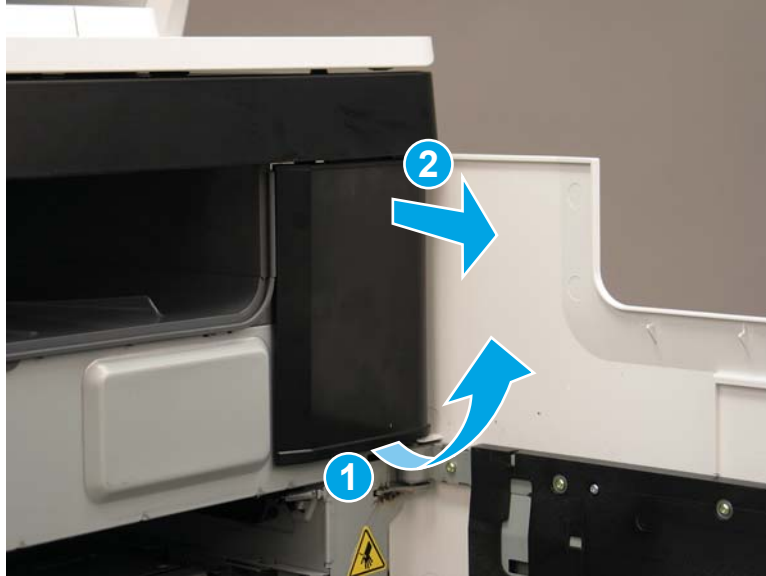
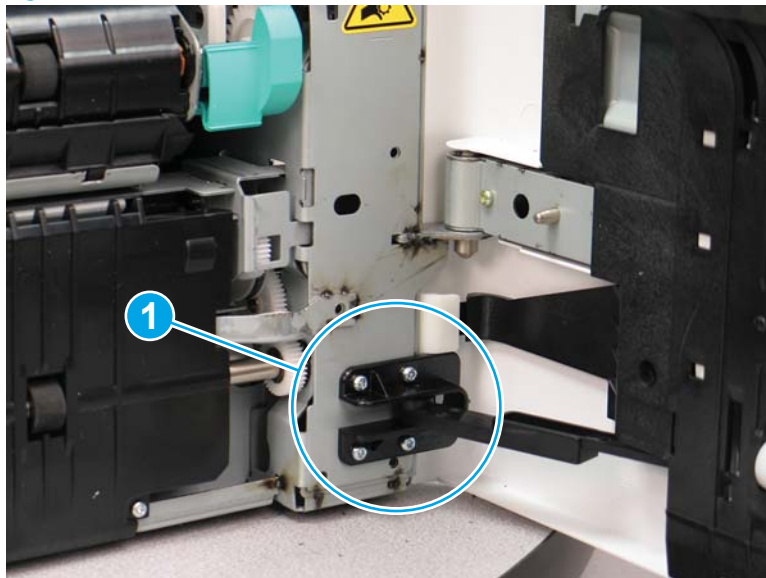
 **NOTE:** It might take considerable force to remove this cover.

Figure 1-250 Remove the right tower cover



3. Remove four screws (callout 1), and then remove the right door strap.

Figure 1-251 Remove right door strap



4. Remove one screw (callout 1).


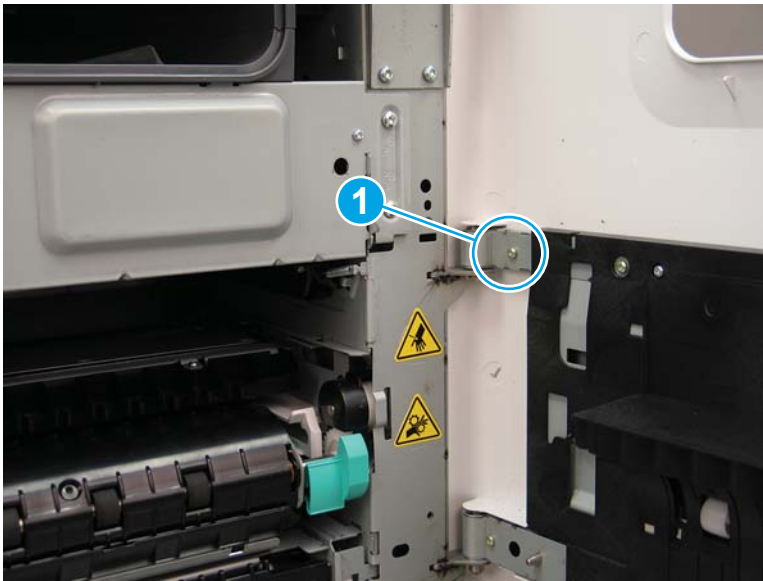
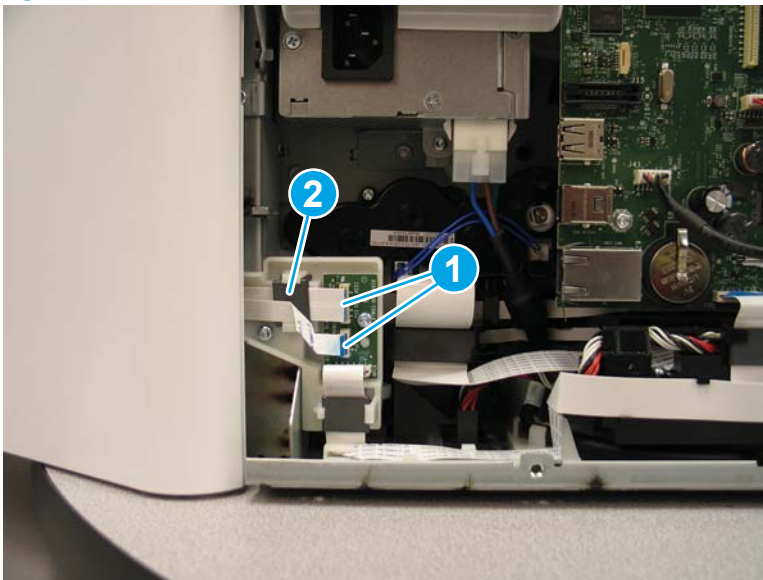
 **NOTE:** This is the gold screw on the top sheet-metal hinge.

Figure 1-252 Remove one screw



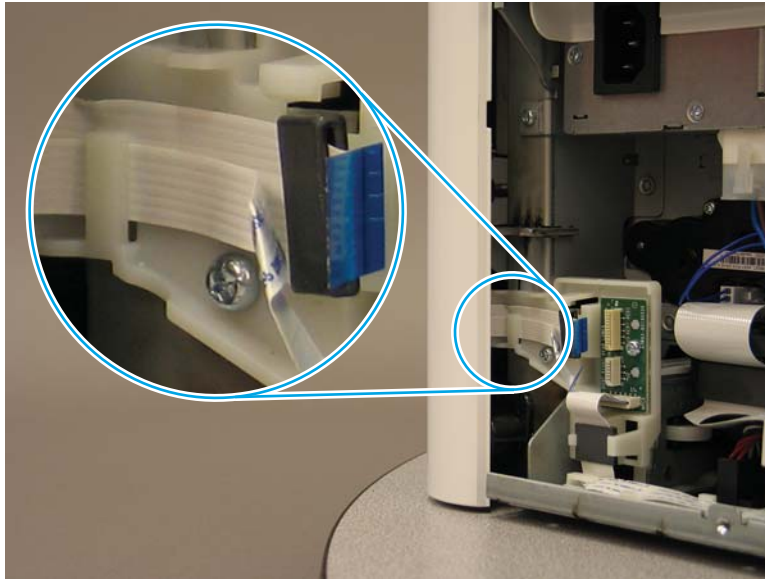
5. At the rear of the printer, disconnect two flat-flexible cables (FFCs) (callout 1), and then release the ferrite (callout 2) from the holder.

Figure 1-253 Disconnect two FFCs and release the ferrite



6. Release the FFCs from the guide.

Figure 1-254 Release the FFCs



7. Slightly flex the corner of the right door cover (callout 1), and then lift the door straight up to remove it (callout 2) from the hinges.

Figure 1-255 Remove the right door (printer)



8. **Optional step:** If a replacement right door is installed, remove the retention strap (callout 1).


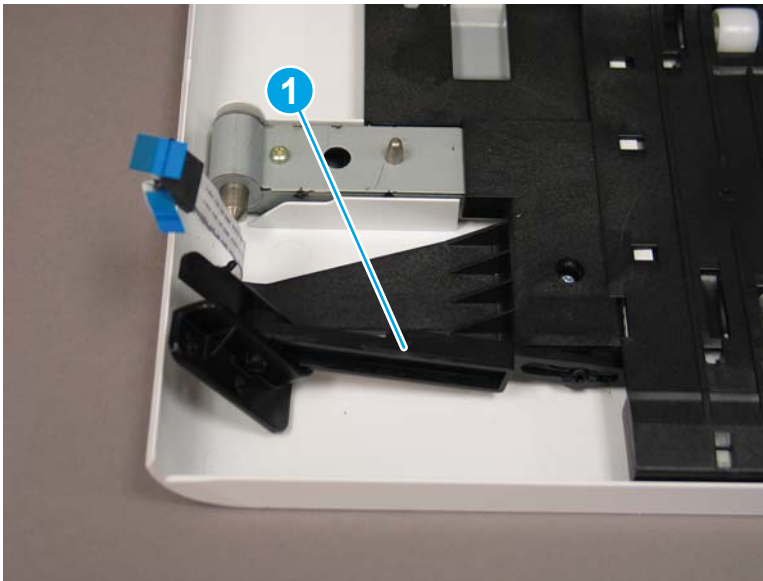
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-256 Remove the retention strap





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Standard output bin

- [Introduction](#)
- [Step 1: Remove the right tower cover](#)
- [Step 2: Remove the cartridge door](#)
- [Step 3: Remove the front tower cover](#)
- [Step 4: Remove the middle internal front cover](#)
- [Step 5: Remove the standard output bin](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the standard output bin.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Standard output bin part number	
A7W93-67048	Standard output bin
A7W93-67110	Standard bin light

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the right tower cover


A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-257 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.


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

Figure 1-258 Remove the right tower cover



Step 2: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

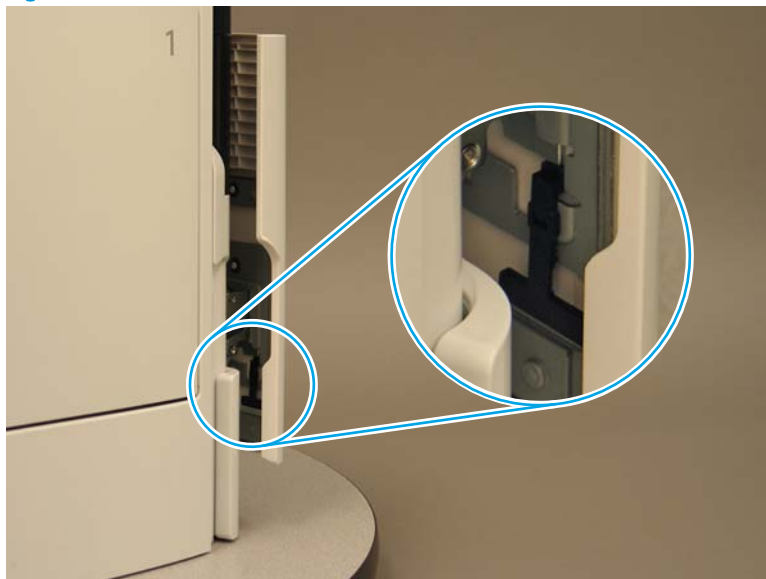
1. Open the cartridge door.

Figure 1-259 Open the cartridge door



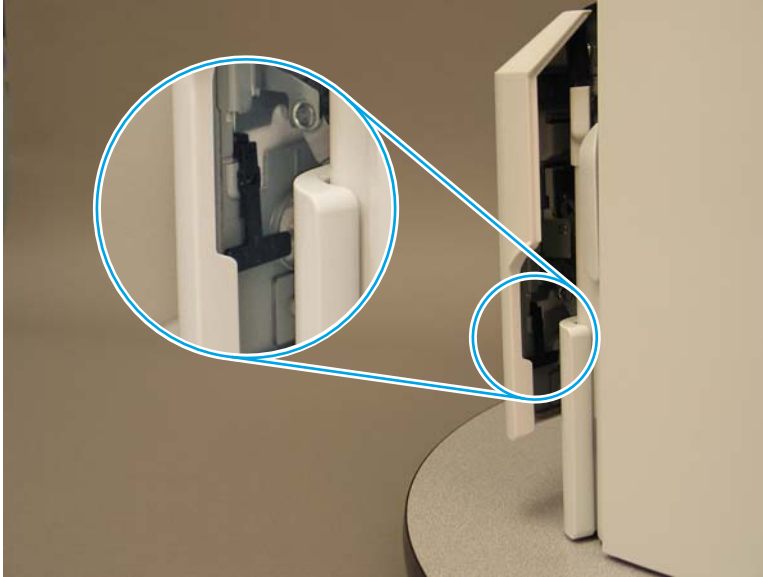
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-260 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-261 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-262 Remove the cartridge door



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

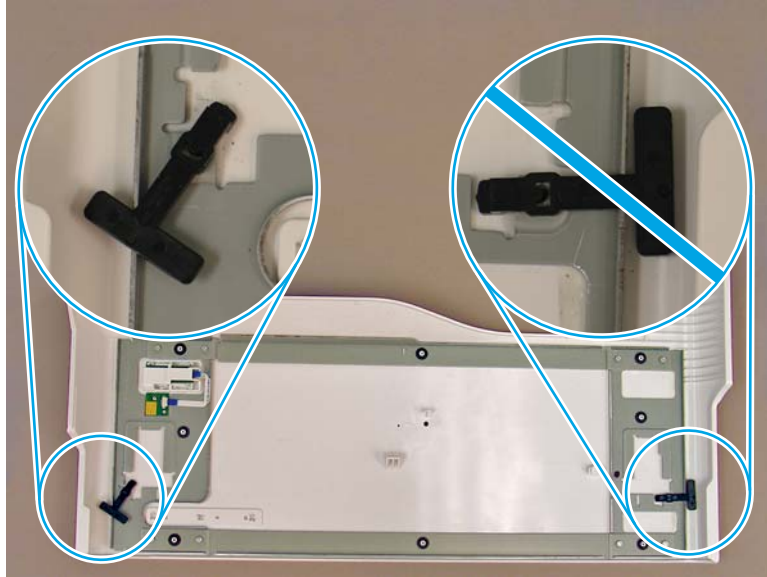
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

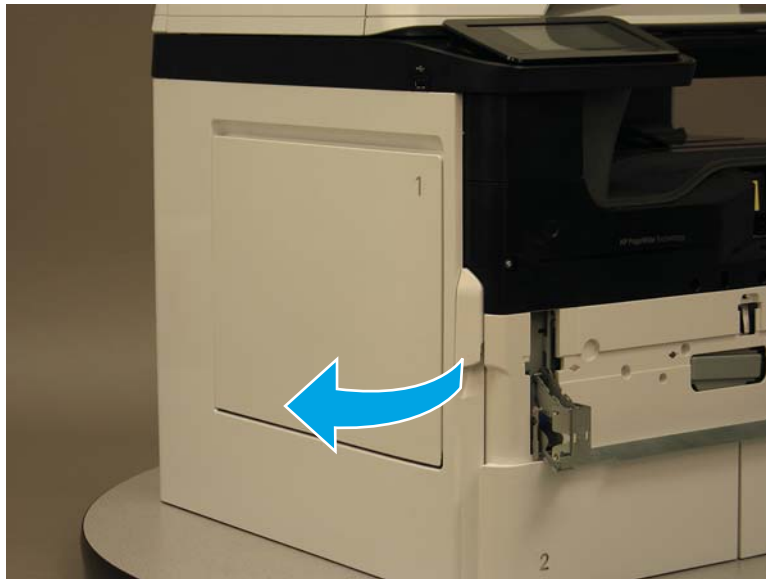
Figure 1-263 Preposition the retainers



Step 3: Remove the front tower cover

1. Open the left door.

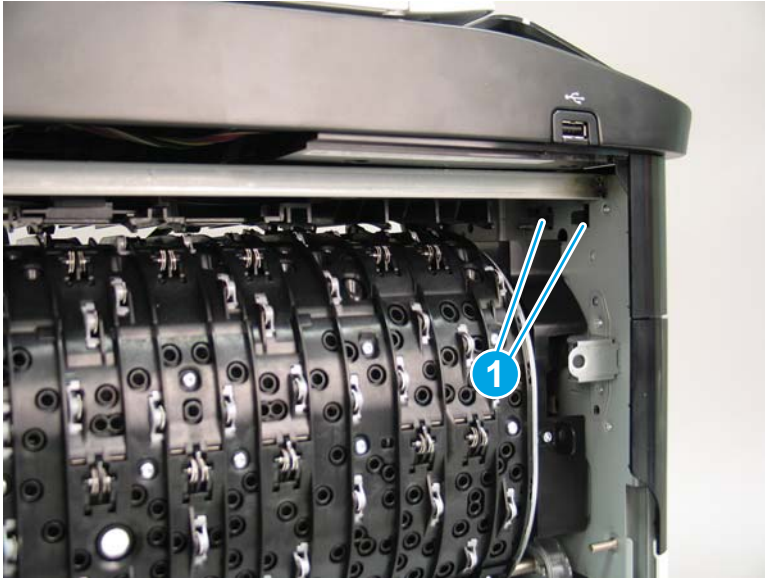
Figure 1-264 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-265 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-266 Release the front tower cover



4. Remove the cover.

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

Figure 1-267 Remove the cover

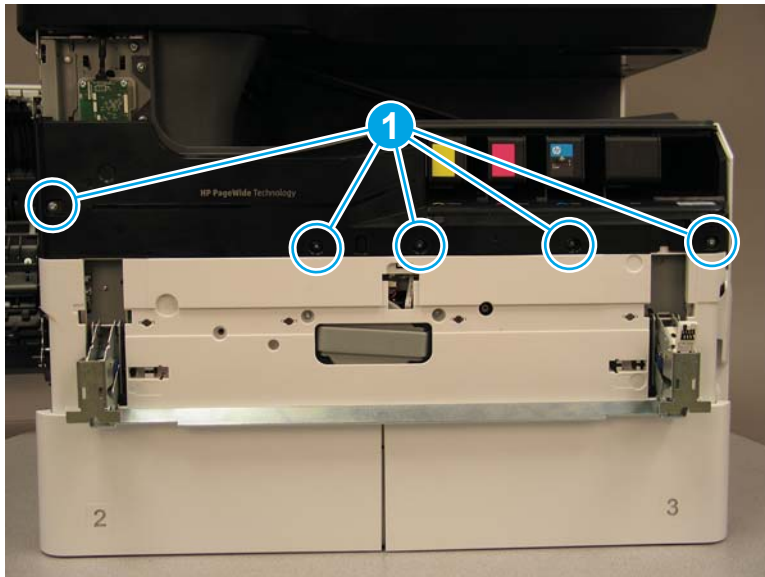


Step 4: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-268 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

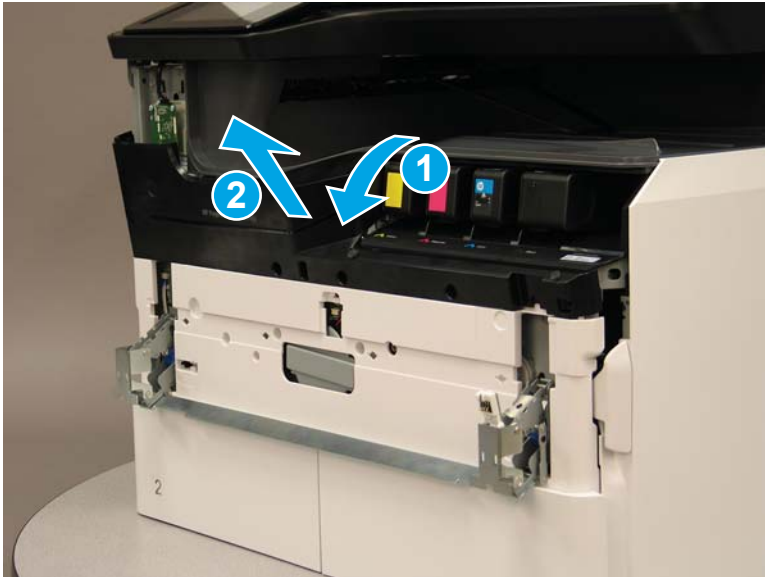
Figure 1-269 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-270 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


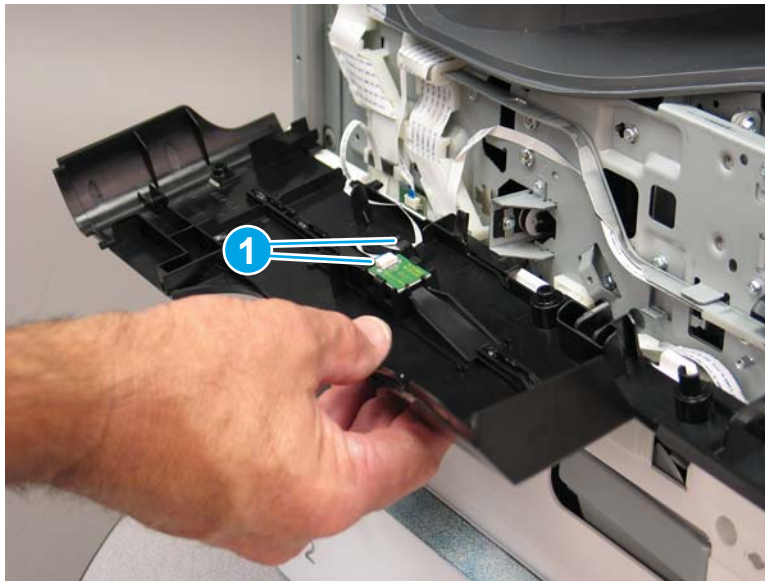
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-271 Remove the middle internal front cover

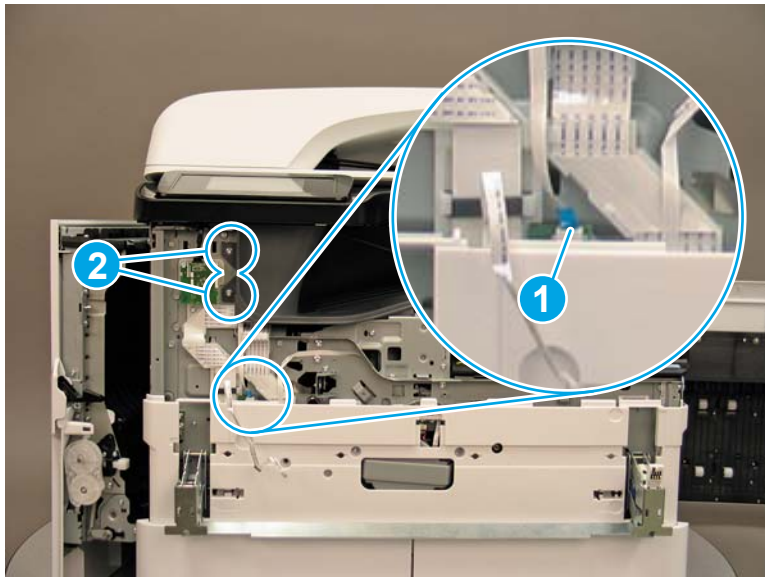


Step 5: Remove the standard output bin

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

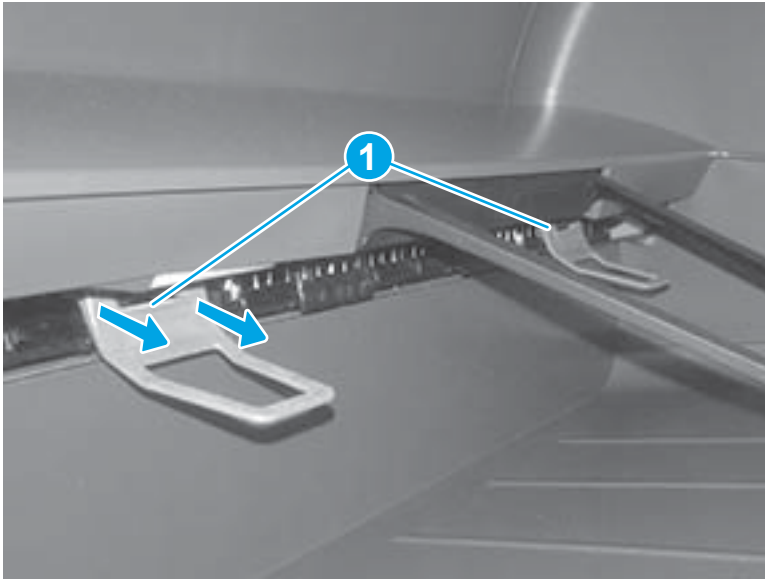
1. Disconnect one flat-flexible cable (FFC), and then remove two screws (callout 1).

Figure 1-272 Disconnect one FFC and remove two screws



2. Remove two flaps (callout 1) from the output shaft.

Figure 1-273 Remove the flaps



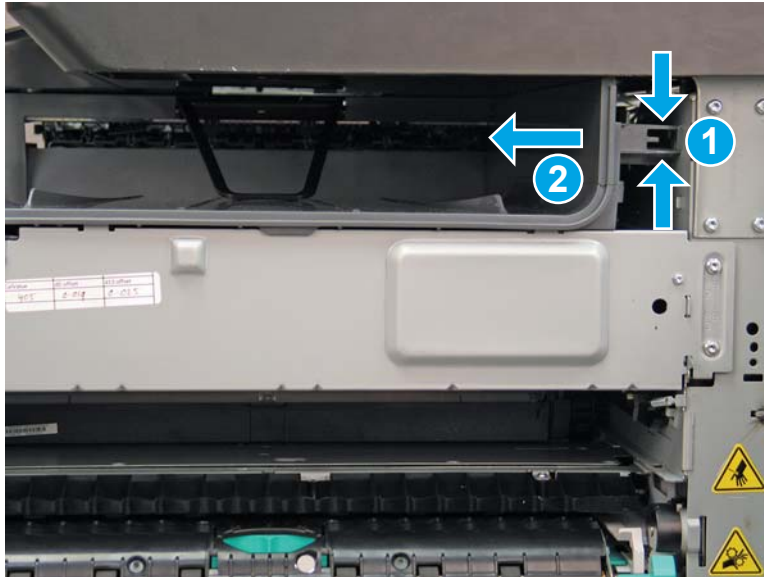
3. 772zt and 777hc/z only: At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-274 Release the cover



4. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-275 Release two tabs



5. Pull the output bin straight out of the printer to remove it.

Figure 1-276 Remove the output bin



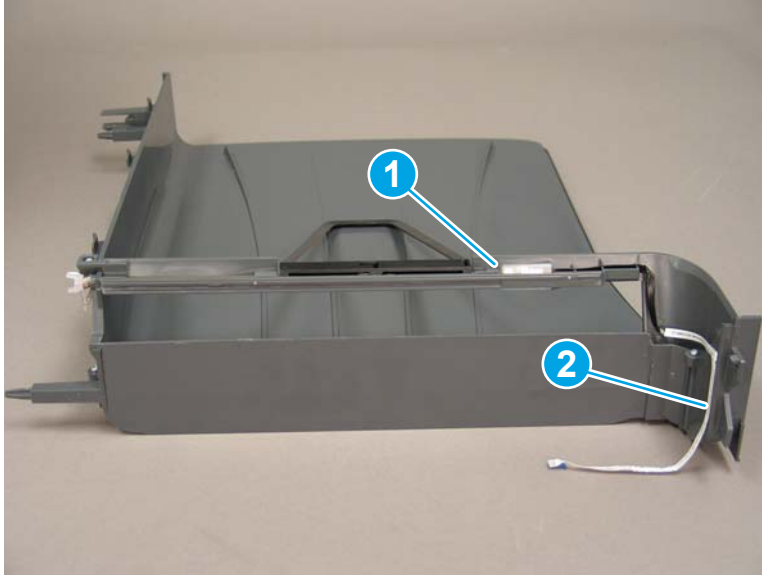
6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Standard output bin

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.

 **NOTE:** The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-277 Remove the LED module



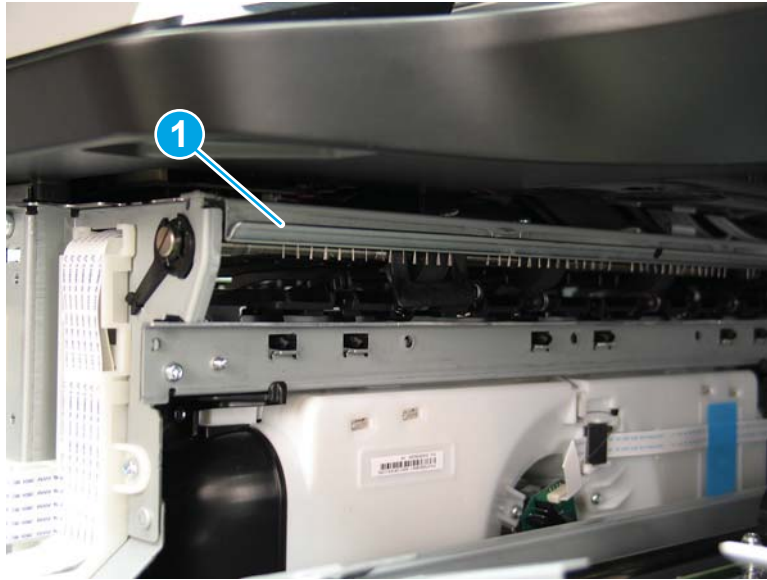
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-278 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-279 Locate the mounting rail (printer)



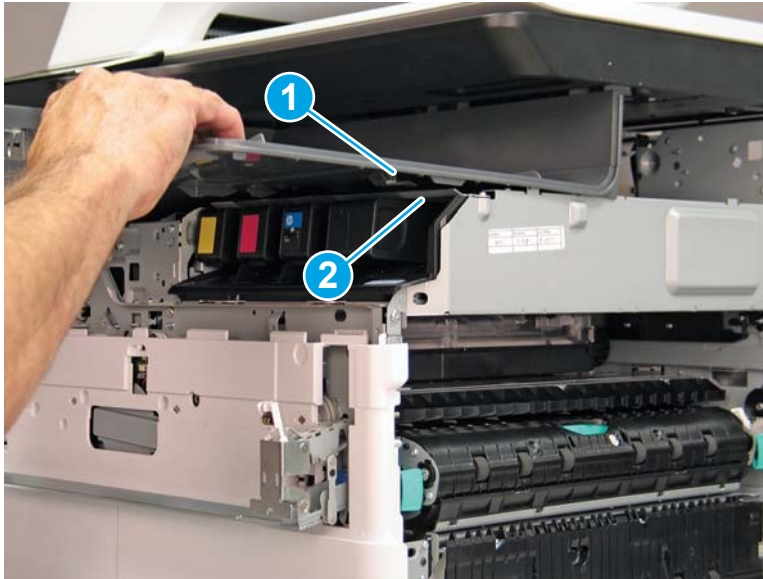
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-280 Align the mounting rails



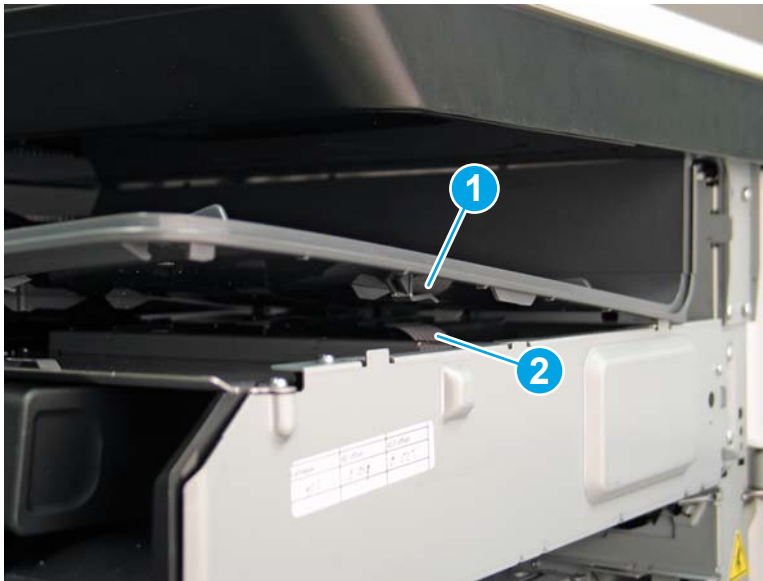
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-281 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-282 Engage the inner clip




- g. Slide the output bin straight onto the printer.

 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-283 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tabs are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.

 **NOTE:** Make sure that the output stack control arm shaft is engaged with its drive motor.

Figure 1-284 Check the output bin installation





Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Eject shroud and underside cover, floor standing spacers (772zt and 777hc/z only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 3: Remove the left cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 4: Remove the front cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 5: Remove the right cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 6: Remove the standard output bin \(772zt and 777hc/z only\)](#)
- [Step 7: Remove the eject shroud and underside cover, spacers \(772zt and 777hc/z only\)](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the eject shroud and underside cover, floor standing spacers (772zt and 777hc/z only).

[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Eject shroud cover and underside cover, floor standing spacers (772zt and 777hc/z only) part number	
A7W95-67010	Eject shroud, floor standing spacer (772zt and 777hc/z only)
A7W95-67027	Underside cover, floor standing spacer (772zt and 777hc/z only)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


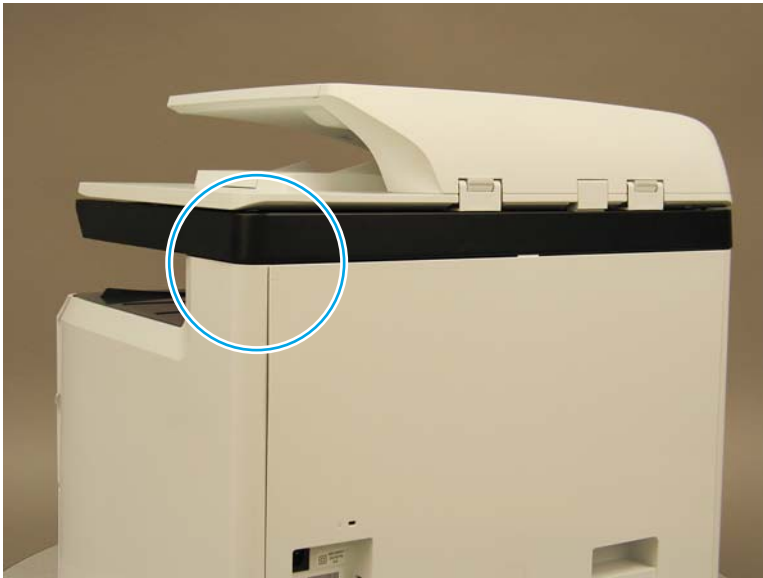
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-285 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

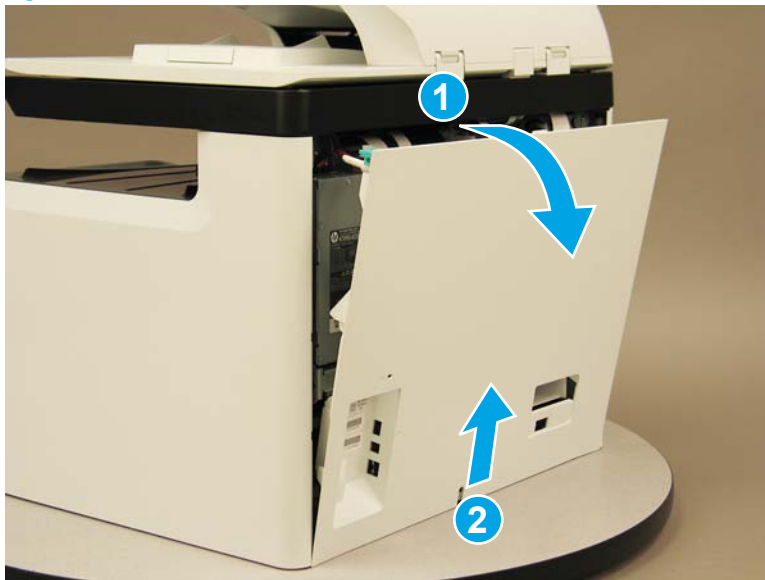
Figure 1-286 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-287 Remove the rear cover



Step 2: Remove the rear cover, floor standing spacer (772zt and 777hc/z only)

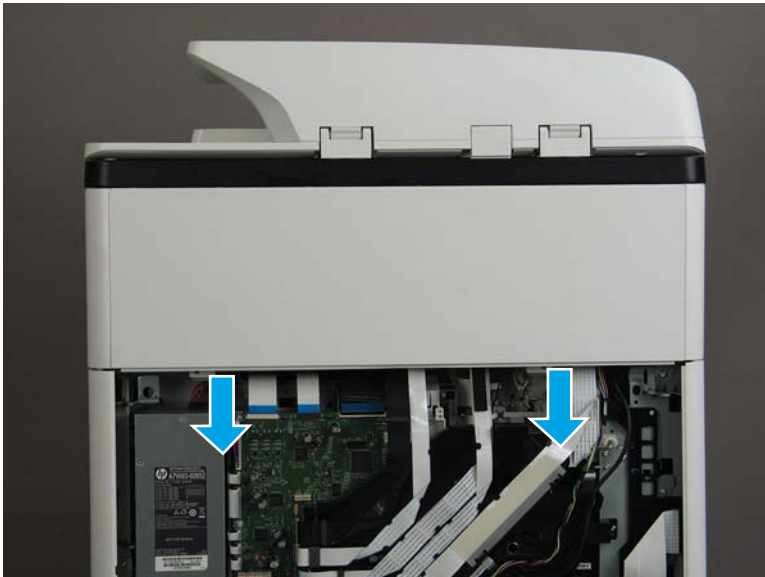
1. Remove two screws (callout 1).

Figure 1-288 Remove two screws



2. Pull down on the cover to release it.

Figure 1-289 Release the cover



3. Remove the rear cover, floor standing spacer.


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

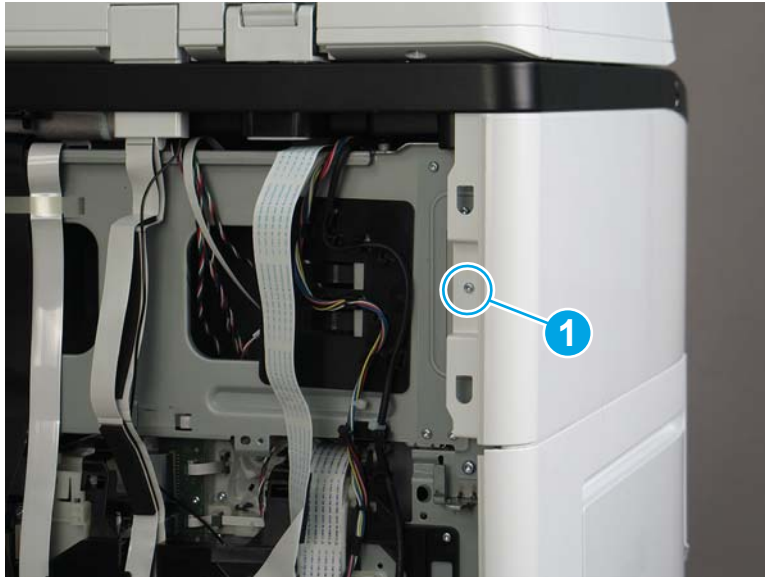
Figure 1-290 Remove the rear cover, floor standing spacer



Step 3: Remove the left cover, floor standing spacer (772zt and 777hc/z only)

1. Remove one screw (callout 1).

Figure 1-291 Remove one screw



2. Open the left door.

Figure 1-292 Open the left door



3. Slide the cover towards the rear of the printer to release it.

Figure 1-293 Release the cover



4. Remove the left cover, floor standing spacer.


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

Figure 1-294 Remove the left cover, floor standing spacer



Step 4: Remove the front cover, floor standing spacer (772zt and 777hc/z only)

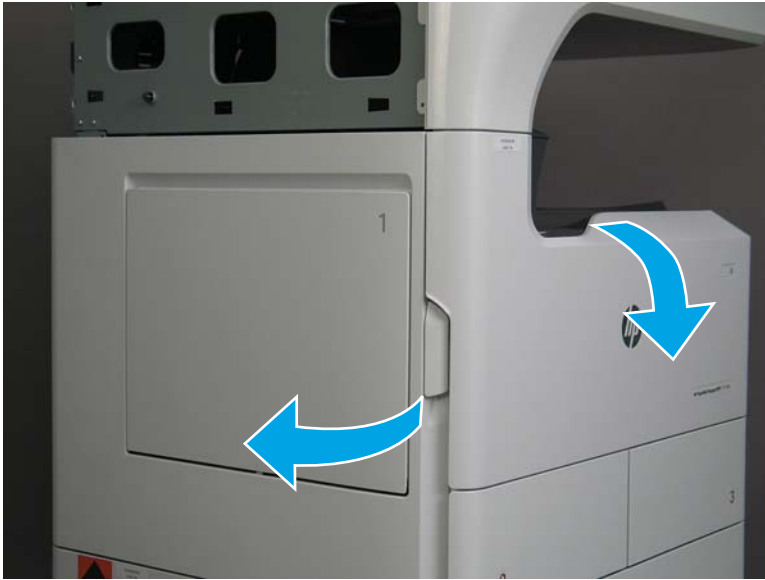
1. Remove two screws (callout 1).

Figure 1-295 Remove two screws



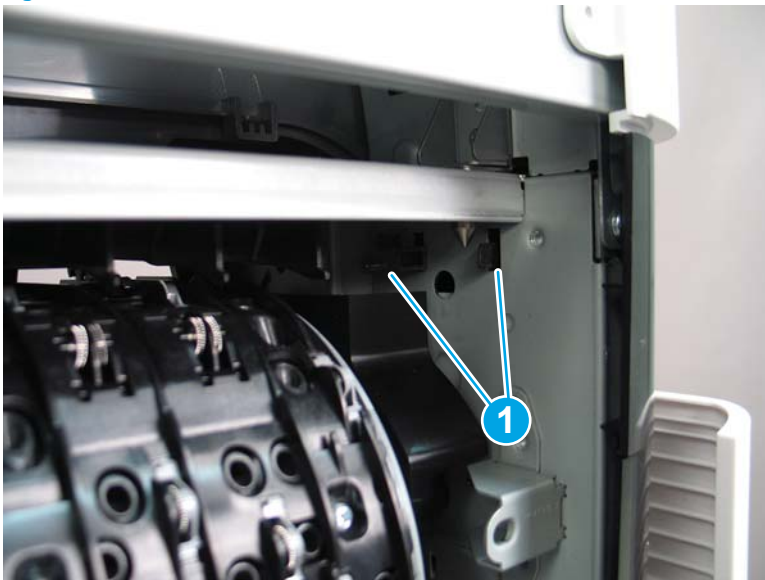
2. Open the left door and the cartridge door.

Figure 1-296 Open the left and cartridge doors



3. At the left side of the printer, release two tabs.

Figure 1-297 Release two tabs



4. At the front of the printer, flex the corner of the front tower cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

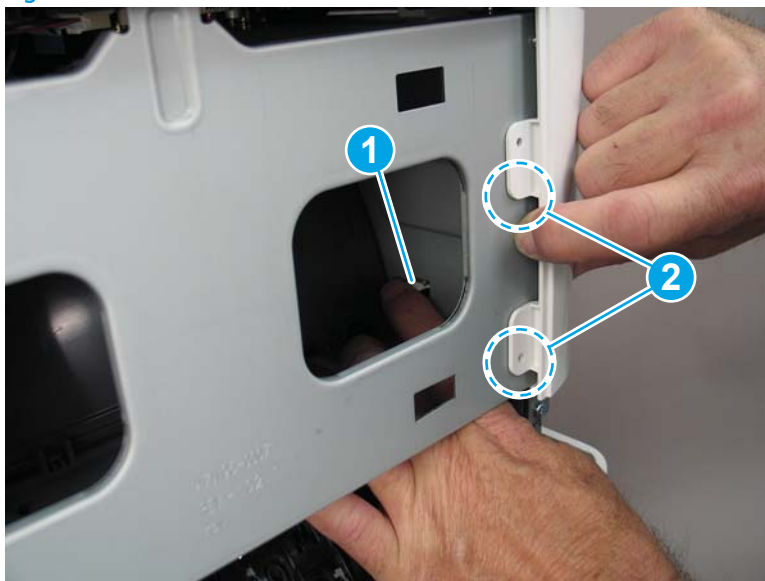
Remove the front tower cover.

Figure 1-298 Remove the front tower cover



5. At the left side of the printer, release one tab (callout 1), and then release two bosses (callout 2).

Figure 1-299 Release one tab and two bosses



6. At the front of the printer, flex the left end of the cover away (and slightly down) from the printer to release one tab.


 **NOTE:** This also releases some small bosses along the top of the cover.

Figure 1-300 Release one tab



7. Continue to flex the left end of the cover away from the printer to release two tabs.

Figure 1-301 Release two tabs



8. Remove the front cover, floor standing spacer.


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

Figure 1-302 Remove the front cover, floor standing spacer



Step 5: Remove the right cover, floor standing spacer (772zt and 777hc/z only)

1. Open the right door.

Figure 1-303 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.


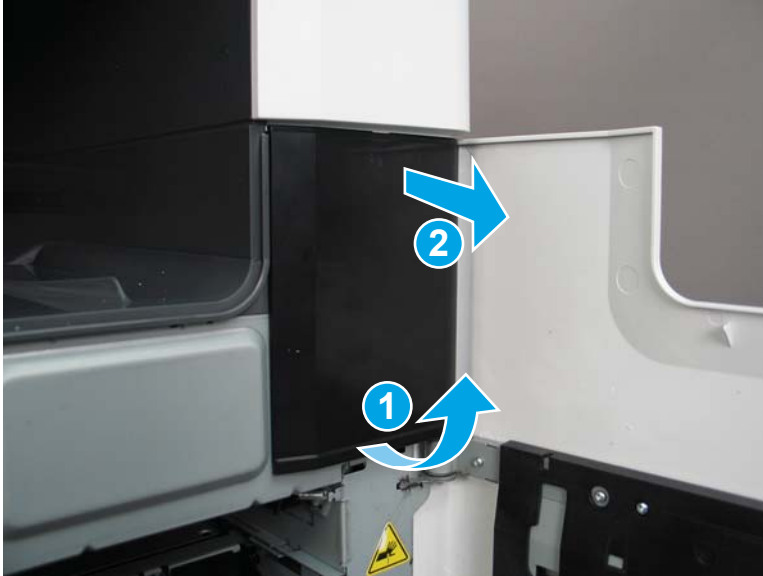
 **NOTE:** It might take considerable force to remove this cover.

Figure 1-304 Remove the right tower cover



3. Remove one screw (callout 1).

Figure 1-305 Remove one screw



4. Flex the top of the cover away from the printer to release two bosses (callout 1).

Figure 1-306 Release two bosses



5. Continue to flex the cover to release three bosses (callout 1).

Figure 1-307 Release three bosses



6. Rotate the top of the cover away from the printer to release two tabs (callout 1).

Figure 1-308 Release two tabs



7. Remove the right cover, floor standing spacer.

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

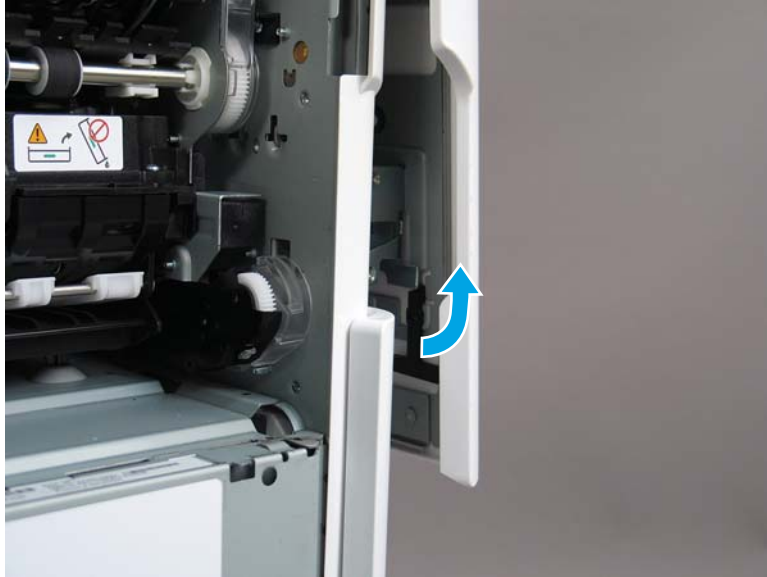
Figure 1-309 Remove the right cover, floor standing spacer



Step 6: Remove the standard output bin (772zt and 777hc/z only)

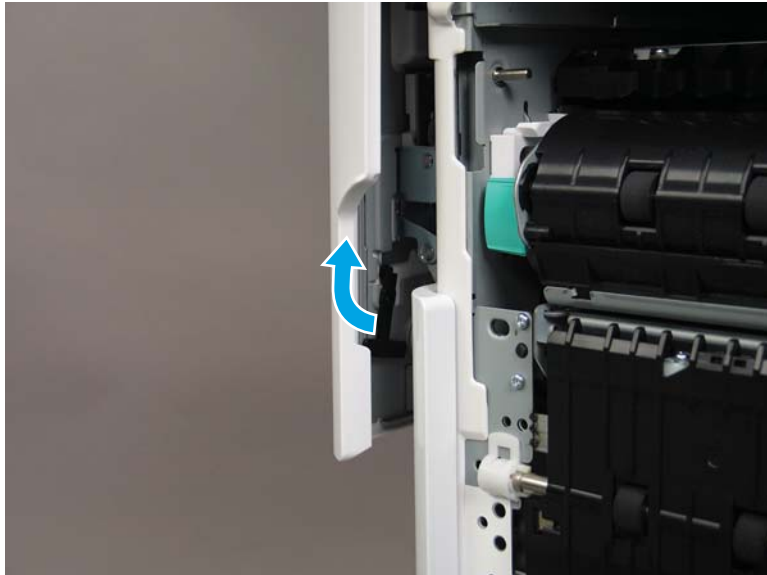
1. At the left side of the cartridge door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-310 Release the left side cartridge door retainer



2. At the right side of the cartridge door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-311 Release the right side cartridge door retainer



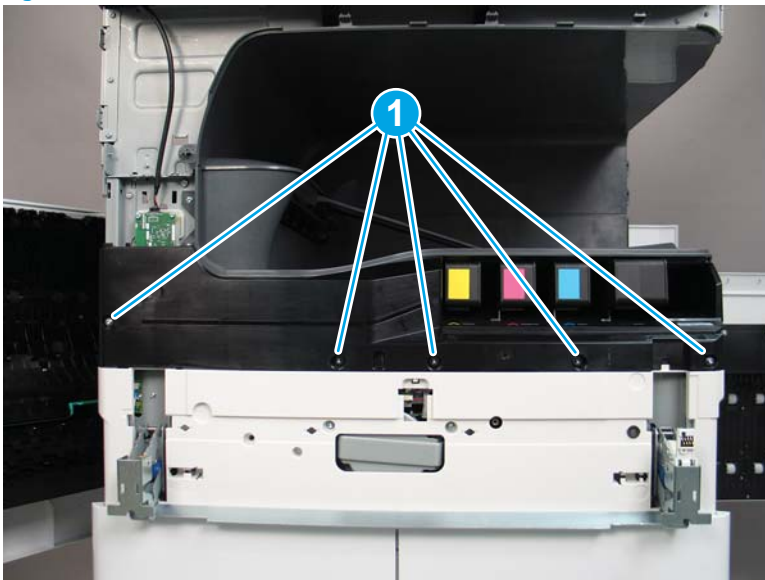
3. Lift up on the cartridge door to remove it.

Figure 1-312 Remove the cartridge door



4. Remove five screws (callout 1).

Figure 1-313 Remove five screws



5. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

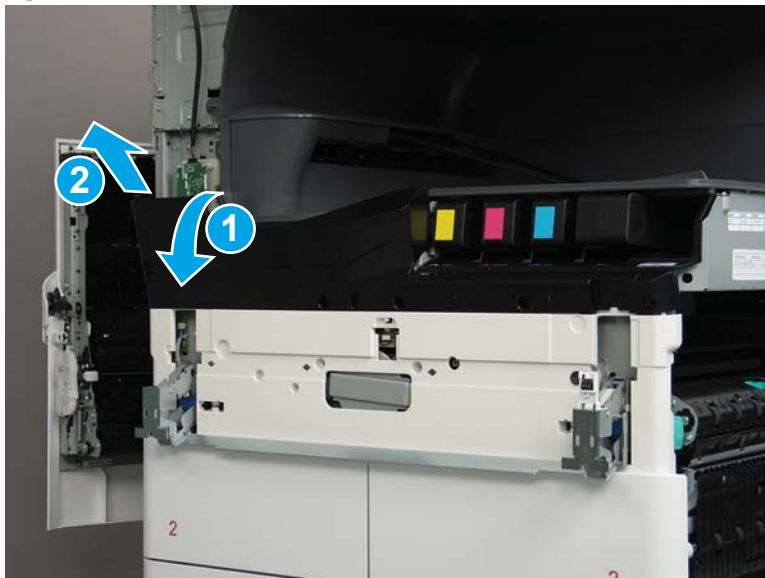
Figure 1-314 Release one tab



6. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-315 Release the cover



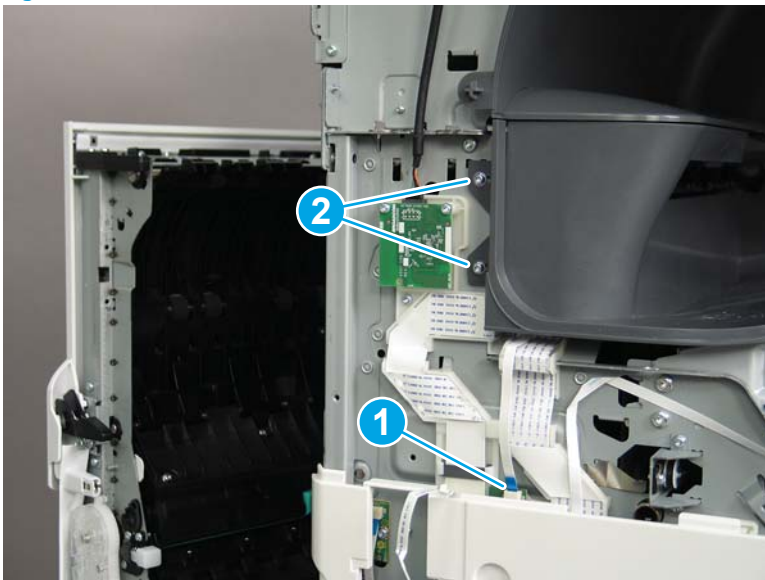
7. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.

Figure 1-316 Release the cover



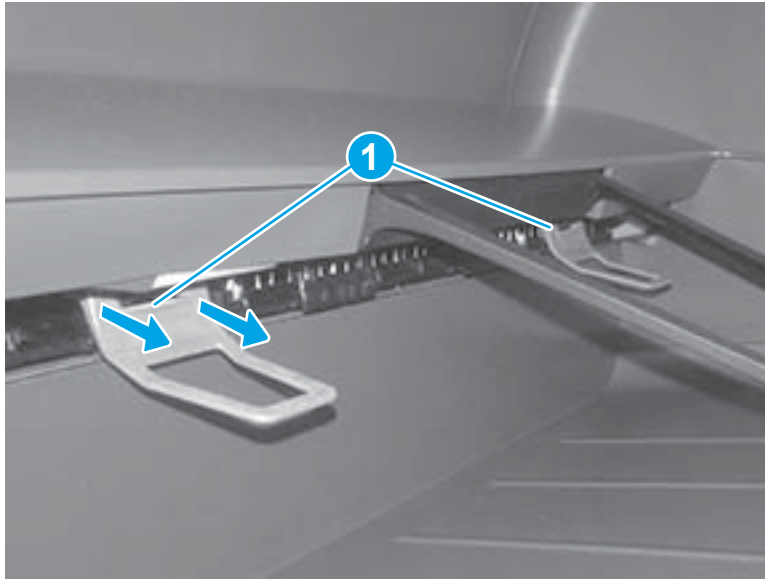
8. Disconnect one flat-flexible cable (FFC) (callout 1), and then remove two screws (callout 2).

Figure 1-317 Disconnect one FFC and remove two screws



9. Remove two flaps (callout 1) from the output shaft.

Figure 1-318 Remove the flaps



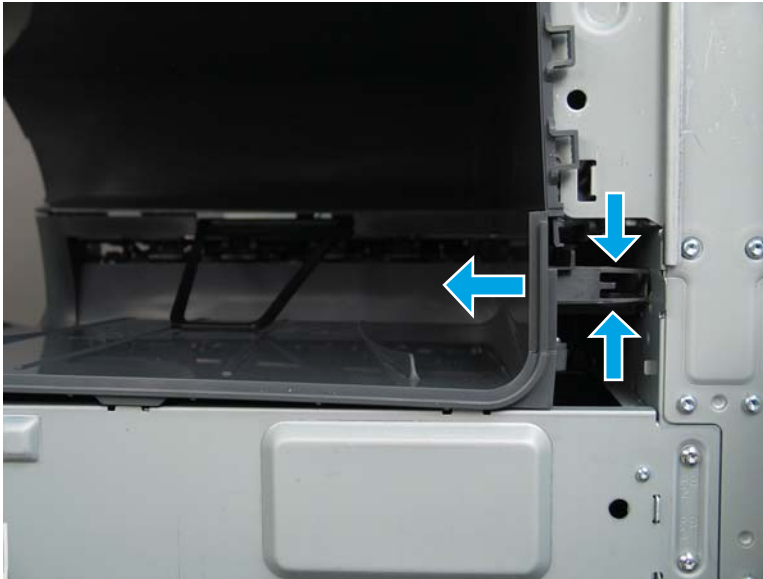
10. At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-319 Release the cover



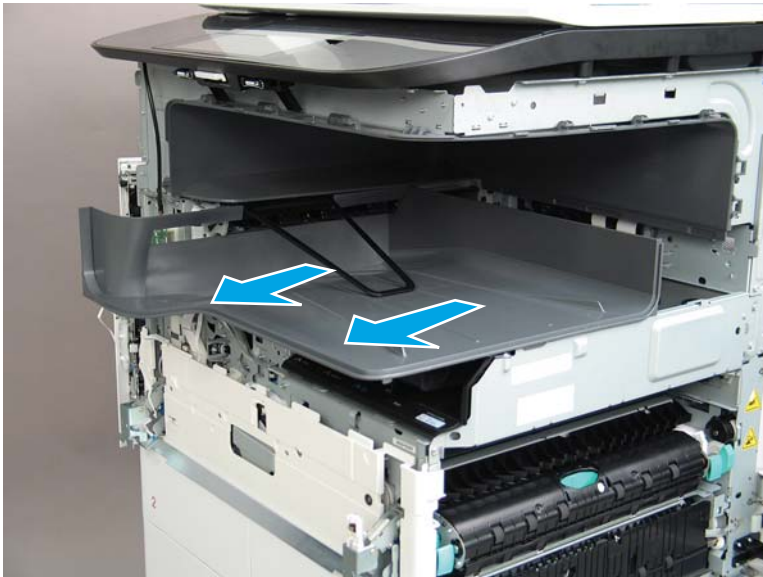
11. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-320 Release two tabs



12. Pull the output bin straight out of the printer to remove it.

Figure 1-321 Remove the output bin



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

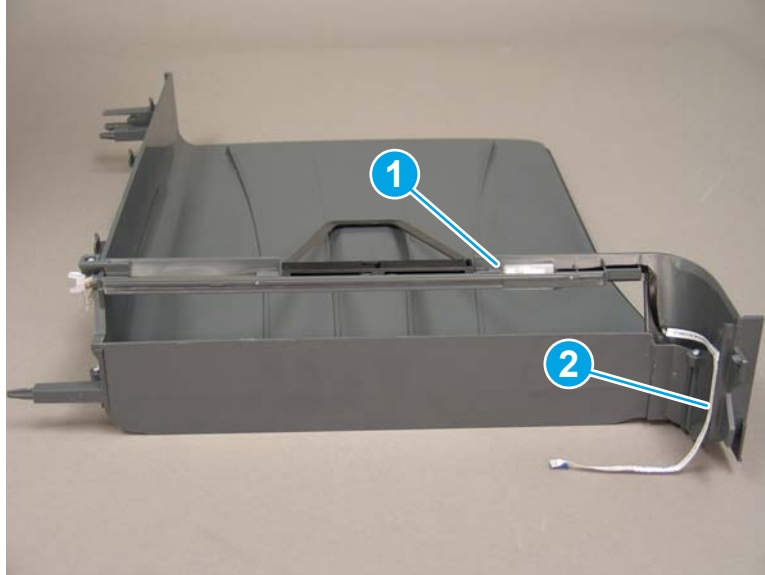
Special installation instructions: Standard output bin

 **IMPORTANT:** The following special instructions are valid for all MFP 772/7777 models.

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.

 **NOTE:** The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-322 Remove the LED module



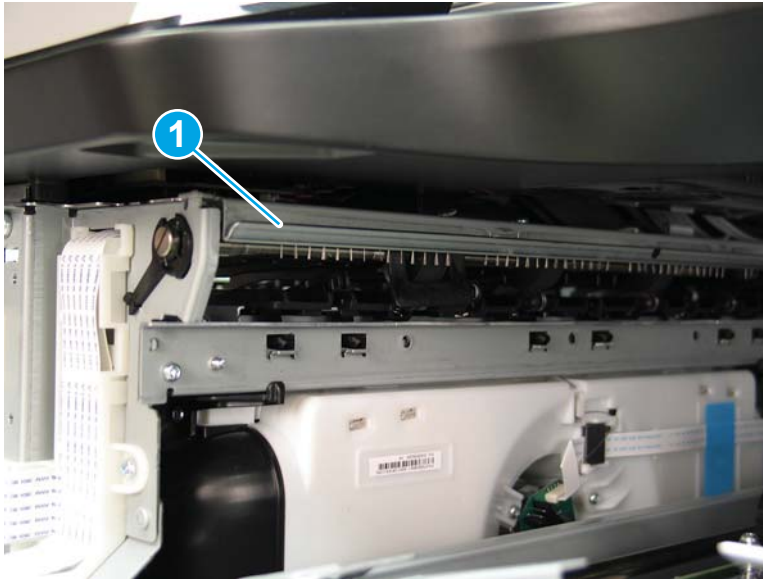
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-323 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-324 Locate the mounting rail (printer)



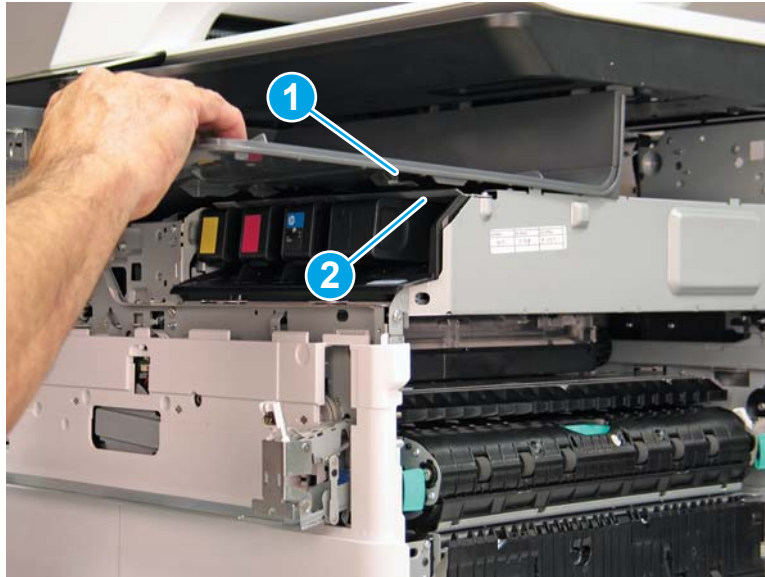
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-325 Align the mounting rails



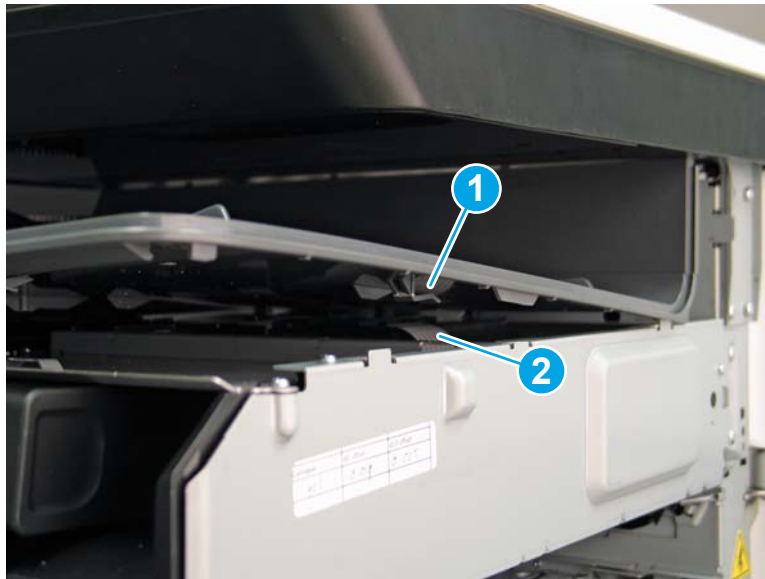
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-326 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-327 Engage the inner clip




- g. Slide the output bin straight onto the printer.

 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-328 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tabs are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.


 **NOTE:** Make sure that the output stack control arm ahaft is engaged with its drive motor.

Figure 1-329 Check the output bin installation



Step 7: Remove the eject shroud and underside cover, spacers (772zt and 777hc/z only)

1. At the front of the printer, release two tabs (callout 1).

Figure 1-330 Release two tabs



2. At the middle of the eject shroud spacer, release one tab (callout 1).


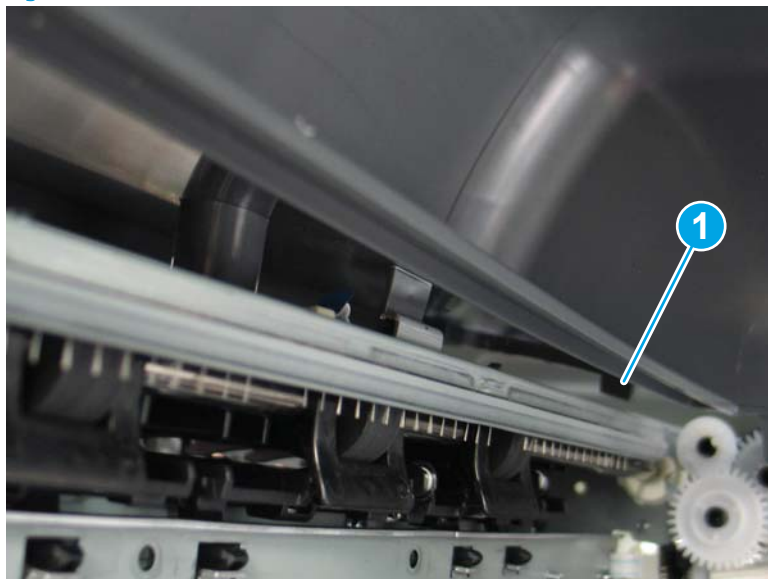
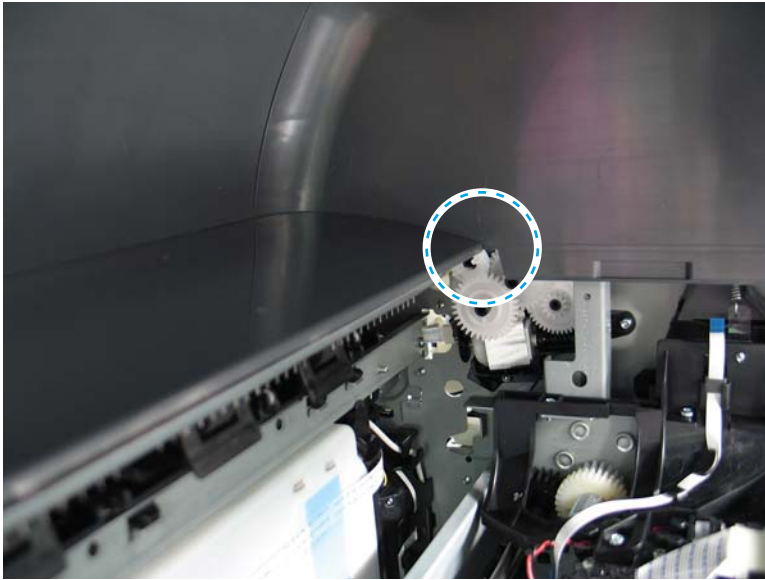
 **TIP:** It might be easier to release this tab by using a small flat-blade screwdriver.

Figure 1-331 Release one tab



3. At the end of the eject shroud spacer (near the eject flap drive assembly), release one tab (callout 1).

Figure 1-332 Release one tab



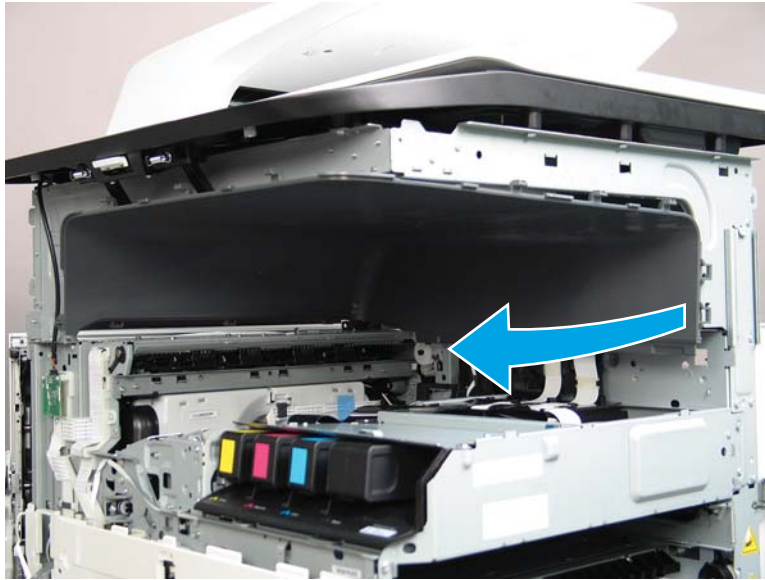
4. Pull straight out on the eject spacer to remove it.

Figure 1-333 Remove the cover



5. Rotate the back edge of the underside cover spacer away from the printer to release it.

Figure 1-334 Release the cover



6. Remove the underside cover spacer.


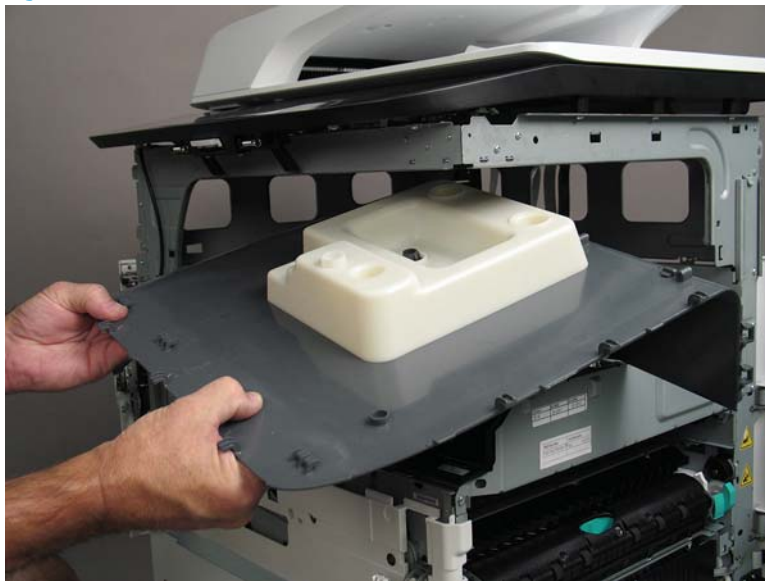

 **Reinstallation tip:** Reverse the removal steps to install the assemblies.

Figure 1-335 Remove the cover





Step 8: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Document feeder (non 772zt and 777hc/z models)

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

Introduction

This document provides the procedures to remove and replace the document feeder (MFP models only).


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Document feeder part number	
A7W94-67010	Document feeder with instruction guide

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

Make a copy using the document feeder.

Step 1: Remove the rear cover

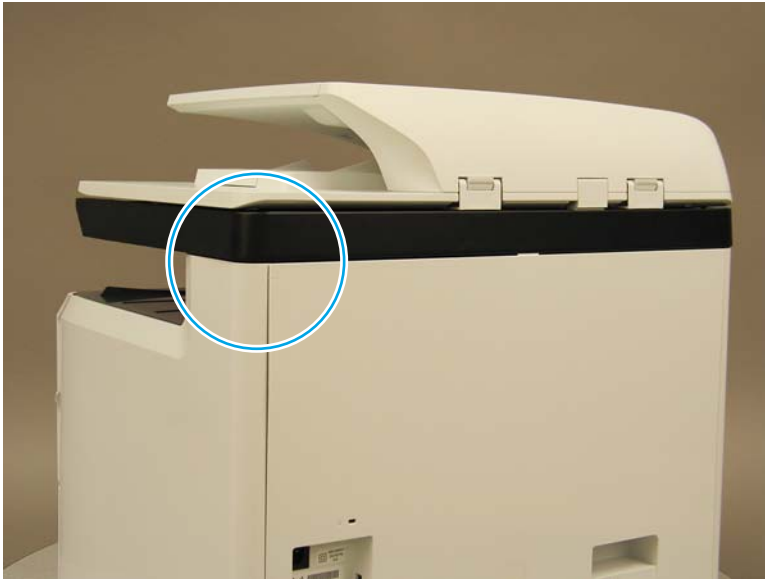
 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-336 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

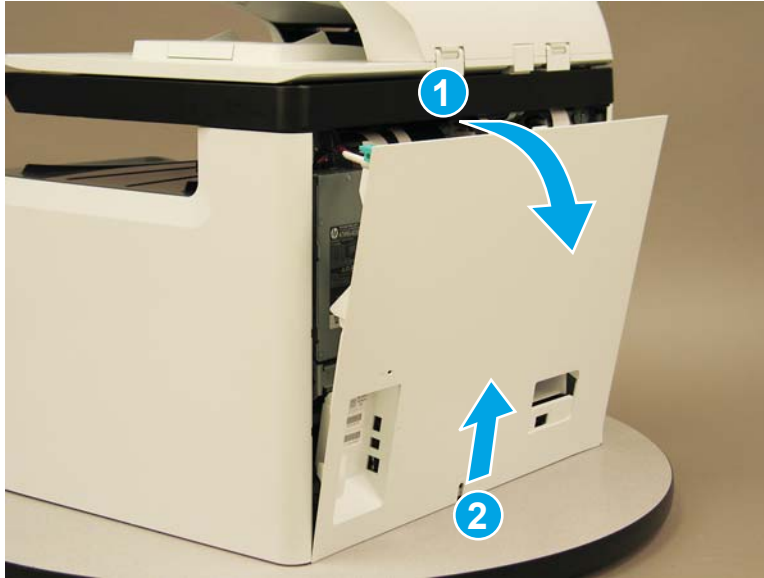
Figure 1-337 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-338 Remove the rear cover



Step 2: Remove the document feeder

1. Disconnect two flat-flexible cables (FFCs) (callout 1), release each ferrite (callout 2) from the guide, remove one screw (callout 3), and then release the ground wire from the retainers (callout 4).


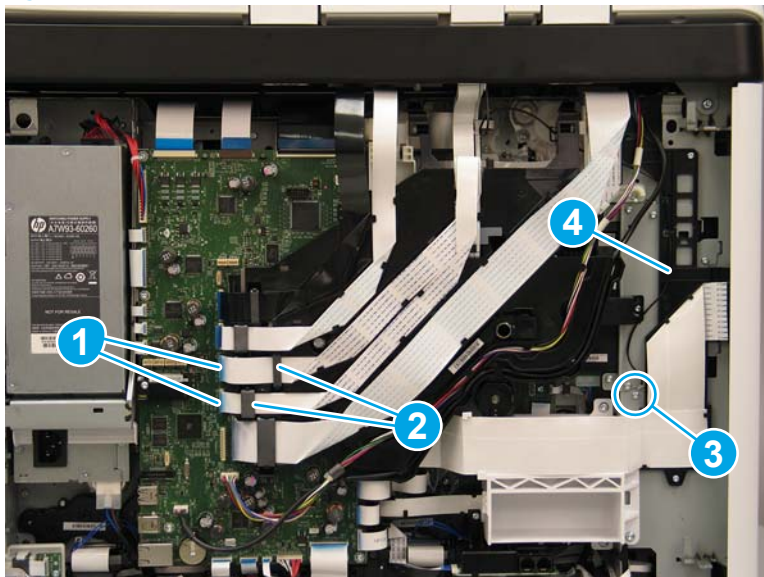
 **NOTE:** Release the FFCs from the guide.

Figure 1-339 Disconnect FFCs and ground wire



2. Open the document feeder, and then lift it straight up until it stops at the retention tab on each hinge.



 **IMPORTANT:** Insert a small flat blade screwdriver between the hinge body and the slot in the scanner body (on the scanner glass side of the hinge) to release the retention tab on each hinge.

Figure 1-340 Release the document feeder



3. Carefully thread the document feeder FFCs and ground wire up and through the hole in the scanner cover to remove the document feeder.

 **Reinstallation tip:** If a replacement document feeder is installed, install a replacement reflector.


Reverse the removal steps to install the assembly.

Figure 1-341 Remove the document feeder





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Document feeder (772zt and 777hc/z only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 3: Remove the document feeder \(772zt and 777hc/z only\)](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the document feeder (772zt and 777hc/z only).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Document feeder part number	
A7W94-67010	Document feeder with instruction guide

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

Make a copy using the document feeder.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-342 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-343 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


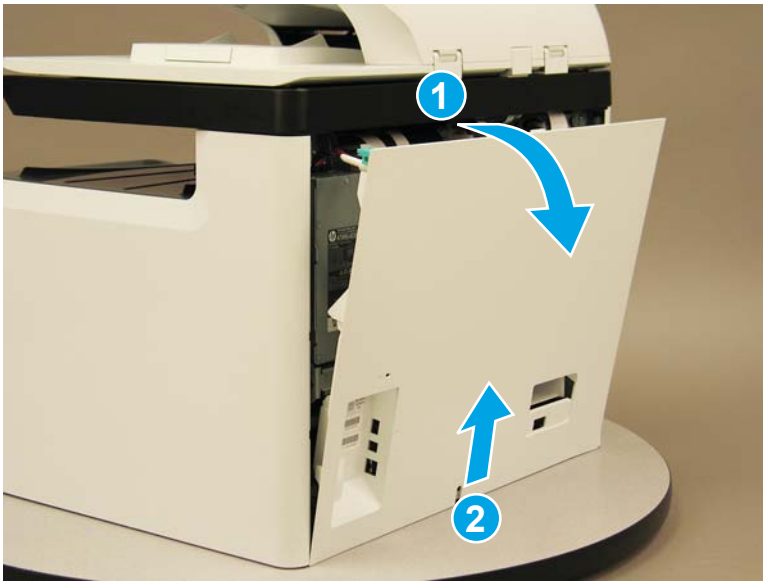
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

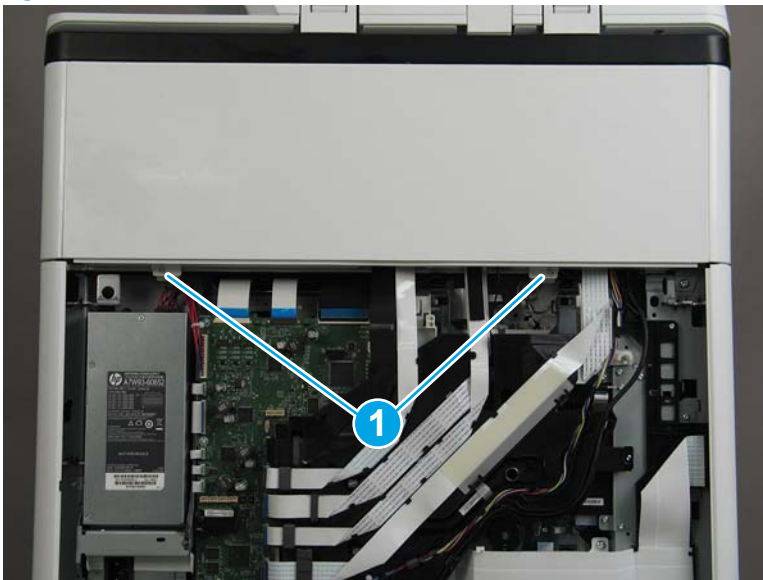
Figure 1-344 Remove the rear cover



Step 2: Remove the rear cover, floor standing spacer (772zt and 777hc/z only)

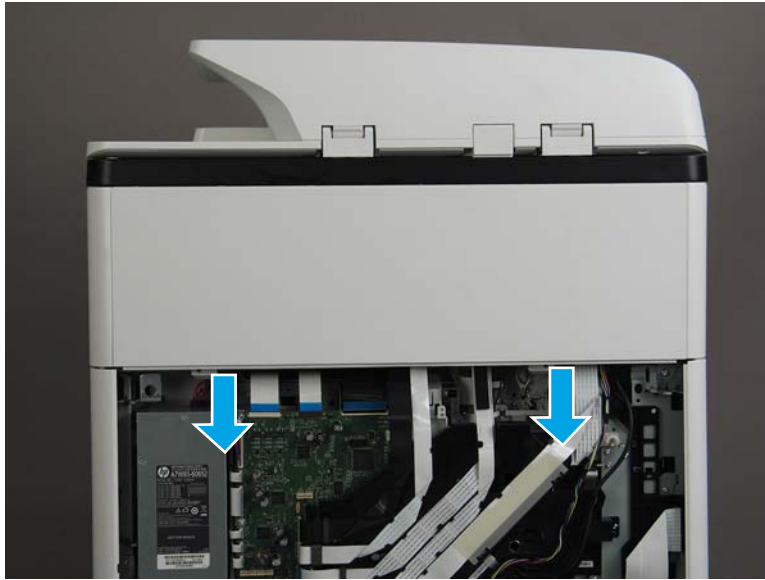
1. Remove two screws (callout 1).

Figure 1-345 Remove two screws



2. Pull down on the cover to release it.

Figure 1-346 Release the cover



3. Remove the rear cover, floor standing spacer.


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

Figure 1-347 Remove the rear cover, floor standing spacer

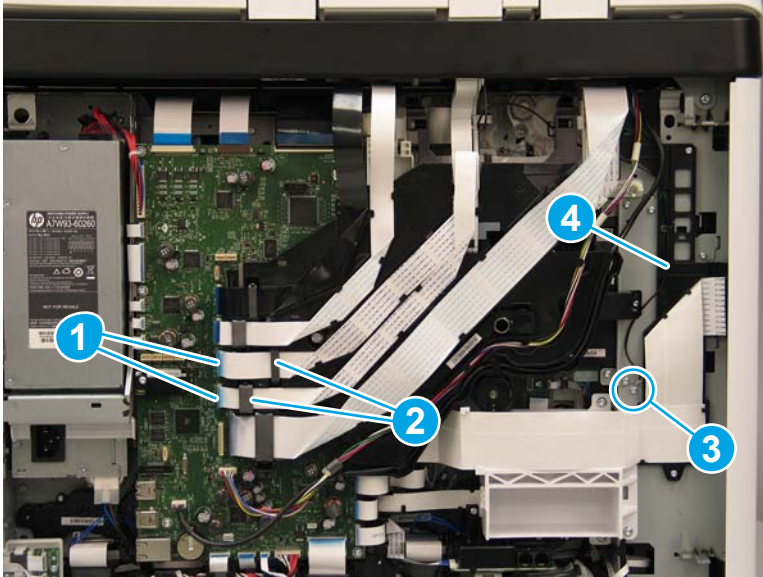


Step 3: Remove the document feeder (772zt and 777hc/z only)

1. Disconnect two flat-flexible cables (FFCs) (callout 1), release each ferrite (callout 2) from the guide, remove one screw (callout 3), and then release the ground wire from the retainers (callout 4).

 **NOTE:** Release the FFCs from the guide.

Figure 1-348 Disconnect FFCs and ground wire



2. Open the document feeder, and then lift it straight up until it stops at the retention tab on each hinge.



 **IMPORTANT:** Insert a small flat blade screwdriver between the hinge body and the slot in the scanner body (on the scanner glass side of the hinge) to release the retention tab on each hinge.

Figure 1-349 Release the document feeder



3. Carefully thread the document feeder FFCs and ground wire up and through the hole in the scanner cover to remove the document feeder.

 **Reinstallation tip:** If a replacement document feeder is installed, install a replacement reflector.

Reverse the removal steps to install the assembly.

Figure 1-350 Remove the document feeder





Step 4: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Control panel (MFP/SFP small touchscreen models)

- [Introduction](#)
- [Step 1: Remove the control panel 109 mm 4.3 in](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the 109 mm (4.3 in) control panel (MFP/SFP small touchscreen models).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Control panel 109 mm (4.3 in) part number

A7W93-67046

Control panel 109 mm (4.3 in)

Required tools

- Small flat-blade screwdriver
- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

Turn on the printer power, and then verify that the touchscreen is correctly functioning.

Step 1: Remove the control panel 109 mm (4.3 in)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Rotate the control panel forward until it stops.

Figure 1-351 Raise the control panel



2. Use a small flat-blade screwdriver to release two tabs (located along the top edge of the cover), and then remove the cover.

Figure 1-352 Remove the cover



3. Remove two screws (callout 1).

⚠ CAUTION: The control panel is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the control panel.

Figure 1-353 Remove two screws



4. Disconnect one FFC (callout 1).

Figure 1-354 Disconnect the FFC



5. Remove the control panel.


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

Figure 1-355 Remove the control panel





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top cover (SFP)

- [Introduction](#)
- [Step 1: Remove the control panel \(MFP/SFP small touchscreen models\)](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the right tower cover](#)
- [Step 4: Remove the cartridge door](#)
- [Step 5: Remove the front tower cover](#)
- [Step 6: Remove the middle internal cover](#)
- [Step 7: Remove the Top cover](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the top cover (SFP).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Top cover (SFP) part number	
A7W93-67042	Top cover (SFP)

Required tools

- Small flat-blade screwdriver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the control panel (MFP/SFP small touchscreen models)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Rotate the control panel forward until it stops.

Figure 1-356 Raise the control panel



2. Use a small flat-blade screwdriver to release two tabs (located along the top edge of the cover), and then remove the cover.

Figure 1-357 Remove the cover



3. Remove two screws (callout 1).

⚠ CAUTION: The control panel is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the control panel.

Figure 1-358 Remove two screws



4. Disconnect one FFC (callout 1).

Figure 1-359 Disconnect the FFC



5. Remove the control panel.




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

Figure 1-360 Remove the control panel



Step 2: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-361 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-362 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


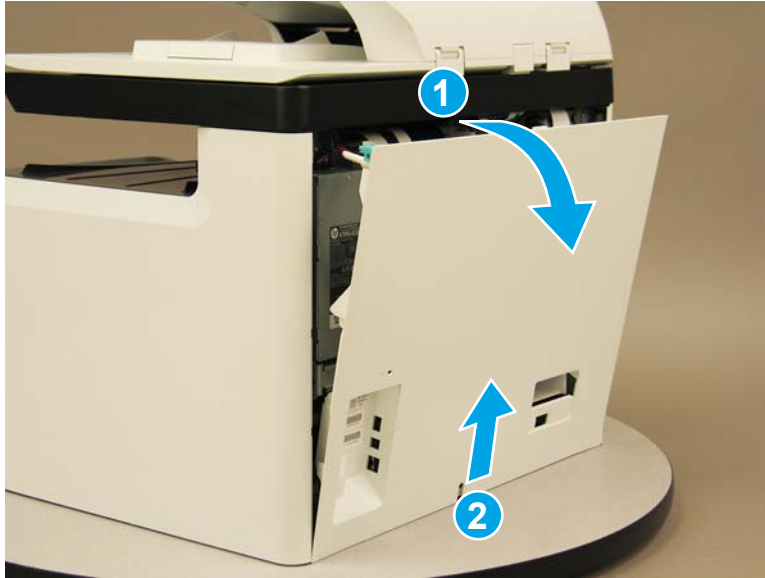
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-363 Remove the rear cover



Step 3: Remove the right tower cover


A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-364 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.


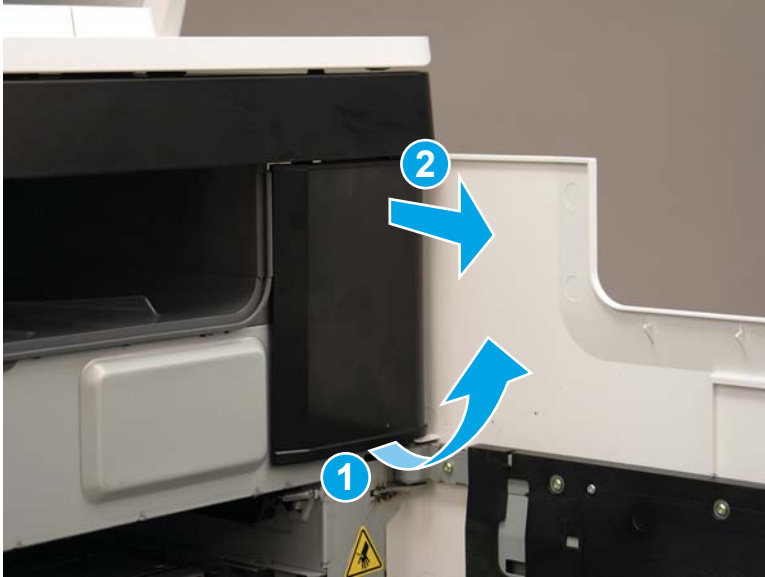
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-365 Remove the right tower cover



Step 4: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the cartridge door.

Figure 1-366 Open the cartridge door



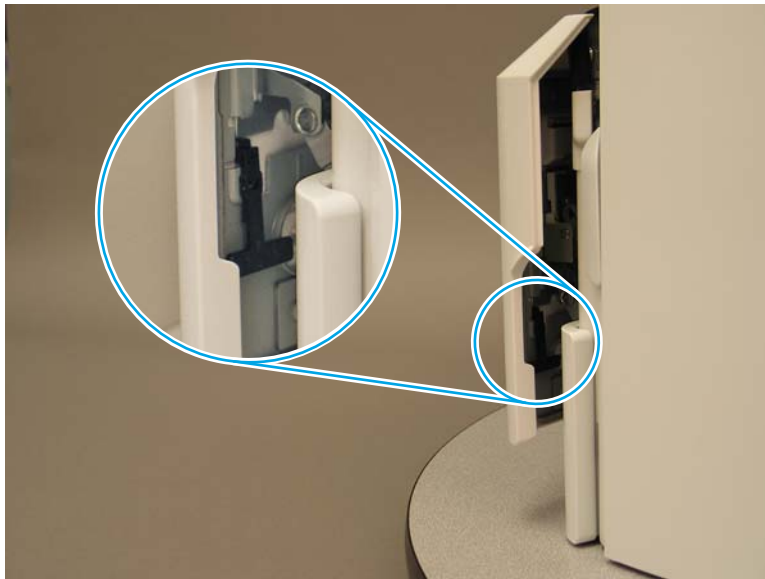
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-367 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-368 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-369 Remove the cartridge door



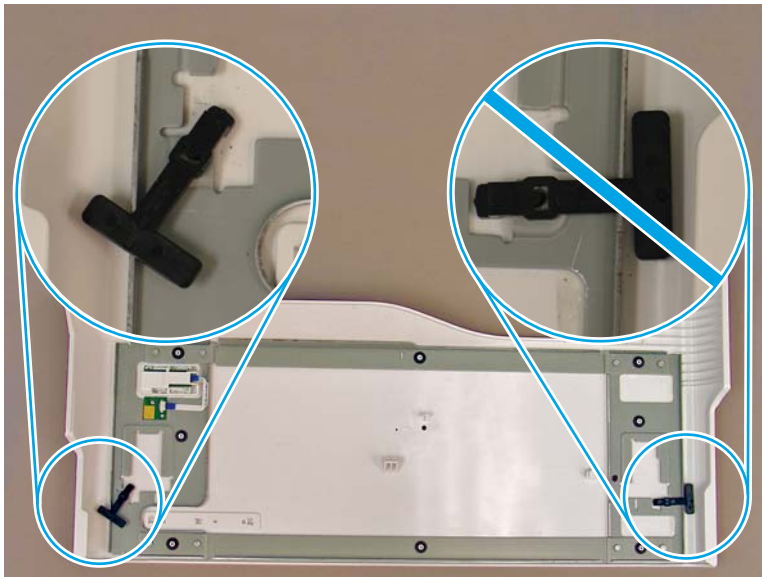
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.

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

Figure 1-370 Preposition the retainers



Step 5: Remove the front tower cover

1. Open the left door.

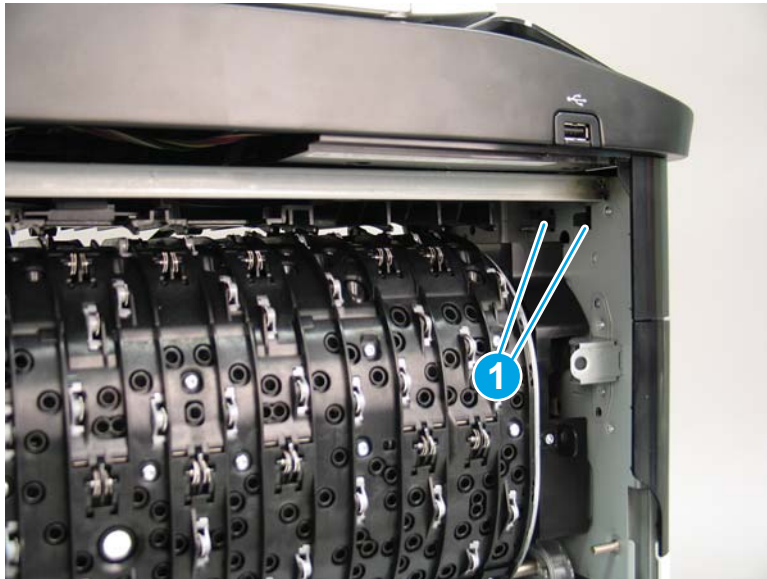
Figure 1-371 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-372 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-373 Release the front tower cover



4. Remove the cover.

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

Figure 1-374 Remove the cover

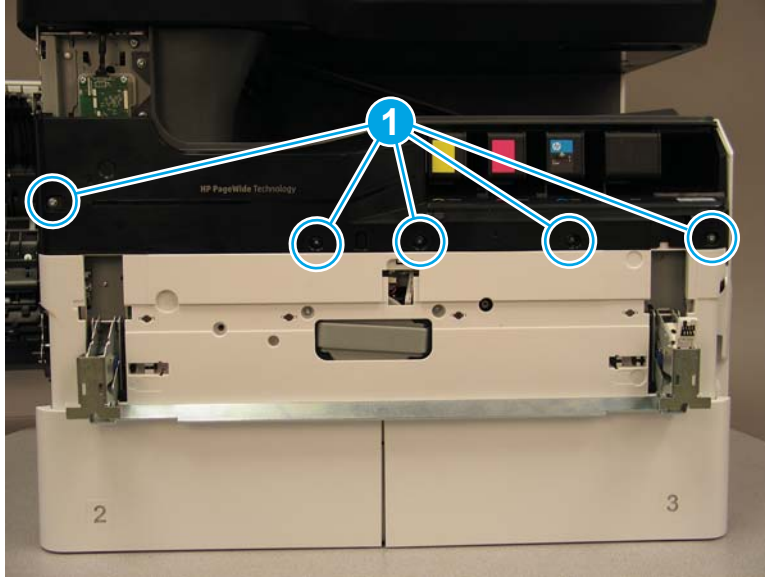


Step 6: Remove the middle internal cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-375 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

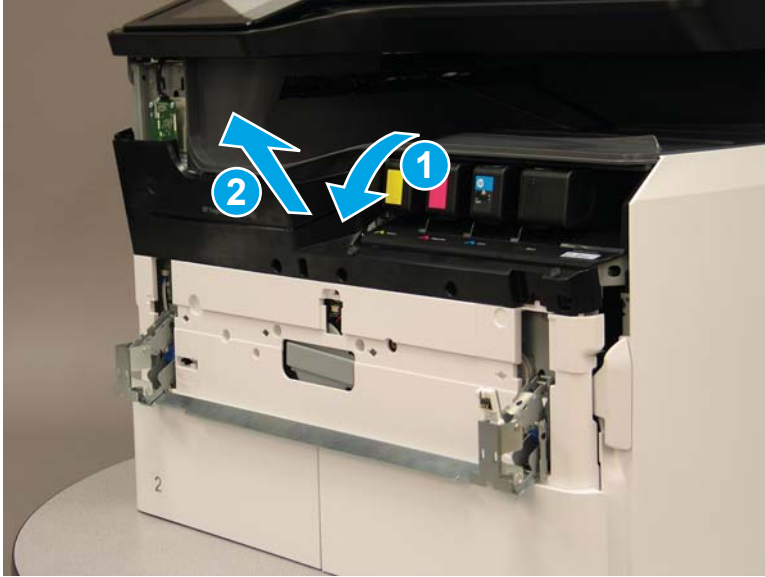
Figure 1-376 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

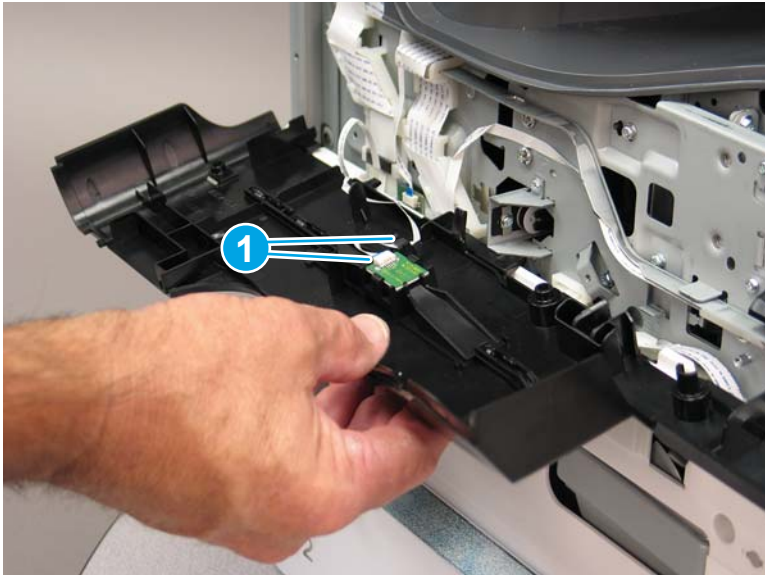
Figure 1-377 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.

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

Figure 1-378 Remove the middle internal front cover

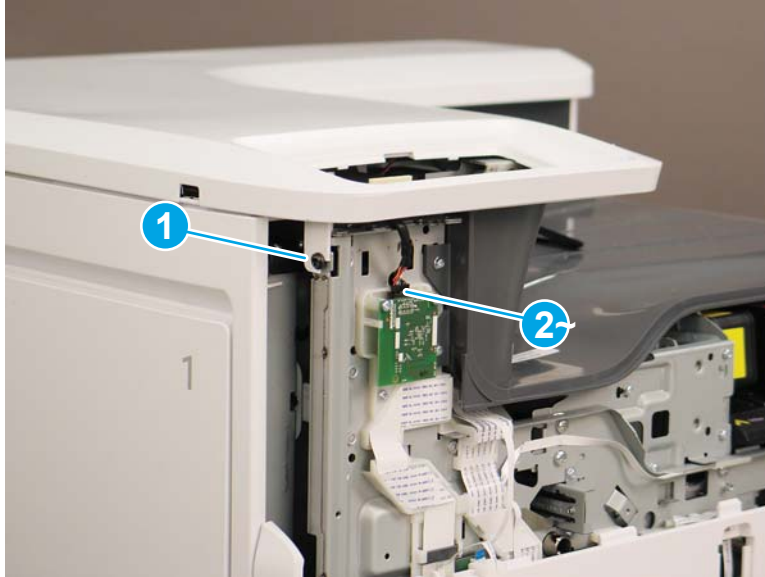


Step 7: Remove the Top cover

1. At the left side of the printer, remove one screw (callout 1) and then disconnect one connector (callout 2).

💡 TIP: This screw requires a #20 TORX driver.

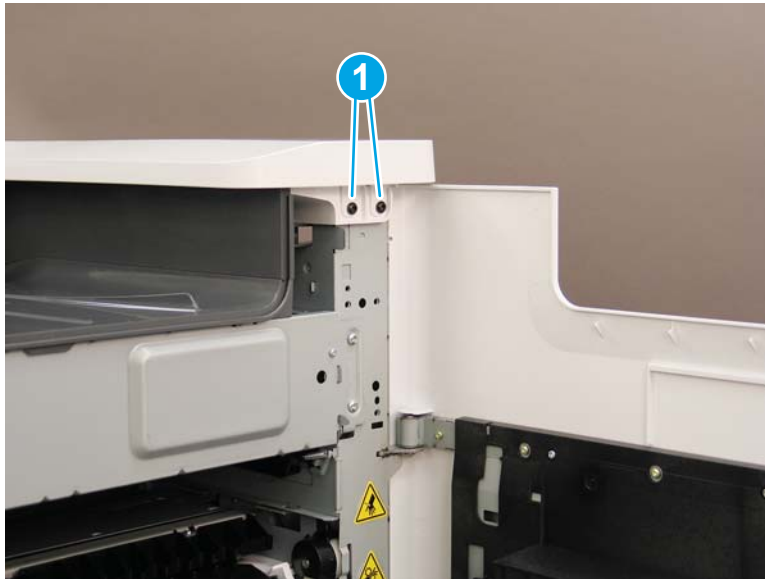
Figure 1-379 Remove one screw



2. Open the right door if it is not already open, and then remove two screws (callout 1).

 **TIP:** These screws require a #20 TORX driver.

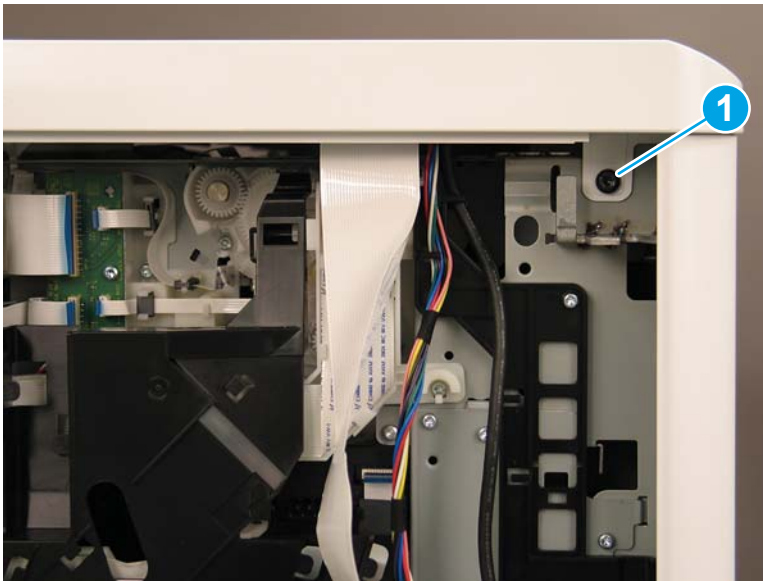
Figure 1-380 Remove two screws



3. At the rear of the printer, remove one screw (callout 1).

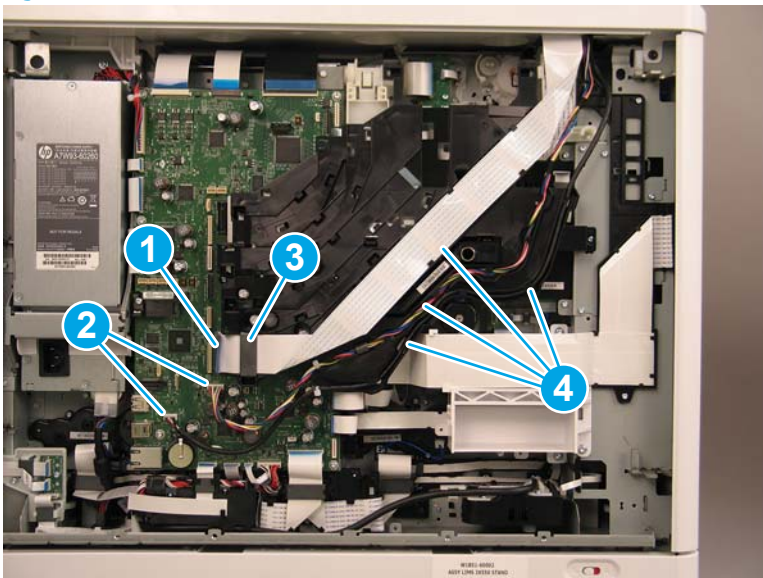
 **TIP:** This screw requires a #20 TORX driver.

Figure 1-381 Remove one screw



4. Disconnect one flat-flexible cable (FFC; callout 1), two connectors (callout 2), release the ferrite from the holder (callout 3), and then release the FFC and wire harnesses from the retainers (callout 4).

Figure 1-382 Disconnect one FFC and two connectors



5. At the front of the printer, remove one ground screw (callout 1).

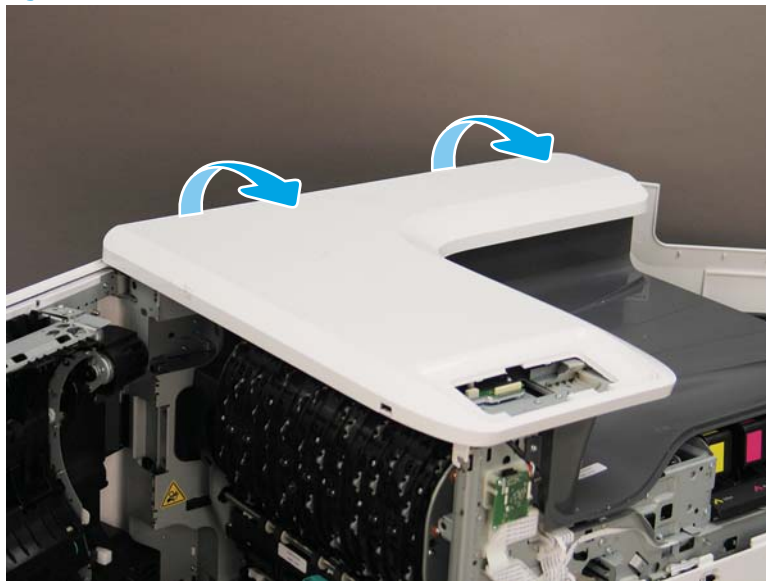
Figure 1-383 Remove one ground screw



6. Rotate the rear edge of the top cover up and away from the printer.

 **NOTE:** Make sure that the right and left printer doors are open.

Figure 1-384 Rotate the rear edge of the top cover up



7. Slightly slide the cover towards the front of the printer.

Figure 1-385 Slightly slide the cover forward



8. Slightly slide the cover towards the right-side of the printer. The inner left edge of the cover must slide up and over the sheet-metal printer chassis (callout 1).


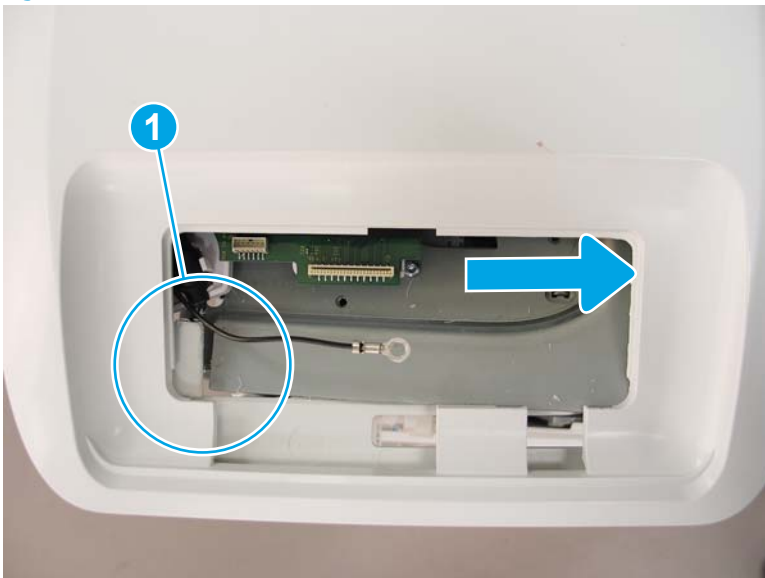
 **NOTE:** The rear edge of the cover might need to slightly rotate toward the left-side of the printer to accomplish this step.

Figure 1-386 Slightly slide the cover right



9. Remove the top cover.

Figure 1-387 Remove the top cover





Step 8: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Scanner assembly (small touchscreen; tabletop)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the control panel \(MFP small touchscreen models\)](#)
- [Step 3: Remove the document feeder](#)
- [Step 4: Remove the scanner assembly](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the scanner assembly (MFP models only).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Scanner assembly part number	
A7W94-67004	Scanner assembly (tabletop, no control panel) with instruction guide

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

Make a copy using the flatbed glass and the document feeder.

Step 1: Remove the rear cover



CAUTION:  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).



TIP: The rear cover has an embossed mark where the latch is located.

Figure 1-388 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-389 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


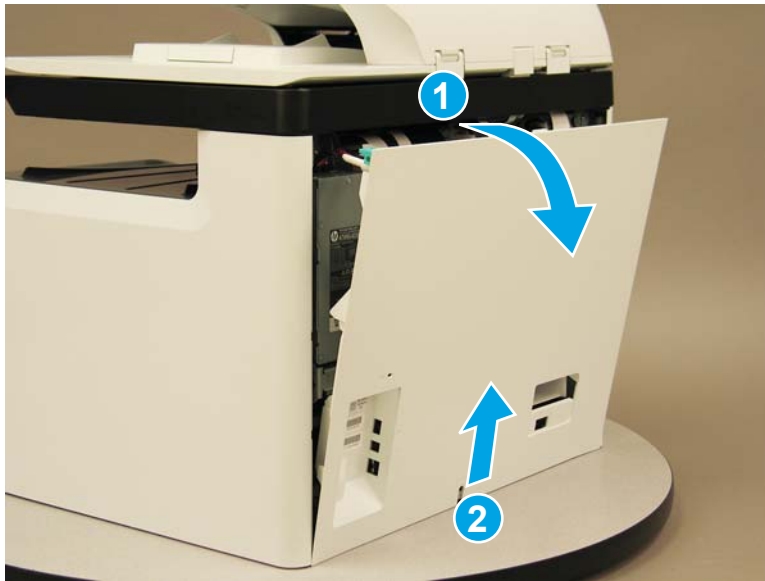
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-390 Remove the rear cover



Step 2: Remove the control panel (MFP small touchscreen models)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Rotate the control panel forward until it stops.

Figure 1-391 Raise the control panel



2. Use a small flat-blade screwdriver to release two tabs (located along the top edge of the cover), and then remove the cover.

Figure 1-392 Remove the cover



3. Remove two screws (callout 1).

⚠ CAUTION: The control panel is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the control panel.

Figure 1-393 Remove two screws



4. Disconnect one FFC (callout 1).

Figure 1-394 Disconnect the FFC



5. Remove the control panel.


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

Figure 1-395 Remove the control panel

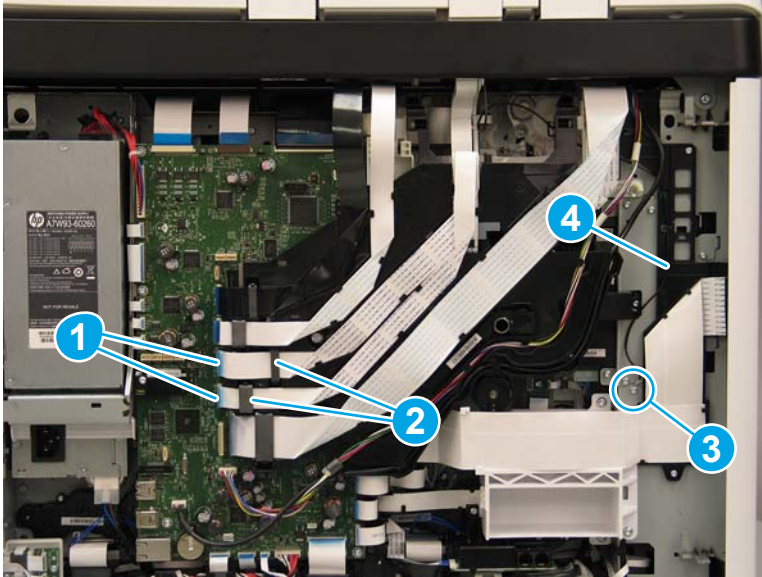


Step 3: Remove the document feeder

1. Disconnect two flat-flexible cables (FFCs) (callout 1), release each ferrite (callout 2) from the guide, remove one screw (callout 3), and then release the ground wire from the retainers (callout 4).

 **NOTE:** Release the FFCs from the guide.

Figure 1-396 Disconnect FFCs and ground wire



2. Open the document feeder, and then lift it straight up until it stops at the retention tab on each hinge.



 **IMPORTANT:** Insert a small flat blade screwdriver between the hinge body and the slot in the scanner body (on the scanner glass side of the hinge) to release the retention tab on each hinge.

Figure 1-397 Release the document feeder



3. Carefully thread the document feeder FFCs and ground wire up and through the hole in the scanner cover to remove the document feeder.

 **Reinstallation tip:** If a replacement document feeder is installed, install a replacement reflector.

Reverse the removal steps to install the assembly.

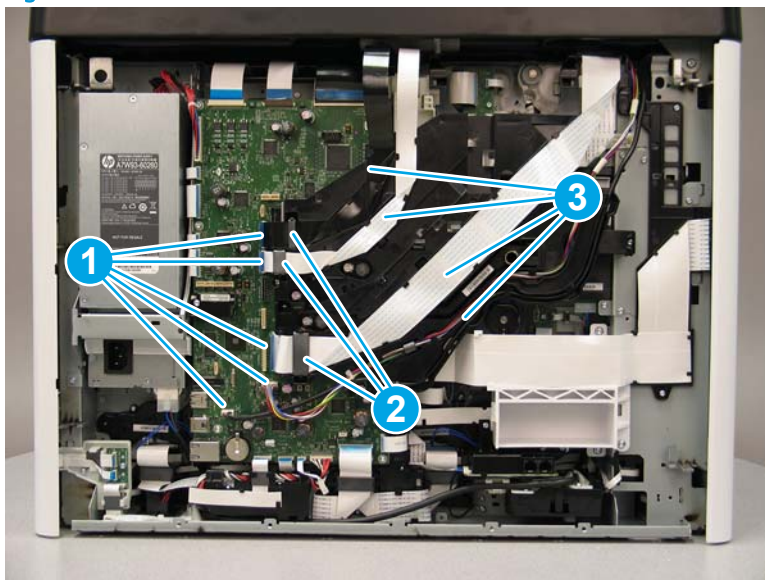
Figure 1-398 Remove the document feeder



Step 4: Remove the scanner assembly

1. Disconnect three flat-flexible cables (FFCs) and two connectors (callout 1), release each ferrite (callout 2) from the guide, and then release the FFCs and wire harnesses from the guide (callout 3).

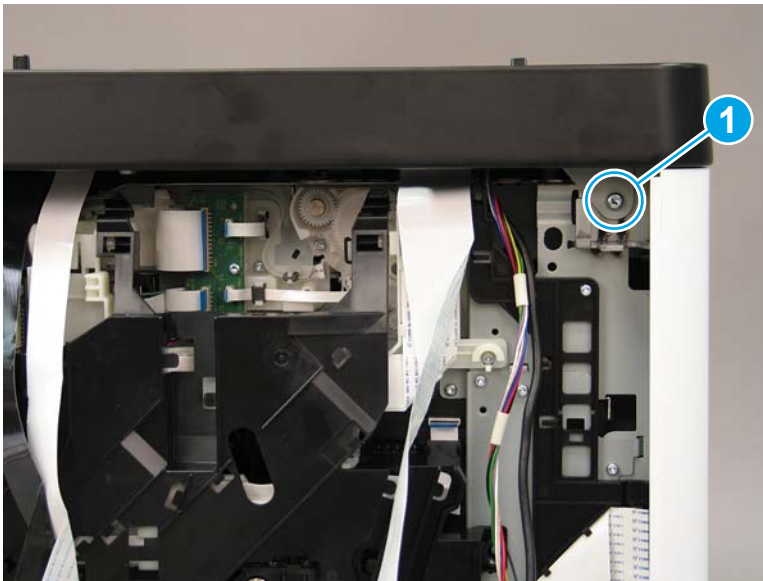
Figure 1-399 Disconnect FFCs and connectors



2. Remove one screw.

 **TIP:** This screw requires a #20 TORX driver.

Figure 1-400 Remove one screw



3. Open the right door.

Figure 1-401 Open the right door



4. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.


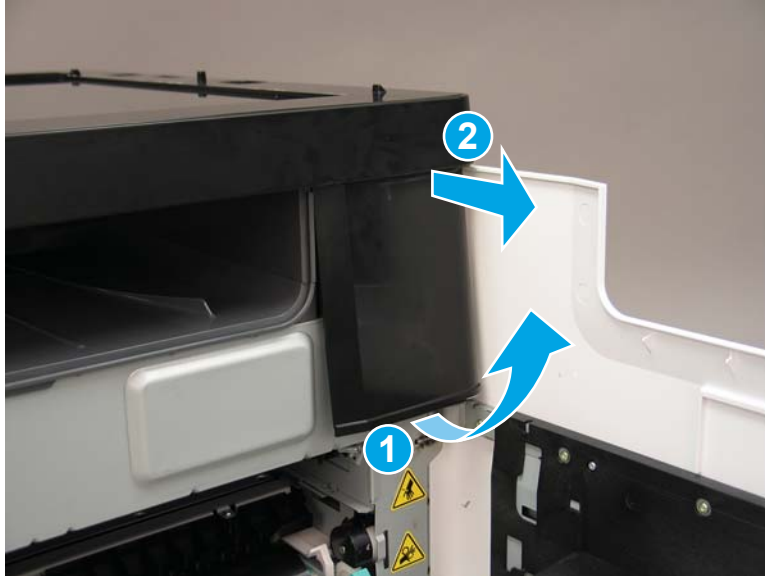
 **NOTE:** It might take considerable force to remove this cover.

Figure 1-402 Remove the right tower cover



5. Remove four screws (callout 1).


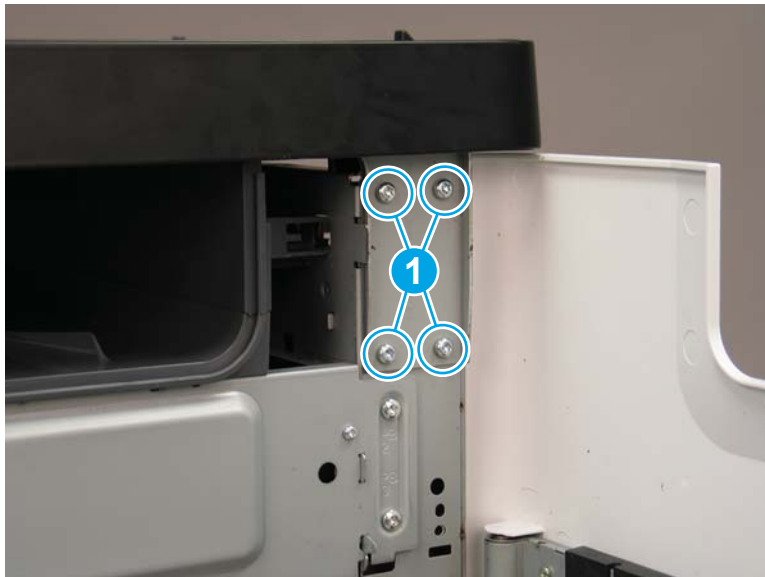
 **TIP:** These screws require a #20 TORX driver.

Figure 1-403 Remove four screws



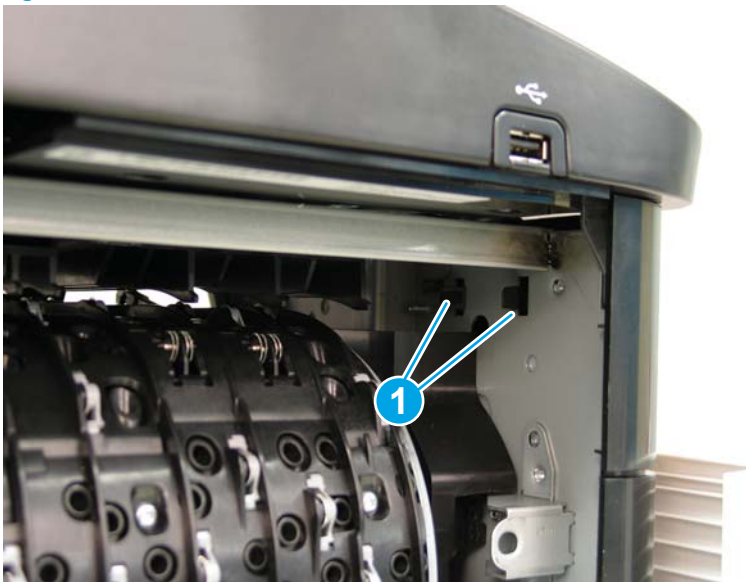
6. Open the cartridge and left doors.

Figure 1-404 Open the cartridge and left doors



7. At the left side of the printer, locate the front tower cover tabs (callout 1).

Figure 1-405 Locate the tabs



8. Release the front tower cover tabs (callout 1).


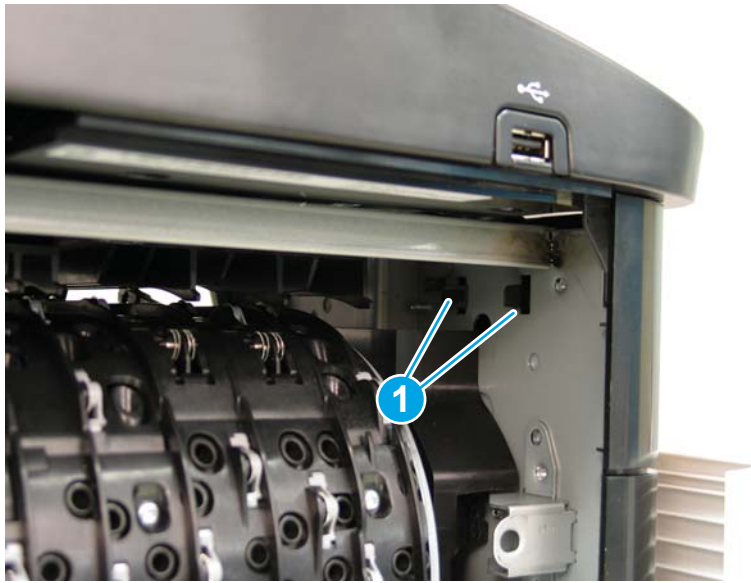
 **NOTE:** Spread these tabs to release them (do not pinch them).

Figure 1-406 Release the tabs



9. At the front of the printer, flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2) to remove the cover.

Figure 1-407 Remove the front tower cover



10. Remove two screws (callout 1), and then disconnect one connector (callout 2).


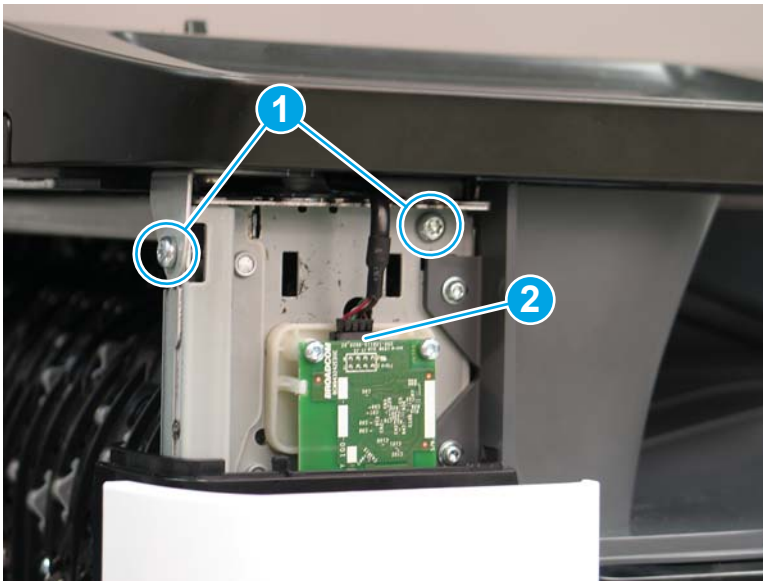
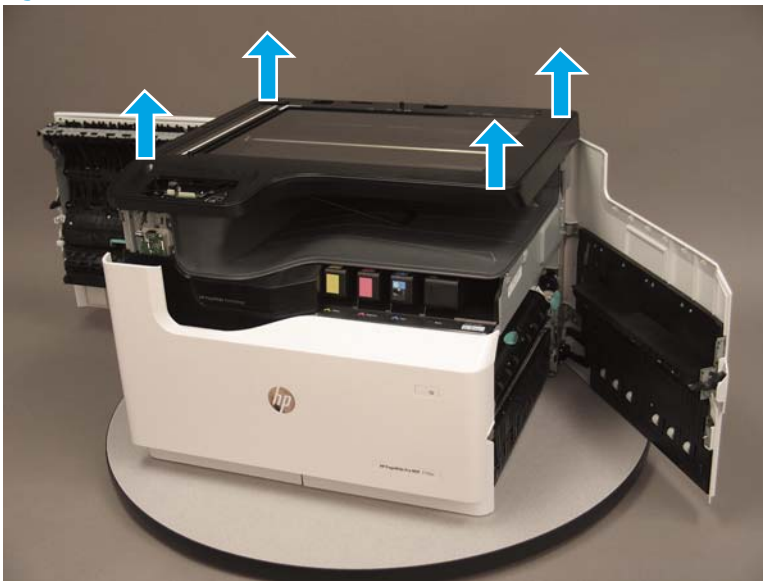
 **TIP:** These screws require a #20 TORX driver.

Figure 1-408 Remove screws and disconnect connector



11. Lift the scanner assembly straight up to release it.

Figure 1-409 Lift the scanner assembly up



12. Remove the scanner assembly.


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

Figure 1-410 Remove the scanner assembly





Step 5: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Scanner assembly (large touchscreen; floor standing)

- [Introduction](#)
- [Step 1: Remove the control panel \(MFP large touchscreen models\)](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 4: Remove the left cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 5: Remove the front cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 6: Remove the right cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 7: Remove the document feeder \(772zt and 777hc/z only\)](#)
- [Step 8: Remove the standard output bin \(772zt and 777hc/z only\)](#)
- [Step 9: Remove the eject shroud and underside cover, floor standing spacers \(772zt and 777hc/z only\)](#)
- [Step 10: Remove the scanner assembly \(772zt and 777hc/z only\)](#)
- [Step 11: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the scanner assembly (772zt and 777hc/z only).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Scanner assembly (772zt and 777hc/z only) part number	
A7W95-67031	Scanner assembly (772zt and 777hc/z only; floor standing, no control panel) with instruction guide

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

Make a copy using the flatbed glass and the document feeder.

Step 1: Remove the control panel (MFP large touchscreen models)

1. If the control panel is in the down position, push the release button, and then rotate the control panel to the fully raised position.

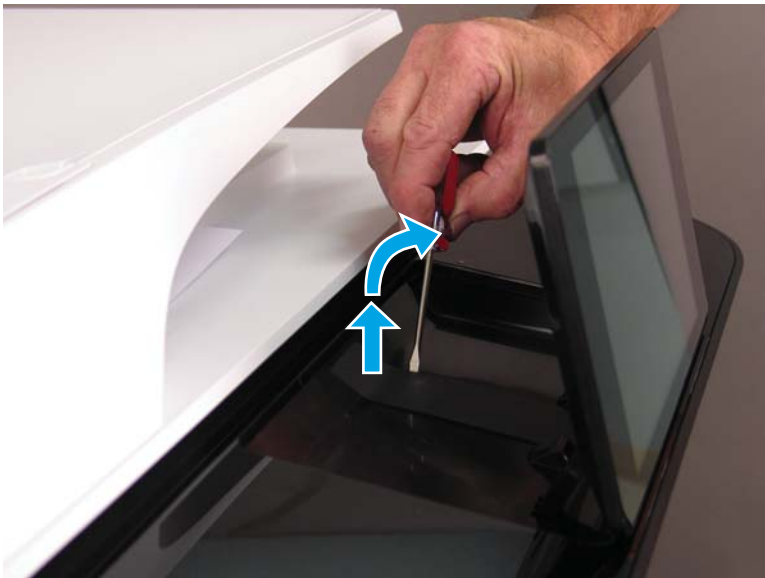
Figure 1-411 Raise the control panel



2. Use a small flat-blade screw driver to carefully release the control-panel connector cover, and then rotate the end of the cover (near the document feeder) up.

⚠ CAUTION: The cover is still attached to the control panel. Do not attempt to completely remove the cover.

Figure 1-412 Remove the cover



3. Rotate the small FFC clip up to release the flat-flexible cable (FFC).

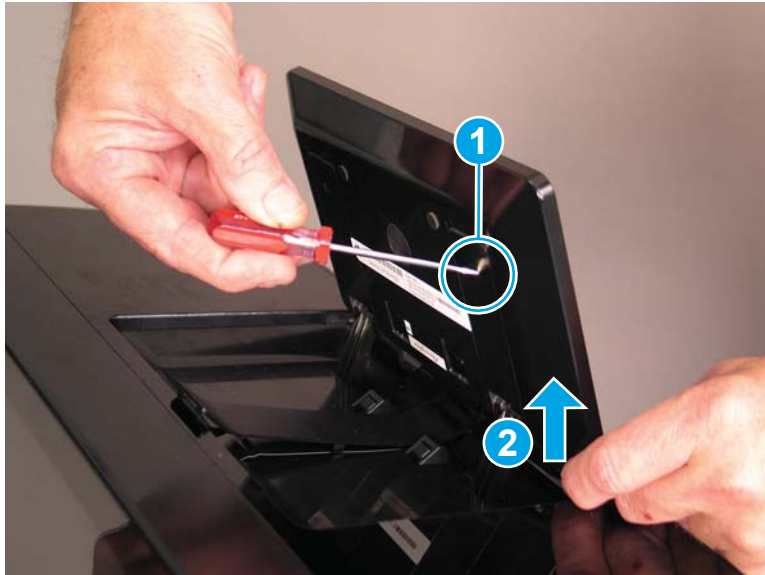
⚠ CAUTION: This connector is a zero insertion force (ZIF) connector. The clip on this connector is easily dislodged and lost.

Figure 1-413 Release the FFC



4. Use a small flat-blade screwdriver to release one tab (callout 1), and then slight lift up the corner of the control panel (callout 2).

Figure 1-414 Release the control panel (1 of 2)



- Support the raised control panel (callout 1), use a small flat-blade screwdriver to release one tab (callout 2), and then lift up the control panel (callout 3) to release it from the hinges.

CAUTION: Keep the control panel level when sliding it up and off of the hinges. An excessive side-to-side rocking motion of the control panel might damage the hinges.

Figure 1-415 Release the control panel (2 of 2)



- Remove the control panel.

Figure 1-416 Remove the control panel



Step 2: Remove the rear cover

CAUTION:  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-417 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-418 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


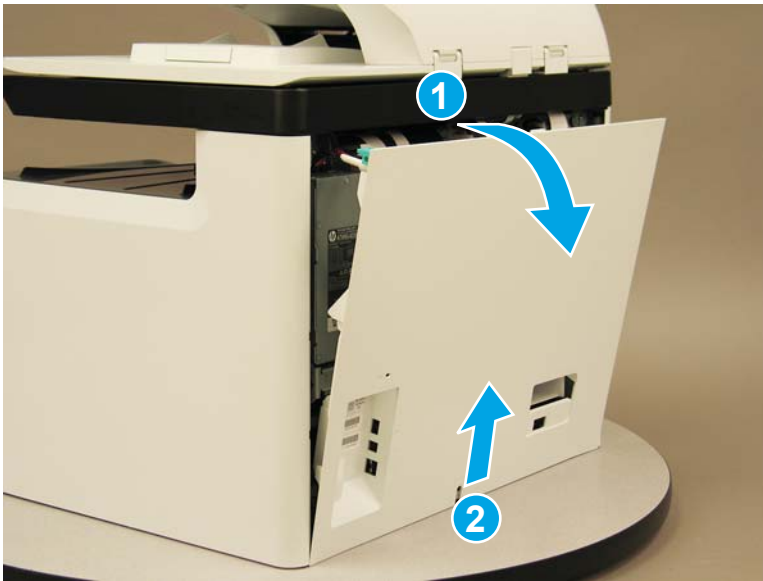
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-419 Remove the rear cover



Step 3: Remove the rear cover, floor standing spacer (772zt and 777hc/z only)

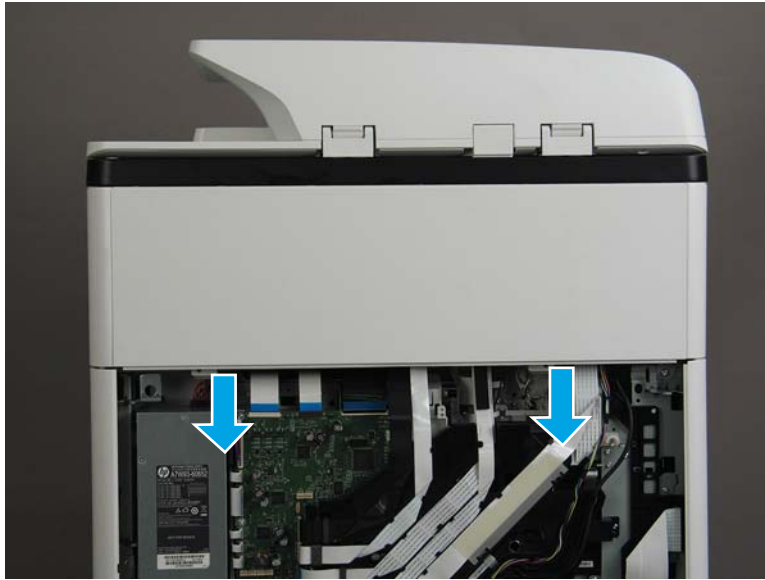
1. Remove two screws (callout 1).

Figure 1-420 Remove two screws



2. Pull down on the cover to release it.

Figure 1-421 Release the cover



3. Remove the rear cover, floor standing spacer.


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

Figure 1-422 Remove the rear cover, floor standing spacer



Step 4: Remove the left cover, floor standing spacer (772zt and 777hc/z only)

1. Remove one screw (callout 1).

Figure 1-423 Remove one screw



2. Open the left door.

Figure 1-424 Open the left door



3. Slide the cover towards the rear of the printer to release it.

Figure 1-425 Release the cover



4. Remove the left cover, floor standing spacer.


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

Figure 1-426 Remove the left cover, floor standing spacer



Step 5: Remove the front cover, floor standing spacer (772zt and 777hc/z only)

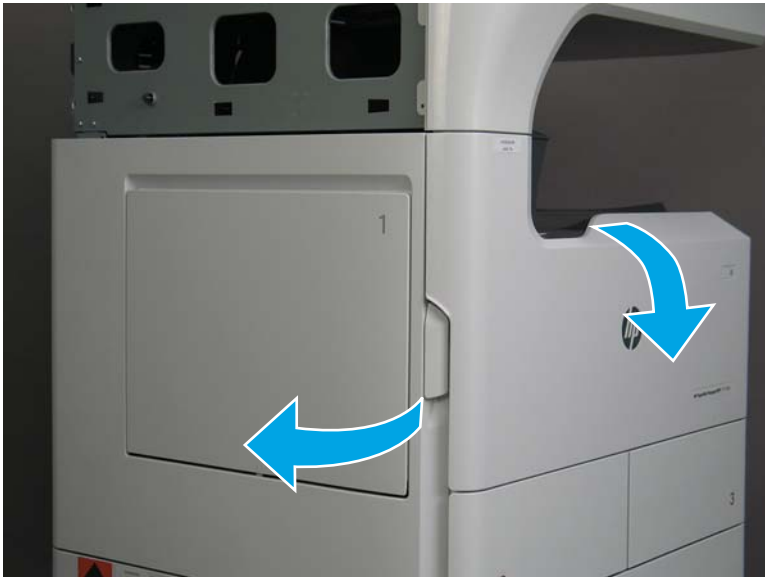
1. Remove two screws (callout 1).

Figure 1-427 Remove two screws



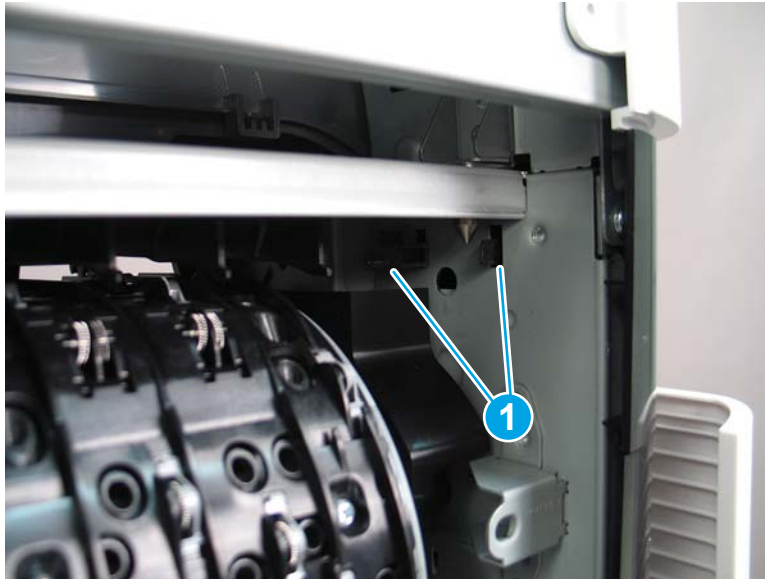
2. Open the left door and the cartridge door.

Figure 1-428 Open the left and cartridge doors



3. At the left side of the printer, release two tabs.

Figure 1-429 Release two tabs



4. At the front of the printer, flex the corner of the front tower cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

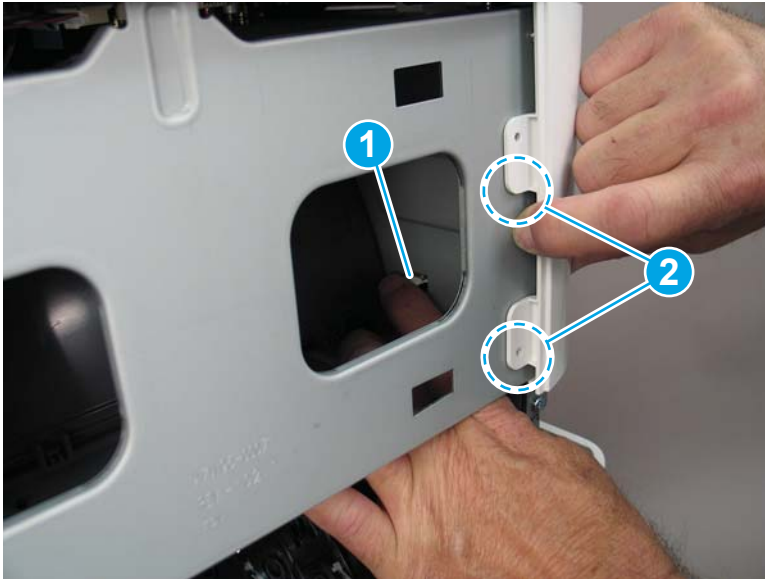
Remove the front tower cover.

Figure 1-430 Remove the front tower cover



5. At the left side of the printer, release one tab (callout 1), and then release two bosses (callout 2).

Figure 1-431 Release one tab and two bosses



6. At the front of the printer, flex the left end of the cover away (and slightly down) from the printer to release one tab.

 **NOTE:** This also releases some small bosses along the top of the cover.

Figure 1-432 Release one tab



7. Continue to flex the left end of the cover away from the printer to release two tabs.

Figure 1-433 Release two tabs



8. Remove the front cover, floor standing spacer.


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

Figure 1-434 Remove the front cover, floor standing spacer



Step 6: Remove the right cover, floor standing spacer (772zt and 777hc/z only)

1. Open the right door.

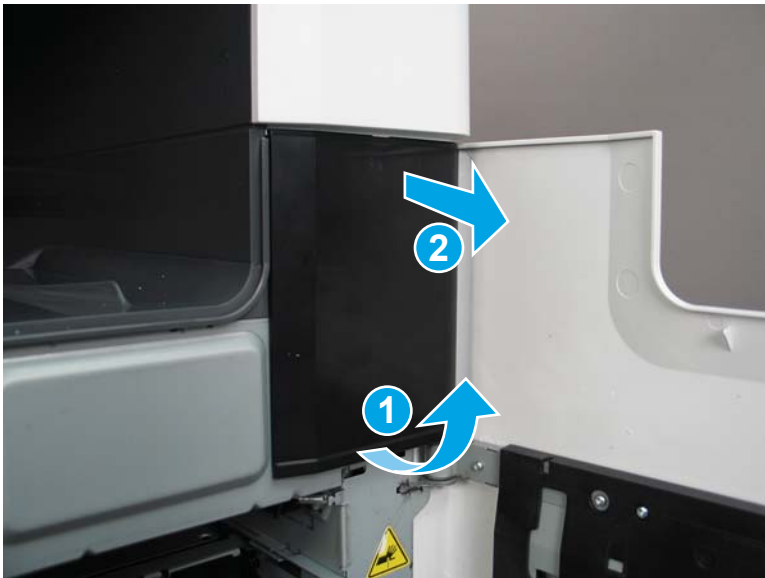
Figure 1-435 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.

Figure 1-436 Remove the right tower cover



3. Remove one screw (callout 1).

Figure 1-437 Remove one screw



4. Flex the top of the cover away from the printer to release two bosses (callout 1).

Figure 1-438 Release two bosses



5. Continue to flex the cover to release three bosses (callout 1).

Figure 1-439 Release three bosses



6. Rotate the top of the cover away from the printer to release two tabs (callout 1).

Figure 1-440 Release two tabs



7. Remove the right cover, floor standing spacer.


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

Figure 1-441 Remove the right cover, floor standing spacer



Step 7: Remove the document feeder (772zt and 777hc/z only)

1. Disconnect two flat-flexible cables (FFCs) (callout 1), release each ferrite (callout 2) from the guide, remove one screw (callout 3), and then release the ground wire from the retainers (callout 4).


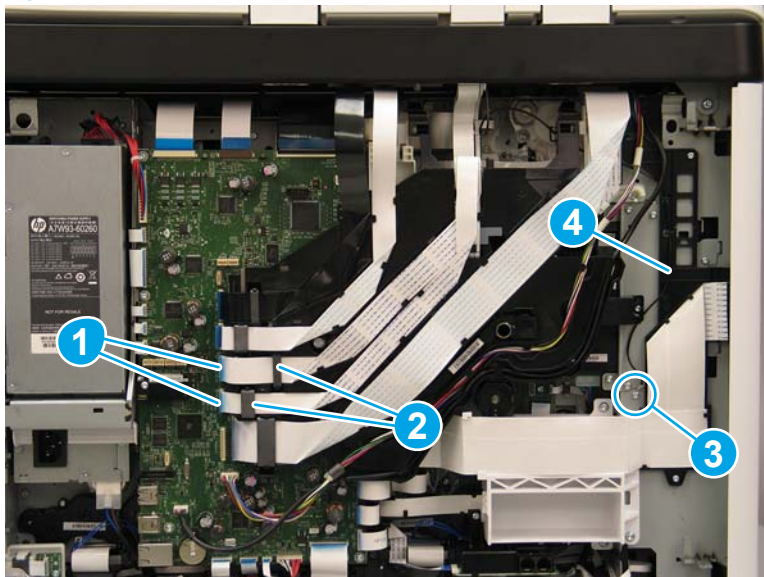
 **NOTE:** Release the FFCs from the guide.

Figure 1-442 Disconnect FFCs and ground wire



2. Open the document feeder, and then lift it straight up until it stops at the retention tab on each hinge.



 **IMPORTANT:** Insert a small flat blade screwdriver between the hinge body and the slot in the scanner body (on the scanner glass side of the hinge) to release the retention tab on each hinge.

Figure 1-443 Release the document feeder



3. Carefully thread the document feeder FFCs and ground wire up and through the hole in the scanner cover to remove the document feeder.

 **Reinstallation tip:** If a replacement document feeder is installed, install a replacement reflector.

Reverse the removal steps to install the assembly.

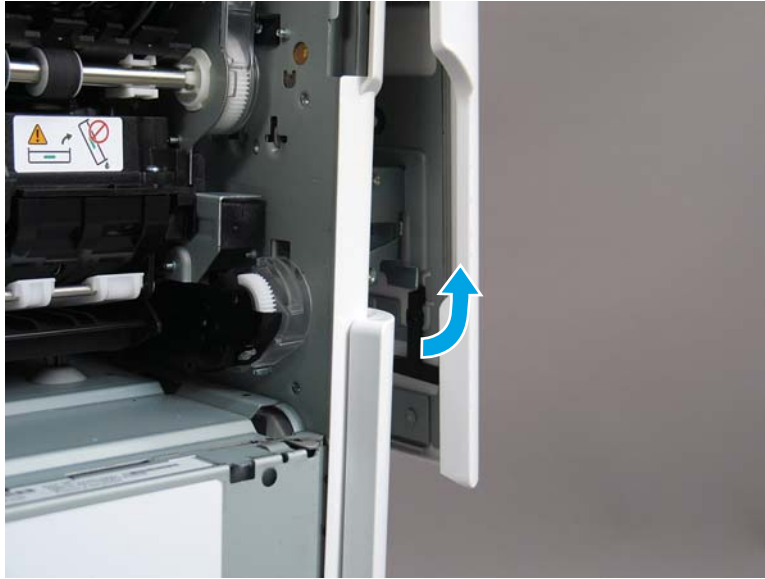
Figure 1-444 Remove the document feeder



Step 8: Remove the standard output bin (772zt and 777hc/z only)

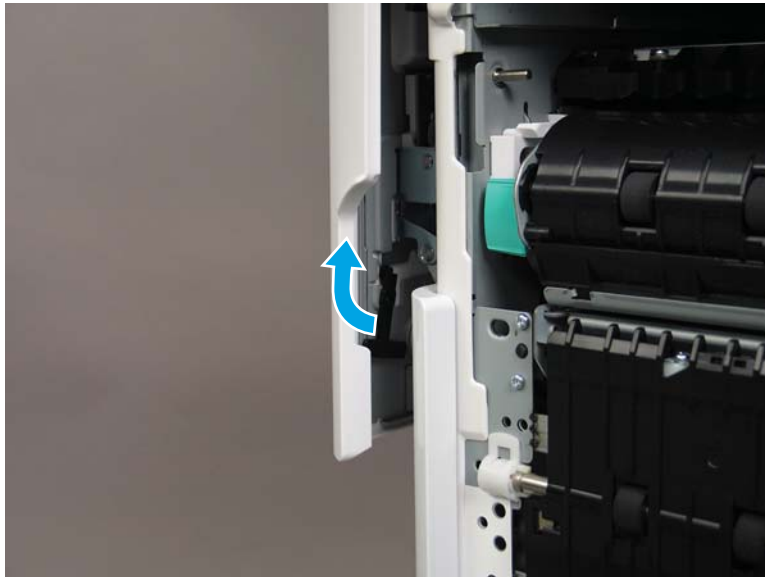
1. At the left side of the cartridge door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-445 Release the left side cartridge door retainer



2. At the right side of the cartridge door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-446 Release the right side cartridge door retainer



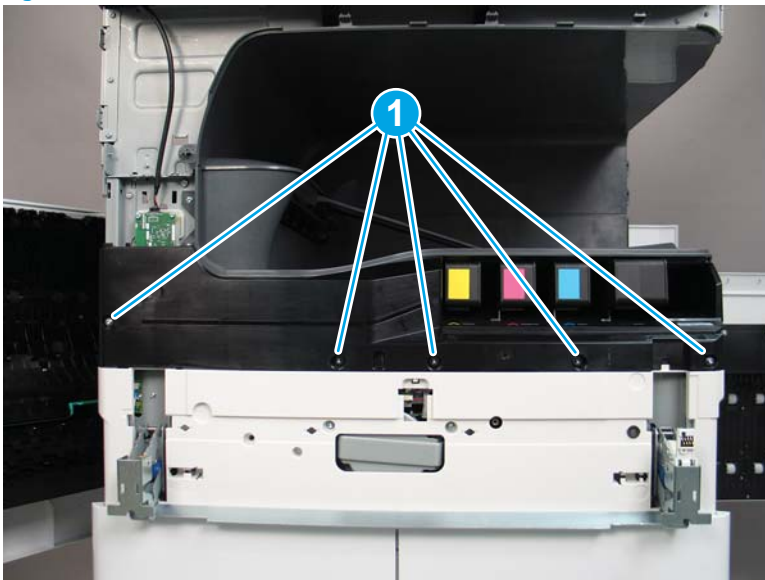
3. Lift up on the cartridge door to remove it.

Figure 1-447 Remove the cartridge door



4. Remove five screws (callout 1).

Figure 1-448 Remove five screws



5. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

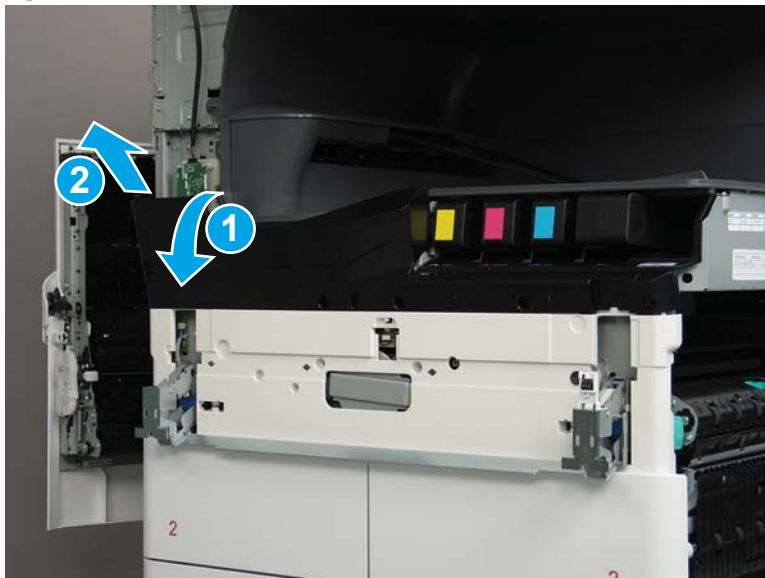
Figure 1-449 Release one tab



6. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-450 Release the cover



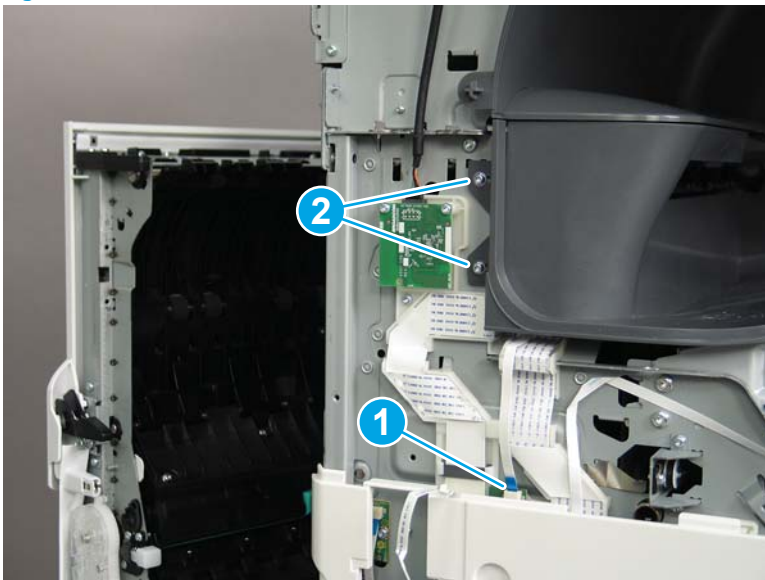
7. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.

Figure 1-451 Release the cover



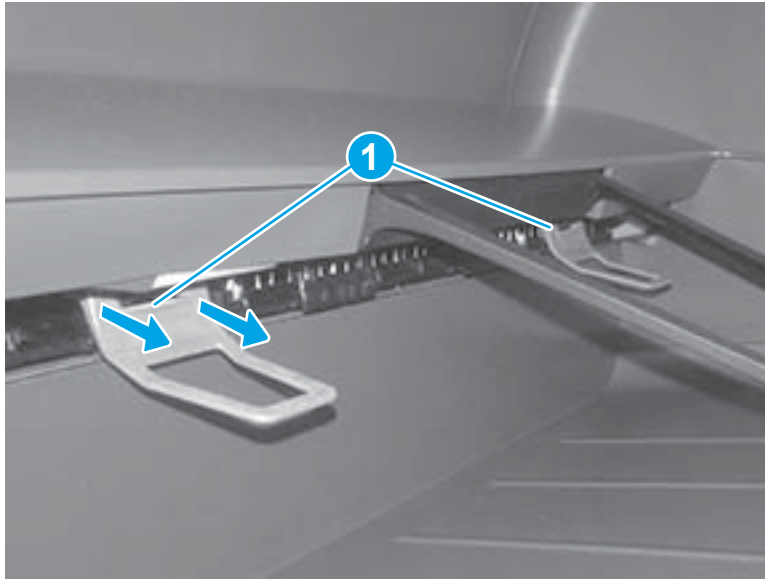
8. Disconnect one flat-flexible cable (FFC) (callout 1), and then remove two screws (callout 2).

Figure 1-452 Disconnect one FFC and remove two screws



9. Remove two flaps (callout 1) from the output shaft.

Figure 1-453 Remove the flaps



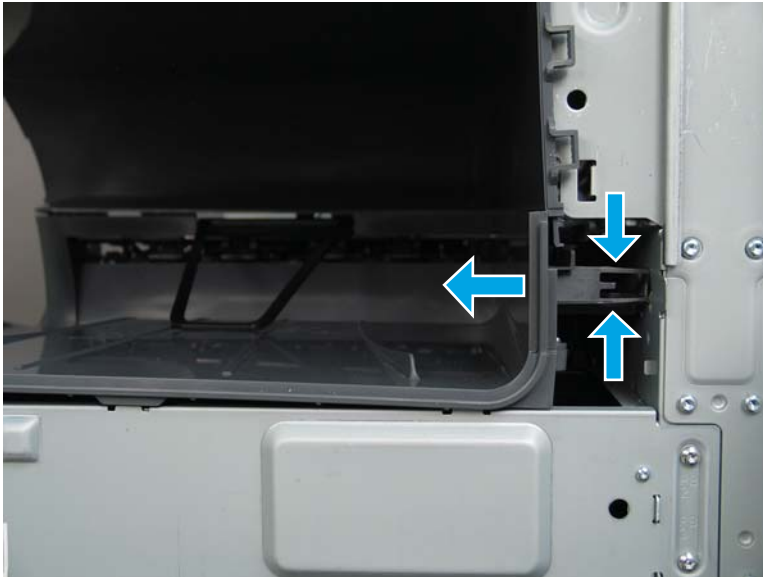
10. At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-454 Release the cover



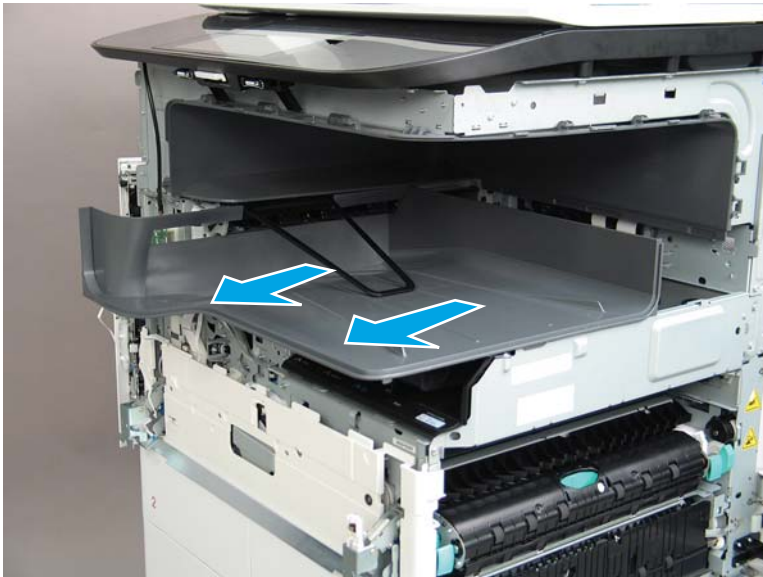
11. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-455 Release two tabs



12. Pull the output bin straight out of the printer to remove it.

Figure 1-456 Remove the output bin



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

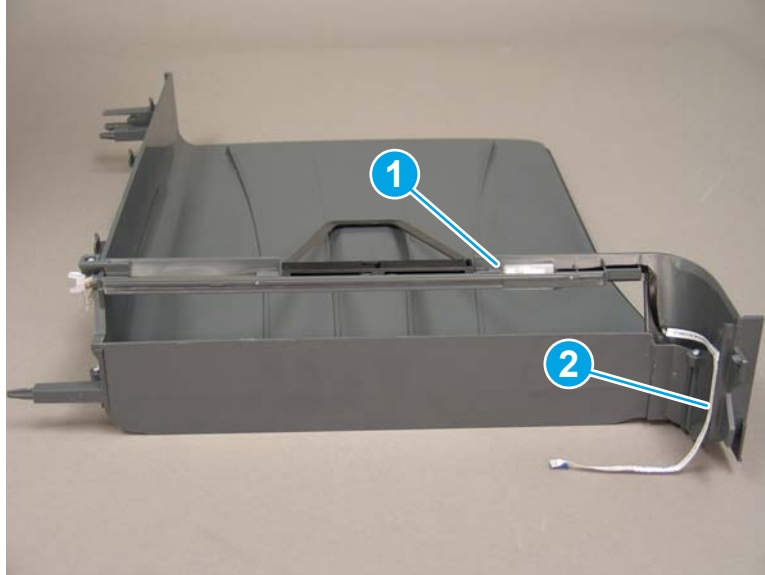
Special installation instructions: Standard output bin

 **IMPORTANT:** The following special instructions are valid for all MFP 772/7777 models.

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.

 **NOTE:** The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-457 Remove the LED module



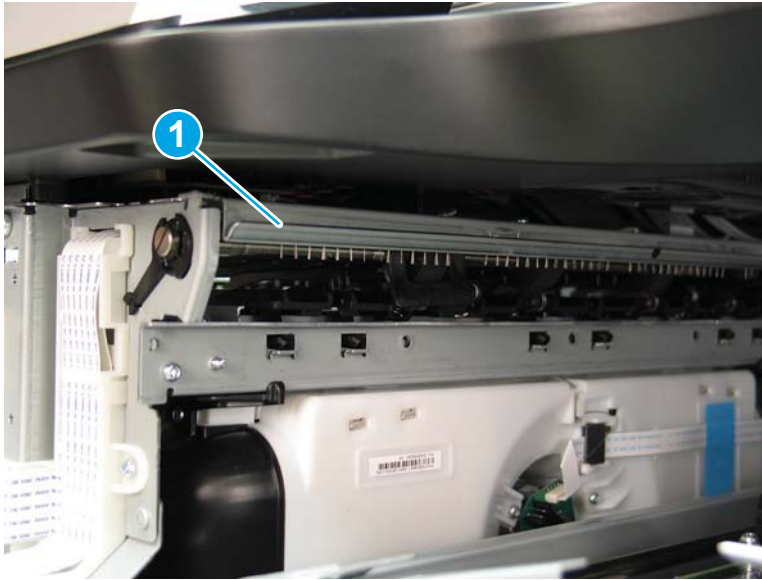
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-458 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-459 Locate the mounting rail (printer)



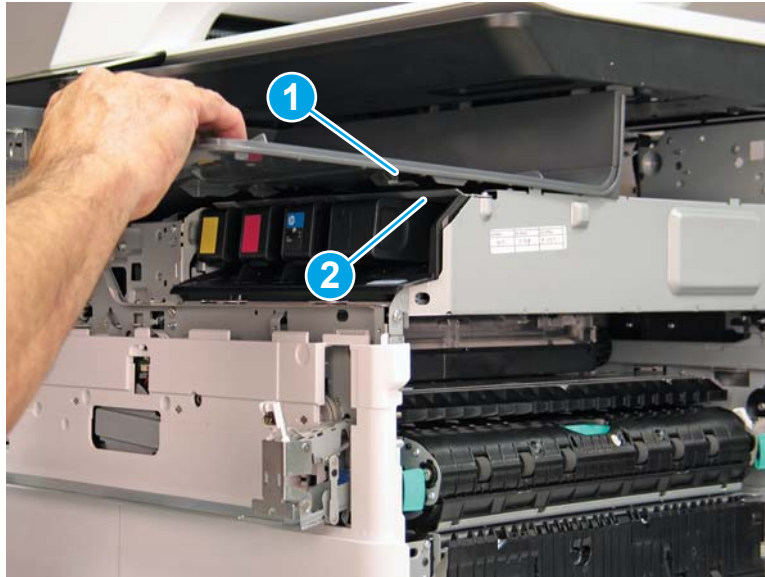
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-460 Align the mounting rails



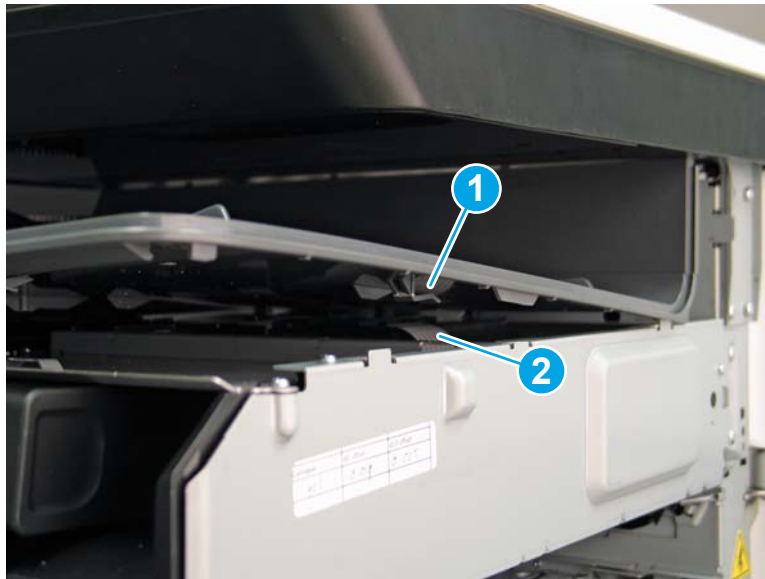
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-461 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-462 Engage the inner clip




- g. Slide the output bin straight onto the printer.

 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-463 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tabs are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.


 **NOTE:** Make sure that the output stack control arm ahaft is engaged with its drive motor.

Figure 1-464 Check the output bin installation



Step 9: Remove the eject shroud and underside cover, floor standing spacers (772zt and 777hc/z only)

1. At the front of the printer, release two tabs (callout 1).

Figure 1-465 Release two tabs



2. At the middle of the eject shroud cover spacer, release one tab (callout 1).


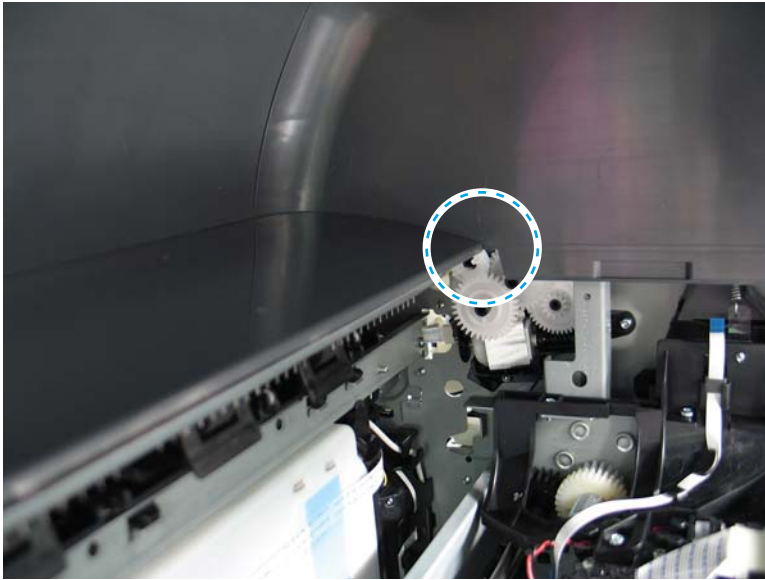
 **TIP:** It might be easier to release this tab by using a small flat-blade screwdriver.

Figure 1-466 Release one tab



3. At the end of the eject shroud cover spacer (near the eject flap drive assembly), release one tab (callout 1).

Figure 1-467 Release one tab



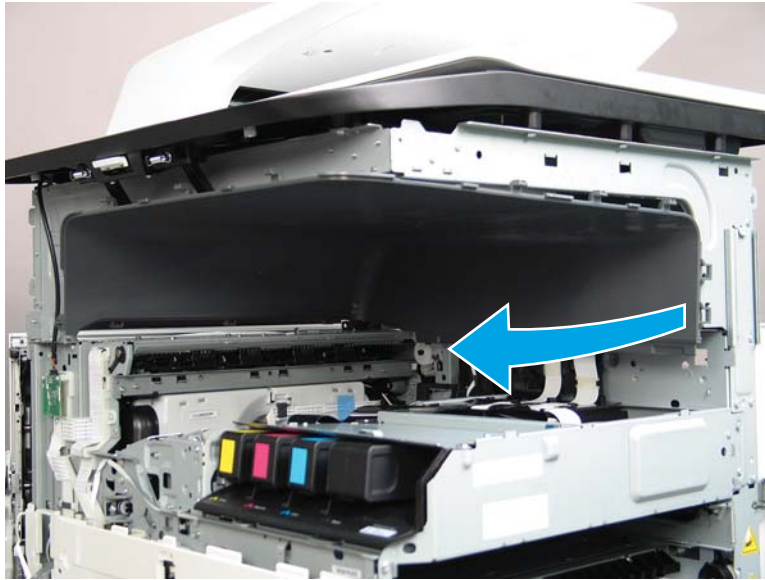
4. Pull straight out on the eject cover spacer to remove it.

Figure 1-468 Remove the cover



5. Rotate the back edge of the underside cover spacer away from the printer to release it.

Figure 1-469 Release the cover



6. Remove the underside cover spacer.


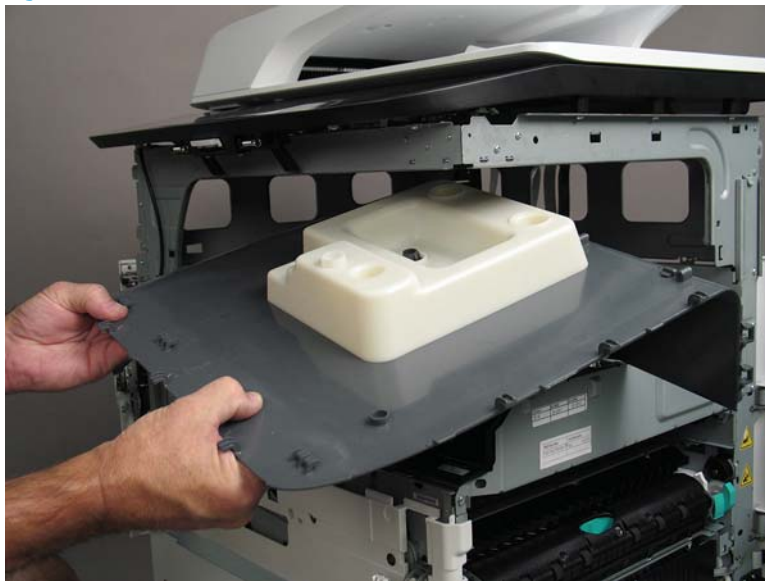
 **Reinstallation tip:** Reverse the removal steps to install the assemblies.

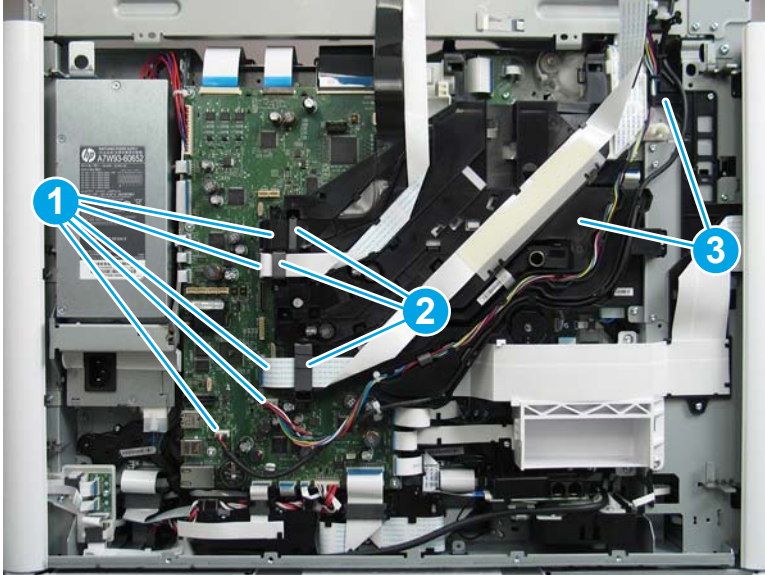
Figure 1-470 Remove the cover



Step 10: Remove the scanner assembly (772zt and 777hc/z only)

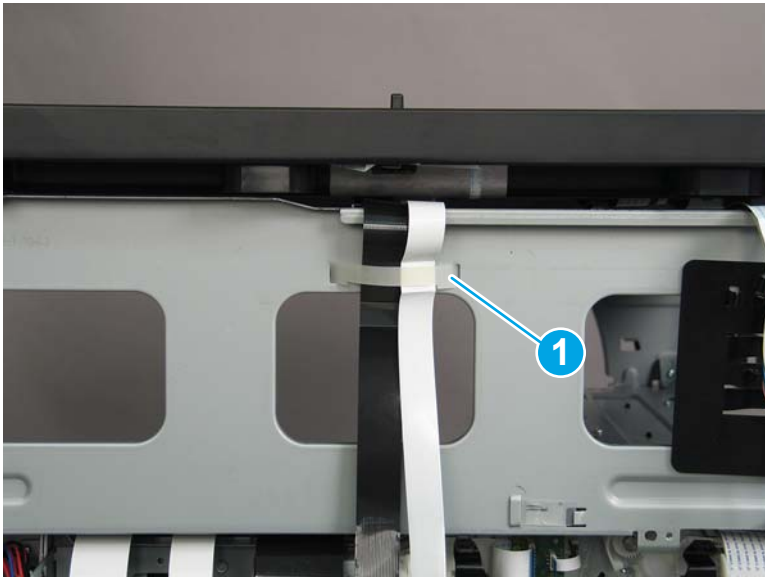
1. Disconnect three flat-flexible cables (FFCs) and two connectors (callout 1), release each ferrite (callout 2) from the guide, and then release the FFCs and wire harnesses from the guide (callout 3).

Figure 1-471 Disconnect FFCs and connectors



2. Release the FFC retention strap (callout 1).

Figure 1-472 Release the FFC retention strap



3. Remove two screws (callout 1).


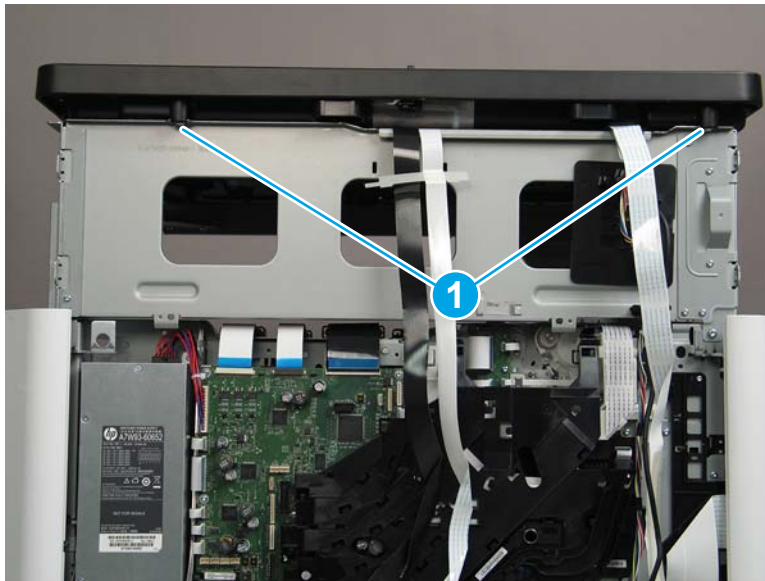
 **TIP:** These screws require a #20 TORX driver.

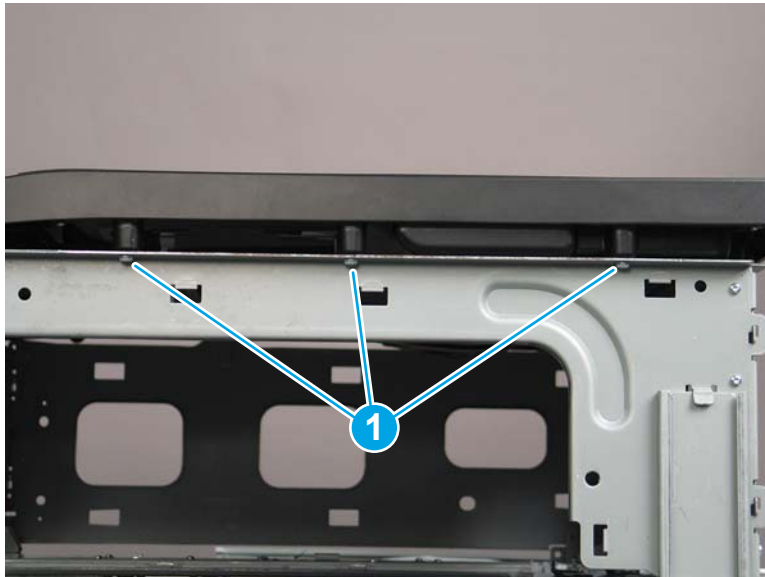
Figure 1-473 Remove two screws



4. At the right side of the printer, remove three screws (callout 1).

 **TIP:** These screws require a #20 TORX driver.

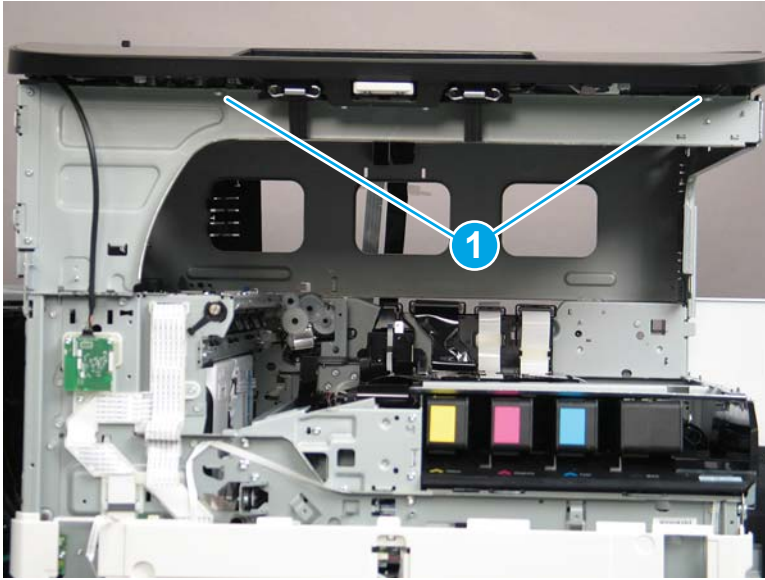
Figure 1-474 Remove three screws



5. At the front of the printer, remove two screws (callout 1), and then disconnect one connector (callout 2).

 **TIP:** These screws require a #20 TORX driver.

Figure 1-475 Remove two screws and disconnect one connector



6. At the left side of the printer, remove one screw (callout 1)


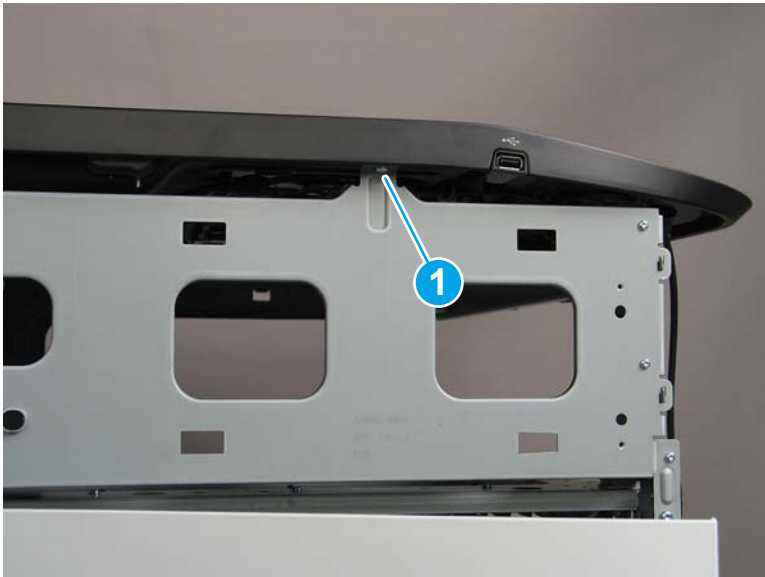
 **TIP:** This screw requires a #20 TORX driver.

Figure 1-476 Remove one screw



7. Lift the scanner assembly straight up to remove it.


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

Figure 1-477 Remove the scanner assembly





Step 11: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

4. After replacing all parts, update the firmware on the printer.

Removal and replacement: Internal parts and assemblies (front access)

- [Removal and replacement: Wireless PCA](#)
- [Removal and replacement: Right cartridge door hinge](#)
- [Removal and replacement: Left cartridge door hinge](#)
- [Removal and replacement: Feed motor encoder printed circuit assembly](#)
- [Removal and replacement: Feed motor assembly](#)
- [Removal and replacement: Deskew front drive assembly](#)
- [Removal and replacement: Deskew front drive gear assembly](#)
- [Removal and replacement: Feed shaft](#)
- [Removal and replacement: Tray 2 \(A3\) or Tray 2/3 \(A4\) pickup roller arm\(s\)](#)
- [Removal and replacement: Tray 2 \(A4\) separation assembly](#)
- [Removal and replacement: Tray 2 \(A3\) or Tray 3 \(A4\) separation assembly](#)
- [Removal and replacement: Tray 2 lift assembly \(A4 tandem Trays 2/3 only\)](#)
- [Removal and replacement: Tray 2 \(A3\) or Tray 3 \(A4\) lift assembly](#)


Removal and replacement: Wireless PCA

- [Introduction](#)
- [Step 1: Remove the front tower cover](#)
- [Step 2: Remove the wireless PCA](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the wireless printed circuit assembly (PCA).

[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Wireless PCA part number	
A7W93-67002	Wireless PCA

Required tools

- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service


Turn the printer power on

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

Post service test

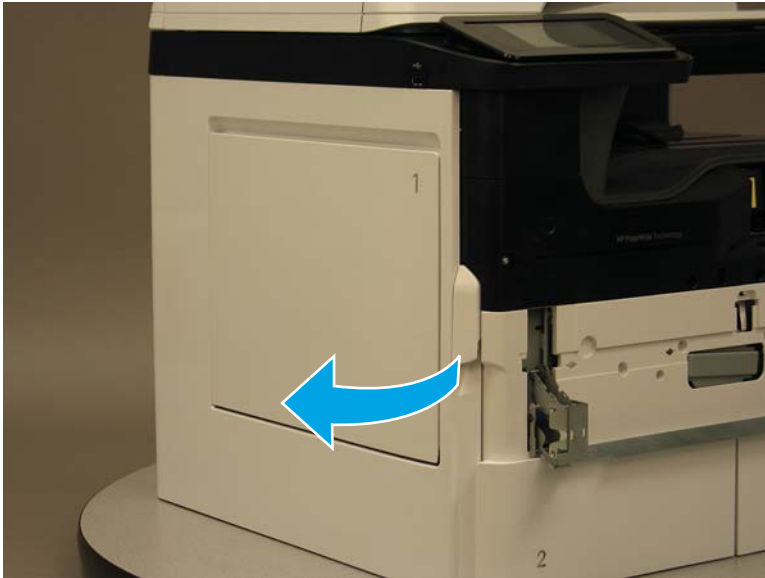
Send a print job using the wireless print function.

Step 1: Remove the front tower cover

 **TIP:** Removing the cartridge door (as shown below) is not necessary, but it might be easier to remove the cover with the door removed.

1. Open the left door.

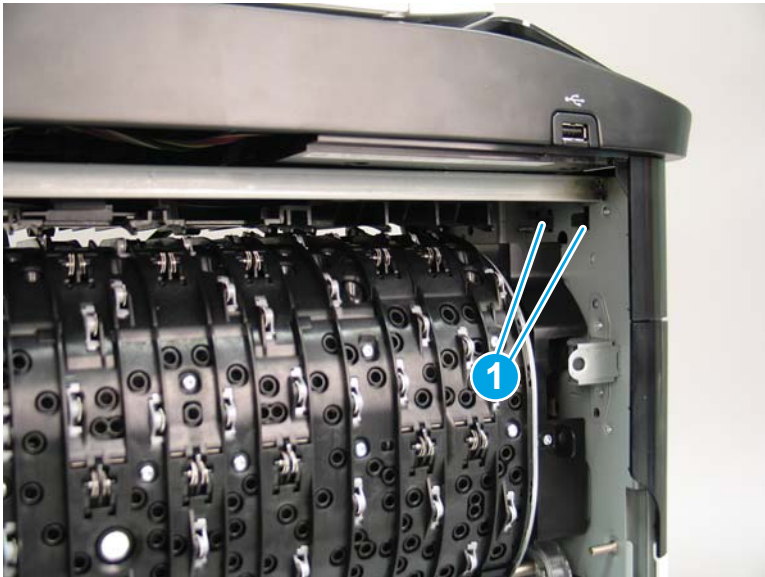
Figure 1-478 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-479 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-480 Release the front tower cover



4. Remove the cover.

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

Figure 1-481 Remove the cover

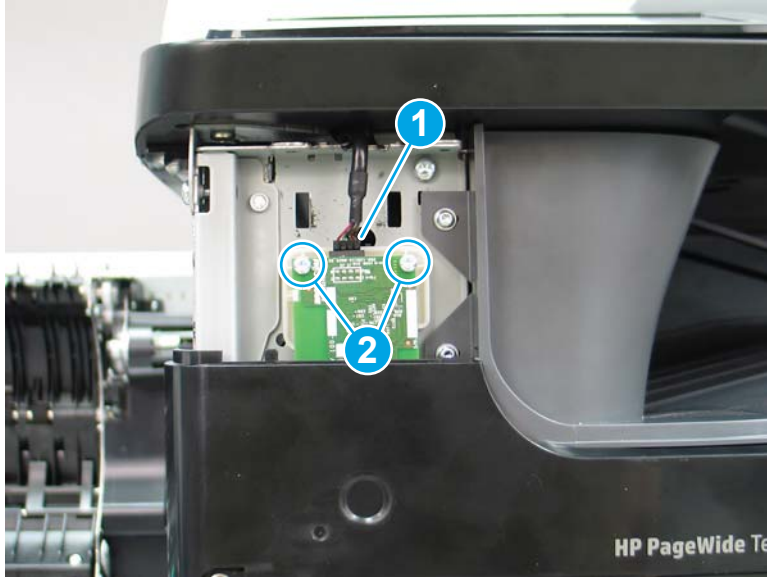


Step 2: Remove the wireless PCA

- ▲ Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the wireless PCA.

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

Figure 1-482 Remove the wireless PCA





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right cartridge door hinge

- [Introduction](#)
- [Step 1: Remove the cartridge door](#)
- [Step 2: Remove the front tower cover](#)
- [Step 3: Remove the middle internal front cover](#)
- [Step 4: Remove the lower internal front cover](#)
- [Step 5: Remove the right cartridge door hinge](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the hinge (cartridge door right).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Right cartridge door hinge part number	
A7W93-67073	Right cartridge door hinge

Required tools

- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

Make sure that the cartridge door opens and closes correctly.

Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

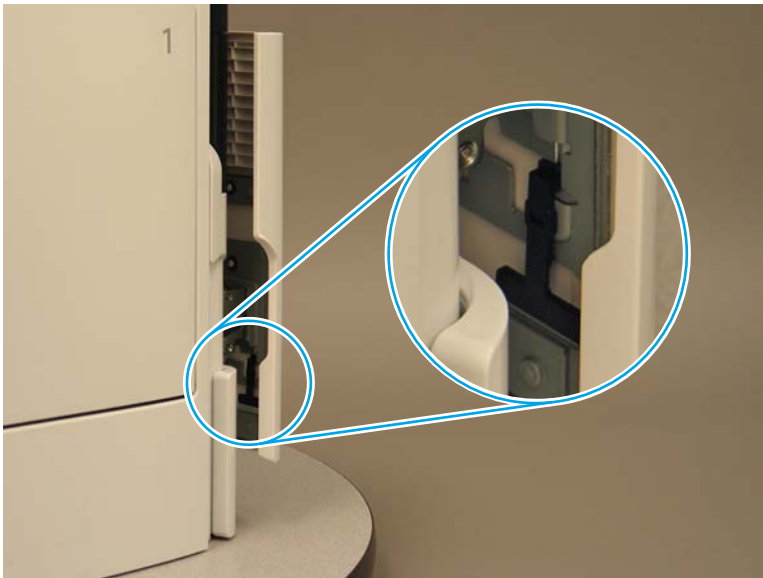
1. Open the cartridge door.

Figure 1-483 Open the cartridge door



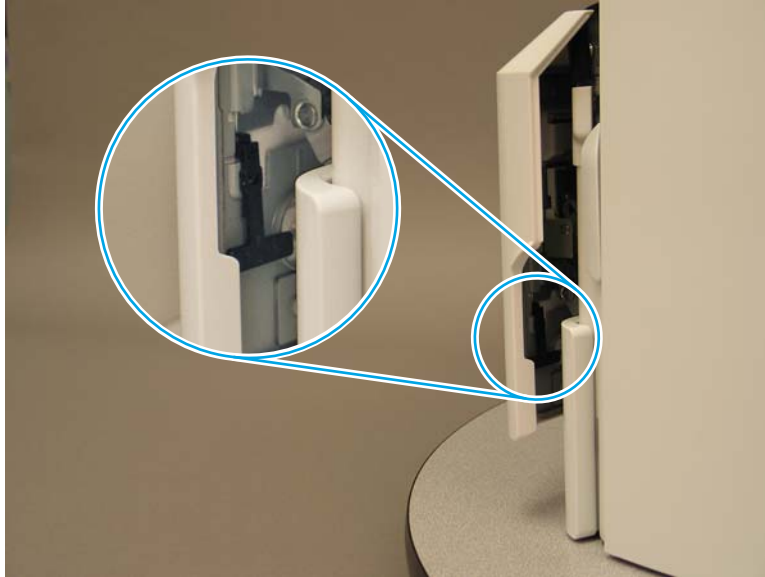
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-484 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-485 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-486 Remove the cartridge door



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

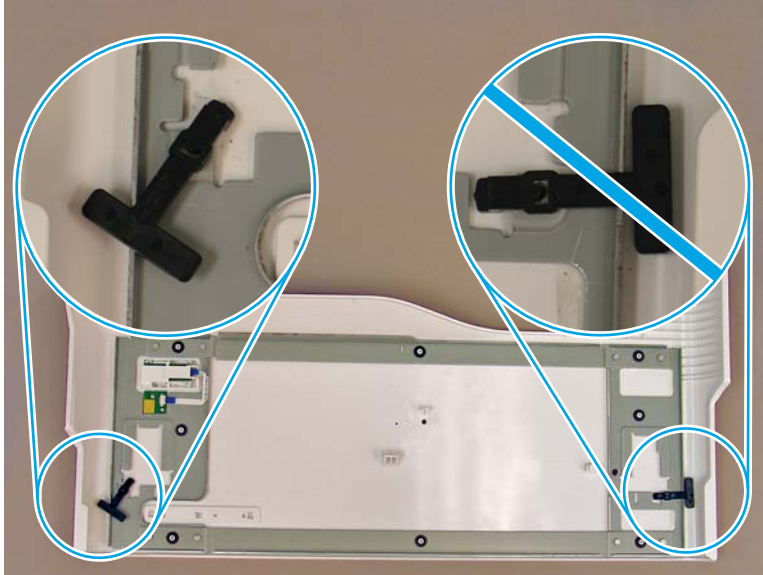
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

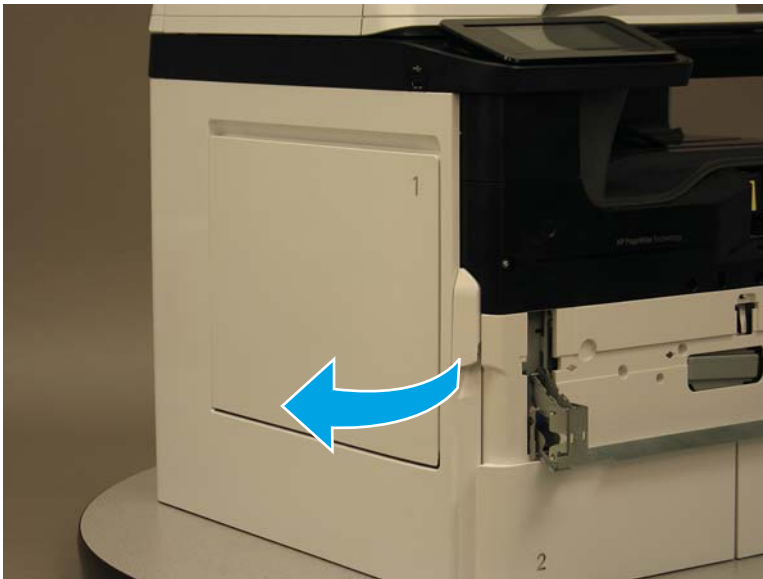
Figure 1-487 Preposition the retainers



Step 2: Remove the front tower cover

1. Open the left door.

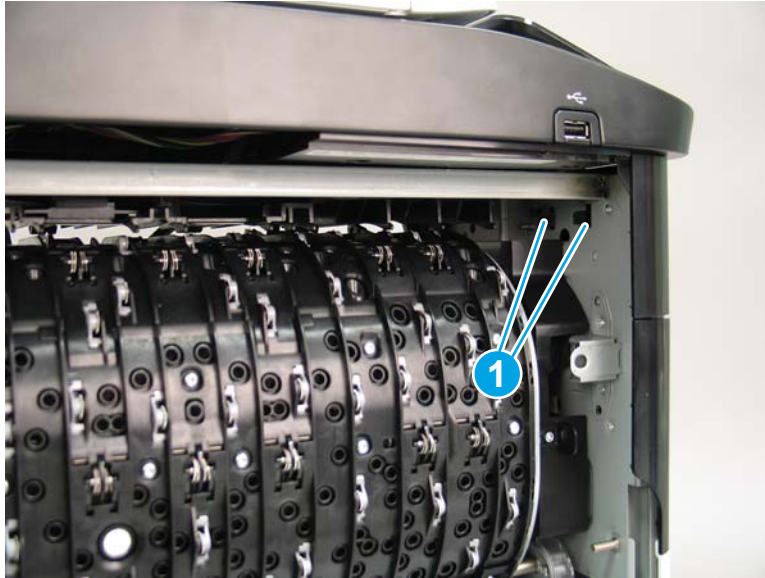
Figure 1-488 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-489 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-490 Release the front tower cover



4. Remove the cover.


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

Figure 1-491 Remove the cover

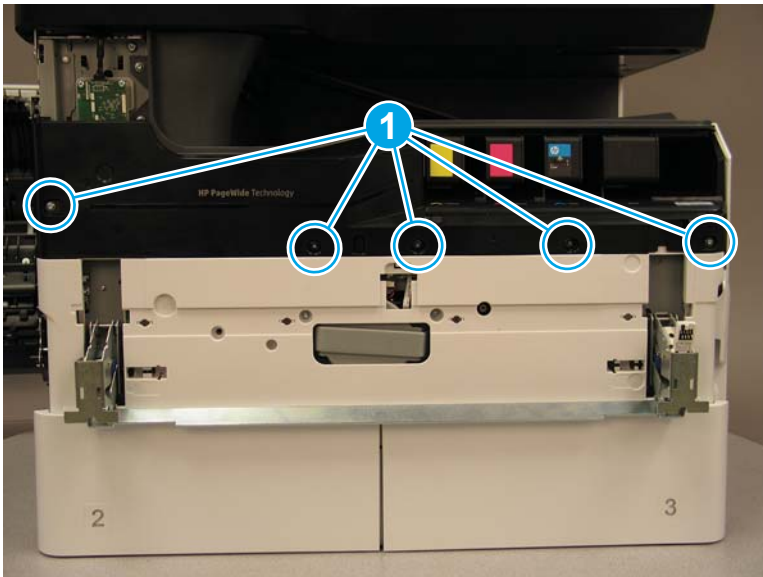


Step 3: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-492 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

Figure 1-493 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-494 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


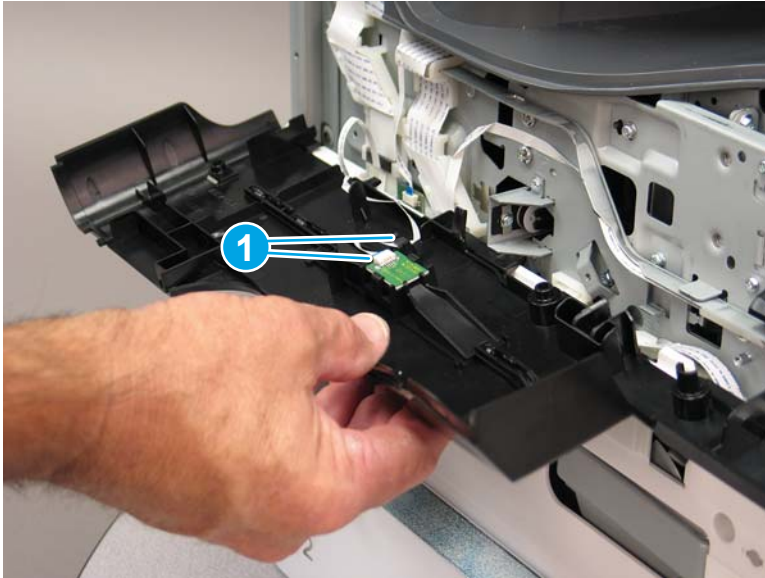
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-495 Remove the middle internal front cover

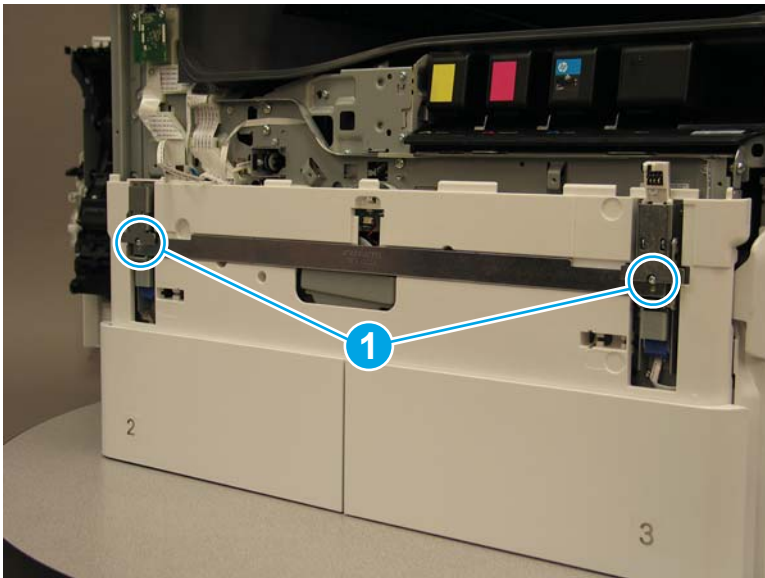


Step 4: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.
2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-496 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


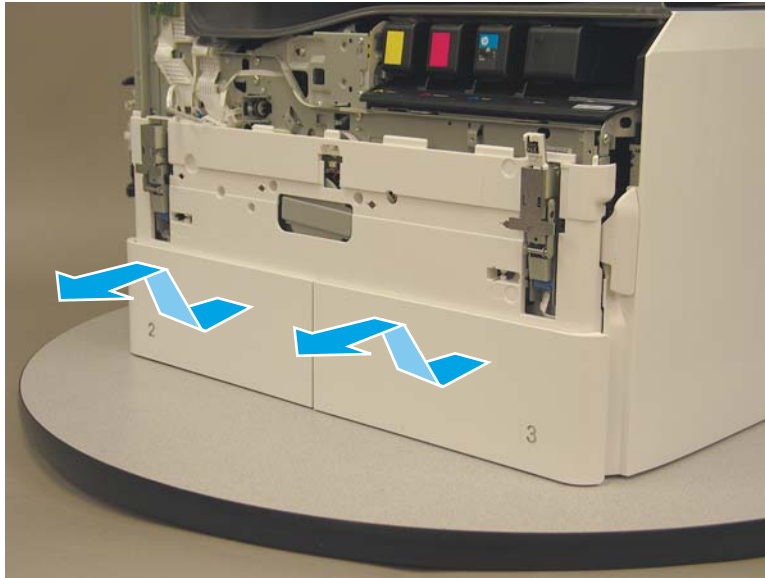
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-497 Remove the tray(s)



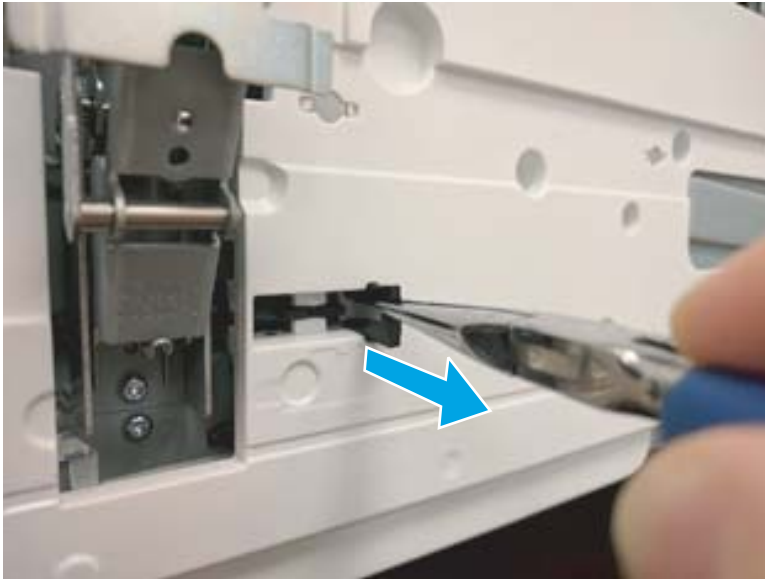
4. Locate the cover lock near one of the hinges.

Figure 1-498 Locate the cover lock feature



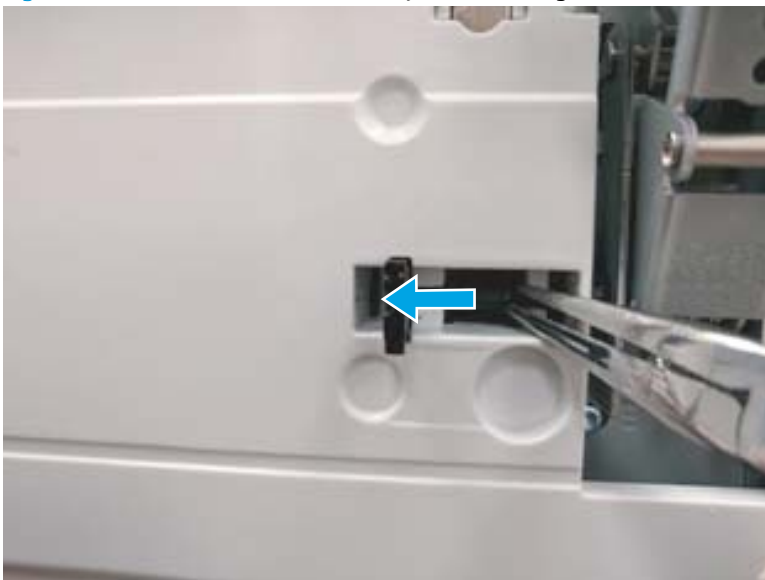
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-499 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

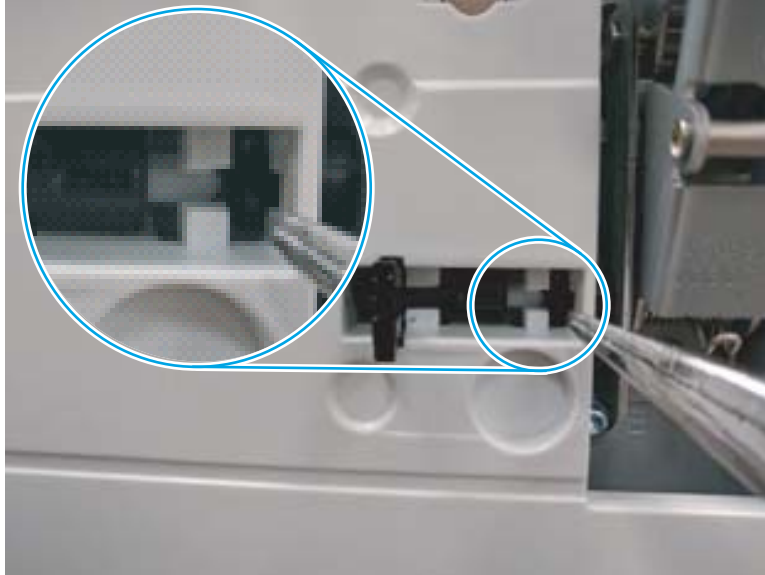
Figure 1-500 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

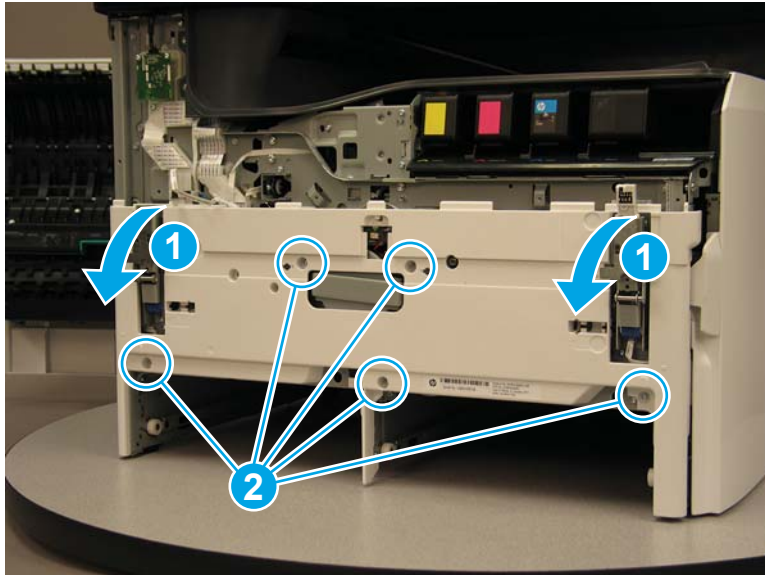
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-501 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-502 Remove five screws



9. Remove the cover.


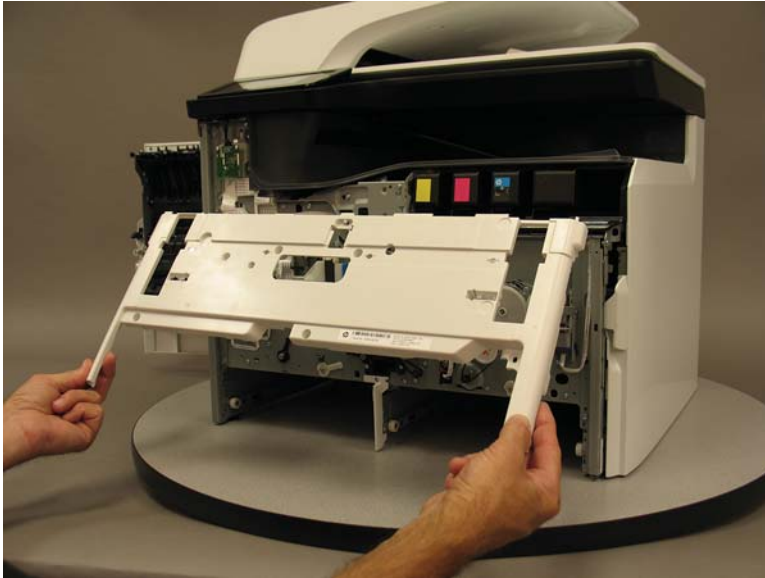
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-503 Remove the front lower cover

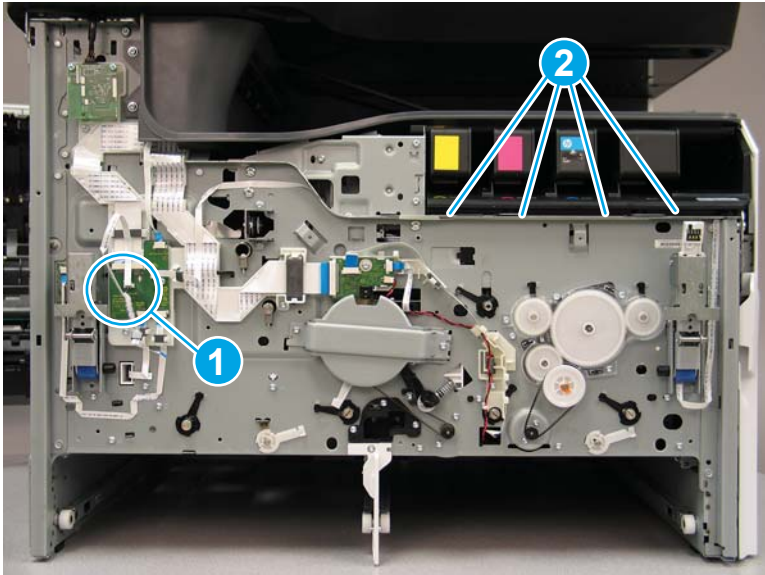


Step 5: Remove the right cartridge door hinge

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Disconnect one connector (callout 1), and then release the flat-flexible cable (FFC) from the chassis (callout 2).

Figure 1-504 Disconnect one connector



2. Remove one screw (callout 1), and then slide the hinge up (callout 2) to remove it.


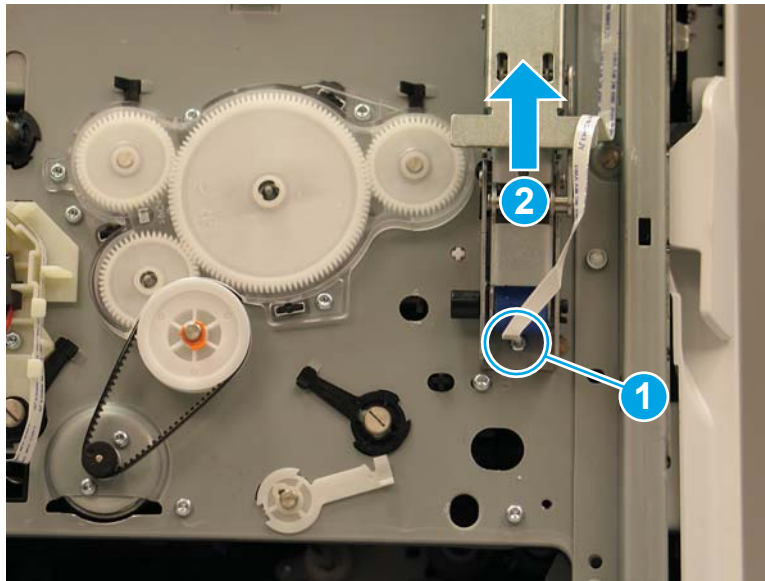
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-505 Remove the hinge





Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left cartridge door hinge

- [Introduction](#)
- [Step 1: Remove the cartridge door](#)
- [Step 2: Remove the front tower cover](#)
- [Step 3: Remove the middle internal front cover](#)
- [Step 4: Remove the lower internal front cover](#)
- [Step 5: Remove the left cartridge door hinge](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the hinge (cartridge door left).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Left cartridge door hinge part number

A7W93-67074

Left cartridge door hinge

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

Make sure that the cartridge door opens and closes correctly.

Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

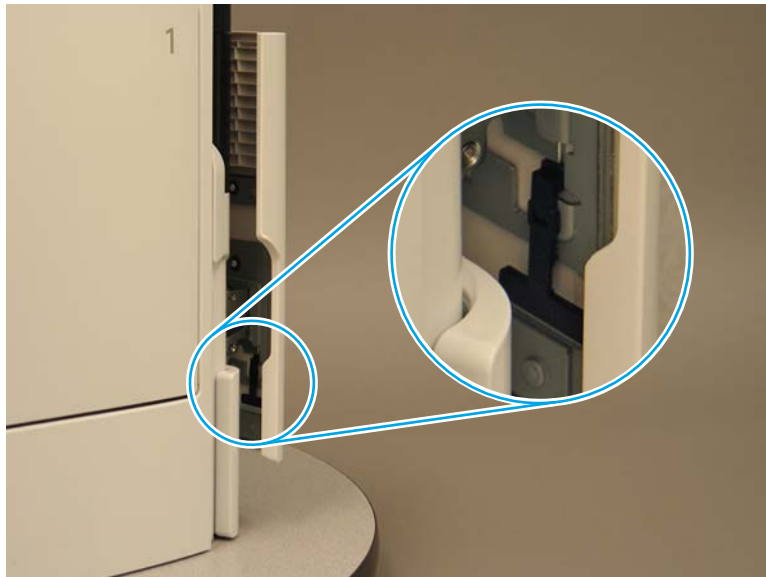
1. Open the cartridge door.

Figure 1-506 Open the cartridge door



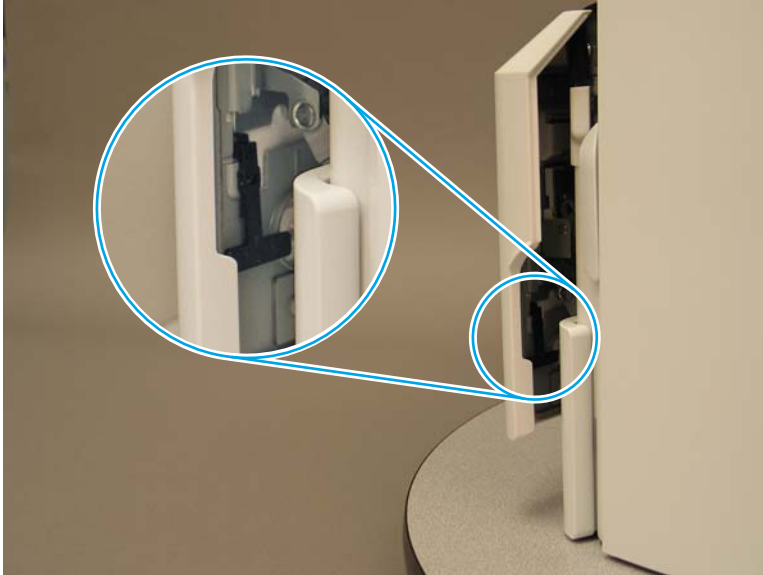
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-507 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-508 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-509 Remove the cartridge door



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

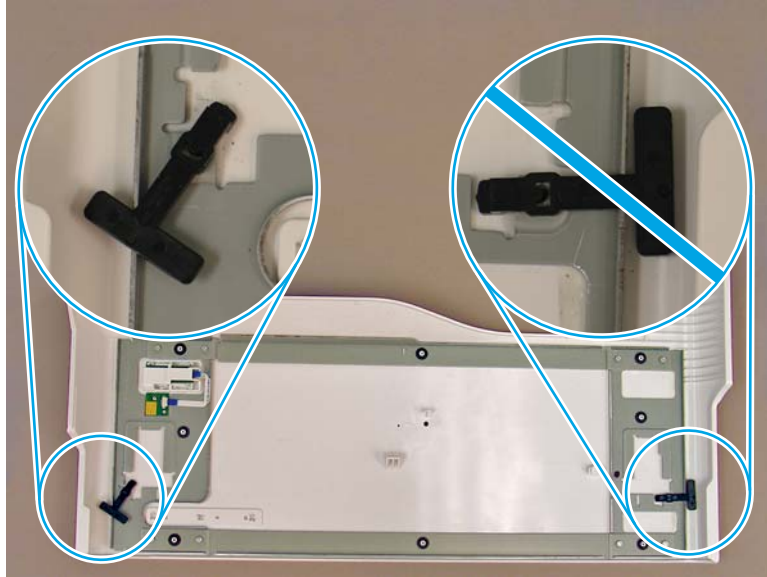
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

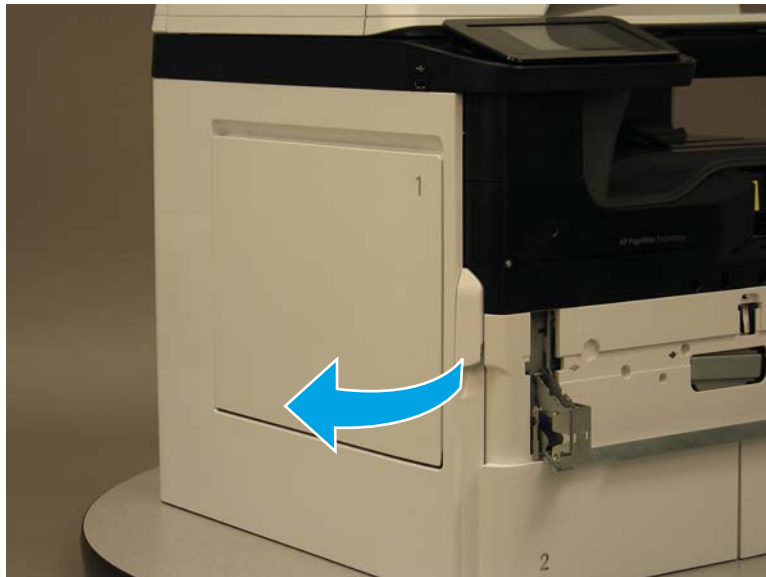
Figure 1-510 Preposition the retainers



Step 2: Remove the front tower cover

1. Open the left door.

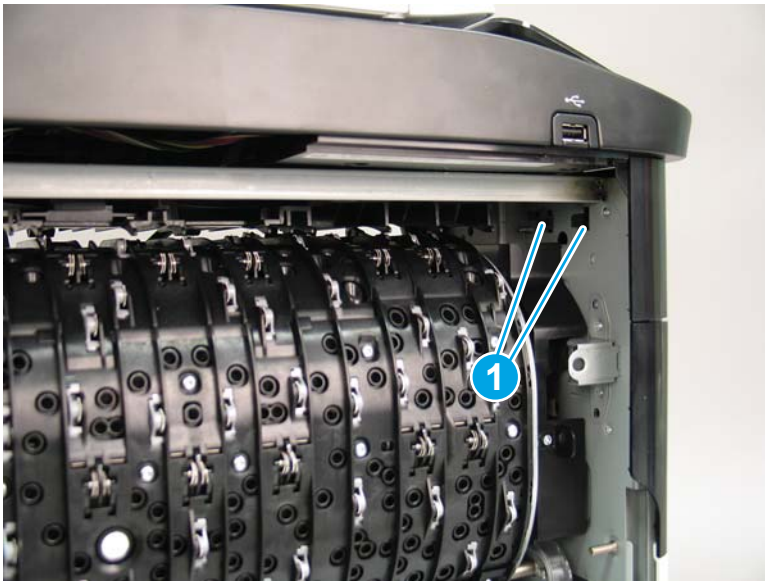
Figure 1-511 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-512 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-513 Release the front tower cover



4. Remove the cover.


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

Figure 1-514 Remove the cover

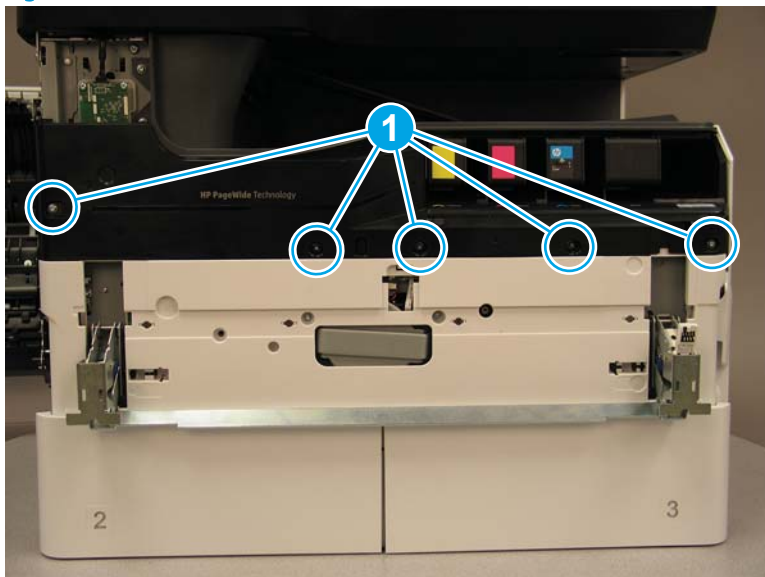


Step 3: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-515 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

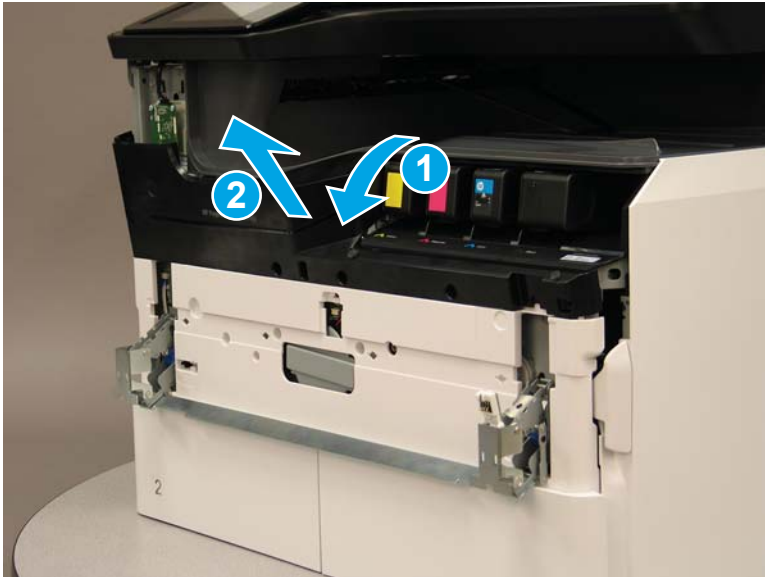
Figure 1-516 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-517 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


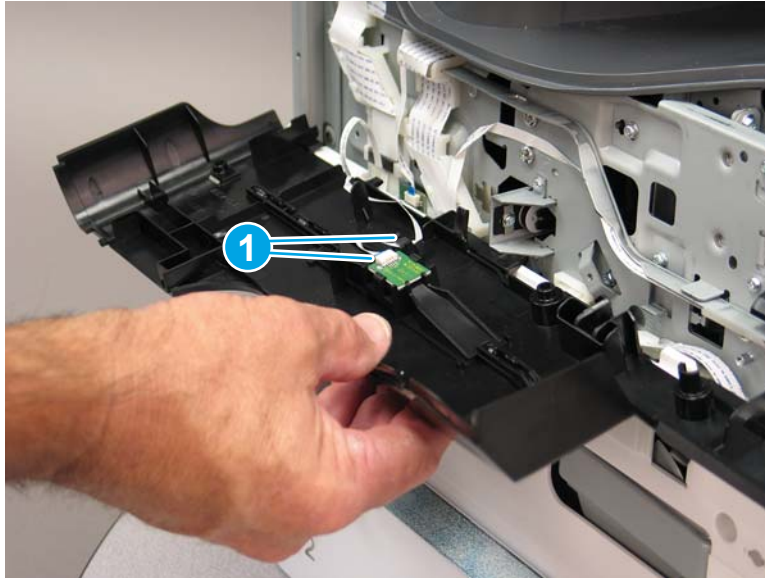
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-518 Remove the middle internal front cover

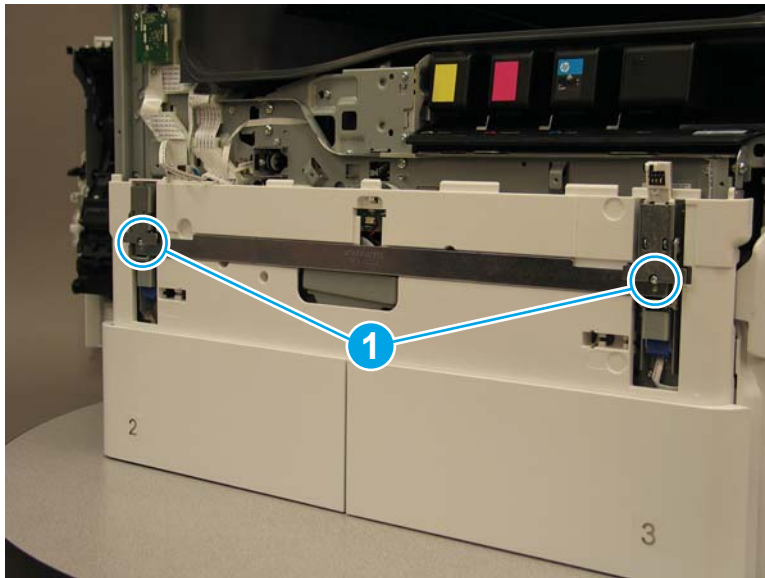


Step 4: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.
2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-519 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


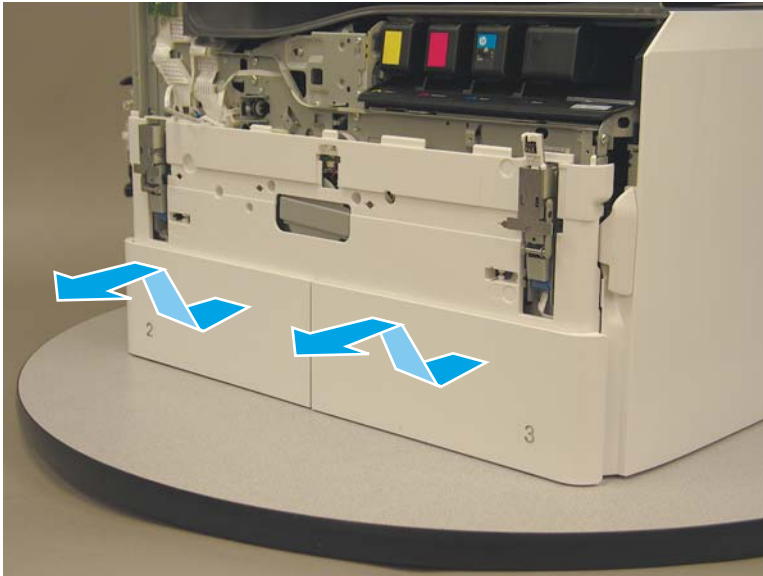
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-520 Remove the tray(s)



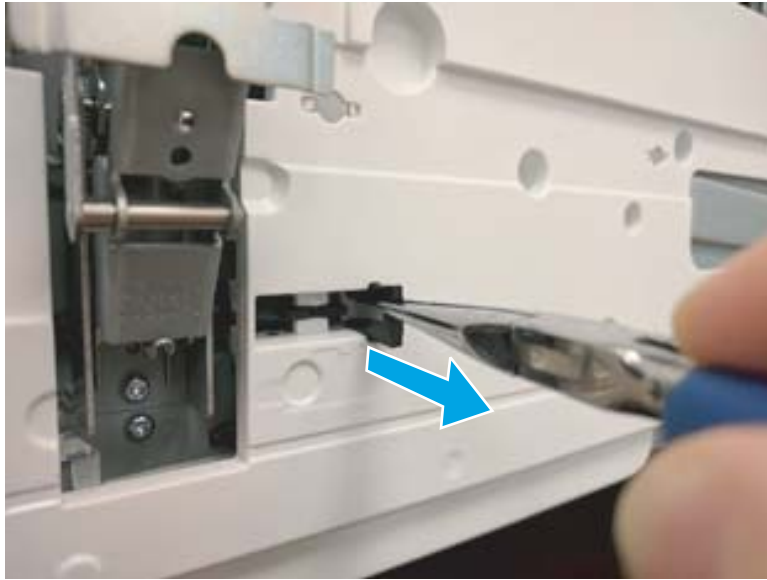
4. Locate the cover lock near one of the hinges.

Figure 1-521 Locate the cover lock feature



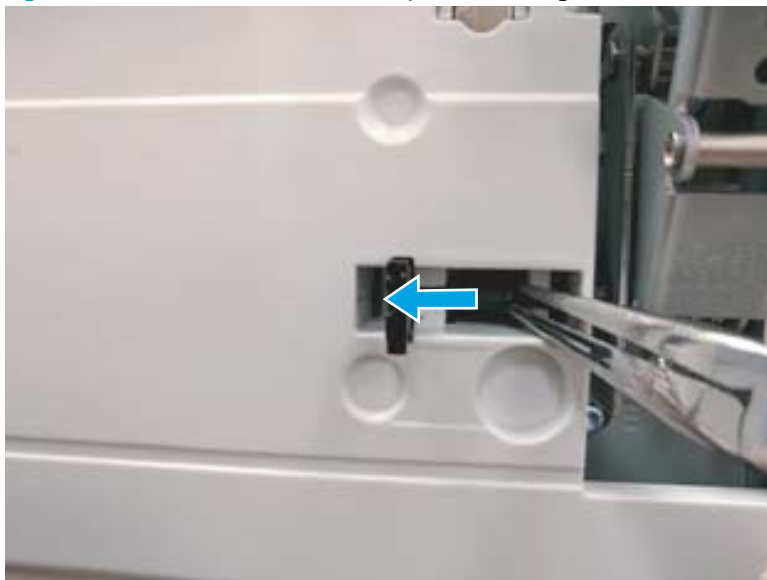
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-522 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

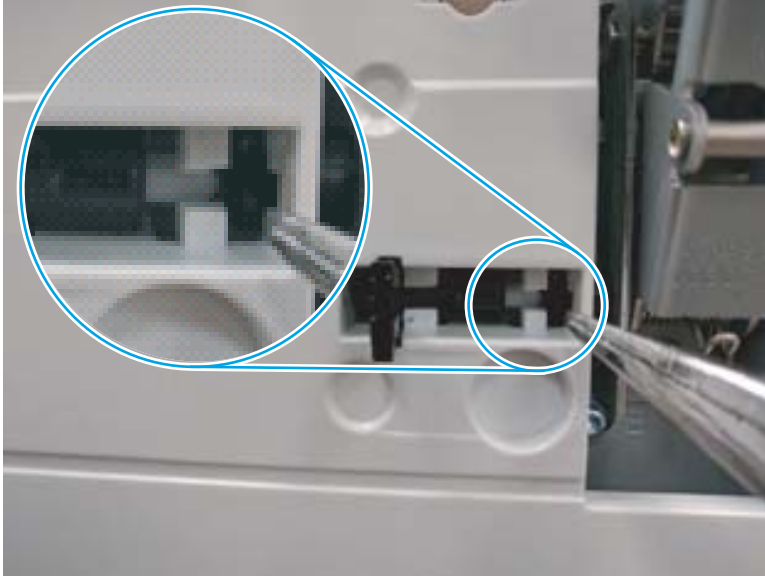
Figure 1-523 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

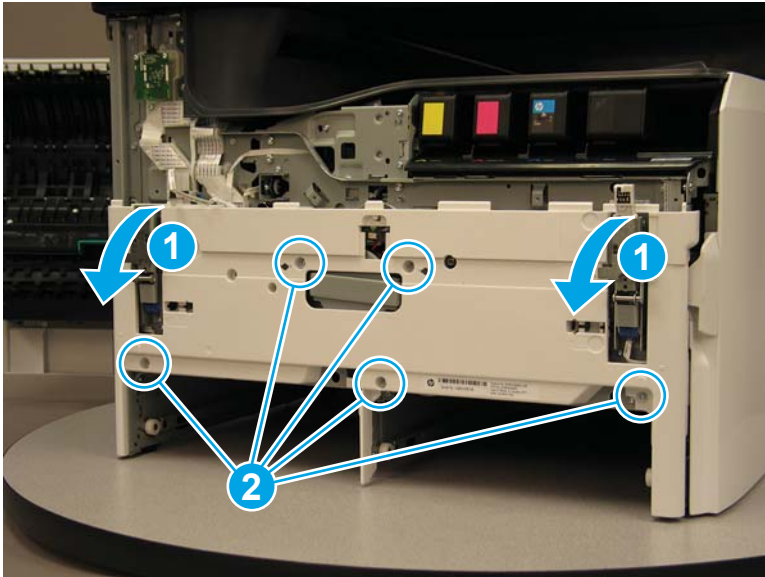
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-524 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-525 Remove five screws



9. Remove the cover.


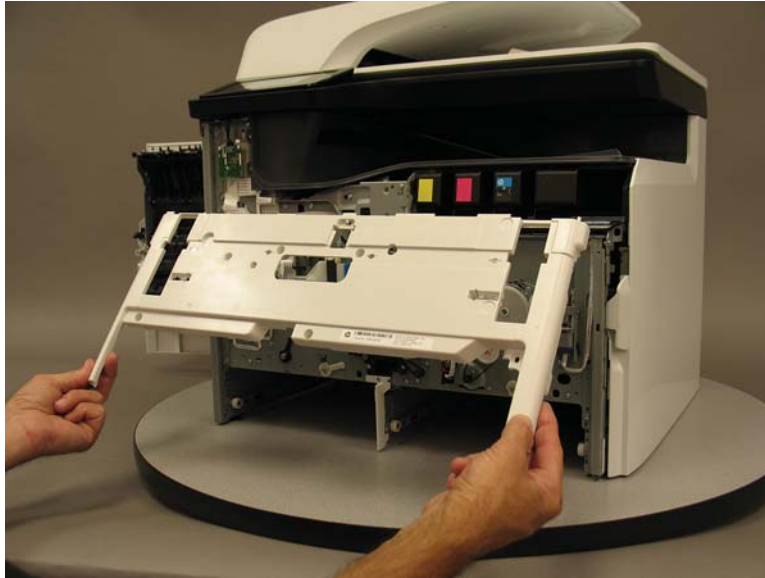
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-526 Remove the front lower cover

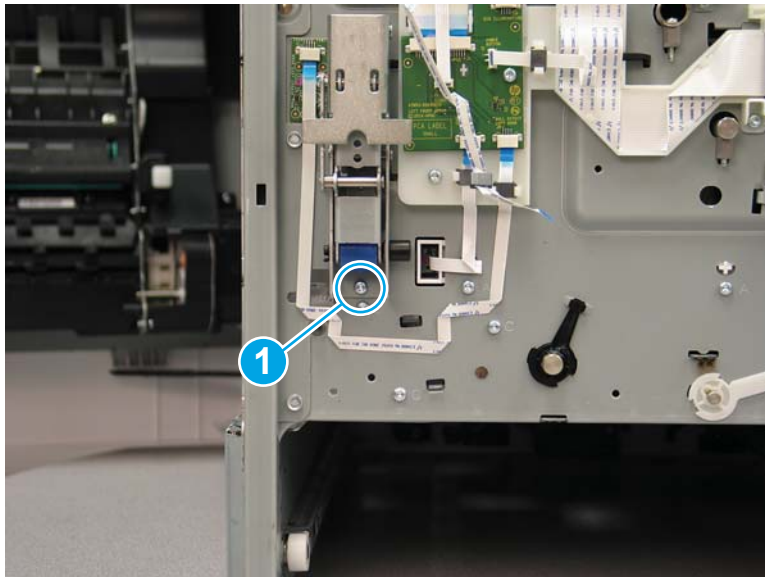


Step 5: Remove the left cartridge door hinge

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove one screw (callout 1).

Figure 1-527 Remove one screw



2. Slide the hinge up to remove it.


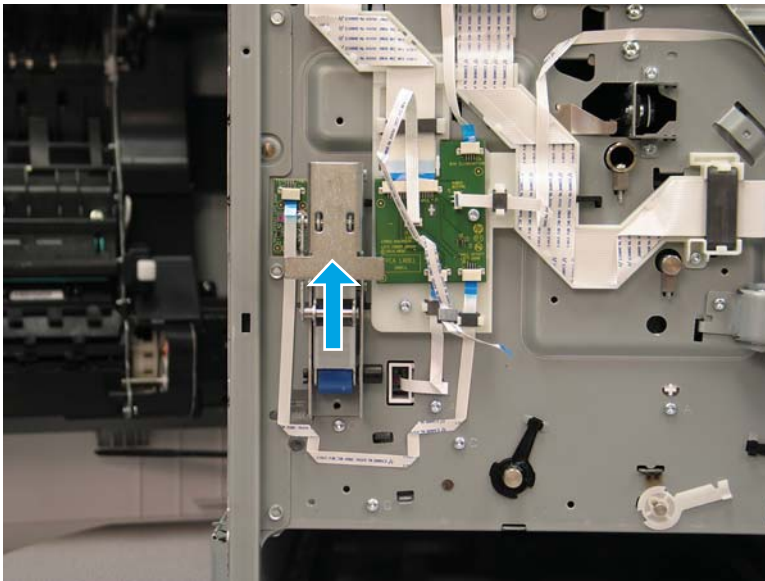

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-528 Remove the hinge





Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Feed motor encoder printed circuit assembly

- [Introduction](#)
- [Step 1: Remove the cartridge door](#)
- [Step 2: Remove the front tower cover](#)
- [Step 3: Remove the middle internal front cover](#)
- [Step 4: Remove the lower internal front cover](#)
- [Step 5: Remove the feed motor encoder PCA](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the feed motor encoder printed circuit assembly (PCA).

[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.


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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Feed motor encoder PCA part number	
A7W93-67018	Feed motor encoder PCA

Required tools

- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

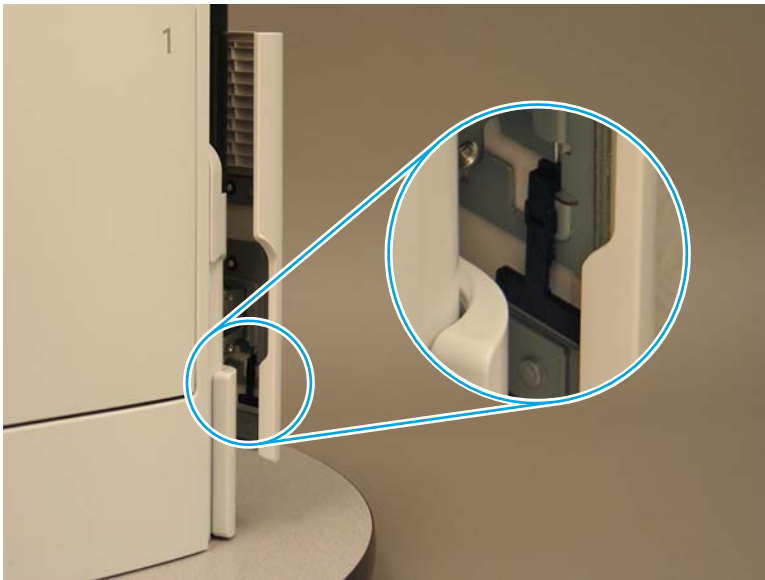
1. Open the cartridge door.

Figure 1-529 Open the cartridge door



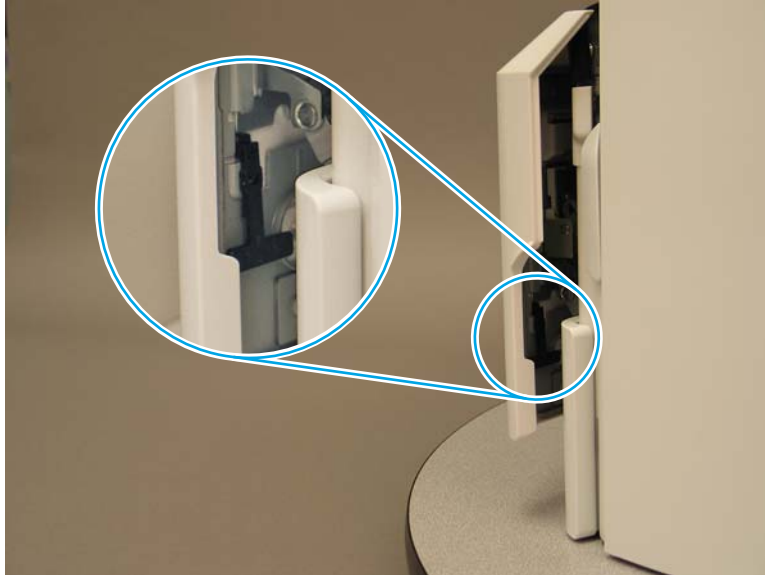
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-530 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-531 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-532 Remove the cartridge door



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

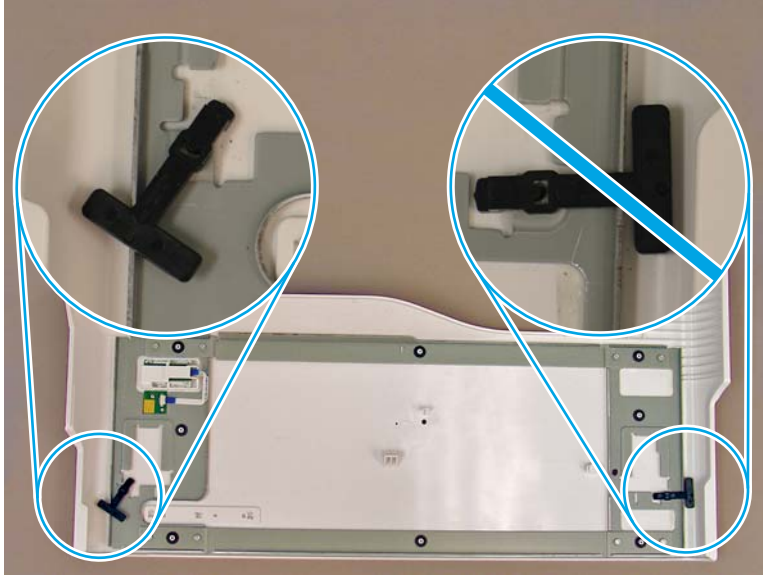
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

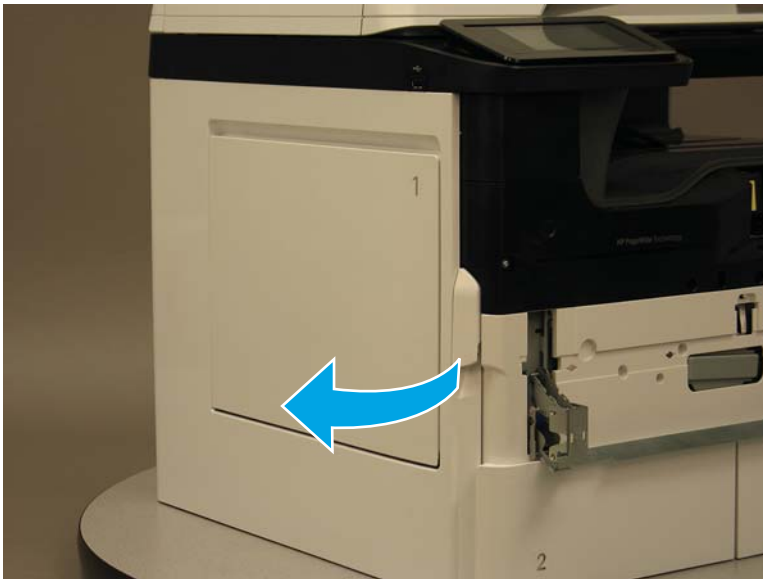
Figure 1-533 Preposition the retainers



Step 2: Remove the front tower cover

1. Open the left door.

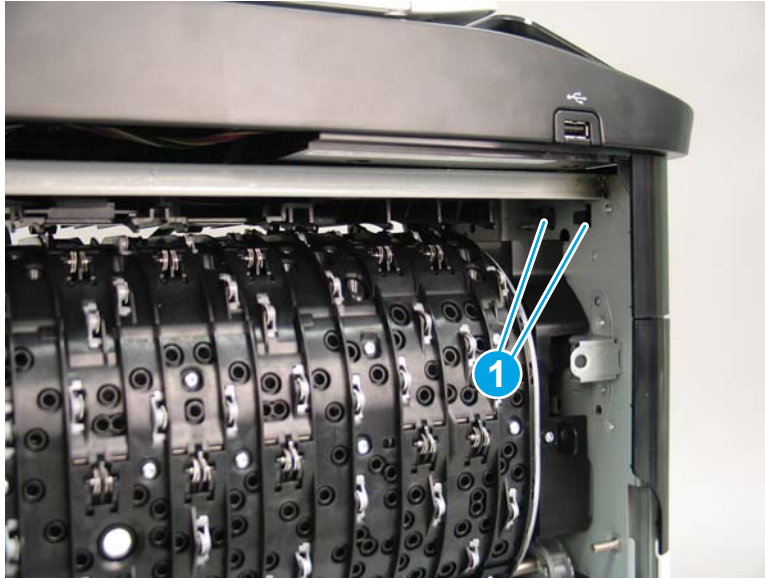
Figure 1-534 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-535 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-536 Release the front tower cover



4. Remove the cover.


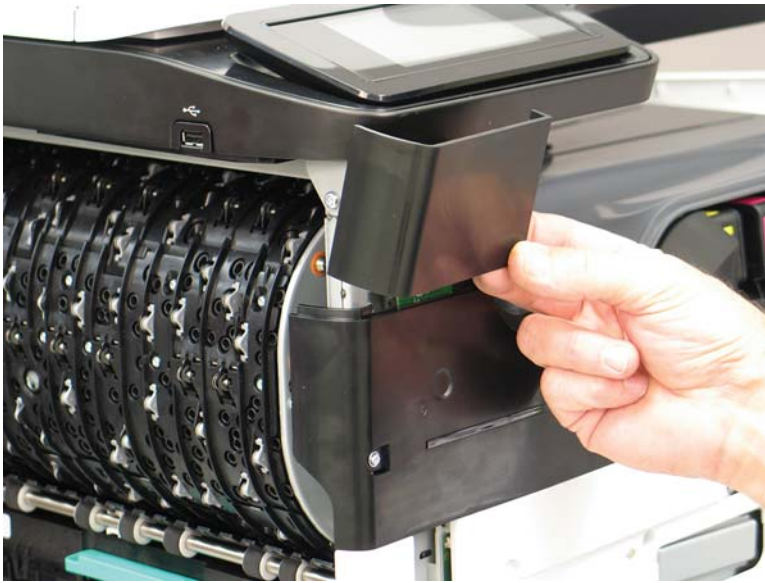
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-537 Remove the cover

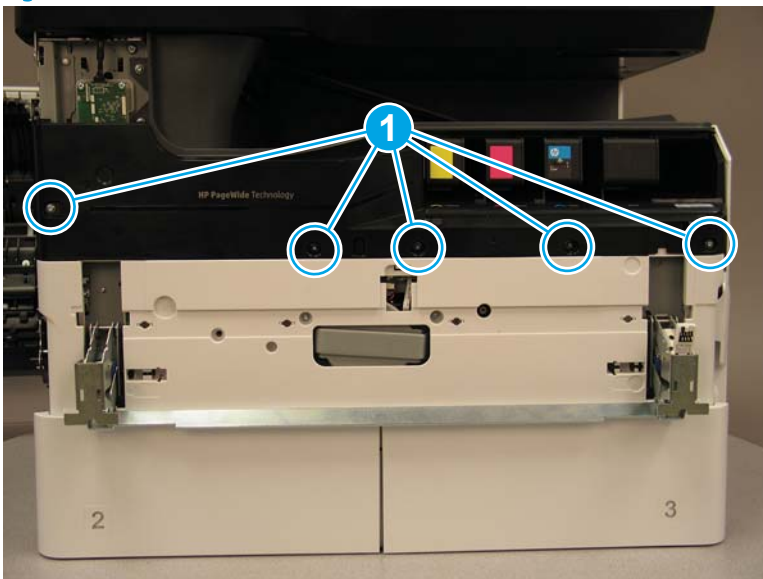


Step 3: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-538 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

Figure 1-539 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-540 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


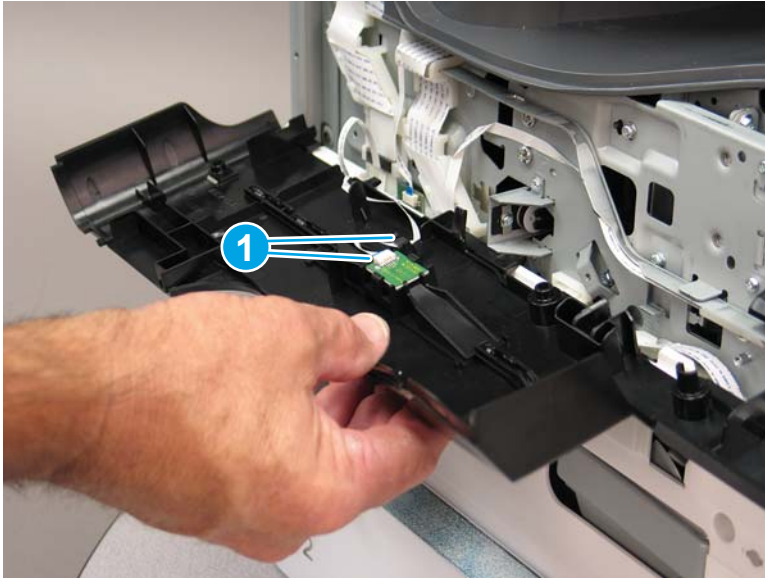
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-541 Remove the middle internal front cover

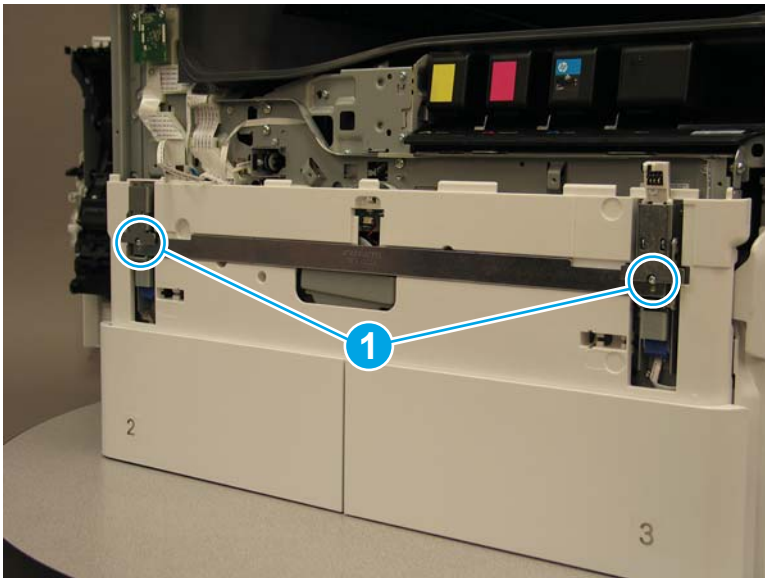


Step 4: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.
2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-542 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


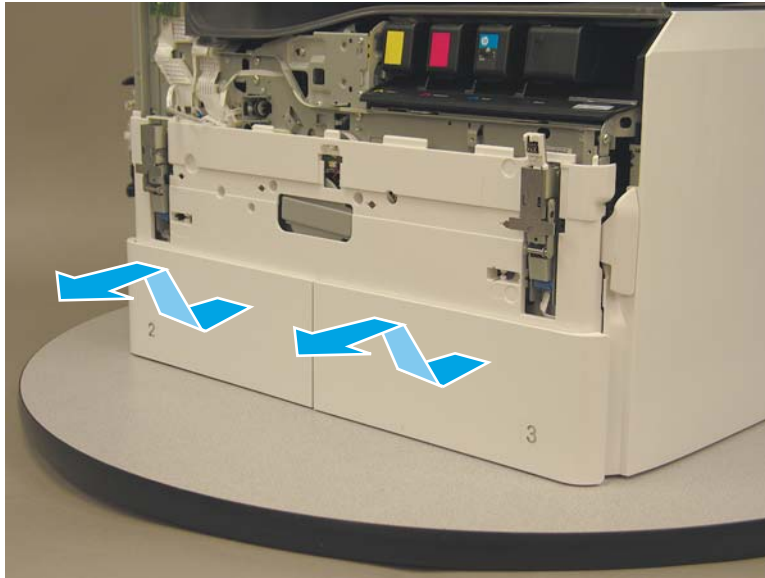
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-543 Remove the tray(s)



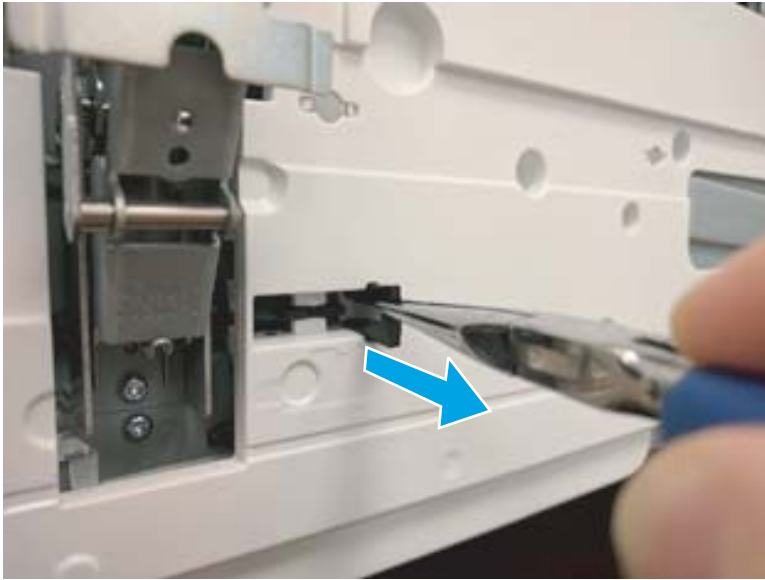
4. Locate the cover lock near one of the hinges.

Figure 1-544 Locate the cover lock feature



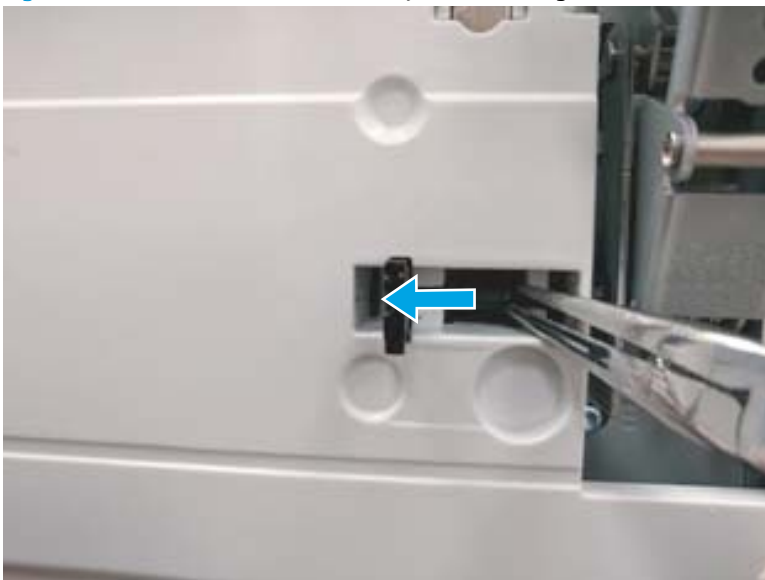
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-545 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

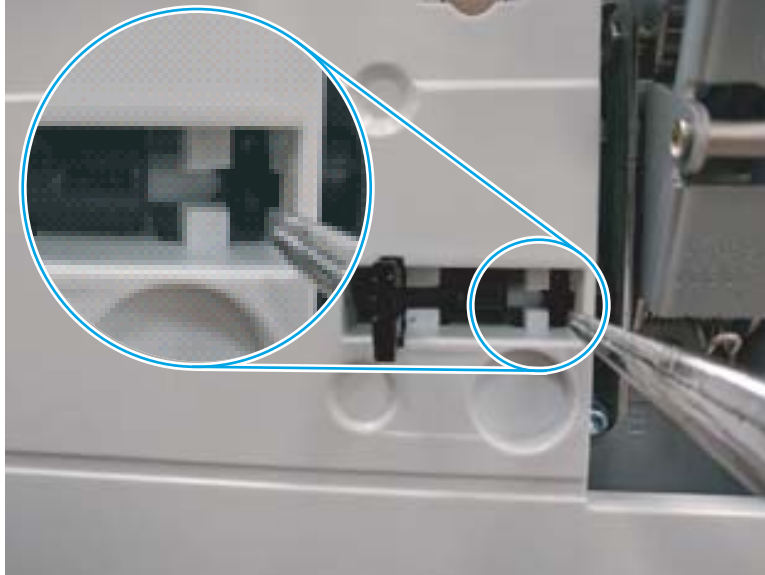
Figure 1-546 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

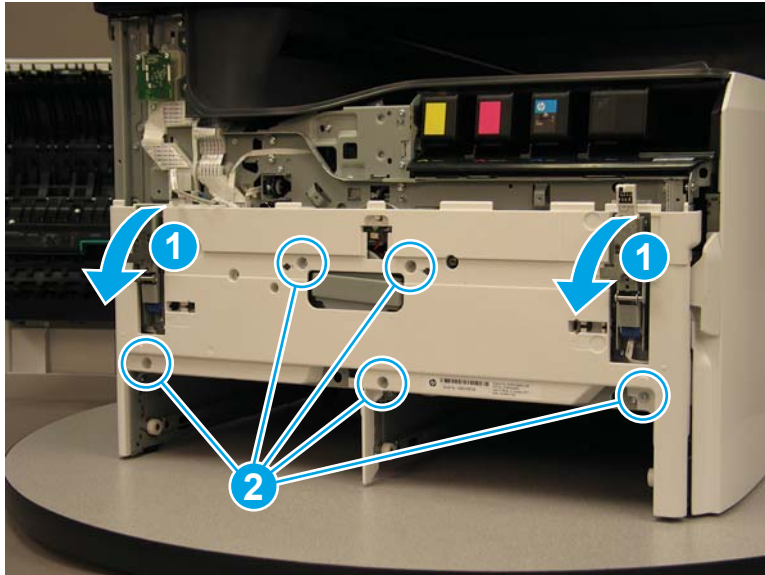
CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-547 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-548 Remove five screws



9. Remove the cover.


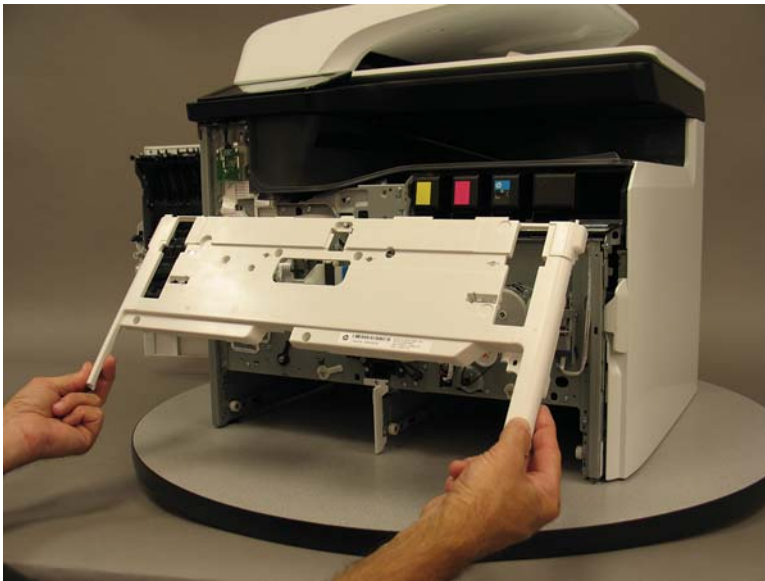
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

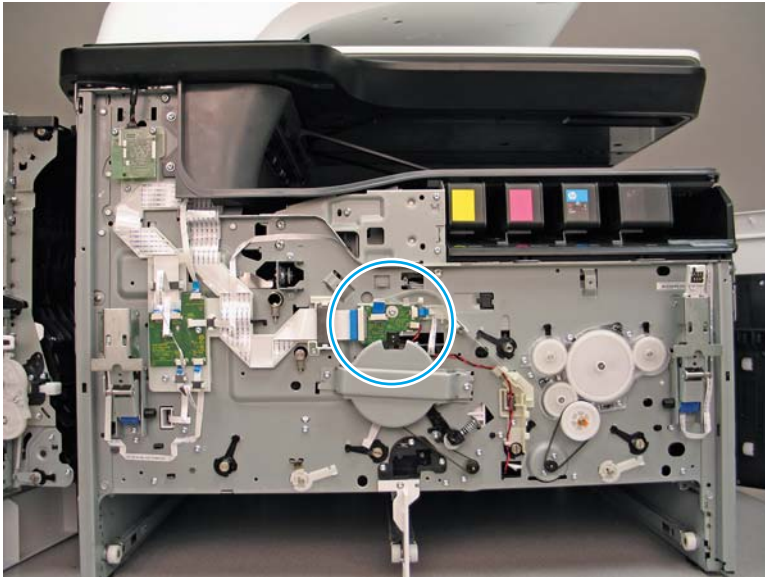
Figure 1-549 Remove the front lower cover



Step 5: Remove the feed motor encoder PCA

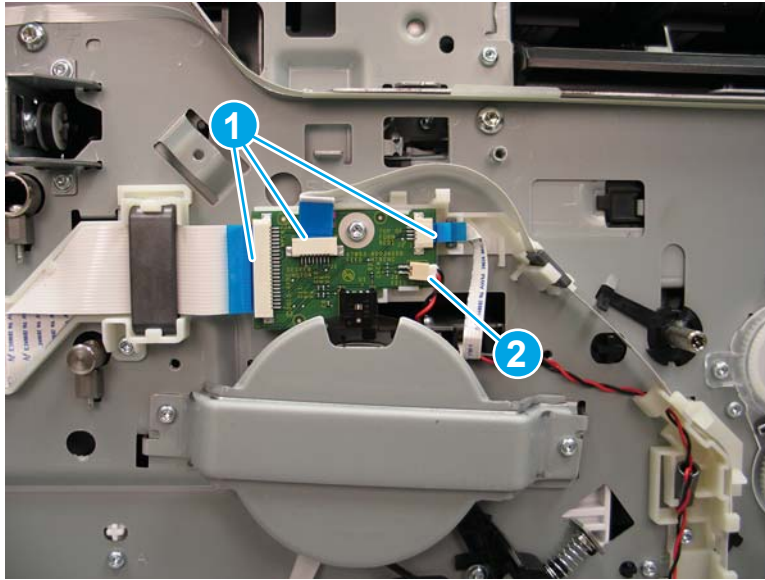
1. Locate the feed motor encoder PCA.

Figure 1-550 Locate the feed motor encoder PCA



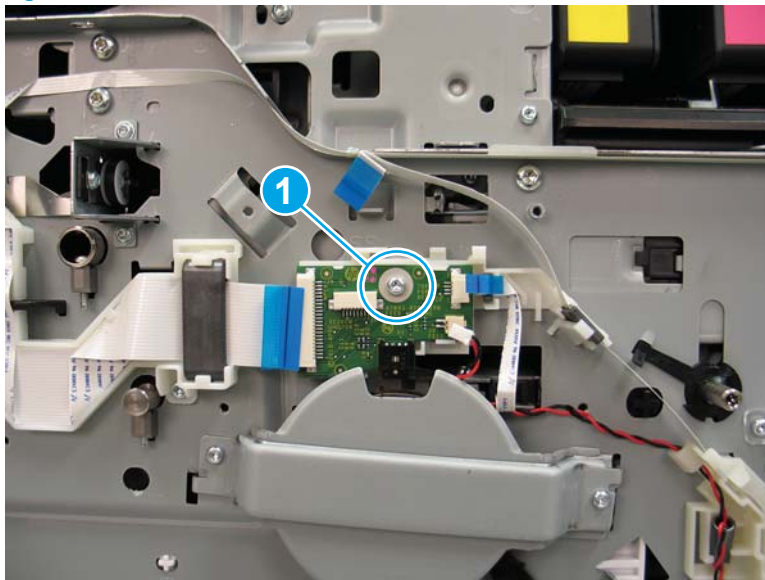
2. Disconnect three flat-flexible cables (FFCs) (callout 1), and one connector (callout 2).

Figure 1-551 Disconnect three FFCs and one connector



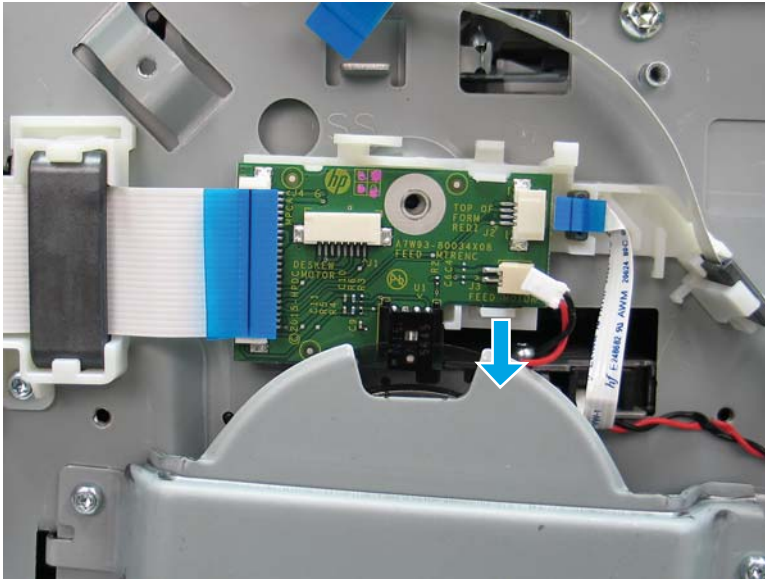
3. Remove one screw (callout 1).

Figure 1-552 Remove one screw



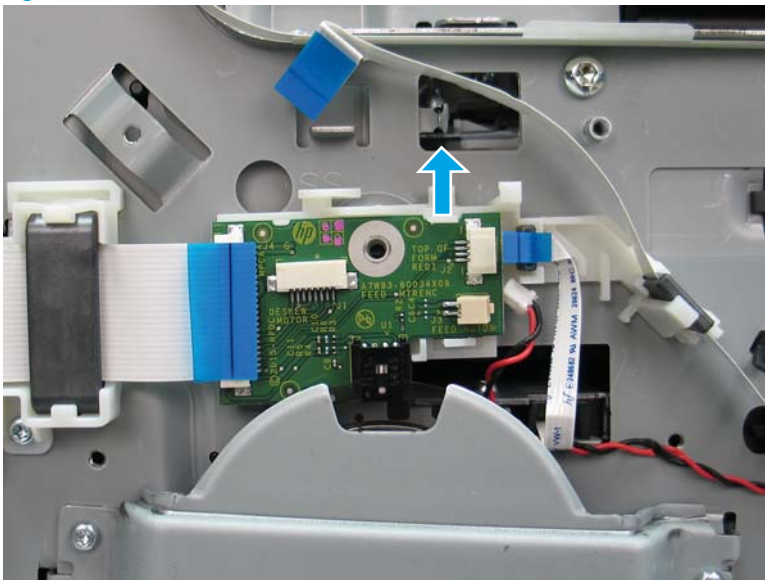
4. Release the lower right tab.

Figure 1-553 Release one tab



5. Release the upper right tab.

Figure 1-554 Release one tab



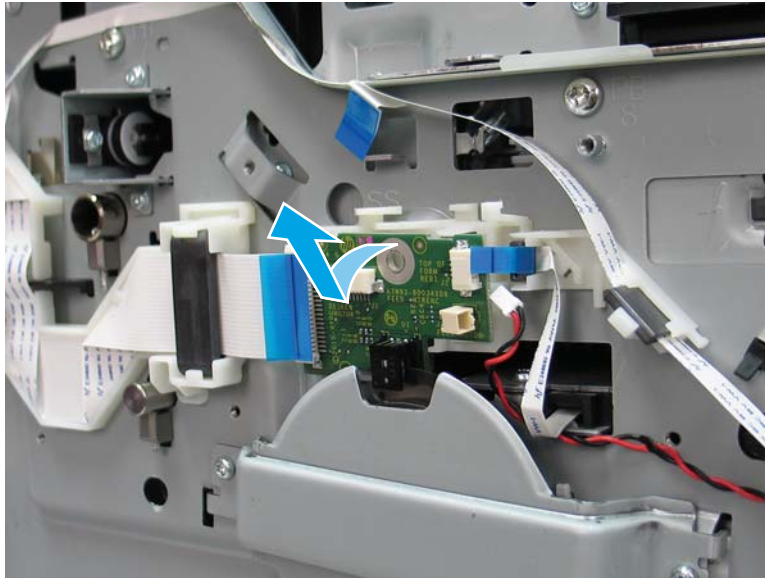
6. Rotate the top of the PCA away from the printer, and then lift it up to remove it.

CAUTION: Do not damage the encoder wheel when removing or installing the PCA.

IMPORTANT: When the PCA is reinstalled, make sure that the feed encoder wheel is positioned in the encoder sensor on the PCA. The sensor body (at the bottom of the PCA) straddles the encoder wheel when the PCA is correctly installed.

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

Figure 1-555 Remove the PCA




Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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


2. Unpack the replacement part from the packaging.

CAUTION:  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Feed motor assembly

- [Introduction](#)
- [Step 1: Remove the cartridge door](#)
- [Step 2: Remove the front tower cover](#)
- [Step 3: Remove the middle internal front cover](#)
- [Step 4: Remove the lower internal front cover](#)
- [Step 5: Remove the feed motor assembly](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the feed motor.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Feed motor part number	
A7W93-67071	Feed motor
NOTE: Includes belt and tensioner assembly.	

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

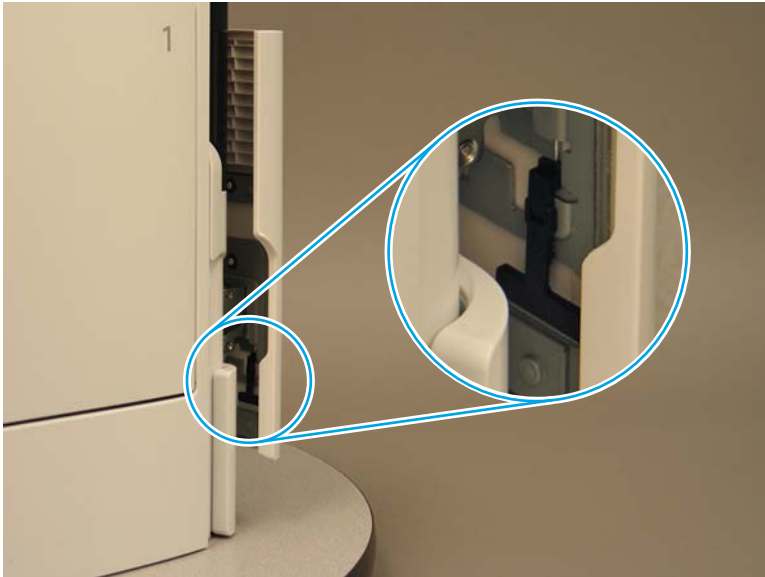
1. Open the cartridge door.

Figure 1-556 Open the cartridge door



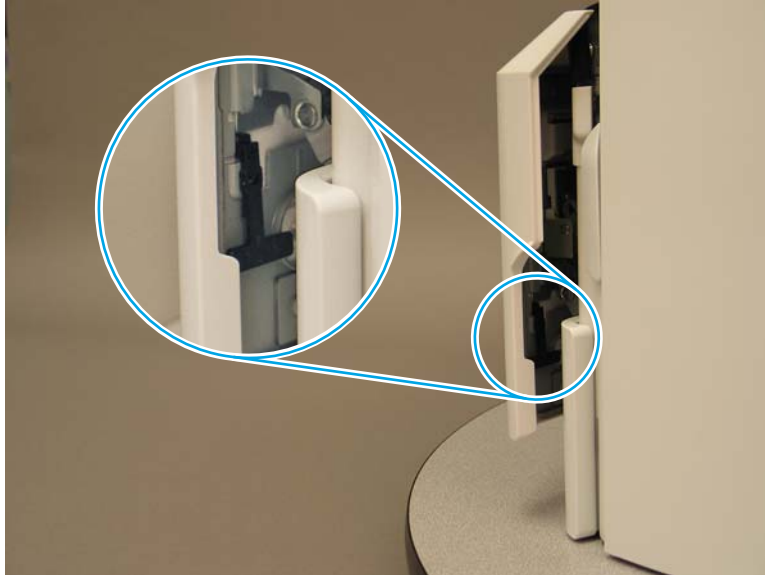
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-557 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-558 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-559 Remove the cartridge door



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

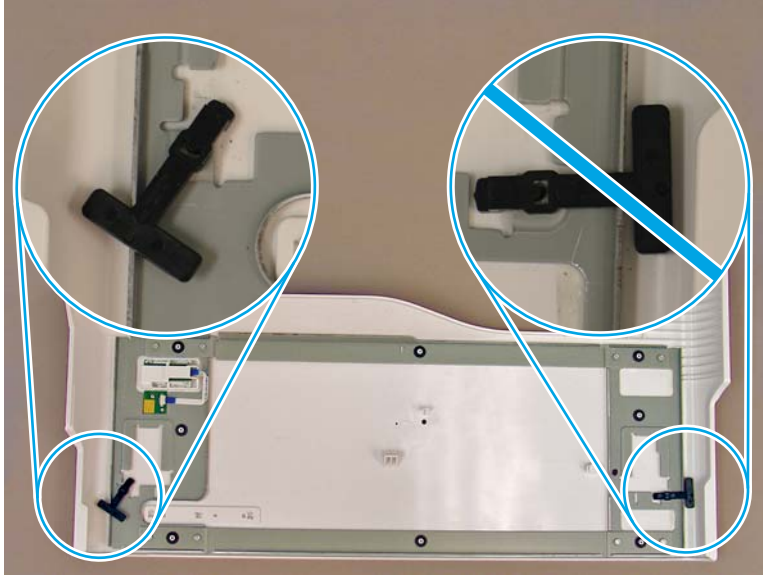
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

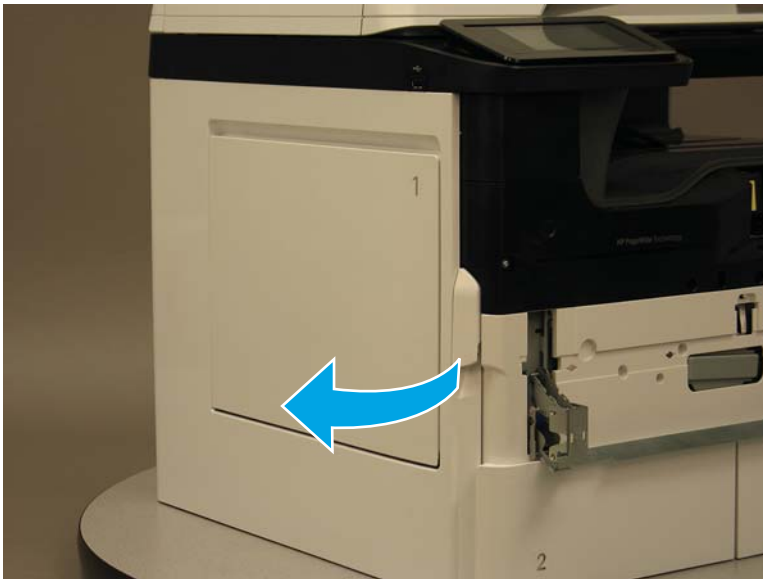
Figure 1-560 Preposition the retainers



Step 2: Remove the front tower cover

1. Open the left door.

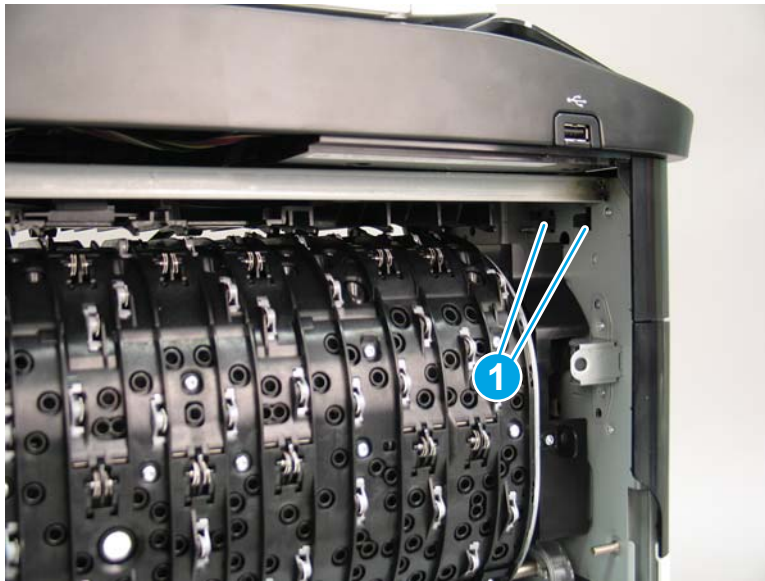
Figure 1-561 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-562 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-563 Release the front tower cover



4. Remove the cover.


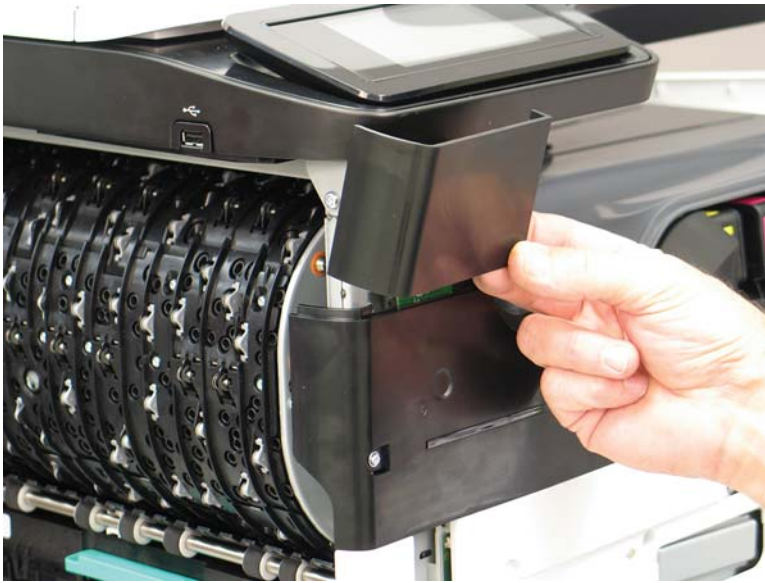
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-564 Remove the cover

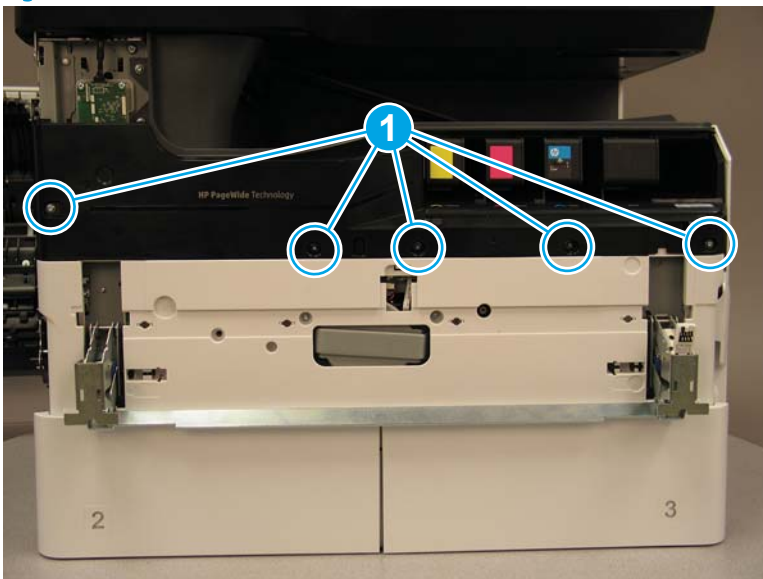


Step 3: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-565 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

Figure 1-566 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-567 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


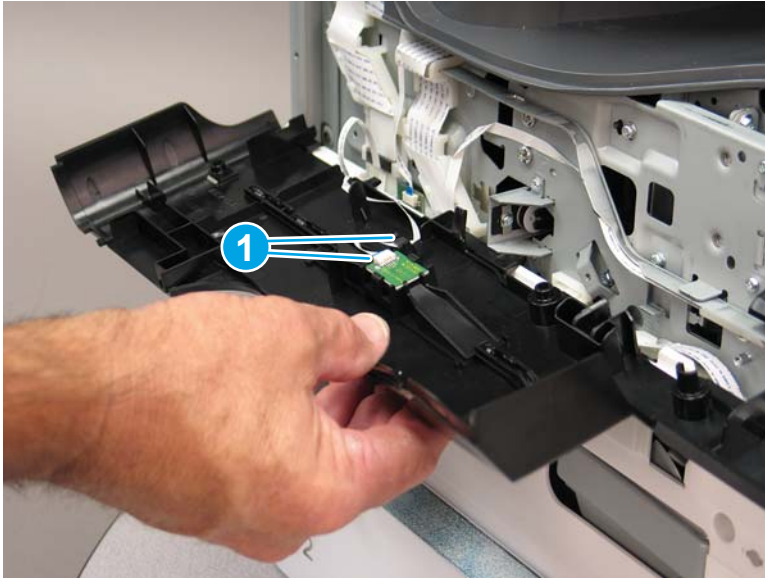
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-568 Remove the middle internal front cover

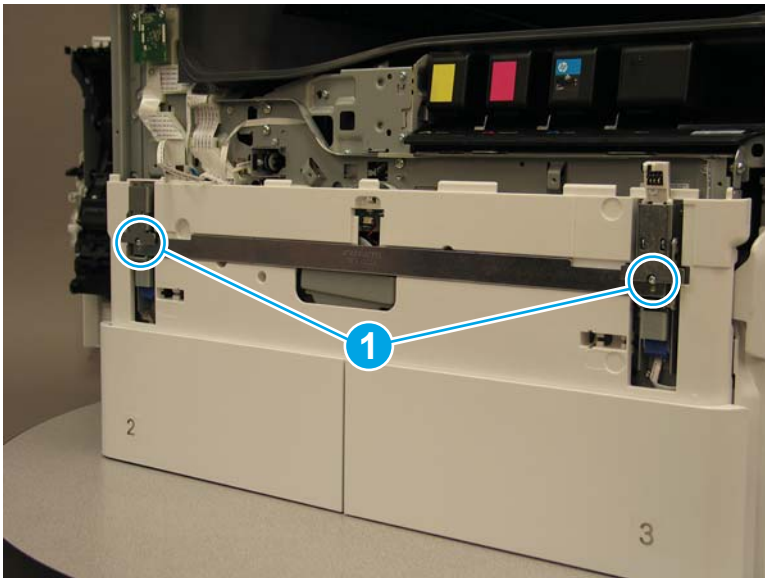


Step 4: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.
2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-569 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


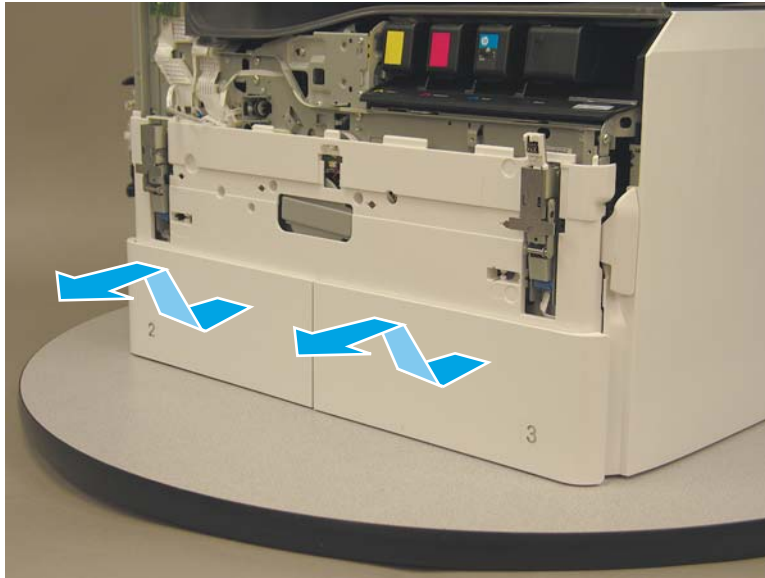
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-570 Remove the tray(s)



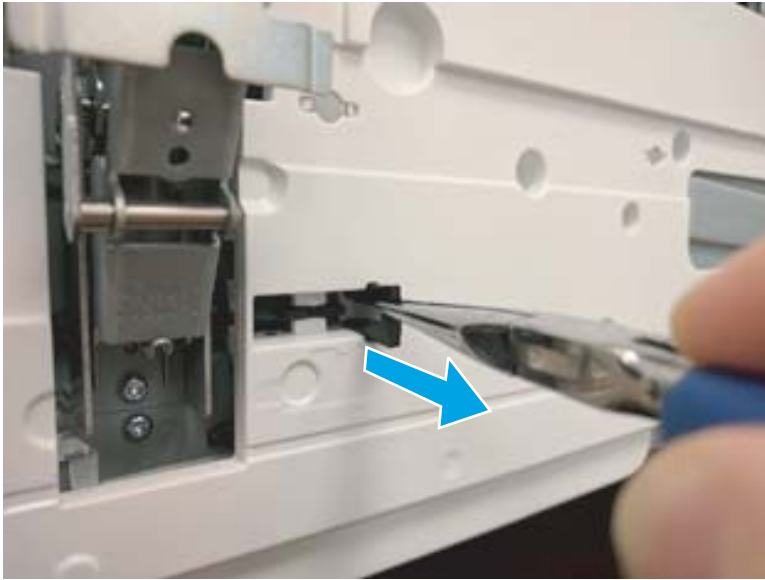
4. Locate the cover lock near one of the hinges.

Figure 1-571 Locate the cover lock feature



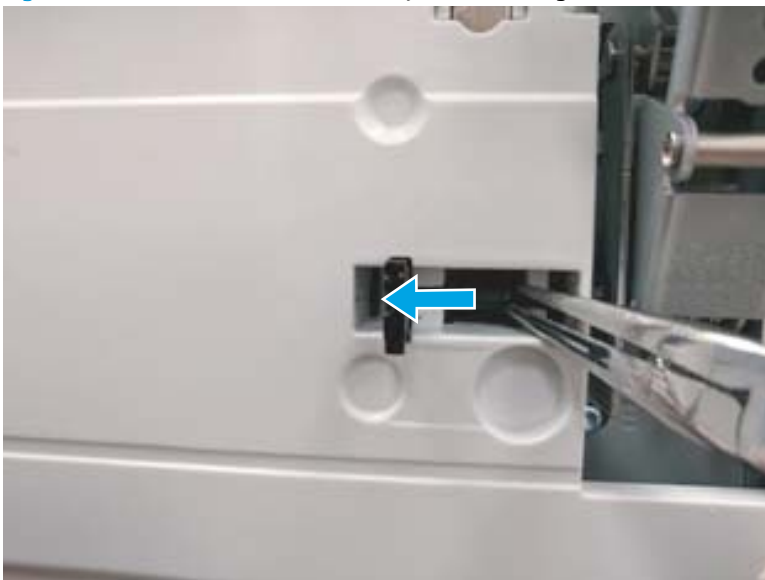
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-572 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

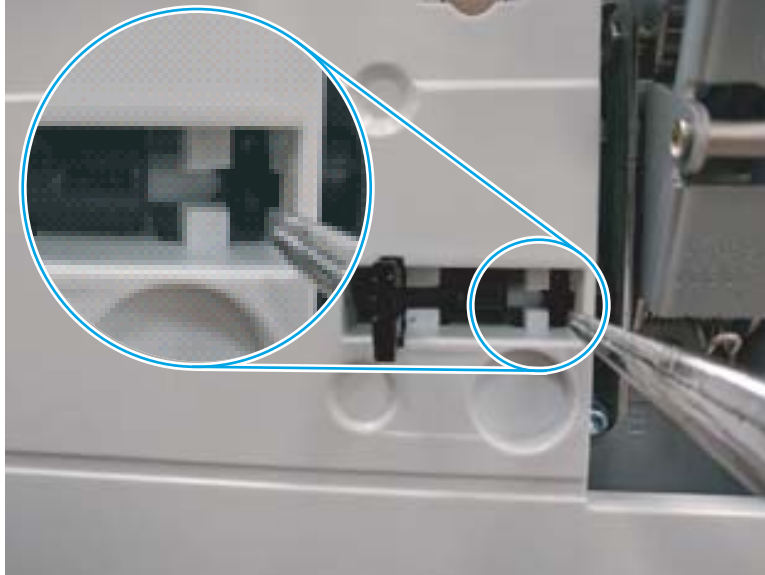
Figure 1-573 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

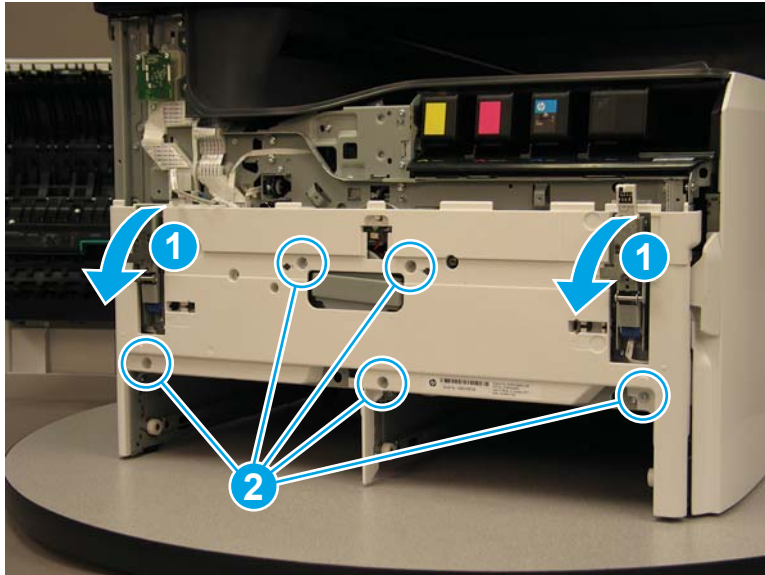
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-574 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-575 Remove five screws



9. Remove the cover.


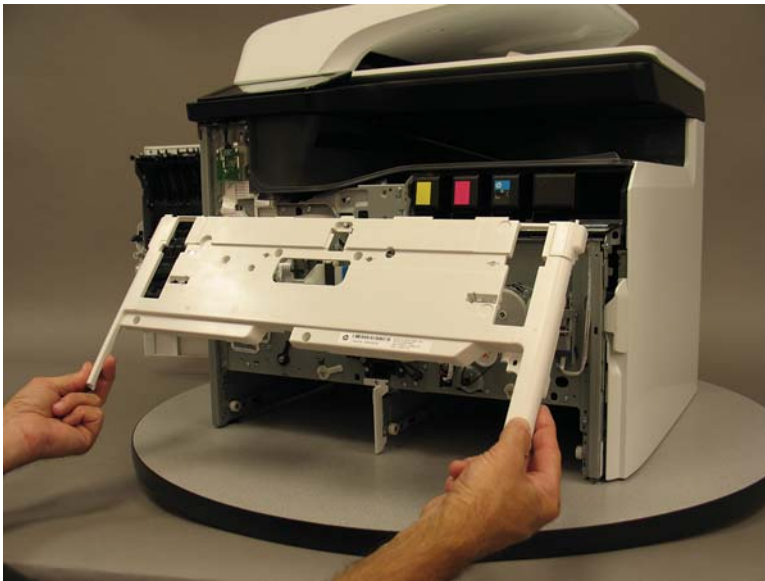
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

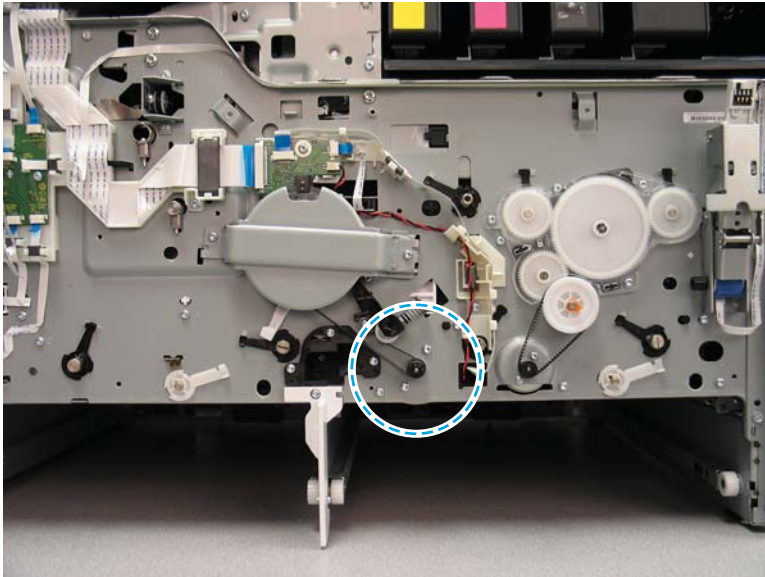
Figure 1-576 Remove the front lower cover



Step 5: Remove the feed motor assembly

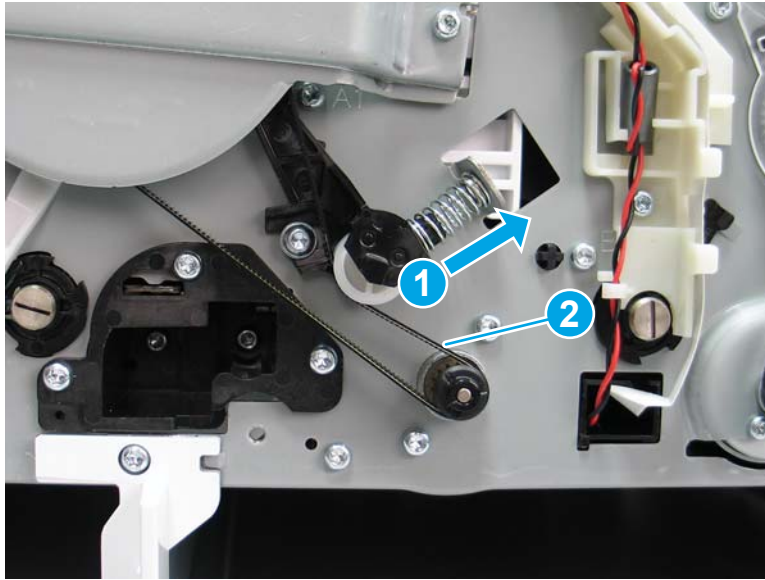
1. Locate the feed motor assembly.

Figure 1-577 Locate the feed motor assembly



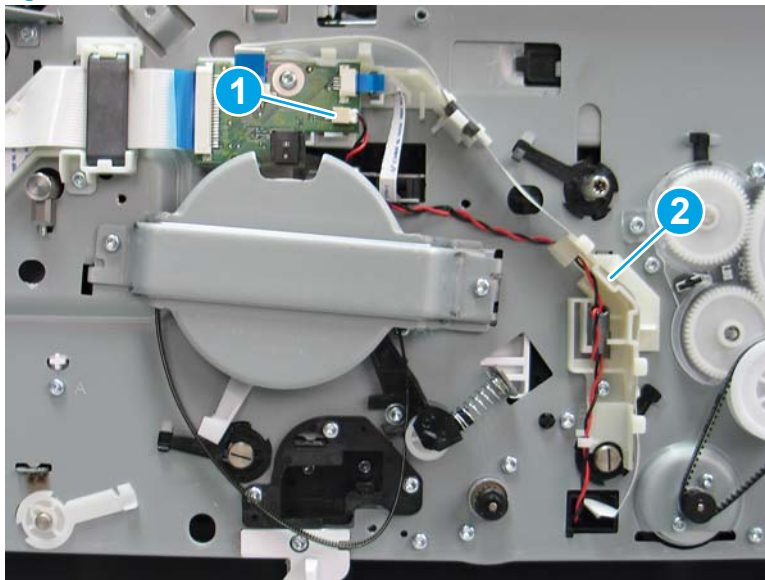
2. Push up on the belt tension assembly (callout 1), and then release the drive belt from the gear (callout 2).

Figure 1-578 Release the drive belt



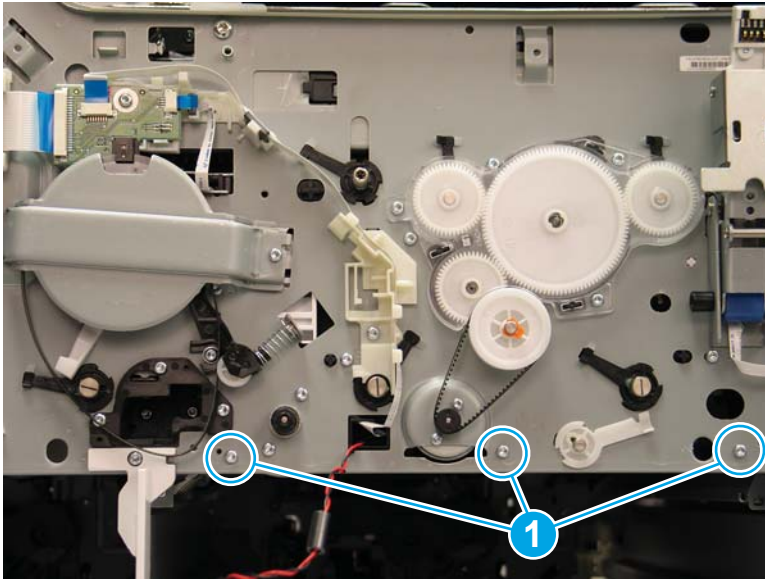
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-579 Disconnect one connector



4. Remove three screws (callout 1).

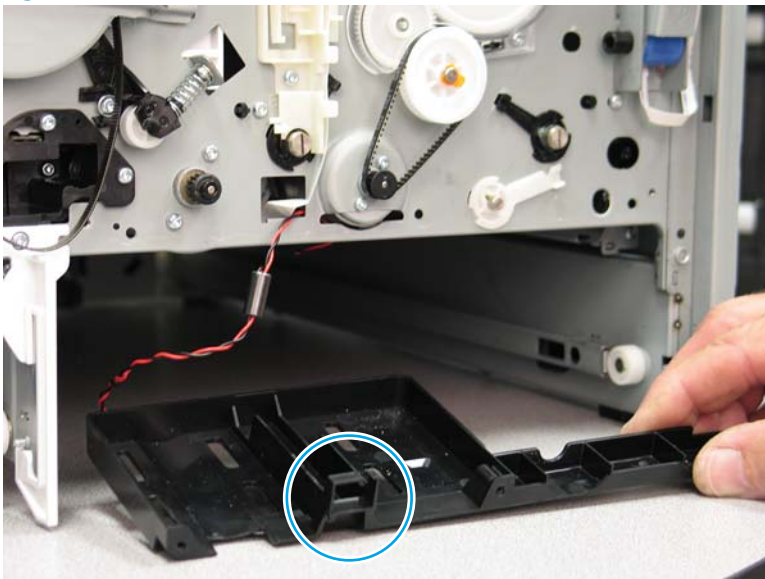
Figure 1-580 Remove three screws



5. Reach up inside the tray cavity, and then remove the motor cover.

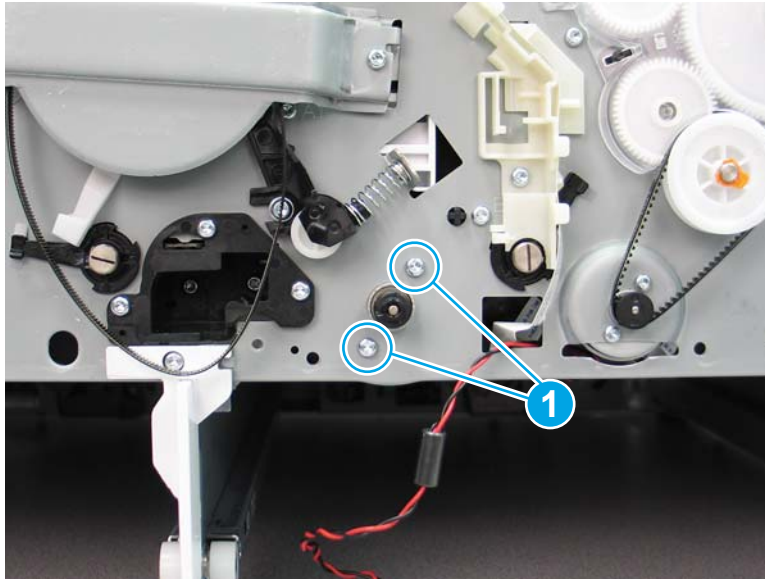
 **NOTE:** Release the wire harness from the cover to remove it.

Figure 1-581 Remove the cover



6. Remove two screws (callout 1).

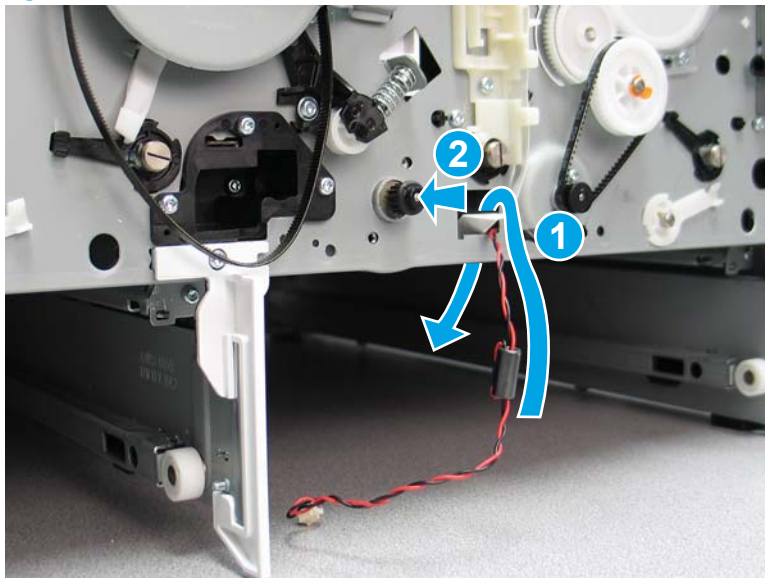
Figure 1-582 Remove two screws



7. Pass the wire harness through the opening in the chassis (callout 1), and then push the motor (callout 1) into the tray cavity to release it.

 **NOTE:** The motor casing is press fitted into the hole in the chassis. It might take considerable force to release the motor.

Figure 1-583 Release the motor



8. Remove the feed motor assembly.


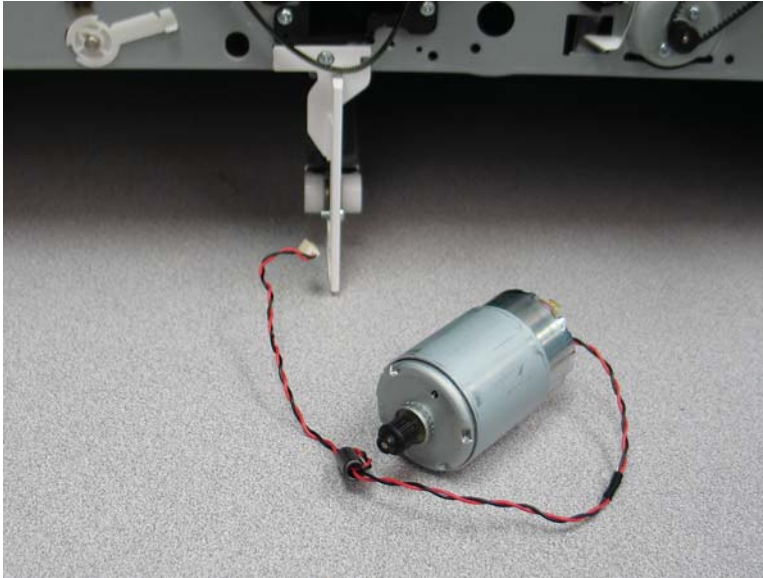

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-584 Remove the motor





Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Deskew front drive assembly

- [Introduction](#)
- [Step 1: Remove the cartridge door](#)
- [Step 2: Remove the front tower cover](#)
- [Step 3: Remove the middle internal front cover](#)
- [Step 4: Remove the lower internal front cover](#)
- [Step 5: Remove the deskew front drive assembly](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the deskew front drive assembly.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Deskew front drive assembly part number	
A7W93-67050	Deskew front drive assembly

Required tools

- #10 TORX driver with a magnetized tip
- #8 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

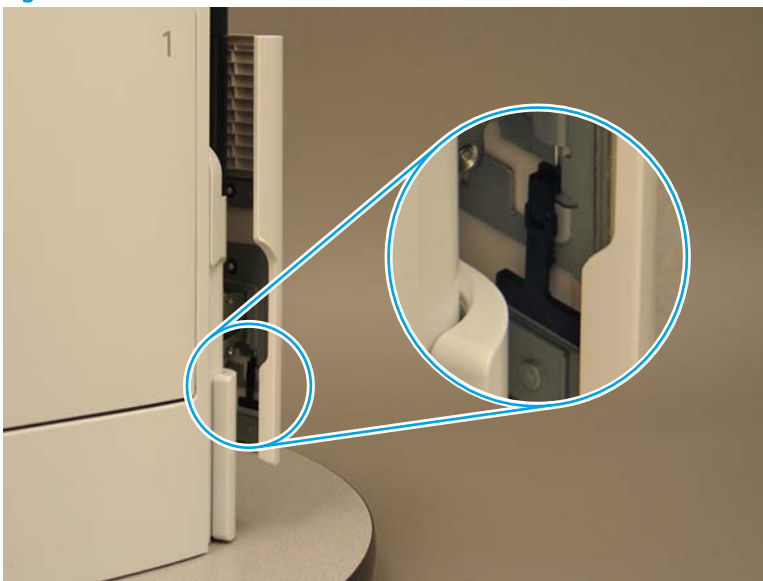
1. Open the cartridge door.

Figure 1-585 Open the cartridge door



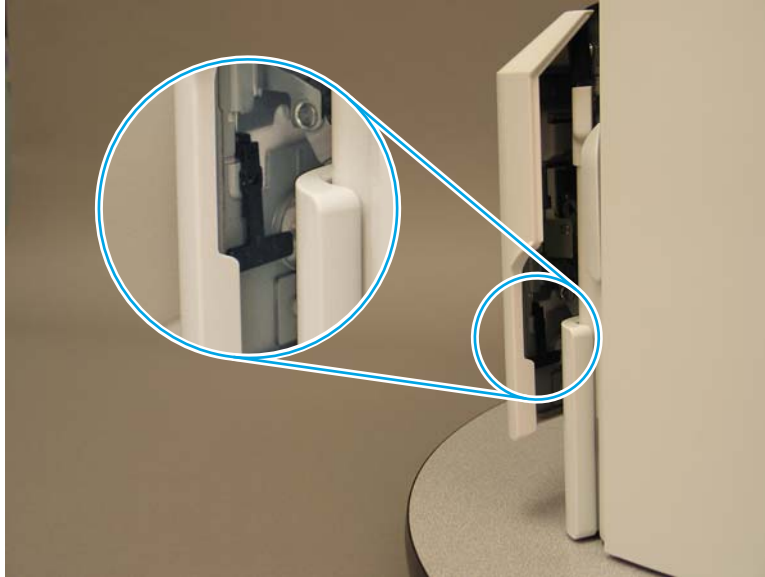
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-586 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-587 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-588 Remove the cartridge door



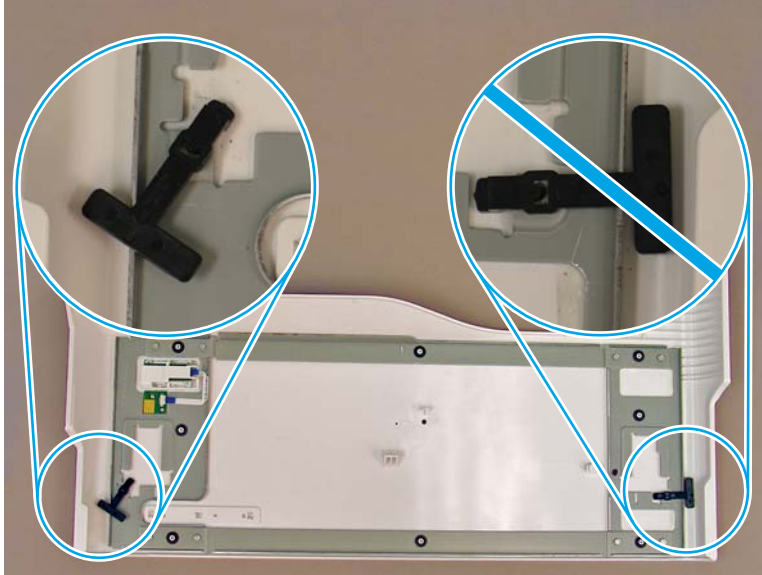
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.

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

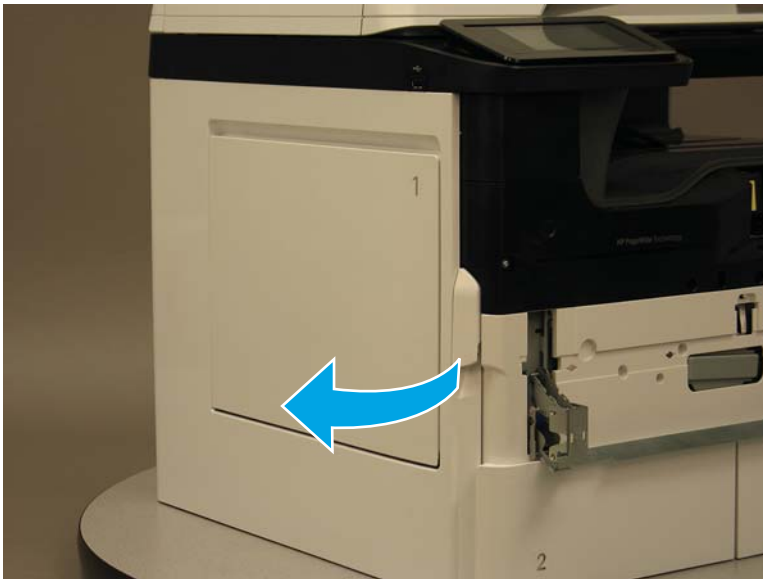
Figure 1-589 Preposition the retainers



Step 2: Remove the front tower cover

1. Open the left door.

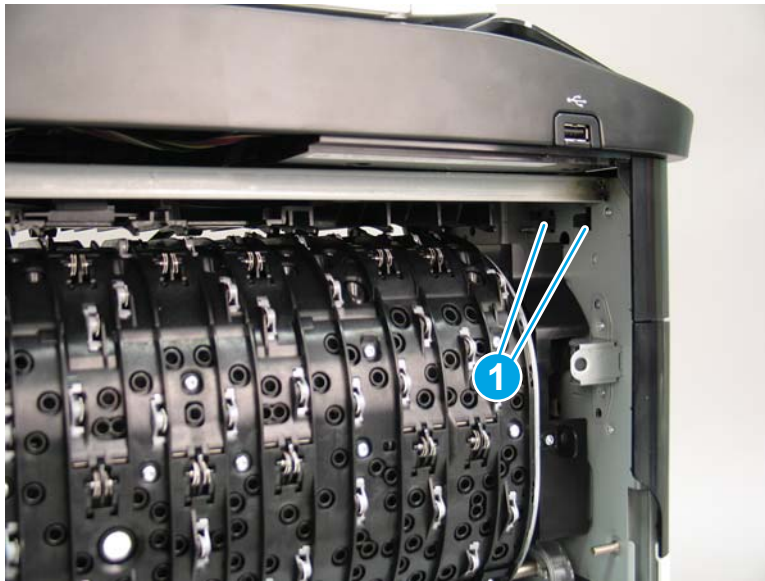
Figure 1-590 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-591 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-592 Release the front tower cover



4. Remove the cover.


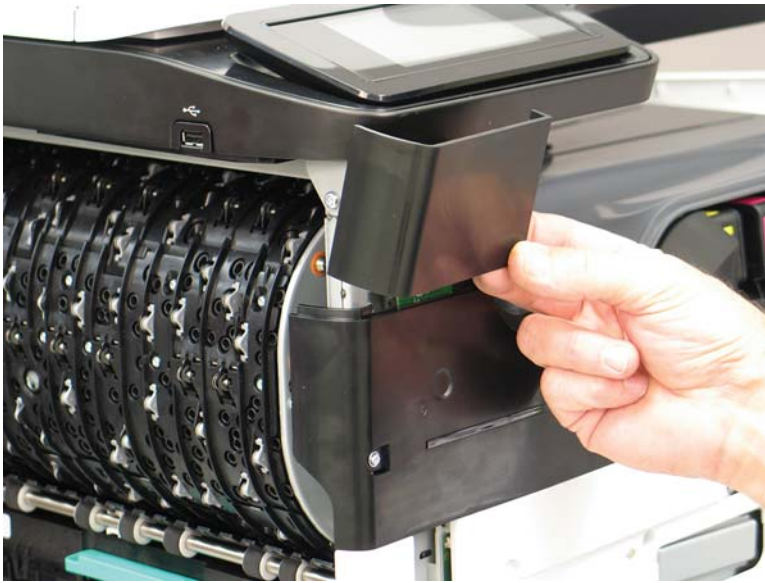
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-593 Remove the cover

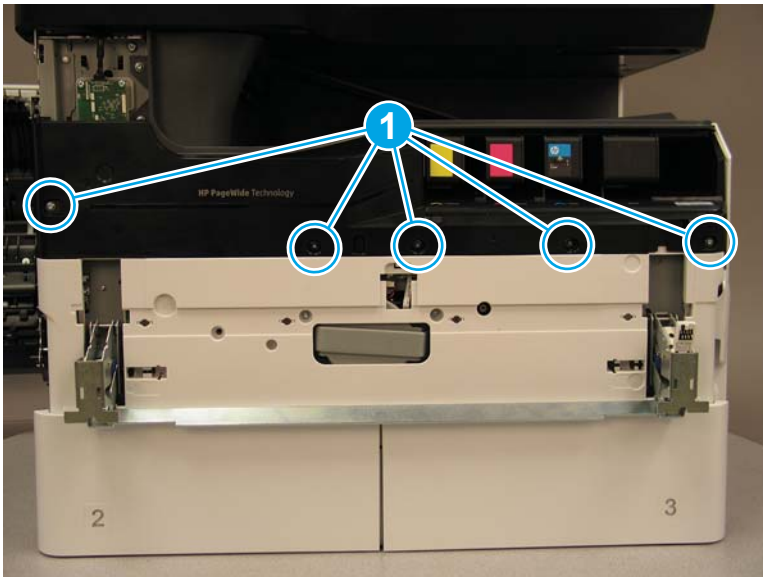


Step 3: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-594 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

Figure 1-595 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-596 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


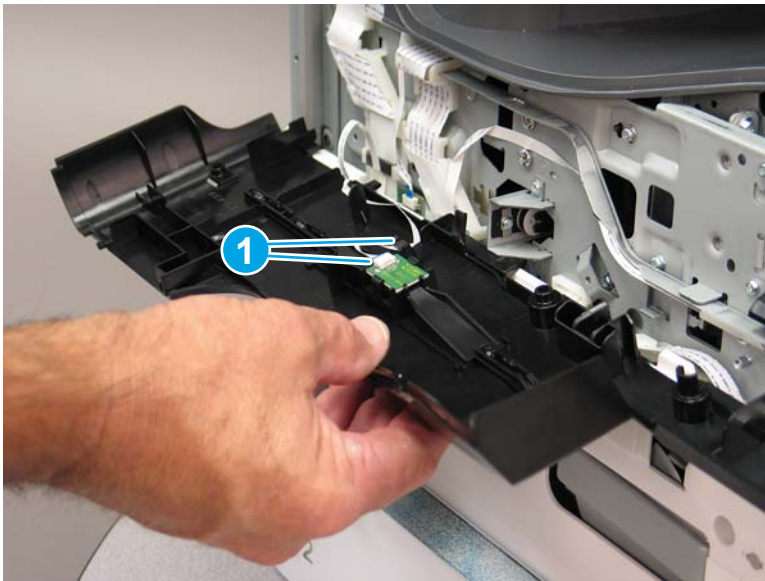
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-597 Remove the middle internal front cover

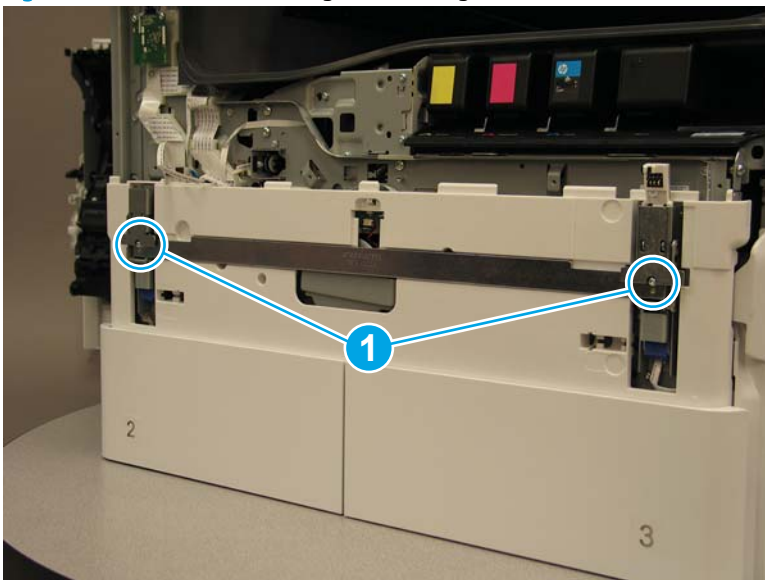


Step 4: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.
2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-598 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


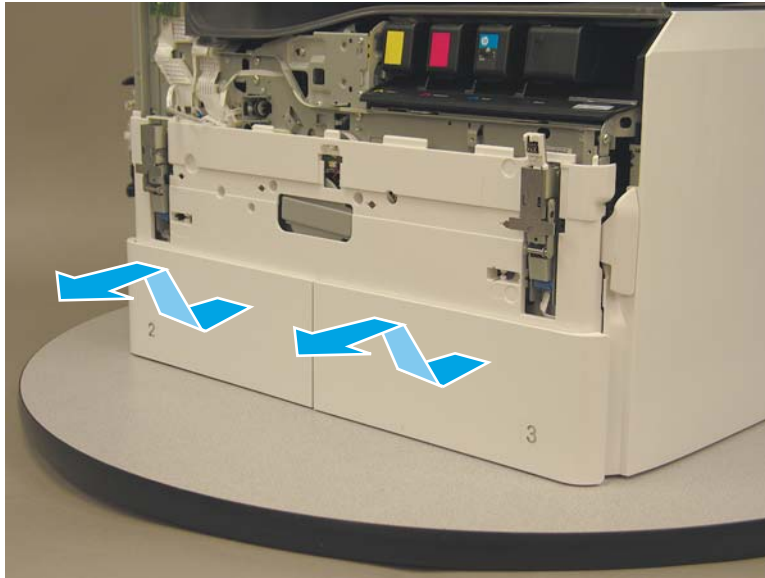
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-599 Remove the tray(s)



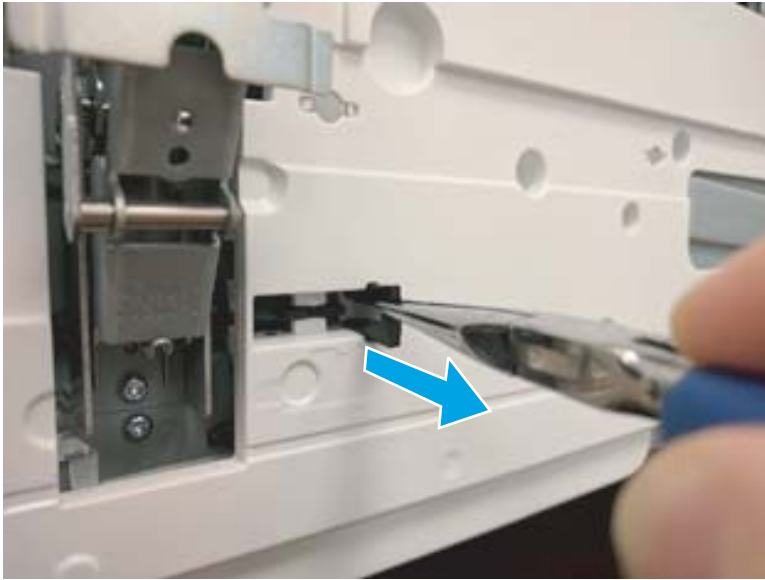
4. Locate the cover lock near one of the hinges.

Figure 1-600 Locate the cover lock feature



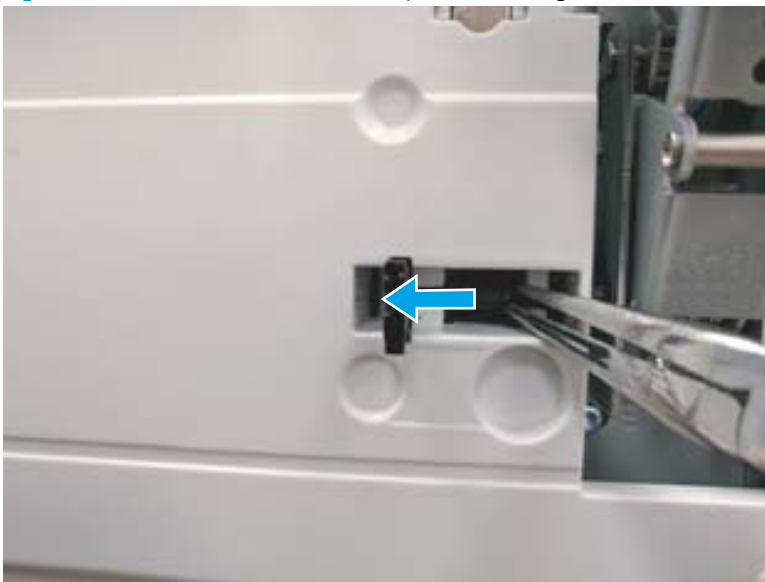
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-601 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

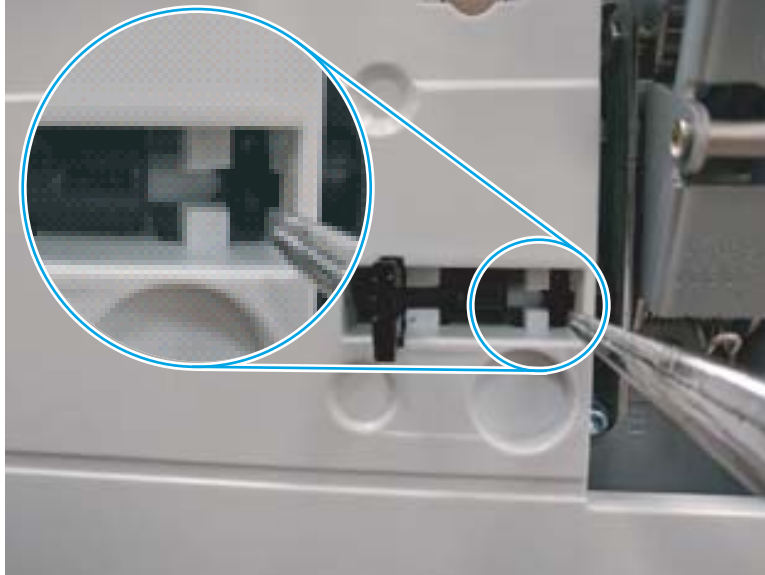
Figure 1-602 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

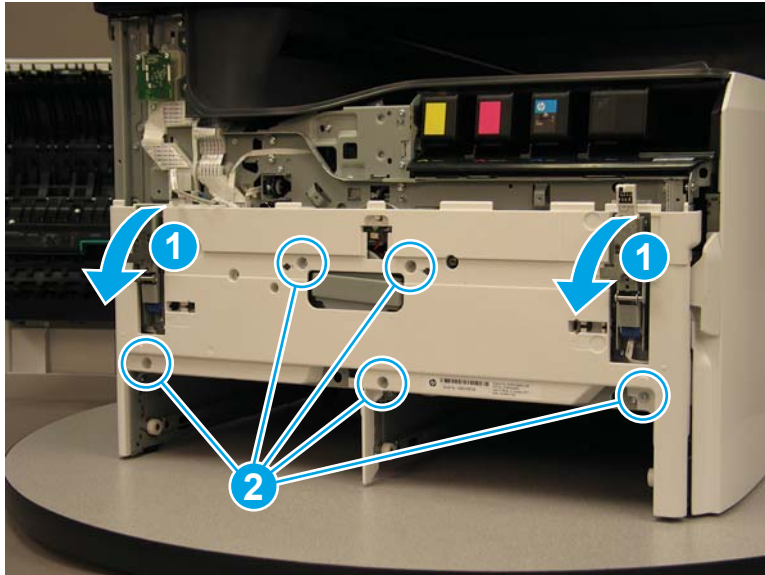
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-603 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-604 Remove five screws



9. Remove the cover.


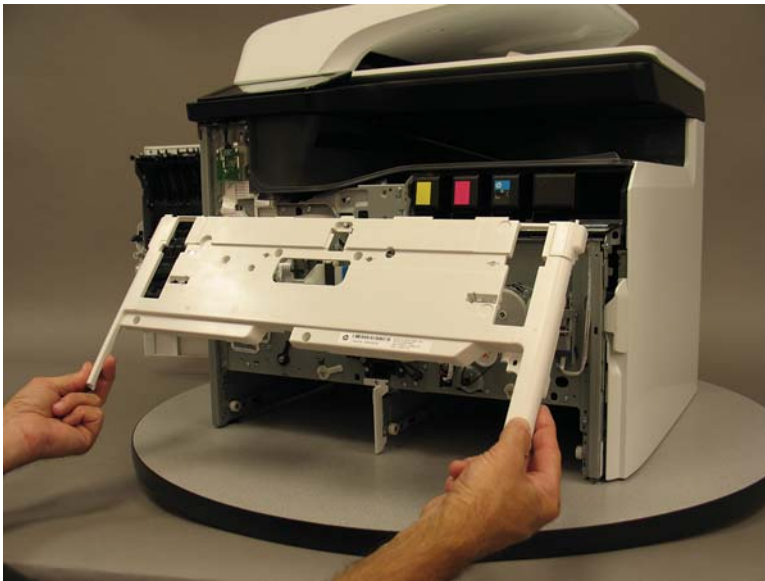
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

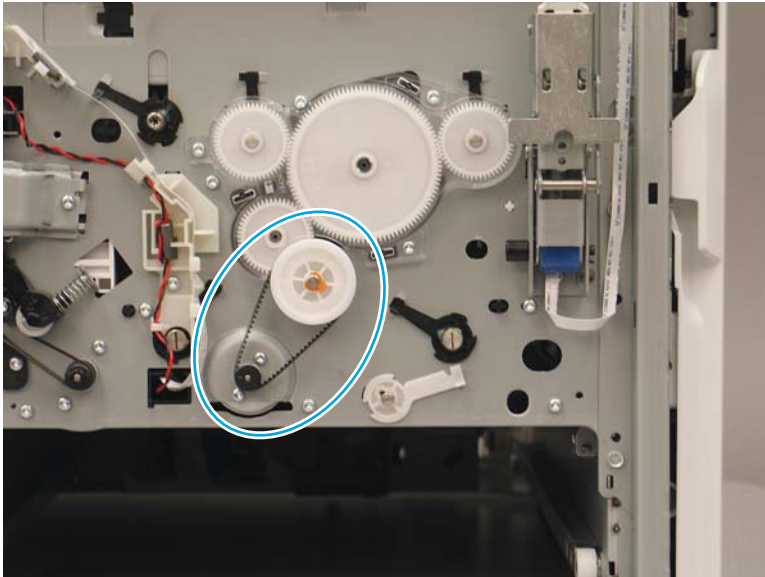
Figure 1-605 Remove the front lower cover



Step 5: Remove the deskew front drive assembly

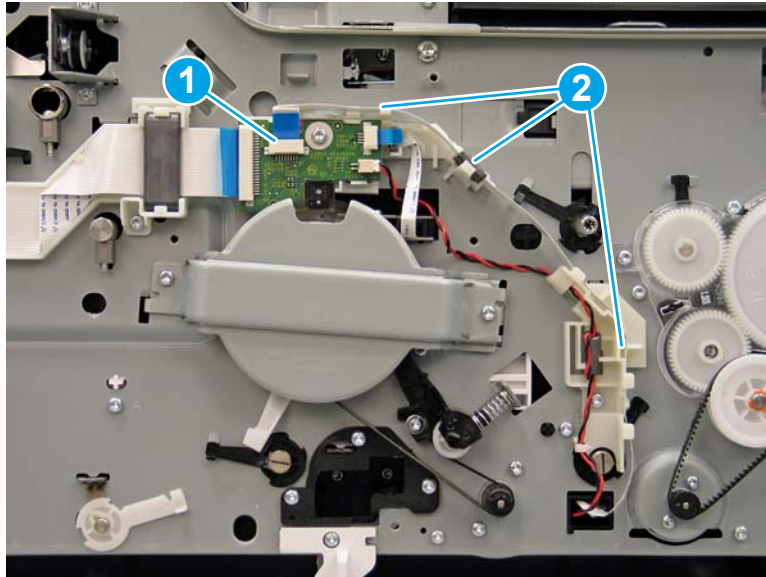
1. Locate the deskew front drive assembly.

Figure 1-606 Locate the deskew front drive assembly



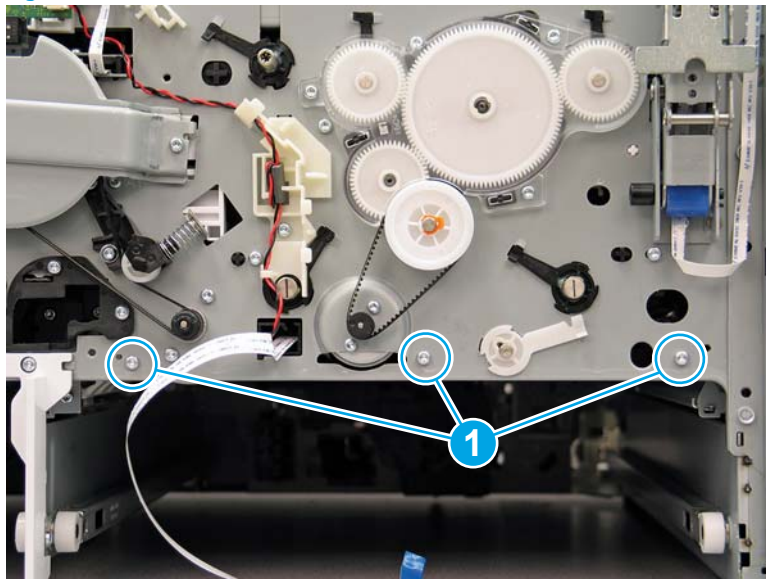
2. Disconnect one flat-flexible cable (FFC) (callout 1), and then release the ferrite from the holder and the FFC from the guides (callout 2).

Figure 1-607 Disconnect one FFC



3. Remove three screws (callout 1).

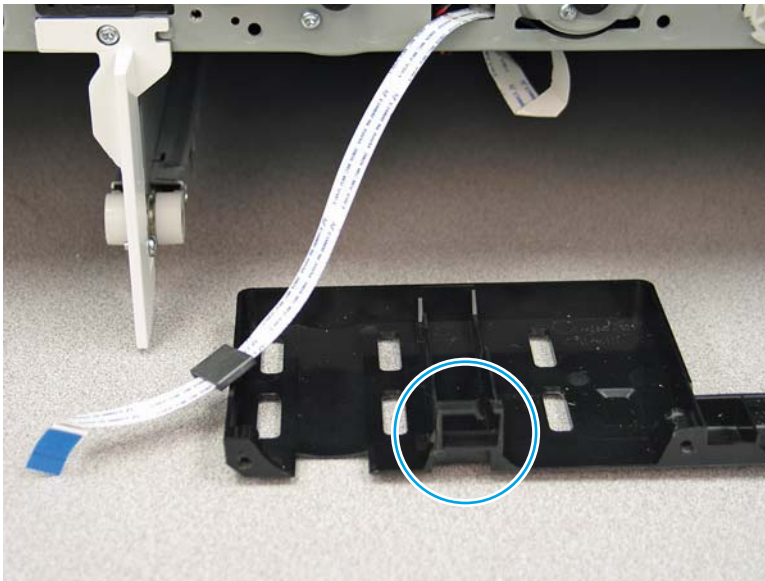
Figure 1-608 Remove three screws



4. Reach up inside the tray cavity, and then remove the motor cover.

 **NOTE:** Release the FFC from the cover to remove it.

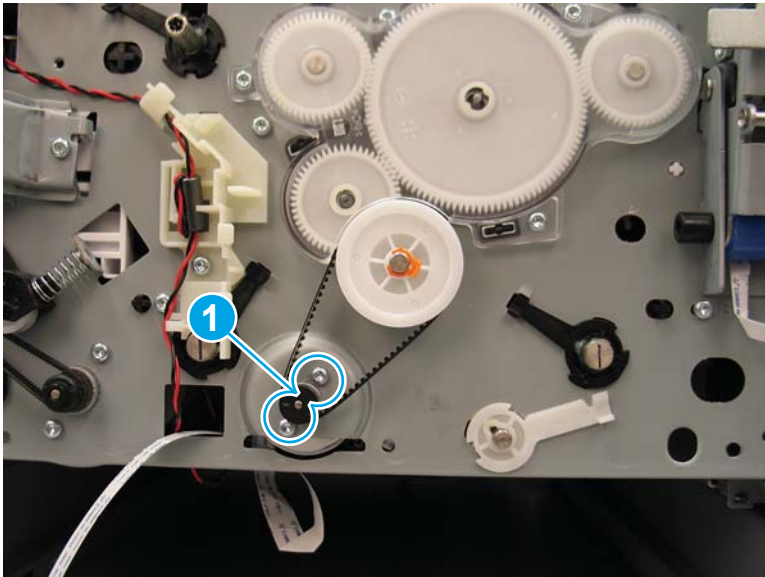
Figure 1-609 Remove the cover



5. Remove two screws (callout 1).

 **NOTE:** These two screws require a #8 TORX driver.

Figure 1-610 Remove two screws



6. Pass the wire harness through the opening in the chassis (callout 1), and then push the motor (callout 2) into the tray cavity to release it.


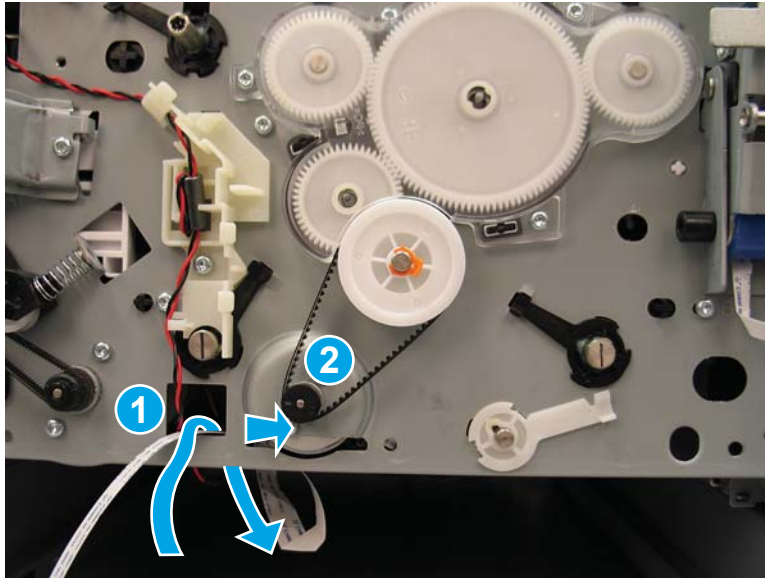
 **NOTE:** Slightly tilt the body of the motor down to release the drive belt while pushing in on the motor.

Figure 1-611 Release the motor



7. Remove the deskew front drive assembly.



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

Figure 1-612 Remove the motor





Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Deskew front drive gear assembly

- [Introduction](#)
- [Step 1: Remove the cartridge door](#)
- [Step 2: Remove the front tower cover](#)
- [Step 3: Remove the middle internal front cover](#)
- [Step 4: Remove the lower internal front cover](#)
- [Step 5: Remove the deskew front drive gear assembly](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the deskew front drive gear assembly.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Deskew front drive gear assembly part number	
A7W93-67095	Deskew front drive gear assembly

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

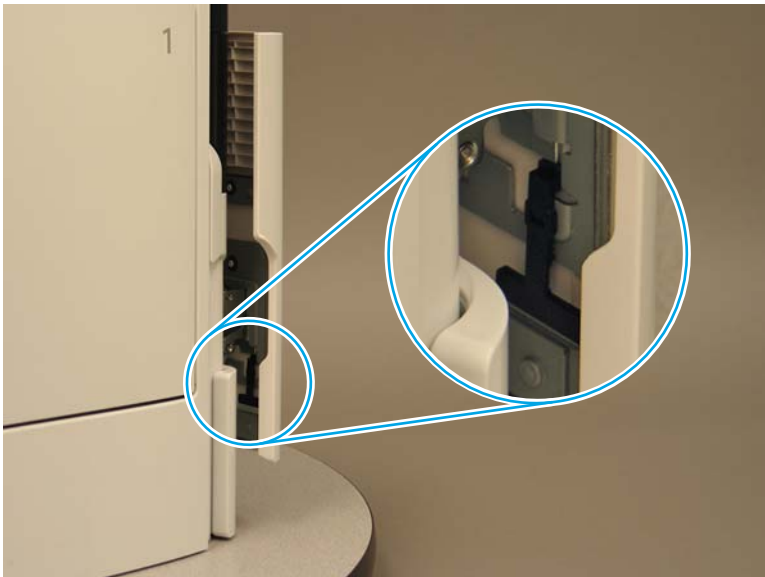
1. Open the cartridge door.

Figure 1-613 Open the cartridge door



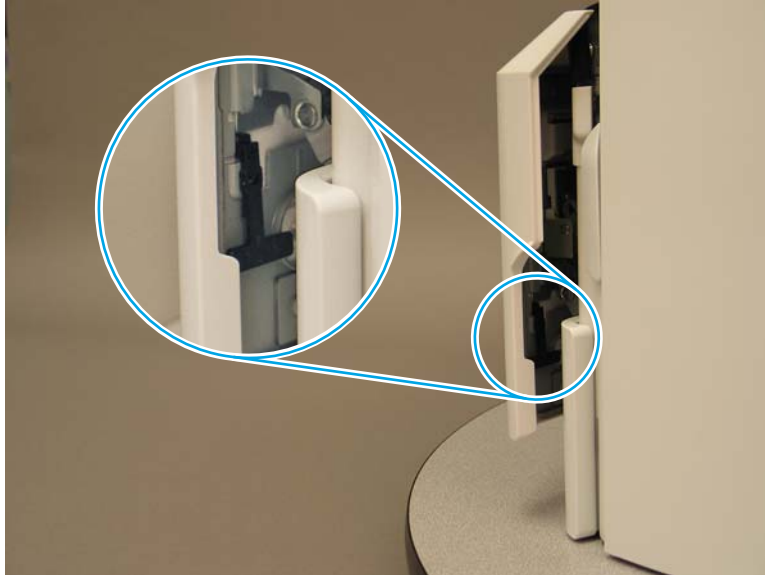
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-614 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-615 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-616 Remove the cartridge door



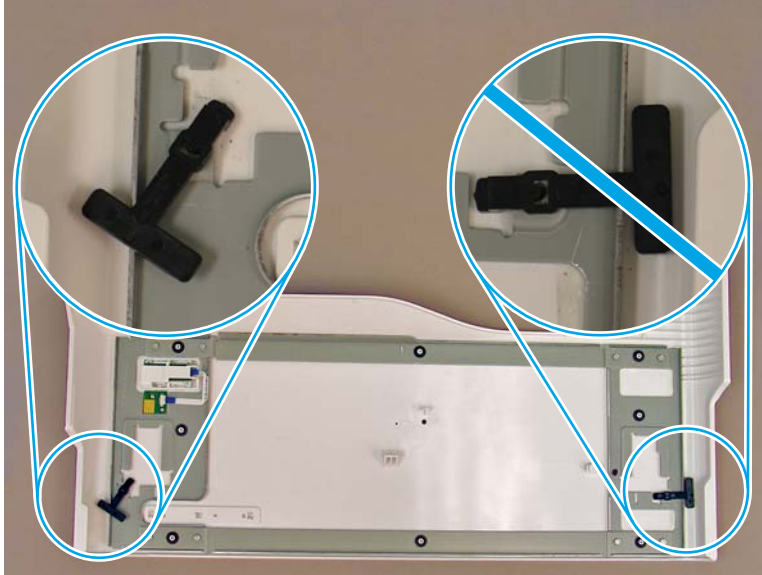
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.

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

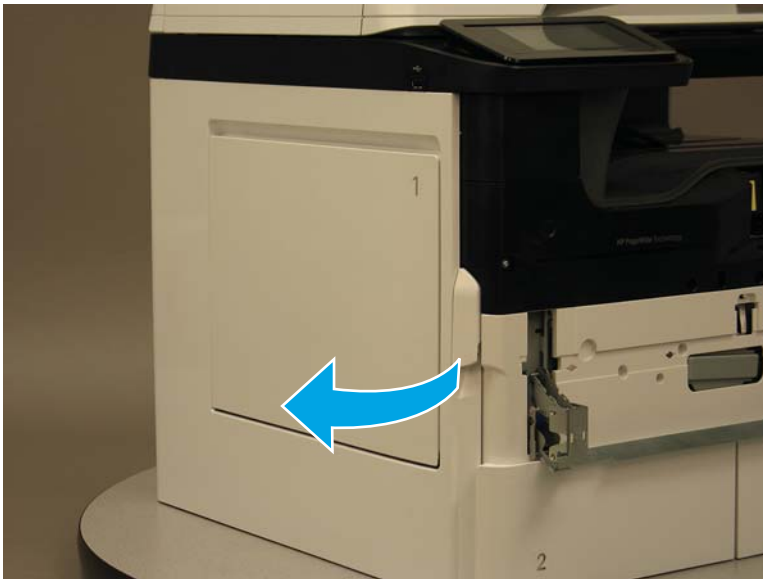
Figure 1-617 Preposition the retainers



Step 2: Remove the front tower cover

1. Open the left door.

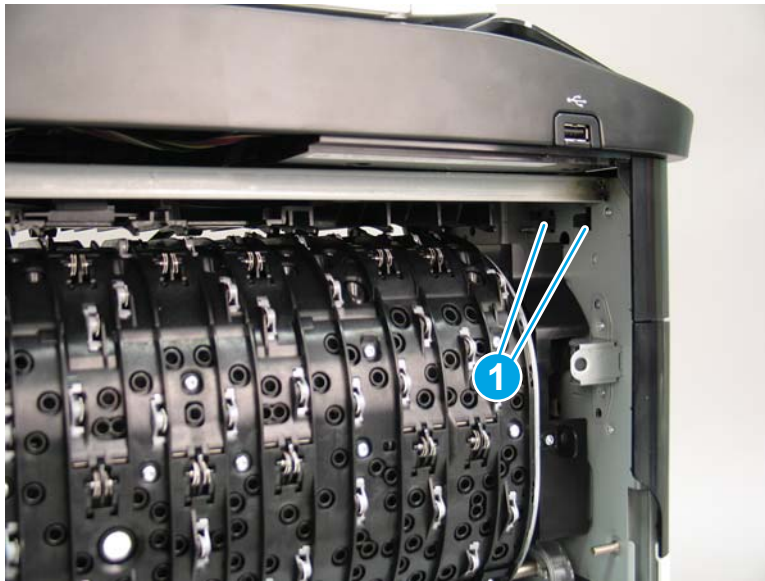
Figure 1-618 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-619 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-620 Release the front tower cover



4. Remove the cover.


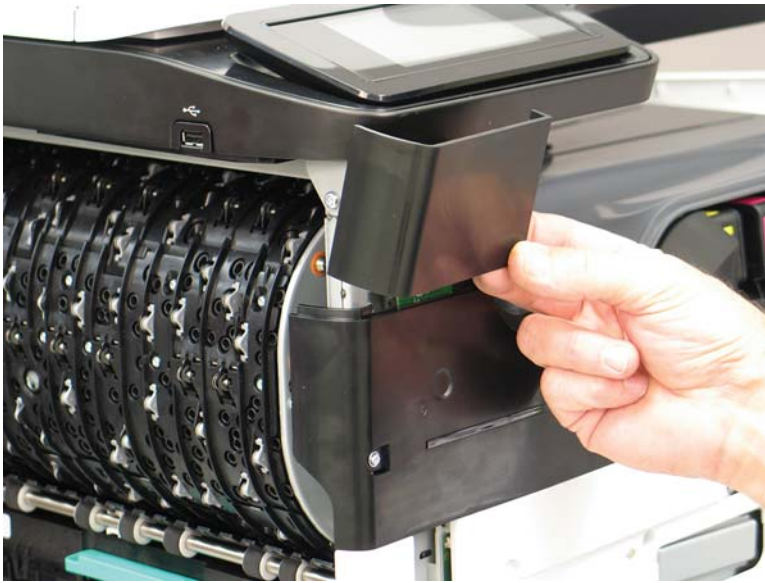
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-621 Remove the cover

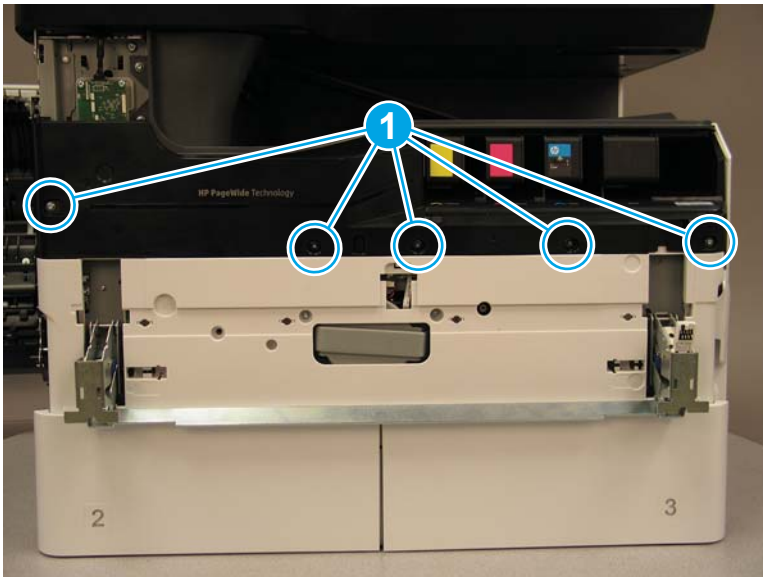


Step 3: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-622 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

Figure 1-623 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-624 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


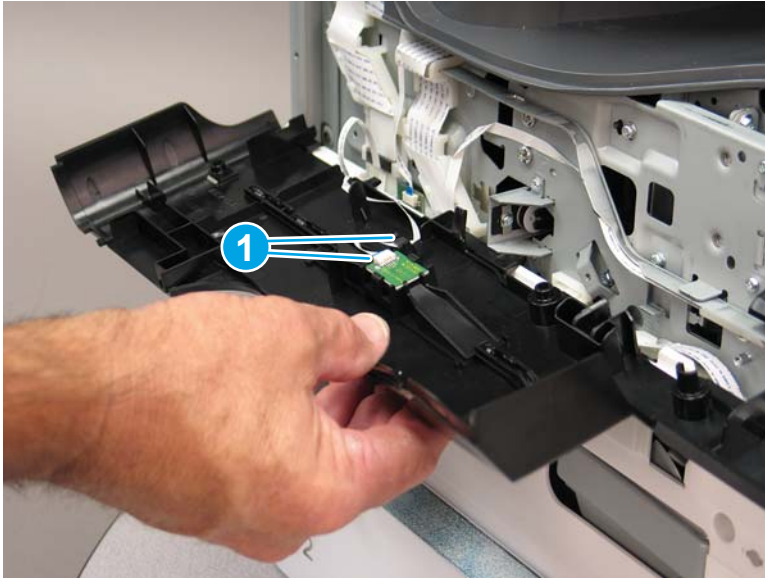
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-625 Remove the middle internal front cover

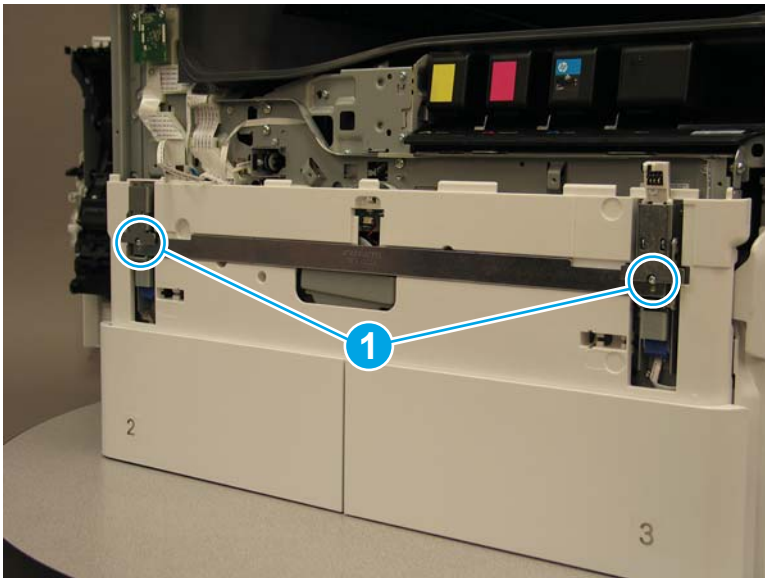


Step 4: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.
2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-626 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


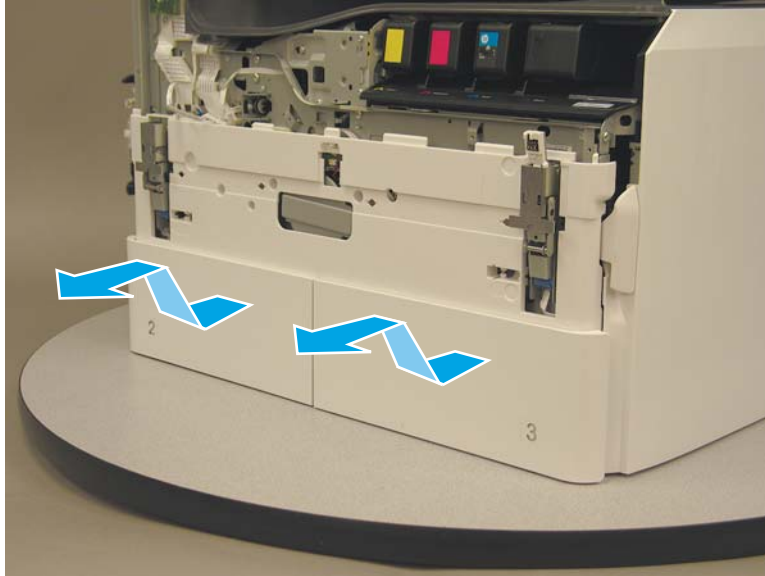
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-627 Remove the tray(s)



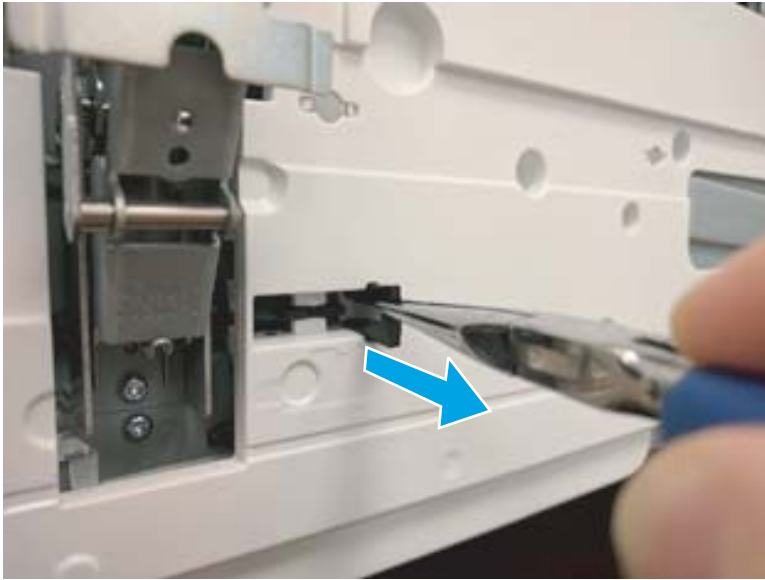
4. Locate the cover lock near one of the hinges.

Figure 1-628 Locate the cover lock feature



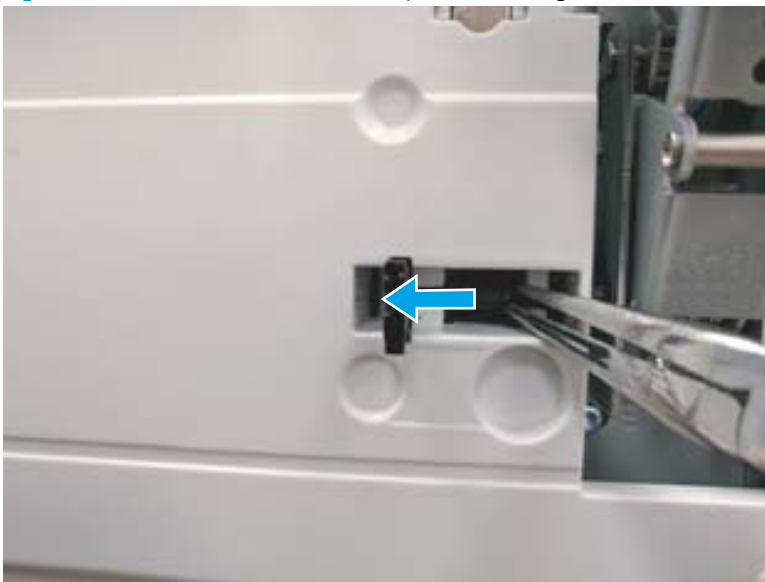
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-629 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

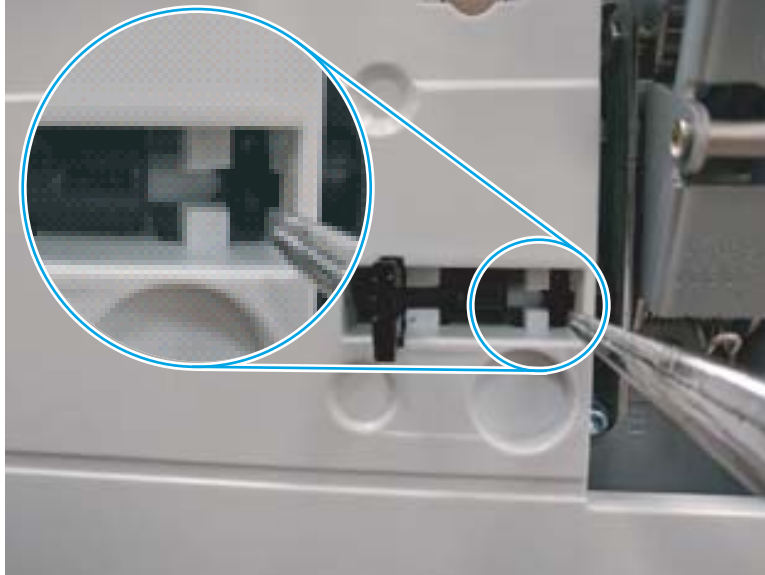
Figure 1-630 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

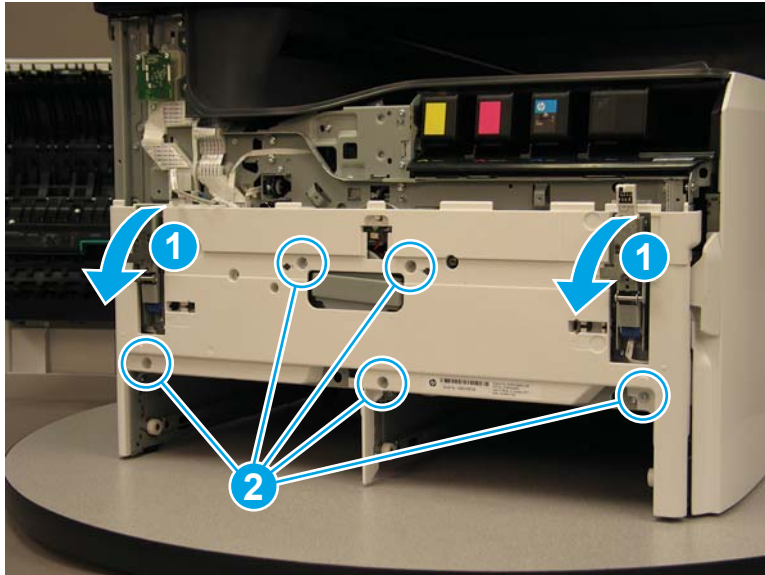
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-631 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-632 Remove five screws



9. Remove the cover.


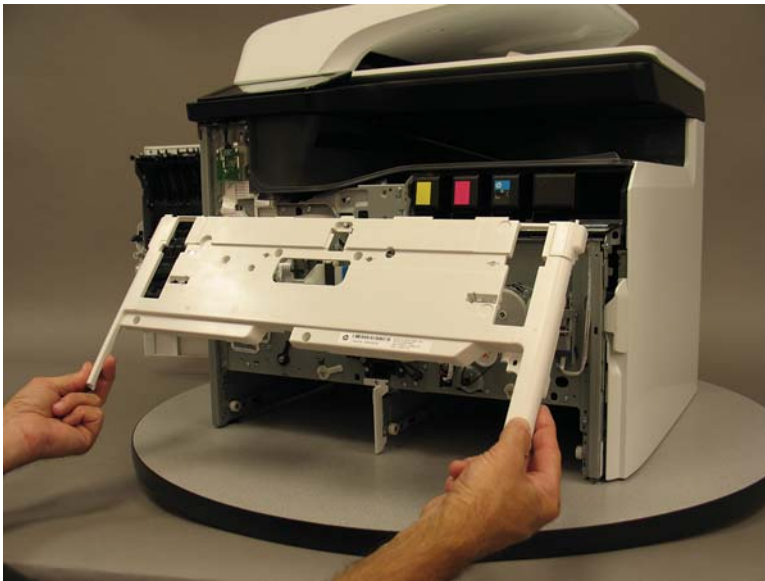
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

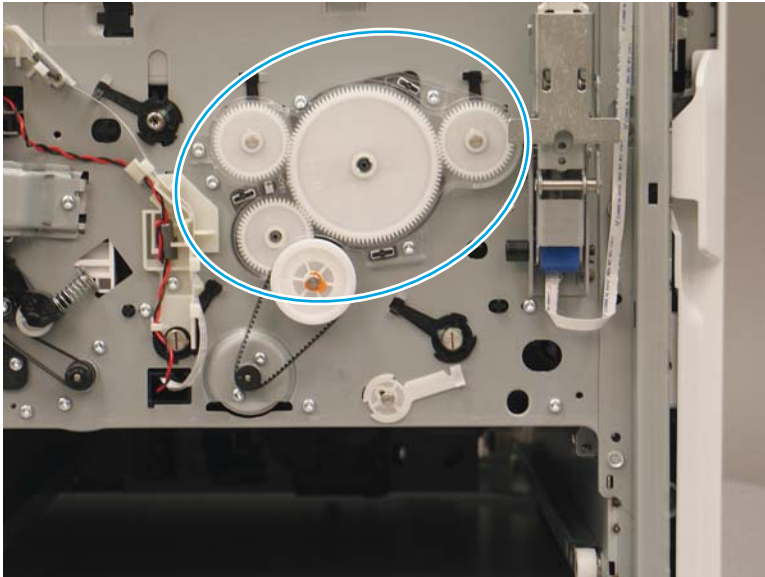
Figure 1-633 Remove the front lower cover



Step 5: Remove the deskew front drive gear assembly

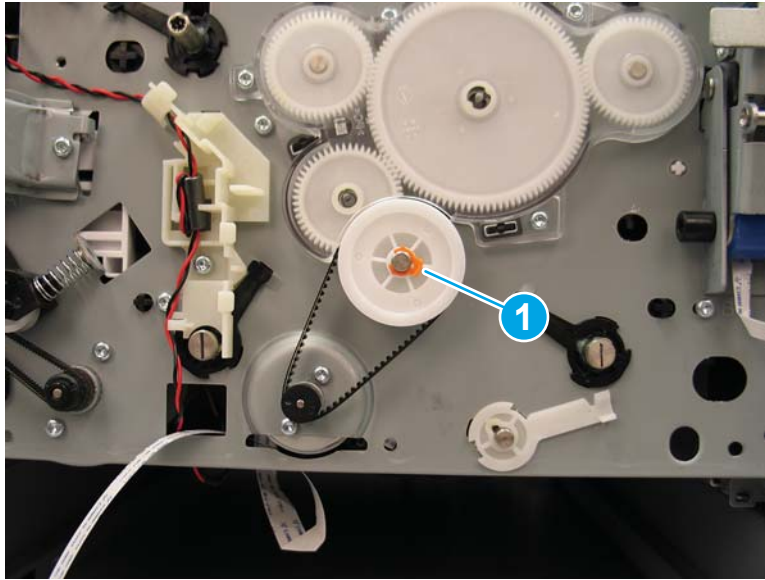
1. Locate the deskew front drive gear assembly.

Figure 1-634 Locate the deskew front drive gear assembly



2. Remove one orange retention clip (callout 1).

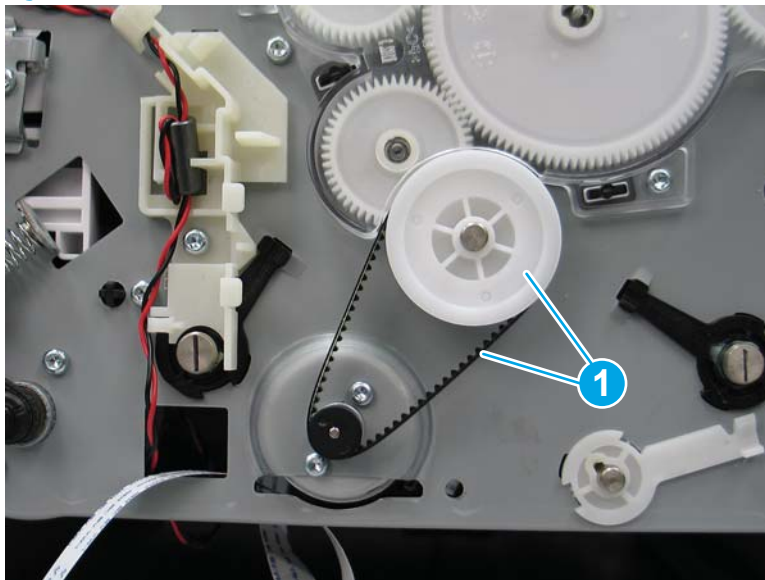
Figure 1-635 Remove one clip



3. Remove the drive belt and gear together (callout 1).

 **NOTE:** It might seem as though the gear and belt are under too much tension to remove together, but they can be removed at the same time.

Figure 1-636 Remove the belt and gear



4. Remove three screws (callout 1), and then remove the gear assembly.


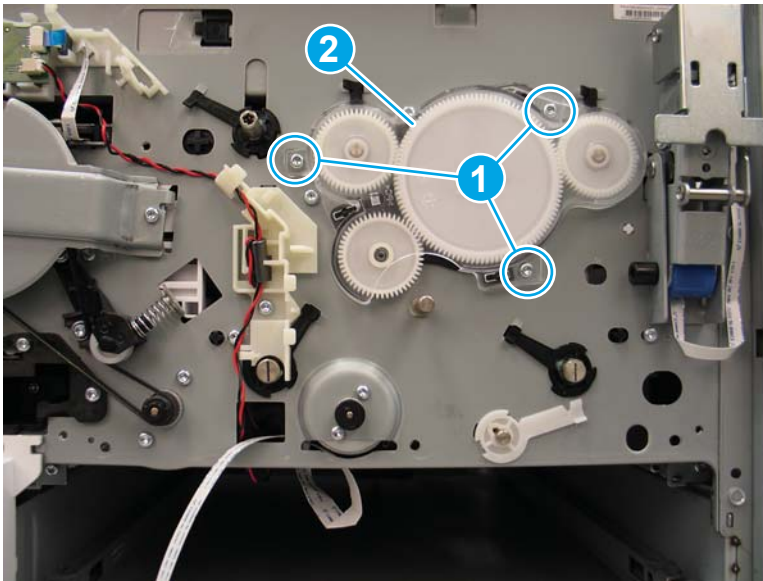

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-637 Remove three screws and the gear assembly





Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Feed shaft

- [Introduction](#)
- [Step 1: Remove the service fluid container](#)
- [Step 2: Remove the cartridge door](#)
- [Step 3: Remove the front tower cover](#)
- [Step 4: Remove the middle internal front cover](#)
- [Step 5: Remove the lower internal front cover](#)
- [Step 6: Remove the feed shaft](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the feed shaft.

[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.


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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Feed shaft part number	
A7W93-67035	Feed shaft

Required tools

- #10 TORX driver with a magnetized tip
- **Optional:** #20 TORX driver

 **NOTE:** This driver is only needed if the printhead is not in the home position and the printhead manual shaft (at the front of the print) is used to move the printhead to the home position.

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the service fluid container

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the left door.

Figure 1-638 Open the left door



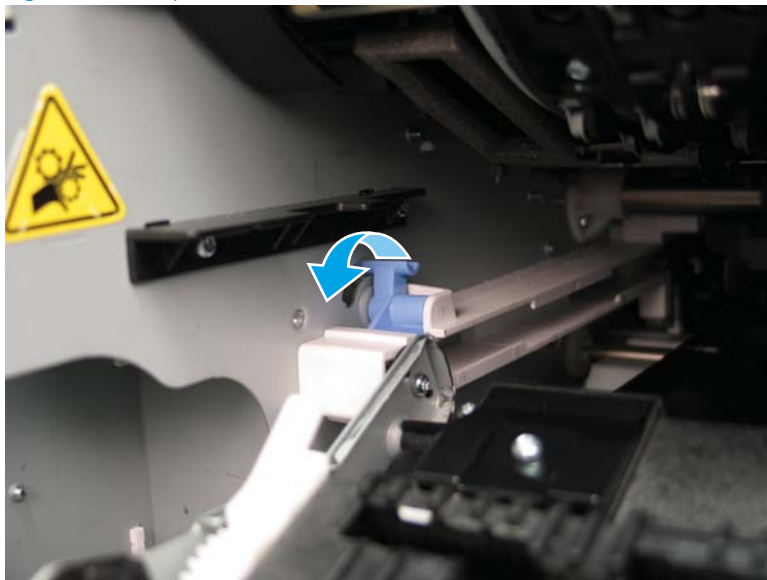
2. Grasp the green handle on the service fluid container, and then pull it straight out of the printer.

Figure 1-639 Pull the service fluid container out



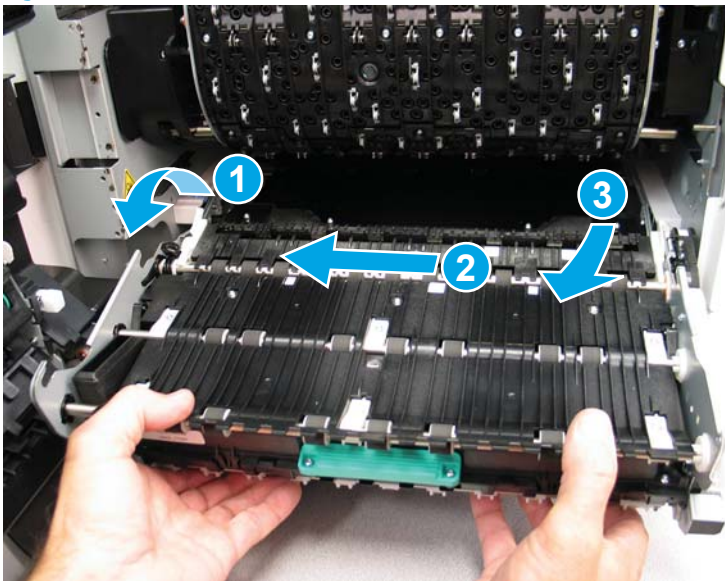
3. At the left side service fluid container mounting rail, rotate the blue latch to the open position.

Figure 1-640 Open the blue latch



4. Rotate the left rail mounting pin up and out of the rail (callout 1), slightly slide the service fluid container to the left (callout 2) to release the right rail mounting pin, and then remove the service fluid container (callout 3).

Figure 1-641 Remove the service fluid container



Step 2: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the cartridge door.

Figure 1-642 Open the cartridge door



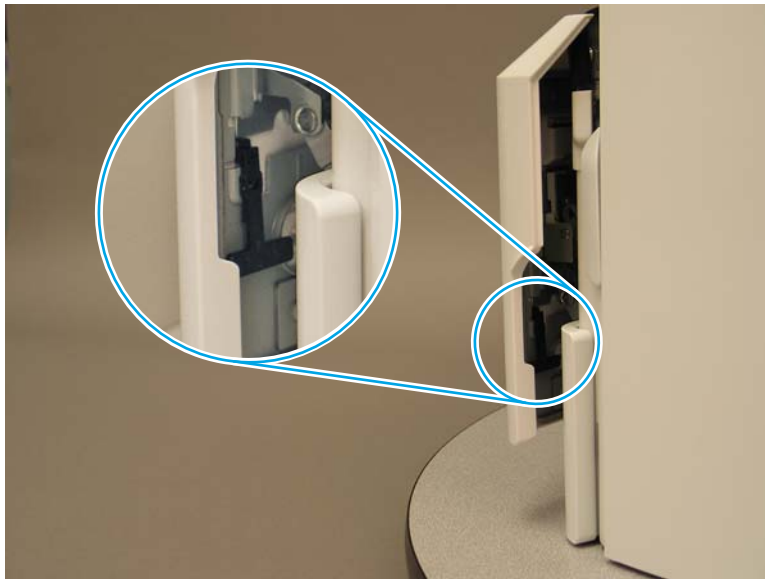
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-643 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-644 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-645 Remove the cartridge door



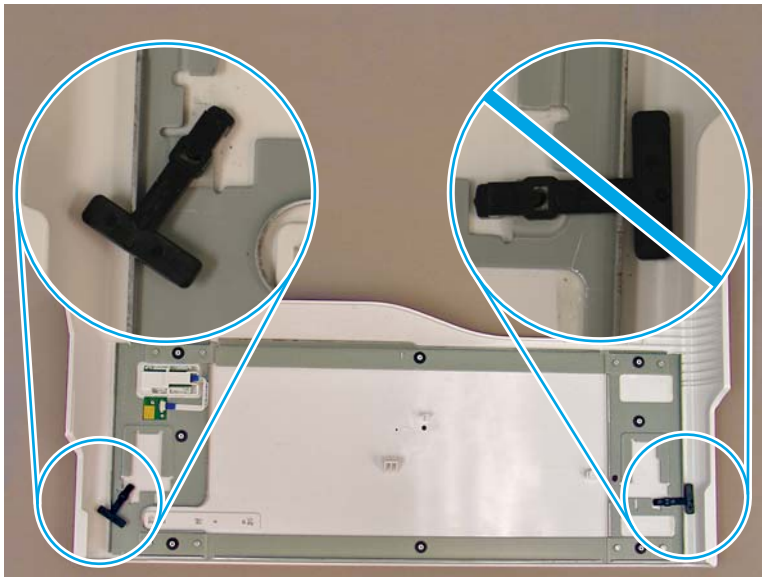
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.

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

Figure 1-646 Preposition the retainers



Step 3: Remove the front tower cover

1. Open the left door.

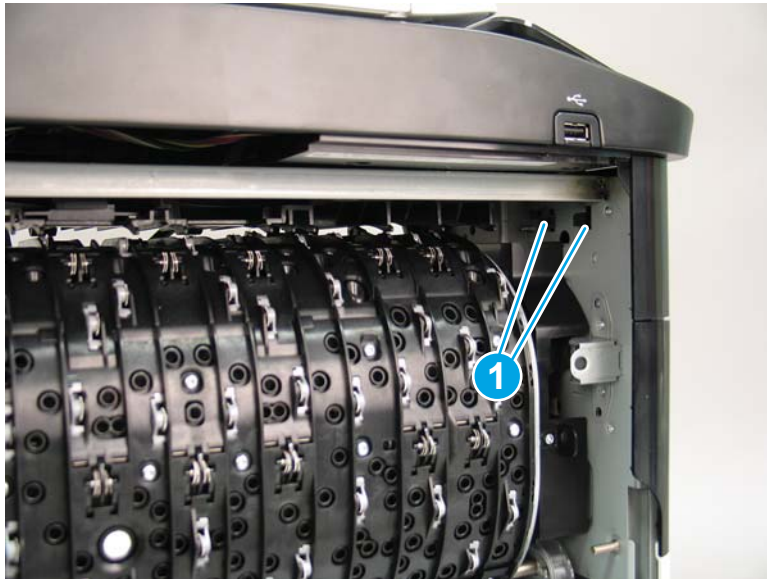
Figure 1-647 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-648 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-649 Release the front tower cover



4. Remove the cover.

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

Figure 1-650 Remove the cover

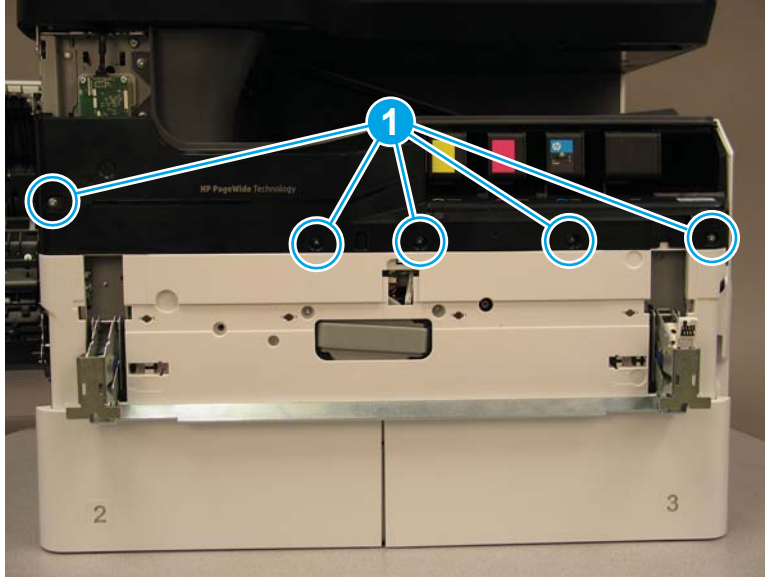


Step 4: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-651 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

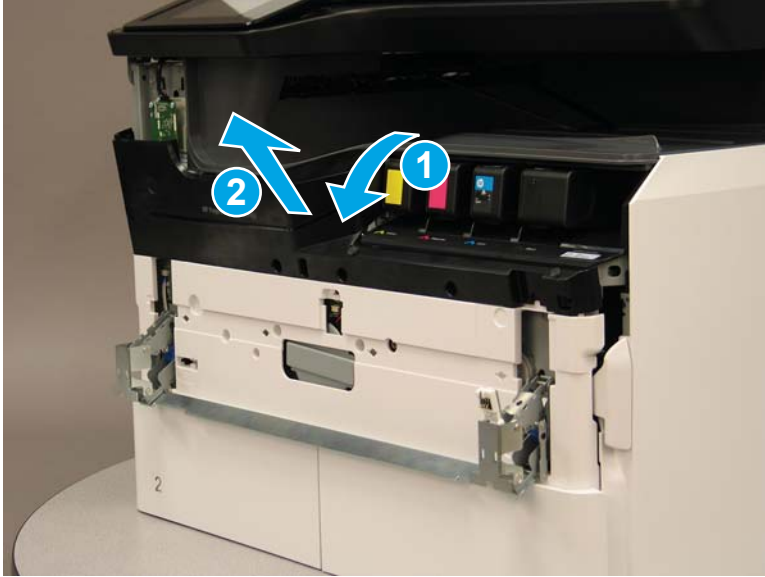
Figure 1-652 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

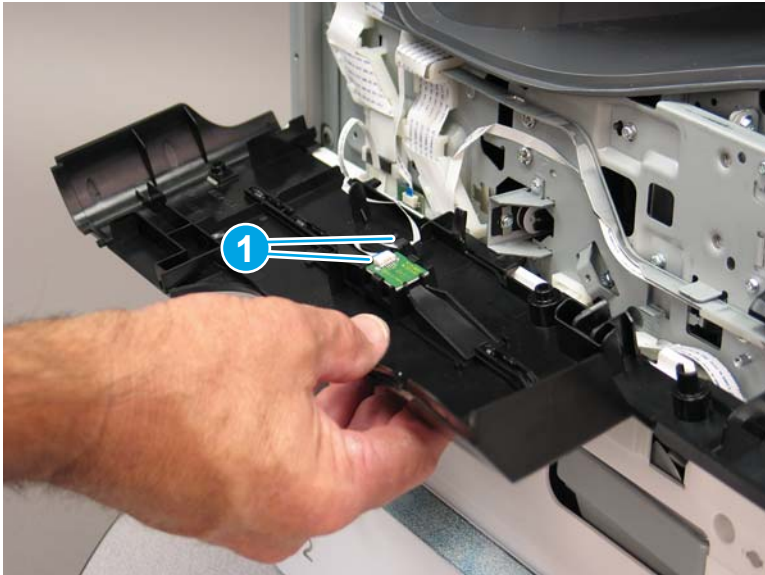
Figure 1-653 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.

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

Figure 1-654 Remove the middle internal front cover



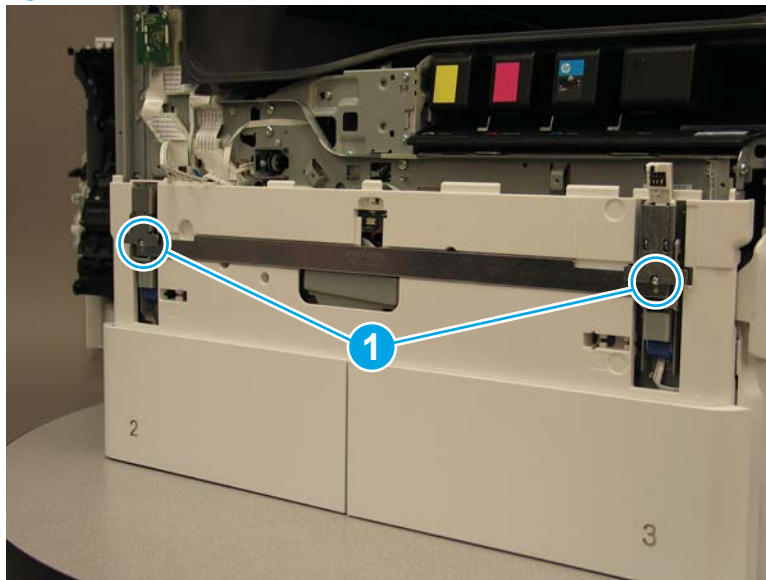
Step 5: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.

2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-655 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


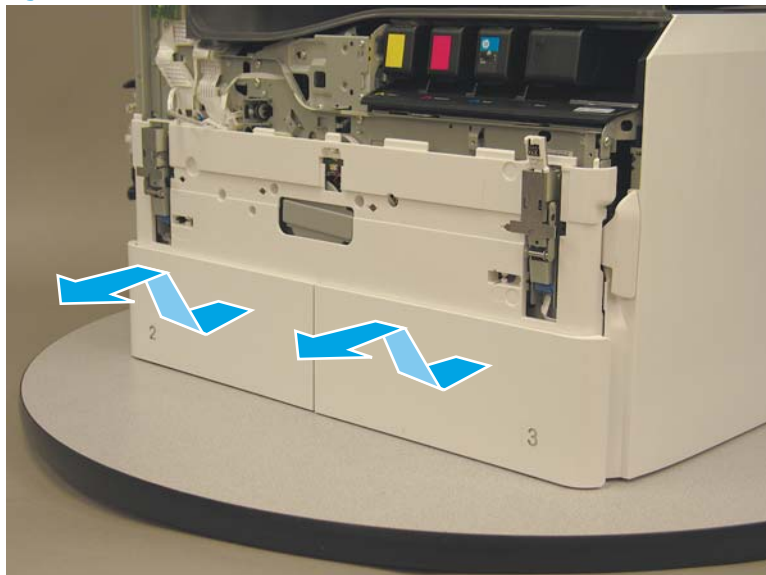
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-656 Remove the tray(s)



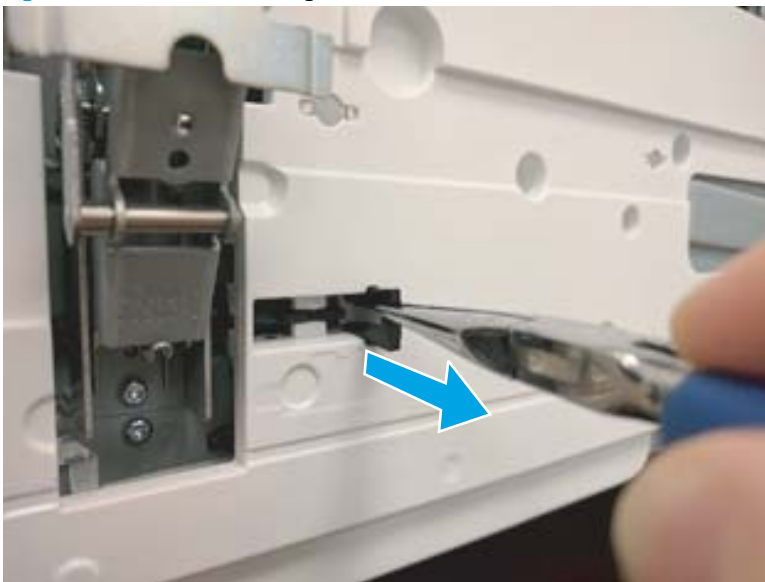
4. Locate the cover lock near one of the hinges.

Figure 1-657 Locate the cover lock feature



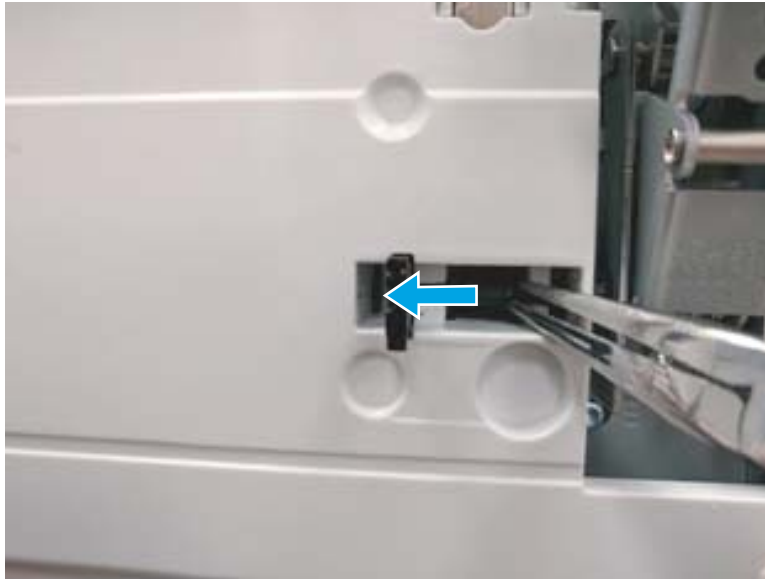
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-658 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

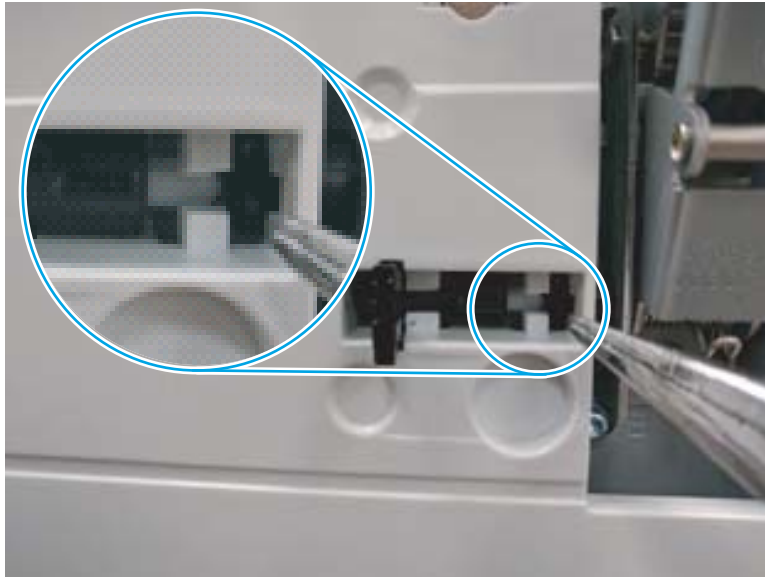
Figure 1-659 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

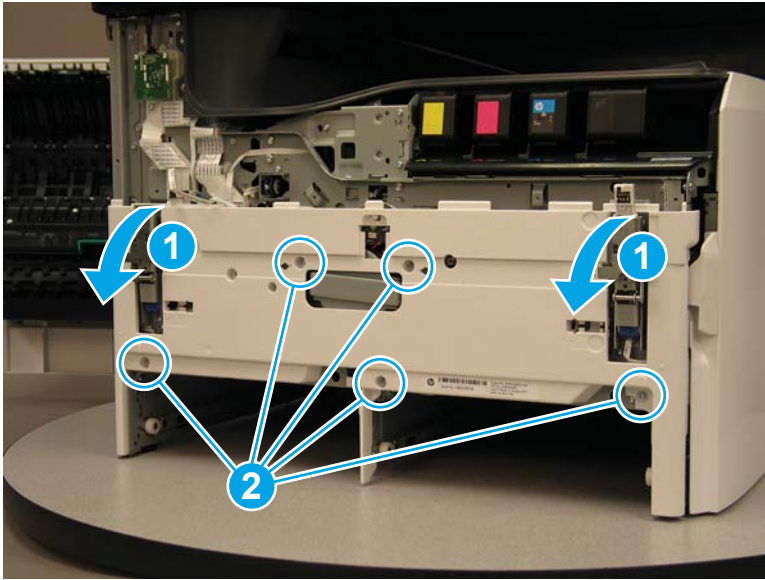
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-660 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-661 Remove five screws



9. Remove the cover.


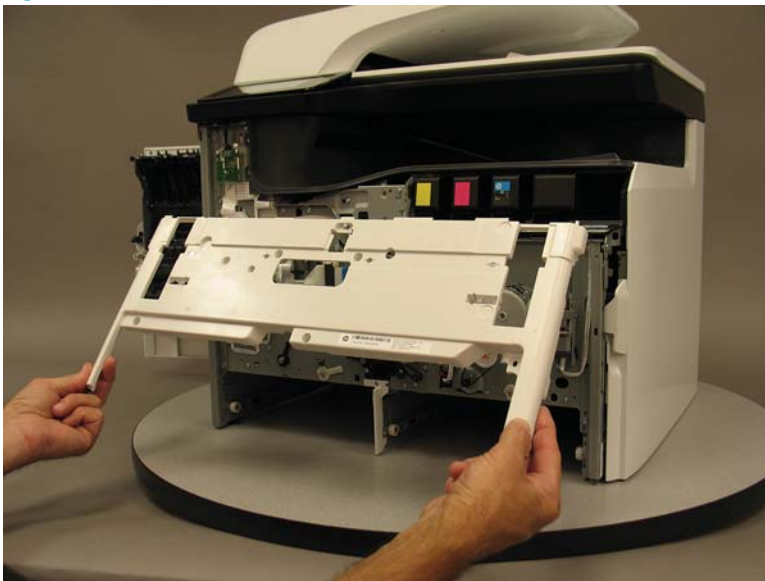

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-662 Remove the front lower cover



Step 6: Remove the feed shaft

1. Before proceeding, make sure that the printhead wiper is in the home position (callout 1; recessed all of the way into the printer).

 **IMPORTANT:** If the printhead wiper is not in the home position, do the following:

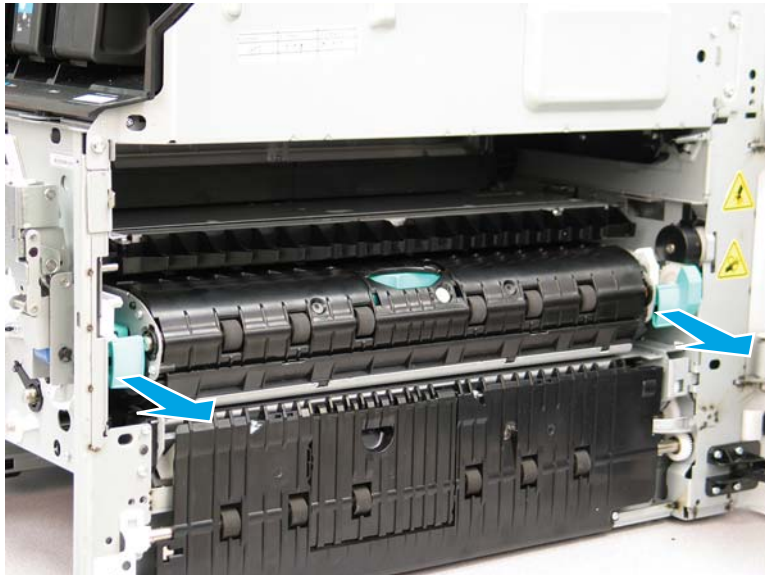
- a. Remove the output bin.
- b. Pull up on, and hold, the printhead bar to make sure that the printhead is fully raised (release the spring loaded white drive gear located at the rear-left corner of the assembly).
- c. From the right side of the printer push the printhead wiper into the printer until it stops **or**, at the front of the printer use a #20 TORX driver to turn the manual printhead shaft counterclockwise to move the printhead to the fully seated home position.

Figure 1-663 Printhead wiper in the home position



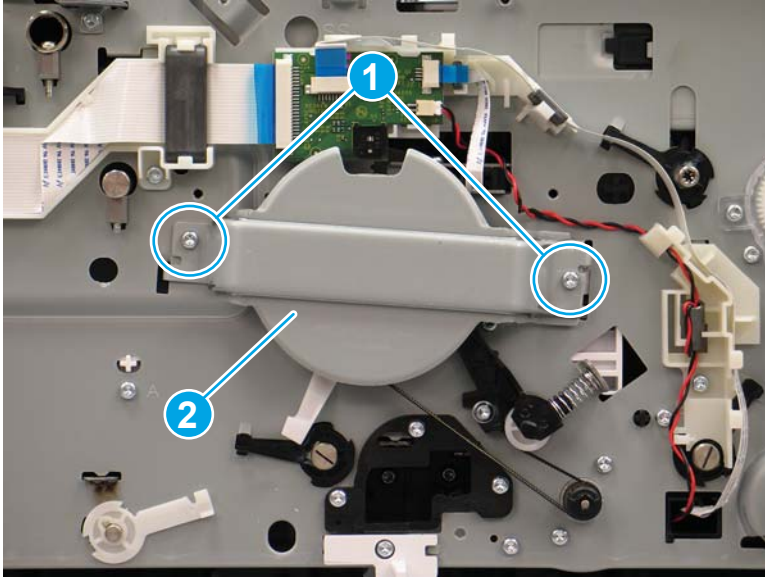
2. **Optional step:** From the right side of the printer, pull out the right duplexer to allow more room to work and provide more light in the internal printer working area.

Figure 1-664 Pull out the right duplexer (optional)



3. At the front of the printer, remove two screws (callout 1), and then remove the encoder wheel protective plate (callout 2).

Figure 1-665 Remove the encoder wheel protective plate

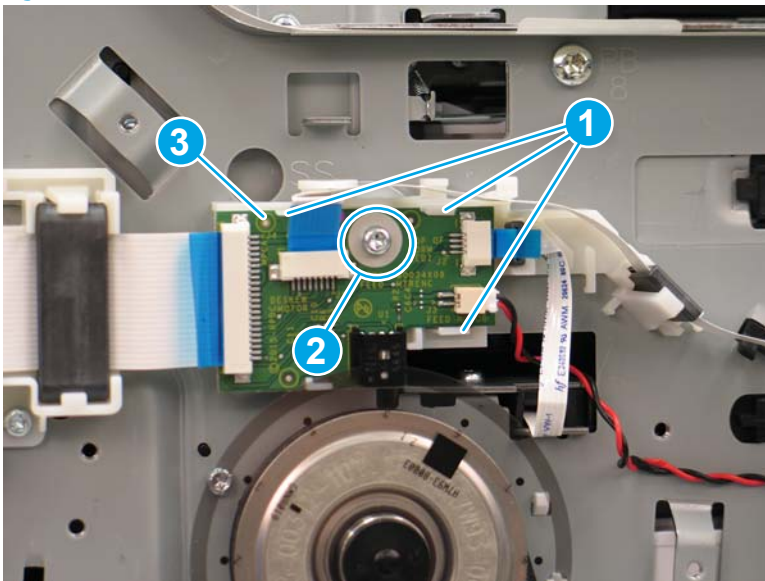


4. Release three tabs (callout 1), remove one screw (callout 2), and then move the encoder printed circuit assembly (PCA) (callout 3) out of the way. See [Figure 1-666 Move the encoder PCA out of the way on page 422](#) below.

CAUTION: Do not damage the encoder wheel when removing or installing the PCA.

Reinstallation tip: The sensor body—at the bottom of the PCA—straddles the encoder wheel when the PCA is correctly installed.

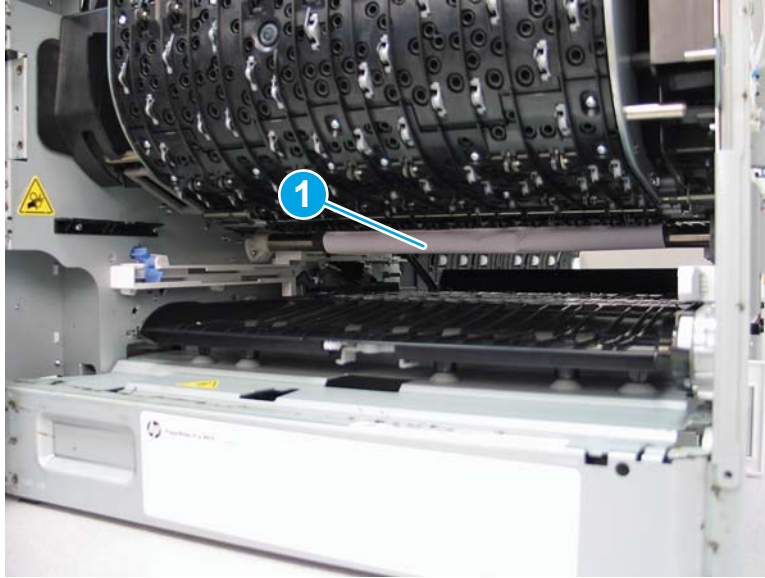
Figure 1-666 Move the encoder PCA out of the way



5. To protect the feed shaft from being scratched during removal, do the following:

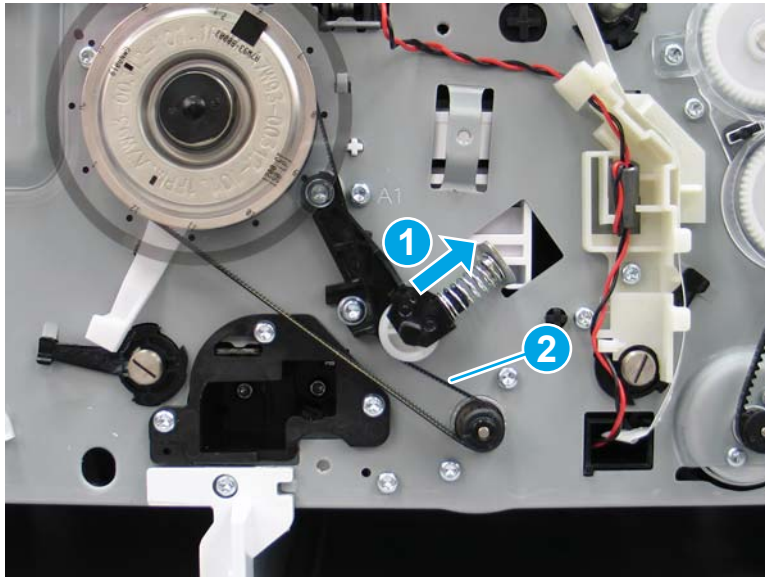
- a. Place a sheet of paper in the printer positioned up against the feed shaft.
- b. Rotate the feed shaft by pulling on the drive belt between the feed motor and the encoder wheel to draw the paper into and around the shaft.
- c. When the paper covers the feed shaft, tape it along the seam to hold it in place (callout 1).

Figure 1-667 Paper wrapped around the feed shaft



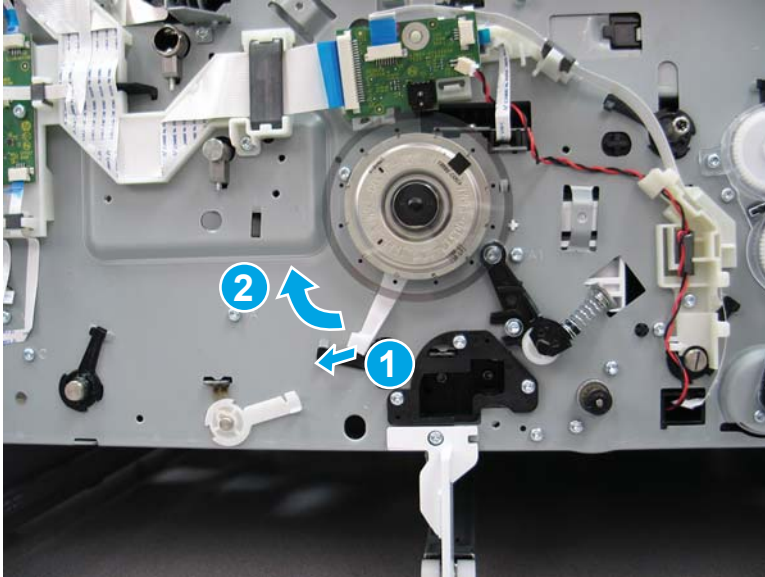
6. At the front of the printer, push up on the belt tension assembly (callout 1), and then release the drive belt (callout 2) from the feed motor gear.

Figure 1-668 Release the drive belt



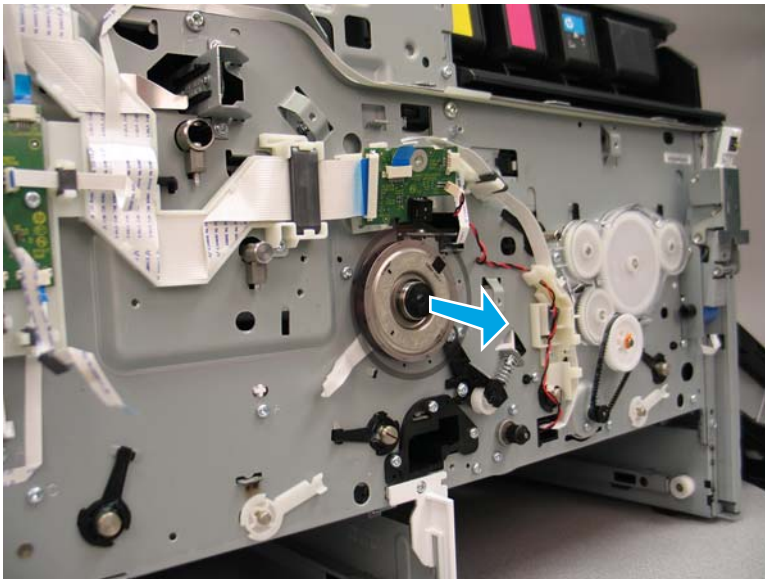
7. Slightly pull out on the white plastic bearing clip (callout 1), and then rotate the clip up (callout 2) to release it.

Figure 1-669 Release the bearing clip



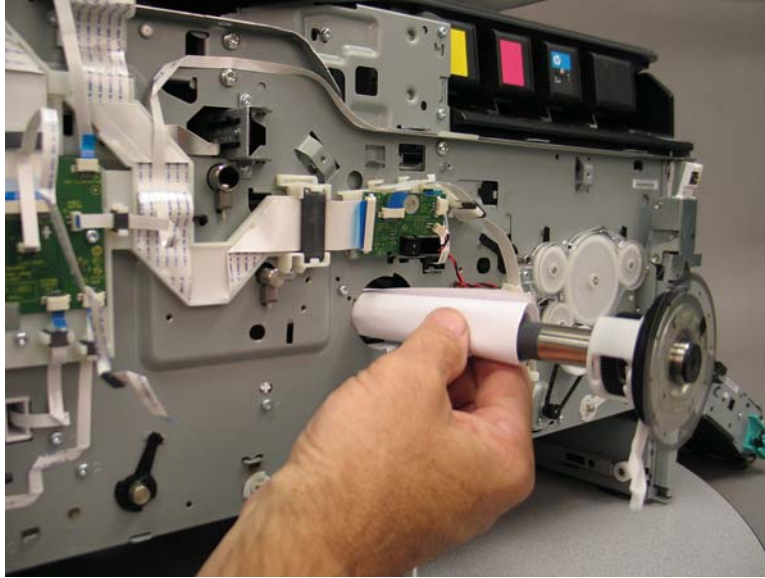
8. Reach into the left side of the printer and support the feed shaft, and then slide the shaft out and away from the printer.

Figure 1-670 Slide the shaft out



9. Continue to slide the shaft out and away from the printer to remove it.


Figure 1-671 Remove the feed shaft



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

Special installation instructions: Feed shaft

- a. Slide the replacement feed shaft into the printer.

 **IMPORTANT:** The replacement feed shaft comes with a protective sleeve installed which prevents it from being scratched.

Do not remove the protective sleeve until after installing the feed shaft.


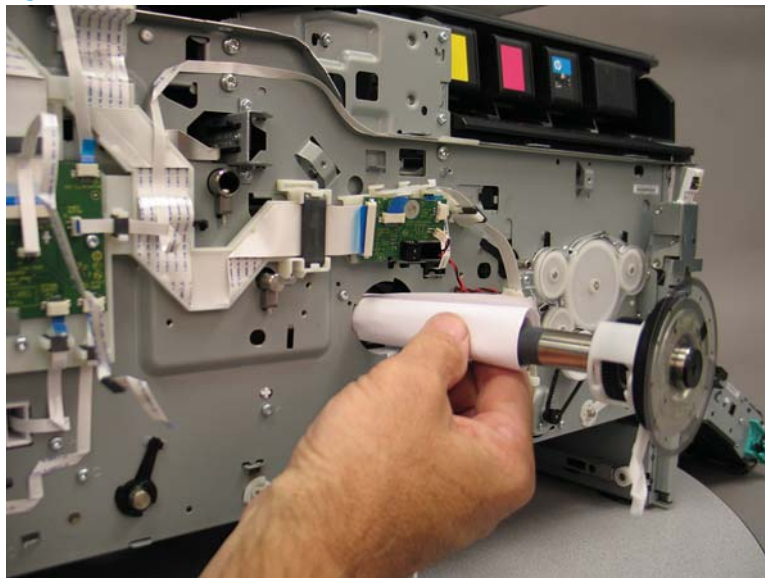
 **Reinstallation tip:** Before installing the feed shaft, transfer the drive belt form the discarded shaft to the replacement feed shaft.

Figure 1-672 Slide the feed shaft into the printer



- b. Before proceeding, take note that the clip on the white plastic bearing surface must be correctly aligned with the slotted hole in the printer chassis.

Figure 1-673 Note the clip on the bearing surface



- c. Support the feed shaft (callout 1) and maneuver the internal end of the shaft into the round white-plastic mounting feature located on the chassis (callout 2).


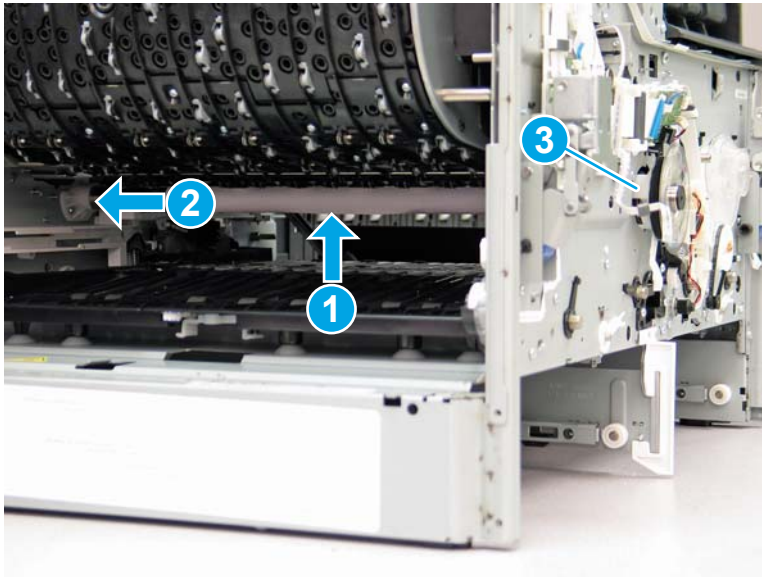
 **IMPORTANT:** Make sure that the clip on the bearing surface is aligned with the slotted hole in the printer chassis (callout 3).

Figure 1-674 Install the feed shaft



- d. Continue to slide the shaft into the printer until it is fully seated.


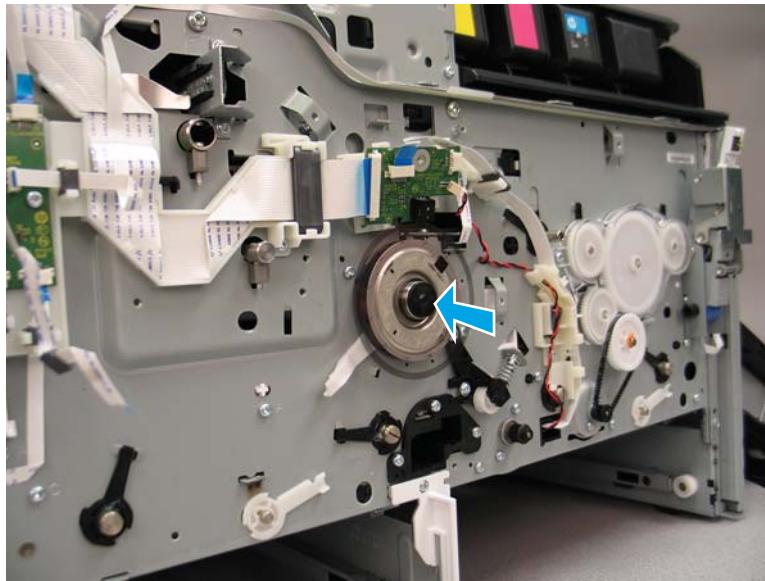

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-675 Check the feed shaft installation



Step 7: Unpack the replacement assembly

 **IMPORTANT:** The replacement feed shaft comes with a protective sleeve installed which prevents it from being scratched.



Do not remove the protective sleeve until after installing the replacement feed shaft.

1. Dispose of the defective part.


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

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

2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Tray 2 (A3) or Tray 2/3 (A4) pickup roller arm(s)


- [Introduction](#)
- [Step 1: Remove the cartridge door](#)
- [Step 2: Remove the front tower cover](#)
- [Step 3: Remove the middle internal front cover](#)
- [Step 4: Remove the lower internal front cover](#)
- [Step 5: Remove the Tray 2 \(A3\) or Tray 2/3 \(A4\) pickup roller arm\(s\)](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 (A3) or Tray 2/3 (A4) pickup roller arm(s).

[Click here to view a video of this procedure.](#)


 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

 **NOTE:** The tandem Tray 2/3 (A4) printer configuration is shown in this procedure. However, the procedure is correct for the Tray 2 (A3) printer configuration.

Use the steps for removing the Tray 3 (A4) pickup roller arm for a Tray 2 (A3) configuration.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 (A3) or Tray 2/3 (A4) pickup roller arm(s) part number	
A7W93-67079	Tray 2 (A3) or Tray 2/3 (A4) pickup roller arm(s)

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer, and use the tray where the pickup roller arm was replaced as the source tray.

Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

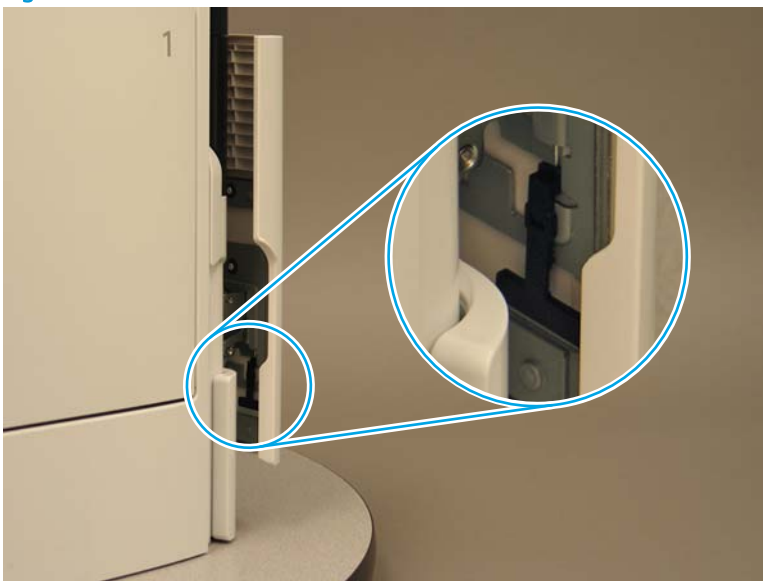
1. Open the cartridge door.

Figure 1-676 Open the cartridge door



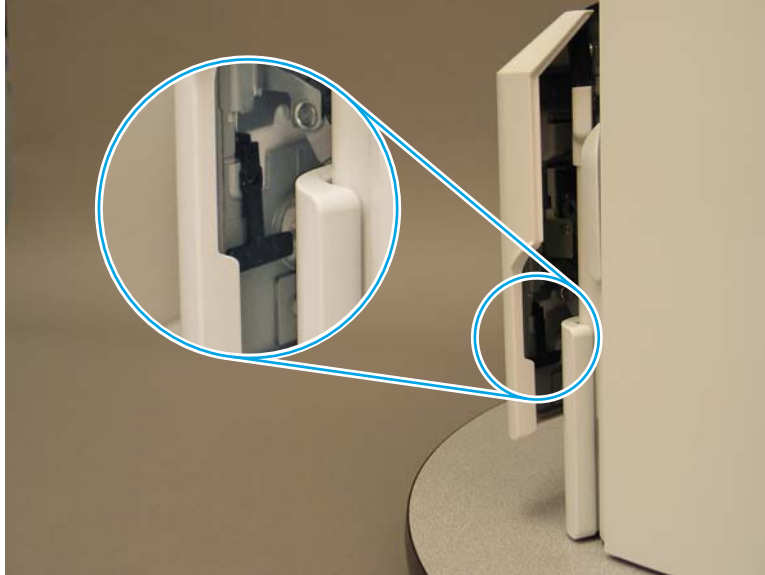
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-677 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-678 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-679 Remove the cartridge door



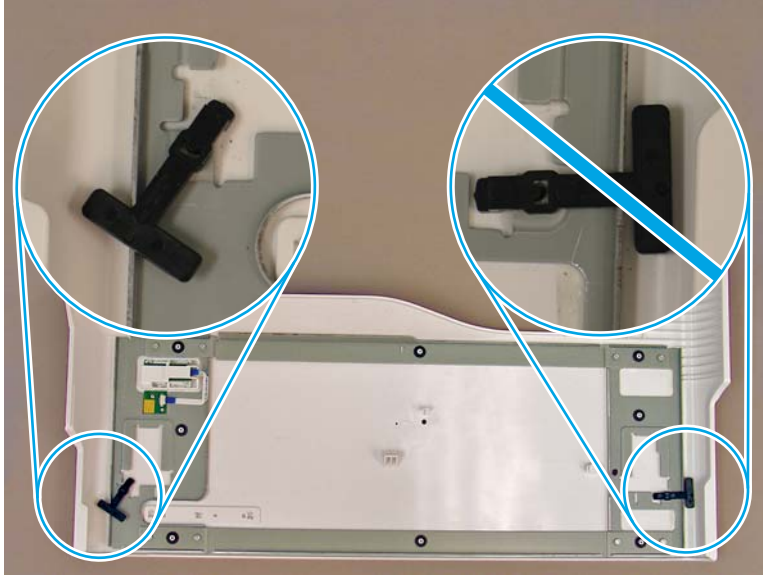
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.

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

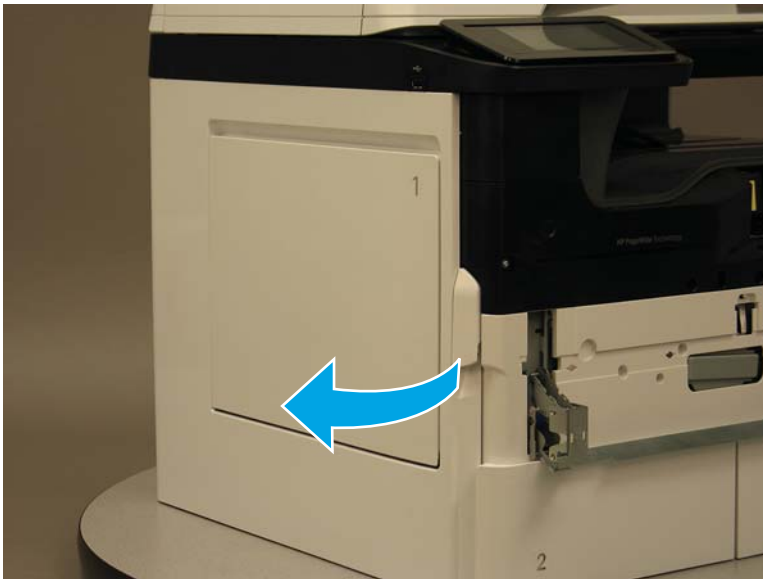
Figure 1-680 Preposition the retainers



Step 2: Remove the front tower cover

1. Open the left door.

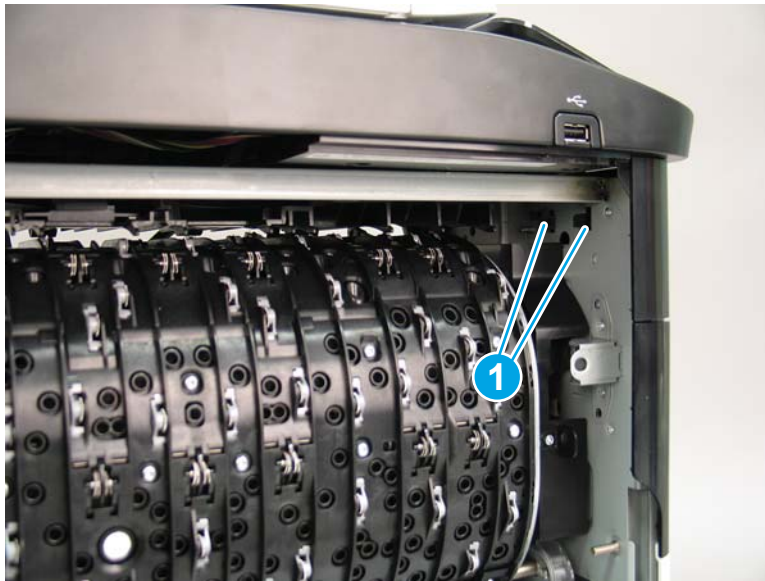
Figure 1-681 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-682 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-683 Release the front tower cover



4. Remove the cover.


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

Figure 1-684 Remove the cover

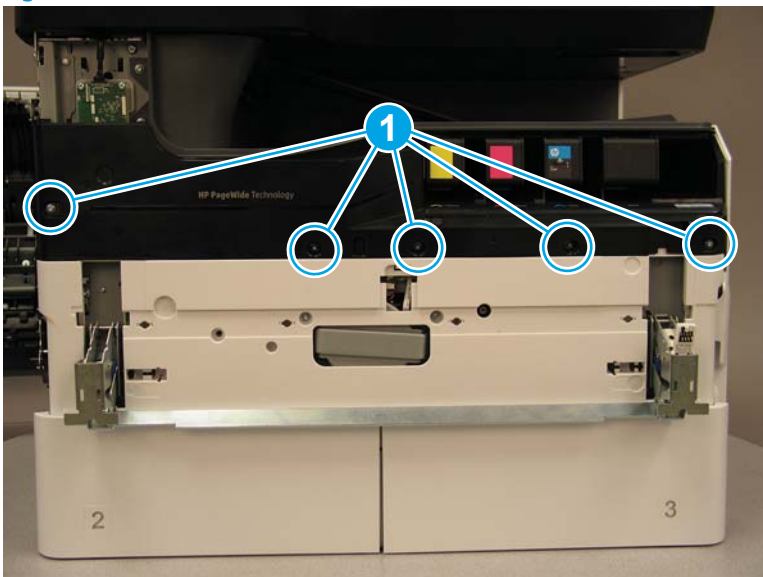


Step 3: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-685 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

Figure 1-686 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-687 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


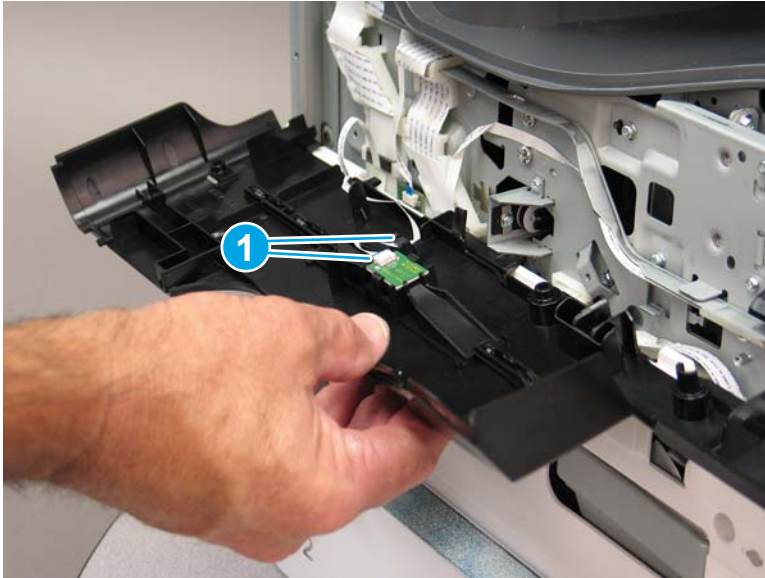
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-688 Remove the middle internal front cover

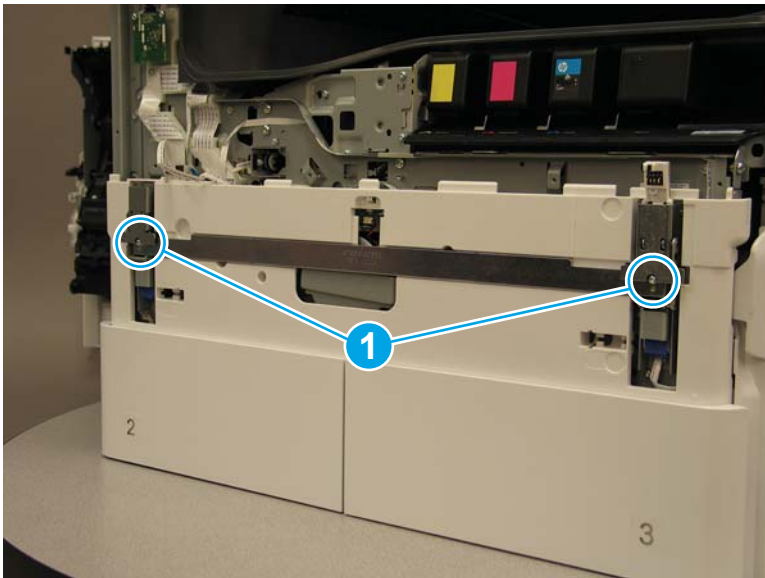


Step 4: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.
2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-689 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


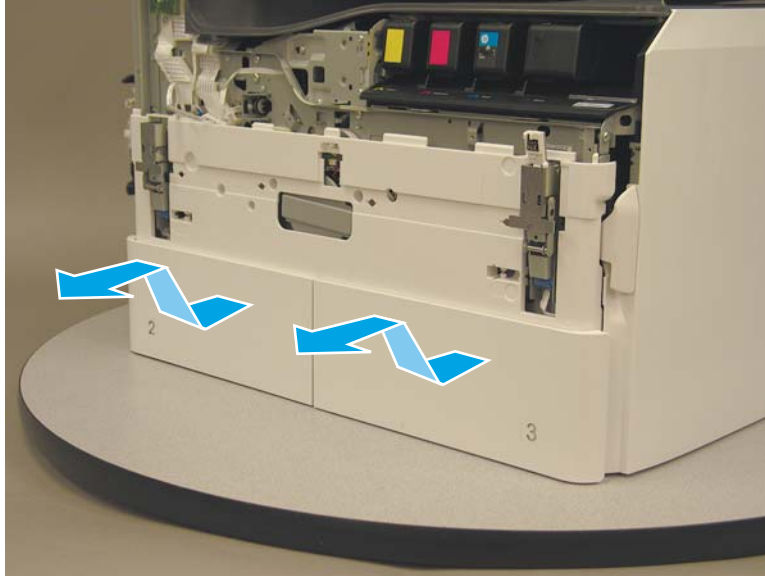
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-690 Remove the tray(s)



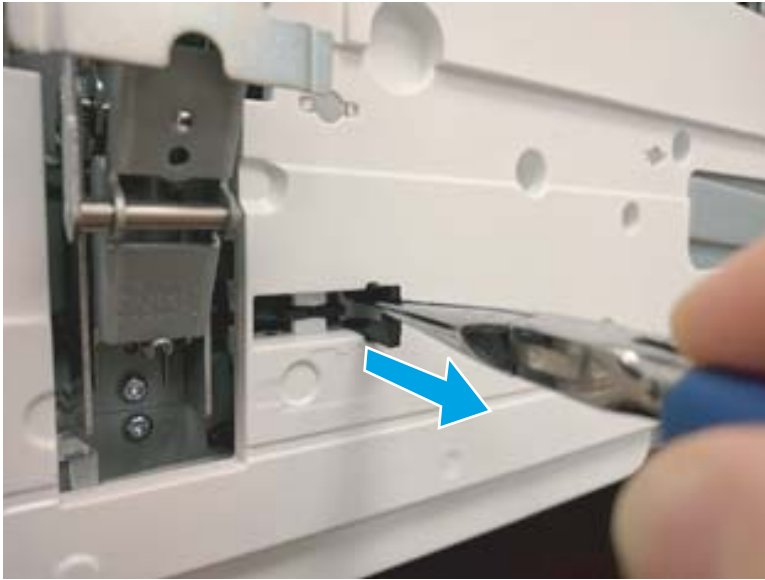
4. Locate the cover lock near one of the hinges.

Figure 1-691 Locate the cover lock feature



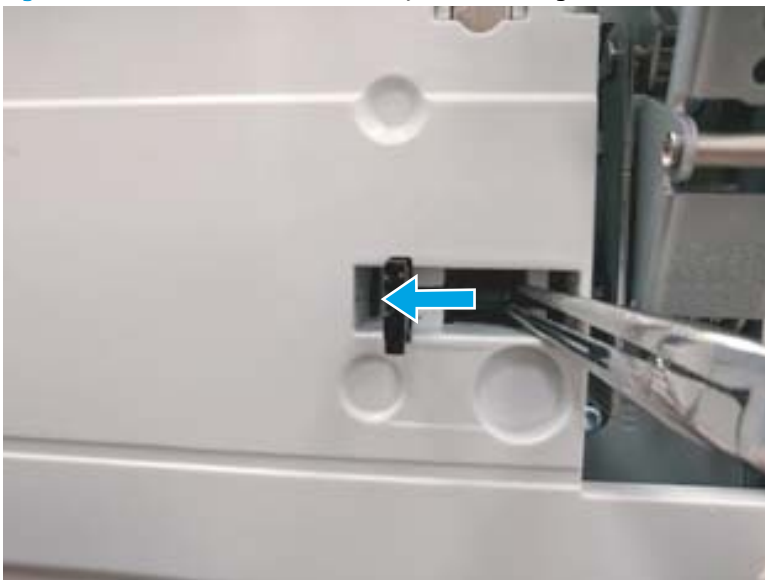
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-692 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

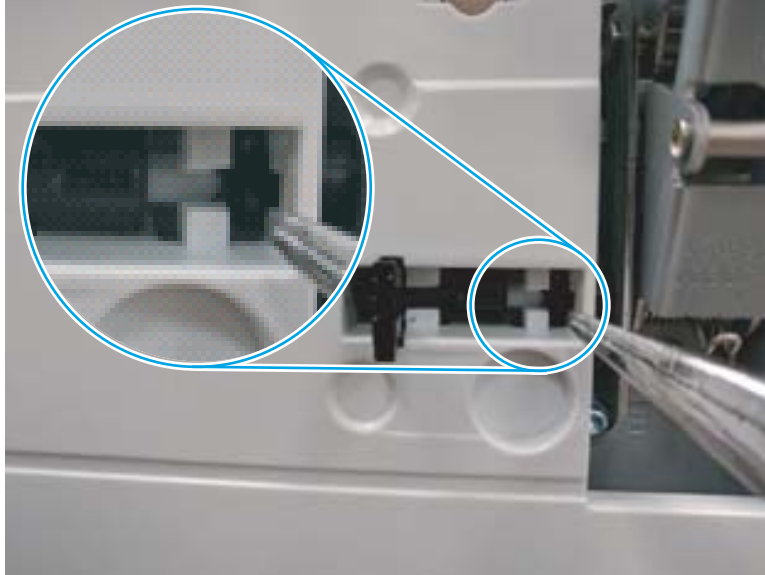
Figure 1-693 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

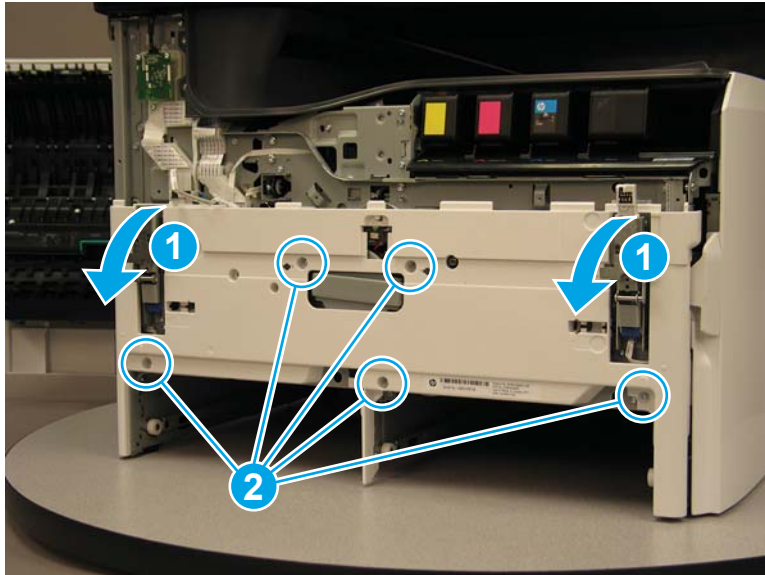
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-694 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-695 Remove five screws



9. Remove the cover.


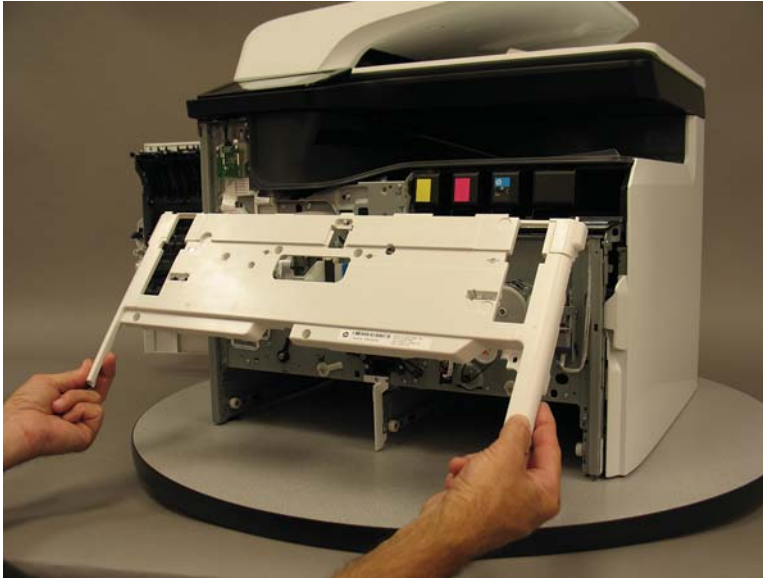

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-696 Remove the front lower cover



Step 5: Remove the Tray 2 (A3) or Tray 2/3 (A4) pickup roller arm(s)

 **NOTE:** The tandem Tray 2/3 (A4) printer configuration is shown in this procedure. However, the procedure is correct for a single Tray 2 (A3) printer configuration.

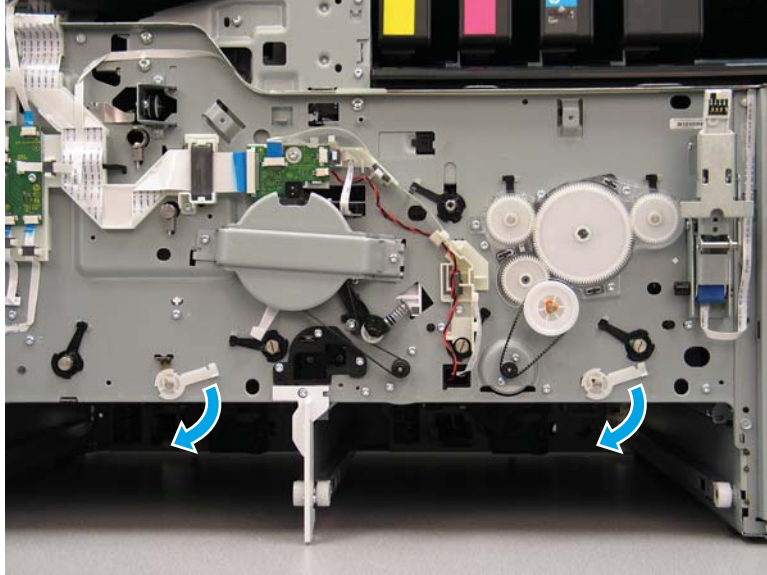
Use the steps in this procedure for removing the Tray 3 (A4) pickup roller arm for a Tray 2 (A3) printer configuration.

1. Slightly pull out on the retention clip to release it, and then rotate it down. Remove the retention clip.

 **NOTE:**

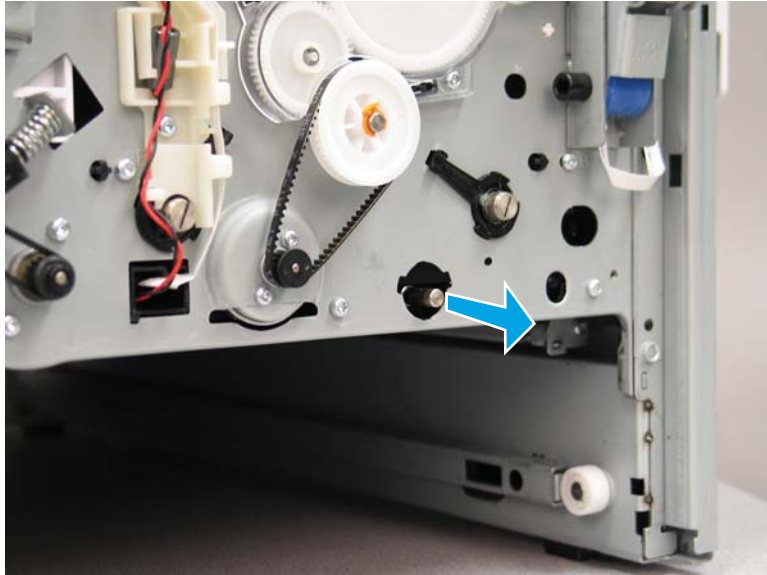
- The right most clip is present in Tray 2 (A3) and Tray 3 (A4) printer configurations.
 - The left most clip is *only* present in tandem Tray 2/3 (A4) printer configurations.
-

Figure 1-697 Release the retention clip



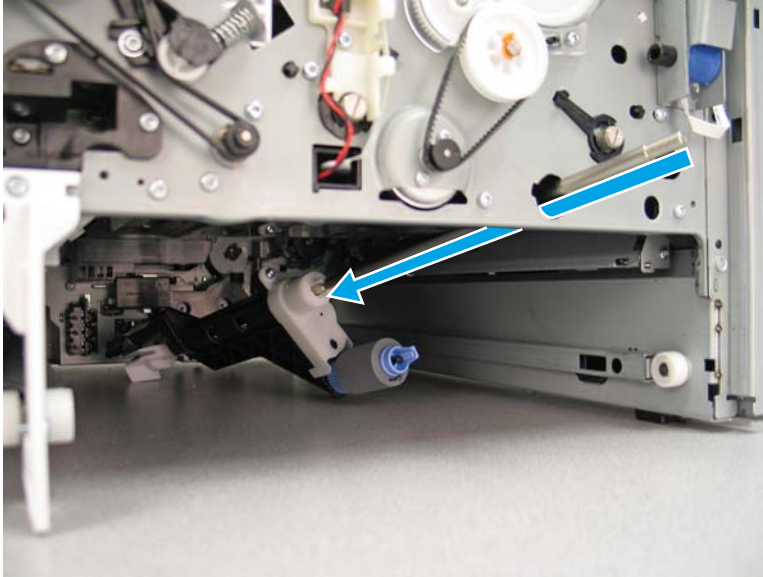
2. Pull the pickup arm shaft out towards the front of the printer to release the opposite end of the shaft.

Figure 1-698 Pull the shaft out



3. Slide the assembly at an angle back into the tray cavity until the front end of the shaft can drop below the chassis.

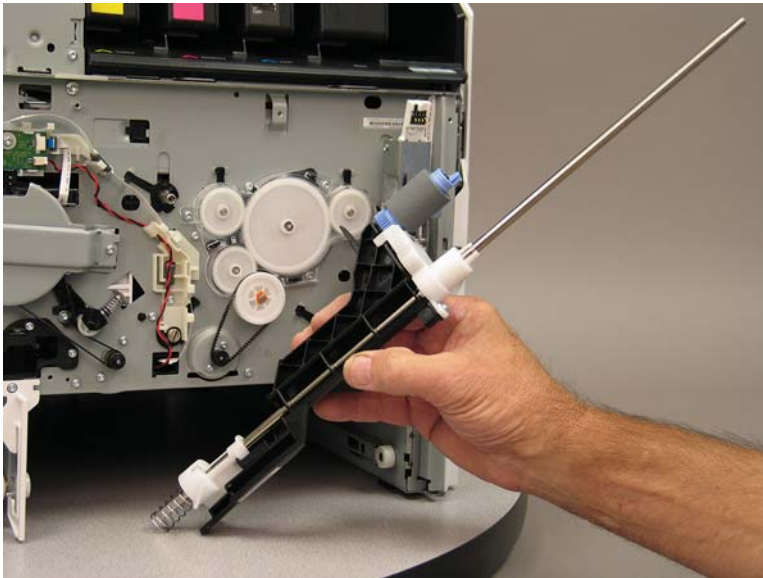
Figure 1-699 Slide the shaft in



4. Remove the pickup roller arm.

 **NOTE:** For the tandem Tray 2/3 (A4) printer configuration, repeat steps [2](#) and [3](#) for the A4 Tray 2.

Figure 1-700 Remove the pickup roller arm



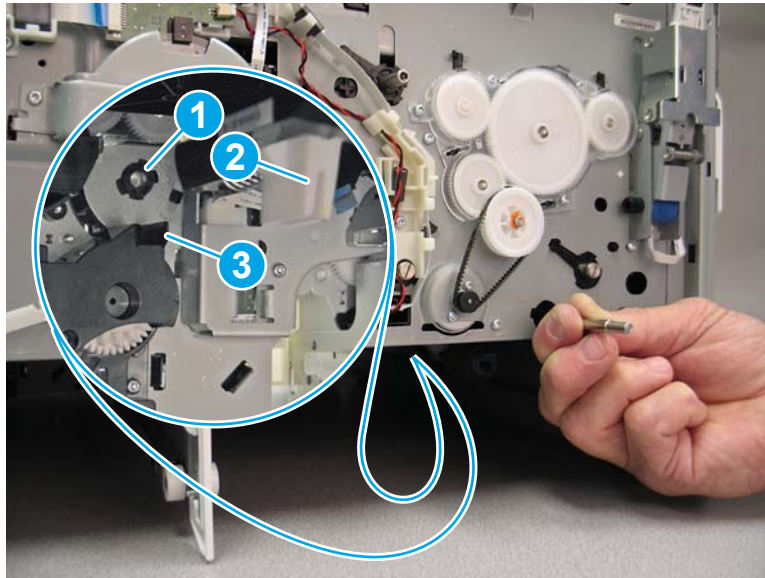
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Tray 2 (A3) or Tray 2/3 (A4) pickup roller arm(s)

- a. Install the assembly shaft into the keyed opening in the tray pick clutch (callout 1). Make sure that the white slotted arm (callout 2) on the pickup roller arm installs over the tab on the lift assembly (callout 3).

 **Reinstallation tip:** You might have to rotate the shaft to align it with the keyed opening drive assembly.

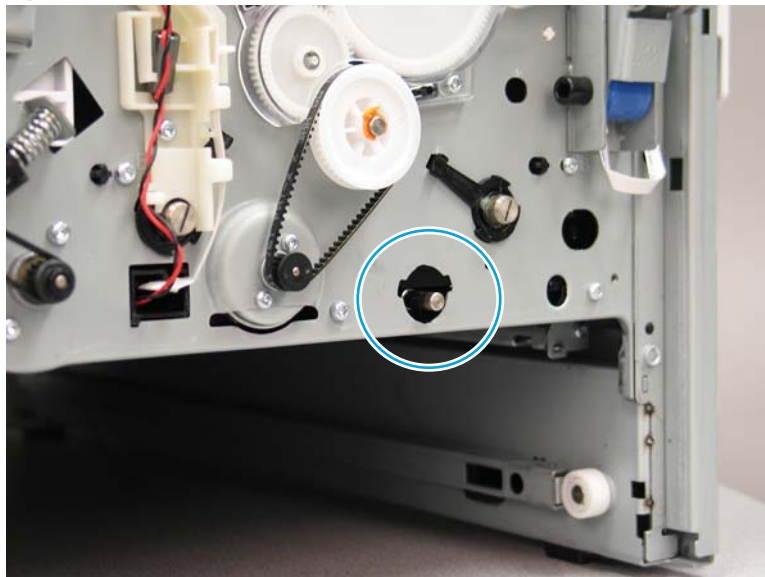
Figure 1-701 Install the pickup roller arm



- b. The shaft is correctly installed in the keyed opening in the tray pick clutch when it protrudes about 6 mm (.23 in) through the hole in the chassis.


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

Figure 1-702 Correct shaft install





Step 6: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 (A4) separation assembly

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the cartridge door](#)
- [Step 3: Remove the front tower cover](#)
- [Step 4: Remove the middle internal front cover](#)
- [Step 5: Remove the lower internal front cover](#)
- [Step 6: Remove the Tray 2 \(A4\) separation assembly](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 (A4) separation assembly.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 (A4) separation assembly part number	
A7W93-67031	Tray 2 (A4) separation assembly

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #10 TORX *thin shaft* driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

- Optional: Flashlight

After performing service



Turn the printer power on

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

Post service test

Send a print job to the printer, and use the tray where the separation assembly was replaced as the source tray.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


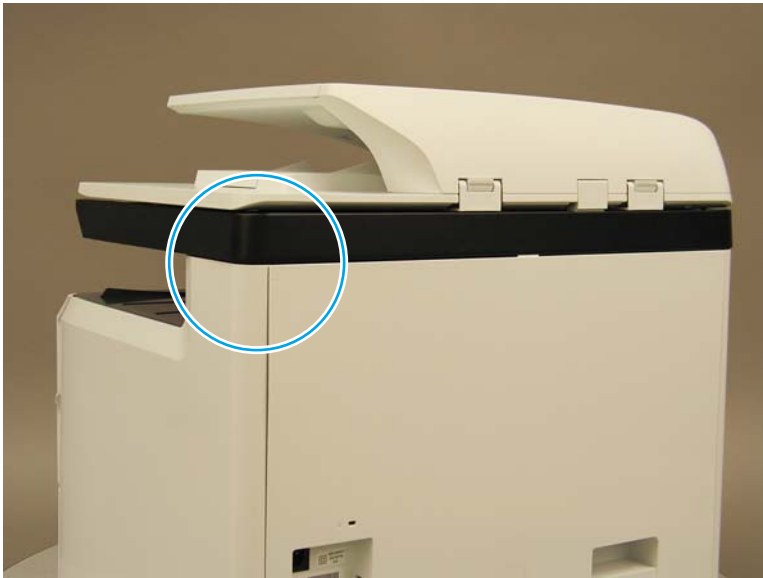
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-703 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

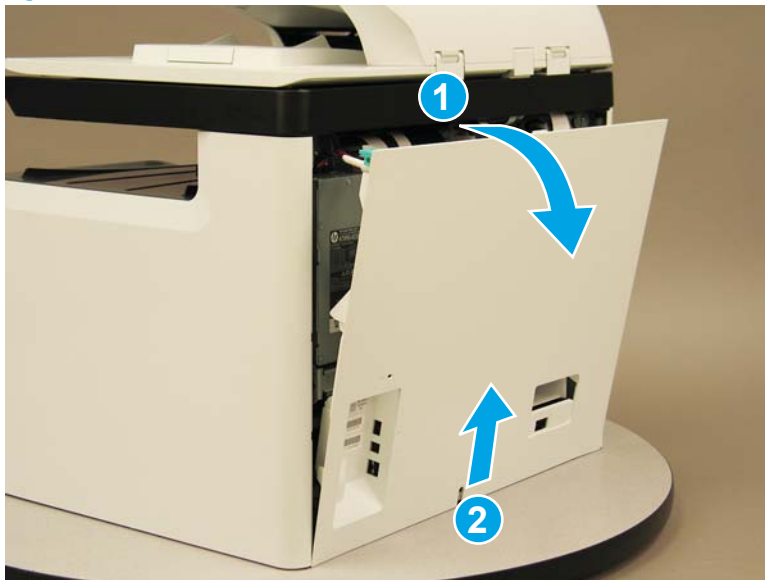
Figure 1-704 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-705 Remove the rear cover



Step 2: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

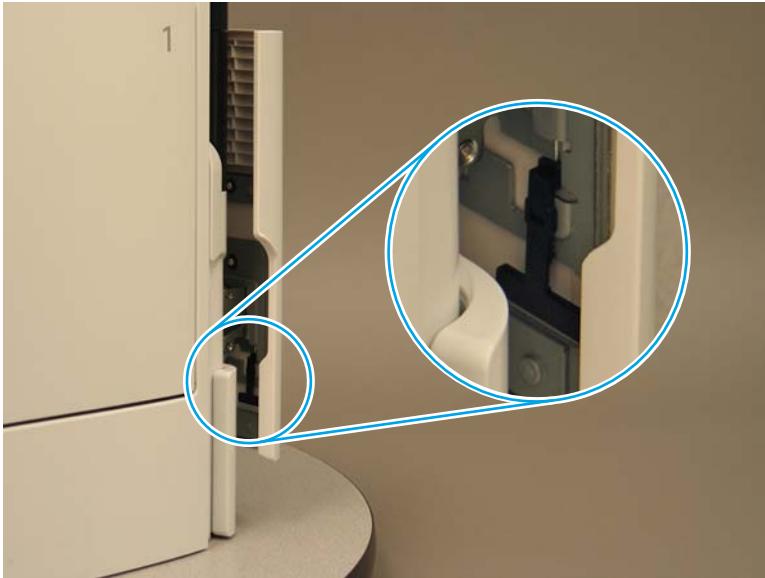
1. Open the cartridge door.

Figure 1-706 Open the cartridge door



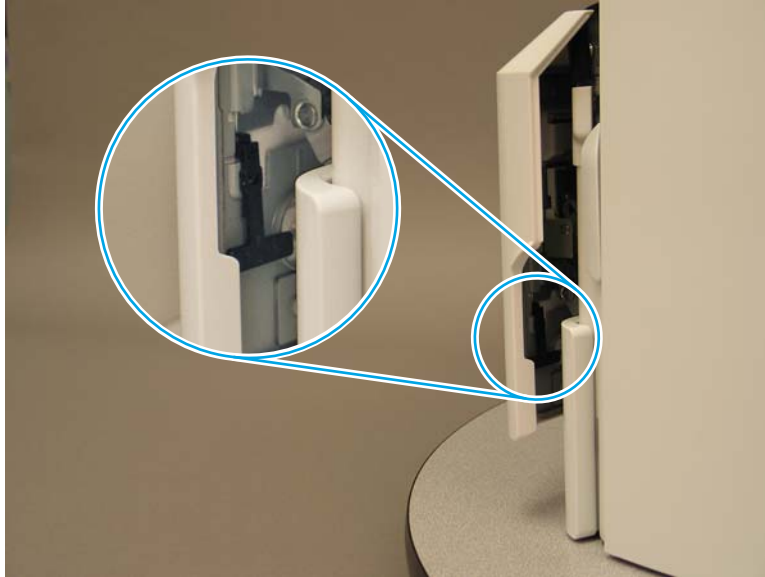
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-707 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-708 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-709 Remove the cartridge door



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

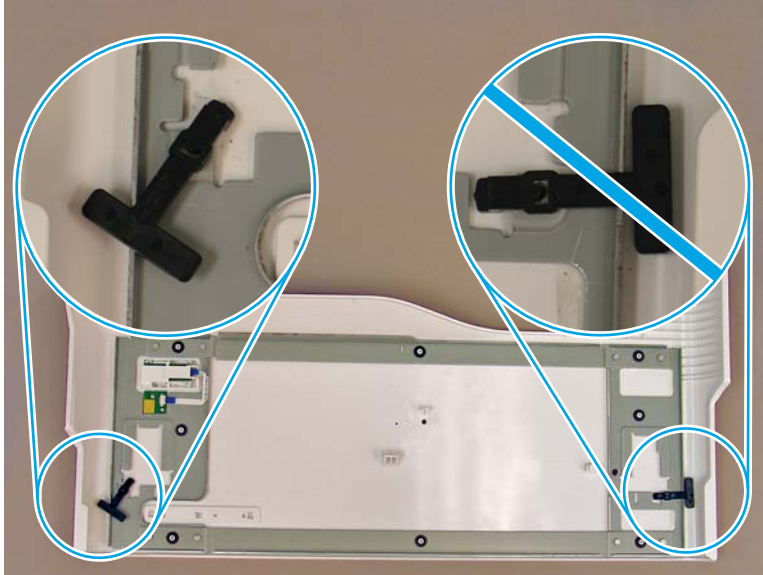
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

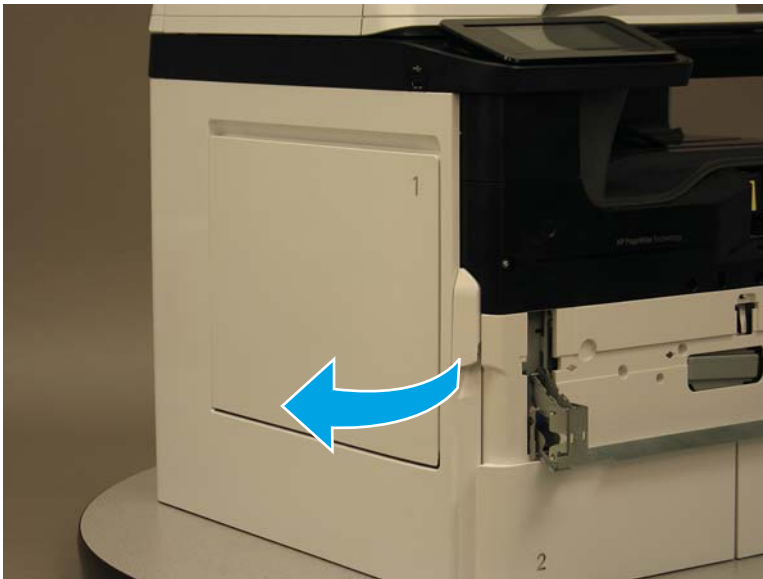
Figure 1-710 Preposition the retainers



Step 3: Remove the front tower cover

1. Open the left door.

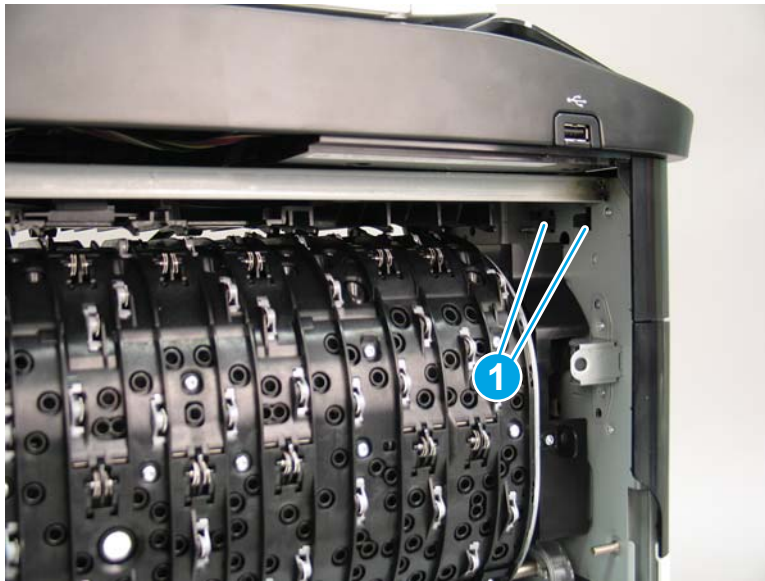
Figure 1-711 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-712 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-713 Release the front tower cover



4. Remove the cover.


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

Figure 1-714 Remove the cover

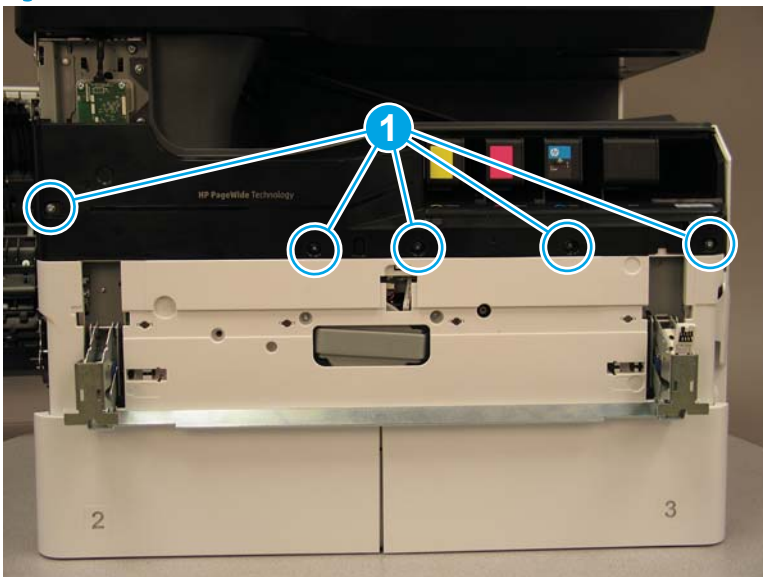


Step 4: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-715 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

Figure 1-716 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-717 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


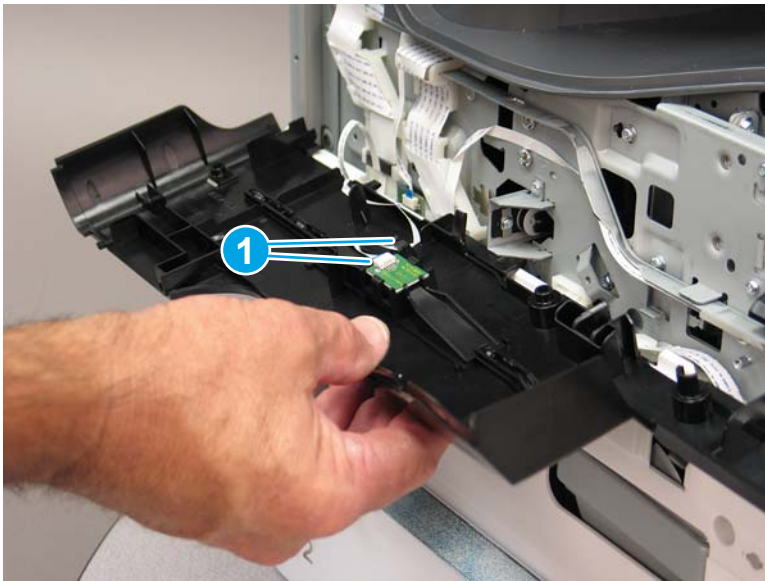
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-718 Remove the middle internal front cover

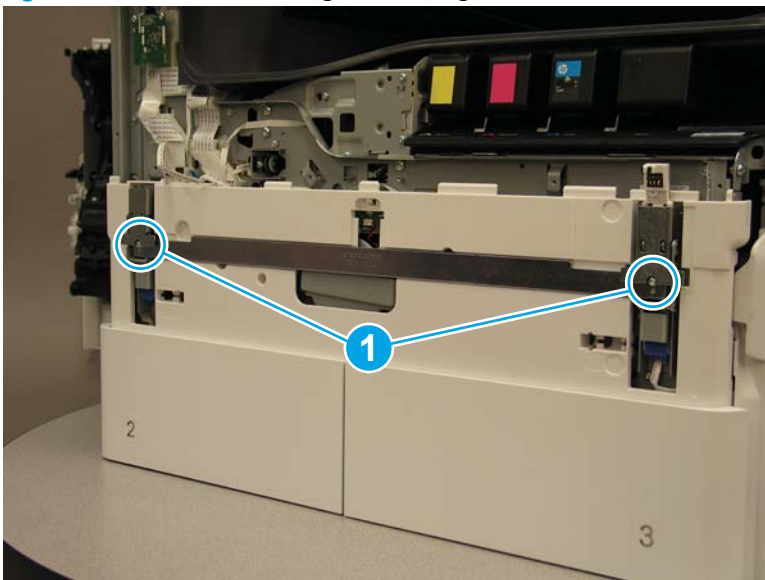


Step 5: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.
2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-719 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


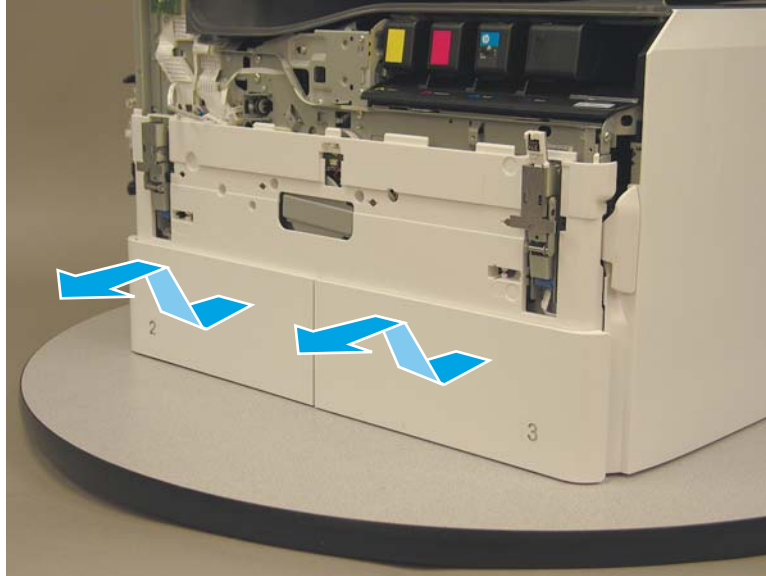
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-720 Remove the tray(s)



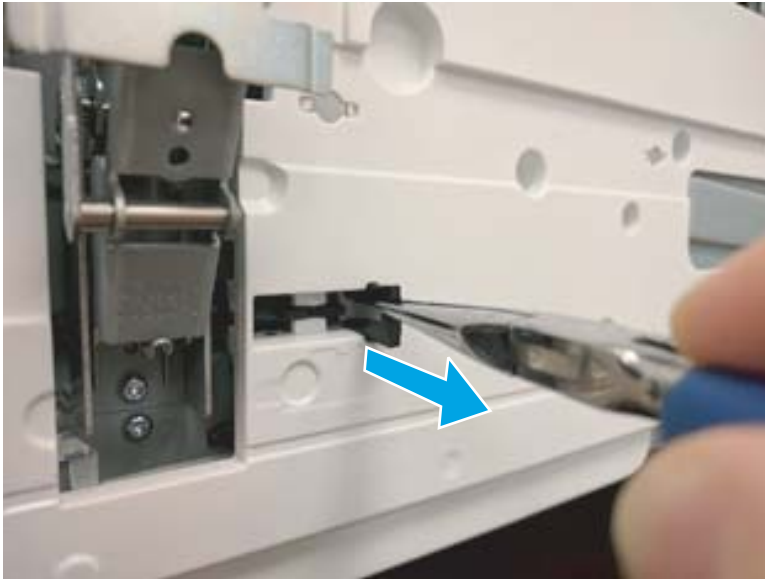
4. Locate the cover lock near one of the hinges.

Figure 1-721 Locate the cover lock feature



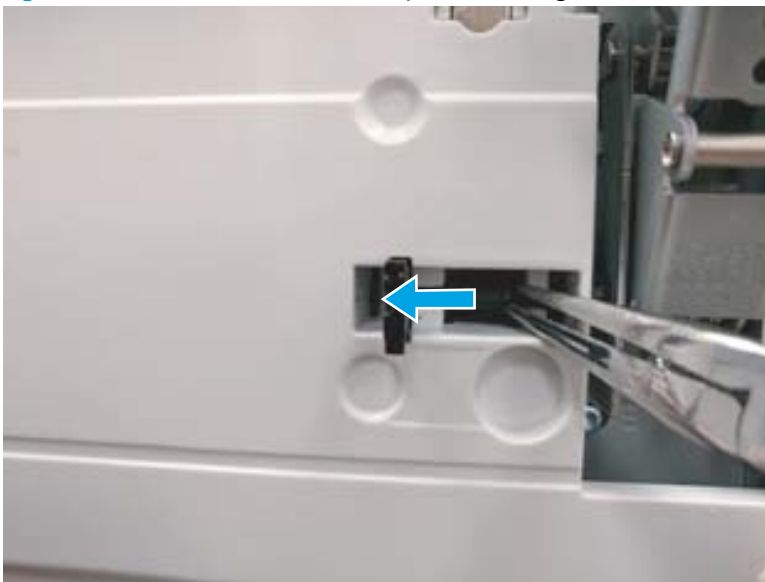
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-722 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

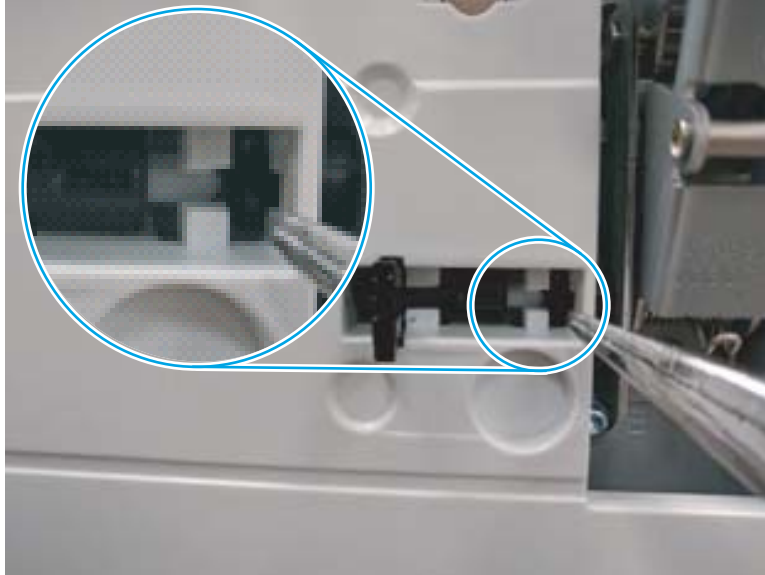
Figure 1-723 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

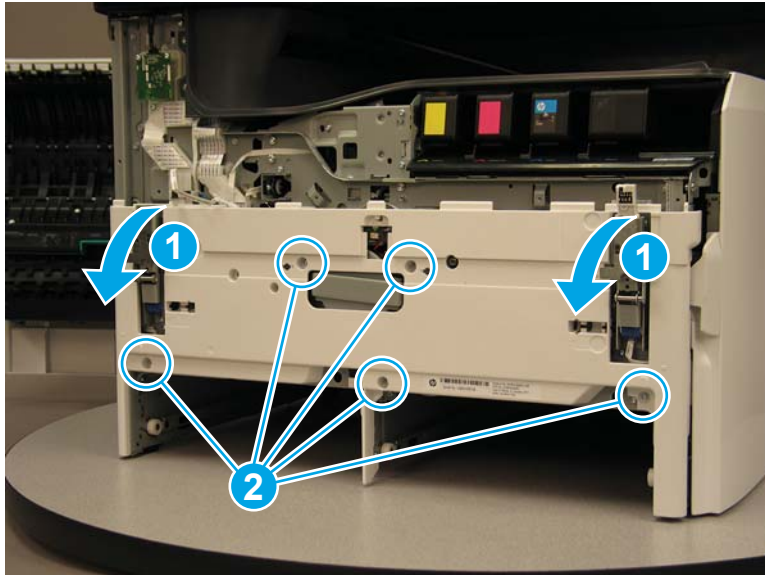
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-724 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-725 Remove five screws



9. Remove the cover.


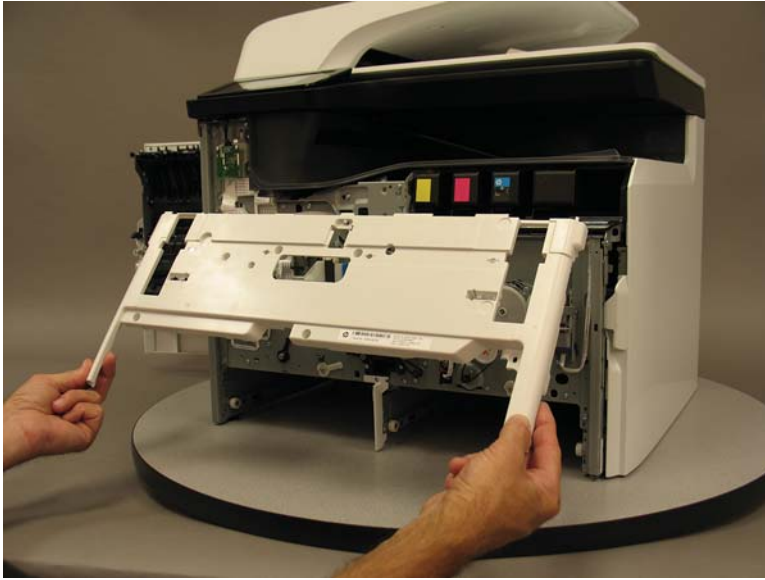

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-726 Remove the front lower cover

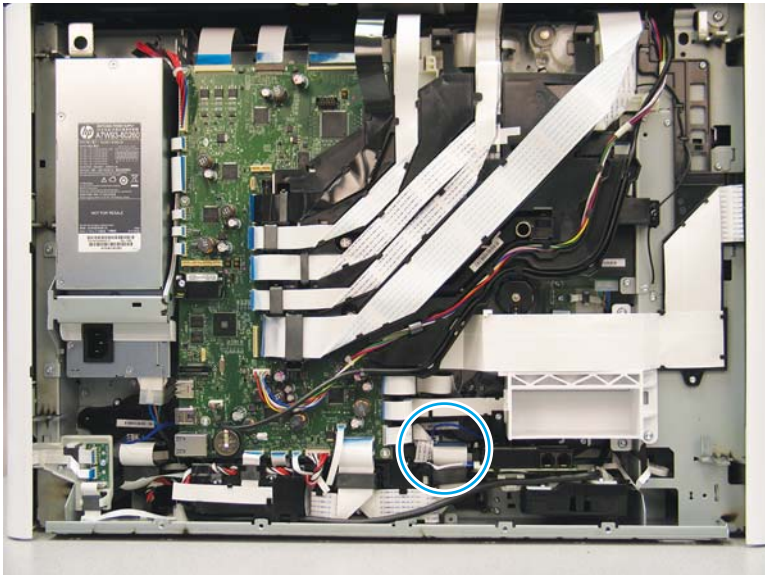


Step 6: Remove the Tray 2 (A4) separation assembly

 **NOTE:** A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

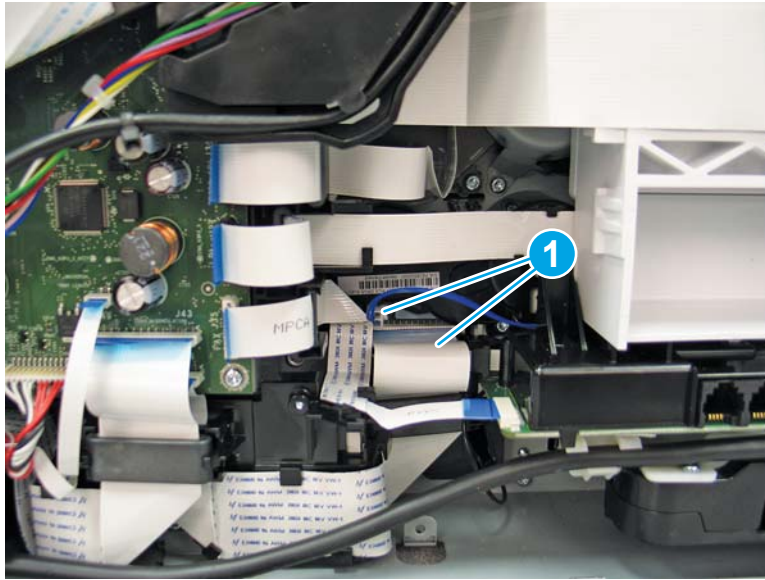
1. At the rear of the printer, locate the rear side of the separation assembly.

Figure 1-727 Locate the rear side of the separation assembly



2. Disconnect one flat-flexible cable (FFC), and one connector (callout 1).

Figure 1-728 Disconnect one FFC and one connector



3. Disconnect two small FFCs (callout 1).

💡 **TIP:** Needle-nose pliers make it easier to disconnect small FFCs.

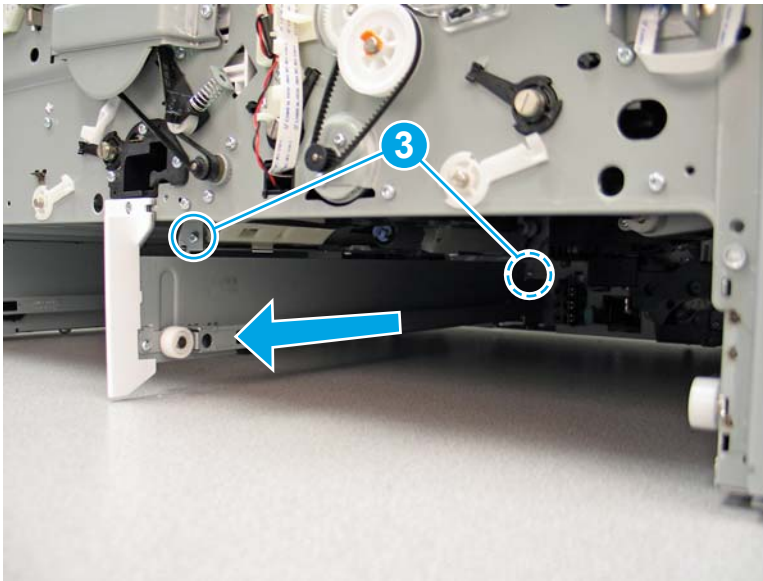
Figure 1-729 Disconnect two small FFCs



4. At the front of the printer, remove two screws (callout 1), and then remove the tray divider.

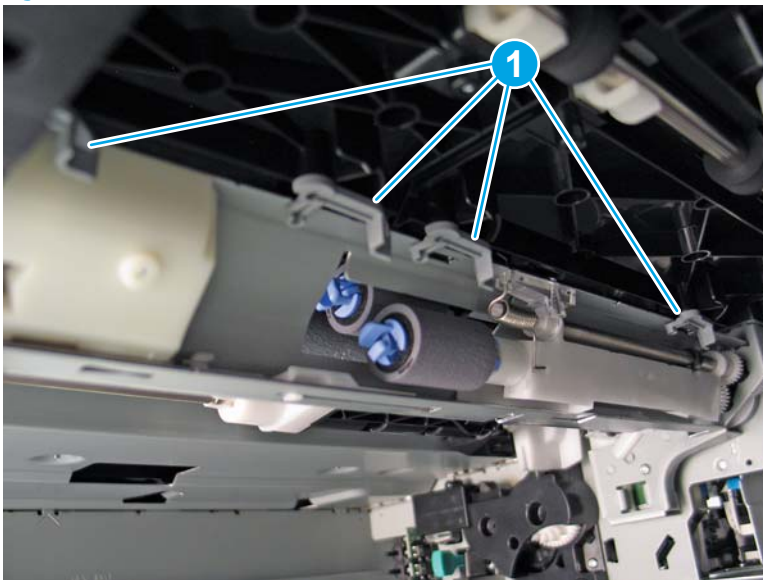
 **NOTE:** The rear screw requires a #10 *thin shaft* driver.

Figure 1-730 Remove two screws and the tray divider



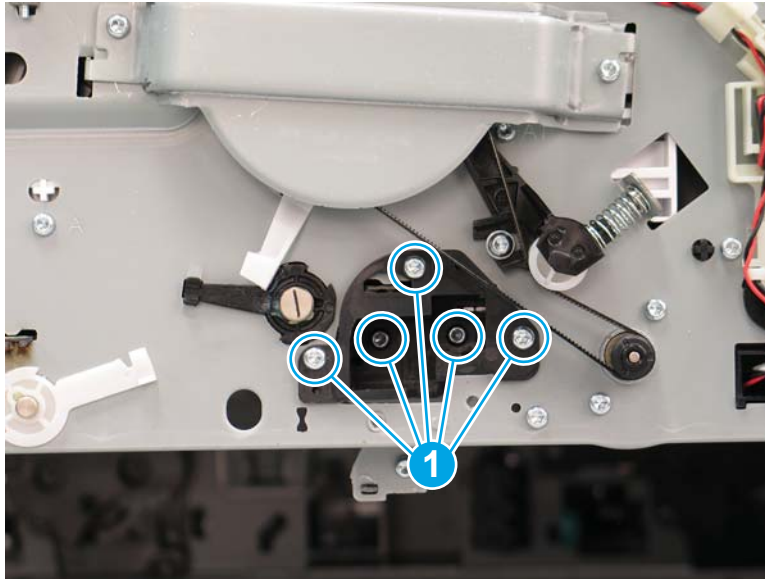
5. Reach up into the tray cavity, and then release four latches (callout 1) to release the assembly from the printer floor.

Figure 1-731 Release four latches



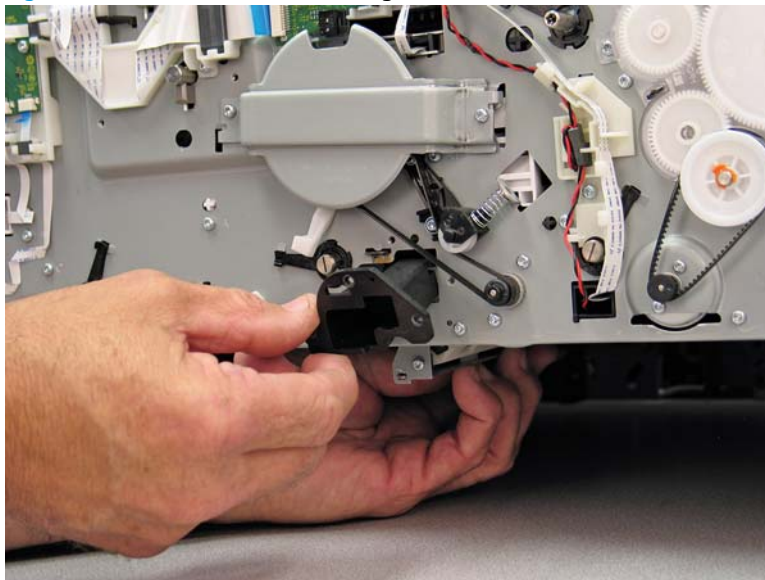
6. Remove five screws (callout 1).

Figure 1-732 Remove five screws



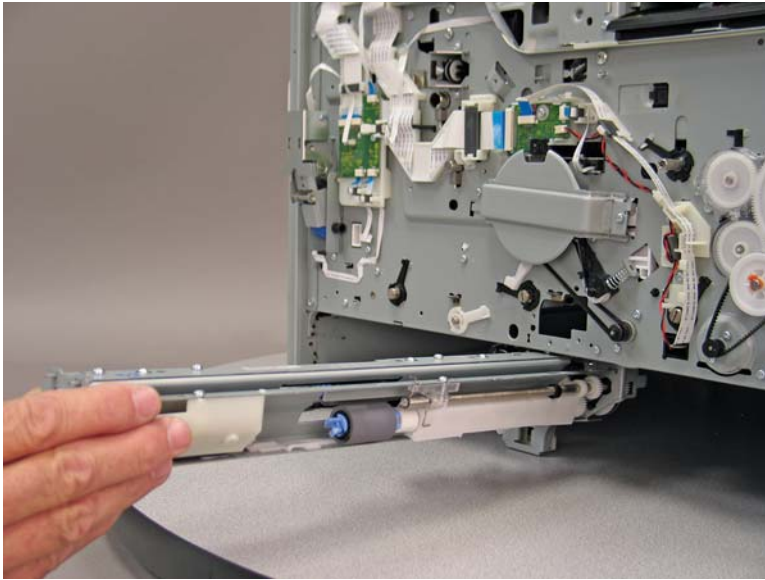
7. Support the Tray 2 separation assembly, and then remove the mounting bracket.

Figure 1-733 Remove the mounting bracket



8. Remove the separation assembly.

Figure 1-734 Remove the separation assembly

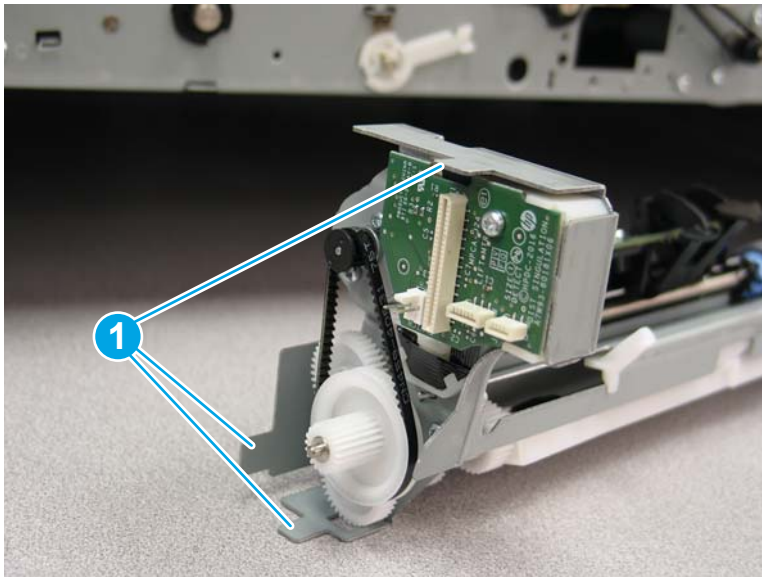


9. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Tray 2 (A4) separation assembly

- a. Take note of the mounting tabs (callout 1) on the separation assembly.

Figure 1-735 Mounting tabs on the separation assembly



- b. Take note of the mounting slots (callout 1) in the chassis.


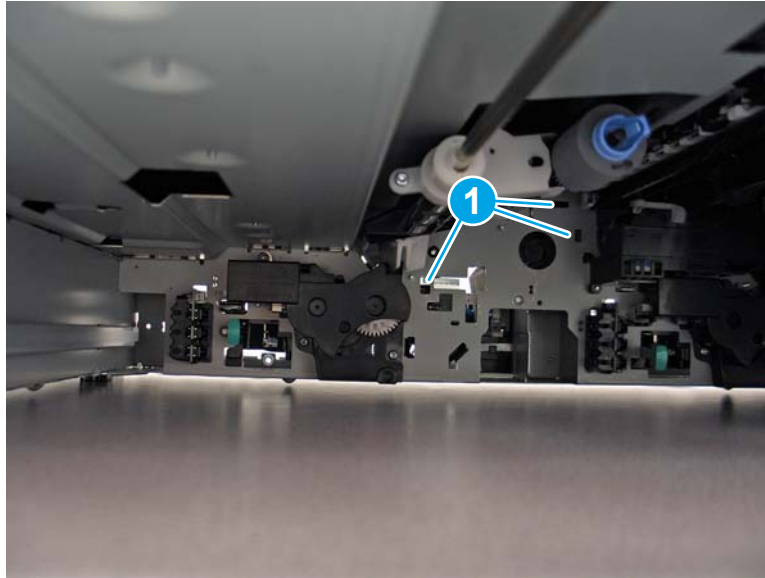
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-736 Mounting slots in the chassis





Step 7: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 (A3) or Tray 3 (A4) separation assembly

- [Introduction](#)
- [Step 1: Remove the right side vertical path guide](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the cartridge door](#)
- [Step 4: Remove the front tower cover](#)
- [Step 5: Remove the middle internal front cover](#)
- [Step 6: Remove the lower internal front cover](#)
- [Step 7: Remove the Tray 2 \(A3\) or Tray 2/3 \(A4\) pickup roller arm\(s\)](#)
- [Step 8: Remove the Tray 2 \(A4\) or Tray 3 \(A3\) separation assembly](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 (A3) or Tray 3 (A4) separation assembly.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 (A3) or Tray 3 (A4) separation assembly part number

A7W93-67031

Tray 2 (A3) or Tray 3 (A4) separation assembly

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #10 TORX *thin shaft* driver with a magnetized tip
- Optional: Needle-nose pliers

💡 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

- Optional: Flashlight

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer, and use the tray where the separation assembly was replaced as the source tray.

Step 1: Remove the right side vertical path guide

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-737 Open the right door



2. Remove one screw (callout 1).

Figure 1-738 Remove one screw



3. Release one tab (callout 1), and then rotate the bottom of the right side vertical path guide up and away from the printer to release it.


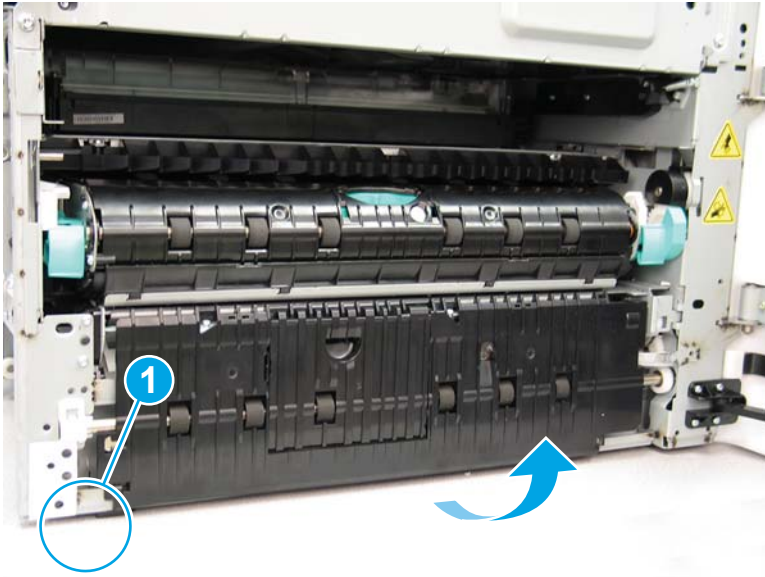
 **Reinstallation tip:** Slightly flex the bottom left corner of the right side vertical path guide (callout 1) to engage one tab.

Figure 1-739 Release the right side vertical path guide



4. Remove the right side vertical path guide


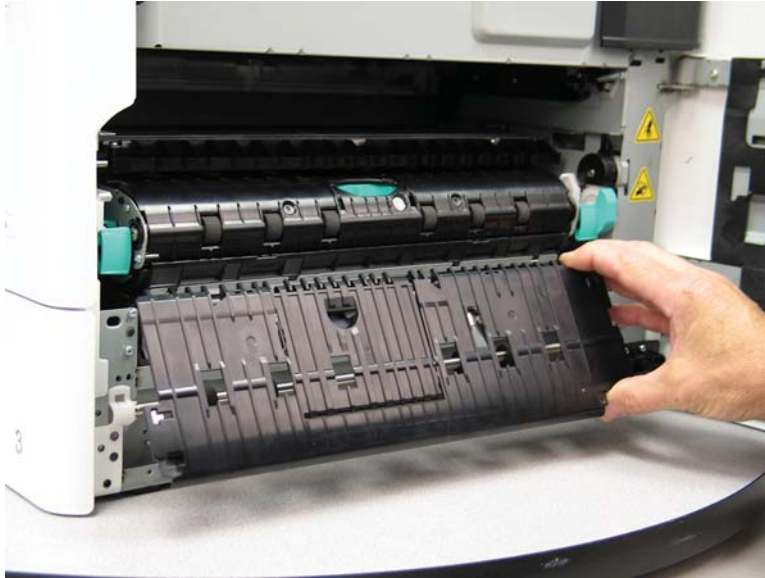

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-740 Remove the right side vertical path guide



Step 2: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-741 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-742 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


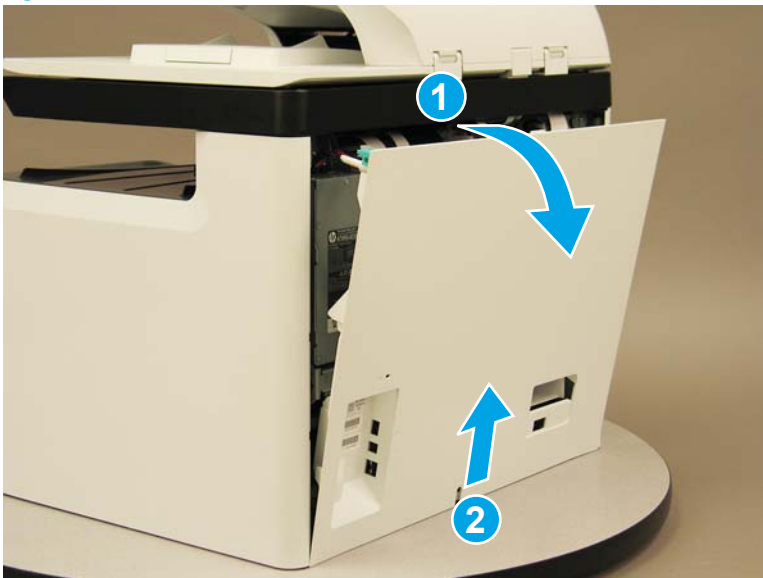
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-743 Remove the rear cover



Step 3: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

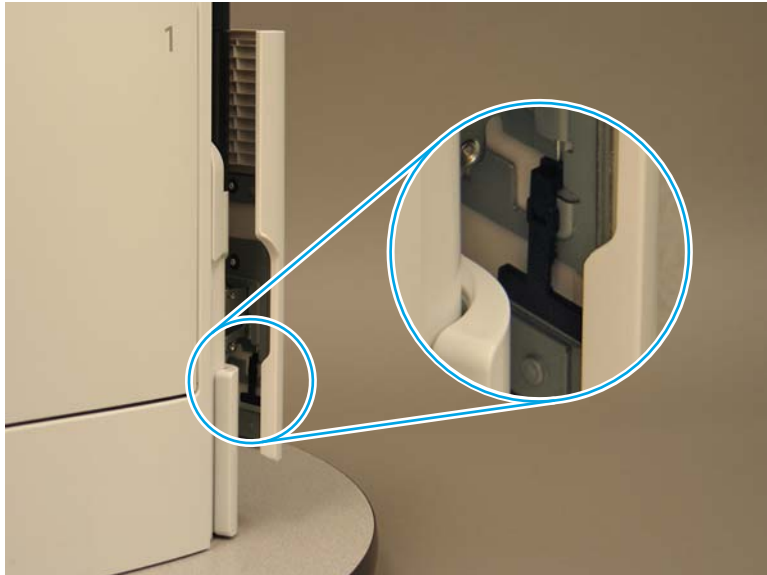
1. Open the cartridge door.

Figure 1-744 Open the cartridge door



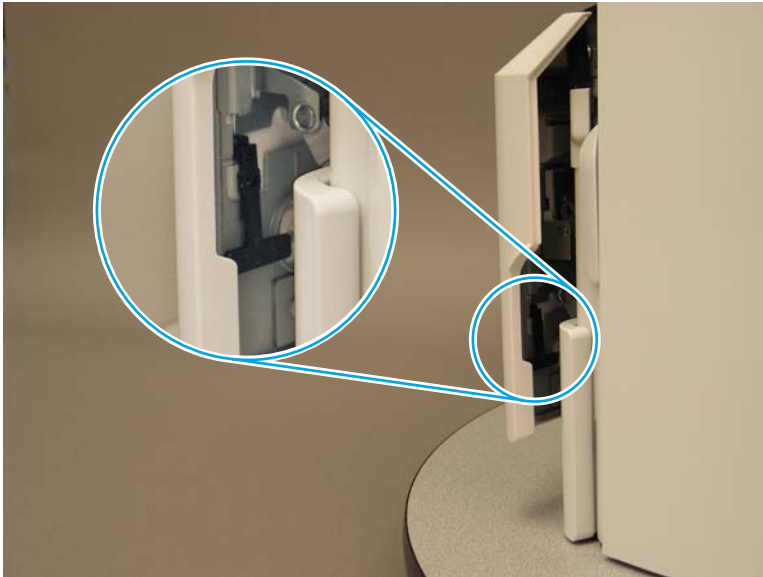
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-745 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-746 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-747 Remove the cartridge door



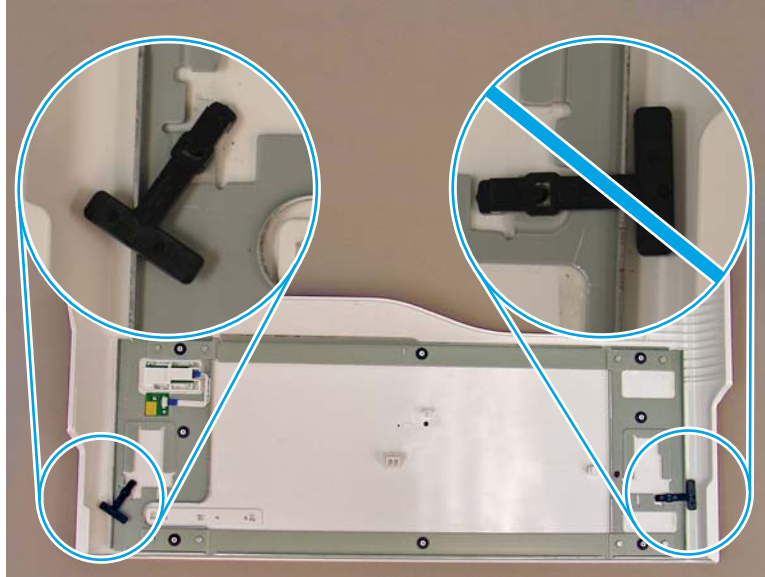
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.

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

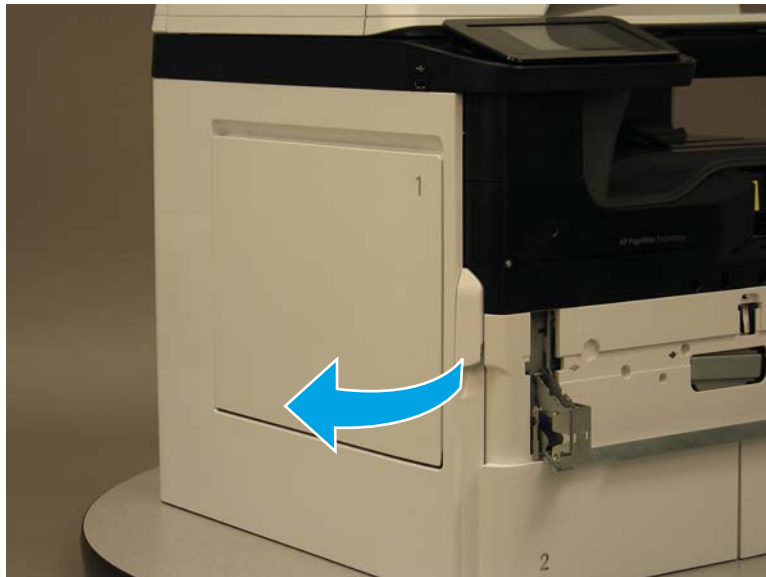
Figure 1-748 Preposition the retainers



Step 4: Remove the front tower cover

1. Open the left door.

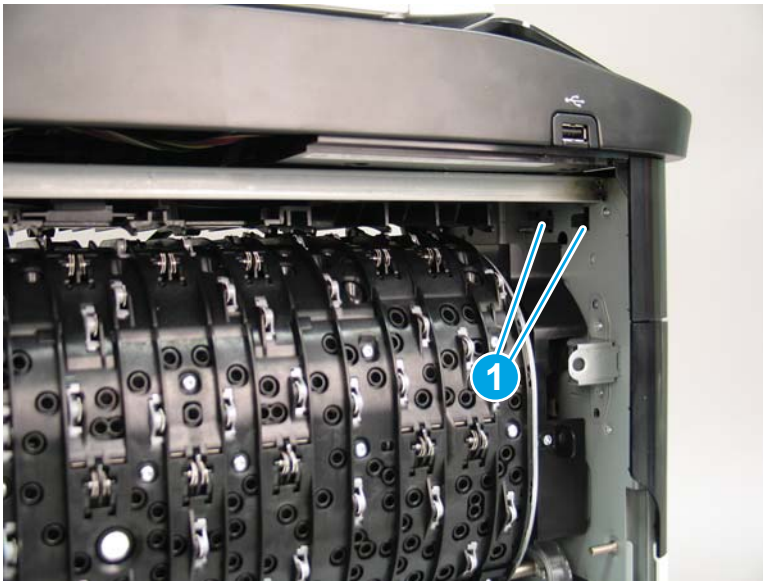
Figure 1-749 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-750 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-751 Release the front tower cover



4. Remove the cover.


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

Figure 1-752 Remove the cover

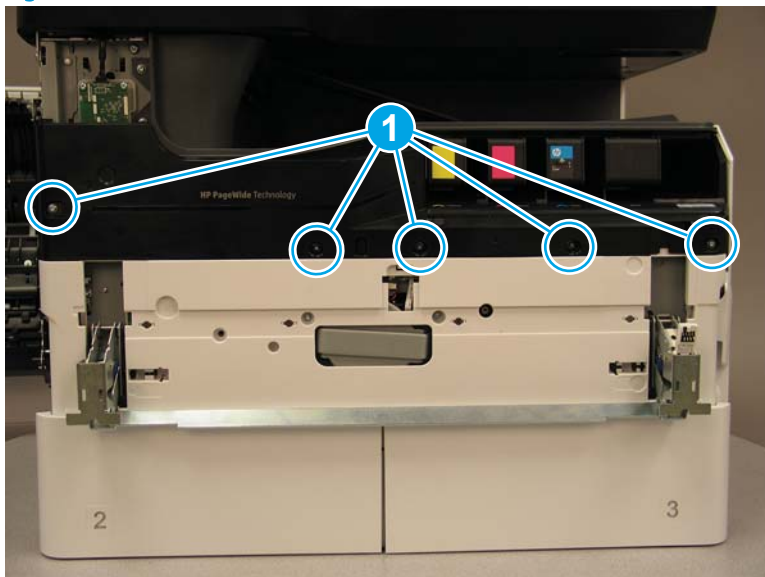


Step 5: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-753 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

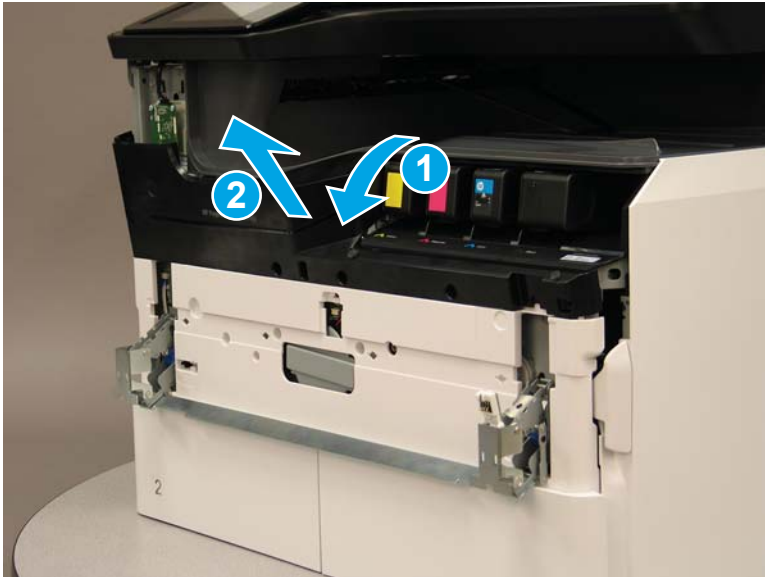
Figure 1-754 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-755 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


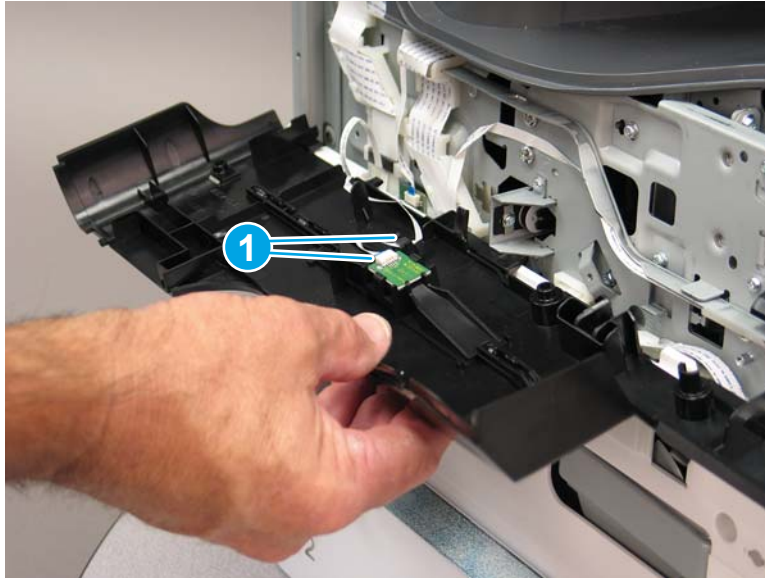
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-756 Remove the middle internal front cover

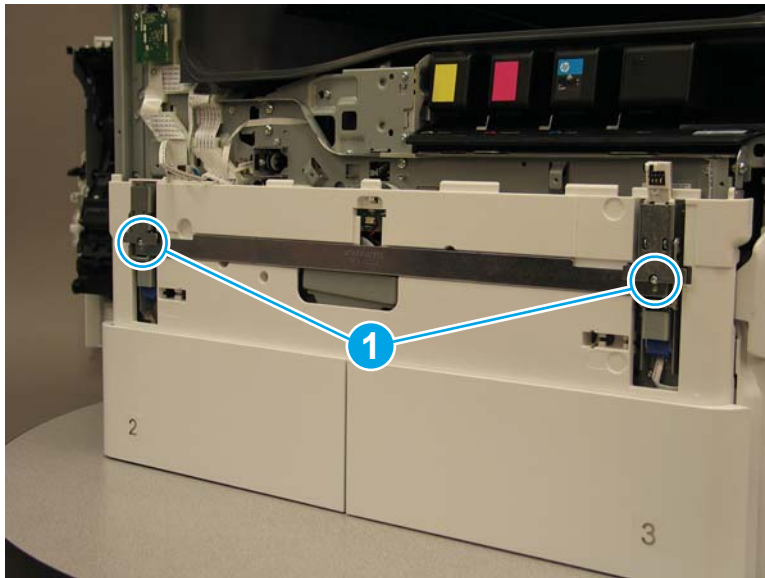


Step 6: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.
2. Remove two screws (callout 1), and then remove the hinge connecting bar.

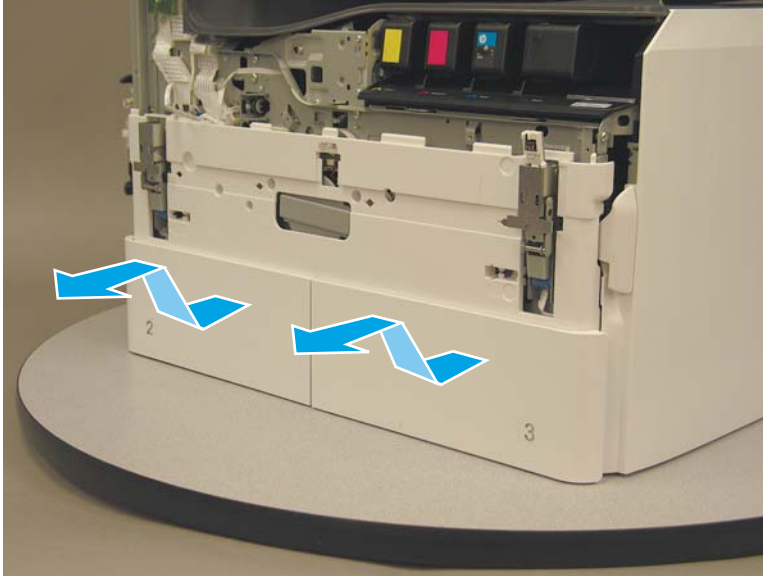
Figure 1-757 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).

 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-758 Remove the tray(s)



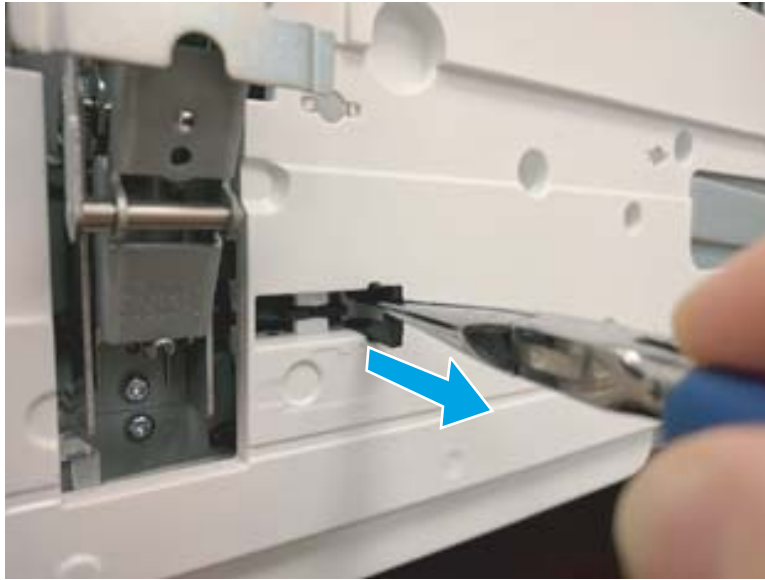
4. Locate the cover lock near one of the hinges.

Figure 1-759 Locate the cover lock feature



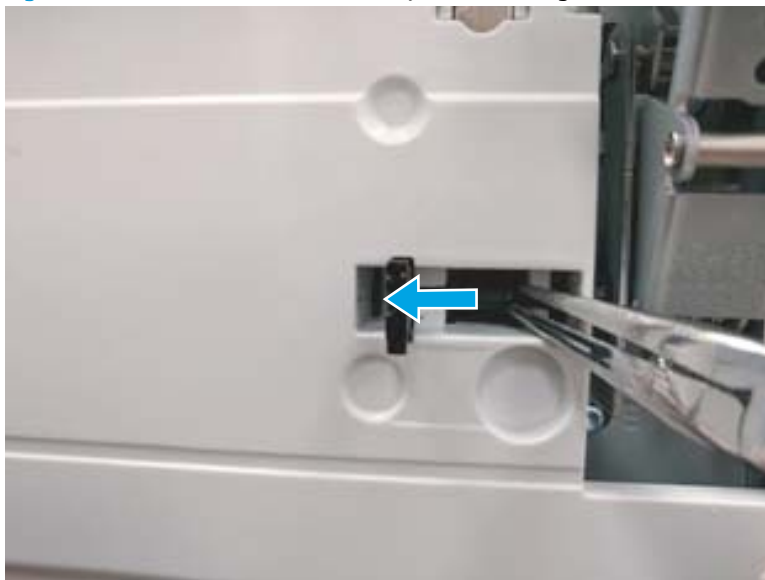
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-760 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

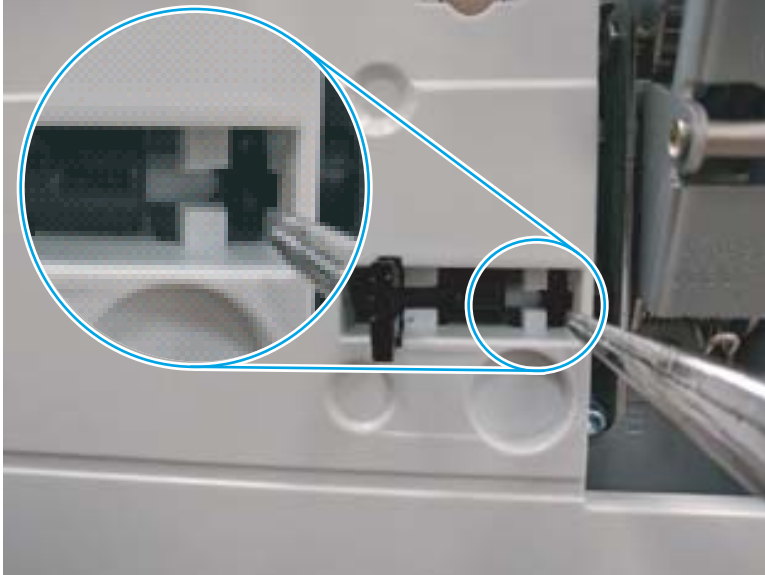
Figure 1-761 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

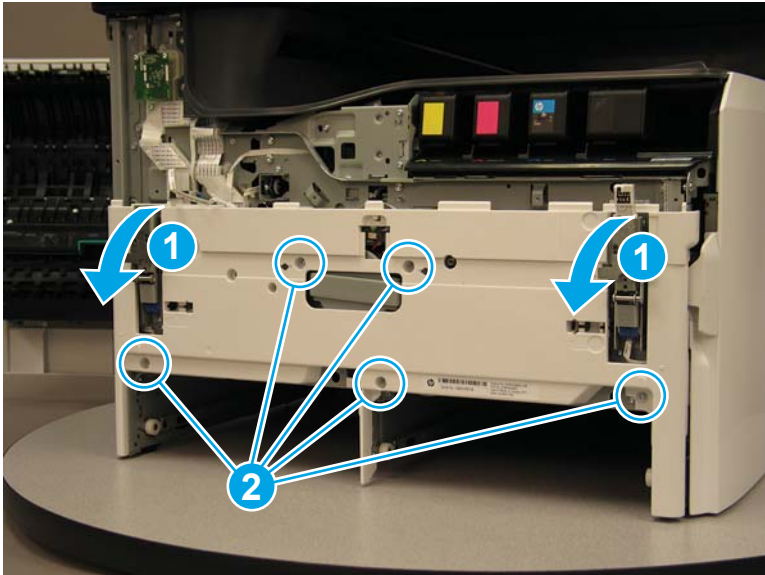
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-762 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

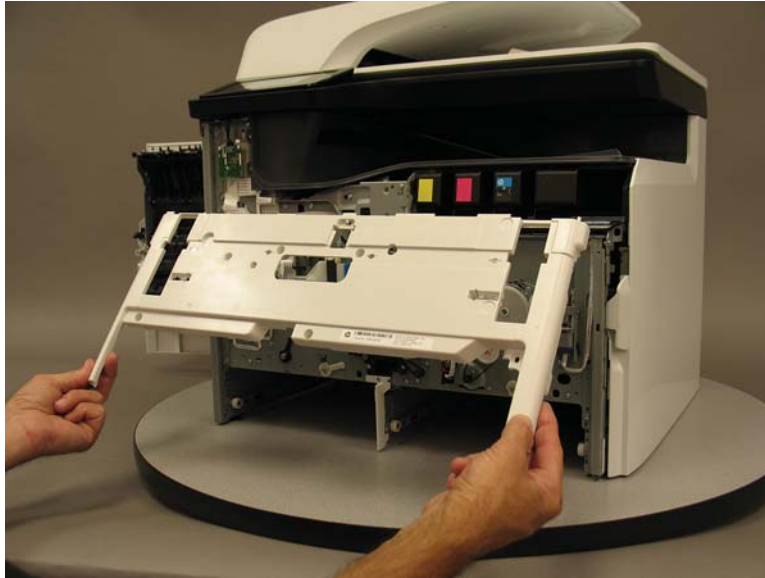
Figure 1-763 Remove five screws




9. Remove the cover.

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

Figure 1-764 Remove the front lower cover



Step 7: Remove the Tray 2 (A3) or Tray 2/3 (A4) pickup roller arm(s)

 **NOTE:** The tandem Tray 2/3 (A4) printer configuration is shown in this procedure. However, the procedure is correct for a single Tray 2 (A3) printer configuration.

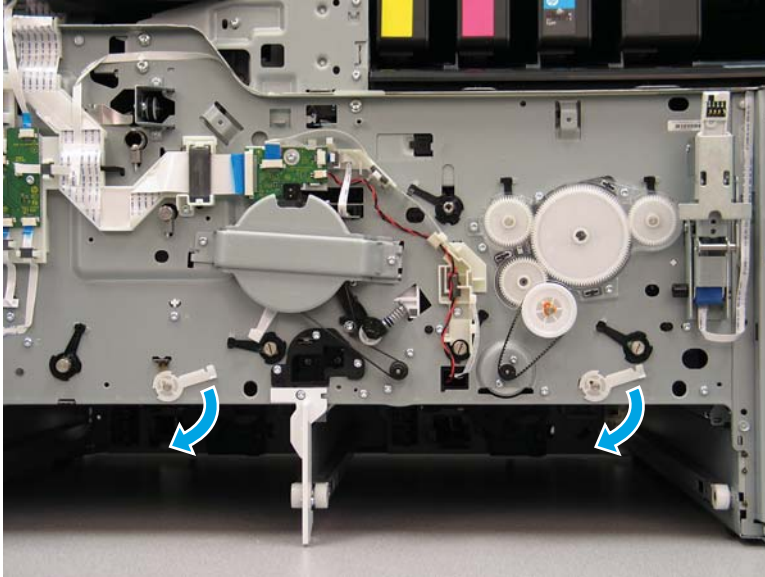
Use the steps in this procedure for removing the Tray 3 (A4) pickup roller arm for a Tray 2 (A3) printer configuration.

1. Slightly pull out on the retention clip to release it, and then rotate it down. Remove the retention clip.

 **NOTE:**

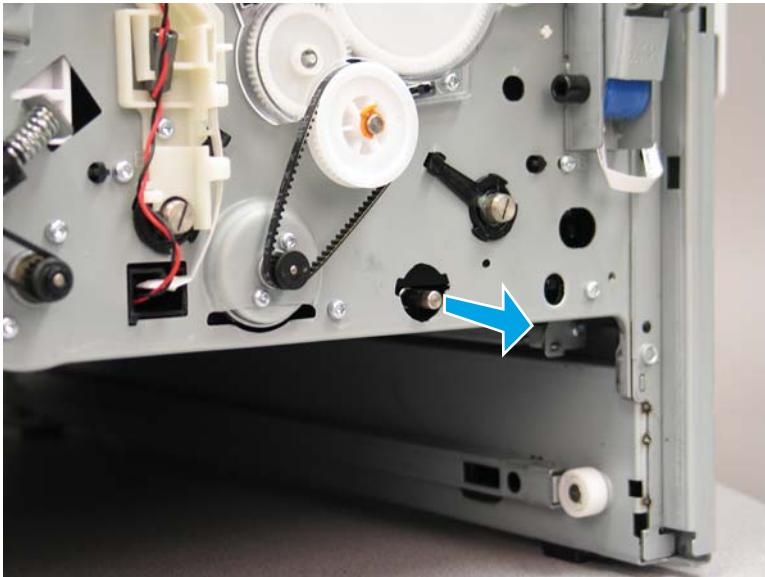
- The right most clip is present in Tray 2 (A3) and Tray 3 (A4) printer configurations.
 - The left most clip is *only* present in tandem Tray 2/3 (A4) printer configurations.
-

Figure 1-765 Release the retention clip



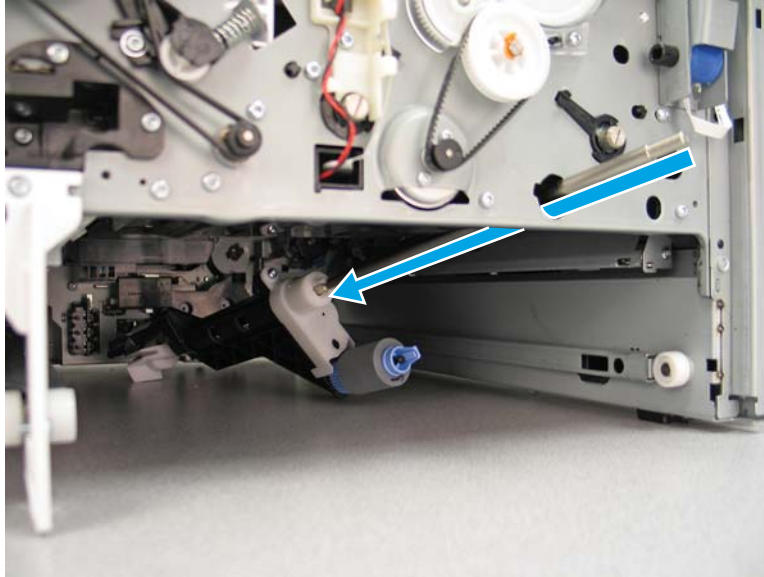
2. Pull the pickup arm shaft out towards the front of the printer to release the opposite end of the shaft.

Figure 1-766 Pull the shaft out



3. Slide the assembly at an angle back into the tray cavity until the front end of the shaft can drop below the chassis.

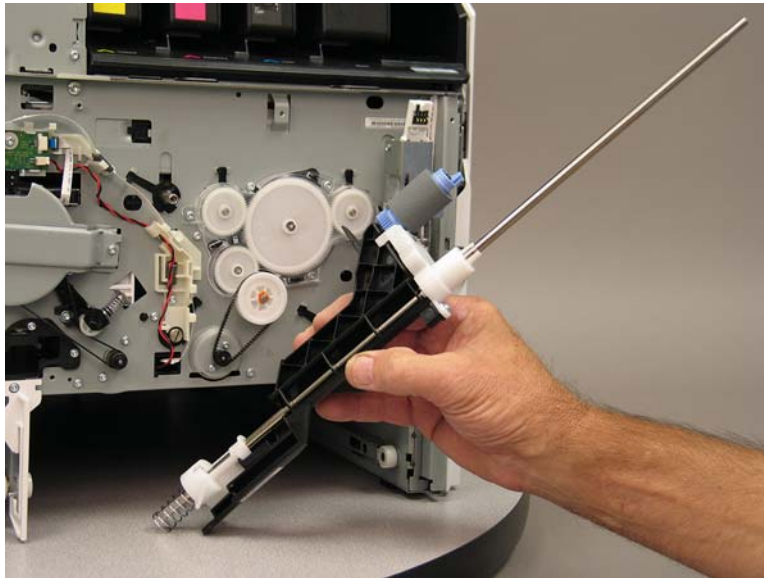
Figure 1-767 Slide the shaft in



4. Remove the pickup roller arm.

 **NOTE:** For the tandem Tray 2/3 (A4) printer configuration, repeat steps [2](#) and [3](#) for the A4 Tray 2.

Figure 1-768 Remove the pickup roller arm



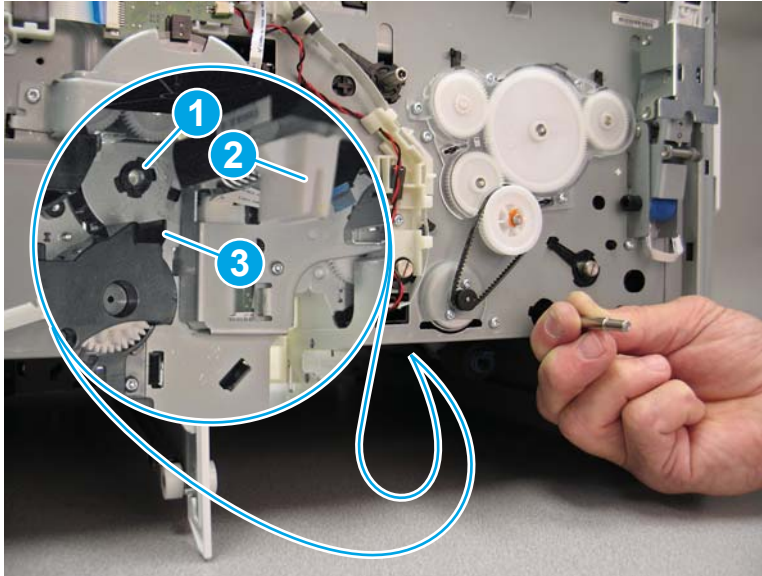
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Tray 2 (A3) or Tray 2/3 (A4) pickup roller arm(s)

- a. Install the assembly shaft into the keyed opening in the tray pick clutch (callout 1). Make sure that the white slotted arm (callout 2) on the pickup roller arm installs over the tab on the lift assembly (callout 3).

 **Reinstallation tip:** You might have to rotate the shaft to align it with the keyed opening drive assembly.

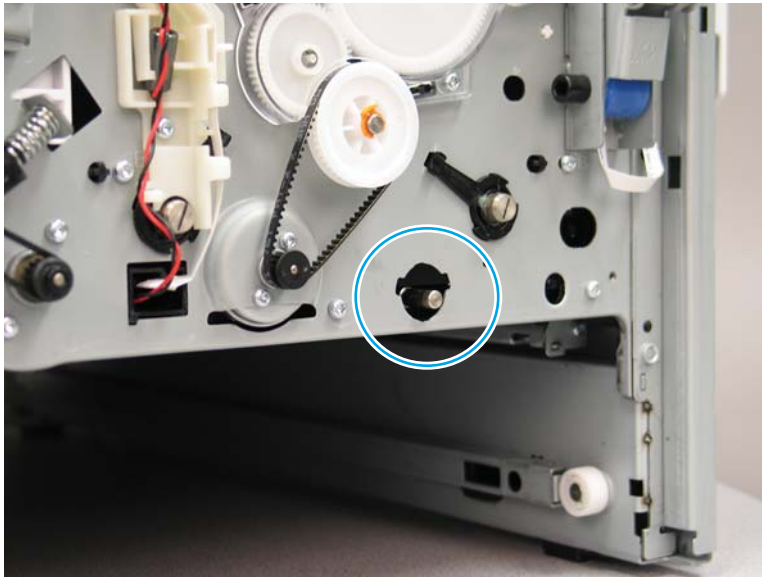
Figure 1-769 Install the pickup roller arm




- b. The shaft is correctly installed in the keyed opening in the tray pick clutch when it protrudes about 6 mm (.23 in) through the hole in the chassis.

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

Figure 1-770 Correct shaft install

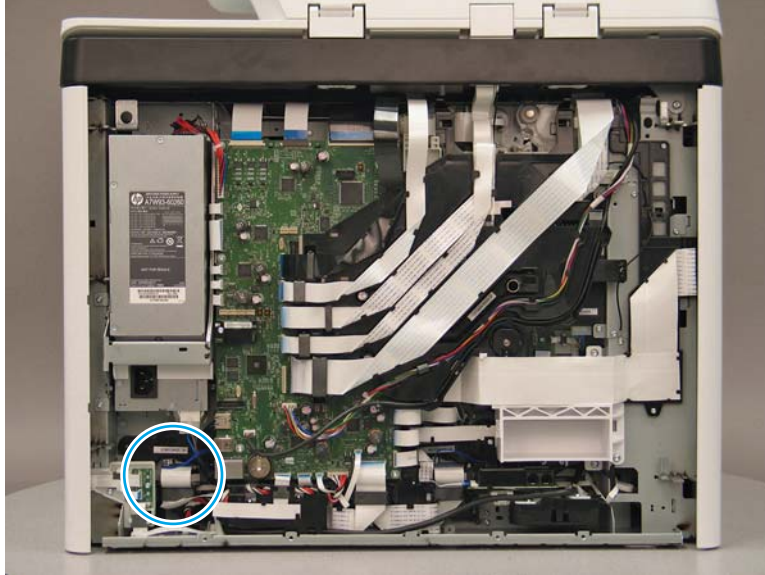


Step 8: Remove the Tray 2 (A4) or Tray 3 (A3) separation assembly

 **NOTE:** A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

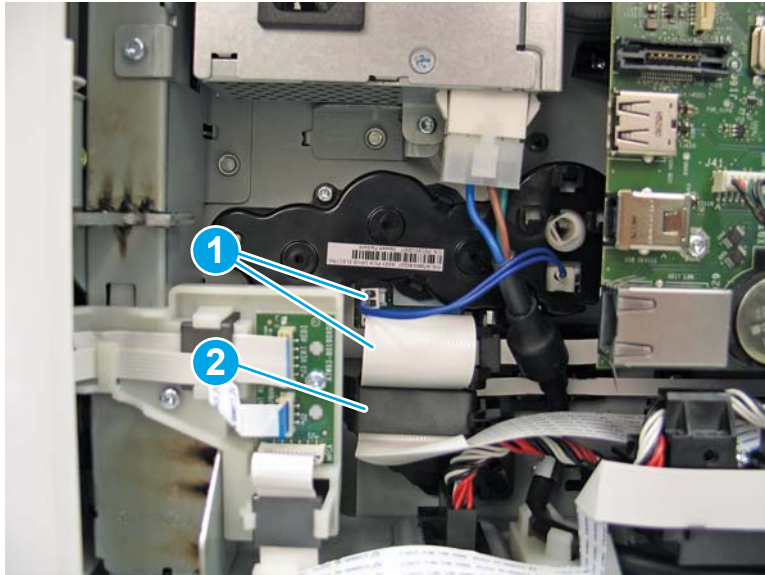
1. At the rear of the printer, locate the rear side of the separation assembly.

Figure 1-771 Locate the rear side of the separation assembly



2. Disconnect one flat-flexible cable (FFC) and one connector (callout 1), and then release the ferrite from the holder (callout 2).

Figure 1-772 Disconnect one FFC and one connector



3. Disconnect two small FFCs (callout 1).


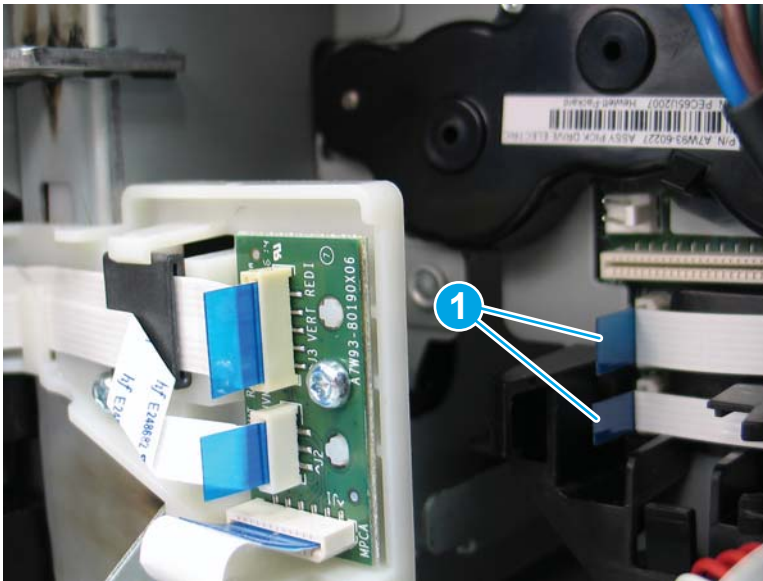
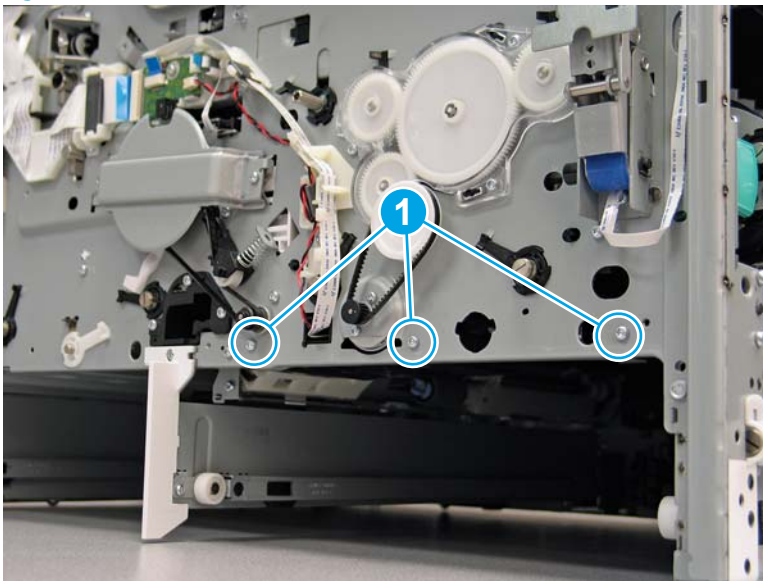
 **TIP:** Needle-nose pliers make it easier to disconnect small FFCs.

Figure 1-773 Disconnect two small FFCs



4. At the front of the printer, remove three screws (callout 1).

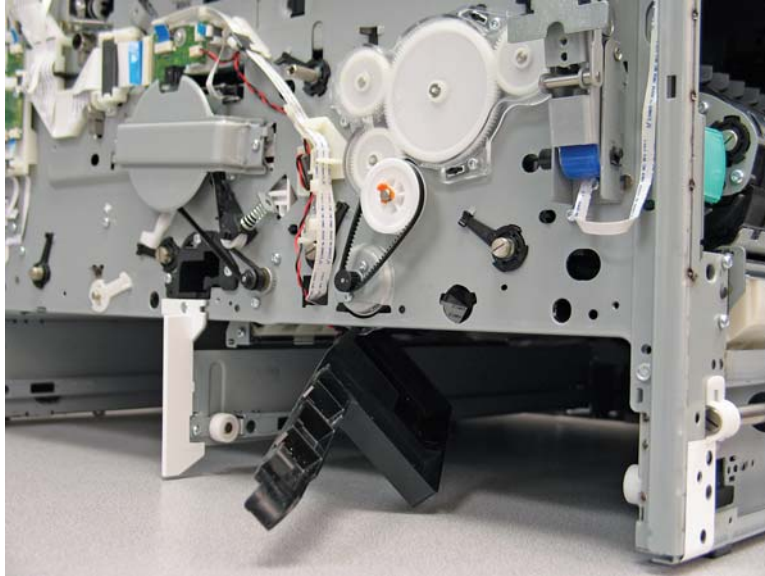
Figure 1-774 Remove three screws



5. Reach up into the tray cavity, remove the motor cover, and then move it out of the way.

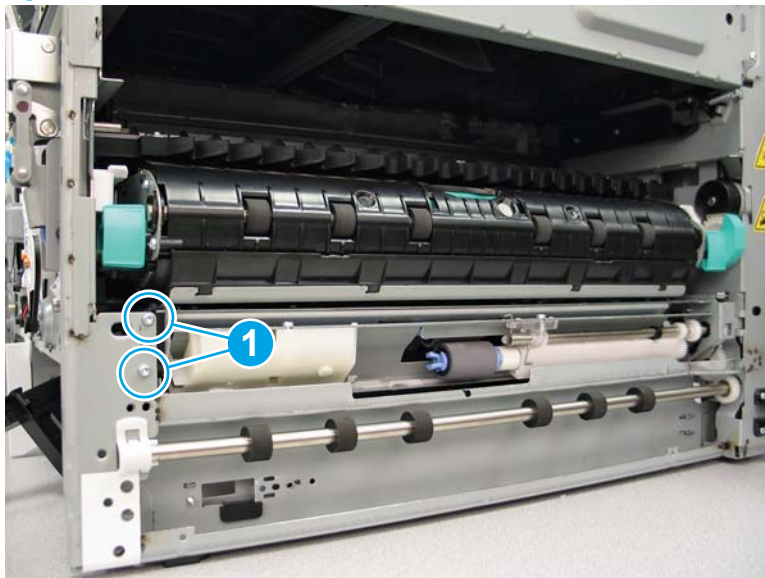
⚠ CAUTION: The motor cover is still attached to the printer by a FFC and wire harness that pass through the cover. Do not attempt to completely remove the cover.

Figure 1-775 Move the motor cover out of the way



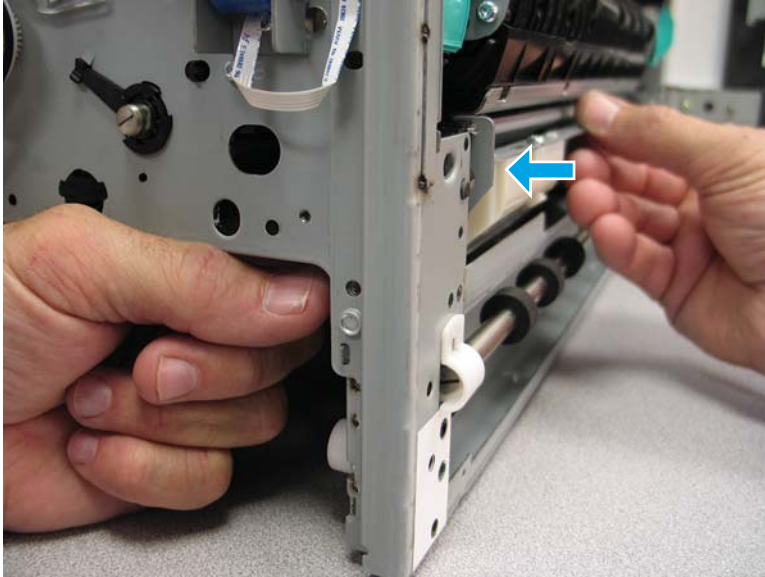
6. Remove two screws (callout 1).

Figure 1-776 Remove two screws



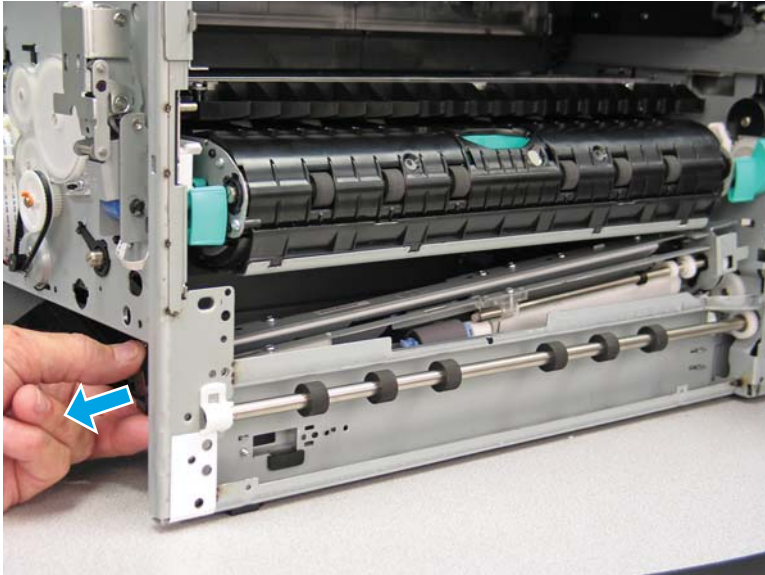
7. Support the Tray 2 (A3) or Tray 3 (A4) separation assembly, and then push the left end (the end nearest the front of the printer) into the tray cavity.

Figure 1-777 Release the separation assembly



8. Remove the separation assembly.

Figure 1-778 Remove the separation assembly

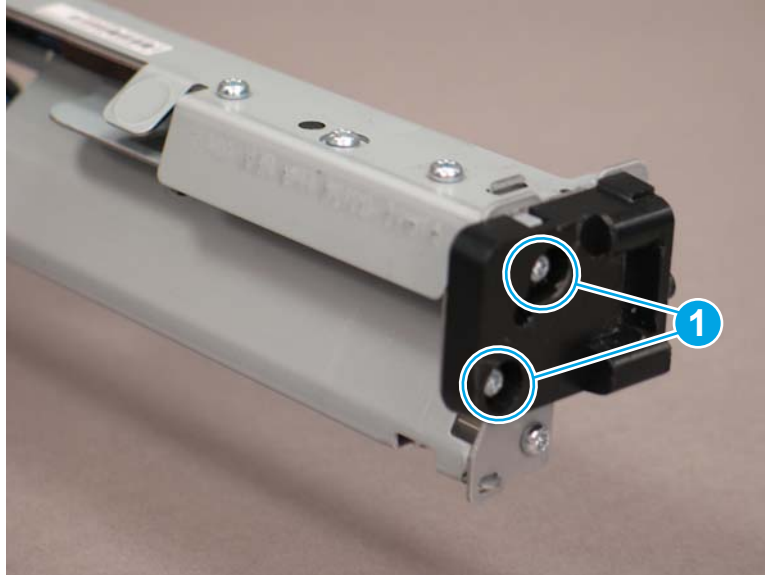


9. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Tray 2 (A3) or Tray 3 (A4) separation assembly

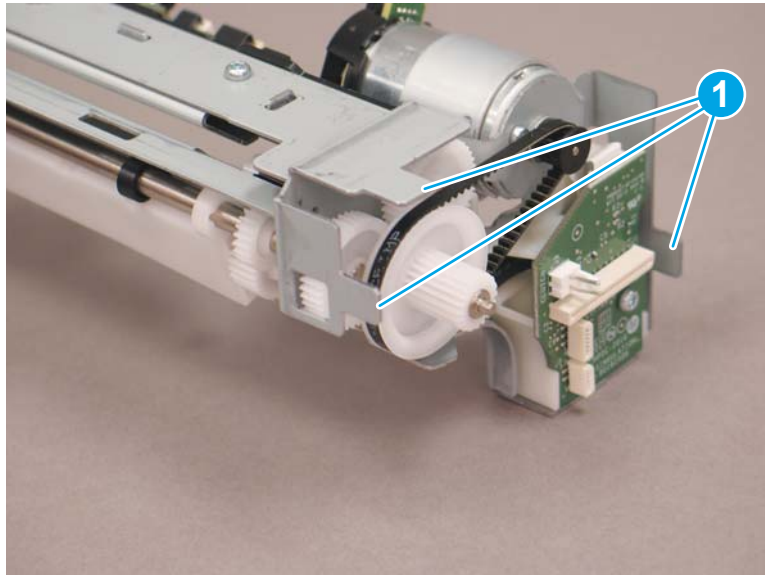
- a. If a replacement assembly is installed, install the black plastic mounting bracket from the discarded assembly on the replacement assembly, and then install two screws (callout 1).

Figure 1-779 Remove the assembly mounting bracket



- b. Take note of the mounting tabs (callout 1) on the separation assembly.

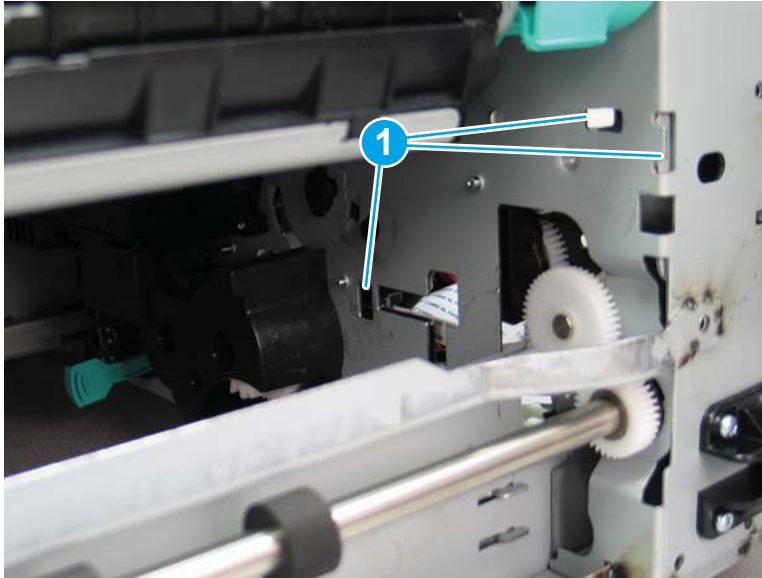
Figure 1-780 Mounting tabs on the separation assembly



- c. Take note of the mounting slots (callout 1) in the chassis.

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

Figure 1-781 Mounting slots in the chassis

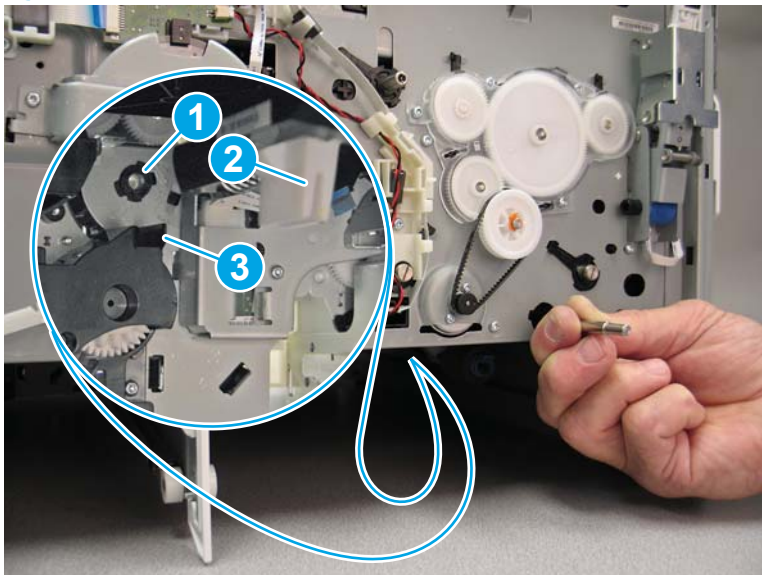


Special installation instructions: Tray 2 (A3) or Tray 2/3 (A4) pickup roller arm(s)

- a. Install the assembly shaft into the keyed opening in the tray pick clutch (callout 1). Make sure that the white slotted arm (callout 2) on the pickup roller arm installs over the tab on the lift assembly (callout 3).

 **Reinstallation tip:** You might have to rotate the shaft to align it with the keyed opening drive assembly.

Figure 1-782 Install the pickup roller arm



- b. The shaft is correctly installed in the keyed opening in the tray pick clutch when it protrudes about 6 mm (.23 in) through the hole in the chassis.


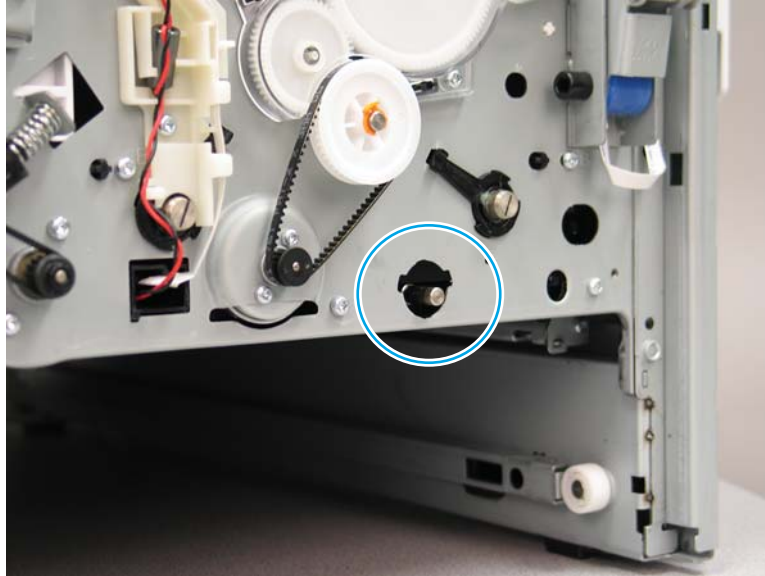
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-783 Correct shaft install





Step 9: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 lift assembly (A4 tandem Trays 2/3 only)

- [Introduction](#)
- [Step 1: Remove the Tray 2 lift assembly \(A4 tandem Tray 2/3 only\)](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 lift assembly (A4 tandem Tray 2/3 only).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 lift assembly (A4 tandem Tray 2/3 only) part number	
A7W93-67022	Tray 2 lift assembly (A4 tandem Tray 2/3 only)

Required tools

- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the Tray 2 lift assembly (A4 tandem Tray 2/3 only)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. **Table top models only:** Before proceeding, it might be easier to access and remove the assembly if a ream of paper is used to prop up the side of the printer. For example, the Tray 2 side of a tandem Tray 2/3 (A4) printer configuration is shown below.

⚠ CAUTION: When propping up the side of a printer, always use a sealed ream of paper (not a stack of loose paper) to make sure that the printer will not shift or fall during removal or installation of the part.

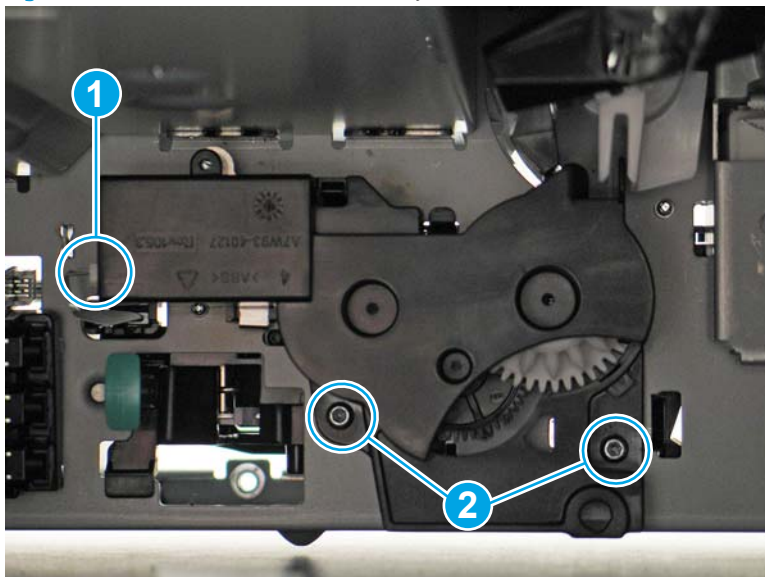
Figure 1-784 Prop up the side of the printer



2. At the front of the printer remove the tray, disconnect one FFC (callout 1), and then remove two screws (callout 2).

Pull the lift assembly off of the printer chassis to remove it.

Figure 1-785 Remove the lift assembly



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

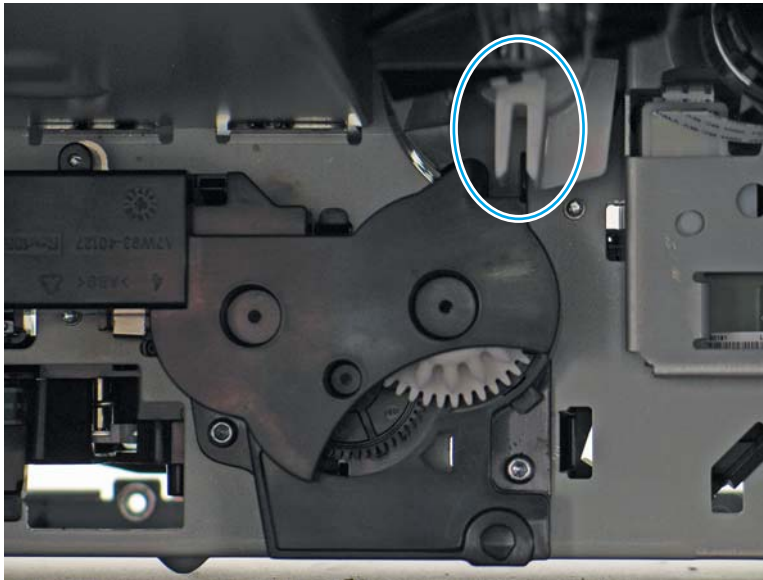
Special installation instructions: Tray 2 lift assembly (A4 tandem Trays 2/3 only)

- ▲ When installing the assembly, make sure that the tab on the assembly is in the arm on the pickup roller arm shaft.

Make sure that the lift assembly is flat against the printer chassis before installing the mounting screws. There is a tab on the back side of the assembly that must be inserted in a hole in the chassis. Push the assembly firmly against the chassis to seat this tab.

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

Figure 1-786 Check the tab on the lift assembly





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 (A3) or Tray 3 (A4) lift assembly

- [Introduction](#)
- [Step 1: Remove the Tray 2 \(A3\) or Tray 3 \(A4\) lift assembly](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 (A3) or Tray 3 (A4) lift assembly.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 (A3) or Tray 3 (A4) lift assembly part number	
A7W93-67022	Tray 2 (A3) or Tray 3 (A4) lift assembly

Required tools

- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the Tray 2 (A3) or Tray 3 (A4) lift assembly

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. **Table top models only:** Before proceeding, it might be easier to access and remove the assembly if a ream of paper is used to prop up the side of the printer. For example, the Tray 2 side of a tandem Tray 2/3 (A4) printer configuration is shown below.

⚠ CAUTION: When propping up the side of a printer, always use a sealed ream of paper (not a stack of loose paper) to make sure that the printer will not shift or fall during removal or installation of the part.

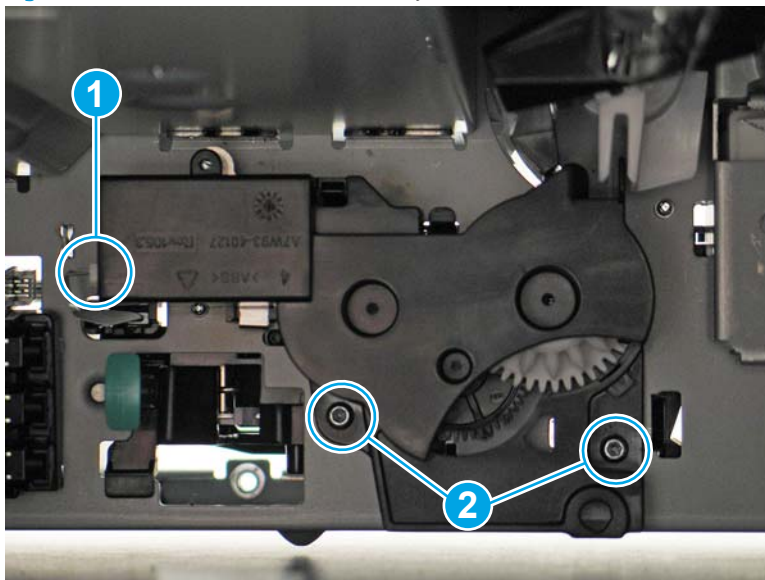
Figure 1-787 Prop up the side of the printer



2. At the front of the printer remove the tray, disconnect one FFC (callout 1), and then remove two screws (callout 2).

Pull the lift assembly off of the printer chassis to remove it.

Figure 1-788 Remove the lift assembly



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

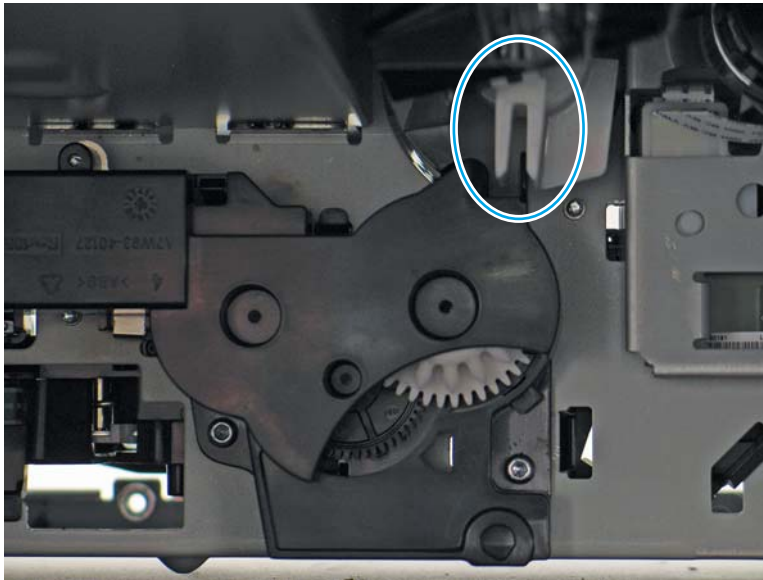
Special installation instructions: Tray 2 (A3) or Tray 3 (A4) lift assembly

- ▲ When installing the assembly, make sure that the tab on the assembly is in the arm on the pickup roller arm shaft.

Make sure that the lift assembly is flat against the printer chassis before installing the mounting screws. There is a tab on the back side of the assembly that must be inserted in a hole in the chassis. Push the assembly firmly against the chassis to seat this tab.


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

Figure 1-789 Check the tab on the lift assembly





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Internal parts and assemblies (left access)

- [Removal and replacement: Left door strap](#)
- [Removal and replacement: Output bin REDI sensor](#)
- [Removal and replacement: Duplex diverter motor](#)
- [Removal and replacement: Duplex jam 1 sensor](#)
- [Removal and replacement: Tray 1 separation assembly](#)
- [Removal and replacement: Tray 1 out-of-paper sensor](#)

Removal and replacement: Left door strap

- [Introduction](#)
- [Step 1: Remove the left door strap](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the left door strap.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Left door strap part number	
A7W93-67110	Strap, left door

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the left door strap

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

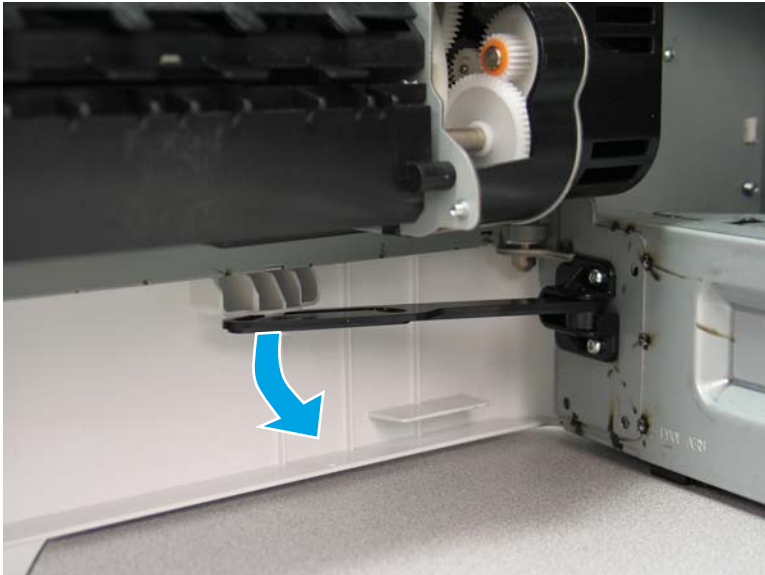
1. Open the left door.

Figure 1-790 Open the left door



2. Locate the retention strap at the bottom of the door. Flex the back side of the strap down and over the pin on the door to release it.

Figure 1-791 Release the door retention strap



3. Remove two screws (callout 1), and then remove the left door strap.


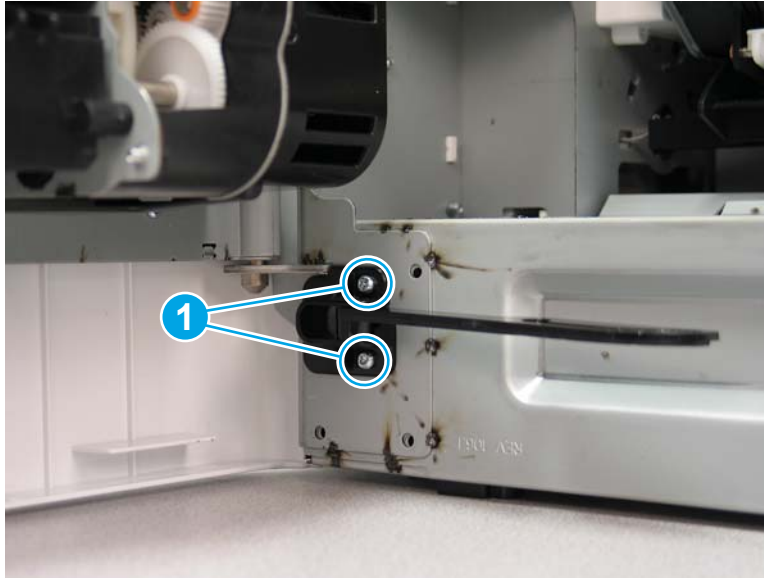
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-792 Remove two screws and the left door strap





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Output bin REDI sensor

- [Introduction](#)
- [Step 1: Remove the output bin reflective edge detection interrupter \(REDI\) sensor](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the output bin reflective edge detection interrupter (REDI) sensor.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Output bin REDI sensor part number	
A7W93-67076	Output bin REDI sensor

Required tools

- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



NOTE: Needle-nose pliers make removing and installing flat-flexible cables (FFCs) easier.

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the output bin reflective edge detection interrupter (REDI) sensor

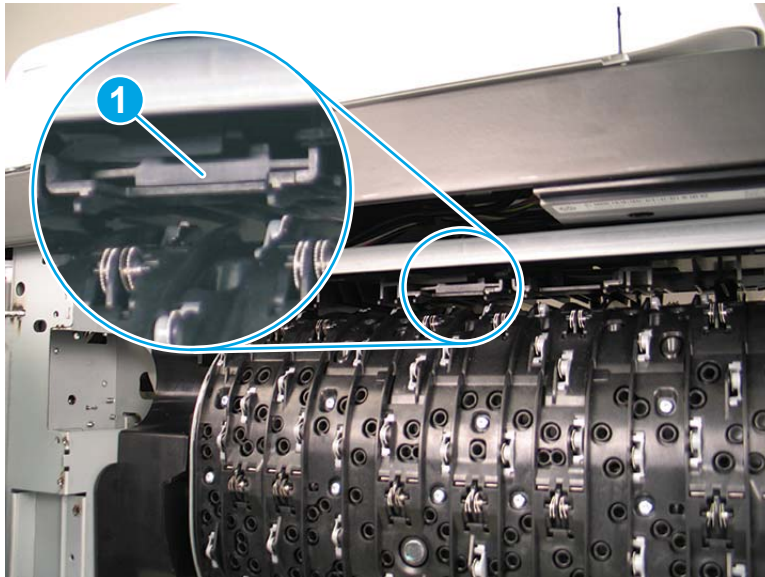
1. Open the left door.

Figure 1-793 Open the left door



2. Locate the output bin REDI and holder (callout 1).

Figure 1-794 Locate the output bin REDI



3. Pull the sensor and holder straight out of the printer to release it, and then disconnect one flat-flexible cable (FFC) (callout 1).


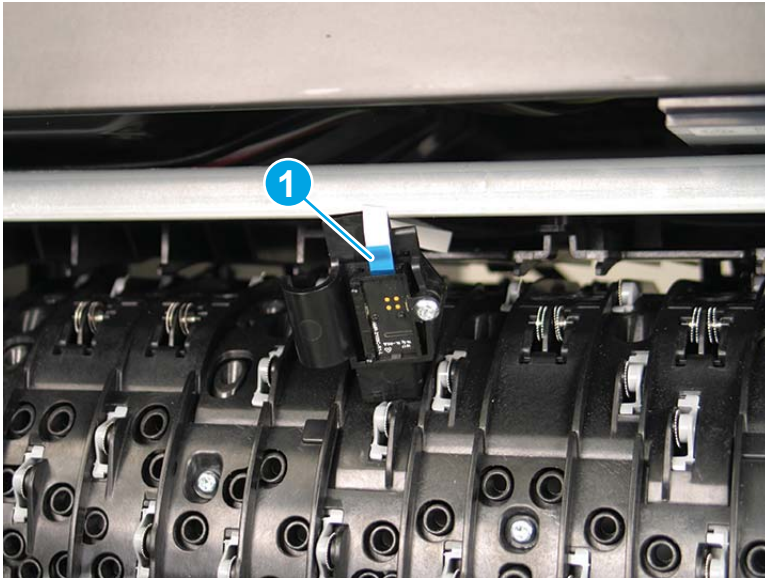
 **NOTE:** The holder might need to be flexed from side to side to release it from the printer.

Figure 1-795 Release the sensor and holder



4. Remove one screw (callout 1), and then separate the sensor (callout 2) from the holder (callout 3) to remove it.


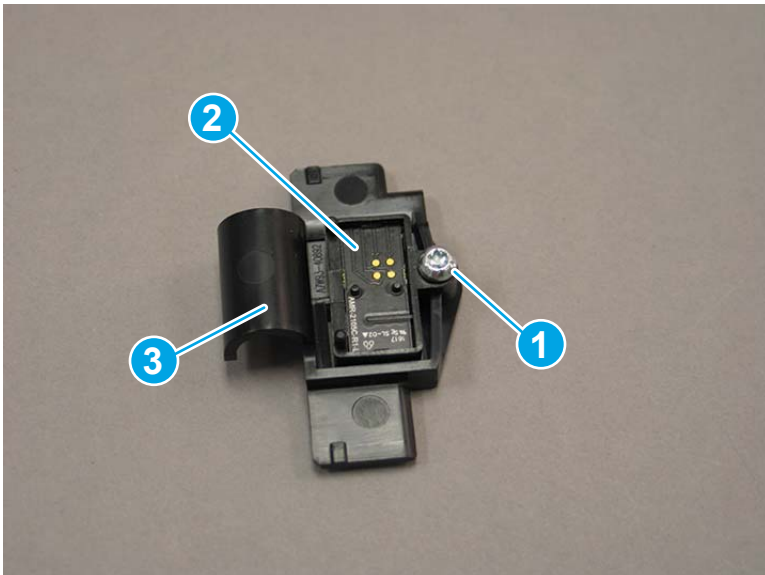
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-796 Remove the sensor



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

Special installation instructions: Output bin REDI sensor

- a. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
- b. Touch the [Service](#) button to display the [Sign In](#) screen.
- c. Make sure that [Service Access Code](#) displays in the [Access Type](#) area. Touch the [Enter Access Code](#) item to display the on-screen keypad.
- d. Type in the following service access personal identification number (PIN) for the printer:
 - 05075017
- e. Touch the [Done](#) button located at the bottom of the keypad screen (just to the right of the number keys) to close the keypad screen.

 **NOTE:** The printer must restart to enter the Service menu. This can take up to 2 minutes.

- f. Open the following menus:
 - [Subsystems](#)
 - [Paper Path](#)
 - [Calibrations](#)
- g. Touch [Calibrate the paper Path Sensors](#) to calibrate the sensor.



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Duplex diverter motor

- [Introduction](#)
- [Step 1: Remove the duplex diverter motor](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the duplex diverter motor.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Duplex diverter motor part number	
A7W93-67056	Duplex diverter motor

Required tools

- #10 TORX *short shaft* driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the duplex diverter motor

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

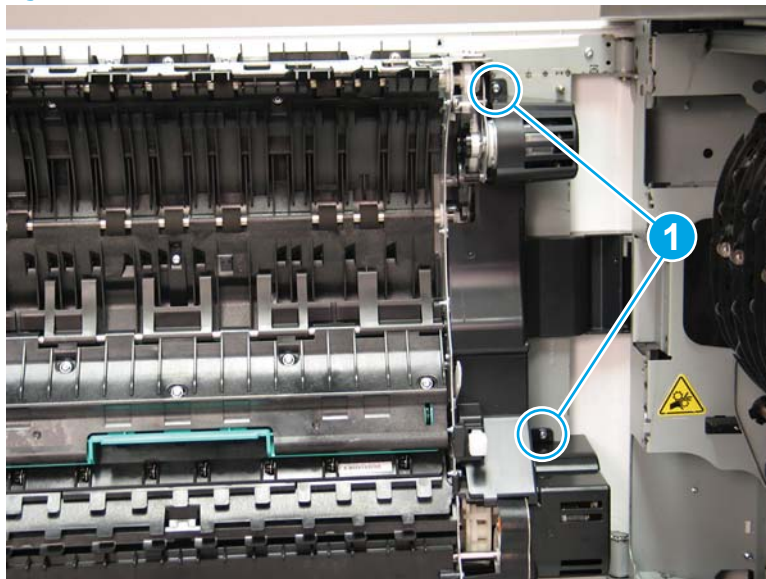
1. Open the left door.

Figure 1-797 Open the left door



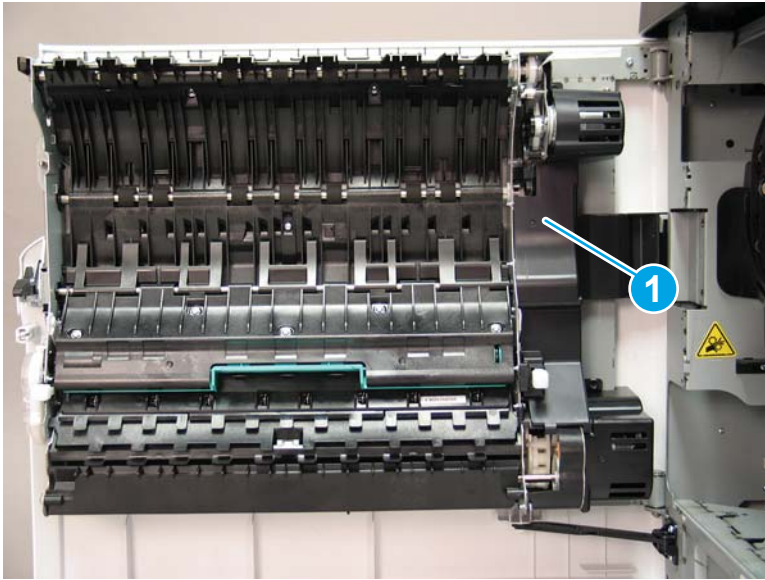
2. Remove two screws (callout 1).

Figure 1-798 Remove two screws



3. Remove the upper motor cover (callout 1).

Figure 1-799 Remove the upper cover



4. Rotate the top of the lower motor cover away from the door to release it (callout 1), and then pull it straight off of the door to remove it (callout 2).


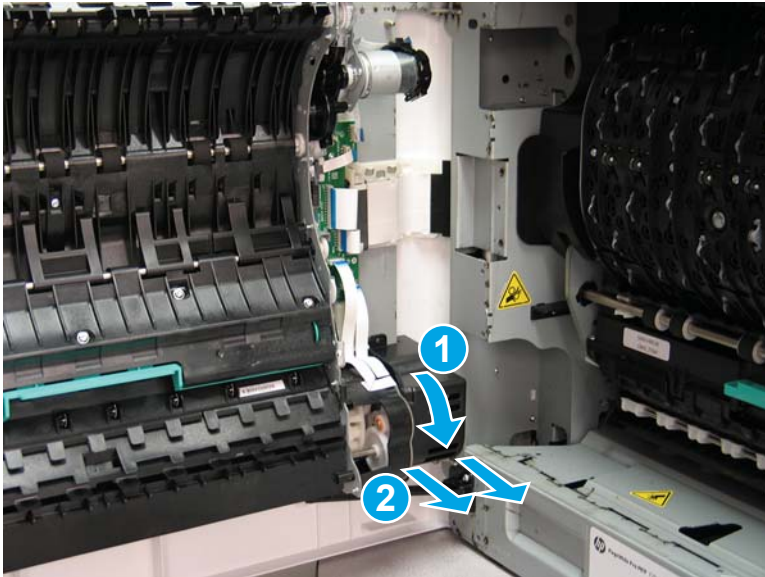
 **NOTE:** Removing the lower cover is not necessary to remove the duplex diverter motor. However, the cover is not captive and might fall off during motor removal.

Figure 1-800 Remove the lower cover



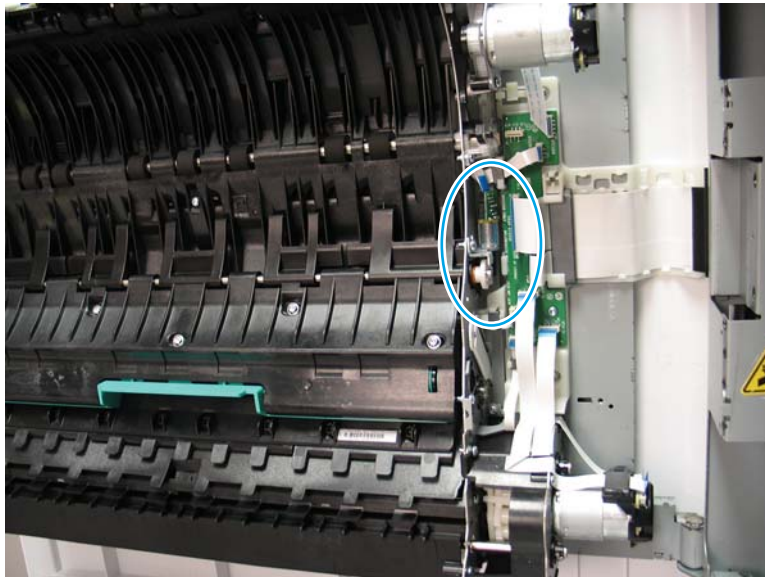
5. Locate the retention strap at the bottom of the door. Flex the back side of the strap down and over the pin on the door to release it.

Figure 1-801 Release the door retention strap



6. Locate the duplex diverter motor.

Figure 1-802 Locate the motor



7. Remove one screw (callout 1) to release the motor (callout 2).


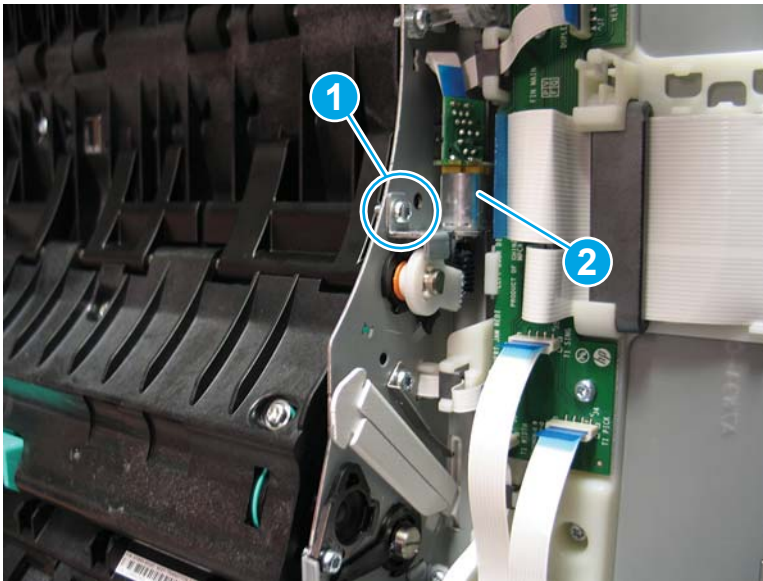
 **TIP:** Use a #10 TORX driver with a *short shaft* to remove this screw.

Figure 1-803 Remove one screw



8. Slide the motor to the right to separate it from the door.


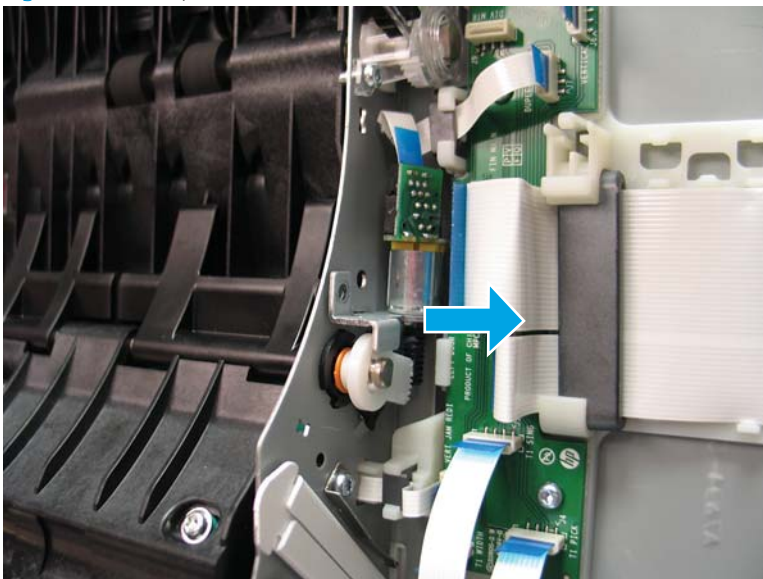
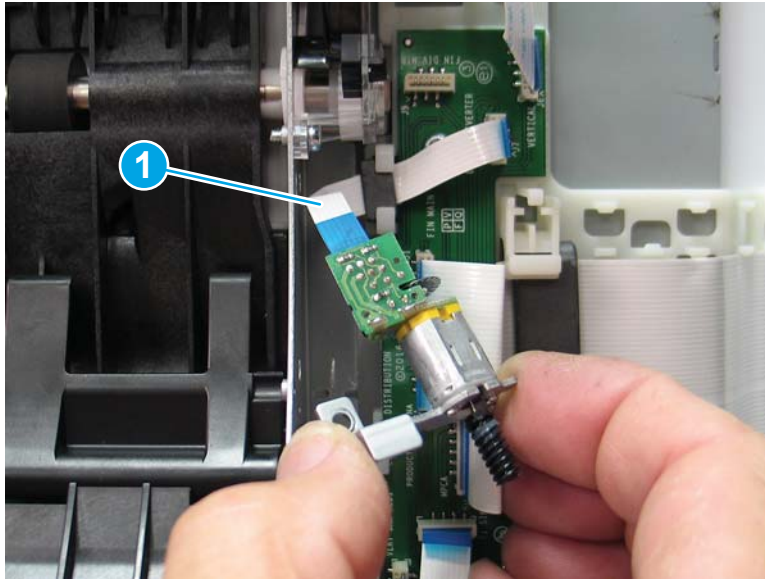
 **CAUTION:** The motor is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the motor.

Figure 1-804 Separate the motor from the door



9. Disconnect one FFC (callout 1), and then remove the motor.

Figure 1-805 Disconnect the FFC and remove the motor

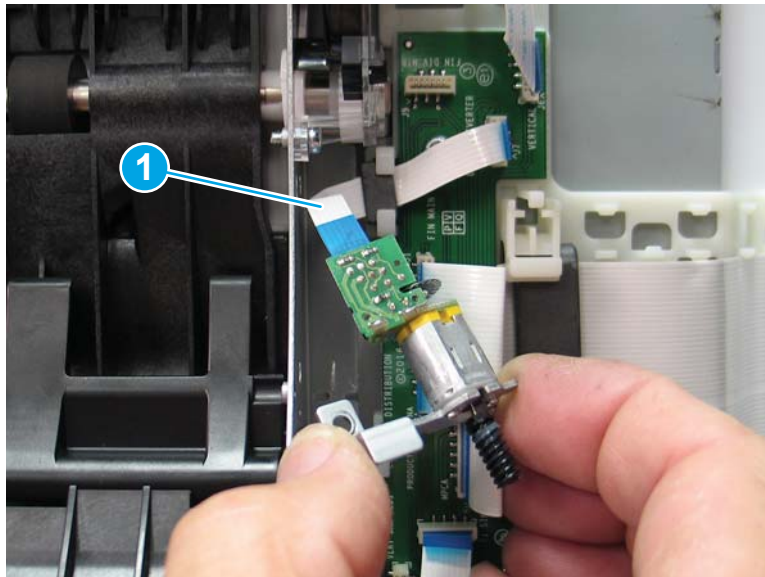


10. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Duplex diverter motor

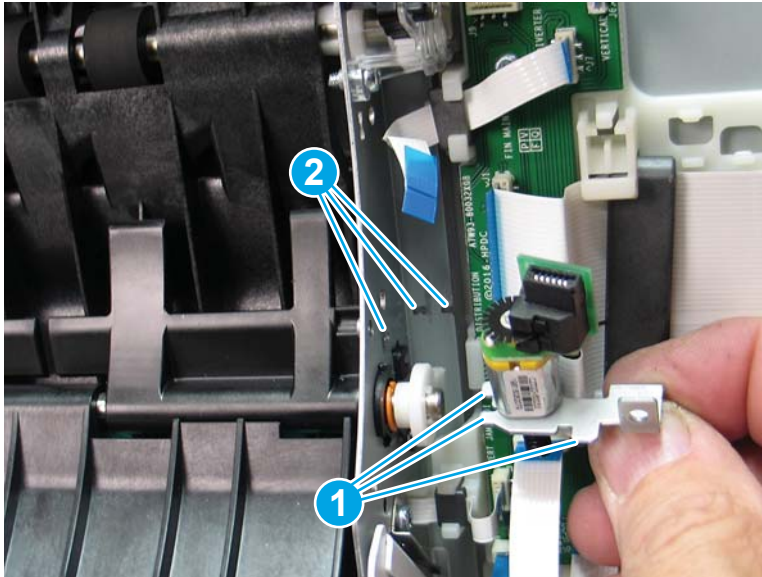
- a. Connect one FFC (callout 1).

Figure 1-806 Connect the FFC



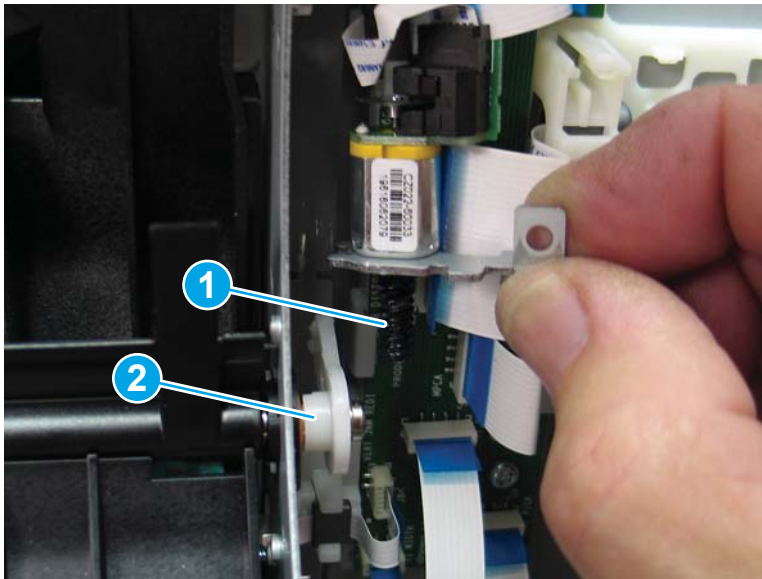
- b. Take note of the tabs (callout 1) on the motor mounting bracket, and the slots (callout 2) in the door chassis. When the motor is correctly installed the tabs fit into the slots.

Figure 1-807 Locate the mounting tabs and slots



- c. When the motor is correctly installed the worm drive (callout 1) on the motor is behind and engaged with the diverter cam (callout 2).

Figure 1-808 Locate the motor worm gear and diverter cam



- d. Install the motor on the door chassis (tabs on the mounting bracket fit into the slots in the chassis, and the worm gear is behind and engaged with the diverter cam).

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


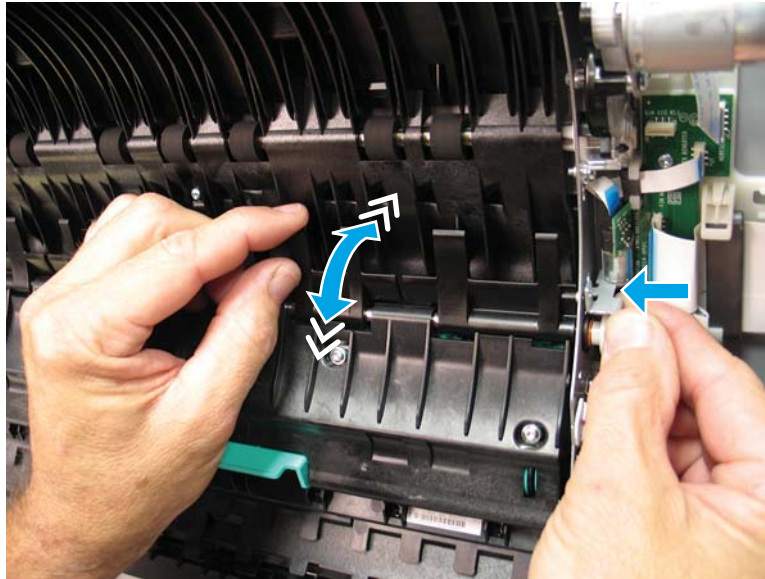
 **Reinstallation tip:** Rotate the diverter plate up and down to make installing the motor easier.

Figure 1-809 Install the motor





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Duplex jam 1 sensor

- [Introduction](#)
- [Step 1: Remove the duplex jam 1 sensor](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the duplex jam1 sensor.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Duplex jam1 sensor part number	
A7W93-67076	Duplex jam1 sensor

Required tools

- No special tools are required to remove or install this assembly.
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on


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

Post service test

No post service test is available for this assembly.

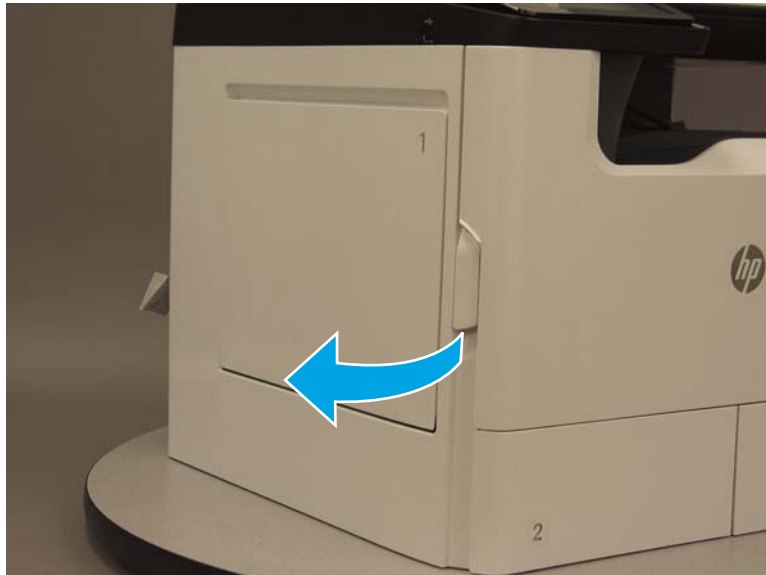
Step 1: Remove the duplex jam 1 sensor

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

 **NOTE:** The jam duplex 2/3 sensors are mounted in a similar plastic mounting bracket. Jam sensors 1/2 are located under the service fluid container, and the jam 3 sensor is located up inside the Tray 3 cavity.

1. Open the left door.

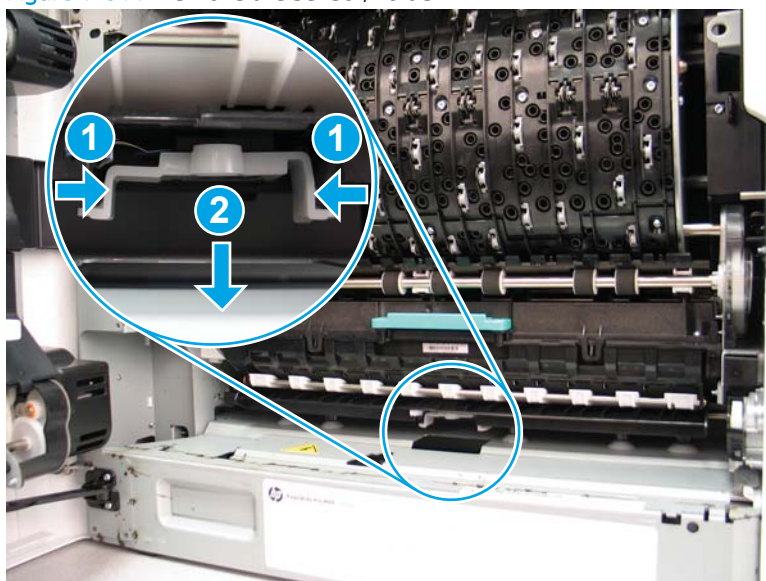
Figure 1-810 Open the left door



2. Locate the sensor/holder, push in on both sides of the holder to release it, and then pull the sensor/holder straight down to separate it from the printer.

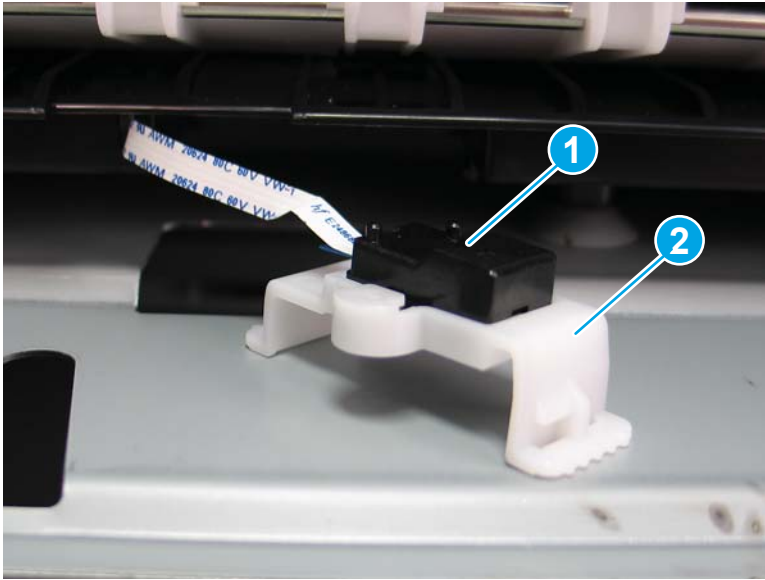
 **CAUTION:** The sensor/holder are still attached to the printer by a flat-flexible cable (FFC) Do not attempt to completely remove the sensor/holder

Figure 1-811 Remove the sensor/holder



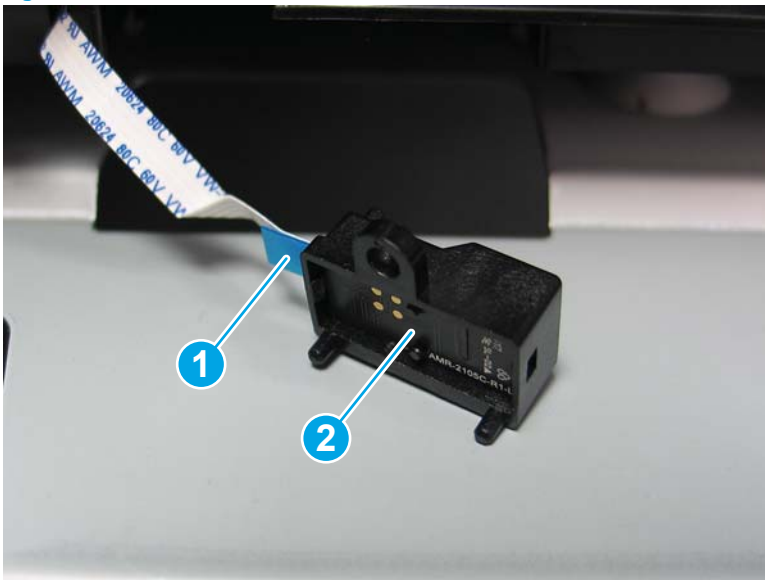
3. Remove the sensor (callout 1) from the holder (callout 2).

Figure 1-812 Remove the sensor from the holder



4. Disconnect one FFC (callout 1).

Figure 1-813 Disconnect one FFC

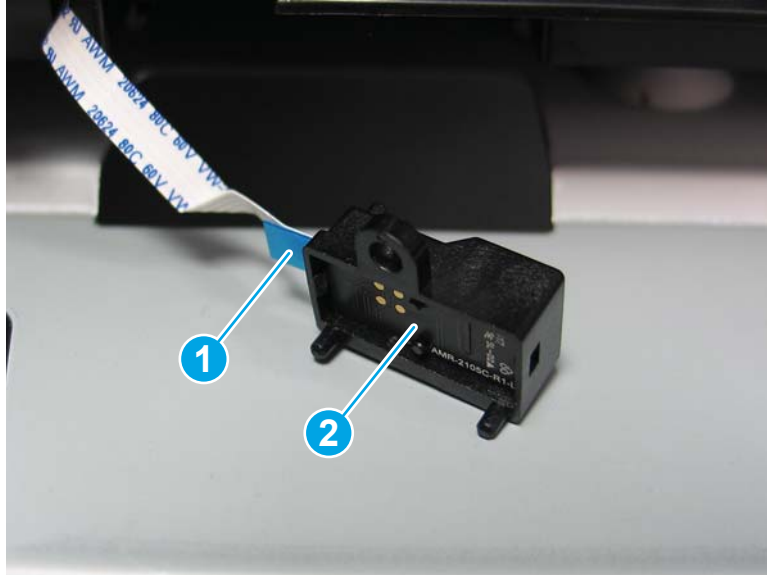


5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Duplex jam1 sensor (1 of 2)

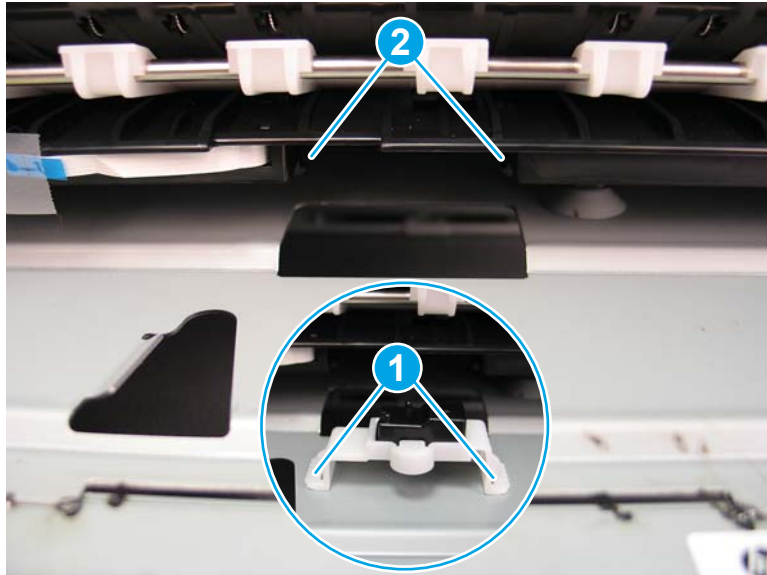
- a. When the FFC (callout 1) is correctly connected, it must be orientated toward the bottom of the sensor (callout 2). This orientation different than other FFC installations.

Figure 1-814 Connect one FFC



- b. Take note of the outside edges of the holder (callout 1) and the tabs (callout 2) in the printer. The holder snaps into the tabs when it is correctly installed.

Figure 1-815 Sensor holder and tabs



- c. Remove the tray and reach into the tray cavity. Use your finger to support the sensor/holder, and then push up on the sensor/holder until it snaps into place.


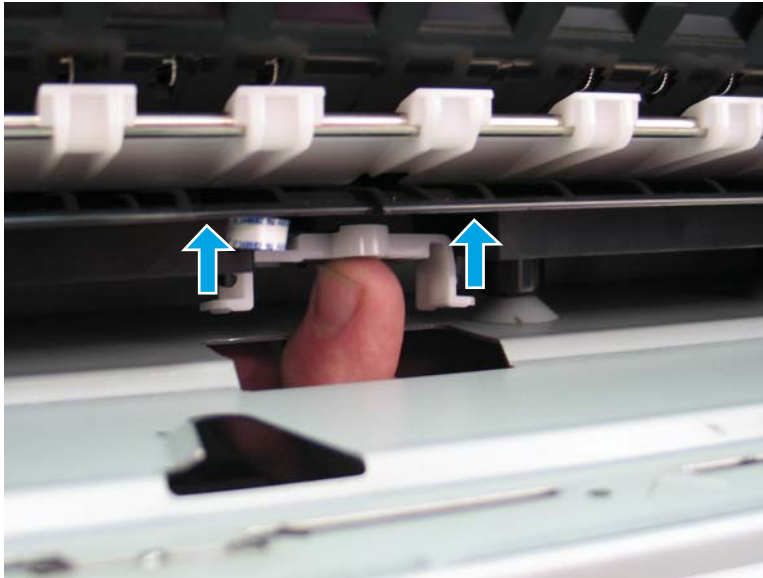
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-816 Install the sensor/holder



Special installation instructions: Duplex jam1 sensor (2 of 2)


- a. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
- b. Touch the [Service](#) button to display the [Sign In](#) screen.
- c. Make sure that [Service Access Code](#) displays in the [Access Type](#) area. Touch the [Enter Access Code](#) item to display the on-screen keypad.
- d. Type in the following service access personal identification number (PIN) for the printer:
 - 05075017
- e. Touch the [Done](#) button located at the bottom of the keypad screen (just to the right of the number keys) to close the keypad screen.

 **NOTE:** The printer must restart to enter the Service menu. This can take up to 2 minutes.

- f. Open the following menus:
 - [Subsystems](#)
 - [Paper Path](#)
 - [Calibrations](#)
- g. Touch [Calibrate the paper Path Sensors](#) to calibrate the sensor.



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 1 separation assembly

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

Introduction

This document provides the procedures to remove and replace the Tray 1 separation assembly.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 1 separation assembly part number	
A7W93-67098	Tray 1 separation assembly

Required tools

- #10 TORX driver with a magnetized tip
- #10 TORX *short thin shaft* driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

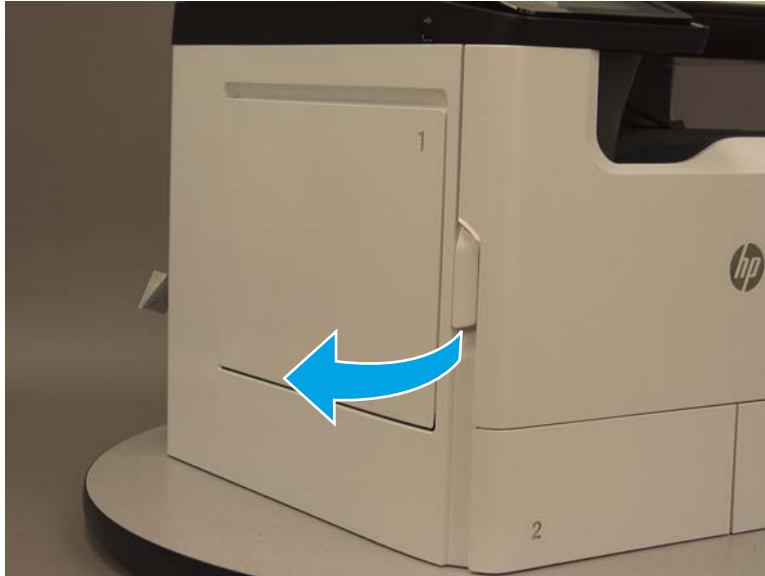
No post service test is available for this assembly.

Step 1: Remove the Tray 1 separation assembly

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

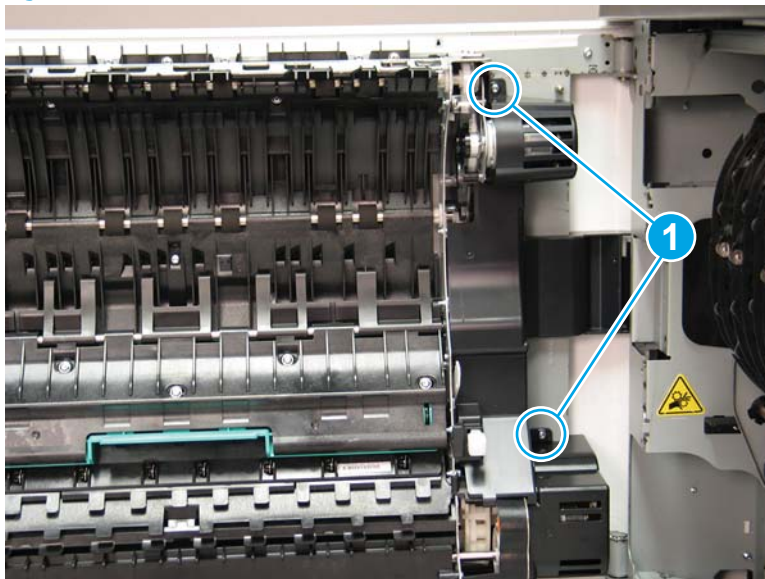
1. Open the left door.

Figure 1-817 Open the left door



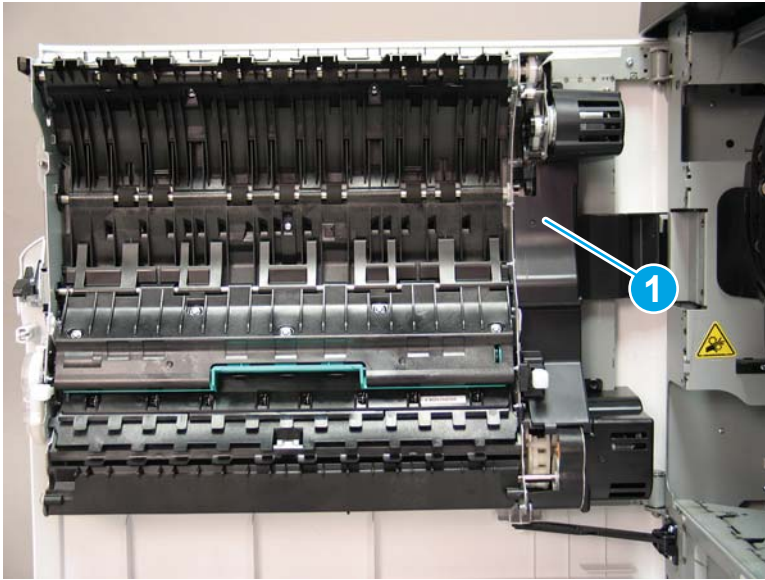
2. Remove two screws (callout 1).

Figure 1-818 Remove two screws



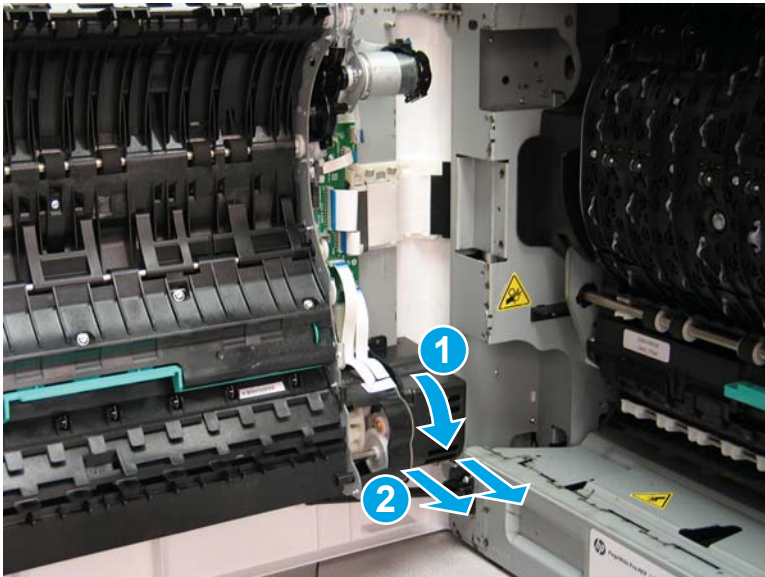
3. Remove the upper motor cover (callout 1).

Figure 1-819 Remove the upper cover



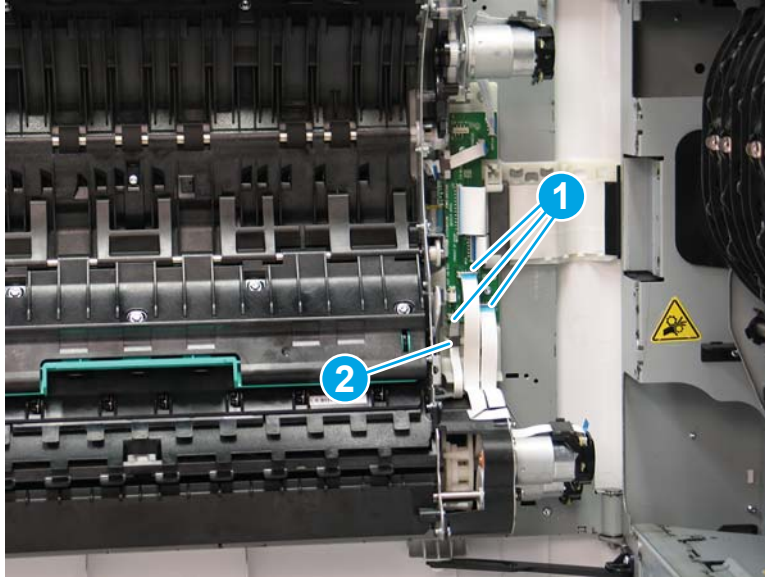
4. Rotate the top of the lower motor cover away from the door to release it (callout 1), and then pull it straight off of the door to remove it (callout 2).

Figure 1-820 Remove the lower cover



5. Disconnect three flat-flexible cables (FFCs) (callout 1), and then release the ferrite (callout 2) from the holder.

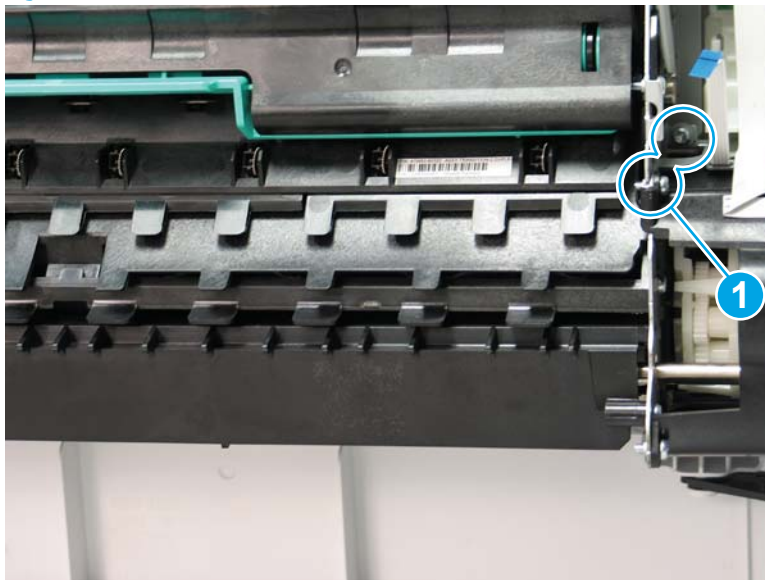
Figure 1-821 Disconnect three FFCs



6. Remove two screws (callout 1)

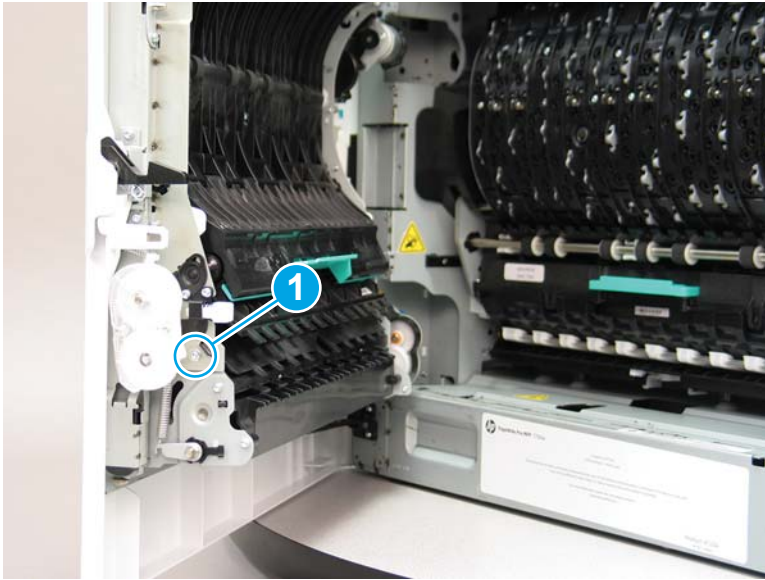
 **TIP:** Use a *short thin shaft* #10 TORX driver to remove these screws.

Figure 1-822 Remove two screws



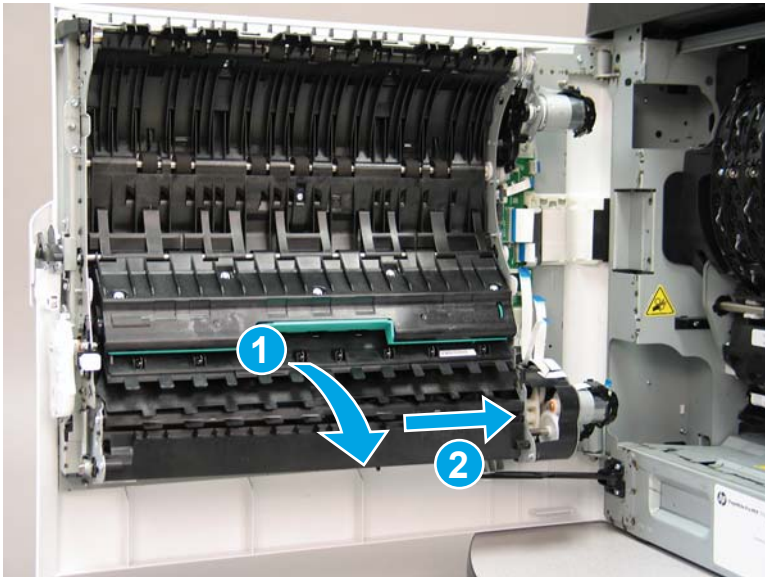
7. Remove one screw (callout 1).

Figure 1-823 Remove one screw



8. Simultaneously slide the assembly to the right and rotate the top of the assembly away from the door to release it.

Figure 1-824 Release the assembly from the door



9. Separate the assembly from the door.

⚠ CAUTION: The Tray 1 separation assembly is still attached to the printer by a FFC. Do not attempt to completely remove the assembly

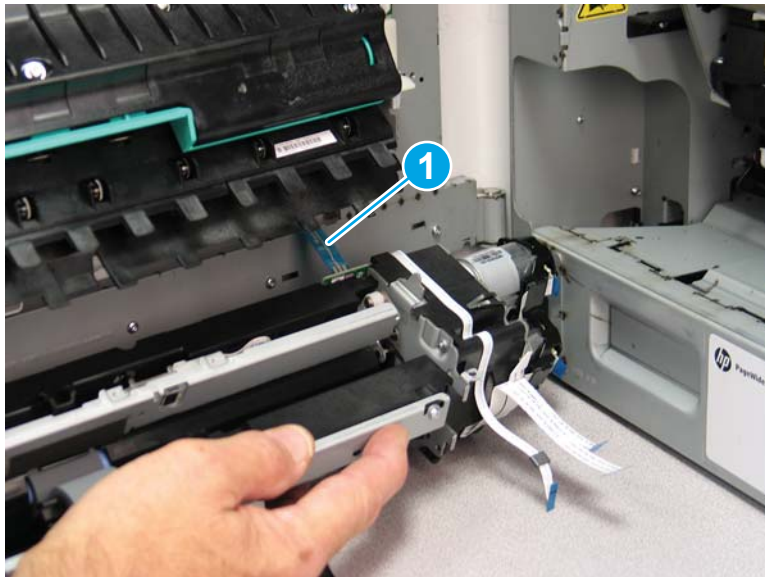
Figure 1-825 Separate the assembly from the door



10. Disconnect one FFC (callout 1), and then remove the assembly.


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

Figure 1-826 Disconnect one FFC and remove the Tray 1 separation assembly





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Tray 1 out-of-paper sensor

- [Introduction](#)
- [Step 1: Remove the Tray 1 separation assembly](#)
- [Step 2: Remove the Tray 1 out-of-paper sensor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 1 out-of-paper sensor.


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 1 out-of-paper sensor part number	
A7W93-67076	Tray 1 out-of-paper sensor

Required tools

- Small flat-blade screwdriver
- #10 TORX driver with a magnetized tip
- #10 TORX *thin shaft* driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

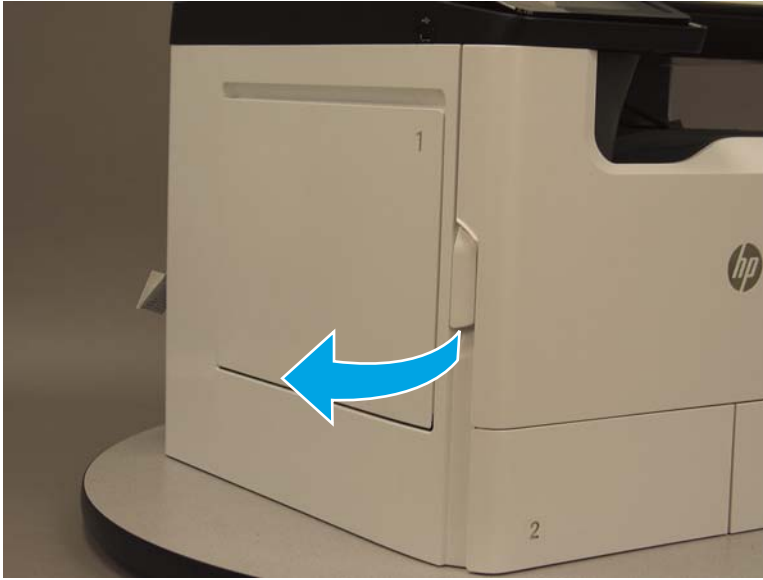
No post service test is available for this assembly.

Step 1: Remove the Tray 1 separation assembly

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

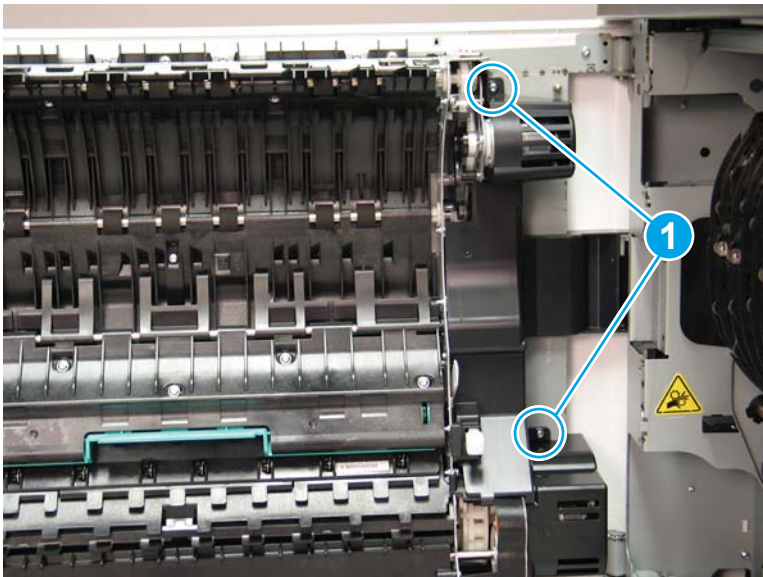
1. Open the left door.

Figure 1-827 Open the left door



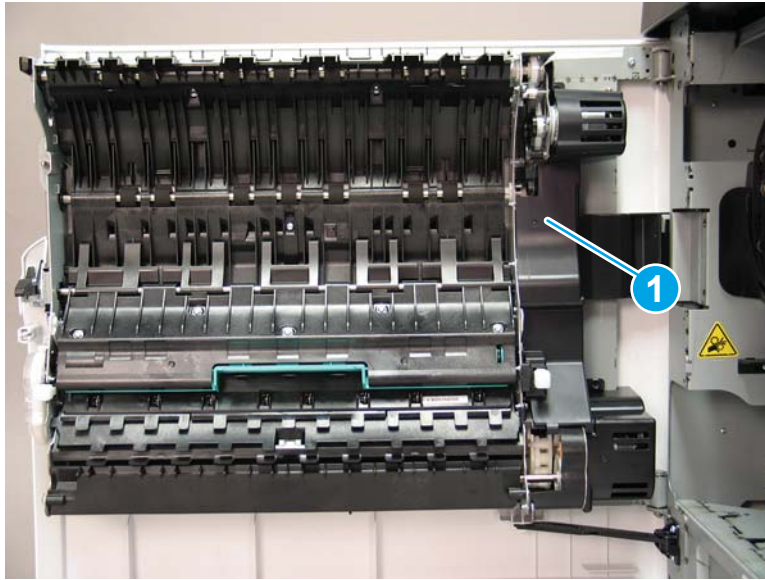
2. Remove two screws (callout 1).

Figure 1-828 Remove two screws



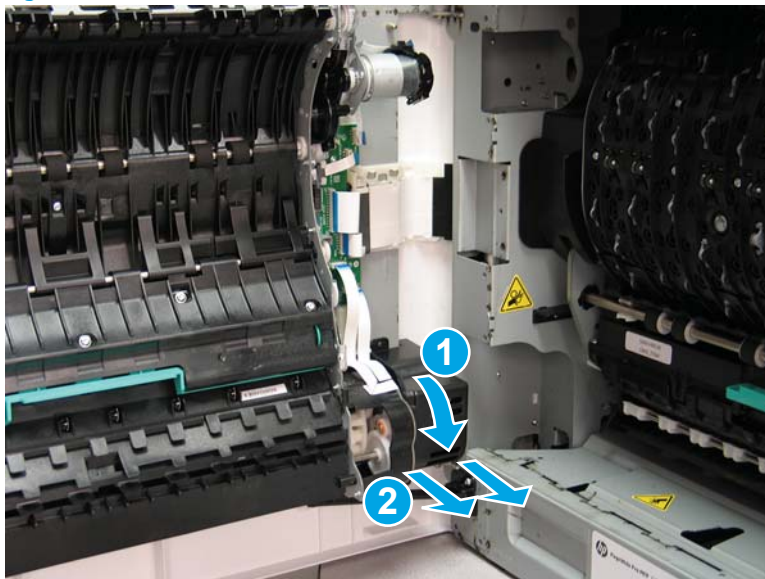
3. Remove the upper motor cover (callout 1).

Figure 1-829 Remove the upper cover



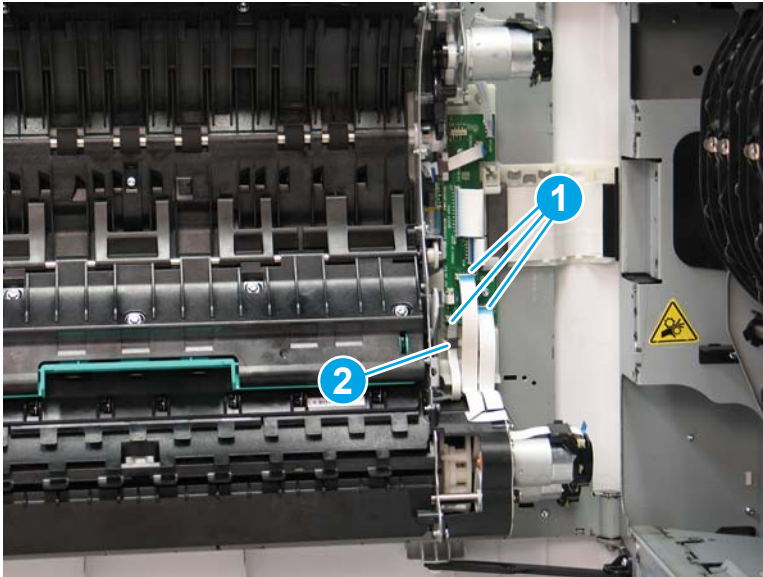
4. Rotate the top of the lower motor cover away from the door to release it (callout 1), and then pull it straight off of the door to remove it (callout 2).

Figure 1-830 Remove the lower cover



5. Disconnect three flat-flexible cables (FFCs) (callout 1), and then release the ferrite (callout 2) from the holder.

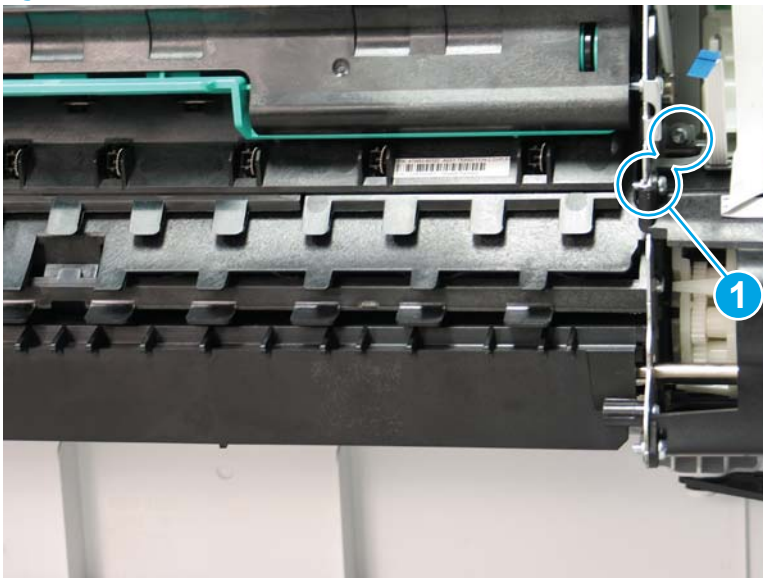
Figure 1-831 Disconnect three FFCs



6. Remove two screws (callout 1)

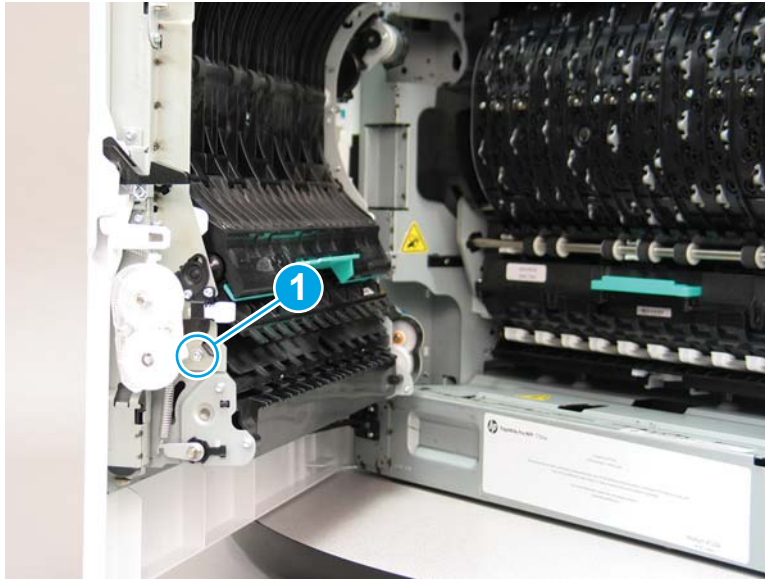
 **TIP:** Use a *short thin shaft* #10 TORX driver to remove these screws.

Figure 1-832 Remove two screws



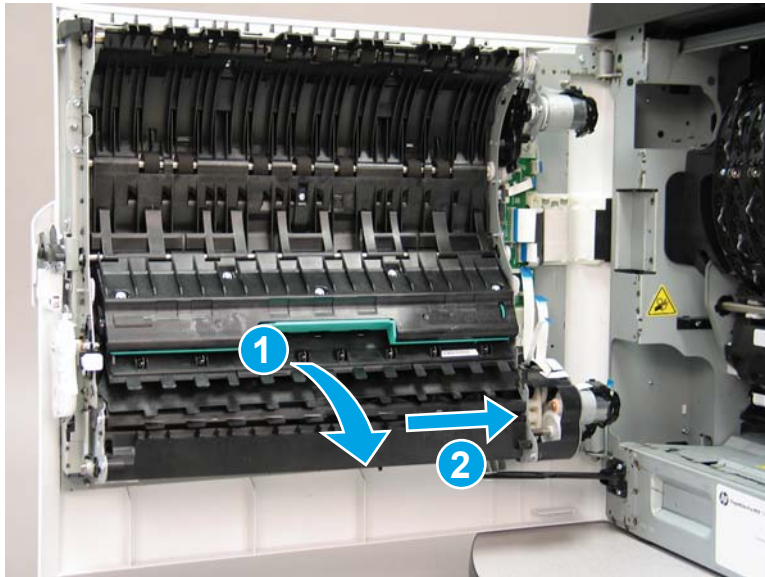
7. Remove one screw (callout 1).

Figure 1-833 Remove one screw



8. Simultaneously slide the assembly to the right and rotate the top of the assembly away from the door to release it.

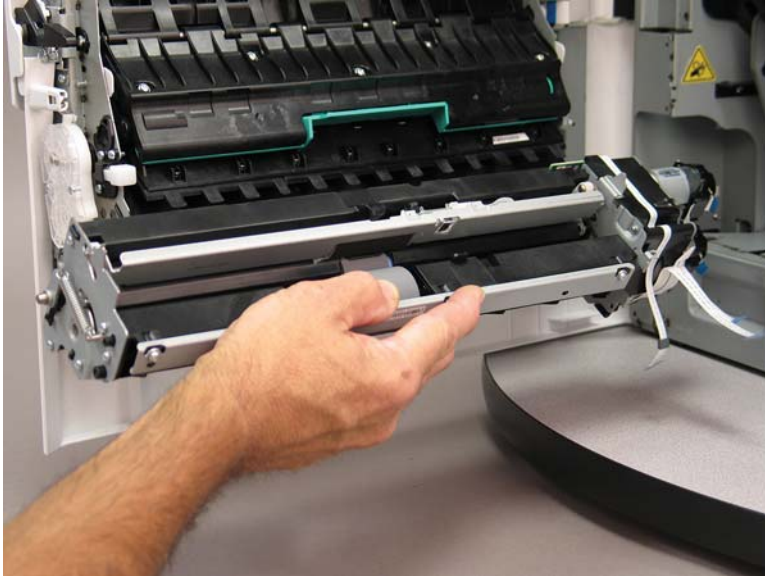
Figure 1-834 Release the assembly from the door



9. Separate the assembly from the door.

⚠ CAUTION: The Tray 1 separation assembly is still attached to the printer by a FFC. Do not attempt to completely remove the assembly

Figure 1-835 Separate the assembly from the door



10. Disconnect one FFC (callout 1), and then remove the assembly.

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

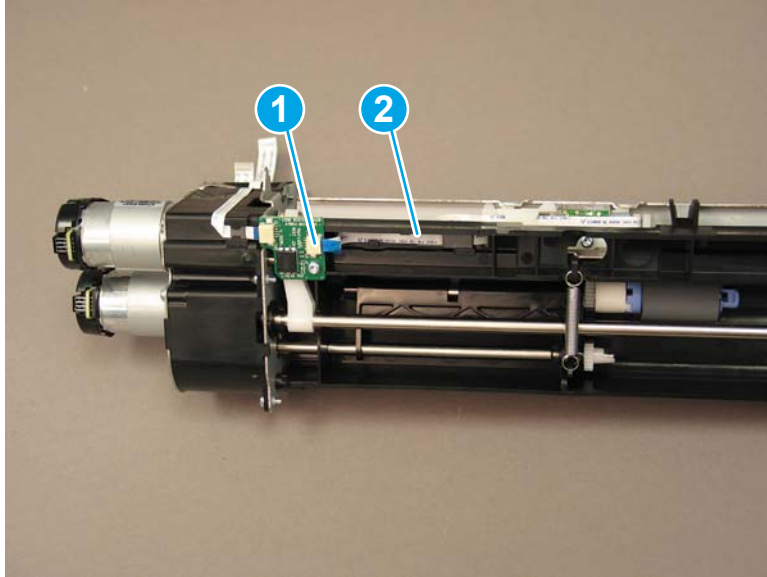
Figure 1-836 Disconnect one FFC and remove the Tray 1 separation assembly



Step 2: Remove the Tray 1 out-of-paper sensor

1. Disconnect one flat-flexible cable (FFC) (callout 1), and then release the FFC (callout 2) from the guide (stop at the ferrite).

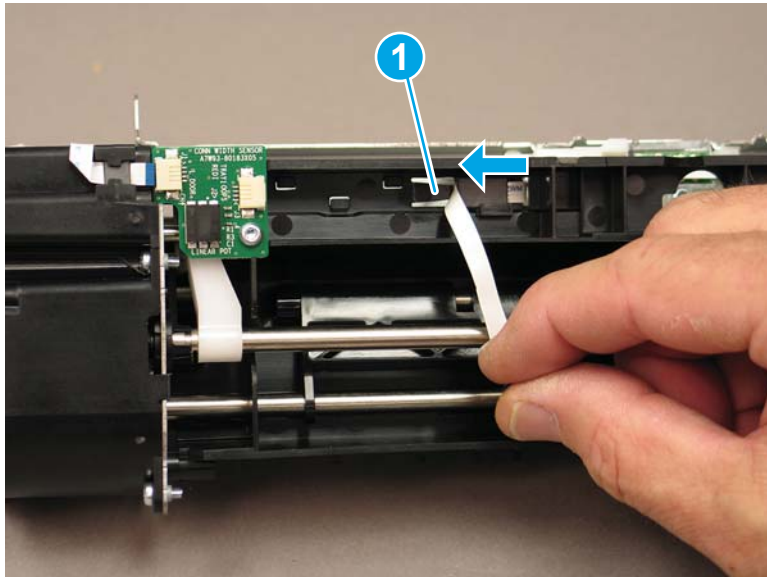
Figure 1-837 Disconnect one FFC



2. Depress the retention tab (callout 1), and then slide the ferrite to the left to release it.

⚠ CAUTION: The retention tab is fragile. Do not damage this tab when the ferrite is released.

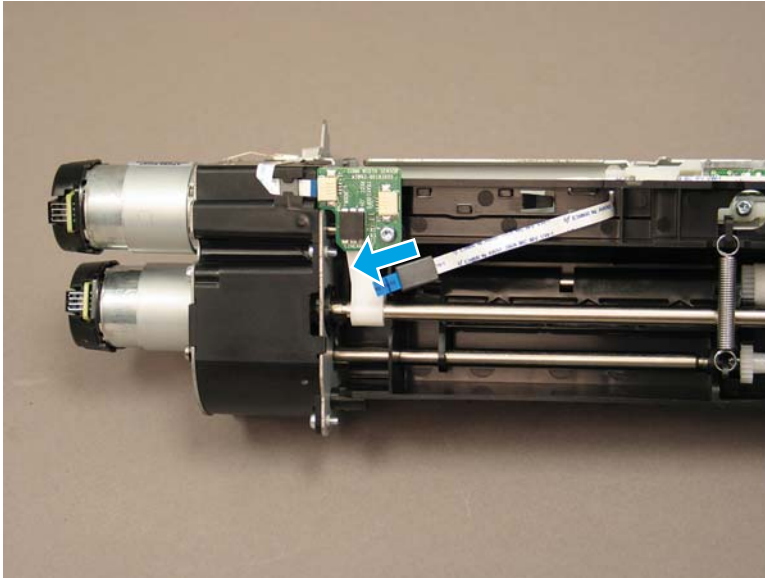
Figure 1-838 Release the ferrite



3. Slide the ferrite off of the FFC to remove it.

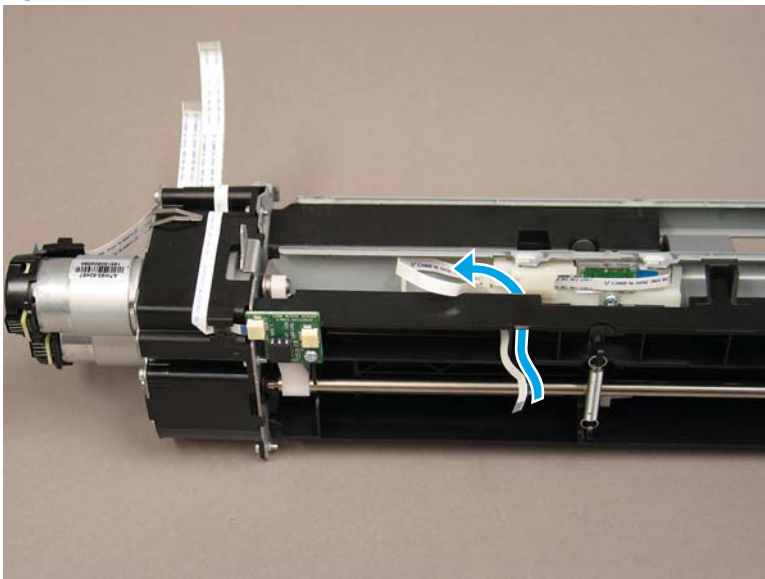
 **NOTE:** Set the ferrite aside to use during installation.

Figure 1-839 Remove the ferrite



4. Thread the FFC through the opening in the Tray 1 separation assembly.

Figure 1-840 Thread the FFC through the opening

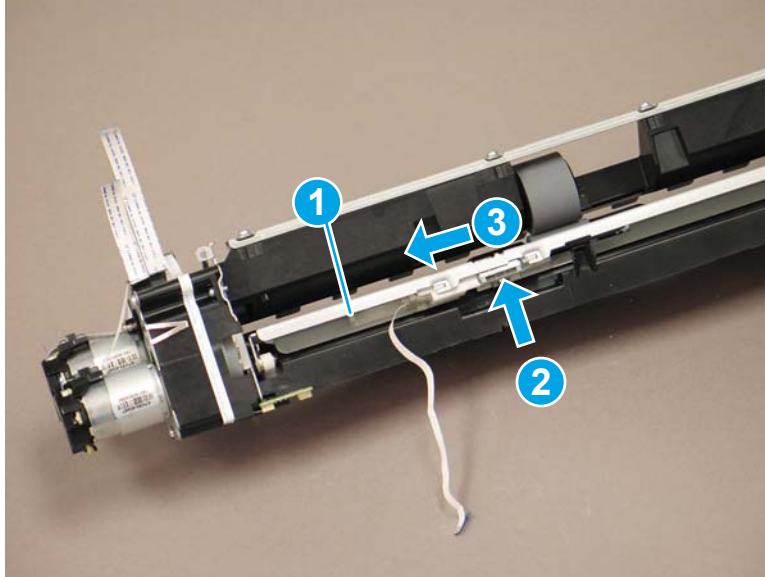


5. Release the locking arm (callout 1), push up on the sensor body (callout 2), and then slide the sensor and bracket to the left (callout 3) to remove them.

 **TIP:** It might be easier to release the locking arm by using needle nose pliers.

It might be easier to release the mounting bracket if you loosen the screw.

Figure 1-841 Remove the sensor and bracket

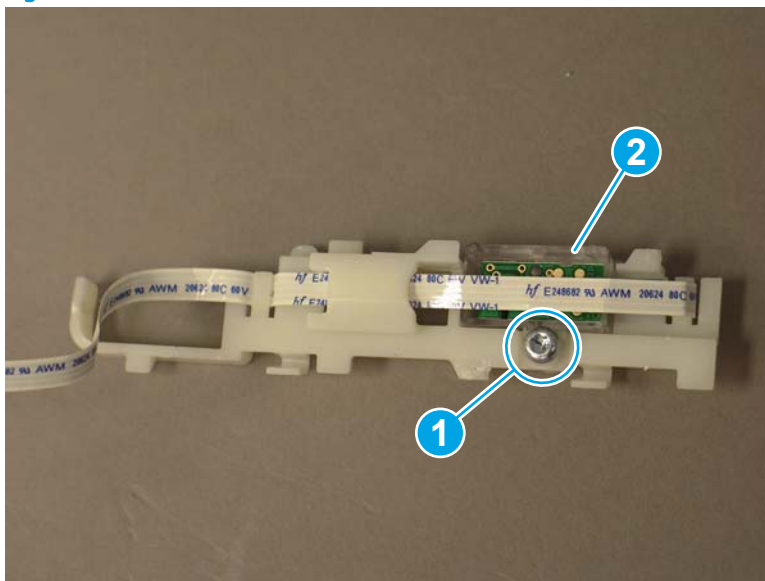


6. Remove one screw (callout 1), and then remove the sensor from the bracket (callout 2).

 **NOTE:** If the FFC is not being replaced, disconnect it now for use when installing the replacement sensor.

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

Figure 1-842 Remove the sensor



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.




NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.



CAUTION:  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Internal parts and assemblies (right access)

- [Removal and replacement: Right door temperature/humidity sensors and REDI sensors](#)
- [Removal and replacement: Right side vertical path guide](#)
- [Removal and replacement: Right duplexer](#)

Removal and replacement: Right door temperature/humidity sensors and REDI sensors

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the right door \(printer\)](#)
- [Step 3: Remove the right door, temperature and humidity sensors, and REDI sensors](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the right door open, temperature and humidity, and reflective edge detection interrupter (REDI) sensors.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Right door open, temperature and humidity, and REDI sensors part numbers

A7W93-67070	Right door open and temperature/humidity sensor
A7W93-67076	REDI sensors

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-843 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

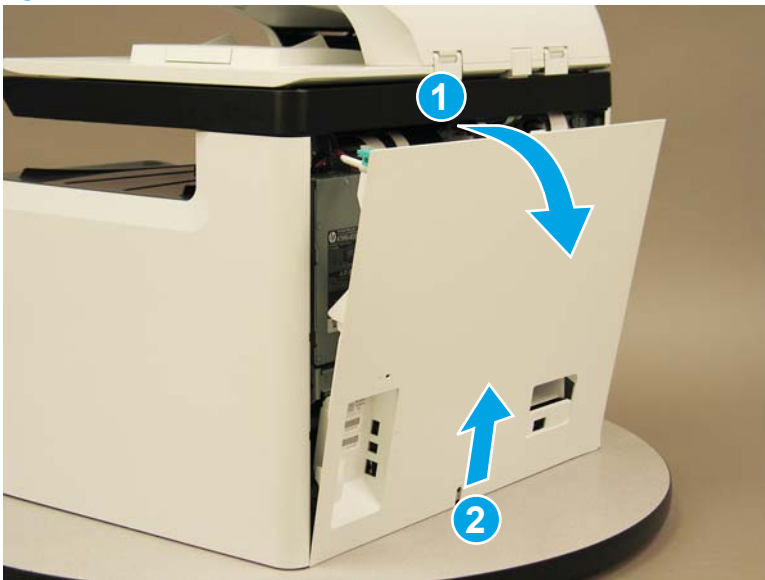
Figure 1-844 Release the latch




3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-845 Remove the rear cover



Step 2: Remove the right door (printer)

 **NOTE:** Removing the right door is optional. It might be easier to remove the temperature/humidity sensor with the right door removed.

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

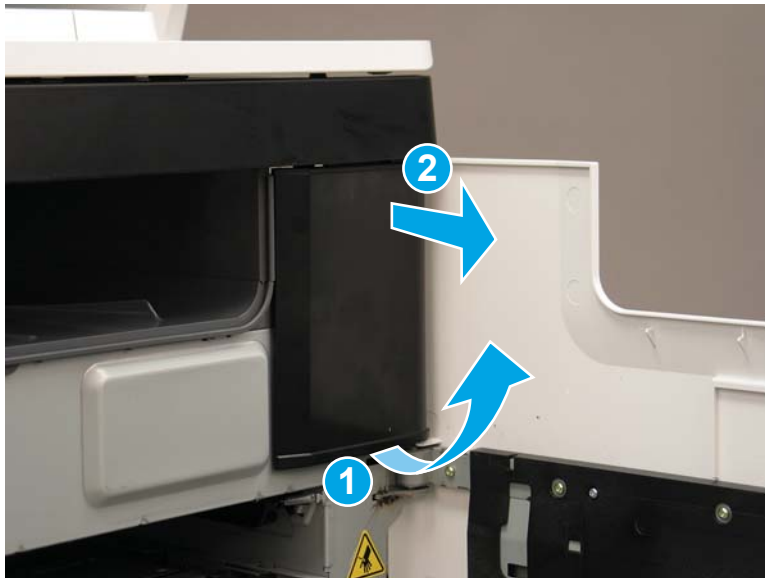
Figure 1-846 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

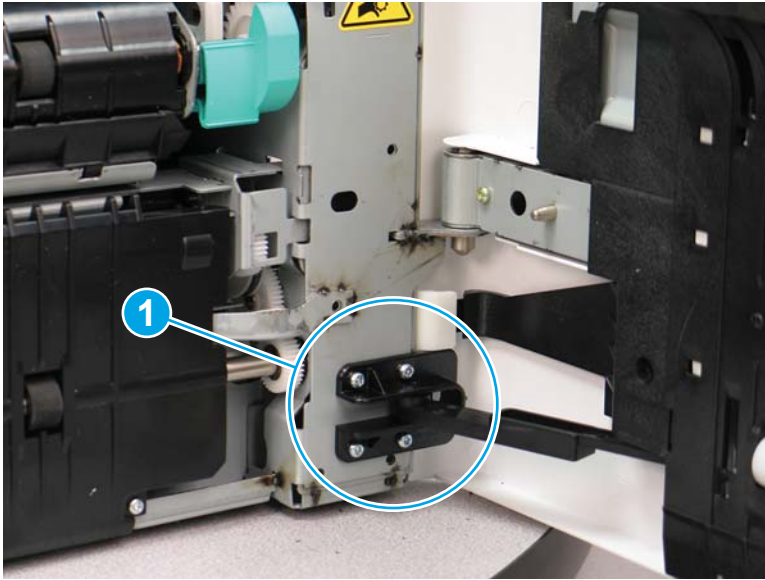
 **NOTE:** It might take considerable force to remove this cover.

Figure 1-847 Remove the right tower cover



3. Remove four screws (callout 1), and then remove the right door strap.

Figure 1-848 Remove right door strap



4. Remove one screw (callout 1).


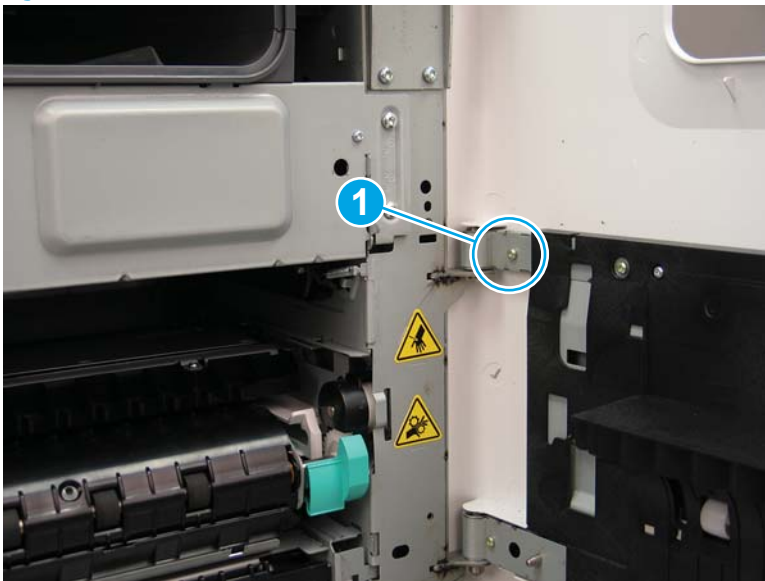
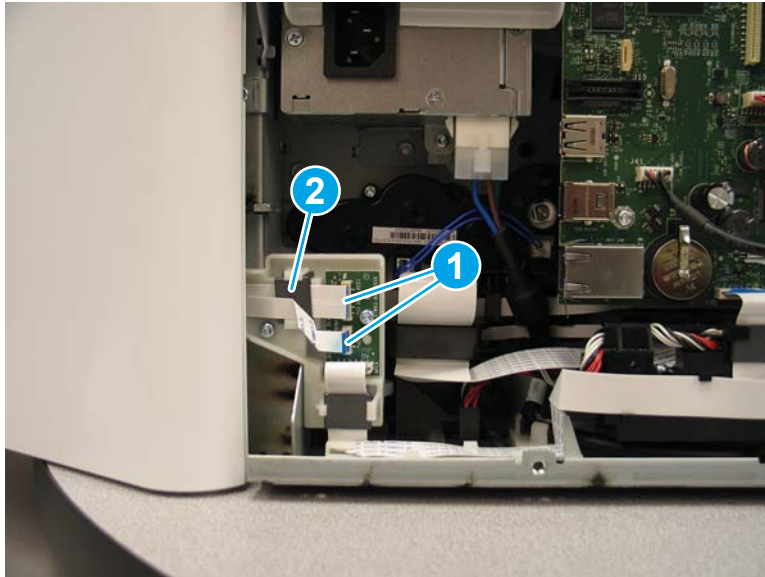
 **NOTE:** This is the gold screw on the top sheet-metal hinge.

Figure 1-849 Remove one screw



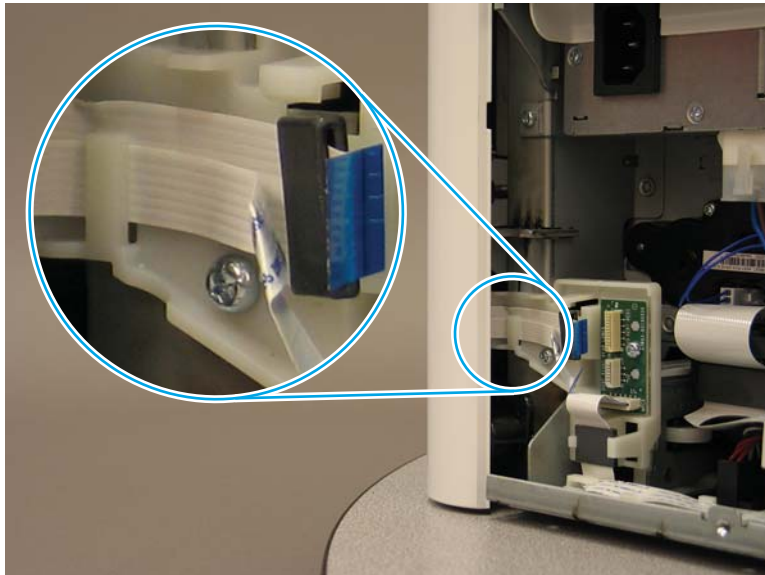
5. At the rear of the printer, disconnect two flat-flexible cables (FFCs) (callout 1), and then release the ferrite (callout 2) from the holder.

Figure 1-850 Disconnect two FFCs and release the ferrite



6. Release the FFCs from the guide.

Figure 1-851 Release the FFCs



7. Slightly flex the corner of the right door cover (callout 1), and then lift the door straight up to remove it (callout 2) from the hinges.

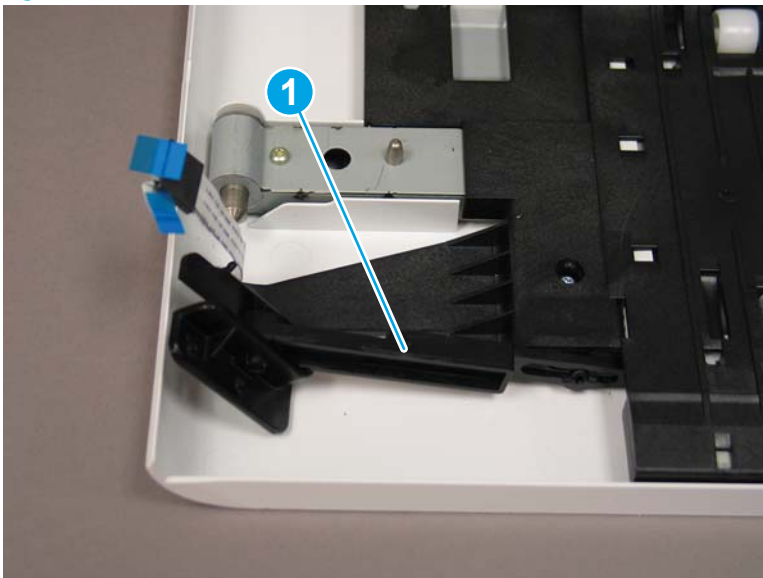
Figure 1-852 Remove the right door (printer)



8. **Optional step:** If a replacement right door is installed, remove the retention strap (callout 1).

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

Figure 1-853 Remove the retention strap

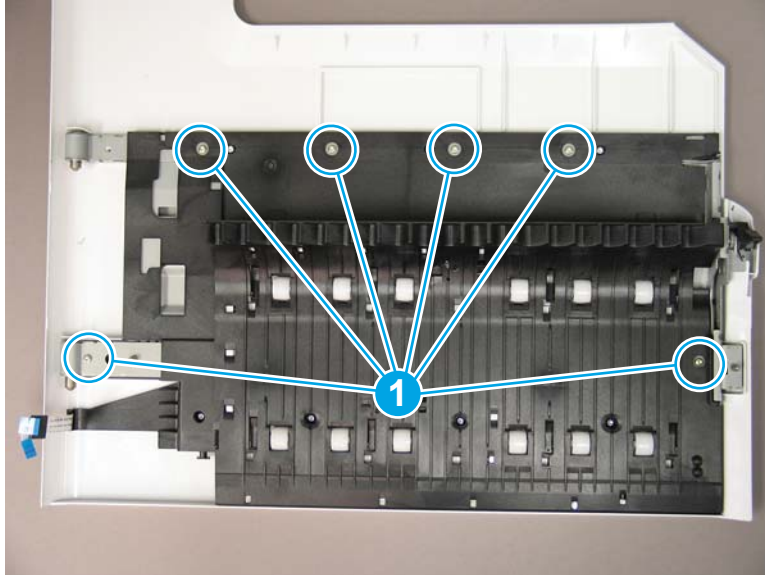


Step 3: Remove the right door, temperature and humidity sensors, and REDI sensors

1. Remove six screws (callout 1).

 **NOTE:** These are the six remaining screws on the right door.

Figure 1-854 Remove six screws



2. Push up on the inner door assembly to release it.


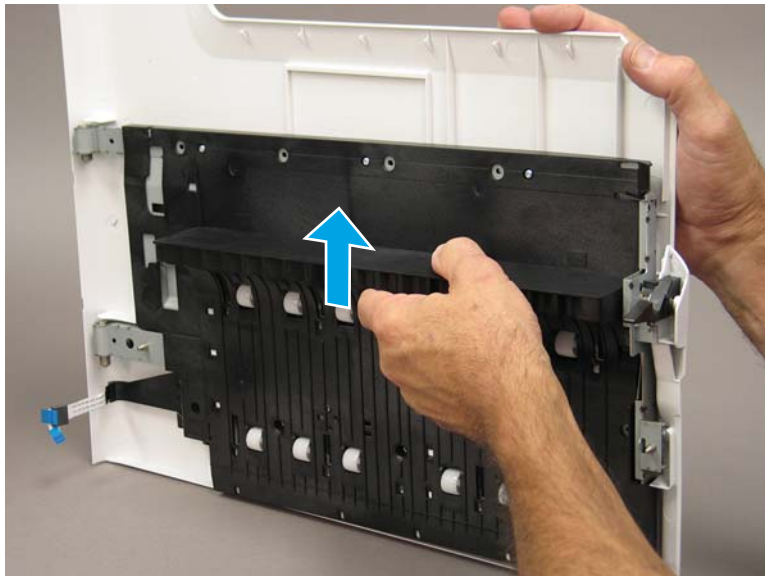
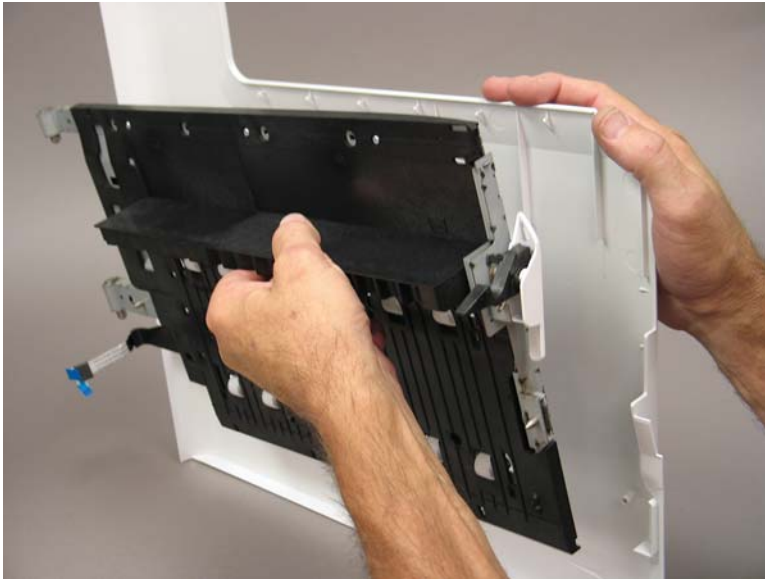
 **NOTE:** It might be easier to release the inner door assembly if the door latch is kept in the door released (open) position.

Figure 1-855 Release the right inner door assembly



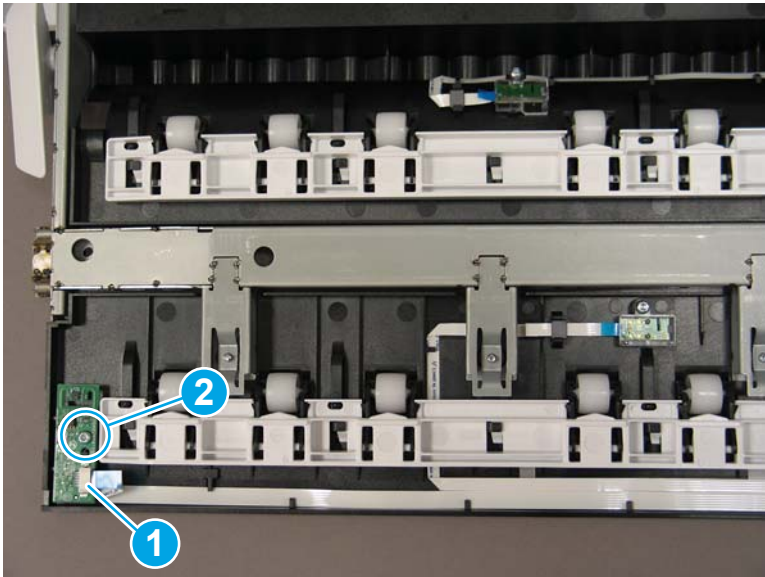
3. Separate the right inner door assembly from the right door.

Figure 1-856 Remove the right inner door assembly



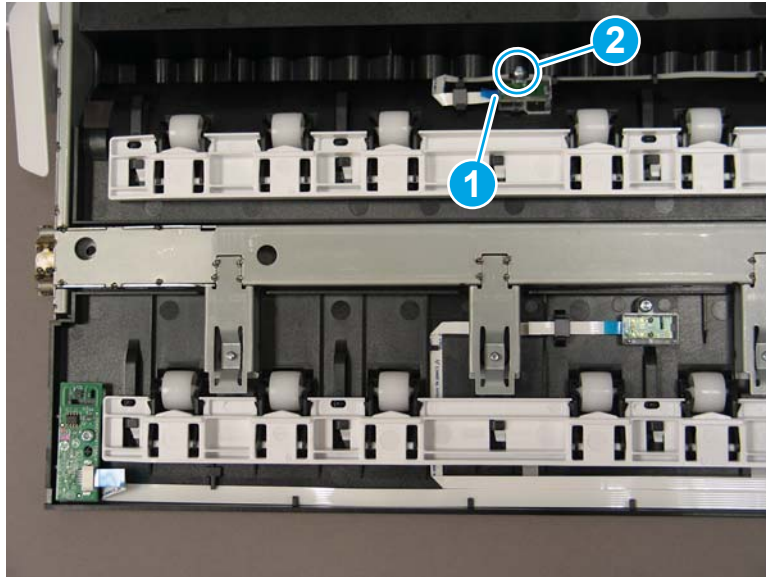
4. Remove the right door open and temperature/humidity sensor: Turn the right inner door over, disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 1-857 Remove the right door open and temperature/humidity sensor



5. **Remove the right door upper REDI sensor:** Turn the right inner door over, disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 1-858 Remove the right door upper REDI sensor



6. **Remove the right door lower REDI sensor:** Turn the right inner door over, disconnect one connector (callout 1), and then remove one screw (callout 2).


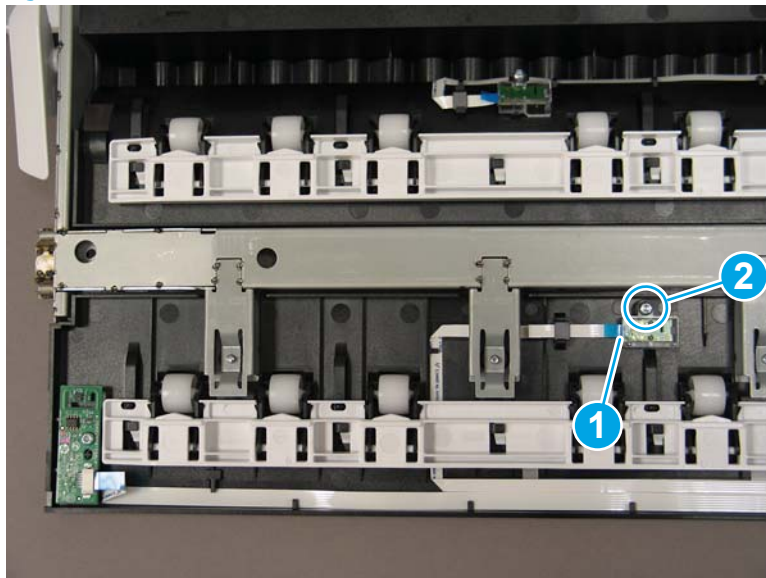

 **Reinstallation tip:** Reverse the removal steps to install the assemblies.

Figure 1-859 Remove the right door lower REDI sensor





Step 4: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Right side vertical path guide

- [Introduction](#)
- [Step 1: Remove the right side vertical path guide](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the vertical side path guide.


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Right side vertical path guide part number	
A7W93-67062	Right side vertical path guide

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the right side vertical path guide

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-860 Open the right door



2. Remove one screw (callout 1).

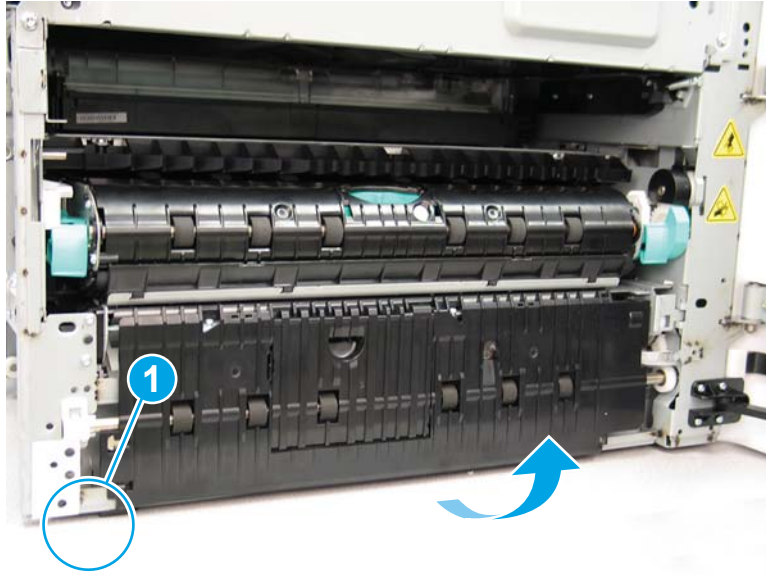
Figure 1-861 Remove one screw



3. Release one tab (callout 1), and then rotate the bottom of the right side vertical path guide up and away from the printer to release it.

 **Reinstallation tip:** Slightly flex the bottom left corner of the right side vertical path guide (callout 1) to engage one tab.

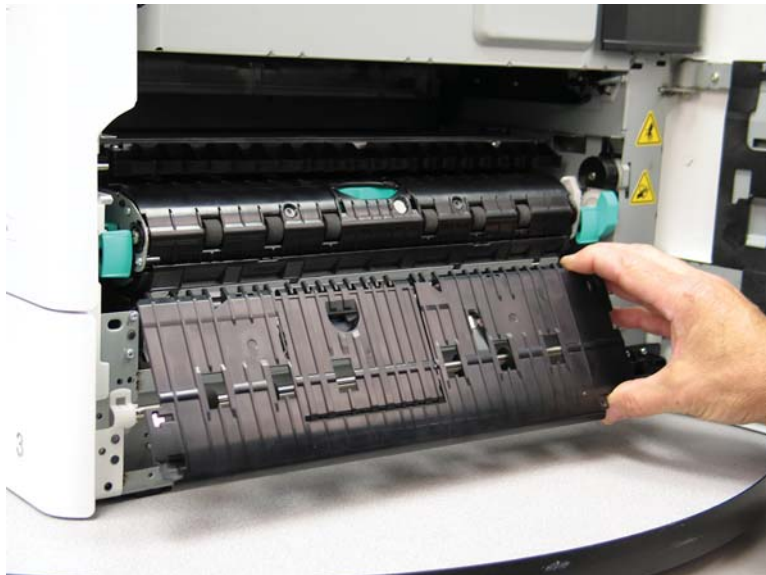
Figure 1-862 Release the right side vertical path guide



4. Remove the right side vertical path guide


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

Figure 1-863 Remove the right side vertical path guide





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right duplexer

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

Introduction

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

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Right duplexer part number	
A7W93-67032	Right duplexer

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Print a duplex print job to verify that the printer is properly functioning.

Step 1: Remove the right duplexer

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

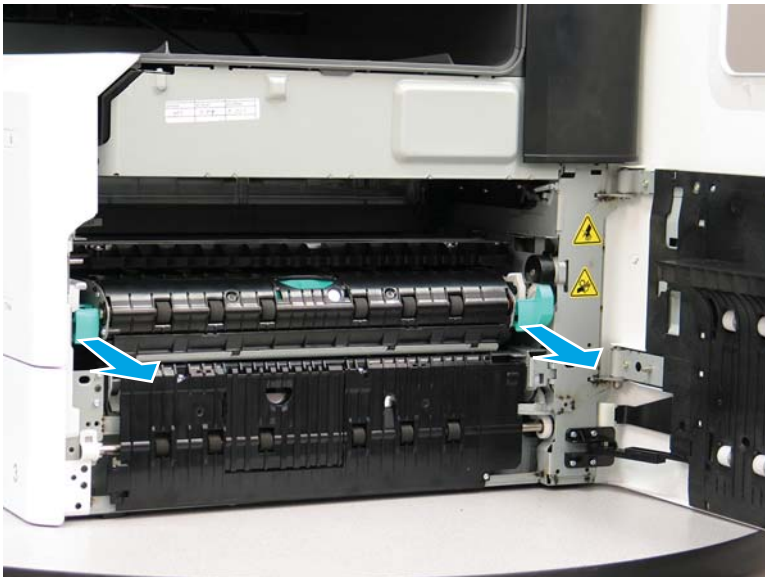
1. Open the right door.

Figure 1-864 Open the right door



2. Grasp the right- and left-side green handles, and pull the right duplex assembly straight out of the printer until it stops.

Figure 1-865 Pull the right duplex assembly out of the printer



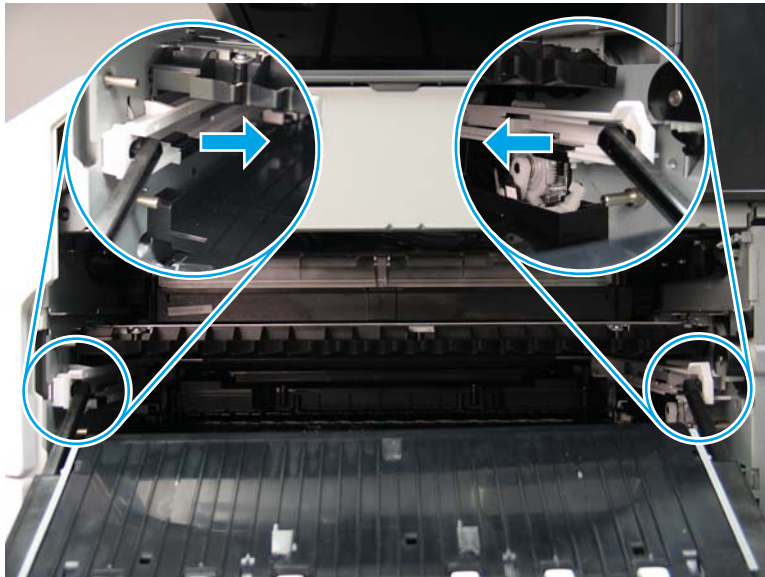
3. Rotate the assembly down and out of the way.

Figure 1-866 Move the assembly out of the way



4. Pull out on the two black retention clips on the right duplexer right- and left-side mounting rails to remove them.

Figure 1-867 Remove the retention clips



5. Slightly slide the left-side right duplexer mounting arm into the printer, and then rotate it down and out of the left rail.

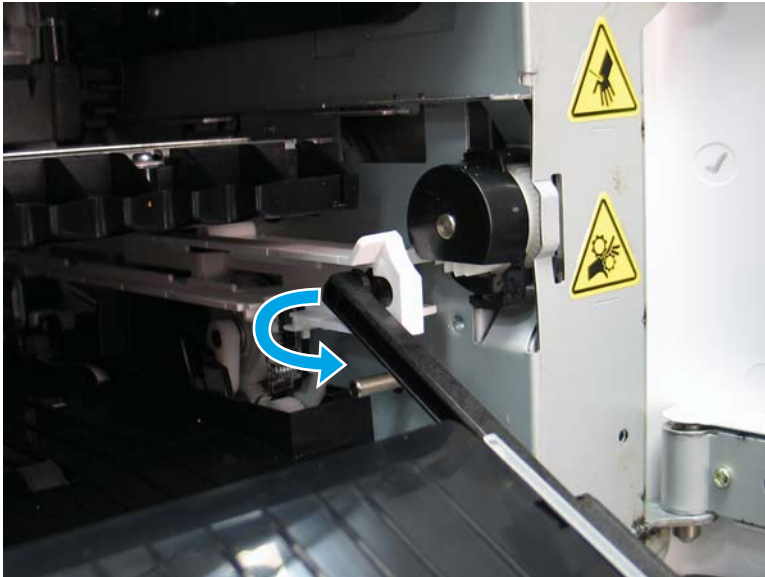
Figure 1-868 Release the left-side boss



6. Slightly slide the right-side right duplexer mounting arm into the printer, and then rotate it down and out of the right rail to remove the assembly.

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

Figure 1-869 Release the right-side boss





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Internal parts and assemblies (rear access)

- [Removal and replacement: embedded MultiMedia Card \(eMMC\)](#)
- [Removal and replacement: Fax module \(fax models only\)](#)
- [Removal and replacement: Rear lift assist handle](#)
- [Removal and replacement: Power supply](#)
- [Removal and replacement: Tray 2 presence sensor \(A4 tandem Trays 2/3 only\)](#)
- [Removal and replacement: Right rear lower PCA](#)
- [Removal and replacement: Tray 2 width detect sensor \(A4 tandem Trays 2/3 only\)](#)
- [Removal and replacement: Tray 2 \(A3\) or Tray 3 \(A4\) width detect sensor](#)
- [Removal and replacement: Tray 2 latch assembly \(A4 tandem Trays 2/3 only\)](#)
- [Removal and replacement: Tray 2 \(A3\) or Tray 3 \(A4\) latch assembly](#)
- [Removal and replacement: Tray 2 tray pick clutch \(A4 tandem Trays 2/3 only\)](#)
- [Removal and replacement: Tray 2 \(A3\) or Tray 3 \(A4\) tray pick clutch](#)
- [Removal and replacement: Duplex entry drive assembly](#)
- [Removal and replacement: Printhead wiper motor](#)
- [Removal and replacement: Main printed circuit assembly](#)
- [Removal and replacement: Main printed circuit assembly support bracket](#)
- [Removal and replacement: Deskew rear drive assembly](#)
- [Removal and replacement: Duplex exit drive assembly](#)


Removal and replacement: embedded MultiMedia Card (eMMC)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the embedded MultiMedia Card \(eMMC\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the embedded MultiMedia Card (eMMC).


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

embedded MultiMedia Card (eMMC) part number	
A7W93-67047	eMMC (8GB) with instruction guide
A7W94-67005	eMMC (16GB) with instruction guide
A7W94-67006	eMMC (128GB) with instruction guide

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

Send a print job from the host computer, and then verify the printer is correctly functioning.

Step 1: Remove the rear cover

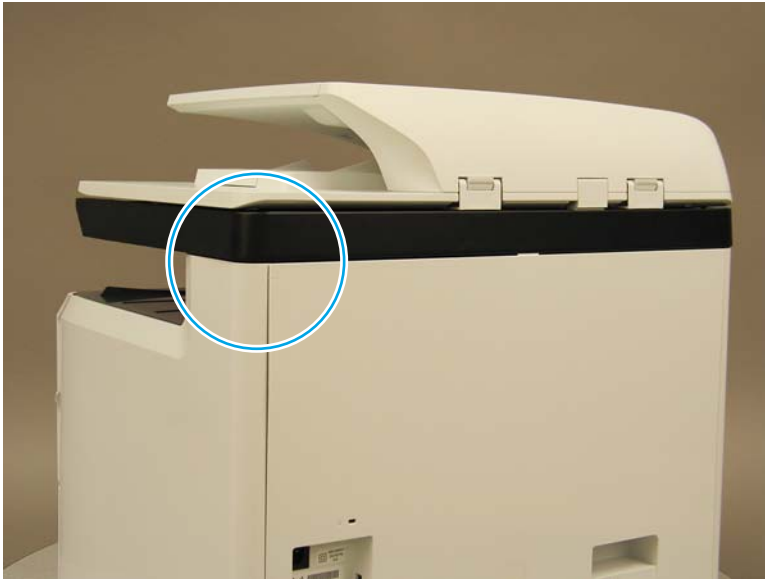
 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-870 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-871 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


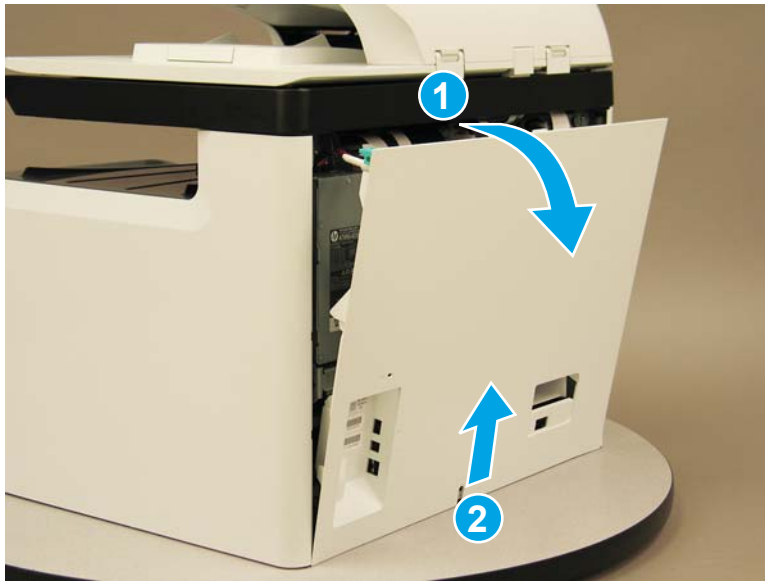
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-872 Remove the rear cover

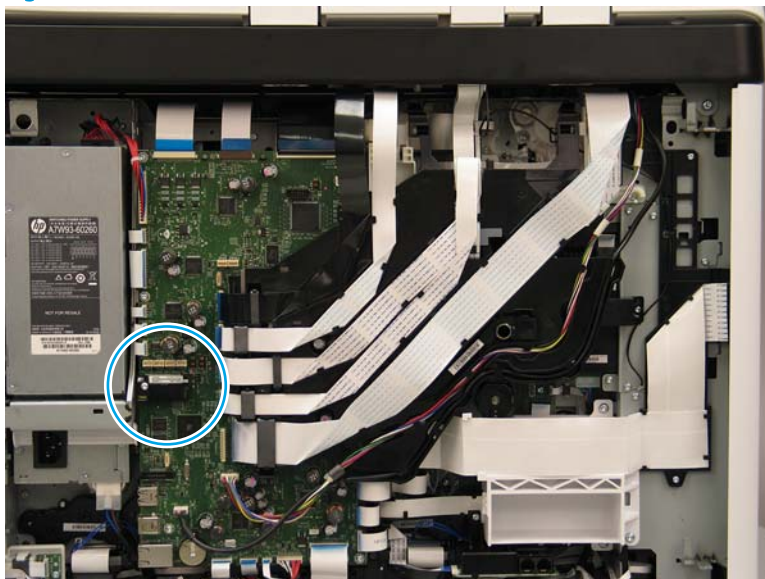


Step 2: Remove the embedded MultiMedia Card (eMMC)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

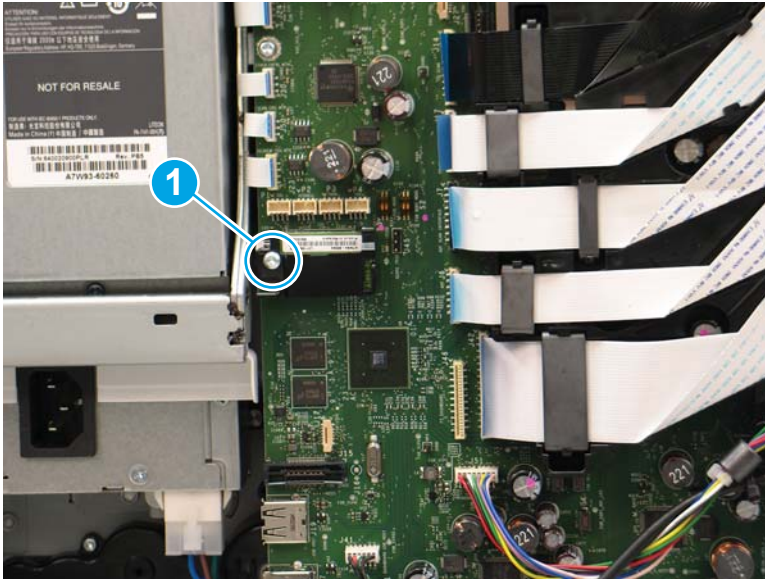
1. Locate the eMMC.

Figure 1-873 Locate the eMMC



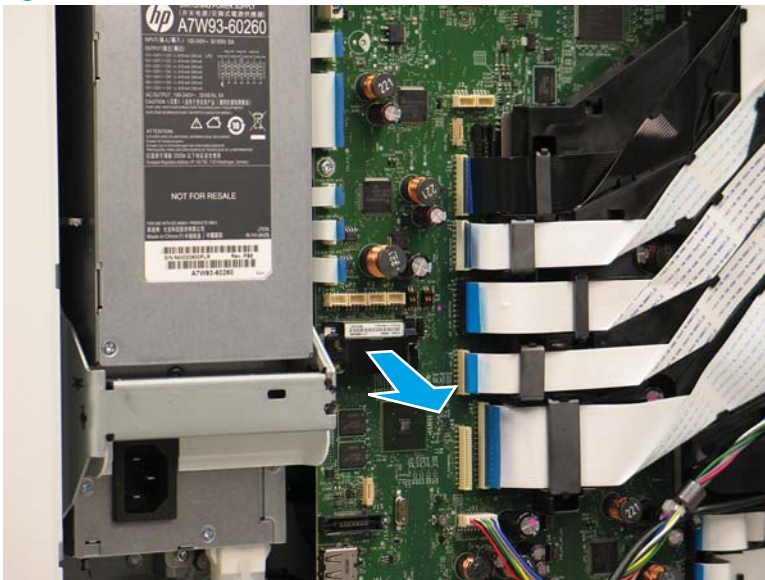
2. Remove one screw (callout 1).

Figure 1-874 Remove one screw




3. Pull the eMMC straight off the main PCA (MPCA) to remove it.

Figure 1-875 Remove the eMMC

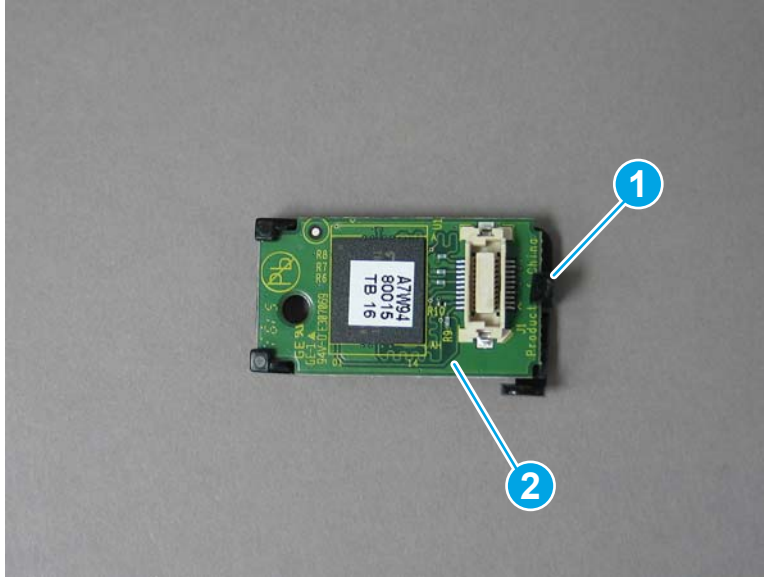


4. Remove the holder (callout 1) from the eMMC (callout 2).



 **IMPORTANT:** The eMMC contains the printer firmware. The firmware might need to be upgraded (or downgraded) when the eMMC is installed.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 1-876 Remove the holder



Step 3: Unpack the replacement assembly



 **CAUTION:**  This assembly is electrostatic discharge sensitive (ESD).

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Fax module (fax models only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the fax module \(fax models only\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the fax module (fax models only).


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.


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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Fax module (fax models only) part number	
A7X01-67001	Fax module (fax models only)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

Send a print job from the host computer, and then verify the printer is correctly functioning.

Step 1: Remove the rear cover

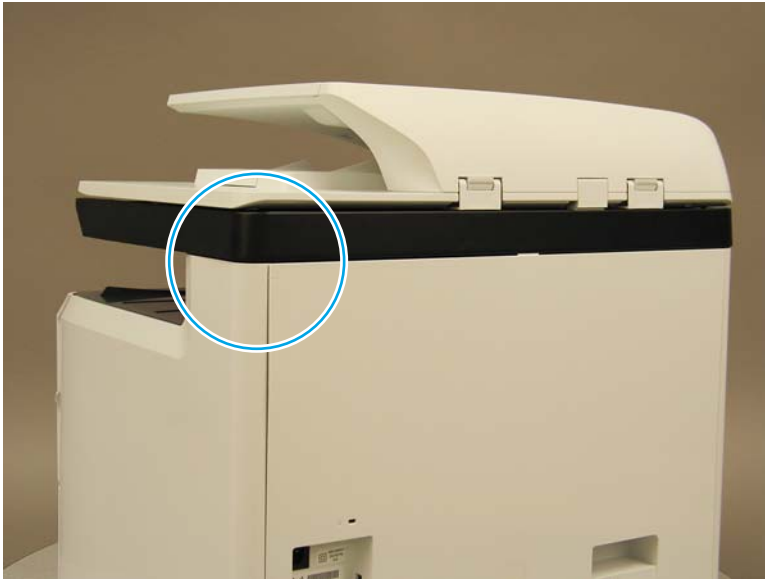
 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-877 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-878 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


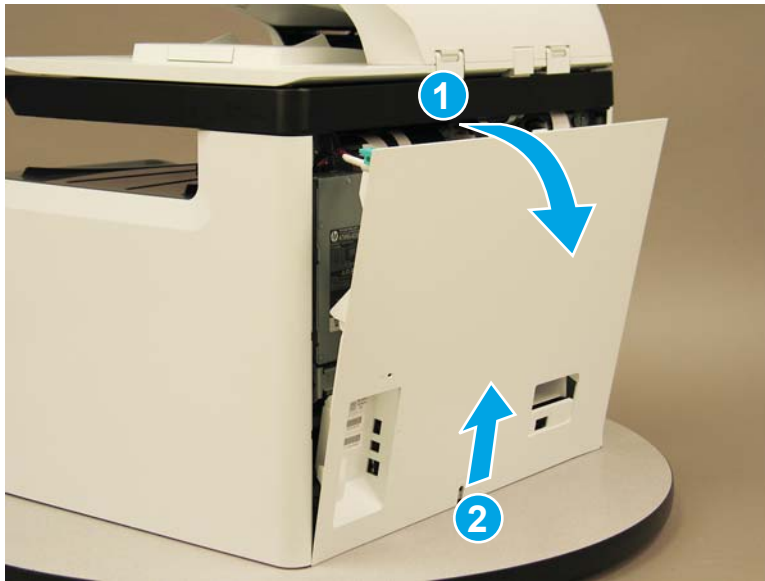
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

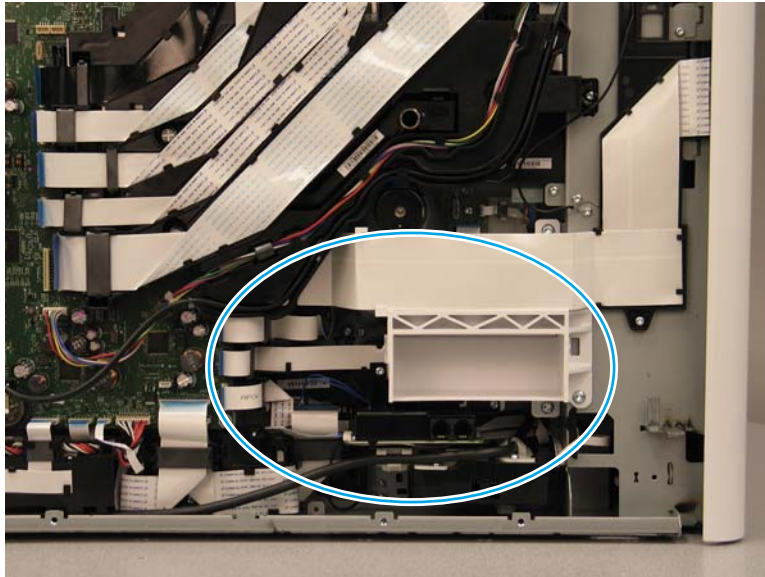
Figure 1-879 Remove the rear cover



Step 2: Remove the fax module (fax models only)

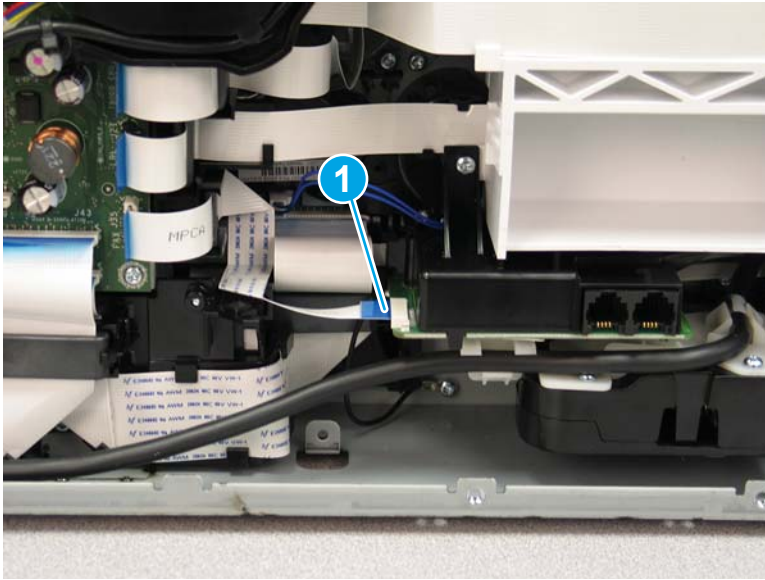
1. Locate the fax module.

Figure 1-880 Locate the fax module



2. Disconnect one flat-flexible cable (FFC) (callout 1).

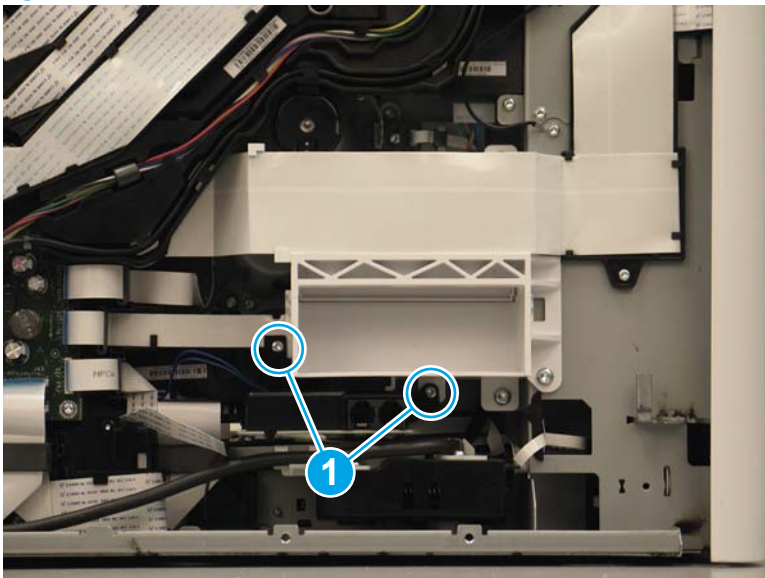
Figure 1-881 Disconnect one FFC



3. Remove two screws (callout 1), and then separate the fax module from the printer.

⚠ CAUTION: The fax module is still connected to the printer by a ground wire. Do not attempt to completely remove it yet.

Figure 1-882 Remove two screws



4. Turn the assembly over, remove one screw (callout 1), and then remove the fax module.


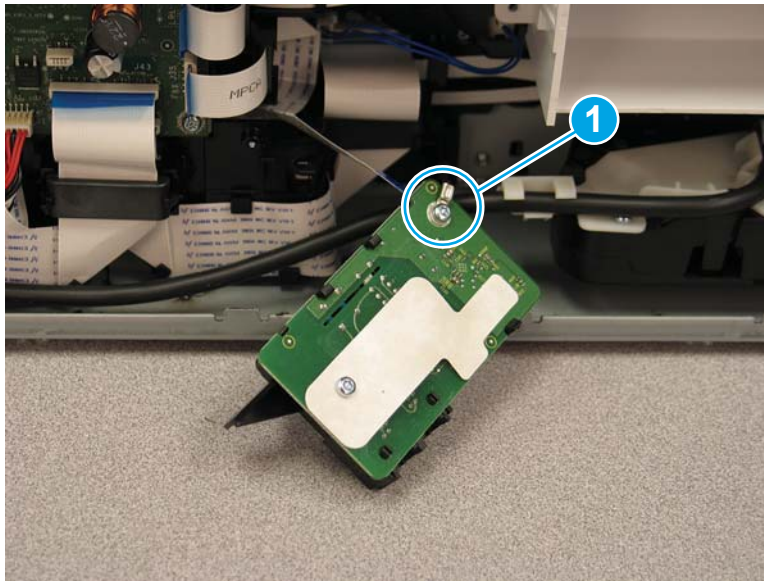
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-883 Remove the fax module





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear lift assist handle

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the fax module \(fax models only\)](#)
- [Step 3: Remove the rear lift assist handle](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the rear lift assist handle.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Rear lift assist handle part number	
A7W93-67043	Rear lift assist handle

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip



NOTE: This tool is only needed for fax models.

- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-884 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

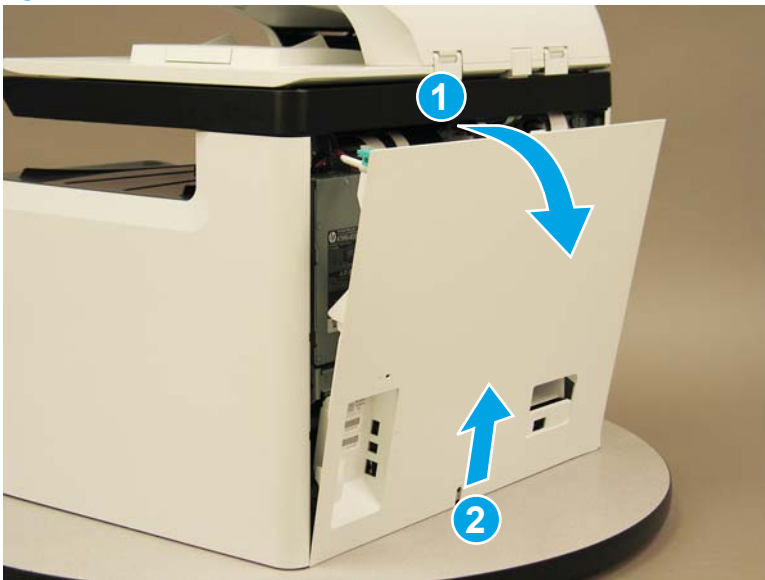
Figure 1-885 Release the latch




3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-886 Remove the rear cover



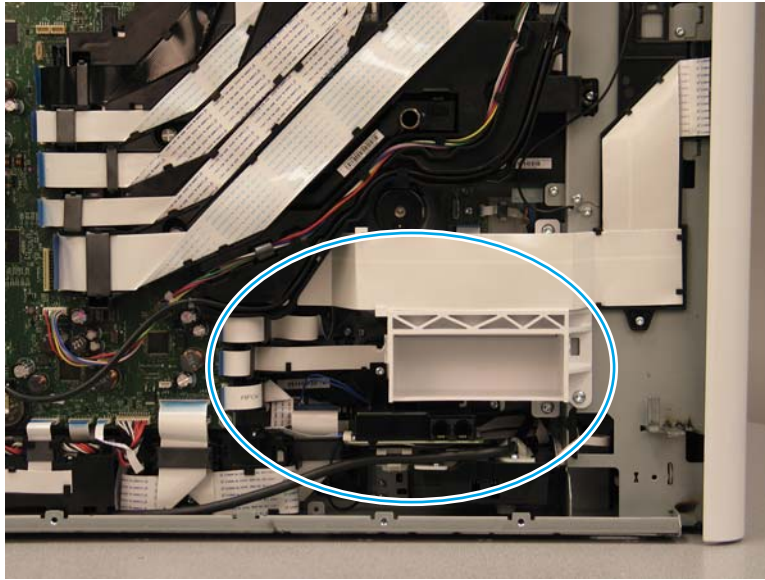
Step 2: Remove the fax module (fax models only)

 **NOTE:** This step is for fax models only. For all other models, skip this step and go to [Step 3: Remove the rear lift assist handle on page 574](#).

 **TIP:** If the rear lift assist handle is being removed for access to other assemblies, it is not necessary to remove the fax module. Disconnect the fax flat-flexible cable (FFC) and the ground wire to the fax module during rear lift assist handle removal.

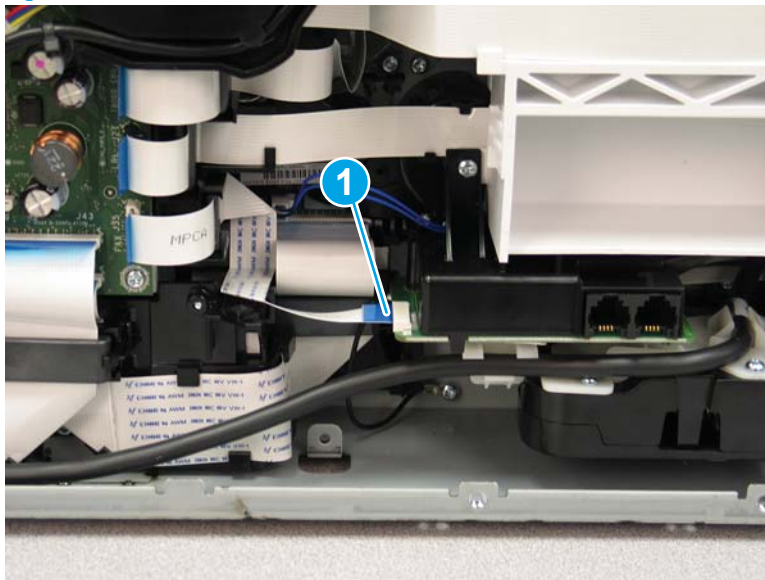
1. Locate the fax module.

Figure 1-887 Locate the fax module



2. Disconnect one flat-flexible cable (FFC) (callout 1).

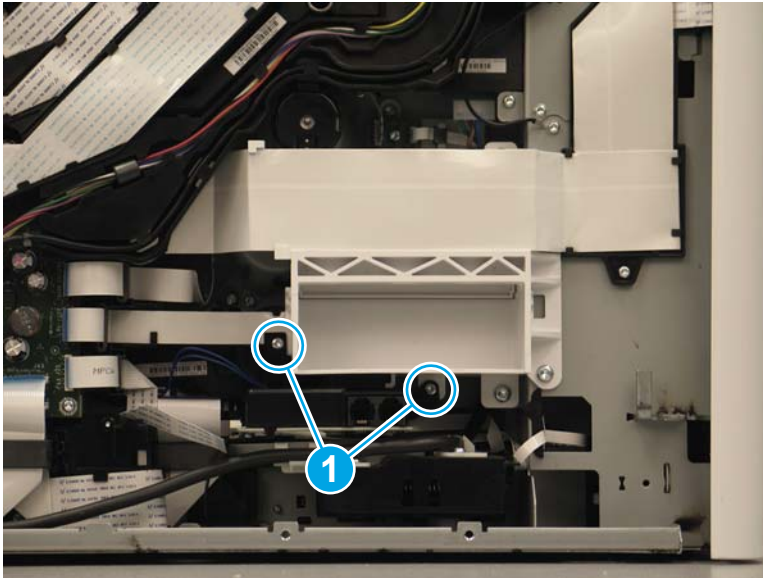
Figure 1-888 Disconnect one FFC



3. Remove two screws (callout 1), and then separate the fax module from the printer.

⚠ CAUTION: The fax module is still connected to the printer by a ground wire. Do not attempt to completely remove it yet.

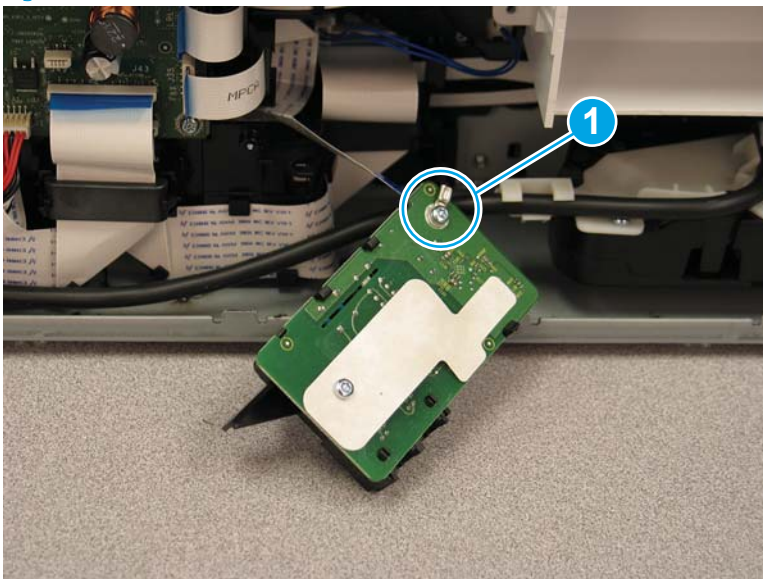
Figure 1-889 Remove two screws



4. Turn the assembly over, remove one screw (callout 1), and then remove the fax module.

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

Figure 1-890 Remove the fax module

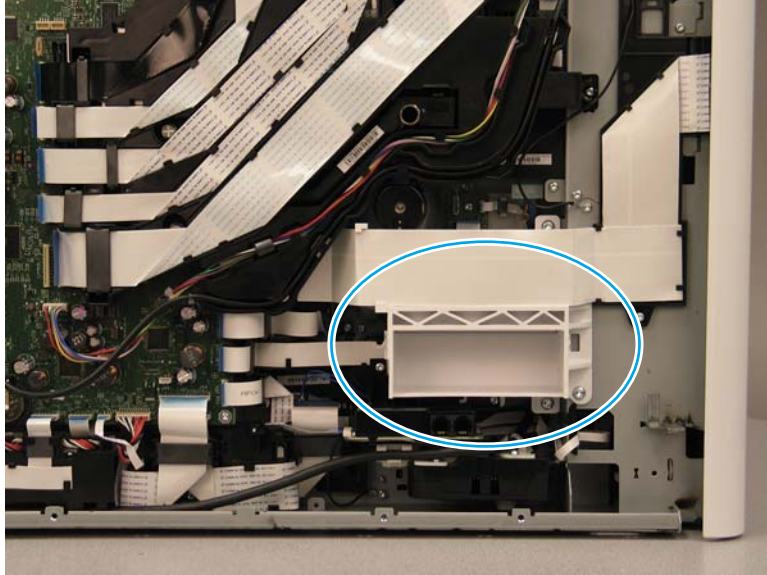


Step 3: Remove the rear lift assist handle

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

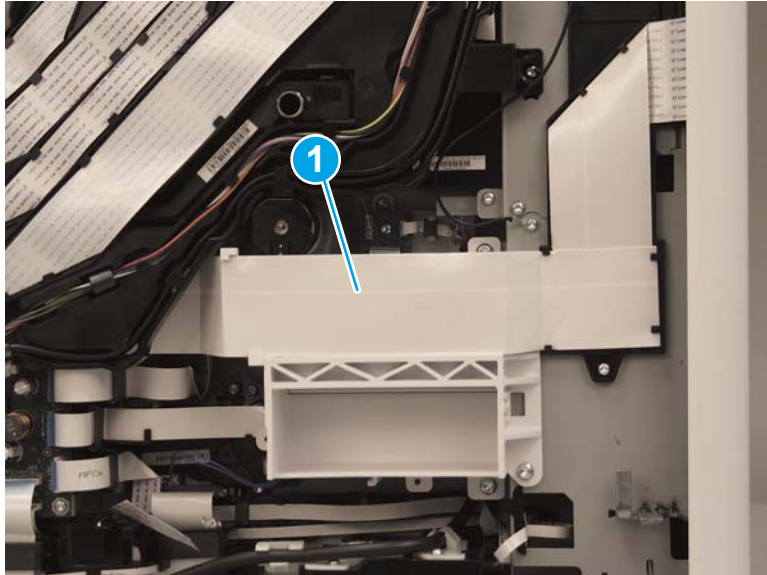
1. Locate the rear lift assist handle.

Figure 1-891 Locate the rear lift assist handle



2. Release one flat-flexible cable (FFC) (callout 1) from the guide, and then move it out of the way.

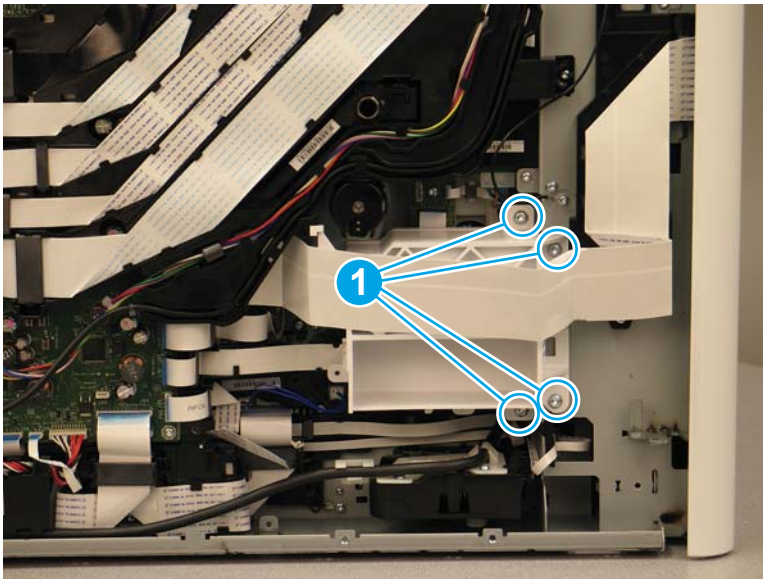
Figure 1-892 Release one FFC



3. Remove four screws (callout 1).

 **NOTE:** These screws require a #20 TORX driver.

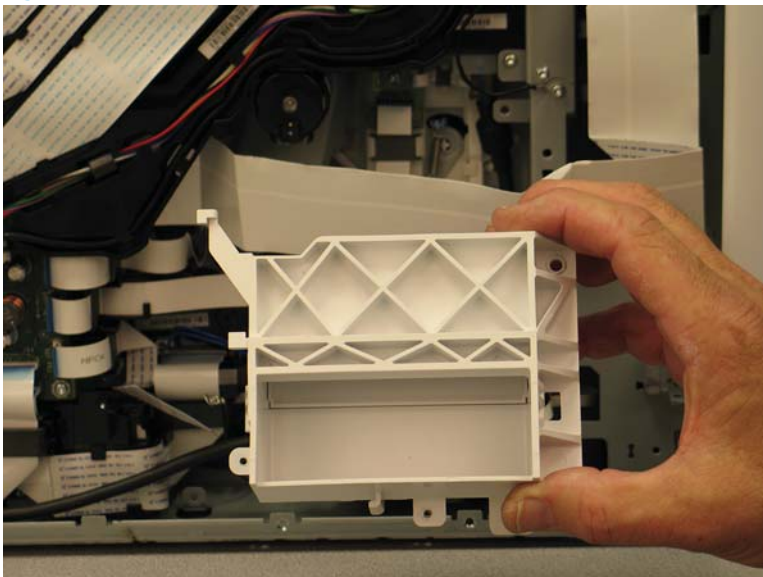
Figure 1-893 Remove four screws



4. Remove the rear lift assist handle.


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

Figure 1-894 Remove the rear lift assist handle





Step 4: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Power supply

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

Introduction

This document provides the procedures to remove and replace the power supply.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Power supply part number	
A7W93-67036	Power supply

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #10 TORX *thin shaft* driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


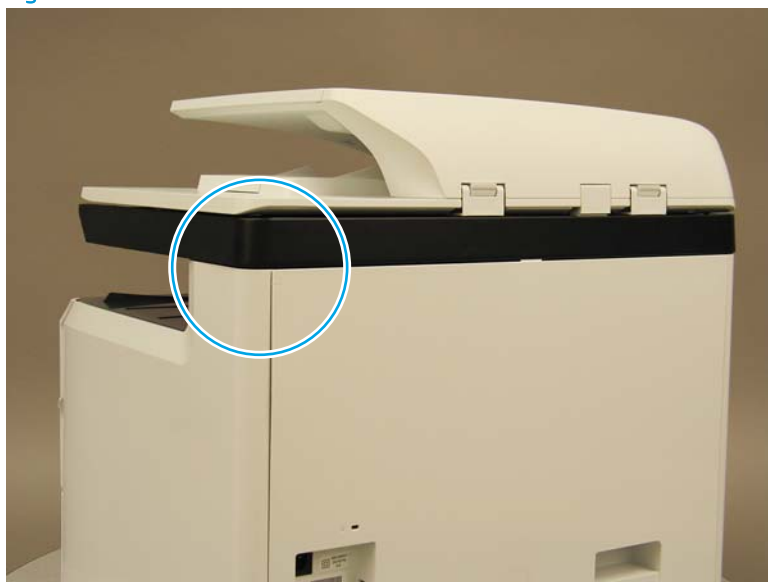
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-895 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-896 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


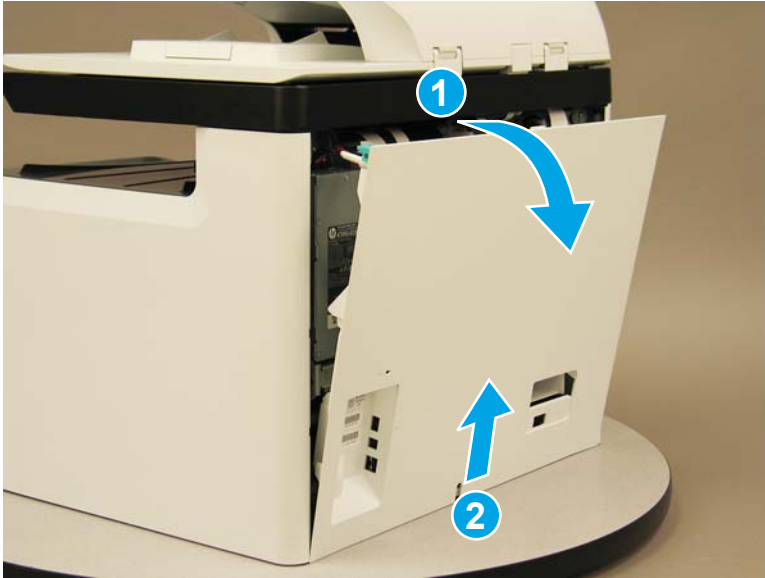
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-897 Remove the rear cover

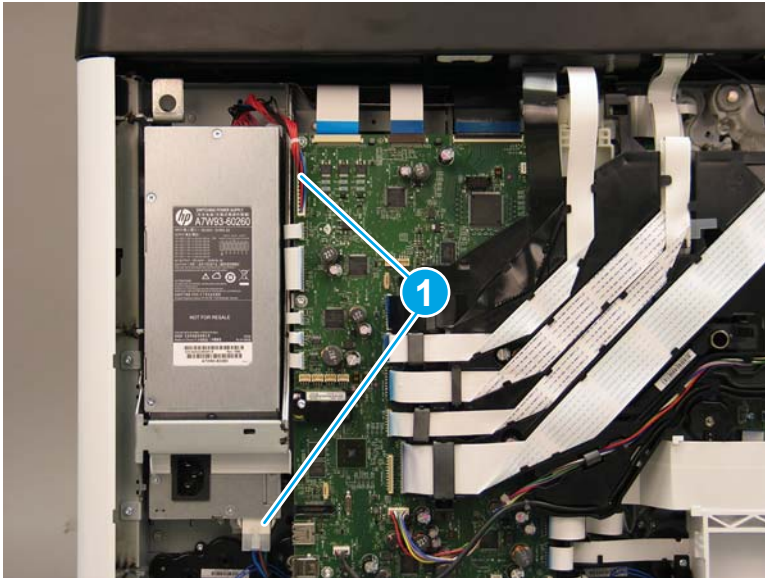


Step 2: Remove the power supply

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

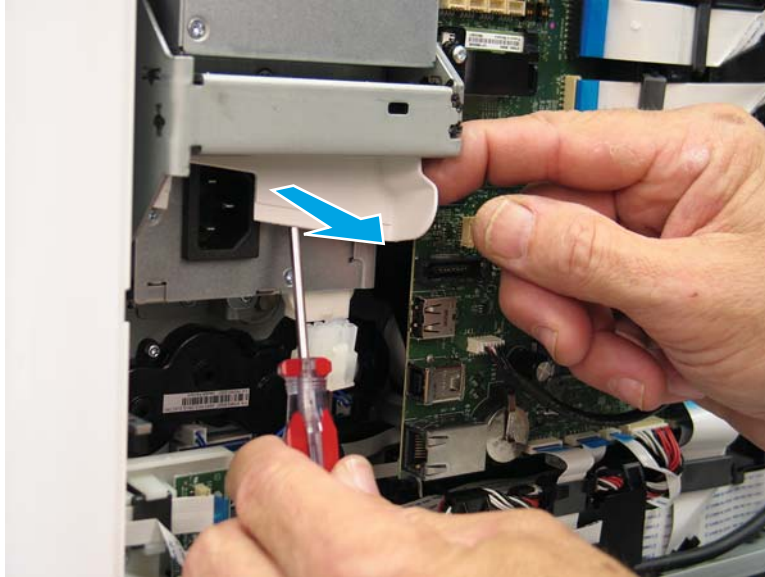
1. Disconnect two connectors (callout 1).

Figure 1-898 Disconnect two connectors



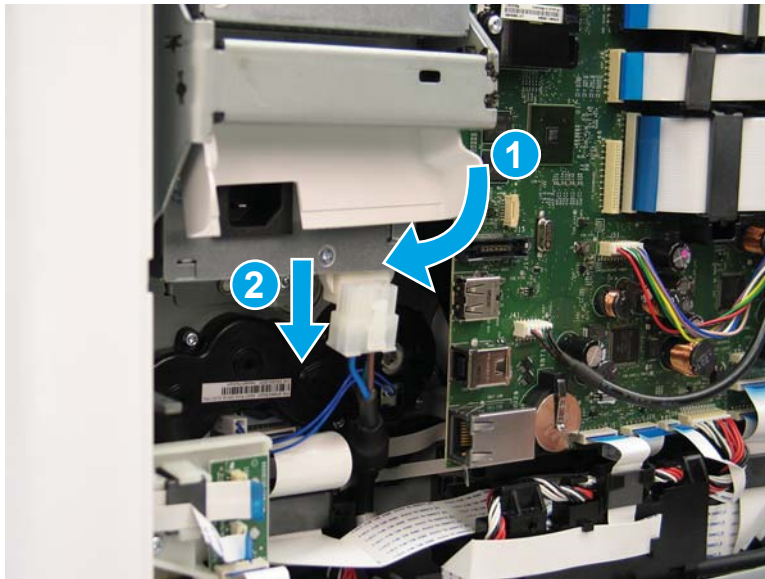
2. Use a small flat-blade screwdriver to slight pry up on the rear lift assist handle so that it does not interfere with the receptacle (in the next step).

Figure 1-899 Release the receptacle cover



3. Rotate the right side of the cover down and over the receptacle, and then pull down on the left side of the cover to remove it.

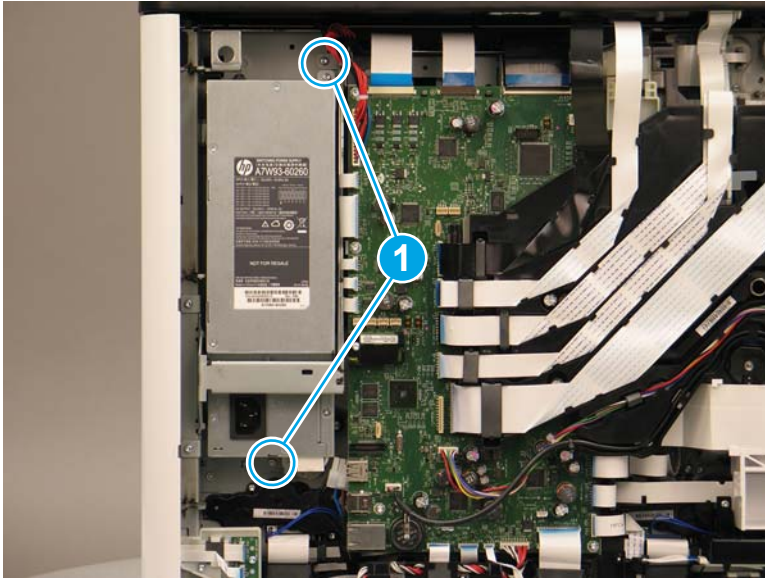
Figure 1-900 Remove the receptacle cover



4. Remove two screws (callout 1).

 **NOTE:** Removing the bottom screw requires using a #10 TORX *thin shaft* driver.

Figure 1-901 Remove two screws



5. Lift the power supply up to release it, and then remove it from the printer.

Figure 1-902 Remove the power supply



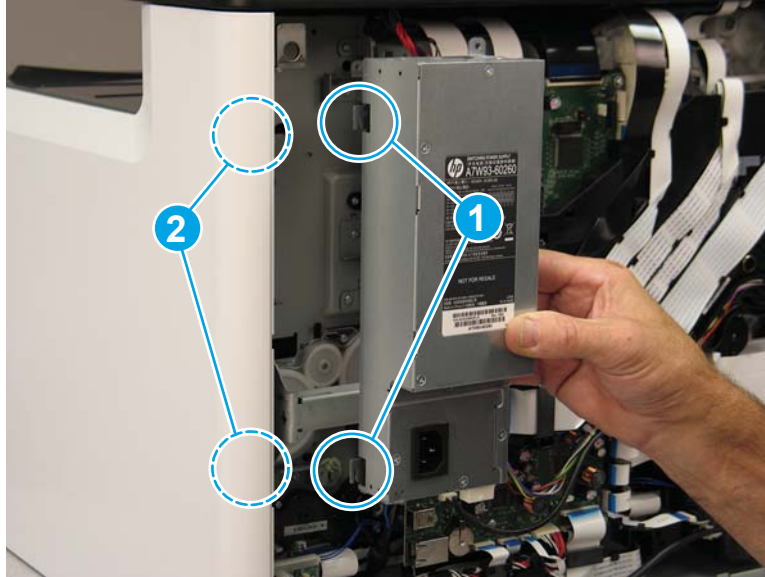
6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Power supply

- ▲ Take note of the two mounting tabs (callout 1) on the left side of the power supply. These tabs engage with two sheet-metal bosses (callout 2) on the printer chassis when the power supply is properly installed.


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

Figure 1-903 Power supply mounting tabs





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Tray 2 presence sensor (A4 tandem Trays 2/3 only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the Tray 2 presence sensor \(A4 tandem Tray 2/3 only\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 presence sensor (A4 tandem Tray 2/3 only).


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.


Tray 2 presence sensor (A4 tandem Tray 2/3 only) part number

A7W93-67040

Tray 2 presence sensor (A4 tandem Tray 2/3 only)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


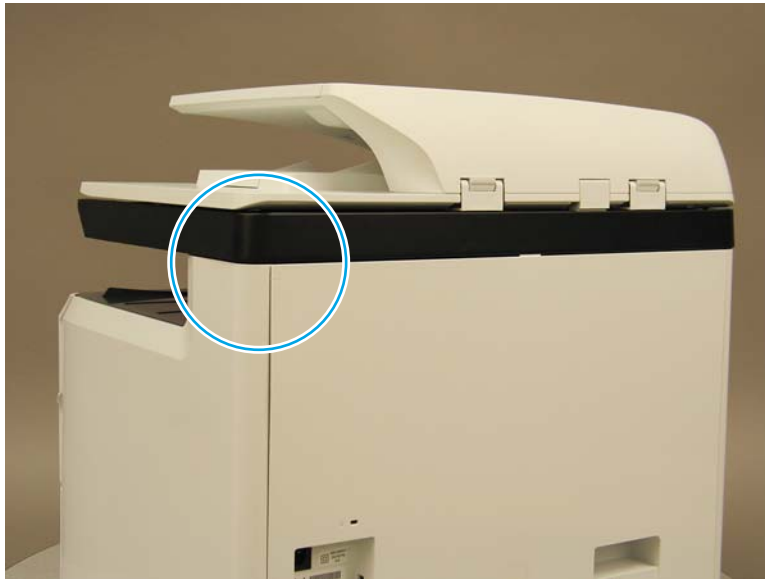
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-904 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

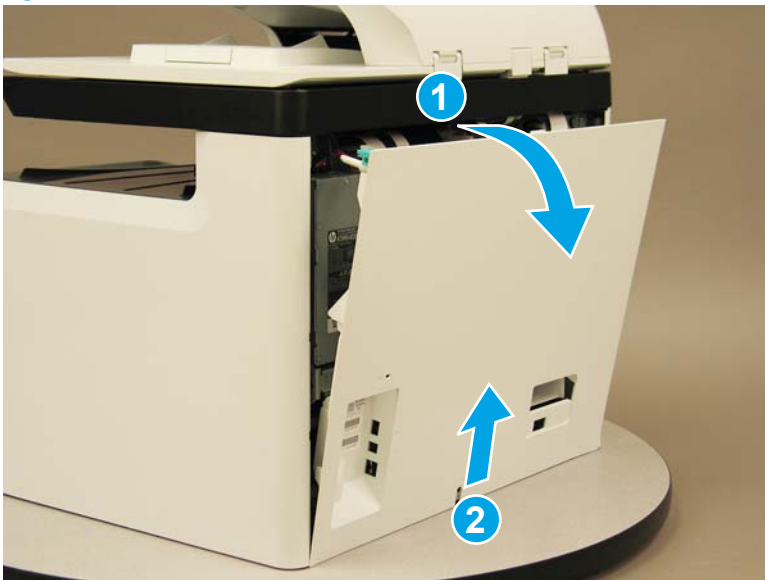
Figure 1-905 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-906 Remove the rear cover

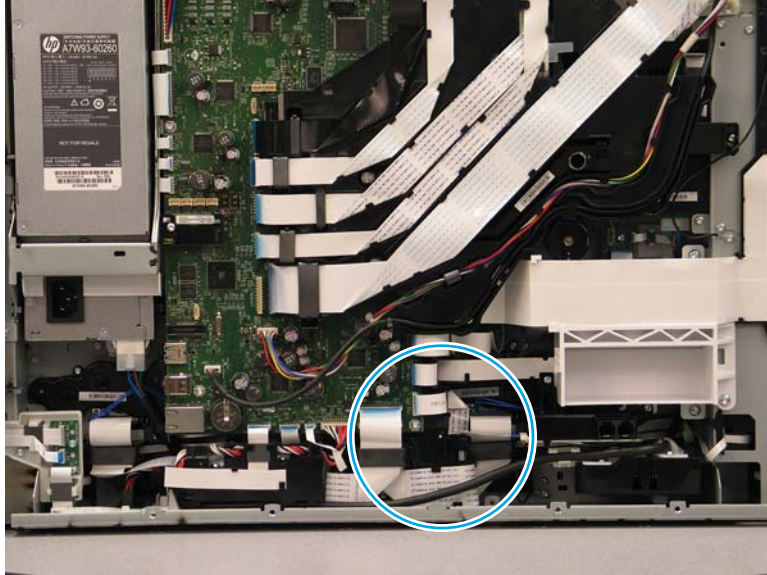


Step 2: Remove the Tray 2 presence sensor (A4 tandem Tray 2/3 only)


A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the Tray 2 presence sensor.

Figure 1-907 Locate the Tray 2 presence sensor



2. Disconnect five flat-flexible cables (FFCs) (callout 1).

 **IMPORTANT:** Take note of which FFCs go to which connector.


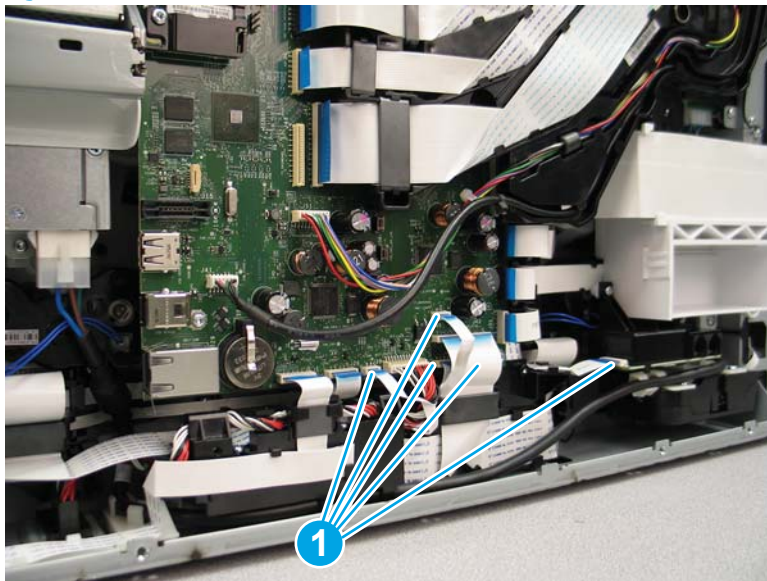
 **NOTE:** After disconnecting the two large FFCs, release each ferrite from the holder on the bracket.

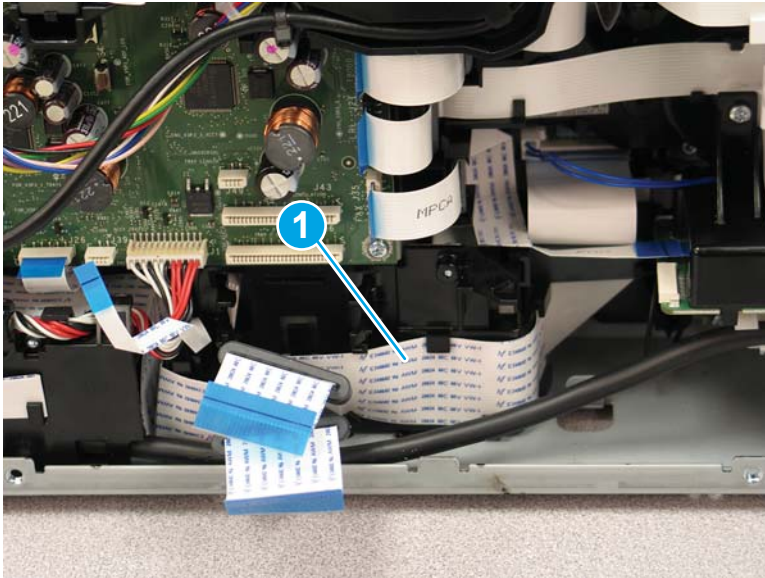
Figure 1-908 Disconnect five FFCs



3. Release one FFC from the front side retainers (callout 1).

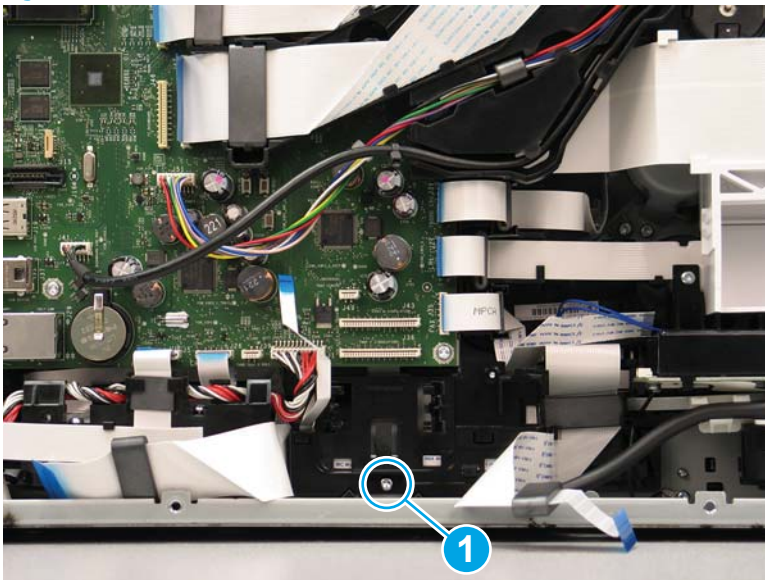
 **TIP:** It is not necessary to release the FFC from the far right retainers. Releasing it from the front retainers is sufficient for removing the bracket later in this procedure.

Figure 1-909 Release the FFC



4. Remove one screw (callout 1).

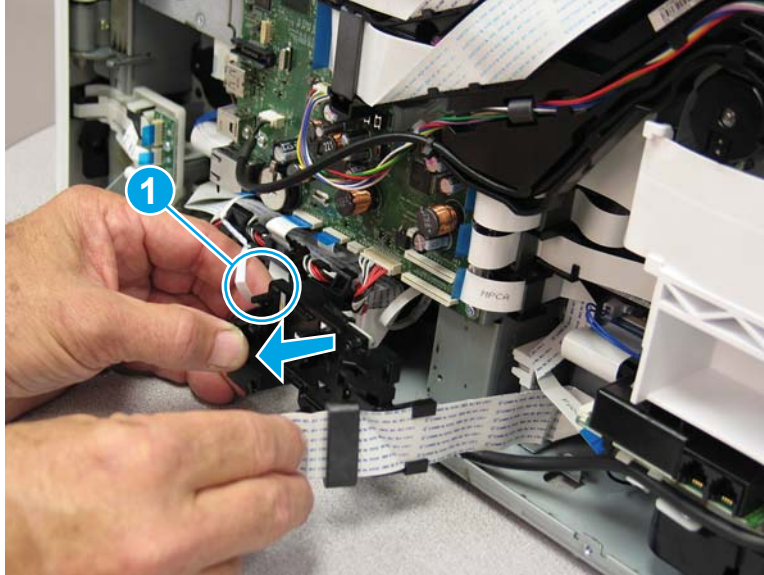
Figure 1-910 Remove one screw



5. Release two small FFCs (callout 1) while sliding the mounting bracket from the printer.

⚠ CAUTION: The bracket is still connected to the printer by one FFC on the right side. Do not attempt to completely remove the bracket. It only needs to come out far enough to turn it over and access the sensor on the back side.

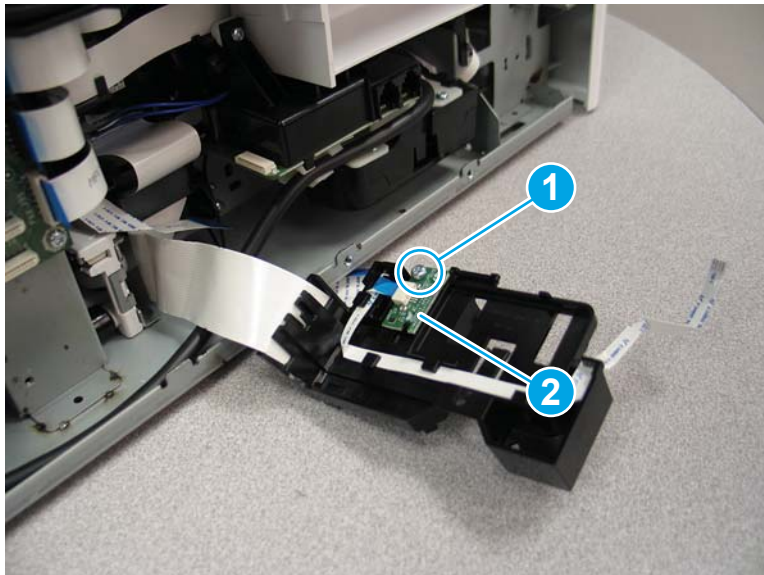
Figure 1-911 Remove the bracket



6. Remove one screw (callout 1) and then remove the Tray 2 presence sensor (callout 2) from the bracket.


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

Figure 1-912 Remove the Tray 2 presence sensor





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Right rear lower PCA

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

Introduction

This document provides the procedures to remove and replace the right rear lower PCA.


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.


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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 (A3) or Tray 3 (A4) presence sensor part number	
A7W93-67028	Right rear lower PCA

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

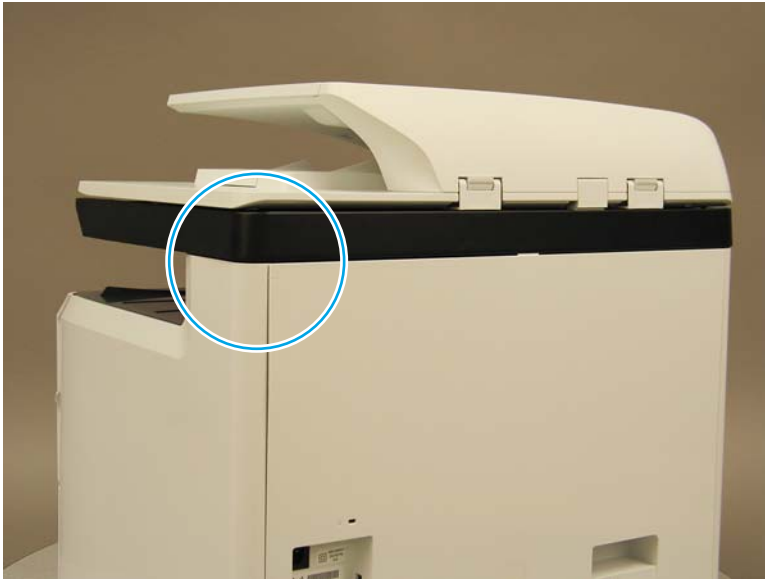
 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-913 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-914 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


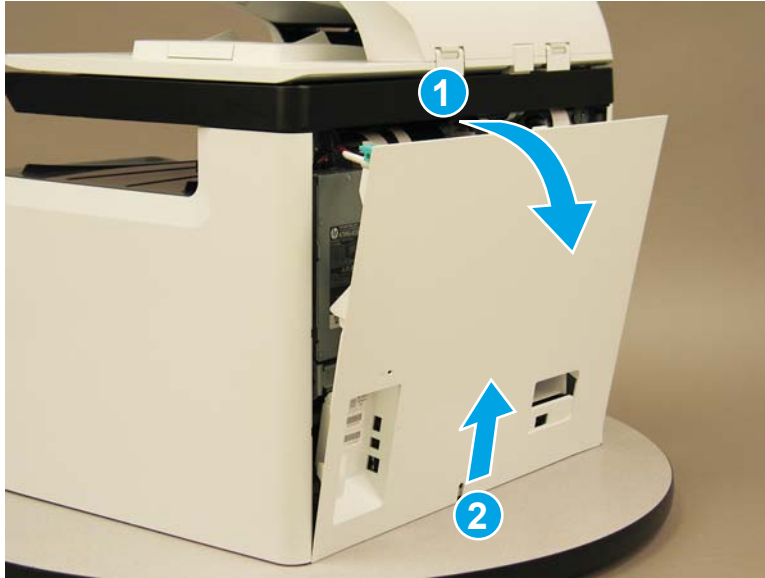
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-915 Remove the rear cover

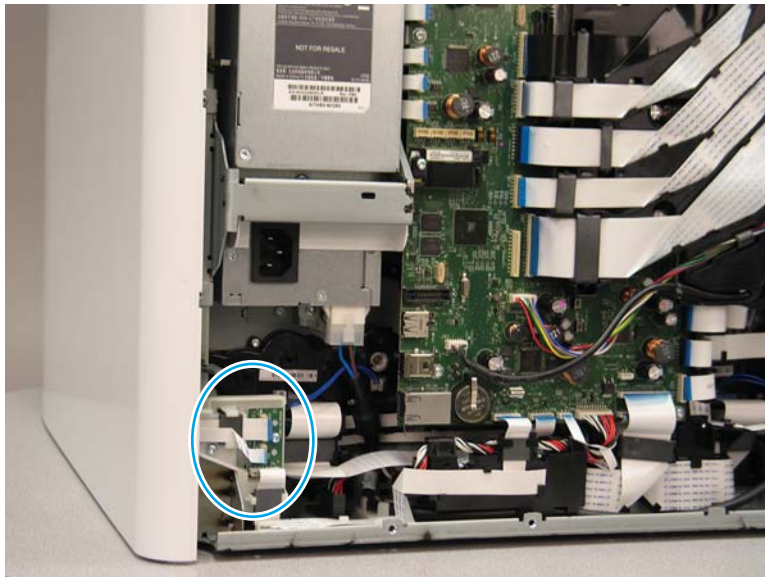


Step 2: Remove the right rear lower PCA

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the right rear lower PCA.

Figure 1-916 Locate the right rear lower PCA



2. Disconnect three flat-flexible cable (FFCs) (callout 1), remove one screw (callout 2), and then remove the right rear lower PCA (callout 3).


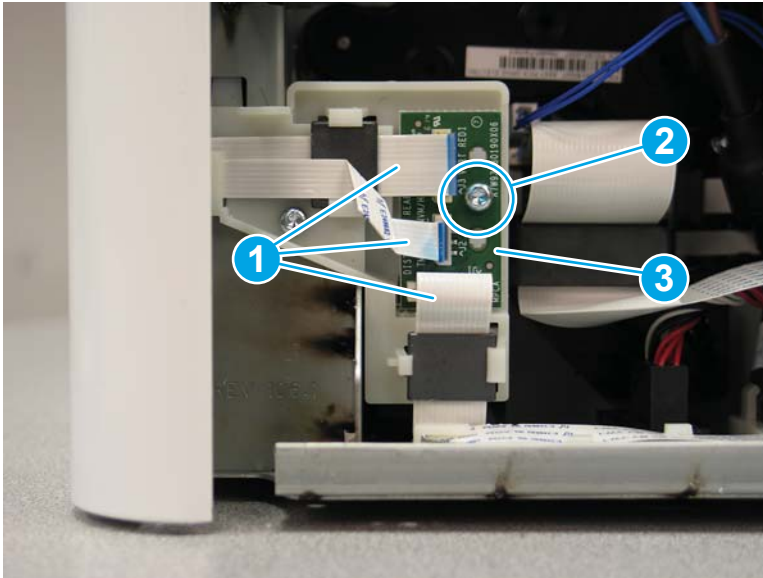
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-917 Remove the right rear lower PCA





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Tray 2 width detect sensor (A4 tandem Trays 2/3 only)

- [Introduction](#)
- [Step 1: Remove the Tray 2 width detect sensor \(A4 tandem Trays 2/3 only\)](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 width detect sensor (A4 tandem Trays 2/3 only).


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.


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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.


Tray 2 width detect sensor (A4 tandem Trays 2/3 only) part number	
A7W93-67023	Tray 2 width detect sensor (A4 tandem Trays 2/3 only)

Required tools

- Small flat-blade screw driver

 **NOTE:** This tool is only required if the rear cover must be removed to extend the flat-flexible cable into the tray cavity.

- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the Tray 2 width detect sensor (A4 tandem Trays 2/3 only)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. **Table top models only:** Before proceeding, it might be easier to access and remove the sensor if a ream of paper is used to prop up the side of the printer. For example, the Tray 2 side of a tandem Tray 2/3 (A4) printer configuration is shown below.

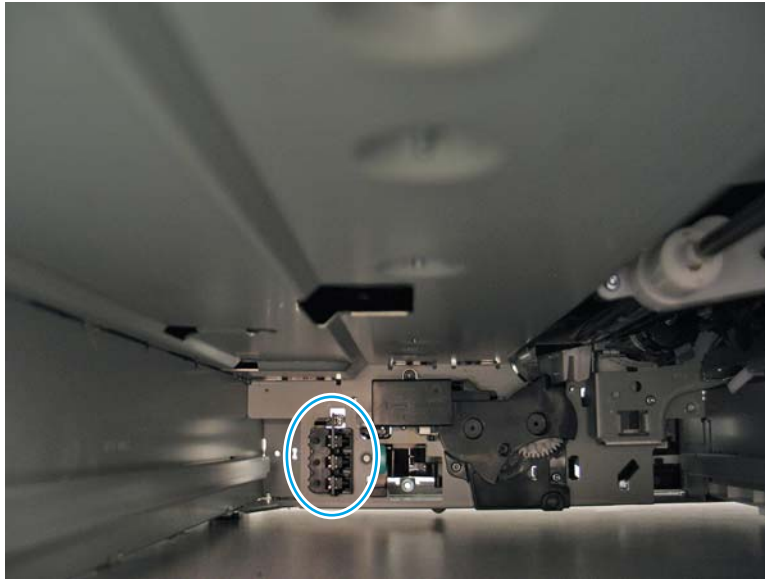
⚠ CAUTION: When propping up the side of a printer, always use a sealed ream of paper (not a stack of loose paper) to make sure that the printer will not shift or fall during removal or installation of the part.

Figure 1-918 Prop up the side of the printer



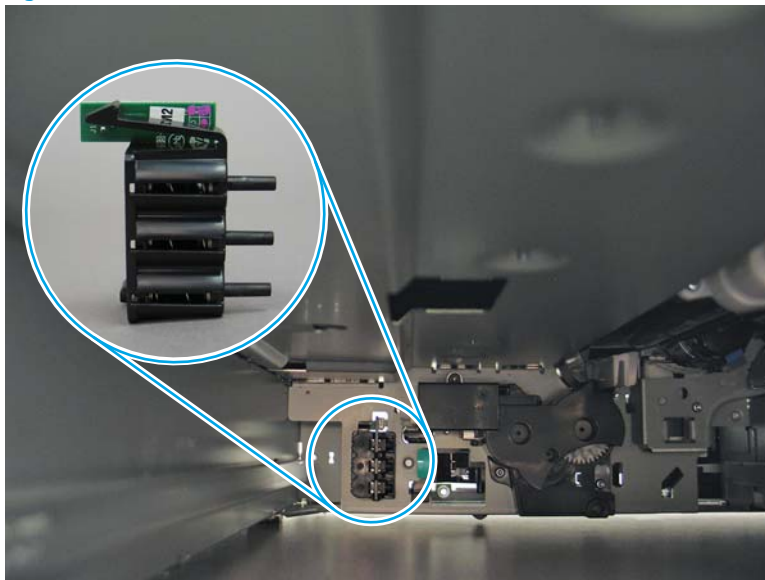
2. Remove the tray, and then locate the Tray 2 width detect sensor.

Figure 1-919 Locate the Tray 2 width detect sensor



3. Before proceeding, take note of the retention tab at the top of the part.

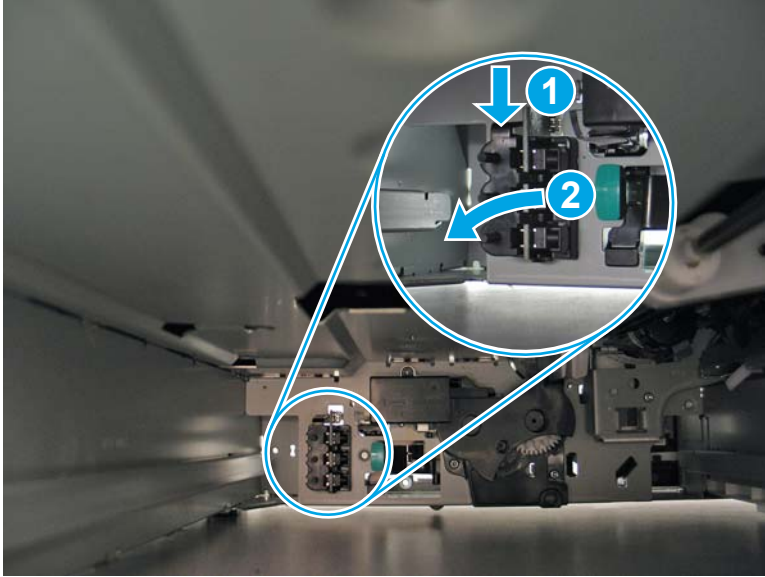
Figure 1-920 Locate the retention tab



4. Release one tab (callout 1), and then rotate the top of the sensor away from the chassis (callout 2) to separate it from the printer.

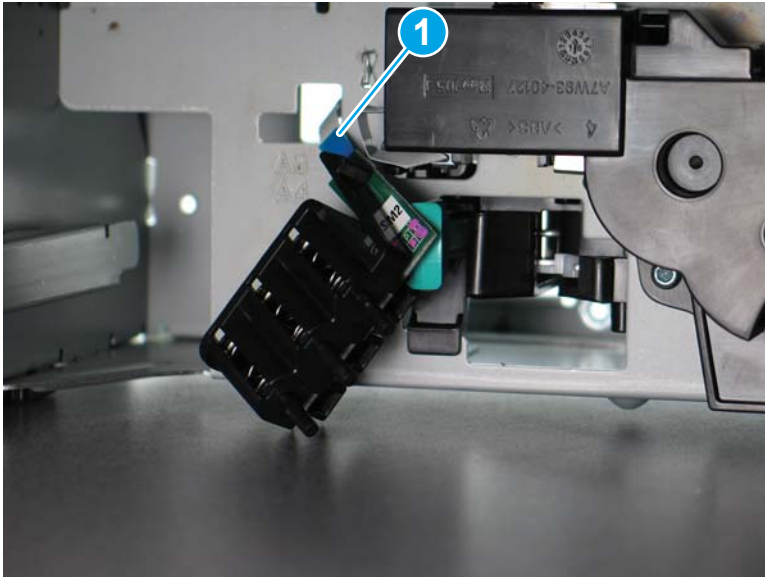
⚠ CAUTION: The sensor is still connected to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the sensor.

Figure 1-921 Release one tab



5. Disconnect one FFC (callout 1).

Figure 1-922 Disconnect one FFC



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

Special installation instructions: Tray 2 width detect sensor (A4 tandem Trays 2/3 only)

- ▲ If the FFC does not protrude far enough into the tray cavity to connect to the sensor, remove the rear cover. Release the sensor FFC retention plate (callout 1), and then push the FFC into the tray cavity.


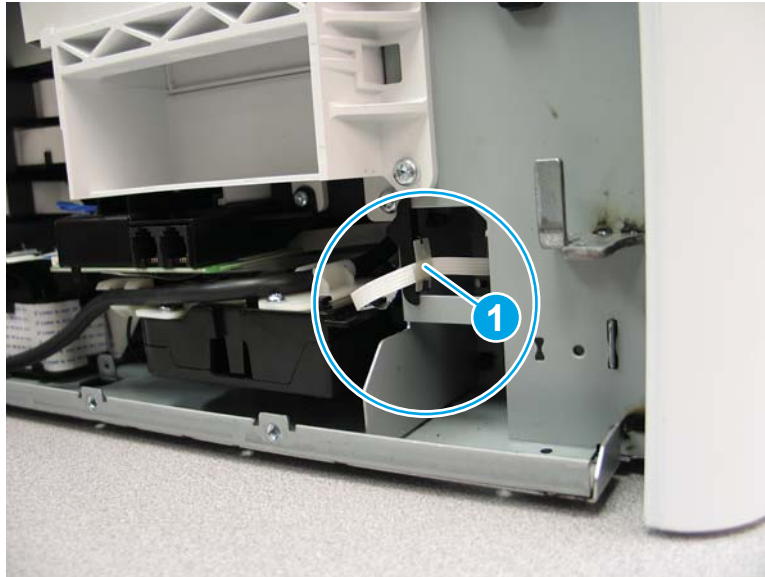
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-923 Release the sensor FFC retention plate





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 (A3) or Tray 3 (A4) width detect sensor

- [Introduction](#)
- [Step 1: Remove the Tray 2 \(A3\) or Tray 3 \(A4\) width detect sensor](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 (A3) or Tray 3 (A4) width detect sensor.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 (A3) or Tray 3 (A4) width detect sensor part number	
A7W93-67023	Tray 2 (A3) or Tray 3 (A4) width detect sensor

Required tools

- Small flat-blade screw driver



NOTE: This tool is only required if the rear cover must be removed to extend the flat-flexible cable into the tray cavity.

- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the Tray 2 (A3) or Tray 3 (A4) width detect sensor

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

The tandem Tray 2/3 (A3) configuration is shown in the following procedure.

1. **Table top models only:** Before proceeding, it might be easier to access and remove the sensor if a ream of paper is used to prop up the side of the printer. For example, the Tray 2 side of a tandem Tray 2/3 (A3) printer configuration is shown below.

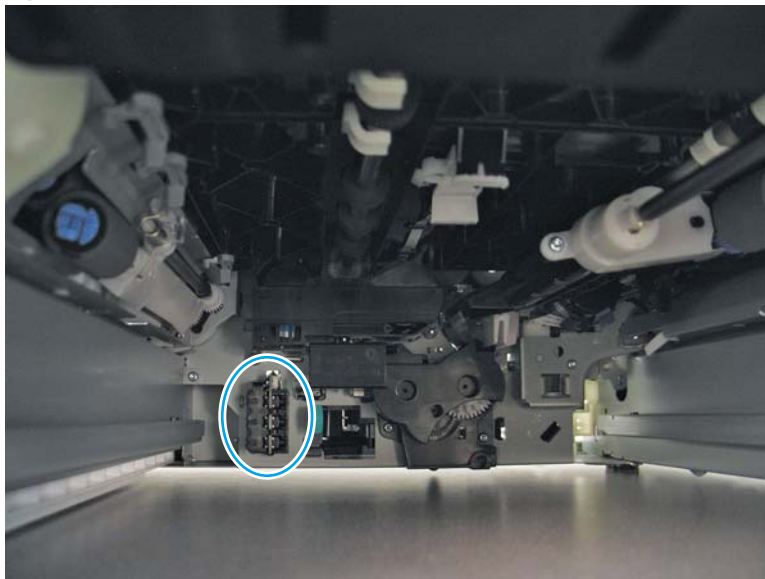
⚠ CAUTION: When propping up the side of a printer, always use a sealed ream of paper (not a stack of loose paper) to make sure that the printer will not shift or fall during removal or installation of the part.

Figure 1-924 Prop up the side of the printer



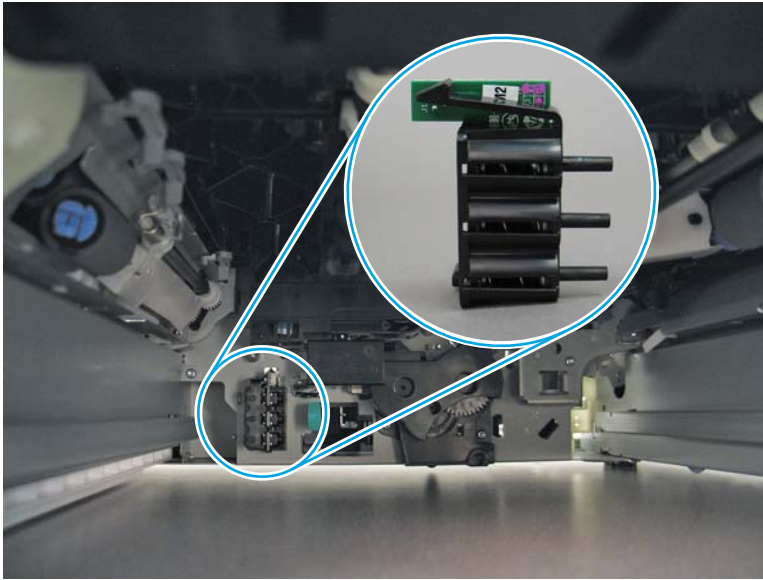
2. Remove the tray, and then locate the Tray 2 width detect sensor.

Figure 1-925 Locate the Tray 2 width detect sensor



3. Before proceeding, take note of the retention tab at the top of the part.

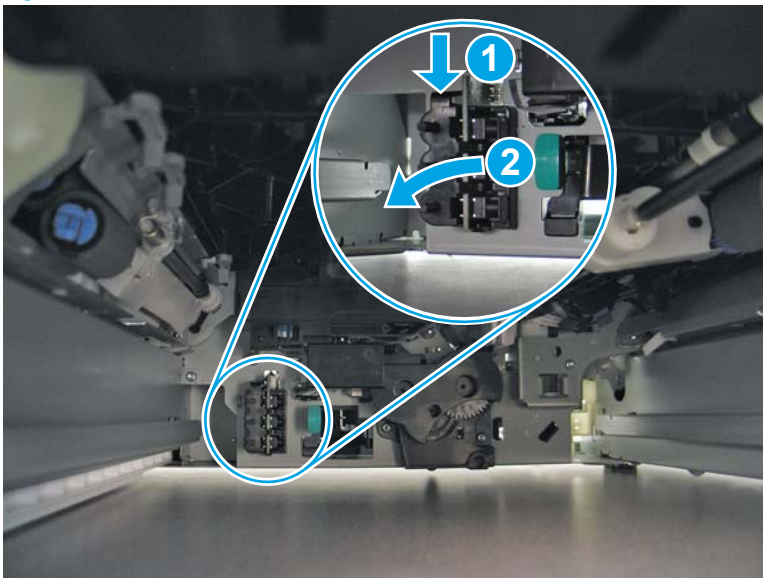
Figure 1-926 Locate the retention tab



4. Release one tab (callout 1), and then rotate the top of the sensor away from the chassis (callout 2) to separate it from the printer.

⚠ CAUTION: The sensor is still connected to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the sensor.

Figure 1-927 Release one tab



5. Disconnect one FFC (callout 1).


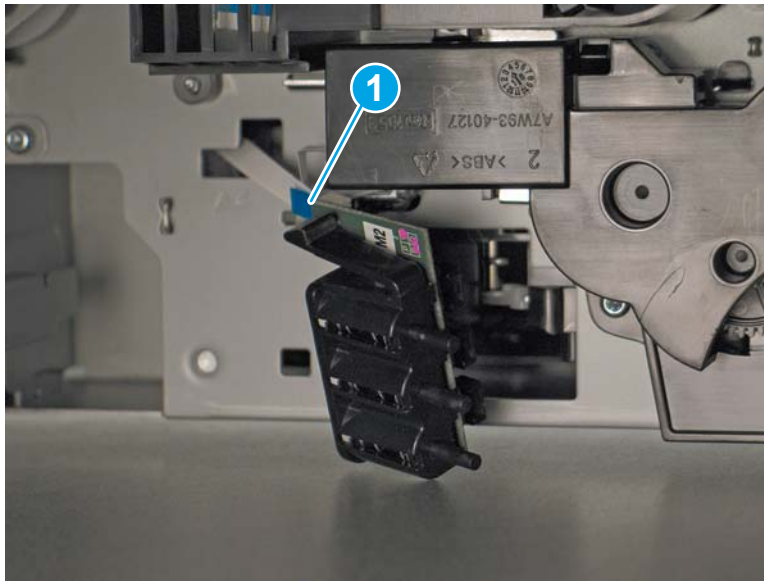
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-928 Disconnect one FFC





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 latch assembly (A4 tandem Trays 2/3 only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the fax module \(fax models only\)](#)
- [Step 3: Remove the Tray 2 latch assembly \(A4 tandem Tray 2/3 only\)](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 latch assembly (A4 tandem Tray 2/3 only).

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 latch assembly (A4 tandem Tray 2/3 only) part number	
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A7W93-67034	Tray 2 latch assembly (A4 tandem Tray 2/3 only)
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Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-929 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

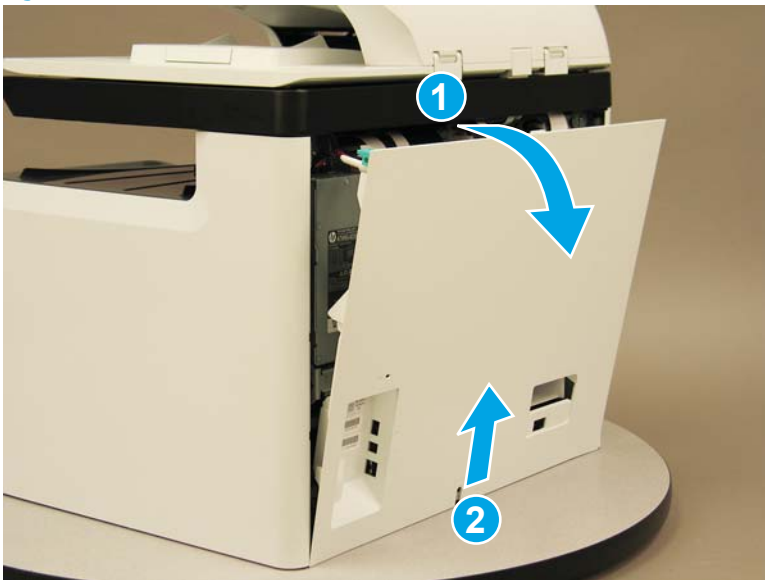
Figure 1-930 Release the latch




3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-931 Remove the rear cover

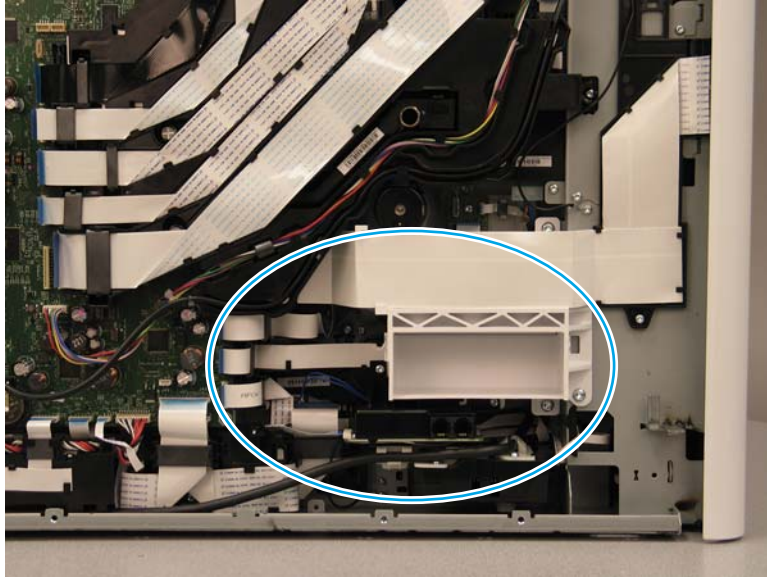


Step 2: Remove the fax module (fax models only)

 **NOTE:** This step is for fax models only. For all other models, skip this step and go to [Step 3: Remove the Tray 2 latch assembly \(A4 tandem Tray 2/3 only\) on page 608](#)

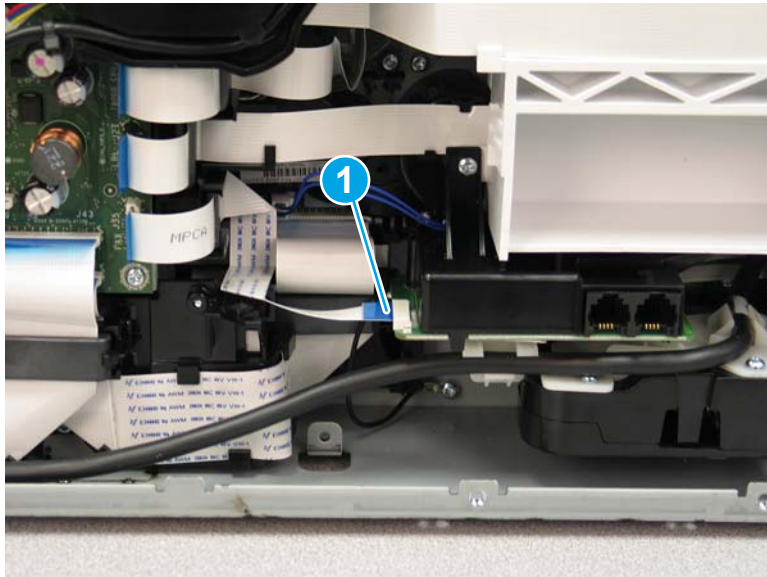
1. Locate the fax module.

Figure 1-932 Locate the fax module



2. Disconnect one flat-flexible cable (FFC) (callout 1).

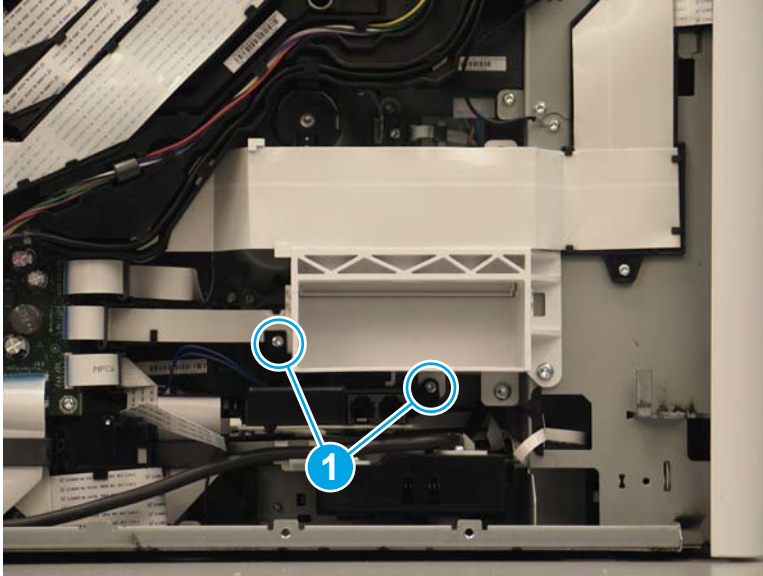
Figure 1-933 Disconnect one FFC



3. Remove two screws (callout 1), and then separate the fax module from the printer.

⚠ CAUTION: The fax module is still connected to the printer by a ground wire. Do not attempt to completely remove it yet.

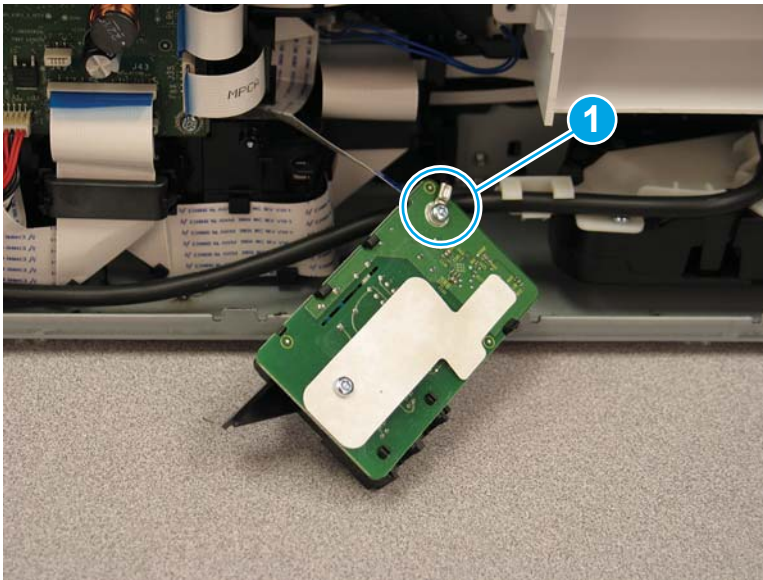
Figure 1-934 Remove two screws



4. Turn the assembly over, remove one screw (callout 1), and then remove the fax module.

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

Figure 1-935 Remove the fax module



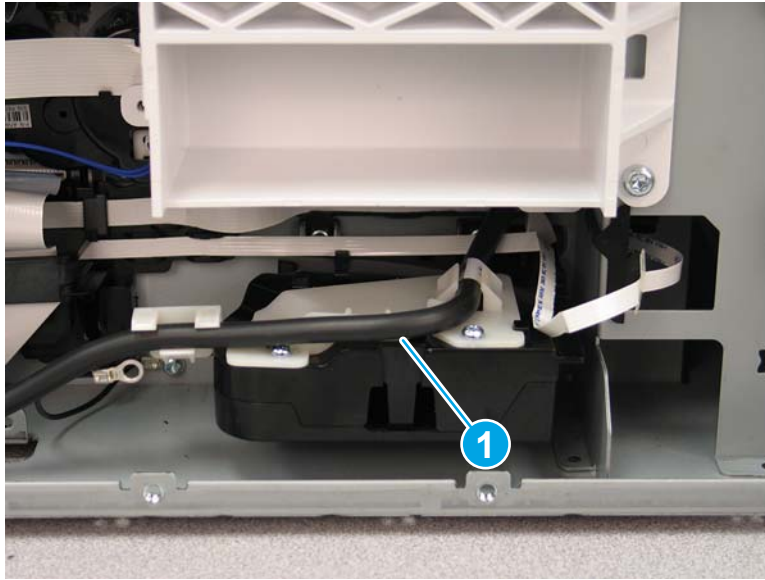
Step 3: Remove the Tray 2 latch assembly (A4 tandem Tray 2/3 only)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

📝 NOTE: If the tray was not removed prior to servicing the printer, remove it now.

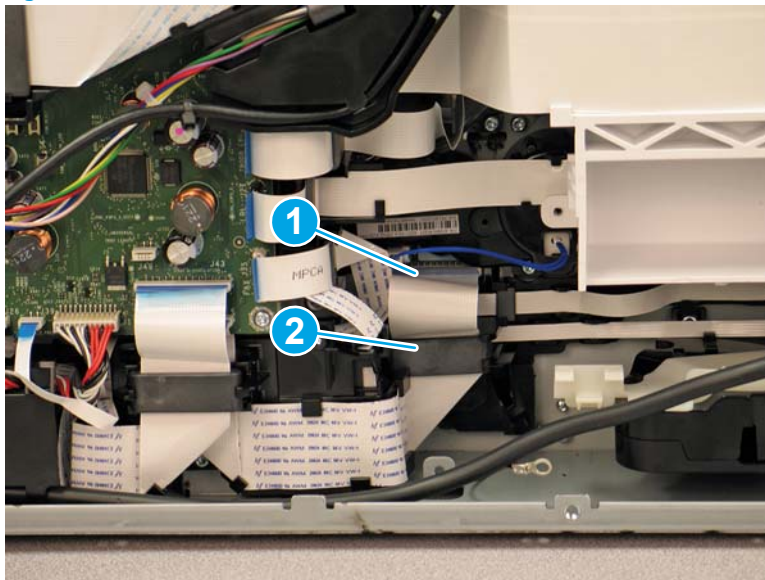
1. At the rear of the printer, release the AC module cable (callout 1) from the retainers.

Figure 1-936 Release the AC module cable



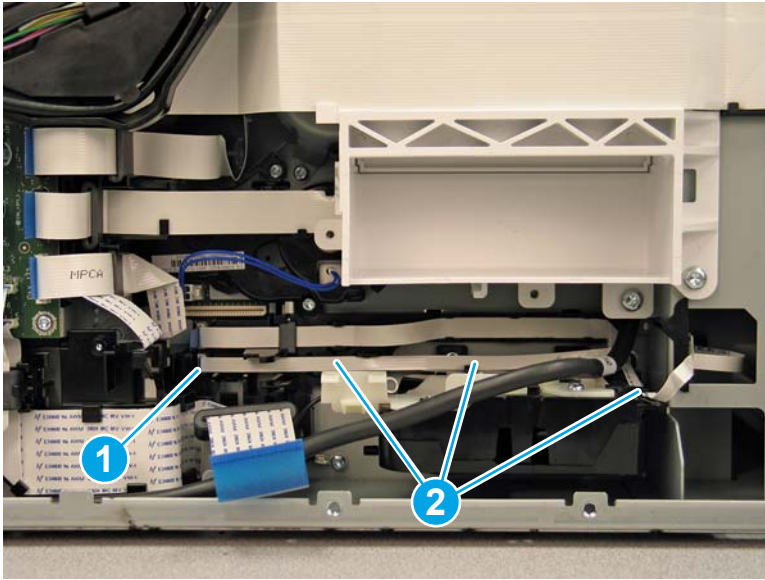
2. Disconnect one flat-flexible cable (FFC) (callout 1), and then release the ferrite from the holder (callout 2).

Figure 1-937 Disconnect one FFC and release the ferrite



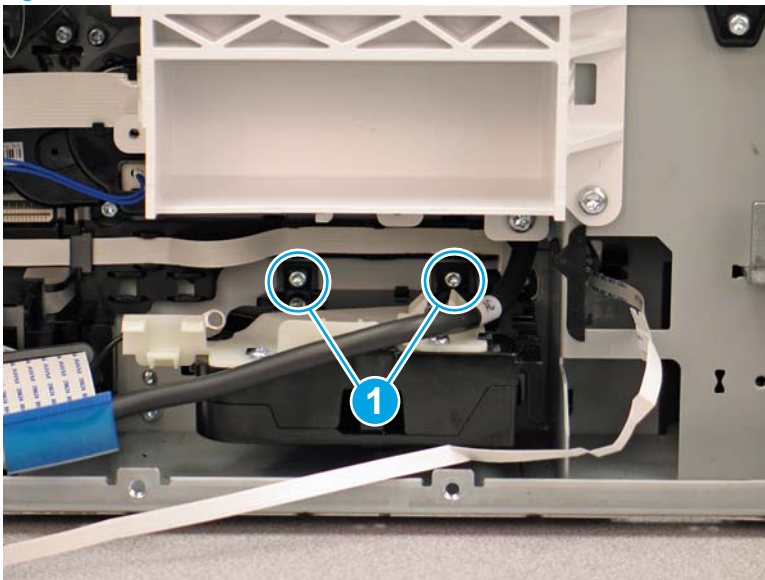
3. Disconnect one FFC (callout 1), and then release it from the guide (callout 2).

Figure 1-938 Disconnect one FFC



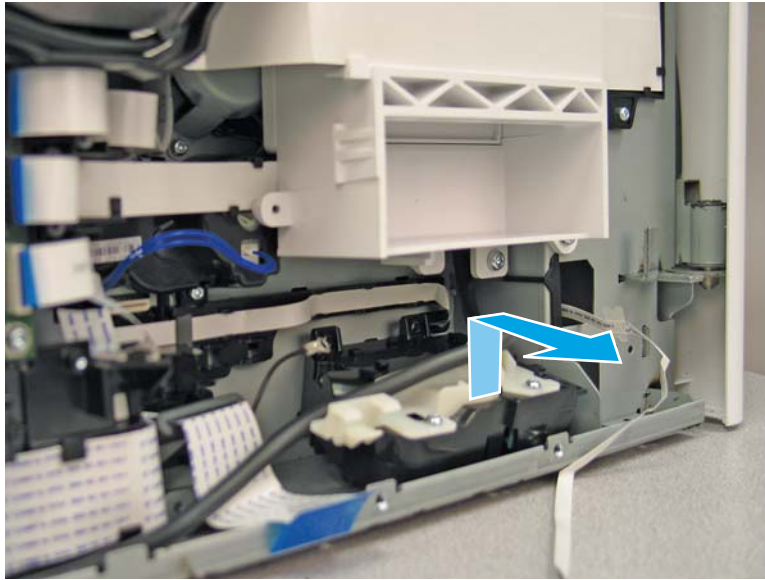
4. Remove two screws (callout 1).

Figure 1-939 Remove two screws



5. Rotate the latch assembly up, and then out of the printer.

Figure 1-940 Remove the latch assembly



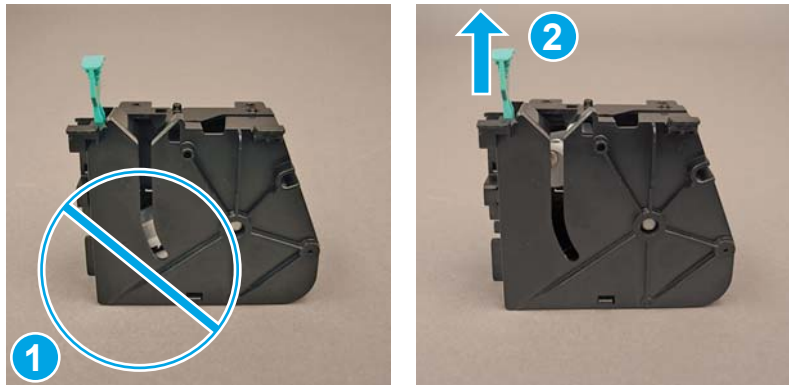
6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Tray 2 latch assembly (A4 tandem Trays 2/3 only)

- ▲ Before installing the assembly, make sure that it is not in the locked position (callout 1). If it is in the locked position, pull on the green lever to unlock it (callout 2).


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

Figure 1-941 Check the latch assembly





Step 4: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Tray 2 (A3) or Tray 3 (A4) latch assembly

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the Tray 2 \(A3\) or Tray 3 \(A4\) latch assembly](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 (A3) or Tray 3 (A4) latch assembly.


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.


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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 (A3) or Tray 3 (A4) latch assembly part number	
A7W93-67034	Tray 2 (A3) or Tray 3 (A4) latch assembly

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


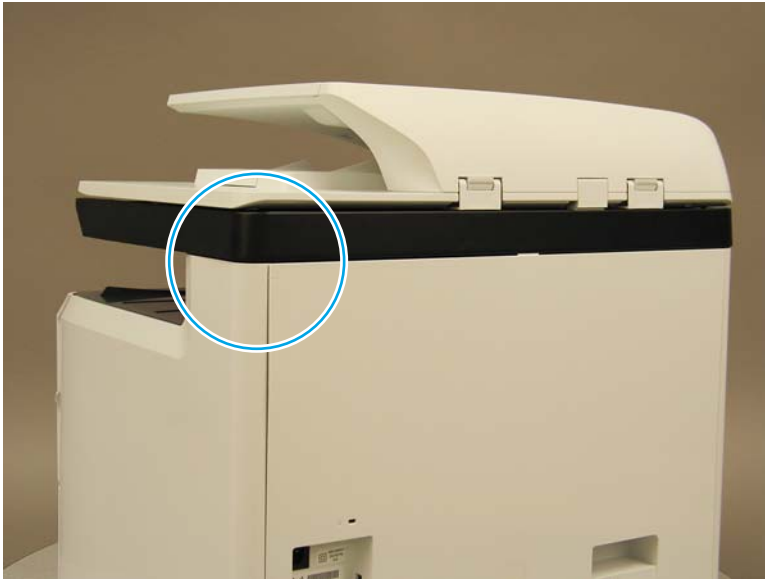
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-942 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

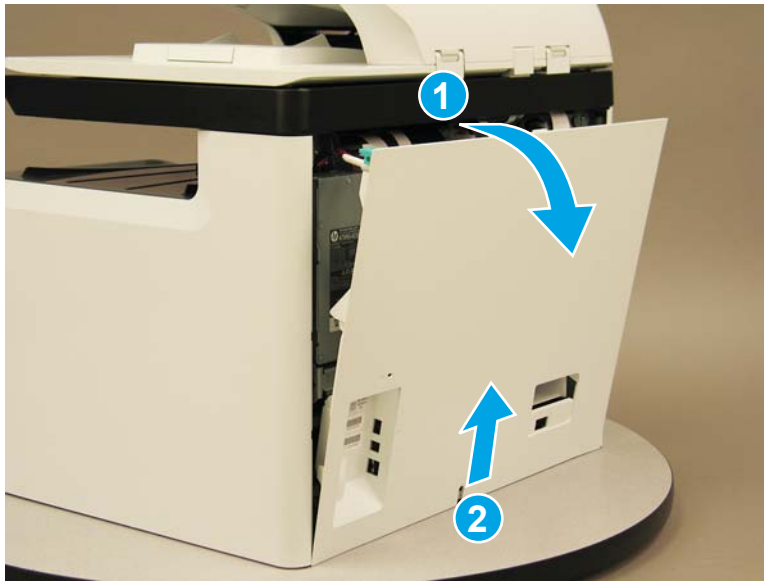
Figure 1-943 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


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

Figure 1-944 Remove the rear cover



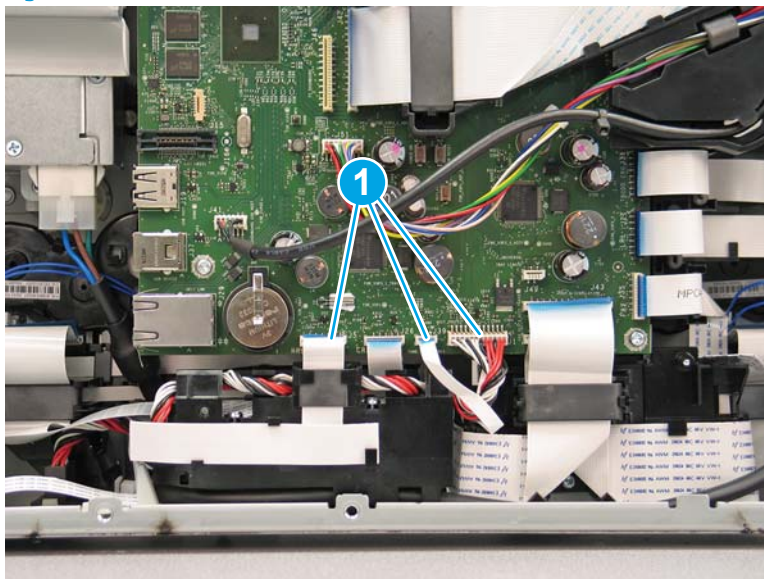
Step 2: Remove the Tray 2 (A3) or Tray 3 (A4) latch assembly

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

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

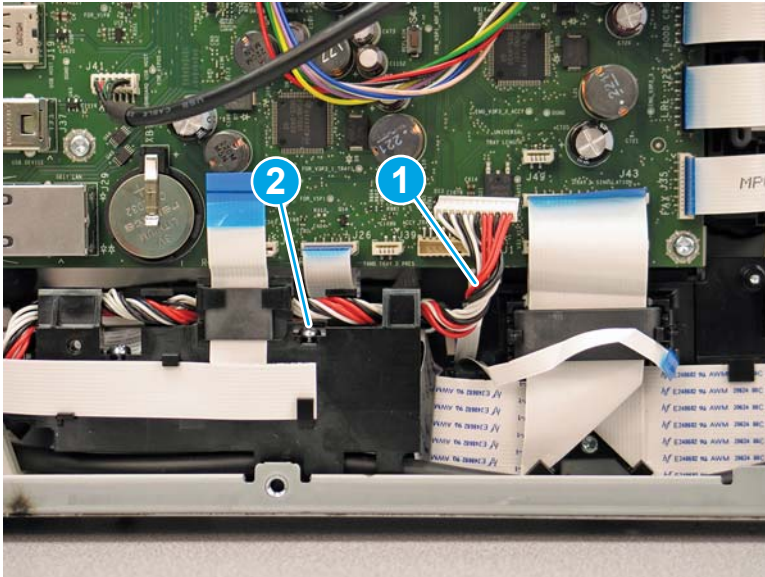
1. At the rear of the printer, disconnect two flat-flexible cables (FFCs) and one connector (callout 1).

Figure 1-945 Disconnect FFCs and connector



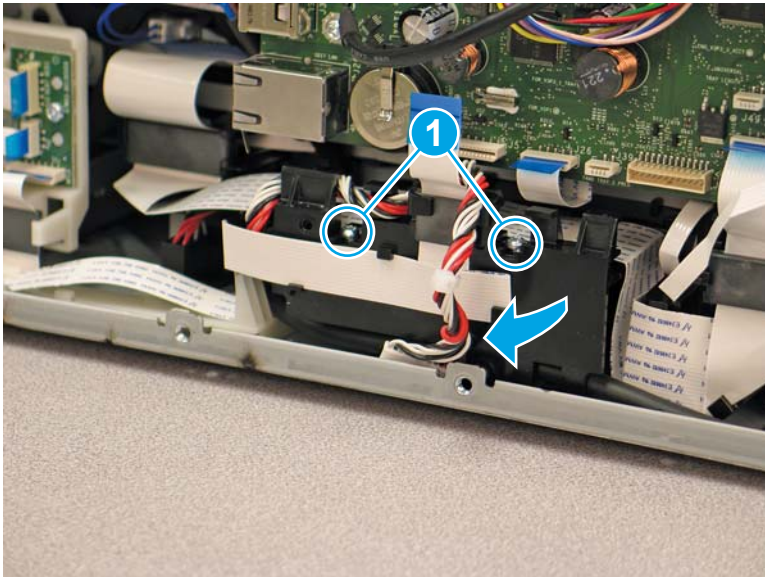
2. Release the wire harness (callout 1) from the guide until it reaches the right most screw (callout 2) in the guide.

Figure 1-946 Partially release the wire harness



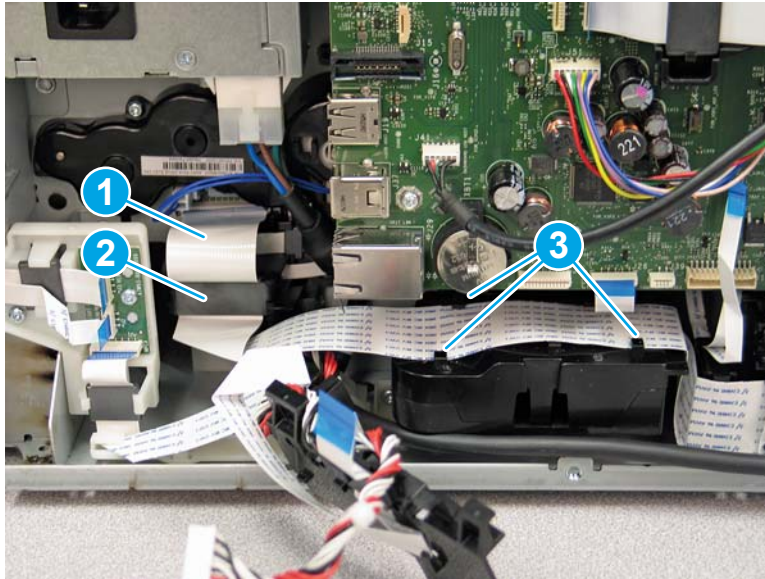
3. Remove two screws (callout 1), and then move the guide out of the way.

Figure 1-947 Remove two screws and move the guide



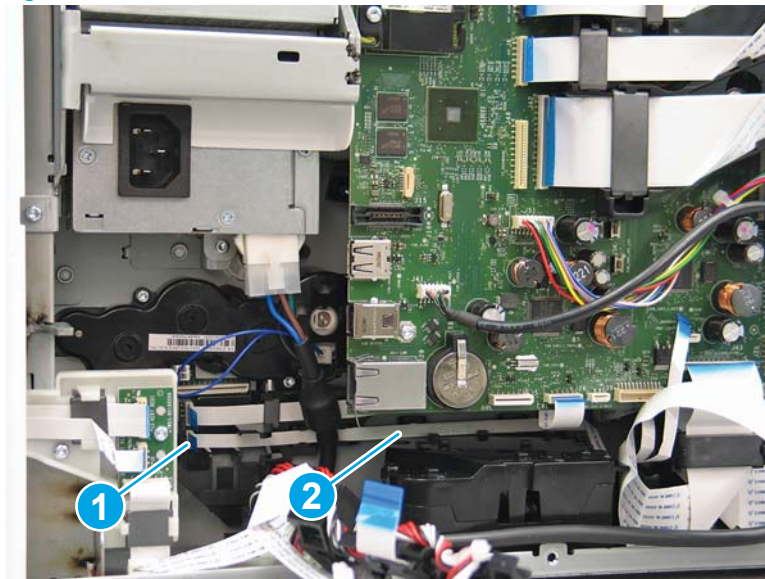
4. Disconnect one FFC (callout 1), release the ferrite from the holder (callout 2), and then release the FFC from the retainers (callout 3).

Figure 1-948 Disconnect one FFC and release it from the guide



5. Disconnect one FFC (callout 1), and then release it from the guide (callout 2).

Figure 1-949 Disconnect one FFC



6. Create a loop in the FFC (callout 1) to gain access to the lift assembly screws.


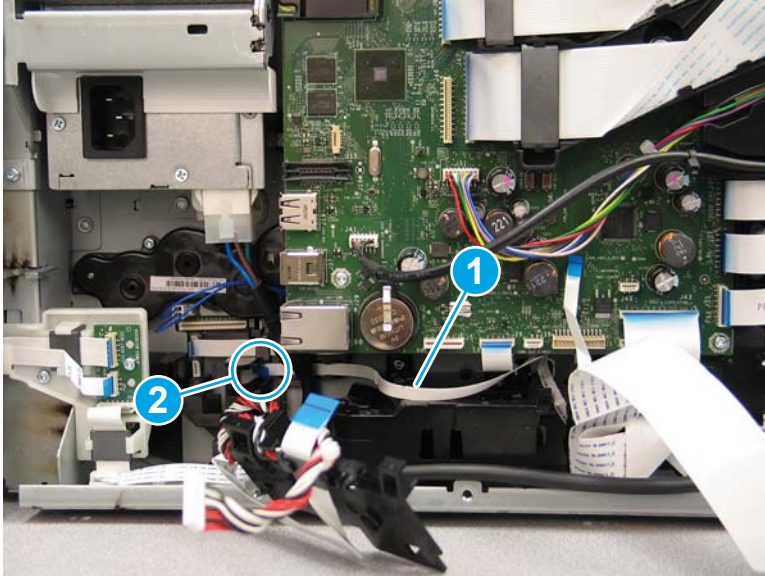
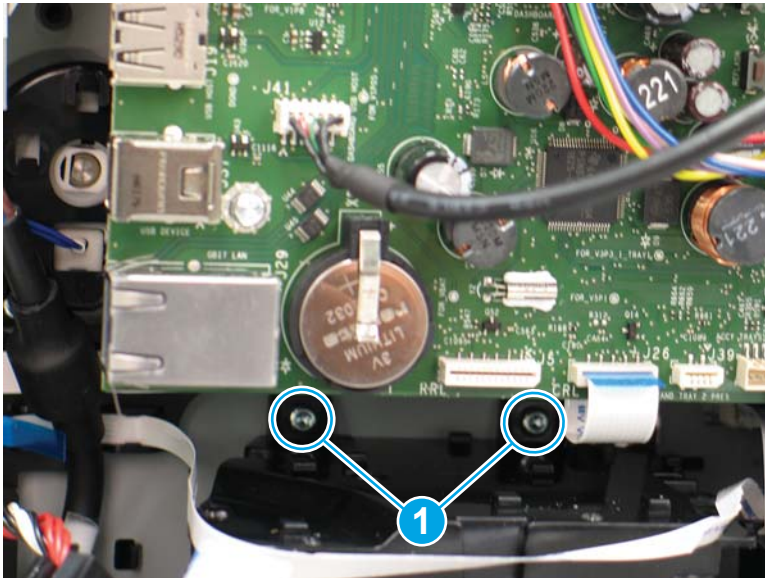
 **NOTE:** Do not pass the tabbed end of the FFC (callout 2) behind the power supply cable. Doing so will make installing the FFC difficult later in this procedure.

Figure 1-950 Create a loop in the FFC



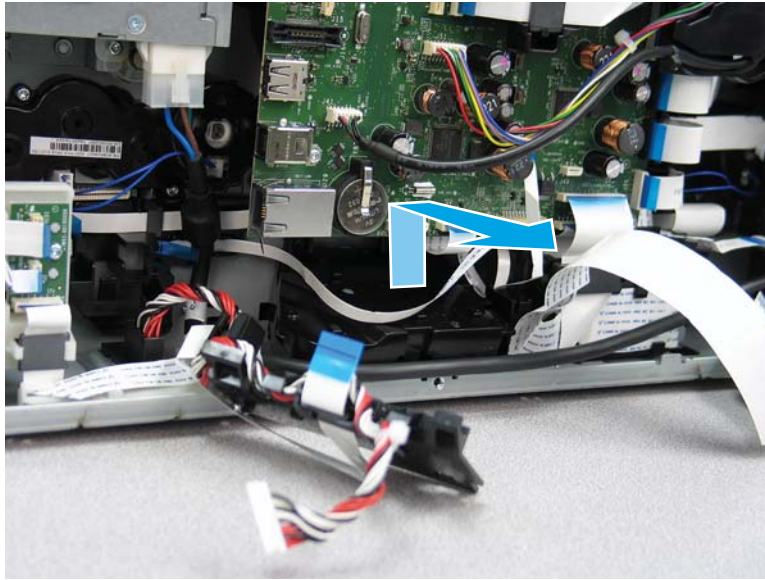
7. Remove two screws (callout 1).

Figure 1-951 Remove two screws



8. Rotate the latch assembly up and then out of the printer.

Figure 1-952 Remove the latch assembly



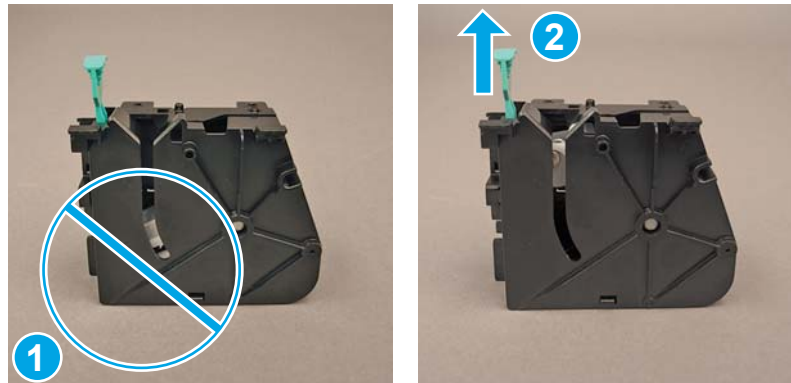
9. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Tray 2 latch assembly (A4 tandem Trays 2/3 only)

- ▲ Before installing the assembly, make sure that it is not in the locked position (callout 1). If it is in the locked position, pull on the green lever to unlock it (callout 2).


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

Figure 1-953 Check the latch assembly





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Tray 2 tray pick clutch (A4 tandem Trays 2/3 only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the rear lift assist handle](#)
- [Step 3: Remove the Tray 2 tray pick clutch \(A4 tandem Trays 2/3 only\)](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 tray pick clutch (A4 tandem Tray 2/3 only).


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 tray pick clutch (A4 tandem Tray 2/3 only) part number	
A7W93-67078	Tray 2 tray pick clutch (A4 tandem Tray 2/3 only)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer, and use the tray with the replaced tray pick clutch as the source tray.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


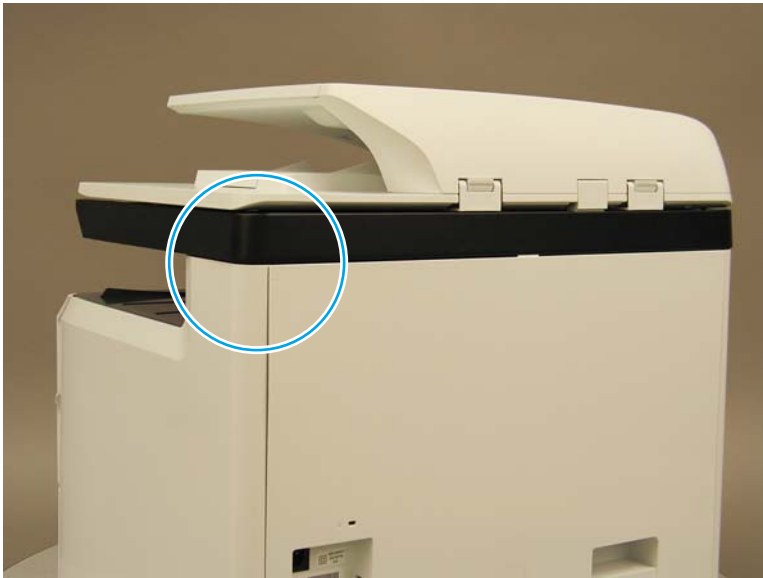
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-954 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

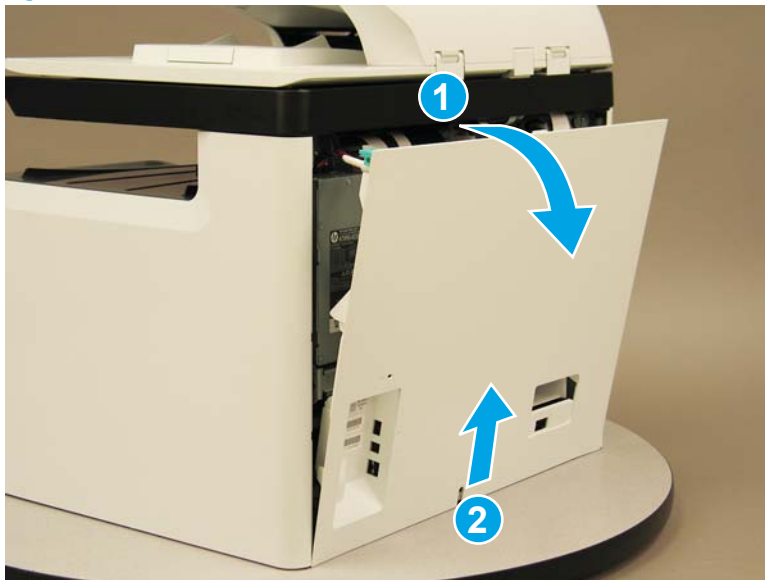
Figure 1-955 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-956 Remove the rear cover

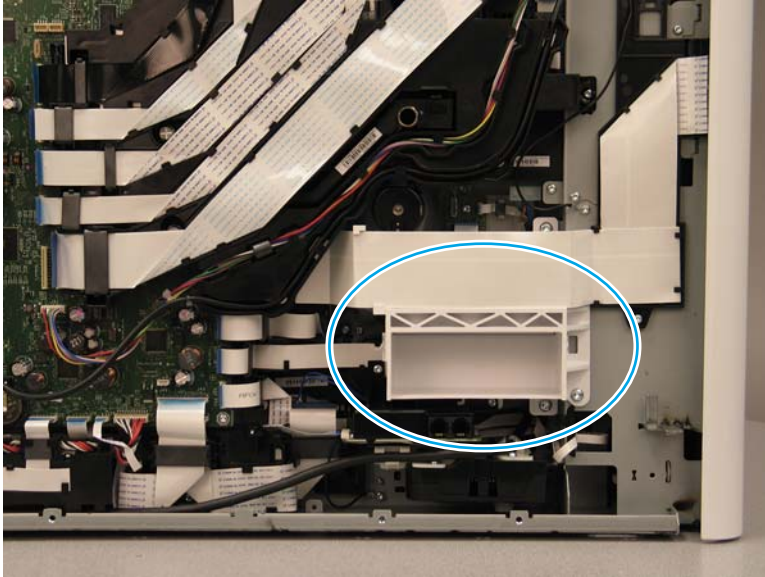


Step 2: Remove the rear lift assist handle

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

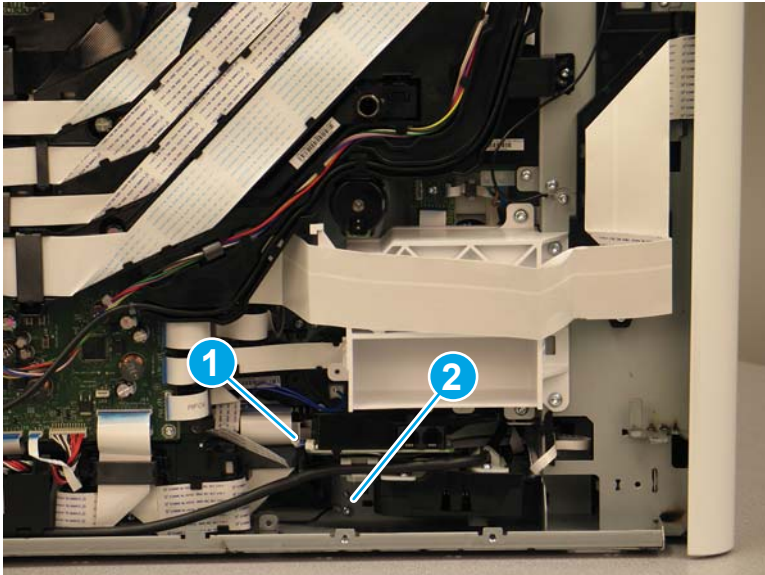
1. Locate the pocket lift rear.

Figure 1-957 Locate the pocket lift rear



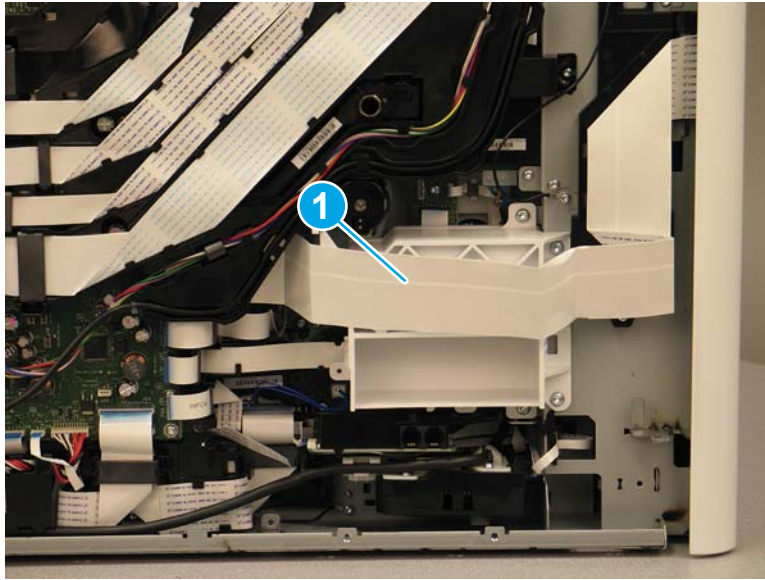
2. Disconnect one flat-flexible cable (FFC) (callout 1), and then remove one screw (callout 2) to release the fax ground wire.

Figure 1-958 Disconnect the fax FFC and release the ground wire



3. Release one flat-flexible cable (FFC) (callout 1) from the guide, and then move it out of the way.

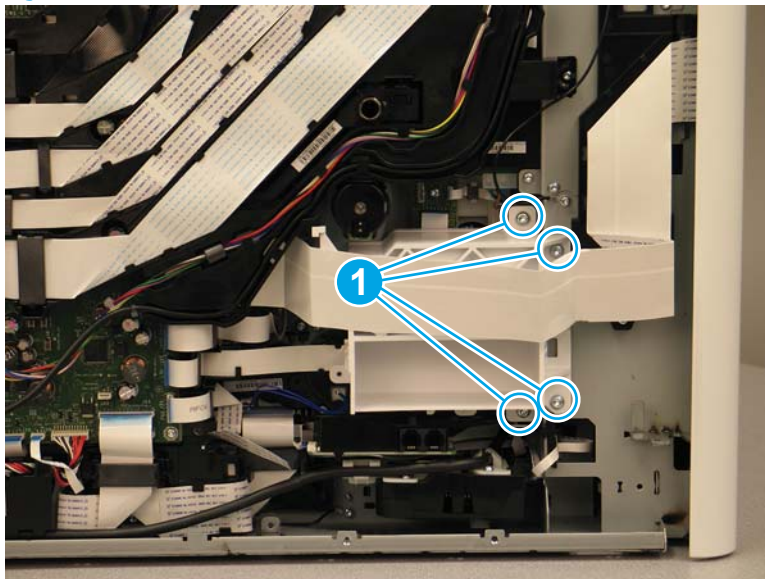
Figure 1-959 Release one FFC



4. Remove four screws (callout 1), and then remove the pocket lift rear and fax module together.

 **NOTE:** These screws require a #20 TORX driver.


Figure 1-960 Remove four screws and the pocket lift rear



Step 3: Remove the Tray 2 tray pick clutch (A4 tandem Trays 2/3 only)

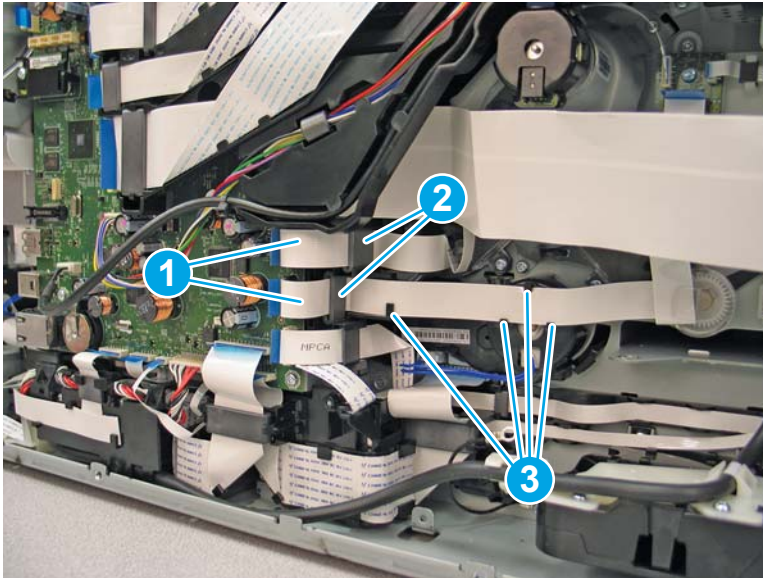
A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. At the rear of the printer, disconnect two flat-flexible cables (FFCs) (callout 1), remove each ferrite from the holder (callout 2), and then release the FFC from the retainers (callout 3).

 **NOTE:** Only fax models have the lower FFC. This FFC is not captive. Do not lose the FFC when removing the pick drive assembly.

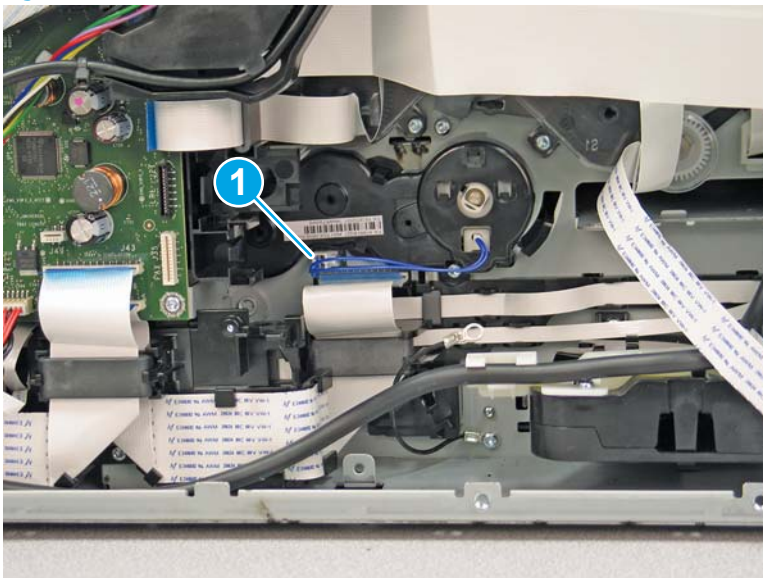
For non-fax models, disconnect one FFC and release one ferrite.

Figure 1-961 Disconnect FFCs and release each ferrite



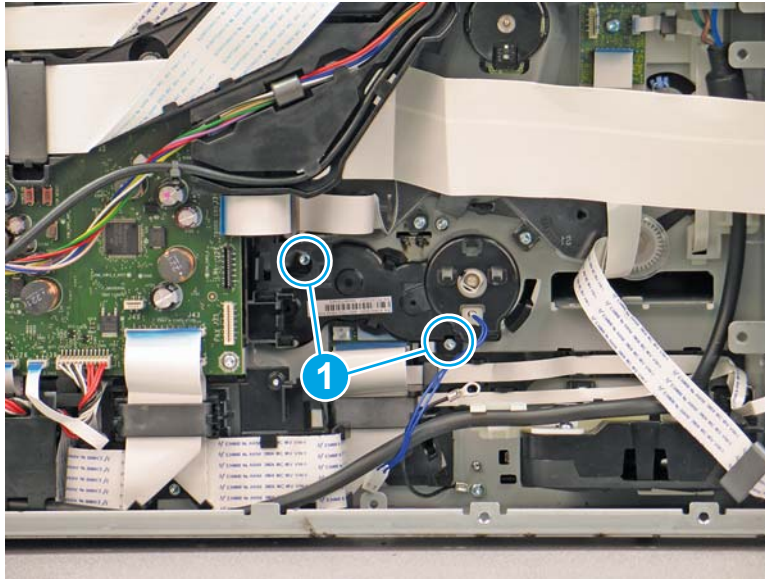
2. Disconnect one connector (callout 1).

Figure 1-962 Disconnect one connector




3. Remove two screws (callout 1)

Figure 1-963 Remove two screws

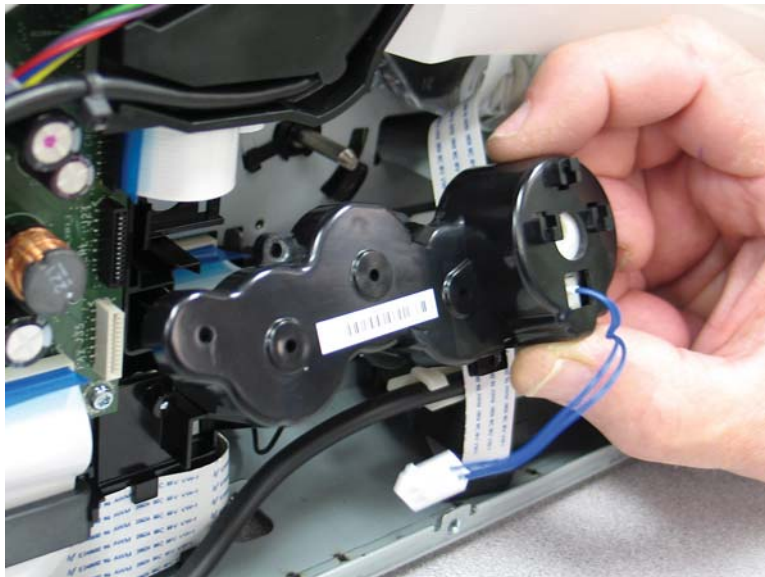


4. Remove the tray pick clutch.

 **Reinstallation tip:** The collar in the motor and the tray pick clutch shaft are keyed (they each have a flat spot). It might be necessary to rotate the collar or the shaft to correctly align them when installing the tray pick clutch.


Reverse the removal steps to install the assembly.

Figure 1-964 Remove the tray pick clutch





Step 4: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Tray 2 (A3) or Tray 3 (A4) tray pick clutch

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the Tray 2 \(A3\) or Tray 3 \(A4\) tray pick clutch](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2 (A3) or Tray 3 (A4) tray pick clutch.


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 (A3) or Tray 3 (A4) tray pick clutch part number	
A7W93-67078	Tray 2 (A3) or Tray 3 (A4) tray pick clutch

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

Send a print job to the printer, and use the tray with the replaced tray pick clutch as the source tray.

Step 1: Remove the rear cover

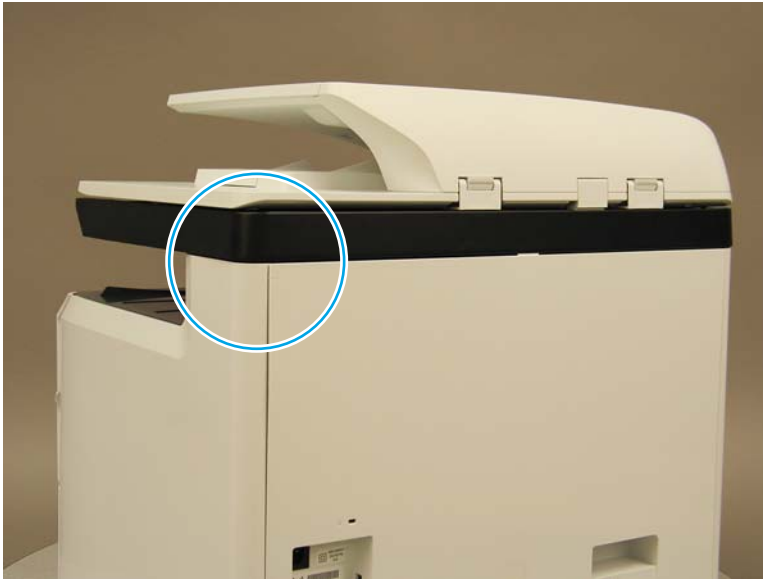
 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-965 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-966 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


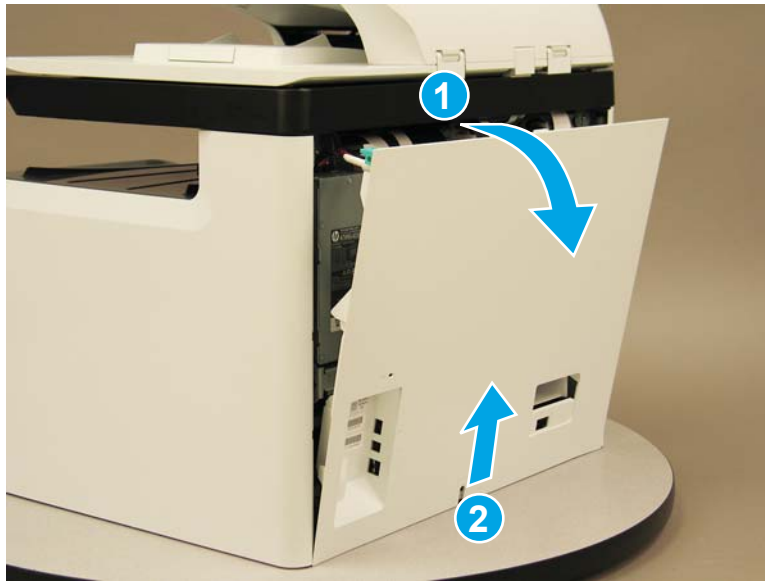
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-967 Remove the rear cover

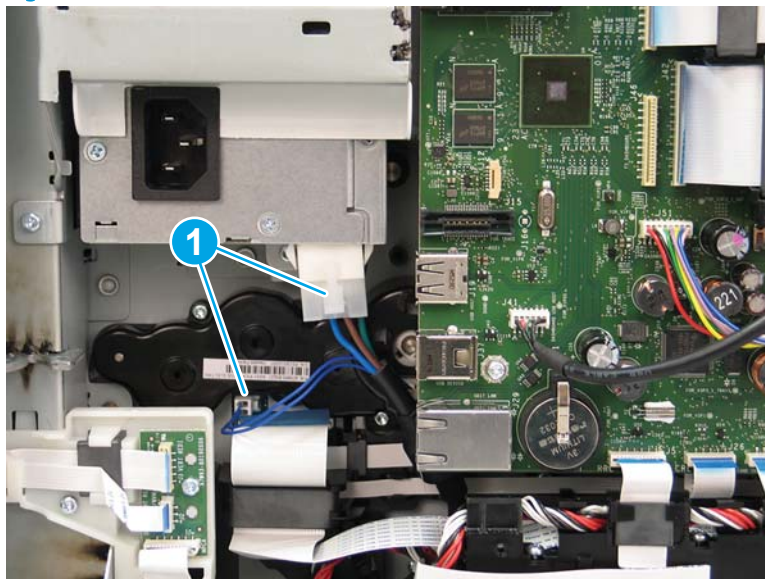


Step 2: Remove the Tray 2 (A3) or Tray 3 (A4) tray pick clutch

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

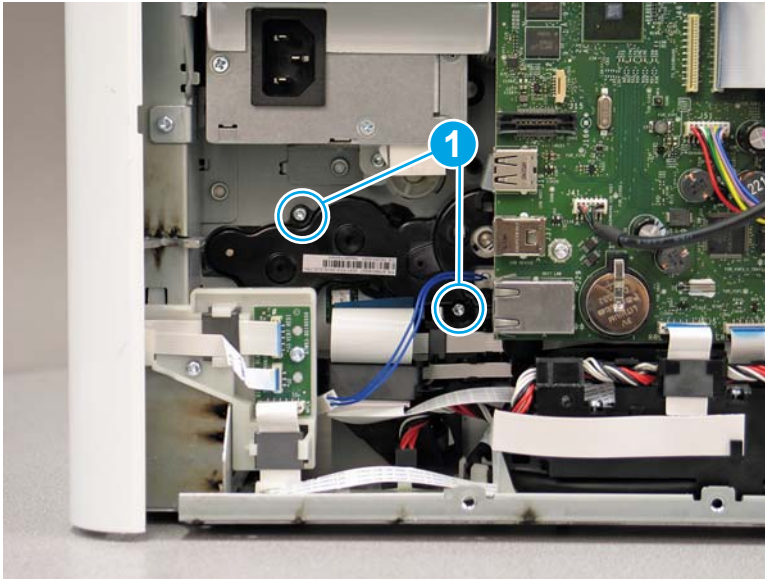
1. At the rear of the printer, disconnect two connectors (callout 1).

Figure 1-968 Disconnect two connectors




2. Remove two screws (callout 1)

Figure 1-969 Remove two screws

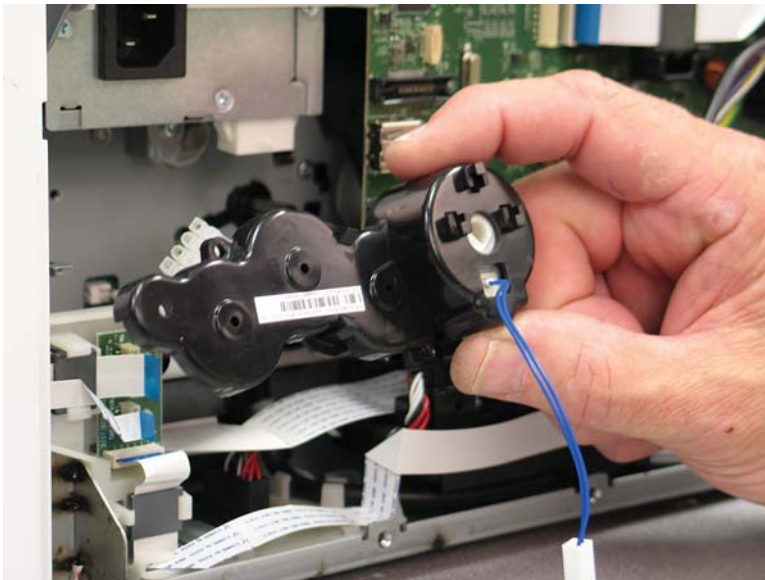


3. Remove the tray pick clutch.

 **Reinstallation tip:** The collar in the motor and the pick shaft are keyed (they each have a flat spot). It might be necessary to rotate the collar or the shaft to correctly align them when installing the tray pick clutch.


Reverse the removal steps to install the assembly.

Figure 1-970 Remove the tray pick clutch





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Duplex entry drive assembly

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the duplex entry drive assembly](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the duplex entry drive assembly.


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.


Duplex entry drive assembly part number

A7W93-67030

Duplex entry drive assembly

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-971 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

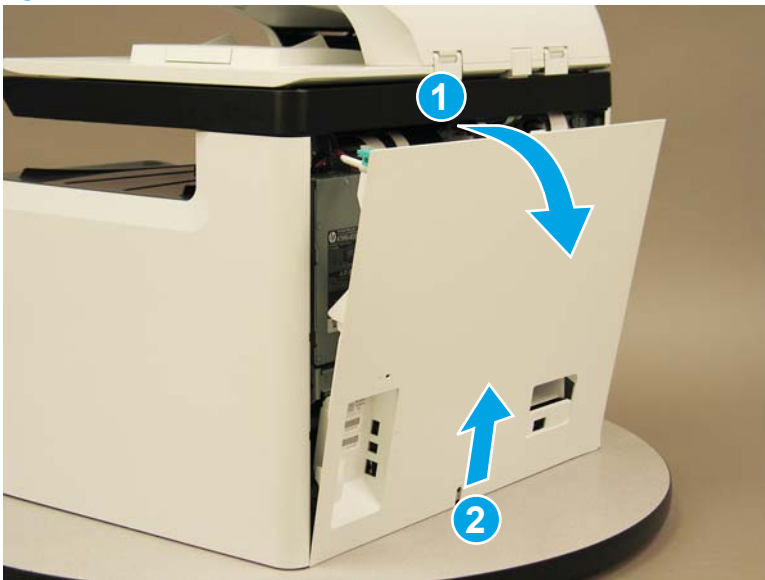
Figure 1-972 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-973 Remove the rear cover



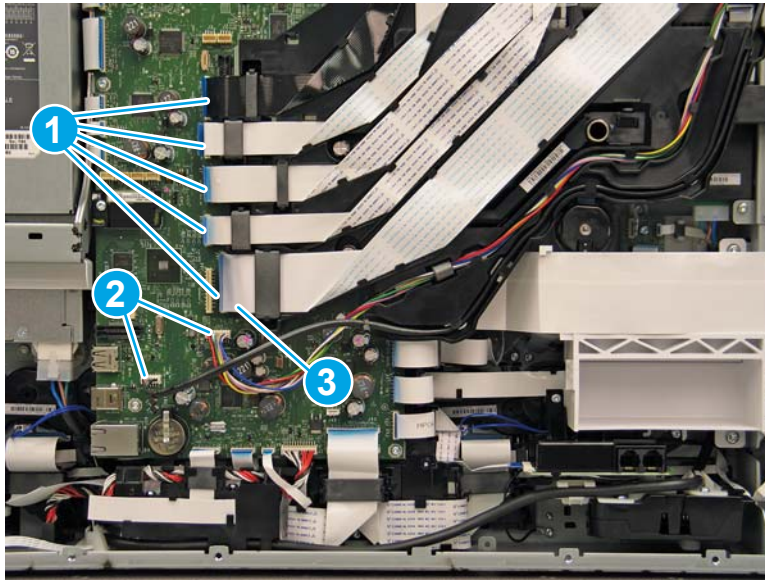
Step 2: Remove the duplex entry drive assembly

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. At the rear of the printer, do one of the following:
 - **MFP models:** Disconnect five flat-flexible cables (FFCs) (callout 1) and two connectors (callout 2).

- **SFP models:** Disconnect two connectors (callout 2) and one FFC (callout 3).

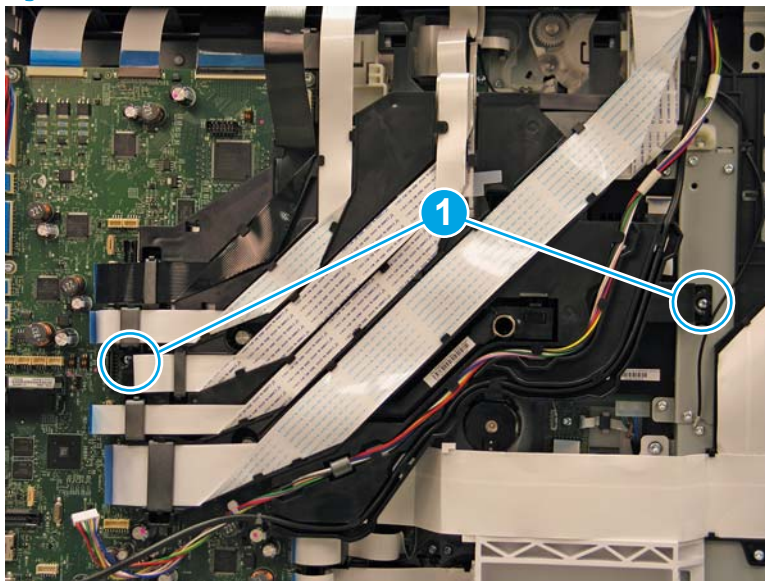
Figure 1-974 Disconnect FFCs and connectors



2. Loosen two screws (callout 1).

 **NOTE:** These screws are captive and cannot be removed.

Figure 1-975 Loosen two screws



3. Rotate the FFC tray up and away from the printer.


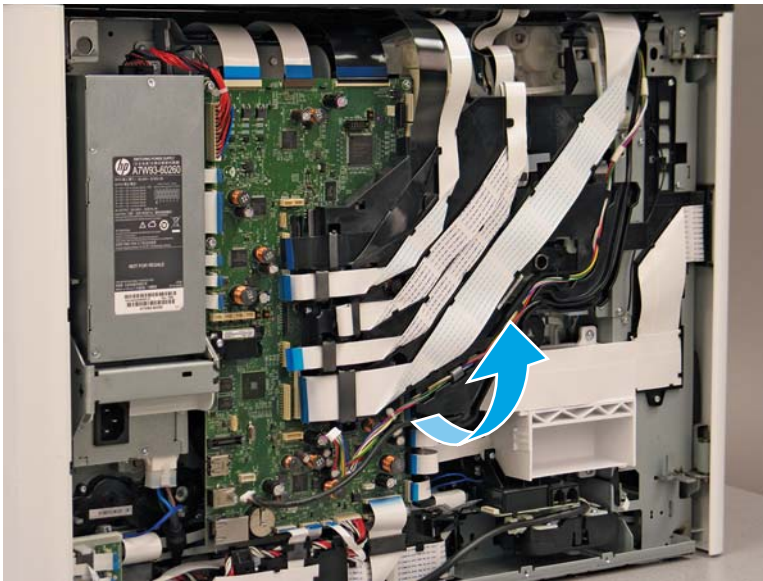
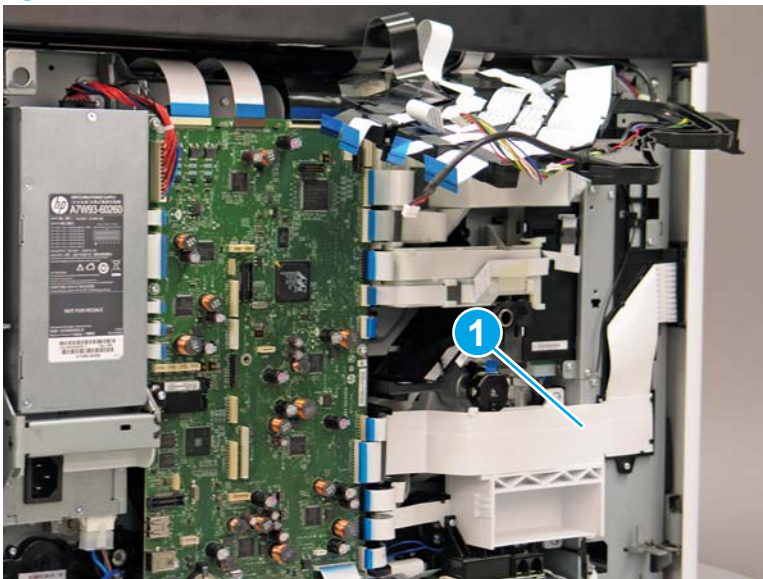
 **NOTE:** When the tray is fully raised, it locks in the up position.

Figure 1-976 Raise the FFC tray



4. Release one FFC (callout 1) from the guide, and then move it out of the way.

Figure 1-977 Release one FFC

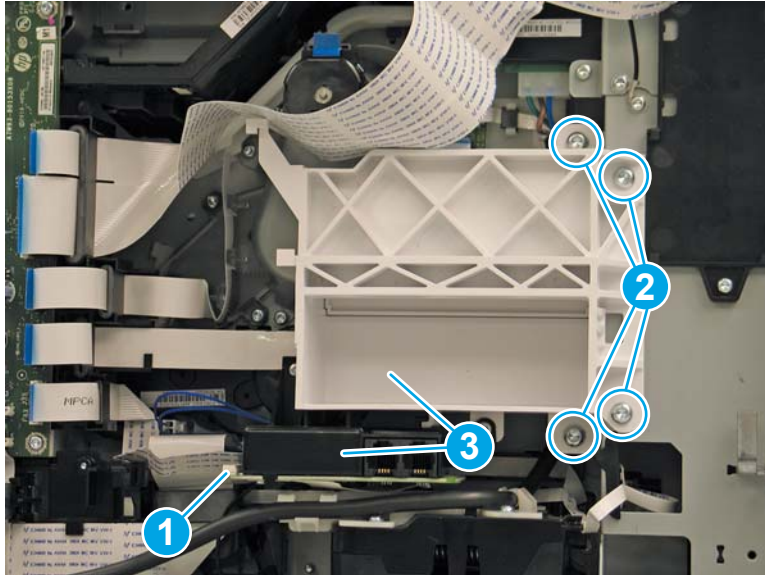


5. Disconnect one FFC (callout 1), remove four screws (callout 2), and then remove the rear lift assist handle and fax module (fax models only) (callout 3) together.

 **NOTE:** Remove one ground wire screw to completely release the lift assist handle and fax module (fax models only).

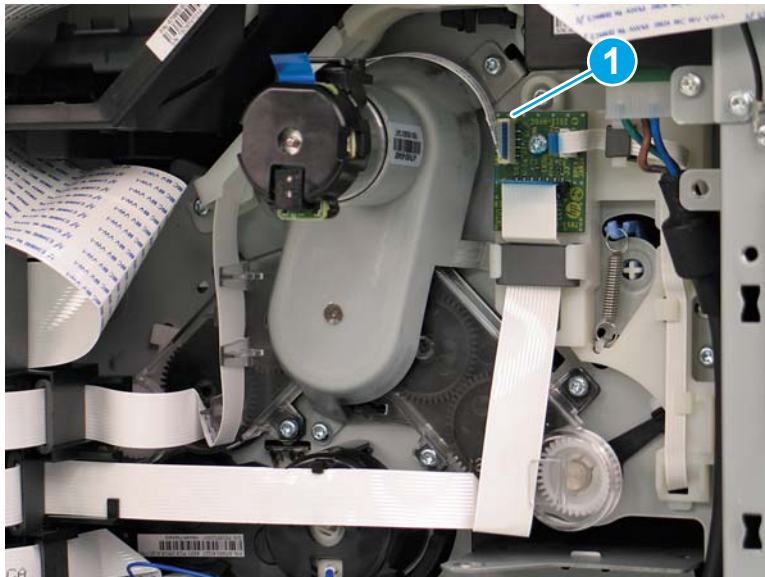
The four rear lift assist handle screws require a #20 TORX driver.

Figure 1-978 Remove the rear lift assist handle



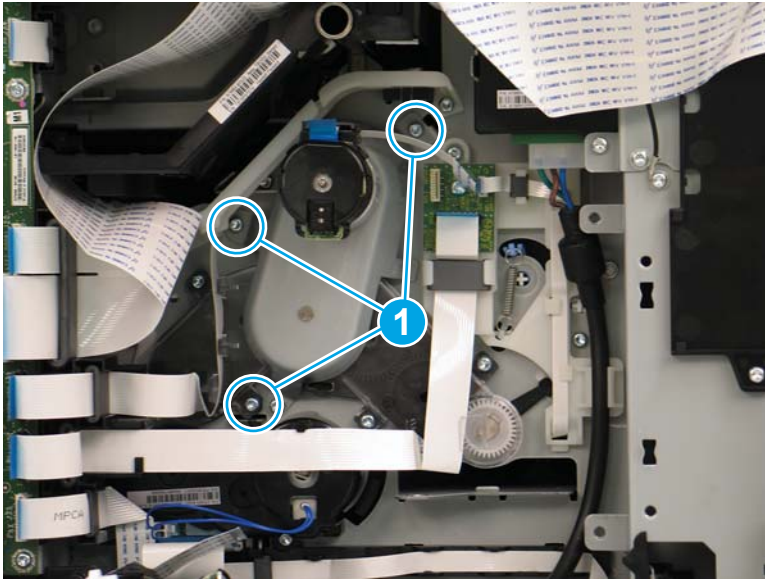
6. Disconnect one FFC (callout 1).

Figure 1-979 Disconnect one FFC



7. Remove three screws (callout 1).

Figure 1-980 Remove three screws



8. Slightly rotate the assembly to the left to release it (callout 1), and then pull it away from the printer (callout 2) to remove it.


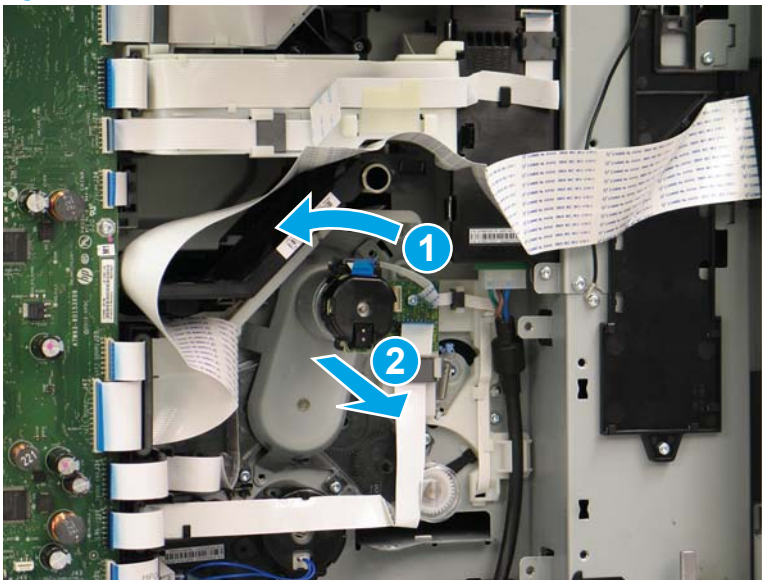
 **Reinstallation tip:** The upper most flange on the assembly sheet-metal bracket has a tab that installs in a slot in the printer chassis. Make sure all three flanges on the bracket are flush up against the chassis.

Figure 1-981 Remove the duplex entry drive assembly



9. Remove the duplex entry drive assembly.


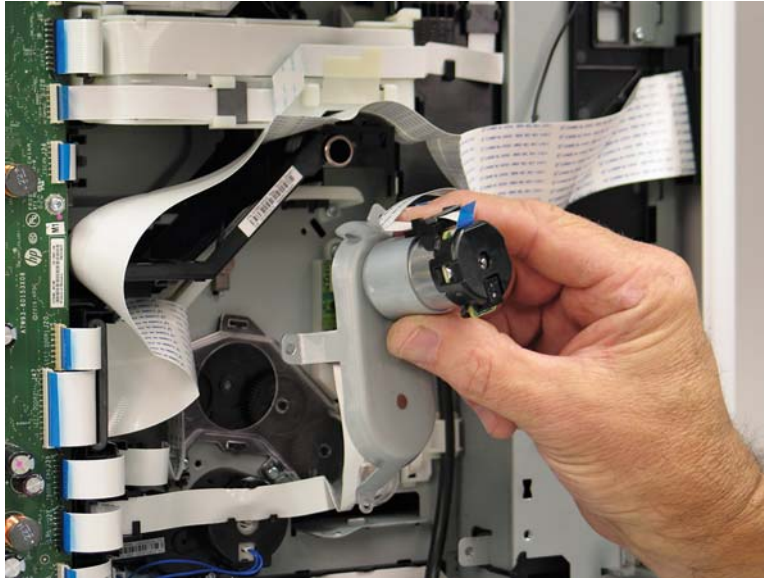
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-982 Remove the duplex entry drive assembly





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Printhead wiper motor

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the printhead wiper motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the printhead wiper motor.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Printhead wiper motor part number	
A7W93-67045	Printhead wiper motor

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #10 TORX *thin shaft* driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-983 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

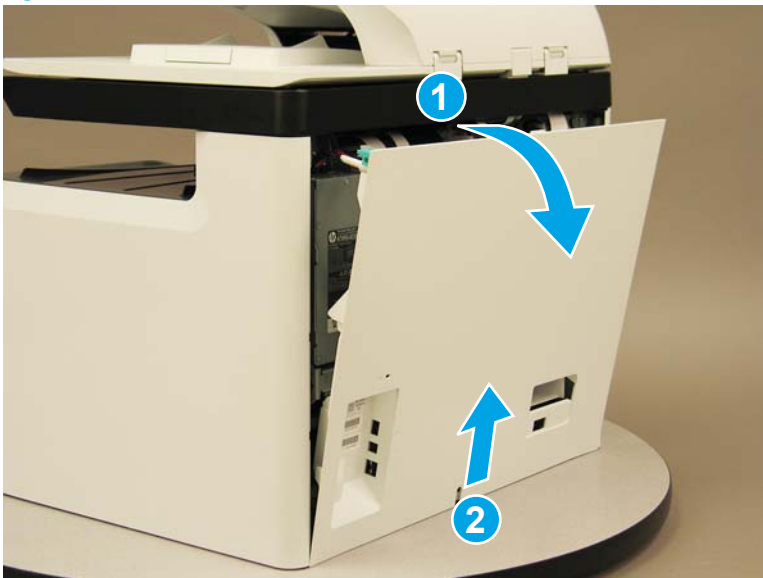
Figure 1-984 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-985 Remove the rear cover



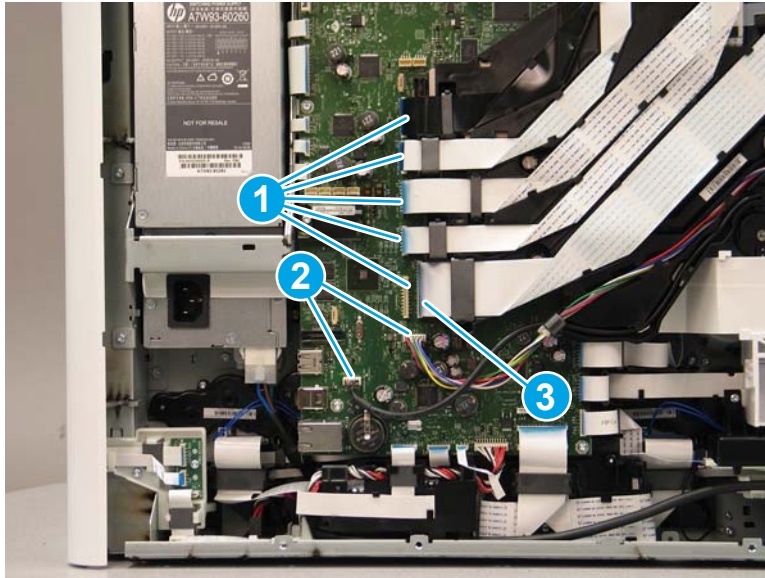
Step 2: Remove the printhead wiper motor

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

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

- **MFP models:** Disconnect five flat-flexible cables (FFCs) (callout 1) and two connectors (callout 2).
- **SFP models:** Disconnect two connectors (callout 2) and one FFC (callout 3).

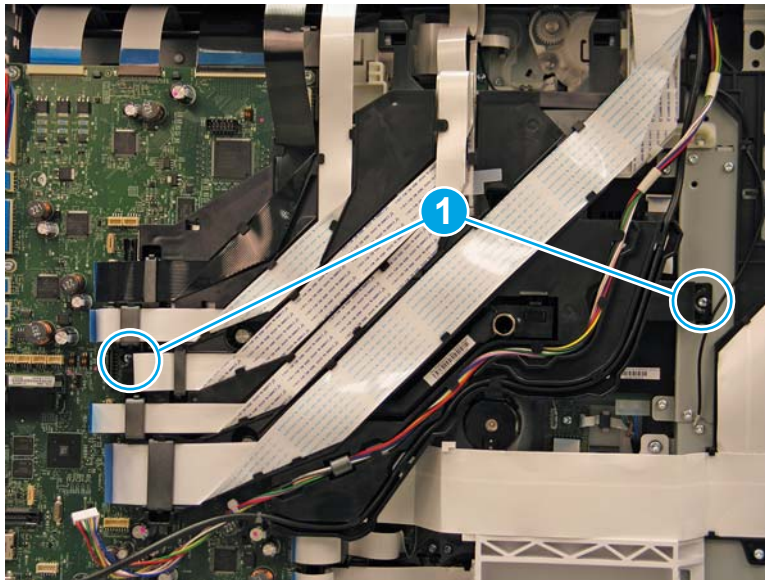
Figure 1-986 Disconnect FFCs and connectors



2. Loosen two screws (callout 1).

 **NOTE:** These screws are captive and cannot be removed.

Figure 1-987 Loosen two screws



3. Rotate the FFC tray up and away from the printer.


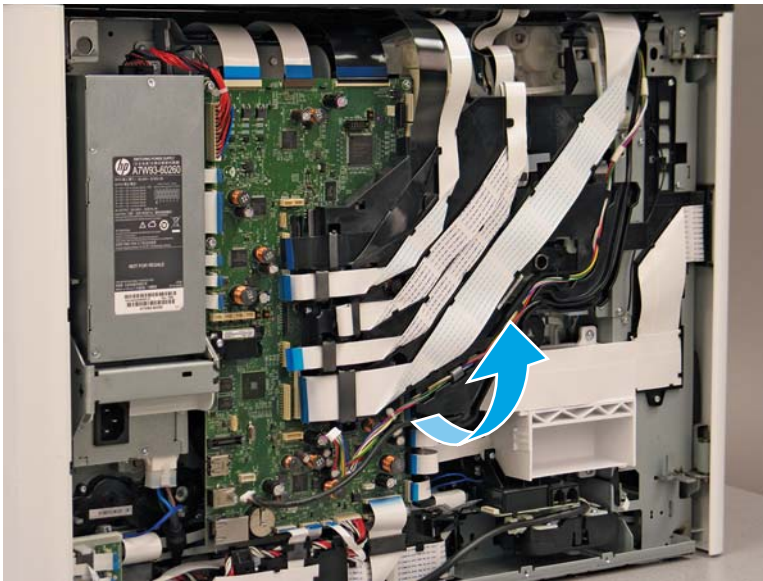
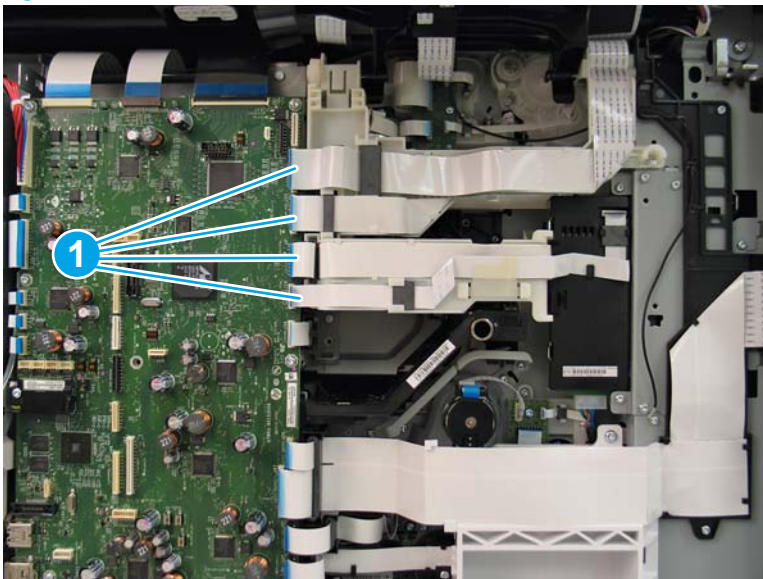
 **NOTE:** When the tray is fully raised, it locks in the up position.

Figure 1-988 Raise the FFC tray



4. Disconnect four FFCs (callout 1).

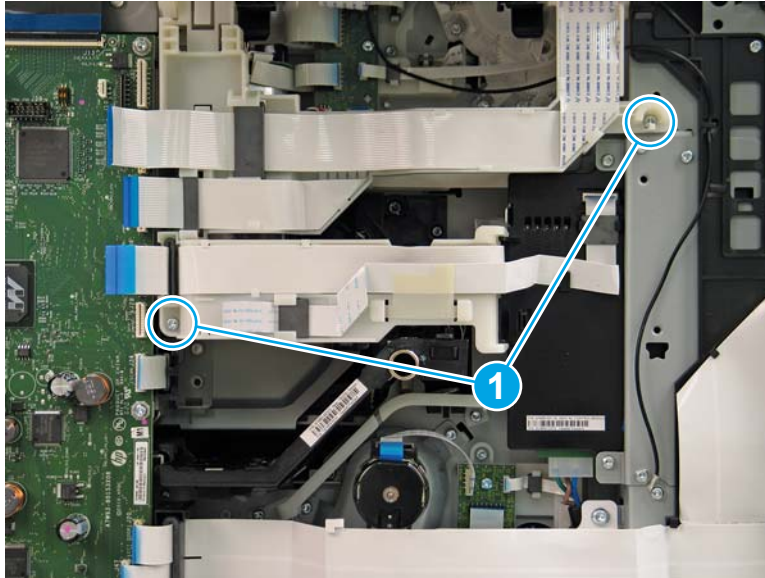
Figure 1-989 Disconnect four FFCs



5. Remove two screws (callout 1).

 **NOTE:** The upper screw is captive, the lower screw is not captive.

Figure 1-990 Remove two screws



6. Rotate the top guide up, and then rotate the lower guide away from the printer to move them out of the way.


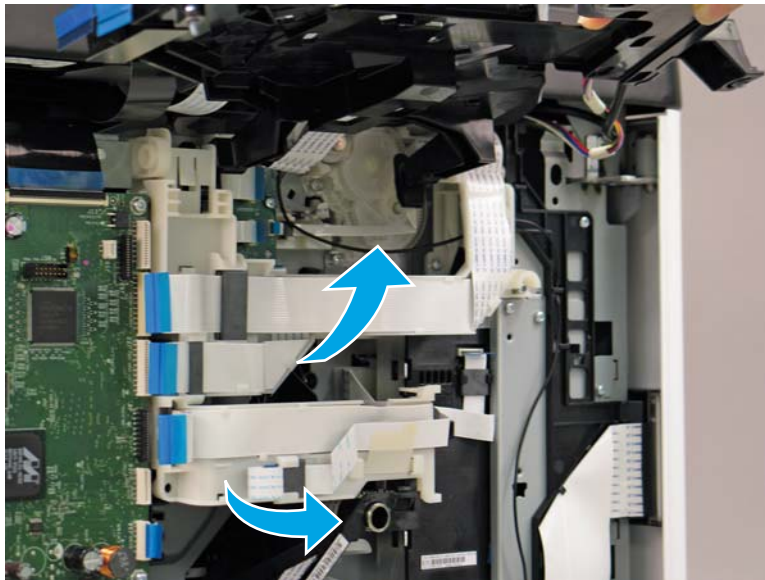
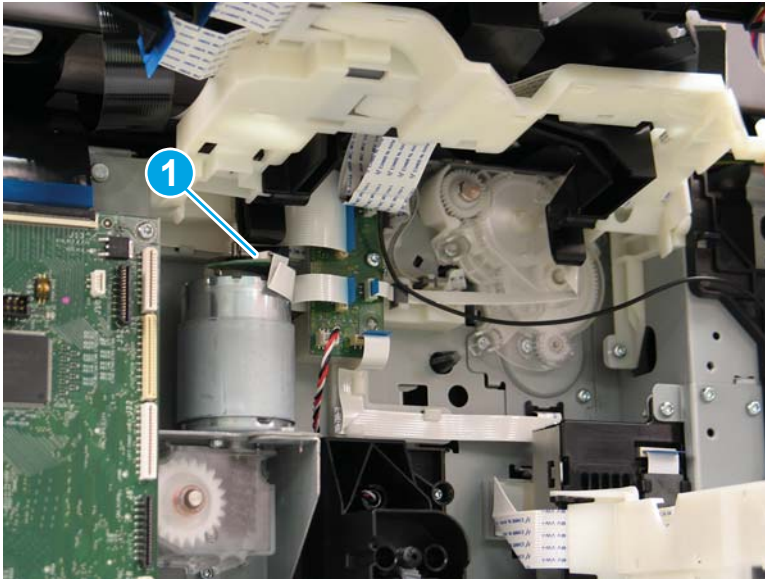
 **NOTE:** When the top guide is fully raised, it locks in the up position.

Figure 1-991 Move the FFC guides out of the way



7. Disconnect one FFC (callout 1).

Figure 1-992 Disconnect one FFC

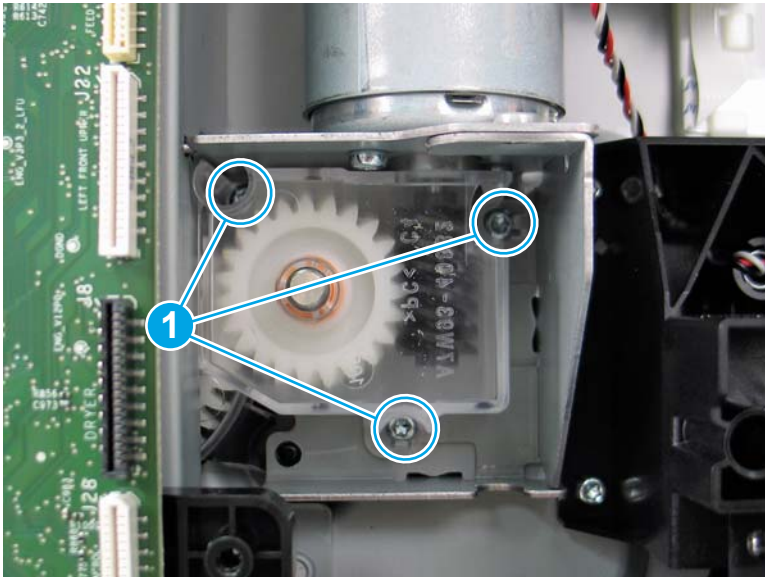


8. Remove three screws (callout 1).


 **NOTE:** These screws require a #10 TORX *thin shaft* driver.

These screws are captive.

Figure 1-993 Remove three screws

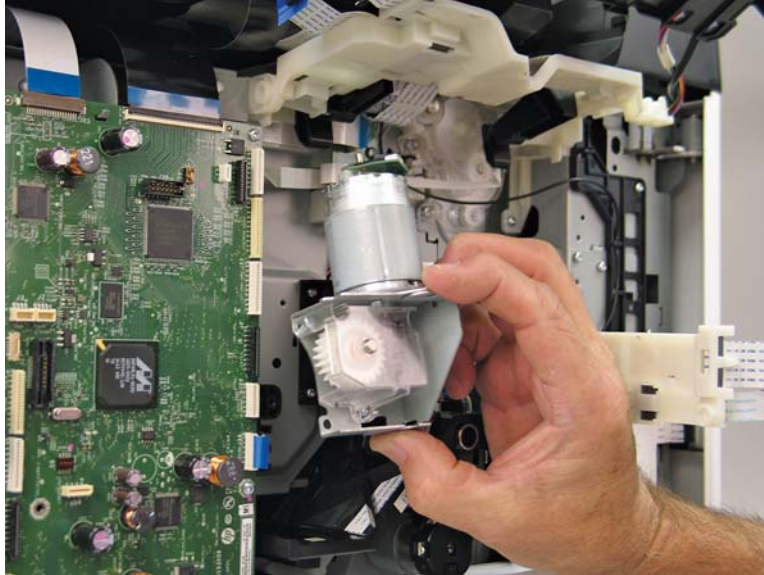


9. Slightly rotate the right side of the assembly away from the chassis to release it, and then remove the printhead wiper motor.

 **Reinstallation tip:** There are tabs on the top, rear, and bottom sides of the sheet-metal bracket that fit into corresponding slots in the chassis. The sheet-metal bracket is flat against the chassis when the assembly is correctly installed.

Reverse the removal steps to install the assembly.

Figure 1-994 Remove the printhead wiper motor





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Main printed circuit assembly

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the main printed circuit assembly \(MPCA\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the main printed circuit assembly (MPCA).


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Main printed circuit assembly (MPCA) part number	
A7W93-67026	Main printed circuit assembly (MPCA) (small touchscreen) with instruction guide
A7W93-67084	Main printed circuit assembly (MPCA) (large touchscreen) with instruction guide

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-995 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

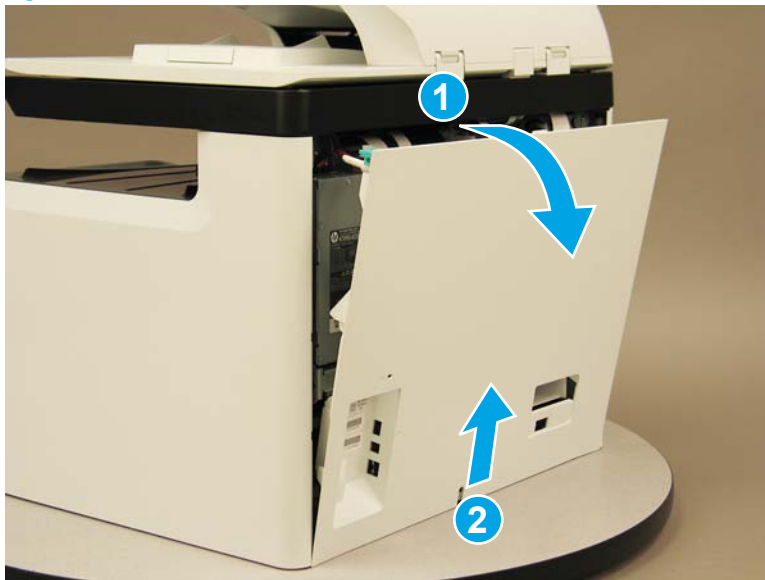
Figure 1-996 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-997 Remove the rear cover



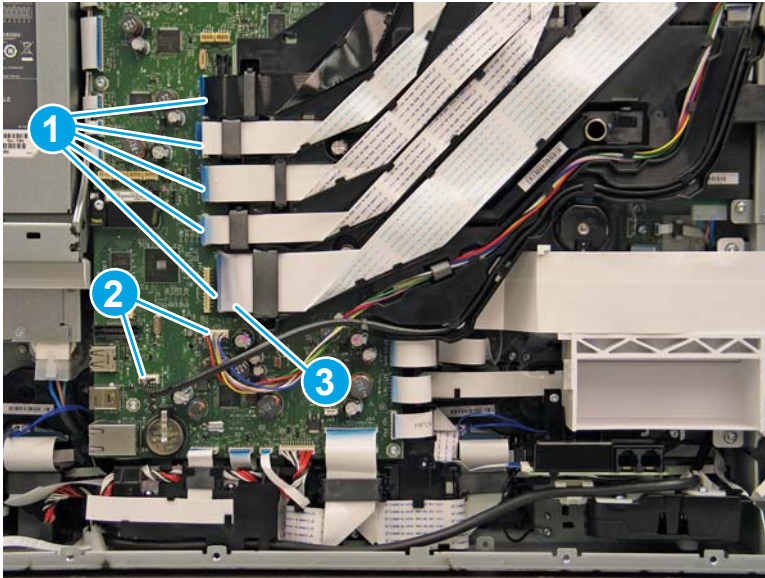
Step 2: Remove the main printed circuit assembly (MPCA)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

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

- **MFP models:** Disconnect five flat-flexible cables (FFCs) (callout 1) and two connectors (callout 2).
- **SFP models:** Disconnect two connectors (callout 2) and one FFC (callout 3).

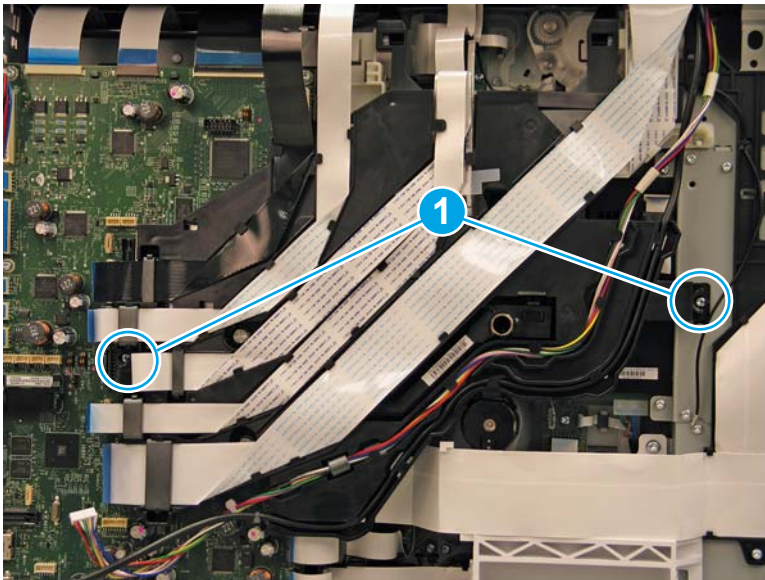
Figure 1-998 Disconnect FFCs and connectors



2. Loosen two screws (callout 1).

 **NOTE:** These screws are captive and cannot be removed.

Figure 1-999 Loosen two screws (MFP only)



3. Rotate the FFC tray up and away from the printer.


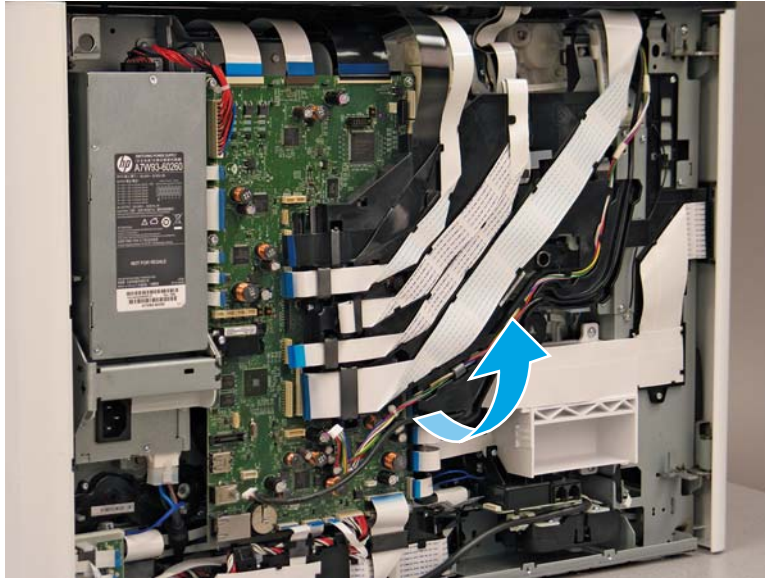
 **NOTE:** When the tray is fully raised, it locks in the up position.

Figure 1-1000 Raise the FFC tray (MFP only)



4. Disconnect 24 flat-flexible cables (FFCs) and 2 connectors.


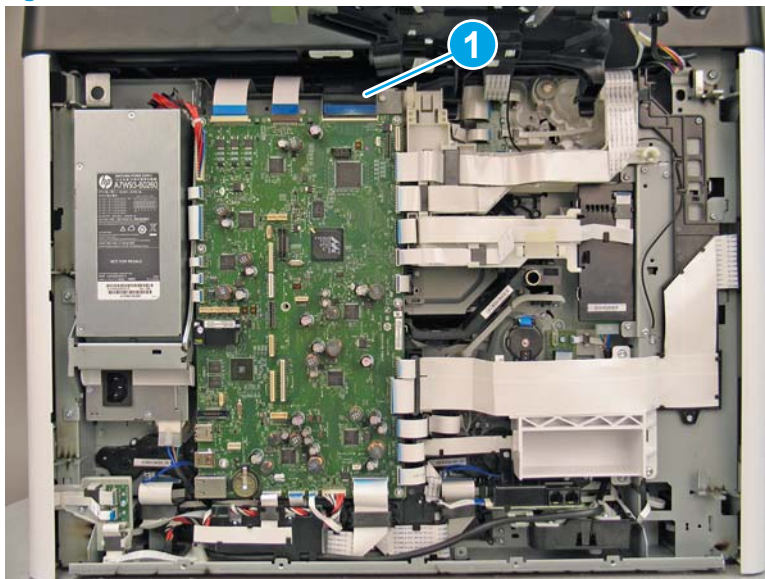
 **CAUTION:** One FFC connector (callout 1) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

Figure 1-1001 Disconnect all FFCs and connectors



5. Remove six screws (callout 1).


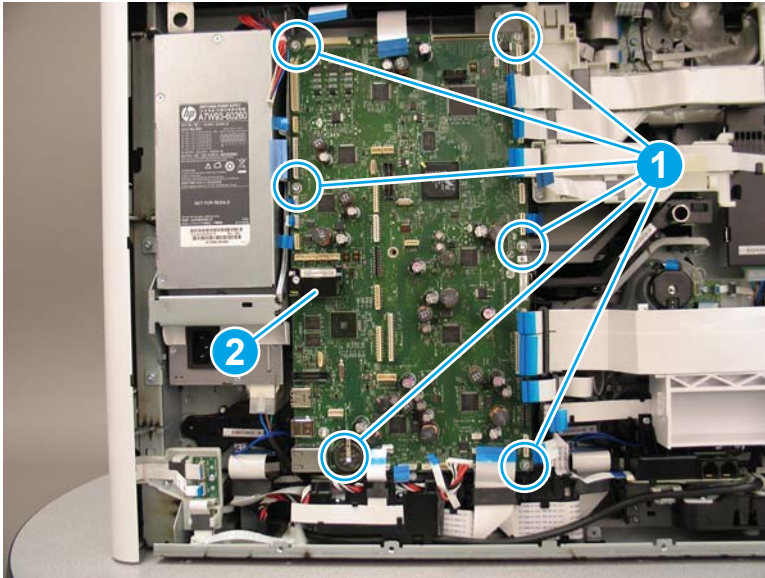
 **IMPORTANT:** For a replacement MPCA, remove the eMMC (callout 2). Save this part, and install it on the replacement MPCA.

Figure 1-1002 Remove six screws



6. Rotate the bottom of the MPCA away from the printer (callout 1), and then release it from two sheet-metal tabs (callout 2) to remove it.


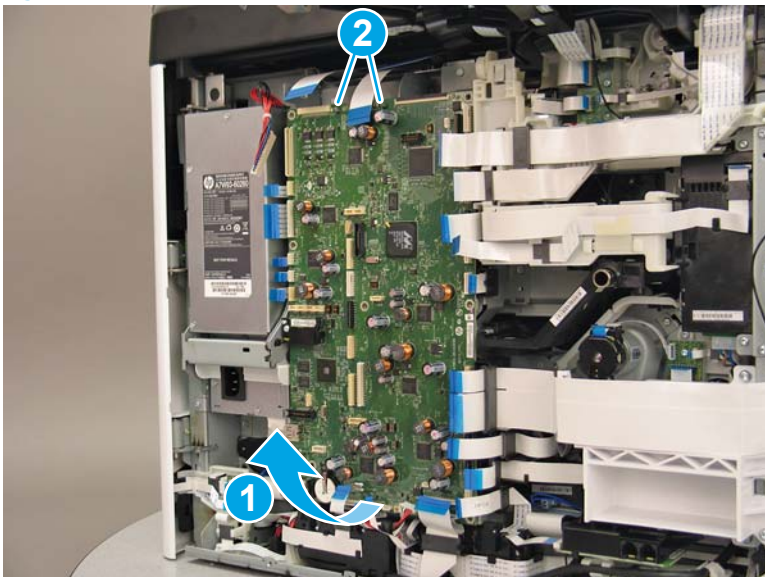

 **NOTE:** If the PCA is being replaced, use the packaging material from the replacement PCA to send the defective part back to HP.

Figure 1-1003 Remove the MPCA




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

Special installation instructions: MPCA

 **CAUTION:** After installing a replacement MPCA, the eMMC that is either installed on the replacement MPCA or came in the box **must** be used for the MPCA replacement procedure below. Failure to follow the instructions below will result in unpredictable results.

- a. If not already installed on the replacement MPCA, install the eMMC that came *in the box* with the replacement MPCA.
 - b. Turn the printer power on, and then wait for the printer to initialize to the **Ready** state.
-

 **IMPORTANT:** The printer might automatically turn off and on multiple times (this process takes at least ten minutes).



During this process, do not interrupt it in any way.

 **NOTE:** If the printer fails to eventually reach the **Ready** state, do the following:



1. Turn the power off.
 2. Make sure that all of the FFCs and wire-harness connectors are fully seated (and connected to the correct connectors on the MPCA).
 3. Turn the printer power on, and then wait for the printer to initialize to the **Ready** state (this process takes a couple of minutes, but could take up to 10 minutes).
 4. If the error persists and printer never initializes to the **Ready** state, install a different replacement MPCA and eMMC.
-

- c. After the printer reaches the **Ready** state, turn the printer power off.
 - d. Remove the *in box* installed eMMC, and then transfer the customer's *original* eMMC from the discarded MPCA to the installed replacement MPCA.
 - e. Turn the printer power on, and then make sure that the printer initializes to the **Ready** state.
-


Step 3: Unpack the replacement assembly

 **CAUTION:**  This assembly is electrostatic discharge sensitive (ESD).


1. Unpack the replacement part from the packaging.
-

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

2. Use the packaging material from the replacement PCA to send the defective part back to HP.
 3. To install an assembly, reverse the removal steps.
-

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Main printed circuit assembly support bracket

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the main printed circuit assembly \(MPCA\)](#)
- [Step 3: Remove the main printed circuit assembly \(MPCA\) support bracket](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the main printed circuit assembly (MPCA) support bracket.


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.


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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Main printed circuit assembly (MPCA) support bracket part number	
A7W93-67097	Main printed circuit assembly (MPCA) support bracket

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

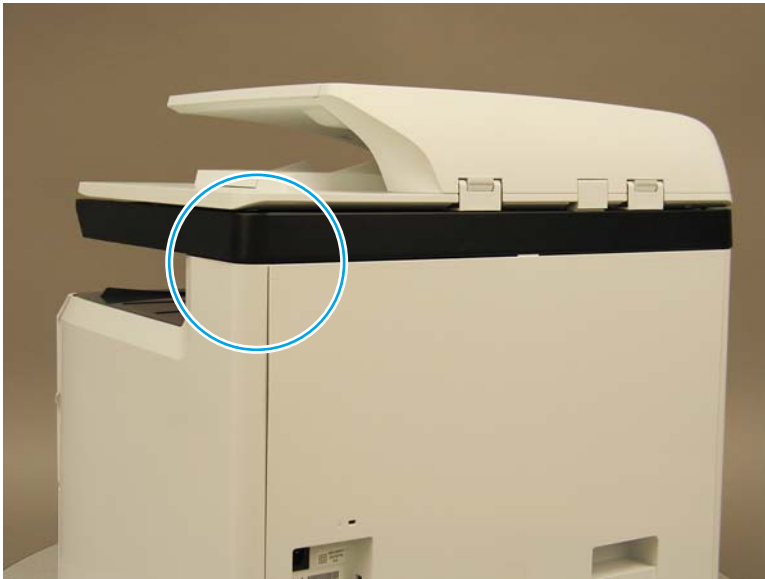
 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1004 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

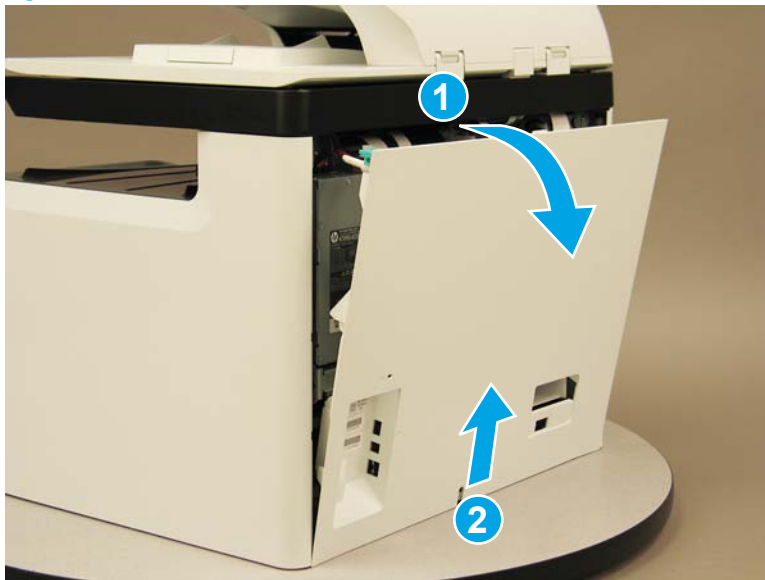
Figure 1-1005 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-1006 Remove the rear cover



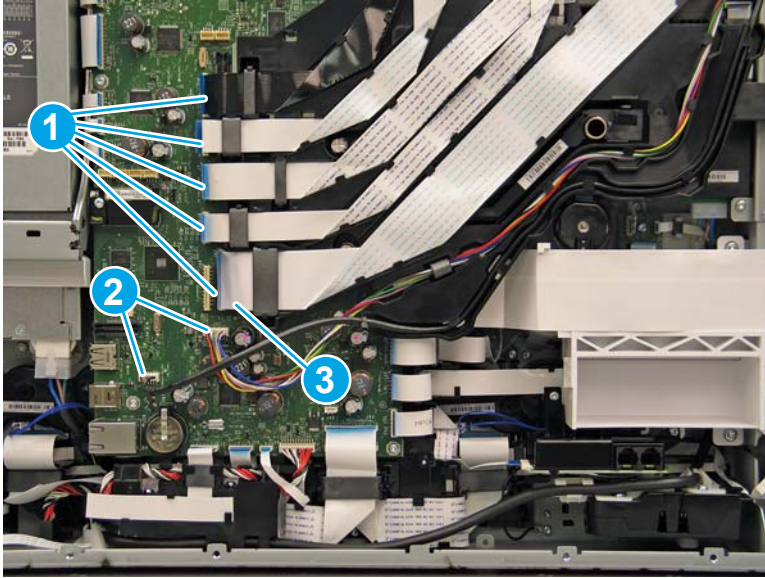
Step 2: Remove the main printed circuit assembly (MPCA)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

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

- **MFP models:** Disconnect five flat-flexible cables (FFCs) (callout 1) and two connectors (callout 2).
- **SFP models:** Disconnect two connectors (callout 2) and one FFC (callout 3).

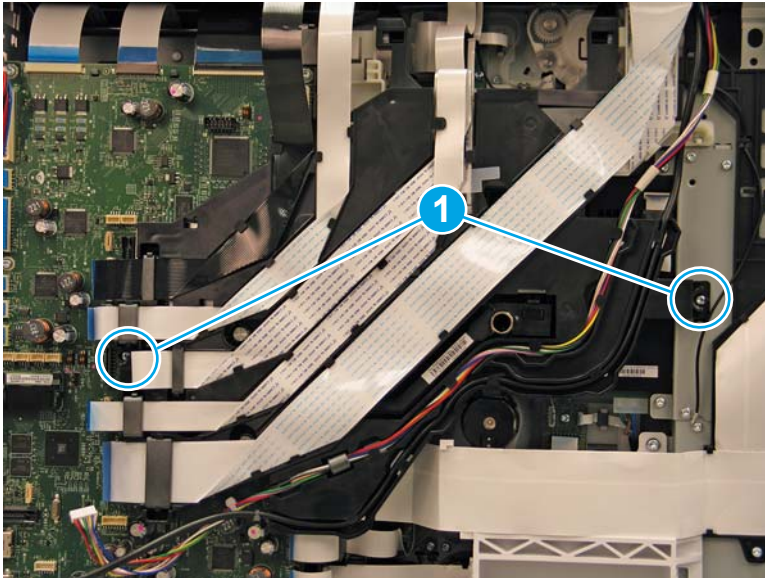
Figure 1-1007 Disconnect FFCs and connectors



2. Loosen two screws (callout 1).

 **NOTE:** These screws are captive and cannot be removed.

Figure 1-1008 Loosen two screws (MFP only)



3. Rotate the FFC tray up and away from the printer.


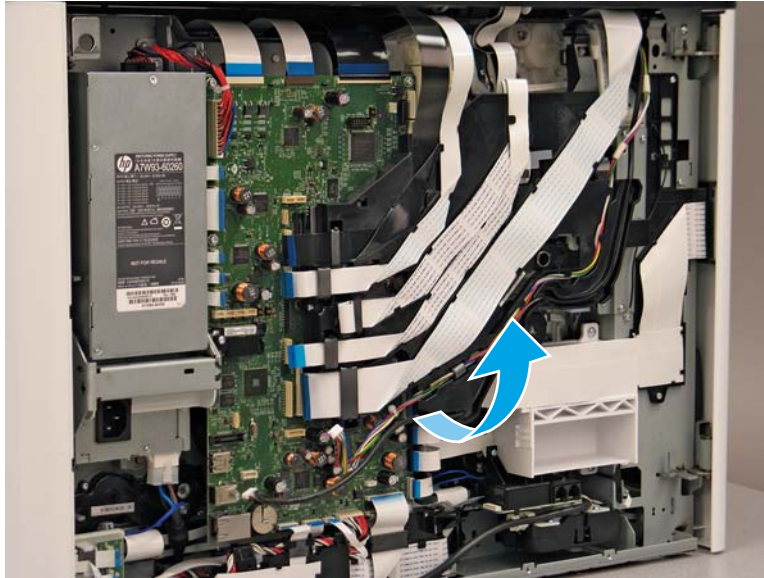
 **NOTE:** When the tray is fully raised, it locks in the up position.

Figure 1-1009 Raise the FFC tray (MFP only)



4. Disconnect 24 flat-flexible cables (FFCs) and 2 connectors.


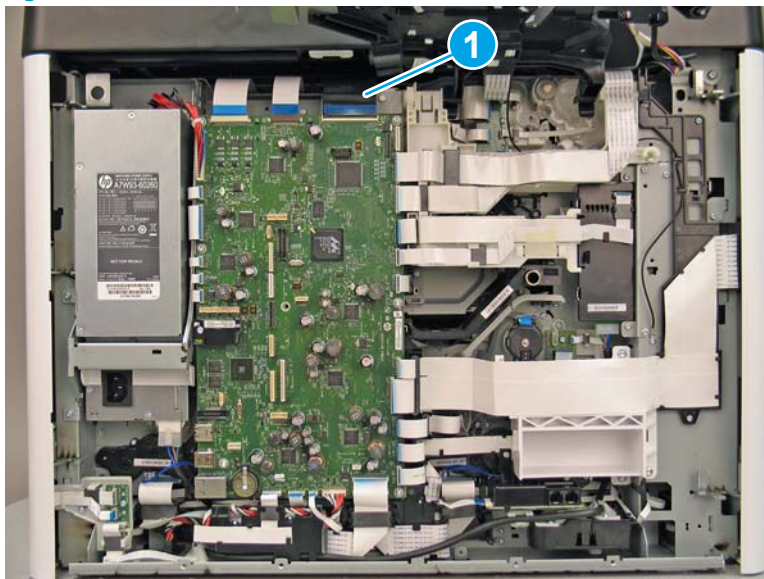
 **CAUTION:** One FFC connector (callout 1) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

Figure 1-1010 Disconnect all FFCs and connectors



5. Remove six screws (callout 1).


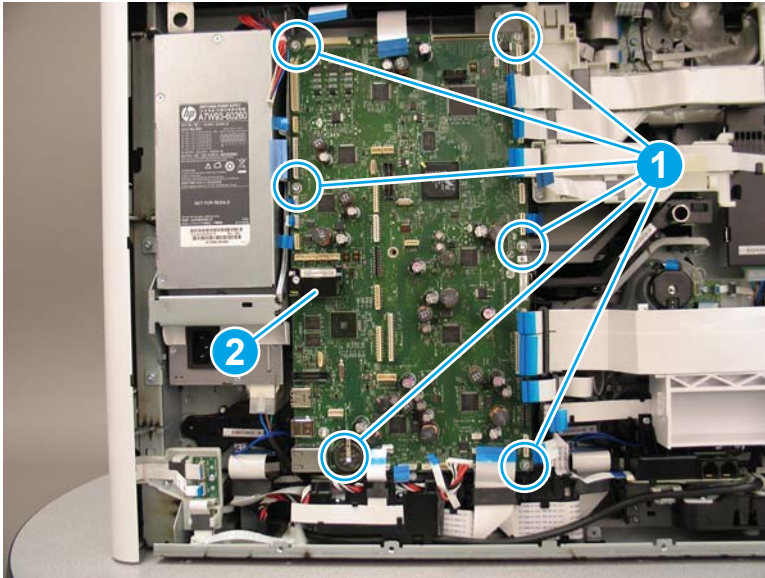
 **IMPORTANT:** For a replacement MPCA, remove the eMMC (callout 2). Save this part, and install it on the replacement MPCA.

Figure 1-1011 Remove six screws



6. Rotate the bottom of the MPCA away from the printer (callout 1), and then release it from two sheet-metal tabs (callout 2) to remove it.


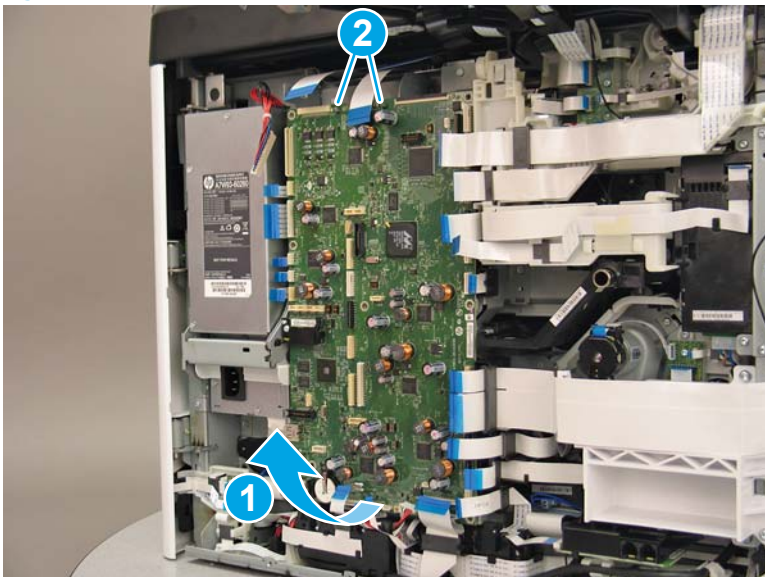

 **NOTE:** If the PCA is being replaced, use the packaging material from the replacement PCA to send the defective part back to HP.

Figure 1-1012 Remove the MPCA




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

Special installation instructions: MPCA

 **CAUTION:** After installing a replacement MPCA, the eMMC that is either installed on the replacement MPCA or came in the box **must** be used for the MPCA replacement procedure below. Failure to follow the instructions below will result in unpredictable results.

- a. If not already installed on the replacement MPCA, install the eMMC that came *in the box* with the replacement MPCA.
- b. Turn the printer power on, and then wait for the printer to initialize to the **Ready** state.

 **IMPORTANT:** The printer might automatically turn off and on multiple times (this process takes at least ten minutes).

During this process, do not interrupt it in any way.

 **NOTE:** If the printer fails to eventually reach the **Ready** state, do the following:

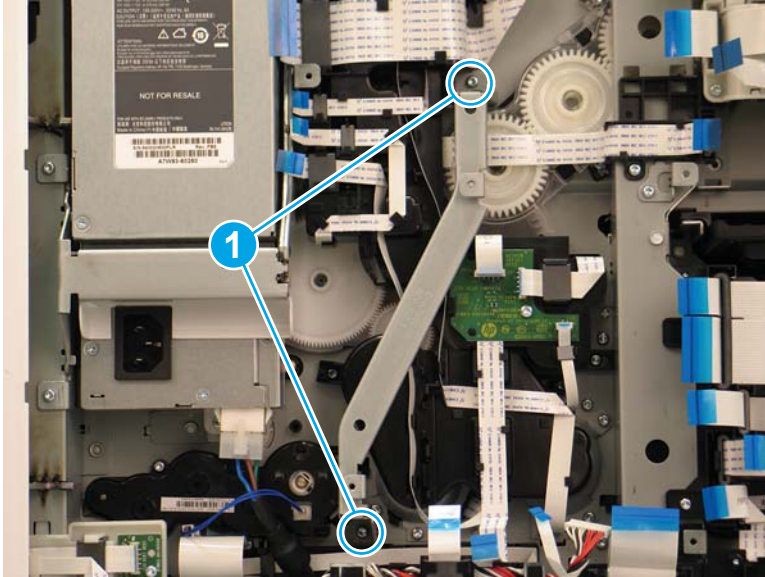
1. Turn the power off.
 2. Make sure that all of the FFCs and wire-harness connectors are fully seated (and connected to the correct connectors on the MPCA).
 3. Turn the printer power on, and then wait for the printer to initialize to the **Ready** state (this process takes a couple of minutes, but could take up to 10 minutes).
 4. If the error persists and printer never initializes to the **Ready** state, install a different replacement MPCA and eMMC.
-

- c. After the printer reaches the **Ready** state, turn the printer power off.
- d. Remove the *in box* installed eMMC, and then transfer the customer's *original* eMMC from the discarded MPCA to the installed replacement MPCA.
- e. Turn the printer power on, and then make sure that the printer initializes to the **Ready** state.

Step 3: Remove the main printed circuit assembly (MPCA) support bracket

1. Remove two screws (callout 1).

Figure 1-1013 Remove two screws



2. Remove the MPCA support bracket.


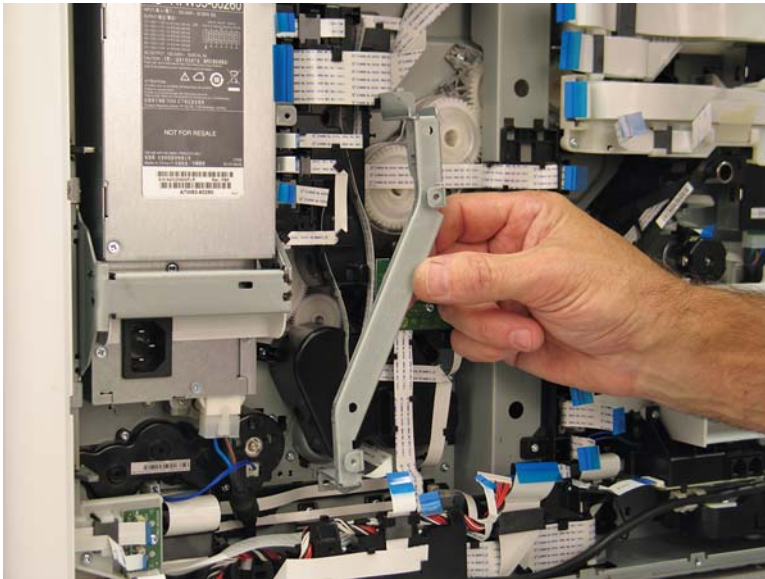

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1014 Remove the MPCA support bracket





Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Deskew rear drive assembly

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the main printed circuit assembly \(MPCA\)](#)
- [Step 3: Remove the main printed circuit assembly \(MPCA\) support bracket](#)
- [Step 4: Remove the deskew rear drive assembly](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

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


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Deskew rear drive assembly part number	
A7W93-67051	Deskew rear drive assembly

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #10 TORX *thin shaft* driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1015 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

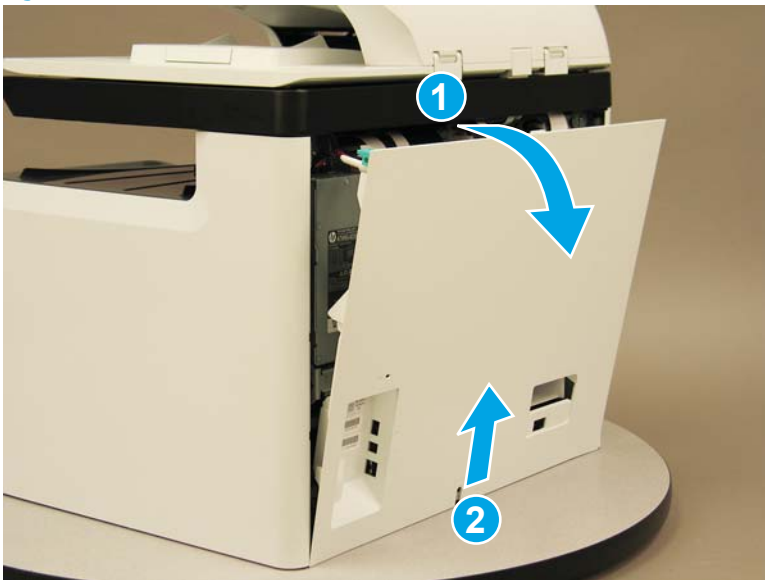
Figure 1-1016 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-1017 Remove the rear cover



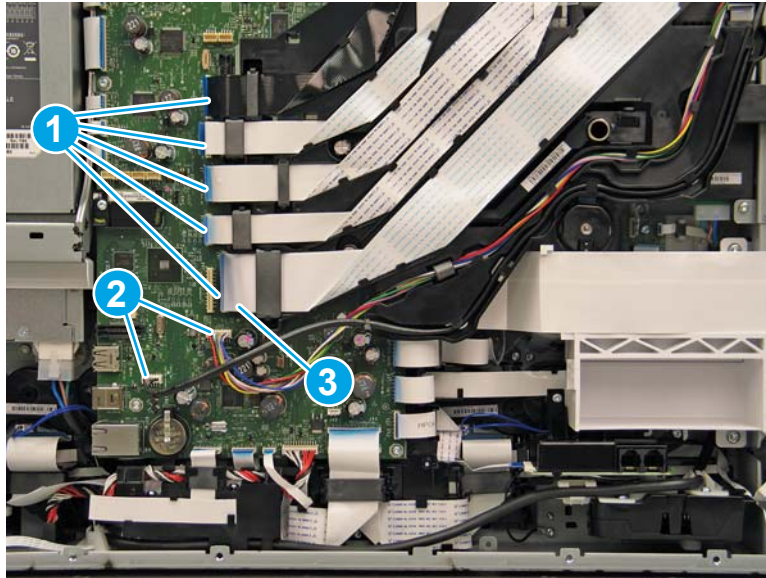
Step 2: Remove the main printed circuit assembly (MPCA)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

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

- **MFP models:** Disconnect five flat-flexible cables (FFCs) (callout 1) and two connectors (callout 2).
- **SFP models:** Disconnect two connectors (callout 2) and one FFC (callout 3).

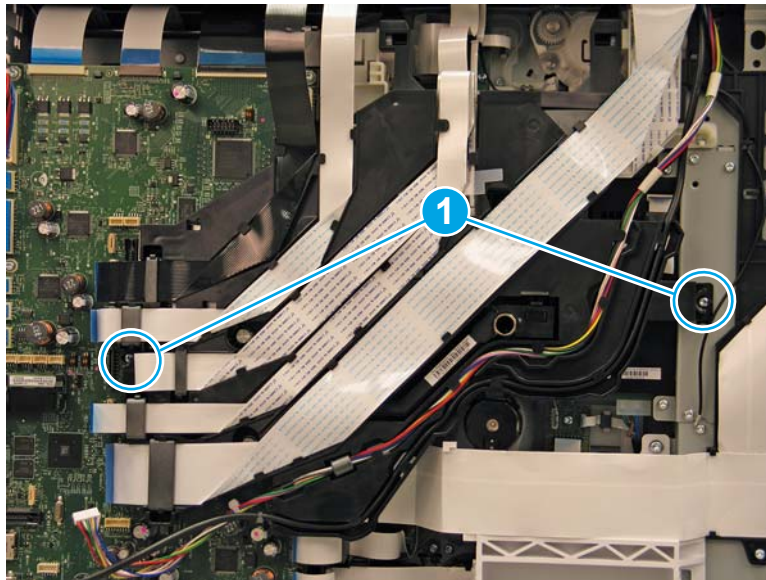
Figure 1-1018 Disconnect FFCs and connectors



2. Loosen two screws (callout 1).

 **NOTE:** These screws are captive and cannot be removed.

Figure 1-1019 Loosen two screws (MFP only)



3. Rotate the FFC tray up and away from the printer.


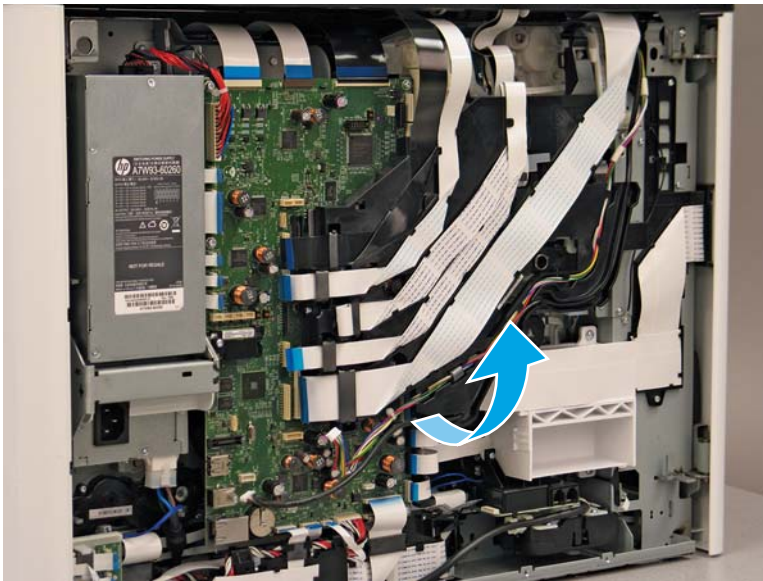
 **NOTE:** When the tray is fully raised, it locks in the up position.

Figure 1-1020 Raise the FFC tray (MFP only)



4. Disconnect 24 flat-flexible cables (FFCs) and 2 connectors.


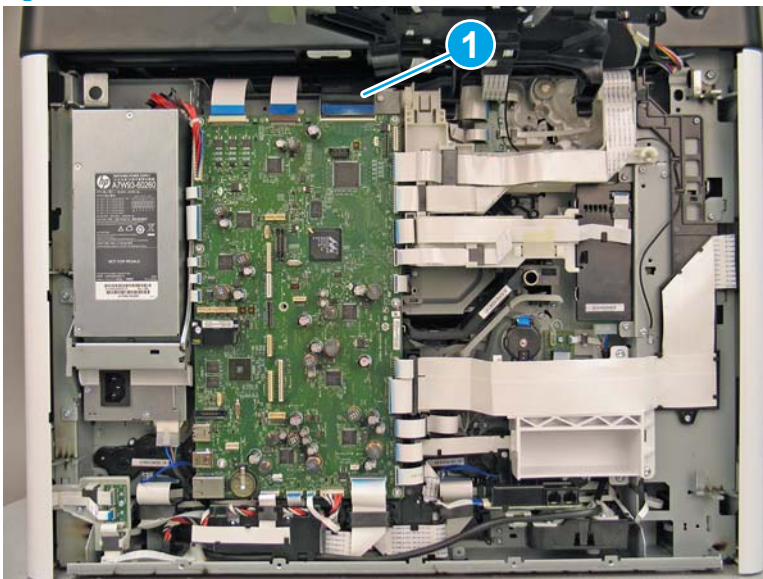
 **CAUTION:** One FFC connector (callout 1) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

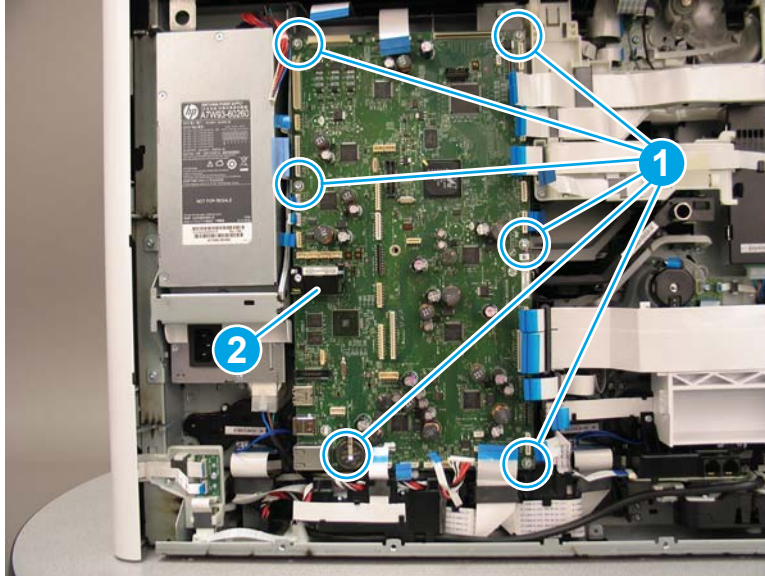
Figure 1-1021 Disconnect all FFCs and connectors



5. Remove six screws (callout 1).

 **IMPORTANT:** For a replacement MPCA, remove the eMMC (callout 2). Save this part, and install it on the replacement MPCA.

Figure 1-1022 Remove six screws



6. Rotate the bottom of the MPCA away from the printer (callout 1), and then release it from two sheet-metal tabs (callout 2) to remove it.


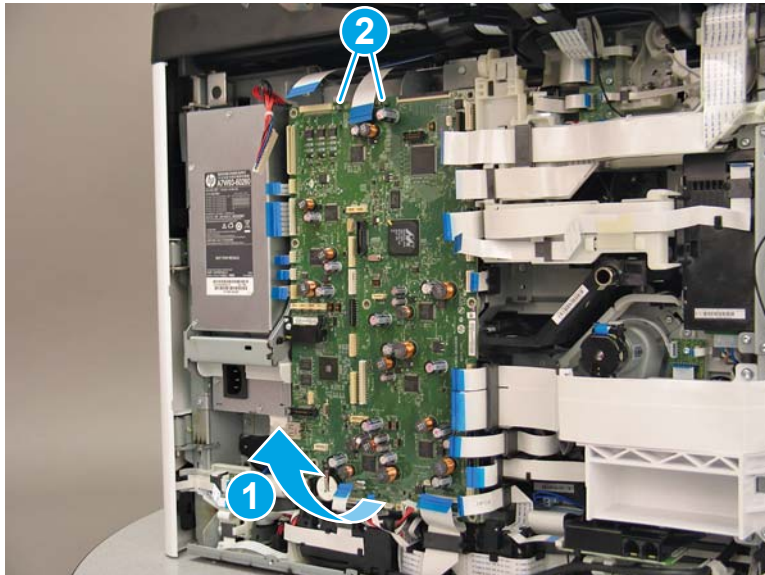

 **NOTE:** If the PCA is being replaced, use the packaging material from the replacement PCA to send the defective part back to HP.

Figure 1-1023 Remove the MPCA



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

Special installation instructions: MPCA

 **CAUTION:** After installing a replacement MPCA, the eMMC that is either installed on the replacement MPCA or came in the box **must** be used for the MPCA replacement procedure below. Failure to follow the instructions below will result in unpredictable results.

- a. If not already installed on the replacement MPCA, install the eMMC that came *in the box* with the replacement MPCA.
 - b. Turn the printer power on, and then wait for the printer to initialize to the **Ready** state.
-

 **IMPORTANT:** The printer might automatically turn off and on multiple times (this process takes at least ten minutes).

During this process, do not interrupt it in any way.

 **NOTE:** If the printer fails to eventually reach the **Ready** state, do the following:

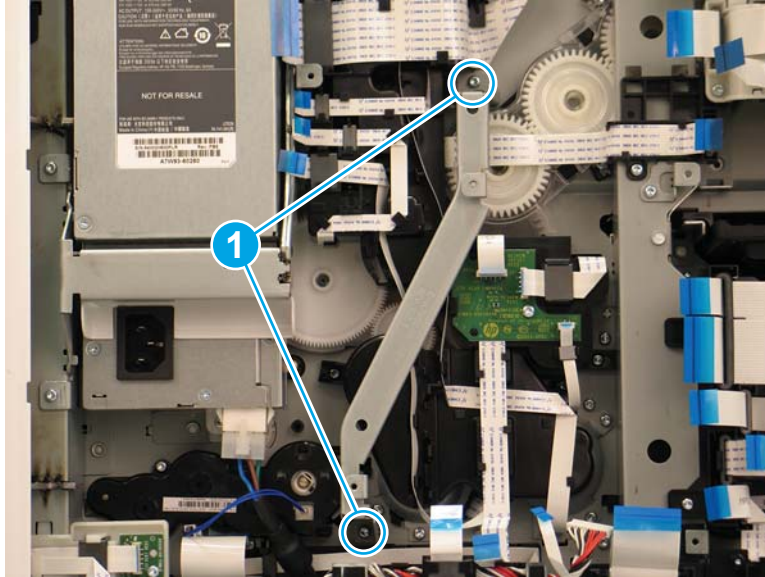
1. Turn the power off.
 2. Make sure that all of the FFCs and wire-harness connectors are fully seated (and connected to the correct connectors on the MPCA).
 3. Turn the printer power on, and then wait for the printer to initialize to the **Ready** state (this process takes a couple of minutes, but could take up to 10 minutes).
 4. If the error persists and printer never initializes to the **Ready** state, install a different replacement MPCA and eMMC.
-

- c. After the printer reaches the **Ready** state, turn the printer power off.
- d. Remove the *in box* installed eMMC, and then transfer the customer's *original* eMMC from the discarded MPCA to the installed replacement MPCA.
- e. Turn the printer power on, and then make sure that the printer initializes to the **Ready** state.

Step 3: Remove the main printed circuit assembly (MPCA) support bracket

1. Remove two screws (callout 1).

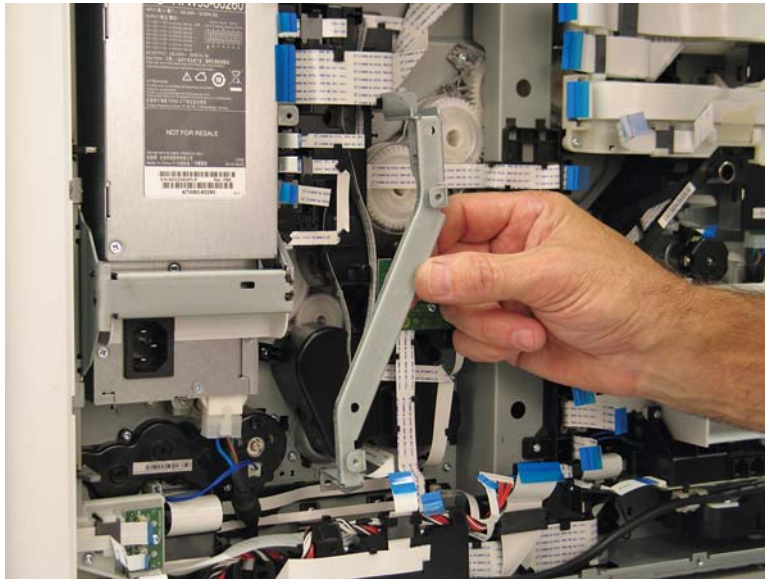
Figure 1-1024 Remove two screws



2. Remove the MPCA support bracket.

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

Figure 1-1025 Remove the MPCA support bracket



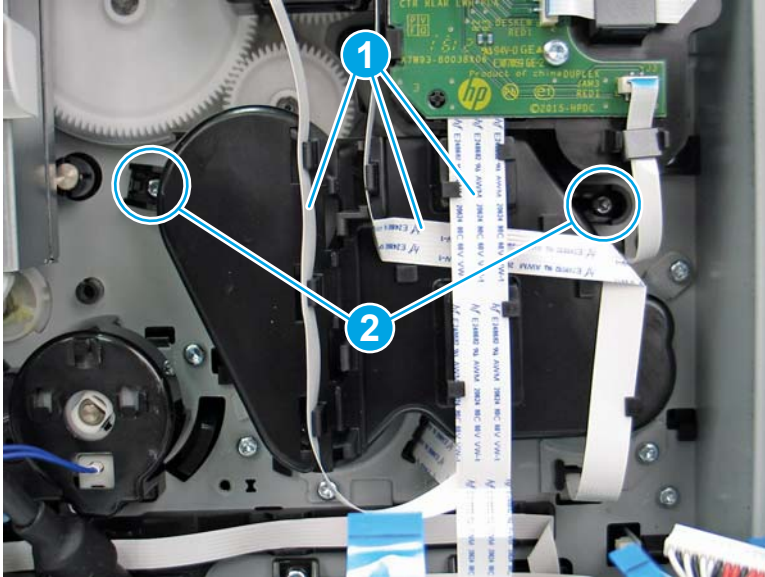
Step 4: Remove the deskew rear drive assembly

1. Release three flat-flexible cables (FFCs) (callout 1) from the retainers, and then loosen two screws (callout 2).

 **NOTE:** These screws are captive and cannot be removed.

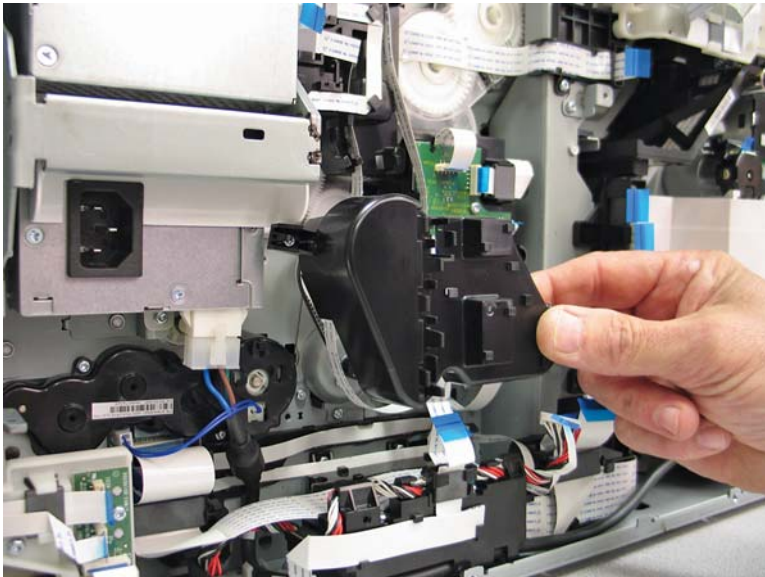
These screws require a #10 TORX *thin shaft* driver.

Figure 1-1026 Loosen two screws



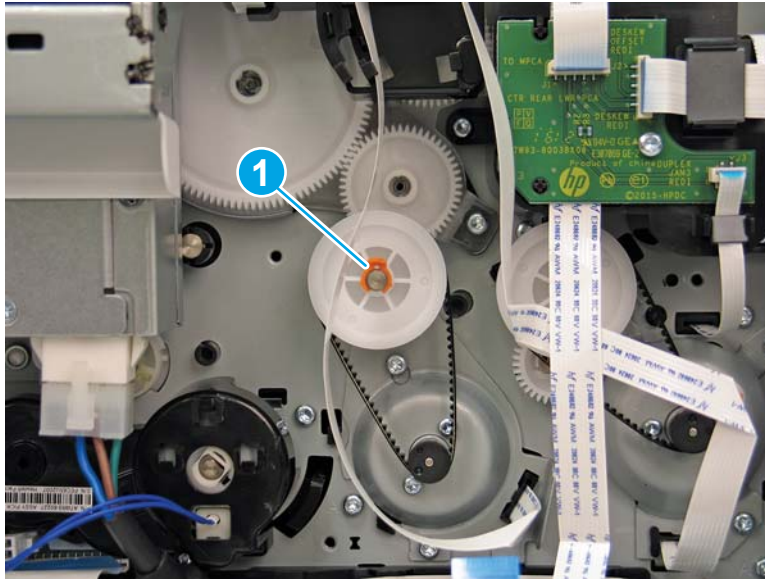
2. Remove the cover.

Figure 1-1027 Remove the cover



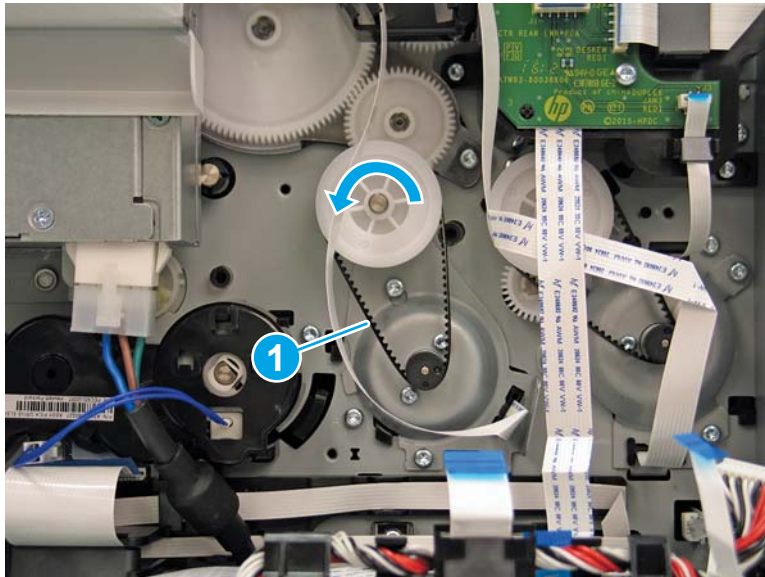
3. Remove one orange retention clip (callout 1).

Figure 1-1028 Remove one clip



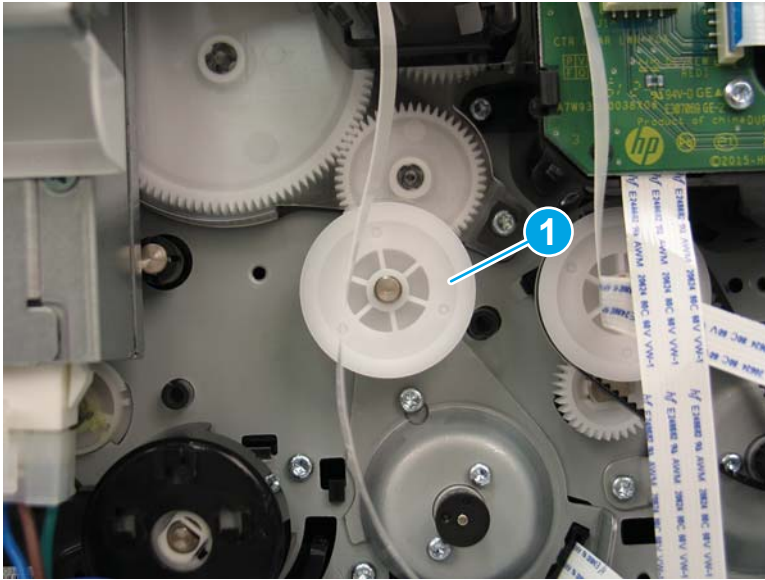
4. Rotate the wheel counterclockwise, and then pull up and out on the drive belt (callout 1) as it passes over the top of the wheel to detach it.

Figure 1-1029 Remove the drive belt



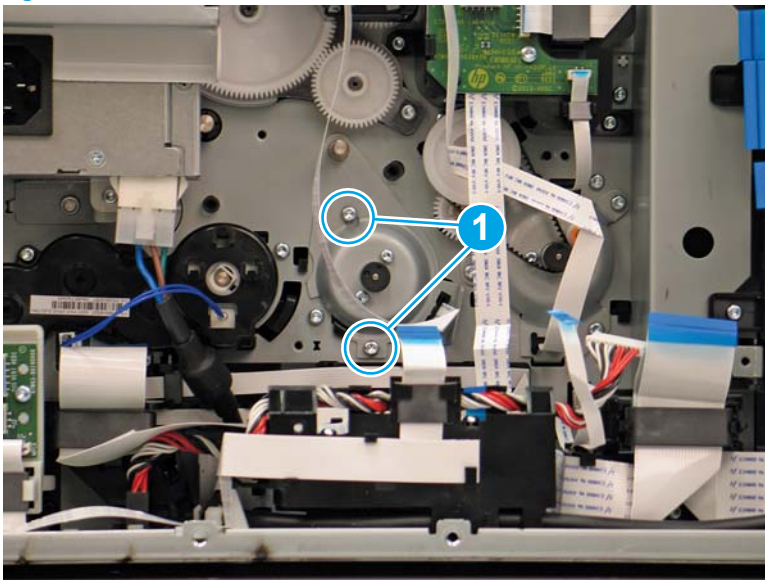
5. Remove the wheel (callout 1) from the shaft.

Figure 1-1030 Remove the wheel



6. Remove two screws (callout 1).

Figure 1-1031 Remove two screws



7. Remove the rear deskew drive assembly.


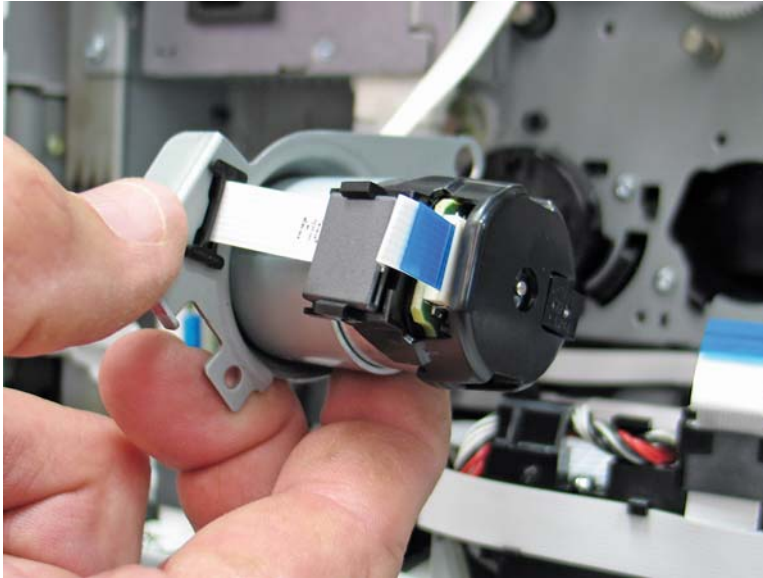
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1032 Remove the motor





Step 5: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Duplex exit drive assembly

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the main printed circuit assembly \(MPCA\)](#)
- [Step 3: Remove the main printed circuit assembly \(MPCA\) support bracket](#)
- [Step 4: Remove the duplex exit drive assembly](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the duplex exit drive assembly.


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Duplex exit drive assembly part number	
A7W93-67038	Duplex exit drive assembly

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #10 TORX *thin shaft* driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1033 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-1034 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


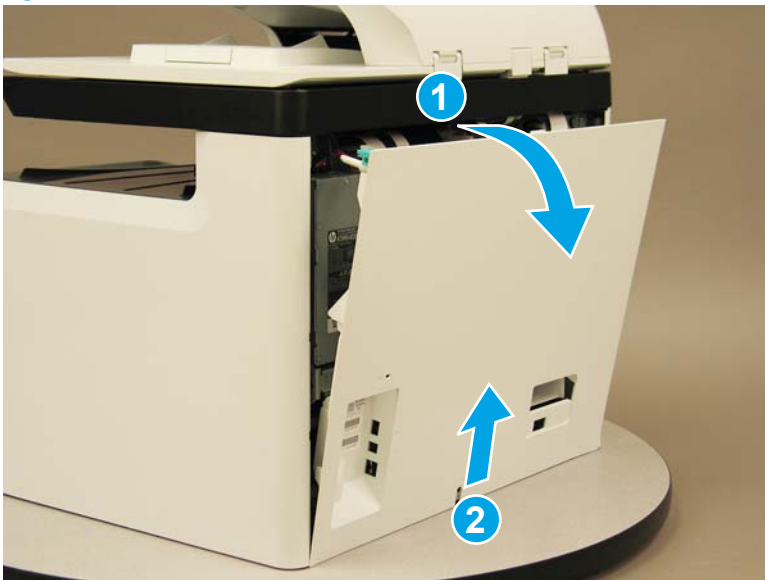
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1035 Remove the rear cover



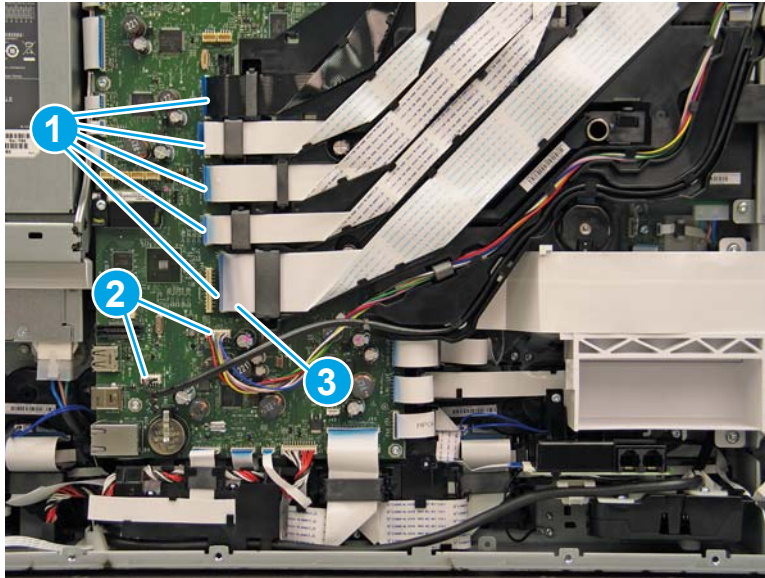
Step 2: Remove the main printed circuit assembly (MPCA)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

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

- MFP models: Disconnect five flat-flexible cables (FFCs) (callout 1) and two connectors (callout 2).
- SFP models: Disconnect two connectors (callout 2) and one FFC (callout 3).

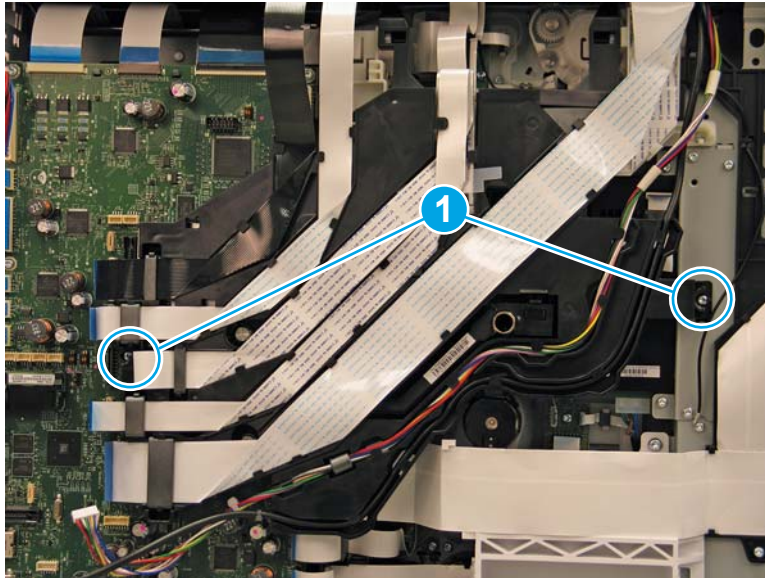
Figure 1-1036 Disconnect FFCs and connectors



2. Loosen two screws (callout 1).

 **NOTE:** These screws are captive and cannot be removed.

Figure 1-1037 Loosen two screws (MFP only)



3. Rotate the FFC tray up and away from the printer.


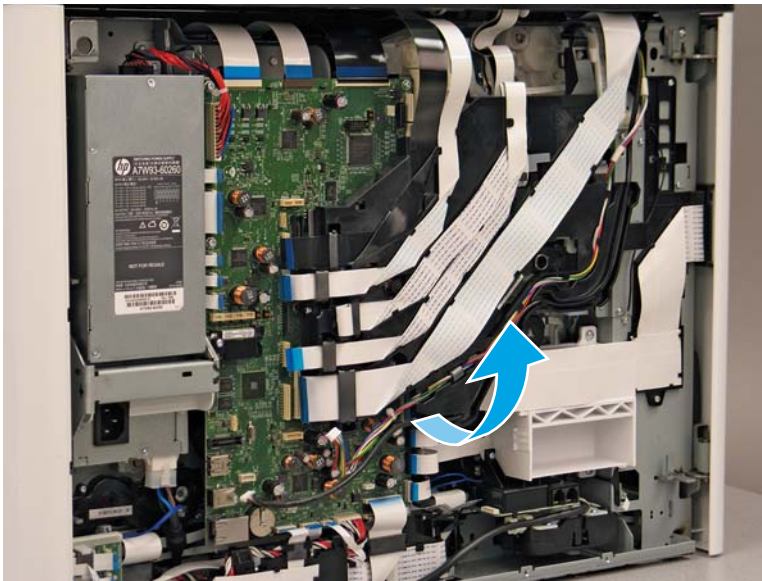
 **NOTE:** When the tray is fully raised, it locks in the up position.

Figure 1-1038 Raise the FFC tray (MFP only)



4. Disconnect 24 flat-flexible cables (FFCs) and 2 connectors.


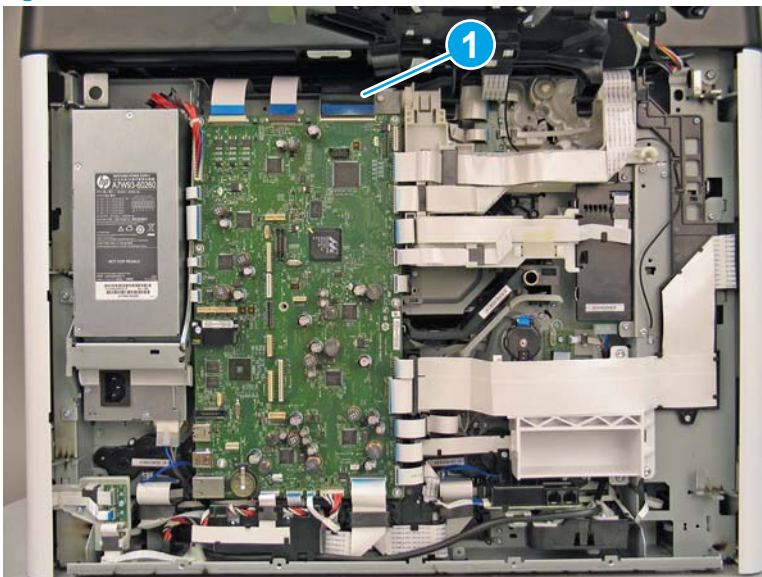
 **CAUTION:** One FFC connector (callout 1) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

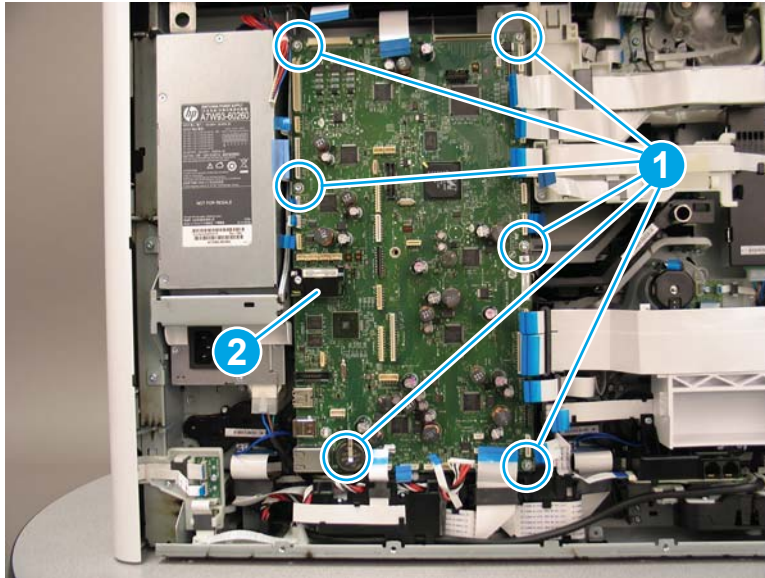
Figure 1-1039 Disconnect all FFCs and connectors



5. Remove six screws (callout 1).

 **IMPORTANT:** For a replacement MPCA, remove the eMMC (callout 2). Save this part, and install it on the replacement MPCA.

Figure 1-1040 Remove six screws



6. Rotate the bottom of the MPCA away from the printer (callout 1), and then release it from two sheet-metal tabs (callout 2) to remove it.


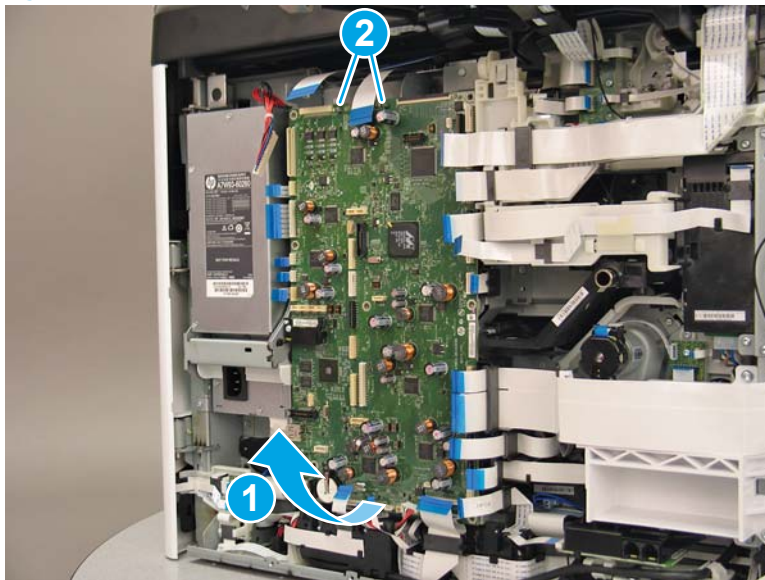

 **NOTE:** If the PCA is being replaced, use the packaging material from the replacement PCA to send the defective part back to HP.

Figure 1-1041 Remove the MPCA




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

Special installation instructions: MPCA

 **CAUTION:** After installing a replacement MPCA, the eMMC that is either installed on the replacement MPCA or came in the box **must** be used for the MPCA replacement procedure below. Failure to follow the instructions below will result in unpredictable results.

- a. If not already installed on the replacement MPCA, install the eMMC that came *in the box* with the replacement MPCA.
- b. Turn the printer power on, and then wait for the printer to initialize to the **Ready** state.

 **IMPORTANT:** The printer might automatically turn off and on multiple times (this process takes at least ten minutes).

During this process, do not interrupt it in any way.

 **NOTE:** If the printer fails to eventually reach the **Ready** state, do the following:

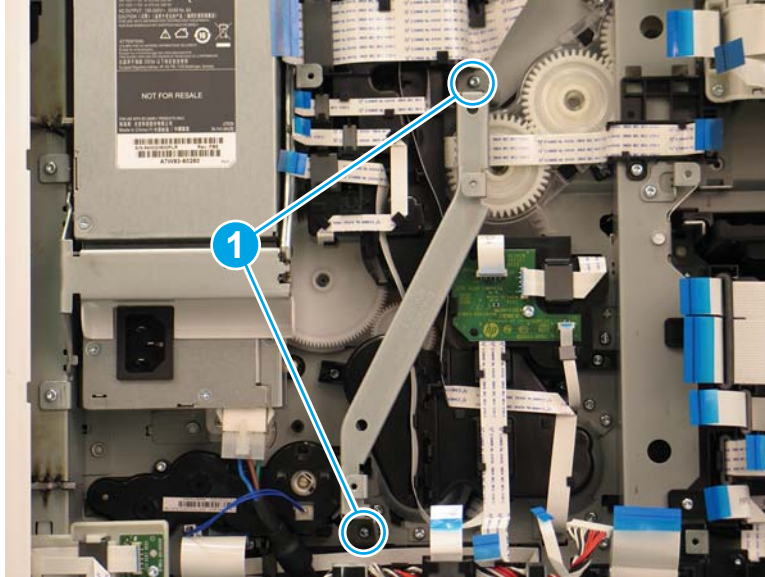
1. Turn the power off.
 2. Make sure that all of the FFCs and wire-harness connectors are fully seated (and connected to the correct connectors on the MPCA).
 3. Turn the printer power on, and then wait for the printer to initialize to the **Ready** state (this process takes a couple of minutes, but could take up to 10 minutes).
 4. If the error persists and printer never initializes to the **Ready** state, install a different replacement MPCA and eMMC.
-

- c. After the printer reaches the **Ready** state, turn the printer power off.
- d. Remove the *in box* installed eMMC, and then transfer the customer's *original* eMMC from the discarded MPCA to the installed replacement MPCA.
- e. Turn the printer power on, and then make sure that the printer initializes to the **Ready** state.

Step 3: Remove the main printed circuit assembly (MPCA) support bracket

1. Remove two screws (callout 1).

Figure 1-1042 Remove two screws



2. Remove the MPCA support bracket.


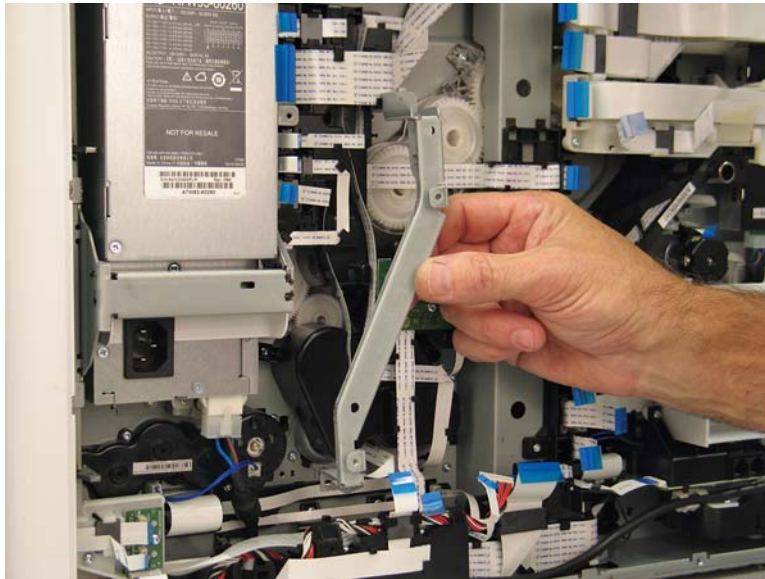
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1043 Remove the MPCA support bracket



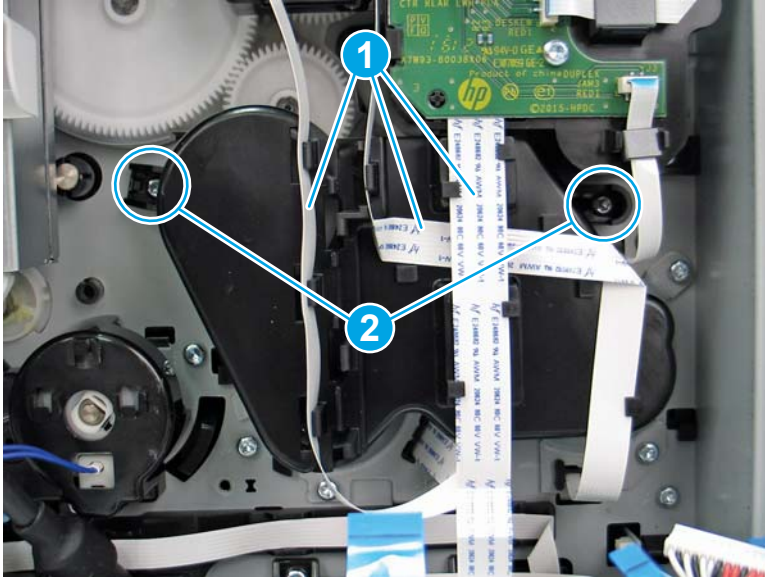
Step 4: Remove the duplex exit drive assembly

1. Release three flat-flexible cables (FFCs) (callout 1) from the retainers, and then loosen two screws (callout 2).

 **NOTE:** These screws are captive and cannot be removed.

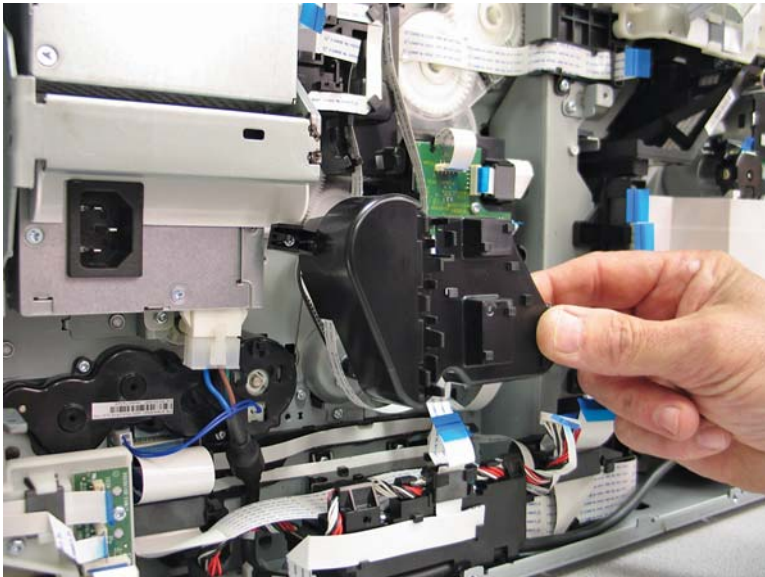
These screws require a #10 TORX *thin shaft* driver.

Figure 1-1044 Loosen two screws



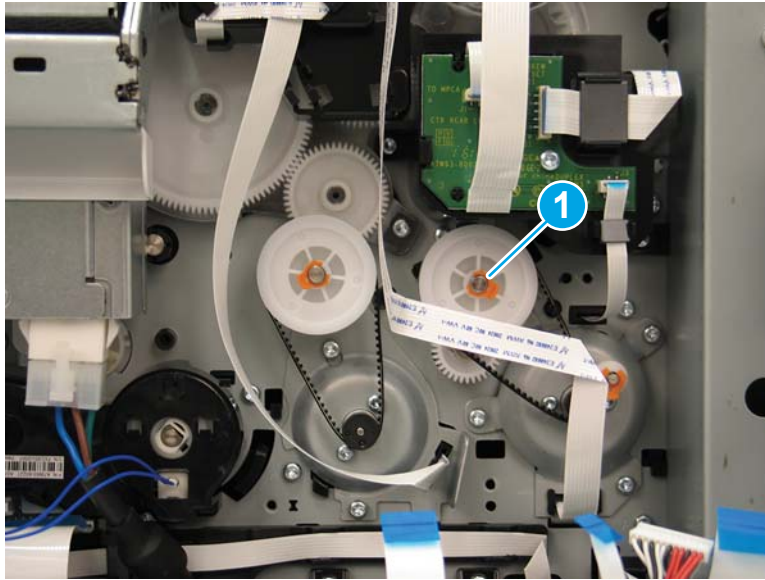
2. Remove the cover.

Figure 1-1045 Remove the cover



3. Remove one orange retention clip (callout 1).

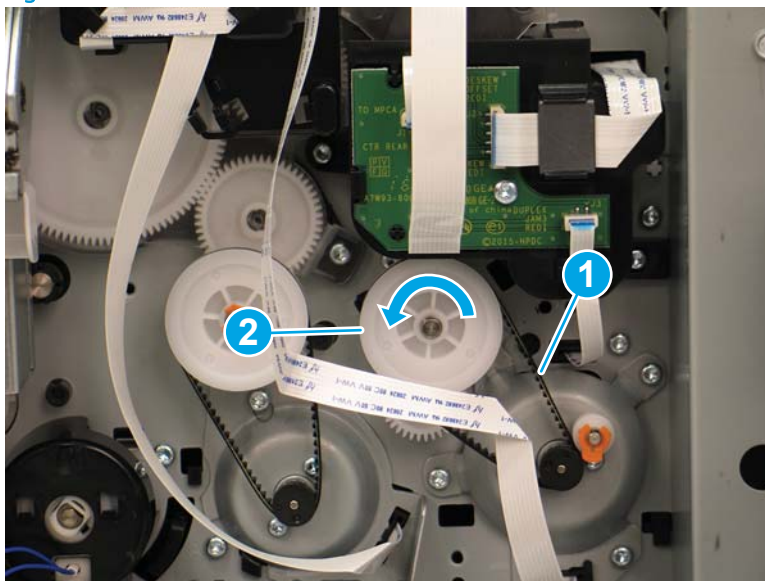
Figure 1-1046 Remove one clip



4. Rotate the wheel counterclockwise, and then pull up and out on the drive belt (callout 1) as it passes over the top of the wheel to detach it.

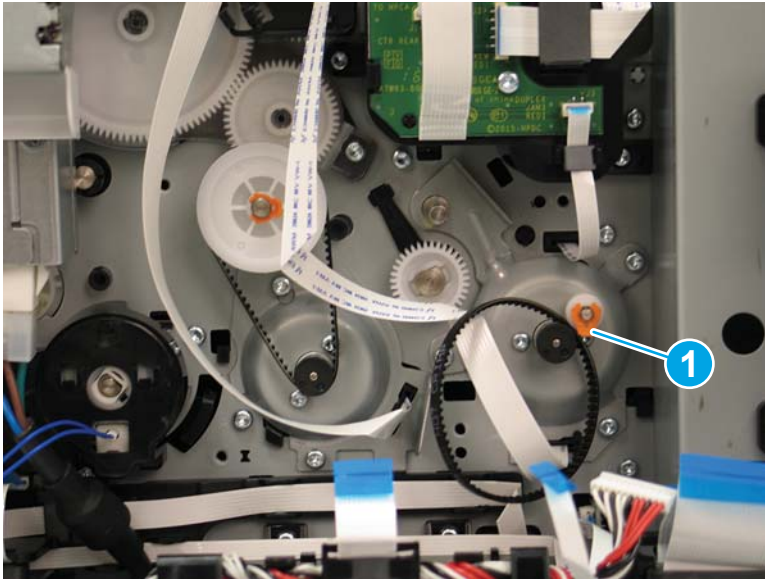
Remove the wheel (callout 2) from the shaft.

Figure 1-1047 Remove the drive belt



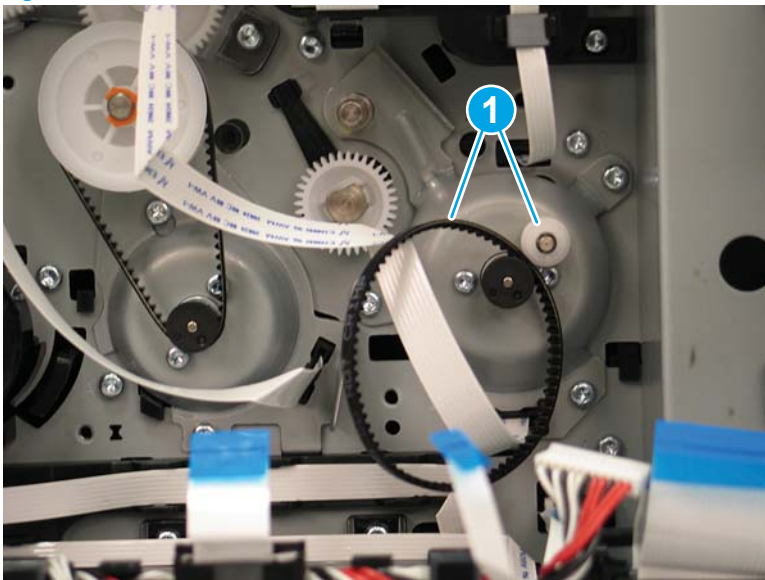
5. Remove one orange retention clip (callout 1).

Figure 1-1048 Remove one clip



6. Remove the idler wheel and belt (callout 1).

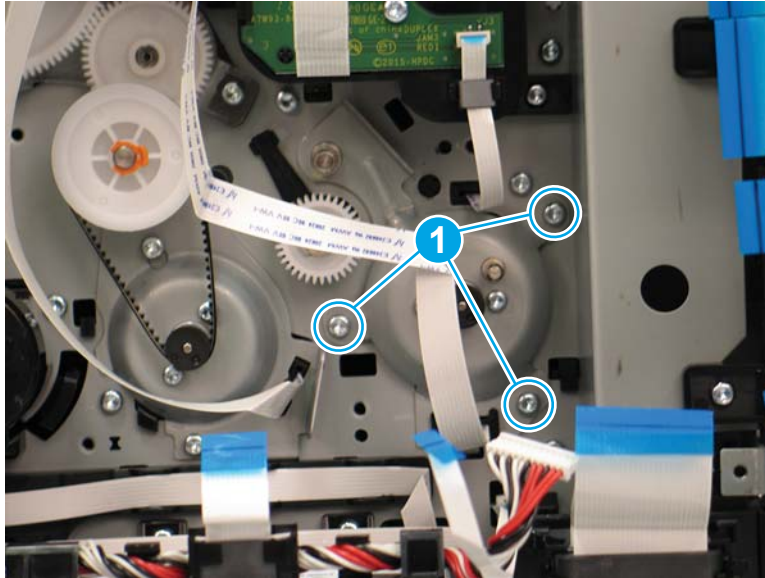
Figure 1-1049 Remove the idler wheel and belt



7. Remove three screws (callout 1).

 **NOTE:** The top right screw requires a #10 TORX *thin shaft* driver.

Figure 1-1050 Remove three screws



8. Remove the duplex exit drive assembly (disconnect the assembly FFC).


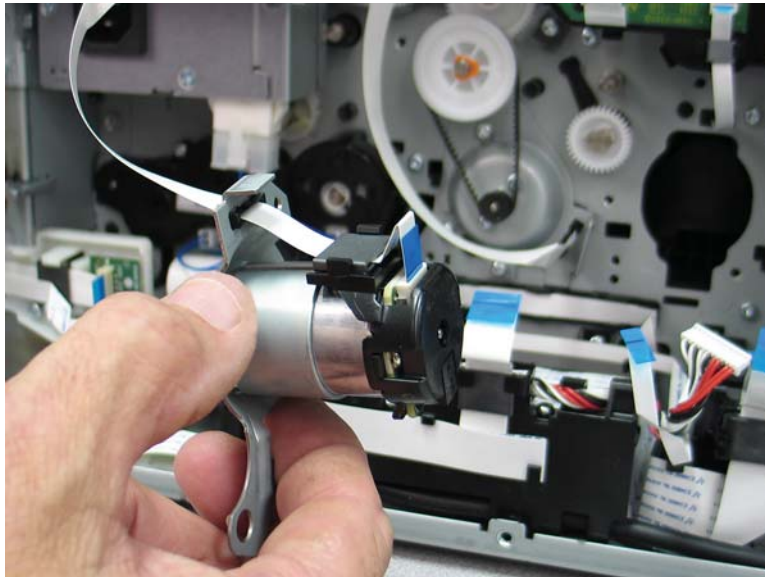

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1051 Remove the motor





Step 5: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Internal parts and assemblies (top access)

- [Removal and replacement: Output bin full sensor \(MFP\)](#)
- [Removal and replacement: Output bin full sensor \(SFP\)](#)
- [Removal and replacement: Near field communication printed circuit assembly \(NFC PCA\) \(772zt and 777hc/z only\)](#)

Removal and replacement: Output bin full sensor (MFP)

- [Introduction](#)
- [Step 1: Remove the service fluid container](#)
- [Step 2: Remove the control panel \(MFP large touchscreen models\)](#)
- [Step 3: Remove the control panel \(MFP/SFP small touchscreen models\)](#)
- [Step 4: Remove the rear cover](#)
- [Step 5: Remove the rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 6: Remove the left cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 7: Remove the front cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 8: Remove the right cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 9: Remove the standard output bin \(772zt and 777hc/z only\)](#)
- [Step 10: Remove the eject shroud and underside cover, floor standing spacers \(772zt and 777hc/z only\)](#)
- [Step 11: Remove the document feeder](#)
- [Step 12: Remove the scanner assembly \(non 772zt and 777hc/z MFP models only\)](#)
- [Step 13: Remove the output bin full sensor](#)
- [Step 14: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the output bin full sensor.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Output bin full sensor part number
A7W93-67064
Output bin full sensor

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the service fluid container

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the left door.

Figure 1-1052 Open the left door



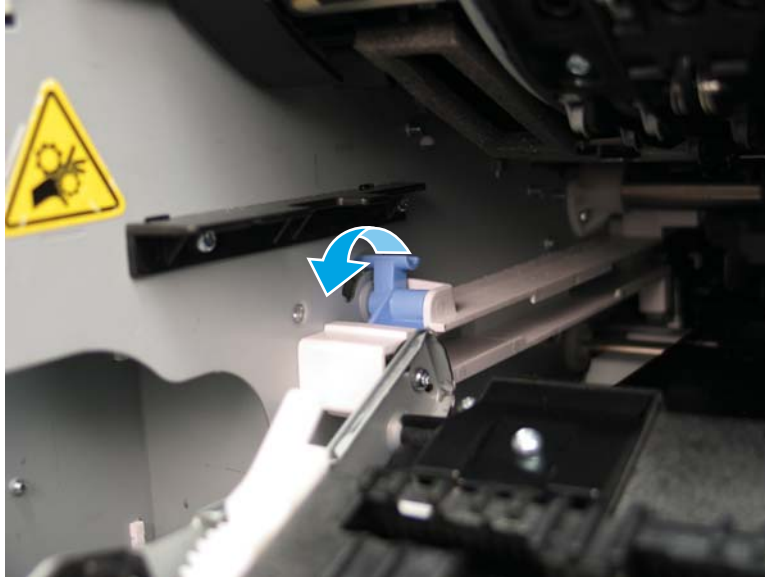
2. Grasp the green handle on the service fluid container, and then pull it straight out of the printer.

Figure 1-1053 Pull the service fluid container out



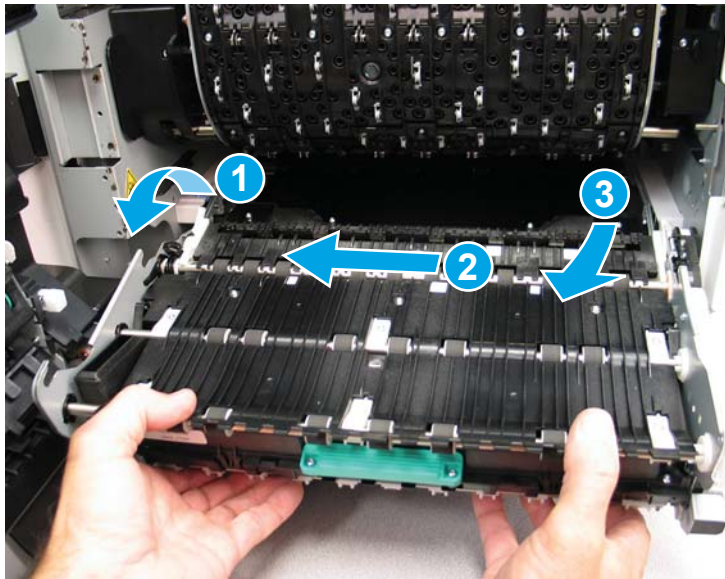
3. At the left side service fluid container mounting rail, rotate the blue latch to the open position.

Figure 1-1054 Open the blue latch



4. Rotate the left rail mounting pin up and out of the rail (callout 1), slightly slide the service fluid container to the left (callout 2) to release the right rail mounting pin, and then remove the service fluid container (callout 3).

Figure 1-1055 Remove the service fluid container



Step 2: Remove the control panel (MFP large touchscreen models)

 **NOTE:** This step is for printers configured with the 203.2 mm (8 in) control panel. For all other models, skip this step and go to [Step 3: Remove the control panel \(MFP/SFP small touchscreen models\) on page 700.](#)

1. If the control panel is in the down position, push the release button, and then rotate the control panel to the fully raised position.

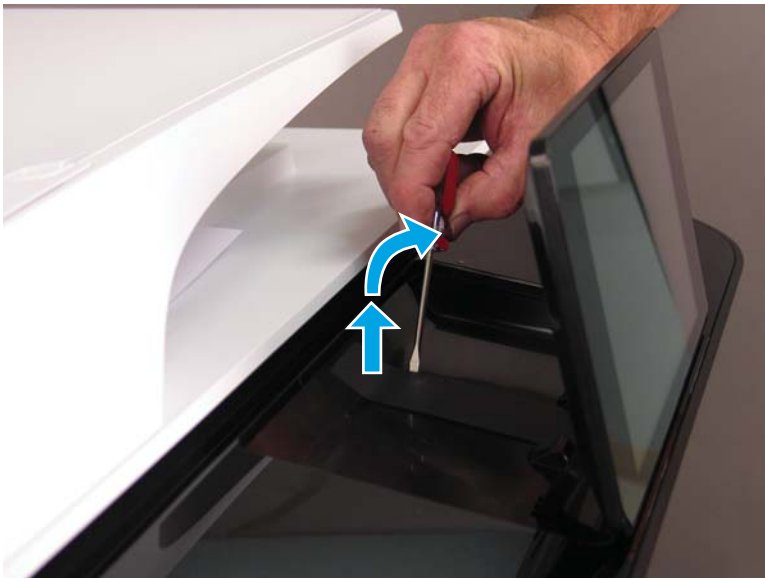
Figure 1-1056 Raise the control panel



2. Use a small flat-blade screw driver to carefully release the control-panel connector cover, and then rotate the end of the cover (near the document feeder) up.

⚠ CAUTION: The cover is still attached to the control panel. Do not attempt to completely remove the cover.

Figure 1-1057 Remove the cover



3. Rotate the small FFC clip up to release the flat-flexible cable (FFC).

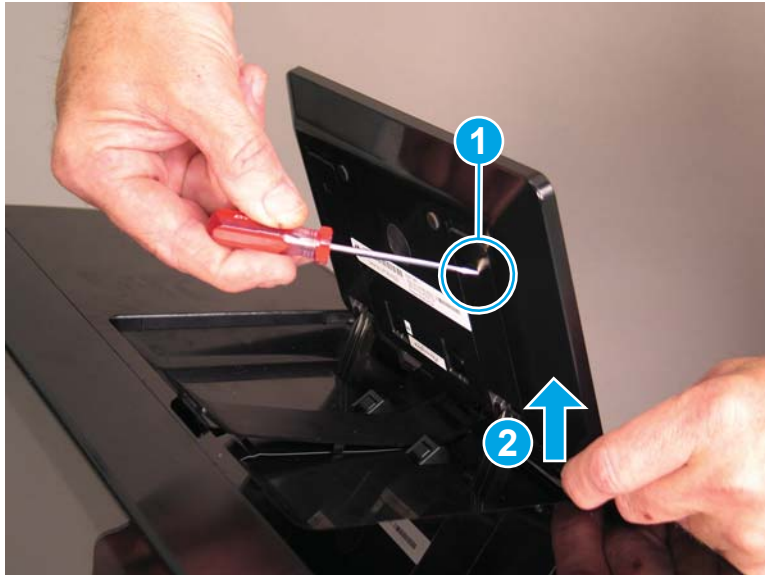
⚠ CAUTION: This connector is a zero insertion force (ZIF) connector. The clip on this connector is easily dislodged and lost.

Figure 1-1058 Release the FFC



4. Use a small flat-blade screwdriver to release one tab (callout 1), and then slight lift up the corner of the control panel (callout 2).

Figure 1-1059 Release the control panel (1 of 2)



5. Support the raised control panel (callout 1), use a small flat-blade screwdriver to release one tab (callout 2), and then lift up the control panel (callout 3) to release it from the hinges.

⚠ CAUTION: Keep the control panel level when sliding it up and off of the hinges. An excessive side-to-side rocking motion of the control panel might damage the hinges.

Figure 1-1060 Release the control panel (2 of 2)



6. Remove the control panel.

Figure 1-1061 Remove the control panel



Step 3: Remove the control panel (MFP/SFP small touchscreen models)

📝 NOTE: This step is for printers configured with the 109.22 mm (4.3 in) control panel. For all other models, skip this step and go to [Step 4: Remove the rear cover on page 703](#).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Rotate the control panel forward until it stops.

Figure 1-1062 Raise the control panel



2. Use a small flat-blade screwdriver to release two tabs (located along the top edge of the cover), and then remove the cover.

Figure 1-1063 Remove the cover



3. Remove two screws (callout 1).

⚠ CAUTION: The control panel is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the control panel.

Figure 1-1064 Remove two screws



4. Disconnect one FFC (callout 1).

Figure 1-1065 Disconnect the FFC



5. Remove the control panel.




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

Figure 1-1066 Remove the control panel



Step 4: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1067 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

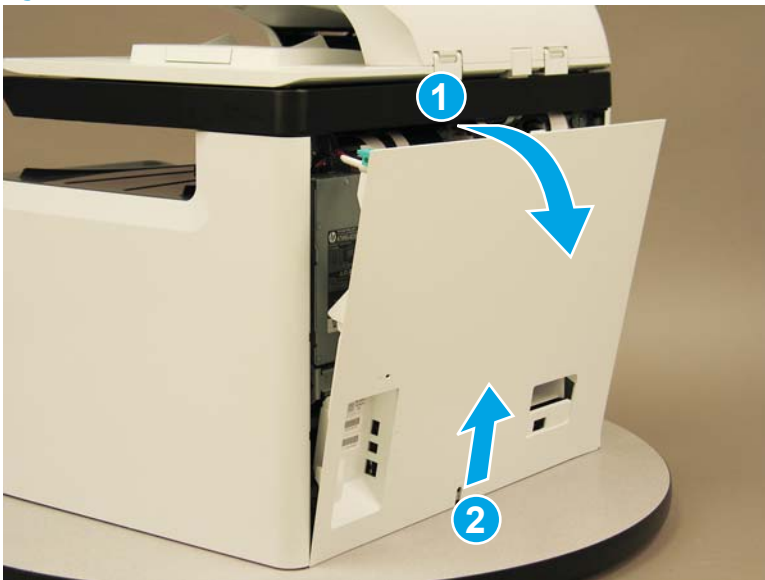
Figure 1-1068 Release the latch




3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-1069 Remove the rear cover

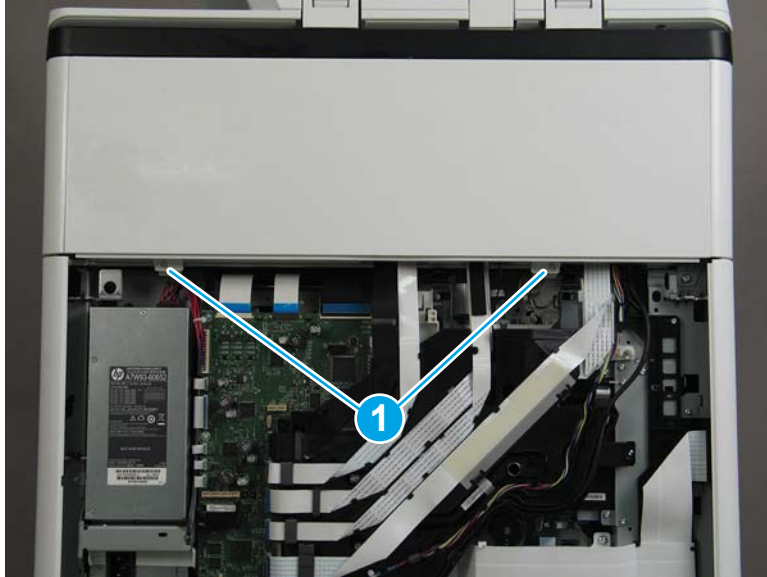


Step 5: Remove the rear cover, floor standing spacer (772zt and 777hc/z only)

 **NOTE:** This step is for 772zt and 777hc/z printers. For all other models, skip this step and go to [Step 11: Remove the document feeder on page 728](#).

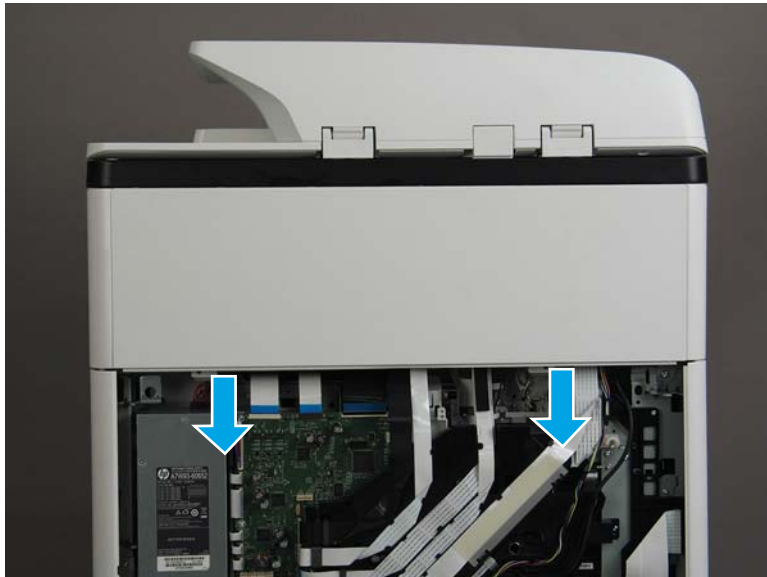
1. Remove two screws (callout 1).

Figure 1-1070 Remove two screws



2. Pull down on the cover to release it.

Figure 1-1071 Release the cover



3. Remove the rear cover, floor standing spacer.



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

Figure 1-1072 Remove the rear cover, floor standing spacer

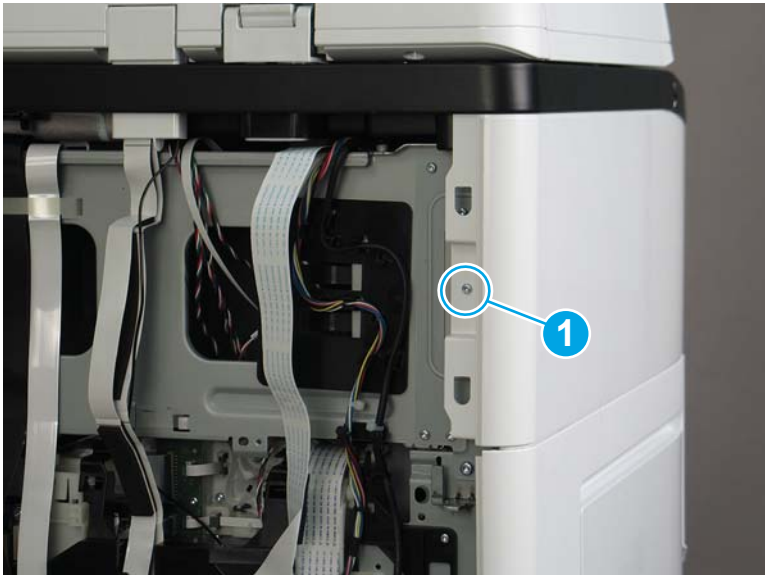


Step 6: Remove the left cover, floor standing spacer (772zt and 777hc/z only)

 **NOTE:** This step is for 772zt and 777hc/z printers. For all other models, skip this step and go to [Step 11: Remove the document feeder on page 728](#).

1. Remove one screw (callout 1).

Figure 1-1073 Remove one screw



2. Open the left door.

Figure 1-1074 Open the left door



3. Slide the cover towards the rear of the printer to release it.

Figure 1-1075 Release the cover



4. Remove the left cover, floor standing spacer.



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

Figure 1-1076 Remove the left cover, floor standing spacer



Step 7: Remove the front cover, floor standing spacer (772zt and 777hc/z only)

 **NOTE:** This step is for 772zt and 777hc/z printers. For all other models, skip this step and go to [Step 11: Remove the document feeder on page 728](#).

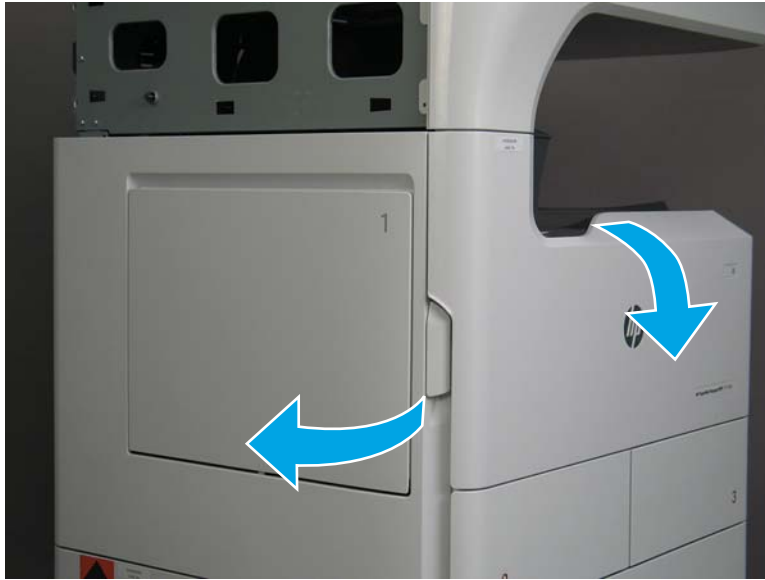
1. Remove two screws (callout 1).

Figure 1-1077 Remove two screws



2. Open the left door and the cartridge door.

Figure 1-1078 Open the left and cartridge doors



3. At the left side of the printer, release two tabs.

Figure 1-1079 Release two tabs



4. At the front of the printer, flex the corner of the front tower cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

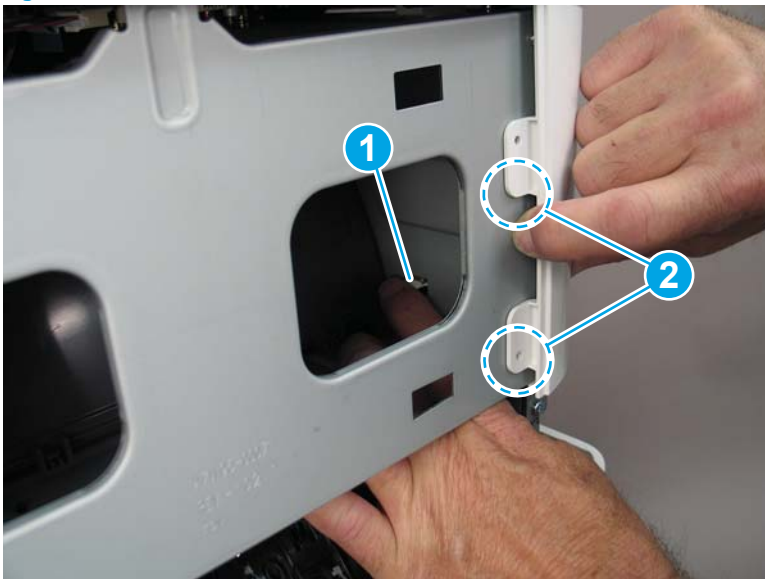
Remove the front tower cover.

Figure 1-1080 Remove the front tower cover



5. At the left side of the printer, release one tab (callout 1), and then release two bosses (callout 2).

Figure 1-1081 Release one tab and two bosses



6. At the front of the printer, flex the left end of the cover away (and slightly down) from the printer to release one tab.

 **NOTE:** This also releases some small bosses along the top of the cover.

Figure 1-1082 Release one tab



7. Continue to flex the left end of the cover away from the printer to release two tabs.

Figure 1-1083 Release two tabs



8. Remove the front cover, floor standing spacer.



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

Figure 1-1084 Remove the front cover, floor standing spacer



Step 8: Remove the right cover, floor standing spacer (772zt and 777hc/z only)

 **NOTE:** This step is for 772zt and 777hc/z printers. For all other models, skip this step and go to [Step 11: Remove the document feeder on page 728](#).

1. Open the right door.

Figure 1-1085 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.


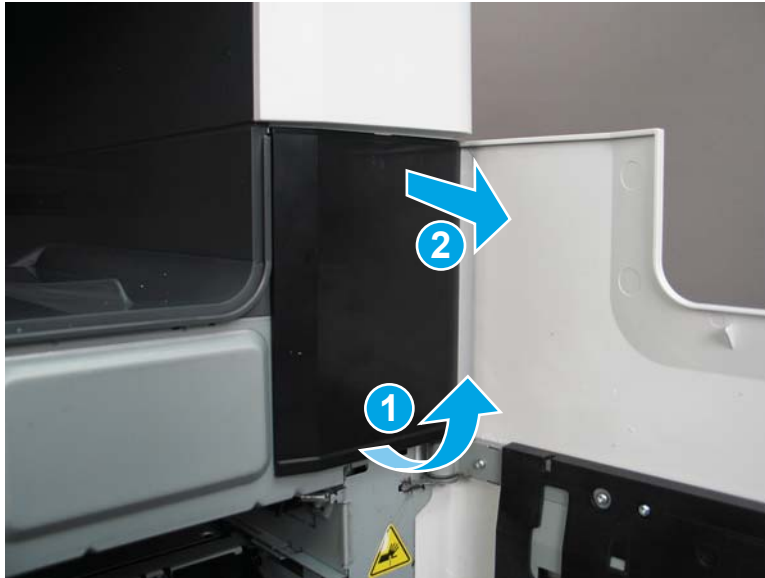
 **NOTE:** It might take considerable force to remove this cover.

Figure 1-1086 Remove the right tower cover



3. Remove one screw (callout 1).

Figure 1-1087 Remove one screw



4. Flex the top of the cover away from the printer to release two bosses (callout 1).

Figure 1-1088 Release two bosses



5. Continue to flex the cover to release three bosses (callout 1).

Figure 1-1089 Release three bosses



6. Rotate the top of the cover away from the printer to release two tabs (callout 1).

Figure 1-1090 Release two tabs



7. Remove the right cover, floor standing spacer.



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

Figure 1-1091 Remove the right cover, floor standing spacer



Step 9: Remove the standard output bin (772zt and 777hc/z only)

 **NOTE:** This step is for 772zt and 777hc/z printers. For all other models, skip this step and go to [Step 11: Remove the document feeder on page 728.](#)

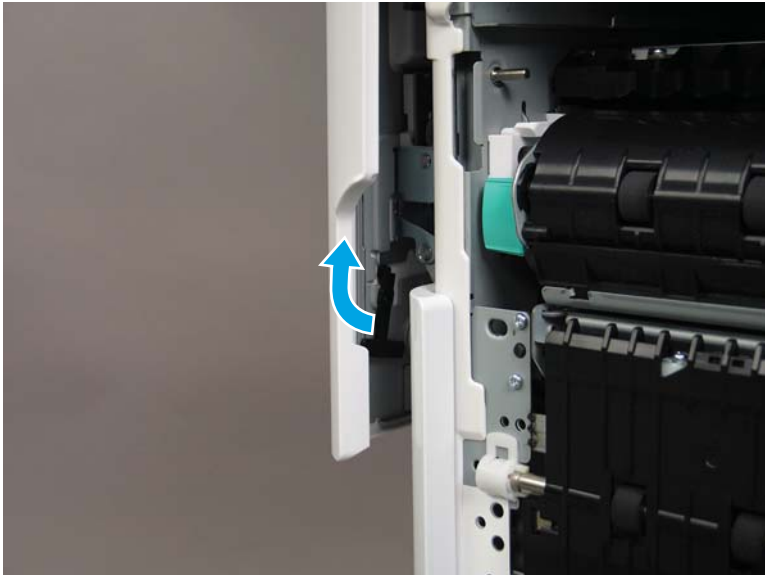
1. At the left side of the cartridge door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1092 Release the left side cartridge door retainer



2. At the right side of the cartridge door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1093 Release the right side cartridge door retainer



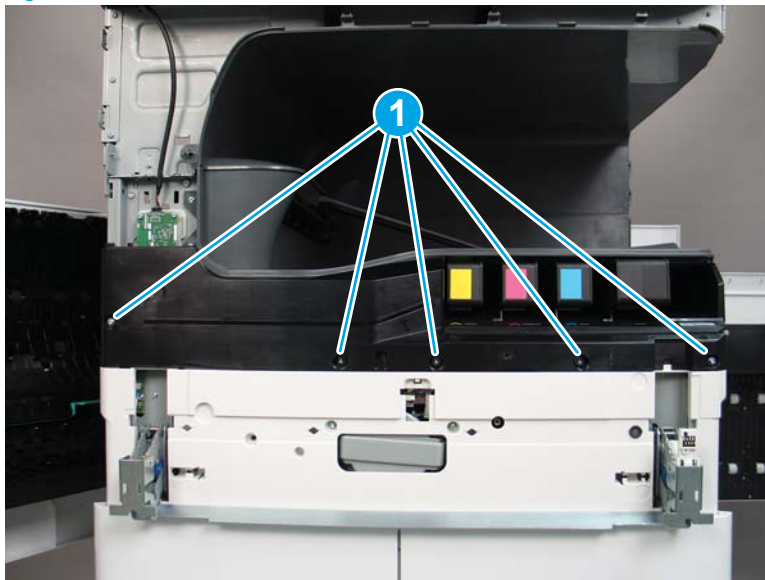
3. Lift up on the cartridge door to remove it.

Figure 1-1094 Remove the cartridge door



4. Remove five screws (callout 1).

Figure 1-1095 Remove five screws



5. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

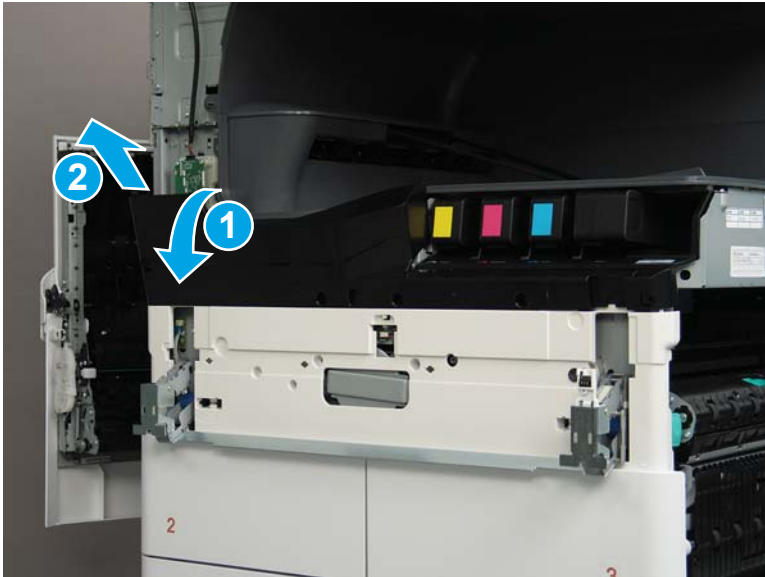
Figure 1-1096 Release one tab



6. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-1097 Release the cover



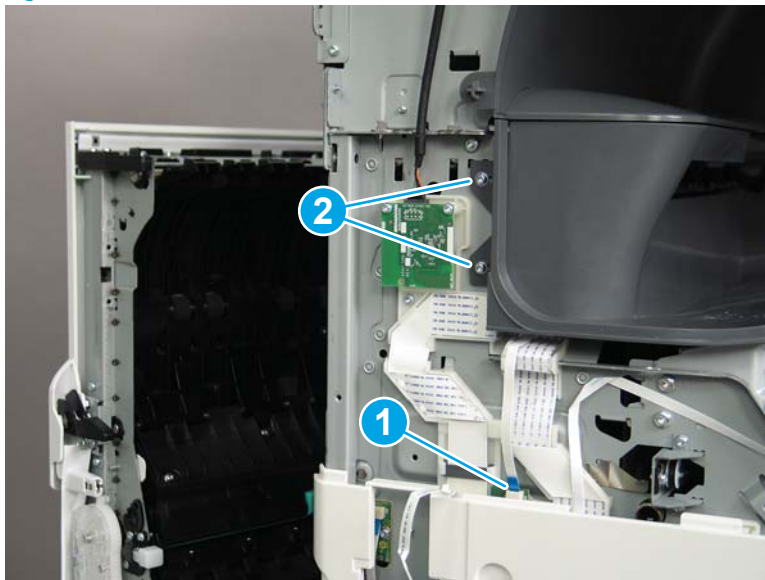
7. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.

Figure 1-1098 Release the cover



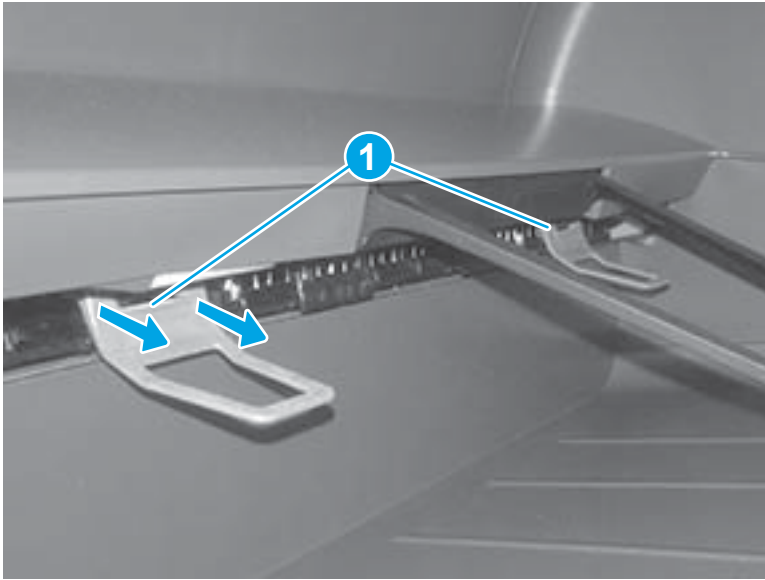
8. Disconnect one flat-flexible cable (FFC) (callout 1), and then remove two screws (callout 2).

Figure 1-1099 Disconnect one FFC and remove two screws



9. Remove two flaps (callout 1) from the output shaft.

Figure 1-1100 Remove the flaps



10. At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-1101 Release the cover



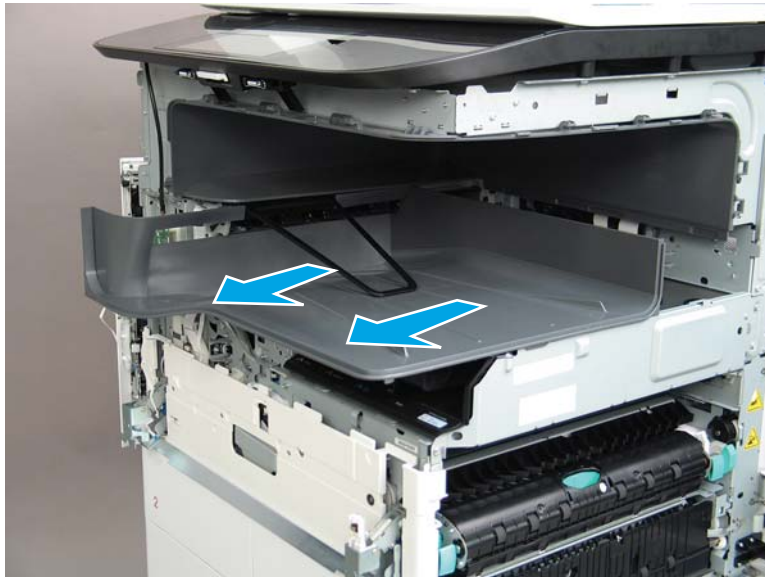
11. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-1102 Release two tabs



12. Pull the output bin straight out of the printer to remove it.

Figure 1-1103 Remove the output bin



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

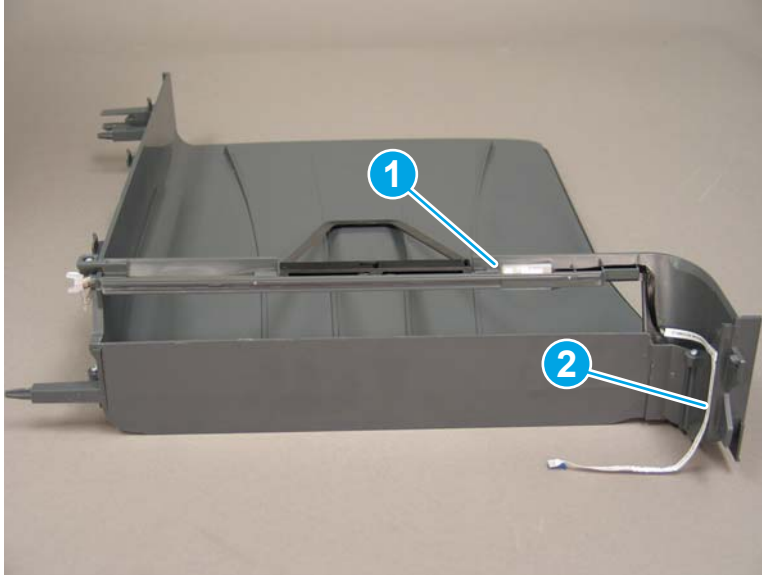
Special installation instructions: Standard output bin

 **IMPORTANT:** The following special instructions are valid for all MFP 772/7777 models.

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.

 **NOTE:** The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-1104 Remove the LED module



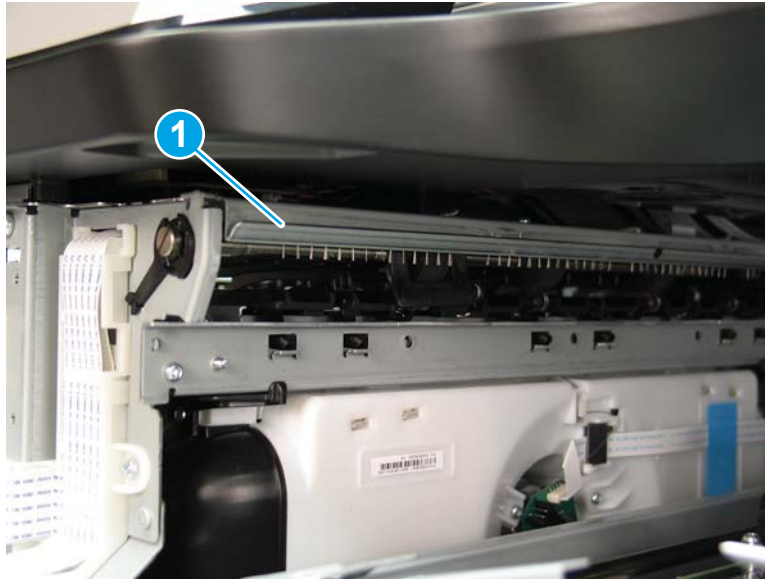
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-1105 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-1106 Locate the mounting rail (printer)



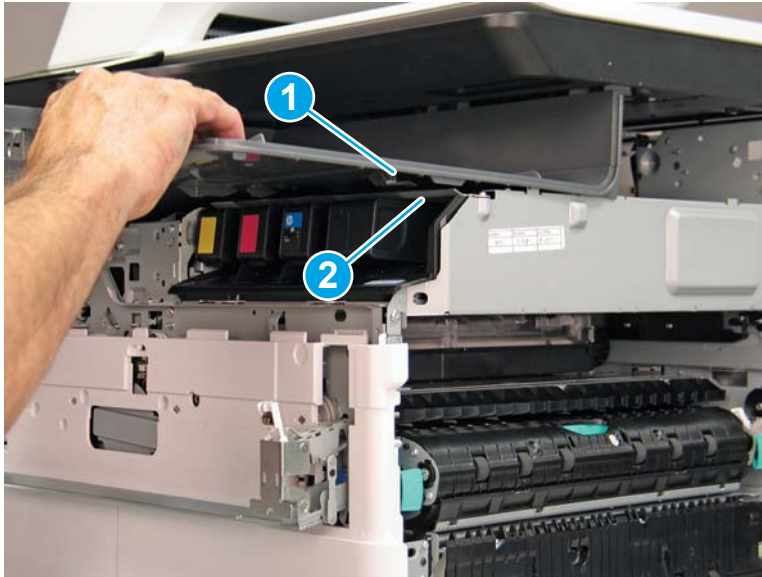
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-1107 Align the mounting rails



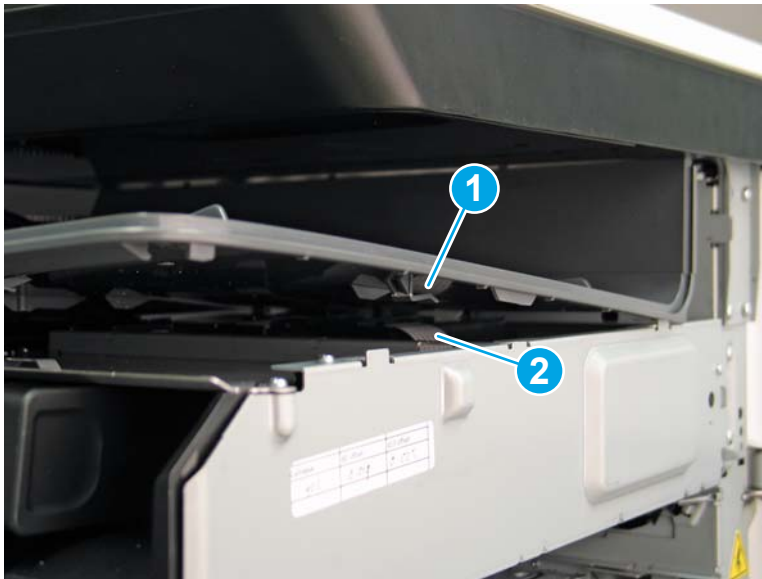
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-1108 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-1109 Engage the inner clip




- g. Slide the output bin straight onto the printer.

 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-1110 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tab are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.



 **NOTE:** Make sure that the output stack control arm ahaft is engaged with its drive motor.

Figure 1-1111 Check the output bin installation



Step 10: Remove the eject shroud and underside cover, floor standing spacers (772zt and 777hc/z only)

 **NOTE:** This step is for 772zt and 777hc/z printers. For all other models, skip this step and go to [Step 11: Remove the document feeder on page 728.](#)

1. At the front of the printer, release two tabs (callout 1).

Figure 1-1112 Release two tabs



2. At the middle of the eject shroud cover spacer, release one tab (callout 1).

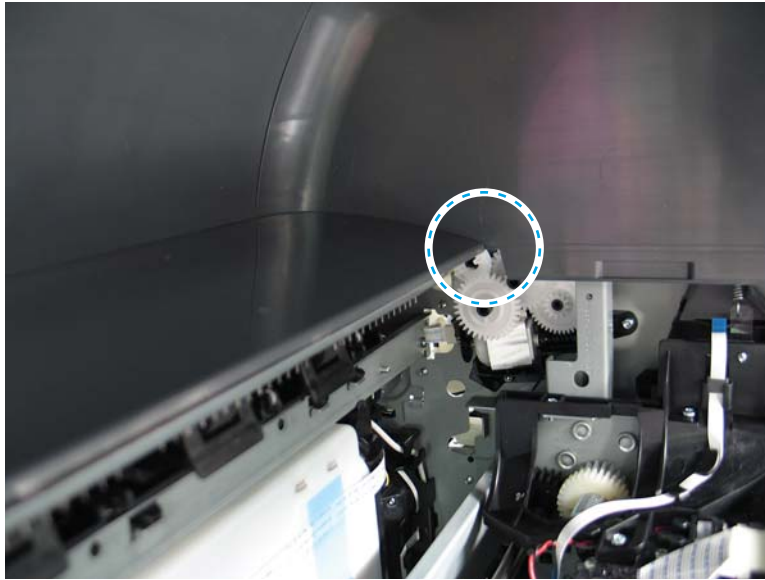
 **TIP:** It might be easier to release this tab by using a small flat-blade screwdriver.

Figure 1-1113 Release one tab



3. At the end of the eject shroud cover spacer (near the eject flap drive assembly), release one tab (callout 1).

Figure 1-1114 Release one tab



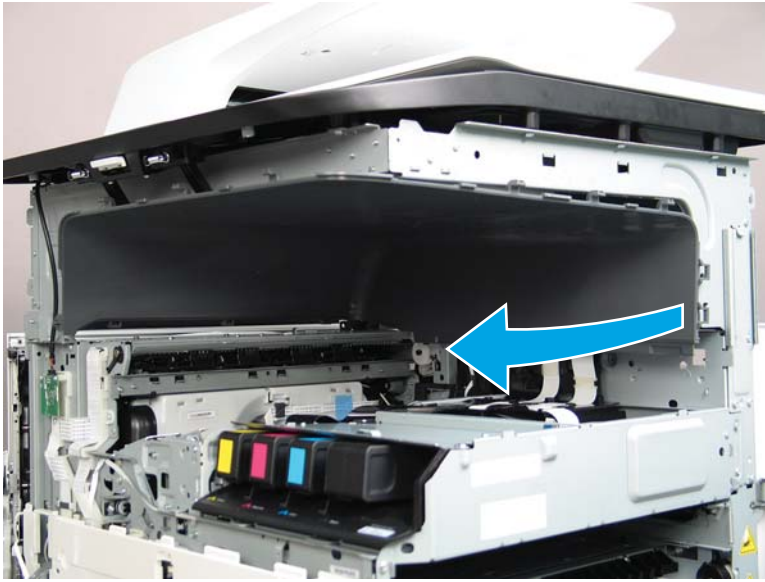
4. Pull straight out on the eject cover spacer to remove it.

Figure 1-1115 Remove the cover



5. Rotate the back edge of the underside cover spacer away from the printer to release it.

Figure 1-1116 Release the cover



6. Remove the underside cover spacer.


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

Figure 1-1117 Remove the cover

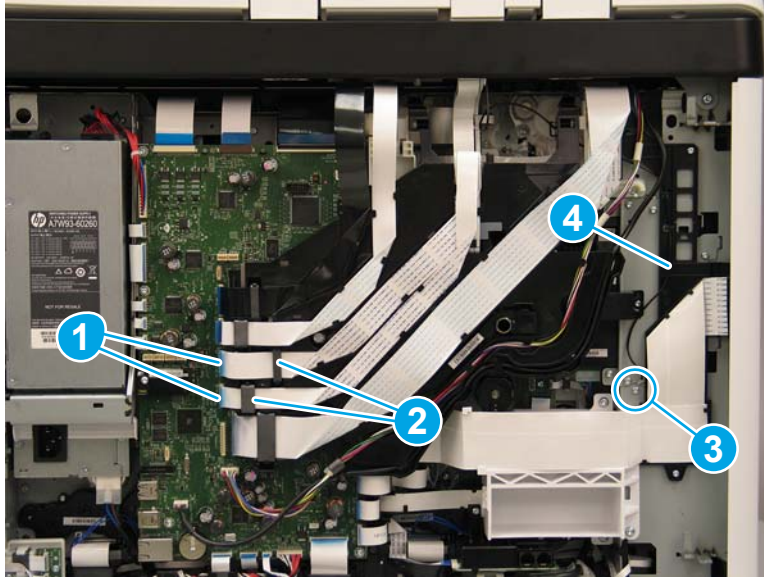


Step 11: Remove the document feeder

1. Disconnect two flat-flexible cables (FFCs) (callout 1), release each ferrite (callout 2) from the guide, remove one screw (callout 3), and then release the ground wire from the retainers (callout 4).

 **NOTE:** Release the FFCs from the guide.

Figure 1-1118 Disconnect FFCs and ground wire



2. Open the document feeder, and then lift it straight up until it stops at the retention tab on each hinge.




IMPORTANT: Insert a small flat blade screwdriver between the hinge body and the slot in the scanner body (on the scanner glass side of the hinge) to release the retention tab on each hinge.

Figure 1-1119 Release the document feeder



3. Carefully thread the document feeder FFCs and ground wire up and through the hole in the scanner cover to remove the document feeder.


 **Reinstallation tip:** If a replacement document feeder is installed, install a replacement reflector.

Reverse the removal steps to install the assembly.

Figure 1-1120 Remove the document feeder

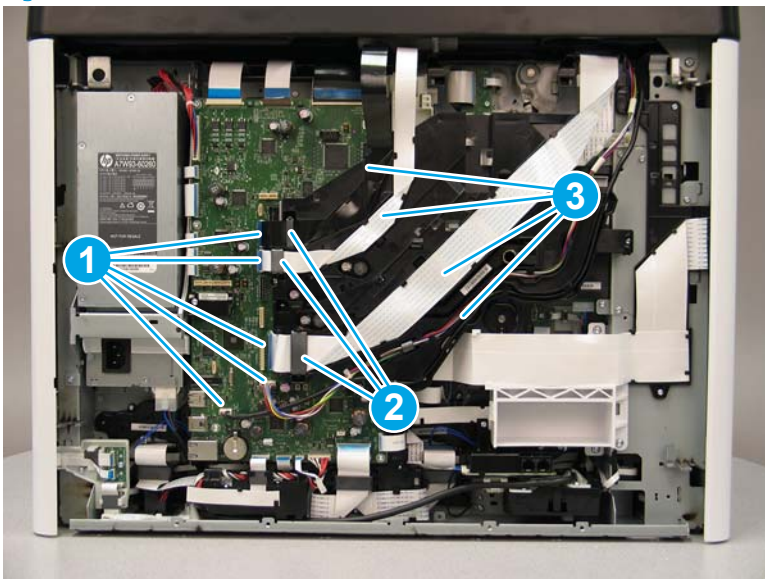


Step 12: Remove the scanner assembly (non 772zt and 777hc/z MFP models only)

 **NOTE:** This step is for non 772zt and 777hc/z printers. For all other models, skip this step and go to [Step 13: Remove the output bin full sensor on page 736.](#)

1. Disconnect three flat-flexible cables (FFCs) and two connectors (callout 1), release each ferrite (callout 2) from the guide, and then release the FFCs and wire harnesses from the guide (callout 3).

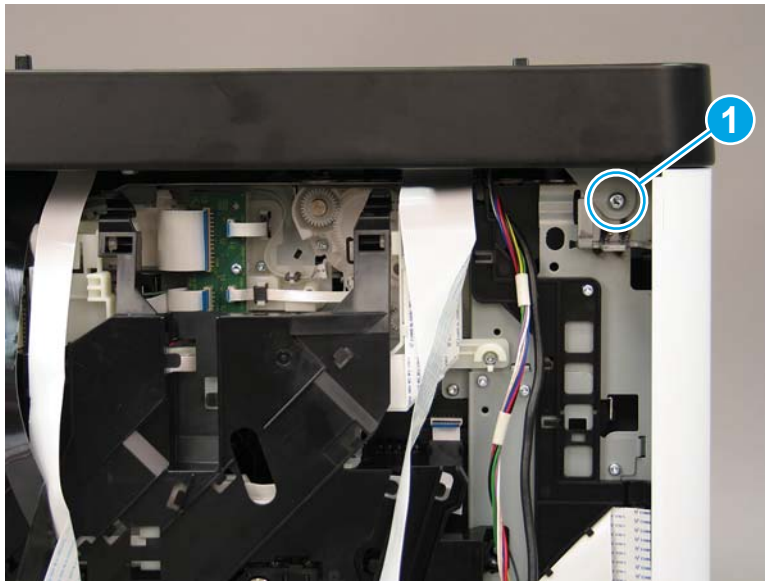
Figure 1-1121 Disconnect FFCs and connectors



2. Remove one screw.

 **TIP:** This screw requires a #20 TORX driver.

Figure 1-1122 Remove one screw



3. Open the right door.

Figure 1-1123 Open the right door



4. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.


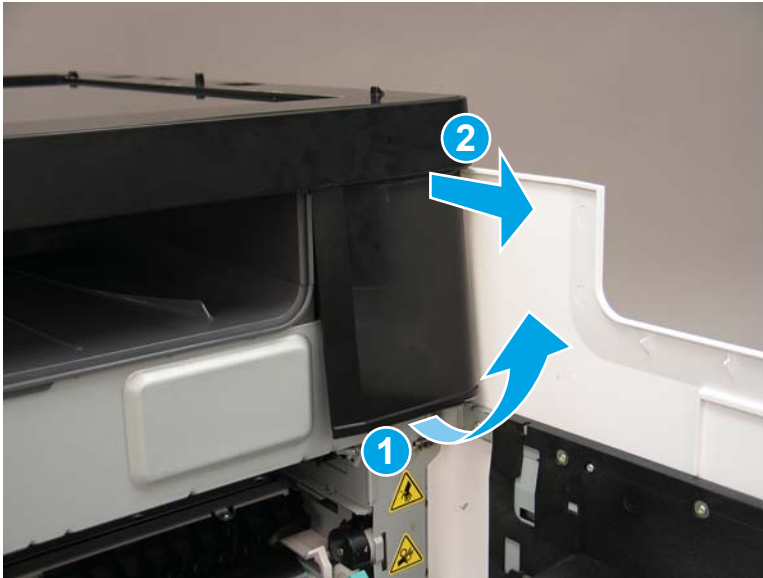
 **NOTE:** It might take considerable force to remove this cover.

Figure 1-1124 Remove the right tower cover



5. Remove four screws (callout 1).


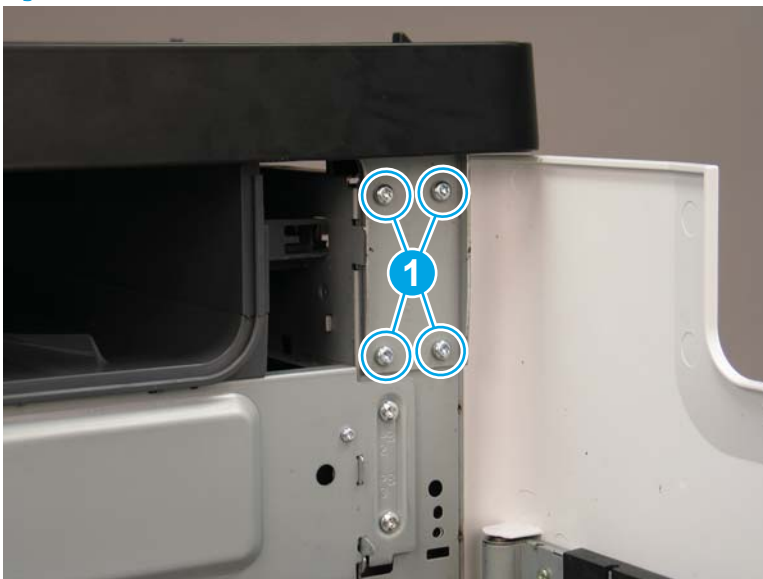
 **TIP:** These screws require a #20 TORX driver.

Figure 1-1125 Remove four screws



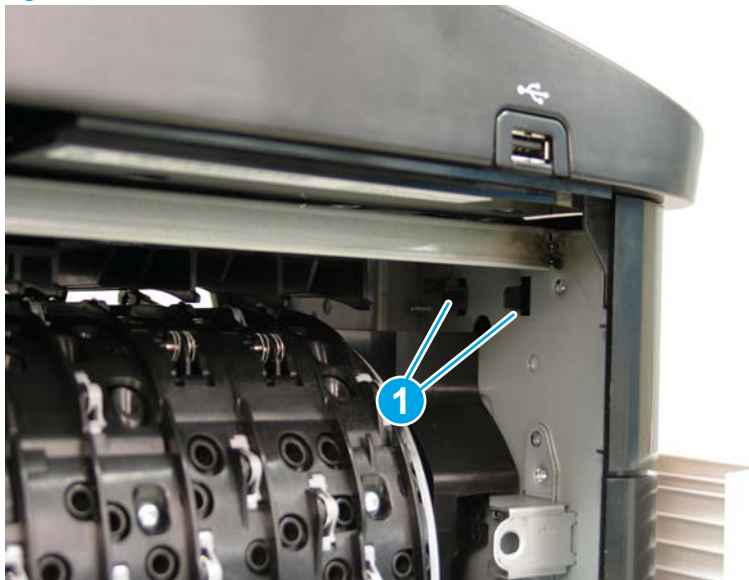
6. Open the cartridge and left doors.

Figure 1-1126 Open the cartridge and left doors



7. At the left side of the printer, locate the front tower cover tabs (callout 1).

Figure 1-1127 Locate the tabs



8. Release the front tower cover tabs (callout 1).


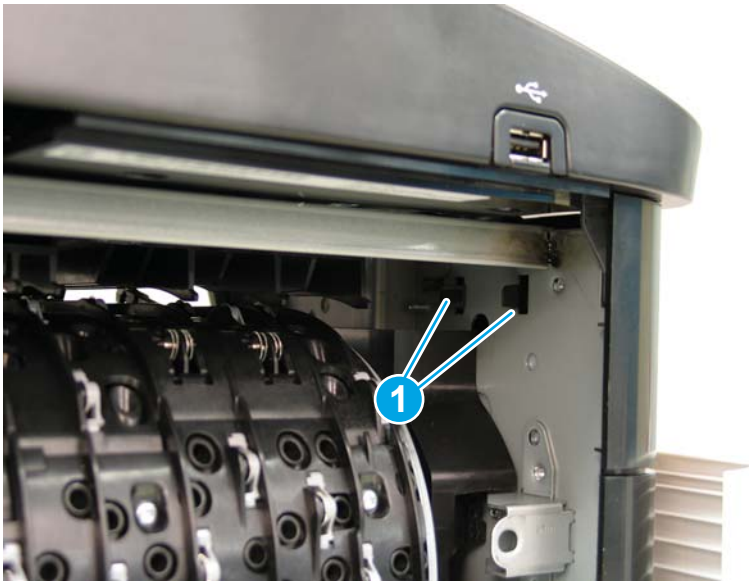
 **NOTE:** Spread these tabs to release them (do not pinch them).

Figure 1-1128 Release the tabs



9. At the front of the printer, flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2) to remove the cover.

Figure 1-1129 Remove the front tower cover



10. Remove two screws (callout 1), and then disconnect one connector (callout 2).


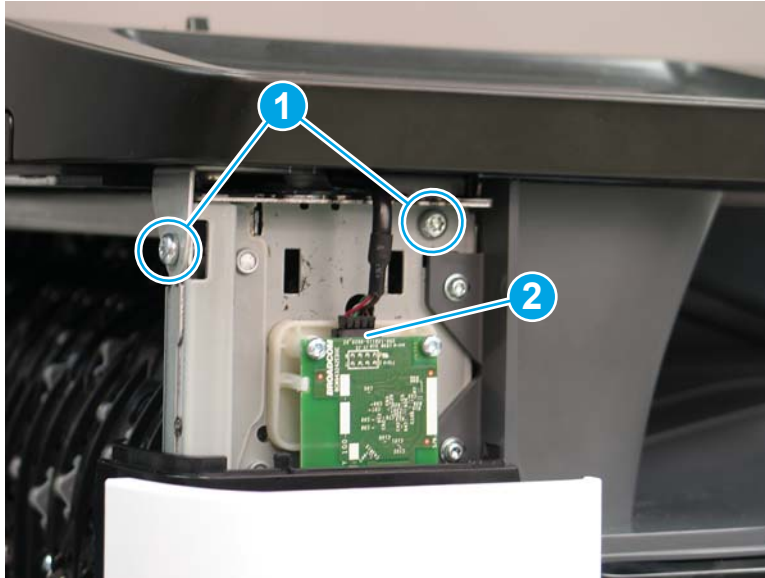
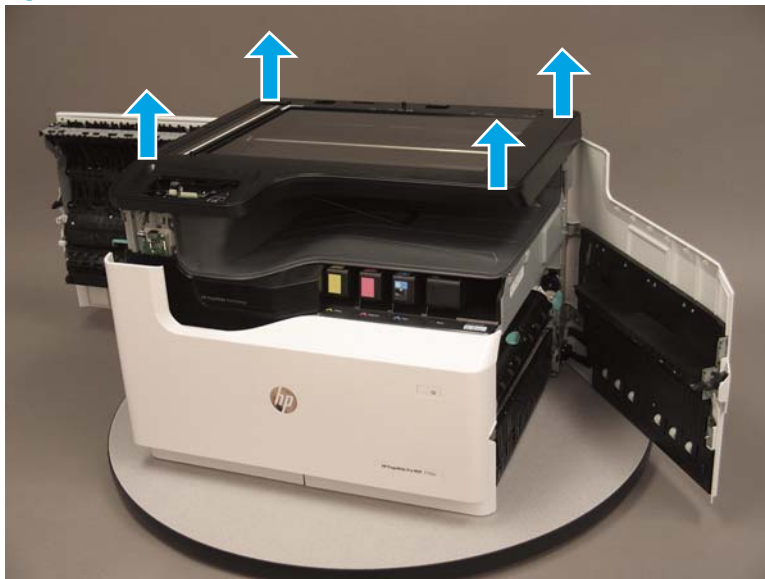
 **TIP:** These screws require a #20 TORX driver.

Figure 1-1130 Remove screws and disconnect connector



11. Lift the scanner assembly straight up to release it.

Figure 1-1131 Lift the scanner assembly up



12. Remove the scanner assembly.


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

Figure 1-1132 Remove the scanner assembly



Step 13: Remove the output bin full sensor

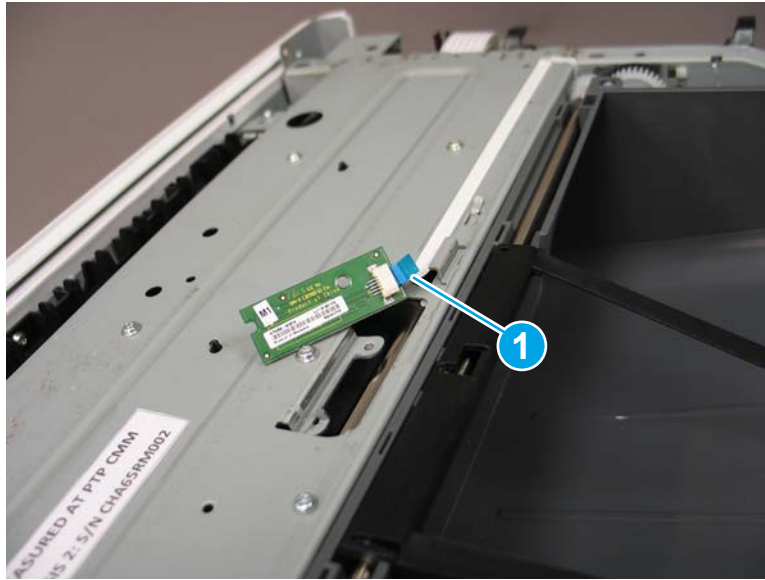
1. Remove one screw (callout 1).

Figure 1-1133 Remove one screw



2. Disconnect one flat-flexible cable (FFC) (callout 1), and then remove the output bin full sensor.

Figure 1-1134 Disconnect and remove the sensor



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

Special installation instructions: Output bin full sensor

- a. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
- b. Touch the [Service](#) button to display the [Sign In](#) screen.
- c. Make sure that [Service Access Code](#) displays in the [Access Type](#) area. Touch the [Enter Access Code](#) item to display the on-screen keypad.
- d. Type in the following service access personal identification number (PIN) for the printer:
 - 05075017
- e. Touch the [Done](#) button located at the bottom of the keypad screen (just to the right of the number keys) to close the keypad screen.




NOTE: The printer must restart to enter the Service menu. This can take up to 2 minutes.

- f. Open the following menus:
 - [Subsystems](#)
 - [Paper Path](#)
 - [Calibrations](#)
- g. Touch [Calibrate the paper Path Sensors](#) to calibrate the sensor.



Step 14: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Output bin full sensor (SFP)

- [Introduction](#)
- [Step 1: Remove the service fluid container](#)
- [Step 2: Remove the control panel \(MFP/SFP small touchscreen models\)](#)
- [Step 3: Remove the rear cover](#)
- [Step 4: Remove the right tower cover](#)
- [Step 5: Remove the cartridge door](#)
- [Step 6: Remove the front tower cover](#)
- [Step 7: Remove the middle internal cover](#)
- [Step.8: Remove the top cover](#)
- [Step 9: Remove the output bin full sensor](#)
- [Step 10: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the output bin full sensor.


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.


Output bin full sensor part number

A7W93-67064

Output bin full sensor

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the service fluid container

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the left door.

Figure 1-1135 Open the left door



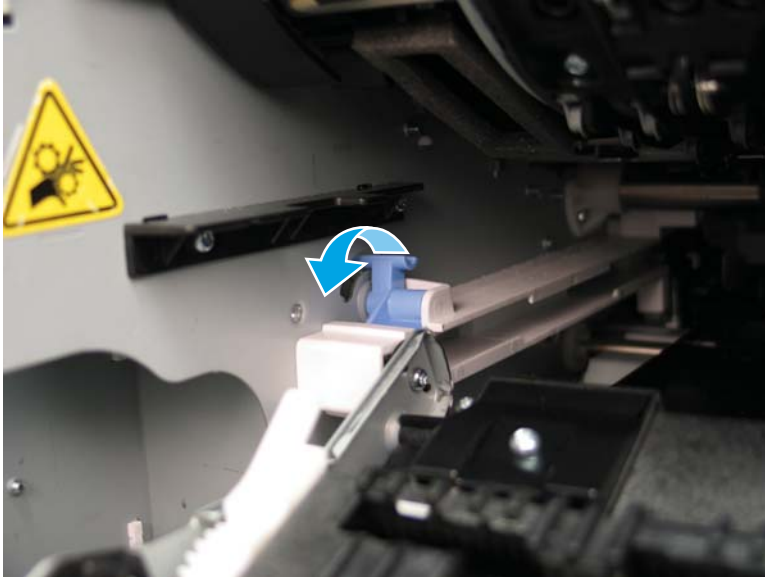
2. Grasp the green handle on the service fluid container, and then pull it straight out of the printer.

Figure 1-1136 Pull the service fluid container out



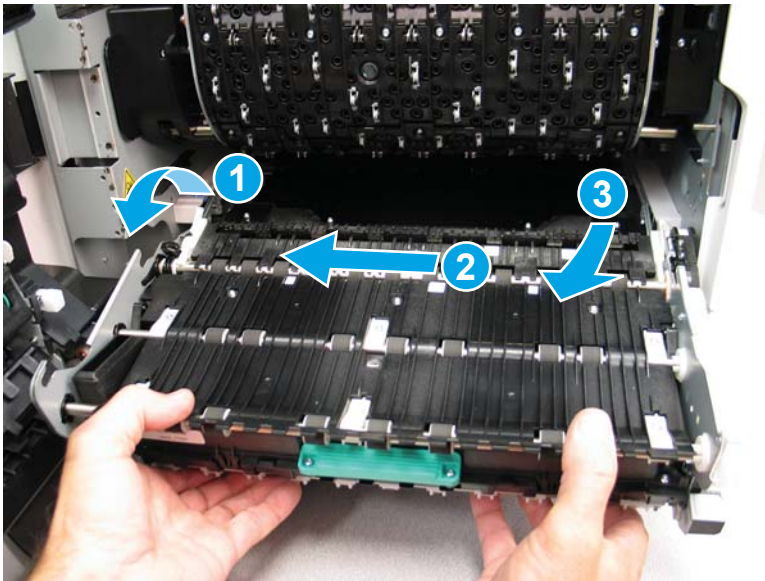
3. At the left side service fluid container mounting rail, rotate the blue latch to the open position.

Figure 1-1137 Open the blue latch



4. Rotate the left rail mounting pin up and out of the rail (callout 1), slightly slide the service fluid container to the left (callout 2) to release the right rail mounting pin, and then remove the service fluid container (callout 3).

Figure 1-1138 Remove the service fluid container



Step 2: Remove the control panel (MFP/SFP small touchscreen models)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Rotate the control panel forward until it stops.

Figure 1-1139 Raise the control panel



2. Use a small flat-blade screwdriver to release two tabs (located along the top edge of the cover), and then remove the cover.

Figure 1-1140 Remove the cover



3. Remove two screws (callout 1).

⚠ CAUTION: The control panel is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the control panel.

Figure 1-1141 Remove two screws



4. Disconnect one FFC (callout 1).

Figure 1-1142 Disconnect the FFC



5. Remove the control panel.


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

Figure 1-1143 Remove the control panel



Step 3: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1144 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

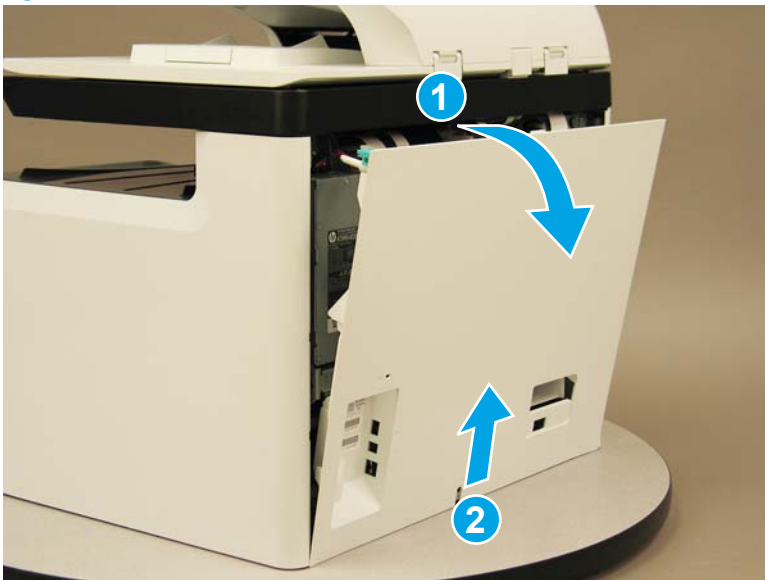
Figure 1-1145 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-1146 Remove the rear cover



Step 4: Remove the right tower cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-1147 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.


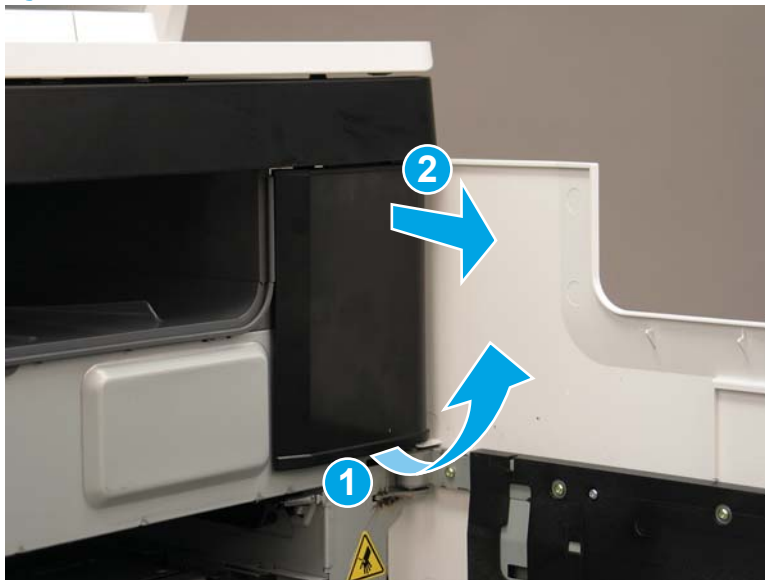
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1148 Remove the right tower cover



Step 5: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

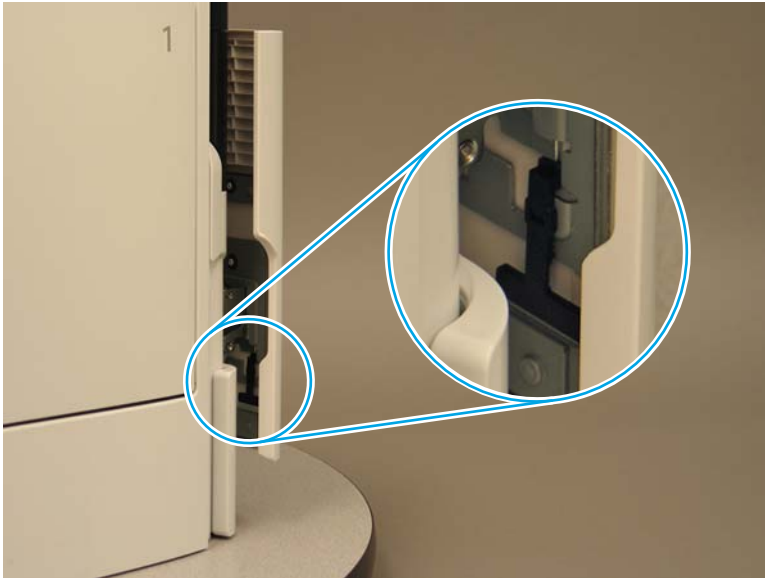
1. Open the cartridge door.

Figure 1-1149 Open the cartridge door



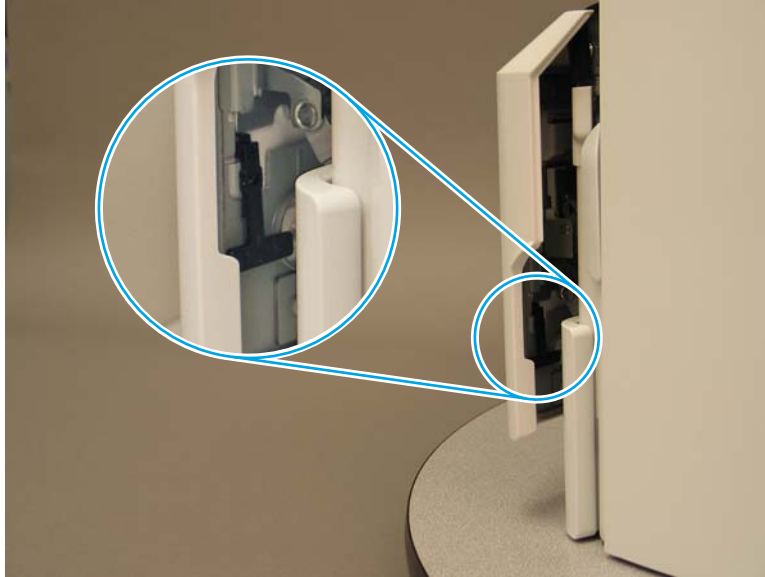
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1150 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1151 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-1152 Remove the cartridge door



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

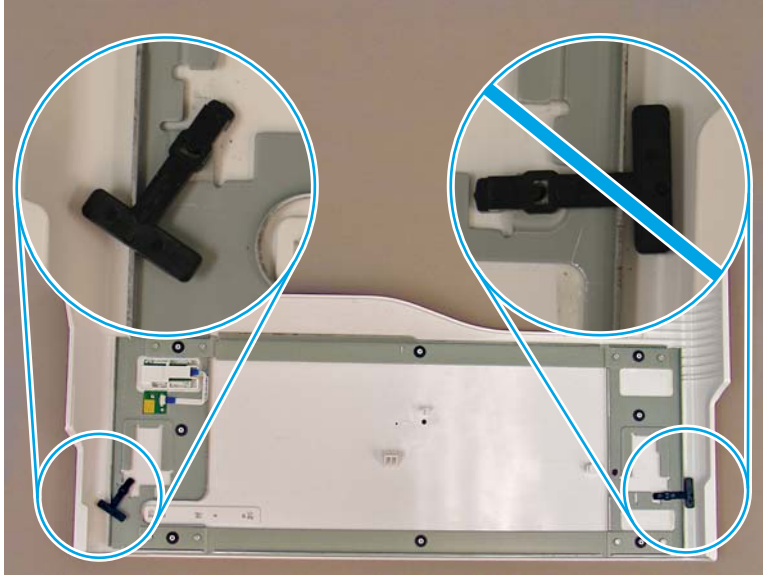
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

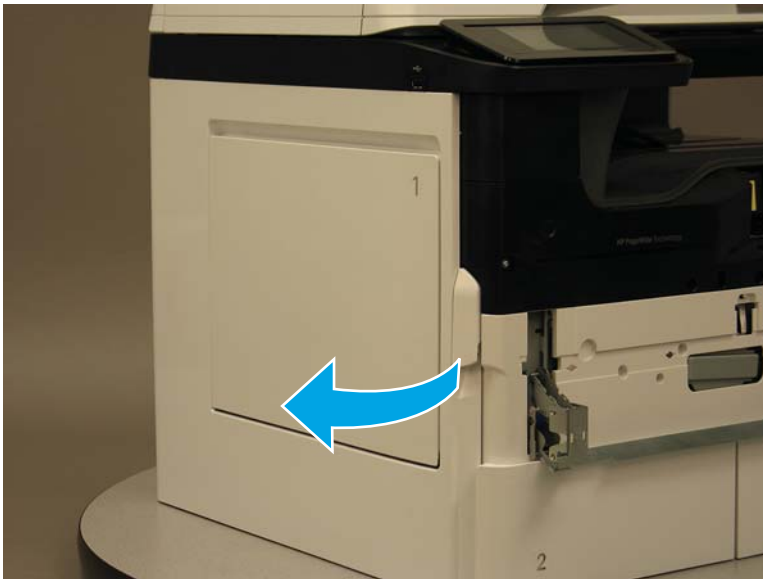
Figure 1-1153 Preposition the retainers



Step 6: Remove the front tower cover

1. Open the left door.

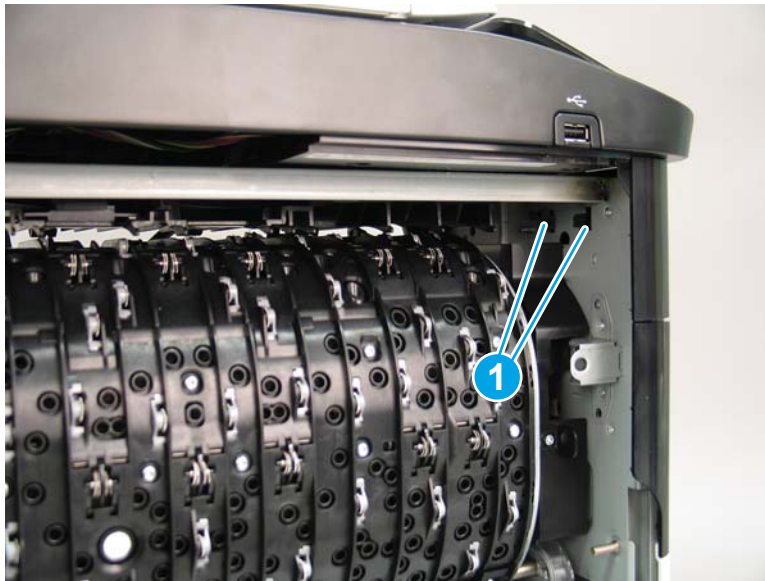
Figure 1-1154 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-1155 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-1156 Release the front tower cover



4. Remove the cover.


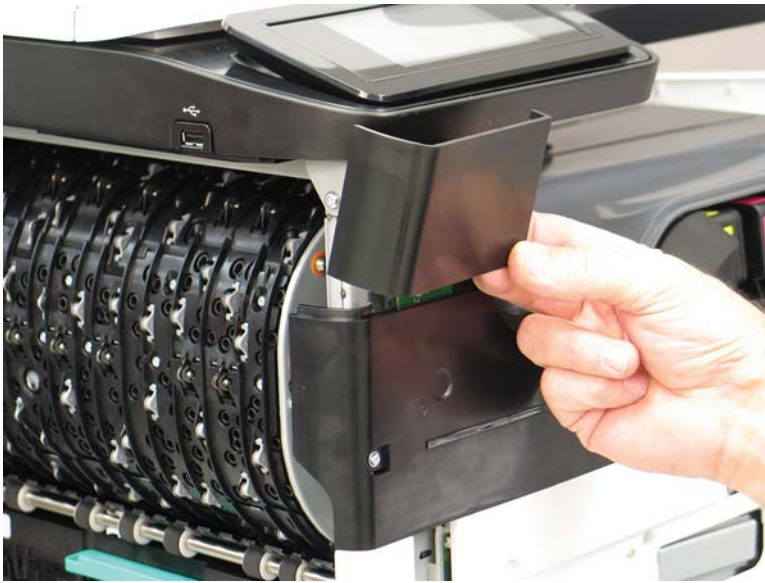
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1157 Remove the cover

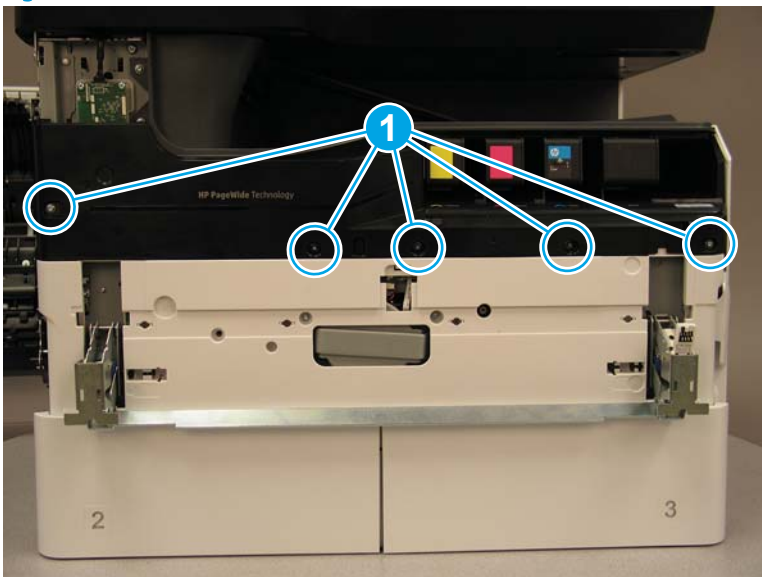


Step 7: Remove the middle internal cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-1158 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

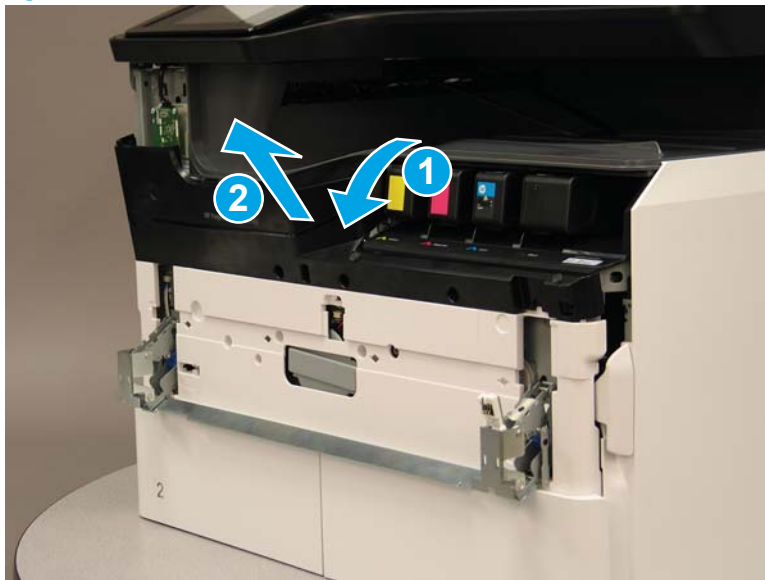
Figure 1-1159 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-1160 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


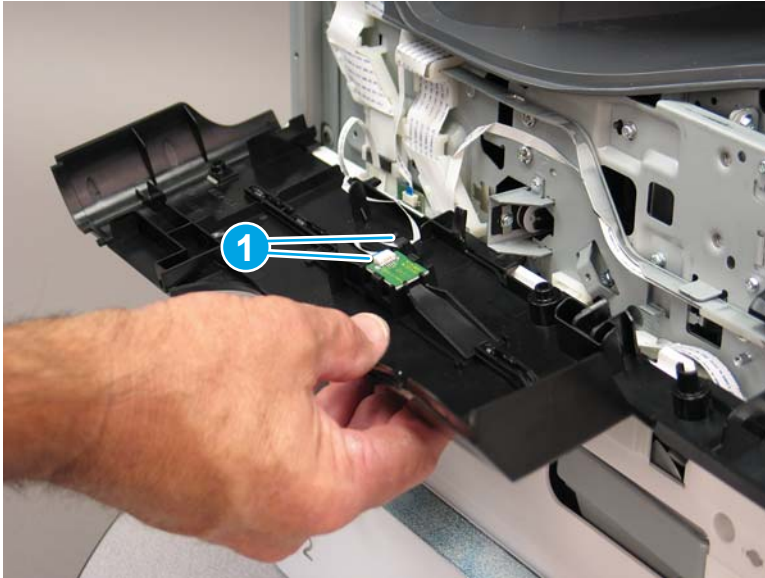
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1161 Remove the middle internal front cover

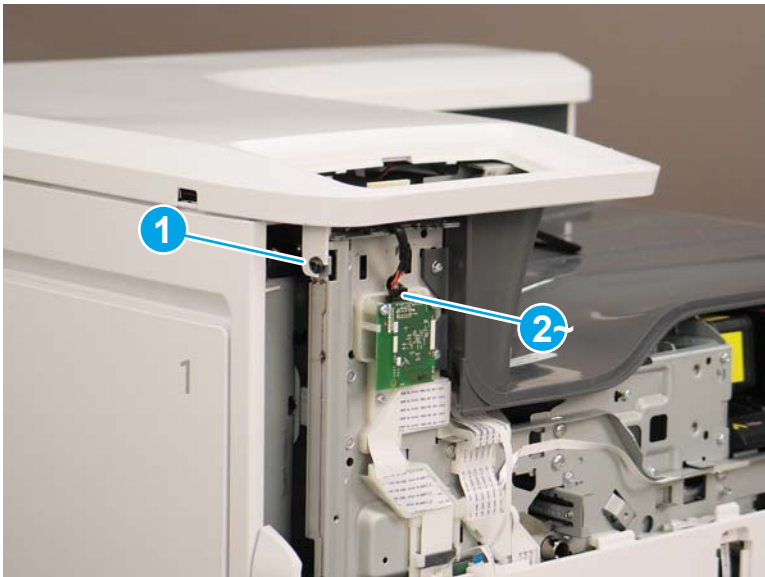


Step.8: Remove the top cover

1. At the left side of the printer, remove one screw (callout 1) and then disconnect one connector (callout 2).

 **TIP:** This screw requires a #20 TORX driver.

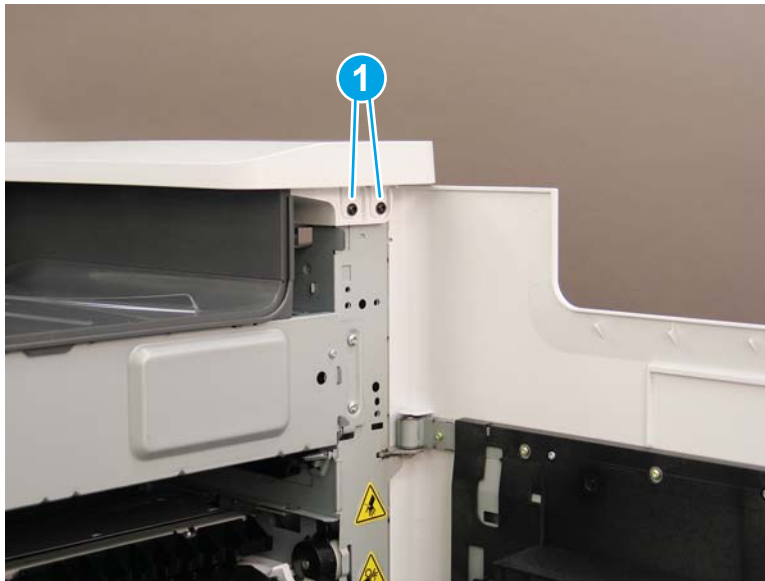
Figure 1-1162 Remove one screw



2. Open the right door if it is not already open, and then remove two screws (callout 1).

 **TIP:** These screws require a #20 TORX driver.

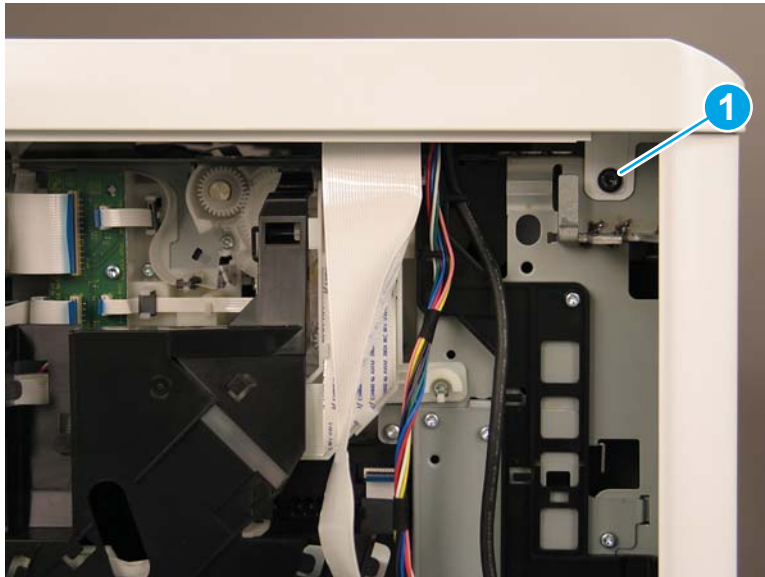
Figure 1-1163 Remove two screws



3. At the rear of the printer, remove one screw (callout 1).

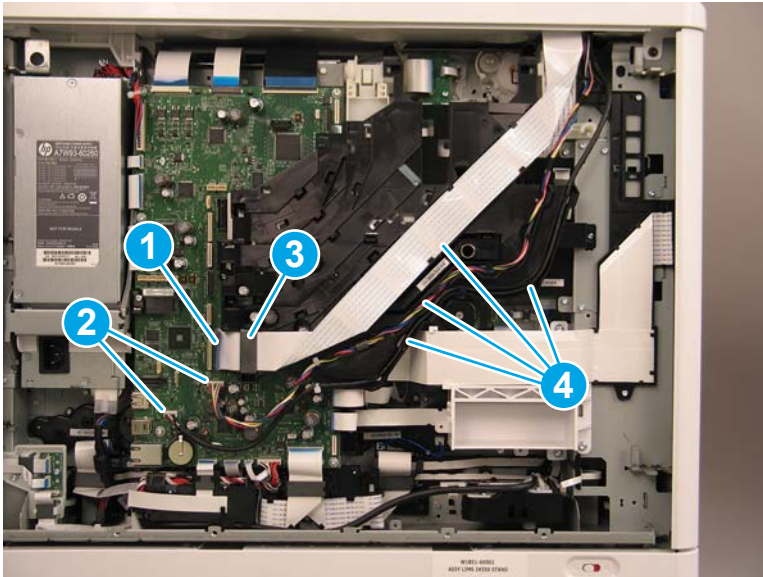
 **TIP:** This screw requires a #20 TORX driver.

Figure 1-1164 Remove one screw



4. Disconnect one flat-flexible cable (FFC; callout 1), two connectors (callout 2), release the ferrite from the holder (callout 3), and then release the FFC and wire harnesses from the retainers (callout 4).

Figure 1-1165 Disconnect one FFC and two connectors



5. At the front of the printer, remove one ground screw (callout 1).

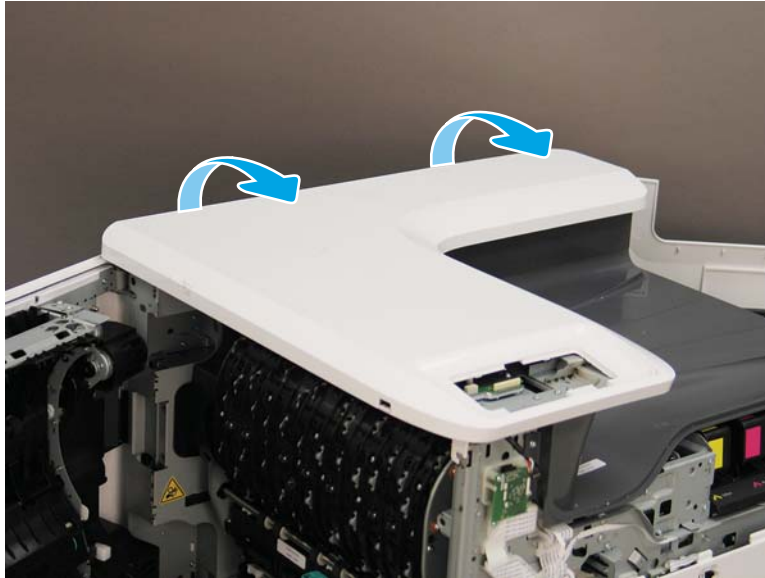
Figure 1-1166 Remove one ground screw



6. Rotate the rear edge of the top cover up and away from the printer.

 **NOTE:** Make sure that the right and left printer doors are open.

Figure 1-1167 Rotate the rear edge of the top cover up



7. Slightly slide the cover towards the front of the printer.

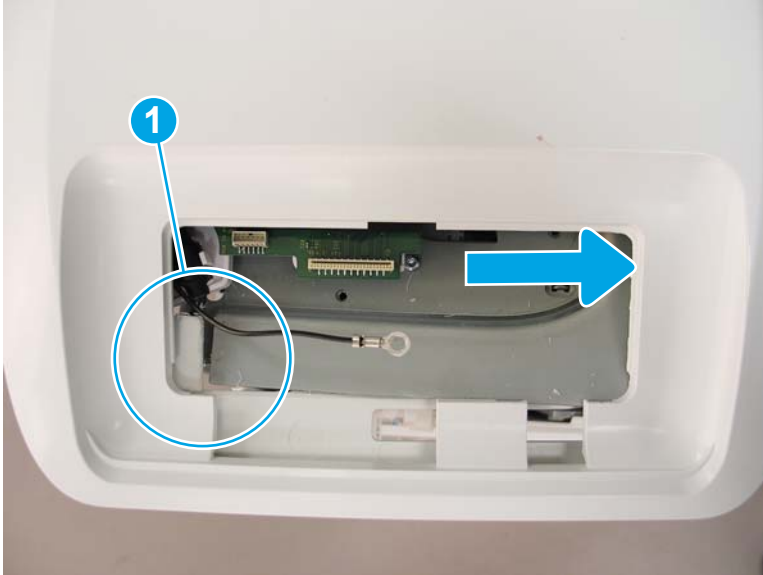
Figure 1-1168 Slightly slide the cover forward



8. Slightly slide the cover towards the right-side of the printer. The inner left edge of the cover must slide up and over the sheet-metal printer chassis (callout 1).

 **NOTE:** The rear edge of the cover might need to slightly rotate toward the left-side of the printer to accomplish this step.

Figure 1-1169 Slightly slide the cover right



9. Remove the top cover.

Figure 1-1170 Remove the top cover



Step 9: Remove the output bin full sensor

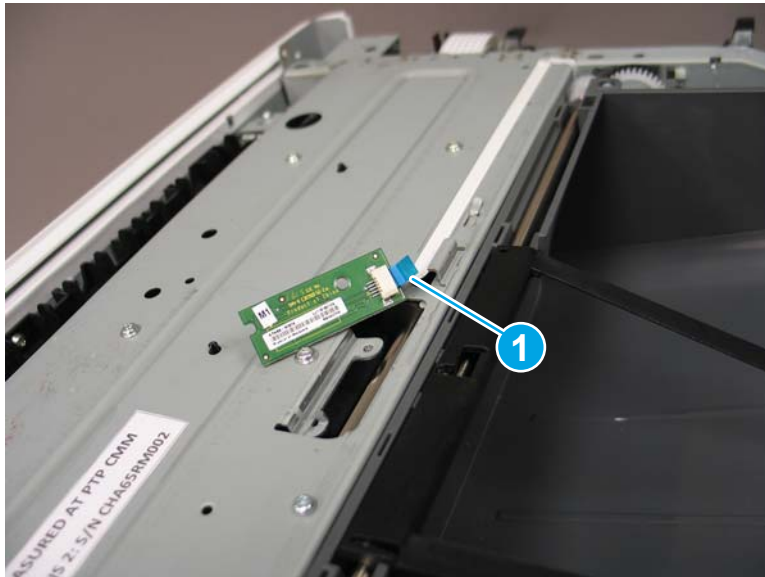
1. Remove one screw (callout 1).

Figure 1-1171 Remove one screw



2. Disconnect one flat-flexible cable (FFC) (callout 1), and then remove the output bin full sensor.

Figure 1-1172 Disconnect and remove the sensor



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

Special installation instructions: Output bin full sensor

- a. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
- b. Touch the [Service](#) button to display the [Sign In](#) screen.
- c. Make sure that [Service Access Code](#) displays in the [Access Type](#) area. Touch the [Enter Access Code](#) item to display the on-screen keypad.
- d. Type in the following service access personal identification number (PIN) for the printer:
 - 05075017

- e. Touch the **Done** button located at the bottom of the keypad screen (just to the right of the number keys) to close the keypad screen.



NOTE: The printer must restart to enter the Service menu. This can take up to 2 minutes.

- f. Open the following menus:
 - [Subsystems](#)
 - [Paper Path](#)
 - [Calibrations](#)
- g. Touch [Calibrate the paper Path Sensors](#) to calibrate the sensor.

Step 10: Unpack the replacement assembly

1. Dispose of the defective part.




NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.



CAUTION:  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Near field communication printed circuit assembly (NFC PCA) (772zt and 777hc/z only)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the rear cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 3: Remove the left cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 4: Remove the front cover, floor standing spacer \(772zt and 777hc/z only\)](#)
- [Step 5: Control-panel bezel \(772zt and 777hc/z only; large touchscreen\)](#)
- [Step 6: Near field communication printed circuit assembly \(NFC PCA\) \(772zt and 777hc/z only\)](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the near field communication printed circuit assembly (NFC PCA) (772zt and 777hc/z only).


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Near field communication printed circuit assembly (NFC PCA) (772zt and 777hc/z only) part number	
A7W95-67022	Near field communication printed circuit assembly (NFC PCA) (772zt and 777hc/z only)

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


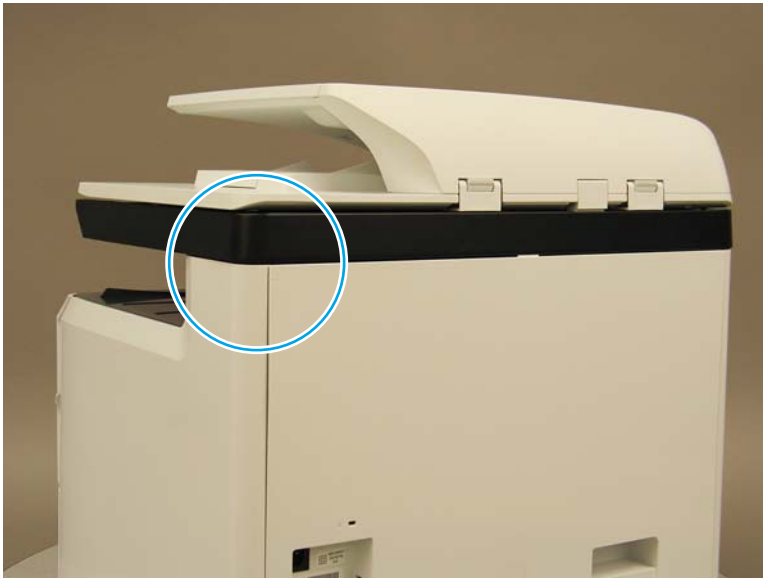
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1173 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-1174 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


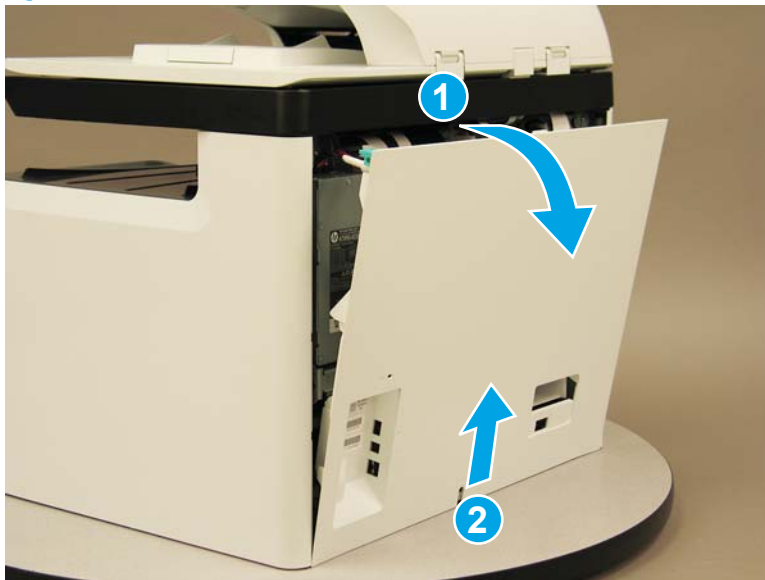
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1175 Remove the rear cover



Step 2: Remove the rear cover, floor standing spacer (772zt and 777hc/z only)

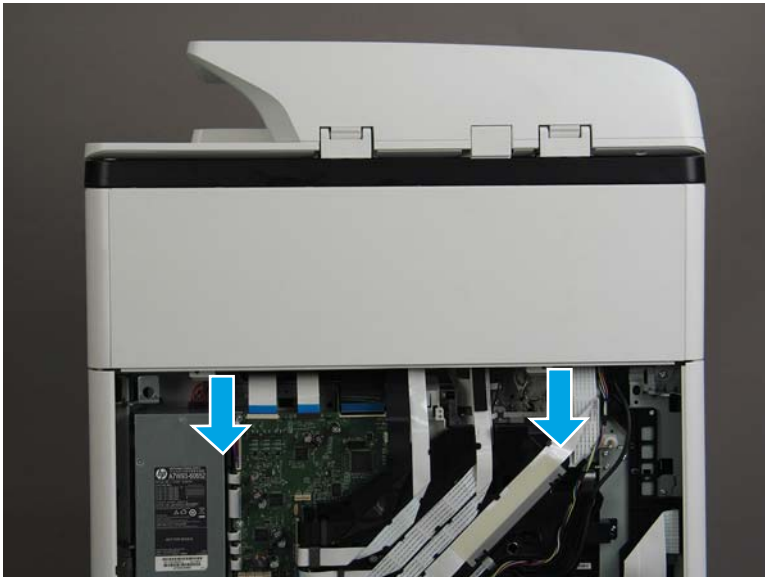
1. Remove two screws (callout 1).

Figure 1-1176 Remove two screws



2. Pull down on the cover to release it.

Figure 1-1177 Release the cover



3. Remove the rear cover, floor standing spacer.


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

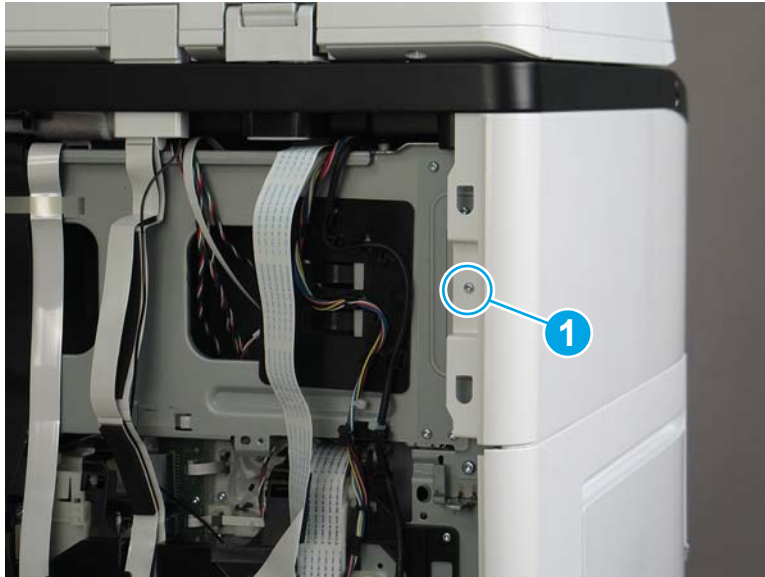
Figure 1-1178 Remove the rear cover, floor standing spacer



Step 3: Remove the left cover, floor standing spacer (772zt and 777hc/z only)

1. Remove one screw (callout 1).

Figure 1-1179 Remove one screw



2. Open the left door.

Figure 1-1180 Open the left door



3. Slide the cover towards the rear of the printer to release it.

Figure 1-1181 Release the cover



4. Remove the left cover, floor standing spacer.


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

Figure 1-1182 Remove the left cover, floor standing spacer



Step 4: Remove the front cover, floor standing spacer (772zt and 777hc/z only)

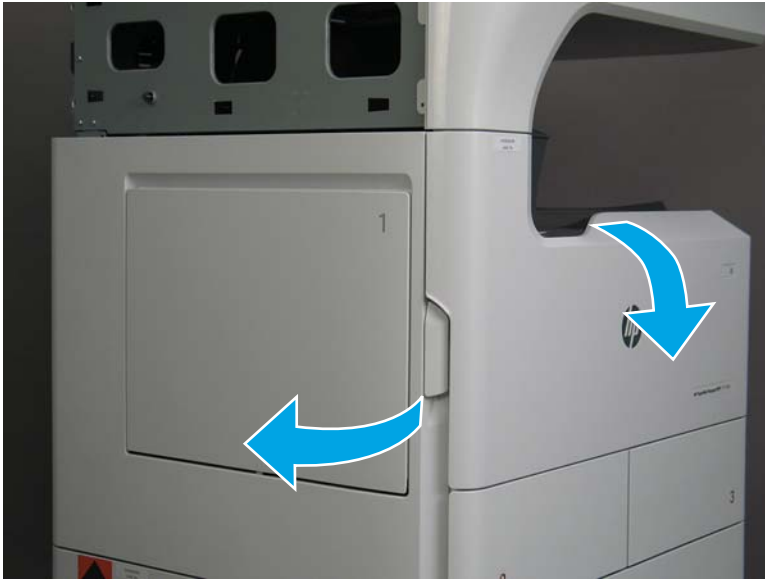
1. Remove two screws (callout 1).

Figure 1-1183 Remove two screws



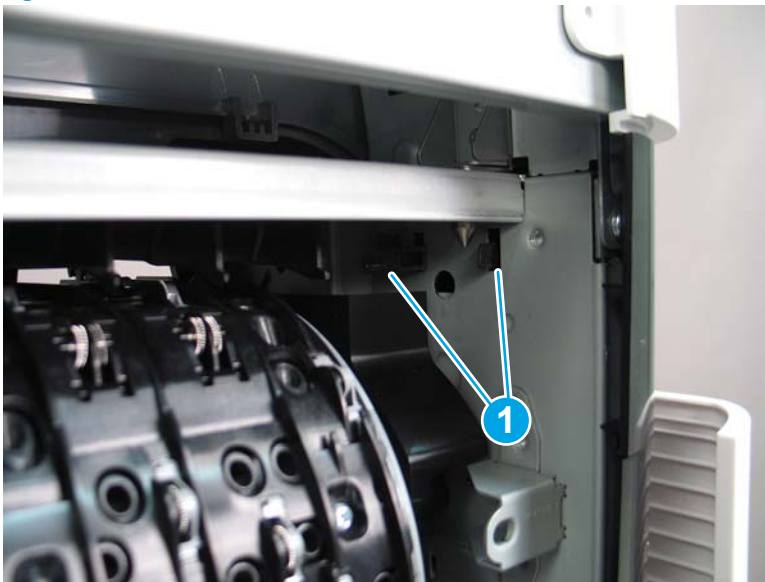
2. Open the left door and the cartridge door.

Figure 1-1184 Open the left and cartridge doors



3. At the left side of the printer, release two tabs.

Figure 1-1185 Release two tabs



4. At the front of the printer, flex the corner of the front tower cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

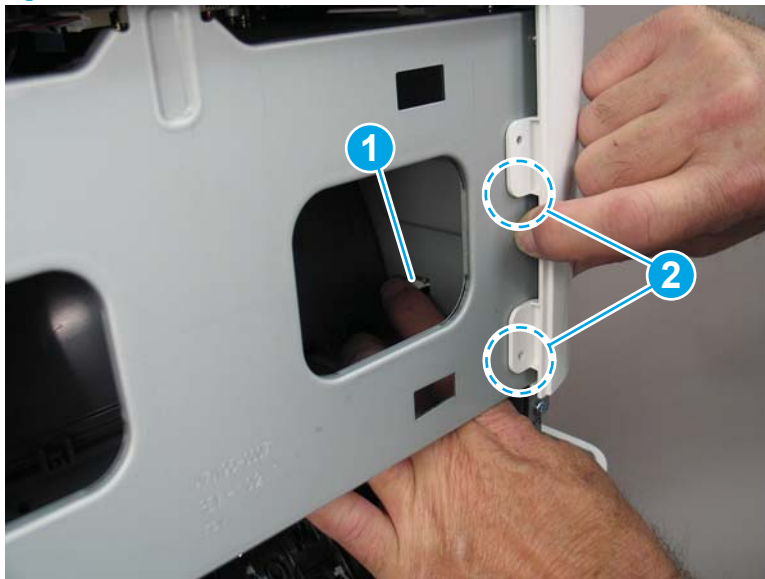
Remove the front tower cover.

Figure 1-1186 Remove the front tower cover



5. At the left side of the printer, release one tab (callout 1), and then release two bosses (callout 2).

Figure 1-1187 Release one tab and two bosses



6. At the front of the printer, flex the left end of the cover away (and slightly down) from the printer to release one tab.

 **NOTE:** This also releases some small bosses along the top of the cover.

Figure 1-1188 Release one tab



7. Continue to flex the left end of the cover away from the printer to release two tabs.

Figure 1-1189 Release two tabs



8. Remove the front cover, floor standing spacer.


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

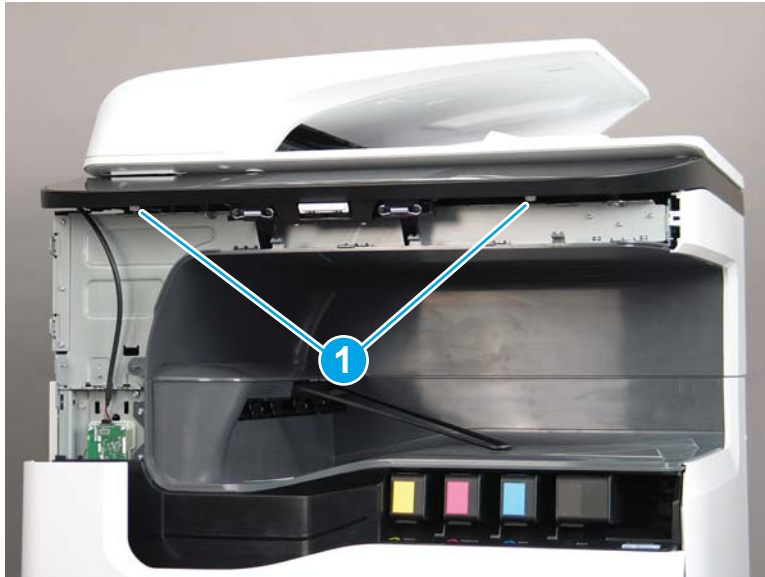
Figure 1-1190 Remove the front cover, floor standing spacer



Step 5: Control-panel bezel (772zt and 777hc/z only; large touchscreen)

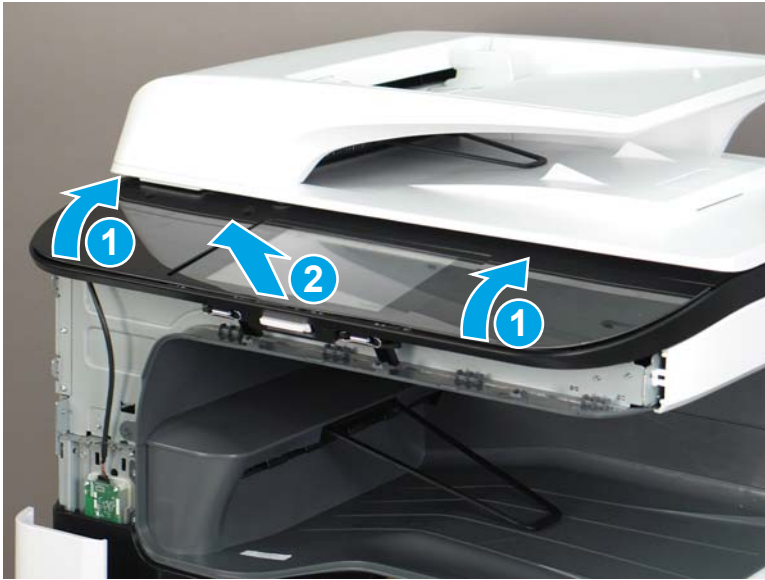
1. Remove two thumbscrews (callout 1).

Figure 1-1191 Remove two thumbscrews



2. Rotate the front edge of the bezel up (callout 1), and then pull the bezel forward (callout 2) to release it.

Figure 1-1192 Release the bezel



3. Remove the control-panel bezel.


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

Figure 1-1193 Remove the control-panel bezel



Step 6: Near field communication printed circuit assembly (NFC PCA) (772zt and 777hc/z only)

1. Remove one screw (callout 1).

Figure 1-1194 Remove one screw



2. Lift the NFC PCA up, disconnect one flat-flexible cable (FFC; callout 1), and then remove the NFC PCA.



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

Figure 1-1195 Remove the control-panel bezel





Step 7: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Internal parts and assemblies (multiple accesses)


- [Removal and replacement: Dashboard PCA \(large touchscreen\)](#)
- [Removal and replacement: Airflow repair kit](#)
- [Removal and replacement: Aerosol fan](#)
- [Removal and replacement: Service fluid container electrical interconnect kit](#)
- [Removal and replacement: Ejection drive assembly](#)
- [Removal and replacement: Printhead assembly](#)
- [Removal and replacement: Supply interconnect kit](#)
- [Removal and replacement: Through beam drop detect \(TBODD\) motor and bracket kit and carriage kit](#)
- [Removal and replacement: Front deskew and rear deskew REDI sensors](#)
- [Removal and replacement: Eject flap drive assembly](#)
- [Removal and replacement: Image sensor and motor](#)
- [Removal and replacement: Upper paper guide assembly / top-of-form REDI sensor](#)

Removal and replacement: Dashboard PCA (large touchscreen)

- [Introduction](#)
- [Step 1: Remove the inline finisher front cover](#)
- [Step 2: Raise the integrated scanner assembly \(ISA\)](#)
- [Step 3: Remove the dashboard PCA](#)
- [Step 4: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the dashboard PCA (large touchscreen).

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Dashboard PCA part number	
A7W95-67030	Dashboard PCA

Required tools

- #10 TORX driver with a magnetic tip
- #20 TORX driver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the inline finisher front cover

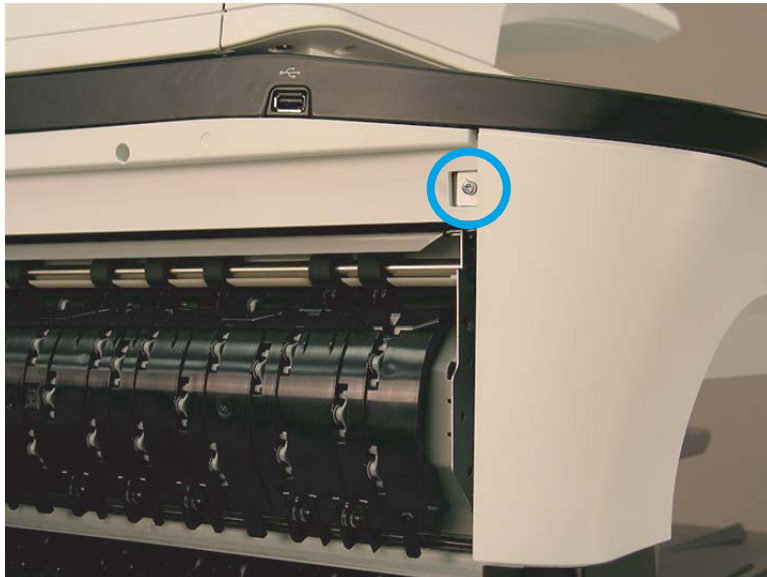
1. Open the printer left door and cartridge door.

Figure 1-1196 Open the left door and cartridge door



2. Remove one screw.

Figure 1-1197 Remove one screw



3. Release one tab.


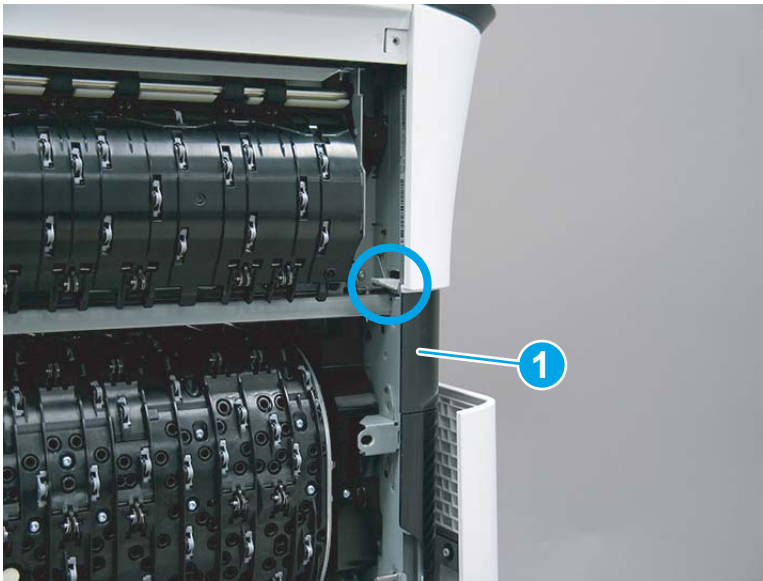
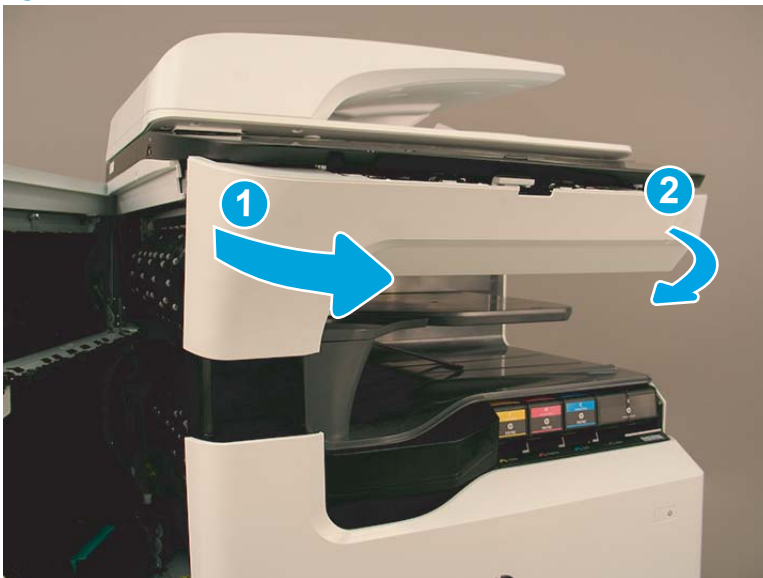
 **NOTE:** It might be necessary to remove the front tower cover (callout 1) to release this tab.

Figure 1-1198 Release one tab



4. Rotate the left edge of the cover away from the printer (callout 1), and then release the cover right tabs (callout 2).

Figure 1-1199 Release the cover



5. Remove the cover.

Figure 1-1200 Remove the cover



Step 2: Raise the integrated scanner assembly (ISA)

1. Remove two screws.

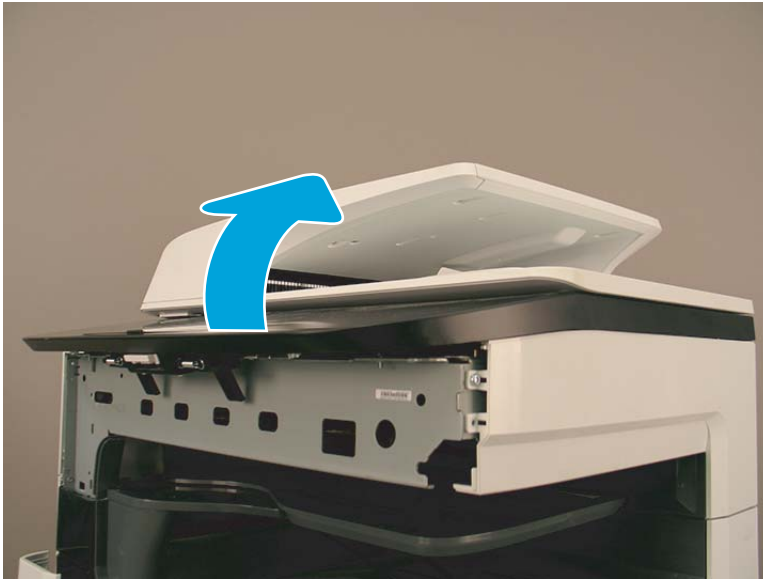
 **NOTE:** These screws require a #20 TORX driver.

Figure 1-1201 Remove two screws



2. Raise the ISA.

Figure 1-1202 Raise the ISA



3. Use the locking arm to secure the ISA in the raised position.

Figure 1-1203 Secure the ISA

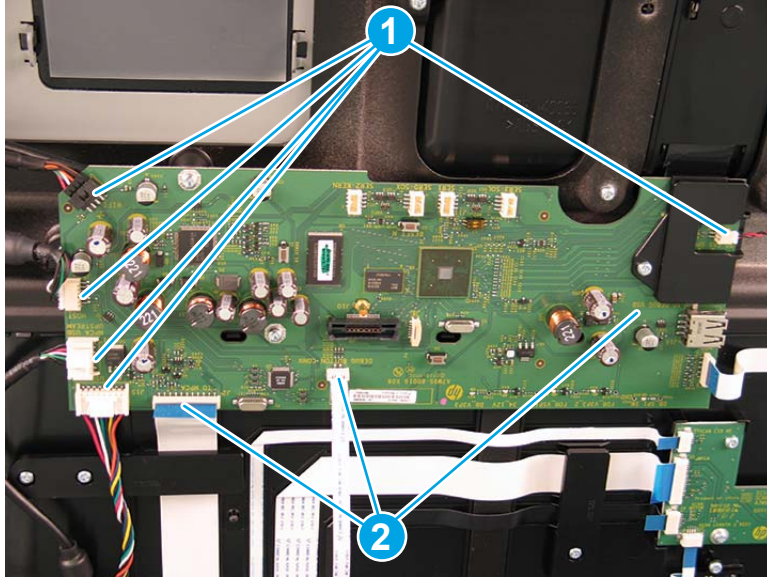


Step 3: Remove the dashboard PCA

 **NOTE:** The dashboard PCA is located underneath the integrated scanner assembly (ISA).

1. Disconnect five connectors (callout 1), and three flat flexible cables (FFCs; callout 2).

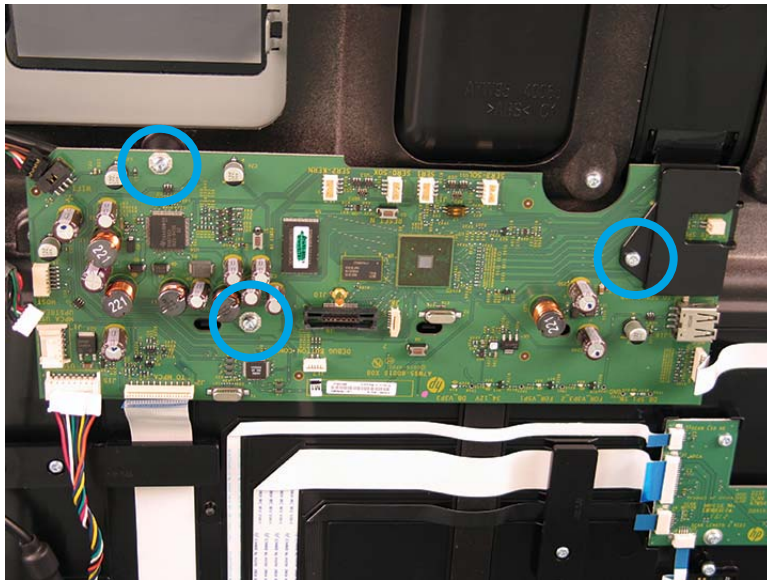
Figure 1-1204 Disconnect connectors and FFS



2. Support the PCA, and then remove three screws.

⚠ CAUTION: The PCA is still connected to the printer by a FFC (on the back side of the PCA). Do not attempt to completely remove the PCA.

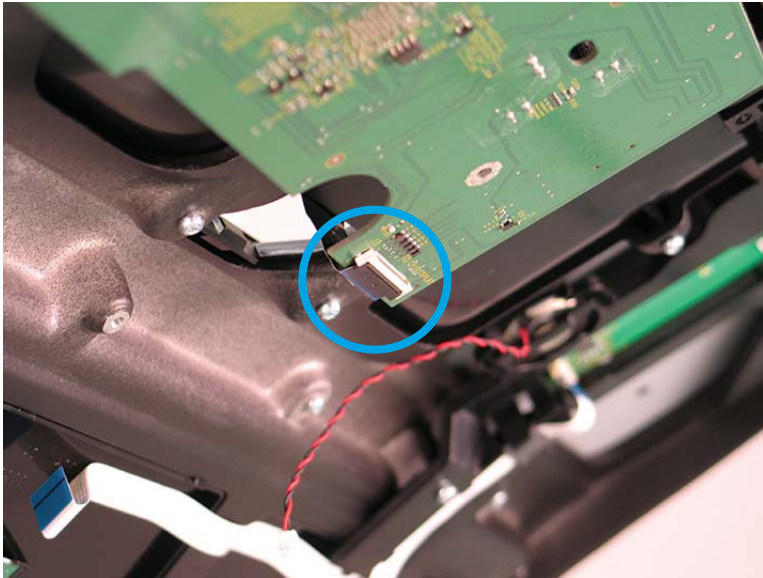
Figure 1-1205 Remove three screws



- Carefully turn the PCA over, and then disconnect one FFC and remove the PCA.

⚠ CAUTION: This connector is a zero insertion force (ZIF) connector. The clip on this connector is easily dislodged. Open the clip to release the FFC.

Figure 1-1206 Disconnect one FFC and remove the PCA




Step 4: Unpack the replacement assembly

- Dispose of the defective part.

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

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

- Unpack the replacement part from the packaging.

⚠ CAUTION:  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

📝 IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

- To install an assembly, reverse the removal steps.

📝 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Airflow repair kit

- [Introduction](#)
- [Step 1: Remove the airflow assembly](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the AC controller module \(ACCM\)](#)
- [Step 4: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the airflow repair kit (airflow assembly and AC control module (ACCM)).

[Click here to view a video of this procedure.](#)

- Airflow assembly


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.


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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Airflow repair kit part number	
A7W93-67027	Airflow repair kit <ul style="list-style-type: none">• Airflow assembly• AC control module (ACCM)• Flat-flexible cable (FFC)

Required tools

- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

See [Special installation instructions: Airflow repair kit on page 795](#) for post service test instructions.

Step 1: Remove the airflow assembly

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the left door.

Figure 1-1207 Open the left door



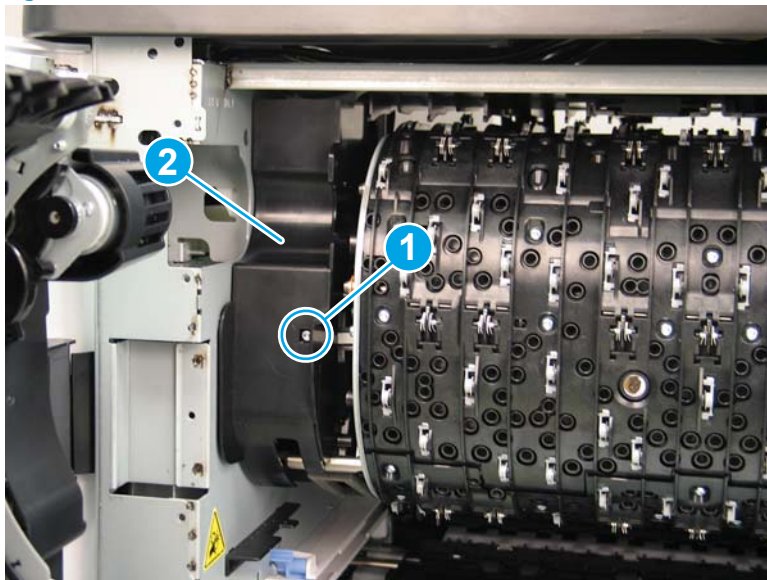
2. Grasp the green handle on the service fluid container, and then pull it straight out of the printer.

Figure 1-1208 Pull the fluid service container out



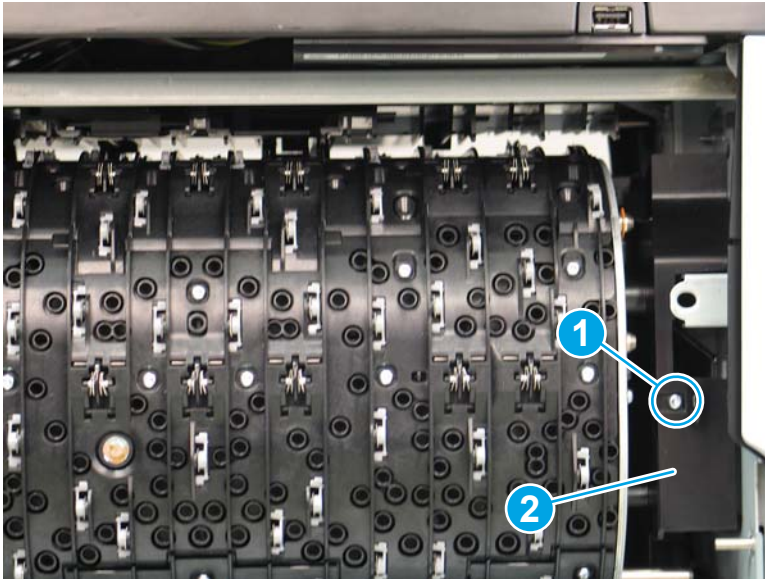
3. Remove one screw (callout 1), and then remove the left cover (callout 2).

Figure 1-1209 Remove one screw and the left cover



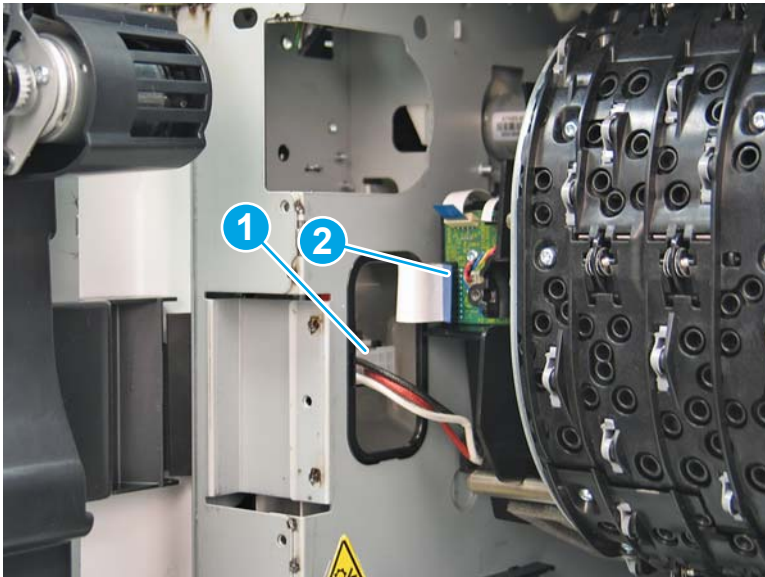
4. Remove one screw (callout 1), and then remove the right cover (callout 2).

Figure 1-1210 Remove one screw and the right cover



5. At the left side of the airflow assembly, disconnect one connector (callout 1) and one flat-flexible cable (FFC) (callout 2).

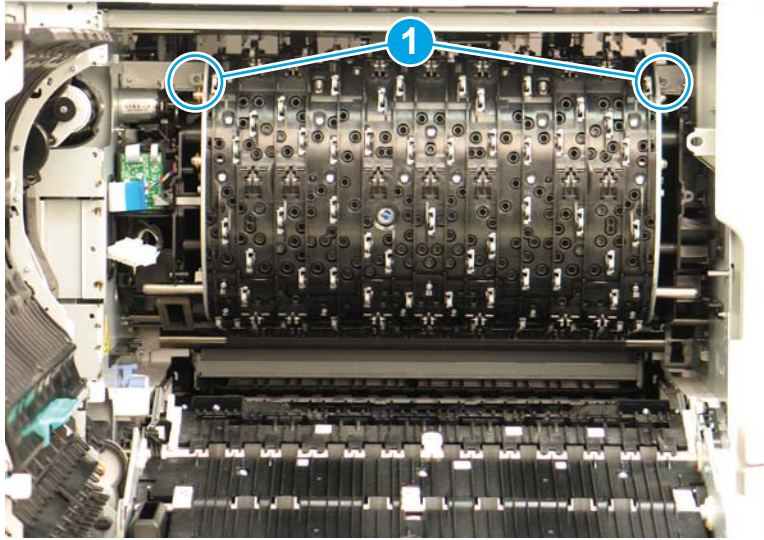
Figure 1-1211 Disconnect one connector and one FFC



6. Loosen two screws (callout 1).

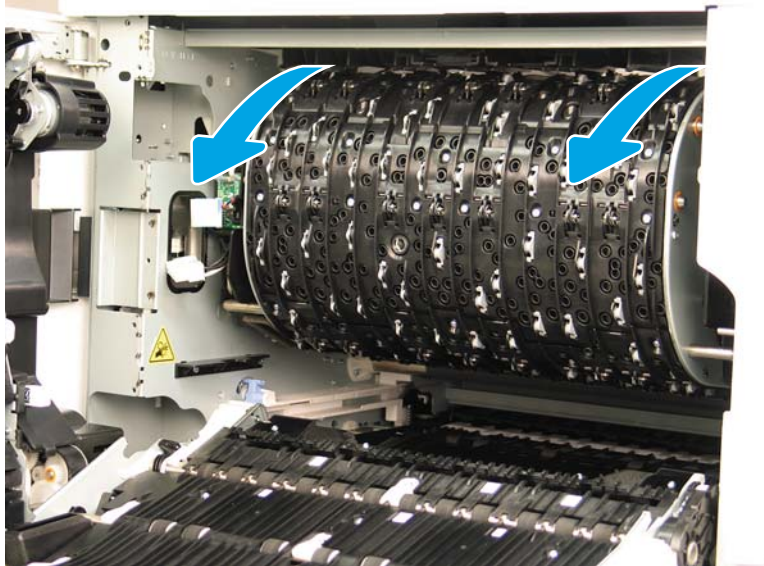
 **NOTE:** These screws are captive and cannot be removed.

Figure 1-1212 Loosen two screws



7. Rotate the top of the airflow assembly down and away from the printer.

Figure 1-1213 Rotate the top of the airflow assembly down



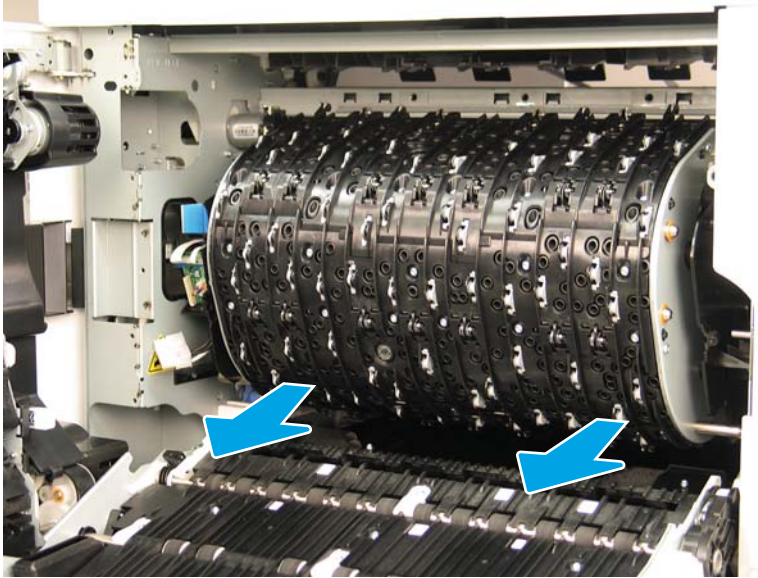
- Slide the assembly straight out of the printer to release it.

⚠ CAUTION: Do not damage the FFC (at the left side of the airflow assembly) or the eject motor (near the upper left-side of the airflow assembly) when removing the assembly.

📝 NOTE: Slide the assembly as straight out as possible to avoid binding interference with the chassis. It might take a considerable pulling force to release the bottom retainers.

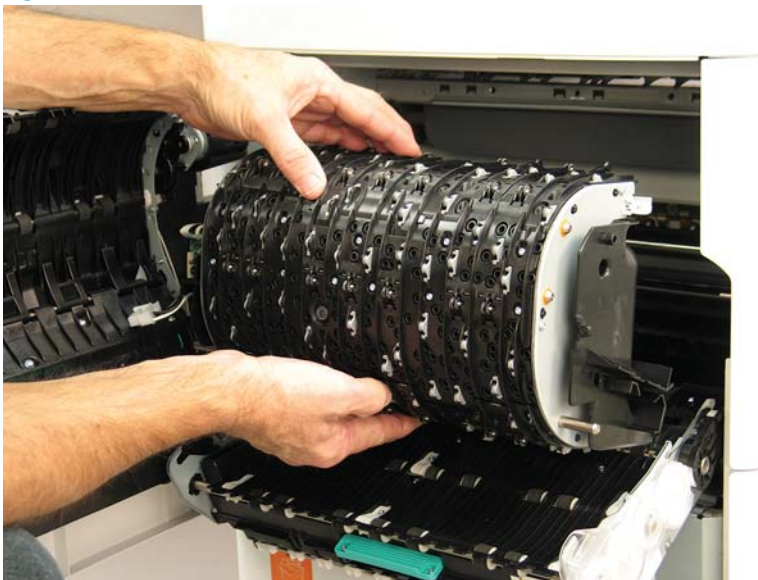
💡 TIP: Apply upward pressure to the inside bottom edge of the assembly to make it easier to remove.

Figure 1-1214 Slide the airflow assembly straight out of the printer





- Remove the airflow assembly.

Figure 1-1215 Remove the airflow assembly



Step 2: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1216 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-1217 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


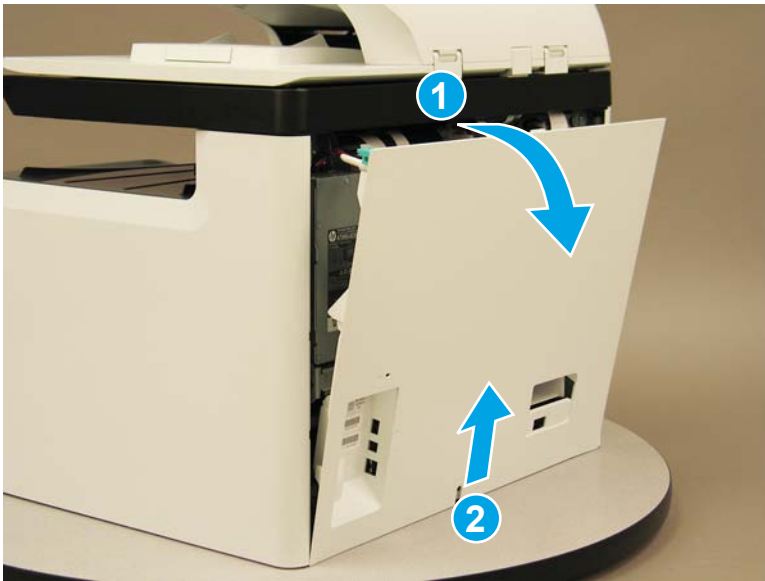
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1218 Remove the rear cover

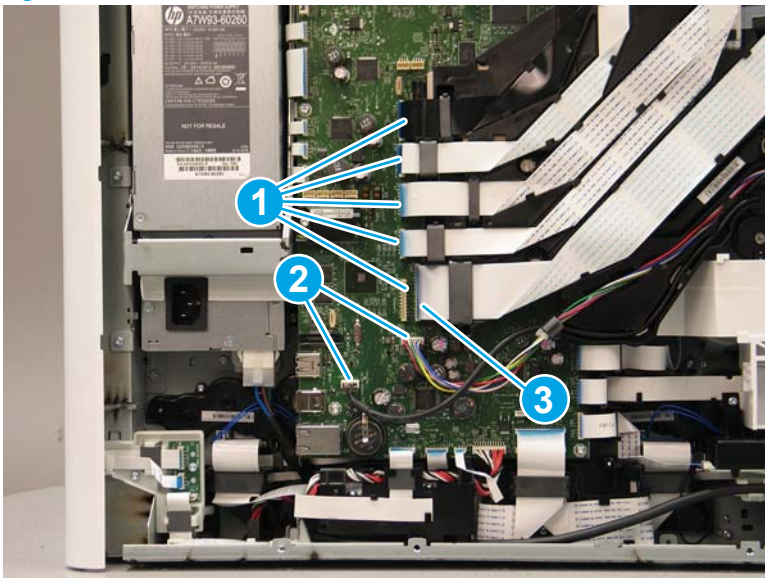


Step 3: Remove the AC controller module (ACCM)

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. At the rear of the printer, do one the following:
 - **MFP models:** Disconnect five flat-flexible cables (FFCs) (callout 1) and two connectors (callout 2).
 - **SFP models:** Disconnect two connectors (callout 2) and one FFC (callout 3).

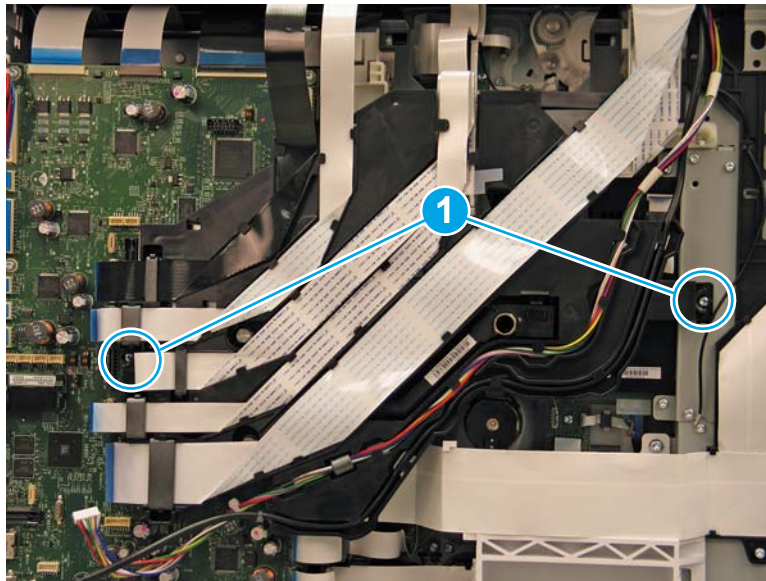
Figure 1-1219 Disconnect FFCs and connectors



2. Loosen two screws (callout 1).

 **NOTE:** These screws are captive and cannot be removed.

Figure 1-1220 Loosen two screws



3. Rotate the FFC tray up and away from the printer.


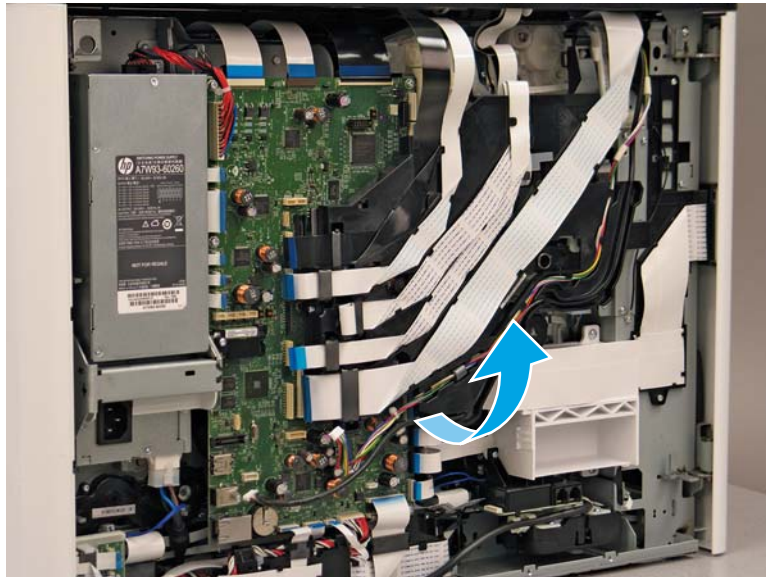
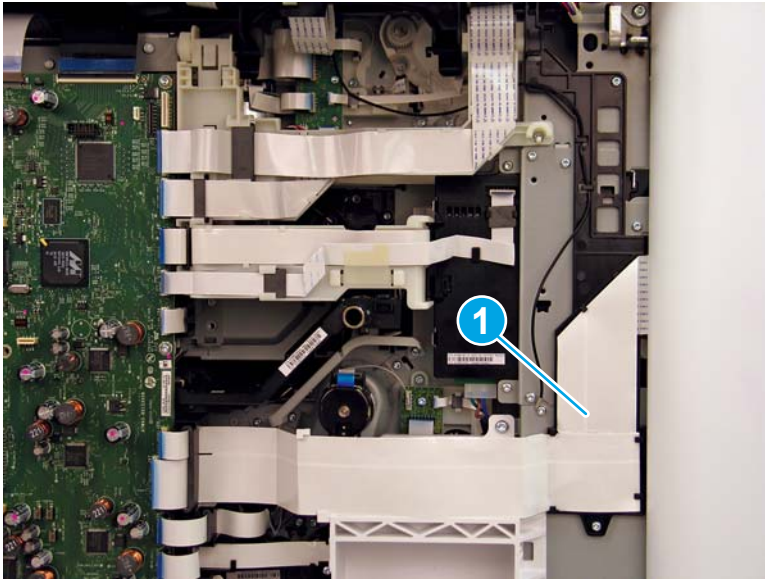
 **NOTE:** When the tray is fully raised, it locks in the up position.

Figure 1-1221 Raise the FFC tray (MFP only)



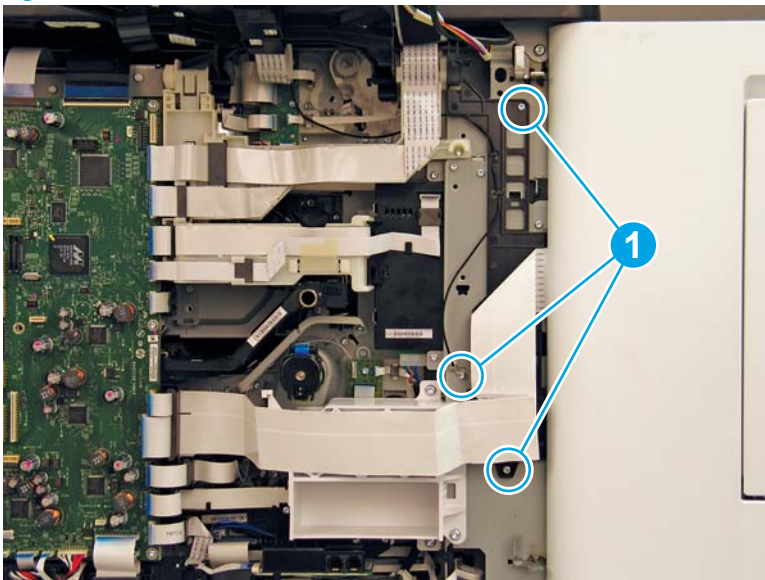
4. Release one FFC from the guide (callout 1),

Figure 1-1222 Release one FFC from the guide



5. Remove three screws (callout 1).

Figure 1-1223 Remove three screws



6. Push up on the guide to release it, and then move it out of the way.


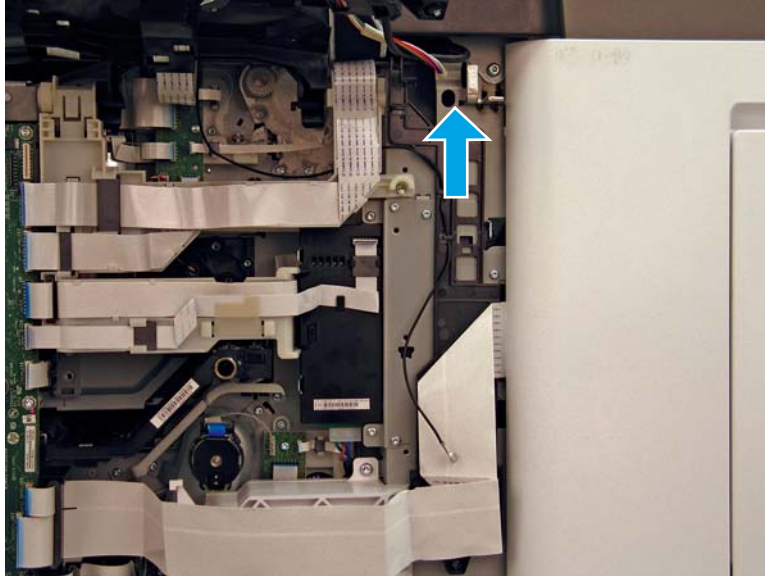
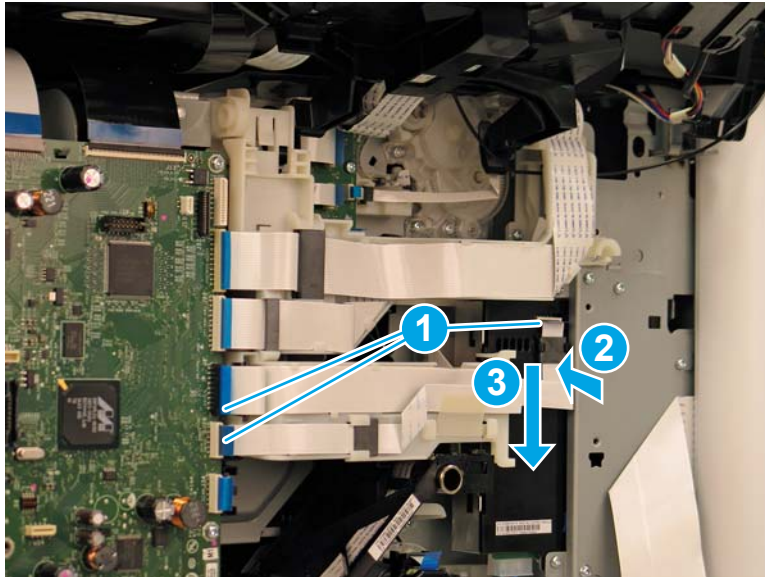
 **Reinstallation tip:** There are some tabs on the sheet-metal side of the guide that install in corresponding holes in the sheet-metal plate. The guide is flat against the sheet metal when it is correctly installed.

Figure 1-1224 Release the guide



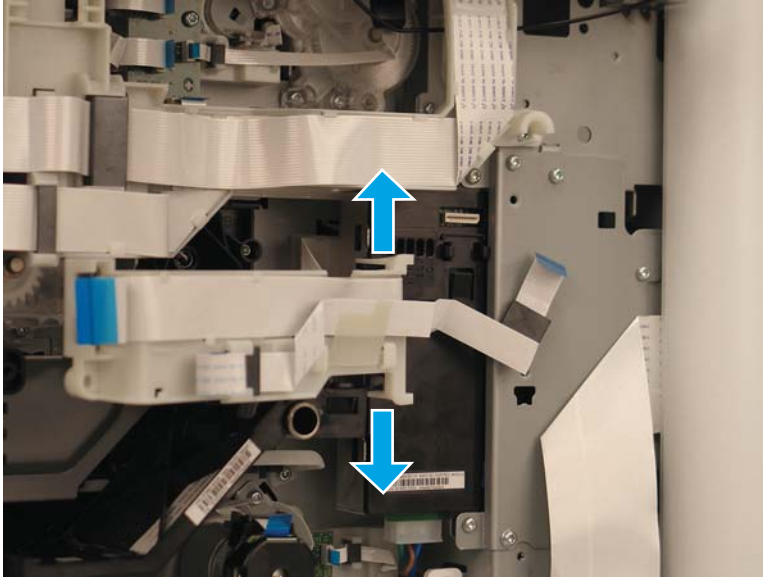
7. Disconnect three FFCs (callout 1), push in on the FFC just below the ferrite (callout 2) to release a tab, and then slide the ferrite down and out of the holder (callout 3).

Figure 1-1225 Disconnect three FFCs



- Carefully pry out on the hinge portion of the lower FFC guide to separate it from the AC control module, and then move it out of the way.

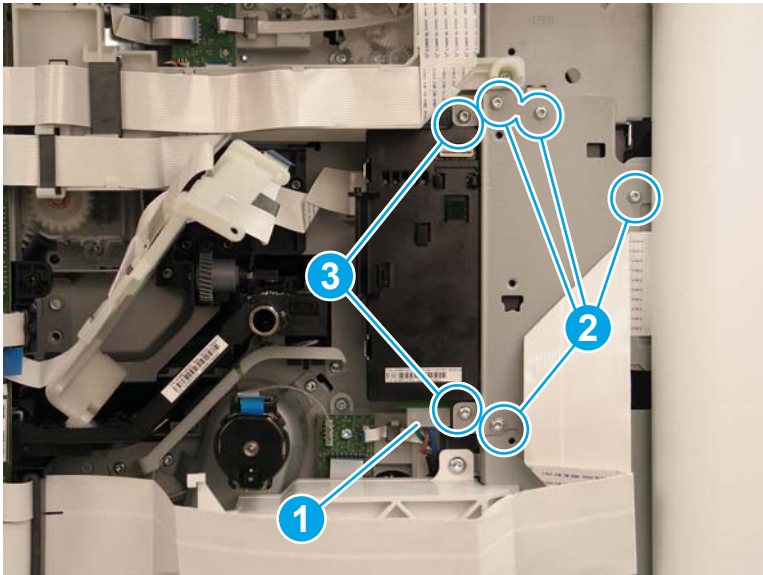
Figure 1-1226 Move the lower FFC guide out of the way



- Disconnect one connector (callout 1), remove four screws (callout 2) on the sheet-metal plate, and then remove two screws (callout 3) on the AC control module.

Reinstallation tip: Install the four sheet-metal plate screws (callout 2) *after* installing two screws (callout 3) on the AC control module. Doing so allows the AC module and plate to be repositioned if the four screw holes in the plate are not completely aligned with the corresponding threaded holes in the chassis.

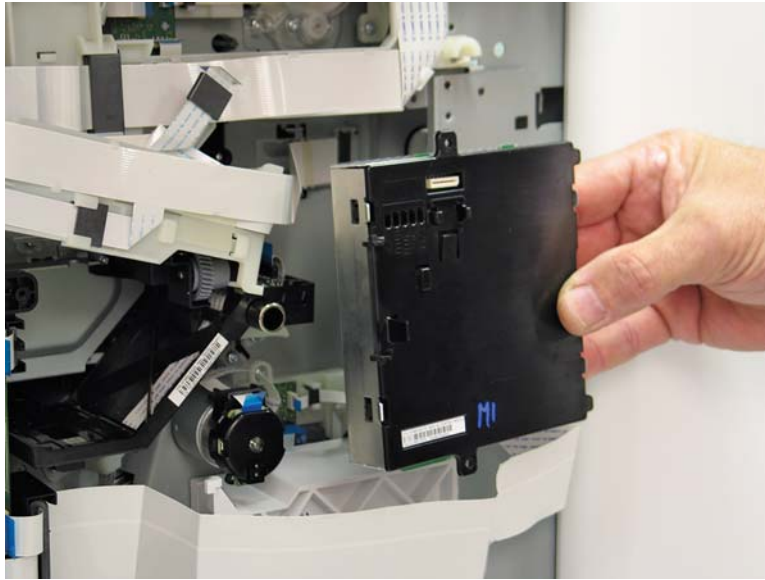
Figure 1-1227 Disconnect one connector and remove six screws



- Hold the sheet-metal bracket out of the way, and slide the AC control module to the left and away from the printer.

11. Remove the AC control module.

Figure 1-1228 Remove the AC control module

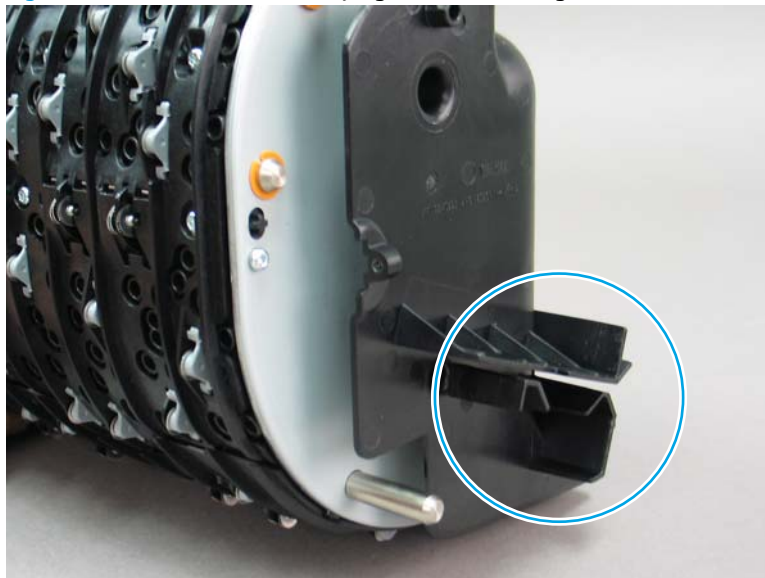


12. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Airflow repair kit

- a. Take note of the mounting rail on the right side of the airflow assembly. This rail slides over a corresponding mounting bracket on the right side of the printer chassis.

Figure 1-1229 Airflow assembly right side mounting rail



- b. Take note of the mounting rail on the left side of the airflow assembly. This rail slides over a corresponding mounting bracket on the left side of the printer chassis.


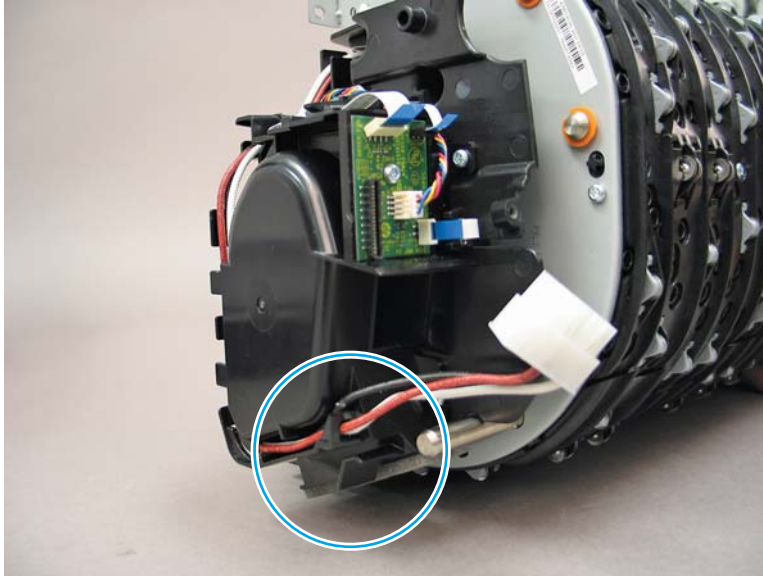

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-1230 Airflow assembly left side mounting rail



- c. From the printer control panel, do the following to test the replacement assembly:
- Scroll to, and then touch the [Support Tools](#) button.
 - Touch the [Service](#) button.
 - Touch the [Enter Access Code](#) item.
 - Use the keypad to enter the following printer service access personal identification number (PIN), and then touch the [Done](#) button:

 **NOTE:** It might take up to 2 minutes to enter the [Service](#) menu.

- 05075017
- Touch the [Subsystems](#) button, and then touch the [Printing System](#) button.
 - Touch the [Airflow Subsystems](#) button.
 - Select from the following airflow system tests, and then touch the [OK](#) button to perform the test:
 - [Subsystem information](#)
 - [Airflow Assembly Test](#)
 - [Airflow Assembly Fan](#)
 - [Aerosol Fan](#)



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Aerosol fan

- [Introduction](#)
- [Step 1: Remove the airflow assembly](#)
- [Step 2: Remove the aerosol fan](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

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

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Aerosol fan part number	
A7W93-67105	Aerosol fan

Required tools

- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service

Turn the printer power on

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

Post service test

See [Special installation instructions: Aerosol fan on page 805](#) for post service test instructions.

Step 1: Remove the airflow assembly

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the left door.

Figure 1-1231 Open the left door



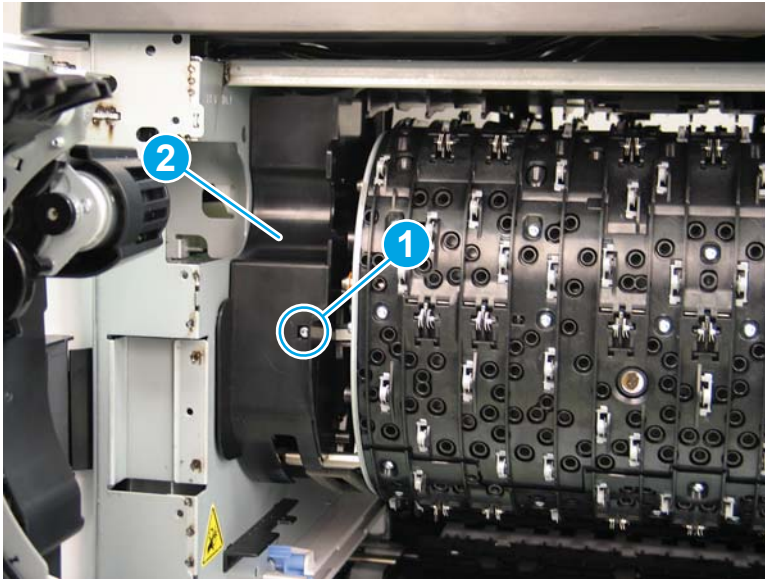
2. Grasp the green handle on the service fluid container, and then pull it straight out of the printer.

Figure 1-1232 Pull the fluid service container out



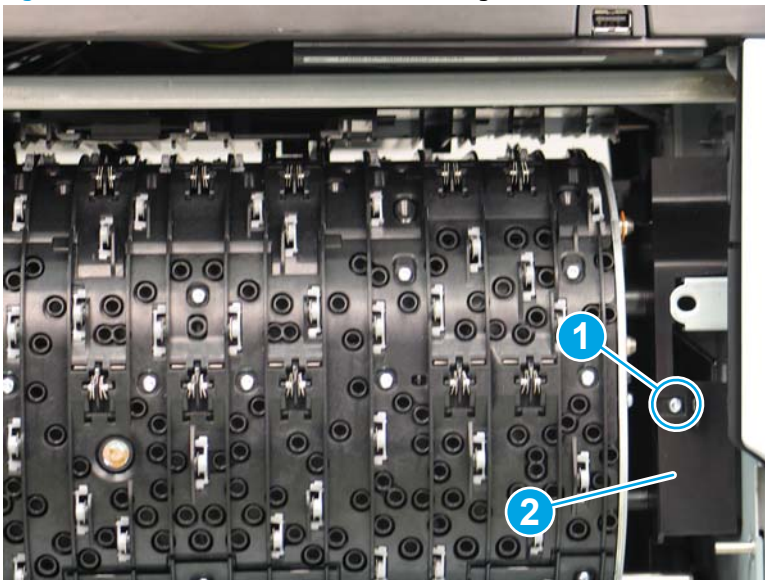
3. Remove one screw (callout 1), and then remove the left cover (callout 2).

Figure 1-1233 Remove one screw and the left cover



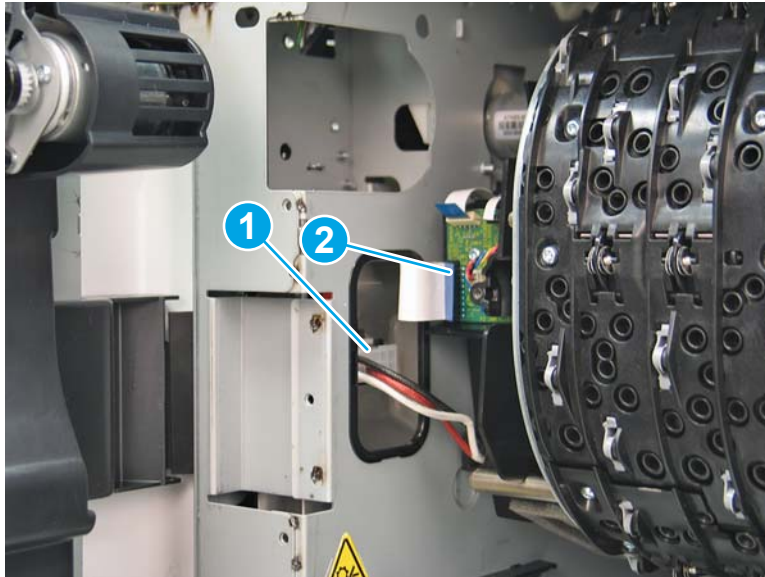
4. Remove one screw (callout 1), and then remove the right cover (callout 2).

Figure 1-1234 Remove one screw and the right cover



5. At the left side of the airflow assembly, disconnect one connector (callout 1) and one flat-flexible cable (FFC) (callout 2).

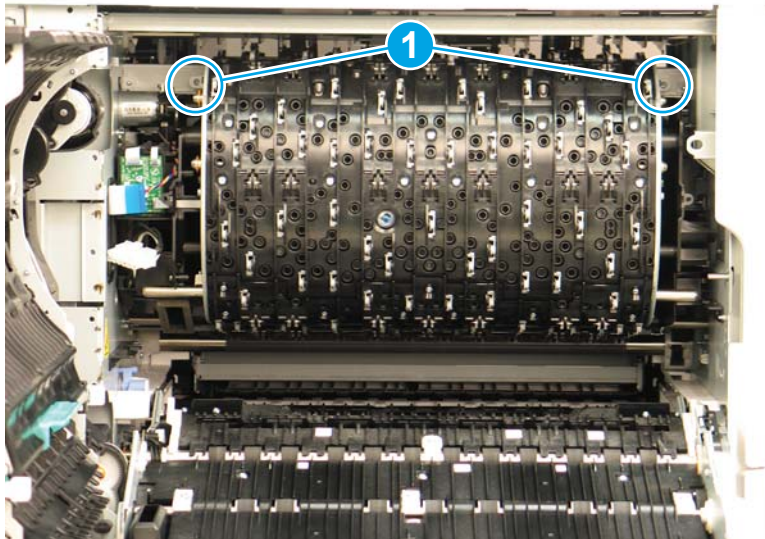
Figure 1-1235 Disconnect one connector and one FFC



6. Loosen two screws (callout 1).

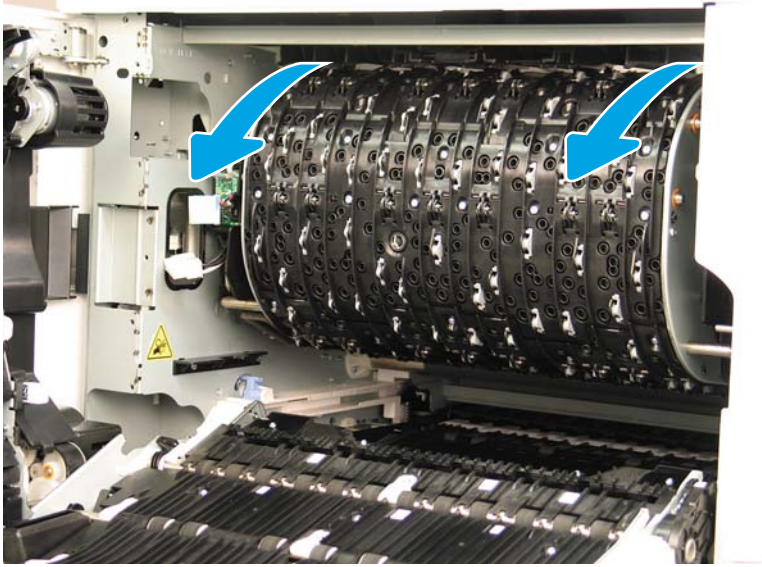
 **NOTE:** These screws are captive and cannot be removed.

Figure 1-1236 Loosen two screws



7. Rotate the top of the airflow assembly down and away from the printer.

Figure 1-1237 Rotate the top of the airflow assembly down



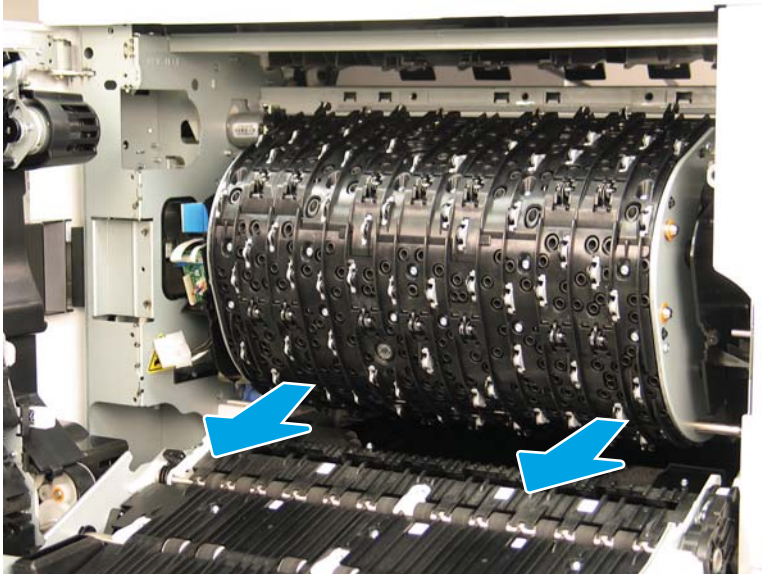
8. Slide the assembly straight out of the printer to release it.

CAUTION: Do not damage the FFC (at the left side of the airflow assembly) or the eject motor (near the upper left-side of the airflow assembly) when removing the assembly.

NOTE: Slide the assembly as straight out as possible to avoid binding interference with the chassis. It might take a considerable pulling force to release the bottom retainers.

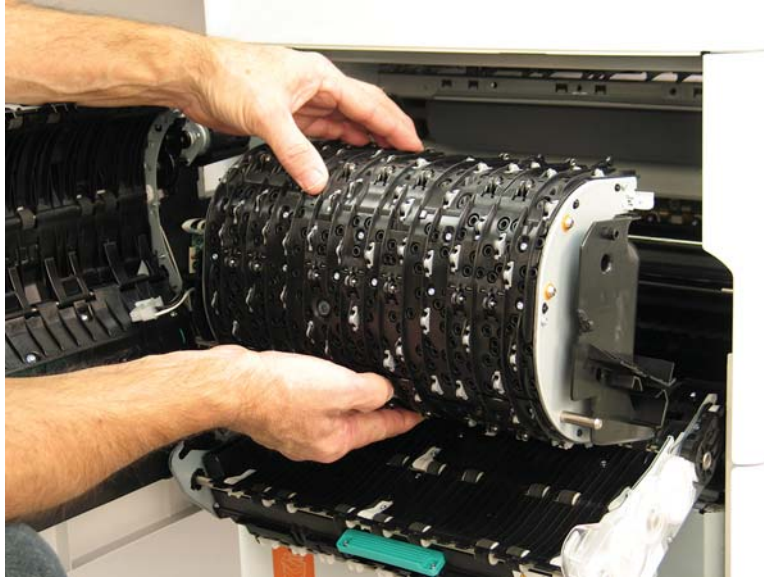
TIP: Apply upward pressure to the inside bottom edge of the assembly to make it easier to remove.

Figure 1-1238 Slide the airflow assembly straight out of the printer



9. Remove the airflow assembly.

Figure 1-1239 Remove the airflow assembly

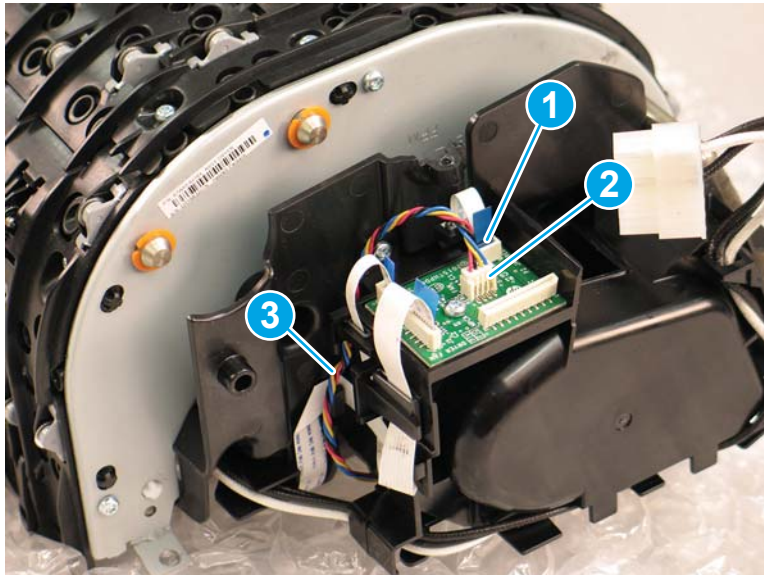


Step 2: Remove the aerosol fan

1. Disconnect one flat-flexible cable (FFC) (callout 1), disconnect one connector (callout 2), and then release the wire harness from the retainer (callout 3).

 **NOTE:** HP recommends placing the airflow assembly on a soft surface (like a sheet of plastic bubble wrap) to avoid damaging it when the aerosol fan is removed.

Figure 1-1240 Disconnect one FFC and connector



2. Partially peel the foam seal away from the airflow assembly covers.


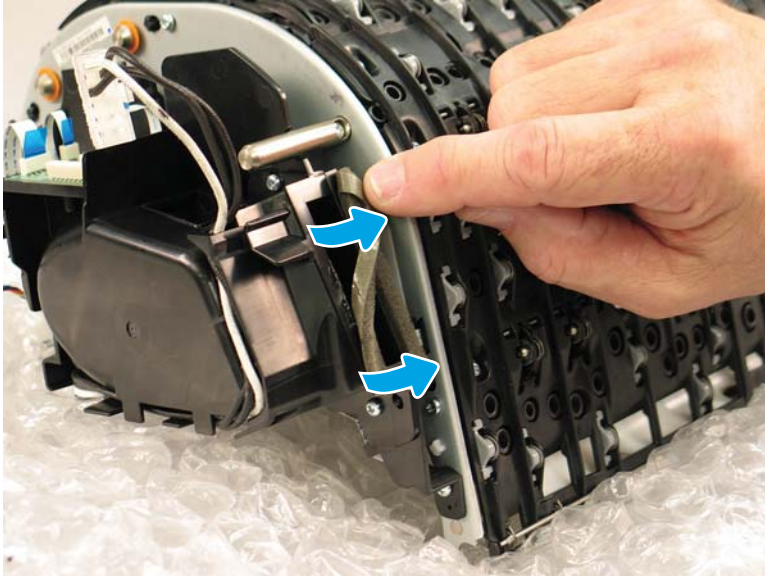
 **NOTE:** The foam seal does not need to be completely removed. Peel it back just far enough that the covers can be separated (later in this procedure).

Figure 1-1241 Release the foam seal



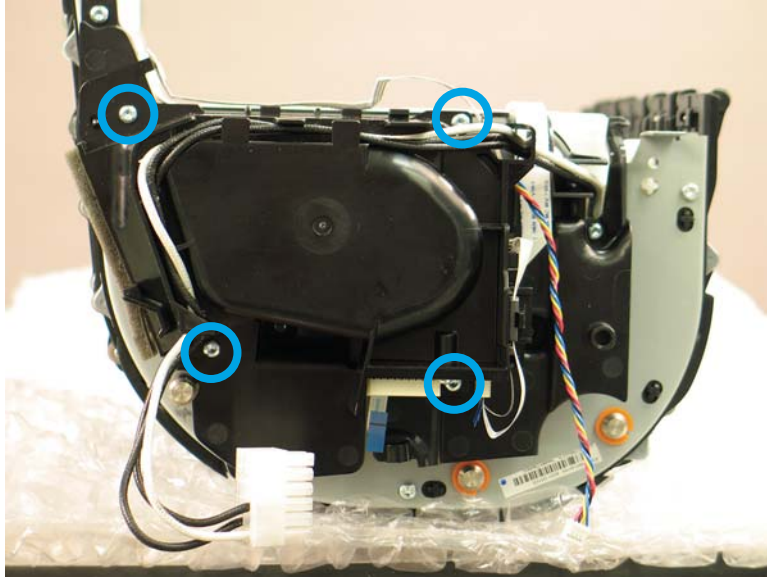
3. Release the FFC from the guide.

Figure 1-1242 Release the FFC



4. Remove four screws, and then move the fan cover out of the way.

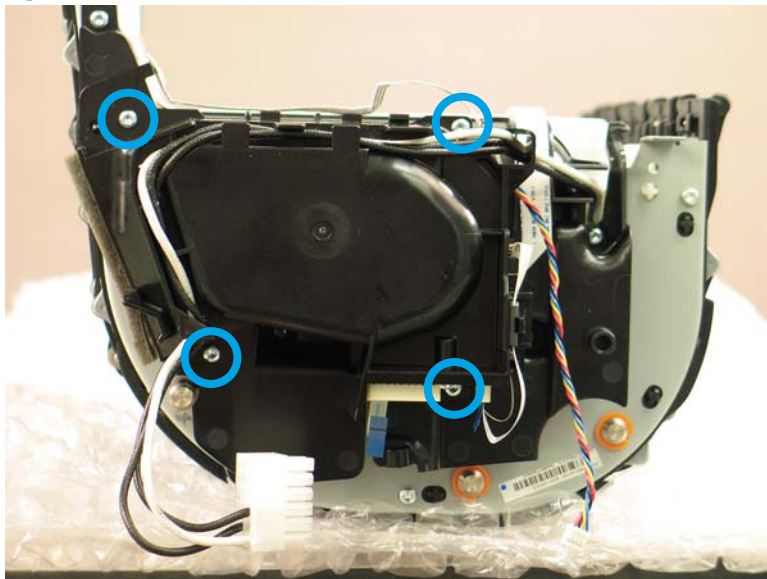
Figure 1-1243 Remove four screws



5. Remove the fan.

 **TIP:** Reverse the removal steps to install the assembly.

Figure 1-1244 Remove the fan

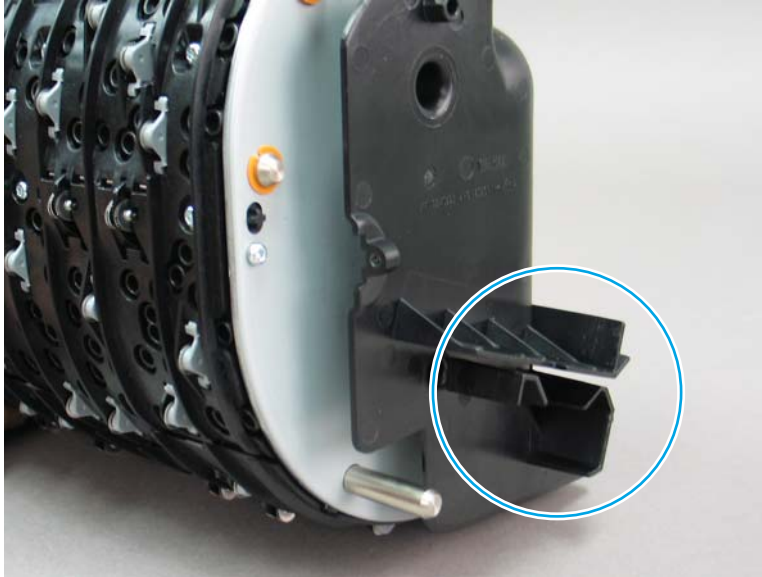


6. Reverse the removal steps to install the assemblies. Also use the following special installation instructions.

Special installation instructions: Aerosol fan

- a. Take note of the mounting rail on the right side of the airflow assembly. This rail slides over a corresponding mounting bracket on the right side of the printer chassis.

Figure 1-1245 Airflow assembly right side mounting rail

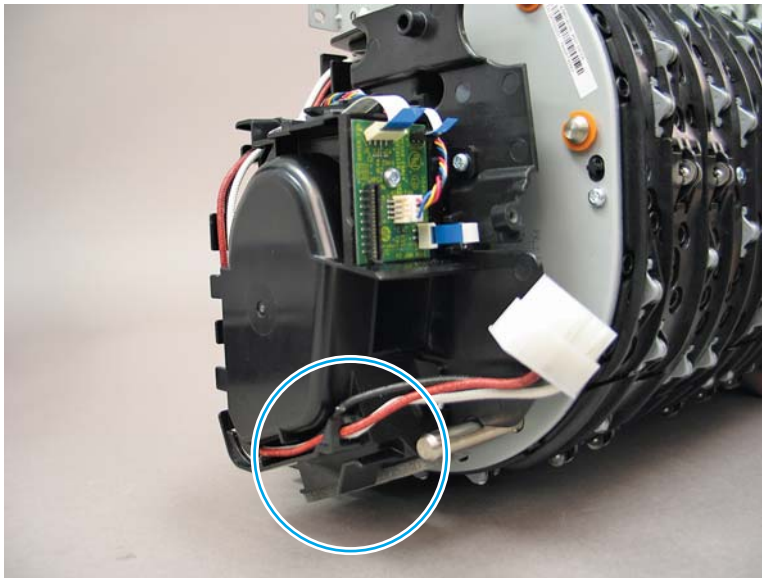


- b. Take note of the mounting rail on the left side of the airflow assembly. This rail slides over a corresponding mounting bracket on the left side of the printer chassis.




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

Figure 1-1246 Airflow assembly left side mounting rail



- c. From the printer control panel, do the following to test the replacement assembly:
 - a. Scroll to, and then touch the [Support Tools](#) button.
 - b. Touch the [Service](#) button.
 - c. Touch the [Enter Access Code](#) item.
 - d. Use the keypad to enter the following printer service access personal identification number (PIN), and then touch the [Done](#) button:

 **NOTE:** It might take up to 2 minutes to enter the [Service](#) menu.

– 05075017

- e. Touch the [Subsystems](#) button, and then touch the [Printing System](#) button.
- f. Touch the [Airflow Subsystems](#) button.
- g. Select from the following airflow system tests, and then touch the [OK](#) button to perform the test:
 - [Subsystem information](#)
 - [Airflow Assembly Test](#)
 - [Airflow Assembly Fan](#)
 - [Aerosol Fan](#)

Step 3: Unpack the replacement assembly


1. Dispose of the defective part.

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


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

2. Unpack the replacement part from the packaging.




CAUTION:  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Service fluid container electrical interconnect kit

- [Introduction](#)
- [Step 1: Remove the service fluid container](#)
- [Step 2: Remove the front tower cover](#)
- [Step 1: Remove the cartridge door](#)
- [Step 3: Remove the middle internal front cover](#)
- [Step 4: Remove the lower internal front cover](#)
- [Step 5: Remove the service fluid container electrical interconnect kit](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the service fluid container electrical interconnect kit.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Service fluid container electrical interconnect kit part number	
---	--

A7W93-67102

Service fluid container electrical interconnect kit

Required tools

- #6 TORX driver with a magnetic tip
- #10 TORX driver with a magnetic tip
- Small flat-blade screwdriver (optional)

After performing service

Turn the printer power on

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

Post service test

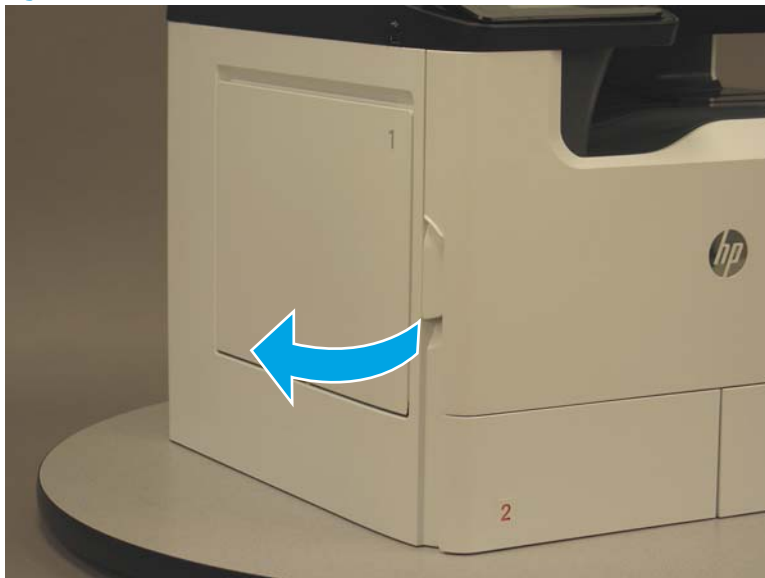
No post service test is available for this assembly.

Step 1: Remove the service fluid container

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the left door.

Figure 1-1247 Open the left door



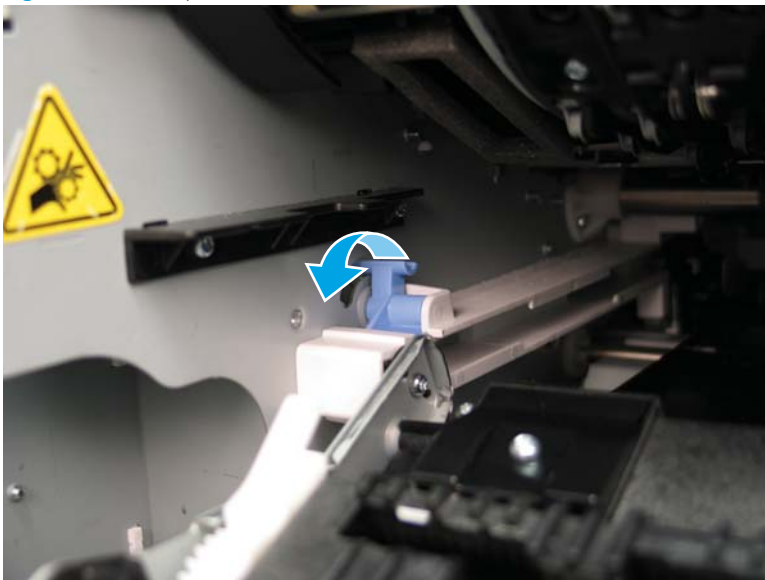
2. Grasp the green handle on the service fluid container, and then pull it straight out of the printer.

Figure 1-1248 Pull the service fluid container out



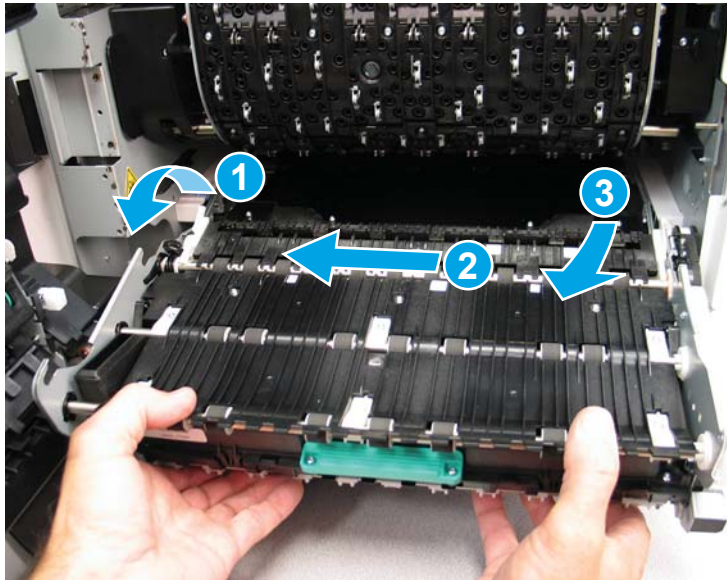
3. At the left side service fluid container mounting rail, rotate the blue latch to the open position.

Figure 1-1249 Open the blue latch



4. Rotate the left rail mounting pin up and out of the rail (callout 1), slightly slide the service fluid container to the left (callout 2) to release the right rail mounting pin, and then remove the service fluid container (callout 3).

Figure 1-1250 Remove the service fluid container



Step 2: Remove the front tower cover

1. Open the cartridge door.

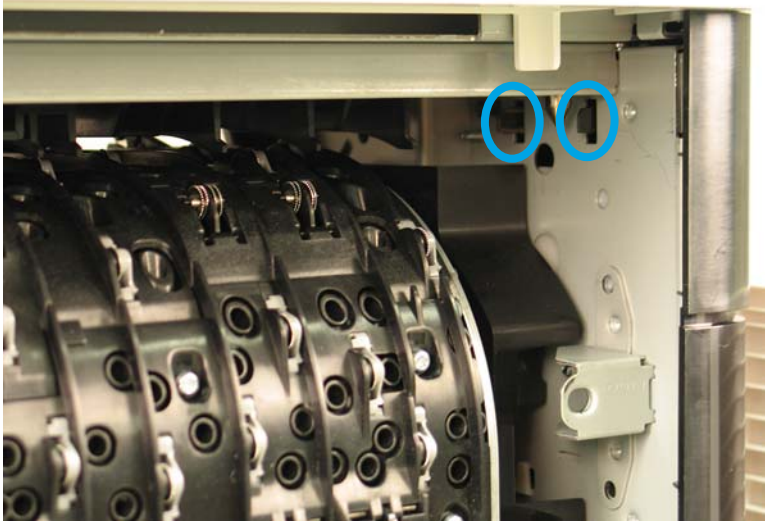
Figure 1-1251 Open the door



2. Release two tabs.

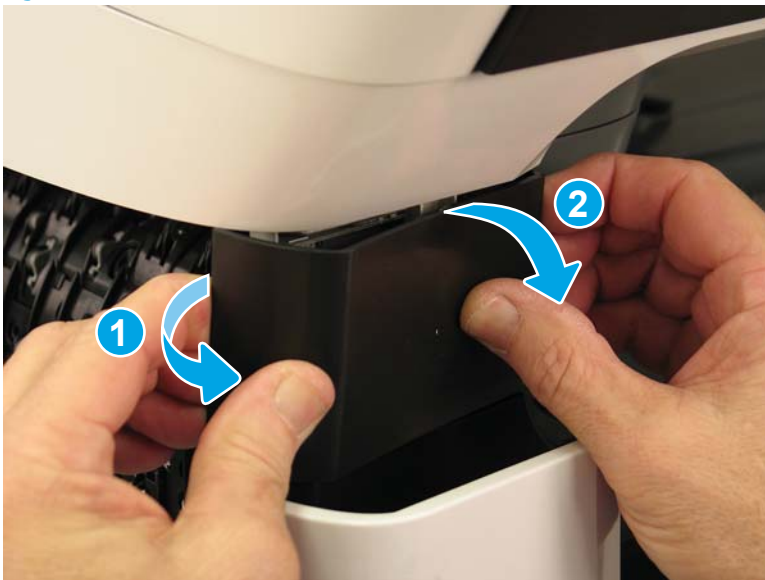
 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-1252 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-1253 Release the front tower cover



4. Remove the cover.

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

Figure 1-1254 Remove the cover

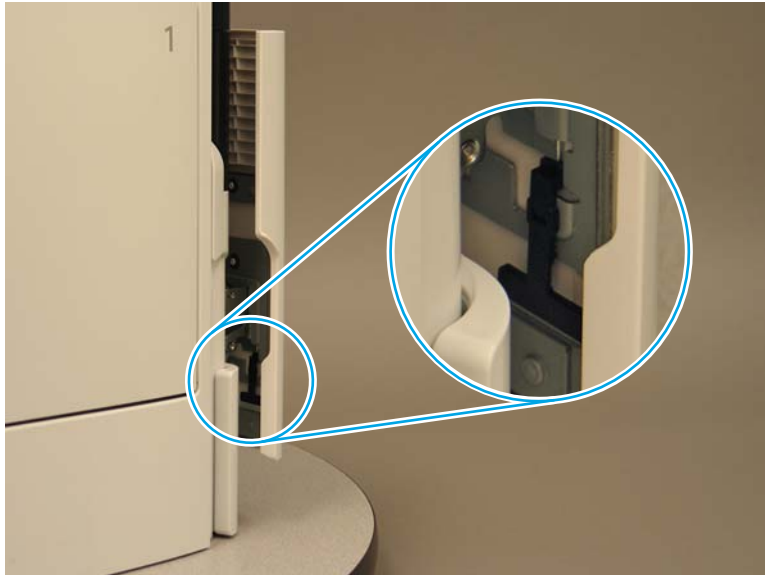


Step 1: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

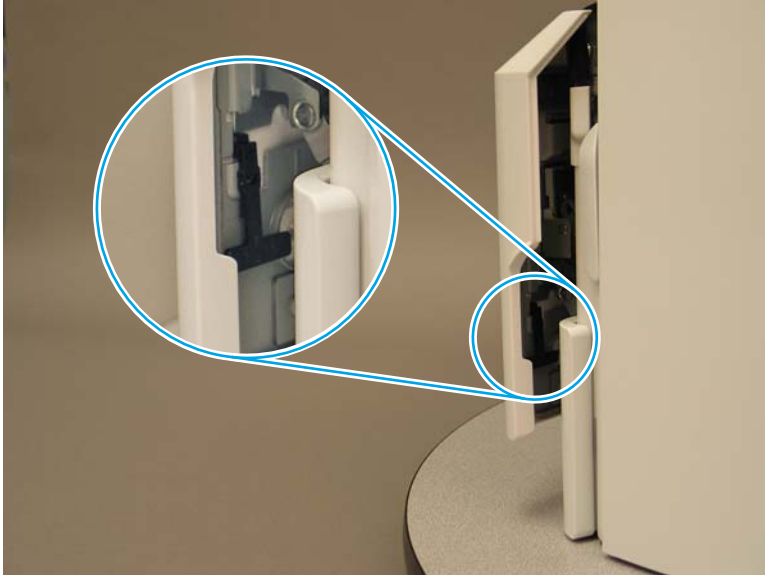
1. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1255 Release the left side retainer



2. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1256 Release the right side retainer



3. Lift the door straight up and off of the printer to remove it.

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

Figure 1-1257 Remove the cartridge door

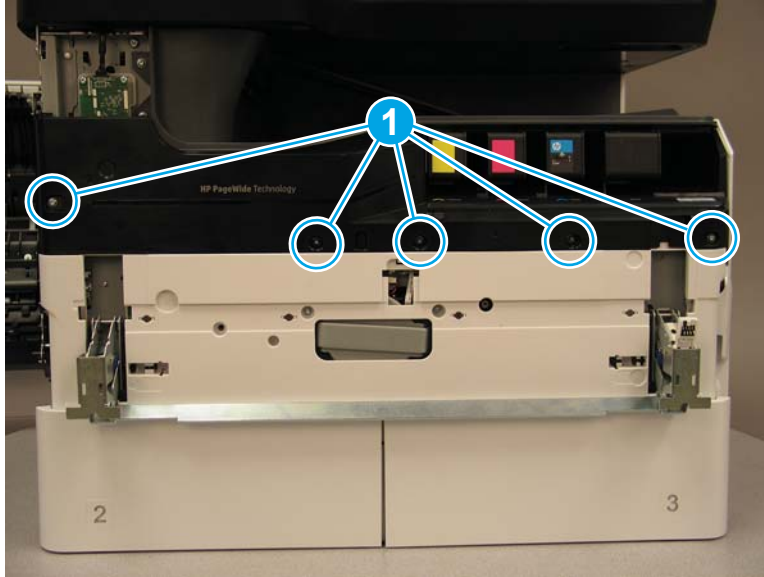


Step 3: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-1258 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

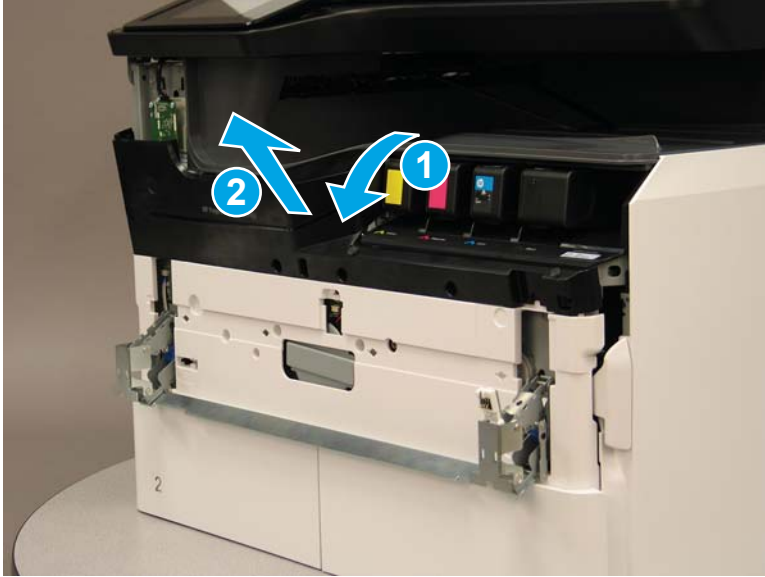
Figure 1-1259 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

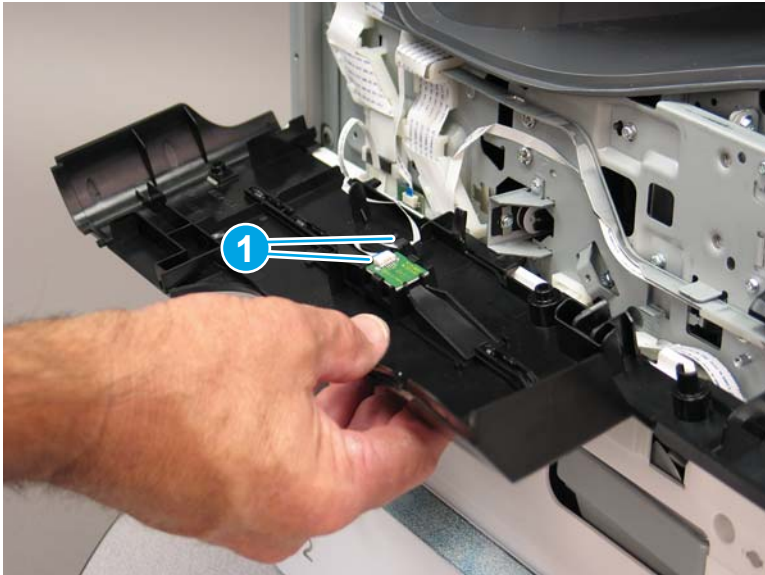
Figure 1-1260 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.

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

Figure 1-1261 Remove the middle internal front cover



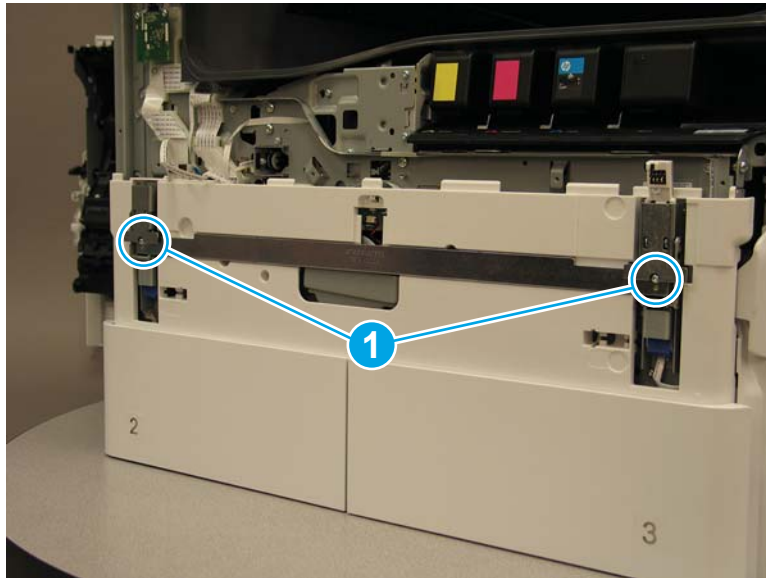
Step 4: Remove the lower internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Move the cartridge door hinges and connecting bar to the door closed position.

2. Remove two screws (callout 1), and then remove the hinge connecting bar.

Figure 1-1262 Remove the hinge connecting bar



3. Pull the tray(s) out until they stop, lift up, and then remove the tray(s).


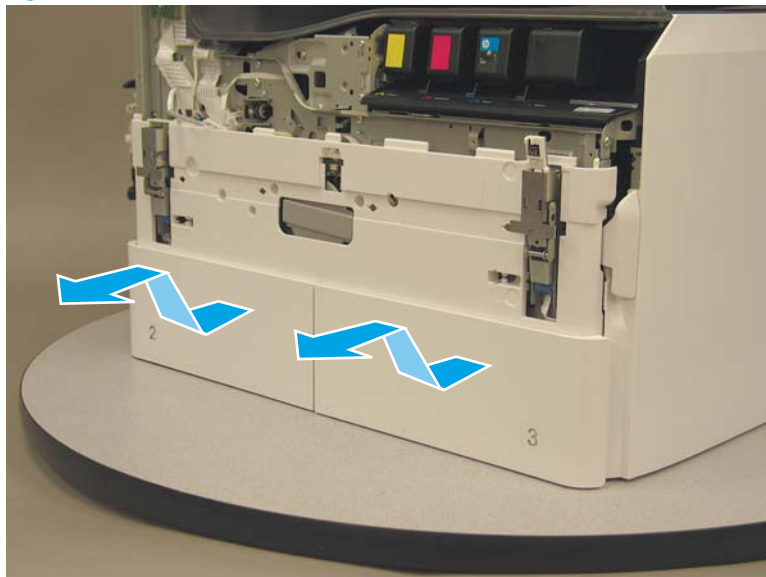
 **NOTE:** The A4 tandem Tray 2/3 configuration is shown below. However, removing the single A3 Tray 2 is identical.

Figure 1-1263 Remove the tray(s)



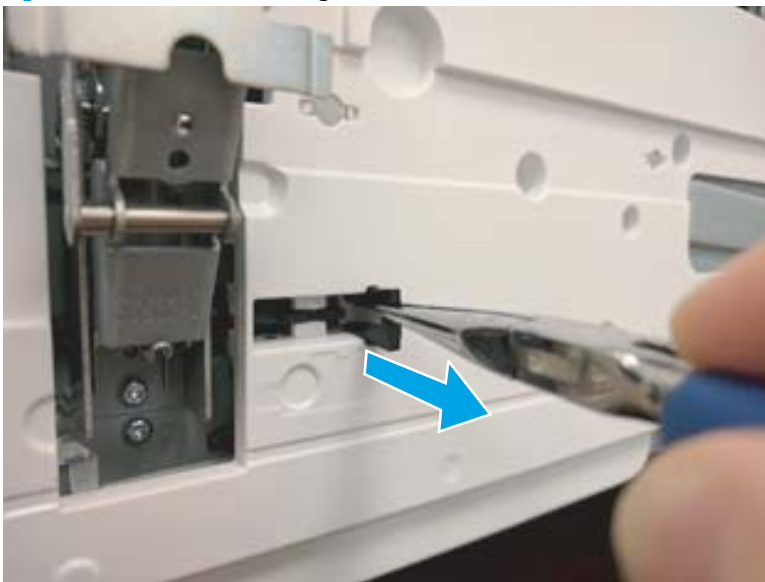
4. Locate the cover lock near one of the hinges.

Figure 1-1264 Locate the cover lock feature



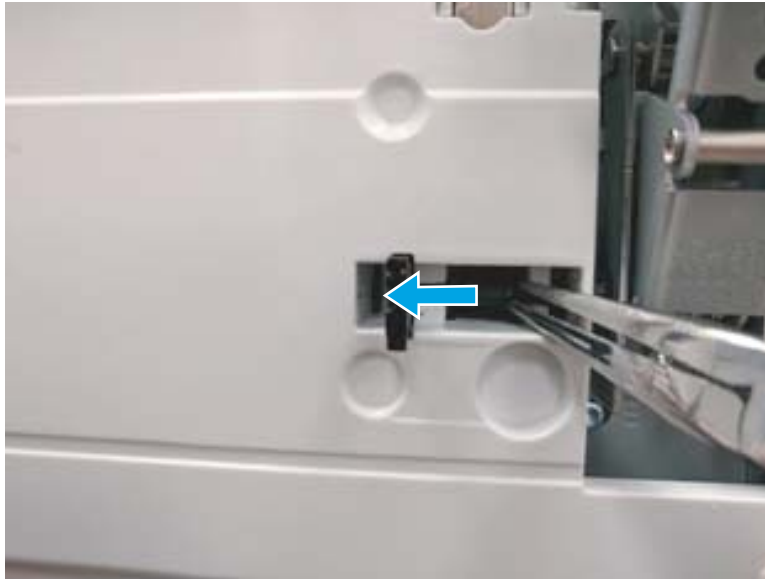
5. Use needle-nose pliers to pull the locking lever out until it stops.

Figure 1-1265 Pull the locking lever out



6. Slide the lock shaft away from the hinge to release it.

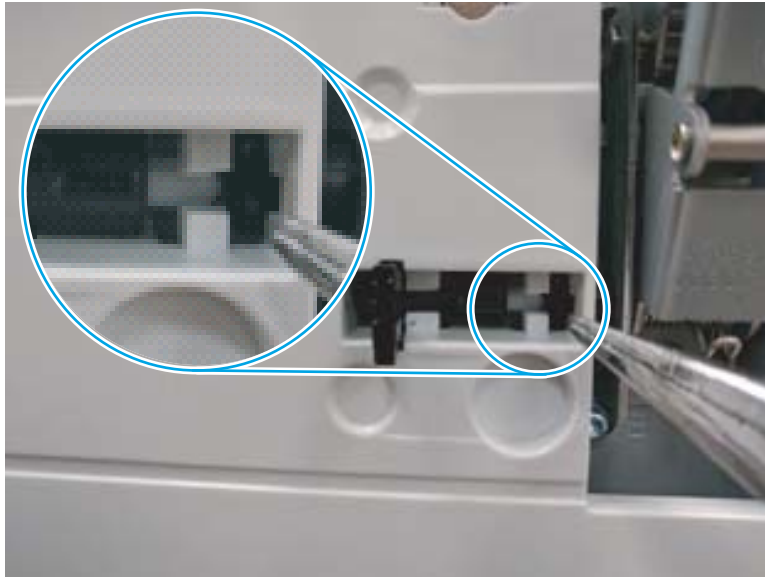
Figure 1-1266 Slide the lock shaft away from the hinge



7. Verify that the lock shaft is released, and then repeat these steps to release and unlock the remaining cover lock (see step 4).

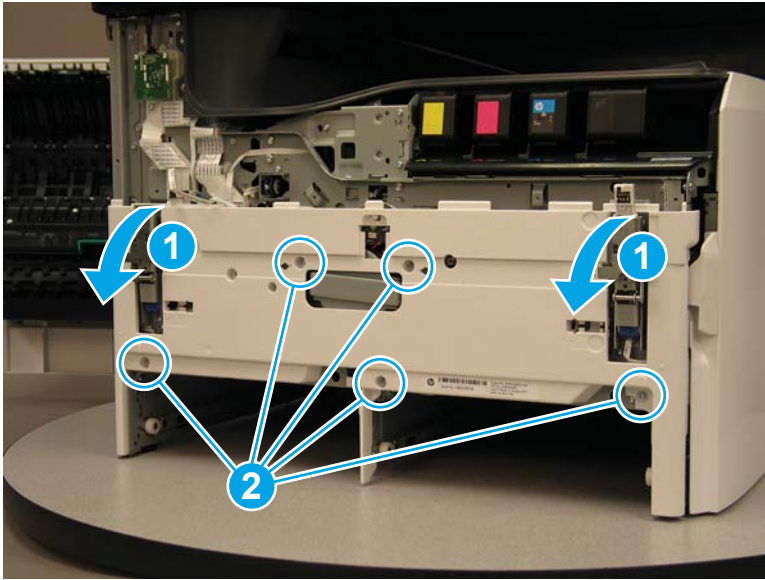
⚠ CAUTION: Both cover locks must be released and unlocked to avoid damage to the lower front cover when it is removed.

Figure 1-1267 Verify that the lock shaft is released



8. Move the hinges to the door open position (callout 1), and then remove five screws (callout 2).

Figure 1-1268 Remove five screws



9. Remove the cover.


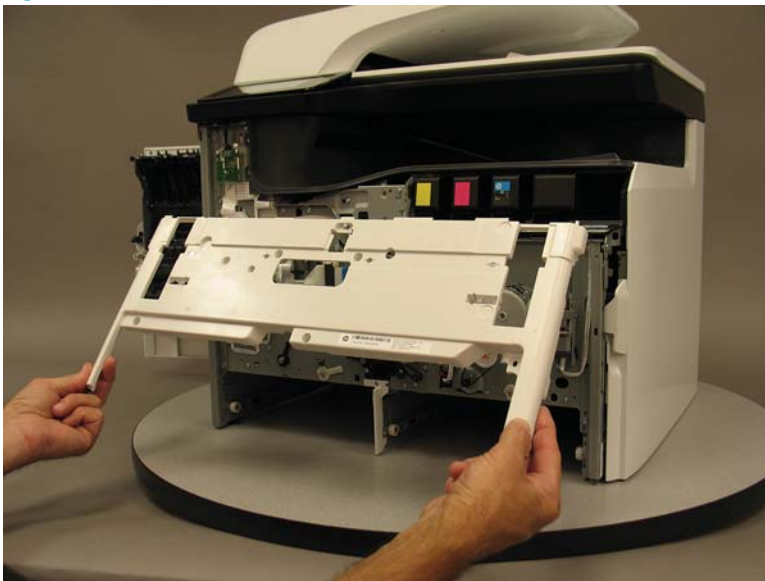
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

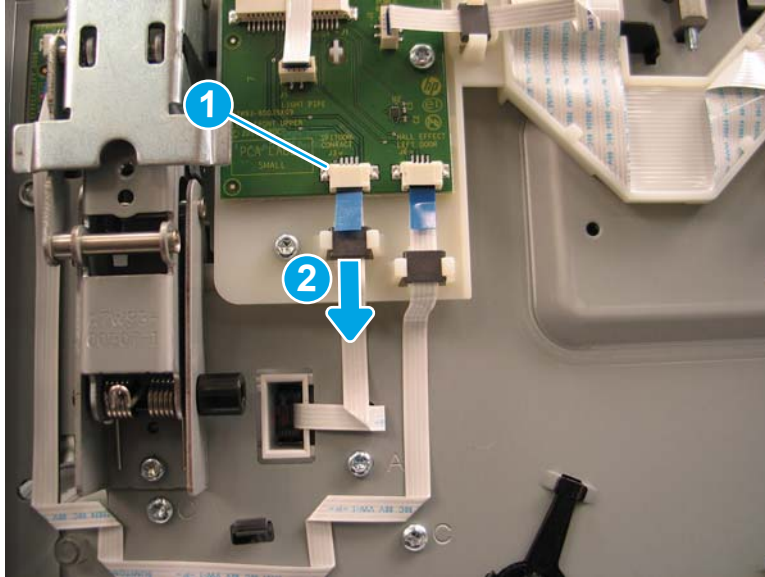
Figure 1-1269 Remove the front lower cover



Step 5: Remove the service fluid container electrical interconnect kit

1. Disconnect one flat-flexible cable (FFC) (callout 1), and then pass the FFC through the ferrite (callout 2).

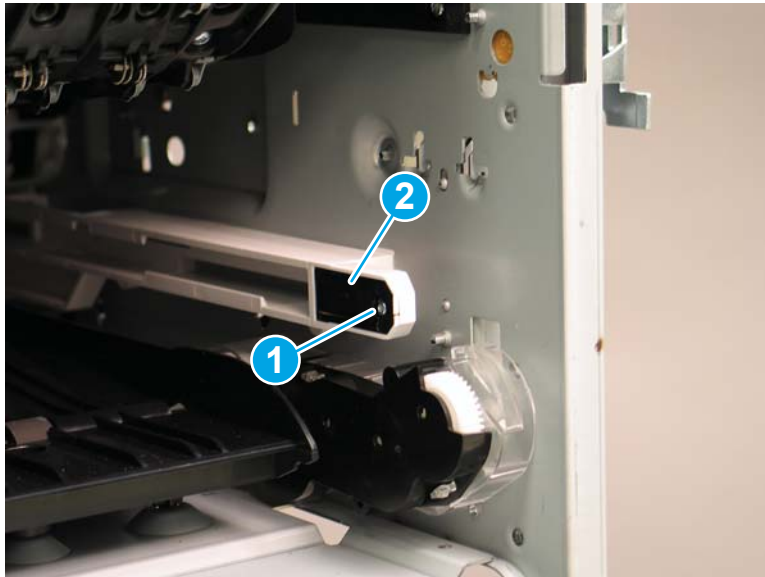
Figure 1-1270 Disconnect one FFC



2. Remove one screw (callout 1), and then remove the cover (callout 2).

 **NOTE:** This screw requires a #6 TORX driver.

Figure 1-1271 Release two tabs



3. Remove the interconnect PCA.


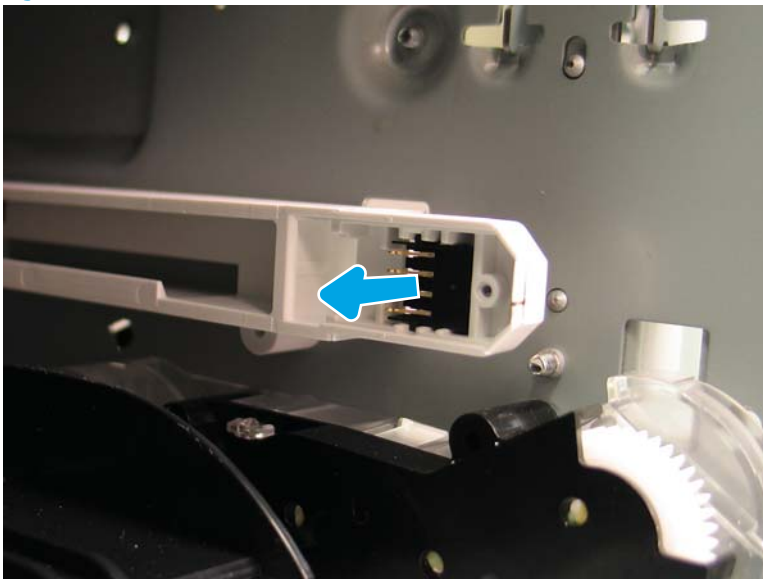
 **NOTE:** Pass the FFC through the opening in the printer chassis.

Figure 1-1272 Remove the PCA



4. Use a finger to reach in behind the contact block, and then push it out of the holder.

Figure 1-1273 Remove the contact block

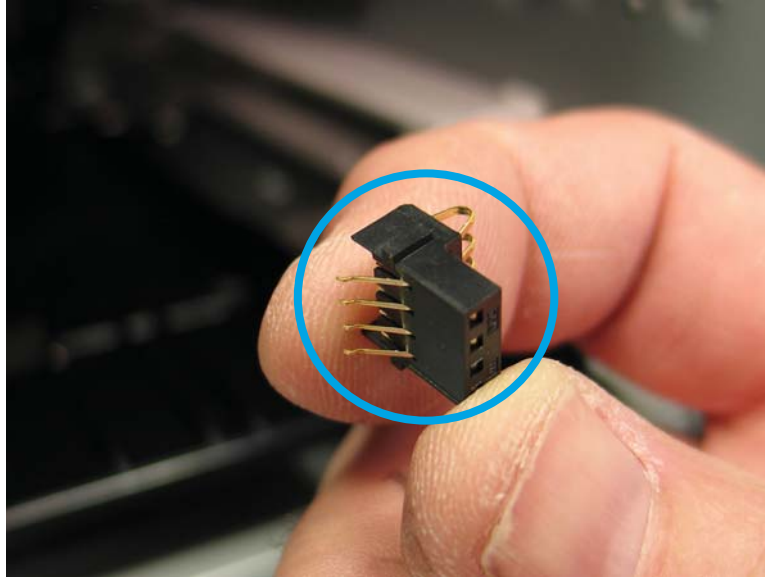


5. Reverse the removal steps to install the assemblies. Also use the following special installation instructions.

Special installation instructions: Service fluid container electrical interconnect kit


- ▲ Before installing the contact block, take note of the correct installation orientation (below).

Figure 1-1274 Correct contact block orientation





Step 6: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Ejection drive assembly

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

Introduction

This document provides the procedures to remove and replace the ejection drive assembly.



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Ejection drive assembly part number	
A7W93-67054	Ejection drive assembly

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1275 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-1276 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


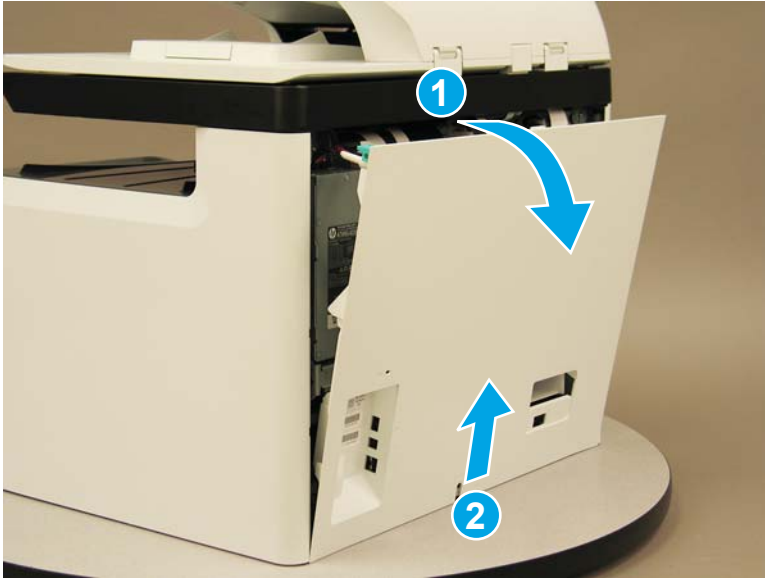
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1277 Remove the rear cover

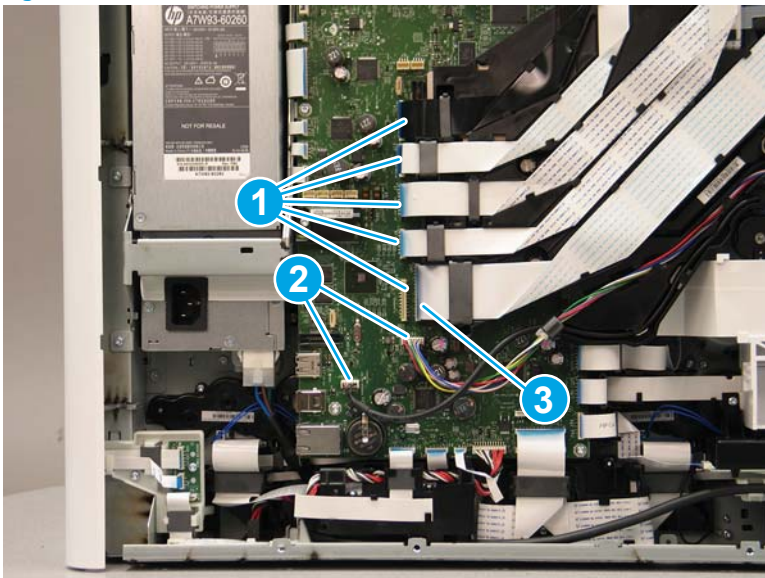


Step 2: Remove the ejection drive assembly

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. At the rear of the printer, do one the following:
 - **MFP models:** Disconnect five flat-flexible cables (FFCs) (callout 1) and two connectors (callout 2).
 - **SFP models:** Disconnect two connectors (callout 2) and one FFC (callout 3).

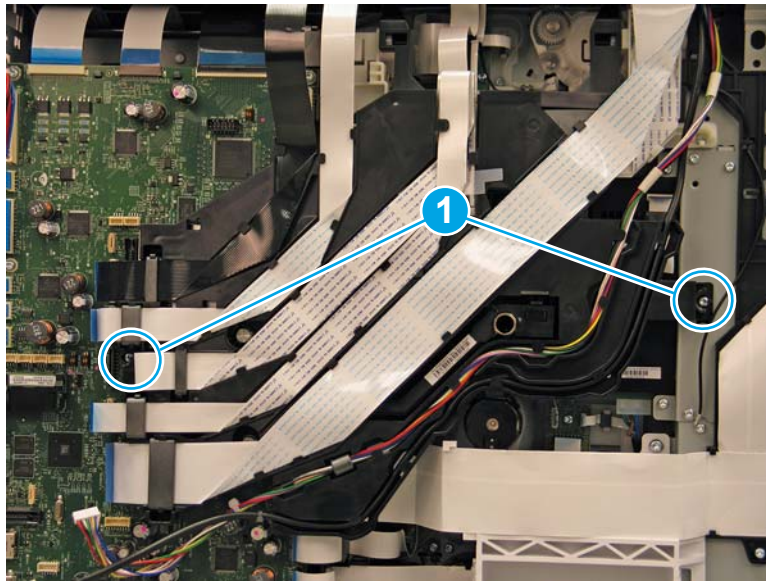
Figure 1-1278 Disconnect FFCs and connectors



2. Loosen two screws (callout 1).

 **NOTE:** These screws are captive and cannot be removed.

Figure 1-1279 Loosen two screws



3. Rotate the FFC tray up and away from the printer.


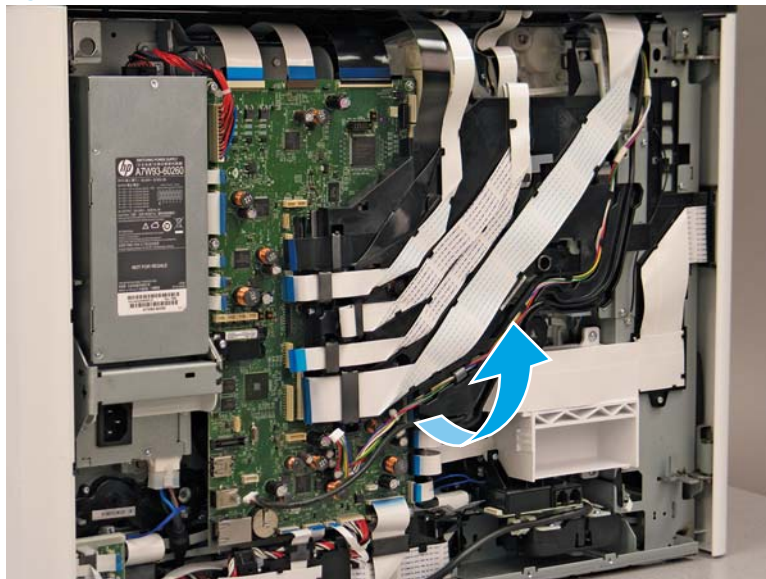
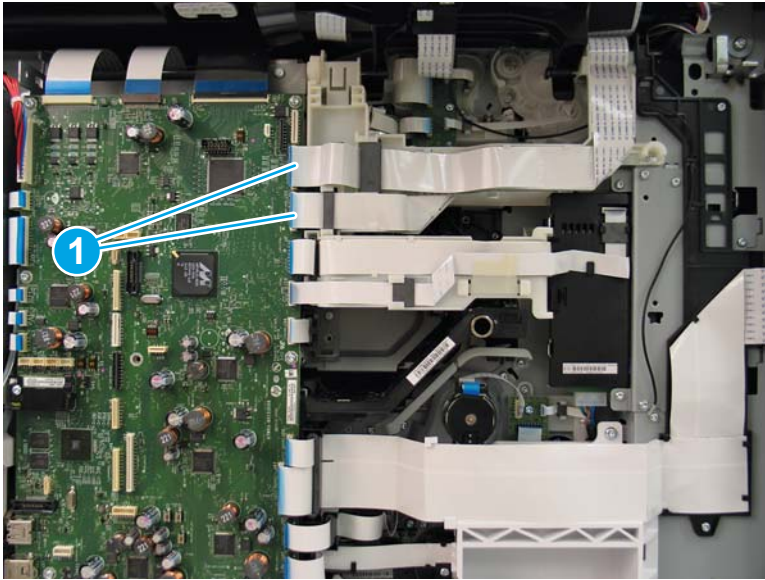
 **NOTE:** When the tray is fully raised, it locks in the up position.

Figure 1-1280 Raise the FFC tray



4. Disconnect two FFCs (callout 1).

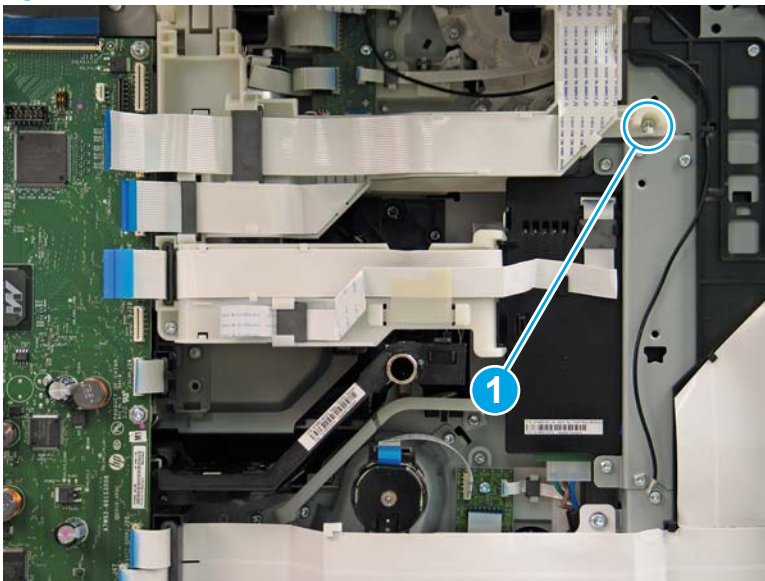
Figure 1-1281 Disconnect two FFCs



5. Loosen one screw (callout 1).

 **NOTE:** This screw is captive.

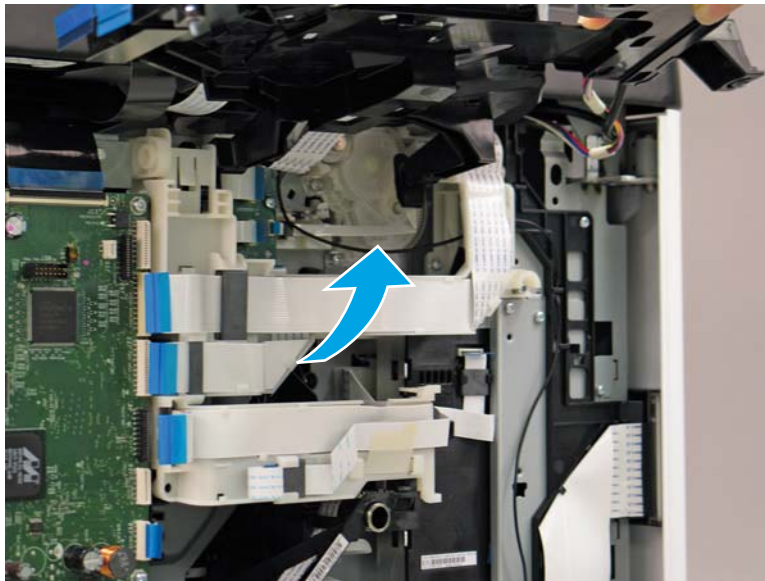
Figure 1-1282 Loosen one screw



6. Rotate the guide up to move it out of the way.

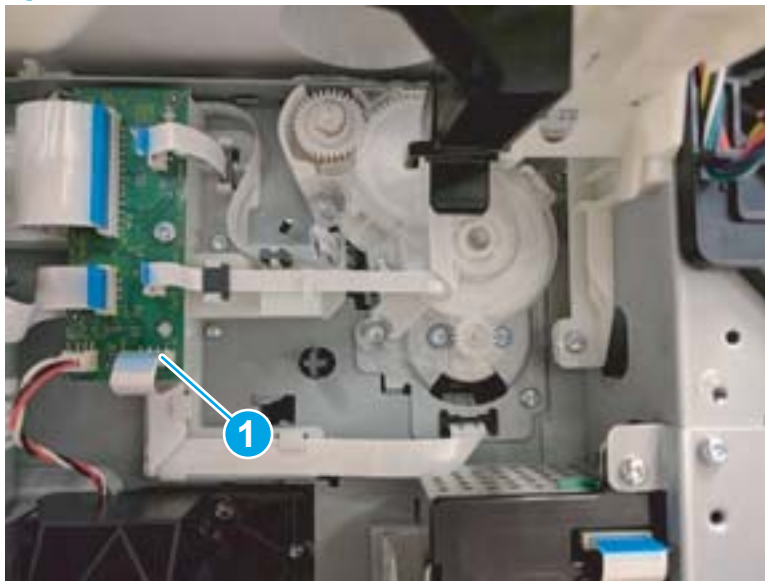
 **NOTE:** When the guide is fully raised, it locks in the up position.

Figure 1-1283 Move the FFC guide out of the way



7. Disconnect one FFC (callout 1).

Figure 1-1284 Disconnect one FFC



8. Remove two screws (callout 1).


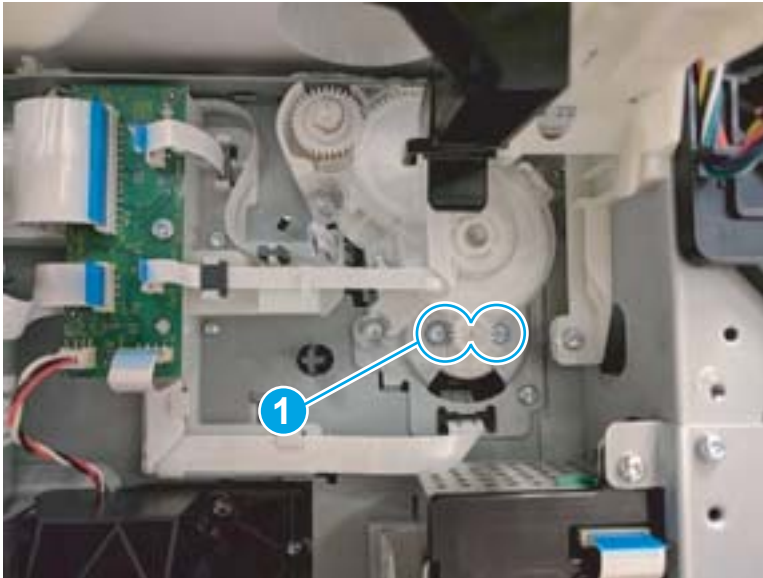
 **Reinstallation tip:** These screws are shorter than other screws used in the printer. Make sure that these screws are used when the ejection drive assembly is reinstalled.

Figure 1-1285 Remove two screws



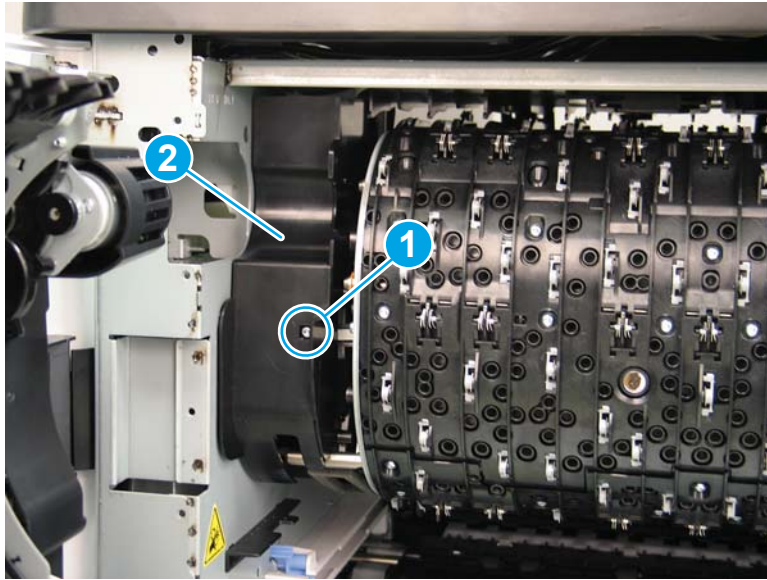
9. Open the left door.

Figure 1-1286 Open the left door



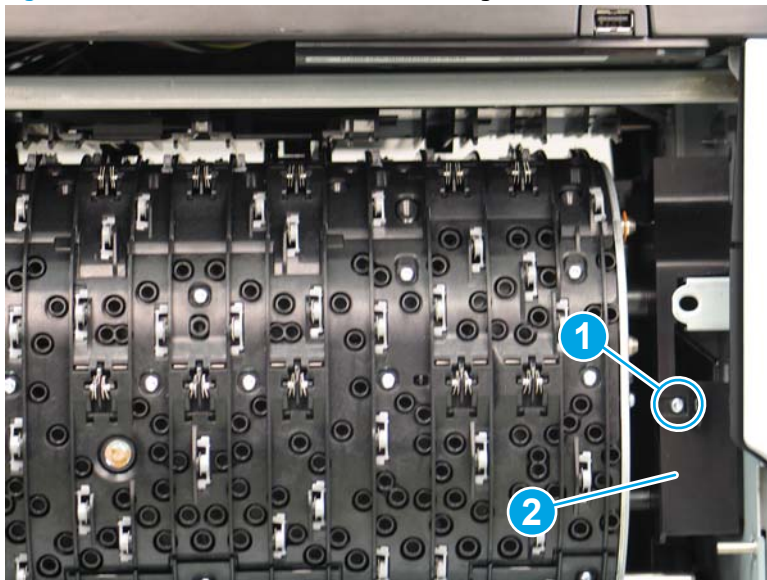
10. Remove one screw (callout 1), and then remove the left cover (callout 2).

Figure 1-1287 Remove one screw and the left cover



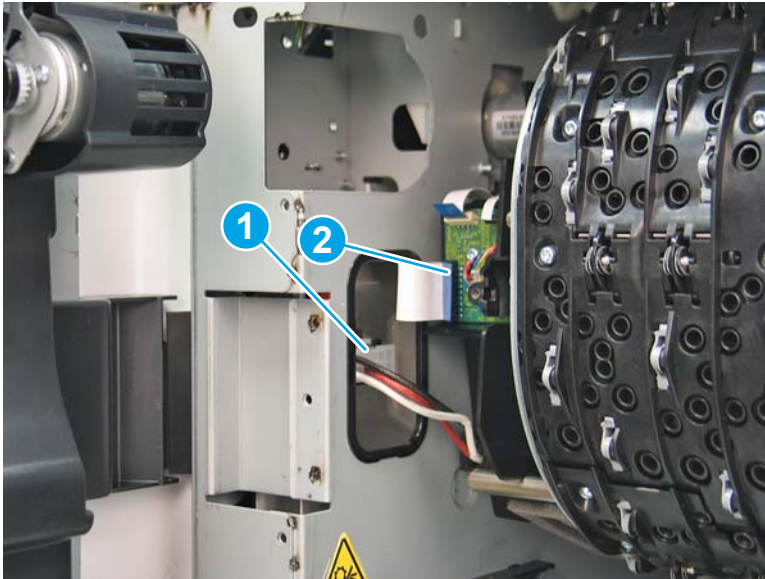
11. Remove one screw (callout 1), and then remove the right cover.

Figure 1-1288 Remove one screw and the right cover



- At the left side of the airflow assembly, disconnect one connector (callout 1) and one flat-flexible cable (FFC) (callout 2).

Figure 1-1289 Disconnect one connector and one FFC



- Loosen two screws (callout 1).


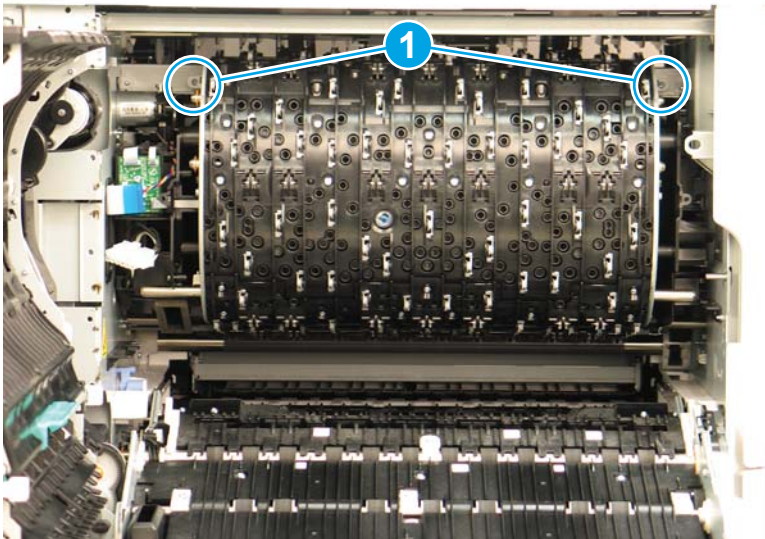
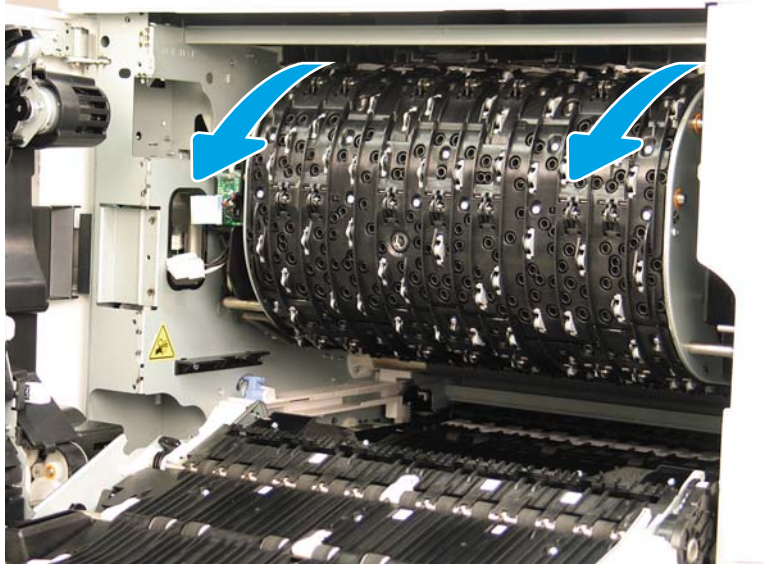
 **NOTE:** These screws are captive and cannot be removed.

Figure 1-1290 Loosen two screws



14. Rotate the top of the airflow assembly down and away from the printer.

Figure 1-1291 Rotate the top of the airflow assembly down



15. Remove the ejection drive assembly.



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

Figure 1-1292 Remove the ejection drive assembly





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Printhead assembly

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- [Step 2: Remove the right tower cover](#)
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- [Step 4: Remove the front tower cover](#)
- [Step 5: Remove the middle internal front cover](#)
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Introduction

This document provides the procedures to remove and replace the printhead assembly.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Printhead assembly number	
A7W93-67069	Printhead assembly with instruction guide
	NOTE: The following parts are included:
	<ul style="list-style-type: none">• Fluid service container• Shipping restrain (rear)• Shipping restrain (front)• Printhead wiper (installed in the printhead assembly)• Start-up cartridge set

Required tools

- Small flat-blade screwdriver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

Print a page, and then check the print quality.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1293 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

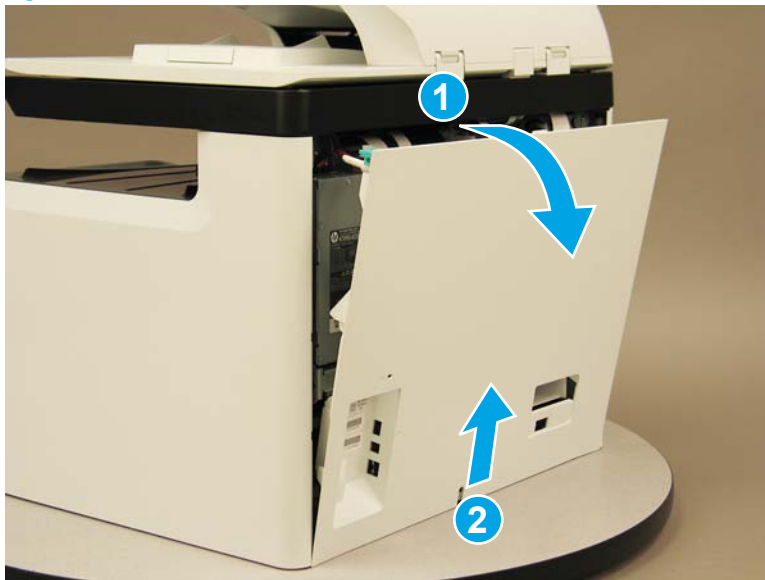
Figure 1-1294 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-1295 Remove the rear cover



Step 2: Remove the right tower cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-1296 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.


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

Figure 1-1297 Remove the right tower cover



Step 3: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

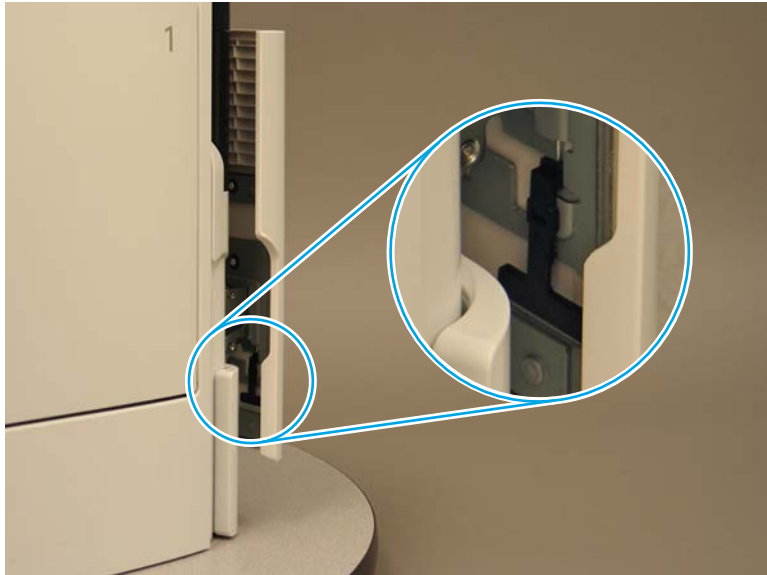
1. Open the cartridge door.

Figure 1-1298 Open the cartridge door



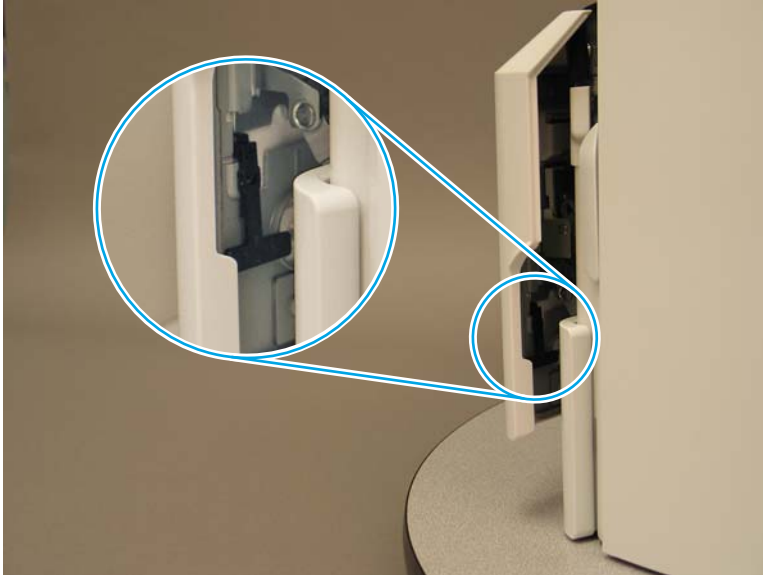
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1299 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1300 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-1301 Remove the cartridge door



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

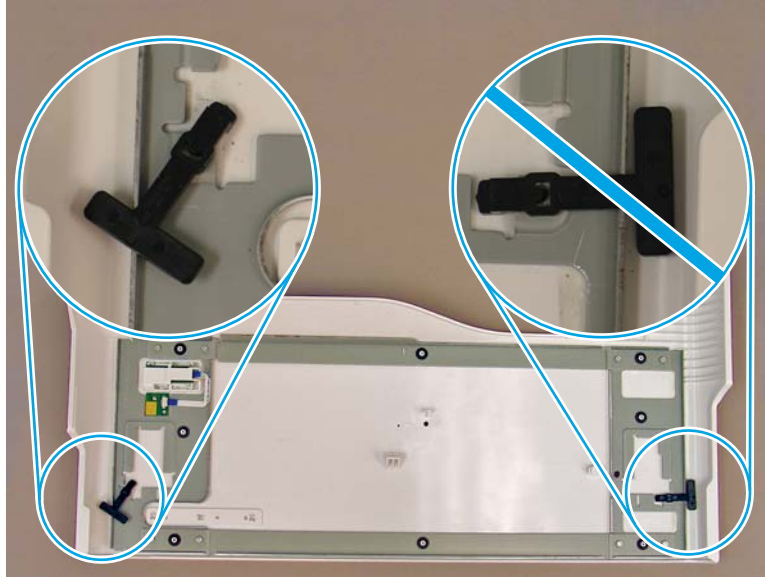
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

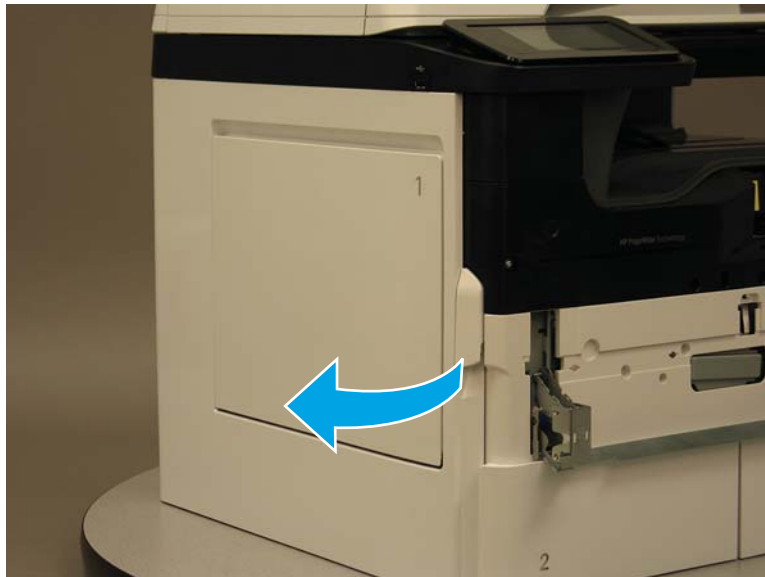
Figure 1-1302 Preposition the retainers



Step 4: Remove the front tower cover

1. Open the left door.

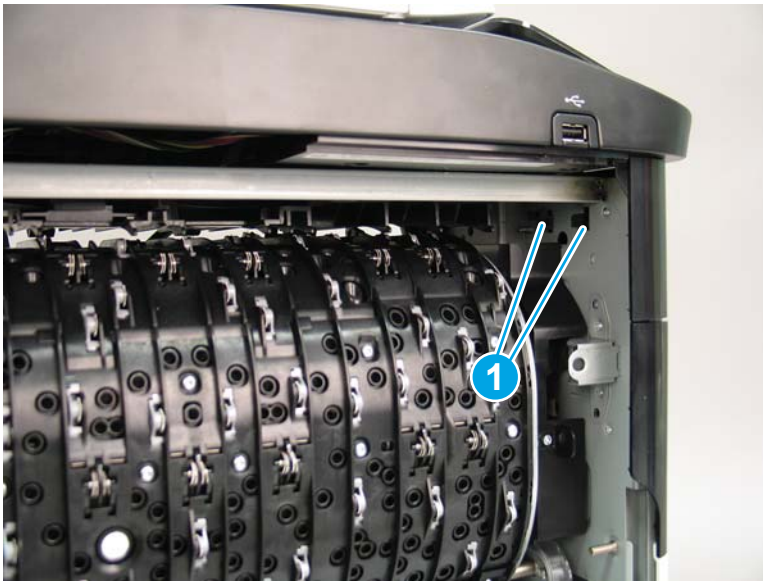
Figure 1-1303 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-1304 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

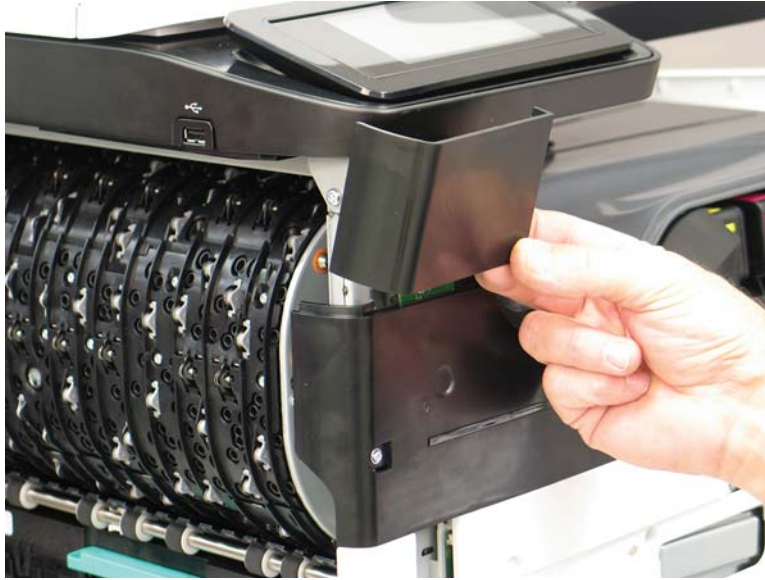
Figure 1-1305 Release the front tower cover



4. Remove the cover.

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

Figure 1-1306 Remove the cover

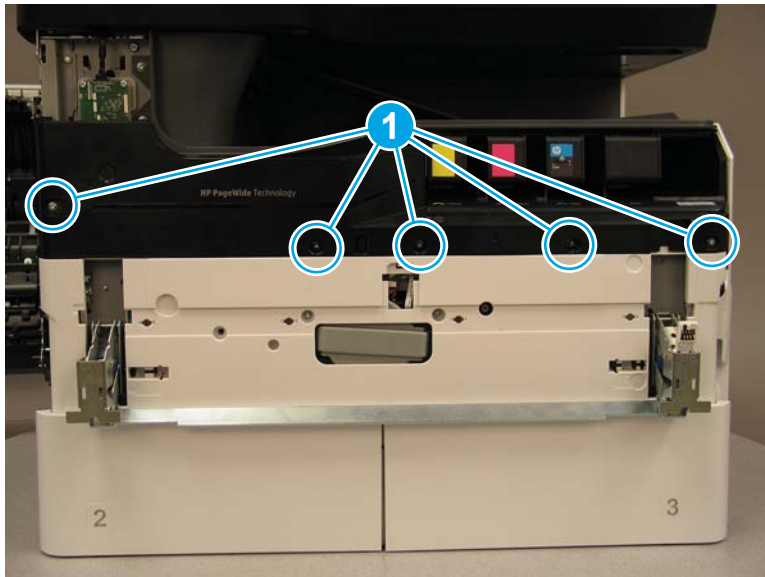


Step 5: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-1307 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

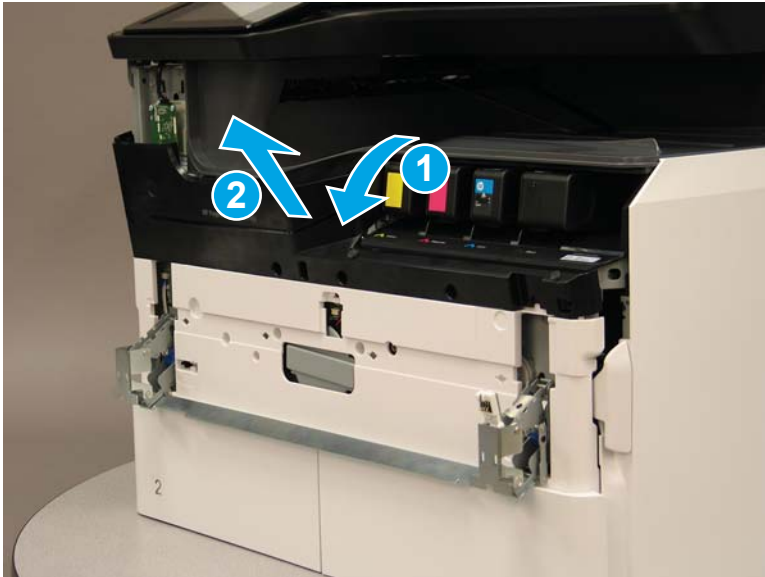
Figure 1-1308 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-1309 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


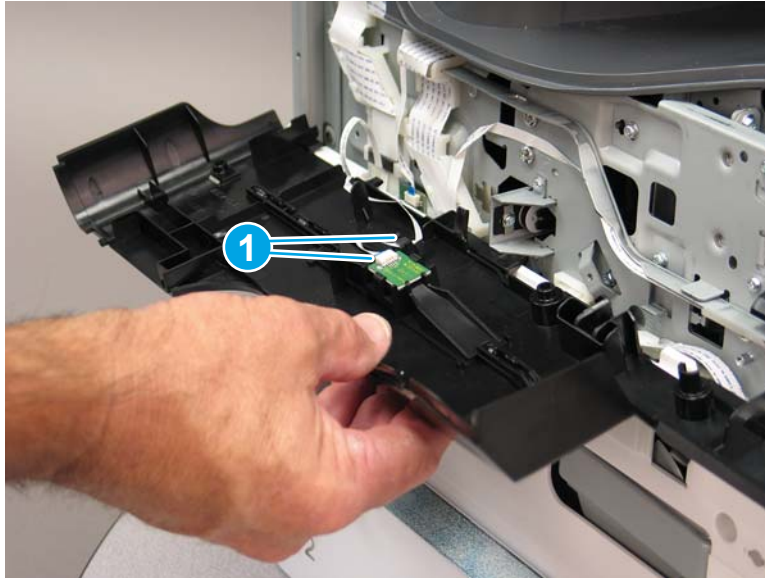
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1310 Remove the middle internal front cover

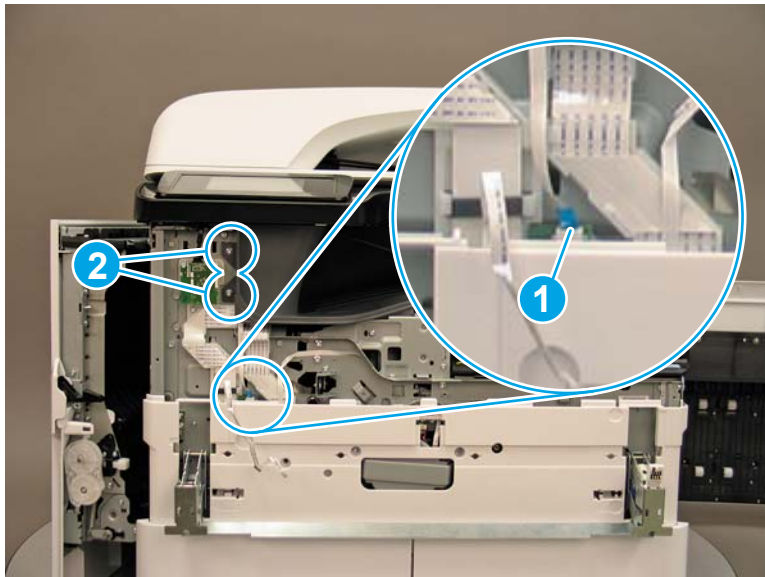


Step 6: Remove the standard output bin

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

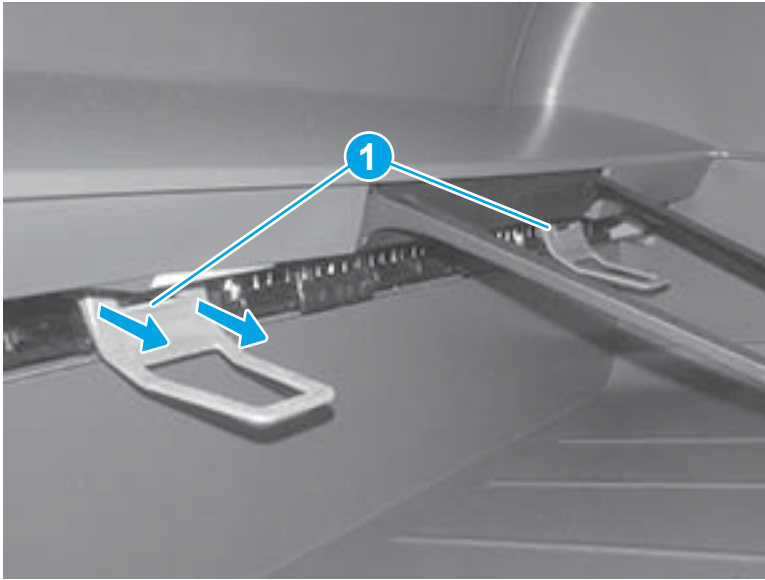
1. Disconnect one flat-flexible cable (FFC), and then remove two screws (callout 1).

Figure 1-1311 Disconnect one FFC and remove two screws



2. Remove two flaps (callout 1) from the output shaft.

Figure 1-1312 Remove the flaps



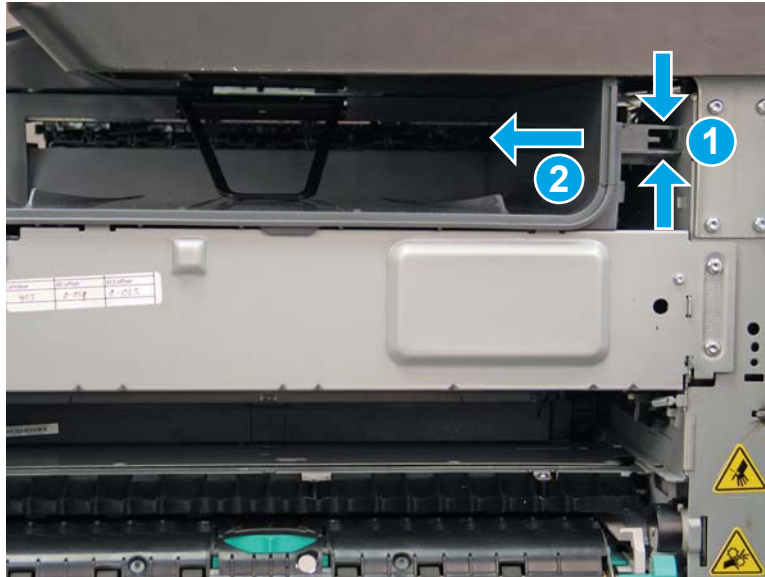
3. **772zt and 777hc/z only:** At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-1313 Release the cover



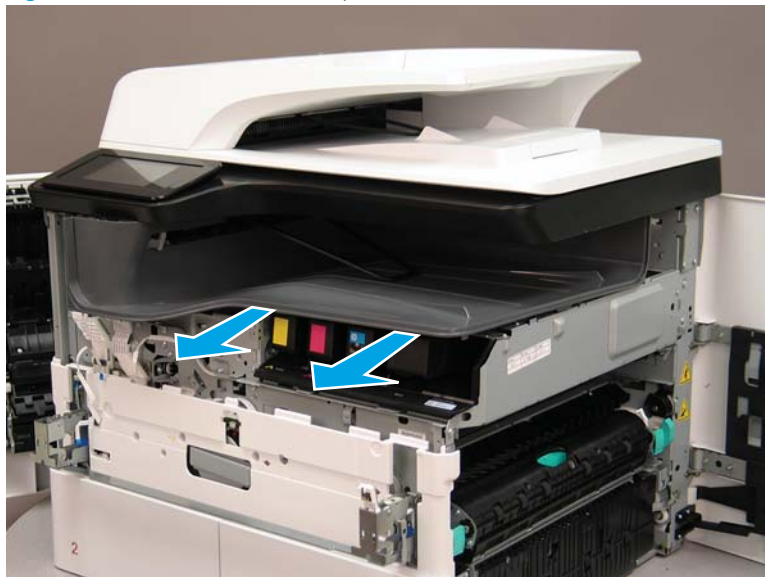
4. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-1314 Release two tabs



5. Pull the output bin straight out of the printer to remove it.

Figure 1-1315 Remove the output bin



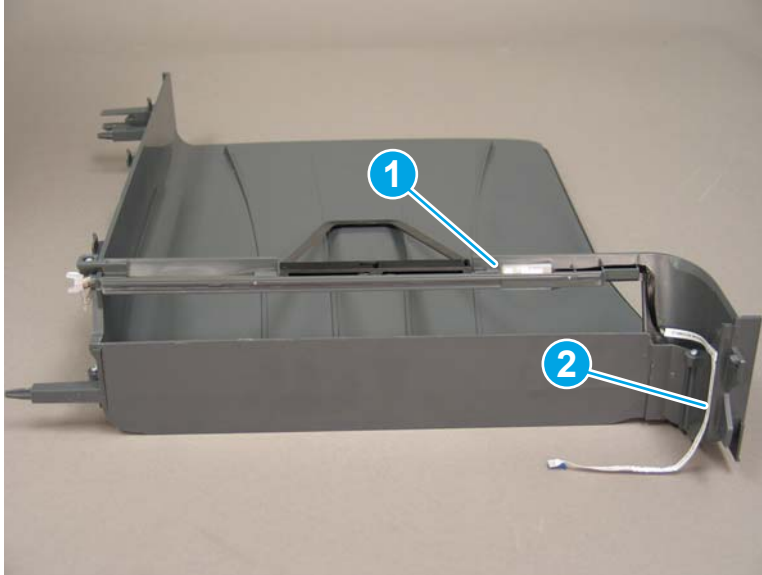
6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Standard output bin

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.

 **NOTE:** The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-1316 Remove the LED module



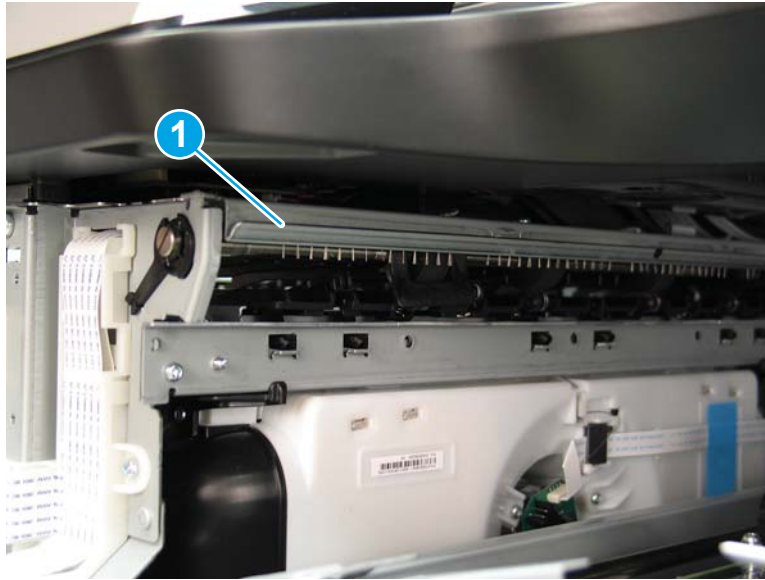
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-1317 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-1318 Locate the mounting rail (printer)



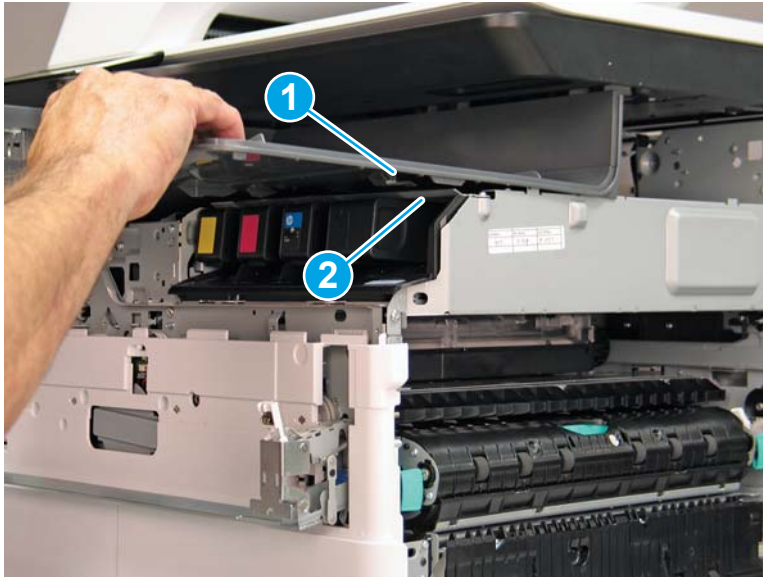
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-1319 Align the mounting rails



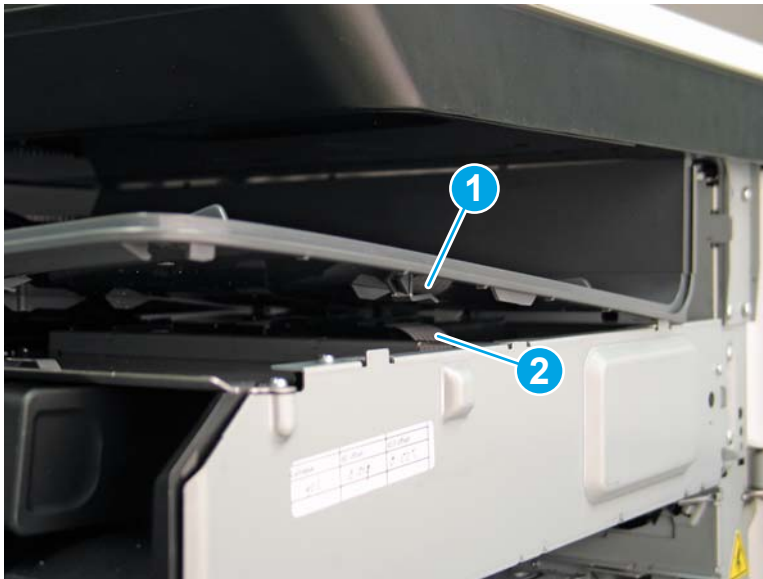
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-1320 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-1321 Engage the inner clip




- g. Slide the output bin straight onto the printer.

 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-1322 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tab are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.



 **NOTE:** Make sure that the output stack control arm shaft is engaged with its drive motor.

Figure 1-1323 Check the output bin installation




Step 7: Remove the printhead assembly

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

 **NOTE:** The following procedure is for replacing a defective printhead assembly. Special instructions are provided at the end of this procedure that must be followed to make sure that the replacement printhead assembly installation is successful.

1. Remove the print cartridges, and then install the shipping fluid cap.

 **NOTE:** Make sure that the *startup* supplies (included with the replacement assembly) are used when the power is turned on for the first time after replacing the printhead assembly.

Follow the instructions on the control-panel display to initialize the printer.


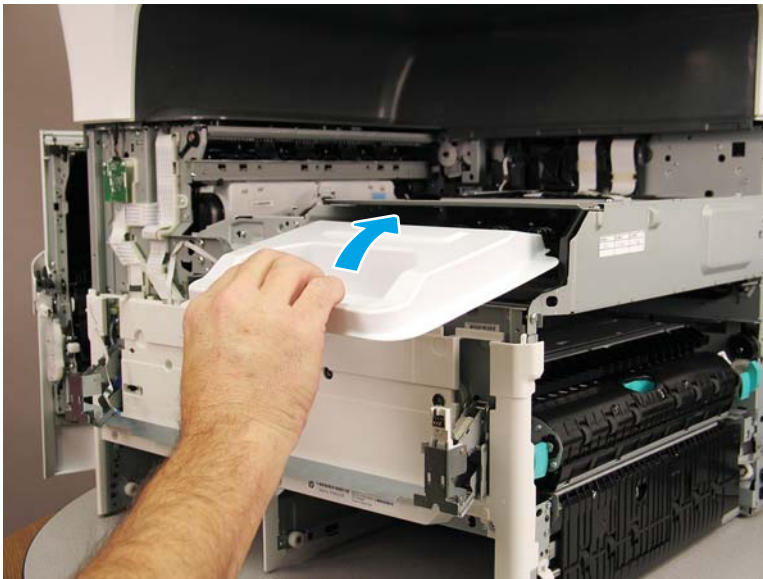

 **TIP:** If the original fluid cap is not available, use the one that is installed in the replacement printhead assembly.

Figure 1-1324 Install the fluid cap

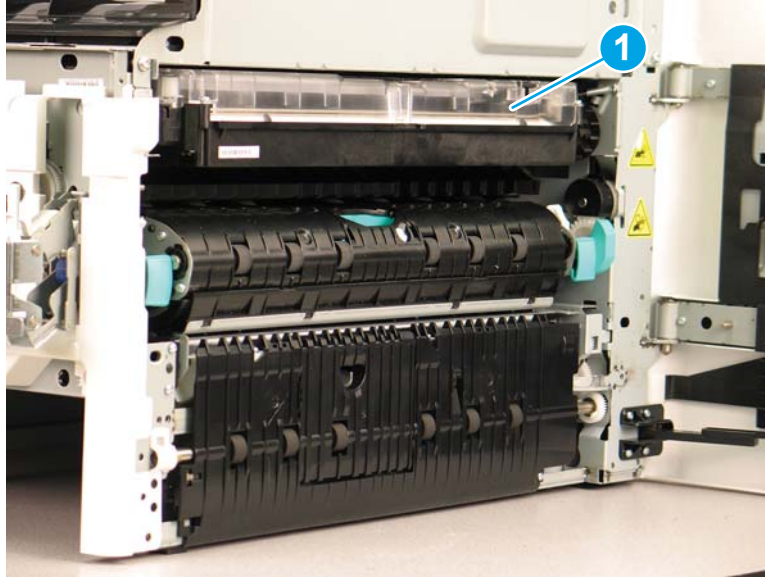


2. Before proceeding, do the following:

 **Reinstallation tip:** This is a removal only step. When installing the replacement printhead, skip this step (the printhead wiper will already be in the home position).

- a. Check the location of the printhead wiper. If it is in the correct position (all the way in and under the printhead, go to step 3. If it is not in the correct position (for example, callout 1 below), continue with these sub steps.

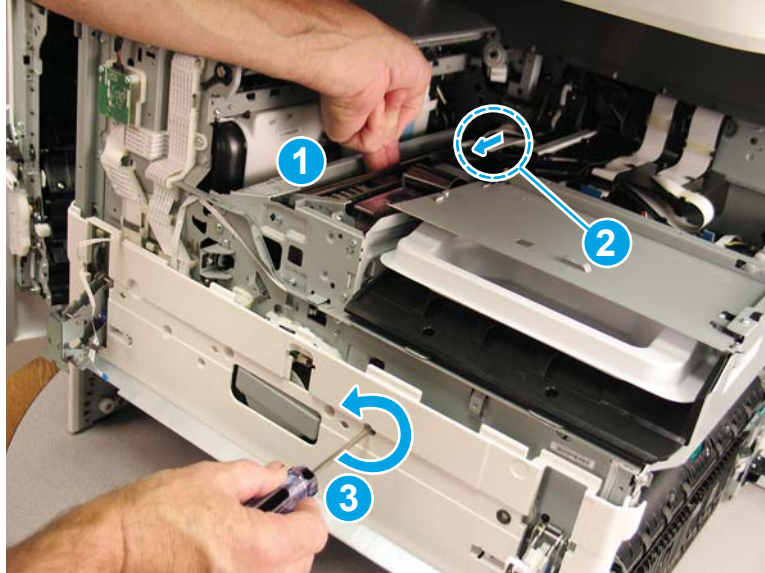
Figure 1-1325 Printhead wiper out



- b. Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure that the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper into the printer. Continue to turn the shaft until the wiper stops.

CAUTION: Lifting up on printhead bar prevents the moving wiper from damaging the printhead.

Figure 1-1326 Move the wiper into the printer



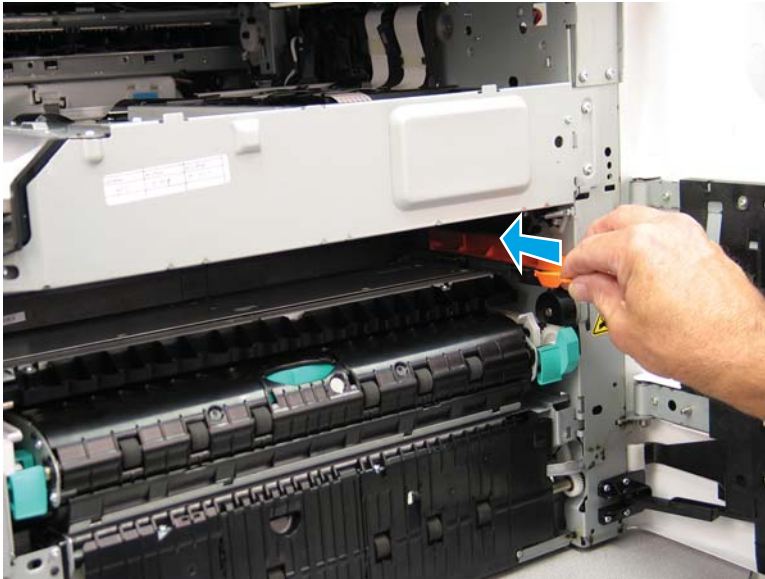
3. At the right side of the printer, install the right-rear shipping restraint.

⚠ CAUTION: Verify that the shipping restraint is locked in place.

Shipping restraints (supplied in the kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
 - The replacement printhead assembly can become misaligned when it is installed.
-

Figure 1-1327 Install the right-rear shipping restraint



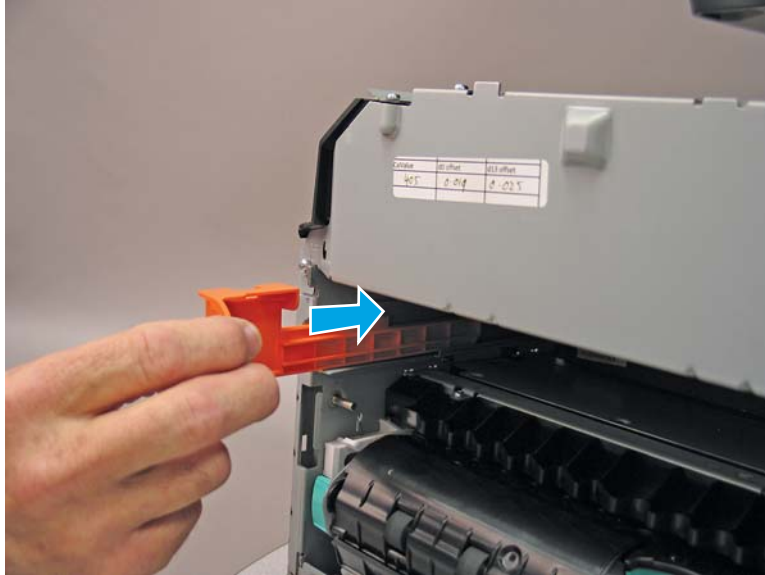
4. Install the right-front shipping restraint.

⚠ CAUTION: Check and make sure the shipping restraint is locked in place. Without the shipping restraints the wiper can slide out of the printhead assembly when it is removed.


Shipping restraints (supplied in the kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
 - The replacement printhead assembly can become misaligned when it is installed.
-

Figure 1-1328 Install the right-front shipping restraint



5. **Remove three screws in the following order:** Remove one screw (PB1; callout 1), remove one screw (PB2; callout 2), and then remove one screw (PB3; callout 3).

 **IMPORTANT:** These screws **must** be removed/installed in the correct order.

 **Reinstallation tip:** Reinstall these screws in the following order: Install one screw (PB1; callout 1), install one screw (PB2; callout 2), and then install one screw (PB3; callout 3).

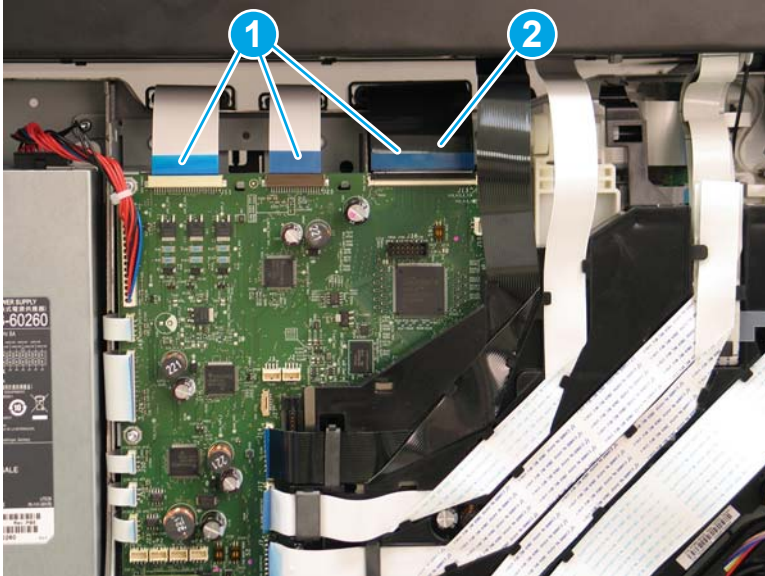
Figure 1-1329 Remove three screws



6. At the rear of the printer, disconnect three flat-flexible cables (FFCs) (callout 1).

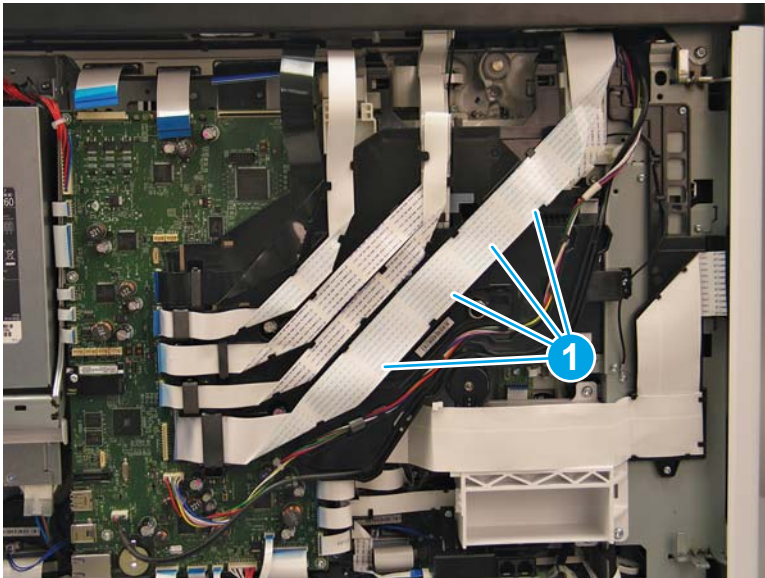
⚠ CAUTION: One FFC connector (callout 2) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

Figure 1-1330 Disconnect three FFCs





7. Release one FFC from the guide (callout 1), and then move it out of the way.

Figure 1-1331 Release one FFC from the guide



8. **Loosen two screws in the following order:** Loosen one screw (PB4; callout 1), and then loosen one screw (PB5; callout 2). These screws are located behind the guide.

 **IMPORTANT:** These screws **must** be removed/installed in the correct order.

 **NOTE:** These screws are captive and cannot be removed. Turn the screws 5 or 6 full counterclockwise/clockwise revolutions to make sure they disengage/engage the printhead assembly.


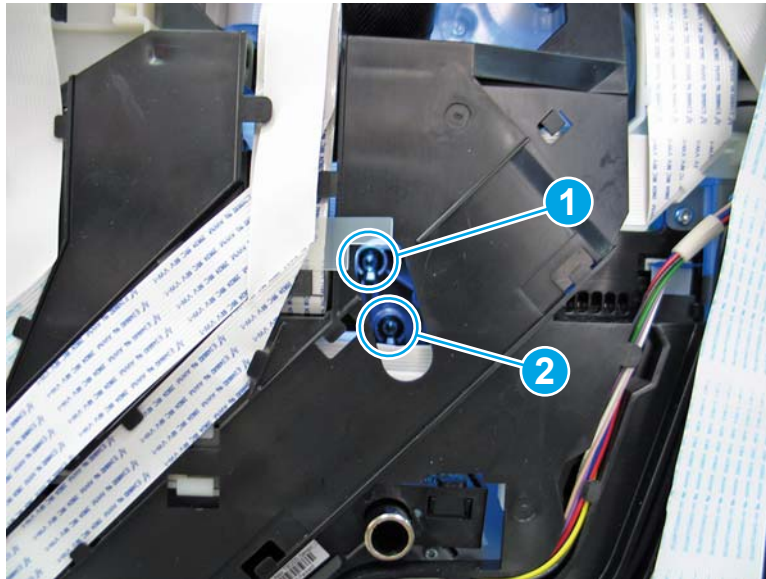
 **Reinstallation tip:** **Tighten these screws in the following order:** Tighten one screw (PB4; callout 1), and then tighten one screw (PB5; callout 2).

Figure 1-1332 Loosen two screws

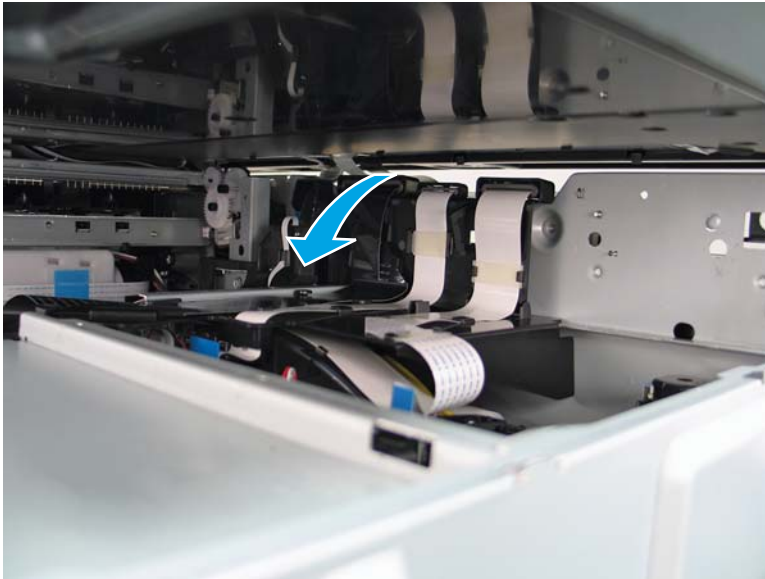


- At the front of the printer, rotate the printhead FFC guide down (towards the printhead assembly) until it snaps into the locked position.

IMPORTANT: Make sure that the FFCs are fully on the printhead side of the sheet-metal chassis.

NOTE: An audible click is heard when the guide locks onto the printhead assembly.

Figure 1-1333 Rotate the FFC guide down

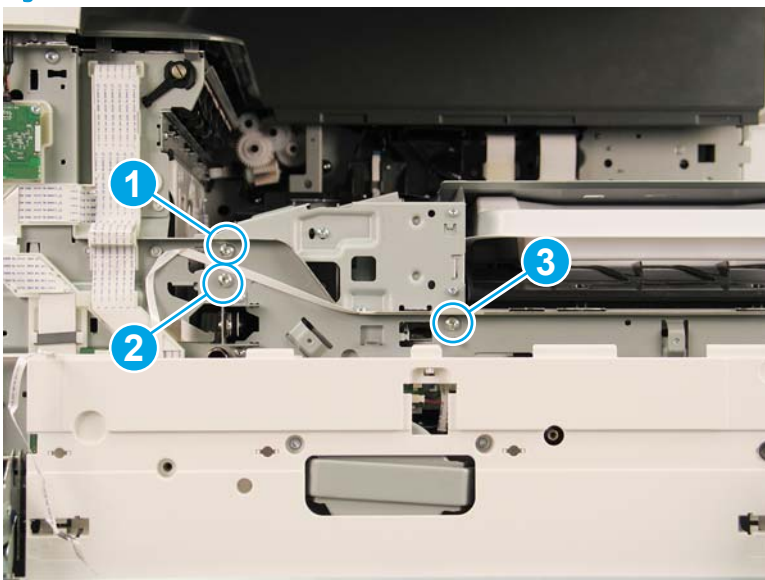


- Remove three screws in the following order: Remove one screw (PB6; callout 1), remove one screw (PB7; callout 2), and then remove one screw (PB8; callout 3).


IMPORTANT: These screws **must** be removed/installed in the correct order.


Reinstallation tip: Reinstall these screws in the following order: Install one screw (PB6; callout 1), install one screw (PB7; callout 2), and then install one screw (PB8; callout 3).


Figure 1-1334 Remove three screws



11. Grasp the printhead print bar (callout 1) and the right side (callout 2) of the assembly, and then carefully slide it to the right (callout 3) to remove it.

 **IMPORTANT:** Use the packaging material from the replacement printhead assembly to send the defective part back to HP.

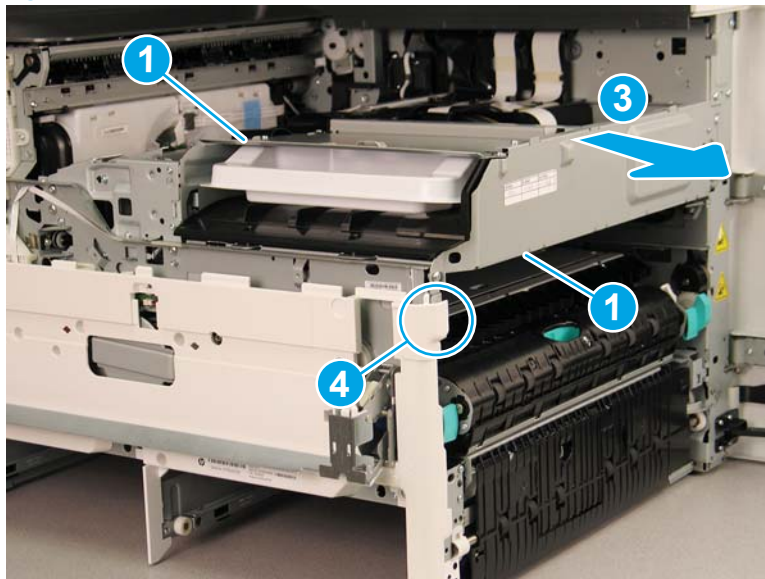
 **NOTE:** It might be necessary to slightly flex the corner (callout 4) of the lower internal front cover away from the printer chassis so that it does not interfere with the assembly.

 **Reinstallation tip:** Slightly pull up and/or push down on the leading edge of the assembly if interference is felt.

If the printhead assembly is about 10 mm (0.5 in) in and will not slide in any further, the mounting screws at the rear of the printer (PB4 and/or PB5) might be protruding into the printhead cavity. Use a magnetized screwdriver to pull them back out.

Before reinstalling the printer covers, see *Check the printhead wiper installation* in step [12](#) of this procedure.

Figure 1-1335 Remove the printhead assembly



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

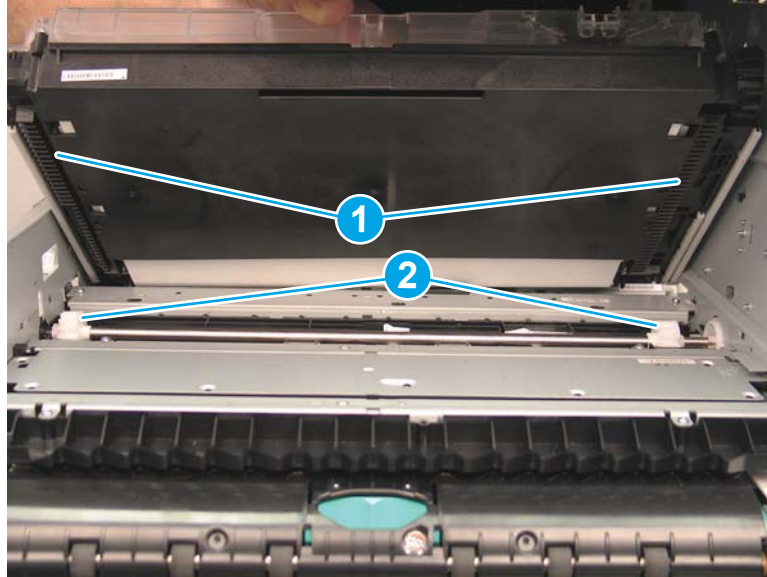
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Replacement printhead and wiper assembly

 **CAUTION:** Before reinstalling the printer covers, follow the steps in this section to make sure that the printhead assembly is correctly installed in the printer—it must be correctly aligned to prevent the wiper from binding during printer operation.

- a. Do the following:
 1. Before proceeding, take note of the engagement racks (callout 1) on the bottom of the printhead wiper and the drive wheels (callout 2) in the printer.

Figure 1-1336 Wiper engagement racks and drive wheels

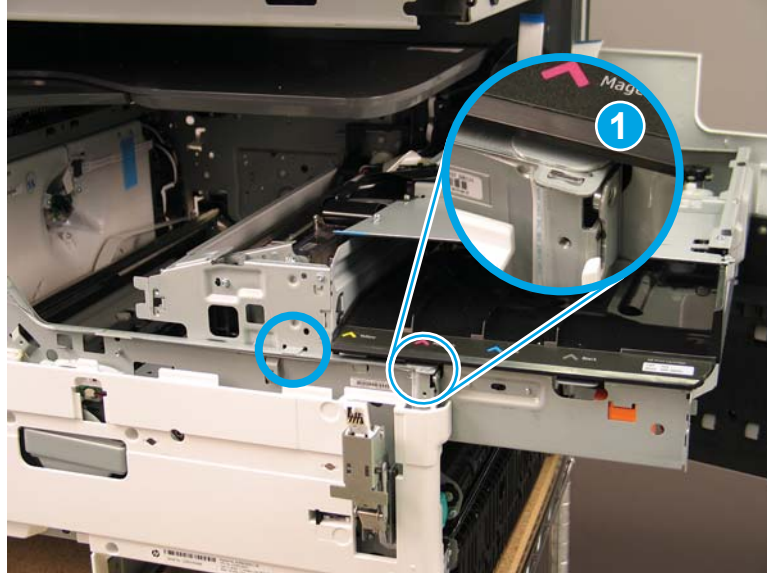


2. Partially install the printhead assembly into the printer until the first two tabs (front tabs shown) rest on the printer chassis.



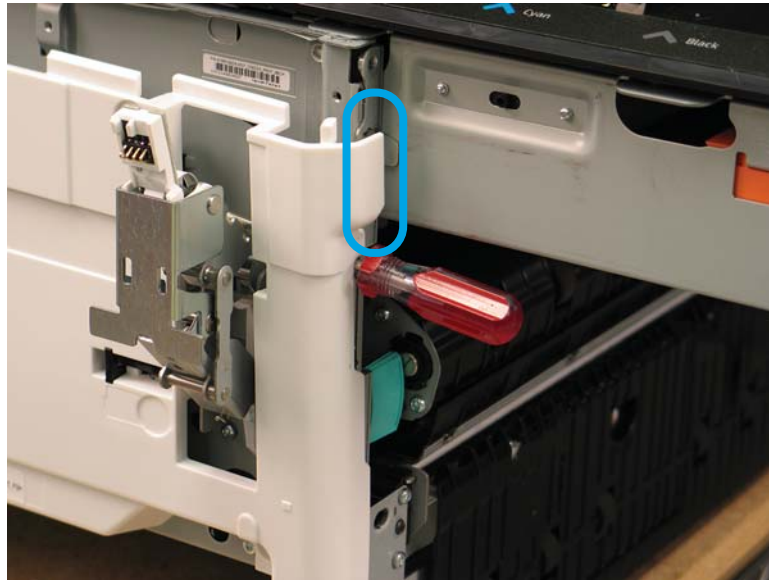
IMPORTANT: When the middle tab (callout 1) is aligned with the printer chassis, the wiper engagement racks are engaged with the drive wheels. See [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1337 Partially install the printhead assembly



3. Use a small flat-blade screwdriver to carefully flex the corner of the lower internal front cover away from the printer chassis—this creates the required clearance for the printhead assembly to fully travel into the printer.

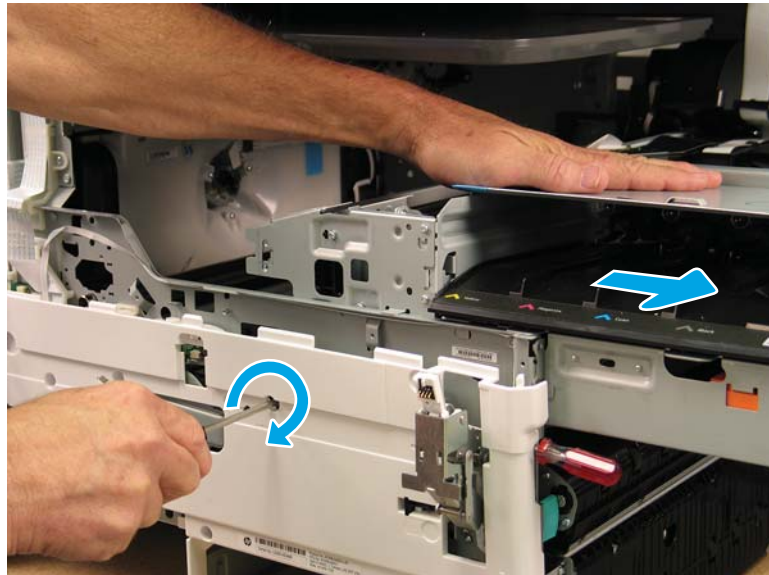
Figure 1-1338 Flex the corner of the lower internal front cover



4. Push down on the top of the printhead assembly, and then turn the manual wiper movement shaft clockwise to *disengage* the wiper engagement rack from the drive wheels.

 **NOTE:** If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1339 Disengage the wiper engagement rack from the drive wheels



- Continue to push down on the top of the printhead assembly, slightly slide it back into the printer, and then turn the manual wiper movement shaft counterclockwise to *engage* the wiper engagement rack from the drive wheels.


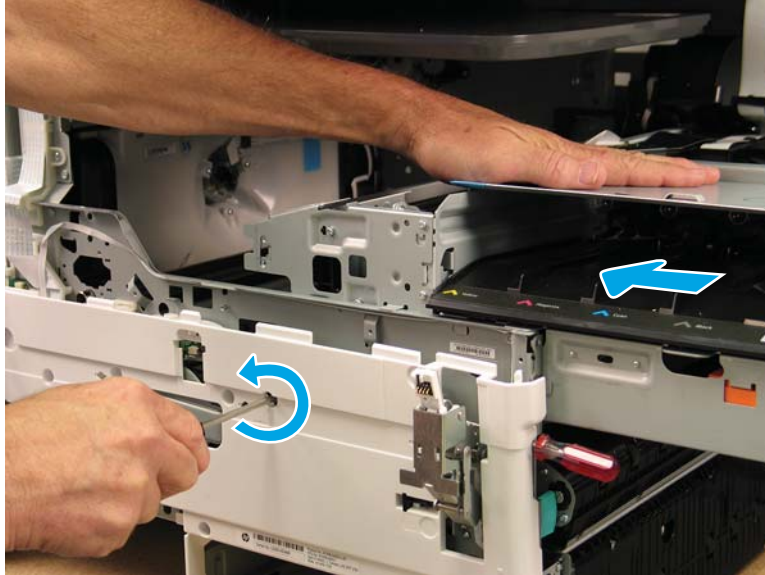
 **NOTE:** This step ensures that the assembly is installed correctly aligned in the chassis.

Figure 1-1340 Engage the wiper engagement rack from the drive wheels



- With constant down pressure on the printhead assembly, continue to turn the manual wiper movement shaft counterclockwise to pull the assembly fully into the chassis.


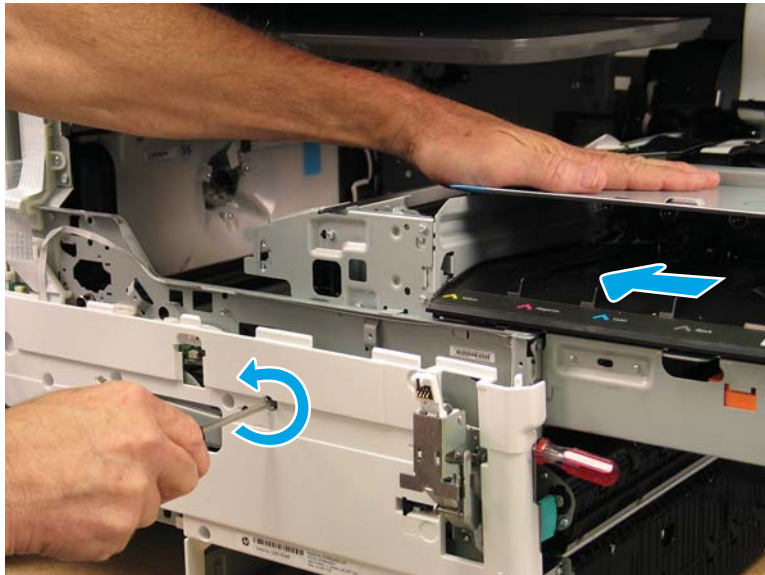
 **IMPORTANT:** Down pressure on the assembly ensures that the engagement racks on the wiper do not ride up and over the drive wheels, which can cause the assembly to become misaligned in the printer.

Figure 1-1341 Fully install the printhead assembly

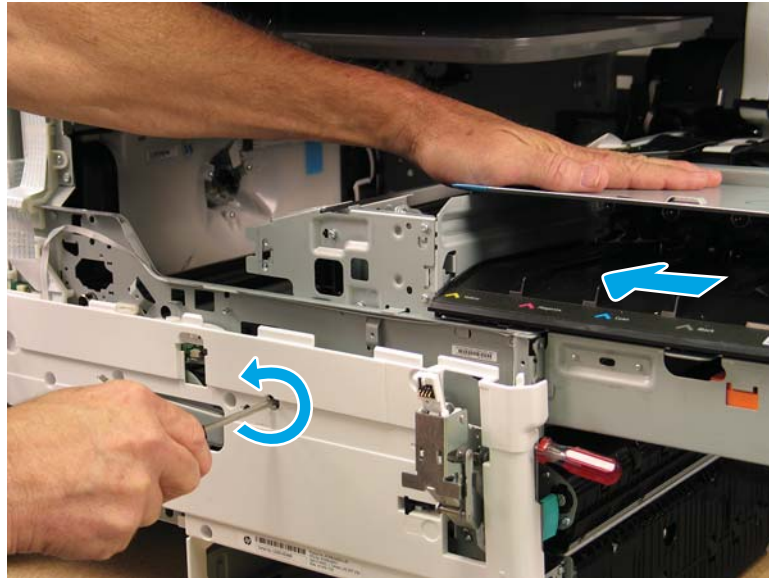


7. When the assembly is fully seated, install screw PB1 (callout 1), PB2 (callout 2), and then PB3 (callout 3) to keep the assembly from moving



NOTE: Remove the flat-blade screwdriver, and continue the reinstall steps.

Figure 1-1342 Install screws PB1/2/3



- b. After all printhead assembly screws are installed (*in the correct order*), remove the wiper shipping restraints, and then do the following:



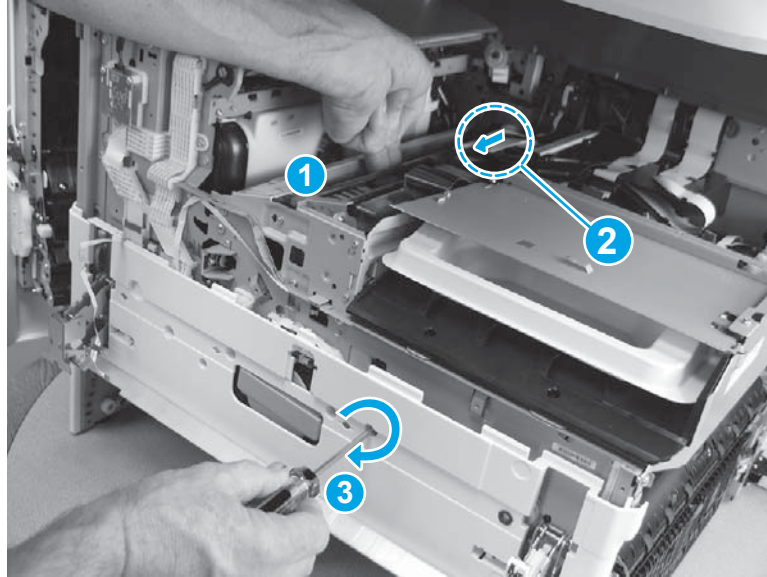
NOTE: Use a #20 TORX driver to turn the manual wiper movement shaft.

- Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft clockwise (callout 3) to move the wiper away from the printhead (towards the right door).



CAUTION: Do not move the wiper so far away from the printhead that the engagement racks disengage from the drive wheels. If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1343 Move the wiper away from the printhead

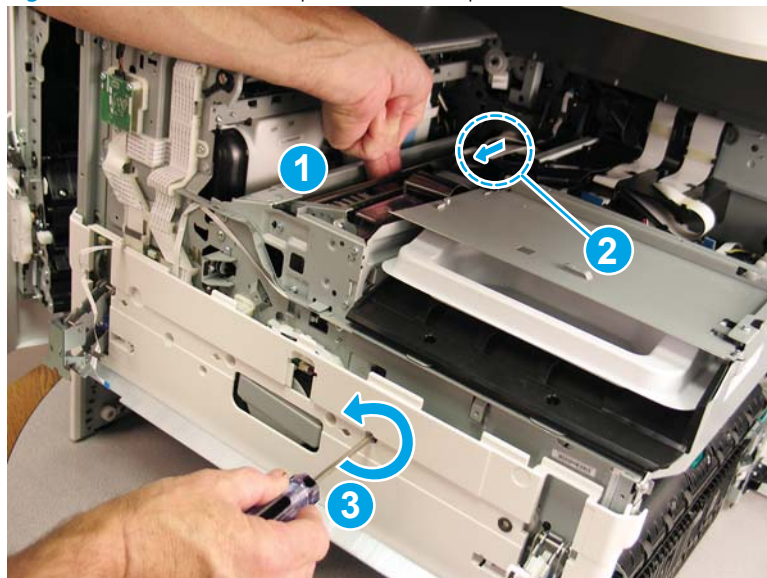


- Continue to support the printhead bar (callout 1), verify that the spring loaded gear is disengaged (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper to its home position under the printhead.

 **NOTE:** The wiper should move with little force required to turn the manual shaft.

If excessive force is required to move the wiper, the printhead is not correctly aligned in the printer chassis.

Figure 1-1344 Move the wiper to its home position



Special installation instructions: Printhead assembly (remove the service fluid container)

CAUTION: A replacement service fluid container is supplied with a replacement printhead assembly. The replacement service fluid container **must be installed** before the printer power is turned on after installing the replacement print head assembly. Follow the instructions below to remove the installed service fluid container.

IMPORTANT: Failure to install a replacement service fluid container might cause an over-flow ink condition.

- a. Open the left door.

Figure 1-1345 Open the left door



- b. Grasp the green handle on the service fluid container, and then pull it straight out of the printer.

Figure 1-1346 Pull the service fluid container out



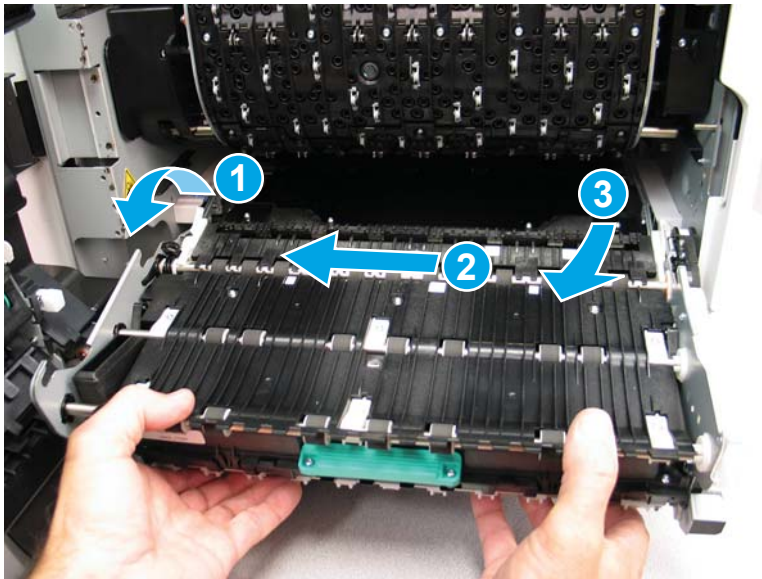
- c. At the left side of the service fluid container mounting rails, rotate the blue latch to the open position.

Figure 1-1347 Open the blue latch



- d. Rotate the left rail mounting pin up and out of the rail (callout 1), slightly slide the service fluid container to the left (callout 2) to release the right rail mounting pin, and then remove the service fluid container (callout 3).

Figure 1-1348 Remove the service fluid container



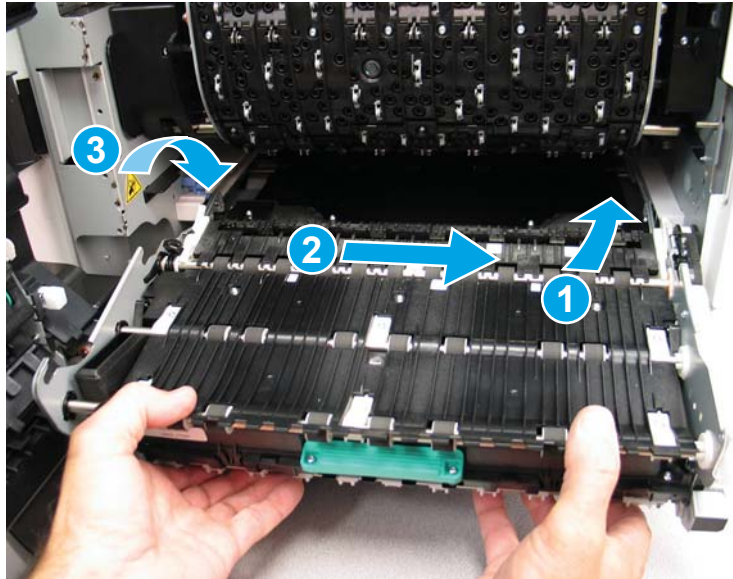
Install the replacement service fluid container

CAUTION: A replacement service fluid container is supplied with a replacement printhead assembly. The replacement service fluid container **must be installed** before the printer power is turned on after installing the replacement print head assembly. Follow the instruction below to remove the installed service fluid container

IMPORTANT: Failure to install a replacement service fluid container might cause an over-flow ink condition.

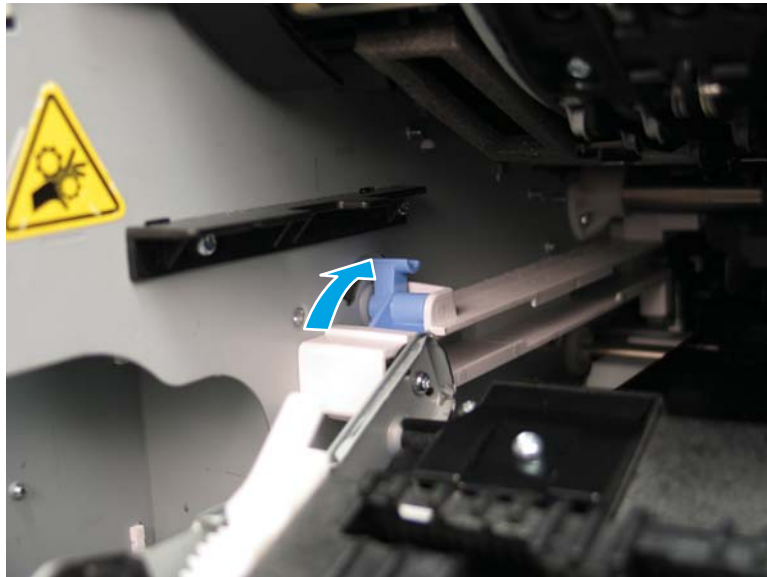
- a. Position the service fluid container right rail pin in the mounting rail (callout 1/2), and then rotate the left rail mounting pin down and into the rail (callout 3).

Figure 1-1349 Install the service fluid container



- b. At the left side of the service fluid mounting rails, rotate the blue latch to the closed position.

Figure 1-1350 Close the blue latch



- c. Grasp the green handle on the service fluid container, and then push it straight into the printer.

Figure 1-1351 Push the service fluid container in



- d. Close the left door.


Figure 1-1352 Close the left door




Complete the printhead assembly installation

 **IMPORTANT:** Follow the guidelines below when completing the printhead installation:

- Always use the supplies that are included in the printhead kit. These supplies cannot be used for any other purpose until after the printhead is initialized.
- In the unlikely event that a supply is missing or defective, substitute a regular **full** trade supply for the missing or defective supply. The initialization process uses a considerable amount of ink, so the substitute supply **must** be new to avoid an out of ink condition during printhead initialization.

 **NOTE:** These processes uses paper. Make sure that paper is loaded in the trays.

- a. Turn the printer power on.
- b. When the [New Printhead Assembly in the Printer](#) screen displays on the control-panel display, touch the [Next](#) button.
- c. The [Service](#) menu sign in screen displays. Touch the [Enter Access Code](#) item.
- d. Use the keypad to enter the following printer service access personal identification number (PIN), and then touch the [Done](#) button:


 **NOTE:** It might take up to 2 minutes to enter the [Service](#) menu.

- 05075017

- e. Touch the [Setup the Printhead](#) item.
- f. Wait for the printhead validation process to complete. Several page print during this process. Discard these pages.


 **NOTE:** The printhead validation processes takes about 2 to 3 minutes.

- g. When prompted, touch [Continue](#) to initialize the printhead.

 **NOTE:** The printhead initialization processes takes about 13 minutes.

Once the initialization process begins, the installed replacement printhead is paired to the printer. If it is removed before initialization begins, it is still considered a “new” printhead assembly.

- h. After the printhead initialization process is complete, touch the [Done](#) button, and then touch the [Home](#) button to return to the printer home screen.
- i. Print a print quality report, and then verify that the print quality is acceptable.

 **TIP:** To get further assistance in print-quality troubleshooting, go to www.hp.com/support/pagewidecolor750, www.hp.com/support/pagewidecolor772MFP and select **PQ Troubleshooting Tools**.

Print a print quality report


- a. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
- b. Open the following menus:
 - [Troubleshooting](#)
 - [Print Quality](#)
 - [Diagnostic Pages](#)
- c. Select the [Print a Print Quality Report](#) item to print the page.

Step 8: Unpack the replacement assembly

 **IMPORTANT:** Use the packaging material from the replacement printhead assembly to send the defective part back to HP.

1. Unpack the replacement part from the packaging.



CAUTION:  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

2. Use the packaging material from the replacement PCA to send the defective part back to HP.
3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Supply interconnect kit

- [Introduction](#)
- [Step 1: Remove the right tower cover](#)
- [Step 2: Remove the front tower cover](#)
- [Step 2: Remove the cartridge door](#)
- [Step 4: Remove the middle internal front cover](#)
- [Step 5: Remove the standard output bin](#)
- [Step 6: Remove the supply interconnect kit](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the supply interconnect kit.


[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

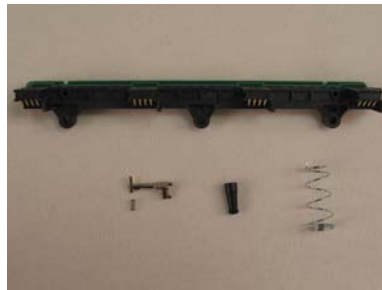
Supply interconnect kit part number

A7W93-67103

Supply interconnect kit

This kit includes the following printhead components:

- Flex needle (4)
- Spring, cartridge eject (4)
- Latch arm, cartridge (4)
- Spring, latch (4)
- PCA, acumen contact (1)



Required tools

- #10 TORX driver with a magnetized tip
- #10 TORX *short shaft* driver with a magnetized tip



IMPORTANT: Required for printers with an inline finisher configuration. If this *short shaft* driver is not available, the printhead assembly must be removed to install the supply interconnect kit components. The shaft and handle length combined should not exceed 83 mm (3.25 in).

- #20 TORX driver with a magnetized tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the right tower cover


A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-1353 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.


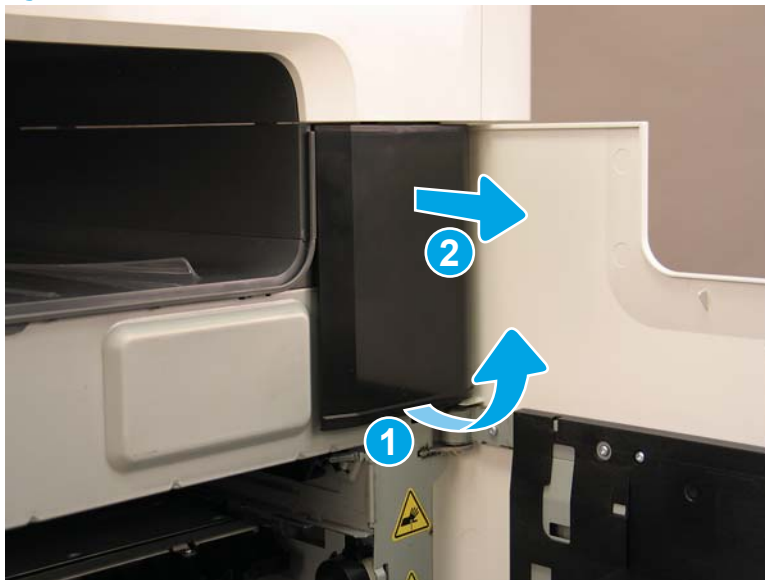
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

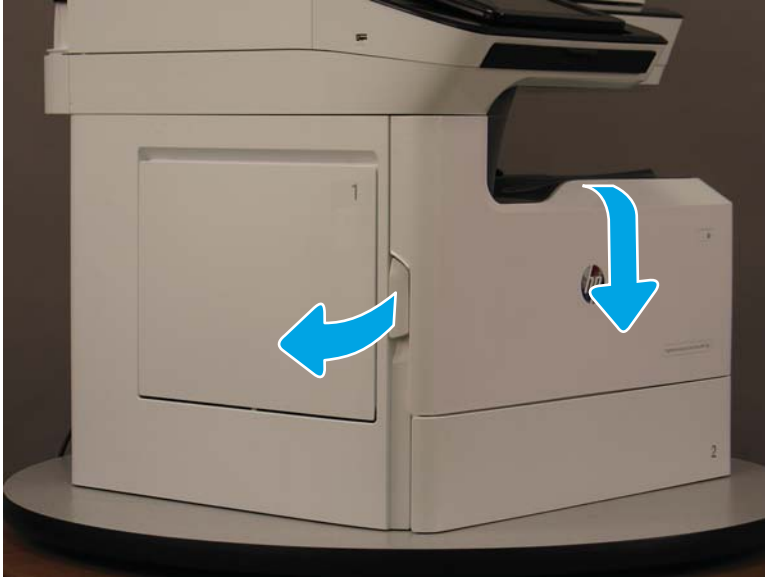
Figure 1-1354 Remove the right tower cover



Step 2: Remove the front tower cover

1. Open the left door and cartridge door.

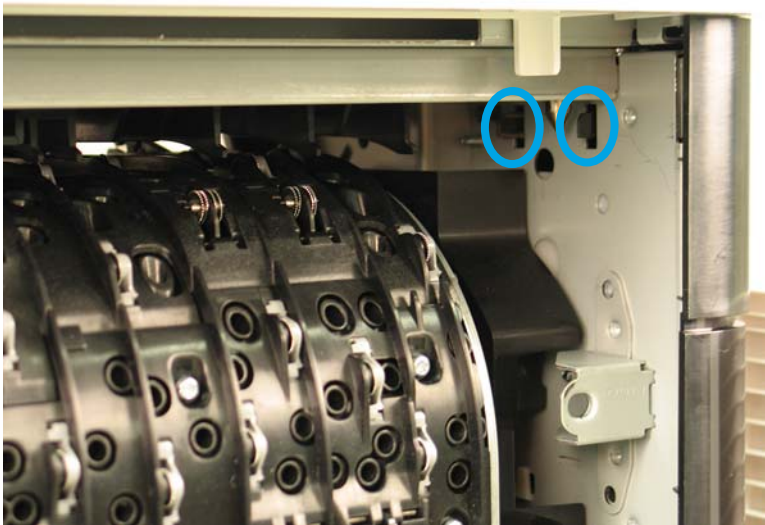
Figure 1-1355 Open the doors



2. At the left side of the printer, release two tabs.

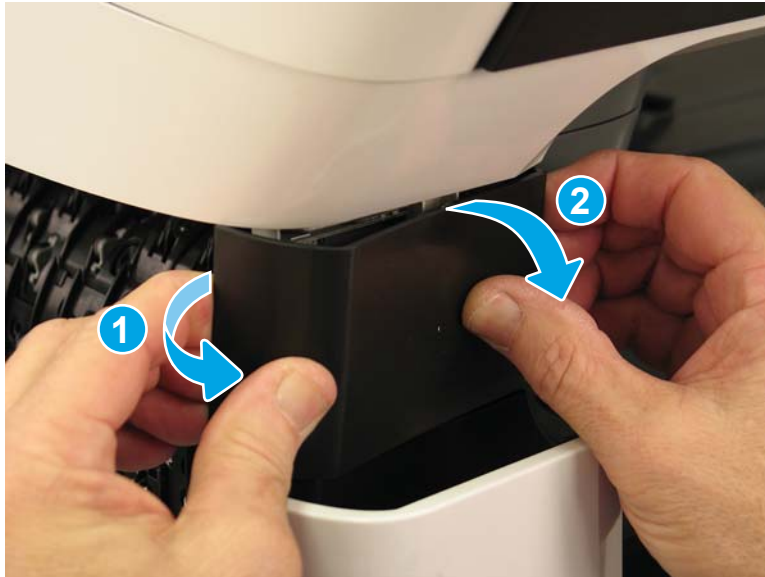
 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-1356 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-1357 Release the front tower cover



4. Remove the cover.


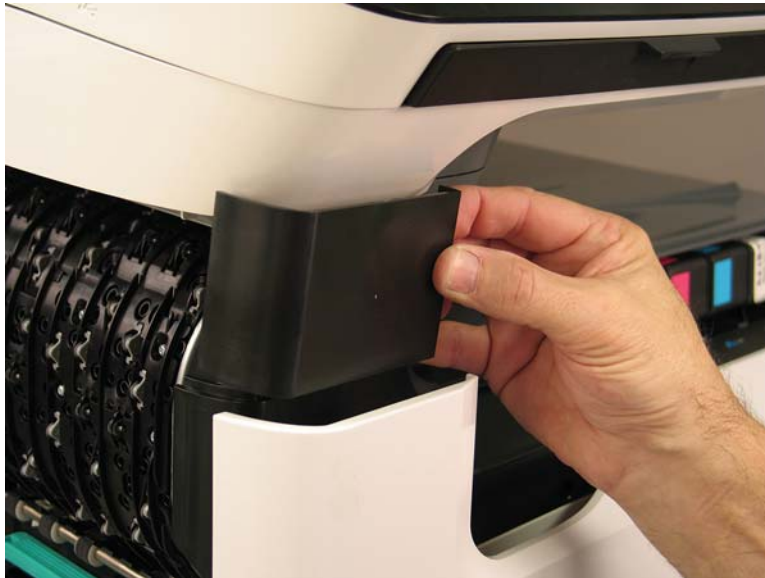
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1358 Remove the cover



Step 2: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

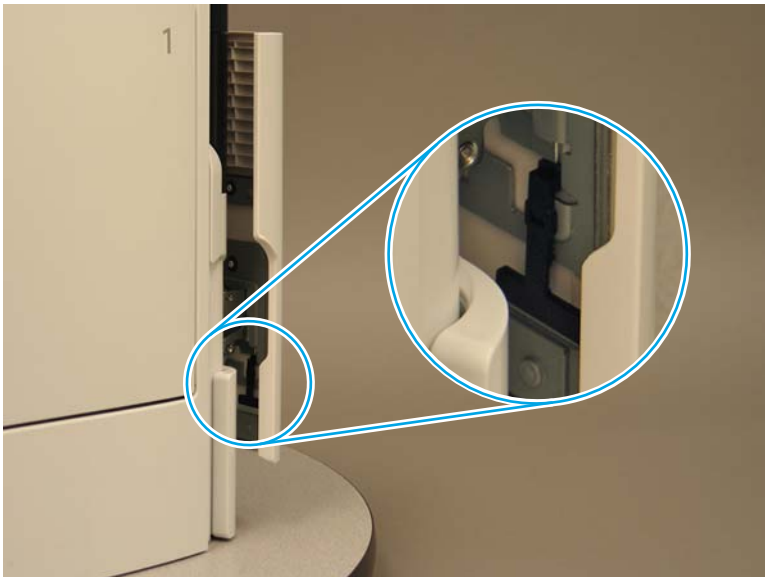
1. Open the cartridge door.

Figure 1-1359 Open the cartridge door



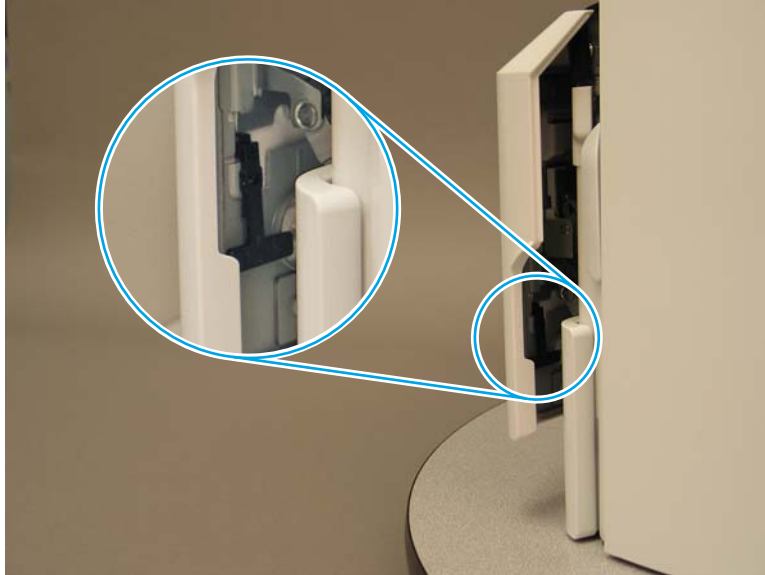
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1360 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1361 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-1362 Remove the cartridge door



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

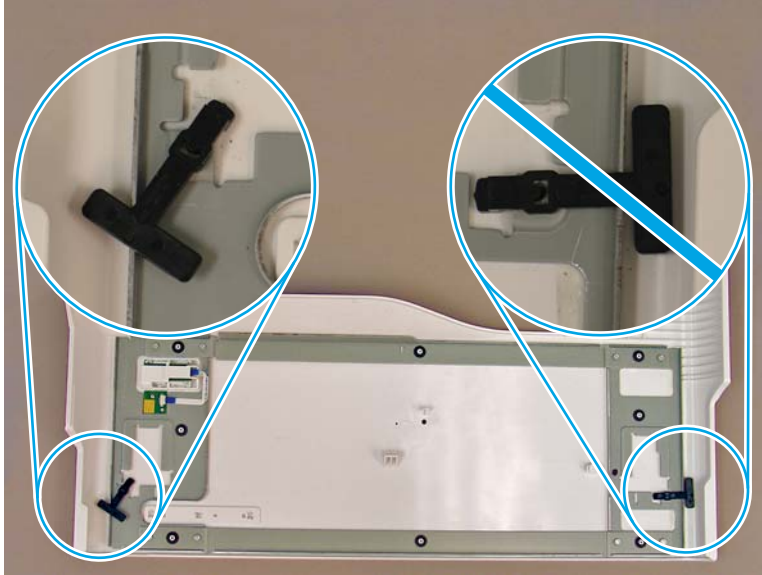
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

Figure 1-1363 Preposition the retainers

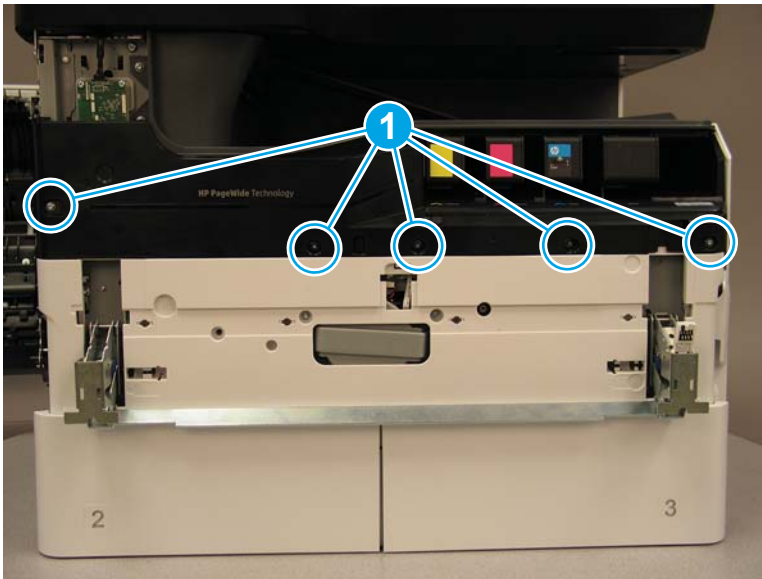


Step 4: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-1364 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

Figure 1-1365 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-1366 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


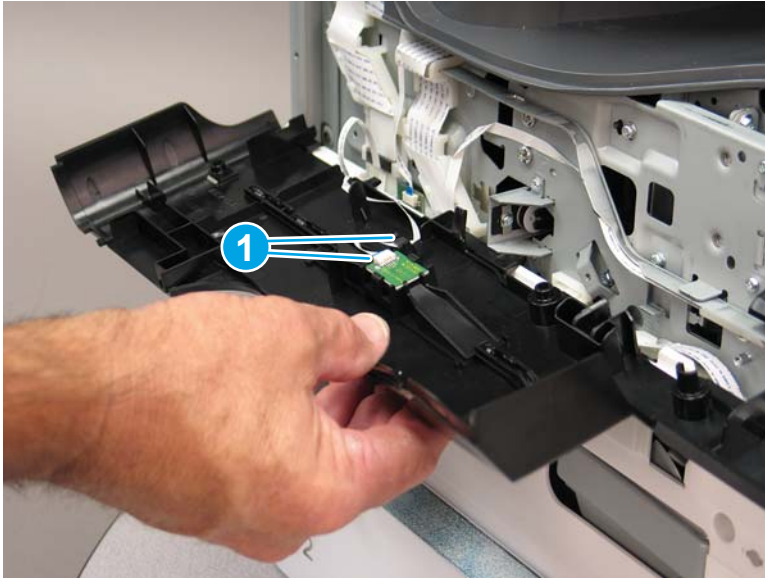
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1367 Remove the middle internal front cover

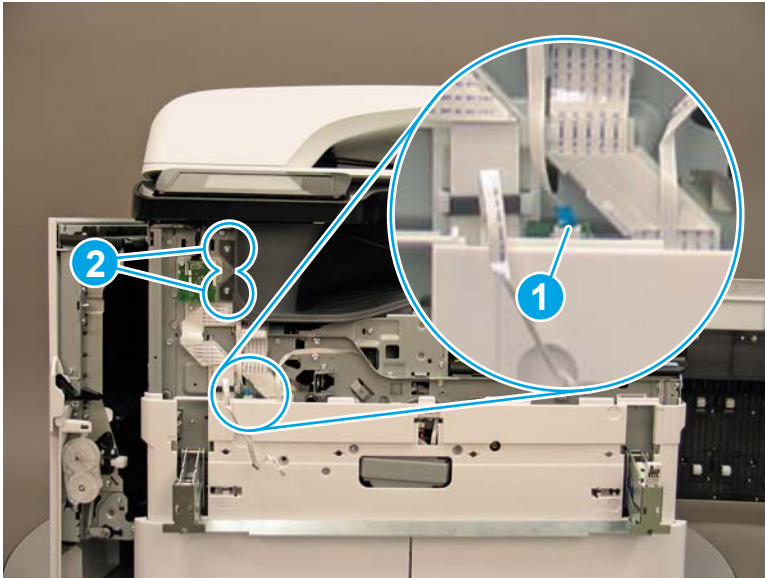


Step 5: Remove the standard output bin

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

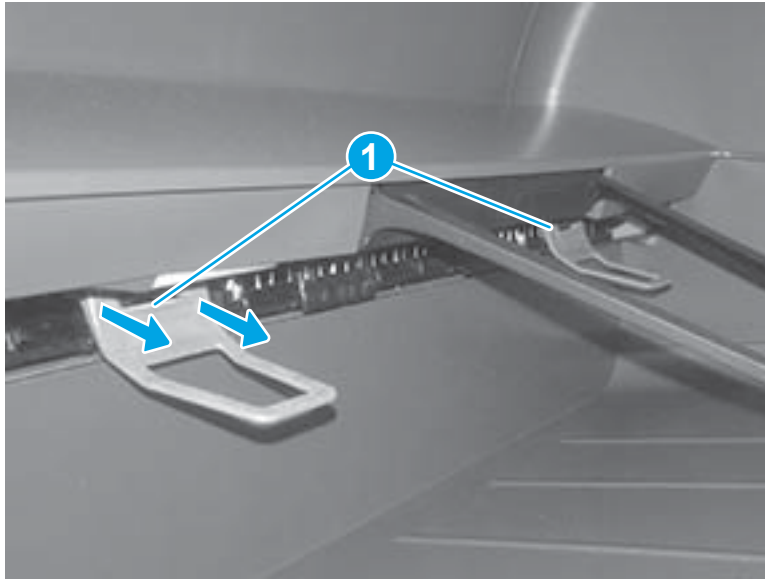
1. Disconnect one flat-flexible cable (FFC), and then remove two screws (callout 1).

Figure 1-1368 Disconnect one FFC and remove two screws



2. Remove two flaps (callout 1) from the output shaft.

Figure 1-1369 Remove the flaps



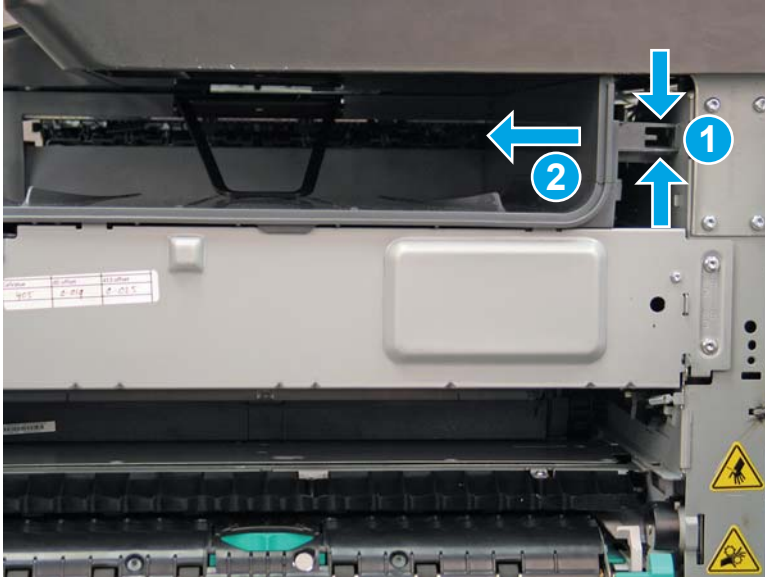
3. **772zt and 777hc/z only:** At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-1370 Release the cover



4. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-1371 Release two tabs



5. Pull the output bin straight out of the printer to remove it.

Figure 1-1372 Remove the output bin



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

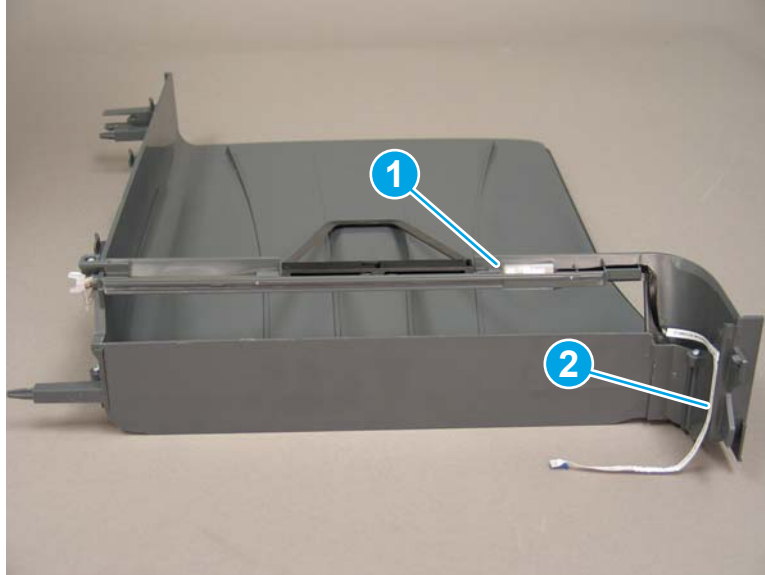
Special installation instructions: Standard output bin

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.



NOTE: The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-1373 Remove the LED module



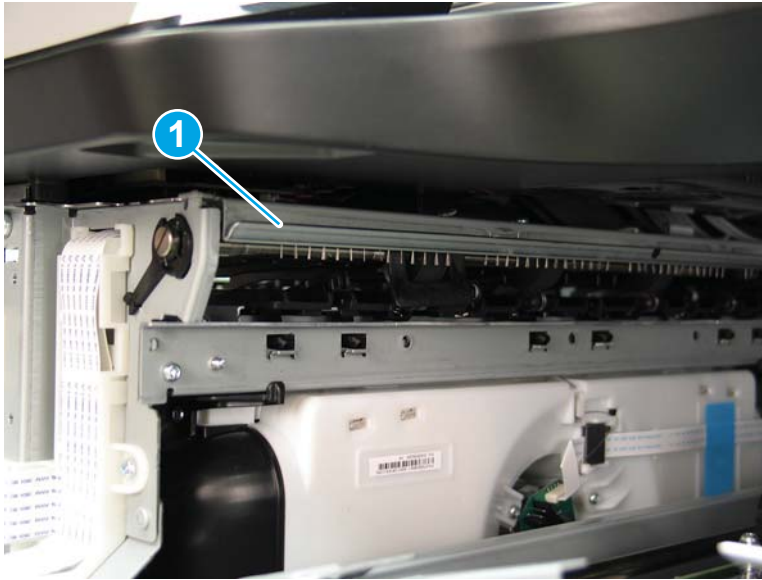
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-1374 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-1375 Locate the mounting rail (printer)



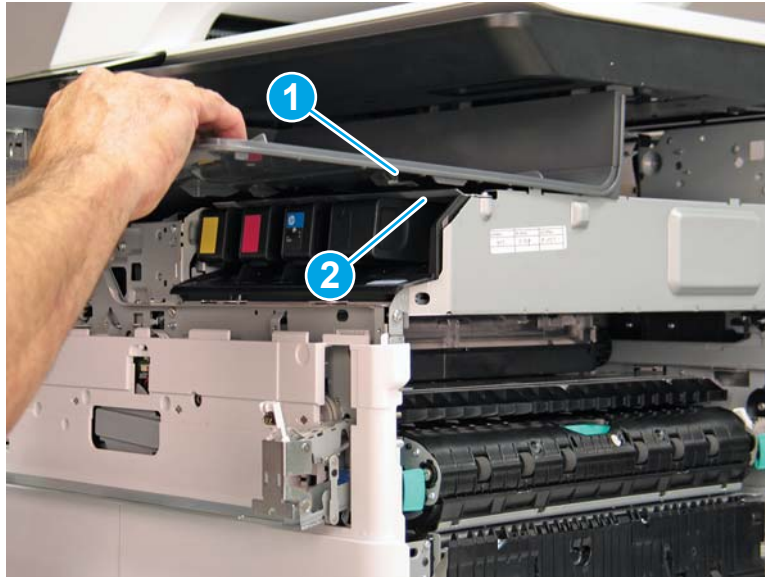
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-1376 Align the mounting rails



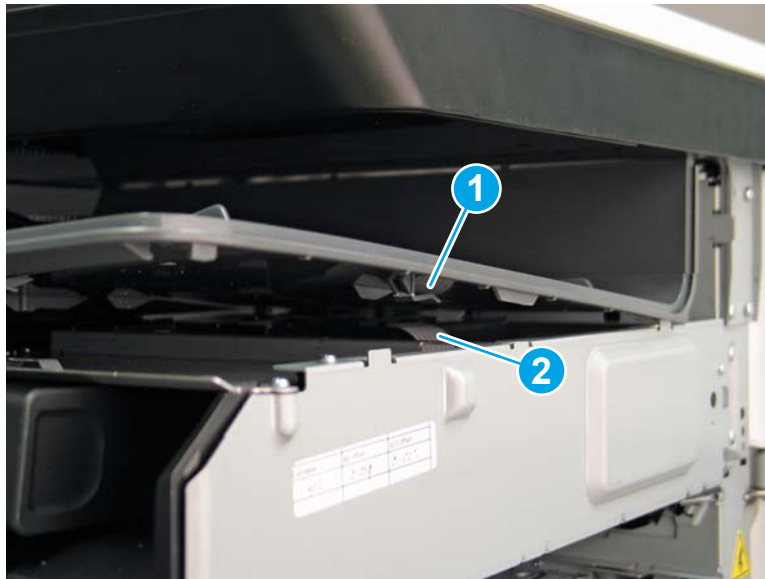
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-1377 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-1378 Engage the inner clip




- g. Slide the output bin straight onto the printer.

 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-1379 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tabs are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.



 **NOTE:** Make sure that the output stack control arm shaft is engaged with its drive motor.

Figure 1-1380 Check the output bin installation



Step 6: Remove the supply interconnect kit

1. Remove five screws.

 **IMPORTANT:** **Inline finisher printers:** These screws require a #10 TORX *short shaft* driver with a magnetized tip.

If this *short shaft* driver is not available, the printhead assembly must be removed to install the supply interconnect kit components. The shaft and handle length combined should not exceed 83 mm (3.25 in).


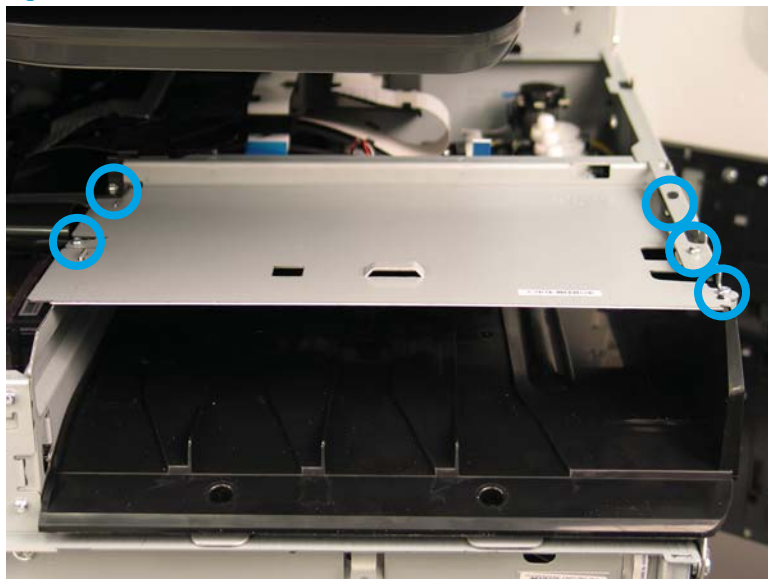
 **TIP:** **Inline finisher printers:** If necessary, slightly push up on the upper bin moveable tray base to fit the short shaft driver under it.

Figure 1-1381 Remove five screws



2. Remove the cartridge eject spring(s).


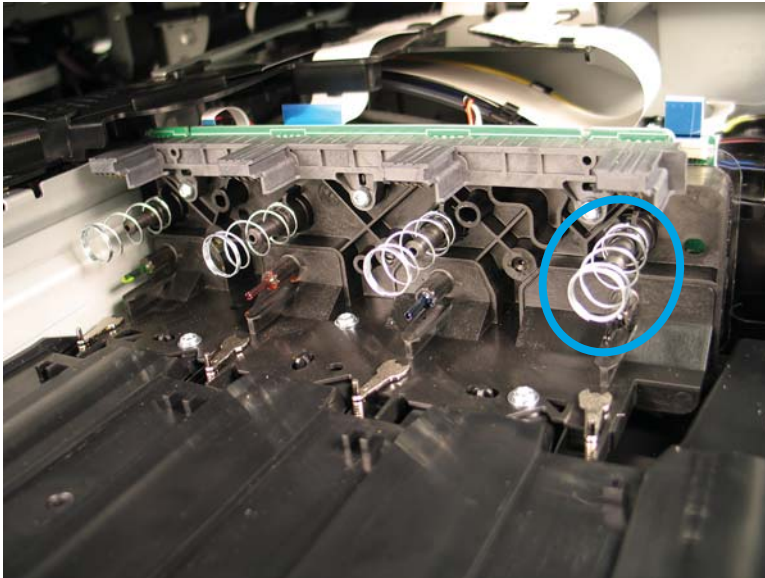
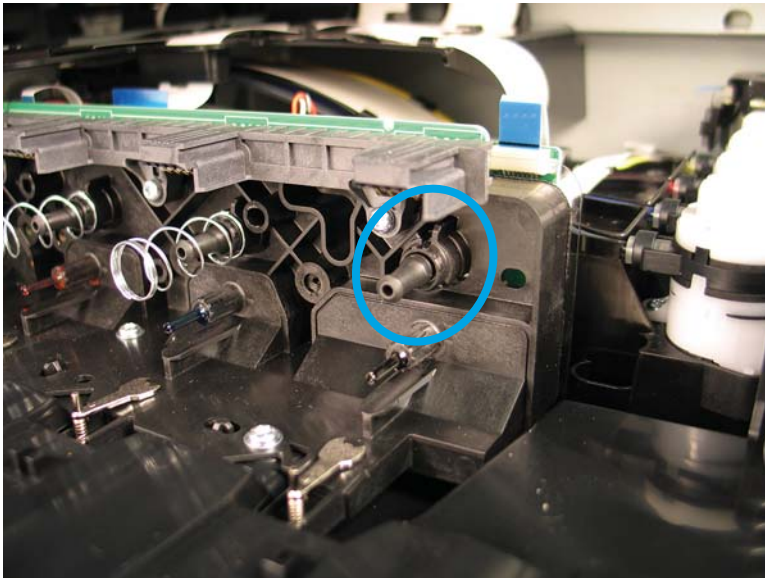
 **NOTE:** Grasp the spring near the base, slightly squeeze it, rotate the spring counterclockwise to release it, and then remove the spring.

Figure 1-1382 Remove the spring(s)



3. Pull the flex needle straight off the post to remove it.

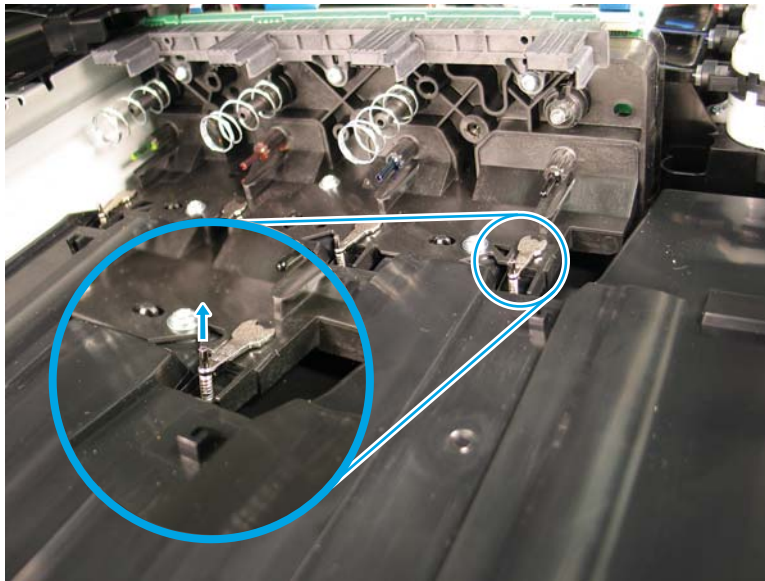
Figure 1-1383 Remove the flex needle(s)



4. Slightly lift the spring end of the latch up.

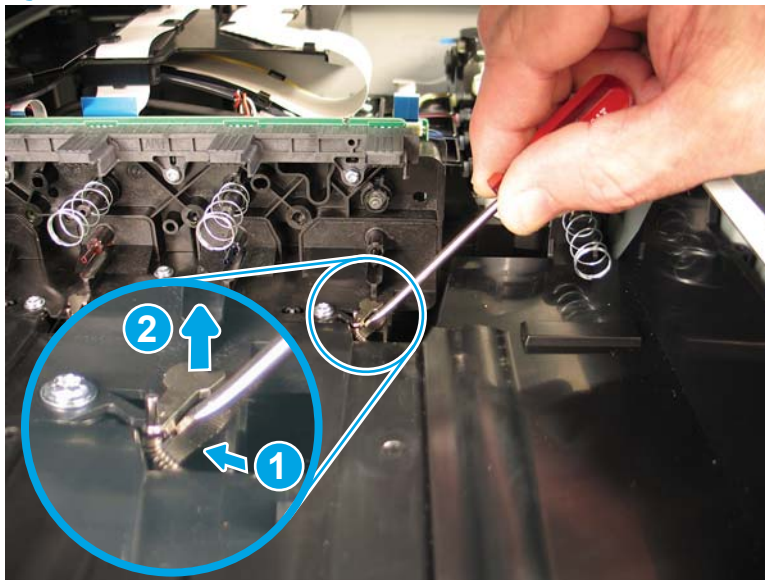
 **TIP:** Using a small flat-blade screwdriver might make removing the latch and spring easier.

Figure 1-1384 Lift the cartridge latch and spring



5. Rotate the latch to the left (callout 1; about 45 degrees from the installed position) to align the keyed shaft with the slot in the base, and then lift it straight up to release it (callout 2).

Figure 1-1385 Release the cartridge latch and spring



6. Remove the cartridge latch and spring.

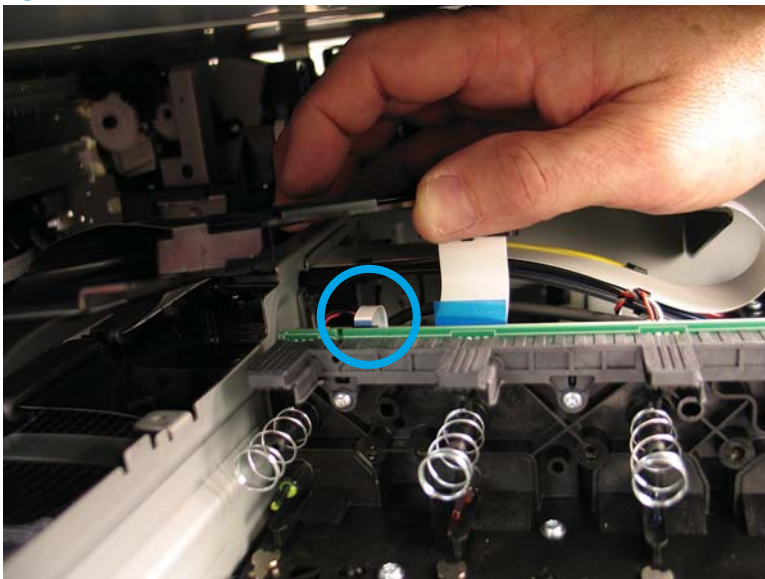
 **Reinstallation tip:** Install the spring on the latch, and then install the latch/spring on the base.

Figure 1-1386 Remove the cartridge latch(es) and spring(s)



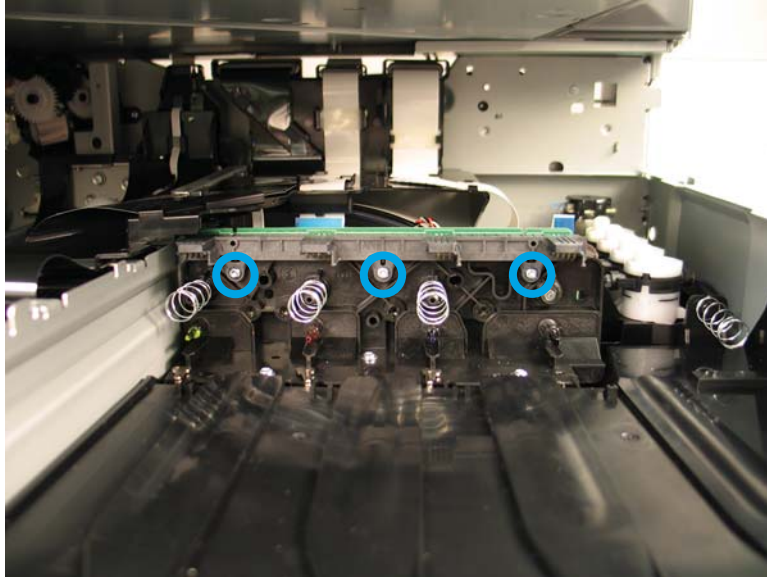
7. Move the guide out of the way, and then disconnect one flat-flexible cable (FFC).

Figure 1-1387 Disconnect one FFC



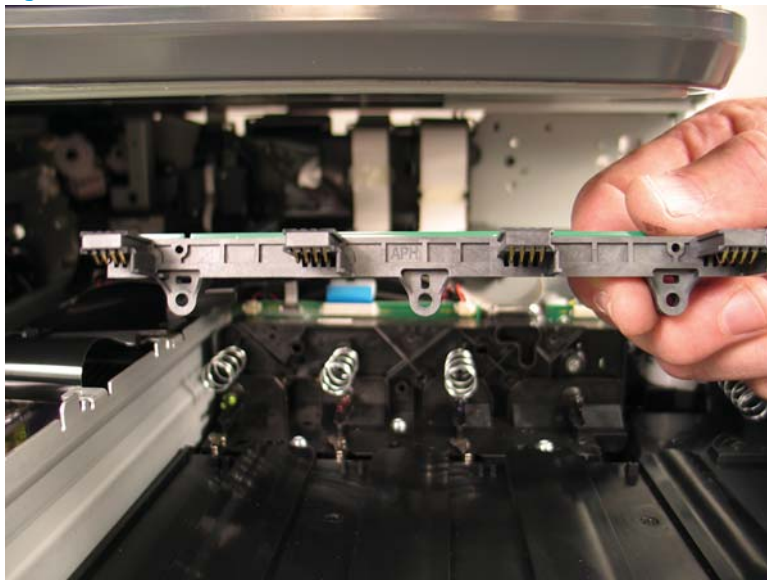
8. Remove three screws.

Figure 1-1388 Remove three screws



9. Remove the acumen PCA.

Figure 1-1389 Remove the acumen PCA



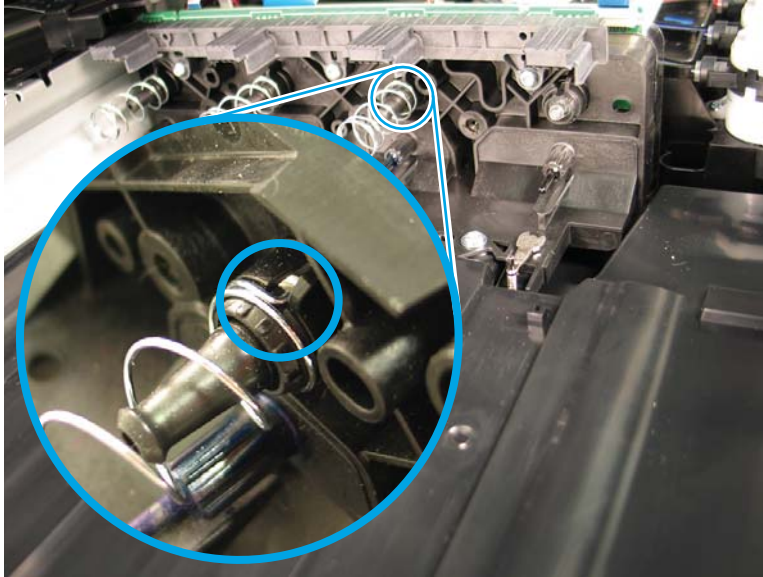
10. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Supply interconnect kit cartridge eject spring

- ▲ When the correctly installed, the end of the spring fits into a slot in the mounting base and the spring is seated on the mounting base pedestal.

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

Figure 1-1390 Correctly install the cartridge eject spring





Step 7: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Through beam drop detect (TBODD) motor and bracket kit and carriage kit

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the right tower cover](#)
- [Step 3: Remove the cartridge door](#)
- [Step 4: Remove the front tower cover](#)
- [Step 5: Remove the middle internal front cover](#)
- [Step 6: Remove the standard output bin](#)
- [Step 7: Remove the printhead assembly](#)
- [Step 8: Remove the through beam drop detect \(TBODD\) motor and bracket and carriage kits](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the through beam drop detect (TBODD) motor and bracket kit and carriage assembly kit.

[Click here to view a video of this procedure.](#)




IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Through beam drop detect (TBODD) motor and bracket kit and carriage assembly kit part numbers

A7W93-67061	Through beam drop detect (TBODD) motor and bracket kit <ul style="list-style-type: none">• TBODD motor• TBODD motor bracket• TBODD drive belt
A7W93-67060	Through beam drop detect (TBODD) carriage assembly kit <ul style="list-style-type: none">• TBODD drive belt• TBODD drive belt tension assembly• TBODD mylar encoder strip• TBODD flat-flexible cables (FFCs)• TBODD carriage and upper/sensor PCAs

Required tools

- #6 TORX driver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).

 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1391 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

Figure 1-1392 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).


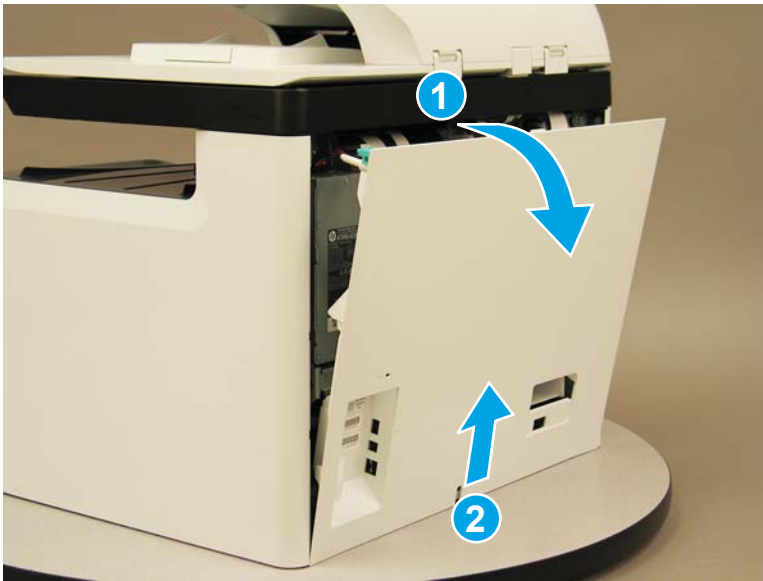
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1393 Remove the rear cover



Step 2: Remove the right tower cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-1394 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.


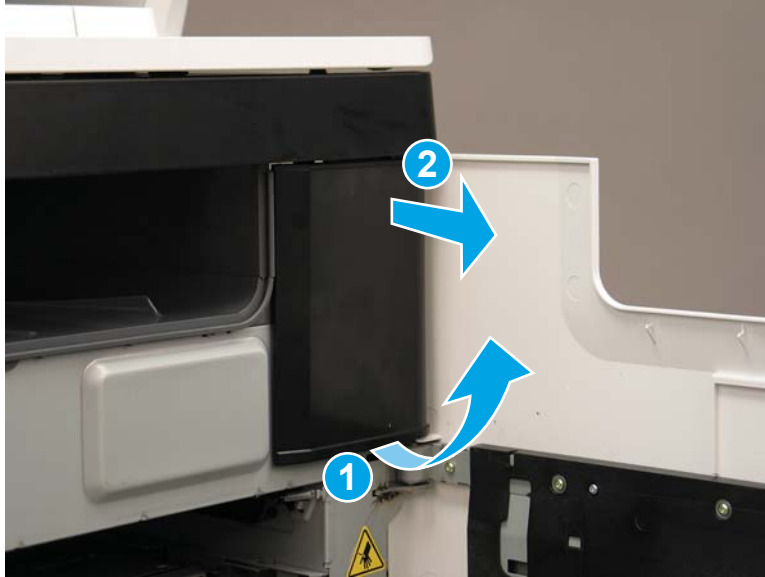
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1395 Remove the right tower cover



Step 3: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

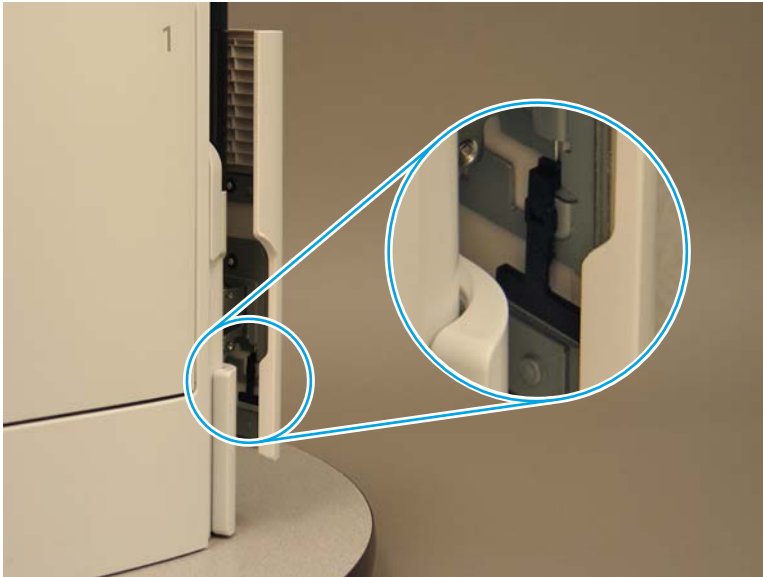
1. Open the cartridge door.

Figure 1-1396 Open the cartridge door



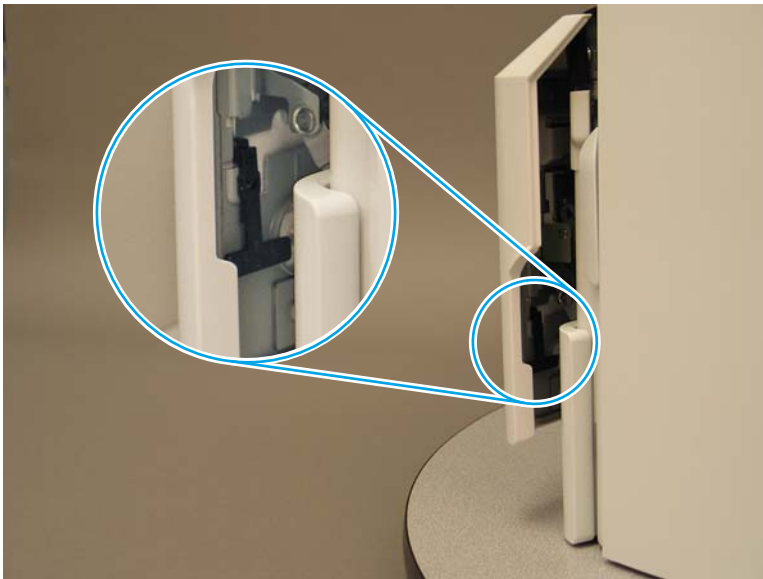
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1397 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1398 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-1399 Remove the cartridge door



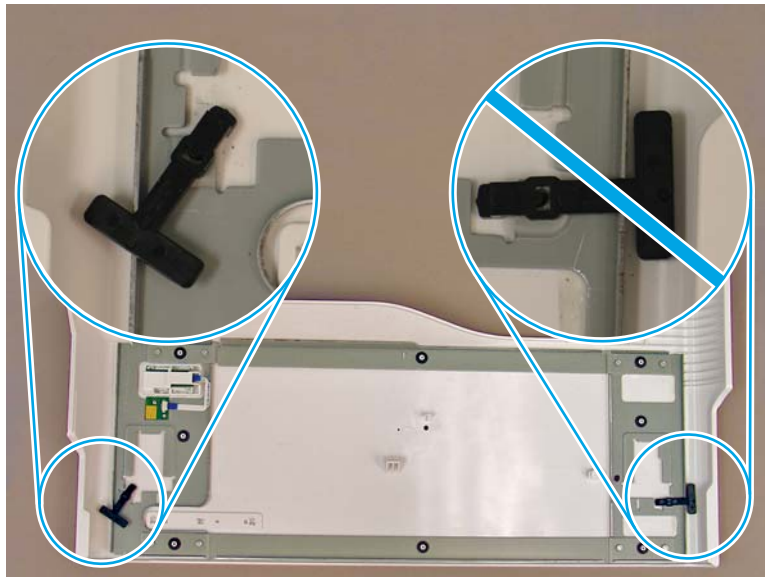
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.

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

Figure 1-1400 Preposition the retainers



Step 4: Remove the front tower cover

1. Open the left door.

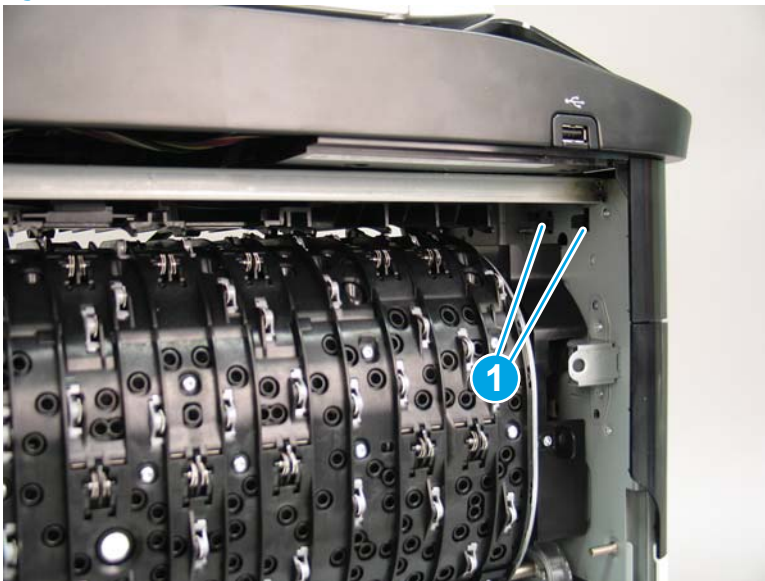
Figure 1-1401 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-1402 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-1403 Release the front tower cover



4. Remove the cover.

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

Figure 1-1404 Remove the cover

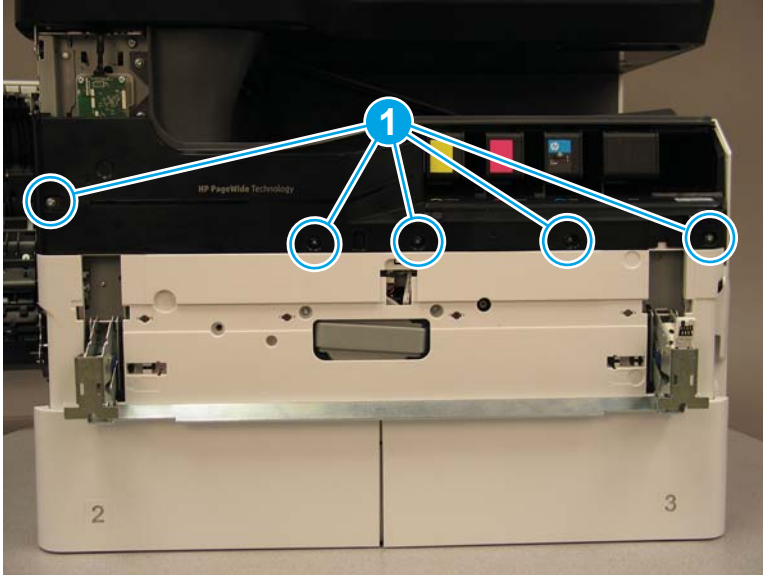


Step 5: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-1405 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

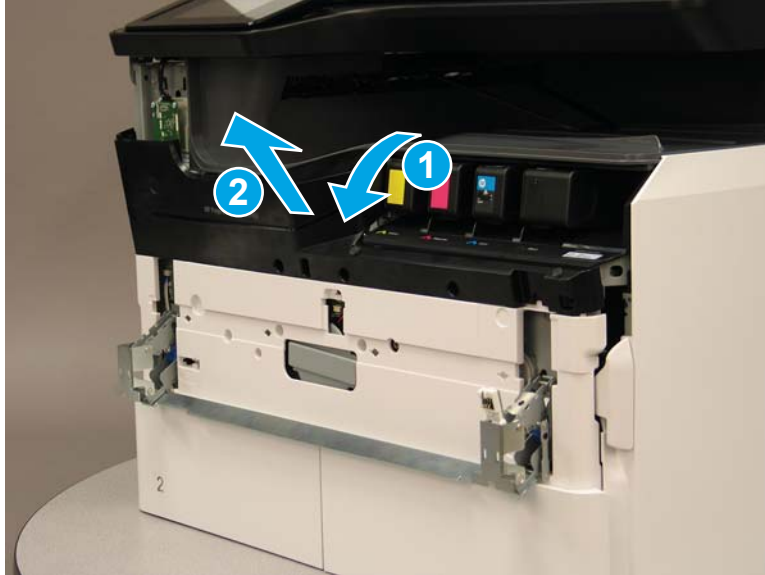
Figure 1-1406 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

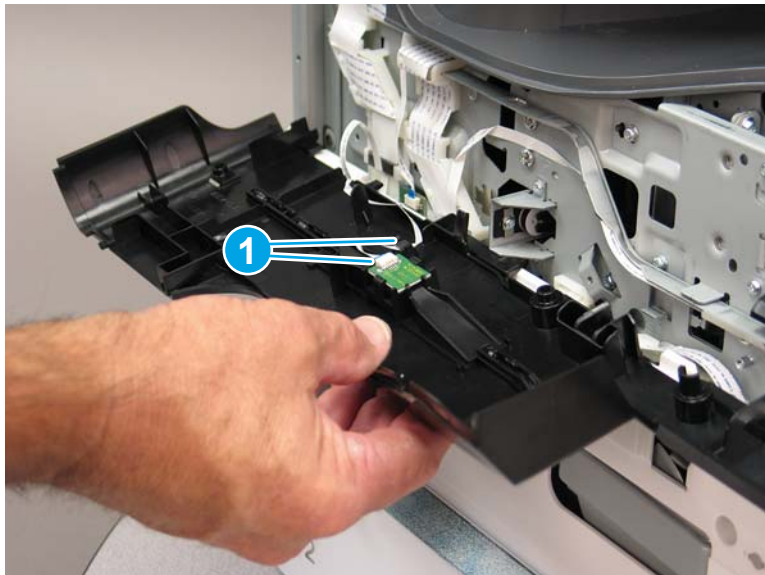
Figure 1-1407 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.

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

Figure 1-1408 Remove the middle internal front cover

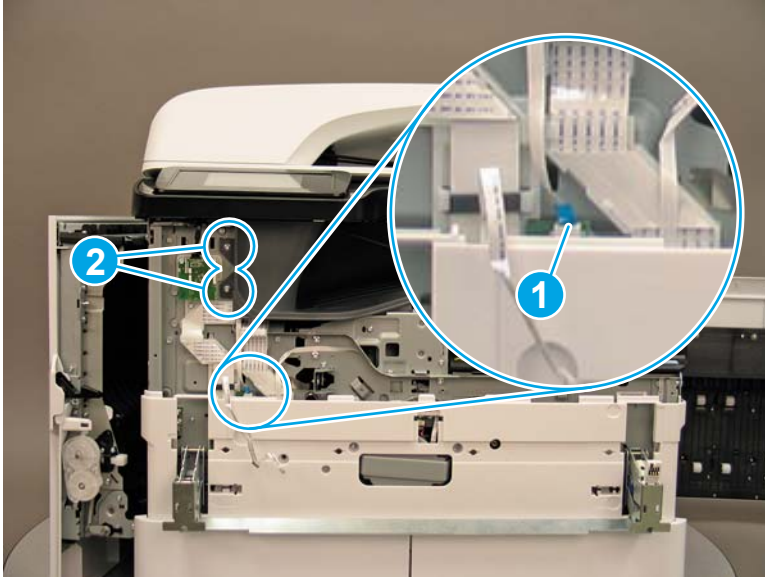


Step 6: Remove the standard output bin

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

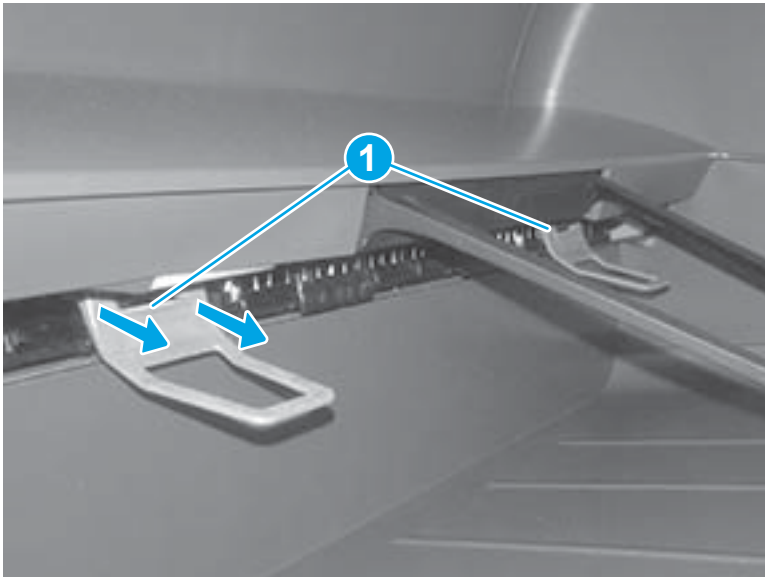
1. Disconnect one flat-flexible cable (FFC), and then remove two screws (callout 1).

Figure 1-1409 Disconnect one FFC and remove two screws



2. Remove two flaps (callout 1) from the output shaft.

Figure 1-1410 Remove the flaps



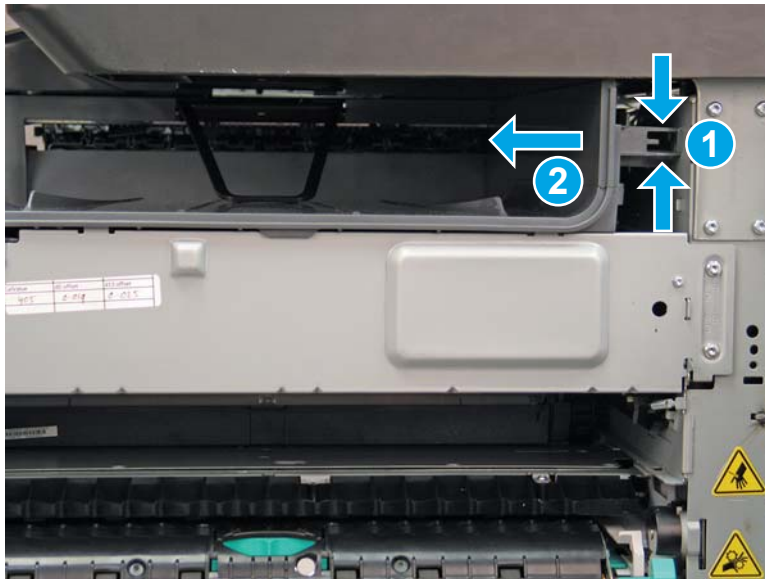
3. **772zt and 777hc/z only:** At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-1411 Release the cover



4. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-1412 Release two tabs



5. Pull the output bin straight out of the printer to remove it.

Figure 1-1413 Remove the output bin



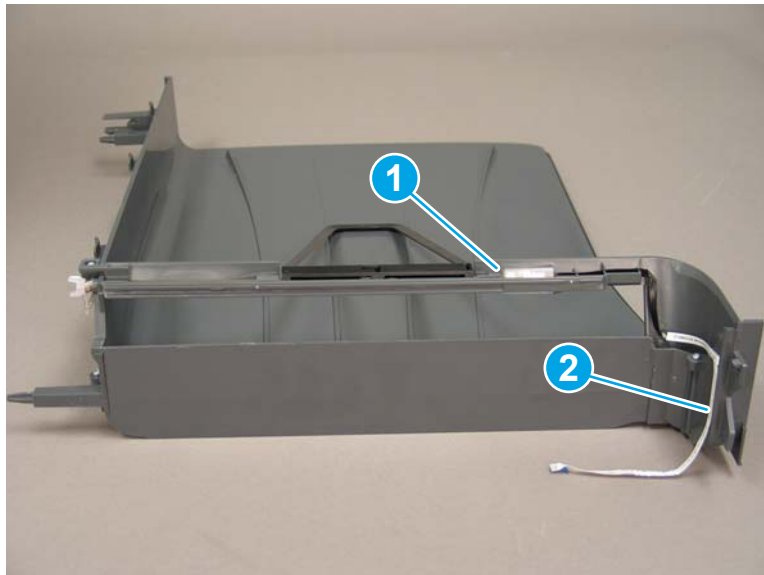
6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Standard output bin

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.

 **NOTE:** The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-1414 Remove the LED module



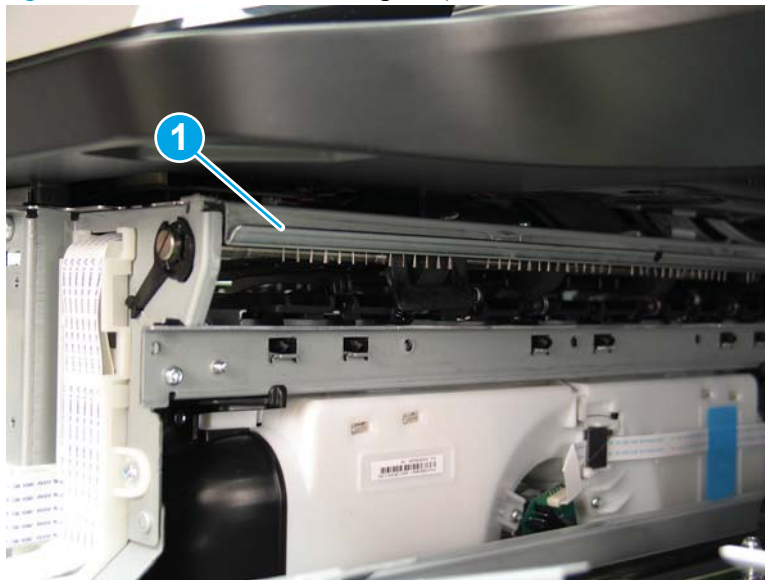
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-1415 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-1416 Locate the mounting rail (printer)



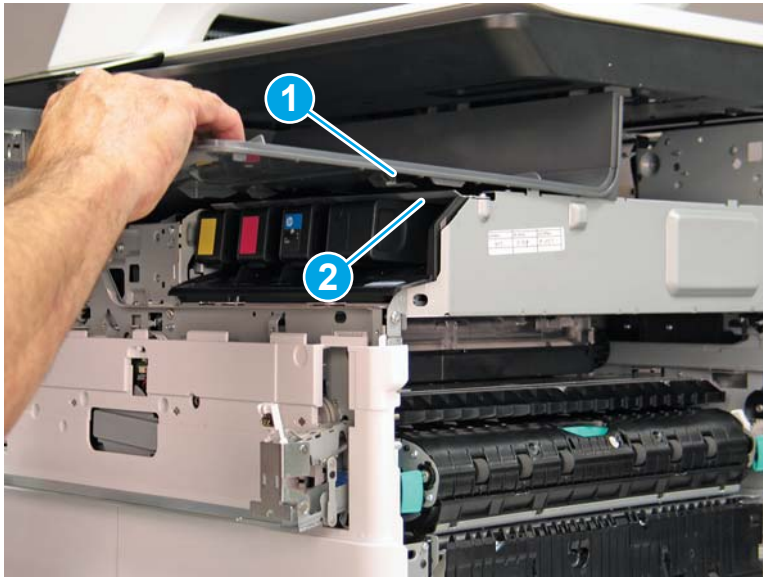
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-1417 Align the mounting rails



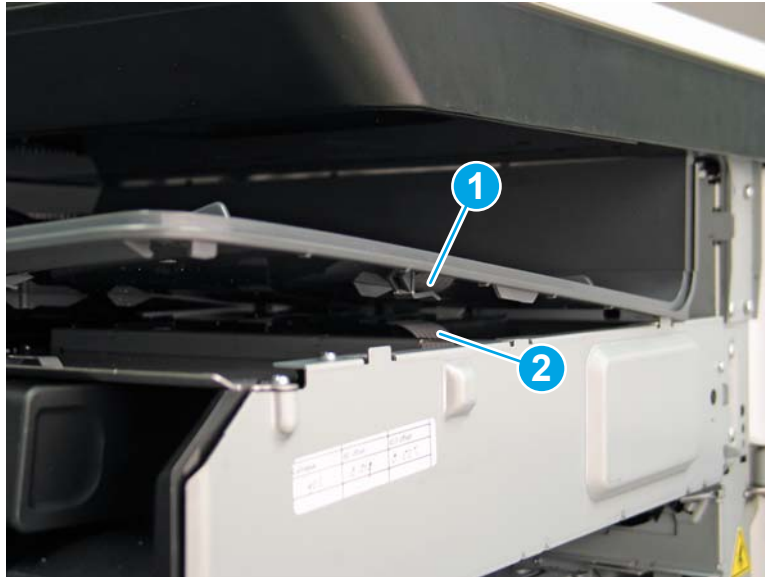
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-1418 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-1419 Engage the inner clip



- g. Slide the output bin straight onto the printer.



 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-1420 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tabs are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.


 **NOTE:** Make sure that the output stack control arm shaft is engaged with its drive motor.

Figure 1-1421 Check the output bin installation



Step 7: Remove the printhead assembly

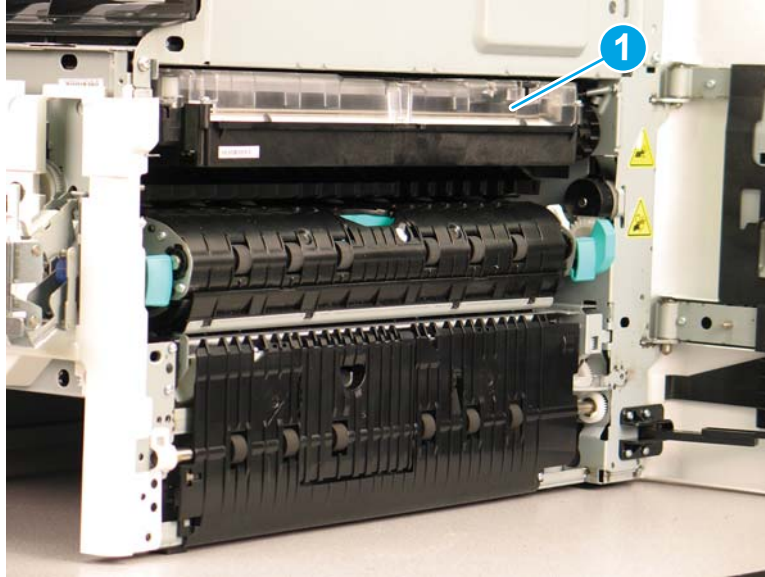
A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

 **IMPORTANT:** The following procedure is **only** for removing the printhead assembly to access other parts. If a replacement printhead assembly needs to be installed, use the *Removal and Replacement: Printhead assembly* instructions in the printer *Repair Manual*. Special installation instructions for replacement installations are provided that must be followed to make sure a replacement assembly installation is successful.

 **NOTE:** Some of the figures in this section show the fluid cap installed. When removing the printhead to access other assemblies, leave the cartridges installed. Installing the fluid cap is not necessary.

1. Before proceeding, do the following:
 - a. Check the location of the printhead wiper. If it is in the correct position (all the way in and under the printhead, go to step [2](#). If it is not in the correct position (for example, callout 1 below), continue with these sub steps.

Figure 1-1422 Printhead wiper out

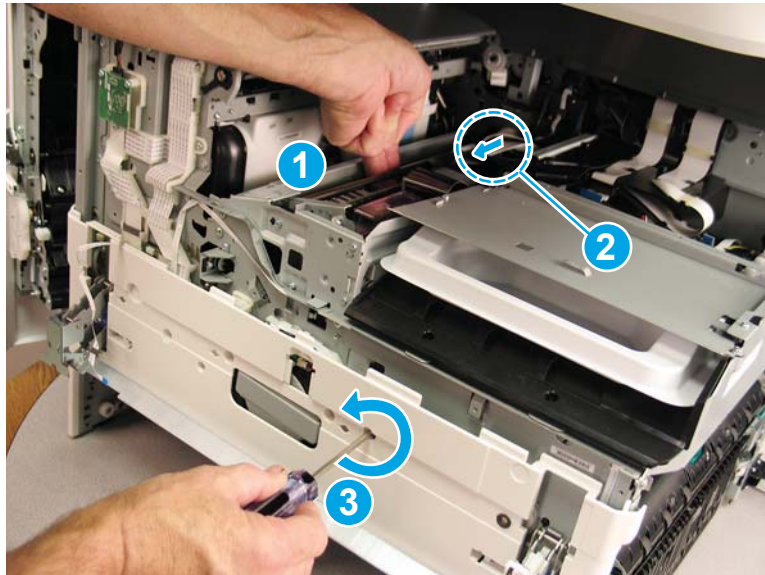


- b. Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure that the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper into the printer. Continue to turn the shaft until the wiper stops

⚠ CAUTION: Lifting up on printhead bar prevents the moving wiper from damaging the printhead.

📝 NOTE: Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.

Figure 1-1423 Move the wiper into the printer

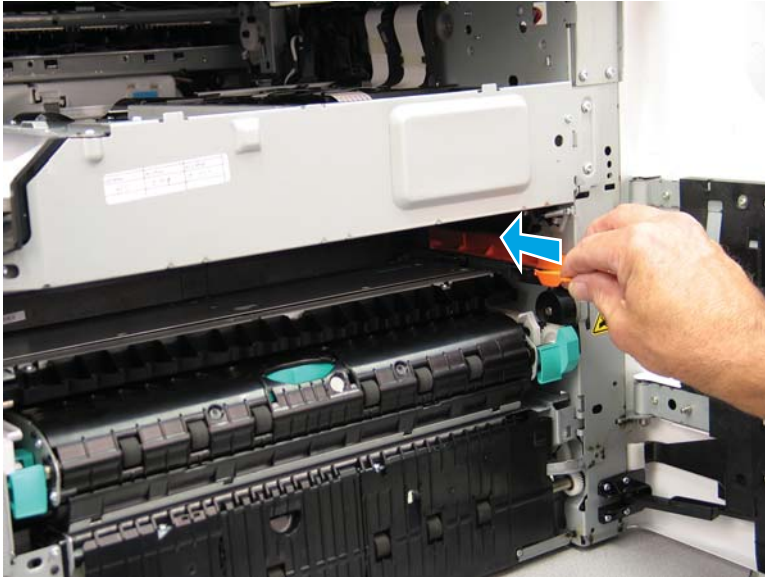


2. At the right side of the printer, install the right-rear shipping restraint.

⚠ CAUTION: Shipping restraints (included in the A7W93-67077 PageWide nblit kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
 - The replacement printhead assembly can become misaligned when it is installed.
-

Figure 1-1424 Install the right-rear shipping restraint



3. Install the right-front shipping restraint.


⚠ CAUTION: Shipping restraints (included in the A7W93-67077 PageWide nblit kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
 - The replacement printhead assembly can become misaligned when it is installed.
-

Figure 1-1425 Install the right-front shipping restraint



4. **Remove three screws in the following order:** Remove one screw (PB1; callout 1), remove one screw (PB2; callout 2), and then remove one screw (PB3; callout 3).

 **IMPORTANT:** The printhead assembly is fastened to the chassis with eight screws labeled PB1 to PB8. These screws **must** be removed/installed in the correct order.

 **Reinstallation tip:** Reinstall these screws in the following order: Install one screw (PB1; callout 1), install one screw (PB2; callout 2), and then install one screw (PB3; callout 3).

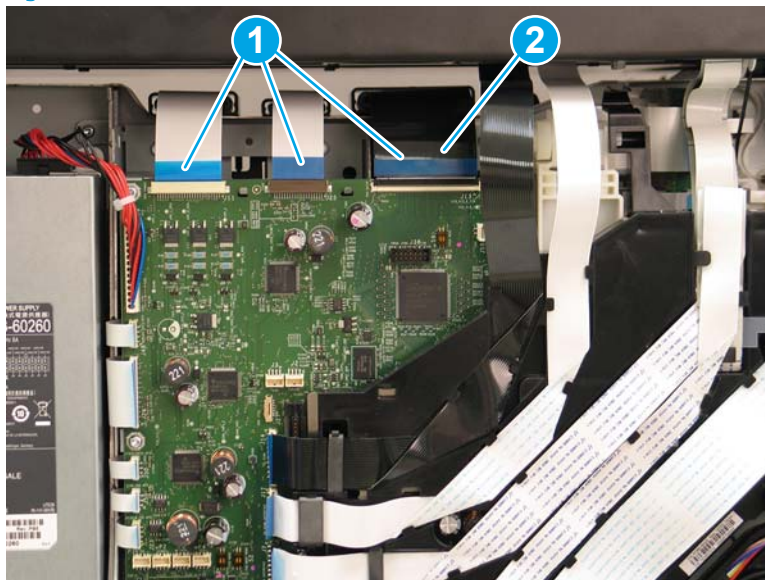
Figure 1-1426 Remove three screws



5. At the rear of the printer, disconnect three flat-flexible cables (FFCs) (callout 1).

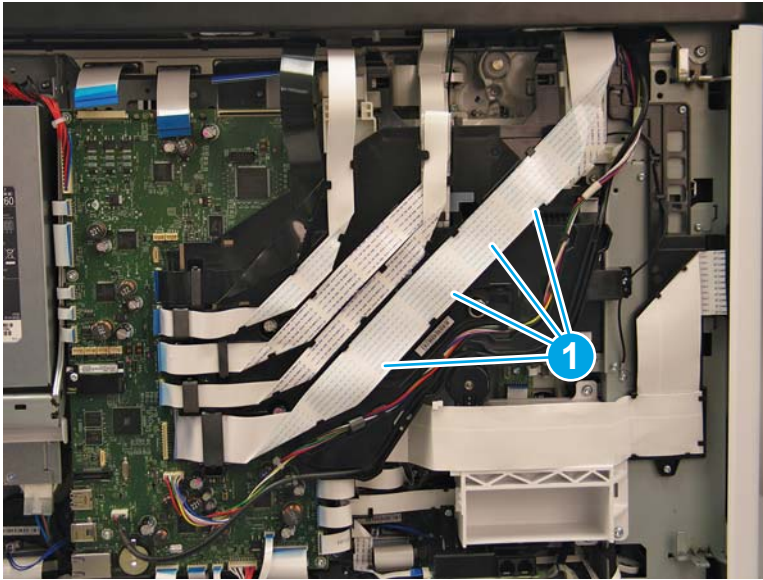
 **CAUTION:** One FFC connector (callout 2) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

Figure 1-1427 Disconnect three FFCs





6. Release one FFC from the guide (callout 1), and then move it out of the way.

Figure 1-1428 Release one FFC



7. Loosen one screw (callout 1), and then loosen a second screw (callout 2).

 **IMPORTANT:** The printhead assembly is fastened to the chassis with eight screws labeled PB1 to PB8. These screws **must** be removed/installed in the correct order.

 **NOTE:** These screws are captive and cannot be removed. Turn the screws 5 or 6 full counterclockwise/clockwise revolutions to make sure they disengage/engage the printhead assembly.


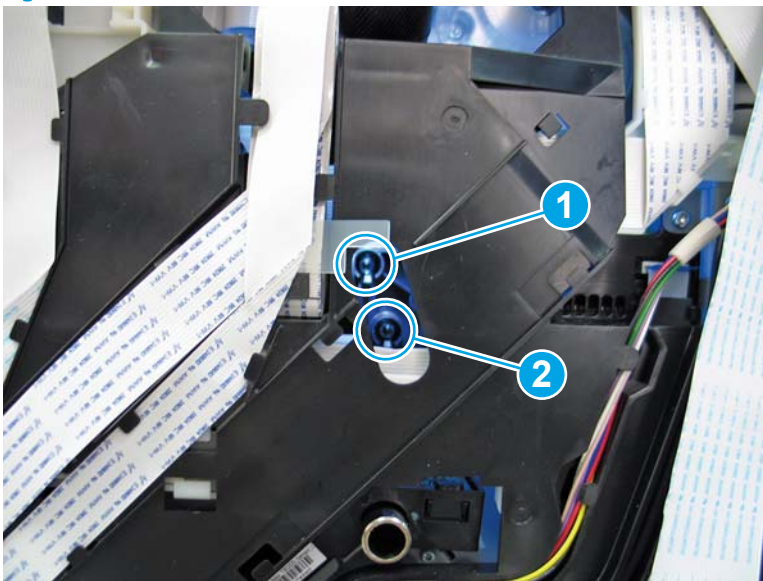

 **Reinstallation tip:** Tighten these screws in the following order: Tighten one screw (PB4; callout 1), and then tighten one screw (PB5; callout 2).

Figure 1-1429 Loosen two screws



8. At the front of the printer, rotate the printhead FFC guide down (towards the printhead assembly) until it snaps into the locked position.

 **IMPORTANT:** Make sure that the FFCs are fully on the printhead side of the sheet-metal chassis.


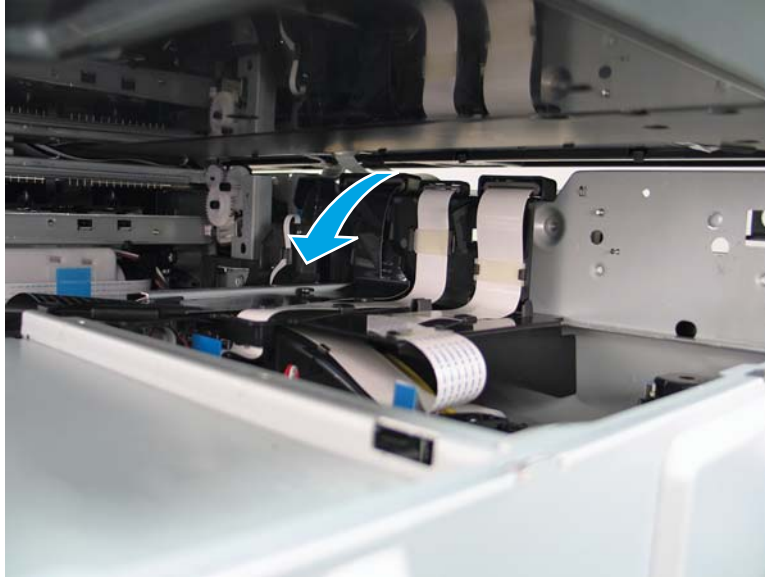


 **NOTE:** An audible click is heard when the guide locks onto the printhead assembly.

Figure 1-1430 Rotate the FFC guide down



9. **Remove three screws in the following order:** Remove one screw (PB6; callout 1), remove one screw (PB7; callout 2), and then remove one screw (PB8; callout 3).

 **IMPORTANT:** These screws **must** be removed/installed in the correct order.

 **NOTE:** Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.


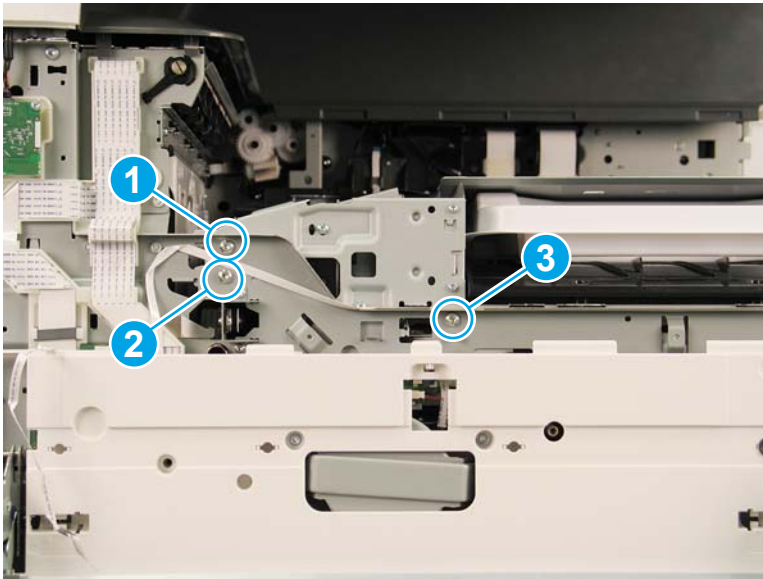
 **Reinstallation tip:** **Reinstall these screws in the following order:** Install one screw (PB6; callout 1), install one screw (PB7; callout 2), and then install one screw (PB8; callout 3).


Figure 1-1431 Remove three screws



10. Grasp the printhead print bar (callout 1) and the right side (callout 2) of the assembly, and then carefully slide it to the right (callout 3) to remove it.

 **NOTE:** It might be necessary to slightly flex the corner (callout 4) of the lower internal front cover away from the printer chassis so that it does not interfere with the assembly.

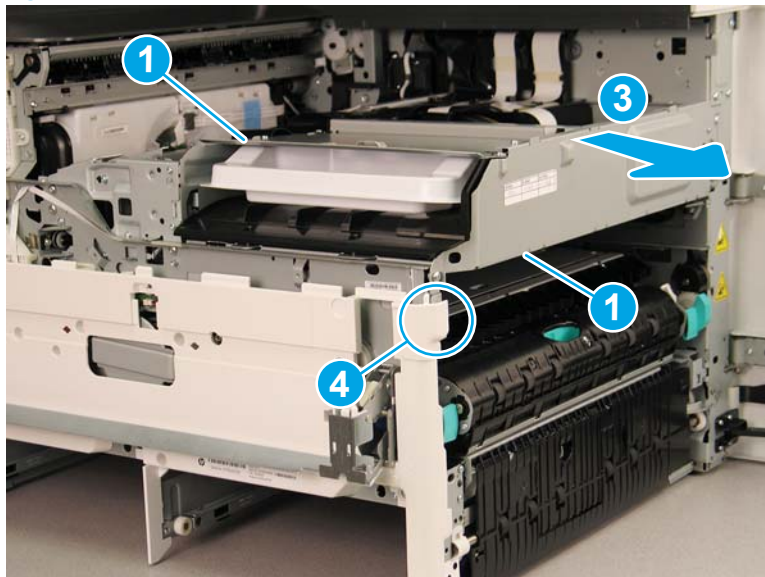
Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.

 **Reinstallation tip:** Slightly pull up and/or push down on the leading edge of the assembly if interference is felt.

If the printhead assembly is about 10 mm (0.5 in) in and will not slide in any further, the mounting screws at the rear of the printer (PB4 and/or PB5) might be protruding into the printhead cavity. Use a magnetized screwdriver to pull them back out.

Reverse the removal steps to install the assembly.

Figure 1-1432 Remove the printhead assembly



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

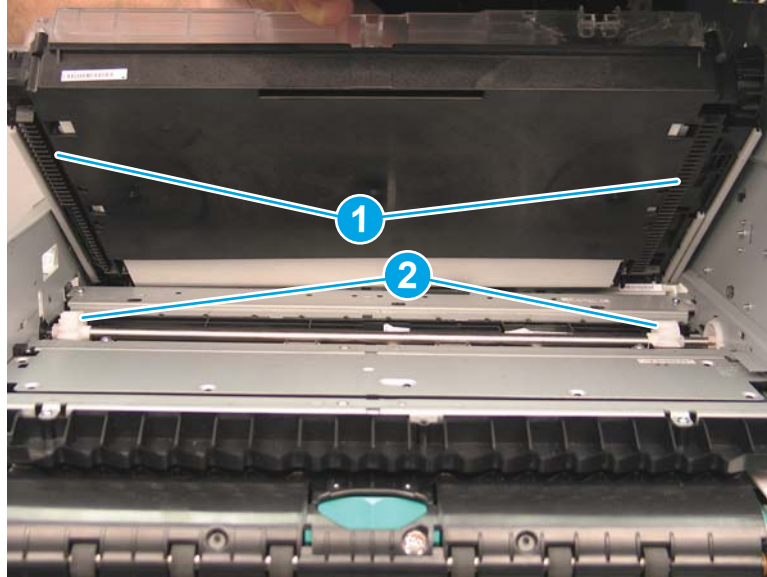
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Replacement printhead and wiper assembly

 **CAUTION:** Before reinstalling the printer covers, follow the steps in this section to make sure that the printhead assembly is correctly installed in the printer—it must be correctly aligned to prevent the wiper from binding during printer operation.

- a. Do the following:
 1. Before proceeding, take note of the engagement racks (callout 1) on the bottom of the printhead wiper and the drive wheels (callout 2) in the printer.

Figure 1-1433 Wiper engagement racks and drive wheels

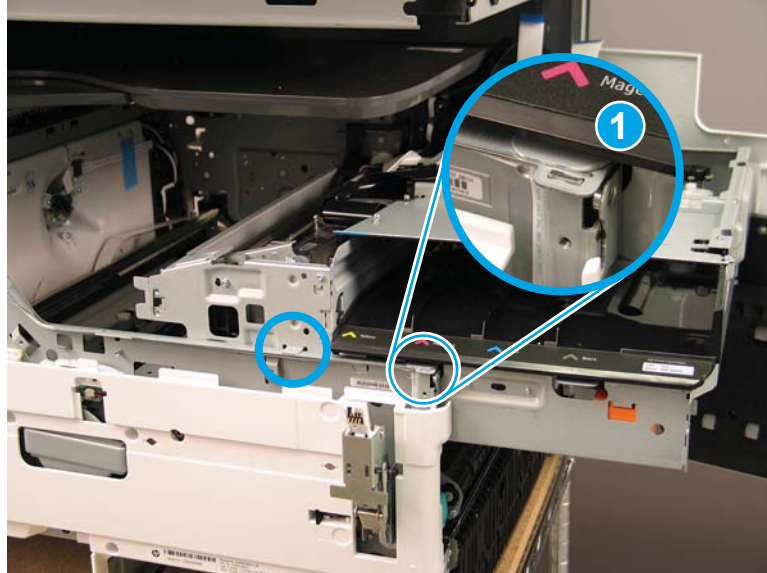


2. Partially install the printhead assembly into the printer until the first two tabs (front tabs shown) rest on the printer chassis.



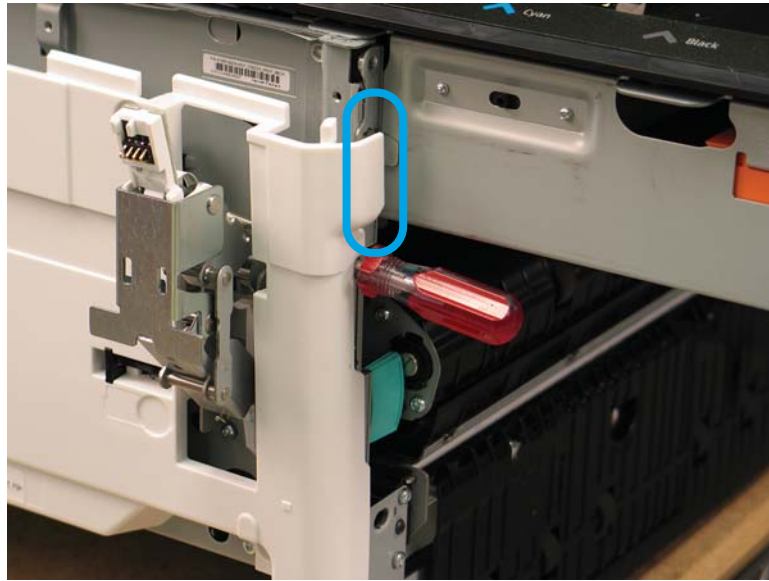
IMPORTANT: When the middle tab (callout 1) is aligned with the printer chassis, the wiper engagement racks are engaged with the drive wheels. See [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1434 Partially install the printhead assembly



3. Use a small flat-blade screwdriver to carefully flex the corner of the lower internal front cover away from the printer chassis—this creates the required clearance for the printhead assembly to fully travel into the printer.

Figure 1-1435 Flex the corner of the lower internal front cover



4. Push down on the top of the printhead assembly, and then turn the manual wiper movement shaft clockwise to *disengage* the wiper engagement rack from the drive wheels.


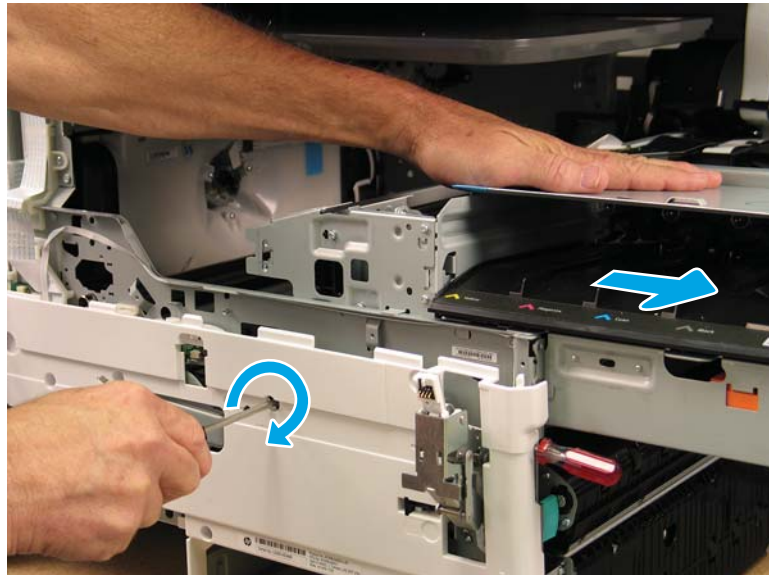
 **NOTE:** If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1436 Disengage the wiper engagement rack from the drive wheels



- Continue to push down on the top of the printhead assembly, slightly slide it back into the printer, and then turn the manual wiper movement shaft counterclockwise to *engage* the wiper engagement rack from the drive wheels.


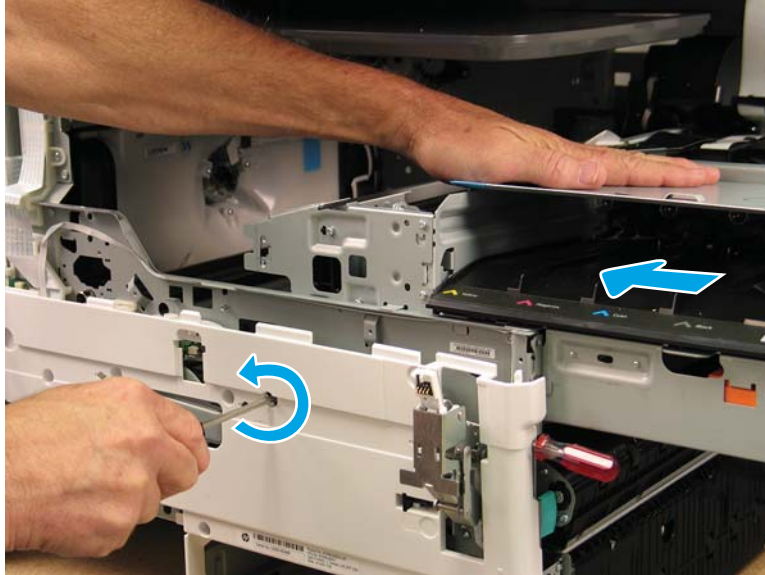
 **NOTE:** This step ensures that the assembly is installed correctly aligned in the chassis.

Figure 1-1437 Engage the wiper engagement rack from the drive wheels



- With constant down pressure on the printhead assembly, continue to turn the manual wiper movement shaft counterclockwise to pull the assembly fully into the chassis.


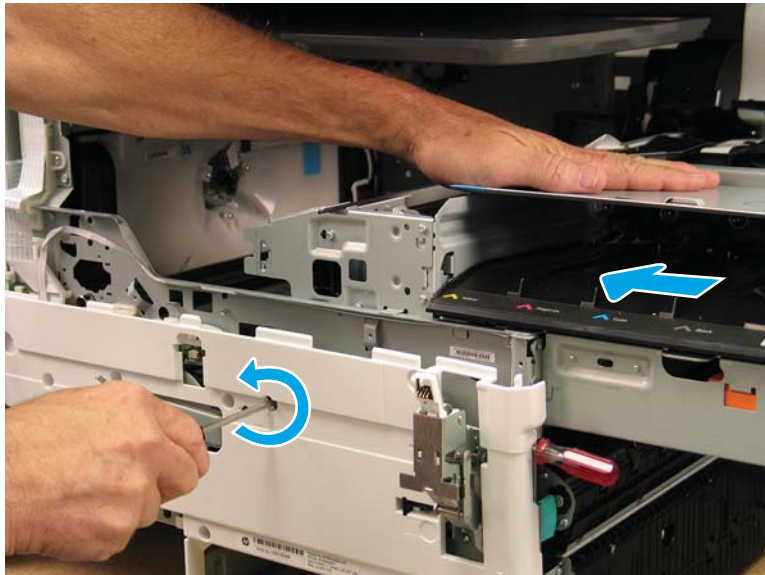
 **IMPORTANT:** Down pressure on the assembly ensures that the engagement racks on the wiper do not ride up and over the drive wheels, which can cause the assembly to become misaligned in the printer.

Figure 1-1438 Fully install the printhead assembly

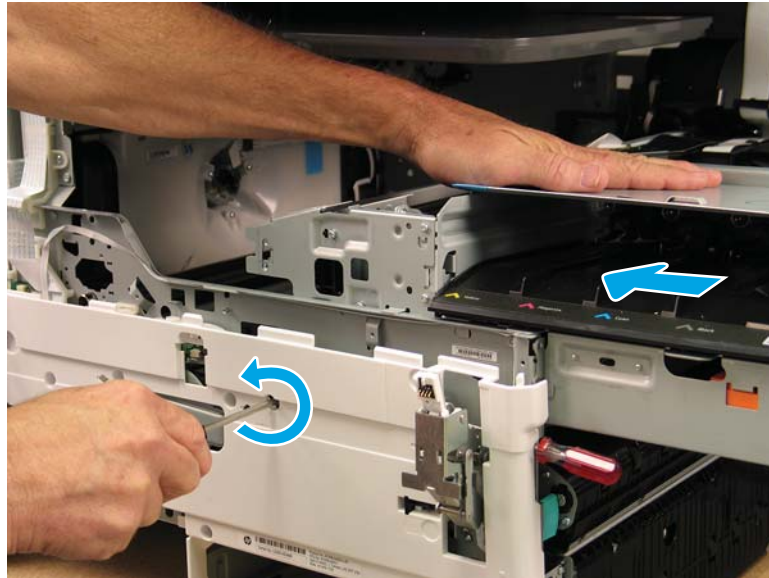


7. When the assembly is fully seated, install screw PB1 (callout 1), PB2 (callout 2), and then PB3 (callout 3) to keep the assembly from moving



NOTE: Remove the flat-blade screwdriver, and continue the reinstall steps.

Figure 1-1439 Install screws PB1/2/3



- b. After all printhead assembly screws are installed (*in the correct order*), remove the wiper shipping restraints, and then do the following:



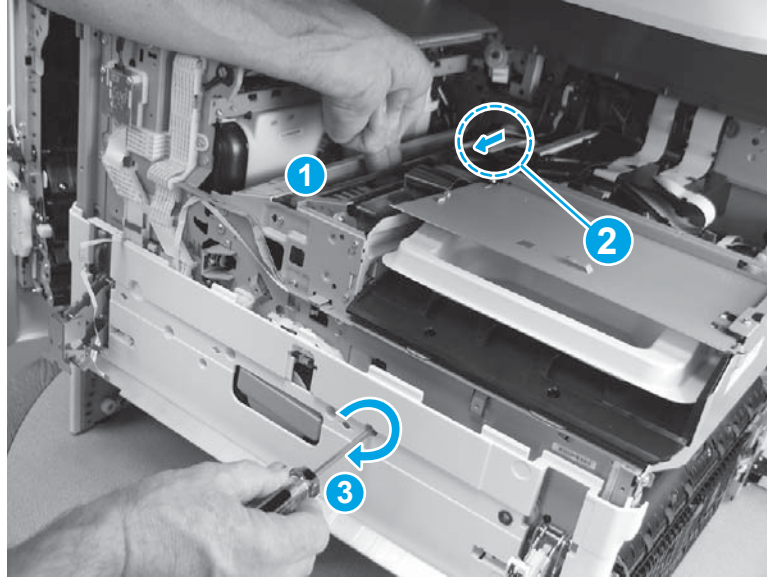
NOTE: Use a #20 TORX driver to turn the manual wiper movement shaft.

- Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft clockwise (callout 3) to move the wiper away from the printhead (towards the right door).



CAUTION: Do not move the wiper so far away from the printhead that the engagement racks disengage from the drive wheels. If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1440 Move the wiper away from the printhead

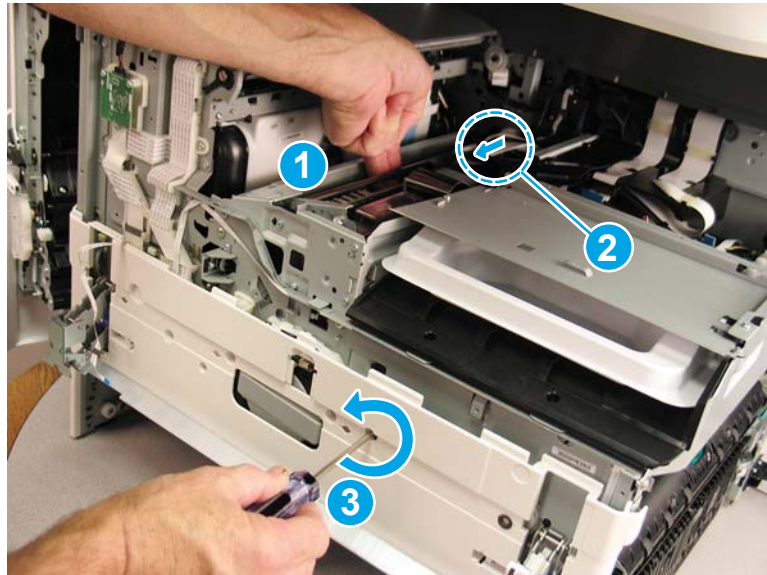


- Continue to support the printhead bar (callout 1), verify that the spring loaded gear is disengaged (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper to its home position under the printhead.

 **NOTE:** The wiper should move with little force required to turn the manual shaft.

If excessive force is required to move the wiper, the printhead is not correctly aligned in the printer chassis.

Figure 1-1441 Move the wiper to its home position



Step 8: Remove the through beam drop detect (TBODD) motor and bracket and carriage kits

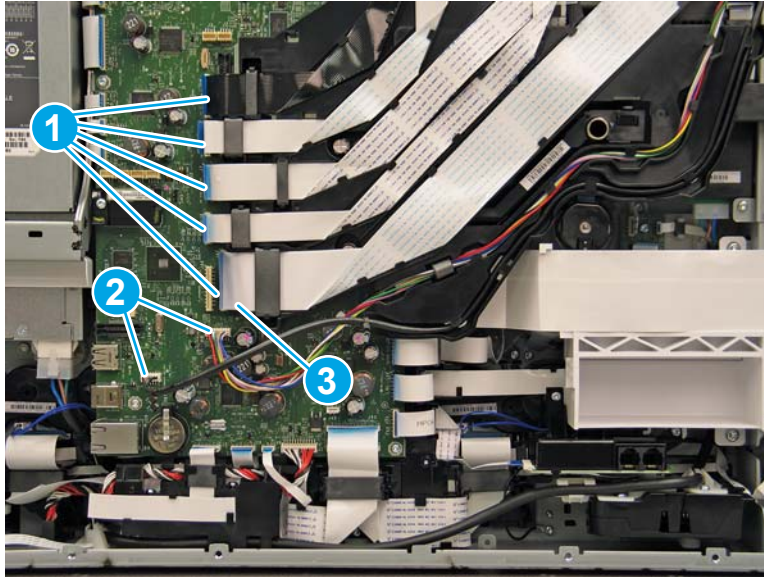


This assembly is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. At the rear of the printer, do one of the following:
 - **MFP models:** Disconnect five flat-flexible cables (FFCs) (callout 1) and two connectors (callout 2).
 - **SFP models:** Disconnect two connectors (callout 2) and one FFC (callout 3).

Figure 1-1442 Disconnect FFCs and connectors

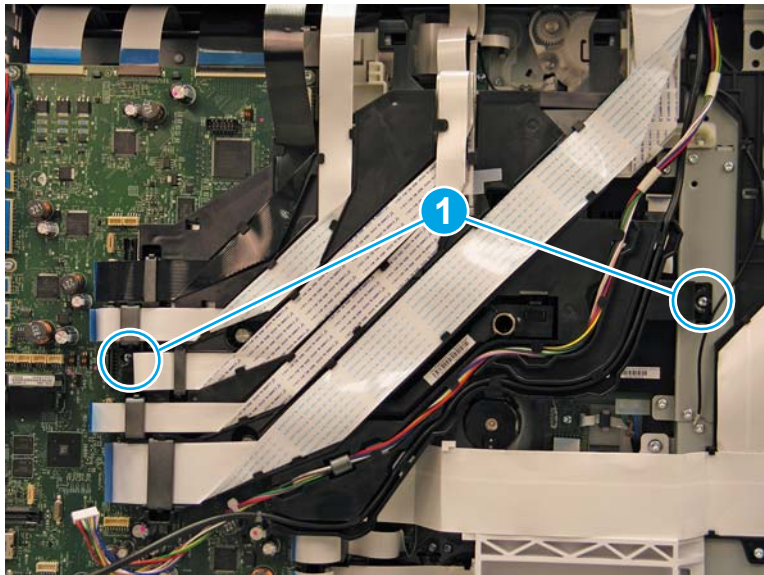


2. Loosen two screws (callout 1).



NOTE: These screws are captive and cannot be removed.

Figure 1-1443 Loosen two screws (MFP only)



3. Rotate the FFC tray up and away from the printer.


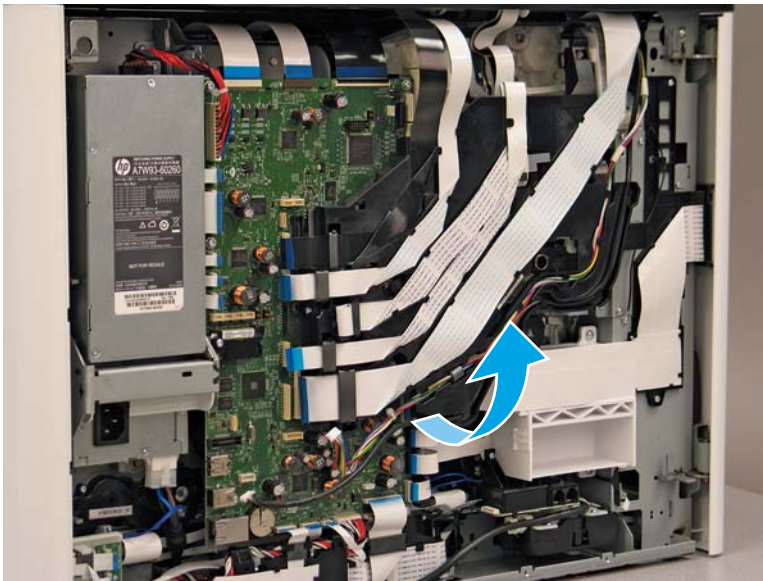
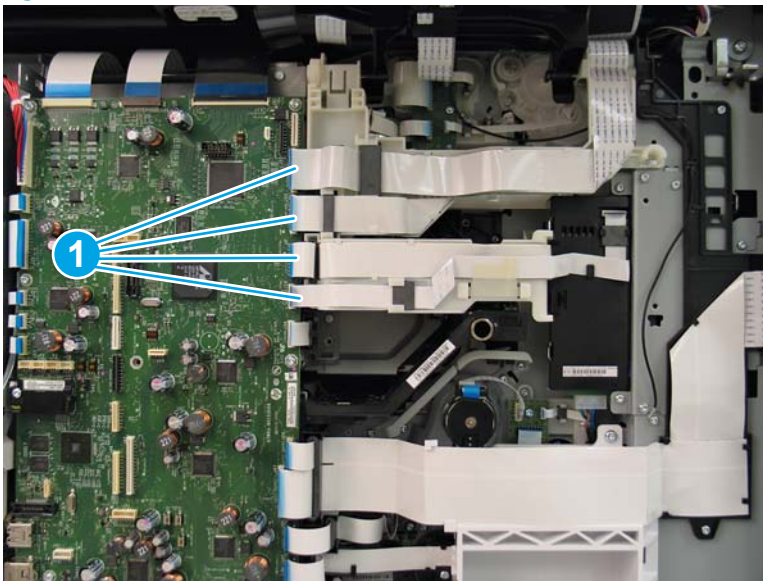
 **NOTE:** When the tray is fully raised, it locks in the up position.

Figure 1-1444 Raise the FFC tray (MFP only)



4. Disconnect four FFCs (callout 1).

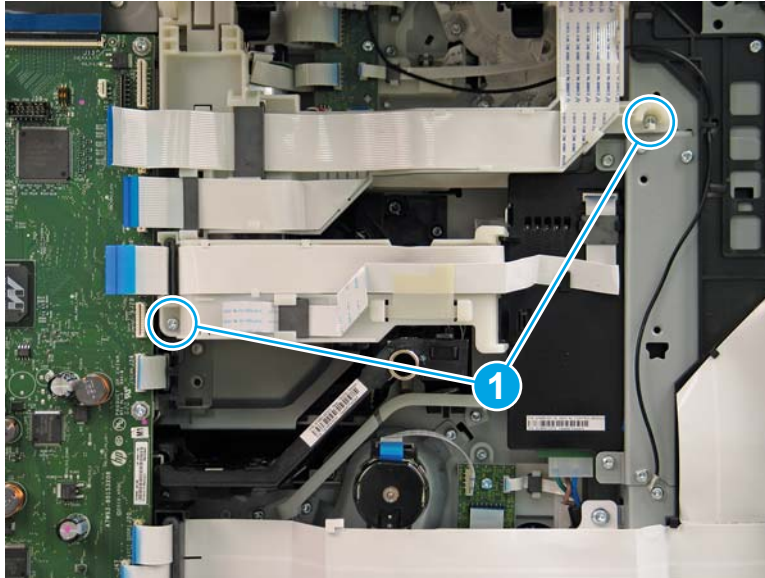
Figure 1-1445 Disconnect four FFCs



5. Remove two screws (callout 1).

 **NOTE:** The upper screw is captive, the lower screw is not captive.

Figure 1-1446 Remove two screws



6. Rotate the top guide up, and then rotate the lower guide away from the printer to move them out of the way.


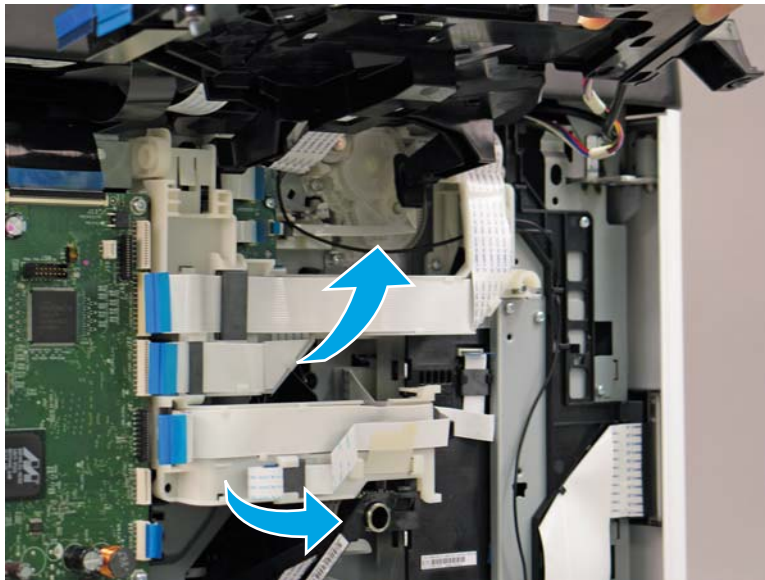
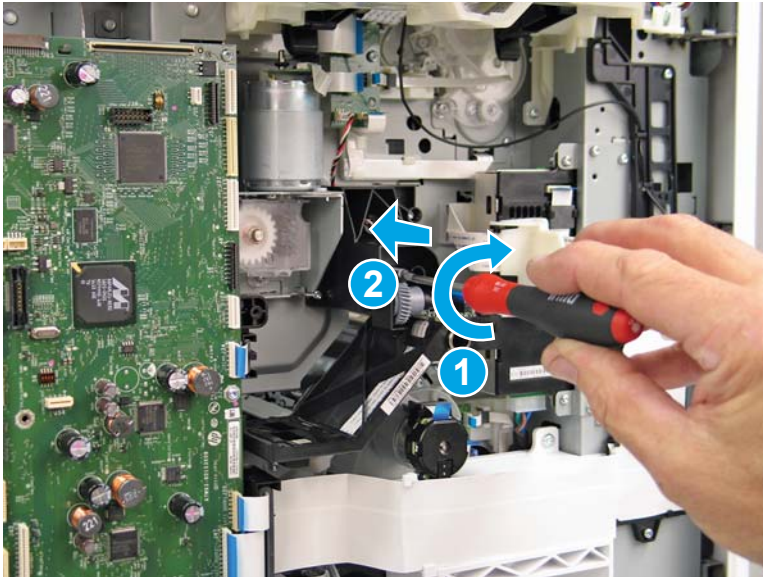
 **NOTE:** When the top guide is fully raised, it locks in the up position.

Figure 1-1447 Move the FFC guides out of the way



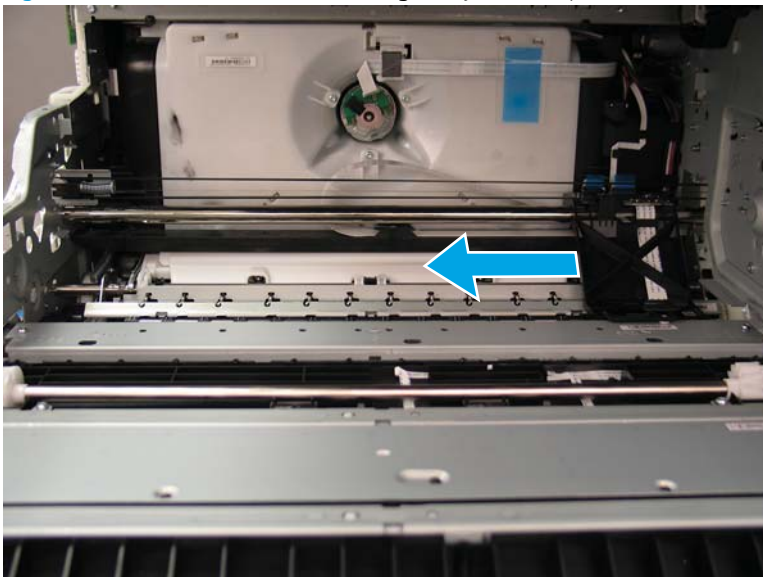
7. Use a #6 TORX driver to turn the TBODD drive worm gear clockwise (callout 1) to move the TBODD carriage into the printer (callout 2).

Figure 1-1448 Move the TBODD carriage into the printer



8. Pull the TBODD carriage fully into the printer.

Figure 1-1449 Pull the TBODD carriage fully into the printer



9. At the rear of the printer, release the encoder strip (callout 1).


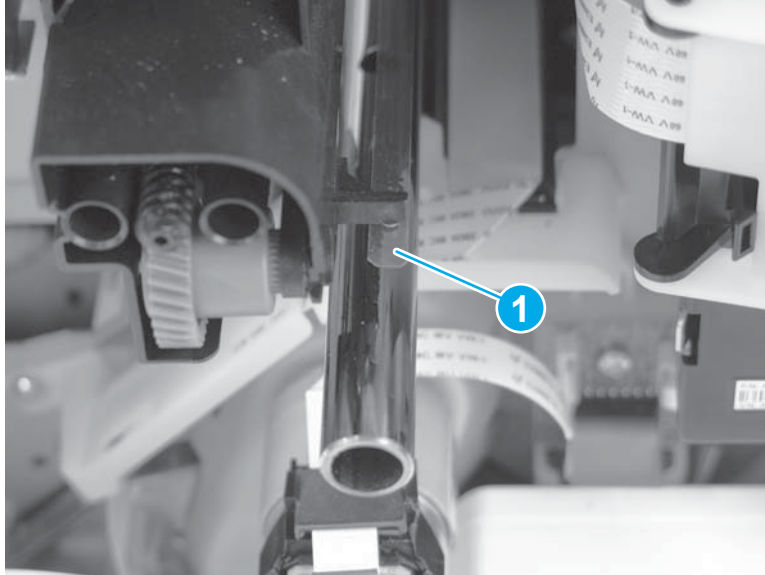
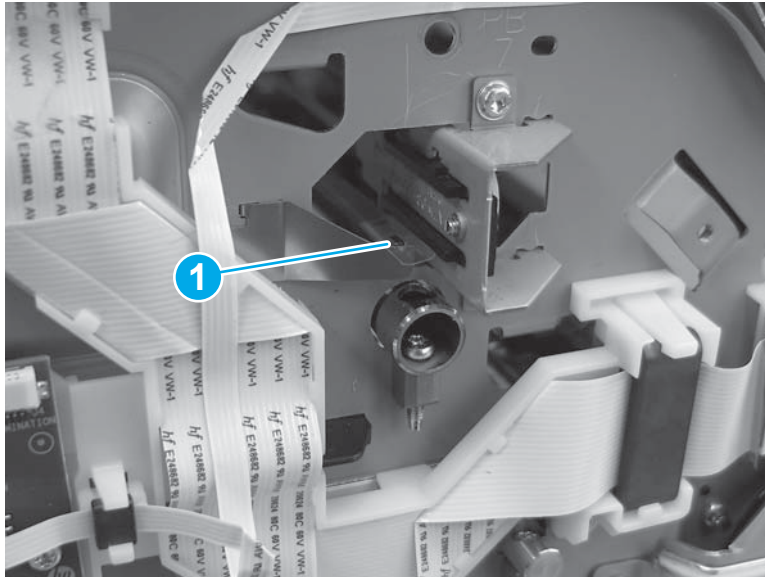
 **Reinstallation tip:** When the encoder strip is reinstalled, fasten the strip on the hook at front of the printer, and then pull it tight against the tension assembly—this allows the strip to stretch far enough that it can be easily fastened to the hook on the motor bracket.

Figure 1-1450 Release the encoder strip (rear)



10. At the front of the printer, release the encoder strip (callout 1).

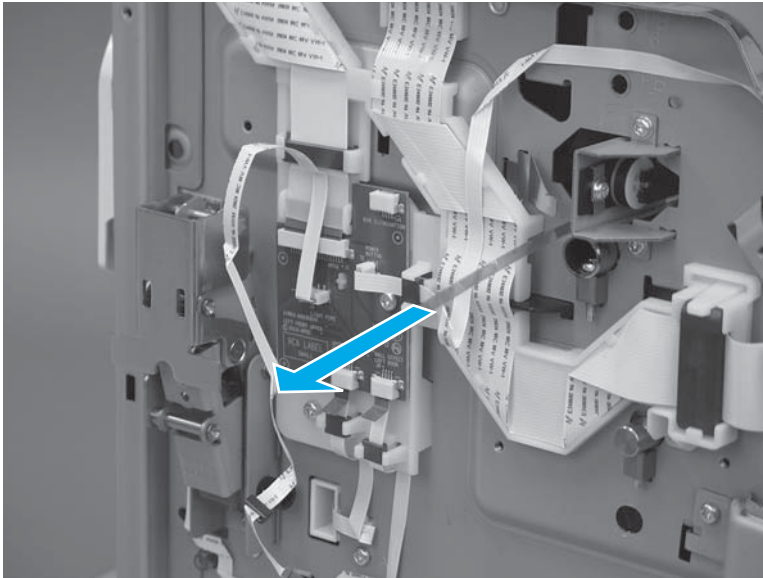
Figure 1-1451 Release the encoder strip (front)



11. Carefully pass the encoder strip through the opening in the chassis to remove it.

 **NOTE:** The encoder strip is included in the TBODD carriage kit (it is not included in the motor and bracket kit).

Figure 1-1452 Remove the encoder strip



12. To remove the TBODD carriage drive belt, motor worm gear, and the motor/bracket, do the following:
 - a. At the front of the printer, remove two screws (callout 1)


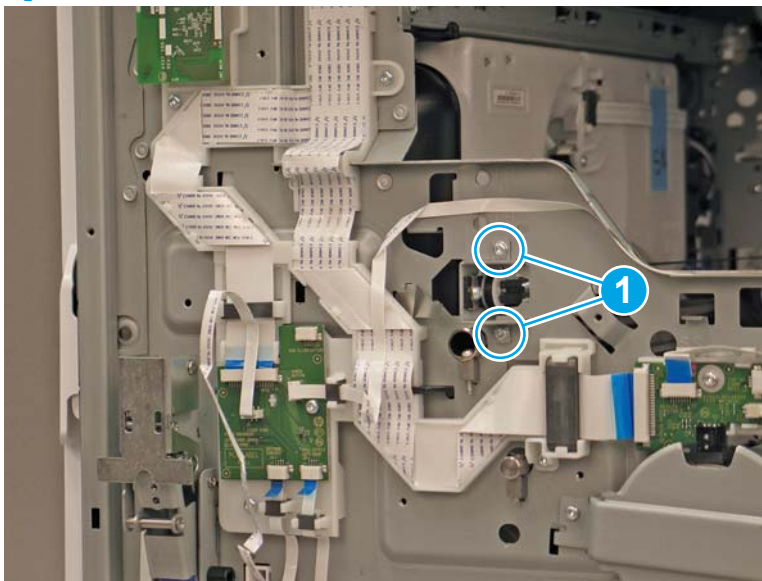
 **IMPORTANT:** These two screws are different than those used elsewhere in the printer. make sure these two short shoulder screws are used to reinstall the tension assembly.

Figure 1-1453 Remove two screws



- b. Remove the encoder strip mounting clip (callout 1)


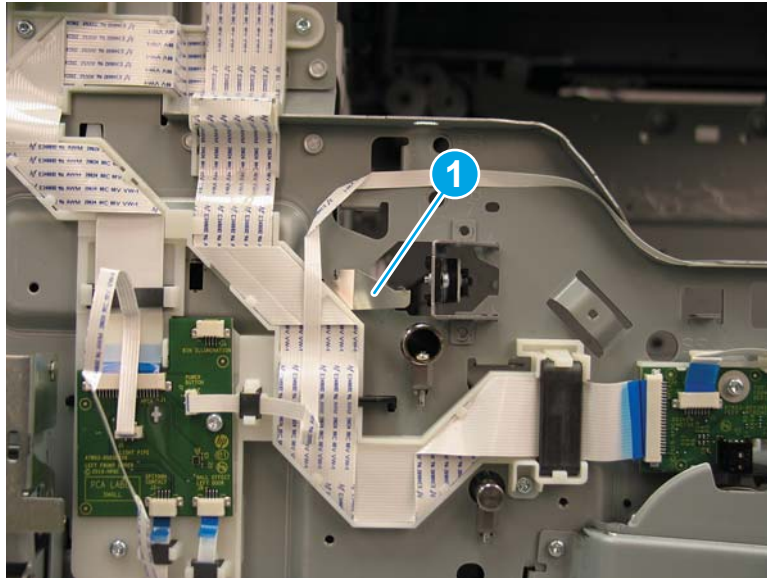
 **NOTE:** The mounting clip is included in the TBODD carriage kit (it is not included in the motor and bracket kit).

Figure 1-1454 Remove the mounting clip



- c. Pull the TBODD drive belt bracket away from the chassis to release it (callout 1), rotate the top of the bracket to the left (callout 2), and then partially pass the bracket through the hole in the chassis (callout 3) to release the tension on the drive belt.


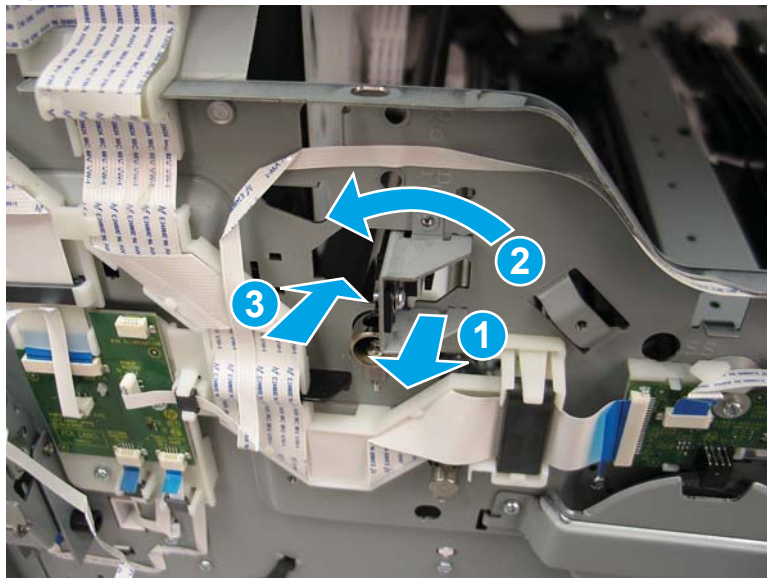
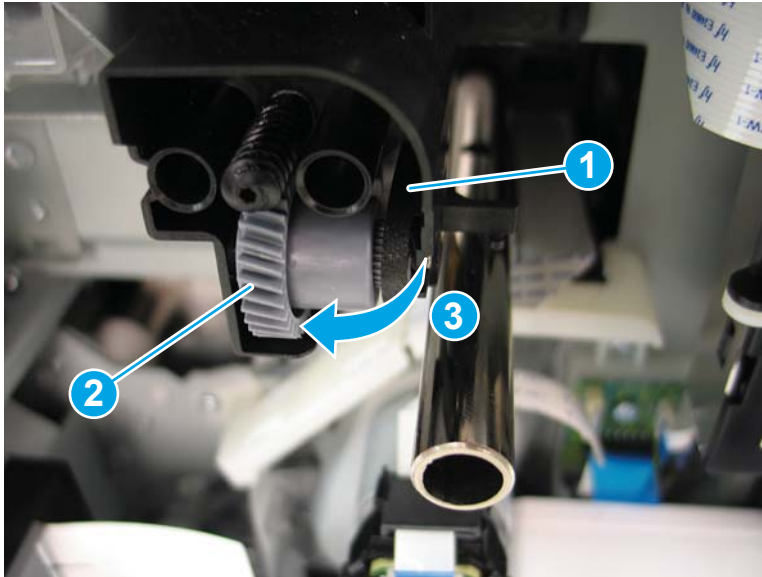
 **NOTE:** The bracket is included in the TBODD carriage kit (it is not included in the motor and bracket kit).

Figure 1-1455 Remove the drive belt bracket



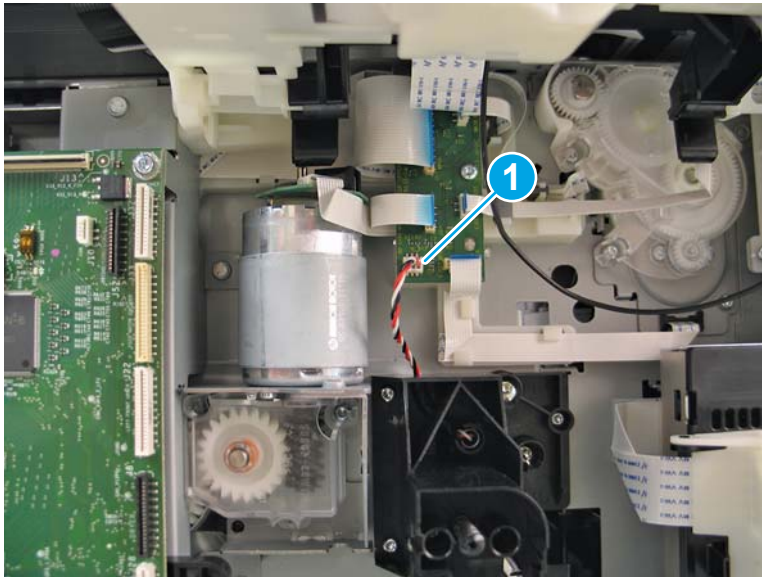
- d. At the rear of the printer, release the belt (callout 1) from the gear (callout 2), and then rotate the right end of the shaft away from the holder (callout 3) to remove the gear and shaft.

Figure 1-1456 Release the TBODD drive belt and gear



- e. Disconnect one connector (callout 1).

Figure 1-1457 Disconnect one connector



- f. Remove three screws (callout 1).


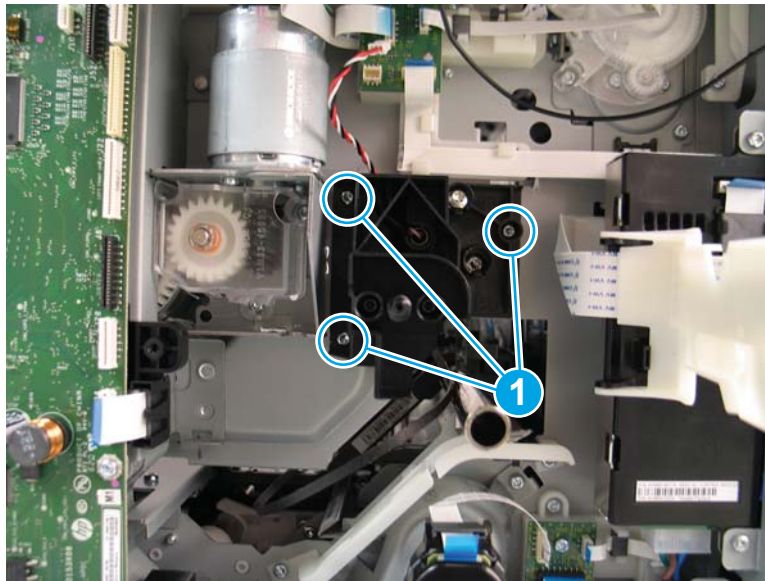
 **NOTE:** Before removing the last screw, support the motor/bracket assembly.

Figure 1-1458 Remove three screws



- g. Remove the TBODD motor/bracket assembly.

CAUTION: The captive printhead assembly screws (PB4 and PB5; callout 1) are not captive when the motor/bracket assembly is removed.

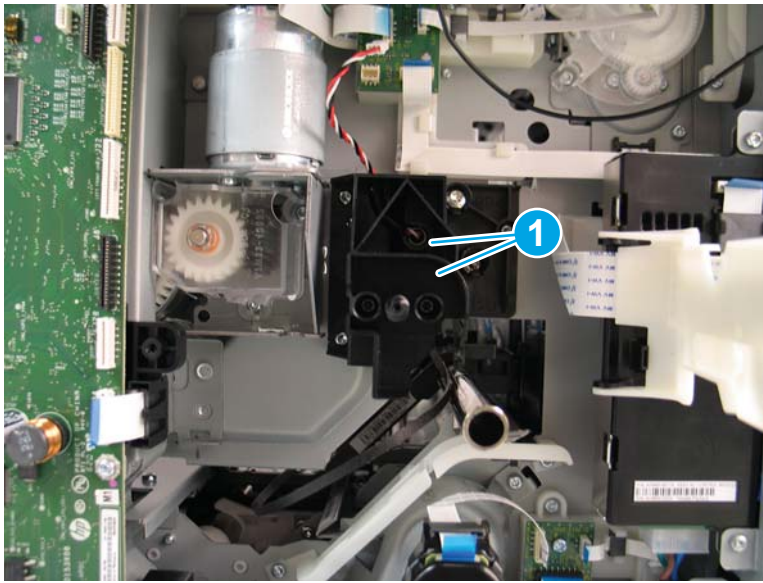
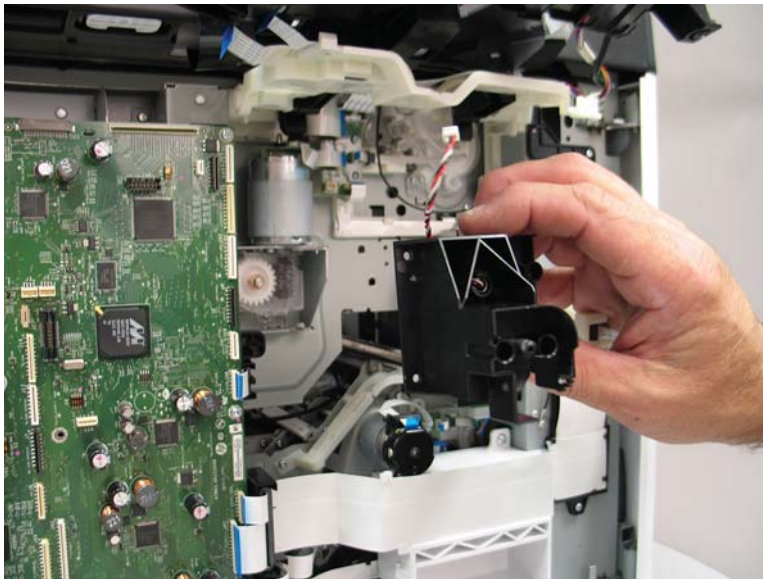
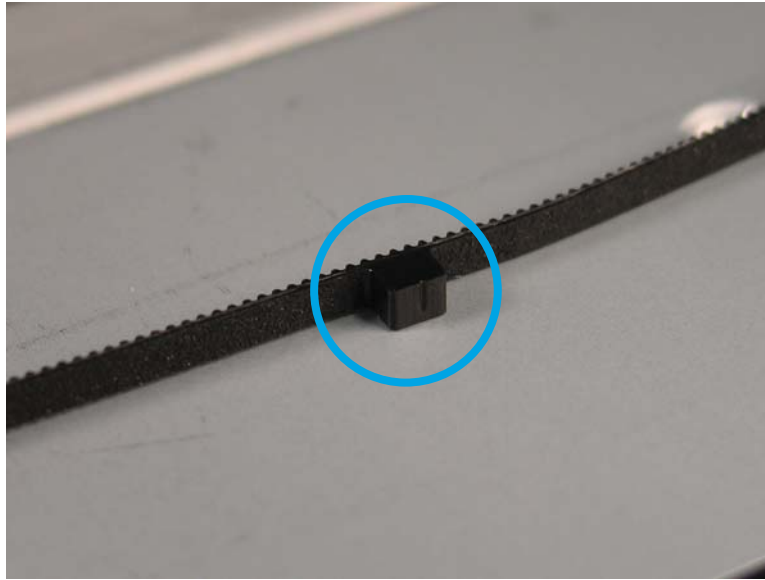


Figure 1-1459 Remove the TBODD motor/bracket assembly



- h. Before proceeding, note the registration boss on the drive belt.

Figure 1-1460 TBODD drive belt registration boss



- i. Pinch the belt on each side of the holder on the carriage, and then rotate the belt (and registration boss) away from the carriage to remove it.


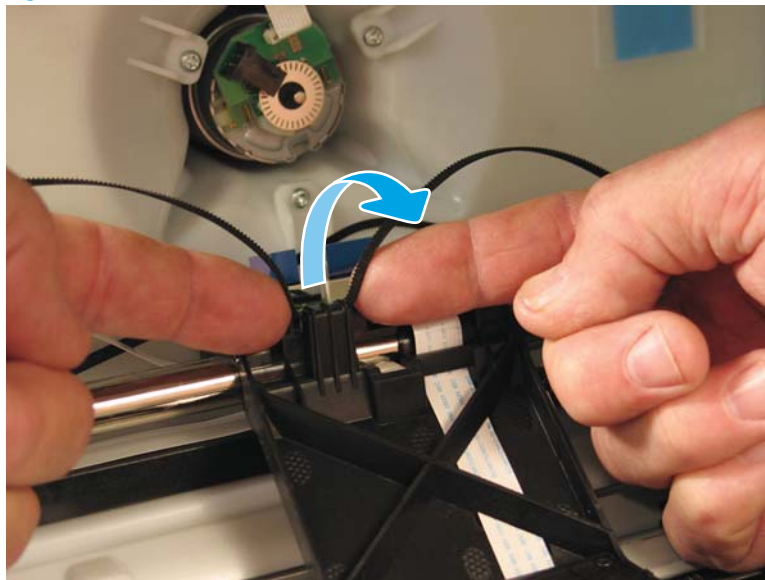


 **NOTE:** The drive belt is included in the both carriage kit and in the motor and bracket kit).

Figure 1-1461 Remove the TBODD drive belt



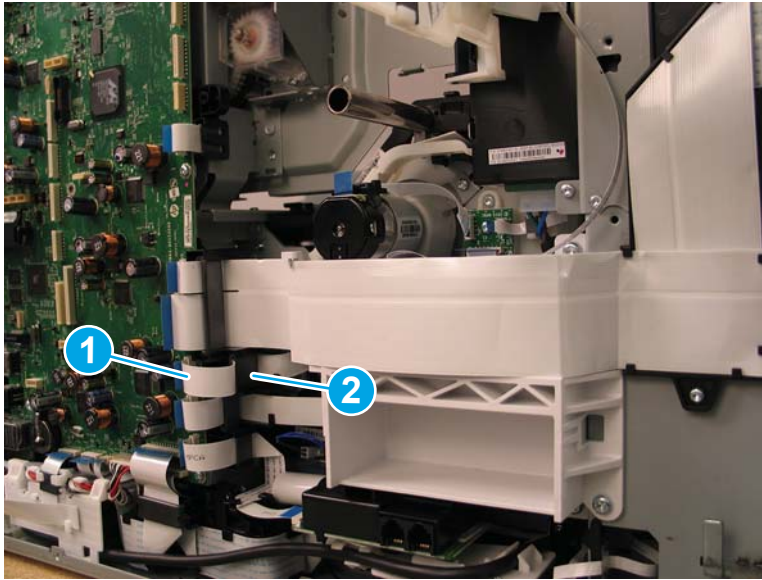
13. To remove the TBODD carriage, upper/sensor PCAs, and FFCs (with support bar), do the following:

 **NOTE:** For a TBODD motor and bracket kit, skip the remaining steps in this section and reverse the previous removal steps to install the kit (see the reinstallation tip below). For a TBODD carriage kit, continue with the following steps below.

 **Reinstallation tip:** After installing the TBODD kits (motor and bracket kit and/or carriage kit), make sure to perform the [Run Drop Detect](#) item in the [Print quality Tools](#) menu. See step [14](#) in this section.

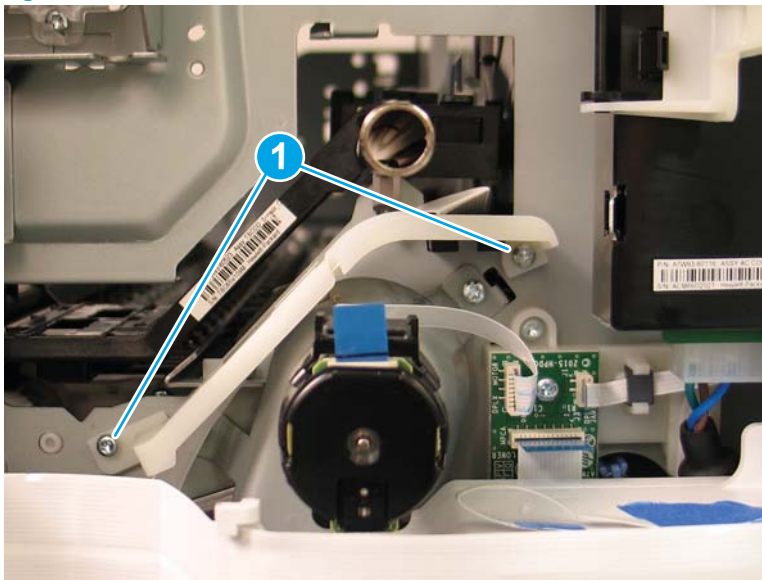
- a. Disconnect one connector (callout 1), and then release one ferrite (callout 2)

Figure 1-1462 Disconnect one connector and release the ferrite



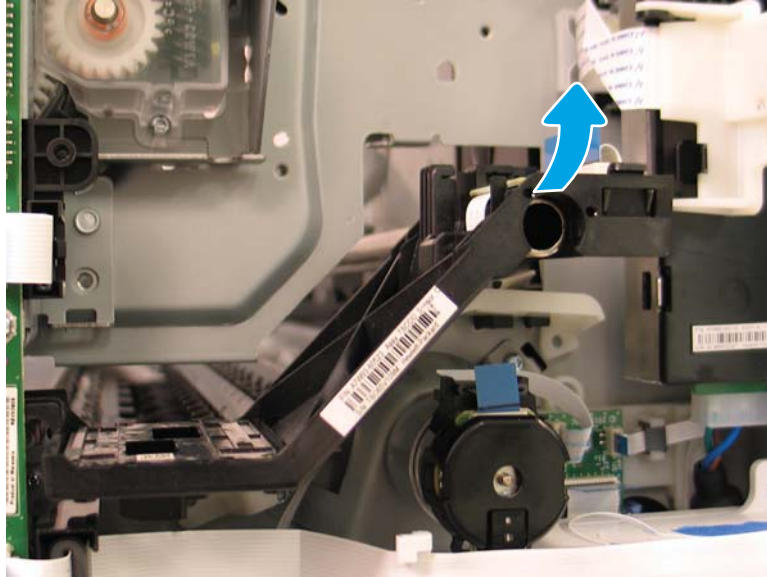
- b. Remove two screws (callout 1) to release the guide.

Figure 1-1463 Remove two screws



- c. Side carriage toward the rear of the printer until the retainer on the leading edge of the carriage can rotate up and off of the shaft.

Figure 1-1464 Release the leading edge of the TBODD carriage

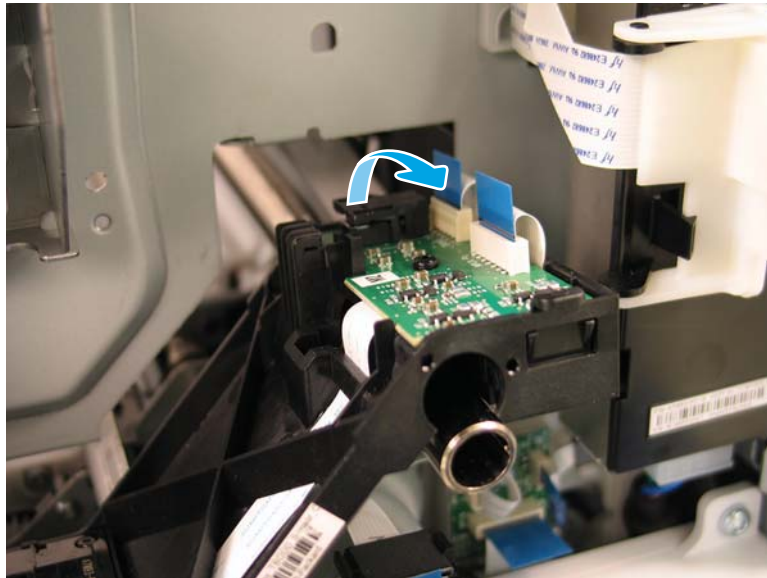


- d. Carefully pull up on the trailing edge of the carriage to release it.



NOTE: It might take considerable force to unsnap the trailing edge of the carriage from the shaft.

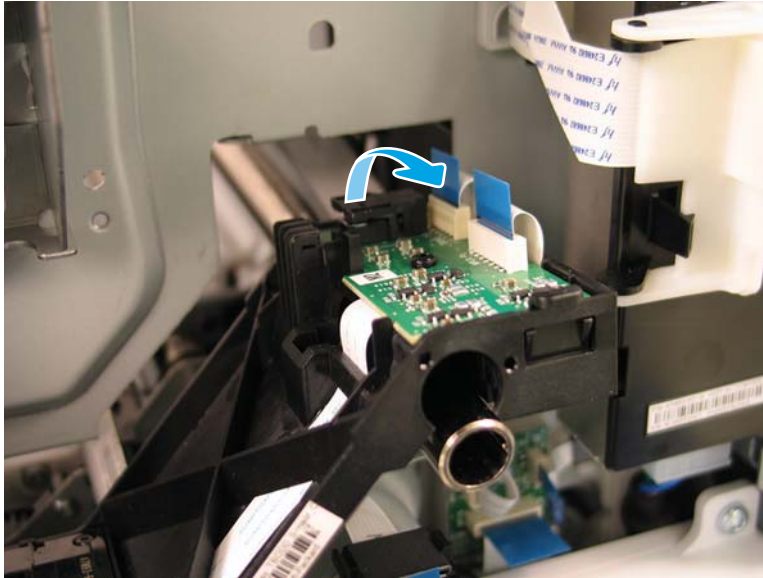
Figure 1-1465 Release the trailing edge of the TBODD carriage



- e. Carefully pull up on the trailing edge of the carriage to release it.

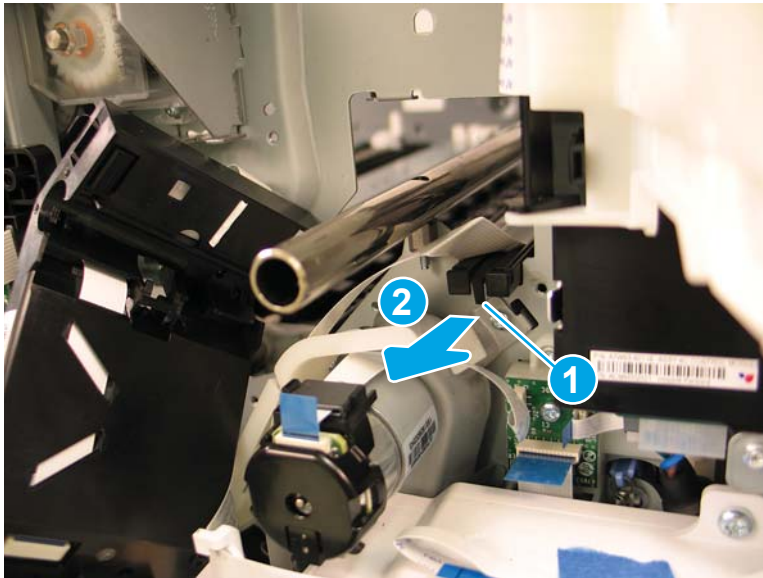
 **NOTE:** It might take considerable force to unsnap the trailing edge of the carriage from the shaft.

Figure 1-1466 Release the trailing edge of the TBODD carriage



- f. Support the TBODD carriage, release one tab (callout 1), and then slide the support bar/FFCs assembly through the opening in the chassis (callout 2).

Figure 1-1467 Remove the TBODD support bar/FFCs



- g. Remove the TBODD assembly.


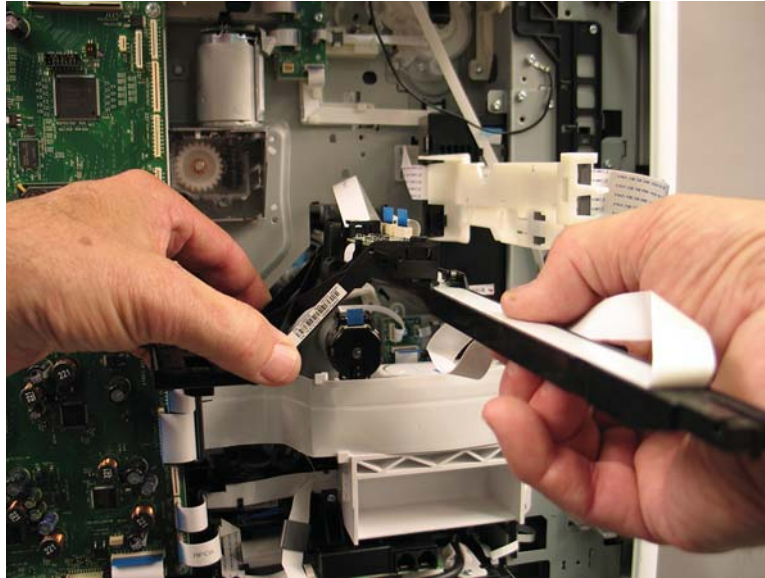
 **Reinstallation tip:** Reverse the removal steps to install the assemblies.

Figure 1-1468 Remove the TBODD assembly



14. Reverse the removal steps to install the kit(s). Also use the following special instructions.

Special installation instructions: TBODD kit(s)


- a. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
- b. Touch the [Service](#) button to display the [Sign In](#) screen.
- c. Make sure that [Service Access Code](#) displays in the [Access Type](#) area. Touch the [Enter Access Code](#) item to display the on-screen keypad.
- d. Type in the following service access personal identification number (PIN) for the printer:
 - 05075017
- e. Touch the [Done](#) button located at the bottom of the keypad screen (just to the right of the number keys) to close the keypad screen.

 **NOTE:** The printer must restart to enter the Service menu. This can take up to 2 minutes.

- f. Open the following menus:
 - [Print Quality Tools](#)
- g. In [Step 2: Drop Detect Status Check](#), touch the [Run Drop Detect](#) item to perform a color drop detect calibration.



Step 9: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Front deskew and rear deskew REDI sensors

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the right tower cover](#)
- [Step 3: Remove the cartridge door](#)
- [Step 4: Remove the front tower cover](#)
- [Step 5: Remove the middle internal front cover](#)
- [Step 6: Remove the standard output bin](#)
- [Step 7: Remove the printhead assembly](#)
- [Step 8: Remove the front deskew and rear deskew REDI sensors](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the front deskew and rear deskew reflective edge detection interrupter (REDI) sensors.

[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.


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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Front deskew and rear deskew REDI sensors part number	
A7W93-67076	Front deskew and rear deskew REDI sensors

Required tools

- Small flat-blade screwdriver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


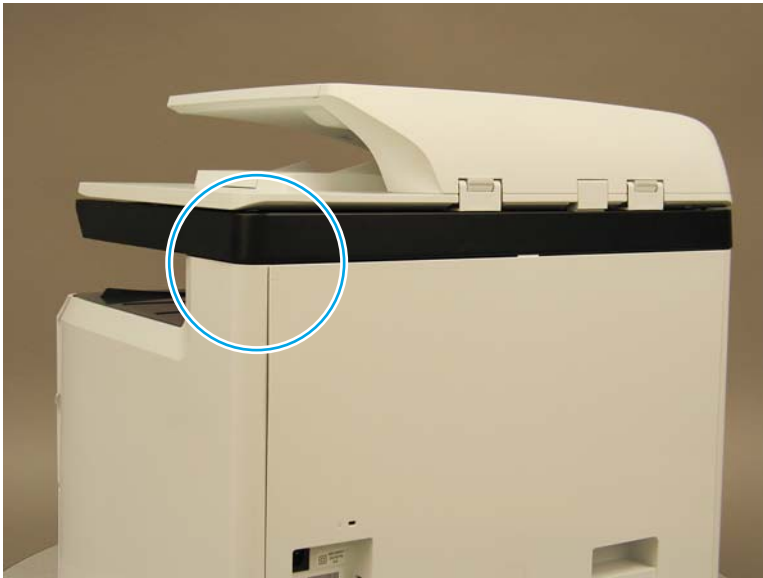
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1469 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

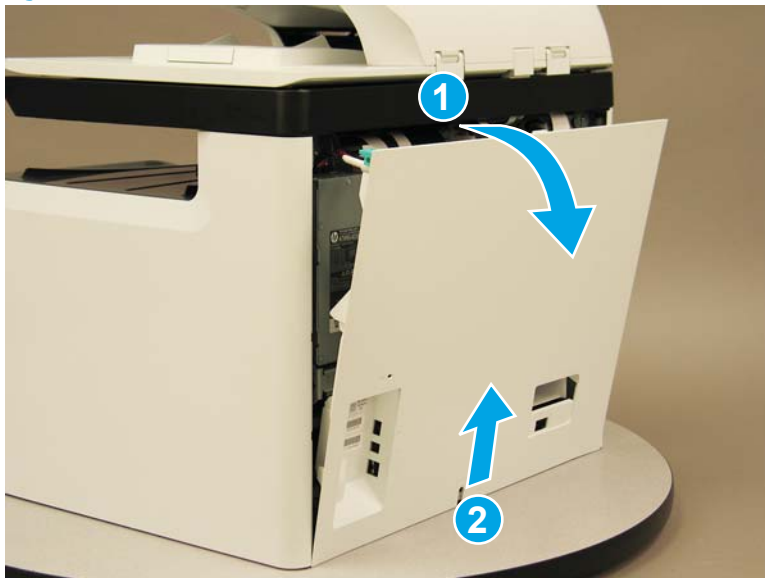
Figure 1-1470 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-1471 Remove the rear cover



Step 2: Remove the right tower cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-1472 Open the right door

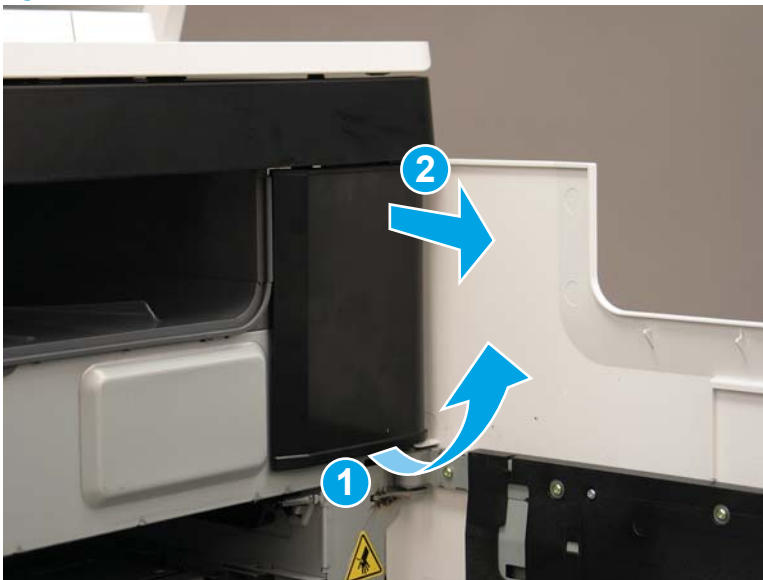


2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.

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

Figure 1-1473 Remove the right tower cover



Step 3: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

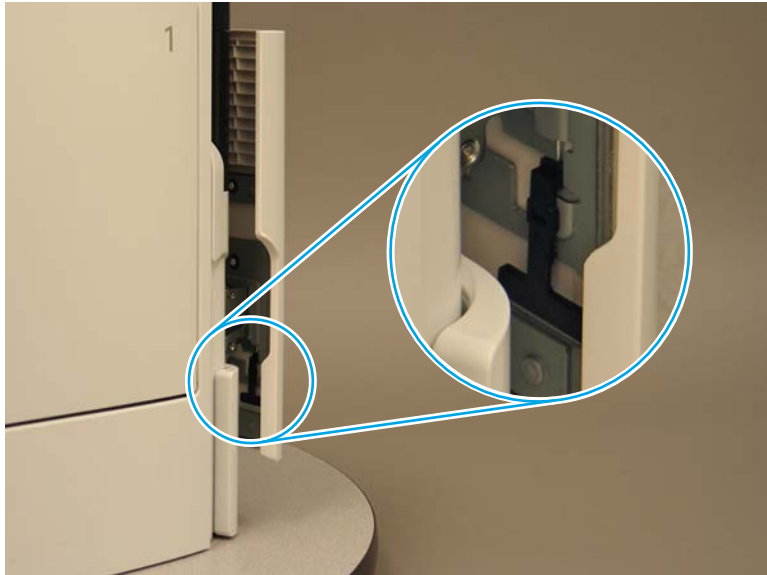
1. Open the cartridge door.

Figure 1-1474 Open the cartridge door



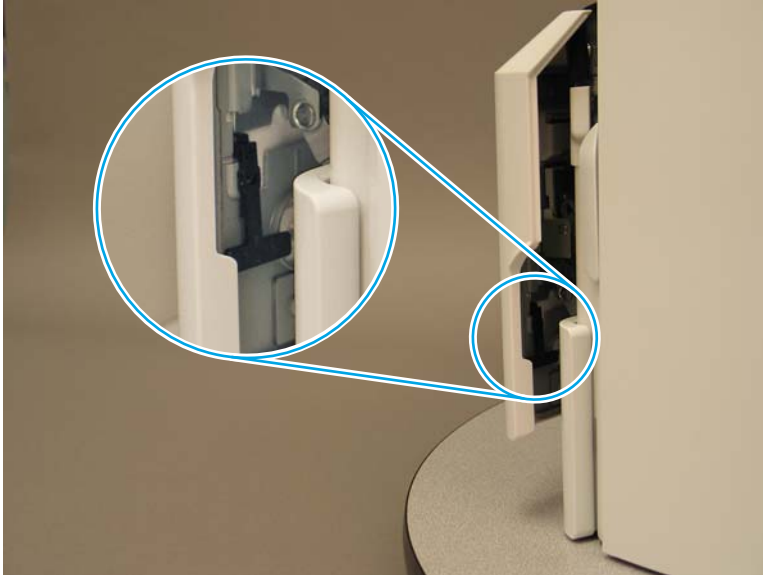
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1475 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1476 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-1477 Remove the cartridge door



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

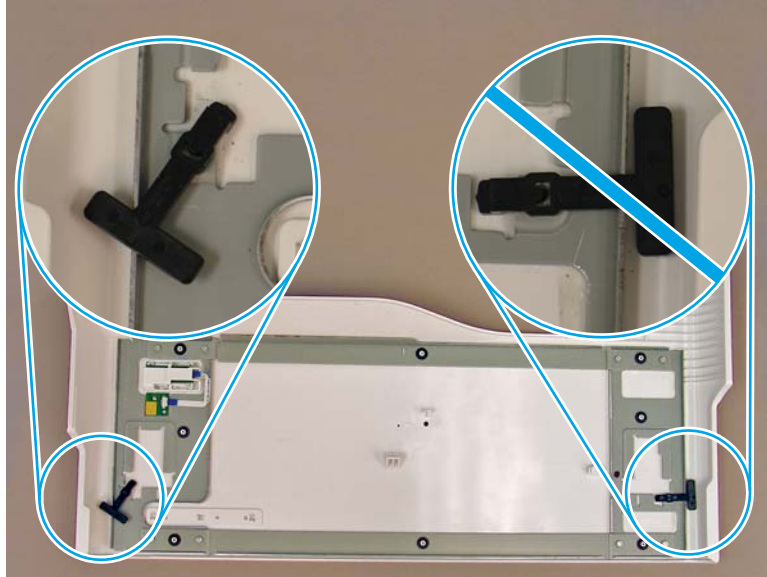
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

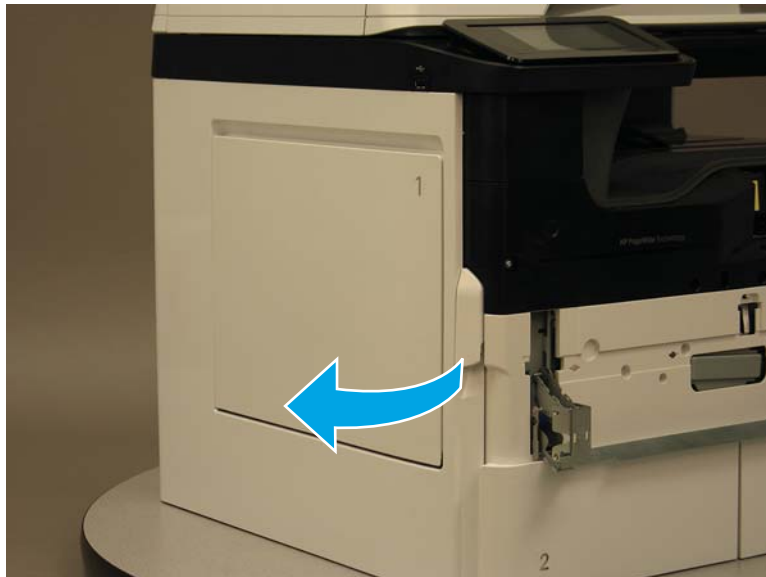
Figure 1-1478 Preposition the retainers



Step 4: Remove the front tower cover

1. Open the left door.

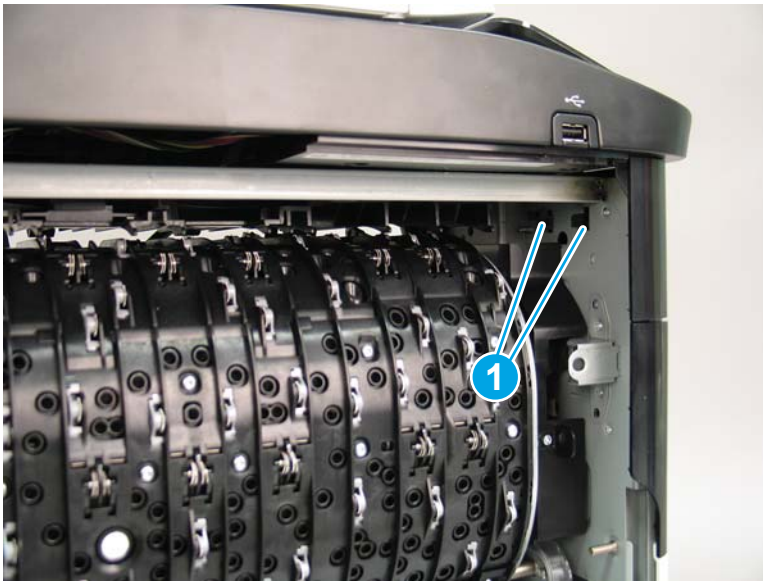
Figure 1-1479 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-1480 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-1481 Release the front tower cover



4. Remove the cover.


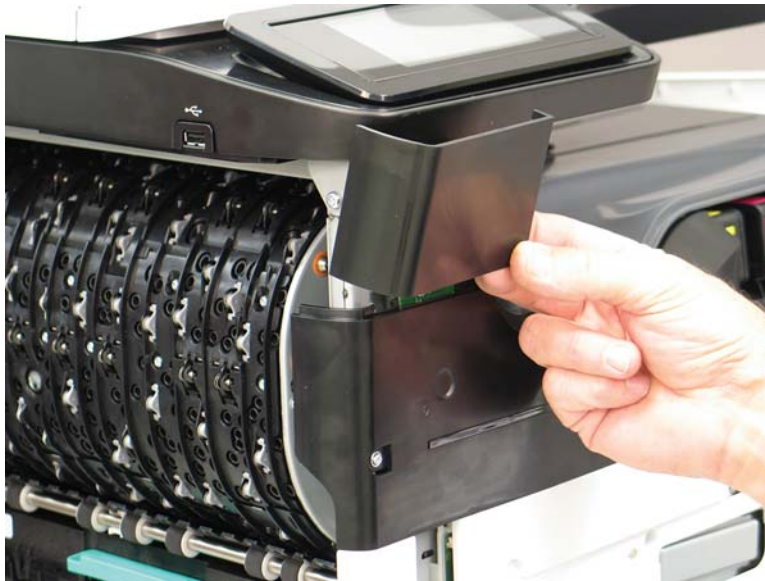
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1482 Remove the cover

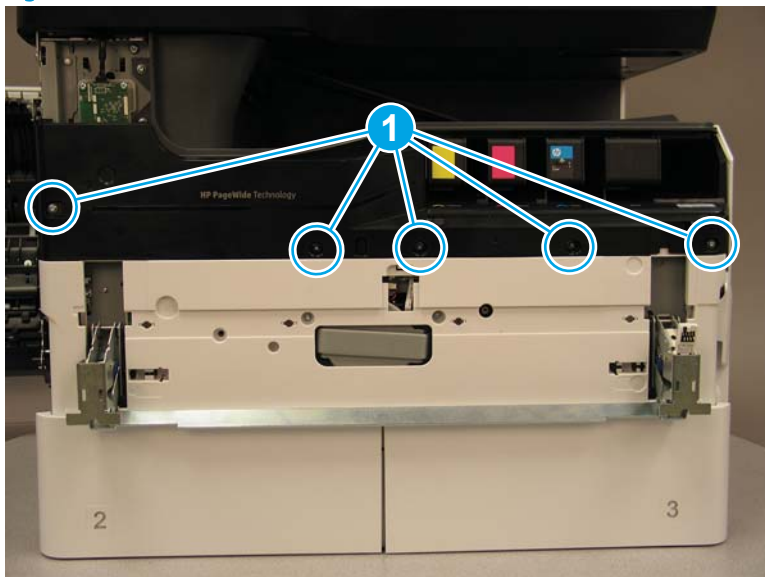


Step 5: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-1483 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

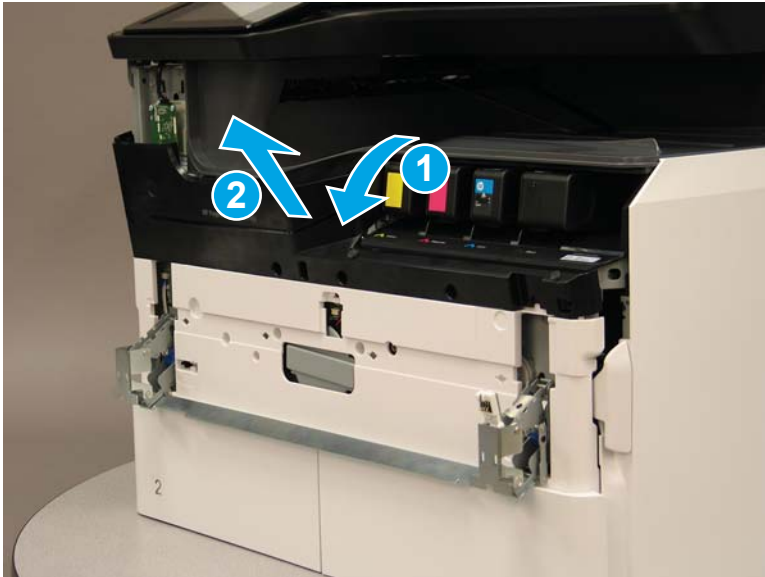
Figure 1-1484 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-1485 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


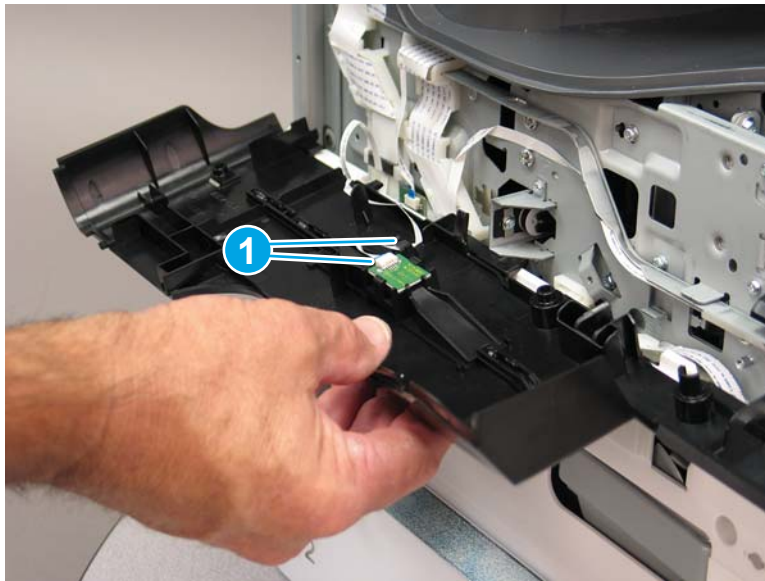
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1486 Remove the middle internal front cover

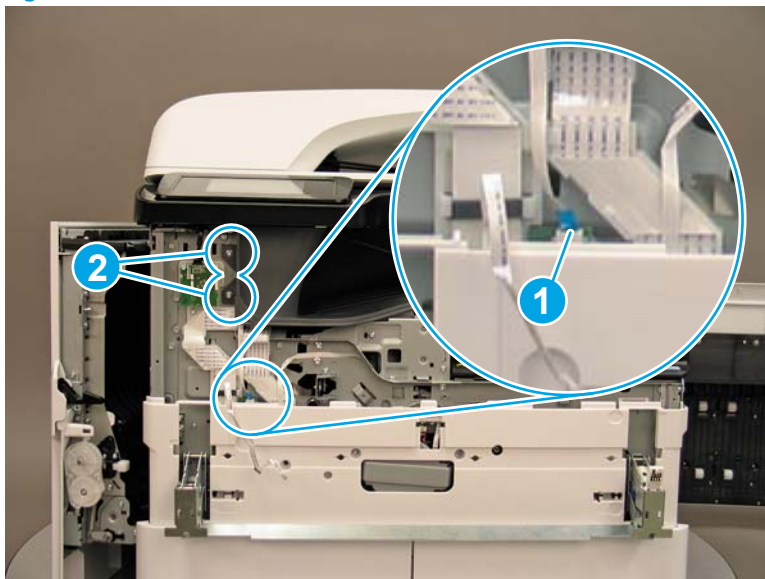


Step 6: Remove the standard output bin

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

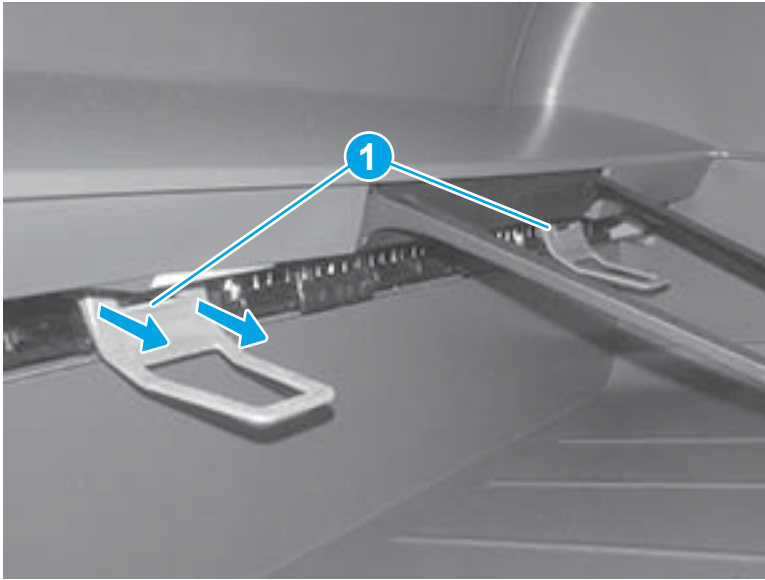
1. Disconnect one flat-flexible cable (FFC), and then remove two screws (callout 1).

Figure 1-1487 Disconnect one FFC and remove two screws



2. Remove two flaps (callout 1) from the output shaft.

Figure 1-1488 Remove the flaps



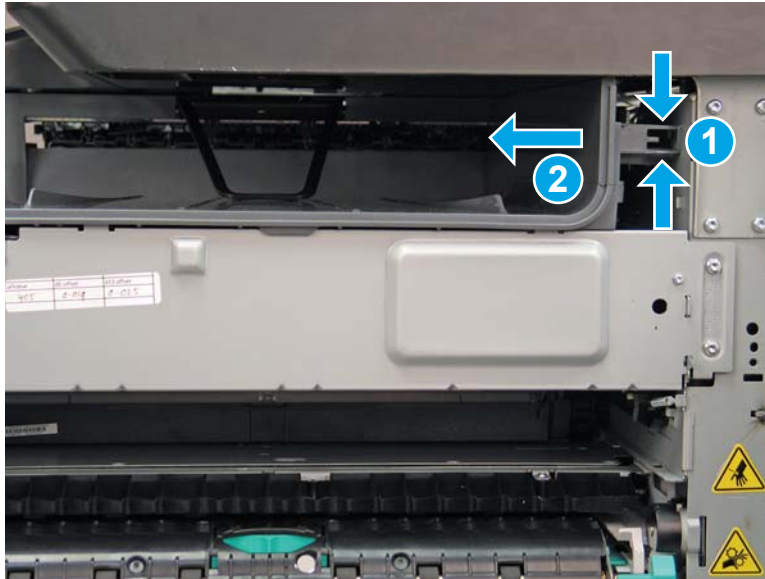
3. 772zt and 777hc/z only: At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-1489 Release the cover



4. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-1490 Release two tabs



5. Pull the output bin straight out of the printer to remove it.

Figure 1-1491 Remove the output bin



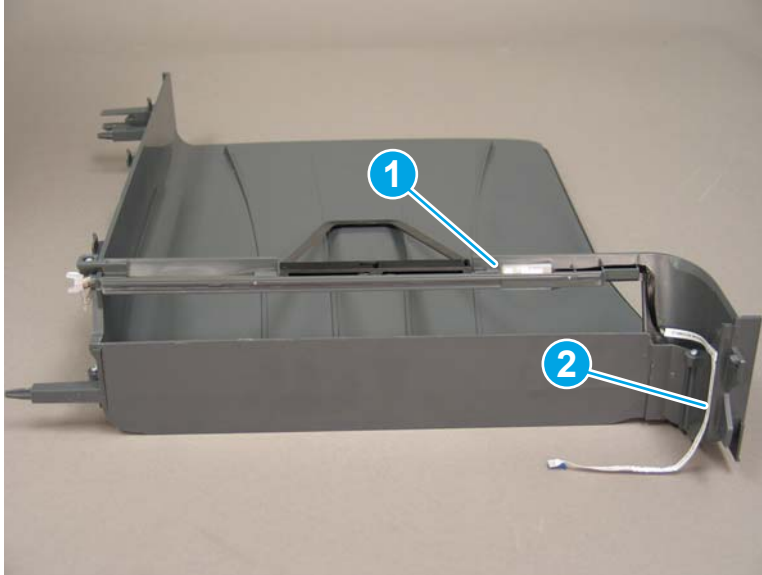
6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Standard output bin

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.

 **NOTE:** The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-1492 Remove the LED module



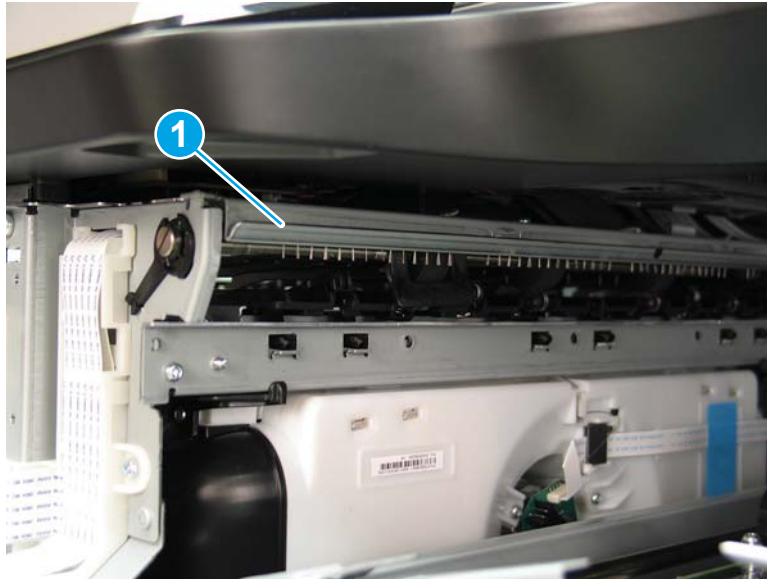
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-1493 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-1494 Locate the mounting rail (printer)



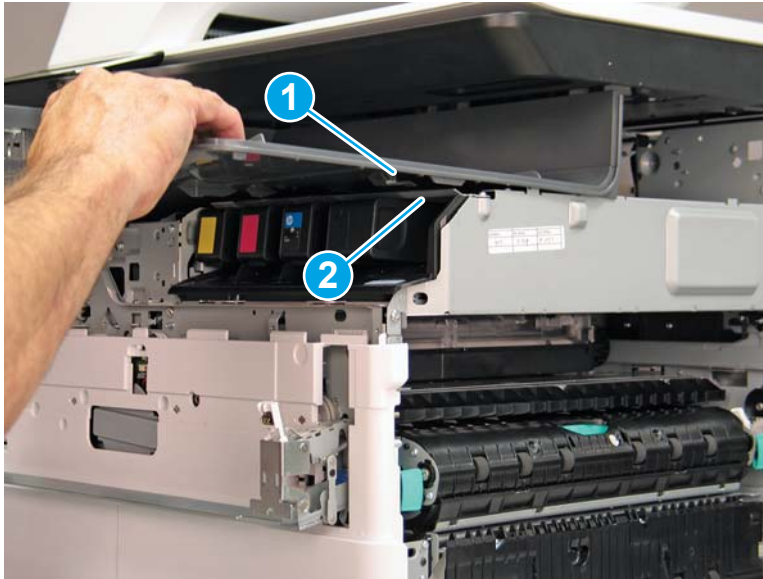
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-1495 Align the mounting rails



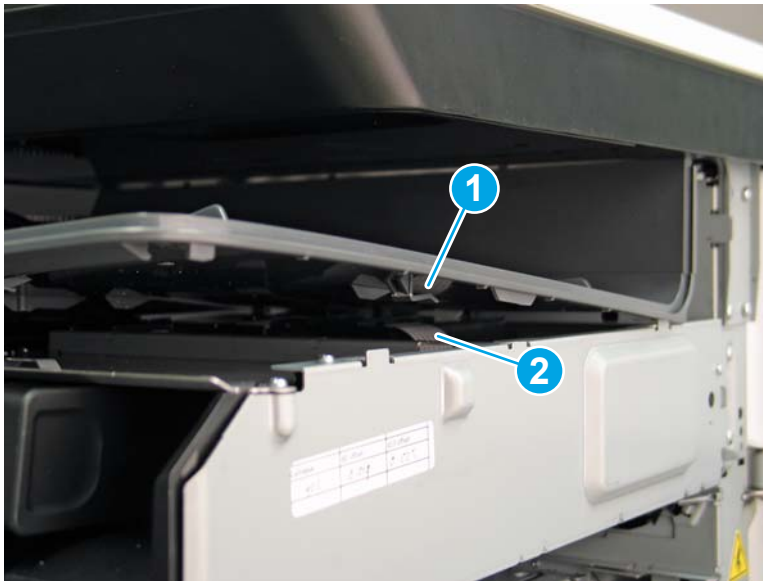
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-1496 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-1497 Engage the inner clip




- g. Slide the output bin straight onto the printer.

 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-1498 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tab are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.



 **NOTE:** Make sure that the output stack control arm shaft is engaged with its drive motor.

Figure 1-1499 Check the output bin installation



Step 7: Remove the printhead assembly

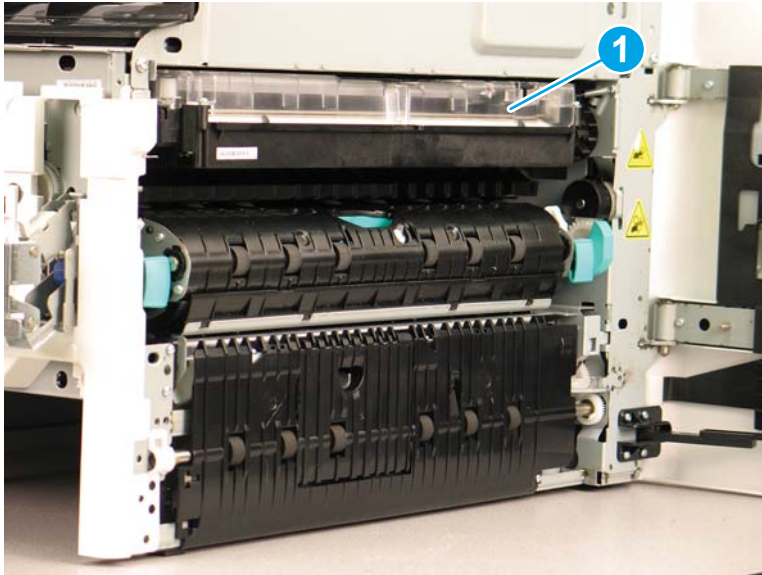
A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

 **IMPORTANT:** The following procedure is **only** for removing the printhead assembly to access other parts. If a replacement printhead assembly needs to be installed, use the *Removal and Replacement: Printhead assembly* instructions in the printer *Repair Manual*. Special installation instructions for replacement installations are provided that must be followed to make sure a replacement assembly installation is successful.

 **NOTE:** Some of the figures in this section show the fluid cap installed. When removing the printhead to access other assemblies, leave the cartridges installed. Installing the fluid cap is not necessary.

1. Before proceeding, do the following:
 - a. Check the location of the printhead wiper. If it is in the correct position (all the way in and under the printhead, go to step 2. If it is not in the correct position (for example, callout 1 below), continue with these sub steps.

Figure 1-1500 Printhead wiper out

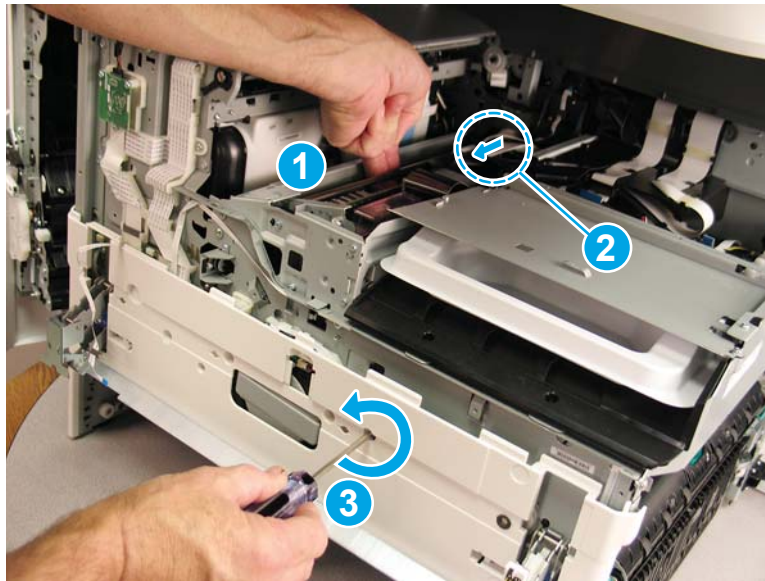


- b. Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure that the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper into the printer. Continue to turn the shaft until the wiper stops

CAUTION: Lifting up on printhead bar prevents the moving wiper from damaging the printhead.

NOTE: Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.

Figure 1-1501 Move the wiper into the printer



2. At the right side of the printer, install the right-rear shipping restraint.

CAUTION: Shipping restraints (included in the A7W93-67077 PageWide niblit kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
 - The replacement printhead assembly can become misaligned when it is installed.
-

Figure 1-1502 Install the right-rear shipping restraint

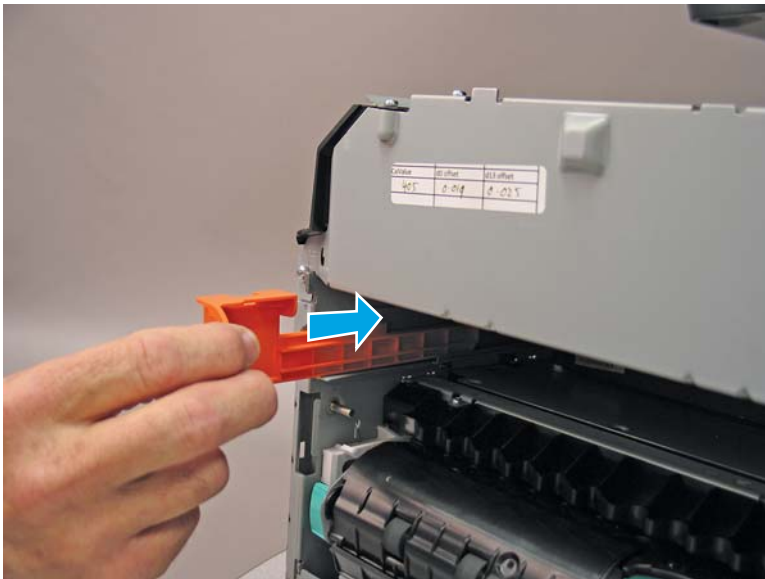


3. Install the right-front shipping restraint.


⚠ CAUTION: Shipping restraints (included in the A7W93-67077 PageWide niblit kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
- The replacement printhead assembly can become misaligned when it is installed.

Figure 1-1503 Install the right-front shipping restraint



4. **Remove three screws in the following order:** Remove one screw (PB1; callout 1), remove one screw (PB2; callout 2), and then remove one screw (PB3; callout 3).

 **IMPORTANT:** The printhead assembly is fastened to the chassis with eight screws labeled PB1 to PB8. These screws **must** be removed/installed in the correct order.


 **Reinstallation tip:** Reinstall these screws in the following order: Install one screw (PB1; callout 1), install one screw (PB2; callout 2), and then install one screw (PB3; callout 3).

Figure 1-1504 Remove three screws



5. At the rear of the printer, disconnect three flat-flexible cables (FFCs) (callout 1).


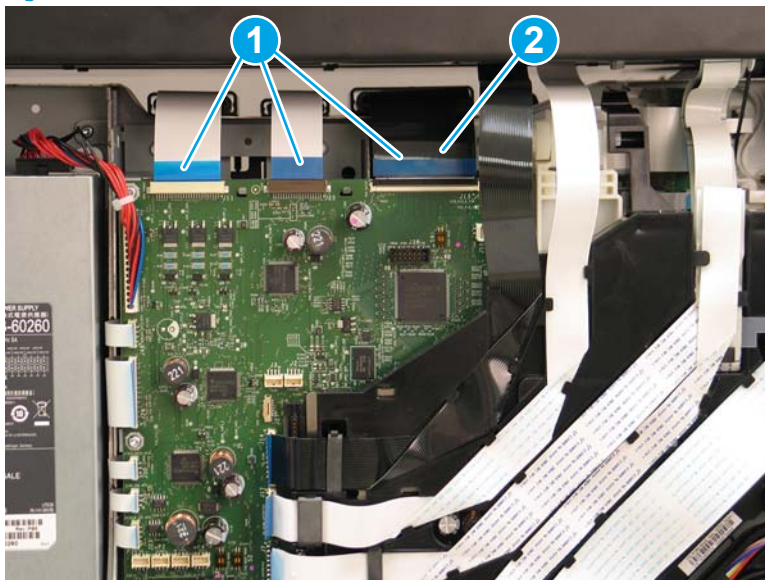
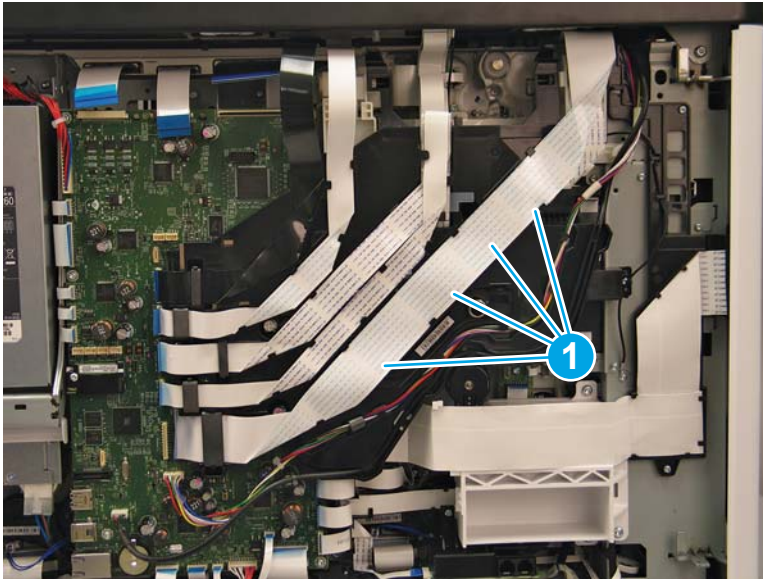
 **CAUTION:** One FFC connector (callout 2) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

Figure 1-1505 Disconnect three FFCs





6. Release one FFC from the guide (callout 1), and then move it out of the way.

Figure 1-1506 Release one FFC



7. Loosen one screw (callout 1), and then loosen a second screw (callout 2).

 **IMPORTANT:** The printhead assembly is fastened to the chassis with eight screws labeled PB1 to PB8. These screws **must** be removed/installed in the correct order.

 **NOTE:** These screws are captive and cannot be removed. Turn the screws 5 or 6 full counterclockwise/clockwise revolutions to make sure they disengage/engage the printhead assembly.


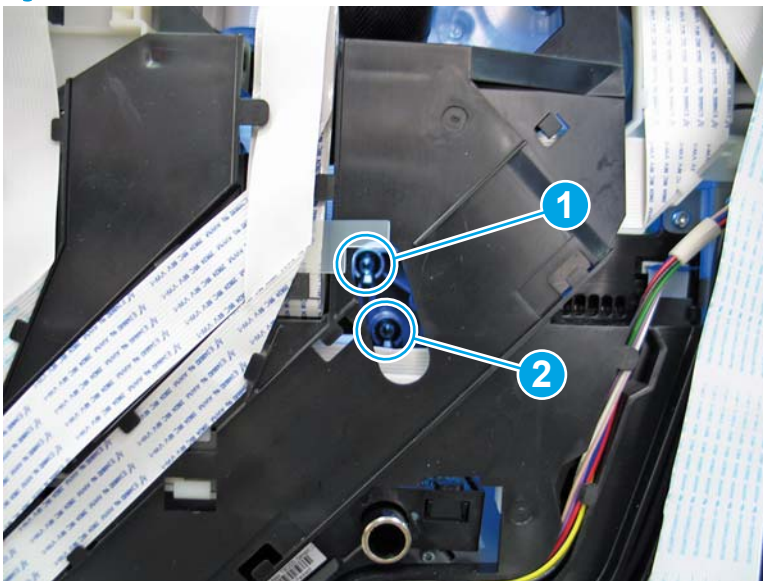

 **Reinstallation tip:** Tighten these screws in the following order: Tighten one screw (PB4; callout 1), and then tighten one screw (PB5; callout 2).

Figure 1-1507 Loosen two screws



8. At the front of the printer, rotate the printhead FFC guide down (towards the printhead assembly) until it snaps into the locked position.

 **IMPORTANT:** Make sure that the FFCs are fully on the printhead side of the sheet-metal chassis.




 **NOTE:** An audible click is heard when the guide locks onto the printhead assembly.

Figure 1-1508 Rotate the FFC guide down



9. **Remove three screws in the following order:** Remove one screw (PB6; callout 1), remove one screw (PB7; callout 2), and then remove one screw (PB8; callout 3).

 **IMPORTANT:** These screws **must** be removed/installed in the correct order.

 **NOTE:** Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.


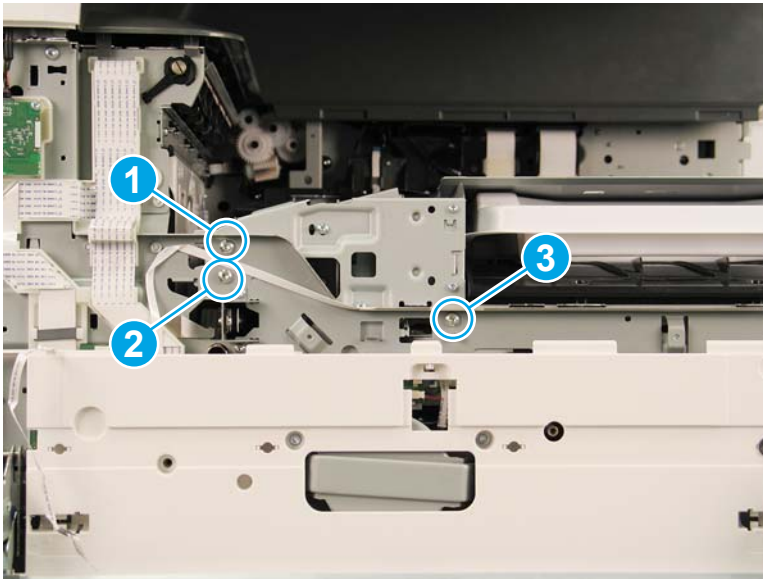
 **Reinstallation tip:** **Reinstall these screws in the following order:** Install one screw (PB6; callout 1), install one screw (PB7; callout 2), and then install one screw (PB8; callout 3).


Figure 1-1509 Remove three screws



10. Grasp the printhead print bar (callout 1) and the right side (callout 2) of the assembly, and then carefully slide it to the right (callout 3) to remove it.

 **NOTE:** It might be necessary to slightly flex the corner (callout 4) of the lower internal front cover away from the printer chassis so that it does not interfere with the assembly.

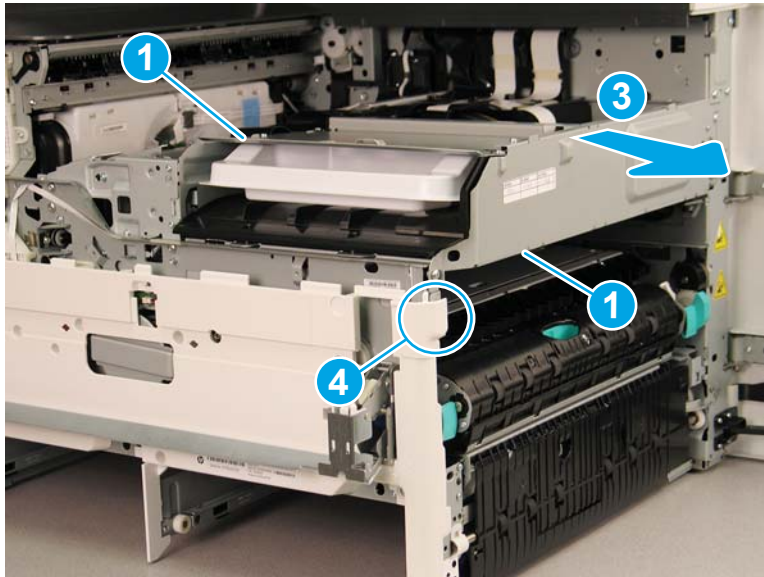
Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.

 **Reinstallation tip:** Slightly pull up and/or push down on the leading edge of the assembly if interference is felt.

If the printhead assembly is about 10 mm (0.5 in) in and will not slide in any further, the mounting screws at the rear of the printer (PB4 and/or PB5) might be protruding into the printhead cavity. Use a magnetized screwdriver to pull them back out.

Reverse the removal steps to install the assembly.

Figure 1-1510 Remove the printhead assembly



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

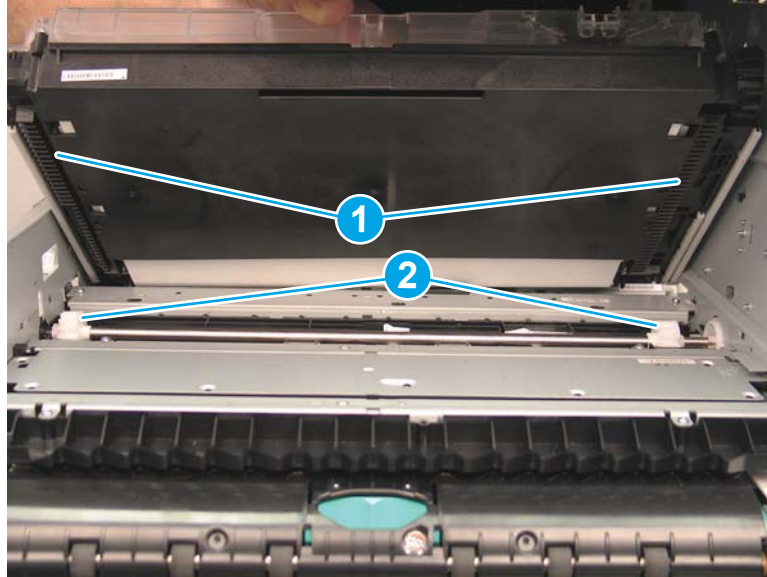
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Replacement printhead and wiper assembly

 **CAUTION:** Before reinstalling the printer covers, follow the steps in this section to make sure that the printhead assembly is correctly installed in the printer—it must be correctly aligned to prevent the wiper from binding during printer operation.

- a. Do the following:
 1. Before proceeding, take note of the engagement racks (callout 1) on the bottom of the printhead wiper and the drive wheels (callout 2) in the printer.

Figure 1-1511 Wiper engagement racks and drive wheels

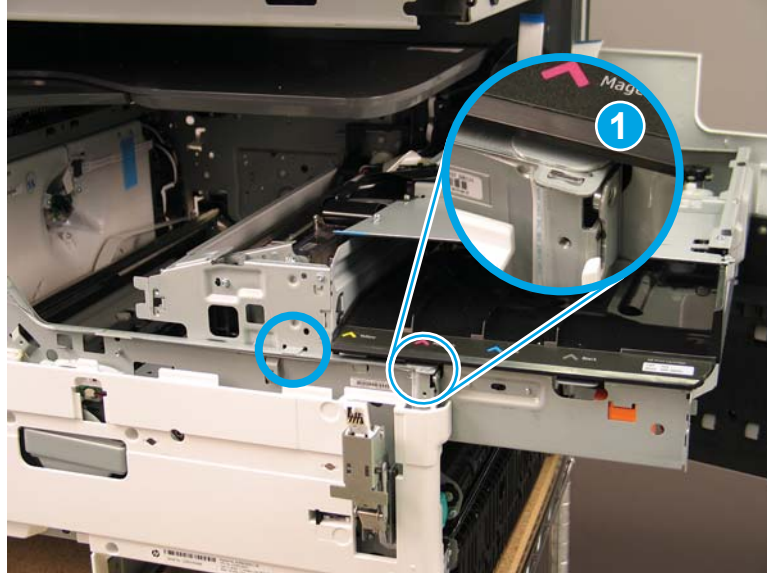


2. Partially install the printhead assembly into the printer until the first two tabs (front tabs shown) rest on the printer chassis.



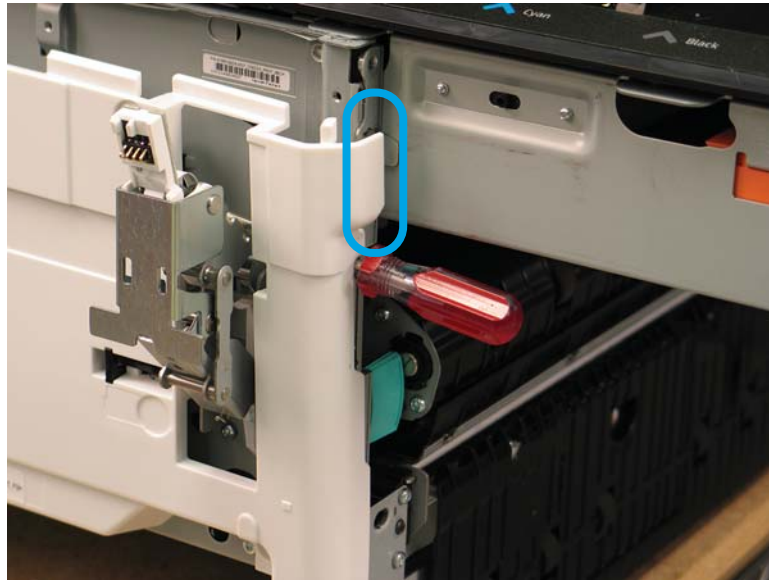
IMPORTANT: When the middle tab (callout 1) is aligned with the printer chassis, the wiper engagement racks are engaged with the drive wheels. See [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1512 Partially install the printhead assembly



3. Use a small flat-blade screwdriver to carefully flex the corner of the lower internal front cover away from the printer chassis—this creates the required clearance for the printhead assembly to fully travel into the printer.

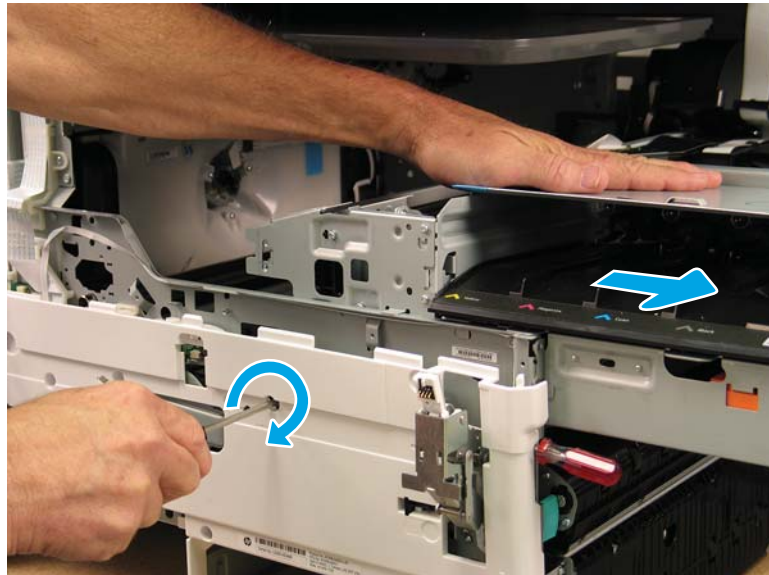
Figure 1-1513 Flex the corner of the lower internal front cover



4. Push down on the top of the printhead assembly, and then turn the manual wiper movement shaft clockwise to *disengage* the wiper engagement rack from the drive wheels.

 **NOTE:** If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

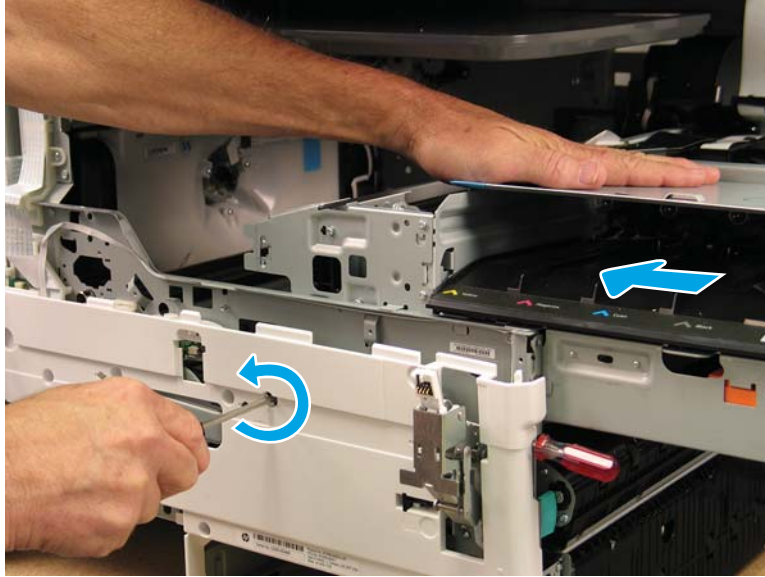
Figure 1-1514 Disengage the wiper engagement rack from the drive wheels



5. Continue to push down on the top of the printhead assembly, slightly slide it back into the printer, and then turn the manual wiper movement shaft counterclockwise to *engage* the wiper engagement rack from the drive wheels.

 **NOTE:** This step ensures that the assembly is installed correctly aligned in the chassis.

Figure 1-1515 Engage the wiper engagement rack from the drive wheels



6. With constant down pressure on the printhead assembly, continue to turn the manual wiper movement shaft counterclockwise to pull the assembly fully into the chassis.


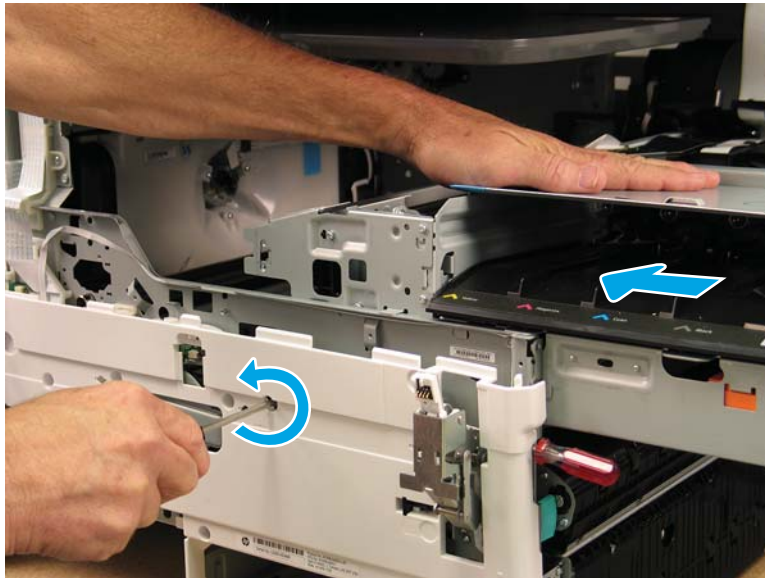
 **IMPORTANT:** Down pressure on the assembly ensures that the engagement racks on the wiper do not ride up and over the drive wheels, which can cause the assembly to become misaligned in the printer.

Figure 1-1516 Fully install the printhead assembly

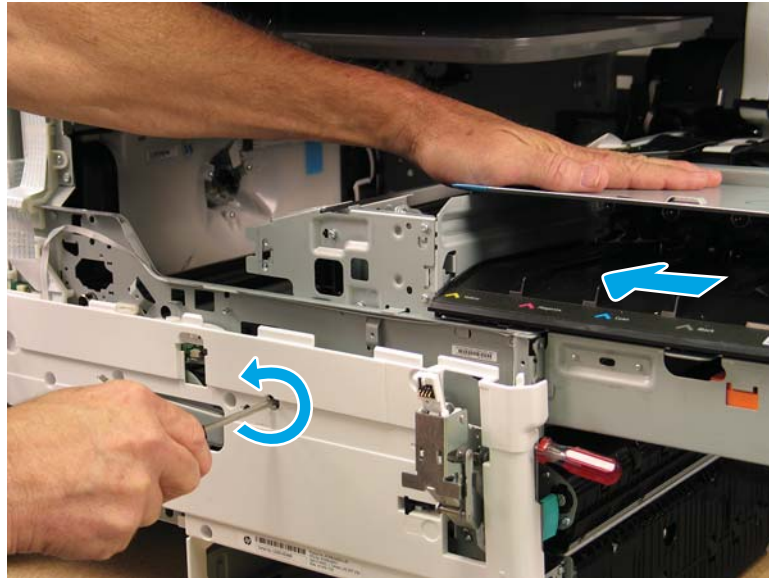


7. When the assembly is fully seated, install screw PB1 (callout 1), PB2 (callout 2), and then PB3 (callout 3) to keep the assembly from moving



NOTE: Remove the flat-blade screwdriver, and continue the reinstall steps.

Figure 1-1517 Install screws PB1/2/3



- b. After all printhead assembly screws are installed (*in the correct order*), remove the wiper shipping restraints, and then do the following:



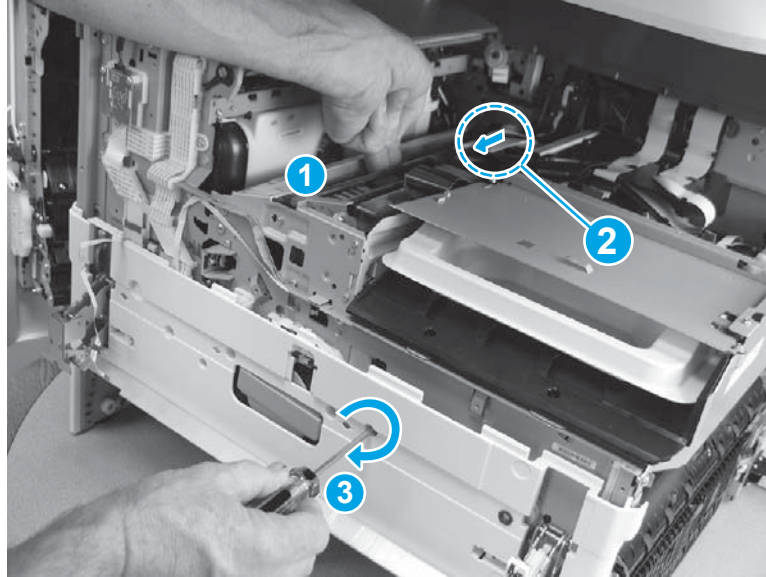
NOTE: Use a #20 TORX driver to turn the manual wiper movement shaft.

- Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft clockwise (callout 3) to move the wiper away from the printhead (towards the right door).



CAUTION: Do not move the wiper so far away from the printhead that the engagement racks disengage from the drive wheels. If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1518 Move the wiper away from the printhead

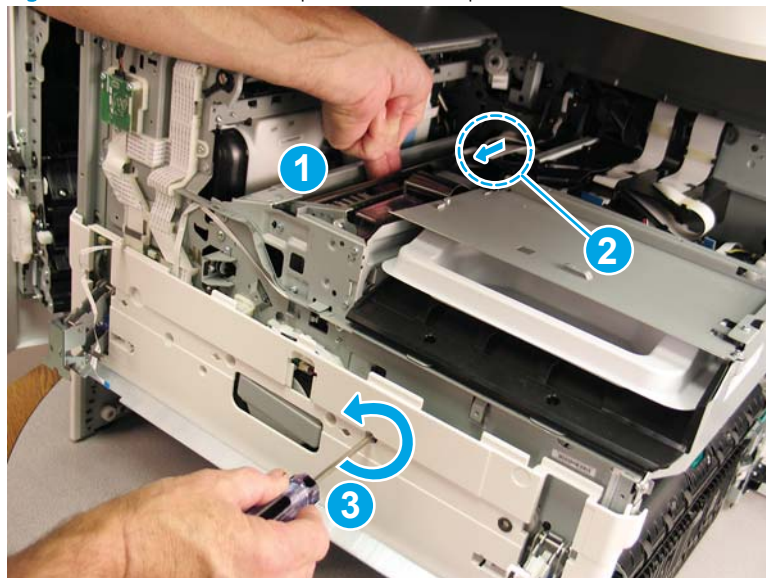


- Continue to support the printhead bar (callout 1), verify that the spring loaded gear is disengaged (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper to its home position under the printhead.

 **NOTE:** The wiper should move with little force required to turn the manual shaft.

If excessive force is required to move the wiper, the printhead is not correctly aligned in the printer chassis.

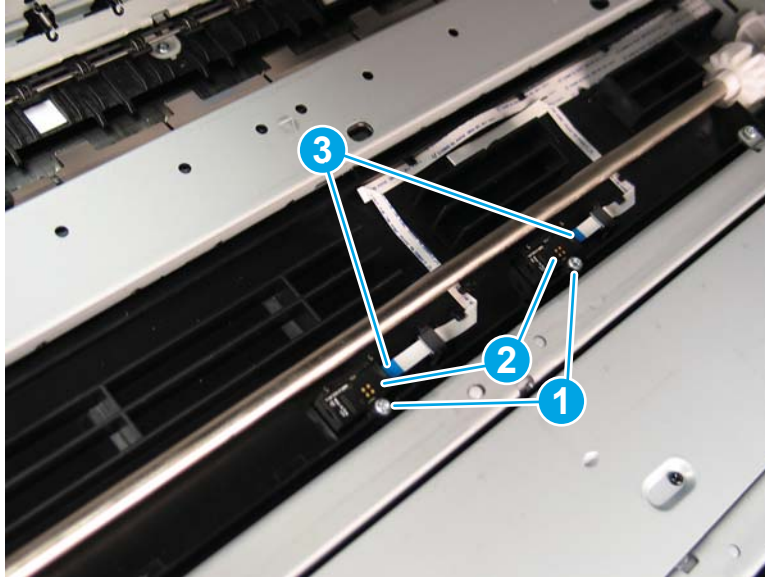
Figure 1-1519 Move the wiper to its home position



Step 8: Remove the front deskew and rear deskew REDI sensors

1. Remove two screws (callout 1), lift the sensors (callout 2) up, and then disconnect the flat-flexible cables (FFCs) (callout 3) to remove the deskew REDI sensors.

Figure 1-1520 Remove the deskew REDIs



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

Special installation instructions: Front deskew and rear deskew REDI sensors

- a. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
- b. Touch the [Service](#) button to display the [Sign In](#) screen.
- c. Make sure that [Service Access Code](#) displays in the [Access Type](#) area. Touch the [Enter Access Code](#) item to display the on-screen keypad.
- d. Type in the following service access personal identification number (PIN) for the printer:
 - 05075017
- e. Touch the [Done](#) button located at the bottom of the keypad screen (just to the right of the number keys) to close the keypad screen.




NOTE: The printer must restart to enter the Service menu. This can take up to 2 minutes.

- f. Open the following menus:
 - [Subsystems](#)
 - [Paper Path](#)
 - [Calibrations](#)
- g. Touch [Calibrate the paper Path Sensors](#) to calibrate the sensor.



Step 9: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Eject flap drive assembly

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the right tower cover](#)
- [Step 3: Remove the cartridge door](#)
- [Step 4: Remove the front tower cover](#)
- [Step 5: Remove the middle internal front cover](#)
- [Step 6: Remove the standard output bin](#)
- [Step 7: Remove the printhead assembly](#)
- [Step 8: Remove the eject flap drive assembly](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the eject flap drive assembly.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Eject flap drive assembly part number	
A7W93-67049	Eject flap drive assembly

Required tools

- Small flat-blade screwdriver
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


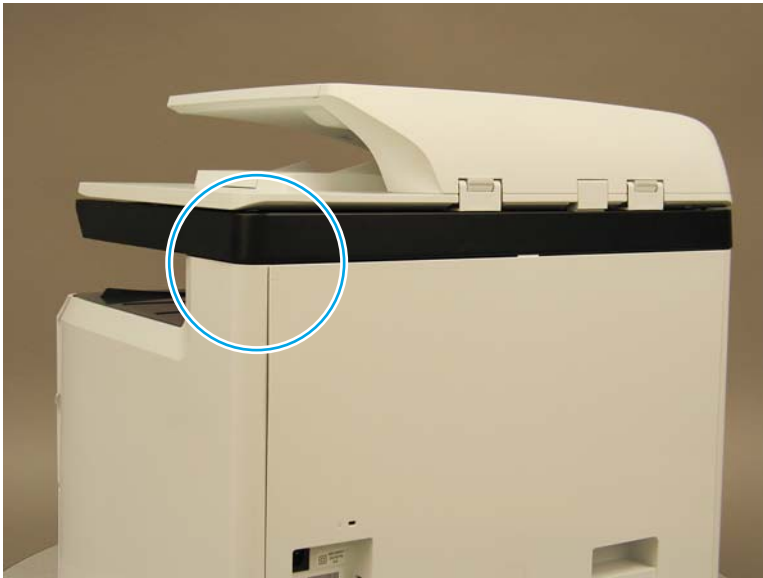
 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1521 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

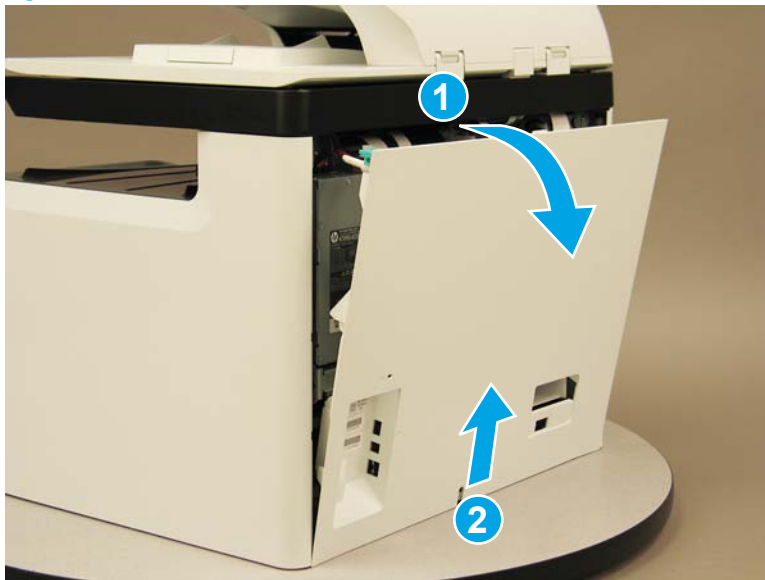
Figure 1-1522 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-1523 Remove the rear cover



Step 2: Remove the right tower cover


A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-1524 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.


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

Figure 1-1525 Remove the right tower cover



Step 3: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

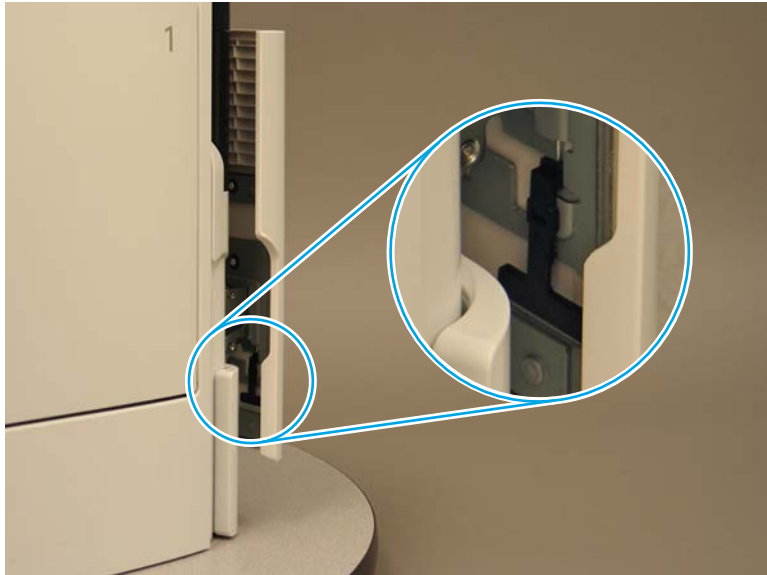
1. Open the cartridge door.

Figure 1-1526 Open the cartridge door



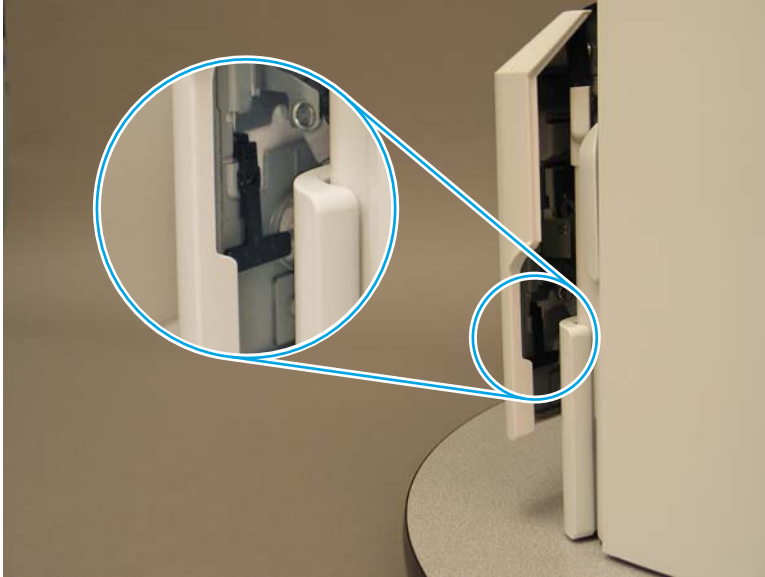
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1527 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1528 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-1529 Remove the cartridge door



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

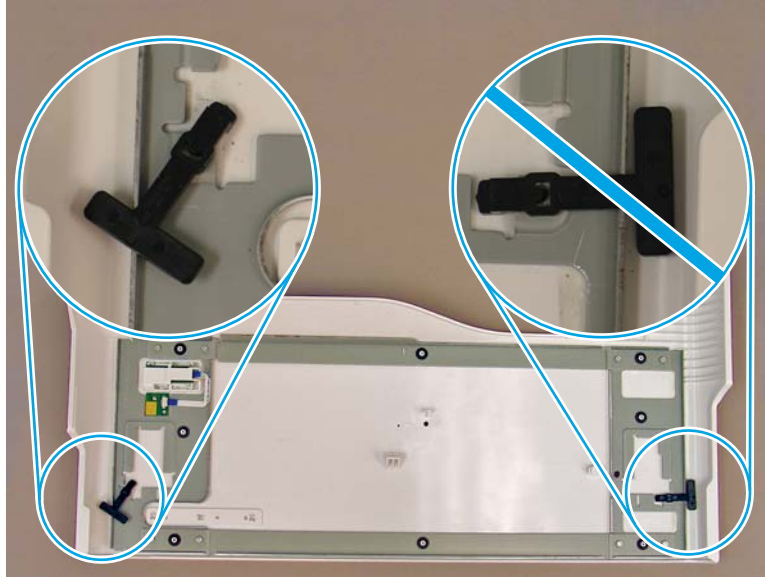
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

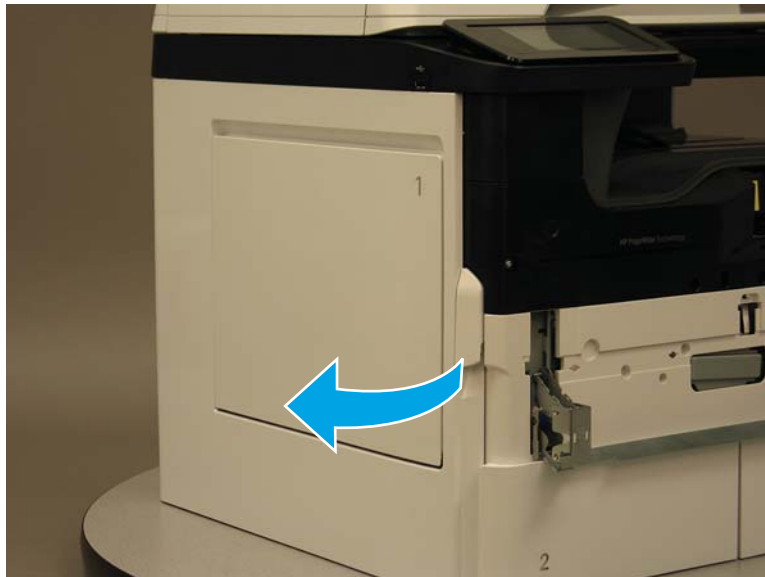
Figure 1-1530 Preposition the retainers



Step 4: Remove the front tower cover

1. Open the left door.

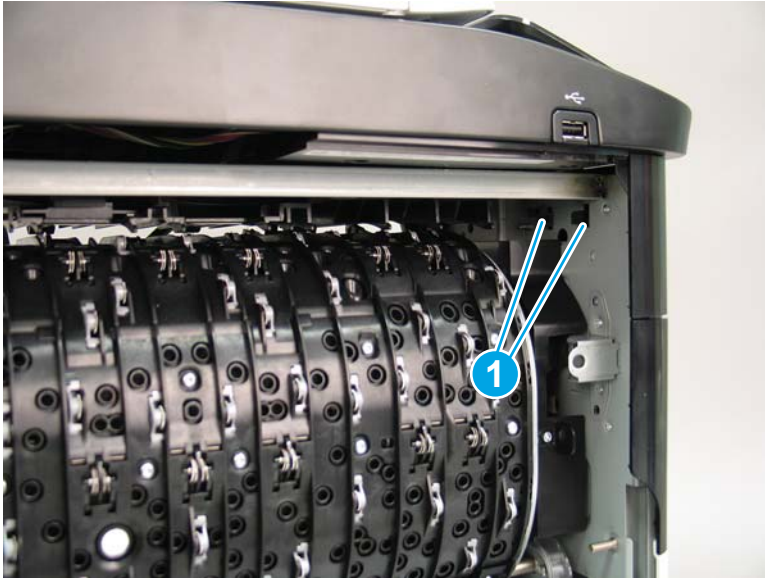
Figure 1-1531 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-1532 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

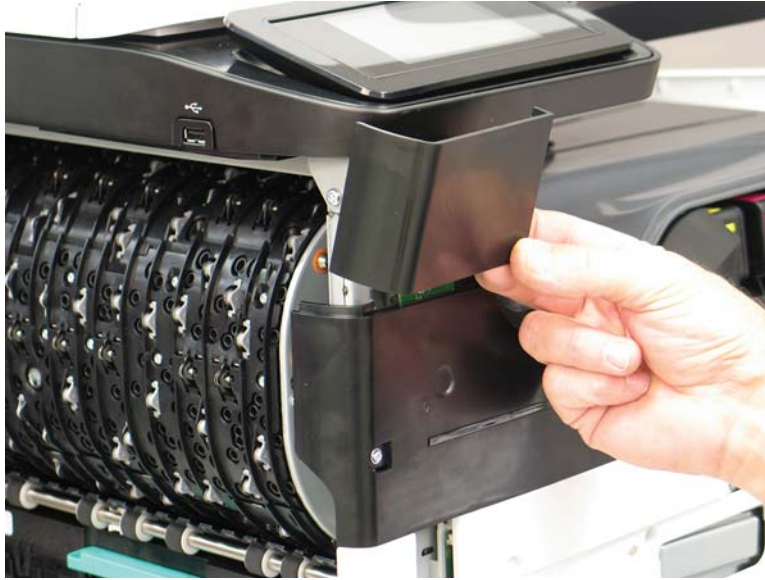
Figure 1-1533 Release the front tower cover



4. Remove the cover.

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

Figure 1-1534 Remove the cover

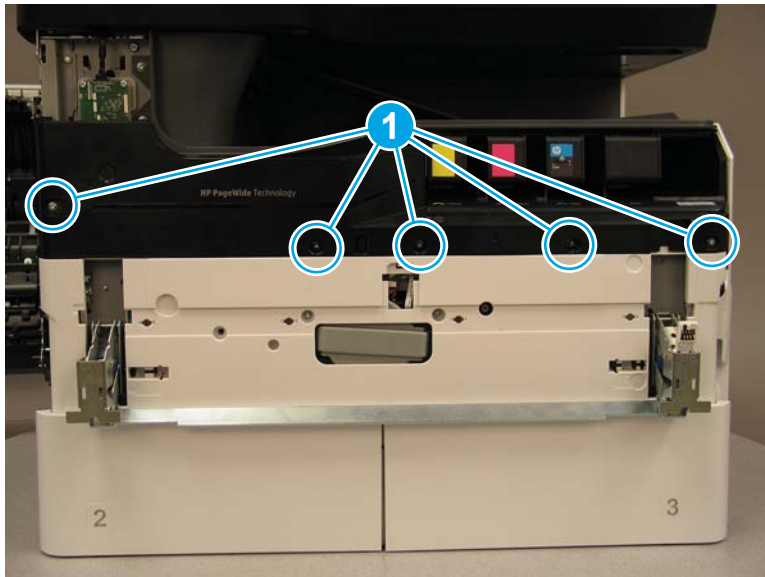


Step 5: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-1535 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

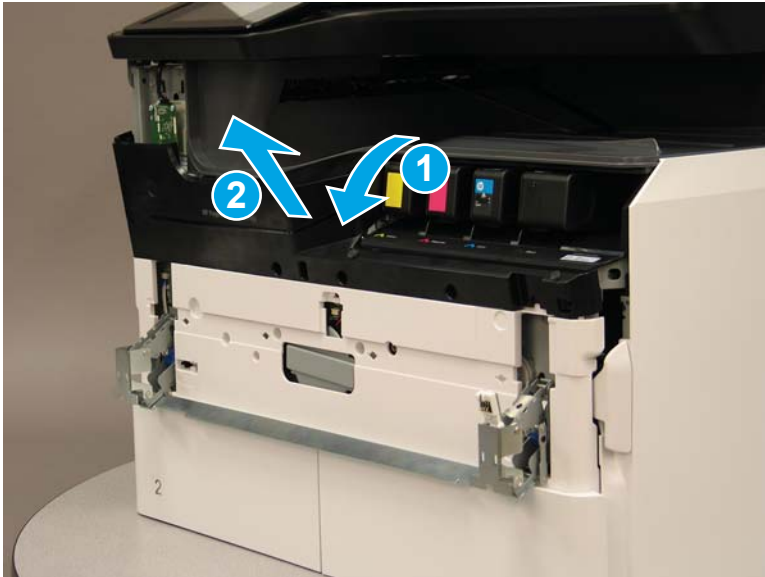
Figure 1-1536 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-1537 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


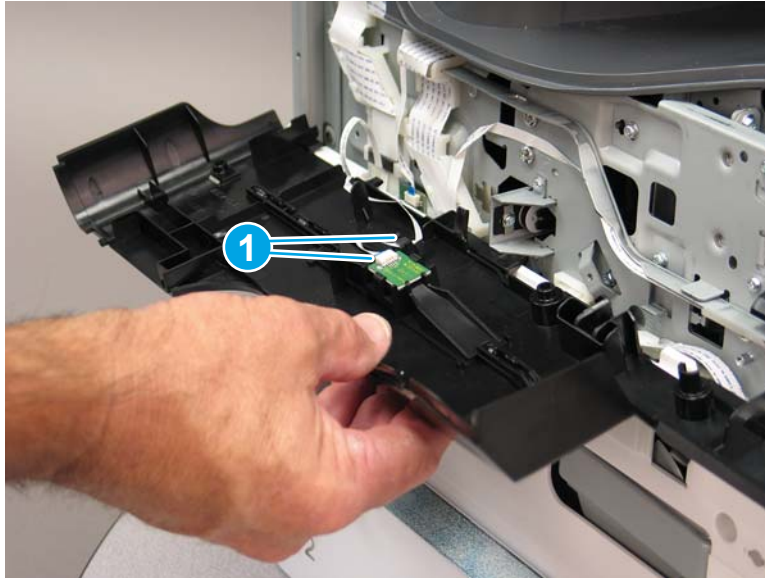
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1538 Remove the middle internal front cover

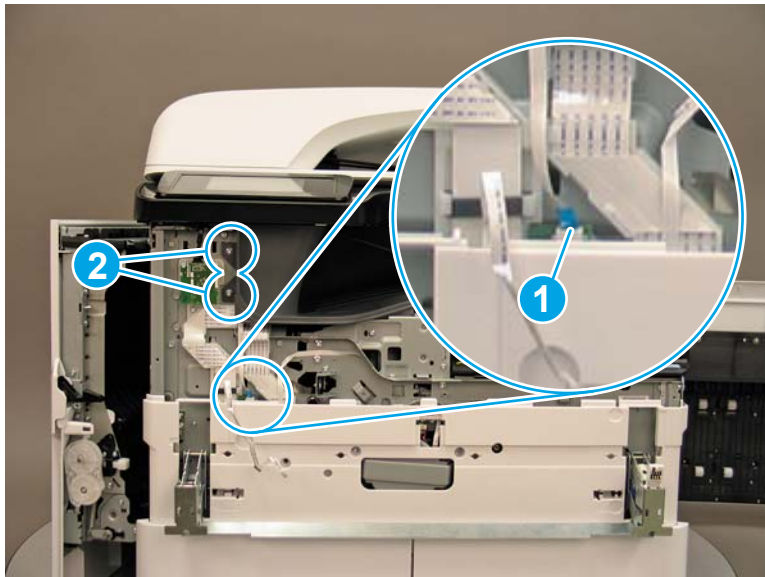


Step 6: Remove the standard output bin

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

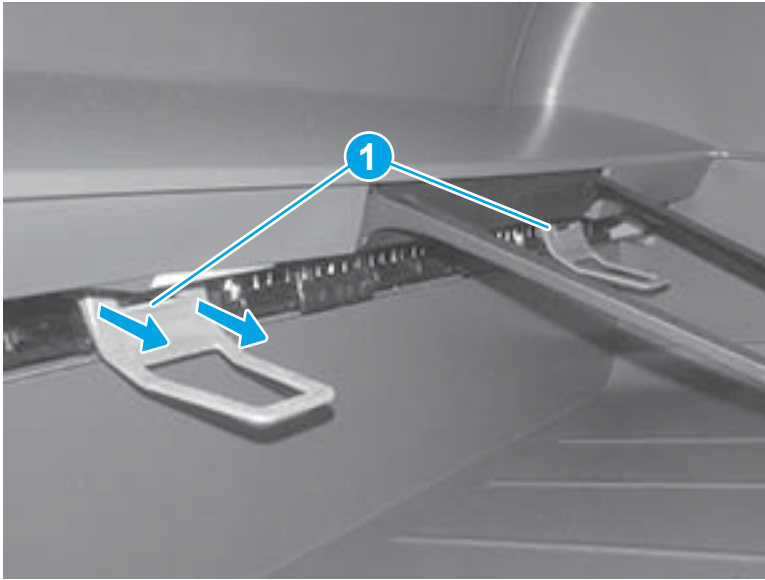
1. Disconnect one flat-flexible cable (FFC), and then remove two screws (callout 1).

Figure 1-1539 Disconnect one FFC and remove two screws



2. Remove two flaps (callout 1) from the output shaft.

Figure 1-1540 Remove the flaps



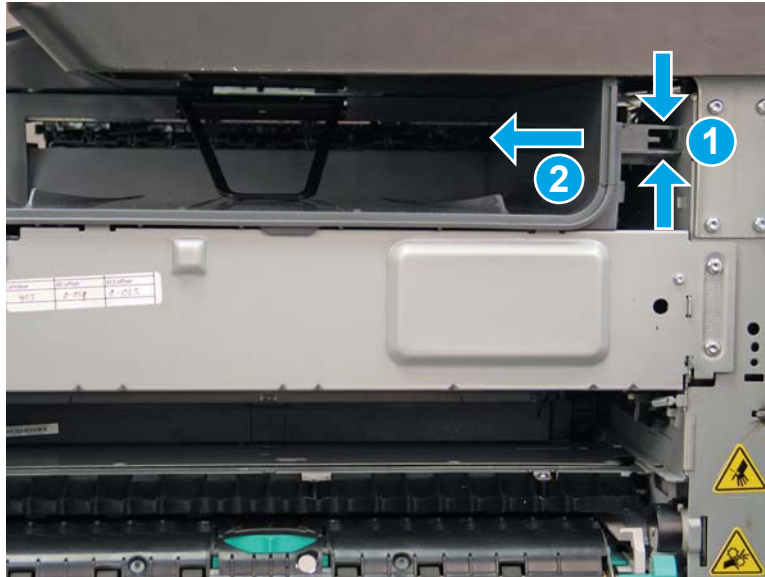
3. **772zt and 777hc/z only:** At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-1541 Release the cover



4. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-1542 Release two tabs



5. Pull the output bin straight out of the printer to remove it.

Figure 1-1543 Remove the output bin



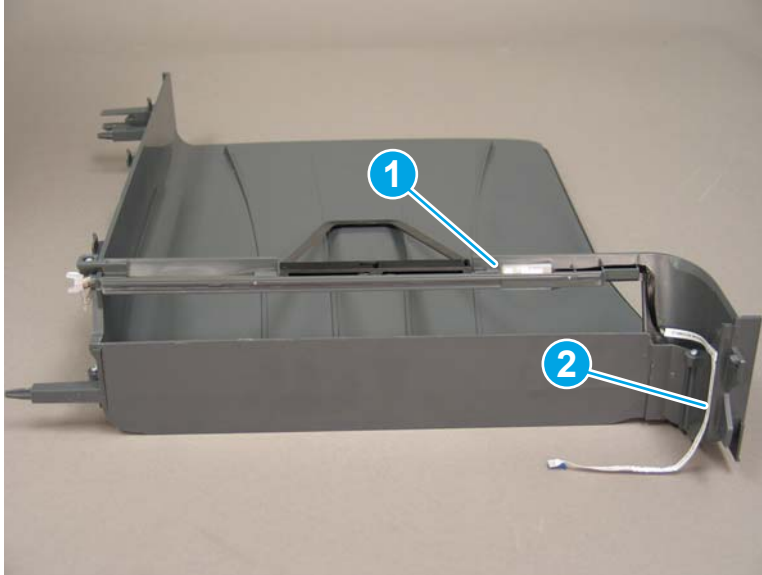
6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Standard output bin

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.

 **NOTE:** The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-1544 Remove the LED module



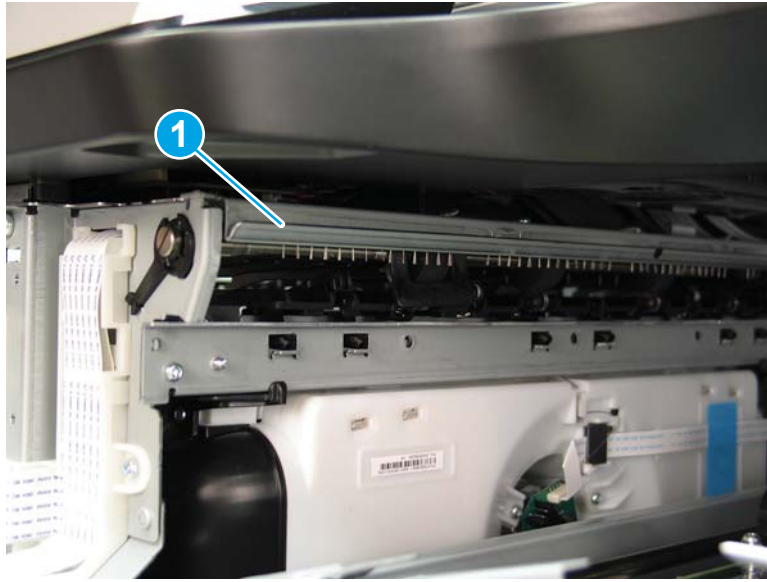
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-1545 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-1546 Locate the mounting rail (printer)



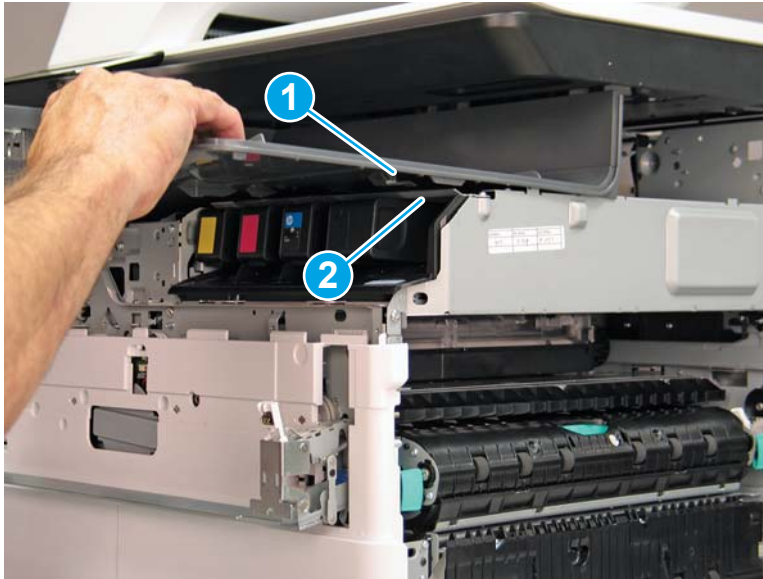
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-1547 Align the mounting rails



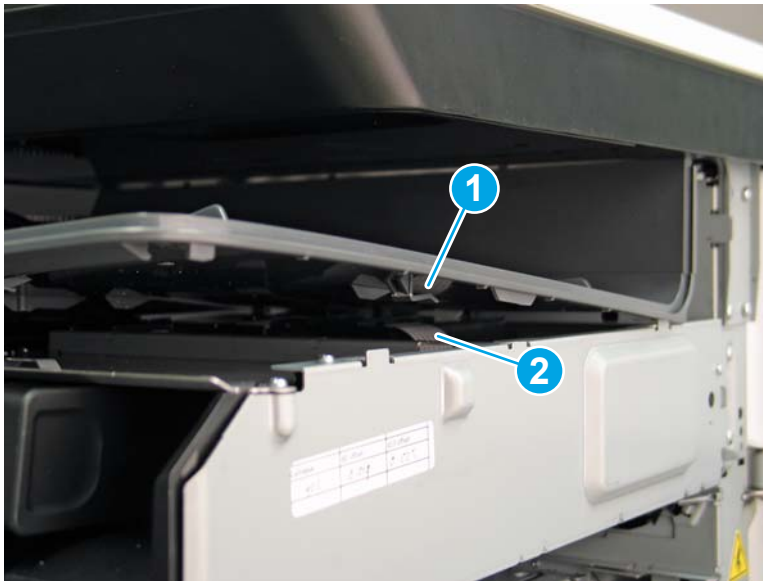
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-1548 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-1549 Engage the inner clip




- g. Slide the output bin straight onto the printer.

 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-1550 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tab are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.



 **NOTE:** Make sure that the output stack control arm shaft is engaged with its drive motor.

Figure 1-1551 Check the output bin installation



Step 7: Remove the printhead assembly

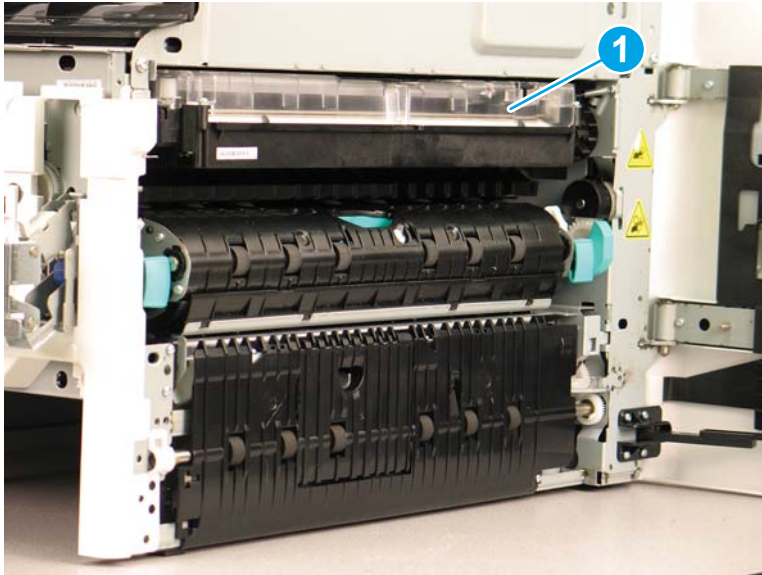
A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

 **IMPORTANT:** The following procedure is **only** for removing the printhead assembly to access other parts. If a replacement printhead assembly needs to be installed, use the *Removal and Replacement: Printhead assembly* instructions in the printer *Repair Manual*. Special installation instructions for replacement installations are provided that must be followed to make sure a replacement assembly installation is successful.

 **NOTE:** Some of the figures in this section show the fluid cap installed. When removing the printhead to access other assemblies, leave the cartridges installed. Installing the fluid cap is not necessary.

1. Before proceeding, do the following:
 - a. Check the location of the printhead wiper. If it is in the correct position (all the way in and under the printhead, go to step 2. If it is not in the correct position (for example, callout 1 below), continue with these sub steps.

Figure 1-1552 Printhead wiper out

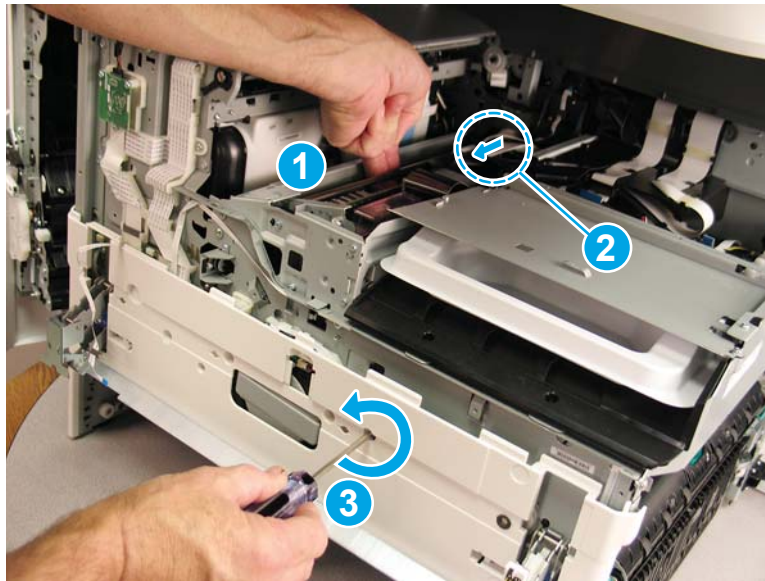


- b. Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure that the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper into the printer. Continue to turn the shaft until the wiper stops

CAUTION: Lifting up on printhead bar prevents the moving wiper from damaging the printhead.

NOTE: Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.

Figure 1-1553 Move the wiper into the printer



2. At the right side of the printer, install the right-rear shipping restraint.

CAUTION: Shipping restraints (included in the A7W93-67077 PageWide niblit kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
 - The replacement printhead assembly can become misaligned when it is installed.
-

Figure 1-1554 Install the right-rear shipping restraint

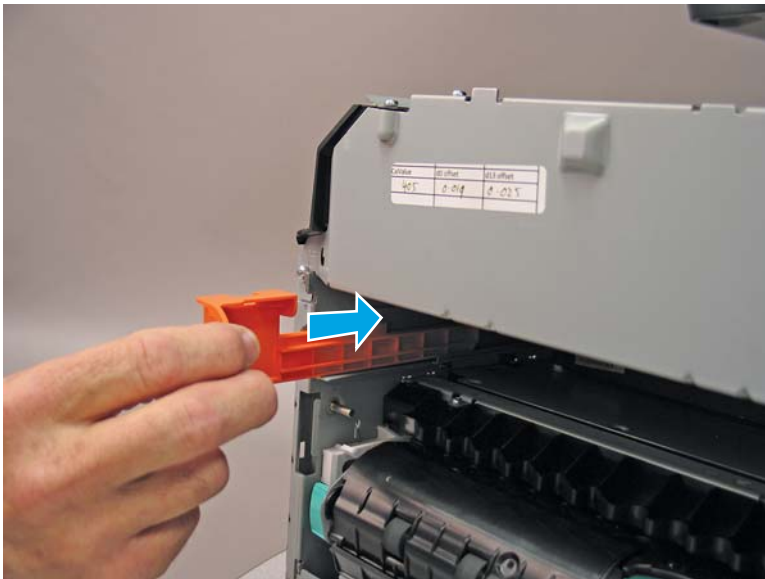


3. Install the right-front shipping restraint.


⚠ CAUTION: Shipping restraints (included in the A7W93-67077 PageWide niblit kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
- The replacement printhead assembly can become misaligned when it is installed.

Figure 1-1555 Install the right-front shipping restraint



4. **Remove three screws in the following order:** Remove one screw (PB1; callout 1), remove one screw (PB2; callout 2), and then remove one screw (PB3; callout 3).

 **IMPORTANT:** The printhead assembly is fastened to the chassis with eight screws labeled PB1 to PB8. These screws **must** be removed/installed in the correct order.


 **Reinstallation tip:** Reinstall these screws in the following order: Install one screw (PB1; callout 1), install one screw (PB2; callout 2), and then install one screw (PB3; callout 3).

Figure 1-1556 Remove three screws



5. At the rear of the printer, disconnect three flat-flexible cables (FFCs) (callout 1).


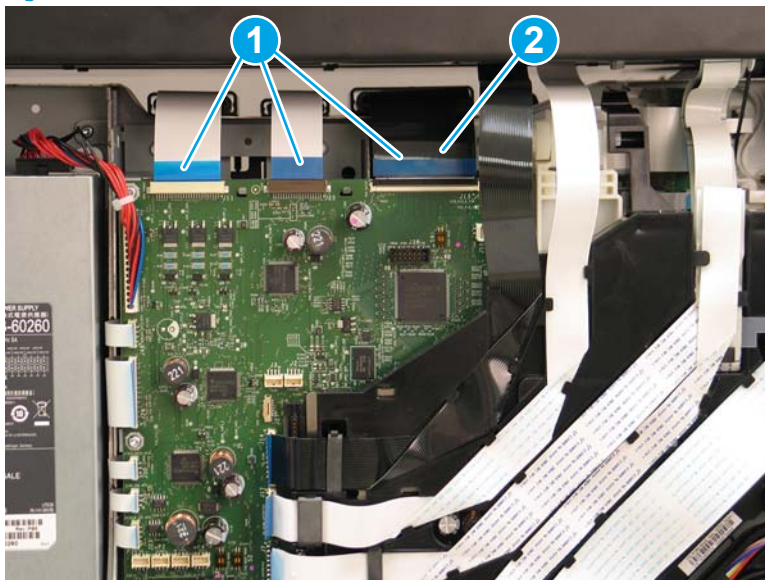
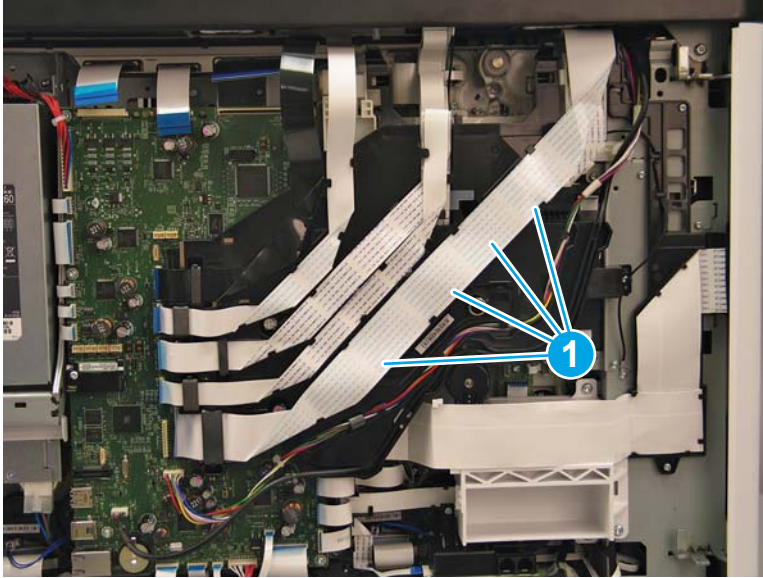
 **CAUTION:** One FFC connector (callout 2) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

Figure 1-1557 Disconnect three FFCs





6. Release one FFC from the guide (callout 1), and then move it out of the way.

Figure 1-1558 Release one FFC



7. Loosen one screw (callout 1), and then loosen a second screw (callout 2).

 **IMPORTANT:** The printhead assembly is fastened to the chassis with eight screws labeled PB1 to PB8. These screws **must** be removed/installed in the correct order.

 **NOTE:** These screws are captive and cannot be removed. Turn the screws 5 or 6 full counterclockwise/clockwise revolutions to make sure they disengage/engage the printhead assembly.


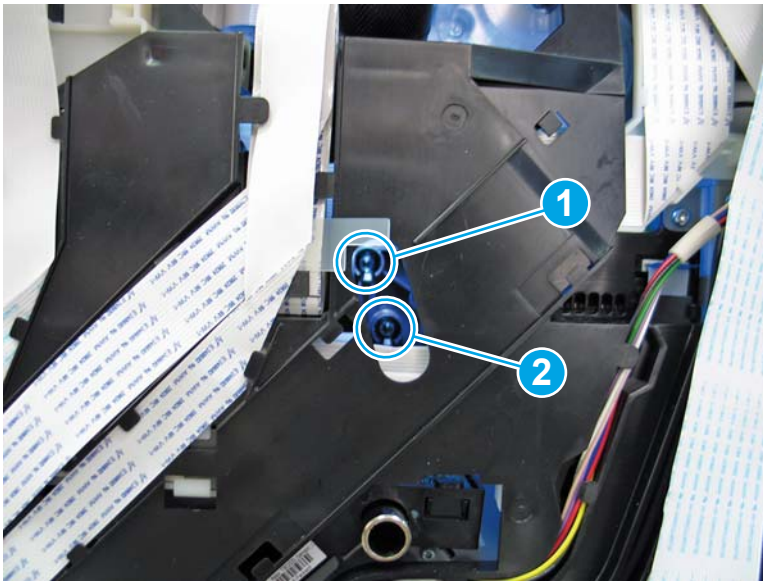

 **Reinstallation tip:** Tighten these screws in the following order: Tighten one screw (PB4; callout 1), and then tighten one screw (PB5; callout 2).

Figure 1-1559 Loosen two screws



8. At the front of the printer, rotate the printhead FFC guide down (towards the printhead assembly) until it snaps into the locked position.

 **IMPORTANT:** Make sure that the FFCs are fully on the printhead side of the sheet-metal chassis.




 **NOTE:** An audible click is heard when the guide locks onto the printhead assembly.

Figure 1-1560 Rotate the FFC guide down



9. **Remove three screws in the following order:** Remove one screw (PB6; callout 1), remove one screw (PB7; callout 2), and then remove one screw (PB8; callout 3).

 **IMPORTANT:** These screws **must** be removed/installed in the correct order.

 **NOTE:** Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.


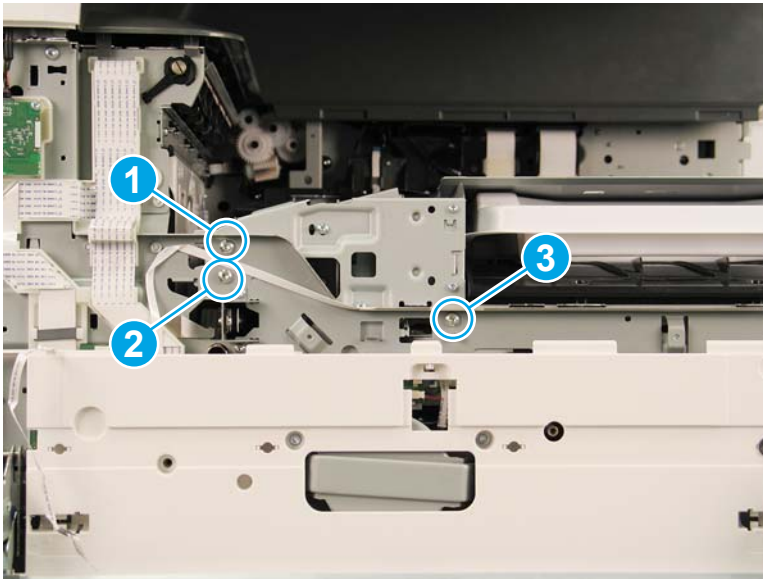
 **Reinstallation tip:** **Reinstall these screws in the following order:** Install one screw (PB6; callout 1), install one screw (PB7; callout 2), and then install one screw (PB8; callout 3).


Figure 1-1561 Remove three screws



10. Grasp the printhead print bar (callout 1) and the right side (callout 2) of the assembly, and then carefully slide it to the right (callout 3) to remove it.

 **NOTE:** It might be necessary to slightly flex the corner (callout 4) of the lower internal front cover away from the printer chassis so that it does not interfere with the assembly.

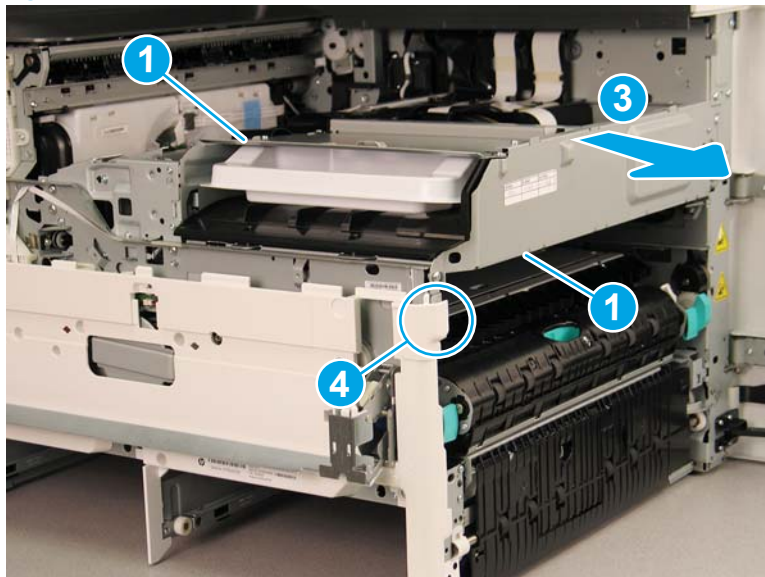
Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.

 **Reinstallation tip:** Slightly pull up and/or push down on the leading edge of the assembly if interference is felt.

If the printhead assembly is about 10 mm (0.5 in) in and will not slide in any further, the mounting screws at the rear of the printer (PB4 and/or PB5) might be protruding into the printhead cavity. Use a magnetized screwdriver to pull them back out.

Reverse the removal steps to install the assembly.

Figure 1-1562 Remove the printhead assembly



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

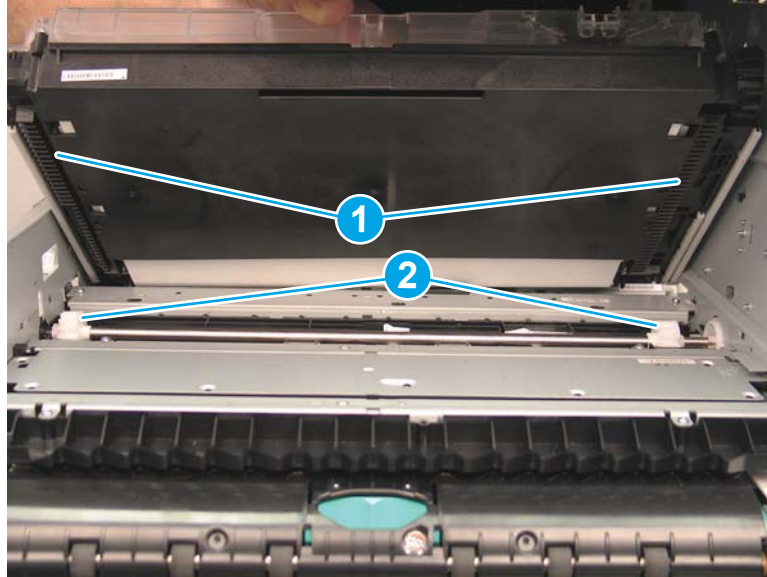
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Replacement printhead and wiper assembly

 **CAUTION:** Before reinstalling the printer covers, follow the steps in this section to make sure that the printhead assembly is correctly installed in the printer—it must be correctly aligned to prevent the wiper from binding during printer operation.

- a. Do the following:
 1. Before proceeding, take note of the engagement racks (callout 1) on the bottom of the printhead wiper and the drive wheels (callout 2) in the printer.

Figure 1-1563 Wiper engagement racks and drive wheels

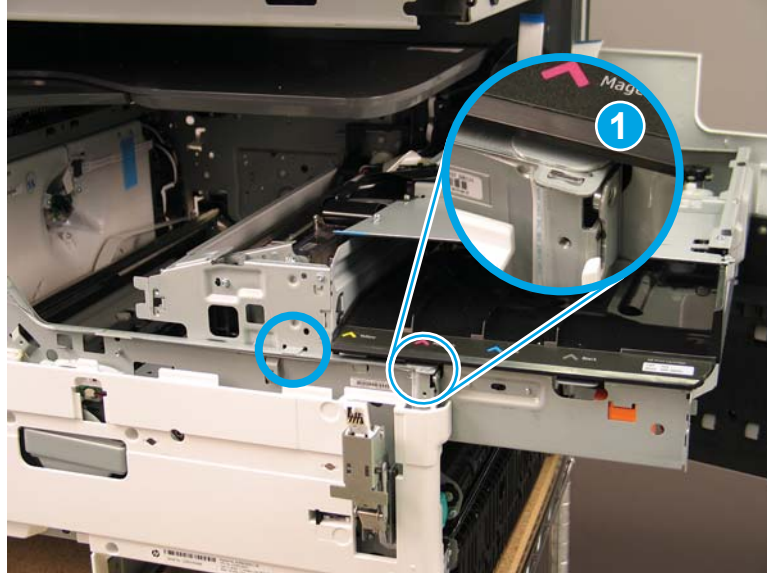


2. Partially install the printhead assembly into the printer until the first two tabs (front tabs shown) rest on the printer chassis.



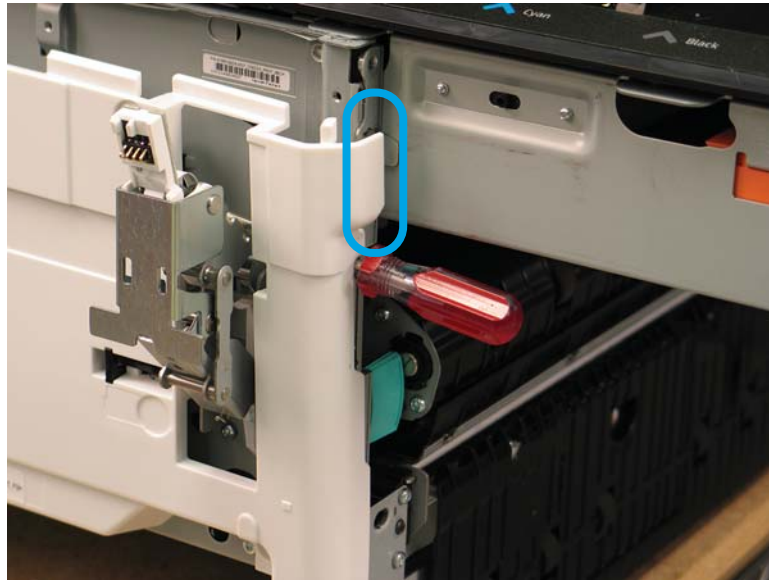
IMPORTANT: When the middle tab (callout 1) is aligned with the printer chassis, the wiper engagement racks are engaged with the drive wheels. See [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1564 Partially install the printhead assembly



3. Use a small flat-blade screwdriver to carefully flex the corner of the lower internal front cover away from the printer chassis—this creates the required clearance for the printhead assembly to fully travel into the printer.

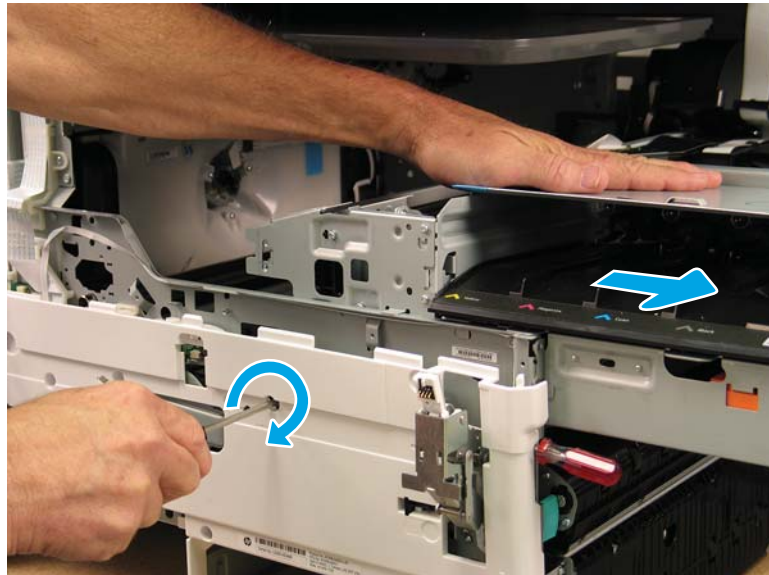
Figure 1-1565 Flex the corner of the lower internal front cover



4. Push down on the top of the printhead assembly, and then turn the manual wiper movement shaft clockwise to *disengage* the wiper engagement rack from the drive wheels.

 **NOTE:** If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1566 Disengage the wiper engagement rack from the drive wheels



- Continue to push down on the top of the printhead assembly, slightly slide it back into the printer, and then turn the manual wiper movement shaft counterclockwise to *engage* the wiper engagement rack from the drive wheels.


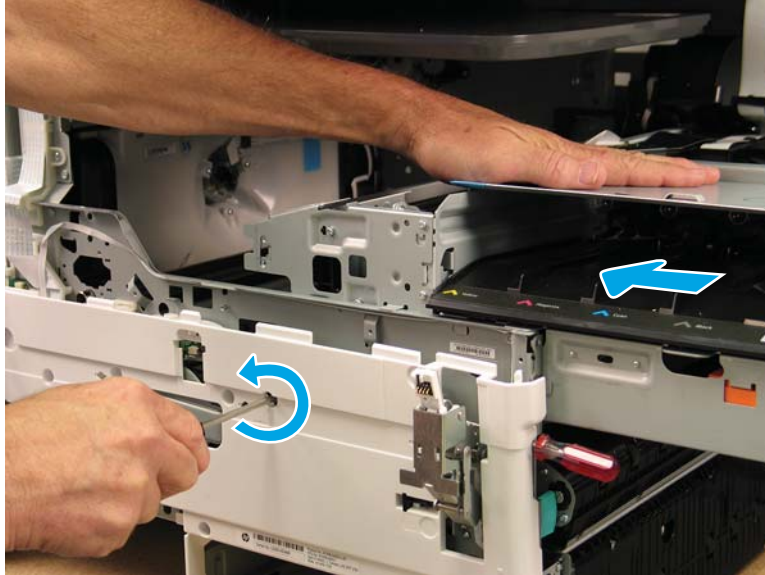
 **NOTE:** This step ensures that the assembly is installed correctly aligned in the chassis.

Figure 1-1567 Engage the wiper engagement rack from the drive wheels



- With constant down pressure on the printhead assembly, continue to turn the manual wiper movement shaft counterclockwise to pull the assembly fully into the chassis.


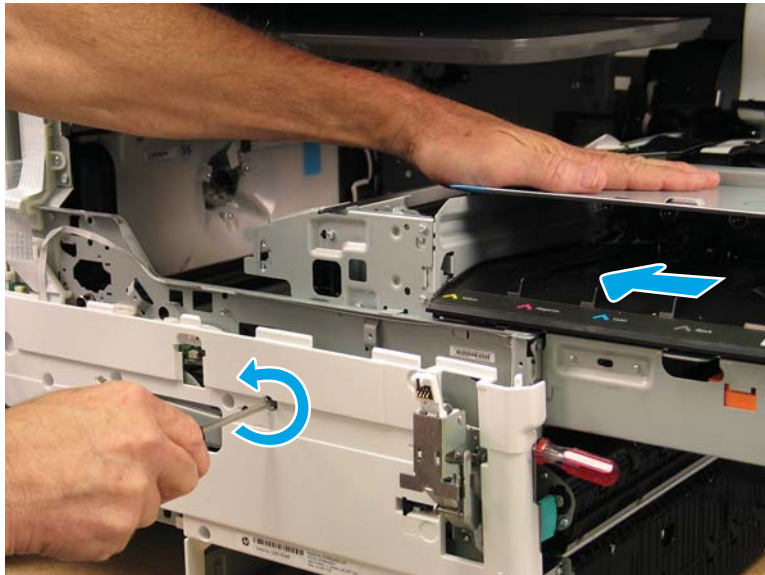
 **IMPORTANT:** Down pressure on the assembly ensures that the engagement racks on the wiper do not ride up and over the drive wheels, which can cause the assembly to become misaligned in the printer.

Figure 1-1568 Fully install the printhead assembly

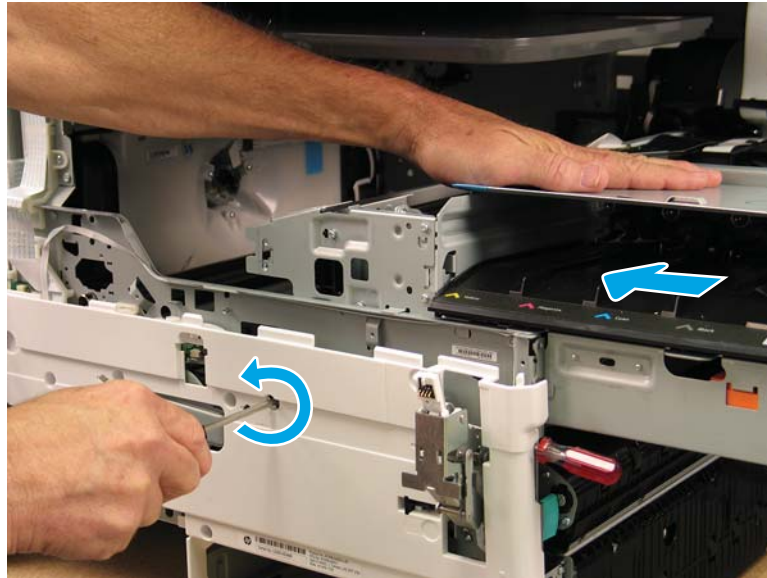


7. When the assembly is fully seated, install screw PB1 (callout 1), PB2 (callout 2), and then PB3 (callout 3) to keep the assembly from moving



NOTE: Remove the flat-blade screwdriver, and continue the reinstall steps.

Figure 1-1569 Install screws PB1/2/3



- b. After all printhead assembly screws are installed (*in the correct order*), remove the wiper shipping restraints, and then do the following:



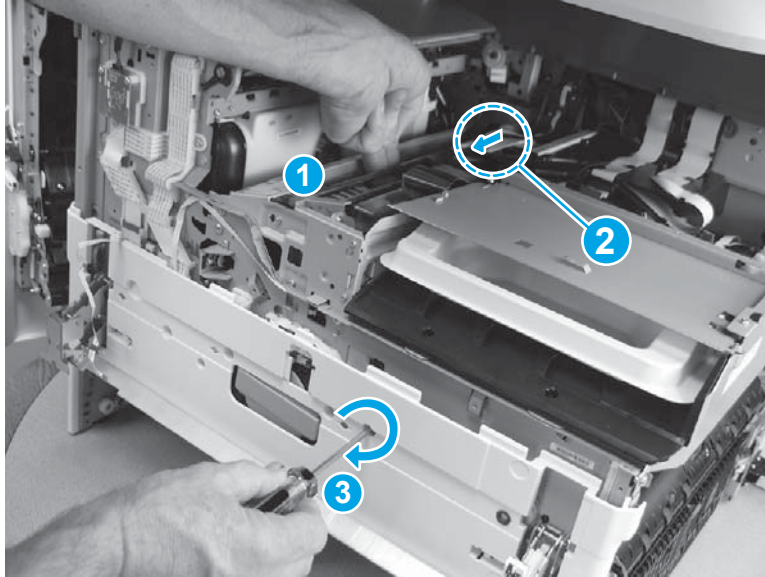
NOTE: Use a #20 TORX driver to turn the manual wiper movement shaft.

- Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft clockwise (callout 3) to move the wiper away from the printhead (towards the right door).



CAUTION: Do not move the wiper so far away from the printhead that the engagement racks disengage from the drive wheels. If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1570 Move the wiper away from the printhead

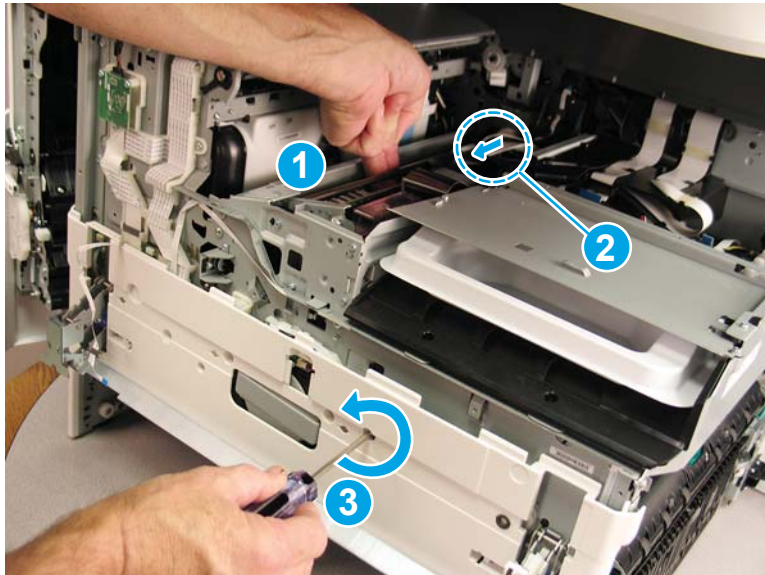


- Continue to support the printhead bar (callout 1), verify that the spring loaded gear is disengaged (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper to its home position under the printhead.

 **NOTE:** The wiper should move with little force required to turn the manual shaft.

If excessive force is required to move the wiper, the printhead is not correctly aligned in the printer chassis.

Figure 1-1571 Move the wiper to its home position



Step 8: Remove the eject flap drive assembly

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

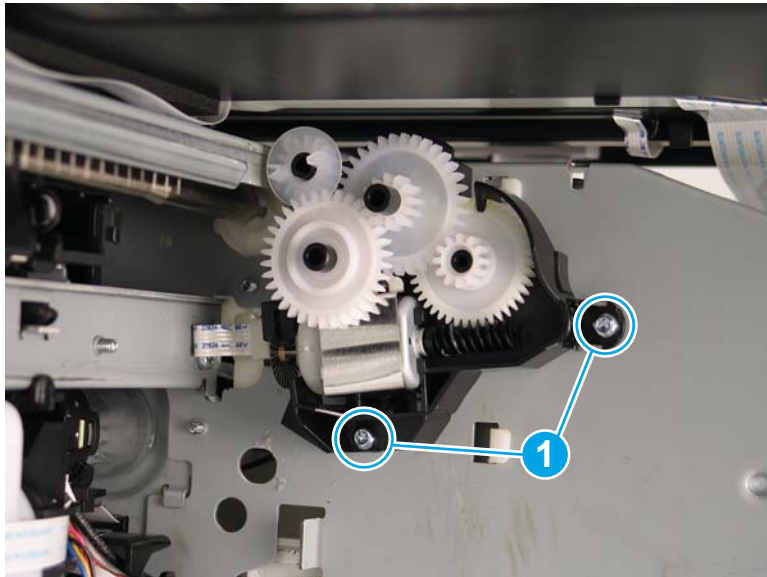
1. Locate the eject flap drive assembly.

Figure 1-1572 Locate the eject flap drive assembly



2. Remove two screws (callout 1).

Figure 1-1573 Remove two screws



3. Disconnect one flat-flexible cable (FFC) (callout 1), and then remove the eject flap drive assembly.


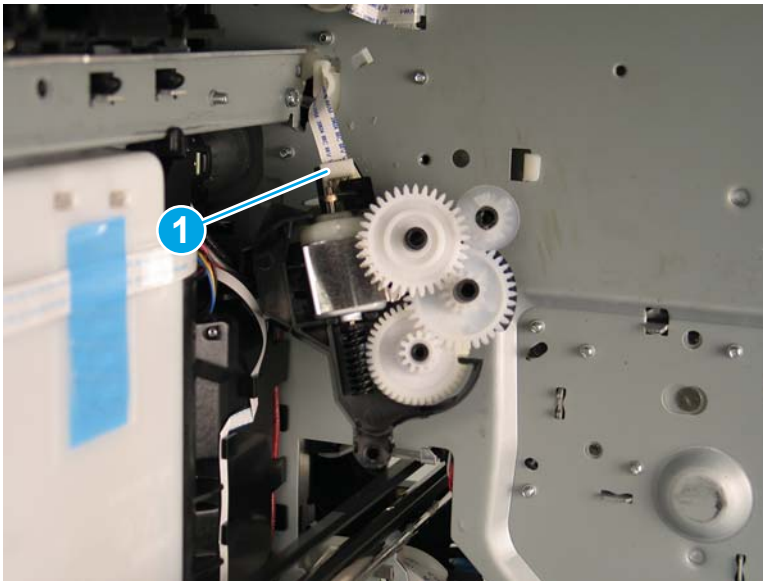

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1574 Remove the eject flap drive assembly





Step 9: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Image sensor and motor

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the right tower cover](#)
- [Step 3: Remove the cartridge door](#)
- [Step 4: Remove the front tower cover](#)
- [Step 5: Remove the middle internal front cover](#)
- [Step 6: Remove the standard output bin](#)
- [Step 7: Remove the printhead assembly](#)
- [Step 8: Remove the image sensor and motor](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the image sensor and motor.

[Click here to view a video of this procedure.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.




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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Image sensor and motor part number	
A7W93-67063	Image sensor and motor

Required tools

- Small flat-blade screwdriver
- #8 TORX driver with a magnetized tip
- #10 TORX driver with a magnetized tip
- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **TIP:** Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service



Turn the printer power on

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

Post service test

No post service test is available for this assembly

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1575 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

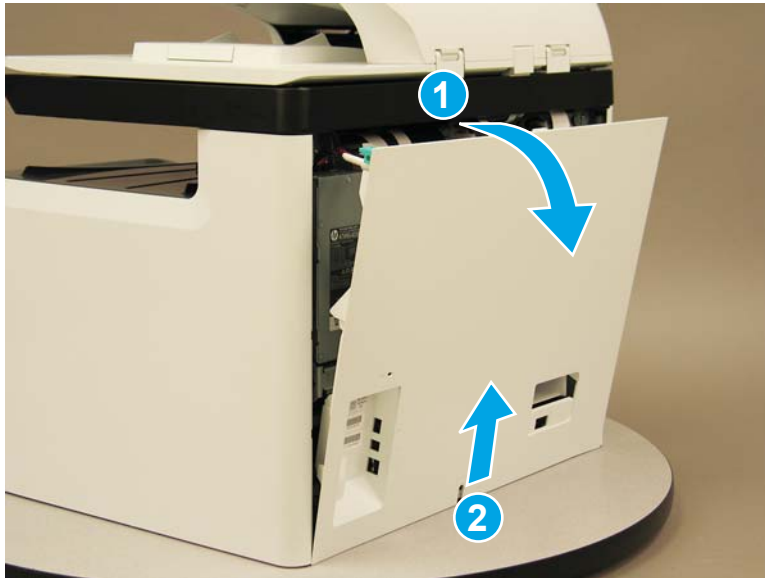
Figure 1-1576 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-1577 Remove the rear cover



Step 2: Remove the right tower cover


A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-1578 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.


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

Figure 1-1579 Remove the right tower cover



Step 3: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

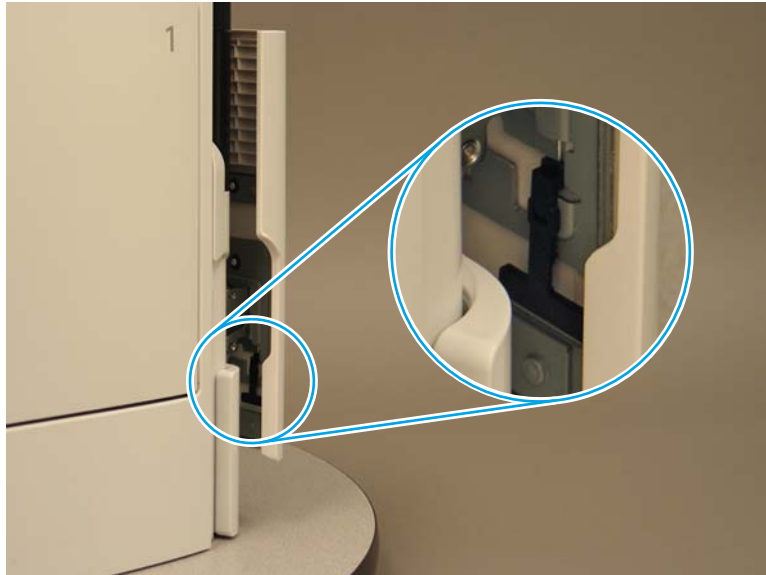
1. Open the cartridge door.

Figure 1-1580 Open the cartridge door



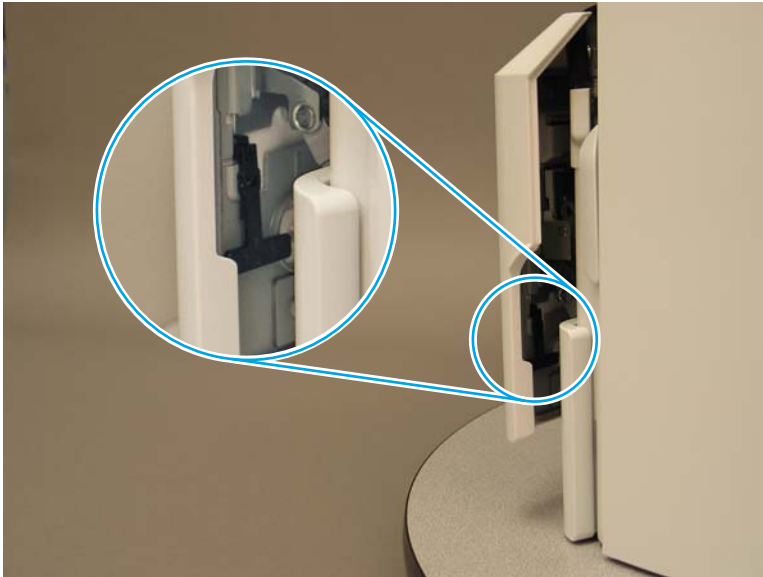
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1581 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1582 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-1583 Remove the cartridge door



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

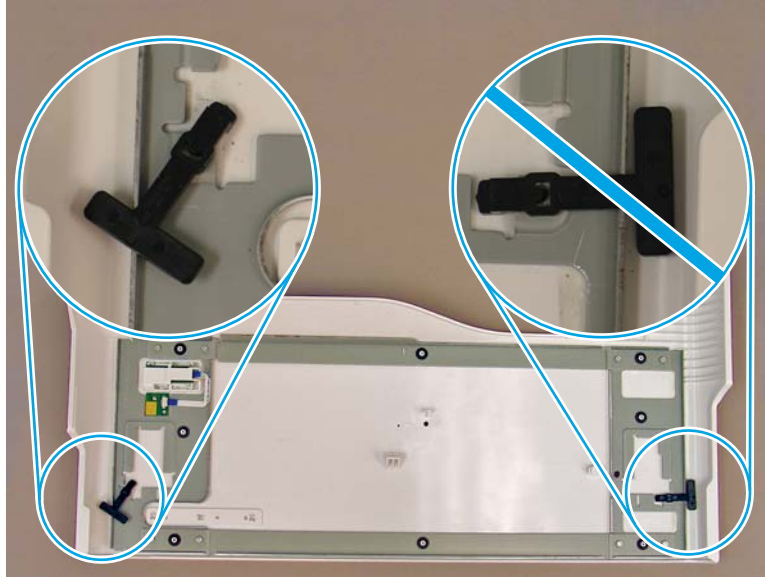
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

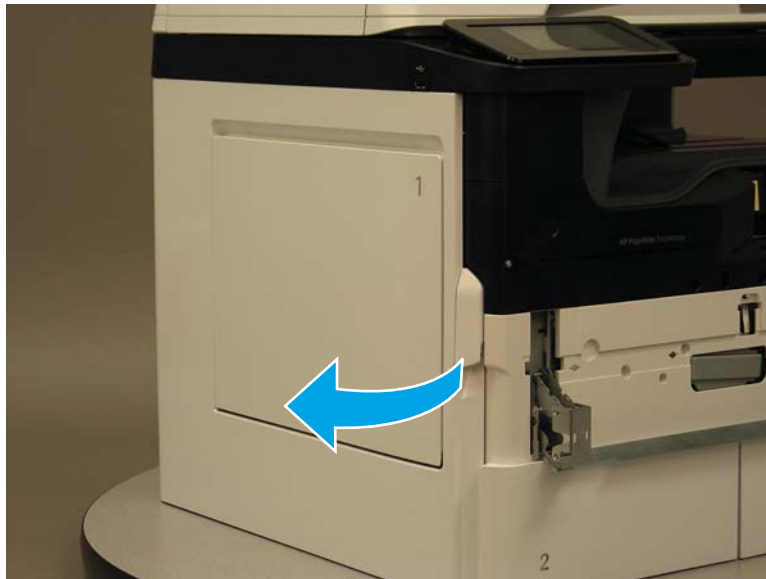
Figure 1-1584 Preposition the retainers



Step 4: Remove the front tower cover

1. Open the left door.

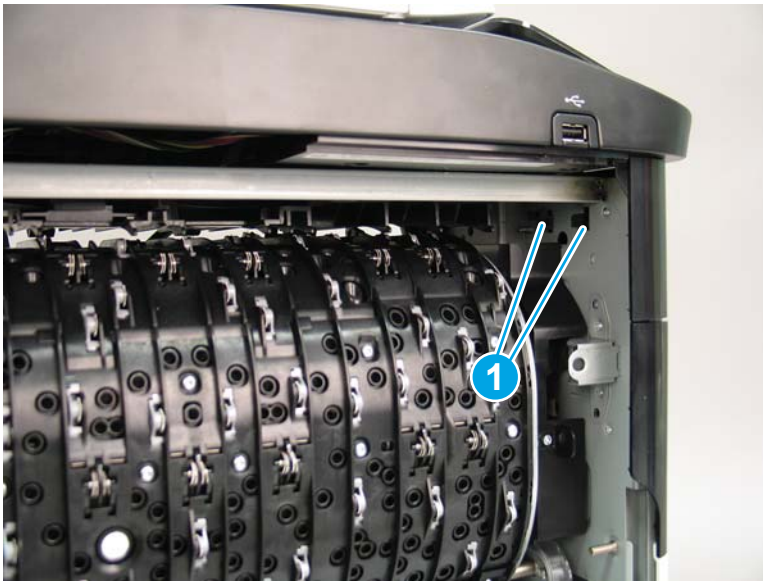
Figure 1-1585 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-1586 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-1587 Release the front tower cover



4. Remove the cover.


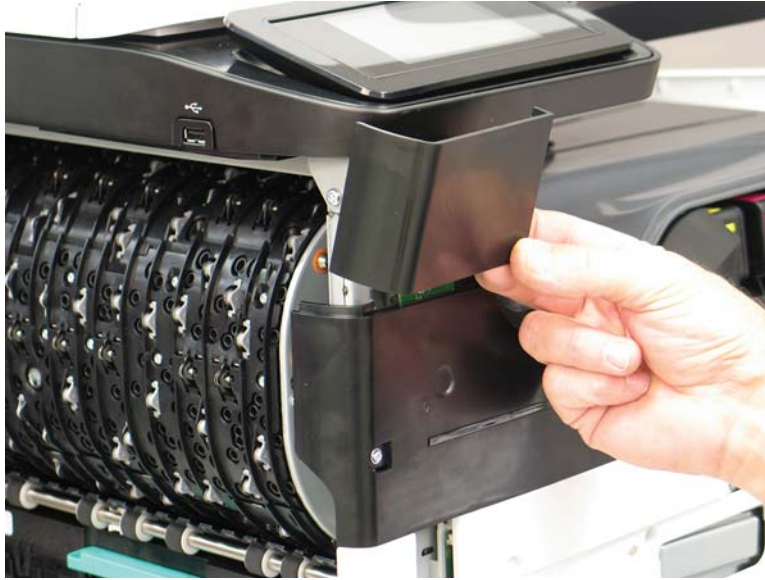
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1588 Remove the cover

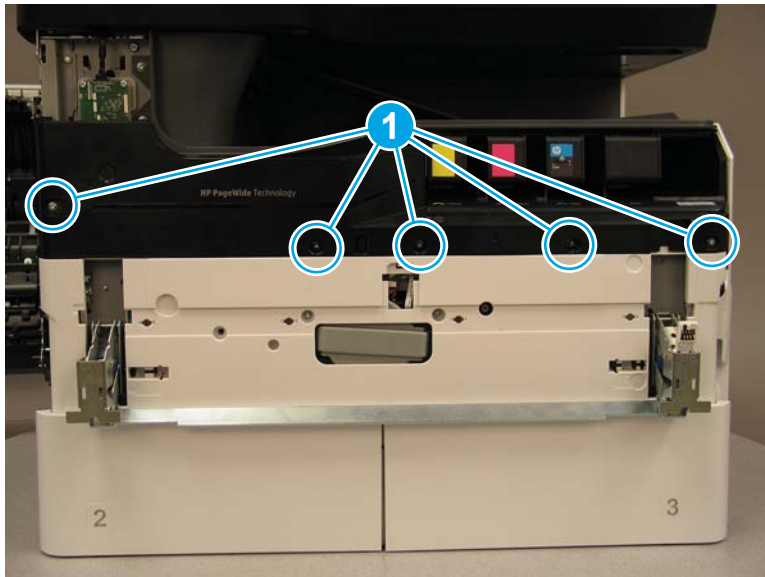


Step 5: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-1589 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

Figure 1-1590 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-1591 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


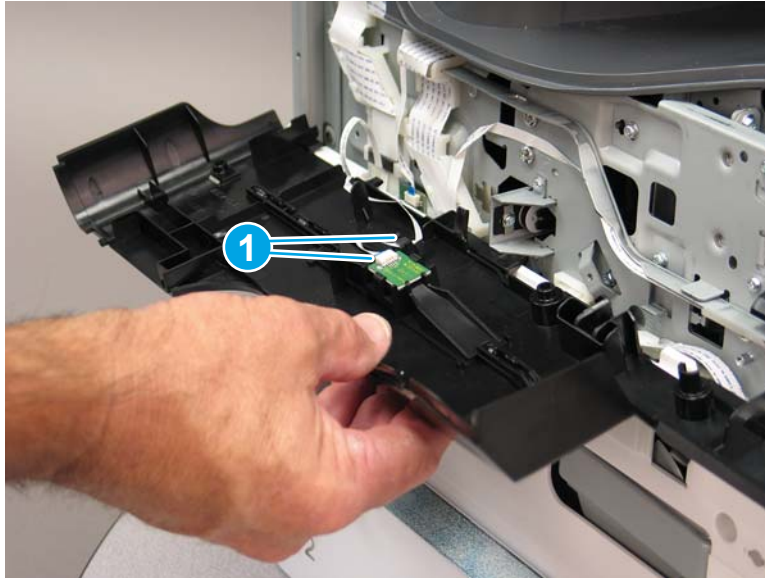
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1592 Remove the middle internal front cover

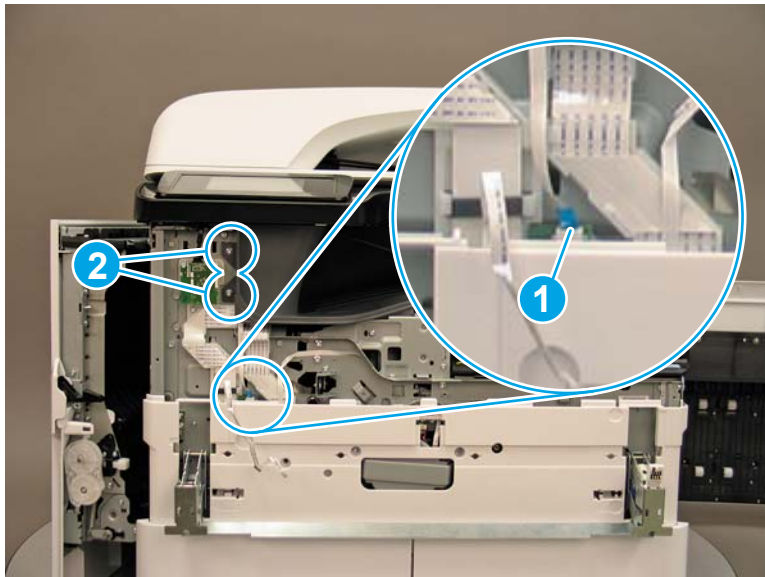


Step 6: Remove the standard output bin

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

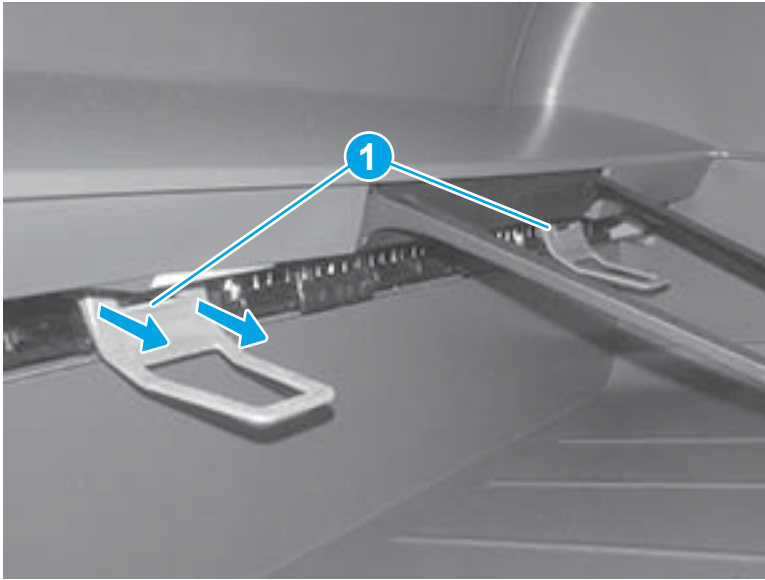
1. Disconnect one flat-flexible cable (FFC), and then remove two screws (callout 1).

Figure 1-1593 Disconnect one FFC and remove two screws



2. Remove two flaps (callout 1) from the output shaft.

Figure 1-1594 Remove the flaps



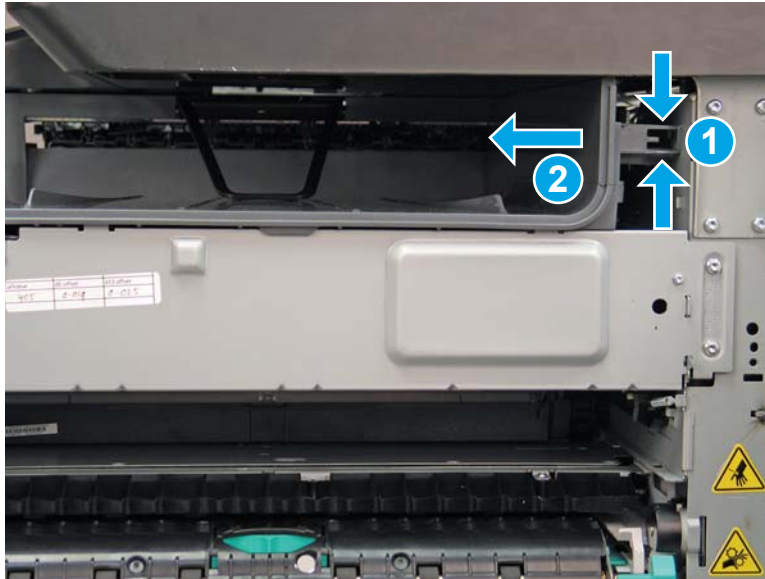
3. **772zt and 777hc/z only:** At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-1595 Release the cover



4. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-1596 Release two tabs



5. Pull the output bin straight out of the printer to remove it.

Figure 1-1597 Remove the output bin



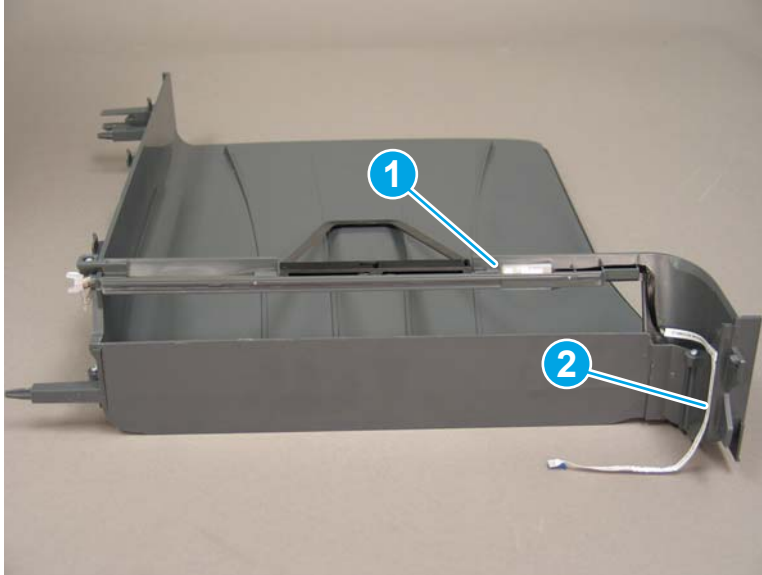
6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Standard output bin

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.

 **NOTE:** The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-1598 Remove the LED module



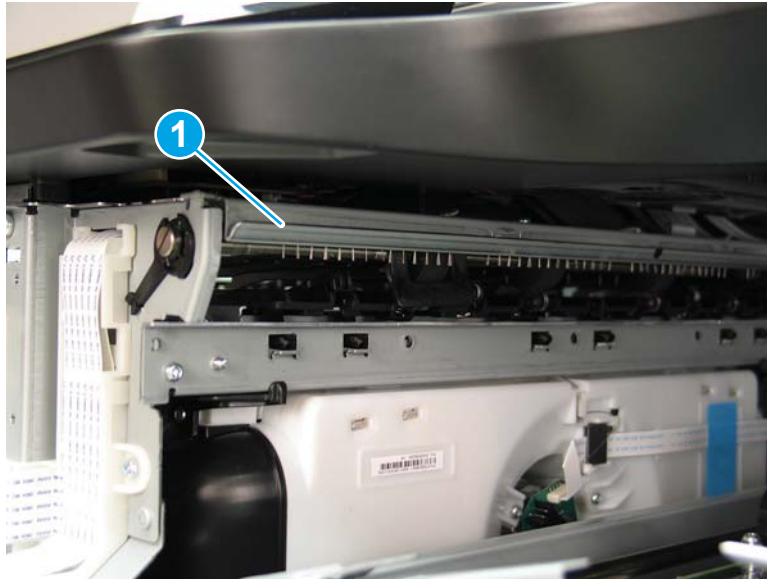
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-1599 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-1600 Locate the mounting rail (printer)



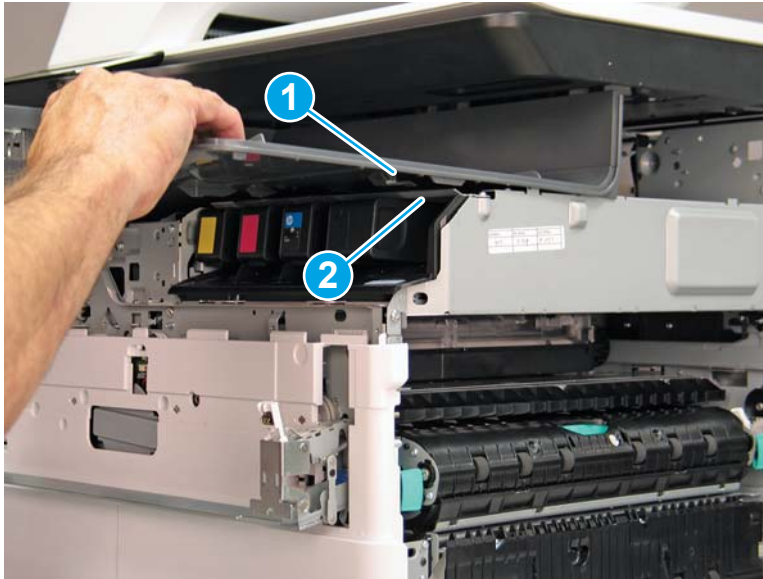
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-1601 Align the mounting rails



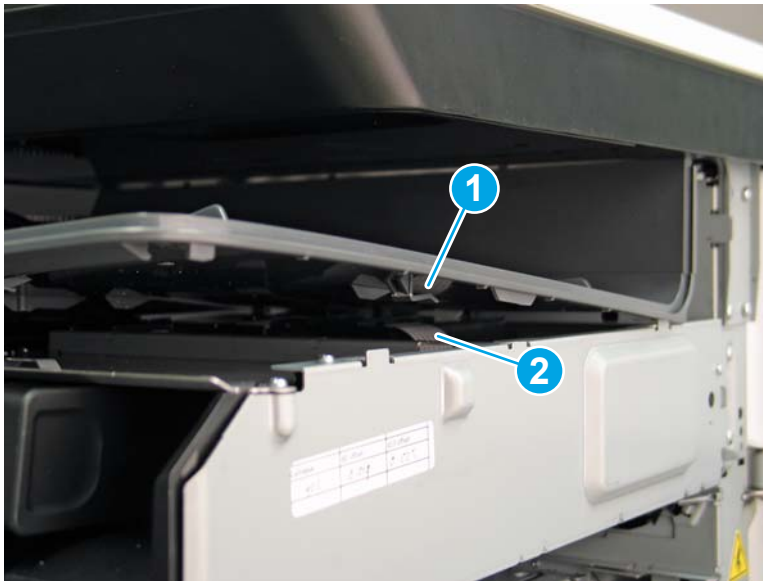
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-1602 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-1603 Engage the inner clip




- g. Slide the output bin straight onto the printer.

 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-1604 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tab are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.



 **NOTE:** Make sure that the output stack control arm shaft is engaged with its drive motor.

Figure 1-1605 Check the output bin installation



Step 7: Remove the printhead assembly

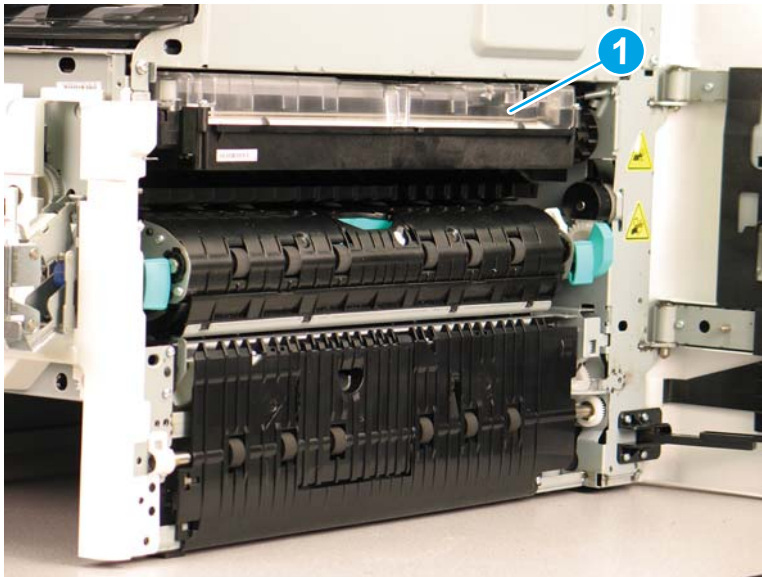
A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

 **IMPORTANT:** The following procedure is **only** for removing the printhead assembly to access other parts. If a replacement printhead assembly needs to be installed, use the *Removal and Replacement: Printhead assembly* instructions in the printer *Repair Manual*. Special installation instructions for replacement installations are provided that must be followed to make sure a replacement assembly installation is successful.

 **NOTE:** Some of the figures in this section show the fluid cap installed. When removing the printhead to access other assemblies, leave the cartridges installed. Installing the fluid cap is not necessary.

1. Before proceeding, do the following:
 - a. Check the location of the printhead wiper. If it is in the correct position (all the way in and under the printhead, go to step 2. If it is not in the correct position (for example, callout 1 below), continue with these sub steps.

Figure 1-1606 Printhead wiper out

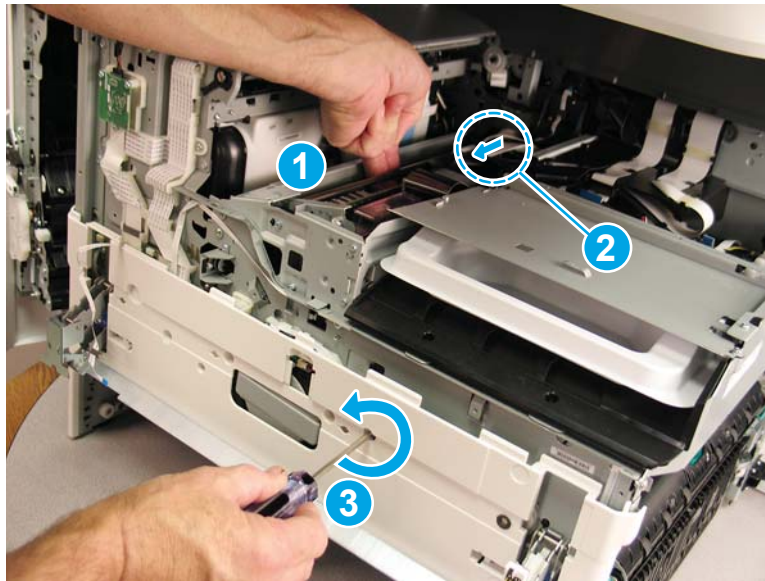


- b. Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure that the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper into the printer. Continue to turn the shaft until the wiper stops

CAUTION: Lifting up on printhead bar prevents the moving wiper from damaging the printhead.

NOTE: Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.

Figure 1-1607 Move the wiper into the printer



2. At the right side of the printer, install the right-rear shipping restraint.

CAUTION: Shipping restraints (included in the A7W93-67077 PageWide niblit kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
 - The replacement printhead assembly can become misaligned when it is installed.
-

Figure 1-1608 Install the right-rear shipping restraint

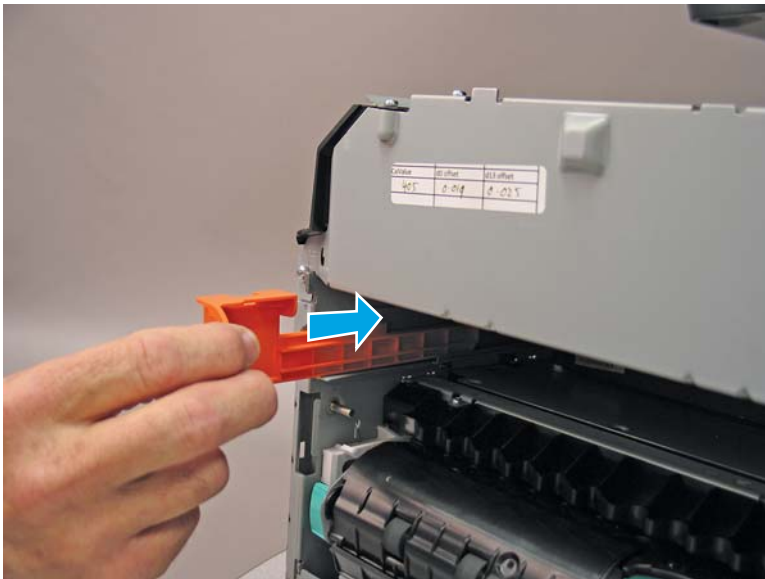


3. Install the right-front shipping restraint.


⚠ CAUTION: Shipping restraints (included in the A7W93-67077 PageWide niblit kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
- The replacement printhead assembly can become misaligned when it is installed.

Figure 1-1609 Install the right-front shipping restraint



4. **Remove three screws in the following order:** Remove one screw (PB1; callout 1), remove one screw (PB2; callout 2), and then remove one screw (PB3; callout 3).

 **IMPORTANT:** The printhead assembly is fastened to the chassis with eight screws labeled PB1 to PB8. These screws **must** be removed/installed in the correct order.


 **Reinstallation tip:** Reinstall these screws in the following order: Install one screw (PB1; callout 1), install one screw (PB2; callout 2), and then install one screw (PB3; callout 3).

Figure 1-1610 Remove three screws



5. At the rear of the printer, disconnect three flat-flexible cables (FFCs) (callout 1).


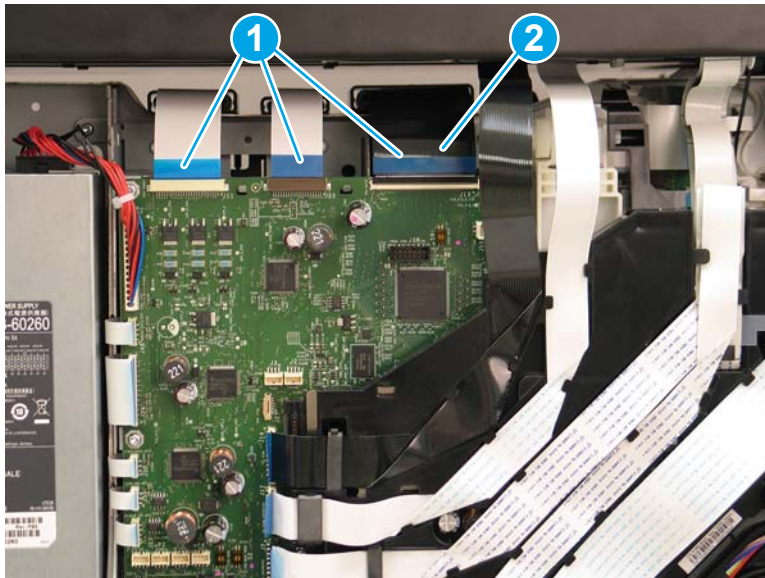
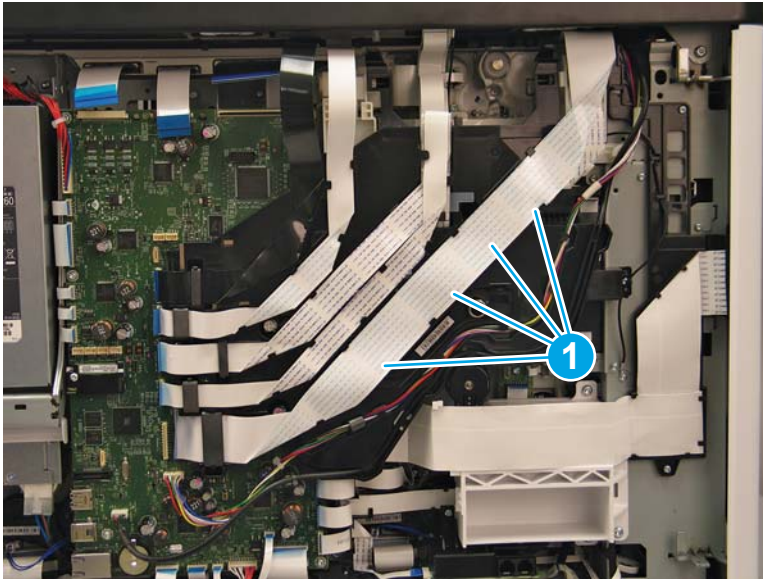
 **CAUTION:** One FFC connector (callout 2) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

Figure 1-1611 Disconnect three FFCs





6. Release one FFC from the guide (callout 1), and then move it out of the way.

Figure 1-1612 Release one FFC



7. Loosen one screw (callout 1), and then loosen a second screw (callout 2).

 **IMPORTANT:** The printhead assembly is fastened to the chassis with eight screws labeled PB1 to PB8. These screws **must** be removed/installed in the correct order.

 **NOTE:** These screws are captive and cannot be removed. Turn the screws 5 or 6 full counterclockwise/clockwise revolutions to make sure they disengage/engage the printhead assembly.


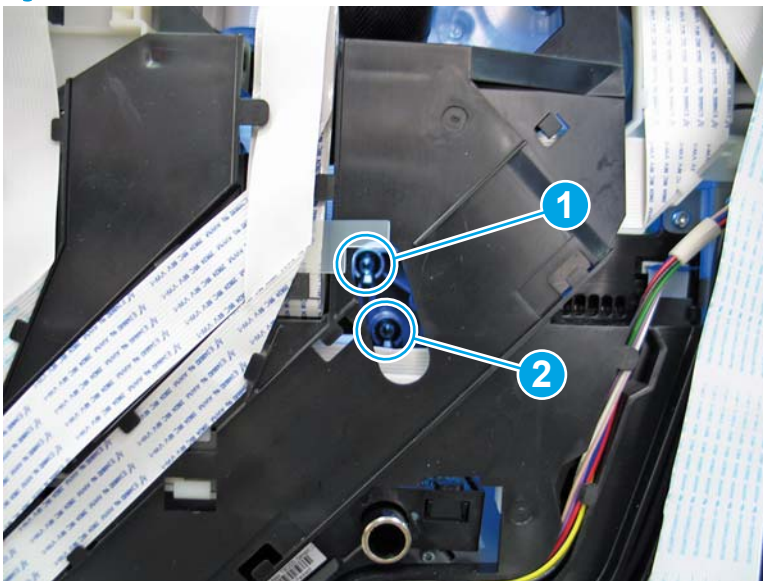

 **Reinstallation tip:** Tighten these screws in the following order: Tighten one screw (PB4; callout 1), and then tighten one screw (PB5; callout 2).

Figure 1-1613 Loosen two screws



8. At the front of the printer, rotate the printhead FFC guide down (towards the printhead assembly) until it snaps into the locked position.

 **IMPORTANT:** Make sure that the FFCs are fully on the printhead side of the sheet-metal chassis.




 **NOTE:** An audible click is heard when the guide locks onto the printhead assembly.

Figure 1-1614 Rotate the FFC guide down



9. **Remove three screws in the following order:** Remove one screw (PB6; callout 1), remove one screw (PB7; callout 2), and then remove one screw (PB8; callout 3).

 **IMPORTANT:** These screws **must** be removed/installed in the correct order.

 **NOTE:** Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.


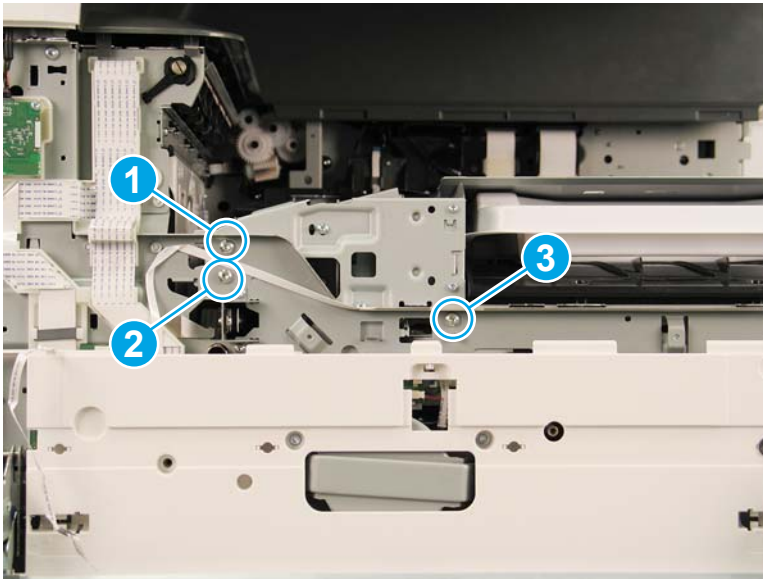
 **Reinstallation tip:** **Reinstall these screws in the following order:** Install one screw (PB6; callout 1), install one screw (PB7; callout 2), and then install one screw (PB8; callout 3).


Figure 1-1615 Remove three screws



10. Grasp the printhead print bar (callout 1) and the right side (callout 2) of the assembly, and then carefully slide it to the right (callout 3) to remove it.

 **NOTE:** It might be necessary to slightly flex the corner (callout 4) of the lower internal front cover away from the printer chassis so that it does not interfere with the assembly.

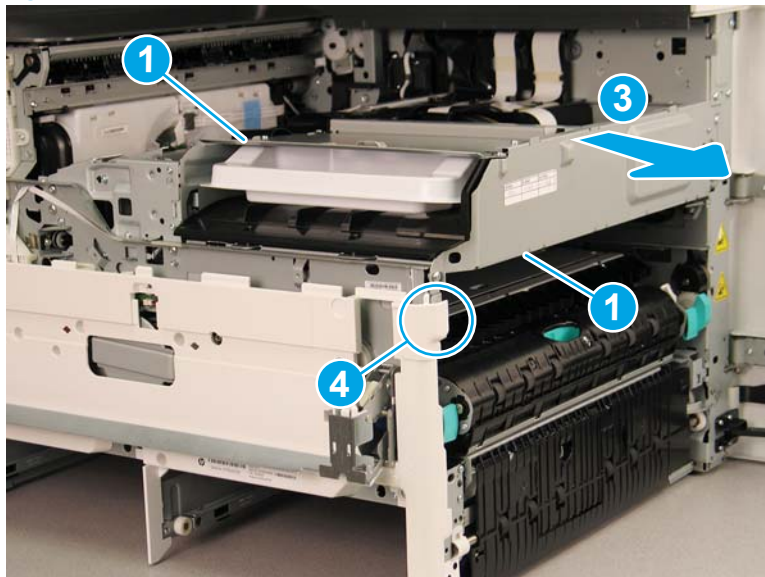
Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.

 **Reinstallation tip:** Slightly pull up and/or push down on the leading edge of the assembly if interference is felt.

If the printhead assembly is about 10 mm (0.5 in) in and will not slide in any further, the mounting screws at the rear of the printer (PB4 and/or PB5) might be protruding into the printhead cavity. Use a magnetized screwdriver to pull them back out.

Reverse the removal steps to install the assembly.

Figure 1-1616 Remove the printhead assembly



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

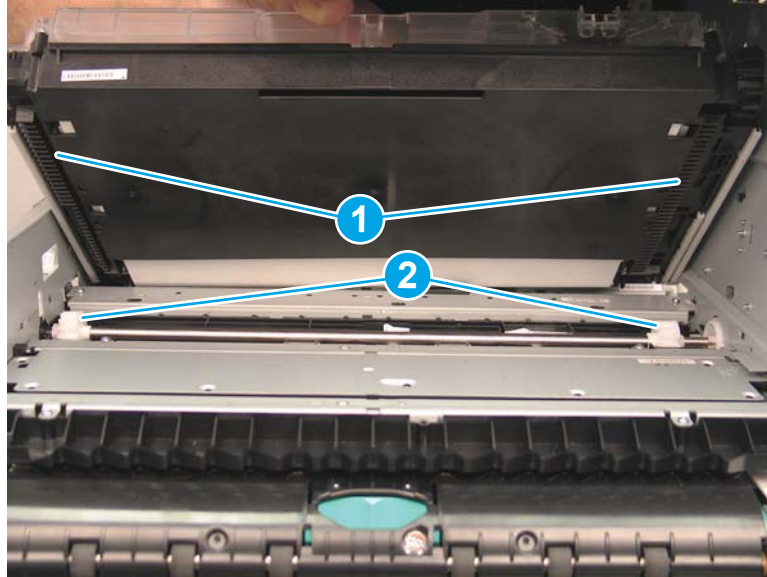
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Replacement printhead and wiper assembly

 **CAUTION:** Before reinstalling the printer covers, follow the steps in this section to make sure that the printhead assembly is correctly installed in the printer—it must be correctly aligned to prevent the wiper from binding during printer operation.

- a. Do the following:
 1. Before proceeding, take note of the engagement racks (callout 1) on the bottom of the printhead wiper and the drive wheels (callout 2) in the printer.

Figure 1-1617 Wiper engagement racks and drive wheels

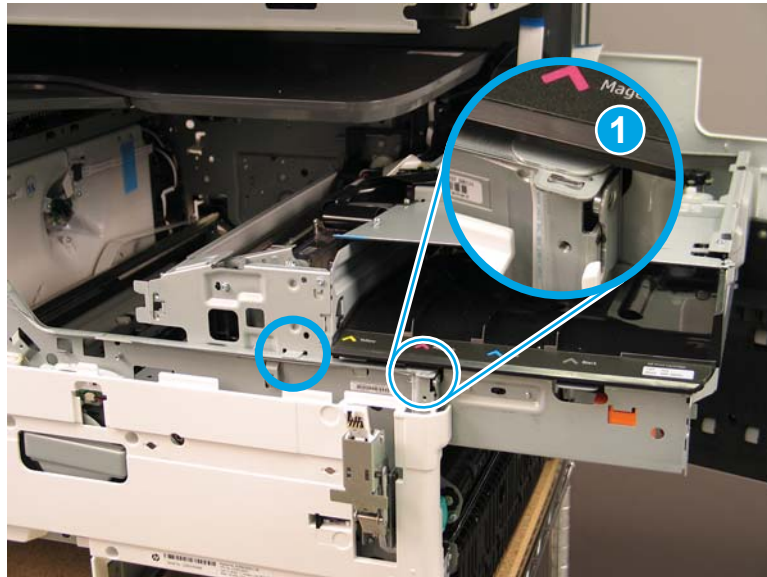


2. Partially install the printhead assembly into the printer until the first two tabs (front tabs shown) rest on the printer chassis.



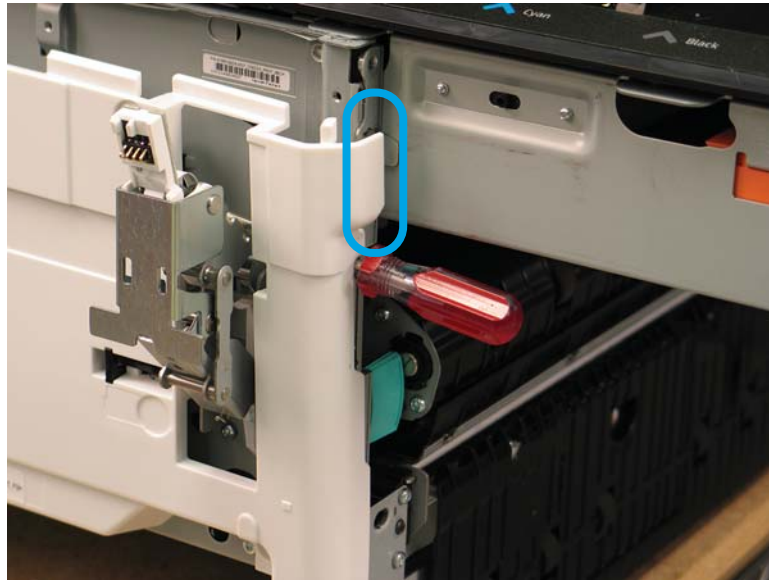
IMPORTANT: When the middle tab (callout 1) is aligned with the printer chassis, the wiper engagement racks are engaged with the drive wheels. See [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1618 Partially install the printhead assembly



3. Use a small flat-blade screwdriver to carefully flex the corner of the lower internal front cover away from the printer chassis—this creates the required clearance for the printhead assembly to fully travel into the printer.

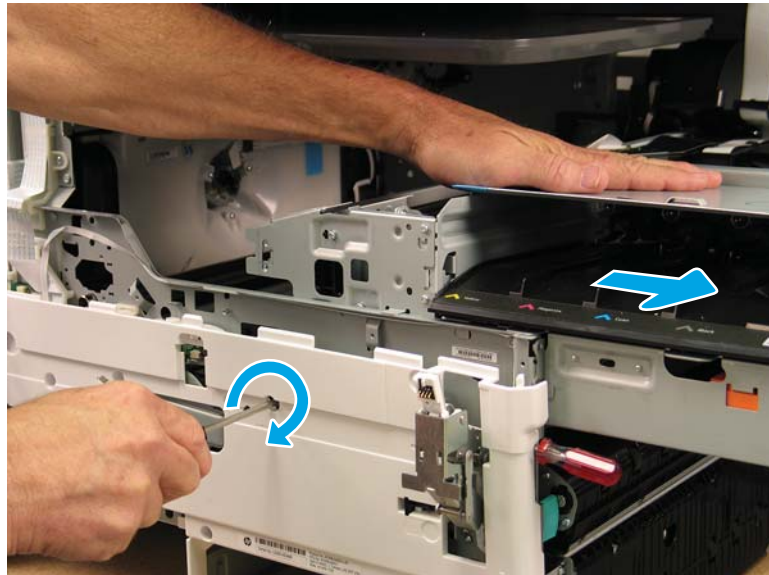
Figure 1-1619 Flex the corner of the lower internal front cover



4. Push down on the top of the printhead assembly, and then turn the manual wiper movement shaft clockwise to *disengage* the wiper engagement rack from the drive wheels.

 **NOTE:** If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

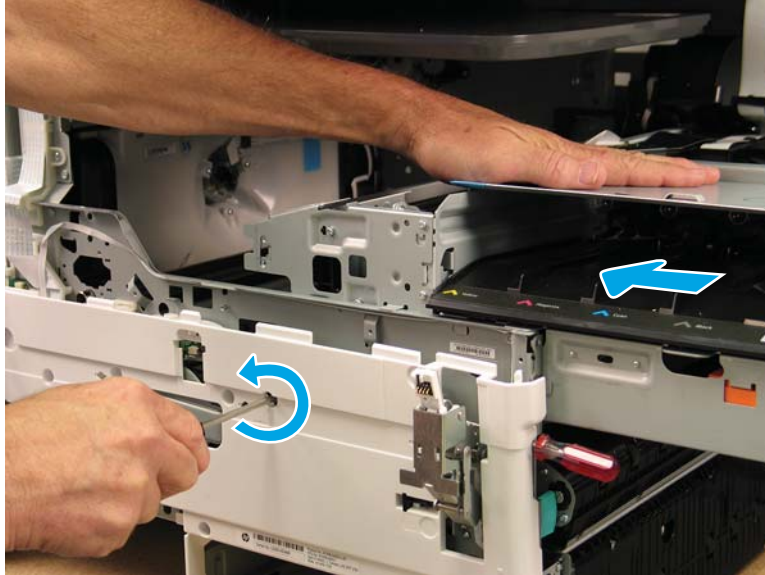
Figure 1-1620 Disengage the wiper engagement rack from the drive wheels



- Continue to push down on the top of the printhead assembly, slightly slide it back into the printer, and then turn the manual wiper movement shaft counterclockwise to *engage* the wiper engagement rack from the drive wheels.

 **NOTE:** This step ensures that the assembly is installed correctly aligned in the chassis.

Figure 1-1621 Engage the wiper engagement rack from the drive wheels



- With constant down pressure on the printhead assembly, continue to turn the manual wiper movement shaft counterclockwise to pull the assembly fully into the chassis.


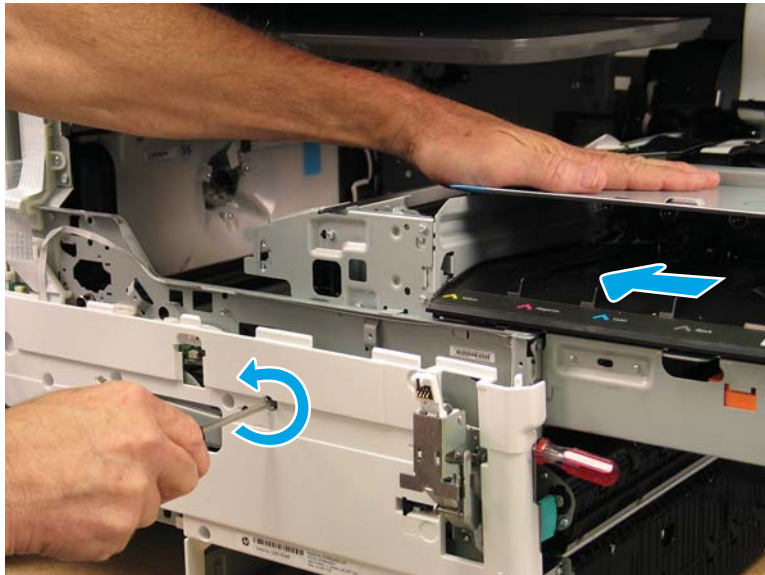
 **IMPORTANT:** Down pressure on the assembly ensures that the engagement racks on the wiper do not ride up and over the drive wheels, which can cause the assembly to become misaligned in the printer.

Figure 1-1622 Fully install the printhead assembly

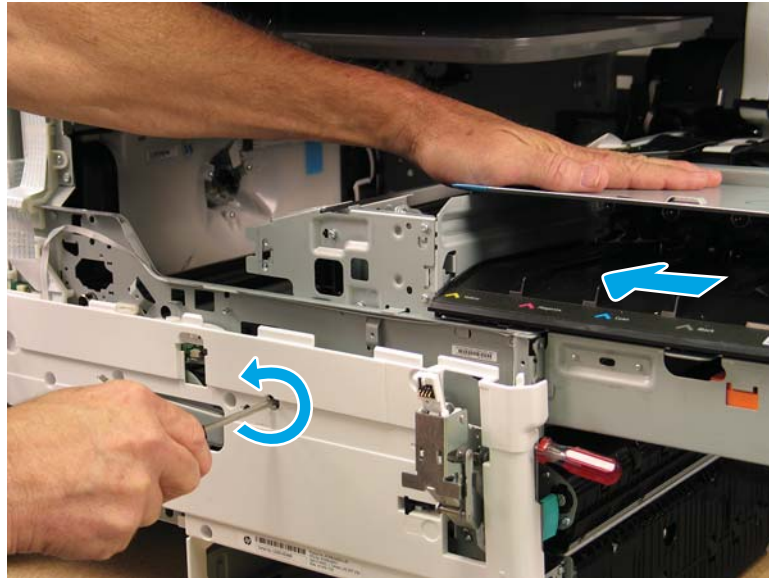


7. When the assembly is fully seated, install screw PB1 (callout 1), PB2 (callout 2), and then PB3 (callout 3) to keep the assembly from moving



NOTE: Remove the flat-blade screwdriver, and continue the reinstall steps.

Figure 1-1623 Install screws PB1/2/3



- b. After all printhead assembly screws are installed (*in the correct order*), remove the wiper shipping restraints, and then do the following:



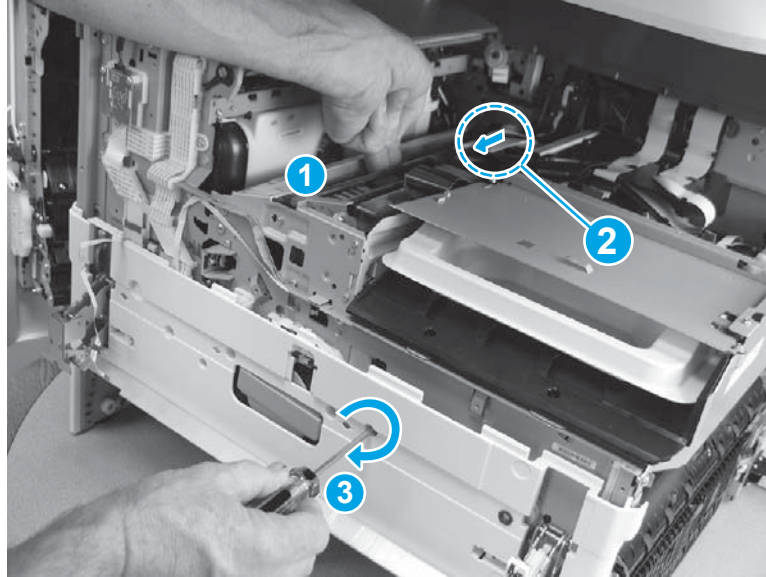
NOTE: Use a #20 TORX driver to turn the manual wiper movement shaft.

- Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft clockwise (callout 3) to move the wiper away from the printhead (towards the right door).



CAUTION: Do not move the wiper so far away from the printhead that the engagement racks disengage from the drive wheels. If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1624 Move the wiper away from the printhead

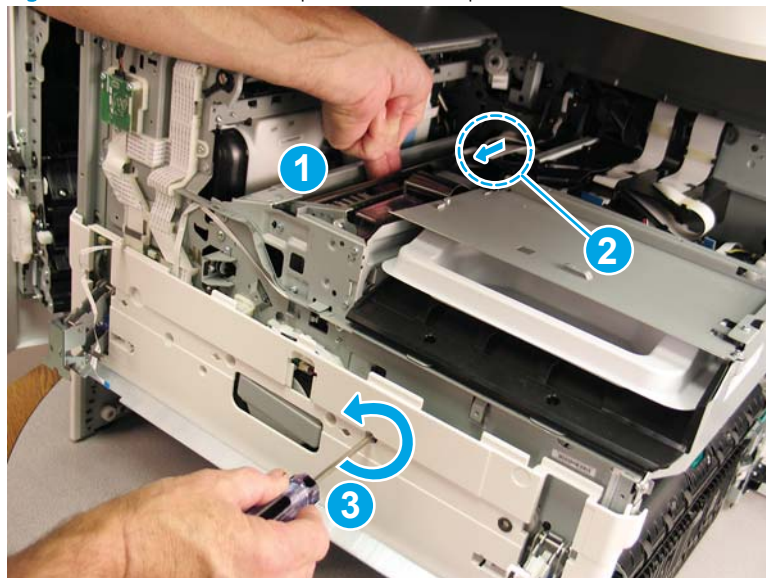


- Continue to support the printhead bar (callout 1), verify that the spring loaded gear is disengaged (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper to its home position under the printhead.

 **NOTE:** The wiper should move with little force required to turn the manual shaft.

If excessive force is required to move the wiper, the printhead is not correctly aligned in the printer chassis.

Figure 1-1625 Move the wiper to its home position



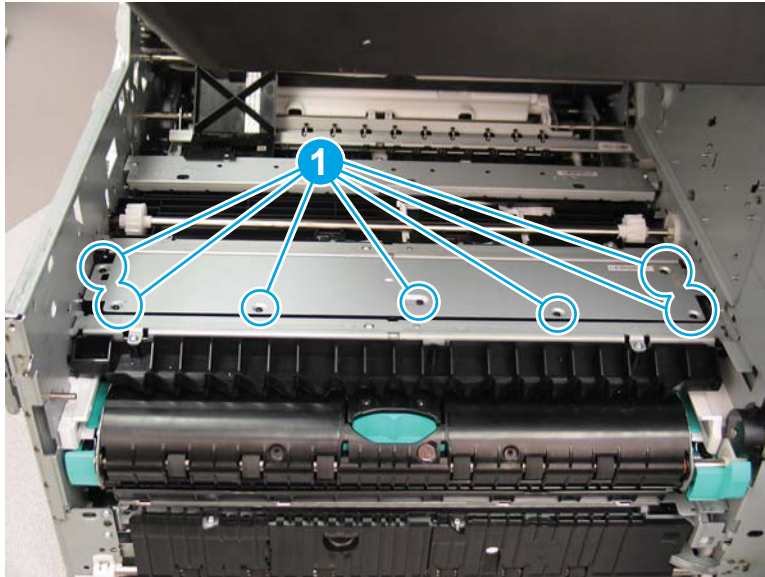
Step 8: Remove the image sensor and motor

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove seven screws (callout 1).

 **NOTE:** These screws require a #8 TORX driver.

Figure 1-1626 Remove seven screws



2. Remove the cover.

 **Reinstallation tip:** When correctly reinstalled, the cover fits flat against the chassis. If the cover is not flat against the chassis, remove it and then make sure the Image sensor assembly is correctly installed.

Figure 1-1627 Remove the cover



- Carefully lift the Image sensor at the flat-flexible cable (FFC) end, and then gently pull up on the FFC to release it.

 **IMPORTANT:** Avoid touching the glass. Skin oils and finger prints can cause print-quality problems.


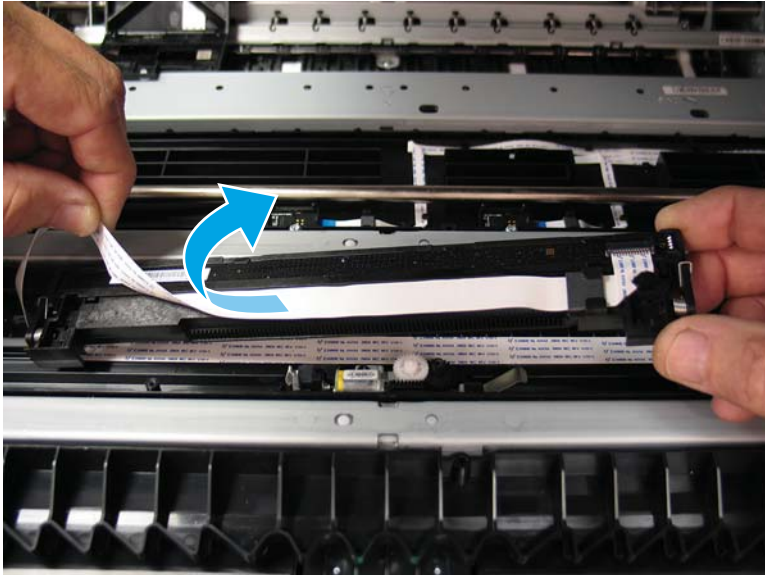
 **Reinstallation tip:** If a replacement FFC is installed, a protective backing might need to be removed to expose the sticky side of the FFC.

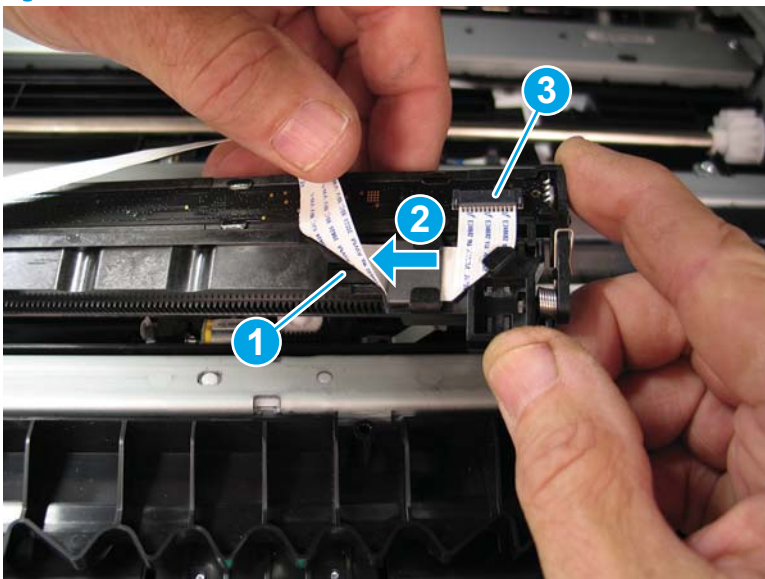
Figure 1-1628 Remove the FFC



- Depress one tab (callout 1), slide the ferrite to the left (callout 2) to remove it, and then disconnect one FFC (callout 3).

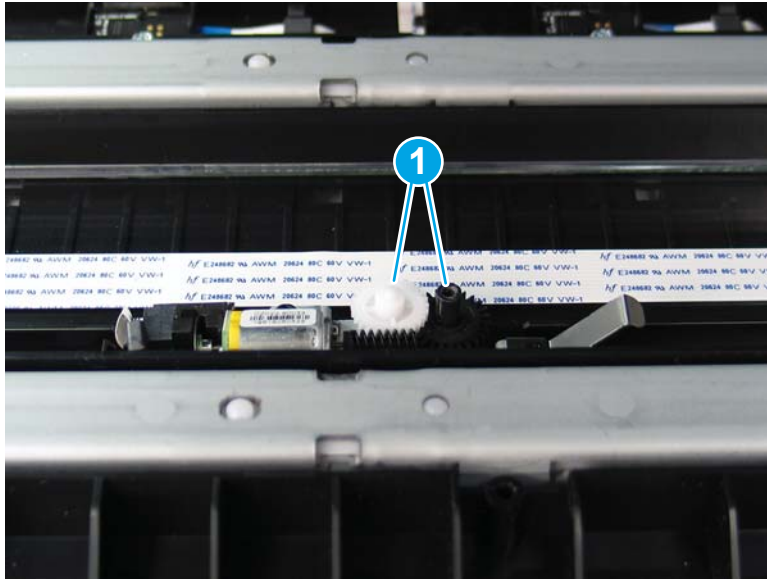
Remove the Image sensor.

Figure 1-1629 Release the ferrite and disconnect the FFC



5. Remove the motor drive gears (callout 1).

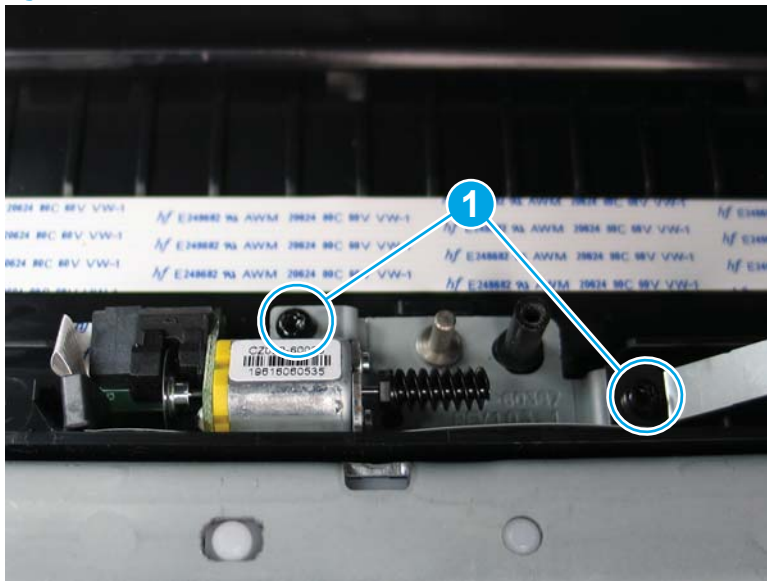
Figure 1-1630 Remove the motor drive gears



6. Remove two screws (callout 1).

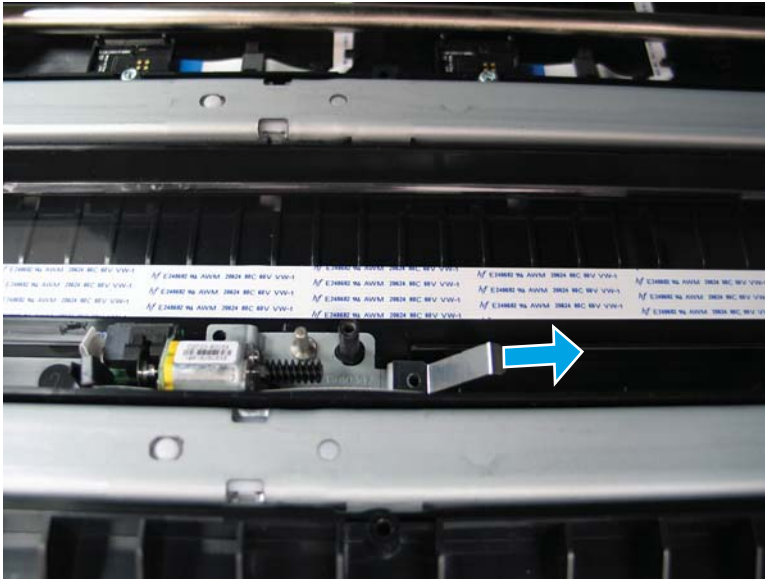
 **NOTE:** These screws require a #8 TORX driver.

Figure 1-1631 Remove two screws



7. Slide the ground clip off the motor bracket to remove it.

Figure 1-1632 Remove the ground clip



8. Lift the motor out of the printer, and then disconnect one FFC (callout 1) to remove it.


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

Figure 1-1633 Remove the image sensor motor



Step 9: Unpack the replacement assembly


1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.



CAUTION:  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.


Removal and replacement: Upper paper guide assembly / top-of-form REDI sensor

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the right tower cover](#)
- [Step 3: Remove the cartridge door](#)
- [Step 4: Remove the front tower cover](#)
- [Step 5: Remove the middle internal front cover](#)
- [Step 6: Remove the standard output bin](#)
- [Step 7: Remove the printhead assembly](#)
- [Step 8: Remove the upper paper guide assembly / top-of-form REDI sensor](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the upper paper guide assembly / top-of-form reflective edge detection interrupter (REDI) sensor.

[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Upper paper guide assembly part number

A7W93-67053


Upper paper guide assembly

NOTE: The upper paper guide assembly includes the top-of-form reflective edge detection interrupter (REDI) sensor.

Required tools

- Small flat-blade screwdriver
- #10 TORX driver with a magnetized tip

- #20 TORX driver with a magnetized tip
- Optional: Needle-nose pliers

 **NOTE:** Needle-nose pliers make removing and installing small FFCs easier.

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly

Step 1: Remove the rear cover

 **CAUTION:**  The exposed area is electrostatic discharge sensitive (ESD).

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Locate the rear cover latch at the top left corner of the cover (inside the cover).


 **TIP:** The rear cover has an embossed mark where the latch is located.

Figure 1-1634 Locate the rear cover latch



2. Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

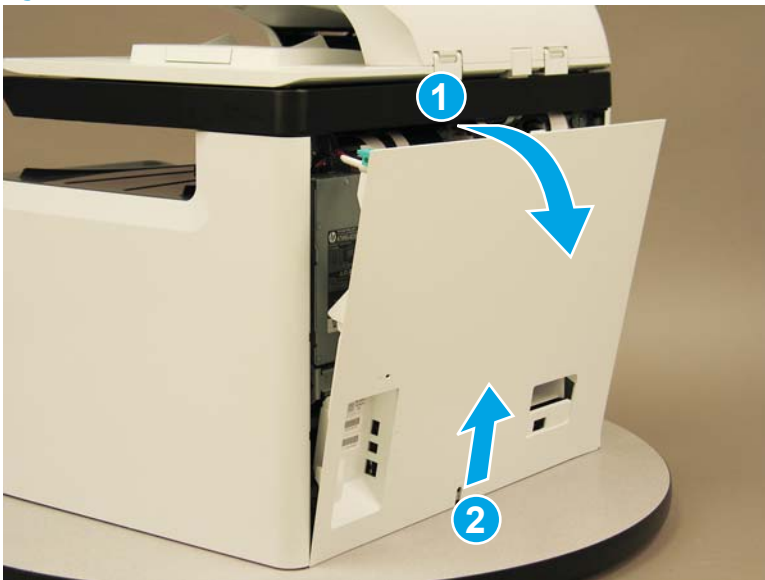
Figure 1-1635 Release the latch



3. Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

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

Figure 1-1636 Remove the rear cover



Step 2: Remove the right tower cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Open the right door.

Figure 1-1637 Open the right door



2. Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.

 **NOTE:** It might take considerable force to remove this cover.


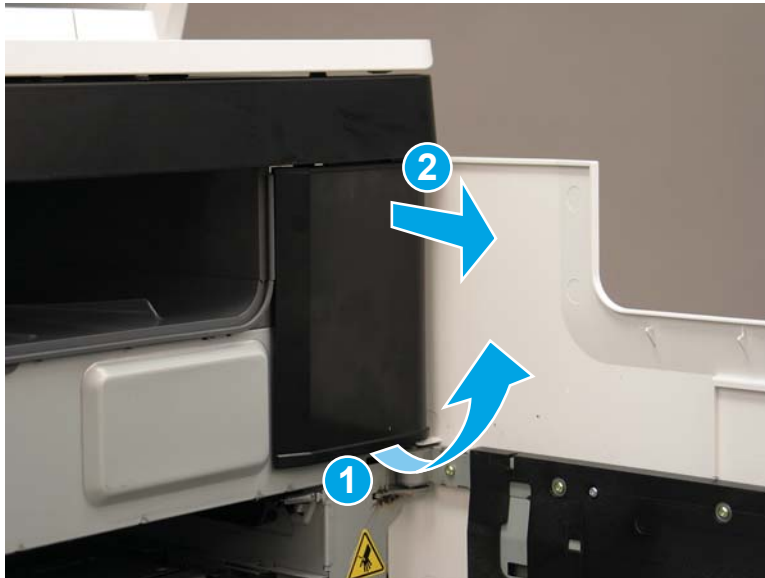
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1638 Remove the right tower cover



Step 3: Remove the cartridge door

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

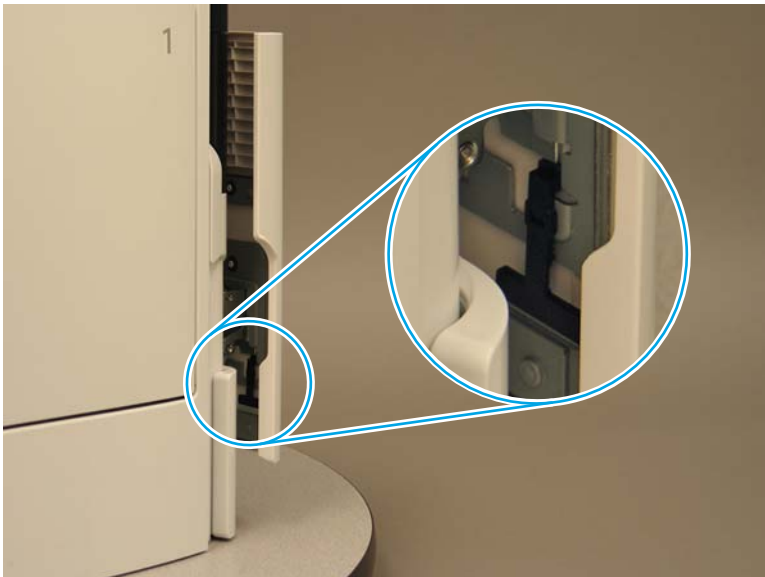
1. Open the cartridge door.

Figure 1-1639 Open the cartridge door



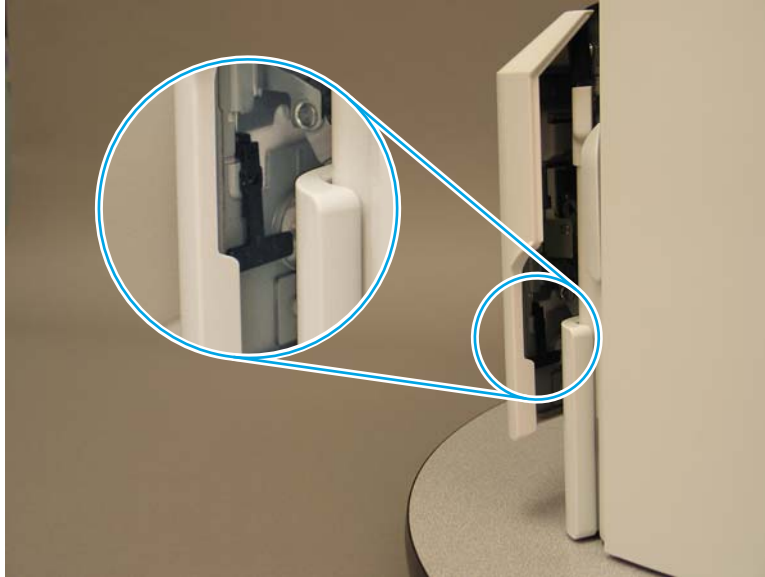
2. At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1640 Release the left side retainer



3. At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

Figure 1-1641 Release the right side retainer



4. Lift the door straight up and off of the printer to remove it.

Figure 1-1642 Remove the cartridge door



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

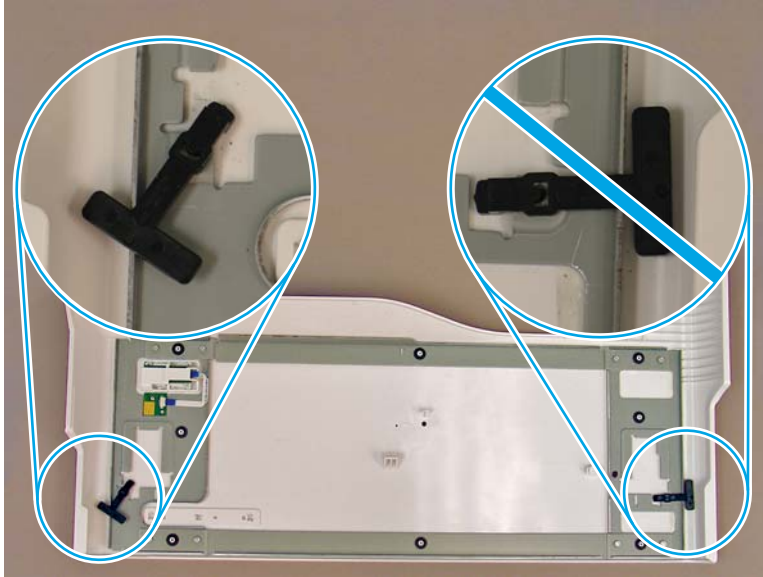
Special installation instructions: Cartridge door

- ▲ It is easier to install the door if the retainers are positioned as shown in the figure below.



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

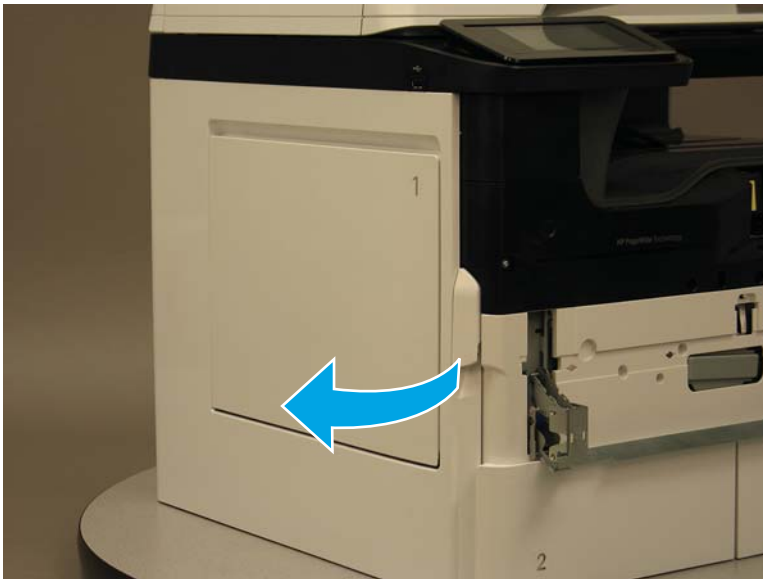
Figure 1-1643 Preposition the retainers



Step 4: Remove the front tower cover

1. Open the left door.

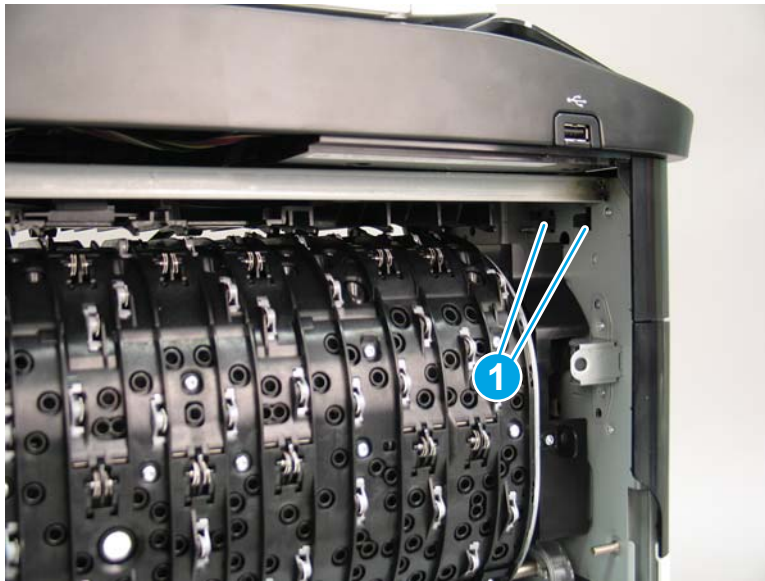
Figure 1-1644 Open the left door



2. Release two tabs (callout 1).

 **NOTE:** Spread these tabs to release (do not pinch).

Figure 1-1645 Release two tabs



3. Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

Figure 1-1646 Release the front tower cover



4. Remove the cover.


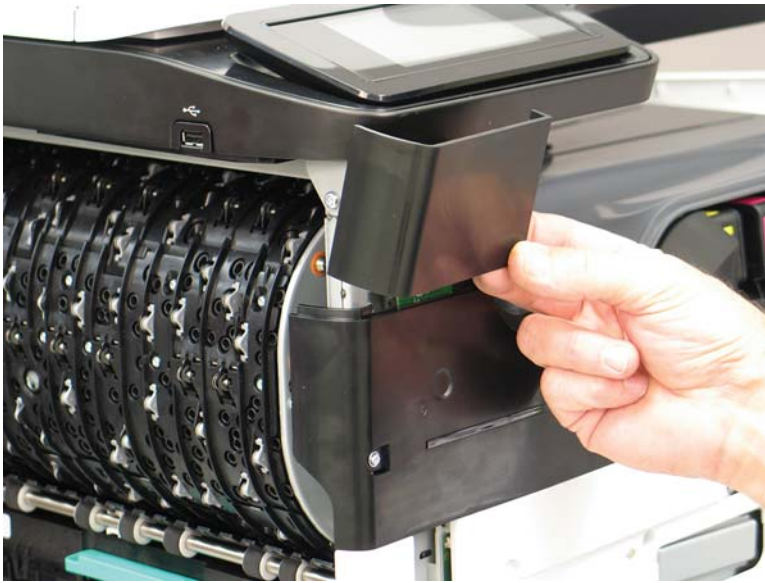
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1647 Remove the cover

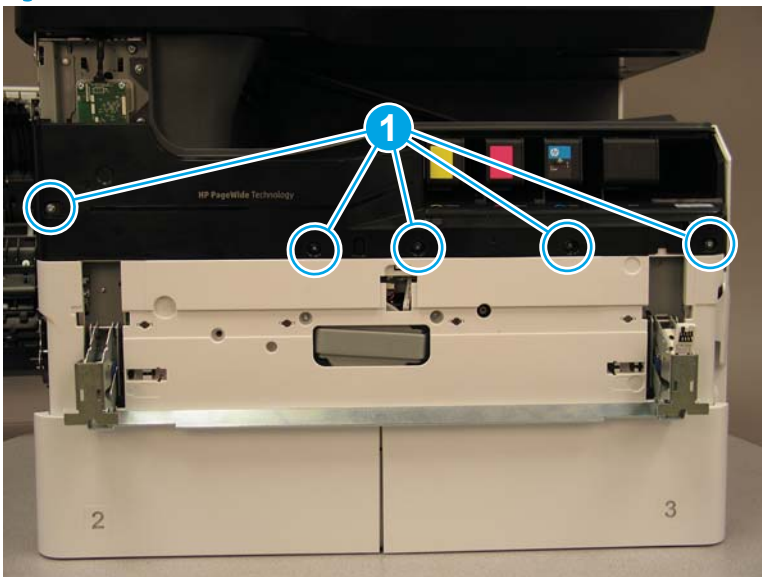


Step 5: Remove the middle internal front cover

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1. Remove five screws (callout 1).

Figure 1-1648 Remove five screws



2. Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

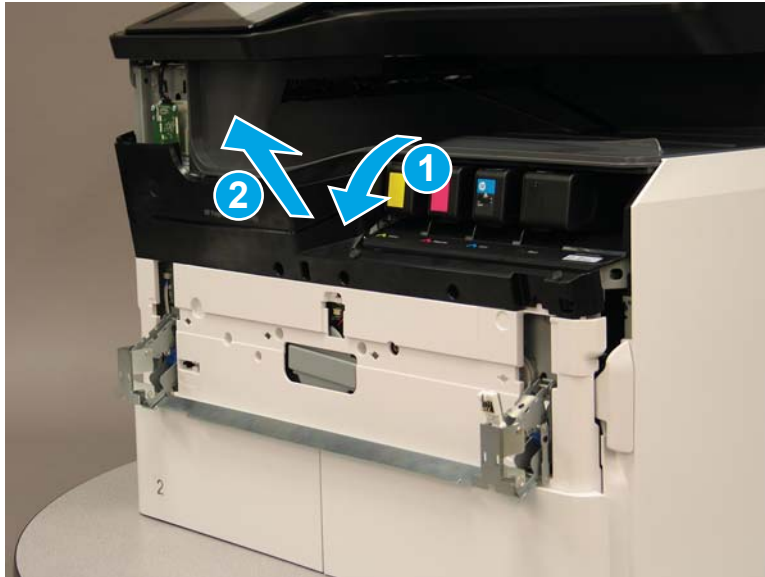
Figure 1-1649 Release one tab



3. Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).

⚠ CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

Figure 1-1650 Release the cover



4. Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.


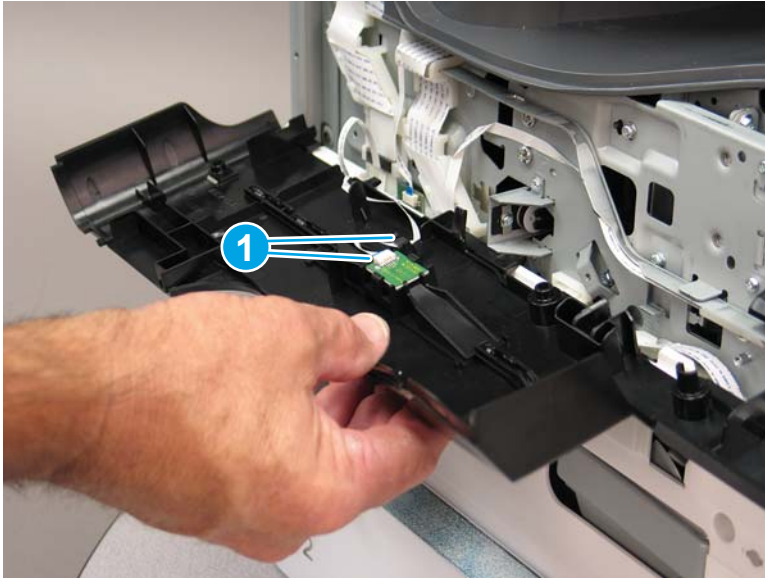
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1651 Remove the middle internal front cover

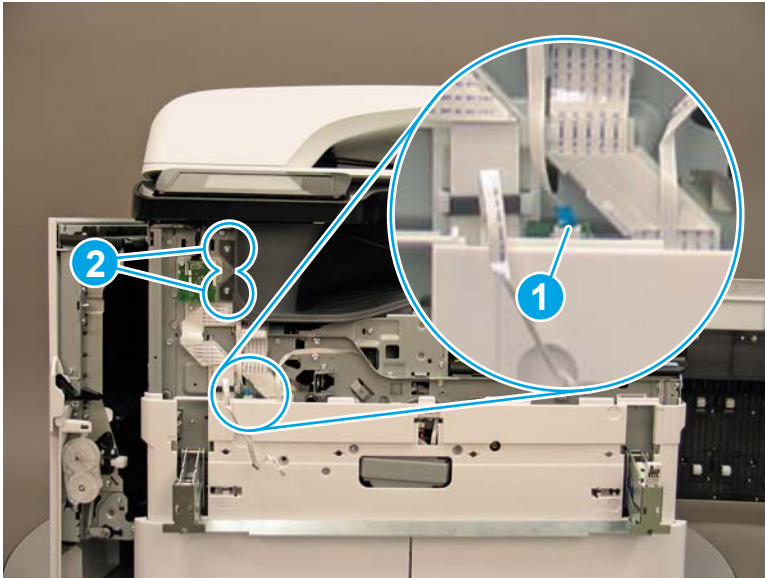


Step 6: Remove the standard output bin

A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

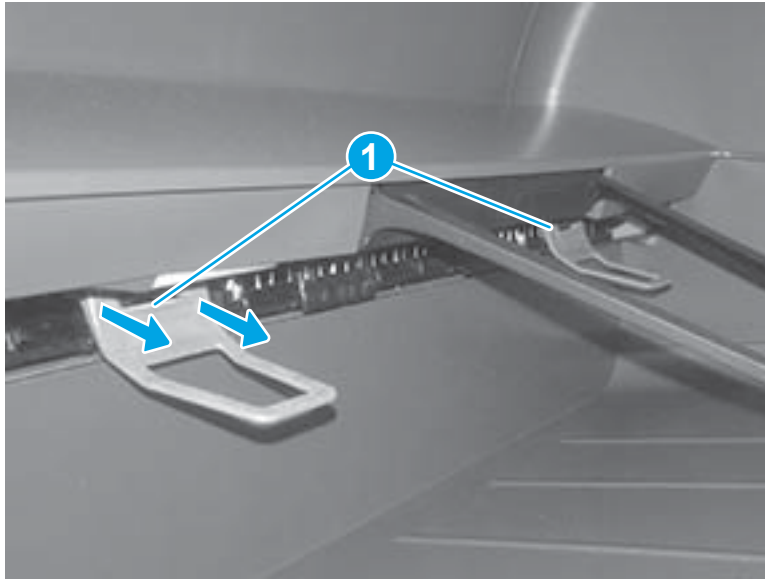
1. Disconnect one flat-flexible cable (FFC), and then remove two screws (callout 1).

Figure 1-1652 Disconnect one FFC and remove two screws



2. Remove two flaps (callout 1) from the output shaft.

Figure 1-1653 Remove the flaps



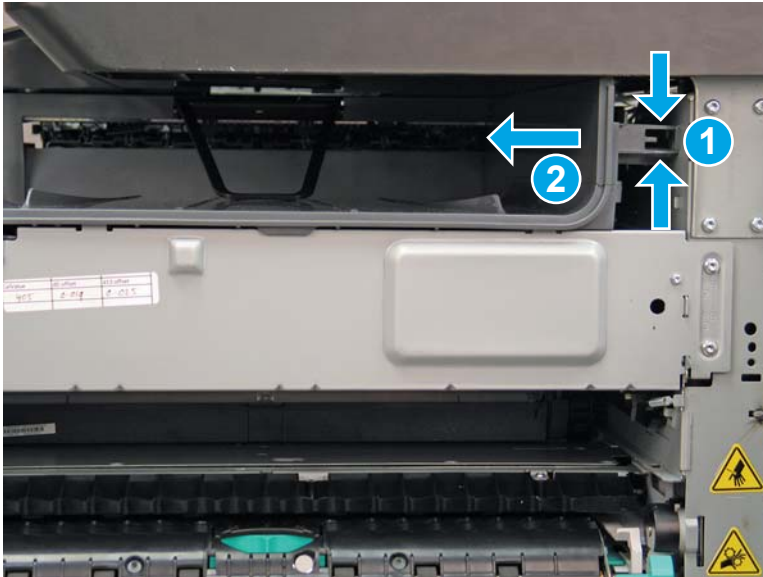
3. **772zt and 777hc/z only:** At the right side of the printer, pull out on the output bin alignment bar to remove it.

Figure 1-1654 Release the cover



4. Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).

Figure 1-1655 Release two tabs



5. Pull the output bin straight out of the printer to remove it.

Figure 1-1656 Remove the output bin



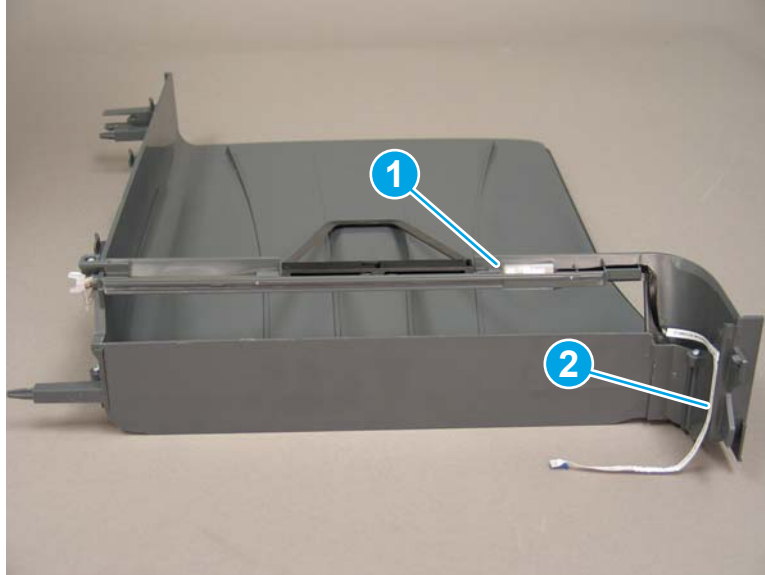
6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Standard output bin

- a. If a replacement output bin is installed, carefully remove the LED module (callout 1) from the discarded output bin, and then install it on the replacement output bin.

 **NOTE:** The FFC (callout 2) is adhered to the output bin with two-sided tape.

Figure 1-1657 Remove the LED module



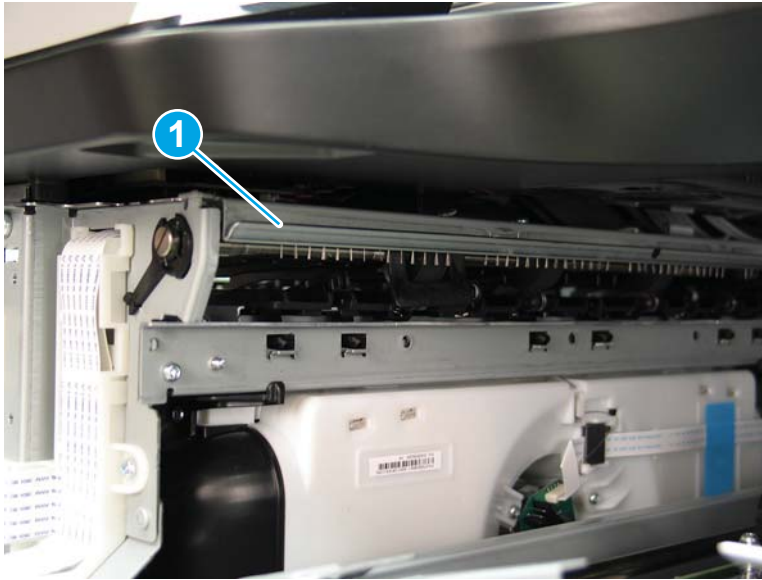
- b. Before proceeding, locate the mounting rail (callout 1) on the output bin.

Figure 1-1658 Locate the mounting rail (output bin)



- c. Before proceeding, locate the mounting rail (callout 1) on the printer.

Figure 1-1659 Locate the mounting rail (printer)



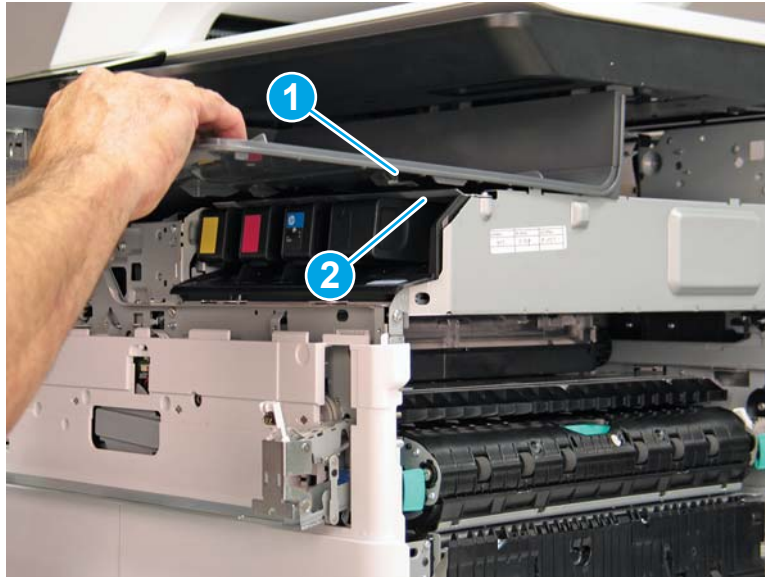
- d. Align the mounting rail on the output bin with the mounting rail on the printer.

Figure 1-1660 Align the mounting rails



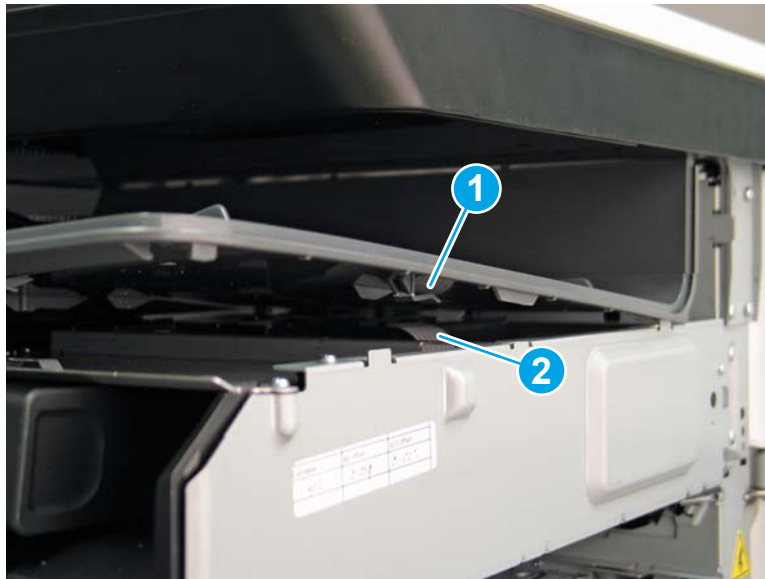
- e. Slide the output bin about half way in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

Figure 1-1661 Slide the output bin about half way in



- f. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

Figure 1-1662 Engage the inner clip




- g. Slide the output bin straight onto the printer.

 **IMPORTANT:** Slide the output bin completely into place. Make sure it slides straight onto the printer.

Figure 1-1663 Install the output bin



- h. From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tabs are aligned with the hole in the chassis.

 **IMPORTANT:** If the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled—most likely the output bin mounting rail was not aligned and installed on the printer mounting rail.


 **NOTE:** Make sure that the output stack control arm shaft is engaged with its drive motor.


Figure 1-1664 Check the output bin installation



Step 7: Remove the printhead assembly

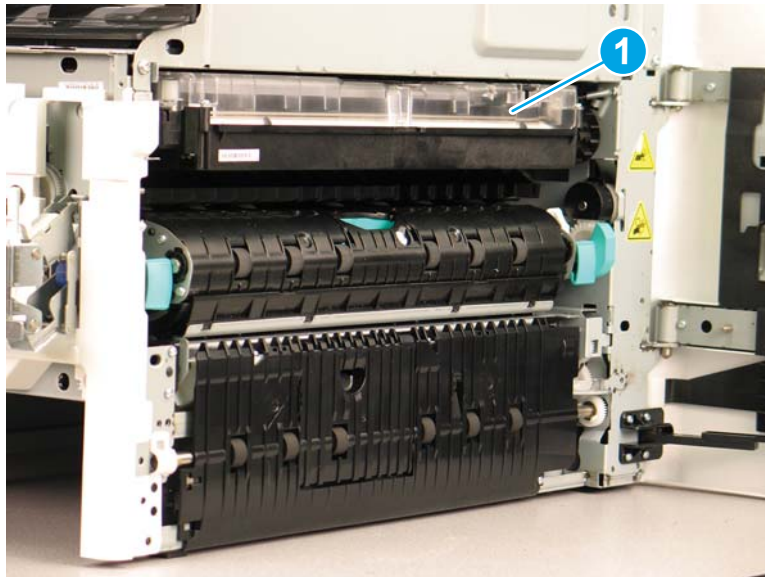
A printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

 **IMPORTANT:** The following procedure is **only** for removing the printhead assembly to access other parts. If a replacement printhead assembly needs to be installed, use the *Removal and Replacement: Printhead assembly* instructions in the printer *Repair Manual*. Special installation instructions for replacement installations are provided that must be followed to make sure a replacement assembly installation is successful.

 **NOTE:** Some of the figures in this section show the fluid cap installed. When removing the printhead to access other assemblies, leave the cartridges installed. Installing the fluid cap is not necessary.

1. Before proceeding, do the following:
 - a. Check the location of the printhead wiper. If it is in the correct position (all the way in and under the printhead, go to step [2](#). If it is not in the correct position (for example, callout 1 below), continue with these sub steps.

Figure 1-1665 Printhead wiper out

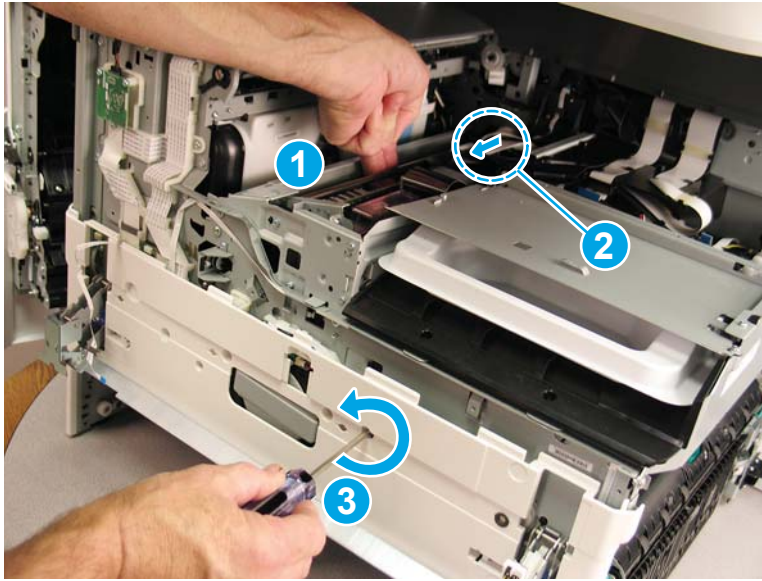


- b. Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure that the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper into the printer. Continue to turn the shaft until the wiper stops

CAUTION: Lifting up on printhead bar prevents the moving wiper from damaging the printhead.

NOTE: Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.

Figure 1-1666 Move the wiper into the printer

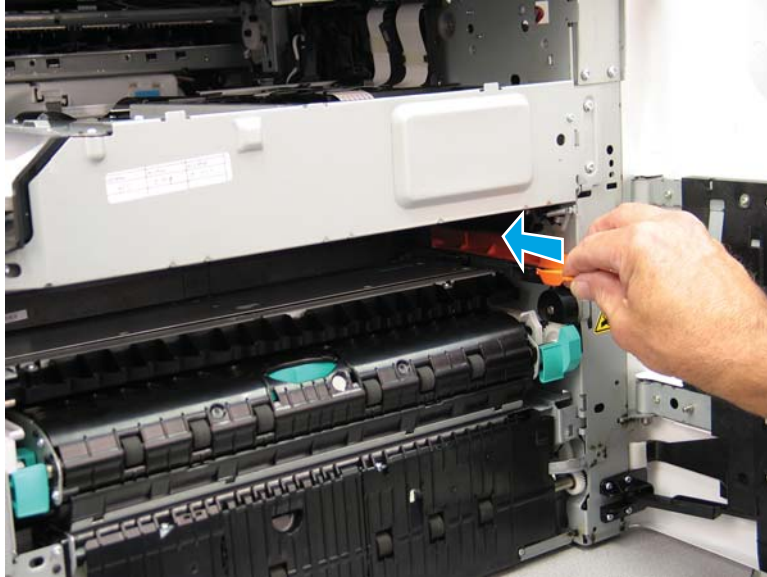


2. At the right side of the printer, install the right-rear shipping restraint.

CAUTION: Shipping restraints (included in the A7W93-67077 PageWide niblit kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
 - The replacement printhead assembly can become misaligned when it is installed.
-

Figure 1-1667 Install the right-rear shipping restraint

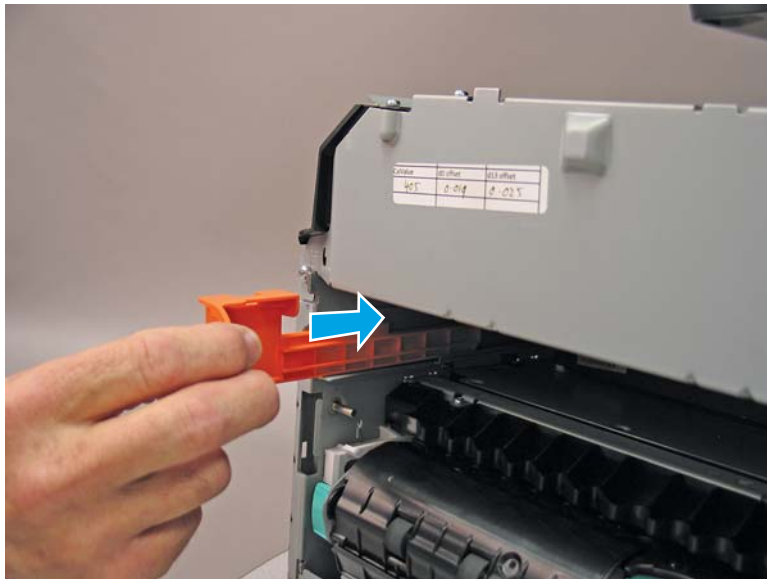


3. Install the right-front shipping restraint.


⚠ CAUTION: Shipping restraints (included in the A7W93-67077 PageWide niblit kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
- The replacement printhead assembly can become misaligned when it is installed.

Figure 1-1668 Install the right-front shipping restraint



4. **Remove three screws in the following order:** Remove one screw (PB1; callout 1), remove one screw (PB2; callout 2), and then remove one screw (PB3; callout 3).

 **IMPORTANT:** The printhead assembly is fastened to the chassis with eight screws labeled PB1 to PB8. These screws **must** be removed/installed in the correct order.

 **Reinstallation tip:** Reinstall these screws in the following order: Install one screw (PB1; callout 1), install one screw (PB2; callout 2), and then install one screw (PB3; callout 3).

Figure 1-1669 Remove three screws



5. At the rear of the printer, disconnect three flat-flexible cables (FFCs) (callout 1).


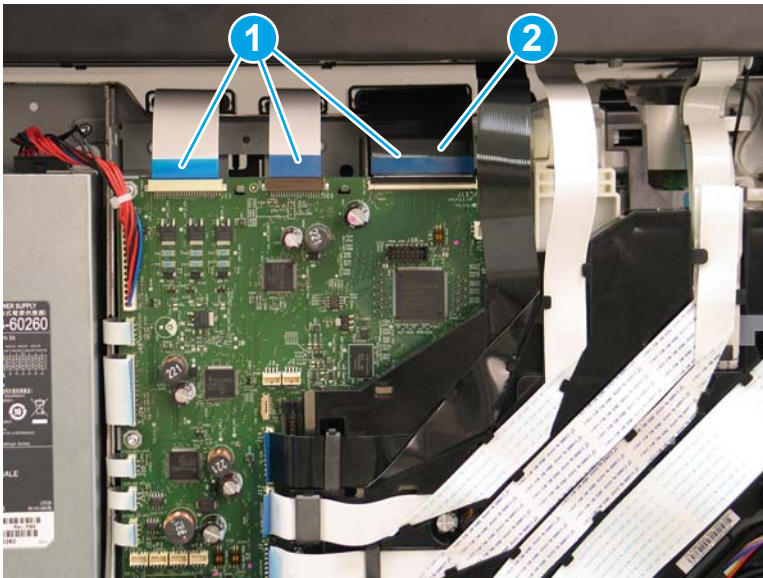
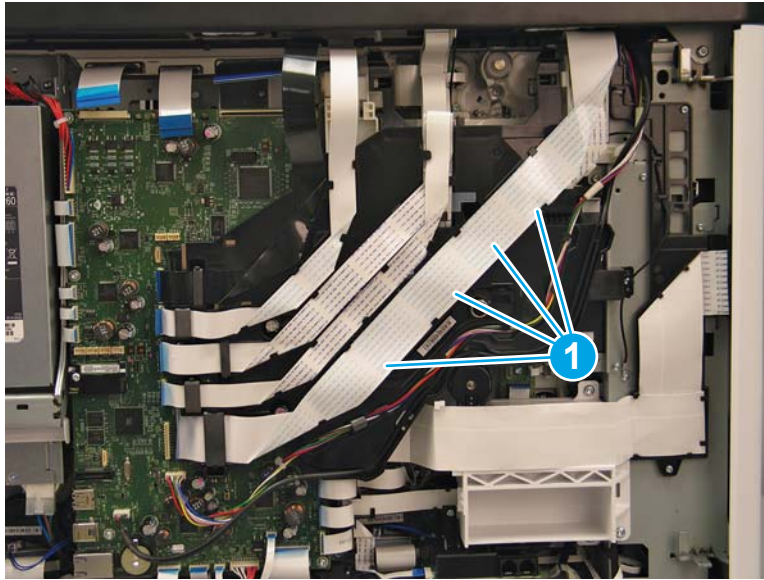
 **CAUTION:** One FFC connector (callout 2) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

Figure 1-1670 Disconnect three FFCs





6. Release one FFC from the guide (callout 1), and then move it out of the way.

Figure 1-1671 Release one FFC



7. Loosen one screw (callout 1), and then loosen a second screw (callout 2).

 **IMPORTANT:** The printhead assembly is fastened to the chassis with eight screws labeled PB1 to PB8. These screws **must** be removed/installed in the correct order.

 **NOTE:** These screws are captive and cannot be removed. Turn the screws 5 or 6 full counterclockwise/clockwise revolutions to make sure they disengage/engage the printhead assembly.


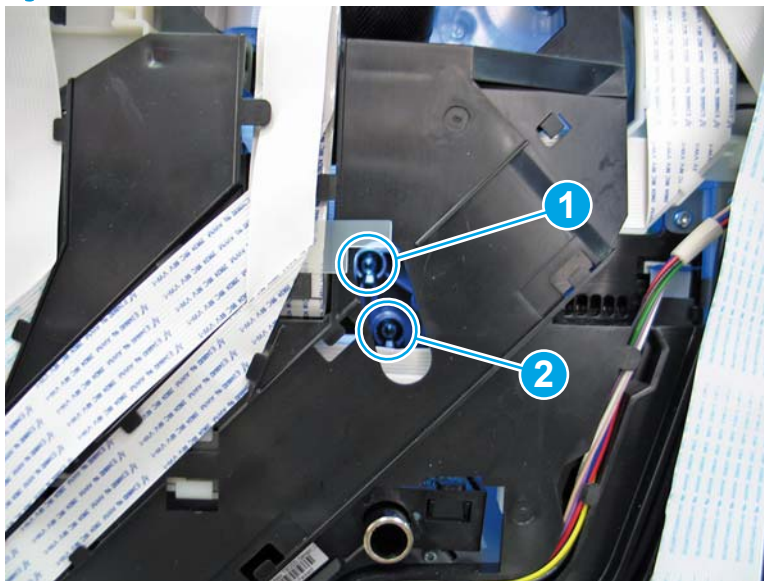

 **Reinstallation tip:** Tighten these screws in the following order: Tighten one screw (PB4; callout 1), and then tighten one screw (PB5; callout 2).

Figure 1-1672 Loosen two screws



8. At the front of the printer, rotate the printhead FFC guide down (towards the printhead assembly) until it snaps into the locked position.


 **IMPORTANT:** Make sure that the FFCs are fully on the printhead side of the sheet-metal chassis.


 **NOTE:** An audible click is heard when the guide locks onto the printhead assembly.

Figure 1-1673 Rotate the FFC guide down



9. **Remove three screws in the following order:** Remove one screw (PB6; callout 1), remove one screw (PB7; callout 2), and then remove one screw (PB8; callout 3).

 **IMPORTANT:** These screws **must** be removed/installed in the correct order.

 **NOTE:** Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.


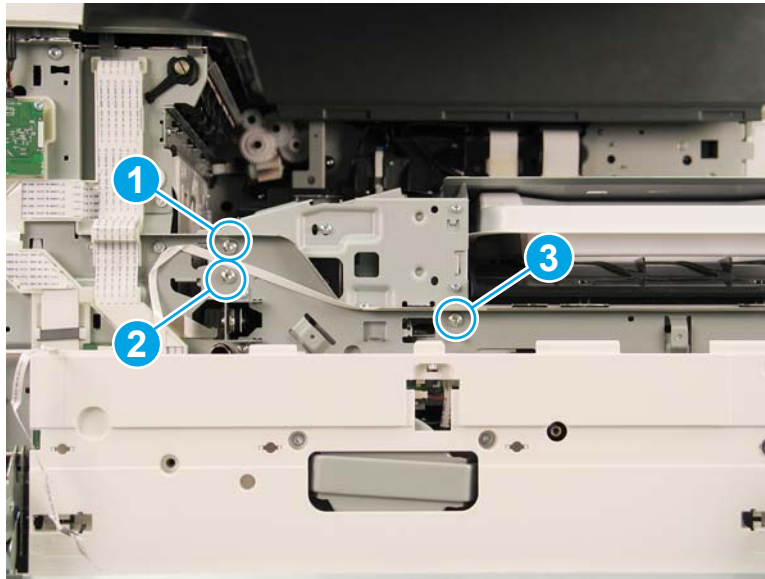
 **Reinstallation tip:** **Reinstall these screws in the following order:** Install one screw (PB6; callout 1), install one screw (PB7; callout 2), and then install one screw (PB8; callout 3).


Figure 1-1674 Remove three screws



10. Grasp the printhead print bar (callout 1) and the right side (callout 2) of the assembly, and then carefully slide it to the right (callout 3) to remove it.

 **NOTE:** It might be necessary to slightly flex the corner (callout 4) of the lower internal front cover away from the printer chassis so that it does not interfere with the assembly.

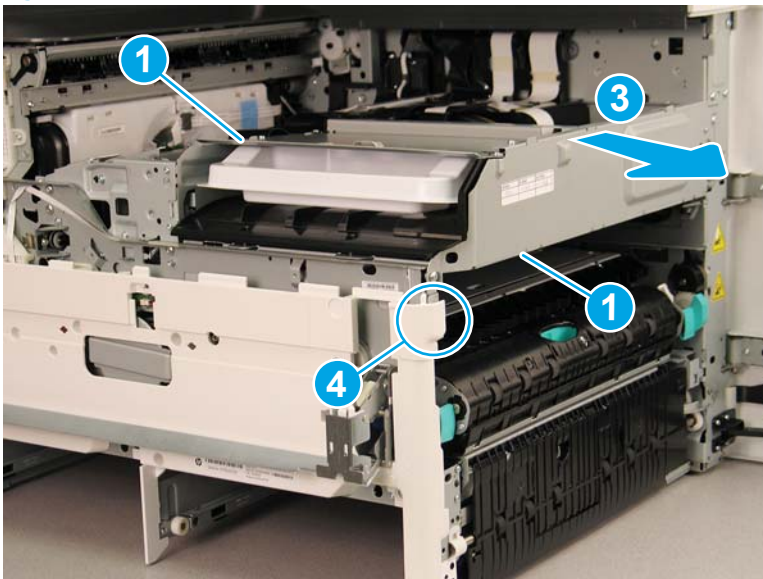
Installing a shipping fluid cap (as shown below) is not necessary to remove the printhead to access other assemblies. Leave the cartridges installed.

 **Reinstallation tip:** Slightly pull up and/or push down on the leading edge of the assembly if interference is felt.

If the printhead assembly is about 10 mm (0.5 in) in and will not slide in any further, the mounting screws at the rear of the printer (PB4 and/or PB5) might be protruding into the printhead cavity. Use a magnetized screwdriver to pull them back out.

Reverse the removal steps to install the assembly.

Figure 1-1675 Remove the printhead assembly



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

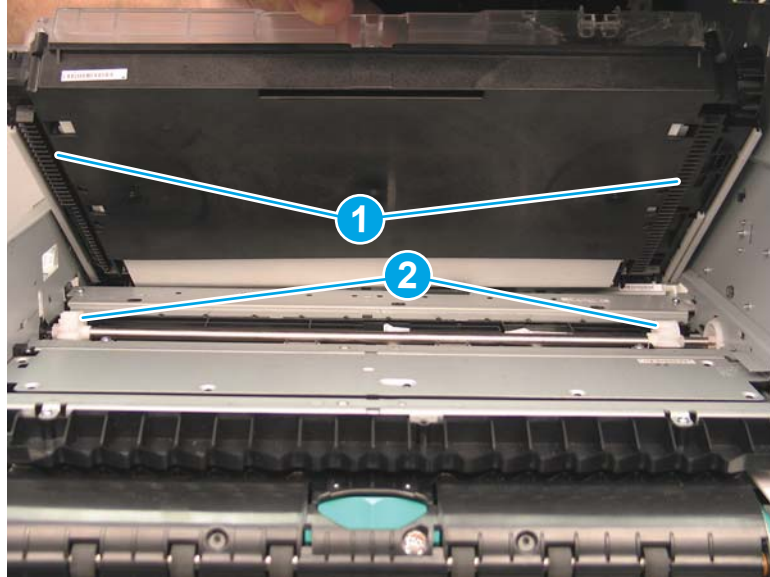
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Replacement printhead and wiper assembly

 **CAUTION:** Before reinstalling the printer covers, follow the steps in this section to make sure that the printhead assembly is correctly installed in the printer—it must be correctly aligned to prevent the wiper from binding during printer operation.

- a. Do the following:
 1. Before proceeding, take note of the engagement racks (callout 1) on the bottom of the printhead wiper and the drive wheels (callout 2) in the printer.

Figure 1-1676 Wiper engagement racks and drive wheels



2. Partially install the printhead assembly into the printer until the first two tabs (front tabs shown) rest on the printer chassis.


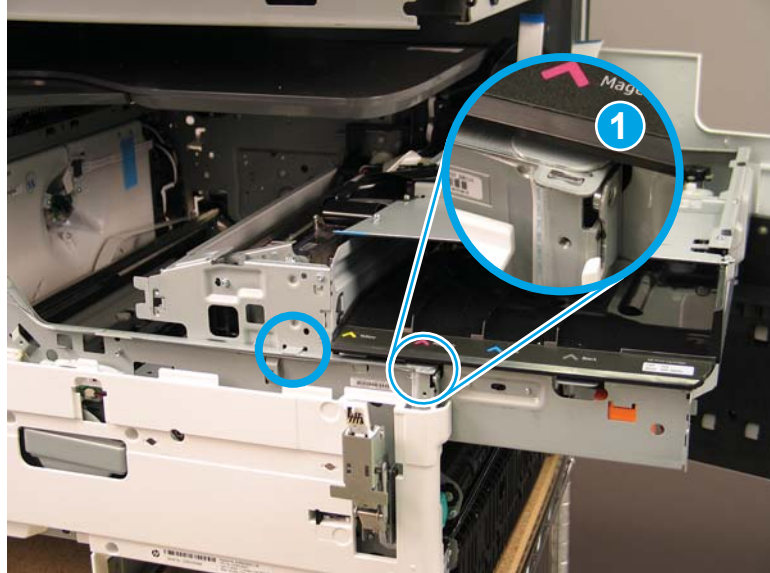
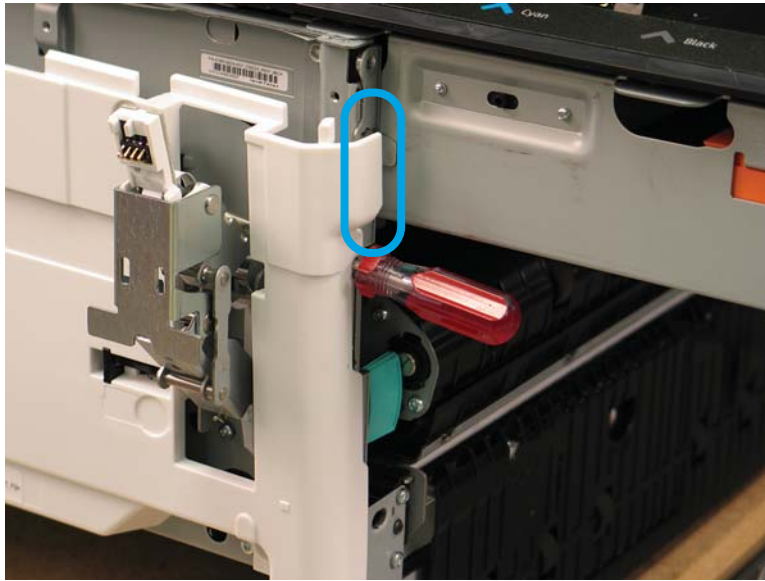
 **IMPORTANT:** When the middle tab (callout 1) is aligned with the printer chassis, the wiper engagement racks are engaged with the drive wheels. See [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1677 Partially install the printhead assembly



3. Use a small flat-blade screwdriver to carefully flex the corner of the lower internal front cover away from the printer chassis—this creates the required clearance for the printhead assembly to fully travel into the printer.

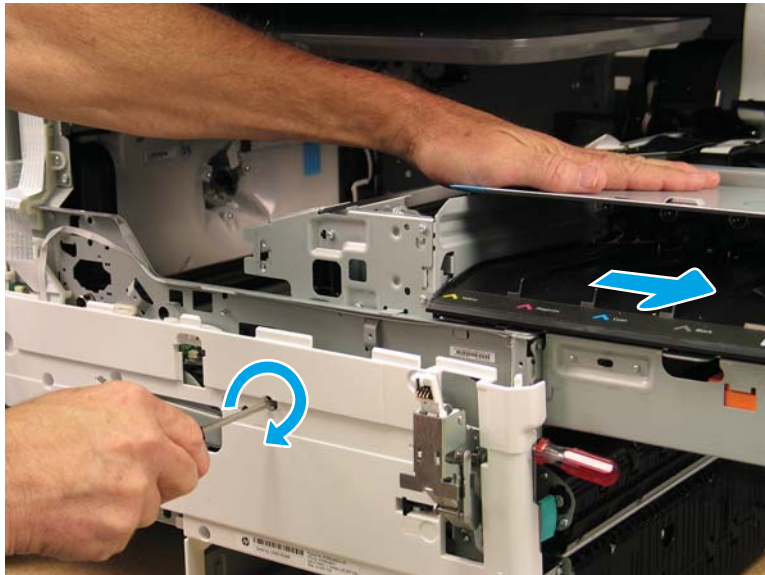
Figure 1-1678 Flex the corner of the lower internal front cover



4. Push down on the top of the printhead assembly, and then turn the manual wiper movement shaft clockwise to *disengage* the wiper engagement rack from the drive wheels.

 **NOTE:** If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1679 Disengage the wiper engagement rack from the drive wheels



- Continue to push down on the top of the printhead assembly, slightly slide it back into the printer, and then turn the manual wiper movement shaft counterclockwise to *engage* the wiper engagement rack from the drive wheels.


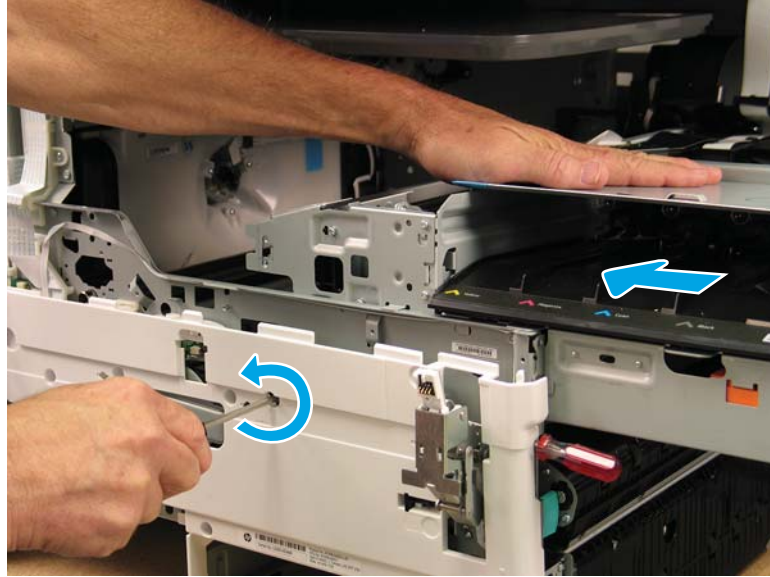
 **NOTE:** This step ensures that the assembly is installed correctly aligned in the chassis.

Figure 1-1680 Engage the wiper engagement rack from the drive wheels



- With constant down pressure on the printhead assembly, continue to turn the manual wiper movement shaft counterclockwise to pull the assembly fully into the chassis.


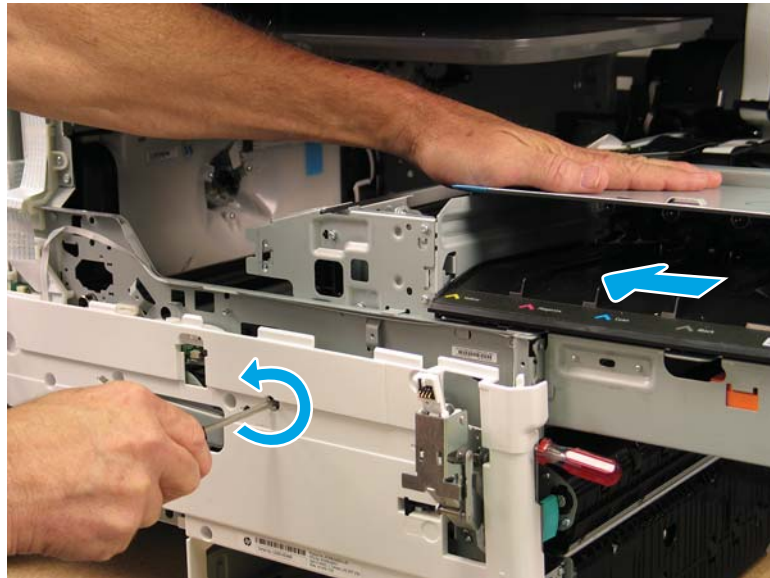
 **IMPORTANT:** Down pressure on the assembly ensures that the engagement racks on the wiper do not ride up and over the drive wheels, which can cause the assembly to become misaligned in the printer.

Figure 1-1681 Fully install the printhead assembly



7. When the assembly is fully seated, install screw PB1 (callout 1), PB2 (callout 2), and then PB3 (callout 3) to keep the assembly from moving


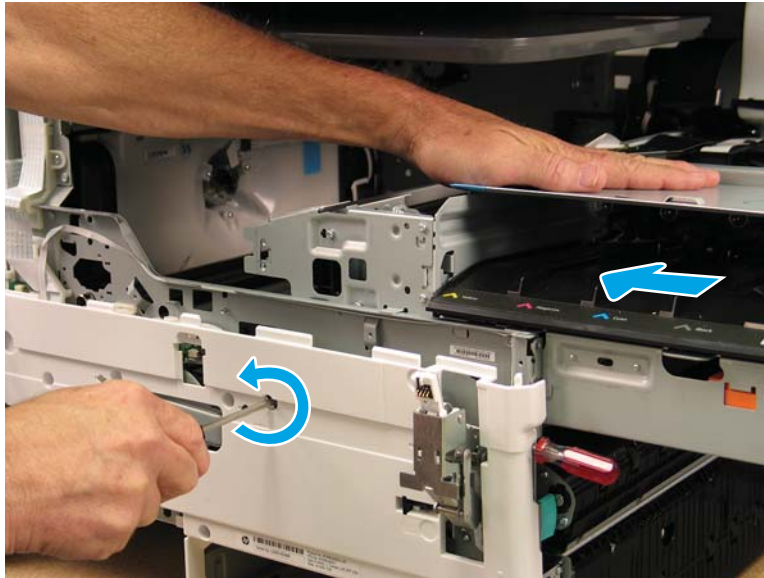

 **NOTE:** Remove the flat-blade screwdriver, and continue the reinstall steps.

Figure 1-1682 Install screws PB1/2/3



- b. After all printhead assembly screws are installed (*in the correct order*), remove the wiper shipping restraints, and then do the following:

 **NOTE:** Use a #20 TORX driver to turn the manual wiper movement shaft.

- Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft clockwise (callout 3) to move the wiper away from the printhead (towards the right door).


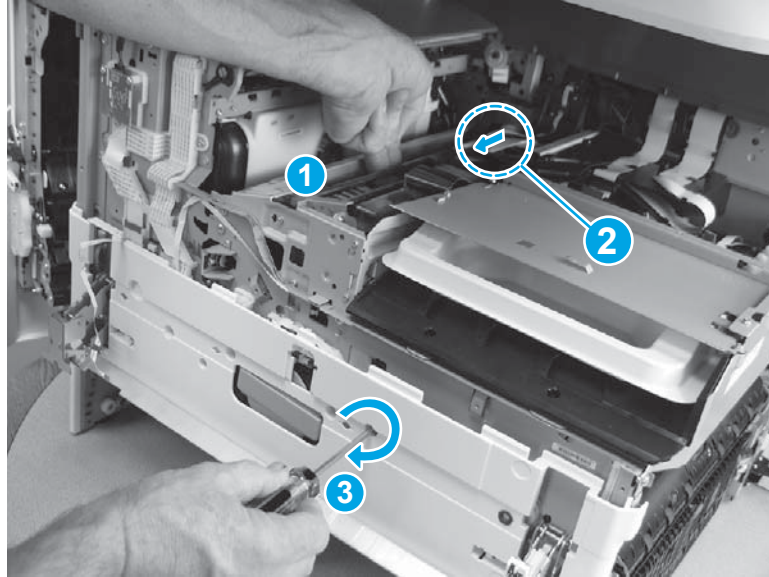
 **CAUTION:** Do not move the wiper so far away from the printhead that the engagement racks disengage from the drive wheels. If necessary, see [Figure 1-1336 Wiper engagement racks and drive wheels on page 860](#).

Figure 1-1683 Move the wiper away from the printhead

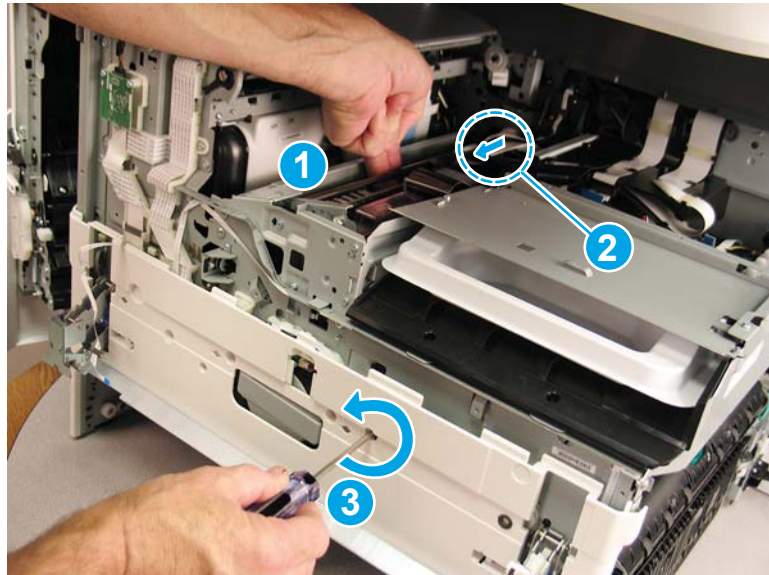


- Continue to support the printhead bar (callout 1), verify that the spring loaded gear is disengaged (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper to its home position under the printhead.

 **NOTE:** The wiper should move with little force required to turn the manual shaft.

If excessive force is required to move the wiper, the printhead is not correctly aligned in the printer chassis.

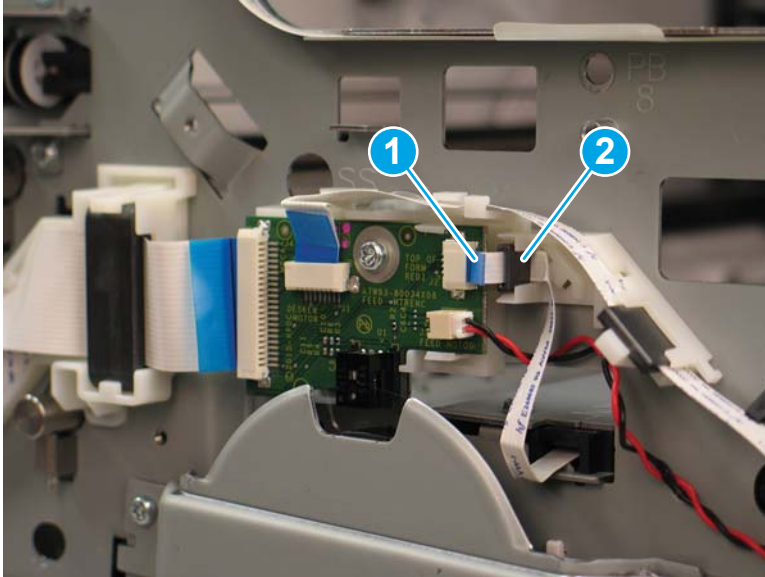
Figure 1-1684 Move the wiper to its home position



Step 8: Remove the upper paper guide assembly / top-of-form REDI sensor

1. Disconnect one flat-flexible cable (FFC) (callout 1), and then release the ferrite (callout 2) from the holder.

Figure 1-1685 Disconnect one FFC and release the ferrite



2. Remove five screws (callout 1/2).


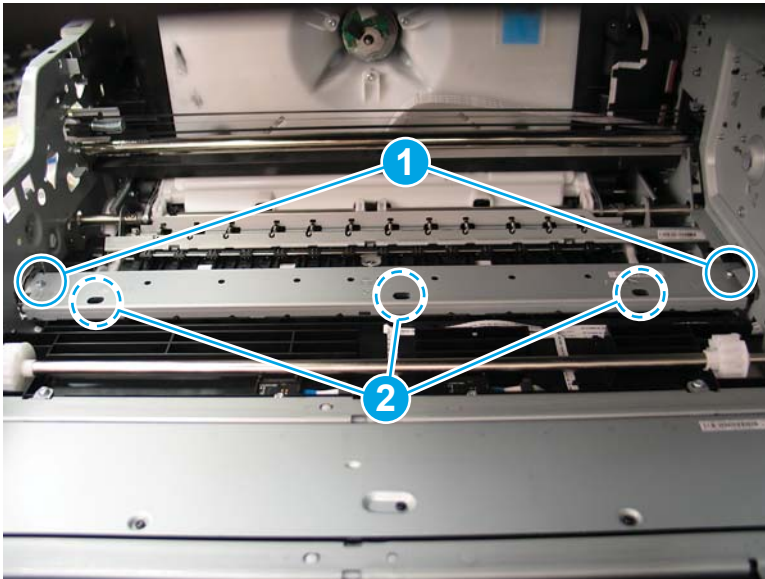
 **NOTE:** Two sheet-metal screws (callout 1) and three self-tapping screws (callout 2).

Figure 1-1686 Remove five screws



3. Slightly lift up the upper paper guide assembly (callout 1), slide the assembly towards the rear of the printer (callout 2), and then rotate the front end of the assembly to the left (callout 3) to release it.


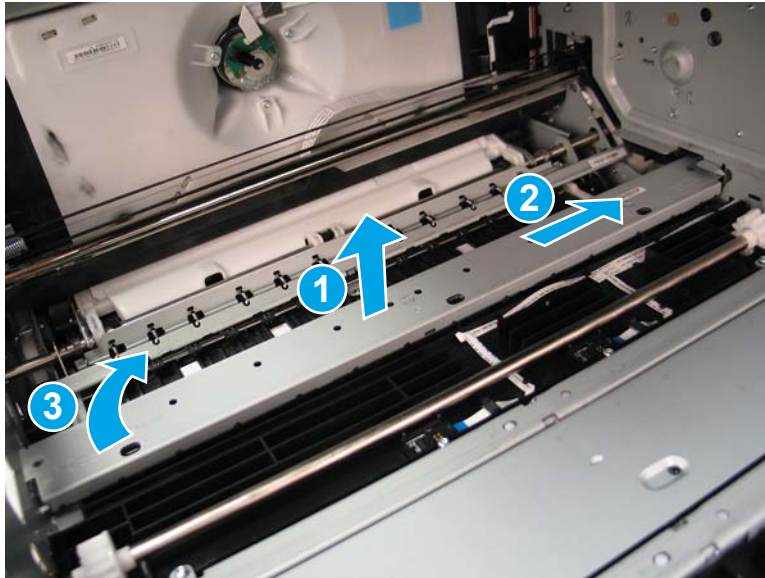
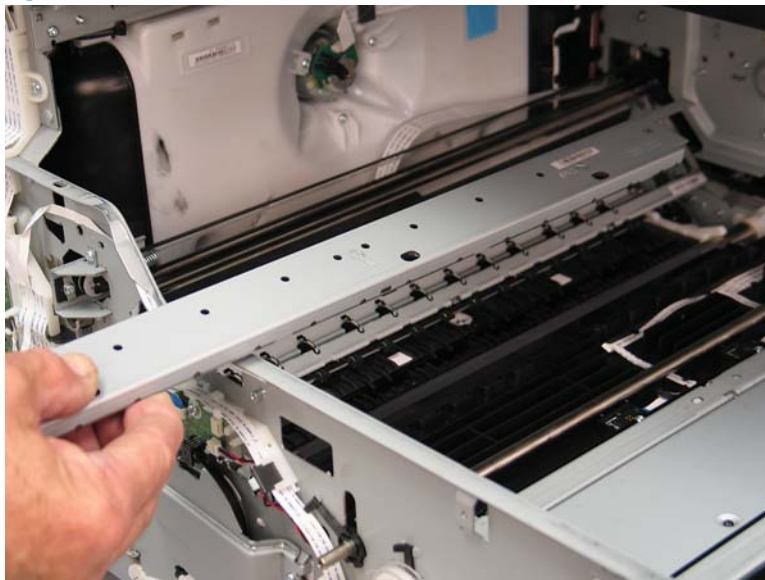
 **NOTE:** As the assembly is removed/installed, pass the FFC through the opening in the chassis,

Figure 1-1687 Release the upper paper guide assembly



4. Remove the upper paper guide assembly.

Figure 1-1688 Remove the upper paper guide assembly



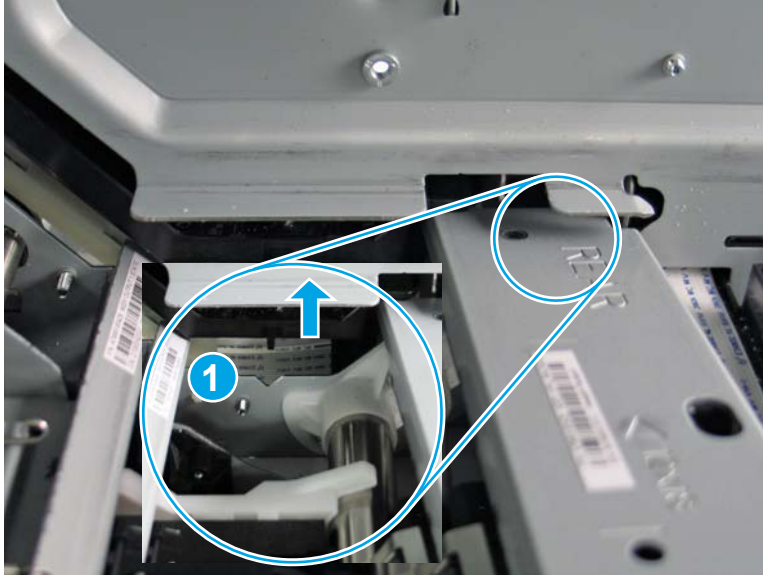
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Upper paper guide assembly (1 of 2)

- ▲ Slightly lift up on the through beam optical detect (TBODD) carriage (callout 1), and then insert the end of the upper paper guide marked "REAR" through the hole in the chassis.

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

Figure 1-1689 Lift up on the TBODD carriage



Special installation instructions: Upper paper guide assembly (2 of 2)


- a. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
- b. Touch the [Service](#) button to display the [Sign In](#) screen.
- c. Make sure that [Service Access Code](#) displays in the [Access Type](#) area. Touch the [Enter Access Code](#) item to display the on-screen keypad.
- d. Type in the following service access personal identification number (PIN) for the printer:
 - 05075017
- e. Touch the [Done](#) button located at the bottom of the keypad screen (just to the right of the number keys) to close the keypad screen.

 **NOTE:** The printer must restart to enter the Service menu. This can take up to 2 minutes.

- f. Open the following menus:
 - [Subsystems](#)
 - [Paper Path](#)
 - [Calibrations](#)
- g. Touch [Calibrate the paper Path Sensors](#) to calibrate the sensor.



Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Trays

- [Removal and replacement: Tray 2 \(A3\), tandem Tray 2/3 \(A4\), and all optional 1X550-sheet input feeders](#)



NOTE: The high capacity input (HCI) 4000-sheet feeder trays are customer self-repair (CSR) assemblies. Removal and replacement procedures for the HCI trays are in the CSR section of the printer repair manual.


Removal and replacement: Tray 2 (A3), tandem Tray 2/3 (A4), and all optional 1X550-sheet input feeders

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

Introduction

This document provides the procedures to remove and replace Tray 2 (A3), tandem Tray 2/3 (A4), and all optional 1X550-sheet input feeders.


[Click here to visit the HP video library.](#)

 **CAUTION:** Do not extend more than one tray at a time.

Do not use a paper trays as a step.


Keep hands out of paper trays when closing.

All trays must be closed when moving the printer.

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 (A3), tandem Tray 2/3 (A4), and all optional 1X550-sheet input feeders part numbers	
A7X02-67006	Tray 2 (A3) and optional 1X550-sheet input feeders trays
A7W93-67067	Tray 2 (A4)
A7W93-67068	Tray 3 (A4)

Required tools

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

After performing service


Turn the printer power on

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

Post service test

Send a print job to the printer and use the replaced tray as the paper source.

Step 1: Remove the tray

 **NOTE:** The tandem Tray 2/3 (A4) printer configuration is shown in this procedure. However, the procedure is correct for a single Tray 2 (A3) printer configuration and for all optional 1X550-sheet input feeders.

- ▲ Pull the tray out of the printer until it stops, slightly lift the front of the tray up, and then pull it out of the printer to remove it.

Figure 1-1690 Remove the tray or trays





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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

2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Input accessories

- [Removal and replacement: 1x550-sheet and 3x550-sheet feeders](#)
- [Removal and replacement: High capacity input \(HCI\) 4000-sheet feeder](#)

Removal and replacement: 1x550-sheet and 3x550-sheet feeders

 **NOTE:** Unless otherwise noted, all of the procedures are correct for both 1x550-sheet feeders and the 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for all sheet feeders.

Always thoroughly read the instructions that accompany each figure.


- [Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover](#)
- [Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder inner front cover](#)
- [Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder right door](#)
- [Removal and replacement: 1x550-sheet feeder with storage cabinet right inner cover](#)
- [Removal and replacement: 1x550-sheet and 3x550-sheet feeder printed circuit assemblies](#)
- [Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder latch assemblies](#)
- [Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder tray pick clutch\(es\)](#)
- [Removal and replacement: 1x550- and 3x550-sheet feeder width detect sensors](#)
- [Removal and replacement: 1x550- and 3x550-sheet feeder lift assembly](#)
- [Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder pickup roller arm\(s\)](#)
- [Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder separation assemblies](#)

Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover

Introduction


This document provides the procedures to remove and replace the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover.

[Click here to view a video of this procedure.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover part numbers

A7W95-67001

1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover

NOTE: The 1x550-sheet feeder with storage cabinet, 3x550-sheet feeder, and HCL all use the same rear cover.

Required tools

- Small flat-blade screw driver

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

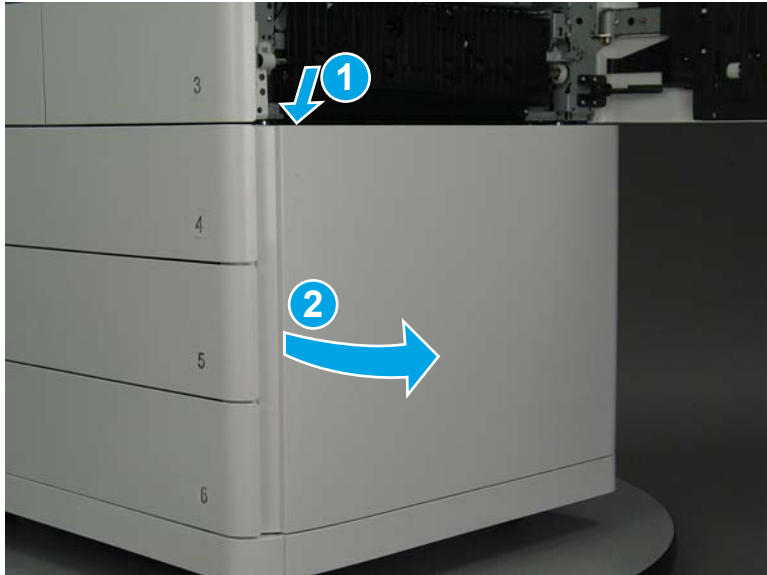
1. Open the printer right door.

Figure 1-1691 Open the printer right door



2. Push the sheet feeder right door release button (callout 1), and then open the sheet feeder right door (callout 2).

Figure 1-1692 Open the sheet feeder right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

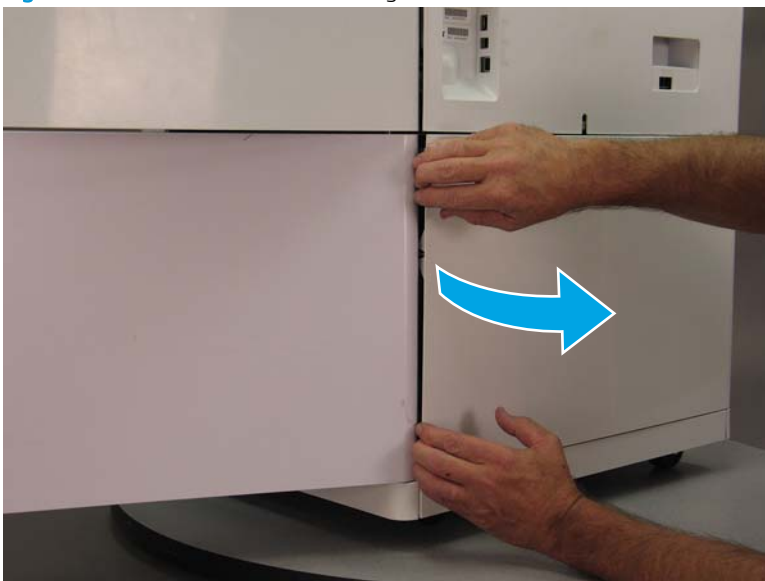
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1693 Release the rear cover



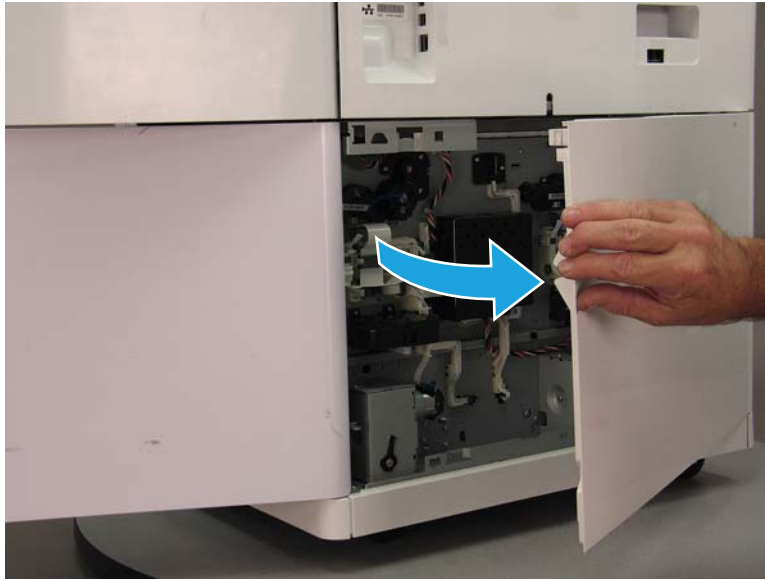
4. Rotate the front edge of the cover away from the accessory to release it.

Figure 1-1694 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the accessory.

Figure 1-1695 Rotate the front edge of the cover away from the accessory



6. Remove the accessory rear cover.


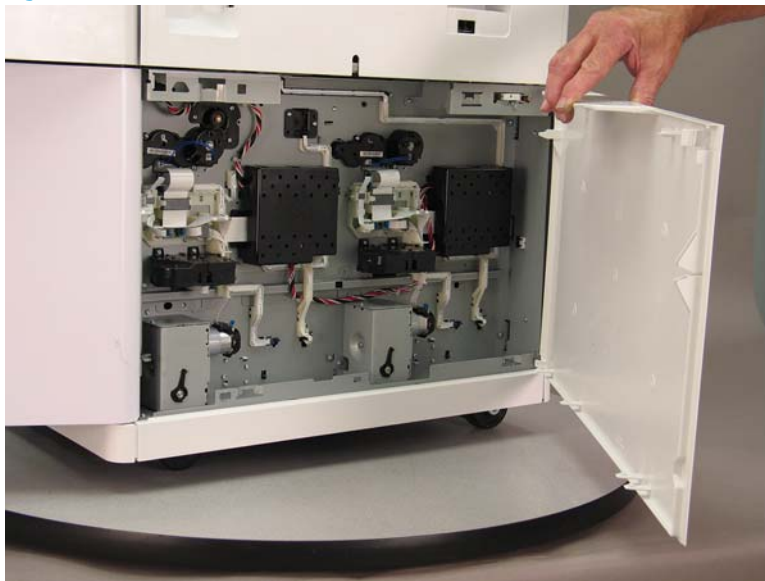

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1696 Remove the cover





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder inner front cover

Introduction


This document provides the procedures to remove and replace the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder inner front cover.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550-sheet feeder with storage cabinet and 3x550-sheet feeder inner front cover part numbers

A7W95-67003	1x550-sheet feeder with storage cabinet and 3x550-sheet feeder inner front cover
A7W95-67004	3x550-sheet feeder front spanner

Required tools

- #10 TORX driver with a magnetized tip

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

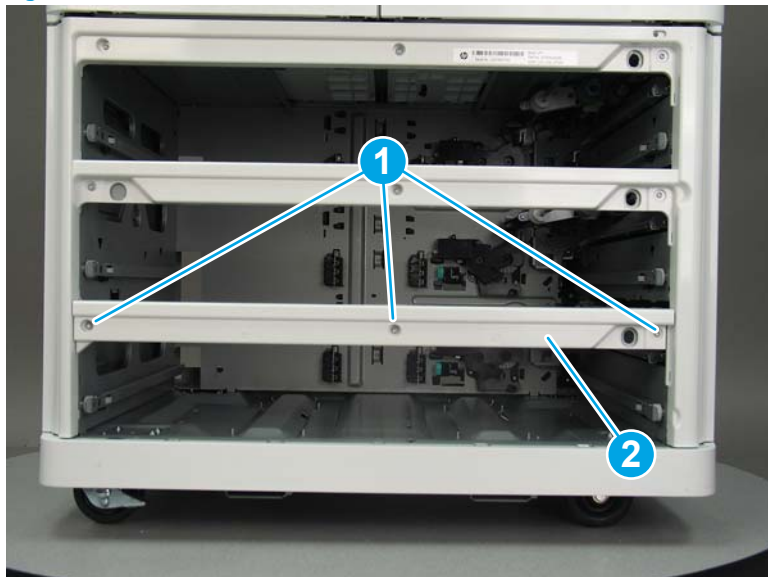
Step 1: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

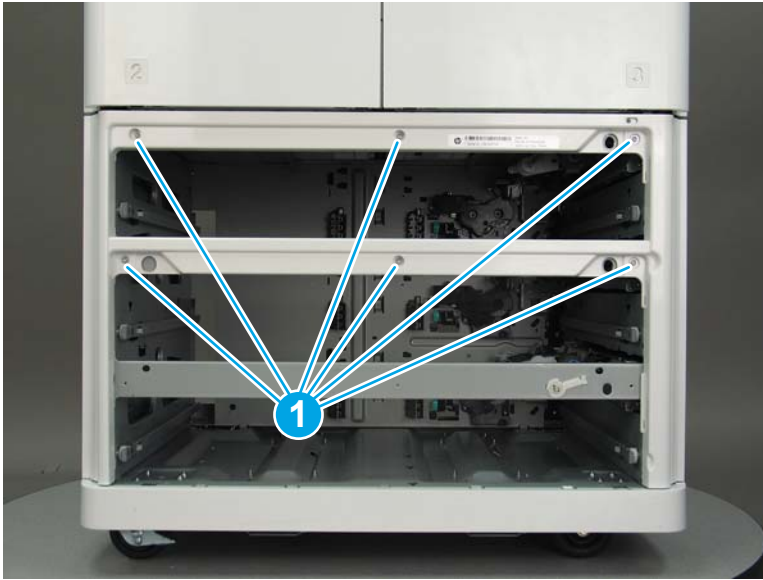
1. **3x550-sheet feeder only:** Remove the trays, remove one screw (callout 1), and then remove the lower inner front cover (callout 2).

Figure 1-1697 Remove the lower inner front cover



2. Remove the trays and or storage bin, and then remove six screws (callout 1).

Figure 1-1698 Remove six screws



3. Rotate the top of the inner front cover away from the sheet feeder to remove it.

Figure 1-1699 Remove the inner front cover





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder right door

Introduction


This document provides the procedures to remove and replace the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder right door.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550-sheet feeder with storage cabinet and 3x550-sheet feeder right door part numbers

A7W95-67021	1x550-sheet feeder with storage cabinet right door
A7W95-67016	3x550-sheet feeder right door

Required tools

- #10 TORX driver with a magnetized tip

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

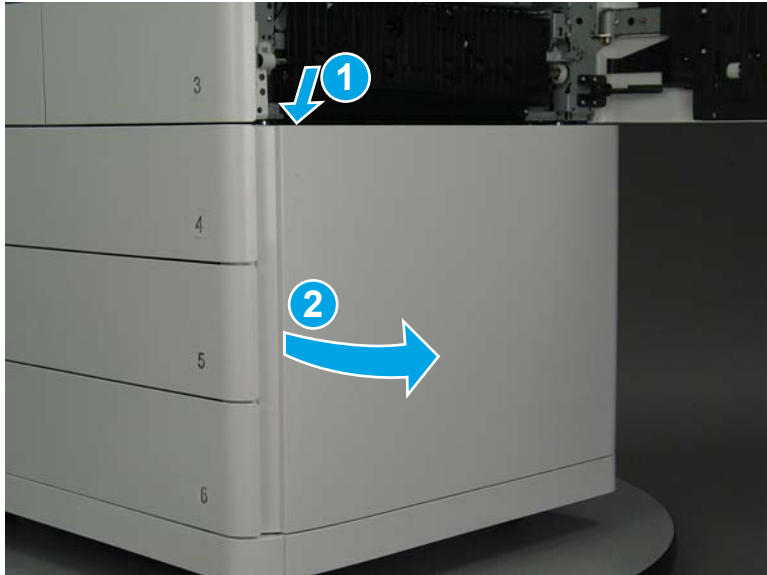
1. Open the printer right door.

Figure 1-1700 Open the printer right door



2. Push the sheet feeder right door release button (callout 1), and then open the sheet feeder right door (callout 2).

Figure 1-1701 Open the sheet feeder right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

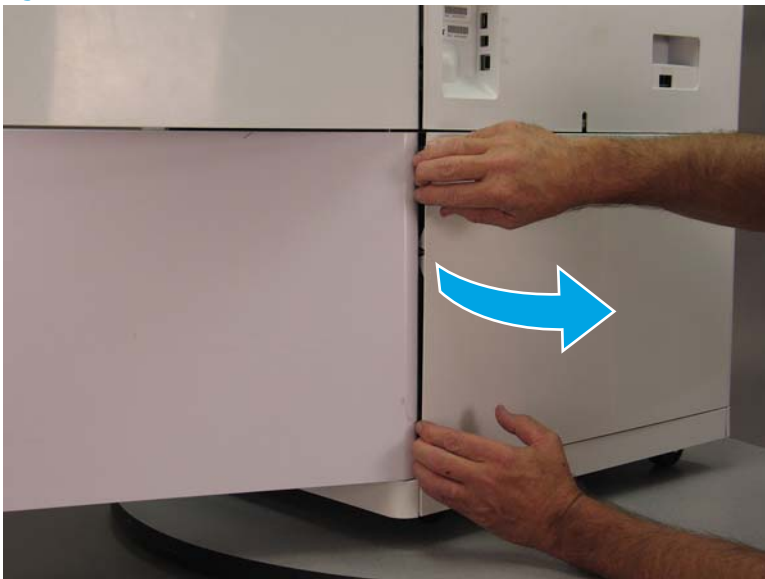
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1702 Release the rear cover



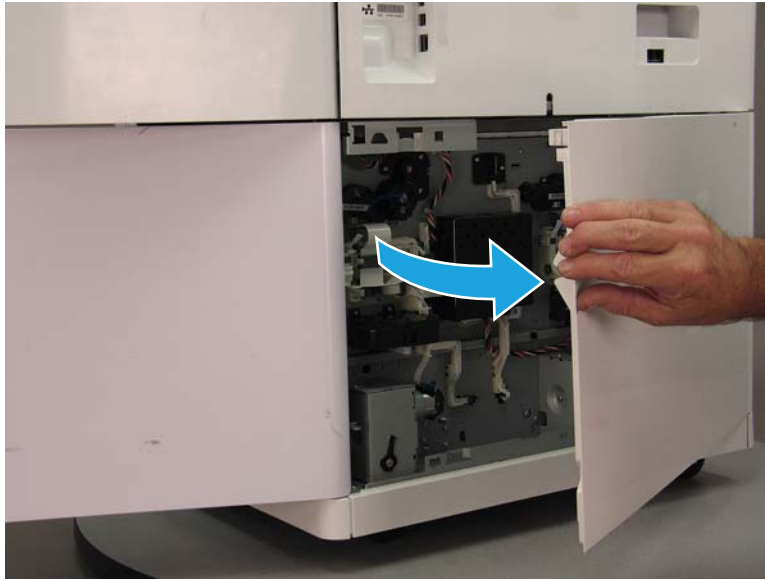
4. Rotate the front edge of the cover away from the accessory to release it.

Figure 1-1703 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the accessory.

Figure 1-1704 Rotate the front edge of the cover away from the accessory



6. Remove the accessory rear cover.


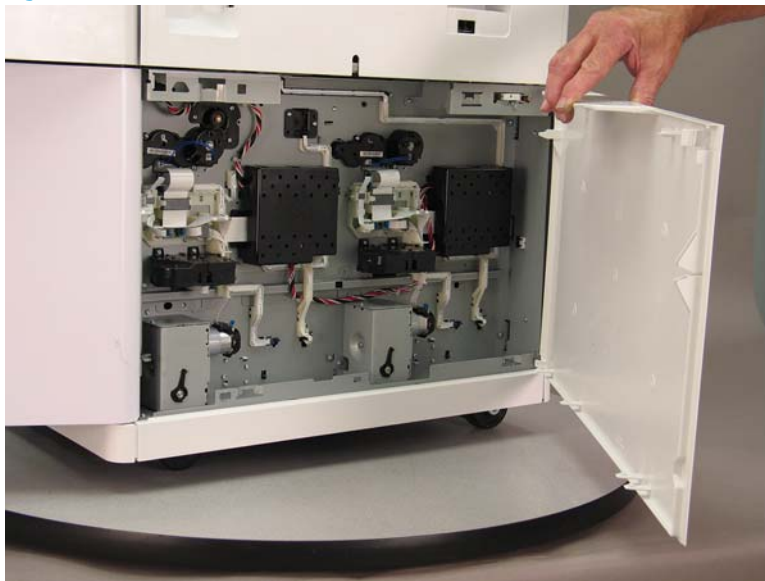

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1705 Remove the cover



Step 2: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder right door

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

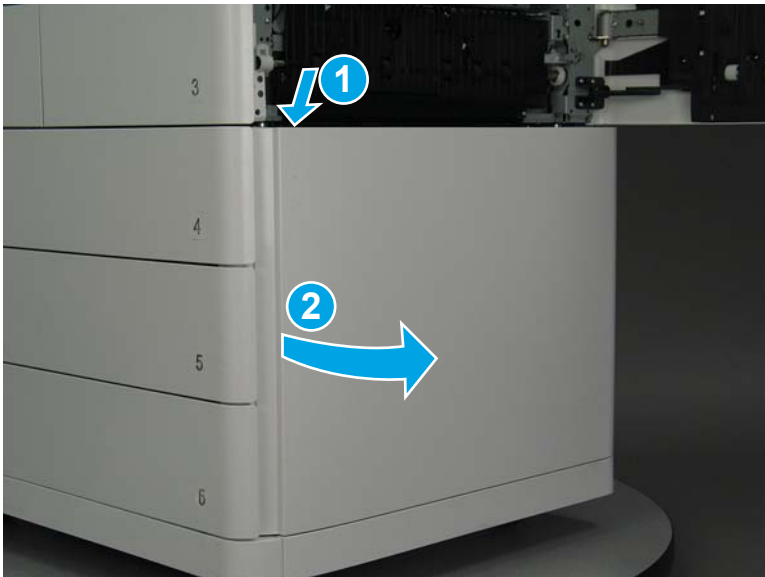
1. Open the printer right door.

Figure 1-1706 Open the printer right door



2. Push the sheet feeder right door release button (callout 1), and then open the sheet feeder right door (callout 2).

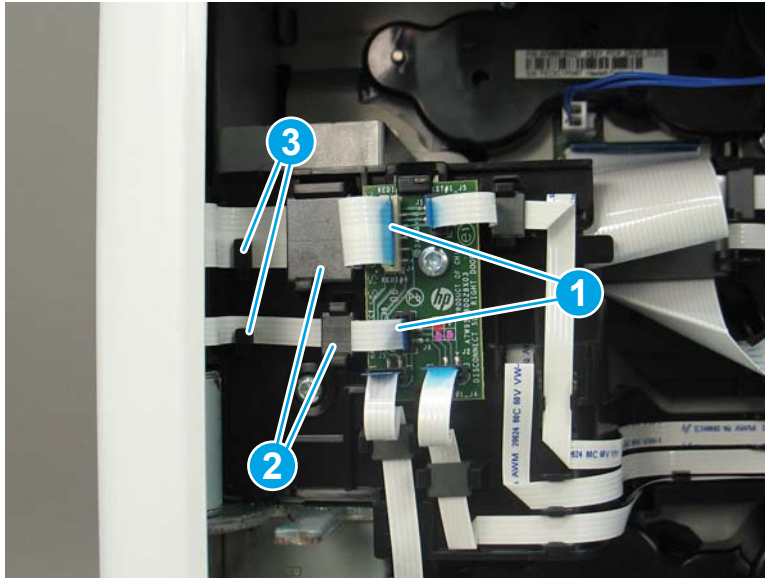
Figure 1-1707 Open the sheet feeder right door



3. Disconnect two flat-flexible cables (FFCs) (callout 1), release each ferrite (callout 2) from the holders, and then release the FFCs from the retainers (callout 3).

 **NOTE:** The 1x550-sheet feeder only has the small FFC.

Figure 1-1708 Disconnect two FFCs and release each ferrite



4. Remove four screws (callout 1), and then remove the right door strap.


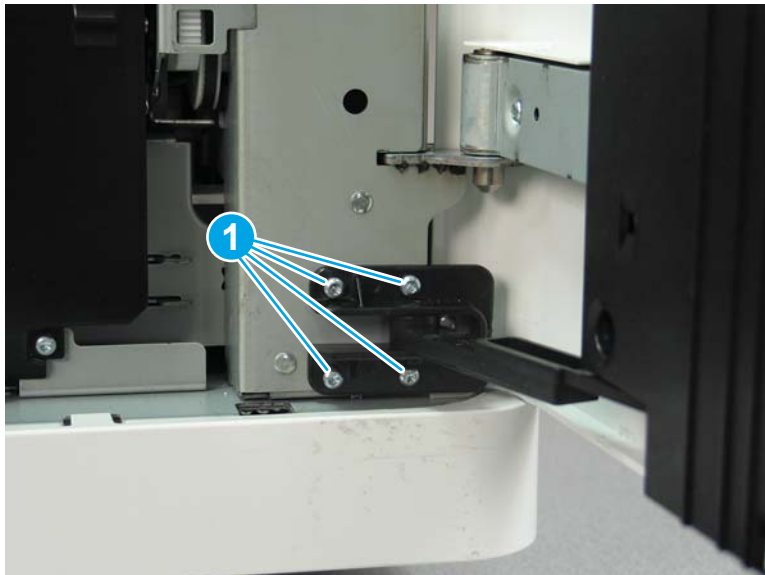
 **Reinstallation tip:** If a replacement right door is installed, transfer the retention strap from the discarded door to the replacement assembly.

Figure 1-1709 Remove four screws



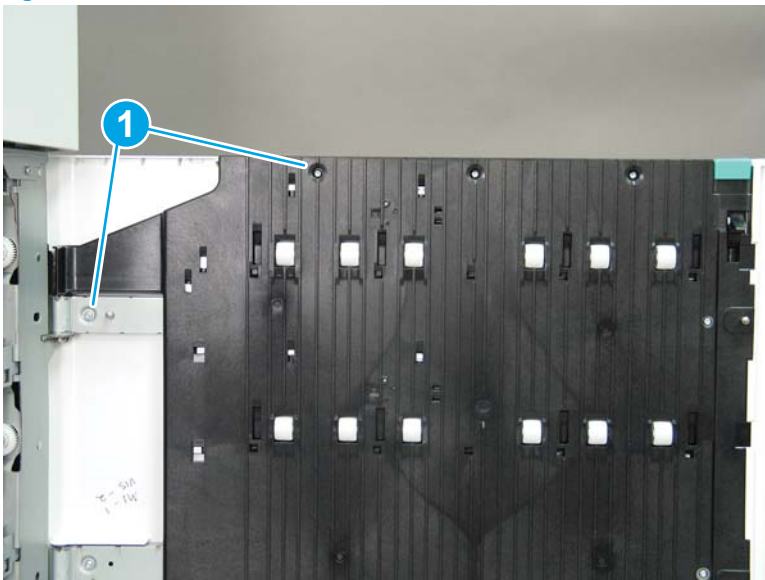
5. Close the printer right door.

Figure 1-1710 Close the printer right door



6. Remove two screws (callout 1).

Figure 1-1711 Remove two screws



7. Slightly flex the top inner corner of the right door cover away from the door.

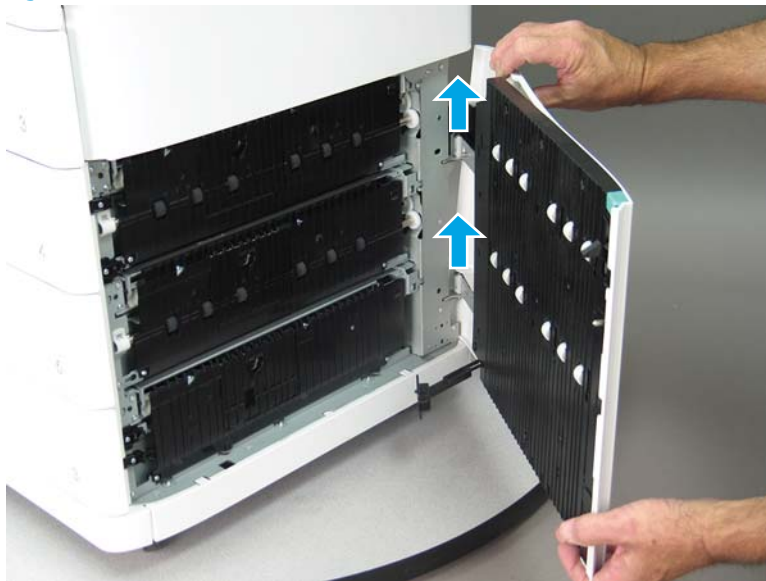
Figure 1-1712 Flex the top inner corner right door



8. Lift the door straight up to remove it.

⚠ CAUTION: Do not damage the FFC(s) when removing the door.

Figure 1-1713 Remove the sheet feeder right door





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 1x550-sheet feeder with storage cabinet right inner cover

Introduction


This document provides the procedures to remove and replace the 1x550-sheet feeder right inner cover.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550-sheet feeder with storage cabinet right inner cover part number

A7W95-67011

1x550-sheet feeder with storage cabinet right inner cover

Required tools

- #10 TORX driver with a magnetized tip

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the 1x550-sheet feeder with storage cabinet right inner cover

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

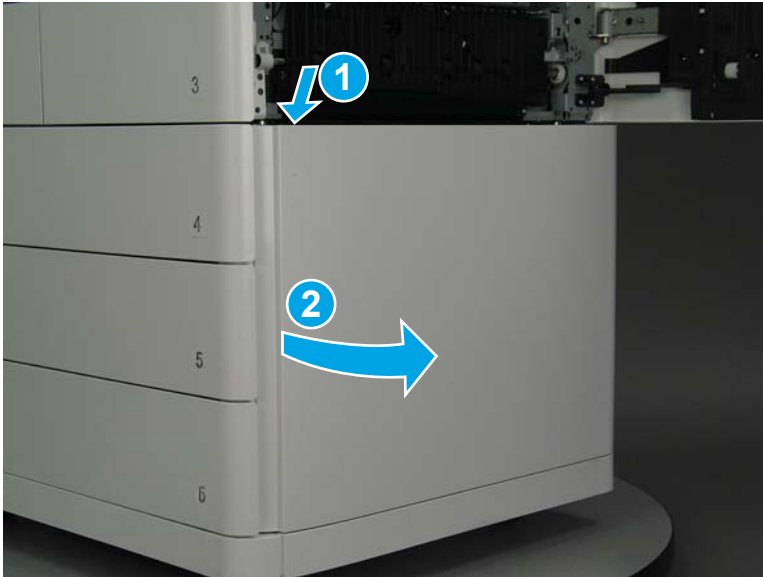
1. Open the printer right door.

Figure 1-1714 Open the printer right door



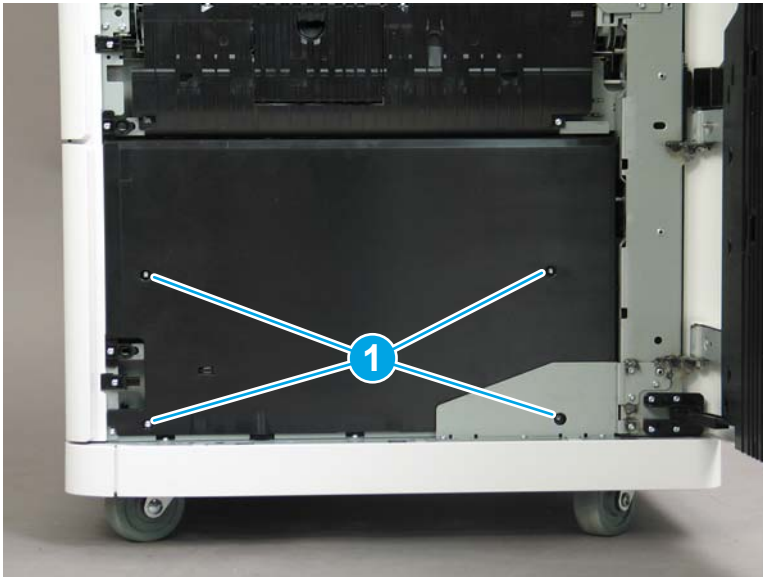
2. Push the sheet feeder right door release button (callout 1), and then open the sheet feeder right door (callout 2).

Figure 1-1715 Open the sheet feeder right door



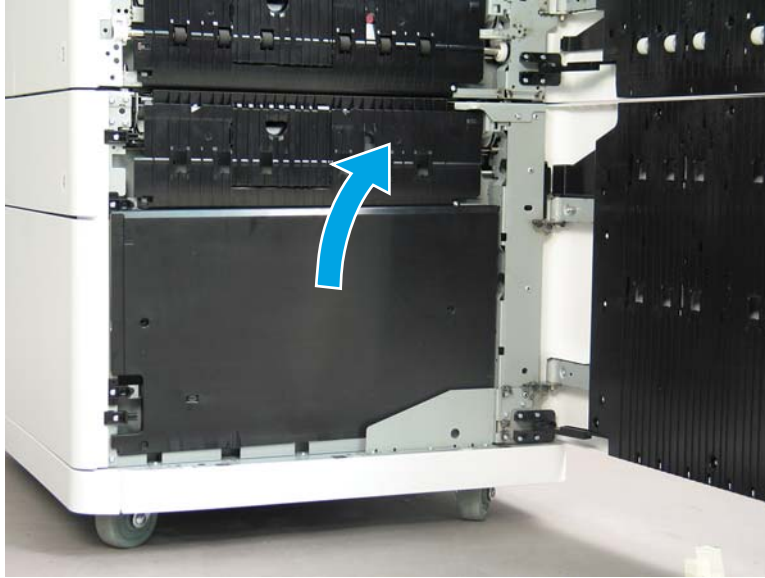
3. Remove four screws (callout 1).

Figure 1-1716 Remove four screws




4. Lift the right inner cover up to remove it.

Figure 1-1717 Remove the cover





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 1x550-sheet and 3x550-sheet feeder printed circuit assemblies

Introduction


This document provides the procedures to remove and replace the 1x550- and 3x550-sheet feeder printed circuit assemblies (PCA).

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550-sheet feeder with storage cabinet and 3x550-sheet feeder printed circuit assembly (PCA) part numbers

A7X02-67005

1x550-sheet feeder with storage cabinet and 3x550-sheet feeder printed circuit assembly (PCA)

Required tools

- #10 TORX driver with a magnetized tip

After performing service


Turn the printer power on

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

Post service test

Send a print job to the printer, and use the appropriate sheet feeder as the source tray.

Step 1: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

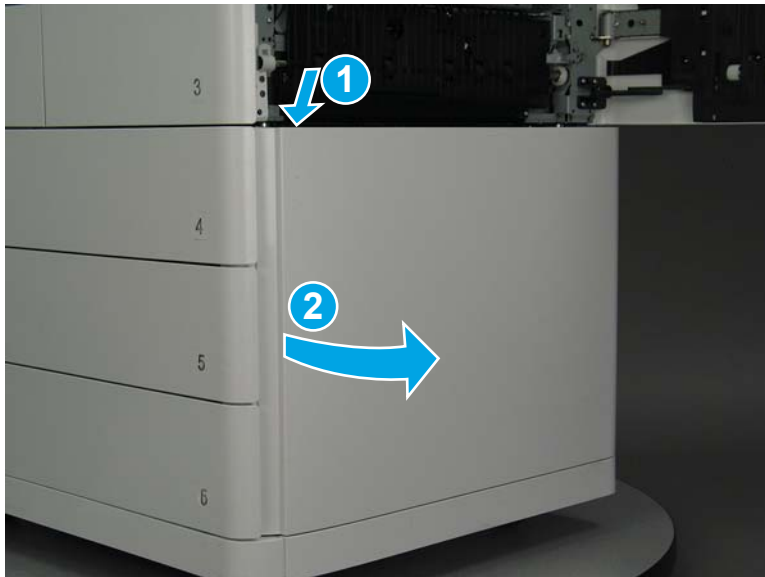
1. Open the printer right door.

Figure 1-1718 Open the printer right door



2. Push the sheet feeder right door release button (callout 1), and then open the sheet feeder right door (callout 2).

Figure 1-1719 Open the sheet feeder right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.


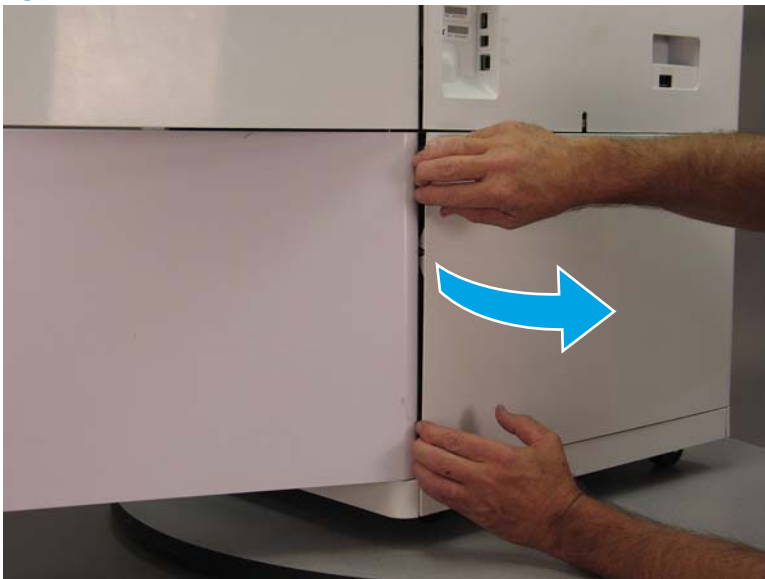
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1720 Release the rear cover



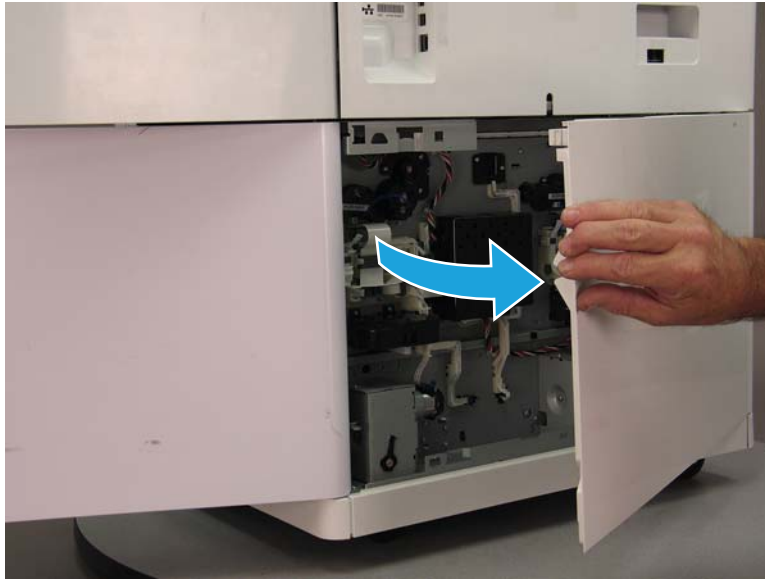
4. Rotate the front edge of the cover away from the accessory to release it.

Figure 1-1721 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the accessory.

Figure 1-1722 Rotate the front edge of the cover away from the accessory



6. Remove the accessory rear cover.


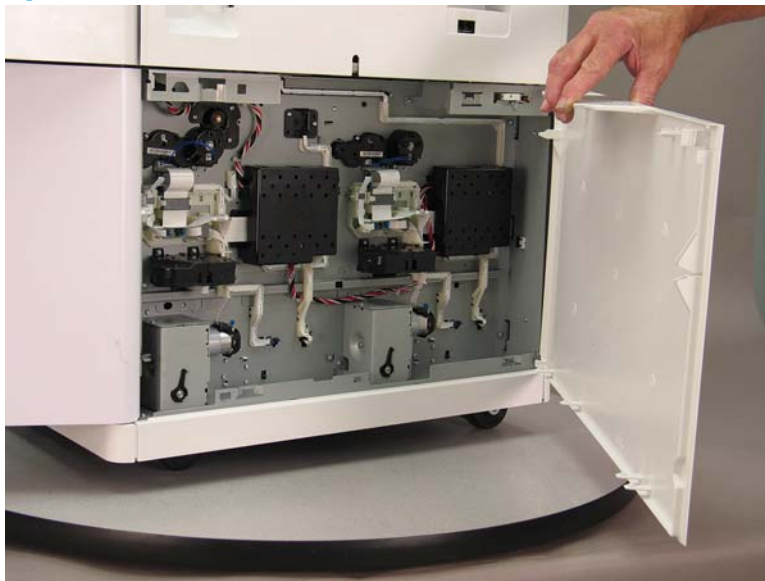

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1723 Remove the cover



Step 2: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder printed circuit assembly (PCA)

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

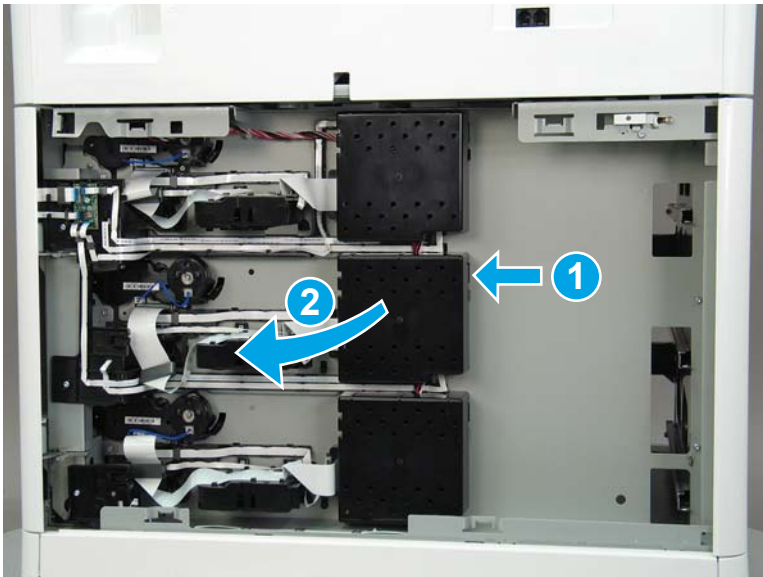
1. Locate the sheet feeder PCA(s).

Figure 1-1724 Locate the sheet feeder PCA(s)



2. Release one tab (callout 1), rotate the right edge of the cover away from the chassis, and then remove the cover.

Figure 1-1725 Release one tab and remove the cover



3. Disconnect four flat-flexible cables (FFCs) (callout 1), disconnect two connectors (callout 2), and then remove two screws (callout 3) to remove the sheet feeder PCA.


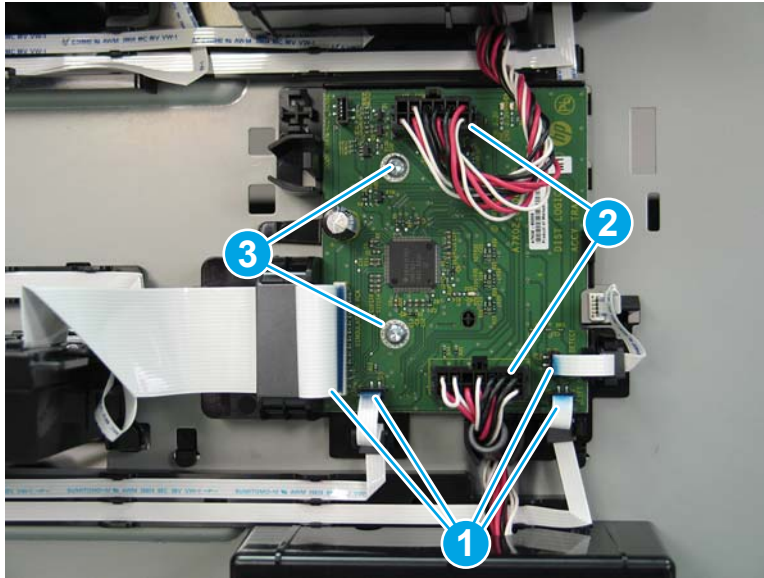

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1726 Remove the sheet PCA





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder latch assemblies

Introduction


This document provides the procedures to remove and replace the 1x550- and 3x550-sheet feeder latch assemblies.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550- and 3x550-sheet feeder latch assembly part numbers

A7W93-67034

1x550-sheet and 3x550-sheet feeders latch assembly

Required tools

- #10 TORX driver with a magnetized tip

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

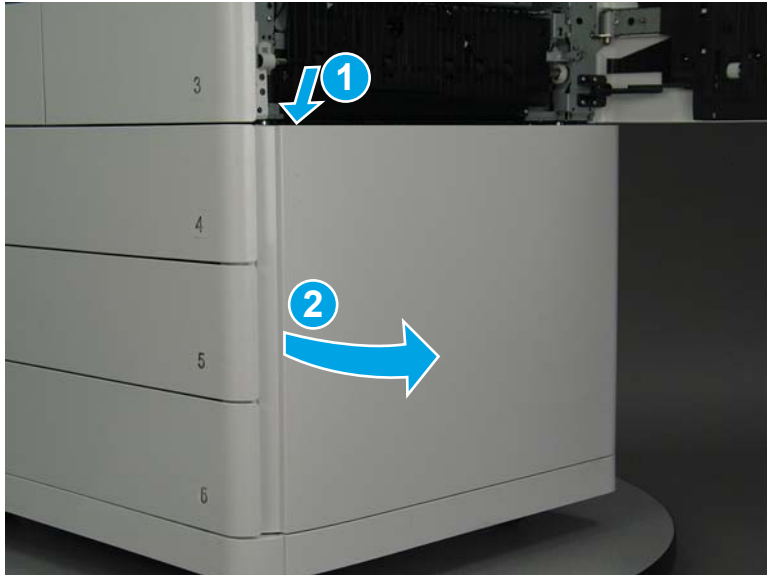
1. Open the printer right door.

Figure 1-1727 Open the printer right door



2. Push the sheet feeder right door release button (callout 1), and then open the sheet feeder right door (callout 2).

Figure 1-1728 Open the sheet feeder right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

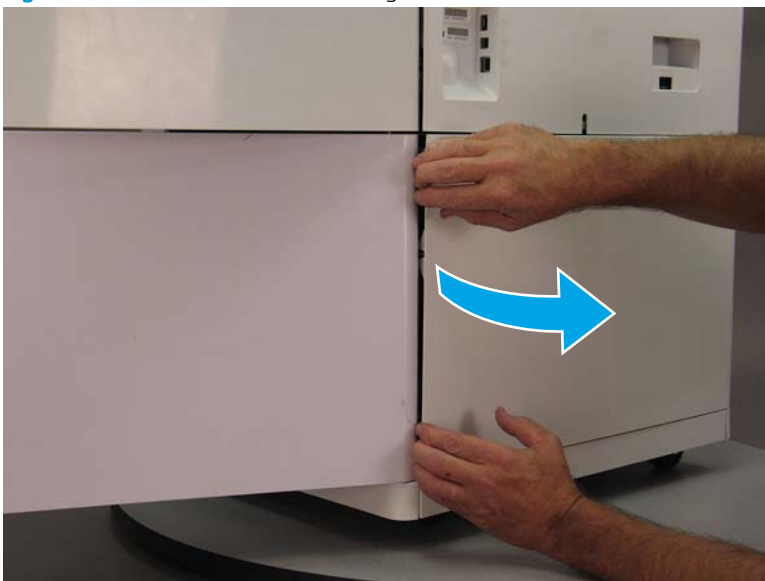
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1729 Release the rear cover



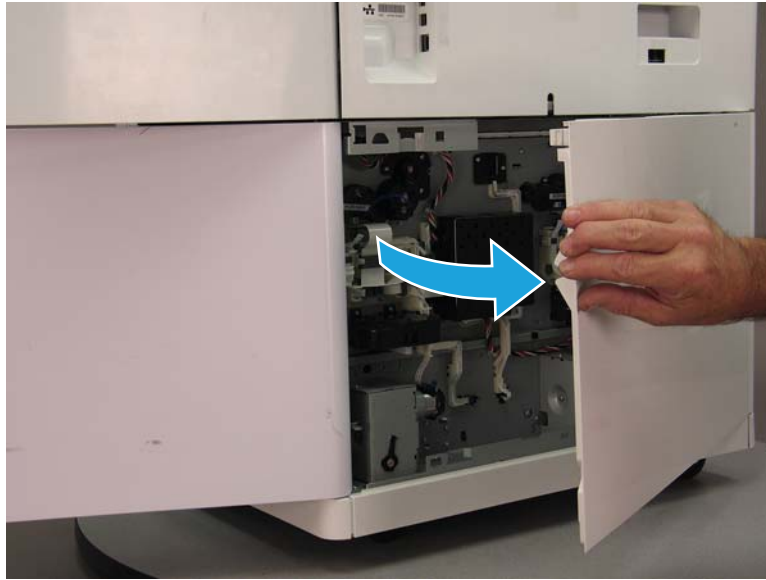
4. Rotate the front edge of the cover away from the accessory to release it.

Figure 1-1730 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the accessory.

Figure 1-1731 Rotate the front edge of the cover away from the accessory



6. Remove the accessory rear cover.


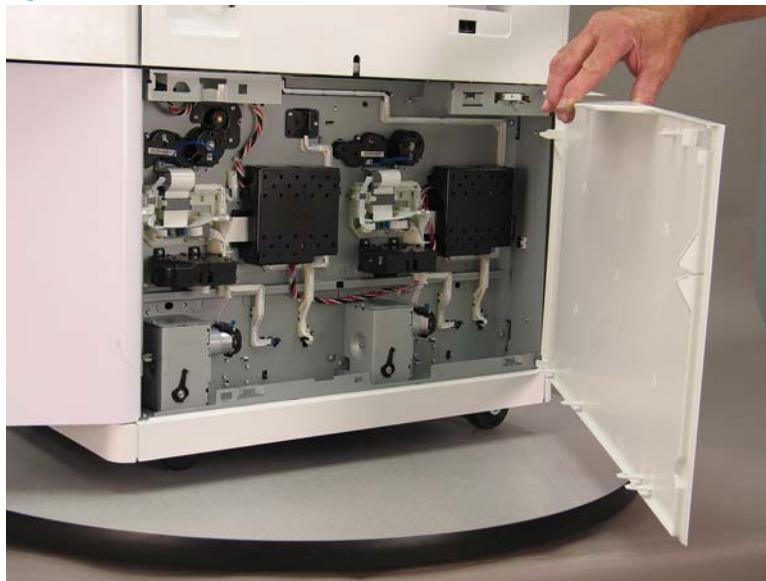

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1732 Remove the cover



Step 2: Remove the 1x550- and 3x550-sheet feeder latch assembly

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

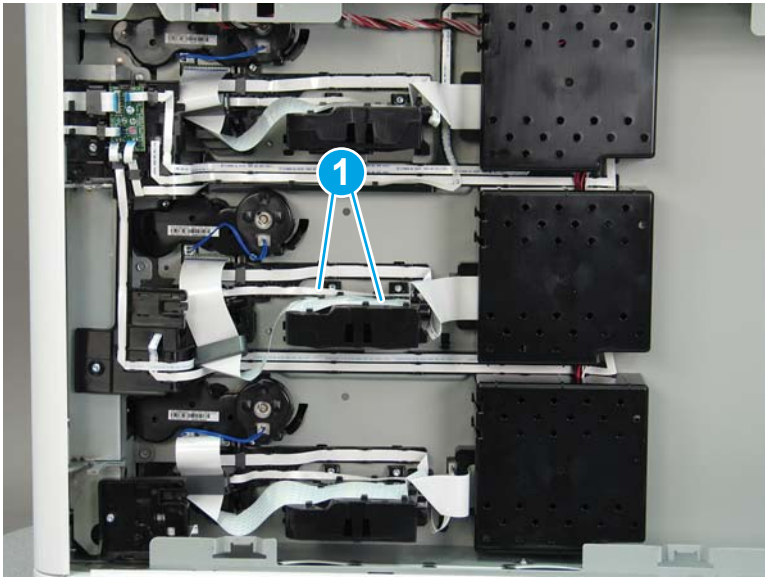
1. Locate the sheet feeder latch(es).

Figure 1-1733 Locate the sheet feeder latch(es)



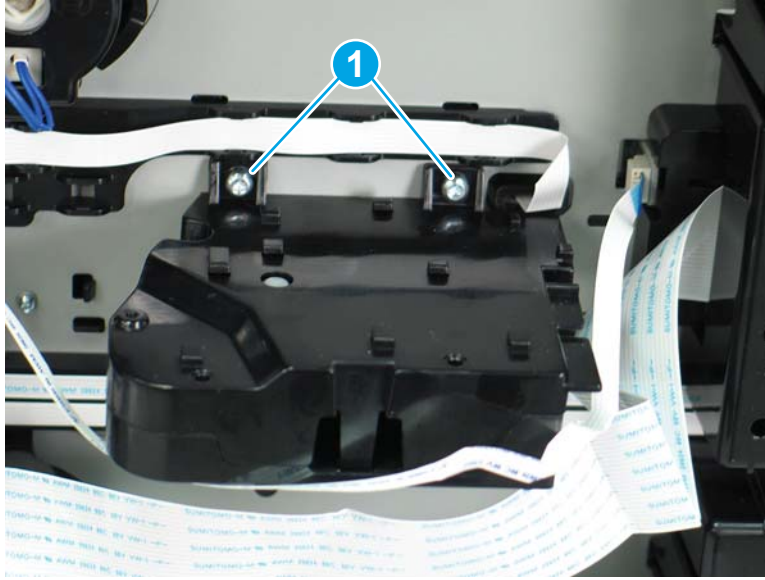
2. Release two flat-flexible cables (FFCs) from the top of the latch assembly (callout 1).

Figure 1-1734 Release two FFCs



3. Remove two screws (callout 1).

Figure 1-1735 Remove two screws



4. Slightly rotate the front edge of the latch up to release it, and then remove the HCI latch.

Figure 1-1736 Remove the HCI latch



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

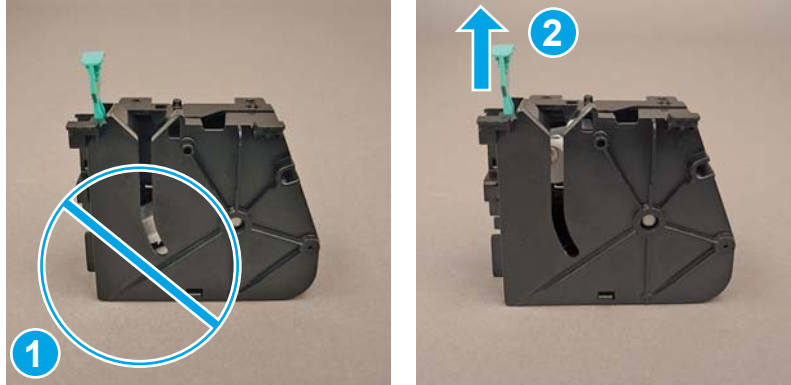
Special installation instructions: Tray 2 latch assembly (A4 tandem Trays 2/3 only)

- ▲ Before installing the assembly, make sure that it is not in the locked position (callout 1). If it is in the locked position, pull on the green lever to unlock it (callout 2).




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

Figure 1-1737 Check the latch assembly





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder tray pick clutch(es)

Introduction


This document provides the procedures to remove and replace the 1x550- and 3x550-sheet feeder tray pick clutches.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550- and 3x550-sheet feeder tray pick clutch part numbers	
A7W93-67078	1x550- and 3x550-sheet feeder tray pick clutch

Required tools

- #10 TORX driver with a magnetized tip

After performing service


Turn the printer power on

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

Post service test

Send a print job to the printer, and use the tray with the replaced tray pick clutch as the source tray.

Step 1: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder rear cover

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

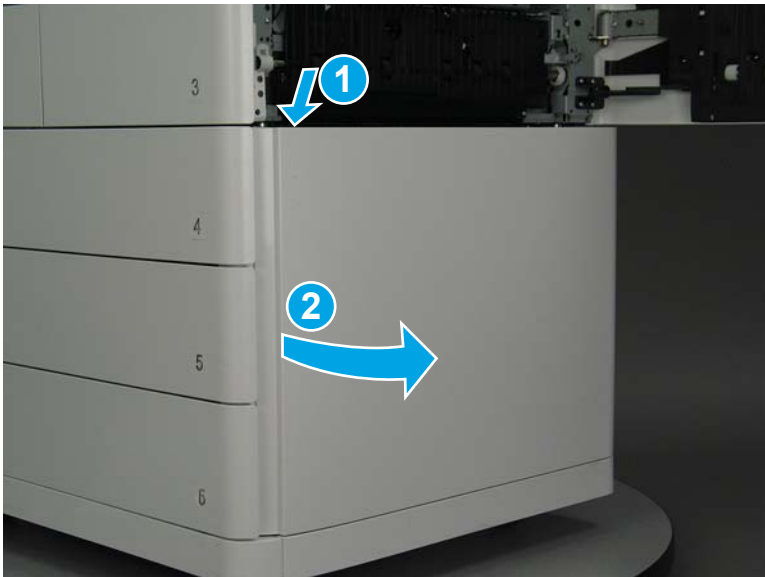
1. Open the printer right door.

Figure 1-1738 Open the printer right door



2. Push the sheet feeder right door release button (callout 1), and then open the sheet feeder right door (callout 2).

Figure 1-1739 Open the sheet feeder right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.


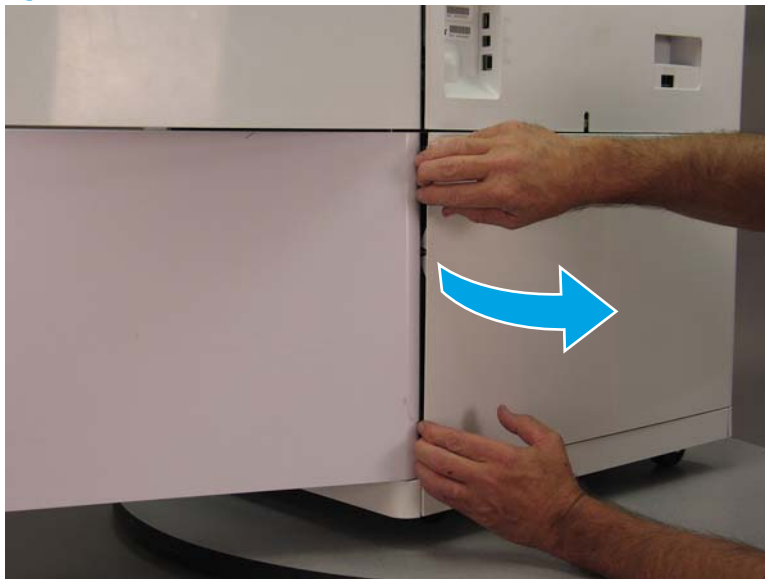
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1740 Release the rear cover



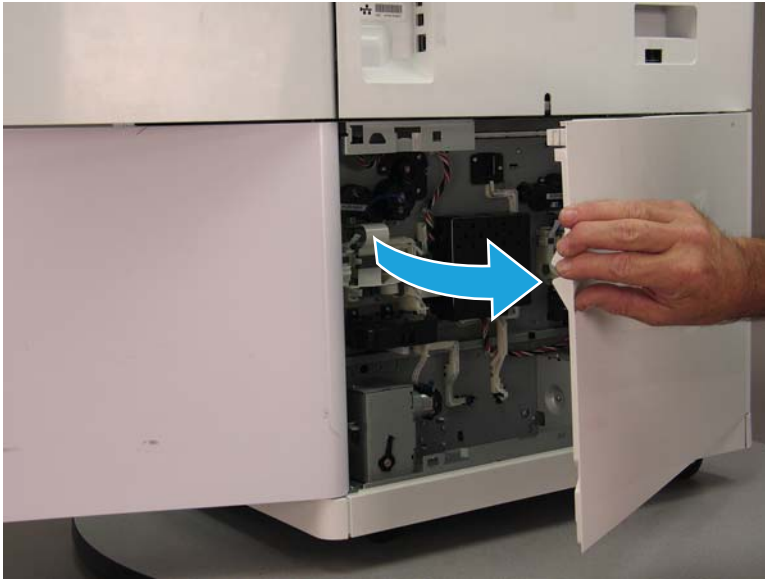
4. Rotate the front edge of the cover away from the accessory to release it.

Figure 1-1741 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the accessory.

Figure 1-1742 Rotate the front edge of the cover away from the accessory



6. Remove the accessory rear cover.


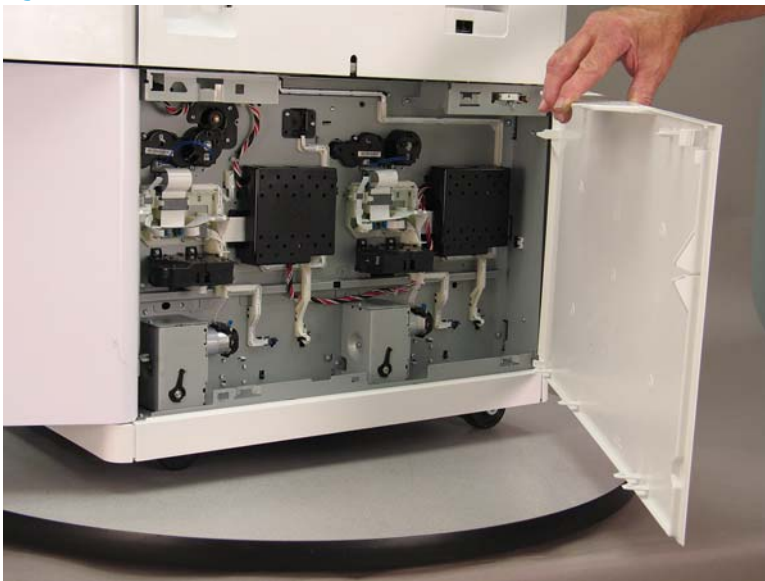

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1743 Remove the cover



Step 2: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder tray pick clutch

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

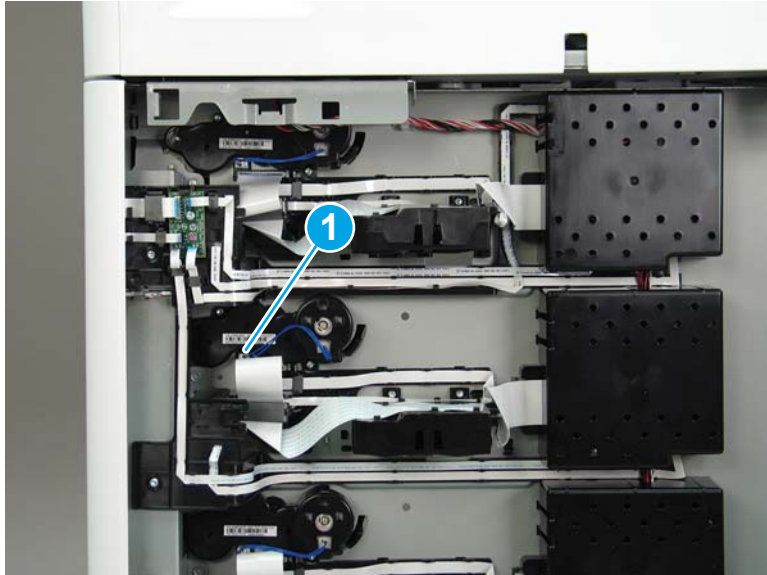
1. Locate the sheet feeder tray pick clutch.

Figure 1-1744 Locate the sheet feeder tray pick clutch



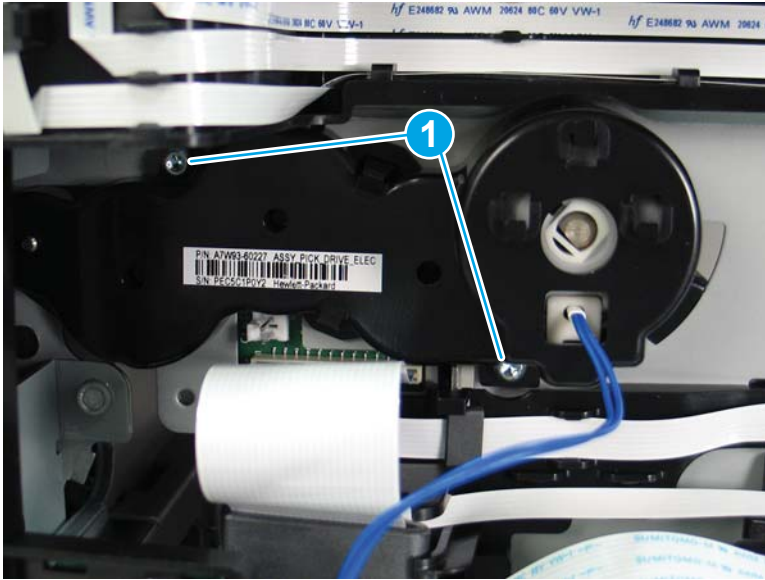
2. Disconnect one connector (callout 1).

Figure 1-1745 Disconnect one connector



3. Remove two screws (callout 1).

Figure 1-1746 Remove two screws



4. Remove the sheet feeder tray pick clutch.


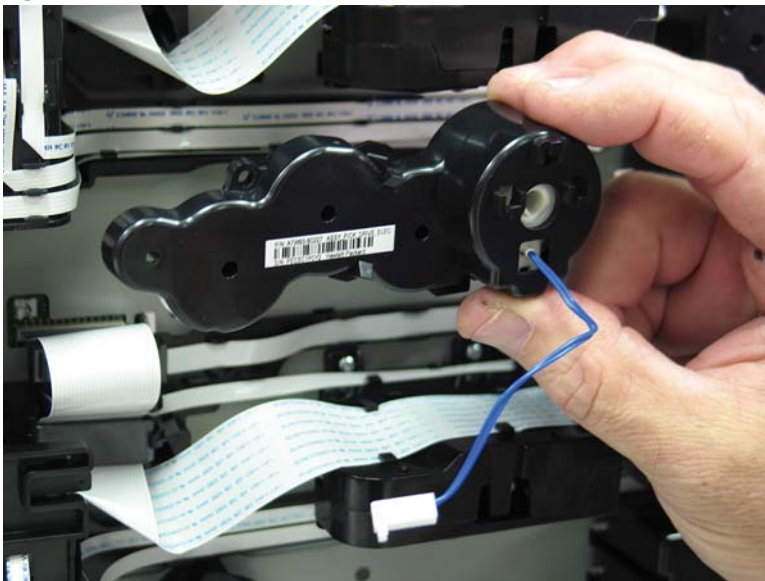
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1747 Remove the sheet feeder tray pick clutch





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 1x550- and 3x550-sheet feeder width detect sensors

- [Introduction](#)
- [Step 1: Remove the 1x550- and 3x550-sheet feeder width detect sensor](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the 1x550 and 3x550-sheet feeder width detect sensors.

[Click here to visit the HP video library.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550 and 3x550-sheet feeder width detect sensor part number	
--	--

A7W93-67023	1x550 and 3x550-sheet feeder width detect sensor
-------------	--

Required tools

- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the 1x550- and 3x550-sheet feeder width detect sensor

 **NOTE:** Unless otherwise noted, this procedure is correct for both 1x550-sheet feeders and the 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for all sheet feeders.

Always thoroughly read the instructions that accompany each figure.

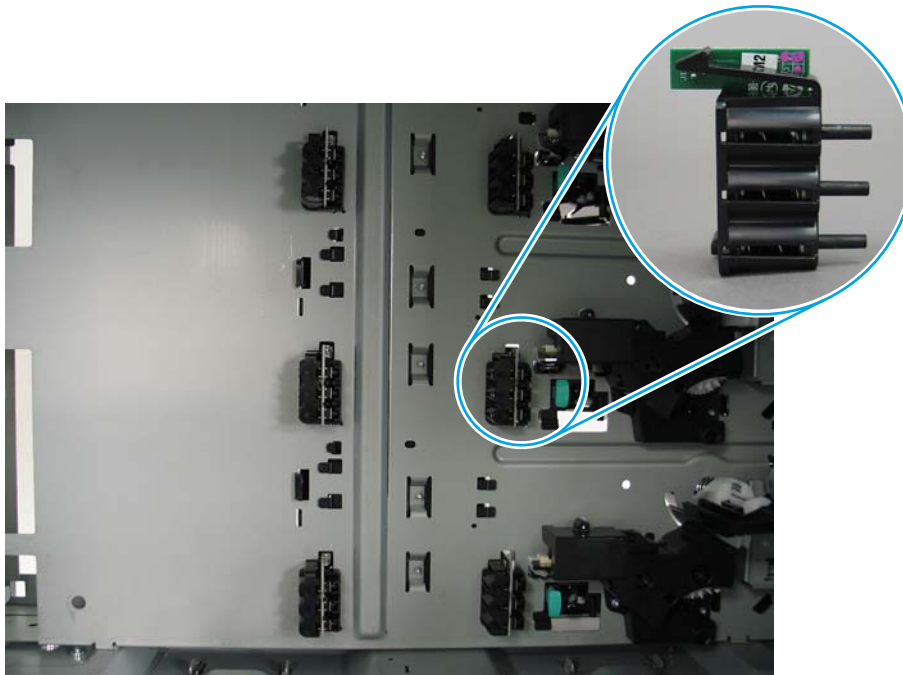
1. Remove the tray, and then locate the sheet feeder width detect sensor.

Figure 1-1748 Locate the sheet feeder width detect sensor



2. Before proceeding, take note of the retention tab at the top of the part.

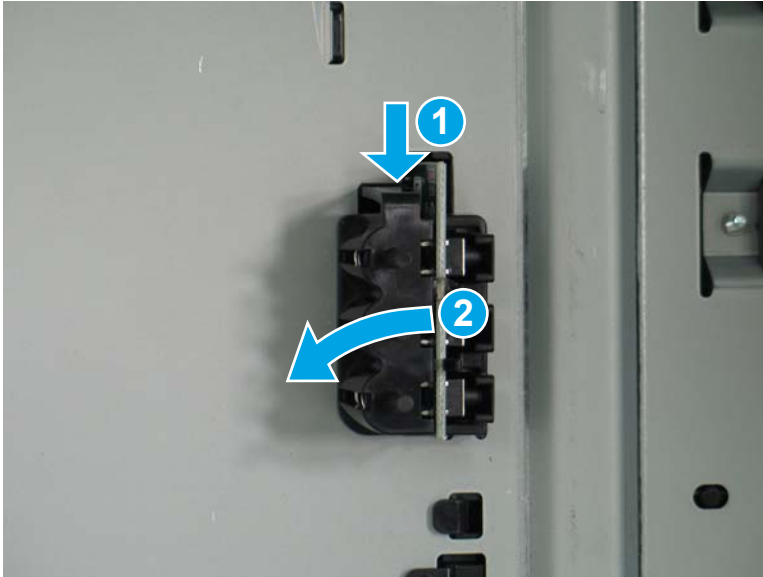
Figure 1-1749 Locate the retention tab



3. Release one tab (callout 1), and then rotate the top of the sensor away from the chassis (callout 2) to separate it from the printer.

⚠ CAUTION: The sensor is still connected to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the sensor.

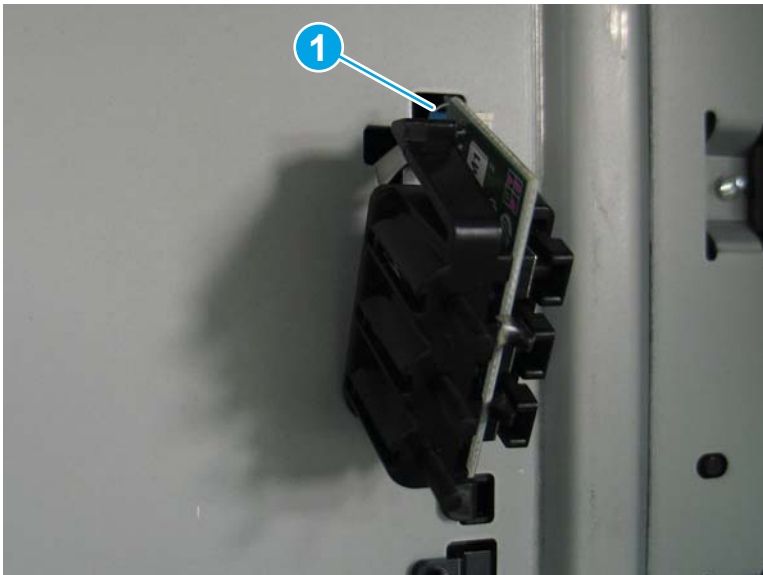
Figure 1-1750 Release one tab



4. Disconnect one FFC (callout 1), and then remove the sheet feeder width detect sensor.


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

Figure 1-1751 Disconnect one FFC





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 1x550- and 3x550-sheet feeder lift assembly

- [Introduction](#)
- [Step 1: Remove the 1x550- and 3x550-sheet feeder lift assembly](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the 1x550- and 3x550-sheet feeder lift assembly.

[Click here to visit the HP video library.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

Turn the printer power off

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550- and 3x550-sheet feeder lift assembly part number	
---	--

A7W93-67022	1x550- and 3x550-sheet feeder lift assembly
-------------	---

Required tools

- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service


Turn the printer power on

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

Post service test

No post service test is available for this assembly.

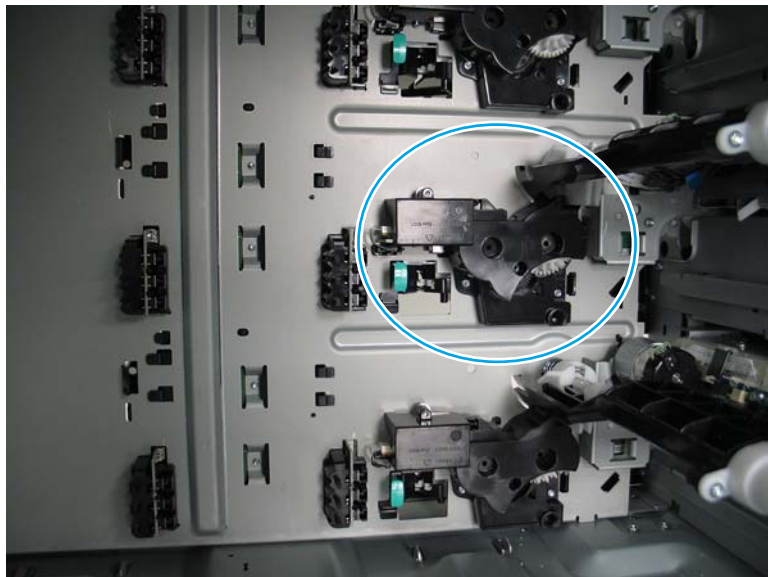
Step 1: Remove the 1x550- and 3x550-sheet feeder lift assembly

 **NOTE:** Unless otherwise noted, this procedure is correct for both 1x550-sheet feeders and the 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for all sheet feeders.

Always thoroughly read the instructions that accompany each figure.

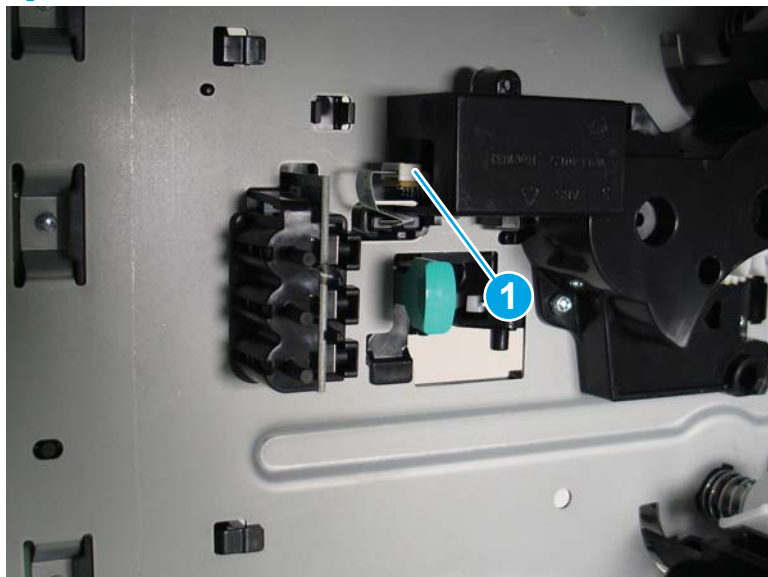
1. Remove the tray, and then locate the sheet feeder lift assembly.

Figure 1-1752 Locate the sheet feeder lift assembly



2. Disconnect one flat-flexible cable (FFC) (callout 1).

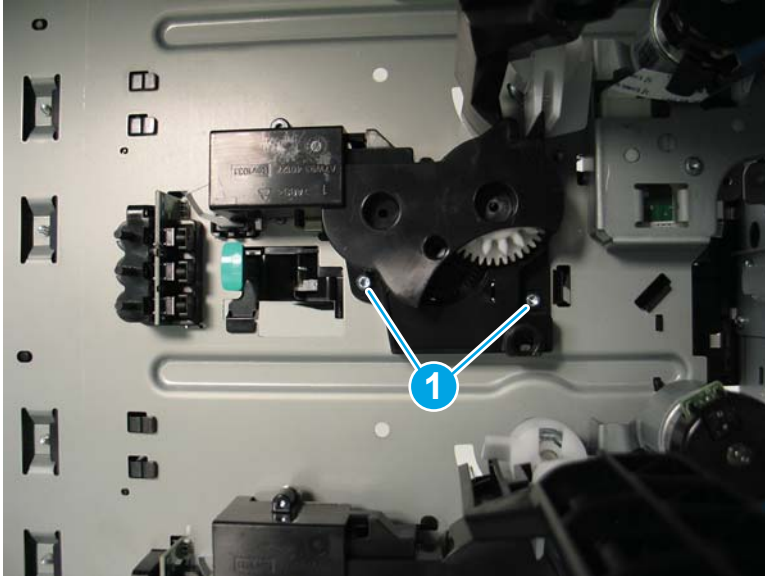
Figure 1-1753 Disconnect one FFC



3. Remove two screws (callout 1).

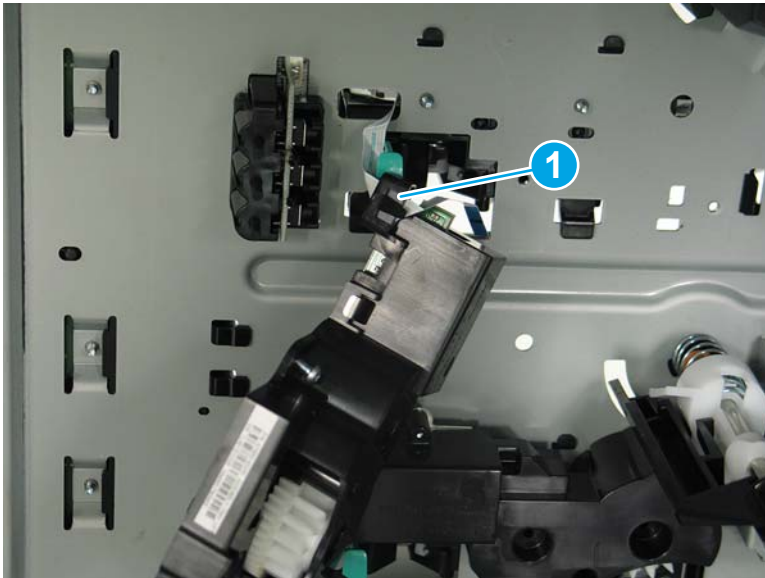
⚠ CAUTION: The lift assembly is still attached to the sheet feeder by a FFC. Do not attempt to completely remove the assembly.

Figure 1-1754 Remove two screws



4. Disconnect one FFC (callout 1), and then remove the sheet feeder lift assembly.

Figure 1-1755 Disconnect one FFC and remove the sheet feeder lift assembly



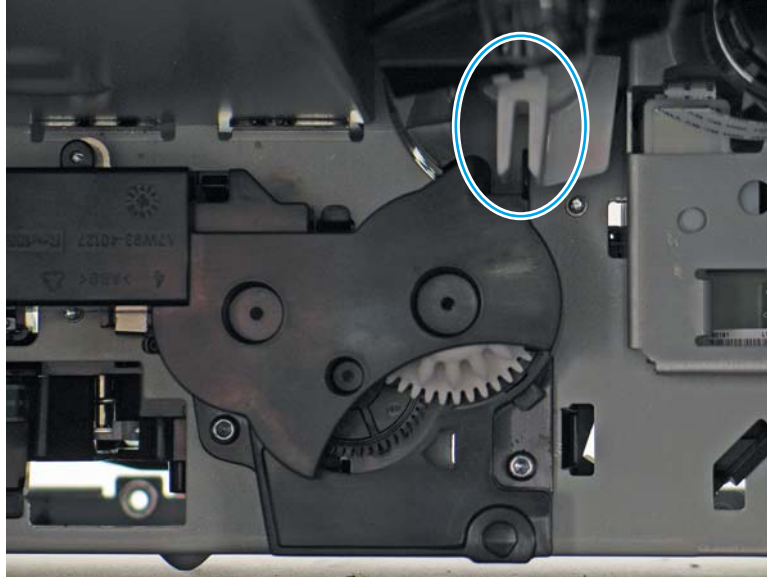
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: 1x550- and 3x550-sheet feeder lift assembly

- ▲ When installing the assembly, make sure that the tab on the assembly is in the arm on the pickup roller arm shaft.

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

Figure 1-1756 Check the tab on the lift assembly





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder pickup roller arm(s)

- [Introduction](#)
- [Step 1: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder inner front cover](#)
- [Step 2: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder pickup roller arm\(s\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the 1x550- and 3x550-sheet feeder pickup roller arm(s).

[Click here to visit the HP video library.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550- and 3x550-sheet feeder pickup roller arm part number	
---	--

A7W93-67079	1x550- and 3x550-sheet feeder pickup roller arm
-------------	---

Required tools

- #10 TORX driver with a magnetized tip

After performing service


Turn the printer power on

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

Post service test

Send a print job to the printer, and use the tray where the pickup roller arm was replaced as the source tray.

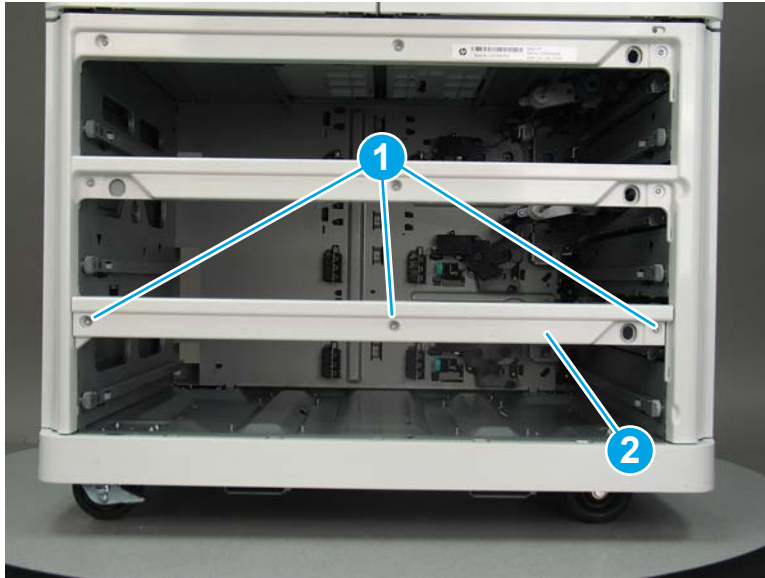
Step 1: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder inner front cover

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

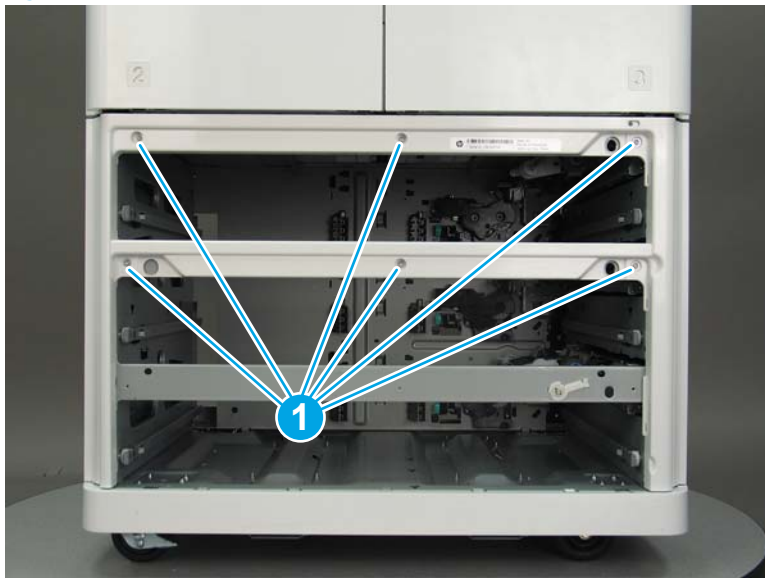
1. **3x550-sheet feeder only:** Remove the trays, remove one screw (callout 1), and then remove the lower inner front cover (callout 2).

Figure 1-1757 Remove the lower inner front cover



2. Remove the trays and or storage bin, and then remove six screws (callout 1).

Figure 1-1758 Remove six screws




3. Rotate the top of the inner front cover away from the sheet feeder to remove it.

Figure 1-1759 Remove the inner front cover



Step 2: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder pickup roller arm(s)

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

1. Slightly pull out on the retention clip to release it, and then rotate it down. Remove the retention clip.

Figure 1-1760 Release the retention clip



2. Pull the pickup arm shaft out towards the front of the sheet feeder to release the opposite end of the shaft.

Figure 1-1761 Pull the shaft out



3. Remove the pickup roller arm.

Figure 1-1762 Remove the pickup roller arm



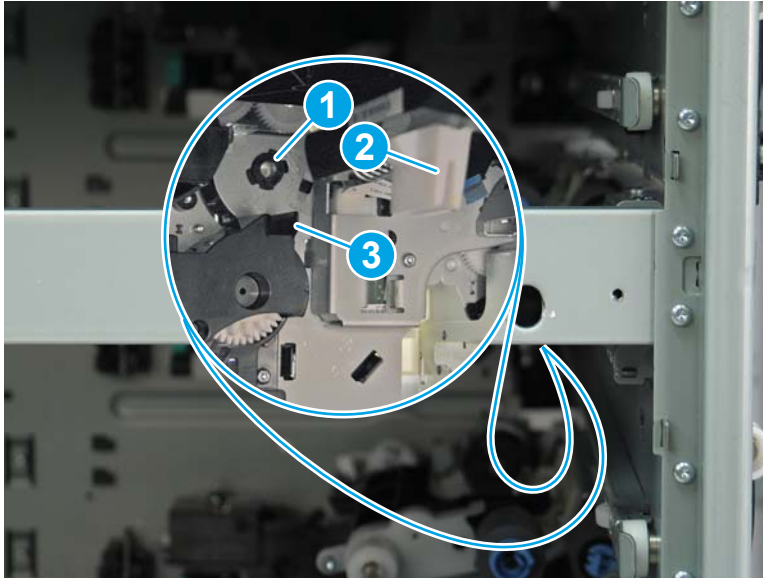
4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder pickup roller arm(s)

- a. Install the assembly shaft into the keyed opening in the tray pick clutch (callout 1). Make sure that the white slotted arm (callout 2) on the pickup roller arm installs over the tab on the lift assembly (callout 3).

 **Reinstallation tip:** You might have to rotate the shaft to align it with the keyed opening drive assembly.

Figure 1-1763 Install the pickup roller arm



- b. The shaft is correctly installed in the keyed opening in the tray pick clutch when it protrudes about 6 mm (.23 in) through the hole in the chassis.


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

Figure 1-1764 Correct shaft install





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder separation assemblies

- [Introduction](#)
- [Step 1: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder inner front cover](#)
- [Step 2: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder pickup roller arm](#)
- [Step 3: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder separation assembly](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder separation assemblies.

[Click here to visit the HP video library.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

1x550-sheet feeder with storage cabinet and 3x550-sheet feeder separation assembly part number	
--	--

A7W93-67031	1x550-sheet feeder with storage cabinet and 3x550-sheet feeder separation assembly
-------------	--

Required tools

- Small flat-blade screw driver
- #10 TORX driver with a magnetized tip
- Optional: Needle-nose pliers



TIP: Needle-nose pliers make it easier to disconnect/connect flat-flexible cables (FFCs).

After performing service


Turn the printer power on

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

Post service test

Send a print job to the printer, and use the tray where the separation assembly was replaced as the source tray.

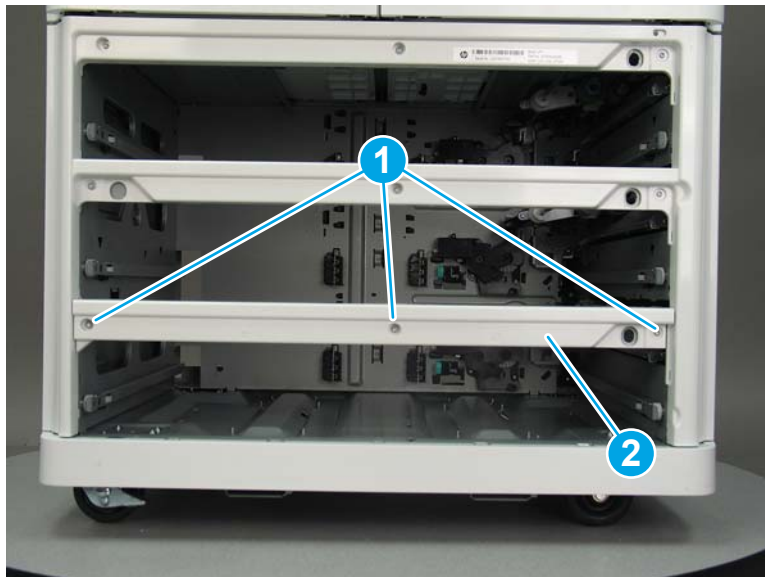
Step 1: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder inner front cover

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

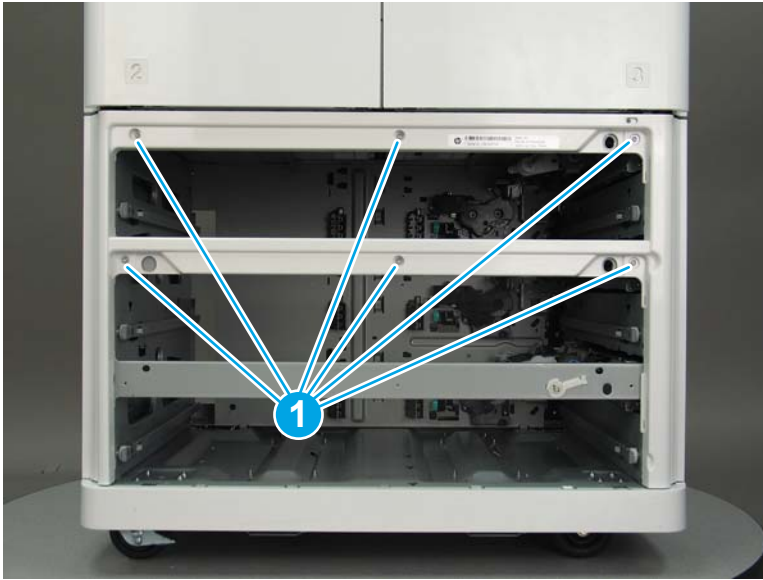
1. **3x550-sheet feeder only:** Remove the trays, remove one screw (callout 1), and then remove the lower inner front cover (callout 2).

Figure 1-1765 Remove the lower inner front cover



2. Remove the trays and or storage bin, and then remove six screws (callout 1).

Figure 1-1766 Remove six screws




3. Rotate the top of the inner front cover away from the sheet feeder to remove it.

Figure 1-1767 Remove the inner front cover



Step 2: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder pickup roller arm

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

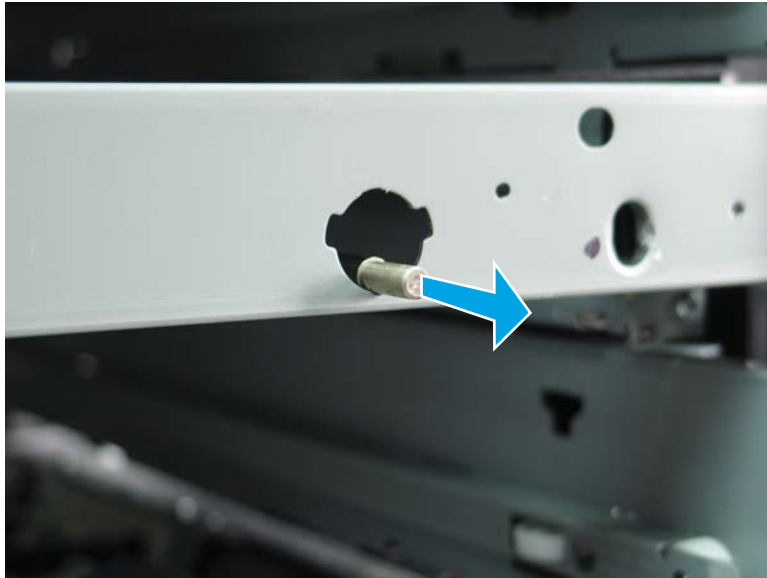
1. Slightly pull out on the retention clip to release it, and then rotate it down. Remove the retention clip.

Figure 1-1768 Release the retention clip



2. Pull the pickup arm shaft out towards the front of the sheet feeder to release the opposite end of the shaft.

Figure 1-1769 Pull the shaft out



3. Remove the pickup roller arm.

Figure 1-1770 Remove the pickup roller arm



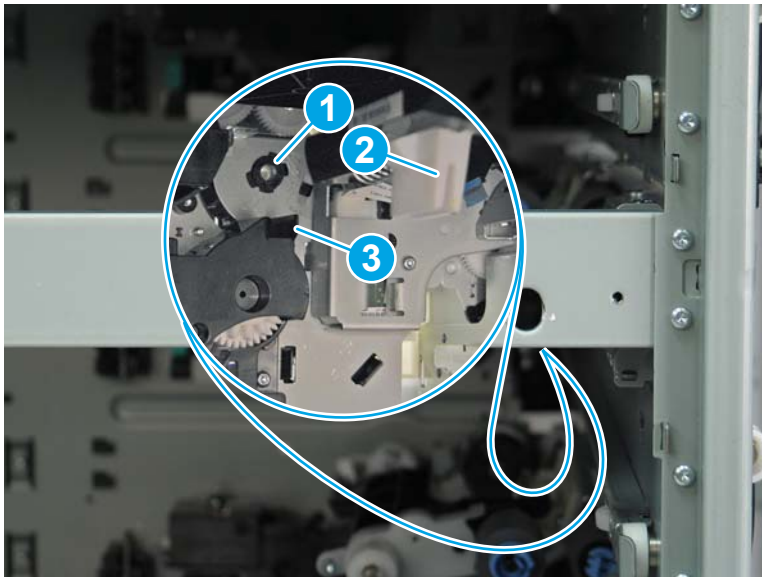
4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder pickup roller arm(s)

- a. Install the assembly shaft into the keyed opening in the tray pick clutch (callout 1). Make sure that the white slotted arm (callout 2) on the pickup roller arm installs over the tab on the lift assembly (callout 3).

 **Reinstallation tip:** You might have to rotate the shaft to align it with the keyed opening drive assembly.

Figure 1-1771 Install the pickup roller arm



- b. The shaft is correctly installed in the keyed opening in the tray pick clutch when it protrudes about 6 mm (.23 in) through the hole in the chassis.



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

Figure 1-1772 Correct shaft install



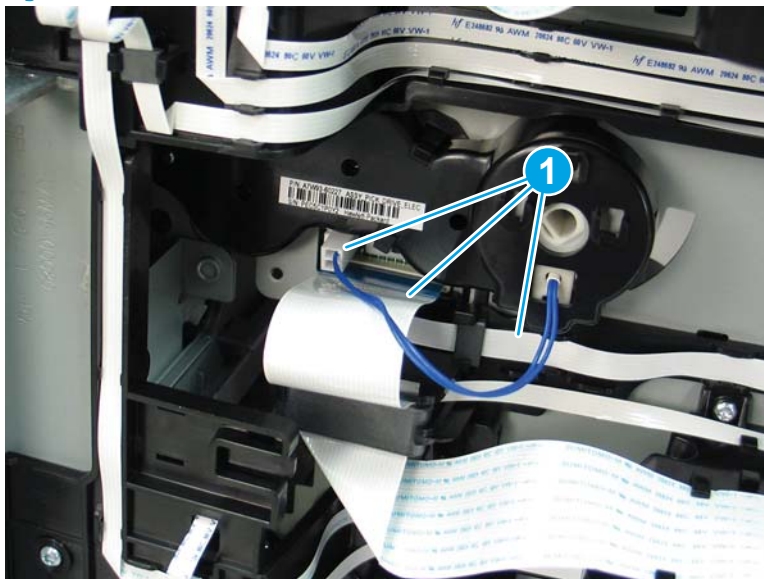
Step 3: Remove the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder separation assembly

 **NOTE:** Unless otherwise noted, this procedure is correct for both the 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder. Figures might show one or the other, however the steps are valid for both sheet feeders.

Always thoroughly read the instructions that accompany each figure.

1. At the rear of the sheet feeder, disconnect two flat-flexible cables (FFCs), and one connector (callout 1).

Figure 1-1773 Disconnect two FFCs and one connector



2. Open the printer right door.

Figure 1-1774 Open the printer right door



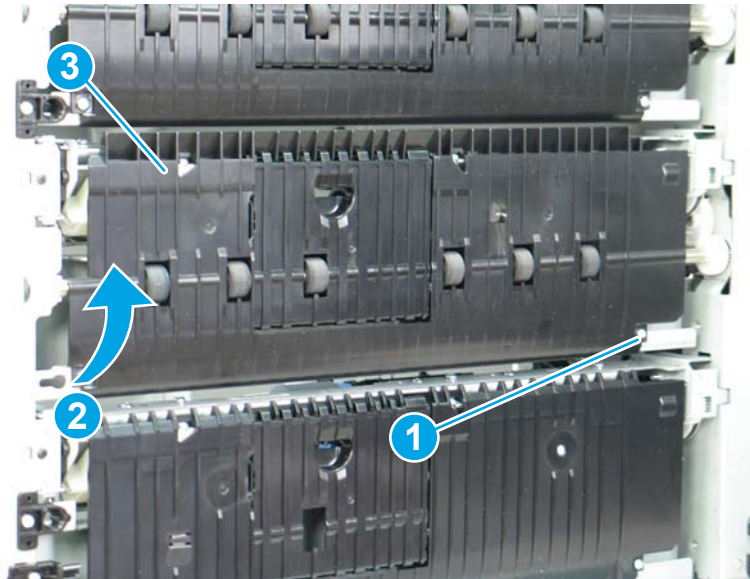
3. Push the sheet feeder right door release button (callout 1), and then open the sheet feeder right door (callout 2).

Figure 1-1775 Open the sheet feeder right door



4. Remove one screw (callout 1), release one tab and slightly rotate the bottom edge of the paper path roller cover away from the sheet feeder (callout 2), and then lift up on the cover (callout 3) to remove it.

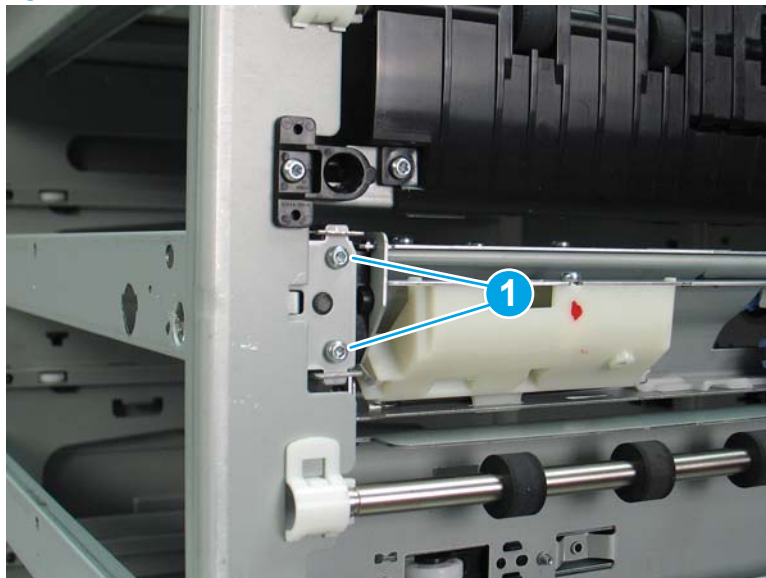
Figure 1-1776 Remove the paper path roller cover



5. Remove two screws (callout 1).

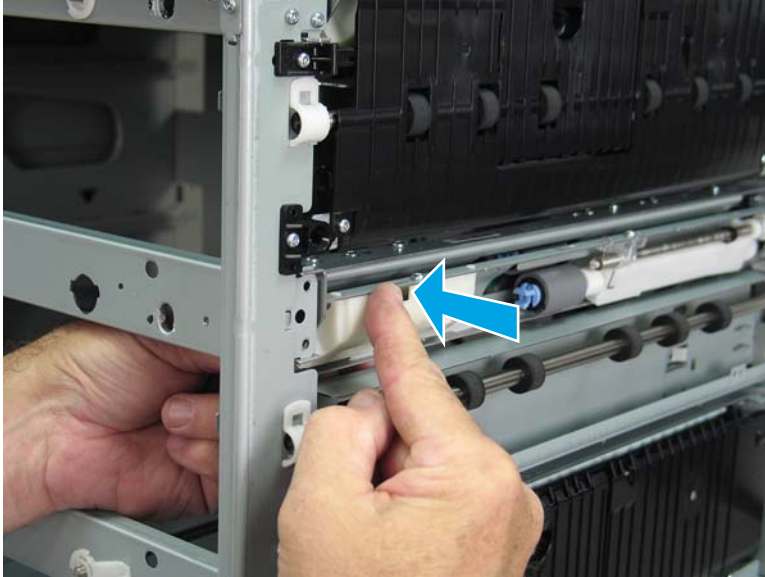
 **NOTE:** If four screws are present, remove the two most inner screws.

Figure 1-1777 Remove two screws



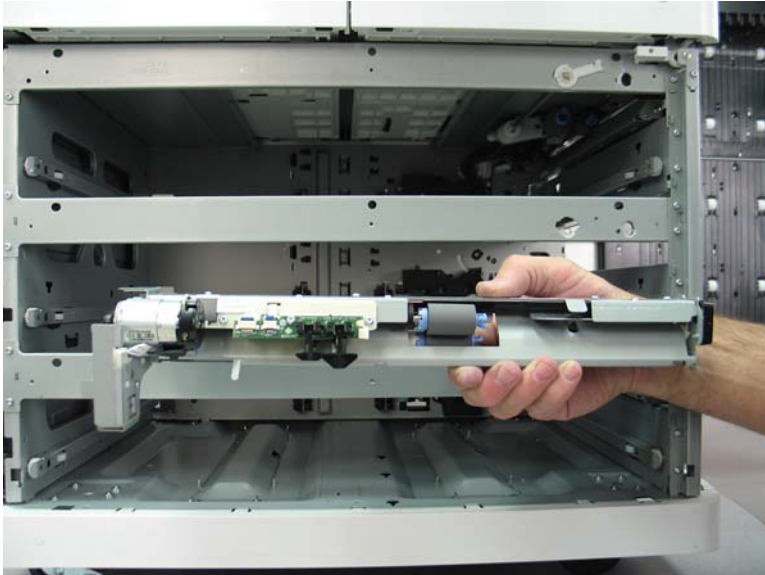
6. Support the sheet feeder separation assembly, and then push the left end (the end nearest the front of the feeder) into the tray cavity.

Figure 1-1778 Release the separation assembly



7. Remove the separation assembly.

Figure 1-1779 Remove the separation assembly

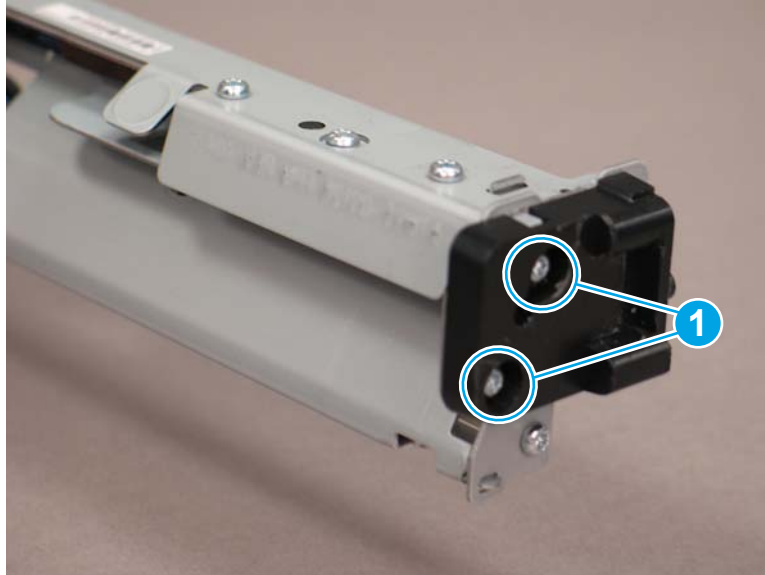


8. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: 1x550-sheet feeder with storage cabinet and 3x550-sheet feeder separation assemblies

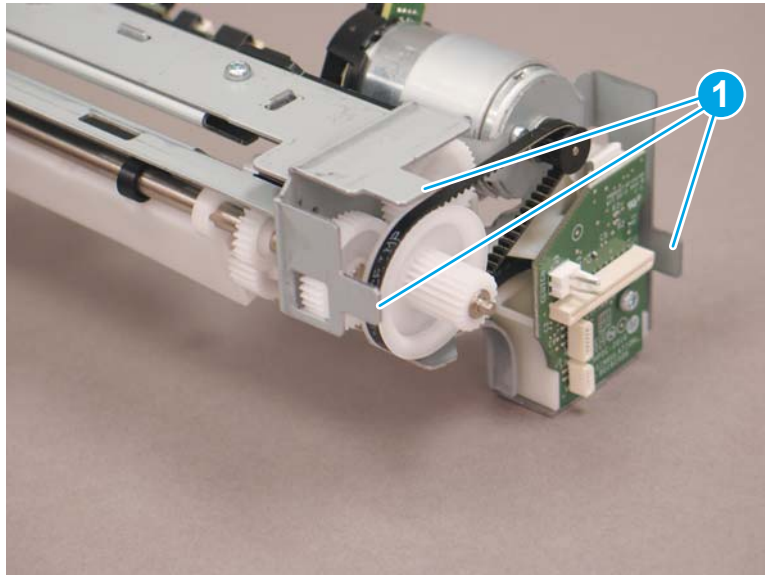
- a. If a replacement assembly is installed, install the black plastic mounting bracket from the discarded assembly on the replacement assembly, and then install two screws (callout 1).

Figure 1-1780 Remove the assembly mounting bracket



- b. Take note of the mounting tabs on the separation assembly.

Figure 1-1781 Mounting tabs on the separation assembly



- c. Take note of the mounting slots in the chassis.


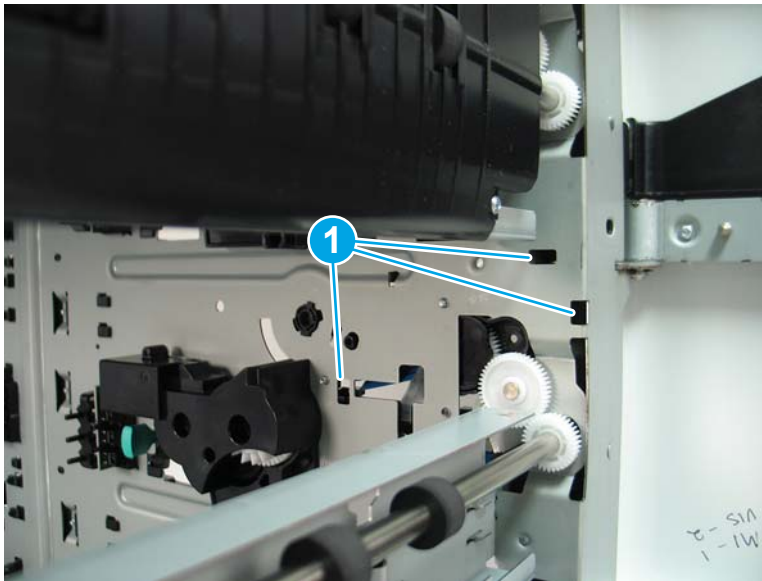

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-1782 Mounting slots in the chassis





Step 4: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: High capacity input (HCI) 4000-sheet feeder


- [Removal and replacement: HCI rear cover](#)
- [Removal and replacement: HCI inner front cover](#)
- [Removal and replacement: HCI jam cassette and gear assembly](#)
- [Removal and replacement: HCI pickup roller arm\(s\)](#)
- [Removal and replacement: HCI separation assemblies](#)
- [Removal and replacement: HCI tray presence sensors](#)
- [Removal and replacement: HCI tray width detect sensors](#)
- [Removal and replacement: HCI printed circuit assemblies](#)
- [Removal and replacement: HCI latch assemblies](#)
- [Removal and replacement: HCI tray pick clutch and jam cassette drive assembly](#)
- [Removal and replacement: HCI tray lift motor assembly](#)
- [Removal and replacement: HCI right door](#)
- [Removal and replacement: HCI left cover](#)

Removal and replacement: HCI rear cover

Introduction


This document provides the procedures to remove and replace the high capacity input (HCI) rear cover.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCI rear cover part numbers

A7W95-67001

HCI rear cover

NOTE: The HCI, 1x550-sheet feeder with storage cabinet, and 3x550-sheet feeder all use the same rear cover.

Required tools

- Small flat-blade screw driver

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

Step 1: Remove the HCI rear cover

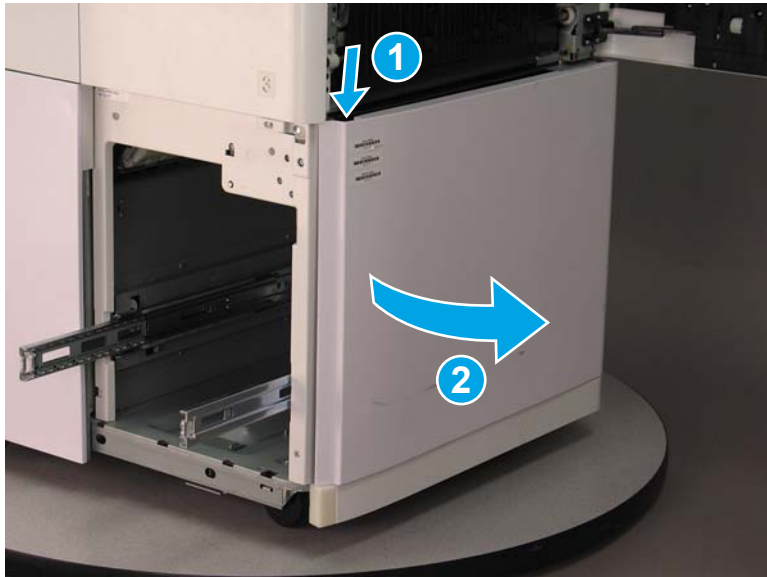
1. Open the printer right door.

Figure 1-1783 Open the printer right door



2. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-1784 Open the HCI right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

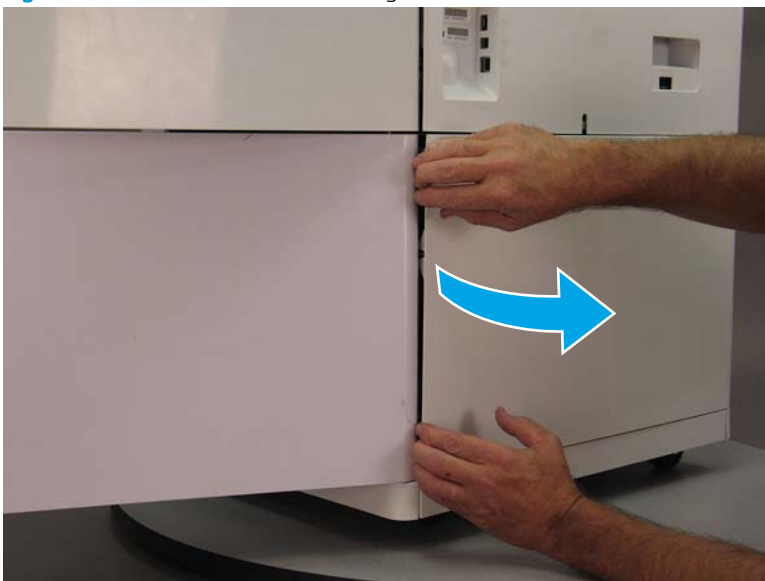
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1785 Release the rear cover



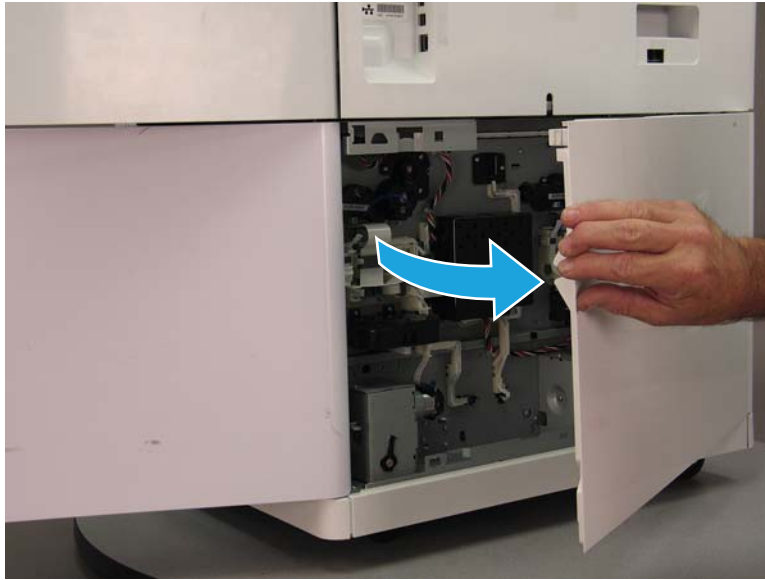
4. Rotate the front edge of the cover away from the HCI to release it.

Figure 1-1786 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the HCI.

Figure 1-1787 Rotate the front edge of the cover away from the HCI



6. Remove the HCI rear cover.


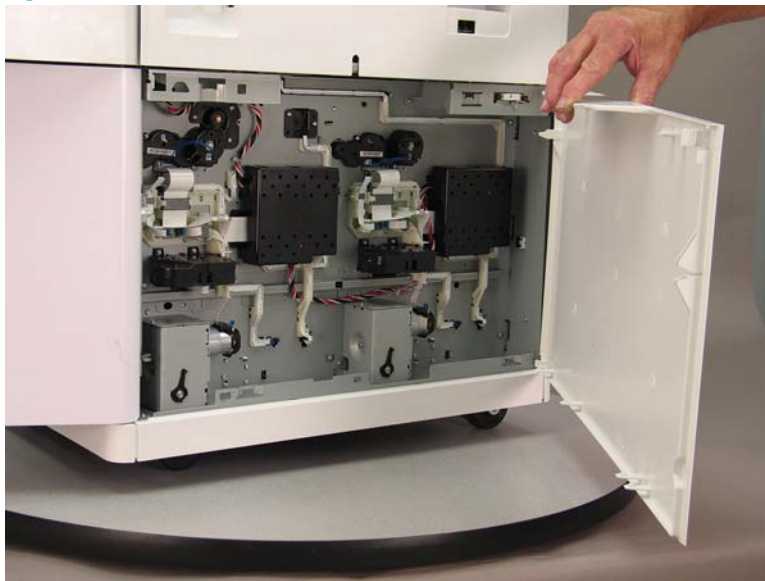

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1788 Remove the cover





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI inner front cover

Introduction


This document provides the procedures to remove and replace the high capacity input (HCI) inner cover.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCI front inner cover part numbers	
A7W97-67003	HCI front inner cover
A7W97-67004	HCI front inner lower cover

Required tools

- #10 TORX driver with a magnetized tip
- #10 TORX *thin shaft* driver with a magnetized tip

After performing service

Turn the printer power on

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

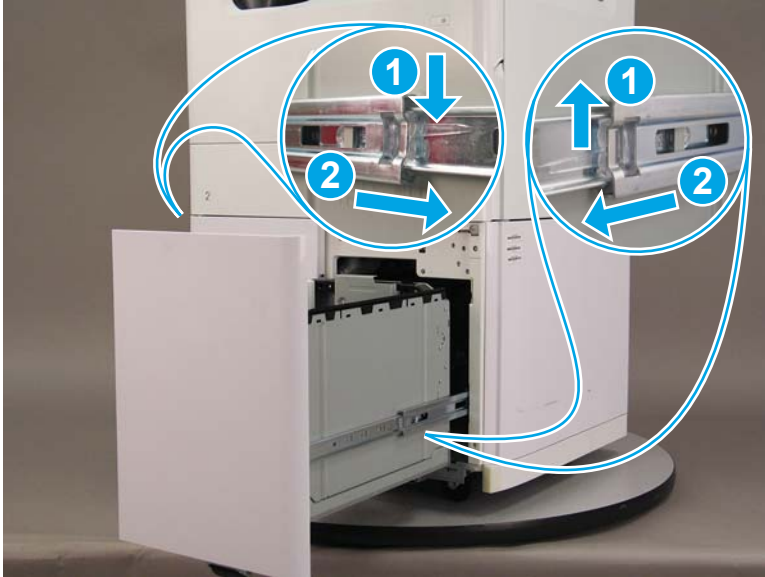
Post service test

No post service test is available for this assembly.

Step 1: Remove the HCI inner front cover

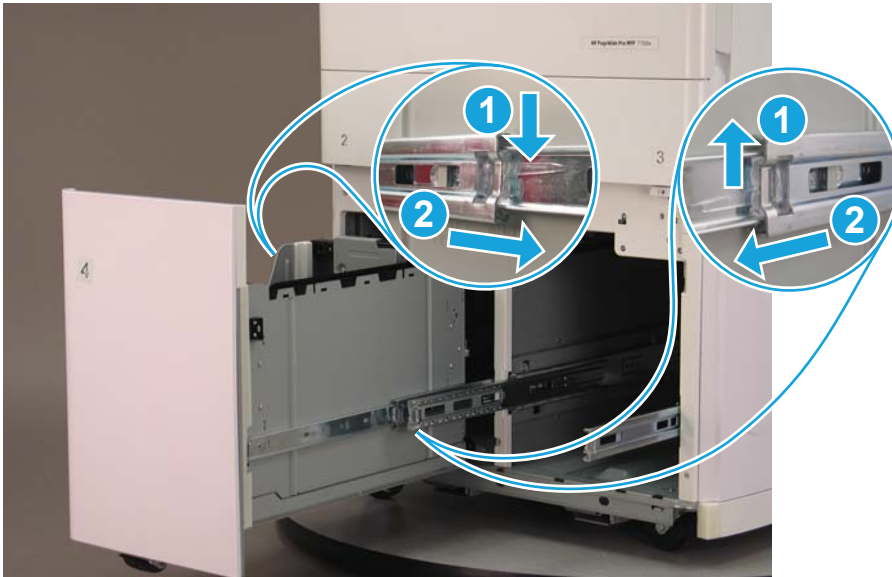
1. Pull the right tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up on and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCI to remove it.

Figure 1-1789 Remove the HCI right tray




2. Pull the left tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up on and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCI to remove it.

Figure 1-1790 Remove the HCI left tray



3. Remove seven screws, and then remove the HCI inner front cover.

 **NOTE:** Two of these screws (callout 1) require a #10 TORX *thin shaft* driver.


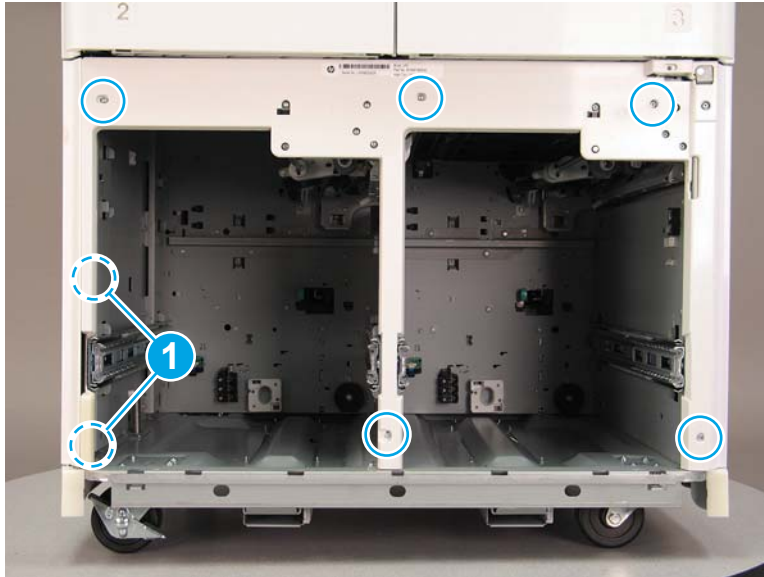
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1791 Remove the HCI inner front cover





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCl jam cassette and gear assembly

Introduction

This document provides the procedures to remove and replace the high capacity input (HCl) jam cassette.

[Click here to visit the HP video library.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCl jam cassette part number

A7W97-67010

HCl jam cassette

Required tools

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

After performing service

Turn the printer power on

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

Post service test

Send a print job to the printer and use the HCl as the paper source.

Step 1: Remove the HCl jam cassette and gear assembly

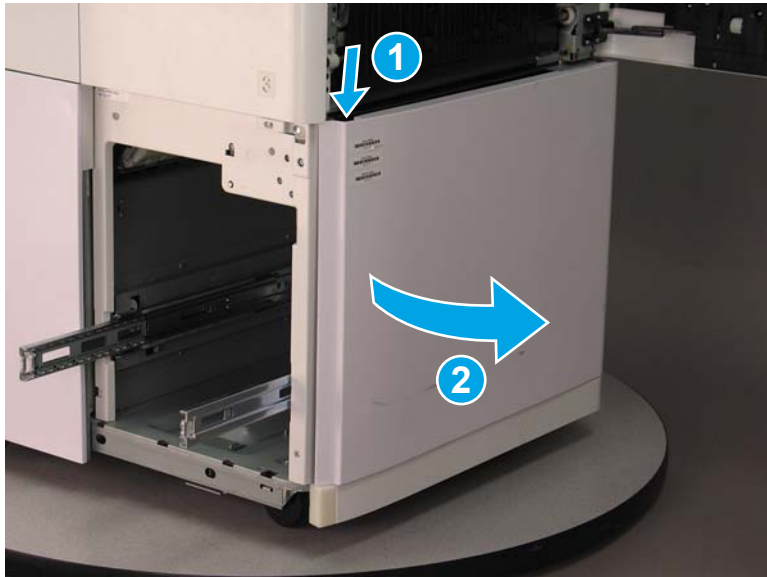
1. Open the printer right door.

Figure 1-1792 Open the printer right door



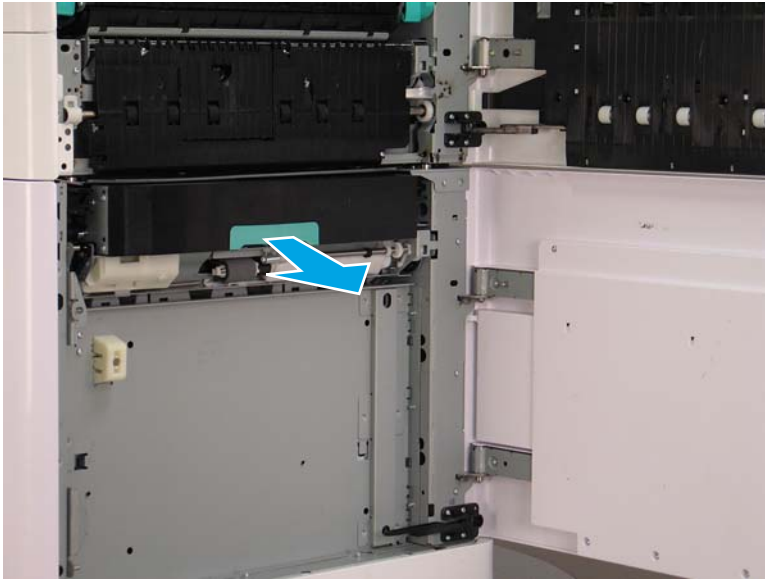
2. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-1793 Open the HCI right door



3. Grasp the green handle, and then pull the HCI jam cassette straight out of the HCI.

Figure 1-1794 Pull the HCI jam cassette out



4. Support the cassette, and then push outward on the rail to release the pin on the left side of the cassette.

Figure 1-1795 Release the left side cassette rail



5. Support the cassette, and then push outward on the rail to release the pin on the right side of the cassette.

Figure 1-1796 Release the right side cassette rail




6. Remove the HCl jam cassette.

Figure 1-1797 Remove the cassette





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCl pickup roller arm(s)

Introduction

This document provides the procedures to remove and replace the high capacity input (HCI) pickup roller arm(s).

[Click here to visit the HP video library.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCl pickup roller arm(s) part numbers	
A7W93-67079	HCl pickup roller arm(s)

Required tools

- #10 TORX driver with a magnetized tip
- #10 TORX *short shaft* driver with a magnetized tip

After performing service

Turn the printer power on

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

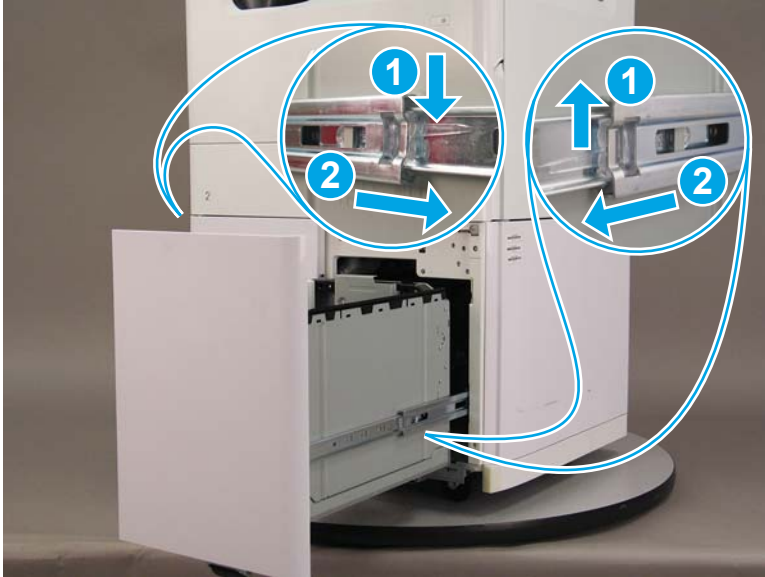
Post service test

No post service test is available for this assembly.

Step 1: Remove the HCl inner front cover

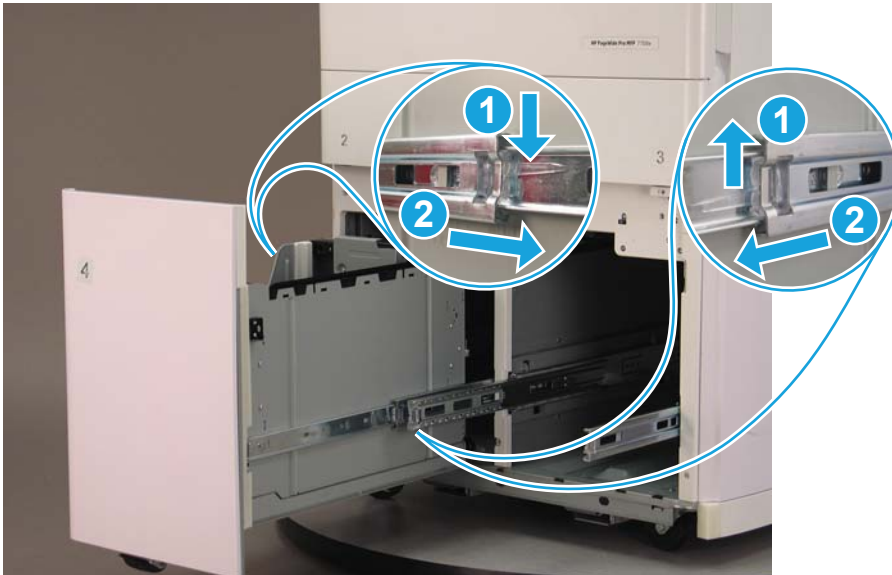
1. Pull the right tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up on and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCl to remove it.

Figure 1-1798 Remove the HCI right tray



2. Pull the left tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up on and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCI to remove it.

Figure 1-1799 Remove the HCI left tray



3. Remove seven screws, and then remove the HCI inner front cover.

 **NOTE:** Two of these screws (callout 1) require a #10 TORX *thin shaft* driver.


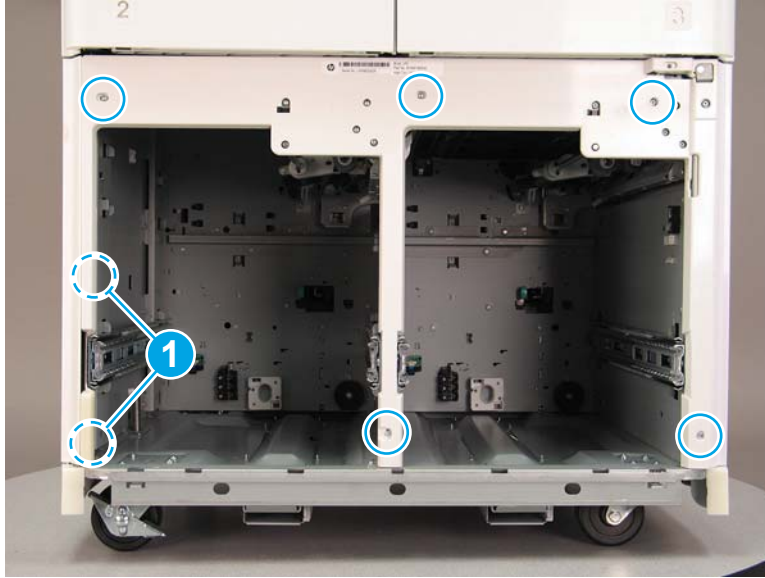

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1800 Remove the HCI inner front cover



Step 2: Remove the HCI pickup roller arm

 **NOTE:** Removing the left HCI pickup roller arm is shown in this procedure. The steps are the same for the right pickup arm.

1. Slightly pull out on the retention clip to release it, and then rotate it down. Remove the retention clip.

Figure 1-1801 Release the retention clip



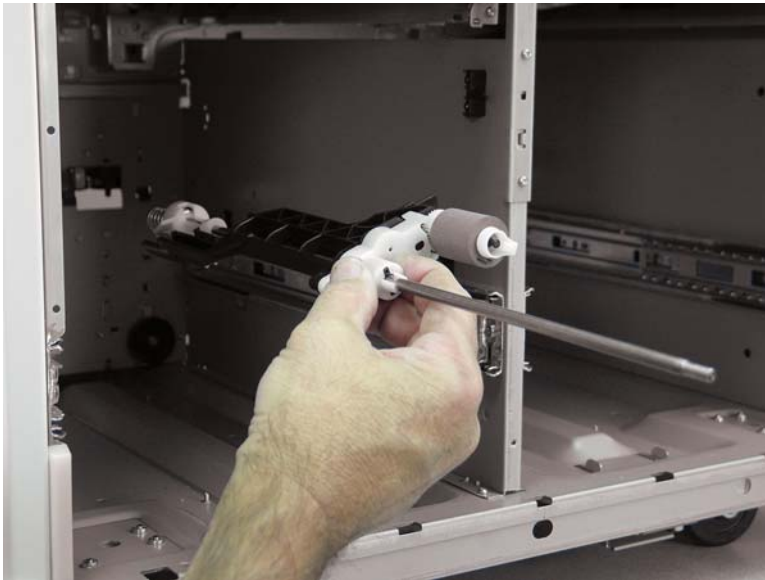
2. Pull the pickup arm shaft out towards the front of the printer to release the opposite end of the shaft.

Figure 1-1802 Pull the shaft out



3. Remove the HCI pickup roller arm.

Figure 1-1803 Remove the HCI pickup roller arm



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

Special installation instructions: HCI pickup roller arm(s)

- ▲ Install the assembly shaft into the hole in the HCI chassis, and make sure that the slotted arm on the pickup roller installs over the tab (callout 1).



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

Figure 1-1804 Install the HCI pickup roller arm(s)





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


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

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


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI separation assemblies

Introduction


This document provides the procedures to remove and replace the high capacity input (HCI) separation assemblies.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

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

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCI separation assemblies part numbers

A7W93-67088

HCI separation assemblies

Required tools

- #10 TORX driver with a magnetized tip
- #10 TORX *short shaft* driver with a magnetized tip

After performing service

Turn the printer power on

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

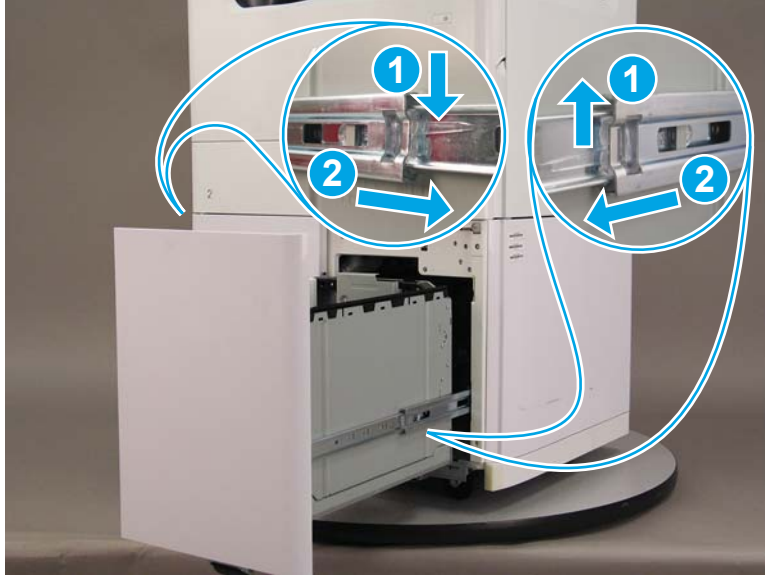
Post service test

Send a print job to the printer, and use the tray where the separation assembly was replaced as the source tray.

Step 1: Remove the HCI inner front cover

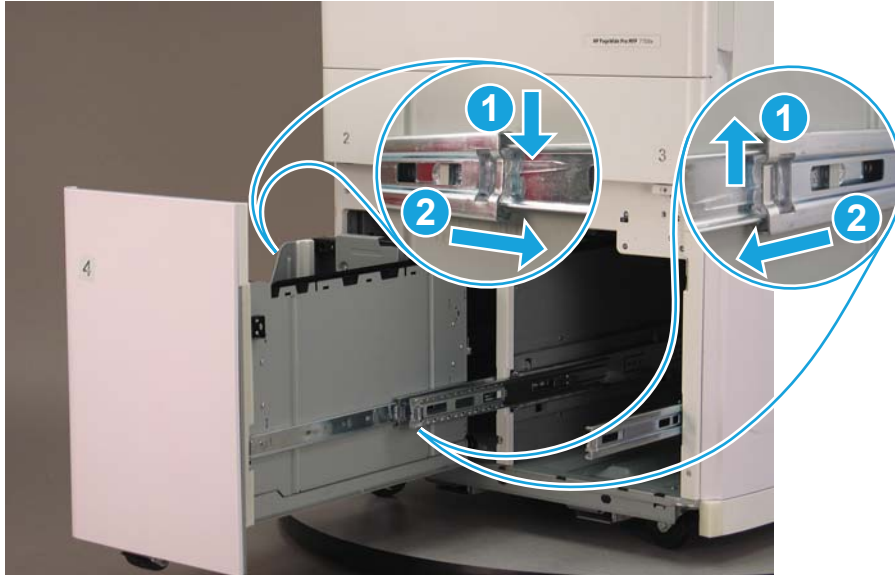
1. Pull the right tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up on and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCI to remove it.

Figure 1-1805 Remove the HCl right tray



2. Pull the left tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up on and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCl to remove it.

Figure 1-1806 Remove the HCl left tray



3. Remove seven screws, and then remove the HCI inner front cover.

 **NOTE:** Two of these screws (callout 1) require a #10 TORX *thin shaft* driver.


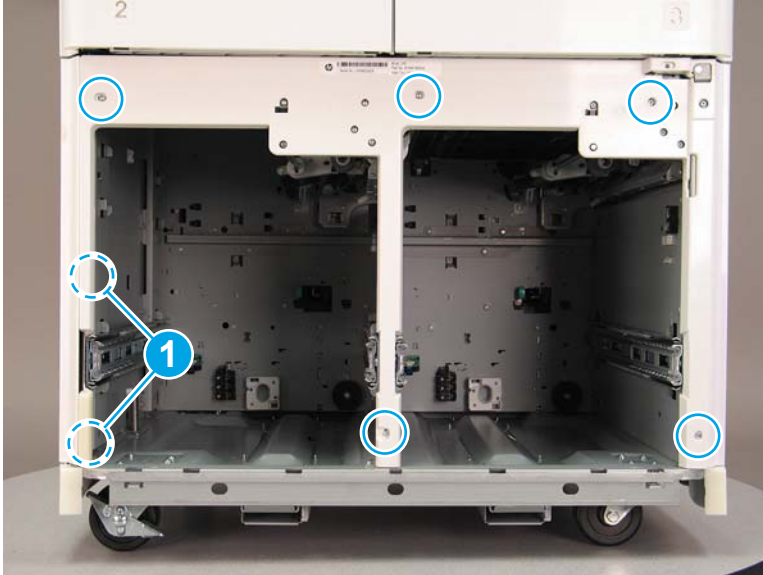

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1807 Remove the HCI inner front cover



Step 2: Remove the HCI pickup roller arm

 **NOTE:** Removing the left HCI pickup roller arm is shown in this procedure. The steps are the same for the right pickup arm.

1. Slightly pull out on the retention clip to release it, and then rotate it down. Remove the retention clip.

Figure 1-1808 Release the retention clip



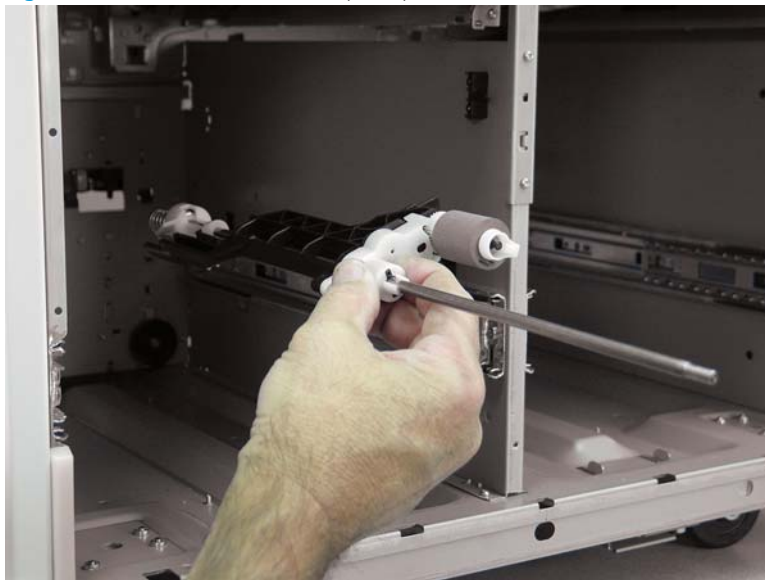
2. Pull the pickup arm shaft out towards the front of the printer to release the opposite end of the shaft.

Figure 1-1809 Pull the shaft out



3. Remove the HCI pickup roller arm.

Figure 1-1810 Remove the HCI pickup roller arm



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

Special installation instructions: HCI pickup roller arm(s)

- ▲ Install the assembly shaft into the hole in the HCI chassis, and make sure that the slotted arm on the pickup roller installs over the tab (callout 1).

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

Figure 1-1811 Install the HCI pickup roller arm(s)



Step 3: Remove the HCI rear cover

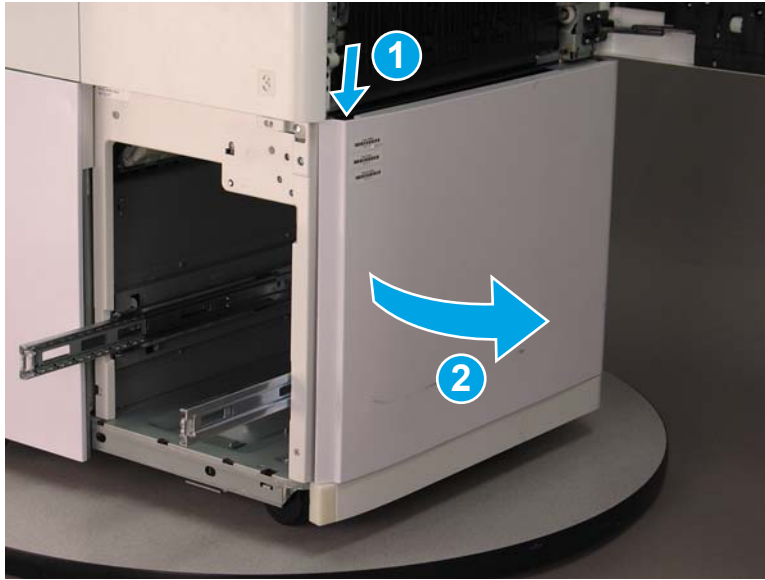
1. Open the printer right door.

Figure 1-1812 Open the printer right door



2. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-1813 Open the HCI right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

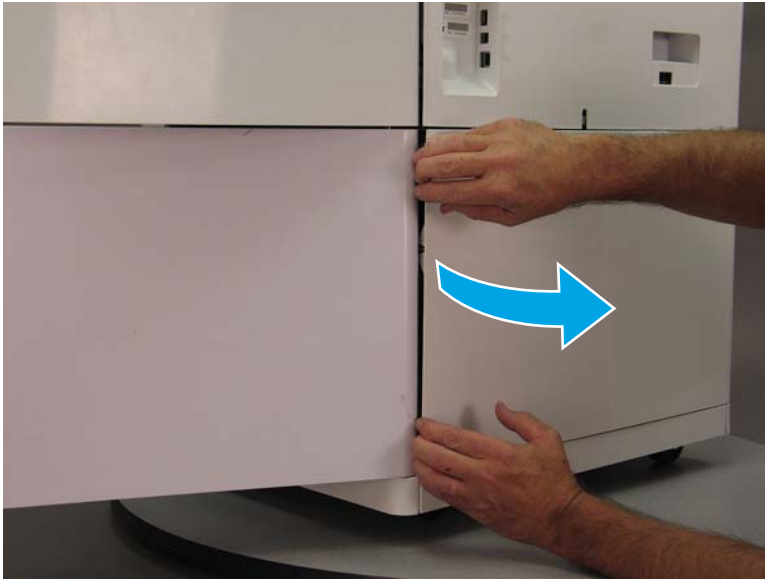
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1814 Release the rear cover



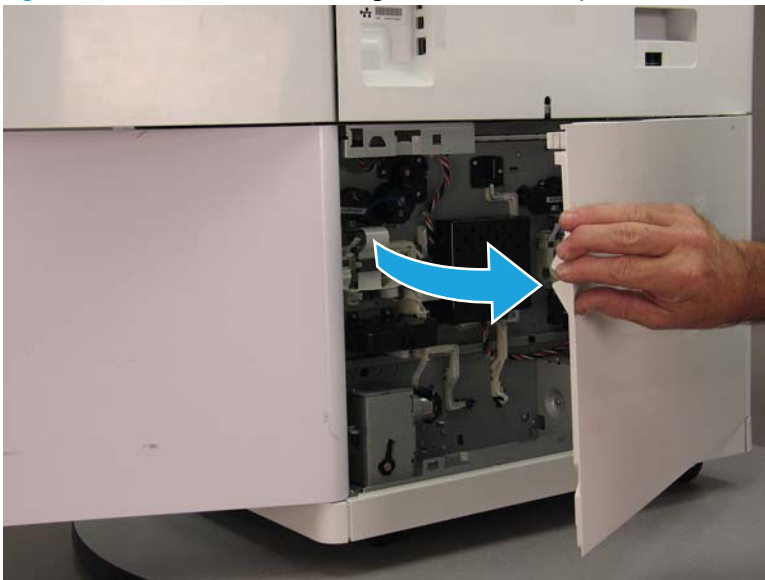
4. Rotate the front edge of the cover away from the HCI to release it.

Figure 1-1815 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the HCI.

Figure 1-1816 Rotate the front edge of the cover away from the HCI



6. Remove the HCI rear cover.


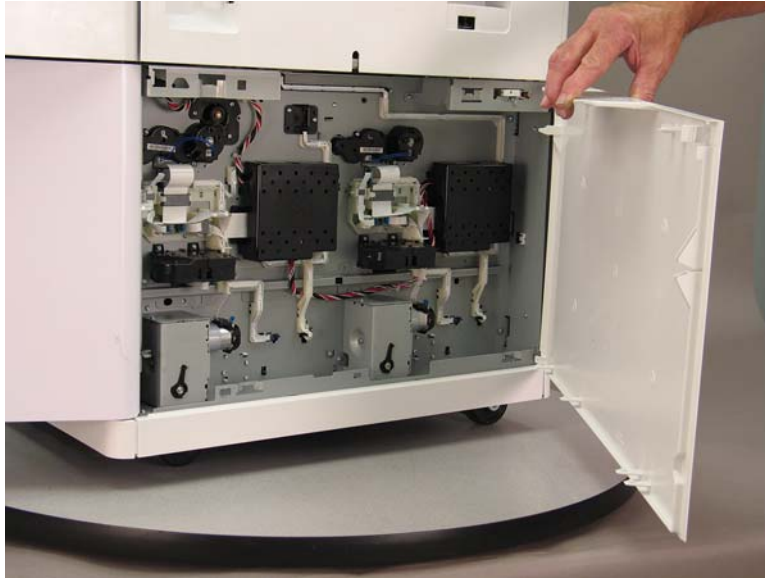

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1817 Remove the cover

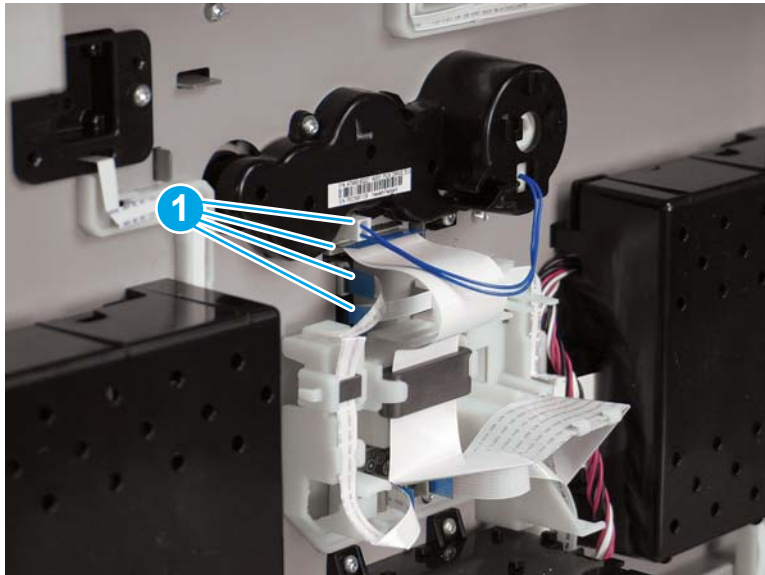


Step 4: Remove the HCI separation assembly

 **NOTE:** Removing the left HCI separation assembly is shown in this procedure. The steps are the same for the right separation assembly.

1. At the rear of the HCI, disconnect three flat-flexible cables (FFCs) and one connector (callout 1).

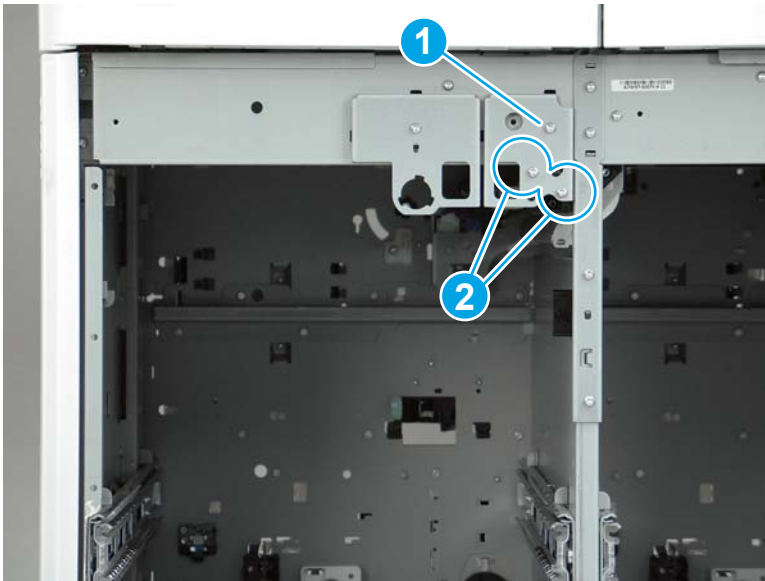
Figure 1-1818 Disconnect FFCs and connector



2. Remove three screws (callout 1/2), and then remove the sheet-metal plate.

 **NOTE:** One screw (callout 1) is a machine screw, and two screws (callout 2) are self-tapping screws.

Figure 1-1819 Remove three screws and the sheet-metal plate



3. **HCI left separation assembly only:** Look up into the right tray cavity, and then loosen, but do not remove, two screws.


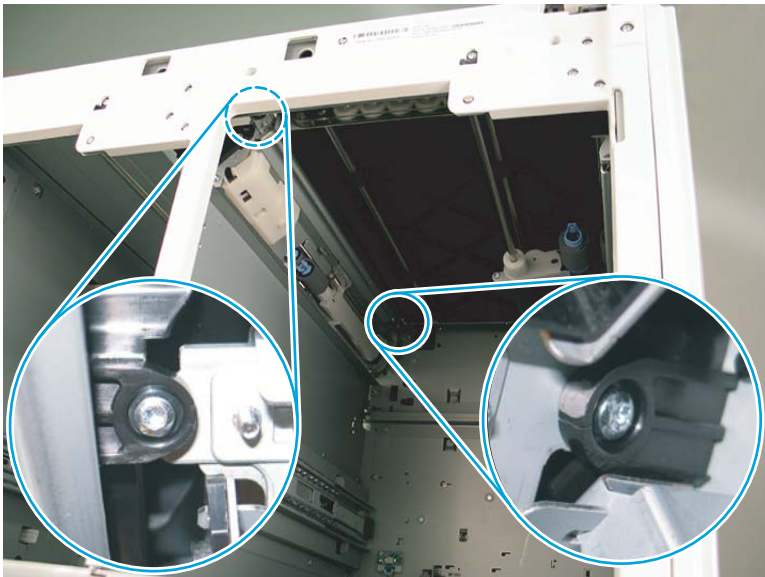
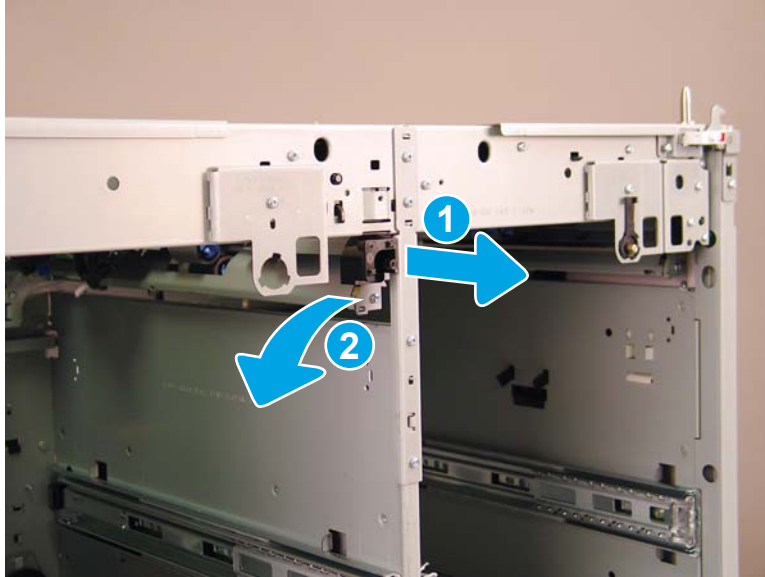
 **NOTE:** Loosening these screws provides some clearance between the separation assembly and the chassis.

Figure 1-1820 Loosen two screws



4. Slightly slide the front end of the assembly forward, and then rotate it down and to the left, pull it straight out of the HCI to release it.

Figure 1-1821 Release the assembly



5. Remove the separation assembly.

Figure 1-1822 Remove the separation assembly

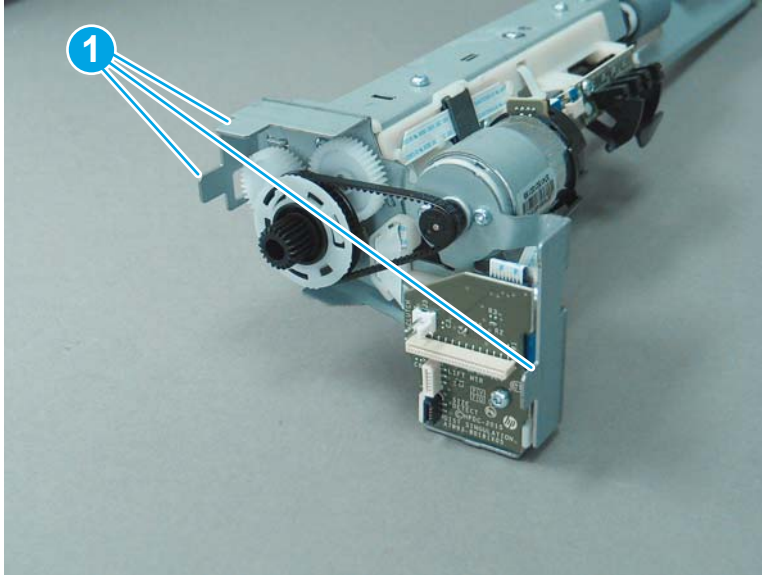


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: HCI separation assemblies

- a. Take note of the mounting tabs on the separation assembly.

Figure 1-1823 Mounting tabs on the separation assembly



- b. **Left separation assembly:** Take note of the mounting slots in the chassis


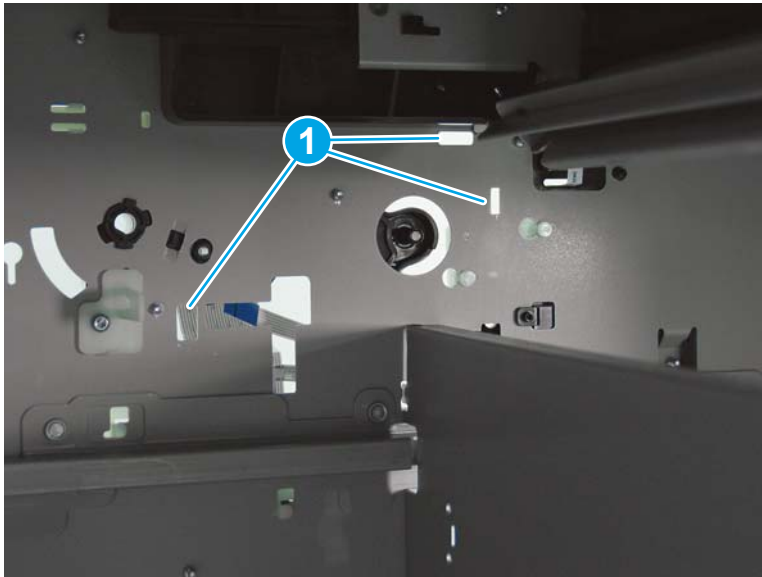
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-1824 Left separation assembly mounting holes



- c. **Right separation assembly:** Take note of the mounting slots in the chassis

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.


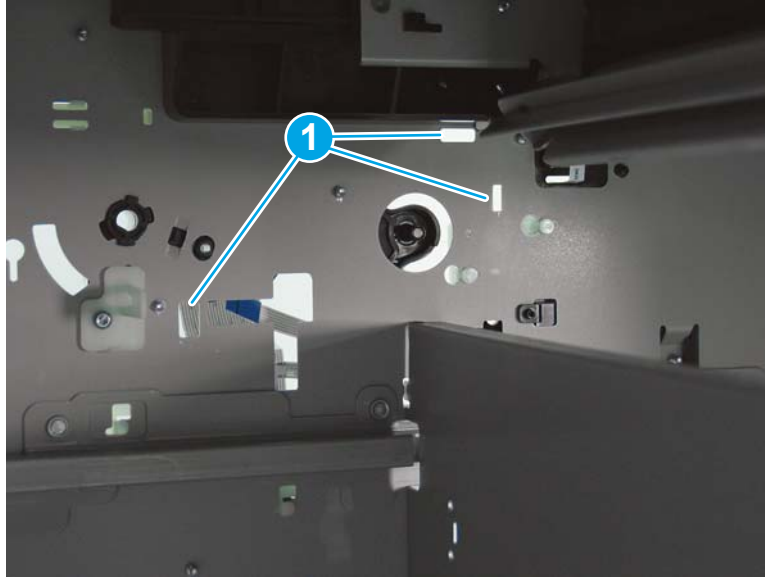
 **Reinstallation tip:** Open the HCI right door to get a better view of the right separation assembly mounting holes.

Figure 1-1825 Right separation assembly mounting holes



Special installation instructions: HCI pickup roller arm(s)

- ▲ Install the assembly shaft into the hole in the HCI chassis, and make sure that the slotted arm on the pickup roller installs over the tab (callout 1).


 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-1826 Install the HCI pickup roller arm(s)





Step 5: Unpack the replacement assembly

1. Dispose of the defective part.


 **NOTE:** HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCl tray presence sensors

Introduction


This document provides the procedures to remove and replace the high capacity input (HCI) tray presence sensors.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCl tray presence sensor part numbers	
A7W93-67040	HCl tray presence sensor

Required tools

- #10 TORX driver with a magnetized tip

After performing service


Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

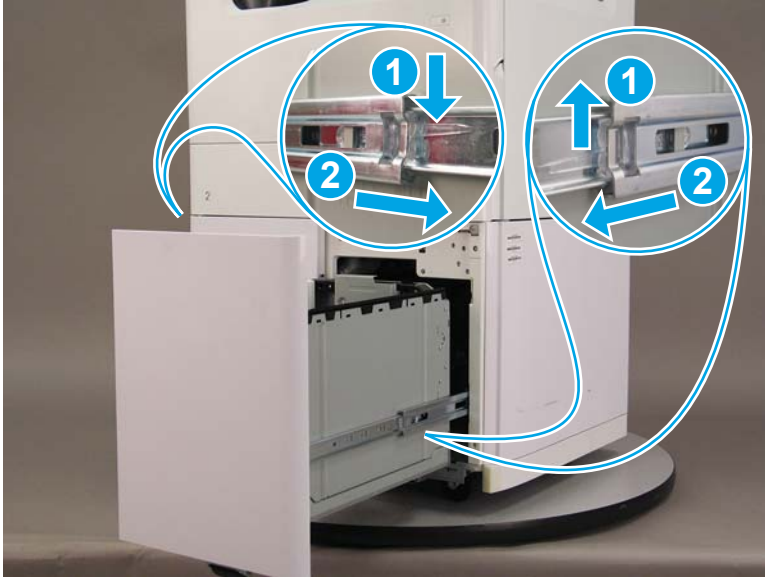
No post service test is available for this assembly.

Step 1: Remove the HCl tray presence sensor

 **NOTE:** Removing the left HCl tray presence sensor is shown in this procedure. The steps are the same for the right tray presence sensor.

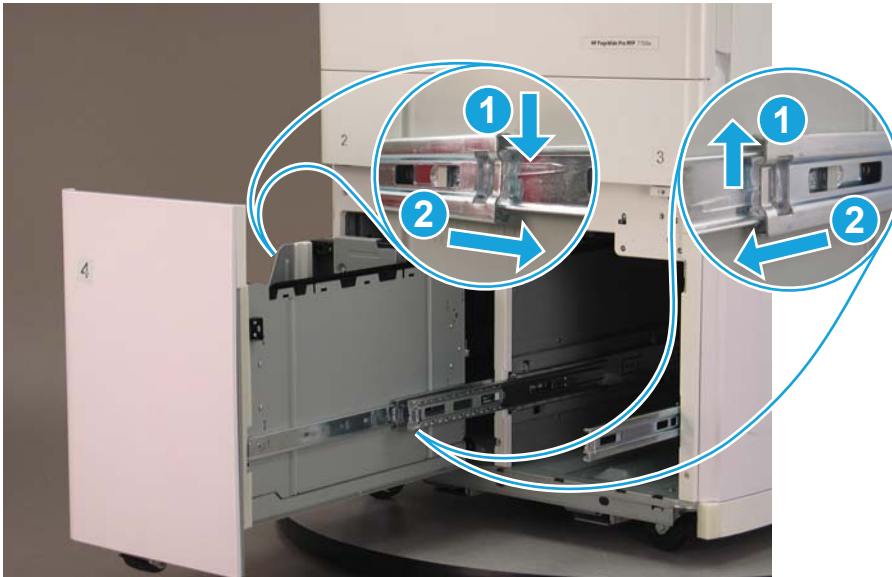
1. **Right HCl tray presence sensor:** Pull the right tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up on and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCl to remove it.

Figure 1-1827 Remove the HCI right tray



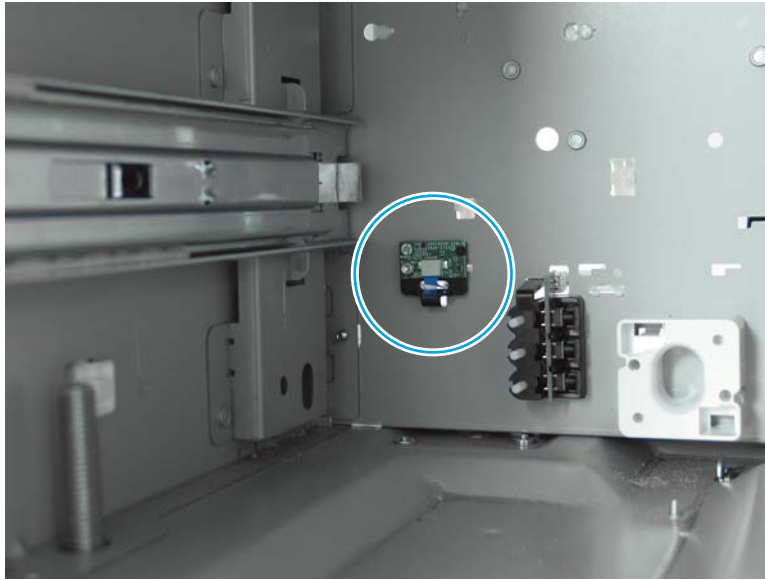
2. **Left HCI tray presence sensor:** Pull the left tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up on and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCI to remove it.

Figure 1-1828 Remove the HCI left tray



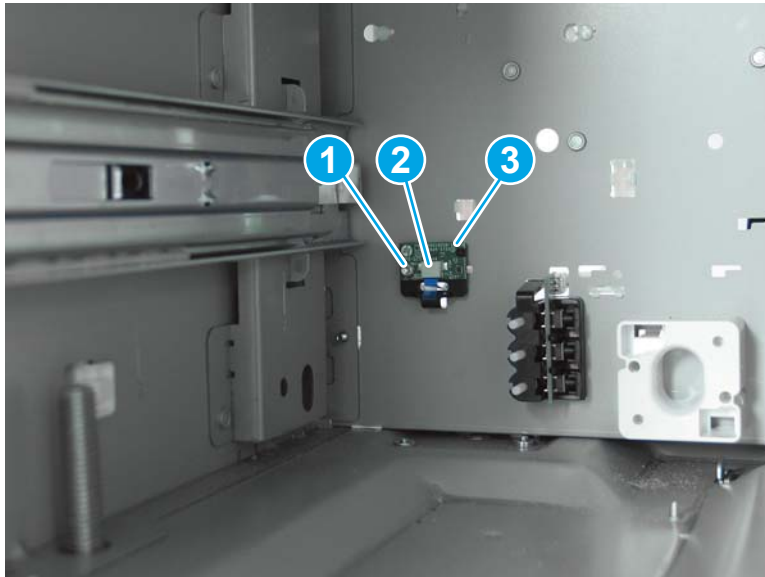
3. Look into the tray cavity, and then locate the tray presence sensor.

Figure 1-1829 Locate the sensor




4. Disconnect one flat-flexible cable (FFC) (callout 1), remove one screw (callout 2), and then remove the tray presence sensor (callout 3).

Figure 1-1830 Remove the sensor





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


 **NOTE:** HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCl tray width detect sensors

Introduction

This document provides the procedures to remove and replace the high capacity input (HCI) width detect sensors.

[Click here to visit the HP video library.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCl tray width detect sensor part numbers	
A7W93-67023	HCl tray width detect sensor

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

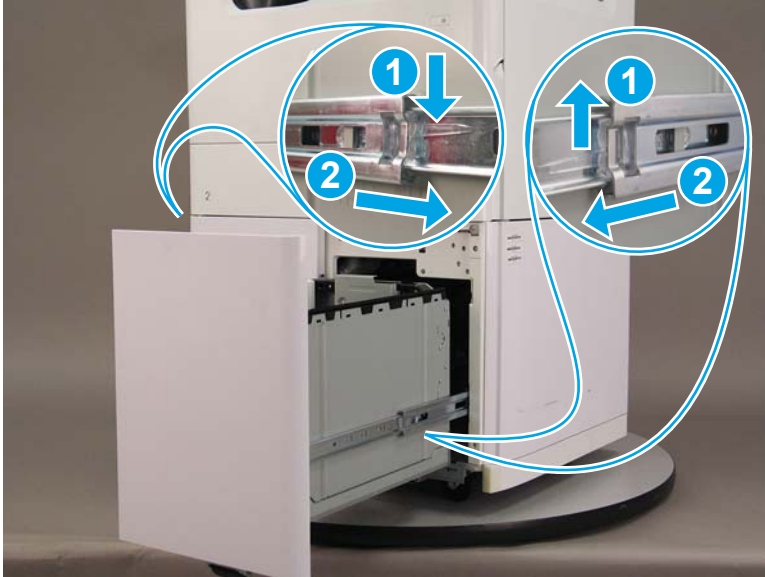
Step 1: Remove the HCl tray width detect sensor



NOTE: Removing the left HCl tray width detect sensor is shown in this procedure. The steps are the same for the right tray width detect sensor.

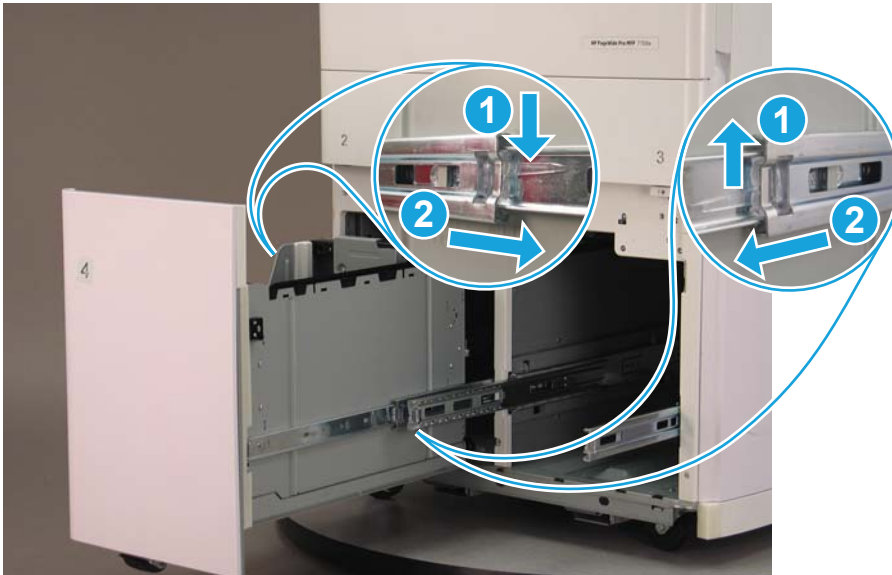
- 1. Right HCl tray width detect sensor:** Pull the right tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a.** Push down and hold the left-side lever down to release it.
 - b.** Push up on and hold the right-side lever up to release it.
 - c.** Pull the tray straight away from the HCl to remove it.

Figure 1-1831 Remove the HCI right tray



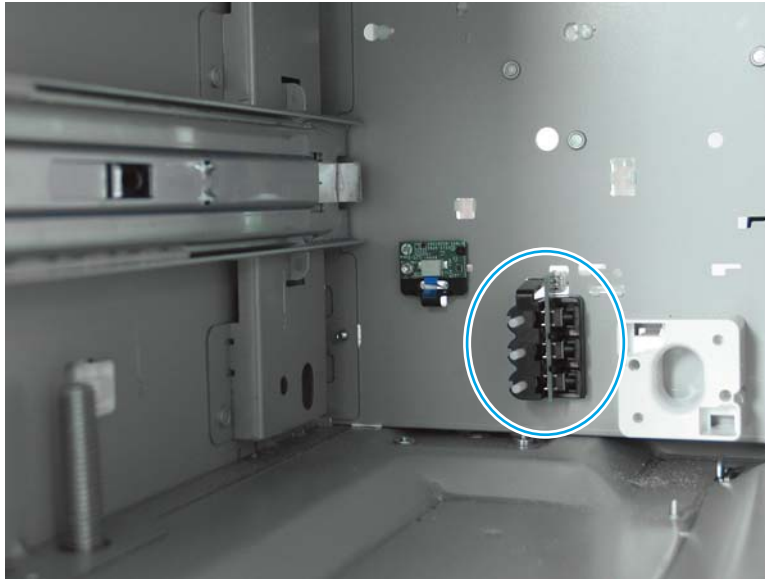
2. **Left HCI tray width detect sensor:** Pull the left tray out of the printer until it stops, locate the left and right retention levers on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up on and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCI to remove it.

Figure 1-1832 Remove the HCI left tray



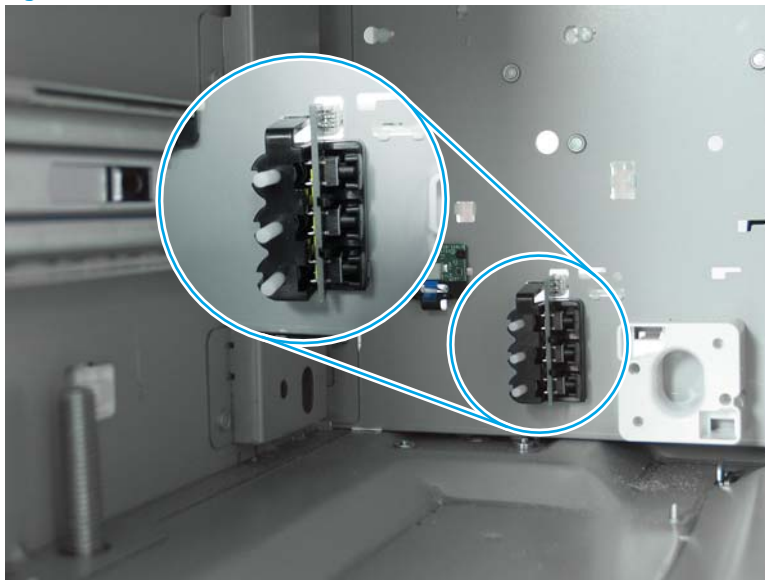
3. Look into the tray cavity, and then locate the tray width detect sensor.

Figure 1-1833 Locate the sensor



4. Before proceeding, take note of the retention tab at the top of the part.

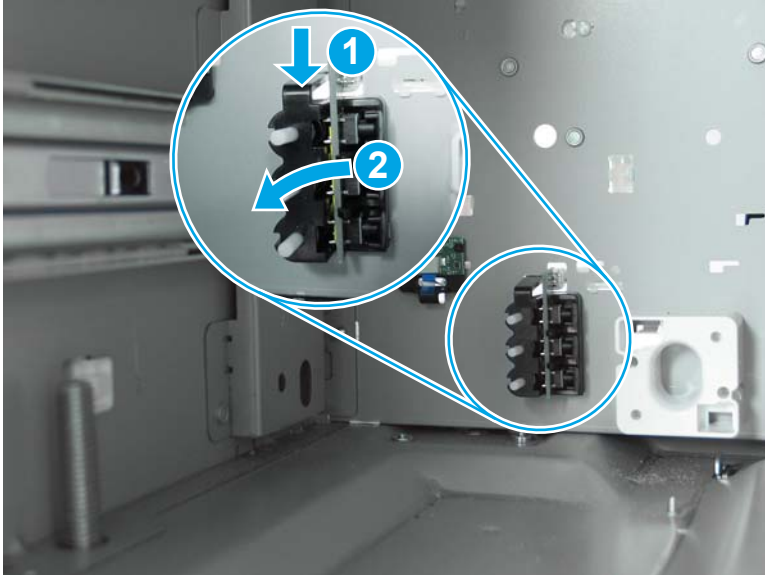
Figure 1-1834 Locate the retention tab



5. Release one tab (callout 1), and then rotate the top of the sensor away from the chassis (callout 2) to separate it from the HCI.

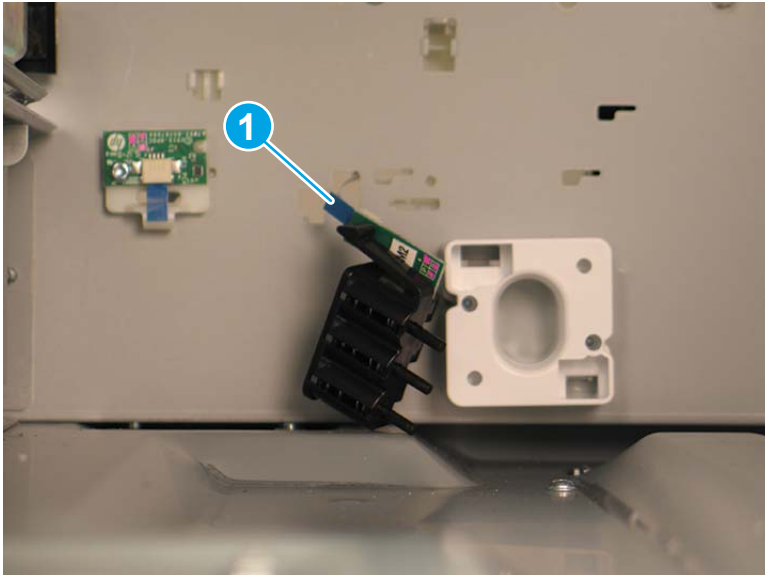
⚠ CAUTION: The sensor is still connected to the HCI by a flat-flexible cable (FFC). Do not attempt to completely remove the sensor.

Figure 1-1835 Release the sensor



6. Disconnect one FFC (callout 1), and then remove the HCI tray width sensor.

Figure 1-1836 Disconnect one FFC and then remove the sensor



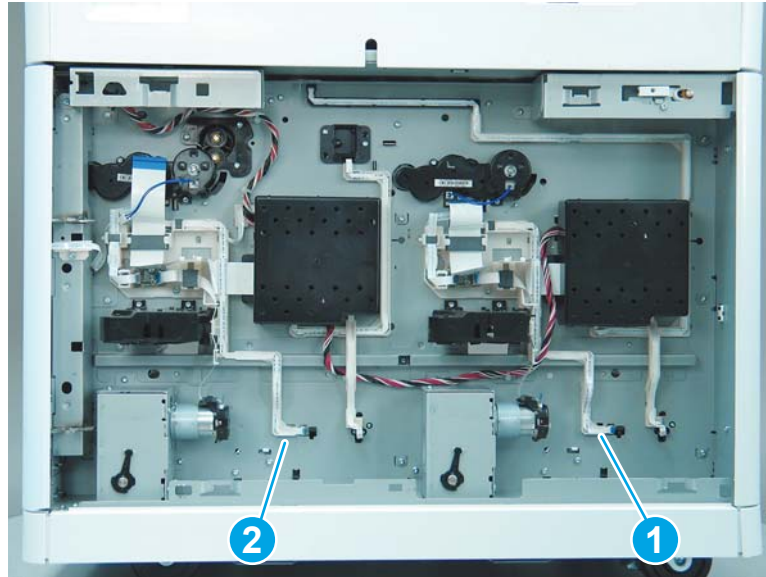
7. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: HCI width detect sensor

- ▲ If the FFC does not protrude far enough into the tray cavity to connect to the sensor, remove the rear cover. Release the sensor FFC from the guide (callout 1 is the right side sensor; callout 2 is the left side sensor), and then push the FFC into the tray cavity.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-1837 Release the sensor FFC





Step 2: Unpack the replacement assembly

1. Dispose of the defective part.


 **NOTE:** HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI printed circuit assemblies

Introduction

This document provides the procedures to remove and replace the high capacity input (HCI) printed circuit assembly (PCA).

This document provides the procedures to remove and replace the high capacity input (HCI) width detect sensors.

[Click here to visit the HP video library.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCI printed circuit assembly (PCA) part numbers

A7X02-67005

HCI printed circuit assembly (PCA)

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Send a print job to the printer, and use the HCI as the source tray.

Step 1: Remove the HCI rear cover

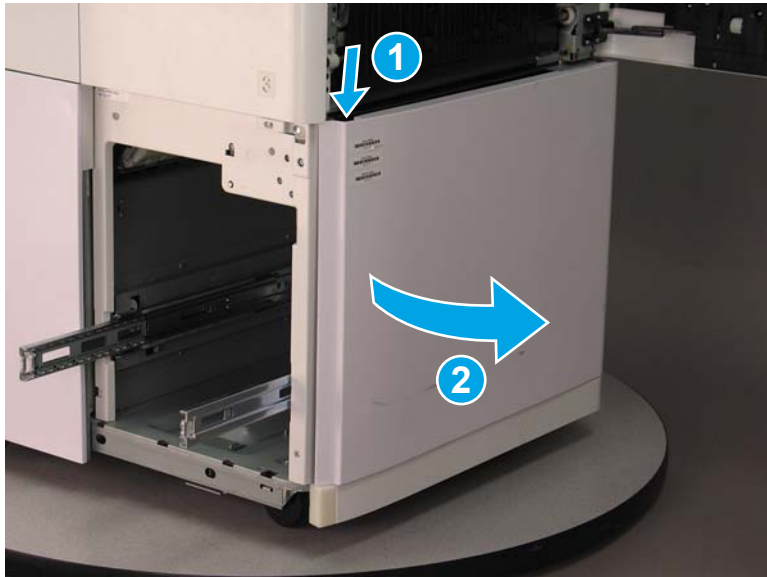
1. Open the printer right door.

Figure 1-1838 Open the printer right door



2. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-1839 Open the HCI right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

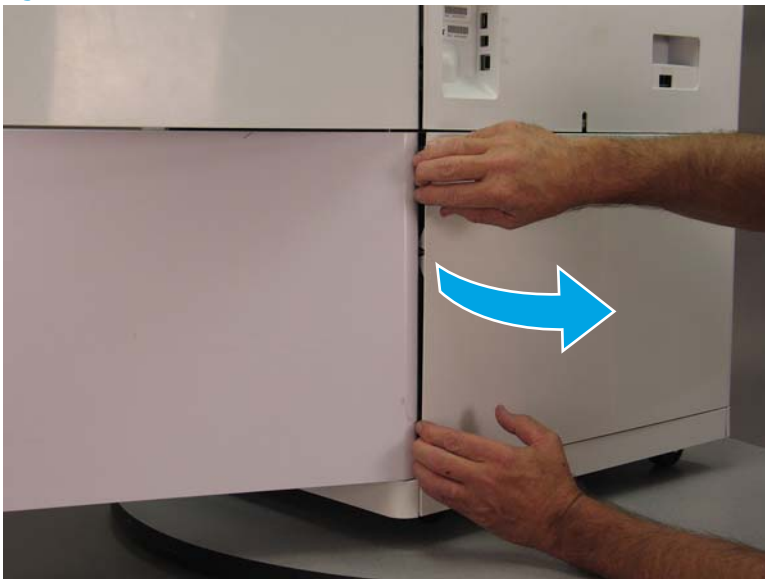
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1840 Release the rear cover



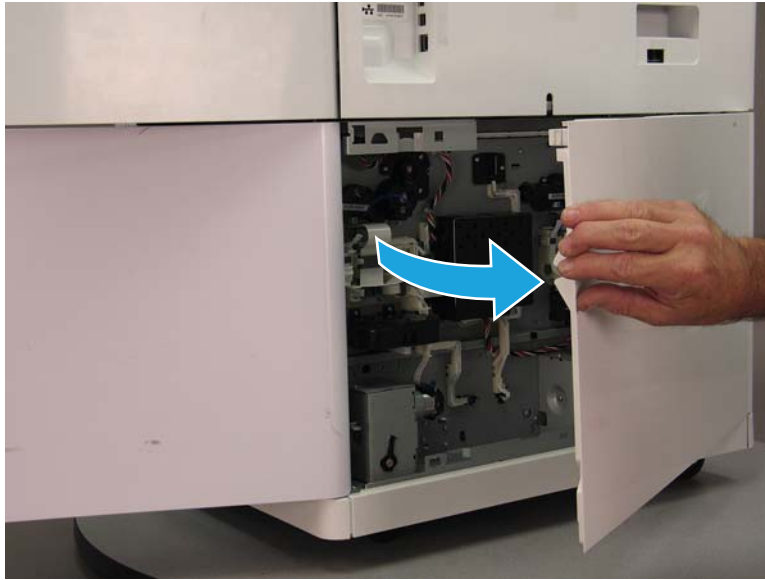
4. Rotate the front edge of the cover away from the HCI to release it.

Figure 1-1841 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the HCI.

Figure 1-1842 Rotate the front edge of the cover away from the HCI



6. Remove the HCI rear cover.


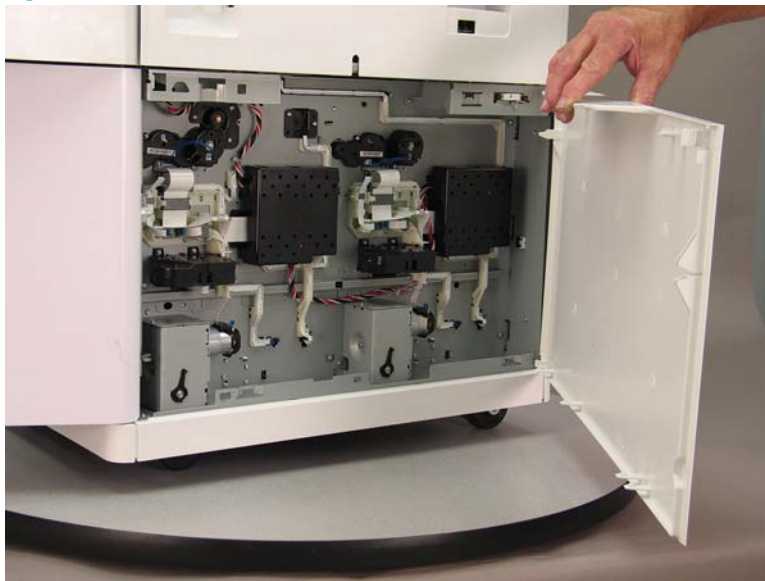
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1843 Remove the cover



Step 2: Remove the HCI printed circuit assembly (PCA)

1. Locate the HCI PCA(s).


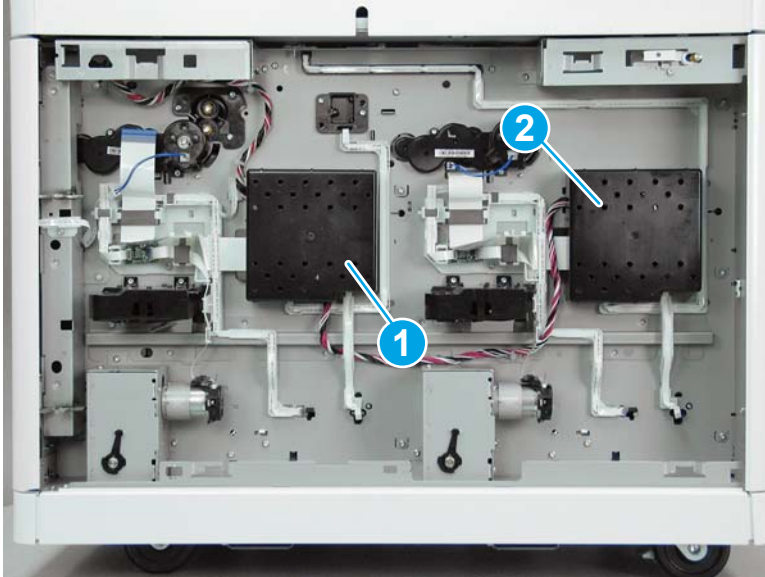
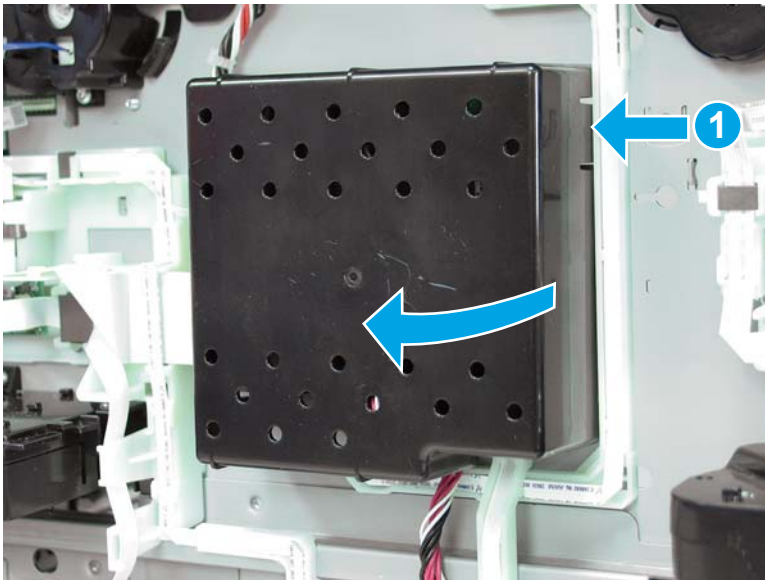
 **NOTE:** When looking at the back of the HCI, the left most PCA (callout 1) is the right tray PCA, and the right most PCA (callout 2) is the left tray PCA.

Figure 1-1844 Locate the HCI PCA(s)




2. Release one tab (callout 1), rotate the right edge of the cover away from the chassis, and then remove the cover.

Figure 1-1845 Release one tab and remove the cover



3. Disconnect four flat-flexible cables (FFCs) (callout 1), disconnect two connectors (callout 2), and then remove three screws (callout 3) to remove the HCI PCA.

 **NOTE:** The left tray PCA only has three FFCs and one connector.


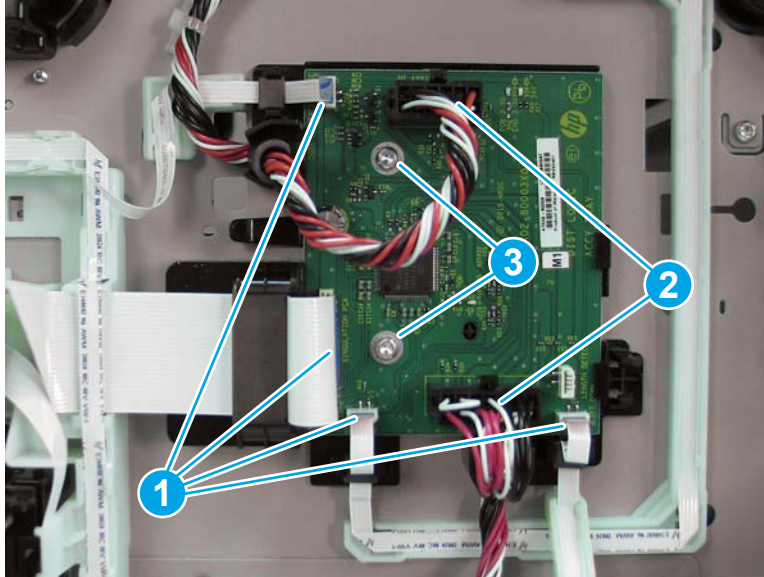
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1846 Remove the HCI PCA





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


 **NOTE:** HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI latch assemblies

Introduction


This document provides the procedures to remove and replace the high capacity input (HCI) latch assemblies.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCI latch part numbers

A7W93-67034

HCI latch

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Step 1: Remove the HCI rear cover

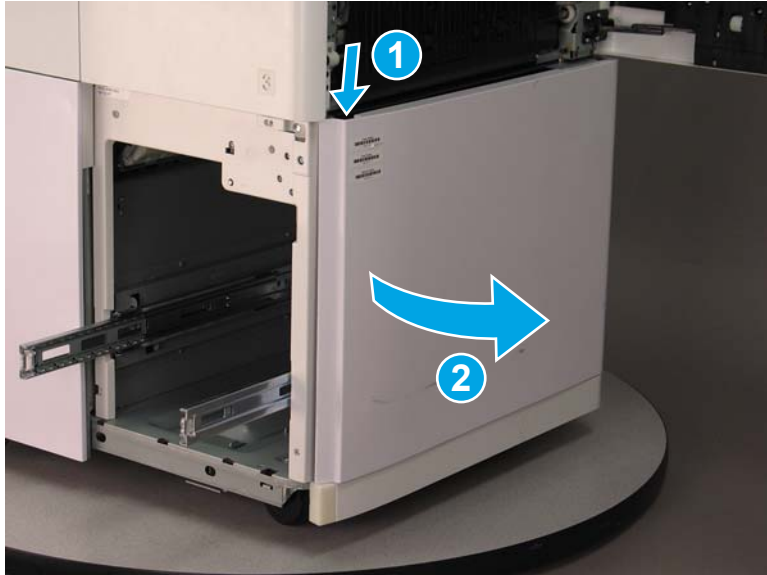
1. Open the printer right door.

Figure 1-1847 Open the printer right door



2. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-1848 Open the HCI right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

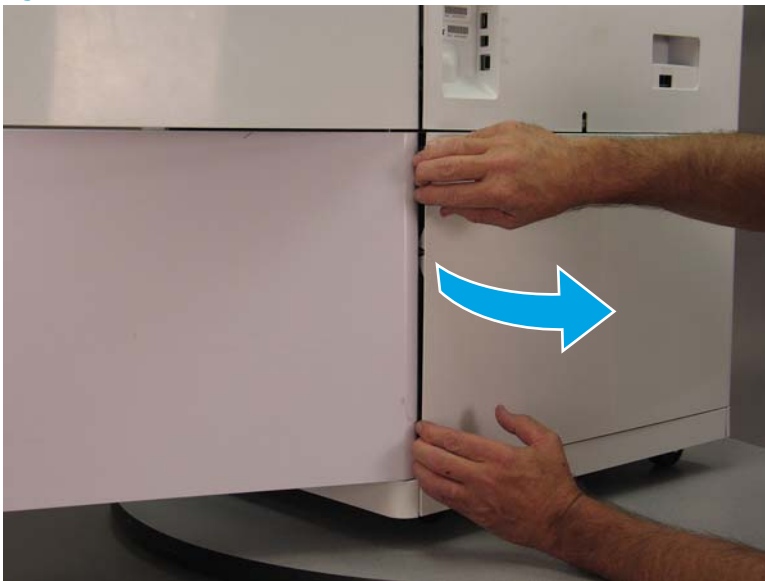
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1849 Release the rear cover



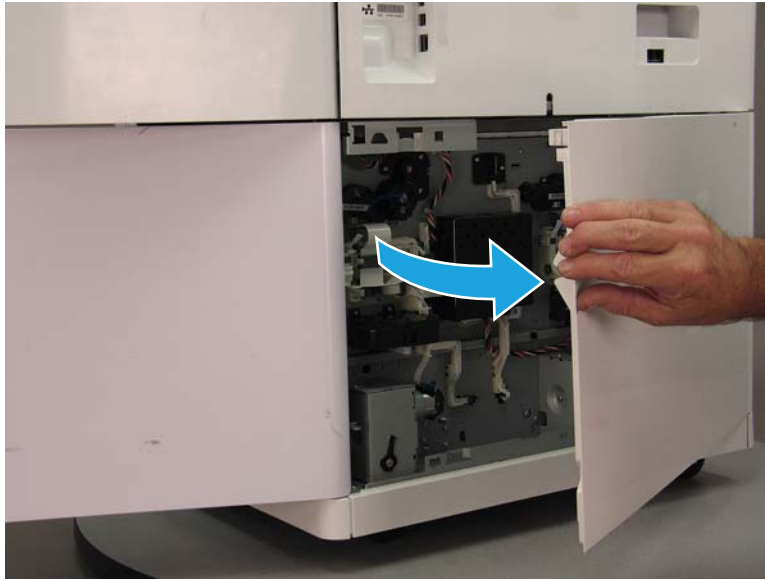
4. Rotate the front edge of the cover away from the HCI to release it.

Figure 1-1850 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the HCI.

Figure 1-1851 Rotate the front edge of the cover away from the HCI



6. Remove the HCI rear cover.


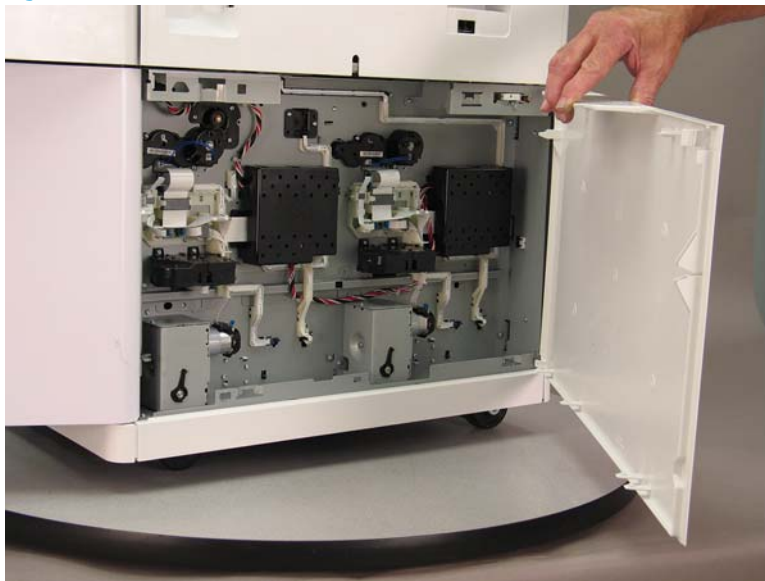
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1852 Remove the cover



Step 2: Remove the HCI latch assembly

1. Locate the HCI latch(es).


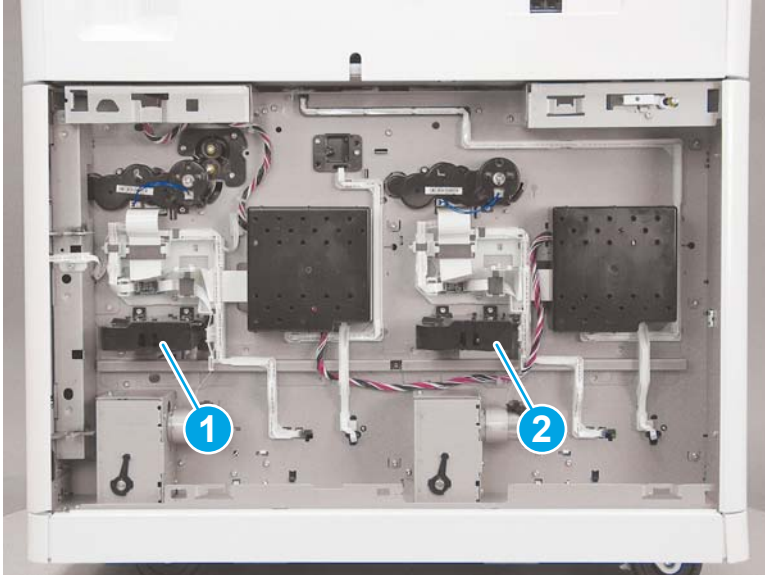
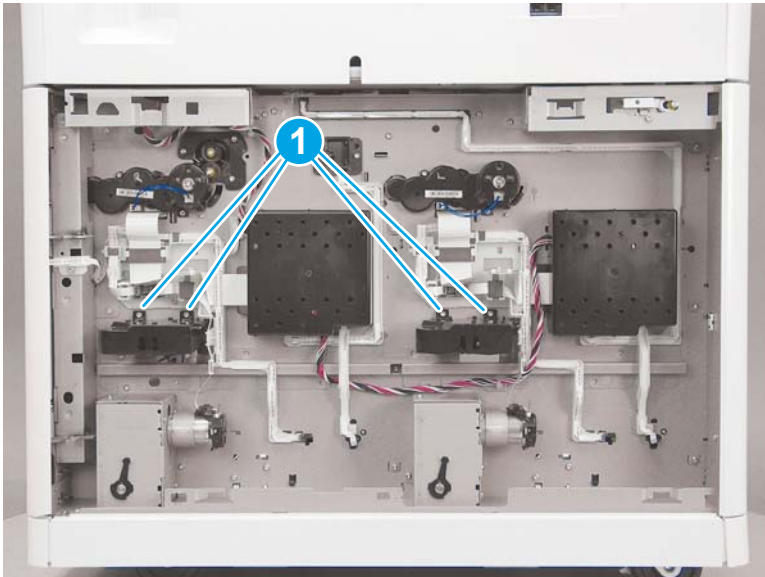
 **NOTE:** When looking at the back of the HCI, the left most latch (callout 1) is the right tray latch, and the right most PCA (callout 2) is the left tray latch.

Figure 1-1853 Locate the HCI latch(es)



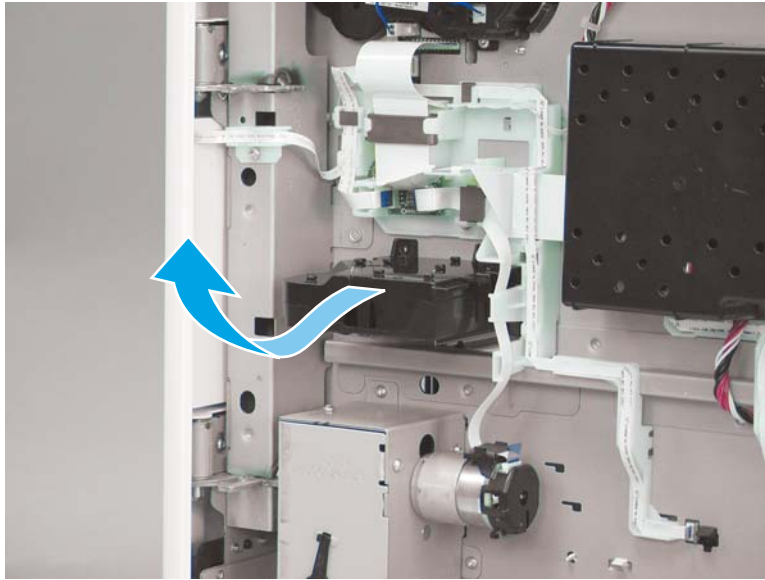
2. Remove two screws (callout 1).

Figure 1-1854 Remove two screws



3. Slightly rotate the front edge of the latch up to release it, and then remove the HCI latch.

Figure 1-1855 Remove the HCI latch



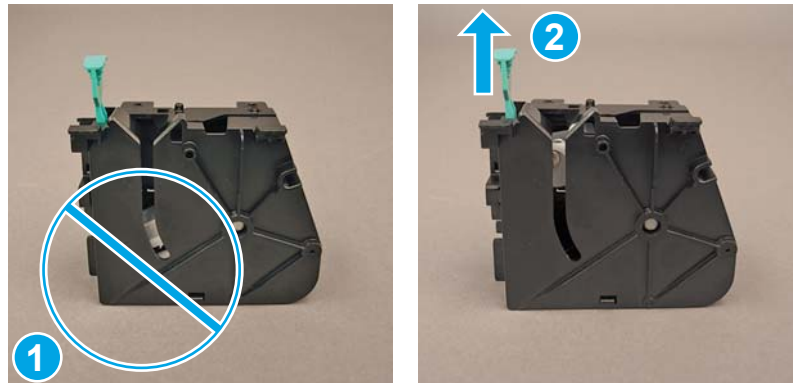
4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Tray 2 latch assembly (A4 tandem Trays 2/3 only)

- ▲ Before installing the assembly, make sure that it is not in the locked position (callout 1). If it is in the locked position, pull on the green lever to unlock it (callout 2).


 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-1856 Check the latch assembly





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


 **NOTE:** HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCl tray pick clutch and jam cassette drive assembly

Introduction

This document provides the procedures to remove and replace the high capacity input (HCI) tray pick clutch and jam cassette drive assembly.

[Click here to visit the HP video library.](#)



IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCl tray pick clutch and jam cassette drive assembly part numbers	
A7W93-67078	HCl tray pick clutch
A7W97-67011	Jam cassette drive assembly

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Send a print job to the printer, and use the HCI tray with the replaced tray pick clutch as the source tray.

Step 1: Remove the HCl rear cover

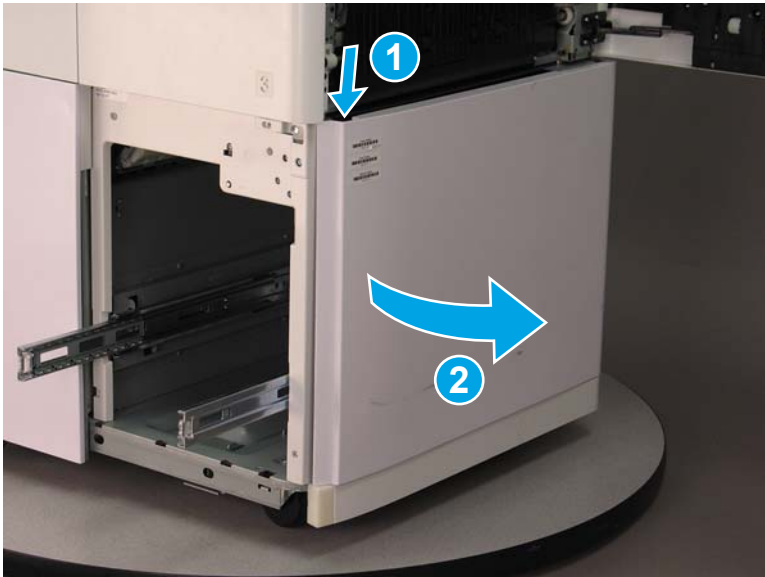
1. Open the printer right door.

Figure 1-1857 Open the printer right door



2. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-1858 Open the HCI right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

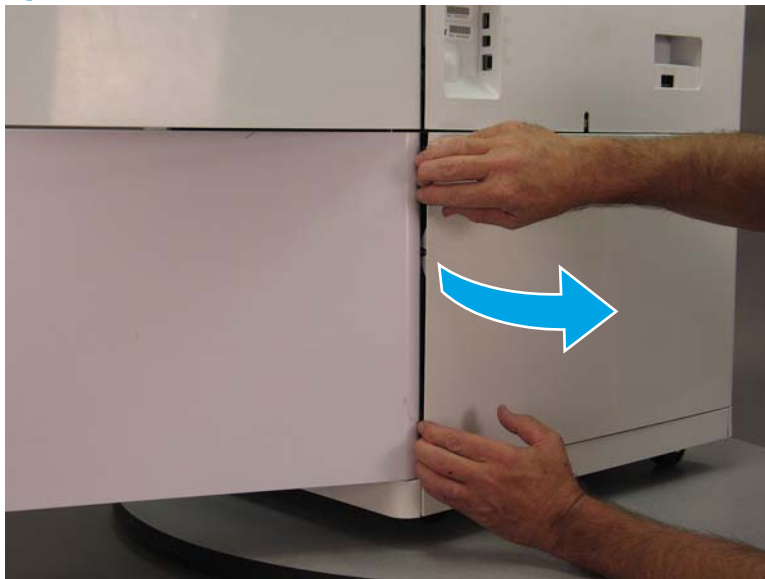
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1859 Release the rear cover



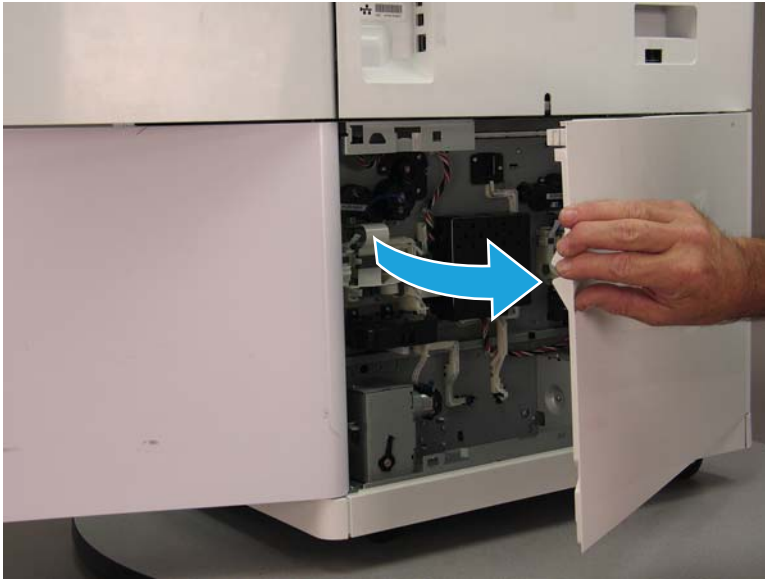
4. Rotate the front edge of the cover away from the HCl to release it.

Figure 1-1860 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the HCI.

Figure 1-1861 Rotate the front edge of the cover away from the HCI



6. Remove the HCI rear cover.


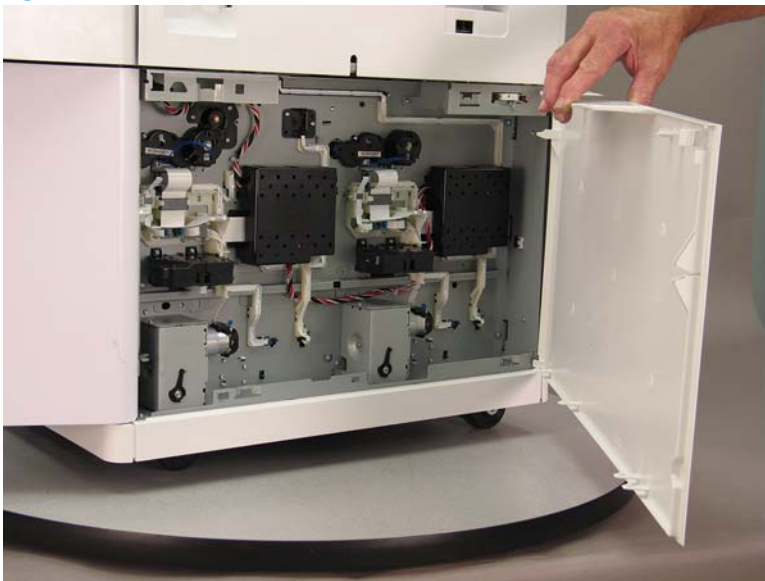
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1862 Remove the cover



Step 2: Remove the HCI tray pick clutch and jam cassette drive assembly

1. Locate the HCI tray pick clutch.


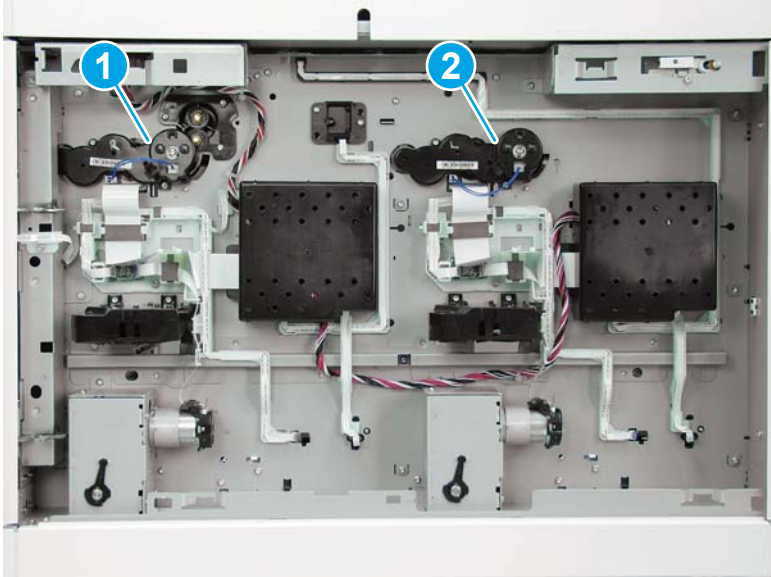
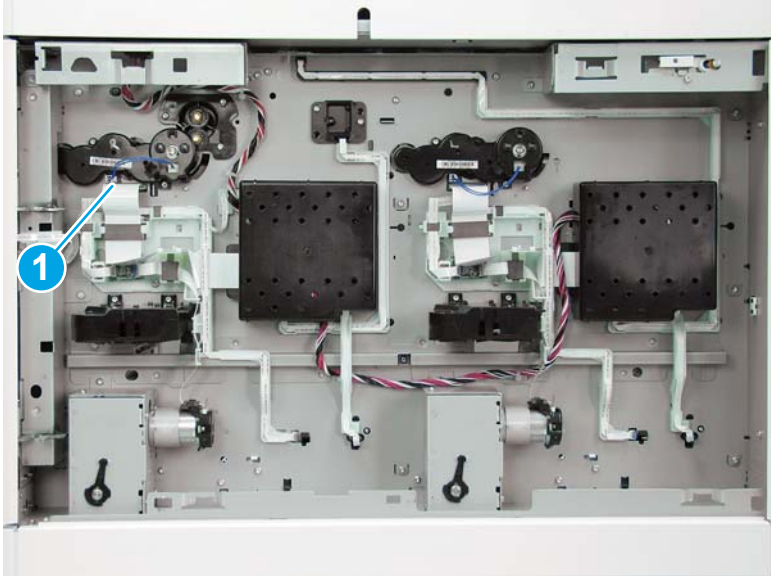
 **NOTE:** When looking at the back of the HCI, the left most motor assembly (callout 1) is the right tray pick clutch, and the right most motor assembly (callout 2) is the left tray pick clutch.

Figure 1-1863 Locate the HCI tray pick clutches



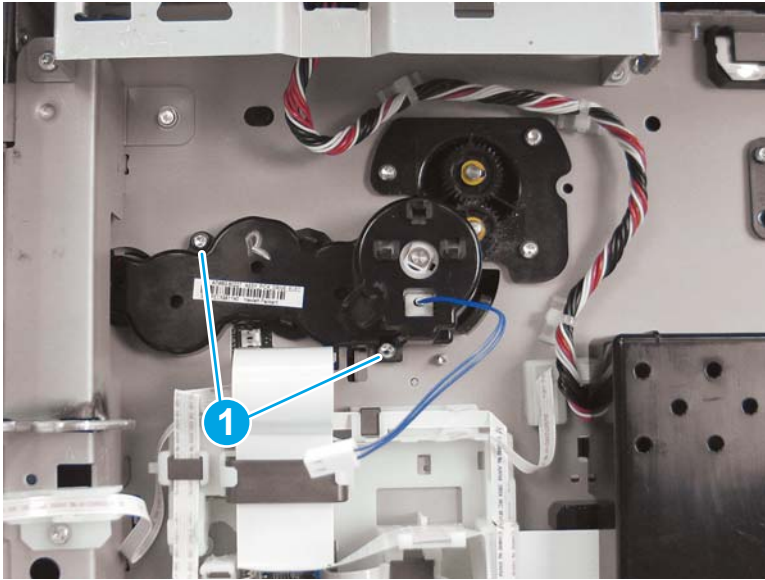
- 2. Disconnect one connector (callout 1).

Figure 1-1864 Disconnect one connector



3. Remove two screws (callout 1).

Figure 1-1865 Remove two screws



4. Remove the HCI tray pick clutch.


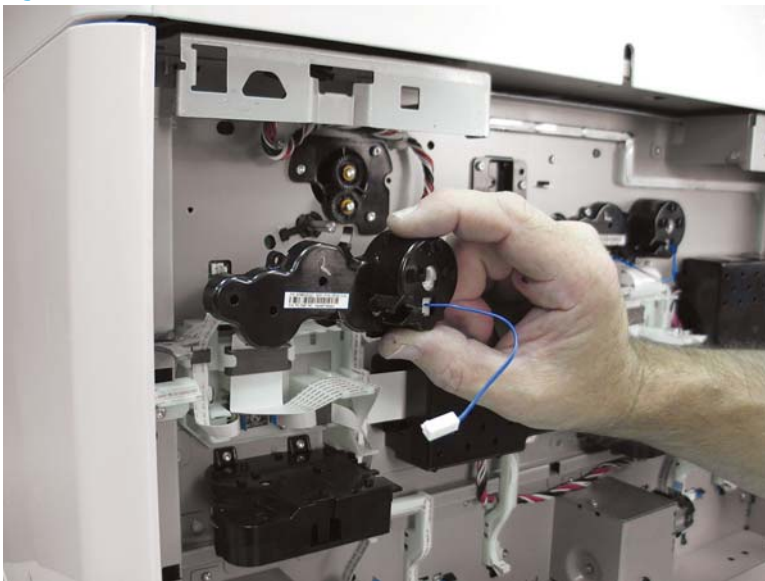
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1866 Remove the HCI tray pick clutch



5. **Optional step:** Remove three screws (callout 1), and then remove the jam cassette drive assembly.


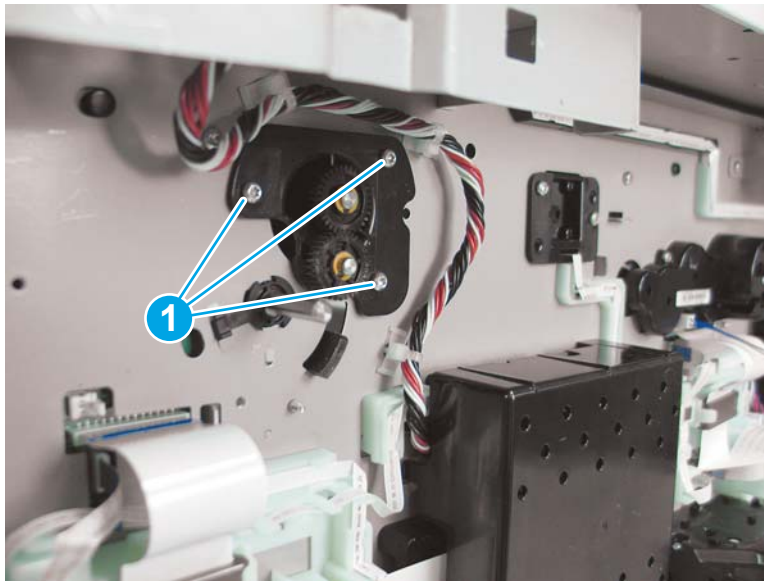
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1867 Remove the HCI jam cassette drive assembly





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

 **NOTE:** HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI tray lift motor assembly

Introduction


This document provides the procedures to remove and replace the high capacity input (HCI) tray lift motor assembly.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCI tray lift motor assembly part numbers

A7W97-67006

HCI tray lift motor assembly

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Send a print job to the printer, and use the HCI tray with the replaced lift drive assembly as the source tray.

Step 1: Remove the HCI rear cover

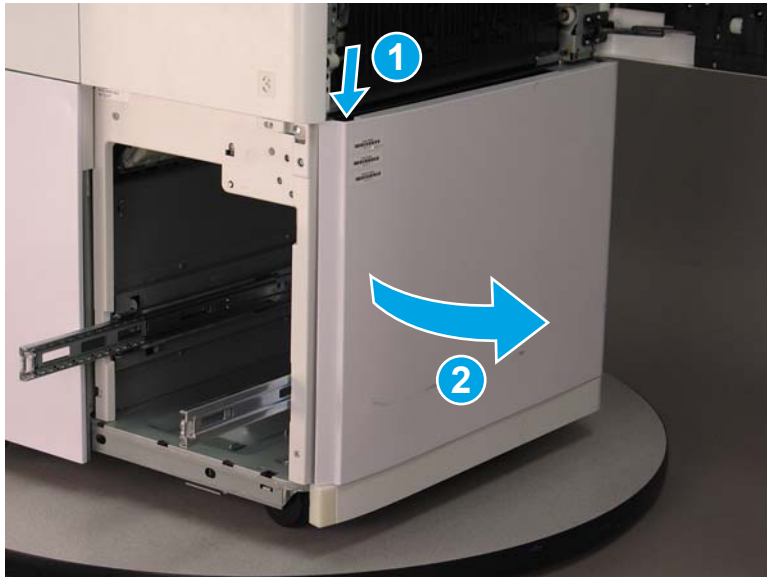
1. Open the printer right door.

Figure 1-1868 Open the printer right door



2. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-1869 Open the HCI right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

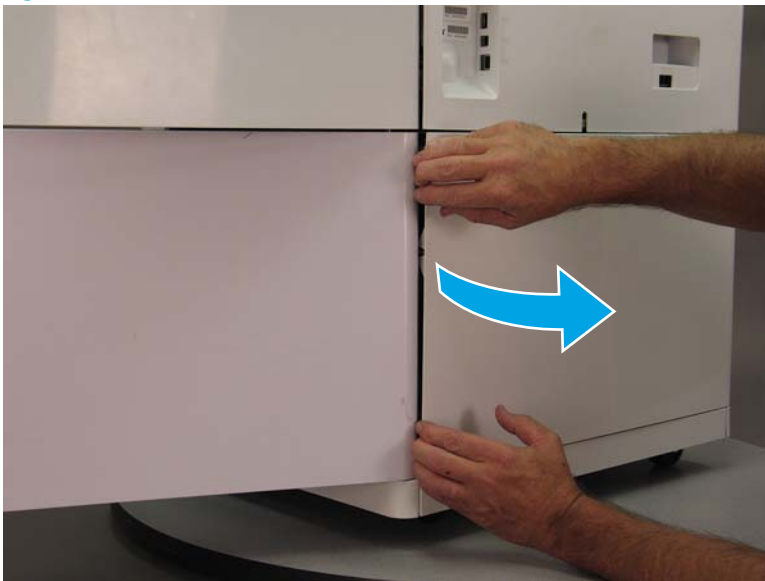
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1870 Release the rear cover



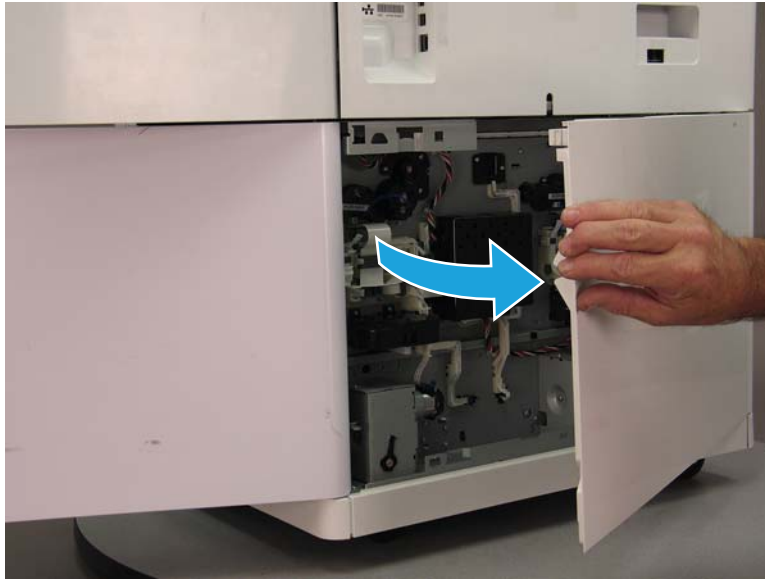
4. Rotate the front edge of the cover away from the HCI to release it.

Figure 1-1871 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the HCI.

Figure 1-1872 Rotate the front edge of the cover away from the HCI



6. Remove the HCI rear cover.


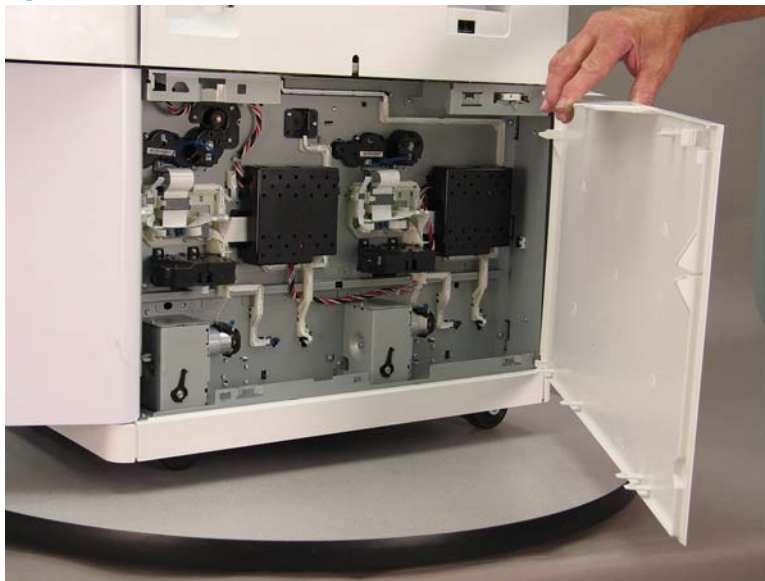
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1873 Remove the cover



Step 2: Remove the HCI tray lift motor assembly

1. Locate the HCI tray lift motor(s).


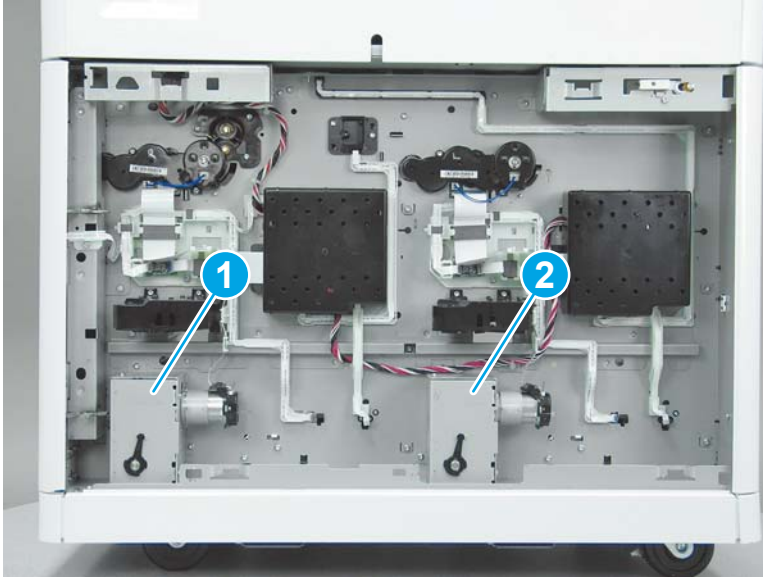
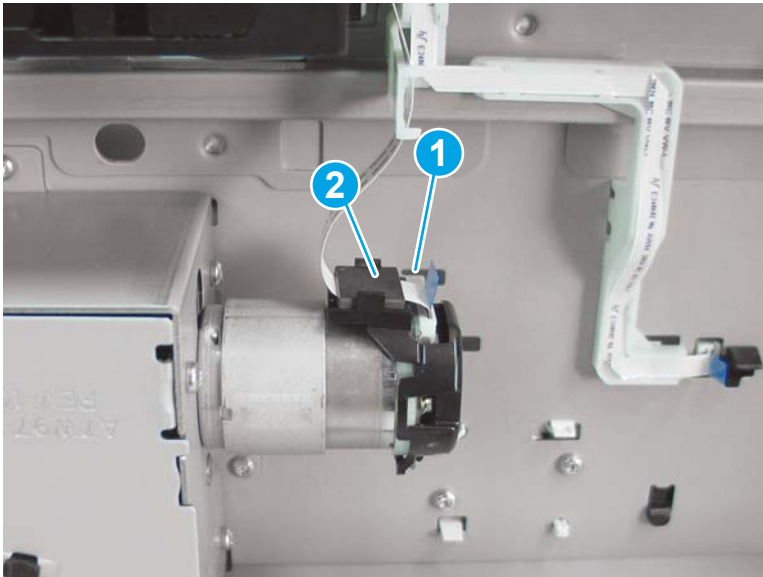
 **NOTE:** When looking at the back of the HCI, the left most motor (callout 1) is the right tray lift motor, and the right most motor (callout 2) is the left tray lift motor.

Figure 1-1874 Locate the HCI lift motor(s)



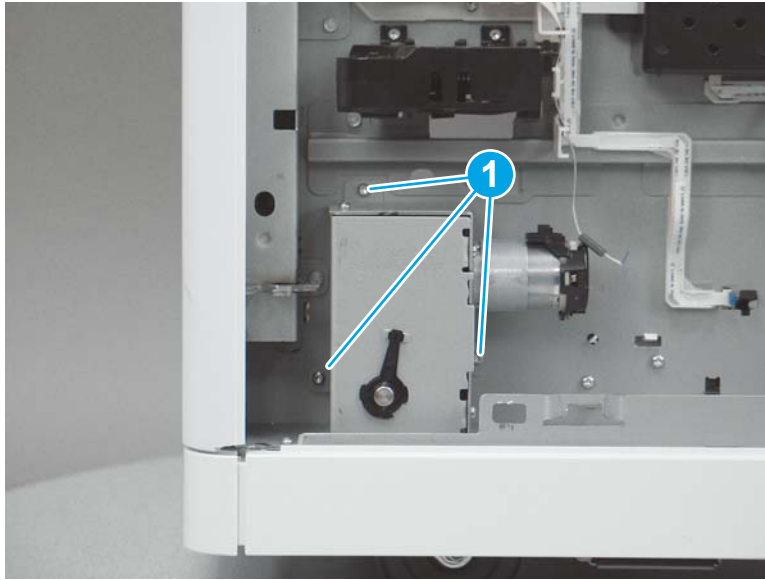
2. Disconnect one flat-flexible cable (FFC) (callout 1), and then release the ferrite (callout 2) from the holder.

Figure 1-1875 Disconnect one FFC and release the ferrite



3. Remove three screws (callout 1).

Figure 1-1876 Remove three screws



4. Remove the HCI tray lift motor assembly.


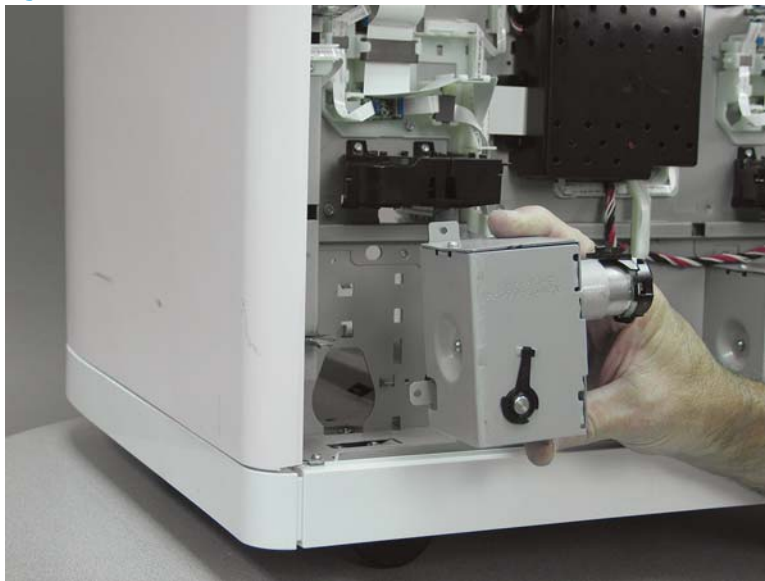

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1877 Remove the HCI tray lift motor





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.


 **NOTE:** HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCl right door

Introduction


This document provides the procedures to remove and replace the high capacity input (HCI) right door.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCl right door part numbers	
A7W97-67009	HCl right door

Required tools

- #10 TORX driver with a magnetized tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Step 1: Remove the HCl rear cover

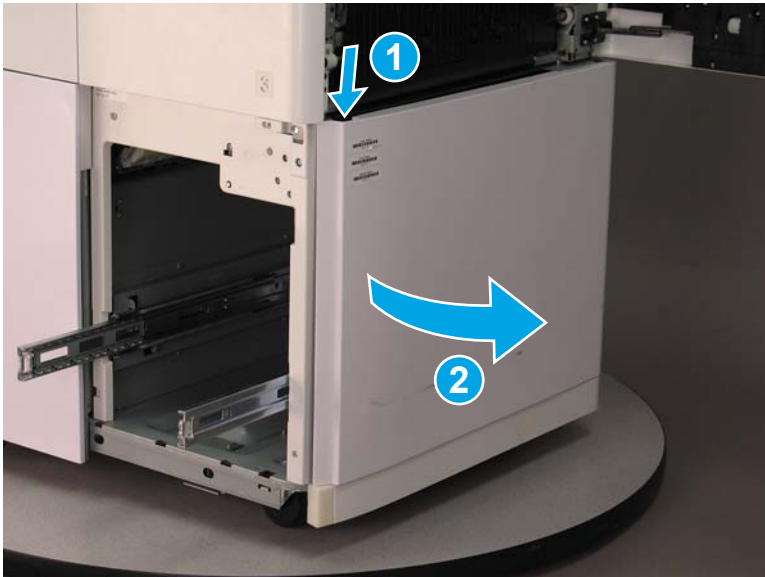
1. Open the printer right door.

Figure 1-1878 Open the printer right door



2. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-1879 Open the HCI right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

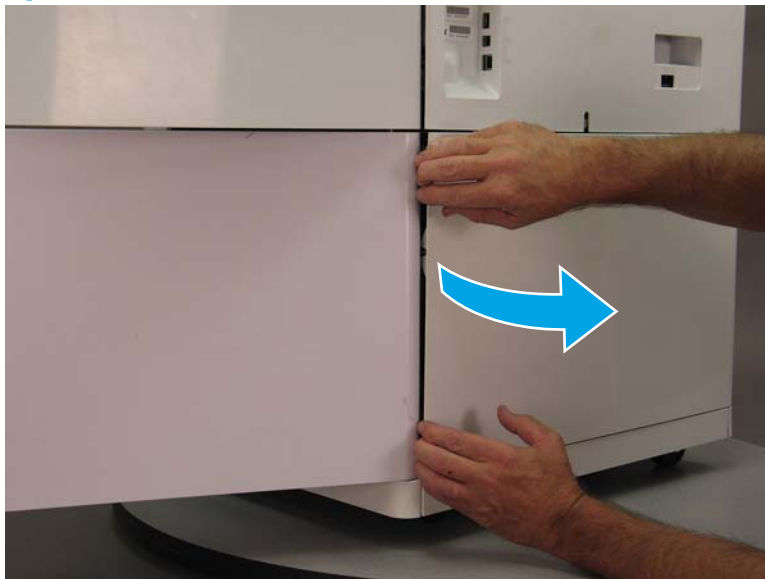
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1880 Release the rear cover



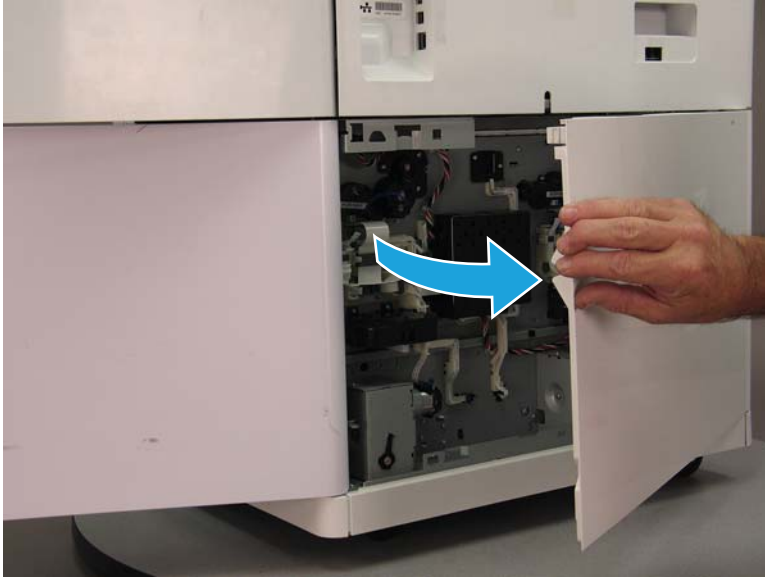
4. Rotate the front edge of the cover away from the HCl to release it.

Figure 1-1881 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the HCI.

Figure 1-1882 Rotate the front edge of the cover away from the HCI



6. Remove the HCI rear cover.


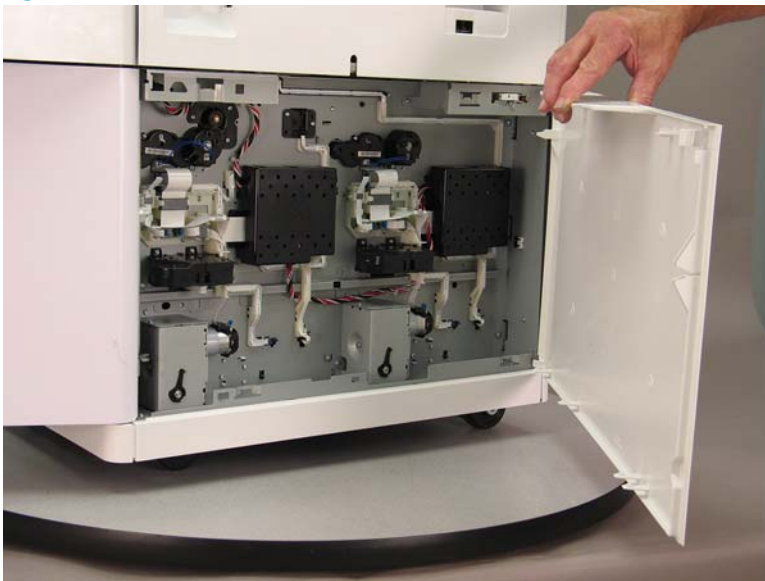
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1883 Remove the cover

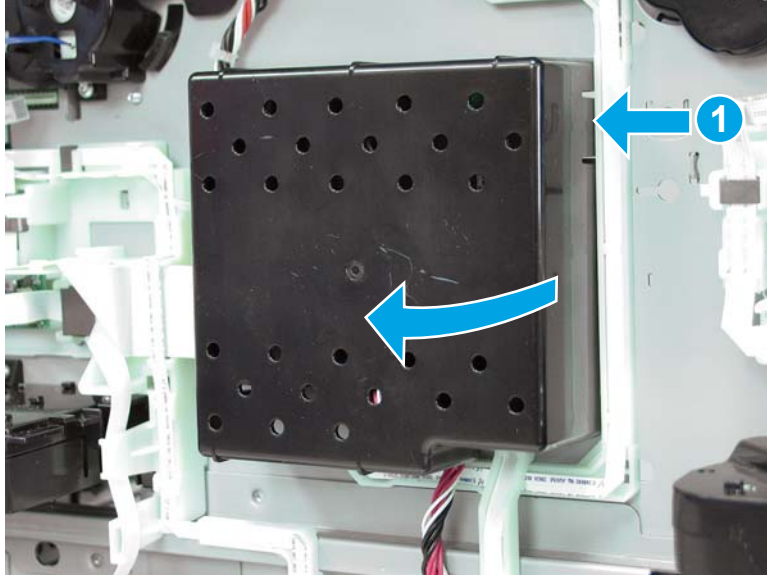


Step 2: Remove the HCI right door

1. Release one tab (callout 1), rotate the right edge of the right tray printed circuit assembly (PCA) cover away from the chassis, and then remove the cover.

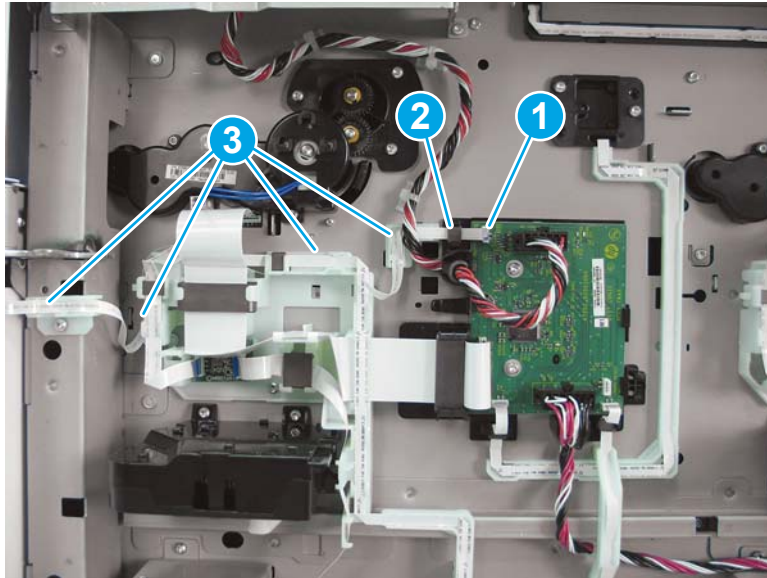
 **NOTE:** When looking at the back of the HCI, the left most PCA cover is the right tray PCA.

Figure 1-1884 Remove the right tray PCA cover



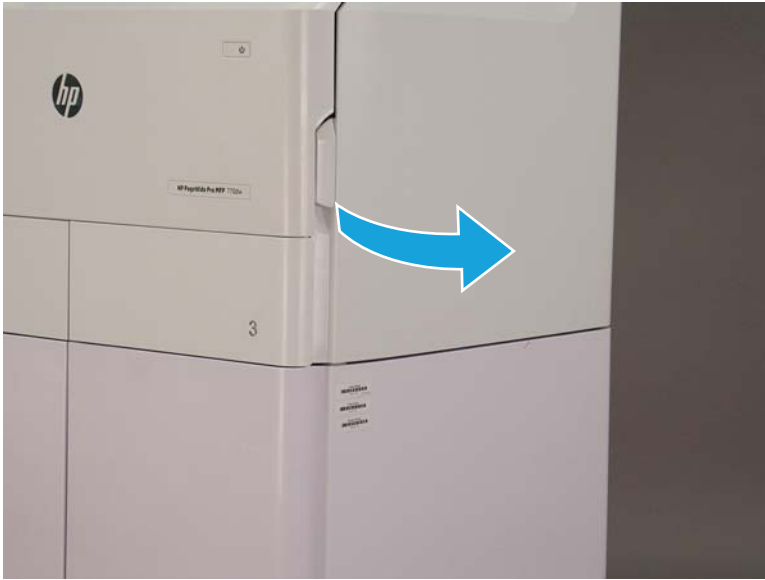
2. Disconnect one flat-flexible cable (FFC) (callout 1), release the ferrite (callout 2) from the holder, and then release the FFC from the retainers (callout 3).

Figure 1-1885 Disconnect one FFC and release the ferrite



3. Open the printer right door.

Figure 1-1886 Open the printer right door



4. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-1887 Open the HCI right door



5. Remove four screws (callout 1).


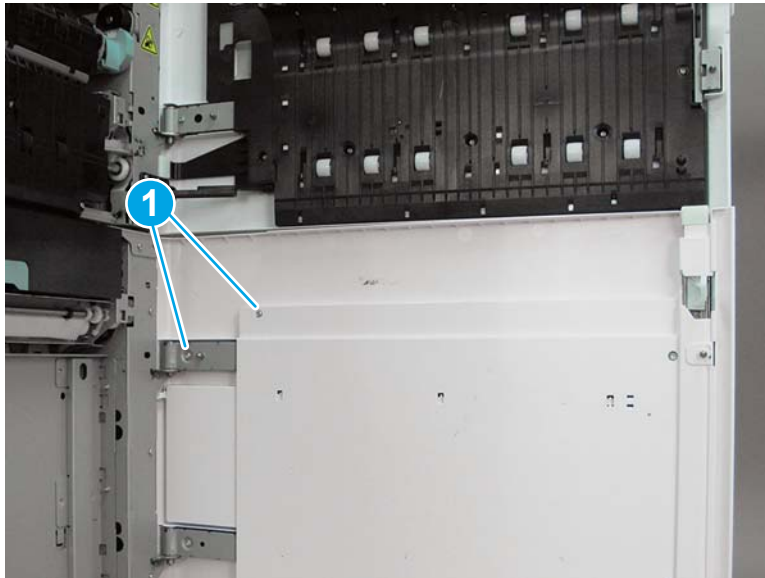
 **Reinstallation tip:** If a replacement door is installed, transfer the right door strap from the discarded right door to the replacement right door.

Figure 1-1888 Remove four screws



6. Remove two screws (callout 1).

Figure 1-1889 Remove two screws



7. Close the printer right door.

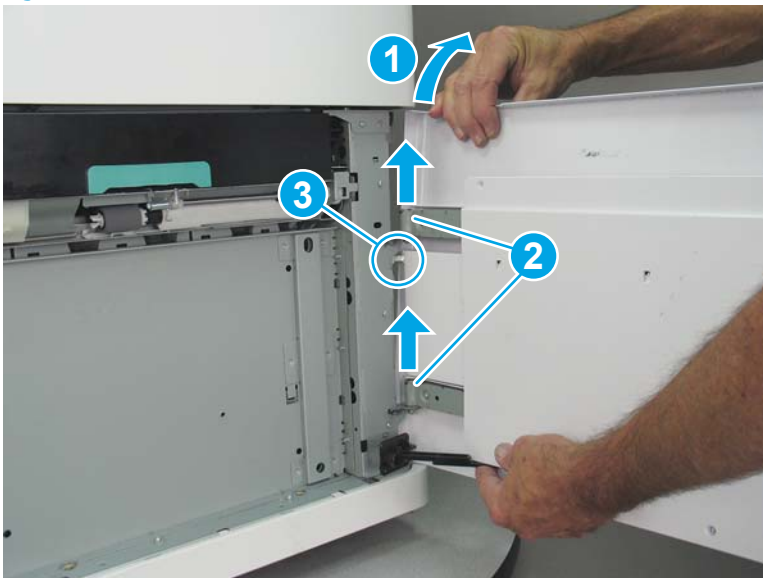
Figure 1-1890 Close the printer right door



8. Slightly flex the right door cover away from the door assembly (callout 1), and then lift up on the door assembly to release it (callout 2) from the hinges.

⚠ CAUTION: Do not damage the right door FFC (callout 3) when releasing the door.

Figure 1-1891 Release the HCI right door



9. Remove the HCI right door.


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-1892 Remove the HCI right door





Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

 **NOTE:** HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>


2. Unpack the replacement part from the packaging.

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.


 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI left cover

Introduction


This document provides the procedures to remove and replace the high capacity input (HCI) left cover.

[Click here to visit the HP video library.](#)

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

HCI right door part numbers

A7W95-67002	HCI left cover
-------------	----------------

Required tools

- #10 TORX driver with a magnetized tip
- #10 *short shaft* driver with a magnetized tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Step 1: Remove the HCI left tray

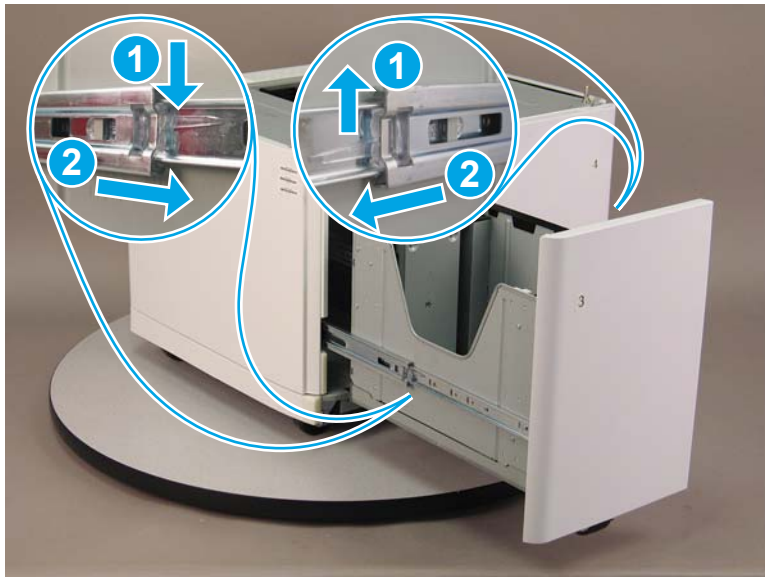
1. Pull the left tray out of the HCI until it stops.

Figure 1-1893 Pull the left tray out



2. Locate the left and right retention levers (callout 1) on the tray rails, and then do the following:
 - a. Push down and hold the left-side lever down to release it.
 - b. Push up and hold the right-side lever up to release it.
 - c. Pull the tray straight away from the HCI to remove it.

Figure 1-1894 Release and remove the HCI tray



Step 2: Remove the HCI rear cover

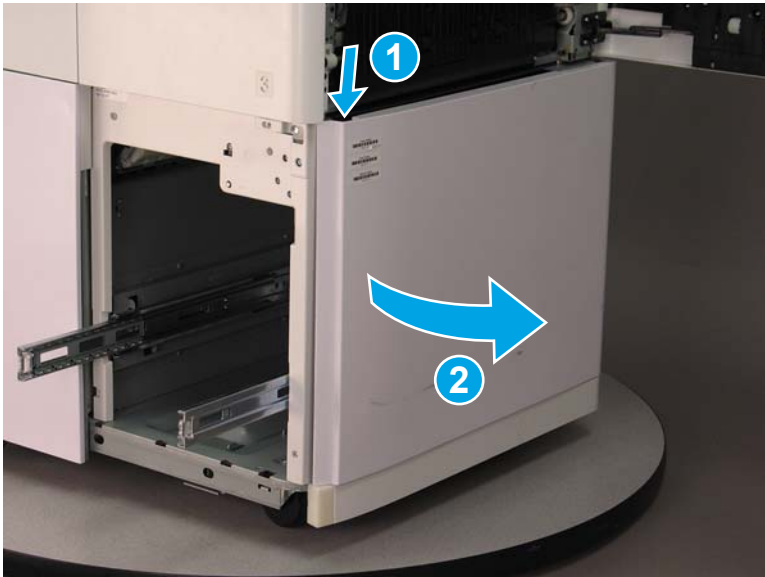
1. Open the printer right door.

Figure 1-1895 Open the printer right door



2. Push the HCI right door release button (callout 1), and then open the HCI right door (callout 2).

Figure 1-1896 Open the HCI right door



3. Use a small flat-blade screwdriver to carefully release one tab at the top left corner of the rear cover.

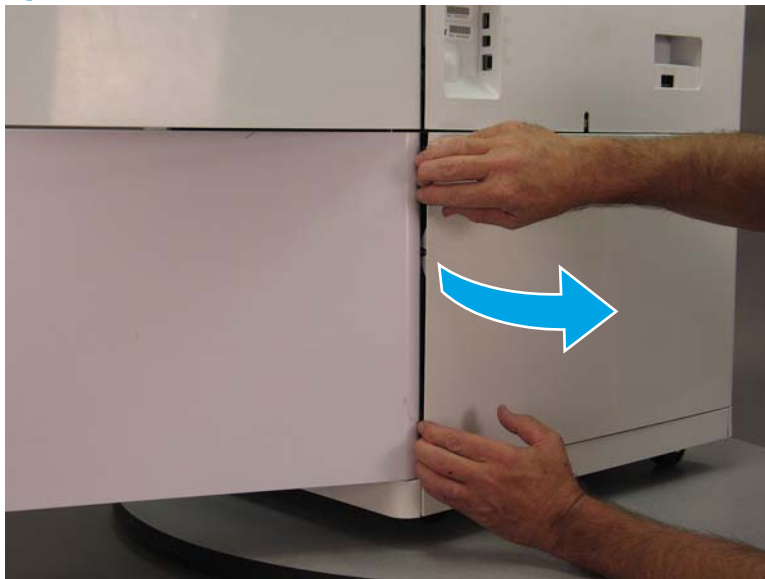
 **TIP:** Release the rear cover near the embossed mark at the top left corner.

Figure 1-1897 Release the rear cover



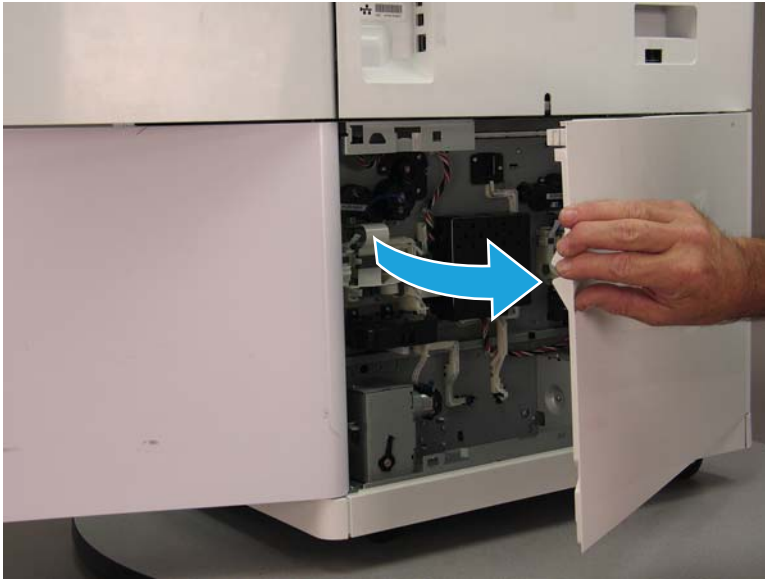
4. Rotate the front edge of the cover away from the HCl to release it.

Figure 1-1898 Release the front edge of the cover



5. Continue to rotate the front edge of the cover away from the HCI.

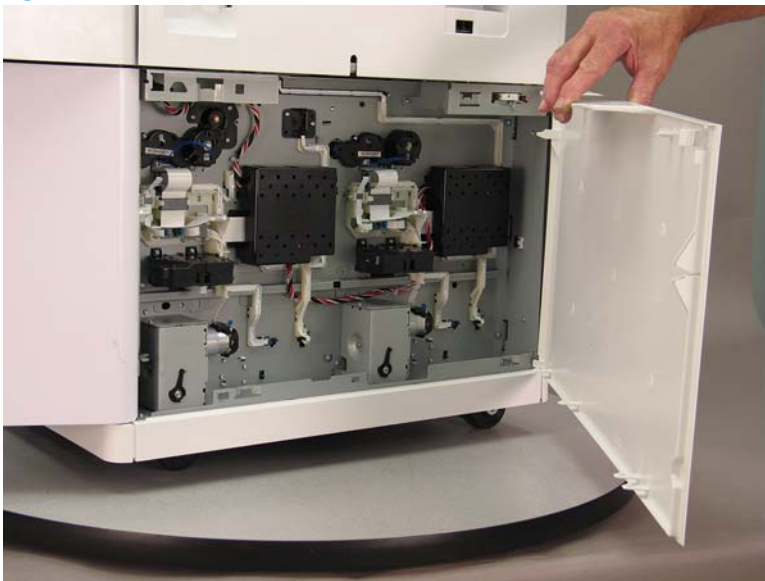
Figure 1-1899 Rotate the front edge of the cover away from the HCI



6. Remove the HCI rear cover.

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

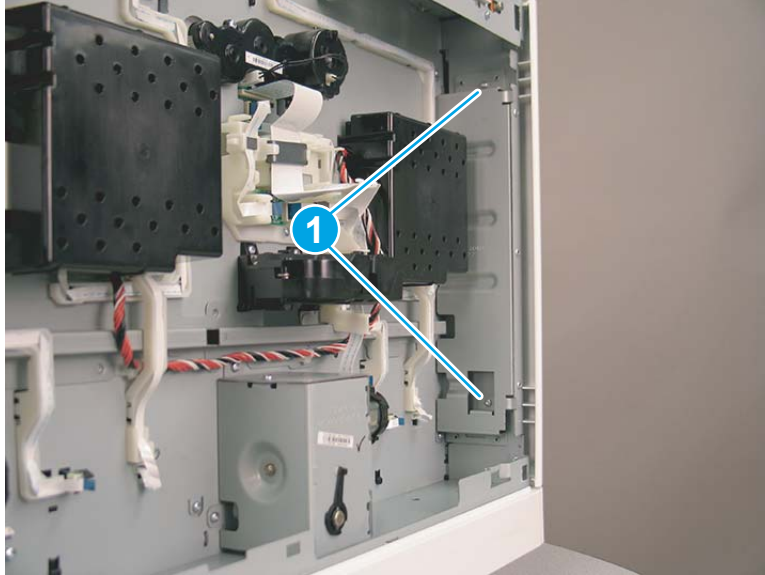
Figure 1-1900 Remove the cover



Step 3: Remove the HCI left cover

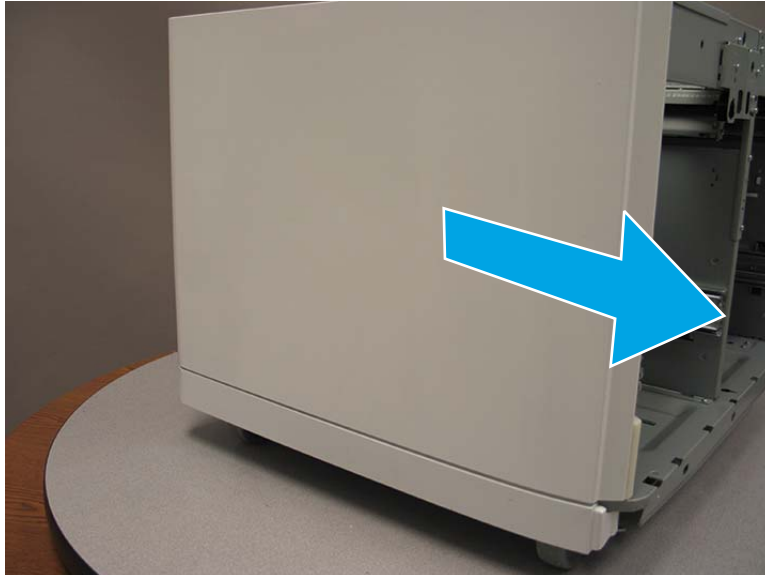
1. Remove two screws (callout 1).

Figure 1-1901 Remove two screws



2. Slide the cover toward the front of the HCI to remove it.

Figure 1-1902 Remove the cover



3. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: HCI left cover

- ▲ After installing the cover, look inside the left tray cavity and make sure that the two inner middle clips are engaged with the HCI chassis.



NOTE: Continue to reverse the removal steps to finish installing the assembly.

Figure 1-1903 Check the HCI left cover clips



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.




NOTE: HP recommends responsible disposal of the defective part.

<http://www8.hp.com/us/en/hp-information/environment/product-recycling.html>

2. Unpack the replacement part from the packaging.



CAUTION:  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.



IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.



NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

2 Parts and diagrams

- [Related documentation and software](#)
- [Order parts, accessories, and supplies](#)
- [Assembly locations](#)
- [How to use the parts list and diagrams](#)
- [Parts and diagrams: Document feeder and scanner whole units \(MFP\)](#)
- [Parts and diagrams: Covers \(printer\)](#)
- [Parts and diagrams: Tray pick and duplex path assemblies](#)
- [Parts and diagrams: Feedshaft, drop detect, and deskew assemblies](#)
- [Parts and diagrams: Left door assembly](#)
- [Parts and diagrams: Airflow and right door assemblies](#)
- [Parts and diagrams: Electrical assemblies](#)
- [Parts and diagrams: Printhead assembly](#)
- [Parts and diagrams: Printhead wiper assemblies](#)
- [Parts and diagrams: 550-sheet feeder](#)
- [Parts and diagrams: 1x550-sheet feeder with storage cabinet](#)
- [Parts and diagrams: 3x550-sheet feeder](#)
- [Parts and diagrams: High capacity input \(HCI\) feeder](#)
- [Alphabetical parts list](#)
- [Numerical parts list](#)

Related documentation and software

HP service personnel, go to one of the following Web-based Interactive Search Engines (WISE) sites:

AMS

- <https://support.hp.com/wise/home/ams-en>
- <https://support.hp.com/wise/home/ams-es>
- <https://support.hp.com/wise/home/ams-pt>

APJ

- <https://support.hp.com/wise/home/apj-en>
- <https://support.hp.com/wise/home/apj-ja>
- <https://support.hp.com/wise/home/apj-ko>
- <https://support.hp.com/wise/home/apj-zh-Hans>
- <https://support.hp.com/wise/home/apj-zh-Hant>

EMEA

- <https://support.hp.com/wise/home/emea-en>

Channel partners, go to HP Channel Services Network (CSN) at www.hp.com/partners/csn.

Channel partners, access training materials in the HP University and Partner Learning Center at <https://content.ext.hp.com/sites/LMS/HPU.page>.

Order parts, accessories, and supplies

Ordering

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts or partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the diagrams in this chapter can be ordered. Refer to the table following the diagram or the parts lists at the end of this chapter to determine if a part is orderable.

Supplies and accessories

To order cartridges, visit www.hp.com (some portions of the HP Web site are available in English only). Ordering cartridges online is not supported in all countries/regions. However, many countries/regions have information about ordering by telephone, locating a local store, and printing a shopping list. In addition, go to hp.com/supplies to obtain information about purchasing HP products in your country/region.

Use only the replacement cartridges that have the same cartridge number as the cartridge that is being replaced. Find the cartridge number in the following places:

- On the label of the cartridge that is being replaced.
- On a sticker inside the printer. Open the cartridge door to locate the sticker
- Open the printer software, open the HP Printer Assistant, click **Shop**, and then click **Shop For Supplies Online**.
- Open the HP Embedded Web Server (EWS), click the **Tools** tab, and then under **Product Information** click the **Supply Status** item.

Following are the part numbers for the supplies and accessories available for the printer.

Table 2-1 Supplies and Accessories

Item	Description	Cartridge number	Part number
Maintenance/PMK			
Service Fluid Container	Replacement ink-collection container	Not applicable	A7W93-67081
Printhead Wiper kit	Replacement wiper assembly with instruction guide	Not applicable	A7W93-67080

Table 2-1 Supplies and Accessories (continued)

Item	Description	Cartridge number	Part number
Tray roller kit	Replacement rollers for Tray 2/3, 1x550-sheet trays, and the high capacity input (HCI) feeder with instruction guide NOTE: Order one kit per tray (each kit includes three rollers).	Not applicable	A7W93-67082
Document feeder roller kit (MFP only)	Replacement document feeder roller and separation pad with instruction guide	Not applicable	A7W93-67083
Accessories			
HP PageWide 550-sheet Paper Tray	Optional input tray	Not applicable	A7W99A A7W99-67001
HP PageWide 550-sheet Paper Tray and Stand	Optional input tray and cabinet stand	Not applicable	W1B50A W1B50-67001
HP Page Wide 3x550-sheet Paper Tray and Stand	Optional input trays and stand	Not applicable	W1B51A W1B51-67001
HP Page Wide 4000-sheet HCI Paper Tray and Stand	Optional high-capacity input feeder and stand	Not applicable	W1B52A W1B52-67001

Customer self-repair parts

Customer Self-Repair (CSR) parts are available for HP PageWide printers to reduce repair time. More information about the CSR program and benefits can be found at www.hp.com/go/csr-support and www.hp.com/go/csr-faq.

Genuine HP replacement parts can be ordered at www.hp.com/buy/parts or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), product number, or printer name.

- Parts listed as **A**: Easy
- Parts listed as **B**: Difficult and/or requires tools

Item	Description	CSR level	Part number
Tray 1 roller kit	Replacement Tray 1 roller with instruction guide	B	A7W93-67039
HCI right tray assembly	Replacement HCI tray (right) with instruction guide	A	A7W97-67012
HCI left tray assembly	Replacement HCI tray (left) with instruction guide	A	A7W97-67008
Document feeder white backing kit (MFP only)	Replacement document feeder white backing with instruction guide	A	A7W94-67007
Control panel large touchscreen (MFP only)	Replacement control panel 203 mm (8 in) with instruction guide	B	A7W95-67020

Support portals and documentation resources

For additional service and support

HP service personnel, go to one of the following **Web-based Interactive Search Engines** (WISE) sites:

AMS

- <https://support.hp.com/wise/home/ams-en>
- <https://support.hp.com/wise/home/ams-es>
- <https://support.hp.com/wise/home/ams-pt>

APJ

- <https://support.hp.com/wise/home/apj-en>
- <https://support.hp.com/wise/home/apj-ja>
- <https://support.hp.com/wise/home/apj-ko>
- <https://support.hp.com/wise/home/apj-zh-Hans>
- <https://support.hp.com/wise/home/apj-zh-Hant>

EMEA

- <https://support.hp.com/wise/home/emea-en>

Channel partner resources

Channel partners, go to **HP Channel Services Network (GCSN)** at www.hp.com/partners/csn.

At these locations, find information on the following topics:

- Install and configure
- Printer specifications
- Up-to-date control panel message (CPMD) troubleshooting

To view a list of control panel message documents per printer in WISE, enter document ID c05048451, to locate CPMD list.

Go to WISE and enter this document ID c05791539 for written instructions.

- Refer to "Error code and control panel message troubleshooting overview" (troubleshooting section/manual) for more details.
- Solutions for printer issues and emerging issues
- Remove and replace part instructions and videos
- Service advisories
- Warranty and regulatory information

Channel partners, access training materials in the Partner First Learning Center at www.hpi-external.sabacloud.com.

To access HP PartSurfer information from any mobile device, go to <http://partsurfermobile.hp.com/>.

Assembly locations

- [Floor standing large touchscreen model \(MFP\)](#)
- [Table top small touchscreen model \(MFP\)](#)
- [Table top small touchscreen model \(SFP\)](#)

Floor standing large touchscreen model (MFP)

Figure 2-1 Floor standing large touchscreen model (MFP)

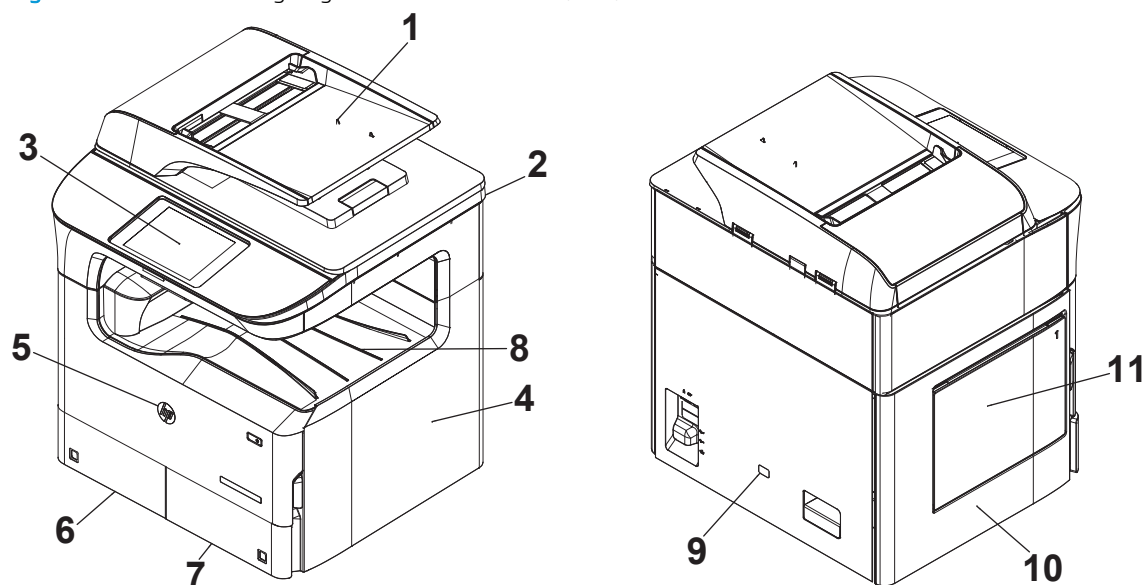


Table 2-2 Floor standing large touchscreen model (MFP)

Item	Description	Item	Description
1	Document feeder assembly	7	Tray 3 (A4)
2	Sub scanner assembly (SSA)	8	Standard output bin
3	Control panel (large touchscreen)	9	Rear cover
4	Right door	10	Left door
5	Cartridge door	11	Tray 1
6	Tray 2 (A4)		

Table top small touchscreen model (MFP)

Figure 2-2 Table top small touchscreen model (MFP)

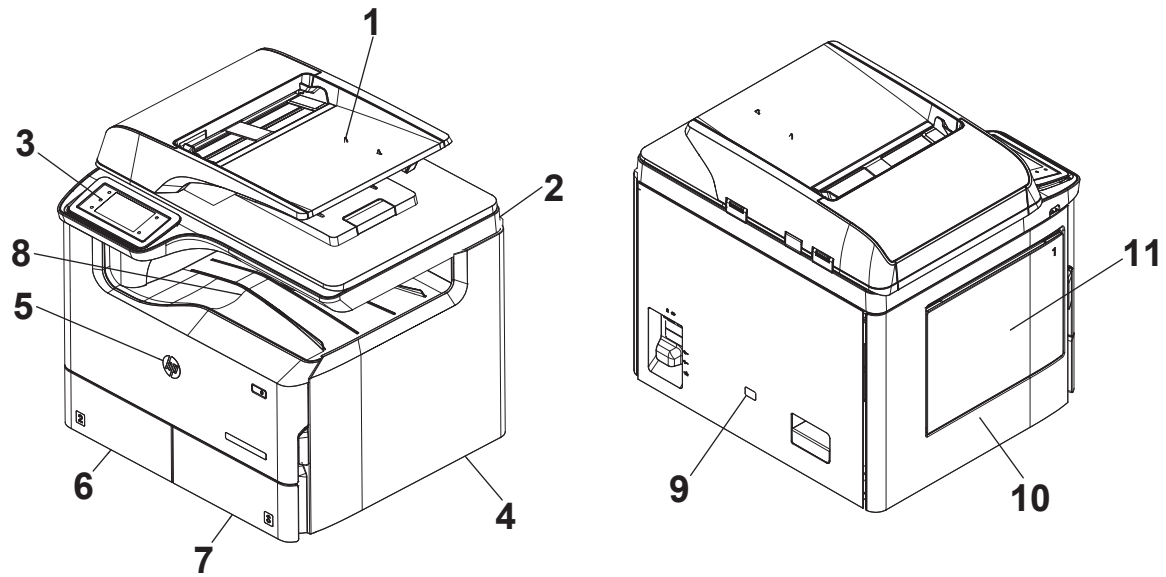


Table 2-3 Table top small touchscreen model (MFP)

Item	Description	Item	Description
1	Document feeder assembly	7	Tray 3 (A4)
2	Sub scanner assembly (SSA)	8	Standard output bin
3	Control panel (small touchscreen)	9	Rear cover
4	Right door	10	Left door
5	Cartridge door	11	Tray 1
6	Tray 2 (A4)		

Table top small touchscreen model (SFP)

Figure 2-3 Table top small touchscreen model (SFP)

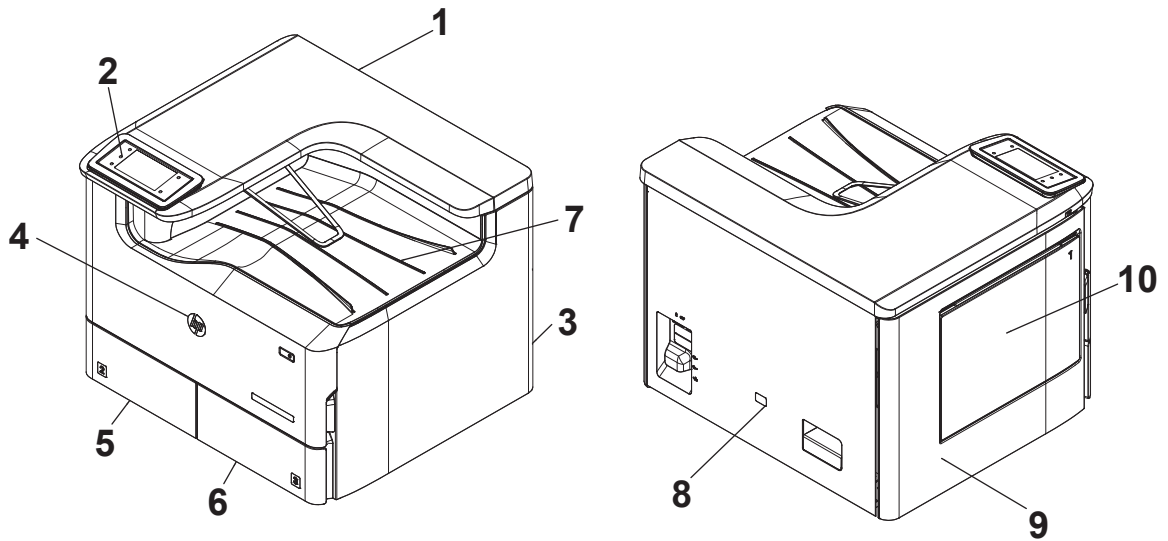


Table 2-4 Table top small touchscreen model (SFP)

Item	Description	Item	Description
1	Top cover	6	Tray 3 (A4)
2	Control panel (small touchscreen)	7	Standard output bin
3	Right door	8	Rear cover
4	Cartridge door	9	Left door
5	Tray 2 (A4)	10	Tray 1

How to use the parts list and diagrams

The figures in this chapter show the major subassemblies in the printer and their component parts. A parts list table follows each exploded view assembly diagram. Each table lists the item number, the associated part number, and the description of each part. 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.

Parts and diagrams: Document feeder and scanner whole units (MFP)

Document feeder and scanner (large touchscreen)

Figure 2-4 Document feeder and scanner (large touchscreen)

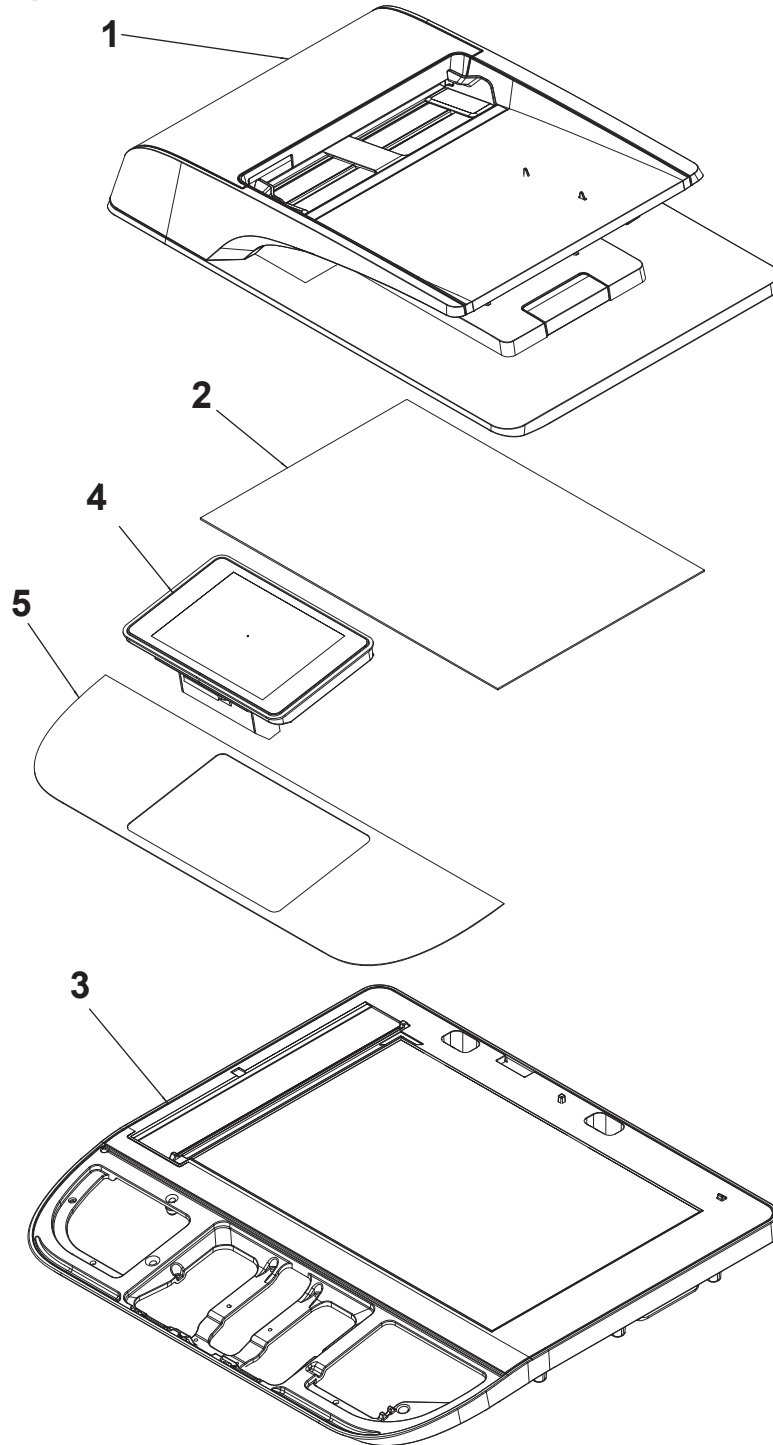


Table 2-5 Document feeder and scanner (large touchscreen MFP)¹

Ref	Description	Part number	Qty
1	Document feeder kit	A7W94-67010	1
2	Document feeder white backing kit	A7W94-67007	1
3	Scanner assembly kit (large touchscreen; not included)	A7W95-67031	1
4	Control panel (large touchscreen)	A7W95-67020	1
5	Bezel, control panel with HIP (large touchscreen)	A7W93-67094	1
5	Bezel, control panel no HIP (large touchscreen)	A7W93-67093	1
Not shown	Kit, control panel hinge (large touchscreen)	A7W93-67101	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Document feeder and scanner (small touchscreen MFP)

Figure 2-5 Document feeder and scanner (small touchscreen MFP)

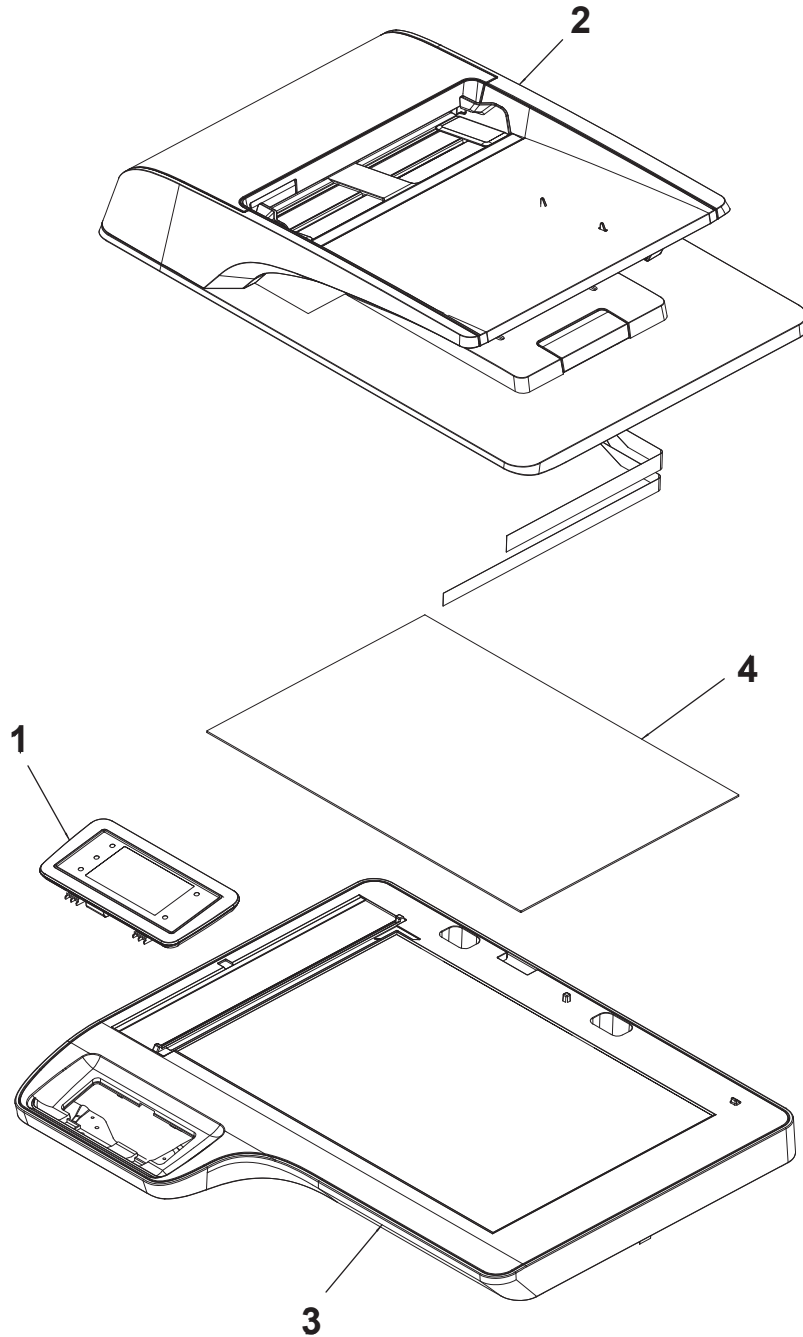


Table 2-6 Document feeder and scanner whole units (small touchscreen MFP)¹

Ref	Description	Part number	Qty
1	Control panel (small touchscreen)	A7W93-67046	1
2	Document feeder kit	A7W94-67010	1
3	Scanner assembly kit (small touchscreen; not included)	A7W94-67004	1
4	Document feeder white backing kit	A7W94-67007	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: Covers (printer)

Covers (large touchscreen MFP)

Figure 2-6 Covers (large touchscreen MFP)

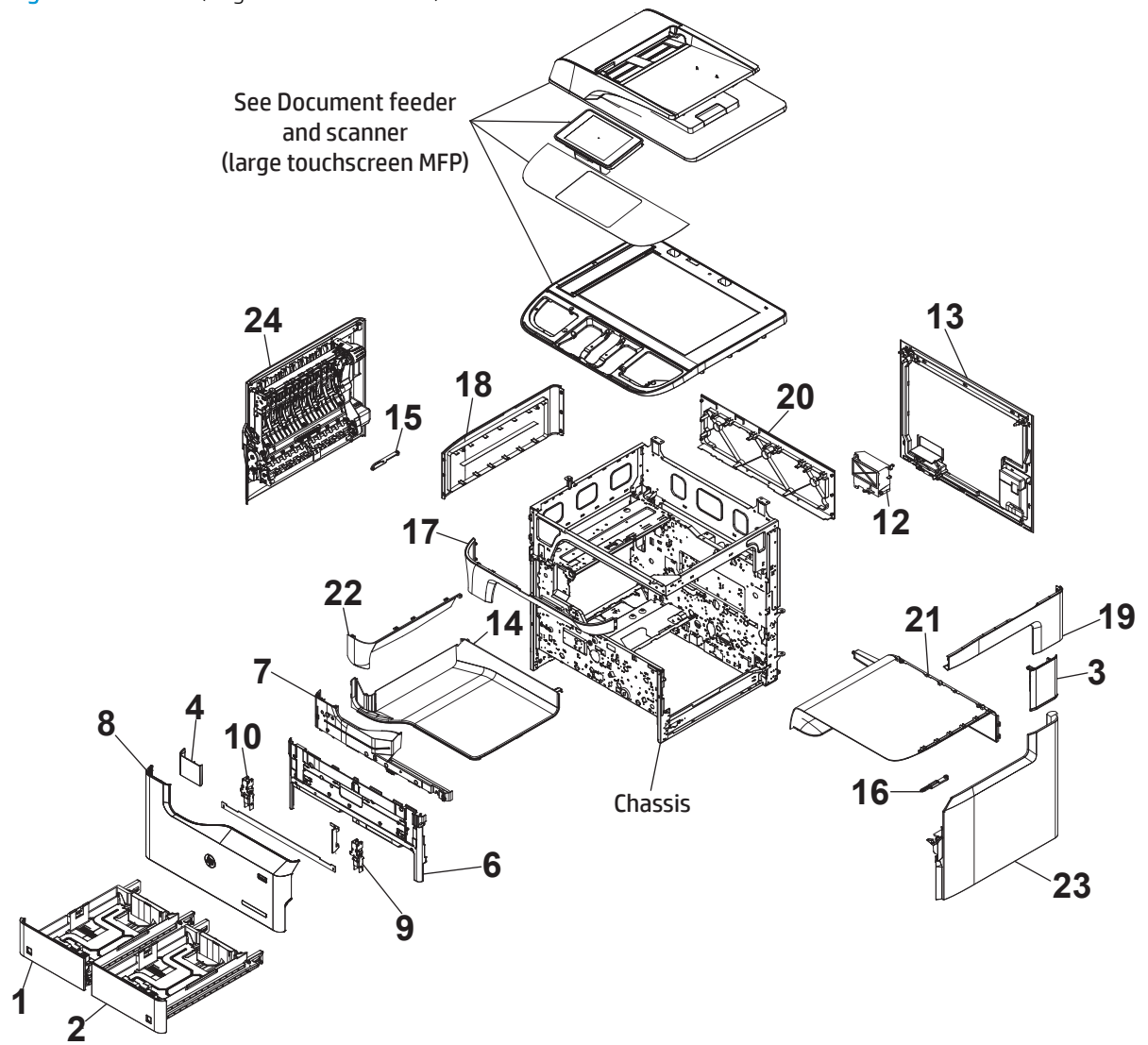


Table 2-7 Covers (large touchscreen MFP)¹

Ref	Description	Part number	Qty
1	Tray 2, A4	A7W93-67067	1
2	Tray 3, A4	A7W93-67068	1
3	Cover, right tower	A7W93-67003	1
4	Cover, front tower	A7W93-67004	1
6	Cover, lower internal front	A7W93-67075	1
7	Cover, middle internal	A7W93-67065	1
8	Door, cartridge	A7W93-67066	1
9	Hinge, right cartridge door	A7W93-67073	1
10	Hinge, left cartridge door	A7W93-67074	1
12	Handle, rear lift assist	A7W93-67043	1
13	Cover, rear	A7W93-67044	1
14	Bin, standard output	A7W93-67110	1
15	Strap, left door	A7W93-67058	1
16	Strap, right door	A7W93-67059	1
17	Cover, floor standing spacer front	A7W95-67006	1
18	Cover, floor standing spacer left	A7W95-67007	1
19	Cover, floor standing spacer right	A7W95-67008	1
20	Cover, floor standing spacer rear	A7W95-67009	1
21	Cover, floor standing spacer underside	A7W95-67027	1
22	Cover, floor standing spacer eject shroud	A7W95-67010	1
23	Door, right (printer) assembly	A7W93-67024	1
24	Door, left (printer) assembly	A7W93-67033	1
Not shown	Kit, PageWide door override	A7W93-67099	1
Not shown	Output 1 static assembly	A7W93-67100	1
Not shown	Kit, lower (internal) front cover retainers	A7W93-67087	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Covers (small touchscreen MFP)

Figure 2-7 Covers (small touchscreen MFP)

See Document feeder
and scanner
(small touchscreen MFP)

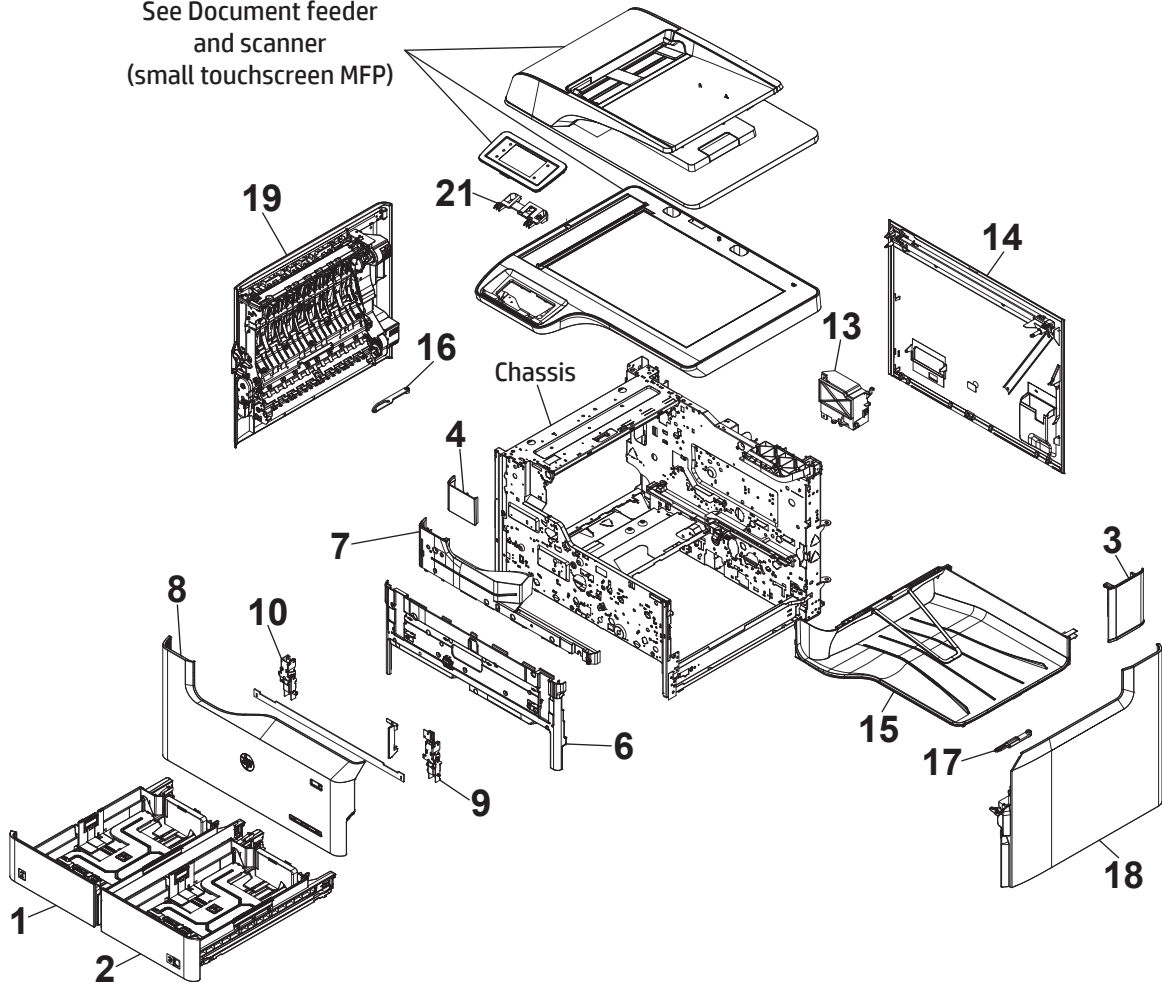


Table 2-8 Covers (small touchscreen MFP)¹

Ref	Description	Part number	Qty
1	Tray 2, A4	A7W93-67067	1
2	Tray 3, A4	A7W93-67068	1
3	Cover, right tower	A7W93-67003	1
4	Cover, front tower	A7W93-67004	1
6	Cover, lower internal front	A7W93-67075	1
7	Cover, middle internal	A7W93-67065	1
8	Door, cartridge	A7W93-67066	1
9	Hinge, right cartridge door	A7W93-67073	1
10	Hinge, left cartridge door	A7W93-67074	1
13	Handle, rear lift assist	A7W93-67043	1
14	Cover, rear	A7W93-67044	1
15	Bin, standard output	A7W93-67048	1
16	Strap, left door	A7W93-67110	1
17	Strap, right door	A7W93-67059	1
18	Door, right (printer) assembly	A7W93-67024	1
19	Door, left (printer) assembly	A7W93-67033	1
21	Kit, control panel (small touchscreen) hinge	A7W93-67086	1
Not shown	Cover, scanner lower	A7W94-67001	1
Not shown	Kit, PageWide door override	A7W93-67099	1
Not shown	Output 1 static assembly	A7W93-67100	1
Not shown	Kit, lower internal front cover retainers	A7W93-67087	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Covers (small touchscreen SFP)

Figure 2-8 Covers (small touchscreen SFP)

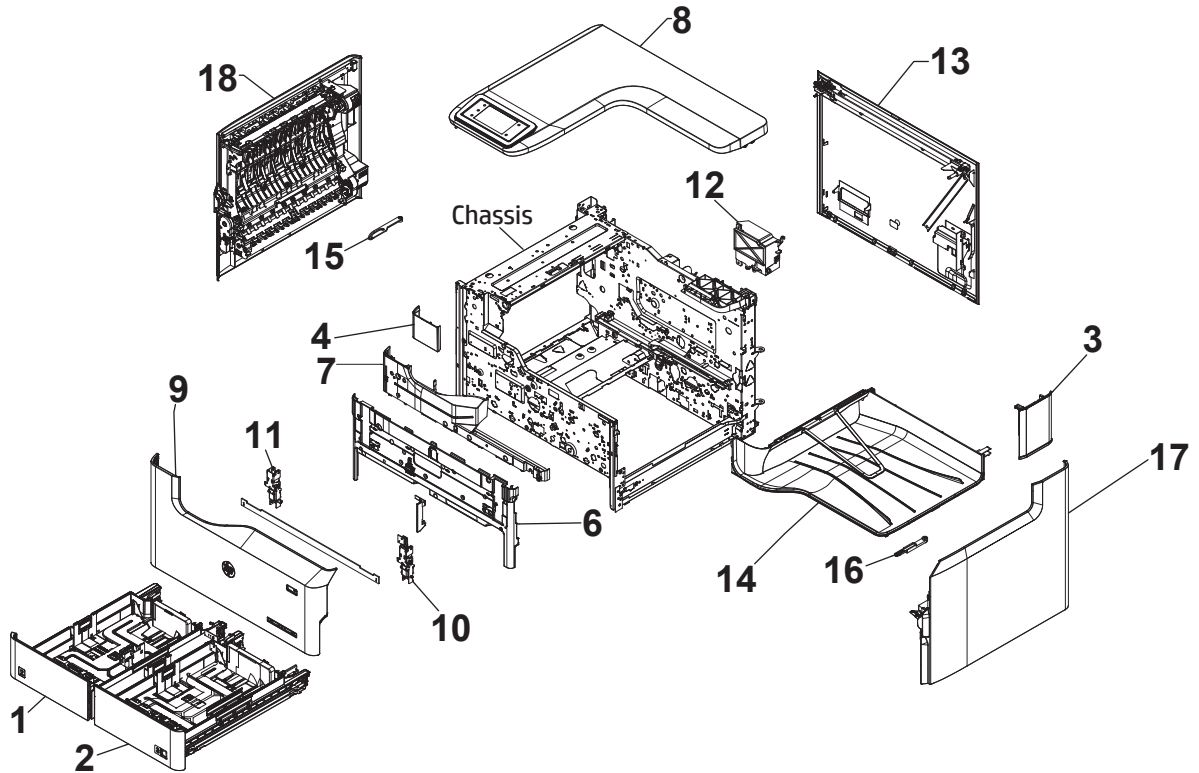


Table 2-9 Covers (small touchscreen SFP)¹

Ref	Description	Part number	Qty
1	Tray 2, A4	A7W93-67067	1
2	Tray 3, A4	A7W93-67068	1
3	Cover, right tower	A7W93-67003	1
4	Cover, front tower	A7W93-67004	1
6	Cover, lower internal front	A7W93-67075	1
7	Cover, middle internal	A7W93-67065	1
8	Cover, top assembly (SFP) (small touchscreen not included)	A7W93-67042	1
9	Door, cartridge	A7W93-67066	1
10	Hinge, right cartridge door	A7W93-67073	1
11	Hinge, left cartridge door	A7W93-67074	1
12	Handle, rear lift assist	A7W93-67043	1
13	Cover, rear	A7W93-67044	1
14	Bin, standard output	A7W93-67048	1
15	Strap, left door	A7W93-67110	1
16	Strap, right door	A7W93-67059	1
17	Door, right (printer) assembly	A7W93-67024	1
18	Door, left (printer) assembly	A7W93-67033	1
Not shown	Kit, PageWide door override	A7W93-67099	1
Not shown	Output 1 static assembly	A7W93-67100	1
Not shown	Kit, lower internal front cover retainers	A7W93-67087	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: Tray pick and duplex path assemblies

Tray pick and duplex path assemblies

Figure 2-9 Tray pick and duplex path assemblies

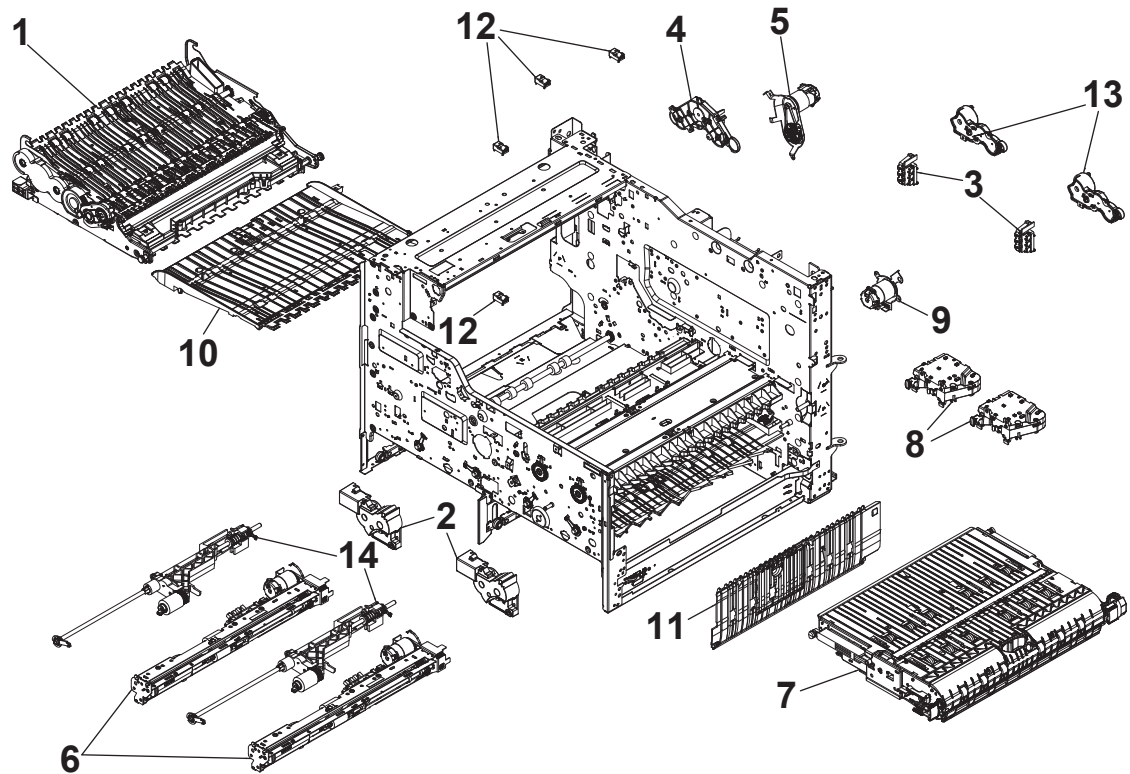


Table 2-10 Tray pick and duplex path assemblies¹

Ref	Description	Part number	Qty
1	Service fluid container (left duplexer)	A7W93-67081	1
2	Tray lift assembly	A7W93-67022	2
3	Sensor, tray size detect	A7W93-67023	2
4	Duplex entry rear gear carrier	A7W93-67025	1
5	Duplex entry drive assembly	A7W93-67030	1
6	Separation assembly	A7W93-67031	2
7	Right duplexer	A7W93-67032	1
8	Tray latch assembly	A7W93-67034	2
9	Duplex exit drive assembly	A7W93-67038	1
10	Duplex floor	A7W93-67052	1
11	Right side vertical path	A7W93-67062	1
12	Sensor, reflective edge detection interrupter (REDI)	A7W93-67076	4
13	Pick drive clutch	A7W93-67078	2
14	Pick arm assembly	A7W93-67079	2
Not shown	Separation mount bracket 3 tray assembly	A7W93-67089	1
Not shown	Separation mount bracket right assembly	A7W93-67091	1
Not shown	Separation mount bracket center assembly	A7W93-67092	1
Not shown	Separation assembly (MP)	A7W93-67098	1
Not shown	Torque limiter, Tray 2-N	A7W93-67104	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: Feedshaft, drop detect, and deskew assemblies

Feedshaft, drop detect, and deskew assemblies

Figure 2-10 Feedshaft, drop detect, and deskew assemblies

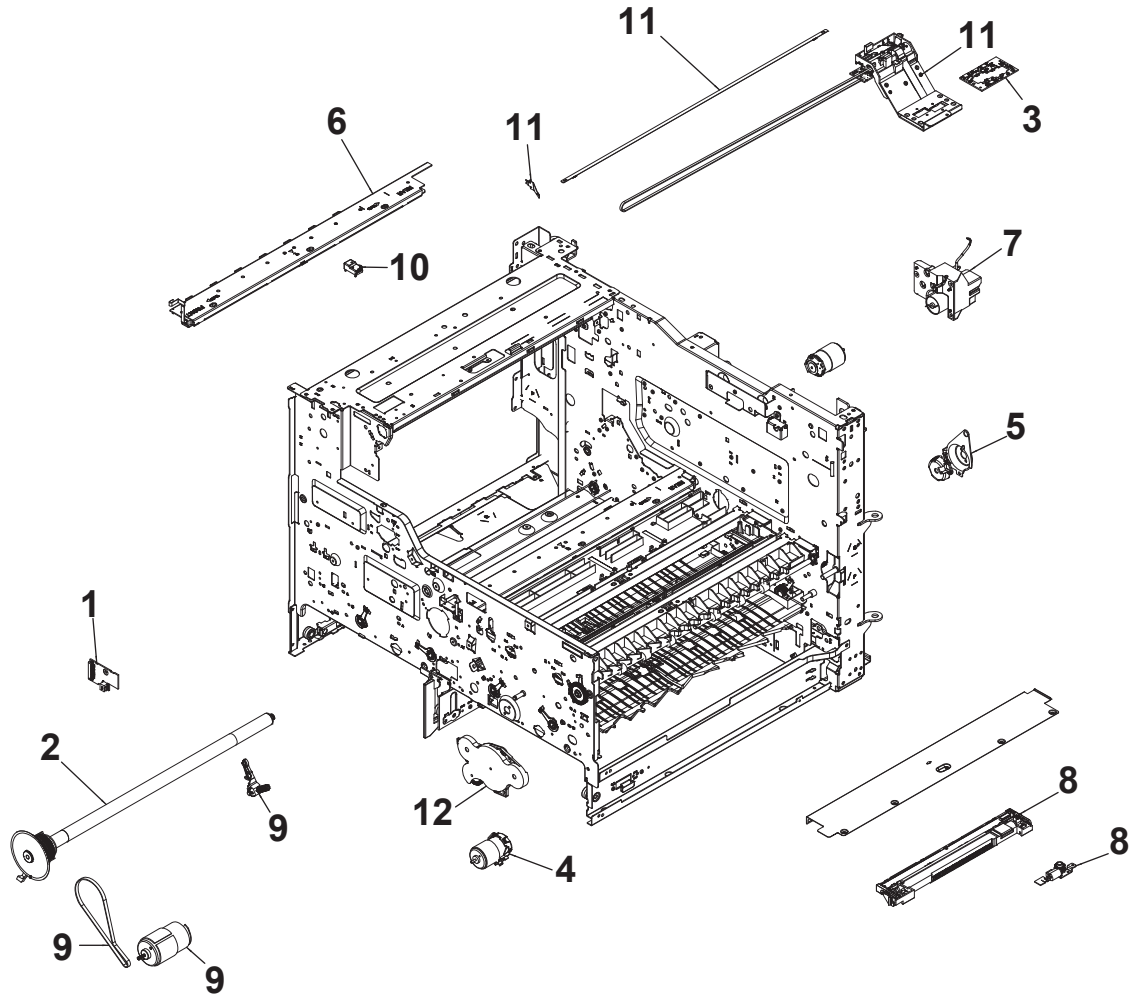


Table 2-11 Feedshaft, drop detect, and deskew assemblies¹

Ref	Description	Part number	Qty
1	PCA, feed motor encoder	A7W93-67018	1
2	Feed shaft	A7W93-67035	1
3	Sensor, drop detect	A7W93-67041	1
4	Deskew front drive assembly	A7W93-67050	1
5	Deskew rear drive assembly	A7W93-67051	1
6	Upper paper guide assembly	A7W93-67053	1
7	Motor with bracket, drop detect	A7W93-67061	1
8	Kit, image sensor repair	A7W93-67063	1
9	Kit, feed motor	A7W93-67071	1
10	Sensor, reflective edge detection interrupter (REDI)	A7W93-67076	1
11	Kit, drop detect carriage assembly	A7W93-67060	1
12	Deskew front drive gear assembly	A7W93-67095	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: Left door assembly

Left door assemblies

Figure 2-11 Left door assemblies

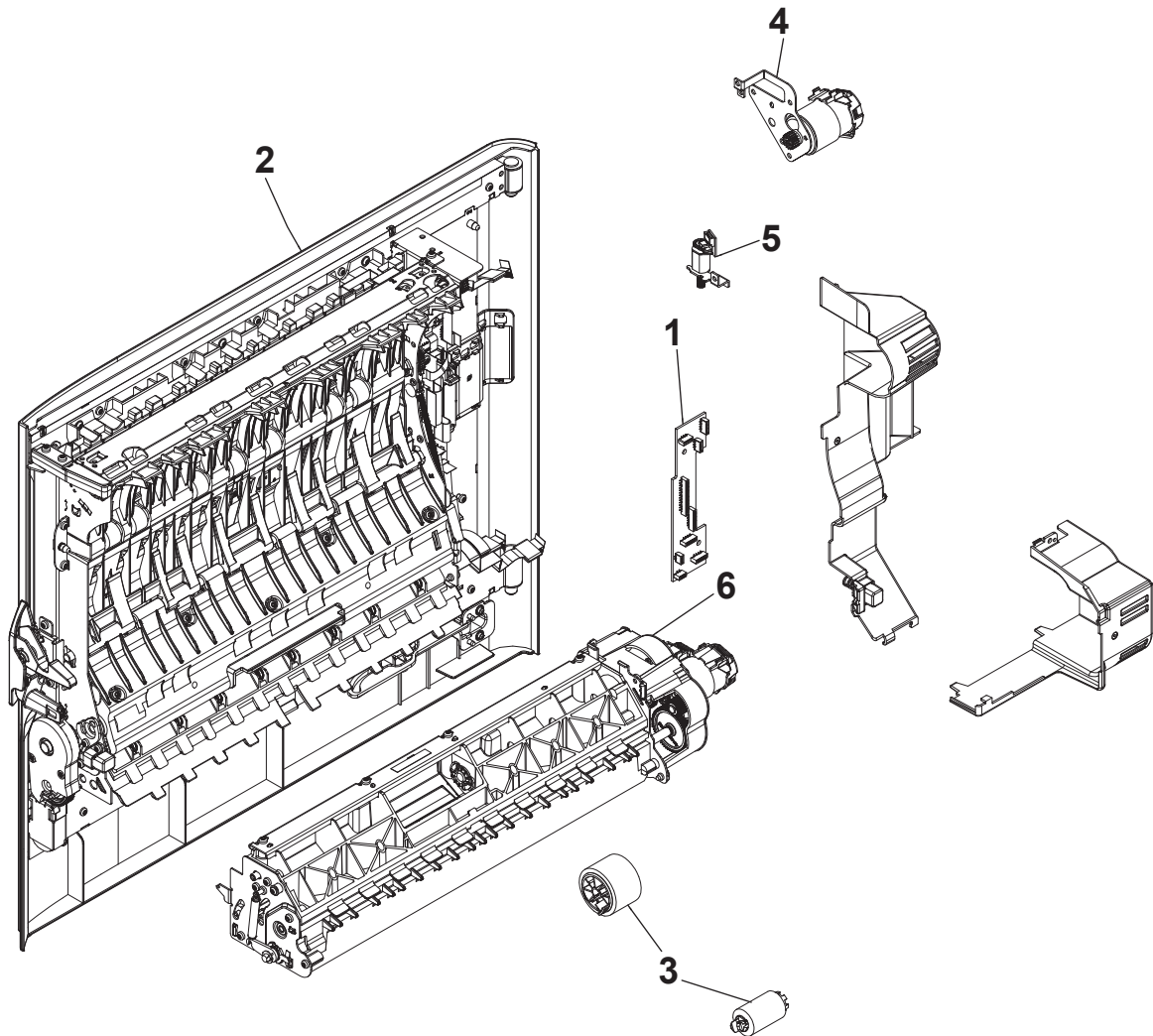


Table 2-12 Left door assemblies¹

Ref	Description	Part number	Qty
1	PCA, left door	A7W93-67017	1
2	Door, left (printer) assembly	A7W93-67033	1
3	Kit, tray 1 roller	A7W93-67039	1
4	Motor, left side vertical drive assembly	A7W93-67055	1
5	Motor, duplex diverter assembly	A7W93-67056	1
6	Tray 1 pick and separation assembly	A7W93-67098	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Left door eject assemblies

Figure 2-12 Left door eject assemblies

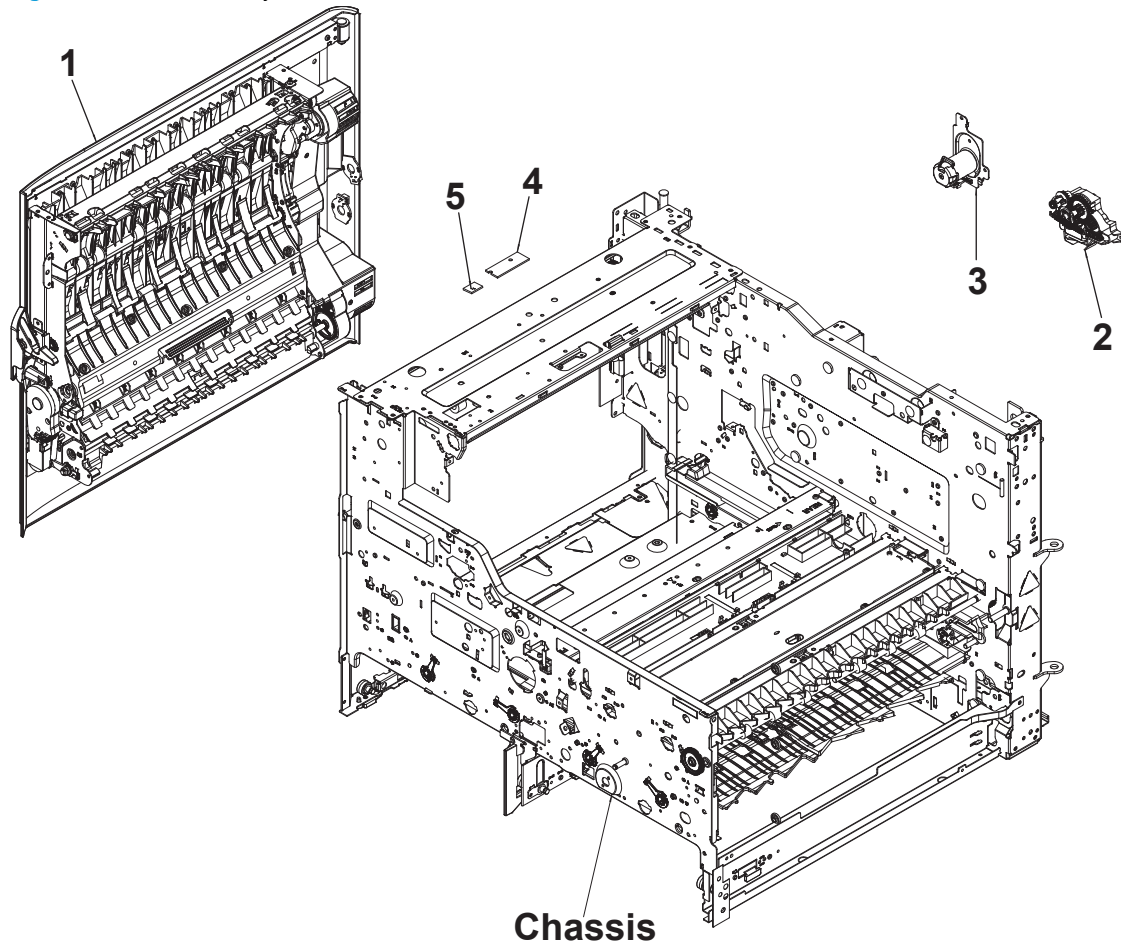


Table 2-13 Left door eject assemblies¹

Ref	Description	Part number	Qty
1	Door, left assembly	A7W93-67033	1
2	Ejection flap drive assembly	A7W93-67049	1
3	Ejection drive assembly	A7W93-67054	1
4	Sensor, main bin full	A7W93-67064	1
5	Light, standard bin	A7W93-67110	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: Airflow and right door assemblies

Airflow and right door assemblies

Figure 2-13 Airflow and right door assemblies

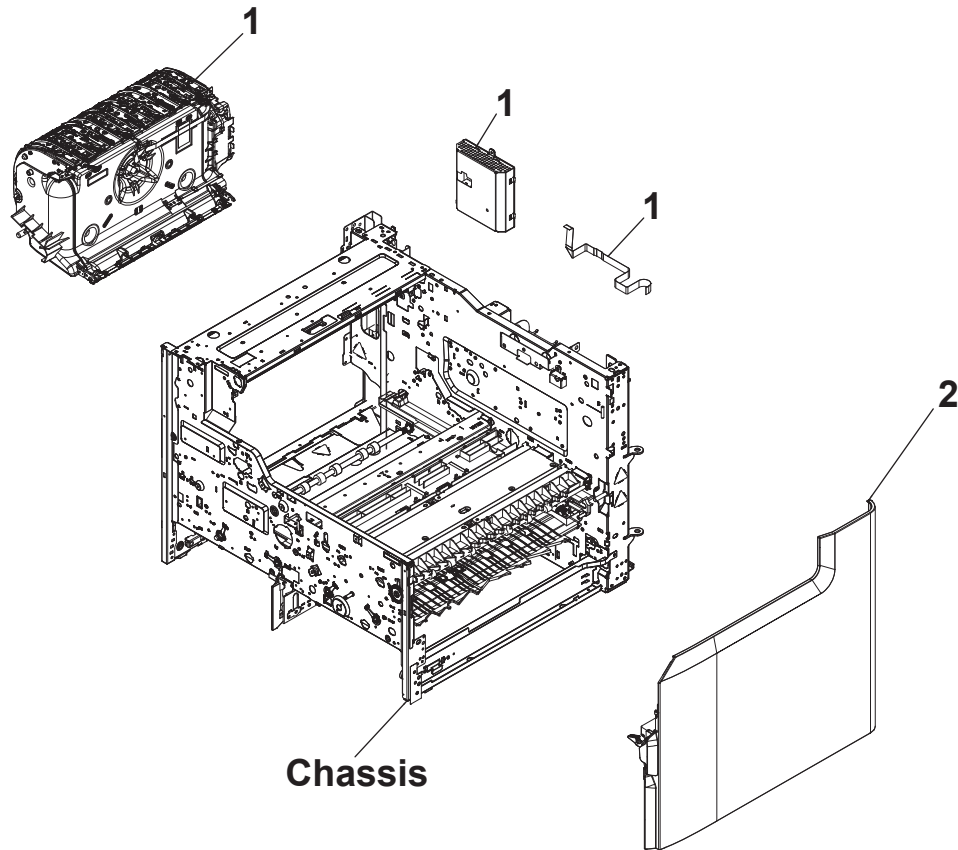


Table 2-14 Airflow and right door assemblies¹

Ref	Description	Part number	Qty
1	Kit, airflow repair	A7W93-67027	1
2	Right door assembly	A7W93-67024	1
Not shown	Fan, aerosol	A7W93-67105	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: Electrical assemblies

Electrical assemblies

Figure 2-14 Electrical assemblies

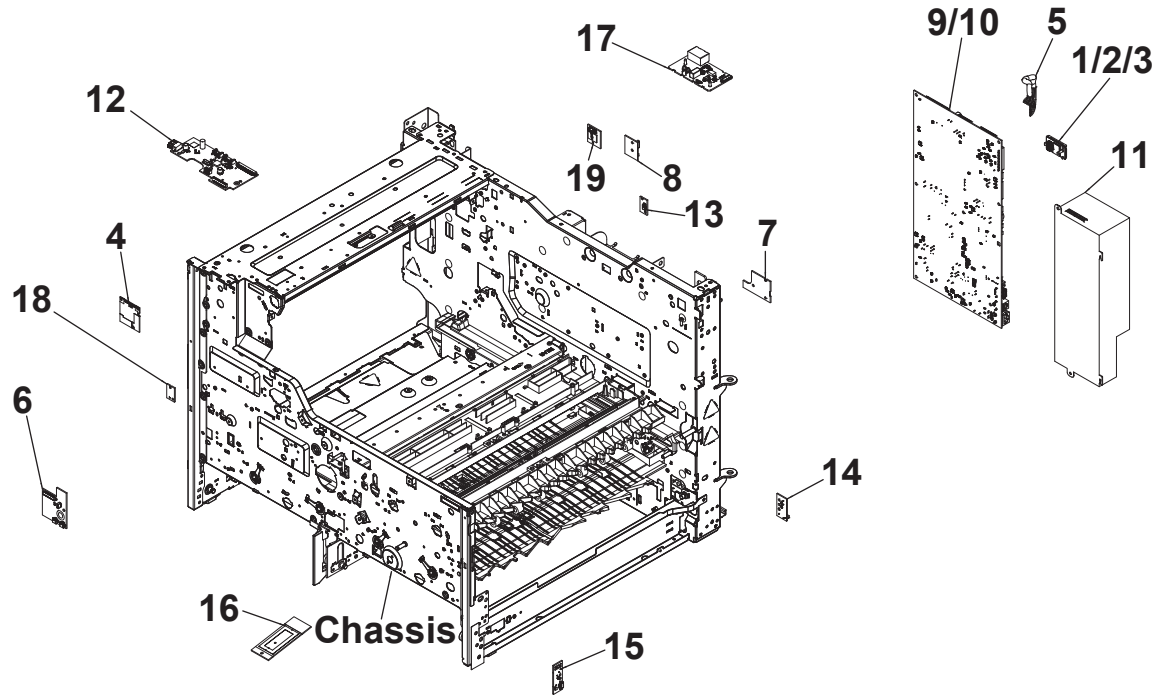


Table 2-15 Electrical assemblies¹

Ref	Description	Part number	Qty
1	eMMC module (8GB)	A7W93-67047	1
2	eMMC module (16GB)	A7W94-67005	1
3	eMMC module (128GB)	A7W94-67006	1
4	PCA, wireless	A7W93-67002	1
5	Cable, power supply to MPCA	A7W93-67016	1
6	PCA, left front upper	A7W93-67019	1
7	PCA, center rear lower	A7W93-67020	1
8	PCA, left rear lower	A7W93-67021	1
9	Kit, main PCA (small touchscreen)	A7W93-67026	1
10	Kit, main PCA (large touchscreen)	A7W93-67084	1
11	Power supply	A7W93-67036	1
12	PCA, dashboard (small touchscreen)	A7W93-67037	1
12	PCA, dashboard (large touchscreen)	A7W95-67030	1
13	Sensor, tray/door	A7W93-67040	1
14	PCA, right rear lower	A7W93-67028	1
15	PCA, temperature/humidity	A7W93-67070	1
16	PCA, near field communication (NFC)	A7W95-67022	1
17	Fax module	A7X01-67001	1
18	Sensor, left door hall effect PCA	A7W93-67096	1
19	PCA, left rear upper	A7W93-67029	1
Not shown	Main PCA center mount bracket	A7W93-67097	1
Not shown	Kit, supply interconnect	A7W93-67103	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: Printhead assembly

Printhead assembly

Figure 2-15 Printhead assembly

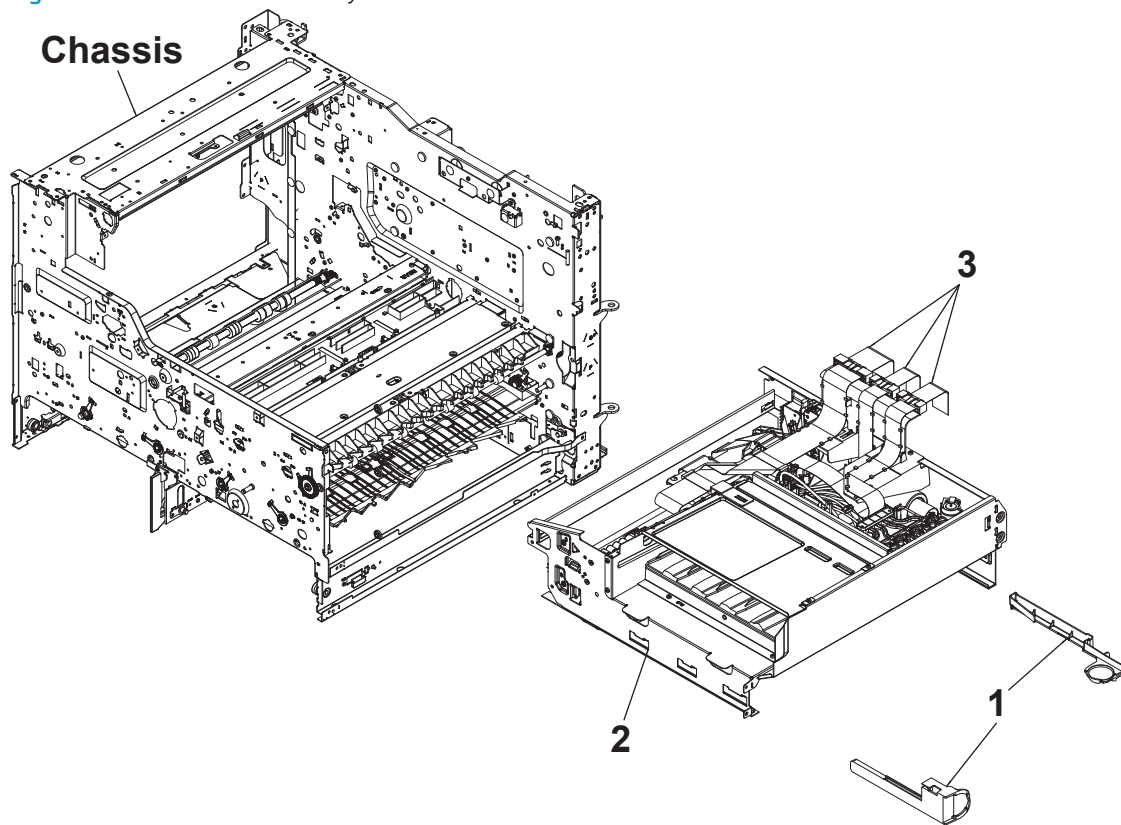


Table 2-16 Printhead assembly¹

Ref	Description	Part number	Qty
1	Restraints, printhead (Niblet Kit with assorted miscellaneous service parts)	A7W93-67077	2
2	Kit, printhead service Maintenance (includes service fluid container)	A7W93-67069	1
3	Kit, printhead FFC cable	A7W93-67010	1
Not shown	Printhead wiper electrical interconnect	A7W93-67102	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: Printhead wiper assemblies

Printhead wiper assemblies

Figure 2-16 Printhead wiper assemblies

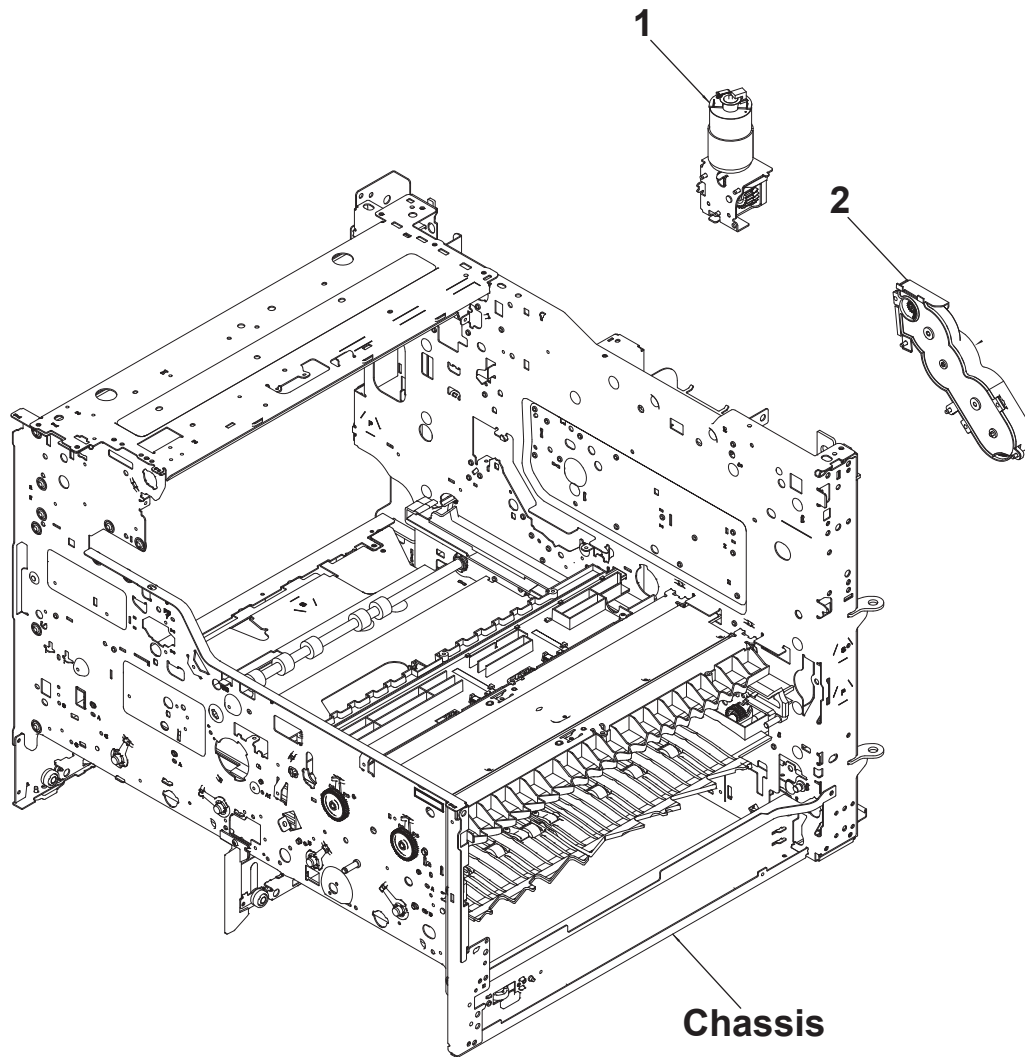


Table 2-17 Printhead wiper assemblies¹

Ref	Description	Part number	Qty
1	Motor, printhead wiper	A7W93-67045	1
2	Printhead wiper drive assembly	Not orderable	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: 550-sheet feeder

550-sheet feeder covers

Figure 2-17 550-sheet feeder covers

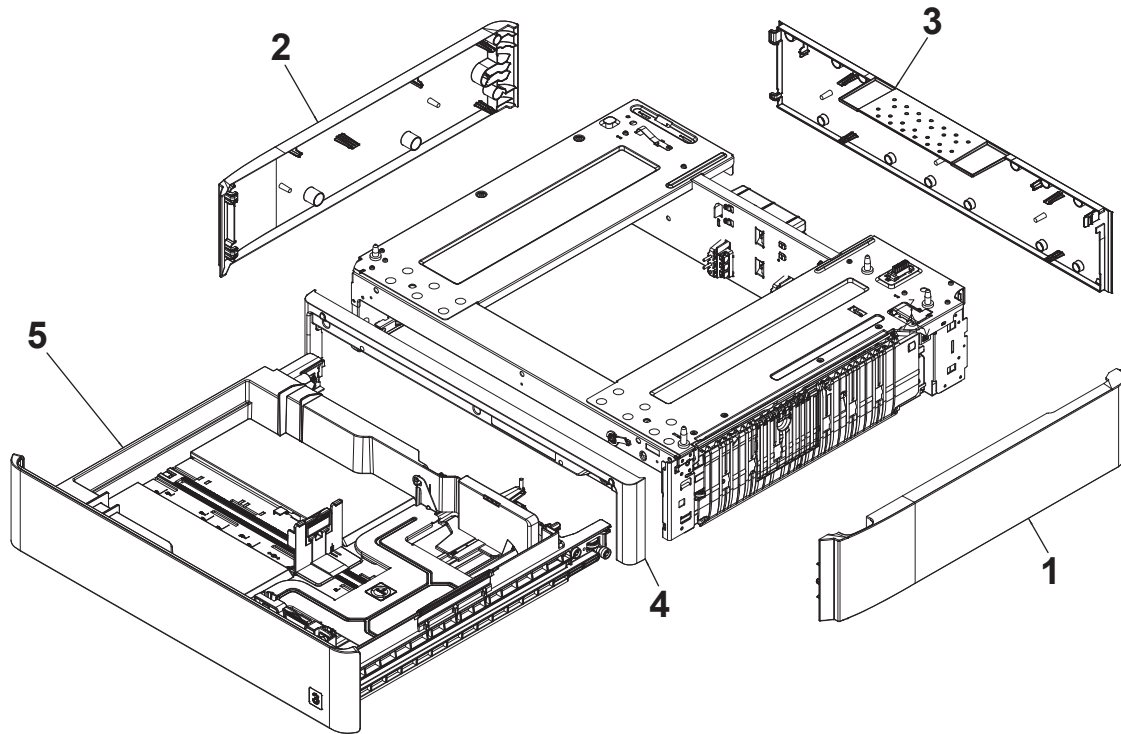


Table 2-18 550-sheet feeder covers¹

Ref	Description	Part number	Qty
1	Cover, right (550-sheet feeder)	A7X02-67001	1
2	Cover, left (550-sheet feeder)	A7X02-67002	1
3	Cover, rear (550-sheet feeder)	A7X02-67003	1
4	Cover, front inner (550-sheet feeder)	A7X02-67004	1
5	Tray (550-sheet feeder)	A7X02-67006	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

550-sheet feeder internal assemblies

Figure 2-18 550-sheet feeder internal assemblies

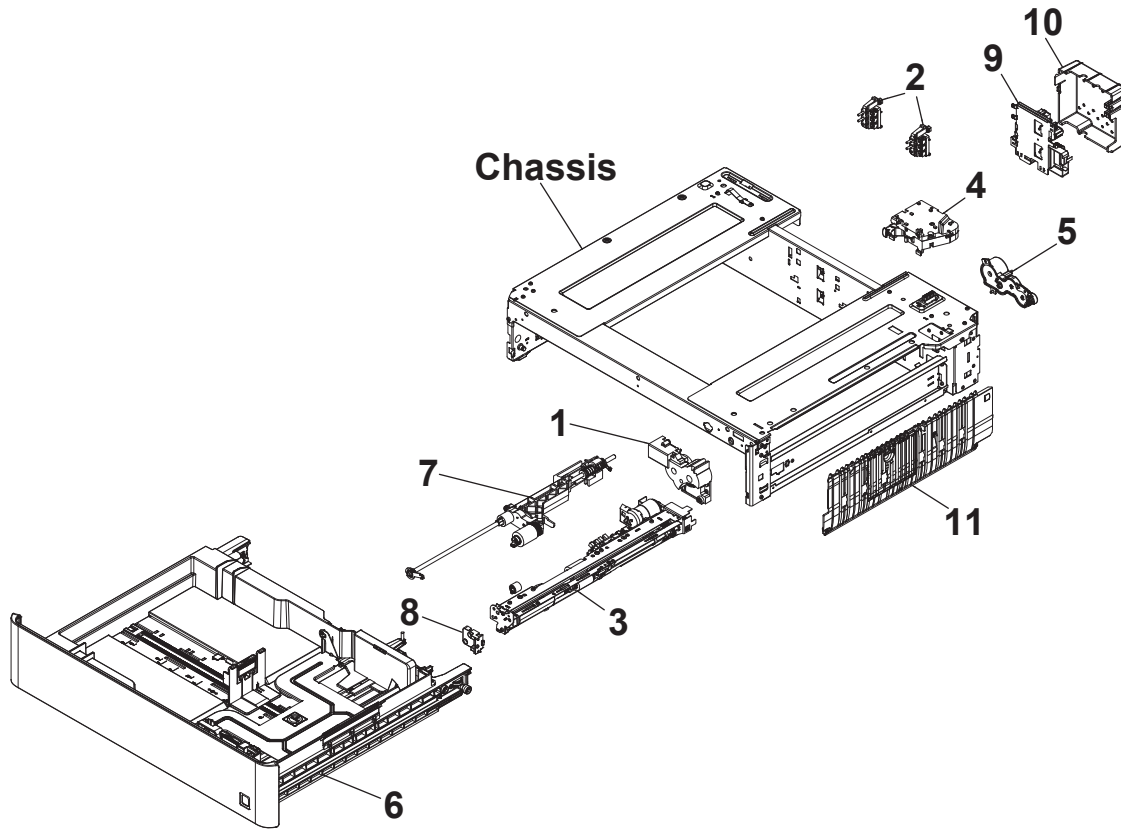


Table 2-19 550-sheet feeder internal assemblies¹

Ref	Description	Part number	Qty
1	Tray lift assembly (550-sheet feeder)	A7W93-67022	1
2	Sensor, tray size detect (550-sheet feeder)	A7W93-67023	2
3	Separation assembly (550-sheet feeder)	A7W93-67031	1
4	Tray latch assembly (550-sheet feeder)	A7W93-67034	1
5	Pick drive clutch (550-sheet feeder)	A7W93-67078	1
6	Tray (550-sheet feeder)	A7X02-67006	1
7	Pick arm assembly (550-sheet feeder)	A7W93-67079	1
8	End cap, tray lift assembly (550-sheet feeder)	Not orderable	1
9	PCA, tray (550-sheet feeder)	A7X02-67005	1
10	Cover, PCA tray (550-sheet feeder)	Not orderable	1
11	Right side vertical path (550-sheet feeder)	A7W93-67062	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: 1x550-sheet feeder with storage cabinet

1x550-sheet feeder with storage cabinet covers

Figure 2-19 1x550-sheet feeder with storage cabinet covers

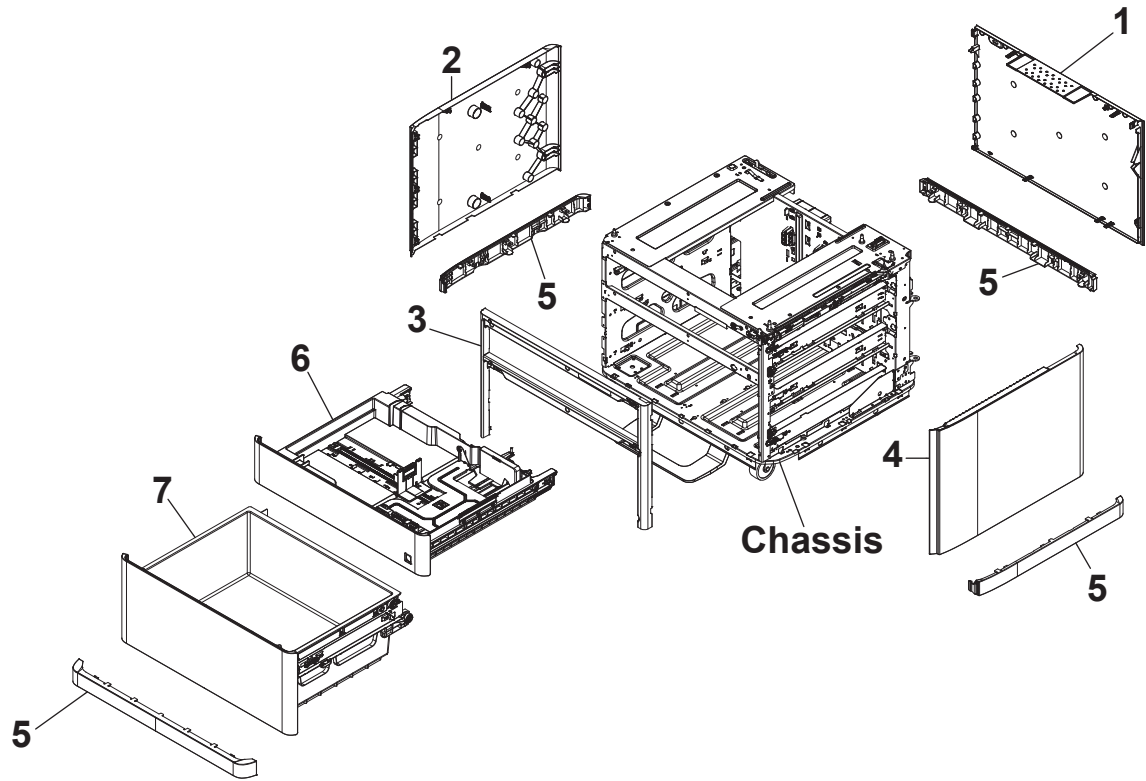


Table 2-20 1x550-sheet feeder with storage cabinet covers¹

Ref	Description	Part number	Qty
1	Cover, stand rear (1x550-sheet feeder with storage cabinet)	A7W95-67001	1
2	Cover, stand left (1x550-sheet feeder with storage cabinet)	A7W95-67002	1
3	Cover, stand front inner (1x550-sheet feeder with storage cabinet)	A7W95-67003	1
4	Door, right (1x550-sheet feeder with storage cabinet)	A7W95-67021	1
5	Kit, skirt cover (1x550-sheet feeder with storage cabinet)	A7W95-67005	4
6	Tray (1x550-sheet feeder with storage cabinet)	A7X02-67006	1
7	Storage bin (1x550-sheet feeder with storage cabinet)	A7W95-60066	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

1x550-sheet feeder with storage cabinet internal assemblies

Figure 2-20 1x550-sheet feeder with storage cabinet internal assemblies

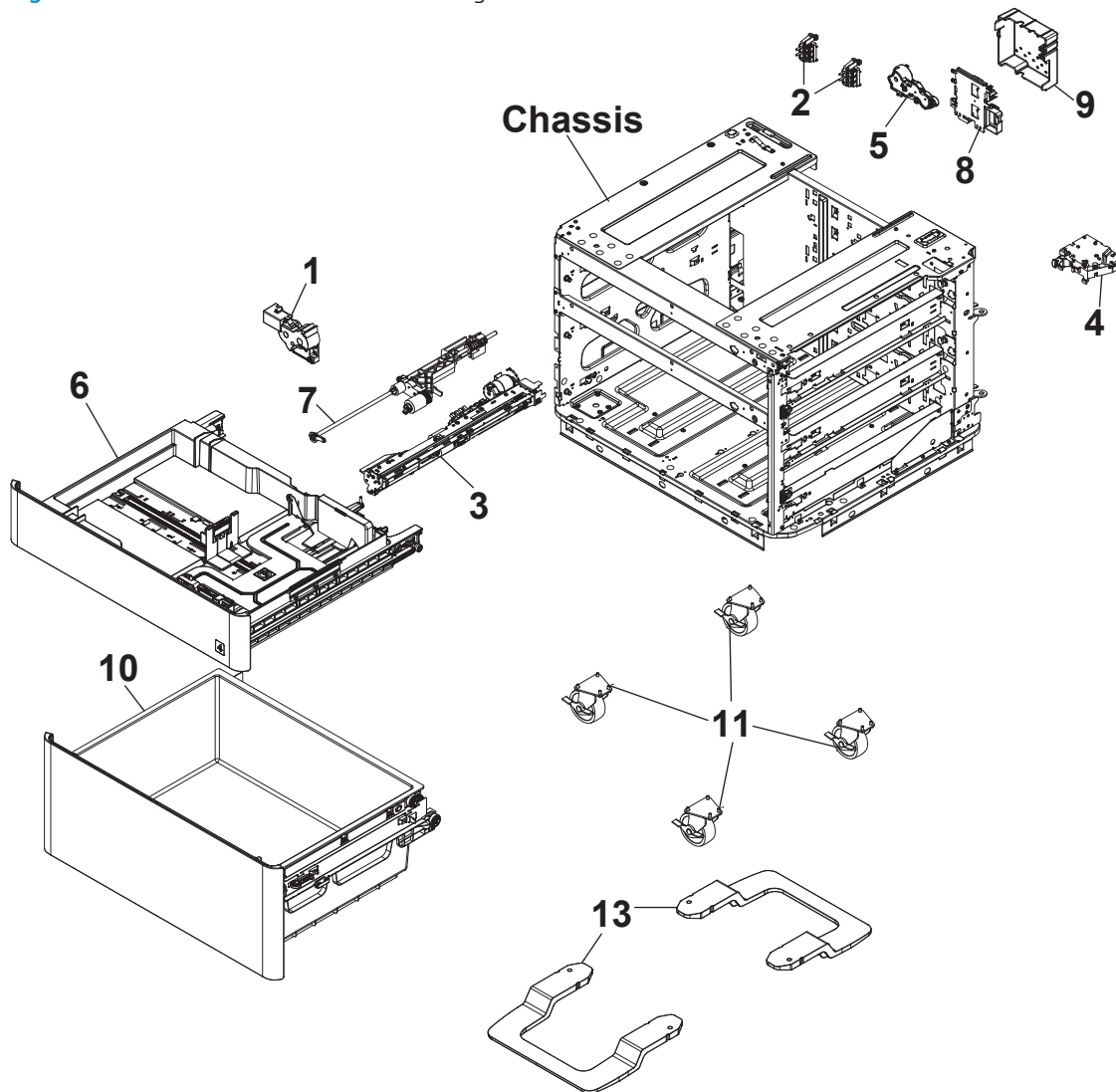


Table 2-21 1x550-sheet feeder with storage cabinet internal assemblies¹

Ref	Description	Part number	Qty
1	Tray lift assembly (1x550-sheet feeder with storage cabinet)	A7W93-67022	1
2	Sensor, tray size detect (1x550-sheet feeder with storage cabinet)	A7W93-67023	2
3	Separation assembly (1x550-sheet feeder with storage cabinet)	A7W93-67031	1
4	Tray latch assembly (1x550-sheet feeder with storage cabinet)	A7W93-67034	1
5	Pick drive clutch (1x550-sheet feeder with storage cabinet)	A7W93-67078	1
6	Tray (1x550-sheet feeder with storage cabinet)	A7X02-67006	1
7	Pick arm assembly (1x550-sheet feeder with storage cabinet)	A7W93-67079	1
8	PCA, tray (1x550-sheet feeder with storage cabinet)	A7X02-67005	1
9	Cover, PCA tray (1x550-sheet feeder with storage cabinet)	Not orderable	1
10	Storage bin (1x550-sheet feeder with storage cabinet)	A7W95-60066	1
11	Castor, stand swivel (1x550-sheet feeder with storage cabinet)	A7W95-67019	4
13	Stand tip foot assembly (1x550-sheet feeder with storage cabinet)	A7W95-67026	2

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: 3x550-sheet feeder

3x550-sheet feeder covers

Figure 2-21 3x550-sheet feeder covers

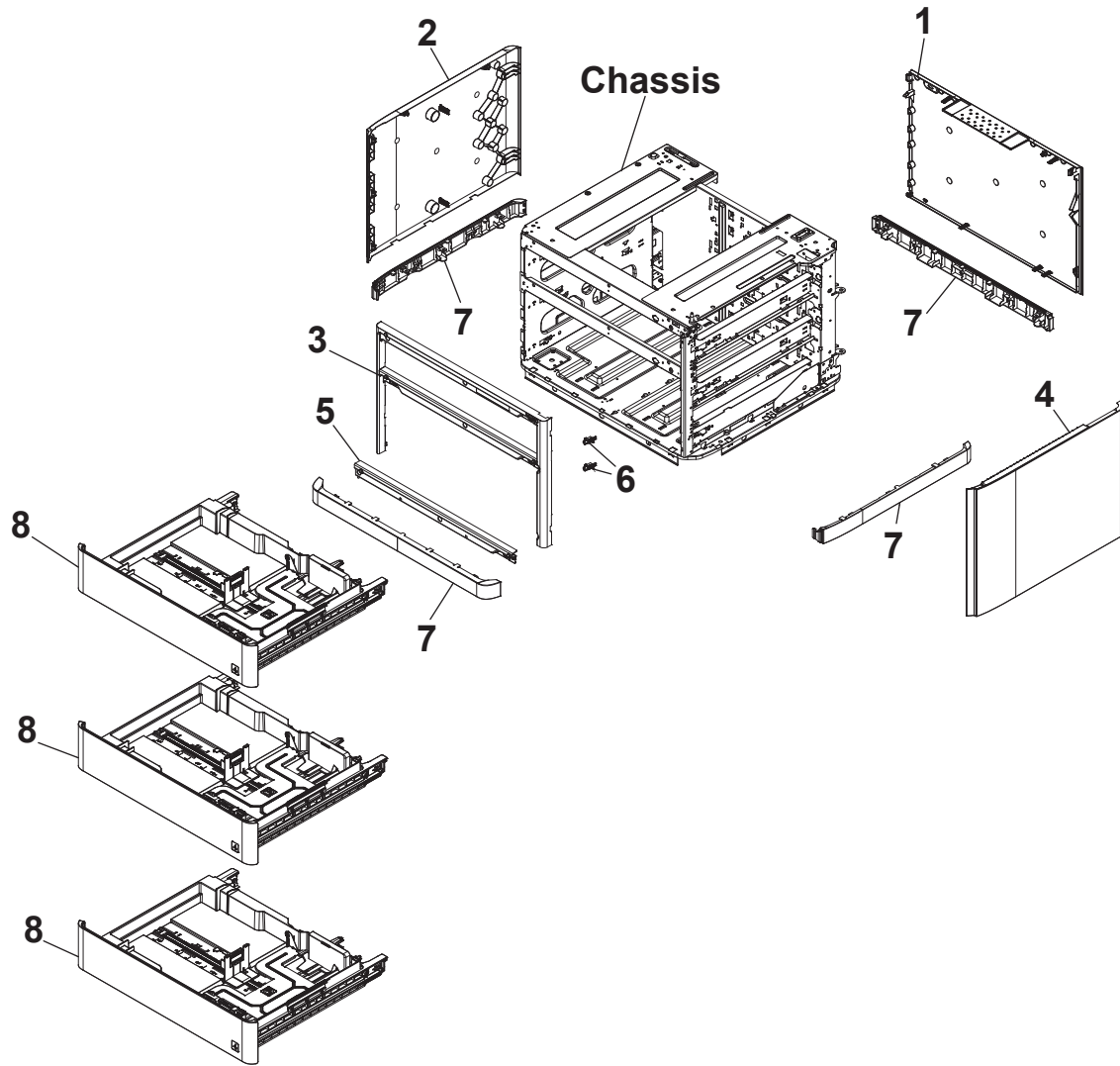


Table 2-22 3x550-sheet feeder covers¹

Ref	Description	Part number	Qty
1	Cover, stand rear (3x550-sheet feeder)	A7W95-67001	1
2	Cover, stand left (3x550-sheet feeder)	A7W95-67002	1
3	Cover, stand front inner (3x550-sheet feeder)	A7W95-67003	1
4	Door, right (3x550-sheet feeder)	A7W95-67016	1
5	Cover, stand front spanner (3x550-sheet feeder)	A7W95-67004	1
6	Door, stand latch stop (3x550-sheet feeder)	A7W95-67012	2
7	Kit, skirt cover (3x550-sheet feeder)	A7W95-67005	4
8	Tray (3x550-sheet feeder)	A7X02-67006	3

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

3x550-sheet feeder internal assemblies

Figure 2-22 3x550-sheet feeder internal assemblies

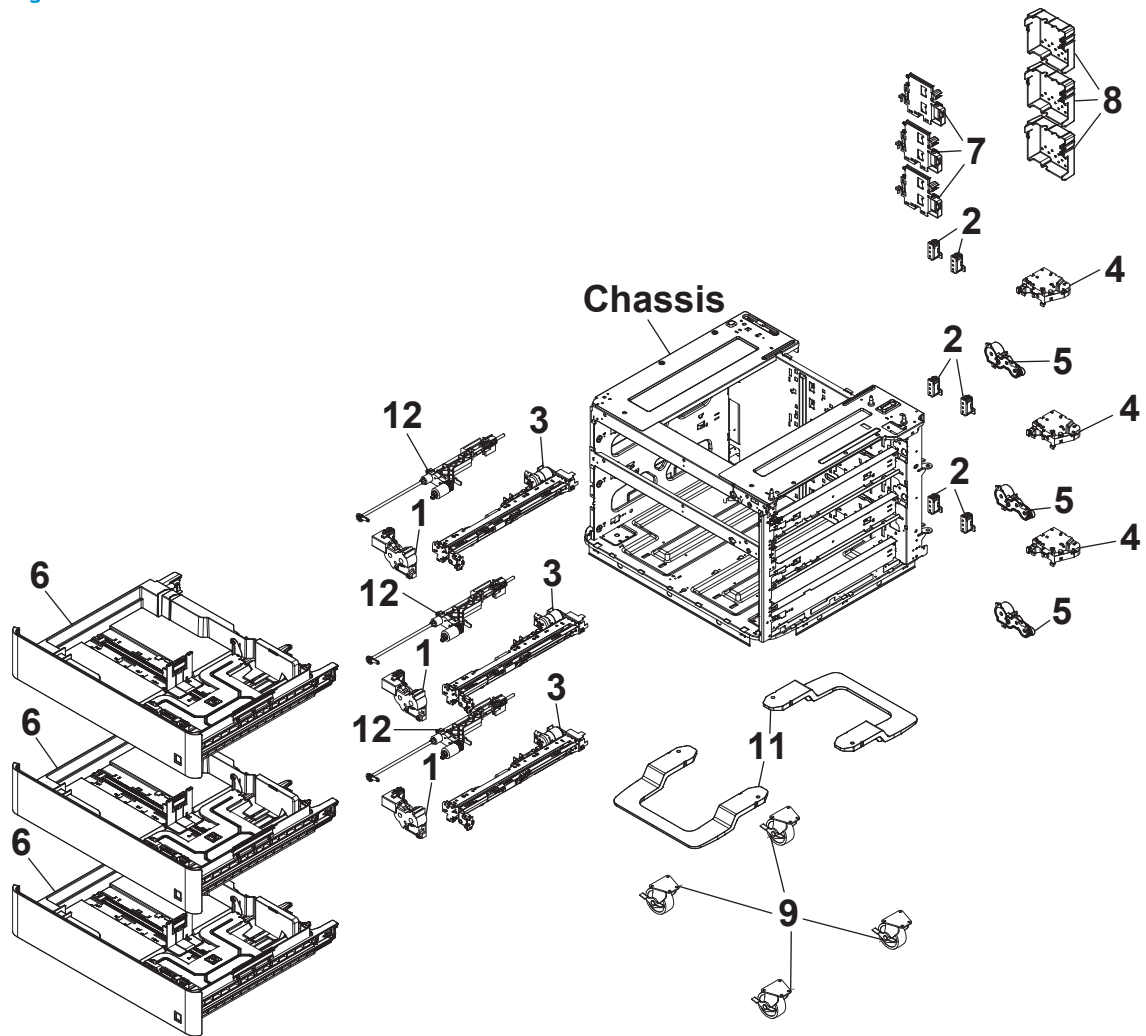


Table 2-23 3x550-sheet feeder internal assemblies¹

Ref	Description	Part number	Qty
1	Tray lift assembly (3x550-sheet feeder)	A7W93-67022	3
2	Sensor, tray size detect (3x550-sheet feeder)	A7W93-67023	6
3	Separation assembly (3x550-sheet feeder)	A7W93-67031	3
4	Tray latch assembly (3x550-sheet feeder)	A7W93-67034	3
5	Pick drive clutch (3x550-sheet feeder)	A7W93-67078	3
6	Tray (3x550-sheet feeder)	A7X02-67006	3
7	PCA, tray (3x550-sheet feeder)	A7X02-67005	3
8	Cover, PCA, tray (3x550-sheet feeder)	Not orderable	1
9	Castor, stand swivel (3x550-sheet feeder)	A7W95-67019	4
11	Stand tip foot assembly (3x550-sheet feeder)	A7W95-67026	2
12	Pick arm assembly (3x550-sheet feeder)	A7W93-67079	3

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Parts and diagrams: High capacity input (HCI) feeder

HCI feeder covers

Figure 2-23 HCI feeder covers

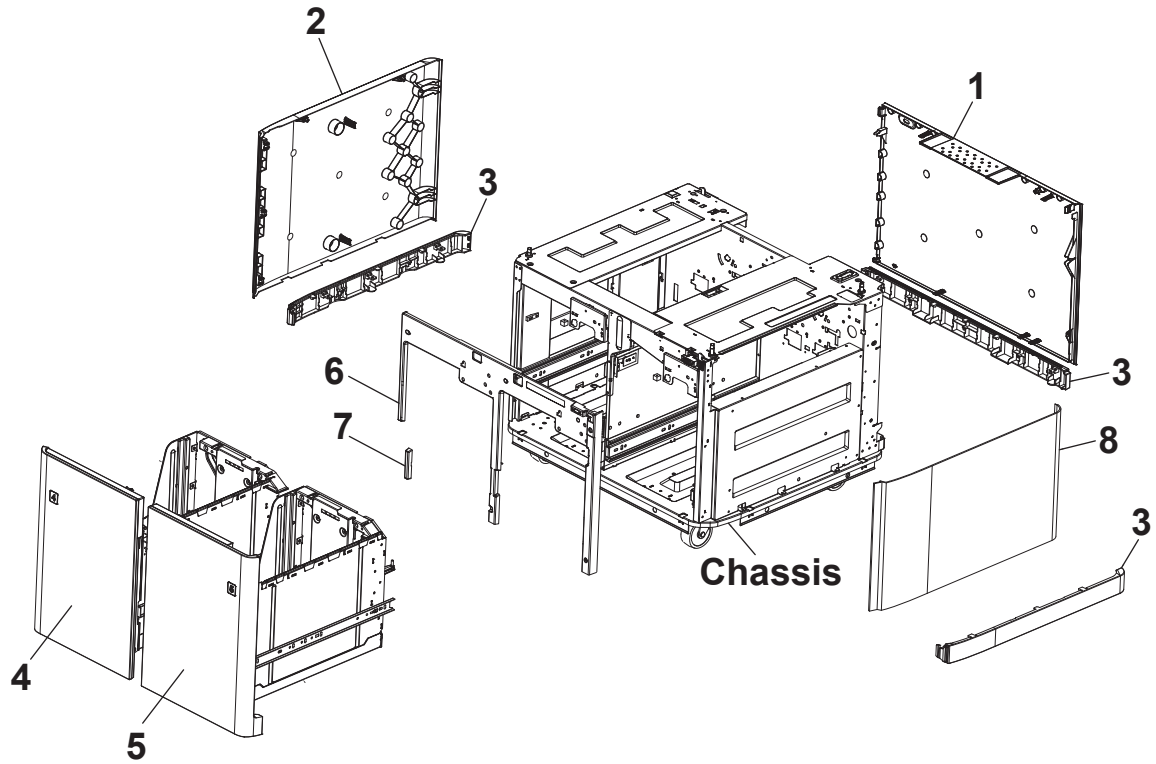


Table 2-24 HCI feeder covers¹

Ref	Description	Part number	Qty
1	Cover, stand rear (HCI)	A7W95-67001	1
2	Cover, stand left (HCI)	A7W95-67002	1
3	Kit, skirt cover (HCI)	A7W95-67005	3
4	Bezel, left tray and stand (HCI)	A7W97-67001	1
5	Bezel, right tray and stand (HCI)	A7W97-67002	1
6	Cover, stand front inner (HCI)	A7W97-67003	1
7	Cover, stand front inner lower (HCI)	A7W97-67004	1
8	Door, right (HCI)	A7W97-67009	1

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

HCI feeder internal assemblies

Figure 2-24 HCI feeder internal assemblies

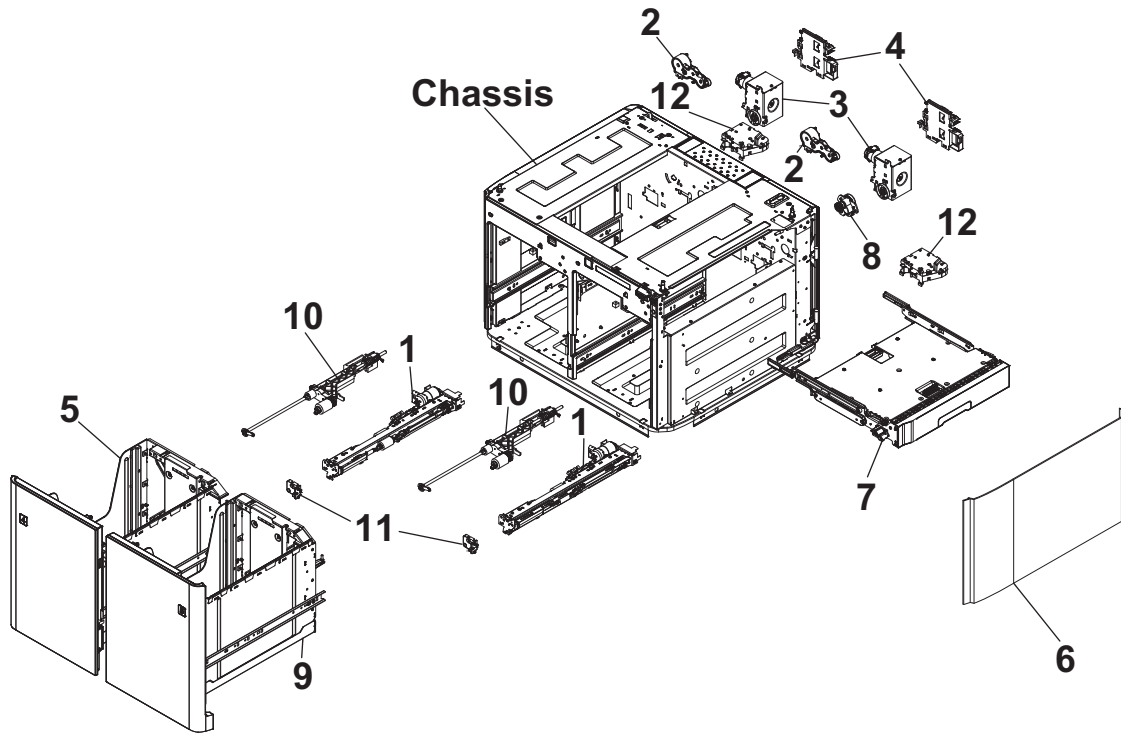


Table 2-25 HCl feeder internal assemblies¹

Ref	Description	Part number	Qty
1	Separation assembly (HCl)	A7W93-67088	2
2	Pick drive clutch (HCl)	A7W93-67078	2
3	Motor, tray lift assembly (HCl)	A7W97-67006	2
4	Motor, tray lift interconnect PCA (HCl)	A7W97-67007	2
5	Tray, left (HCl)	A7W97-67008	1
6	Door, right (HCl)	A7W97-67009	1
7	Jam cassette (HCl)	A7W97-67010	1
8	Jam cassette gear assembly (HCl)	A7W97-67011	1
9	Tray, right (HCl)	A7W97-67012	1
10	Pick arm assembly (HCl)	A7W93-67079	2
11	End cap, Pick arm assembly (HCl)	Not orderable	2
12	Tray latch assembly (HCl)	A7W93-67034	2
Not shown	Separation mount bracket HCl assembly	A7W93-67090	2

¹ To access HP PartSurfer information, go to <http://partsurfermobile.hp.com/>.

Alphabetical parts list

Table 2-26 Alphabetical parts list

Description	Part number	Table and page
Bezel, control panel no HIP (large touchscreen)	A7W93-67093	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
Bezel, control panel with HIP (large touchscreen)	A7W93-67094	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
Bezel, left tray and stand (HCI)	A7W97-67001	HCI feeder covers¹ on page 1277
Bezel, right tray and stand (HCI)	A7W97-67002	HCI feeder covers¹ on page 1277
Bin, standard output	A7W93-67110	Covers (large touchscreen MFP)¹ on page 1243
Bin, standard output	A7W93-67048	Covers (small touchscreen MFP)¹ on page 1245
Bin, standard output	A7W93-67048	Covers (small touchscreen SFP)¹ on page 1247
Cable, power supply to MPCA	A7W93-67016	Electrical assemblies¹ on page 1259
Castor, stand swivel (1x550-sheet feeder with storage cabinet)	A7W95-67019	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
Castor, stand swivel (3x550-sheet feeder)	A7W95-67019	3x550-sheet feeder internal assemblies¹ on page 1275
Control panel (large touchscreen)	A7W95-67020	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
Control panel (small touchscreen)	A7W93-67046	Document feeder and scanner whole units (small touchscreen MFP)¹ on page 1241
Cover, floor standing spacer eject shroud	A7W95-67010	Covers (large touchscreen MFP)¹ on page 1243
Cover, floor standing spacer front	A7W95-67006	Covers (large touchscreen MFP)¹ on page 1243
Cover, floor standing spacer left	A7W95-67007	Covers (large touchscreen MFP)¹ on page 1243
Cover, floor standing spacer rear	A7W95-67009	Covers (large touchscreen MFP)¹ on page 1243
Cover, floor standing spacer right	A7W95-67008	Covers (large touchscreen MFP)¹ on page 1243
Cover, floor standing spacer underside	A7W95-67027	Covers (large touchscreen MFP)¹ on page 1243
Cover, front inner (550-sheet feeder)	A7X02-67004	550-sheet feeder covers¹ on page 1265

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, front tower	A7W93-67004	Covers (large touchscreen MFP)¹ on page 1243
Cover, front tower	A7W93-67004	Covers (small touchscreen MFP)¹ on page 1245
Cover, front tower	A7W93-67004	Covers (small touchscreen SFP)¹ on page 1247
Cover, left (550-sheet feeder)	A7X02-67002	550-sheet feeder covers¹ on page 1265
Cover, lower internal front	A7W93-67075	Covers (large touchscreen MFP)¹ on page 1243
Cover, lower internal front	A7W93-67075	Covers (small touchscreen MFP)¹ on page 1245
Cover, lower internal front	A7W93-67075	Covers (small touchscreen SFP)¹ on page 1247
Cover, middle internal	A7W93-67065	Covers (large touchscreen MFP)¹ on page 1243
Cover, middle internal	A7W93-67065	Covers (small touchscreen MFP)¹ on page 1245
Cover, middle internal	A7W93-67065	Covers (small touchscreen SFP)¹ on page 1247
Cover, PCA tray (1x550-sheet feeder with storage cabinet)	Not orderable	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
Cover, PCA tray (550-sheet feeder)	Not orderable	550-sheet feeder internal assemblies¹ on page 1267
Cover, PCA, tray (3x550-sheet feeder)	Not orderable	3x550-sheet feeder internal assemblies¹ on page 1275
Cover, rear	A7W93-67044	Covers (large touchscreen MFP)¹ on page 1243
Cover, rear	A7W93-67044	Covers (small touchscreen MFP)¹ on page 1245
Cover, rear	A7W93-67044	Covers (small touchscreen SFP)¹ on page 1247
Cover, rear (550-sheet feeder)	A7X02-67003	550-sheet feeder covers¹ on page 1265
Cover, right (550-sheet feeder)	A7X02-67001	550-sheet feeder covers¹ on page 1265
Cover, right tower	A7W93-67003	Covers (large touchscreen MFP)¹ on page 1243
Cover, right tower	A7W93-67003	Covers (small touchscreen MFP)¹ on page 1245
Cover, right tower	A7W93-67003	Covers (small touchscreen SFP)¹ on page 1247

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, scanner lower	A7W94-67001	Covers (small touchscreen MFP)¹ on page 1245
Cover, stand front inner (1x550-sheet feeder with storage cabinet)	A7W95-67003	1x550-sheet feeder with storage cabinet covers¹ on page 1269
Cover, stand front inner (3x550-sheet feeder)	A7W95-67003	3x550-sheet feeder covers¹ on page 1273
Cover, stand front inner (HCI)	A7W97-67003	HCI feeder covers¹ on page 1277
Cover, stand front inner lower (HCI)	A7W97-67004	HCI feeder covers¹ on page 1277
Cover, stand front spanner (3x550-sheet feeder)	A7W95-67004	3x550-sheet feeder covers¹ on page 1273
Cover, stand left (1x550-sheet feeder with storage cabinet)	A7W95-67002	1x550-sheet feeder with storage cabinet covers¹ on page 1269
Cover, stand left (3x550-sheet feeder)	A7W95-67002	3x550-sheet feeder covers¹ on page 1273
Cover, stand left (HCI)	A7W95-67002	HCI feeder covers¹ on page 1277
Cover, stand rear (1x550-sheet feeder with storage cabinet)	A7W95-67001	1x550-sheet feeder with storage cabinet covers¹ on page 1269
Cover, stand rear (3x550-sheet feeder)	A7W95-67001	3x550-sheet feeder covers¹ on page 1273
Cover, stand rear (HCI)	A7W95-67001	HCI feeder covers¹ on page 1277
Cover, top assembly (SFP) (small touchscreen not included)	A7W93-67042	Covers (small touchscreen SFP)¹ on page 1247
Deskew front drive assembly	A7W93-67050	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
Deskew front drive gear assembly	A7W93-67095	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
Deskew rear drive assembly	A7W93-67051	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
Document feeder kit	A7W94-67010	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
Document feeder kit	A7W94-67010	Document feeder and scanner whole units (small touchscreen MFP)¹ on page 1241
Document feeder white backing kit	A7W94-67007	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
Document feeder white backing kit	A7W94-67007	Document feeder and scanner whole units (small touchscreen MFP)¹ on page 1241

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
Door, cartridge	A7W93-67066	Covers (large touchscreen MFP)¹ on page 1243
Door, cartridge	A7W93-67066	Covers (small touchscreen MFP)¹ on page 1245
Door, cartridge	A7W93-67066	Covers (small touchscreen SFP)¹ on page 1247
Door, left (printer) assembly	A7W93-67033	Covers (large touchscreen MFP)¹ on page 1243
Door, left (printer) assembly	A7W93-67033	Covers (small touchscreen MFP)¹ on page 1245
Door, left (printer) assembly	A7W93-67033	Covers (small touchscreen SFP)¹ on page 1247
Door, left (printer) assembly	A7W93-67033	Left door assemblies¹ on page 1253
Door, left assembly	A7W93-67033	Left door eject assemblies¹ on page 1255
Door, right (1x550-sheet feeder with storage cabinet)	A7W95-67021	1x550-sheet feeder with storage cabinet covers¹ on page 1269
Door, right (3x550-sheet feeder)	A7W95-67016	3x550-sheet feeder covers¹ on page 1273
Door, right (HCI)	A7W97-67009	HCI feeder covers¹ on page 1277
Door, right (HCI)	A7W97-67009	HCI feeder internal assemblies¹ on page 1279
Door, right (printer) assembly	A7W93-67024	Covers (large touchscreen MFP)¹ on page 1243
Door, right (printer) assembly	A7W93-67024	Covers (small touchscreen MFP)¹ on page 1245
Door, right (printer) assembly	A7W93-67024	Covers (small touchscreen SFP)¹ on page 1247
Door, stand latch stop (3x550-sheet feeder)	A7W95-67012	3x550-sheet feeder covers¹ on page 1273
Duplex entry drive assembly	A7W93-67030	Tray pick and duplex path assemblies¹ on page 1249
Duplex entry rear gear carrier	A7W93-67025	Tray pick and duplex path assemblies¹ on page 1249
Duplex exit drive assembly	A7W93-67038	Tray pick and duplex path assemblies¹ on page 1249
Duplex floor	A7W93-67052	Tray pick and duplex path assemblies¹ on page 1249
Ejection drive assembly	A7W93-67054	Left door eject assemblies¹ on page 1255
Ejection flap drive assembly	A7W93-67049	Left door eject assemblies¹ on page 1255

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
eMMC module (128GB)	A7W94-67006	Electrical assemblies¹ on page 1259
eMMC module (16GB)	A7W94-67005	Electrical assemblies¹ on page 1259
eMMC module (8GB)	A7W93-67047	Electrical assemblies¹ on page 1259
End cap, Pick arm assembly (HCI)	Not orderable	HCI feeder internal assemblies¹ on page 1279
End cap, tray lift assembly (550-sheet feeder)	Not orderable	550-sheet feeder internal assemblies¹ on page 1267
Fan, aerosol	A7W93-67105	Airflow and right door assemblies¹ on page 1257
Fax module	A7X01-67001	Electrical assemblies¹ on page 1259
Feed shaft	A7W93-67035	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
Handle, rear lift assist	A7W93-67043	Covers (large touchscreen MFP)¹ on page 1243
Handle, rear lift assist	A7W93-67043	Covers (small touchscreen MFP)¹ on page 1245
Handle, rear lift assist	A7W93-67043	Covers (small touchscreen SFP)¹ on page 1247
Hinge, left cartridge door	A7W93-67074	Covers (large touchscreen MFP)¹ on page 1243
Hinge, left cartridge door	A7W93-67074	Covers (small touchscreen MFP)¹ on page 1245
Hinge, left cartridge door	A7W93-67074	Covers (small touchscreen SFP)¹ on page 1247
Hinge, right cartridge door	A7W93-67073	Covers (large touchscreen MFP)¹ on page 1243
Hinge, right cartridge door	A7W93-67073	Covers (small touchscreen MFP)¹ on page 1245
Hinge, right cartridge door	A7W93-67073	Covers (small touchscreen SFP)¹ on page 1247
Jam cassette (HCI)	A7W97-67010	HCI feeder internal assemblies¹ on page 1279
Jam cassette gear assembly (HCI)	A7W97-67011	HCI feeder internal assemblies¹ on page 1279
Kit, airflow repair	A7W93-67027	Airflow and right door assemblies¹ on page 1257
Kit, control panel (small touchscreen) hinge	A7W93-67086	Covers (small touchscreen MFP)¹ on page 1245

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
Kit, control panel hinge (large touchscreen)	A7W93-67101	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
Kit, drop detect carriage assembly	A7W93-67060	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
Kit, feed motor	A7W93-67071	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
Kit, image sensor repair	A7W93-67063	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
Kit, lower (internal) front cover retainers	A7W93-67087	Covers (large touchscreen MFP)¹ on page 1243
Kit, lower internal front cover retainers	A7W93-67087	Covers (small touchscreen MFP)¹ on page 1245
Kit, lower internal front cover retainers	A7W93-67087	Covers (small touchscreen SFP)¹ on page 1247
Kit, main PCA (large touchscreen)	A7W93-67084	Electrical assemblies¹ on page 1259
Kit, main PCA (small touchscreen)	A7W93-67026	Electrical assemblies¹ on page 1259
Kit, PageWide door override	A7W93-67099	Covers (large touchscreen MFP)¹ on page 1243
Kit, PageWide door override	A7W93-67099	Covers (small touchscreen MFP)¹ on page 1245
Kit, PageWide door override	A7W93-67099	Covers (small touchscreen SFP)¹ on page 1247
Kit, printhead FFC cable	A7W93-67010	Printhead assembly¹ on page 1261
Kit, printhead service Maintenance (includes service fluid container)	A7W93-67069	Printhead assembly¹ on page 1261
Kit, skirt cover (1x550-sheet feeder with storage cabinet)	A7W95-67005	1x550-sheet feeder with storage cabinet covers¹ on page 1269
Kit, skirt cover (3x550-sheet feeder)	A7W95-67005	3x550-sheet feeder covers¹ on page 1273
Kit, skirt cover (HCI)	A7W95-67005	HCI feeder covers¹ on page 1277
Kit, supply interconnect	A7W93-67103	Electrical assemblies¹ on page 1259
Kit, tray 1 roller	A7W93-67039	Left door assemblies¹ on page 1253
Light, standard bin	A7W93-67110	Left door eject assemblies¹ on page 1255

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
Main PCA center mount bracket	A7W93-67097	Electrical assemblies¹ on page 1259
Motor with bracket, drop detect	A7W93-67061	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
Motor, duplex diverter assembly	A7W93-67056	Left door assemblies¹ on page 1253
Motor, left side vertical drive assembly	A7W93-67055	Left door assemblies¹ on page 1253
Motor, printhead wiper	A7W93-67045	Printhead wiper assemblies¹ on page 1263
Motor, tray lift assembly (HCI)	A7W97-67006	HCI feeder internal assemblies¹ on page 1279
Motor, tray lift interconnect PCA (HCI)	A7W97-67007	HCI feeder internal assemblies¹ on page 1279
Output 1 static assembly	A7W93-67100	Covers (large touchscreen MFP)¹ on page 1243
Output 1 static assembly	A7W93-67100	Covers (small touchscreen MFP)¹ on page 1245
Output 1 static assembly	A7W93-67100	Covers (small touchscreen SFP)¹ on page 1247
PCA, center rear lower	A7W93-67020	Electrical assemblies¹ on page 1259
PCA, dashboard (large touchscreen)	A7W95-67030	Electrical assemblies¹ on page 1259
PCA, dashboard (small touchscreen)	A7W93-67037	Electrical assemblies¹ on page 1259
PCA, feed motor encoder	A7W93-67018	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
PCA, left door	A7W93-67017	Left door assemblies¹ on page 1253
PCA, left front upper	A7W93-67019	Electrical assemblies¹ on page 1259
PCA, left rear lower	A7W93-67021	Electrical assemblies¹ on page 1259
PCA, left rear upper	A7W93-67029	Electrical assemblies¹ on page 1259
PCA, near field communication (NFC)	A7W95-67022	Electrical assemblies¹ on page 1259
PCA, right rear lower	A7W93-67028	Electrical assemblies¹ on page 1259

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
PCA, temperature/humidity	A7W93-67070	Electrical assemblies¹ on page 1259
PCA, tray (1x550-sheet feeder with storage cabinet)	A7X02-67005	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
PCA, tray (3x550-sheet feeder)	A7X02-67005	3x550-sheet feeder internal assemblies¹ on page 1275
PCA, tray (550-sheet feeder)	A7X02-67005	550-sheet feeder internal assemblies¹ on page 1267
PCA, wireless	A7W93-67002	Electrical assemblies¹ on page 1259
Pick arm assembly	A7W93-67079	Tray pick and duplex path assemblies¹ on page 1249
Pick arm assembly (1x550-sheet feeder with storage cabinet)	A7W93-67079	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
Pick arm assembly (3x550-sheet feeder)	A7W93-67079	3x550-sheet feeder internal assemblies¹ on page 1275
Pick arm assembly (550-sheet feeder)	A7W93-67079	550-sheet feeder internal assemblies¹ on page 1267
Pick arm assembly (HCI)	A7W93-67079	HCI feeder internal assemblies¹ on page 1279
Pick drive clutch	A7W93-67078	Tray pick and duplex path assemblies¹ on page 1249
Pick drive clutch (1x550-sheet feeder with storage cabinet)	A7W93-67078	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
Pick drive clutch (3x550-sheet feeder)	A7W93-67078	3x550-sheet feeder internal assemblies¹ on page 1275
Pick drive clutch (550-sheet feeder)	A7W93-67078	550-sheet feeder internal assemblies¹ on page 1267
Pick drive clutch (HCI)	A7W93-67078	HCI feeder internal assemblies¹ on page 1279
Power supply	A7W93-67036	Electrical assemblies¹ on page 1259
Printhead wiper drive assembly	Not orderable	Printhead wiper assemblies¹ on page 1263
Printhead wiper electrical interconnect	A7W93-67102	Printhead assembly¹ on page 1261
Restraints, printhead (Niblet Kit with assorted miscellaneous service parts)	A7W93-67077	Printhead assembly¹ on page 1261
Right door assembly	A7W93-67024	Airflow and right door assemblies¹ on page 1257

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
Right duplexer	A7W93-67032	Tray pick and duplex path assemblies¹ on page 1249
Right side vertical path	A7W93-67062	Tray pick and duplex path assemblies¹ on page 1249
Right side vertical path (550-sheet feeder)	A7W93-67062	550-sheet feeder internal assemblies¹ on page 1267
Scanner assembly kit (large touchscreen; not included)	A7W95-67031	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
Scanner assembly kit (small touchscreen; not included)	A7W94-67004	Document feeder and scanner whole units (small touchscreen MFP)¹ on page 1241
Sensor, drop detect	A7W93-67041	Feedshaft, drop detect, and skew assemblies¹ on page 1251
Sensor, left door hall effect PCA	A7W93-67096	Electrical assemblies¹ on page 1259
Sensor, main bin full	A7W93-67064	Left door eject assemblies¹ on page 1255
Sensor, reflective edge detection interrupter (REDI)	A7W93-67076	Tray pick and duplex path assemblies¹ on page 1249
Sensor, reflective edge detection interrupter (REDI)	A7W93-67076	Feedshaft, drop detect, and skew assemblies¹ on page 1251
Sensor, tray size detect	A7W93-67023	Tray pick and duplex path assemblies¹ on page 1249
Sensor, tray size detect (1x550-sheet feeder with storage cabinet)	A7W93-67023	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
Sensor, tray size detect (3x550-sheet feeder)	A7W93-67023	3x550-sheet feeder internal assemblies¹ on page 1275
Sensor, tray size detect (550-sheet feeder)	A7W93-67023	550-sheet feeder internal assemblies¹ on page 1267
Sensor, tray/door	A7W93-67040	Electrical assemblies¹ on page 1259
Separation assembly	A7W93-67031	Tray pick and duplex path assemblies¹ on page 1249
Separation assembly (1x550-sheet feeder with storage cabinet)	A7W93-67031	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
Separation assembly (3x550-sheet feeder)	A7W93-67031	3x550-sheet feeder internal assemblies¹ on page 1275
Separation assembly (550-sheet feeder)	A7W93-67031	550-sheet feeder internal assemblies¹ on page 1267

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
Separation assembly (HCI)	A7W93-67088	HCI feeder internal assemblies¹ on page 1279
Separation assembly (MP)	A7W93-67098	Tray pick and duplex path assemblies¹ on page 1249
Separation mount bracket 3 tray assembly	A7W93-67089	Tray pick and duplex path assemblies¹ on page 1249
Separation mount bracket center assembly	A7W93-67092	Tray pick and duplex path assemblies¹ on page 1249
Separation mount bracket HCI assembly	A7W93-67090	HCI feeder internal assemblies¹ on page 1279
Separation mount bracket right assembly	A7W93-67091	Tray pick and duplex path assemblies¹ on page 1249
Service fluid container (left duplexer)	A7W93-67081	Tray pick and duplex path assemblies¹ on page 1249
Stand tip foot assembly (1x550-sheet feeder with storage cabinet)	A7W95-67026	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
Stand tip foot assembly (3x550-sheet feeder)	A7W95-67026	3x550-sheet feeder internal assemblies¹ on page 1275
Storage bin (1x550-sheet feeder with storage cabinet)	A7W95-60066	1x550-sheet feeder with storage cabinet covers¹ on page 1269
Storage bin (1x550-sheet feeder with storage cabinet)	A7W95-60066	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
Strap, left door	A7W93-67058	Covers (large touchscreen MFP)¹ on page 1243
Strap, left door	A7W93-67110	Covers (small touchscreen MFP)¹ on page 1245
Strap, left door	A7W93-67110	Covers (small touchscreen SFP)¹ on page 1247
Strap, right door	A7W93-67059	Covers (large touchscreen MFP)¹ on page 1243
Strap, right door	A7W93-67059	Covers (small touchscreen MFP)¹ on page 1245
Strap, right door	A7W93-67059	Covers (small touchscreen SFP)¹ on page 1247
Torque limiter, Tray 2-N	A7W93-67104	Tray pick and duplex path assemblies¹ on page 1249
Tray (1x550-sheet feeder with storage cabinet)	A7X02-67006	1x550-sheet feeder with storage cabinet covers¹ on page 1269
Tray (1x550-sheet feeder with storage cabinet)	A7X02-67006	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
Tray (3x550-sheet feeder)	A7X02-67006	3x550-sheet feeder covers¹ on page 1273
Tray (3x550-sheet feeder)	A7X02-67006	3x550-sheet feeder internal assemblies¹ on page 1275
Tray (550-sheet feeder)	A7X02-67006	550-sheet feeder covers¹ on page 1265
Tray (550-sheet feeder)	A7X02-67006	550-sheet feeder internal assemblies¹ on page 1267
Tray 1 pick and separation assembly	A7W93-67098	Left door assemblies¹ on page 1253
Tray 2, A4	A7W93-67067	Covers (large touchscreen MFP)¹ on page 1243
Tray 2, A4	A7W93-67067	Covers (small touchscreen MFP)¹ on page 1245
Tray 2, A4	A7W93-67067	Covers (small touchscreen SFP)¹ on page 1247
Tray 3, A4	A7W93-67068	Covers (large touchscreen MFP)¹ on page 1243
Tray 3, A4	A7W93-67068	Covers (small touchscreen MFP)¹ on page 1245
Tray 3, A4	A7W93-67068	Covers (small touchscreen SFP)¹ on page 1247
Tray latch assembly	A7W93-67034	Tray pick and duplex path assemblies¹ on page 1249
Tray latch assembly (1x550-sheet feeder with storage cabinet)	A7W93-67034	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
Tray latch assembly (3x550-sheet feeder)	A7W93-67034	3x550-sheet feeder internal assemblies¹ on page 1275
Tray latch assembly (550-sheet feeder)	A7W93-67034	550-sheet feeder internal assemblies¹ on page 1267
Tray latch assembly (HCI)	A7W93-67034	HCI feeder internal assemblies¹ on page 1279
Tray lift assembly	A7W93-67022	Tray pick and duplex path assemblies¹ on page 1249
Tray lift assembly (1x550-sheet feeder with storage cabinet)	A7W93-67022	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
Tray lift assembly (3x550-sheet feeder)	A7W93-67022	3x550-sheet feeder internal assemblies¹ on page 1275
Tray lift assembly (550-sheet feeder)	A7W93-67022	550-sheet feeder internal assemblies¹ on page 1267

Table 2-26 Alphabetical parts list (continued)

Description	Part number	Table and page
Tray, left (HCI)	A7W97-67008	HCI feeder internal assemblies¹ on page 1279
Tray, right (HCI)	A7W97-67012	HCI feeder internal assemblies¹ on page 1279
Upper paper guide assembly	A7W93-67053	Feedshaft, drop detect, and deskew assemblies¹ on page 1251

Numerical parts list

Table 2-27 Numerical parts list

Part number	Description	Table and page
A7W93-67002	PCA, wireless	Electrical assemblies¹ on page 1259
A7W93-67003	Cover, right tower	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67003	Cover, right tower	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67003	Cover, right tower	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67004	Cover, front tower	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67004	Cover, front tower	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67004	Cover, front tower	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67010	Kit, printhead FFC cable	Printhead assembly¹ on page 1261
A7W93-67016	Cable, power supply to MPCA	Electrical assemblies¹ on page 1259
A7W93-67017	PCA, left door	Left door assemblies¹ on page 1253
A7W93-67018	PCA, feed motor encoder	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67019	PCA, left front upper	Electrical assemblies¹ on page 1259
A7W93-67020	PCA, center rear lower	Electrical assemblies¹ on page 1259
A7W93-67021	PCA, left rear lower	Electrical assemblies¹ on page 1259
A7W93-67022	Tray lift assembly	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67022	Tray lift assembly (550-sheet feeder)	550-sheet feeder internal assemblies¹ on page 1267
A7W93-67022	Tray lift assembly (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7W93-67022	Tray lift assembly (3x550-sheet feeder)	3x550-sheet feeder internal assemblies¹ on page 1275
A7W93-67023	Sensor, tray size detect	Tray pick and duplex path assemblies¹ on page 1249

Table 2-27 Numerical parts list (continued)

Part number	Description	Table and page
A7W93-67023	Sensor, tray size detect (550-sheet feeder)	550-sheet feeder internal assemblies¹ on page 1267
A7W93-67023	Sensor, tray size detect (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7W93-67023	Sensor, tray size detect (3x550-sheet feeder)	3x550-sheet feeder internal assemblies¹ on page 1275
A7W93-67024	Door, right (printer) assembly	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67024	Door, right (printer) assembly	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67024	Door, right (printer) assembly	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67024	Right door assembly	Airflow and right door assemblies¹ on page 1257
A7W93-67025	Duplex entry rear gear carrier	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67026	Kit, main PCA (small touchscreen)	Electrical assemblies¹ on page 1259
A7W93-67027	Kit, airflow repair	Airflow and right door assemblies¹ on page 1257
A7W93-67028	PCA, right rear lower	Electrical assemblies¹ on page 1259
A7W93-67029	PCA, left rear upper	Electrical assemblies¹ on page 1259
A7W93-67030	Duplex entry drive assembly	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67031	Separation assembly	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67031	Separation assembly (550-sheet feeder)	550-sheet feeder internal assemblies¹ on page 1267
A7W93-67031	Separation assembly (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7W93-67031	Separation assembly (3x550-sheet feeder)	3x550-sheet feeder internal assemblies¹ on page 1275
A7W93-67032	Right duplexer	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67033	Door, left (printer) assembly	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67033	Door, left (printer) assembly	Covers (small touchscreen MFP)¹ on page 1245

Table 2-27 Numerical parts list (continued)

Part number	Description	Table and page
A7W93-67033	Door, left (printer) assembly	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67033	Door, left (printer) assembly	Left door assemblies¹ on page 1253
A7W93-67033	Door, left assembly	Left door eject assemblies¹ on page 1255
A7W93-67034	Tray latch assembly	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67034	Tray latch assembly (550-sheet feeder)	550-sheet feeder internal assemblies¹ on page 1267
A7W93-67034	Tray latch assembly (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7W93-67034	Tray latch assembly (3x550-sheet feeder)	3x550-sheet feeder internal assemblies¹ on page 1275
A7W93-67034	Tray latch assembly (HCI)	HCI feeder internal assemblies¹ on page 1279
A7W93-67035	Feed shaft	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67036	Power supply	Electrical assemblies¹ on page 1259
A7W93-67037	PCA, dashboard (small touchscreen)	Electrical assemblies¹ on page 1259
A7W93-67038	Duplex exit drive assembly	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67039	Kit, tray 1 roller	Left door assemblies¹ on page 1253
A7W93-67040	Sensor, tray/door	Electrical assemblies¹ on page 1259
A7W93-67041	Sensor, drop detect	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67042	Cover, top assembly (SFP) (small touchscreen not included)	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67043	Handle, rear lift assist	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67043	Handle, rear lift assist	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67043	Handle, rear lift assist	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67044	Cover, rear	Covers (large touchscreen MFP)¹ on page 1243

Table 2-27 Numerical parts list (continued)

Part number	Description	Table and page
A7W93-67044	Cover, rear	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67044	Cover, rear	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67045	Motor, printhead wiper	Printhead wiper assemblies¹ on page 1263
A7W93-67046	Control panel (small touchscreen)	Document feeder and scanner whole units (small touchscreen MFP)¹ on page 1241
A7W93-67047	eMMC module (8GB)	Electrical assemblies¹ on page 1259
A7W93-67048	Bin, standard output	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67048	Bin, standard output	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67049	Ejection flap drive assembly	Left door eject assemblies¹ on page 1255
A7W93-67050	Deskew front drive assembly	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67051	Deskew rear drive assembly	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67052	Duplex floor	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67053	Upper paper guide assembly	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67054	Ejection drive assembly	Left door eject assemblies¹ on page 1255
A7W93-67055	Motor, left side vertical drive assembly	Left door assemblies¹ on page 1253
A7W93-67056	Motor, duplex diverter assembly	Left door assemblies¹ on page 1253
A7W93-67058	Strap, left door	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67059	Strap, right door	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67059	Strap, right door	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67059	Strap, right door	Covers (small touchscreen SFP)¹ on page 1247

Table 2-27 Numerical parts list (continued)

Part number	Description	Table and page
A7W93-67060	Kit, drop detect carriage assembly	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67061	Motor with bracket, drop detect	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67062	Right side vertical path	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67062	Right side vertical path (550-sheet feeder)	550-sheet feeder internal assemblies¹ on page 1267
A7W93-67063	Kit, image sensor repair	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67064	Sensor, main bin full	Left door eject assemblies¹ on page 1255
A7W93-67065	Cover, middle internal	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67065	Cover, middle internal	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67065	Cover, middle internal	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67066	Door, cartridge	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67066	Door, cartridge	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67066	Door, cartridge	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67067	Tray 2, A4	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67067	Tray 2, A4	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67067	Tray 2, A4	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67068	Tray 3, A4	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67068	Tray 3, A4	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67068	Tray 3, A4	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67069	Kit, printhead service Maintenance (includes service fluid container)	Printhead assembly¹ on page 1261
A7W93-67070	PCA, temperature/humidity	Electrical assemblies¹ on page 1259

Table 2-27 Numerical parts list (continued)

Part number	Description	Table and page
A7W93-67071	Kit, feed motor	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67073	Hinge, right cartridge door	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67073	Hinge, right cartridge door	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67073	Hinge, right cartridge door	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67074	Hinge, left cartridge door	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67074	Hinge, left cartridge door	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67074	Hinge, left cartridge door	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67075	Cover, lower internal front	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67075	Cover, lower internal front	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67075	Cover, lower internal front	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67076	Sensor, reflective edge detection interrupter (REDI)	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67076	Sensor, reflective edge detection interrupter (REDI)	Feedshaft, drop detect, and deskew assemblies¹ on page 1251
A7W93-67077	Restraints, printhead (Niblet Kit with assorted miscellaneous service parts)	Printhead assembly¹ on page 1261
A7W93-67078	Pick drive clutch	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67078	Pick drive clutch (550-sheet feeder)	550-sheet feeder internal assemblies¹ on page 1267
A7W93-67078	Pick drive clutch (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7W93-67078	Pick drive clutch (3x550-sheet feeder)	3x550-sheet feeder internal assemblies¹ on page 1275
A7W93-67078	Pick drive clutch (HCI)	HCI feeder internal assemblies¹ on page 1279
A7W93-67079	Pick arm assembly	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67079	Pick arm assembly (550-sheet feeder)	550-sheet feeder internal assemblies¹ on page 1267

Table 2-27 Numerical parts list (continued)

Part number	Description	Table and page
A7W93-67079	Pick arm assembly (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7W93-67079	Pick arm assembly (3x550-sheet feeder)	3x550-sheet feeder internal assemblies¹ on page 1275
A7W93-67079	Pick arm assembly (HCI)	HCI feeder internal assemblies¹ on page 1279
A7W93-67081	Service fluid container (left duplexer)	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67084	Kit, main PCA (large touchscreen)	Electrical assemblies¹ on page 1259
A7W93-67086	Kit, control panel (small touchscreen) hinge	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67087	Kit, lower (internal) front cover retainers	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67087	Kit, lower internal front cover retainers	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67087	Kit, lower internal front cover retainers	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67088	Separation assembly (HCI)	HCI feeder internal assemblies¹ on page 1279
A7W93-67089	Separation mount bracket 3 tray assembly	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67090	Separation mount bracket HCI assembly	HCI feeder internal assemblies¹ on page 1279
A7W93-67091	Separation mount bracket right assembly	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67092	Separation mount bracket center assembly	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67093	Bezel, control panel no HIP (large touchscreen)	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
A7W93-67094	Bezel, control panel with HIP (large touchscreen)	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
A7W93-67095	Deskew front drive gear assembly	Feedshaft, drop detect, and skew assemblies¹ on page 1251
A7W93-67096	Sensor, left door hall effect PCA	Electrical assemblies¹ on page 1259
A7W93-67097	Main PCA center mount bracket	Electrical assemblies¹ on page 1259
A7W93-67098	Separation assembly (MP)	Tray pick and duplex path assemblies¹ on page 1249

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Part number	Description	Table and page
A7W93-67098	Tray 1 pick and separation assembly	Left door assemblies¹ on page 1253
A7W93-67099	Kit, PageWide door override	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67099	Kit, PageWide door override	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67099	Kit, PageWide door override	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67100	Output 1 static assembly	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67100	Output 1 static assembly	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67100	Output 1 static assembly	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67101	Kit, control panel hinge (large touchscreen)	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
A7W93-67102	Printhead wiper electrical interconnect	Printhead assembly¹ on page 1261
A7W93-67103	Kit, supply interconnect	Electrical assemblies¹ on page 1259
A7W93-67104	Torque limiter, Tray 2-N	Tray pick and duplex path assemblies¹ on page 1249
A7W93-67105	Fan, aerosol	Airflow and right door assemblies¹ on page 1257
A7W93-67110	Bin, standard output	Covers (large touchscreen MFP)¹ on page 1243
A7W93-67110	Strap, left door	Covers (small touchscreen MFP)¹ on page 1245
A7W93-67110	Strap, left door	Covers (small touchscreen SFP)¹ on page 1247
A7W93-67110	Light, standard bin	Left door eject assemblies¹ on page 1255
A7W94-67001	Cover, scanner lower	Covers (small touchscreen MFP)¹ on page 1245
A7W94-67004	Scanner assembly kit (small touchscreen; not included)	Document feeder and scanner whole units (small touchscreen MFP)¹ on page 1241
A7W94-67005	eMMC module (16GB)	Electrical assemblies¹ on page 1259
A7W94-67006	eMMC module (128GB)	Electrical assemblies¹ on page 1259

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Part number	Description	Table and page
A7W94-67007	Document feeder white backing kit	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
A7W94-67007	Document feeder white backing kit	Document feeder and scanner whole units (small touchscreen MFP)¹ on page 1241
A7W94-67010	Document feeder kit	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
A7W94-67010	Document feeder kit	Document feeder and scanner whole units (small touchscreen MFP)¹ on page 1241
A7W95-60066	Storage bin (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet covers¹ on page 1269
A7W95-60066	Storage bin (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7W95-67001	Cover, stand rear (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet covers¹ on page 1269
A7W95-67001	Cover, stand rear (3x550-sheet feeder)	3x550-sheet feeder covers¹ on page 1273
A7W95-67001	Cover, stand rear (HCI)	HCI feeder covers¹ on page 1277
A7W95-67002	Cover, stand left (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet covers¹ on page 1269
A7W95-67002	Cover, stand left (3x550-sheet feeder)	3x550-sheet feeder covers¹ on page 1273
A7W95-67002	Cover, stand left (HCI)	HCI feeder covers¹ on page 1277
A7W95-67003	Cover, stand front inner (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet covers¹ on page 1269
A7W95-67003	Cover, stand front inner (3x550-sheet feeder)	3x550-sheet feeder covers¹ on page 1273
A7W95-67004	Cover, stand front spanner (3x550-sheet feeder)	3x550-sheet feeder covers¹ on page 1273
A7W95-67005	Kit, skirt cover (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet covers¹ on page 1269
A7W95-67005	Kit, skirt cover (3x550-sheet feeder)	3x550-sheet feeder covers¹ on page 1273
A7W95-67005	Kit, skirt cover (HCI)	HCI feeder covers¹ on page 1277
A7W95-67006	Cover, floor standing spacer front	Covers (large touchscreen MFP)¹ on page 1243
A7W95-67007	Cover, floor standing spacer left	Covers (large touchscreen MFP)¹ on page 1243

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Part number	Description	Table and page
A7W95-67008	Cover, floor standing spacer right	Covers (large touchscreen MFP)¹ on page 1243
A7W95-67009	Cover, floor standing spacer rear	Covers (large touchscreen MFP)¹ on page 1243
A7W95-67010	Cover, floor standing spacer eject shroud	Covers (large touchscreen MFP)¹ on page 1243
A7W95-67012	Door, stand latch stop (3x550-sheet feeder)	3x550-sheet feeder covers¹ on page 1273
A7W95-67016	Door, right (3x550-sheet feeder)	3x550-sheet feeder covers¹ on page 1273
A7W95-67019	Castor, stand swivel (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7W95-67019	Castor, stand swivel (3x550-sheet feeder)	3x550-sheet feeder internal assemblies¹ on page 1275
A7W95-67020	Control panel (large touchscreen)	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
A7W95-67021	Door, right (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet covers¹ on page 1269
A7W95-67022	PCA, near field communication (NFC)	Electrical assemblies¹ on page 1259
A7W95-67026	Stand tip foot assembly (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7W95-67026	Stand tip foot assembly (3x550-sheet feeder)	3x550-sheet feeder internal assemblies¹ on page 1275
A7W95-67027	Cover, floor standing spacer underside	Covers (large touchscreen MFP)¹ on page 1243
A7W95-67030	PCA, dashboard (large touchscreen)	Electrical assemblies¹ on page 1259
A7W95-67031	Scanner assembly kit (large touchscreen; not included)	Document feeder and scanner (large touchscreen MFP)¹ on page 1239
A7W97-67001	Bezel, left tray and stand (HCI)	HCI feeder covers¹ on page 1277
A7W97-67002	Bezel, right tray and stand (HCI)	HCI feeder covers¹ on page 1277
A7W97-67003	Cover, stand front inner (HCI)	HCI feeder covers¹ on page 1277
A7W97-67004	Cover, stand front inner lower (HCI)	HCI feeder covers¹ on page 1277
A7W97-67006	Motor, tray lift assembly (HCI)	HCI feeder internal assemblies¹ on page 1279
A7W97-67007	Motor, tray lift interconnect PCA (HCI)	HCI feeder internal assemblies¹ on page 1279

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A7W97-67009	Door, right (HCI)	HCI feeder internal assemblies¹ on page 1279
A7W97-67010	Jam cassette (HCI)	HCI feeder internal assemblies¹ on page 1279
A7W97-67011	Jam cassette gear assembly (HCI)	HCI feeder internal assemblies¹ on page 1279
A7W97-67012	Tray, right (HCI)	HCI feeder internal assemblies¹ on page 1279
A7X01-67001	Fax module	Electrical assemblies¹ on page 1259
A7X02-67001	Cover, right (550-sheet feeder)	550-sheet feeder covers¹ on page 1265
A7X02-67002	Cover, left (550-sheet feeder)	550-sheet feeder covers¹ on page 1265
A7X02-67003	Cover, rear (550-sheet feeder)	550-sheet feeder covers¹ on page 1265
A7X02-67004	Cover, front inner (550-sheet feeder)	550-sheet feeder covers¹ on page 1265
A7X02-67005	PCA, tray (550-sheet feeder)	550-sheet feeder internal assemblies¹ on page 1267
A7X02-67005	PCA, tray (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7X02-67005	PCA, tray (3x550-sheet feeder)	3x550-sheet feeder internal assemblies¹ on page 1275
A7X02-67006	Tray (550-sheet feeder)	550-sheet feeder covers¹ on page 1265
A7X02-67006	Tray (550-sheet feeder)	550-sheet feeder internal assemblies¹ on page 1267
A7X02-67006	Tray (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet covers¹ on page 1269
A7X02-67006	Tray (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
A7X02-67006	Tray (3x550-sheet feeder)	3x550-sheet feeder covers¹ on page 1273
A7X02-67006	Tray (3x550-sheet feeder)	3x550-sheet feeder internal assemblies¹ on page 1275
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Not orderable	Cover, PCA tray (550-sheet feeder)	550-sheet feeder internal assemblies¹ on page 1267
Not orderable	Cover, PCA tray (1x550-sheet feeder with storage cabinet)	1x550-sheet feeder with storage cabinet internal assemblies¹ on page 1271
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